Lingotek **+** Zendesk

Finally. Networked translation inside Zendesk.

What is Zendesk?

Zendesk is a knowledge base platform combined with a fully integrated online ticketing system.

Zendesk Strengths

Zendesk is easy to learn and publish, and it integrates with many systems (phone systems, chat systems, etc).
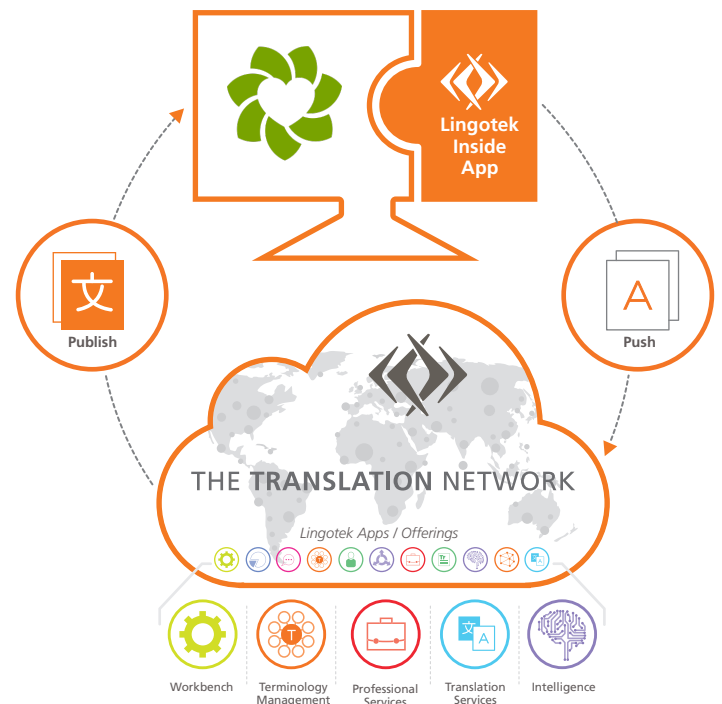
Use Cases

Customer Support

Knowledge Base

Support Documentation

What can our connector do?

With our connector, professionally translate your Zendesk knowledge base - including its articles, sections, and category labels.

How It Works

The connector **extracts text** from Zendesk, and sends it to Lingotek for translation. Once the linguist completes the translation in Lingotek, the connector pushes the content back into Zendesk, **automatically rebuilding the multilingual version** of the asset. No knowledge of Zendesk or coding is required!

Lingotek Inside App

Publish

Push

THE **TRANSLATION** NETWORK

Lingotek Apps / Offerings

Workbench   Terminology Management   Professional Services   Translation Services   Intelligence

Lingotek | THE **TRANSLATION** NETWORK | www.lingotek.com

Key Benefits

The Zendesk + Lingotek connector brings all of the benefits of your Zendesk knowledge base to an international audience.

- Empower customers
    - Help customers find their own answers – in their own language.
- Lower overhead costs, and minimize human error
    - The connector automatically builds a new page once its translation is complete - page structure included.
    - Rebuild knowledge base articles quickly and painlessly.
    - No need to copy and paste content manually.
- Search is still simple
    - Users can search for content in their own language.
- Focus resources on highest value content
    - Have a limited translation budget? Translate just the most important articles into the most important languages.
- Balance cost and quality
    - Lingotek lets you customize your translation workflow. Add professional translation with several rounds of review, or perform a machine translation with a single professional review. You can choose the right workflow for your budget and needs.
    - Add additional review steps to the translation workflow for extremely important content.

Key Features

- Translate your knowledge base
    - Professionally translate knowledge base articles, sections, and category labels.
- Monitor translations in one central portal
    - Request translations in bulk or for an individual page.
    - Track your progress at a glance with color coded icons.
    - Check status for content in specific collections.
- Zero in on new content
    - Any time you update the page, only the new content is sent up to translation. Just pay to translate the updates.
- Publish immediately
    - Save on translation overhead by setting up your content to publish automatically as soon as a translation is complete.
- Streamline project management
    - Automate project creation and assignment with Lingotek workflows.
    - Automatically trigger emails to reviewers when the translation is complete.
- Preview
    - Preview completed translations - in context - before publication.

Lingotek Inside App

Frequently Asked Questions

Which components can I translate with the Lingotek connector?

The connector allows you to translate content within any Zendesk knowledge base.

Do I need to purchase a CAT tool?

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

**I use the same five translators for all of my Korean translators.
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.

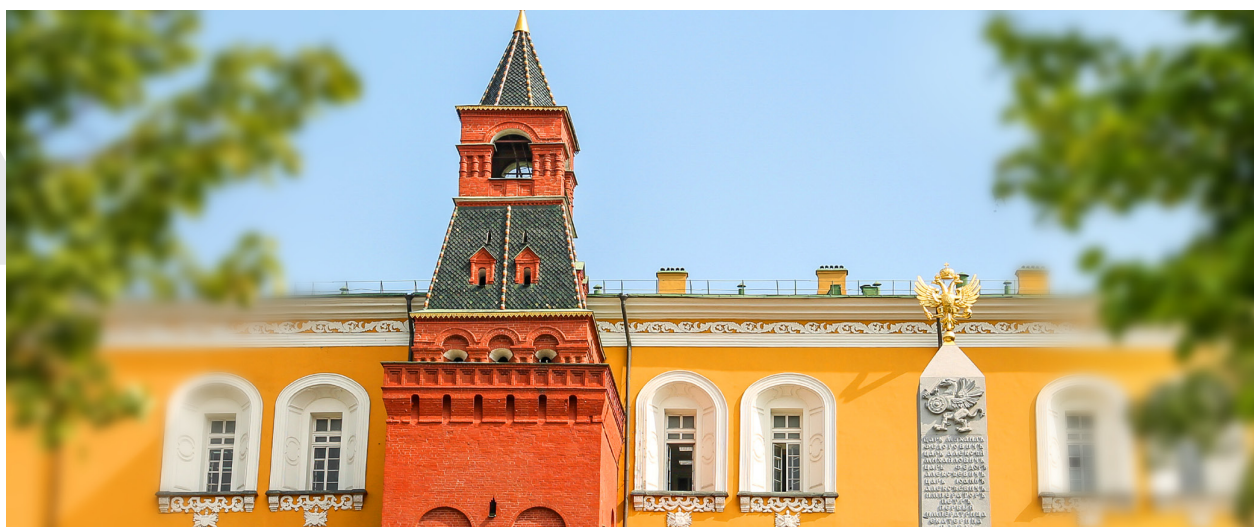**Can I leverage my existing linguistic assets within Lingotek?**

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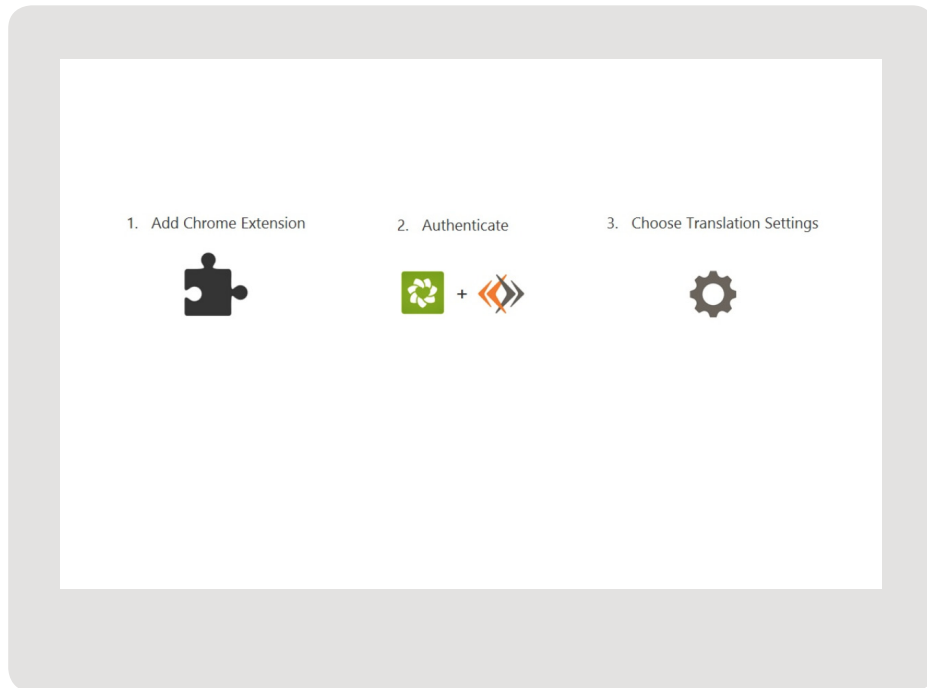
Do I need to learn a new system to manage translations?

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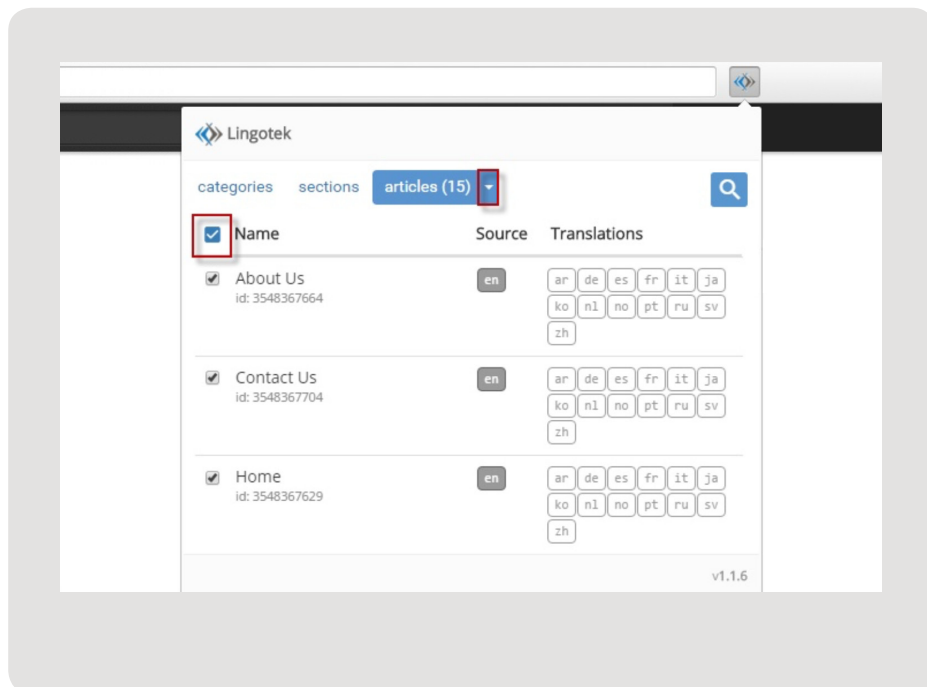
Screenshots

Send Content for Translation

1. Add Chrome Extension

2. Authenticate

3. Choose Translation Settings

Choose content for translation

Lingotek

categories   sections   articles (15) ▾

☑ Name   Source   Translations

☑ About Us   en   ar de es fr it ja
  id: 3548367664   ko nl no pt ru sv
                                                               zh

☑ Contact Us   en   ar de es fr it ja
  id: 3548367704   ko nl no pt ru sv
                                                               zh

☑ Home   en   ar de es fr it ja
  id: 3548367629   ko nl no pt ru sv
                                                               zh

v1.1.6

zendesk

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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