



SETTING UP THE TRANSLATION WORKBENCH

Summary

The Translation Workbench filters your customizations so your translators can translate in one interface. You can also track changes to translated customizations and override translations from managed packages.

Set Up the Translation Workbench

Getting Started

The Translation Workbench lets you specify languages you want to translate, assign translators to languages, create translations for customizations you've made to your Salesforce organization, and override labels and translations from managed packages. Everything from custom picklist values to custom fields can be translated so your global users can use all of Salesforce in their language.

Enabling the Translation Workbench makes these changes to your Salesforce org.

- You must edit picklist values individually. You can't mass-edit existing picklist values, but you can still mass-add new values.
 - When picklist values are sorted alphabetically, the values are alphabetical by the org's default language.
 - Reports have a Filter Language drop-down list in the Filters pane of the report builder. Selecting a language filters on translated strings for any filter criteria that use the `starts with`, `contains`, or `does not contain` operator.
 - Import files have a Language drop-down list, and all records and values within the import file must be in the selected language.
 - Web-to-Lead and Web-to-Case have a Language drop-down list before you generate the HTML.
1. From Setup, enter *Translation Settings* in the Quick Find box, then select **Translation Settings**.
 2. On the welcome page, click **Enable**.

 **Note:** The "Manage Translation" permission is enabled by default in the System Administrator profile.

To disable the Translation Workbench, from Setup, enter *Translation Settings* in the Quick Find box, select **Translation Settings**, and then click **Disable**.

 **Note:** In a Developer organization with a managed package containing translations, once the Translation Workbench is enabled, it can't be disabled.

Adding Translated Languages and Translators

Who are translators?

- A translator is any user who is designated to translate for a specific language.
- Translators must have the "View Salesforce Configuration" permission to access the setup pages.

1. From Setup, enter *Translation Settings* in the Quick Find box, then select **Translation Settings**.
2. Click **Add** to activate a new language or **Edit** to change an existing supported language.
3. If adding a new language, choose a language.
4. To make the entered translations available to your users - select **Active**. Users can change their personal language anytime whether or not it's active in the Translation Workbench. Selecting **Active** makes the translations available to the users in that language.
5.  **Tip:** We recommend you don't make a language active until the translators have translated all values.
5. To assign translators for this language, select them from the **Available List** and click **Add**. If you don't see the member you want to add, enter keywords in the search box and click **Find**.
6.  **Important:** Ensure all translators have the "View Setup and Configuration" permission so that they can begin translating. Users can only translate languages they're assigned to.
6. Click **Save**.

Entering and Overriding Translations

1. Do one of the following:
 - To translate customizations made to your Salesforce organization, from Setup, enter *Translate* in the Quick Find box, then select **Translate**.
 - To override translations from managed packages, from Setup, enter *Override* in the Quick Find box, then select **Override**.
2. If you are overriding translations in managed packages, select the **Package** you are overriding.
3. Select the **Language** you're translating into.
4. Select a **Setup Component**. Click the pull-down menu to select from the list of translatable customizations. See [Translatable Customizations](#) for a complete list of possible customizations.
5. If necessary select an object and aspect. For example, workflow tasks have an object (Account, Contact, etc.) and aspect (Subject or Comment).
6. Double click in the translation column to enter new values. You can press TAB to advance to the next editable field or SHIFT-TAB to go to the previous editable field.

 **Note:** The **Out of Date** column indicates that the item has been updated and the term may need translating. When editing a button or link label, you see the **Button or Link Name** column, which is used to refer to the component when using the SOAP API.

7. Click **Save**.

Best Practices for the Translation Workbench

Special Considerations

- If a customized component has no translated value, users see the value in the org's default language.
- When a language is deactivated, all translations for that language are still available in the Translation Workbench. Users with that language selected see the org's default language values.

- Let translators know which languages they are responsible for translating.
- Notify all translators when new translated components are added to your org.
- Advise users when customizing reports or list views to use filter criteria values in their personal language. However, if they use the `starts with` or `contains` operators, advise them to choose the language of the filter criteria values they entered.
- When creating a custom report type that will be translated into multiple languages via the Translation Workbench, we recommend that you set your personal language to match your org's default language. This ensures that words that are translated display in the correct language for translators.
- Salesforce assumes that all customizations are entered in the org's default language. Global administrators should work together in the org's default language.