



9.9 Localizing Call Planner

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Introduction

Altify software's default language is English. However, you can localize it for other languages. (Administrator-facing pages are not currently localizable.)

To localize Call Planner, you translate the Call Planner custom labels into all the languages you want the software to support. To do this, simply follow [the normal Translation Workbench procedure](#).

A small additional task is to [translate the name of the Call Plan custom object](#). Doing this also translates the object's tab name and the associated **New** button.

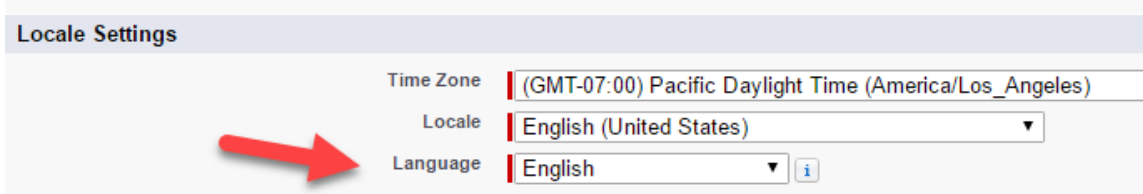
This guide explains these tasks in detail.

Prerequisite: Salesforce Language Settings

A prerequisite to localizing Call Planner is to ensure that Salesforce language settings have been configured appropriately.

Check Your Users' Languages

Check which languages your users are set up to use in Salesforce. Each user's personal language is in the Locale Settings section on their user record:



Enable the Languages You Want to Support

Having determined which languages you need to translate Altify into, enable those languages in Language Settings:

1. In **Setup**, go to **Language Settings**.
2. If necessary, use the **Enable** checkboxes to make the relevant languages available.
3. Add each relevant language to the Displayed Languages list.

Language Settings

Language Preferences

Enable end-user languages - Help and Setup are not translated in end-user languages
Hungarian, Polish, Czech, Turkish, Indonesian, Romanian, Vietnamese, Ukrainian, Hebrew, Greek, Bulgarian,

Enable platform-only languages - no default translations are provided for platform-only languages
French (Canadian), Georgian, Serbian (Cyrillic), Serbian (Latin), English (Australian), English (Malaysian), Eng
Welsh, Icelandic, Malay, Tagalog, Luxembourgish, Romansh, Armenian, Hindi, Urdu, Bengali, German (Austria
Arabic (Oman), Arabic (Qatar), Arabic (Saudi Arabia), Arabic (Sudan), Arabic (Syria), Arabic (Tunisia), Arabic (L
(Belgium), French (Luxembourg), French (Switzerland), German (Belgium), German (Luxembourg), Italian (Sw
Spanish (El Salvador), Spanish (Guatemala), Spanish (Honduras), Spanish (Nicaragua), Spanish (Panama), S

Add or remove languages from the Available Language list

Available Languages

- Hungarian
- Polish
- Czech
- Turkish
- Indonesian
- Romanian
- Vietnamese
- Ukrainian
- Hebrew
- Greek
- Bulgarian
- English (UK)
- Arabic
- Slovak

Add

▶

Remove

◀

Displayed Languages

- English
- German
- Spanish
- French
- Italian
- Japanese
- Swedish
- Korean
- Chinese (Traditional)
- Chinese (Simplified)
- Portuguese (Brazil)
- Dutch
- Danish
- Thai

Top

▲

Up

▲

Down

▼

Bottom

Languages that appear in gray are currently used by your company, users, or both. They cannot be deactivated.

4. Click **Save**.

Enable the Languages on the Translation Workbench

On the Translation Workbench, enable each language you need to support. This makes it possible to import translated Altify custom labels into the org.

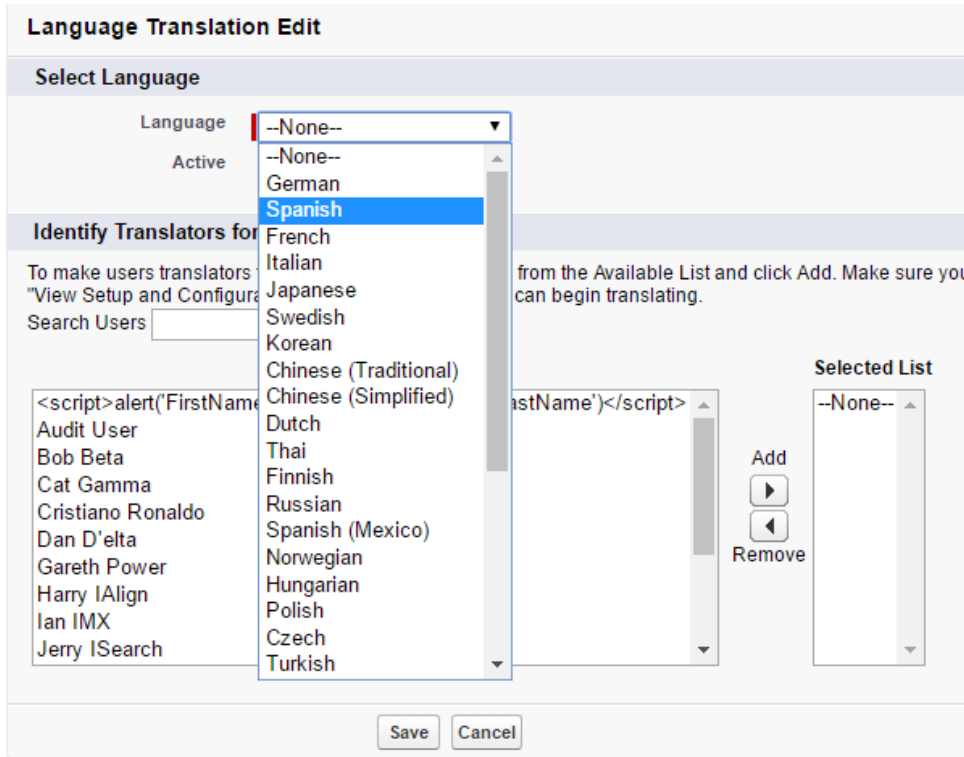
1. In **Setup**, go to **Translation Settings**.
2. Click **Add**.

Translation Workbench

Click Add to select the languages your organization supports and the users who are

Supported Languages <input type="button" value="Add"/>		
Action	Language	Active
Edit	Danish	✓
Edit	English	☐
Edit	Portuguese (Brazil)	✓
Edit	English (UK)	✓

3. Select the language you want to add, and click **Save**.



Translating Custom Labels

Text elements in Call Planner are governed by custom labels.

So localizing Call Planner involves translating Call Planner custom labels into each language you want the software to support.

The sections that follow explain how you can use STF files to export custom labels, get them translated into a particular language, and import them back into the org.

Tip: If you just want to translate a few specific labels, you can do so in Salesforce without recourse to STF files. For more information, see the [Salesforce online help](#).

Overview

Custom labels are imported and exported in an STF (Salesforce Translation Format) file. An STF file includes:

- A header area specifying the language code. This code applies to all the labels included in the file.
- A list of labels. There is one label per line. A tab separates the "key" (label ID) and the label itself. (The tab is mandatory. Using spaces to separate them will lead to an import error.)

```

1 # Language: English
2 Language code: en_US
3 Type: Source
4
5 # KEY LABEL
6
7 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Call_Plan.FieldLabel Call Plan
8 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Call_Plan.RelatedListLabel Call Plan Attendees
9 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Color_Index.FieldLabel Color Index
10 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Contact.FieldLabel Contact
11 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Contact.RelatedListLabel Call Plan Attendees
12 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Email.FieldLabel Email
13 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Firstname.FieldLabel Firstname
14 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Is_Contact.FieldLabel Is Contact
15 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Last_Accessed_Date.FieldLabel Last Accessed Date
16 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Lastname.FieldLabel Lastname
17 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Summary_Times_Accessed_Count.FieldLabel Summary Times Accessed Count
18 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_Title.FieldLabel Title
19 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_User.FieldLabel User
20 CustomField.ALSCP_Call_Plan_Attendee__c.ALSCP_User.RelatedListLabel Call Plan Attendees
21 CustomField.ALSCP_Call_Plan_Detail_Comment__c.ALSCP_Call_Plan_Attendee.FieldLabel Call Plan Attendee
22 CustomField.ALSCP_Call_Plan_Detail_Comment__c.ALSCP_Call_Plan_Attendee.RelatedListLabel Call Plan Detail Comments
23 CustomField.ALSCP_Call_Plan_Detail_Comment__c.ALSCP_Call_Plan_Detail.FieldLabel Call Plan Detail
24 CustomField.ALSCP_Call_Plan_Detail_Comment__c.ALSCP_Call_Plan_Detail.RelatedListLabel Call Plan Detail Comments
25 CustomField.ALSCP_Call_Plan_Detail_Comment__c.ALSCP_Comment.FieldLabel Comment
26 CustomField.ALSCP_Call_Plan_Detail_Comment__c.ALSCP_Detail_Type.FieldLabel Detail Type
27 CustomField.ALSCP_Call_Plan_Detail_Comment__c.ALSCP_Vote.FieldLabel Vote
28 CustomField.ALSCP_Call_Plan_Detail__c.ALSCP_Call_Plan.FieldLabel Call Plan
29 CustomField.ALSCP_Call_Plan_Detail__c.ALSCP_Call_Plan.RelatedListLabel Call Plan Details
30 CustomField.ALSCP_Call_Plan_Detail__c.ALSCP_Detail_Type.FieldLabel Detail Type
  
```

In outline, the basic steps are:

1. Ask Altify for the master STF file containing all Call Planner custom labels.
2. Each language requires its own separate STF file, so make a copy of the file for each language you want to support, and specify the language code in the header.
3. Send the file to the translator so that they can translate the label text.
4. When you get the translated file back, import it back into Salesforce.

The sections that follow explain the process in more detail.

Making a Suitable Copy of the Altify STF File

Suppose that you want to translate Call Planner into German. First, you need to make a suitable copy of the master STF file.

1. Ask Altify to give you a copy of the master STF file.
2. Open the file with the text editor of your choice, such as Notepad++ or Sublime.

Note: Do not open the file in Microsoft Excel. This may add extraneous characters that corrupt the file.

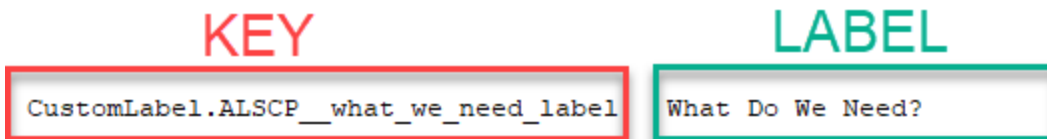
3. The master STF file includes all Call Planner custom labels.
4. If the file does not already specify the correct language code, change it in the header area.
For a full list of supported languages and their codes see this [Salesforce help page](#).
5. Save the file to a suitable location. Use a name that indicates the file is for Brazilian Portuguese translation.

Sending the File to Your Translator

Send the STF file to your Brazilian Portuguese translator.

They should translate the label (indicated in green below). They should not translate the keys or the text in the header area.

Labels have a 1000 character limit (including white space), so it is important that the translated text does not exceed this.



Tabs (\t), new lines (\n) and carriage returns (\r) are represented by special characters in label text. These characters should be preserved in the translation so that formatting is maintained.

Certain labels includes parameters that are substituted in the software. These have the syntax `${value}` or `{value}`. They should be left unchanged in the translated text.

Note: The translator should make sure that the translated text is synonymous with the default English text. Otherwise, it may not match the software logic.

Import the Translated File into Salesforce

When you receive the translated STF file back from the translator, import it into your org using the Translation Workbench.

To import an STF file:

1. In **Setup**, go to **Translation Workbench > Import**.
2. On the Import screen, click the **Choose File** button.
3. Select your edited STF file and click **Import**.
4. You should receive an automatic email confirming that your translation was implemented successfully.

(It may take a few minutes before the translations are visible in your org.)

The translated text is now visible to any user set to this language in Salesforce.

If the import fails, review the messages in the log file added to the **Documents** tab. This will help you to resolve the issue(s) that caused the failure.

Translating a Custom Object Name

A custom object's name determines both the name of its custom tab and the name of the associated **New** button.

(The **New** button appears on both the tab and the custom object related list.)


This means that localizing Call Planner includes translating the name of the Call Plan custom object.

To translate the object name into Brazilian Portuguese:











1. In **Setup**, go to **Rename Tabs and Labels**.
2. Select the language.
3. Click **Edit** beside the tab's name.

Rename Tabs and Labels

Make salesforce.com match your organization's terminology by renaming tab items you have created containing the original name.

Select Language 

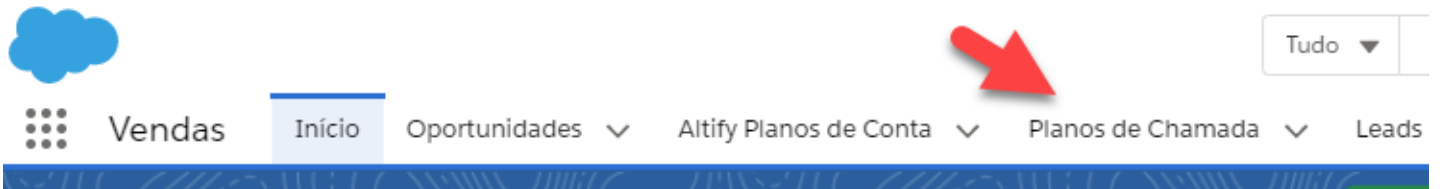
Standard Tabs	
Action	Tab Name
Edit	Accounts
Edit	Activities
Edit	Addresses

- [Edit](#)  Altify Usage
 - [Edit](#)  Call Plan Attendees
 - [Edit](#)  Call Plan Detail Comments
 - [Edit](#)  Call Plan Details
 - [Edit | Reset](#)  Call Plans
 - [Edit](#)  Call Plan Usage Logs
 - [Edit](#)  MAPP
 - [Edit](#)  DMAPPS
 - [Edit](#)  DMAPPS
- 

4. Provide the necessary translation.

Tab	Call Plans
Language	Portuguese (Brazil)
Record Name	<input type="text" value="Call Plan Name"/>
Gender	<input type="text" value="Masculine"/>
Singular	<input type="text" value="Plano de Chamada"/> Example: Conta
Plural	<input type="text" value="Planos de Chamadas"/> Example: Contas

5. Click **Save**.



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.