

# How to: Report on Translation Requests

Unbabel Connector (Salesforce)

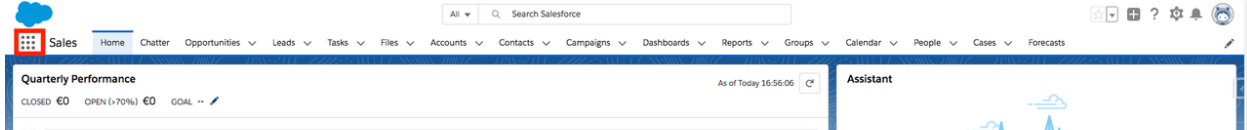
## Purpose

The purpose of this document is to explain to system administrators how they can report on the requested translation status. This can be used to report on different metrics like translation statuses, translation types, delivery times, language pairs and errors handling.

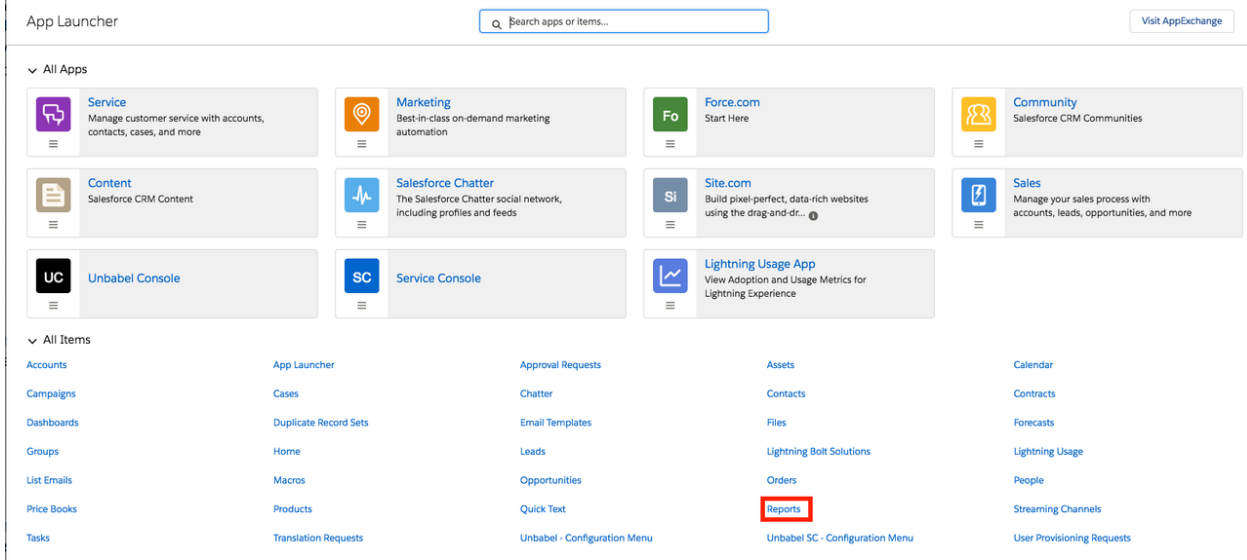
This guide was done using Lightning Experience.

## Reporting on translation requests

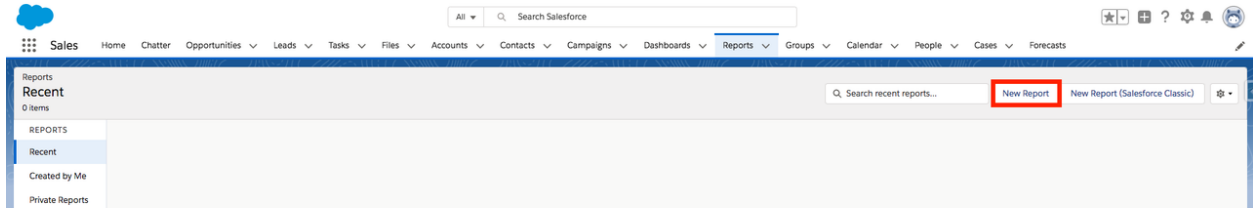
- 1. Go to the menu icon:



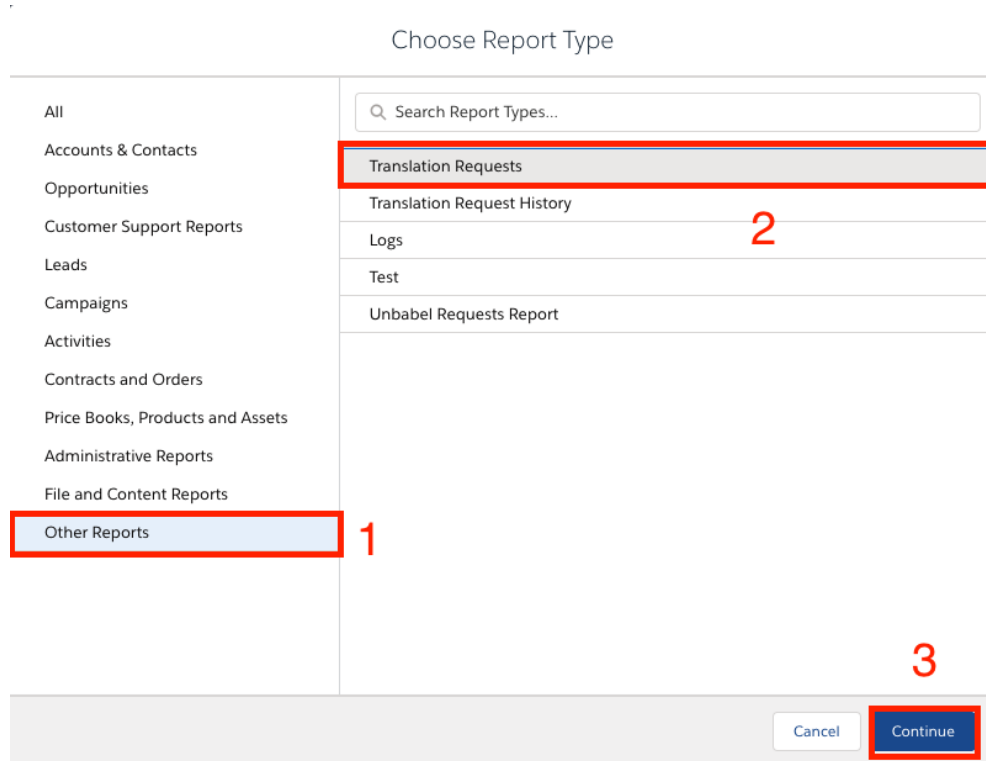
- 2. Select the **Reports** tab:



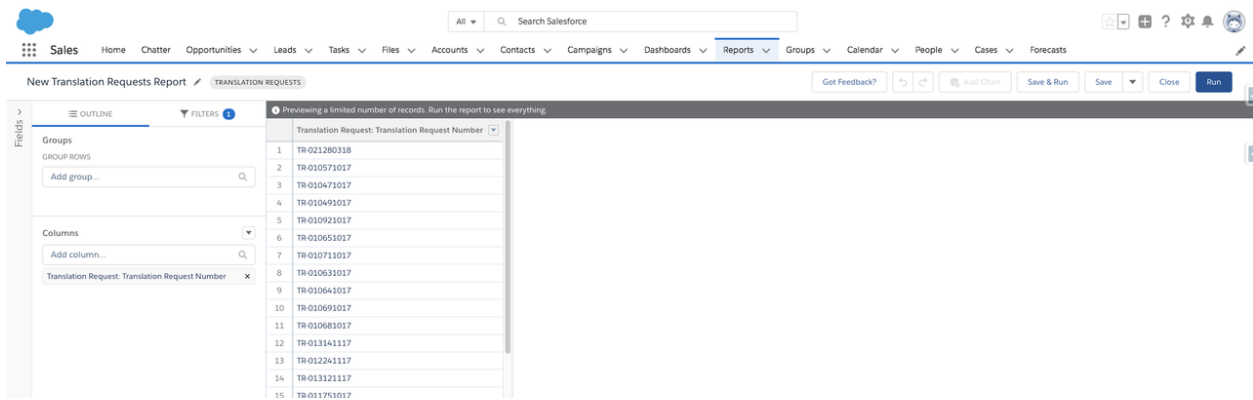
- 3. Click the **New Report** button:



4. Select the **Translation Request** report type:



5. You should now have landed into a page similar to the one below:



## 6. Open the **Fields** tab:

Search all fields... Q x

OUTLINE FILTERS 1

Translation Request: Info (32)

- A Translation Request: ID
- A Translation Request: Translation Request Number
- A Class
- A Error Log
- A From Language
- Languages
- Last Modified Datetime
- Namespace
- A Origin
- A Origin Subcategory
- A sObject
- A sObject Id
- A sObject Parent

Filters

Add filter...

Show Me

My translation requests

Last Modified Datetime

All Time

Previewing a limited number of records. Run the report to see everything.

Translation Request: Translation Request Number
1 TR-000550918
2 TR-000460918
3 TR-000150918
4 TR-000350918
5 TR-000220918
6 TR-000470918
7 TR-000320918
8 TR-000390918
9 TR-000370918
10 TR-000210918
11 TR-001641018
12 TR-000310918
13 TR-000960918

## 7. Add the fields (double click or drag the intent field):

- **Translation Request: ID**
- **From Language:** Original language of the message
- **To Language:** Language to translate to
- **sObject Parent:** Parent object (ex: for tickets is the Case)
- **sObject Parent Id**
- **sObject:** Object being translated (ex: for tickets is the Case/Email Message)
- **sObject Id**
- **Translation Type:** It can be Machine (for inbound messages) or Human (for outbound messages)
- **Status:** Translation status (Translation Requested, Message Translated, Request Error)
- **Error Log:** Displays the error message when status is Request Error
- **Translation Requested Datetime**
- **Translation Received Datetime**
- **Unbabel Translation Delay (Seconds):** Time (in seconds) that it took to receive the translation.
- **Translation Request: Created By**
- **Unbabel ChatKey(\*)**
- **Unbabel Original Chat Message(\*)**
- **Unbabel Translated Chat Message(\*)**

**\* These fields will only be available if you are using the Unbabel for Live Agent Chat integration**

Previewing a limited number of records. Run the report to see everything.

Translation Request: Translation Request Number	Translation Request: ID	Class	Error Log	From Language	Languages	Last Modified Datetime	Namespace	Origin	Origin Subcategory
TR-034051018	a021v00000pkjQ	SCTranslationHandler	-	en	-	15/10/2018 18:10	unbabelsc	Service Cloud	-
TR-034071018	a021v00000pkja	SCTranslationHandler	-	pt	-	15/10/2018 18:14	unbabelsc	Service Cloud	-

You can see all the fields related to the Translation Request. Now you can report on the fields you want depending on the metrics you need to extract.

- Once the fields are all added, click the **Run** button in blue on the top right corner. A report will be generated by Salesforce. Click **Save**:

Switch to Enhanced Run Page (Beta)

Total Records: 2 | Total Translation Success: 2 | Total Unbabel Translation Delay (Seconds): 189

TRANSLATION REQUEST NUMBER	TRANSLATION REQUEST ID	CLASS	ERROR LOG	FROM LANGUAGE	LANGUAGES	LAST MODIFIED DATETIME	NAMESPACE	ORIGIN	ORIGIN SUBCATEGORY	SUBJECT	SUBJECT ID	SUBJECT PARENT	SUBJECT PARENT ID	STATUS	SYSTEM FIELD	TO LANGUAGE	TRANSLATION REQUESTED DATETIME	TRANSLATION RECEIVED DATETIME	TRANSLATION SUCCESS
TR-034051018	a021v00000pkjQ	SCTranslationHandler	-	en	-	15/10/2018 18:10	unbabelsc	Service Cloud	-	Email/Message	021v00000P6HCFAA3	Case	5001v000002vE0AAI	Message Translated	-	pt	15/10/2018 18:10	15/10/2018 18:10	✓
TR-034071018	a021v00000pkja	SCTranslationHandler	-	pt	-	15/10/2018 18:14	unbabelsc	Service Cloud	-	Email/Message	021v00000P6HTVAA3	Case	5001v000002vE0AAI	Message Translated	-	en	15/10/2018 18:14	15/10/2018 18:11	✓
Grand Total (2 records)																			2

- Now you can check the data directly on Salesforce or select the **Export** option to download it as an .xls file:

The screenshot shows the Salesforce Reports interface for a report titled "default Translation Requests report". The report summary shows 2 total records and 2 total translation successes. A table below lists the details of the two translation requests. The "Export" button in the top right corner of the report area is highlighted with a red box and the number "2".

TRANSLATION REQUEST NUMBER	TRANSLATION REQUEST ID	CLASS	ERROR LOG	FROM LANGUAGE	LANGUAGES	LAST MODIFIED DATETIME	NAMESPACE	ORIGIN	ORIGIN SUBCATEGORY	SUBJECT	SUBJECT ID	SUBJECT PARENT	SUBJECT PARENT ID	STATUS	SYSTEM FIELD	TO LANGUAGE	TRANSLATION RECEIVED DATETIME	TRANSLATION REQUEST DATETIME	
TB-034051018	a021v00000p4jQ	SCTranslationHandler	-	en	-	15/10/2018 18:10	unbabeltc	Service Cloud	-	Email/Message	021v00000P6HGFAA3	Case	5001v000002vE0AAI	Message Translated	-	pt	15/10/2018 18:10	15/10/2018 18:10	
TB-034071018	a021v00000p4jx	SCTranslationHandler	-	pt	-	15/10/2018 18:14	unbabeltc	Service Cloud	-	Email/Message	021v00000P6HVA3	Case	5001v000002vE0AAI	Message Translated	-	en	15/10/2018 18:14	15/10/2018 18:14	
Grand Total (2 records)																			

10. Click **Export**:

The "Export" dialog box is displayed, showing two options for the export view: "Formatted Report" (selected) and "Details Only". The "Formatted Report" option is described as exporting the report as it appears in Salesforce, including headers, groupings, and filter details. The "Details Only" option is described as exporting only the detail rows for further calculations or uploads. Below the view options is a "Format" dropdown menu set to "Excel Format .xlsx". At the bottom right are "Cancel" and "Export" buttons.

An excel file containing all the information for the reported fields and records.

## Filtering information

A **Translation Request** (TR) is created for each email/case translation. You can always filter the report after extracting it using an external tool. However you can also apply filters directly on Salesforce. In order to report on specific TRs you just need to:

1. You just need to click **Edit**:

Translation Request: ID	From Language	To Language	sObject Parent	sObject Parent Id	sObject	sObject Id	Translation Type	Status	Error Log	Translation Requested Datetime	Translation Received
a0M7E0000024guO	en	pt	-	-	Case	5007E0000082Gg8QAU	Machine	Message Translated	-	24/09/2018 12:12	2
a0M7E000002495h	en	pt	-	-	Case	5007E0000082F5hQAM	Machine	Message Translated	-	21/09/2018 10:00	2
a0M7E00000248s	es	en	-	-	Case	5007E0000082EJbQAM	Machine	Message Translated	-	19/09/2018 15:04	1

2. Go to **Filters:**

Translation Request: ID	From Language	To Language	sObject Parent	sObject Parent Id	sObject	sObject Id	Translation Type	Status	Error Log
a0M7E0000024guO	en	pt	-	-	Case	5007E0000082Gg8QAU	Machine	Message Translated	-
a0M7E000002495h	en	pt	-	-	Case	5007E0000082F5hQAM	Machine	Message Translated	-
a0M7E00000248s	es	en	-	-	Case	5007E0000082EJbQAM	Machine	Message Translated	-
a0M7E00000249EX	de	pt	-	-	Case	5007E0000082F44QAE	Machine	Message Translated	-
a0M7E00000249C2	es	en	-	-	Case	5007E0000082EwAQAU	Machine	Message Translated	-
a0M7E000002495m	en	it	-	-	Case	5007E0000082F3VQAU	Human	Message Translated	-

3. Add the field you want to filter (for example **Status**), and include the values you want:

**Filters**

Add filter...

Show Me  
My translation requests

Last Modified Datetime  
All Time

Status

**Edit Filter**

Operator: equals

Value(s): Show selected (2)

- All
- Translation not Requested
- Translation Requested
- Request Error
- Message Translated
- "" (No Selection)

Locked i Cancel Apply

By Status

You can filter by Status equals **Translation Requested** for example and you will be able to check all the requests that are still pending the translation.

### **By Id**

If you want to find a specific request for an Case/Email message you need to have the **Id** (ex: 02s5XXXXXXXXXXXXXXXX) of that entity and filter by **sObject Id**.

### **By ChatKey**

#### **\* Only for the Unbabel for Live Agent Chat integration**

In order to get all the messages for a specific Chat Transcript you need to filter by **Unbabel ChatKey**. The value on this field corresponds to Chatkey from the ChatTranscript record.

Please make sure when reporting a bad source of target, you include the fields **sObject ID, Unbabel Chatkey, Original Chat Message** and **Translated Chat Message**.

**NOTE:** If your goal is to report on missing/bad translations, please send this information to [customer.happiness@unbabel.com](mailto:customer.happiness@unbabel.com).