

# Lilt Translation Integration

## Brief Overview

Once you are familiar with [Text & Multi-Language](#) at WalkMe, you can take advantage of the translation integration that allows you to manage your translations directly inside the product.

WalkMe has partnered with several service providers, including Lilt, to make the translation process seamless for our customers.

These services can be managed from the [WalkMe Console](#) at [console.walkme.com](https://console.walkme.com) in the "Translation Services" and "Integrations" pages.

## Use Cases

- Automated translation process
- Low-cost and highly efficient translations

## How It Works

Lilt makes translating WalkMe content to multiple languages more efficient. It takes one business day to translate 2,000 words. For every additional language, it will take one additional business day to translate. For all languages available, the translation price is \$0.17 per word.

Lilt keeps a history of all the words it has already translated through its service and will not re-translate or re-charge any duplicate words and phrases. If your WalkMe content changes, the next time you place a translation order Lilt will identify the changes and automatically re-translate the words accordingly.

Lilt is unable to recognize existing translations that were translated through a separate provider.



## Translation Services

**Please note:** Lilt Translation Integration currently only supports translating from English to another language.

On the Translation Services page you can view the status of your translation orders and order new translation projects.

Use the **Order New Translation** button to start a new project.

You will see the following for each order:

1. Translation vendor
2. Order name
3. Ordered by
4. Order ID
5. Order date
6. Order status:
  - Draft
  - In progress
  - Pending payment
  - Completed
7. Action buttons:
  - Trash icon - Delete order
  - Mail icon - Contact Lilt
  - Download icon - Download order invoice

walkme HOME INSIGHTS SHARE

Installation  
Users & Roles  
Systems  
Text & Multi-Language  
My Languages  
**Translation Services** New  
Translations  
Export  
Import  
Activities  
Integrations

### Translation Services

Manage and monitor your current translation orders

Default System ▼ [Order new translation](#)

Vendor	Order Name	Ordered by	Order ID	Order Date	Order Status	
LILT	My Translation Project 01	Ana Trantow	239we7...	June 2, 2021	Pending Payment	
LILT	New Content Translation	Rowland O'Conner	239we7...	July 19, 2021	In Progress	
LILT	Translation Project 2	Rowland O'Conner	239we7...	July 19, 2021	In Progress	
LILT	Translate Campaign 2021	Ana Trantow	239we7...	May 28, 2021	Completed	
LILT	Translation for old content	Ana Trantow	239we7...	June 2, 2021	Draft	<a href="#">Resume Order</a>

Clicking on an order will show more details:

walkme HOME INSIGHTS SHARE

Installation  
Users & Roles  
Systems  
Text & Multi-Language  
My Languages  
**Translation Services** New  
Translations  
Export  
Import  
Activities  
Integrations

### Translation Services

Manage and monitor your current translation orders

Vendor	Order Name	Ordered by	Order ID	Order Date	Order Status
LILT	My Translation Project 01	Ana Trantow	239we7...	June 2, 2021	Pending Payment
LILT	New Content Translation	Rowland O'Conner	239we7...	July 19, 2021	In Progress
LILT	Translation Project 2	Rowland O'Conner	239we7...	July 19, 2021	In Progress
LILT	Translate Campaign 2021	Ana Trantow	239we7...	May 28, 2021	Completed
LILT	Translation for old content	Ana Trantow	239we7...	June 2, 2021	Draft

#### My Translation Project 01

Vendor: LILT Order Status: In Progress

Order ID: 239we7... Order Date: Dec 26, 2021 Ordered by: Kaylin Murphy

#### Order Summary

Translate from Environment: Production

Content Status: Published, Published and Modified

Include in File: Items missing translation, Translation = Default

#### Translation Quote

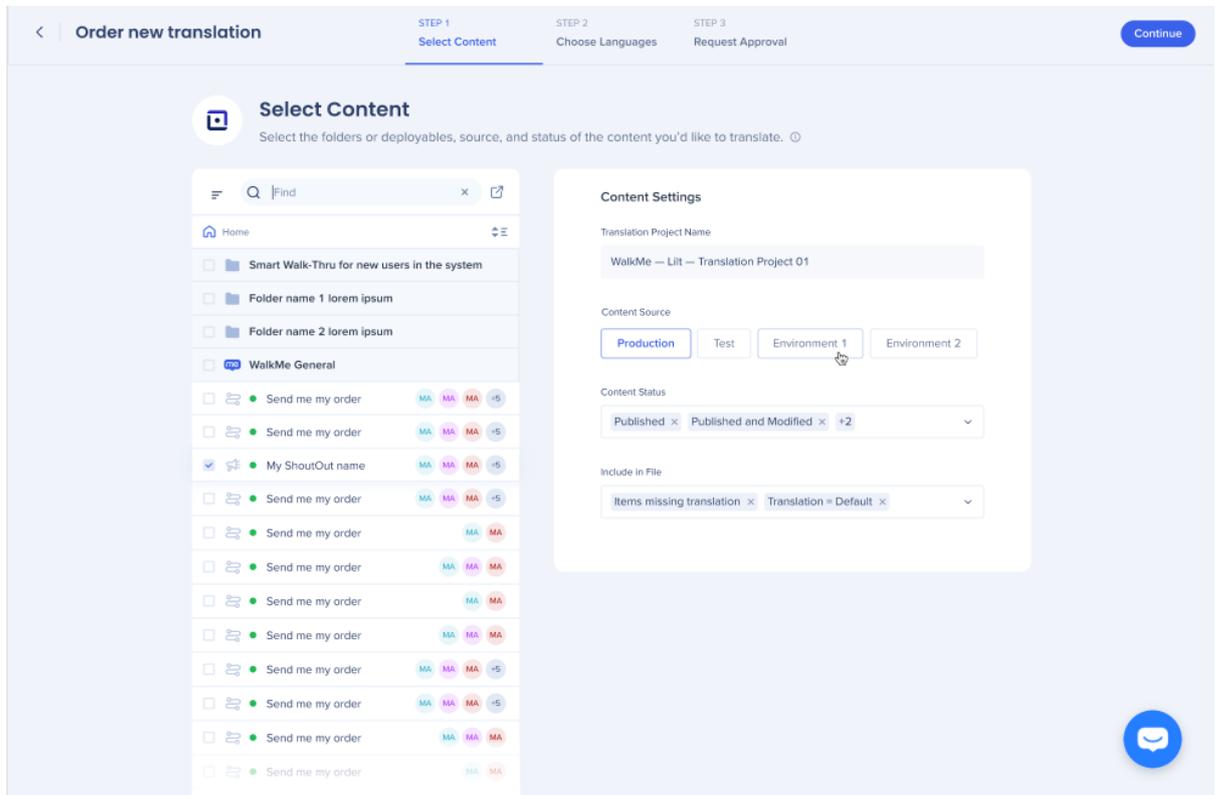
Language	Translation status	Total Words	Words to Translate	Price (\$)
Albanian	Pending	945	325	188.5
Dutch	Completed	757	314	163.2
French Canadian	Completed	655	167	35.07
German	In Progress	788	618	92.7
Chinese Simpl...	Completed	744	314	163.2
French	Completed	201	167	35.07
German	In Progress	618	618	92.7

[Contact Lilt](#)

# How to Request a Translation

## 1. Select Content to Translate

- Select either individual WalkMe items or entire folders

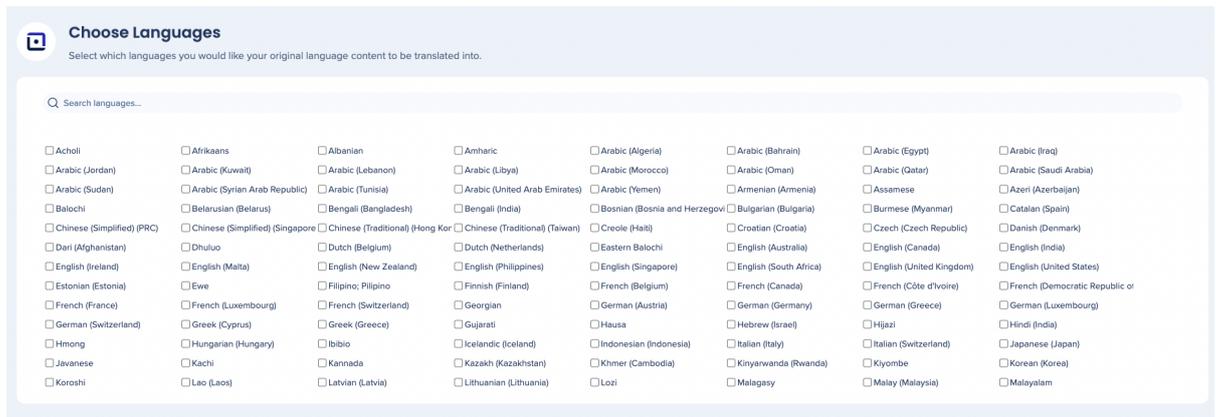


## 2. Select the Content Settings

- Content Source: Select the environment
- Content Status: Published, Published and Modified, or Draft
- Include in File
  - Items missing translation: items that have no existing translation
  - Translation = Default: translated text will be the same as the default language text

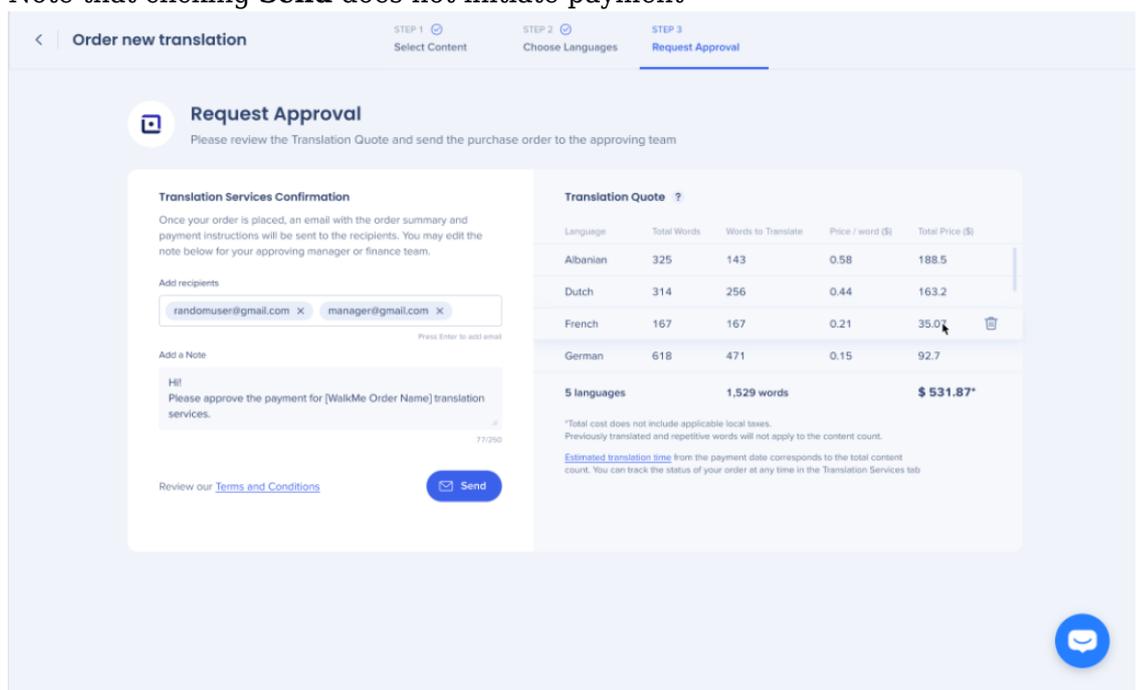
## 3. Choose Languages

- Select the languages you would like the chosen content to be translated into
- You will only be able to select from the languages supported by the translation vendor
- Customers can order translation in a specific language and dialect [e.g - English (US) or English (UK)]
- If you need to add a new language for translation, Lilt will check if that language is configured already on your WalkMe account and will automatically add it if it does not yet exist.



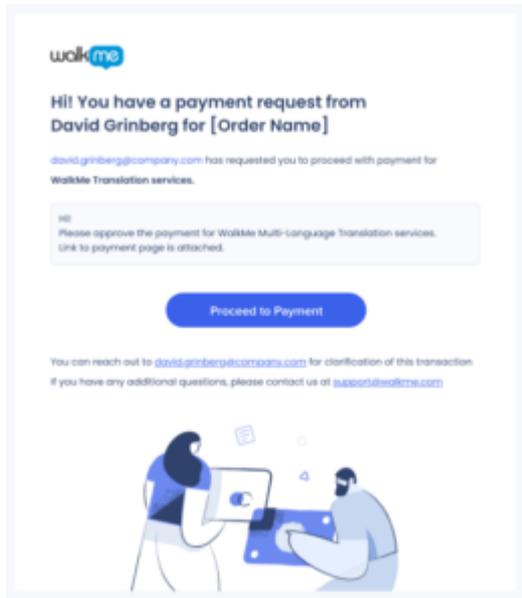
#### 4. Request Approval

- Note that the translation price quote shows an overview of the translation cost for your selected languages and words
- Enter the email addresses of the approver and press **Send**
  - This will send an email to the approver(s) with the order summary and payment instructions
  - Note that clicking **Send** does not initiate payment



## How to Approve a Translation

1. The approver will receive the request via email and can click **Proceed to Payment**



2. Fill out the Approve Payment form

- Enter first name, last name, and email
- If you have a purchase order through your company, you can enter it in the Purchase Order Number box (optional)
- Check the agreement box, agreeing to the terms and conditions in the [Lilt Inc. Master Services Agreement](#)
- Click **Confirm Payment**

Order Date	Service	Ordered By	
June 07, 2022	Translation	gwalkme.com	
1 Languages			
Afrikaans			
<b>Translation Quote</b>			
Language	No. of words	Price / word (\$)	Total Price (\$)
Afrikaans	88	0.17	14.96
<b>1 Languages</b>	<b>88 words</b>		<b>14.96 USD</b>

3. A popup message will let you know the payment was received

**Thank You!**  
**Your payment was received**

We sent the confirmation email and invoice to the email you provided.

██████████@walkme.com will receive an email update and see the status of translation order in WalkMe Admin

If you have any additional questions, please contact us at [support@walkme.com](mailto:support@walkme.com)



Order Date	Service	Ordered By	
June 07, 2022	Translation	██████████	@walkme.com
1 Languages			
Afrikaans			
<b>Translation Quote</b>			
Language	No. of words	Price / word (\$)	Total Price (\$)
Afrikaans	88	0.17	14.96
<b>1 Languages</b>	<b>88 words</b>		<b>14.96 USD</b>

4. Approvers will receive an email confirmation with the option to download the invoice



## Thank You!

### We have received your payment

The Estimated translation time is 1 business day for every 2,000 words + 1 business day per language. Previously-translated and repetitive words will not apply to the word count.

[Download Invoice](#)

#### Order Summary

Order Date	Service	Ordered by
07/06/2022	Translation	David Ginsberg

1 language  
**Afrikaans**

#### Translation Quote

Language	No. of Words	Price / word (\$)	Total Price (\$)
Afrikaans	68	\$ 0.17	14.96
<b>1 language</b>	<b>68 words</b>		<b>\$ 14.96</b>

If you have any questions, please contact us at [support@walkme.com](mailto:support@walkme.com)

