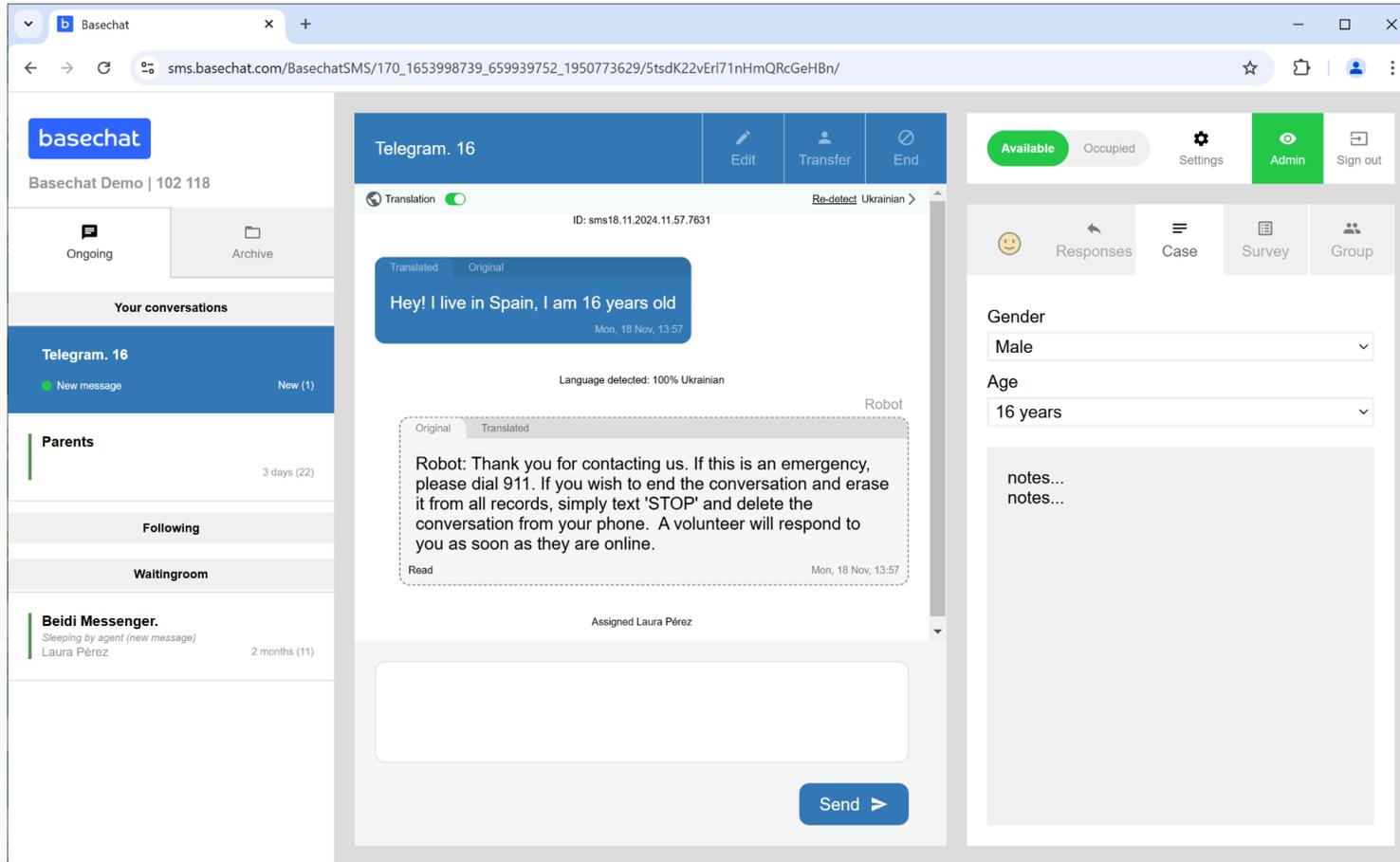
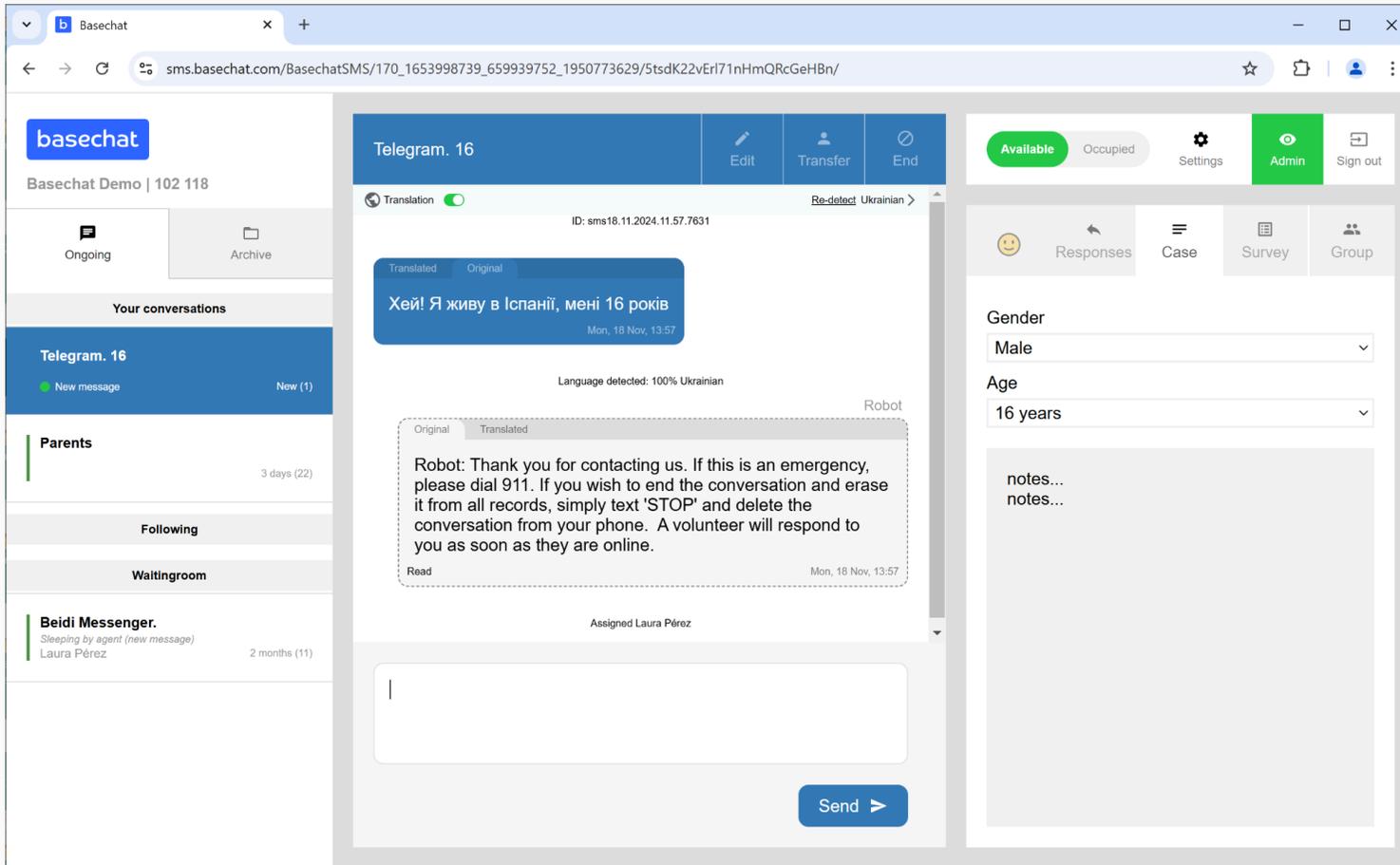


Translation in Basechat

1. A conversation is being translated. The need for translation is automatically detected, based on the text in the first user-messages. Here, a user has texted in Ukrainian, and it is translated to English. (Blue messages are from the user, grey from the helpline)



2. The counselor can choose to see the original, un-translated, version of individual user messages. The counselor can also choose to see the translated version of his/her own messages.



3. Translated dialog.

The screenshot displays the Basechat web interface. On the left is a sidebar with a 'basechat' logo and 'Basechat Demo | 102 118'. Below the logo are 'Ongoing' and 'Archive' tabs. Under 'Your conversations', there are three sections: 'Telegram. 16' (Now (1)), 'Parents' (3 days (22)), and 'Following' (Waitingroom). At the bottom is 'Beidi Messenger.' (Sleeping by agent (new message) Laura Pérez, 2 months (11)).

The main chat area is titled 'Telegram. 16' and includes 'Edit', 'Transfer', and 'End' buttons. A status bar shows 'Available', 'Occupied', 'Settings', 'Admin', and 'Sign out'. A 'Translation' toggle is turned on. A message from the customer is shown with a 'Re-detect Ukrainian' button. The message text is: 'it from all records, simply text 'STOP' and delete the conversation from your phone. A volunteer will respond to you as soon as they are online.' It is marked as 'Read' and dated 'Mon, 18 Nov, 13:57'.

The chat is assigned to 'Laura Pérez'. The agent's response is shown in a 'Translated' bubble: 'Hey, I'll text you in English today, but you'll see the messages in Ukrainian and can respond in Ukrainian. Later, someone who speaks Ukrainian can take over, and you can talk directly.' It is marked as 'Read' and dated 'Mon, 18 Nov, 14:00'. A thumbs-up icon is visible below the message.

The agent's next message is: 'And what do you want to talk about. Do you feel good today?' It is also marked as 'Read' and dated 'Mon, 18 Nov, 14:00'. Below the messages is a text input field and a 'Send' button.

On the right side of the interface, there are tabs for 'Responses', 'Case', 'Survey', and 'Group'. Below these are dropdown menus for 'Gender' (set to 'Male') and 'Age' (set to '16 years'). A large text area labeled 'notes...' is also present.

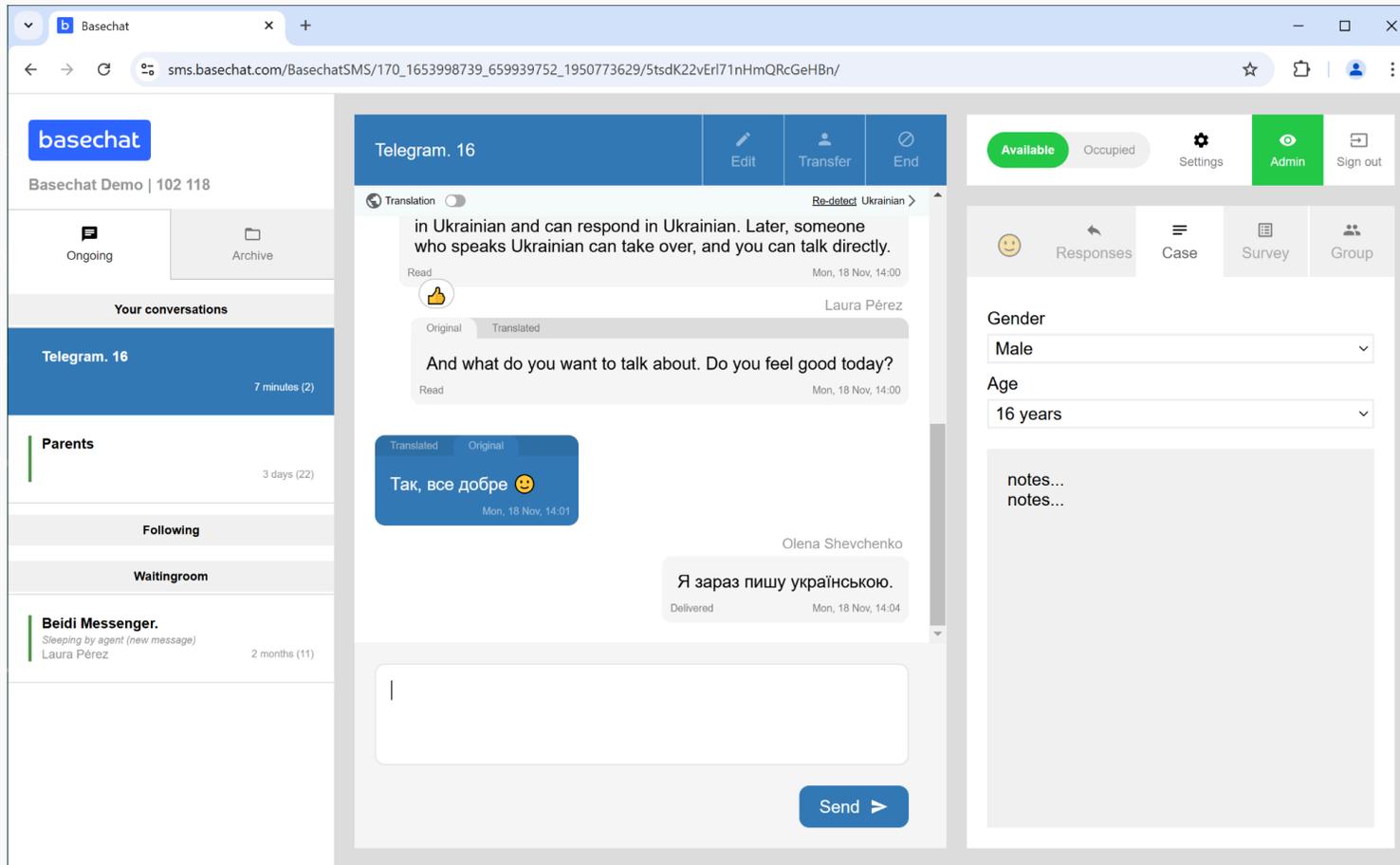
4. More translated dialog 😊

The screenshot shows the Basechat web interface. On the left is a sidebar with a 'basechat' logo and 'Basechat Demo | 102 118'. Below the logo are 'Ongoing' and 'Archive' tabs. Under 'Your conversations', there are three sections: 'Telegram. 16' with a 'New message' indicator and 'New (2)' count; 'Parents' with a '3 days (22)' indicator; and 'Following' and 'Waitingroom' sections. At the bottom of the sidebar is 'Beidi Messenger.' with a status 'Sleeping by agent (new message)' and 'Laura Pérez' and a '2 months (11)' indicator.

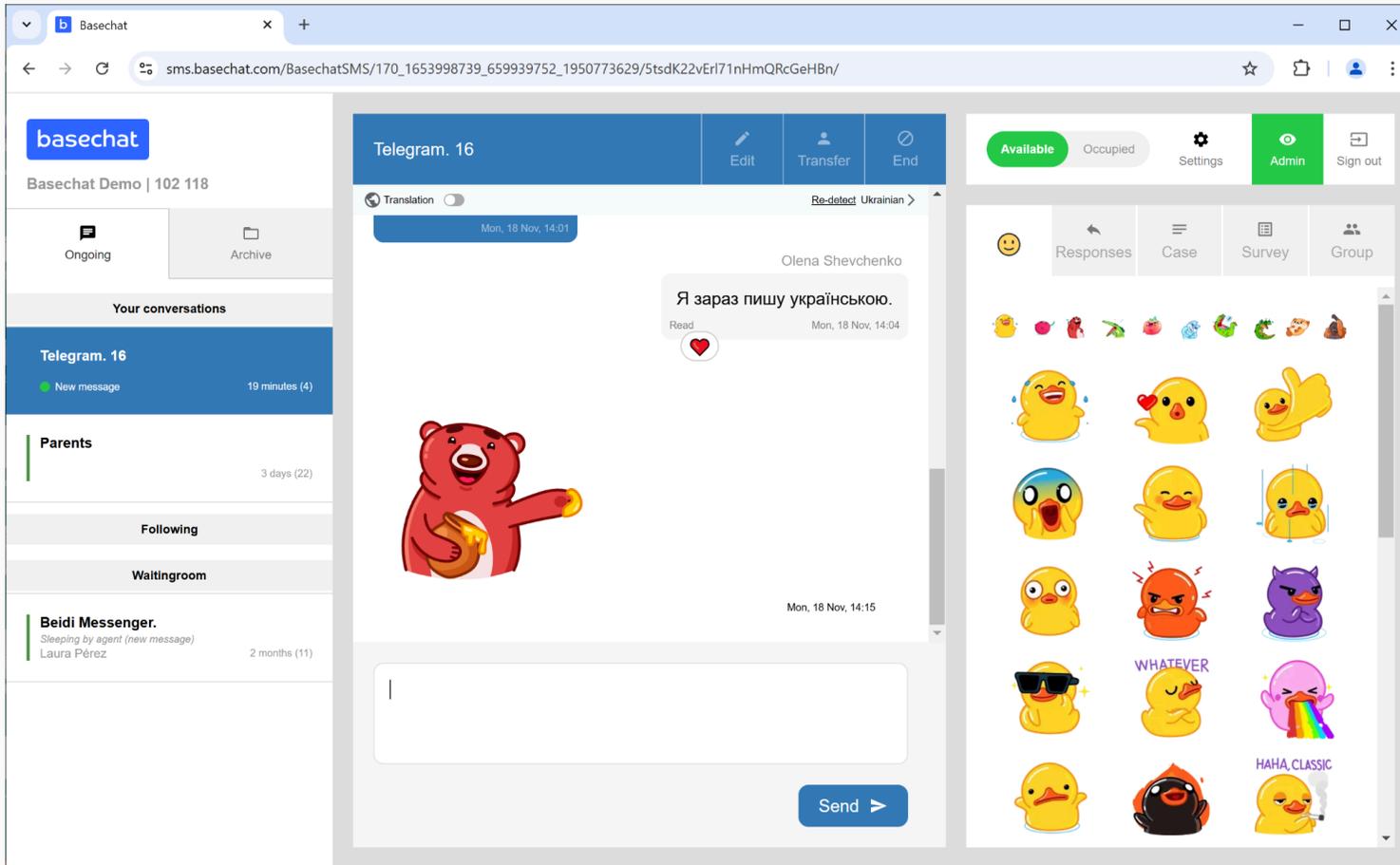
The main chat area is titled 'Telegram. 16' and includes 'Edit', 'Transfer', and 'End' buttons. A status bar shows 'Available' (green), 'Occupied', 'Settings', 'Admin', and 'Sign out'. A 'Translation' toggle is turned on. The chat is assigned to 'Laura Pérez' and is 'Re-detected Ukrainian'. The chat history shows two messages from 'Laura Pérez':
1. Original: 'Hey, I'll text you in English today, but you'll see the messages in Ukrainian and can respond in Ukrainian. Later, someone who speaks Ukrainian can take over, and you can talk directly.'
2. Original: 'And what do you want to talk about. Do you feel good today?'
A thumbs-up reaction is visible on the first message. A translated response is shown in a blue bubble: 'Yes, everything is fine 😊'. A 'Send' button is at the bottom of the chat input area.

On the right side of the interface, there are tabs for 'Responses', 'Case', 'Survey', and 'Group'. Below these are dropdown menus for 'Gender' (set to 'Male') and 'Age' (set to '16 years'). A large text area contains the text 'notes...'.

5. A counselor who speaks the user's language has now taken over, and machine translation has been deactivated via the translation bar.



6. A Ukrainian-speaking counselor is now continuing the conversation. For Telegram, Basechat supports two-way Telegram stickers and reactions (no translation needed 😊)



Please find more information, and screenshots with full functionality, in this PDF:
www.basechat.com/basechat_folder.pdf