

Create Translation Service Guide



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ISV/Software Solutions

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).

| Microsoft Azure | | | res, services and docs × | P>_ 🐯 😳 🕐 Instant tegend | ologies 🕘 |
|------------------------------|---------------------------------------------------------------------------|---------------------|--------------------------------------|--------------------------|-----------|
| × | | | | | |
| + Create a resource | Resource groups Instant Technologies | | | | *× |
| i∃ All services | + Add | | | | |
| - 🚖 FAVORITES | Subscriptions: All 5 selected – Don't see a subscription? Switch director | ies . | | | |
| - | | All subscriptions V | All locations | V No grouping | ~ |
| 🛄 Dashboard | 18 items | | | | |
| 🐞 Resource groups 🔶 | NAME 12 | suis | CRIPTION 1. | LOCATION 1 | |
| All resources | addchime-form-bot | Insta | int Cloud Services PayGo | East US | |
| Recent | Chime-basic-bot-poc | insta | int Cloud Services PayGo | Central US | |
| | Chimehub-auto | Insta | int Cloud Services PayGo | East US | |
| S App Services | C (🗊) chimehub-ci | Insta | int Cloud Services PayGo | East US | |
| 🧕 Virtual machines (classic) | 📄 👘 chimehub-qa | | int Cloud Services PayGo | East US | |
| Virtual machines | Chimehub-shared | | int Cloud Services PayGo | East US | |
| 📕 SQL databases | 🚺 👘 chimehub-sib | | int Cloud Services PayGo | East US | |
| 😁 SLE databases | Chimehub-staging | Insta | int Cloud Services PayGo | East US | |
| Cloud services (classic) | (\$) customer_translation_service | | int Cloud Services PayGo | East US | |
| 9 Subscriptions | (t) directline-webclient | | int Cloud Services PayGo | Central US | |
| Azure Active Directory | | Insta | nt Cloud Services PayGo | East US | |
| | (*) sample_translation_resource_group | | int Cloud Services PayGo | East US | |
| Monitor | AdminPortal | | Dev - Visual Studio Enterprise – MPN | South Central US | |
| Security Center | 🗇 (🕅) chimeui | | Dev - Visual Studio Enterprise – MPN | South Central US | |
| | | | | | |



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

| | | group | |
|------------------------------|----------------------------------------------------------------|----------|------------------------------------------------|
| Create a resource | Resource groups Instant Technologies | * × | Resource group Create an empty resource group |
| ∃ All services → | + Add III Edit columns | ••• More | * Resource group name |
| FAVORITES | Filter by name | | sample_translation_resource_group |
| Dashboard | NAME 10 | | * Subscription Instant Cloud Services PayGo |
| Resource groups | addchime-form-bot | | * Resource group location |
| All resources | chime-basic-bot-poc chimehub-auto | | East US V |
| 9 Recent | chimehub-auto | | |
| App Services | 🐑 chimehub-qa | | |
| 🕺 Virtual machines (classic) | chimehub-shared chimehub-slb | | |
| Virtual machines | chimehub-staging | | |
| SQL databases | customer_translation_service | | |
| Cloud services (classic) | (*) directline-webclient | | |
| Ŷ Subscriptions | AdminPortal | | |
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| Monitor | CloudAdminPortal-dev-rg | | |
| Security Center | (constant-docker-registry | | |
| Oost Management + Billing | (instant-docker-registry) | | |
| Help + support | | | |
| Advisor | | | |
| | | | |

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.

| Microsoft Azure | | ${\cal P}$ Search resources, services and docs | × 🗳 >_ 🏟 🙄 🕐 🔤 | |
|----------------------------|------------------------------------------------------------------------------|------------------------------------------------|------------------|---|
| | | | | |
| Create a resource | Resource groups Instant Technologies | | | * |
| All services | + Add E Edit columns Refresh Assign Tags | | | |
| | Subscriptions: All 5 selected - Don't see a subscription? Switch directories | | | |
| | All subscriptions | ✓ All locations | V No grouping | ~ |
| Dashboard | 18 items | | | |
| Resource groups | NAME 15 | SUBSCRIPTION 1 | LOCATION 1 | |
| All resources | (addchime-form-bot | Instant Cloud Services PayGo | East US | |
| Recent | Chime-basic-bot-poc | instant Cloud Services PayGo | Central US | |
| | (in chimehub-auto | Instant Cloud Services PayGo | East US | |
| App Services | 🗌 🕼 chimehub-ci | Instant Cloud Services PayGo | East US | |
| Virtual machines (classic) | 🗌 🕼 chimehub-qa | Instant Cloud Services PayGo | East US | |
| Virtual machines | Chimehub-shared | Instant Cloud Services PayGo | East US | |
| SQL databases | Chimehub-slb | Instant Cloud Services PayGo | East US | |
| Site databases | Chimehub-staging | Instant Cloud Services PayGo | East US | |
| Cloud services (classic) | (customer_translation_service | instant Cloud Services PayGo | East US | |
| Subscriptions | (directline-webclient | Instant Cloud Services PayGo | Central US | |
| Azure Active Directory | | Instant Cloud Services PayGo | East US | |
| | sample_translation_resource_group | Instant Cloud Services PayGo | East US | |
| Monitor | AdminPortal | MQ Dev - Visual Studio Enterprise – MPN | South Central US | |



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

| Microsoft Azure | | | | | → Search resources, serv | vices and docs | × 🗘 >_ 🍩 | 0 | INSTANT TECHNOLOGIES |
|----------------------------------------------|----------------------------------------------------------------------------------|----------|---------------------------------------------------|--------------|--------------------------------------------------------------------------|-----------------------|-----------------------------------------------------|------------|----------------------|
| Create a resource | Home > Resource groups > sample_trans Resource groups Instant Technologies | | group sample_translation_res Resource group | ource_ | group | | | | * |
| i∃ All services | + Add III Edit columns | ••• More | ρ | \mathbf{A} | + Add III Edit columns II De | elete resource group | O Refresh → Move ● Assign Tag | | |
| - 📩 FAVORITES | Filter by name | | (8) Overview | ^ | Subscription (change) Instant Cloud Services PayGo Subscription ID | | Deployments No deployments | | |
| 🔲 Dashboard | NAME 15 | | Activity log | | | | â | | |
| 😵 Resource groups | (addchime-form-bot | | Access control (IAM) | | | | | | |
| All resources | chime-basic-bot-poc chimehub-auto | | 🛷 Tags | | Filter by name 0 items Show hidden types | All types | ✓ All locations | ~ 1 | io grouping V |
| Recent | (i) chimehub-ci | | SETTINGS | | NAME 1. | | TYPE 1. | LOCATION 1 | |
| App Services | (🗊) chimehub-qa | | 🕰 Quickstart | | | | | | 0 |
| Virtual machines (classic) | (chimehub-shared | | Resource costs | | | | | | |
| Virtual machines | (chimehub-slb | | Deployments | | | | | | |
| SQL databases | chimehub-staging customer translation service | | Policies | | | | Y III | | |
| Cloud services (classic) | (directline-webclient | | E Properties | | | | | | |
| | | | Locks | | | | No resources to display | | |
| Subscriptions | (sample_translation_resource- | | 👳 Automation script | | | Try changing your fit | ters if you don't see what you're looking for. Lear | more 12 | |
| Azure Active Directory | AdminPortal | | MONITORING | | | | Create resources | | |
| 🕒 Monitor | (chimeui | | iii Metrics | | | | | | |
| 🏮 Security Center | CloudAdminPortal-dev-rg | | Alert rules | | | | | | |
| O Cost Management + Billing | (instant-docker-registry | | Diagnostics logs | | | | | | |
| Help + support | (itadminportal | | Application insights | | | | | | |

Figure 5: Add Translation Service

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

| Microsoft Azure | | | ${\cal P}$ Search resources, services an |
|----------------------------|-----------------------------------------------------------------------|-----------|------------------------------------------|
| Create a resource | Home > Resource groups > sample_translation_resource_gr Everything | | * = × |
| i∃ All services | T Filter | | |
| | C Translator Text API | | × |
| Dashboard | Results | | |
| Resource groups | NAME | PUBLISHER | CATEGORY |
| All resources | 📅 Translator Text API | Microsoft | AI + Cognitive Services |
| Recent | | | |
| App Services | | | |
| Virtual machines (classic) | | | |
| Virtual machines | | | |
| 🥫 SQL databases | | | |
| Cloud services (classic) | | | |
| Subscriptions | | | |
| Azure Active Directory | | | |
| Monitor | | | |
| Security Center | | | |
| Oost Management + Billing | | | |
| 🎴 Help + support | | | |
| 🤹 Advisor | | | |
| | | | |
| | < | | |

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.

| Microsoft Azure | | | | l docs × 🗘 ≻_ 🚳 🛈 | |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| All services pource | Home > Resource groups > sample_translation_resource_ Everything | | ≁ × | Translator Text API | * • × |
| I All services | Filter Translator Text API | | × | Microsoft Translator Text API is a cloud-based automatic translat supporting more than 60 languages that reach more than 95% or (GDP). Translator can be used to build applications, websites, too multilongues support. | world's gross domestic product |
| Dashboard Resource groups | Results | | | Extend the reach of your applications Across mobile, desktop, and web applications, easily power trans supported languages for text through the open REST interface of | |
| All resources | NAME Translator Text API | PUBLISHER | CATEGORY Al + Cognitive Services | Automatically detect languages Easily and accurately detect the language of any text string, simp | ifying development processes and |
| Recent App Services | | | | allowing you to quickly send for translation or serve localized cor Translate real-life conversation | |
| Q Virtual machines (classic) | | | | Add text translation to your app, optimized for clear translation o Build customized translation systems | f real-life conversations. |
| Virtual machines SQL databases | | | | Customize your text translations with the Microsoft Translator Hu build a system reflecting your needs or starting with a dictionary | |
| Cloud services (classic) | | | | PUBLISHER Microsoft | |
| Subscriptions Azure Active Directory Monitor | | | | More about Translator Te Documentation USEPUL UNKS API reference Pricing | xt API |
| Security Center | | | | Regional availability | |
| Cost Management + Billing Help + support | | | | | |
| 🔹 Advisor | | | | Create | |

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.





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.

| Microsoft Azure | | | 🔎 Search resources, services and docs 🛛 × 🗘 ≻_ 🍪 😳 🔿 🔤 🚱 |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a resource | Home > Resource groups > sample_translation_resource Resource groups * X Instant Technologies | eroup sample_translation_resourc Resource group | ie_group 🖌 🖈 |
| i≣ All services | 🕂 Add 🗮 Edit columns \cdots More | R | + Add III Edit columns Delete resource group DRefresh → Move Ø Assign Tags Subscription (shared) Declorments |
| — 🚖 FAVORITES ———————————————————————————————————— | Filter by name | (C) Overview | Subscription ID Subscription ID |
| Dashboard | NAME 1 | Activity log | R |
| 📦 Resource groups | addchime-form-bot ···· | Access control (IAM) | Filter by name All types V All locations V No grouping V |
| All resources | chime-basic-bot-poc ···· | 🛷 Tags | Piller by hame. Initiality is a procession in the proc |
| 🕒 Recent | (a) chimehub-ci ···· | SETTINGS | NAME 1: TYPE 1: LOCATION 1: |
| 🔇 App Services | 👘 chimehub-qa … | du Quickstart | Cognitive Services global ···· |
| Virtual machines (classic) | chimehub-shared ···· | Resource costs | |
| 👰 Virtual machines | chimehub-staging ···· | Deployments | |
| 🥫 SQL databases | Customer_translation_service ···· | Policies | |
| Cloud services (classic) | (directline-webclient ···· | Properties | |
| Subscriptions | sample translation resource | Locks Automation script | |
| Azure Active Directory | AdminPortal | | |
| Monitor | (🐑) chimeui ···· | MONTORING | |
| Security Center | CloudAdminPortal-dev-rg ··· docker-admin-portal ··· | Alert rules | |
| O Cost Management + Billing | (i) instant-docker-registry ···· | Diagnostics logs | |
| 🖀 Help + support | (tadminportal ···· | Application insights | |
| 🔷 Advisor | | Log analytics (OMS) | |
| | | | |
| | | | |

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.

| M Instant Chime - Agent Assistant and Translator | | × |
|--------------------------------------------------|--------------|----------------|
| Basic Settings Active Chime Queues | | |
| Chime Server URL: example: http://192.168.1.8 | 2/Chime/ | |
| | | |
| | 1 | Test |
| Auto-accept chat toasts from Instant Chime of | ueues? | |
| ✓ Open Context Window when agent accepts c | onversation? | |
| Extension Window Size: Medium | • | |
| Enable Instant Chime translation service | | |
| Translation service key: | at 174.05.00 | - |
| Update interval (Minutes) 5 | | |
| ✓ Enable Sound? | | |
| ✓ Use Enhanced Agent Toast? | | |
| Debug Logs Folder | | |
| | | |
| | Open Logs | Folder |
| 1.0.17.0 | | Folder Save |

Figure 14: Add in Your Translation Service Key

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