

SENDING A DIALOGUE MESSAGE

LOG IN AT [HTTPS://AGITO.LANGUAGEWIRE.COM](https://agito.languagewire.com)

CLICK THE JOB NUMBER. THE JOB HAS TO BE ONGOING OR FINISHED.

The screenshot shows the LanguageWire dashboard. On the left is a navigation menu with 'Projects & Quotes', 'Profile', 'Tools', and 'Communication'. The main area displays a summary of jobs: 'All your jobs' (2), 'Your pending jobs' (1), and 'Your jobs in progress' (1). Below this is a table of jobs with two rows circled in blue:

ID	Description	Type	Source	Target	Status	Deadline
2320871	Translation project	Translation	English-United Kingdom	Danish	INVITATION PENDING	Thu 9 Feb '17
2305431	Test translation EN-DA	Translation	English-United Kingdom	Swedish-Sweden	ACCEPTED	Thu 9 Feb '17

CLICK “CREATE NEW DIALOGUE” AT THE TOP OF THE JOB PAGE

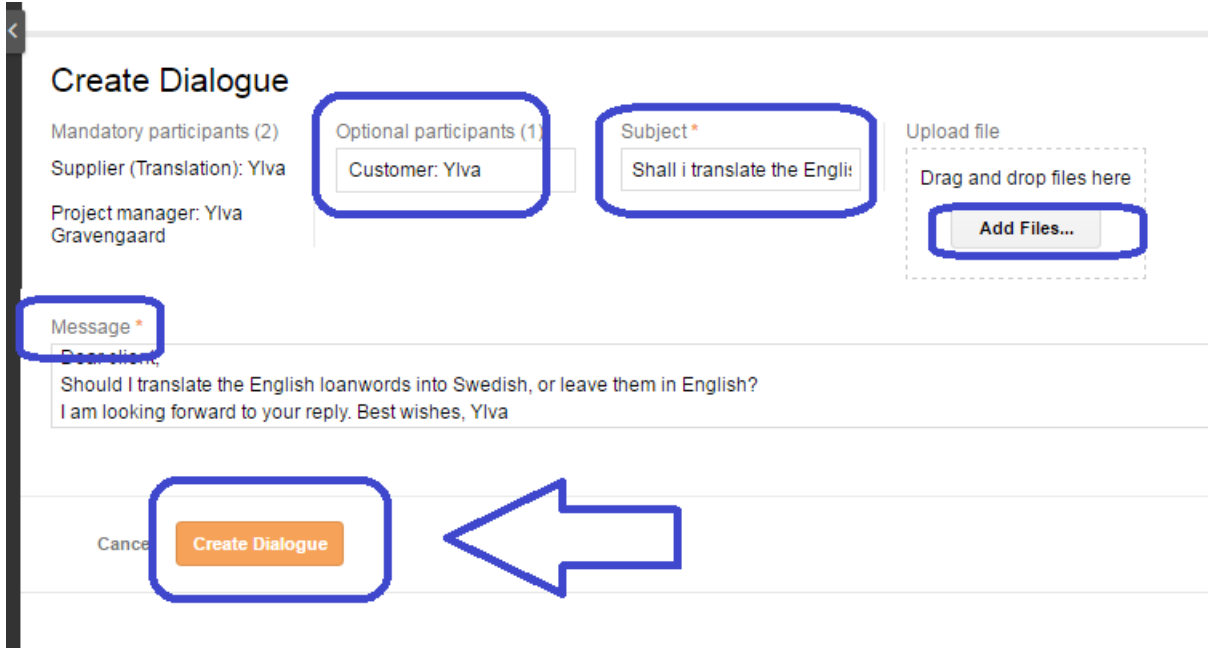
The screenshot shows a job page for 'test' (Job ID 2288200). A blue arrow points to the 'Create new dialogue' button in the top navigation bar.

YOU CAN ALSO ACCESS THE DIALOGUE AS SHOWN BELOW:

The screenshot shows a 'Dialogues' section with a 'Create Dialogue' button highlighted by a blue box. Below the button is a table of dialogues:

Message ID	Subject	Unread Responses	Latest Response	Started by
543413	hello	1	Thu 12 Jan '17 9:35	Ylva

CLICK CREATE DIALOGUE



The screenshot shows the 'Create Dialogue' form with the following elements highlighted by blue boxes:

- Optional participants (1):** Customer: Ylva
- Subject *:** Shall i translate the Engli:
- Upload file:** Drag and drop files here, Add Files...
- Message *:** Dear client, Should I translate the English loanwords into Swedish, or leave them in English? I am looking forward to your reply. Best wishes, Ylva
- Buttons:** Cancel, Create Dialogue

A large blue arrow points from the 'Create Dialogue' button towards the left.

TO WHOM SHOULD I SEND THE DIALOGUE MESSAGE?

We promote transparency between our translators and our end clients. This is why you have the possibility to send messages to our end clients as well.

SELECT “PARTICIPANTS”:

CUSTOMER

Does your message concern the end client? Do you need answers on terminology or other company-specific questions? If so, you are welcome to include the customer. Please always write in a courteous manner. The project manager is automatically copied in.

PROJECT MANAGER

If your message concerns payment, or extending the deadline, or other job-specific questions, please only send it to the project manager. Start a new dialogue message if you are in doubt about who will receive it, in order to be sure that you do not send it to the client.

PROOFREADER/TRANSLATOR/DTP

If you need to tell someone else in the job team something or ask them a question, you can add the other suppliers working on the same job. If you need to extend the deadline or if you are already delayed, please also add in your other team members (e.g. the proofreader, DTP) so they are aware of the delay. They will have scheduled the work for a particular time slot and it is annoying to be left waiting for a file from a team member.

SUBJECT

Enter a subject and type your message in the “Message” field.

ADD FILES

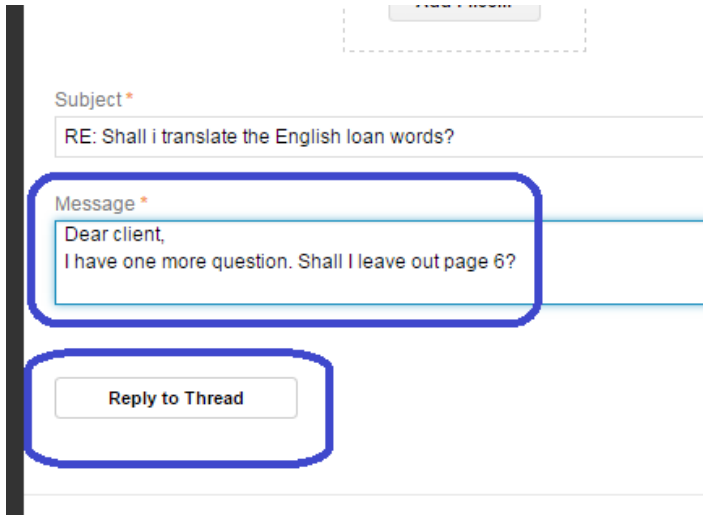
You can upload files to your dialogue message

CREATE DIALOGUE

When you click here, you send the dialogue message.

REPLY TO THREAD

If you would like to reply to a dialogue thread, which has already been started, click here.



Subject *

RE: Shall i translate the English loan words?

Message *

Dear client,
I have one more question. Shall I leave out page 6?

Reply to Thread

Best regards,

Supplier Relations

supplier@languagewire.com