



Lionbridge Connector for Veeva Vault

User Guide

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1 Welcome to the Connector for Veeva Vault

Welcome to the Lionbridge Connector for Veeva Vault ("Connector"). The Connector enables you to manage the translation lifecycle effectively in Veeva Vault. The Connector facilitates built-in review workflows in which, the files or documents pass through a review workflow before and after the translation. The translations are done quick and easy with this Connector.

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 Connector Helps You Manage Your Translation Lifecycle

The Lionbridge Connector for Veeva Vault (Connector) is a plug-in module for Veeva Vault. The Connector features enable you to select, send, monitor, and retrieve content for translation into any language Veeva Vault supports.

These features automate the process, which 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 Connector, you manage your translation lifecycle entirely within the Veeva Vault:

1. The Connector exports your content from Veeva Vault in XML format and delivers these content files to the Content API Platform.
2. The Content API Platform delivers your content to your translation providers, based on routing rules that your company chooses and the Lionbridge Connector Team implements.
3. When the translated content is ready, the Content API retrieves it from your translators and delivers it to the Connector.
4. The Connector automatically re-imports the content into the correct location in Veeva Vault.

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

Note: Neither the Connector nor the Content API performs any translation. Similarly, the Lionbridge Connector Team 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 Connector (Connector) for Veeva Vault to manage your translation lifecycle. It describes how to send Veeva Vault 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 Veeva Vault CMS. This guide is also useful for translation providers who receive content from your Veeva Vault CMS, 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 Veeva Vault.
- The Lionbridge Connector for Veeva Vault (Connector) has been implemented, configured, and tested on your Veeva Vault CMS.
- The Lionbridge Connector Team has set up the Content API Platform to send content to your translation providers.

If Lionbridge is your company's translation provider, it assumes that either Freeway or onDemand is already set up for your company.

What you should already know

This document assumes that:

- You are familiar with the Connector's configuration for your Veeva Vault CMS, and the reasons for choosing certain configuration options. This is important because your company's configuration determines which features are available.
- You have a strong working knowledge of the Veeva Vault Content Editor.

- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into Veeva Vault.
- You have the required permissions to access the Connector 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 Connector setup and the roles to which you are assigned. If you cannot access functionality that you need, contact your company's Veeva Vault administrator.

How this guide is organized

This guide contains the following chapters:

Chapter	Description
"Welcome to the Connector for Veeva Vault" on page 4	A brief description of the Lionbridge Connector for Adobe Experience Manager solution and how it fits into the translation lifecycle. It also includes information about this guide and Lionbridge Connector Support contact information.
"Submitting Documents for Translation" on page 13	How to use the Lionbridge Connector for Veeva Vault to send documents for translation.
"Approving or Rejecting Translated Documents" on page 22	How to approve or reject the translated target document received.

How to find out more about the Lionbridge Connector for Veeva Vault

For information on installing and configuring the Lionbridge Connector for Veeva Vault, read the *Lionbridge Connector for Veeva Vault 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.
<code>Courier</code>	Highlights input, file names, and paths.

Convention	Description
<i>Italics</i>	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select Admin Tools > Configuration. "

1.4 How to Contact Lionbridge Connector Support

Email @: connectors@lionbridge.com

You can submit a support ticket either:

- by email
- from the Lionbridge Connector Zendesk page, using your web browser:
<https://connectors.zendesk.com/>

1.4.1 Submitting a Support Ticket

1. Do one of the following:

- Email connectors@lionbridge.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 Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com/>.
- b. Sign in to Zendesk.

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

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, Lionbridge closes the ticket.

1.4.2 Information to Include in a Support Ticket

- client name
- CMS or content system name and version
- Connector or App 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:

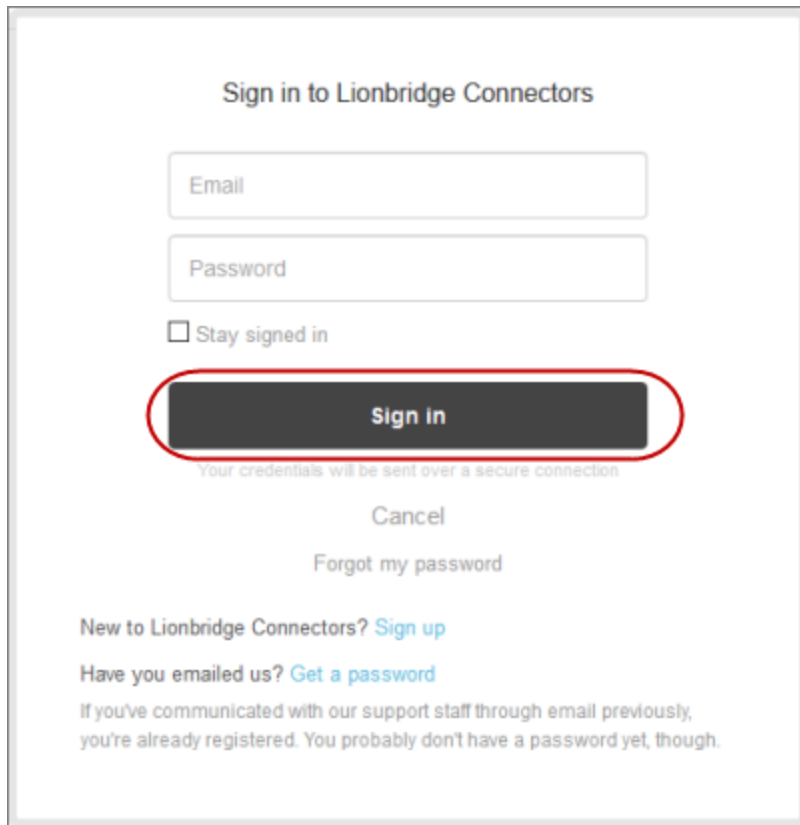
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

1.4.3 Viewing and Updating Your Support Ticket in Zendesk

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

1. Open the Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com>.

2. Enter your credentials, and click **Sign in**.



Sign in to Lionbridge Connectors

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password

New to Lionbridge Connectors? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

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.

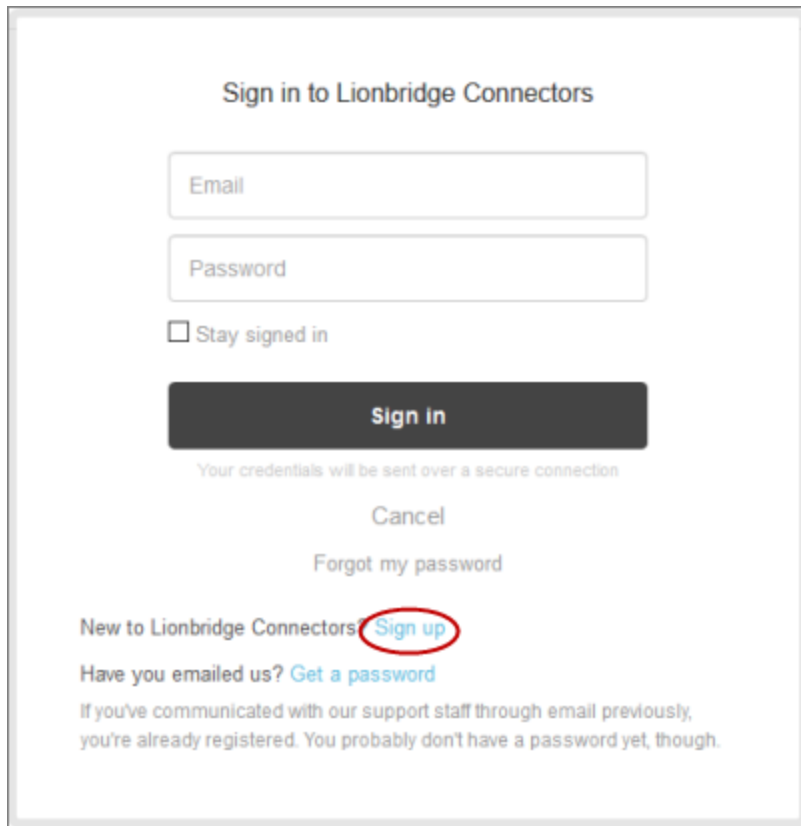
1.4.4 Signing Up for a Zendesk Account for Lionbridge Connectors

You can create a new Zendesk account for Lionbridge Connectors.

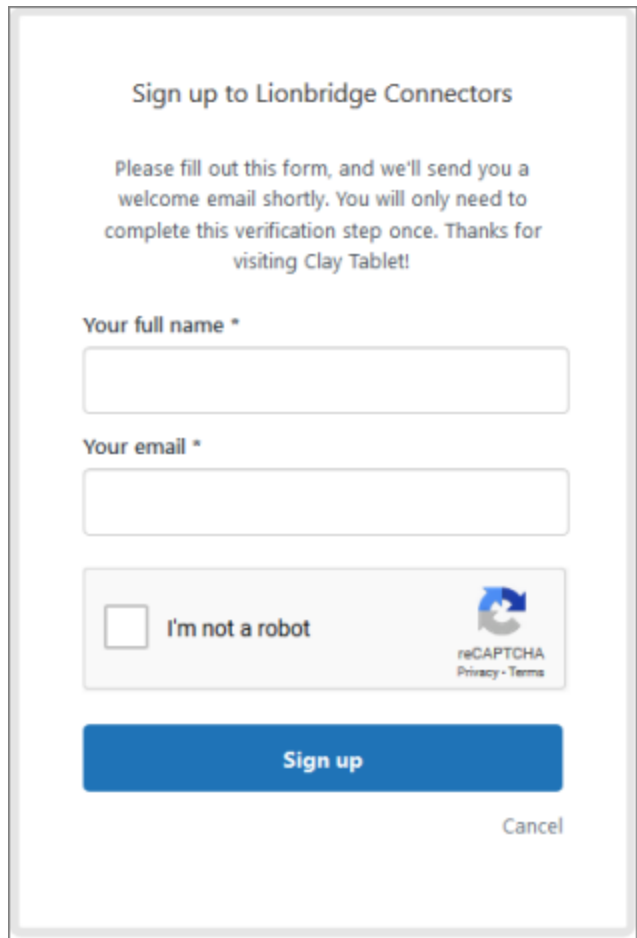
Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge Connectors."

To sign up for a Zendesk account:

1. Open the Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com>.
2. Click **Sign up** link.



The **Sign up** page opens.



The screenshot shows a sign-up form titled "Sign up to Lionbridge Connectors". Below the title is a message: "Please fill out this form, and we'll send you a welcome email shortly. You will only need to complete this verification step once. Thanks for visiting Clay Tablet!". The form contains two text input fields: "Your full name *" and "Your email *". Below these is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo. At the bottom of the form are two buttons: a blue "Sign up" button and a "Cancel" link.

3. Enter your name and email address, and select the **I'm not a robot** check box.
4. Click **Sign up**.

The **Sign-up complete** page opens. You will receive a verification email shortly with a verification link that enables you to sign in. If you do not receive an email within a few minutes, please check your junk or spam folder.

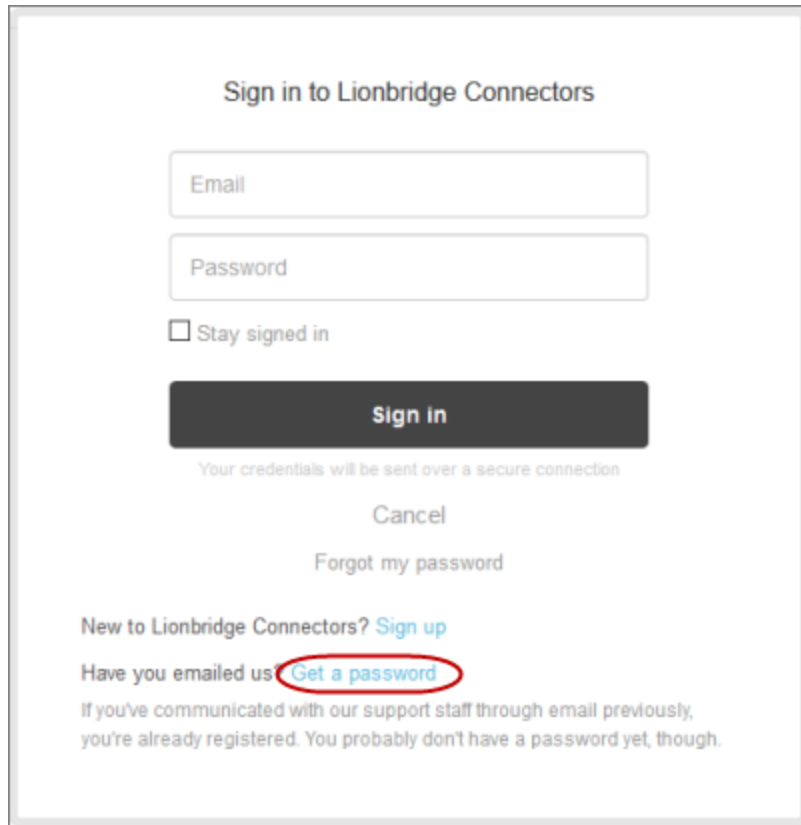
5. Click the link in the verification email to create a password and sign into Zendesk.

1.4.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors

If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account.

To get a password:

1. Open the Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com>.
2. Click the **Get a password** link.



Sign in to Lionbridge Connectors

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

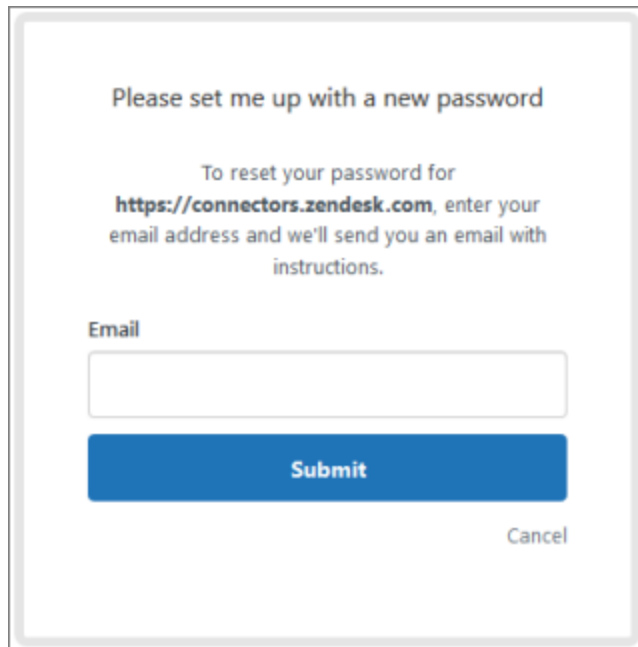
Forgot my password

New to Lionbridge Connectors? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

The **Please set me up with a new password** page opens.



Please set me up with a new password

To reset your password for <https://connectors.zendesk.com>, enter your email address and we'll send you an email with instructions.

Email

Submit

Cancel

3. Enter the email address from which you emailed Lionbridge Connectors Support (connectors@lionbridge.com).

4. Click **Submit**.

Zendesk sends you an email with instructions for creating your password.

5. Follow the instructions in the email from Zendesk to create your password.

You can now sign in to Zendesk to create, view and update your support tickets.

1.5 Submitting Documents for Translation

This section talks about the process of submitting one or more documents to Lionbridge for translation. It also covers the approval and rejection process for the translated documents returned from Lionbridge.

The following ways are available for users to send one or more documents to translation:

- Sending a single document for translation through user action on the selected document. For more information, see [See "Submitting a Single Document for Translation" on page 14.](#)
- Sending multiple documents for translation through a translation job that includes documents to be translated. For more information, see [See "Submitting Multiple Documents for Translation" on page 18.](#)

1.6 Submitting a Single Document for Translation

Veeva Vault allows users to submit single document to Lionbridge for translation through the configured user action **Send for Translation** on the document.

Prerequisites:

Ensure that the following requirements are met for a document that is to be sent for translation.

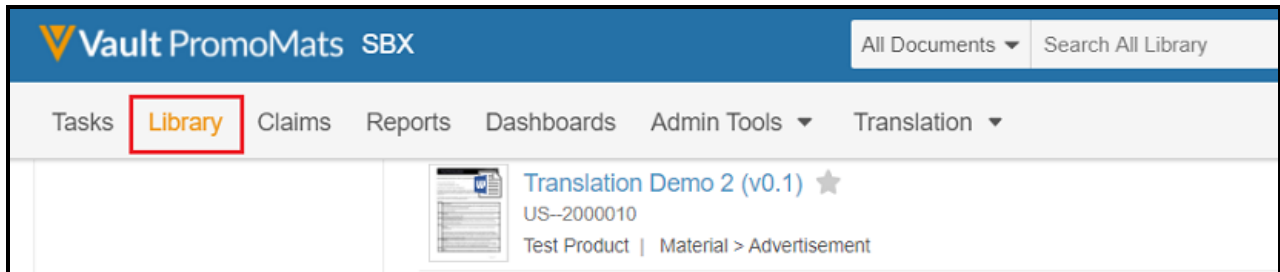
- Document type must be **Material**.
- Document must be in the following states:
 - Approved for Distribution
 - Approved for Production


NOTE: These requirements are based on the out-of-the-box functionality. Vault Administrators may provide this user action to additional document types and states.

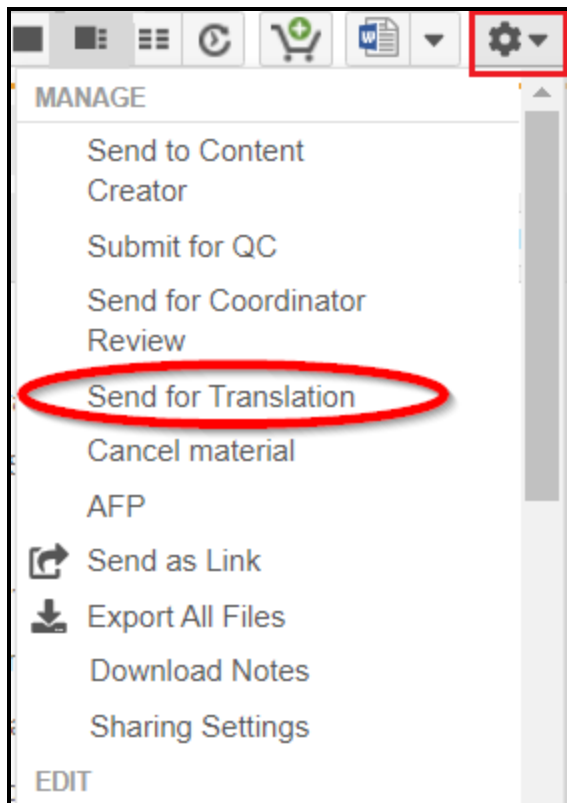
Procedure:

To submit a single document for translation to Lionbridge:

1. From the **Library** tab, click on the document intended for translation.



2. When the document opens, click the settings icon  in the top right corner and select **Send for Translation**.



3. Select the Source and Target languages in the **Create Translation Job** page.

The Source and Target Language drop-downs contain the languages determined by the Translation Provider specified.

Note: Users can select multiple Target Languages, but any of the selected Target languages must not be same as the selected Source Language.

4. Complete all the required fields and click **Save**.

Create Translation Job

Details

Name* Due Date* 11/26/2020

Description Submission Date \ Time MM/DD/YYYY

PO Reference h:mm A

Lionbridge Job ID

Translation Provider* Provider Reference (FWID)

Quote Requested Depends on Translation Provider

Source Language* Depends on Translation Provider

Target Language* Depends on Translation Provider

Custom Metadata

Job Details

Cancel Save + Create **Save**

- 5. To view your newly created translation job, go to **Translation** tab > **Recent Translation Jobs**, and select the job created.

Tasks Library Claims Reports Dashboards Admin Tools **Translation**

Recent Translation Jobs

Name	Description	Lionbridge Job ID
Test Single Document For Documentation		96b86099df3547aab6abb25aea6618c1

- 6. The job state now changes to the **Pending Translation** state. This state confirms that the job has been submitted to Lionbridge. It also indicates that the translation job is either being processed for translation or the translation has been completed, and the Target Documents are awaiting approval.

Translation Job: Test Single Document For Documentation PENDING TRANSLATION

Details

Source Documents (1)

Target Documents (2)

Job Details

Workflow Timeline

Sharing Settings

Details

Name Test Single Document For Documentation	Due Date 11/26/2020
Description	Submission Date Time 11/12/2020 12:53 PM EST
PO Reference	Lionbridge Job ID 96b86099df3547aab6abb25aea6618c1
Translation Provider veeva_dev1_fwmt_producer	Provider Reference (FWID) 4mLWfKwhG
Quote Requested	
Source Language en-GB (English_United Kingdom)	
Target Language es-ES (Spanish_Spain), fr-FR (French_France)	
Custom Metadata	

▶ Source Documents

▶ Target Documents

▶ Job Details

▶ Workflow Timeline

7. Veeva Vault automatically generates two separate objects to support the translation. One for Source Documents and the other for Target Documents.

Source Documents object contains the object representation of the documents to be translated. The user must not interface with the Source Documents as they are used by the Connector.

The Target Documents are placeholder objects which are used to store the translated documents returned from Lionbridge after the translation is completed. Approvals and Rejections of translated documents take place here. The Connector creates one Target Document record for each Target Language specified.

Quote Requested

Source Language en-GB (English_United Kingdom)

Target Language es-ES (Spanish_Spain), fr-FR (French_France)

Custom Metadata

▼ Source Documents

+ Create 1-1 of 1

Name ▲	Lifecycle State	Documents
TJD-000042	Pending Translation	Translation Demo 2 (v0.1)

▼ Target Documents

1-2 of 2

Name	Translation Job To Document > Documents	Source Language ▲	Translated Document	Target Language
Translation Demo 2_es_es_c	Translation Demo 2 (v0.1)	en_gb_c		es_es_c
Translation Demo 2_fr_fr_c	Translation Demo 2 (v0.1)	en_gb_c		fr_fr_c

1.7 Submitting Multiple Documents for Translation

Veeva Vault allows users to submit multiple documents to Lionbridge for translation through the configured user action **Send for Translation** on the Translation Job object.

Prerequisites:

Before sending the documents for translation, ensure that each document must be in the following states:

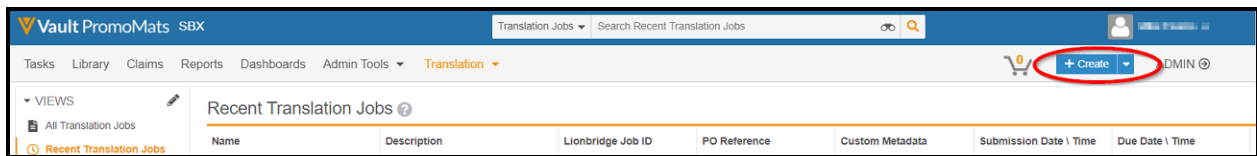
- Approved for Distribution
- Approved for Production.

NOTE: This requirement is based on the out-of-the-box functionality. Veeva Vault Administrators may provide this user action to additional document types and states.

Procedure:

To create a Translation job for submitting multiple documents for translation:

1. Select the available Translation Jobs under the **Translation** menu and click the **Create** button in the top right corner.



2. The user is navigated to the **Create Translation Job** page, select Source and Target languages. The Source and Target Language drop-downs contain the languages determined by the Translation Provider specified.

Note: Users can select multiple Target Languages, but any of the selected Target languages must not be the same as the selected Source Language.

3. Complete all the required fields and click **Save**.

Create Translation Job

Details

Name* Due Date* 11/26/2020

Description Submission Date \ Time MM/DD/YYYY

PO Reference h:mm A

Lionbridge Job ID

Translation Provider* Provider Reference (FWID)

Quote Requested Depends on Translation Provider

Source Language* Depends on Translation Provider

Target Language* Depends on Translation Provider

Custom Metadata

Job Details

Cancel Save + Create **Save**

4. To add documents to the newly created job, select the Source Documents drop-down and click **Create**.

Quote Requested

Source Language en-CA (English_Canada)

Target Language fr-FR (French_France), pt-PT (Portuguese_Portugal)

Custom Metadata

Source Documents

+ Create Show in Tab

No items found

5. Specify the document intended for translation in the **Create Translation Job to Document** page and click **Save**.

To submit any additional documents that need to be translated from the same Source Language into the same Target Languages, repeat Step 1 to Step 5.

Create Translation Job to Document

▼ Details

Documents*

Version*

Translation Job [Test Multiple Documents for Documentation](#)

Name

Status

Created By

Created Date

Last Modified By

Last Modified Date

Cancel Save + Create Save

6. A Source Document record is created for each document added to the Translation Job.

Details

Name Test Multiple Documents for Documentation **Due Date** 11/26/2020

Description **Submission Date \ Time**

PO Reference **Lionbridge Job ID**

Translation Provider veeva_dev2_fwmt_producer **Provider Reference (FWID)**

Quote Requested

Source Language en-CA (English_Canada)

Target Language fr-FR (French_France), pt-PT (Portuguese_Portugal)

Custom Metadata

Source Documents

+ Create Show in Tab

Name ▲	Lifecycle State	Documents
TJD-000043	New	Translation Demo 2 (v0.1)
TJD-000044	New	TEST DOCUMENT (v1.2)

- 7. When all the documents are added to the job and you are ready to submit the job to Lionbridge for translation, click the settings icon in the top right corner of the Translation Job and select **Send for Translation**.

MANAGE

- Send for Translation
- Cancel Translation Job

EDIT

- Copy Record
- Configure Page Layout

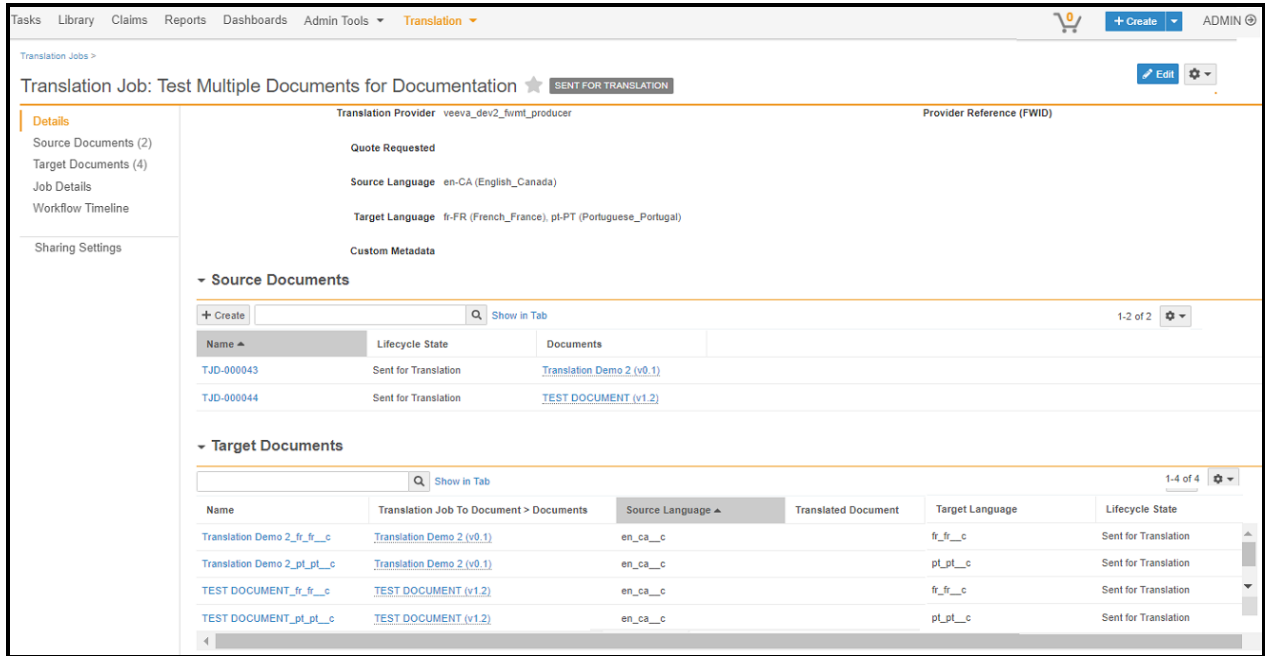
Delete

VIEW

- Audit Trail
- Sharing Settings

- 8. The job state now changes to the **Pending Translation** state. This state confirms that the job has been submitted to Lionbridge. It also indicates that the translation job is either being processed for translation or the translation has been completed, and the Target Documents are awaiting approval.

Veeva Vault automatically generates Target Document records. The Target Documents are placeholder objects used to store the translated documents returned from Lionbridge after the translation is completed. Approvals and Rejections of translated documents take place here. The Connector creates one Target Document record for each Target Language specified multiplied by the number of Source Documents added to the job.



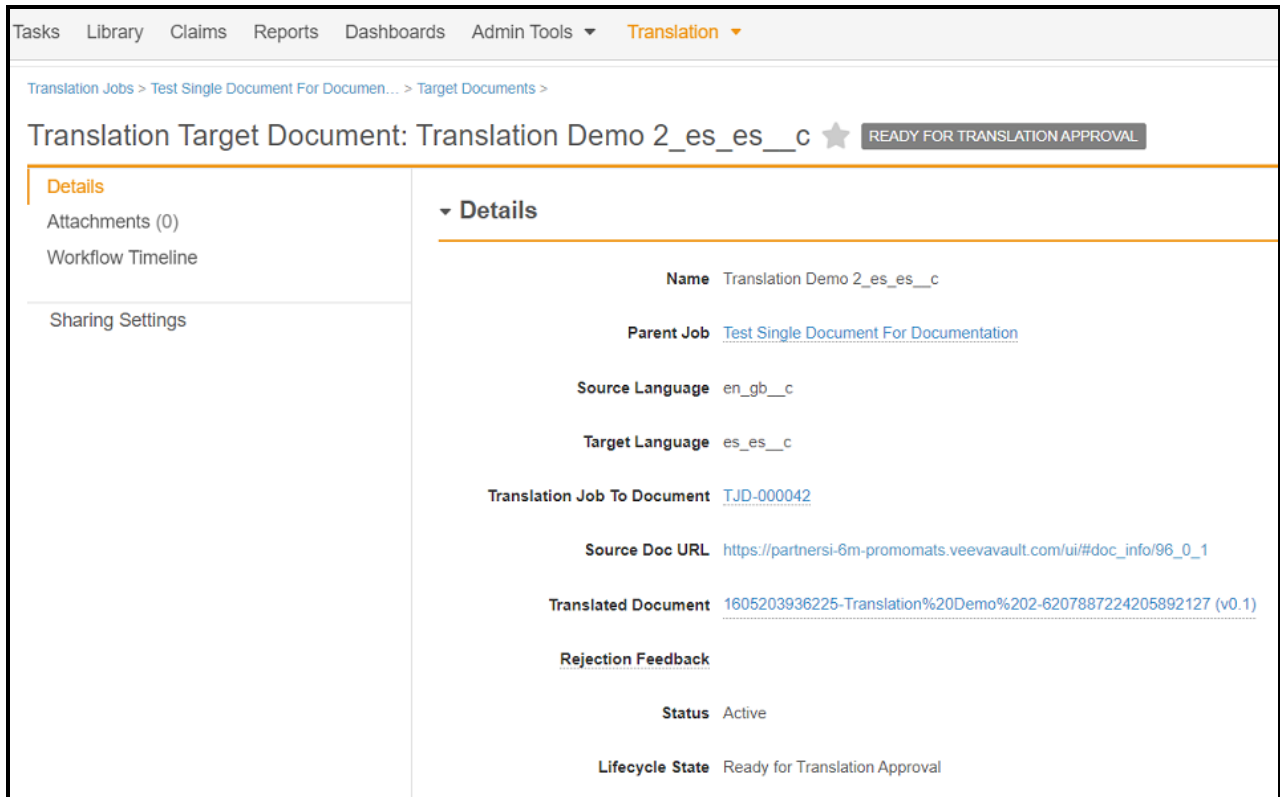
1.8 Approving or Rejecting Translated Documents


Once a job has reached the **Pending Translation** state and the Translated Document field is populated on a Target Document, the Target Document moves to the **Ready For Translation Approval** state. You can initiate the approval process for this record.

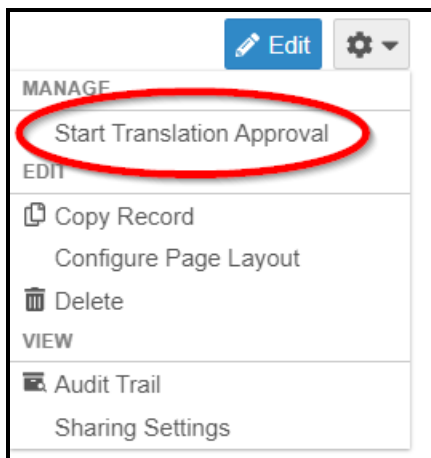
Procedure:

To Approve the Translated Document:

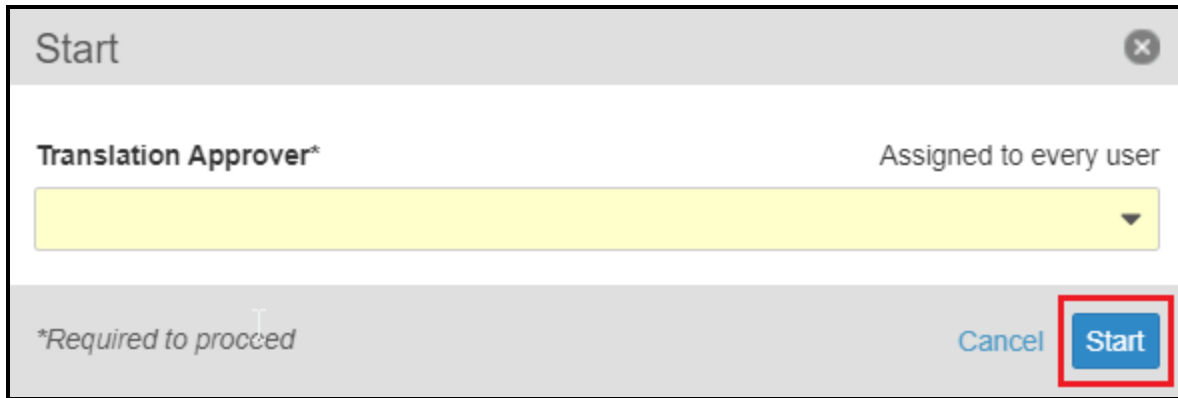
1. Within the Translation Job, select one of the Target Documents that are ready for approval. The Translation Target Document page appears.



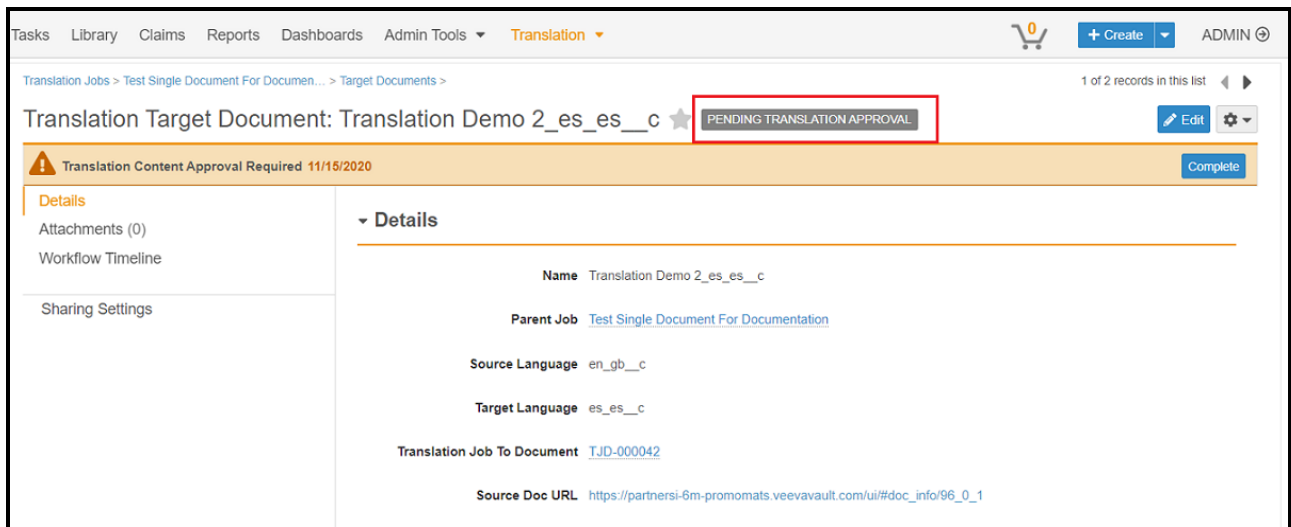
- If the Target Document is in the **Ready For Translation Approval** state, click the settings icon  in the top right corner and select the **Start Translation Approval** user action to begin the Translation Approval workflow.



- Select a Translation Approver and click **Start**. The corresponding user receives a notification informing them that there is a document awaiting their approval.



- 4. The Translated Target Document moves to the **Pending Translation Approval** state. To complete the Translation Approval workflow, click the **Complete** button in the top right corner.



- 5. Select the review verdict from the options **Translation Approved** and **Translation Not Approved** and click **Complete**.

Translation Content Approval Required

Please provide translation review and provide approved or not approved verdict.

Verdict*

Translation Approved

Translation Not Approved

**Required to proceed*

Cancel **Complete**

6. If the **Translation Approved** verdict is selected, the Translation Target Document moves to the **Translation Approved** state.

Tasks Library Claims Reports Dashboards Admin Tools Translation

Translation Jobs > Test Single Document For Documen... > Target Documents >

Translation Target Document: Translation Demo 2_es_es__c

TRANSLATION APPROVED

- Details
 - Attachments (0)
 - Workflow Timeline
- Sharing Settings

Details

Name Translation Demo 2_es_es__c

Parent Job [Test Single Document For Documentation](#)

Source Language en_gb__c

Target Language es_es__c

Translation Job To Document [TJD-000042](#)

Source Doc URL https://partnersi-6m-promomats.veevavault.com/ui/#doc_info/96_0_1

Translated Document [1605203936225-Translation%20Demo%202-6207887224205892127 \(v0.1\)](#)

Rejection Feedback

Status Active

Lifecycle State Translation Approved

▸ Attachments

▸ Workflow Timeline

- 7. If the **Translation Not Approved** verdict is selected, enter the **Rejection Feedback** indicating why this translation was not approved and click **Complete**.

Translation Content Approval Required

Please provide translation review and provide approved or not approved verdict.

Verdict*

Translation Approved

Translation Not Approved

Rejection Feedback*

**Required to proceed* Cancel Complete

The Translation Target Document moves to the **Translation Not Approved** status and the **Rejection Feedback** is stored in the record.

Tasks Library Claims Reports Dashboards Admin Tools Translation

Translation Jobs > Test Single Document For Documen... > Target Documents >

Translation Target Document: Translation Demo 2_fr_fr__c ★ TRANSLATION NOT APPROVED

- Details
- Attachments (0)
- Workflow Timeline
- Sharing Settings

Details

Name	Translation Demo 2_fr_fr__c
Parent Job	Test Single Document For Documentation
Source Language	en_gb__c
Target Language	fr_fr__c
Translation Job To Document	TJD-000042
Source Doc URL	https://partnersi-6m-promomats.veevavault.com/ui/#doc_info/96_0_1
Translated Document	1605203922235-Translation%20Demo%202-3768373668203522593 (v0.1)
Rejection Feedback	Test Rejection Feedback
Status	Active
Lifecycle State	Translation Not Approved

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