

User Guide



Welcome to the Jira Service Desk Language Translation! On this page you can learn, what you can do with it.


1. Translating, the basic functionality of the app


When a customer raises a request and uses a language that is not defined as an agent language in your service desk, then it is translated to your main language. Default is English.

SD9 / SD9-88

Authentication does not work / Authentisieren funktioniert nicht

 Edit  Comment Assign Respond to customer In progress Workflow ▾ Admin ▾

Type:  Support Status: **WAITING FOR SUPP...**
(View workflow)

Priority:  Major Resolution: Unresolved

Component/s: None

Labels: None

Customer Language: de

Description

Automatic Translation added:
We have noticed that when we log in with a Jira / Confluence administrator user and then try to access an administration page, we will be asked to reenter the user password. Why is the SAML Single Sign-On plugin not performing the authentication?

Thank you for an answer.

Original message:
Wir haben festgestellt, dass, wenn wir uns mit einem Jira/Confluence-Administrator-Benutzer anmelden und wenn wir dann versuchen, eine Administrationsseite aufzurufen, wir aufgefordert werden, das Benutzerkennwort erneut einzugeben. Warum führt das SAML Single Sign On-Plugin die Authentifizierung nicht durch?

Vielen Dank für eine Antwort.

Both are translated, the summary and the description. Both show also the original text.

On issue creation the customer language is determined. Any text send out as an answer to the request (comment) that is not in this language, is translated to this language. (If not, than your admin has probably deactivated the feature to translate outgoing messages).

2. A new custom field: "Customer Language"

As you see in the image directly above the description field there is a new custom field containing the customer language. If you can't see the field than it might be missing on the view and you can ask your administrator to switch it on.

This field you can use in JQL searches, automation or you can build queues with it, that only contain requests in specific languages. More about this [you find here](#).

Have fun!

3. Selecting a translation mode

Language Translations for Jira Service Desk can post ticket translations in two different modes. Admins can decide which of these two modes will be active from the Language translation options in the Project Settings.

Only one mode can be active for a project at any given time. However, it's possible to enable different modes for different projects.

Language Translation

☒ Enable translations in this Service Desk Project

☐ Bilingual mode



Agent View

Service Desk Your work Projects Filters Dashboards People Apps Create

Back ESD-5

I'm in need of help / Eu estou precisando de ajuda

Status **Waiting**

Customer raised this on Today 8:59 AM [Hide details](#)

Description

Automatic translation: I would like you to help me with my problem.

Original message: Gostaria que você me ajudasse com meu problema.

Activity

Show: **Comments** History Work log

Agent 1 minute ago Edited

Automatic translation: Qual é o seu problema?

Original message: What is your problem?

Customer 26 seconds ago Edited

Automatic translation: I can't access the system today.

Original message: Eu não consigo acessar o sistema hoje.

ASSESSMENT Bring asset Browse app

SLAs 3h 58 m

Assign Agent

Reports Cuts

Reques Get

Compo None

Priority Medium

☒ Invisible mode



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Description

Automatic translation: Gostaria que você me ajudasse com meu problema.

Activity

Show: **Comments** History Work log

Language Translation - Jira Service Desk Internal note

Summary: I'm in need of help

Description: I would like you to help me with my problem.

Agent 1 minute ago Internal note

Translate What is your problem?

Agent 1 minute ago

Qual é o seu problema?

Customer 26 seconds ago

Eu não consigo acessar o sistema hoje.

Language Translation - Jira Service Desk Internal note

Automatic translation: I can't access the system today.

ASSESSMENT Bring asset Browse app

SLAs 3h 58 m

Assign Agent

Reports Cuts

Reques Get

Compo None

Priority Medium

Bilingual mode

The bilingual mode is selected by default. It will show all the original messages alongside their automated translations to both the agent and the customer.

Help Center / Language Translations / LT-7

Wireless mouse / Ratón inalámbrico

Example Customer raised this on Today 11:57 AM [Hide details](#)

Why do you need this?

Automatic translation:
I need a new wireless mouse to replace the current one, which is not working.

When would they have it? Do you need more information?

Original message:
Necesito un ratón inalámbrico nuevo para sustituir el actual, que no está funcionando.

¿Cuándo lo tendrían? ¿Necesitan más información?

Status

WAITING FOR CUSTOMER

Resolve this issue

Cancel request

Request type

Request new hardware

Shared with

Example Customer
Creator

Share

Activity

Arturito Cerebrito Today 11:59 AM

Automatic translation:
Hola, ya se ordenó el mouse de reemplazo y debería llegar en 10 días hábiles. No necesitamos ninguna información adicional suya, pero elimine el equipo actual a través del canal de renovación requerido.

Original message:
Hi, the replacement mouse has been ordered already and should arrive within 10 business days. We don't need any additional info from you, but please dispose of the current equipment through the required refurbishment channel.

This also applies to the ticket summary and description.

Back LT-3

I have a problem with my computer / Tengo un problema con mi ordenador

Create subtask Link issue

Jaime Capitel raised this request via **Portal** [Hide details](#)

[View request in portal](#)

Description

Automatic translation:
My equipment is broken

Original message:
Se me ha roto el equipo

Invisible mode

The invisible mode creates a simpler experience for your customers when they interact with the Jira Service Desk portal. In this mode, the bilingual pairs of messages disappear and there are no labels to communicate whether a message has been translated or not.

By default, no agent messages to the customer will be translated in this mode. Instead, translations will only be sent when they are proactively triggered by an agent.

Benefits:

- The invisible mode gives agents total control over which of their messages they want to send to the customer as a translation.
- Customers will enjoy a cleaner Service Desk experience, including less email notifications.

What do I need to remember about the invisible mode?



- Messages submitted by the customer will still be shown in bilingual mode to the agent.
- Direct messages from the agent to the customer will never be translated.
- Translations will be triggered only for internal comments that start with #translate
- When this happens, customers will only see the translated message, not the message stored in the internal comment
- Neither the **original message** nor the **automatic translation** labels will be displayed in the customer portal.

4. Which languages are supported (can be translated)?

Below you will find a list of all languages our app use (or is able to translate). Our app use Google Translate in the background, but our list is a bit shorter (5 languages less) than the official language list from Google (<https://cloud.google.com/translate/docs/languages>).

```
Afrikaans, af
Albanian, sq
Amharic, am
Arabic, ar
Armenian, hy
Azerbaijani, az
Basque, eu
Belarusian, be
Bengali, bn
Bosnian, bs
Bulgarian, bg
Catalan, ca
Cebuano, ceb
Chinese (Simplified), zh-CN
Chinese (Traditional), zh-TW
Corsican, co
Croatian, hr
Czech, cs
Danish, da
Dutch, nl
English, en
Esperanto, eo
Estonian, et
Finnish, fi
French, fr
Frisian, fy
Galician, gl
Georgian, ka
German, de
Greek, el
Gujarati, gu
Haitian Creole, ht
Hausa, ha
Hawaiian, haw
Hebrew, he
Hindi, hi
Hmong, hmn
Hungarian, hu
Icelandic, is
Igbo, ig
Indonesian, id
Irish, ga
Italian, it
Japanese, ja
Javanese, jw
Kannada, kn
Kazakh, kk
Khmer, km
Korean, ko
Kurdish, ku
Kyrgyz, ky
Lao, lo
Latin, la
Latvian, lv
Lithuanian, lt
Luxembourgish, lb
Macedonian, mk
```

Malagasy, mg
Malay, ms
Malayalam, ml
Maltese, mt
Maori, mi
Marathi, mr
Mongolian, mn
Myanmar (Burmese), my
Nepali, ne
Norwegian, no
Nyanja (Chichewa), ny
Pashto, ps
Persian, fa
Polish, pl
Portuguese, pt
Punjabi, pa
Romanian, ro
Russian, ru
Samoan, sm
Scots Gaelic, gd
Serbian, sr
Sesotho, st
Shona, sn
Sindhi, sd
Sinhala (Sinhalese), si
Slovak, sk
Slovenian, sl
Somali, so
Spanish, es
Sundanese, su
Swahili, sw
Swedish, sv
Tagalog (Filipino), tl
Tajik, tg
Tamil, ta
Telugu, te
Thai, th
Turkish, tr
Ukrainian, uk
Urdu, ur
Uzbek, uz
Vietnamese, vi
Welsh, cy
Xhosa, xh
Yiddish, yi
Yoruba, yo
Zulu, zu

Currently, not supported

Kinyarwanda, rw
Odia (Oriya), or
Tatar, tt
Turkmen, tk
Uyghur, ug