Machine Translation

Use machine translation to translate emails.

Machine translation is available for the languages in the following table.

Machine Translation Supported Languages			
Source Language	Code	Target Language	Code
Arabic	ar	English (United States)	en
Catalan	ca	English (United States)	en
Chinese	zh	English (United States)	en
Danish	da	English (United States)	en
Dutch	nl	English (United States)	en
English (US – applicable for below rows)	en	Arabic	ar
English	en	Bulgarian	bg
English	en	Catalan	ca
English	en	Chinese (Simplified)	zh
English	en	Chinese (Traditional)	zf
English	en	Croatian	hr
English	en	Czech	cs
English	en	Danish	da

Machine Translation Supported Languages			
Source Language	Code	Target Language	Code
English	en	Dutch	nl
English	en	Estonian	et
English	en	Finnish	fi
English	en	French (France)	fr
English	en	German	de
English	en	Greek	el
English	en	Hebrew	he
English	en	Hindi	hi
English	en	Hungarian	hu
English	en	Italian	it
English	en	Japanese	ja
English	en	Kazakh	kk
English	en	Korean	ko
English	en	Latvian	lv
English	en	Lithuanian	lt

Machine Translation Supported Languages			
Source Language	Code	Target Language	Code
English	en	Malay	ms
English	en	Norwegian	no
English	en	Polish	pl
English	en	Portuguese (Brazil)	pt
English	en	Romanian	ro
English	en	Russian	ru
English	en	Serbian (Latin)	sh
English	en	Slovak	sk
English	en	Slovenian	sl
English	en	Spanish (Spain)	es
English	en	Swedish	sv
English	en	Thai	th
English	en	Turkish	tr
English	en	Ukrainian	uk
English	en	Vietnamese	vi

Machine Translation Supported Languages			
Source Language	Code	Target Language	Code
Finnish	fi	English	en
French (France)	fr	English	en
German	de	Bulgarian	bg
German	de	Chinese (Simplified)	zh
German	de	Croatian	hr
German	de	Czech	cs
German	de	English	en
German	de	French (France)	fr
German	de	Hungarian	hu
German	de	Italian	it
German	de	Polish	pl
German	de	Romanian	ro
German	de	Russian	ru
German	de	Serbian (Latin)	sh
German	de	Slovakian	sk

Machine Translation Supported Languages			
Source Language	Code	Target Language	Code
German	de	Slovenian	sl
German	de	Spanish (Spain)	es
Hindi	hi	English	en
Italian	it	English	en
Japanese	ja	English	en
Korean	ko	English	en
Norwegian	no	English	en
Portuguese (Brazil)	pt	English	en
Romanian	ro	English	en
Russian	ru	English	en
Spanish (Spain)	es	English	en
Swedish	sv	English	en

Configure Machine Translation

As an administrator, you must add, train, test, and activate the Machine Translation model.

Procedure

1. Navigate to your user profile, and select Settings All Settings Machine Learning Intelligent Service Machine Translation.

2. Under Machine Translation , click the create icon (▢) to add a model.

3. Enter a name for your model.

4. Click Save and Train to save your model and start the training.

The model goes through the following statuses during the training: Created Training in Preparation Data Extraction is Pending Data Extraction is in Progress Data Preprocessing is Pending Data Preprocessing is in Progress Training Triggered Training is Pending Training in Progress Training Completed or Training Failed Active or Inactive.

You can refresh and update the training status of the model by selecting Get Status from the Actions (▢) menu.

Note

You can also save your model and train your model later.

Locate your model and click Train from the Actions (▢) menu to start training the model.

5. After the training is complete, click Activate from the Actions (▢) menu to activate the model.

You can deactivate a model by selecting Deactivate.

Note

You can use the test console to test if the model is functioning correctly. Select your model, enter a description in the Input field and click Translate. The test console invokes the prediction model API using the sample case data you provide.

View Machine Translated Text

View the translated description for the email in the user logon language.

Procedure

1. Navigate to the Emails worklist and select an email.

2. Click Show Translation.

The machine-translated text appears in the description below the original text.