Lionbridge Connector for ServiceNow

User Guide

Version 1.0

February 21, 2020

Copyright

Contents

1 Welcome to the Lionbridge Connector for ServiceNow

1 Welcome to the Lionbridge Connector for ServiceNow

Welcome to the Lionbridge Connector for ServiceNow ("Connector"). The Connector enables you to automate sending and retrieving content from ServiceNow, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

1.1 The Translation Lifecycle

The *translation lifecycle* is the broad process of selecting content, sending it out for translation, and then receiving the translated content back from translation.

This set of steps usually fits inside a larger, more general process called the *content lifecycle*, which is the process of creating, reviewing, editing, approving, and publishing content.

When you consider the translation lifecycle and the content lifecycle together, you have the *global content value chain*, which is the strategy for managing multilingual content.

Remember that localizing content is a subset of steps in the broader content lifecycle. This will improve your focus on key localization considerations, improve processes, and keep all content stakeholders included. Together, this results in better content management.

1.2 How the Connector Helps You Manage Your Translation Lifecycle

The Lionbridge Connector for ServiceNow ("Connector") is a plug-in module for ServiceNow. It provides a range of features and user interface enhancements in ServiceNow that enable you to select, send, monitor, and retrieve content for translation into any language ServiceNow supports.

These features automate the process, which dramatically reduces the effort and time required to export and re-import content that needs to be localized. This is very helpful when translating large volumes of content or ensuring that translated content is quickly re-imported to meet deadlines.

When you use the Connector, you manage your translation lifecycle entirely from within ServiceNow:

1. The Connector exports your content from ServiceNow in either XML or HTML format.
2. The Connector interacts with the Lionbridge Content API to deliver your content to your translation provider, based on routing rules that your company chooses and the Lionbridge Connector Team implements.
3. When the translated content is ready, the Lionbridge Content API retrieves it from your translators and delivers it to the Connector.
4. The Connector automatically re-imports the content into the correct location in ServiceNow.

You can then review, revise, reject, or publish the translated content as needed.

Note: Neither the Connector nor the Lionbridge Content API performs any translation. Similarly, the Lionbridge Connector Team does not provide any translation services. Your company chooses the translation provider that performs the translation.

1.3 Using this Guide

Purpose of this guide

This guide describes how to use the Lionbridge Connector for ServiceNow ("Connector") to manage your translation lifecycle. It describes how to send ServiceNow items for translation and receive them back from translation.

Who should use this guide

This guide is intended for content editors, project, marketing, localization or translation managers, or others who are responsible for creating, editing, or approving content for translation that resides in your ServiceNow installation. This guide is also useful for translation providers who receive content from your ServiceNow installation, because it describes your company's translation management process.

What your company setup should be

This document assumes that:

- Your company already has a functioning instance of ServiceNow.
- Your company has an account and credentials for the Lionbridge Content API.
- The Lionbridge Connector for ServiceNow ("Connector") has been implemented, configured, and tested on your ServiceNow installation.

If Lionbridge is your company's translation provider, it assumes that either Freeway or onDemand is already set up for your company.

What you should already know

This document assumes that:

- You are familiar with the Connector's configuration for your ServiceNow installation, and the reasons for choosing certain configuration options. This is important because your company's configuration determines which features are available.
- You have a strong working knowledge of the ServiceNow Content Editor.

- You are familiar with the basic concepts of the ServiceNow Workflow features. This is crucial, because workflow is a core concept required to use the Connector.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into ServiceNow.
- You have the required permissions to access the Connector functionality described in this guide.

Note: Not all the features described in this guide may be available. Feature availability depends on both your company's Connector setup and the roles to which you are assigned. If you cannot access functionality that you need, contact your company's ServiceNow administrator.

How this guide is organized

This guide contains the following chapters:

Chapter	Description
"Welcome to the Lionbridge Connector for ServiceNow" on page 5	A brief description of the connector solution for ServiceNow and how it fits into the translation lifecycle. It also includes information about this guide and Lionbridge Connector Support contact information.
"Getting Started with the Lionbridge Connector for ServiceNow" on page 15	How to get started and an overview of the Lionbridge Connector for ServiceNow interface and key features.
"Sending Content for Translation" on page 20	How to create a job, add ServiceNow content to it, and send it out for translation.
"Monitoring Translation States" on page 37	How to monitor the translation state of jobs and content that you sent out for translation.
"Reviewing, Approving, and Rejecting Translated Content" on page 56	How to review translated content after it returns from the translation provider to ServiceNow.
"Publishing Translated Content" on page 60	How to publish translated content after it returns from the translation provider to ServiceNow.
"Archiving and Unarchiving Jobs" on page 62	How to perform post-translation tasks, including archiving and unarchiving jobs.

How to find out more about the Lionbridge Connector for ServiceNow

For information on installing and configuring the Lionbridge Connector for ServiceNow, read the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*.

Documentation conventions

This guide uses the following conventions:

Convention	Description
Bold	Highlights screen elements such as buttons, menu items, and fields.
`Courier`	Highlights input, file names, and paths.
Italics	Highlights terms to emphasize, variables, or document titles.
>	Indicates a menu choice. For example, "Navigate to **Lionbridge Connector > Jobs > Create New**."

1.4 How to Contact Lionbridge Connector Support

Email @: connectors@lionbridge.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email
- from the Lionbridge Connector Zendesk page, using your web browser

1.4.1 Submitting a Support Ticket

1. Do one of the following:
   - Email connectors@lionbridge.com, and cc (carbon copy) anyone to include in the ticket correspondence.

     Important: Include the information and attachments in your email that are listed in the sub-sections below.
   - Create a ticket in Zendesk:
     a. Open the Lionbridge Connector Zendesk page in your browser: https://connectors.zendesk.com.
     b. Sign in to Zendesk.

Note: If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.

Important: Include the information and attachments that are listed in the sub-sections below.

c. Click **Submit a request**.

d. In the **CCs** field, add anyone to include in the ticket correspondence.

Zendesk automatically creates a ticket and responds to everyone included in the cc field.

2. Everyone in the original cc receives updates unless they request to be removed from the ticket.

Important: Check your email spam folder (especially first-time Zendesk users) as sometimes email notifications from Zendesk are marked as spam.

When the issue is resolved, Lionbridge closes the ticket.

1.4.2 Information to Include in a Support Ticket

- client name
- CMS or content system name and version
- Connector or App version installed
- name of job for which the issue occurs
- date of job submission
- detailed description of the issue
- any error text–copy and paste, if applicable

Files to attach to the support ticket:

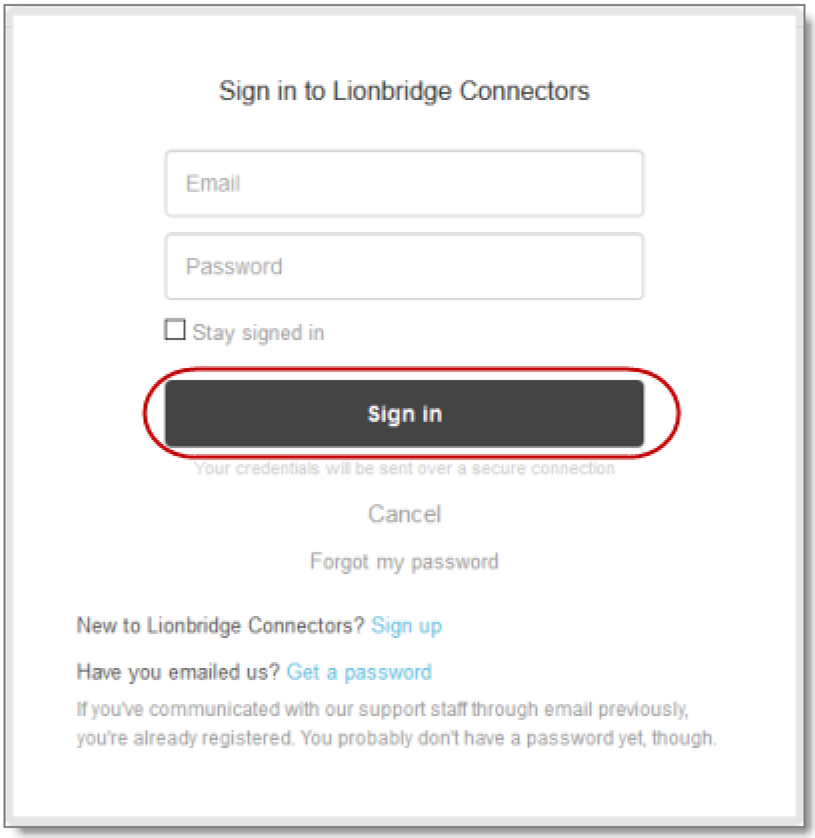
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

1.4.3 Viewing and Updating Your Support Ticket in Zendesk

Important: You must log into Zendesk to view your support tickets there.

1. Open the Lionbridge Connector Zendesk page in your browser: https://connectors.zendesk.com.

2. Enter your credentials, and click **Sign in**.



Note: If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.

3. After signing in, click **My activities** to view the tickets you opened or where you are cc'd.

4. To update tickets, you can reply or attach files.

For more information, refer to "Submitting and tracking support requests" in Zendesk's *Help Center guide for end-users*, at: https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users.

Important: Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

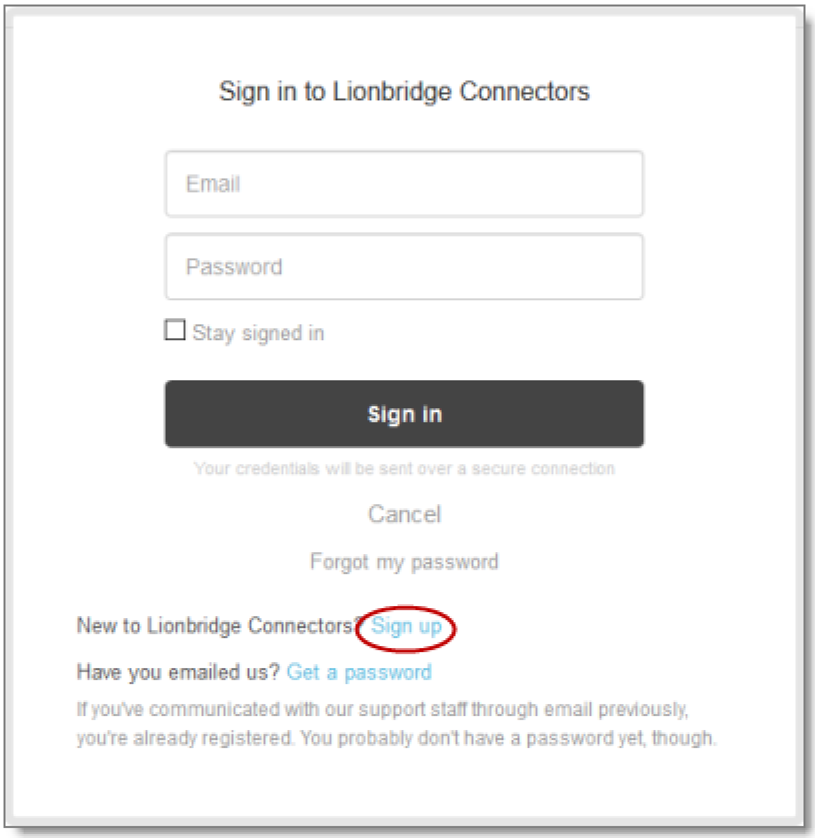
1.4.4 Signing Up for a Zendesk Account for Lionbridge Connectors

You can create a new Zendesk account for Lionbridge Connectors.

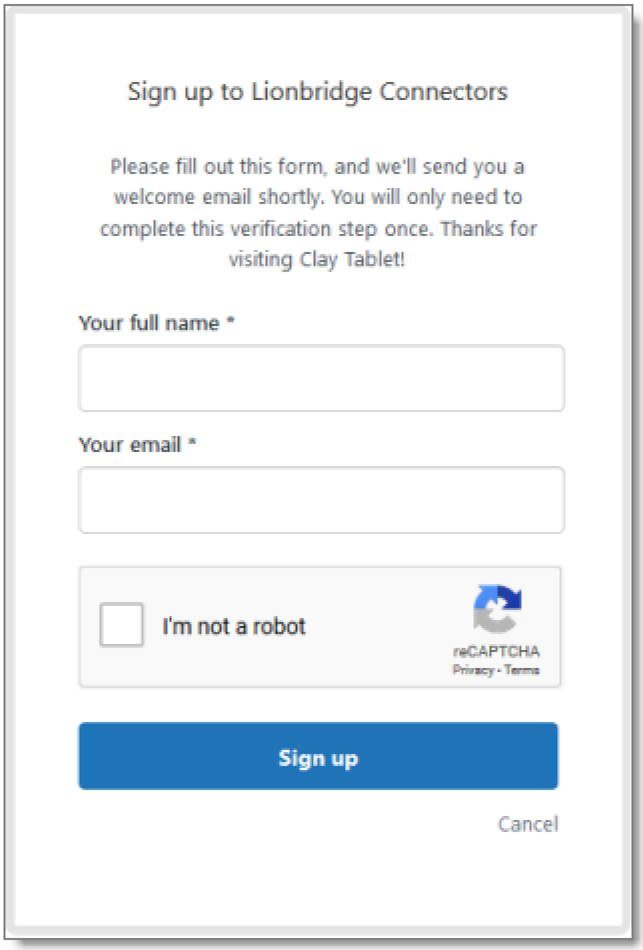
Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge Connectors."

To sign up for a Zendesk account:

1. Open the Lionbridge Connector Zendesk page in your browser: https://connectors.zendesk.com.
2. Click **Sign up** link.



The **Sign up** page opens.



3. Enter your name and email address, and select the **I'm not a robot** check box.
4. Click **Sign up**.

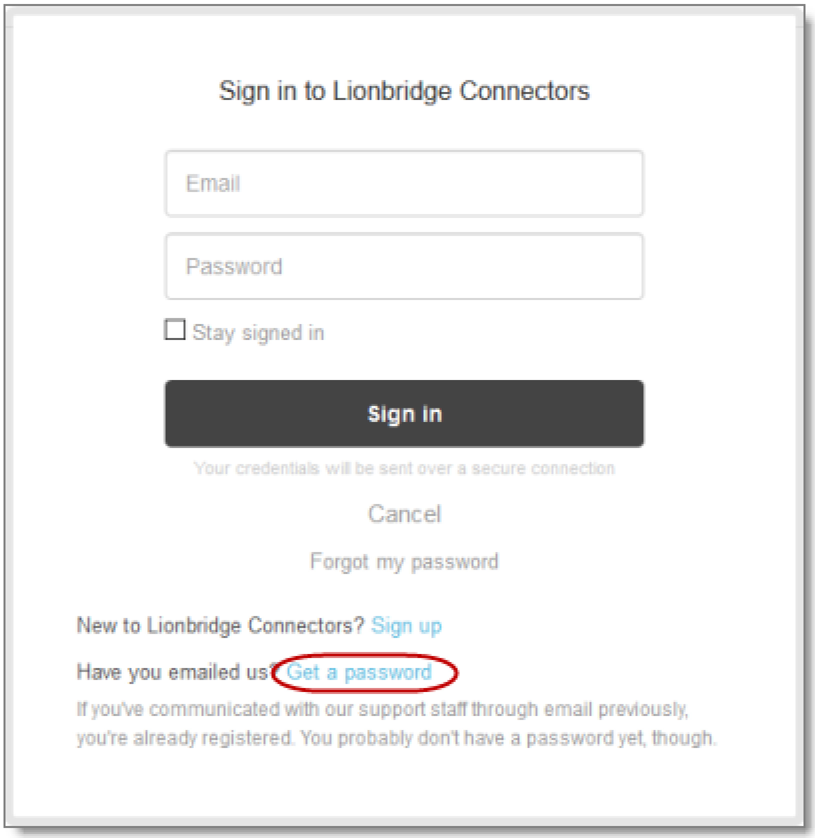
   The **Sign-up complete** page opens. You will receive a verification email shortly with a verification link that enables you to sign in. If you do not receive an email within a few minutes, please check your junk or spam folder.
5. Click the link in the verification email to create a password and sign into Zendesk.

1.4.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors

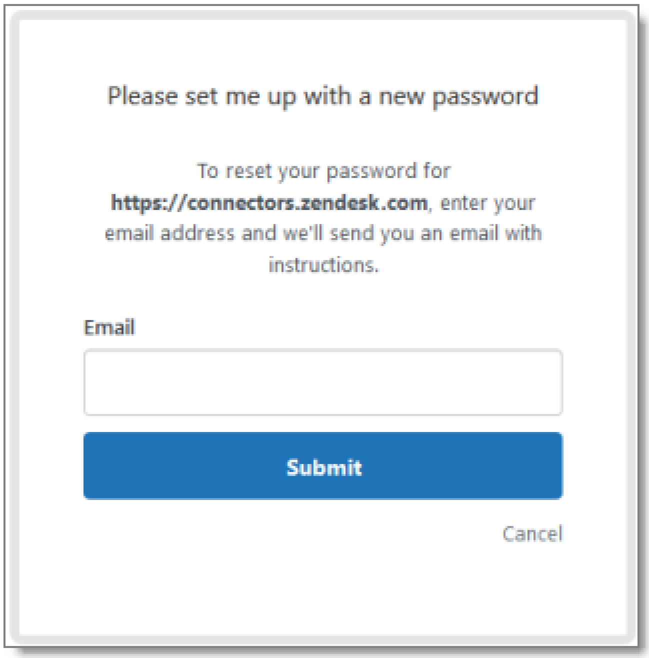
If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account.

To get a password:

1. Open the Lionbridge Connector Zendesk page in your browser: https://connectors.zendesk.com.
2. Click the **Get a password** link.



The **Please set me up with a new password** page opens.



3. Enter the email address from which you emailed Lionbridge Connectors Support (connectors@lionbridge.com).
4. Click **Submit**.

   Zendesk sends you an email with instructions for creating your password.
5. Follow the instructions in the email from Zendesk to create your password.

You can now sign in to Zendesk to create, view and update your support tickets.

2 Getting Started with the Lionbridge Connector for ServiceNow

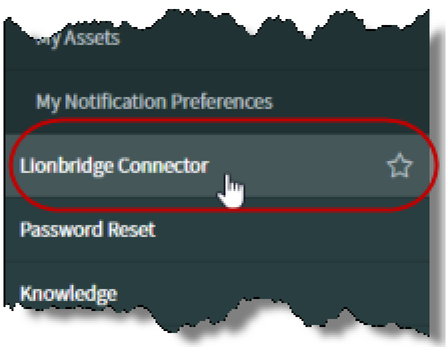
2 Getting Started with the Lionbridge Connector for ServiceNow

The Connector supports the following ServiceNow versions:

- London
- Madrid
- New York

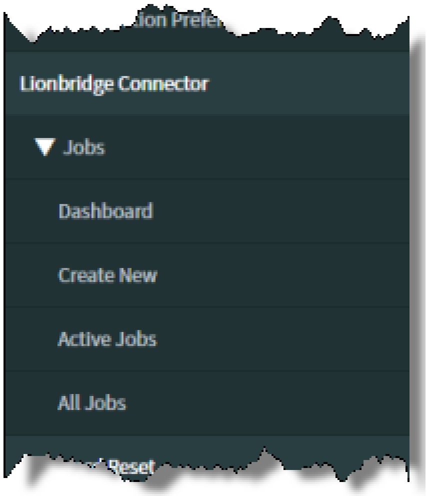
To access the Connector:

1. Log into ServiceNow.
2. Navigate to **Lionbridge Connector**.



Tip: To easily access the Connector in future sessions, mouseover **Lionbridge Connector** in the application navigator and click the **Add To Favorites** icon.

The Connector sub-menu opens, displaying all the Connector menu options under **Jobs**.



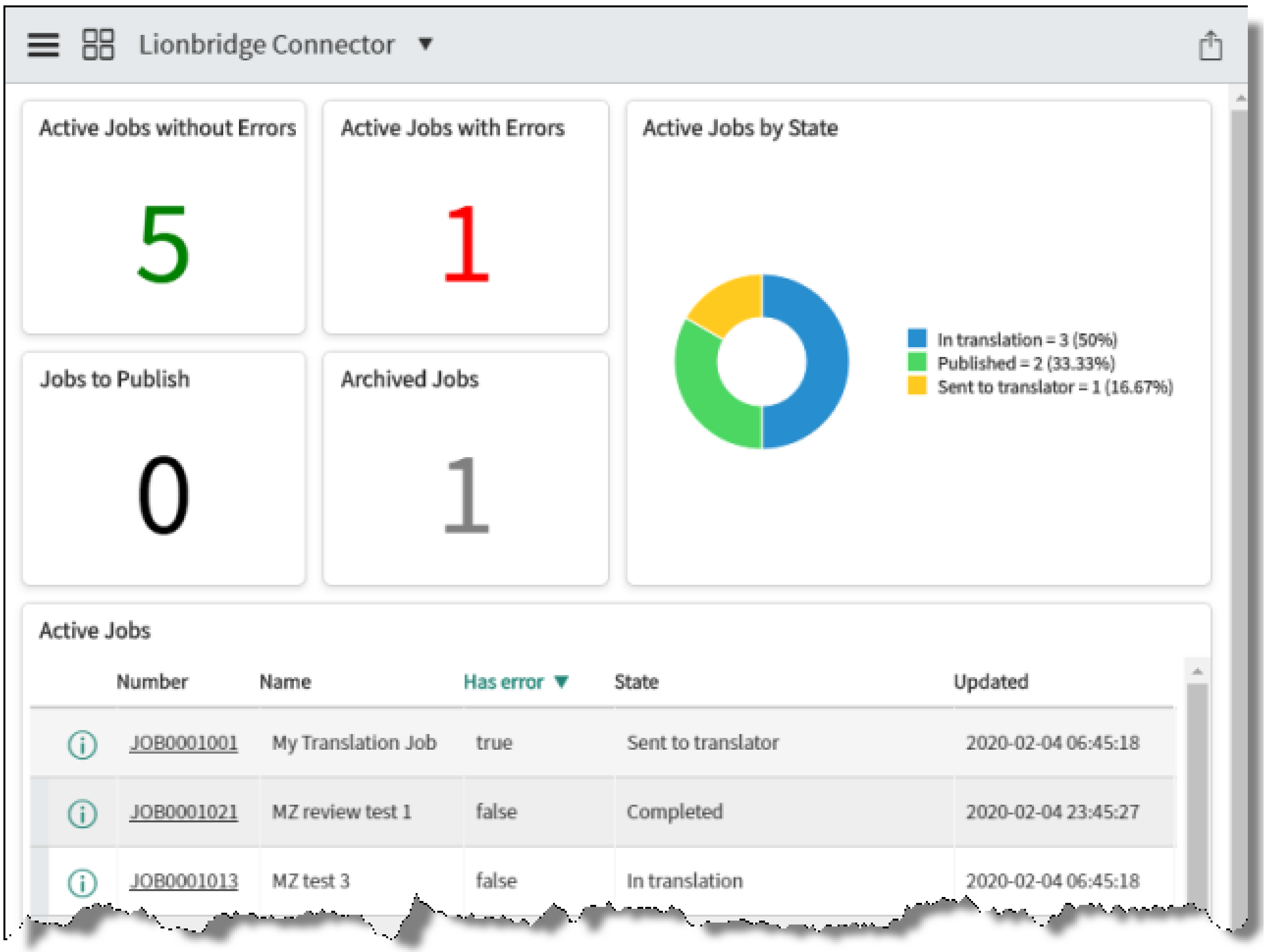
2.1 The Connector at a Glance

You access the Lionbridge Connector for ServiceNow ("Connector") directly from **Lionbridge Connector** in the application navigator.

It has the following main interfaces, accessible under **Lionbridge Connector > Jobs**:

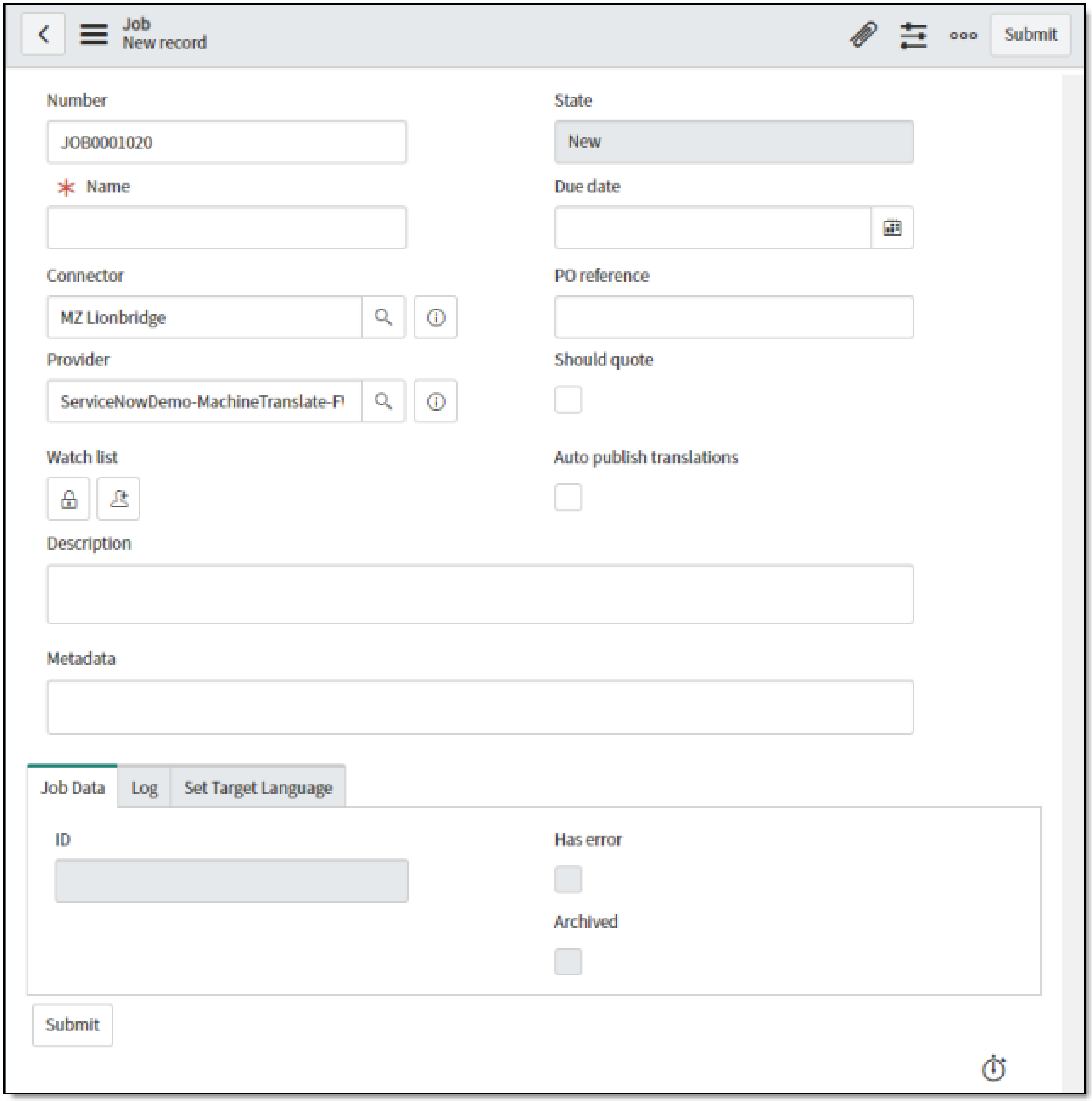
Dashboard

- You click the **Dashboard** sub-menu item to view a summary of the translation state of all jobs in this ServiceNow instance.



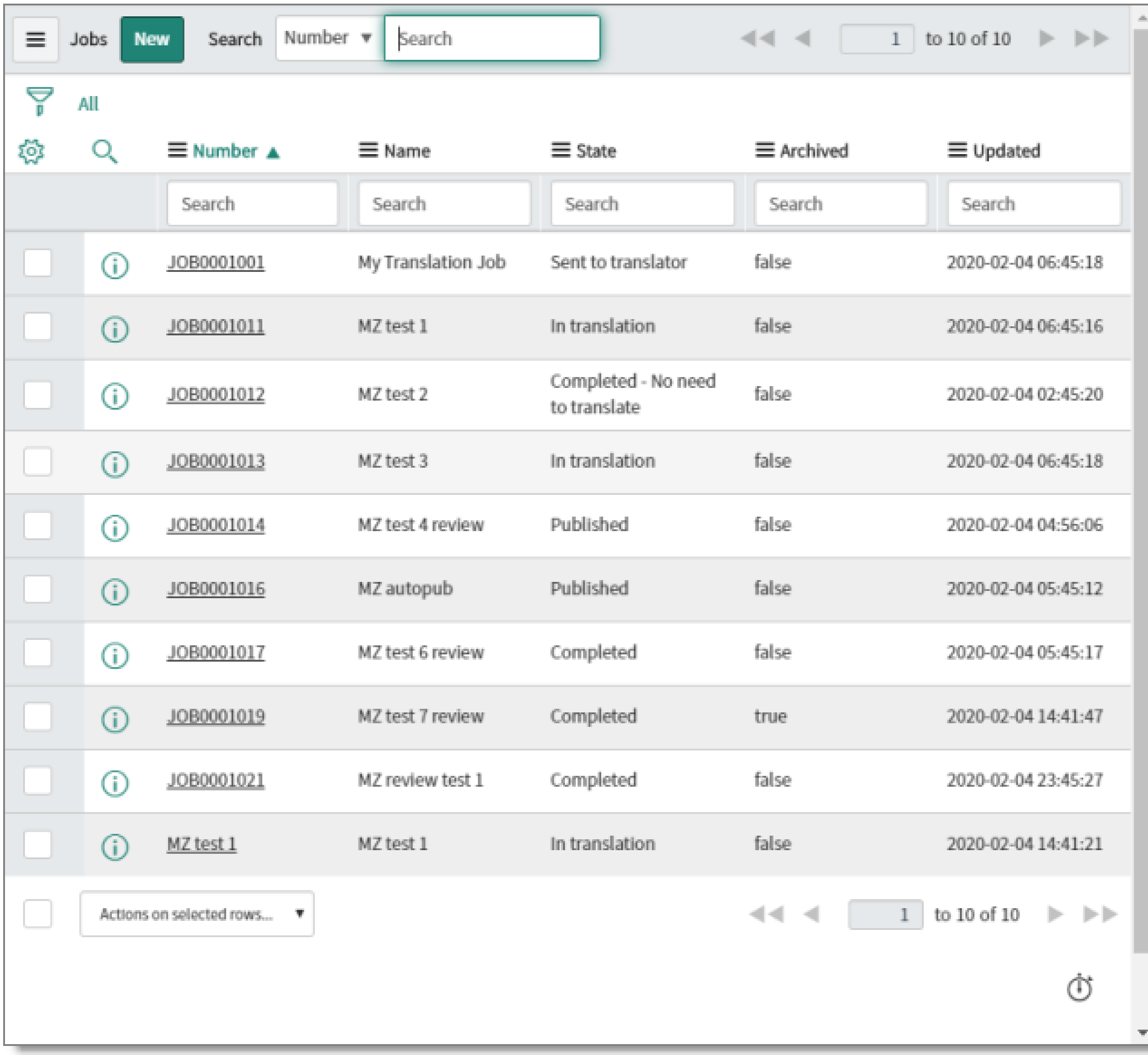
Job - New record dialog box

- You click the **Create New** sub-menu item to open the **Job - New record** dialog box, where you can create a new job so that you can send content for translation.



Jobs page

- You click the **Active Jobs** or **All Jobs** sub-menu items to open the **Jobs** page, where you can view a summary of information about all jobs, and from where you can see detailed information about any job. Clicking **Active Jobs** displays only non-archived jobs, while clicking **All Jobs** displays both archived and non-archived jobs.



3 Sending Content for Translation

There are three main steps to sending content for translation:

1. Creating a job. For detailed instructions, see page 20.
2. Adding content to the job. For detailed instructions, see page 25.
3. Sending the job to translation. For detailed instructions, see page 30.

3.1 Creating a Job

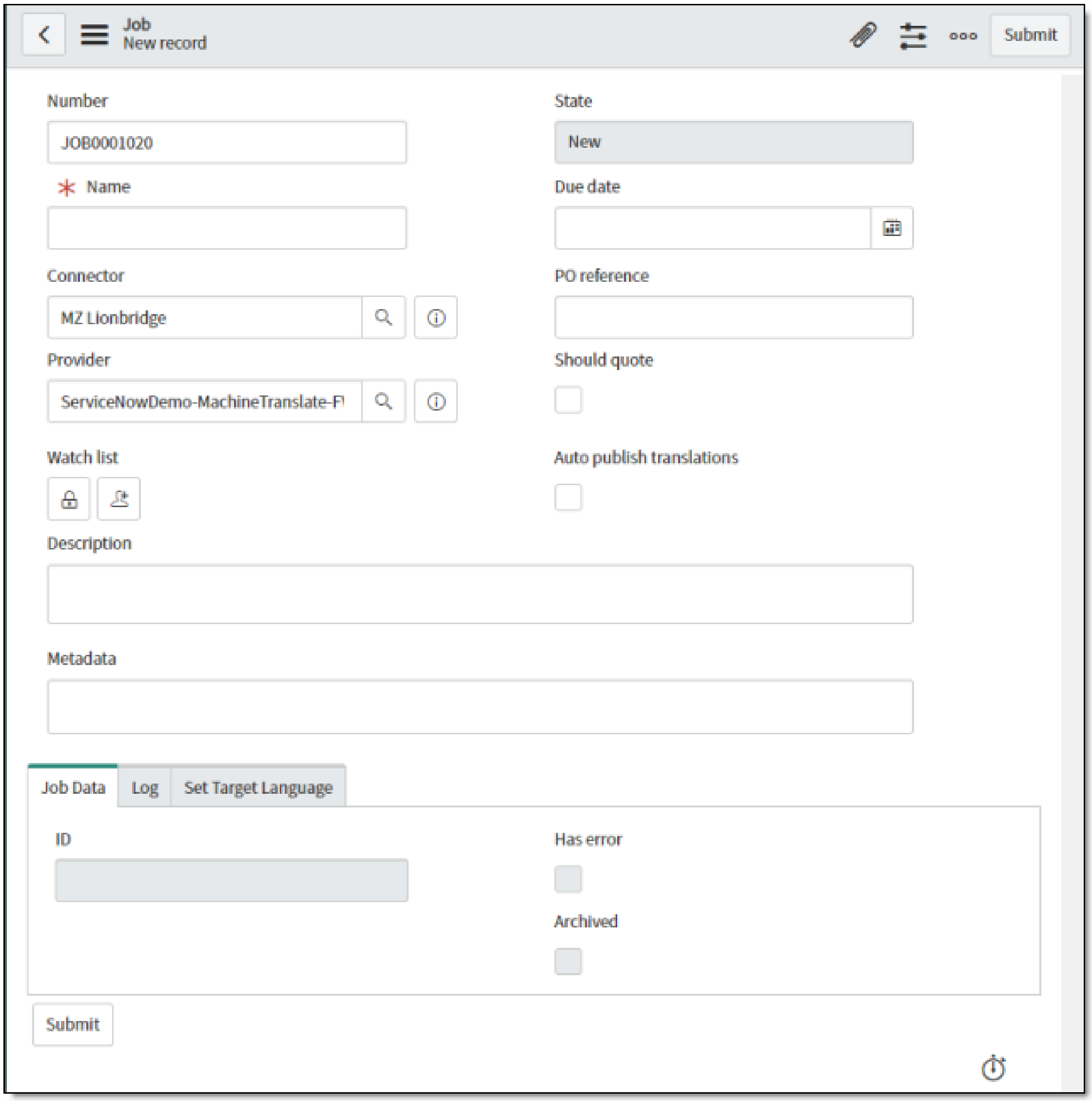
To send content to translation, you create a job.

A *job* is a bundle of content to send to Lionbridge for translation. A job contains content from one or more records.

To create a new job:

1. Navigate to **Lionbridge Connector > Jobs > Create New**.

The **Job - New record** dialog box opens.



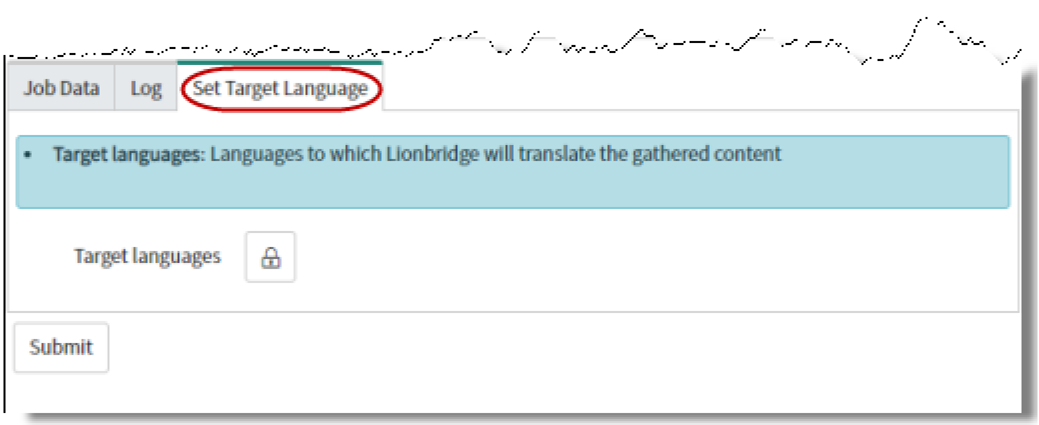
2. Enter the following information about your translation job:

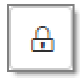
Field	Description
Number	The job number. This is a unique identifier for your job, starting with `JOB`, and followed by a seven-digit number. By default, the job number is one number higher than the last job created. For example, if the number of the last created job was `JOB0001029`, the default number of the new job is `JOB0001030`. You can modify this.
Name	A descriptive name for the job.

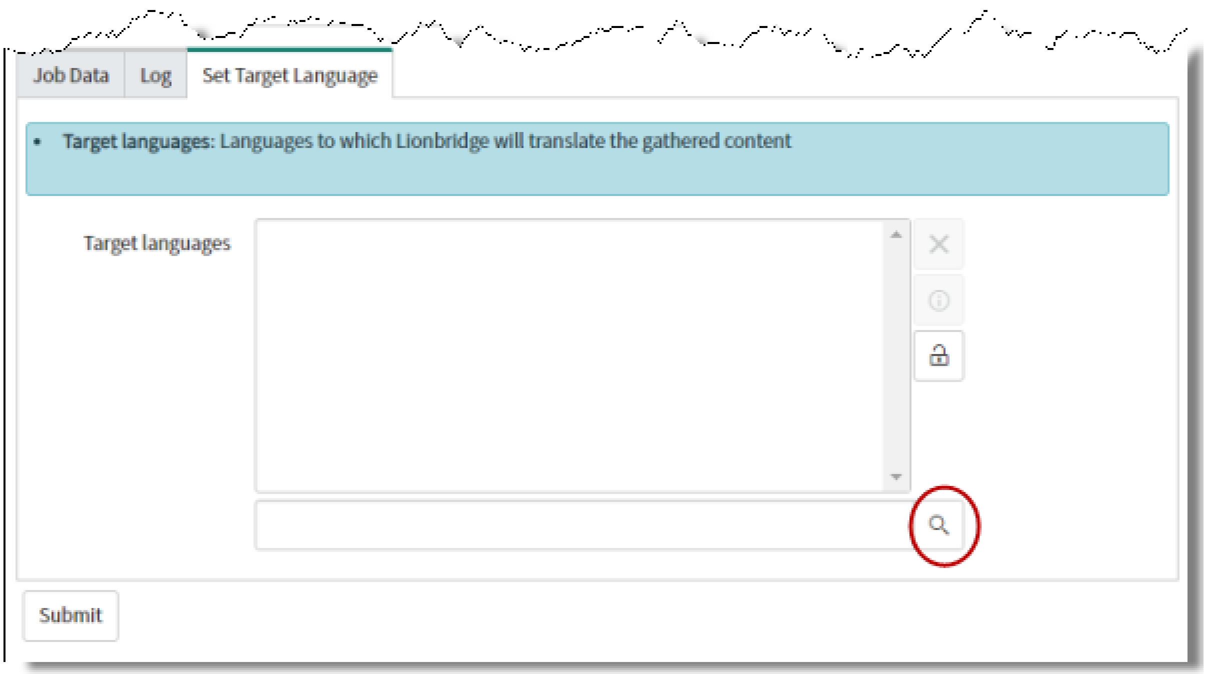
Field	Description
Connector	The Connector configuration, which includes the endpoint and the Lionbridge Content API credentials. There may be multiple Connector configurations, for example, for different accounts or departments. For more information, refer to the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*. By default, the most recently used Connector configuration populates this field. You can use the **Lookup using list** icon to open a search box where you can search for and select a different Connector configuration. **Tip:** Click the **Preview this record** icon to view the endpoint, username, and status of this Connector configuration. This helps you validate that you are selecting the correct Connector configuration.
Provider	The translation provider for this job. ▸ Click the **Lookup using list** icon to open a search box where you can search a translation provider. There may be multiple translation providers, for example, for different kinds of content. For example, one translation provider may translate legal content, while another translation provider may translate medical content.
Watch list	The list of users who will receive notifications about the state of this translation job. ■ To unlock the watch list so that you can edit the participants, click the **Unlock Watch list** icon . ■ To add yourself to the watch list, click the **Add me** icon . For information about configuring the default watch list, refer to the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*.
Description	The description of the job.
Metadata	Additional information to send to the translation provider.
State	Read-only. The translation state of the job. For a list and description of translation states, see page 37.

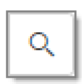
Field	Description
Due date	The requested translation deadline. This is the date when you expect the translated content to return. To select a date, either: ■ Type the delivery date in the field in `YYYY-MM-DD` format. ■ Click the **Select Date** icon and select a date in the calendar that opens. This information is sent to the translation provider as metadata of the translation package.
PO reference	The purchase order number to reference for payment of this translation job.
Should quote	Select this check box to inform the translation provider that you want to receive a quote before the translation process starts.
Auto publish translations	Determines whether the Connector will automatically publish the translated content in this job when it is complete. **Tip:** Select this option if it is not necessary to review the translation before publishing it. **Notes:** This feature requires the Lionbridge Connector Global Components update set. For more information, refer to the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*. If you do not select this check box, a ServiceNow administrator must either publish the completed translations and/or promote them to production via an update set.

3. Click the **Set Target Language** tab.

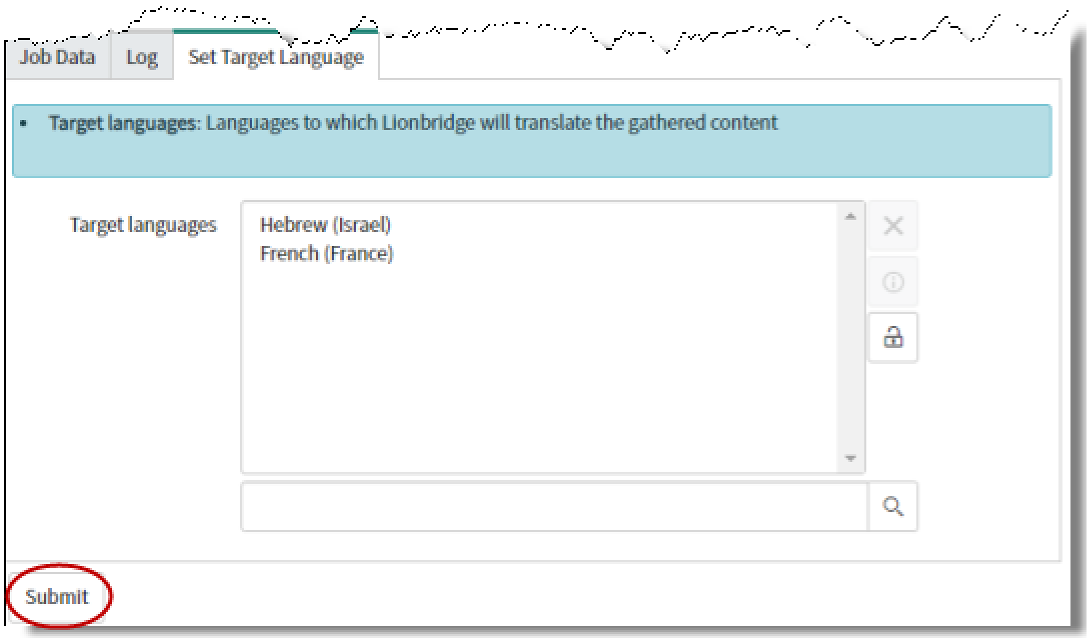


4. Click the **Unlock Target Languages** icon  to expand the tab, so that you can select the target languages for this job.



5. Click the **Lookup Using List** icon  to open a dialog box where you can search for and select a target language. Repeat this step for each target language to select.

6. In the bottom-left corner, click **Submit**.



Next, you add content to the job. You locate a record to translate, and then add it to the job. For detailed instructions, see "Adding Content to a Job" on page 25.

3.2 Adding Content to a Job

To send content for translation, you must add it to a job.

You can add one item at a time or you can add multiple content items to a job from a list page. For detailed instructions, see:

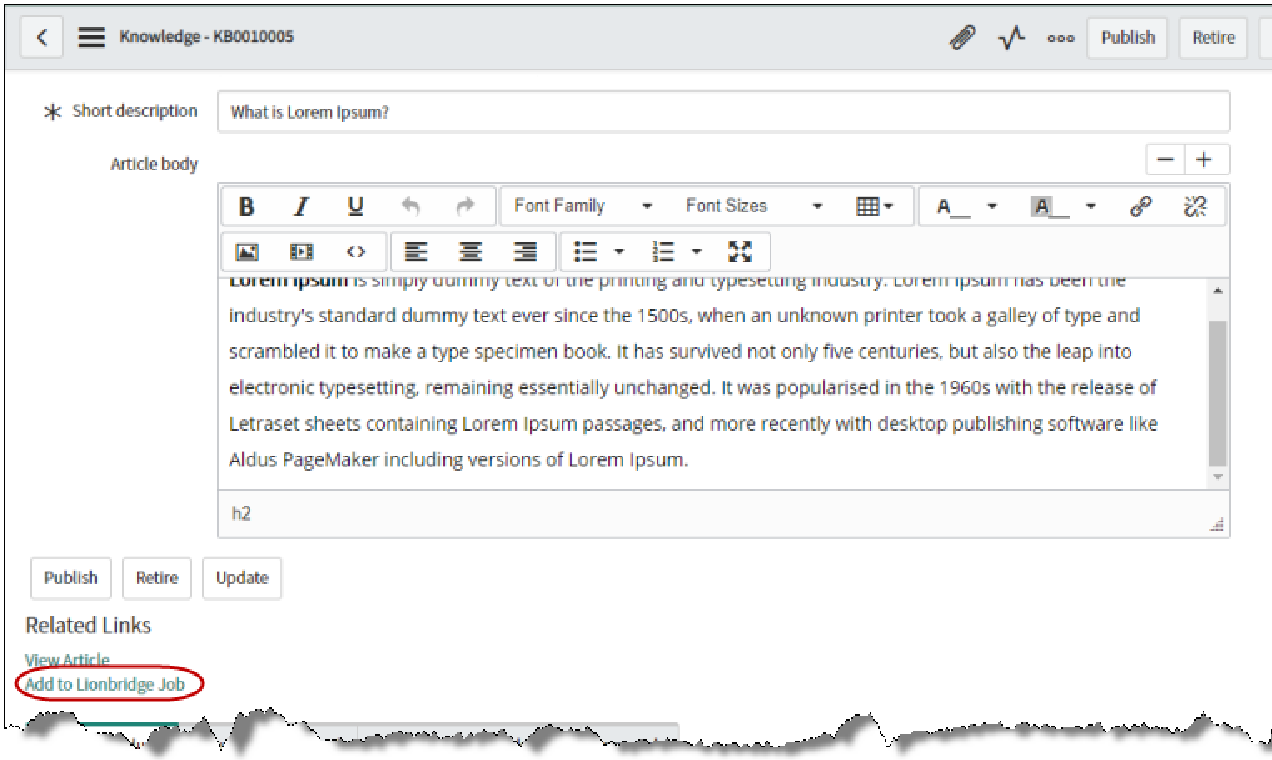
- "Adding One Content Item to a Job" on page 25
- "Adding Multiple Content Items to a Job" on page 27

3.2.1 Adding One Content Item to a Job

To send content for translation, you must add it to a job. For instructions on adding multiple content items to a job, see page 27.

To add one content item to a job:

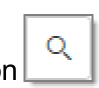
1. Navigate to an open the content item to send for translation. For example, open a knowledge article.



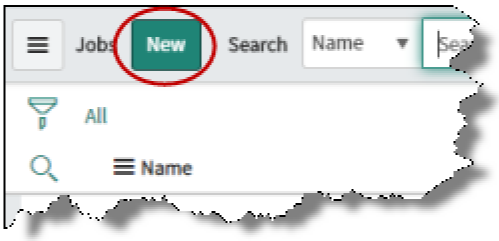
2. Scroll down and click the **Add to Lionbridge Job** link on the left side.

   The Select Job dialog box opens. By default, the most recently updated job is displayed.

3. The following sub-steps are optional:

- To select a *different* job, click the **Lookup Using List** icon  . A dialog box opens where you can search for and select the job where you will add the previously selected content items.

- To view information about the *displayed* job, click the **Preview this record** icon . The **Job** window opens, displaying information about this job. For a description of the fields in this window, see "Creating a Job" on page 20. You can also click the **Open Record** button to open the job for editing.
- To create a *new* job, click the **Lookup Using List** icon . In the dialog box that opens, click the **New** button in the top-left corner to open the **Job - New record** dialog box. For a detailed description, see "Creating a Job" on page 20.



4. Click **OK**.

   The content-item page reopens. A message at the top of the page states that the records were processed through translation rules. The message contains a link to the job.

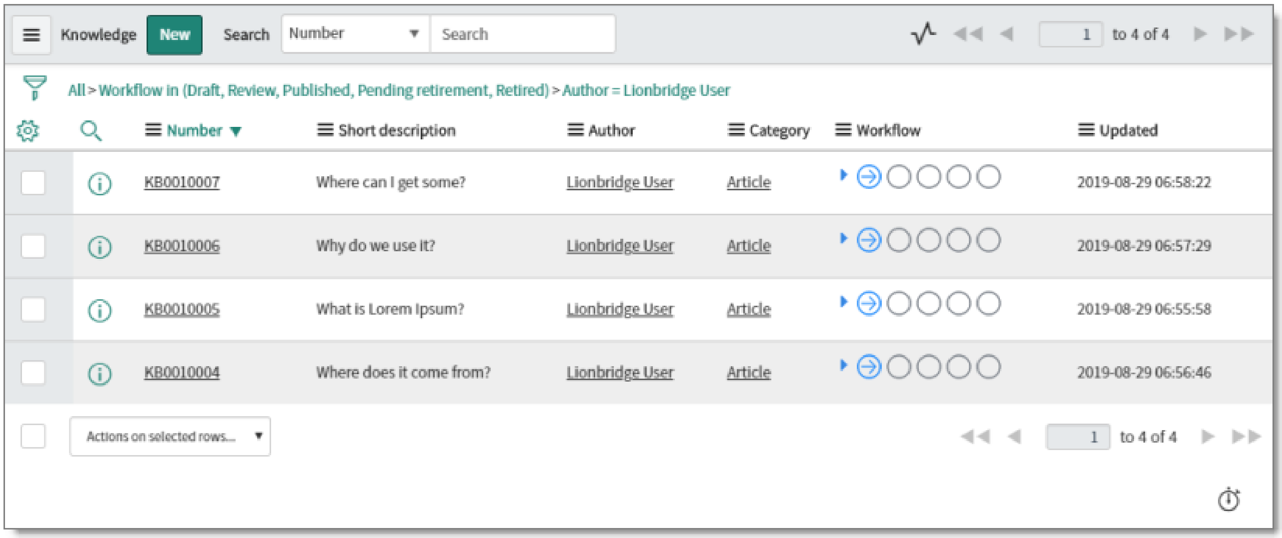
Next, you can view the job details and send the job to translation. For detailed instructions, see "Sending a Job to Translation" on page 30.

3.2.2 Adding Multiple Content Items to a Job

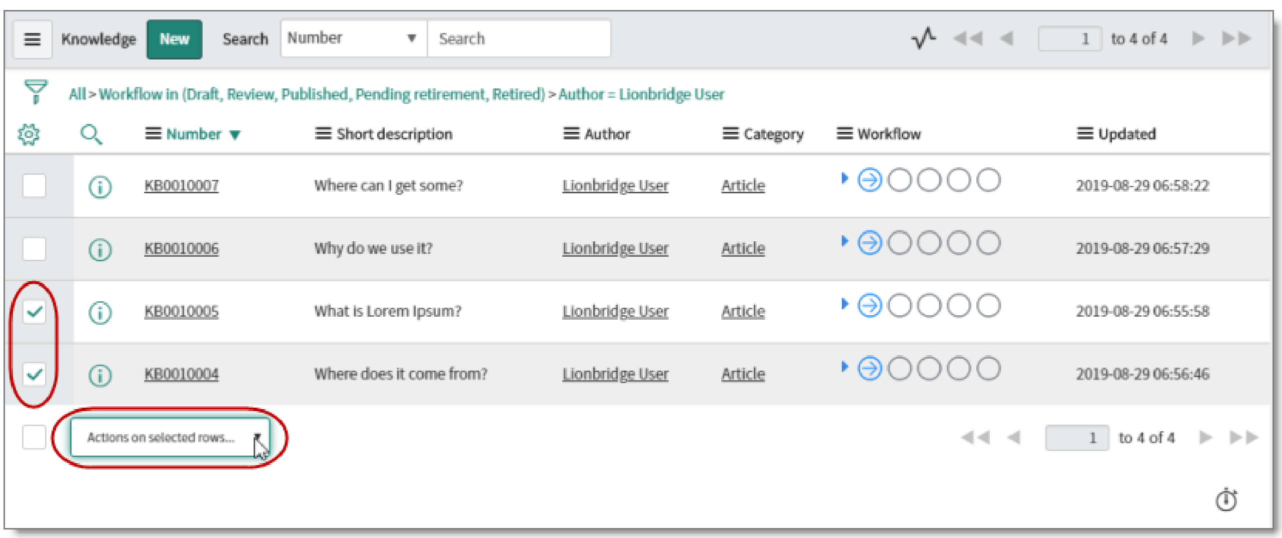
To send content for translation, you must add it to a job. For instructions on adding one content item to a job, see page 25.

To add multiple content items to a job:

1. Navigate to a list page for a type of content item. For example, navigate to **My Knowledge Articles**.



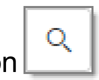
2. Select the check boxes of the content items to send for translation. For example, select the check boxes of multiple knowledge articles.

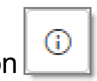


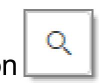
3. In the bottom-left corner, click the **Actions on selected rows** button, and select `Add to Lionbridge Job` in the dropdown list.

The **Select Job** dialog box opens. By default, the most recently updated job is displayed.

4. The following sub-steps are optional:

    - To select a *different* job, click the **Lookup Using List** icon  . A dialog box opens where you can search for and select the job where you will add the previously selected content items.

    - To view information about the *displayed* job, click the **Preview this record** icon  . The **Job** window opens, displaying information about this job. For a description of the fields in this window, see "Creating a Job" on page 20. You can also click the **Open Record** button to open the job for editing.

    - To create a *new* job, click the **Lookup Using List** icon  . In the dialog box that opens, click the **New** button in the top-left corner to open the **Job - New record** dialog box. For a detailed description, see "Creating a Job" on page 20.

5. Click **OK**.

    The content-item list page reopens. A message at the top of the page states that the records were processed through translation rules. The message contains a link to the job.

Next, you can view the job details and send the job to translation. For detailed instructions, see "Sending a Job to Translation" on page 30.

3.3 Sending a Job to Translation

After you create a job and add content items to it, you are ready to send the job to translation.

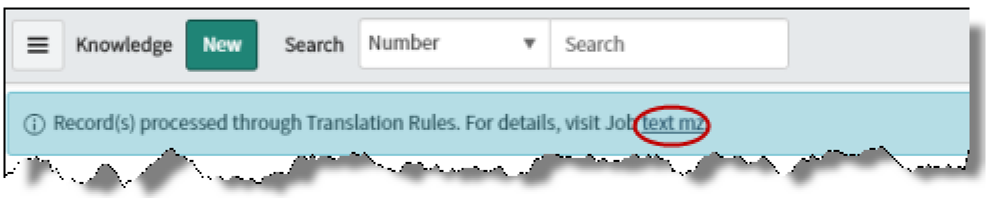
Note: After you add a content item to a job, it is a *request*.

You send a job for translation from the **Job** dialog box.

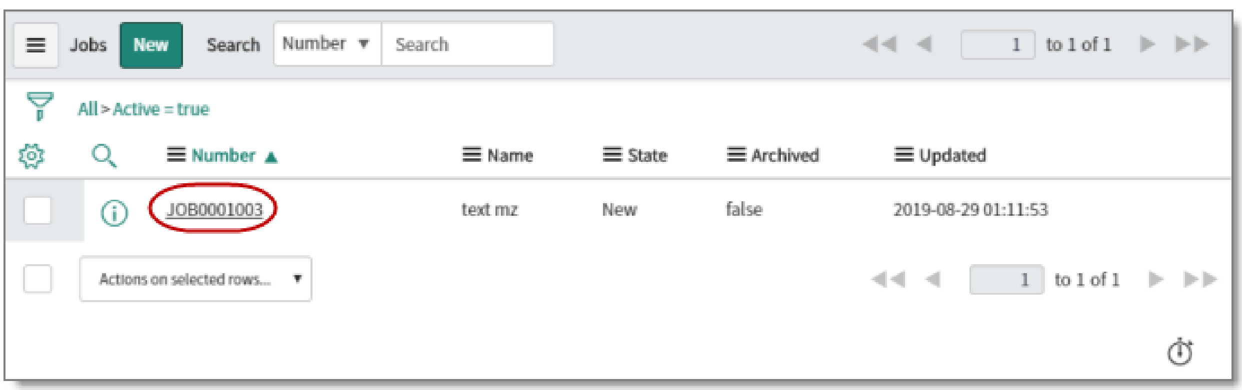
To send a job to translation:

1. Do one of the following:

   - Immediately after adding content items to a job, click the job link in the confirmation message displayed at the top of the page.

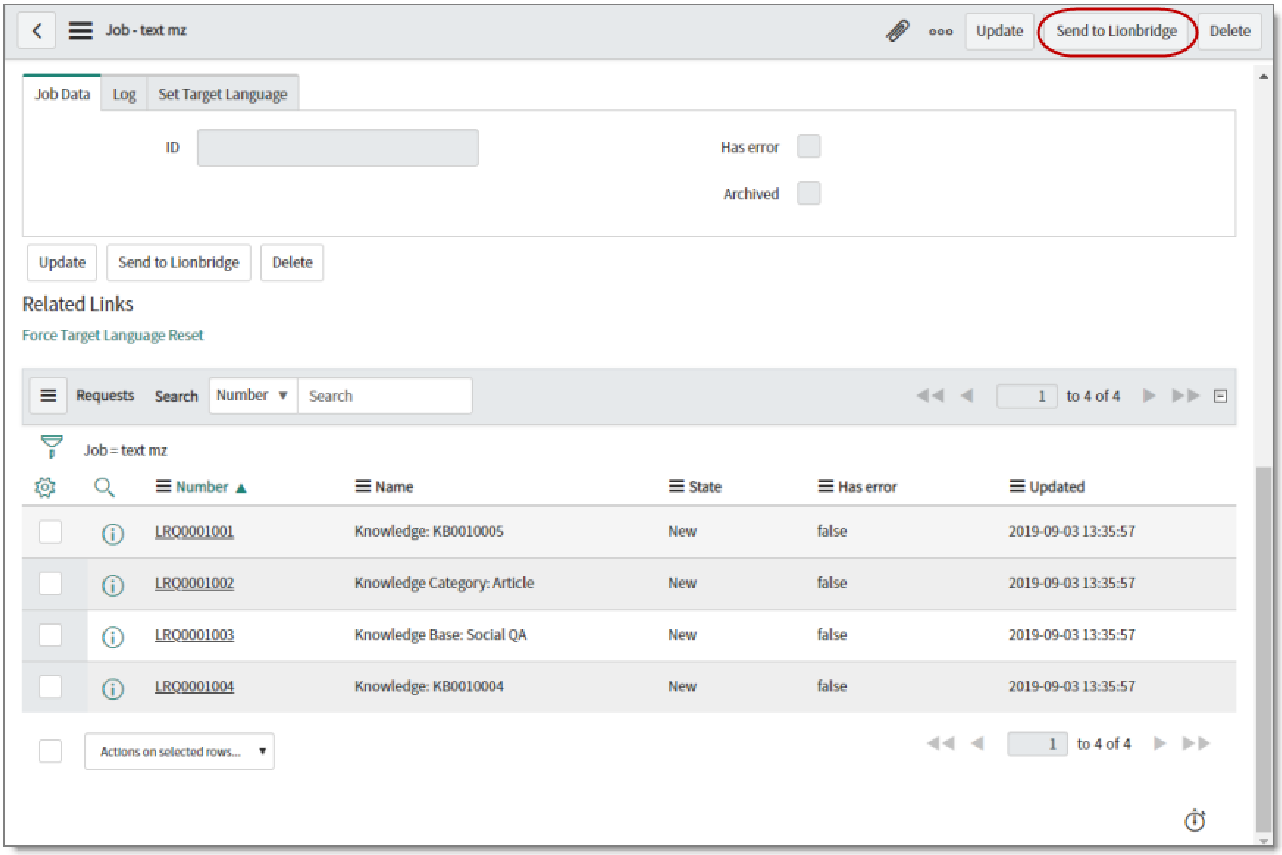


   - Navigate to **Lionbridge Connector > Jobs > Active Jobs** to open the **Jobs** page.



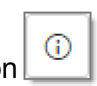
   In the **Number** column, click the job-number link.

The **Job** dialog box opens.



The **Related Links** section displays all the requests in the job, which are the individual content items to send for translation.

2. The following sub-steps are optional.

   - To view information about a request, click the **Preview** icon  . The **Request** window opens, displaying information about this request. For a description of the fields in this window, see "Viewing Request Details" on page 32.
   - To open the request for editing, click the request ID link in the **Number** column. For more information, see see "Editing a Request" on page 33.
   - To change the target language for all requests in the job to the target language defined for the job, click the **Force Target Language Reset** link, which is in the **Related Links** section.

     Tip: You can view the target language defined for the job in the **Set Target Language** tab of this page.

3. In the top-left corner, click **Send to Lionbridge**.

The page updates, displaying a message at the top that the job has been submitted for translation.

You can monitor the job state in the Dashboard, which you open by navigating to **Lionbridge Connector > Jobs > Dashboard**. For a detailed description of the Dashboard, see "Viewing Your Translation Summary" on page 38.

In a few seconds, the **State** field changes from `New` to `Created`, which indicates that the Lionbridge Content API received the job.

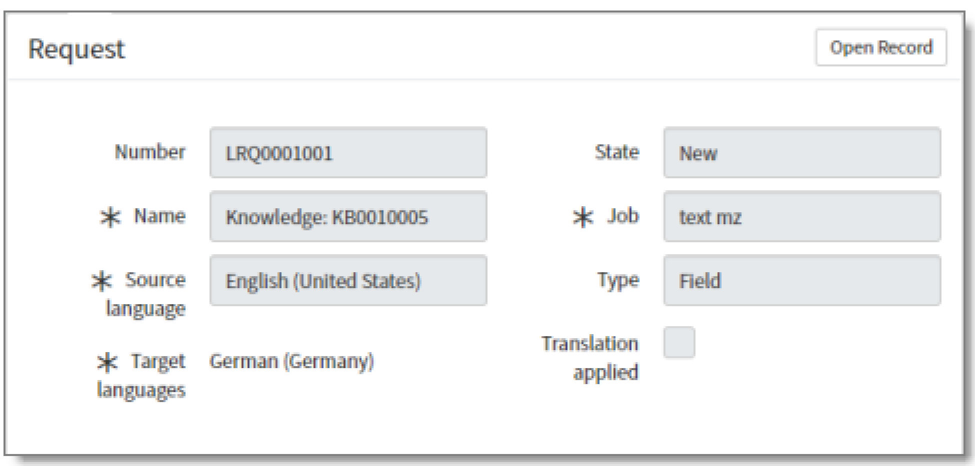
3.3.1 Viewing Request Details

Optional. You can view a *request*, which is a content item that has been added to a job, in the **Request** pop-up window.

To view a request:

- In the **Related Links** section of the **Job** dialog box, click the **Preview** icon for a request. For information about this dialog box, see:
  - "Creating a Job" on page 20 (before sending the job for translation)
  - "Viewing Job Details" on page 47 (after sending the job for translation)

  The **Request** pop-up window opens.



The **Request** pop-up window displays the following read-only information about the request:

Field	Description
Number	The request number. This is a unique identifier for your request, starting with `LRQ`, and followed by a seven-digit number. By default, the request number is one number higher than the last request created.
Name	The name of the request. This includes the content type, such as a `Knowledge Article`, followed by the name or number of the content item.
Source language	The source language of the corresponding content item.
Target languages	The target language(s) into which to translate the source content items.
State	The translation state of this request. For a list and description of all translation states, see "Translation States" on page 37.
Job	The name of the job to which this request belongs.
Type	The type of content in the request. This is either: ■ `Field`: Text is part of the translation job. ■ `File`: The complete file is part of the translation job.
Translation applied	When the translation is auto-published, the check box is selected, and an additional field displays the ID of ServiceNow record that was created to publish the translation.

- Optional. To edit this request, you can click the **Open Record** button in the top-right corner of the window to open the **Request** dialog box. For detailed instructions, see "Editing a Request" on page 33.

3.3.2 Editing a Request

Optional. You can edit a *request*, which is a content item that has been added to a job, in the **Request** dialog box. This dialog box also displays summary information about each field in the request.

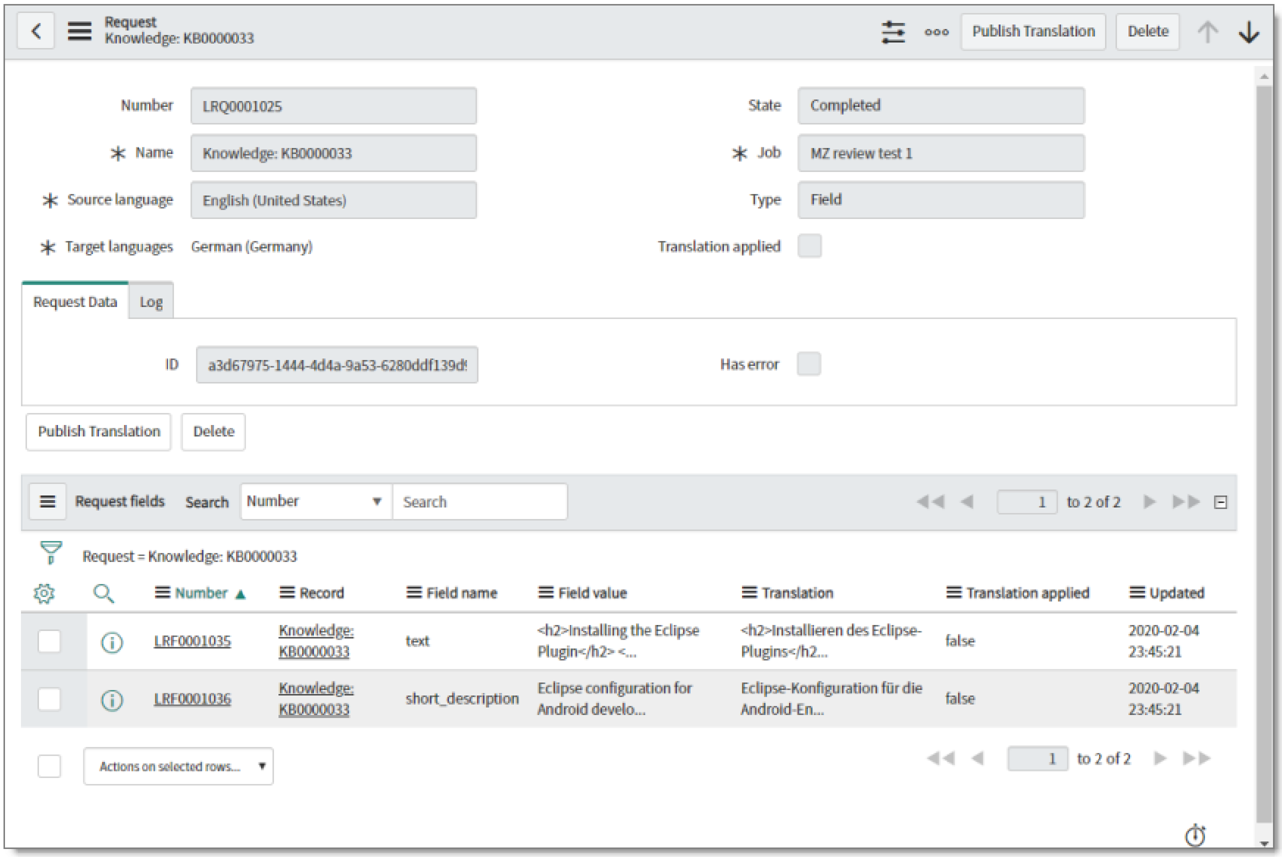
To edit a request:

1. Do one of the following:

   - In the **Request** pop-up window, click the **Open Record** button in the top-right corner of the window. For more information, see "Viewing Request Details" on page 32.

- In the **Related Links** section of the **Job** dialog box, click the request-number link in the **Number** column of the **Related Links** section for a request. For more information about this dialog box, see:
  - "Creating a Job" on page 20 (before sending the job for translation)
  - "Viewing Job Details" on page 47 (after sending the job for translation)

The **Request** dialog box opens.



2. You can edit the following fields:

Field	Description
Number	The request number. This is a unique identifier for your job, starting with `LRQ`, and followed by a seven-digit number. By default, the request number is one number higher than the last request created.
Name	The name of the request. This includes the content type, such as a `Knowledge Article`, followed by the name or number of the content item.
Source language	The source language of the corresponding content item.

Field	Description
Target languages	The target language(s) into which to translate the source content items.
State	The translation state of this request. For a list and description of all translation states, see "Translation States" on page 37.
Job	The name of the job to which this request belongs.
Type	The type of content in the request. This is either: ■ `Field`: Text is part of the translation job. ■ `File`: The complete file is part of the translation job.
Translation applied	This check box is always read only. When the translation is auto-published, the check box is selected, and a new field displays the ID of ServiceNow record that was created to publish the translation.

3. Click **Update** to save your changes.

Note: The information in the **Request Data** and **Log** tabs and in the **Request fields** section is not editable.

- The **Request Data** tab displays: the **ID** field, the unique job identifier assigned by the Connector that identifies the job when it is processed by the Lionbridge Content API; the **Has error** check box, which indicates whether request has an error.
- The **Log** tab displays a list of all entries in the log file about this request.

Request fields

The **Request fields** section displays the following information about each field in the request:

Column	Description
	Clicking this icon opens the **Request field** pop-up window, displaying detailed information about the field in the request. For a detailed description, see "Viewing Request Field Details" on page 52.
Number	The request field number. This is a unique identifier for your job, starting with `LRF`, and followed by a seven-digit number. By default, the request number is one number higher than the last request field created. Clicking the number opens the **Request field** dialog box, where you can view the fields in the request. For a detailed description, see "Viewing Request Field Values" on page 54.

Column	Description
Record	The name of the request. This includes an abbreviation of the content type, such as a `Knowledge`, followed by the name or number of the content item.
Field name	The type of field, for example, `text` or `short_description`.
Field value	The value of the field in the source language.
Translation	The value of the field in the target language, if the field has been translated.
Translation applied	Indicates whether the translation of this field is auto-published. This is either: ▪ `true`: The translation of this field *is* auto-published. ▪ `false`: The translation of this field *is not* auto-published.
Updated	The last time this field was updated, in `YYYY-MM-DD HH:MM:SS` format.

4 Monitoring Translation States

The Connector updates the job state at different milestones in the translation process.

For a list and description of translation states, see "Translation States" on page 37.

- You can view a summary of the translation state of all jobs in this ServiceNow instance on the Lionbridge Connector Dashboard. For detailed instructions, see "Viewing Your Translation Summary" on page 38.
- You can view all jobs in this ServiceNow instance on the **Jobs** page. You can then view jobs in a specific translation state. For detailed instructions, see "Viewing All Jobs" on page 42.
- You can view job metadata in the **Job** preview pop-up window. For detailed instructions, see "Previewing Job Details" on page 45.
- You can view detailed information about a job, including any errors that occurred, in the **Job** dialog box. For detailed instructions, see "Viewing Job Details" on page 47.
- You can view the source and translated fields in translation requests. For detailed instructions, see:
  - "Viewing Request Field Details" on page 52
  - "Viewing Request Field Values" on page 54

4.1 Translation States

A job, or content items (requests) in a job, have one of the following translation states:

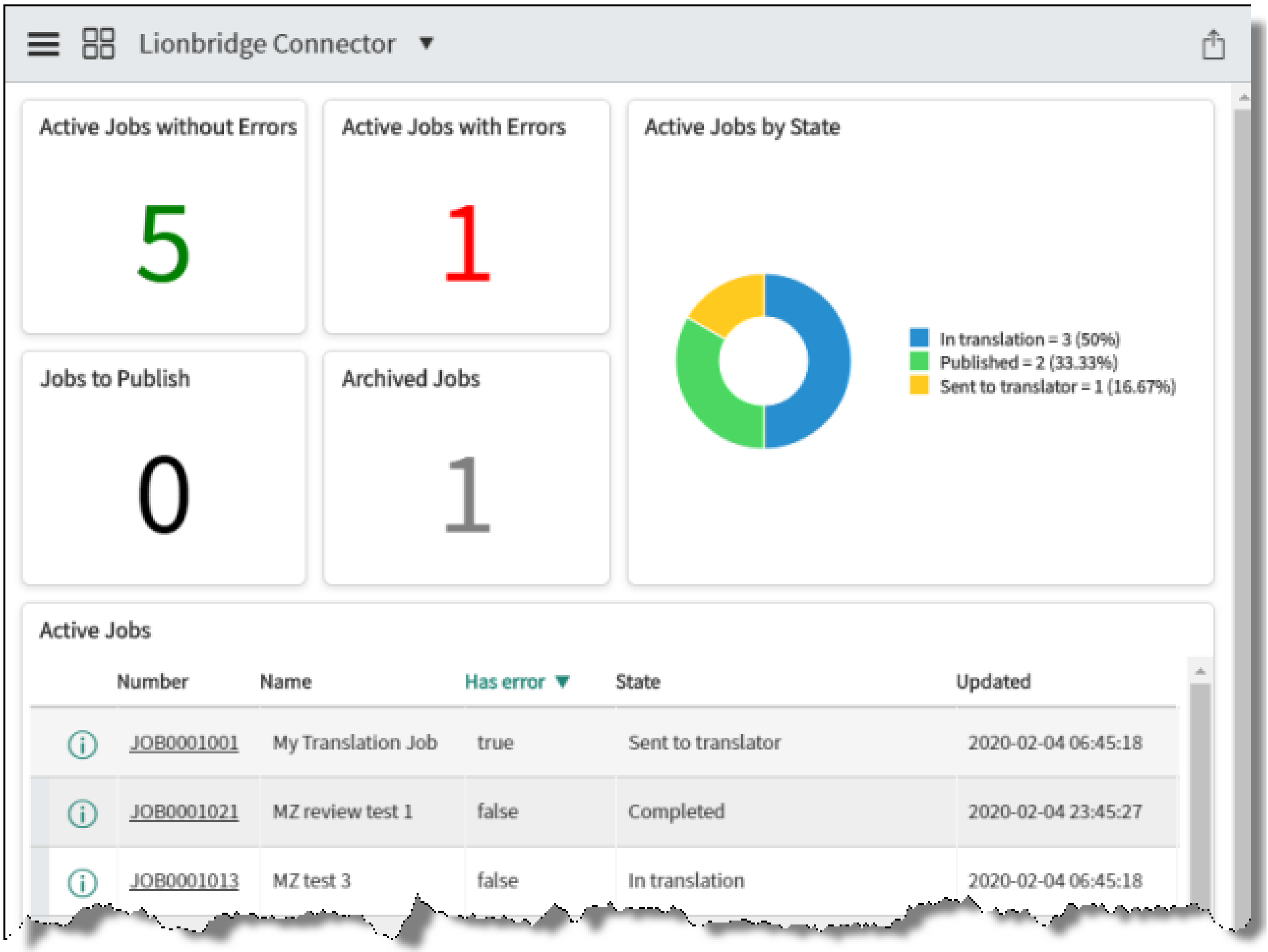
Translation State	Description
New	The Connector created the job, but it did not send it for translation.
Pending	The Connector is preparing to send the job for translation.
Created	The Connector sent the job to the Lionbridge Content API.
Sending	The Connector is sending the job to the Lionbridge Content API for delivery to the translation provider.
Sent to Platform	The Connector finished sending the job to the Lionbridge Content API for delivery to the translation provider.
Sent to Translator	The Lionbridge Content API sent the job to the translation provider.
In Translation	The translation provider has received the job and has not yet returned the translated content.

Translation State	Description
Review translation	The Connector has received the translated content from the translation provider, and it is ready for review. **Note:** The **Auto-accept** option was not selected for this job.
Translation Rejected	A Connector user has reviewed and rejected the translated content.
Completed	The job was accepted (by clicking **Accept Translation**) during the review. It is ready for publishing. The Auto-publish option was not selected for this job.
Completed No Need to Translate	There is no translatable content in this job.
Published	The job has been completed in the Connector, and the translated content was published to the ServiceNow instance.
Cancelled	The job was canceled and the content was not translated.

4.2 Viewing Your Translation Summary

You can view a summary of the translation state of all jobs in this ServiceNow instance.

- To view this summary, navigate to **Lionbridge Connector > Jobs > Dashboard**.



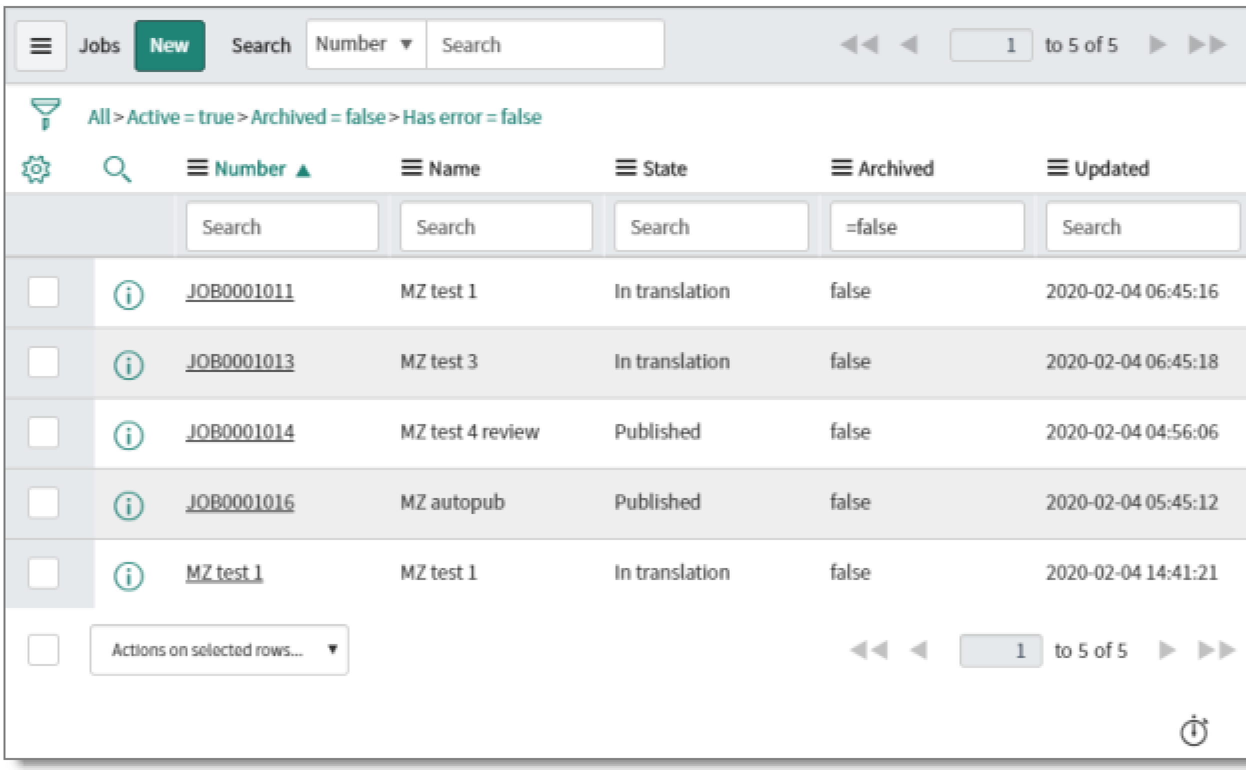
The following information is displayed about your jobs:

Section	Description
Active Jobs without Errors	All active jobs without errors.
Active Jobs with Errors	All active jobs with errors.
Jobs to Publish	All jobs that are ready to publish. These jobs are in `Completed` state.

Section	Description
Archived Jobs	All archived jobs. For information about archiving and unarchiving jobs, see "Archiving and Unarchiving Jobs" on page 62.
Active Jobs by State	All active jobs, displayed proportionally by translation state. This section also displays the number and percentage of jobs in each state. For a list and description of translation states, see "Translation States" on page 37.

- Click in a section to view more information about the corresponding jobs:
  - To view only the jobs in any section with a non-zero value, click that section.
  - To view only the jobs with a specific translation state, click the corresponding section of the pie chart.

The **Jobs** pop-up window opens, displaying the following information about each relevant job.



Column	Description
	Opens a pop-up window to preview the translation job. For a detailed description, see "Previewing Job Details" on page 45.

Column	Description
Number	The job number, which is a unique identifier for your job, starting with `JOB`, and following by a seven-digit number. It is assigned by the Connector when you create a job. Click the link to open the **Job** dialog box for this job. For a detailed description, see "Viewing Job Details" on page 47.
Name	The name of the job.
State	The current translation state of the job. For a list and description of translation states, see "Translation States" on page 37.
Archived	Indicates whether this job is archived. This is either: ■ `true`: The job is archived. For more information, see "Archiving and Unarchiving Jobs" on page 62. ■ `false`: The job is not archived.
Updated	The last time this job was updated, in `YYYY-MM-DD HH:MM:SS` format.

In the top-left corner of the pop-up window, the text beside the filter icon  describes the section of jobs based on the section of the Dashboard you clicked. For example this text beside the filter icon (`All > Active = true > Archived = false > Has error = false`) indicates that the user clicked the **Active Jobs without Errors** section.

For a description of all other functionality in this pop-up window, see the description of the **Jobs** page, in "Viewing All Jobs" on page 42.

Active Jobs

A table below the visual summary displays the following information about each active (non-archived) job:

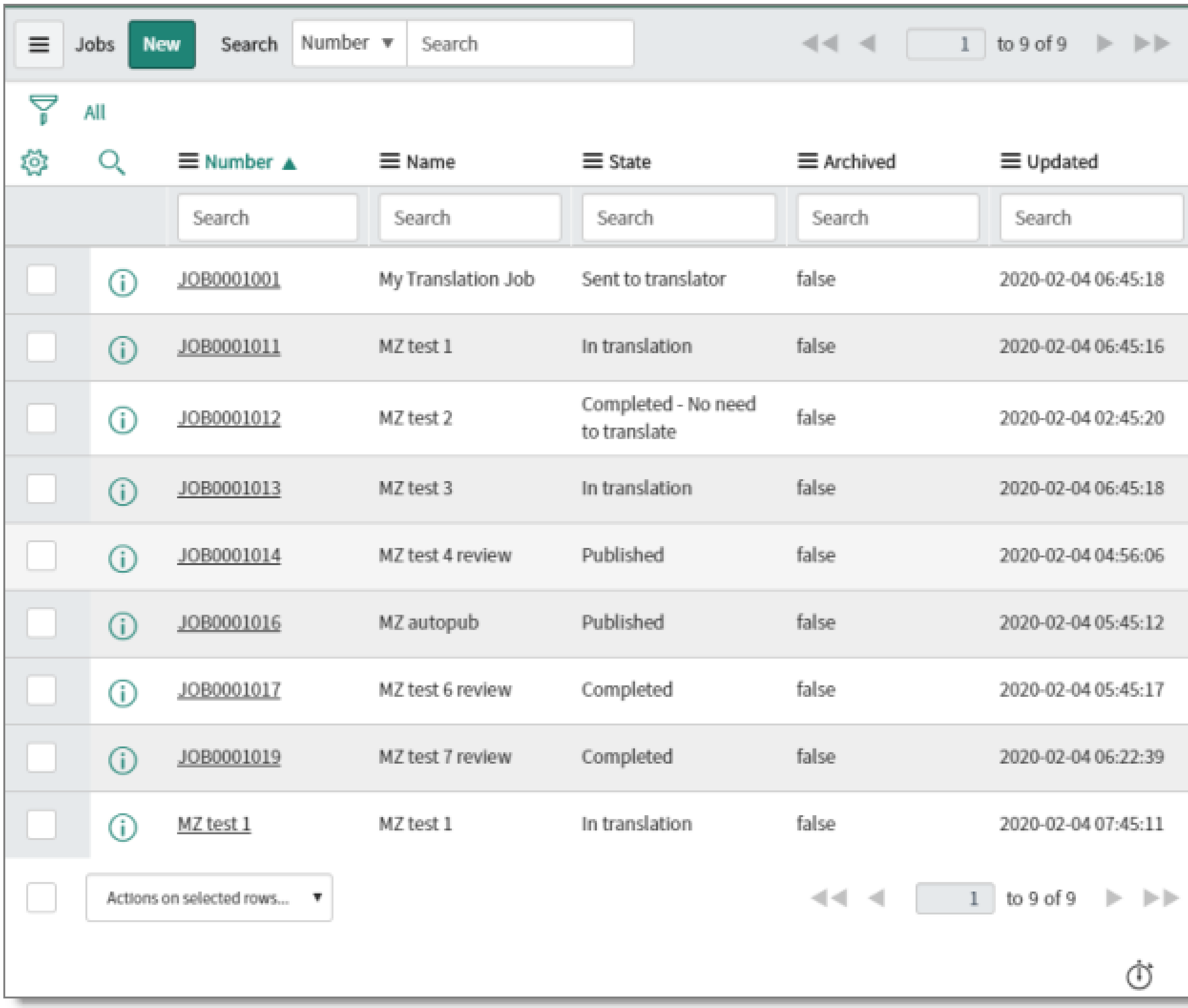
Column	Description
	Opens a pop-up window to preview the translation job. For a detailed description, see "Previewing Job Details" on page 45.
Number	The job number, which is a unique identifier for your job, starting with `JOB`, and following by a seven-digit number. It is assigned by the Connector when you create a job. Click the link to open the **Job** dialog box for this job. For a detailed description, see "Viewing Job Details" on page 47.

Column	Description
Name	The name of the job.
Has Error	Indicates whether this job has an error. This is either: ■ `true`: The job has an error. You can view this error in the **Job** dialog box for this job. For a detailed description, see "Viewing Job Details" on page 47. ■ `false`: The job does not have an error.
State	The current translation state of the job. For a list and description of translation states, see "Translation States" on page 37.
Updated	The last time this job was updated, in `YYYY-MM-DD HH:MM:SS` format.

4.3 Viewing All Jobs

You can view all jobs in this ServiceNow instance.

- To view all jobs, navigate to **Lionbridge Connector > Jobs > All Jobs**.



Tip: To view only non-archived jobs, navigate to **Lionbridge Connector > Jobs > Active Jobs**.

The **Jobs** page displays the following information about each job:

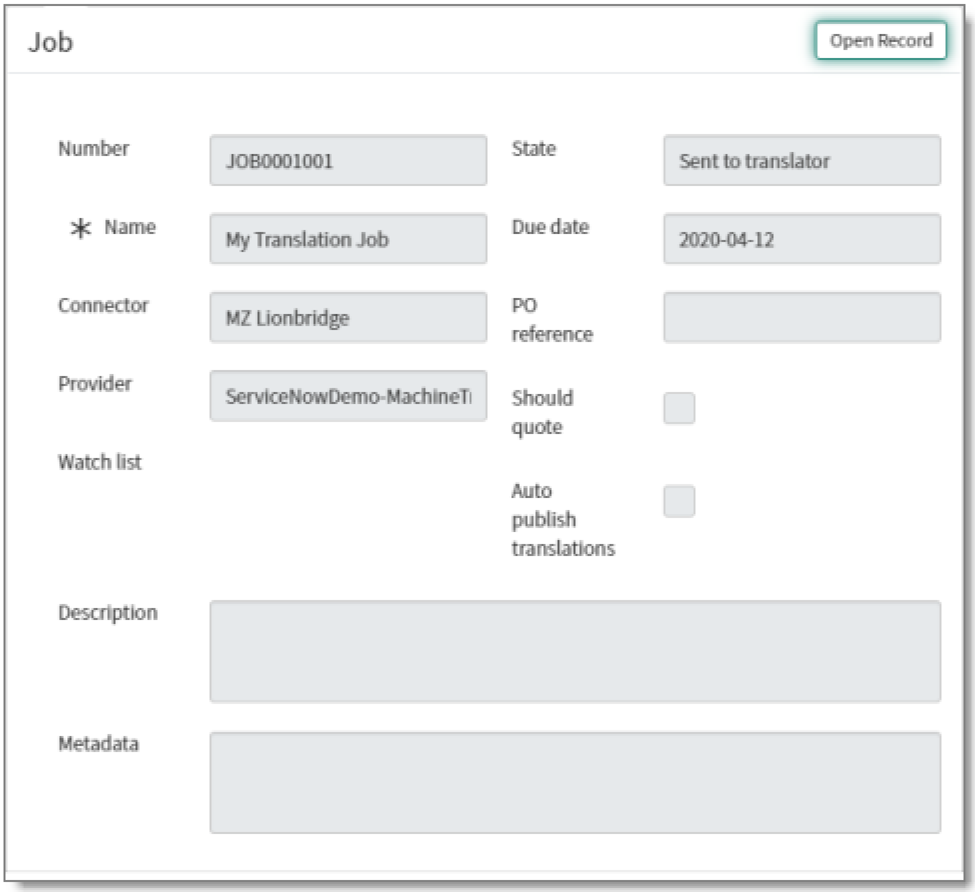
Column	Description
	Opens a pop-up window to preview the translation job. For a detailed description, see "Previewing Job Details" on page 45.
Number	The job number, which is a unique identifier for your job, starting with `JOB`, and following by a seven-digit number. It is assigned by the Connector when you create a job. Click the link to open the **Job** dialog box for this job. For a detailed description, see "Viewing Job Details" on page 47.

Column	Description
Name	The name of the job.
State	The current translation state of the job. For a list and description of translation states, see "Translation States" on page 37.
Archived	Indicates whether this job is archived. This is either: ■ `true`: The job is archived. For more information, see "Archiving and Unarchiving Jobs" on page 62. ■ `false`: The job is not archived.
Updated	The last time this job was updated, in `YYYY-MM-DD HH:MM:SS` format.

In the top-left corner of the pop-up window, the text beside the filter icon  describes the section of jobs based on the section of the Dashboard you clicked. For example this text beside the filter icon (`All`) indicates that the user navigated to **All Jobs**. In contrast, navigating to **Active Jobs** displays (`All > Active = true`) beside the filter icon.

4.4 Previewing Job Details

The **Job** preview pop-up window displays information about a job in any state.



This dialog box opens when you click the icon in the first column in the **Jobs** page or pop-up window.

- For a description of the **Jobs** page, see "Viewing All Jobs" on page 42.
- For a description of the **Jobs** pop-up window, see "Viewing Your Translation Summary" on page 38.

Note: All fields are read only.

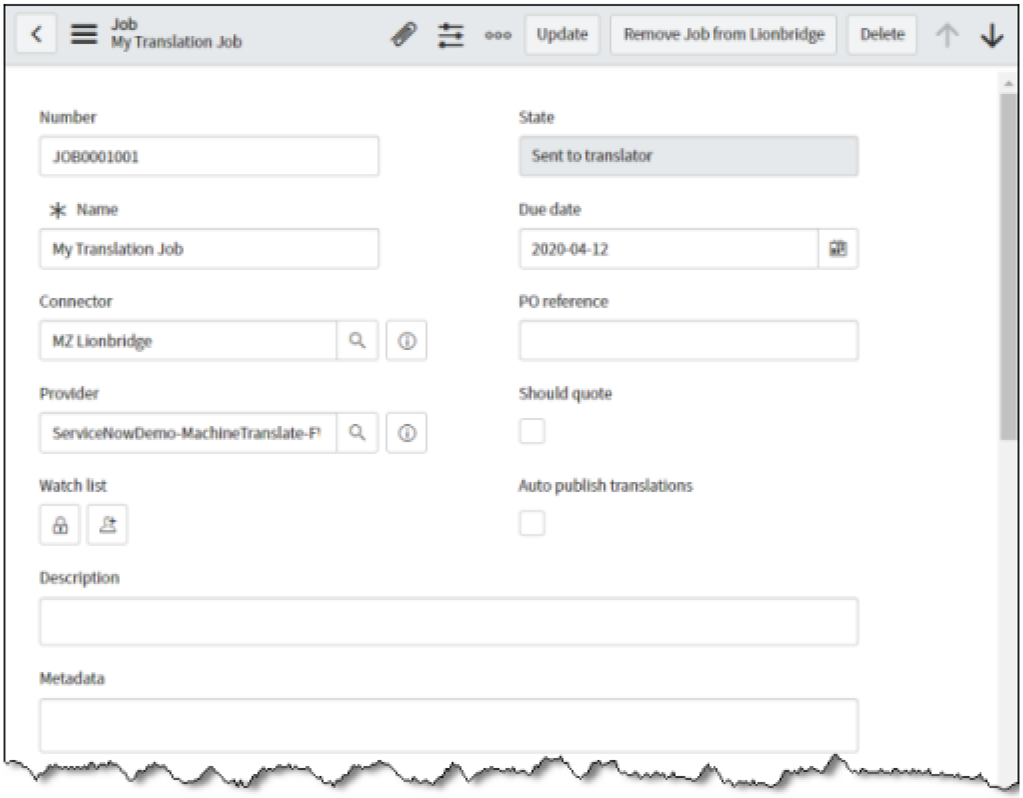
The **Job** preview pop-up window displays the following information about a job in any state.

Field	Description
Number	The job number, which is a unique identifier for your job, starting with `JOB`, and following by a seven-digit number. It is assigned by the Connector when you create a job.
Name	The name of the job.

Field	Description
Connector	The name of the Connector configuration to the Lionbridge Content API. For more information, refer to the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*.
Provider	The translation provider for this job.
Watch list	The list of users who receive notifications about the state of this job.
State	The current translation state of the job. For a list and description of translation states, see "Translation States" on page 37.
Due date	The requested translation deadline, when the job creator expects the translated content to return, in `YYYY-MM-DD` format.
PO reference	The purchase order number referenced for payment of this job.
Should quote	If this check box is selected, then the translation provider was instructed to send a quote before starting the translation process.
Auto publish translations	If this check box is selected, then when this job is complete, the Connector automatically publishes the translated content.
Description	The description of the job.
Metadata	Additional information sent to the translation provider.

4.5 Viewing Job Details

The **Job** dialog box displays detailed information about a job in any state.



This dialog box opens when you click a link in the **Number** column in the **Jobs** page or pop-up window.

- For a description of the **Jobs** page, see "Viewing All Jobs" on page 42.
- For a description of the **Jobs** pop-up window, see "Viewing Your Translation Summary" on page 38.

Note: Some fields may be editable, depending on the job state. For example, the fields of a job in `Published` state are not editable, while the fields of a job in `Sent to translator` state may be editable. For information about modifying editable fields, see the corresponding descriptions in "Creating a Job" on page 20.

The **Job** dialog box displays the following information about a job in any state:

Field	Description
Number	The job number, which is a unique identifier for your job, starting with `JOB`, and following by a seven-digit number. It is assigned by the Connector when you create a job.
Name	The name of the job.

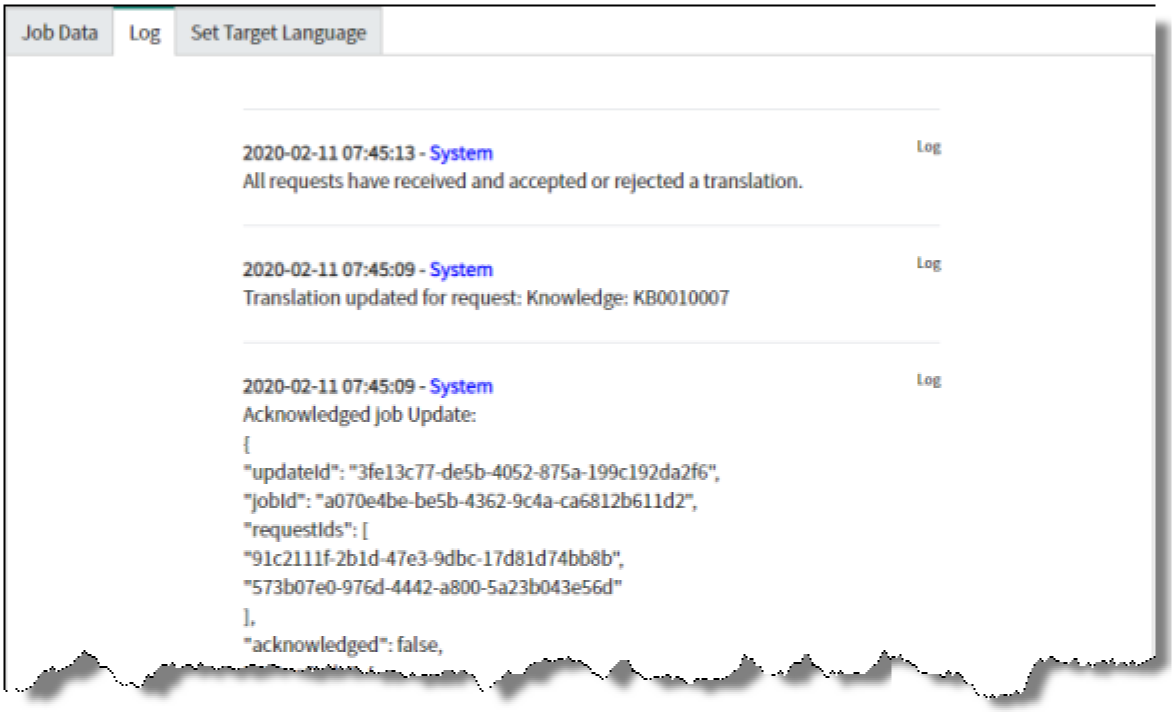
Field	Description
Connector	The name of the Connector configuration to the Lionbridge Content API. For more information, refer to the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*.
Provider	The translation provider for this job.
Watch list	The list of users who receive notifications about the state of this job.
State	The current translation state of the job. For a list and description of translation states, see "Translation States" on page 37.
Due date	The requested translation deadline, when the job creator expects the translated content to return, in `YYYY-MM-DD` format.
PO reference	The purchase order number referenced for payment of this job.
Should quote	If this check box is selected, then the translation provider was instructed to send a quote before starting the translation process.
Auto publish translations	If this check box is selected, then when this job is complete, the Connector automatically publishes the translated content.
Description	The description of the job.
Metadata	Additional information sent to the translation provider.

- To view additional information about the job, click the **Job Data** tab.

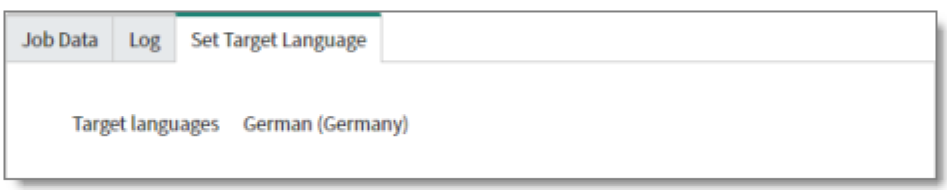
The **Job Data** tab displays the following information:

Field	Description
ID	The unique job identifier assigned by the Connector. This identifies the job when it is processed by the Lionbridge Content API.
Has error	Indicates whether the job has an error.
Archived	Indicates whether the job is archived.
Latest error	Displayed only if the **Has error** check box, described above, is selected. Displays the latest error, which can be either from the Lionbridge Content API or Lionbridge Freeway, depending where the error occurred.

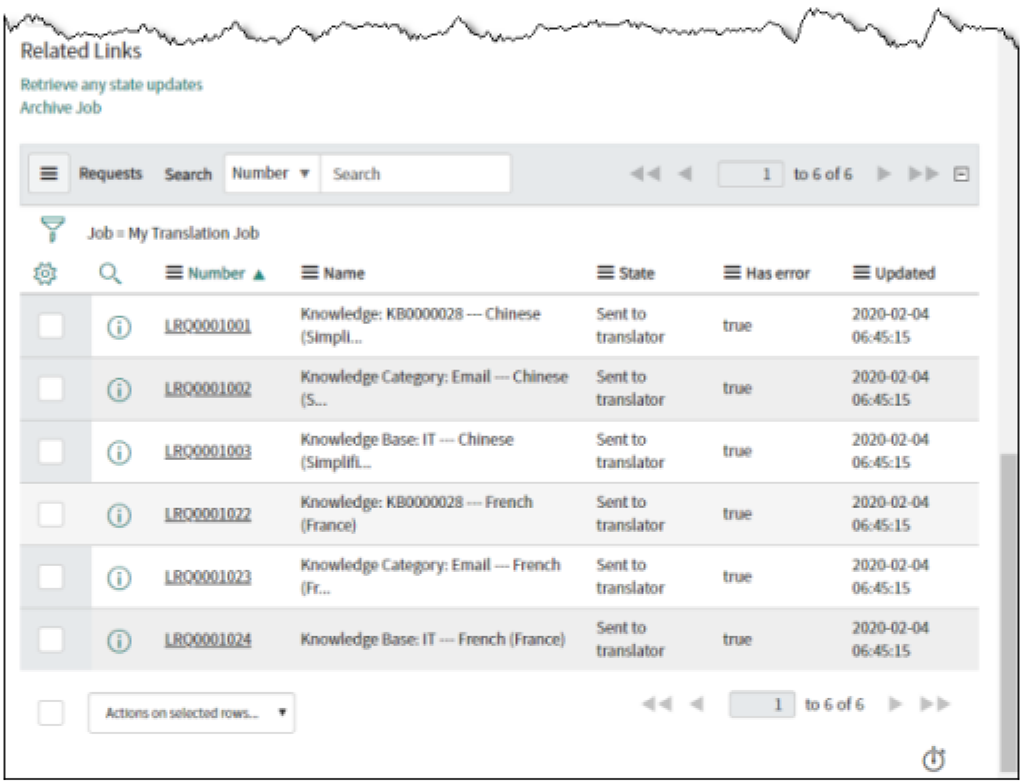
- To view a list of all entries in the log file about this job, click the **Log** tab.



- To view the target languages for this job, click the **Set Target Language** tab.



- To view all the requests in the job, which are the individual content items to send for translation, scroll down to the **Related Links** section.



The **Related Links** section displays the following information about each request (content item) in the job:

Column	Description
	Clicking this icon opens the **Request** pop-up window, displaying detailed information about the request. For a detailed description, see "Viewing Request Details" on page 32.
Number	The request number, which is a unique identifier for your request, starting with LRQ, and followed by a seven-digit number. By default, the request number is one number higher than the last request created. Clicking the number opens the **Request** dialog box, where you can edit the request. For a detailed description, see "Editing a Request" on page 33.
Name	The name of the request. This includes the content type, such as a `Knowledge Article`, followed by the name or number of the content item.
State	The current translation state of the request. For a list and description of translation states, see "Translation States" on page 37.

Column	Description
Has Error	Indicates whether this request has an error. This is either: ■ `true`: The request has an error. ■ `false`: The request does not have an error.
Updated	The last time this request was updated, in `YYYY-MM-DD HH:MM:SS` format.

Actions

You can perform the following actions by clicking the corresponding buttons at the top of the dialog box.

- Depending on the job state, you may be able to modify some of the values in this dialog box. Click **Update** to save any changes.
- To remove this job from the Connector, click **Remove Job from Lionbridge**. A message box opens, confirming that you want to remove this job. Click **OK** to continue. The job remains in ServiceNow, and you can send it for translation another time.

  Recommendation: Contact Lionbridge before removing a job, as this disrupts translation work in progress.

- To remove this job and the translation requests within it from the Connector and from ServiceNow, click **Delete**. A message box opens, confirming that you want to delete this job. Click **Delete** to continue.

  Warning: Deleting a job deletes the translation requests within it. To send the corresponding content items for translation after deleting a job, you must create a new job.

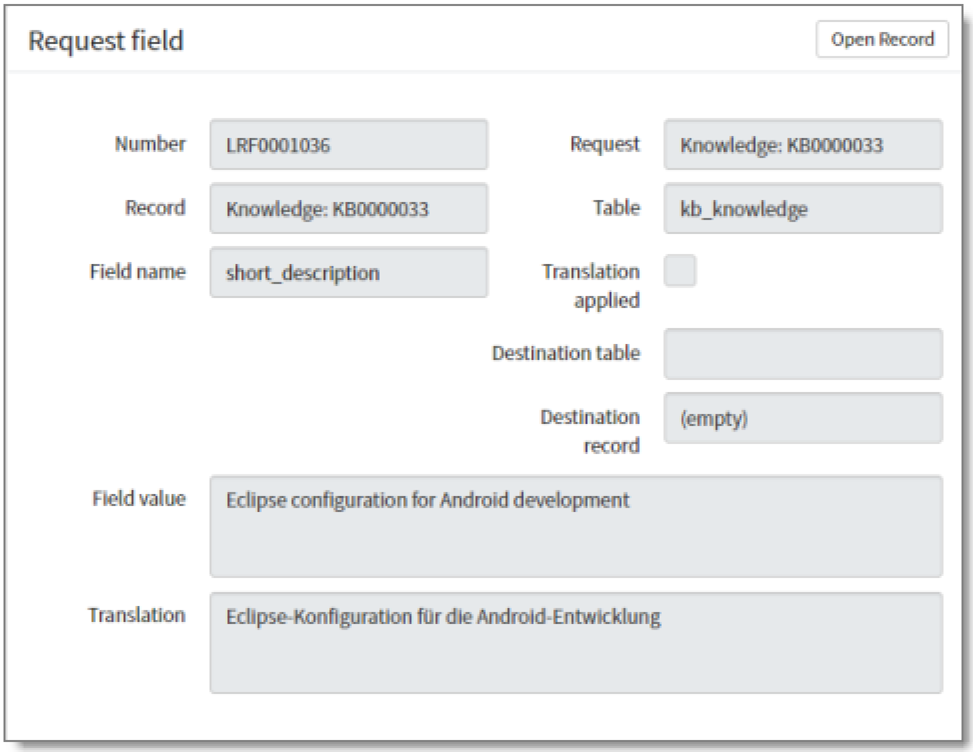
4.5.1 Viewing Request Field Details

Optional. You can view detailed information about a field in a request in the **Request field** pop-up window.

To view a request:

- In the **Related Links** section of the **Request** dialog box, click the **Preview** icon for a request. For information about this dialog box, see "Editing a Request" on page 33.

The **Request field** pop-up window opens.



The **Request field** pop-up window displays the following read-only information about the field in the request:

Field	**Description**
Number	The request field number. This is a unique identifier for your job, starting with `LRF`, and followed by a seven-digit number. By default, the request number is one number higher than the last request field created.
Record	The name of the request. This includes an abbreviation of the content type, such as a `Knowledge`, followed by the name or number of the content item.
Field name	The type of field, for example, `text` or `short_description`.
Field value	The value of the field in the source language.
Translation	The value of the field in the target language, if the field has been translated.
Request	The request number to which this request field belongs. This is a unique identifier for your job, starting with `LRQ`, and followed by a seven-digit number. By default, the request number is one number higher than the last request created.

Field	Description
Table	The name of the table to which this request field belongs, in the source language.
Translation applied	When the translation is auto-published, the check box is selected.
Destination table	The name of the table to which this request field belongs, in the target language.
Destination record	The name of the translated version of the request field. This includes an abbreviation of the content type, such as a `Knowledge`, followed by the name or number of the content item.

- Optional. To view the values in this request field, you can click the **Open Record** button in the top-right corner of the window to open the **Request field** dialog box. For detailed instructions, see "Viewing Request Field Values" on page 54.

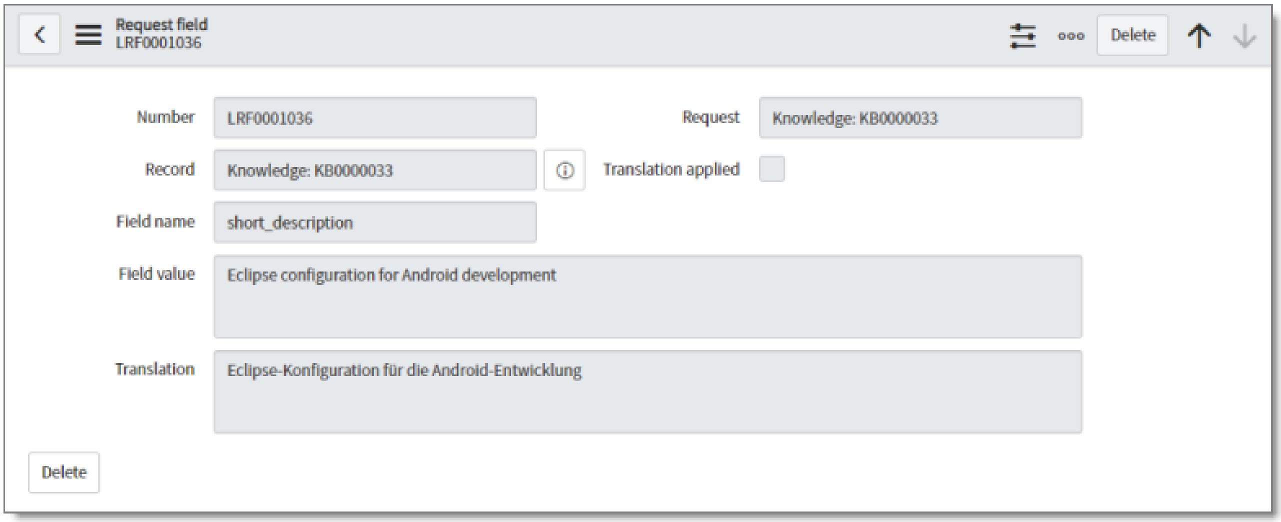
4.5.2 Viewing Request Field Values

Optional. You can view the values of a field in a request in the **Request field** dialog box.

To view request field values:

- In the **Related Links** section of the **Request** dialog box, click the request-field number link in the **Number** column for a request. For information about this dialog box, see "Editing a Request" on page 33.

The **Request field** dialog box opens.



The **Request field** dialog box displays the following read-only information about the field in the request:

Field	**Description**
Number	The request field number. This is a unique identifier for your job, starting with `LRF`, and followed by a seven-digit number. By default, the request number is one number higher than the last request field created.
Record	The name of the request. This includes an abbreviation of the content type, such as a `Knowledge`, followed by the name or number of the content item.
Field name	The type of field, for example, `text` or `short_description`.
Field value	The value of the field in the source language.
Translation	The value of the field in the target language, if the field has been translated.
Request	The request number to which this request field belongs. This is a unique identifier for your job, starting with `LRQ`, and followed by a seven-digit number. By default, the request number is one number higher than the last request created.
Translation applied	When the translation is auto-published, the check box is selected.

- Optional. To edit this request field, you can click the **Delete** button in the top-right corner or the bottom-left corner of the dialog box.

5 Reviewing, Approving, and Rejecting Translated Content

If a job is not auto-accepted, you must review it and then either accept or reject the translation.

- You can accept or reject the translation of a *single* translation request in the **Request** dialog box.
- You can accept or reject the translation of *multiple* translation requests in the **Job** dialog box.

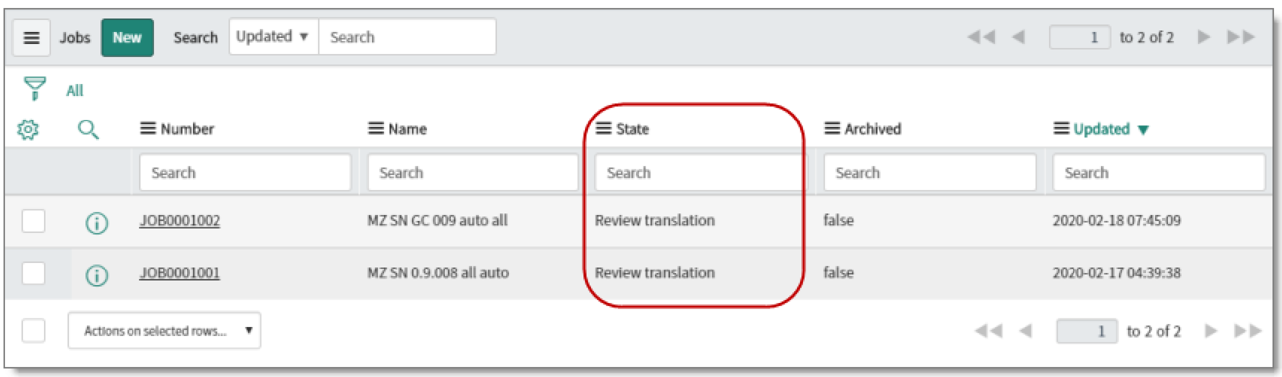
When a job is in `Review translation` state, it is ready for you to review.

Note: The auto-accept feature is available if the Lionbridge Connector Global Components update set is installed and if this feature is either configured globally or specified for a specific job. For more information, refer to the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*.

To review translated content:

1. Navigate to **Lionbridge Connector > Jobs > Active Jobs**.

   The **Jobs** page opens.

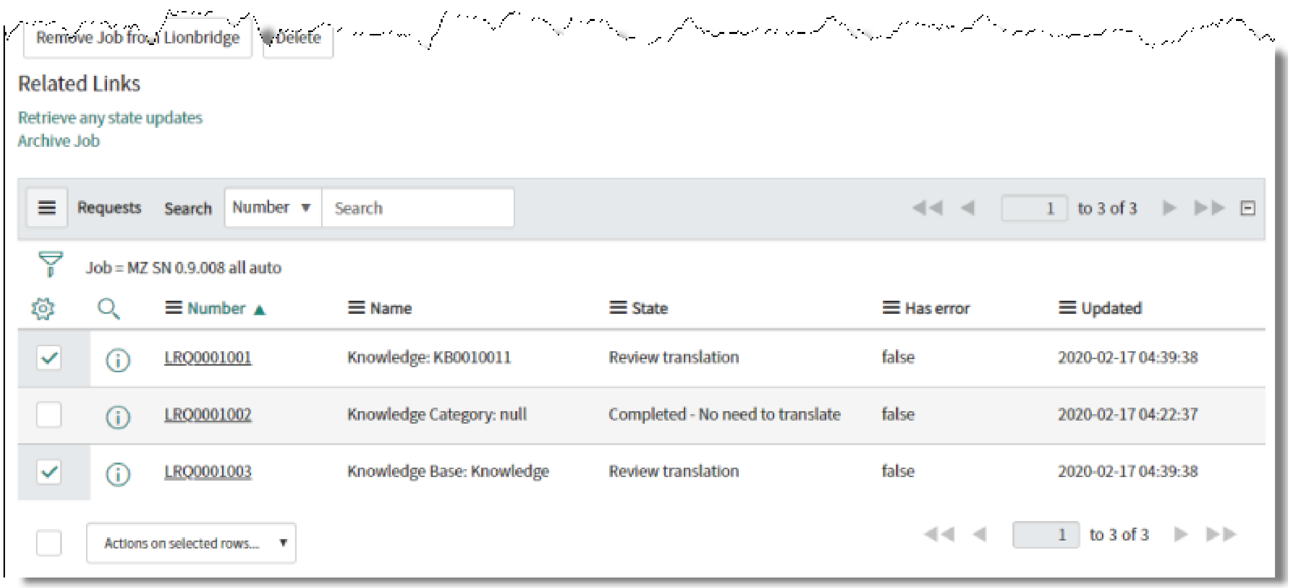


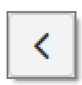
2. In the **State** column, locate a job in the `Review translation` state.
3. In the **Number** column, click the job-number link.

   The **Job** dialog box opens. For a detailed description of this dialog box, see "Viewing Job Details" on page 47.

5 Reviewing, Approving, and Rejecting Translated Content

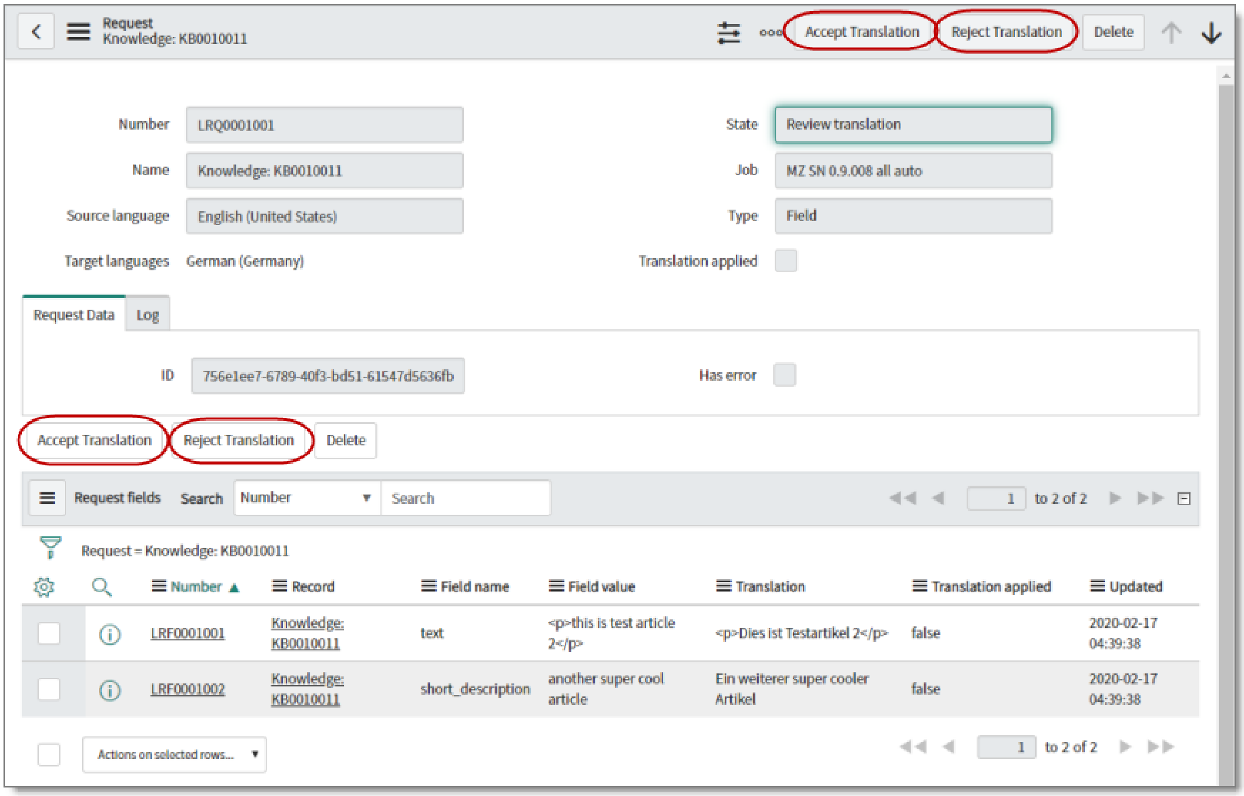
4. Scroll down to the **Related Links** section.

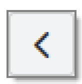


5. To view the translated content (translation request) and compare it with the source content:
   a. In the **Number** column, click the corresponding request-number link to open the **Request** dialog box. For a detailed description, see "Editing a Request" on page 33.
   b. In the **Related Links** section of the **Request** dialog box, do one of the following:
      - Click the **Preview** icon  for a request to open the **Request field** pop-up window. For a detailed description, see "Viewing Request Field Details" on page 52.
      - In the **Number** column, click the request-field number to open the **Request field** dialog box. For a detailed description, see "Viewing Request Field Values" on page 54.
   c. When you are done, click the **Back** icon  in the top-left corner of the **Request field** pop-up window or dialog box to return to the **Request** dialog box.

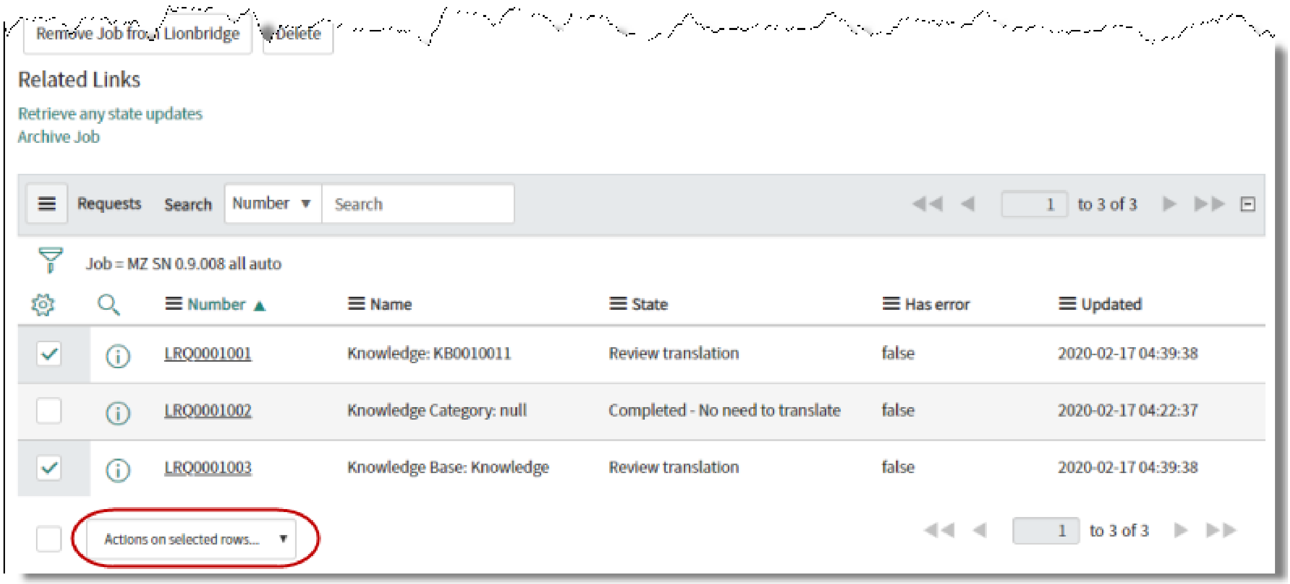
5 Reviewing, Approving, and Rejecting Translated Content

d. Optional. To approve or reject a single translation request in the **Request** dialog box, click the **Accept Translation** or **Reject Translation** button.



e. When you are done, click the **Back** icon  in the top-left corner of the **Request** dialog box to return to the **Job** dialog box.

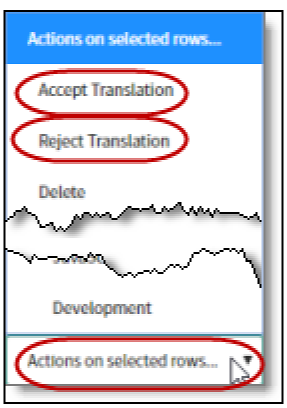
6. If you want to approve or reject multiple translation requests, then in the **Job** dialog box, scroll down again to the **Related Links** section.



7. Select the check boxes of the translation requests to approve or reject.

8. At the bottom of the dialog box, click the **Actions on selected rows** button.

   In the dropdown list, do one of the following:



- To accept the translation, select `Accept Translation`.
- To reject the translation, select `Reject Translation`.

6 Publishing Translated Content

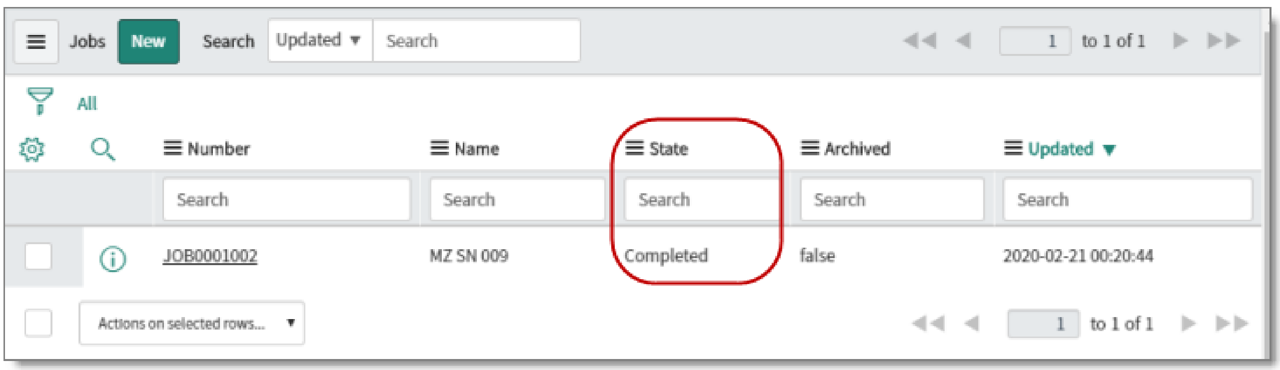
If a job is not auto-published, you can publish it when it is in `Completed` state, after it has been accepted or auto-accepted.

Note: The auto-publish feature is available only if the Lionbridge Connector Global Components update set is installed and if this feature is configured globally. For more information, refer to the *Lionbridge Connector for ServiceNow Installation and Configuration Guide*.

To publish translated content:

1. Navigate to **Lionbridge Connector > Jobs > Active Jobs**.

   The **Jobs** page opens.

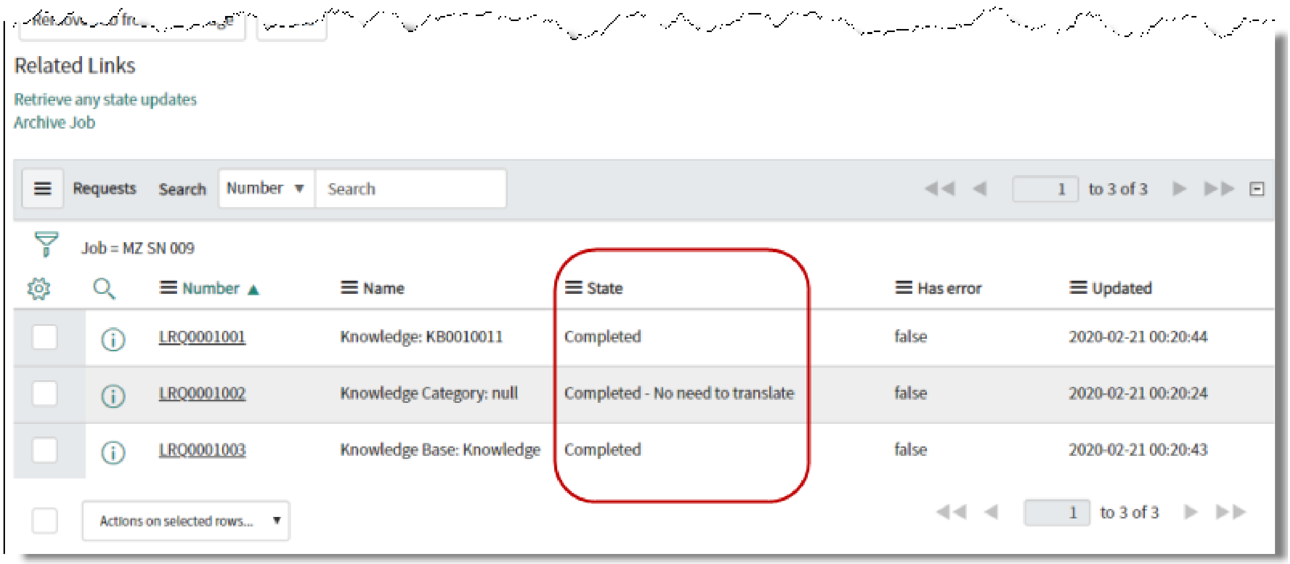
   

2. In the **State** column, locate a job in the `Completed` state.
3. In the **Number** column, click the job-number link.

   The **Job** dialog box opens. For a detailed description of this dialog box, see "Viewing Job Details" on page 47.

 6 Publishing Translated Content

4. Scroll down to the **Related Links** section.



5. Select the check boxes of the translation requests to publish.
6. At the bottom of the dialog box, click the **Actions on selected rows** button.
7. In the dropdown list, click `Publish Translation`. If only *x* of *y* requests in the job are ready to publish, then those numbers will be displayed adjacent to the `Publish Translation` item.

7 Archiving and Unarchiving Jobs

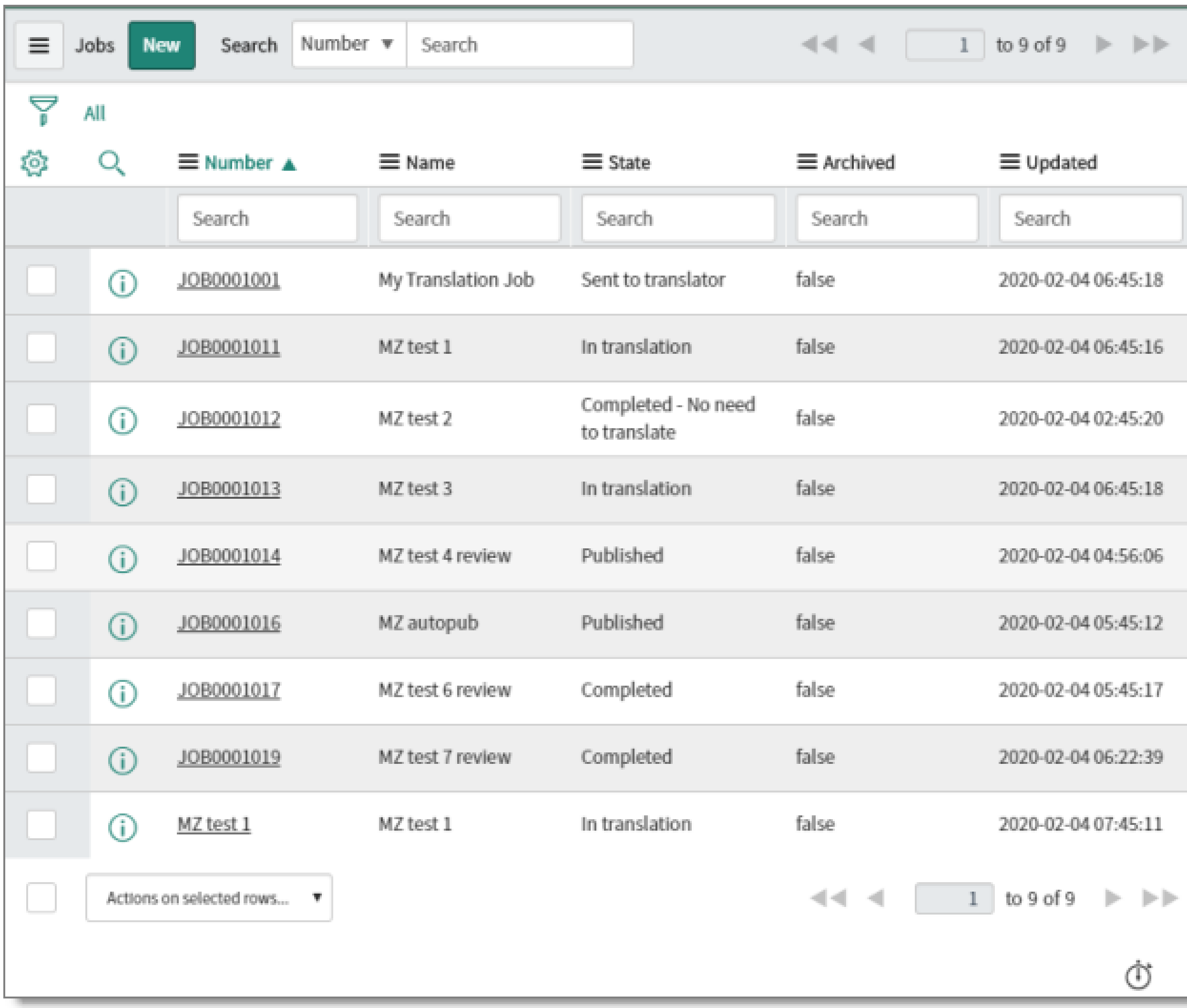
You archive a job so that you can easily hide it from the **Jobs** page, and focus only on active jobs.

You can archive jobs of any status. If a job has already been archived, then the `Archive Job` menu option is not available, and the `Unarchive Job` menu option is available instead.

To archive a job:

1. Navigate to **Lionbridge Connector > Jobs > All Jobs**.

   The **Jobs** page opens.



Number	Name	State	Archived	Updated
JOB0001001	My Translation Job	Sent to translator	false	2020-02-04 06:45:18
JOB0001011	MZ test 1	In translation	false	2020-02-04 06:45:16
JOB0001012	MZ test 2	Completed - No need to translate	false	2020-02-04 02:45:20
JOB0001013	MZ test 3	In translation	false	2020-02-04 06:45:18
JOB0001014	MZ test 4 review	Published	false	2020-02-04 04:56:06
JOB0001016	MZ autopub	Published	false	2020-02-04 05:45:12
JOB0001017	MZ test 6 review	Completed	false	2020-02-04 05:45:17
JOB0001019	MZ test 7 review	Completed	false	2020-02-04 06:22:39
MZ test 1	MZ test 1	In translation	false	2020-02-04 07:45:11

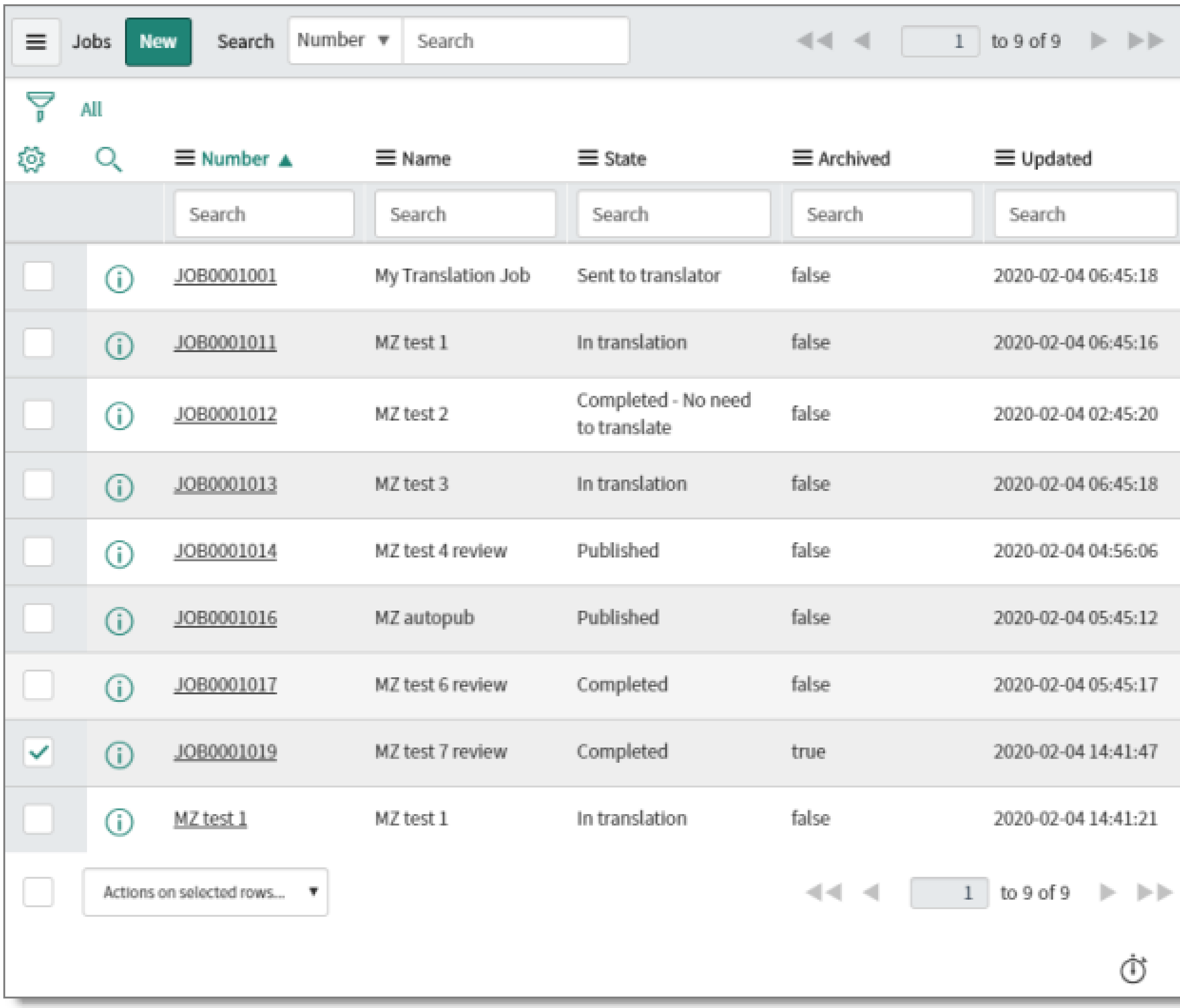
7 Archiving and Unarchiving Jobs

2. Select the check boxes of the jobs to archive.
3. In the bottom-left corner, click the **Actions on selected rows** button, and select `Archive Job` in the dropdown list.

To unarchive a job:

1. Navigate to **Lionbridge Connector > Jobs > All Jobs**.

   The **Jobs** page opens.



2. Select the check boxes of the jobs to unarchive.
3. In the bottom-left corner, click the **Actions on selected rows** button, and select `Unarchive Job` in the dropdown list.

Index

T