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=04t1n000002GubG

Unbabel for Service Cloud

Installation URL

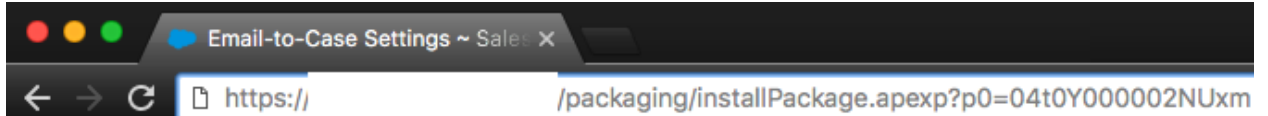[your Salesforce Org URL]/packaging/installPackage.apexp?p0=04t1v000002GzKz

Steps

Please install the Apps by the correct order:

- **Unbabel Connector v1.54**
- **Unbabel Service Cloud v1.64**

For each package:

1. Copy the URL into a browser where you have already login 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

Add support to translate all the previous messages* on the feed when a case is transferred from an Unbabel Agent to a Native Agent
*= Messages, includes emails, internal comments and chat transcripts.

Manual translation flow

1. An unbabel agent is assigned to a case that was handled before by a native agent:

All Updates   **Emails**   Call Logs

Diogo Roxo   Just now ▼
✉ To: demosalesforce ⓘ

Fico à espera.

Diogo Roxo

On Tue, Nov 30, 2021 at 11:24 AM Unbabel Support <demosalesforce@unbabel.com> wrote:

Expand Email

↩ Reply   ↩ Reply All   → Forward   💬 Comment

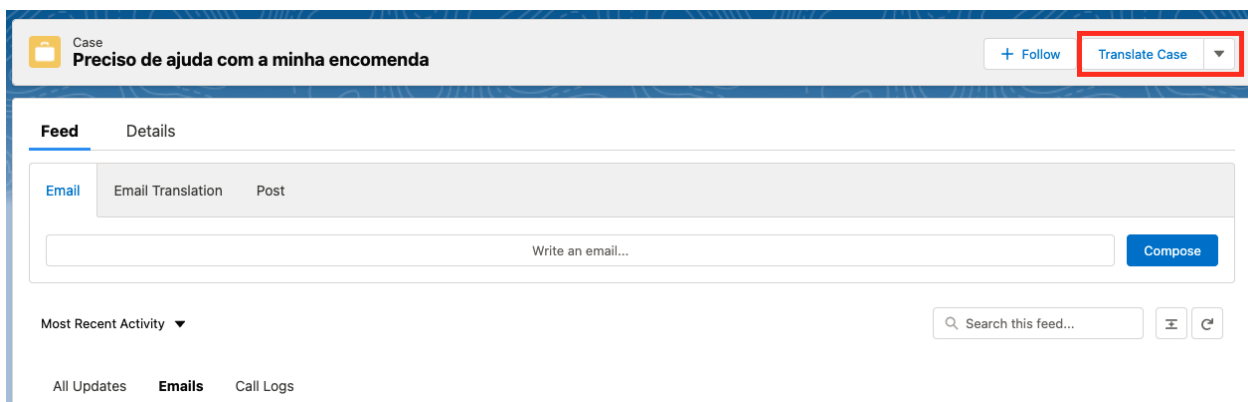**Unbabel Translation Service**   1m ago ▼
✉ To: diogo.roxo ⓘ

Boa tarde,

Pedimos imensa desculpa pelo sucedido. Vamos seguir com a sua encomenda e assim que for enviada entramos em contacto.

Atenciosamente,
Unbabel Suporte

↩ Reply   ↩ Reply All   → Forward   💬 Comment

Diogo Roxo   4m ago ▼
✉ To: demosalesforce ⓘ

Olá,

Através da página fiz uma encomenda para uma camisola azul e uns sapatos pretos. A encomenda foi feita há mais de uma semana. Ainda não recebi nenhuma informação passado este tempo todo.

O número da encomenda é 1237800AAAA.

Obrigado pela atenção,

Diogo Roxo

↩ Reply   ↩ Reply All   → Forward   💬 Comment

2. The unbabel agent clicks on the translate button:

📁 Case
Preciso de ajuda com a minha encomenda   + Follow   [Translate Case ▼]

Feed   Details

Email   Email Translation   Post

Write an email...   Compose

Most Recent Activity ▼   🔍 Search this feed...   ⊼   ↻

All Updates   **Emails**   Call Logs

3. A translation is requested for:
    a. Case description (if not requested before)

b. All emails on the thread that were **not previously translated**. The translated thread will be posted on the case feed:

Unbabel Translation Service
To: diogo.roxo

--> Inbound
From: diogoroxo@somewhere.com
To: support@unbabel.com
Sent on: 15/10/2021 14:12

I wait.

Diogo Roxo

<-- Outbound
From: support@unbabel.com
To: diogoroxo@somewhere.com
Sent on: 15/10/2021 13:12
Good afternoon,

We apologise very much for what happened. We will proceed with your order and as soon as it is sent we will contact you.

Best regards
Unbabel Support

--> Inbound
From: diogoroxo@somewhere.com
To: support@unbabel.com
Sent on: 15/10/2021 12:12

Hello,

Through the page I placed an order for a blue sweater and black shoes. The order was made more than a week ago. I haven't received any information all this time.

The order number is 1237800AAAA.

Thanks for listening.

Diogo Roxo

Just now

Translated Thread

↩ Reply   ↩ Reply All   → Forward   💬 Comment

Diogo Roxo   1h ago
✉ Fico à espera.Diogo RoxoOn Tue, Nov 30, 2021 at 11:24 AM Unbabel Support <demosalesforce@unbabel.com <mailto:demosalesforce@unbabel.com>> wrote: Boa tarde, ...

Unbabel Translation Service   1h ago
✉ Boa tarde, Pedimos imensa desculpa pelo sucedido. Vamos seguir com a sua encomenda e assim que for enviada entramos em contacto. Atenciosamente, Unbabel Supor...

Diogo Roxo   1h ago
✉ Olá,Através da página fiz uma encomenda para uma camisola azul e uns sapatos pretos. A encomenda foi feita há mais de uma semana. Ainda não recebi nenhuma inform...

Automatic translation flow

1. An unbabel agent is assigned to a case that was handled before by a native agent:

Diogo Roxo   Just now
✉ To: demosalesforce ⓘ

Fico à espera.

Diogo Roxo

On Tue, Nov 30, 2021 at 11:24 AM Unbabel Support <demosalesforce@unbabel.com> wrote:

Expand Email

↩ Reply   ↩ Reply All   → Forward   💬 Comment

Unbabel Translation Service   1m ago
✉ To: diogo.roxo ⓘ

Boa tarde,

Pedimos imensa desculpa pelo sucedido. Vamos seguir com a sua encomenda e assim que for enviada entramos em contacto.

Atenciosamente,
Unbabel Suporte

↩ Reply   ↩ Reply All   → Forward   💬 Comment

Diogo Roxo   4m ago
✉ To: demosalesforce ⓘ

Olá,

Através da página fiz uma encomenda para uma camisola azul e uns sapatos pretos. A encomenda foi feita há mais de uma semana. Ainda não recebi nenhuma informação passado este tempo todo.

O número da encomenda é 1237800AAAA.

Obrigado pela atenção,

Diogo Roxo

↩ Reply   ↩ Reply All   → Forward   💬 Comment

2. A translation is automatically requested for:
   c. Case description (if not requested before)
   d. All emails on the thread that were **not previously translated**.

Translated Thread

↩ Reply   ↩ Reply All   → Forward   💬 Comment

> Diogo Roxo   1h ago ▼
> ✉️ Fico à espera.Diogo RoxoOn Tue, Nov 30, 2021 at 11:24 AM Unbabel Support <demosalesforce@unbabel.com <mailto:demosalesforce@unbabel.com>> wrote: Boa tarde, ...

> Unbabel Translation Service   1h ago ▼
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> Diogo Roxo   1h ago ▼
> ✉️ Olá,Através da página fiz uma encomenda para uma camisola azul e uns sapatos pretos. A encomenda foi feita há mais de uma semana. Ainda não recebi nenhuma inform...

Edge Cases

Cases handled by multiple agents

For example a case that is going back and forward between a native and an Unbabel Agent. Each time the case is assigned to the Unbabel Agent we would translate <u>all the email messages that were not translated previously.</u>

Add support to Omni channel routing on triggers/flows

Now you can add automatic translations if you are using Omni Channel routing to assign new cases to your Agents. This is required because, as per Salesforce documentation, no automations (Workflow Rules, Escalation Rules, Triggers or Flows) are fired when using Omni channel routing.

https://help.salesforce.com/s/articleView?language=en_US&type=1&id=000337822

It is possible however, to implement a custom flow on top of the Omni channel sObject **Agent Work** and based on the status we are able to know when a new case is assigned to an agent.

The solution we propose is a flow based on the sObject Agent Work. Alternatively we could implement a similar process on an Apex Trigger.

Be sure to thoroughly test the implemented solution releasing it on production.

Please contact us if you need help setting this up.