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CHIME

Create Translation Service Guide

March 2018

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INTRODUCTION

One issue that many helpdesks is supporting multi-language for end-users. Chime is able to support a multi-language helpdesk with its integration with Microsoft Azures Translation Services. The Agent Assist Tool provides real-time translation of incoming and outgoing messages; however to enable the service a Translation Service Key is required. This document will serve as a guide on how to set up a Translation Service through Microsoft Azure as well as obtain the Translation Service Key for the Agent Assist Tool.

CREATE TRANSLATION SERVICE

Before setting up the Translation Service you will need to log into a Microsoft Azure account that has the ability to create a new resource group as well as Cognitive Services. Log into Microsoft Azure at https://portal.azure.com

Once you have logged into that account you will likely be routed to the Dashboard.
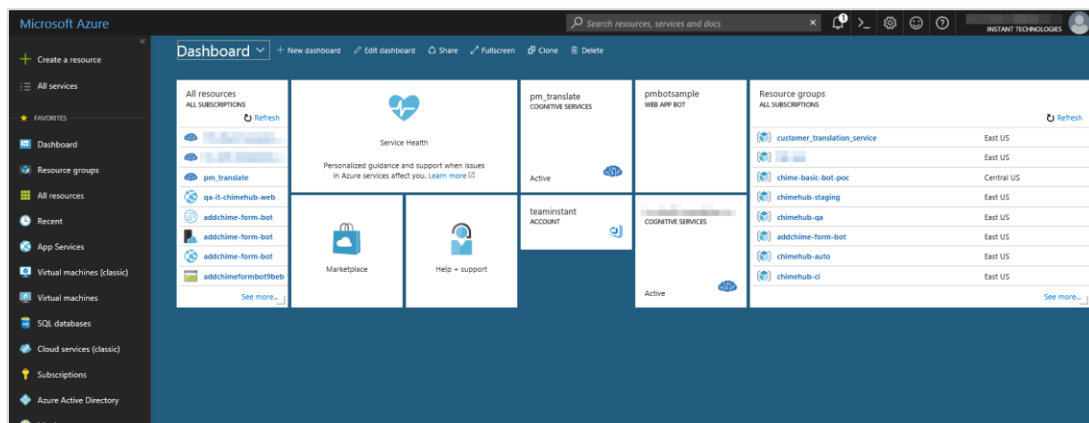

Figure 1: Azure Portal Dashboard

1. First, navigate to the Resource groups tab. The page you navigate to should look similar to the layout in Figure 2 (shown below).
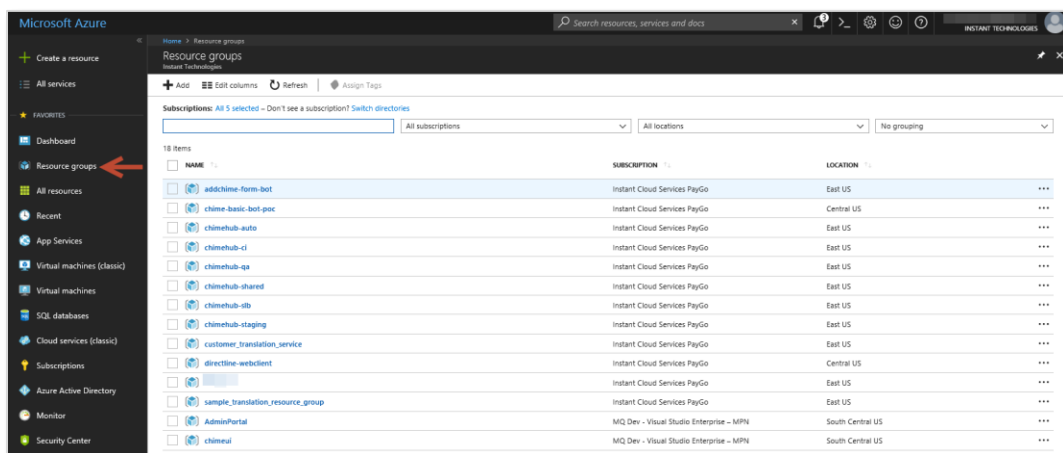

Figure 2: Resource Group Dashboard

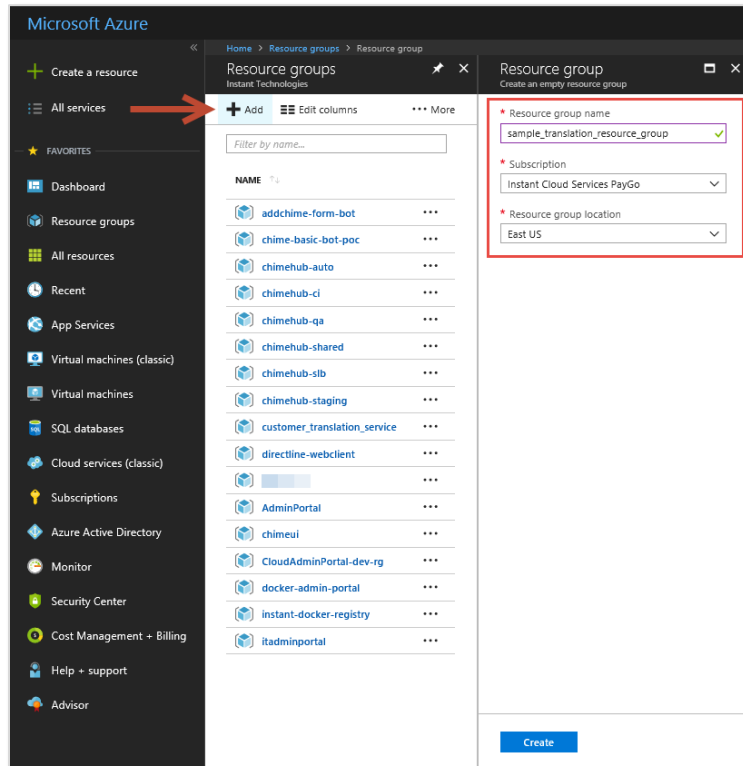2. Click the "Add" button in the top left of the page. This will allow you to create an empty resource group.

Figure 3: Add New Resource Group

3. Enter in the "Resource group name", "Subscription type", as well as the "Resource group location" as indicated in Figure 3. Note: The information each of these fields should contain will be unique for each customer deployment.
4. Click "Create". This will add the empty resource group into the list of all resource groups you have access to.
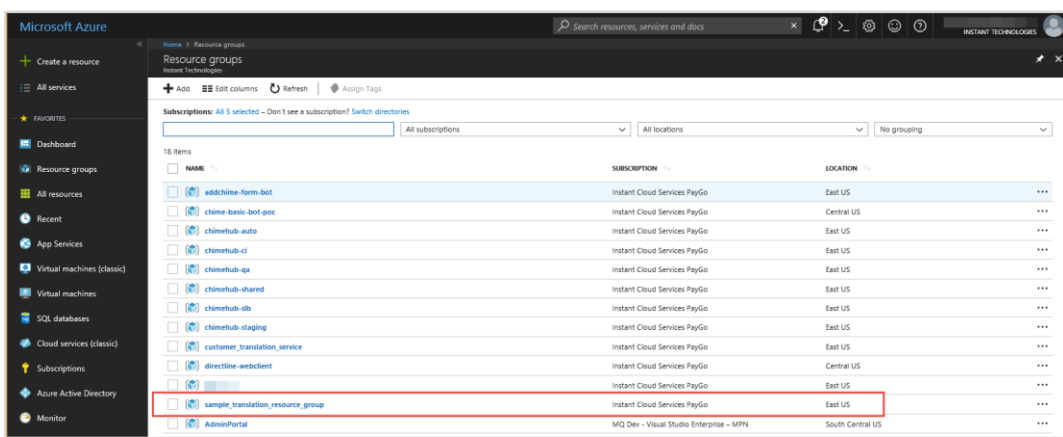

Figure 4: Open Resource Group

5. Click on the resource group you just created. This will open up a dashboard for the specific resource group you selected.
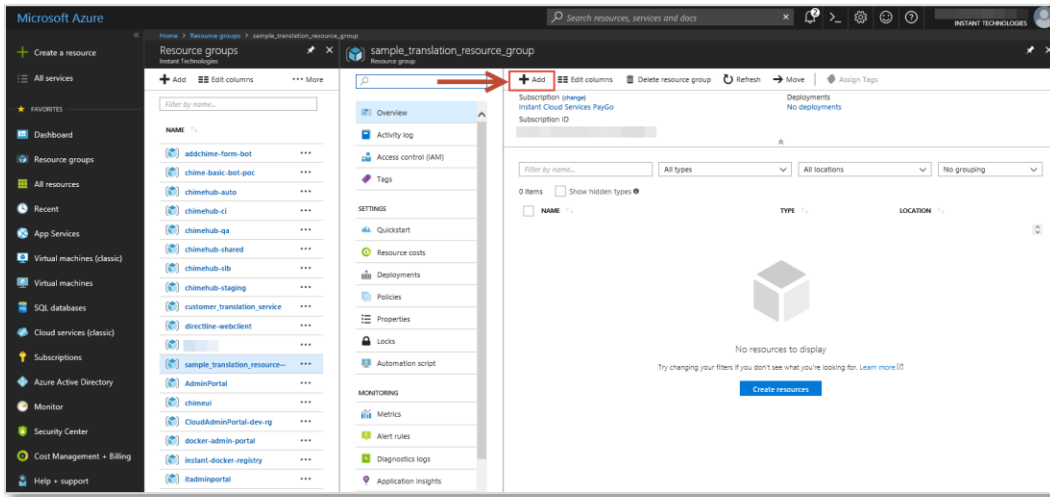

Figure 5: Add Translation Service

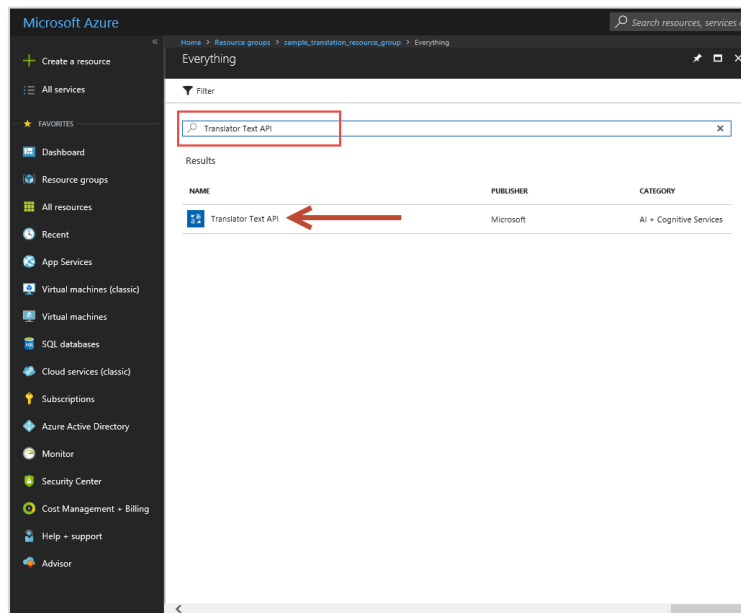6. Click the "Add" button in the resource group dashboard as indicated in Figure 5.

Figure 6: Search for Translation Service

7. In the search bar type in "Translator Text API" then select the corresponding option.

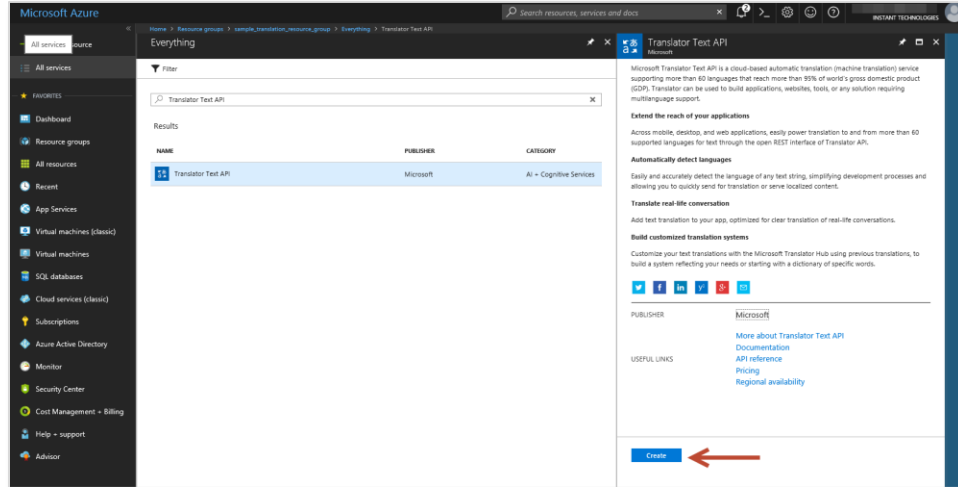8. Click the "Create" button on the information panel that opens up as shown in Figure 7.

Figure 7: Create Translator Text API

9. Fill out the fields for "Name", "Subscription", "Pricing tier", select "Use existing" then select resource group you created earlier for the "Resource Group" field.
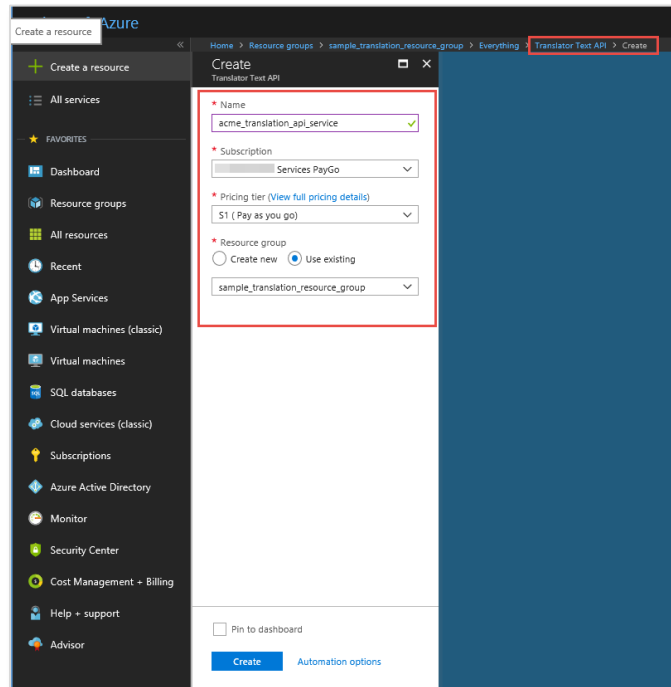

Figure 8: Windows Authenticated Login

10. Finally, Click the "Create" button to finish setting up your Translator Service

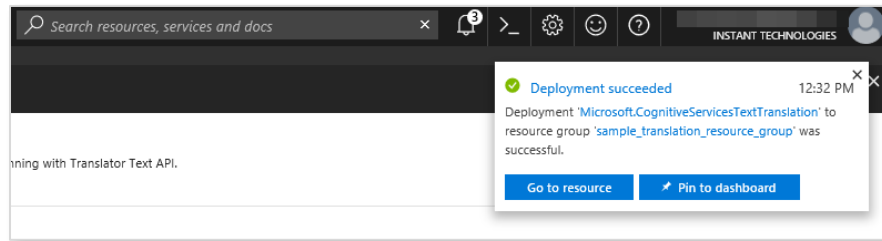You will receive a notification if the deployment succeeds.

Figure 9: Successful Deployment Message

GET THE TRANSLATION SERVICE KEY

Once you have created the Translation Service you will need to get access to the Service Key so that you are able to use the Service alongside the Agent Assist Tool.

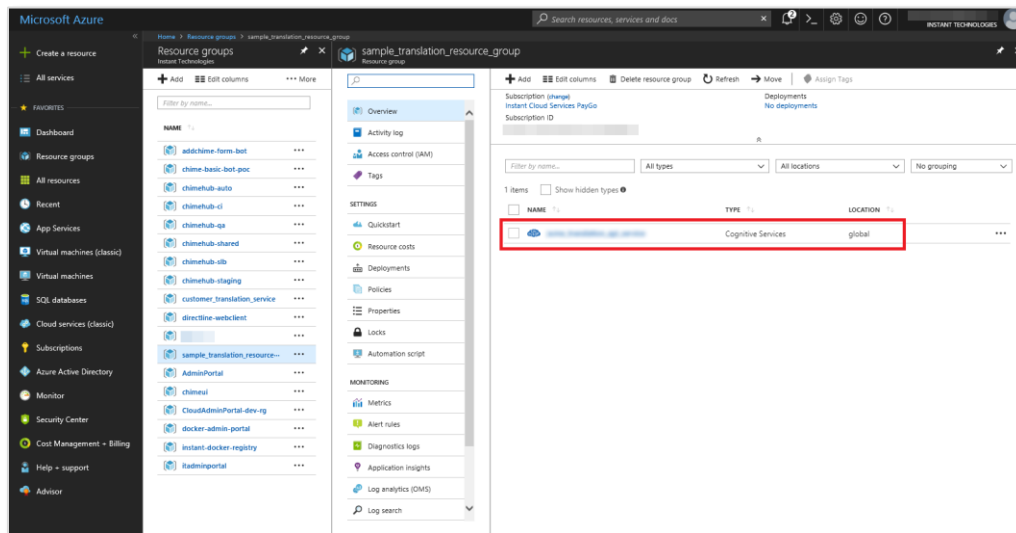1. In the resource group you created, navigate to the Overview tab.

Figure 10: Successful Deployment Message

2. From there, click on the link to the Text Translation Service

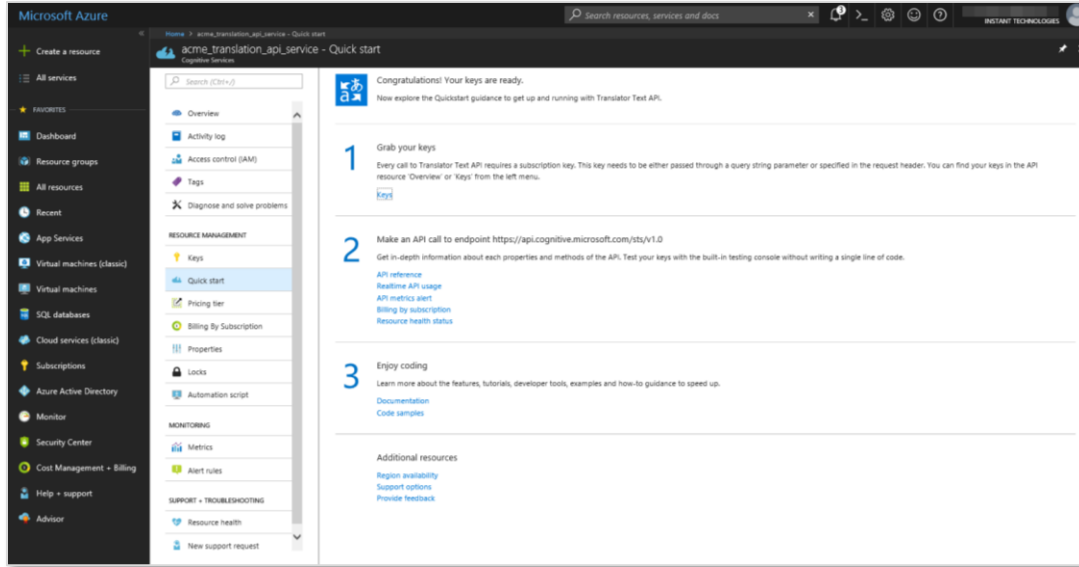3. You will be navigated to the Quick Start tab of the translation services page.

Figure 11: Translation Service Quick Start

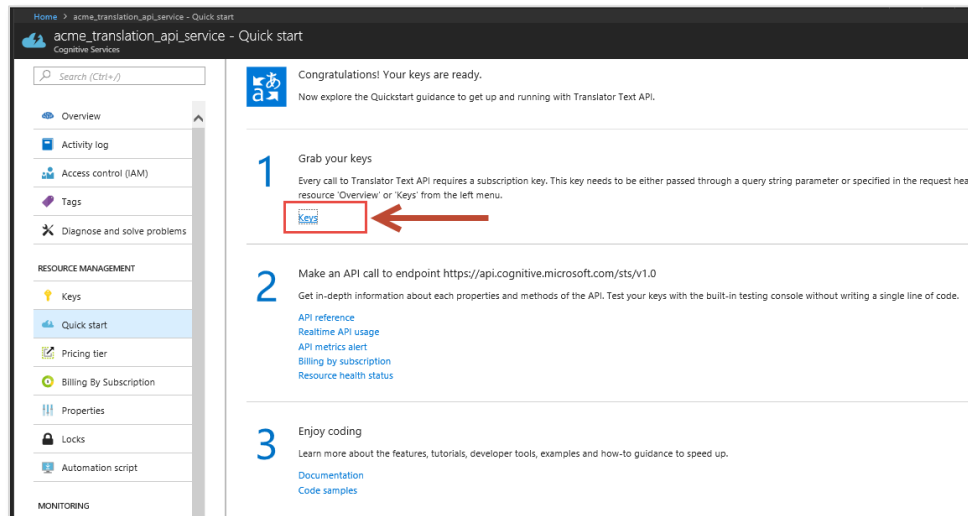4. Click the link in the "Grab your keys" section

Figure 12: Grab Your Keys

5. Copy the text in the "Key 1" field. This is the Key that you will be putting into the Agent Assist Tool.
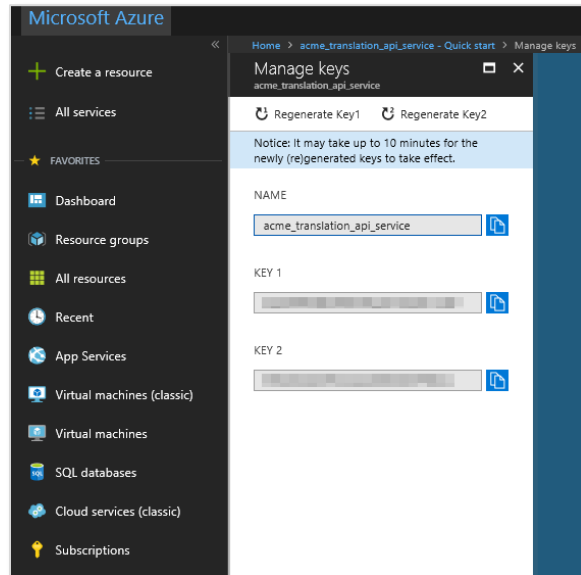

Figure 13: Manage Keys Page

6. Open up the settings window for the Agent Assist Tool.
7. Paste the key into the "Translation service key" field.
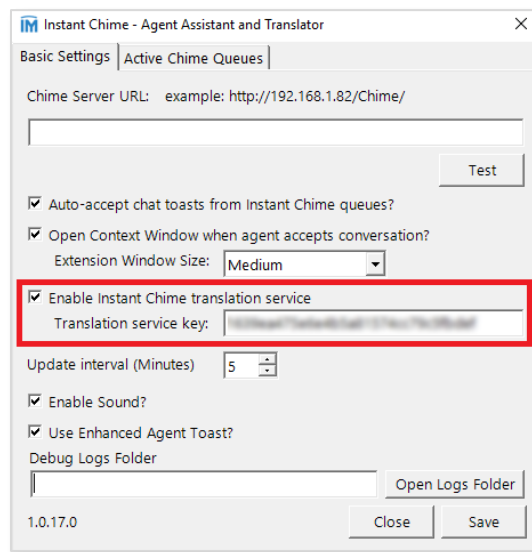8. Save the changes you just made.

Figure 14: Add in Your Translation Service Key

You are now able to use the translation services through the Agent Assist Tool.