

## 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](#)

Installation is done [via the Matrix42 Extension Gallery](#).  
The manual can be found [here](#).

## Additional information

<b>Platform</b>	Digital Workspace Platform (DWP)
<b>Digital Workspace Platform (DWP) Compatibility</b>	11.x, 9.0
<b>Version</b>	1.0
<b>AppFabric Required</b>	No
<b>License metric</b>	Per Installation
<b>Manufacturer</b>	Matrix42 GmbH
<b>Contract type</b>	Subscription
<b>Product link</b>	<a href="https://marketplace-staging.matrix42.com/product/ticket-translator/">https://marketplace-staging.matrix42.com/product/ticket-translator/</a>