

“My Acclaro” Zendesk Translation Connector



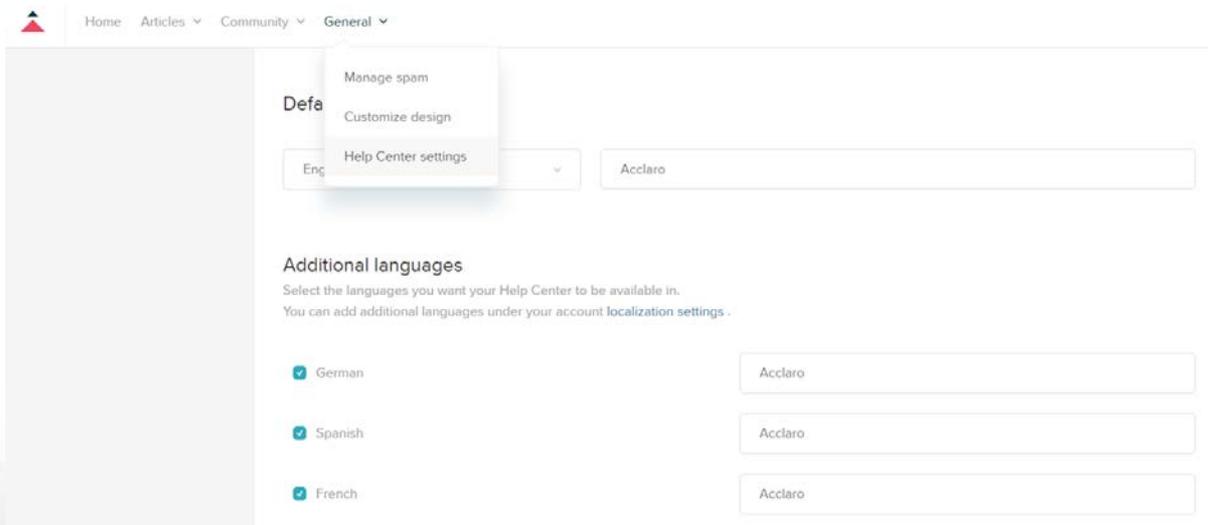
zendesk

About the Connector

- ✓ Authenticates with Zendesk Help Center
- ✓ File picker for quick access to 'Articles' that require translation
- ✓ No limits on uploaded 'Articles'
- ✓ Automatically receive translated 'Articles' back into the Zendesk Help Center
- ✓ Review & publish 'Articles' when ready

Step 1

In Zendesk Help Center (HC), Configure Languages in General Settings



The screenshot shows the 'General' settings page in the Zendesk Help Center. The navigation bar at the top includes 'Home', 'Articles', 'Community', and 'General'. A dropdown menu is open under 'General', showing options: 'Manage spam', 'Customize design', and 'Help Center settings'. The 'Help Center settings' option is selected, and a sub-menu is visible with 'Eng' and 'Acclaro' options. Below this, the 'Additional languages' section is visible, with the instruction: 'Select the languages you want your Help Center to be available in. You can add additional languages under your account localization settings.' Three languages are listed with checked checkboxes: German, Spanish, and French. Each language has a corresponding text input field containing the name 'Acclaro'.

Home Articles Community General

Manage spam
Customize design
Help Center settings

Eng Acclaro

Additional languages
Select the languages you want your Help Center to be available in.
You can add additional languages under your account [localization settings](#).

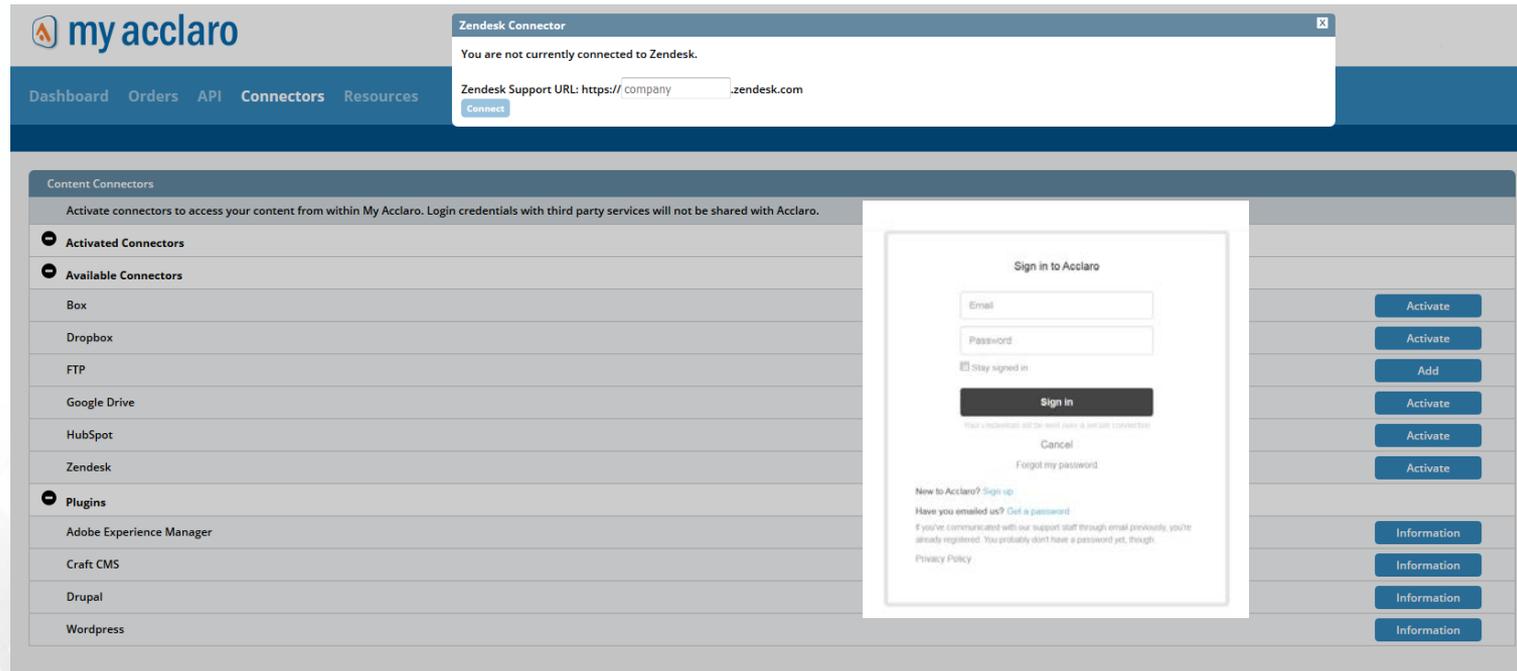
German Acclaro

Spanish Acclaro

French Acclaro

Step 2

Activate the Zendesk Connector in My Acclaro



The screenshot shows the 'my acclaro' dashboard with a navigation menu (Dashboard, Orders, API, Connectors, Resources) and a 'Zendesk Connector' modal window. The modal contains the text: 'You are not currently connected to Zendesk.' and 'Zendesk Support URL: https://company[]zendesk.com' with a 'Connect' button. Below the modal, the 'Content Connectors' section is visible, listing various connectors and their activation status. A 'Sign in to Acclaro' dialog box is also present, showing fields for Email and Password, a 'Stay signed in' checkbox, and buttons for 'Sign In', 'Cancel', and 'Forgot my password'. The dialog also includes links for 'New to Acclaro? Sign up', 'Have you emailed us? Get a password', and 'Privacy Policy'.

my acclaro

Dashboard Orders API **Connectors** Resources

Zendesk Connector

You are not currently connected to Zendesk.

Zendesk Support URL: https://company[]zendesk.com

Connect

Content Connectors

Activate connectors to access your content from within My Acclaro. Login credentials with third party services will not be shared with Acclaro.

- Activated Connectors
- Available Connectors
 - Box
 - Dropbox
 - FTP
 - Google Drive
 - HubSpot
 - Zendesk
- Plugins
 - Adobe Experience Manager
 - Craft CMS
 - Drupal
 - Wordpress

Sign in to Acclaro

Email []

Password []

Stay signed in

Sign In

Your credentials will be sent over a secure connection

Cancel

Forgot my password

New to Acclaro? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

[Privacy Policy](#)

Activate

Activate

Add

Activate

Activate

Activate

Activate

Information

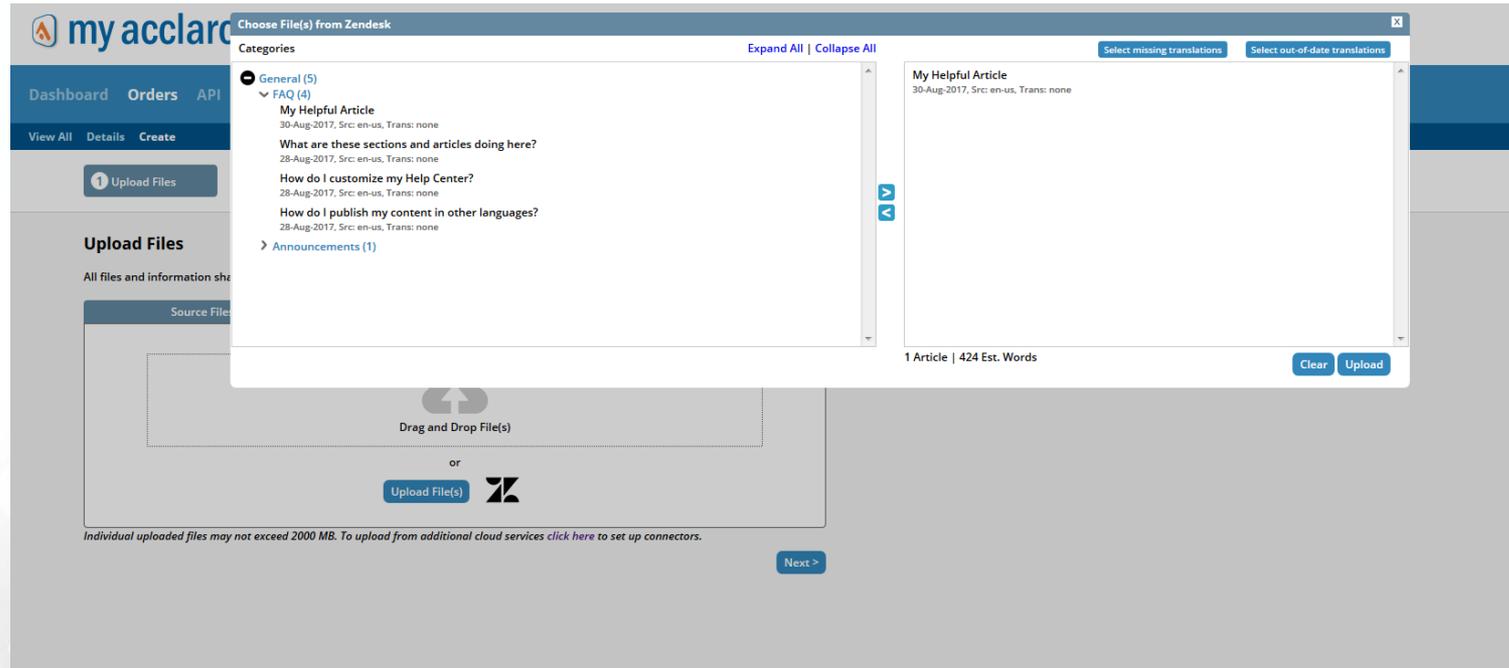
Information

Information

Information

Step 3

Create a New Translation Order and Select *Articles* from Zendesk HC



The screenshot shows the 'Choose File(s) from Zendesk' dialog box overlaid on the 'Upload Files' page of the acclaro application. The dialog box is divided into two main sections: a left sidebar for file categories and a main content area for file details.

Dialog Box Title: Choose File(s) from Zendesk

Categories: Expand All | Collapse All

- General (5)
 - FAQ (4)
 - My Helpful Article**
30-Aug-2017, Src: en-us, Trans: none
 - What are these sections and articles doing here?
28-Aug-2017, Src: en-us, Trans: none
 - How do I customize my Help Center?
28-Aug-2017, Src: en-us, Trans: none
 - How do I publish my content in other languages?
28-Aug-2017, Src: en-us, Trans: none
 - Announcements (1)

Main Content Area:

- My Helpful Article**
30-Aug-2017, Src: en-us, Trans: none
- 1 Article | 424 Est. Words
- Buttons: Clear, Upload

Background Page (Upload Files):

- Navigation: Dashboard, Orders, API
- Buttons: View All, Details, Create
- Section: Upload Files
- Text: All files and information shown
- Source File(s) section with a drag-and-drop area and an 'Upload File(s)' button.
- Footer: Individual uploaded files may not exceed 2000 MB. To upload from additional cloud services [click here](#) to set up connectors.
- Next > button

Step 4

Select Languages

1 Upload Files

2 Select Languages

3 Add Details

4 Delivery Options

5 Confirm Order

* Required fields

Select Languages

Select your source and target languages. Only one source language may be selected per order. If any of your required languages are not listed, please [let us know](#).

Select Source Language +

English (US) ▾

Select Target Language(s) +

Greek ✕ Indonesian ✕ Italian ✕

Clear

Afrikaans	Arabic	Arabic (Saudi Arabia)	Bengali	Bulgarian	Burmese	Catalan
Chinese (Simplified)	Chinese (Traditional)	Creoles	Croatian	Czech	Danish	Dutch
English (Australia)	English (Canada)	English (GB)	English (US)	Estonian	Farsi	Filipino
Finnish	Flemish	French (Belgium)	French (Canada)	French (France)	Gaelic	German (Germany)
Greek	Hebrew	Hindi	Hmong	Hungarian	Hungarian (Hungary)	Icelandic
Indonesian	Italian	Japanese	Korean	Latvian	Lithuanian	Macedonian
Malay	Norwegian	Polish	Portuguese (Brazil)	Portuguese (Portugal)	Romanian	Russian
Samoa	Serbian (Latin)	Slovakian	Slovenian	Somali	Spanish (Chile)	Spanish (LATAM)
Spanish (Mexico)	Spanish (Spain)	Spanish (Universal)	Spanish (US)	Swahili	Swedish	Tagalog
Tamil	Telugu	Thai	Turkish	Ukrainian	Urdu	Vietnamese
Welsh	Zulu					

Target Language Set(s) of Last Orders

- + German (Germany)
- + French (Canada)
- + French (Canada), German (Germany)
- + Finnish
- + French (France)

Next >

Step 5

Add Order Details

- 1 Upload Files
- 2 Select Languages
- 3 Add Details
- 4 Delivery Options
- 5 Confirm Order

* Required fields

Add Details

Your submission of this form allows us to quickly work on your order, but if you'd rather email or call us directly, please don't hesitate to let us know however we can help.

Name Your Order *

Requested Due Date



This Order Requires a Quote

Additional Order Comments and Instructions

Next >

Step 6

Select Delivery Options

- 1 Upload Files
- 2 Select Languages
- 3 Add Details
- 4 Delivery Options**
- 5 Confirm Order

Delivery Options

All completed files will be accessible for pick up at any time from the My Acclaro portal.

Select your delivery options below for this order.

Send Email:

- Confirming order submission.
- When a quote for this order is available for review. (Select "This Order Requires a Quote" in step 3 to enable this.)
- When all files in this order are ready for review or are completed.
- For each individual file that is ready for review or completed.

Email Addresses (use commas between addresses):

demo@acclaro.com

Optionally upload translations to:

- Zendesik in the "Acclaro Translations" folder.
- Do not upload translations to a connected service.

To enable cloud services [click here](#) to set up connectors.

Next >

Step 7

Confirm Order Details & Submit

1 Upload Files

2 Select Languages

3 Add Details

4 Delivery Options

5 **Confirm Order**

Confirm Order

Please review your Order below. Using the above progress bar you may go back to previous sections or click on the "Edit" button within each box below to make any corrections. When you are satisfied click on the "Submit" button.

Upload Files

1 Source File
• article-115001308891.html (2.7KB)

Edit

Select Languages

Source Language:
English (US)

Target Language(s):
Greek
Indonesian
Italian

Edit

Add Details

Name: My Order 2017-11-10

Edit

Delivery Options

Send Email:
When order is submitted.
When each file is ready.
When entire order is ready.
Send email to: demo@acclaro.com

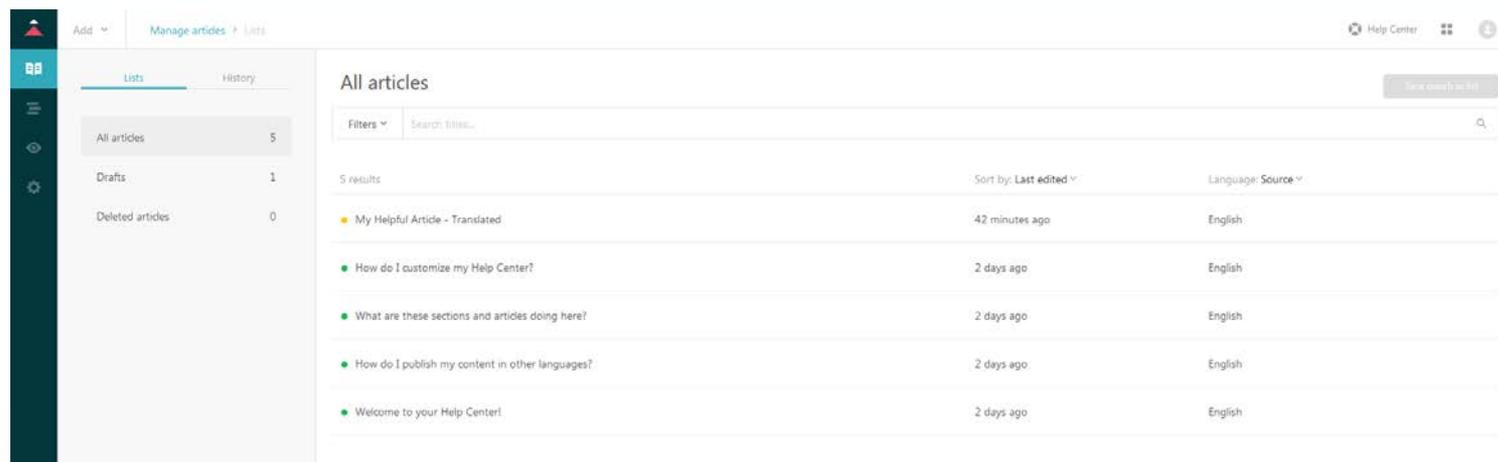
Upload Translations To:
Service Zendesk

Edit

Cancel Save **Submit**

Step 8

Receive Translations Back in Zendesk



The screenshot shows the 'All articles' page in the Zendesk Admin Center. The left sidebar contains navigation options: 'All articles' (5), 'Drafts' (1), and 'Deleted articles' (0). The main content area displays a table of 5 results, sorted by 'Last edited' and filtered by 'Language: Source'. The table lists the following articles:

Article Title	Last Edited	Language
My Helpful Article - Translated	42 minutes ago	English
How do I customize my Help Center?	2 days ago	English
What are these sections and articles doing here?	2 days ago	English
How do I publish my content in other languages?	2 days ago	English
Welcome to your Help Center!	2 days ago	English