

Localize Conversation Types

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V9.5

Overview

Localization of Email and Comment conversation types is supported by default. For other conversation types, you need to configure the localization with which users can see conversations in the selected language in Flowtime.

For details on multilingual configuration, see [this article](#).

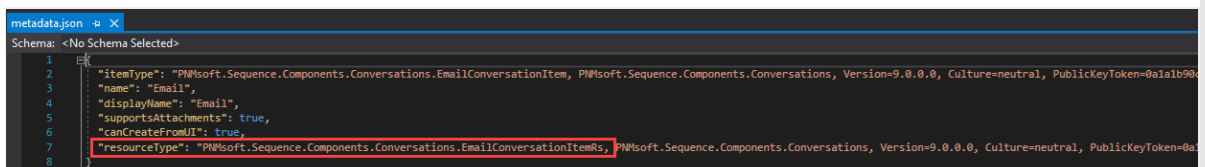
Conversation component is translated according to form's *Globalization* settings:

- if *Localizable* = False, use the *Language* activity definition
- if *Localizable* = True, use the user's language

Localize conversations in implementation

For each language per conversation type, you need to add a resource file to the implementation.

1. Add resource (resx) file to the implementation.
2. Add `resourceType` property to the metadata.json file of the conversation type you want to localize.



```
metadata.json - X
Schema: <No Schema Selected>
1 {
2   "itemType": "PNMsoft.Sequence.Components.Conversations.EmailConversationItem, PNMsoft.Sequence.Components.Conversations, Version=9.0.0.0, Culture=neutral, PublicKeyToken=0a1ab990",
3   "name": "Email",
4   "displayName": "Email",
5   "supportsAttachments": true,
6   "canCreateFromUI": true,
7   "resourceType": "PNMsoft.Sequence.Components.Conversations.EmailConversationItemRs, PNMsoft.Sequence.Components.Conversations, Version=9.0.0.0, Culture=neutral, PublicKeyToken=0a1ab990",
8 }
```

3. Run `IISReset` for the change to take effect.