



Language Weaver

Language Weaver for Salesforce Chat (LiveAgent)

Installation and Setup Guide

Version 1.2

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Last updated: 07 Nov 2023

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Introduction

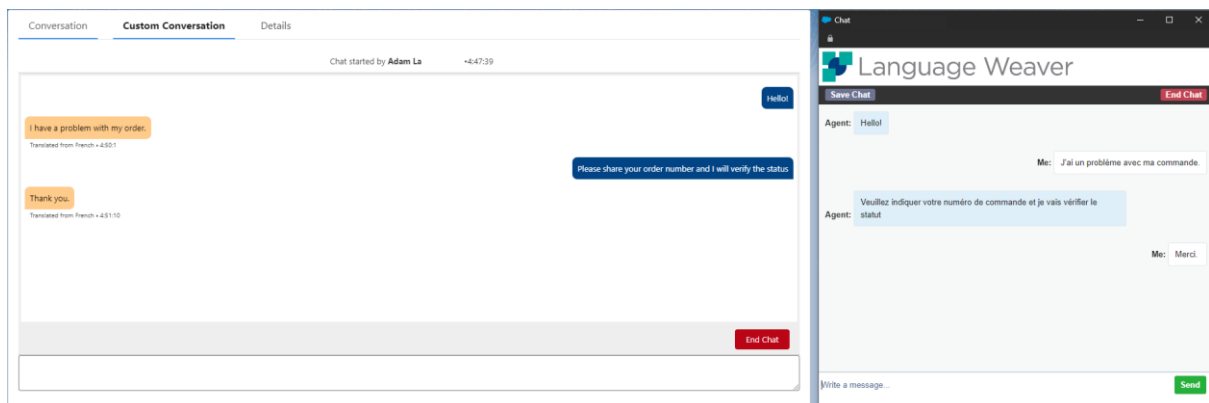
Expand your global reach

The Language Weaver Instant Translation for Salesforce LiveAgent app allows customer service Agents to communicate in their native language with their customers in their native language via online chat. Translation of the chat is performed in real-time.

How it works

The solution is designed for any organization that works with customer support in different countries and requires their mono-lingual Agents to communicate in multiple languages.

Language Weaver Instant Translation App connects to RWS's Language Weaver machine translation allowing Salesforce Live Agent users to perform chat sessions with users in different languages. As an example, the Agent user can communicate in English to their customers, and those Visitors can communicate using their native language. The chat messages are instantly translated to and from English into the target language and presented to the Agent and Visitor in their preferred language.



Language Weaver Setup

Language Weaver Instant Translation will connect your Salesforce LiveAgent to your Language Weaver account. If you administer your own instance of Language Weaver, create an API key for use with the integration. If not, contact your Language Weaver Account team to complete these steps.

Salesforce Prerequisites

You will need to have System Admin rights to the Salesforce Org to which you want to install Language Weaver Instant Translation.

The download for production environments is on the Salesforce AppExchange here:
<https://appexchange.salesforce.com/listingDetail?listingId=a0N3A00000EJHWOUA5>

From this link you can also choose to install a 30-day trial version to a non-production environment.

Pre-installation Steps

1 Omnichannel Configuration

Set up Omnichannel by following the instructions provided in the Salesforce help documentation. Refer to the following link for detailed steps:

https://help.salesforce.com/s/articleView?id=sf.console_lex_service_setup_omnichannel.htm&type=5

2 Chat Button Setup:

Configure the chat button by referring to the Salesforce help documentation. Refer to the following link for detailed steps:

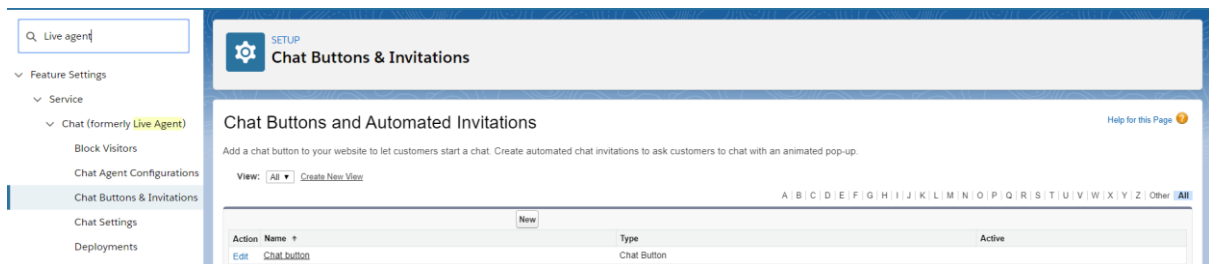
https://help.salesforce.com/s/articleView?id=sf.live_agent_create_buttons.htm&type=5

Salesforce LiveAgent Setup for Lightning

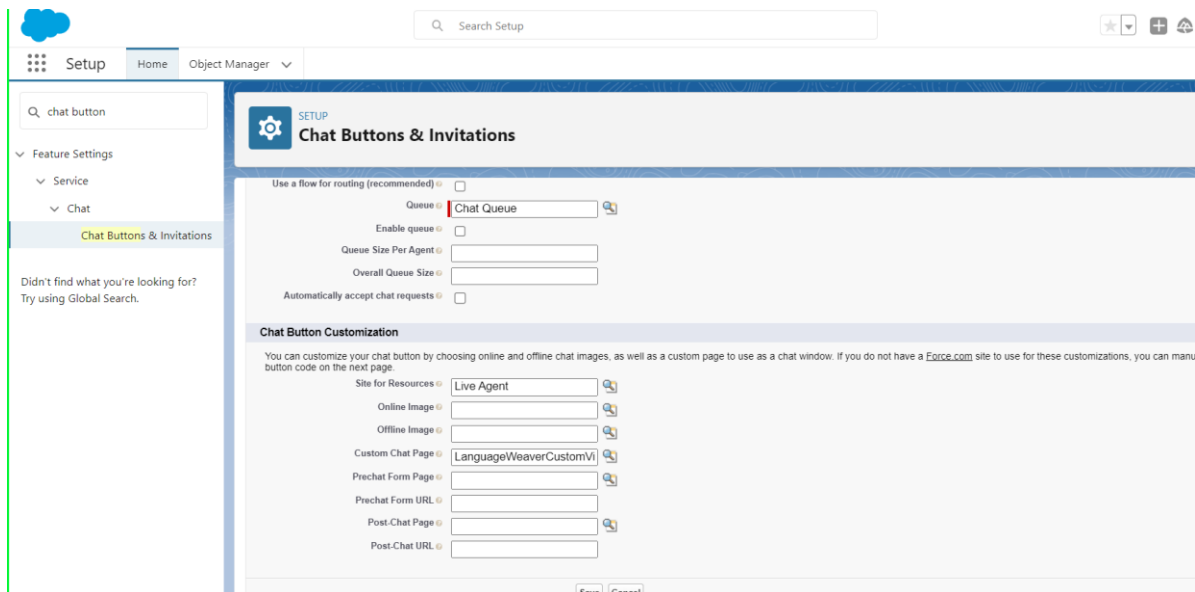
To enable translation for Live Agent Service Console

Configure Chat Button

1. In Setup, navigate to Chat > Chat Buttons & Invitations and select Edit for the Chat Button.



2. Update the Custom Chat Page to "LanguageWeaverCustomVisitorWindow". This will ensure that the Chat button launches the Application's customer facing window which is capable of translations.



3. Update Online Image to "online_Image".
4. Update Offline Image to "Offline_Image".
5. Update Pre-Chat Form Page to "PreChatForm".

The screenshot shows the 'Setup' tab in the Language Weaver interface. The left sidebar contains a search bar with 'chat button' and a list of feature settings including 'Service' and 'Chat'. The main content area is titled 'Chat Buttons & Invitations' and includes a 'SETUP' icon. The configuration options are as follows:

- Use a flow for routing (recommended):** ☐
- Queue:** Chat Queue
- Enable queue:** ☐
- Queue Size Per Agent:** [Empty field]
- Overall Queue Size:** [Empty field]
- Automatically accept chat requests:** ☐

Chat Button Customization

You can customize your chat button by choosing online and offline chat images, as well as a custom page to use as a chat window. If you do not have a [Force.com](#) site button code on the next page.

- Site for Resources:** Live Agent
- Online Image:** online_image
- Offline Image:** Offline_image
- Custom Chat Page:** LanguageWeaverCustomVi
- Prechat Form Page:** PrechatForm
- Prechat Form URL:** [Empty field]
- Post-Chat Page:** [Empty field]
- Post-Chat URL:** [Empty field]

Buttons for 'Save' and 'Cancel' are at the bottom right.

Configure Sites

1. In Setup, navigate to User Interface > Sites and Domains > Sites and click on the desired site label where the new window should be shown.
2. Select Public Access Settings and select Edit.

The screenshot shows the 'Site Details' page for 'LiveChat'. The left sidebar contains a search bar with 'SITES' and a list of app setup options including 'Develop', 'Sites', and 'Administration Setup'. The main content area is titled 'Site Details LiveChat' and includes a 'Back to List: Sites' link. The 'Site Detail' section shows the following information:

- Site Label:** LiveChat
- Site Description:** [Empty field]
- Active:** ☒
- Active Site Home Page:** UnderConstruction [Preview]
- Inactive Site Home Page:** InMaintenance [Preview]
- Site Template:** SiteTemplate [Preview]
- Analytics Tracking Code:** [Empty field]
- Clickjack Protection Level:** Allow framing by the same origin only (recommended)
- Guest Access to the Support API:** ☐ [Empty field]
- Created By:** Ramya G. 20/02/2017 11:36
- Last Modified By:** Ramya G. 20/02/2017 15:27

The 'Public Access Settings' tab is selected, and a red arrow points to the 'Edit' button. The 'Site Name' is 'LiveChat', the 'Site Contact' is 'Ramya G', and the 'Login' is 'Not Allowed'. The 'Site Favorite Icon' is 'Site Robots.txt', the 'Site Robots.txt' is 'Enable Feeds', and the 'URL Rewriter Class' is 'Require Secure Connections (HTTPS)'. Buttons for 'Edit', 'Public Access Settings', 'Login Settings', 'URL Redirects', and 'Deactivate' are at the bottom.

3. Navigate to Standard Object Permissions and give Read and Create permission to the Document Object.

Standard Object Permissions

The permissions defined here control access at the object level. Access to individual records within that object type is controlled by the sharing model. Set access levels based on the functional requirements for the profile. For example, create different groups of permissions for individual contributors, managers, and administrators. [How do I choose?](#)

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
Accounts	☐	☐			☐	☐
Assets	☐	☐				
Campaigns	☐	☐				
Cases	☐	☐				
Coaching	☐	☐				
Contacts	☐	☐				
Contracts	☐	☐				
Documents	☒	☒	☒	☒	☒	☒
Feedback	☐	☐				
Feedback Questions	☐	☐				
Feedback Question Sets	☐	☐				
Feedback Requests	☐	☐				
Goals	☐	☐				
Goal Links	☐	☐				
Ideas	☒					
Leads	☐	☐				
Live Agent Sessions	☐	☐				
Live Chat Transcripts	☐	☐				
Live Chat Visitors	☐	☐				
Metrics	☐	☐				
Metric Data Links	☐	☐				
Opportunities	☐	☐				
Orders	☐	☐				
Performance Cycles	☐	☐				
Price Books	☐	☐				
Products	☐	☐				
Quick Text	☐	☐				
Solutions	☐	☐				
SOS Sessions	☐	☐				

- Navigate to the Custom Object Permissions and give Read, Create, Edit and Delete Permissions to the Live Agent Setting and Live Chat Logs object.
- Select Save.

Custom Object Permissions

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
Article Fields	☐	☐	☐	☐	☐	☐
Article Types	☐	☐	☐	☐	☐	☐
KaArticles	☐	☐	☐	☐	☐	☐
Live Agent Settings	☒	☒	☒	☒	☐	☐
LiveChat Logs	☒	☒	☒	☒	☐	☐
Projects	☒	☒	☒	☒	☐	☐
SDL Language Cloud Settings	☐	☐	☐	☐	☐	☐
TMS Translate Page Layout Settings	☐	☐	☐	☐	☐	☐
Translation History	☐	☐	☐	☐	☐	☐

Article Type Permissions

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
Knowledge	☐	☐	☐	☐	☐	☐

Session Settings

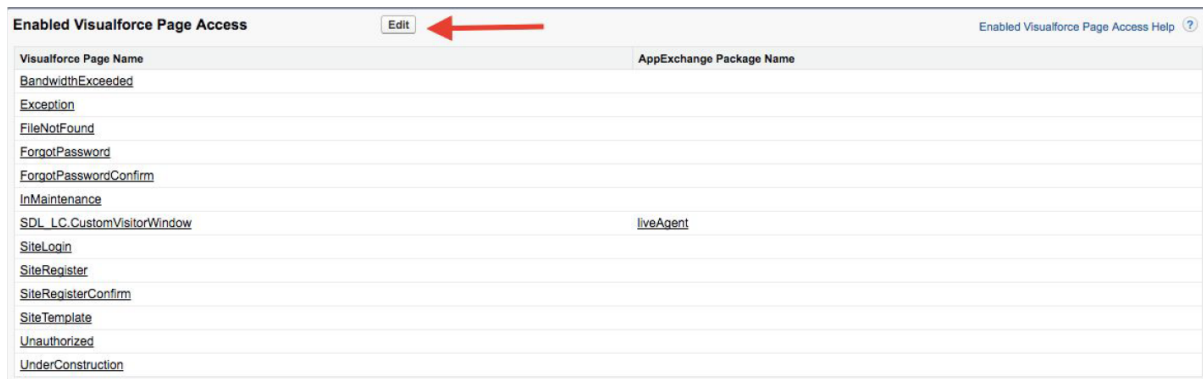
Session times out after: Session security level required at login:

Password Policies

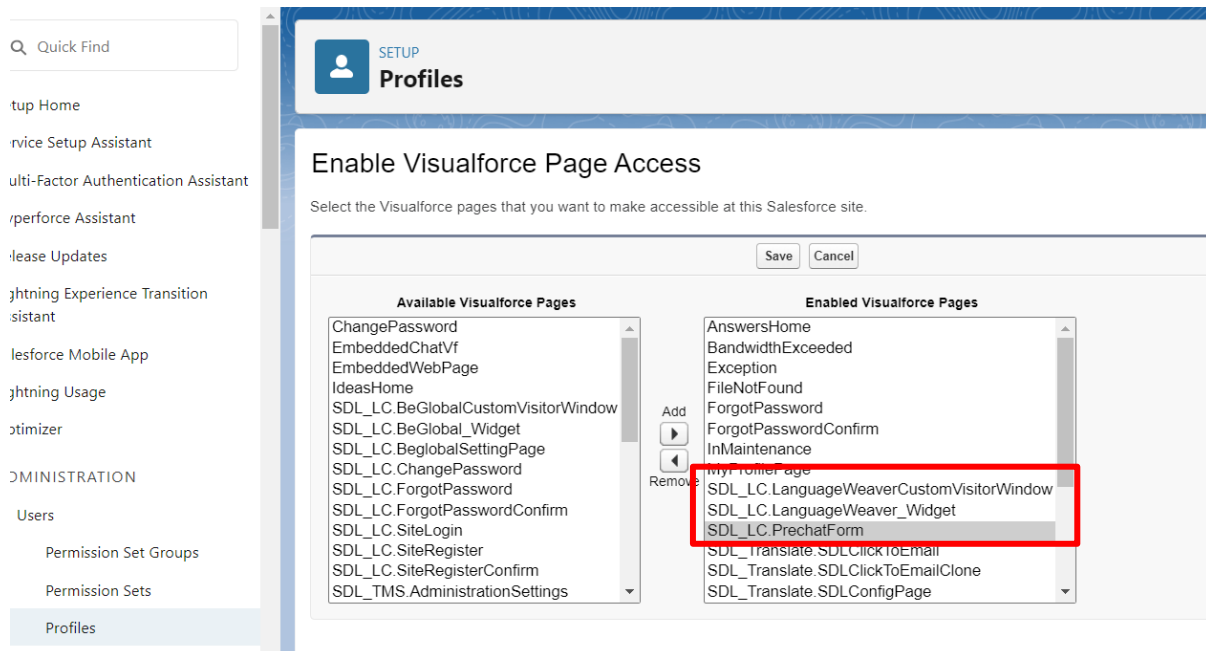
User passwords expire in: Enforce password history: Minimum password length: Password complexity requirement:

Navigate to Enabled Visualforce Page Access

1. Select "Edit"



2. Select "SDL_LC.LanguageWeaverCustomVisitorWindow", "SDL_LC.LanguageWeaver_Widget", "SDL_LC.PrechatForm" and select "Save".



Console App

1. Navigate to Apps Manager and Edit the Lightning Console App.

app

View Salesforce Mobile App QuickStart

✓ Data

Mass Transfer Approval Requests

✓ Apps

App Manager

AppExchange Marketplace

✓ Connected Apps

Connected Apps OAuth Usage

Manage Connected Apps

✓ Lightning Bolt

Flow Category

Lightning Bolt Solutions

✓ Mobile Apps

Lightning Experience on iPad Browsers (Beta)

✓ Salesforce

Salesforce Branding

SETUP Lightning Experience App Manager

New Lightning App New Connected App

29 Items • Sorted by App Name • Filtered by all appmenuitems - TabSet Type

	App Name ↑	Developer Name	Description	Last Modified...	App Type	Vi...
15	Live Agent Lightning console	Live_Agent_Lightning_console		20/08/2019 16:10	Lightning	✓
16	Marketing	Marketing	Best-in-class on-demand marketing automation	24/01/2018 10:40	Classic	✓
17	Platform	Platform	The fundamental Lightning Platform	24/01/2018 10:40	Classic	
18	Sales	Sales	The world's most popular sales force automation (SFA) solu...	24/01/2018 10:40	Classic	
19	Sales	LightningSales	Manage your sales process with accounts, leads, opportunit...	24/01/2018 10:40	Lightning	✓
20	Sales Console	LightningSalesConsole	(Lightning Experience) Lets sales reps work with multiple re...	02/07/2019 14:34	Lightning	✓
21	Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles an...	24/01/2018 10:40	Classic	✓
22	Salesforce CMS	SalesforceCMS	Manage content and media for all of your sites.	11/11/2019 17:47	Lightning	✓
23	Salesforce for Outlook	Salesforce_for_Outlook	A powerful Outlook integration application that lets you ad...	24/01/2018 12:53	Connected (Managed)	
24	Salesforce Mobile Dashboar...	Salesforce_Mobile_Dashboar...	The Salesforce.com Analytics Mobile application lets you ac...	24/01/2018 12:52	Connected (Managed)	
25	Salesforce Touch	Salesforce_Touch	Salesforce Touch is Salesforce, optimized for mobile touchs...	24/01/2018 12:52	Connected (Managed)	
26	Service	Service	Manage customer service with accounts, contacts, cases, a...	24/01/2018 10:40	Classic	✓
27	Service Console	LightningService	(Lightning Experience) Lets support agents work with multi...	24/01/2018 10:40	Lightning	✓
28	Site.com	Sites	Build pixel-perfect, data-rich websites using the drag-and-dr...	24/01/2018 10:40	Classic	
29	Workbench	Workbench	Workbench is a powerful, web-based suite of tools designe...	24/01/2018 12:53	Connected (Managed)	

2. Add "LanguageWeaver_Widget_Lightning" Utility item and enable "Start automatically"

App Settings

App Details & Branding

App Options

Utility Items (Desktop Only)

Navigation Items

Navigation Rules

User Profiles

Utility Items (Desktop Only)

Add Utility Item

Utility Bar Alignment Default

LanguageWeaver_Widget_Lightning

PROPERTIES

LanguageWeaver_Widget_Lightning

Utility Item Properties

* Label

LanguageWeaver_Widget_Lightning

Icon

fallback

Panel Width

340

Panel Height

480

Start automatically

3. Add the tab "RWS LanguageWeaver Setting" from the navigation item.

Settings

App Details & Branding

App Options

Utility Items (Desktop Only)

Navigation Items

Navigation Rules

User Profiles

Navigation Items

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove navigation items that are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item is not available for.

Available Items

RWS

RWS Dashboard

RWS Language Weaver Administration

RWS Language Weaver Settings

RWS Translation Settings

Selected Items

Cases

Contacts

Accounts

Reports

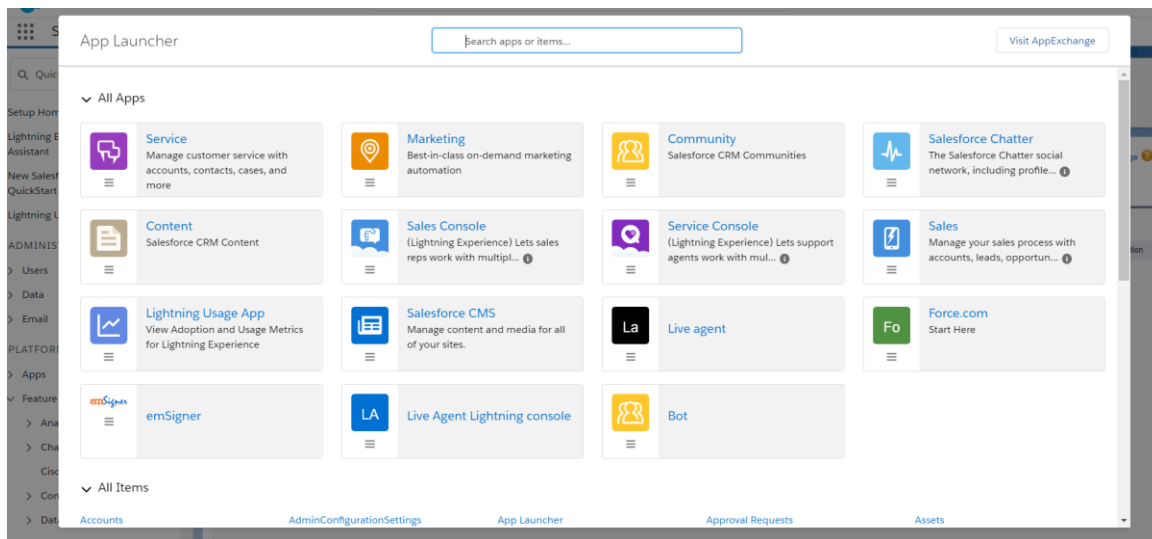
Dashboards

Home

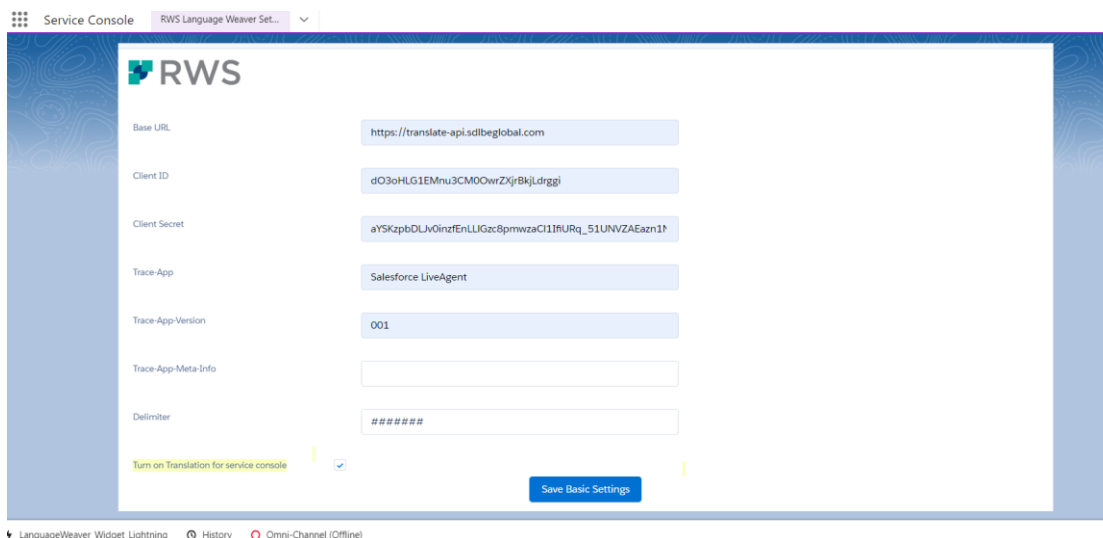
Knowledge

Configure the RWS Language Weaver for Live Agent

1. Select App launcher > View all



2. Select "RWS Language Weaver Settings".
3. Configure the URL, Client ID and Client Secret, Trace App, Trace App Version and Trace App Meta info provided by Language Weaver



4. Turn on translation for service console – this must be marked True in order to use the translation service
5. Select "Save Basic Settings".
6. Select the refresh icon in the "Language Pairs" section to get all available language pairs and then select the language pairs you need.
7. If available, select the required dictionaries from the dropdown.

Delimiter

Turn on Translation for service console ☒

[Save Basic Settings](#)

LANGUAGE PAIRS

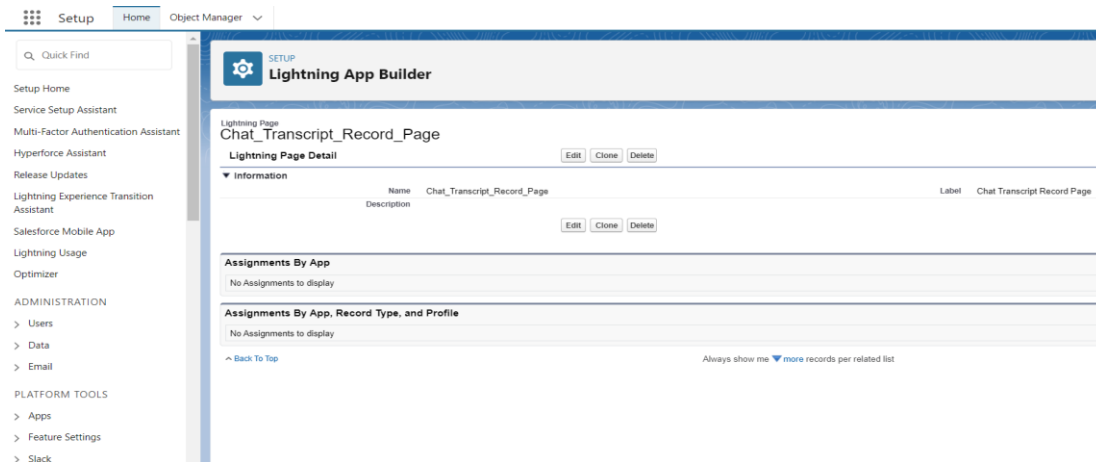
From	To	Model	Dictionary
☒ French	English	generic	--Select Option--
☒ English	Albanian	generic	--Select Option--
☒ English	French	generic	--Select Option--
☒ Albanian	English	generic	--Select Option--

[Save Language Pairs](#)

8. Select "Save Language Pairs".

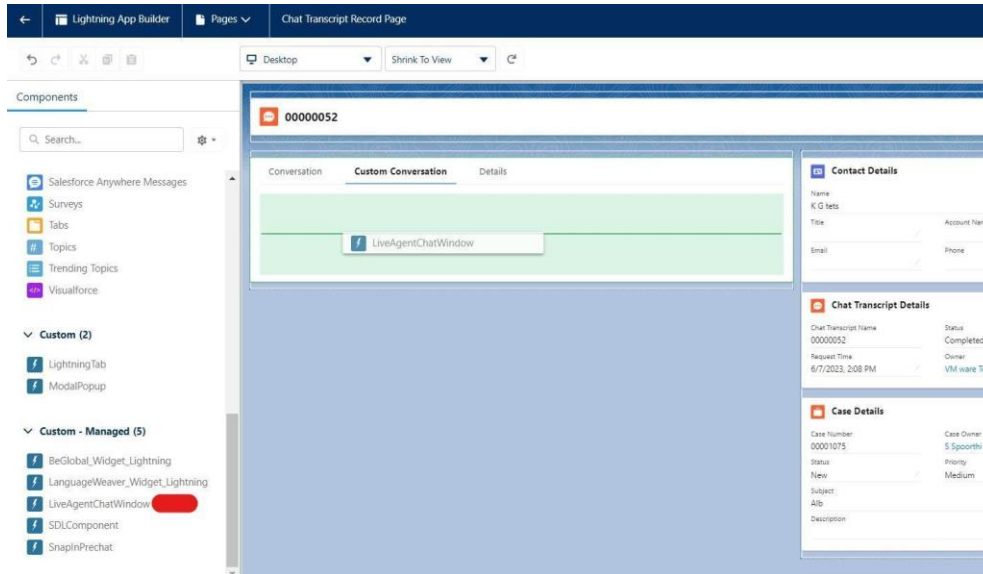
Configure chat transcript page layout

1. In Setup, navigate to the "Lightning App Builder" and select Chat_Transcript_Record_Page
2. Select "Edit"



The screenshot shows the Lightning App Builder interface. On the left is a navigation menu with sections: Setup Home, Service Setup Assistant, Multi-Factor Authentication Assistant, Hyperforce Assistant, Release Updates, Lightning Experience Transition Assistant, Salesforce Mobile App, Lightning Usage, Optimizer, ADMINISTRATION (Users, Data, Email), and PLATFORM TOOLS (Apps, Feature Settings, Slack). The main area is titled "Lightning App Builder" and shows the "Chat_Transcript_Record_Page" configuration. It includes an "Information" section with a table listing the page name and description. Below this are sections for "Assignments By App" and "Assignments By App, Record Type, and Profile", both showing "No Assignments to display". At the bottom, there is a "Back To Top" link and a note "Always show me more records per related list".

3. Create a custom tab by selecting "Add Tab", name it with a unique name, and use the dropdown to select it as the default tab.
4. Drag the "LiveAgentChatWindow" component onto the newly created custom tab.

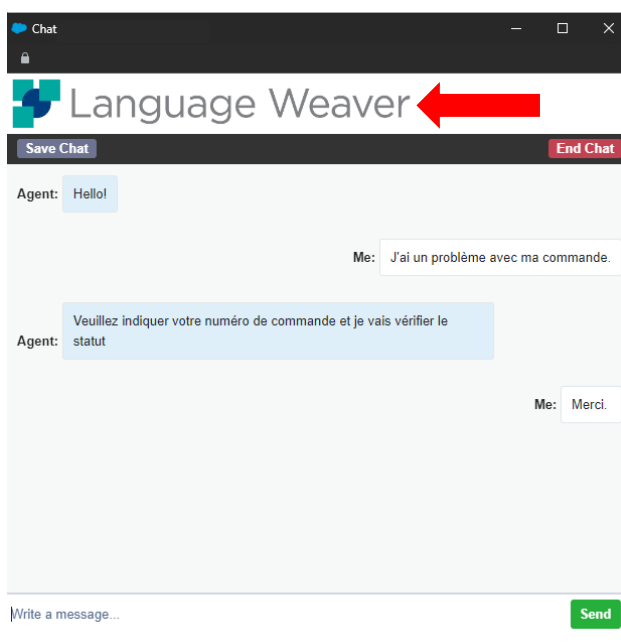


5. Select "Save" to finalize your changes.

Configure the Custom Settings

1. To handle the size of logo, please navigate to the custom setting [Prechat logo size](#), create a record of custom setting with the exact name as [logo dimension](#) and provide the LogWidth with the required value
2. Select "Save".

Changing the Customer Logo of the Visitor Chat Window (Optional)



Update the Document Folder

3. Switch to Salesforce Classic view and select the plus ('+') symbol available at extreme right of tab bar
4. Select the Document Folder.
5. Select the Live Agent Folder
6. Select the customer Document from the list and replace the document you're your desired logo.
7. Select "Save".

Configure Embedded Service Chat

1. Configure the Embedded service by following the guidance provided in the link: https://help.salesforce.com/s/articleView?id=sf.snapins_chat_overview.htm&type=5
2. Add the Pre-chat form page to the Embedded Service configuration. You can use any Pre-chat Lightning component, be it the general pre-chat form included in the package provided by RWS or a customer-defined pre-chat form. See below screenshot.

Code Settings
Add optional code modifications and link to static resource files. Edit

Customize with Lightning Components
Use Lightning Web Components to customize your embedded service window. [Learn more.](#) Edit

STANDARD COMPONENT	CUSTOM COMPONENT ⓘ
Chat Header	None
Chat Messages (Text)	None
Minimized ⓘ	None
Pre-Chat ⓘ	SnapInPrechat

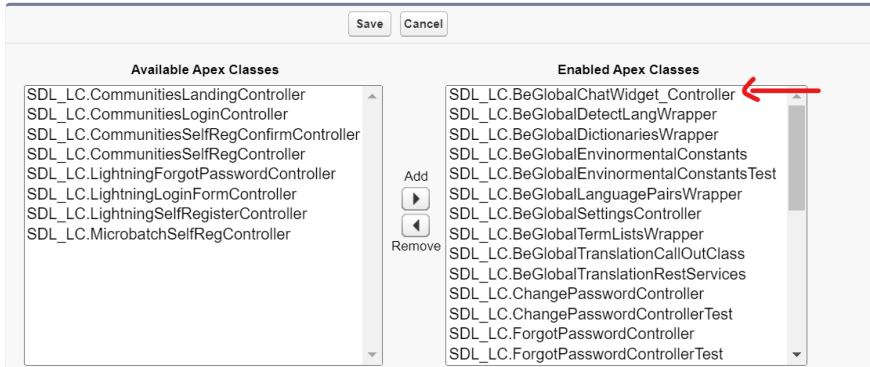
Configure embedded chat using the pre-chat form included in the RWS package

Enable the Apex class "SDL_LC.BeGlobalChatWidget_Controller" for the site used in embedded service setup.

- In Setup, navigate to User Interface > Sites and Domains > Sites and select the desired site label where the new window should be shown.
- Select "Public Access Settings" and select "Edit".
- Navigate to "Enabled Apex Class Access"
- Select "Edit"
- Select "SDL_LC.BeGlobalChatWidget_Controller" and select "Save".

Enable Apex Class Access

Select the Visualforce pages that you want to make accessible at this Salesforce site.



Configure embedded chat with customer-defined pre-chat form

Set up browser cookies with the visitor's selected language.

Note: Determining and storing the visitor's language requires some development. The below section is intended as a guideline but the task can be achieved in many ways. The guideline below only provides examples of how to do this.

1. Get the Language Weaver language code.
 - Determine what language visitor intend to use.
 - Store the language selected by visitor in a variable.
 - Run the below query to get the LWcode of visitor selected language

```
SDL_LC__BeGlobal_Language_Pair__c LWcodeEntity = [select
SDL_LC__FromLangCode__c,SDL_LC__FromLanguage__c from
SDL_LC__BeGlobal_Language_Pair__c where SDL_LC__FromLanguage__c
=:visitorLang limit 1 ]; //visitorLang fetched in steps 2.
```

- Extract the LWLanguageCode from above query like below:

```
LWLanguageCode = LWcodeEntity.SDL_LC__FromLangCode__c;
```

- Once found, use the resolved language code in the following steps to set the cookie.

2. Use the following snippet as a guideline to set the cookies

```
document.cookie = 'languageSelectedbyVisitor = '+'LWLanguageCode';
```

3. Get the Salesforce-generated code for the embedded service and add a static resource file in the code before deployment: LanguageWeaverEmbeddedJs

4. Use the below snippet to add the static resource file in the Salesforce-generated code

```
embedded_svc.settings.externalScripts = ["LanguageWeaverEmbeddedJs"];
```

Refer to the below screenshot. It is part of Salesforce-generated embedded code. Add the above snippet at the “//snippet placeholder” comment.

```
    }  
  </style>  
  
<script type='text/javascript' src='https://service.force.com/embeddedservice/5.0/esw.min.js'></script>  
<script type='text/javascript'>  
  //snippet placeholder  
  var initESW = function(gslbBaseUrl) {  
    embedded_svc.settings.displayHelpButton = true; //Or false  
    embedded_svc.settings.language = ''; //For example, enter 'en' or 'en-US'  
  }  
</script>
```

5. Configure Console app
 - a. Refer to the [Console App](#) section above.
6. Once the Console app is configured, perform the below steps for the Agent page and deploy the component in the page layout.
 - a. Refer to the [Configure chat transcript page layout](#) section above.
7. Set-up custom setting
 - a. Refer to the [Configure the Custom Settings](#) section above.
8. Configure the setting Page of the application
 - a. Refer to the [Configure the RWS Language Weaver for Live Agent](#) section above.
9. Configure the site
 - a. Navigate to Standard Object Permissions and give Read and Create permission to the Document Object for the sites. For details, refer to the [Configure the Custom Settings](#) section above.

Language Weaver Instant Translation Smoke Test

It's a good idea to run a test through the system to ensure all of the settings have been made correctly and fully. Here are some steps to walk through an end-to-end process.

- Agent
 - Login to your Salesforce LiveAgent Console
 - Ensure your console is set to “Online”
- Customer

- Impersonate the customer by using the test app provided to open the Salesforce native chat window.
 - Select the language you intend to use from the menu dropdown.
 - Enter some text in the chosen language and hit “Send”.
- Agent
 - You will see a notification of an incoming chat in the Agent console.
 - Accept the incoming chat.
 - You will see the incoming text in the native console in the Agent’s default language (configurable in the Agent’s Salesforce profile), as well as some metadata showing the original language of the user and the time of the chat message.
 - Respond to the customer in the Agent’s default language.
- Customer
 - You will see a response from the Agent in the customer’s chosen language.
 - Respond to the Agent in the customer’s chosen language.
- Agent
 - If you want to use the Salesforce “Sneak Peak” feature to see what the customer is typing, you can toggle to the Salesforce native Conversation view.
 - Select the Language Weaver Translation Widget from the bottom toolbar. Use this to enter your English text and see a translation plus back-translation. If the back translation does not read clearly, adjust your content by simplifying the words and phrases used.
 - Note: Be sure to switch back to the custom Language Weaver tab to be able to respond to continue to use the automatic chat translation feature
- The Agent and the Customer can both end the chat
- The Agent and the Customer can both save the full chat transcript. The Agent’s transcript will include both the original and translated messages, while the Customer’s transcript will include only messages in their native language.

About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our unique combination of technology and cultural expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

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