

Unbabel On-demand

Step-by-step user guide

Confidentiality level: Public





About this guide

In July 2021, Unbabel released a new way to request translations from within the customer Portal.

This functionality, called On-demand, is available in the Apps Menu of the Portal and allows users to request translation orders in any onboarded language pair.

The guide will walk through the key steps to request and manage translations through Unbabel On-demand.

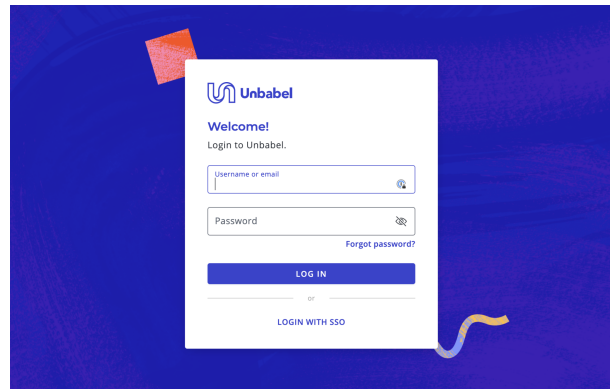
For additional questions and feedback, please reach out to Unbabel Customer Happiness.



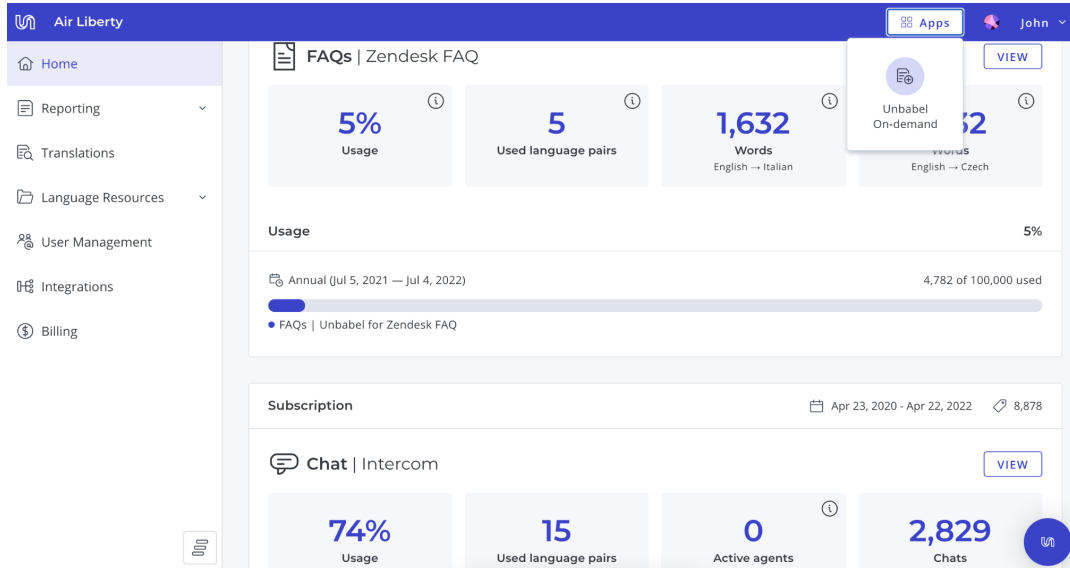
Step-by-Step Walkthrough

1. Getting started

To begin, use your credentials to log in to your Unbabel Portal.



Next, go to the top right-hand corner of the screen to the **Apps Menu** and click on **Unbabel On-demand** to initiate the app.





2. Managing Translation Orders

You're now on the On-demand homepage. Here you'll be able to view all your ongoing and completed translation orders, as well as toggle between them.

Translation Orders						NEW TRANSLATION
All 60	In Progress 0	Complete 0				
Translation	Translating to	Format	Uploaded	Requested by	Progress	
Test en-es	Spanish	Plain Text	Aug 5, 3:19 p.m	mathieu@unbabel...	0 / 1	
Law test normal	Portuguese, French	Plain Text	Aug 5, 11:12 a.m	law@unbabel.com	2 / 2	
PT test	English, French	Plain Text	Aug 4, 9:09 a.m	law@unbabel.com	0 / 2	
template_test.html	French	HTML	Aug 4, 8:23 a.m	law@unbabel.com	1 / 1	
This is a test for pt...	English		Jul 30, 4:11 p.m	andre@unbabel.com	0 / 1	
Hello test will fail	Spanish		Jul 30, 3:33 p.m	mathieu@unbabel...	0 / 1	
pns_3716	Portuguese, Polish, ...	HTML	Jul 30, 12:20 p.m	francisco.horak@u...	3 / 4	
test es	Spanish		Jul 30, 11:21 a.m	francisco.horak@u...	0 / 1	
Test html lp fail	Spanish	HTML	Jul 30, 11:08 a.m	mathieu@unbabel...	0 / 1	
panasonic_7795	Spanish, Portugues...	HTML	Jul 30, 11:04 a.m	francisco.horak@u...	1 / 5	

You're able to click into any of the orders to review their status, translations, and metadata. Translation Orders can also be downloaded at any time.

Requested Translations			airliberty@unbabel.com	Jul 13, 2:37 p.m	
Translation	Status	Completed at			
Spanish	COMPLETED	Jul 13, 2:37 p.m			
French	COMPLETED	Jul 13, 2:37 p.m			

Spanish Translation ID: web_order_eb762000-f655-4a45-93e9-7dc80865b9ff

<p>English 11 words</p> <p>Hey, Lets test if On-demand is already working with full functionality</p>	<p>Spanish COPY</p> <p>Hola: Vamos a probar si On-demand ya está funcionando con la funcionalidad completa</p>
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3. Requesting Translations

To initiate a translation order, go to the On-demand homepage and select **New Translation** in the top right-hand corner of the page.

You will then be taken to the first step of three in the order request process. Here you are able to name the request (for tracking purposes), add your content by file upload (.txt .xliff .srt .html files are available), or by pasting directly in the text box.

You may also select which format you'd like for output once the order has been successfully completed.

After loading a file, you won't be able to edit the content in the text box. You can clear the box's content by removing the selected file.

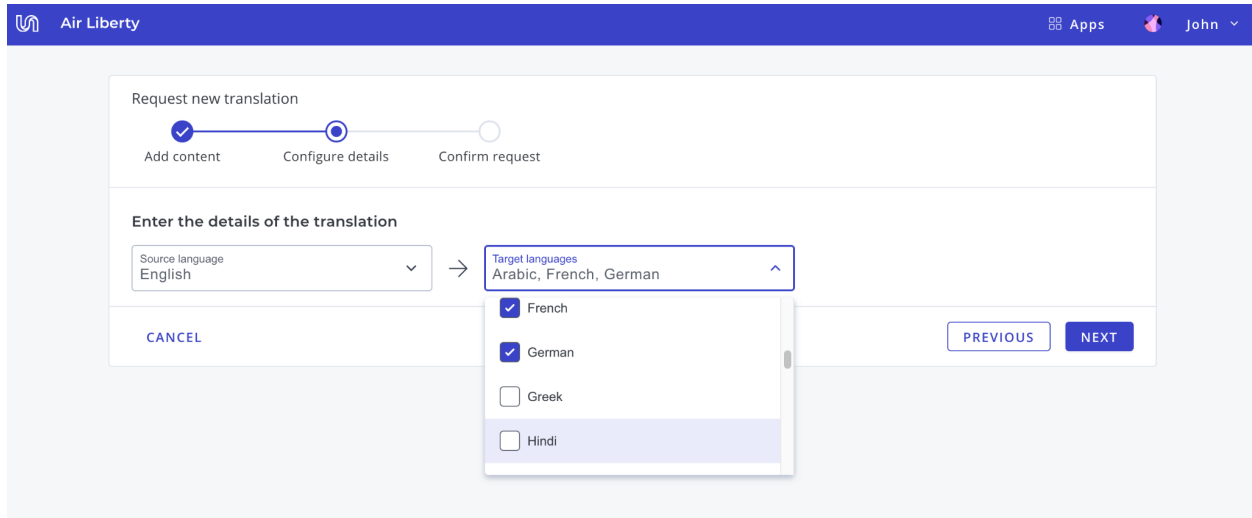
The screenshot shows the 'Request new translation' form in the Unbabel interface. The form is titled 'Request new translation' and has a progress indicator with three steps: 'Add content' (selected), 'Configure details', and 'Confirm request'. Below the progress indicator, there are three sections:

- Name this request:** A text input field labeled 'Order name'.
- Add the content you want to translate:** A blue button labeled 'UPLOAD FILE' with a document icon. To its right, it says 'Supported file types: txt, html, xliff, srt'. Below this is a large text area with the placeholder text 'Upload the content of a file or paste it here'.
- Choose the text format of your content:** A dropdown menu labeled 'Text Format' with 'Plain Text' selected. To its right is an information icon (i).

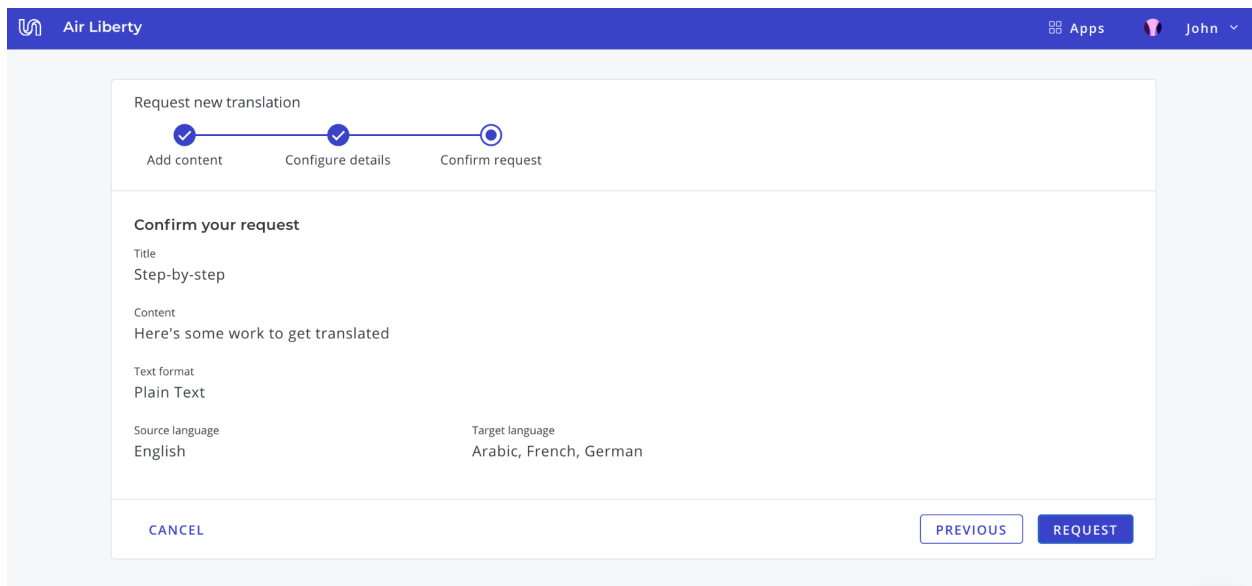
At the bottom of the form, there are two buttons: 'CANCEL' on the left and 'NEXT' on the right. A blue circular button with the Unbabel logo is located in the bottom right corner of the form area.



In step two, you confirm the source language and select as many target languages as you need. Languages available correspond to the language pairs you have onboarded with Unbabel.



Finally, review your order summary and then make your request.



Once the order is complete, you'll receive an email confirmation that it's completed, and will be able to access and review on the On-demand homepage.