Lingotek **+** Salesforce

What is Salesforce?

Salesforce is a customer relationship management (CRM) tool that helps companies track and monitor sales and marketing activities.

Strengths

As one of the early players in the market, Salesforce has evolved into a popular knowledge base management platform.
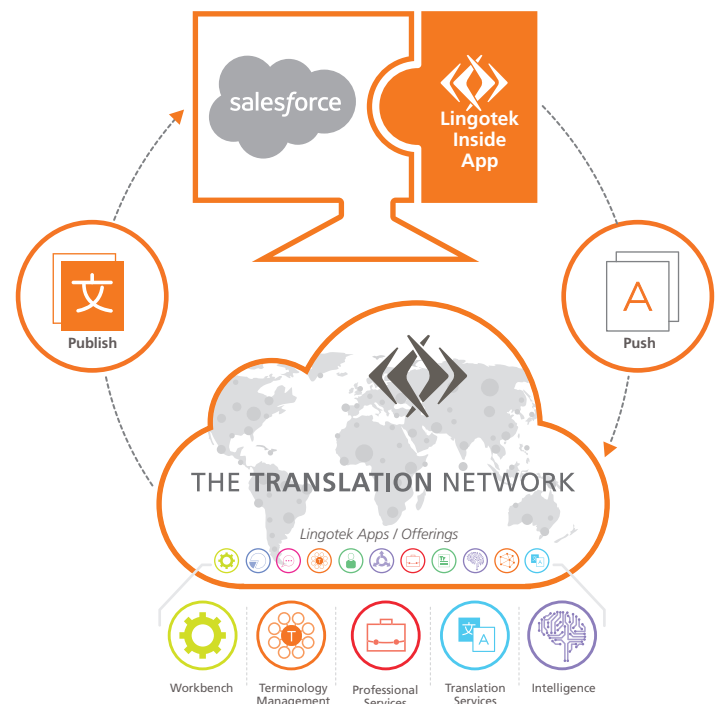
Use Cases

- Knowledge Base Translation
- Case Management Translation
- Document Management Translation
- Case Translation
- Case Comments Translation
- Leads Translation

What can our connector do?

Use the Lingotek - Inside Salesforce Connector to automate the translation of your knowledge base articles and to make your Salesforce content truly multilingual. The Lingotek - Inside Salesforce Connector gives you the power to build consistent, up-to-date content with our fully integrated cloud-based translation management system.

How It Works

Choose which content to translate. Behind the scenes, the connector extracts the selected text from Salesforce and sends it to Lingotek for translation.

Once the linguist completes the translation in Lingotek, the connector pushes the translated content back into Salesforce, automatically rebuilding the multilingual version of the page. No knowledge of Salesforce or coding is required!

salesforce — Lingotek Inside App

Publish

Push

THE **TRANSLATION** NETWORK

Lingotek Apps / Offerings

Workbench | Terminology Management | Professional Services | Translation Services | Intelligence

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Features

Convenient Workbench

- Build multilingual pages quickly and painlessly
- Professionally translate knowledge base articles and the field sets of your choice
- Choose between machine translation and human translation workflows
- Machine translate leads, cases, and case comments
- Leverage, reuse, and share translation memory from other connected systems in real time
- Preview translations prior to publication

Multilingual Lead Management

- Machine translate leads captured from international versions of your website.
- Sales Development Reps can get key information on each lead in their native language, allowing them to qualify and forward promising leads to the right personnel.
- Machine translate customer concerns into the native language of any team member.
- As important cases arise, they can be forwarded to the appropriate team.
- Teams can machine translate comments on cases to better collaborate across teams, organizations, and countries, improving communication while working internally to resolve customer concerns.
- Provide instructions and knowledge base articles to multilingual users.

Benefits

Automate Translation

- Content transfer is fully automated between Salesforce and Lingotek.
- Automate project management with workflows: choose default assignees, languages, and more.
- Automatic email alerts notify the next assignee when a task is ready.
- Easily translate your site into new languages by adding the desired language to your site.
- Professionally translate field sets and field set labels to keep forms standardized and fully translated.
- Choose the level of content translation you need based on your content type and your budget.
- Machine translation is an excellent option if you're on a tight budget, looking for near-instant results, and are okay with less-than-perfect quality. The app allows you to quickly and automatically machine translate your site
- Once the translations are completed, they'll automatically download and publish to your website according to the preferences you've set.

Convenient Resources at Your Fingertips

- Take advantage of Lingotek's network of more than 5,000+ in-country translators.
- Translators can build knowledge base pages simply by completing a translation. Lingotek rebuilds each translated page behind the scenes, as soon as it is complete.
- Salesforce administrators can manage translation for many languages within a single Salesforce application.
- Display content in users' native language with a built-in language switcher.

Lower Costs

- Save on training and licensing fees.
- Crowdsourcing translations to community volunteers can save time and money.
- By assigning volunteers to handle a translation, you can significantly reduce costs. Motivate volunteers with friendly competitions and data boards.
- Machine translation costs are covered by Lingotek for up to 100,000 characters.

salesforce

Lingotek Inside App

Frequently Asked Questions

Which components can I translate with the Lingotek app?

The app allows you to automatically rebuild translated versions of knowledge base articles, cases, case management, case comments, document management, and leads.

Do I need to purchase a CAT tool?

No. The Lingotek App comes with a built-in CAT tool, the Lingotek Workbench.

**I use the same five translators for all of my Korean translations.
Is there an easy way to automate the assignments?**

Yes. You can create control default settings, like automatic assignments, by creating a Lingotek workflow. Simply apply the workflow whenever you have a Korean translation project.

Can my new or existing Language Service Providers utilize Lingotek's Translation Network?

Yes. Many of our clients elect to use our technology coupled with their preferred LSPs. We have extensive experience in implementing new and existing LSPs with our Translation Network.

Can I leverage my existing linguistic assets within Lingotek?

Yes. You can import all of your linguistic assets, including glossaries, terminologies, and translation memory. Additionally, when you create assets with Lingotek you maintain full control of those assets.

I need to translate into 34 languages. Can Lingotek handle that?

Lingotek supports translation into as many as 250 languages. Translate into as many (or as few) languages as you like.

Do I need to learn a new system to manage translations?

Lingotek integrates deeply into Salesforce, giving you a seamless and familiar experience.

Company

Lingotek | The Translation Network

**Finally. Networked Translation.
Connect your company to the world.**

Lingotek's Translation Network is the only cloud-based solution to connect all your global content in one place, giving you the power to manage your brand worldwide. Our industry-leading technology pairs with the best enterprise applications to continuously push dynamic multilingual content to all of your global markets. Finally. Networked translation.

Our clients effectively manage translation using an intuitive, cloud-based dashboard. Translators use a completely browser-based translation interface that provides access to all the tools needed to produce high quality translations, including glossaries, style guides, and translation memory. Our software tools and translation services can adapt to fit your content translation needs by matching your timeline and budget to the appropriate workflow—from machine translation post-editing to professional, and everything in between.

Clients can use translators, editors and reviewers who are paid professionals, community volunteers or internal employees. We are agnostic to your choice of translators and translation vendors—so feel free to use our translators or your own. If you need help contracting qualified translators, our translation marketplace can help you find and hire professional freelance translators.

Lingotek has deployed systems for some of the most innovative organizations world wide and has enabled the success of large Fortune 500 corporations, small professional firms, and companies of every size in between.

Lingotek was founded in 2006 and has received broad industry and analyst recognition. Lingotek is privately-held and backed by Signal Peak Ventures and In-Q-Tel.

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