Enhancing Your Translation Workflow: How to Make the Most of MadCap Lingo

PRESENTED BY

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What you know

- Technical writing and/or project management
- MadCap Flare
- Localization matters
- Translation isn't free
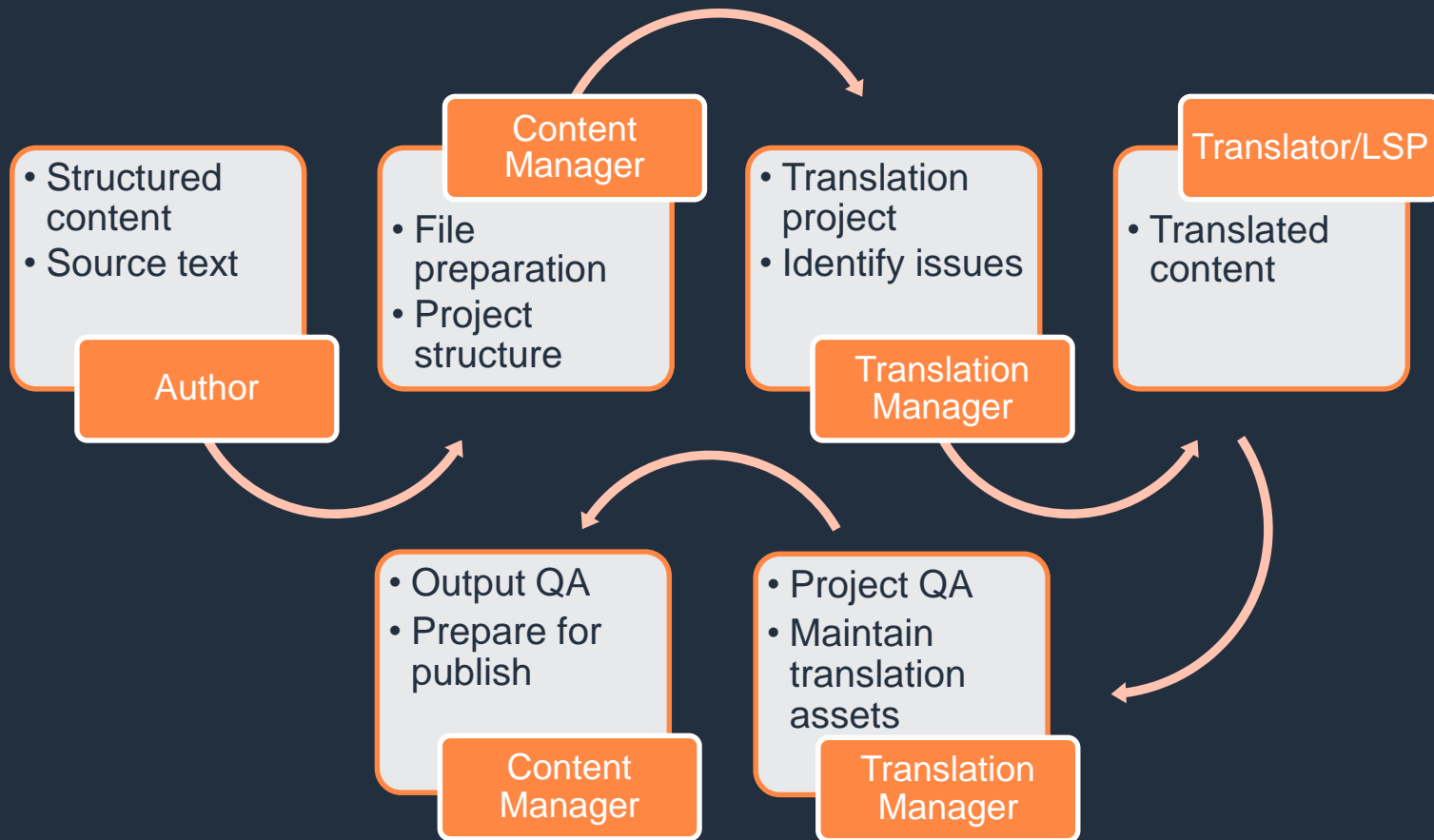- There are tools that can help

What you need to know

- How to create multi-lingual targets?
- What tools should you use?
- How do you select a Language Service Provider (LSP)?
- What quality assurance is possible?
- What should your workflow look like?

RESEARCH

- What resources exist?
  - MadCap Lingo license?
  - Other translation tools?
  - Other departments that have done translation?
  - Existing Translation Memories (TM) and Termbases (TB)?
- Language Service Provider (LSP) or In-House Translation
 - How do you select an LSP?

TRANSLATION WORKFLOW

- Structured content
- Source text

Author

- File preparation
- Project structure

Content Manager

- Translation project
- Identify issues

Translation Manager

- Translated content

Translator/LSP

- Output QA
- Prepare for publish

Content Manager

- Project QA
- Maintain translation assets

Translation Manager

WHERE DOES LINGO FIT?

- Management and translation
  - Translation manager and LSP/translator tool
  - Specific benefits for Flare projects
- Gives project statistics
- Uses XLIFF files
- Implements other translation standard file types (srx, tbx, tmx)

SOURCE CONTENT
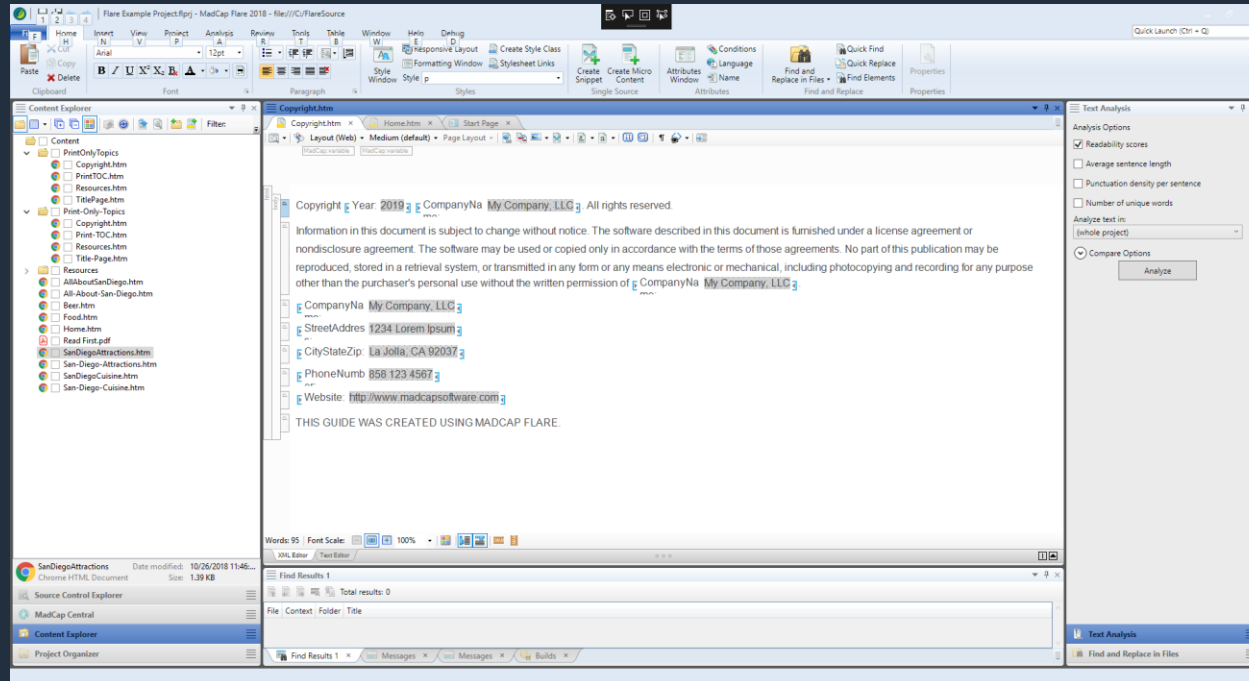
- Other file formats – images, database, code

CONTENT MANAGEMENT QUESTIONS

- When do you translate?
  - Updates, last minute changes
- What do you translate?
  - Conditions, outputs, images
- What languages do you translate into?
  - Target audience, product, ROI
- Structure of multi-lingual output
  - Separate outputs, multi-lingual website/PDF

TRANSLATION MANAGEMENT QUESTIONS

- Terminology questions
- Which translation memory assets to use?
- Flare specific setup
  - Some language knowledge helpful
  - CSS fonts that need to be changed
- Do I use Machine Translation in the process?
  - Potentially lower quality, but quicker turn around
- Expansion problems
  - Pseudo-translate

LINGO PROJECT SETUP

FLARE SETTINGS

- Which variables do you flatten?
  - Gender, count, etc.
  - What about overrides?
- Targets or conditions?
  - Multiple targets
- Create a language skin?
  - Check Flare's supported languages
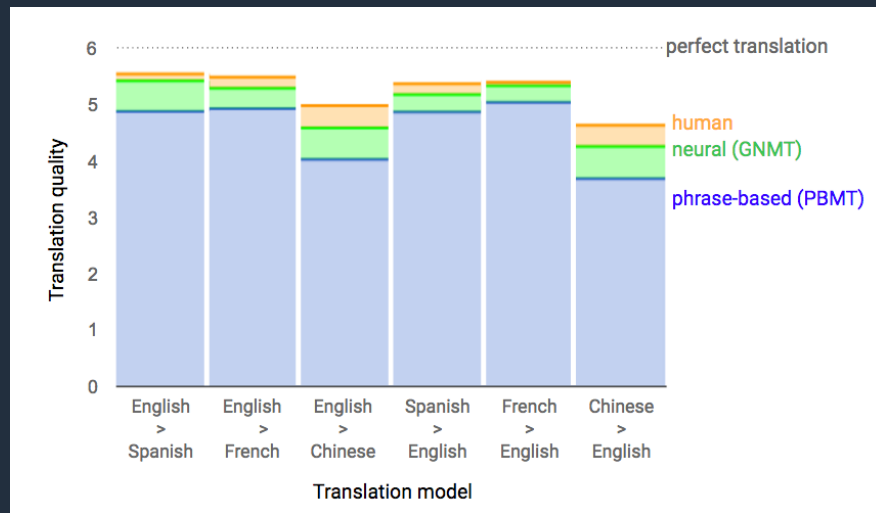- Cost savings and accuracy

TM AND TERMINOLOGY

- Which databases do you use?
  - Naming conventions
  - Write to no more than two
- Server connections
  - Real-time sharing
- Verify data quality
- Cost savings and accuracy
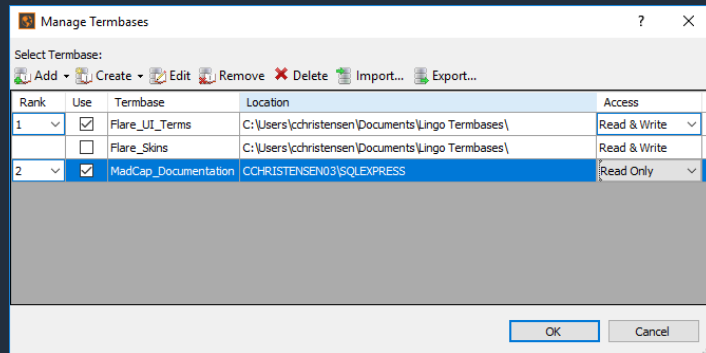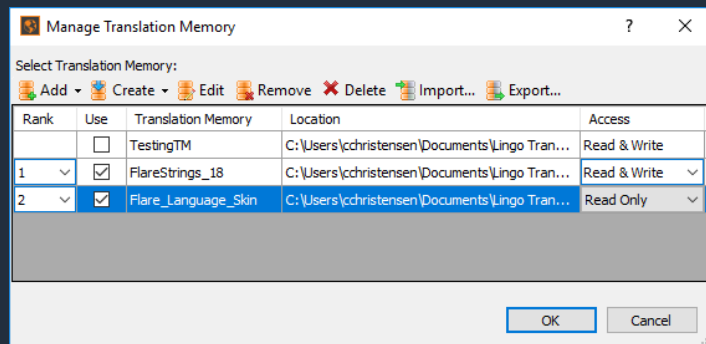
MACHINE TRANSLATION

- BLEU scores on NMT are really good
  - What does that mean?
- Pick based on:
  - Language pair
  - Cost and resources
  - LSP
  - Domain
- Use based on:
  - Customer
  - Time frame

PROJECT STATISTICS

- Pricing estimate
- Red flag check

LOCALIZED IMAGES

- Batch replace tool in Lingo
- Replace before translation
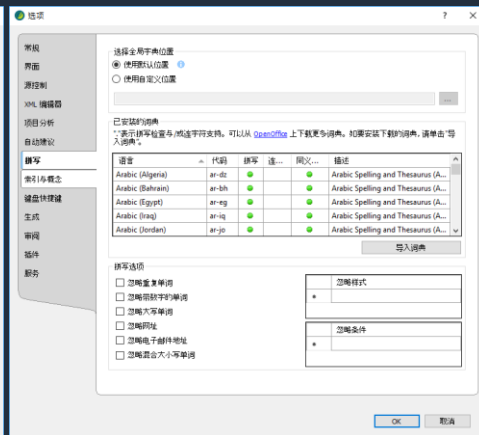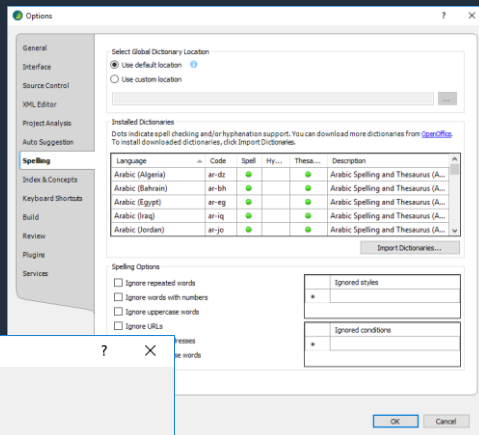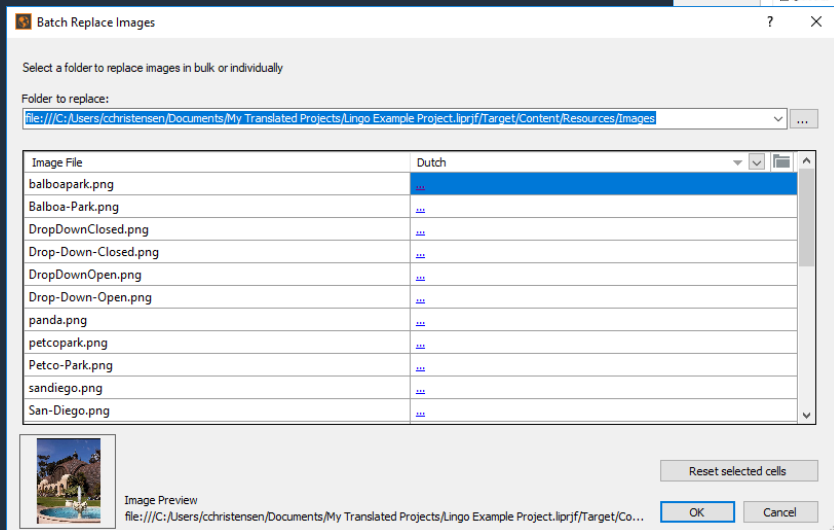
- Image callouts from MadCap Capture are translated and resized automatically
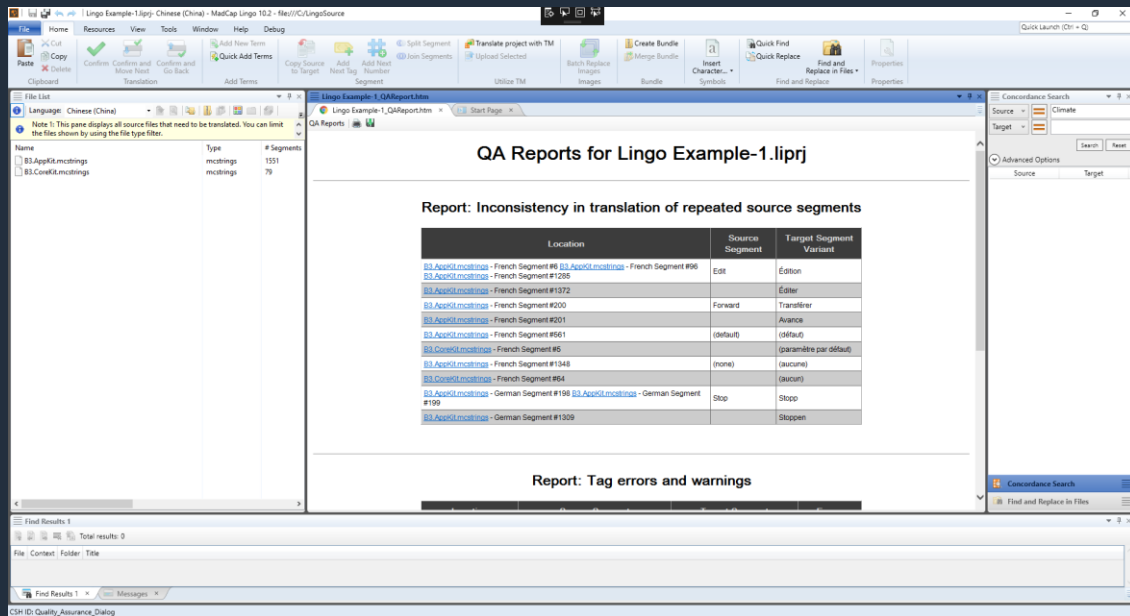
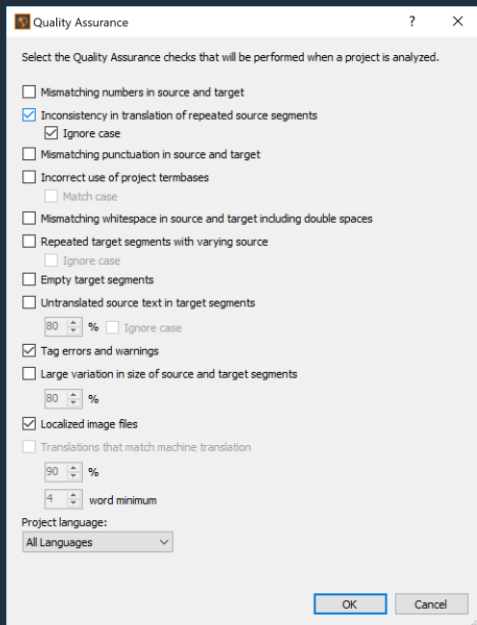# TRANSLATION OR BUNDLING

- Some benefits to translating in Lingo
  - Preview
  - Snippet/variable/conref tokens
  - TOC view
- Lingo bundles vs XLIFF bundles
- Bundles and updating
  - New bundle created
- Broken bundles happen—know how to resolve them
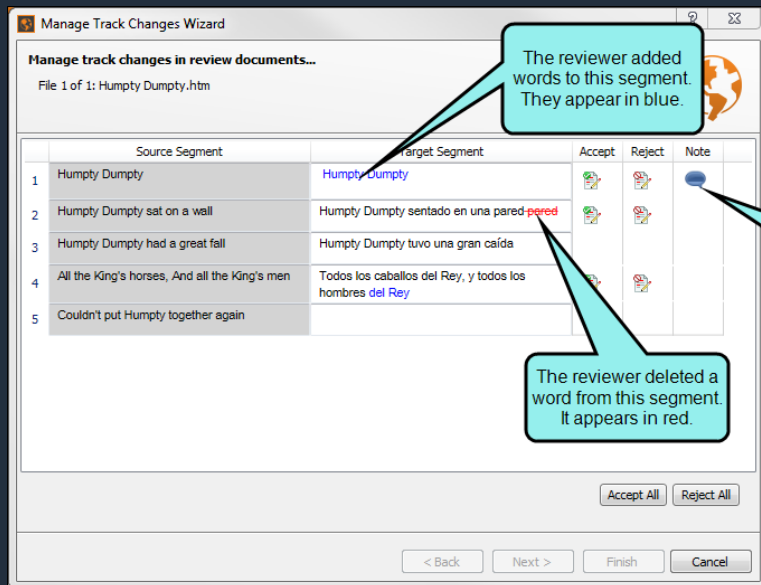
TRANSLATION INTERFACE
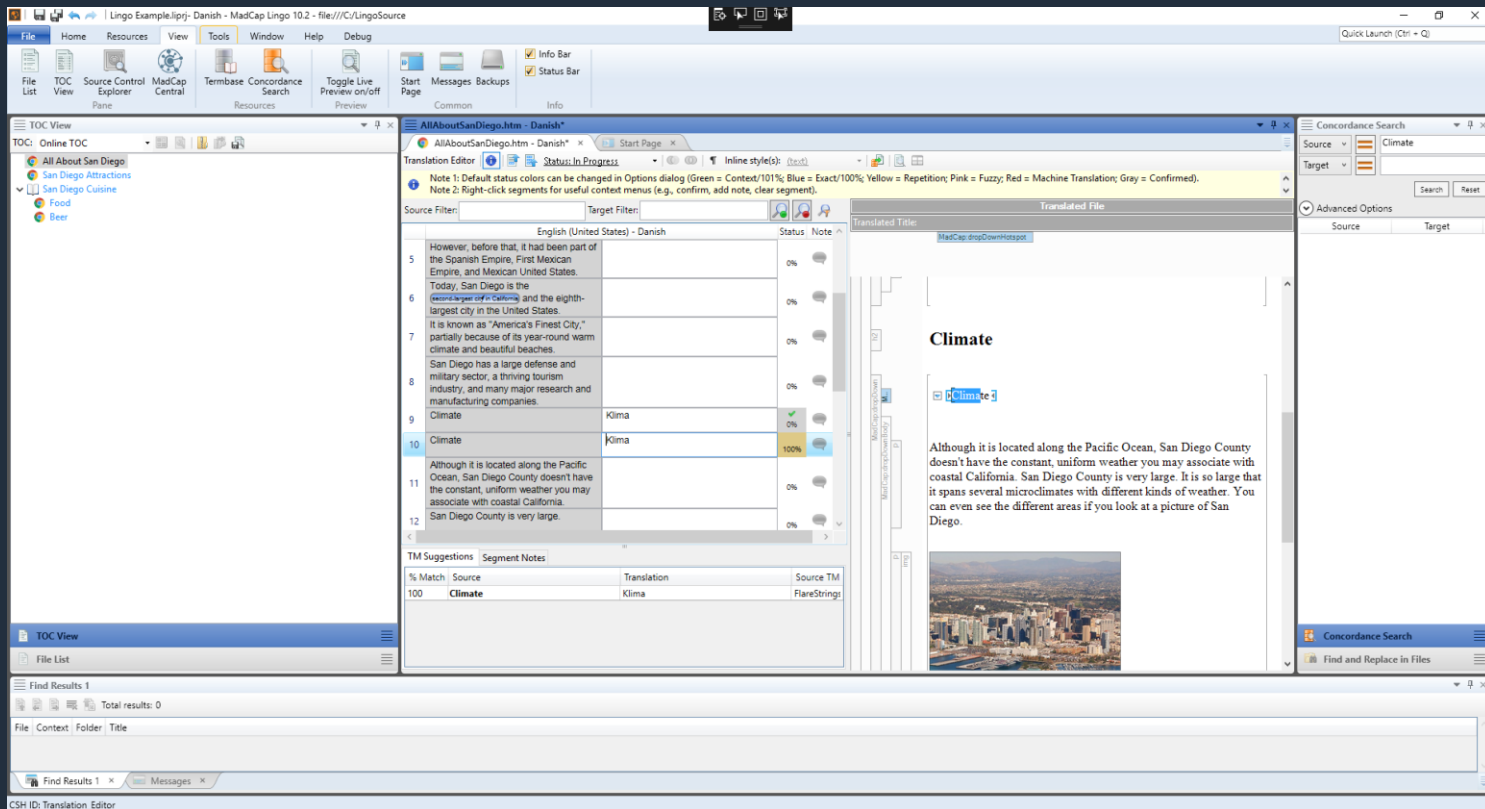
QA

- Run reports after every iteration

- Resolving issues will be done by translator
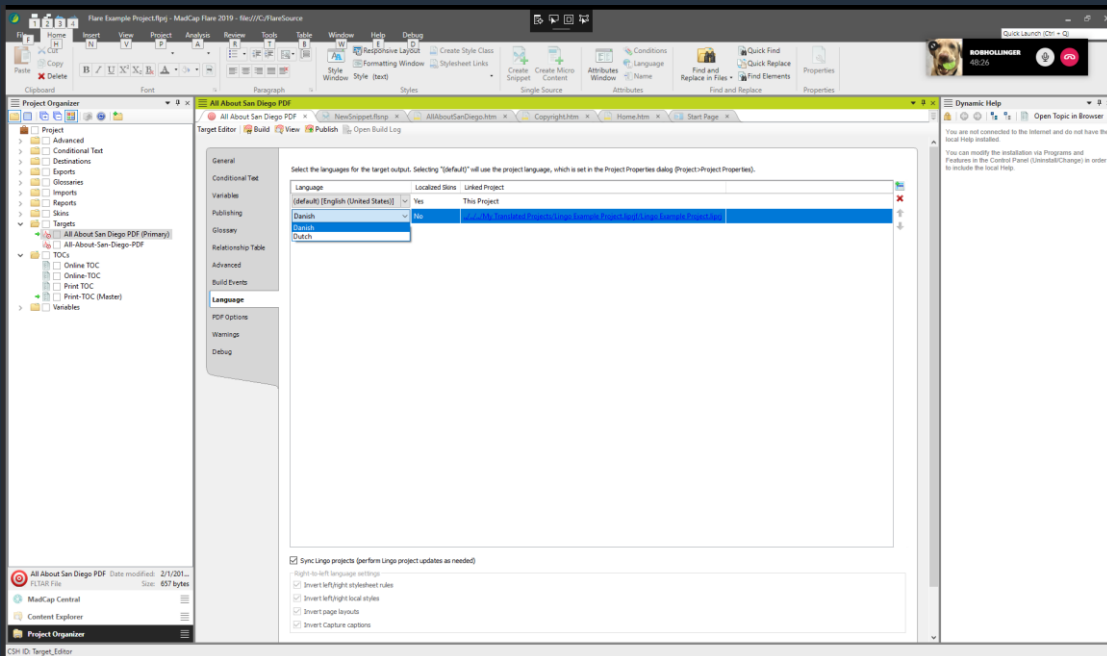- Some reports useful for manager with no action required

REVIEW

- Send for review in Contributor
- Track changes
- Who does the review?

EXPORT

- Lingo can overwrite only updated files
  - Language specific changes to an exported project can be maintained
- Flare multi-lingual target
- Glossary sort-as
  - Japanese

PROJECT MAINTENANCE

- Project updates
  - Source control updates
- Database cleaning
  - Updated terms means change to TM and TB
- MT research and integration
- Internal LSP conversation about future needs and changes

QUESTIONS?