

SCOPED CERTIFIED APPLICATION INSTALLATION AND CONFIGURATION GUIDE

Locawise

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Overview



Locawise is a ServiceNow application by BRIGHT that provides a fast and efficient way to localize the ServiceNow platform for various markets. It enables stakeholders to suggest, approve, and apply translations with ease while mitigating the effort and saving time.

The application relies on two types of automation:

- Single source of truth – Pre-defined dictionary with the available phrases/values as a reference for all future translations.
- Dynamic translation – Combination of dictionary and automatic translations.

The application covers a large range of use-case scenarios, allowing automatic translations of table records, knowledge base articles, system messages. Users can easily create new languages, not only limited to i18n plugins.

The application provides three types of access – Contributor, Translator, and Admin. The interface and functionalities available for each role are designed for usability, faster navigation, and easier adoption.

Application Dependencies

Additional Plugins required:

- Bright Toolbox;
- I18N - Internationalization plugin (general dependency);
- I18N - Knowledge internationalization plugin (as optional dependency for knowledgebase article translation).

System table permissions required:

- The admin first should navigate to **Home -> Features -> View link**. There he can find the **Application Features** list and exact status of each feature along with a detailed info. The admin can **Activate** features or navigate to dependency table and by using the **Edit** functionality, change **Application Access** (*Can read, Can create, Can update, Can delete*);
- Admins (admin) can configure access permissions to the application. For each table we want to create table rules, we should have '**allow configuration**' enabled from all application scopes, because every dependency require '**read**', '**create**' and '**update**' access enabled.

Configuration Instructions

In this section, please outline the exact steps required to successfully install/configure the customer's instance after installing your application:

1. Deploy the application
2. From Locawise **Home page -> Features -> View** on the **Application Features** list the user can see full information for the currently configured features: Table Translation Rules, KB Article Translation Rules, Language Creation, UI Message Translation, Translation Dictionary etc. All dependencies require '**read**', '**create**' and '**update**' access enabled from all application scopes.
3. From the application **Locawise -> Configuration -> Application Properties** the admin can activate different levels of log messages Properties to be created by the application: Info, Debug, Warning, Error.
4. If a field is not translatable on a table – change its type to Translated Text or Translated Field (for labels).

External systems connection

If your application contains integration components, please clearly outlined them here and provide integration user creation instructions:

- Integration components required:
 - Google Cloud Translation.V2

Testing the configuration

If your application requires successful communication with external systems, please outline how to test the connection and ensure successful configuration:

- After installation navigate to **Home page -> Features -> View** to ensure that all the **Application Features** are installed successfully and are already activated. The admin can initiate changes using the “**edit table application access**” for each application feature – Business rule, System plugin etc. Refresh the page to force the updates if you made some changes.

Demo Data

There is no demo data included in the Locawise application.

Support and Troubleshooting

Service Level Agreement Definition

Customers will be instructed to contact the application provider (Bright Consulting JSC) for technical support. If a customer first contacts ServiceNow Customer Support, then ServiceNow Customer Support will isolate the problem and instruct the customer to resolve the issue with the application provider.

The user can navigate to **Help -> About** page and to use some of the communication channels to contact with the application provider.

Below are defined the operation hours, operation days and the SLAs according to Bright Consulting JSC policy.

- **Support Hours of Operation:** (including time zone):
 - 8am – 5pm EET/EEST
- **Support Days of Operation:**
 - Monday – Friday
 - Exceptions:

TYPE OF HOLIDAY	NATIONAL HOLIDAYS	EASTER HOLIDAYS	CHRISTMAS HOLIDAYS
DAYS	1-Jan	Depending on Christian Calendar	24-Dec
	3-Mar		25-Dec
	1-May		26-Dec
	6-May		
	24-May		
	6-Sep		
	22-Sep		

- **Promised Call Response Time:** Within 4 business hours of received support request.
- **Promised Call Resolution Time:** Within 10 business days after response
- **Contact Details:**

- E-mail: info@bright.consulting
- Phone: +359 2 971 11 17

Troubleshooting

Provide any steps to troubleshoot the failed configuration here:

- The admin first should navigate to Home -> Features -> View link. There he can find the Application Features list and exact status of each feature along with a detailed info. The admin should inspect the dependency table to make sure that all the features are activated. He can navigate to edit functionality to make changes in order to fix possible issues
- Get info for failed configurations:
 - From the Locawise application, the admin should check the App Log or REST Request tables in the Locawise application menu or to use system logs.
 - The admin can also access the logs from the application in the Service Portal -> Logs, where the logs are separated by type (Info, Debut, Warning and Error). REST Request log is also available.
 - Ones the admin identify the problem by logs, he can check the User Guide for help and more details. In the User Guide he can find procedures and videos which show the exact steps to resolve common issues.
- Admin can refer to the Bright Toolbox application for more info about the base functionality (script includes) used in the Locawise application.
- Admin can contact the application provider (Bright Consulting JSC) for technical support (see 7.1).

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