

# Transformation of the Asylum Glossary into an Interactive Web Platform

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Pain pour le prochain.

🏠 / Nouveau lexique de l'asile - édition 2023

Nos prestations

## Nouveau lexique de l'asile - édition 2023

Dans un contexte où l'asile occupe une place importante dans le débat politique et les médias, la confusion des terminologies ne facilite pas les discussions. Des termes comme NEM, permis F ou aide d'urgence font désormais partie du vocabulaire couramment employé, sans toutefois que leur sens soit clair. C'est pour cette raison que l'EPER a décidé de mettre à jour le petit lexique de l'asile qui vulgarise les notions clés du domaine.

[Commander la version numérique](#)

[Commander la version physique](#)

**Petit lexique de l'asile**  
80 notions clés en bref

5<sup>e</sup> édition mise à jour, 2023



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**HOME PAGE MODEL :**

## **Introduction**

This project aims to transform a static glossary into an accessible, interactive, and multilingual digital platform.

## **Objectives**

- Make information accessible
- Simplify understanding
- Provide support through chatbot and human assistance
- Ensure continuous updates

## **Overall Concept**

A web platform integrated into the official website with intuitive navigation and user interaction.

## **Website Architecture**

### **Home**

- Glossary (A-Z, categories)
- Chatbot
- Resources
- Human contact

## **Content Structure**

- The booklet
- Examples
- Useful links

## **Multilingual**

4 languages: FR, EN, DE, IT with a simple switch.

## **Chatbot & Support (400 standard questions linked to FAQs)**

- Automated responses
- Redirection to a human when necessary

## **Additional Content**

Resources, other glossaries, updated information.

## **Technical Aspects**

- Responsive website
- CMS for updates
- Integrated chatbot

## **Added Value**

Interactive platform, accessible, real-time updates.

# **Website Schema**

## **1. HOME PAGE**

### **Visual Structure**

#### **Header (top)**

- Logo (book-style)
- Menu:
  - Home
  - Glossary
  - Resources
  - Contact
- Language button (FR | EN | DE | IT)

#### **Hero Section (center)**

##### **MAIN TITLE:**

“Understanding Asylum in 75 Key Concepts”

#### **Chatbot (floating)**

- Small button at the bottom right

## **2. GLOSSARY PAGE**

### **Layout**

- Search bar at the top

#### **Filters:**

- A B C D...
- OR
- Categories (Procedure / Rights / Status...)

**List of terms (cards or list):**

- Asylum application
- Permit F
- Refugee

**Right side:**

- Suggestions of related terms

## 4. CHATBOT

### Visual Functionality

**Step 1:**

“How to apply for asylum?”

**Step 2:**

Automatic response

**Step 3 (if complex):**

Example message:

“I will connect you with an expert”

Button: *Talk to an agent*

## 5. LANGUAGE SWITCH

Top right:

- FR | EN | DE | IT

**Smart UX:**

- Keeps the same page when switching languages

## 6. VISUAL STYLE

- Red (primary color)
- White (background)
- Black (text)

**Typography:**

- Bold titles
- Simple text (maximum readability)

## **On Canva or Figma**

### **1. Create:**

- 1 Home page
- 1 Glossary page
- 1 Concept page

### **2. Add:**

- Buttons
- Blocks
- Dummy text (lorem ipsum or simple sentences)

### **3. Keep:**

- Minimal design
- Clear hierarchy

## **Proposed Video for the Website (Use Case)**

### **Situation**

A professional supports a person who has difficulties understanding asylum procedures.

### **Usage**

The professional uses the website to search for a concept, consult a clear definition, and rely on explanations to guide the person.

### **Approach**

The website is used as a support tool for discussion and clarification during the support process.

### **Result**

Information is better understood and communication becomes more effective.

