

Mother tongue, reply language & language support queues

Slug: languages | Category: languages

Summary

Set mother tongue at registration or in chat. Choose system reply language: English only (default), mother tongue only, or both. On any public website route use the bottom accessibility bar to switch UI language, Read page (text-to-speech), or Voice nav (say go home, photo login, open chat, ?). Voice STT and support queues stay language-aware. Compliance (trading/birth country) is separate.

Guide

Default language

BusinessSite system text defaults to English so the platform stays consistent worldwide.

If English is not comfortable for you, switch how chat (and support delivery) presents replies, and use the website accessibility bar for UI language on any public route.

Website accessibility bar (any route)

On homepage, login, register, roadmap, apps, mall, chat shell, and other website pages, a fixed bar at the bottom of the screen provides:

- Language - choose English, isiZulu, isiXhosa, Afrikaans, Sepedi, Setswana, Sesotho, Xitsonga, siSwati, Tshivenda, isiNdebele, Kiswahili, Français, Português, ???????, and more. Preference is stored in the browser and cookies so it follows you across routes.
- Read page - text-to-speech of the main page content (Web Speech API).
- Stop - stop speech immediately.
- Voice nav - microphone listens for navigation commands (Chrome/Edge recommended; allow mic).
- Commands - spoken help for available voice phrases.

Voice navigation phrases

- go home · photo login · register · open chat
- apps · roadmap · mall · logout
- read page · stop · help
- language english · language zulu (or other listed names)

This is for all human abilities: people who prefer listening, limited literacy, low vision, or hands-free navigation.

Set mother tongue

- At registration: mother tongue / home language list (same as spoken languages)
- In chat: my mother tongue is isiZulu (or French, Swahili, ?)

System reply language (chat)

- language english - English only (default)
- language mother tongue - only your mother tongue when translation exists
- language both - mother tongue first, then English

- language status - show current mode

If a translation is missing, English is kept so you are never left without an answer.

Note: Chat reply mode and the website UI language bar are complementary.

Chat mode changes AI/support message language; the bar changes labels and TTS/voice on public pages.

Voice messages

Speech-to-text uses the languages you registered. If the system is unsure of the language, it does not invent text - support listens to the audio on the undetermined-language queue.

Support queues by language

English messages go to the English queue; Zulu to Zulu; French to French; and so on.

Providers who speak that language get the ticket, with instructions in their language.

You receive the answer in your preferred reply mode (mother tongue / English / both) -

so a French speaker and a Zulu speaker can work together without sharing a common tongue.

Web & mobile

Same chat commands on /businesssite/chat and the mobile hub app.

Website bar works on public HTTPS pages in modern browsers.

Chat commands

my mother tongue is ? · language english · language mother tongue · language both · language status · help
profile · website bar: Language · Read page · Voice nav (go home / photo login / ?)

Exit multi-step flows

Say STOP or CANCEL or EXIT at any time. Say CONTINUE to stay in the current wizard.

How-to videos

Homepage reel: <https://businesssite.online/businesssite#how-to-register>

Chat: say "how-to videos" or "guide languages"