

# Lionbridge

Lionbridge Connector for Hybris

User Guide

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# 1 Welcome to the Lionbridge Connector for Hybris

Welcome to the Lionbridge Connector for Hybris ("Connector"). The Connector enables you to automate sending and retrieving localized attributes in Hybris business objects, which dramatically reduces the effort required to create, maintain, and publish these items in multiple languages.

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## 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.

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## 1.2 How the Connector Helps You Manage Your Translation Lifecycle

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

1. The Connector exports your content from Hybris in XML format and delivers these content files to the central, hosted Clay Tablet Platform.
2. The Clay Tablet Platform delivers your content to your translation providers, based on routing rules that your company chooses and Clay Tablet Technologies implements.
3. When the translated content is ready, the Clay Tablet Platform retrieves it from your translators and delivers it to the Connector.
4. The Connector automatically re-imports the content into the correct location in Hybris.

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

**Note:** Neither the Connector nor the Clay Tablet Platform performs any translation. Similarly, Clay Tablet Technologies does not provide any translation services. Your company chooses the translation provider that performs the translation.

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## 1.3 Using this Guide

### Purpose of this guide

This guide describes how to use the Lionbridge Connector ("Connector") for Hybris to manage your translation lifecycle. It describes how to send out localized strings in certain Hybris business objects 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 Hybris business objects for translation. This guide is also useful for translation providers who receive Hybris business objects from your Hybris 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 Hybris.
- The Connector has been installed, configured, and tested on your Hybris instance.
- Clay Tablet Technologies has set up the Clay Tablet Platform to send localized strings in certain Hybris business objects to your translation providers.

### What you should already know

This document assumes that:

- You are familiar with the Connector's configuration for Hybris, 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 Hybris, particularly the following modules:
  - ▣ Hybris Backoffice
  - ▣ Hybris Product Cockpit and/or Hybris WCMS Cockpit
- You have valid user credentials to log into the Hybris modules listed above.
- You are familiar with your company's translation process and requirements.
- 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 Hybris administrator.

## How this guide is organized

This guide contains the following chapters

| Chapter   | Description  |
|---|--|
| "Welcome to the Lionbridge Connector for Hybris" on page 4            | A brief description of the Clay Tablet solution for Hybris 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 Hybris" on page 10 | How to get started and an overview of the Connector interface and key features.  |
| "Sending Content for Translation" on page 13                          | How to send out content for translation.   |
| "Monitoring Translation Status" on page 45                            | How to monitor the translation status of content items and translation jobs.   |
| "Viewing Translated Content" on page 52                               | How to view translated content.  |

## How to find out more about the Lionbridge Connector for Hybris

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

## Documentation conventions

This guide uses the following conventions:

| Convention           | Description   |
|----------------------|---|
| <b>Bold</b>          | Highlights screen elements such as buttons, menu items, and fields.               |
| <code>Courier</code> | Highlights input, file names, and paths.  |
| <i>Italics</i>       | Highlights terms for emphasis, variables, or document titles.                     |
| >                    | Indicates a menu choice. For example, "Select <b>Catalog</b> > <b>Products</b> ." |

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## 1.4 How to Contact Lionbridge Connector Support

Email @: [connectors@lionbridge.com](mailto:connectors@lionbridge.com)

Telephone: +1-416-363-0888

You can submit a support ticket either:

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

### To submit a support ticket:

1. Do one of the following:

- Email [connectors@lionbridge.com](mailto: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 Connectors Zendesk page in your browser: <https://connectors.zendesk.com>.
- b. Sign in to Zendesk. If you do not have sign-in credentials, see "[To view and update your support ticket in Zendesk:](#)" below.

**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.

### Information to include in the 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:

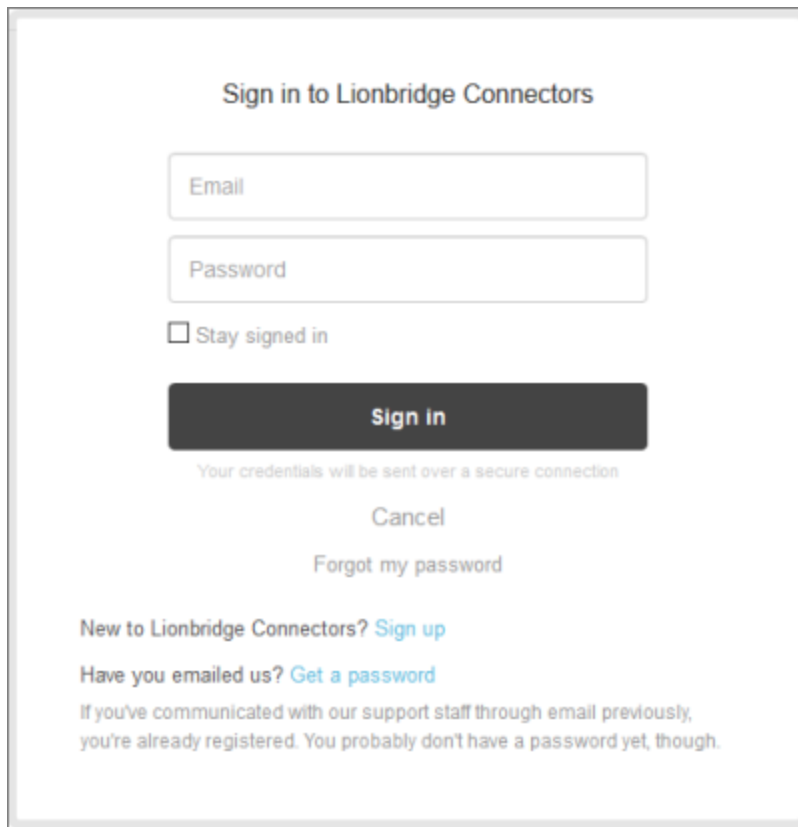
- CMS log files for the date the issue occurred
- log files for the date the issue occurred
- screen capture of the issue

### To view and update your support ticket in Zendesk:

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

1. Open the Lionbridge Connectors Zendesk page in your browser: <https://connectors.zendesk.com>.
2. In the top-right corner, click **Sign in**, and enter your credentials.

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



The screenshot shows a sign-in form for Lionbridge Connectors. At the top, it says "Sign in to Lionbridge Connectors". Below this are two input fields: "Email" and "Password". Under the "Password" field is a checkbox labeled "Stay signed in". A large black button with the text "Sign in" is centered below the inputs. Below the button, it says "Your credentials will be sent over a secure connection". Further down are links for "Cancel" and "Forgot my password". At the bottom, there are two links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A note at the very bottom states: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

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.

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## 2 Getting Started with the Lionbridge Connector for Hybris

The Connector supports all Web browsers that Hybris supports.

**Important:** You must configure your browser to allow pop-up windows on the Hybris server.

The Connector functionality is available in the following Hybris modules:

### ■ Hybris Backoffice Administration Cockpit ("Backoffice")

This module contains Connector setup and configuration options, the Translation Queue, and functionality for sending out products and website pages for translation, monitoring job status, and archiving jobs.

- ▶ To access Backoffice, in your Web browser, open `http://your_hybris_instance/backoffice/login.zul` and log in.

### ■ Hybris Product Cockpit

This module contains the functionality for sending out products to the Translation Queue or directly for translation.

- ▶ To access the Product Cockpit, in your Web browser, open `http://your_hybris_instance/ctcockpit/login.zul` and log in.

### ■ Hybris WCMS Cockpit

This module contains the functionality for sending out website pages to the Translation Queue or directly for translation.

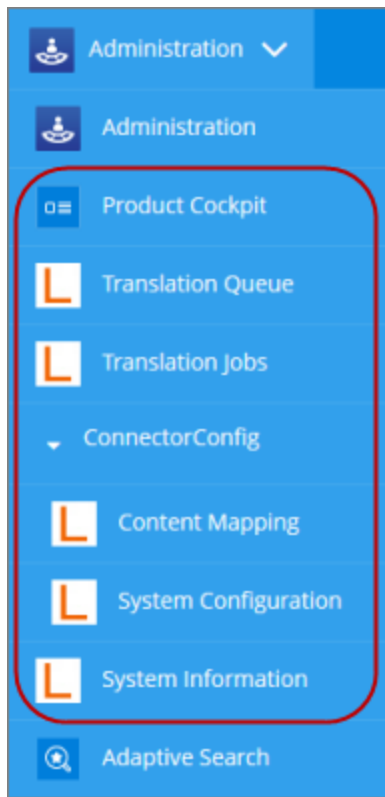
- ▶ To access the WCMS Cockpit, in your Web browser, open `http://your_hybris_instance/ctwcms/login.zul` and log in.

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### 2.1 The Connector at a Glance

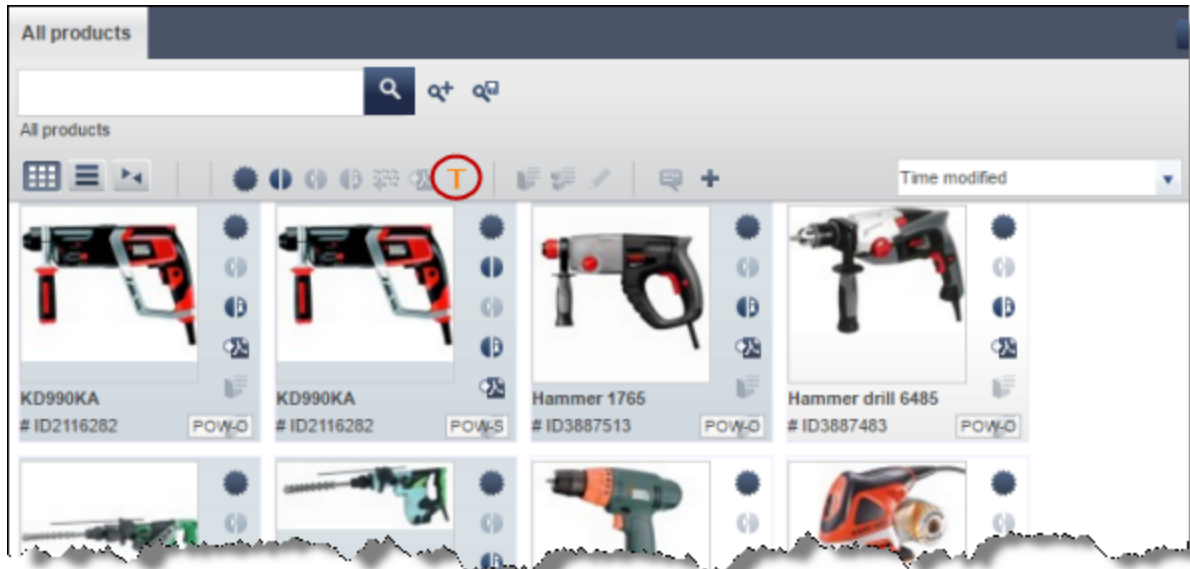
The Connector has interfaces in the following Hybris modules:

#### ■ Hybris Backoffice Administration Cockpit ("Backoffice")



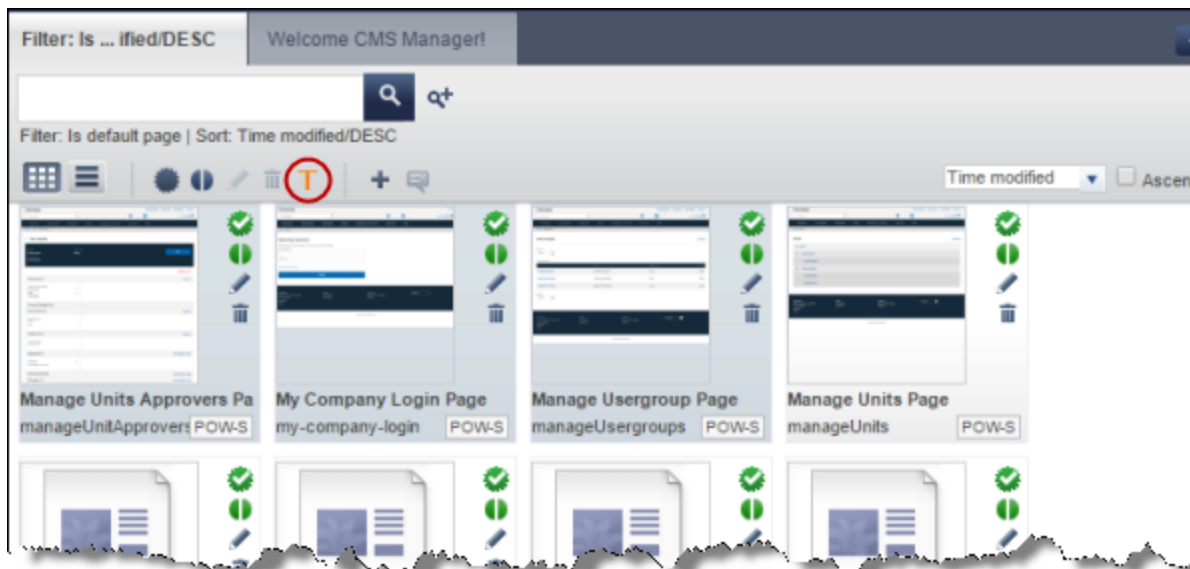
This module includes the following Connector interfaces:

- Product Cockpit (Hybris versions 6.4 and higher only)
- Pages page (opened from **WCMS > Pages** in the navigation tree on the left)
- Products page (opened from **Catalog > Products** in the navigation tree on the left)
- Translation Queue
- Translation Jobs page, and the related Job Details page and Archived Jobs page
- System Configuration page, where you configure the Connector
- Content Mapping page, where you configure:
  - which Hybris business objects (objects), sub-types, and localized attributes the Connector sends for translation
  - the product classification attributes of Hybris objects that are *Products* for the Connector to send for translation
- System Information page, where you can view the Connector version and build information
- **Hybris Product Cockpit**



This module includes the Connector interface for sending products to the Translation Queue and directly out for translation.

■ **Hybris WCMS Cockpit**



This module includes the Connector interface for sending website pages to the Translation Queue and directly out for translation.

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## 3 Sending Content for Translation

You use the Connector to send out localized attributes of Hybris business objects in the Product Cockpit and the WCMS Cockpit, specifically products and website pages, for translation.

When the Connector sends out a Hybris business object for translation, it actually sends out the configured localized attributes in that business object for translation. You can send out for translation any *configured* localized attributes of any *configured* Hybris business object.

Each localized attribute of a Hybris business object that is sent out for translation is a *content item*.

**Note:** Although you can view non-localized attributes and select them to send them out for translation, the Connector does not actually send out non-localized attributes for translation.

**Note:** You configure which Hybris business objects, sub-types, and corresponding localized attributes you can send out for translation in the **Content Mapping** page. For detailed instructions, refer to the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

- In Hybris version 6.4 or higher, you can send out products for translation from the Hybris Backoffice Product Cockpit. For detailed instructions, see: "[Sending Products for Translation from the Hybris Backoffice Product Cockpit](#)" on page 13
- In all supported versions, you can send out products for translation from the Hybris Backoffice Products page. For detailed instructions, see: "[Sending Products for Translation from the Hybris Backoffice Products Page](#)" on page 20
- In all supported versions, you can send out website pages for translation from within Hybris Backoffice. For detailed instructions, see: "[Sending Website Pages for Translation from the Hybris Backoffice](#)" on page 26

In all supported versions of Hybris, you can send out products and website pages for translation from the relevant Hybris cockpits. For detailed instructions, see:

- "[Sending Products for Translation from the Hybris Product Cockpit](#)" on page 32
- "[Sending Website Pages for Translation from the Hybris WCMS Cockpit](#)" on page 37

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### 3.1 Sending Products for Translation from the Hybris Backoffice Product Cockpit

**Note:** This functionality is supported only for Hybris versions 6.4 and higher.

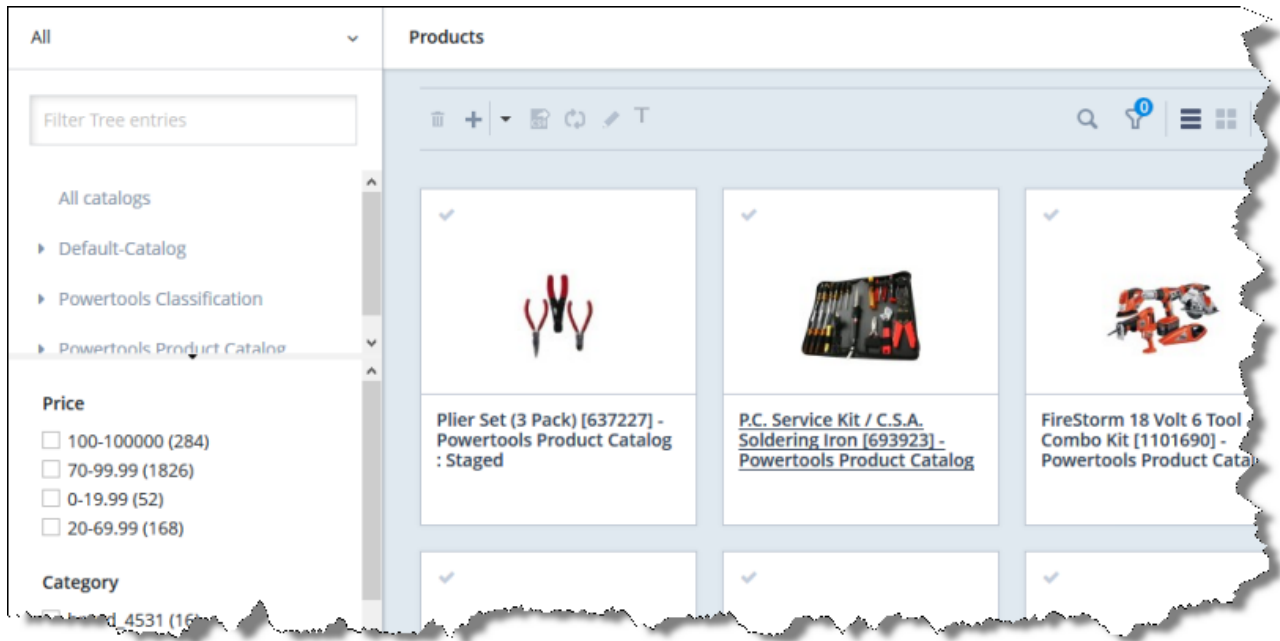
You use the Connector to send out configured localized attributes of products for translation from the Hybris Backoffice Product Cockpit.

**Note:** You configure which localized attributes of products you can send out for translation in the **Content Mapping** page. For detailed instructions, refer to the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

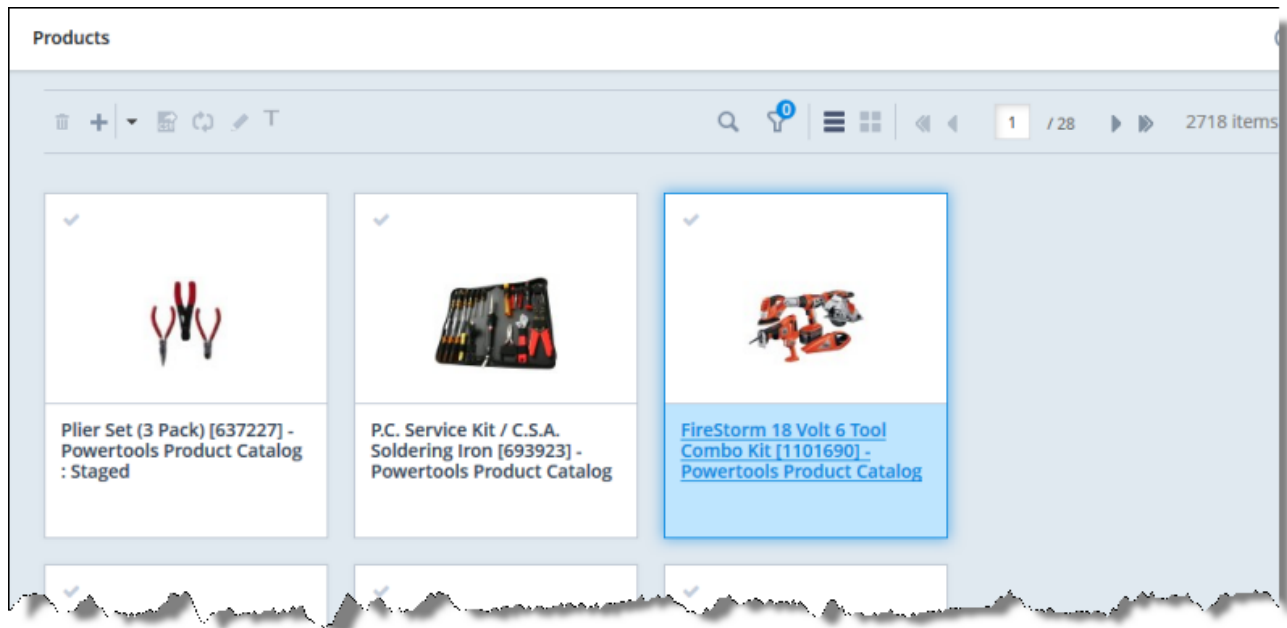
## To send out the localized attributes of Hybris business objects for translation from the Backoffice Product Cockpit:



1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. In the **Administration** menu, select **Product Cockpit**.

The **Products** page opens.



4. Optional. In the **Filter Tree** in the left pane, you can select a specific catalog or classification, and price range and/or category to display only products that meet the filter criteria.






5. Locate the products to send out for translation. You can view the items in either the Grid view  or the List view .

**Tip:** You can use the search and filter functionality at the top of the page to display only the products to send out for translation.

6. Select the products to translate.

**Note:** All selected items must have the same source language.

-  In the Grid view, click a checkmark  in the top-left corner to select it and the corresponding product.
-  In the List view, click a checkmark  in the left column to select it and the corresponding product.

**Tip about selecting all displayed products:** To send all the displayed products for translation, view them in the List view  and then select the check box in the column header. For example, to send all products in a catalog for translation, click the catalog in the **Filter Tree** in the left pane, and then select the check box in the column header.

7. In the toolbar, click the **Translate action** button .

The **Job Type** page of the **Send to translation** wizard opens.

This page displays the number of items selected and the number of items available for selection.

8. In the **Job Type** page, you specify the following settings:

- ☐ which items the Connector will send for translation. Select one of the following radio buttons:
  - ☐ **Selected items**: These are the items you selected in step 6, above.
  - ☐ **All listed items**: All the items that were available for selection, after the filtering in step 4, above.
- ☐ how the Connector will process the items to send for translation. Select one of the following radio buttons:
  - ☐ **Send as Job**: The Connector will send out the items for translation as a single job. The Connector will send the job to the Clay Tablet Platform, which will send it to the translation provider that you will specify later in this wizard.
  - ☐ **Add to Queue** (the default selection): The Connector will send the items to the Translation Queue, where a user must send them out for translation.

When you are done, click **Next**.

The **Languages** page of the wizard opens.



The screenshot shows a wizard window titled "Send To Translation" with a close button (X) in the top right corner. The wizard has four steps: "JOB TYPE", "LANGUAGES" (which is the active step), "JOB DETAILS (Send as Job only)", and "RESULT". Below the step indicators, the text "Select languages to translate." is displayed. Under "Source Language\*:", a dropdown menu is open showing "English". Under "Target Languages\*:", a text input field contains "German" with a small 'x' icon to its right. At the bottom of the window, there are four buttons: "BACK", "CANCEL", "NEXT", and "ADD TO QUEUE".

9. In the **Languages** page, you specify the following settings:

- **Source Language:** Select the source language of the items from the dropdown list. The Connector will send items in this source language for translation.

**Note:** All selected items must have the same source language.

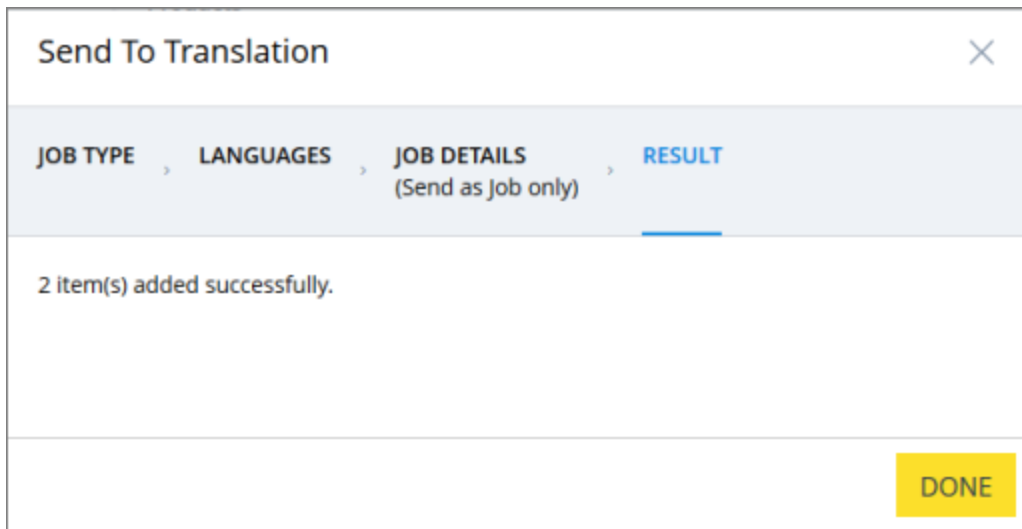
- **Target Languages:** Select one or more target languages, into which to translate the items. The list displays all the languages that are set up for the Connector.

When you are done, do one of the following:

- If you selected **Add to Queue** in the **Job Type** page of the wizard, click **Add to Queue**.

**Note:** The **Add to Queue** button is available only if you selected **Add to Queue** in the **Job Type** page of the wizard.

The **Result** page of the wizard opens, displaying the number of items that the Connector sent to the Translation Queue.



Click **Done** to close the wizard.

**Important:** You must open the Translation Queue to send out these items for translation. For detailed instructions, see "[Sending Items for Translation from the Translation Queue](#)" on page 41.

- If you selected **Send as job** in the **Job Type** page of the wizard, click **Next**.

**Note:** The **Next** button is displayed only if you selected **Send as job** in the **Job Type** page of the wizard.

10. If you clicked **Next**, the **Job Details** page of the wizard opens.

### Send To Translation ✕

JOB TYPE
LANGUAGES
JOB DETAILS  
(Send as job only)
RESULT

Enter fields for sending out a translation job. Ignored when adding to queue.

LSP\*:

Job Name\*:

PO Reference:

Notes to Translator (Special Instructions for Freeway LSP):

Analysis Codes:  
Only Applicable for Freeway LSP

BACK
CANCEL
SEND AS JOB

In the page you specify the following job settings:

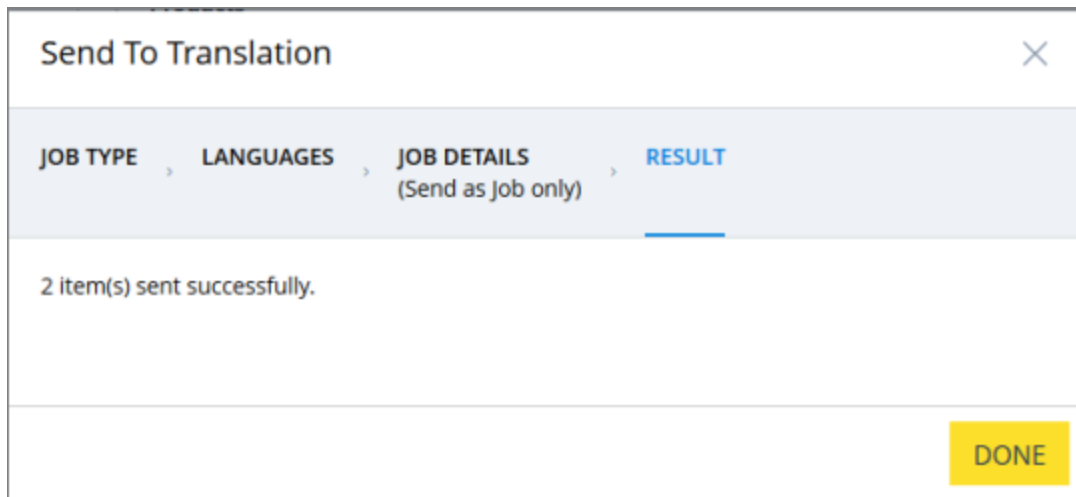
**Note:** You specify job settings for the items you sent to the Translation Queue when you send them out for translation from the queue, as described in "[Sending Items for Translation from the Translation Queue](#)" on page 41.

| Field    | Description  |
|----------|--|
| LSP      | Select the translation provider for this translation job from the list.  |
| Job Name | Your name for this translation job. A <i>translation job</i> contains all the items that the Connector sends out together for translation. |

| Field   | Description   |
|---|---|
| PO Reference  | The purchase order reference number.  |
| Notes to Translator<br>(Special Instructions for Freeway LSP) | Any special instructions or requests. <ul style="list-style-type: none"> <li>■ This field is <b>Notes to Translator</b> when any translation provider <i>other than</i> Lionbridge Freeway is selected in the <b>LSP</b> field, above.</li> <li>■ This field is <b>Special Instructions</b> when the Lionbridge Freeway translation provider is selected in the <b>LSP</b> field, above.</li> </ul> |
| Analysis Codes  | You can specify the configured Lionbridge Freeway analysis codes for the translation job.<br>Displayed only when the Lionbridge Freeway translation provider is selected in the <b>LSP</b> field, above.  |

When you are done, click **Send as Job**.

The **Results** page of the wizard opens, displaying the number of products the Connector sent for translation.



11. Click **Done** to close the wizard.

**Tip:** You can monitor the progress of your job on the **Translation Jobs** page. For details, see "[Monitoring Translation Status](#)" on page 45.

## 3.2 Sending Products for Translation from the Hybris Backoffice Products Page

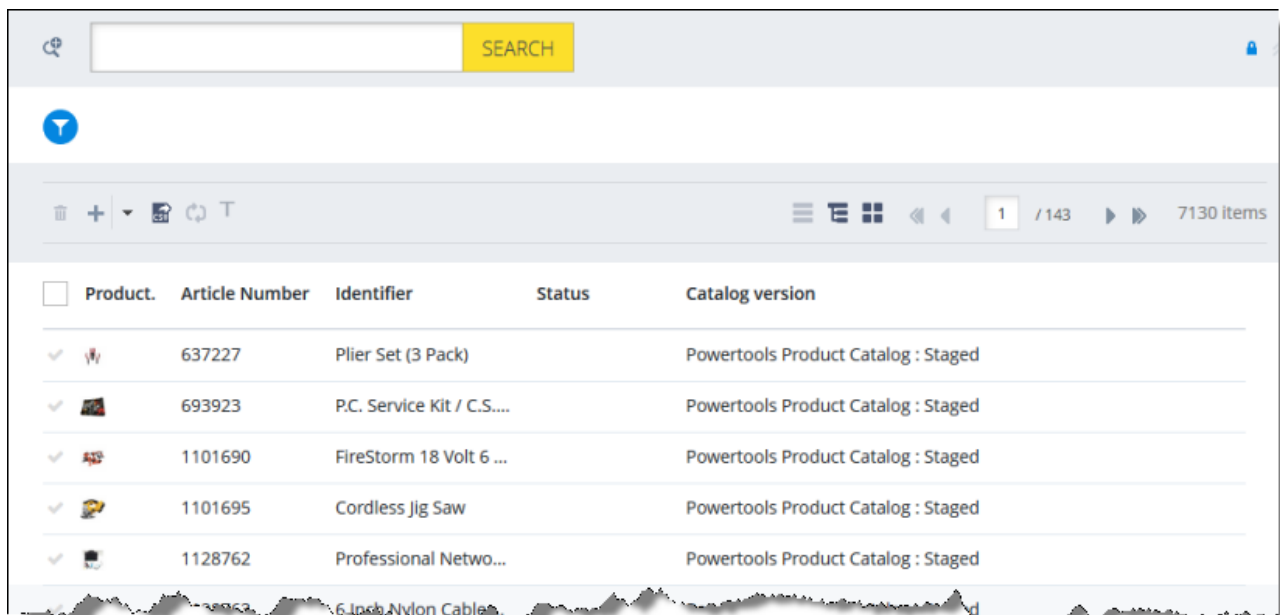
You use the Connector to send out configured localized attributes of products for translation from the Backoffice Products page.




**Note:** You configure which localized attributes of products you can send out for translation in the **Content Mapping** page. For detailed instructions, refer to the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

### To send out the localized attributes of Hybris business objects for translation from the Backoffice Products page:

1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. Ensure that the **Administration** menu is selected.
4. In the navigation tree on the left, navigate to **Catalog > Products**.



The **Products** page opens.




5. Locate the products to send out for translation. You can view the products in the List View , Tree View , or the Grid View  mode.

**Tip:** You can use the search and advanced search functionality to display only the products to send out for translation.

6. Select the products to translate:

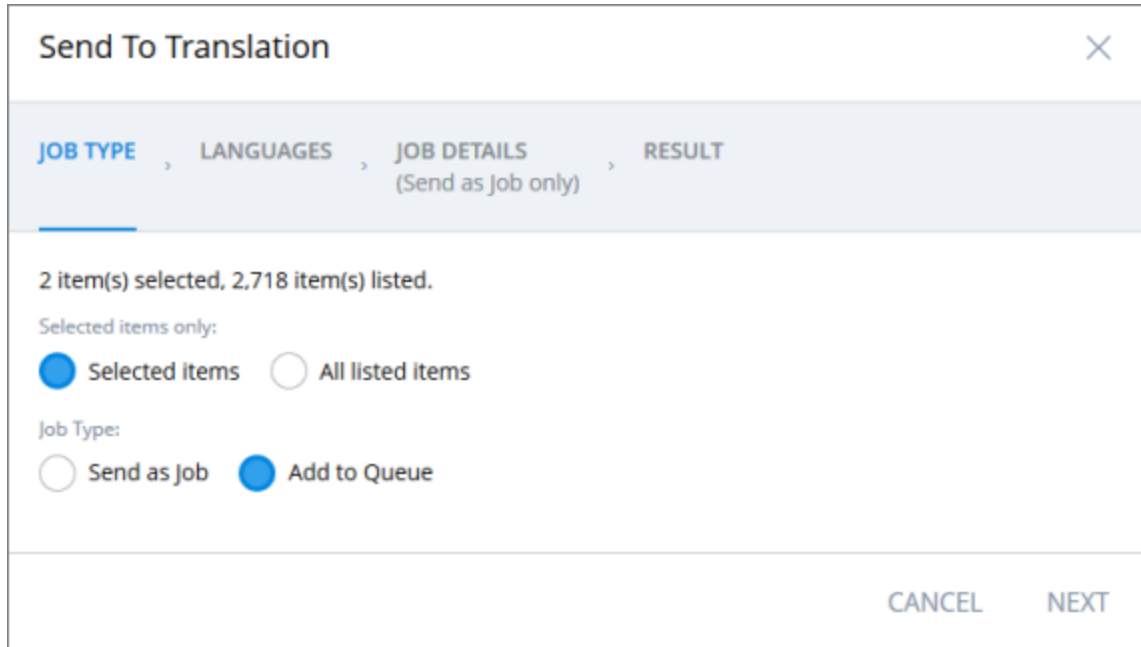
- In the List view , click a checkmark  in the left column to select it and the corresponding page.
- In the Tree view , select a check box to select the corresponding page.

- ☰ In the Grid view , select a checkmark  in the left column to select it and the corresponding page.

**Tips:** To select a range of adjacent products, press the `Shift` key. To select multiple non-adjacent products, press the `Ctrl` key.

- In the toolbar, click the **Send selection to translation** button .

The **Job Type** page of the **Send to translation** wizard opens.



This page displays the number of items selected and the number of items available for selection.

- In the **Job Type** page, you specify the following settings:

- ☰ which items the Connector will send for translation. Select one of the following radio buttons:
  - ☰ **Selected items:** These are the items you selected in step 6, above.
  - ☰ **All listed items:** All the items that were available for selection, after the filtering in step 4, above.
- ☰ how the Connector will process the items to send for translation. Select one of the following radio buttons:
  - ☰ **Send as Job:** The Connector will send out the items for translation as a single job. The Connector will send the job to the Clay Tablet Platform, which will send it to the translation provider that you will specify later in this wizard.
  - ☰ **Add to Queue** (the default selection): The Connector will send the items to the Translation Queue, where a user must send them out for translation.

When you are done, click **Next**.

The **Languages** page of the wizard opens.

The screenshot shows a wizard window titled "Send To Translation" with a close button (X) in the top right corner. The wizard has four steps: "JOB TYPE", "LANGUAGES" (which is the active step), "JOB DETAILS (Send as Job only)", and "RESULT". Below the step indicators, the text "Select languages to translate." is displayed. Under "Source Language\*:", a dropdown menu is open showing "English". Under "Target Languages\*:", a tag for "German" is visible with a close button (x). At the bottom of the wizard, there are four buttons: "BACK", "CANCEL", "NEXT", and "ADD TO QUEUE".

9. In the **Languages** page, you specify the following settings:

- **Source Language:** Select the source language of the items from the dropdown list. The Connector will send items in this source language for translation.

**Note:** All selected items must have the same source language.

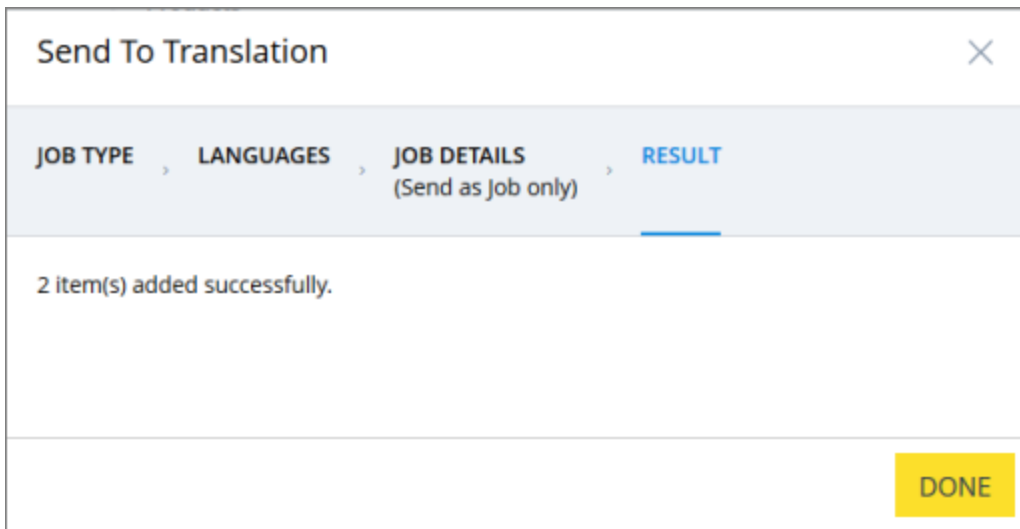
- **Target Languages:** Select one or more target languages, into which to translate the items. The list displays all the languages that are set up for the Connector.

When you are done, do one of the following:

- If you selected **Add to Queue** in the **Job Type** page of the wizard, click **Add to Queue**.

**Note:** The **Add to Queue** button is available only if you selected **Add to Queue** in the **Job Type** page of the wizard.

The **Result** page of the wizard opens, displaying the number of items that the Connector sent to the Translation Queue.



Click **Done** to close the wizard.

**Important:** You must open the Translation Queue to send out these items for translation. For detailed instructions, see "[Sending Items for Translation from the Translation Queue](#)" on page 41.

- If you selected **Send as job** in the **Job Type** page of the wizard, click **Next**.

**Note:** The **Next** button is displayed only if you selected **Send as job** in the **Job Type** page of the wizard.

10. If you clicked **Next**, the **Job Details** page of the wizard opens.



### Send To Translation ✕

JOB TYPE
LANGUAGES
JOB DETAILS  
(Send as job only)
RESULT

Enter fields for sending out a translation job. Ignored when adding to queue.

LSP\*:

Job Name\*:

PO Reference:

Notes to Translator (Special Instructions for Freeway LSP):

Analysis Codes:  
Only Applicable for Freeway LSP

BACK
CANCEL
SEND AS JOB

In the page you specify the following job settings:

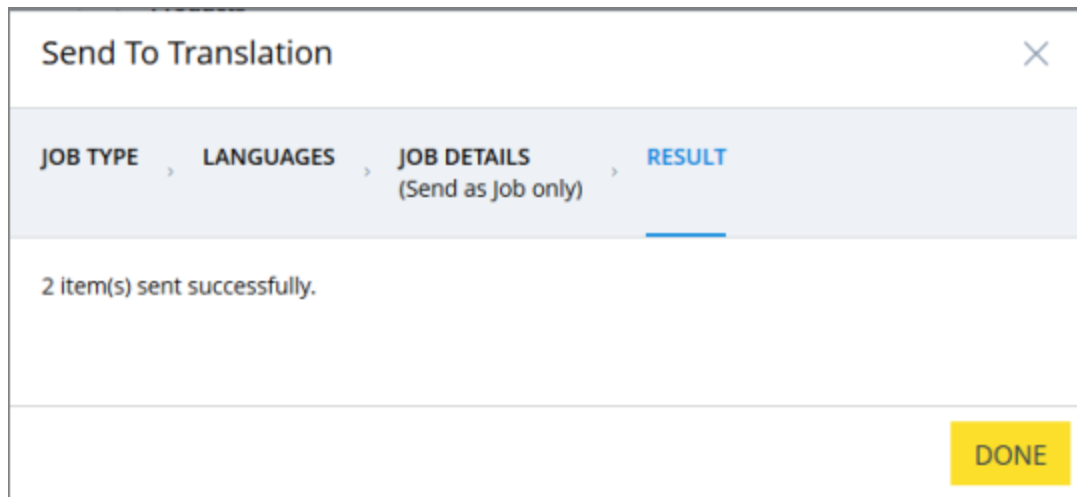
**Note:** You specify job settings for the items you sent to the Translation Queue when you send them out for translation from the queue, as described in "[Sending Items for Translation from the Translation Queue](#)" on page 41.

| Field    | Description  |
|----------|--|
| LSP      | Select the translation provider for this translation job from the list.  |
| Job Name | Your name for this translation job. A <i>translation job</i> contains all the items that the Connector sends out together for translation. |

| Field   | Description   |
|---|---|
| PO Reference  | The purchase order reference number.  |
| Notes to Translator<br>(Special Instructions for Freeway LSP) | Any special instructions or requests. <ul style="list-style-type: none"> <li>■ This field is <b>Notes to Translator</b> when any translation provider <i>other than</i> Lionbridge Freeway is selected in the <b>LSP</b> field, above.</li> <li>■ This field is <b>Special Instructions</b> when the Lionbridge Freeway translation provider is selected in the <b>LSP</b> field, above.</li> </ul> |
| Analysis Codes  | You can specify the configured Lionbridge Freeway analysis codes for the translation job.<br>Displayed only when the Lionbridge Freeway translation provider is selected in the <b>LSP</b> field, above.  |

When you are done, click **Send as Job**.

The **Results** page of the wizard opens, displaying the number of products the Connector sent for translation.



11. Click **Done** to close the wizard.

**Tip:** You can monitor the progress of your job on the **Translation Jobs** page. For details, see "[Monitoring Translation Status](#)" on page 45.

12. Click **Next**.

### 3.3 Sending Website Pages for Translation from the Hybris Backoffice

You use the Connector to send out website pages ("pages") for translation from the Hybris Backoffice.

When the Connector sends out pages for translation, it actually sends out the configured localized attributes of the content in that page for translation.

Each localized attribute of a Hybris business object that is sent out for translation is a *content item*.

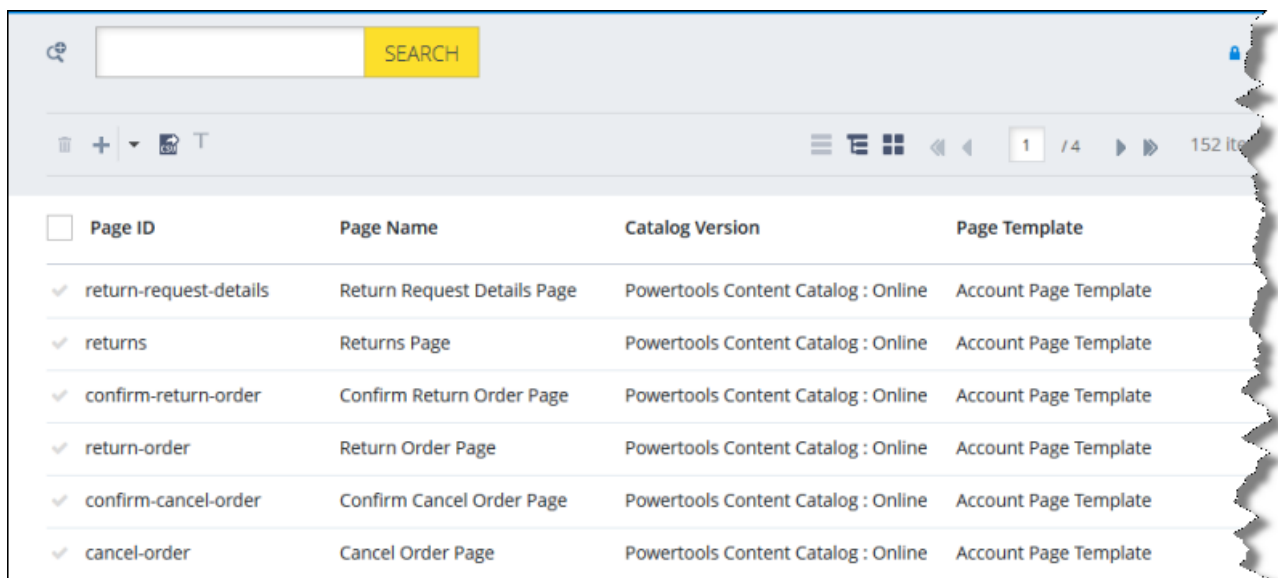
**Note:** Although you can view non-localized attributes and select them to send them out for translation, the Connector does not actually send out non-localized attributes for translation.

**Note:** You configure which pages (Content Page objects) and corresponding localized attributes you can send out for translation in the **Content Mapping** page. For detailed instructions, refer to the *Lionbridge Connector for Hybris Installation and Configuration Guide*.




### To send out website pages for translation from WCMS:

1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. Ensure that the **Administration** menu is selected.
4. In the navigation tree on the left, navigate to **WCMS > Page**.

The page that opens displays a list of website pages.







| <input type="checkbox"/>            | Page ID                | Page Name                   | Catalog Version                     | Page Template         |
|-------------------------------------|------------------------|-----------------------------|-------------------------------------|-----------------------|
| <input checked="" type="checkbox"/> | return-request-details | Return Request Details Page | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> | returns                | Returns Page                | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> | confirm-return-order   | Confirm Return Order Page   | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> | return-order           | Return Order Page           | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> | confirm-cancel-order   | Confirm Cancel Order Page   | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> | cancel-order           | Cancel Order Page           | Powertools Content Catalog : Online | Account Page Template |

5. Locate the website pages to send out for translation. You can view the pages in the List View , Tree View , or the Grid View  mode.


**Tip:** You can use the search and advanced search functionality to display only the website pages to send out for translation.

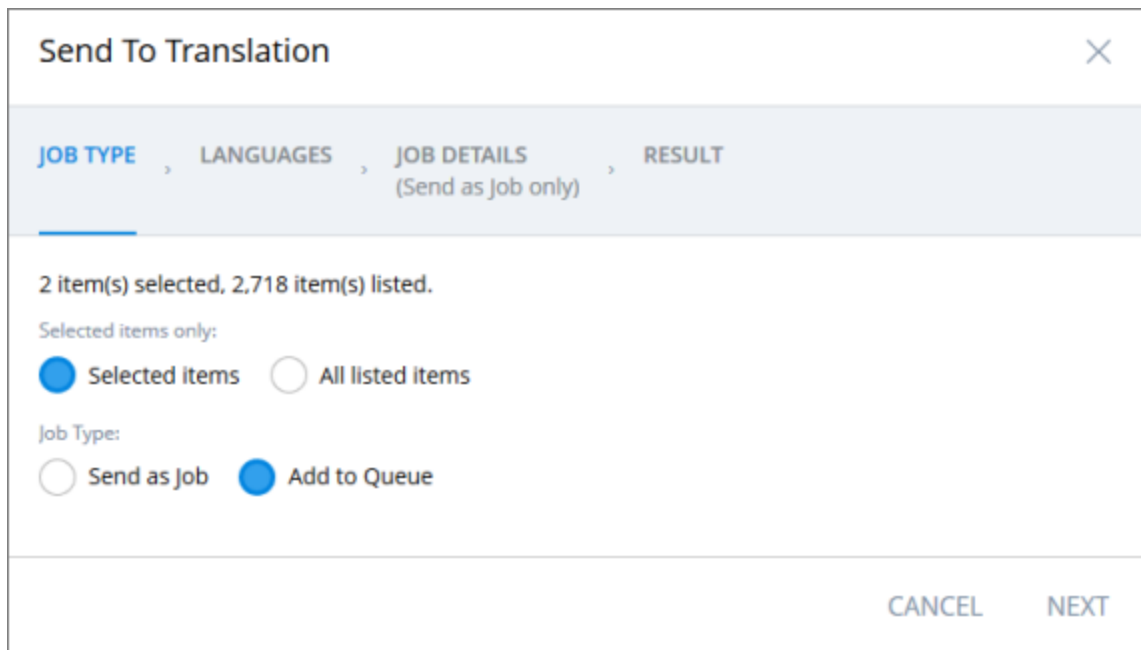
6. Select the website pages to translate:

 In the List view , click a checkmark  in the left column to select it and the corresponding page.

- In the Tree view , select a check box to select the corresponding page.
- In the Grid view , select a checkmark  in the left column to select it and the corresponding page.

**Tips:** To select a range of adjacent pages, press the `Shift` key. To select multiple non-adjacent pages, press the `Ctrl` key.

7. In the toolbar, click the **Send selection to translation** button  .  
The **Job Type** page of the **Send to translation** wizard opens.



This page displays the number of items selected and the number of items available for selection.

8. In the **Job Type** page, you specify the following settings:
  - which items the Connector will send for translation. Select one of the following radio buttons:
    - **Selected items:** These are the items you selected in step 6, above.
    - **All listed items:** All the items that were available for selection, after the filtering in step 4, above.
  - how the Connector will process the items to send for translation. Select one of the following radio buttons:
    - **Send as Job:** The Connector will send out the items for translation as a single job. The Connector will send the job to the Clay Tablet Platform, which will send it to the translation provider that you will specify later in this wizard.

- **Add to Queue** (the default selection): The Connector will send the items to the Translation Queue, where a user must send them out for translation.

When you are done, click **Next**.

The **Languages** page of the wizard opens.

The screenshot shows a wizard window titled "Send To Translation" with a close button (X) in the top right corner. The wizard has four steps: "JOB TYPE", "LANGUAGES" (the current step, highlighted with a blue underline), "JOB DETAILS (Send as Job only)", and "RESULT". Below the step indicators, the text "Select languages to translate." is displayed. Under "Source Language\*:", a dropdown menu is open showing "English". Under "Target Languages\*:", a list box contains "German" with a small 'x' icon to its right. At the bottom of the window, there are four buttons: "BACK", "CANCEL", "NEXT", and "ADD TO QUEUE".

9. In the **Languages** page, you specify the following settings:

- **Source Language:** Select the source language of the items from the dropdown list. The Connector will send items in this source language for translation.

**Note:** All selected items must have the same source language.

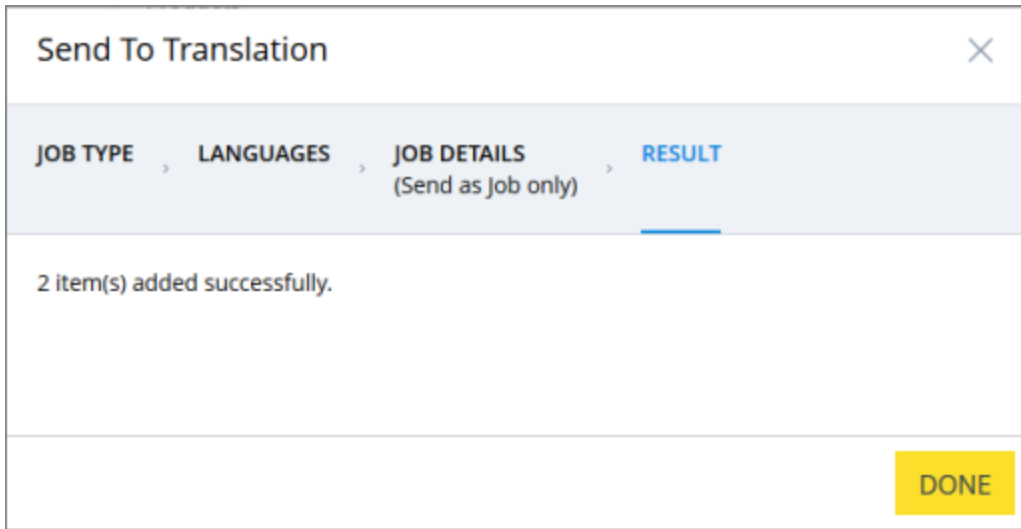
- **Target Languages:** Select one or more target languages, into which to translate the items. The list displays all the languages that are set up for the Connector.

When you are done, do one of the following:

- If you selected **Add to Queue** in the **Job Type** page of the wizard, click **Add to Queue**.

**Note:** The **Add to Queue** button is available only if you selected **Add to Queue** in the **Job Type** page of the wizard.

The **Result** page of the wizard opens, displaying the number of items that the Connector sent to the Translation Queue.



Click **Done** to close the wizard.

**Important:** You must open the Translation Queue to send out these items for translation. For detailed instructions, see "[Sending Items for Translation from the Translation Queue](#)" on page 41.

- If you selected **Send as job** in the **Job Type** page of the wizard, click **Next**.

**Note:** The **Next** button is displayed only if you selected **Send as job** in the **Job Type** page of the wizard.

10. If you clicked **Next**, the **Job Details** page of the wizard opens.

In the page you specify the following job settings:

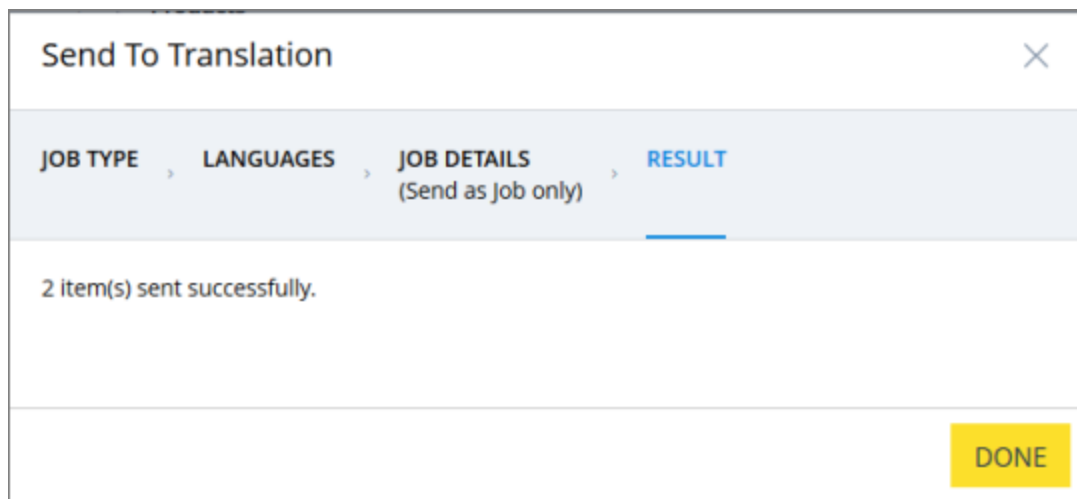
**Note:** You specify job settings for the items you sent to the Translation Queue when you send them out for translation from the queue, as described in "[Sending Items for Translation from the Translation Queue](#)" on page 41.

| Field    | Description  |
|----------|--|
| LSP      | Select the translation provider for this translation job from the list.  |
| Job Name | Your name for this translation job. A <i>translation job</i> contains all the items that the Connector sends out together for translation. |

| Field   | Description   |
|---|---|
| PO Reference  | The purchase order reference number.  |
| Notes to Translator<br>(Special Instructions for Freeway LSP) | Any special instructions or requests. <ul style="list-style-type: none"> <li>■ This field is <b>Notes to Translator</b> when any translation provider <i>other than</i> Lionbridge Freeway is selected in the <b>LSP</b> field, above.</li> <li>■ This field is <b>Special Instructions</b> when the Lionbridge Freeway translation provider is selected in the <b>LSP</b> field, above.</li> </ul> |
| Analysis Codes  | You can specify the configured Lionbridge Freeway analysis codes for the translation job.<br>Displayed only when the Lionbridge Freeway translation provider is selected in the <b>LSP</b> field, above.  |

When you are done, click **Send as Job**.

The **Results** page of the wizard opens, displaying the number of products the Connector sent for translation.



11. Click **Done** to close the wizard.

**Tip:** You can monitor the progress of your job on the **Translation Jobs** page. For details, see "[Monitoring Translation Status](#)" on page 45.

12. Click **Next**.

### 3.4 Sending Products for Translation from the Hybris Product Cockpit

**Notes:** In Hybris 6.4 or higher, you can also send products for translation from the Hybris Backoffice Product Cockpit. For detailed instructions, see page 13. In all supported versions of Hybris, you can also send products for translation from the Hybris Backoffice Products page. For detailed instructions, see page 20.



You use the Connector to send out configured localized attributes of products for translation from the Hybris Product Cockpit.

**Note:** You configure which localized attributes of products you can send out for translation in the **Content Mapping** page. For detailed instructions, refer to the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

### To send out the localized attributes of Hybris business objects for translation from the Product Cockpit:


1. In your Web browser, navigate to `/ctcockpit/` on your Hybris instance.
2. Log in to the Hybris Product Cockpit.
3. In the **All Products** tab, locate the products to send out for translation. You can view the items in either the Grid view or the List view.

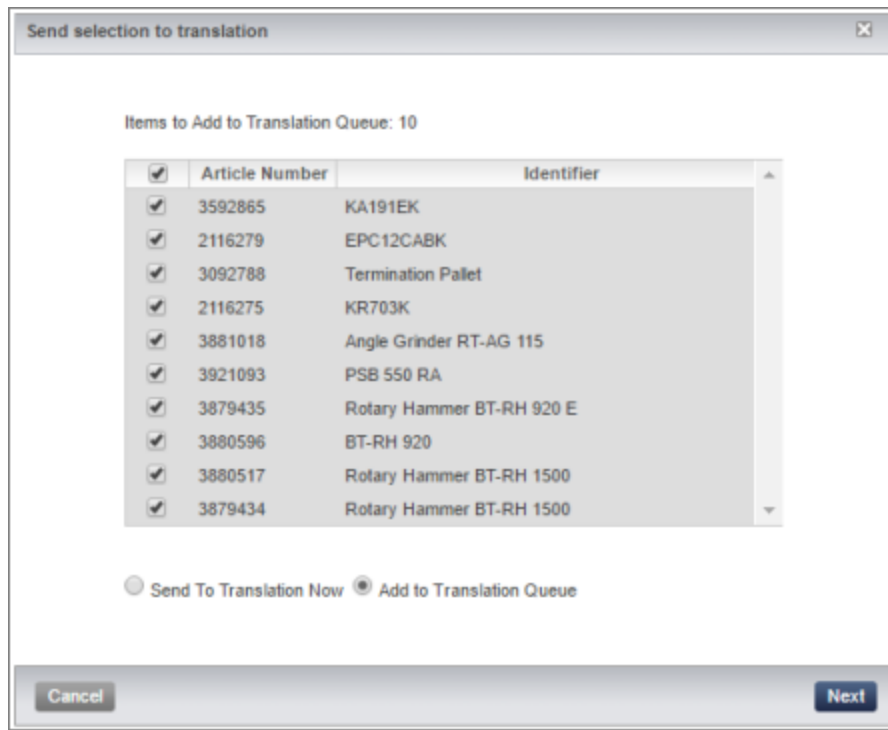
**Tip:** You can use the search, advanced search, and saved search query functionality to display only the products to send out for translation.

4. Select the products to translate.

**Tips:** To select a range of adjacent business objects, press the `Shift` key. To select multiple non-adjacent products, press the `Ctrl` key.

**Tip about catalogs:** To send all the products in a catalog for translation, click the catalog in the left pane and then select all the objects within it.

5. In the toolbar, click the **Send selection to translation** button  .  
The first page of the **Send selection to translation** wizard opens.



The following information is displayed about each product you selected previously:

- **Article Number:** The product code.
- **Identifier:** The product identifier.

These are both displayed in the List view in the Product Cockpit.

**Tip:** You can clear the check box for any product you do not want to send out for translation.

6. Select one of the following radio buttons:

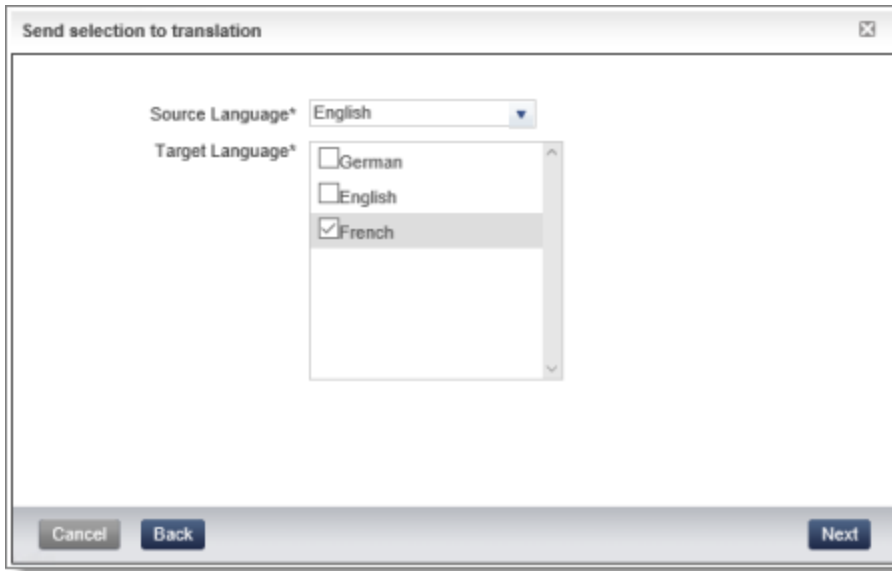
- **Add to Translation Queue** (the default selection): The Connector sends the content items to the Translation Queue, where a user must send them out for translation.
- **Send to Translation Now:** The Connector sends the content items to the Clay Tablet Platform, which sends them to the translation provider specified in the company's routing rules. The Connector displays additional fields below, where you can specify additional information about this translation job.

**Note:** This setting determines which fields are displayed on the following page of the wizard.

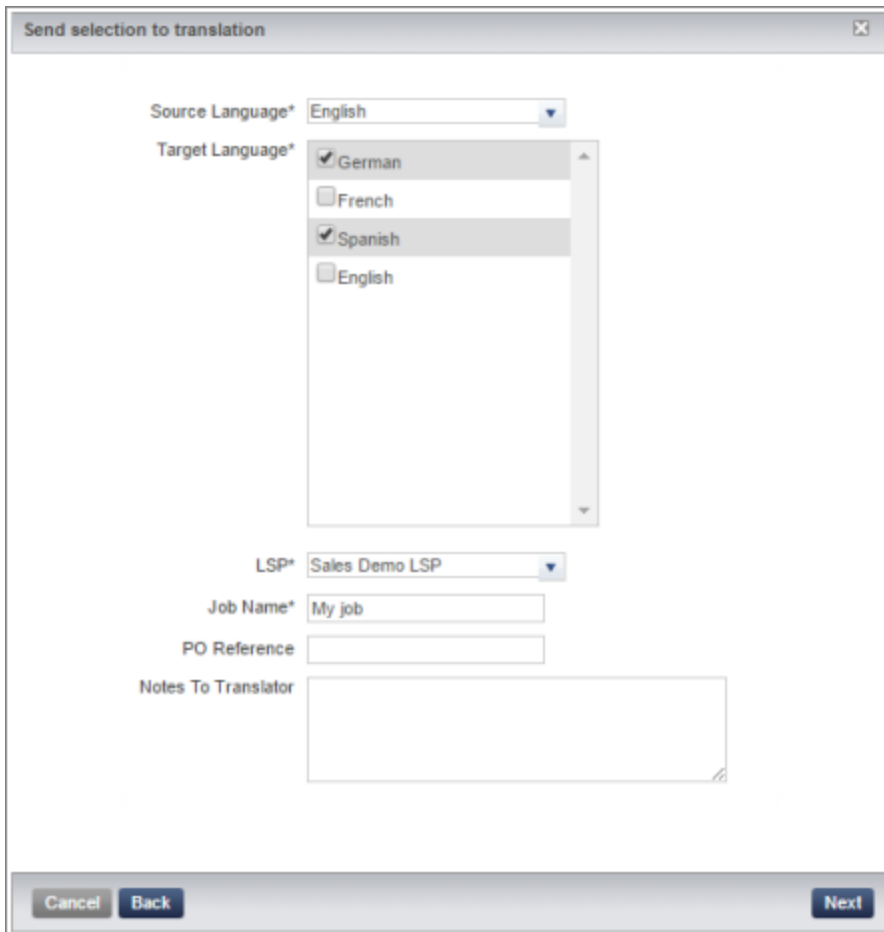
7. Click **Next**.

8. One of the following happens.

- If you previously selected the **Add to Translation Queue** radio button, the second page of the wizard is displayed as follows:



- If you previously selected the **Send to Translation Now** radio button, the second page of the wizard is displayed as follows:



## 9. Enter the following information about the content items to translate:

| Field                | Description   |
|----------------------|---|
| Source Language      | Required. Select the source language of the selected items to send for translation.<br><b>Note:</b> All selected items must have the same source language.  |
| Target Language      | Required. Select the check boxes of one or more target languages into which to translate the content.   |
| LSP                  | Select the translation provider for this translation job from the list. Required and displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard.   |
| Job Name             | Your name for this translation job. A <i>translation job</i> contains all the content items that the Connector sends out together for translation. Required and displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard.  |
| PO Reference         | The purchase order reference number. Displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard.   |
| Notes to Translator  | Any special instructions or requests. Displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard and when any translation provider <i>other than</i> Lionbridge Freeway is selected in the <b>LSP</b> field, above.  |
| Special Instructions | Any special instructions or requests. Displayed only when both: <ul style="list-style-type: none"> <li>■ Send to Translation is selected in the previous page of the wizard.</li> <li>■ The Lionbridge Freeway translation provider is selected in <b>Choose LSP</b>, above.</li> </ul>   |
| Analysis Codes       | You can specify the configured Lionbridge Freeway analysis codes for the translation job. Displayed only when both: <ul style="list-style-type: none"> <li>■ Send to Translation is selected in the previous page of the wizard.</li> <li>■ The Lionbridge Freeway translation provider is selected in <b>Choose LSP</b>, above.</li> </ul> |

10. Click **Next**.

**Note:** The **Next** button is displayed only after at least one target language is selected.

- If you selected the **Send to Translation Now** radio button in the previous page of the wizard, then the final page of the wizard states the number of items that were sent out to translation. Click **Done** to close the wizard.
- If you selected the **Add to Translation Queue** radio button in the previous page of the wizard, then the final page of the wizard states the number of items that were sent to the queue. Click **Done** to close the wizard.

**Important:** You must open the Translation Queue to send out these items for translation. For detailed instructions, see "[Sending Items for Translation from the Translation Queue](#)" on page 41.

## 3.5 Sending Website Pages for Translation from the Hybris WCMS Cockpit

**Note:** In all supported versions of Hybris, you can also send website pages for translation from the Hybris Backoffice. For detailed instructions, see "[Sending Website Pages for Translation from the Hybris Backoffice](#)" on page 26.

You use the Connector to send out website pages ("pages") for translation from the Hybris WCMS Cockpit.

When the Connector sends out pages for translation, it actually sends out the configured localized attributes of the content in that page for translation.

Each localized attribute of a Hybris business object that is sent out for translation is a *content item*.

**Note:** Although you can view non-localized attributes and select them to send them out for translation, the Connector does not actually send out non-localized attributes for translation.

**Note:** You configure which Hybris business objects and corresponding localized attributes you can send out for translation in the **Content Mapping** page. For detailed instructions, refer to the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

### To send out website pages for translation from WCMS:

1. In your Web browser, navigate to `/ctwcms/` on your Hybris instance.
2. Log in to the Hybris WCMS Cockpit.
3. In the navigation area, in the **Websites** box, click the catalog version of the website whose pages you want to translate. You can view website pages in either the Grid View mode or the List View mode.
4. In the **Filter** tab, select the website pages to translate.

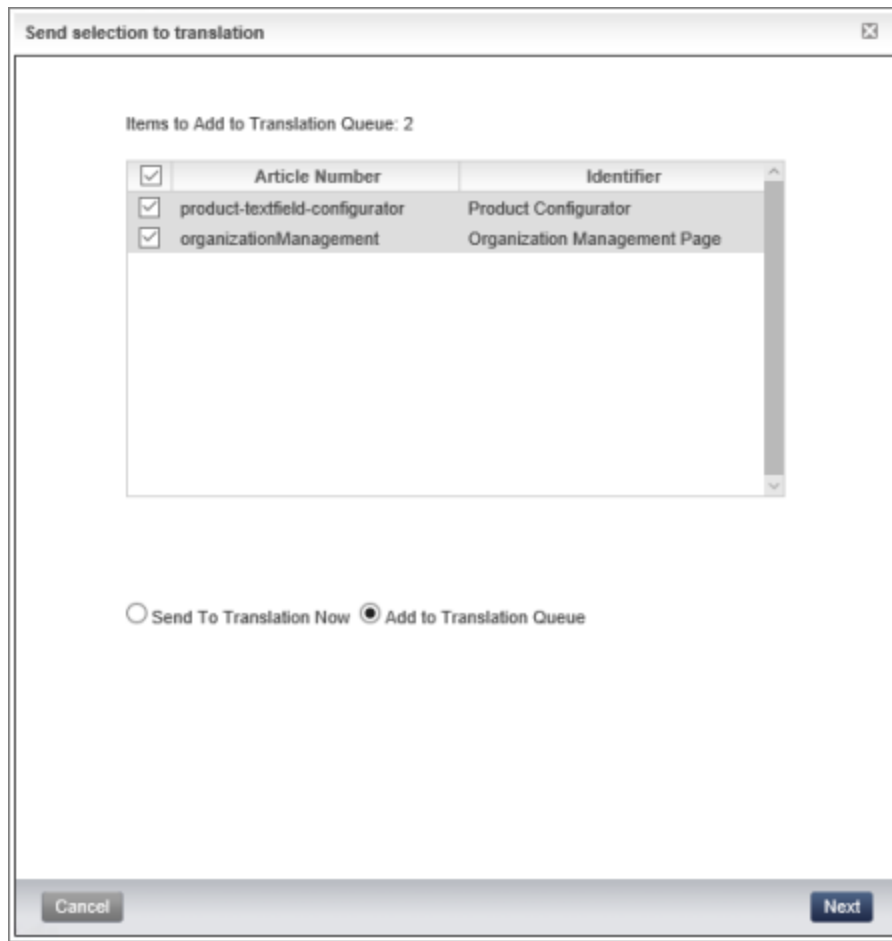
**Tip:** You can use the search and advanced search functionality to display only the website pages to send out for translation.

5. Click to select the website pages to translate.

**Tips:** To select a range of adjacent pages, press the `Shift` key. To select multiple non-adjacent pages, press the `Ctrl` key.

6. In the toolbar, click the **Send selection to translation** button .

The first page of the **Send selection to translation** wizard opens.



The following information is displayed about each page you selected previously:

- **Name:** The name of the page. This is displayed in the List view of the WCMS Cockpit.
- **Identifier:** The label of the page in the WCMS Cockpit. This is the same as the **Label** field displayed in a page's editing view in the WCMS Cockpit.

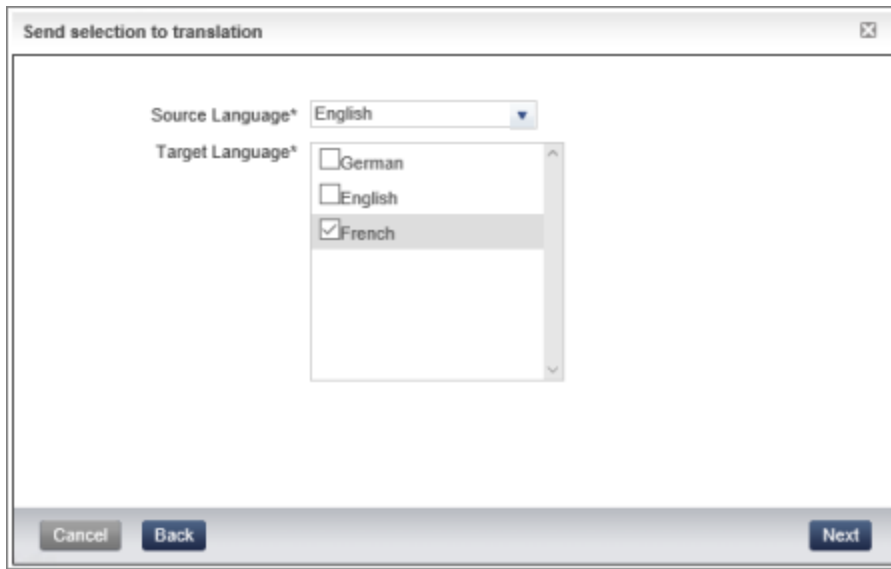
**Tip:** You can clear the check box for any page you do not want to send out for translation.

7. Select one of the following radio buttons:

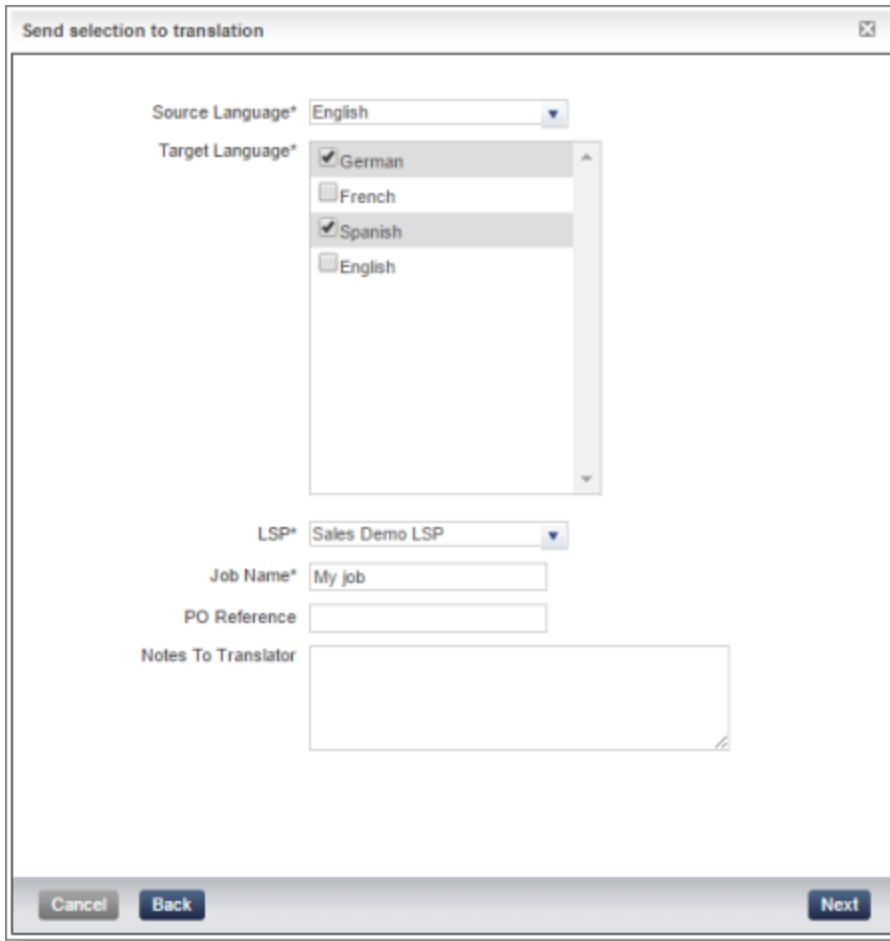
- **Add to Translation Queue** (the default selection): The Connector sends the pages to the Translation Queue, where a user must send them out for translation.
- **Send to Translation Now:** The Connector sends the pages to the Clay Tablet Platform, which sends them to the translation provider specified in the company's routing rules. The Connector displays additional fields below, where you can specify additional information about this translation job.

**Note:** This setting determines which fields are displayed on the following page of the wizard.

8. Click **Next**.
9. One of the following happens.
  - If you previously selected the **Add to Translation Queue** radio button, the second page of the wizard is displayed as follows:



- If you previously selected the **Send to Translation Now** radio button, the second page of the wizard is displayed as follows:



10. Enter the following information about the content items to translate:

| Field           | Description  |
|-----------------|--|
| Source Language | Required. Select the source language of the selected items to send for translation.<br><b>Note:</b> All selected items must have the same source language.   |
| Target Language | Required. Select the check boxes of one or more target languages into which to translate the content.  |
| LSP             | Select the translation provider for this translation job from the list. Required and displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard.  |
| Job Name        | Your name for this translation job. A <i>translation job</i> contains all the content items that the Connector sends out together for translation. Required and displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard. |



| Field                | Description  |
|----------------------|--|
| PO Reference         | The purchase order reference number. Displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard.  |
| Notes to Translator  | Any special instructions or requests. Displayed only if you selected the <b>Send to Translation Now</b> radio button in the previous page of the wizard and when any translation provider <i>other than</i> Lionbridge Freeway is selected in the <b>LSP</b> field, above.   |
| Special Instructions | Any special instructions or requests. Displayed only when both: <ul style="list-style-type: none"> <li>■ <b>Send to Translation</b> is selected in the previous page of the wizard.</li> <li>■ The Lionbridge Freeway translation provider is selected in <b>Choose LSP</b>, above.</li> </ul>   |
| Analysis Codes       | You can specify the configured Lionbridge Freeway analysis codes for the translation job. Displayed only when both: <ul style="list-style-type: none"> <li>■ <b>Send to Translation</b> is selected in the previous page of the wizard.</li> <li>■ The Lionbridge Freeway translation provider is selected in <b>Choose LSP</b>, above.</li> </ul> |

11. Click **Next**.

**Note:** The **Next** button is displayed only after you populate all required fields, which are marked with an asterisk (\*).

**Tip:** If the last required field you populate is **Job Name**, click anywhere in the user interface to display the **Next** button.

- If you selected the **Send to Translation Now** radio button in the previous page of the wizard, then the final page of the wizard states the number of items that were sent out to translation. Click **Done** to close the wizard.
- If you selected the **Add to Translation Queue** radio button in the previous page of the wizard, then the final page of the wizard states the number of items that were sent to the queue. Click **Done** to close the wizard.

**Important:** You must open the Translation Queue to send out these items for translation. For detailed instructions, see ["Sending Items for Translation from the Translation Queue"](#) on page 41.

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## 3.6 Sending Items for Translation from the Translation Queue

The goal of the Translation Queue is to control translation costs and the translation process. This design assumes that the person with the authority to send content for translation from the Translation Queue manages the translation budget of the organization.

You can send out one, multiple, or all items from the Translation Queue at one time.

You originally submitted items to the Translation Queue by doing one of the following:

- in the **Job Type** page of the **Send to translation** wizard in the Hybris Backoffice Product Cockpit, clicking the **Add to Queue** radio button. For details, see: "[Sending Products for Translation from the Hybris Backoffice Product Cockpit](#)" on page 13.
- in the **Job Type** page of the **Send to translation** wizard opened from the Hybris Backoffice Products Page, clicking the **Add to Queue** radio button. For details, see: "[Sending Products for Translation from the Hybris Backoffice Products Page](#)" on page 20.
- in the **Job Type** page of the **Send to translation** wizard opened from the Page page in the Hybris Backoffice, clicking the **Add to Queue** radio button. For details, see: "[Sending Website Pages for Translation from the Hybris Backoffice](#)" on page 26.
- in the first page of the **Send selection to translation** wizard in the Hybris Product Cockpit, clicking the **Add to Translation Queue** radio button. For details, see: "[Sending Products for Translation from the Hybris Product Cockpit](#)" on page 32.
- in the first page of the **Send selection to translation** wizard in the Hybris WCMS Cockpit, clicking the **Add to Translation Queue** radio button. For details, see: "[Sending Website Pages for Translation from the Hybris WCMS Cockpit](#)" on page 37.

Submitting content to the Translation Queue before sending it out for translation has the following advantages:

- You may not want to send out the localized attributes in each business object individually as soon as you finish reviewing it. The Translation Queue facilitates your management of reviewed items, so that you do not forget about sending individual reviewed items for translation.
- Your translation provider may prefer receiving fewer but larger batches of items to translate, rather than items from individual business objects, as it facilitates project preparation, resource assignment, and content analysis.
- If you want to translate many items into multiple languages, but you want to translate into only one target language at a time, this is a good way to manage that process.
- The Translation Queue manager may want to route jobs to certain translation providers.
- The Translation Queue manager may want to add job-specific metadata, such as a purchase order number.

If you or your colleagues have sent items to the Translation Queue, you must access the Translation Queue to send out the items from there.

**Note:** If you do not send out items from the Translation Queue, the items remain in the queue, and the Connector does not send them out for translation.

### To submit one or more items from the Translation Queue for translation:

1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. In the **Administration** menu, select **Translation Queue**.  
The Translation Queue opens.

| Item Name  | Source       | Target      | Date Added |
|--|--------------|-------------|------------|
| FireStorm 18 Volt 6 Tool Combo Kit_8796093120513_Product | English (en) | German (de) | 09/15/2017 |
| Cordless Jig Saw_8796093153281_Product                   | English (en) | German (de) | 09/15/2017 |

The following information is displayed about each item in the queue:

- **Item Name:** The name of the object to send for translation. If the name is long, this wraps to the next row.
- **Source Language:** The name and language code of the source language of the object to send for translation. This was specified when the object was added to the queue.
- **Target Language:** The name and language code of the target language into which to translate the object .

**Note:** If you specified translating an object into multiple target languages, then each instance of a source language-target language pair is displayed in a separate row in the list, as a separate item. For example, if you want to translate an object into five languages, then there are five rows in the list, one for each target language.

- **Date Added:** The date the object was added to the queue, in the following format: MM/DD/YYYY.

The header and footer display information about how many items are in the queue, and how they are displayed. If there are more than 25 items in the queue, they are displayed in multiple sub-pages.

- The left sides of the header and footer display the total number of sub-pages in the queue. To navigate to a different sub-page, enter the sub-page number or click an arrow.
- The right sides of the header and footer display the total number of items displayed on the current sub-page of the queue and the total number of items in the queue.

4. Optional. Click a column heading to sort by a column or to reverse the sort order of a sorted column.

5. Optional. In the top of the queue, you can filter the displayed items in the queue. You can search by the following criteria:

- item name
- source language
- target language

Click **Search**.

**Tip:** To clear your search filters, click **Clear Filter**.

6. Optional. Click **Refresh** in the top-right corner of the list to update the items in the queue.

7. In the list, select the check boxes of the items that you want to send out for translation.

**Tips:** To select the check boxes of all items in the sub-page, select the check box in the column header. If all check boxes in the sub-page are selected, clear the check box in the column header.

**Note:** To remove items from the queue, select the corresponding check boxes and click **Remove Select Item**.

8. Click **Send to Translation**.

The **Send Items to Translation** dialog box opens.

9. Enter the following information about the items to translate:

| Field                | Description   |
|----------------------|---|
| LSP                  | Select the translation provider for this translation job from the list.   |
| Job Name             | Your name for this translation job.   |
| PO Reference         | Optional. The purchase order reference number for this translation job.   |
| Notes to Translator  | Any special instructions or requests. Displayed only when any translation provider <i>other than</i> Lionbridge Freeway is selected in the <b>LSP</b> field, above.                                 |
| Special Instructions | Any special instructions or requests. Displayed only when the Lionbridge Freeway translation provider is selected in the <b>LSP</b> field, above.   |
| Analysis Codes       | You can specify the configured Lionbridge Freeway analysis codes for the translation job. Displayed only when the Lionbridge Freeway translation provider is selected in <b>Choose LSP</b> , above. |

10. Click **Send to Translation**.

A message box confirms that the Connector started processing the translation job with the selected items. Click **OK** to close the message box.

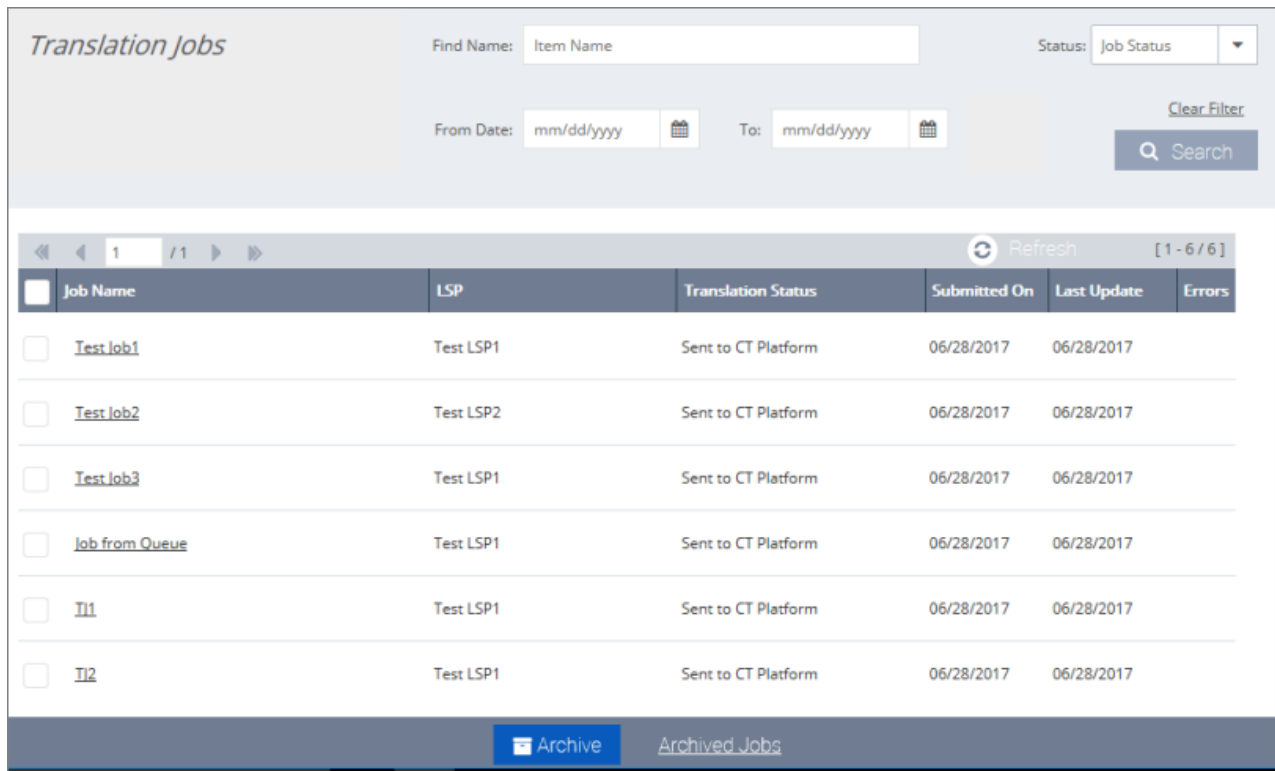
## 4 Monitoring Translation Status

After you send out a job for translation, you can monitor its progress in the Translation Jobs page.

### To monitor translation status:

1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. In the **Administration** menu, select **Translation Jobs**.

The **Translation Jobs** page opens.




This page displays the following information about each translation job:

| Column   | Description  |
|----------|--|
| Job Name | The name of this translation job. To view detailed information about the items in the job, click the link. |
| LSP      | The translation provider to whom the Clay Tablet Platform sends the translation job.                       |

| Column             | Description   |
|--------------------|---|
| Translation Status | The translation status of the job. For a list and description of translation statuses, see page 47. |
| Submitted On       | The job submission date, in the following format: MM/DD/YYYY.                                       |
| Last Update        | The date the job was last updated, in the following format: MM/DD/YYYY.                             |
| Errors             | If an error has occurred, it is displayed here.   |

The list header and footer display the total number of items, and the total number of items displayed on this sub-page. If there are more than 25 items, they are displayed in multiple sub-pages.

- The left sides of the header and footer display the total number of sub-pages in the list. To navigate to a different sub-page, enter the sub-page number or click an arrow.
- The right sides of the header and footer display the total number of items displayed on the current sub-page of the list and the total number of items in the list.

4. Optional. Click **Refresh** in the top-right corner of the list to update the items in the list.
5. Optional. In the top-right corner of the page, search for the jobs whose translation status you want to view. You can search by any of the following criteria:
  - **Find Name:** Enter the job name.
  - **Status:** Select the translation status. For a list and description of translation statuses, see page 47.
  - **From Date and To:** Specify the range of job-creation dates in the following format: MM/DD/YYYY, or click the calendar icon  to select the dates.

Click **Search**.

**Tip:** To clear your search filters, click **Clear Filter**.

6. Optional. To view detailed information about the items in the job, click the link in the **Job Name** column. For details, see "[Viewing Job Details](#)" on page 47.

**Note:** This action highlights this job and selects the corresponding check box.

7. Optional. If this job has either `Translation received` or `Completed` (nothing to translate) status, you can archive it by clicking the **Archive this job** link. You can view an archived job in the **Archived Jobs** page. For details, see "[Viewing Archived Jobs](#)" on page 49.

**Warning:** Archiving active jobs is not recommended. If you archive an active job, it will no longer be displayed on the **Translation Jobs** page. Archiving a job also archives the assets in that job: If you archive content while it is being translated, then the Connector will not return the completed translation to you.

8. Optional. To view all archived jobs, click the **Archived Jobs** link at the bottom of the page. For details, see "[Viewing Archived Jobs](#)" on page 49.

## 4.1 Translation Statuses

After you send out localized attributes of Hybris business objects for translation, they are referred to as *content items*. The Connector sends out one or more content items for translation as a single *translation job*. Both content items and translation jobs can have the following translation statuses:

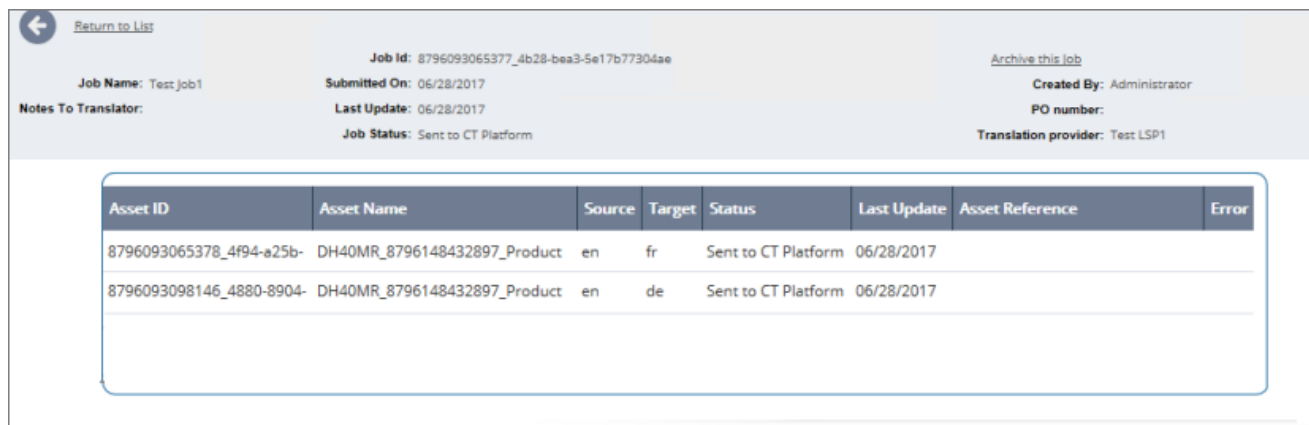
| Translation Status    | Description   |
|-----------------------|---|
| Created               | The Connector created the job for sending out the item to the translation provider.   |
| Pending               | The Connector is preparing to send out the item to the translation provider.  |
| Sending               | The Connector is sending out the item to the translation provider.  |
| In translation        | The translation provider has received the item for translation and has not yet returned the translated item.  |
| Reviewing Translation | The Connector has received the translated item back from the translation provider and imported it into Hybris.<br><b>Note:</b> This is an intermediate state. If a job is stuck in this state, then an error may have occurred when the Connector imported the translation. |
| Completed             | The Connector has returned the translated item to Hybris. You view translated content items in the Hybris interfaces where those content items are displayed. For detailed instructions, see " <a href="#">Viewing Translated Content</a> " on page 52.                     |

## 4.2 Viewing Job Details

You view job details in the **Job Details** page. To open this page, in the **Translation Jobs** page, click the link in the **Job Name** column.

For details, see "[Monitoring Translation Status](#)" on page 45.

**Note:** You can also view the details of an archived job by clicking the link in the **Job Name** column in the **Archived Jobs** page. For details, see "[Viewing Archived Jobs](#)" on page 49.



The area at the top of the page displays the following read-only information about the job:

| Field                | Description  |
|----------------------|--|
| Job ID               | The Connector's unique identifier for the job.   |
| Job Name             | Your name for this translation job.  |
| Submitted On         | The date, in MM/DD/YYYY format, when the job was submitted for translation.              |
| Created By           | The name of the user who submitted this job for translation.                             |
| Notes to Translator  | Any special instructions or requests for the translation provider.                       |
| Last Update          | The date, in MM/DD/YYYY format, when the job was last updated.                           |
| PO Number            | The purchase order reference number for this translation job.                            |
| Job Status           | The translation status. For a list and description of translation statuses, see page 47. |
| Translation provider | The translation provider for this job.   |

The list header and footer display the total number of assets in the job, and the total number of assets displayed on this sub-page. If there are more than 8 assets, they are displayed in multiple sub-pages.

- The left sides of the header and footer display the total number of sub-pages in the list. To navigate to a different sub-page, enter the sub-page number or click an arrow.
- The right sides of the header and footer display the total number of assets displayed on the current sub-page of the list and the total number of items in the list.

This page displays the following information about each asset in the job:



| Column          | Description  |
|-----------------|--|
| Asset ID        | The Connector's unique identifier for the item sent for translation, which includes information about the item, the target language, and the source language.                            |
| Asset Name      | <ul style="list-style-type: none"> <li>■ For products in the Product Cockpit, this is the article number.</li> <li>■ For website pages in the WCMS Cockpit, this is the name.</li> </ul> |
| Source          | The source language of the item.   |
| Target          | The target language of the item.   |
| Status          | The translation status. For a list and description of translation statuses, see page <a href="#">47</a> .  |
| Last Update     | The time and date when the status was last updated, in the following format: MM/DD/YYYY.   |
| Asset Reference | The translation provider's reference for the asset.  |
| Error           | Any errors related to this asset.  |

- ▶ To return to the previous page, click the **Return to list** link or arrow at the top-left corner of the page.
- ▶ To archive this job, click the **Archive this job** link in the top-right corner of the page.

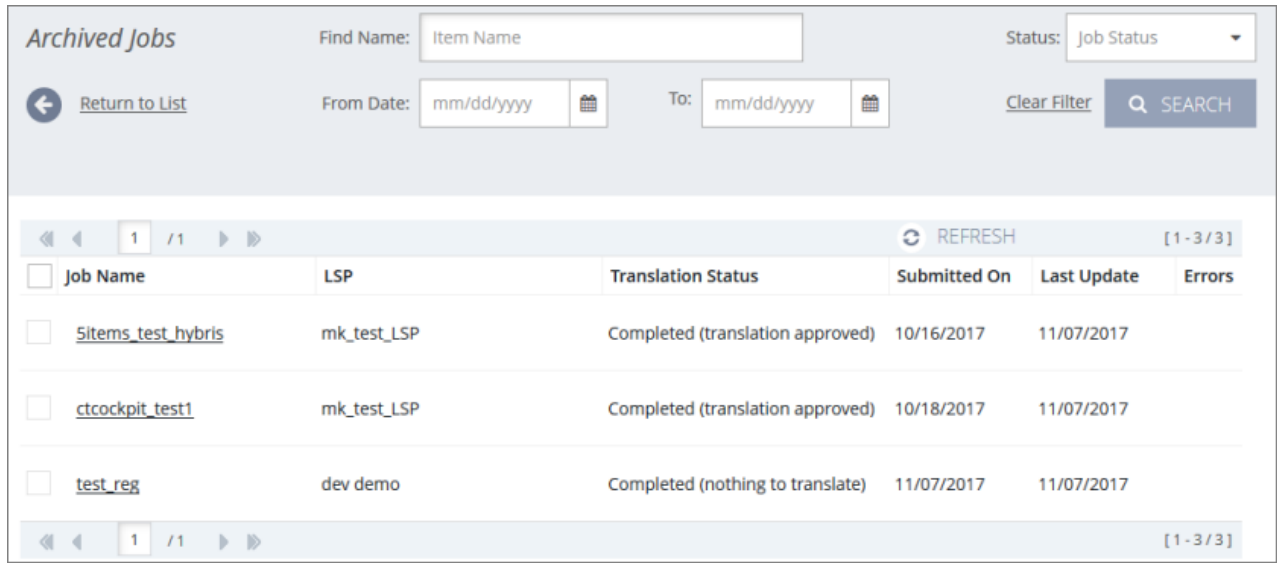
---

## 4.3 Viewing Archived Jobs

You can view archived jobs in the **Archived Jobs** page.

### To view archived jobs:

1. In the Translation Jobs page, click the **Archived Jobs** link at the bottom of the page. For instructions on opening that page, see "[Monitoring Translation Status](#)" on page [45](#).
2. The **Archived Jobs** page opens.



This page displays the following information about each archived translation job:

| Column             | Description  |
|--------------------|--|
| Job Name           | The name of this translation job. To view detailed information about the items in the job, click the link. |
| LSP                | The translation provider to whom the Clay Tablet Platform sends the translation job.                       |
| Translation Status | The translation status of the job. For a list and description of translation statuses, see page 47.        |
| Submitted On       | The job submission date, in the following format: MM/DD/YYYY.  |
| Last Update        | The date the job was last updated, in the following format: MM/DD/YYYY.                                    |
| Errors             | If an error has occurred, it is displayed here.  |

By default, the items are sorted chronologically by submission date.

The list header and footer display the total number of items, and the total number of items displayed on this sub-page. If there are more than 25 items, they are displayed in multiple sub-pages.

- The left sides of the header and footer display the total number of sub-pages in the list. To navigate to a different sub-page, enter the sub-page number or click an arrow.
- The right sides of the header and footer display the total number of items displayed on the current sub-page of the list and the total number of items in the list.

3. Optional. In the top-right corner of the page, search for the jobs whose translation status you want to view. You can search by any of the following criteria:

- **Find Name:** Enter the job name.
- **Status:** Select the translation status. For a list and description of translation statuses, see page 47.
- **From Date and To:** Specify the range of job-creation dates in the following format: MM-DD-YYYY

Click **Search**.

**Tip:** To clear your search filters, click **Clear Filter**.

4. Optional. To view detailed information about the items in the job, click the link in the **Job Name** column. For details, see "[Viewing Job Details](#)" on page 47.
5. To return to the Translation Jobs page, click the **Return to list** link or arrow at the top-left corner of the page.

---

## 5 Viewing Translated Content

When a job has `Completed` status, the items in that job have been translated and returned to Hybris. For a description of translation statuses, see page 47. You view translated content items in the Hybris interfaces where those content items are displayed:

- "Viewing Translated Products in the Hybris Backoffice Product Cockpit" on page 52
- "Viewing Translated Products in the Hybris Backoffice Products Page" on page 54
- "Viewing Translated Website Pages in the Hybris Backoffice" on page 57
- "Viewing Translated Products in the Hybris Product Cockpit" on page 59
- "Viewing Translated Website Pages in the Hybris WCMS Cockpit" on page 60

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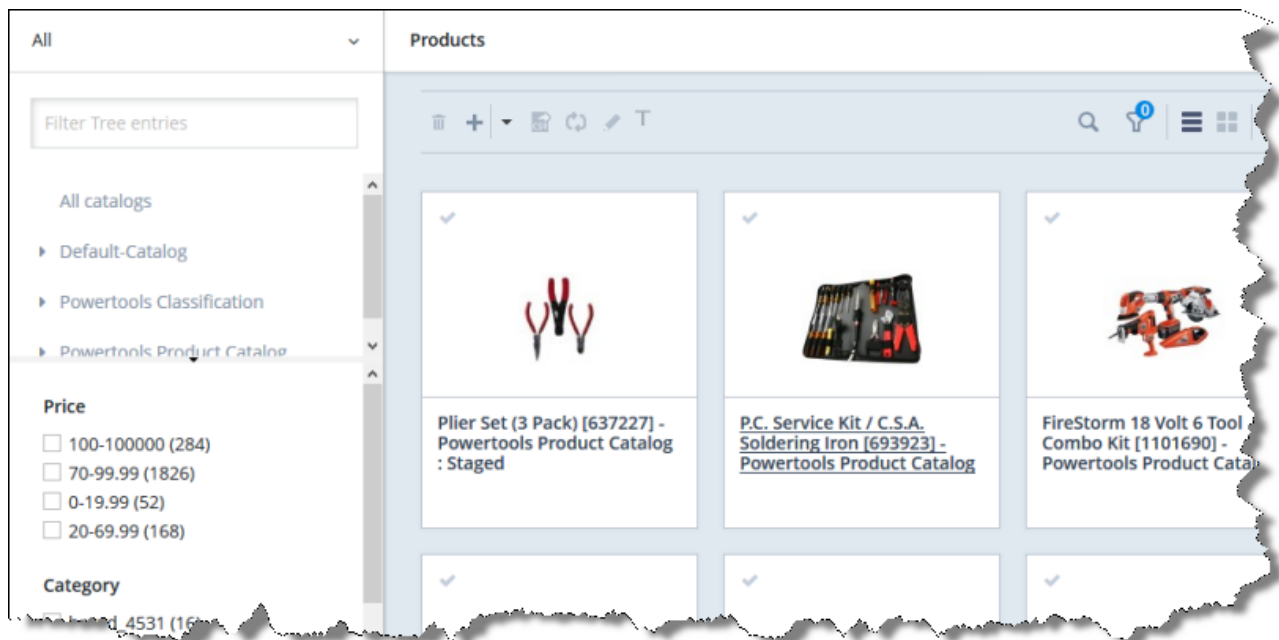
### 5.1 Viewing Translated Products in the Hybris Backoffice Product Cockpit

**Note:** This functionality is supported only for Hybris versions 6.4 and higher.

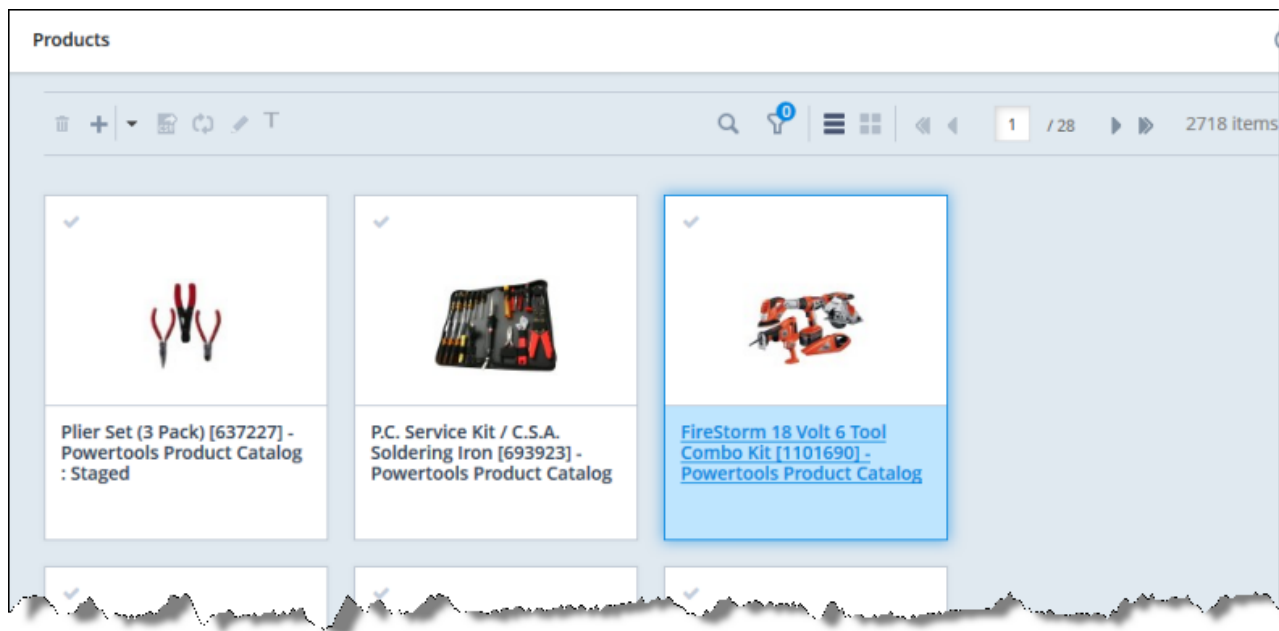
When a job has `Completed` status, the products in that job have been translated and returned to the Hybris Product Cockpit. You can view translated products in the Hybris Product Cockpit from the Hybris Backoffice.



#### To view translated products in the Hybris Backoffice Product Cockpit:

1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. In the **Administration** menu, select **Product Cockpit**.  
The **Products** page opens.




4. Optional. In the **Filter Tree** in the left pane, you can select a specific catalog or classification, and price range and/or category to display only products that meet the filter criteria.

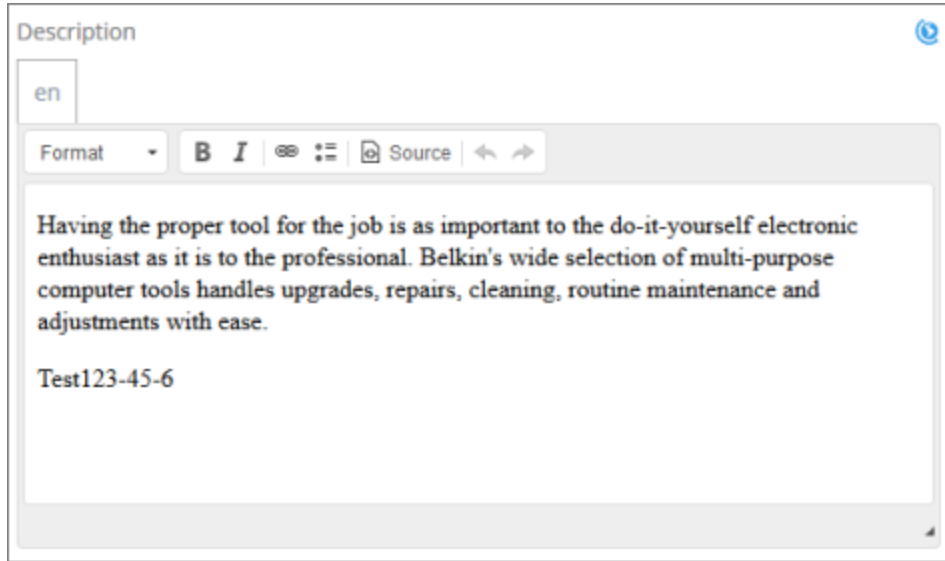


5. Locate the translated product. You can view the items in either the Grid view  or the List view .

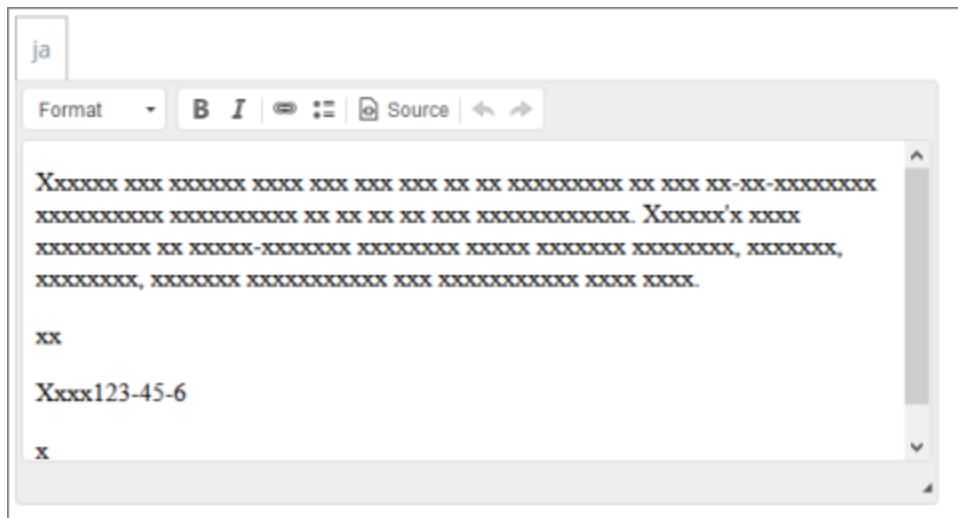
**Tip:** You can use the search and filter functionality at the top of the page to display only specific products.

6. Click the link in the product.

- 7. In the **Properties** tab, click the localization button  to display a property in each of its languages. For example, if the description of the Plier Set (3 Pack) was translated from English into Japanese, the source (English) version is displayed as follows:



While the target translation (Japanese) is displayed as follows:



**Note:** Pseudo-translation is displayed instead of Japanese in the screen capture above.

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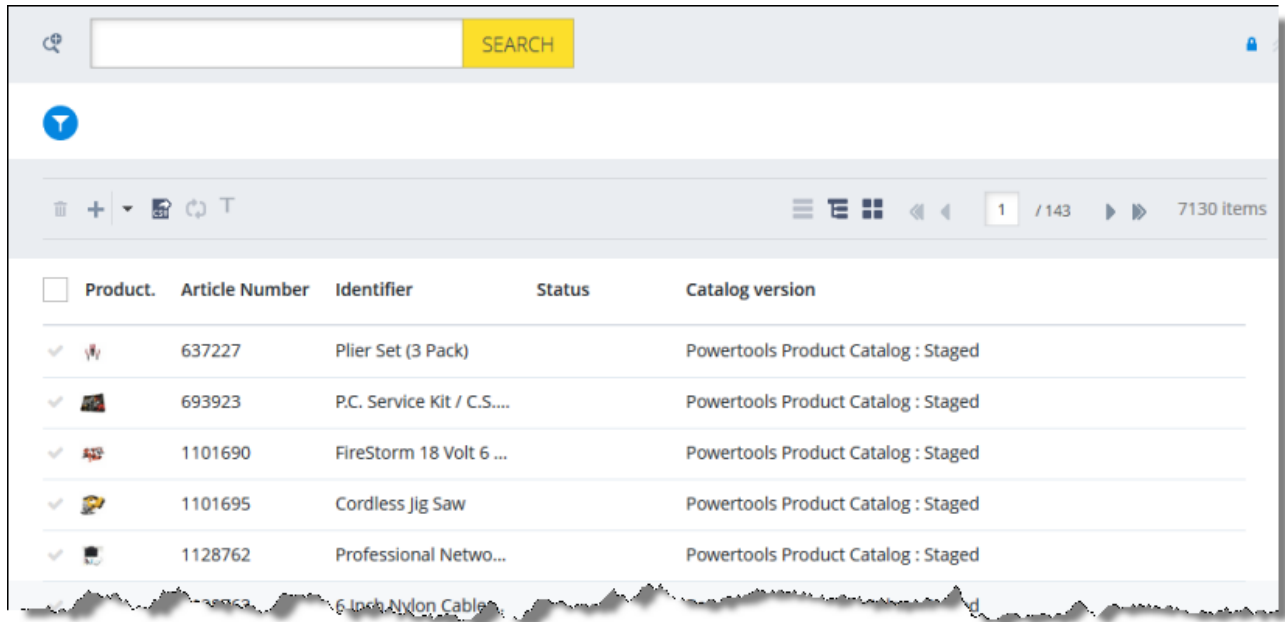
## 5.2 Viewing Translated Products in the Hybris Backoffice Products Page

When a job has **Completed** status, the products in that job have been translated and returned to the Hybris Product Cockpit. You can view translated products in the Products page in the Hybris Backoffice.






**To view translated products in the Hybris Backoffice Products page:**

1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. Ensure that the **Administration** menu is selected.
4. In the navigation tree on the left, navigate to **Catalog > Products**.

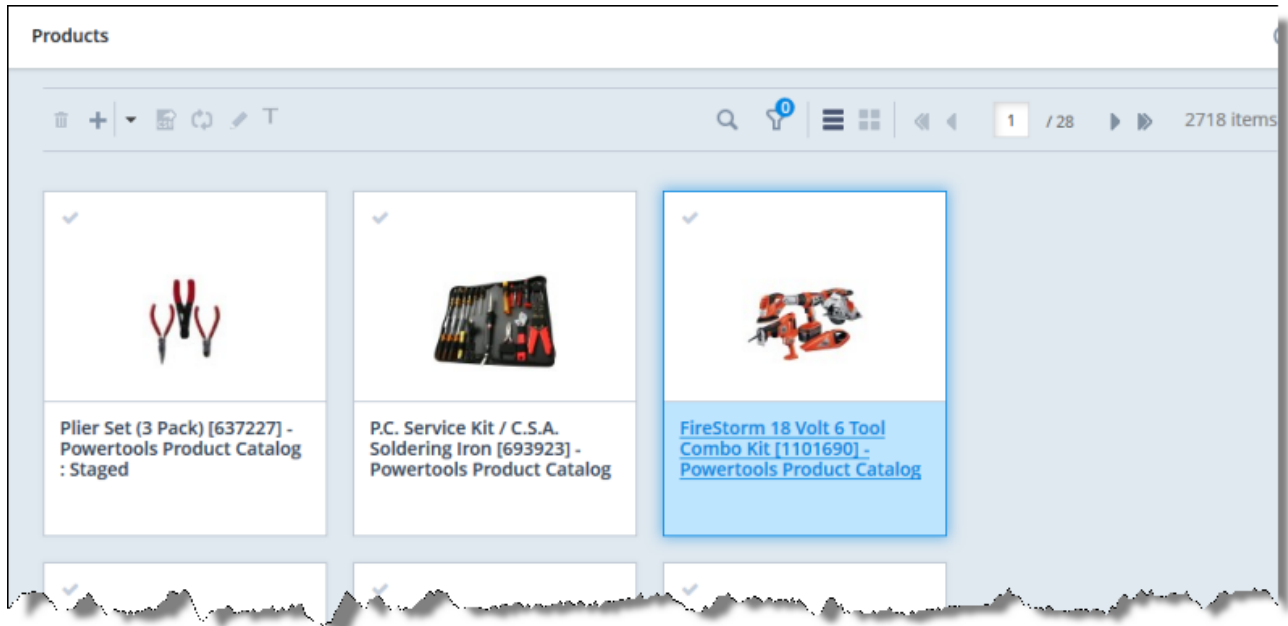
The **Products** page opens.



The screenshot shows the Hybris Backoffice interface. At the top, there is a search bar with a magnifying glass icon and a yellow 'SEARCH' button. Below the search bar is a navigation bar with a blue circular icon containing a white 'T'. The main content area features a toolbar with icons for trash, add, refresh, and text input, along with a pagination control showing '1 / 143' and '7130 items'. The product list is displayed in a table with the following columns: Product, Article Number, Identifier, Status, and Catalog version. The table contains five rows of product data, each with a checkmark in the 'Product' column and a small icon next to the 'Article Number'.


| <input type="checkbox"/>            | Product.  | Article Number | Identifier                 | Status | Catalog version                     |
|-------------------------------------|---|----------------|----------------------------|--------|-------------------------------------|
| <input checked="" type="checkbox"/> |    | 637227         | Plier Set (3 Pack)         |        | Powertools Product Catalog : Staged |
| <input checked="" type="checkbox"/> |    | 693923         | P.C. Service Kit / C.S.... |        | Powertools Product Catalog : Staged |
| <input checked="" type="checkbox"/> |   | 1101690        | FireStorm 18 Volt 6 ...    |        | Powertools Product Catalog : Staged |
| <input checked="" type="checkbox"/> |  | 1101695        | Cordless Jig Saw           |        | Powertools Product Catalog : Staged |
| <input checked="" type="checkbox"/> |  | 1128762        | Professional Netwo...      |        | Powertools Product Catalog : Staged |

5. Optional. In the **Filter Tree** in the left pane, you can select a specific catalog or classification, and price range and/or category to display only products that meet the filter criteria.



6. Locate the translated product. You can view the items in either the Grid view  or the List view .

**Tip:** You can use the search and filter functionality at the top of the page to display only the products to send out for translation.

7. Click the link in the product.
8. In the **Properties** tab, click the localization button  to display a property in each of its languages. For example, if the `Identifier` field of the `P.C. Service Kit` was translated from English into Japanese, both language versions are displayed as follows:



P.C. Service Kit / C.S.A. Soldering Iron [693923] - Powertools Product Catalog : Staged

PROPERTIES ATTRIBUTES CATEGORY SYSTEM PRICES MULTIMEDIA VARIANTS EXTENDED ATTRIBUTES REV

**ESSENTIAL**

| Article Number | Identifier | Catalog version              |
|----------------|------------|------------------------------|
| 693923         | en         | P.C. Service Kit / C.S.A. Sc |
|                | es_CO      |                              |
|                | in         |                              |
|                | pt         |                              |
|                | fr         |                              |
|                | ru         |                              |
|                | ja         | P.C. サービス キット / C.S.A        |
|                | zh_TW      |                              |

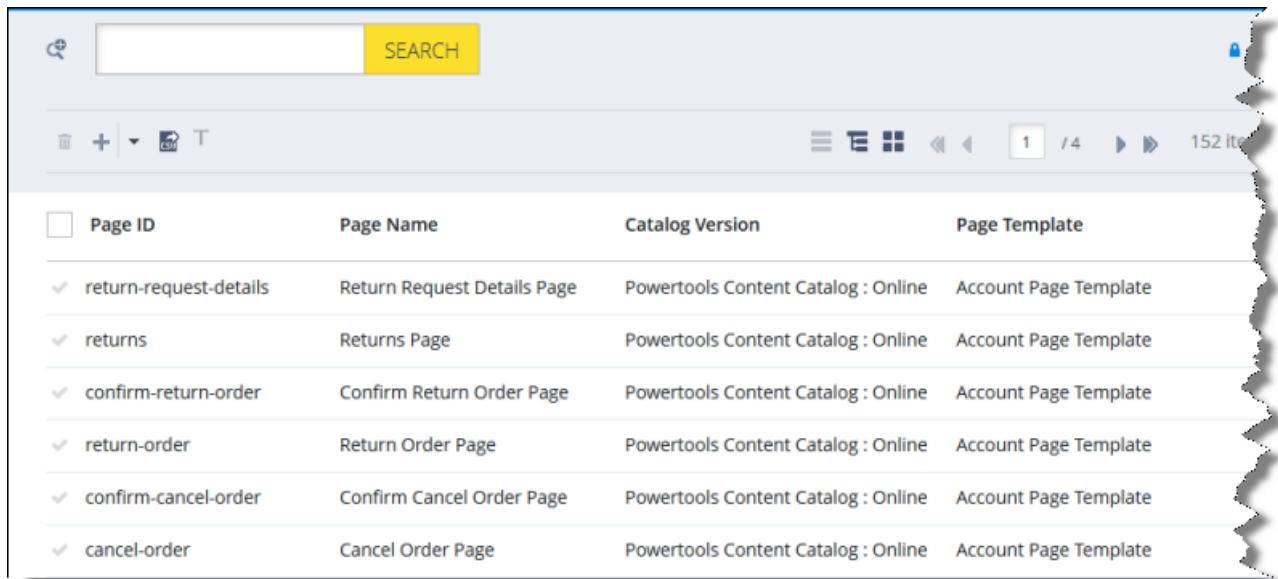
### 5.3 Viewing Translated Website Pages in the Hybris Backoffice

When a job has `Completed` status, the website pages in that job have been translated and returned to the Hybris WCMS Cockpit. You can view the translated website pages in the Hybris Backoffice.




#### To view a translated website page:

1. In your Web browser, navigate to `/backoffice/` on your Hybris instance.
2. Log in to the Hybris Backoffice.
3. Ensure that the **Administration** menu is selected.
4. In the navigation tree on the left, navigate to **WCMS > Page**.

The page that opens displays a list of website pages.










| <input type="checkbox"/> Page ID                           | Page Name                   | Catalog Version                     | Page Template         |
|--|-----------------------------|-------------------------------------|-----------------------|
| <input checked="" type="checkbox"/> return-request-details | Return Request Details Page | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> returns                | Returns Page                | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> confirm-return-order   | Confirm Return Order Page   | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> return-order           | Return Order Page           | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> confirm-cancel-order   | Confirm Cancel Order Page   | Powertools Content Catalog : Online | Account Page Template |
| <input checked="" type="checkbox"/> cancel-order           | Cancel Order Page           | Powertools Content Catalog : Online | Account Page Template |



5. Locate the translated website page. You can view the pages in the List View , Tree View , or the Grid View  mode.

**Tip:** You can use the search and advanced search functionality to display only the website pages to send out for translation.

6. Select the translated website page:

-  In the List view , click a checkmark  in the left column to select it and the corresponding page.
-  In the Tree view , select a check box to select the corresponding page.
-  In the Grid view , select a checkmark  in the left column to select it and the corresponding page.

The bottom pane opens, displaying the page details. If necessary, click the expand icon  to display more of the bottom pane.

7. In the **Properties** tab, scroll down to an attribute with a localization button .
8. Click the localization button  to display a property in each of its languages. For example, click the localization button for the Page title property of the Returns page.

**Returns Page**

PROPERTIES | CONTENT SLOTS | RESTRICTIONS | NAVIGATION NODES | ADMINISTRATION

**PROPERTIES**

Page Title: Returns listing

Page Template: Account Page Template

Is default page:  True  False

This section expands to display the translations of this property:

**Returns Page**

PROPERTIES | CONTENT SLOTS | RESTRICTIONS | NAVIGATION NODES | ADMINISTRATION

Page Title: 

|       |                       |
|-------|-----------------------|
| en    | Returns listing       |
| es_CO | Lista de devoluciones |
| in    | Daftar pengembalian   |
| pt    | Lista de devoluções   |

Page Template: Account Page Template



Is default page:  True  False


## 5.4 Viewing Translated Products in the Hybris Product Cockpit


When a job has `Completed` status, the products in that job have been translated and returned to the Hybris Product Cockpit. You can view translated products in the Hybris Product Cockpit.

### To view a translated product:

1. In your Web browser, navigate to `/ctcockpit/` on your Hybris instance.
2. Log in to the Hybris Product Cockpit.

3. In the **All Products** tab, in either the Grid view or the List view, click the translated product to select it.
4. In the toolbar, click the **Open in Edit Area** button  .
5. In the Edit area, locate an attribute with a **Language** button  .

Summary:  

6. Click the **Language** button  beside the field.

The area expands to display all language versions of the attribute.



Summary: 

|      |                                  |
|------|----------------------------------|
| [ja] | 850W 2.4J 空気圧式ハンマードリル            |
| [en] | 850W 2.4J Pneumatic Hammer Drill |
| [de] | 850 W 2.4J Presslufthammer       |
| [zh] | 850W 2.4J 气动锤钻                   |

## 5.5 Viewing Translated Website Pages in the Hybris WCMS Cockpit

When a job has **Completed** status, the website pages in that job have been translated and returned to the Hybris WCMS Cockpit. You can view the translated website pages in the Hybris Product Cockpit.


### To view a translated website page:

1. In your Web browser, navigate to `/ctwcms/` on your Hybris instance.
2. Log in to the Hybris WCMS Cockpit.
3. In the navigation area, in the **Websites** box, click the catalog version of the website whose translated page you want to view.
4. In the **Filter** tab, in either the Grid view or the List view, click the translated website page to select it.
5. In the toolbar, click the **Edit** button  .
6. In the Edit area, locate an attribute with a **Language** button  .

Page Title:  

7. Click the **Language** button  beside the field.

The area expands to display all language versions of the attribute.

Page Title: 

|                            |
|----------------------------|
| [ja]                       |
| FAQ                        |
| [en]                       |
| Frequently Asked Questions |
| [de]                       |
| Häufig gestellte Fragen    |
| [zh]                       |
| 常见问题                       |