Translation and Localization Guide for HP ART 5.1





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Translation and Localization Guide for HP ART 5.1

Version 5.1 Revision A



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Introduction

The HP ART software provides several options to manage the language of your content so you can easily produce translated versions of your HP ART content. This process allows you to translate the text in your course modules, along with the information notes and action notes in simulations. If your company uses a localized application GUI, you can also reproduce the simulations so that the simulation screen images reflect your company's actual application.

Translation and Localization Options

Your environment and training needs dictate the amount of translation and localization required for your ART training material. HP outlines the following three scenarios to assist you in this process:

- Scenario 1: Phrases Only
- Scenario 2: All Text Content
- Scenario 3: Full Localization

Scenario 1: Phrases Only

The Phrases Only option updates the current course module and simulation files with the phrases that are already documented and translated in the HP ART template. The result is content that will include some English along with your language of choice. It does not require an outside translator. In this scenario:

- Phrases listed in the HP ART template are used to translate content.
 - \circ Simulation action notes that have not been edited are translated.
 - Button names in the HP ART GUI are translated.
- Course module content and simulation information notes remain in English.
- Job aids must be reattached and simulation links in the course module must be updated.

Scenario 2: All Text Content

The All Text Content option includes the Phrases Only actions plus all other text content. The text content is exported to an XML Localization Interchange File Format (XLIFF) and sent to a translation company. Additional content that is not included in the XLIFF files is manually added to an Excel spreadsheet for translation. The result is that all text content is translated to the desired language. In this scenario:

- Tasks from the Phrases Only option listed above are performed.
- All text content in course module and simulation files is exported to an XLIFF file to be translated by a translation company.
- Additional content not included in the XLIFF file is documented in an Excel spreadsheet to be translated and manually entered into the course module.

Scenario 3: Full Localization

The Full Localization process includes the All Text Content actions plus a re-recording of all simulations to include application images that reflect the local installation. The result is a fully translated and localized training package. In this scenario:

- Tasks from the All Text Content option above are performed.
- Images that contain English text are updated with translations.
- Simulations are re-recorded using localized application GUIs so that application images are localized.

Getting Started

Before beginning a translation or localization process, review the topics below.

Prepare File Hierarchy

As you translate and localize your ART files, many different types of files are used and generated. The following folder structure is strongly recommended to help organize the files during this process. HP recommends that you create a folder named C:\ART\ with the substructure illustrated below.

a 🌗 ART Translation Example				
Image:				
D published_content				
🖻 퉲 source				
🖻 퉬 translated				
translated_xliff_files				

Folder	Description
ART Translation [Project Name]	Main folder for each ART course. Name the folder to match your project title.
exported_xliff_files	Storage location for XLIFF files when using the Manage Content Language>Export command.
published_content	Use as an outbox location when publishing recordings and
01_intro	courses so that you can view them locally. The published job
02_module_name	aid file is linked to the course file. For organizational
0x_module_name	purposes, you should create sub-folders for each module.
source	Use this folder to store the English course file (.ULC) and the
01_intro	recordings (.UDC) files. Create sub-folders for each module.
02_module_name	
0x_module_name	
translated	Use this folder to store the translated course file (.ULC) and the
01_intro	recording (.UDC) files. Create sub-folders for each module.
02_module_name	
0x_module_name	
translated_xliff_files	Storage location for XLIFF files received back from the
	translation company.

Languages Available in the Template

The image below shows the General > Languages page in the HP ART template. This list indicates over 30 languages that HP ART supports to aid you in your translation efforts.

🧑 ART5_HP ART Template_1-0.udt - HP Adoption Readiness Tool™ – Powered by ANCILE Solutions™ 📃 💷 💌					
File Edit V	/iew Format Tools Help				
E 🗅 🤌 🖻 🗎	10 🔊 🖄 🚔 🖉 🖉 🖉 🖉 A B U I S 📄 🖶	=18			
	EAIDORALIDDDDDI				
: IF 24 24 24 24			8		
Languages		<u>^</u>	General 🔻 🗴		
Use serve	er languages		Information		
Check All			Images		
			Data Files		
Visible	Language		Languages		
	Bahasa Indonesia (Indonesia) [id_ID]		Hotspot Images		
	català (català) [ca_ES]		Text to Speech		
	čeština (Česká republika) [cs_CZ]				
	dansk (Danmark) [da_DK]				
	Deutsch (Deutschland) [de_DE]				
	English (United Kingdom) [en_GB]				
	English (United States) [en_US]				
	Español (España, alfabetización internacional) [es_ES]				
	français (Canada) [fr_CA]				
	français (France) [fr_FR]				
	hrvatski (Hrvatska) [hr_HR]				
	italiano (Italia) [it_IT]				
	magyar (Magyarország) [hu_HU]	-			
	Nederlands (België) [nl_BE]	=			
V	Nederlands (Nederland) [nl_NL]				
v	norsk, bokmål (Norge) [nb_NO]				
V	polski (Polska) [pl_PL]				
V	Portugués (Brasil) [pt_BR]				
V	portugues (Portugal) [pt_P1]				
V	romana (Romania) [ro_RO]				
	suomi (suomi) (ii_Fi)				
	Türken (Türkine) fir TRI				
	Ελληνικά Ελλάδα) [e]_GB]				
	български (България) Іро ВСІ				
	русский (Россия) [л. RU]				
	ar SA1 العربية المطكة العربية السعودية)				
V	ไทย (ไทย) [th TH]				
	한국머 (대한민국) [ko KR]				
	中文(中华人民共和国) [zh_CN]				
	中文(台灣) [zh_TW]				
	日本語 (日本) [ja_JP]				
		-			
•		•			
General Propert	ies Phrases Publications Styles Blocks Sections Ready		<i>S</i> ²		
	Includy				

Phrases Already Translated

The Phrases tab in the HP ART template shows the boilerplate text that is used throughout the course modules and simulations. These phrases have already been translated so that you do not need to incur a translation cost. When you export a file to the XLIFF format these phrases show as translated.

See the Appendix for details on how to export the phrases for review.



XML Localization Interchange File Format (XLIFF)

For each exported language, one XML Localization Interchange File Format (XLIFF) file is created. The exported XLIFF file(s) contain all phrases and author-entered text in the content. Phrases and boilerplate text provided with the template (for example, "Show Me!") are automatically translated to the phrases provided in the template. To translate the author-entered text, the XLIFF file is sent to a translation company. The XLIFF file is then imported back into the ART file so that both phrases and author-entered text are imported, enabling production of translated training material.

Below is an example of an XLIFF file for a simulation. This image shows the phrase "Show Me!" translated to the selected language, since "Show Me!" is a phrase in the ART template.



Below is the same XLIFF file showing author-entered text from an information note. This text requires translation by a translation company.

📄 art5_02_register-new-interactions_sm9-30_udc_phrase_da-DK - Notepad	3
File Edit Format View Help	
<trans-unit approved="no" id="16"></trans-unit>	^
<pre><source xml:lang="en-US"/>In this example, you Register an Interaction for a printer jam reported by Jim Aaron in the North America region. <target extradata="not translated" xml:lang="da-DK">In this example, you Register an Interaction for a printer jam reported by Jim Aaron in the North America region <targets< pre=""></targets<></target></pre>	1
<pre>/trans-unit> <source xml:lang="en-US"/>The <ph id="0" xmlns=""></ph>Password<ph id="1" xmlns=""></ph>Password<ph <="" id="1" td=""> <target extradata="not translated" xml:lang="da-DK">The <ph id="0" xmlns=""></ph>Password<ph <="" id="1" td=""></ph></target></ph></pre>	-

Additional Content to Translate

If you are conducting an All Text Content or Full Localization translation, be aware that several types of content are not extracted with the XLIFF file and need to be manually extracted for translation. The best practice is to create an Excel spreadsheet and manually add this content so that it can be translated along with the XLIFF files. The items that are not automatically extracted are:

- Description and Module fields on the HP ART File>Properties>Properties page.
- The copyright in the footer of the job aids. (This is stored in the HP ART template Blocks>Footer; may not require translation.)
- Author-entered field descriptions in job aids.
- Text input examples in job aids. (May not require translation.)

Below is a sample of an Excel spreadhseet to use for translation.

0	Table for translation - Microsoft Excel					
ľ	Home Insert	Page Layout Formula	las Data Review View	Add-Ins Acrobat		
ľ	Cut	alibri 🔹 11 🔹		Wrap Text Gen	neral 🔹	Normal
Pa	aste v V Format Painter	B I <u>U</u> -	·▲· ■ ≡ ≡ ≡ ≇ ≇	Merge & Center * \$	• % • (*.0 .00)	Conditional Format Formatting + as Table +
	Clipboard 🕞	Font	Alignm	ent 😼	Number 🕞	
	B12 🗸 🕤	fx				
	A		В			С
1	English	Tran	inslation		NOTES: Do not tran	islate
2						
3						
4						
5						
6						
7						
8						
9						

Localized Check Boxes

The purpose of the Localized option is to assign a language tag to non-text elements (images, simulations, etc.) to assist in identifying items that require additional editing after the course is translated.

Images

• In HP ART's Edit Image dialog box, check the Localized check box to indicate that the image is specific to the current language. For example, if an image contains English text, check the Localized check box so that it is tagged for updating.

Edit Image	
General	Layout: Top left corner Use template zoom options Enable zoom Width: Height: 547 pixels Maintain aspect ratio
	Current: English (United States) [en_US] OK Cancel

Simulation page in course

• In HP ART's Insert Simulation dialog box, check the Localized check box to indicate that the simulation is specific to the current language and you want to re-record it.

Insert Simulation	
Insert: Simulation	
Chosen Simulation:	
\sims\art5_02_register-new-interactions_sm9-30	
Available Simulations:	Mode visibility:
art5_02_register-new-interactions_sm9-30 art5_02_apply-interaction-template_sm9-30 art5_02_escalating-interactions_sm9-30 art5_02_log-interactions-ess_sm9-30	 Launch Show Me Launch Try Me Launch Quiz Me Launch Test Me
	Localized Current: English (United States) [en_US]
	Insert Cancel

Once the course is translated, the Localized language tag allows authors to identify pages that require additional edits. For example, if an image has English text that will require localization, the author checks the Localized check box on the Edit Image dialog box. After the course is translated, the author enables the Highlight steps with Non-Localized Elements filter using Tools>Options>Filters.

V Options	
General Audio Document Editor Simulation Editor Fiters Course Editor Recorder Server	Filters Document filters Highlight steps with Broken Step Links Highlight steps with Missing text in edit actions Highlight steps with Missing hint text in edit actions Highlight steps with Nossible incorrect hotspot location Highlight steps with Nonoun control types Highlight steps with Non-Localized Elements Highlight steps with Non-Localized Elements Highlight steps with Overlapping notes Course filters Highlight steps with Non-Localized Elements Highlight steps with Non-Localized Elements
	OK Cancel

When this filter is enabled, pages listed in the Course pane are highlighted if they require localization. The image below shows a translated course. The Service Desk Workflow image had the Localized checkbox selected in the English version. In the translated version, after the filter was enabled, the Course pane shows the exclamation highlight indicating this page requires additional edits. In this case, a new image should be added with the new language.



Guided Re-Record

Use the guided Re-Record feature in HP ART when your target application has been localized and you want to capture new screen images using the same steps in the original simulation. The Re-Record feature creates a new HP ART simulation file (.UDC) and appends the file name with the selected language. The translated phrases from the HP ART template are used during the re-recording. In most cases, re-record will be the first step when doing a full localization. Information notes remain in English and can be translated with the XLIFF process. Timing of information notes may need to be adjusted, and the timing of action notes needs to be reestablished after all translation is complete.

When you open an existing document and select Re-Record, a guide pane opens in the recorder preview pane to display the guide steps. Use the guide steps to help you re-create the required actions in the target language.

Template Updates

If you are going to create new courses and simulations in another language, you may want to change the following English text items to your desired language. These text items are in the ART template on the Blocks page.

- Assessment Confirmation
- Assessment Note
- Footer
- Header
- Highlighted Info Note
- Note Purpose
- Quiz Me Note
- Show Me Note
- SME Note
- Test Me Note
- Try Me Note

Scenario 1: Phrases Only

The graphic below shows a high-level overview of the Phrases Only scenario.



Follow the steps below to translate specific text phrases identified in the ART template.

Alternative: See the Appendix: Translate Phrases for One File for an alternative approach to pull in translated phrases for one file at a time.

Create XLIFF Files

1. Review the "Prepare File Hierarchy" section in this document and ensure your English ART source files are available.

2. With HP ART open, batch export the .ULC and .UDC files for a specific module by selecting File>Manage Content Language>Batch Export....

🅼 HF	Adoption Readiness Tool™ – Powere	d by ANCILE Solutions™
File	Edit View Format Tools	Help
	New	
	Open •	
T 🖻	Close	
	Manage Local Templates	
	Manage Local Custom Skins	
	Save	
	Save As	
	Check in	
÷	Get Latest Version	
1	Lock	
21	Unlock	
	Manage Content Language	Export
會	Publish	Batch Export
1	Batch Publish	Import
ė	Print	Batch Import
B	Preview Simulation	Create Translations
Q	Properties	Batch Create Translations
	Recent Documents	Re-Record
۲	Exit	Apply XLIFF Translations
۲	Exit	Apply XLIFF Translations

Note: For a single file, select File>Manage Content Language>Export....

- 3. In the Batch Export... dialog box:
 - Select the export language(s). •
 - Complete the Export from: field with your source file location.
 - Complete the Export to: field with your desired output location -• exported_xliff_files.
 - Select an export option. The option Create XLIFF file and include • screen titles exports the most text.

• Click Export.

Batch Export	x
HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] cestina (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United Kingdom) [en_US] Español (España, alfabetización internacional) [es_ES] français (Canada) [fr_CA] français (France) [fr_FR] hrvatski (Hrvatska) [hr_HR] italiano (Italia) [it_IT] magyar (Magyarország) [hu_HU] Nederlands (België) [nl_BE] Nederlands (Nederland) [nl_NL]	4 H
Export from:	
C:\ART Translation Example\source\art5_02_service_desk\	
Export to:	
C:\ART Translation Example\exported_xliff_files\	
 Create XLIFF file for Re-Recording Create XLIFF file and include screen titles Create XLIFF file without including screen titles 	
Export Can	:el

4. The summary window shows the XLIFF files created. Note that each file name is appended with the word phrase and an abbreviation for the language selected.

🅼 Exporting summary	• X
Onte 02 mode interaction template and 20 udg]
art5_02_apply-interaction-template_sm9-30_udc_phrase_da-DK.xlf	
art5_02_register-new-interactions_sm9-30.udc	
art5 02 register-new-interactions sm9-30 udc phrase da-DK.xlf	
art5_02_service-desk_SAMPLE.ulc	
	ОК

5. Review the exported_xliff_files folder.

A new folder for each file was created. In each folder is the XLIFF file for the associated language.

NOTE: Do not change the folder structure or ART will not be able to import the updated XLIFF files.

🛽 📙 ART Translation Example	*	art5 02 apply-interaction-template sm9-30 udc phrase da-DK
A list exported_xliff_files		
art5_02_apply-interaction-template_sm9-30		
art5_02_register-new-interactions_sm9-30		
art5_02_service-desk_sample		
b lished_content		
🛛 🔐 source		
🖻 🌗 translated		
translated_xliff_files		

Import the Exported XLIFF Files and Create Translations

The translated phrases from the HP ART template are imported during this process.

1. Using the batch process, import the XLIFF files you just exported for a specific module by selecting File>Manage Content Language>Batch Import....

D HP Adoption Readiness Tool™ – Powered by ANCILE Solutions™			
File	Edit View Format Tools	Help	
	New	1	# A B <u>U</u> I S ≡ ≡
	Open 🕨		
1	Close	<u> </u>	
	Manage Local Templates		
	Manage Local Custom Skins		
	Save		
	Save As		
	Check in		
÷	Get Latest Version		
1	Lock		
8	Unlock		
	Manage Content Language 🔹 🕨		Export
崳	Publish		Batch Export
	Batch Publish		Import
8	Print		Batch Import
A	Preview Simulation		Create Translations
÷	Properties		Batch Create Translations
	Recent Documents		Re-Record
۲	Exit		Apply XLIFF Translations

- 2. In the Batch Import... dialog box:
 - Select the import language(s)
 - Complete the Import To: field with the file location for your new language source files.
 - Complete the Import from: field with the location of the exported XLIFF files.
 - Click Import.

Batch Import
HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] čeština (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United States) [en_US] Español (España, alfabetización internacional) [es_ES] français (Canada) [fr_CA] français (France) [fr_FR] hrvatski (Hrvatska) [hr_HR] italiano (Italia) [t_IT] magyar (Magyarország) [hu_HU] Nederlands (België) [nl_BE] Nederlands (Nederland) [nl_NL] norsk, bokmål (Norge) [nb_NO] polski (Polska) [pl_PL] Português (Brasil) [pt_PT] maja (România) [ro_RO]
suomi (Suomi) [fi_FI]
Import to: C:\ART Translation Example\source\art5_02_service_desk\ Import from:
C:\ART Translation Example\exported_xliff_files\
Import Cancel

3. The Importing summary lists the status of each file. Click OK.

🥠 Importing summary
 art5_02_apply-interaction-template_sm9-30.udc art5_02_apply-interaction-template_sm9-30_udc_phrase_da-DK.xlf art5_02_register-new-interactions_sm9-30_udc_phrase_da-DK.xlf art5_02_service-desk_SAMPLE.ulc art5_02_service-desk_SAMPLE_ulc_phrase_da-DK.xlf
ОК

4. To create the translated files, select File>Manage Content Language>Batch Create Translations....

_		
File	Edit View Format Tools	Help
	New	🦓 🎣 🗄 A B <u>U</u> I S ≣ 🤅
	Open	
1	Close	
	Manage Local Templates	
	Manage Local Custom Skins	
	Save	
	Save As	
	Check in	F I
Ψ	Get Latest Version	
1	Lock	
1	Lock Unlock	
	Lock Unlock Manage Content Language	Export
	Lock Unlock Manage Content Language Publish	Export Batch Export
	Lock Unlock Manage Content Language Publish Batch Publish	Export Batch Export Import
	Lock Unlock Manage Content Language Publish Batch Publish Print	 Export Batch Export Import Batch Import
	Lock Unlock Manage Content Language Publish Batch Publish Print Preview Simulation	 Export Batch Export Import Batch Import Create Translations
	Lock Unlock Manage Content Language Publish Batch Publish Print Preview Simulation Properties	 Export Batch Export Import Batch Import Create Translations Batch Create Translations
	Lock Unlock Manage Content Language Publish Batch Publish Print Preview Simulation Properties Recent Documents	 Export Batch Export Import Batch Import Create Translations Batch Create Translations Re-Record

- 5. In the Create Translations... dialog box:
 - Select the desired language(s).
 - Complete the Inbox: field with your source file location.
 - Complete the Outbox: field with the desired location of your new translated files translated.

• Click Translate.

Create Translations	
Image: HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Image: HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Image: HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Image: HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Image: HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Image: Català (català) [ca_ES] Image: Català (català) [ca_CZ] Image: Canada) [da_DK] Image: Canada) [fd_DE] Image: Canada) [fr_CA] Image: Français (Canada) [fr_CA] Image: Français (France) [fr_FR] Image: Français (France) [fr_FR] Image: France) [fr_FR] Image: Français (France) [fr_FR] Image: France [fr_F	
C:\ART Translation Example\source\art5_02_service_desk\)
Outbox:	
C:\ART Translation Example\translated\	J
Translate Cancel]

6. The Translation Summary dialog box is displayed. Note that each source file is matched with a new file that is appended with the abbreviation for the language selected. Click OK.

🅢 Translation Summary	
 art5_02_apply-interaction-template_sm9-30.udc art5_02_apply-interaction-template_sm9-30_da-DK.udc art5_02_register-new-interactions_sm9-30_da-DK.udc art5_02_service-desk_SAMPLE.ulc art5_02_service-desk_SAMPLE_da-DK.udc 	
	ОК

7. Review the files created in the translated folder. A sub-folder is created for each file. The file name is appended with the language abbreviation.



8. Move the .UDC files into the same folder with the .ULC file. Delete the empty folders.



9. Review the translated phrases in the simulation files. Below is an example of a simulation file with the Phrases Only translated. You will see that only the phrases are translated, while the author-entered content is in English.



10. Review the translated phrases in the course module file. Below is the launch dialog box showing the translated phrases.



Below is a course page showing the translated phrases. Notice that the GUI buttons and the title Summary are translated and the author entered content is in English.



Attach Translated Job Aids and Update Simulation Links

- 1. For each module, batch publish the translated simulation .UDC files to create PDF job aids.
- 2. Use the Manage>Resources menu option to attach the translated job aids to the course module .ULC file.
- 3. On each course module simulation page (including the Test Me), select Edit Simulation Properties link located in the lower right section of the page.
- 4. In the Insert Simulation dialog box:
 - Change the Insert: field to Local.
 - Select the appropriate file in the Source file: list.

• Click Insert and the simulation will publish so that the most current file is attached.

Insert Simulation	×
Insert: Local Source directory:	
C:\ART 5.10 Translation Example\translate\art5_02	_service-desk_SAMPLE\
Source file:	Mode visibility: Z Launch Show Me
art5_02_register-new-interactions_sm9-30_da-DK	 Launch Try Me Launch Quiz Me Launch Test Me
< <u> </u>	Localized Current: dansk (Danmark) [da_DK]
	Insert Cancel

Conduct Quality Review

- 1. Publish the course.
- 2. Check all translated text to ensure that text is not cut-off or overlapping other content. This is particularly important in the simulation notes.
- 3. Check the timing in all simulations and adjust as necessary.
- 4. Check that the translated job aids are properly attached.

Scenario 2: All Text Content

The graphic below shows a high-level overview of the All Text Content scenario.



Follow the steps below to translate both the phrases and any author-entered content in the course modules and simulations.

Create XLIFF Files

1. Review the "Prepare File Hierarchy" section in this document and ensure your English ART source files are available.

 With HP ART open, batch export the .ULC and .UDC files for a specific module by selecting File>Manage Content Language>Batch Export....
 Note: For a single file, select File>Manage Content Language>Export....

🅼 ні	(p) HP Adoption Readiness Tool™ – Powered by ANCILE Solutions™				
File	Edit View Format Tools	Help			
	New	A B U I	-9-1 = =		
	Open •				
T 😂	Close		1		
	Manage Local Templates				
	Manage Local Custom Skins				
	Save				
	Save As				
	Check in				
÷	Get Latest Version				
1	Lock				
21	Unlock				
	Manage Content Language	Export			
會	Publish	Batch Export			
1	Batch Publish	Import			
ê	Print	Batch Import			
B	Preview Simulation	Create Translations			
Q	Properties	Batch Create Translation	15		
	Recent Documents	Re-Record			
۲	Exit	Apply XLIFF Translation	5		

- 3. In the Batch Export... dialog box:
 - Select the export language(s).
 - Complete the Export from: field with your source file location.
 - Complete the Export to: field with your desired output location exported_xliff_files.
 - Select an export option. The option Create XLIFF file and include screen titles exports the most text.

• Click Export.

Batch Export	
 HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] čeština (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United States) [en_US] Español (España, alfabetización internacional) [es_ES] français (Canada) [fr_CA] français (France) [fr_FR] hrvatski (Hrvatska) [hr_HR] italiano (Italia) [t_IT] Mederlands (België) [nl_BE] Nederlands (Nederland) [nl_NL] 	
Export from:	_
C:\ART Translation Example\source\art5_02_service_desk\	
C:\ART Translation Example\exported_xliff_files\	ו
Create XLIFF file for Re-Recording	
Oreate XLIFF file and include screen titles	
Create XLIFF file without including screen titles	
Include annotation sets	
Export Cancel	

4. The summary window shows the XLIFF files created. Note that each file name is appended with the word phrase and an abbreviation for the language selected.

🥠 Exporting summary	
 art5_02_apply-interaction-template_sm9-30.udc art5_02_apply-interaction-template_sm9-30_udc phrase da-DK.xlf art5_02_register-new-interactions_sm9-30_udc art5_02_register-new-interactions_sm9-30_udc phrase da-DK.xlf art5_02_service-desk_SAMPLE.ulc art5_02_service-desk_SAMPLE_ulc phrase_da-DK.xlf 	
	ОК

Review the exported_xliff_files folder.
 A new folder for each file was created. In each folder is the XLIFF file for the associated language.

NOTE: Do not change the folder structure or ART will not be able to import the updated XLIFF files.



Document Additional Content to Translate

Several types of content are not extracted with the XLIFF file and need to be manually added to an Excel spreadsheet so that they can be translated. These items are:

- Description and Module fields on the HP ART File>Properties>Properties page.
- The copyright in the footer of the job aids. (This is stored in the HP ART template Blocks>Footer; may not require translation.)
- Author-entered field descriptions in job aids.
- If you are using the ART web site to deploy your content, include properties and titles used on the web site.
- Text input examples in job aids. (May not require translation.)
- 1. Create an Excel spreadsheet with a list of English terms and a column for the translation.

C)	9 • 7 •	(" -) ≠								Table for	translation - Microsoft Excel	
	Home	Insert	Page Lay	rout Fo	ormulas Dai	a Re	view Vie	w Add-Ins Ac	robat			
R	∦ Cut		Calibri	* 11	• A *	≡ =	=	Wrap Text	Ge	neral 🔹	Normal	
Paste	V Format	Painter	BI	<u>ı</u> •][<u>- A</u> -	≣≣		Merge & Center 🔹	\$	- % * 0.00 .00 *.0	Conditional Format Formatting * as Table *	
	Clipboard	G.		Font	5		Alignr	nent 🗖		Number 💿		
	B12	•	(•	f _x								
4	A				В				С			
1 En	1 English				Translation				NOTES: Do not translate			
2												
3												
4												
5												
6												
7												
8												
9												

2. For all source files (both .ULC and .UDC), copy the properties (Description and Module) fields into the Excel spreadsheet. Keep in mind that some of the values may be duplicates and only need to be added to the sheet once.

	×		
Value			
ITSM 🔻			
ervice Manager 🔹			
	-		
	-		
013_08			
this module, you will learn abou			
ervice Desk	-		
OK Car	cel		
	OK Can		

For the course module file .ULC properties, select File>Properties...>Properties:

General		Name	Value					
···· Properties		PORTFOLIO	ITSM	-				
		Product	Service Manager	-				
		BeginHere						
		Keywords			=			
		Comments			-			
		Owner						
		Keywords						
		Build_Num						
		Description						
		DescriptionBullet1						
		DescriptionBullet2						
		DescriptionBullet3						
		DescriptionBullet4						
		Description2ndParagraph						
		Module	Service Desk		Ŧ			

For the simulation file .UDC properties, select File>Properties...>Properties:
6	Table for translation - Microsoft Excel																			
P	Hom	e Insert	Page	Layout F	ormulas	Data I	Review	View	A	dd-Ins		Acrobat								×
Pa	te	Calibri BJ <u>U</u>	- 11 - 🖽 - Font	• A A		😸 🗞 🕅	· .	Gener \$ -	al %	• 38	• • • • • • • • • • • • • • • • • • • •	Conditi Formatt	mal For ng * as T Style	mat C able * Sty	Cell yles -	Gran Insert * State * Delete * Format * Cells	Σ · @· Q·	Sort & Fifter - Editing	Find & Select -	
	A18		6	f.c.											_					¥
4		1	1		2			в								с				
1	English				Transla	tion							NOTES:	Do not	trans	late this colu	nn			٦.
2	In this m Service D button b course m specific t	odule, you besk. Click t elow to vie iodule, or q ask by laun	will learn he Launc w the eb uickly m ching a S	h about h Module earning aster a imulation									Descrip	tion pro	operty	1.				
2	Cancica P	o.			<u> </u>							-	Module	orecor	-				_	
4	Service L	ADK.						_		_		_	module	proper	i ty			_	_	
5					-														_	

Below is an example of what the in-progress spreadsheet may look like.

3. For each simulation .UDC file, go to the Document view and locate tables that indicate text input. Copy the Description and Example: text into the Excel spreadsheet.

🍈 art5_02_register-new-interactions_sm9-30.udc - HP A	doption Readiness Tool™ – Powered by ANCILE Solutions™	
File Edit View Insert Format Tools Hel	p	
: D 📂 📂 🗎 😐 🔊 🖆 🖆 : 🖉 🛷 💷 :	A B 旦 I S 美 美 美 註 結 結 編 (♥) ス, x² 🗄 🌡 🗅 📋 🗶 🕫 🍋 🗰 🖤	
HP Service Manager		A III
	Usamana 1 Pasawot Language Zutan Cog m 2 0 1994-301 Neves: Rucked Development Corpury, L.P. All rights reserved. The software is protected by international copyright is w.	
1. As required, complete/review the following	fields:	
Field Field	/O/C Description	
	User credentials provided by the System Administrator. Example: Servicedesk Agent	_
In this example, you Register an Interac	tion for a printer jam reported by Jim Aaron in the North America region.	
Document Simulation Screenflow Ready		
Document Simulation Screenhow Ready		

4. Open the HP ART template and copy the Footer copyright text into the Excel spreadsheet.

🧑 ART5	🅼 ART5-11 HP ART Templatev1.udt - HP Adoption Readiness Tool™ – Powered by ANCILE Solutions™						
File	Edit View Format Tools Help						
: 🗅 🤗	5 🤧 🖴 🚳 🔊 🗠 🛥 E 🖉 🔊 a						
			- 1 er 3r der ver 1		Ŧ		
1 14 15	+ G F Y W 0 0 0 0 7 0						
Footer			^	Blocks	х		
					_		
	Select Phrase			Managa All Disala	_		
		Name	E	Activity	Â		
	Earlight (United Chates) [as UC]	Name Factor	-	ASAP BPP			
	English (United States) [en_US]	Footer Dia da a faina		Assessment Confirmation			
	Espanoi (Espana, airabetización internación	Pied de page	-	Assessment Note			
	français (Erança) fr. EB1	Pied de page		Configuration Information			
	hovateki (Hovateka) [br. HB]	Podpožie		Course Footer			
	italiano (Italia) lit ITI	Per		Course Header			
	magyar (Magyarország) (by HU)	l ábléc		Exercise/Data Sheet	Ξ		
	Nederlands (België) [nl BE]	Voettekst		Field			
	Nederlands (Nederland) [n] NL1	Voettekst		Footer			
	<		•	Free Text			
				Header			
				Heading			
				Highlighted Note			
				If			
C		Misseed		Note			
Con	tent:	Minored V	new	Purpose			
				Quiz Me Note			
	© Copyright 2014 Hewle	tt-Packard Development		Result			
	Compar	y, L.P. {#Page#}/{#P	age	Screen Flow			
	{#LongDate#}	Cou	nt#}	Show Me Note			
			-	SME Note	*		
			F.				
General	Properties Phrases Publications Styles	Blocks Sections Ready					

Below is an example of what the spreadsheet may look like with entries prior to translation.

6	Table for translation - Microsoft Excel						
	Home Insert Page Layout Fo	rmulas Data Review View Add-Ins Acrobat					
P	Calibri v 11 v A A aste v pboard v Font v	E = Alignment G Alignment G Alignment G	anal Format Cell ing + as Table > Styles Cells Styles				
	A18 - 🧿 f 🖈		×				
	А	В	С				
1	English	Translation	NOTES: Do not translate this column				
	In this module, you will learn about		Description property.				
	Service Desk. Click the Launch Module						
	button below to view the eLearning						
	course module, or quickly master a						
	specific task by launching a Simulation						
2	or Job Aid.						
3	Service Desk		Module property				
	User credentials provided by the		File: art5_02_register-new-interactions_sm9-30.				
4	System Administrator.		Field definition.				
	Servicedesk.Agent		File: art5_02_register-new-interactions_sm9-30.				
5			Field example.				

Send/Receive back XLIFF Files and the Excel sheet for Translation

- 1. Send the XLIFF files and Excel spreadsheet to a translation company.
- 2. Receive translated files from the translation company.
- Place the XLIFF files in the project hierarchy folder translated_xliff_files.
 NOTE: The files should be in the same folder structure as when they were exported, or ART will not be able to import the updated XLIFF files.

Import the Translated XLIFF Files and Create Translations

With the translated XLIFF files in the folder translated_xliff_files, complete the following:

1. With HP ART open, batch import the XLIFF files for a specific module by selecting File>Manage Content Language>Batch Import....

File Edit View Format New Open Close Manage Local Templates	Tools	Help	
 New Open Close Manage Local Templates 	ب	# 13	
Open Close Manage Local Templates	ب		
Close Close Manage Local Templates	i		
Manage Local Templates	5		
Manage Local Custom SI	kins		
🗎 Save			
Save As			
Check in	•		
🖤 Get Latest Version			
1 Lock			
Unlock			
Manage Content Langua	ge 🕨		Export
Publish			Batch Export
🗎 Batch Publish			Import
i Print			Batch Import
Preview Simulation			Create Translations
Properties			Batch Create Translations
Recent Documents	•		Re-Record
🕘 Exit			Apply XLIFF Translations

- 2. In the Batch Import... dialog box:
 - Select the import language(s).
 - Complete the Import To: field with your source file location.
 - Complete the Import from: field with the location of your translated XLIFF files translated_xliff_files.
 - Click Import.

atch Import	×
□ HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt)	•
Bahasa Indonesia (Indonesia) [id_ID]	
català (català) [ca_ES]	
čeština (Česká republika) [cs_CZ]	
dansk (Danmark) [da_DK]	
Deutsch (Deutschland) [de_DE]	
English (United Kingdom) [en_GB]	
	=
français (Canada) [fr_CA]	
français (France) [fr_FR]	
[=italiano (Italia) [it_IT]	
Nederlands (België) [nl_BE]	
morsk, bokmål (Norge) [nb_NO]	
polski (Polska) [pl_PL]	
Português (Brasil) [pt_BR]	
português (Portugal) [pt_PT]	
română (România) [ro_RO]	
·····/ suomi (Suomi) [fi_FI]	
svenska (Sverige) Isv SE1	*
Import to:	
C:\ART Translation Example\source\art5_02_service_desk\	
Import from:	
C:\ART Translation Example\translated_xliff_files\	
Import C	ancel

3. The Importing summary lists the status of each file. Click OK.

🅼 Importing summary	
art5_02_apply-interaction-template_sm9-30.udc art5_02_apply-interaction-template_sm9-30_udc_phrase_da-0 art5_02_register-new-interactions_sm9-30.udc art5_02_register-new-interactions_sm9-30_udc_phrase_da-0 art5_02_service-desk_SAMPLE_ulc art5_02_service-desk_SAMPLE_ulc_phrase_da-0Kxff	DK xlf K xlf
	ОК

4. To create the translated files, select File>Manage Content Language>Batch Create Translations....



- 5. In the Create Translations... dialog box:
 - Select the desired language(s).
 - Complete the Inbox: field with your source file location.
 - Complete the Outbox: field with the desired location of your new translated files translated.

• Click Translate.

Create Translations	x
 HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] čeština (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United States) [en_US] Español (España, alfabetización internacional) [es_ES] français (Canada) [hr_CA] français (France) [hr_FR] hrvatski (Hrvatska) [hr_HR] italiano (Italia) [t_IT] magyar (Magyarország) [hu_HU] Nederlands (België) [nl_BE] Nederlands (Norge) [nb_NO] polski (Polska) [pl_PL] Português (Brasil) [pt_BR] potuguês (Portugal) [pt_PT] română (România) [ro RO] 	m
suomi (Suomi) [fi_FI]	•
C:\ART Translation Example\source\art5_02_service_desk\	
Outbox:	
C:\ART Translation Example\translated\	
Translate	el

6. The Translation Summary dialog box is displayed. Note that each file name is appended with the abbreviation for the language selected. Click OK.

Iranslation Summary	
art5_02_apply-interaction template_sm9-30.udc art5_02_register-new-interactions_sm9-30.udc art5_02_register-new-interactions_sm9-30.udc art5_02_register-new-interactions_sm9-30.udc art5_02_service-desk_SAMPLE.ulc art5_02_service-desk_SAMPLE_da-DK.ulc	
	ок

7. Review the files created in the translate folder. A sub-folder was created for each file. The file name is appended with the language abbreviation.



- Organize
 Include in library
 Share with
 Burn
 New folder

 ART Translation Example
 export
 import_xliff_files
 published_content
 source
 itranslated

 art5_02_apply-interaction-template_sm9-30_da-DK
 art5_02_register-new-interactions_sm9-30_da-DK
 art5_02_service-desk_sample_da-DK

 art5_02_service-desk_sample_da-DK
 art5_02_service-desk_sample_da-DK
- 8. Move the .UDC files into the same folder with the .ULC file. Delete the empty folders.

Update Additional Translated Content Entered into Source Files

1. Receive the translated Excel spreadsheet from the translation company.

6	Table for translation - Microsoft Excel							
	6	Home Insert Page Layout Fo	rmulas Data Review View Add-Ins Acrobi	it 🔞 – 🖻 X				
C	Pa	Calibri • 11 • A A Ste ste stoord G Font G	= = ● ≫ · 『 ■ = 書 詳 詳 函 · Alignment ☞ Number ☞ Con	titional Format Cell atting * as Table * Styles * Styles				
		B8 ▼ (<i>f</i> _x		*				
		А	В	C 🗧				
1	1	English	Translation	NOTES: Do not translate this column				
		In this module, you will learn about	I dette modul vil du lære om Service Desk. Klik på Start	Description property.				
		Service Desk. Click the Launch Module	knappen modul nedenfor for at få vist e-learning kursu	s				
		button below to view the eLearning	modul, eller hurtigt mestre en bestemt opgave at					
		course module, or quickly master a	iværksætte en simulering eller Job.					
		specific task by launching a Simulation						
1	2	or Job Aid.						
:	3	Service Desk	Service Desk	Module property				
		User credentials provided by the	Brugerens legitimationsoplysninger fra	File: art5_02_register-new-interactions_sm9-30.				
4	4	System Administrator.	systemadministratoren.	Field definition.				
		Servicedesk.Agent	Servicedesk.Agent	File: art5_02_register-new-interactions_sm9-30.				
	5			Field example.				

- Copy the translated items to their appropriate locations in the newly translated files.
 Note: Ensure you are working with the source files that are appended with the language abbreviation.
- 3. In simulation .UDC files, resize all bubbles to fit translated text. Adjust the Auto Playback timing if necessary. Ensure that the action notes are delayed so that they are not on the screen at the same time as the information note.
- 4. Ensure that all text has been translated appropriately.

Attach Translated Job Aids and Update Simulation Links

- 1. For each module, batch publish the translated simulation .UDC files to create PDF job aids.
- 2. Use Manage>Resources menu option to attach the translated job aids to the course module .ULC file.

- 3. On each course module simulation page (including the Test Me), select Edit Simulation Properties link located in the lower right section of the page.
- 4. In the Insert Simulation dialog box:
 - Change the Insert: field to Local.
 - Select the appropriate file in the Source file: list.
 - Click Insert and the simulation will publish so that the most current file is attached.

Insert Simulation	×
Insert: Local	
Source directory:	
C:\ART 5.10 Translation Example\translate\art5_02	_service-desk_SAMPLE\
Source file:	Mode visibility:
art5_02_apply-interaction-template_sm9-30_da-E art5_02_register-new-interactions_sm9-30_da-DK	 Launch Show Me Launch Try Me Launch Quiz Me Launch Test Me
< <u> </u>	Localized Current: dansk (Danmark) [da_DK]
	Insert Cancel

Conduct Quality Review

- 1. Publish the course.
- 2. Check all translated text to ensure that text is not cut-off or overlapping other content. This is particularly important in the simulation notes.
- 3. Check the timing in all simulations and adjust as necessary.
- 4. Check that the translated job aids are properly attached.

Scenario 3: Full Localization

The graphic below shows a high-level overview of the Full Localization scenario.



Follow the steps below to translate all of the text content and update the simulation images to your localized application.

Use Guided Re-Record to Create New Simulations

- 1. Prepare the target application so that you can create new simulations. Remember to change the resolution to 1024 x 768.
- 2. In HP ART, open the current simulation file you need to re-record.

3. To start the re-record process, select File>Manage Content Language>Re-Record [file name].

🧑 art	5_02_register-new-interactions_sm9-30.udc - HP Adoption	Read	lines	s Tool™ – Powered by ANCILE Solutions™
File	Edit View Insert Format Tools Help			
	New		I	
	Open	•	a i	
Г 📂	Close		-	
	Manage Local Templates		<i>r</i> 1	
	Manage Local Custom Skins		Vind	bws Internet Explorer
	Save			
	Save As		⊢	
	Check in	•		
-	Get Latest Version			
m	Lock		r ar	
2	Unlock			
	Manage Content Language	•		Export art5_02_register-new-interactions_sm9-30.udc
1	Publish art5_02_register-new-interactions_sm9-30.udc			Batch Export
1	Batch Publish			Import art5 02 register-new-interactions sm9-30.udc
8	Print			Batch Import
D	Preview Simulation	Create Translations		Create Translations
0	Properties	Batch Create Translate	Batch Create Translations	
4				
	Recent Documents			Re-Record art5_02_register-new-interactions_sm9-30.udc
۲	Exit			Apply XLIFF Translations
			_	

- 4. In the Re-Record dialog box
 - Select the desired language from the Languages drop-down list.
 - Complete the Outbox: field with the desired location of your new translated files.

Re-Record : art5_02_register-new-interac	tions_sm9-30.udc	x
General	Languages: (dansk (Danmark) [da_DK]	
	Outbox: C:\ART Translation Example\source\art5_02_service_desk	
	Re-Record Car	icel

• Click Re-Record.

5. Use the guide pane to help you re-create the required actions in the localized application.



6. After completing all of the steps, save the file. Notice that the file name is appended with the language abbreviation, and the phrases such as Show Me! and Try Me! are in the new language. The author-entered text will be translated with the XLIFF file.



7. Repeat this process for all simulations.

Create XLIFF Files

1. Review the "Prepare File Hierarchy" section in this document and ensure your ART source files are available.

2. In the course module file, click the Localized check box in the Edit Image... dialog box for images that contain English text and require localization. Save and close the file.

Edit Image		x
General	Layout: Top left corner Use template zoom options Enable zoom Width: Height: 405	
	Image: Waintain aspect ratio Image: Waintain aspect ratio <td< th=""><th></th></td<>	
	OK Cance	

3. With HP ART open, batch export the .ULC and .UDC files for a specific module by selecting File>Manage Content Language>Batch Export....

Note: For a single file, select File>Manage Content Language>Export....

🍘 нр	Adoption Readiness Tool [™] – Powered	ed by ANCILE Solutions™
File	Edit View Format Tools	Help
	New	🏕 🎣 E A B U I S ≣ ≡
1	Open 🕨	
100	Close	
	Manage Local Templates	
	Manage Local Custom Skins	
	Save	
	Save As	
	Check in	-
÷	Get Latest Version	
1	Lock	
81	Unlock	
	Manage Content Language 🔹 🕨	Export
會	Publish	Batch Export
1	Batch Publish	Import
ê.	Print	Batch Import
B	Preview Simulation	Create Translations
Q	Properties	Batch Create Translations
	Recent Documents	Re-Record
۲	Exit	Apply XLIFF Translations

- 4. In the Batch Export... dialog box:
 - Select the export language(s).
 - Complete the Export from: field with your source file location.
 - Complete the Export to: field with your desired output location exported_xliff_files.
 - Select an export option. The option Create XLIFF file and include screen titles exports the most text.
 - Click Export.

Batch Export
 HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] čeština (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United States) [en_US] Español (España, alfabetización internacional) [es_ES] français (Cranda) [fr_CA] français (France) [fr_FR] hrvatski (Hrvatska) [hr_HR] italiano (Italia) [it_IT] Mederlands (België) [n_BE] Nederlands (Nederland) [n_NL]
Export from:
C:\ART Translation Example\source\art5_02_service_desk\
Export to: C:\ART Translation Example\exported_xliff_files\
 Create XLIFF file for Re-Recording Create XLIFF file and include screen titles
Create XLIFF file without including screen titles
Include annotation sets
Export Cancel

5. The summary window shows the XLIFF files created. Note that each file name is appended with the word phrase and an abbreviation for the language selected.



6. Review the exported_xliff_files folder.

A new folder for each file was created. In each folder is the XLIFF file for the associated language.

NOTE: Do not change the folder structure or ART will not be able to import the updated XLIFF files.



Document Additional Content to Translate

Several types of content are not extracted with the XLIFF file and need to be manually added to an Excel spreadsheet so that they can be translated. These items are:

- Description and Module fields on the HP ART File>Properties>Properties page.
- The copyright in the footer of the job aids. (This is stored in the HP ART template Blocks>Footer; may not require translation.)
- If you are using the ART web site to deploy your content, include properties and titles used on the web site on the Excel spreadsheet.
- Author-entered field descriptions in job aids.
- Text input examples in job aids. (May not require translation.)
- 1. Create an Excel spreadsheet with a list of English terms and a column for the translation.

Optional: You may want to include a column for Notes that could include file names and location of text, to make it easier to find where to insert the translated text.

	~ ~											
6		9 -	(" -) =							Table fo	r translation - N	Aicrosoft Excel
	9	Home	Insert	Page	Layout F	^E ormulas Da	ata Review Vie	w Add-Ins Acro	bat			
	Paste	∦ Cut ≧⊇ Copy ∛ Forma	t Painter	Calibri B I	- 11 <u>U</u> -	• A A		Wrap Text	General \$ - %	• 00. 0.⇒ •.€	Conditional Formatting *	Format as Table +
		Clipboard	Fa.		Font	G.	Alignr	nent 🗔	Numbe	er 🕞		
		B12		()	f _x							
	4		А				В)	с
1	L En	glish				Translation	ı		NOTES:	Do not tra	nslate	
1	2											
3	3											
4	1											
	5											
(5											
	7											
8	3											
	Э											

2. For all source files (both .ULC and .UDC), copy the properties (Description and Module) fields into the Excel spreadsheet. Keep in mind some of the values may be duplicates and only need to be added to the sheet once.

Properties				x
General		Name	Value	<u>^</u>
Properties	•	PORTFOLIO	ITSM 🔻	
		Product	Service Manager 🗸 🔻	
		BeginHere		
		Keywords		_
		Comments		-
		Owner		
		Keywords		
		Build_Num	2013_08	
		Description	In this module, you will learn abou	
		DescriptionBullet1		
		DescriptionBullet2		
		DescriptionBullet3		
		DescriptionBullet4		
		Description2ndParagraph		
		Module	Service Desk	Ŧ
			OK Cance	el 📄

For the course file .ULC properties, select File>Properties...>Properties:

General	Name	Value	
····Properties	PORTFOLIO	ITSM	-
	Product	Service Manager	-
	BeginHere		
	Keywords		
	Comments		
	Owner		
	Keywords		
	Build_Num		
	Description		
	DescriptionBullet1		
	DescriptionBullet2		
	DescriptionBullet3		
	DescriptionBullet4		
	Description2ndParagraph		
	Module	Service Desk	

For the simulation file .UDC properties, select File>Properties...>Properties:

Below is an example of what the in-progress spreadsheet may look like.

) - (" -) =	_			-	Table for t	ranslation	- Micros	oft Exc	el						• X	
	Hom	e Insert	Page Layout	F	ormulas	Data	Review	View	Add-Ir	15	Acrobat					۲	- 🗖 🤉	ĸ
Pas	te 🏈	Calibri B I U	• 11 • A	A -		= &-		General \$ - %	•	• •00.00	Conditi Formatt	nal Formang as Tabl	at Cell le * Styles *	Gelle	Σ • 	Sort &	Find & Select *	
Clipt	oard 1		Font f			Alignment			nber			Styles				Editin	ig .	-
	A18	•	Jx															*
		A			В							С						
1	Inglish				Translation					NOTES: Do not translate this column				T				
- I	n this m	odule, you v	/ill learn abou	t		Description property.												
9	Service D	esk. Click th	e Launch Mod	ule														
l I	outton b	elow to viev	/ the eLearnin	g														
	ourse m	odule, or qu	iickly master a															
9	pecific t	ask by laund	hing a Simulat	ion														
2 0	or Job Ai	d.																
3 5	ervice D)esk										Module property						
l	User credentials provided by the								File: art5_02_register-new-interactions_sm9-30.									
4 5	4 System Administrator.										Field def	inition.						
Servicedesk.Agent											File: art5_02_register-new-interactions_sm9-30.				30.			
5												Field exa	mple.					
c																		

3. For each simulation .UDC file, go to the Document view and locate tables that indicate text input. Copy the Description and Example: text into the Excel spreadsheet.

🍈 art5_02_register-nev	w-interactions_sm9-30.udc - HP Adoption Readiness Tool™ – Powered by ANCILE Solutions™	
File Edit View	Insert Format Tools Help	
i 🗅 🤌 📂 🔛 🔘) 🗟 🖆 🚔 🖉 🖟 🖉 🗄 A B U I 운 한 한 번 1 분 분 분 분 분 이 💙 시, x² 🗄 🌡 🖸 🗋 🗶 🕫 🛤 🗇	
日本は中国		
	HP Service Manager	
1. As require	ad, complete/review the following fields:	
Field	R/O/C Description	
Username:	K User credentials provided by the System Administrator. Example: Servicedesk.Agent	
f In this ex	xample, you Register an Interaction for a printer jam reported by Jim Aaron in the North America region. !!!	
Document Simulation	n Screenflow Ready	

4. Open the HP ART template and copy the Footer copyright text into the Excel spreadsheet.

🍈 ART5	-11 HP ART Templatev1.udt - HP Adoption	Readiness Tool [™] – Powered by ANCILE	Solutions™		
File	Edit View Format Tools Help				
E Di 👩	🛯 🖻 🚇 🚇 🕼 🖄 🚔 🗐 🖉			$\bigotimes [X, \chi^2]$	X In Fl X 19
	REAL BAILS	BBBBB			
1 100 100					
Footer				Blocks	▼ X
	Select Phrase			= Manage A	All Blocks
	Language	Name	*	Activity	
	English (United States) [en_US]	Footer		ASAP I	BPP
	Español (España, alfabetización internacion	Pie de página		Assess	sment Confirmation
	français (Canada) [fr_CA]	Pied de page	E	Assess	sment Note
	français (France) [fr_FR]	Pied de page		Config	uration Information
	hrvatski (Hrvatska) [hr_HR]	Podnožje		Course	Footer
	italiano (Italia) [it_IT]	Per		Course	e Header
	magyar (Magyarország) [hu_HU]	Lábléc		Exercis	se/Data Sheet 🗧
	Nederlands (België) [nl_BE]	Voettekst		Field	
	Nederlands (Nederland) [nl_NL]	Voettekst	-	Footer	
	•	4		Free	ext
				Header	r i i i i i i i i i i i i i i i i i i i
				Headin	lg Istad Nata
				Highlig	Inted Note
				Note	
Cont	ient:	Mirrored view	v 🖂	Purpos	
	× *			Quiz M	le Note
				Result	
	© Copyright 2014 Hewle	tt-Packard Development		Screen	Flow
	{#LongDate#}	(#rage#)/(#rage		Show M	Me Note
		Count	1	- SME N	ote 👻
•			•		
General	Properties Phrases Publications Styles	Blocks Sections Ready		31	
General	Fropercies Finases Fublications Style	BIOCKS Sections Ready			

Below is an example of what the spreadsheet may look like with entries prior to translation.

	Table for translation - Microsoft Excel					
Home Insert Page Layout Fo	ormulas Data Review View Add-Ins Acrobat	© _ □ ×				
$\begin{array}{c c} & \overleftarrow{A} \\ & & & & \overleftarrow{A} \\ & & & & & \overleftarrow{A} \\ & & & & & & & & & & \\ & & & & & & & $	Image: Second secon	sing var Sable > Styles vertex verte				
A18 - (* <i>f</i> _x		×				
A	В	С				
1 English	Translation	NOTES: Do not translate this column				
In this module, you will learn about		Description property.				
Service Desk. Click the Launch Module						
button below to view the eLearning						
course module, or quickly master a						
specific task by launching a Simulation						
2 or Job Aid.						
3 Service Desk		Module property				
User credentials provided by the		File: art5_02_register-new-interactions_sm9-30.				
4 System Administrator.		Field definition.				
Servicedesk.Agent		File: art5_02_register-new-interactions_sm9-30.				
5	Field example.					

Send/Receive back XLIFF Files and the Excel sheet for Translation

- 1. Send the XLIFF files and Excel spreadsheet to a translation company.
- 2. Receive translated files from the translation company.
- Place the XLIFF files in the project hierarchy folder translated_xliff_files.
 NOTE: The files should be in the same folder structure as when they were exported or ART will not be able to import the updated XLIFF files.

Import the Translated XLIFF File and Create Translations

With the translated XLIFF files in the folder translated_xliff_files, complete the following:

1. With HP ART open, batch import the XLIFF files for a specific module by selecting File>Manage Content Language>Batch Import....



- 2. In the Batch Import... dialog box:
 - Select the import language(s).
 - Complete the Import To: field with your source file location.
 - Complete the Import from: field with the location of your translated XLIFF files translated_xliff_files.
 - Click Import.

Batch Import	x
 HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] čeština (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United States) [en_US] Español (España, alfabetización internacional) [es_ES] français (Canada) [fr_CA] français (France) [fr_FR] hrvatski (Hrvatska) [hr_HR] italiano (Italia) [it_IT] magyar (Magyarország) [hu_HU] Nederlands (België) [nl_BE] Nederlands (Norge) [nb_NO] polski (Polska) [pl_PL] Português (Brasil) [pt_BR] potuguês (Portugal) [pt_PT] română (România) [ro_RO] 	
suomi (Suomi) [fi_FI] svenska (Sverige) Isv_SE1	Ŧ
Import to: C:\ART Translation Example\source\art5_02_service_desk\ Import from:	
C:\ART Translation Example\translated_xliff_files\ Import Cance	i

3. The Importing summary lists the status of each file. Click OK.

Importing summary	- 0 X
art5_02_apply-interaction template_sm9-30.udc art5_02_apply-interaction template_sm9-30_udc_phrase_da-D art5_02_register-new-interactions_sm9-30.udc art5_02_register-new-interactions_sm9-30_udc_phrase_da-DK art5_02_service-desk_SAMPLE.ulc art5_02_service-desk_SAMPLE_ulc_phrase_da-DK.xff	Kxlf [xlf
	ОК

4. To create the translated files, select File>Manage Content Language>Batch Create Translations....



- 5. In the Create Translations... dialog box:
 - Select the desired language(s).
 - Complete the Inbox: field with your source file location.
 - Complete the Outbox: field with the desired location of your new translated files translated.

• Click Translate.

Create Translations	x
 HP ART 5.10 Template Version 1.00 (ART5_HP ART Template_1-0.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] čeština (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United States) [en_US] Español (España, alfabetización intemacional) [es_ES] français (Canada) [fr_CA] français (France) [fr_FR] hrvatski (Hrvatska) [nr_HR] italiano (Italia) [it_IT] magyar (Magyarország) [hu_HU] Nederlands (België) [nl_BE] Nederlands (Norge) [nb_NO] polski (Polska) [pl_PL] Português (Portugal) [tr_BR] português (Portugal) [tr_PT] română (România) [ro_RO] 	
svenska (Sverige) [sv SE]	-
INDOX: C:\ART Translation Example\source\art5_02_service_desk\	
C:\ART Translation Example\translated\	
Translate Cance	

6. The Translation Summary dialog box is displayed. Note that each file name is appended with the abbreviation for the language selected. Click OK.

🍈 Translation Summary	
 art5_02_apply-interaction-template_sm9-30.udc art5_02_apply-interaction-template_sm9-30_da-DK.udc art5_02_register-new-interactions_sm9-30_udc art5_02_service-desk_SAMPLE.ulc art5_02_service-desk_SAMPLE_ulc art5_02_service-desk_SAMPLE_da-DK.ulc 	
	ОК

7. Review the files created in the translate folder. A sub-folder was created for each file. The file name is appended with the language abbreviation.



- 8. Move the .UDC files into the same folder with the .ULC file. Delete the empty folders.

Update Additional Translated Content Entered into Source Files

1. Receive the translated Excel spread sheet from the translation company.

G	Table for translation - Microsoft Excel			
	Home Insert Page Layout Fo	ormulas Data Review View Add-Ins Acro	bat 🔞 🗕 🗖 🗙	
Pa	Calibri 11 · A A aste aste asto booard 5 Font 5	三 ●	traditional Format Cell matting × as Table × Styles Cells Cells Editing	
	B8 • (* <i>f</i> x		×	
	A	В	c 🗖	
1	English	Translation	NOTES: Do not translate this column	
	In this module, you will learn about	I dette modul vil du lære om Service Desk. Klik på Sta	rt Description property.	
	Service Desk. Click the Launch Module	knappen modul nedenfor for at få vist e-learning kur	ius	
	button below to view the eLearning	modul, eller hurtigt mestre en bestemt opgave at		
	course module, or quickly master a iværksætte en simulering eller Job.			
	specific task by launching a Simulation			
2	l or Job Aid.			
3	Service Desk	e Desk Service Desk Module property		
	User credentials provided by the	tials provided by the Brugerens legitimationsoplysninger fra File: art5_02_regist		
4	System Administrator.	ninistrator. systemadministratoren. Field definition.		
	Servicedesk.Agent	Servicedesk.Agent	File: art5_02_register-new-interactions_sm9-30.	
5			Field example.	

- Copy the translated items to their appropriate location in the newly translated files.
 Note: Ensure you are working with the source files that are appended with the language abbreviation.
- In simulation .UDC files, resize all bubbles to fit translated text. Adjust the Auto Playback timing if necessary. Ensure that the action notes are delayed so that they are not on the screen at the same time as the information note.
- 4. Ensure that all text has been translated appropriately.

Update Images Tagged as Localized

1. With the translated course module file open, enable the filter Highlight steps with Non-Localized Elements filter using Tools>Options>Filters. This highlights the pages with the Localized option selected.

💥 Options	
General Audio Document Editor Simulation Editor Filters Course Editor Recorder Server	Filters Document filters Highlight steps with Broken Step Links Highlight steps with Missing text in edit actions Highlight steps with Missing text in edit actions Highlight steps with Possible incorrect hotspot location Highlight steps with Noncour control types Highlight steps with Note duration longer than step duration Highlight steps with Non-Localized Elements Highlight steps with Overlapping notes Course filters Highlight steps with Non-Localized Elements Highlight steps with Non-Localized Elements Highlight steps with Non-Localized Elements Highlight steps with Non-Localized Elements
	OK Cancel

2. Review any page with an exclamation highlight in the Course pane.



3. Add the updated images to the pages.

Attach Translated Job Aids and Update Simulation Links

- 1. For each module, batch publish the translated simulation .UDC files to create PDF job aids.
- 2. Use Manage>Resources menu option to attach the translated job aids to the course module .ULC file.
- 3. On each course module simulation page (Including the Test Me), select Edit Simulation Properties located in the lower right section of the page.
- 4. In the Insert Simulation dialog box:
 - Change the Insert: field to Local.
 - Select the appropriate file in the Source file: list.
 - Click Insert. The simulation is published so that the most current file is attached.

🅢 Insert Simulation	×
Insert: Local	
C:\ART 5.10 Translation Example\translate\art5_02	_service-desk_SAMPLE\
Source file: art5_02_apply-interaction-template_sm9-30_da-E art5_02_register-new-interactions_sm9-30_da-DK	Mode visibility: Launch Show Me Launch Try Me Launch Quiz Me Launch Test Me
< <u> </u>	Localized Current: dansk (Danmark) [da_DK]
	Insert Cancel

Conduct Quality Review

- 1. Publish the course.
- 2. Check all translated text to ensure that text is not cut-off or overlapping other content. This is particularly important in the simulation notes.
- 3. Check the timing in all simulations and adjust as necessary.
- 4. Check that the translated job aids are properly attached.

Appendix

Translate Phrases for One File

You can apply the translated boilerplate phrases in the ART template to a specific language one file at a time instead of using the batch publish process shown in Scenario 1. This method DOES NOT translate the following:

- Custom text
- Screenshot titles/contents
- Images (screenshots, buttons, etc.)
- Custom note text

The example below uses the art5_02_service-desk_sm9-30.udc file and translates the ART phrases to German.

- 1. Open your desired ART file in the ART editor.
- 2. Use File>Save As... to save the file under a new name. When asked if you want to save the file with a new ID, select Yes. A best practice is to append the file name with the new language. For this example, german, is added to the end of the file name.



3. Open the Properties dialog box by selecting File>Properties....

4. Select the desired output language using the Language drop-down box. In this example, Deutsch is selected for German.

Properties		
General	art5_02_service-	desk_sm9-30_german.ulc
- Text to Speech	Location: Size: GUID: Template: Created: Last Modified: Last Accessed: Title: Service Desk Language: Deutsch (Deutschlater)	C:\ART\SM9-3_SAMPLE\SM9-3_SAMPLE\source 124,102,657 bytes 5f28bb7cbed9421dbbc3a5a5366de932 ART5-11 HCSC HP ART Templatev1.udt 9/22/2014 10:21:57 AM 9/22/2014 10:22:14 AM 9/22/2014 10:22:11 AM
		OK Cancel

5. Click OK.

6. After the phrases are applied any page that has an item with the Localized check box selected in Properties will have the exclamation icon indicated addition editing is required. In this example, this is indicating that the simulation still requires translation.



- 8. Publish and view the .ULC file.
- 9. Notice the phrases translated in the Launch dialog box.



7. Launch the module and notice the phrases, including the GUI buttons that have been translated.




Export Template Phrases

To view a list of the translated boilerplate phrases, export the template phrases to an XLIFF file. This process is similar to exporting the .UDC or .ULC file.

- 1. With HP ART open, open the HP ART template (ART5-11 HP ART Templatev1.udt) or your customized template by selecting File>Open>Template.
- 1. Ensure that all languages are enabled on the General tab, Languages page.
- 2. In the menu, select File>Manage Content Language>Export [Template name].udt.
- 3. Select the desired output languages.

Export: ART5-11 HP ART Templatev1.udt	×
 HP ART 5.11 Template Version 1.0 (ART5-11 HP ART Templatev1.udt) Bahasa Indonesia (Indonesia) [id_ID] català (català) [ca_ES] čeŝtina (Česká republika) [cs_CZ] dansk (Danmark) [da_DK] Deutsch (Deutschland) [de_DE] English (United Kingdom) [en_GB] English (United States) [en_US] Español (España, alfabetización intemacional) [es_ES] français (Canada) [fr_CA] français (France) [fr_FR] hrvatski (Hrvatska) [hr_HR] italiano (Italia) [it_IT] magyar (Magyaroszág) [hu_HU] Nederlands (België) [nl_BE] Nederlands (Norge) [nb_NO] polski (Polska) [pl_PL] Português (Brasil) [pt_BR] potuguês (Portugal) [it_PT] română (România) [ro_RO] suomi (Suomi) [fr_TR] Türkçe (Türkiye) [tr_TR] 	
·····{	Ŧ
Export to: C:\ART Translation Practice\export_template_phrases\	
Export C	ancel

4. Complete the Export to: field with your desired output location.

- 5. Click Export.
- 6. The export summary is displayed. Open one of the exported XLIFFs (such as Spanish). You may open the XLIFF file in applications such as Excel or Notepad, or an XLIFF editor.



7. View and compare the languages from the source language to the target language.

ART5-11 HP ART Templatev1_udt_phrase_es-ES - Notepad	
File Edit Format View Help	
<pre>k?xml version="1.0" encoding="UTF-8"?> <xliff version="1.1" xmlns="urn:oasis:names:tc:xliff.document:1.1"> <file datatype="xml" original="C:\Users\allenj\AppData\Roaming\Hewlett-Packard\Adoption Readiness Tool\ 5.10\templates\ART5-11 HP ART Templatev1.udt" source-language="en-US" target-language="es-ES"> </file></xliff></pre>	version
<internal-file><![CDATA[#SKELETON#]]></internal-file> 	
<prop-group name="encoding"> <prop prop-type="encoding">UTF-8</prop> </prop-group>	
<prop-group name="templateid"> <prop prop-type="templateid">459d7e795b9e412898723297bb7edd03</prop> </prop-group> 	
<body> <trans-unit approved="no" es-es"="" id="000000000000000000000000000000000000</td><td></td></tr><tr><td></source>
<target xml:lang="> </trans-unit></body>	
<trans-unit approved="no" id="08ea238a5db6432981873e191e0c0e6a" no"=""> <source xml:lang="en-US"/>Footer <target xml:lang="es-ES">Pie de página</target></trans-unit>	
 <trans-unit approved="no" id="0cbe434f524e4769aef2ed25fb0a10ee"> <source xml:lang="en-US"/>Program <tarret xml:lang="es_ES">Programe</tarret></trans-unit>	
 <source xml:lang="en-US"/> Free Text	.

Export Audio Transcript

If you have added audio to your course, the audio transcript is included in the XLIFF files if the Localized check box is selected in the Audio tab. It must be checked for each page that has audio.

Manual	*	
Audio file:		
	Brov	vse
00	•	
	00:00 /	00:00
<u> </u>	1 3 3 4 3 3 4 5 6 6 6 1 1 1 X X X	1 1
4		2.1
	Current: English (United States) [en_US]	
ranscript:		
ranscript:	nere so that it is included in the XLIFF file.	
ranscript:	nere so that it is included in the XLIFF file.	