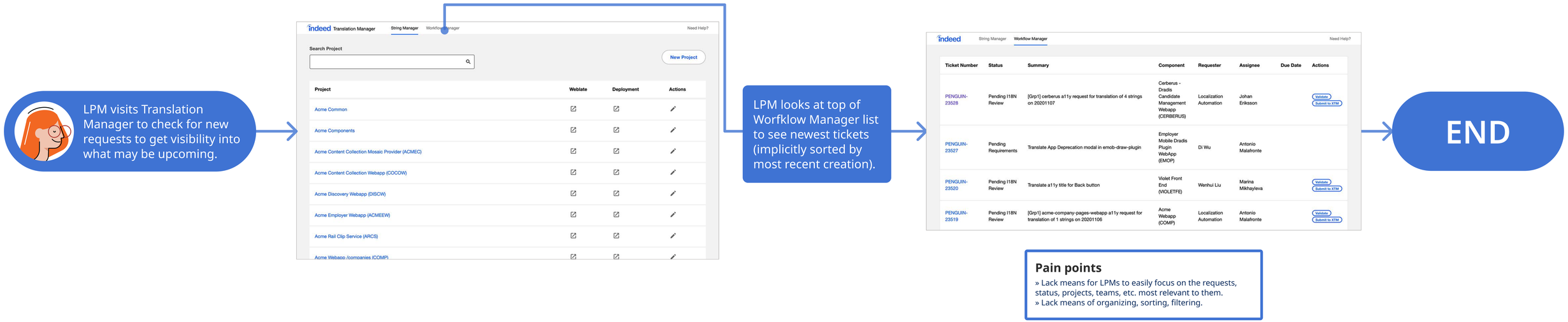
Translation Manager

Localization Tools

Status	Ticket #	Summary and components
Pending Requirements Updated 4:13pm Updated	PENGUIN-23597 Created 2:31pm New	**My Jobs: “This job was removed by Indeed” label** App Tracker Webapp (ATWEB)
Pending QA Instructions Updated 10:13am Updated	**PENGUIN-23595** Created 9:28am New	**Hiring Events - Belgium - Notifications** Indeed Hiring Events (IHE)
Pending Product Requirements Updated 1d ago	PENGUIN-23594 Created 1d ago	**Hiring Events - Belgium - Jobseeker UIs** Indeed Hiring Events (IHE)
Pending Development Updated 4:36pm Updated	**PENGUIN-23593** Created 1d ago	**Translate “Dismiss” string** Subway Webapp (SUBW)
Pending I18N Review Updated 1d ago	PENGUIN-23592 Created 1d ago	**[Grp1] rezbuzz a11y request for translation of 1 strings on 20201113** Buzz
Pending Translation Updated 2d ago	PENGUIN-23591 Created 2d ago	Translation ticket for auto claim promos in hades and emop Employer Mobile Dradis Plugin WebApp (EMOP), Hades (HADES)
Pending Verification Updated 5d ago	PENGUIN-23584 Created 18d ago	**VIOLET-FE Premium subscription badge** Violet Front End (VIOLETFE)

Localization Project Manager (LPM) — Task 1 — Tracking new translation requests.

Current Design

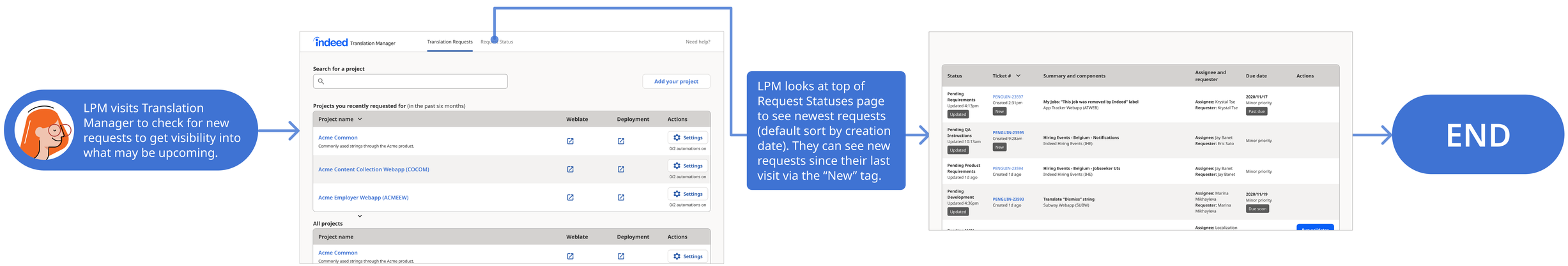


Pain points

» Lack means for LPMs to easily focus on the requests, status, projects, teams, etc. most relevant to them.
» Lack means of organizing, sorting, filtering.

FUTURE IDEA?: Storing how dashboard is configured per-LDAP to cater to each individual LPM's preferences. Alternatively, saving of preset configurations (and setting a default).

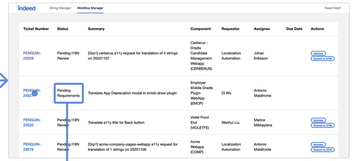
Proposed Design



Localization Program Manager (LPM) — Task 2 — Investigating a translation request that may lack required information.

Current Design

LPM goes to Workflow Manager to investigate requests which may be lacking required info, perhaps to contact the requester to help out.



Pain points

» Requests are only sorted by recency, so LPMs have to hunt for the right request statuses (e.g., Pending Requirements, Pending QA Instructions, etc.) that may lack required information.

» Details such as creation date, last updated date, and urgency are not surfaced up.

LPM investigates a requests, reviewing its details and circumstances.

LPM follows up on investigation — e.g., contacting requester or assignee, etc.

END

Pain points

» LPMs must still enter Jira from Workflow Manager to investigate a request's status.

» New requests can sometimes not be updated for weeks or months at a time.

Pain points

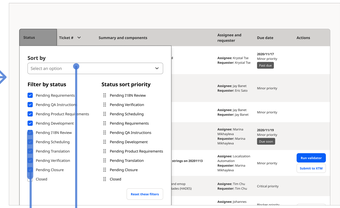
LPMs must still enter Jira from Workflow Manager to leave comments on the request.

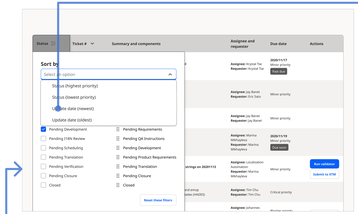
FUTURE IDEA?: Add ability to preview JIRA tickets to see information without having to visit JIRA directly.

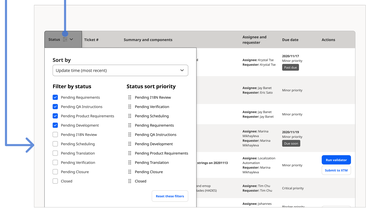
FUTURE IDEA?: Add ability to view and add comments from Translation Manager.

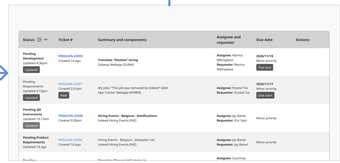
Proposed Design

LPM goes to Request Statuses to investigate requests which may be lacking required info, perhaps to contact the requester to help out.









Localization Program Manager (LPM) — **Task 3** — Reviewing a complete translation request, making any corrections, and then triaging to external translation vendors.

Current Design

LPM goes to Workflow Manager to review completed translation requests, potentially make corrections, and send verified requests to external translation vendors.

Pain points

- **Usability Issue.** Seeing the last column with various actions requires the browser to be a minimum 1120px width, above a suggested 1200px (allowing compatibility with more laptop/tablet screens). No scrollbars appear when below the minimum width. Fixed Actions column. Hitting the right edge of actions buttons are too small (around 20px). Suggested to increase to 30-32px.
- Requests are only sorted by recency, so LPMs have to hunt for the right request. Sort by Status or Due Date would be more helpful.
- The "Pending CVBA Review" status is considered the most important status to find in order to triage requests and move forward on next steps. Urgency, due date, and recency are secondary. Status is the most important.
- Details such as creation date, last updated date, and urgency are not surfaced up.

LPM runs automated validator to identify potential missing information.

Validation error?

NO

Need to check: Success messaging. **Future idea:** More error message to inform user of why there is an error message copywriting. CTA shouldn't be "Submit to XTM" but perhaps "Validate again".

LPM submits translation request to XTM, where it will be worked on by external translation vendors.

Pain points

External translation vendors take anywhere between 1-5 days to complete translations. Any delays may have to be investigated.

END

YES

LPM checks and corrects validation errors within request (and may have to work with requester to do so).

Pain points

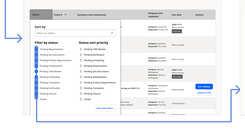
- Certain error messages might be unclear?
- If there are errors, the "Submit to XTM" button is still appearing. Accidentally clicking this could be bad!
- Hard to find the "Submit" button on the list setup, you bunk to the top of the page.

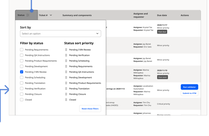
Pain points

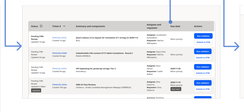
- LPMs must still enter jira from Workflow Manager to communicate a request.

Proposed Design

LPM goes to Request Statuses to review completed translation requests, potentially make corrections, and send verified requests to external translation vendors.







Localization Program Manager (LPM) — Task 4 — Spot checking a vendor translation and approving deployment.

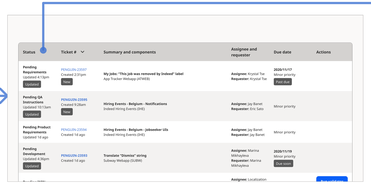
Current Design

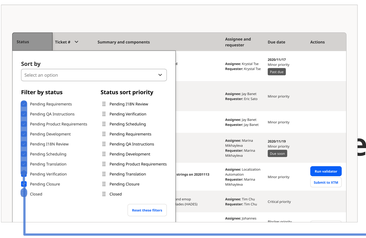
LPM goes to Workflow Manager to spot check vendors' translations for correctness, before approving translations for deployment.

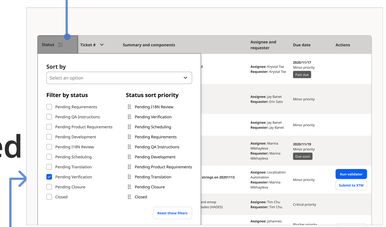
Pain points

- Requests are only sorted by recency, so LPMs have to hunt for the right request status (i.e., Pending Verification) to find requests to verify.
- Details such as creation date, last updated date, and urgency are not surfaced up.

LPM goes to Status Requests to spot check vendors' translations for correctness, before approving translations for deployment.







LPM reviews QA instructions within the original request in order to spot check a country/locale translation for quality.

LPM utilizes Weblate to make corrections to translation .po files as needed.

LPM approves request for deployment by changing its status to "Pending Closure".

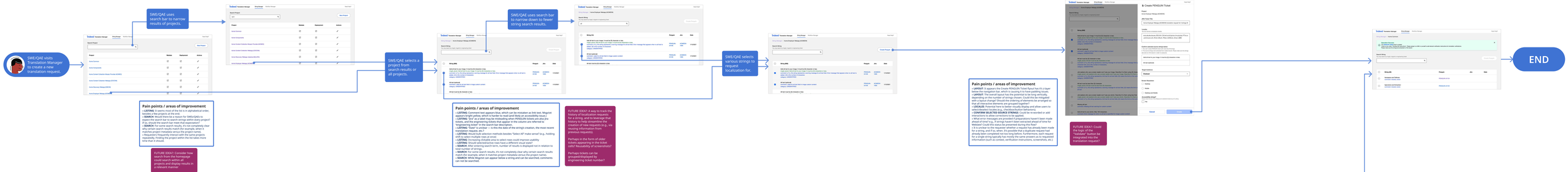
Pain points

LPMs must still enter Jira from Workflow Manager to change the request status.

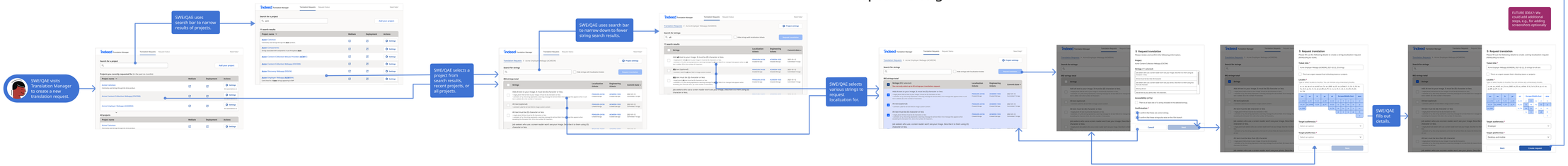
END

Software/QA Engineers (SWE/QAE) — Task 1 — Creating a translation request for particular strings for an *existing project*.

Current Design

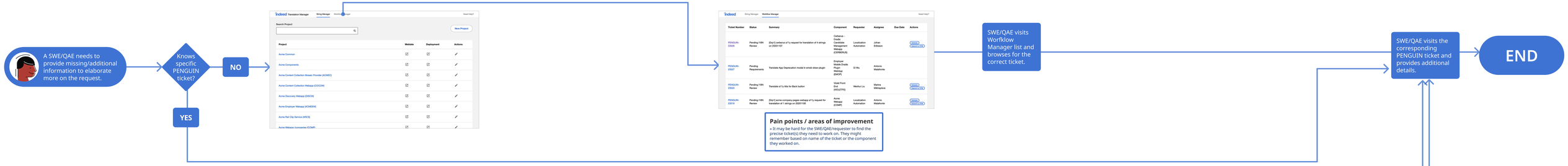
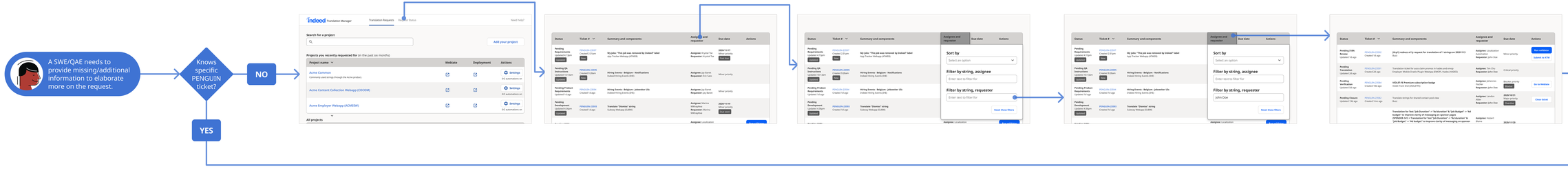


Proposed Design



Software/QA Engineers (SWE/QAE) — Task 2 — Updating a translation request with additional context.

Current Design



Proposed Design