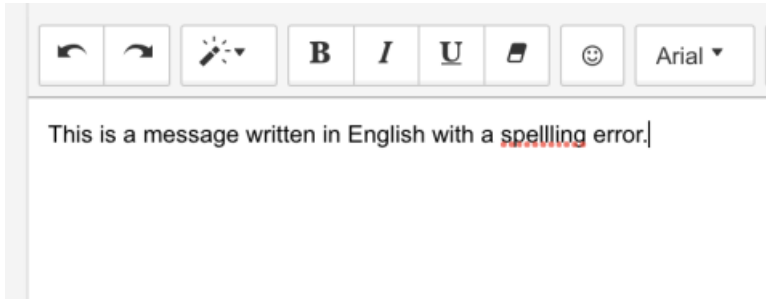


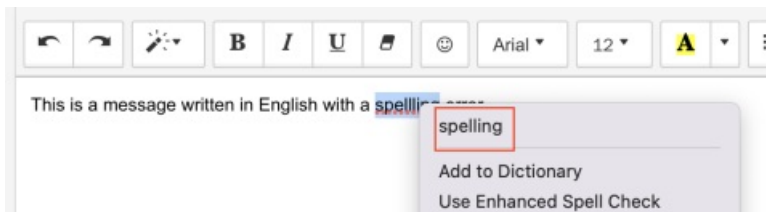
Spell Checking & Multilingual Spell Checking

Modern web browsers such as Google Chrome, Firefox and Microsoft Edge all offer spellchecking functionality as standard.

We recommend using the browser functionality in order to spell check articles written into the Puzzel Case Management text editors. Any words which are not spelt correctly will be highlighted by the browser as shown below.

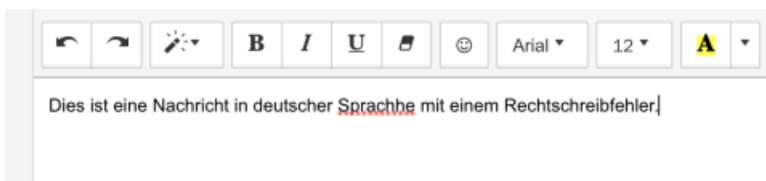


Right clicking on the highlighted word, will offer recommended spelling correction as shown below. Clicking on the suggestion will update the highlighted word.



Multilingual Spell Checking








It is possible to add multiple dictionaries at once to your browser settings. This means that spell checking in the text editors are checked against all available dictionaries assigned to your browser. So if you have a multilingual agent answering cases in both English and German for example, both languages will be accommodated for spell checking. German example below:



Google Chrome Language Settings

Navigate to the Google Chrome **Settings** menu and select **Languages**.

Settings

-  You and Google
-  Auto-fill
-  Privacy and security
-  Appearance
-  Search engine
-  Default browser
-  On start-up

Languages

From here you can **Add Languages** to your available dictionaries.

Preferred languages

Websites will show content in your preferred languages, when possible [Add languages](#)

1. English (United Kingdom) This language is used when translating pages	⋮
2. English (United States)	⋮
3. English	⋮
4. German	⋮

Use Google Translate ☒


Once the appropriate languages have been added, the spell checking will be multilingual.

Firefox Language Settings

The steps are very similar to Google Chrome. See the examples below where to find the language options in Firefox.

Language

Choose the languages used to display menus, messages, and notifications from Firefox.

English (GB)  [Set Alternatives...](#)

Choose your preferred language for displaying pages [Choose...](#)

☒ Check your spelling as you type

Firefox Language Settings

×

Firefox will display the first language as your default and will display alternate languages if necessary in the order they appear.

English (GB)

Move Up

Move Down

Remove

Add

Select a language to add...

▼

Help

Cancel

OK