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A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Mobile and Web Applications Translation
Guide

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INTRODUCTION

This document describes how to make the MiCC Enterprise Mobile and Web Applications available in specific languages.

The translation procedure is detailed, followed by instructions describing how to install the resulting resource files on an existing MiCC Enterprise system.

The necessary changes to the web browser configuration are also indicated, so that client devices and computers display the apps in the desired language.

WEB AGENT

TRANSLATION PROCEDURE

To translate the Web Agent application into another language, follow the steps below.

1. Install the latest release of MiCC Enterprise on a lab computer.
2. Open the assets folder for Web Agent:

<Program Files>\Mite\MiCC Enterprise\Services\Web\WebAgent\assets

3. Copy the file containing the original translation, 'en.json', into a temporary folder.
4. Rename these copies using one of the following patterns:
 - **language**.json
 - **language-CULTURE**.json

The list of two-letters lowercase language codes follows the [ISO 639-1 nomenclature](#). The uppercase culture code (refining a language for a particular country or region) is optional; the list of allowed values is specified by the [ISO 3166 standard](#).

For instance, for Swedish the en.json must be renamed to sv.json and for Finnish Swedish it must be renamed to sv-FI.json.

5. Open the renamed file using a Unicode-capable text editor.

Preferably use a JSON editor such as the one included in Microsoft Visual Studio, or simply use Microsoft Notepad.

6. Translate all text entries located inside `{ }` tags.
 - Try to keep the length of translated text as close to the original length as possible. Longer text may not be displayed correctly on small devices.
 - The starting letter case is significant and should be respected if the target language allows it.
 - Use of singular / plural is significant.
 - Punctuation is significant.
7. Save the file using UTF-8 encoding.

In Notepad the "Encoding" drop-down is visible if you use "File > Save As..." next to the "Save" button.

INSTALLATION

After completing the translation procedure, the translated resource files should be sent back to the development team (via partners or technical support service). After validation these will be included in the next product update.

However, it is not necessary to wait until the updated version is released. Resource files containing the translation in a new language can indeed be directly added to a MiCC Enterprise system as a post-installation step.

1. Open the assets folder for Web Agent:

<Program Files>\Mitel\MiCC Enterprise\Services\Web\WebAgent\assets

2. Move the new resource files (for instance sv-FI.json) into this folder.
3. Add the language code (file name) to the config.json -file, also located in the assets folder, languages array.

There is no need to restart any service. But the web agent application needs to be restarted.

At this point the new translation is visible when the app is loaded in a browser configured with the corresponding language (see below).

WEB MANAGER

TRANSLATION PROCEDURE

To translate the Web Manager application into another language, follow the steps below.

1. Contact your partner or technical support service to obtain the reference resource files.
2. Rename these files according to the desired language and culture as described above.
3. Translate the contents of these files as described previously.
4. Submit a request for a new hotfix to the technical support service, joining the resource files created in the previous steps.

INSTALLATION

Upon receiving the hotfix, follow its installation instructions.

BROWSER CONFIGURATION

The language in which Mobile and Web Applications appear depends on the web browser's language settings. These are configured as a list of languages in order of preference.

When loading a web page, the browser sends this list to the web server as part of the request. The mobile or web app selects from this list the first language with which it is compatible and returns the page translated into this language. If the mobile or web app is not compatible with any language from this list, the page is returned in English.

On mobile devices, the language used by web browsers is the same as the system language, which must therefore be set according to the desired app translation.

On desktop or laptop computers, the language settings can be set from each web browser's configuration menu.

- Google Chrome

Settings > Languages > Language and input settings

- Microsoft Internet Explorer

Internet Options > General > Appearance > Languages

- Mozilla Firefox

Preferences > Content > Languages



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