Rsam New Feature Orientation Guide

Multilingual

Rsam Version: 9.2

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Contents

About Rsam New Feature Orientation Guides

New Feature Orientation Guides help you familiarize yourself with major new Rsam platform features. These guides explain how to enable/implement the new feature and also highlight considerations for how that feature might impact existing configurations.

This guide aims to provide a walk-through of the settings and benefits of Multilingual feature, allowing you to get immediate hands-on familiarity with its implementation and use.

Intended Audience

This document is intended for the Rsam Administrators.

Multilingual Overview

Starting with release 9.2, Rsam lets you present the user interface in many different languages that you are licensed for. The default language for the user interface and the administrative interface will continue to be English.

The following is a list of advantages and tasks of Multilingual feature for administrators and end users:

- Administrators can

    o select which licensed languages to support in an Rsam instance

    o select which forms, records, attributes, and other components support multilingual

    o add / edit translations

    o set up handlers to auto-translate record data

    o set preferred language at a use group level

- Users can

    o set preferred language on the login page and in the My Preferences dialog

    o view records, searches, attributes (data and labels), objects, and home pages in a preferred language

    o view email messages in a preferred language

    o export data in a preferred language

Rsam also makes it easy for Rsam partners to add in new languages. Contact Rsam Support for more information.

Multilingual Settings for Administrators

In this section, you will get familiar with various Multilingual settings that are available for Rsam administrators. The settings that are covered in this section are listed below:

- Enable Language Licenses

- Select Languages to Support

- Translate

- Handler Action for Multilingual

- Export Wizard

- Import Records and Objects

- Users and Groups

Enable Licensed Languages

Contact your Rsam Customer Support Representative and obtain a valid product key that includes languages. When the registration is completed, the **Options** > **RSAM Registration** page will display the languages you are entitled to use in your Rsam instance.

Select Languages to Support

You will need to select which of the licensed languages you would like to support in your Rsam instance. To select languages, navigate to **Manage** > **Administration** > **Options** > **Rsam Options** > **General Web Options**, locate the Supported Languages option, then select the checkbox for each language you wish to use in Rsam instance, and then click **Save Options**.

Enable Multilingual Lables & Data on Object and Record Forms

Rsam UI items like Attribute Type, Record Type and Object Type need to have Multilingual enabled in order to be shown in a language other than the default language. Administrators can control which items support multiple languages for the forms as well as data entry.

Item to Enable	Impact
Object Type	Enables all objects of this type to support multilingual attributes and questionnaires. Disabling multilingual at this level overrides any attributes or assessment questions within the object that may have multilingual enabled. For questionnaires, customers must update to the new Assessment Question feature also released in 9.2.
Record Type	Enables all records of this type to support multilingual attributes. Disabling multilingual at this level overrides any attributes within the records that may have multilingual enabled.
Attribute Label	Allows an attribute's label to be presented in multiple languages. This is essential for individuals wishing to view forms using their preferred language.

Item to Enable	Impact
Attribute Data	Allows attributes to store multiple values in a single object or record, one value for each language. For example, if a customer wants to write a policy in multiple languages, they can set the attribute data for the attributes that hold the policy text to have multi-lingual data. Users can now complete the record in several languages, or have Rsam auto-translate it to multiple languages

When to use Attribute Label vs Data

It is important for Rsam administrators to understand the difference between simply having multilingual attribute **labels** and multilingual attribute **data**. Read the following example to understand the differences:

Attribute Labels: If you want your users to be able to create / edit Incident Management records using their native language, you can simply enable Attribute Labels to be multi-lingual. Now, when a user creates a new record, they will see all the labels prompting them for information displayed in their preferred languages (for example Spanish). Users complete the form, making list selections, entering data values, and enter their text responses in the Spanish language. Rsam stores everything the user has entered or select as a single set of values, including the text they have entered. Another user opening the incident record in a different language (for example, English) will see all the labels, the selected list item, dates entered, etc. all in English. But since the text was entered in Spanish, they will see that Spanish text. This is the most common use of multi-lingual for use-cases like Incident management that don't require translation of user text to other languages.

Attribute Data: If you want the Text attributes being entered by the same user to also be stored in multiple languages, you can enable multilingual data for those attributes. In doing so, the user entering the text in Spanish will see the Spanish text (like before), but there will also be an opportunity to manually or automatically write that same text using a translated language (like Russian). Another user opening the record will see the labels, selections, dates, and TEXT values in their preferred language, and not just Spanish.

Note that when presenting data from a multilingual data attribute, Rsam will attempt to show the data in the user's preferred language. If this is not available (has not been entered), Rsam will instead show the default language.

Administrative Selection for Multilingual

To enable the Attribute Type, Record Type, and Object Type to be multilingual, open the attribute/record/object, select the checkbox available for enabling the multilingual feature, and then click **Save**.

The following are the attribute types that allow their values to be displayed and saved in multiple languages.
1. Text
2. Saved RSAM Search
3. Stored Procedure
4. Cosmetic (non-chart)

Add Attribute Type

○ Answer is Optional

☐ Read Only Attribute (can only be modified by the administrators)

☐ Hide in Search Criteria and Default Reports

☐ Enable Rich Text/HTML Editing

☐ Enable Redlining

☐ Enable Attribute Data to be Multilingual

☐ Enable Attribute Labels to be Multilingual

Add Record Type

Workflow state that the new record will start in:

N/A

Workflow button to simulate when creating a new Record:

Workflow button to simulate after inline edit:

☑ Show Column Headers
☑ Root Level Record Type (no parents)
☐ Show Parent Identifier Attributes in Header
☐ Auto-Save new records when adding child records

☐ Enable Record to be Multilingual

Add Object Type

Admin Name:

Workflow state that new Objects will start in:

N/A

Workflow button to simulate when creating a new Object:

Workflow button to simulate after inline edit:

☐ * Make this an "Aspect" Type

☑ Inherit Criticality from other aspects

☐ Inherit Criticality from entities

☐ Enable Object to be Multilingual

Setting Translations

Rsam UI items you wish to see in multiple languages must have their translated text configured in Rsam. This includes all end-user facing items, such as Home Pages, Menus, Email Messages, Record Tabs, and so on. Rsam provides out-of-the-box translations for pre-existing modules, and provides administrators with three translation methods: Auto, Manual, and Export & Import.

Out-of-the-Box Translations

Most of Rsam's out-of-the-box modules include translations for our pre-defined language sets. When you license a new language, Rsam will supply you with a .zip file containing your OOTB translations.

When you receive the translated file(s), you will need to import them into Rsam. To import the translated files, navigate to **Manage** > **Administration** > **Options** > **Translations**, and click **Import**.

Automatic Translation Method

Rsam also includes a feature to automatically translate administrative labels as well as user data using Google Translate. The following steps are involved in automatic translation method:

1. Google Translation API Setup
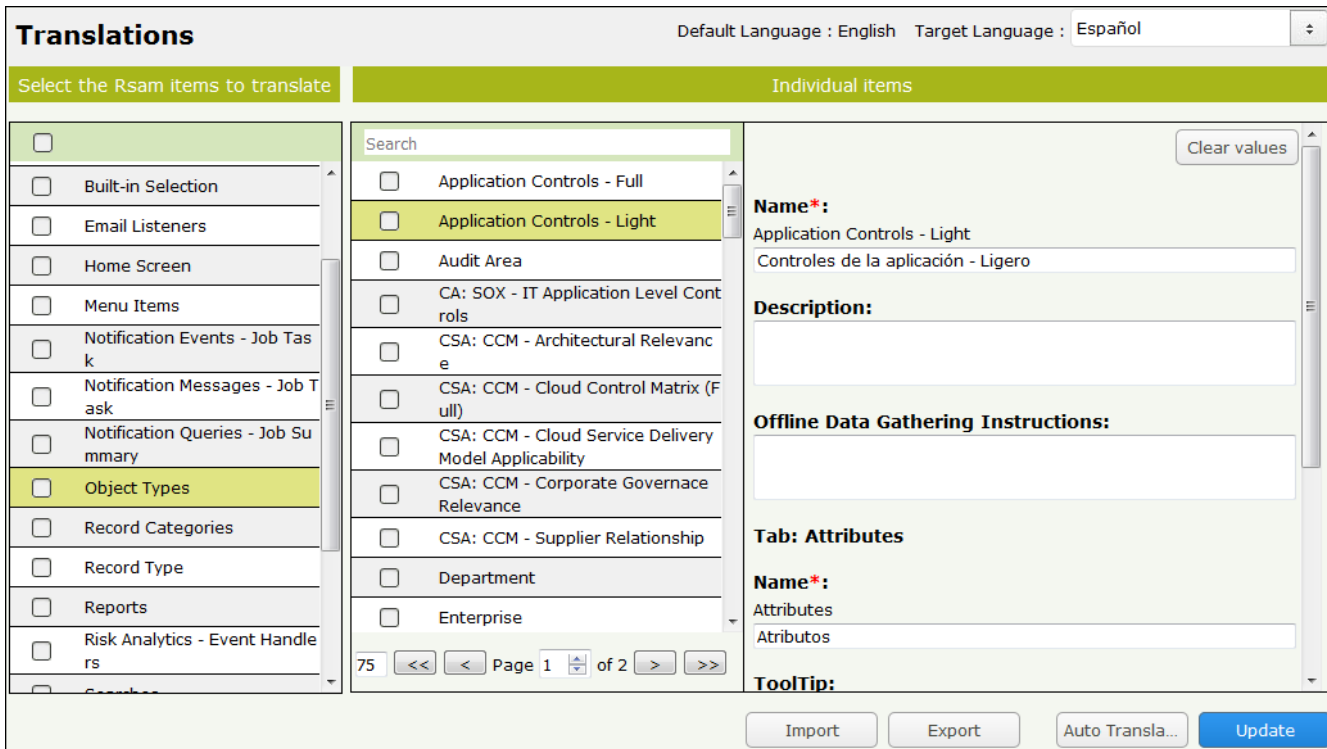2. Auto Translate

Google Translation API Setup

If you wish to auto translate the Rsam UI items, you need to set up a project in the Google API Console. (https://console.developers.google.com/. You must subscribe to a plan as per your usage. After you obtain the API key, specify the API Key in your Rsam instance. To specify the Google Translation API key, navigate to **Manage** > **Administration** > **Options** > **RSAM Options** > **Google Translation**, and enter the API Key and JS Library URL.

RSAM Options	
Option Categories	
Google Translation ⬍	
API Key	
JS Library URL	https://translation.googleapis.com/language/translate/v2?

Auto Translate

After setting up the Google Translation API, you are ready to auto translate the Rsam UI items from one language to another. To auto translate the UI items, navigate to **Manage** > **Administration** > **Options** > **Translations**, select the items, and then click **Auto Translate**. In the dialog that appears, select the from and to languages, and click **OK**.

Manual Translation Method

You may also use the manual method to translate some or specify sub-items of a main UI item. To translate UI items by using the manual method, navigate to **Manage** > **Administration** > **Options** > **Translations**, select the item, select the desired language from the Target Language drop-down list at the top-right corner, enter all the required values that are shown, and then click **Update**.

Export and Import Method

If you wish to get the translation created by a translation service provider, you can do so by exporting the Rsam UI items. Exporting the UI items will generate a CSV file and can be sent for translation. To export the UI items, navigate to **Manage** > **Administration** > **Options** > **Translations**, select the items, and then click **Export**.

When you receive the translated files in CSV format, you will need to import the UI items into Rsam. To import the translated files, navigate to **Manage** > **Administration** > **Options** > **Translations**, and click **Import**. However, note that Rsam accepts the import CSV files in Zip format only.

Risk Analytic Handler Criteria and Actions

Risk Analytics Handlers executed from the UI will use the language inferred during execution. In cases where the language cannot be inferred, the instance default language will be used.

- **Handler Criteria**: When the "*Record Attribute has a Specific Value*" option is selected as the Criteria Type, the administrator will be able to specify strings for the attribute value in multiple languages. The data entry of these strings must be performed via Translations.

- **Handler Action**: When the "*Modify a record's attribute*" option is selected as Action Type, you will be able to specify strings for the attribute value in multiple languages.

- **Action Type**: A new action type called "*Auto Translate*" is available to automatically translate values of existing Attribute Types in a Record Type in multiple languages, without having to manually open each record to enter the values.

    This new action is available in the Action Type drop-down list available in the **Add Action** dialog of the Record type event handler.

Environment Migration Export Wizard

When an Rsam instance supports more than one language, the **Environment Migration Export** wizard's first step contains the option to allow you to select a language of the data to be exported. Continuing through all the steps results in the export data file in the selected language.

The **Environment Migration Export Details** UI also displays the language selected in the step 1 of **Export** wizard.
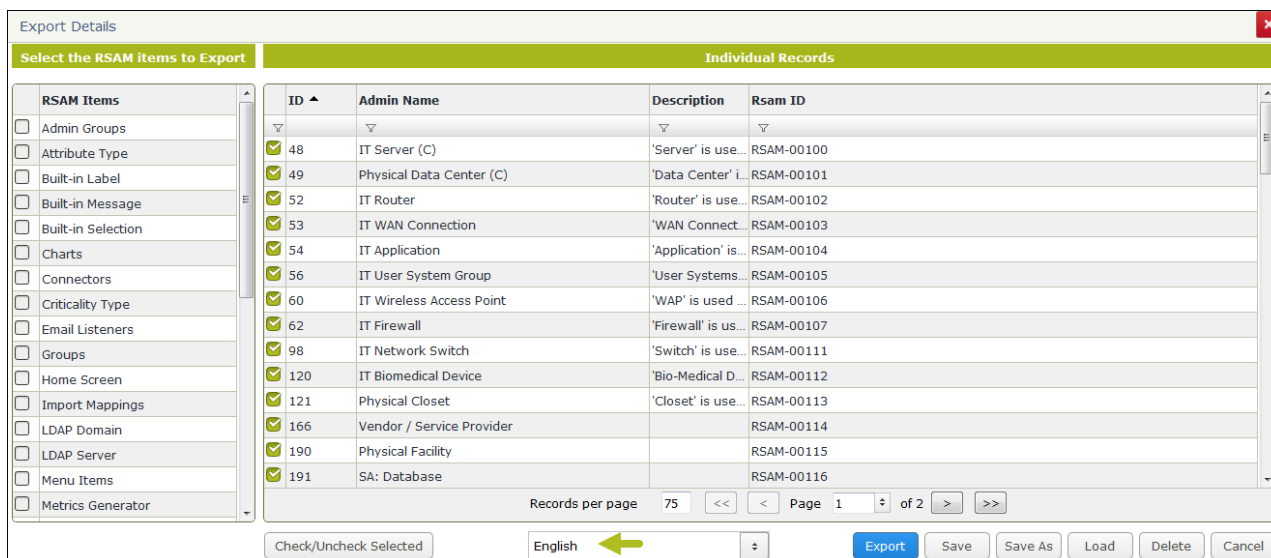
Data Import for Records and Objects

When importing records and objects, you can select a language of the data you are importing into Rsam. For importing the records and objects, the supported source for multilingual is Excel only.

To import data in a language other than English, navigate to the **Import** screen (**Records** > **Import Records** or **Assessments** > **Import Objects**). In the first page of **Import** wizard, select the language of data being imported from the Language drop-down list, and navigate through all the required pages to enter all the required fields. The language selected for import profile indicates the language in which the data is being imported into Rsam.

Users and Groups

You can select a preferred language for each user either at user level or group level.

To define a preferred language at user level, navigate to **Manage** > **Users/Groups** and open the desired user's details. On the **User Information** tab, select the desired language from the Language drop-down list, and click **OK**.
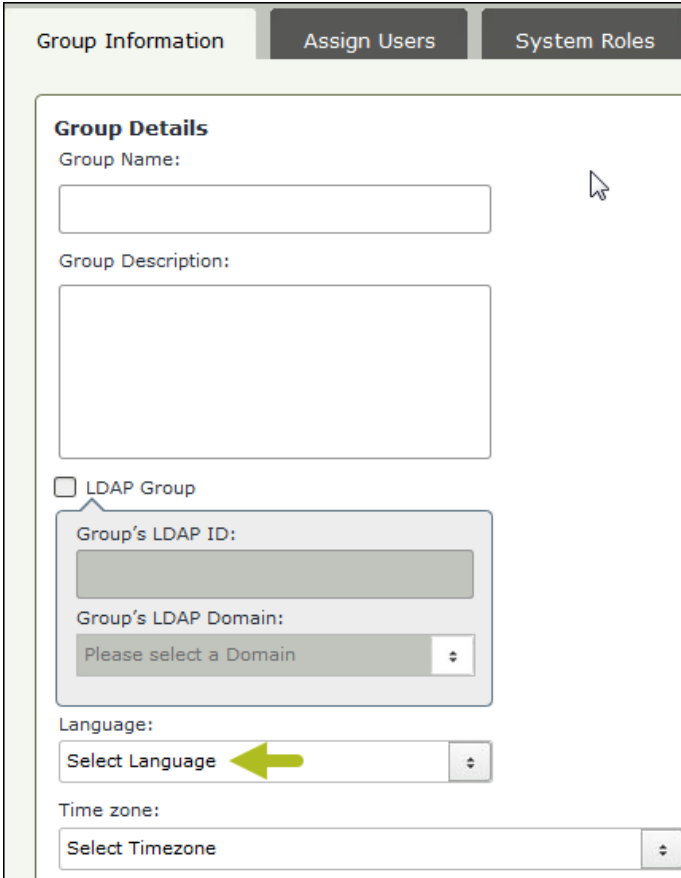
Instead of selecting the preferred language at user level, you can select the preferred language at group level. The language at group level is used when any communication (email) is sent to your users.

To define a preferred language at user level, navigate to **Manage** > **Users/Groups**, click the **Manage Groups** tab, and open the desired group's details. On the **Group Information** tab, select the desired language from the Language drop-down list, and click **OK**.

Note that the language setting defined at user level overrides the group level language setting.

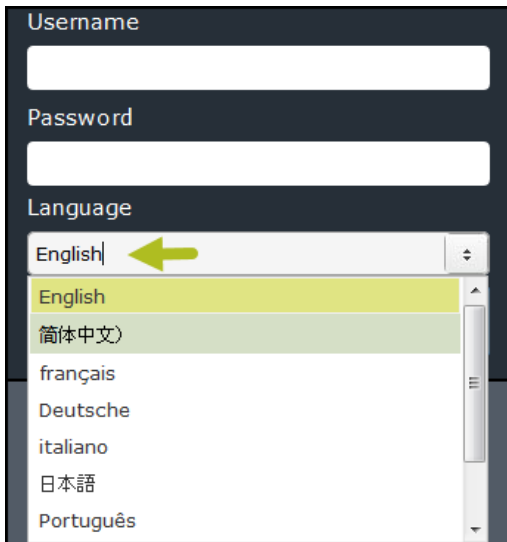# Multilingual-Enabled Pages for End Users

In this section, you will get familiar with the Rsam pages where end users will get to see / interact with Rsam in their preferred language. The following areas in Rsam are enabled with Multilingual:

- Sign-In Page

- My Preferences Page

- Home Pages and Home Page Widgets (like dashboards)

- Menus

- Questionnaire

- Records

- Search Criteria

- Search Results

- Charts

Sign-In Page

Users can choose their preferred language on the login page. The number of languages that display to the user depends on the supported languages enabled in the **Administration** module.
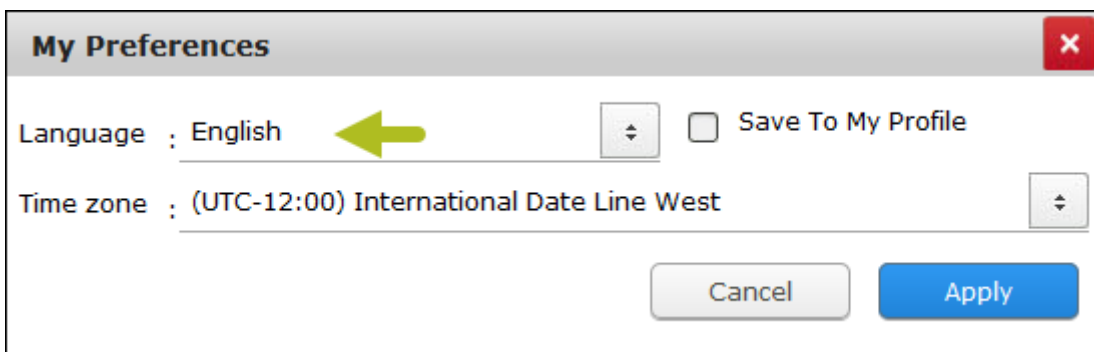
To sign in to Rsam using your preferred language, open the Rsam **Sign-In** page, enter your user credentials, select your preferred language from the Language drop-down list, and click **Sign In**.

My Preferences

If you do not sign in using your preferred language for some reason, you can switch the language to your preferred language after signing in to Rsam as well. To switch the language, mouse hover over the username, then select **Preferences**. In the **My Preferences** dialog that opens, select the desired language from the Language drop-down list, and click **Apply**.


Home Pages and Menus

All Home Pages, Menus, and the associated UI items (like pop-ups, dialog, and window) that are available to users will display in their preferred language. Selecting a language of your choice on the **Sign-In** page causes the Home Pages and Menus to appear in that language. If you forget to select your preferred language on the **Sign-In** page for some reason, you can select the language in the **My Preferences** dialog.

The following image illustrates the home pages in Deutsche.
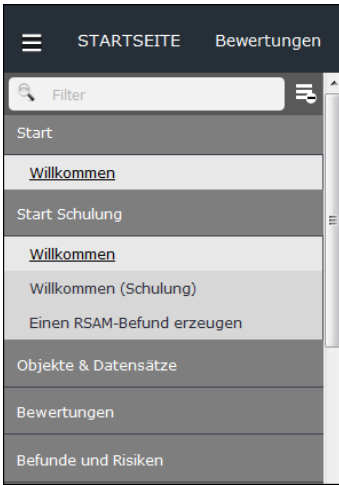
Questionnaire

Assessment Questionnaires can be answered in your preferred language. This is possible if your Rsam administrator has translated the Assessment Questionnaire UI items like Object Type and Attribute Types to the language you have selected. Note that Answers of Text Attribute type will always be in English

To view or answer a questionnaire in a language other than English, you should have either selected the language of your choice on the **Sign In** page or, if you have not done it, select a language in the **My Preferences** dialog. This causes the questionnaire to display the content in your preferred language.

Records

The record details page has a drop-down list for language selection. This allows you to read the content and perform your usual duties in your preferred language. This is possible only if your Rsam administrator has translated the Record Type to a language other than language. When you display the record type in the desired language, all labels in the record will be displayed in the user's preferred language. If no translated value is available for the selected language, that label will be shown in the default language of Rsam instance.
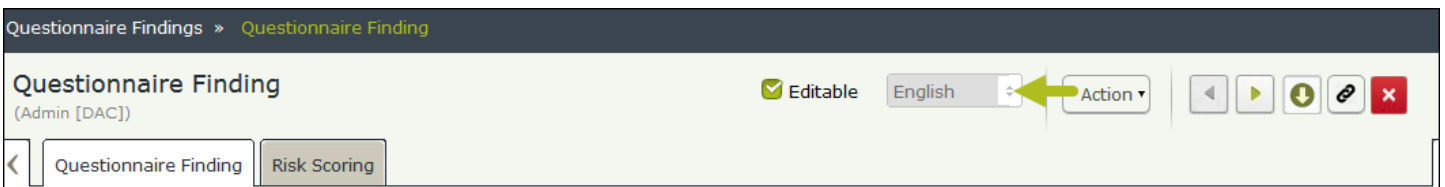

Also, the attributes that are enabled for Multiligual are shown with the 🌐 icon next to them. Use the 🌐 icon to see an attribute's value in other languages or translate the attribute's value to any other supported language.

Search Criteria

While adding or updating a search, you can enter the **Search Criteria** for each supported language. The criteria include text-based **Field Filter** and **Display Name**. Moreover, the ability to define the criteria in more than language is enabled only when that attribute or field has been translated to more than language by your administrator.
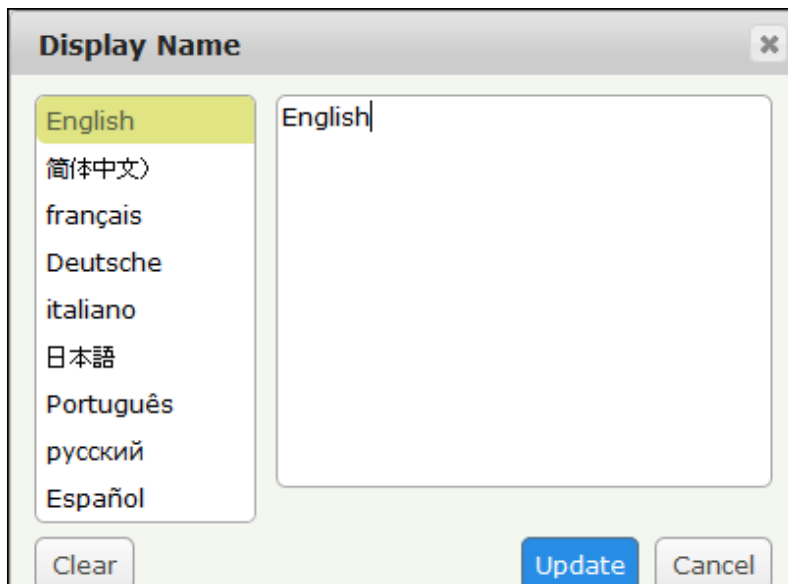
Field Filter

Below is an illustration of pop-up for Field Filter that can be specified in multiple languages.
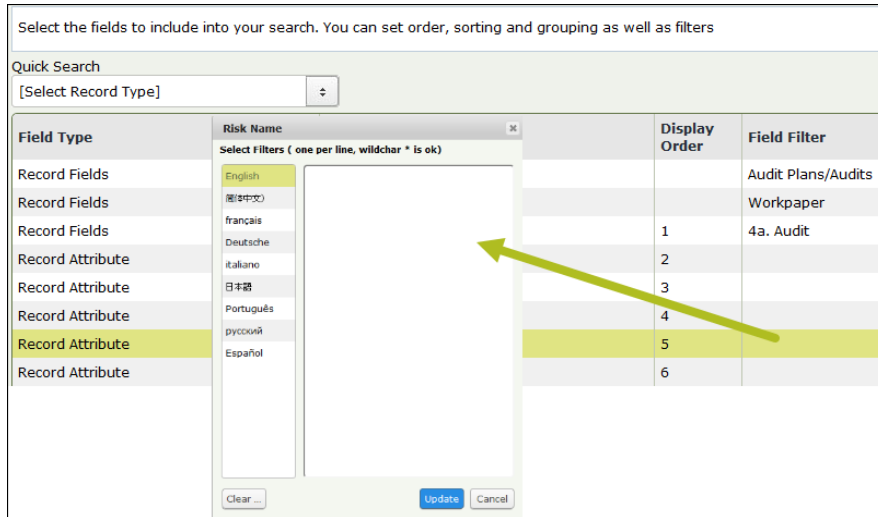
Display Name

Below is an illustration of pop-up for Display Name that can specified in multiple languages.

Search Results

It is possible to open a search in your preferred language. To do so, select a language in the **My Preferences** dialog, and open the search. When an attribute has no value in the search grid for a preferred language, those values in the Rsam instance's default language. However, in case of the Text attribute type, the value is watermarked. When you are inline editing the Text attribute type, Rsam will prompt you to switch the current language to the Rsam instance's default language.

Charts

Text that can be customized in the Rsam **Chart Properties** window can be displayed in the user's preferred language. This includes fields like "Chart Display Name" at the top right corner, "Title Text" on the **Title** tab, "Title" on the **Legend** tab, and "Name" on the **X Axis** and **Y Axis** tabs.