

Translate.com by Machine Guide

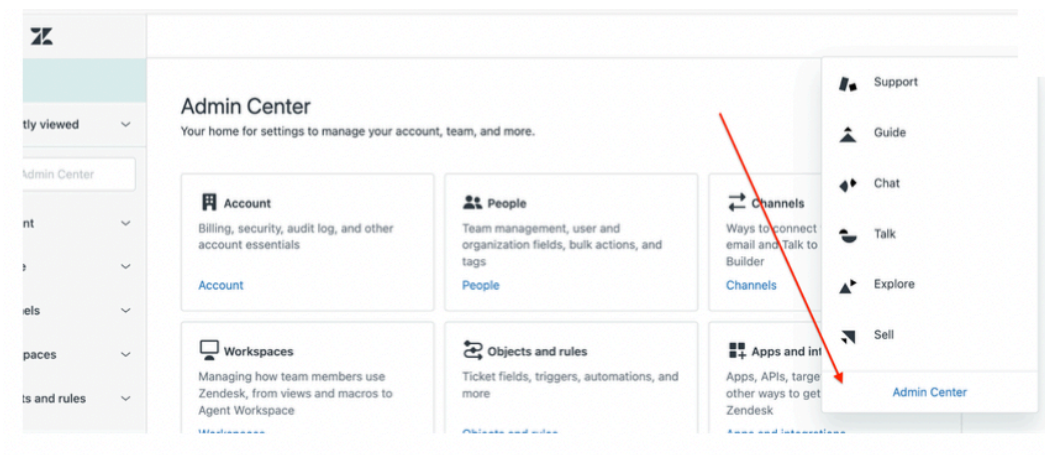
To start using the new Zendesk ticket translation app **Translate.com by Machine**, you need to uninstall the **Translate.com by Human** app. Follow the easy instructions below.

If you haven't used the previous version before, proceed directly to section 2 of this guide.

We wish you successful communication with your clients and fast ticket resolution in any language without copying and pasting!

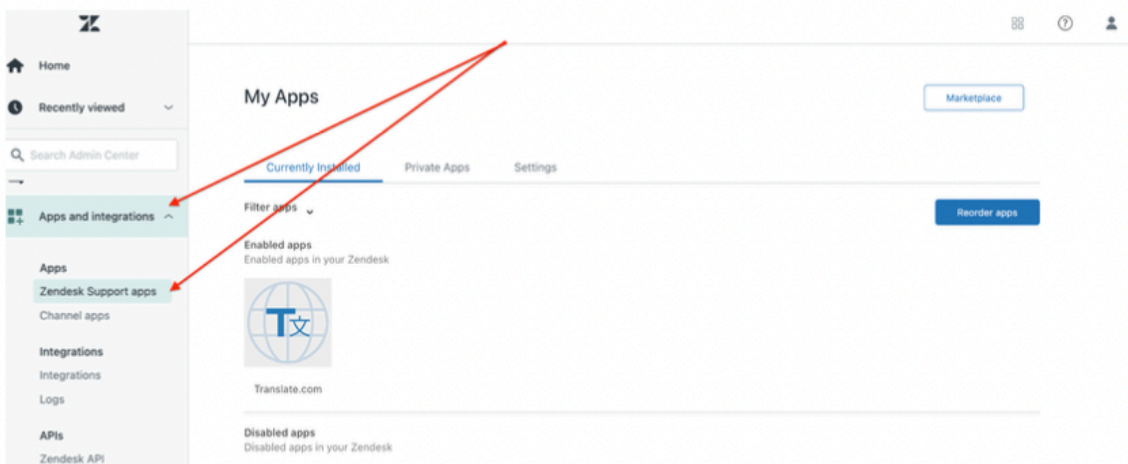
1. How to uninstall the Translate.com by Human App

1.1. Navigate to the Admin Center.



1.2. Continue to the **Apps and Integrations** section.

Click on the **Apps and Integrations** section > **Zendesk Support Apps** option.



Move the cursor to the lower right corner of the Translate.com app.
Click the settings icon in the bottom right corner and select the **Uninstall** item.

My Apps

Currently Installed

Private Apps

Setting

Filter apps

Enabled apps

Enabled apps in your Zendesk



Translat

Enabled



Disabled

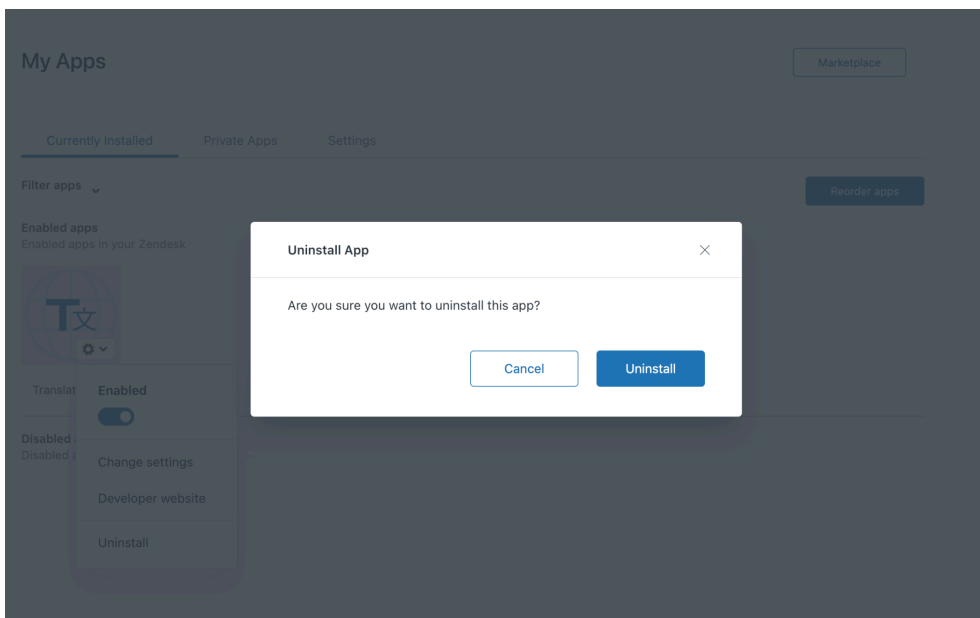
Disabled

Change settings

Developer website

Uninstall

Click **Uninstall** to confirm your intention to delete the app.



1.3. Go to the **Targets** section:

<https://yourdomain.zendesk.com/admin/apps-integrations/targets/targets>

Delete targets:

1. Translate.com Ticket Created URL.
2. Translate.com Ticket Updated URL.

Click **delete** for each target separately.

Targets

Targets let you notify external systems about a new ticket or an important state change to a ticket. You can use this to be notified through SMS or Twitter when a specific trigger executes. [Learn more](#)

Active targets (2)

[add target](#)

Translate.com Ticket Created URL	2 successful sends	URL target	delete deactivate edit
Translate.com Ticket Updated URL	2 successful sends	URL target	edit

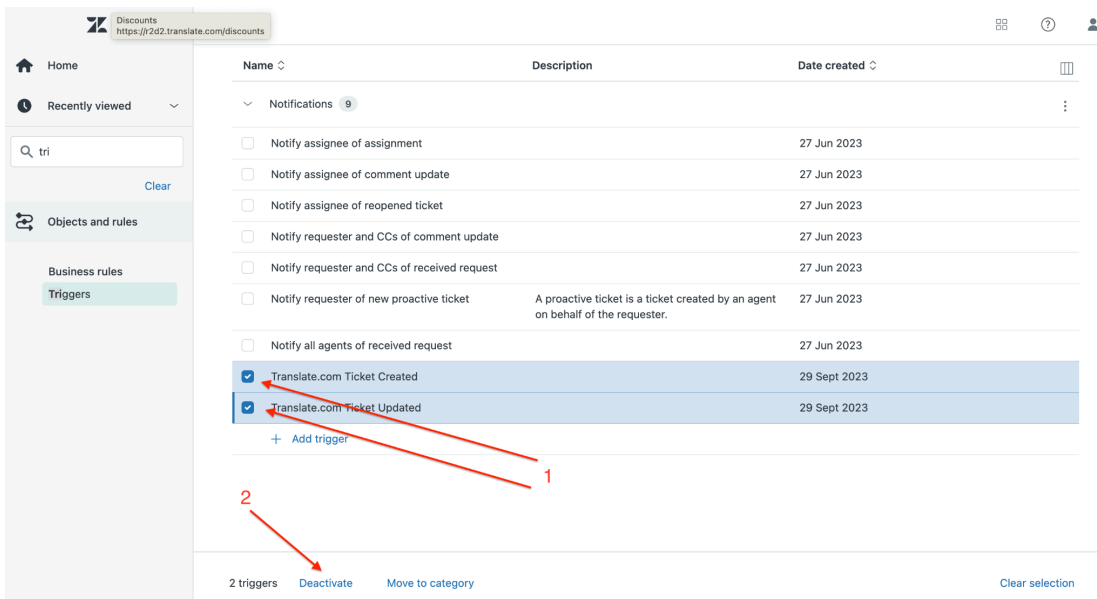
1.4. Navigate to the **Triggers** section:

<https://yourdomain.zendesk.com/admin/objects-rules/rules/triggers>

Remove the following triggers:

1. Translate.com Ticket Created.
2. Translate.com Ticket Updated.

Checkmark these items (1) and click **Deactivate** (2).



Discards
<https://r2d2.translate.com/discards>

Home
Recently viewed
Search: tri
Clear
Objects and rules
Business rules
Triggers

Name	Description	Date created
Notifications 9		
<input type="checkbox"/> Notify assignee of assignment		27 Jun 2023
<input type="checkbox"/> Notify assignee of comment update		27 Jun 2023
<input type="checkbox"/> Notify assignee of reopened ticket		27 Jun 2023
<input type="checkbox"/> Notify requester and CCs of comment update		27 Jun 2023
<input type="checkbox"/> Notify requester and CCs of received request		27 Jun 2023
<input type="checkbox"/> Notify requester of new proactive ticket	A proactive ticket is a ticket created by an agent on behalf of the requester.	27 Jun 2023
<input type="checkbox"/> Notify all agents of received request		27 Jun 2023
<input checked="" type="checkbox"/> Translate.com Ticket Created		29 Sept 2023
<input checked="" type="checkbox"/> Translate.com Ticket Updated		29 Sept 2023


+ Add trigger

2 triggers [Deactivate](#) [Move to category](#) [Clear selection](#)

2. How to install a new Translate.com Machine App

1. Go to the Zendesk marketplace via the link below:
<https://www.zendesk.com/marketplace/apps/support/959307/translatecom-by-machine/>.
2. Install the application - click **Install** in the upper right corner.
3. In Zendesk marketplace, click the **Install** button.

 You must have permissions to create/update Triggers/Targets and to install external apps on your Zendesk accounts.

4. Press the **Sign Up** button to create an account on translate.com. Confirm it through the link sent to your email address.
5. Now log in to the Translate.com Machine App using the same login and password you used when registering on translate.com.
6.  **Important step!** New customers: Login to the Translate.com by Machine app using your new login and password; returning customers, use the same login and password that you used in your previous version.

2. Triggers & Settings checks

Check the **Application Settings > Triggers and Targets** to ensure the correct operation of the Translate.com application after installation:

Follow the link https://YOUR_SUBDOMAIN.zendesk.com/admin/objects-rules/rules/triggers

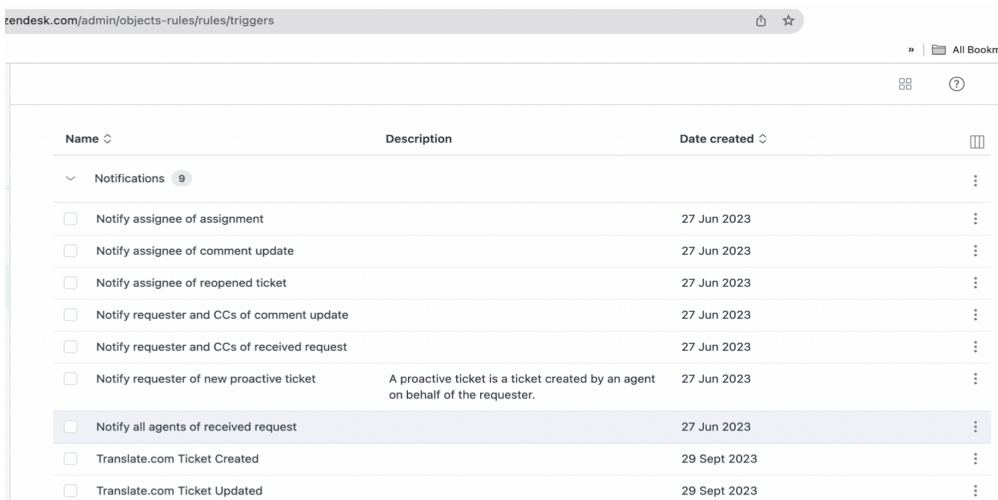
Find triggers: **Home > Objects and Rules > Business Rules > Triggers**

Follow the link https://YOUR_SUBDOMAIN.zendesk.com/admin/apps-integrations/targets/targets

Find Targets: **Home > Apps and Integrations > Targets**

⚠ Important step! Set **Triggers and Targets** according to the screenshots to avoid conflicts with other applications.

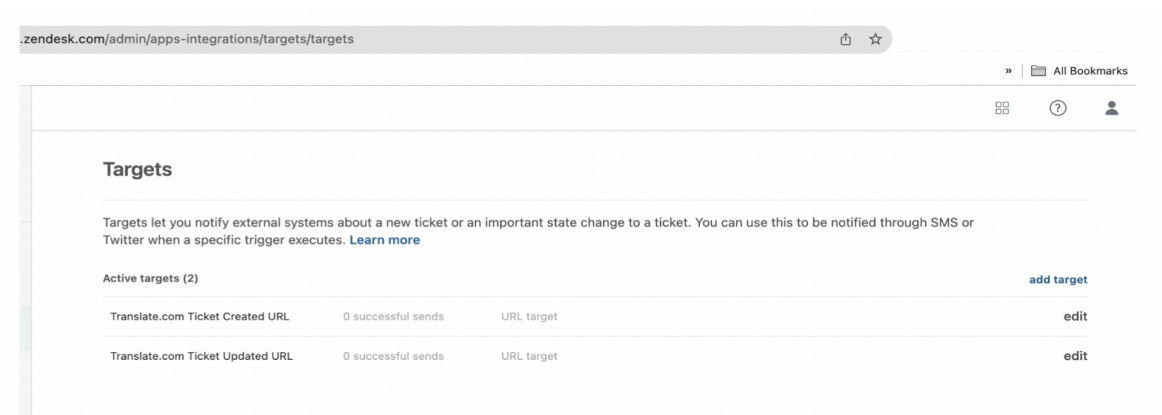
Triggers



The screenshot shows the Zendesk admin interface for Triggers. The table lists various triggers, including notifications and Translate.com integrations. The 'Translate.com Ticket Created' and 'Translate.com Ticket Updated' triggers are highlighted.

Name	Description	Date created
Notifications (9)		
<input type="checkbox"/> Notify assignee of assignment		27 Jun 2023
<input type="checkbox"/> Notify assignee of comment update		27 Jun 2023
<input type="checkbox"/> Notify assignee of reopened ticket		27 Jun 2023
<input type="checkbox"/> Notify requester and CCs of comment update		27 Jun 2023
<input type="checkbox"/> Notify requester and CCs of received request		27 Jun 2023
<input type="checkbox"/> Notify requester of new proactive ticket	A proactive ticket is a ticket created by an agent on behalf of the requester.	27 Jun 2023
<input type="checkbox"/> Notify all agents of received request		27 Jun 2023
<input type="checkbox"/> Translate.com Ticket Created		29 Sept 2023
<input type="checkbox"/> Translate.com Ticket Updated		29 Sept 2023

Targets



The screenshot shows the Zendesk admin interface for Targets. It displays two active targets: 'Translate.com Ticket Created URL' and 'Translate.com Ticket Updated URL'. Both targets are URL targets with 0 successful sends.

Targets			
Targets let you notify external systems about a new ticket or an important state change to a ticket. You can use this to be notified through SMS or Twitter when a specific trigger executes. Learn more			
Active targets (2)			add target
Translate.com Ticket Created URL	0 successful sends	URL target	edit
Translate.com Ticket Updated URL	0 successful sends	URL target	edit

3. Roles & permissions

There are two roles available in the app:

Parent - The Parent role is the supervisor or admin for an account. The Parent can add/delete Child accounts, manage payments methods & subscriptions, and determine which additional options should be available for Child accounts. On the translate.com site, in the **My orders** section, the Parent can view all translation tickets from Child's accounts. This role is limited to one per subdomain.

If you need to change your Parent account to another, you can submit a request through our [Contact us](#) form. We will proceed with your request during 1 business day.

Child - Your agents who can use the Translate.com by Machine app without any permissions to setting and payment options.

3.1 How to invite Child accounts

To link other users to the main account (Parent Account), profiles are created through the standard registration form.


In the customer portal of the main account, under the "Options" tab, the user adds the email of the profile that they want to link.



The Child account receives notifications by mail and should accept invitations. The Child account has the same rights as the main account when placing orders or attaching files.

4. Setting up the languages

Users of Translate.com App can simply select their native language in the settings. Translations will be done in the language specified by the Parent role.

1. Log in to the app as a Parent.
2.  **Important step!** Select your native language on the first screen of the app for all agents. It is the language that all team members speak.
3. Specify *primary* and *secondary* languages. The translations are provided in the primary language by default.

5. Translation of the incoming ticket. How to test?

Customer letter translations are provided in two ways: machine translation and professional human translation. Machine translation of customer letters is performed automatically upon receipt of a new letter. This option is free of charge.

Professional translation is performed:

- automatically - activate this option through **Settings > Automatic Human Translation** and specify the *target language* (language into which the translation should be done);
- at the client's request - press the button **Get a Human Translation**.

6. Translation of the source ticket.

To translate answers by humans, enter the text of the answer in the **Internal note** field and add **#translate** at the end. Then, click the **Submit as Open** button.

To translate answers by machine, enter the text of the answer in the **Internal note** field and add **#mt** at the end. Then, click the **Submit as Open** button.

7. Ticket translation view.

In the section **My orders**, you can view the human translations of all tickets in your [personal area on the translate.com website](#).

8. Balance & Rollover

Human translation options

When you buy a subscription plan, you are credited with a certain number of words per month for professional translation.

You can always check your balance in the app (displayed at the bottom of each menu section).

Unused words do not carry over to the next payment period. However, some subscription plans allow you to keep unused words. This option is called **rollover** and can be activated as desired. They are transferred to a separate account and will be used after running out of words accrued by subscription.

Machine translation options

When you buy a subscription plan, you are credited with a certain number of outgoing message translations you can use for a month.

If you reach the monthly subscription limit, you may repurchase the subscription. In this case, we'll charge the payable period only.

You can always change the subscription.

9. Pricing

You get 50 human-translation words & 10 machine-translation outgoing messages to test our app after registration. The following payment formats are possible:

Human translation

- PayAsYouGo - for each individual translation on the order payment page. The price is \$0.12 per word.
- A monthly/annual subscription for human translation provides a discount available for clients with signed agreements. You can [discuss conditions with our Sales Team](#).
- Replenishment of the balance on invoices. You buy a certain number of words according to your needs. Write to integration@translate.com to purchase.

Machine Translation

Pricing starts at \$0.03 per outgoing message. Translation of incoming messages is free.

Visit our pricing page to choose the perfect subscription plan:

<https://www.translate.com/zendesk-translation-pricing>

Zendesk App Subscription

Online Machine Translation
Instant translations in 90 languages

Professional translation
Optional (on demand)

Monthly ☒ Annual SAVE 15%

Machine 50 Machine 50 <div>50^{INTERACTIONS}/mo</div> <ul style="list-style-type: none"> ✓ 5,900+ language pairs ✓ Unlimited seats <div>\$29/mo</div> <div>Subscribe</div>	Machine 300 Machine 300 <div>300^{INTERACTIONS}/mo</div> <ul style="list-style-type: none"> ✓ 5,900+ language pairs ✓ Unlimited seats <div>\$79/mo</div> <div>Subscribe</div>	Machine 1000 Machine 1000 <div>1,000^{INTERACTIONS}/mo</div> <ul style="list-style-type: none"> ✓ 5,900+ language pairs ✓ Unlimited seats <div>\$199/mo</div> <div>Subscribe</div>	Machine 5000 Machine 5000 <div>5,000^{INTERACTIONS}/mo</div> <ul style="list-style-type: none"> ✓ 5,900+ language pairs ✓ Unlimited seats <div>\$999/mo</div> <div>Subscribe</div>
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10. Languages

Translate.com app supports human translation from English to the following languages:

- | | | |
|--------------------------|----------------|-----------------------------|
| 1. Arabic | 13. Greek | 25. Portuguese (Brazil) |
| 2. Bulgarian | 14. Hebrew | 26. Romanian |
| 3. Chinese (Simplified) | 15. Hungarian | 27. Russian |
| 4. Chinese (Traditional) | 16. Indonesian | 28. Serbian |
| 5. Czech | 17. Italian | 29. Slovak |
| 6. Danish | 18. Japanese | 30. Spanish (Latin America) |
| 7. Dutch | 19. Korean | 31. Spanish (Spain) |
| 8. English (British) | 20. Malay | 32. Swedish |
| 9. Finnish | 21. Norwegian | 33. Tagalog |
| 10. French | 22. Persian | 34. Thai |
| 11. French (Canada) | 23. Polish | 35. Turkish |
| 12. German | 24. Portuguese | 36. Ukrainian |
| | | 37. Vietnamese |

and more!

The Translate.com app supports over 5,900 language pairs for machine translation. Explore all supported language pairs on the [API page](#) in the '**Explore Available API Language Pairs**' section.