AWS Services - KM Automatic Translation

inbenta

Introduction

Inbenta supports 42 languages. Multi-language implementations are very popular among our customers. One of the challenges of multi-language projects is to create and maintain contents across multiple languages. To help our customers with this problem, we have created an application to automatically translate (We have used Amazon Translate. You could choose your choice of the translation service) and create contents across multiple language instances when you create one in your base language.

How does it work?

This auto-translate application uses translation services such as Amazon Translate to create the translations.

A webhook is created to use the Amazon Translate for translation. Multi-language instances are linked together in the settings of the base instance where the content will be created or edited. When content is saved (both new content & edit content) in the base knowledge instance, this Webhook gets triggered and that sends the content to Amazon Translate and creates respective content in other language instances based on the translated text received from Amazon.

The following is the dynamic settings considered for translation.

- Title
- Answer text

- Alternative titles (if exists)
- Answer text for every user type (as long as the user types ID’s exist in target instance)

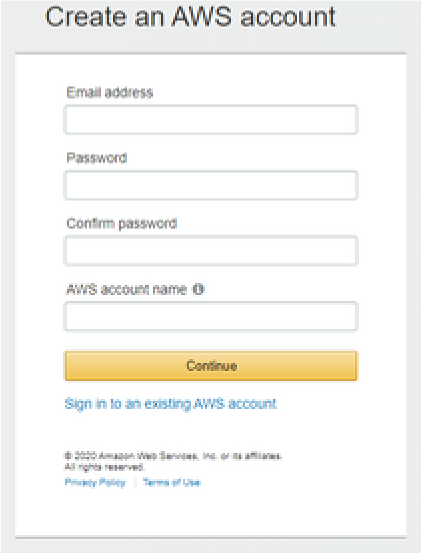
In addition to the translation of above-mentioned content attributes, this application also considers the data entered in other content attributes of the original content and saves them as is in all the language instances.

Here is the list of additional content attributes considered:

- Publication date
- Expiration date
- Status
- Use for popular
- Related content
- Categories (as long as the ID exist in the target instance)

AWS Account

The first thing required is an AWS Account. If you do not have an account yet, it can be created here:


Create an AWS account
Email address
Password
Confirm password
AWS account name
Continue
Sign in to an existing AWS account
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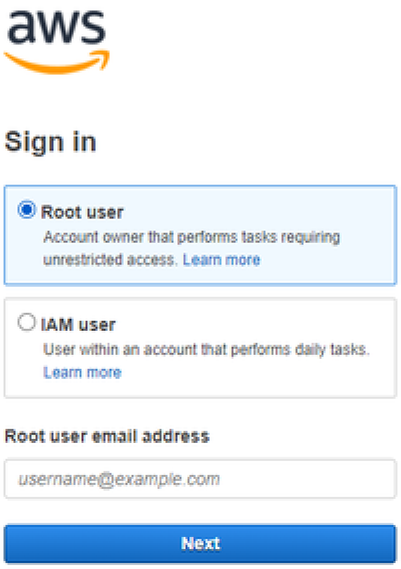
If you already have an account, sign in.



Sign in

○ Root user
Account owner that performs tasks requiring unrestricted access. Learn more

○ IAM user
User within an account that performs daily tasks. Learn more

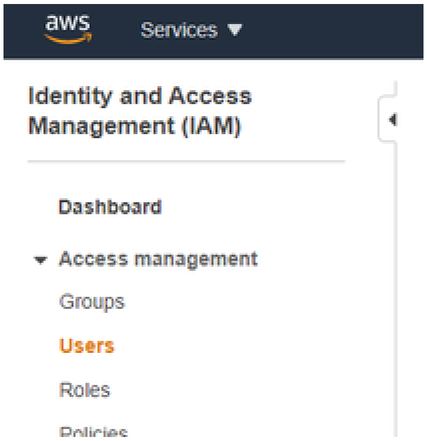
Root user email address

username@example.com

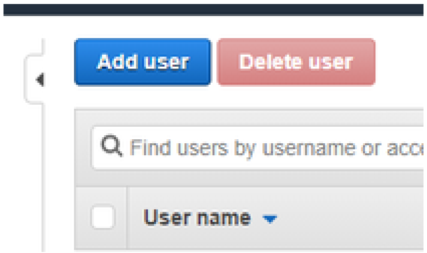
Identity and Access Management (IAM)

The next step is to get the **Access Key ID** and **Secret Access Key**. In order to do that, you need to create a user and assign it the proper permissions.

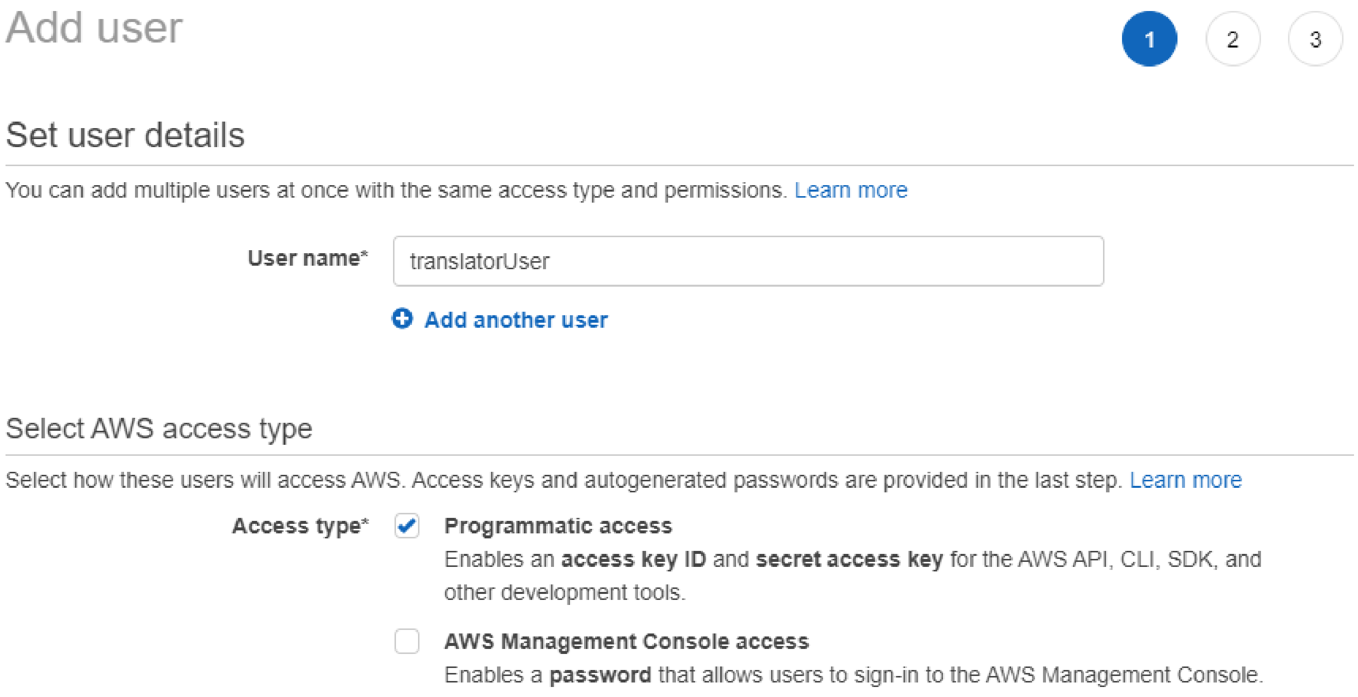
- In the “IAM” main screen, click on **Access management Users**.



- Click on **Add user**.



- Enter a **user name** and select **Programmatic access**, for the **Access type**. This is used to enable the access key ID and secret access key.



Add user

Set user details

You can add multiple users at once with the same access type and permissions. Learn more

User name* translatorUser

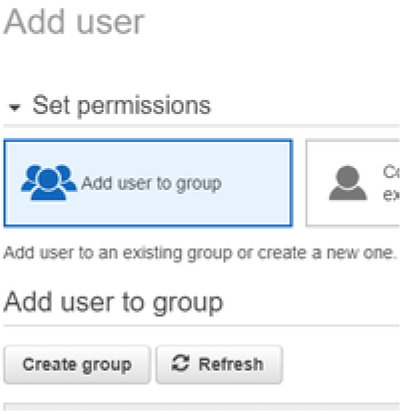
Select AWS access type

Select how these users will access AWS. Access keys and autogenerated passwords are provided in the last step. Learn more

Access type* ☑ **Programmatic access**
Enables an **access key ID** and **secret access key** for the AWS API, CLI, SDK, and other development tools.

☐ **AWS Management Console access**
Enables a **password** that allows users to sign-in to the AWS Management Console.

- Select an existing user group or add a new one.



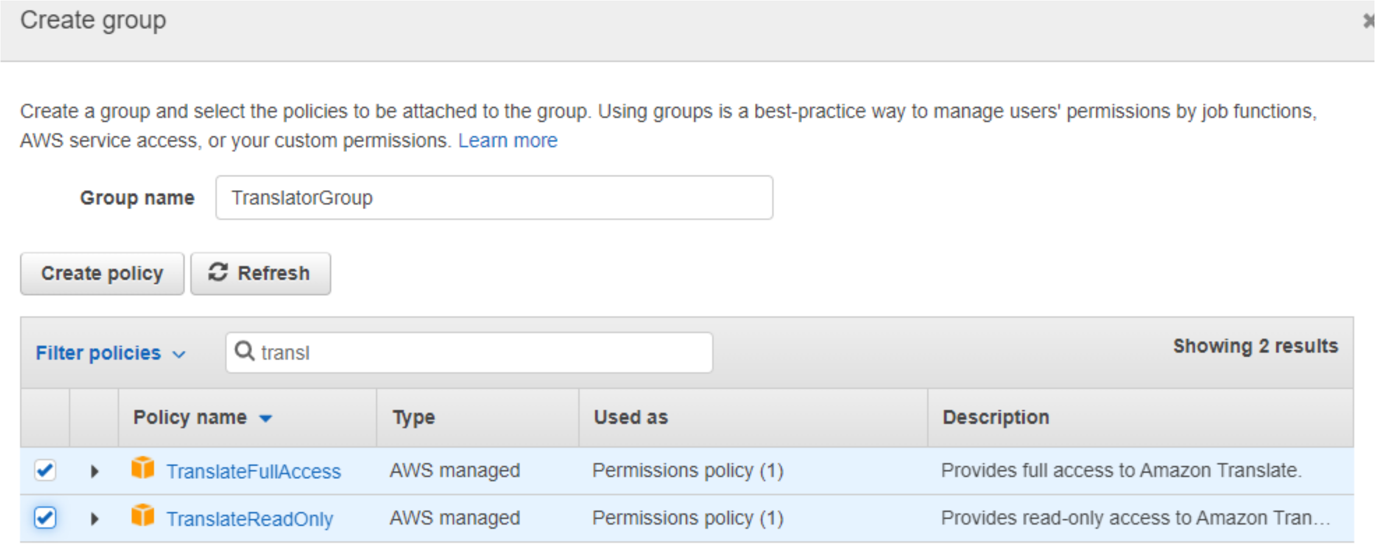
Add user

Set permissions

Add user to an existing group or create a new one.

Add user to group

- If you are creating a group, click on **Create group** (or edit option as well).
- Select the policies **TranslateFullAccess** and **TranslateReadOnly**. Filters can be used to search for these options:



Create group

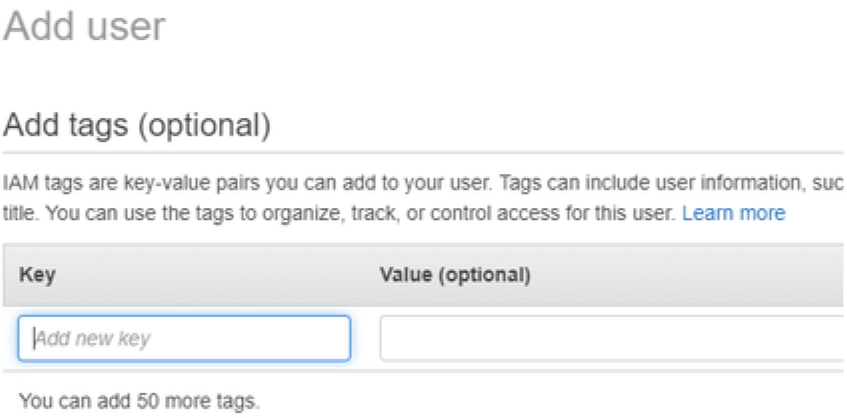
Create a group and select the policies to be attached to the group. Using groups is a best-practice way to manage users' permissions by job functions, AWS service access, or your custom permissions. Learn more

Group name: TranslatorGroup

Showing 2 results

		Policy name	Type	Used as	Description
☑	▸	TranslateFullAccess	AWS managed	Permissions policy (1)	Provides full access to Amazon Translate.
☑	▸	TranslateReadOnly	AWS managed	Permissions policy (1)	Provides read-only access to Amazon Tran…

- Add tags to help organize the users.



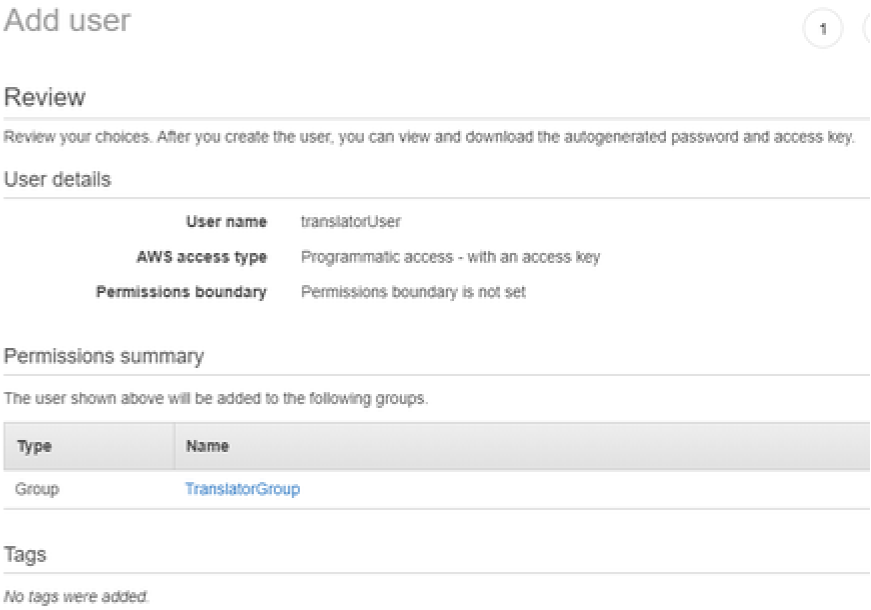
Add user

Add tags (optional)

IAM tags are key-value pairs you can add to your user. Tags can include user information, suc title. You can use the tags to organize, track, or control access for this user. Learn more

Key	Value (optional)
Add new key	

You can add 50 more tags.



Add user

Review

Review your choices. After you create the user, you can view and download the autogenerated password and access key.

User details

User name	translatorUser
AWS access type	Programmatic access - with an access key
Permissions boundary	Permissions boundary is not set

Permissions summary

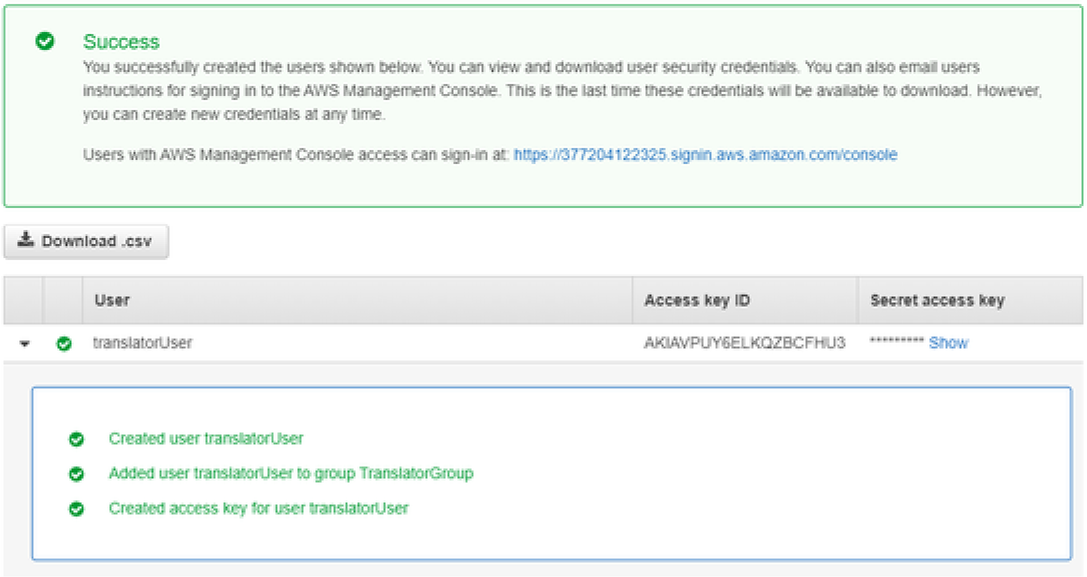
The user shown above will be added to the following groups.

Type	Name
Group	TranslatorGroup

Tags

No tags were added.

- Once the user is created you can see the **Access key ID** and **Secret access key**.



Success

You successfully created the users shown below. You can view and download user security credentials. You can also email users instructions for signing in to the AWS Management Console. This is the last time these credentials will be available to download. However, you can create new credentials at any time.

Users with AWS Management Console access can sign-in at: https://377204122325.signin.aws.amazon.com/console

User	Access key ID	Secret access key
translatorUser	AKIAVPUY6ELKQZBCFHU3	********* Show

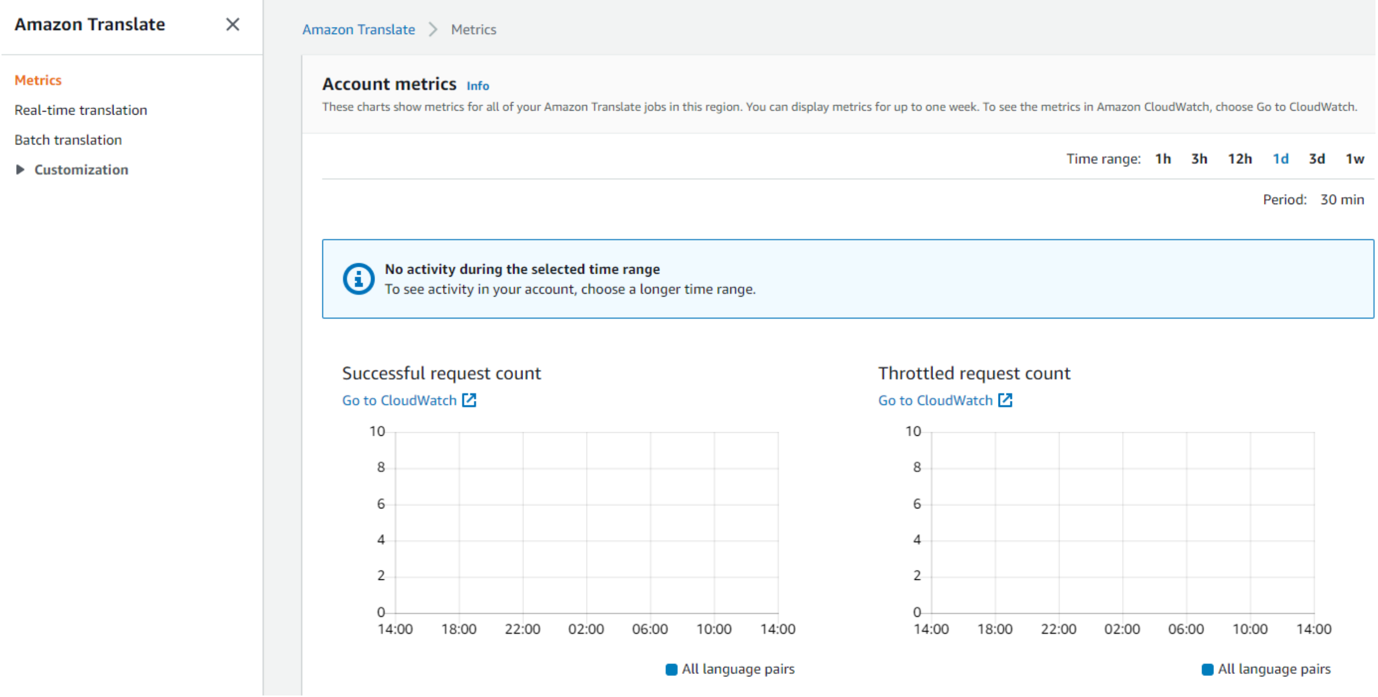
✓ Created user translatorUser

✓ Added user translatorUser to group TranslatorGroup

✓ Created access key for user translatorUser

Translation Metrics

Once everything is properly configured, you can see the metrics, on the Amazon Translation Service screen:



Account metrics Info

These charts show metrics for all of your Amazon Translate jobs in this region. You can display metrics for up to one week. To see the metrics in Amazon CloudWatch, choose Go to CloudWatch.

Time range: 1h 3h 12h 1d 3d 1w

Period: 30 min

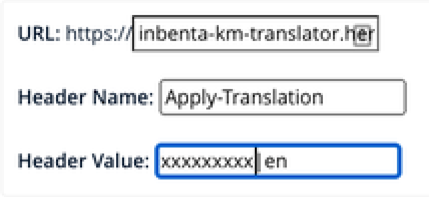
No activity during the selected time range
To see activity in your account, choose a longer time range.

Here are the limits to keep in mind.

Prepare your Inbenta Instances

Reach out to your Inbenta Point of Contact to enable the following for you:

- **Multilanguage Related Instances** settings.
- Webhook that you create for the translation service. In your main instance go to **Settings -> Static -> On save content webhook**, (this is the `KM_HEADER_KEY`, needed in the **.env** file). You will share the following details:



URL: https:// inbenta-km-translator.her

Header Name: Apply-Translation

Header Value: xxxxxxxxx| en

> “**NOTE:** “Header Value” is a string defined by customer, but is mandatory to add at the end a pipe character (|) and the language of the primary instance. Example “xxxxx|en”, “xxxxx|es”, “xxxxx|fr”, etc. For this value avoid the use of #.
>
> The “Header Name” must be “**Apply-Translation**””

- In the **.env** file, the following configuration needs to be added:
  - Auth URL for the KM API, given by Inbenta.
  - Header key value (previous step).
  - A "**User Personal Secret Token**" (`KM_UPST`). Help Center Instructions.
  - Api Key and Secret for every instance (origin and target instances).
  - AWS information (key, secret, region, version)

```
AUTH_URL =
KM_HEADER_KEY =
KM_UPST = #User Personal Secret Token
KM_LANG_LIST = #ES,EN
KM_API_KEY_ES =
KM_SECRET_ES =
KM_API_KEY_EN =
KM_SECRET_EN =
AWS_KEY =
AWS_SECRET =
AWS_REGION = #Example: us-west-2
AWS_VERSION = #Example: 2017-07-01
```

Dependencies

This application needs 2 dependencies `vlucas/phpdotenv` and `aws/aws-sdk-php` as a Composer dependency.