

Multilingual agents

Dialogflow supports many languages. For the complete list, see the [languages reference page](/dialogflow/docs/reference/language) (/dialogflow/docs/reference/language). The language you choose when creating an agent is set as the default language, and you can add additional languages.

Root and locale-specific languages

There are two categories of languages:

- **Root languages:** These are languages like *English (en)* that do not specify a locale.
- **Locale-specific languages:** These are languages like *English-US (en-US)* that do specify a locale as a specific region or country.

Some languages act as both root and locale-specific. There are significant differences between locales for these languages, so the locales cannot share a common root language. Examples:

- Chinese-Cantonese (zh-HK)
- Chinese-Simplified (zh-CN)
- Chinese-Traditional (zh-TW)
- Portuguese-Brazil (pt-BR)
- Portuguese-Portugal (pt)

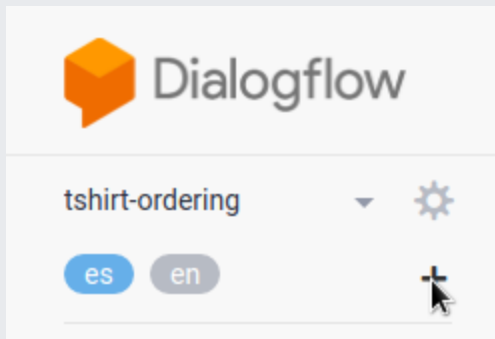
You should primarily design your agent for root languages, and only customize for locale-specific languages as needed.

Add a language

int: As a best practice, you should complete your agent in the default language before adding additional languages.

To add a language or locale with the Dialogflow Console:

1. In the left sidebar menu, click the add language **+** button next to the existing language(s).



This takes you to the **Languages** tab of agent settings.

2. Choose a language from the **Select Additional Language** dropdown menu.
3. To add a locale, hover over a root language and click **+ Add locale**.
4. Click **Save**.

Multilingual intent and entity data

For intent and entity data, some data is common for all languages of a multilingual agent, and some data is language-specific.

Language-generic intent and entity data

Language-generic intent and entity data is common for all languages supported by an agent. Even though a specific language may be selected in the console or provided to the API, this data is shared for all languages. For example, the following data is language-generic:

- [intent contexts](/dialogflow/docs/contexts-overview) (/dialogflow/docs/contexts-overview)
- [intent events](/dialogflow/docs/events-overview) (/dialogflow/docs/events-overview)
- [intent action and parameters](/dialogflow/docs/intents-actions-parameters) (/dialogflow/docs/intents-actions-parameters)
- [entity type names](/dialogflow/docs/entities-overview) (/dialogflow/docs/entities-overview)

Language-specific intent and entity data

Language-specific intent and entity data is unique for each language supported by an agent. You must supply this data separately for each language. When you select a language from the console or provide a language to the API, you can access this data for the given language. The following is a complete list of language-specific data:

- [intent training phrases](/dialogflow/docs/intents-training-phrases)
- [intent responses](/dialogflow/docs/intents-responses)
- [entity entries](/dialogflow/docs/entities-overview)

To access language-specific data with the console, click the language button under the agent name.

For example, the *size* entity below is used for ordering t-shirts. The agent was originally configured in English, so the entity has entries like "S" with the synonym "small". When Spanish is added as a language, the entity is created by Dialogflow for the new language, but you need to supply entity entries in Spanish.

Entity	Synonym
XS	XS, extra pequeño
S	S, pequeño
M	M, medio
L	L, grande
XL	XL, extra grande

To access language-specific data with the API, provide the `language_code` parameter when getting, creating, or updating [EntityType](/dialogflow/docs/reference/common-types#entitytypes) or [Intent](/dialogflow/docs/reference/common-types#intents) types. You must make separate API calls

for each language to access all language-specific data. If your API calls update language-generic data, that data is updated for all languages.

Test in the simulator

When using the [simulator](/dialogflow/docs/console#simulator) (/dialogflow/docs/console#simulator), choose the language you want to use by selecting it below the agent name.

Supply a language using the API

When sending requests via the API, set the `languageCode` field. For more information, see the `detectIntent` method for the [Sessions](/dialogflow/docs/reference/common-types#sessions) (/dialogflow/docs/reference/common-types#sessions) resource.

Requests that do not supply a supported language

When Dialogflow receives a request that does not supply a language supported by the agent, the following rules apply:

- When a request does not supply a language, Dialogflow handles the request using the default language.
- When a request supplies a locale-specific language that is not supported by the agent, but the associated root language is supported by the agent, Dialogflow handles the request using the root language.
- System entity extraction is an exception to the previous rule. System entity extraction uses the supplied locale-specific language, even if the locale-specific language is not supported by the agent.

Integrations

Agent interactions through text-based and phone gateway [integrations](#) (/dialogflow/docs/integrations) only use the default language of the agent.

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