

# Lionbridge

Lionbridge App for Marketo

Setup Guide

Version 1.0.2

January 23, 2017

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## 1 Welcome to the Lionbridge App for Marketo

Welcome to the Lionbridge App for Marketo (Lionbridge App). This application is a Marketo plug-in. It enables you to automate sending and retrieving assets in Marketo for translation, which dramatically reduces the effort required to create, maintain, and publish assets in multiple languages.

### 1.1 Terminology

<b>Amazon AWS</b>	Amazon Web Services. A suite of web application products developed and sold by Amazon.com. Clay Tablet uses various AWS offerings in order to leverage their infrastructure and build rich, dynamic solutions for its customers, specifically, the Clay Tablet Platform. For details, see <a href="http://aws.amazon.com">http://aws.amazon.com</a> .
<b>Amazon S3</b>	Amazon Simple Storage Service. For details, see: <a href="http://aws.amazon.com/s3/">http://aws.amazon.com/s3/</a> . The Lionbridge App and the Clay Tablet Platform use Amazon S3 to provide temporary storage services for the content sent to and from translation.
<b>Amazon SQS</b>	Amazon Simple Queue Service. For details, see: <a href="http://aws.amazon.com/sqs/">http://aws.amazon.com/sqs/</a> . The Lionbridge App uses Amazon SQS to provide Message Queue Services.
<b>Asset</b>	A content item that you manage using Marketo, for example, emails, landing pages, and snippets. Assets are instances of asset types.
<b>Clay Tablet (CTT)</b>	Clay Tablet Technologies, a Lionbridge company, and the corporate entity that publishes the Lionbridge App for Marketo, CloudBroker, and the Clay Tablet Platform.
<b>Clay Tablet Platform</b>	The hosted (IaaS) connectivity platform that receives and routes content from content providers to translation providers and back during implementation. Clay Tablet Technologies configures the Platform based on the number and nature of systems involved in your system architecture.
<b>CloudBroker</b>	Lionbridge's server application for hosting the Lionbridge App for Marketo. As a SaaS (Software as a Service), Marketo does not support installing the Lionbridge App or any other external applications on its server. Therefore, the Lionbridge App is hosted on the Lionbridge CloudBroker server.
<b>FTP Server</b>	File Transfer Protocol (FTP) is a standard network protocol used to transfer files from one host to another host over a TCP-based network, such as the Internet. Translation providers may receive and send files for translation using an FTP server.
<b>IaaS</b>	Infrastructure as a Service. The Clay Tablet Platform is an IaaS, because it is a hosted platform.

<b>Keys</b>	<p>The Lionbridge App uses keys to establish a secure, discrete connection between the app instance and the Platform.</p> <p><b>Very important:</b> Do not use the same license keys in multiple Marketo environments, because this is a violation of the Clay Tablet License Agreement. Using the same license keys in multiple Marketo environments will cause the Lionbridge App to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. Clay Tablet will support technical issues caused by duplicating or incorrectly installing license keys only on a time and materials basis.</p>
<b>Lionbridge</b>	The publisher of the Freeway translation portal and a translation provider. Users connect to the Freeway translation portal to submit content to and retrieve content from the Lionbridge translation provider.
<b>Lionbridge App for Marketo (App)</b>	The software that Clay Tablet Technologies has developed and provides, which plugs into your Marketo environment to provide connectivity to CloudBroker and our hosted Platform. In this document it is referred to as the Lionbridge App. This is the software you set up as you work through this guide.
<b>MT</b>	Machine translation. The translation provider can be a machine translation service, such as Google Translate.
<b>On-Premise Platform</b>	A version of the Clay Tablet Platform that is hosted and managed by the Clay Tablet client, instead of hosted on AWS by Clay Tablet.
<b>Producer</b>	CMS or another content system that sends content or documents out for translation. In this case, this is Marketo.
<b>Provider</b>	A provider of translation services. The delivery of assets to the provider may be via an FTP server or a TMS connector.
<b>SDL TMS</b>	SDL Translation Management System™ is a global information management application.
<b>Site</b>	A site is your company's implementation of the Lionbridge App for Marketo.
<b>Support Asset</b>	Supporting documents and their metadata. Support assets are not translated by the translation provider, but they provide helpful context for the translator.
<b>TMS</b>	Translation management system that the translation provider uses.

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## 1.2 About the Clay Tablet Translation Platform

Clay Tablet's translation connectivity platform is the easiest, most flexible way to integrate content systems, including content management systems (CMSs) and other content producers, with translation providers and translation technologies.

Clay Tablet Platform is the hosted (IaaS) connectivity platform that receives and routes content from content management systems to translation providers and back. It is hosted on Amazon Web Services (AWS). During implementation, Clay Tablet Technologies configures the Platform for your translation solution, based on the translation providers or systems you use. The Clay Tablet Platform uses the following services on AWS:

- S3 (Amazon Simple Storage Service), which provides storage services for the content sent to and from translation.
- SQS (Amazon Simple Queue Service), which provides message queue services.

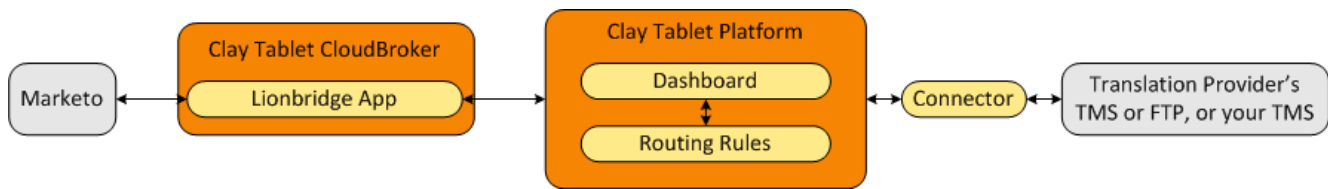
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### 1.3 How the Lionbridge App Works with Marketo

The Lionbridge App is an important part of the Clay Tablet translation solution.

The Lionbridge App is a LaunchPoint service within Marketo. Its functionality is displayed as a separate Web application.

As a SaaS (Software as a Service), Marketo does not support installing the Lionbridge App or any other external applications on its server. Therefore, the Lionbridge App is hosted on the Lionbridge CloudBroker server.



Your translation systems architecture might look like the configuration above. It may have additional content producers or translation providers, but the core concepts remain the same.

During implementation, Clay Tablet works with you and your translation providers to configure and test the other elements of your translation solution, which are the Clay Tablet Platform's connections to your translation providers' systems.

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### 1.4 Using this Guide

#### Purpose of this guide

This guide describes everything you need to know to set up the Lionbridge App for Marketo (Lionbridge App). It describes how to register the Lionbridge App in Marketo, and how to set it up in CloudBroker.

**Recommendation:** Review the user guide to fully understand the powerful features of the Lionbridge App.

#### Who should use this guide

This guide is intended for Marketo administrators or system integrators.

## What your company setup should be

This document assumes that:

- Your company is already using Marketo.
- Clay Tablet Technologies has set up CloudBroker for your company to use the Lionbridge App to send out content for translation from Marketo.
- Clay Tablet Technologies has set up the Clay Tablet Platform to send content to your translation providers.

## What you should already know

This document assumes that:

- You have a strong working knowledge of Marketo and its features.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into Marketo as an administrator.
- You have valid user credentials to log into CloudBroker as a site administrator.

## How to find out more about the Lionbridge App for Marketo

For information on using the Lionbridge App for Marketo to send and receive content for translation, read the *Lionbridge App for Marketo User Guide*.

## Documentation conventions

This guide uses the following conventions:

Convention	Description
<b>Bold</b>	Highlights screen elements such as buttons, menu items, and fields.
<code>Courier</code>	Highlights input, file names, and paths.
<i>Italics</i>	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select <b>New &gt; New Campaign Folder.</b> "

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## 1.5 How to Contact Clay Tablet Support

Email @: [support@clay-tablet.com](mailto:support@clay-tablet.com)

Telephone: +1-416-363-0888

You can submit a support ticket either:



- by email
- from the Clay Tablet Zendesk page, using your web browser

### To submit a support ticket:

#### 1. Do one of the following:

- Email [support@clay-tablet.com](mailto:support@clay-tablet.com), and cc (carbon copy) anyone to include in the ticket correspondence.

**Important:** Include the information and attachments in your email that are listed in the sub-sections below.

- Create a ticket in Zendesk:

- Open the Clay Tablet Zendesk page in your browser: <https://claytablet.zendesk.com>.
- Sign in to Zendesk. If you do not have sign-in credentials, see "[To view and update your support ticket in Zendesk:](#)" below.

**Important:** Include the information and attachments that are listed in the sub-sections below.

- Click **Submit a request**.
- In the **CCs** field, add anyone to include in the ticket correspondence.

Zendesk automatically creates a ticket and responds to everyone included in the cc field.

#### 2. Everyone in the original cc receives updates unless they request to be removed from the ticket.

**Important:** Check your email spam folder (especially first-time Zendesk users) as sometimes email notifications from Zendesk are marked as spam.

When the issue is resolved, Clay Tablet closes the ticket.

### Information to include in the support ticket:

- client name
- CMS or content system name and version
- Connector or App version installed
- name of job for which the issue occurs
- date of job submission
- detailed description of the issue
- any error text—copy and paste, if applicable

### Files to attach to the support ticket:

- CMS log files for the date the issue occurred
- Clay Tablet log files for the date the issue occurred

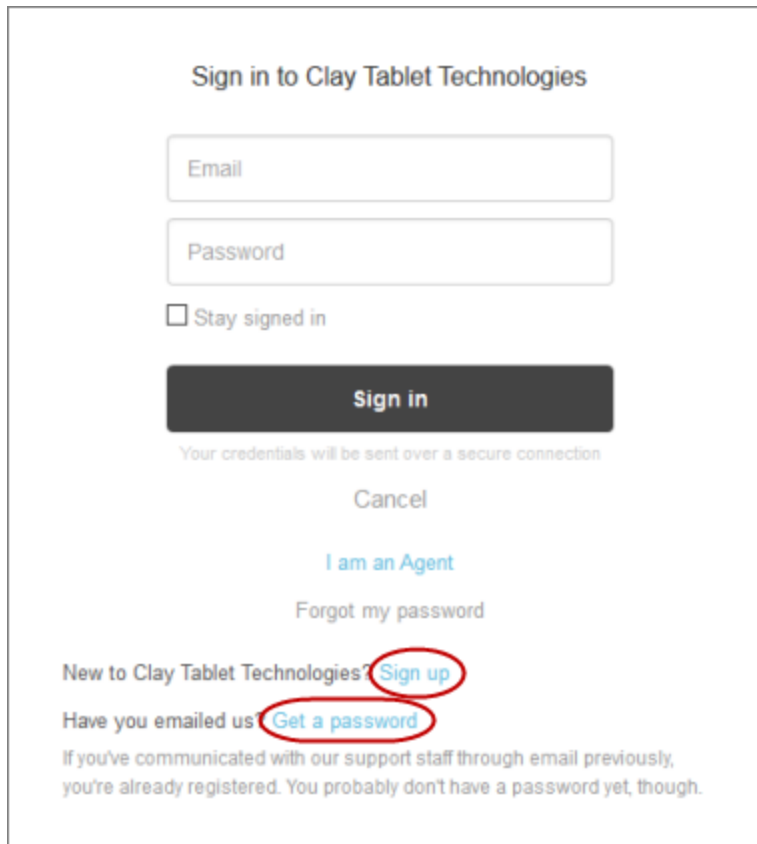
- screen capture of the issue

### To view and update your support ticket in Zendesk:

**Important:** You must log into Zendesk to view your support tickets there.

1. Open the Clay Tablet Zendesk page in your browser: <https://claytablet.zendesk.com>.
2. In the top-right corner, click **Sign in**, and enter your credentials.

**Note:** If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.



Sign in to Clay Tablet Technologies

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

I am an Agent

Forgot my password

New to Clay Tablet Technologies? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

3. After signing in, click **My activities** to view the tickets you opened or where you are cc'd.
4. To update tickets, you can reply or attach files.

For more information, refer to "Submitting and tracking support requests" in Zendesk's *Help Center guide for end-users*, at: <https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users>.

**Important:** Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

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## 2 Before You Set Up the Lionbridge App for Marketo

Since Marketo is a SaaS (software as a service) application, you do not install the Lionbridge App for Marketo (Lionbridge App). The Lionbridge App is a plug-in on the Marketo server.

Instead, to enable the Lionbridge App within Marketo, you create a corresponding LaunchPoint service within Marketo. Then you configure the application in CloudBroker, which is a SaaS for configuring and hosting apps that are plug-ins to SaaS content systems.

There are four main steps in setting up the Lionbridge App:

1. *As a Marketo administrator*, you add the Lionbridge App as a LaunchPoint Service in Marketo. For detailed instructions, see "[Adding the Lionbridge App in Marketo](#)" on page 12.
2. You send some information from the previous step to the Clay Tablet Implementations Team, at [implementations@clay-tablet.com](mailto:implementations@clay-tablet.com). For detailed instructions, see "[Sending LaunchPoint Service Information to the Implementations Team](#)" on page 14.

The Clay Tablet Implementations Team creates your Marketo site in CloudBroker.

3. *As a Lionbridge CloudBroker site administrator*, you configure your Marketo site. For detailed instructions, see "[Getting Started with CloudBroker](#)" on page 15 and "[Configuring the Lionbridge App in CloudBroker](#)" on page 17.
4. *As a Lionbridge CloudBroker site administrator*, you configure user access, including setting up teams and users. For detailed instructions, see "[Configuring User Access](#)" on page 36.

Once the setup is complete, Marketo users can start using the Lionbridge App to manage translations.

### 3 Adding the Lionbridge App in Marketo

To enable Clay Tablet integration, you add the Lionbridge App as a LaunchPoint Service in Marketo.

For information about LaunchPoint services, refer to the *Marketo Product Docs*, available at <https://docs.marketo.com>.

#### To add the Lionbridge App as a LaunchPoint Service in Marketo:

1. In Marketo, go to the **Admin** area and select **LaunchPoint**.

The **Installed Services** tab opens.

2. Click **New**.

The **New Service** dialog box opens.

3. In the **Service** dropdown list, select `Custom`.

The dialog box expands.

The screenshot shows a 'New Service' dialog box with the following fields and options:

- Display Name:** \* [Text input field]
- Service:** \* [Dropdown menu with 'Custom' selected]
- Settings** (Section Header)
- Description:** \* [Text input field]
- API Only User:** \* [Dropdown menu with 'Select...' selected]

Buttons at the bottom: CANCEL, CREATE

4. Enter the following information about the LaunchPoint Service you are creating:

Field	Description
Display Name	The name of the LaunchPoint Service that will be displayed to your company's admin users in Marketo.
Service	Select <code>Custom</code> from the dropdown list.

3 Adding the Lionbridge App in Marketo

Field	Description
Description	A description of the <b>API Only User</b> , described below. <b>Note:</b> Displayed only when <code>Custom</code> is selected in the <b>Service</b> dropdown list, described above.
API Only User	In the dropdown list, select the email address of a Marketo user that has permission to access all assets in Marketo. <b>Note:</b> Displayed only when <code>Custom</code> is selected in the <b>Service</b> dropdown list, described above.

5. Click **Create**.

The **Installed Services** tab refreshes.

6. In the **Installed Services** tab, click **View Details** beside the LaunchPoint Service you just created.

The **Details** dialog box opens.



7. Record the values in the **Client ID** and **Client Secret** fields. You must send these values to the Clay Tablet Implementations Team so that it can set up your site in CloudBroker.

8. Click **Close**.

9. In the **Admin** area, select **Web Services**, and scroll down to the **REST API** section of the **Web Services** tab.

The screenshot shows the 'Web Services' configuration interface in Marketo. It includes a 'Web Services' header, a 'Manage Web Services' sub-header, and a form with the following fields:

- Access Status: Active
- Status Reason:
- User ID: lionbridge1\_954603944F16DBA4B8DCE3
- Encryption Key: 248763534270886944FF1166DDBBAA56BB991598E
- SOAP API documentation: <http://developers.marketo.com/documentation/soap>

Below the SOAP section is a 'REST API' section with the following fields:

- Endpoint: [https://\[redacted\].mktoreset.com/rest](https://[redacted].mktoreset.com/rest)
- Identity: [https://\[redacted\].mktoreset.com/identity](https://[redacted].mktoreset.com/identity)
- REST API documentation: <http://developers.marketo.com/documentation/rest>

A 'SAVE CHANGES' button is located at the bottom right of the SOAP section.

10. Identify the *Marketo instance ID*. This is the string between `https://` and `.mktoreset.com...` in the **Endpoint** and **Identity** fields.
11. Record the Marketo instance ID. You must send it to the Clay Tablet Implementations Team so that it can set up your site in CloudBroker.

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### 3.1 Sending LaunchPoint Service Information to the Implementations Team

After you add the Lionbridge App as a LaunchPoint Service in Marketo, you send the following information to the Clay Tablet Implementations team by email to [implementations@clay-tablet.com](mailto:implementations@clay-tablet.com):

- Client ID
- Client secret
- Marketo instance ID

For instructions on obtaining this information, see "[Adding the Lionbridge App in Marketo](#)" on page 12.

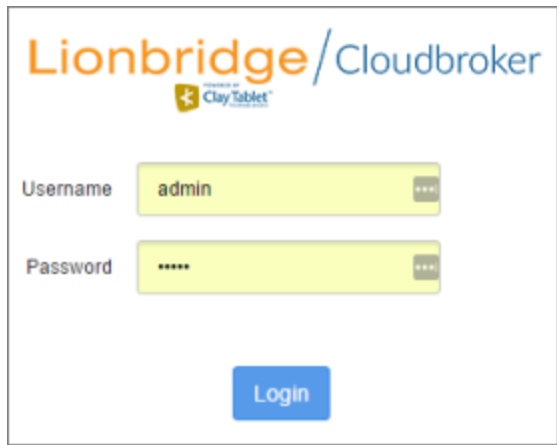
## 4 Getting Started with CloudBroker

After Clay Tablet personnel create your Marketo site in CloudBroker, you log into CloudBroker so that you can configure it.

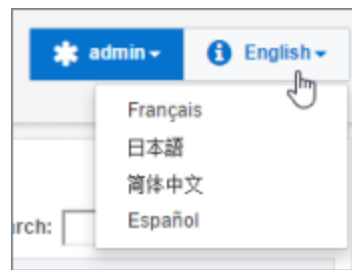
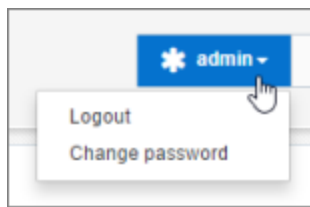
CloudBroker supports all browsers.

### To access CloudBroker:

1. Open the CloudBroker login page in your Web browser:  
<https://cb1-prod-na.ctt.lionbridge.com/CloudBroker/Login>.



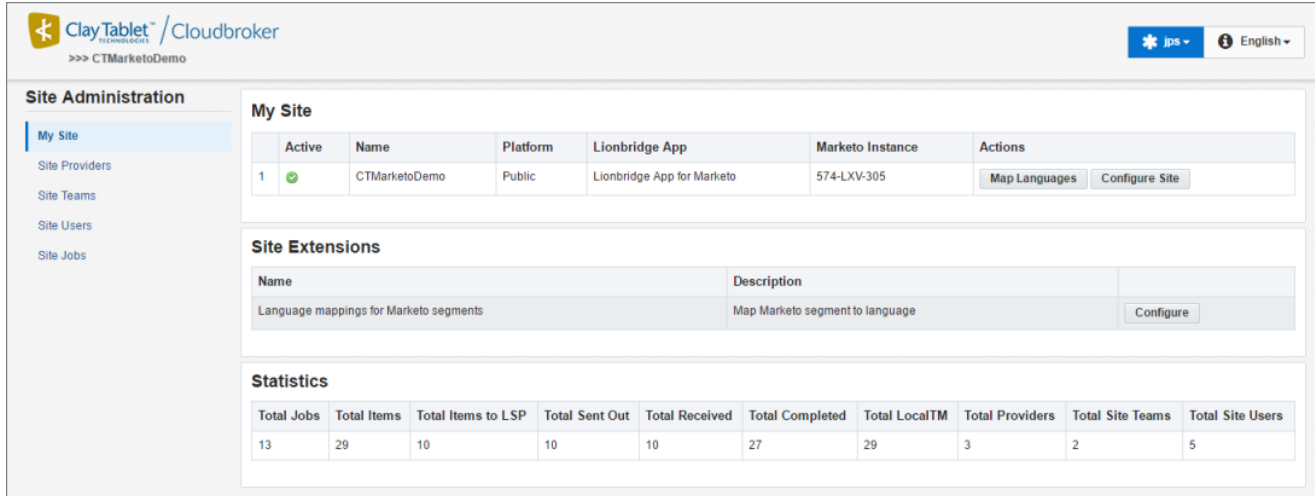
2. Enter the *site administrator* credentials that Clay Tablet personnel provided, and click **Login**.
3. After logging in, you can:
  - ▶ change the password by clicking the dropdown menu for your username and selecting **Change password**.
  - ▶ change the language of the CloudBroker user interface by clicking the dropdown menu for **English** and selecting a different language.



**Note:** To log out of CloudBroker, click the dropdown menu for your username and select **Logout**.

## 4.1 CloudBroker at a Glance

After you log in to CloudBroker as a site administrator, you navigate using the **Site Administration** menu on the left.



The screenshot displays the CloudBroker Site Administration interface. At the top, the Clay Tablet Technologies logo and 'Cloudbroker' text are visible, along with a user profile icon and language selection (English). The left sidebar contains the 'Site Administration' menu with 'My Site' highlighted. The main content area is divided into three sections:

- My Site:** A table listing site configurations.
 

Active	Name	Platform	Lionbridge App	Marketo Instance	Actions
1	CTMarketoDemo	Public	Lionbridge App for Marketo	574-LXV-305	Map Languages Configure Site
- Site Extensions:** A table listing site extensions.
 

Name	Description	Actions
Language mappings for Marketo segments	Map Marketo segment to language	Configure
- Statistics:** A table showing various performance metrics.
 

Total Jobs	Total Items	Total Items to LSP	Total Sent Out	Total Received	Total Completed	Total LocalTM	Total Providers	Total Site Teams	Total Site Users
13	29	10	10	10	27	29	3	2	5



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## 5 Configuring the Lionbridge App in CloudBroker

A *site administrator* configures and manages the Lionbridge App's configuration in CloudBroker, which is a Clay Tablet SaaS for configuring apps that are plug-ins to SaaS content systems. The Lionbridge App for Marketo (Lionbridge App) is your *site*.

### To configure the Lionbridge App in CloudBroker:

1. Log in to CloudBroker as a site administrator. For details, see ["Getting Started with CloudBroker"](#) on page 15.
2. Perform the following language-mapping tasks:
  - ["Configuring Clay Tablet Languages"](#) on page 17
  - ["Configuring Language Segmentation"](#) on page 19
3. Perform the following configuration tasks:
  - ["Configuring Global Translation Settings"](#) on page 22
  - ["Configuring Lionbridge Freeway Authentication"](#) on page 25
  - ["Configuring SDL TMS Entries"](#) on page 26
  - ["Configuring Marketo Authentication Settings"](#) on page 28
  - ["Configuring Other Marketo Settings"](#) on page 30
  - ["Configuring Translation Providers"](#) on page 32
4. Configure users, teams, and access, as described in ["Configuring User Access"](#) on page 36.

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### 5.1 Configuring Clay Tablet Languages

You configure the Clay Tablet languages so that:

- CloudBroker correctly maps these languages to those in the Lionbridge App.
- The Lionbridge App uniquely identifies each language.
- The Lionbridge App correctly identifies the source and target languages of your content.
- The Lionbridge App displays languages in the optimal order for your end users.

**Important:** After you configure Clay Tablet languages, you create a Marketo *segmentation* so that you can map Marketo *segments* to Clay Tablet languages and language codes. For detailed instructions, see ["Configuring Language Segmentation"](#) on page 19.

### To configure Clay Tablet languages:

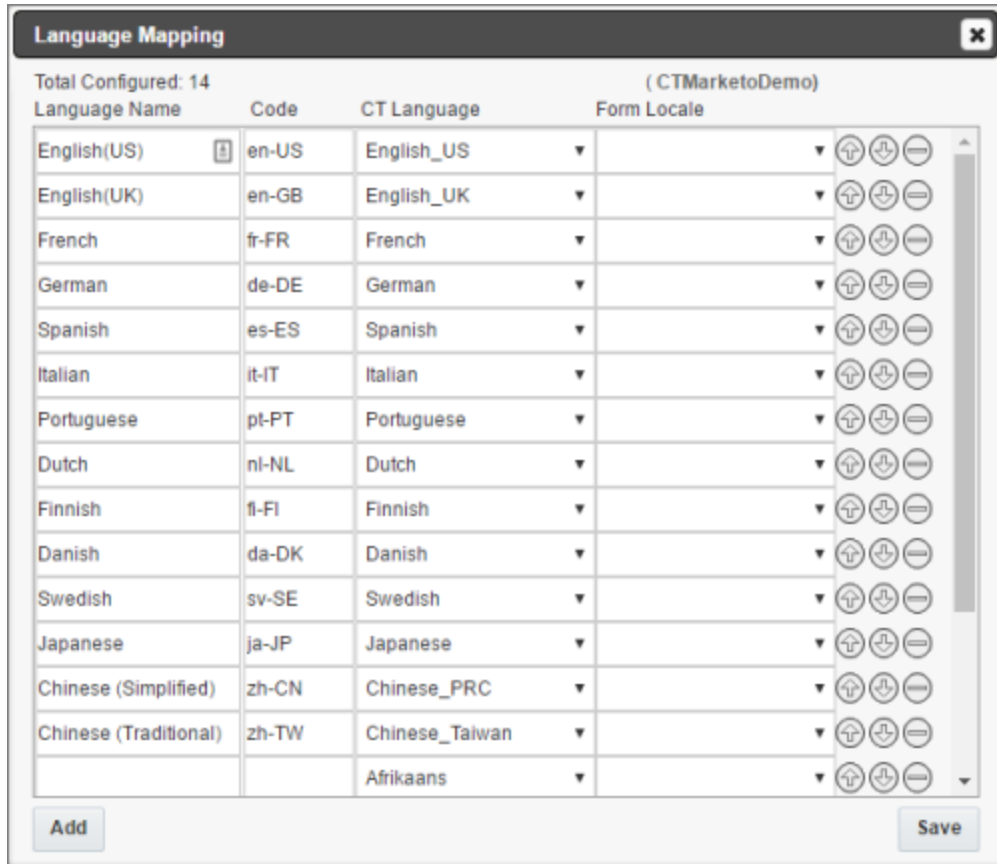
1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed

information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 48.

2. Click **Map Languages**.

The **Language Mapping** dialog box opens.

- The top-left corner of the dialog box displays the number of mappings between Marketo languages and Clay Tablet languages.
- The top-right corner of the dialog box displays the name that Clay Tablet personnel assigned to your company's site.






By default, CloudBroker includes predefined mappings between language names and codes, and Clay Tablet language codes.

You can modify or delete the current mappings and add new mappings. The following information is displayed about each language mapping:

Column	Description
Language Name	The name for the language.
Code	The language's code.

Column	Description
CT Language	The Clay Tablet language code for the language. For a list and description of Clay Tablet language codes, see " <a href="#">Appendix: Language Codes</a> " on page 53.
Form Locale	The form locale specified for the language in Marketo in the <b>Marketing Activities</b> area, under <b>Form Settings &gt; Settings</b> . For more information refer to the <i>Marketo Product Docs</i> , available at <a href="http://docs.marketo.com/">http://docs.marketo.com/</a> .

3. You can modify the following aspects of a language mapping:

- ▶ To map a language to a different Clay Tablet language code, select a language from the dropdown list in the **CT Language** column.
- ▶ To change the order in which a language is displayed to your users when they send out content for translation, use the up  and down  buttons.
- ▶ To remove a language mapping, click the corresponding delete button .

**Note:** Remove a language mapping does not affect any translation jobs in progress that use that mapping.

4. Optional. To add a new language mapping, click **Add**. The Lionbridge App adds a blank line at the bottom of the list. Enter the language name and ISO code, and select the corresponding Clay Tablet language code from the list.

5. When you are done, click **Save** to save your changes.

Next, you configure language segmentation to map language segments to these languages and language codes. For details, see "[Configuring Language Segmentation](#)" on page 19.

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## 5.2 Configuring Language Segmentation

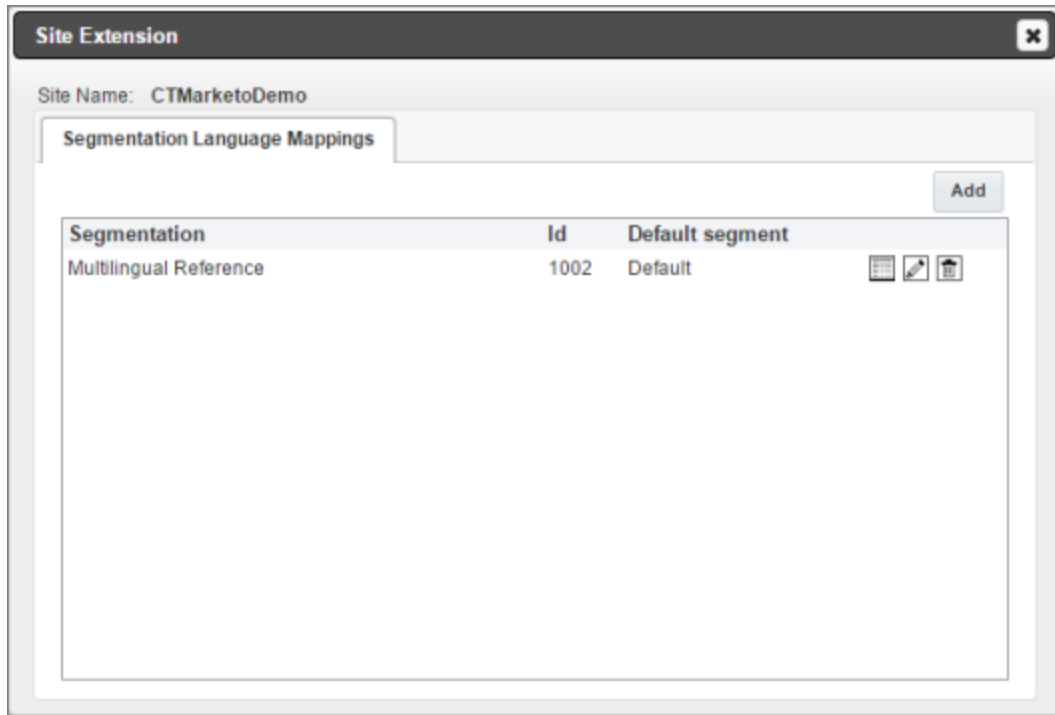
You create a Marketo *segmentation* so that you can map individual Marketo *segments* to the Clay Tablet languages and language codes you configured, as described in "[Configuring Clay Tablet Languages](#)" on page 17. For detailed information on Marketo segmentation and segments, see the *Marketo Product Docs* at <https://docs.marketo.com/display/public/DOCS/Segmentation+and+Snippets>.

### To configure language segmentation:

1. In Marketo, create a segmentation for mapping languages for translation, and add a segment for each Clay Tablet language you want to map. In general, you want to create a segment for each *source language* from which you will translated assets, and for each *target language* into which you will translate assets. For detailed instructions, see "Create a Segmentation" in the *Marketo Product Docs* at <https://docs.marketo.com/display/public/DOCS/Create+a+Segmentation>.

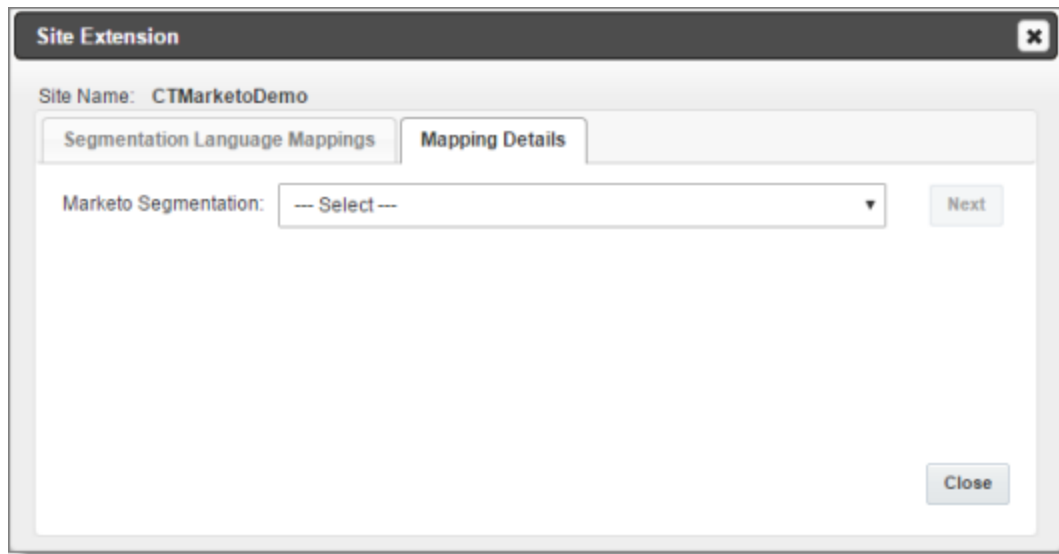
- In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 48.
- In the **Site Extensions** section, click **Configure**.

The **Site Extension** dialog box opens, displaying the **Segmentation Language Mappings** tab.



- Click **Add**.

The **Mapping Details** tab opens.



5. In the **Marketo Segmentation** dropdown list, select the Marketo segmentation you created in step 1, above, and then click **Next**.

The tab refreshes.

The screenshot shows a 'Site Extension' dialog box with the title 'MarkettoDemoSite'. It has two tabs: 'Segmentation language mappings' and 'Mapping details', with the latter selected. Below the tabs, there is a 'Default segment' dropdown set to 'Default' and a 'Segmentation:' label with the value 'Language Preference'. The main area contains a table with two columns: 'Language' and 'Segment'. The table lists various languages and their corresponding segments.

Language	Segment
en-US (English (US))	English (US)
en-UK (English (UK))	English (UK)
fr-FR (French)	French
de-DE (German)	German
it-IT (Italian)	Italian
es-ES (Spanish)	Spanish (Spain)
nl-NL (Dutch)	Dutch
fi-FI (Finnish)	Finnish
da-DK (Danish)	Danish
pl-PL (Polish)	Polish
pt-PT (Portuguese)	Portuguese
sv-SE (Swedish)	Swedish

At the bottom of the dialog, there are 'Close' and 'Save' buttons.

6. In the **Default segment** dropdown list, select the default segment to use if another segment is not specified.
7. For each Clay Tablet language code and language displayed in the **Language** column, select the corresponding segment from the dropdown list in the **Segment** column. This maps the selected Marketo segment to the Clay Tablet language code and language.
8. Click **Save** to save your changes and close the dialog box.

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## 5.3 Configuring Global Translation Settings

The Lionbridge App's global translation settings determine how it sends out all translation jobs. These settings include:

- the license for the Lionbridge App and its entry point from within Marketo
- the source and target languages available for translation
- email notification settings
- whether to use a local translation memory

### To set the global translation settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 48.
2. Click **Configure Site**.

The **Site Configuration** dialog box opens, and the **Site Settings** tab is displayed by default. The **Site Name** field at the top of the dialog box displays the name that Clay Tablet personnel assigned to your company's site.

**Important:** Make a note of the **Site name**. Users will require this to log in to your site.

The screenshot shows the 'Site Configuration' dialog box with the 'Site Name' set to 'CTMarketDemo'. The 'Site Settings' tab is active, and there are three sub-tabs: 'Options for LSP: Freeway', 'Options for LSP: SDL TMS', and 'Marketo'. The 'Marketo' sub-tab is selected. The settings are as follows:

- CT License ID:** 89a38677-93a8-4cc6-b3d8-7543ba2a4567-70503c47-3629-46a0-ab34-f833bf363a16
- Entry Point URL:** /plugins/marketo
- Available Source Languages (Total: 1):**
  - en-US (English(US))
  - en-GB (English(UK))
  - fr-FR (French)
  - de-DE (German)
  - es-ES (Spanish)
  - it-IT (Italian)
  - pt-PT (Portuguese)
  - nl-NL (Dutch)
- Available Target Languages (Total: 13):**
  - en-US (English(US))
  - en-GB (English(UK))
  - fr-FR (French)
  - de-DE (German)
  - es-ES (Spanish)
  - it-IT (Italian)
  - pt-PT (Portuguese)
  - nl-NL (Dutch)
  - fi-FI (Finnish)
  - da-DK (Danish)
  - sv-SE (Swedish)
  - ja-JP (Japanese)
  - zh-CN (Chinese (Simplified))
- Email Notification:**
  - Translation Job Sent
  - Translation Job Completed
  - Send To Team Members As Well
- From email address:** Notification Emails Will Be Sent From This Address
- Translation:**
  - Use LocalTM

A 'Save' button is located at the bottom right of the dialog box.

3. Specify the following settings:

Setting	Description
CT License ID	Your company's license for all supported Clay Tablet services. Either Clay Tablet personnel enters this value or you enter this value for your company after you receive it from Clay Tablet.
Entry Point URL	The URL of the default entry point for the Lionbridge App within Marketo. By default, this is <code>/plugins/marketo</code> . Edit this if your site has different entry point URL.
Available Source Languages	Select the check boxes for the languages that users can select as the source language when sending out content for translation. The list displays all mapped languages. <ul style="list-style-type: none"> <li>■ The list displays the name and code for each mapped language.</li> <li>■ Total indicates the number of languages that are currently selected.</li> </ul>
Available Target Languages	Select the check boxes for the languages that users can select as a target language when sending out content for translation. The list displays all mapped languages. <ul style="list-style-type: none"> <li>■ The list displays the name and code for each mapped language.</li> <li>■ Total indicates the number of languages that are currently selected.</li> </ul>
Email Notification – Translation Job Sent	Select this check box to send out an email notification when a user sends out a job for translation. The Lionbridge App sends the notification to the user who sent out the job.
Email notification – Translation Job Completed	Select this check box to send out an email notification when a translation job is completed. The Lionbridge App sends the notification to the user who sent out the job.
Email Notification – Send to Team Members as Well	Select this check box to send out an email notification to all users in the team when: <ul style="list-style-type: none"> <li>■ A user in the team sends out a job for translation.</li> <li>■ A translation job that was sent out by a user in the team is completed.</li> </ul>
From email address	The email address from which the Lionbridge App notification emails will be sent. The default email address is <code>notify@clay-tablet.com</code> .



Setting	Description
Translation – Use local TM	Translated content is stored in a local translation memory (TM). This setting determines whether to check previously translated content in the local TM for any content changes, and send only changed content out for translation. If content was previously translated and it has not changed, then the Lionbridge App does not send it for translation again: Instead, it uses the stored translation. This feature reduces the quantity of content that the Lionbridge App sends to translation providers, which reduces your cost. However, it increases the processing time before sending out the items for translation.

4. Click **Save**.

---

## 5.4 Configuring Lionbridge Freeway Authentication

**Note:** This section is relevant only if Lionbridge Freeway is your translation provider.

If Lionbridge Freeway is your translation provider, you can configure authentication to Lionbridge Freeway from the Lionbridge App. This facilitates delivering your content from the Lionbridge App, via the Clay Tablet Platform, to Lionbridge Freeway.

### To configure Lionbridge Freeway authentication:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 48.
2. Click **Configure Site**.  
The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name that Clay Tablet personnel assigned to your company's site.
3. Click the **Options for LSP: Freeway** tab.

**Site Configuration**

Site Name: CTMarketoDemo

Site Settings | **Options for LSP: Freeway** | Options for LSP: SDL TMS | Marketo

Translation Provider  Support Freeway

Freeway Auth URL

Freeway Service URL

Login Username

Login Password

- To enable support for the Lionbridge Freeway translation provider, select the **Support Freeway** check box.
- Specify the following Lionbridge Freeway settings:

Setting	Description
Freeway Auth URL	The URL for Lionbridge Freeway authentication.
Freeway Service URL	The URL for the Lionbridge Freeway server.
Login Username	The login name for the Lionbridge Freeway server.
Login Password	The login password for the Lionbridge Freeway server.

- Click **Save**.

## 5.5 Configuring SDL TMS Entries

**Note:** This section is relevant only if SDL TMS is your translation provider.

If SDL TMS is your translation provider, you can configure SDL TMS configuration entries, which are used for submitting translation jobs, via the Clay Tablet Platform, to SDL TMS.

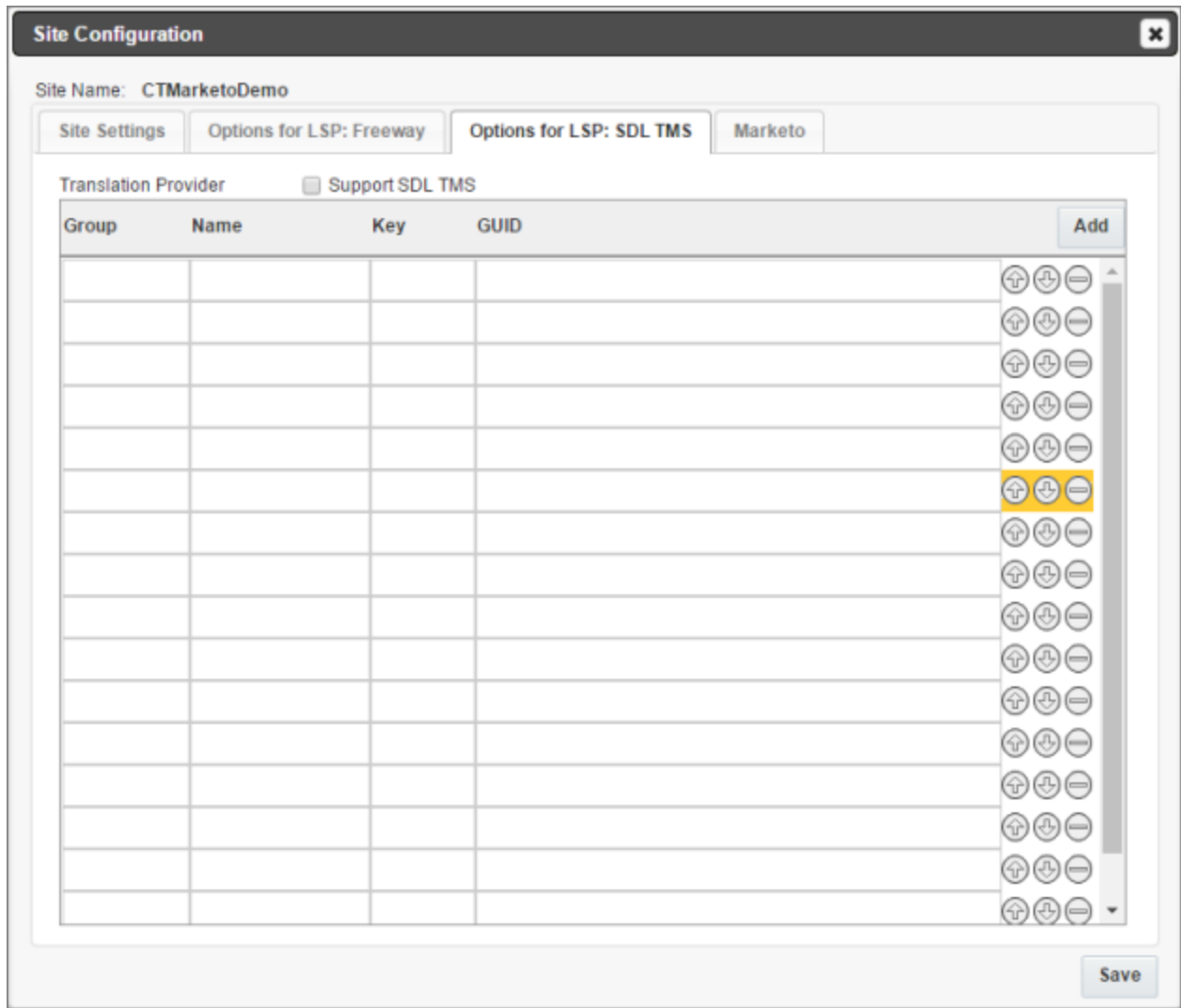
**To configure SDL TMS settings:**

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 48.

2. Click **Configure Site**.




The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name that Clay Tablet personnel assigned to your company's site.

3. Click the **Options for LSP: SDL TMS** tab.



4. To enable support for the SDL TMS translation provider, select the **Support SDL TMS** check box.
5. Enter the following information about an SDL TMS configuration entry, which is used for submitting translation jobs to SDL TMS:

Column	Description
Group	The Dropbox selection group.
Name	The name to display in the Dropbox selection box.
Key	The key for submitting a job to SDL TMS.
GUID	The key from the Dropbox selection box links to a GUID in SDL TMS. Each GUID is related to a different TM (translation memory), TermBase, and Workflow.

6. Optional. Modify the order of a configuration entry. To change the order in which an entry is displayed to your users when they send out content for translation, use the up  and down  buttons.
7. Optional. To remove a configuration entry, click the corresponding delete button .
8. Click **Save**.

---

## 5.6 Configuring Marketo Authentication Settings

The Lionbridge App must authenticate with Marketo. You manage the authentication settings in the Marketo tab of the Configure Site dialog box.

### To configure these settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 48.

2. Click **Configure Site**.

The **Configure Site** dialog box opens. The **Site Name** field at the top of the dialog box displays the name that Clay Tablet personnel assigned to your company's site.

3. Click the **Marketo** tab.

4. Enter the following information:

Field	Description
Type	In the dropdown list, select REST API.
Client ID	The Client ID (App id) that Marketo created and assigned when you added Clay Tablet as a LaunchPoint Service in Marketo. <b>Note:</b> This is generally configured by Clay Tablet personnel. To view this value in Marketo, in the <b>Admin</b> area select <b>LaunchPoint</b> . Then, in the <b>Installed Services</b> tab, click <b>View Details</b> for the service you created.
Client Secret	The secret access token that Marketo generated when you added Clay Tablet as a LaunchPoint Service in Marketo. <b>Note:</b> This is generally configured by Clay Tablet personnel. To view this value in Marketo, in the <b>Admin</b> area select <b>LaunchPoint</b> . Then, in the <b>Installed Services</b> tab, click <b>View Details</b> for the service you created.

For a detailed description of the other fields in this tab, see "[Configuring Other Marketo Settings](#)" on page 30.

5. Optional. Click the **Test** button to test the authentication settings. A message box indicates that the test was successful. Click **OK** to close the message box.
6. Click **Save**.

---

## 5.7 Configuring Other Marketo Settings

You can configure the following Marketo-specific settings:

- the filename format of translated assets
- the URL of the Marketo instance with the source and target assets

**Note:** The Lionbridge App requires this to generate the preview links from the **Job Details** tab to the source and target assets.

### To configure these settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 48.
2. Click **Configure Site**.  
The **Configure Site** dialog box opens. The **Site Name** field at the top of the dialog box displays the name that Clay Tablet personnel assigned to your company's site.
3. Click the **Marketo** tab.

4. In the **Asset Preview** section, in the **Instance URL** field, you enter URL of your Marketo instance. The Lionbridge App requires this to generate the preview links from the **Job Details** tab to the source and target assets.
5. In the **Asset Name** section, in the **Format** field, you can use the following building blocks to specify the filename format of translated asset files. The default format is `[ {AssetType} : {AssetId} ] {AssetName} ( {T:ll-cc} )`, for example: `[Email:127]My test email(fr-CA)`.

Building Block	Description	Example
{AssetType}	A type of asset.	Email
{AssetId}	Clay Tablet's internal identifier for the asset.	127
{AssetName}	The name of the asset that is displayed in Marketo	My test mail

Building Block	Description	Example
{S:ll-cc}	The language code and the country code of the source language, separated by a hyphen.	en-CA
{S:ll}	The language code only of the source language.	en
{S:cc}	The country code only of the source language.	CA
{T:ll-cc}	The language code and the country code of the target language, separated by a hyphen.	fr-CA
{T:ll}	The language code only of the target language.	fr
{T:cc}	The country code only of the target language.	CA

For a detailed description of the other fields in this tab, see "[Configuring Marketo Authentication Settings](#)" on page 28.

6. Optional. Click the **Test** button to test the authentication settings. A message box indicates that the test was successful. Click **OK** to close the message box.
7. Click **Save**.

## 5.8 Configuring Translation Providers

**Very important:** Do not use the same license keys in multiple Marketo environments, because this is a violation of the Clay Tablet License Agreement. Using the same license keys in multiple Marketo environments will cause the Lionbridge App to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. Clay Tablet will support technical issues caused by duplicating or incorrectly installing license keys only on a time and materials basis.

- The Lionbridge App uses the CMS address key, which is in `source.xml`, to move your items for translation from the Lionbridge App to the Clay Tablet Platform. The Platform then forwards the items to translate to your translation provider. If you are using multiple translation providers, there must be one key (file) for each provider.

**Note:** The Lionbridge App always initiates calls to the Clay Tablet Platform. However, the CMS address keys enable establishing a secure, discrete connection between the Lionbridge App instance and the Platform. They also support the return of files from translation.

- Your company's platform key is in `target.xml`. This is your company's license for the Clay Tablet Platform. Before you can send assets for translation, you must set up your Clay Tablet license key and your translation providers.



**Important:** Before starting, ensure you obtain your license key from Clay Tablet. Verify that Clay Tablet has set up your *account license keys* for each of your translation providers.

### To configure translation providers:

1. In the **Site Administration** menu on the left, click **Site Providers**.

The **Site Providers** page opens, displaying the translation providers configured for your Marketo site.

Site Providers						New Provider	
	Name	Type	Source Account	Platform Account	Used By Team	Actions	
1	LIOX Freeway	Lionbridge Freeway	CT_Marketo_Demo_Freeway	ct-testing-platform	APAC Team, EU Team	Edit	Delete
2	Development Pseudo Provider	Generic	CT_Marketo_Demo_Pseudo-MT	ct-testing-platform	APAC Team, EU Team	Edit	Delete
3	LIOX MT Service	Generic	CT_Marketo_Demo_Bing_MT	ct-target-2011	APAC Team, EU Team	Edit	Delete

2. To create a new translation provider, click **New Provider**.

**Notes:** To update the account license keys for a current translation provider, click **Edit** for that translation provider. To delete a translation provider, click **Delete** for that translation provider. A message box prompt you to confirms that you want to delete this translation provider. Click **OK** to proceed.

The **New Provider** dialog box opens.

**Note:** If you clicked **Edit**, the **Edit provider** dialog box opens instead. Aside from the title, it is identical to the dialog box described below.

**New Provider**

Provider name: Bing-MT-Provider

Provider type: Generic

Licensed Keys: ct\_test\_create\_key [Retrieve]

Source XML:
 

```
<com.claytablet.model.event.Account>
<id>Marketo-QA-Producer</id>
<createDate>2015-12-07 19:11:24.617 UTC</createDate>
<producerId>Marketo-QA-Producer</producerId>
<active>true</active>
<email>Marketo-QA-Producer@clay-tablet.net</email>
<publicKey>IBWz/xazwUifp08Ile2KDICKIGrY260+</publicKey>

<privateKey>WO+exr7002Q7YmY8wnGhNZ55mL31S5MqKEfwStHgQ
aT5r29yMm4cmGfYyJ7Fiek</privateKey>
<queueType>SQS</queueType>

<queueEndpoint>https://queue.amazonaws.com:443/770351410370/Ma
rketo-QA-Producer</queueEndpoint>
<storageType>S3</storageType>
<storageBucket>Marketo-QA-Producer</storageBucket>
</com.claytablet.model.event.Account>
```

[Test]

Platform XML:
 

```
<com.claytablet.model.event.Account>
<id>ct-testing-platform</id>
<createDate>2013-10-29 11:33:02.968 EDT</createDate>
<active>true</active>
<email>ct-testing-platform@clay-tablet.net</email>
<publicKey>0MYEr9vSyK9g66kq4WDszmu60d5p1EJq</publicKey>

<privateKey>b6qQ8PpbmNRwFdIMfDrqMXktocDyl63/mnY9/fWVQl313M
TZgve7AGGfYyJ7Fiek</privateKey>
<queueType>SQS</queueType>

<queueEndpoint>https://queue.amazonaws.com:443/699879044544/ctt-
testing-platform</queueEndpoint>
<storageType>S3</storageType>
<storageBucket>ct-testing-platfom</storageBucket>
</com.claytablet.model.event.Account>
```

[Test]

[Save]

- In the **Provider name** field, enter the name of the translation provider.
- In the **Provider type** dropdown list, select the type of translation provider. This supports sending translation metadata to specific translation providers. If you do not see your translation provider, select **Generic**.
- In the **License Keys** dropdown list, select the license key for the translation provider. This is the license key that Clay Tablet personnel set up for your company for a particular translation provider on the Clay Tablet License Server. Depending on the number of license keys configured for you on the Clay Tablet license server (and specified by your **Clay Tablet license ID**, in the **Site settings** tab of the **Site configuration** dialog box), multiple license keys may be displayed.
- Click **Retrieve**.

This populates the **Source XML** and **Platform XML** boxes.

- The **Source XML** box has the CMS address key, which the Lionbridge App uses to move your assets from Marketo to the Clay Tablet Platform.

••• The **Platform XML** box has the platform key, for accessing the Clay Tablet Platform.

e. Click **Test** beside the **Source XML** box. A message box indicates whether this key passed the test.

f. Click **Test** beside the **Platform XML** box. A message box indicates whether this key passed the test.

3. Click **Save**.

## 6 Configuring User Access

To enable Marketo users to send out content for translation from the Lionbridge App, you must add them as users in CloudBroker and add them to one or more teams. A user's *team* determines:

- the *source languages* of the assets that a user can send out for translation
- the *target languages* into which a user can request translation of the assets
- the *translation providers* to whom a user can send the assets for translation

**Important:** Only users who are part of a team can send out content for translation from the Lionbridge App.

To configure user access, perform the following general steps:

1. Create one or more teams. For details, see ["Adding or Editing a Team"](#) on page 37.
2. Create users and add them to teams. For details, see ["Adding a User"](#) on page 42.

### 6.1 Managing Teams

A *team* is a collection of users for a specific site. All users on a team can send out content for translation from the source languages to the translation providers into the target languages configured for the team.

This section describes how to view information about existing teams, add a new team, and edit an existing team.

To manage teams:


1. In the **Site Administration** menu on the left, click **Site teams**.

The **Site Teams** page opens, displaying the teams of users set up for your Marketo site.

Site Teams						<a href="#">New Team</a>
	Name	Source Languages	Target Languages	Providers	Total Users	Actions
1	APAC Team	en-US	ja-JP, zh-CN, zh-TW	LIOX Freeway, Development Pseudo Provider, LIOX MT Service	3	<a href="#">Edit</a> <a href="#">Delete</a>
2	EU Team	en-US	en-GB, fr-FR, de-DE, es-ES, it-IT, fi-FI, da-DK	LIOX Freeway, Development Pseudo Provider, LIOX MT Service	3	<a href="#">Edit</a> <a href="#">Delete</a>

This page displays the following information about each team:

Column	Description
Name	The name of a team.
Source Languages	The source languages of the content that users in this team can send out for translation.

Column	Description
Target Languages	The target languages of the content to which users in this team can send out content for translation.
Providers	The translation providers to which users in this team can send out content for translation.
Total Users	The total number of users in this team. <b>Tip:</b> To view the users in this team, click the  icon. The <b>Team users</b> box displays all the users on the team and their email addresses.

2. Do one of the following:

- ▶ To create a new team, click **New Team**. For detailed instructions, see "[Adding or Editing a Team](#)" on page 37.
- ▶ To edit a team, in the **Actions** column, click **Edit** in the corresponding row. For detailed instructions, see "[Adding or Editing a Team](#)" on page 37.
- ▶ To delete a team, in the **Actions** column, click **Delete** in the corresponding row. For detailed instructions, see "[Deleting a Team](#)" on page 39.

### 6.1.1 Adding or Editing a Team

You can create a new team or edit a team that was created previously.

#### To add or edit a team:

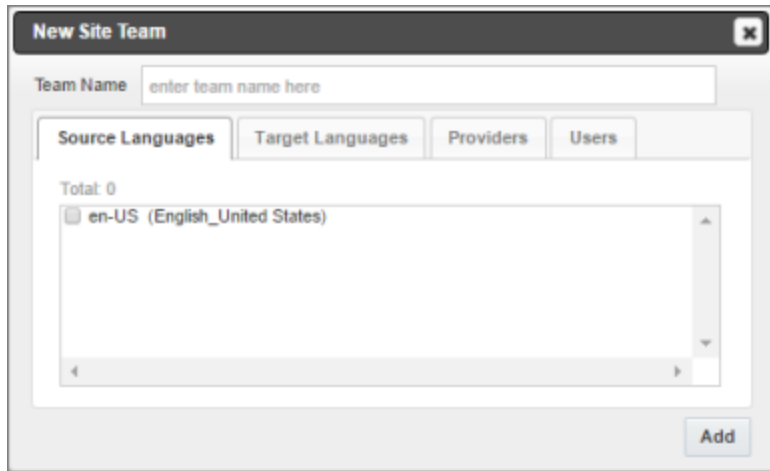
1. In the **Site Administration** menu on the left, click **Site Teams**.

The **Site Teams** page opens, displaying the teams set up for your Marketo site. For detailed information about this page, see "[Managing Teams](#)" on page 36.

2. Do one of the following:

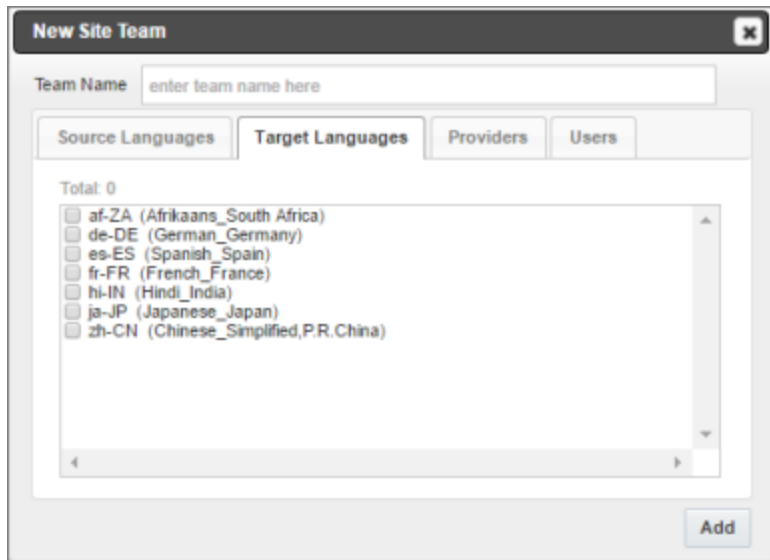
- ▶ To create a new team, click **New Team**.
- ▶ To edit an existing team, click **Edit** for that team.

Either the **New Site Team** or the **Edit Site Team** dialog box opens, displaying the **Source Languages** tab. Aside from the title, these dialog boxes are nearly identical.



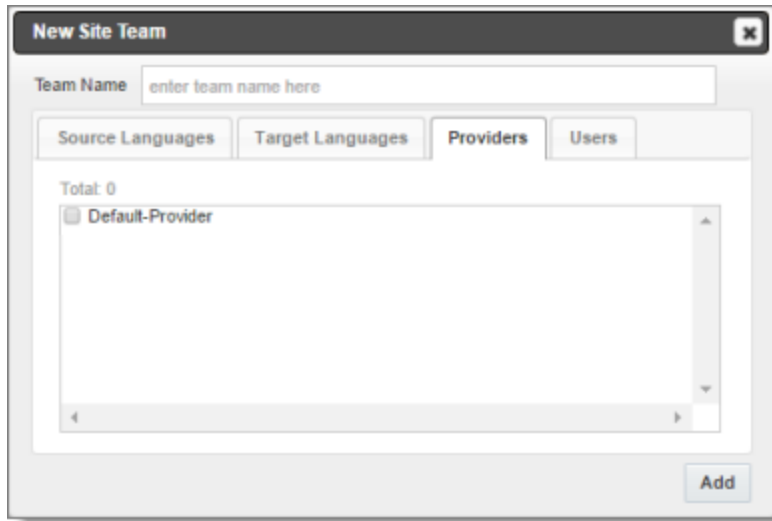
The screenshot shows the 'New Site Team' dialog box with the 'Source Languages' tab selected. At the top, there is a 'Team Name' field with the placeholder text 'enter team name here'. Below this are four tabs: 'Source Languages', 'Target Languages', 'Providers', and 'Users'. The 'Source Languages' tab is active, showing a list of source languages. The list is currently empty, with 'Total: 0' displayed above it. A single entry, 'en-US (English\_United States)', is visible in the list, with a checkbox to its left. An 'Add' button is located at the bottom right of the dialog box.

3. In the **Team Name** field, enter the name for your team.
4. Select the check boxes for the source languages that users on this team can send out for translation.
5. Click the **Target Languages** tab.

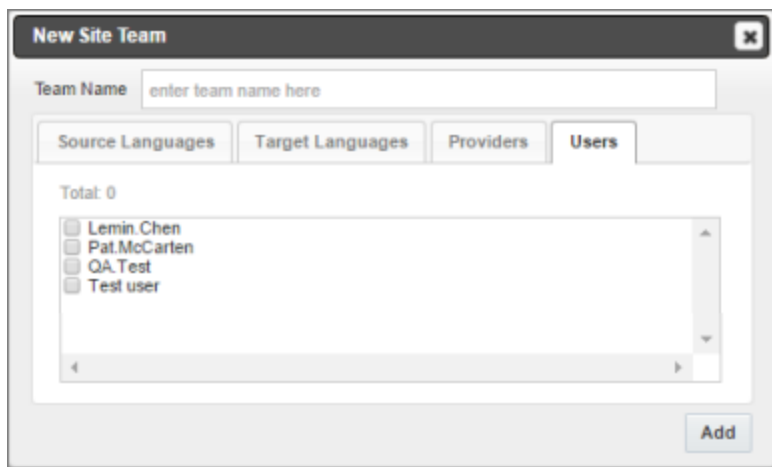


The screenshot shows the 'New Site Team' dialog box with the 'Target Languages' tab selected. The 'Team Name' field and 'Source Languages' tab are visible at the top. The 'Target Languages' tab is active, showing a list of target languages. The list is currently empty, with 'Total: 0' displayed above it. A list of target languages is visible, each with a checkbox to its left: 'af-ZA (Afrikaans\_South Africa)', 'de-DE (German\_Germany)', 'es-ES (Spanish\_Spain)', 'fr-FR (French\_France)', 'hi-IN (Hindi\_India)', 'ja-JP (Japanese\_Japan)', and 'zh-CN (Chinese\_Simplified,P.R.China)'. An 'Add' button is located at the bottom right of the dialog box.

6. Select the check boxes for the target languages to which users on this team can send out content for translation. Users on the team are allow to send content for translation *into* these target languages.
7. Click the **Providers** tab.



8. Select the check boxes for the translation providers to which the users on this team can send out content for translation.
9. Click the **Users** tab.



10. Select the check boxes for the users who are on this team.
11. Do one of the following to save your changes:
  - ▶ In the **New Site Team** dialog box, click **Add**.
  - ▶ In the **Edit Site Team** dialog box, click **Save**.

### 6.1.2 Deleting a Team

You can delete a team from the Lionbridge App so that it will no longer be a collection of users with the same permissions for sending out assets for translation from specified source languages, to specified target

languages, to specified translation providers.

**Important:** Deleting a team from the Lionbridge App also deletes all the jobs and items sent by users from the Lionbridge App *as part of this team*. Deleting a team from the Lionbridge App does not delete the users in the team from either CloudBroker or Marketo.

**Notes about users that are in multiple teams:** Deleting a team does not delete jobs or items that users sent as part of a different team. If users are in multiple teams, deleting a team from the Lionbridge App does not change user permissions from the non-deleted team.

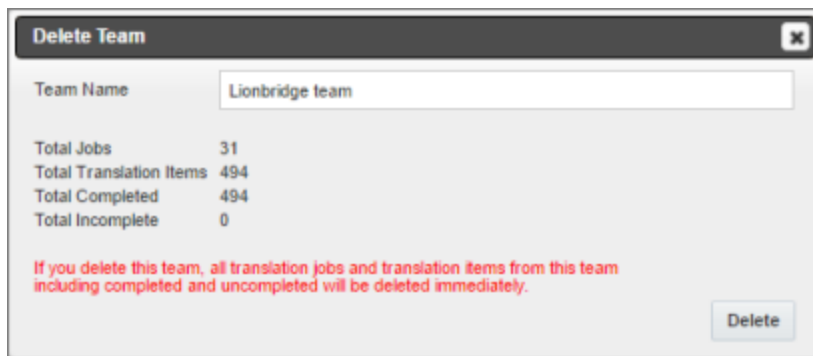
### To delete a team from the Lionbridge App:

1. In the **Site Administration** menu on the left, click **Site Teams**.

The **Site Teams** page opens, displaying the teams set up for your Marketo site. For detailed information about this page, see "[Managing Teams](#)" on page 36.

2. In the **Actions** column, click **Delete** for the team to delete.

The **Delete Team** dialog box opens.



The dialog box displays the name of the team to delete. It also displays the following information about the jobs and items that users on this team sent for translation, as part of this team:

Field	Description
Total Jobs	The total number of jobs users on this team sent out for translation.
Total Translation Items	The total number of items users on this team sent out for translation.
Total Completed	The total number of translated items that the Lionbridge App has re-imported into Marketo.



Field	Description
Total Incomplete	The total number of assets that the Lionbridge App has not yet re-imported into Marketo. Usually these are assets that are currently in translation, or were just recently received back from translation and that the Lionbridge App is trying to re-import into Marketo. <b>Warning:</b> If you delete this team, these items will be deleted. They will not be re-imported into Marketo.

3. Click **Delete** to remove the team and all the jobs and items sent out for translation by users as part of this team from the Lionbridge App.

## 6.2 Managing Users

Marketo users can access the Lionbridge App to send, monitor, and review translation jobs.

To manage users:

1. In the **Site Administration** menu on the left, click **Site Users**.

The **Site Users** page opens, displaying the users set up for your Marketo site.

	Name	Email Address	Default Language	Teams	Site Admin	Actions
1	[Redacted]	[Redacted]@lionbridge.com	en	Lionbridge team		Edit Delete
2	[Redacted]	[Redacted]@lionbridge.com	en	Lionbridge team		Edit Delete
3	[Redacted]	[Redacted]@lionbridge.com	en	Lionbridge team		Edit Delete
10	QA.Test	qa.test@clat-Tablet.com	en	Lionbridge team		Edit Delete
11	QA.Test2	QA.Test2@clat-Tablet.com	en	Lionbridge team	✓	Edit Delete

This page displays the following information about each user:

Column	Description
Name	The name of the user.
Email Address	The email address of the user.
Default Language	The default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is also the language in which the CloudBroker interface is displayed for this user.

Column	Description
Teams	The teams to which this user belongs. A team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content.
Site Admin	A check mark indicates whether this user is a site administrator. Site administrators can access CloudBroker to set up the Lionbridge App, as described in this guide.

2. Do one of the following:

- ▶ To create a new user, click **New User**. For detailed instructions, see ["Adding a User"](#) on page 42.
- ▶ To edit a user, in the **Actions** column, click **Edit** in the corresponding row. For detailed instructions, see ["Editing a User"](#) on page 44.
- ▶ To delete a user, in the **Actions** column, click **Delete** in the corresponding row. For detailed instructions, see ["Deleting a User"](#) on page 46.

### 6.2.1 Adding a User

You can add a user to the Lionbridge App so that you can add the user to one or more teams. This enables the user to send assets for translation from and to specified languages and to specified translation providers.

#### To add a user:

1. In the **Site Administration** menu on the left, click **Site Users**.

The **Site Users** page opens, displaying the users set up for your Marketo site. For detailed information about this page, see ["Managing Users"](#) on page 41.

2. Click **New User**.

The **New User** dialog box opens.

The screenshot shows a 'New User' form with the following fields and options:

- User Name:** Text input field with a help icon.
- User Email:** Text input field.
- Password:** Text input field with a help icon.
- Repeat Password:** Text input field with a help icon.
- Default Language:** Dropdown menu currently set to 'English'.
- User Role:** Check box labeled 'Is Site Admin'.
- Join Teams:** List of teams with check boxes: 'APAC Team' and 'EU Team'.
- Add:** Button at the bottom right.

3. Enter the following information about the new user:

Field	Description
User Name	Enter the user's username for accessing the Lionbridge App.
User Email	Enter the user's email address.
Password	Enter the password for this user. The user can change this after logging in.
Repeat Password	Re-enter the password for this user.
Default Language	In the dropdown list, select the default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is also the language in which the CloudBroker interface is displayed for this user. Languages are configured in CloudBroker by Clay Tablet. For more information, please contact Clay Tablet Support, as described in " <a href="#">How to Contact Clay Tablet Support</a> " on page 8.
User Role – Is Site Admin	If this user will have access to the configuration functionality described in this section, select this check box.

Field	Description
Join Teams	Select the check boxes of the teams the user is joining. A user must belong to at least one team to be able to send out content for translation. The team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content. You can view the settings for all teams on the <b>Site Teams</b> page. For details, see " <a href="#">Managing Teams</a> " on page 36.

4. Click **Add**.

### 6.2.2 Editing a User

In general you edit a user that you previously added, either by importing or automatically, to specify the following information:

- the default language for displaying the Lionbridge App for the user
- whether the user is a site administrator, who can access CloudBroker to set up the Lionbridge App, as described in this guide
- the teams that the user joins

You can also change a user's username or email address.

#### To edit a user:

1. In the **Site Administration** menu on the left, click **Site Users**.

The **Site Users** page opens, displaying the users set up for your Marketo site. For detailed information about this page, see "[Managing Users](#)" on page 41.

2. Click **Edit** for the user to edit.

The **Edit User** dialog box opens.

3. You can modify the following information:

Field	Description
User Name	The user's username.
User Email	The user's email address.
Change Password	Select this check box to change this user's password.
New Password	Enter the new password for this user. The user can change this after logging in. Available only if the <b>Change password</b> check box, above, is selected.
Repeat Password	Re-enter the new password for this user. Available only if the <b>Change password</b> check box, above, is selected.

Field	Description
Default Language	In the dropdown list, select the default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is also the language in which the CloudBroker interface is displayed for this user. Languages are configured in CloudBroker by Clay Tablet. For more information, please contact Clay Tablet Support, as described in " <a href="#">How to Contact Clay Tablet Support</a> " on page 8.
User Role	Indicates whether this user is a site administrator, who can access CloudBroker to set up the Lionbridge App, as described in this guide. <ul style="list-style-type: none"> <li>■ If the user is a site administrator, select the <b>Is site admin</b> check box.</li> <li>■ If the user is not a site administrator, clear the <b>Is site admin</b> check box.</li> </ul>
Join Teams	The teams to which this user belongs. A user must belong to at least one team to be able to send out content for translation. The team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content. You can view the settings for all teams on the <b>Site Teams</b> page. For details, see " <a href="#">Managing Teams</a> " on page 36. <ul style="list-style-type: none"> <li>■ To join a team, select the corresponding check box.</li> <li>■ To leave a team, clear the corresponding check box.</li> </ul>

4. Click **Save** to save your changes.

### 6.2.3 Deleting a User

You can delete a user from the Lionbridge App so that the user will no longer have access. Deleting a user from the Lionbridge App also deletes all the jobs and items sent by this user from the Lionbridge App.

**Important:** Deleting a user from the Lionbridge App does not delete the user in Marketo.

#### To delete a user from the Lionbridge App:

1. In the **Site Administration** menu on the left, click **Site Users**.  
The **Site Users** page opens, displaying the users set up for your Marketo site. For detailed information about this page, see "[Managing Users](#)" on page 41.
2. In the **Actions** column, click **Delete** for the user to delete.  
The **Delete User** dialog box opens.

**Delete User**

User Name: QA.Test

User Email: qa.test@clay-tablet.com

Total Jobs: 12  
 Total Translation Items: 59  
 Total Completed: 59  
 Total Incomplete: 0

If you delete this user, all translation jobs and translation items from this user including completed and uncompleted will be deleted immediately.

Delete

The page displays the username and email address of the user to delete. It also displays the following information about the jobs and items this user sent for translation:

Field	Description
Total Jobs	The total number of jobs this user sent out for translation.
Total Translation Items	The total number of items this user sent out for translation.
Total Completed	The total number of translated items that the Lionbridge App has re-imported into Marketo.
Total Incomplete	The total number of assets that the Lionbridge App has not yet re-imported into Marketo. Usually these are assets that are currently in translation, or were just recently received back from translation and that the Lionbridge App is trying to re-import into Marketo. <b>Warning:</b> If you delete this user, these items will be deleted. They will not be re-imported into Marketo.

3. Click **Delete** to remove the user and all the jobs and items sent out for translation by this user from the Lionbridge App.

## 7 Administrative Tasks

As a site administrator, you can perform the following administrative tasks:

- "Viewing Lionbridge App Information and Usage Data" on page 48
- "Viewing Job Data" on page 50

### 7.1 Viewing Lionbridge App Information and Usage Data

You can view information about your Marketo site and usage on the **My Site** page in CloudBroker.

**To view data about your company's Lionbridge App usage:**

- ▶ In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator.

My Site									
Active	Name	Platform	Lionbridge App		Marketo Instance	Actions			
1	CTMarketoDemo	Public	Lionbridge App for Marketo		574-LXV-305	<input type="button" value="Map Languages"/> <input type="button" value="Configure Site"/>			



  

Site Extensions		
Name	Description	
Language mappings for Marketo segments	Map Marketo segment to language	<input type="button" value="Configure"/>

Statistics									
Total Jobs	Total Items	Total Items to LSP	Total Sent Out	Total Received	Total Completed	Total LocalTM	Total Providers	Total Site Teams	Total Site Users
13	29	10	10	10	27	29	3	2	5

The top section of the page displays the following information about the Lionbridge App:

Column	Description
Active	<p>The Lionbridge App's current status. This is one of the following:</p> <ul style="list-style-type: none"> <li>■  Active: The Lionbridge App is currently running.</li> <li>■  Inactive: The Lionbridge App is not currently running.</li> </ul>
Name	<p>The name that Clay Tablet personnel assigned to your company's site.</p> <p><b>Important:</b> Your company's users need this name to log into the Lionbridge App.</p>



Column	Description
Platform	<p>The type of Clay Tablet Platform (Platform) that your company site uses. The Platform is the connectivity platform that receives and routes content from content systems to translation providers and back during implementation. There are two types:</p> <ul style="list-style-type: none"> <li>■ <b>Public:</b> This IaaS (Infrastructure as a Service) solution is hosted on AWS. Clay Tablet configures the Platform based on the number and nature of systems involved in your system architecture.</li> <li>■ <b>On-Premise:</b> Your company either hosts the Platform or it determines the cloud location that hosts it.</li> </ul>
Lionbridge App	The Clay Tablet plug-in that connects the Marketo content system to the Clay Tablet Platform. This is the Lionbridge App for Marketo, which is identified here as the <code>Lionbridge App for Marketo</code> .
Marketo Instance	This is the Marketo instance ID that you retrieved from Marketo after creating the LaunchPoint Service, and sent to to the Clay Tablet Implementations Team so that they could set up your site in CloudBroker.

For information about the **Map Languages** and **Configure Site** buttons, see "[Configuring the Lionbridge App in CloudBroker](#)" on page 17.

The **Statistics** section of the page displays the following information about items processed by the Lionbridge App:

Column	Description
Total Jobs	The total number of translation jobs that the Lionbridge App sent out for translation.
Total Items	The total number of translation requests (each source and target language pair is a separate item) from Lionbridge App users. This includes items the Lionbridge App sent out to a translation provider, items translated by localTM (translation memory), and items that did not require translation.
Total Items to LSP	The total number of items (each source and target language pair is a separate item) that the Lionbridge App sent out for translation to a translation provider.
Total Sent Out	The total number of files that the Lionbridge App sent out for translation.
Total Received	The total number of files that the Lionbridge App received back from translation.
Total Completed	The total number of items (each source and target language pair is a separate item) for which the translation is complete.

Column	Description
Total LocalTM	The total number of items in the local translation memory's database.
Total Providers	The total number of translation providers configured in the Lionbridge App.
Total Site Teams	The total number of teams set up in the Lionbridge App.
Total Site Users	The total number of users set up in the Lionbridge App.

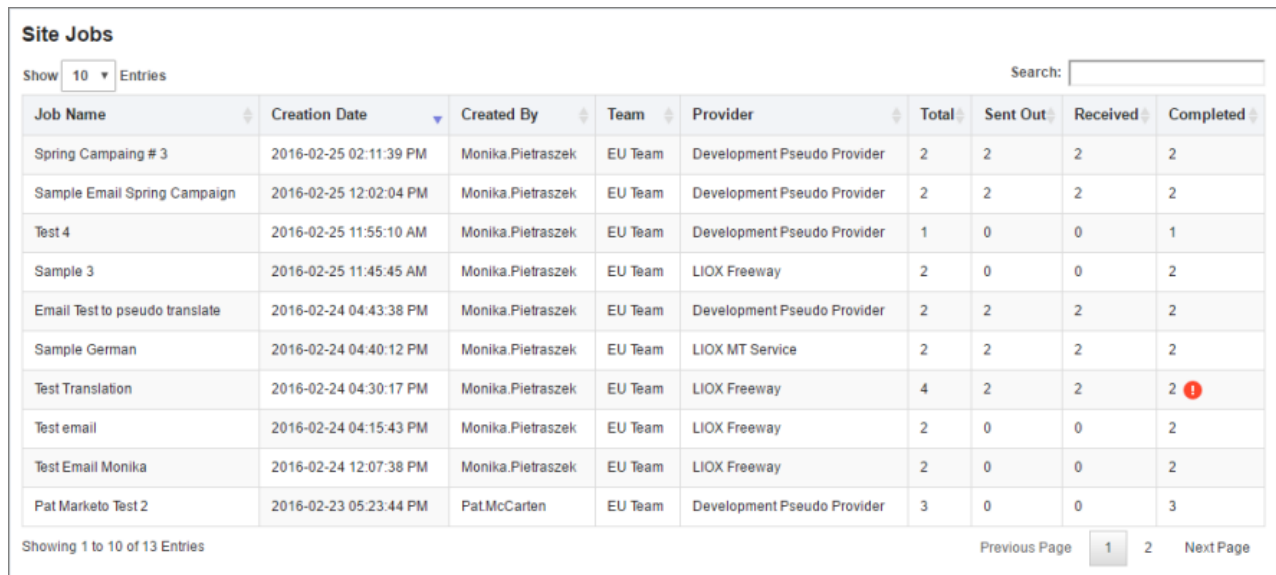
## 7.2 Viewing Job Data

You can view data about jobs that the Lionbridge App sends out for translation.

To view job data:

1. In the **Site Administration** menu on the left, click **Site Jobs**.

The **Site Jobs** page opens, displaying all the jobs that the Lionbridge App sent out for translation.




The screenshot shows the 'Site Jobs' page with a search bar and a table of job data. The table has columns for Job Name, Creation Date, Created By, Team, Provider, Total, Sent Out, Received, and Completed. The data is sorted in reverse chronological order by creation date.

Job Name	Creation Date	Created By	Team	Provider	Total	Sent Out	Received	Completed
Spring Campaign # 3	2016-02-25 02:11:39 PM	Monika.Pietraszek	EU Team	Development Pseudo Provider	2	2	2	2
Sample Email Spring Campaign	2016-02-25 12:02:04 PM	Monika.Pietraszek	EU Team	Development Pseudo Provider	2	2	2	2
Test 4	2016-02-25 11:55:10 AM	Monika.Pietraszek	EU Team	Development Pseudo Provider	1	0	0	1
Sample 3	2016-02-25 11:45:45 AM	Monika.Pietraszek	EU Team	LIOX Freeway	2	0	0	2
Email Test to pseudo translate	2016-02-24 04:43:38 PM	Monika.Pietraszek	EU Team	Development Pseudo Provider	2	2	2	2
Sample German	2016-02-24 04:40:12 PM	Monika.Pietraszek	EU Team	LIOX MT Service	2	2	2	2
Test Translation	2016-02-24 04:30:17 PM	Monika.Pietraszek	EU Team	LIOX Freeway	4	2	2	2 <span style="color: red;">1</span>
Test email	2016-02-24 04:15:43 PM	Monika.Pietraszek	EU Team	LIOX Freeway	2	0	0	2
Test Email Monika	2016-02-24 12:07:38 PM	Monika.Pietraszek	EU Team	LIOX Freeway	2	0	0	2
Pat Marketo Test 2	2016-02-23 05:23:44 PM	Pat.McCarten	EU Team	Development Pseudo Provider	3	0	0	3

Showing 1 to 10 of 13 Entries

Previous Page 1 2 Next Page

This page displays the following information about each job, in reverse chronological order by creation date:

Column	Description
Job name	The name assigned to the translation job by the user who sent it out for translation.
Creation date	The date and time when the user sent out this job for translation, in the following format: YYYY-MM-DD hh:mm:ss AM/PM.
Created by	The username of the user who sent out this job for translation.
Team	The team for this translation job, which was specified when the user sent out the job for translation.
Provider	The translation provider for this translation job.
Total	The total number of assets in this translation job.
Sent out	The number of items in this translation job that the Lionbridge App sent out for translation. <b>Note:</b> There is a separate item for each source and target language pair. For example, if you created a job that sends out a single asset for translation from English to both French and German, then these are two separate items in this tab: English to French, and English to German.
Received	The number of items in this translation job that the Lionbridge App received back from translation.
Completed	The number of items in this translation job for which the translation is complete. If the items have an error, including Failed status, you can hover over the <b>Error</b> icon  to view information about the type of error. If the error is resolved and the items are processed normally, the error icon is no longer displayed.

2. Optional. You can do one or more of the following on this page:

- ▶ You can specify how many items to display in a page. Above the top-left corner of the list, select the number to display from the **Show X Entries** list.
- ▶ You can use the **Search** box above the top-right corner of the list to search for a specific asset in the list or to filter the list. As you type into the **Search** box, the Lionbridge App automatically searches for matches across all columns and displays only the matching assets.

**Note:** The search feature filters all items in the page, not only those displayed on the current sub-page.

- ▶ If there are many items in this page, it may have multiple sub-pages. The navigation bar below the list helps you navigate through the sub-pages and displays your position in the tab. Click **Previous Page**, **Next Page**, or a page number to navigate to the corresponding sub-page.

- ▶ To sort the items in the tab by a different column, click the corresponding column header.
- ▶ To reverse the sort order of a column, click the column header.

## 8 Appendix: Language Codes

For detailed instructions on configuring languages for the Lionbridge App, see ["Configuring Clay Tablet Languages"](#) on page 17.

The Lionbridge App has the following language codes:

Type	Language Identifier	Language Code
String	Afrikaans	"af-ZA"
String	Albanian	"sq-AL"
String	Amharic	"am-ET"
String	Arabic_Algeria	"ar-DZ"
String	Arabic_Bahrain	"ar-BH"
String	Arabic_Egypt	"ar-EG"
String	Arabic_Iraq	"ar-IQ"
String	Arabic_Jordan	"ar-JO"
String	Arabic_Kuwait	"ar-KW"
String	Arabic_Lebanon	"ar-LB"
String	Arabic_Libya	"ar-LY"
String	Arabic_MiddleEast	"ar-XR"
String	Arabic_Morocco	"ar-MA"
String	Arabic_Oman	"ar-OM"
String	Arabic_Qatar	"ar-QA"
String	Arabic_Saudi_Arabia	"ar-SA"
String	Arabic_Syria	"ar-SY"
String	Arabic_Tunisia	"ar-TM"
String	Arabic_UAE	"ar-AE"
String	Arabic_Yemen	"ar-YE"

Type	Language Identifier	Language Code
String	Armenian	"hy-AM"
String	Assamese	"as-IN"
String	Basque	"eu-ES"
String	Belarusian	"be-BY"
String	Bengali_Bangladesh	"bn-BD"
String	Bengali_India	"bn-IN"
String	Bosnian_Bosnia_Herzegovina	"bs-BA"
String	Bulgarian	"bg-BG"
String	Burmese	"my-MM"
String	Catalan	"ca-ES"
String	Chinese_Hong_Kong	"zh-HK"
String	Chinese_Macao	"zh-MO"
String	Chinese_PRC	"zh-CN"
String	Chinese_Singapore	"zh-SG"
String	Chinese_Taiwan	"zh-TW"
String	Croatian	"hr-HR"
String	Croatian_Bosnia_Herzegovina	"hr-BA"
String	Czech	"cs-CZ"
String	Danish	"da-DK"
String	Divehi	"dv-MV"
String	Dutch	"nl-NL"
String	Dutch_Belgium	"nl-BE"
String	English_Australia	"en-AU"

Type	Language Identifier	Language Code
String	English_Belize	"en-BZ"
String	English_Canada	"en-CA"
String	English_HongKong	"en-HK"
String	English_India	"en-IN"
String	English_Indonesia	"en-ID"
String	English_Ireland	"en-IE"
String	English_Jamaica	"en-JM"
String	English_Malaysia	"en-MY"
String	English_New_Zealand	"en-NZ"
String	English_Philippines	"en-PH"
String	English_Singapore	"en-SG"
String	English_South_Africa	"en-ZA"
String	English_Trinidad	"en-TT"
String	English_UK	"en-GB"
String	English_US	"en-US"
String	English_Zimbabwe	"en-ZW"
String	Estonian	"et-EE"
String	Faroese	"fo-FO"
String	Farsi	"fa-IR"
String	Filipino	"fil-PH"
String	Finnish	"fi-FI"
String	French	"fr-FR"
String	French_Belgium	"fr-BE"

Type	Language Identifier	Language Code
String	French_Cameroon	"fr-CM"
String	French_Canada	"fr-CA"
String	French_Cote_d_Ivoire	"fr-CI"
String	French_Democratic_Rep_Congo	"fr-CD"
String	French_Haiti	"fr-HT"
String	French_Luxembourg	"fr-LU"
String	French_Mali	"fr-ML"
String	French_Monaco	"fr-MC"
String	French_Morocco	"fr-MA"
String	French_Reunion	"fr-RE"
String	French_Senegal	"fr-SN"
String	French_Switzerland	"fr-CH"
String	Frisian_Netherlands	"fy-NK"
String	Fulfulde_Nigeria	"ff-NG"
String	FYRO_Macedonian	"mk-MK"
String	Gaelic_Ireland	"gd-IE"
String	Gaelic_Scotland	"gd-GB"
String	Gallegan	"gl-ES"
String	Georgian	"ka-GE"
String	German	"de-DE"
String	German_Austria	"de-AT"
String	German_Liechtenstein	"de-LI"
String	German_Luxembourg	"de-LU"



Type	Language Identifier	Language Code
String	German_Switzerland	"de-CH"
String	Greek	"el-GR"
String	Guarani	"gn-PY"
String	Gujarati	"gu-IN"
String	Hausa	"ha-NE"
String	Hawaiian	"haw-US"
String	Hebrew	"he-IL"
String	Hindi	"hi-IN"
String	Hungarian	"hu-HU"
String	Icelandic	"is-IS"
String	Igbo	"ig-NG"
String	Indonesian	"id-ID"
String	Inuktitut	"iu-CA"
String	Italian	"it-IT"
String	Italian_Switzerland	"it-CH"
String	Japanese	"ja-JP"
String	Kannada	"kn-IN"
String	Kanuri	"kr-TD"
String	Kashmiri	"ks-IN"
String	Kazakh	"kk-KZ"
String	Khmer	"km-KH"
String	Konkani	"kok-IN"
String	Korean	"ko-KR"

Type	Language Identifier	Language Code
String	Kyrgyz	"ky-KZ"
String	Lao	"lo-LA"
String	Latin	"la-XL"
String	Latvian	"lv-LV"
String	Lithuanian	"lt-LT"
String	Malay	"ms-MY"
String	Malay_Brunei_Darussalam	"ms-BN"
String	Malayalam	"ml-IN"
String	Maltese	"mt-MT"
String	Maori	"mi-NZ"
String	Marathi	"mr-IN"
String	Mongolian	"mn-MN"
String	Nepali	"ne-NP"
String	Nepali_India	"ne-IN"
String	Norwegian	"nb-NO"
String	Norwegian_Nynorsk	"nn-NO"
String	Oriya	"or-IN"
String	Oromo	"om-ET"
String	Panjabi	"pa-PK"
String	Polish	"pl-PL"
String	Portuguese	"pt-PT"
String	Portuguese_Brazil	"pt-BR"
String	Punjabi_Pakistan	"pa-PK"

Type	Language Identifier	Language Code
String	Pushto	"ps-AF"
String	Quechua_Ecuador	"qu-EC"
String	Quechua_Peru	"qu-PE"
String	Rhaeto_Romance	"rm-IT"
String	Romanian	"ro-RO"
String	Romanian_Moldova	"ro-MD"
String	Russian	"ru-RU"
String	Russian_Moldava	"ru-MD"
String	Sami	"se-NO"
String	Sanskrit	"sa-IN"
String	Serbian_Cyrillic	"sr-RS"
String	Serbian_Latin	"sr-SP"
String	Sindhi_India	"sd-IN"
String	Sindhi_Pakistan	"sd-PK"
String	Sinhala	"si-LK"
String	Slovak	"sk-SK"
String	Slovenian	"sl-SI"
String	Somali	"so-ET"
String	Sorbian	"wen-DE"
String	Spanish	"es-ES"
String	Spanish_Argentina	"es-AR"
String	Spanish_Bolivia	"es-BO"
String	Spanish_Chile	"es-CL"

Type	Language Identifier	Language Code
String	Spanish_Colombia	"es-CO"
String	Spanish_Costa_Rica	"es-CR"
String	Spanish_Dominican_Republic	"es-DO"
String	Spanish_Ecuador	"es-EC"
String	Spanish_El_Salvador	"es-SV"
String	Spanish_Honduras	"es-HN"
String	Spanish_LatinAmerica	"es-XL"
String	Spanish_Mexico	"es-MX"
String	Spanish_Nicaragua	"es-NI"
String	Spanish_Panama	"es-PA"
String	Spanish_Paraguay	"es-PY"
String	Spanish_Peru	"es-PE"
String	Spanish_Puerto_Rico	"es-PR"
String	Spanish_Uruguay	"es-UY"
String	Spanish_US	"es-US"
String	Spanish_Venezuela	"es-VE"
String	Swahili	"sw-TZ"
String	Swedish	"sv-SE"
String	Swedish_Finland	"sv-FI"
String	Syriac	"syr-SY"
String	Tajik	"tg-TJ"
String	Tamil	"ta-IN"
String	Tatar	"tt-RU"

Type	Language Identifier	Language Code
String	Telugu	"te-IN"
String	Thai	"th-TH"
String	Tibetan	"bo-CN"
String	Tigrinya_Eritrea	"ti-ER"
String	Tigrinya_Ethiopia	"ti-ET"
String	Tsonga	"ts-ZA"
String	Tswana	"tn-BW"
String	Turkish	"tr-TR"
String	Turkmen	"tk-TM"
String	Uighur	"ug-CN"
String	Ukrainian	"uk-UA"
String	Urdu	"ur-PK"
String	Urdu_India	"ur-IN"
String	Uzbek	"uz-UZ"
String	Venda	"ve-ZA"
String	Vietnamese	"vi-VN"
String	Welsh	"cy-GB"
String	Xhosa	"xh-ZA"
String	Yi	"ii-CN"
String	Yiddish	"yi-MD"
String	Yoruba	"yo-NG"
String	Zulu	"zu-ZA"