

ServiceNow Training and Certification

Localization in Service Portal

Service Portal Fundamentals

Topics

Localization in Service Portal

LAB: Translate Service Portal Elements

Localization

- Localization settings control translation, currency, and locale settings
- Service Portal supports localization
- Activate a language plugin



The **I18N: Internationalization** plugin is automatically activated when a specific language plugin is activated.

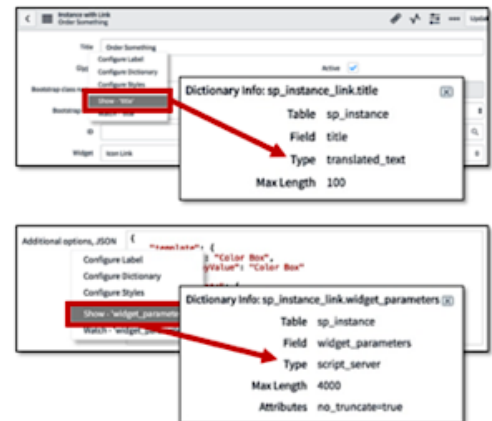


TIP

Search **Activate a language** in ServiceNow's official documentation for the current list of supported languages.

Translation Tables

- Translation records instruct the platform "*when you see this pattern of characters side-by-side, replace that string with... this string*"
 - Hello World! → Salut le Monde!
 - Hello World! → Hola Mundo!
- **IMPORTANT:** Translation records are **created on different Translation tables** based on the field Type storing the string to be translated



Available only after *I18N: Internationalization* is activated, ServiceNow stores translation information in these tables:

- **Languages [sys_language]** – contains a list of the languages for which translated text is available.
- **Choices [sys_choice]** – contains translated values for options in *choice* lists.
- **Field label [sys_documentation]** – stores the text of table names along with the singular and plural labels for each field in the table.
- **Message [sys_ui_message]** – contains the translations for *informational messages*, *confirmation messages*, *error messages*, and other types of *system messages*.
- **Translated Name / Field [sys_translated]** – stores translated values for fields where the field Type is *translated_field*.
- **Translated Text [sys_translated_text]** – stores translated values for fields where the field Type is *translated_text* or *translated_html*.

Translate Strings in Widgets

- Use the following syntax
 - Client-side: `${string}`
 - Server-side: `gs.getMessage("string")`
- Searches the **messages [sys_ui_message]** table and replaces the string with the translation

<u>HTML Template</u>	<u>Client Script</u>	<u>Server Script</u>
<pre><div> <p>\${string}</p> <p>Not translated</p> </div></pre>	<pre>function() { var c = this; c.myObj = "\${string}"; } HTML <div> <p>{{c.myObj}}</p> </div></pre>	<pre>function(){ data.myObj = gs.getMessage("string"); } HTML <div> <p>{{c.data.myObj}}</p> </div></pre>

You can translate Widget Schema Options using the server script (e.g. `data.myObj = gs.getMessage(options.title);`);

In some cases, the translation might have quotes or double quotes in it. That could lead to JavaScript errors if you are using the `${}` syntax in the Client Script. It is considered best practice to fetch a translated message in the Server Script, then assign the value to a client-side Angular binding.

Translate Service Portal Elements

LAB

⌚ 30m

Lab Objectives

Lab instructions will first guide you through documenting elements on the Cloud Dimensions homepage that require French translation. This replicates an exercise you would go through in your own environment.

You will then practice creating and testing Message records.

Lastly, you will create and test Translated Text.

The **I18N: Internationalization** and the **I18N: French Translations** plugins are active in your class instance.

TIP: Save the **System Localization** Application as a favorite (★) as you will be using many of its Modules throughout the course of this lab.

A. Lab Preparation

1. Open the **LabOpt_Translations.txt** file you downloaded as part of the zip file in Lab 1.1.
2. Impersonate **Fred Luddy**.
3. Set Fred's *language* to **French**.
 - Select **Fred Luddy > Profile** using the avatar on the Header bar.
 - Update the *Language* field to **French**.
 - **Update**.
4. End the impersonation. *You should be logged in as the System Administrator when this step is complete.*

B. Document the Missing Translations on the Page

1. Refresh the live view of the Cloud Dimensions homepage (/cdsp).
2. Determine which elements need to be translated on the Page.

A spreadsheet like this helps document required translations. (For the purpose of this lab you will only focus on the elements in **container-1**, **container-2 row-1**, and the **Menu**.)

Location on the Page	Key words	Field Type	Translation Table	Already Exists
Container-1	How can we help?			
Container-1	Keyword search			
Container-2	Order something			
Container-2	Service catalog			
Container-2	Submit a new request			
Container-2	Something broken?			
Container-2	Report an issue			
Container-2	Submit a new issue			
Container-2	Knowledge			
Container-2	Search the knowledge base			
Container-2	Cloud Dimensions official documentation			
Container-2	Our Community			
Container-2	Ask your colleagues a question			
Container-2	Connect with Cloud Dimensions team members around the world			
Main menu	Knowledge			
Main menu	IT			
Main menu	System Status			
Main menu	Email the Service Desk			
Main menu	My tasks			
Main menu	Service Catalog			
Main menu	My Requests			

C. Determine the Field Types for the Missing Translations

1. Determine the field **Types** for the required translations in container-1.

- The **How can we help?** string is stored in the *Title* field in the **Homepage Search Widget Instance** record. Select **Service Portal > Widget Instances** on the Application Navigator.

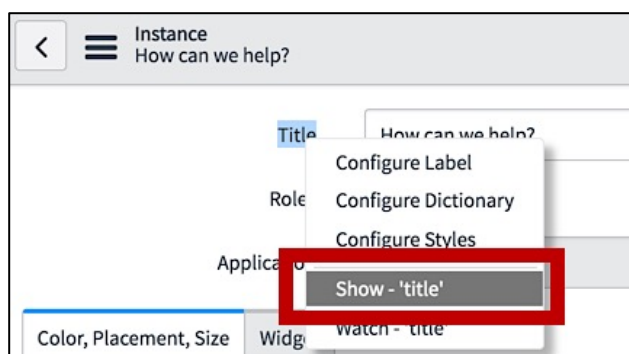
- Locate and open the record with the following values:

Widget: **Homepage Search**

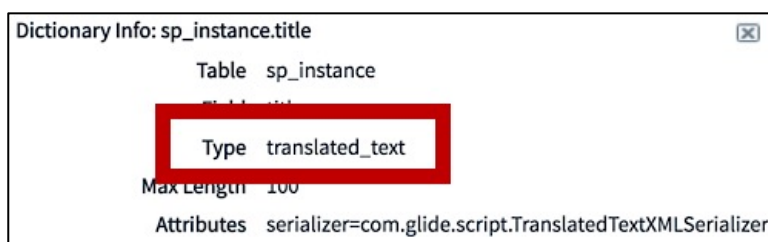
Title: **How can we help?**

Package: **Global**

- Right-click the *Title* label and select **Show – 'title'** on the Context menu.



- Document the field **Type** here: _____



- Close the *Dictionary Info* window. You remain on the 'How can we help?' form.
- Right-click the *Additional options, JSON format* label and select **Show – 'widget_parameters'** on the Context menu.
- Document the field **Type** here: _____

- Close the dictionary window.
- Close the **How can we help?** Widget Instance record. You remain on the list of Widget Instance records. *(If not, navigate to **Service Portal > Widget Instances** on the Application Navigator.)*

2. Determine the field **Type** for the required translations in container-2.

- The string “**Order something**” is coming from the source code you wrote in the **HTML Widget Instance** record. Open any *HTML Widget Instance* record in the list. *(The field 'type' for the Source code will be identical regardless of which HTML Widget Instance record you open.)*
- Right-click the *Additional options, JSON format* label and select **Show – 'widget_parameters'** on the Context menu.
- Document the field **Type** here: _____

3. Determine the field Type for the required translations on the Header menu.

- Select **Service Portal > Menus** on the Application Navigator.
- Open the **CD Header Menu** record.
- Open any record in the *Menu Items* Related List at the bottom of the form.
- Right-click the *Label* label and select **Show – 'label'** on the Context menu.
- Document the field **Type** here: _____

D. Determine if Translation Records Already

1. Select **System Localization > Messages** on the Application Navigator.
2. Locate all the records where the value in the *Key* field is **Service Catalog**.

	Key	Language	Message
<input type="checkbox"/>	Service Catalog	English	Service Catalog
<input type="checkbox"/>	Service Catalog	French	Catalogue de services

3. Does a **French** translation already exist for Service Catalog? _____

If yes, it does not need to be created again. In real life, you would double-check each of your required translations to ensure you do not unnecessarily create duplicate translation records.

4. Notice there is Message record to catch the use of the words *Service Catalog* in **English** as well. This record ensures when the users *Language* is set to **English**, both words always begin with capital letters.

The same string is specifically written **Service catalog** in the *Order something* HTML Widget Instances on your Cloud Dimensions homepage. (*Where the word catalog does not begin with a capital letter*).

Delete this Message record if desired, but be aware this action will affect the existing display of the words Service Catalog across the entire platform.

5. If you were doing this exercise in real life, you would update your spreadsheet as you confirmed each field. Review the updates.

Location on the Page	Key words	Field Type	Translation Table	Already Exists
Container-1	How can we help?	translated_text	Translated Texts	N/A
Container-1	Keyword search	script_server	Messages	Yes
Container-2	Order something	script_server	Messages	No
Container-2	Service catalog	script_server	Messages	Yes

Container-2	Submit a new request	script_server	Messages	No
Container-2	Something broken?	script_server	Messages	No
Container-2	Report an issue	script_server	Messages	No
Container-2	Submit a new issue	script_server	Messages	No
Container-2	Knowledge	script_server	Messages	Yes
Container-2	Search the knowledge base	script_server	Messages	No
Container-2	Cloud Dimensions official documentation	script_server	Messages	No
Container-2	Our Community	script_server	Messages	No
Container-2	Ask your colleagues a question	script_server	Messages	No
Container-2	Connect with Cloud Dimensions team members around the world	script_server	Messages	No
Main menu	Knowledge	translated_text	Translated Texts	N/A
Main menu	IT	translated_text	Translated Texts	N/A
Main menu	System Status	translated_text	Translated Texts	N/A
Main menu	Email the Service Desk	translated_text	Translated Texts	N/A
Main menu	My Tasks	translated_text	Translated Texts	N/A
Main menu	Service Catalog	translated_text	Translated Texts	N/A
Main menu	My Requests	translated_text	Translated Texts	N/A

Note: Existing translations do not apply to field Types of 'translated_text' as each occurrence of the string requires a unique record on the Translated Text [sys_translated_text] table.

E. Translate the Items in Container-1

1. Recall from the completed spreadsheet, the **How can we help?** string is stored in a field with a **translated_text** field type. This means for it to be translated, a translation record must exist on the *Translated Text [sys_translated_text]* table.

Select **System Localization > Translated Text** on the Application Navigator.

2. Select **New**.

3. Configure the record (in this order):

Table Name: **Instance [sp_instance]**

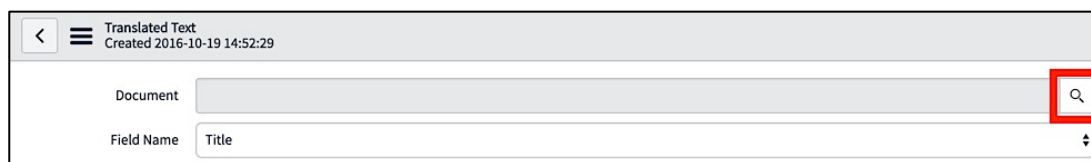
Language: **French**

Field Name: **Title**


Value: **Comment pouvons-nous vous aider?** (You can use the *LabOpt_Translations.txt* file to copy and paste the text required in the Value field if you like.)

4. **Save** the record, remain on the form.

5. Select the **Magnifying glass** icon to the right of the *Document* field to select the specific *Widget Instance* record with the text needing translation.



Translated Text
Created 2016-10-19 14:52:29

Document 

Field Name Title

6. Type **How can we help?** in the **Document** field. Notice there are two records to choose from. To ensure you select the correct record, select the **Magnifying glass** icon to the right of the *Document* field to open a list of available *Widget Instance* records.

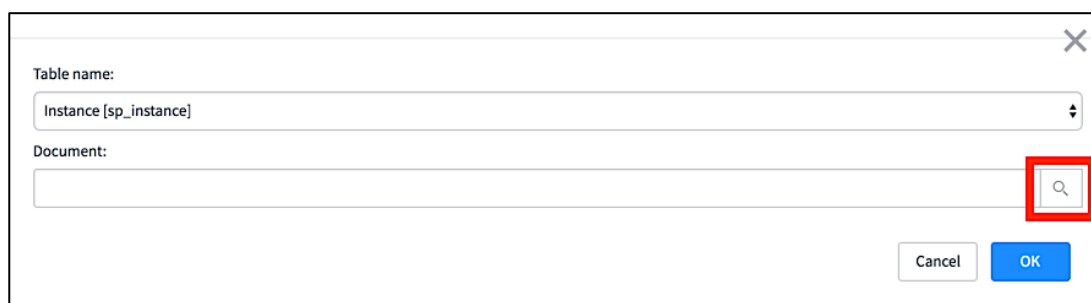



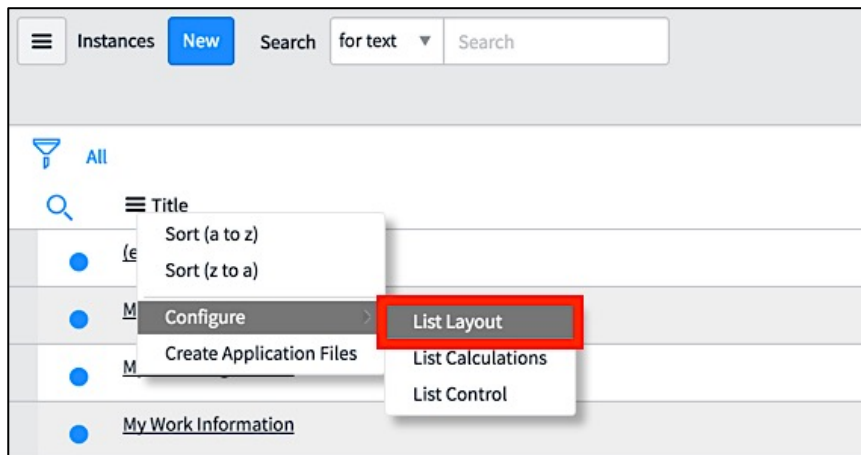
Table name:
Instance [sp_instance]

Document:
 

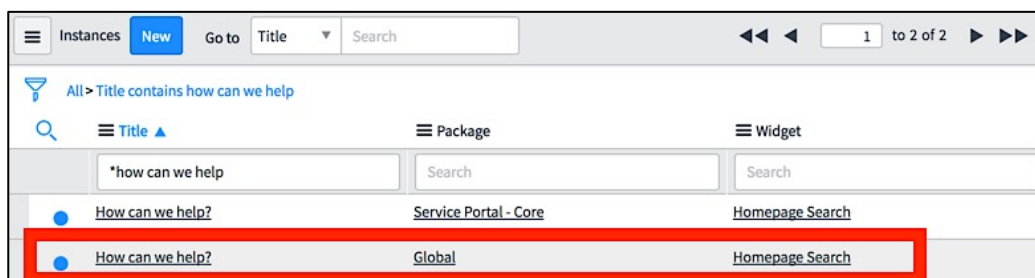
Cancel OK

7. It is still impossible to know which record is the one you are looking for. Add the **Package** and **Widget** fields to the list to help you select the correct Widget Instance record.

- Select **Configure > List Layout** on the *Title* column's Context menu.



- Double-click **Package** and **Widget** in the *Available* slush-bucket so they move to the *Selected* slush-bucket.
 - **Save.**
 - Select the record where the value in the *Package* field is **Global**.



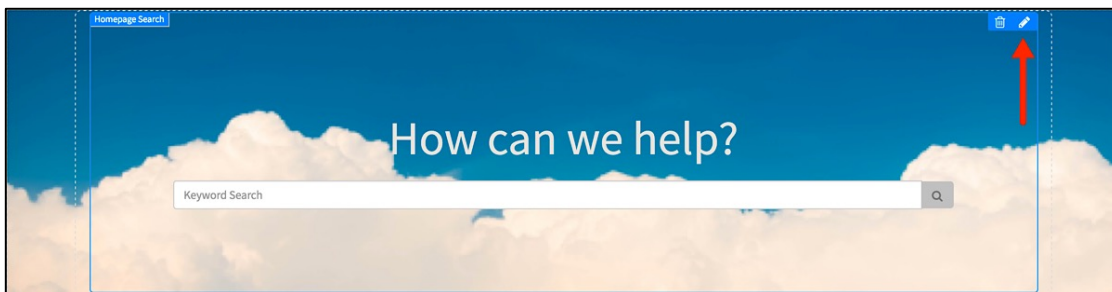
- **OK.**
- **Update.**

8. Recall from the spreadsheet, the **Keyword search** string is stored in a field with a **script_server** field Type. This means in order for it to be translated, a translation record must exist on the *Message [sys_ui_message]* table. You also learned as you were populating the spreadsheet that a record for 'keyword search' already exists on the table.

One more steps needs to occur for the existing translation to display on the Page. Recall in class you learned messages must be wrapped in the **\${string}** syntax.

Navigate to the **Cloud Dimensions [cd_index]** Page in the *Page Designer*.

9. Select the *Homepage Search* Widget Instance's **edit** icon.



10. Update the value currently in the of the *Typeahead Search* field to:

```
{title: "${Keyword Search}"}
```

Example:

☰ How can help?	📎
Presentation	
Title	
How can we help?	
Short description	
Typeahead Search	
{title: "\${Keyword search}"}	
Save (⌘ + s)	

IMPORTANT: Quotes are added to the string in this case to ensure a translation is located for the exact phrase. Quotes are not needed if you are translating a single word.

11. Save.

12. Test your work.

- Impersonate **Fred Luddy**.
- Refresh the live view of the Cloud Dimensions homepage (/cdsp).

Note: If your browser attempts to automatically translate the Page to your selected language, look around for a Show original button. May have another name in different browsers.



- Where both strings in the *Homepage Search Widget Instance* translated? If not, debug and re-test.
- End the impersonation. *You should be logged in as the System Administrator when this step is complete.*

F. Translate the Items in Container-2, Row-1

1. Recall from the spreadsheet, the field-type for the **HTML Widget Instances** source code is **script_server**. This means in order for it to be translated, a translation record must exist on the *Message [sys_ui_message]* table.

Select **System Localization > Messages** on the Application Navigator.

2. Select **New**.
3. Configure the record. *(You can use the LabOpt_Translations.txt file to copy and paste the values required for the Message field if you like. Helpful for the words with accents.)*

Key: **Order something**

Language: **French**

Message: Commander quelque chose

4. **Submit.**
5. Repeat steps 2-4 to add records for each item under the **Messages** title in the *LabOpt_Translations.txt* file.

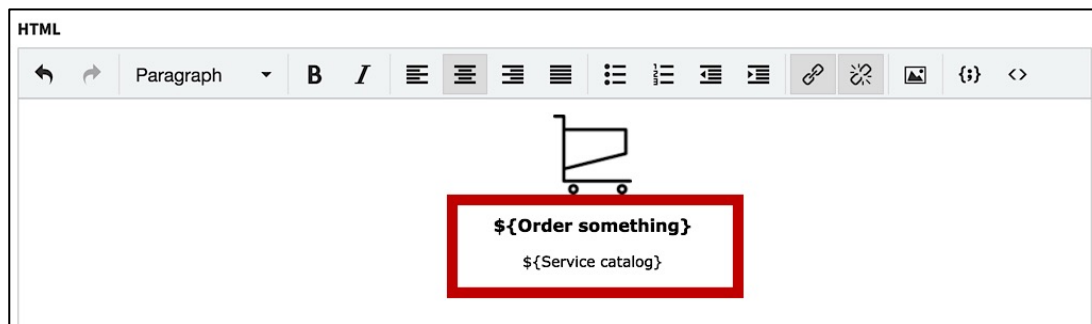
TIP: Sort the 'Updated' column in descending order so the records you create display at the top of the list. This strategy will help you stay organized

6. Navigate to the **Cloud Dimensions [cd_index]** Page on the *Page Designer*.
7. Select the *Order something* HTML Widget Instance's **edit** icon.
8. Select the **Source code** icon on the HTML editor toolbar.
9. Update the code to wrap the strings to be translated with the **`\${string}`** syntax.

```
<p style="text-align: center;"><a title="${Submit a new request}" href="?id=sc_home"></a></p>
<h3 style="text-align: center;"><strong>${Order something}</strong></h3>
<p style="text-align: center;">${Service catalog}</p>
```

Note: Recall this syntax uses the string between the curly braces to search for a match in the Key field on the Messages [sys_ui_message] table. If a match exists, the string is replaced with the value in the Message field.

10. OK.



11. Save.

12. Test the script.

- Impersonate **Fred Luddy**.
- Refresh the live view of the Cloud Dimensions homepage (/cdsp).
- Review the changes to the *Order something* HTML Widget Instance (*do not forget to roll-over the image with your mouse*).



- Were all three strings translated properly? If not, debug the script and re-test.

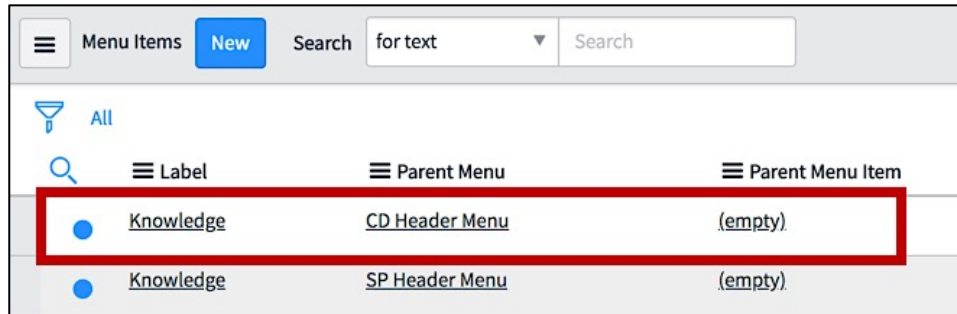
13. End the impersonation. *You should be logged in as the System Administrator when this step is complete*

14. Repeat steps 7-12 to update the **Something broken?**, **Knowledge**, and **Our community** Widget Instances. The translations are below the Messages title in the *LabOpt_Translations.txt* file.

G. Translate the Menu Items

1. Recall from the spreadsheet, Menu Item labels are stored in a field with a field Type of *translated_text*. This means in order for field labels to be translated, a translation record must exist on the *Translated Text [sys_translated_text]* table.
Select **System Localization > Translated Text** on the Application Navigator.
2. Select **New**.
3. Configure the record (in this order):
 - Table Name: **Menu Item [sp_rectangle_menu_item]**
 - Language: **French**
 - Field Name: **Label**
 - Value: **Base de connaissances** (You can use the *LabOpt_Translations.txt* file to copy and paste the text required in the Value field if you like.)
4. **Save** the record, remain on the form.
5. Select the **Magnifying glass** icon to the right of the *Document* field.
6. The *Document* field needs to be populated with **Knowledge**. Type that string in the field now, notice there are two records to choose from.
7. Select the **Magnifying glass** icon to the right of the *Document* field again to open the list of available Menu Item records.
8. It is still impossible to know which record to select using only the *Label* column. Add the **Parent Menu** and **Parent Menu Item** fields to the list to assist you in selecting the correct Widget Instance record.

9. Select the record where the value in the *Parent Menu* field is **CD Header Menu**.



	Label	Parent Menu	Parent Menu Item
<input checked="" type="radio"/>	Knowledge	CD Header Menu	(empty)
<input checked="" type="radio"/>	Knowledge	SP Header Menu	(empty)

10. **OK.**
11. **Update.**
12. Repeat steps 2-11 to add records for the remaining Menu Items below the **Translated Text – Menu Items** title in the *LabOpt_Translations.txt* file.
13. Test the Translated Text records.
 - Impersonate **Fred Luddy**.
 - Refresh the live view of the Cloud Dimensions homepage (/cdsp).
 - Were all of your Menu Items translated correctly? If not, debug and re-test.
14. When your testing is complete, end the impersonation. *You should be logged in as the System Administrator.*

Well done, you have completed the lab!