

Translation Engine Setup Guide



ChatBridge Translation Engines

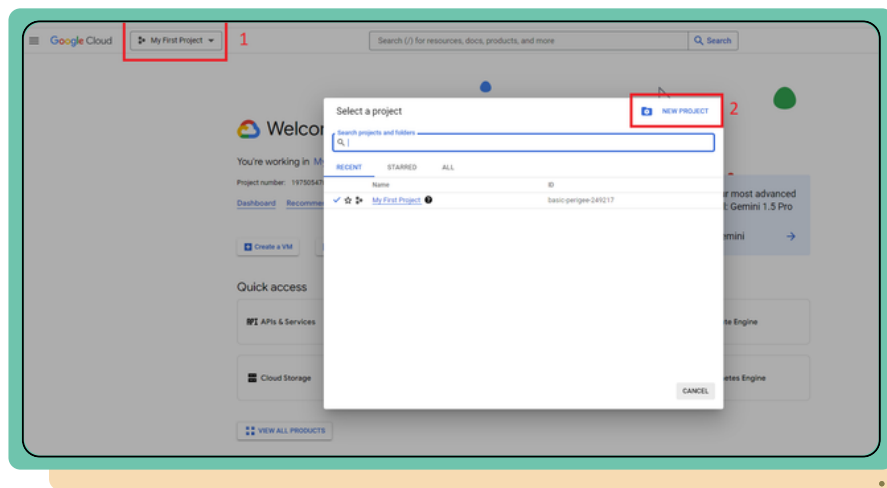
ChatBridge supports the following translation providers:

1. Google Cloud Translation
2. Microsoft Azure Translator
3. Bhashini Translation Service

Each provider requires its own credentials and configuration before translations can be used within ChatBridge.

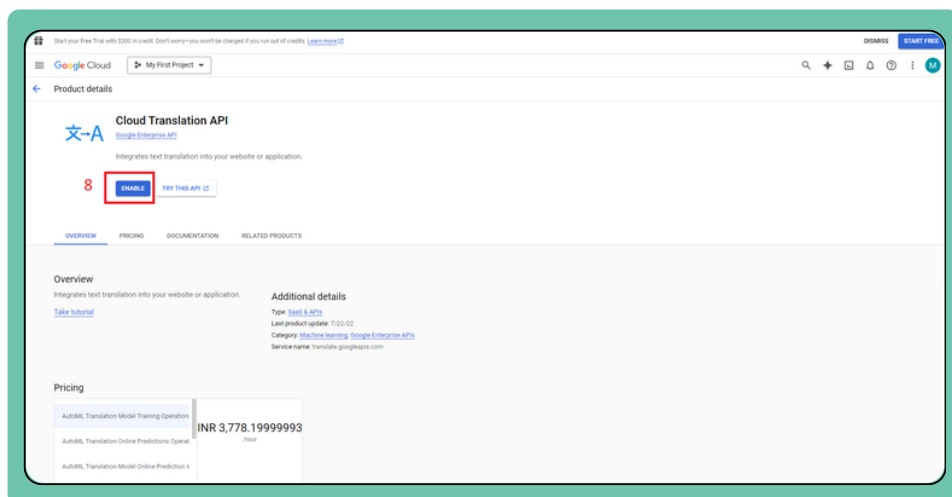
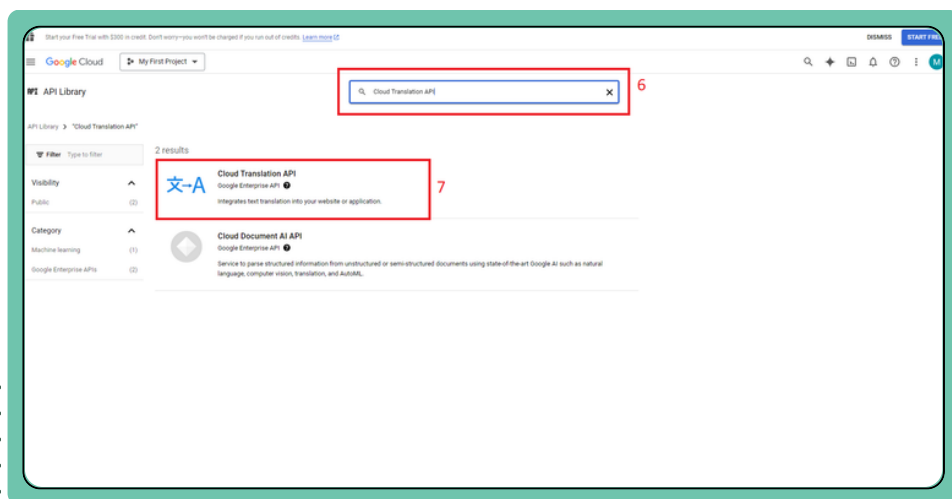
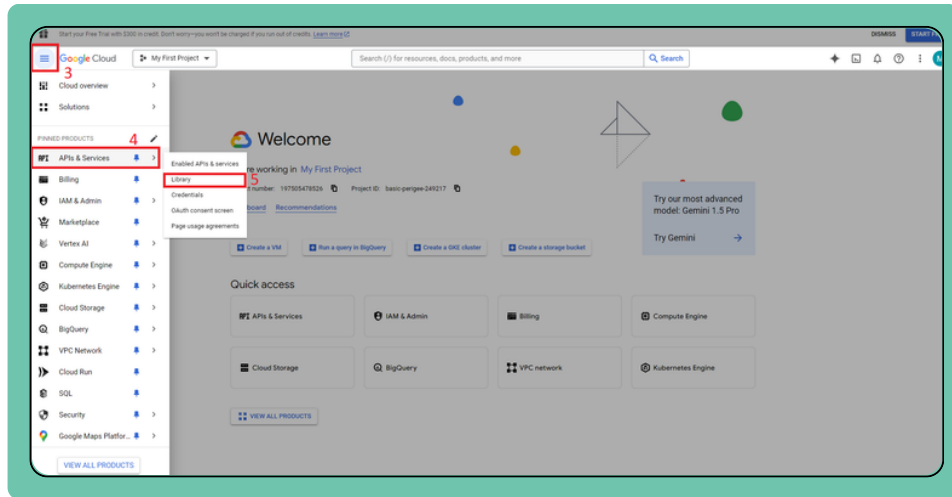
Configuring Google Translate API

1. Create a Google Cloud Project
 - a. Go to the [Google Cloud Console](#)
 - b. Click on the project drop-down and select **New Project**.
 - c. Name your project and click **Create**.



2. Enable the Google Cloud Translation API
 - a. In the Cloud Console, go to the **Navigation Menu** (three horizontal lines) and select **APIs & Services > Library**.
 - b. In the library, search for "Cloud Translation API" and click on it.
 - c. Click **Enable**.

Translation Engine Setup Guide



Translation Engine Setup Guide

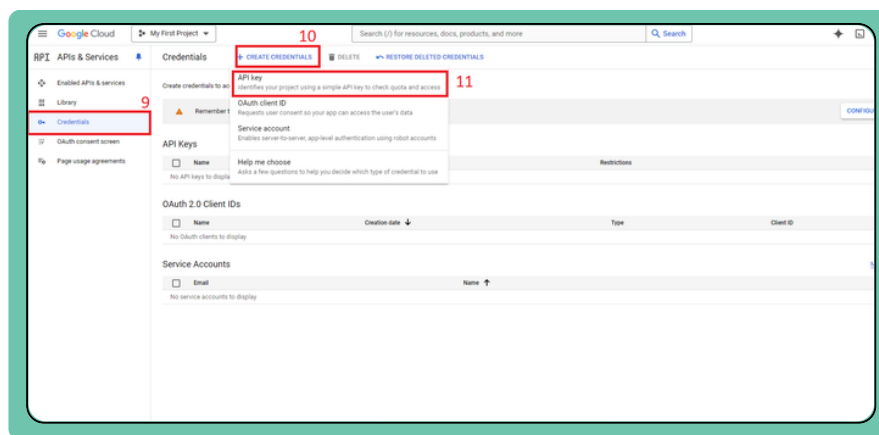


3. Set Up Billing

- Google Cloud requires you to set up billing to use the Translate API.
- In the Cloud Console, go to Navigation Menu > Billing and select Link a Billing Account.
- Follow the prompts to link or create a new billing account.

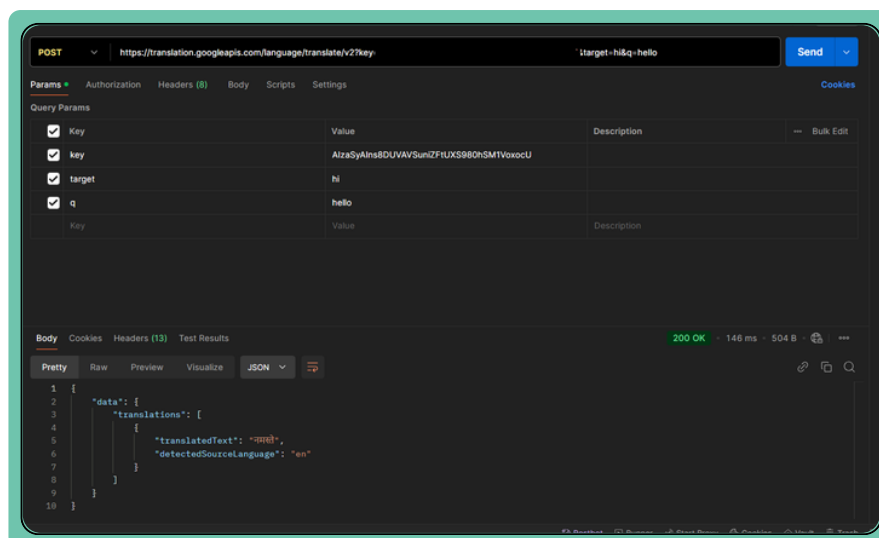
4. Create API Credentials

- After enabling the API, go to APIs & Services > Credentials.
- Click Create Credentials > API Key.
- Copy the API key generated, you will set up this key in the ChatBridge app.



5. Using the API

- To use the API, you can call it via HTTP requests from your application. Here's an example of how to make a translation request using your API key:



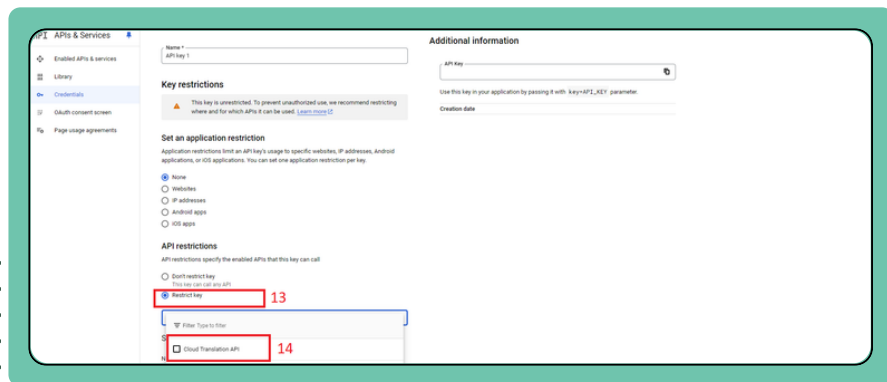
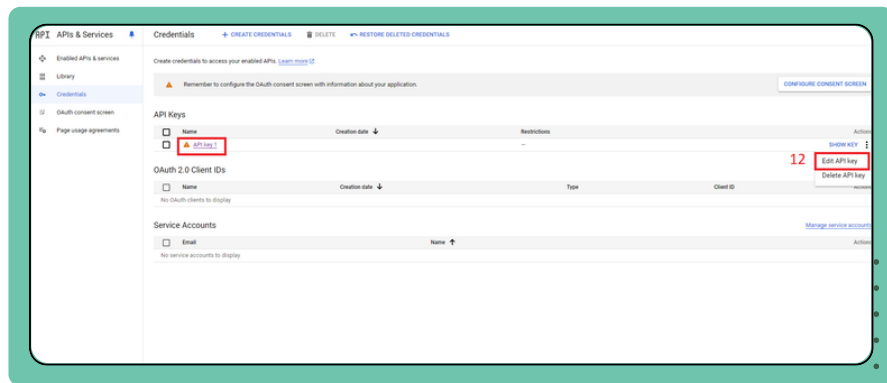
- Replace **YOUR_API_KEY** with the API key you generated, and update the source text (q) and target language (target) as needed.

Translation Engine Setup Guide



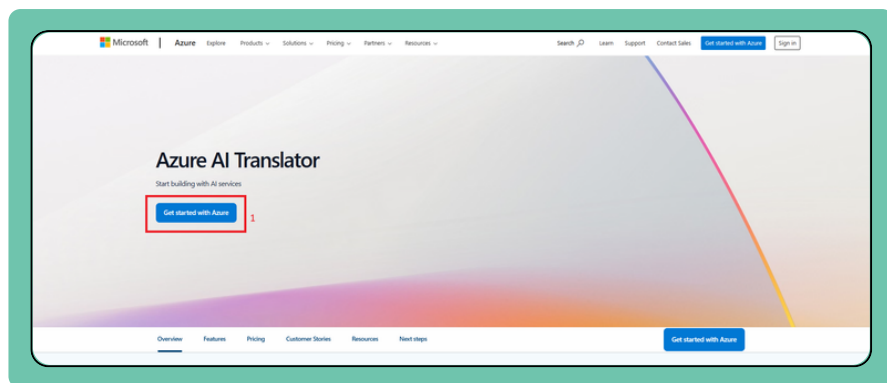
6. Secure Your API Key

- Go back to Credentials in the Google Cloud Console.
- Add restrictions to your API key to prevent unauthorized use (e.g., restrict by IP address or HTTP referrer).



Configuring Microsoft Translate API

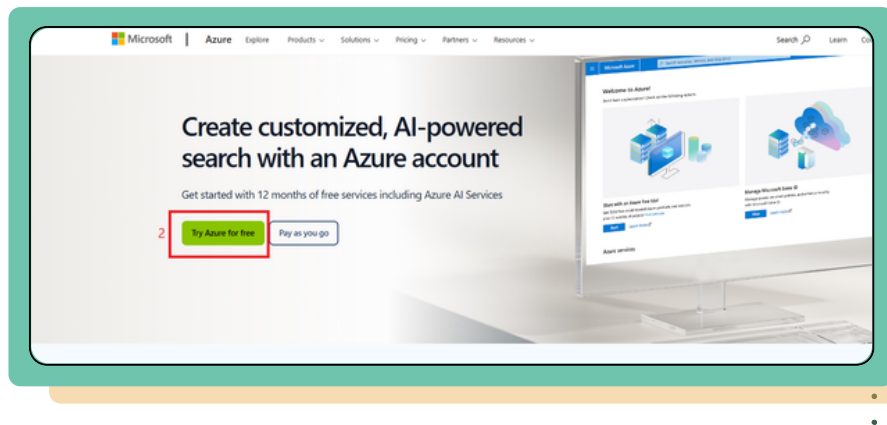
- Go to the Microsoft Azure Site [Azure AI Translator](#)
- Click on the button “Get started with Azure”



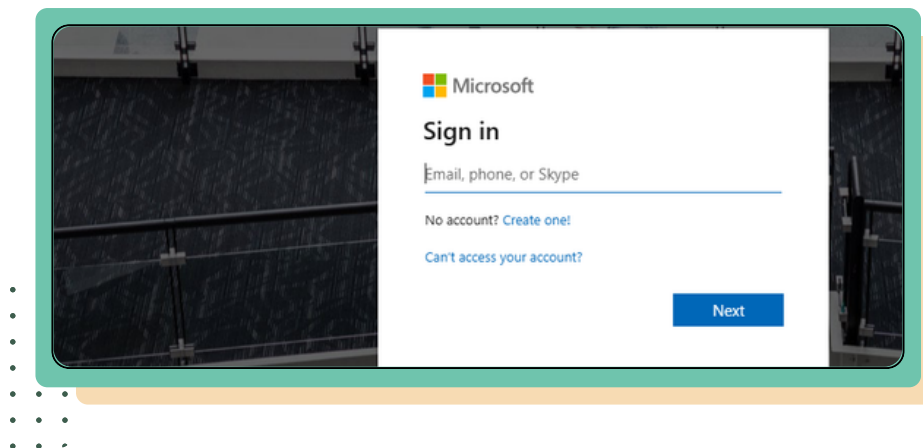
Translation Engine Setup Guide



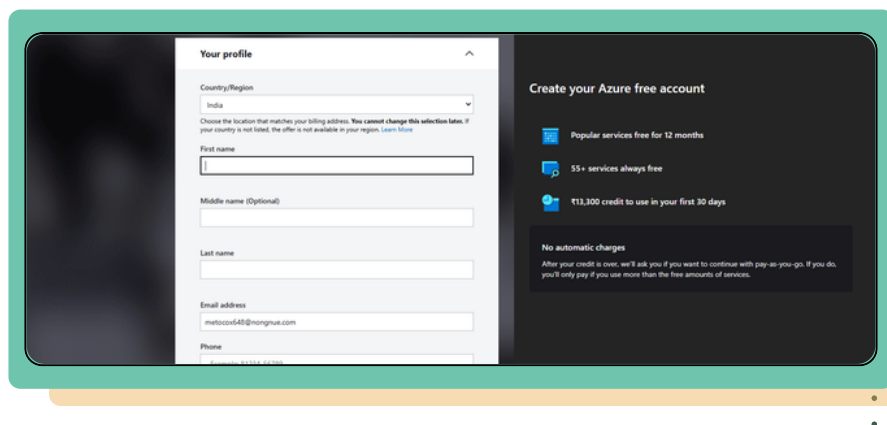
3. Click on the button “Try Azure for free” or “Pay as you go” as per user choice.



4. Sign Up/Sign In as user preference



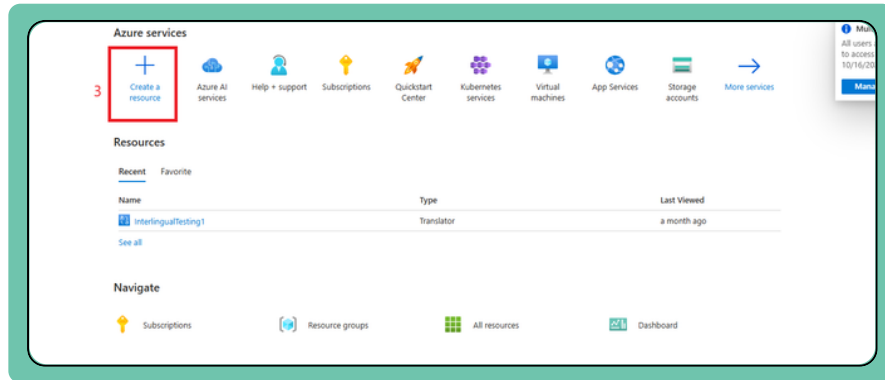
5. After sign up/sign in, users will be able to see the below screen. Enter the required data.



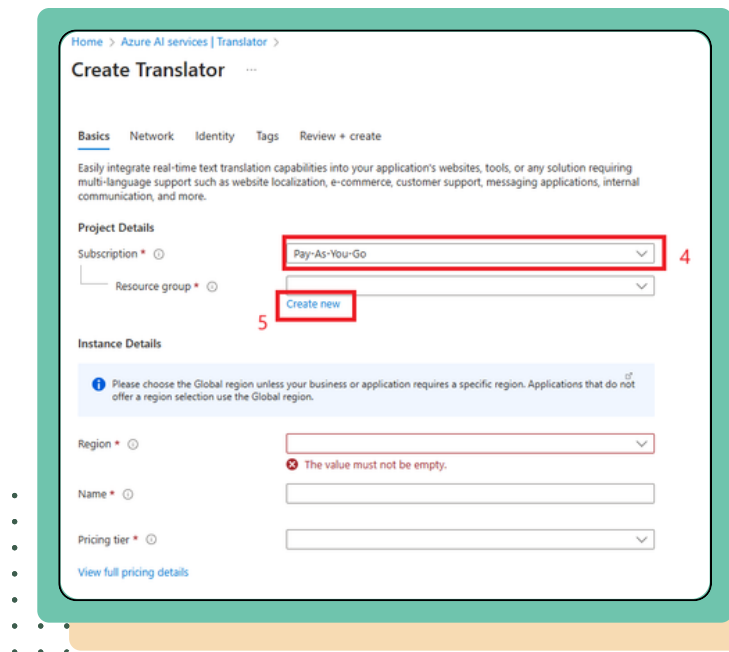
Translation Engine Setup Guide



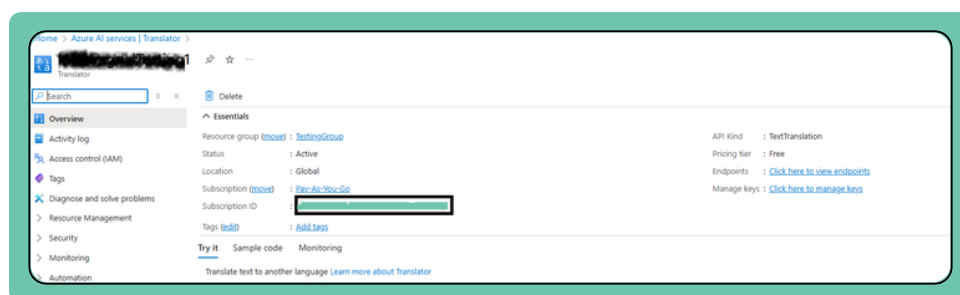
6. Now users will be able to see the Azure Portal home screen. Click on “Create a resource” and search for a translator.



7. Click on the button “Start Free Trial” and the user will be able to see the below screen.



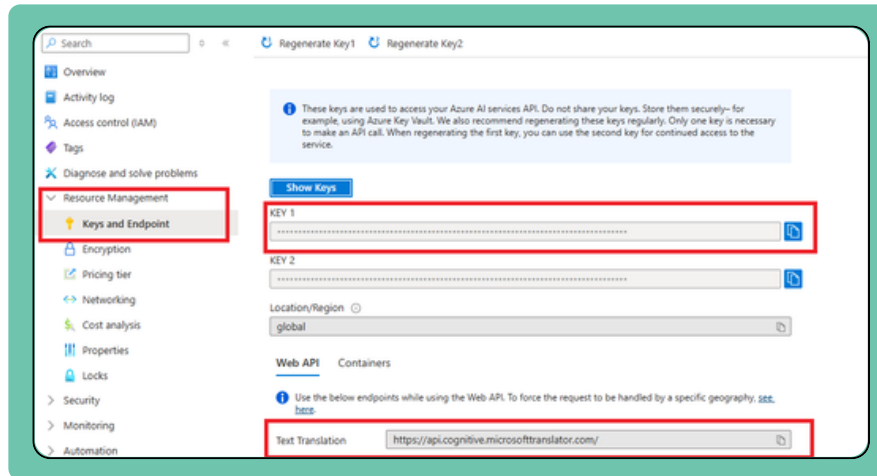
8. In the end, just click the button “Review + create”.



Translation Engine Setup Guide



9. Now go to Resource Management > Keys and Endpoint. In this section, the user will be able to retrieve the API Key and endpoint.



Configuring Bhashini Translate API

Step 1: Register for an Account

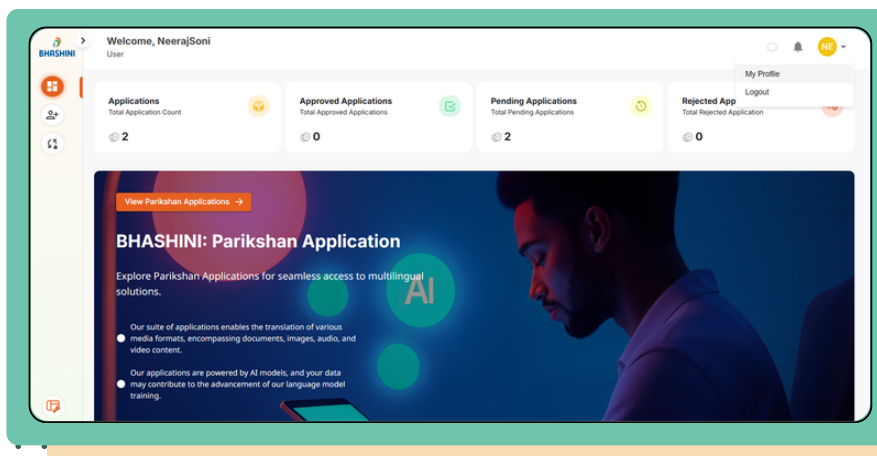
- If you are not registered, go to the registration page: <https://dashboard.bhashini.co.in/user/register> and complete the sign-up process.

Step 2: Log In

- Once successfully registered, navigate to the login page: <https://dashboard.bhashini.co.in/user/login> and sign in.

Step 3: Navigate to 'My Profile'

- Once you are logged into your dashboard, look for the My Profile section (usually found in the menu or by clicking your account icon)

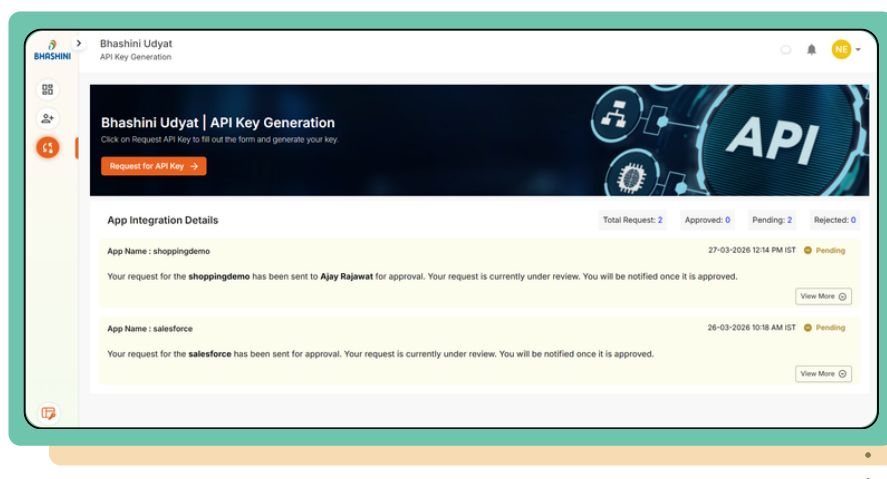


Translation Engine Setup Guide



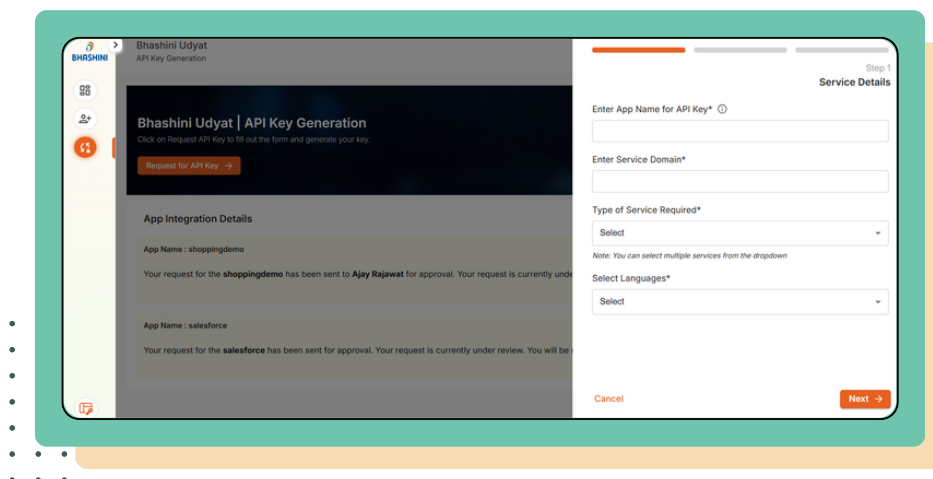
Step 4: Go to API Key Generation

- From there, navigate to the API key section by clicking the API Key Generation icon on the left-hand sidebar (the third icon down, as shown in your screenshot).



Step 5: Request the API Key

- Click the orange Request for API Key button.
- Fill in the details of your website or application in the side panel (App Name, Service Domain, Type of Service, and Languages).
- Click Next to submit your request.



Step 6: Wait for Approval

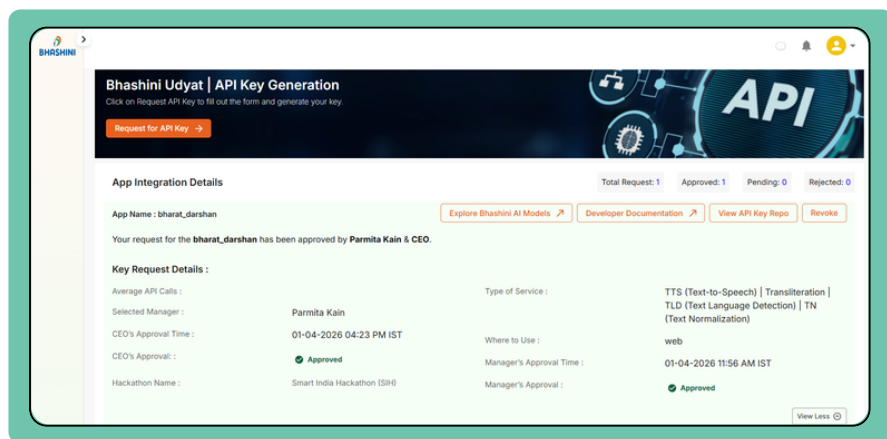
- Your request will now be pending. It usually takes a day to approve.
- Tip: You can send them an email to request approval if needed.

Translation Engine Setup Guide



Step 7: View and Copy Your Keys

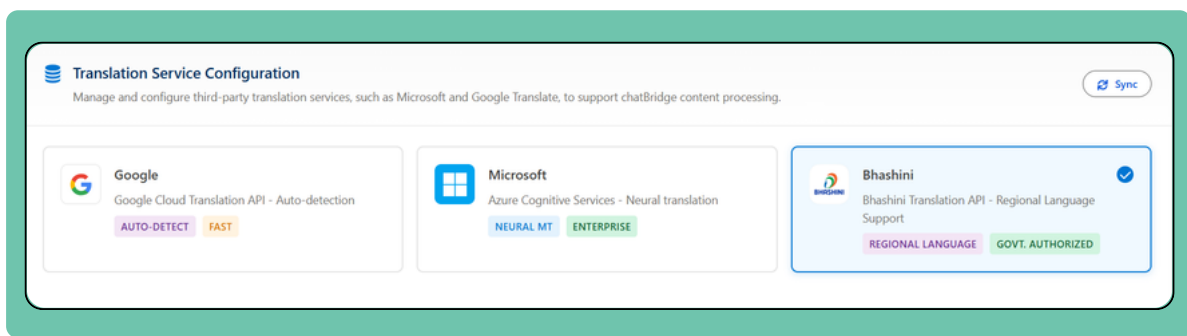
- Once your application gets approved, go back to the API Key Generation page.
- Click on the View API Key Repo button next to your approved app.
- There you will find your User ID, ULCA API Key, and InferenceApiKey. Copy these to use in your API integration!



Salesforce Org Configuration

1. Translation Service Configuration: Set up the Google/Microsoft/Bhashini Translation API key in Concretio ChatBridge app.

a. Navigate to ChatBridgeApp > ChatBridgeSetup



b. Click on the Sync button to fetch the available API services, then select one.

c. Replace the GOOGLE_API_KEY/ MICROSOFT_API_KEY /BHASHINI_API_KEY/ BHASHINI_USER_ID placeholder with the API credentials and click Save Provider Setting.

Translation Engine Setup Guide



d. For Bhashini add the UserId and API key.

API Credentials
Configure access keys and storage settings for Bhashini.

API Key *
Your API key is stored securely and encrypted

User ID *
Your User ID is stored securely and encrypted

Save Provider Settings

2. Stored Translation Data Management:

- Enter the number of days to delete stored translation(Go to AppLauncher > ChatBridge > ChatBridge Setup > Translation Settings section, specify the number of days, and click apply).
- To save translated messages in the database, enable the Store Translation toggle.
- In Stored Translation Data Management, you will see an input box, in this box add the number of days to define how long translated data will be stored in the database or automatically deleted to maintain compliance with data management.

Translation Settings
Configure retention and automation

Store Translated Messages in Salesforce
Store translated messages in Salesforce for analysis and compliance

Translation Data Retention (Days)
Define the number of days for how long translated data will be stored in organization or automatically deleted to maintain compliance with data management.

Automatic Translation
When enabled, messages are translated automatically

3. Auto Translation Management: Auto Translation and On-Demand Translation Option:

- This feature helps reduce Translation API calls by providing an on-demand translation option instead of automatic translation. For instance, if the agent can understand the incoming messages without needing translation, the on-demand translation option will be beneficial, saving Translation API calls in such cases.
- Navigate to: ChatBridge app > ChatBridge Setup > Automatic Translation section.
- In **Auto Translation Management**, you will find a toggle button to define the translation behavior:
 - Turn **ON** the toggle for automatic translation.
 - Turn **OFF** the toggle for on-demand translation.

Translation Engine Setup Guide



d. When Auto Translation is ON:

- i. The agent will automatically see the translated messages in their preferred language.

e. When Auto Translation is OFF:

- i. A toggle button will appear on the agent's chat screen. This allows agents to manually trigger translation of incoming messages into their chosen language, rather than having translations occur automatically.
- ii. Once the Auto Translation toggle is turned ON on the Agent Chat Screen: The toggle button will become disabled, and all incoming messages will be automatically translated.

