



Overview of Setup Guide

1. Install Translation Studio
 2. Select the Translation Studio application
 3. Configure Translatable Objects
 4. Configure Translation Rules
 5. Create a Flow to Translate Records
 6. Translate Using Big Objects (Optional)
 7. Translate Email Templates and Quick Text (Optional)
 8. Translate Outgoing Email (Optional)
 9. Translate Live Chat (Optional)
-

Step 1: Install Translation Studio

Installing to a Production Salesforce Org

You can always get the latest version of Translation Studio for production environments via the following installation link:

<https://1440.link/ts/latest>

This link will unfurl into the packaging url link – and ask you to login to your production environment using your Salesforce org credentials via <https://login.salesforce.com>.

Installing to a Salesforce Sandbox

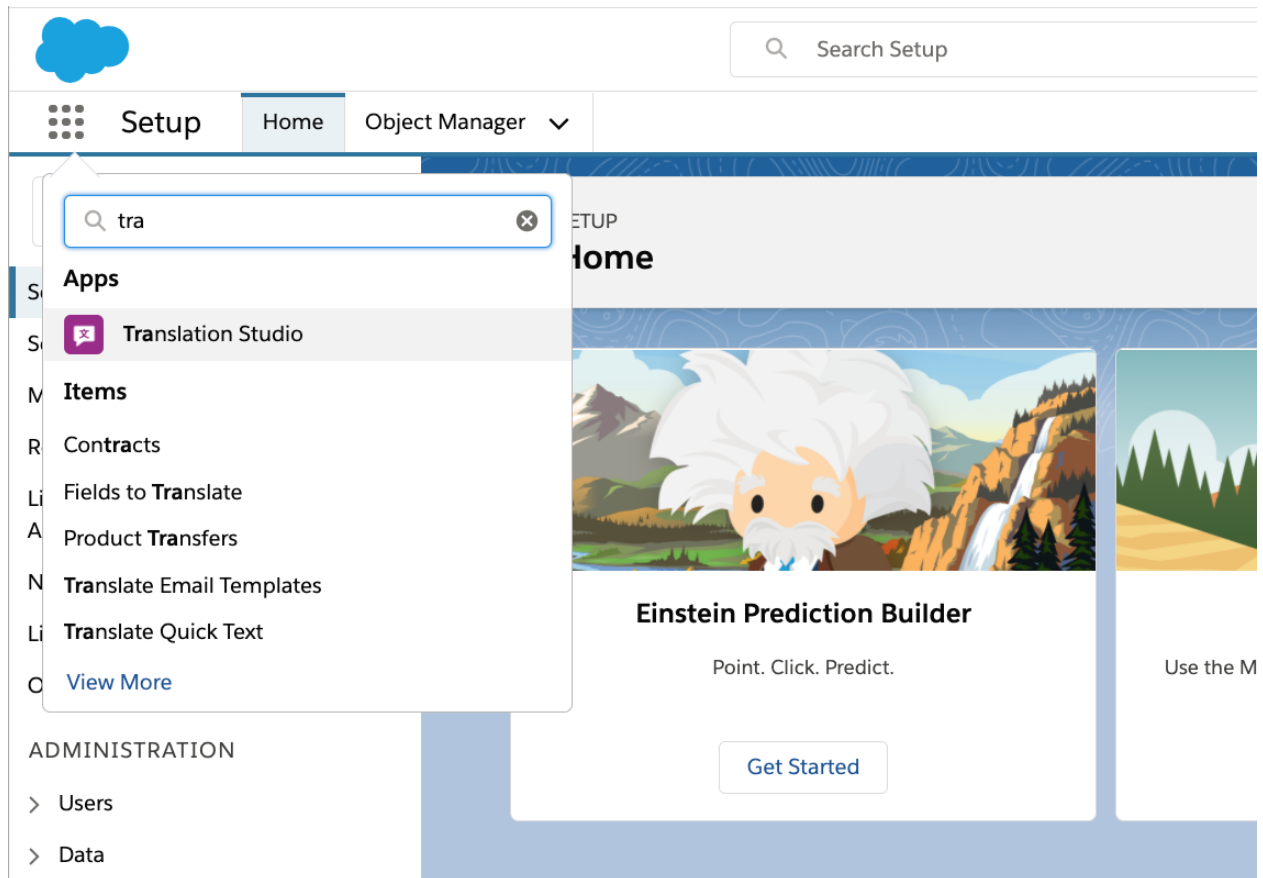
Installing Translation Studio to a sandbox environment can be performed via the following installation link:

<https://1440.link/ts/latest/sandbox>

This link will unfurl into the packaging url link – and ask you to login to your sandbox environment using your Salesforce org credentials via <https://test.salesforce.com>.

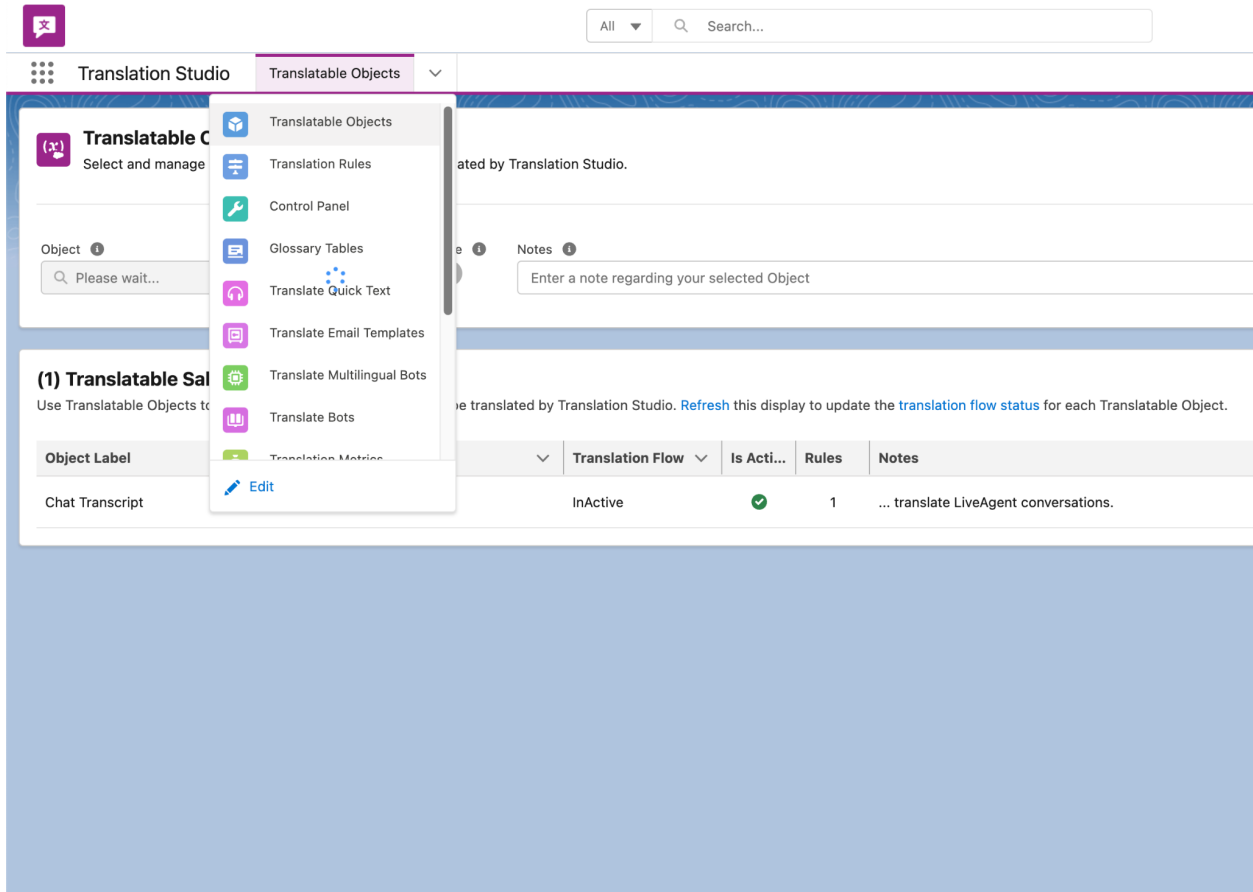
Step 2: Select Translation Studio

Locate “Translation Studio” in the App Finder and launch it by clicking on the application name. This will launch the Translation Studio Console Application.



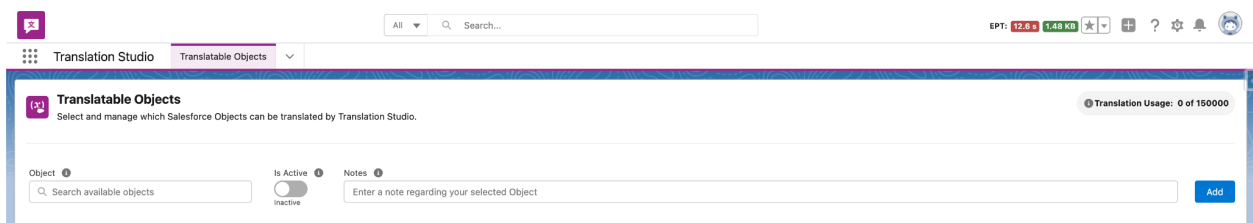
Step 3: Configure Translatable Objects

Select the “Translatable Objects” menu-item from the Translation Studio menu. This will launch the Translatable Objects display – where you can select which Salesforce Object can leverage Translation Studio.



Translation Studio requires that Administrators specifically select which Salesforce Objects can be translated within a given Org. Once **Translatable Objects** are defined, Administrators can then create **Translation Rules** that describe which field values are translated to supported languages.

Please use the Translatable Object form to select which Salesforce Objects can be translated by Translation Studio. The **Object** field can be used to identify the object to translate. You can then use the Active flag to control whether translation should be enabled.



Use the Active flag to control whether translation is enabled for a given Salesforce Object. Disabling the active flag will prevent all Translation Rules from firing for the selected Salesforce Object. Enabling the active flag will turn on translation for the Salesforce Object.

Use the form to select each Salesforce Object to translate. Once you've selected your objects – you should see a display similar this example (where we're translating cases, chatTranscripts, emailTemplates, and quickText).

The screenshot shows the 'Translatable Objects' configuration page in Translation Studio. At the top, there's a search bar and a navigation menu. Below that, a form allows adding objects with fields for 'Object', 'Is Active' (a toggle switch), and 'Notes'. Below the form, a table titled '(4) Translatable Salesforce Objects Configured' lists the following objects:

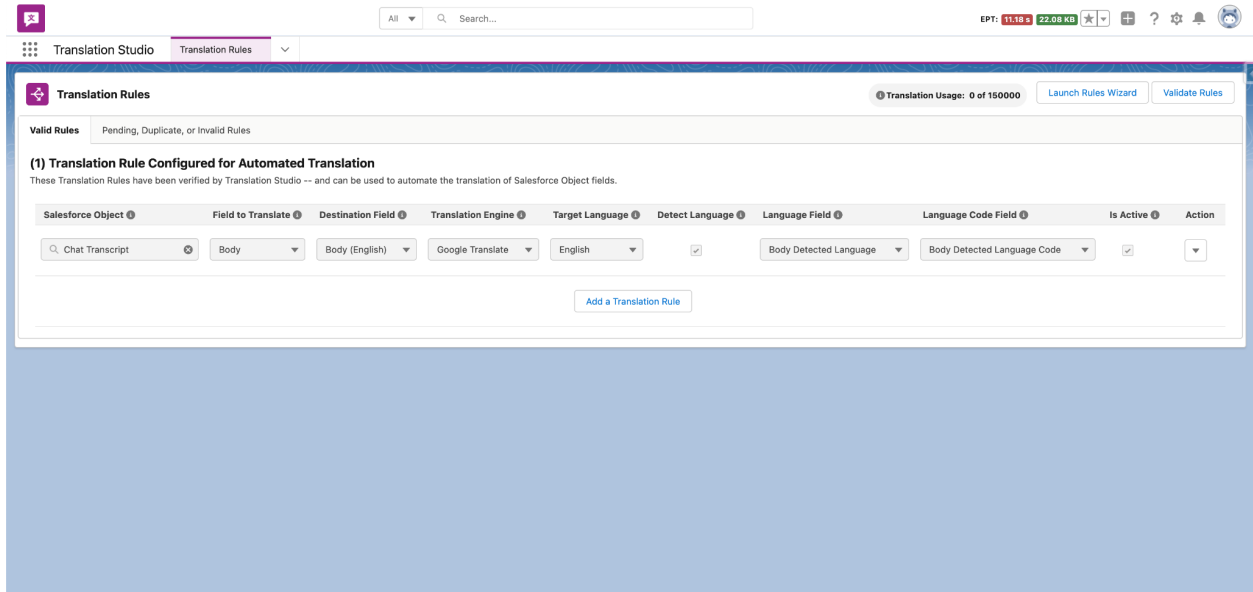
Object Label	Object API Name	Translation Flow	Is Acti...	Rules	Notes	Last Modified Date
Case	Case	InActive	✓	0	... translate case subject and description.	April 24, 2022, 10:46 AM
Chat Transcript	LiveChatTranscript	InActive	✓	1	... translate LiveAgent conversations.	April 24, 2022, 07:47 AM
Email Template	EmailTemplate	Creation Disabled	✓	0	... translate Email Templates	April 24, 2022, 10:47 AM
Quick Text	QuickText	Creation Disabled	✓	0	... translate QuickText messages.	April 24, 2022, 10:47 AM

With at least one (1) Salesforce Object selected – you're now ready to create Translation Rules to govern how Translation Studio translates object field data to multiple languages.

Step 4: Configure Translation Rules

Translation Rules describe how Translation Studio should perform translation for Salesforce Object fields. Each rule describes how translation should be implemented for a single field. This includes:

- Which field should be translated
- Where the translation should be stored (another field, or a Big Object)
- Which Translation Engine should be employed
- Which language should the field data be translated to
- Should the source language be detected?
- Which field(s) the source language (code and label) will be written to
- Whether the field is active (and should be used to translate) or inactive (translation is disabled for the specific rule)



Translation Studio supports two ways to create Translation Rules: by leveraging the Rules Wizard (which walks you step-by-step through the process), and by leveraging the Add a Translation Rule button at the bottom of the display.

For First-Time Users

[Launch Rules Wizard](#)

For Power Users

[Add a Translation Rule](#)

For first time users – we recommend using the **Launch Rules Wizard** button to create your first set of Translation Rules. As you get more familiar with the product, you can shorten this process by leveraging the **Add a Translation Rule** button to quickly create single translation rules.

Use the **Launch Rules Wizard** button if you need to translate multiple Salesforce Object fields to multiple languages. If you need to translate a single field to a single language – use the **Add a Translation Rule** button.

Use the Rules Wizard to Create Rules

The **Rules Wizard** can be used to create multiple translation rules in one sitting for multiple Translatable Objects. It will guide users through the process of:

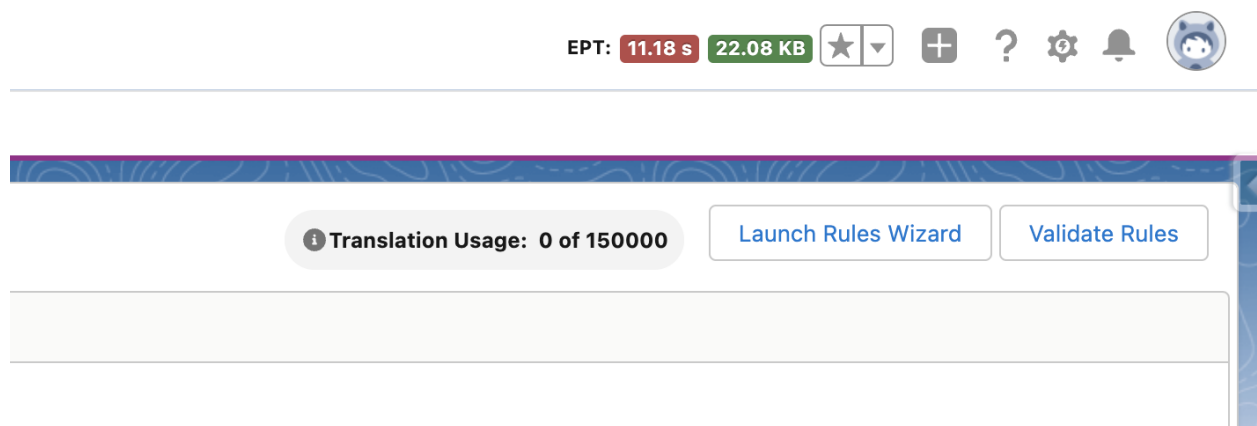
- Selecting a Translation Engine to leverage in created Translation Rules
- Specifying which Translatable Objects should have rules created
- Choosing which fields should on the Translatable Objects should be translated
- Identifying which languages these fields should be translated to

- Configuring which users should be given permission-set access to the translation destination fields created by the Rules Wizard

The Rules Wizard will create a new **translation destination field** on each Salesforce Object field / target language combination configured via the wizard. The access to these destination fields is governed by the **Translation Studio - Unmanaged** permissionSet. You can assign this permissionSet to any users that need access to translation destination fields.

Launch the Rules Wizard

Please click on the **Launch Rules Wizard** button in the upper-right corner of the Translation Rules display – to the right of the Translation Usage counter. It should be displayed beneath your Salesforce avatar icon.



Please note that this button will be disabled if you haven't created at least one (1) Translatable Object.

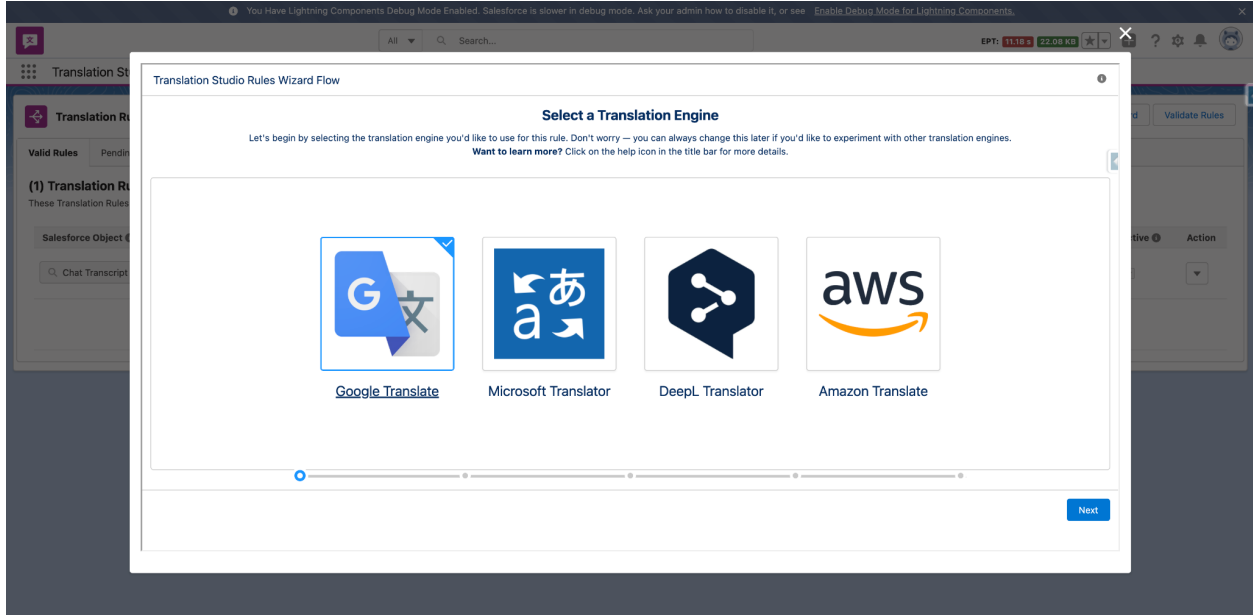
Select a Translation Engine

The first screen presented by the Rules Engine will ask you to select a translation provider. Translation Studio supports four of the best translation providers in the world:

- [Google Translate](#)
- [Amazon Translate](#)
- [Microsoft Translator](#)
- [DeepL](#)

Each translation engine supports a unique set of languages has their own company-specific data storage and data privacy policies. All three of these factors should be taken into consideration when selecting a translation engine.

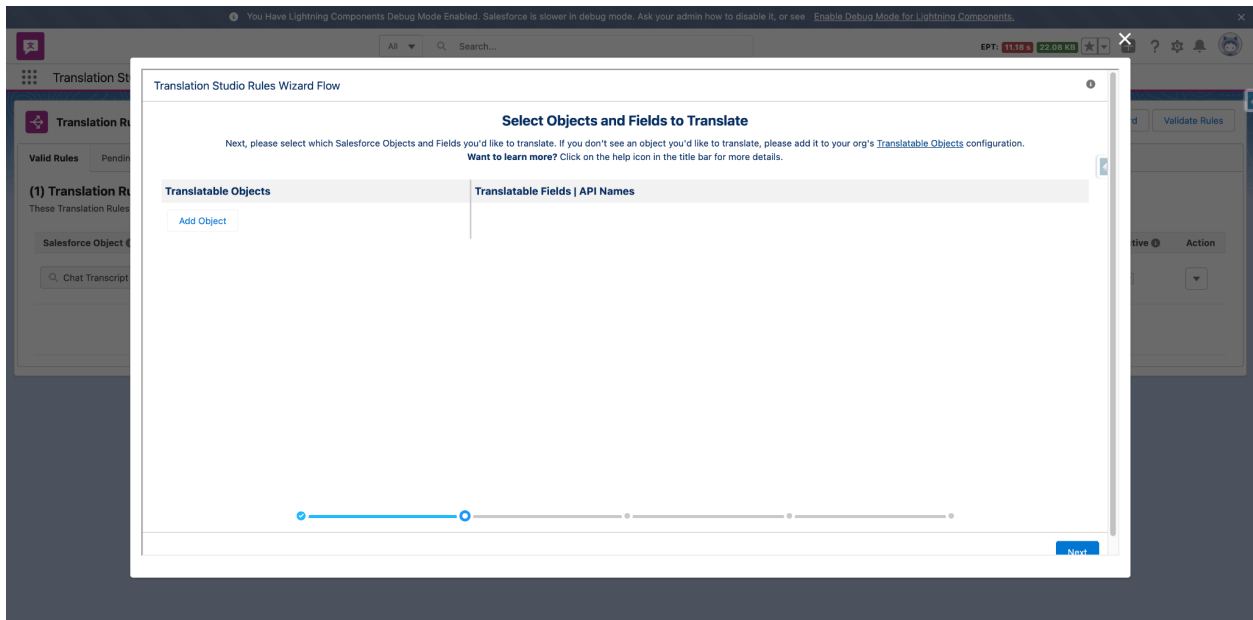
In this walkthrough – we'll use Google Translate. That said, every company should drive their translation engine selection according to their industry's regulations and regional data privacy and data residency requirements.



Click the **Next** button to continue – and choose which Salesforce Object / field combinations should be translated by Translation Studio.

Select Salesforce Objects and Fields

The next screen presented by the Rules Engine will ask you to select which Salesforce Object and field combinations you'd like to translate.



You'll need to first select the Objects – and then you'll be able to select the fields you'd like to translate on these objects.

- Remember that only Translatable Objects will be available
- Only text fields (Text, TextArea, LongTextArea, and RichTextArea) field are translatable

Please click on the Add Object button to expose the picklist containing your configured translatable objects. You can use this picklist to select which Salesforce Objects you'd like to translate with Translation Studio.

Translatable Objects

Add Object

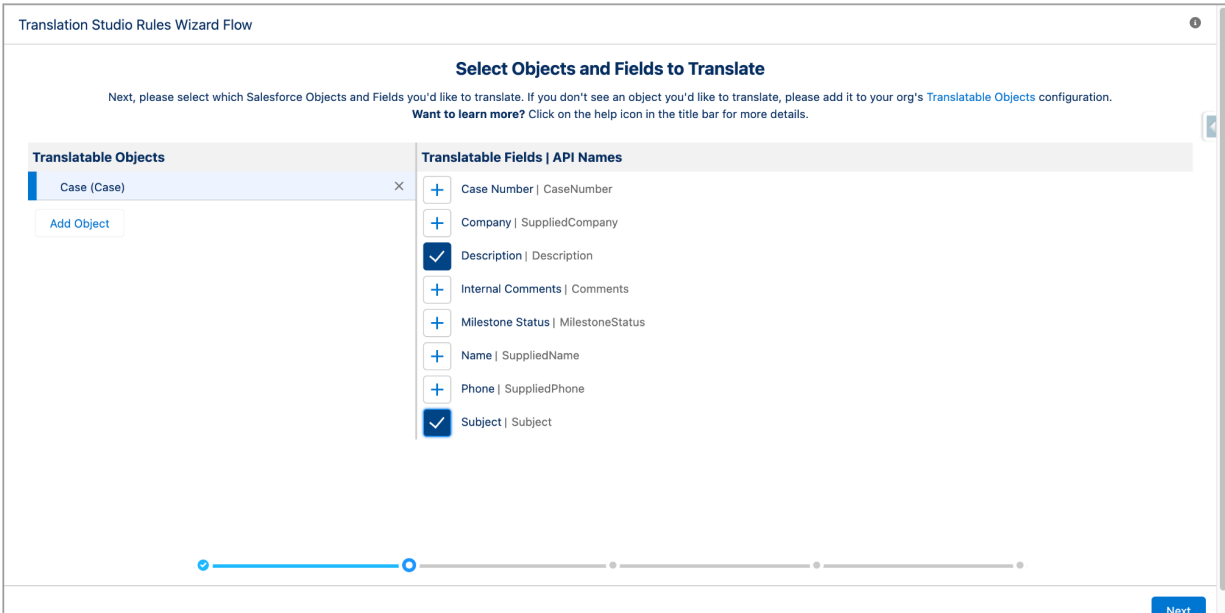
Select an Object to Translate

You must enter a valid option

Case (Case)

Chat Transcript (LiveChatTranscript)

Once an object is selected – the translatable text-fields available to the current user will be displayed. You can select which fields you'd like to translate by clicking on the + displayed to the left of each field name.



In this example, we're choosing to translate **Cases** – specifically the **Subject** and **Description** fields. Remember – you'll only see text fields that you have permission to read. Please contact your Salesforce Administrator if you don't see a field that you'd expect to under other circumstances.

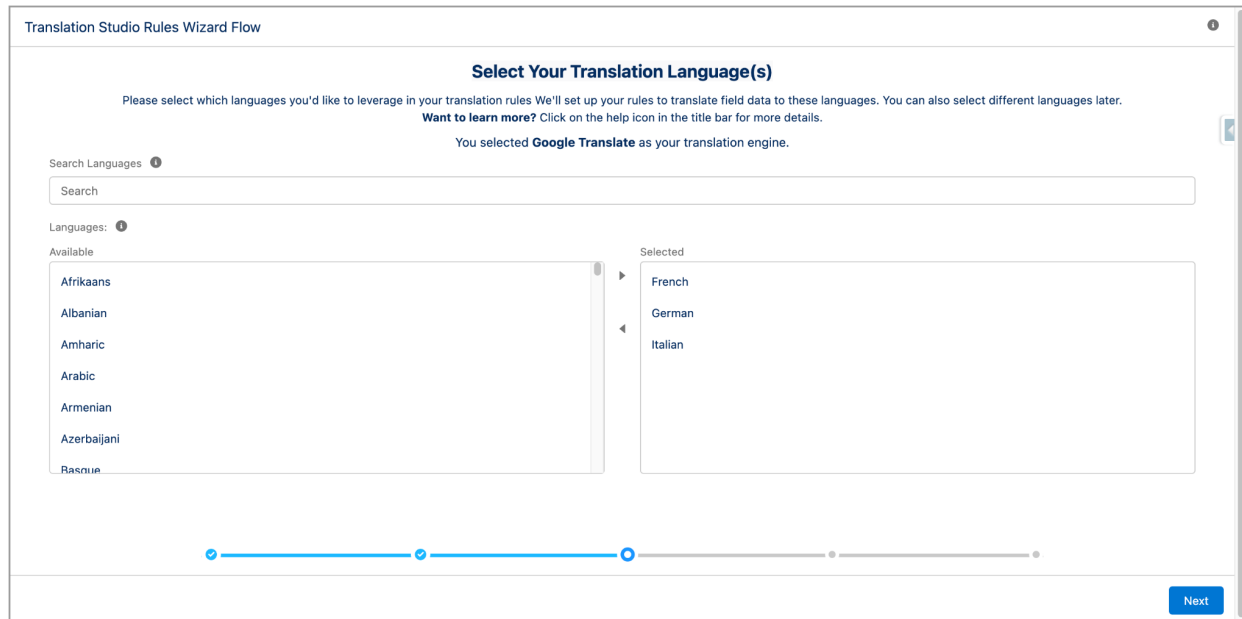
After selecting your Salesforce Object and fields to translate – please click the **Next** button to select which languages you'd like translate your selections to.

Select Translation Languages

The next screen presented by the Rules Engine will ask you to select which translation engine languages you would like to leverage with your translation rules. The languages you choose here will be used to translate the data written to the Salesforce Objects and Fields you selected in the previous step.

- The language list presented is driven by the translation engine you selected
- You can select as many languages as you'd like
- A translation destination field will be created for each Salesforce object / field / language combination created via the Rules Wizard

Please use the search field to quickly find the languages you'd like to leverage in your translation. You can also use the arrows to highlight languages on the left, and move them to the selected bucket on the right (and vice-versa).



Please note that if you select multiple languages to translate – you should expect multiple fields to be created. As an example, choosing to translate the Case Subject and Description to French, German, and Italian would result in six translation destination fields being created (three for the Case Subject, and three for the Case Description).

Once you have selected your translation languages – please click on the **Next** button to identify which users should see translation destination fields.

Specify User Access

The next screen presented by the Rules Engine will ask you to select which users can see the translation destination fields created by the Rules Wizard. This step is designed to serve administrators responsible for field access and layouts.

- Use this display to select the minimal number of users you'd like to see these fields
- We expose access via the **Translation Studio - Unmanaged** permissionSet
- This view should be used to provide interim access vs. permanent access
- Each company will have its own perspective on how to manage field access (ex. Profiles vs. permissionSets)
- We provide access to fields via permissionSets to allow administrators easy access to fields – so that they can operationalize access within their Salesforce Org
- Do not use this display to assign 100's or 1000's of users access
- At a minimum – search for and give yourself access to the fields generated by the wizard

You can use the search field to search for users based on their first name, last name, email address, and phone number. You can also select multiple users – and navigate large user-lists with the pagination controls.

Translation Studio Rules Wizard Flow

Specify Translation User Access

The Rules Wizard will create a destination field on your selected sObject to store your field / language translation results. Please select which user(s) should be able to access this field.
Want to learn more? Click on the help icon in the title bar for more details.

	<input type="checkbox"/> Full Name	<input type="checkbox"/> Title	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
1	<input type="checkbox"/> Automated Process			<input checked="" type="checkbox"/> autoproc@00d2f00000mfzhuao
2	<input type="checkbox"/> Chat Site Guest User			<input checked="" type="checkbox"/> chat@sandbox-force-platform-6056-dev...
3	<input type="checkbox"/> Chatter Expert			<input checked="" type="checkbox"/> noreply@chatter.salesforce.com
4	<input type="checkbox"/> Data.com Clean			<input checked="" type="checkbox"/> automatedclean@00d2f00000mfzhuao
5	<input type="checkbox"/> Integration User			<input checked="" type="checkbox"/> integration@example.com
6	<input type="checkbox"/> Platform Integration User			<input checked="" type="checkbox"/> noreply@00d2f00000mfzhuao
7	<input type="checkbox"/> Security User			<input checked="" type="checkbox"/> insightssecurity@example.com

Remember – don't use this display to manage access to translation destination fields across your organization. Ideally, only a subset of Salesforce Administrators and Layout Administrators should be given access. Your organization will have its own standard for providing access to fields and layouts – and Translation Studio supports both permissionSets and profiles.

Once you have selected the users which will be given access to Translation Destination field, please click on the **Next** button to view your Rules Summary. At this point, you're one step away from creating your Translation Rules.

Verify Your Translation Rule Configuration


The last screen presented by the Rules Wizard is the Review Your Rule Selections display. This display summarizes each of the selections made during the execution of the wizard. It confirms:

- Your selected Translation Engine
- Which Salesforce Object(s) and field(s) will be translated
- The language(s) that the field data will be translated to
- Which Salesforce user(s) will be given access to the created translation destination fields

Translation Studio Rules Wizard Flow

Review Your Translation Rule Selections

The following selections will be used to create Translation Rules in this Salesforce Org. Please cancel this flow if you'd like to change these selections or prevent the creation of these rules.
Want to learn more? Click on the help icon in the title bar for more details.

Translation Engine	Objects and Fields	Target Language(s)	Selected Users
 Google Translate	Case (2) Description Subject	French German Italian	User User

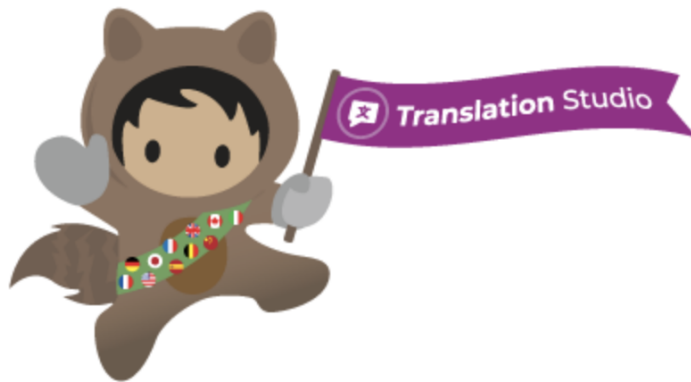
Next

In this example, the Rules Wizard confirms that we've selected Google Translate as our engine, want th translate the Case Subject and Description, and are translating these fields to French, German, and Italian. Lastly, the user **User User** will be given access the six (6) translation destination fields created by Translation Studio.

Click on the Next button to finalize your rules, and have the wizard create them. Once you've completed the wizard, you should see Salesforce's Astro congratulate you for your efforts.

Congratulations!

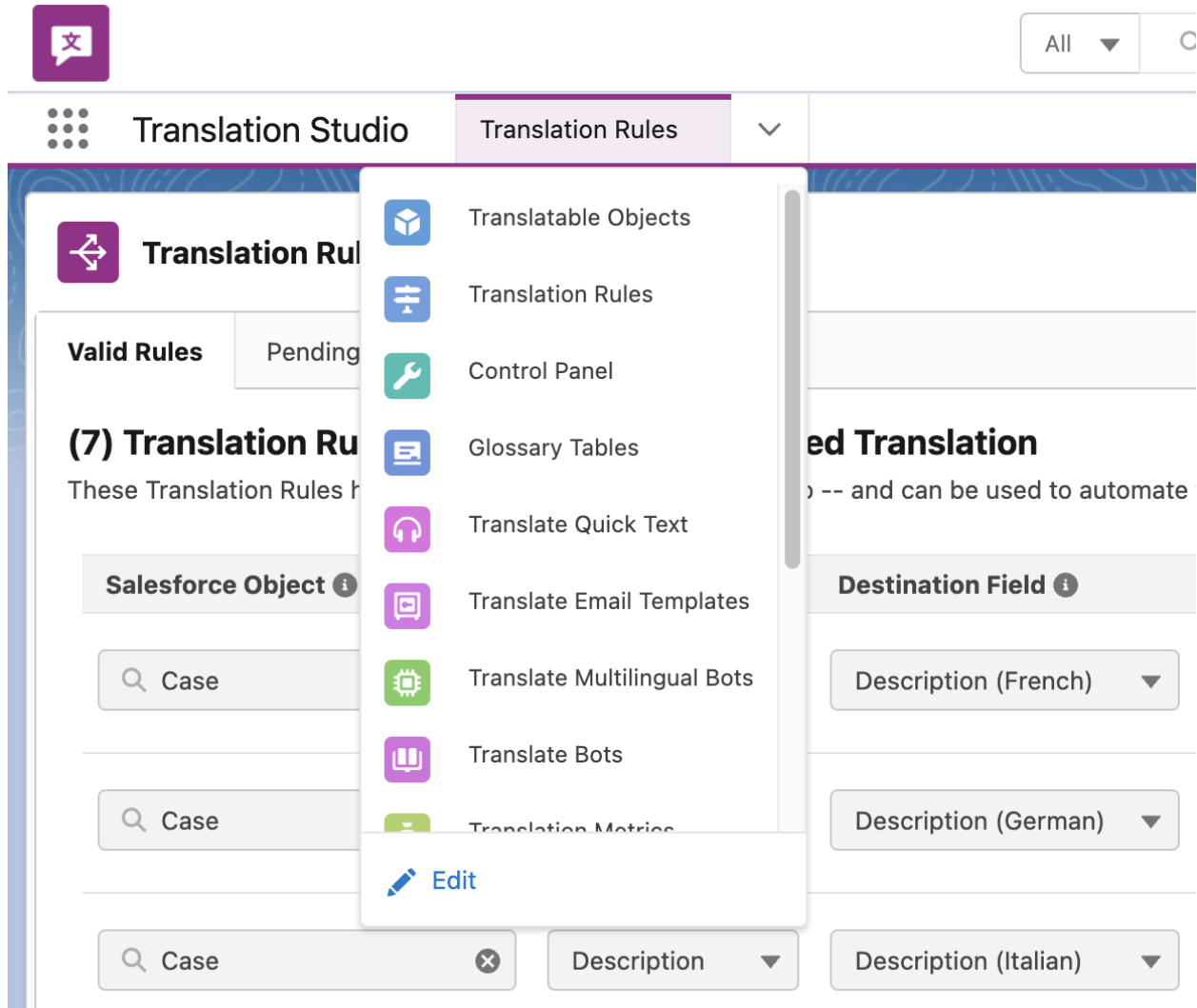
Your Translation Rule has been created -- and will be ready to use shortly.



At this point, your rules have been created and are now available for your inspection. You can view your rules by navigating back to the Translation Rules display.

Inspect Your Translation Rules

To view your translation rules, please navigate to the **Translation Rules** display using the Translation Studio Menu. The Translation Rules menu option should be the second item in the Translation Studio menu.



Once the Translation Rules display loads, you should see:

- Six (6) rules mapped to the Case Object
- Three (3) rules mapped to the Case Subject
- Three (3) rules mapped to the Case Description

- The translation rules for the Case Subject and Description configured to be translated by Google Translate – to the languages French, German, and Italian
- Each rule is mapped to a language-specific destination field using the name of the source field (ex. Description (French), or Subject (German)).

Additionally, you should see the Active checkbox and the Detect Language / Language Code Fields. These fields give you an additional layer of control over your translation, when each rule should run, and how each rule behaves based on the source language.

Translation Rules Translation Usage: 0 of 150000 [Launch Rules Wizard](#) [Validate Rules](#)

Valid Rules Pending, Duplicate, or Invalid Rules

(7) Translation Rules Configured for Automated Translation
 These Translation Rules have been verified by Translation Studio -- and can be used to automate the translation of Salesforce Object fields.

Salesforce Object	Field to Translate	Destination Field	Translation Engine	Target Language	Detect Language	Language Field	Language Code Field	Is Active	Action
Case	Description	Description (French)	Google Translate	French	<input checked="" type="checkbox"/>	Select Option	Select Option	<input checked="" type="checkbox"/>	
Case	Description	Description (German)	Google Translate	German	<input checked="" type="checkbox"/>	Select Option	Select Option	<input checked="" type="checkbox"/>	
Case	Description	Description (Italian)	Google Translate	Italian	<input checked="" type="checkbox"/>	Select Option	Select Option	<input checked="" type="checkbox"/>	
Case	Subject	Subject (French)	Google Translate	French	<input checked="" type="checkbox"/>	Select Option	Select Option	<input checked="" type="checkbox"/>	
Case	Subject	Subject (German)	Google Translate	German	<input checked="" type="checkbox"/>	Select Option	Select Option	<input checked="" type="checkbox"/>	
Case	Subject	Subject (Italian)	Google Translate	Italian	<input checked="" type="checkbox"/>	Select Option	Select Option	<input checked="" type="checkbox"/>	
Chat Transcript	Body	Body (English)	Google Translate	English	<input checked="" type="checkbox"/>	Body Detected Language	Body Detected Language Code	<input checked="" type="checkbox"/>	

We'll walk through what the language detection, language / language code, and active checkbox independently manage in the section titled **Add a Single Translation Rule**.

Confirm the Destination Fields Were Created

You can confirm that the destination fields were created by entering Setup, and viewing the Fields and Relationships for the Case Object (or any object for which you have created rules).

- Translation destination fields mirror the original fieldName of the source field
- They are created using the data-type of the source field
- They employ a field naming convention to ensure the field API names are unique

If you'd prefer, you can manually create the translation destination field(s) for your translation rules via Setup by leveraging the Salesforce Object Manager. That said, the Rules Wizard will automatically create these fields for you.

Fields & Relationships

36+ Items, Sorted by Field Label

Description	Description	Long Text Area(32000)
Description (French)	transl8__Description_FR_000__c	Long Text Area(32000)
Description (German)	transl8__Description_DE_000__c	Long Text Area(32000)
Description (Italian)	transl8__Description_IT_000__c	Long Text Area(32000)

Note how each field API name includes the API name of the source field, the languageCode, and a number count. Translation Studio uses this format to ensure that field names are always unique – and that we can identify translation destination fields created by Translation Studio.

Subject	Subject	Text(255)
Subject (French)	transl8__Subject_FR_000__c	Text(255)
Subject (German)	transl8__Subject_DE_000__c	Text(255)
Subject (Italian)	transl8__Subject_IT_000__c	Text(255)

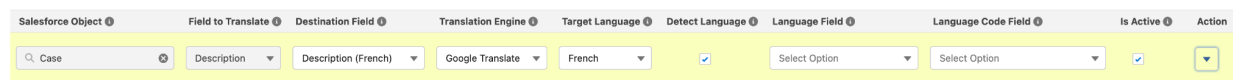
Also, please note how the Subject and Destination fields are created using the same field data-type as their source fields. Translation Studio duplicates the data-type to ensure that translation destination fields are large enough to accommodate the translated content from the source field.

Add a Single Translation Rule

If you'd like a more direct and option-driven way to create translation rules, you can leverage the Create a New Rule button located at the bottom of the Translation Rules display. Clicking on the button will:

- Expose a new empty Translation Rule highlighted in Yellow
- The new rule will be unconfigured – and requiring your input

The rules display exposes all of the options managed by the Rules Wizard with its process. That said, it provides greater control and flexibility over translation rules and their behavior.



Salesforce Object	Field to Translate	Destination Field	Translation Engine	Target Language	Detect Language	Language Field	Language Code Field	Is Active	Action
Case	Description	Description (French)	Google Translate	French	<input checked="" type="checkbox"/>	Select Option	Select Option	<input checked="" type="checkbox"/>	

Please use the field descriptions below to familiarize yourself with the Translation Rule form. Also, the information icons next to each fieldname provide an additional level of help guidance.

Translation Rule Field Descriptions

1. **Object.** Here you will choose the name of the object that you wish to translate. Remember that this list is driven by the Salesforce Objects identified as Translatable Objects. If you don't see an Object you'd like to translate – add it to the Translatable Object list and then reload the Translation Rules display.
2. **Field to Translate.** This field is where you select the source field that you wish to translate. Only text fields that are accessible by the end-user are translatable. The field labels are displayed in the picklist.
3. **Destination Field.** This field is where you want your translated text to be saved. If you are intending to translate multiple fields on an object you will need to repeat these steps and create multiple custom fields, one per field you wish to translate. You can also select to have the translation stored in a destination field or big object.
4. **Translation Engine.** Select the translation engine to use with the current rule.
5. **Target Language.** Select the language you wish to translate the source material to in this picklist. Target languages are driven by the Translation Engine selected.
6. **Detect Language:** Check this checkbox if you want to detect the language of the source content being translated. This check is useful to capture the source language code and label.
7. **Language Field.** Select the field where the detected language label will be twritten – if Detect Language is selected. This picklist limits fields to those with “Language” in their fieldName.
8. **Language Code Field.** Choose the field where the detected language code will be stored if Detect Language is selected. This picklist limits fields to those with “Language” in their fieldName.

9. **Is Active.** Use this field to manage if a given translation rule is active and available for translation. When checked, a rule will be used by Translation Studio to drive translation. When un-checked, Translation Studio will ignore the rule.

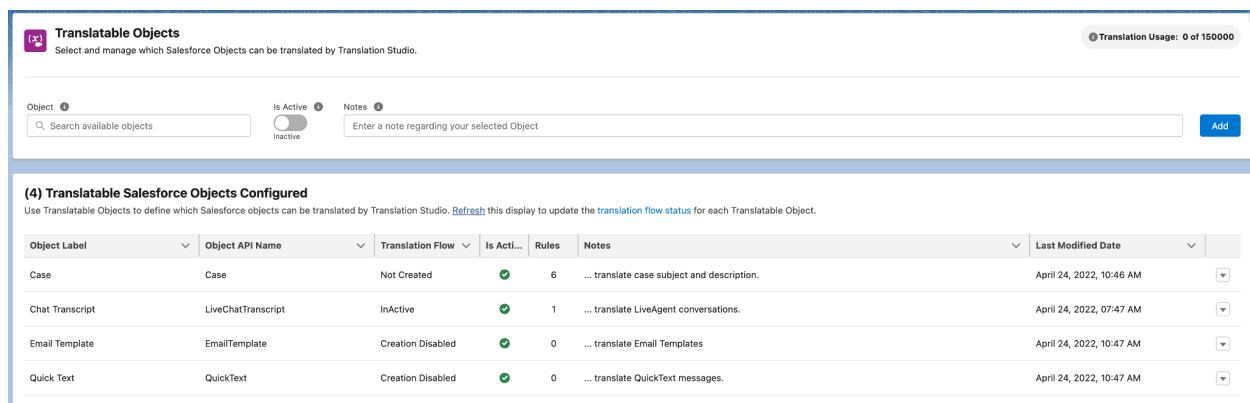
Once you have completed the rule form, please click on the **Save** button to persist your changes and save them to your Salesforce Org.

Step 5: Create a Flow to Translate Records

Translation Studio leverages Salesforce Flow to power its translation automation. There are two ways that flows can be created: declaratively (via the Translatable Objects UI) or manually.

Create a Flow via Translatable Objects

1. Visit the Translatable Objects UI – and note the column titled **Translation Flow**. This column describes the status and existence of the translation flow for each Translatable Object.



The screenshot shows the 'Translatable Objects' interface. At the top, there's a header with the title 'Translatable Objects' and a subtitle 'Select and manage which Salesforce Objects can be translated by Translation Studio.' On the right, it indicates 'Translation Usage: 0 of 150000'. Below the header, there are three sections: 'Object' with a search box, 'Is Active' with a toggle switch (currently 'inactive'), and 'Notes' with a text input field and an 'Add' button. The main content area is titled '(4) Translatable Salesforce Objects Configured' and includes a sub-header: 'Use Translatable Objects to define which Salesforce objects can be translated by Translation Studio. Refresh this display to update the translation flow status for each Translatable Object.' Below this is a table with the following columns: Object Label, Object API Name, Translation Flow, Is Acti..., Rules, Notes, and Last Modified Date. The table contains four rows of data.

Object Label	Object API Name	Translation Flow	Is Acti...	Rules	Notes	Last Modified Date
Case	Case	Not Created	✓	6	... translate case subject and description.	April 24, 2022, 10:46 AM
Chat Transcript	LiveChatTranscript	InActive	✓	1	... translate LiveAgent conversations.	April 24, 2022, 07:47 AM
Email Template	EmailTemplate	Creation Disabled	✓	0	... translate Email Templates	April 24, 2022, 10:47 AM
Quick Text	QuickText	Creation Disabled	✓	0	... translate QuickText messages.	April 24, 2022, 10:47 AM

2. Open the pull-down menu for a Translatable Object – and select the option **Create Translation Flow**. This will kick-off the process used to automate the creation of the flow.

✕

Create a Translation Automation Flow

Flow API Name
io1440_Case_Translate_Trigger

Object API Name
Case

* Provide a Name for the Translation Flow

1440io: Case: Translate: Trigger

Provide a Description for the Translation Flow

This Flow was created by Translation Studio -- and automates the translation of Case

Cancel
Save

- When the modal appears, please click the **Save** button to save the flow details and start the process of creating the flow. You can change the label and description via this form.

(4) Translatable Salesforce Objects Configured
 Use Translatable Objects to define which Salesforce objects can be translated by Translation Studio. [Refresh](#) this display to update the [translation flow status](#) for each Translatable Object.

Object Label	Object API Name	Translation Flow	Is Acti...	Rules	Notes	Last Modified Date
Case	Case	InActive	✔	6	... translate case subject and description.	April 24, 2022, 10:46 AM
Chat Transcript	LiveChatTranscript	InActive	✔	1	... translate LiveAgent conversations.	April 24, 2022, 07:47 AM
Email Template	EmailTemplate	Creation Disabled	✔	0	... translate Email Templates	April 24, 2022, 10:47 AM
Quick Text	QuickText	Creation Disabled	✔	0	... translate QuickText messages.	April 24, 2022, 10:47 AM

- After the modal closes, you can refresh the Translation Flow status for all Translatable Objects by reloading the page – or by clicking on the Refresh link in the sub-title. The flow status for your Translatable Object should change from Not Created to InActive. This means the flow exists, but is not yet active.

The screenshot shows a dialog box titled "Edit Translatable Object" with a close button in the top right corner. The dialog contains the following fields and controls:

- Object Label:** Case
- Object API Name:** Case
- Translatable Object Status:** Active (toggle switch)
- Translation Flow Status:** Active (toggle switch)
- Created By:** User User, 4/24/2022, 10:46 AM
- Last Modified By:** User User, 4/24/2022, 10:46 AM
- Notes:** ... translate case subject and description.

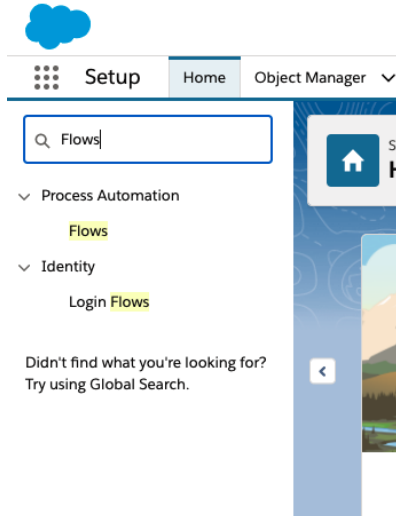
At the bottom right of the dialog are two buttons: "Cancel" and "Save".

5. You can activate a flow by editing your Translatable Object – and changing the flow status from active to in-active. Activating the flow will turn-on translation, and force all active translation rules to be processed whenever a new record is created.

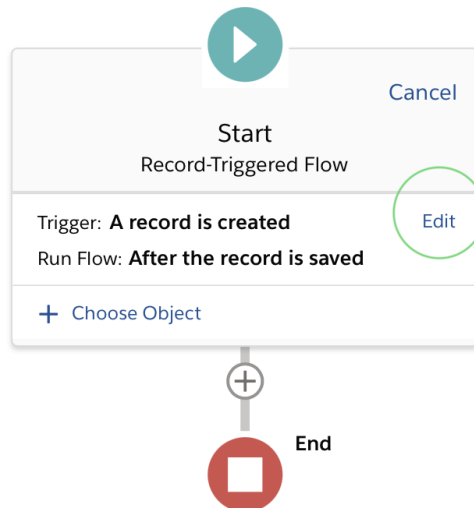
Create a Flow for Each Record

Please note that this section of the documentation explains how to manually create record trigger flows to support translation. This process has been automated by the previous step. That said, you may want to create a custom flow that leverages our translation capabilities. This section will explain how to do that.

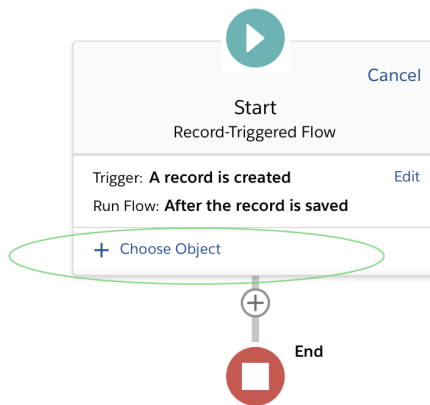
1. The next step is to set up a flow for each record you just enabled translation on. Go back to the setup screen using the same icon in the upper right corner as before, and then search for Flows in the search bar.



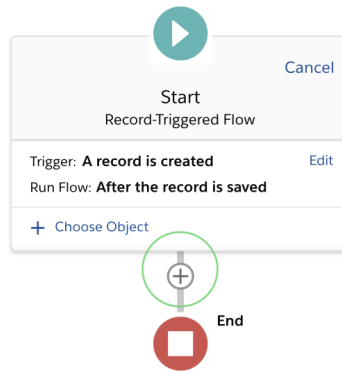
2. Then click on the New Flow button in the upper right corner. Then complete the prompts by selecting record-trigger flow on the first screen and Auto-Layout on the second one.
3. Now, you'll create a flow so that translation is automatically triggered each time a record is created or edited. Click the Edit button near the center of the screen and choose the "A record is created or updated option" on the prompt that appears.



4. Now choose the type of record to translate by clicking the button labelled choose object near the center of the screen. Then type in the name of the record in the search box that appears and select the one you are looking for. Then, under the condition requirements drop down, select none. Then hit done.



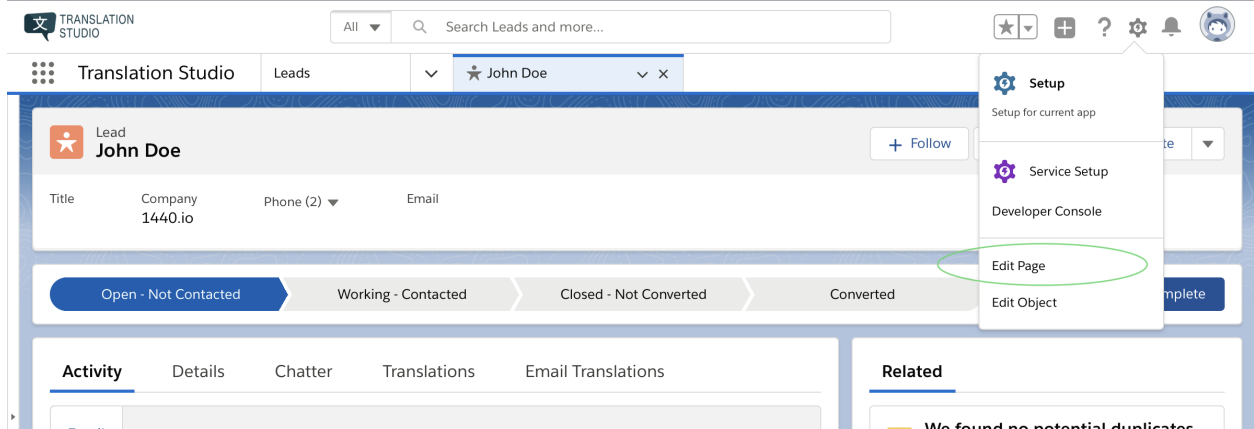
5. Now you need to add the translate action. To do this, click the plus button just above the red End button. Then click Action and search and click on Translate in the search bar that appears. Then fill in the fields as in the picture below, changing the word Object in both fields for the particular object you are working on for this flow.



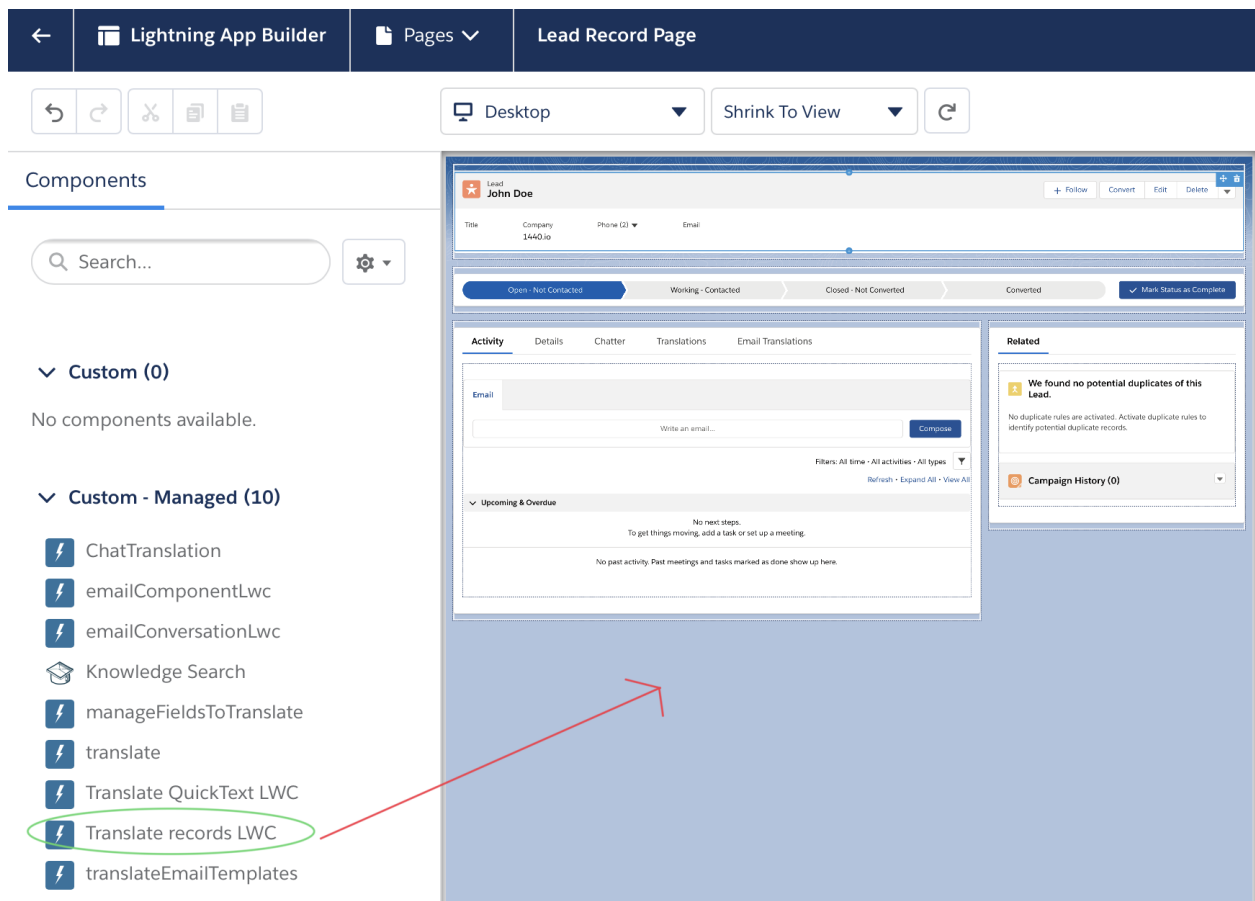
6. Then click save in the top right corner of the flow builder screen and give your flow a name. Then click activate in the top right corner.
7. Repeat the flow building process for each record you want to translate.

Step 6: Translate Using Big Objects (Optional)

To translate using big objects you'll need to add the Translation Records lightning component to the type of page (e.g. leads, cases) you want to view translations on. First, navigate to the record page you want to view translations on. Then click on the gear in the top right corner and click "Edit Page"



In the page editor, scroll down on the left side and drag the text that says Translate Records LWC to the spot on the screen where you want to be able to see translations.

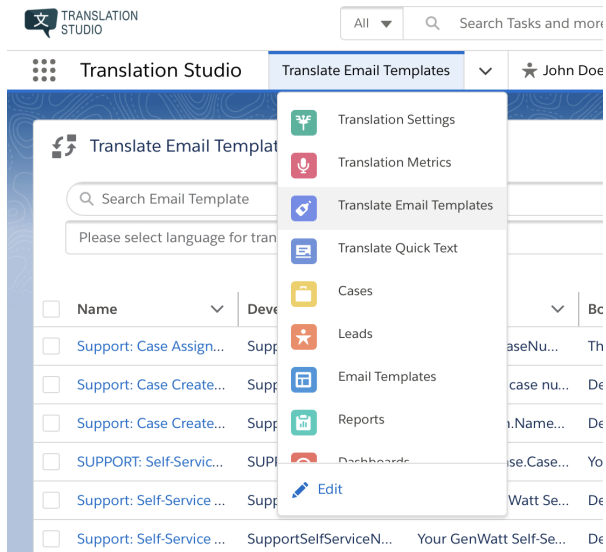


1. Click "Save" and then click "Activate."
2. On the next screen click "Assign as org default" and then choose if you want the translations to be visible on desktop, mobile, or both. Then click "Save"

Now your translations should appear for each rule configured to translate to a Big Object. You can click on the **Refresh Translation** button to reload translations.

Step 7: Translate Email Templates and Quick Text

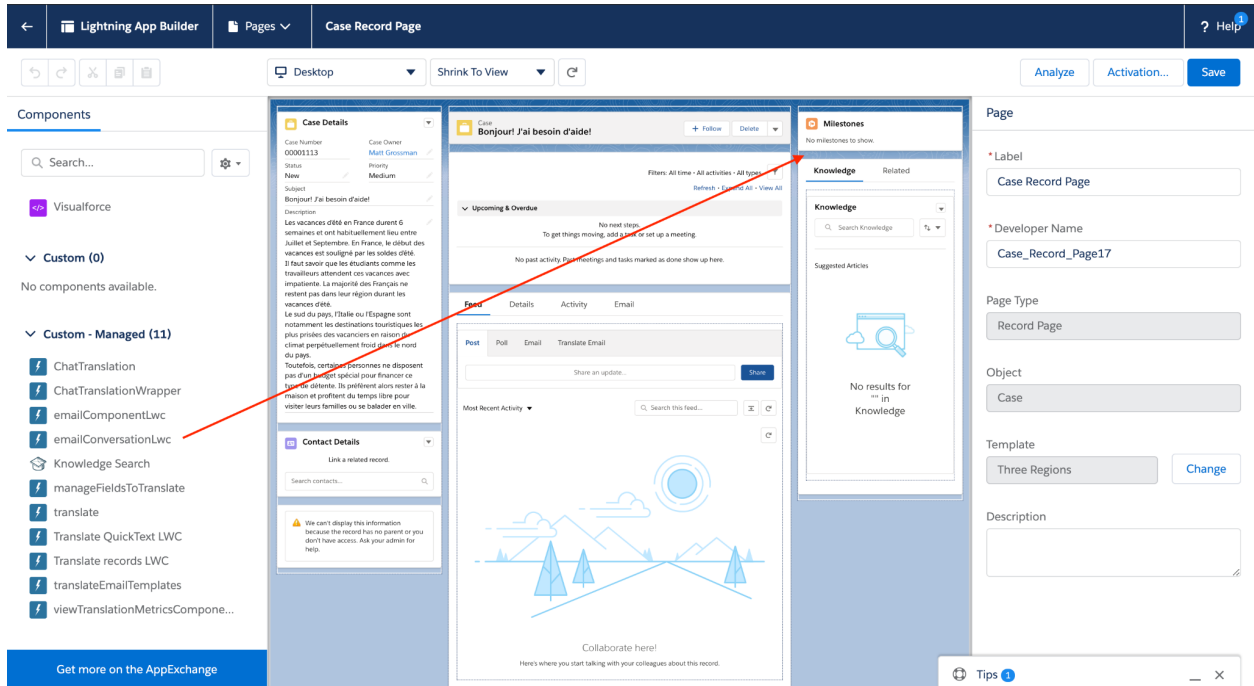
1. Email Templates and Quick Text have dedicated pages for translations.
2. Once you have added either to the Translation Settings page click on the Translate Email Templates or Translate Quick Text tab in Translation Studio.



3. Choose the language you want to translate into using the picklist toward the top of the page and then check the box next to each template or quick text you want to translate.
4. Then press the “Translate” button and your translated templates/quick texts should appear on the page.

Step 8: Translate Outgoing Emails

1. Add a translation setting on the Translation Settings page for outgoing emails. You should select Email Message as the Object and HTML Body as the Field to Translate. The Target Language field does not matter in this case.
2. The next step is to add the “Email Conversation Lwc” to the record page where you want to send outgoing emails. To do this go to a record page and select the Edit Page option from the gear in the top right corner.
3. In the Page Builder drag and drop the “Email Conversation Lwc” to the location on the record page where you want to send emails. Then save the page using the save button in the top right corner and make sure it is activated. Next, exit the page builder.



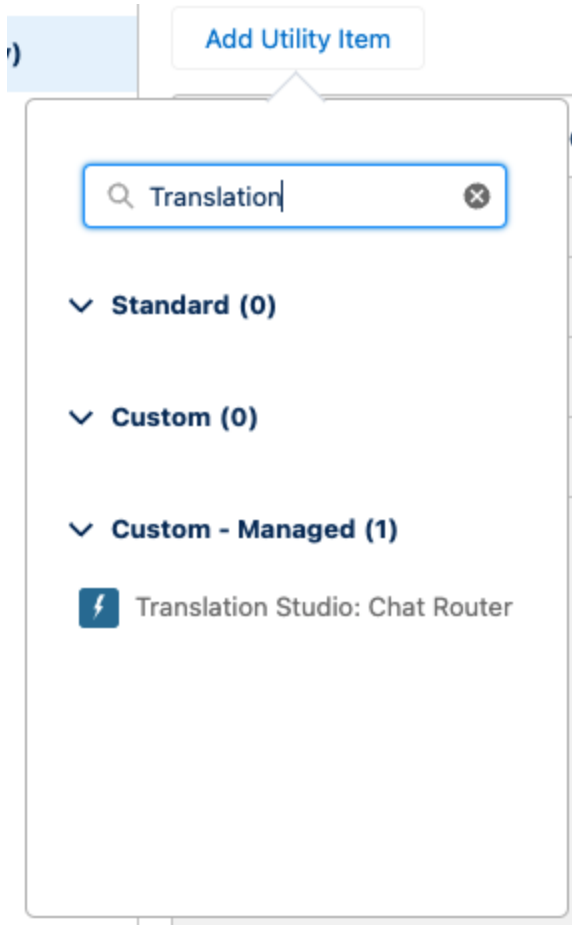
- Now to send an email, simply click the Send Email button, fill in the message and subject in the agent's language and then click View Translation. The translated email will be shown so the agent can review it and then the button should now send the email.

Step 9: Translate Live Chat

- Make sure you have already set up regular live chat in Sales w... For help doing this see this Salesforce [help doc](#) or this [Trailhead](#).
- Add the Chat Translation Wrapper to the Utility Bar for your Service Console. Start by opening the App Manager by searching for it in the Setup Menu
- In the App Manager, scroll down to the Service Console you want to add translated live chat to and click the arrow on the right side of the page and choose edit. This will open the App Builder.

24	Service Console	LightningService	(Lightning Experience) Lets support agents work w...	12/9/2020, 1:41 PM	Lightning	✓
25	Site.com	Sites	Build pixel-perfect, data-rich websites using the dr...	12/9/2020, 1:41 PM	Classic	
26	Translation Studio	Translation Studio	Translate any Object, Field, Data, and more!	2/11/2021 2:35 PM	Lightning (Managed)	Edit

- In the App Builder, choose the Utility Items tab. Then click the Add Utility Item button. In the menu that opens, click on the Translation Studio: Chat Router



5. Check the **Start Automatically** box and leave the other settings at their defaults. Then click save.

Add Utility Item Utility Bar Alignment ⓘ Default ▾

⚡ ChatTranslationWrapper

- 📍 Omni-Channel
- 🕒 History
- 📝 Notes

PROPERTIES ↑ ↓ Remove

ChatTranslationWrapper

▼ **Utility Item Properties**

*Label ⓘ

Icon ⓘ

Panel Width ⓘ

Panel Height ⓘ

Start automatically ⓘ

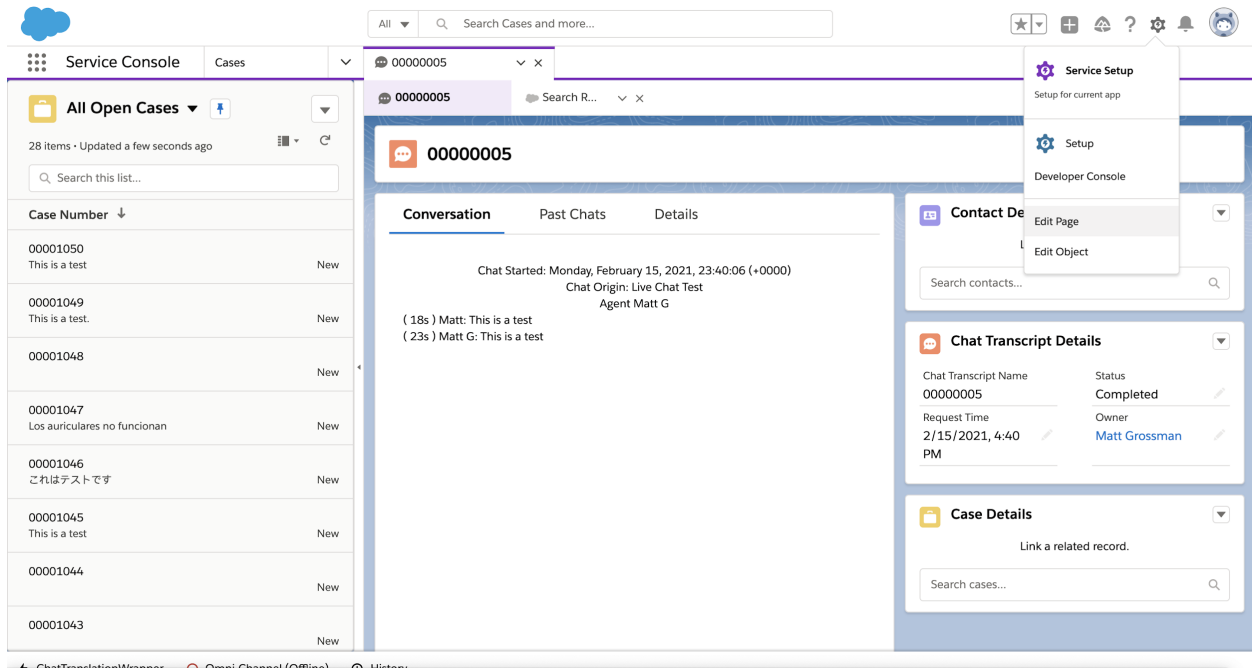
Cancel Save

6. Add new Custom Fields to your **Chat Transcript** Object:

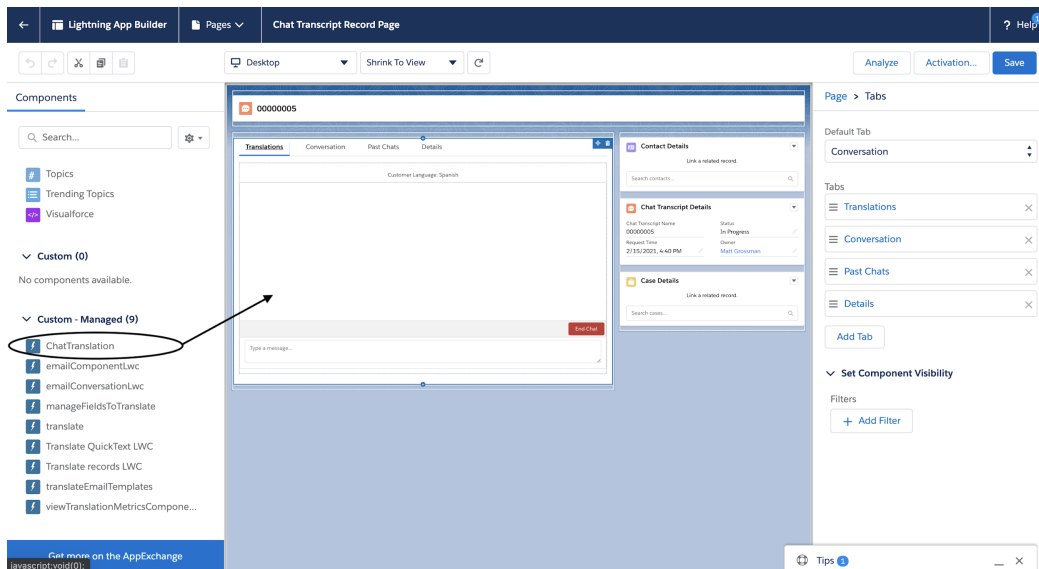
- a. Translation History
 - i. Field Label: **Translation History**
 - ii. Field Name: **Translation_History**
 - iii. Field Type: **Long Text Area (131072)**
- b. Translation History Language
 - i. Field Label: **Translation History Language**
 - ii. Field Name: **Translation_History_Language**
 - iii. Field Type: **Text (100)**
- c. Translation History Language Code
 - i. Field Label: **Translation History Language Code**
 - ii. Field Name: **Translation_History_Language_Code**
 - iii. Field Type: **Text (25)**
- d. Translation History Visitor Name
 - i. Field Label: **Translation History Visitor Name**
 - ii. Field Name: **Translation_History_Visitor_Name**
 - iii. Field Type: **Text Area (255)**
- e. Tab Highlighted
 - i. Field Label: **Tab Highlighted**
 - ii. Field Name: **Tab_Highlighted**

iii. Field Type: **Checkbox**

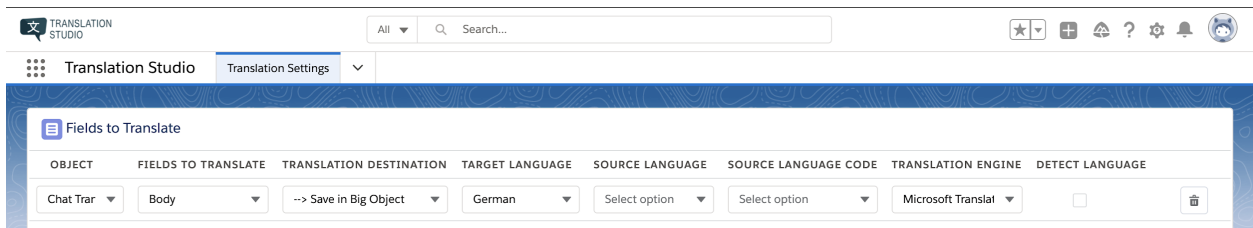
7. The next step is to add the ChatTranslation Lightning web component to your Service Console page to see and send translations. To do this open a chat transcript page in the Service Console. Then click on the gear icon in the top right corner of the screen and choose Edit Page.



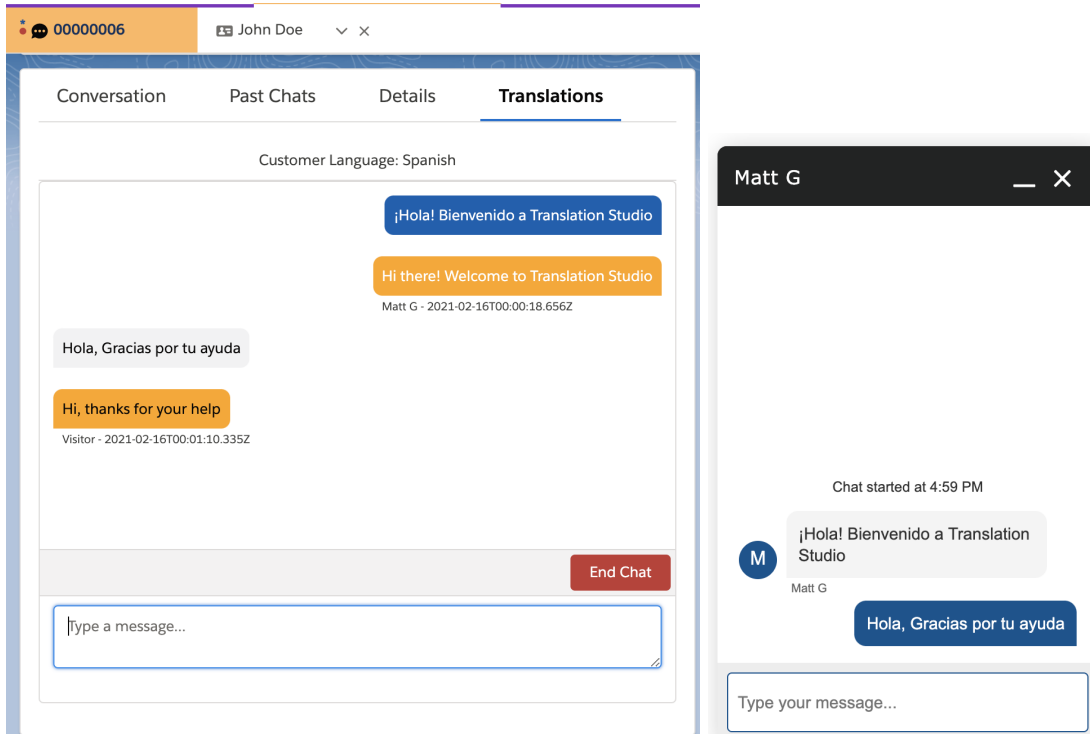
8. In the App Builder drag the ChatTranslation Lwc to a location on the Chat Transcript page. A convenient idea is to add a Translations tab to store it. Then click Save and exit the app builder. You may have to activate the page if you have not edited it before.



9. You'll also need to add a Translation Setting for Chat Transcripts. Go to the Translation Settings page and add a row for Chat Transcripts.



10. Live Chat translation should be up and running now! Make sure to use the ChatTranslation Lwc to enter your customer responses and not the default Salesforce Chat component. The agent's responses should be visible in their original and translated languages and the same will be true of the customer's responses.



Step 10: Translate Knowledge Articles

1. Once you have Knowledge Articles set up in your organization, you'll need to make sure you have Knowledge set up for multiple languages. To do this, search for Knowledge in the set up menu, enable multiple languages in Knowledge, and then add each individual language you want to translate articles into. Once a language is added to your knowledge base, you cannot remove it.

Service Setup Knowledge Settings

show article summaries in article list views (Classic Only)

- Internal App
- Customer
- Partner

Knowledge One

To learn more about Knowledge One, see the [\[online help\]](#).

- Highlight relevant article text within search results
- Autocomplete keyword search
- Autocomplete title search
- Suggest related articles on cases

Case Fields Used to Find Suggested Articles	Subject

Language Settings

Default Knowledge Base Language: English

Language	Active	Default Assignee	Default Reviewer
Chinese (Simplified)	<input checked="" type="checkbox"/>		
English	<input checked="" type="checkbox"/>		
French	<input checked="" type="checkbox"/>		
Spanish	<input checked="" type="checkbox"/>		

Case Settings

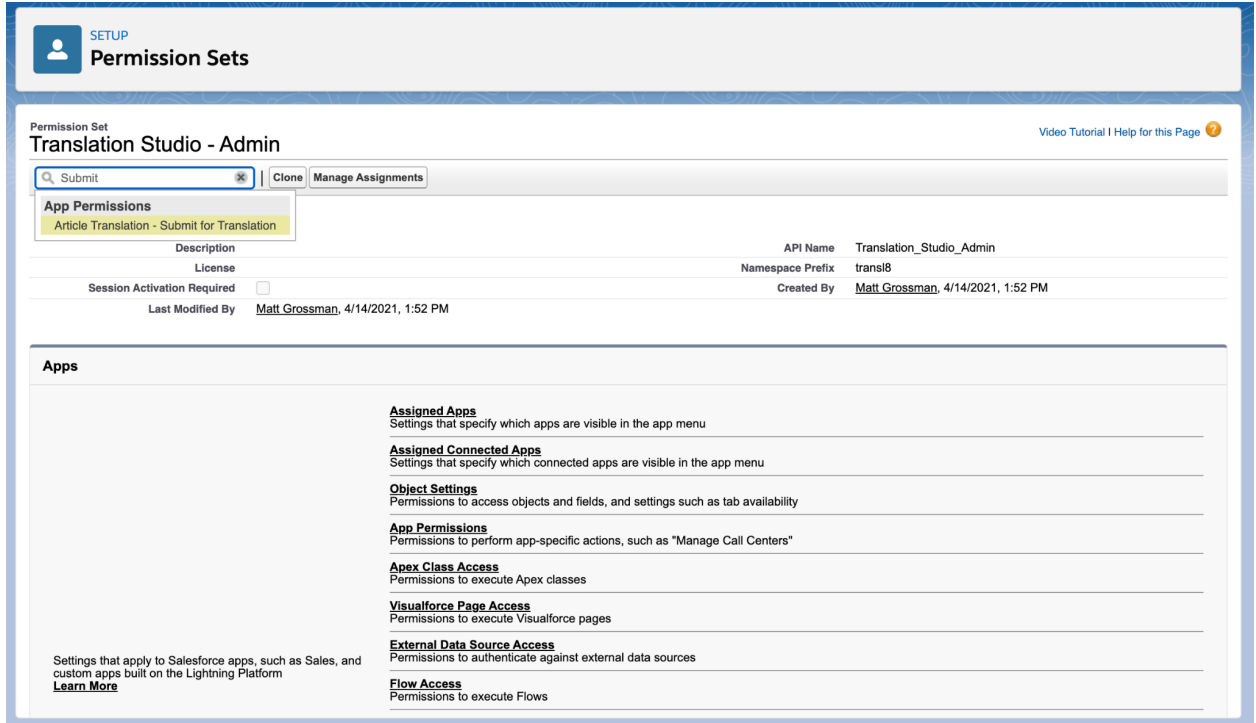
- Allow users to create an article from a case (Classic Only)
- Use the simple editor when closing a case
- Use the standard editor any time a user creates an article

2. You'll need to create a Translation Setting on the Translation Settings page for each field on the Knowledge article that you want to translate:

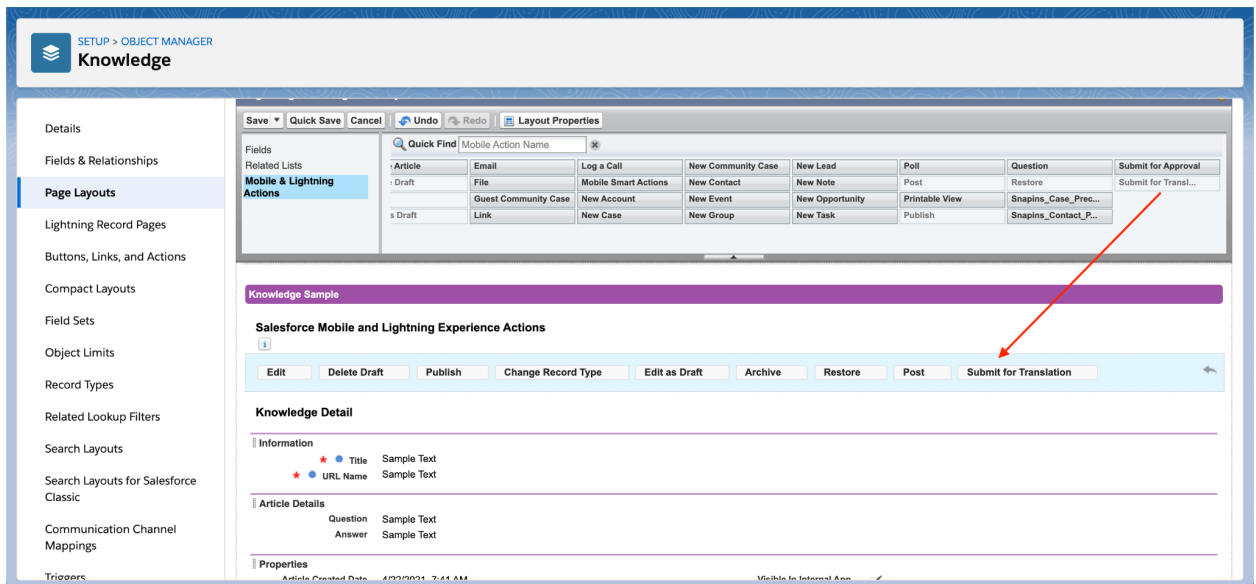
Knowledge	Answer	Google Translate		
Quick Text	All	Google Translate		

Add Row Save Cancel

- The next step is to create a flow for Knowledge Articles. See the section above for more details on how to create a flow.
- For each user who will use Translation Studio to translate Knowledge Articles you need to add the Submit Articles for Translation permission to their User profile:



- You'll also need to make sure that the Submit for Translation button appears on the article layouts you use for Knowledge Articles. To do this search for Knowledge in the Object Manager, go to page layouts, and then for each page layout drag the Submit for Translation action from the Mobile and Lightning Actions section to the Actions Toolbar below:



- Once you've saved the layouts, you can begin translating Knowledge articles. For each Knowledge article you want to translate, find the completed draft article and then click on the Submit for Translation button in the toolbar. In the window that appears, check the box next to each language you want to translate into and then click submit.

7. Make a change to the Knowledge article. You should ignore the Translation in Progress message. This can be anything from heavily editing the article to just adding a space or punctuation mark. Make sure to save it after making the change.
8. Refresh the page and your Knowledge article will be translated.

If you have questions please contact support@1440.io!