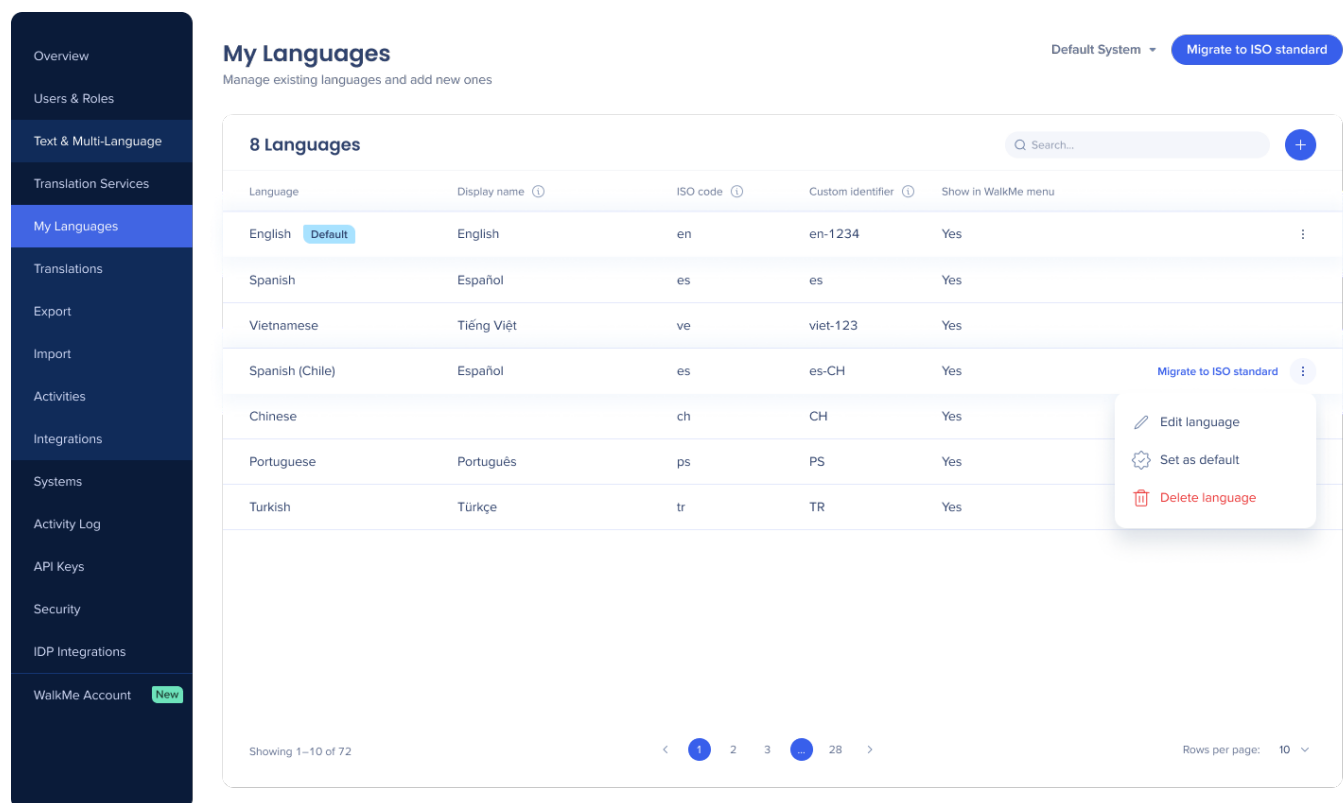


Multi-Language ISO Standard

Brief Overview

The ISO (International Organization for Standardization) standard establishes a unified code system for identifying languages. Until now, we didn't have such a system at WalkMe, which demanded extra actions from the user and caused issues. Now we've had the ISO standard implemented.

This article covers the benefits of the ISO standard, how it works and how it alleviates various pain points experienced by our users.



My Languages
Manage existing languages and add new ones

Default System [Migrate to ISO standard](#)

8 Languages [+](#)

Language	Display name ⓘ	ISO code ⓘ	Custom identifier ⓘ	Show in WalkMe menu
English Default	English	en	en-1234	Yes
Spanish	Español	es	es	Yes
Vietnamese	Tiếng Việt	ve	viet-123	Yes
Spanish (Chile)	Español	es	es-CH	Yes
Chinese		ch	CH	Yes
Portuguese	Português	ps	PS	Yes
Turkish	Türkçe	tr	TR	Yes

[Migrate to ISO standard](#) [⋮](#)

- Edit language
- Set as default
- Delete language

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Benefits of the ISO Standard Implementation

- **Simplified User Experience:** Implementation of the ISO standard will automate the language identification process and eliminate the need for manual investigation from the users.
- **Smooth Integrations:** Aligning the language codes with third-party companies using the ISO standard eliminates compatibility issues.
- **Improved Automation:** Synchronization of the translations from system creation to the final translated content (between application language, translation service language, and WalkMe

language).

- **Dialect Support:** The ISO standard provides a global language code framework, making it easier for us to support different dialects.

How to Use

My Languages

In My Languages section of the Text & Multi-Language in the Admin Center, user will be able to migrate to the ISO standard. A button will appear next to the languages which are not using ISO standard codes, as well as a button in the top right corner of the screen. When clicked, it will offer user to select languages they'd like to have migrated to the ISO standard.

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My Languages

Manage existing languages and add new ones

Default System ▾

8 Languages

Q Search...

+

Language	Display name ⓘ	ISO code ⓘ	Custom identifier ⓘ	Show in WalkMe menu	
English Default	English	EN	en-1234	Yes	⋮
Spanish	German	ES	ES	Yes	
Vietnamese	German	VE	viet-123	Yes	
German	German	GR	GR	Yes	
Chinese	German	CH	CH	Yes	
Portuguese	German	PS	PS	Yes	
Turkish	German	TR	TR	Yes	

Showing 1–10 of 72

<

1

2

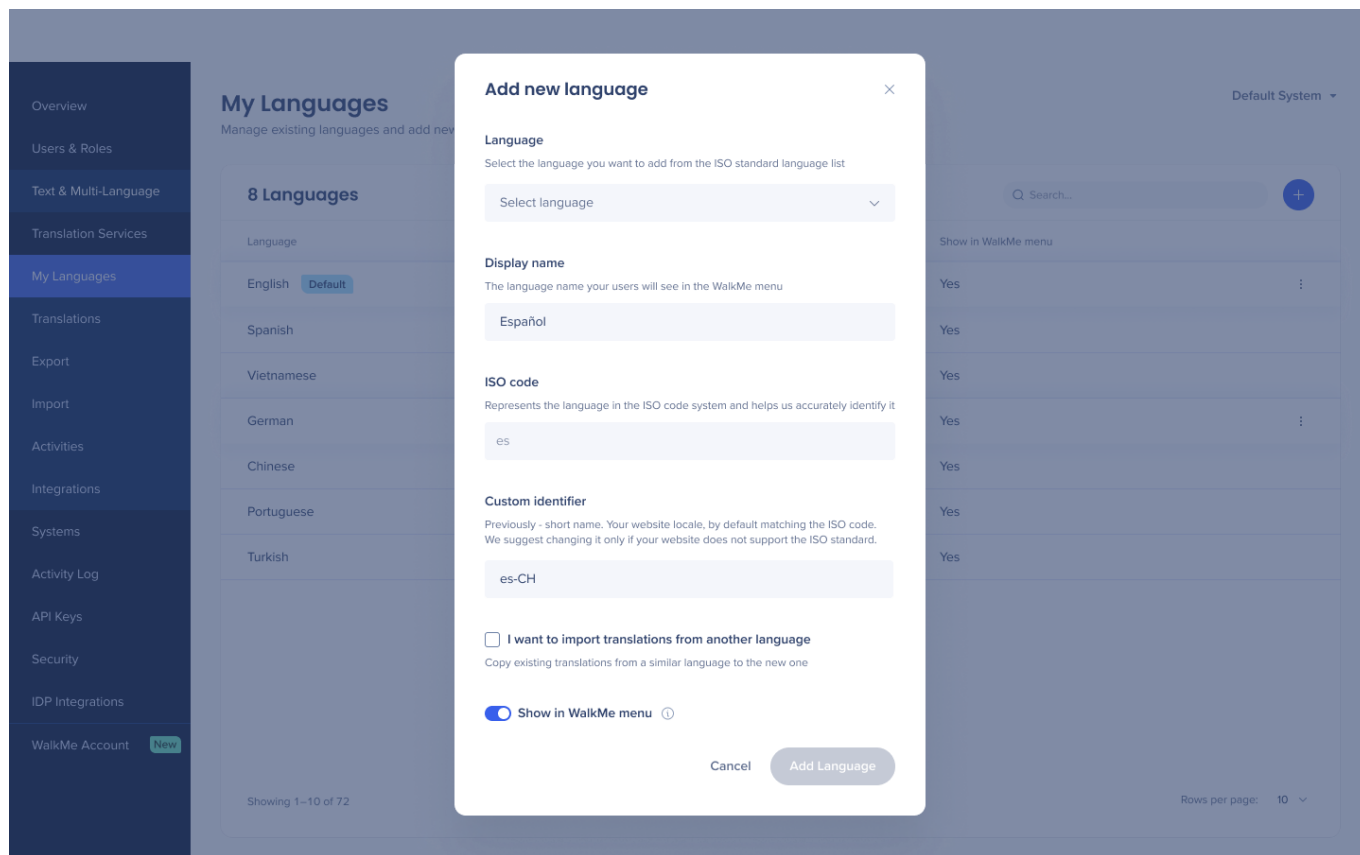
3

...

28

>

Rows per page: 10 ▾



Adding New Language

When adding a new language, users will be prompted to select their desired language from the ISO standard language list.

Add new language

Language

Select the language you want to add from the ISO standard language list

Select language

Spanish

Spanish (Argentina)

Spanish (Bolivia)

Spanish (Chile)

Spanish (Colombia)

Spanish (Costa Rica)

Custom identifier

Previously - short name. Your website locale, by default matching the ISO code.
We suggest changing it only if your website does not support the ISO standard.

es-CH

☐ I want to import translations from another language

Copy existing translations from a similar language to the new one

☒ Show in WalkMe menu

Cancel

Add Language

Once the language is selected, the corresponding language code will be automatically added based on the ISO standard.

Add new language

Language

Select the language you want to add from the ISO standard language list

Select language

Display name

The language name your users will see in the WalkMe menu

Español

ISO code

Represents the language in the ISO code system and helps us accurately identify it

es

Custom identifier

Previously - short name. Your website locale, by default matching the ISO code. We suggest changing it only if your website does not support the ISO standard.

es-CH

☐ I want to import translations from another language

Copy existing translations from a similar language to the new one

☒ Show in WalkMe menu

Cancel

Add Language

If the user modifies the code to a customized one, a button will appear suggesting a switch to the Locale (ISO code).

Add new language

Language

Select the language you want to add from the ISO standard language list

Spanish (Chile)

Display name

The language name your users will see in the WalkMe menu

Español

ISO code

Represents the language in the ISO code system and helps us accurately identify it

es

Custom identifier

Previously - short name. Your website locale, by default matching the ISO code. We suggest changing it only if your website does not support the ISO standard.

esp-12456

Use Locale

☒ I want to import translations from another language

Copy existing translations from a similar language to the new one

Select the language you want to copy from

☒ Show in WalkMe menu ⓘ

Cancel

Add Language

Editing a Language

When the user edits a language that does not have any existing content, they will have the option to import translations from another language in the same manner as when creating a new language.

Custom identifier

Previously - short name. Your website locale, by default matching the ISO code.
We suggest changing it only if your website does not support the ISO standard.

es-CH

☐ I want to import translations from another language

Copy existing translations from a similar language to the new one

☒ Show in WalkMe menu ⓘ

Cancel

Save Changes

When the user edits a language that already contains content, the import option will not be available. Instead, the user will see a note explaining how to utilize the import option.

Custom identifier

Previously - short name. Your website locale, by default matching the ISO code.
We suggest changing it only if your website does not support the ISO standard.

es-CH

☒ Show in WalkMe menu ⓘ


ⓘ Use the **Import** option to copy translations from another language

Cancel

Save Changes

If a user edits a language with a name that does not conform to the ISO standard, a warning message will appear, suggesting a switch to the ISO standard. The message will disappear once the user selects the language from the ISO standard list.

Edit [Language name]

 This language needs to be updated to meet the ISO standard. Select the equivalent language from the ISO standard list below.

Language

Select the language you want to add from the ISO standard language list

Spanish (Chile) ▾

Display name

The language name your users will see in the WalkMe menu

Español

ISO code

Represents the language in the ISO code system and helps us accurately identify it

es

Custom identifier

Previously - short name. Your website locale, by default matching the ISO code. We suggest changing it only if your website does not support the ISO standard.

es-CH

☐ I want to import translations from another language
Copy existing translations from a similar language to the new one

☒ Show in WalkMe menu ⓘ

Cancel Save Changes

ISO Code for Default Language (new)

- There's now the ability to update the language name and ISO code for the default language
- Once a user sets the default language, it will effect the Export page
- Customer will be able to select the **code format** they wish to use in the export functionality (ISO 639-1, ISO 639-3 or Locale)

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Multi-Language is moving to WalkMe Console! We'll stop supporting Multi-Language in the Admin Center soon. [Go to Console](#)

Default system

Order Translation

Export

Define how your translation files will be exported.

All Items

1 item selected

Home

WalkMe General

test

Untitled Smart Walk-Thru

Untitled SmartTips Set

Untitled Shuttle

Untitled Survey

Untitled Launcher 2

Untitled Article

Untitled Smart Walk-Thru 1

Untitled Smart Walk-Thru 2

Untitled Survey 1

Untitled Survey 2

Export Settings

Export Language

Export from Environment

Ελληνική (ἀρχαία)

Production

Export by Status

Include in File

3 statuses

Select option

Export Format

☒ XLIFF

☐ Strict XLIFF

☐ EXCEL

☐ RESJSON

Source code

Set the preferred Source code for selected content to include in export files. You don't need to change it unless your vendor requests it

ISO 693-1

en for English

ISO 693-1

en for English

ISO 639-3

eng for English

Locale

Locale ID

IETF Tag

en for English

eng for English

en-UK for English, UK

en_UK for English, UK

Export

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