



Translation Studio

# Setup Guide

## Overview of Setup Guide

1. Install Translation Studio
2. Select the Translation Studio application
3. Configure Translation Settings
4. Create Flow to Translate Records in Real-Time (Optional)
5. Translate Using a Destination Field (Optional)
6. Translate Using Big Objects (Optional)
7. Translate Email Templates and Quick Text (Optional)

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## STEP 1: Install Translation Studio

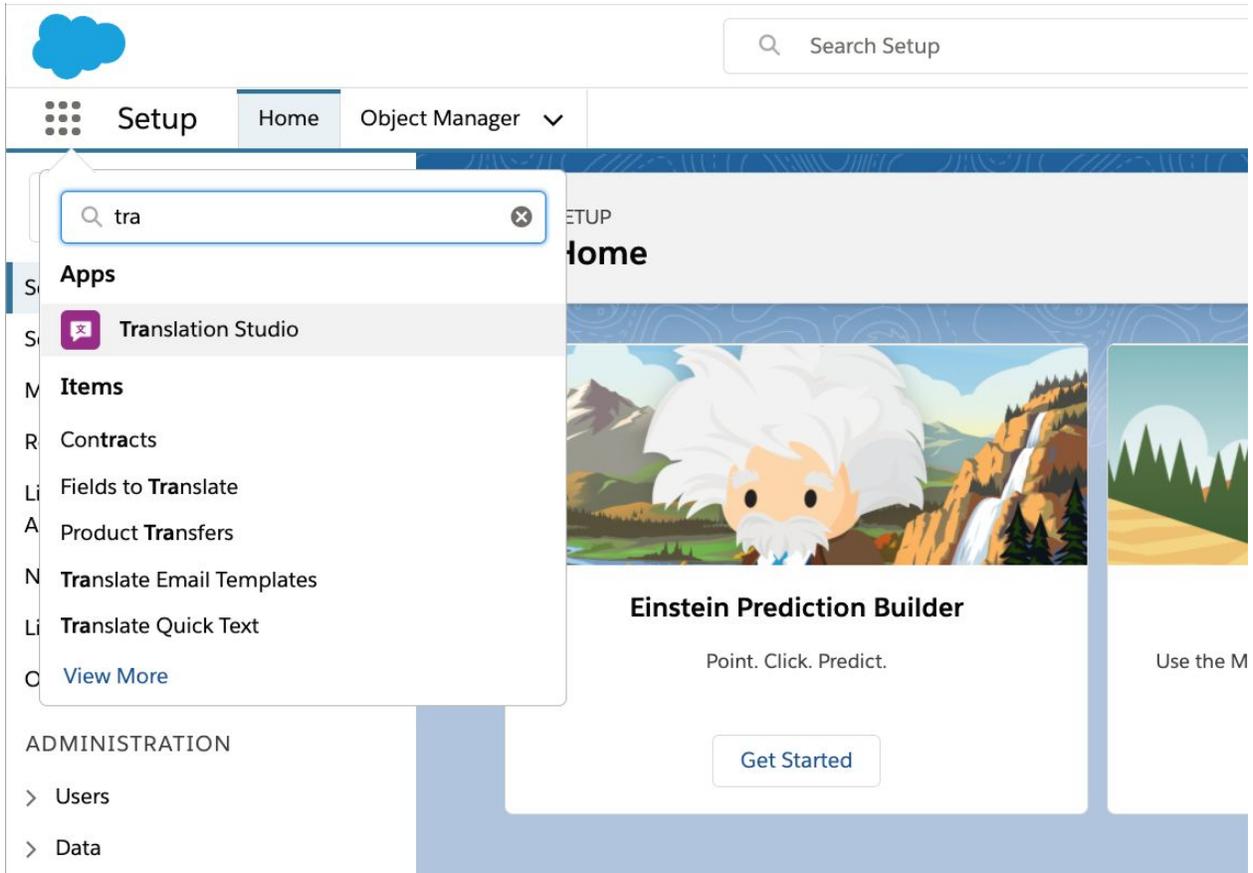
In order to successfully translate your customers', suppliers' or employees' emails or webforms into Cases you must first install into your Salesforce instance the 'Translate' Managed Package:  
<https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000004ccu4>

In a Sandbox, please use

<https://test.salesforce.com/packaging/installPackage.apexp?p0=04t5w000004ccu4>

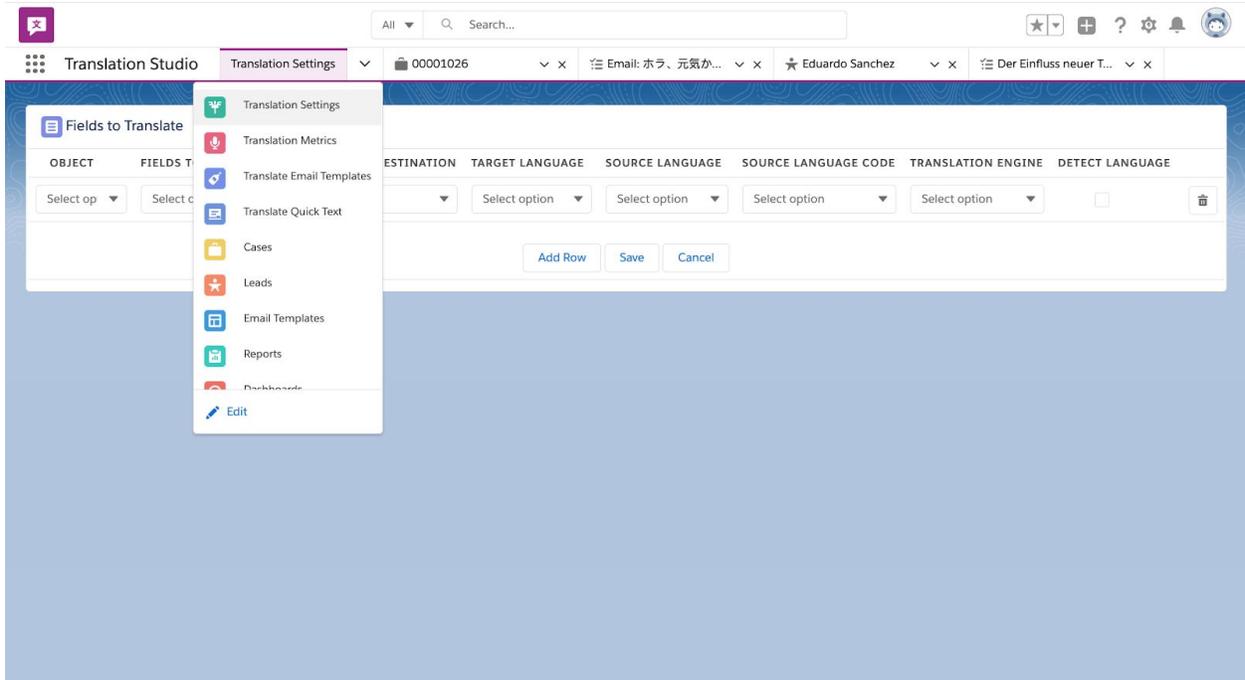
## STEP 2: Translation Studio Overview

Select "Translation Studio" in the App Selector:

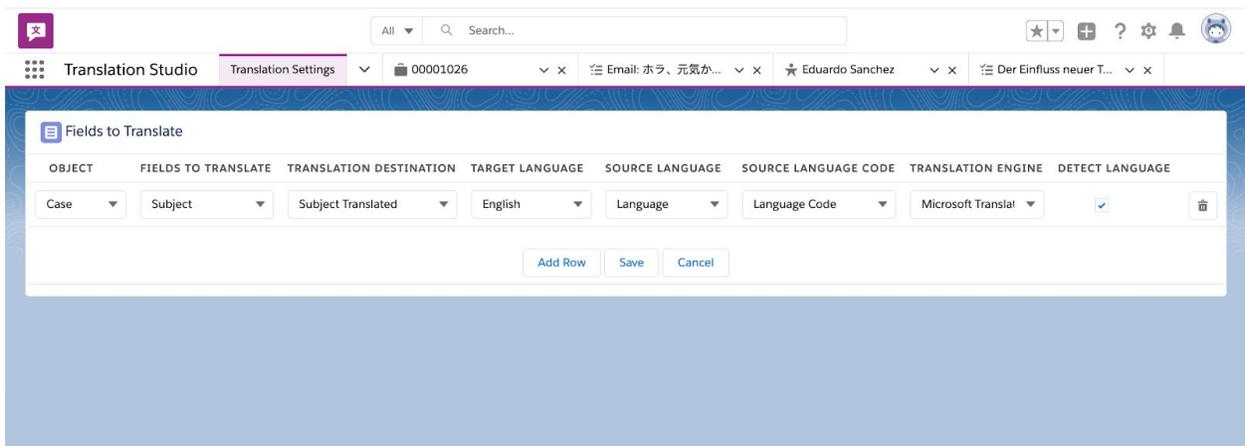


## STEP 3: Configure Translation Settings

Select the "Translation Settings" tab:



Create a new “Fields to Translate” for the Objects and Fields you want to translate:



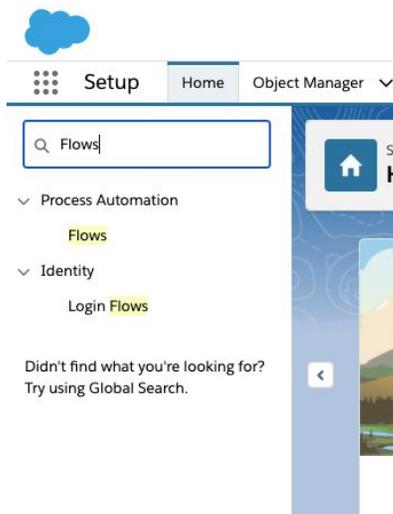
1. Below, we give specific guidance as to how each field works on this object:
  - a. **Object:** Here you will choose the name of the object that you wish to translate. (Remember if the object name you are looking for is not appearing in this picklist dropdown you have to add it in the setup menu as mentioned in the previous section.)
  - b. **Field to Translate:** This field is where you select the source field that you wish to translate

- c. **Translation Destination:** 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 big object or in a cloned record instead.
    - d. **Target Language:** Select the language you wish to translate the source material to in this picklist.
    - e. **Source language:** Choose the field where the detected language will be stored if Detect Language is selected
    - f. **Source Language Code:** Choose the field where the detected language code will be stored if Detect Language is selected
    - g. **Translation Engine:** Select the Engine you wish to use for translation service in this picklist.
    - h. **Detect Language:** Check if you want the language or language code of the original language to be saved in a field on the record
  2. Create a translation setting for each field you want to translate
  3. See STEP 5 for more details on using a destination field, STEP 6 for using big objects, STEP 7 for using cloning, STEP 8 for email templates and quick text, and STEP 9 for email messages.

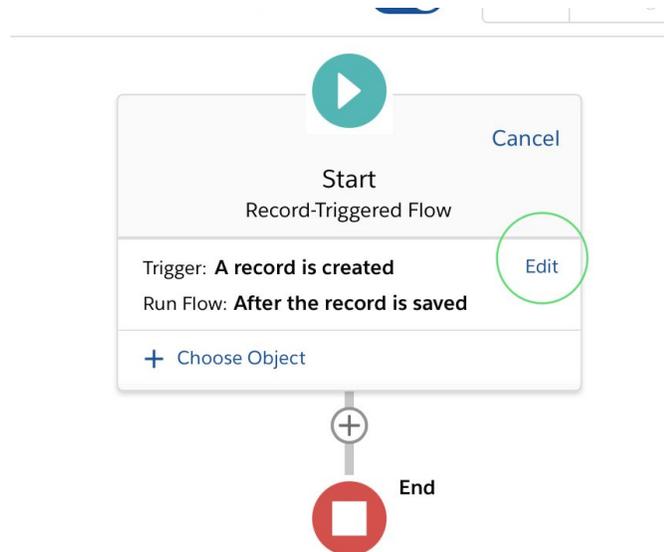
## STEP 4: Create Flow to Translate Records (Optional)

### Create a Flow for Each Record

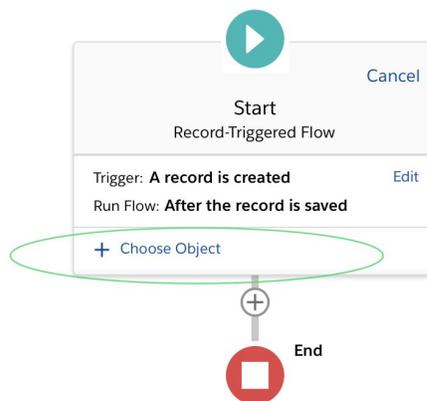
1. The next step is to set up a flow for each record you just enabled translation on. Go back to the setup screen using the same icon in the upper right corner as before, and then search for Flows in the search bar.



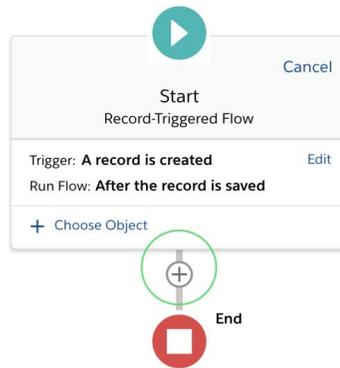
2. Then click on the New Flow button in the upper right corner. Then complete the prompts by selecting record-trigger flow on the first screen and Auto-Layout on the second one.
3. Now, you'll create a flow so that translation is automatically triggered each time a record is created or edited. Click 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 5: Translate Using a Destination Field (Optional)

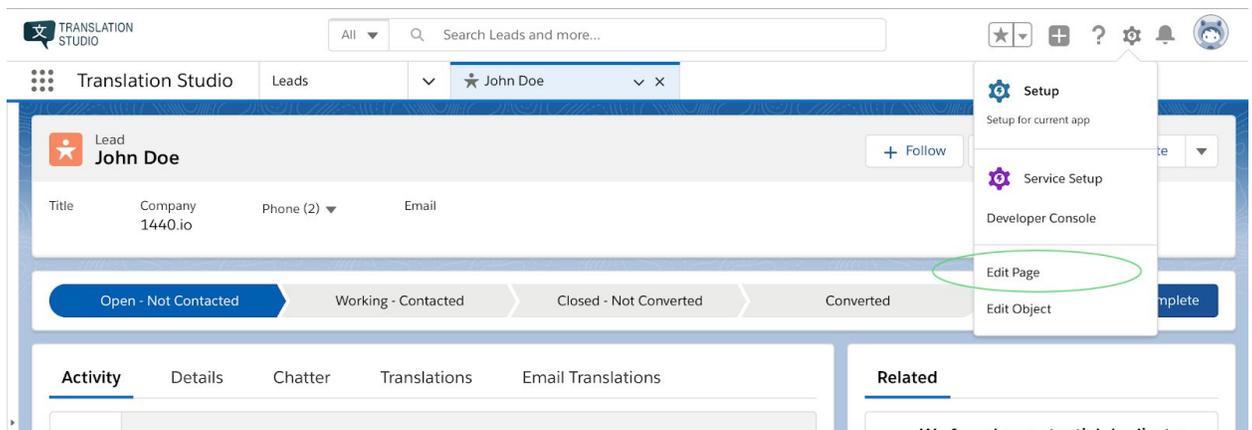
1. The process for using an existing field as the destination for your translation is automatic! Once you've followed the previous steps, the translations should happen automatically when a record is created or updated.
2. If you want to create a new field to hold your translations, like Description (Translated) in the example above, you'll need to add a custom field. To start, go back to the object

manager by clicking the gear in the upper right corner of the screen, clicking “Setup” and then searching for “object manager” in the setup menu.

3. In the object manager scroll down and choose the object you want to add a custom field to. Then go to the “fields and relationships” tab and click the “New” button to add a new custom field.
4. On the next screen choose the type of field you want to hold your translation. You’ll want to choose one that starts with the word “Text” so the translation can be properly stored. We generally recommend “Text Area (Long)” because translations can be longer than the original text.
5. Give your new custom field a name by filling in the “Field Label” area on the next screen.
6. Keep the default settings on the next two screens and then hit save to create your custom field.
7. Translation should work automatically now as long as you’ve followed the previous steps to create Flows and a line for the field on the Translation Settings page.

## STEP 6: Translate Using Big Objects (Optional)

1. 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.
2. 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”



3. 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.

Lightning App Builder Pages Lead Record Page

Desktop Shrink To View

Components

Search...

Custom (0)  
No components available.

Custom - Managed (10)

- ChatTranslation
- emailComponentLwc
- emailConversationLwc
- Knowledge Search
- manageFieldsToTranslate
- translate
- Translate QuickText LWC
- Translate records LWC**
- translateEmailTemplates

Lead: John Doe

Title Company Phone (2) Email

Open - Not Contacted Working - Contacted Closed - Not Converted Converted Mark Status as Complete

Activity Details Chatter Translations Email Translations

Email

Write an email... Compose

Filters: All time - All activities - All types Refresh Expand All View All

Upcoming & Overview

No next steps.  
To get things moving, add a task or set up a meeting.

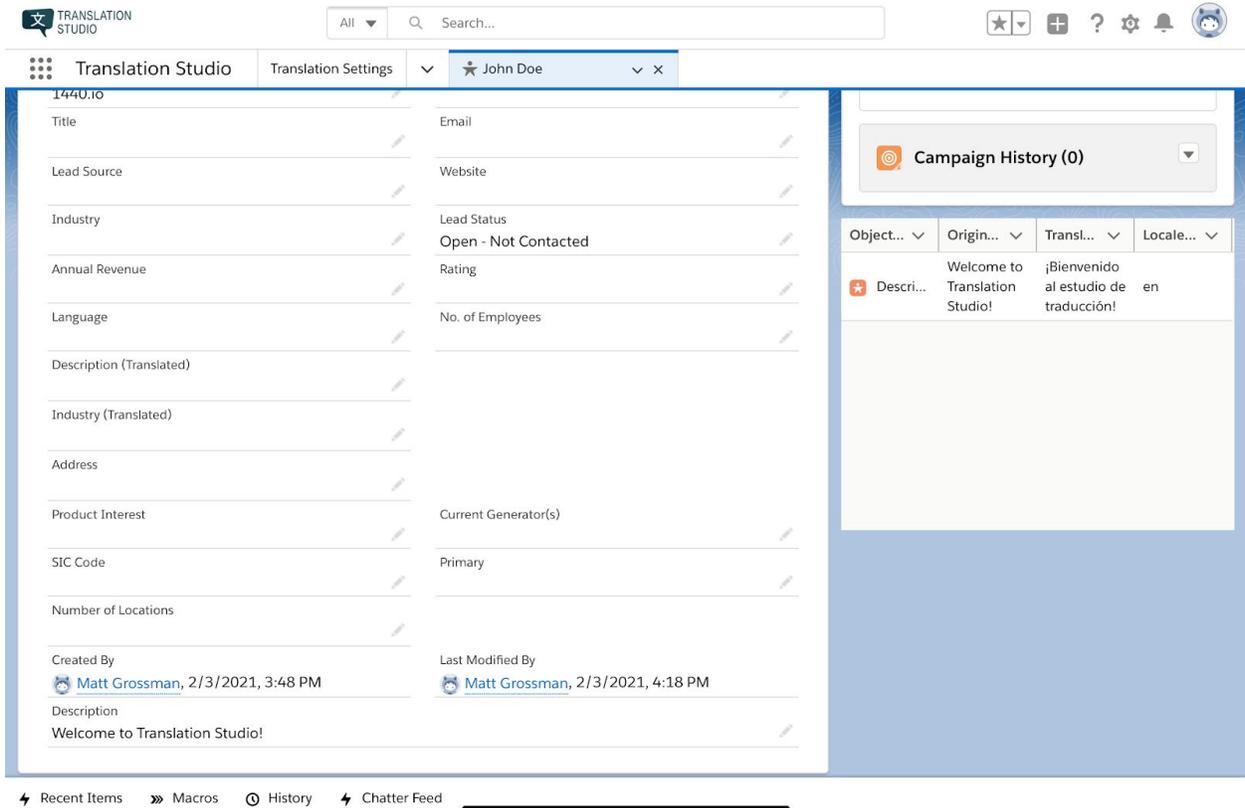
No past activity. Past meetings and tasks marked as done show up here.

Related

We found no potential duplicates of this Lead.  
No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.

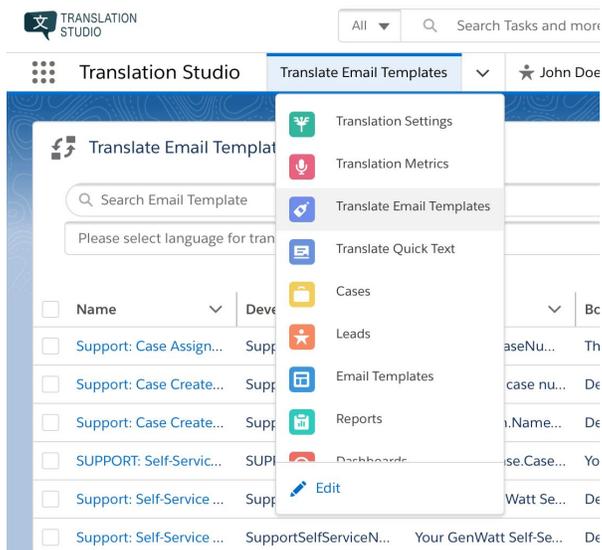
Campaign History (0)

4. Click "Save" and then click "Activate."
5. 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"
6. Now your translations should appear for each record in the component you just added to the record page. If the records don't show up immediately try pressing the translate button.



## 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.

If you have questions please contact [support@1440.io](mailto:support@1440.io)