



Clay Tablet Connector for hybris

User Guide

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1 Welcome to the Clay Tablet Connector for hybris

Welcome to the Clay Tablet Connector for hybris ("Connector"). The Connector enables you to automate sending and retrieving localized attributes in hybris business objects, which dramatically reduces the effort required to create, maintain, and publish these items 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 Connector Helps You Manage Your Translation Lifecycle

The Clay Tablet Connector for hybris ("Connector") is a plug-in module for hybris. It provides a range of features and user interface enhancements in hybris that enable you to select, send, monitor, and retrieve content for translation into any language hybris 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 Connector, you manage your translation lifecycle entirely from within hybris:

1. The Connector exports your content from hybris 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 Connector.
4. The Connector automatically re-imports the content into the correct location in hybris.

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

Note: Neither the Connector 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 Clay Tablet Connector ("Connector") for hybris to manage your translation lifecycle. It describes how to send out localized strings in certain hybris business objects 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 hybris business objects for translation. This guide is also useful for translation providers who receive hybris business objects from your hybris installation, 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 hybris.
- The Connector has been installed, configured, and tested on your hybris instance.
- Clay Tablet Technologies has set up the Clay Tablet Platform to send localized strings in certain hybris business objects to your translation providers.

What you should already know

This document assumes that:

- You are familiar with the Connector's configuration for hybris, 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 hybris, particularly the hybris management console.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into the hybris management console.
- 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 hybris administrator.

How this guide is organized

This guide contains the following chapters:

| Chapter | Description |
|---|--|
| "Welcome to the Clay Tablet Connector for hybris" on page 4 | A brief description of the Clay Tablet solution for hybris 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 Clay Tablet Connector for hybris" on page 9 | How to get started and an overview of the Connector interface and key features. |
| "Sending Out Content for Translation" on page 11 | How to send out content for translation. |
| "Monitoring Translation Status" on page 17 | How to monitor the translation status of content items and translation jobs. |
| "Viewing Translated Content" on page 20 | How to view translated content. |

How to find out more about the Clay Tablet Connector for hybris

For information on installing and configuring the Clay Tablet Connector for hybris, read the *Clay Tablet Connector for hybris 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. |
| <i>Italics</i> | Highlights terms for emphasis, variables, or document titles. |
| > | Indicates a menu choice. For example, "Select Catalog > Products. " |

1.4 How to Contact Clay Tablet Support

Email @: support@clay-tablet.com

Telephone: +1-416-363-0888

How to submit a support ticket:

1. 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 following sub-sections.

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
- 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
- Clay Tablet log files for the date the issue occurred
- screen capture of the issue

How to view and update your support ticket in Zendesk:

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 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 Clay Tablet Connector for hybris

The Connector supports all Web browsers that hybris supports.

Important: You must configure your Web browser to allow pop-up windows on the hybris Management Console (hMC) site.

To access the Connector:

- ▶ Log in to the hybris Management Console (hMC).

2.1 The Connector at a Glance

The Connector has the following interfaces in hMC:

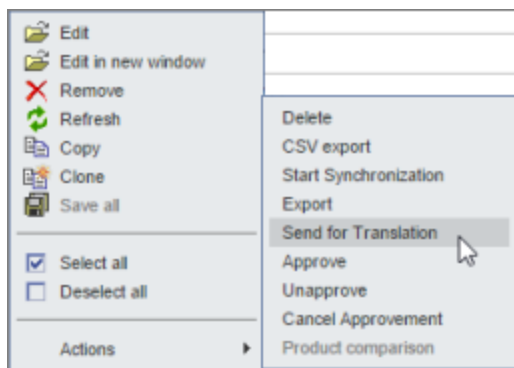
- ▶ In the **Explorer Tree**, expand the **Clay Tablet Connector** folder, which is displayed near the bottom of the tree.

This folder contains the following links to the Connector interface:

- Translation Status
- Translation Queue



- ▶ In the regular hMC interface, you use the context menu from hybris business objects to send out content for translation.



- ▶ You view the translated content within the regular hMC interface.

| Variants Attributes | | |
|---------------------|------|--------------------|
| ▼ Style: | en | beet red |
| | de | |
| | es | rojo de remolacha |
| | es_C | |
| | fr | betterave rouge |
| | it | barbabetola rossa |
| | ja | ビートルレッド |
| | ko | 사탕 무우 빨간색 |
| | pt | beterraba vermelha |
| | ru | свекла красная |
| | zh | |
| | zh_T | |


3 Sending Out Content for Translation

You use the Connector to send out localized attributes of hybris business objects in hMC, including catalogs, for translation.

When the Connector sends out a hybris business object for translation, it actually sends out the configured localized attributes in that business object for translation. You can send out for translation any *configured* localized attributes of any *configured* hybris business object.

Each localized attribute of a hybris business object that is sent out for translation is a *content item*.

Note: Although you can view non-localized attributes and select them to send them out for translation, the Connector does not actually send out non-localized attributes for translation.

Tip: The flags icon  indicates a localized attribute.

Note: You configure which hybris business objects and corresponding localized attributes you can send out for translation in the **Content Mapping** page. For detailed instructions, refer to the *Clay Tablet Connector for hybris Installation and Configuration Guide*.

To send out the localized attributes of hybris business objects for translation:

1. In the **Explorer Tree**, expand and navigate to the type of business objects, for example, **Catalog > Products**. The **Content Area** updates, displaying the **Search**, **Results**, and **Editor** sections.

2. In the **Search** area, search for the specific business objects to translate. The available search attributes depend on the specific business object.

For detailed information about searching, refer to "Search Area" in the *hMC - End User Guide*, which is available here: <https://wiki.hybris.com/display/release5/hMC+-+End+User+Guide#hMC-EndUserGuide-SearchArea>.

3. Click **Search**.

4. In the **Results** area, select the business objects to translate.

Tips: To select a range of adjacent business objects, press the **Shift** key. To select multiple non-adjacent business objects, press the **Ctrl** key.

Notes about catalogs: You can select a catalog to translate. This selects all the products in the catalog. You cannot send out an empty catalog for translation.

5. Right-click and select **Actions > Send for Translation** from the context menu.

A message box confirms that you want to perform this action.

6. Click **OK**.

The **Content Submission Job Details** tab opens in a separate browser window.

3 Sending Out Content for Translation

Content Submission

Job Details

1 Item(s) selected.

Send to Translation ▼

Fields marked (*) are mandatory

Source Language*:

Target Language*:

Choose LSP*:

Job Name*:

PO Reference:




Description:

Due Date*:

Send to Clay Tablet Cancel

7. Enter the following information about the content items to translate:

| Field | Description |
|---------------------|--|
| X items selected | Read only. Displays the number of content items you selected in the Results area of the hMC Organizer. |
| Send to Translation | <p>Select the method for sending the content items for translation. This is one of the following:</p> <ul style="list-style-type: none"> ■ Send to Translation: The Connector sends the content items to the Clay Tablet Platform, which sends them to the translation provider specified in the company's routing rules. The Connector displays additional fields below, where you can specify additional information. Default value. ■ Send to Translation Queue: The Connector sends the content items to the Translation Queue, where a user must send them out for translation. <p>Note: This setting determines which fields are displayed below.</p> |
| Source Language | Required. Select the source language to send for translation. |

| Field | Description |
|-----------------|--|
| Target Language | Required. Select one or more target languages into which to translate the content. Tips: To select a range of adjacent languages, press the <code>Shift</code> key. To select multiple non-adjacent languages, press the <code>Ctrl</code> key. |
| Choose LSP | Select the translation provider for this translation job from the list. Note: This setting determines which fields are displayed below. |
| Job Name | Your name for this translation job. A <i>translation job</i> contains all the content items that the Connector sends out together for translation. Required and displayed only when <code>Send to Translation</code> is selected, above.. |
| PO Reference | The purchase order reference number. Displayed only when <code>Send to Translation</code> is selected, above. |
| Description | Any special instructions or requests. Displayed only when <code>Send to Translation</code> is selected, above. Note: To display the entire field, click the expand arrow  . To collapse the entire field when it is displayed, click the collapse arrow  . |
| Due Date | Required. The date when the translated items are due, in the following format: MM-DD-YYYY. You can also click the calendar icon  to select a date from the calendar. Displayed only when <code>Send to Translation</code> is selected, above. |

8. Do one of the following:

- If you selected `Send to Translation` in the dropdown list at the top of the page, then click **Send to Clay Tablet** to immediately send out the content items for translation.

A message box opens, stating that the Connector started processing the specified items and job. Click **OK** to close the message box and the browser window.

- If you selected `Send to Translation Queue` in the dropdown list at the top of the page, then click **Send to Translation Queue** to send the content items to the Translation Queue.

A message box opens, stating that the specified items were successfully sent to the Translation Queue. Click **OK** to close the message box and the browser window.

Important: You must open the Translation Queue to send out these items for translation. For detailed instructions, see "[Sending Items for Translation from the Translation Queue](#)" on page 13.

3.1 Sending Items for Translation from the Translation Queue

The goal of the Translation Queue is to control translation costs and the translation process. This design assumes that the person with the authority to send content for translation from the Translation Queue

manages the translation budget of the organization.

You can send out one, multiple, or all items from the Translation Queue at one time.

You originally submitted items to the Translation Queue by selecting `Send to Translation Queue` from the dropdown list, and then clicking the **Send to Translation Queue** button, instead of sending the items directly out for translation. For details, see "[Sending Out Content for Translation](#)" on page 11.

Submitting content to the Translation Queue before sending it out for translation has the following advantages:

- You may not want to send out the localized attributes in each business object individually as soon as you finish reviewing it. The Translation Queue facilitates your management of reviewed items, so that you do not forget about sending individual reviewed items for translation.
- Your translation provider may prefer receiving fewer but larger batches of items to translate, rather than items from individual business objects, as it facilitates project preparation, resource assignment, and content analysis.
- If you want to translate many items into multiple languages, but you want to translate into only one target language at a time, this is a good way to manage that process.
- The Translation Queue manager may want to add job-specific metadata, such as a purchase order number.

If you or your colleagues have sent items to the Translation Queue, you must access the Translation Queue to send out the items from there.

Note: If you do not send out items from the Translation Queue, the items remain in the queue, and the Connector does not send them out for translation.

To submit one or more items from the Translation Queue for translation:

1. In the **Explorer Tree**, expand the **Clay Tablet Connector** folder.
2. Click **Translation Queue**.

By default, the **Results** area displays all the items in the queue. By default, the items are sorted alphabetically by item name. This area displays the following information about each item:

- item name
- source language
- target language

The page footer displays the total number of items in the queue, and the total number of items displayed on this sub-page of the queue. If there are more than 50 items in the queue, they are displayed in multiple sub-pages. For detailed information about navigating among sub-pages, refer to "Result Area" in the *hMC - End User Guide*, which is available here: <https://wiki.hybris.com/display/release5/hMC+-+End+User+Guide#hMC-EndUserGuide-ResultArea>.

3. Optional. Click a column heading to sort by a column or to reverse the sort order of a sorted column.
4. Optional. In the **Search** area, you can filter the displayed items in the queue. You can search by the following criteria:
 - item name

- source language
- target language

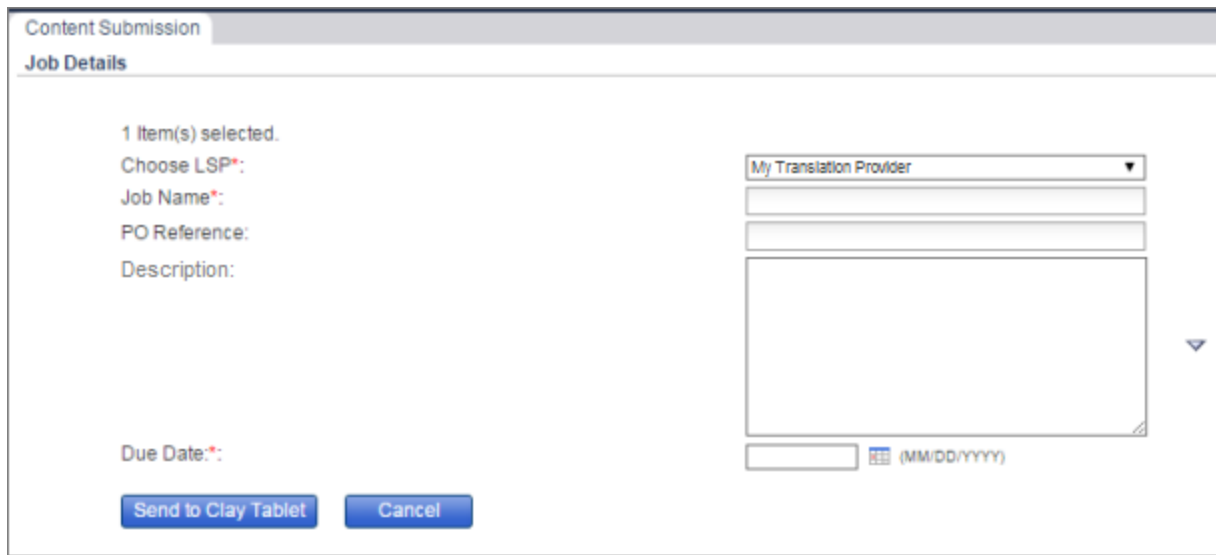
For detailed information about searching, refer to "Search Area" in the *hMC - End User Guide*, which is available here: <https://wiki.hybris.com/display/release5/hMC++End+User+Guide#hMC-EndUserGuide-SearchArea>.

5. In the **Results** area, select the check boxes of the items that you want to send out for translation.

Tips: To select the check boxes of all items in the sub-page, right-click and select **Select All** from the context menu. To clear all selected check boxes, right-click and select **Deselect All** from the context menu.




6. Right-click and select **Send for Translation** from the context menu.

The **Content Submission Job Details** tab opens in a separate browser window.



7. Enter the following information about the items to translate:

| Field | Description |
|------------------|---|
| X items selected | Read only. Displays the number of content items you selected in the Results area of the hMC Organizer. |
| Choose LSP | Select the translation provider for this translation job from the list. Note: This setting determines which fields are displayed below. |
| Job Name | Your name for this translation job. |
| PO Reference | The purchase order reference number for this translation job. |

| Field | Description |
|-------------|---|
| Description | Any special instructions or requests. Note: To display the entire field, click the expand arrow  . To collapse the entire field when it is displayed, click the collapse arrow  . |
| Due Date | Required. The date when the translated item is due, in the following format: MM-DD-YYYY. You can also click the calendar icon  to select a date from the calendar. |

8. Click **Send to Clay Tablet**.

A message box confirms that the Connector started processing the selected items. Click **OK** to close the message box.

Note: To remove items from the Translation Queue, follow the above procedure. In step 6, right-click and select **Remove from Queue** from the context menu. The page refreshes. A message box confirms that the selected items were removed from the queue. Click **OK** to close the message box.

4 Monitoring Translation Status

After you send out a job for translation, you can monitor its progress in the Translation Status content area.

To monitor translation status:

1. In the **Explorer Tree**, expand the **Clay Tablet Connector** folder.
2. Click **Translation Status**.

By default, the **Results** area displays all the jobs that have been sent out for translation. By default, the items are sorted alphabetically by job name. This area displays the following information about each item:

- job name
- translation status. For a list and description of translation statuses, see "[Translation Statuses](#)" on page 19.
- due date, in the following format: MM-DD-YYYY
- LSP (translation providers)


The page footer displays the total number of items, and the total number of items displayed on this sub-page. If there are more than 50 items, they are displayed in multiple sub-pages. For detailed information about navigating among sub-pages, refer to "Result Area" in the *hMC - End User Guide*, which is available here: <https://wiki.hybris.com/display/release5/hMC++End+User+Guide#hMC-EndUserGuide-ResultArea>.

3. Optional. In the **Search** area, search for the jobs and business objects whose translation status you want to view. You can search the by following criteria:

- job name
- due date, in the following format: MM-DD-YYYY
- translation status: For a list and description of translation statuses, see page 19.
- LSP (translation providers)

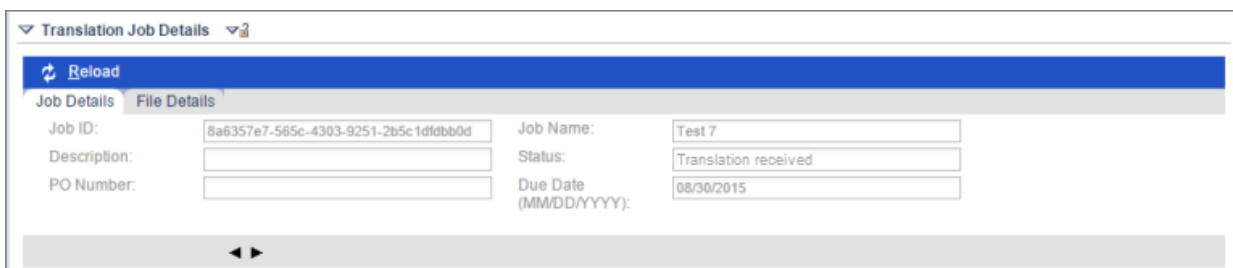
For detailed information about searching, refer to "Search Area" in the *hMC - End User Guide*, which is available here: <https://wiki.hybris.com/display/release5/hMC++End+User+Guide#hMC-EndUserGuide-SearchArea>.

Click **Search**.

4. To view detailed information about the items in the job, in the **Results** area, either double-click a job, or click the folder icon .

The **Translation Job Details** area displays additional information about the job in two tabs.

- The **Job Details** tab of this area includes the following read-only information:



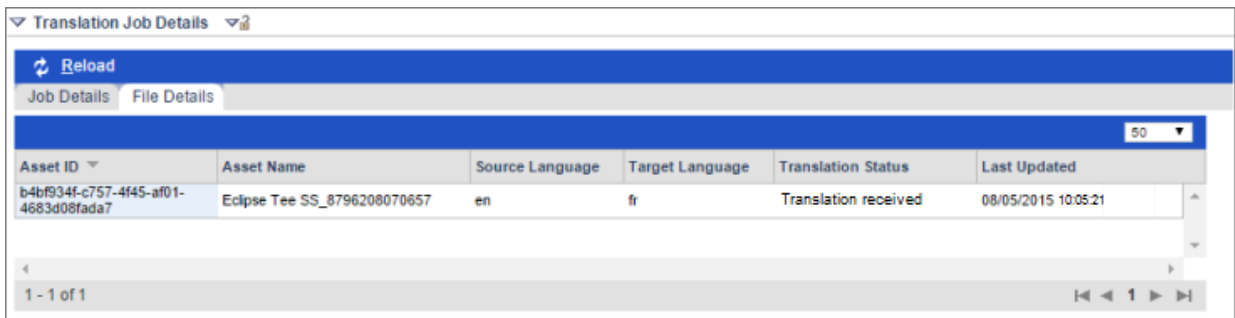
The screenshot shows the 'Translation Job Details' window with a 'Reload' button and two tabs: 'Job Details' and 'File Details'. The 'Job Details' tab is active, displaying the following information:

| | | | |
|--------------|---------------------------------------|------------------------|----------------------|
| Job ID: | 8a6357e7-565c-4303-9251-2b5c1dfd0bb0d | Job Name: | Test 7 |
| Description: | | Status: | Translation received |
| PO Number: | | Due Date (MM/DD/YYYY): | 08/30/2015 |

4 Monitoring Translation Status

| Field | Description |
|-------------|--|
| Job ID | The Connector's unique identifier for the job. |
| Description | Any special instructions or requests for the translation provider. |
| PO Number | The purchase order reference number for this translation job. |
| Job Name | Your name for this translation job. |
| Status | The translation status. For a list and description of translation statuses, see page 19. |
| Due Date | The expected end date. This is the date when the translated asset is due, in the following format: MM-DD-YYYY. |

■ The **File Details** tab of this area includes the following information about each item in the job:



| Column | Description |
|--------------------|--|
| Asset ID | The Connector's unique identifier for the item sent for translation, which includes information about the item, the target language, and the source language. |
| Asset Name | This is a concatenation of: <ul style="list-style-type: none"> ■ the name of the hybris business object ■ the primary key, which is the unique identifier of a hybris business object ■ the type code |
| Source Language | The source language of the item. |
| Target Language | The target language of the item. |
| Translation Status | The translation status. For a list and description of translation statuses, see page 19. |

| Column | Description |
|--------------|---|
| Last Updated | The time and date when the status was last updated, in the following format: YYYY-MM-DD hh:mm:ss. |

4.1 Translation Statuses

After you send out localized attributes of hybris business objects for translation, they are referred to as *content items*. The Connector sends out one or more content items for translation as a single *translation job*. Both content items and translation jobs can have the following translation statuses:

| Translation Status | Description |
|----------------------------------|---|
| Created | The Connector created the job for sending out the item to the translation provider. |
| Ready to send | The Connector is preparing to send out the item to the translation provider. |
| Sending | The Connector is sending out the item to the Clay Tablet Platform for delivery to the translation provider. |
| Sent to CT Platform | The Connector sent the item to the translation provider for delivery to the translation provider. |
| Sent to translation provider | The Clay Tablet Platform sent the item to the translation provider. |
| In translation | The translation provider has received the item for translation and has not yet returned the translated item. |
| Translation received | The Connector has received the translated item back from the translation provider and imported it into hybris. |
| Completed (nothing to translate) | The content was not sent for translation because it has already been translated. It has not been updated since its translation. |

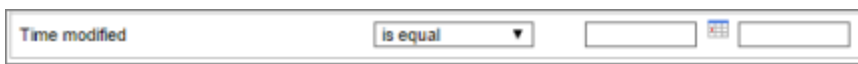
5 Viewing Translated Content


You view a translated content item in the regular hybris interface. You can also search for translated items that returned from translation on a certain date or between certain dates.

To view translated content items:

1. In the **Explorer Tree**, expand and navigate to the type of hybris business object whose localized attributes you sent out for translation. If necessary, you can search for the object.
2. Optional. To search for translated items that returned from translation on a certain date or between certain dates:
 - a. in the **Search** area, in the **Attribute** dropdown list, select `Time modified`.


The **Time modified** attribute is displayed.



- b. Select a comparator, such as `is equal`, and enter the date in one or both date fields, in the following format: `MM-DD-YYYY`. You can also click the calendar icon  to select a date from the calendar.

Note: If there are content items that were manually modified during the specified date or date range, they are also displayed in the search results.

For detailed information about searching, refer to "Search Area" in the *hMC - End User Guide*, which is available here: <https://wiki.hybris.com/display/release5/hMC++End+User+Guide#hMC-EndUserGuide-SearchArea>.

3. Double-click an object to open it.
4. In the **Properties** tab (the first tab), click the flags icon  beside a localized attribute.



The localized attribute expands, displaying a field for each supported target language.

The translated content is displayed in the appropriate language field.

5 Viewing Translated Content

| Variants Attributes | | |
|---------------------|------|--------------------|
| ▼ Style: | en | beet red |
| | de | |
| | es | rojo de remolacha |
| | es_C | |
| | fr | betterave rouge |
| | it | barbabetola rossa |
| | ja | ビートルレッド |
| | ko | 사탕 무우 빨간색 |
| | pt | beterraba vermelha |
| | ru | свекла красная |
| | zh | |
| | zh_T | |

Note: The fields in the localized attribute are editable. If you edit the translated content, click **Save** to save your changes.