Deskpro Horizon speaks your language!

2023-03-14 - Lara Proud - Comments (0) - Product (Admin)

We are thrilled to announce that Deskpro Horizon has expanded its language capabilities to include 18 languages. With the latest release, Deskpro Horizon 2023.11, you can now provide your team with a seamless multi-lingual support platform.

We are proud to manage the following languages across the Agent and Help Center interfaces:

- Arabic
- French
- German
- Hungarian
- Italian
- Japanese
- Portuguese (PT)
- Spanish
- Swedish
- Turkish

And that is not all, we have also included the following languages to provide a fully localized experience for end-users accessing your Help Center:

- Bulgarian
- Chinese (Simplified)
- Danish
- Dutch
- Greek
- Polish
- Slovenian

Installing these languages for your Agents and End-Users is quick and easy! Go to **Configuration** > **Languages & Locales** and select the **Available** tab. From there, choose the languages you want to add to your helpdesk and install them with just one click. And these translated interfaces will be available for Agents and End-Users to apply from their Agent Settings and the Help Center, respectively.

See the Admin Guide for more information.



With Deskpro Horizon's extensive language availability, your Agents can now work in an interface that matches their language preferences helping them to work more efficiently, and End-Users can navigate your Help Center with ease, no matter what language they speak.
Plus, you can set an installed language as your helpdesk default, so any new Agents are created with your preferred language applied when they first log in.



If your language isn’t available, please get in touch so we can arrange a translation.