SimboVara Workflow Customization: Enable Multiple Language Initial IVR - Admin Panel

Purpose

Offer callers a choice of language at the start of the call.

Behavior

- When enabled, Copilot opens with a language menu such as English or Spanish.
- When disabled, Copilot speaks English only.

Steps

1. On **Workflow Customizations**, check **Enable Multiple Language Initial IVR** to enable.
2. Click **Save**.

Tips and Good practices

- Enable this if a significant share of callers use another language.
- Keep workflows written in clear English. Copilot translates its prompts for the caller.

Revision #3
Created 18 September 2025 04:36:00 by Admin
Updated 18 September 2025 05:33:09 by Admin