



Better Translation Technology

## XTM Connect for Zendesk

## XTM Connect for Zendesk

Documentation for XTM Connect for Zendesk.

Published by XTM International Ltd.

© Copyright XTM International Ltd. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, including photocopying, without prior written consent of XTM International Ltd.

December 2017



XTM-International Ltd, PO Box 2167, Gerrards Cross, SL9 8XF, UK  
Tel.: +44 (0)1753 480479 email: [sales@xtm-intl.com](mailto:sales@xtm-intl.com) <http://www.xtm-intl.com>

## 1. Table of contents

---

<b>1. Table of contents .....</b>	<b>3</b>
<b>2. Introduction .....</b>	<b>4</b>
<b>3. Overview of XTM Connect for Zendesk.....</b>	<b>5</b>
<b>4. Prerequisites and data required for configuration .....</b>	<b>6</b>
<i>Prerequisites.....</i>	<i>6</i>
<i>Data required for configuration of XTM Connect for Zendesk .....</i>	<i>6</i>
1. XTM details.....	6
2. XTM Connect details: .....	6
2. Zendesk details.....	6
3. Zendesk language mappings .....	6
4. Buckets .....	7
5. Synchronization and project creation.....	7
6. Delivery of translated files.....	7
<b>5. Zendesk settings .....</b>	<b>8</b>
<i>API Token .....</i>	<i>8</i>
Source and target languages in Zendesk.....	9
<b>6. XTM Connect user interface in XTM.....</b>	<b>10</b>
<i>Buckets .....</i>	<i>10</i>
Bucket context menu .....	10
Selecting articles for translation.....	10
<i>Tasks .....</i>	<i>11</i>
Task context menu .....	11
<b>7. General considerations .....</b>	<b>12</b>
XTM users.....	12
Articles in Zendesk .....	12
Project creation .....	12
Return of translated files.....	12
Updated articles.....	12

## 2. Introduction

---

XTM Connect for Zendesk is an auxiliary application for both XTM Cloud and XTM Suite. It connects directly to Zendesk to automate the process of sending Zendesk's Help Center articles to XTM and creating translation projects. Then, once the project workflow is complete, it uploads the translated files back to Zendesk. The advantages of XTM Connect for Zendesk are that it reduces the number of manual tasks and thereby decreases costs, turnaround times, and human errors.

XTM Connect for Zendesk can be installed on a different server than XTM Cloud, XTM Suite or Zendesk. In this case, communication between the servers has to be allowed.

Use of the application is provided under a separate software license and is not included in the standard XTM license or subscription agreement.

This version of the manual covers the version of XTM Connect for Zendesk where all configuration is set and stored in configuration files. These files will be prepared by the XTM Support team based on information you provide.

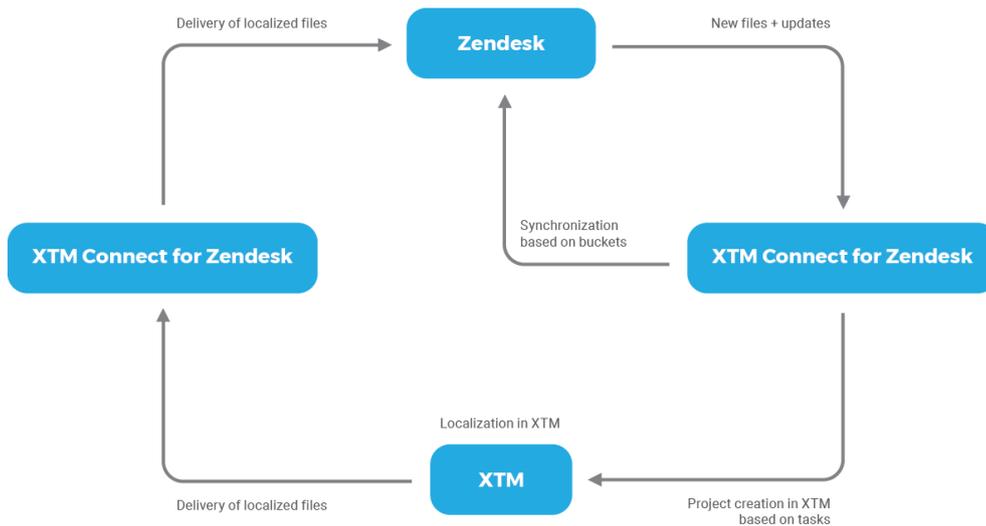
Contact the XTM Sales at [sales@xtm-intl.com](mailto:sales@xtm-intl.com) to learn more about XTM Connect for Zendesk and request a quote. When you have purchased XTM Connect for Zendesk, XTM International will enable the API connection for you.

### 3. Overview of XTM Connect for Zendesk

---

Once XTM Connect for Zendesk is configured to connect to Zendesk, it synchronizes with it and looks for articles matching specific Zendesk criteria. At the moment of synchronization, XTM Connect for Zendesk recognizes Zendesk articles that have been added or updated since the last synchronization. These articles can be chosen for translation directly in the XTM user interface. Then, a project is created in XTM Cloud or XTM Suite using a predefined template.

When the translation is finished, XTM sends the target files back to XTM Connect for Zendesk which saves them as drafts or publishes in relevant languages.



*XTM Connect for Zendesk workflow diagram*

## 4. Prerequisites and data required for configuration

---

### Prerequisites

XTM Connect for Zendesk is installed on client servers. It can run on the client production server but it is not obligatory.

The server for XTM Connect for Zendesk can be low capacity or a virtual server. The minimum server specification is: 8 GB RAM, 2 cores, JDK 1.8, a firewall configured to allow sending requests to XTM, and enough disk space to save the source files together with their localization for the number of required languages.

After purchase, an XTM International specialist will install all the required software on the server. This will include Apache Tomcat and the XTM Connect application, after which they will perform a test of the connection.

### Data required for configuration of XTM Connect for Zendesk

Please gather the following data and send it to XTM Support at [support@xtm-intl.com](mailto:support@xtm-intl.com) to configure your instance of XTM Connect for Zendesk.

#### 1. XTM details

- Client name used for logging in to XTM
- User ID or user name:
- Password for the user

These user credentials will be used only once. A new user called repoconnectorBot will be created and configured as the projects creator. As a result, XTM Connect created projects will be easy to track.

#### 2. XTM Connect details:

- The URL or the IP address and the port of the server where XTM Connect will be installed

#### 2. Zendesk details

- Client Zendesk URL, for example: <https://xyz.zendesk.com>
- Client name used for logging in to Zendesk
- Token, for example: 35VTNg5ARAINCnkCZv3IR4NDBc1NecGgfGfEUFcf (can be obtained in Zendesk from the Admin tab > API > Settings; requires enabling token access and creating a token).

#### 3. Zendesk language mappings

Zendesk languages from the configuration tab > Account > Localization to be mapped to specific XTM language variant codes from Appendix 2 to the XTM Manual, which is available for download from the documentation section of the XTM International website [here](#).

- **Source language.** The default Zendesk language.
- **Target languages.** Languages to translate into.

Examples:

Zendesk language	XTM language code	XTM language
British English	en_GB	English (UK)
Portuguese	pt_BR	Portuguese (Brazil)
German	de_DE	German (Germany)

#### 4. Buckets

A bucket is a configuration container for Zendesk articles. Thanks to the bucket configuration XTM Connect for Zendesk recognizes new and updated Zendesk articles. Content is extracted from the articles, taken for translation and returned to Zendesk after localization. It is possible to configure multiple buckets. In such case, please provide a list of them with the following data for each:

- **Bucket name:** In case there are multiple Zendesk or synchronization configurations, the bucket name can make any updates to the configuration simpler in the future.
- **Zendesk item type:**
  - Category
  - Section
  - Article

When you specify a category, content from sections and articles included in the category will be as well available for translation.

- **Zendesk item ID:** ID of a specific category, section or article

To check IDs of your help assets, adjust the following URL:  
[https://XXXXX.zendesk.com/api/v2/help\\_center/en-us/categories.json](https://XXXXX.zendesk.com/api/v2/help_center/en-us/categories.json)

Examples:

[https://XYZ.zendesk.com/api/v2/help\\_center/en-us/categories.json](https://XYZ.zendesk.com/api/v2/help_center/en-us/categories.json)

[https://XYZ.zendesk.com/api/v2/help\\_center/en-us/sections.json](https://XYZ.zendesk.com/api/v2/help_center/en-us/sections.json)

[https://XYZ.zendesk.com/api/v2/help\\_center/en-us/articles.json](https://XYZ.zendesk.com/api/v2/help_center/en-us/articles.json)

- **Advanced item selection.** Advanced item selection can be used instead of item IDs. Items can be filtered for translation as created or updated at, before or after a specific date or using a name based query.
- **Files attached to articles.** Attachments can be taken for translation.
- **Attachment file types.** Attachments can be filtered by file types. When specified, only file types matching the criteria will be taken for translation.
- **Categories and/or sections.** The categories and/or sections that contain the article can be translated together with the article.
- **Articles labels.** Article labels can be translated.
- **Default customer ID.** The default customer that will be used to create projects where no other customer was selected in Zendesk. You can find the customer ID in XTM on the Customers tab. Place your cursor on the  icon to display customer ID and other information.
- **Template ID:** XTM Connect takes all project data from a predefined template with the exception of the name of the project, customer choice and language combinations. You can find the template ID in XTM on the Projects > Templates tab. Place your cursor on the  icon to display template ID.

#### 5. Synchronization and project creation

- **Frequency of synchronization with Zendesk.** Buckets will recognize files for translation automatically as scheduled, thus frequent synchronization with Zendesk is not required. We recommend that the frequency should not be more often than once every 5 minutes.
- **Content grouping.** All items for translation can be sent in a single project or each item can be sent to XTM as a separate project.

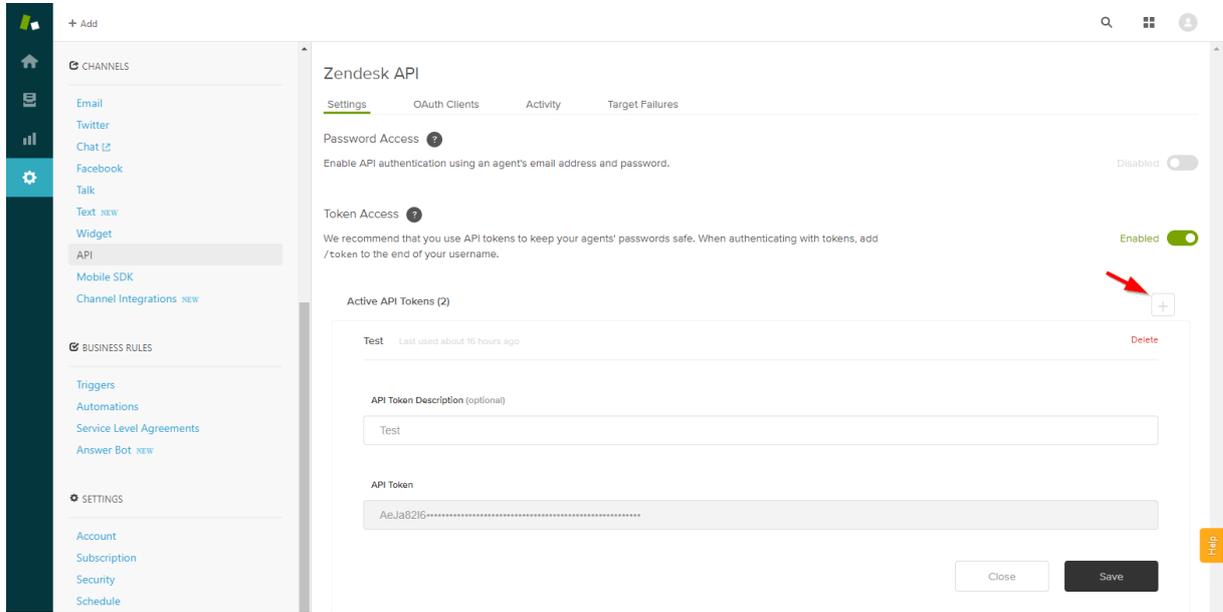
#### 6. Delivery of translated files

- **Draft or publishing.** Translated content can be automatically published or saved as a draft that requires review in Zendesk.

## 5. Zendesk settings

### API Token

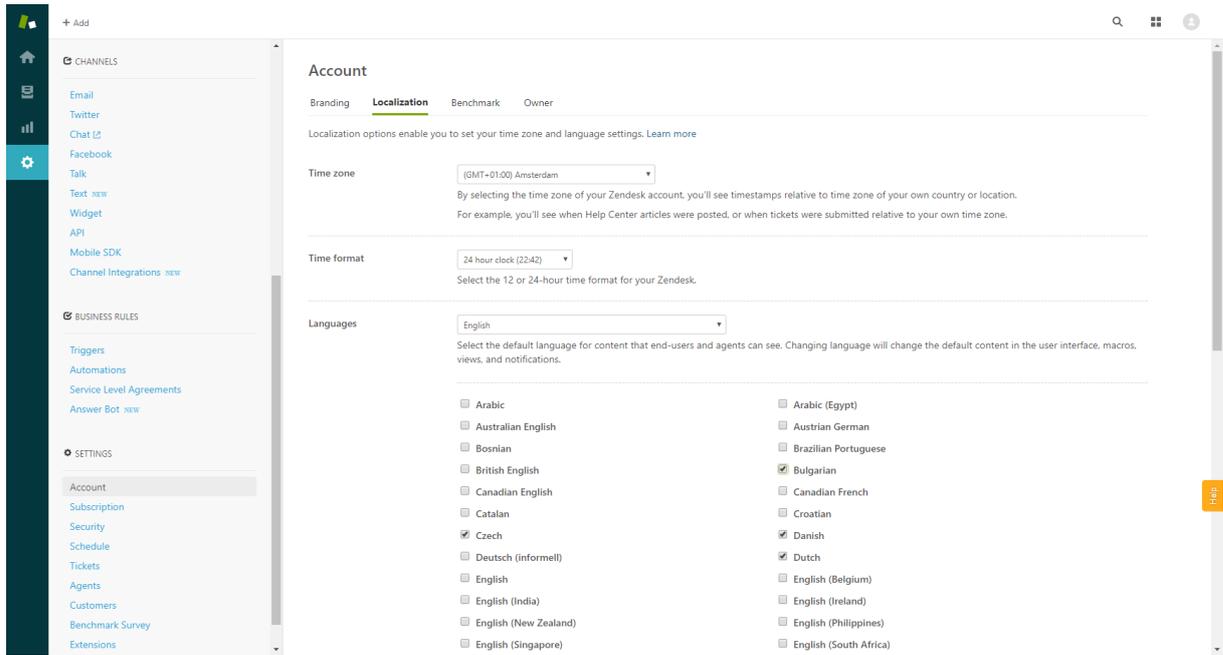
You can generate an API token required for XTM Connect straight from your Zendesk account. Go to the Configuration tab > API > Settings. Enable Token access, and click the plus icon on the right-hand side of the screen to create a new token.



*Creating an API token in Zendesk*

## Source and target languages in Zendesk

In order to ensure smooth integration between the services, Zendesk languages have to be mapped with XTM languages. You check and select your source and target languages on the Configuration tab > Account > Localization.



*Source and target languages in Zendesk*

## 6. XTM Connect user interface in XTM

When you purchase XTM Connect for Zendesk, you receive access to a new tab called XTM Connect. The XTM Connect tab is divided into Tasks and Buckets.

### Buckets

By default, when you open the XTM Connect tab, a list of existing buckets is displayed. In the list you can check the bucket name, associated file formats, ID of the customer it is created for, ID of the template used, the source and target languages, the last synchronization time as well as who they were created by and when.

Currently, buckets are created by XTM Support upon your request.



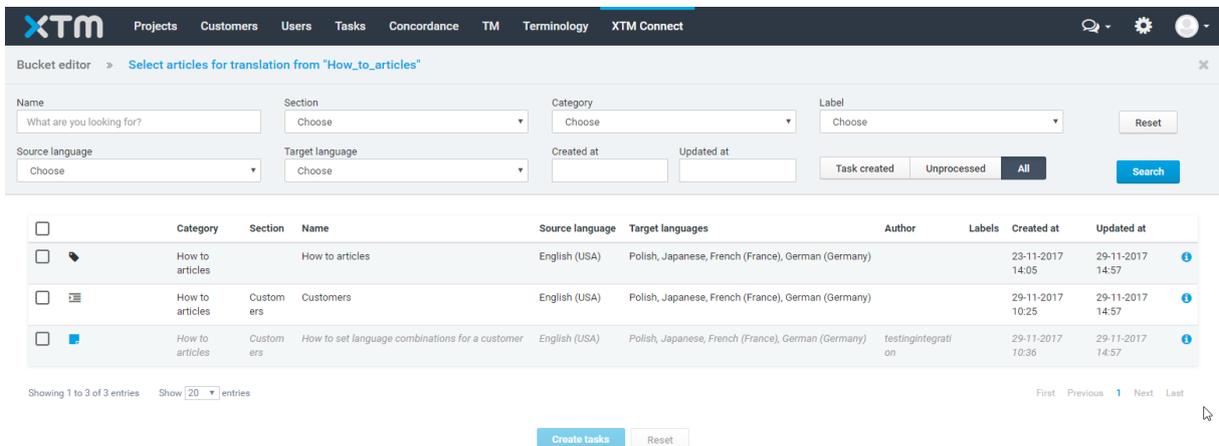
### XTM Connect – Buckets

### Bucket context menu

You can use the bucket context menu to show a list of content items available for translation for that specific bucket.

### Selecting articles for translation

In this screen, you can select Zendesk content for translation. The list of Zendesk items provides information about the type of content, category, section, name, source and target languages, author, labels, as well as when the item was created and updated. The same properties, located above the list, can be used as an advanced search to help you find the items you need. Also, you can choose to display unprocessed items, items that have a task created in XTM or both. In the table, when an item is greyed out it means that it has a task created.



### XTM Connect – Select articles for translation from

## XTM Connect for Zendesk

Zendesk item types are listed in the table below.

Icon	Type of item
	Category
	Section
	Article

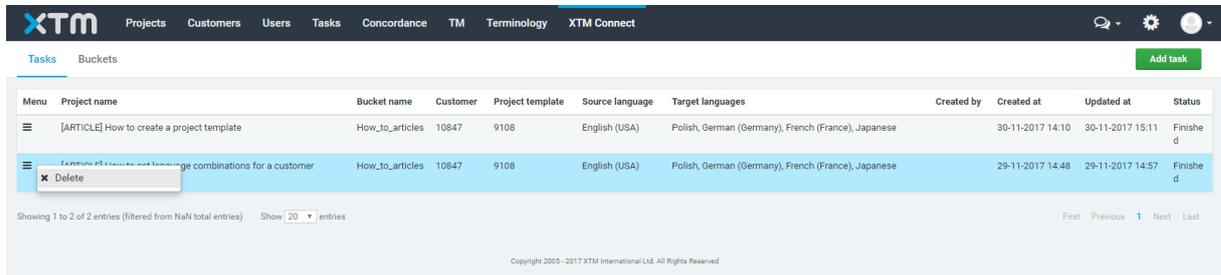
Zendesk item ID will be displayed when you mouse over the  icon.



*Zendesk item ID*

## Tasks

The Tasks tab contains a list of content items that were sent for translation. The table provides information about the name of the bucket used to create the task, customer ID, project template ID, source and target languages, as well as who the task was created by and when, when it was updated and what is the task status.



Menu	Project name	Bucket name	Customer	Project template	Source language	Target languages	Created by	Created at	Updated at	Status
	[ARTICLE] How to create a project template	How_to_articles	10847	9108	English (USA)	Polish, German (Germany), French (France), Japanese		30-11-2017 14:10	30-11-2017 15:11	Finished
	[ARTICLE] How to create language combinations for a customer	How_to_articles	10847	9108	English (USA)	Polish, German (Germany), French (France), Japanese		29-11-2017 14:48	29-11-2017 14:57	Finished

Showing 1 to 2 of 2 entries (filtered from NaN total entries) Show 20 entries First Previous 1 Next Last

Copyright 2005 - 2017 XTM International Ltd. All Rights Reserved

*XTM Connect – Tasks*

### Task context menu

You can use the task context menu to delete a task from the list.

## 7. General considerations

---

### **XTM users**

XTM Connect for Zendesk logs in to Zendesk and XTM to connect with the services. The XTM user needs to have a Project Manager role.

### **Articles in Zendesk**

XTM Connect for Zendesk monitors Zendesk articles that fall within specified categories or sections. Alternatively, it can find articles that match parameters such as time created or updated, time before or after a specific date or a name based query.

### **Project creation**

Projects created in XTM take information about the source and target languages from Zendesk articles. However, the remaining project options that can include project assignees are specified in XTM templates. Only one XTM template can be associated with a single bucket. Templates are associated with buckets based on XTM template IDs.

### **Return of translated files**

XTM Connect for Zendesk saves multilingual versions of translated articles as drafts or automatically publishes them on the Zendesk website as alternative language versions of the source articles.

### **Updated articles**

When an article is updated, XTM Connect for Zendesk recognizes the changes and updates the timestamp in the Updated at column. Then, the updated article can be taken for a new round of translation. When the original translation project of the article still exists in your instance of XTM, it will be turned into a continuous project. As a result, new content for translation will be available in the already existing project, where the unchanged text will be matched from translation memory. When translation of an updated article is finished, the new localizations will overwrite the existing translation.



XTM International Ltd, PO Box 2167, Gerrards Cross, SL9 8XF, UK  
Tel.: +44 (0)1753 480467 Fax: +44 (0)1753 480465 email: [sales@xtm-intl.com](mailto:sales@xtm-intl.com) <http://www.xtm-intl.com>