Lionbridge

Lionbridge Cartridge for Salesforce Commerce Cloud

User Guide

Version 1.1.0

October 10, 2017

Copyright

© Copyright 2017 Lionbridge Technologies, Inc. All rights reserved. Published in the USA. March, 2016.

Lionbridge and the Lionbridge logotype are registered trademarks or trademarks of Lionbridge Technologies, Inc. in the United States and other countries. All other trademarks used herein are the property of their respective owners. The opinions of third-party contributors remain theirs alone and do not necessarily represent the views of Lionbridge Technologies.

Contents

1 Welcome to the Lionbridge Cartridge for Salesforce Commerce Cloud 4
1.1 The Translation Lifecycle 4
1.2 How the Cartridge Helps You Manage Your Translation Lifecycle 4
1.3 Using this Guide 5
1.4 How to Contact Clay Tablet Support 6
2 Getting Started with the Lionbridge Cartridge for Salesforce Commerce Cloud 9
2.1 The Cartridge at a Glance 10
3 Sending Content for Translation 11
3.1 Creating a Translation Job 11
3.2 Adding Products and Catalogs to the Job 13
3.3 Adding Categories of Products to the Job 15
3.4 Adding Static Website Content to the Job 16
3.5 Reviewing and Submitting a Job 18
4 Monitoring Translation Jobs 21
4.1 Translation Statuses 22
4.2 Monitoring Translation Job Details 23
4.2.1 Translation Job General Details 24
4.2.2 Translation Job Item Details 25
4.2.3 Request Information Summary 27
4.3 Viewing Archived Jobs 29
Index 32

1 Welcome to the Lionbridge Cartridge for Salesforce Commerce Cloud

1 Welcome to the Lionbridge Cartridge for Salesforce Commerce Cloud

Welcome to the Lionbridge Cartridge for Salesforce Commerce Cloud (Cartridge). The Cartridge enables you to automate sending and retrieving content from Salesforce Commerce Cloud, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

1.1 The Translation Lifecycle

The *translation lifecycle* is the broad process of selecting content, sending it out for translation, and then receiving the translated content back from translation.

This set of steps usually fits inside a larger, more general process called the *content lifecycle*, which is the process of creating, reviewing, editing, approving, and publishing content.

When you consider the translation lifecycle and the content lifecycle together, you have the *global content value chain*, which is the strategy for managing multilingual content.

Remember that localizing content is a subset of steps in the broader content lifecycle. This will improve your focus on key localization considerations, improve processes, and keep all content stakeholders included. Together, this results in better content management.

1.2 How the Cartridge Helps You Manage Your Translation Lifecycle

The Lionbridge Cartridge for Salesforce Commerce Cloud (Cartridge) is a plug-in module for Commerce Cloud. It provides a range of features and user interface enhancements in Commerce Cloud that enable you to select, send, monitor, and retrieve content for translation into any language Commerce Cloud supports.

These features automate the process, which dramatically reduces the effort and time required to export and re-import content that needs to be localized. This is very helpful when translating large volumes of content or ensuring that translated content is quickly re-imported to meet deadlines.

When you use the Cartridge, you manage your translation lifecycle entirely from within Commerce Cloud:

1. The Cartridge exports your content from Commerce Cloud in XML format and delivers these content files to the central, hosted Clay Tablet Platform.
2. The Clay Tablet Platform delivers your content to your translation providers, based on routing rules that your company chooses and Clay Tablet Technologies implements.
3. When the translated content is ready, the Clay Tablet Platform retrieves it from your translators and delivers it to the Cartridge.
4. The Cartridge automatically re-imports the content into the correct location in Commerce Cloud.

You can then review, revise, reject, or publish the translated content as needed.

Note: Neither the Cartridge nor the Clay Tablet Platform performs any translation. Similarly, Clay Tablet Technologies does not provide any translation services. Your company chooses the translation provider that performs the translation.

1.3 Using this Guide

Purpose of this guide

This guide describes how to use the Lionbridge Cartridge (Cartridge) for Salesforce Commerce Cloud to manage your translation lifecycle. It describes how to send Commerce Cloud components for translation and receive them back from translation.

Who should use this guide

This guide is intended for content editors, project, marketing, localization or translation managers, or others who are responsible for creating, editing, or approving content for translation that resides in your Salesforce Commerce Cloud. This guide is also useful for translation providers who receive content from your Salesforce Commerce Cloud, because it describes your company's translation management process.

What your company setup should be

This document assumes that:

- Your company already has a functioning instance of Salesforce Commerce Cloud.
- The Lionbridge Cartridge for Salesforce Commerce Cloud has been implemented, configured, and tested on your Salesforce Commerce Cloud.
- Clay Tablet Technologies has set up the Clay Tablet Platform to send content to your translation providers.

What you should already know

This document assumes that:

- You are familiar with the Cartridge's configuration for your Salesforce Commerce Cloud, and the reasons for choosing certain configuration options. This is important because your company's configuration determines which features are available.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into Salesforce Commerce Cloud.
- You have the required permissions to access the Cartridge functionality described in this guide.

  Note: Not all the features described in this guide may be available. Feature availability depends on both your company's Cartridge setup and the roles to which you are assigned. If you cannot access functionality that you need, contact your company's Salesforce Commerce Cloud administrator.

How this guide is organized

This guide contains the following chapters:

Chapter	Description
"Welcome to the Lionbridge Cartridge for Salesforce Commerce Cloud" on page 4	A brief description of the Clay Tablet for Salesforce Commerce Cloud solution and how it fits into the translation lifecycle. It also includes information about this guide and Clay Tablet Technologies Support contact information.
"Getting Started with the Lionbridge Cartridge for Salesforce Commerce Cloud" on page 9	How to get started and an overview of the Lionbridge Cartridge for Salesforce Commerce Cloud interface and key features.
"Sending Content for Translation" on page 11	How to use the Lionbridge Cartridge for Salesforce Commerce Cloud to send out content for translation.
"Monitoring Translation Jobs" on page 21	How to monitor the translation status of content that you sent out for translation.

How to find out more about the Lionbridge Cartridge for Salesforce Commerce Cloud

For information on installing and configuring the Lionbridge Cartridge for Salesforce Commerce Cloud, read the *Lionbridge Cartridge for Salesforce Commerce Cloud Installation and Configuration Guide*.

Documentation conventions

This guide uses the following conventions:

Convention	Description
Bold	Highlights screen elements such as buttons, menu items, and fields.
`Courier`	Highlights input, file names, and paths.
Italics	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select **Admin Tools > Configuration**."

1.4 How to Contact Clay Tablet Support

Email @: support@clay-tablet.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email
- from the Clay Tablet Zendesk page, using your web browser

To submit a support ticket:

1. Do one of the following:
   - Email support@clay-tablet.com, and cc (carbon copy) anyone to include in the ticket correspondence.

     Important: Include the information and attachments in your email that are listed in the sub-sections below.
   - Create a ticket in Zendesk:
     a. Open the Clay Tablet Zendesk page in your browser: https://claytablet.zendesk.com.
     b. Sign in to Zendesk. If you do not have sign-in credentials, see "To view and update your support ticket in Zendesk:" below.

        Important: Include the information and attachments that are listed in the sub-sections below.
     c. Click **Submit a request**.
     d. In the **CCs** field, add anyone to include in the ticket correspondence.

   Zendesk automatically creates a ticket and responds to everyone included in the cc field.
2. Everyone in the original cc receives updates unless they request to be removed from the ticket.

   Important: Check your email spam folder (especially first-time Zendesk users) as sometimes email notifications from Zendesk are marked as spam.

When the issue is resolved, Clay Tablet closes the ticket.

Information to include in the support ticket:

- client name
- CMS or content system name and version
- Cartridge version installed
- name of job for which the issue occurs
- date of job submission
- detailed description of the issue
- any error text–copy and paste, if applicable

Files to attach to the support ticket:

- CMS log files for the date the issue occurred
- Clay Tablet log files for the date the issue occurred

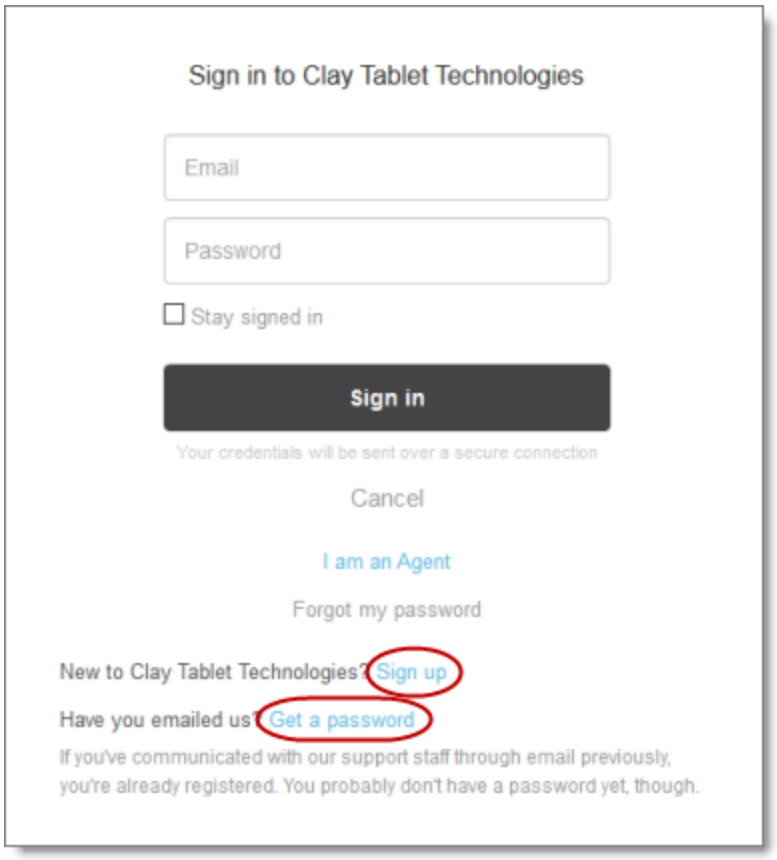
- screen capture of the issue

To view and update your support ticket in Zendesk:

Important: You must log into Zendesk to view your support tickets there.

1. Open the Clay Tablet Zendesk page in your browser: https://claytablet.zendesk.com.
2. In the top-right corner, click **Sign in**, and enter your credentials.

   Note: If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.



3. After signing in, click **My activities** to view the tickets you opened or where you are cc'd.
4. To update tickets, you can reply or attach files.

For more information, refer to "Submitting and tracking support requests" in Zendesk's *Help Center guide for end-users*, at: https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users.

Important: Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

2 Getting Started with the Lionbridge Cartridge for Salesforce Commerce Cloud

2 Getting Started with the Lionbridge Cartridge for Salesforce Commerce Cloud

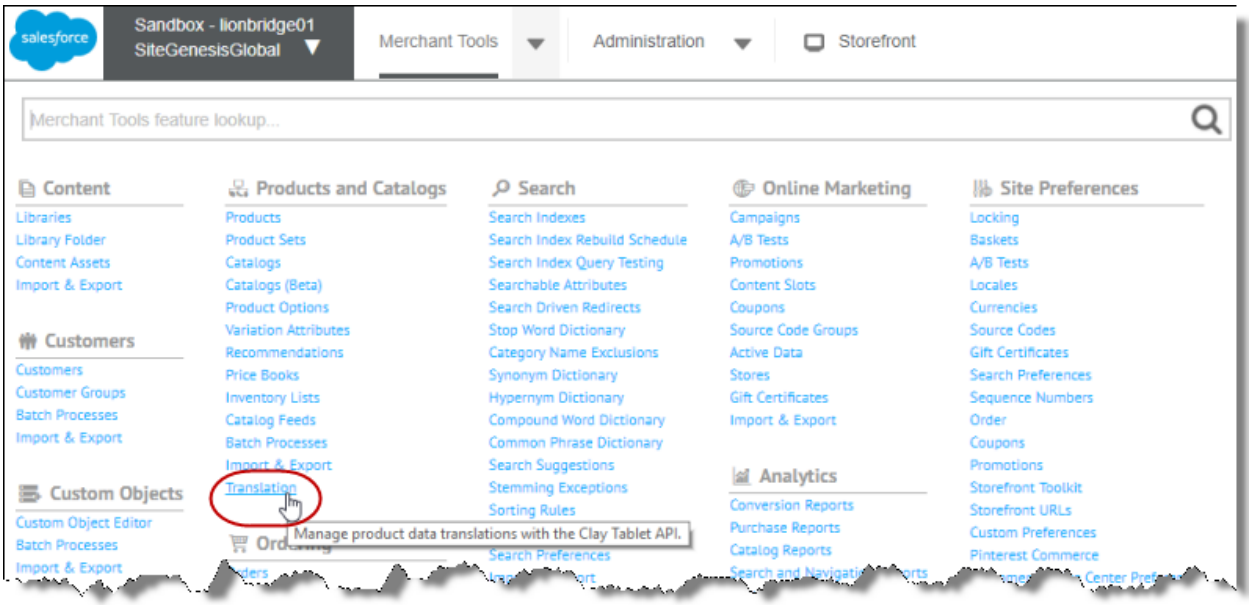
The Cartridge supports all web browsers that Salesforce Commerce Cloud supports.

It supports Salesforce Commerce Cloud versions 15.5 and higher.

To access the Cartridge:

1. Log in to Salesforce Commerce Cloud.
2. If you have multiple sites, select your site.
3. Do one of the following:

   - In the menu, select **Merchant Tools > Products and Catalogs > Translation**.



   - Complete the following steps:

     a. Click the **Merchant Tools** menu to open the **Merchant Tools** page.

     b. Click the **Products and Catalogs** link to open the **Products and Catalogs** page.

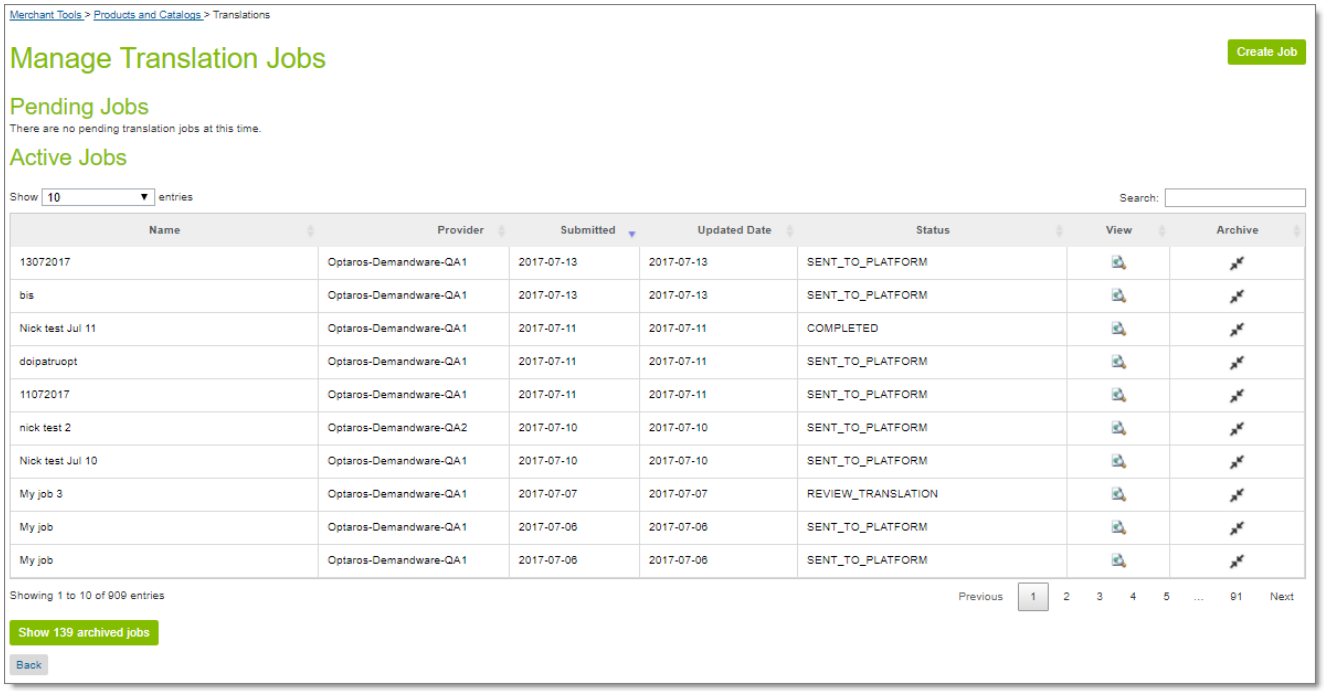
     c. Click the **Translation** link.

The **Manage Translation Jobs** page opens. This page is the hub of the Cartridge.

2.1 The Cartridge at a Glance

You access the Lionbridge Cartridge for Salesforce Commerce Cloud (Cartridge) by selecting **Merchant Tools > Products and Catalogs > Translation** from the menu.

This opens the **Manage Translation Jobs** page, which is the hub of the Cartridge:



- You click **Create job** in the top-right corner to create a translation job.
- The **Pending Jobs** section displays translation jobs that have not yet been submitted for translation.
- The **Active Jobs** section displays translation jobs that have been submitted for translation and that have not been archived.
- You click **Show X archived jobs** (where *X* is the number of archived jobs) to display the **Archived Jobs** section, which displays the archived jobs.
- In any section of the page, you click the icon in the **View** column to view additional information about the job and the items in the job.

3 Sending Content for Translation

3 Sending Content for Translation

When you send content for translation, you complete the following high-level steps:

1. Create the job. For details, see "Creating a Translation Job" on page 11.
2. Add one or more types of content to the job:
   - products from a catalog or all products in a catalog. For details, see "Adding Products and Catalogs to the Job" on page 13.
   - categories of products. For details, see "Adding Categories of Products to the Job" on page 15.
   - static website content. For details, see "Adding Static Website Content to the Job" on page 16.
3. Submit the job for translation. For details, see "Reviewing and Submitting a Job" on page 18.

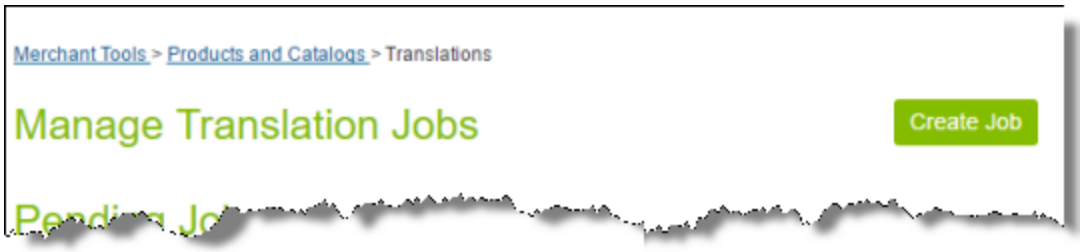
3.1 Creating a Translation Job

The first step in sending content for translation is creating a translation job.

To create a new translation job:

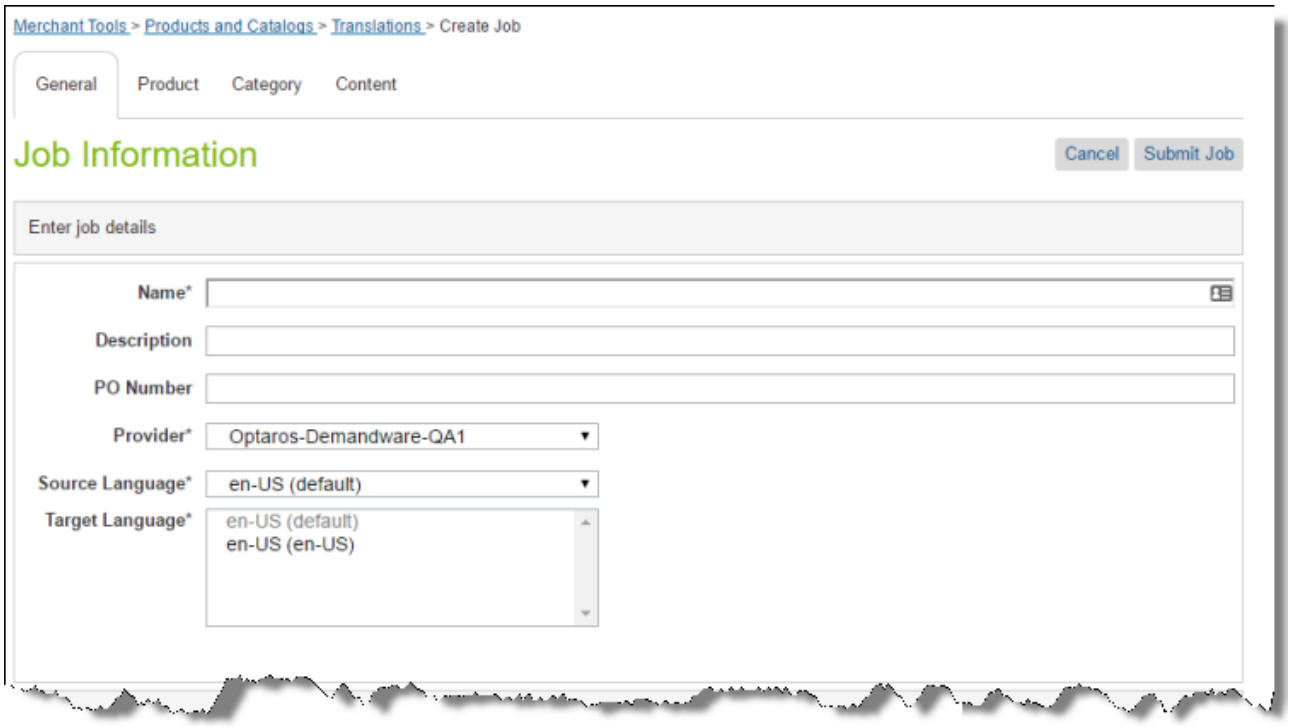
1. Select **Merchant Tools > Products and Catalogs > Translation** from the menu.

   The **Manage Translation Jobs** page opens.



2. In the top-right corner of the page, click **Create Job**.

   The **General** tab of the **Job Information** page opens:



3. In the **Enter job details** section, enter the following information about your job:

Field	Description
Name	Your name for the translation job.
Description	Optional. Your description of the translation job.
PO Number	Optional. The purchase order reference number associated with this job.
Provider	Select the translation provider for this job.
Source Language	Select the source language for this job. The Cartridge will send items in this source language for translation. The list displays all locales selected in the **Locales** page. To open this page, select **Merchant Tools > Site Preferences > Locales** from the menu.
Target Language	Select all the target languages into which you want to translate the source content in this job. The list displays all locales selected in the **Locales** page. To open this page, select **Merchant Tools > Site Preferences > Locales** from the menu. **Tips:** To select a range of adjacent language, press the `Shift` key. To select multiple non-adjacent languages, press the `Ctrl` key.

4. Next, you select the type of content to include in the translation job.

- To add products from a catalog or all products in a catalog to the job, click the **Product** tab. For details, see "Adding Products and Catalogs to the Job" on page 13.
- To add categories of products to the job, click the **Category** tab. For details, see "Adding Categories of Products to the Job" on page 15.
- To add static website content to the job, click the **Content** tab. For details, see "Adding Static Website Content to the Job" on page 16.

Note: You can include content from multiple tabs in a single translation job.

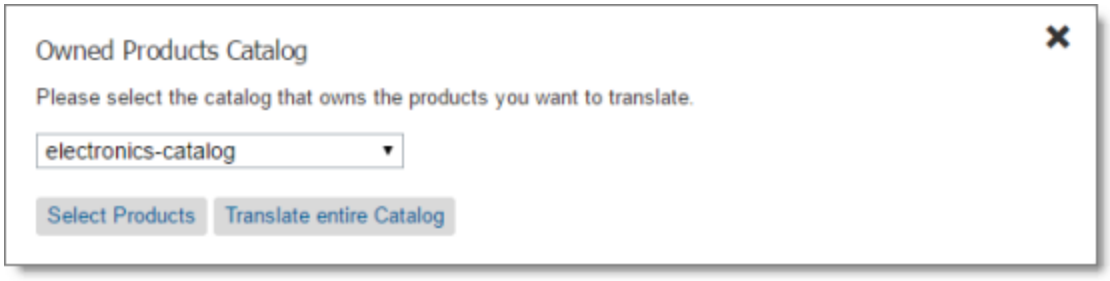
3.2 Adding Products and Catalogs to the Job

When you create a translation job, as described on page 11, you can add products and catalogs to it.

To add products and catalogs to a job you are creating:

1. Click the **Product** tab.

   The **Owned Products Catalog** dialog box opens.



2. In the dropdown list, select the catalog that owns the products you want to translate.
3. Do one of the following:
   - To select some but not all products in the catalog for translation, click **Select Products**.
   - To translate the entire selected catalog, click **Translate entire Catalog**.

   The **Products selected for job** page opens.

- If you clicked **Translate entire catalog**, this page displays a message that all products in the specified catalog are selected. Proceed to step 5.
- If you clicked **Select Products**, this page displays the following information about each product in the selected catalog:
  - **ID:** The product ID in Salesforce Commerce Cloud.
  - **Name:** The product name in Salesforce Commerce Cloud. If the product is a `Variation`, then the second row displays the variation values. For example, if a product has different sizes and colors the color and the size are displayed for each style..
  - **Type:** The Salesforce Commerce Cloud product type.
  - **Status:** The status of the product in Salesforce Commerce Cloud.

  Tips: In the **Show** dropdown list, you can select how many products to display in this sub-page of the list. By default, 10 products are displayed. You can change this to 25, 50, or 100. You can navigate to other sub-pages using the number buttons below the list, on the right side.

4. Do one or more of the following to select the products to send for translation:
   - Click one or more rows to select the corresponding products.
   - Click the **Select All** link to select all rows.
   - Click the **Select None** link to clear the selected rows.
   - Click the **Display only selected rows** link to display only the rows you selected. (Link is displayed only when all rows are displayed.)

     Note: The text in this link displays the number of selected rows.
   - Click the **Show All** link to display all rows in the list. (Link is displayed when only the selected rows are displayed.)

   To locate the items to select, you can do one or more of the following:

- In the dropdown list above the list of products, you can filter the products in the list by product type. This list displays all product types available in the catalog.
- In the **Search by ID** box, enter a product ID and either click the search icon or press `Enter`.

  The list displays only products that match this ID.
- In the **Search by Name** box, enter a product name and either click the search icon or press `Enter`.

  The list displays only products that match this name.

5. When you are done, do one of the following:
   - To add categories of products to the job, click the **Category** tab. For details, see "Adding Categories of Products to the Job" on page 15.
   - To add static website content to the job, click the **Content** tab. For details, see "Adding Static Website Content to the Job" on page 16.
   - If you are finished adding content items for translation, click **Submit Job**. For details, see "Reviewing and Submitting a Job" on page 18.

     The **Job Summary - Items selected for translation** dialog box opens. For details, see "Reviewing and Submitting a Job" on page 18.

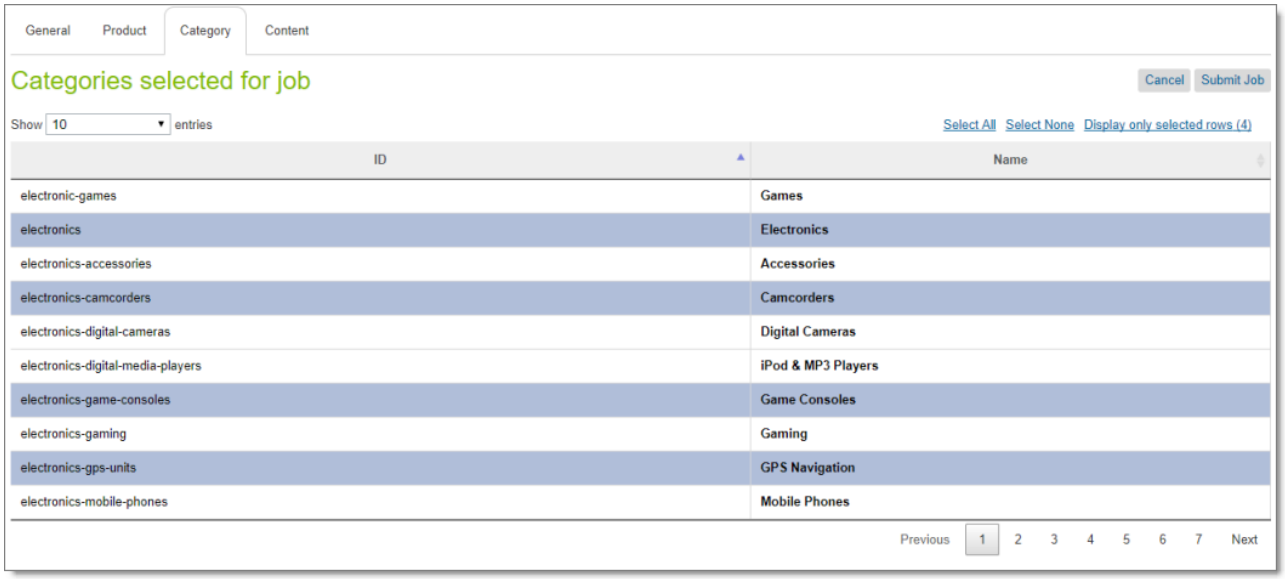
3.3 Adding Categories of Products to the Job

When you create a translation job, as described on page 11, you can add products to it by category.

To add categories of products to a job you are creating:

1. Click the **Category** tab.

   The **Categories selected for job** page opens.



This page displays the following information about each product in the selected catalog:

- **ID:** The category ID in Salesforce Commerce Cloud.
- **Name:** The name of the category in Salesforce Commerce Cloud.

Tips: In the **Show** dropdown list, you can select how many categories to display in this sub-page of the list. By default, 10 categories are displayed. You can change this to 25, 50, or 100. You can navigate to other sub-pages using the number buttons below the list, on the right side.

2. Do one or more of the following to select the products to send for translation:
   - Click one or more rows to select the corresponding categories.
   - Click the **Select All** link to select all rows.
   - Click the **Select None** link to clear the selected rows.
   - Click the **Display only selected rows** link to display only the rows you selected. (Link is displayed only when all rows are displayed.)

     Note: The text in this link displays the number of selected rows.
   - Click the **Show All** link to display all rows in the list. (Link is displayed when only the selected rows are displayed.)

   To locate the items to select, in the **Search** box, you can enter a string and either click the search icon or press `Enter`. The list displays only categories that match this string.
3. When you are done, do one of the following:
   - To add products from a catalog or all products in a catalog to the job, click the **Product** tab. For details, see "Adding Products and Catalogs to the Job" on page 13.
   - To add static website content to the job, click the **Content** tab. For details, see "Adding Static Website Content to the Job" on page 16.
   - If you are finished adding content items for translation, click **Submit Job**. For details, see "Reviewing and Submitting a Job" on page 18.

     The **Job Summary - Items selected for translation** dialog box opens. For details, see "Reviewing and Submitting a Job" on page 18.

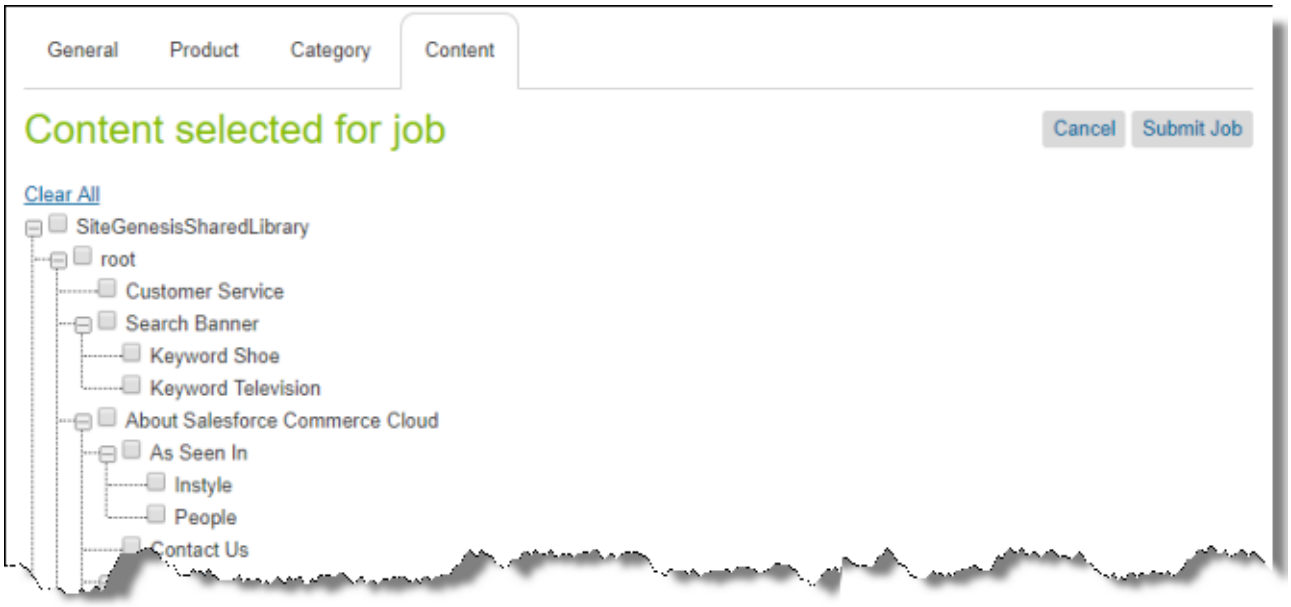
3.4 Adding Static Website Content to the Job

When you create a translation job, as described on page 11, you can add static website content to it.

To add static website content to a job you are creating:

1. Click the **Content** tab.

   The **Content selected for job** page opens.



This page displays the static website content in a tree format, with the following hierarchy: `Library > Library Folder > Library Subfolder > Library Content Asset`.

Note: A library must be assigned to the selected website so that you can send its content for translation.

2. Select the check boxes of one or more libraries, library folders, library subfolder, and library content assets to send for translation.

Notes: Selecting the check box for a parent item selects the check boxes for all child items. Text beside the selected parent item displays the number of selected items in the node and the total number of items in the node. Clearing the check box for a parent item *does not* clear the check boxes for the child items. To clear all selected check boxes, click the **Clear All** link.

Tips: To collapse a branch, click the collapse icon . To expand a branch, click the expand icon .

3. When you are done, do one of the following:

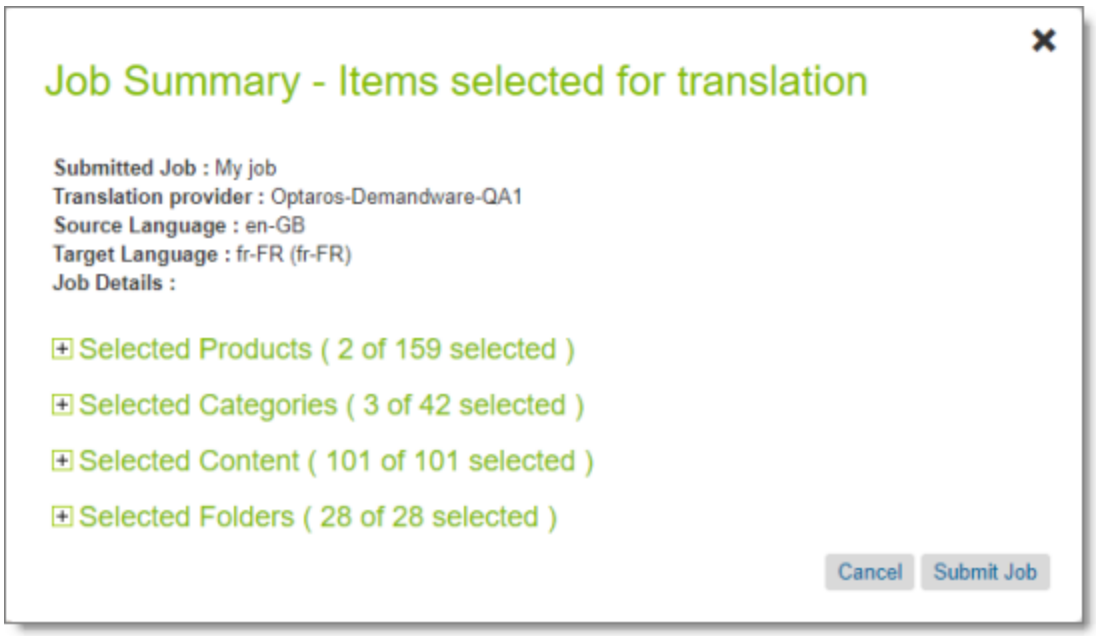
- To add products from a catalog or all products in a catalog to the job, click the **Product** tab. For details, see "Adding Products and Catalogs to the Job" on page 13.
- To add categories of products to the job, click the **Category** tab. For details, see "Adding Categories of Products to the Job" on page 15.
- If you are finished adding content items for translation, click **Submit Job**. For details, see "Reviewing and Submitting a Job" on page 18.

  The **Job Summary - Items selected for translation** dialog box opens. For details, see "Reviewing and Submitting a Job" on page 18.

3.5 Reviewing and Submitting a Job

After you create and specify general information for your translation job and add items to translate, you review the items in your job before submit the job for translation.

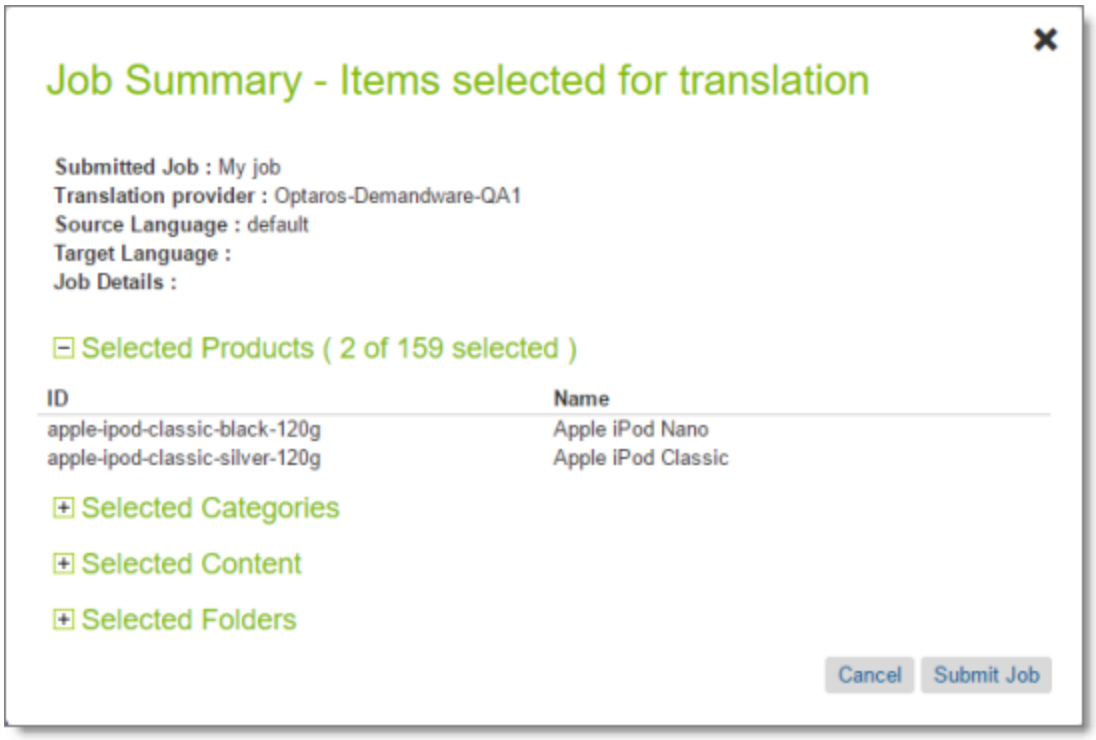
When you click **Submit Job** in any tab, the **Job Summary - Items selected for translation** dialog box opens. All the information in the dialog box is read only.



The information at the top of the dialog box is the information you entered earlier, in the **General** tab. To modify it, click **Cancel** and then click the **General** tab. For details, see "Creating a Translation Job" on page 11.

If items are selected in a particular section, the parentheses in the section header indicate the number of selected items.

- To review the content items for submission in this job, click the expand icon ⊞ to expand the appropriate section.



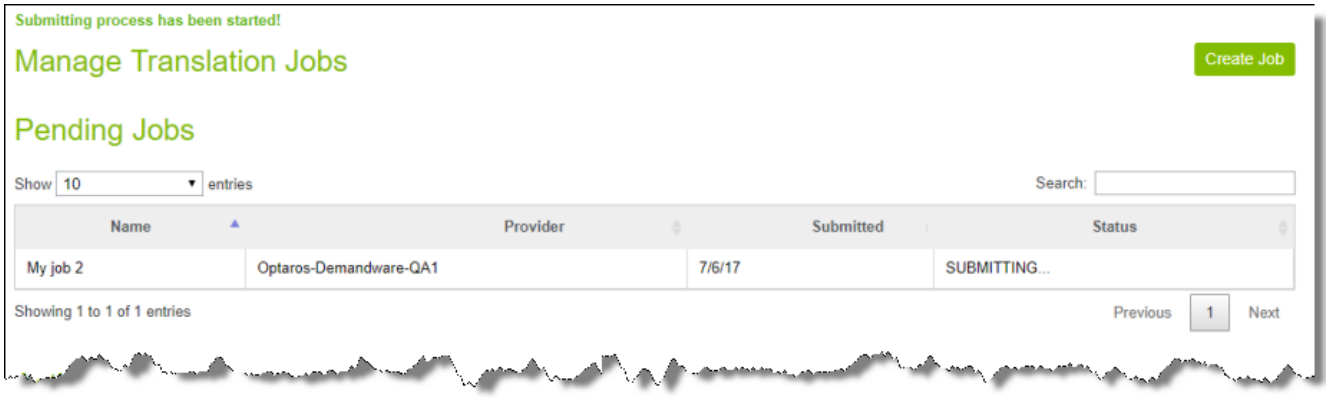
- The **Selected Catalog** section displays the IDs and names of the catalog you selected in the **Product** tab. To modify your selection, click **Cancel** and then click the **Product** tab. For details, see "Adding Products and Catalogs to the Job" on page 13.
- The **Selected Products** section displays the IDs and names of the products you selected in the **Product** tab. To modify your selection, click **Cancel** and then click the **Product** tab. For details, see "Adding Products and Catalogs to the Job" on page 13.
- The **Selected Categories** section displays the IDs and names of the products you selected in the **Categories** tab. To modify your selection, click **Cancel** and then click the **Categories** tab. For details, see "Adding Categories of Products to the Job" on page 15.
- The **Selected Content** section displays the IDs and names of the website content items you selected in the **Content** tab. To modify your selection, click **Cancel** and then click the **Content** tab. For details, see "Adding Products and Catalogs to the Job" on page 13.
- The **Selected Folder** section displays the IDs and names of the folders you selected in the **Content** tab. For details, see "Adding Products and Catalogs to the Job" on page 13.

Note: Either the **Selected Catalog** or the **Selected Products** section is displayed, depending on your selection earlier.

To submit this job, click **Submit Job**.

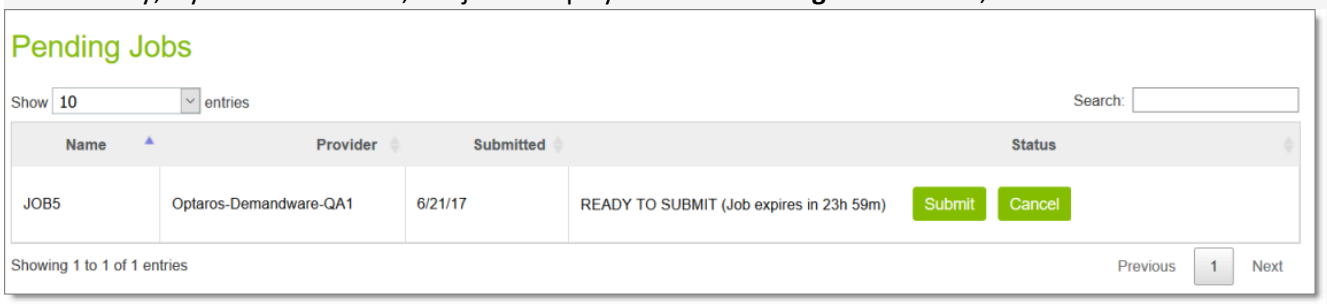
Note: If the general information about the translation job is incomplete, the **General** tab reopens so that you can complete it.

After submission, the **Manage Translation Jobs** page reopens, displaying a message that the submission process has started. The submitted job is displayed in the **Pending Jobs** section of the page. It is in `Submitting` status.



After submission, you can monitor your job from the **Active Jobs** section of the **Manage Translation Jobs** page. For detailed instructions, see "Monitoring Translation Jobs" on page 21.

Note about "Cannot submit the job" message: If you submit a job when another user is submitting a job, the `Cannot submit the job` message is displayed. If you click **Continue**, the current job is still displayed. Alternatively, if you click **Save Job**, the job is displayed in the **Pending Jobs** section, as follows:

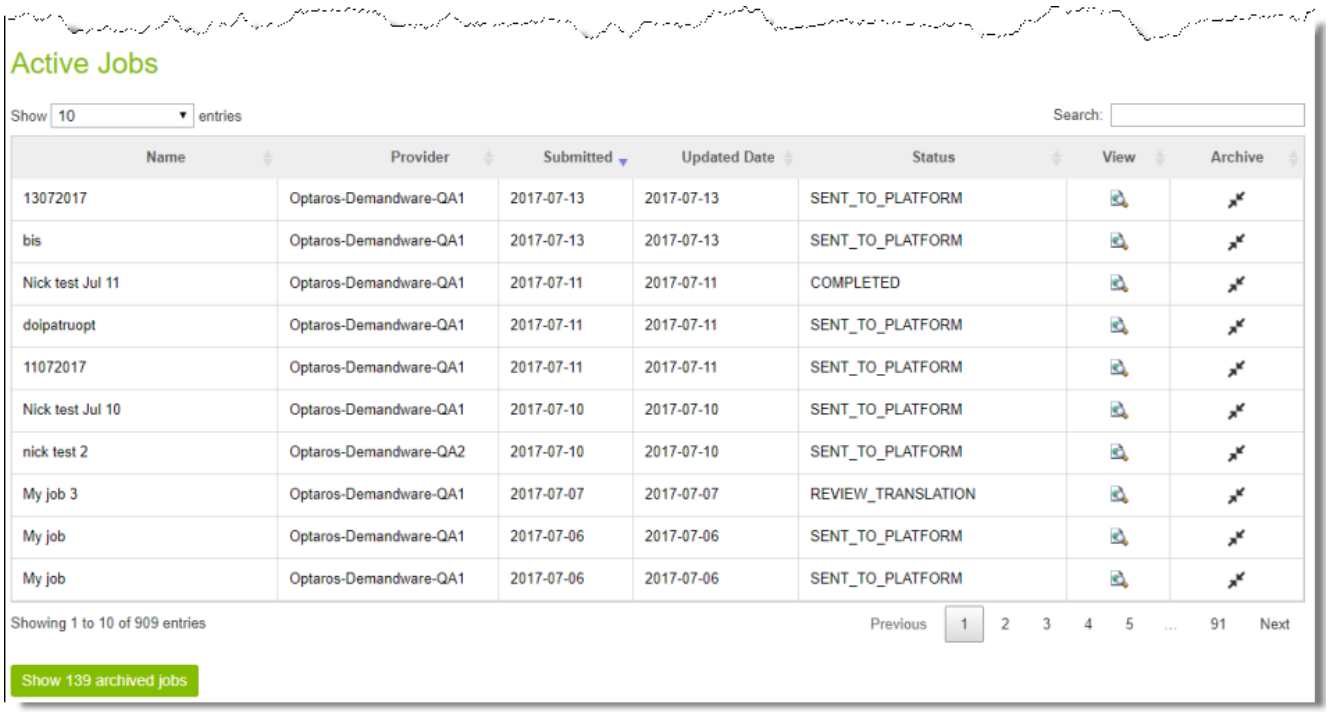


The **Status** column displays `Ready to Submit` and the time remaining until the job expires. When you are ready to resubmit the job, click the **Submit** button displayed in the column.

4 Monitoring Translation Jobs

4 Monitoring Translation Jobs

After submitting a translation job, as described in "Reviewing and Submitting a Job" on page 18, you monitor its status from the **Active Jobs** section of the **Manage Translation Jobs** page.



The **Active Jobs** section displays the following information about submitted jobs that have not been archived:

Column	Description
Name	The name of the submitted translation job.
Provider	The translation provider to whom the Clay Tablet Platform sends the translation job.
Submitted	The date the translation job was submitted, in the following format: `MM/DD/YY`.
Updated Date	The date the translation job was last updated, in the following format: `MM/DD/YY`.
Status	The translation status of the job. For a list and description of translation statuses, see "Translation Statuses" on page 22.

The jobs are displayed in reverse chronological order by the date they were submitted.

Actions

You can do one or more of the following to facilitate viewing specific jobs in this section:

- To specify how many items to display in a sub-page of the section, select the number to display from the **Show X entries** list in the top-left corner of the section.
- To search for a string, enter it in the **Search** box in the top-right corner of the section. The list automatically updates as you type, displaying only jobs that match what you type in one of the columns.
- To reverse the sort order or to sort the jobs by another column, click the column heading. The triangle on the right side of the column indicates if the column is sorted in ascending or descending order.
- To navigate to a different sub-page in the section, click the **Previous**, **Next**, and sub-page numbers in the bottom-right corner of the section.

  Note: The bottom-left corner of the section states the number of jobs displayed in this sub-page and the total number of jobs.

You can perform the following actions on individual jobs:

- To view additional information about the job, click the Search icon in the **View** column. For details, see "Monitoring Translation Job Details" on page 23.
- To archive this job, click the Archive icon in the **Archive** column.

  This job will be moved from the **Active Jobs** section to the **Archived Jobs** section.

You can navigate to other pages as follows:

- To display the **Archived Jobs** section below this section, in the bottom-left corner, click **Show X archived jobs**, where *X* is the number of archived jobs. For details, see "Viewing Archived Jobs" on page 29.
- To return to the previous page , in the bottom-left corner, click the **Back** button.

4.1 Translation Statuses

Translation jobs and items can have the following translation statuses:

Status	Description
CREATED	The Cartridge created the job for sending out the translation request to the translation provider.
Ready to Submit	The Cartridge is ready to send out the translation request to the translation provider.
Submitting	The Cartridge is sending out the translation request to the Clay Tablet Platform for delivery to the translation provider.
SENDING	The Cartridge has completed sending out the translation request to the Clay Tablet Platform for delivery to the translation provider.

Status	Description
SENDING_TO_COPY_BACK	The Cartridge is preparing to copy the translation request from the source locale to the target locale, without sending them out for translation.
SENT_TO_PLATFORM	The Cartridge sent the translation request to the Clay Tablet Platform for delivery to the translation provider.
SENT_TO_TRANSLATOR	The Clay Tablet Platform sent the translation request to the translation provider.
IN_TRANSLATION	The translation provider has received the translation request and has not yet returned the translated item.
REVIEW_TRANSLATION	The Cartridge has received the translated asset back from the translation provider, and it is ready for review.
TRANSLATION_REJECTED	A Cartridge user has reviewed and rejected the translated asset.
COMPLETED	A Cartridge user has reviewed and approved the translated asset.
COMPLETED_NO_NEED_TO_TRANSLATE	There is no translatable content in this translation request.
COMPLETED_COPY_BACK	The Cartridge has finished copying the translation request in the job from the source locale to the target locale.
CANCELLED	The job was canceled and the assets were not translated.
Error	

4.2 Monitoring Translation Job Details

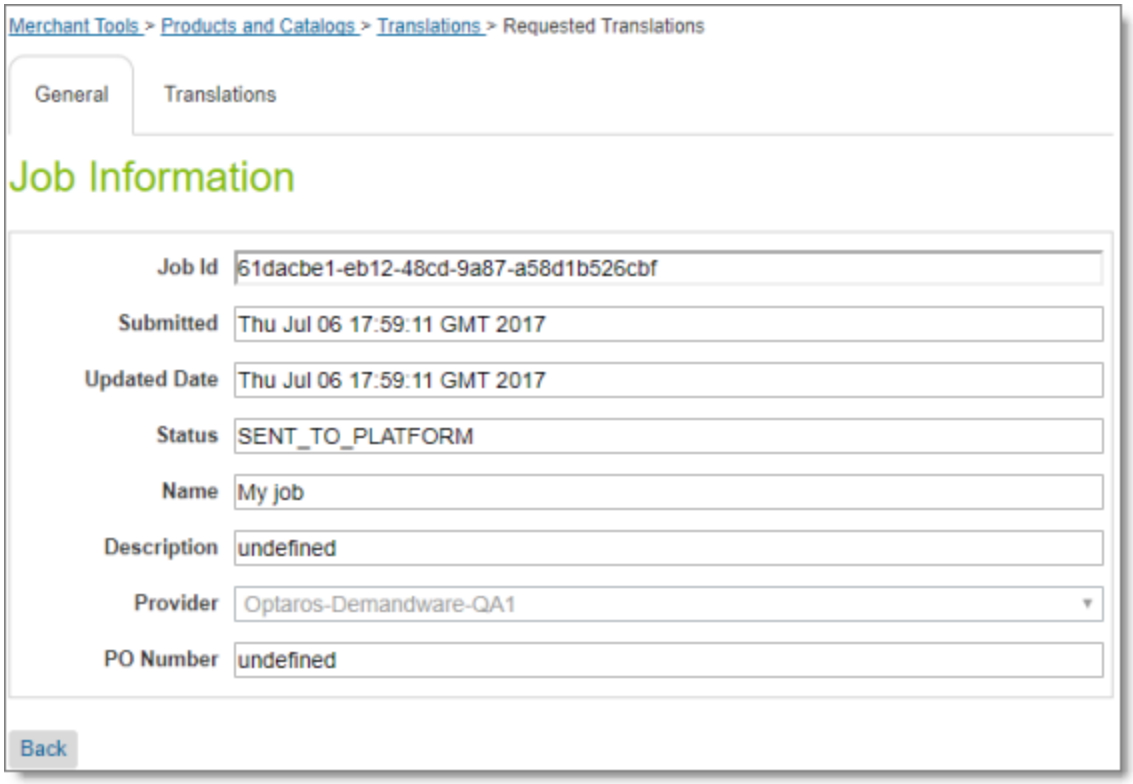
The **Requested Translation** page opens when you click the Search icon in the **View** column for a translation job in the **Active Jobs** section of the **Manage Translation Jobs** page.

- The **General** tab displays detailed information about an active job. When you open the page, this tab opens. For details, see "Translation Job General Details" on page 24.
- The **Translations** tab displays detailed information about the translation status of the items in the job. For details, see "Translation Job Item Details" on page 25.

  From the **Translations** tab, you can also view additional information about the translation request for a particular item. For details, see "Request Information Summary" on page 27.

4.2.1 Translation Job General Details

The **General** tab of the **Requested Translation** page opens when you click the Search icon in the **View** column for a translation job in the **Active Jobs** or **Archived Jobs** section of the **Manage Translation Jobs** page. For details, see "Monitoring Translation Job Details" on page 23.



It displays the following information about the translation job:

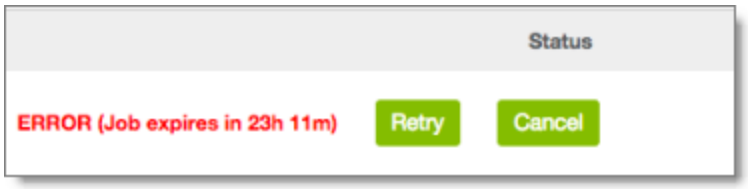
Field	Description
Job ID	Clay Tablet's unique identifier of the translation job.
Submitted	The date and time that the job was submitted for translation, in the following format: `E MM DD YYYY HH:MM:SS`, for example: `Mon Jun 26 21:17:30 GMT 2017`.
Updated Date	The date and time that the job was last updated, in the following format: `E MM DD YYYY HH:MM:SS`, for example: `Mon Jun 26 21:17:30 GMT 2017`.
Status	The status of the translation job. For a list and description of translation statuses, see "Translation Statuses" on page 22. **Note:** If a job has `Error` status, see more information in"Actions" on page 25.
Name	The name of the translation job.

Field	Description
Description	The description of the translation job, if entered.
Provider	The translation provider to which Clay Tablet sent this translation job.
PO Number	The Purchase Order (PO) number of the translation job, if entered.

Actions

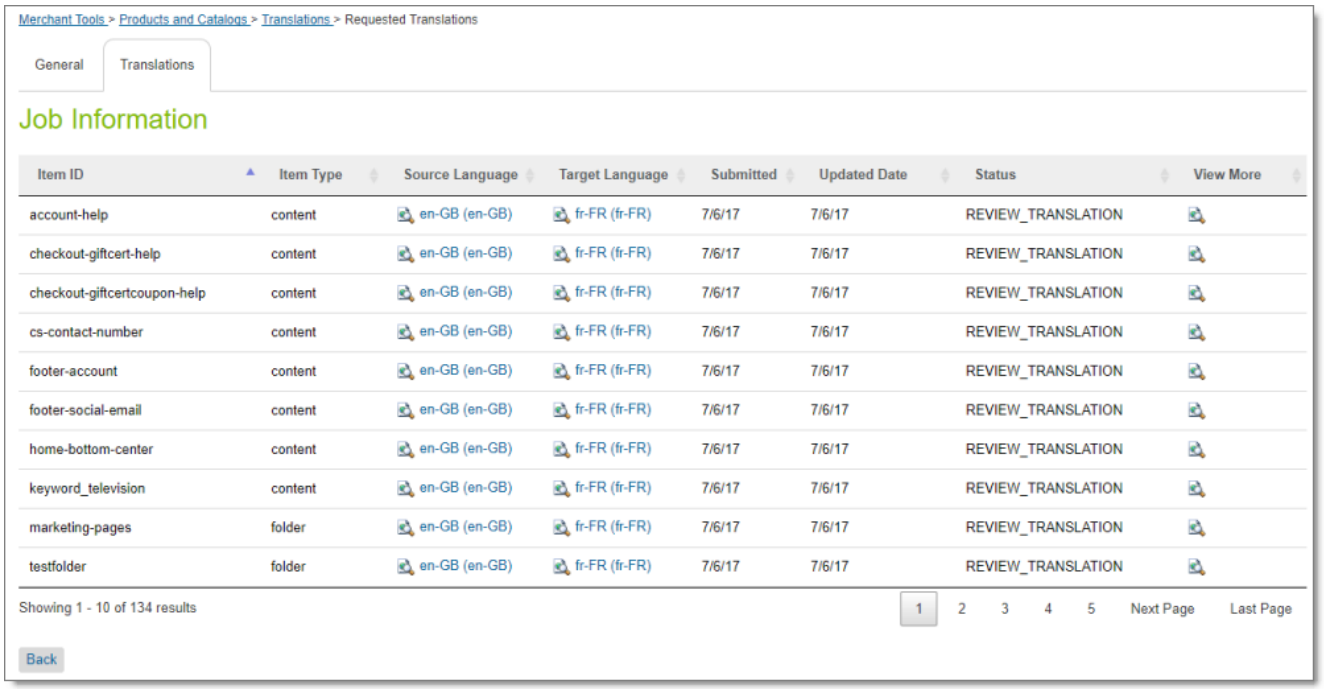
- In the bottom-left corner, you can click **Back** to return to the **Manage Translation Jobs** page.
- You can click the **Translations** tab to view detailed information about the translation status of the items in the job. For details, see "Translation Job Item Details" on page 25.
- If the job status is `Error`, it indicates that the job submission was not successful. If the job has not expired, you can click **Retry** to resubmit the job, or **Cancel** to cancel and delete the job. Resubmitting the job sends it from the **Pending Jobs** section, and then it is displayed in the **Active Jobs** section.

  Note: You set the job expiration interval in: **Administration > Global Preferences > Custom Preferences > Clay Tablet> Retention Days**. The default expiration interval is one day. You can enter the number of days for job expiration.



4.2.2 Translation Job Item Details

The **Translations** tab of the **Requested Translation** page opens when you click on the tab after clicking the Search icon in the **View** column for a translation job in the **Active Jobs** or **Archived Jobs** section of the **Manage Translation Jobs** page. For details, see "Monitoring Translation Job Details" on page 23.



This tab displays the following information about the translation status of the items in the translation job. The items are sorted by item ID:

Field	Description
Item ID	Salesforce Commerce Cloud's unique identifier of a translated item in a job.
Item Type	The type of item, which is one of the following: ■ `catalog`: A catalog of products. ■ `category`: A category of products. ■ `content`: A website content item. ■ `folder`: A folder containing website content items. ■ `product`: A product in a catalog.
Source Language	The language code and locale of the source language of the item sent for translation. ■ The Clay Tablet language code is on the left. For a list and descriptions of these language codes, refer to the *Lionbridge Cartridge for Salesforce Commerce Cloud Installation and Configuration Guide*. ■ The Salesforce Commerce Cloud language code is on the right, in brackets. **Tip:** To view the content item in its source language, click the link.

Field	Description
Target Language	The language code of the target language of the item sent for translation. ■ The Clay Tablet language code is on the left. For a list and descriptions of these language codes, refer to the *Lionbridge Cartridge for Salesforce Commerce Cloud Installation and Configuration Guide*. ■ The Salesforce Commerce Cloud language code is on the right, in brackets. **Tip:** To view the content item in its target language, if available, click the link.
Submitted	The date the translation job was submitted, in the following format: `MM/DD/YY`.
Updated Date	The date the translation job was last updated, in the following format: `MM/DD/YY`.
Status	The translation status of the item. For a list and description of translation statuses, see "Translation Statuses" on page 22.
View More	Click the link to view additional information about the translation request for this item. There is a unique translation request for each item and language pair. For details, see "Request Information Summary" on page 27.

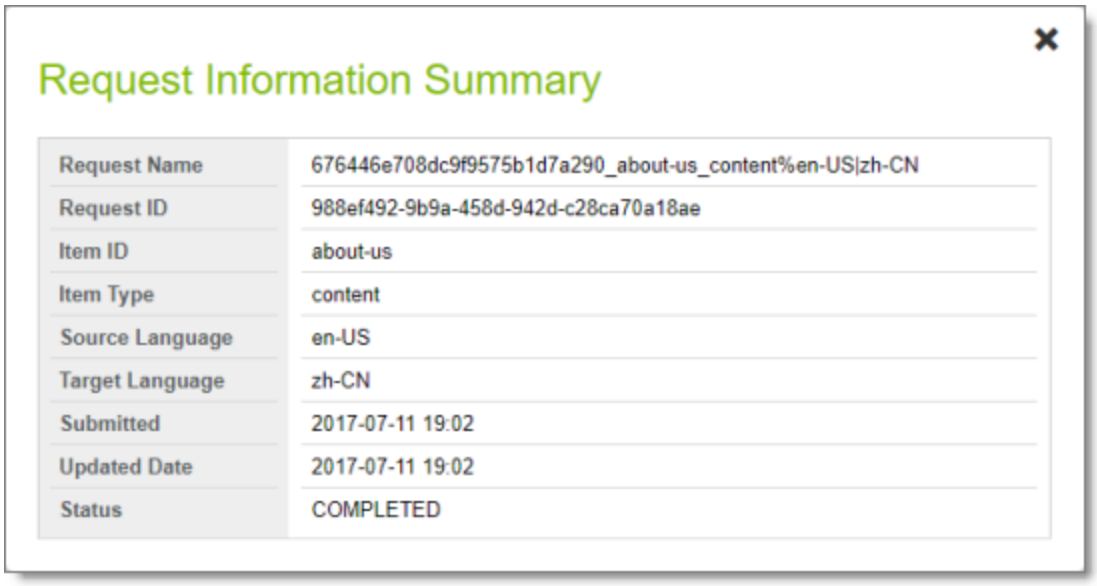
Actions

- To view additional information about the translation request for an item, click the link in the **View More** column. For details, see "Request Information Summary" on page 27.
- To reverse the sort order or to sort the items by another column, click the column heading. The triangle on the right side of the column indicates if the column is sorted in ascending or descending order.
- If there are more than 10 items in the job, they are displayed on multiple sub-pages. To navigate to a different sub-page in the section, click the sub-page numbers in the bottom-right corner of the section.

  Note: The bottom-left corner of the tab states the number of items displayed in this sub-page and the total number of items in the job.
- In the bottom-left corner, you can click **Back** to return to the **Manage Translation Jobs** page.
- You can click the **General** tab to view information about the translation job. For details, see "Translation Job General Details" on page 24.

4.2.3 Request Information Summary

The **Request Information Summary** window opens when you click a link in the **View More** column in the **Translations** tab of the **Requested Translations** page. For details, see "Translation Job Item Details" on page 25.



There is a unique translation request for each item and language pair. For example, if you translate an item into three languages, there are three translation requests, one for each pair of source and target languages. This window displays the following information about a translation request:

Field	Description
Request Name	The Cartridge's user-friendly internal identifier for the translation request, which contains the item ID, the item type, and the source and target language codes (all described below).
Request ID	The Cartridge's internal identifier for the translation request.
Item ID	Salesforce Commerce Cloud's unique identifier of a translated item in a job.
Item Type	The type of item, which is one of the following: ■ `catalog`: A catalog of products. ■ `category`: A category of products. ■ `content`: A website content item. ■ `folder`: A folder containing website content items. ■ `product`: A product in a catalog.
Source Language	The language code of the source language of the item sent for translation.
Target Language	The language code of the target language of the item sent for translation.

Field	Description
Submitted	The date and time the translation job was submitted, in the following format: `YYYY-MM-DD kk:mm`.
Updated Date	The date and time the translation job was last updated, in the following format: `YYYY-MM-DD kk:mm`.
Status	The translation status of the item. For a list and description of translation statuses, see "Translation Statuses" on page 22.

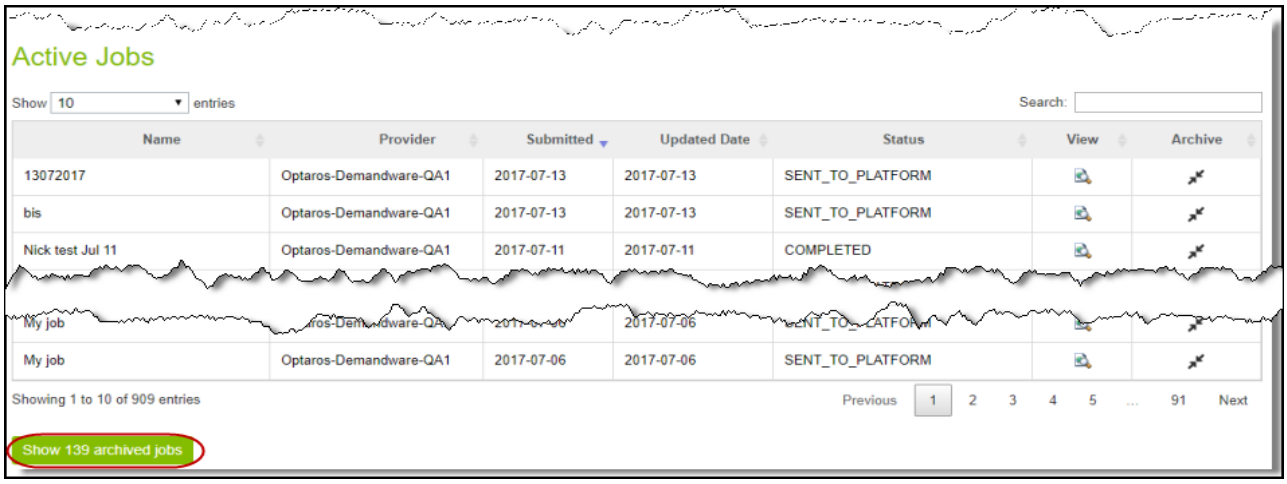
- When you are done, click the **X** in the top-right corner to close the window.

4.3 Viewing Archived Jobs

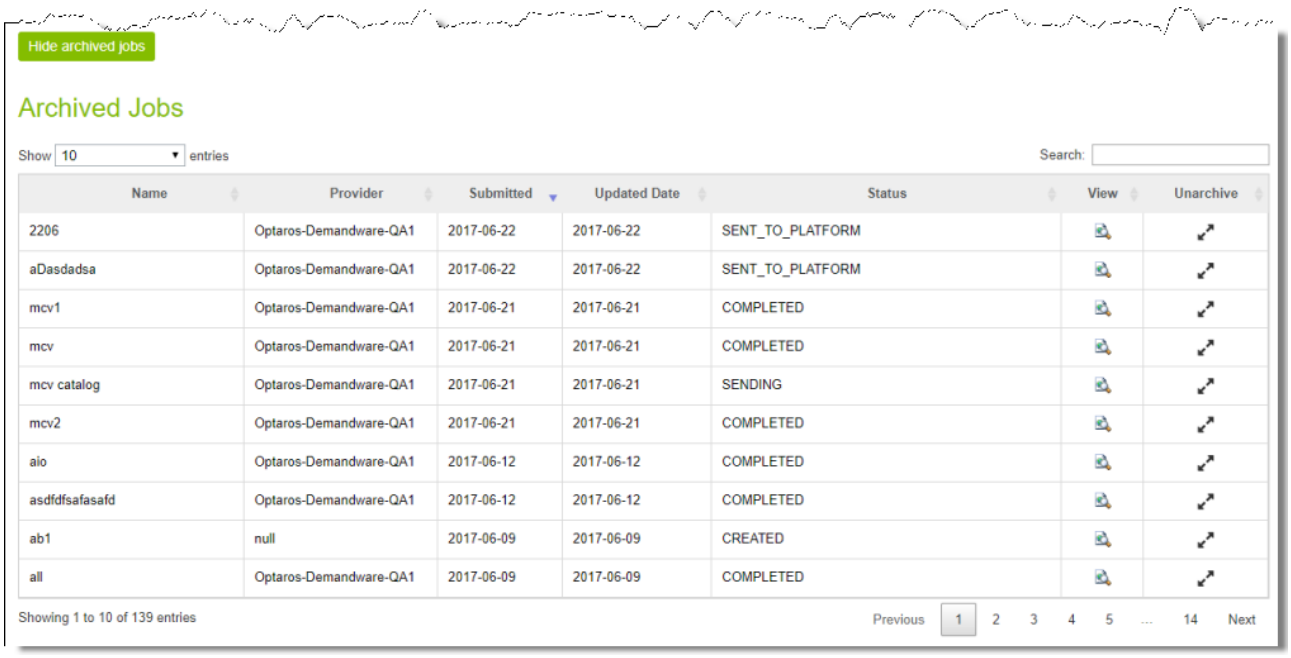
You archive a job so that it will no longer be displayed in the **Active Jobs** section of the **Manage Translation Jobs** page. Typically, you archive a job after all its items have been translated and approved, and it has `Completed` status.

To view archived jobs:

- In the bottom of the **Active Jobs** section of the **Manage Translation Jobs** page, click **Show X archived jobs**, where *X* is the number of archived jobs.



The **Manage Translation Jobs** page expands, displaying the **Archived Jobs** section below the **Active Jobs** section.



The **Archived Jobs** section displays the following information about archived jobs:

Column	Description
Name	The name of the archived translation job.
Provider	The translation provider to whom the Clay Tablet Platform sends the translation job.
Submitted	The date the translation job was submitted, in the following format: `MM/DD/YY`.
Updated Date	The date the translation job was last updated, in the following format: `MM/DD/YY`.
Status	The translation status of the job. For a list and description of translation statuses, see "Translation Statuses" on page 22.

The jobs are displayed in reverse chronological order by the date they were submitted.

Actions

You can do one or more of the following to facilitate viewing specific jobs in this section:

- To specify how many items to display in a sub-page of the section, select the number to display from the **Show X entries** list in the top-left corner of the section.
- To search for a string, enter it in the **Search** box in the top-right corner of the section. The list automatically updates as you type, displaying only jobs that match what you type in one of the columns.

- To reverse the sort order or to sort the jobs by another column, click the column heading. The triangle on the right side of the column indicates if the column is sorted in ascending or descending order.
- To navigate to a different sub-page in the section, click the **Previous**, **Next**, and sub-page numbers in the bottom-right corner of the section.

Note: The bottom-left corner of the section states the number of jobs displayed in this sub-page and the total number of jobs.

You can perform the following actions on individual jobs:

- To view additional information about the job, click the Search icon in the **View** column. For details, see "Monitoring Translation Job Details" on page 23.
- To unarchive this job, click the Unarchive icon in the **Unarchive** column. This moves the job to the **Active Jobs** section.

You can navigate to other pages as follows:

- To display the **Archived Jobs** section below this section, in the bottom-left corner, click **Show X archived jobs**, where *X* is the number of archived jobs. For details, see "Viewing Archived Jobs" on page 29.
- To return to the previous page , in the bottom-left corner, click the **Back** button.

Index

A

Active Jobs section, Manage Translation Jobs page 21
Archived Jobs section, Manage Translation Jobs page 29
archived jobs, viewing 29

C

catalogs, adding to a translation job 13
categories of products, adding to a translation job 15
Categories selected for job page 15
Category tab 15
Clay Tablet Support 6
Content selected for job page 16
Content tab 16
content, sending for translation, process overview 11

D

documentation conventions 6

G

General tab
  Job Information page 11
  Requested Translation page 24
getting started 9
guide 5

I

introduction 4
item translation request, viewing summary information 27

J

Job Information page, General tab 11
Job Summary - Items selected for translation dialog box 18

L

Lionbridge Cartridge for Salesforce Commerce Cloud Manager Installation and Configuration Guide 6

M

Manage Translation Jobs page
  Active Jobs section 21
  Archived Jobs section 29
  Pending Jobs section 18

O

overview 10
Owned Products Catalog dialog box 13

P

Pending Jobs section of Manage Translation Jobs page 18
Product tab 13
Products selected for job page 13
products, adding to a translation job 13

R

Request Information Summary window 27
Requested Translation page 23
  General tab 24
  Translations tab 25

S

static website content, adding to a translation job 16
statuses, translation 22
support 6

T

translation jobs
  adding categories of products 15
  adding products and catalogs 13
  adding static website content 16
  creating 11
  monitoring job details 23-24
  monitoring translated items 25
  reviewing 18
  submitting 18
translation lifecycle 4
  and the Cartridge 4
translation request, viewing summary information 27
translation status, monitoring
  general job details 24
  item translation request 27
  items in job 25
  job details 23
  overview 21
translation statuses 22
Translations tab, Requested Translation page 25

W

website content, adding to a translation job 16