

## Unbabel for Live Agent - Getting Started (Lightning)

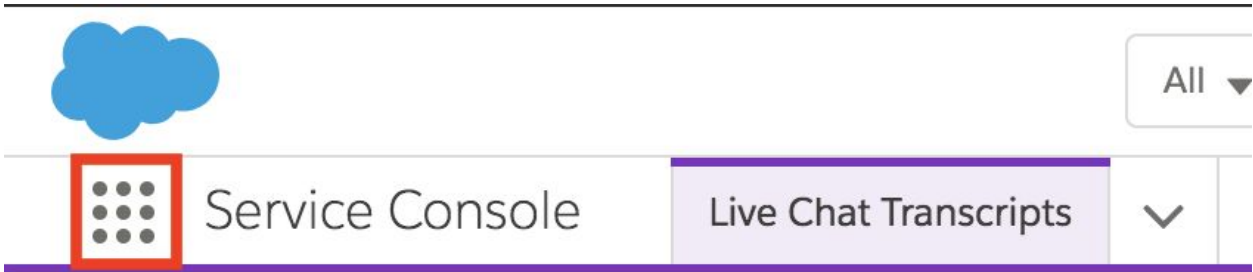
Live Agent lets service organisations connect with customers or website visitors in real time through a Web-based, text-only live chat. Live Agent is fully integrated into the Salesforce Service Cloud.

### Notes

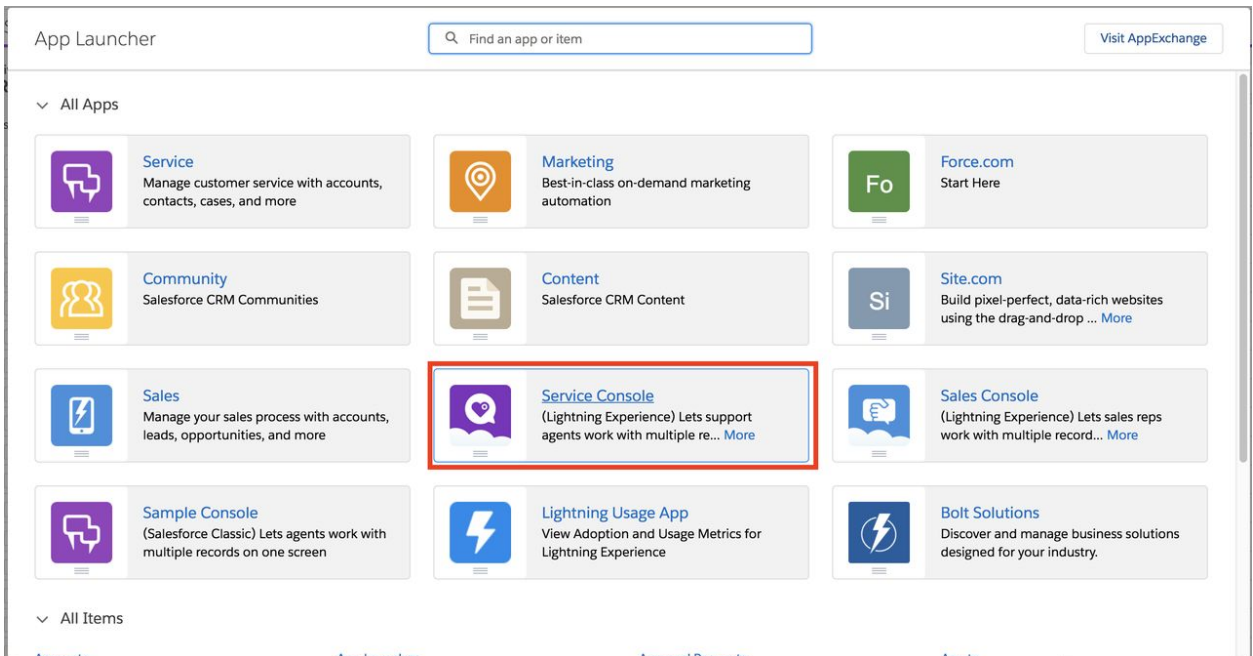
- Before following these instructions please make sure you have completed the installation guide provided by Unbabel.
- This walkthrough was done on **Salesforce Lightning Console**.

### Chat Conversation

- Click the menu icon



- Select the console application that has the omni-channel routing configured for Live Agent (on the image example, it is the "Service Console" App)



- Define your user as Online in Live Agent (available to chat with possible customers)

- click on **Omni-Channel** in the lower left corner

The screenshot displays the Salesforce Service Console interface. At the top, there is a search bar with the text "Search Salesforce" and a status bar showing "0.93 s 3991.92 KB". The main header includes "Service Console" and "Live Chat Transcripts". Below this, the "Live Chat Transcripts" section is titled "Recently Viewed" and shows "50+ items • Updated 12 minutes ago". A table lists 17 transcripts with columns for "LIVE CHAT TRANSCRIPT NAME", "LIVE CHAT VISITOR", "START TIME", "END TIME", and "STATUS". The status of the transcripts varies, with most being "Completed" and one being "Missed". In the bottom left corner, there are two buttons: "Omni-Channel" and "History". The "Omni-Channel" button is highlighted with a red rectangular box.

	LIVE CHAT TRANSCRIPT NAME	LIVE CHAT VISITOR	START TIME	END TIME	STATUS
1	00000352	0000043	31/07/2018 15:21	31/07/2018 15:22	Completed
2	00000351	0000038	31/07/2018 15:15	31/07/2018 15:21	Completed
3	00000349	0000038	31/07/2018 14:54	31/07/2018 15:02	Completed
4	00000350	0000038	31/07/2018 15:13	31/07/2018 15:14	Completed
5	00000348	0000038	31/07/2018 14:40	31/07/2018 14:40	Completed
6	00000347	0000038	31/07/2018 14:39	31/07/2018 14:39	Completed
7	00000346	0000038	31/07/2018 14:34	31/07/2018 14:34	Completed
8	00000345	0000038	31/07/2018 14:34	31/07/2018 14:34	Completed
9	00000344	0000038	31/07/2018 14:33	31/07/2018 14:33	Completed
10	00000342	0000038	31/07/2018 14:01	31/07/2018 14:09	Completed
11	00000343	0000038	31/07/2018 14:17	31/07/2018 14:27	Completed
12	00000340	0000038	31/07/2018 13:56	31/07/2018 13:57	Completed
13	00000341	0000038	31/07/2018 13:57	31/07/2018 14:01	Completed
14	00000338	0000038	31/07/2018 13:35	31/07/2018 13:47	Completed
15	00000339	0000038		31/07/2018 13:55	Missed
16	00000337	0000038	31/07/2018 13:32	31/07/2018 13:35	Completed
17	00000336	0000038	31/07/2018 13:25	31/07/2018 13:32	Completed

- click the state that was defined by your administrator as online

Offline

 Your status is set to offline.

**NEW (0)**

MY WORK

Online 1



Offline



- Wait for a chat request. When a client performs the request, the same process is followed as the one you are probably used to



Omni-Channel



Online 1



**NEW (1)**

MY WORK (0)

**00000353**



chatButton1 | Armor Decor CS |  
89.115.82.110

11 s



Omni-Channel



History

- Click **Accept** to start the conversation

	LIVE CHAT TRANSCRIPT NAME	LIVE CHAT VISITOR	START TIME	END TIME	STATUS
1	00000352	0000043	31/07/2018 15:21	31/07/2018 15:22	Completed
	Omni-Channel	000038	31/07/2018 15:15	31/07/2018 15:21	Completed
	Online 1	000038	31/07/2018 14:54	31/07/2018 15:02	Completed
	NEW (1) MY WORK (0)	000038	31/07/2018 15:13	31/07/2018 15:14	Completed
	00000353	000038	31/07/2018 14:40	31/07/2018 14:40	Completed
	chatButton1   Armor Decor CS   89.115.82.110 1 min 31 s	000038	31/07/2018 14:39	31/07/2018 14:39	Completed
		000038	31/07/2018 14:34	31/07/2018 14:34	Completed
		000038	31/07/2018 14:34	31/07/2018 14:34	Completed
		000038	31/07/2018 14:33	31/07/2018 14:33	Completed
		000038	31/07/2018 14:01	31/07/2018 14:09	Completed
		000038	31/07/2018 14:17	31/07/2018 14:27	Completed
		000038	31/07/2018 13:56	31/07/2018 13:57	Completed
		000038	31/07/2018 13:57	31/07/2018 14:01	Completed
		000038	31/07/2018 13:35	31/07/2018 13:47	Completed
		000038		31/07/2018 13:55	Missed
		000038	31/07/2018 13:32	31/07/2018 13:35	Completed
		000038	31/07/2018 13:25	31/07/2018 13:32	Completed

Unbabel Chat will be visible on the left (1) while the standard Live Agent chat will be displayed on the right (2).

**UNBABEL CHAT** PAST CHATS DETAILS

Visitor: Detect Language  
Agent: English

1

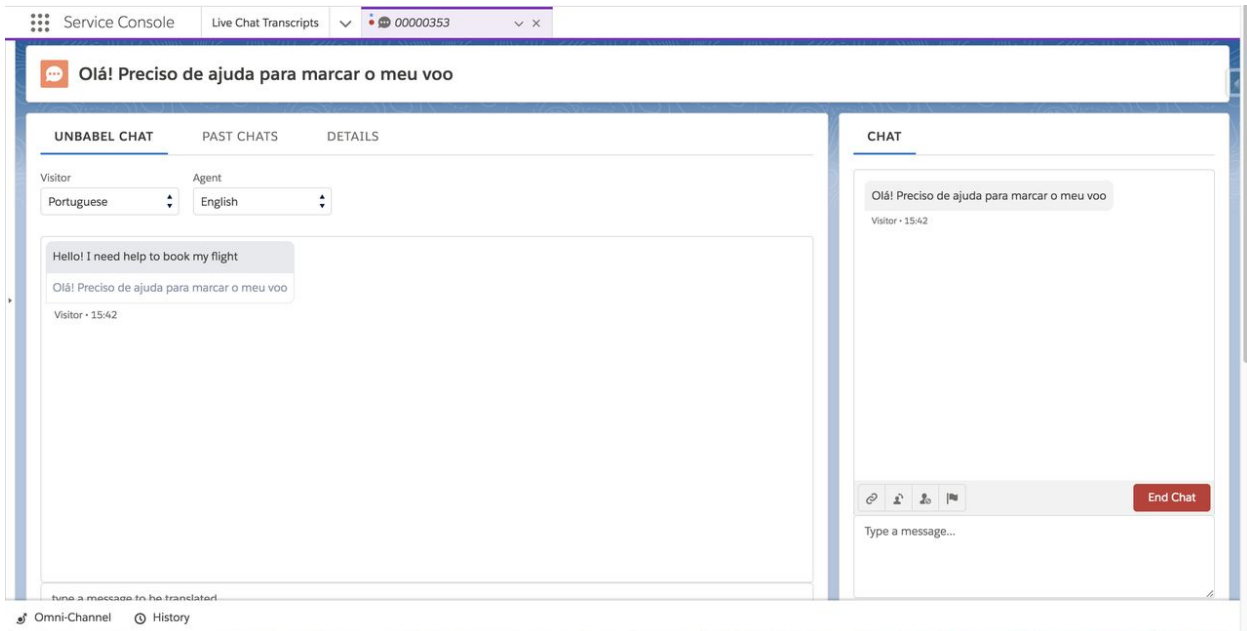
**CHAT**

2

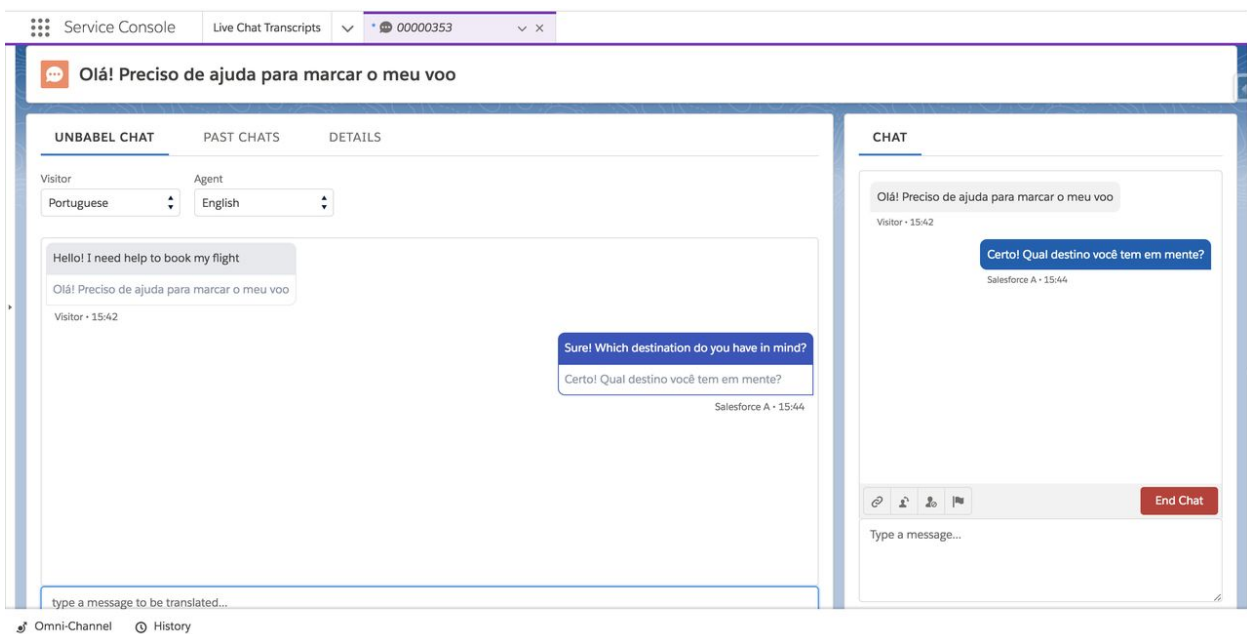
End Chat

Type a message...

- When the customer first initiates the conversation, the agent sees the written message in his selected language as the Unbabel application detects the visitor language and performs the translation for the agent.



- On the **Salesforce Console** you can reply to the customer
  - type the message on the **type a message to be translated...** field and press **Enter**



- The message will then be translated to the customer language and the application will then send the translated message to the visitor.

## Additional Notes

- Messages sent in a chat have a maximum size of 6000 characters.
  - This is the limit that Salesforce ensures across orgs.
  - In case the limit is exceeded, messages get truncated.
  - This already happens for normal Live Agent use, without the Unbabel integration.

## **Translated Chat Transcript**

After the conversation ends all the interaction is registered on the Chat Transcript. There you have a section with all the original/translated conversation and also some metrics to be used for reporting.