



9.9 Localizing Help

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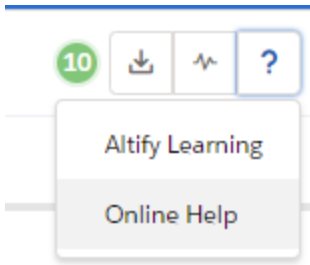
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Linking to a Translated Help System

Altify software includes contextual help links. For example, when you are on a relationship map, selecting the **Online Help** option opens the Relationship Map help topic.



You can make these contextual help links language-sensitive, so that when a user clicks the link, they get a version of the help page written in the language they use in Salesforce.

To set this up, you need to:

- Create a help translation for each language you want to support, and publish it to your web server.
- Configure Altify's "Help URL Base" custom setting.

The sections that follow explain these tasks in detail.

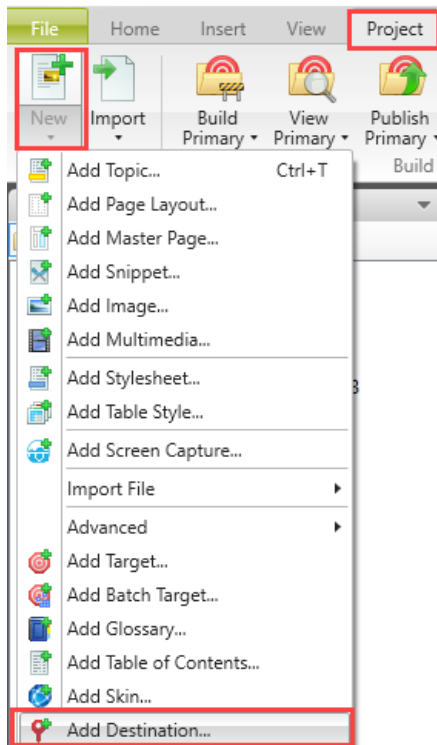
Translating and Publishing the Altify Help System

Note: This topic assumes a basic familiarity with the Madcap Flare help authoring system.

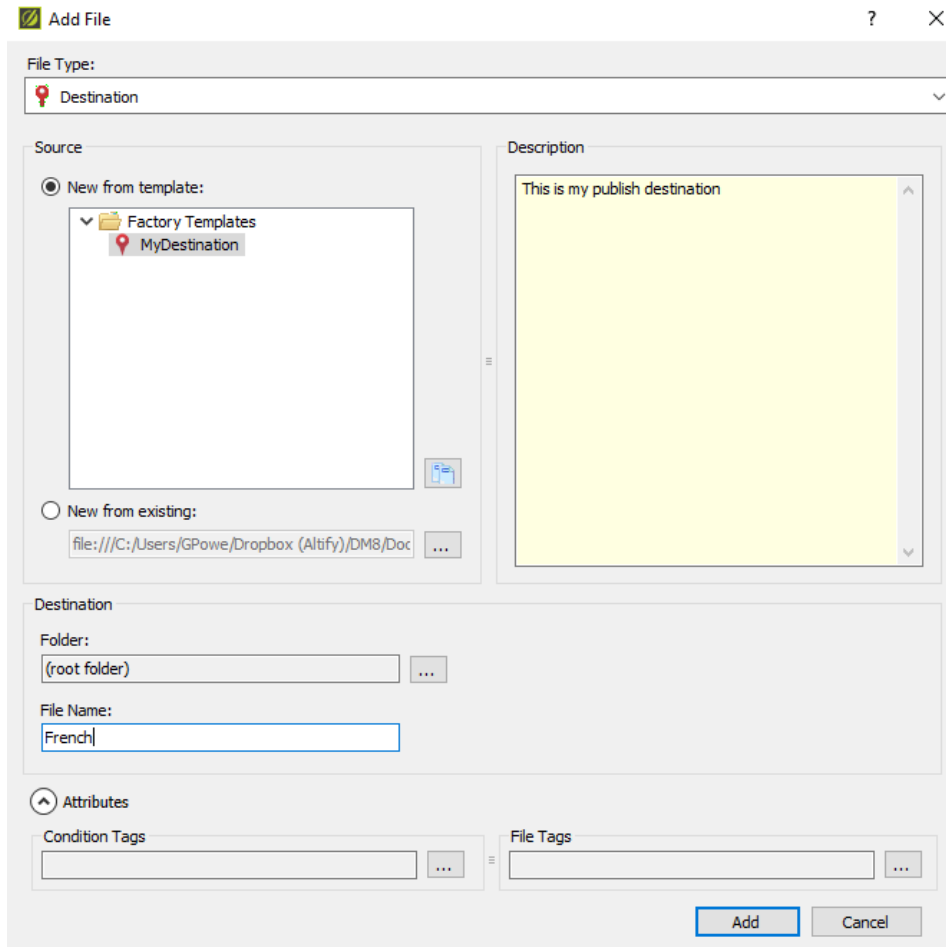
The Altify help system is produced using the Madcap Flare authoring system. (Its Flare target type is 'HTML5'.)

Altify's contextual help links depend on the URL structure auto-generated by Flare. For this reason, the translated versions of the help system must also be produced in Flare.

1. Obtain a copy of the Altify help project from your Altify engagement manager.
2. Unpack the help system to a convenient local folder.
3. Create a separate copy of the full help project for each language you need the software to support. Each copy should have its own folder. For example, you could place the default version in a folder called "English", another copy in a folder called "French", and so on.
4. For each copy of the help system, create a publishing destination for the help system. To do this, in Flare select **Project > New > Add Destination.**



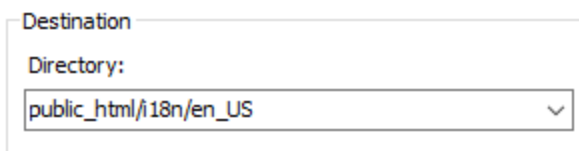
5. Select **New from template**, then in the File Name field specify the language that this copy of the help system will be translated into.



6. Click **Add**.
7. Set the host name and port for your web server.
8. Set the directory location. This location must be a folder whose name is the relevant Salesforce language code.

For example, the default English version of the help system must be published to a folder called `en_US`. The German version must be published to a folder called `de`.

Here is a typical directory location for the American English copy of the help:



And here is a typical directory location for the German copy of the help:

Destination

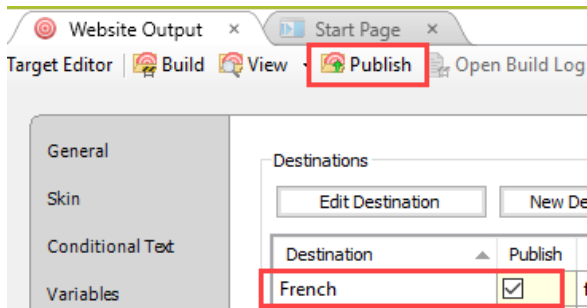
Directory:

public_html/i18n/de

9. Specify the login credentials required to upload to the server.
 10. Click **Save**.
- You now have a separate copy of the help system for each language, and each one is configured with the correct publish destination.
11. Provide each help version to the appropriate translator.

Note: Remind the translator not to change the help system's folder structure, folder names, or file names.

12. When the translator returns the translated help to you, build and publish it to the appropriate destination. For example, if you receive a French translation, publish it to the French destination.



Specifying the Help URL Base

With the translated help system(s) published to the web server, you are ready to set the Help URL Base for your org.

This setting associates contextual help links with an alternative help system.

To set the help URL base:

1. In **Setup**, go to **Custom Settings**.
2. Click **Manage** beside **Altify Core Settings**.
3. Click **Edit**.
4. In the **Help URL Base** field, specify the domain of the web server. Then add the suffix `/ {0}`.

For example:

```
http://yourtranslatedhelp.com/{0}
```

The suffix represents the Salesforce language code of the relevant user, and as such it maps to the corresponding help directory on the web server. This enables Altify to open the correct help translation.

5. Click **Save**.

You have specified the help URL base. With the translated help systems published to the web server, each Altify user gets contextual help in their own language.

Altify Contextual Help Links

For your reference, the help IDs used in Altify's contextual help links are listed below.

Every link begins with:

[https://help.uplandsoftware.com/altify/help/\[Altify version number\]/Default.htm](https://help.uplandsoftware.com/altify/help/[Altify version number]/Default.htm)

This is followed by the contextual help ID, which identifies the topic that should open. These IDs will operate in each translated version of the help system you create. Your translations will not affect them.

For example, one of the help links in Altify v9.9's default help system is:

https://help.uplandsoftware.com/altify/help/v9.9/Default.htm#cshid=OM_Assessment

If a Brazilian Portuguese translation of the help system were added to the same domain, the equivalent help link for a Brazilian user would point to:

https://help.uplandsoftware.com/altify/help/v9.9/pt_BR/Default.htm#cshid=OM_Assessment

List of Contextual Help IDs

Account Manager - Account Manager Plans

Page	Contextual Help ID
Plan Overview	#cshid=AM_Plan_Overview
Plan Details	#cshid=AM_Plan_Dets
Opportunity Map	#cshid=AM_Opp_Map
Relationship Map	#cshid=AM_Rel_Map
Insight Map	#cshid=AM_Ins_Map
Objectives	#cshid=AM_Objectives
Test & Improve	#cshid=T-I
Plan Setup	#cshid=AM_Plan_Setup
Settings dialog	#cshid=AM_Plan_Edit
Segmentation [on Plan Overview and Opp Map pages]	#cshid=AM_Seg

Account Manager - Account Plans

Page	Contextual Help ID
Account Details	#cshid=Acc_Plan_AccDetails
Potentials	#cshid=AM_Potentials
Relationship Map	#cshid=Acc_Plan_Rel
Insight Map	#cshid=Acc_Plan_Ins

Page	Contextual Help ID
Objectives	#cshid=Acc_Plan_Obj

Opportunity Manager

Page	Contextual Help ID
Overview	#cshid=OM_Overview
Process	#cshid=OM_SPM
Assessment	#cshid=OM_Assessment
Relationship Map	#cshid=OM_Rel_Map
Insight	#cshid=OM_Ins_Map
Actions	#cshid=OM_PRIME
Test & Improve	#cshid=OM_T_and_I

TeamView

Page	Contextual Help ID
TeamView	#cshid=FSM

Sales Process Manager Admin

Topic	Contextual Help ID
List page	#cshid=SPM_Process
Admin	#cshid=SPM_Admin

Support

Need Assistance?

Upland Altify is here to help! We have a variety of online resources to help you find the information you need and a dedicated Technical Support team to help you resolve any issues or questions that are impeding your use of .

Upland Altify Community

The Upland Altify Community offers multiple resources to help you find the information you need, including:

- **Support ticket activity:** Submit and manage your support tickets.
- **Knowledge Base:** Read Articles on how to solve common problems, from configuration to troubleshooting issues
- **Release Information:** Get product release notes and release timelines.
- **Forums:** Start and reply to discussions with other users and customers.

Visit the [Upland Altify Community](#).

Training

For training enquiries, please see [Upland.com](#).

Technical support

The Technical Support team is dedicated to helping our customers succeed with their use of our products by providing timely resolutions to customer issues and questions that are impeding their use of products.

Contact Technical Support

When contacting Technical Support, you will need to provide your name, contact information, company account name, and as much technical detail that you can provide to clearly describe your question or issue. Attachments can be included when using the Community or email to request assistance.

- **Web:** Manage cases and open new cases by clicking the **Contact Support** button in the Community.
- **Email:** Send any support requests to altify-support@uplandsoftware.com.

Support hours

Standard support hours are 4:00 AM to 7:00 PM (U.S. Eastern Time), Monday-Friday. Support issues submitted after these hours will be addressed on the next business day.

After contacting Technical Support, what should I expect?

You will receive an email confirming your case has been created, along with the case number. Please use that case number when corresponding with Technical Support on any follow-up communications.

Response times

The following are our response times for each level of issue:

Priority Level	Definitions	Response Time	Commitments
Urgent (Outage)	Upland cloud service is unavailable.	1 hour (24 hours a day, 365 days a year)	<ul style="list-style-type: none"> Immediate and continuous. Hourly status updates.
Urgent (Business Critical)	<ul style="list-style-type: none"> Production system defect that prevents business critical work from being done and no workaround exists. Defect causes a material loss of data in the production system. Security-related defect. 	1 business hour	<ul style="list-style-type: none"> Immediate and continuous effort to resolve the defect or provide a workaround. Daily status updates until the defect is resolved or a workaround is provided.
High	<ul style="list-style-type: none"> Production system defect that prevents business critical work from being done and a workaround does exist. Defect violates the material specifications in the documentation and impacts your organization's production system. 	4 business hours	Upland will use reasonable efforts to resolve the defect as rapidly as practical, but no later than the next update after reproduction of the defect.
Normal	All other defects	1 business day	Defects will be addressed in Upland's normal update.