

Using ConnectLingua.ai

ConnectLingua.ai

- To start using ConnectLingua.ai, users will sign up by clicking on 'Start Your Free Trial' in the highlighted button below.

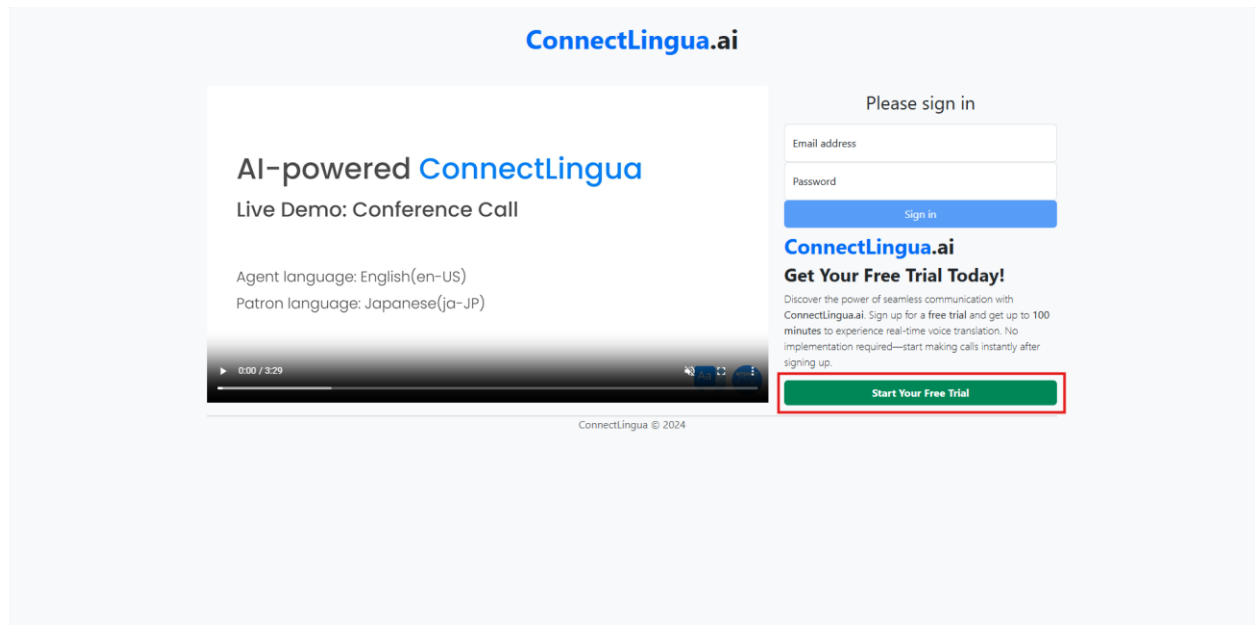


Fig 1

ConnectLingua.ai Sign Up:

- Next, the user will use this window to sign up for ConnectLingua.ai.

INTERACT
CX
Create account!

Email *

Phone Number *

Full Name *

Password *

Confirm Password *

Select Agent Language *

☐ Terms & Conditions

Sign up

Already have an account? Sign in

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Fig 2

In this window, the user will need to provide the following details, ensuring that the specified conditions are followed:

- **User Email:** (only company email allowed)
- **Number:** ('Mobile number with country code' format required)
- **Name:**
- **Password:**
- **Confirm Password:**
- **Select Agent's Language from the following options:** English, Spanish, Hindi, Japanese, Thai, German, French, French (Canada), Italian, Arabic, Persian, Dutch, and Portuguese.
- **Terms and Conditions:** (Read the Terms and Conditions till the end and click

Accept terms and conditions

ConnectLingua.ai Sign In:

- After signing up, the user will receive a confirmation email containing a verification link. Upon clicking the verification link, the user will receive a second verification email, from which they can sign in directly.
- Users can use this window to sign in to ConnectLingua.ai. After entering your email and password, click on 'Sign In' as shown in the figure below.

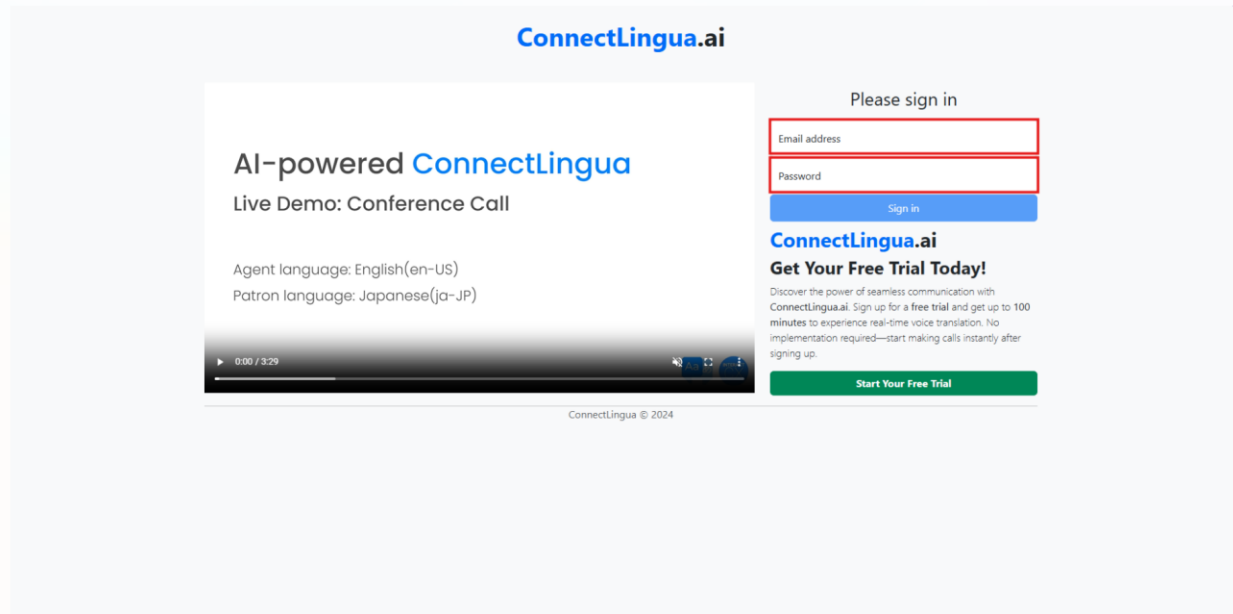


Fig 3

ConnectLingua.ai Connect:

- After signing in, the user will see the following window as shown in the figure below, which can also be accessed by clicking on 'Call' in the Navbar at the top:

INTERACT
CX

Call Usage Sign out

You are using trial account. Upgrade to access premium features. [Upgrade](#)

Please enter call details to connect

Session Id

Enter Session Id

Customer Language

Select Customer Language

Connect Call

Fig 4

- Users can connect their call to ConnectLingua.ai by dialing the number provided in the Verification email.
- After the call connects, users will receive a Session Id through an automated voice prompt, which they must enter in the 'Session Id' field, as shown in the figure above.

1. The '**Session Id**' field, where users need to enter the session ID provided to them on call.
2. The '**Customer Language**' field, where users can select the language of the customer from English, Spanish, Hindi, Japanese, Thai, German, French, French (Canada), Italian, Arabic, Persian, Dutch, and Portuguese.
3. Hit '**Connect Call**' to start the call.

ConnectLingua.ai Usage:

- Users can also see their usage by clicking on “Usage” which can be accessed in the Navbar at the top as shown in the figure below:

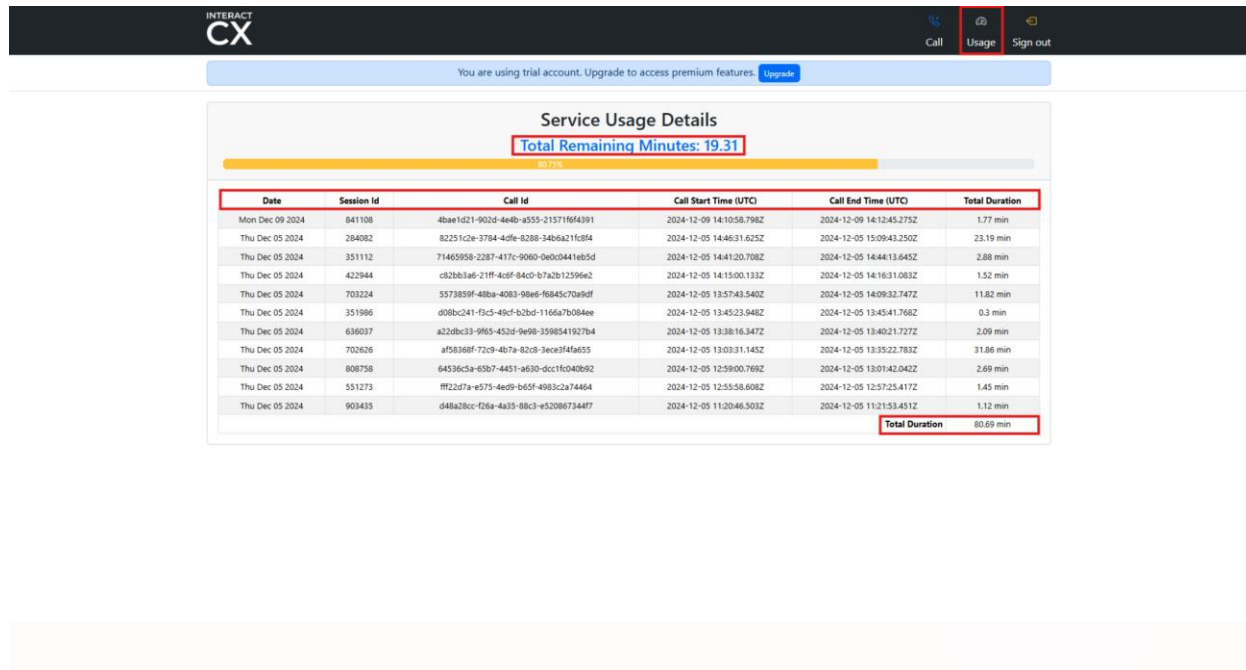


Fig 5

- At the top of this page, users can find their Calls History along with Total Remaining Minutes. Below that, for each call, users can view the following information:
 - Date
 - Session Id
 - Call Id
 - Call Start Time (UTC)
 - Call End Time (UTC), along with,
 - Total Duration of calls.

ConnectLingua.ai User Interface:

- Upon connecting the call, the user will be presented with the ConnectLingua.ai User Interface, displaying the message 'Please wait for the call to be connected,' as shown in the figure below:

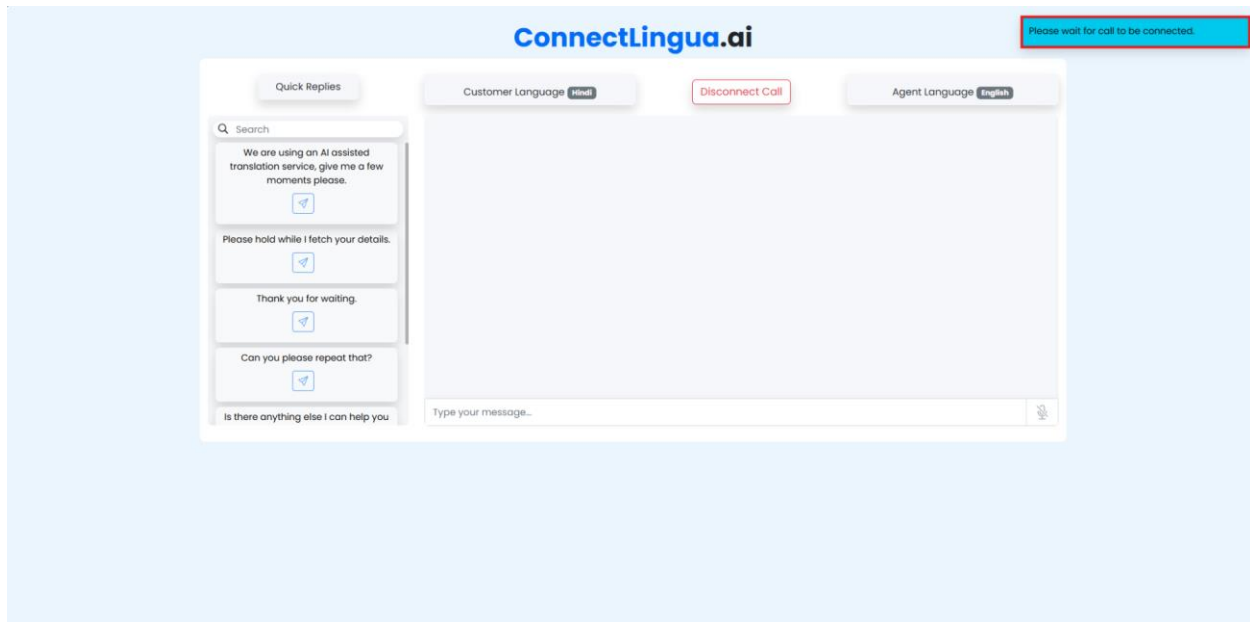


Fig 6

- When the user is connected with their customer, a pop-up will appear with the message 'Speech Service Connected, you can start the conversation,' as shown in the figure below:

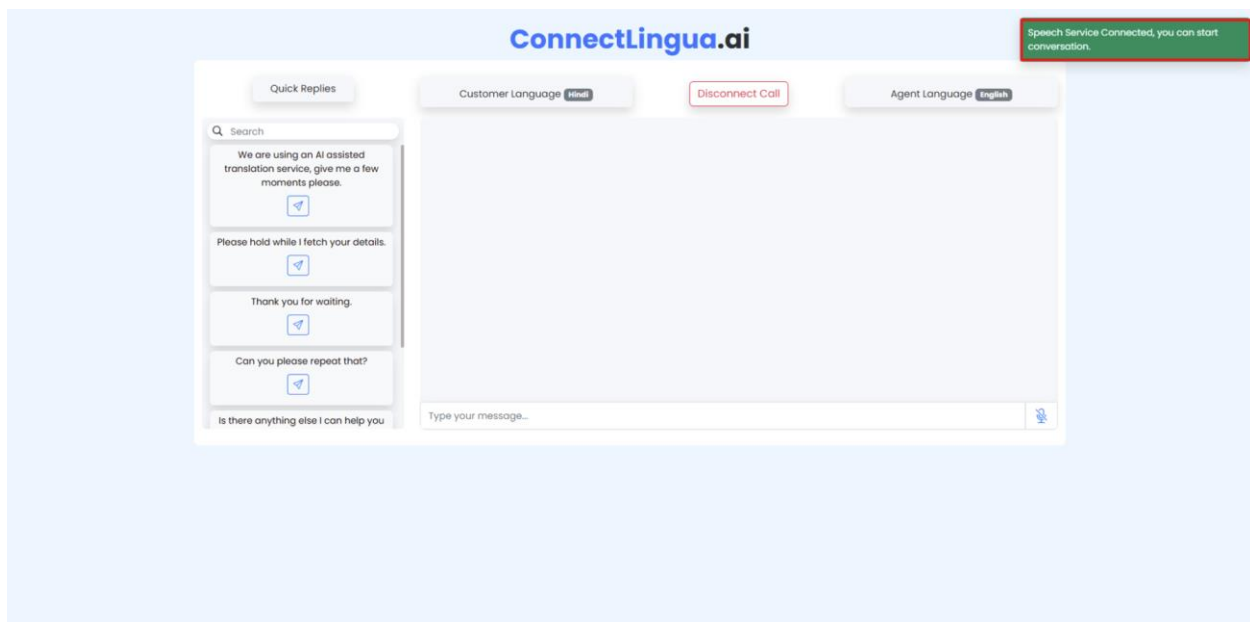


Fig 7

- Additionally, the user's language and the customer's selected language will appear at the top of the UI, along with the 'Disconnect Call' button, as shown in the figure below:

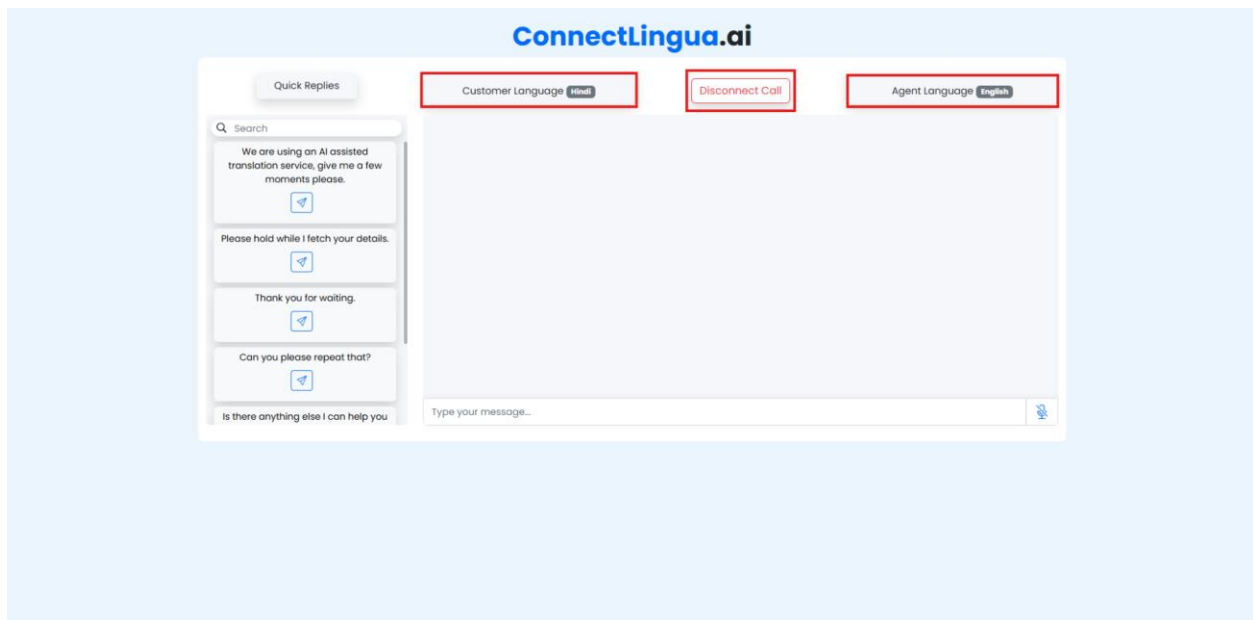


Fig 8

ConnectLingua.ai Text message:

- Users can use the text box, shown in the figure below, to type their message to the customer.

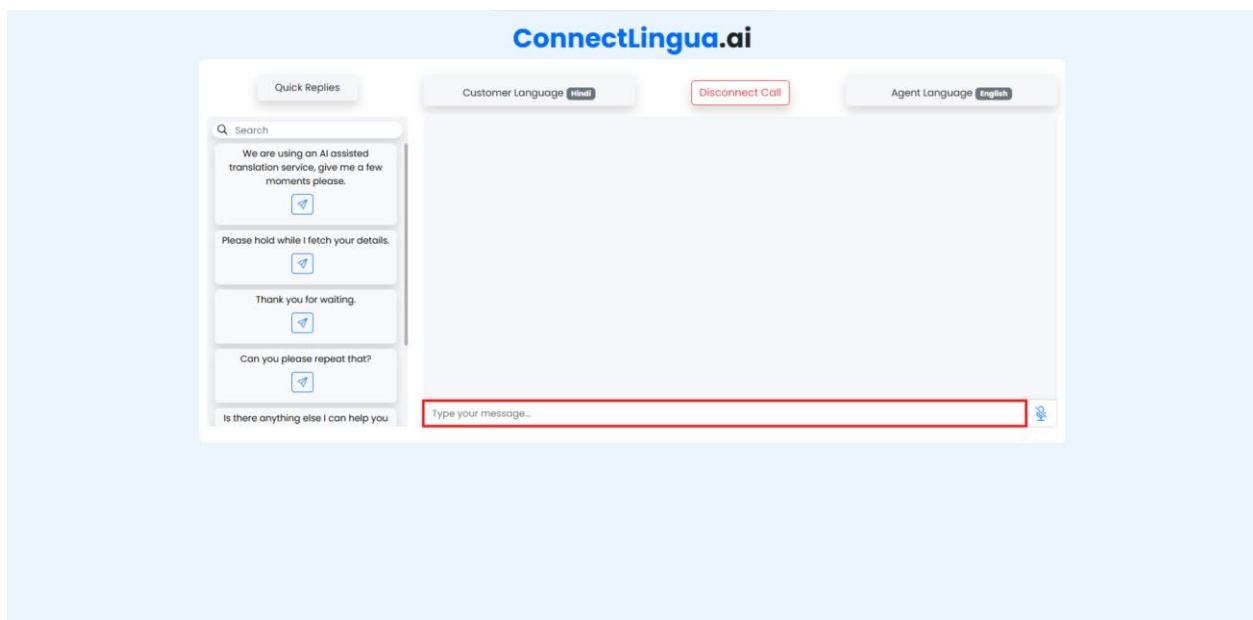


Fig 9

- As soon as the call connects, the user has the option to send a message to initiate the conversation and will appear in the blue bubble as shown below:

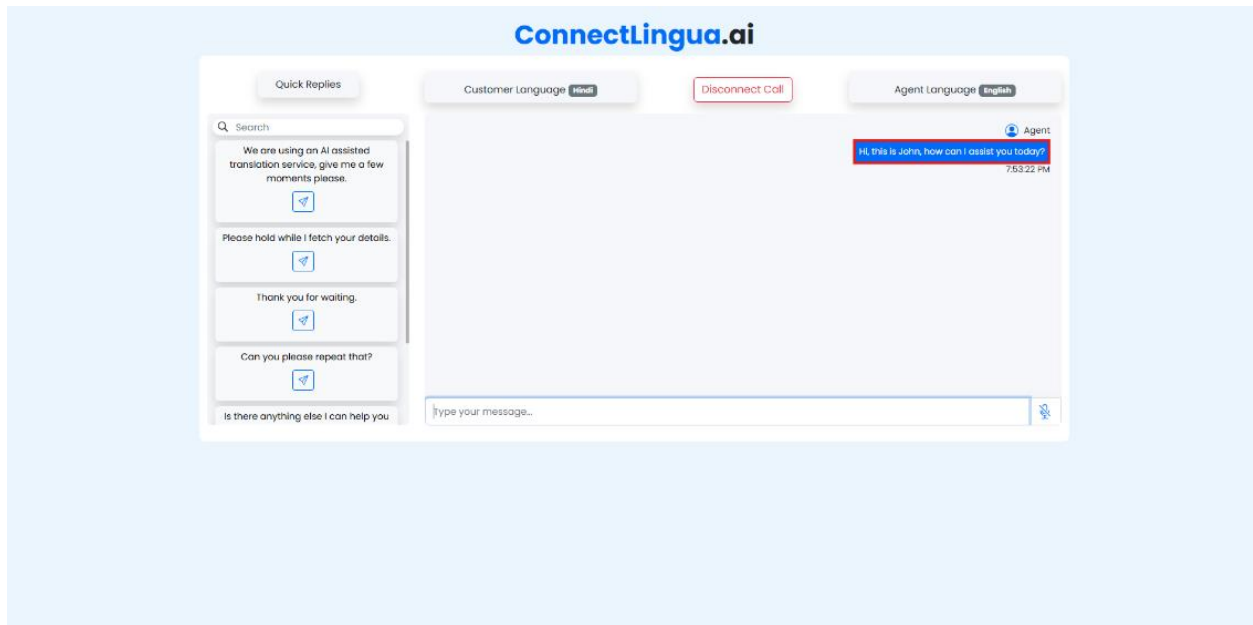


Fig 10

- Upon hearing the user's response, the customer will speak in their language, which will then be displayed on the user's interface in the user's language.

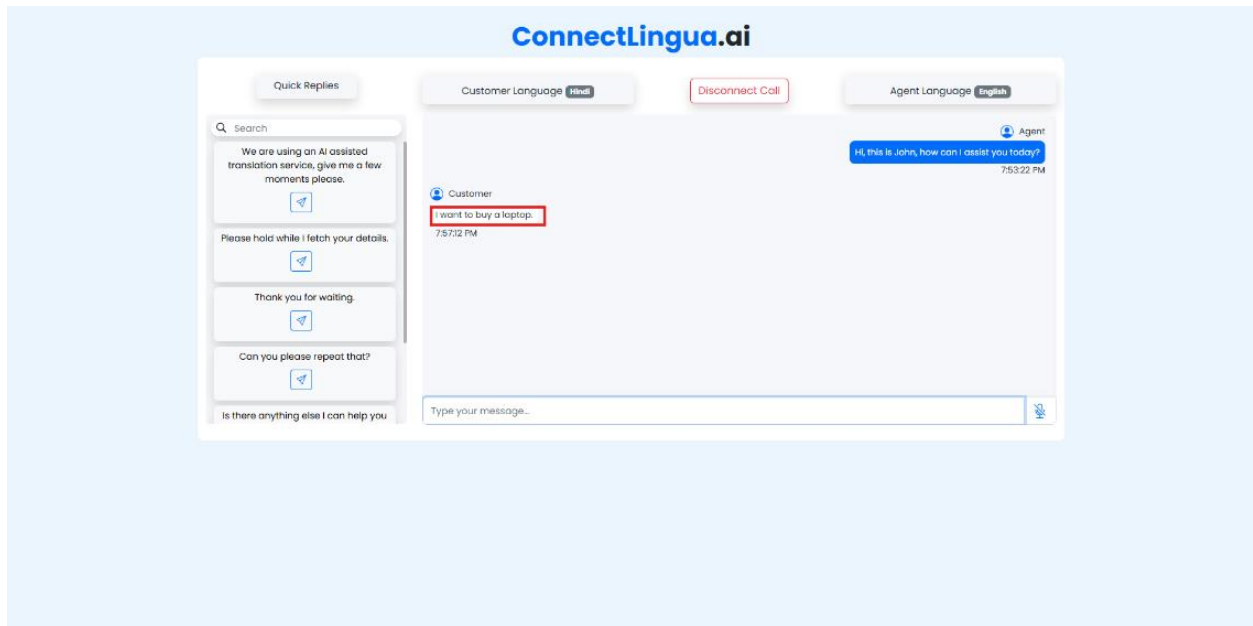


Fig 11

ConnectLingua.ai Audio Recording:

- Users can also record their audio by using the microphone button in ConnectLingua.ai and record their sentence for the customer to hear in their language.

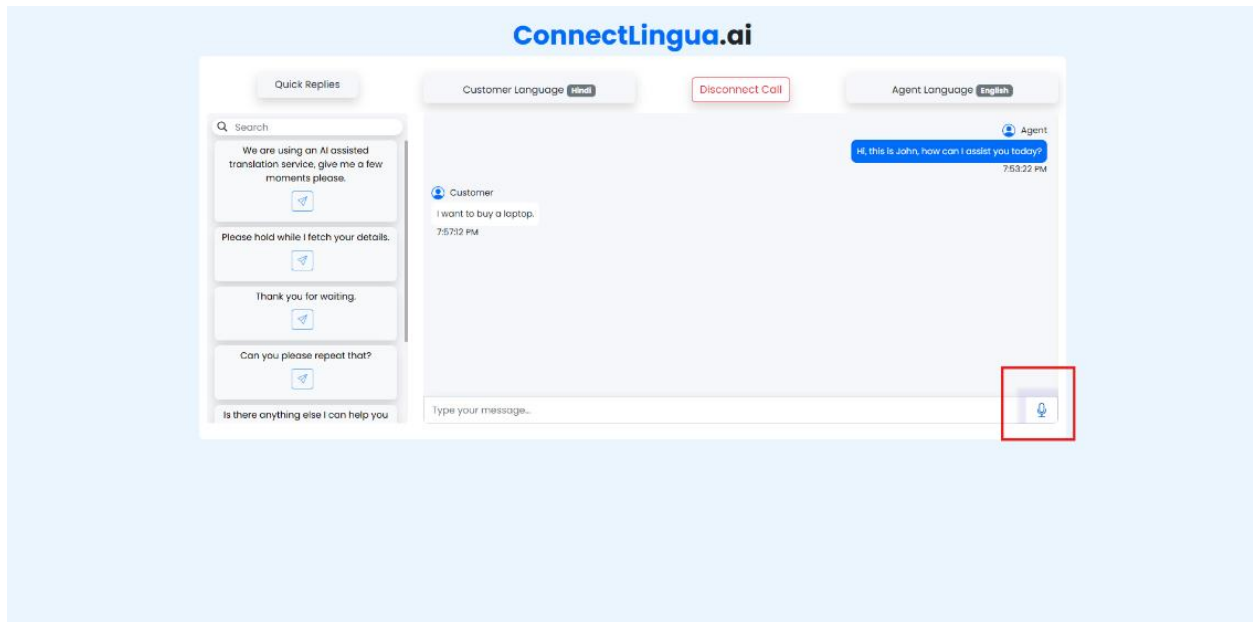


Fig 12

ConnectLingua.ai Quick Replies:

- Users can also use Quick Replies by directly clicking the button below the quick reply in the 'Quick Replies' window as highlighted in the figure below.

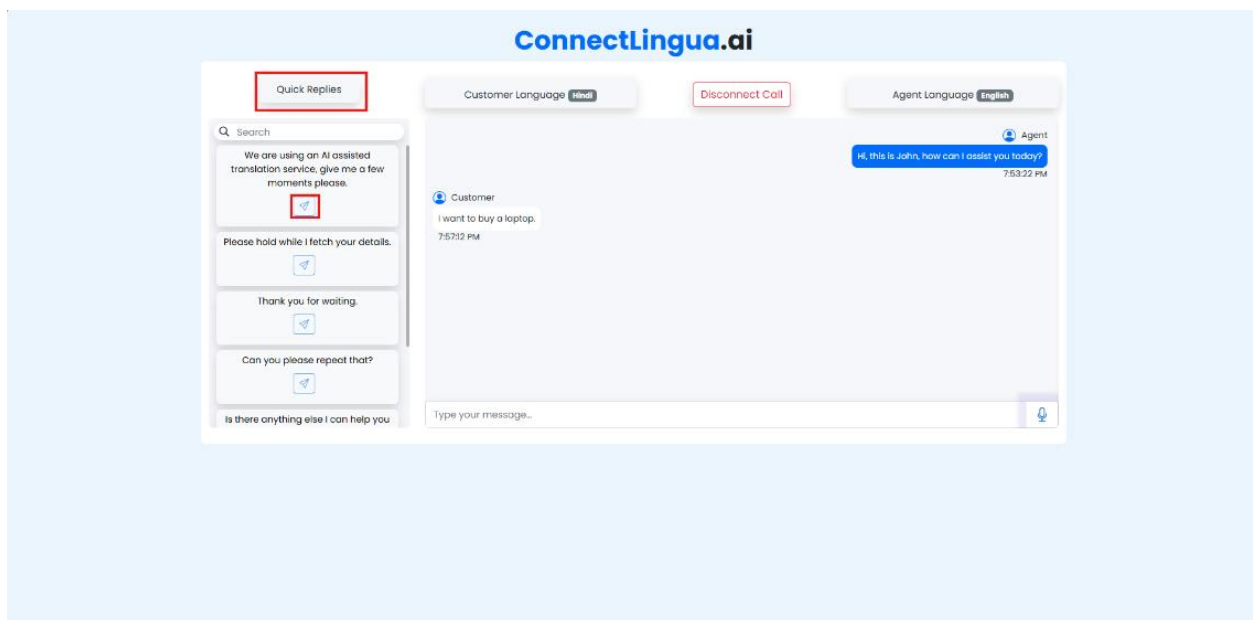


Fig 13

ConnectLingua.ai Disconnect Call Button:

- After the conversation, make sure to click the 'Disconnect Call' button at the top of the UI to disconnect your call from the User Interface.

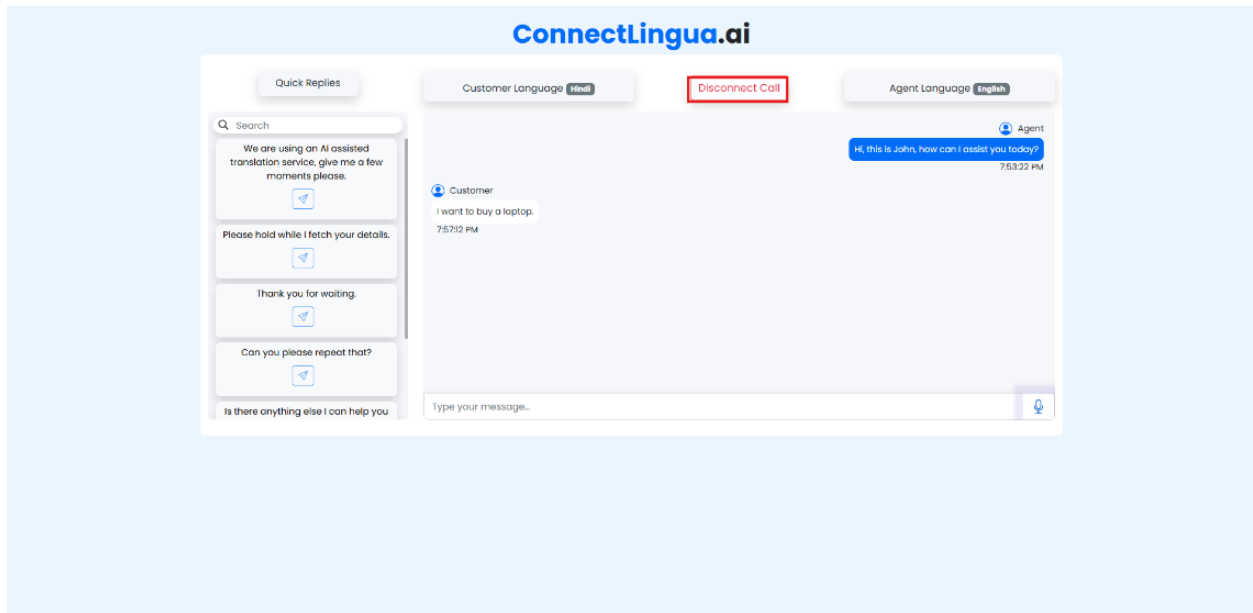


Fig 14