



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.

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 some changes to your Salesforce organization:

- Picklist values must be edited individually. This means you can't mass edit existing picklist values, though you can still mass add new values.
- When picklist values are sorted alphabetically, the values are alphabetical by the organization's default language.
- Reports have a **Filter Language** drop-down list in the Filters pane of the report builder. Selecting a language will filter 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 and all records and values within the import file must be in that language.
- Web-to-Lead and Web-to-Case have a **Language** drop down before you generate the HTML.

To enable the Translation Workbench:

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.

To add or edit translated languages and translators:

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.



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**.



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 Translations and Overrides

To enter translations or overrides:

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

To make the Translation Workbench most effective, administrators should:

- Let translators know which languages they are responsible for translating.
- Notify all translators when new translated components are added to your organization.
- 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.