

Unbabel for Live Agent - Getting Started (Lightning)

Live Agent lets service organizations 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.

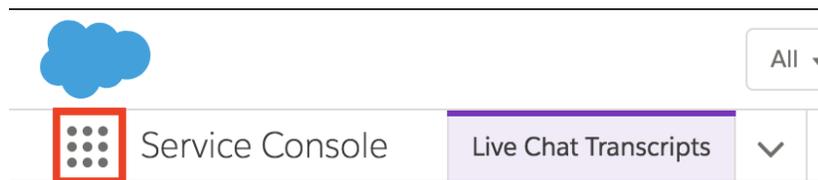
Notes

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

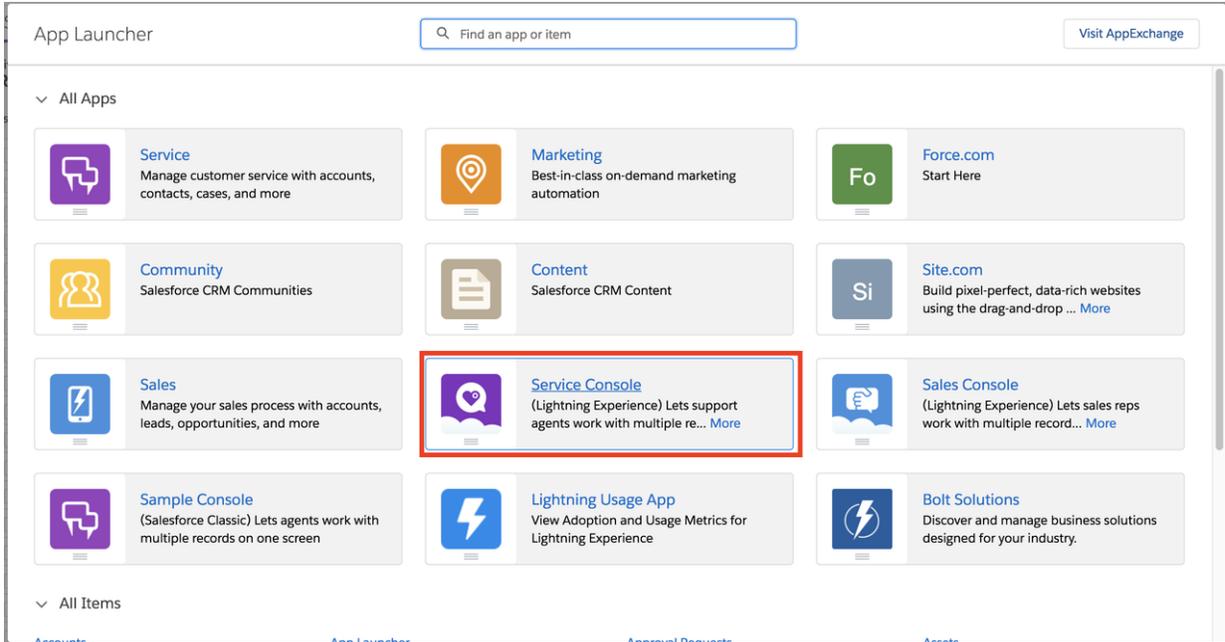
How the conversation works

Below are the steps on how the integration works on the standard Salesforce Console:

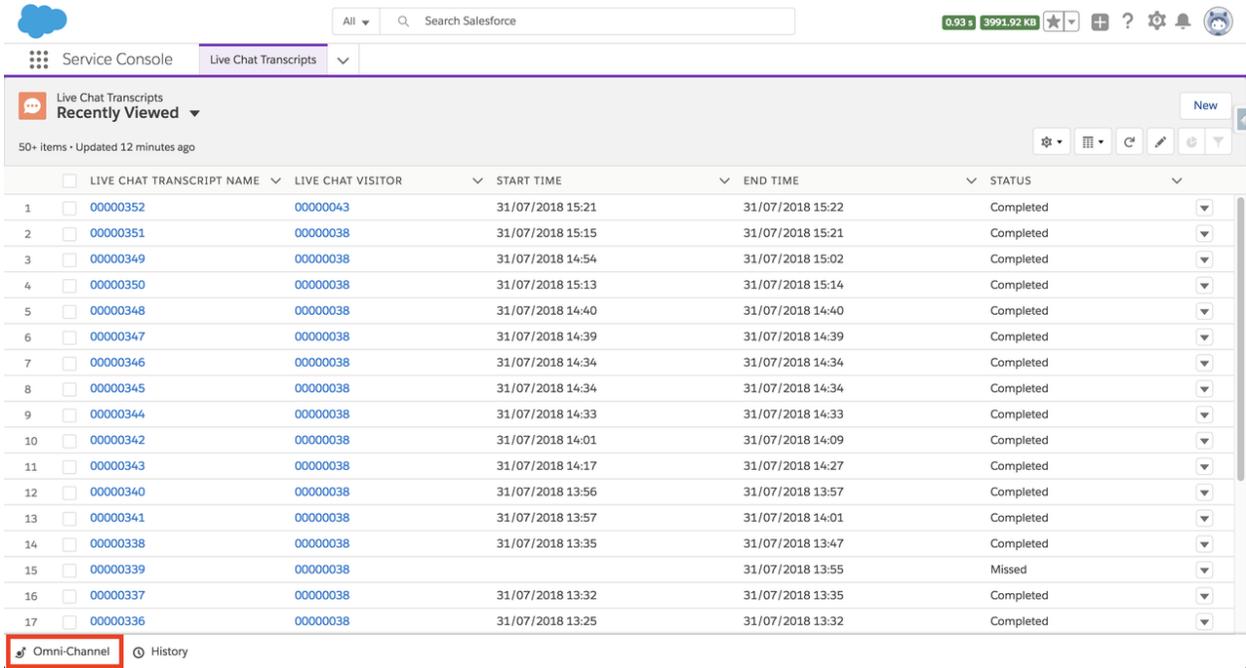
1. Click the menu icon.



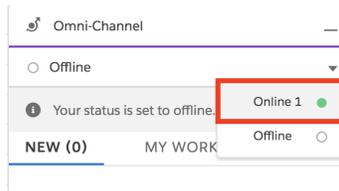
2. Select the console application that has the omni-channel routing configured for Live Agent (on the image example, it is the "Service Console" App).



3. Define your user as Online in Live Agent (available to chat with possible customers)
 - a. click on **Omni-Channel** in the lower left corner.



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



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

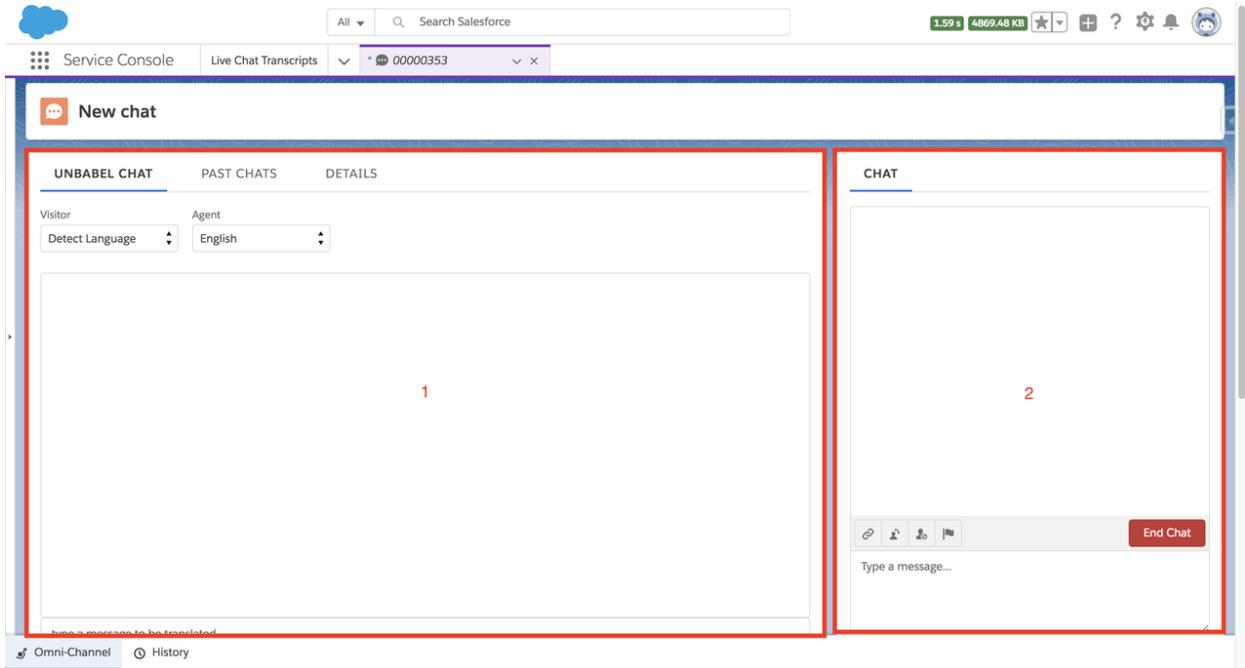
The screenshot shows a chat window titled "Omni-Channel". At the top, it indicates "Online 1" with a green dot and a dropdown arrow. Below this, there are two tabs: "NEW (1)" and "MY WORK (0)". The "NEW (1)" tab is active, showing a chat request with ID "00000353". The request details include a chat icon, the text "chatButton1 | Armor Decor CS | 89.115.82.110", and a duration of "11 s". A checkmark icon is visible in the top right corner of the chat request card. At the bottom of the window, there are two buttons: "Omni-Channel" and "History".

- Click **Accept** to start the conversation.

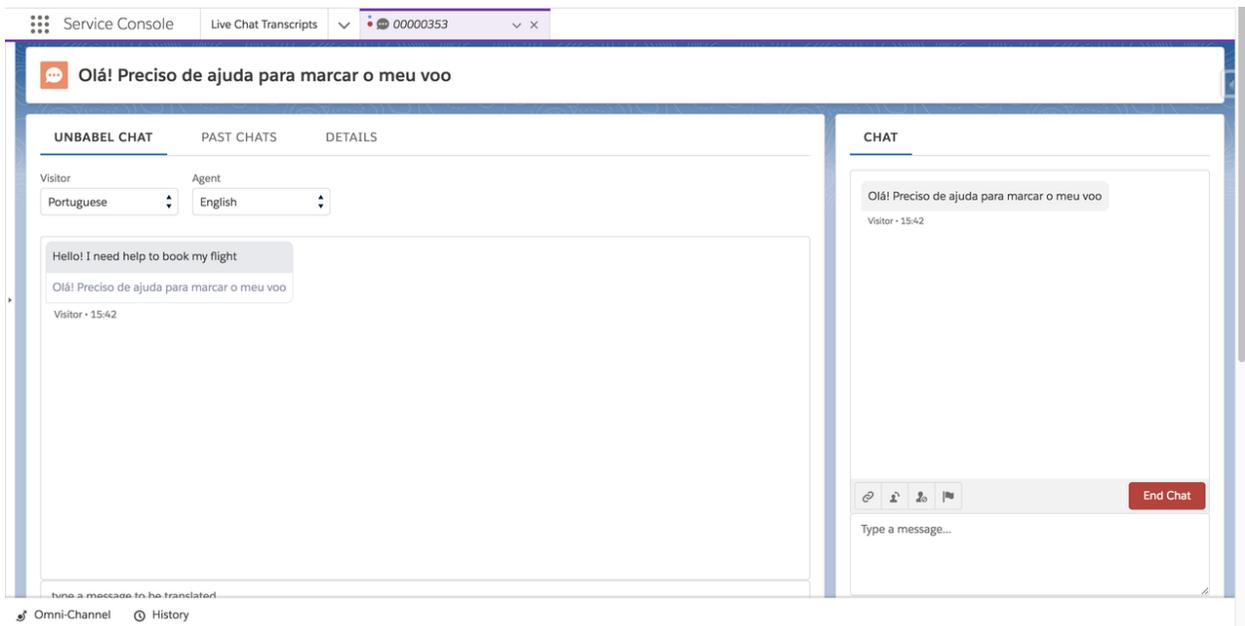
The screenshot shows the Salesforce Service Console interface. The top navigation bar includes the Salesforce logo, a search bar, and various utility icons. The main content area is titled "Live Chat Transcripts" and "Recently Viewed". It displays a list of chat transcripts with columns for transcript name, visitor, start time, end time, and status. The transcript with ID "00000353" is highlighted, and a red box is drawn around the checkmark icon in the "Accept" column. The transcript details for "00000353" are visible on the left side of the interface, matching the details shown in the previous screenshot.

LIVE CHAT TRANSCRIPT NAME	LIVE CHAT VISITOR	START TIME	END TIME	STATUS
00000352	00000043	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)	000038	31/07/2018 15:13	31/07/2018 15:14	Completed
MY WORK (0)	000038	31/07/2018 14:40	31/07/2018 14:40	Completed
00000353	000038	31/07/2018 14:39	31/07/2018 14:39	Completed
chatButton1 Armor Decor CS 89.115.82.110	000038	31/07/2018 14:34	31/07/2018 14:34	Completed
1 min 31 s	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 13:35	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

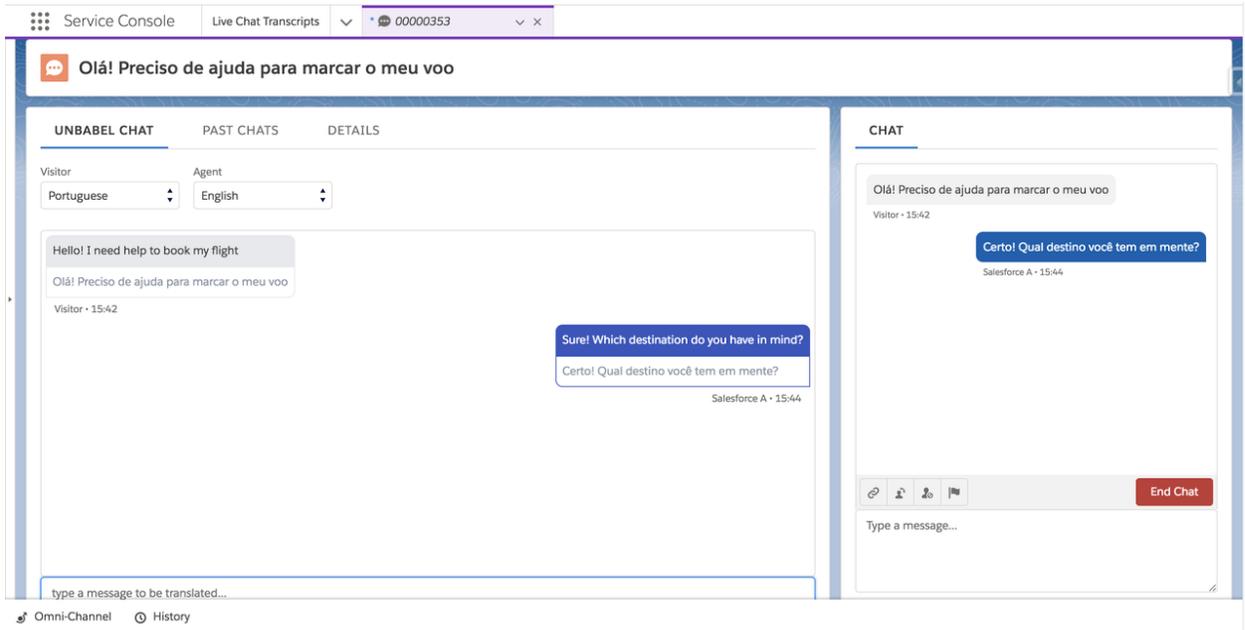
- Unbabel Chat will be visible on the left (1) while the standard Live Agent chat will be displayed on the right (2).



- 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**.



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

Standard Features

1.Cancel the translation

Because there is a delay between the reception of a message translation, the agent has the option to cancel the sending of a message. This can be achieved by pressing the cancel button next to the sent message:

1. Press the cancel button next to the sent message.

The screenshot shows a chat window with a visitor's message on the left and an agent's response on the right. The visitor's message is in a grey bubble and contains the text "I need help with my order" and "preciso de ajuda com a minha encomenda", with a timestamp of "Visitor · 04:01 PM". The agent's response is in a blue bubble and contains "sure how can i help you?" and "Translating...", with a timestamp of "User U · 04:01 PM". A red rectangular box highlights a "Cancel" button located between the two messages. At the bottom of the chat window is a text input field with the placeholder text "Type a message to be translated...".

2. Message was canceled/not sent and the agent sends a new message

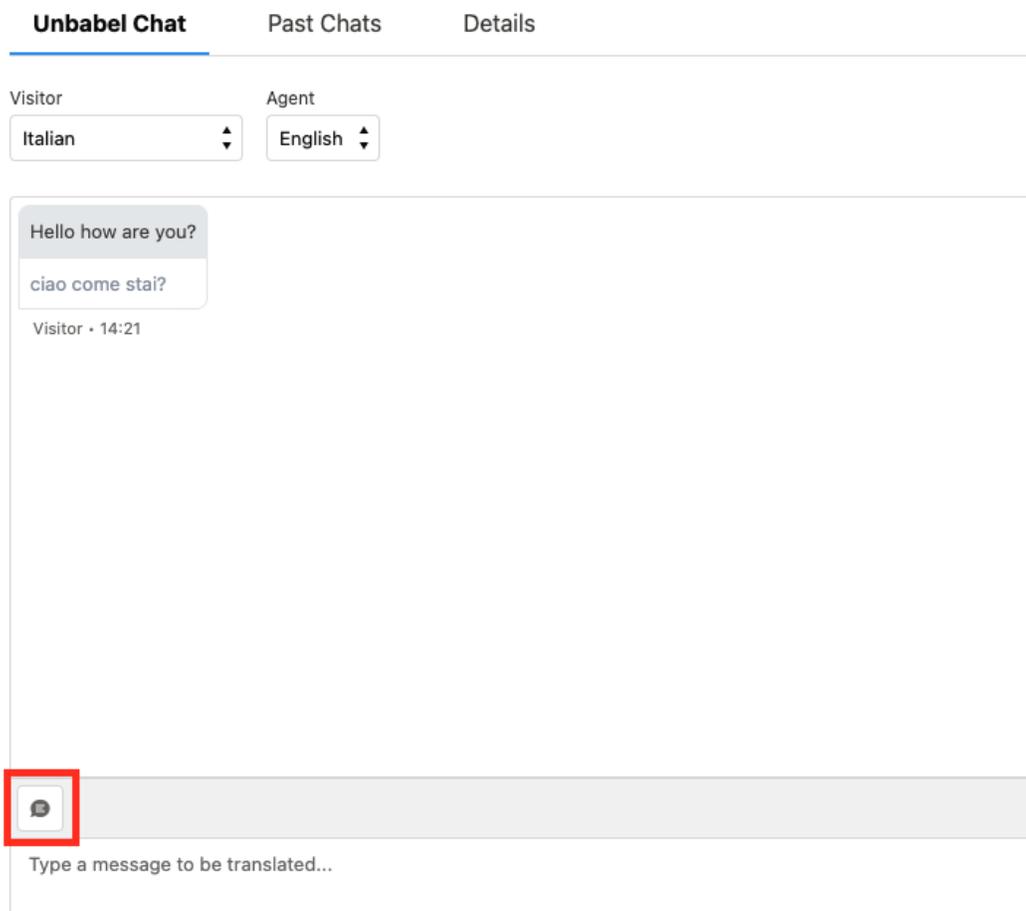
The screenshot shows a chat window with language selection dropdowns at the top: "Visitor" set to "Portuguese(BR)" and "Agent" set to "English". The chat history shows a visitor's message "Good Morning!" and "Bom dia" (04:05 PM). Below it is the same visitor message as in the first screenshot. The agent's response is in a blue bubble and contains "sure how can i help you?" and "Translation Request canceled by the Agent.", with a timestamp of "User U · 04:05 PM". A red rectangular box highlights this message. Below it is another agent message in a blue bubble: "yes, please tell-me your order number?" and "sim, por favor diga-me o número do seu pedido?", with a timestamp of "User U · 04:07 PM". At the bottom is a text input field with the placeholder text "Type a message to be translated...".

3. The client did not received the canceled message

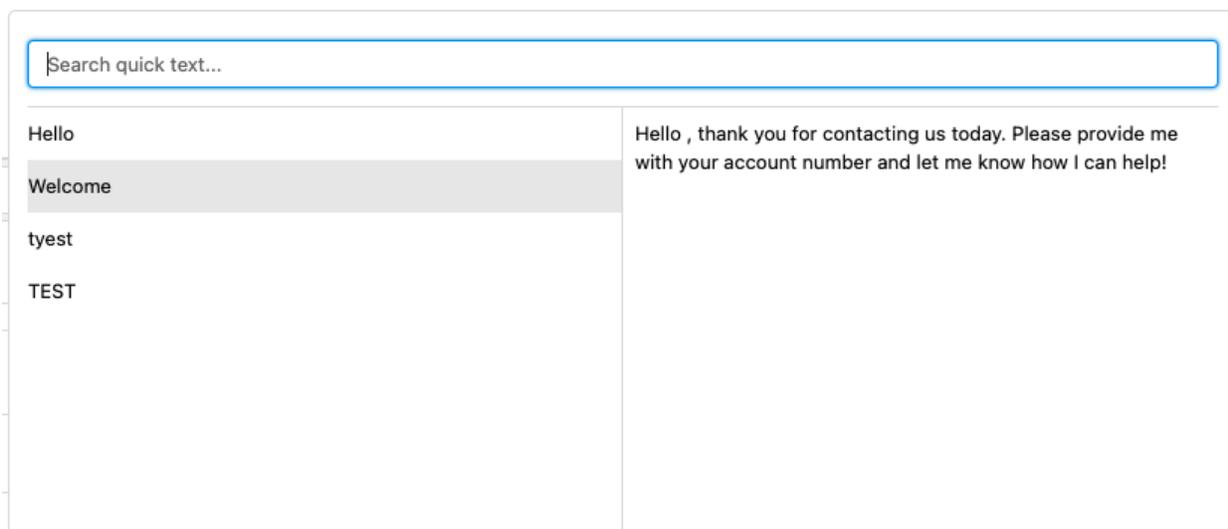


2.Quick Text feature

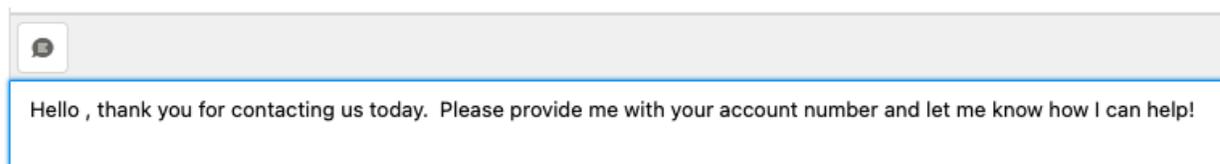
If in the configuration you enabled the Quick Text feature you will see a new button on the Unbabel chat component:



If you click on the Quick Text button, it will open a pop up window where you can search and select a quick text previously created:



As soon as you select one Quick Text it will be applied on the input box:



How to check a translated conversation

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

▼ Transcript

Body

Chat Started: Wednesday, December 15, 2021, 18:42:27 (+0000)

Chat Origin: OffRoad Site

Agent U

(10s) Visitor: hola como esta?

(2m 1s) U: Buen día,

(2m 6s) U: Hola, gracias por contactarnos hoy. Por favor, proporcione su número de cuenta y avíseme cómo puedo ayudarle.

Unbabel Translated Body

Chat Started: Wednesday, December 15, 2021, 18:42:27 (+0000)

Chat Origin: OffRoad Site

Agent U

(15s) Visitor: Hi, how are you?

(1m 59s) undefined U: Good morning

(2m 2s) undefined U: Hello , thank you for contacting us today. Please provide me with your account number and let me know how I can help!

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.