# **TextMaster**

**Version 18.1.0** 



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#### 1. Summary

# 1.1 Company Overview

TextMaster offers dedicated ecommerce translation services that enable businesses to easily expand their international reach. By combining advanced cloud translation technologies with a network of verified expert translators in over 50 languages, TextMaster is redefining how businesses handle translation. More than 10,000 companies, in 110 countries trust TextMaster to optimize their translation workflow including leading brands like LVMH, Kenzo, The Kooples and Foot Locker.

Our philosophy: building a global translation platform that simplifies workflows while making translators even more productive. Our core technology includes Memento<sup>TM</sup>, the first real-time, cloud-based translation memory that is combined with advanced post-edited machine translation, which can reduce translation costs up to 80%.

The TextMaster cartridge on Salesforce Commerce Cloud gives you access to TextMaster's verified translator network and technology, all in one place.

## 1.2 Integration Overview

Easily set up with minimal technical support, the TextMaster Cartridge allows you to manage and synchronize your translations within the SalesForce Cloud Commerce admin panel. Once installed, you can instantly connect to your TextMaster account and upload the content you want to translate on the TextMaster translation management platform.Before launching a translation project, you can receive a quote including a translation memory analysis to know the exact cost of your project. Once your translators have completed the jobs, translations are instantly available and ready to be published on your website. You can also get a real-time update on your project status, see the history of completed projects and either approve a translation or ask for revisions.

#### 1.3 Feature List

- Certified Commerce Cloud Integration
- All content types (product, categories, content assets) and attributes handled
- No license or set up costs: we onlycharge for translated content
- Batch or manual selection
- Advanced filtering and selection of items
- Automatic change detection
- Quote with live translation memory analysis
- Seamless and automatic translation workflow
- Real-time status tracking
- Assign projects to your team of preferred translators

## 2. Component Overview

#### 2.1 Functional Overview

This cartridge export data to/from Salesforce Commerce Cloud to/fromTextMaster's translation management platform. There two systems primarily sync the following types of data:

- Product
- Category
- Content asset

The cartridge has the following three parts:

- Business Manager extension that provides a custom UI to search, filter and select the data that will be sent for translation
- Jobs that are responsible for exporting/importing the data
- A storefront-based controller that works as an API to trigger these jobs externally by TextMaster.

#### 2.2 Use Cases

- Translation of all/some of the products assigned to a catalog
- Translation of all/some of the content assigned to a site
- Translation of all/some of the categories assigned to a catalog

## 2.3 Limitations, Constraints

The new translation UI, provided as part of the Business Manager extension, can be resource extensive if all products are searched.

## 2.4 Compatibility

This cartridge is based on JS controllers, new job framework and is based on SiteGenesis 17.4 version

# 2.5 Privacy, Payment

This cartridge does not access any credit card information. It imports/exports catalog, category and content asset data.					

## 3. Implementation Guide

# 3.1 Setup& Configuration

- 1. Add and upload cartridge 'bm textmaster' along with other cartridges in the sandbox
- 2. Go to Demandware> Administration > Manage Sites > (Each site) > Settings > Cartridges input field add cartridge name 'bm\_textmaster'
- 3. Repeat step 2 for each site including the Business Manager site
- 4. Create Jobs with the following steps:
- A. Go to Demandware>Administration > Operations> Import & Export, under the 'Import & Export Files' section, click the 'Upload' button and upload 'Jobs.xml' file which can be found inside cartridge > metadata folder.
- B. Go to Demandware>Administration > Operations> Import & Export, Under the 'Job Schedules' section click the 'Import' button and import the uploaded 'Jobs.xml' file.
  - C. It will import all the jobs. All jobs need to be replicated for all the sites.

For example, the job "TMAskForQuoteSiteGenesis" is replicated so that the new job will have an ID with the format "AskForQuote<siteID>". If the site ID is XYZ, the new job will be "TMAskForQuoteXYZ" for its ID. Under the "Step Configurator" for the job, the scope must be the site ID "XYZ".

The same logic must be applied for all other jobs for the site.

- 5. Create Site Preference as follows
  - A. Go to Demandware>Administration > Site Development > Import & Export
- B. Under the 'Import & Export Files' section, click the 'Upload' button and upload the 'SystemObjects.xml' file which can be found inside the cartridge > metadata folder.
- C. Go to Demandware>Administration > Site Development > Import & Export, under the 'Meta Data' section, click the 'Import' button, and import the uploaded 'SystemObjects.xml'
- D. For each site, set the values for your site preferences. We have User Interface, under menu TextMaster> API Setup, to set these values except the value for "Demandware Languages". The value for "Demandware Languages" must be manually set under site preferences. This value is a json string for keeping all the languages available in Demandware for the site and json structure must be as per the default value. The cartridge name of SiteGenesis storefront controllers has to be entered in relevant Site Preference to get access to default controller files from bm\_textmaster cartridge.
  - E. In Site Preference keep Client ID and Password for OCAPI (account.demandware.com)
- 6. Create custom objects as follows

- A. Go to Demandware>Administration > Site Development > Import & Export
- B. Under the 'Import & Export Files' section, click the 'Upload' button and upload 'CustomObjects.xml' file which can be found inside the cartridge > metadata folder.
- C. Go to Demandware>Administration > Site Development > Import & Export, under the 'Meta Data' section, click the 'Import' button, and import the uploaded 'CustomObjects.xml'

#### 7. Master properties file

The cartridge has only one properties file. The "textmaster.properties" file contains all the static values and API endpoints used in the cartridge. TheAPI endpoints point to the TextMaster production environment in this file by default. So whenever anyone wants to use the cartridge in a demo environment, this property file must not be used. Instead, another file (namely demo.properties) needs to be renamed to textmaster.properties to take all demo API endpoints.

#### 8. Open Commerce API Settings:

- 1. Go to Administration > Site Development > Open Commerce API Settings
- 2. Select type as "Data" in drop down box
- 3. Select context as "Global (organization-wide)" in drop down box
- 4. In the settings JSON content, ensure that the value for key "client\_id" is as per your client ID in account.demandware.com
- 5. In the settings JSON content, inside "resources" array, append following value:

```
,{
  "resource_id":"/jobs/*/executions",
  "methods":["post"],
  "read_attributes":"(**)",
  "write_attributes":"(**)"
}
```

6. Keep Client ID and Password for OCAPI in Site Preference

#### 9. Create service configuration as follows

- A. Go to Demandware>Administration > Operations > Import & Export
- B. Under the 'Import & Export Files' section, click the 'Upload' button and upload 'Service.xml' file which can be found inside the cartridge > metadata folder.
- C. Go to Demandware>Administration > Operations > Import & Export, under the 'Services' section, click the 'Import' button, and import the uploaded 'Service.xml'

#### 10. Enable Cartridge module

Go to Administration > Organization > Roles > Administrator - Business Manager Modules Find TextMaster and click on checkbox to enable it.

#### 3.2 Custom Code

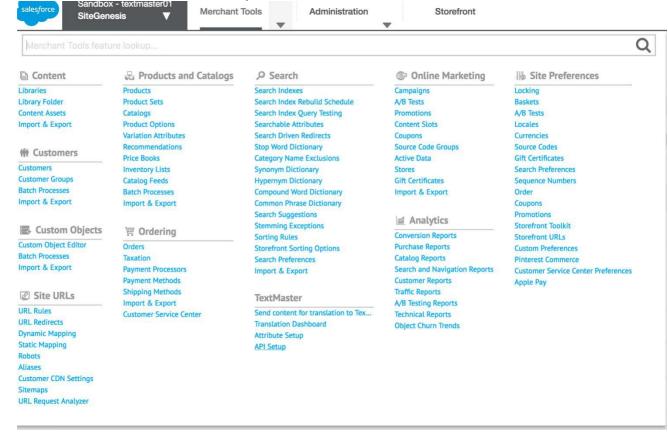
No customization required to existing storefront code.

#### 3.3 External Interfaces

No external interfaces are integrated with this cartridge

## 3.4 Testing

Go to Merchant Tools and check if you see TextMaster and its links as shown below:



- Go to Administration > Operations > Job Schedules and check if the following jobs exist and are enabled:
  - 1. TMAskForQuote<siteID>
  - 2. ImportDataFromTextMaster<siteID>
- Go to Administration > Site Development > Custom Object Types to test that the following custom objects are properly created:
  - 1. TMImportDataHolder
  - 2. TextMasterProject
- Go to Administration> Site Development>System Object Types> Category Attribute Definitions and check whether the attribute of the ID 'TranslatedLanguages' exists. Check the same attribute for Content and Product objects as well.
- Please ensure that custom logs are generated if there are any errors in import or export. They may look like following:

TextMaster LINK Integration

## 4. Operations, Maintenance

## 4.1 Data Storage

This cartridge will create custom objects and store incoming parameters for the job triggering controllers. Each new request will update the existing custom object instance instead of creating a new one. This is to ensure any misuse of the functionality.

# 4.2 Availability

<EXPECTED AVAILABILITY / UPTIME OF ANY EXTERNAL SERVICE, INTERFACES>

<FALLBACK SOLUTION, BEHAVIOR IF EXTERNAL SERVICES ARE NOT AVAILABLE, IMPACT ON CUSTOMER
STOREFRONT>

<ANY EXISTING UTILITIES THAT HELP TO DETECT AVAILABILITY/UPTIME OF EXTERNAL SERVICE, E.G. WEBSERVICE CALL, GOMEZ PING>

<ESTIMATED PERFORMANCE METRICS FOR PEAK BUSINESS HOURS IF AVAILABLE>

<NOTIFICATION PROCESS IF EXTERNAL SERVICES, INTERFACES ARE NOT RESPONDING, E.G. HOTLINE /SUPPORT PHONE NUMBER>

# 4.3 Support

<CONTACT PERSON IN CASE DEFECT FIXES OR IMPROVEMENTS FOR COMPONENT ARE REQUIRED>

## 5.1 Roles, Responsibilities

<LIST RECURRING TASKS THAT NEED TO BE FULFILLED BY CUSTOMER, MERCHANT TO RUN THE INTEGRATION, E.G. MANUAL FEED OF CATALOG DATA INTO 3RD PARTY SERVICE, IF APPLICABLE>

## 5.2 Business Manager

This cartridge has a Business Manager extension that will provide the user experience for searching, filtering and selecting the content for translation. This also provides a dashboard to track the status of content sent for translation.

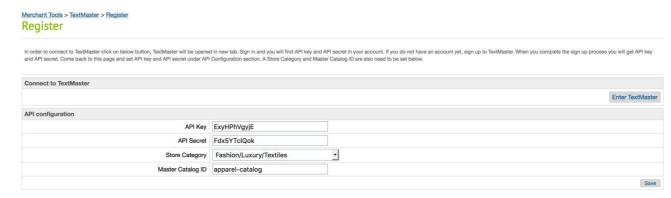
The UI can be reached by selecting the relevant site and then going to Merchant Tools>TextMaster.

#### API Setup:

This custom page can be used to do the API set up required for using this cartridge. Please contact your Account Manager for API details if you don't have them yet.

Store Category also needs to be set on this page.

Master Catalog ID is another mandatory field on this page. Product Import feature needs master catalog ID and there is no Demandware Script API to get it.



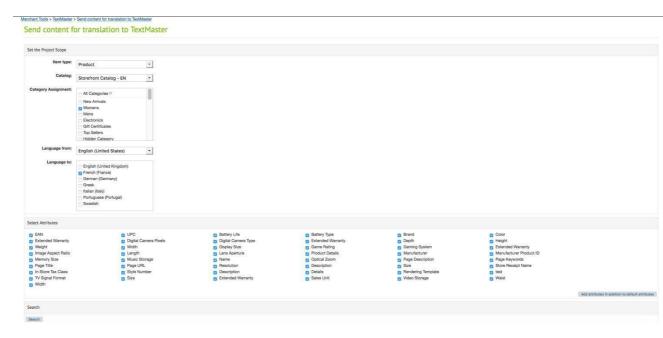
#### Attribute Setup:

This is a custom page where users can pre-select the attributes that should apply totranslations by default. For example, users can select the product attributes that should always apply to the translation of products.

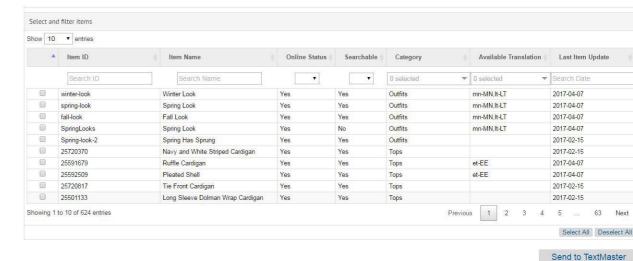
#### **New Translations:**

This UI can be reached by clicking on 'Send content for translation to TextMaster'.

• The first part is to select the content type, catalog, languagefrom and languageto for searching the content to be translated. There is also an option of selecting various attributes that need to be sent along for translation.

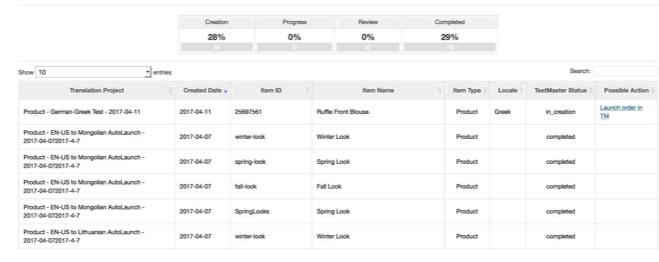


The second part is to select from the search result. There are also several filtering
possibilities to further optimize the translation content.



### Translation Dashboard:

This is the dashboard for tracking all the content that has been sent to TextMaster for translation.



#### Data import:

Whenever the exported content is ready to be imported at TextMaster side,
TextMaster backend will trigger the synchronizing URL and the import feature will
be triggered. Merchant does not require to initiate the import feature.
Synchronizing URL looks like as in following format:

If the storefront is protected with user name and password, in case of development or staging sandbox, merchant has to share the authentication credentials to TextMaster team so they can trigger the synchronizing URL including the login credentials as in following format:

https://{login\_user\_name}:{login\_password}@{sandbox\_domain}/on/demandware.store/Sites-{SiteID}-Site/default/TMImport-Data?projectid={projectID}&documentId={documentID}

## **5.3** Storefront Functionality

There is a new storefront controller that triggers backend jobs. There are no customizations required to existing custom solutions. All the details are provided in the above section of External Interfaces.

-	**	<b>T</b>
h.	Known	ISSIIES

<LIST KNOWN ISSUES AND WORKAROUNDS>

## 7. Release History

<RELEASE HISTORY OF THE COMPONENT; THIS DOCUMENT IS PART OF THE COMPONENT AND DOES NOT HAVE ITS
OWN RELEASE/VERSION NUMBER.>

<PLEASE USE THE FOLLOWING NAMING SCHEMA: CHANGES TO THE 1<sup>ST</sup> DIGIT CONTAIN INCOMPATIBILITIES, CHANGES TO THE 2<sup>ND</sup> DIGIT PROVIDE NEW MINOR FEATURES WITHOUT CAUSING INCOMPATIBILITY, A CHANGE TO THE 3<sup>RD</sup> DIGIT PROVIDES BUG FIXES WITHOUT INTRODUCING NEW FEATURES>

Version	Date	Changes
1.0.0	<date></date>	Initial release