Unbabel for Live Agent

Update Packages for the latest version

Introduction

Unbabel is seamlessly integrated with Salesforce Live Agent (Chat), delivering human-quality translations at speed.

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

Release Notes

- Fix bug that would cause an error message to pop up after closing/ending a chat.

Steps

Update both the managed packages below.

1. Unbabel Connector

Base package of our integrations. You may already be on the latest version.
Installation URL
[your Salesforce Org URL]/packaging/installPackage.apexp?p0=04t1n000002Gudv

2. Unbabel Live Agent

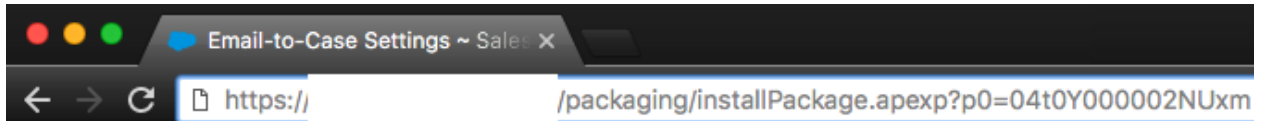Extension package for the chat integration.
Installation URL
[your Salesforce Org URL]/packaging/installPackage.apexp?p0=04t1n000001pHaA

Please install the Apps in the correct order:

1. **Unbabel Connector v1.55**
2. **Unbabel Live Agent v1.32**

For each package:

1. Paste the URL into a browser that is already logged into the target Salesforce Org. Press the "enter" key.

2. 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. Save the configuration

To recieve support on setup configuration/package update issues please contact our customer happiness team customer.happiness@unbabel.com