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.
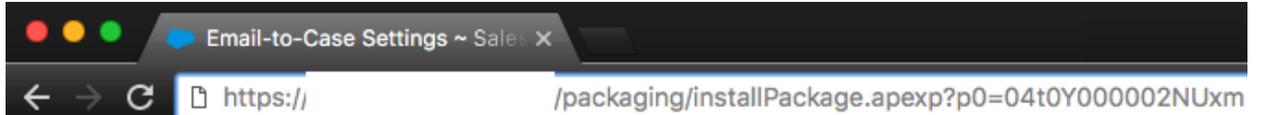
2. After that select "Install for Admin Only", or the option that best suits your organization needs and perform the necessary steps to update the managed package.

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:

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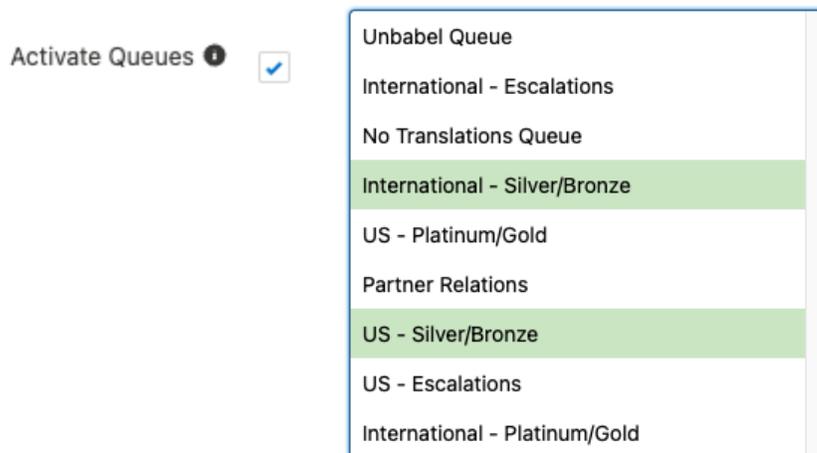
NOTE: If you currently have the automatic translation enabled for all queues on a previous version, now you need to explicitly enable the *Activate Queues* and select all the queues from the listing.

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.