

Matrix42 Marketplace Products

Ticket Translator

This app translates the incident description, subject and journal entries

Description

Ticket Translator for [Matrix42 Workspace Management](#)

The **Ticket Translator** add-on allows you to translate the incident description automatically to the desired target language. This means that Ticket Translator will recognize the original language of the ticket, translate it to your (target) language. After you have processed the ticket the add-on will translate your answer to the source-language of the ticket.



Only languages allowed by **Microsoft translation service** are supported. A new translation wizard is available in the context of the incidents.

The **Ticket Translator** was extended by a new action for ticket summary (subject) and journal translation. The solution text in the Close action is translated too.

You can find additional information in the documentation of the app.

To be able to use this App you need an Azure Text Translator API Subscription. Please visit the links [Microsoft Translator](#) and [Microsoft Translator - Pricing](#) for more details.

The Microsoft Translator Text API offer is listed in the Cognitive Services section of the

Azure portal.

[List of supported languages](#)

Additional information

Platform	Digital Workspace Platform (DWP)
Digital Workspace Platform (DWP) Compatibility	11.x, 9.0
Version	1.0
AppFabric Required	No
License metric	Per Installation
Manufacturer	Matrix42 AG
Contract type	Subscription
Product link	https://marketplace- preview.matrix42.com/product/ticket-translator/