

# Package Update Guide

*Unbabel for Service Cloud*

## Introduction

Unbabel is seamlessly integrated into Salesforce Service Cloud, delivering human-quality translations at speed.

In this document, we describe how you can update the Unbabel Apps for the latest versions.

## Latest Packages

Latest package versions released.

### Unbabel Connector

#### Installation URL

[your Salesforce Org URL]/[packaging/installPackage.apexp?p0=04t1n000002Guac](#)

### Unbabel for Service Cloud

#### Installation URL

[your Salesforce Org URL]/[packaging/installPackage.apexp?p0=04t1v000002GzDo](#)

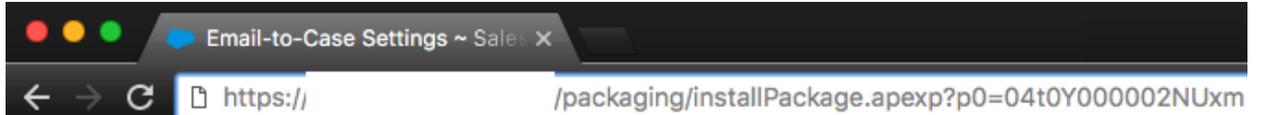
## Steps

Please install the Apps by the correct order:

- **Unbabel Connector v1.53**
- **Unbabel Service Cloud v1.61**

For each package:

1. Copy the URL into a browser where you have already logged into the target Salesforce Org. Press the "enter" key.



2. After that select "Install for Admin Only", or the option that best suits your organization needs and perform the necessary steps to update the managed package.
3. As the last step please save the configuration in order to remain with the previous values.

## Release Notes

### Automatic translation for case and last email on case ownership change

The automatic translation triggers when a Case ownership changes. The steps are the following:

1. A new Case assigned from a non Unbabel Queue/Agent to an unbabel Queue/Agent.
2. A translation for the Case description will be automatically requested.
3. As soon as the translation arrives, it would be added to the Unbabel Translated Description field.
4. A translation for the last Email Message (if any) will be automatically requested.
5. As soon as the translation is delivered it would be posted on the Case feed as a new Email Message.

### Configurations

Make sure that on the **Unbabel SC Configuration Page** you have enabled:

▼ Translation Configuration

Automatic translations (emails)

Automatic translation (Cases) ⓘ

In this way the automatic translations will be enabled for all Agents with the Unbabel SC Permission Set.

**⚠NOTE: We recommend that you test this feature in a test/uat environment before enabling it in production. A validation/trigger on the Case may impact or process when assigning a new owner.**

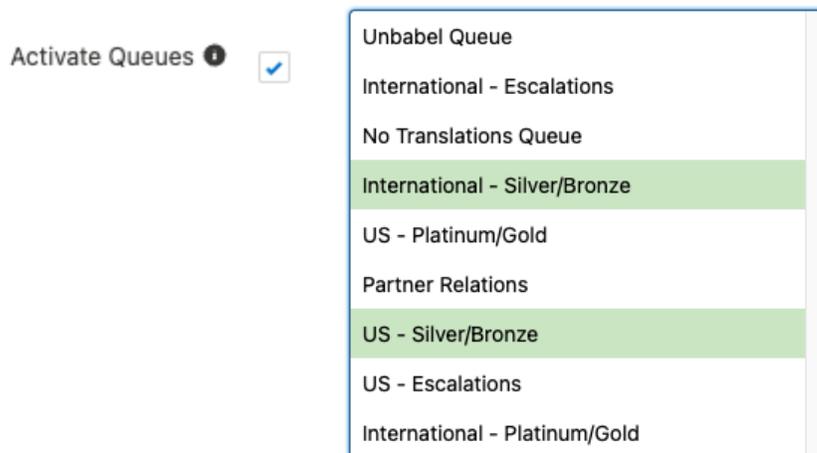
## Update behaviour of active translation Queues

If you also want to enable the automatic translation when a case is assigned to a specific queue.

## Configurations

On the **Unbabel SC Configuration Page** you can select the option:

- Activate Queues, and from the list select the queues to enable.



**NOTE: If you currently have the automatic translation enabled for all queues on a previous version, now you need to explicitly enable the *Activate Queues* and select all the queues from the listing.**

## Add close button on Lightning Templates modal

A close button was added on the Lightning Email Templates component.

## Email Templates - Add filter by folder

Dependent filters by folder were added on the Lightning Email Templates component.

The screenshot shows the 'Insert Email Template' dialog box. At the top, there are three input fields: 'Template' (set to 'All Classic Templates'), 'Template Folders' (set to 'All'), and 'Search' (placeholder: 'Search email template...'). Below these is a table of email templates. The 'Template Folders' column has a dropdown menu open, showing the following options: 'All' (checked), 'My Personal Email Templates', 'Mais uma pasta', 'Unfiled Public Classic Email Templates', and 'Unbabel Email Templates'. The table has columns for 'Name', 'Template Folders', and 'Description'. A 'Cancel' button is located at the bottom right of the dialog.

Name	Template Folders	Description
test		
Truphone test 1		
Email Response		
test VF 2	Unfiled Public Classic Email Templates	
test VF	Unfiled Public Classic Email Templates	
template Down	Mais uma pasta	Used to place signature after text
Unbabel_Translation_Notification	Unbabel Email Templates	Notifies user when a translation has been completed
Unbabel test	Unfiled Public Classic Email Templates	
SUPPORT: Self-Service Reset Password (SAMPLE)	Unfiled Public Classic Email Templates	Notification of new password when Self-Service pas...
SUPPORT: Self-Service New User Login Information (SAMPLE)	Unfiled Public Classic Email Templates	Notification of login and password to new Self-Servi...
Support: Case Assignment Notification	Mais uma pasta	Notification to rep when case is auto-assigned