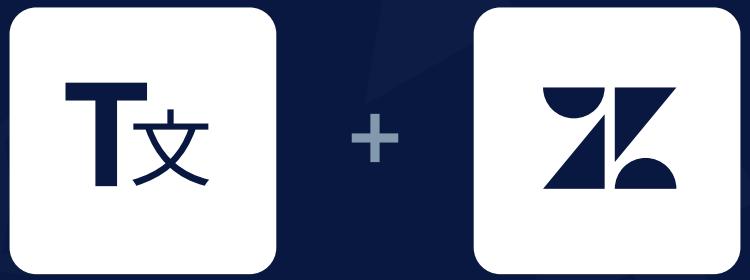
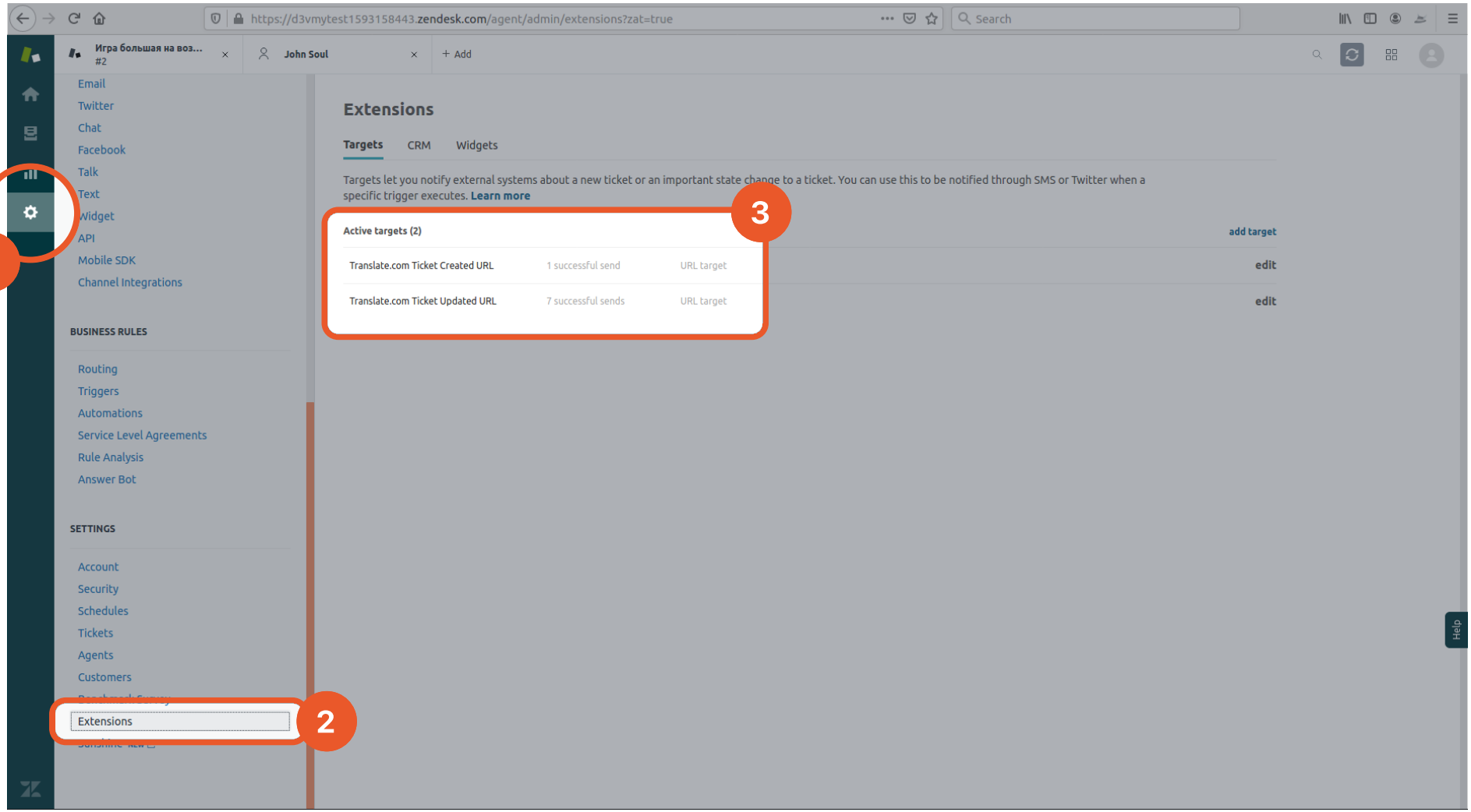
Translate.com



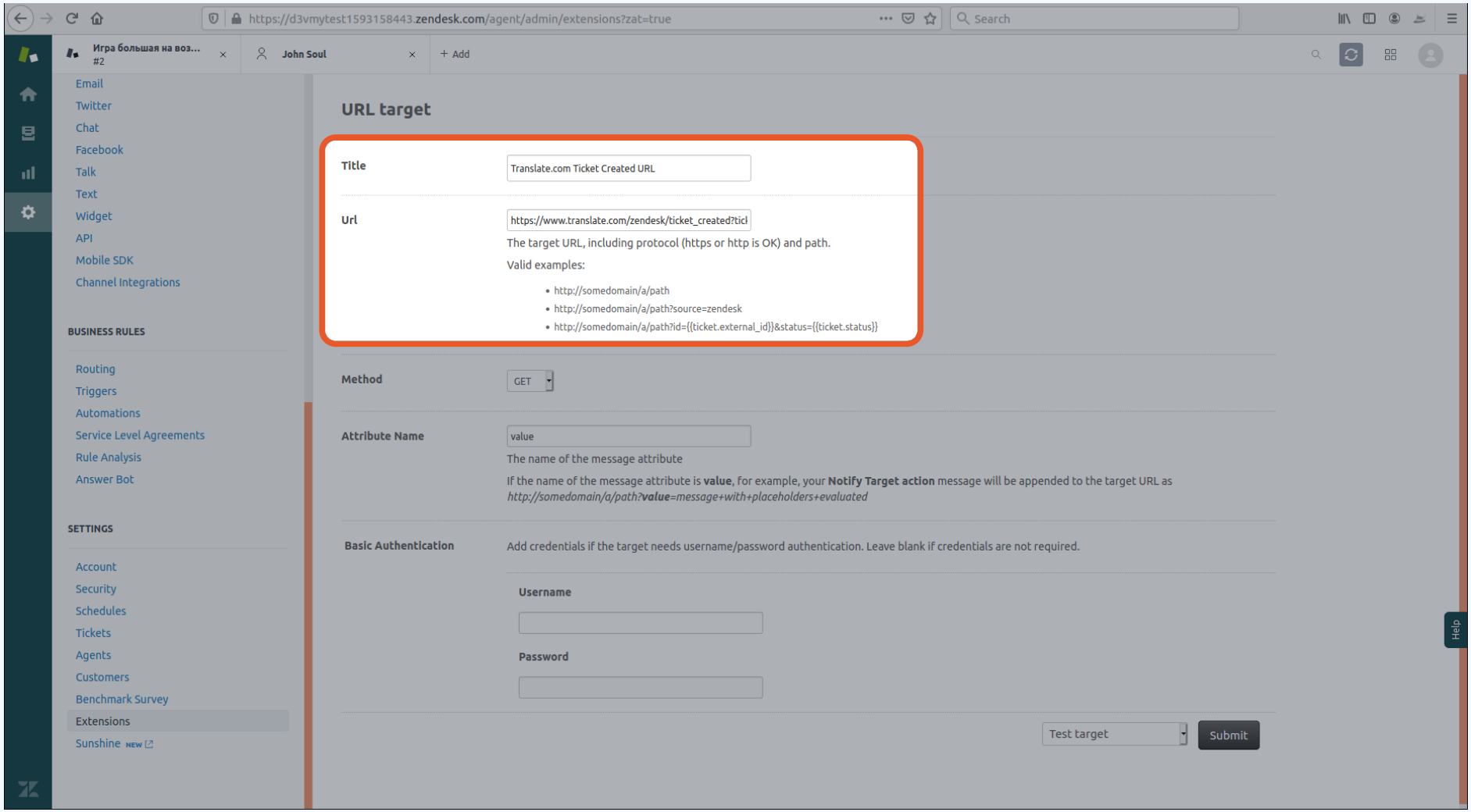
TODO Checklist

In order to set up the app and get it working, you would need to make sure that after it is installed, the following entities have been created in your Zendesk account.

1 You need to go to the Extensions tab and compare it with the screenshots below (marked with green color).

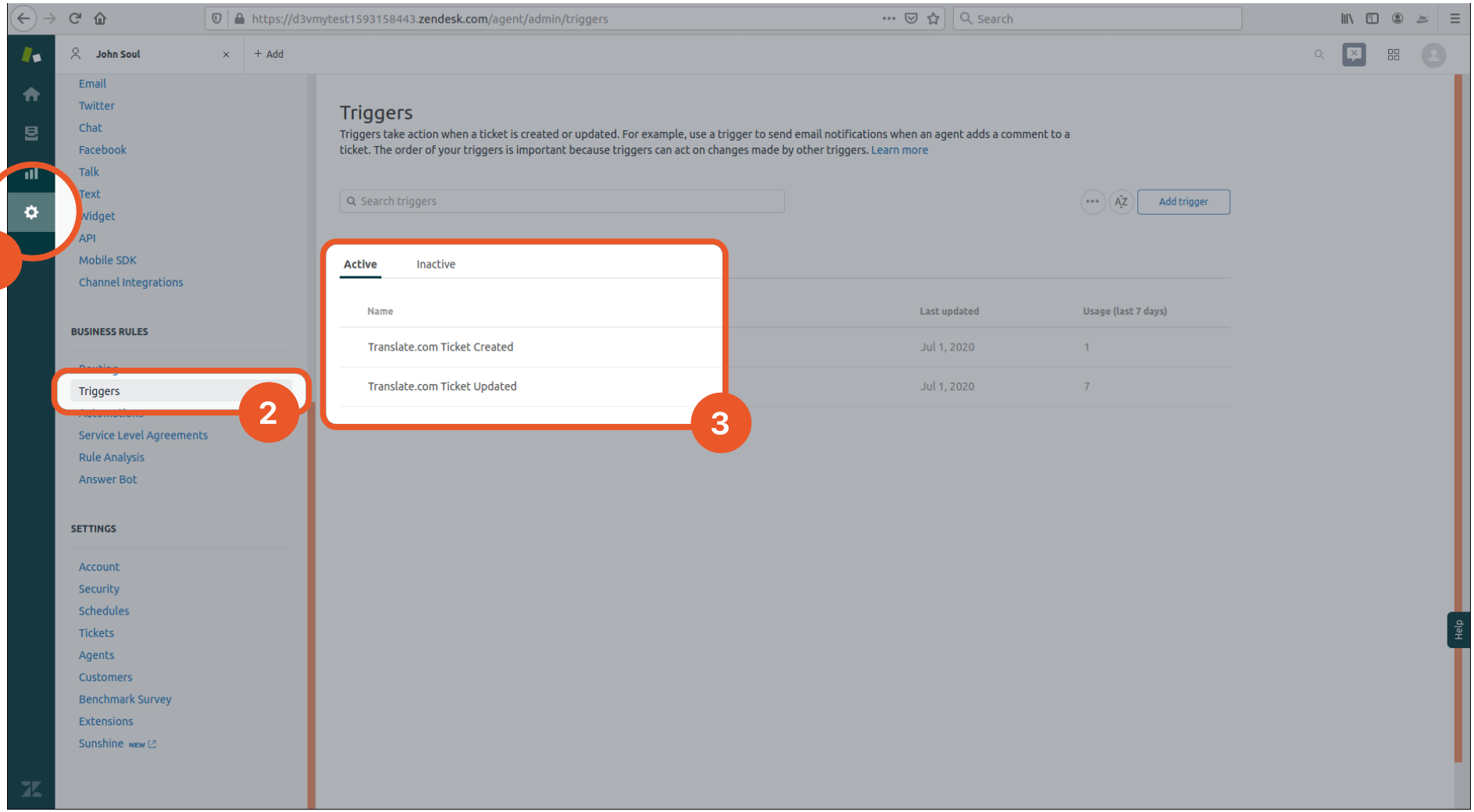


2 Once you detect the extensions, you would need to open every each of them, and make sure it looks as same as on the screenshot below.

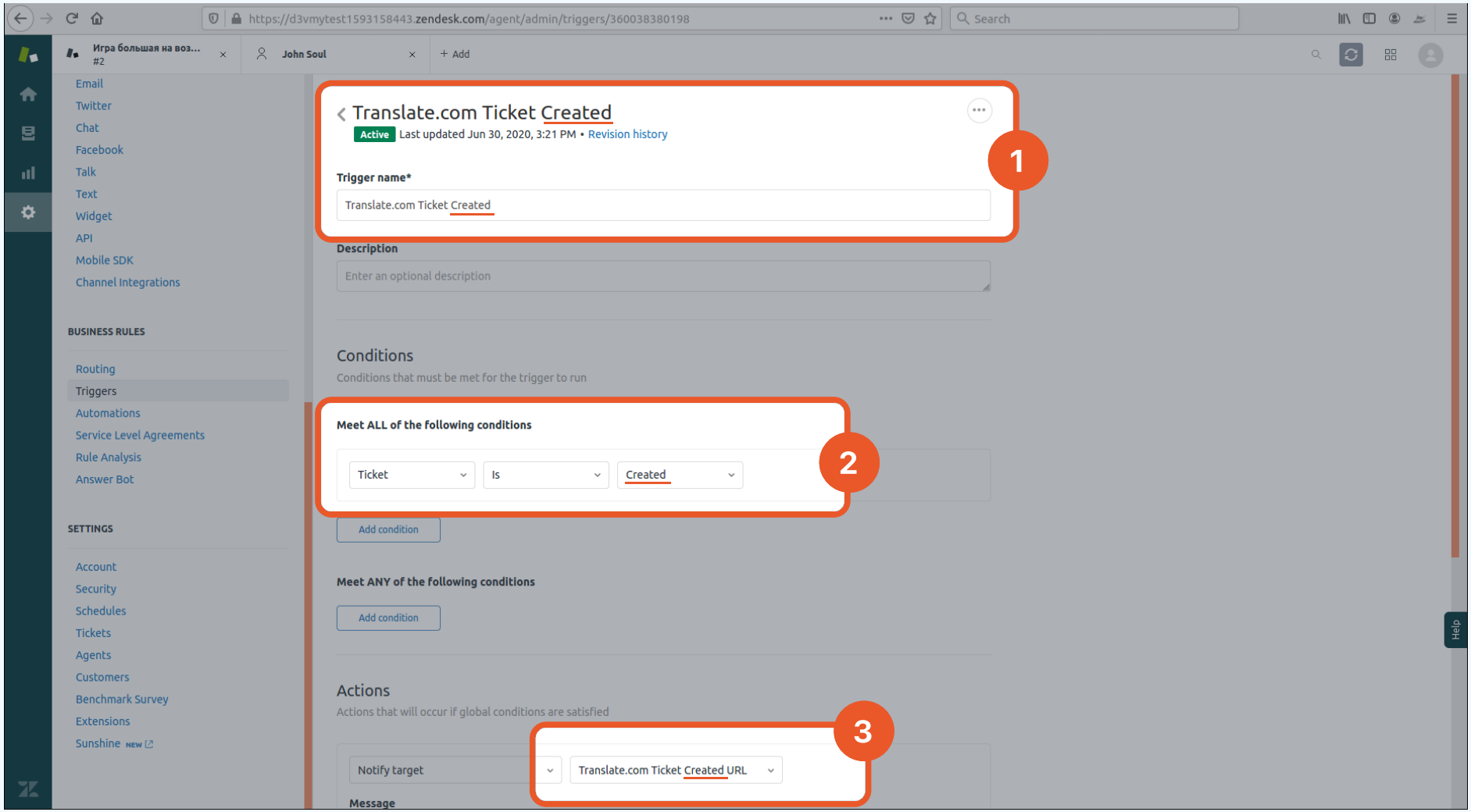


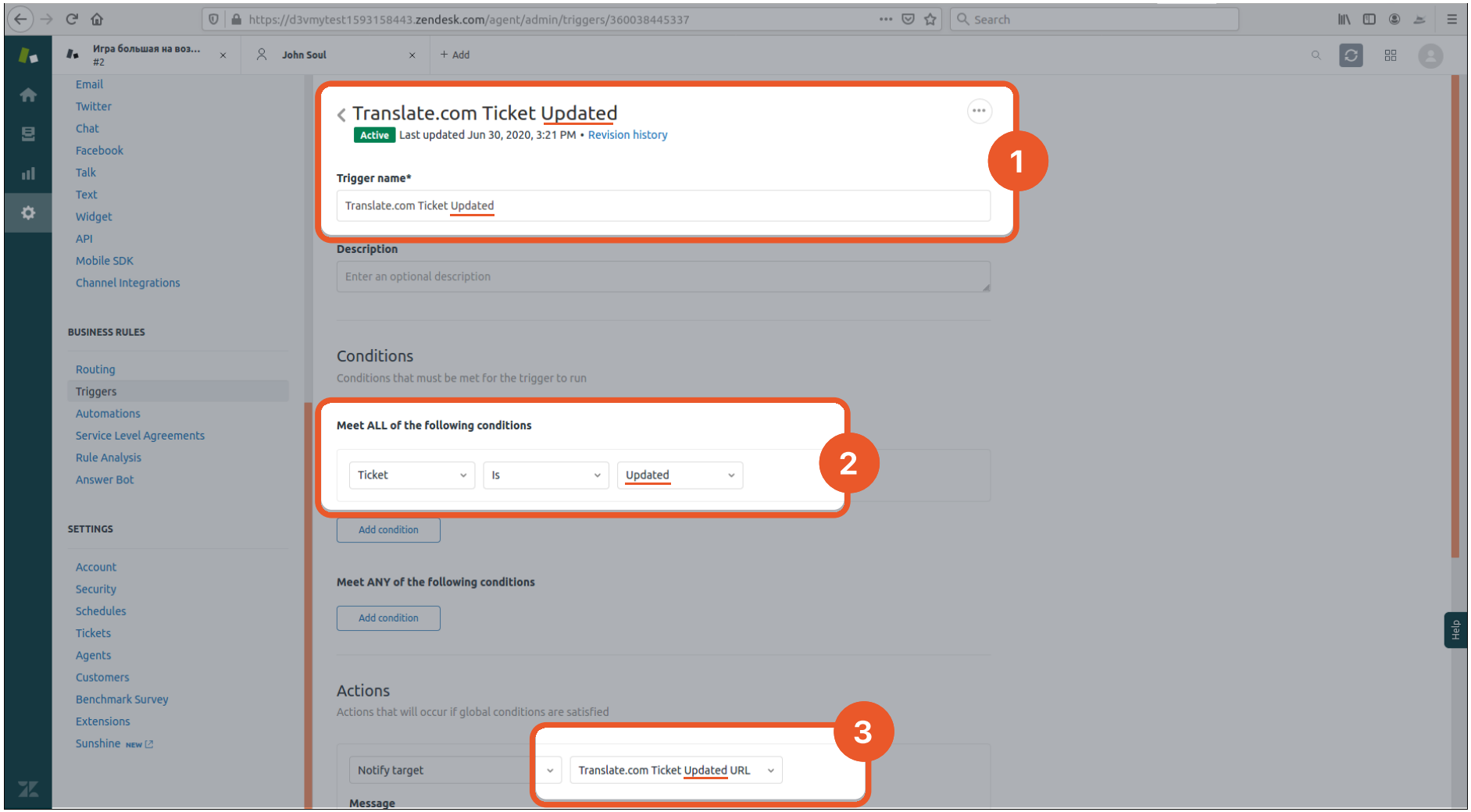
If anything is different from the screenshots-examples above or Extensions are missing, please see step 5.

3 Please open Triggers tab and compare it with screenshots below.



4 After you place all the Triggers, please open each Trigger, and make sure it looks like the screenshots below.




https://d3vmytest1593158443.zendesk.com/agent/admin/triggers/360038445337
Search
Игра большая на воз...
#2
John Soul
+ Add
Email
Twitter
Chat
Facebook
Talk
Text
Widget
API
Mobile SDK
Channel Integrations
BUSINESS RULES
Routing
Triggers
Automations
Service Level Agreements
Rule Analysis
Answer Bot
SETTINGS
Account
Security
Schedules
Tickets
Agents
Customers
Benchmark Survey
Extensions
Sunshine NEW
Translate.com Ticket Updated
Active Last updated Jun 30, 2020, 3:21 PM • Revision history
1
Trigger name*
Translate.com Ticket Updated
Description
Enter an optional description
Conditions
Conditions that must be met for the trigger to run
Meet ALL of the following conditions
Ticket
Is
Updated
2
Add condition
Meet ANY of the following conditions
Add condition
Actions
Actions that will occur if global conditions are satisfied
3
Notify target
Translate.com Ticket Updated URL
Message
Help

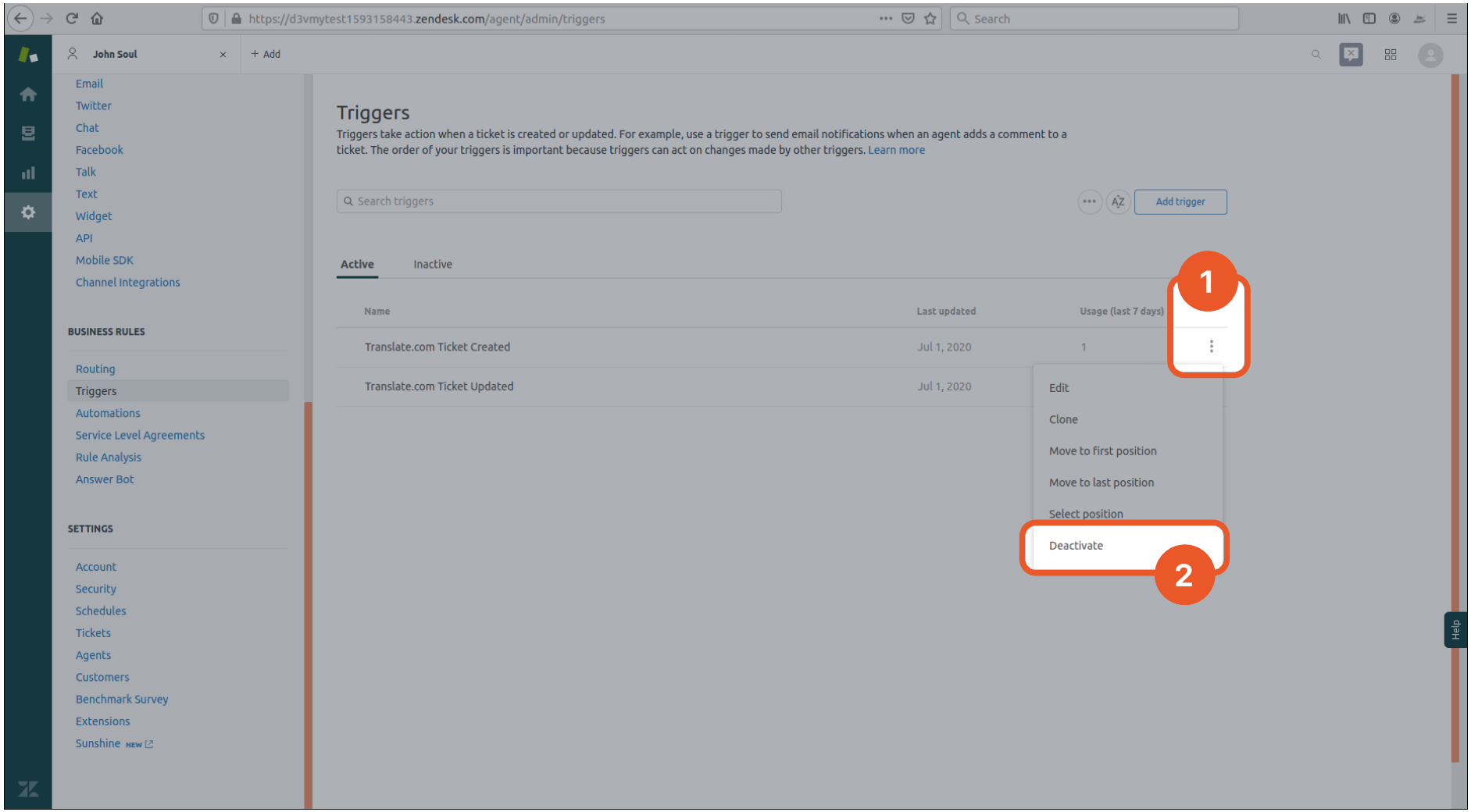
5 If you find any discrepancy or any of the entities are missing from the above, you would need to remove 2 Targets in Extensions tab and 2 Triggers in order for the application to work correctly.

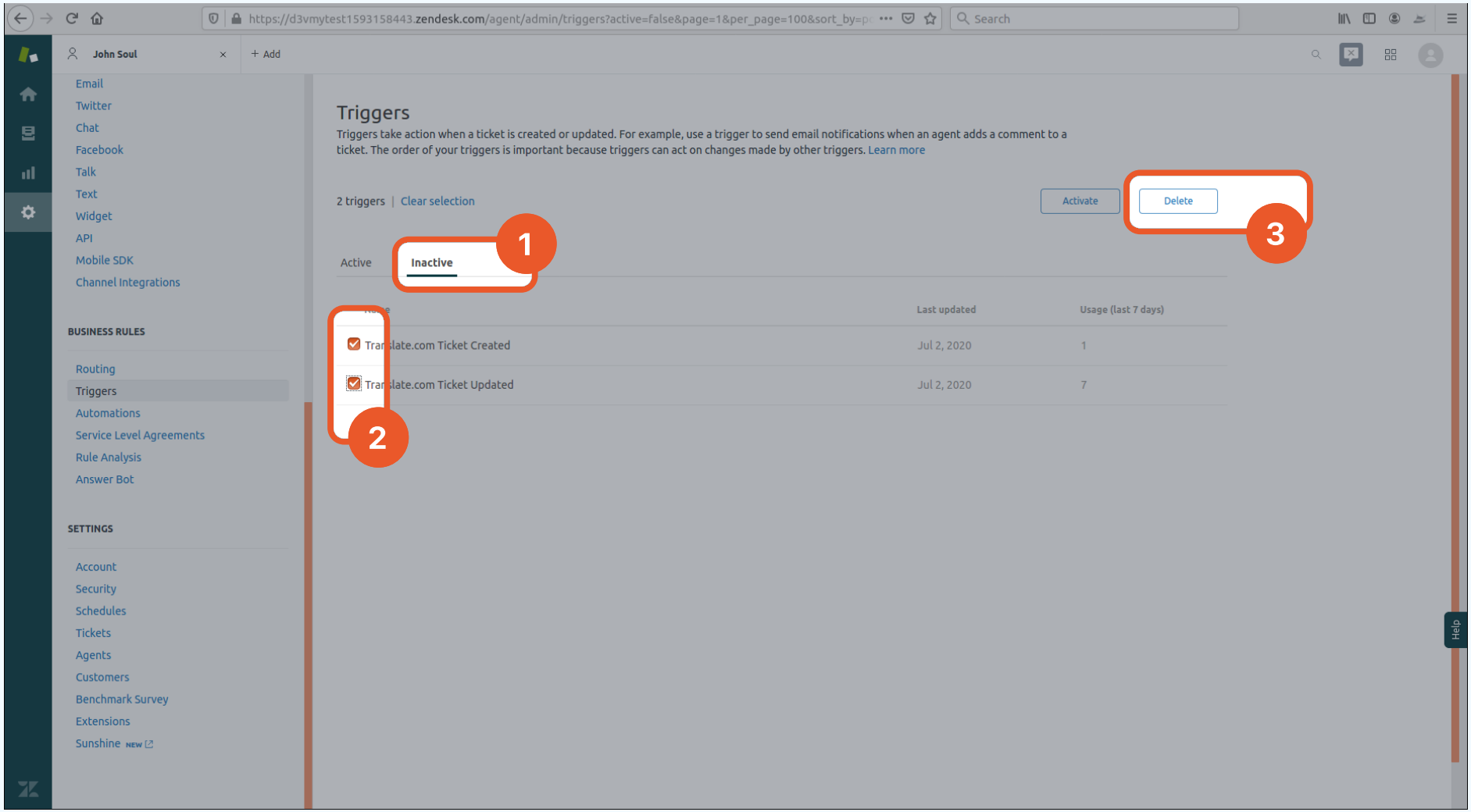
Once the entities have been removed, you would need to reinstall Translate.com app (make sure you've deleted the default version).

Log out and log back in, and you can start your journey with Translate.com

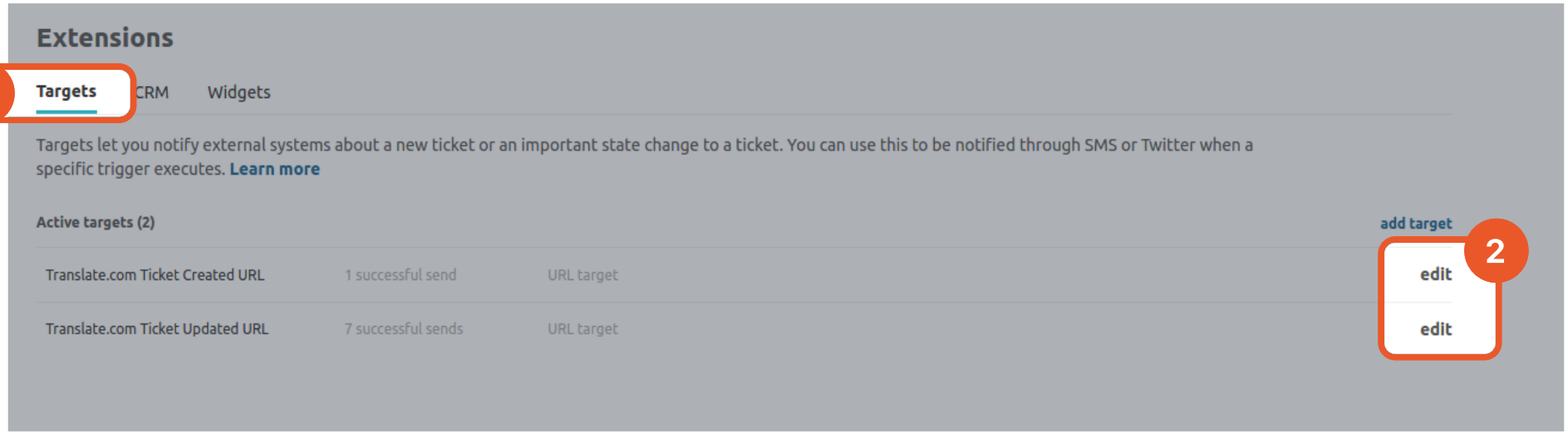
Below you can see how to remove Targets in Extensions tab and Triggers for Translate.com app and where to locate the app in order to remove it before the reinstallation.

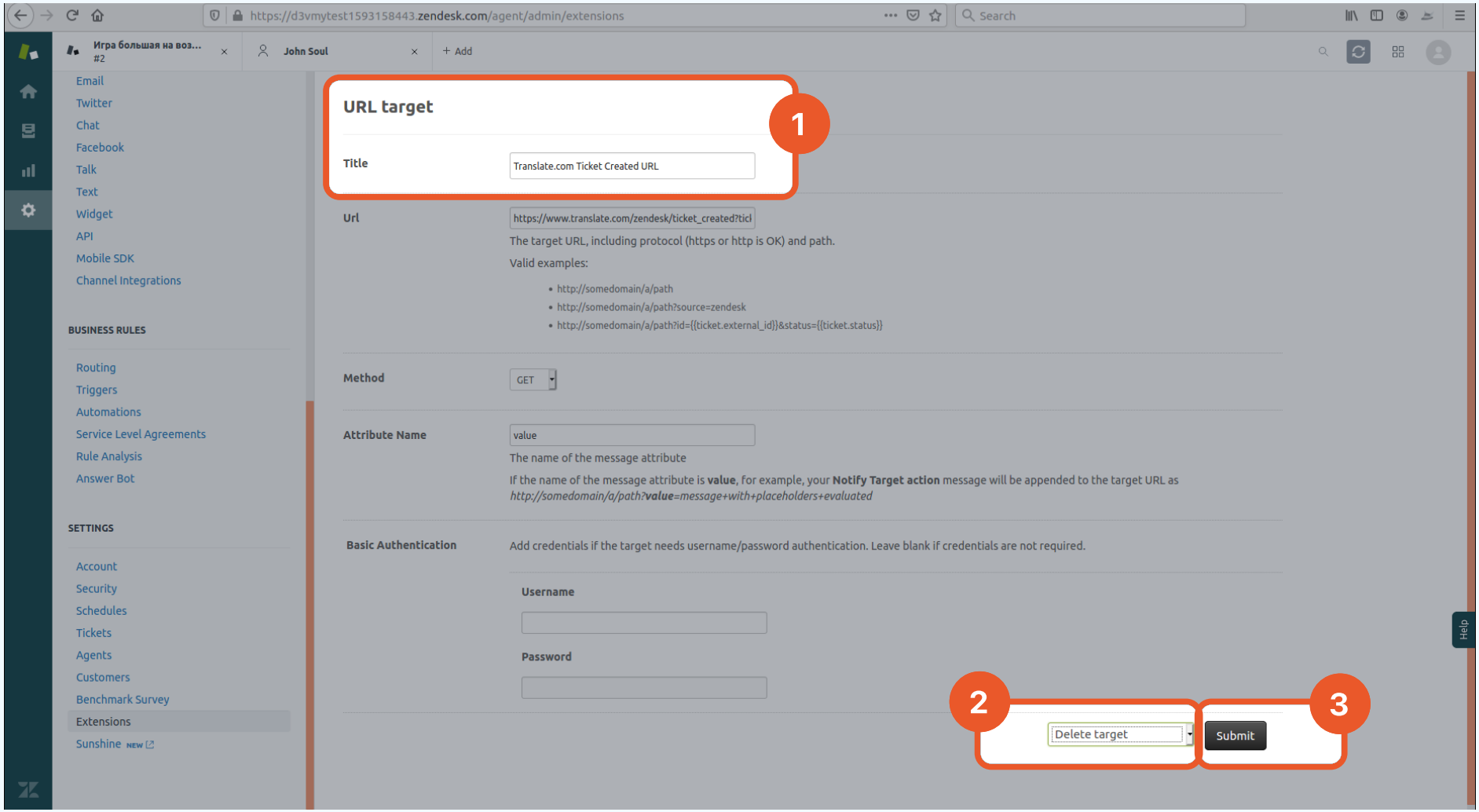
Triggers


https://d3vmytest1593158443.zendesk.com/agent/admin/triggers
Search
John Soul
+ Add
Email
Twitter
Chat
Facebook
Talk
Text
Widget
API
Mobile SDK
Channel Integrations
BUSINESS RULES
Routing
Triggers
Automations
Service Level Agreements
Rule Analysis
Answer Bot
SETTINGS
Account
Security
Schedules
Tickets
Agents
Customers
Benchmark Survey
Extensions
Sunshine NEW
Triggers
Triggers take action when a ticket is created or updated. For example, use a trigger to send email notifications when an agent adds a comment to a ticket. The order of your triggers is important because triggers can act on changes made by other triggers. Learn more
Search triggers
Add trigger
Active
Inactive
Name
Last updated
Usage (last 7 days)
Translate.com Ticket Created
Jul 1, 2020
1
Translate.com Ticket Updated
Jul 1, 2020
1
Edit
Clone
Move to first position
Move to last position
Select position
Deactivate
2
Help


https://d3vmytest1593158443.zendesk.com/agent/admin/triggers?active=false&page=1&per_page=100&sort_by=p
Search
John Soul
+ Add
Email
Twitter
Chat
Facebook
Talk
Text
Widget
API
Mobile SDK
Channel Integrations
BUSINESS RULES
Routing
Triggers
Automations
Service Level Agreements
Rule Analysis
Answer Bot
SETTINGS
Account
Security
Schedules
Tickets
Agents
Customers
Benchmark Survey
Extensions
Sunshine NEW
Triggers
Triggers take action when a ticket is created or updated. For example, use a trigger to send email notifications when an agent adds a comment to a ticket. The order of your triggers is important because triggers can act on changes made by other triggers. Learn more
2 triggers | Clear selection
Activate
Delete
Active
Inactive
1
2
3
Last updated
Usage (last 7 days)
Translate.com Ticket Created
Jul 2, 2020
1
Translate.com Ticket Updated
Jul 2, 2020
7
Help

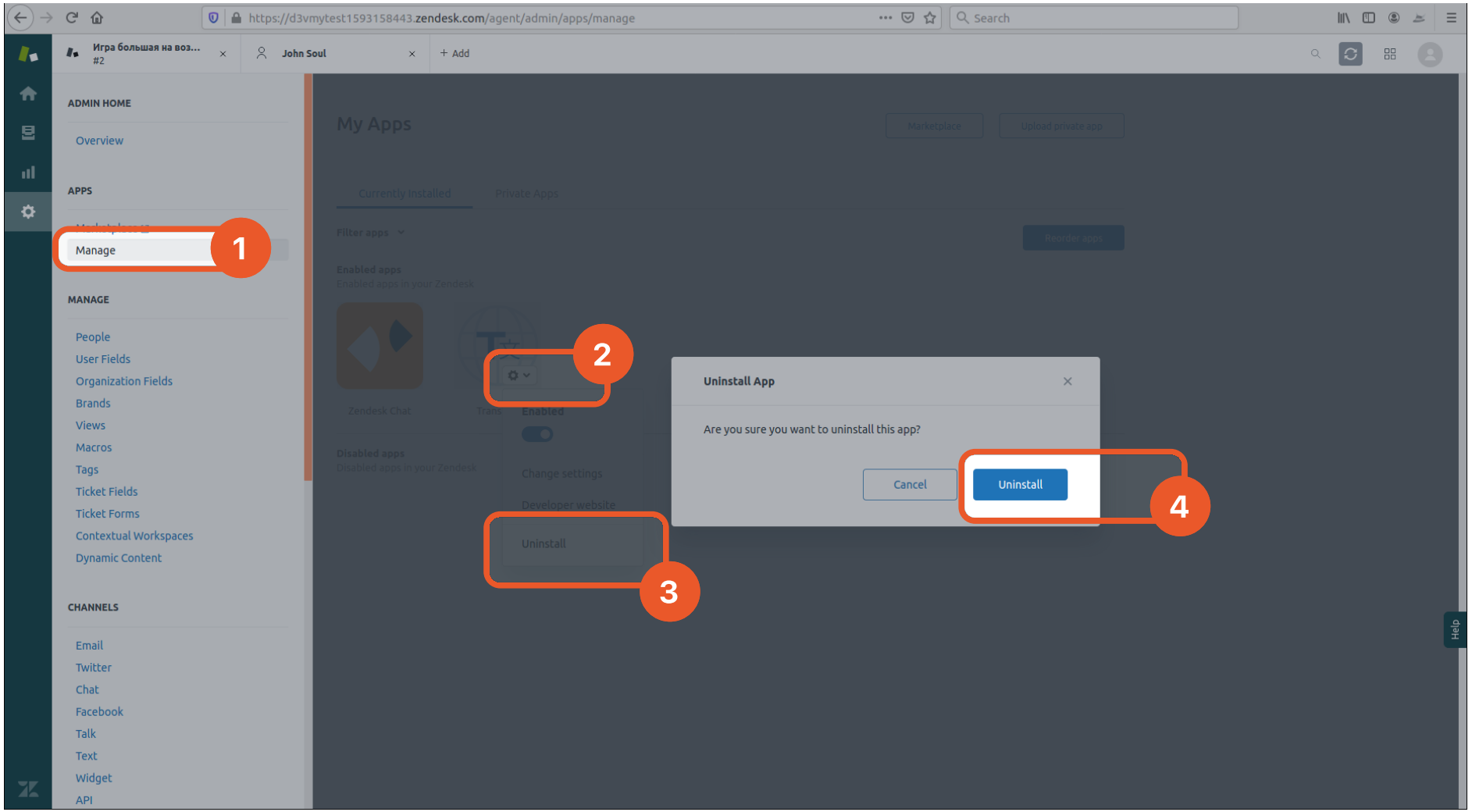
Targets


Extensions
1
Targets
CRM
Widgets
Targets let you notify external systems about a new ticket or an important state change to a ticket. You can use this to be notified through SMS or Twitter when a specific trigger executes. Learn more
Active targets (2)
add target
Translate.com Ticket Created URL
1 successful send
URL target
edit
Translate.com Ticket Updated URL
7 successful sends
URL target
edit
2



Translate.com

Deleting app



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Check out more localization features and services at translate.com/localization

If you have any questions left, please contact your Manager or Support Team.