

Lilt Translation Integration

Brief Overview

Once you are familiar with <u>Text & Multi-Language</u> 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** 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 retranslate 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:
 - $\circ\,$ Trash icon Delete order
 - Mail icon Contact Lilt
 - $\circ~$ Download icon Download order invoice



walkme	HOME	INSIGHT	'S SHARE					
Installation	Ŀ	Translati	on Services				Default System 💌	Order new translation
Users & Roles		Manage and m	onitor your current translation orders					
Systems		Vendor	Order Name	Ordered by	Order ID	Order Date	Order Status	
Text & Multi-Language		Duit	My Translation Project 01	🐑 Ana Trantow	239we7	June 2, 2021	 Pending Payment 	Ū 🗹 🕹
My Languages								
Translation Services New		⊡uur	New Content Translation	Rowland O'Conner	239we7	July 19, 2021	• In Progress ③	
Translations								
Export		Our	Translation Project 2	Rowland O'Conner	239we7	July 19, 2021	• In Progress ③	
Import								
Activities		⊡uur	Translate Campaign 2021	🐑 Ana Trantow	239we7	May 28, 2021	 Completed 	
Integrations								
		Duur	Translation for old content	🐑 Ana Trantow	239we7	June 2, 2021	 Draft 	Resume Order

Clicking on an order will show more details:

walking H	IOME INSIGHT	'S SHARE				My Transla	ition Project 0	1		×
Installation Users & Roles	Translati	on Services				Vendor	Order Status In Progress ③			
	Vendor	Order Name	Ordered by	Order ID	Orde	Order ID	Order Date	Ordere	d by	
Systems Text & Multi-Language	Outr	My Translation Project 01	👰 Ana Trantow	239we7	June	239we7	Dec 26, 2021	9	Caylin Murpl	тy
My Languages						Order Summ	ary			ٹ
Translation Services New	ອັບຫ	New Content Translation	Rowland O'Conner	239we7	July	Translate from Enviro Production	nment			
Translations	Rut	Translation Project 2	Reutland O'Conner	220	lube	Content Status Published Publi	shed and Modified			
Export	E cici	Tanslation Project 2	Rowland O conner	239We7	July					
Import			~			Items missing tra	nslation Translation	= Default		
Activities	Ξuu	Translate Campaign 2021	🐑 Ana Trantow	239we7	May					
Integrations						Translation C	uote			
	Duσ	Translation for old content	👰 Ana Trantow	239we7	June	Total Words 1,948 words	Words to Translate 1,284 words	Total Pr \$ 531	ice (\$) .87	
						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
									🖸 Conta	at Liit

71 Stevenson Street, Floor 20 San Francisco, CA 94105 | 245 Fifth Avenue, STE 1501 New York, NY, 10016 | 421 Fayetteville St STE 215 Raleigh, NC 27601 www.walkme.com



How to Request a Translation

1. Select Content to Translate

 $\circ~$ Select either individual WalkMe items or entire folders

< Order new tro	Inslation	STEP 1 Select Content	STEP 2 STEP 3 Choose Languages Request Approval	Continue
	Select Conter Select the folders or de	1t ployables, source, and st	tatus of the content you'd like to translate. \odot	
	= Q Find	× 🖸	Content Settings	
	Home	¢Ξ	Translation Project Name	
	Smart Walk-Thru for new use	ers in the system	WalkMe — Lilt — Translation Project 01	
	🗌 📗 Folder name 1 lorem ipsum		Content Source	
	🗌 📗 Folder name 2 lorem ipsum		Production Test Environment 1 Environment 2	
	🔲 顾 WalkMe General		Contract Status	
	🗌 😂 🔹 Send me my order	MA MA MA +5	Published × Published and Modified × +2 ×	
	Send me my order	MA MA MA +5		
	 My ShoutOut name 	MA MA MA +5	Include in File	
	Send me my order	MA MA MA +5	Items missing translation \times Translation = Default \times \checkmark	
	🗌 🗁 • Send me my order	MA MA		
	🗌 😂 🖲 Send me my order	MA MA MA		
	🗌 😂 🔹 Send me my order	MA MA		
	🗌 😂 🔹 Send me my order	MA MA MA		
	🗌 😂 🔹 Send me my order	MA MA MA +5		
	🗌 📇 🔹 Send me my order	MA MA MA +5		
	🗌 📇 🔹 Send me my order	MA MA MA		
	🔲 😂 🔹 Send me my order	MA MA		

2. Select the Content Settings

- Content Source: Select the environment
- $\circ\,$ Content Status: Published, Published and Modified, or Draft
- $\circ\,$ 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
 - \circ Select the languages you would like the chosen content to be translated into
 - \circ You will only be able to select from the languages supported by the translation vendor
 - $\circ\,$ 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.



Select which language	es you would like your original li	anguage content to be translat	ed into.				
C Search languages							
Acholi	Afrikaans	Albanian	Amharic	🗌 Arabic (Algeria)	Arabic (Bahrain)	Arabic (Egypt)	Arabic (Iraq)
Arabic (Jordan)	Arabic (Kuwait)	Arabic (Lebanon)	Arabic (Libya)	Arabic (Morocco)	Arabic (Oman)	Arabic (Qatar)	Arabic (Saudi Arabia)
Arabic (Sudan)	Arabic (Syrian Arab Republic)	Arabic (Tunisia)	Arabic (United Arab Emirates)	Arabic (Yemen)	Armenian (Armenia)	Assamese	Azeri (Azerbaijan)
Balochi	Belarusian (Belarus)	🗌 Bengali (Bangladesh)	🗌 Bengali (India)	Bosnian (Bosnia and Herzegov	i 🗌 Bulgarian (Bulgaria)	Burmese (Myanmar)	Catalan (Spain)
Chinese (Simplified) (PRC)	Chinese (Simplified) (Singapor	e 🗌 Chinese (Traditional) (Hong Ko	r 🗌 Chinese (Traditional) (Taiwan)	Creole (Haiti)	Croatian (Croatia)	Czech (Czech Republic)	Danish (Denmark)
🗌 Dari (Afghanistan)	Dhuluo	Dutch (Belgium)	Dutch (Netherlands)	Eastern Balochi	English (Australia)	English (Canada)	English (India)
English (Ireland)	English (Malta)	English (New Zealand)	English (Philippines)	English (Singapore)	English (South Africa)	English (United Kingdom)	English (United States)
Estonian (Estonia)	Ewe	🗌 Filipino; Pilipino	Finnish (Finland)	French (Belgium)	French (Canada)	French (Côte d'Ivoire)	French (Democratic Republic of
French (France)	French (Luxembourg)	French (Switzerland)	Georgian	🗌 German (Austria)	German (Germany)	German (Greece)	German (Luxembourg)
German (Switzerland)	Greek (Cyprus)	Greek (Greece)	🗌 Gujarati	Hausa	Hebrew (Israel)	🗌 Hijazi	🗌 Hindi (India)
Hmong	Hungarian (Hungary)	Dibibio	lcelandic (lceland)	🗌 Indonesian (Indonesia)	🗌 Italian (Italy)	Italian (Switzerland)	🗌 Japanese (Japan)
Javanese	Kachi	Kannada	🗌 Kazakh (Kazakhstan)	Cambodia)	Kinyarwanda (Rwanda)	C Kiyombe	🗌 Korean (Korea)
Koroshi		Latvian (Latvia)	🗍 Lithuanian (Lithuania)	□Lozi	Malagasy	Malay (Malaysia)	Malavalam

4. Request Approval

- $\circ~$ Note that the translation price quote shows an overview of the translation cost for your selected languages and words
- $\circ~$ Enter the email addresses of the approver and press \boldsymbol{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

Translation Services Confirmation	1	Translation	Quote ?				
Once your order is placed, an email wit payment instructions will be sent to the	h the order summary and recipients. You may edit the	Language	Total Words	Words to Translate	Price / word (\$)	Total Price (\$)	
note below for your approving manager	r or finance team.	Albanian	325	143	0.58	188.5	
Add recipients		Dutch	314	256	0.44	163.2	
randomuser@gmail.com × man	Prove Enter to add email	French	167	167	0.21	35.07	Û
Add a Note		German	618	471	0.15	92.7	
Hi! Please approve the payment for [Wall services.	Me Order Name] translation	5 languages	not include applica	1,529 words		\$ 531.87*	
Review our <u>Terms and Conditions</u>	77/250	Previously transi Estimated transi count. You can tr	ated and repetitive ation time from the ack the status of ye	words will not apply to th payment date correspon our order at any time in th	se content count. ds to the total content le Translation Service	t s tab	

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
 - $\circ\,$ 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

rvices of Lilt TEST fo the approved, this order payment of cycle and the translation ager or content.	r RND t will be added to the next WalkMe ncy will immediately start translating	Order Date June 07, 2022 1 Languages Afrikaans	Service Translation	Ore	ered By
ist ivenire	LOSI Neme	Translation Quo	ote		
mail		Language	No. of words	Price / word (\$)	Total Price (\$)
		Afrikaans	88	0.17	14.96
urchase Order Number	*Optional	, ang ang ang			
	خ Order Form				
Customer understands and agres Services ("Third Party Software" conditions located at Lill inc. Me Lill and the Customer. Customer bound by the terms of such Thir and agrees that WalkMe makes constable Third Part (Calence)	ees that Customer's use of the Lilt) is governed by the terms and aster Services Agreement between thas reviewed and agrees to be rd Party Software and acknowledges no representation or warranties with and will have no liability in connection				



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

	June 07, 2022	Translation		@walkme.com
	1 Languages			
Thank You!	Afrikaans			
Your payment was received	Translation Quot	e		
We sent the confirmation email and invoice to the email	Language	No. of words	Price / word (\$)	Total Price (\$)
you provided.	Afrikaans	88	0.17	14.96
@walkme.com will receive an email update and see the status of translation orger in WalkMe Admin	1 Languages	88 words		14.96 USD
If you have any additional questions, please contact us at support@walkme.com				

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



The Estimated Inc.	eceived your p station time is 1 basiness	payment	rds = 1 business day per
ianguage. Previou	ity translated and repetitiv	a wonts will not apply to	the store count.
	Down	load Involce	
Order Summary			
Order Outs	Samita	Orthereof by	,
07406/0010	Translation	David-Ge	uberg.
Isegunge			
Altikaans			
Translation Queb			
Language	No. of Words	Price / word (d)	Tatal Price (3)
Atrikaans		0.17	14.98
	66 words		8 14.96
1 kanguaga			
t languaga T you have any qu	estions, please contact us	at paper the store of	
t tanguaga T you have any qu	entions, please contact un	et augest it wakers of	
t languaga Eyou hare any qu	estions, please contact us	e usoti tukni o	