

# Automatic Translation Service



This article explains how to use the automatic translation feature in order to **automatically translate your Product Guide into more than 75 languages of the world.**

## How it works

Each detail layout in the *Language* view has its own translation button above the texts of the secondary language. If this button is clicked all selected texts will be translated from the first (source) language into the second (target) language.

In the image example this would mean: Translate all texts from English to German. If you want to translate one one or two texts of the detail layout, you can uncheck all texts which should not be translated.

The screenshot shows a user interface for translating text. At the top, there are tabs for 'Object' and 'Component'. Below these are two language dropdown menus: 'English (en\_US)' and 'Russian (ru\_RU)', with a '+ Add' button to the right. The main content area is divided into two parts. On the left, there is a list of questions under the heading 'Person'. The first question, 'I prefer a bike for...', is highlighted. On the right, the details for this question are shown. It includes a 'Question Name' field with the text 'I prefer a bike for...' and a 'Positive Reason Text' field with the text 'It is a \$uservalue bike'. To the right of these fields are checkboxes for each text element, all of which are checked. A 'Translate' button is located at the top right of the details panel.

If you already have texts for your target language, it is possible that the new translation differs from the current texts. In this case a conflict solving modal window appears. In that window you can decide for each conflict pair if you want to keep the original text or replace it with the new translation.



### Note

You have to translate each detail layout separately. A bulk translation for the whole advisor is only available for adding a new language right now.

## Which languages are available?

excentos uses the Microsoft Azure translation service. It contains over **75 languages**. For an overview of languages supported, please refer to the [Azure translation service documentation](#).

## Things to know to get optimal results

In order to get best results, it is recommended

- use a **common language as source language** (e.g. English, German, French or Spanish)
- or use a language as source language that has **some kind of relationship** to the target language (especially if you translate into rather less common target languages).

## Limitations

### HTML tags

Our translation service currently **does not support HTML tags and thus removes them** from the translation result.

⚠ Please add all HTML tags to all translation texts manually.



#### Background Information

HTML tags are removed during automatic translation because it can not be assured that they would be translated correctly. Additionally, the content contained within HTML tags and the rest of the sentence is treated as *separate content* by the translation engine. Thus, the phrase context might get lost and the translation quality would suffer.

## FAQ

Question	Answer
Is it possible to <b>check the changes</b> that e.g. a country manager made to the automatically generated translation, so that we can <b>assess the translation quality</b> ?	<p>There is currently no way in the Workbench to see all the changes that a user made to the automatically generated translation.</p> <p>However, excentos can upon request provide you with an <b>excerpt of the logging</b> that shows before/after-deltas in order to know how many text elements had to be touched by your country managers.</p>
What if a <b>language is used in different countries</b> (e.g. french in France, Belgium, Switzerland with codes <b>fr-FR, fr-BE, fr-CH</b> )?	<p>Since excentos offers the possibility to adapt the Product Guide to every market, the Workbench allows you to select language-COUNTRY-instances (e.g. fr-FR instead of fr-CH).</p> <p>However, the automatic translation <b>does not take care of the COUNTRY parameter</b>, but would only use the language-parameter. Thus, fr-FR and fr-BE will get the same results from the translation engine.</p> <p><i>Note: this makes sense since the differences are minimal more often than not and in case they're important for your product marketing, you most probably want to define them manually yourselves.</i></p>