

**Zoho Corporation**

Languages

The Languages selection feature enables you to translate your surveys in **135 languages**, enabling you to PAN out your surveys to a wide range of audience irrespective of the language barrier. 91 of the 135 supported languages are fully supported, which means all the error messages, settings, and custom messages will be pre-loaded in the selected language.

For partially supported languages, the general and error messages will be available only in default languages. In order to translate them in any additional language, you can refer to this [document](#).

**Note:**

Zoho Survey supports the complete translation of **91 languages** and partial translation of **44 languages**.

You can access the Language Settings by navigating :

Settings->Languages->Add Language

Use Cases:

- Mark has a hotel chain all across Europe. He wants to take a feedback survey from a linguistically diverse group comprising of French, Spanish, Italian, and so on. With Zoho Survey's Languages feature, he can easily send across the feedback survey in different languages as required.
- Nitya, the COO of an Indian travel agency, wants to curate a feedback form for all the passengers who book tickets via her travel agency once their journey is completed. As her operations are mostly domestic, she can add all the languages in the Indian subcontinent as additional languages before publishing her form.

How to add Additional Languages

A survey can be translated through three methods:

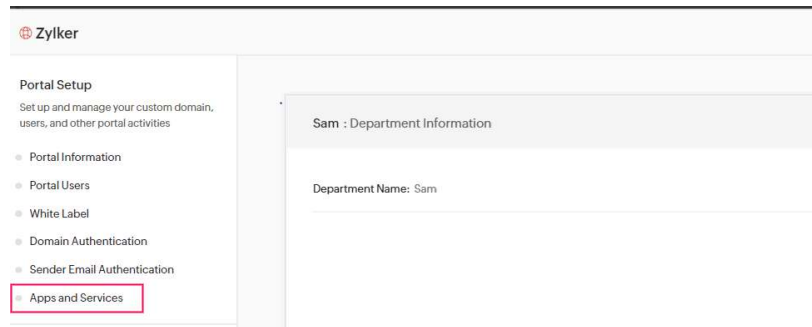
1. Google Translate
2. Translate via Spreadsheet

3. Using Editor

How to translate survey using Google Translate:

First, Google Translate should be enabled for your Zoho Survey account. To do this:

- Click Manage Portal in the profile widget.
- Click Apps and Services under the Portal Setup pane.



- Then navigate to Google Translate and click Enable.



Note:

Only the super admin and portal admin will have access to enable or disable Apps & Services.

- Navigate to **Settings > Languages > Add Language > Select a Language**.
- Choose Google Translate as the tool for translation.
- The new language will be autosaved as an additional language

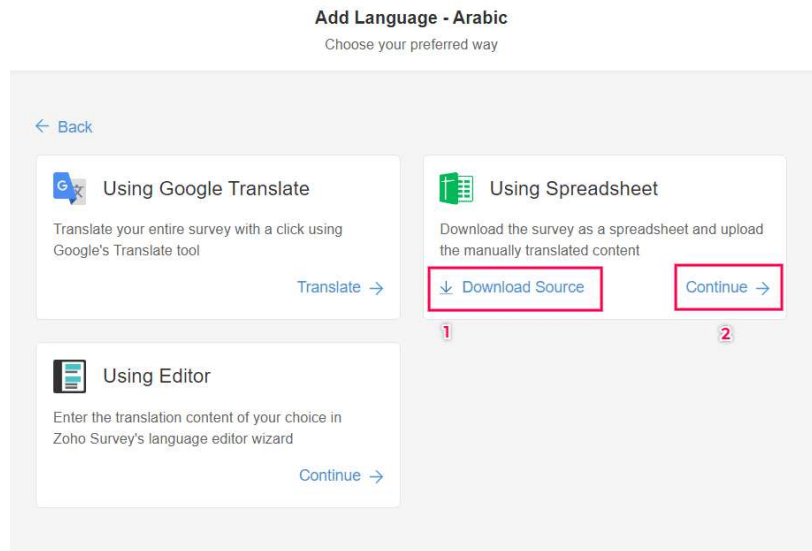
How to translate survey using a spreadsheet:

To ensure that translations are precise and tailored to suit your survey's requirements, you can download the survey as a spreadsheet and manually translate the contents using a third-party translation tool or a professional translator.

Follow the steps below to translate using a spreadsheet:

- Navigate to **Settings > Languages > Add Language > Select a Language**, then click **Next**.

- Download the source file, and update the translated content in the spreadsheet.



- In the Zoho Survey portal, click Continue to move to the next page.
- Upload the spreadsheet updated with the translated content, then click ADD.

How to translate using the editor:

With Editor, the user can type the questions directly in the language they wish and add them to their questionnaire.

Follow the steps below to translate using the editor:

- Navigate to **Settings>Languages > Add Language > Select a Language**, then click **Next**.
- Click Using Editor and type the translated content.

How to set a Default Language

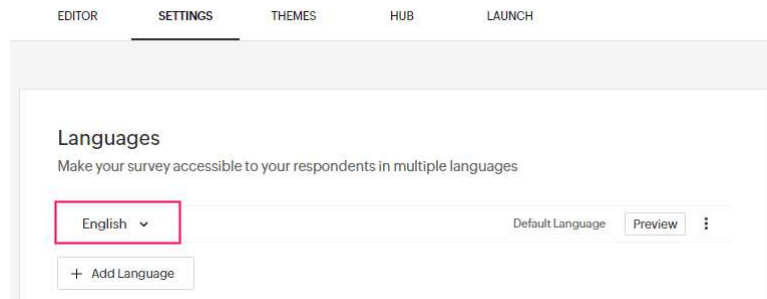
The Default Language settings enables you to set the most commonly used language as the default. This enables you to easily create and distribute surveys in the language catering to the majority of your respondents.

For example, assume your organisation and operations belong to the Middle Eastern region, where Arabic is the common language. By setting Arabic as the default language, you can add content in Arabic, as well as respondents can share feedback in Arabic.

To assign a default language to a survey, follow the steps below :

- Click Languages in the Settings tab.

- English shall be preset as the default language. If you want to change it, click the drop-down button and search for and select the language you wish to set as default language.
- The new language will be autosaved as the default language.



Note:

The default language changes according to user's default browser language and the additional language you've added. For example, suppose you've set the default language as English and added French as an additional language. If the attendee is accessing the survey from France where the default browser language is French, then the survey's default language will also be changed to French.

How to rearrange the order of available survey languages

To rearrange the order of available languages on a survey:

- Go to **Settings > Languages**.
- From the list of survey languages, find the language you wish to move and hover over it.
- Click and drag the language <...> to the required position.

How to preview an additional language in a survey:

- Go to **Settings > Languages**.
- Click on the **Preview** button on each language bar



How to edit an additional language in a survey:

- Go to **Settings > Languages**.
- In the **Additional Languages** section, click next to the language and select **Edit**.

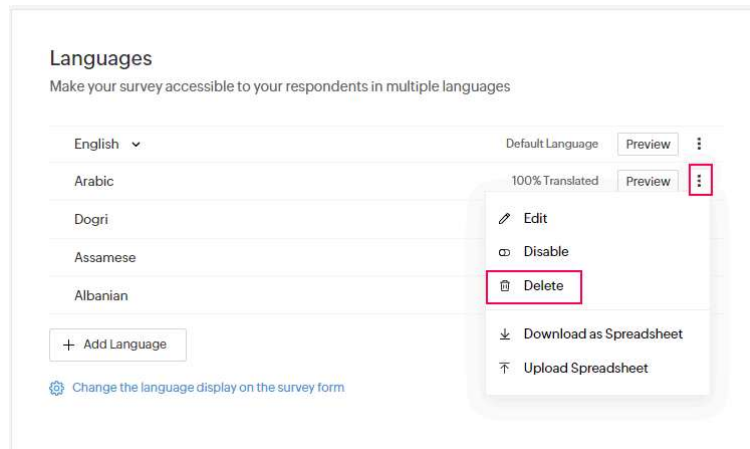
- Perform the necessary edits, then click **Save**. Your edits will appear on your survey automatically.

How to enable or disable an additional language:

- Go to **Settings > Languages**.
- In the Additional Languages section, click **<Toggle>** next to the language, then click **Disable** or **Enable**.

How to delete an additional language:

- Click **Languages** in the Settings tab.
- In the **Additional Languages** section, click the **three-dotted** icon of the language to be deleted, then click **Delete**.



Access:

Additional languages can be added to your surveys in your Zoho Survey account with the **Pro** and **Enterprise** plans.

Points to Note:

- You can add a language not available in the list (i.e. not supported by Google Translate) by making a request at support@zohosurvey.com. Once your preferred language is added to the list, you will be able to translate your survey in the language manually.
- You can view how much content in the survey has been translated by viewing the percentage value near the Preview button.

Languages

Make your survey accessible to your respondents in multiple languages

English ▾	Default Language	Preview	⋮
Arabic	100% Translated	Preview	⋮
Dogri	100% Translated	Preview	⋮
Assamese	100% Translated	Preview	⋮
Albanian	100% Translated	Preview	⋮

FAQ:

Q1: How do I know if a language has complete translation support?

Refer to the list provided in the platform documentation [doc](#).

Q2: What happens if I do not translate a message for a partially supported language?

If a message is not translated for a partially supported language, the platform will display the default language message.

<https://help.zoho.com/portal/en/kb/survey/settings/languages/articles/default-language-and-additional-languages-19-7-2022>