



LanguageConX for Khoros.

Ensure nothing is lost in translation.

What is Khoros?

Khoros is social business software that provides a central management portal for the customer social media experience. Companies use Khoros to manage customer forums, discussion boards, community knowledge bases, and social media feedback.

Use cases

- Customer Forums
- Discussion Boards
- Community Knowledge Bases
- Social Media Feedback

What can LanguageConX for Khoros do?

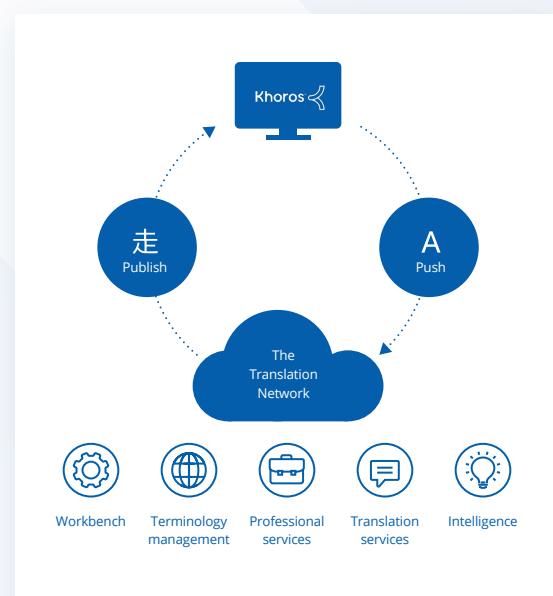
- Translate posts from customer forums either professionally or automatically into the languages of your choice
- Choose Lingotek workflows and translation resources to manage and automate your work

Strengths

- Khoros powers customer forums for large organizations, such as Best Buy and AT&T

How it Works

LanguageConX extracts text from Khoros, and sends it to Lingotek for translation. Once the linguist completes the translation in Lingotek, the integration pushes it back into Khoros, automatically rebuilding the multilingual version of the asset.



Features

- Choose which pages to translate
- Translatable components: Pages, blocks/widgets and tags
- Send pages to translation in bulk, or one-by-one
- Choose default languages for your site
 - View translation status for pages individually
 - Manually review and publish completed translations, or publish completed translations automatically
- Access the translator workbench seamlessly from within Khoros
- Keep translations organized by project
- Choose default glossaries, workflows, and translation memories for each translation project

Benefits

- **Make key knowledge base articles available to more markets.**
 - Save overhead and support costs with customer-facing, self-service documentation
 - Build client confidence with quick, accurate solutions in their native language
- **Translate key discussions in your community to make them available to global markets.**
- **Save support costs.** Translators can rebuild customer forums, discussion boards, or community knowledge bases simply by completing a translation. Lingotek rebuilds each translated asset behind the scenes as soon as it is complete
- **Reduce administrative costs.** Khoros users can manage translation for many languages within a single Khoros application
- **Reach a wide client base.** Display content in users' native language with a built-in language switcher
- **Translate more content.** Professionally translate field sets and field set labels to keep forms standardized and fully translated

- **Put your best foot forward.** Keep translations private until you are ready to publish
 - Check character-based languages for page display issues
 - Preview content to check for fit and layout
 - Publish in bulk or publish pages one-by-one
- **Lower translation costs with volunteers.** Significantly reduce costs and time to market with community-based translation
 - Ensure translation quality with a peer-based voting system
 - Motivate volunteers with friendly competitions and data boards
 - Increase content accessibility in international markets
- **Save overhead costs.** Automate most of the project management process with a Lingotek workflow; choose default assignees, languages, and more
 - Get convenient follow up. Automatic email alerts notify the next assignee when a task is ready
 - Translate into new languages. Easily translate your site into new languages by adding the desired language to your site
 - Quality customization. Based on needs and cost, choose the type of content translation you need
- **Automatically translate content.** Machine translation is an excellent option if you're on a tight budget, looking for near-instant results, and are okay with less-than-perfect quality. The app allows you to quickly and automatically translate your site (the cost is covered by Lingotek for up to 100,000 characters)
- **Request professional translation.** Use your own translation agency or tap into Lingotek's network of more than 5,000+ in-country translators. Content transfer is fully automated between Khoros and Lingotek. You'll have full visibility into the translation process every step of the way. And once the translations are completed, they'll automatically download and publish to your website according to the preferences you've set
- **Offer Volunteer Translations.** Crowdsourcing translations to community volunteers can save you time and money. By assigning volunteers to handle a translation, you can significantly reduce costs while increasing content accessibility in international markets



Frequently Asked Questions

- **Which components can I translate with LanguageConX for Khoros?**

The integration lets you translate customer forums, discussion boards, community knowledge bases, and social media feedback.

- **Do I need to purchase a CAT tool?**

No. The Lingotek app comes with a built in CAT tool, the Lingotek Workbench.

- **I use the same five translators for all of my Korean translators. Is there an easy way to automate the assignments?**

Yes. You can create control default settings, like automatic assignments, by creating a Lingotek workflow. Simply apply the workflow whenever you have a Korean translation project.

- **Can my new or existing Language Service Providers utilize Lingotek's Translation Network?**

Yes. Many of our clients elect to use our technology coupled with their preferred LSPs. We have extensive experience in implementing new and existing LSPs with our Translation Network.

- **Can I leverage my existing linguistic assets within Lingotek?**

Yes. You can import all of your linguistic assets, including glossaries, terminologies, and translation memory. Additionally, when you create assets with Lingotek you maintain full control of those assets.

- **I need to translate into 34 languages. Can Lingotek handle that?**

Lingotek supports translation into as many as 250 languages. Translate into as many (or as few) languages as you like.

- **Do I need to learn a new system to manage translations?**

Lingotek integrates deeply into Khoros, giving you a seamless and familiar experience.

About LanguageConX

LanguageConX is a pre-built connector developed by iTalent Digital and powered by Lingotek.

It plugs into **SmartConX**, the integration-as-a-service solution innovated by iTalent. SmartConX allows companies to perform a wide range of complex integrations in a cost-effective manner, **saving their customers millions of dollars and vastly improving the user experience** by "Connecting the Digital Experience." This cloud solution facilitates systems integrations in order to connect people, content, and expertise in new ways. Deep integrations tend to be complex, expensive, and treated as one-off projects. SmartConX optimizes, streamlines, and automates all of the foundational elements of the integration so different platforms can be effortlessly connected, without adding to the complexity of the systems configurations.



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