

Package Release

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=04t1n000002GukXAAS](#)

Unbabel for Service Cloud

Installation URL

[your Salesforce Org URL]/[packaging/installPackage.apexp?p0=04t1v000002H0SzAAK](#)

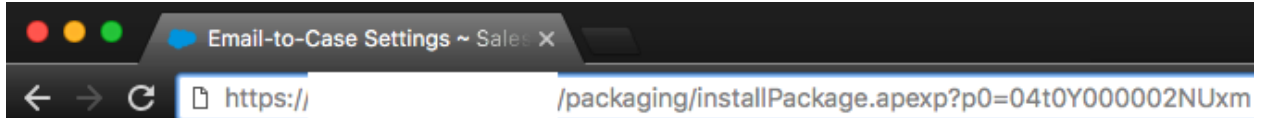
Steps

Please install the Apps by the correct order:

- **Unbabel Connector v1.61**
- **Unbabel Service Cloud v1.76**

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

Added support for Brands based on Case RecordTypes

Ability to differentially translate Cases and related Emails based on Case RecordType. Customers that have different Case RecordTypes configured per brand can now from Salesforce establish the mapping between those brands and translation profiles.

In Salesforce's Unbabel - SC configuration tab now there is a new section where an admin can establish a mapping between Case RecordType and External Brand ID. The Cases and Email messages are going to be translated according to that mapping.

To leverage this functionality is needed to have multiple translation profiles configured on Unbabel portal and know the *External Unbabel Id* that is configured there. If you have this information configured the desired mapping like shown in the steps below.

1. Add a line to the Brand Configuration table

Brand Configuration		
ACTION	CASE RECORDDTYPE	EXTERNAL BRAND ID
<input type="text"/>		

Save

2. Select the Case RecordType and write the Unbabel brand that is Configured on the Unbabel Portal. Example:

Brand Configuration		
ACTION	CASE RECORDDTYPE	EXTERNAL BRAND ID
<input type="text"/>	Platinum_Brand	Platinum
<input type="text"/>	Gold_Brand	Gold
<input type="text"/>	Silver_Brand	Silver
<input type="text"/>	Master	default

Save

Notes:

1. You can have the same amount of brand mappings as the number of Case RecordTypes configured in the organization.
2. One RecordType cannot be configured to have multiple brands
3. If a Case RecordType is changed after the first translation has been requested the following translations are not going to reflect this change.

ACTION	CASE RECORDTYPE	EXTERNAL BRAND ID
<input type="checkbox"/>	Platinum_Brand	Platinum
<input type="checkbox"/>	Gold_Brand	Gold
<input type="checkbox"/>	Silver_Brand	Silver
<input type="checkbox"/>	Master	default

Improved Email Template component performance

Improved performance of the email template component. When choosing a template on Unbabel's Email Composer, the email template results will appear faster due to:

- Improved the queries to retrieve the templates.
- Added the lazy loading when scrolling through the templates.

Customers that have a lot of email templates in their org should experience a noticeable improvement.

Added right-to-left text alignment depending on the language

When translating an email written in a right-to-left writing system (ex. Arabic) the translation would appear with the same text alignment. This was fixed and now each language is appearing with the correct alignment.