Lionbridge

Lionbridge Connector for inRiver PIM

User Guide

Version 2.1

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Contents

1 Welcome to the Lionbridge Connector for inRiver PIM

Welcome to the Lionbridge Connector for inRiver PIM (Connector). The Connector enables you to automate sending and retrieving content from inRiver PIM, 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 Connector Helps You Manage Your Translation Lifecycle

The Lionbridge Connector for inRiver PIM (Connector) is a plug-in module for inRiver PIM. It provides a range of features and user interface enhancements in inRiver PIM that enable you to select, send, monitor, and retrieve content for translation into any language inRiver PIM 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 inRiver PIM:

1. The Connector exports your content from inRiver PIM 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 inRiver PIM.

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 Lionbridge Connector (Connector) for inRiver PIM to manage your translation lifecycle. It describes how to send out inRiver PIM entities 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 assets for translation that reside in your inRiver PIM instance. This guide is also useful for translation providers who receive assets from your inRiver PIM instance, 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 inRiver PIM.
- The Connector has been installed, configured, and tested on your inRiver PIM instance.
- Clay Tablet Technologies has set up the Clay Tablet Platform to send assets to your translation providers.

What you should already know

This document assumes that:

- You are familiar with the Connector's configuration for your inRiver PIM instance, 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 inRiver PIM.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into inRiver PIM.
- 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 inRiver PIM administrator.

How this guide is organized

This guide contains the following chapters:

Chapter	Description
"Welcome to the Lionbridge Connector for inRiver PIM" on page 4	A brief description of the Clay Tablet for inRiver PIM 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 Connector for inRiver PIM" on page 9	How to get started and an overview of the Connector interface and key features.
"Adding Entities to the Translation Queue" on page 10	How to collect entities for translation and send them to the Translation Queue.
"Sending a Project For Translation from the Translation Queue" on page 12	How to add collected assets to new or existing translation jobs.
"Viewing Translation Status" on page 13	How to monitor the translation status of assets and jobs that you sent out for translation.
"Importing Translated Content into inRiver PIM" on page 15	How to perform post-translation tasks, including importing entities back into inRiver PIM.

How to find out more about the Lionbridge Connector for inRiver PIM

For information on installing and configuring the Lionbridge Connector for inRiver PIM, read the *Lionbridge Connector for inRiver PIM 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.

Convention	Description
>	Indicates a menu choice. For example, "Select **Edit> Select All**."

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:

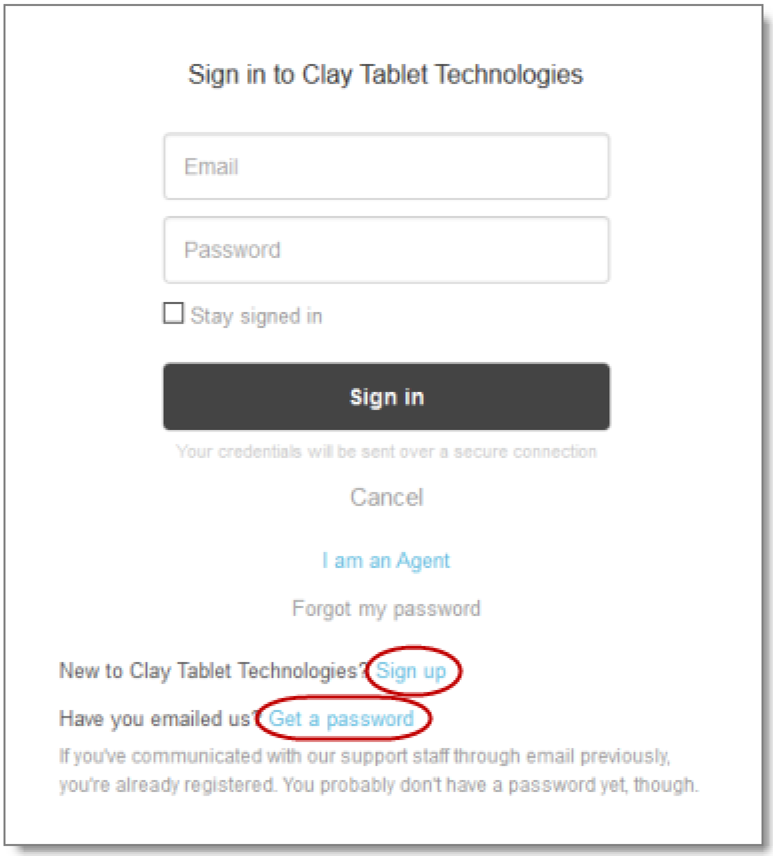
- CMS log files for the date the issue occurred
- Clay Tablet log files for the date the issue occurred
- screen capture of the issue

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.

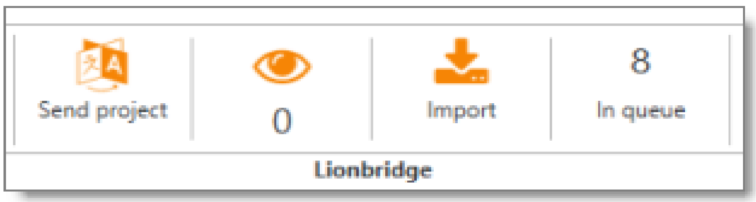
Important: Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

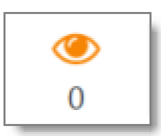
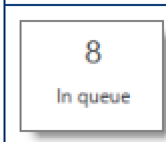
2 Getting Started with the Connector for inRiver PIM

You access the Connector from the inRiver Rich Client, so that you can send out product information for translation.

2.1 The Connector at a Glance

You access the Connector from the work area of the inRiver Rich Client and four buttons added to the ribbon of the inRiver Rich Client:



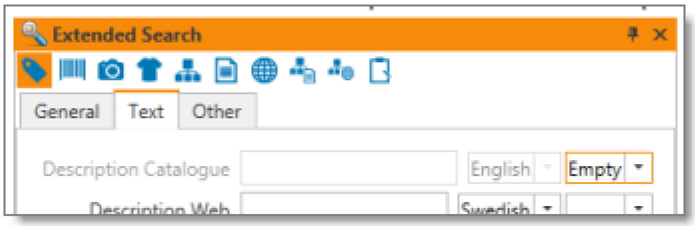
Button	Description	For Details, See...
n/a	You send entities for translation directly from the work area of the inRiver Rich Client to the Translation Queue.	"Adding Entities to the Translation Queue" on page 10
	In the Translation Queue, you group collected entities to create a translation project, add project metadata, and send out the project for translation.	"Sending a Project For Translation from the Translation Queue" on page 12
	You can all the projects sent for translation and project history. The number indicates how many translated entities have not yet been imported to inRiver.	"Viewing Translation Status" on page 13
	You import translated entities from the Connector into inRiver PIM.	"Importing Translated Content into inRiver PIM" on page 15
	The number indicates how many entities in the Translation Queue have not yet been sent out for translation.	

3 Adding Entities to the Translation Queue

The first step in sending an entity for translation is adding it to the Translation Queue.

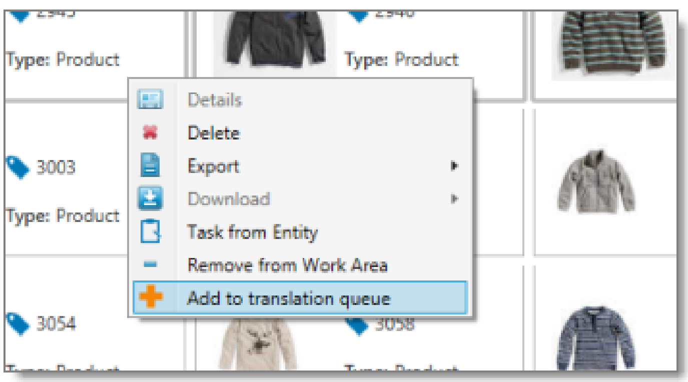
You can send for translation all product information that a product manager can edit in the inRiver Rich Client. Therefore, you can send all the fields of `LocaleString` datatype for translation.

Tip: To find product information that has not yet been translated, use the **Extended Search** section in the inRiver PIM Rich Client to select the entity type. Select a field and change the query to search for all entities of the currently selected type that has empty fields.



To add an entity to the Translation Queue:

1. In the inRiver Rich Client, right-click in the work area, and select one or more entities. To select multiple entities, press the `Shift` key and then right click.
2. From the context menu that opens when you right click, select **Add to translation queue**.



This adds the selected entities to the Translation Queue, which you open to send out the entities for translation. For details, see "Sending a Project For Translation from the Translation Queue" on page 12.

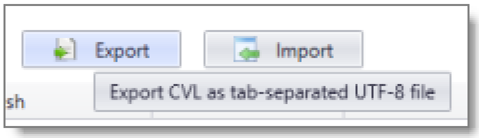
3.1 Sending Out CVLs for Translation

You cannot use the Connector to directly send out CVLs of `LocaleString` type for translation. You must first export the CVLs in the inRiver Model Tool and then import them into inRiver PIM, so that you can send them out for translation.

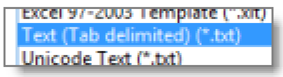
The only product information that the Connector can send out for translation is information that can be edited by a product manager in the inRiver Rich Client, including Categories and Field Names.

To send out CVLs for translation:

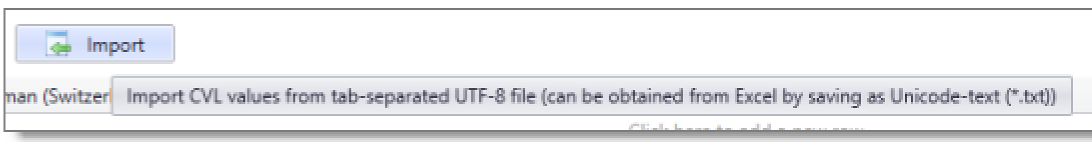
1. In the inRiver Model Tool, export the CVLs to translate .



2. Open the exported file.
3. Select **Edit > Select All** to copy the CVLs to the Clipboard.
4. Paste the CVLs into an Excel spreadsheet. All the information will be separated in columns. Send the file manually for translation. When translated, save the spreadsheet as a `Tab delimited` text file.

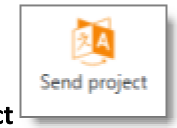


5. Use the inRiver Model Tool to import this file into inRiver PIM.



4 Sending a Project For Translation from the Translation Queue

After you add entities from the inRiver Rich Client work area to the Translation Queue, you open the queue to group entities as a project, and send out the project for translation.

1. In the inRiver Rich Client ribbon, click **Send project** 

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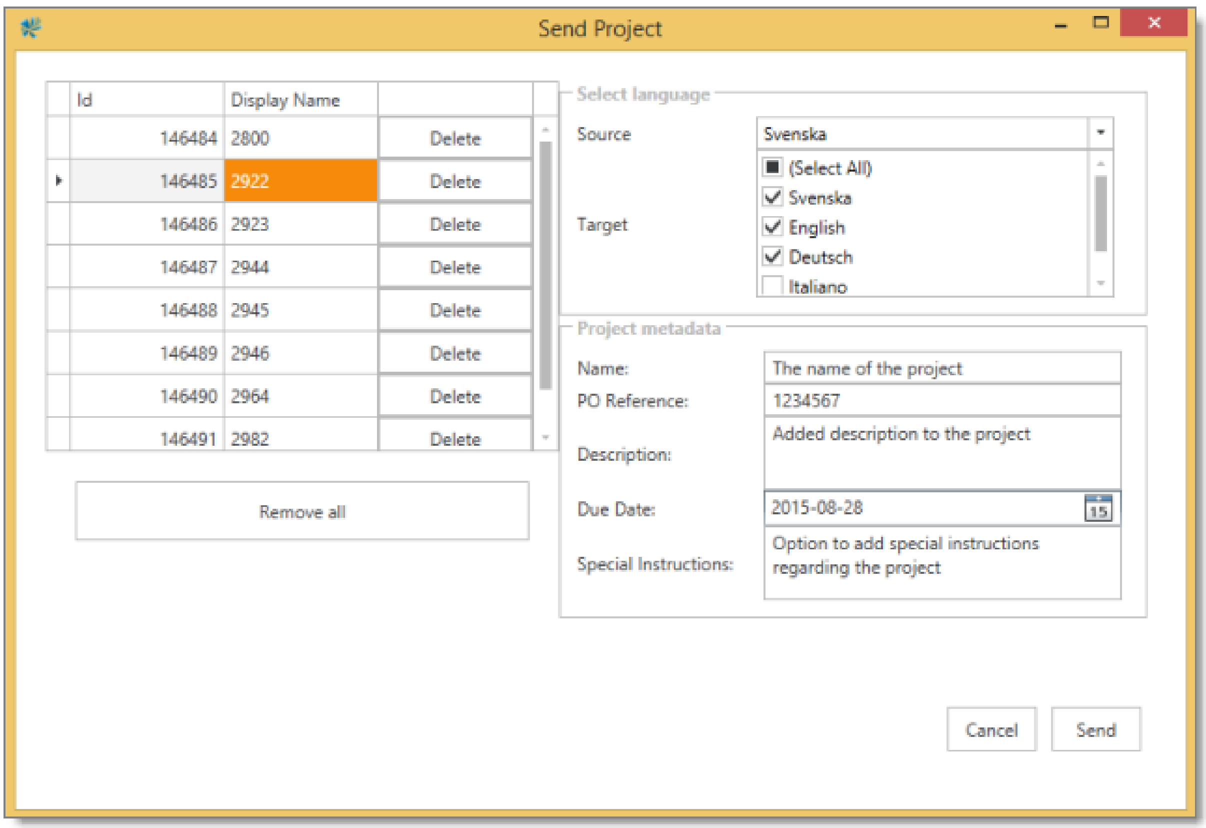
   The **Send Project** dialog box opens.



   The left pane displays all the entities that have been added to the queue.

   Tip: You can click **Delete** next to an entity to remove it from the queue, or click **Remove all** to remove all items from the queue. the user can alter the translation queue by removing selected entities.

2. In the **Select languages** box, specify the source and target languages for the translation.

   Note: If a target language is set to not available in inRiver PIM, it is not available for selection in the **Target** list.

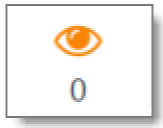
3. In the **Project metadata** box, specify the required information.

4. Click **Send** to send the translation project to Lionbridge for translation.

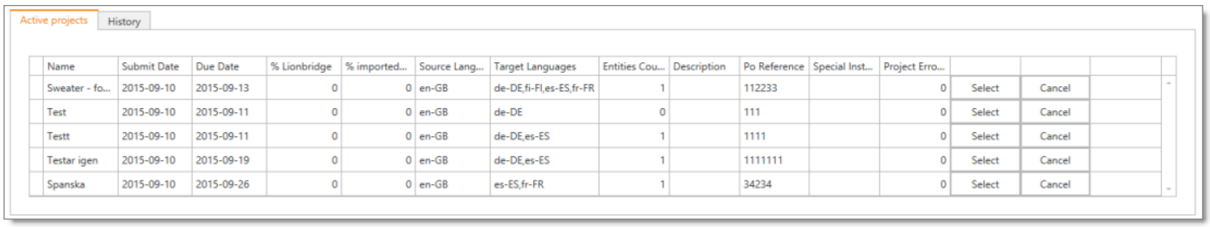
5 Viewing Translation Status

You can view the translation status of projects sent for translation.

To view translation status:

1. In the inRiver Rich Client ribbon, click the eye icon 

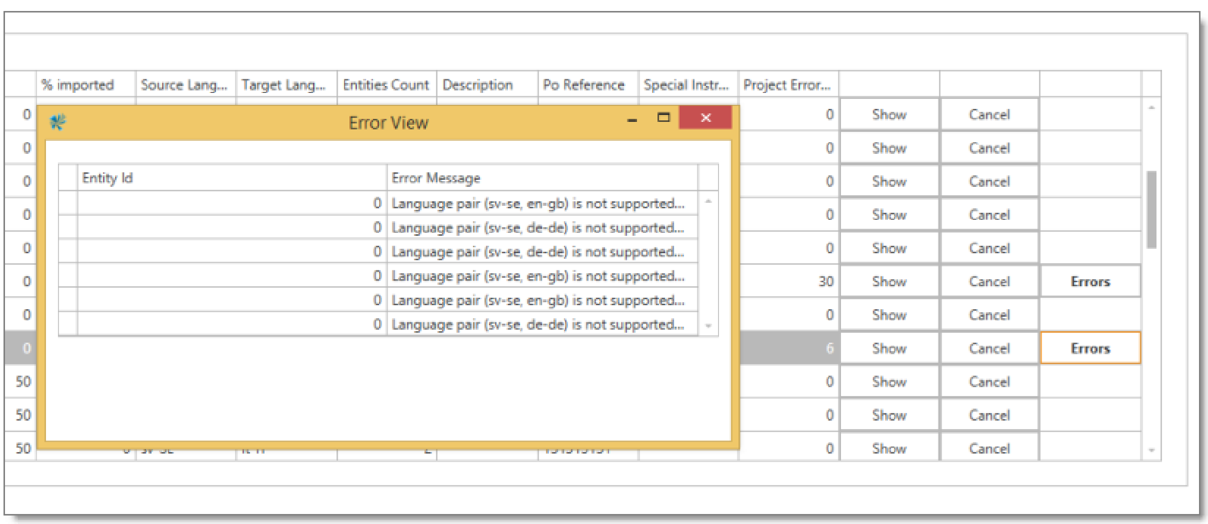
. The number below the icon indicates the number of translated entities that have not yet been imported into inRiver.



Name	Submit Date	Due Date	% Lionbridge	% imported...	Source Lang...	Target Languages	Entities Cou...	Description	Po Reference	Special Inst...	Project Erro...		
Sweater - fo...	2015-09-10	2015-09-13	0	0	en-GB	de-DE,fi-FI,es-ES,fr-FR	1		112233		0	Select	Cancel
Test	2015-09-10	2015-09-11	0	0	en-GB	de-DE	0		111		0	Select	Cancel
Testt	2015-09-10	2015-09-11	0	0	en-GB	de-DE,es-ES	1		1111		0	Select	Cancel
Testar igen	2015-09-10	2015-09-19	0	0	en-GB	de-DE,es-ES	1		1111111		0	Select	Cancel
Spanska	2015-09-10	2015-09-26	0	0	en-GB	es-ES,fr-FR	1		34234		0	Select	Cancel

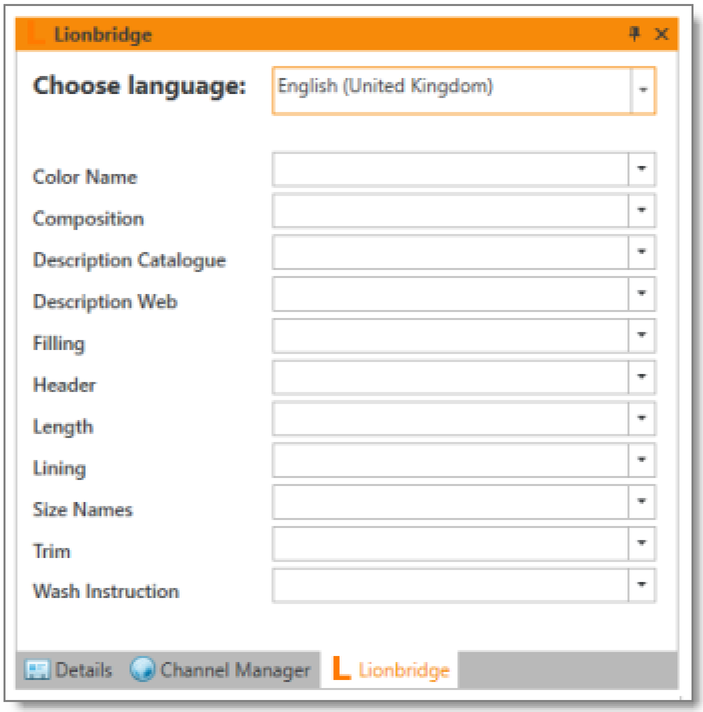
The **Active projects** tab opens. This tab displays all the projects that were sent for translation. You can view details about the product information sent for translation.

2. You can perform any of the following actions:
   - To view the same information about completed projects, click the **History** tab.
   - To cancel a project, click **Cancel**.
   - To view the entities in the project, click **Select**. The inRiver Rich Client Work Area opens, displaying the entities.
   - To view any errors in the project, click **Errors**. This button is displayed only if the project contains errors. The errors open in a new window:



5.1 Viewing Translation Status Details

You can view the translated product information on a selected entity. All translatable fields are displayed in this panel. Fields are available only if the entity has any translations that are ready to be imported.



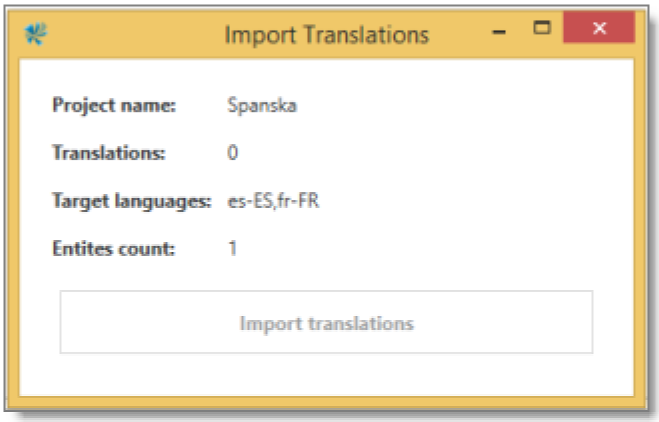
6 Importing Translated Content into inRiver PIM

You can import translated content into inRiver PIM.

To import translated content:

- To import translated product information into inRiver PIM, click **Import**. If no project is selected, you are prompted to select a project from the Status view.

  The **Import Translations** dialog box opens.



Note: If the project has no translations ready to be imported, then the **Import translations** button is not available.

The Connector imports the translations in the background, so that you can continue working. You will receive an email notification when the import is complete, to the email address specified in your inRiver Rich Client user account.

Information about missing languages

If the project to import includes a language that has been removed from inRiver while the project was translated , then the following warning message is displayed.

- If you click **Yes**, the import proceeds, while ignoring the missing language. The Connector marks the entities as successfully translated. However, the translations for the missing languages are lost, because they are not saved in inRiver PIM.
- If you click **No**, the import is canceled.