



# Multi-Language Capability Setup Guide

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## Overview

Organizations that work across geographies often have teams and partners who understand and use different languages. Amp Impact allows users to view information in their own language. This multiple language capability enables organizations to set up reference data (e.g. Indicator Definition, Objective Name, Thematic Area, Guidelines etc.) in different languages which can be displayed to users based on their language preferences.

With this release Amp Impact supports following features for multiple languages:

- Manage Indicators
- Manage Framework
- Set Targets
- Add Results
- Performance Graphs

ⓘ This feature does not translate data entered by users from one language to another. It will only provide the functionality for reference data to be entered in multiple languages and enable users to view data in their languages.



## Enable Translation Workbench and add Translated Languages

1. From Setup, enter Translation Language Settings in the Quick Find box, then select Translation Language Settings.
2. On the welcome page, click Enable.

Translation Workbench Help for this Page

### Translation Settings

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#### Welcome to the Translation Workbench

The translation workbench allows you to create translations for the customizations you've made to your Salesforce.com organization. Everything from custom picklist values to custom fields can be translated so your global users can use all of Salesforce.com in their language.

**If you want to use the translation workbench, you need to enable it. Enabling the workbench makes some changes to your Salesforce.com organization:**

- Picklist values must be edited individually. This means you can't mass edit picklist values, though you can still mass add new values.
- When picklist values are sorted alphabetically, the values are alphabetical by the organization's default language.
- Reports have a language drop down on the filter criteria page when any filter criteria uses the "starts with", "contains" or "does not contain" operators.
- Import files have a language drop down and all records and values within the import file must be in that language.
- Web-to-Lead and Web-to-Case have a language drop down before you generate the HTML.
- All rules and setup data must be entered in the organization's default language - Global administrators must work together in the organization's default language.

If you'd like to proceed with using the workbench, click **Enable**. If you need to turn the workbench off, click **Disable** on the translation settings page.

For more details on configuring the Translation Workbench, refer to the [Salesforce documentation](#).



## Add supported languages in Translation Language Settings

1. From Setup, enter Translation Language Settings in the Quick Find box, then select Translation Language Settings.
2. Click Add to add any language(s) that you will be using.
3. For each language that you intend to use:
  - a. Mark the language as Active.
  - b. (Optional) Specify one or more translators who have a permission to enter the translations.
4. Click Save.

A screenshot of the "Translation Language Settings" interface. The page title is "Translation Language Settings" with a "SETUP" icon. Below the title is a section titled "New Language" with the instruction "Choose the language you wish to add. Add translators for this language to the". The main content area is titled "Language Translation Edit" and contains a "Select Language" section. In this section, a dropdown menu for "Language" is set to "Spanish" and is highlighted with a yellow box. Below the dropdown is an "Active" checkbox which is checked. The next section is "Identify Translators for this Language", which includes a search bar for "Search Users" and a "Find" button. Below the search bar are two lists: "Available List" and "Selected List". The "Available List" contains "Integration User", "Portal User", "Prateek Gupta", "Prateek Gupta", and "Security User". The "Selected List" currently contains "--None--". Between the two lists are "Add" and "Remove" buttons with right and left arrow icons respectively.



## Specify language code by translating the USER\_LANGUAGE\_CODE custom label

The custom label USER\_LANGUAGE\_CODE is used to codify each language that will be used in the system. By default, USER\_LANGUAGE\_CODE has a value of '0' (zero) for the default language, and it can be translated using Translation Workbench to codify up to three additional languages.

1. From Setup, enter Custom Labels in the Quick Find box, then select Custom Labels
2. Click on label USER\_LANGUAGE\_CODE.
3. On the Custom Label page, click New Local Translations / Overrides.

A screenshot of the Salesforce Setup interface for Custom Labels. The page title is "Custom Labels" under the "SETUP" section. The "Custom Label Detail" section shows the following information: Short Description: USER\_LANGUAGE\_CODE, Language: English, Namespace Prefix: ampi, Installed Package: Amp Impact, Categories: Value: 0, and Created By: English User, 25/03/2020 13:10. Below this is the "Local Translations / Overrides" section, which includes a "New Local Translations / Overrides" button and a table of existing translations. The table has columns for Action, Language, and Translation Text.

Action	Language	Translation Text
<a href="#">Edit</a>   <a href="#">Del</a>	English	0
<a href="#">Edit</a>   <a href="#">Del</a>	French	2
<a href="#">Edit</a>   <a href="#">Del</a>	Spanish	1

4. On the New Translation page, select the language in the Language field.
5. In the Translation Text field, enter the Language Code
  - a. Language Code for first language (Language of text entered in field `ampi__[FieldName]_Language_1__c`) is '1'
  - b. Language Code for second language (Language of text entered in field `ampi__[FieldName]_Language_2__c`) is '2'
  - c. Language Code for second language (Language of text entered in field `ampi__[FieldName]_Language_3__c`) is '3'

A screenshot of the "New Translation" setup screen in Amp Impact. The screen has a blue header with a gear icon and the word "SETUP". Below the header, the title "New Translation" is displayed. The main content area is divided into three sections: "Translation Edit" with "Save" and "Cancel" buttons; "Master Label Information" with fields for "Master Label" (containing "USER LANGUAGE CODE") and "Master Label Text" (containing "0"); and "Translation Information" with a "Language" dropdown menu (set to "Portuguese (Brazil)") and a "Translation Text" text area (containing "3"). An orange box highlights the "Language" and "Translation Text" fields. At the bottom, there are "Save" and "Cancel" buttons.

## Relabel the language fields to reflect the actual use case

ⓘ This step is optional and should be used as per client's use case.

The field labels of language fields can be relabelled so that it is easier for users to identify the field used to store the data in a particular language

E.g. if Language 1 = French, then the field label for `ampi__Indicator_Definition_Language_1__c`, "Indicator Definition Language 1", should be relabelled to "Indicator Definition (French)".



## Add translated fields to add/edit popups

Amp Impact has 3 additional language fields for each supported Text, Text Area, or Long Text Area field for users to enter translated values of the default field.

E.g Amp Impact field `ampi__Indicator_Definition__c` on `ampi__Indicator__c` object has 3 associated language fields:

- `ampi__Indicator_Definition_Language_1__c`
- `ampi__Indicator_Definition_Language_2__c`
- `ampi__Indicator_Definition_Language_3__c`

ⓘ A complete list of fields that support multiple languages can be accessed [here](#).

These language fields are used to enter Indicator Definition (or other reference data) in up to 3 different languages.

E.g. if custom label `USER_LANGUAGE_CODE` is translated as 0 in English, 1 in Spanish, 2 in French, and 3 in Portuguese, then Indicator Definition can be specified for these languages as follows:

- `ampi__Indicator_Definition__c` = % of patients who are new
- `ampi__Indicator_Definition_Language_1__c` = % de los pacientes que son nuevos
- `ampi__Indicator_Definition_Language_2__c` = % des patients qui sont nouveaux
- `ampi__Indicator_Definition_Language_3__c` = % dos pacientes que são novos

To enable users to enter or edit reference data in multiple languages, [add these fields to following field sets](#):

Object	Fieldset	Add/Edit popups controlled by Fieldset
<code>ampi__Catalog__Objective__c</code>	<code>ampi__ADD_NEW_OBJECTIVE_POPUP</code>	Controls the fields that display in popup “Add New Framework Item” on ManageFramework page
<code>ampi__Objective__c</code>	<code>ampi__EDIT_PROJECT_OBJECTIVE</code>	Controls the fields that display in popup “Edit Framework Item” on ManageFramework page
<code>ampi__Indicator__c</code>	<code>ampi__ADD_NEW_INDICATOR_POPUP</code>	Controls the fields that display in popup “Add New Custom Indicator” on ManageIndicator page
<code>ampi__Project__Indicator__c</code>	<code>ampi__EDIT_PROJECT_INDICATOR_POPUP</code>	Controls the fields that display in popup “Edit Project Indicator” on ManageIndicator page



## Add translated fields to data tables and filters

To display data (e.g. Indicator Definition) in user's language, [translated fields should be added to field sets](#) that control data tables and filters:

- For all supported Text and Text Area fields, add the translated formula field (i.e. `ampi__[FieldName]_Translated__c`) to field sets.
- For all supported Long Text Area fields, add the default language text field (i.e. `ampi__[FieldName]__c`) to field sets.

The field sets that control data tables and filters are as follows:

Object	Fieldset	Tables/ Filters controlled by Fieldset
<code>ampi__Project_Indicator__c</code>	<code>ampi__DEACTIVATED_PROJECT_INDICATORS_TABLE</code>	Controls the fields that display as columns in Project Indicator table on Deactivated Indicators tab on Manage Indicators page
<code>ampi__Project_Indicator__c</code>	<code>ampi__SELECTED_PROJECT_INDICATORS_TABLE</code>	Controls the fields that display as columns in Project Indicator table on Selected Indicators tab on Manage Indicators page
<code>ampi__Project_Indicator__c</code>	<code>ampi__ADD_RESULTS_INFO_POPOVER</code>	Controls the fields that display in popup when cursor is hover over tooltip next to a Project Indicator on Add Results page
<code>ampi__Project_Indicator__c</code>	<code>ampi__SET_TARGETS_INFO_POPOVER</code>	Controls the fields that display in popup when cursor is hover over tooltip next to a Project Indicator on Set Targets page
<code>ampi__Project_Indicator__c</code>	<code>ampi__PROJECT_INDICATORS_SEARCH_FILTERS</code>	Controls the fields that are available to filter the Project Indicator table on Selected Indicators tab and Deactivated Indicators tab
<code>ampi__Project_Indicator__c</code>	<code>ampi__AR_SEARCH_FILTERS</code>	Controls the fields that are available to filter the table on Add Results page
<code>ampi__Project_Indicator__c</code>	<code>ampi__ST_SEARCH_FILTERS</code>	Controls the fields that are available to filter the table on Set Targets page
<code>ampi__Indicator__c</code>	<code>ampi__CATALOG_INDICATORS_TABLE</code>	Controls the fields that display as columns in Indicator table on Catalog Indicators tab on Manage Indicators page
<code>ampi__Indicator__c</code>	<code>ampi__INDICATOR_CATALOG_SEARCH_FILTERS</code>	Controls the fields that are available to filter the Indicator table on Catalog Indicators tab



	CH_FILTER	
ampi__Objective__c	ampi__LOG_FRAME_TABLE	Controls the Project Objective's fields that display as columns in Logframe table on Manage Framework page

## Add all fields to page layouts

To allow users to access language and translation fields, [add them to the page layouts of objects.](#)

Related lists (e.g. Geographic Area, Objectives, Thematic Areas on the Project page layout, Project Indicator Geographic Area on the Project Indicator page layout, etc.) are displayed in default language instead of the user's language locale.

If System Admin wants to display these fields in the user's language locale, they can add `ampi__[Field_Name]_Translated__c` (e.g. `ampi__Geographic_Area_Translated__c`) to the related list from page layout of that object.

📌 A complete list of objects which support Multi-Languages can be accessed [here.](#)



## Create or update users with locale settings for specific languages

1. From Setup, enter Users in the Quick Find box, then select Users.
2. On the All Users page:
  - a. To create a new User, click on the New User button.
  - b. To edit an existing User, click on User's name.
3. On the User Details page, navigate to the Locale Settings section.
  - a. Change Language to user's preferred language
4. Click on Save

A screenshot of the Amp Impact user management interface. The page is titled "SETUP Users" and shows a form for editing a user's details. The form is divided into several sections: "Street", "Zip/Postal Code", "City", "State/Province", and "Country", each with a text input field. Below these is the "Single Sign On Information" section with a "Federation ID" field. The "Locale Settings" section is highlighted with an orange border and contains three dropdown menus: "Time Zone" set to "(GMT+02:00) Central European Summer Time (Europe/Paris)", "Locale" set to "French (France)", and "Language" set to "French". A mouse cursor is visible over the "Language" dropdown.



## Setup Custom Fields (Long Text Areas) to work with Multiple Language Capability

ⓘ Multi-Language Capability is not currently compatible with Text and Text Area custom fields, in that System Administrators cannot set up non-Amp Text and Text Area custom fields to work with Multiple Languages in Amp Impact.

1. For a Long Text Area field [Field\_Name]\_\_c, System Admins need to create 3 additional fields with API names as follows:

API Name	Field Label (Optional)	Data Type
[Field_Name]_Language_1__c	Field Name (Name of Language) E.g. Comments (French)	Same as [Field_Name]__c (Text or Text Area)
[Field_Name]_Language_2__c		
[Field_Name]_Language_3__c		

ⓘ Please make sure that Field labels are set as per the translations set up for Custom Label USER\_LANGUAGE\_CODE.

2. [Add translated fields to add/edit popups](#)
3. [Add translated fields to data tables and filters](#)
4. [Add all fields to page layouts](#)



## Limitations

1. Amp Impact currently supports up to four languages (the system default and three additional languages).
2. This feature only works with languages that use the Roman alphabet (e.g. Spanish, French etc.). Languages, such as Arabic and Mandarin, that do not use the Roman alphabet are not supported as yet.
3. This feature does not support exporting Target/Result or Financial data in multiple languages at once.
4. When a user creates an aggregated Project Indicator or sets the aggregation criteria for an aggregated Project Indicator, the details in aggregation criteria popup display in that user's language (i.e. the default language as per user's locale settings).
5. If one of the four fields language fields (`ampi__[Field_Name]__c`, `ampi__[Field_Name]_Language_1__c`, `ampi__[Field_Name]_Language_2__c`, and `ampi__[Field_Name]_Language_3__c`) is modified, the other three must be manually updated to match the modified data, as this does not happen automatically, and the user does not receive a notification to ensure that data is synced.
6. Amp Impact does not support entering reporting or supplementary data in multiple languages (e.g. Qualitative Targets/Results, Reviewer Comments). A list of features not supported for multiple languages as of current release are as follows:
  - Activity Tracking
  - Financials (Budget Excel download/upload, Disbursements)
  - Risk
  - IATI Publishing
  - Submissions
    - Multiple languages can be used for Submissions by creating a different template for each language in which users would be submitting.
7. If you add a user with a specific locale and language (other than default language), you must enter translated data in their language, otherwise those users will view no data.
  - Take, for example, a system that has one French User and one Spanish User, and `USER_LANGUAGE_CODE` has been translated in French as '1' and in Spanish as '2'. If the field value of `ampi__Project_Indicator__c.ampi__Project_Indicator_Definition_Language_1__c` is provided in French while `ampi__Project_Indicator__c.ampi__Project_Indicator_Definition_Language_2__c` is left blank, then, on the Add Results page, the French User will view the Indicator Definition in French, while the Spanish User will see a blank value in the column.

## Indicator Definition as displayed to French User

### Add Results

Période de déclaration

année 2020

Zone géographique

pays Inde

Entrez le texte Recherche

Tous les résultats sont en cours supposées à la date Période de déclaration de fin. Si la date de clôture est différente, s'il vous plaît modifier la date en cliquant sur

INDICATEUR PROJET	TOTAL
	CIBLE
	RÉSULTAT
<div style="border: 1px solid orange; padding: 2px;">           ▼ <span style="float: right;">1</span> </div>	--None--
	--None--

## Indicator Definition displayed to Spanish User

Periodo de información

año 2020

Área geográfica

país India

Entrar Búsqueda de texto

Todos los resultados se asumieron actual a partir de la fecha de presentación de fin de periodo. Si la fecha de presentación es diferente, modifique la fecha haciendo

INDICADOR PROYECTO	TOTAL
	OBJETIVO
	RESULTADO
<div style="border: 1px solid orange; padding: 2px;">           ▼ Hay un aumento de la confianza entre objetivo demográfico? <span style="float: right;">1</span> </div>	--None--
	--None--



8. Multiple languages are supported for the following Text, Text Area, and Long Text Area fields:

Object	Field Label	Field API Name	Field Type
ampi__Catalog_Objective__c	Definition	ampi__Definition__c	Text Area(255)
ampi__Catalog_Objective__c	Objective Name	Name	Text(80)
ampi__Disaggregation_Group__c	Disaggregation Group Name	Name	Text(80)
ampi__Disaggregation_Value__c	Disaggregation Value Name	Name	Text(80)
ampi__Geographic_Area__c	Geographic Area	Name	Text(80)
ampi__Indicator__c	Data Source	ampi__Data_Source__c	Long Text Area(32768)
ampi__Indicator__c	Indicator Definition	ampi__Description__c	Text Area(255)
ampi__Indicator__c	Disaggregation Group	ampi__Disaggregation_Group__c	Text(255)
ampi__Indicator__c	Guidelines	ampi__Guideline__c	Long Text Area(32768)
ampi__Indicator__c	Objective(s)	ampi__Objective__c	Long Text Area(131072)
ampi__Indicator__c	Thematic Area	ampi__Thematic_Area_Text__c	Long Text Area(32768)
ampi__Indicator__c	Units	ampi__Units__c	Text(255)
ampi__Objective__c	Description	ampi__Description__c	Long Text Area(32768)
ampi__Objective__c	Name	ampi__Label__c	Text(80)
ampi__Project__c	Project Description	ampi__Description__c	Long Text Area(32768)
ampi__Project__c	Thematic Area	ampi__Thematic_Area_Text__c	Long Text Area(32768)
ampi__Project__c	Name	Name	Text(80)
ampi__Project_Indicator__c	Calculation Formula	ampi__Calculation_Formula__c	Long Text Area(1500)
ampi__Project_Indicator__c	Data Source	ampi__Data_Source__c	Long Text Area(1000)
ampi__Project_Indicator__c	Indicator Definition	ampi__Description__c	Text(255)
ampi__Project_Indicator__c	Disaggregation Group	ampi__Disaggregation_Group__c	Text(255)



ampi__Project_Indicator__c	Geographic Area	ampi__Geographic_Area_Text__c	Long Text Area(500)
ampi__Project_Indicator__c	Guidelines	ampi__Guideline__c	Long Text Area(2500)
ampi__Project_Indicator__c	Objective(s)	ampi__Objective__c	Long Text Area(500)
ampi__Project_Indicator__c	Reporting Period	ampi__Reporting_Period_Text__c	Long Text Area(500)
ampi__Project_Indicator__c	Thematic Area	ampi__Thematic_Area_Text__c	Long Text Area(500)
ampi__Project_Indicator__c	Units	ampi__Units__c	Text(255)
ampi__Reporting_Period__c	Reporting Period Name	ampi__Label__c	Text(50)
ampi__Thematic_Area__c	Description	ampi__Description__c	Long Text Area(32768)
ampi__Thematic_Area__c	Thematic Area Name	Name	Text(80)