4. How to Manage Languages and Translate CRM

Supporting multiple languages in your CRM ensures that users across regions can work in their preferred tongue and that customer-facing elements display correctly. In **Settings > Configurations > Languages**, you control which languages are available for translation and which appear in the top-level language selector. These settings work in concert with the **Translations** and **Texts** modules to provide a fully localized experience.

Use Cases

1. **Multi-Regional Teams:** Let support agents in Germany, Argentina, and Japan use the CRM in their local language.
2. **Global Customer Portals:** Ensure customer-facing emails, buttons, and notifications render in the end user’s language.
3. **Phased Roll-Outs:** Activate a new language only once all required labels, UI elements, and text blocks have been translated.

Languages and translations are managed in CRM through three sections:

1. Languages
2. Translations
3. Texts

Accessing the Languages Configuration

To translate CRM into another language:
Navigate to ⚙ **Settings** in the sidebar, then select **Configurations**.
Click the **Languages** tab at the top.

You will see two blocks:

1. **Available Languages** (to the left)**:** All languages available in our system.
2. **Active Languages** (to the right)**:** Languages that are used in your CRM.

Adding a Language to Active List

To add a language from the list of available languages to the list of active languages:
In the **Available languages** panel, scroll or use the **Search** field to find your target language (e.g., “German,” “Japanese”).
Check the box next to the language you wish to add. A flag or code (e.g., “Ar” for Argentine Spanish) appears to the right.
Click **Save** at the bottom to apply the changes.

> Note: The language will appear in the list of active languages, but will not yet be available for selection in the new menu. Before adding, it is recommended to translate CRM items into that language. Refer to the [How to Manage Translations] and [How to Manage Texts] for more information.

Enabling a Language for Users

When you have all the necessary texts and CRM elements translated:

1. Go back to **Languages**.
2. In the **Active languages** panel, check the box next to the language you’ve translated content for.
3. (Optional) If you’d like this language to be the default for new users, click **Make as default** next to it.
4. Click **Save** again.

> It will now appear in the top menu and be available for selection by all users.

By managing **Available** vs. **Active** languages, you control the rollout of new translations and prevent incomplete or partially-translated elements from going live. Always activate a language only after verifying that all UI labels (**Translations** module) and longer texts (**Texts** module) have been properly localized. This phased approach ensures a seamless, professional multilingual experience for both your team and your customers.

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