PUBLISHING MULTILINGUAL CONTENT FROM FLARE - BEST PRACTICES FOR QUALITY ASSURANCE

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PUBLISHING WORKFLOW OVERVIEW

1. Translation of content
2. Import into Lingo/export of Flare project
3. Pre-QC corrections
4. Build outputs for QC
5. QC (quality check) by native speaker
6. Post-QC remediation
   a) All manual entry  -OR-
   b) Reimport and redo
7. Additional post-QC fixes
8. Generation of finalized outputs for publication
WHAT IS QC (QUALITY CHECK)?

- Side-by-side comparison of original and translated outputs
  - Linguistic check – completion, accuracy, proofing
  - Functional check – hyperlinks, toggles, etc.
  - Formatting check – fonts, styles, tables and images, etc.
- Performed by native speaker
  - Translator – already familiar with the work, professional who knows what to look for
  - SME or client in country – familiar with subject, may not be used to QC work
WHY IS QC IMPORTANT?

- View translation in context
- Flare’s “moving parts” can behave differently in various outputs
  - Conditional text
  - Variables
  - Snippets
  - Cross-references
  - Glossary term links
  - Auto-text
  - Relationship tables
  - Index
WHAT YOU NEED BEFORE YOU BEGIN PUBLICATION WORK

From the original Flare project:

- Finalized, “gold” outputs for reference
- A saved copy of the build log for each output
- An archived copy of any report you plan to generate in the translated project
PRE-QC CORRECTIONS

Goals:
• Translated outputs are complete and readable
• Quality check can be thorough and effective
PRE-QC CORRECTIONS

• Check language settings in Flare
  • Project Properties > Language
  • {Target} > Language (“Default”)
  • Country can be important
• Make necessary font changes
  • Stylesheets, topics, master pages, etc.
  • Asian languages, right-to-left, Hindi, etc.
  • Language-specific vs. Arial Unicode MS
PRE-QC CORRECTIONS (cont.)

• Replace screenshots with localized versions
  • Capture files: change screenshot in Lingo
  • Other files: create new image, copy over text boxes/layers

• Localize images with text
  • Capture files: resize text boxes, adjust placement, change fonts
  • Other files: paste in translations, then same adjustments as above
Check page size requirements
  • Outside U.S., usually A4/A5 page layouts
  • Could affect pagination or word wrap

Disable hyphenation (optional)
  • Foreign language hyphenation can be tricky
  • In stylesheet, set the html tag attribute ‘mc-hyphenate’ to ‘never’
  • Means any tables might need manual hyphenation by linguist
PRE-QC CORRECTIONS (cont.)

• Generate all the necessary outputs
  • Compare the build logs to original logs to check for new errors
    ✓ Topics or snippets not included due to error in code
  • Check the outputs for untranslated text
    ✓ Webhelp skin
    ✓ Headers, footers
    ✓ Glossary, index
    ✓ Auto-text, cross-references
PRE-QC CORRECTIONS (cont.)

- Generate all the necessary outputs (cont.)
  - Search for “missing”, revealing broken snippet links
  - Look for corrupted characters
    - ✓ Is the stylesheet in utf-8?
    - ✓ Do you have the right fonts installed?
    - ✓ Are you generating a CHM?
PRE-QC OR POST-QC CORRECTIONS

• Adjusting table column widths to better fit text
  • Ideal: 1-time fix in stylesheet or TableStyle
  • “Auto” widths sometimes fine
  • Pre-QC: will help linguist identify hyphenation issues, but may have to be redone in Post-QC
• Resetting size of localized screenshot
  • If previous screenshot had hard-coded size
  • If dimensions changed, could distort
QUALITY CHECK (QC)

Send out: original and translated outputs
Receive back:

1) QC log with all changes listed
   - or -

2) Updated translations (Lingo files, Lingo project, or Flare files) and QC log of other issues  (Translator only)
QUALITY CHECK (QC)

Pass along any questions to linguist. For example:

• Are the fonts appropriate?
• Is the use of italics/bold/underline appropriate?
• Is the sorting (alphabetization) in the index and glossary good?
1) You receive a QC log. You make all changes manually yourself in both Flare and Lingo.

**Dangers:** Not knowing the language, could introduce errors. Takes more time.

**Benefits:** Avoid redoing Pre-QC work
POST-QC REMEDIATION METHODS
(cont.)

2) Translator sends updated Lingo project or files. (If files, you re-import into Lingo.)
You re-export Flare project.
You redo any Pre-QC fixes.
You address outstanding problems in QC log.

**Dangers:** Redoing all Pre-QC fixes takes time. Might not remember all fixes.

**Benefits:** Translator does the majority of linguistic changes for you. Saves time and lowers risk.
POST-QC REMEDIATION NOTES

• Changes to make in both Flare and Lingo
  • Most linguistic changes
  • Inline tags (like <b>)
• Can’t do in Lingo:
  • Change Flare’s default language skin
  • Formatting changes (font, column widths, etc.)
  • Alphabetize elements
  • Change glossary term links
  • Reverse word order between 2 segments – i.e., Adv. Invoice (Lingo 7 and below)
POST-QC CORRECTIONS

Goals:
• Address any problems spotted by QC linguist
• Finalize the Flare project
• Finalize output for publication.

Pre-QC corrections do still apply in the Post-QC phase.
POST-QC CORRECTIONS

• Alphabetization/sorting
  • Any table or list that’s alphabetized in original
    • Right-click to apply sort
  • Index/glossary
    • Flare will attempt sort automatically
  • Flare’s sort is not always correct
    • Sort manually in topic
    • Use “sort as” in index
    • Recreate print glossary in topic
  • No way to fix online glossary in left pane
POST-QC CORRECTIONS

• Undefined glossary term links
  What it is: a glossary term link in a topic that doesn’t exactly match any term in the glossary
  • Legitimate differences in translation
  • Ways to fix:
    • Move the link to a location where the term does match
    • Change one instance to match the other, but only under linguist supervision
    • Leave it undefined
POST-QC CORRECTIONS

• Adjust pagination
  • Add rules in stylesheet or adjust pagination manually
  • Keep headers with following text
  • Keep images with captions
• Good:
  • “page-break-after: avoid”
  • “page-break-inside: avoid”
• Avoid:
  • Using “page-break-before: avoid”
  • Forcing a page break mid-topic
RUNNING A REPORT IN FLARE

- **Statistics** – verify file counts, and view summary numbers from:
  - Broken bookmarks
  - Broken links
  - Broken snippet links
  - Undefined glossary term links
  - Undefined styles – if stylesheet exported improperly
- **Non-XML topics** – spot corrupted code

**ALWAYS COMPARE TO ORIGINAL REPORT!**
RUNNING A REPORT IN FLARE

Non-XML Topics
(No data)

Statistics
Date: 11/13/2013
Topic Count: 13
Word Count: 329
Segment Count: 0
Image Count: 0
Snippet Count: 1
Broken Links: 2
Undefined Variables: 0
Undefined Condition Tags: 0
Undefined Glossary Term Links: 0
Undefined Styles: 0

Used Language Tags
Count: 1
Language: fr
File: Content/NewTopic.htm
Tag: html

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Optional report:

- **Used language tags** – view translated topics, snippets, master pages, page layouts
  - No language tag by default
  - Not terribly reliable report
    - With Lingo: all files get tag
    - Without Lingo: depends on translator’s setup
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