



Translation Module Implementation

Industry : Healthcare Industry

Implementation Summary:

One of the leading suppliers of diagnostic equipment has been working in the healthcare industry a long time now and was looking for a solution that could connect their SAP ERP Cloud system (SAP Business ByDesign) with Salesforce. For accomplishing their solution, they chose CEPTES, to build an Enterprise App that could help them to bridge this gap.

The Requirement:

A leading Healthcare Diagnostic gather all their complaints through CMSNext, on regular intervals data gets pushed into 123C Salesforce complaint management system, as complaints can be raised by anyone across the globe, few critical information might have been entered in their native language, which might not be easy for an approver/evaluator to determine the complaint.

The Additional Requirement

Currently, they have been generating a word document with all the complaints and related information which needs translation, which is sent to the vendor based on the country of origin, translated data which is received from vendor is manually populated into the respective complaints. However, the requirement was to invoke automation which can reduce the manual work.



The Business Challenge:

Customer looking for an automated process for the entire translation module, that will also should support file attachment translation. The system should be equipped enough to support all translations on multiple complaints at once

Solution:

Solution has been provided and implemented by CEPTES. They are listed below:

1. The Country information is stored in the system along with the translation required flag, object level field configuration which requires translation is stored in the custom metadata. The system creates a translation task based on the country of origin.
2. For each field which has the native system that creates translation item under the translation task.
3. Using the below interface customer can choose which should be sent for translation, on button click based on the selection, the system generates a CSV file and will be sent to the respective vendor.

Translation Task Items				
Select	Field Name	Registration Ticket	Native	Translated
<input checked="" type="checkbox"/>	Description	(Complaint)	<p>アボットがどのように変革を起こすか 組織間で</p> <p>今日のニーズを満たすプロセスを最適化する - そして明日の - 柔軟でカスタマイズされたソリューション オープンな接続性</p> <p>標準化および 合理化業務</p> <p>臨床的意思決定への信頼を高め、 品質を通じてより良い患者管理を可能にする 信頼できる結果</p> <p>Abbottがどのようにして組織全体のより賢明な臨床的および経済的意思決定を推 進することができるかについて詳しくは、Abbottの担当者にお問い合わせくださ い。</p>	
<input checked="" type="checkbox"/>	Sample Type/Storage/Condition	(Complaint)	<p>アボットがどのように変革を起こすか 組織間で</p> <p>今日のニーズを満たすプロセスを最適化する - そして明日の - 柔軟でカスタマイズされたソリューション オープンな接続性</p> <p>標準化および 合理化業務</p>	
<input type="checkbox"/>	Reporter Title	(Complaint)	System Admin	5/9/2017, Aspen Admin, No translation required

4. In case of file attachments, customer can create a new translation task with type as "file translation", system allows to select the attachments which needs translation.



Select	Ticket Number	Attachment Title	Related Object	Native File
<input checked="" type="checkbox"/>	123TranslationTest(Complaint)	MedWatch	Ticket	Translation Task Layout.docx
<input checked="" type="checkbox"/>	123TranslationTest(Complaint)	Investigation	Ticket	03-20-2017.pdf

5. Once vendor respond to the same email with the translated CSV or with translated file attachment, system will process and update the translated text into the respective complaints.

Advantages:

- *Less manual work.*
- *Supports translations on multiple complaints.*
- *No dedicated resource required for the translation.*

About CEPTES

CEPTES established as an IT service provider, recognized globally as Technological Experts. With offices in US and New Zealand spanning for few years, the customer retention rate stands at a whopping rate of 99% for customers from various parts of the globe. Most of our clients enjoy long standing relation with us engaging for subsequent and multiple projects.

We help businesses grow with Salesforce.com products and technology. Starting our journey in the year 2010, we provide top-notch quality services, as a Salesforce partner with a particular focus on Lightning-ready AppExchange development, building enterprise solutions, and third-party integration.

+1 (323) 602-0606

Email : contact@ceptes.com

United States

CEPTES Software Inc 50 Barranca Ave
No 11, Santa Barbara, CA - 93109

New Zealand

CEPTES Limited 39 Redwood
Ave, Tawa, Wellington - 5028

India

CEPTES Software Pvt. Ltd. Unit 519A,2nd
Floor, Beta Block, Sigma Tech Park,
Whitefield Road, Bangalore - 560066