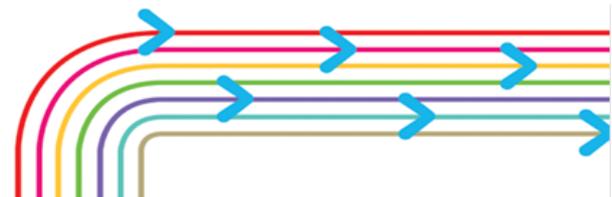




User Manual
For Project Managers,
Linguists & Customers



XTM User Manual

Documentation for XTM Version 5.5

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1. Introduction

This document is an XTM user manual for both the complete standalone version of XTM and the software as a service version.

Users and roles in XTM

In XTM there are a number of predefined roles with unique functions. The administrator is the highest level of user.

The following table shows a list of the user roles and their functions:

User role	Function
Administrator	Create and edit other Administrators Create and edit Project Managers Configure XTM Review & renew subscription (XTM Cloud only) + all the roles below
Project Manager	Create and edit other Project Managers Create and edit Linguists Create Customers Manage Projects
Customer Project Manager	Customisable level of access to: Manage Projects Manage Translation Memory Manage Terminology
Translator	Translate
Corrector	Allowed to edit the translations
Reviewer	Allowed to add comments only
Terminologist	Access to XTM terminology with definable rights
TM Expert	Access to XTM TM Manager with definable rights

This manual has been organised in chapters that are relevant to the different user roles. Since any user may have many roles, you may need to view more than one chapter in order to have a complete overview of your functionality. Also certain sections of the manual have been repeated to ensure that the description for different roles is as complete as possible.

PC set up

You will have either received an email from XTM Cloud or your server administrator should provide you with the web address to access XTM. All you need on your PC is a web browser and access to the internet. XTM is compatible with either Firefox 3.6.x or Microsoft Internet Explorer 6.0, 7.0. or 8.0

Please make sure that pop-ups and JavaScript are enabled. Also note that certain browser plug-ins may affect your ability to log into the system or use some of the features. In particular the following plug-ins are known to be incompatible.

- Browser Highlighter
- Fast Browser Search

Computer Activation for XTM Cloud

As a security measure it is necessary to active your PC to access your account on XTM Cloud. To do this:

1. Go to the XTM Cloud login page
2. Enter your Company name, username and password.
3. When you receive the message "This computer is not authorized ..." click the link "activate computer".
4. XTM Cloud will send you an email with an activation link.
5. Open the email, copy the activation link and paste it into the address bar of your browser and press enter.

After this you should see a message that your browser has been successfully activated. Note

- You can only use each link once.
- You need to generate an activation link for each new browser.

You need to carry out all the actions above on the same PC

2. XTM Product Description

XTM is a revolutionary new CAT tool to help translators to work more efficiently. It uses the web and advanced technologies to out-perform traditional memory systems

XTM is available as **XTM Suite** to install on the customer's own server or as a SaaS (Software as a Service) branded **XTM Cloud**. Both versions include the following modules:



Standard modules

The following modules are included as standard with all versions of XTM

XTM Engine

This module converts the original file into XML if necessary, extracts the text from the document, and segments the text into sentences or phrases. Then it applies the existing translation memory to provide the translator with in-context exact matching, leveraged matching and fuzzy matching. At any stage of the process XTM engine provides a preview of the translated document as either .pdf or .html. Following translation and review it creates the translated document and stores the new translation memory.

XTM Workbench

The web-based Translator's Workbench provides a full suite of easy to use tools to help translators work as efficiently as possible. Fast job turnaround times are possible as multiple translators can work on the same job simultaneously. The system includes the Metrics of the job, Concordance - examples of how a word and related words have been used before - and previous versions of each text segment.

XTM QA Manager

The quality assurance component ensures your translations are top quality. Your translations are checked for spelling using one of the 80 plus different language dictionaries. The text is also checked for formatting, punctuation and localization.

XTM Terminology

This is a database of your terms which includes definitions, context, images, multilingual translations, and comments. XTM Terminology identifies and highlights terms that are in the text to be translated which facilitates a consistent use of the agreed terminology. Users can import and export the terminology in XTM and add terms directly from the Workbench.

XTM TM Manager

The translation memory management system enables users to edit existing translation assets, or import new ones. The paired phrases are stored in a database for future use in XTM or may be exported for use in other applications. Translation Memories from external systems can be imported and TMs created in XTM can be exported.

XTM Workflow

This module allows Project Managers to create and manage projects. They can set the target languages, assign one of the pre-set workflows, allocate translators and reviewers to tasks and define which TMs are to be used. The PM has an up to date status overview of the project at all times. Users receive email notifications of allocated tasks. Managing large projects for simultaneous translation into multiple languages has never been easier.

Optional modules:

In addition XTM has the following optional modules

XTM Portal

This module can be integrated into your customer facing website to allow your customers to start translation projects. They are able to upload files, specify target languages, and other requirements and then they receive a quotation, which they can accept and pay for. Customers can also create an account which allows them to view and manage their own projects.

XTM API web services.

These fully documented web services with sample code allow for the integration of XTM with third party systems.

Standards Support

XTM International is committed to using and developing open standards. We are active in the many Open Standards Technical Committees. For a full list of the standards supported by XTM please see our website. <http://www.xtm-intl.com/resources/standards>

3. XTM for Administrators

Logging in

If you are using XTM Cloud the first time you log into XTM you will be asked to activate your PC. You will receive an email, click on the link in the mail and then XTM will confirm that your PC is registered.

You will firstly be redirected to a page to change your password from the password sent by email to you when the account was created. We recommend that you use a password that you can easily remember containing letters and numbers and with at least 6 characters.

Logging out

It is always best to use the logout button rather than simply closing your browser. In this way XTM knows that you have quit the program and will release any records that are assigned to you and which may be locked. In case you do not log out properly or your internet connection fails, there is another mechanism. While you are logged into XTM and actively working, your browser sends a heartbeat to the system informing it that you are still active. If XTM does not detect a heartbeat for more than 15 minutes, it assumes that you are no longer active and closes the session automatically.

Administrator options

The options you will see as an Administrator will depend on the type of account that you have and the access rights that have been allocated to you. For multi user XTM Cloud accounts and XTM Suite systems the Administrator has the options shown below.



A freelance account has administrator rights but as it is a single user account the users tab is not required.



The following sections only cover the Configuration and Management tabs as they are specific to an Administrator. The other tabs are also available to Project managers and so described in that section of the manual.

Configuration

There are a number of options within the configuration tab. It depends if you are using XTM Cloud or XTM Suite which of these options are visible.

1. User details
2. Data
3. Renew Subscription
4. Payments
5. Billing details
6. Server settings

Items 3, 4 and 5 are only visible if you are using XTM Cloud the SaaS version of XTM

User details

This form allows you to update your basic details and includes fields for your email address, your password, and the preferred interface language.

Welcome BobADMIN, Administrator, Mela [Logout](#)

Management **Configuration**

User Details Data Renew subscription Payments Billing details Server Settings Help and information

1 Change password

Old password

New password

Re-enter new password

2 Personal details

Title

* First name

* Last name

Job title

Username

* Email

Preferred language

3 Address

Address 1

Address 2

City

State / County

Postcode / ZIP

Country

Phone 1

Phone 2

Mobile phone

Fax

WWW

Skype

MSN

[Save](#)

Administrator user details

Data

This section allows the administrator to customise XTM. Changes made here are used as the default values when creating new customers. It is then possible to change the settings for individual customers. See Project manager – Customer Editor.

Setting language combinations

XTM comes with a full set of language combinations allowing project managers to choose any source and target language when creating a project. In the language combinations section you can reduce and customise the available languages that you deal with. As an administrator you can set the language combinations for the entire XTM system and then you or project managers can then set specific language combinations for individual customers.

To use and customise the full set of language combinations select “Default system settings for language combinations”.

To use and customise a reduced set of language combinations select “Customised system settings for language combinations”.

In order to customise the available language combinations you need to upload an XML file with the required data. You may download example files by clicking on the green button. You can use these files as they are, or alternatively use them as templates and modify them according to your requirements. Additionally there is an example of a template is shown in Appendix 2 at the end of this manual. When the files are ready upload them to XTM by browsing to the file and clicking the import button.

If you click the remove the existing language combinations the existing language combinations will be cleared and the new ones created. If the check box is not clicked then any new language combinations will be added to the existing ones.

Welcome BobADMIN, Administrator, Mela [Logout](#)

Projects Customers Users TM Terminology **Configuration**

Help and information User Details **Data** Renew subscription Payments Billing details Server Settings

Language combinations (selected) Estimate factors Messages

Modify and use:
 Default system settings for language combinations
 Customised system settings for language combinations

Import new language combinations

Select file to import: [Browse...](#) [Download example file](#)

Remove existing combinations:

[Import](#)

Customise language combinations

Source language:

Actions for selected combinations: [Execute](#)

<input type="checkbox"/>	Target language	Price factor	Duration factor	Min charge factor	Min text count	Pricing method	Availability	Auto quoting	
<input type="checkbox"/>	Abkhazian	1.0	2.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
<input type="checkbox"/>	Afar	1.0	1.5	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
<input type="checkbox"/>	Afrikaans (South Africa)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Albanian	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Amharic	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Ancient Greek	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Arabic	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Armenian	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Assamese	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Asturian (Spain)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Aymara	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Azeri (Cyrillic - Azerbaijan)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Azeri (Latin - Azerbaijan)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Bashkir	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Basque	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	

Customising language combinations

The lower section on this page enables you to edit the factors used for creating estimates for each language combination. In this location customising the factors sets the default values for the entire system. The factors can be customised for each customer as well – See Editing Customers on page 27.

You can change:

- **Price factor** – The base price is multiplied by the price factor so if it is 1 (the default) the price doesn't change, if it's greater than 1 the price is increased and if it's lower than 1 then the price is decreased.
- **Duration factor** - Similar to the price factor but this changes the duration of the translation process and has an impact on the delivery date.
- **The minimum charge factor** -The customer "minimum charge" is multiplied by "minimum charge factor" to increase the minimum charge (>1), decrease (<1) or just leave as it is (=1).
- **The minimum text count** (either words or characters) The default value can be overwritten by specifying any value >= 0 in that parameter. -1 means that the default should be taken.
- **Pricing method** If you charge by character count rather than word count then set this here. Use the character count for languages such as Japanese and Chinese.
- **Availability** There are three available alternatives:
 - Full – This language combination is available to customers and PMs
 - PM only – Only project managers can create projects with this language combination.
 - Unavailable - You do not offer this language combination.
- **Auto quoting** This field allows you to distinguish between commonly used language combinations that your agency can start translating immediately (auto quoted) and language combinations where you need to contact linguists first and you cannot predict the price or the delivery time (non-auto quoted).
-  This column displays how the language combination has been defined. A yellow star indicates that the combination has been defined for the entire system and no star means that the system is using default settings.

Changing the factor in each cell determines how the automatic quotation is produced. The last column “Auto quotation” determines whether the customer can receive the quotation automatically from the system or whether they are directed to speak to a project manager.

Customised language combinations can be deleted from the system by clicking on the check box in the first column and then clicking the execute button next to the delete combination.

Estimate Factors

Welcome BobADMIN, Administrator, Ponders-2 [Logout](#)

Projects Customers Users My Inbox Concordance TM Terminology Configuration

Help and information User Details Data Renew subscription Payments Billing details Server Settings

Language combinations
Estimate factors
Messages

Basics	
Name	Value
Base cost per word	0.10
Base cost per character	0.01
Base words per day	1500
Base characters per day	15000
Minimum word count	300
Minimum character count	3000
Minimum charge	150.00
Minimum charge on discount	<input checked="" type="checkbox"/>
Currency	Euro
Calculation method	Multiplication
Work schedule	Monday to Friday
Rounding point	0.20
Paying VAT	<input checked="" type="checkbox"/>

Speed factor - Discounts		
Name	Price factor	Duration factor
Level 1	0.90	1.10
Level 2	0.70	1.30
Level 3	0.50	1.50

Speed factor - Premiums		
Name	Price factor	Duration factor
Level 1	1.10	0.90
Level 2	1.50	0.80
Level 3	2.00	0.70

Metrics factors		
Name	Price factor	Text per day factor
Non translatable	0.10	0.10
ICE Matches	0.00	0.10
Leveraged Match	0.30	0.30
DB Fuzzy Match (95%-99%)	0.70	0.50
DB Fuzzy Match (85%-94%)	0.80	0.70
DB Fuzzy Match (75%-84%)	0.90	0.90
Repetition	0.50	0.20
In-document Fuzzy Match (95%-99%)	0.70	0.50
In-document Fuzzy Match (85%-94%)	0.80	0.70
In-document Fuzzy Match (75%-84%)	0.90	0.90

[Update](#)

Setting the default estimate factors for XTM

Using this tab you can set the default factors that are used to automatically calculate the cost and duration estimates for customers. The factors are:

- Base cost per word
- Base cost per character
- Base words per day
- Base characters per day
- Minimum word count
- Minimum character count

- Minimum charge
- Minimum charge on discount
- Currency
- Calculation method
- Work Schedule
- Paying VAT
- Speed factors – Discounts. There are three levels which become progressively slower and cheaper
- Speed factors – Premiums. There are three levels which become progressively faster and more expensive.
- Metrics factors for all the different types of matching.

For more information about the estimate factors please see Estimates under Project Editor

Message

You can use this section to create a message to inform users about important issues. The message will pop-up when the user logs on to XTM and as they move from page to page until they click the check box to say do not show this message any more.

The screenshot shows the XTM web application interface. At the top right, it says 'Welcome BobADMIN, Administrator, Mela' with a 'Logout' button. The navigation menu includes 'Projects', 'Customers', 'Users', 'TM', 'Terminology', and 'Configuration'. Below the navigation, there are links for 'Help and information', 'User Details', 'Data', 'Renew subscription', 'Payments', 'Billing details', and 'Server Settings'. On the left sidebar, there are icons for 'Language combinations', 'Estimate factors', and 'Messages'. The main content area has an 'Actions' section with 'Actions for selected messages' and an 'Execute' button. Below that is a 'Messages' section with a table:

	Title	Content	Roles	Starts	Expires
<input checked="" type="checkbox"/>	Test message	This is a test message to all users	Administrators, Customer PMs, Linguists, Project Managers, Terminologists	25-Feb-2011 00:00	25-Feb-2011 23:59

Below the table, it says 'Showing 1 to 1 of 1 entries' and 'Show 20 entries'. There is a 'New message' button at the bottom.

The message management window.

A message has the following properties.

- A title field
- The body or message contents
- A start date and time from when the message will be available
- An end date and time when the message will expire
- Alternatively the message can be set to expire when the server closes down
- The type of user or role who will receive the message.

To add a new message click the new message button and the window below appears. Enter the message details and click save.

Creating a new message

Renew subscription

The renew subscription tab has three sections:

- 1) The details of your current subscription. This includes your account type, start and end date, number of users, your monthly word allowance and how many you have left to use and whether you want to renew your account automatically each month. If the automatic renewal is selected than you will receive an email from XTM before your renewal date giving you the renewal details and also another email providing an invoice and confirmation once the renewal has taken place.
- 2) A section to change or renew your subscription. When you change your subscription any unused days of your existing subscription are credited back to you and a new subscription created.
- 3) An area to buy additional words for your current subscription.

Clicking the buy button will take you to the payment screen where you can enter your credit or debit card details.

Subscription type	Paid
Account type	Small group
Start date	31-Jan-2011
Expiry date	29-Apr-2011
Number of users	4
Words per month	100,000
Available words	91,911
Automatically renew my subscription when the current one expires	<input checked="" type="checkbox"/>

The renew subscription tab

Payments

The payments tab displays a list of payments you have made to XTM International for your subscription to XTM Cloud.

Payment type	Account type	Duration	Users	Words per month	Date	Value	VAT	Total	Status	Invoice
New subscription	Freelance	3 months	1	10,000	06-Sep-2010	£24.00	£4.20	£28.20	Accepted	

Showing 1 to 1 of 1 entries
Show 20 entries

The payments tab

Billing details

Your billing details will be completed automatically if you have signed up for XTM Cloud via the XTM International website. If on the other had you wish to upgrade a trial account to a full paid account you will need to complete this page before performing the upgrade.

Billing contact details

First name:

Last name:

Job title:

Phone:

Email:

Skype:

MRU:

Billing details

Client name:

Address 1:

Address 2:

City:

Postcode:

State/Country:

Country:

VAT number:

The billing details tab

Server Setting - Basic

The details displayed on the basic setting tab are used to customise the XTM interface and also in email messages and links in XTM to connect to your website home page.

Basic

Email

Files

Translation

Basic

Home page URL:

Application name:

Server settings – Basic settings tab

Server Settings - Email

The e-mail settings allow you to configure an e-mail account to send e-mails from the system. By default the XTM account is used. Unless you particularly want to change account we suggest that leave the default settings.

The screenshot shows the XTM web interface. At the top right, it says 'Welcome BobADMIN, Administrator, mel2' with a 'Logout' button. Below this is a navigation bar with tabs: 'Projects', 'TM', 'Terminology', 'Customers', 'Users', 'Management', and 'Configuration'. Under 'Configuration', there are sub-tabs: 'Help and information', 'User Details', 'Data', 'Renew subscription', 'Payments', 'Billing details', and 'Server Settings'. On the left, there is a sidebar with buttons for 'Basic', 'Email', 'Files', and 'Translation'. The main content area is titled 'Email' and contains the following settings:

Host	<input type="text" value="xtm-intl.com"/>
Port	<input type="text"/>
Authentication	<input checked="" type="checkbox"/>
User	<input type="text" value="noreply@xtm-intl.com"/>
Password	<input type="text"/>
Re-enter new password	<input type="text"/>
TLS	<input type="checkbox"/>
Mail prefix	<input type="text" value="XTM Cloud"/>
Emails sent from - name	<input type="text" value="mela2"/>
Emails sent from - address	<input type="text"/>
Attach contact footer	<input checked="" type="checkbox"/>

Server settings – Emails settings tab

The email settings are:

- 1) Host – This is the address of the email server. The XTM server is set by default. It doesn't require authentication because emails will be sent from XTM International's internal server. If you experience problems with spam messages we recommend you set your own mail server.
- 2) Port – This is the port number to use during connections with the email server.
- 3) Authentication - If this option is checked then messages are sent from the email address (user, password will be checked). If not checked then messages are sent from the specified mail server without authentication.
- 4) User - This is the name of the email account which is used to send messages.
- 5) Password and re-enter new password - These fields allow you to change the password for the specified email account.
- 6) TLS - If this option is checked then the TLS protocol is used with SMTP host communication.

Points 7 - 10 describe the email formatting:

- 7) Mail prefix - Text entered here will prefix all email subjects. This may be useful to set up email filters.
- 8) Emails sent from – name – The Sender's name will be displayed in the "From" field in the email as the email account name.
- 9) Emails sent from – address – The sender's email address that will be displayed in the "From" field in the email as the email account address.
- 10) Attach contact footer - If checked then footer will be attached to the email. The footer contains the information that message was automatically generated, can be ignored and website url to see for more details.

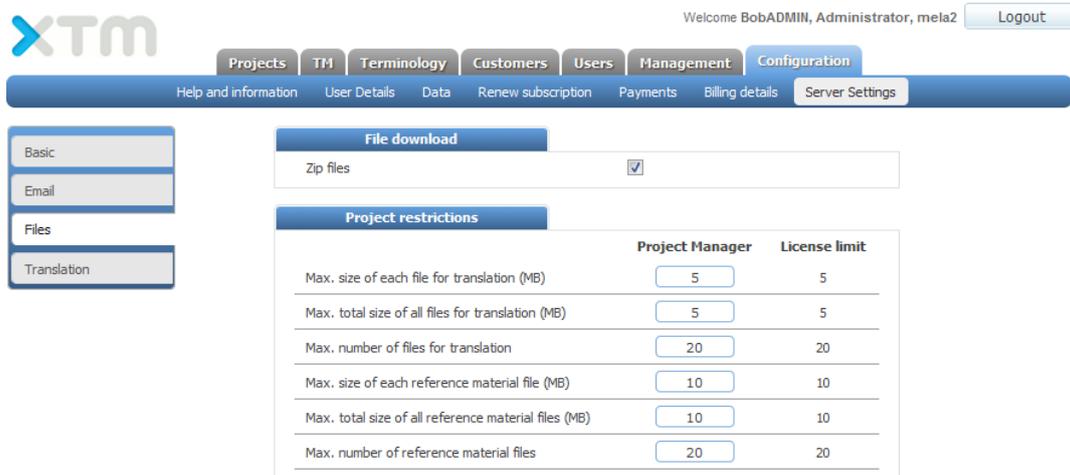
Server Settings - Files

The file download section allows you to decide whether to zip any files before downloading them or not.

The project restrictions section allows you to restrict the size of projects that are created. It is possible to set the limit for:

- 1) Projects created by project managers. A blank value indicates no limit.
- 2) Projects created by customers via XTM Portal.

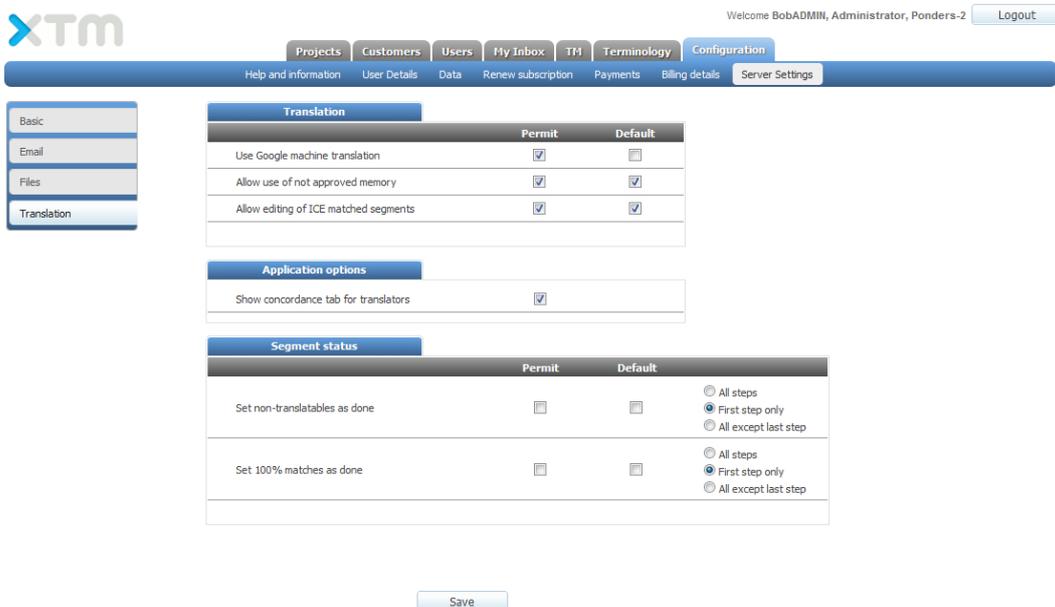
Demonstration accounts limits are enforced by the demonstration licence. These values are not editable by the user.



Server settings – Files settings tab

Server Settings - Translation

This tab allows you to set a number of functions to do with processing files.



Server settings – Translation settings tab

Use Google Machine translation By default Google machine translation is switched off. This is to ensure the security and confidentiality of your data. While your data is kept on the XTM server it is secure, however when it goes out to be processed by Google Machine translation, XTM International cannot guarantee its confidentiality. We recommend that you only switch this option on if you are not working on confidential information.

Allow use of not approved memory Translation memory is created and stored immediately in XTM Editor when the translator changes the target text and moves to the next segment. Initially it is stored as “not approved” but this is changed to “approved” when the job is completed. This option allows you to choose whether you wish to use “approved” or “not approved” TM.

Allow editing of ICE matched Segments An In Context Exact (ICE) match should not need to be reviewed or edited, however if this is not the case the this option may be switched on here.

Show Concordance tab Ticking this box switches on a tab in the translators in-box. This Tab allows the translator to search the TM for phrases and find concordance matches.

Server Settings – Translation

- **Set non-translatables as done:** This section firstly allows you to determine whether this option appears in the interface and what the default value should be. If non translatables are set as done then these segments will be automatically set to green and will not require attention from the linguist. Note you have three options of settings
 - 1) Set all steps to done
 - 2) The first step only
 - 3) All steps except the last step.Choose either 2 or 3 if you want to have a reviewer or corrector check all segments.
- **Set 100% matches as done:** This is similar, and works in a similar way, to the previous item but relates to 100% leveraged matches.

Adding users

An administrator can add and edit users with all roles including additional administrators. A project manager can add and edit users with all roles except administrators. Users with other roles cannot add or edit additional users; they can only edit their own details.

To add users to your system click on the users tab and then add user. Section 1 General Info contains the obligatory information marked with a red star. The role field allows you to determine the type of user. Select the roles that you want this user to perform. Since the administrator has full access to the system, when you select administrator all the other roles are automatically selected.

Depending on the roles that you select further fields appear below for completion. These options are described in detail below.

Adding a new user

Details for translators, correctors and reviewers

If you select the role of translator, corrector or reviewer then you will need to specify the language pair or pairs that the linguist can process. Optionally you can also specify:

- For each language pair their cost per word or per hour.
- Whether or not it is a group account. Group accounts can be used for by a group of translators. Use a group email address so that they all receive a copy of the project notifications. The tasks are then assigned on a first come first served basis.

- Their qualifications
- Their domains of expertise

The screenshot displays a user configuration interface with four main sections:

- 3 Additional info:** Contains a 'Group account' checkbox.
- 4 Language combinations:** Includes a '+ Add' button and a table with fields:

* From	Choose...	
* To	Choose...	
Cost per word		Euro
Cost per hour		Euro
- 5 Qualifications:** Includes a '+ Add' button and a table with fields:

* Qualification name	
Description	
* Language	Choose...
* Date	
- 6 Domains:** Includes a '+ Add' button and a table with fields:

* Domain name	Choose...
---------------	-----------

At the bottom of the form are two buttons: 'Add & new' and 'Add'.

Adding a new user – additional fields for linguists

Details for Terminologists

There are two types of terminologists:

- 1) Customer specific. This terminologist can only access the terminology of one customer. When this option is selected choose the correct customer from the pull down list.
- 2) Global expert. This terminologist can access all the terms in the systems for all customers.

The lowest section enables you to define the type of access the terminologist should have. Double click on appropriate items in the left hand box to select them and move them to the right hand box.

The screenshot shows the 'Terminologist properties' configuration section:

- Account type:** Radio buttons for 'Global' and 'Customer specific' (selected).
- Customer:** A dropdown menu with 'Choose...' selected.
- Access rights:** A list of permissions on the right side:
 - Add Terminology
 - Export Terminology
 - Import Terminology
 - Modify Terminology
 - View Terminology

Adding a new user – additional fields for terminologists

View login History

Welcome BobADMIN, Administrator, Mela [Logout](#)

Projects Customers **Users** TM Terminology Configuration

Import Linguists Add User Users list **View Login History**

Search

Maximum number of entries: 50

Date	Username	Action	Browser name	Last action in session date
2011-02-08 17:11:41 CET	BobADMIN@Mela	LOGIN	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	
2011-02-08 11:43:18 CET	BobADMIN@Mela	LOGOUT	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	2011-02-08 10:42:50 CET
2011-02-08 10:29:20 CET	BobADMIN@Mela	LOGIN	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	
2011-02-04 20:20:49 CET	BobADMIN@Mela	LOGOUT	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	2011-02-04 19:20:37 CET
2011-02-04 18:12:48 CET	BobADMIN@Mela	LOGIN	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	
2011-02-02 12:43:41 CET	BobADMIN@Mela	LOGOUT	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	2011-02-02 11:43:01 CET
2011-02-02 11:36:37 CET	BobADMIN@Mela	LOGIN	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	
2011-02-01 17:40:45 CET	BobADMIN@Mela	LOGIN	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	
2011-02-01 13:58:20 CET	BobADMIN@Mela	LOGIN	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	

The view login history screen

This screen allows you to see who and when a user has logged onto your system and when they logged out.

5. XTM for Project Managers

Log in as a project manager with the login and password provided by the Administrator.

Customers

Adding Customers

Firstly enter Customers by clicking on the Customer tab and entering data in “Add Customer”.

Welcome BobPM, Project Manager, Ponders [Logout](#)

Projects TM Terminology **Customers** Users Configuration

Import Customers **Add Customer** Customers Inactive Customers Add Customer PM Customer PMs

1 Details ?

⚠️ * Customer
 Vat number

2 Address ?

Address 1
 Address 2
 City/Town
 State/Province
 Zip code
 Country ▾
 Phone 1
 Phone 2
 Mobile phone
 Fax number
 WWW

3 Instant Messaging Identifiers ?

Skype
 ICQ
 MSN
 Jabber

4 Additional settings ?

Use Google Machine Translation
 Use not approved memory
 Allow editing of ICE segments
 Supervisor ▾

The add customer screen

Importing Customers

Welcome BobPM, Project Manager, Ponders [Logout](#)

Projects TM Terminology **Customers** Users Configuration

Import Customers Add Customer Customers Inactive Customers Add Customer PM Customer PMs

1 Import ?

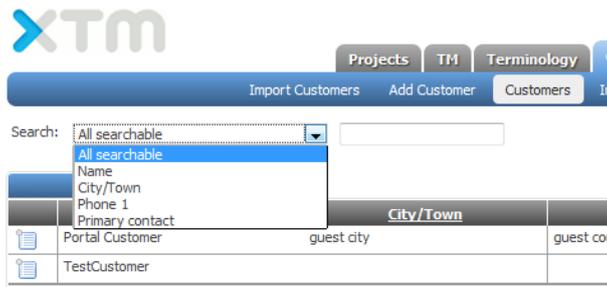
* Customers

Importing customers

If you have a list of customers in another computer system, we recommend that you export the list in XML format. You will then be able to import this list into XTM using the screen shown above. An example of the required XML file is shown in chapter 8 of this manual. If you require a DTD or schema for the file please contact XTM International Ltd.

Searching for customers

To search for a specific customer, type in the search field. XTM will then search against customer name, city/town, phone1 or primary contract. The selection of customers will be reduced as you type. If you select one of the search criteria from the pull down list, then the search will only be performed on that one item.

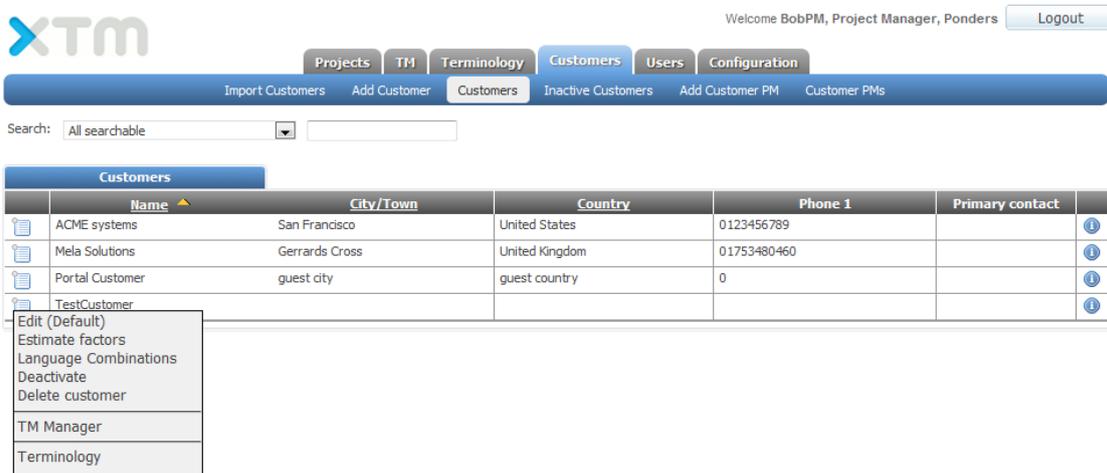


Searching for customer

Reviewing Customers

You can view all customers in the Customers tab by clicking on the Customers List. To modify a customer's record click the customer name in the list. Right clicking on a customer or clicking on the icon in the first column brings up a context sensitive menu which enables you to

- Edit the customer record
- Enter and edit customer estimate factors
- Enter and edit customer language combinations
- Show primary contact
- Deactivate a customer. Deactivating a customer allows you to restore the customer at a later date from the Inactive customer list.
- Delete the customer



Context sensitive menu for customers

You can sort the customer list by clicking on any of the column headers that are underlined.

Editing Customers

Using this tab you can edit the customer details.

The screenshot shows a software window titled "Customer Editor - Mela Solutions". On the left is a sidebar with four tabs: "Customer details" (selected), "Estimate factors", "Language Combinations", and "Translation". The main area is divided into two columns. The left column contains fields for "VAT number", "Supervisor" (with a "Choose..." dropdown), "Address 1", "Address 2", "City", "State / County", "Postcode / ZIP", and "Country" (with a dropdown showing "United Kingdom"). The right column contains fields for "Phone 1", "Phone 2", "Mobile phone", "Fax", "WWW", "Skype", and "MSN". A "Save" button is located at the bottom center of the form area.

Editing a customer's details

Customer estimate factors

Using this tab you can set the factors that are used to automatically calculate the cost and duration estimates for the customer. The factors are:

- Base cost per word
- Base cost per character
- Base words per day
- Base characters per day
- Minimum word count
- Minimum character count
- Minimum charge
- Minimum charge on discount
- Currency
- Calculation method
- Work Schedule
- Paying VAT
- Speed factors – Discounts. There are three levels which become progressively slower and cheaper
- Speed factors – Premiums. There are three levels which become progressively faster and more expensive.
- Metrics factors for all the different types of matching.

For more information about the estimate factors please see Estimates under Project Editor

Customer Editor - Mela Solutions

Customer details

Estimate factors

Language Combinations

Basics

Name	Value
Base cost per word	0.10
Base cost per character	0.01
Base words per day	1500
Base characters per day	15000
Minimum word count	300
Minimum character count	3000
Minimum charge	150.00
Minimum charge on discount	<input checked="" type="checkbox"/>
Currency	Euro <input type="text"/>
Calculation method	Multiplication <input type="text"/>
Work schedule	Monday to Friday <input type="text"/>
Paying VAT	<input checked="" type="checkbox"/>

Speed factor - Discounts

Name	Price factor	Duration factor
Level 1	0.90	1.10
Level 2	0.70	1.30
Level 3	0.50	1.50

Speed factor - Premiums

Name	Price factor	Duration factor
Level 1	1.10	0.90
Level 2	1.50	0.80
Level 3	2.00	0.70

Metrics factors

Name	Price factor	Text per day factor
Non translatable	0.10	0.10
In context Exact Matches	0.00	0.10
Leveraged Match	0.30	0.30
DB Fuzzy Match (95%-99%)	0.70	0.50

Estimate factors for a customer.

Customer language combinations

Your Administrator can import the default language combinations that you offer your customers.

Clicking on the Customer language combinations tab displays the default language combinations for this customer. A list of target languages is displayed for each source language. In the table you can modify any of the default factors.

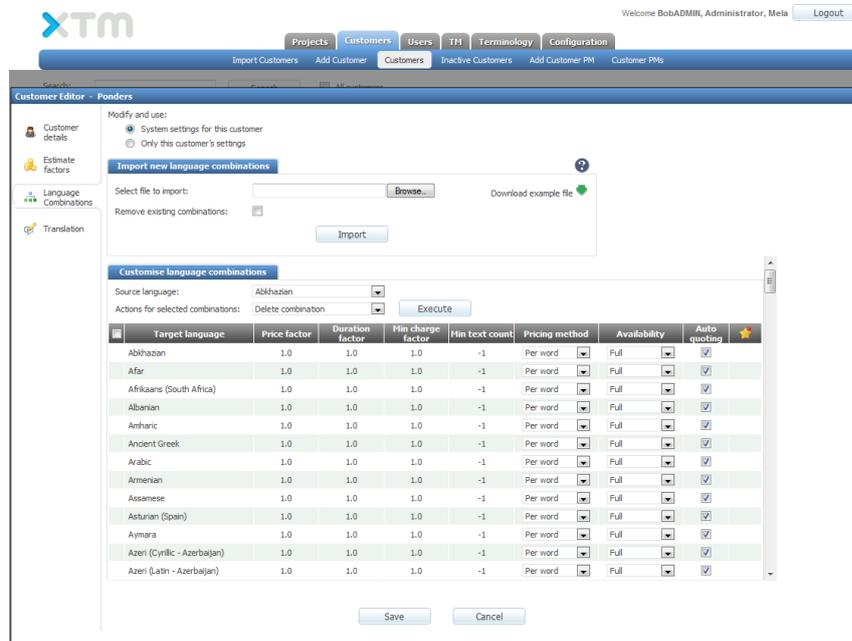
Firstly select the appropriate radio button at the top:

- System settings for this customer – will display all the system’s language combinations which you can then customise for this customer.
- Only this customers’ settings – Will display only language combinations that you have customised for this customer.

You can change:

- **Price factor** – The base price is multiplied by the price factor so if it is 1 (the default) the price doesn't change, if it's greater than 1 the price is increased and if it's lower than 1 then the price is decreased.
- **Duration factor** - Similar to the price factor but this changes the duration of the translation process and has an impact on the delivery date.
- **The minimum charge factor** -The customer "minimum charge" is multiplied by "minimum charge factor" to increase the minimum charge (>1), decrease (<1) or just leave as it is (=1).
- **The minimum text count** (either words or characters) The default value can be overwritten by specifying any value >= 0 in that parameter. -1 means that the default should be taken.
- **Pricing method** If you charge by character count rather than word count then set this here. Use the character count for languages such as Japanese and Chinese.
- **Availability** There are three available alternatives:
 - Full – This language combination is available to customers and PMs
 - PM only – Only project managers can create projects with this language combination.
 - Unavailable - You do not offer this language combination.
- **Auto quoting** This field allows you to distinguish between commonly used language combinations that your agency can start translating immediately (auto quoted) and language combinations where you need to contact linguists first and you cannot predict the price or the delivery time (non-auto quoted).
-  This column displays how the language combination has been defined. A yellow star indicates that the combination has been defined for the entire system. A yellow star with a red cross indicates that the combination has been defined for a specific customer and no star means that the system is using default settings.

Changing the factor in each cell determines how the automatic quotation is produced. The last column "Auto quotation" determines whether the customer can receive the quotation automatically from the system or whether they are directed to speak to a project manager.



The screenshot shows the 'Customer Editor - Ponders' interface. The 'Customise language combinations' tab is active, displaying a table of language settings. The table has columns for Target language, Price factor, Duration factor, Min charge factor, Min text count, Pricing method, Availability, Auto quoting, and a star icon. The 'Auto quoting' column contains checkboxes, and the star icon column contains yellow stars with red crosses.

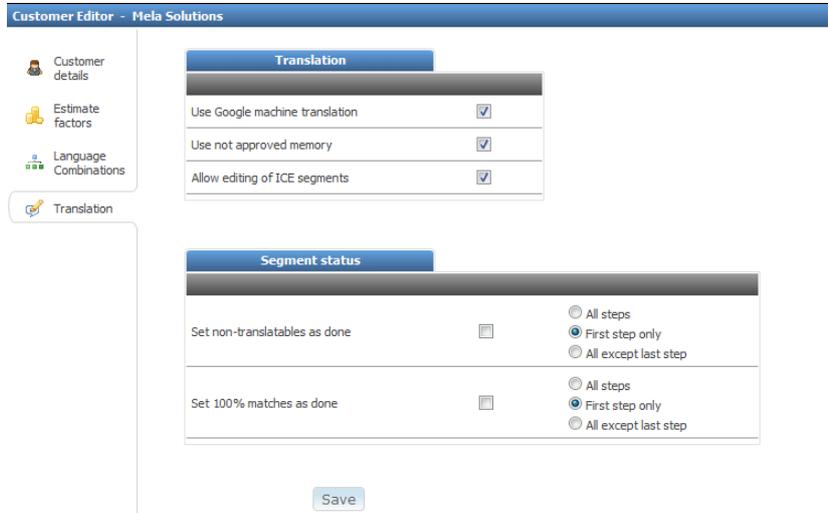
Target language	Price factor	Duration factor	Min charge factor	Min text count	Pricing method	Availability	Auto quoting	Star
Abkhazian	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Afar	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Afrikaans (South Africa)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Albanian	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Anhanic	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Ancient Greek	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Arabic	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Armenian	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Assamese	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Asturian (Spain)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Aymara	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Azeri (Cyrillic - Azerbaijan)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★
Azeri (Latin - Azerbaijan)	1.0	1.0	1.0	-1	Per word	Full	<input checked="" type="checkbox"/>	★

Language combinations for a customer.

Customer translation settings

In translation section you can set whether the customer makes use of Google machine translation, can use not approved memory and can edit ICE segments. The default settings that appear on this window cascade down from the system, which are set by the administrator.

Similarly you can determine the segment status for non translatables and 100% matches. A full description of this functionality appears under Server settings on page 20

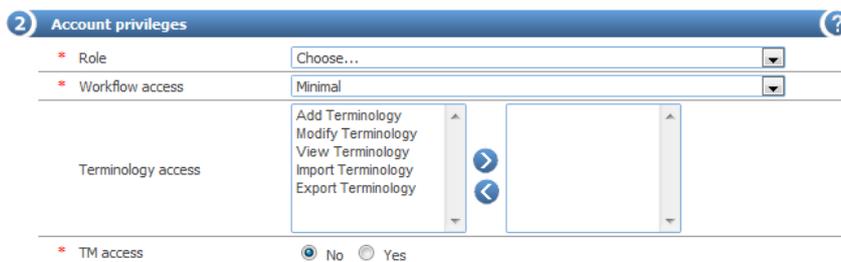


Translation settings for a customer.

Adding a customer project manager

From the Customers tab click on Add CustomerPM and fill in the fields.

In section 2 you can set the access rights of the customer PM.



Section 2 of Adding a customer PM

The Role field determines whether or not the customer PM can make any changes to a project.

- A manager can make changes to information on the general tab but not to the workflow.

- A viewer cannot make any changes at all

The Workflow access field has 3 options:

- Minimal – Only displays information about the minimum status of the file. No information at the bundle level is available.
- Standard – Displays the status of each bundle.
- Trusted – Displays each step of workflow. However the names of the linguists are not visible. The customer PM can also open the editor in view only mode.

The Terminology access section allows you to select the terminology functionality you wish to give the Customer PM.

At section 4 select the customer and whether the person is the primary contact for the customer.



The screenshot shows a form section titled "4 Customer" with a question mark icon on the right. Below the title, there is a dropdown menu labeled "Customer" with the text "Choose..." and a downward arrow. Below the dropdown menu, there is a checkbox labeled "Primary contact".

Section 4 of Adding a customer PM

Users

Adding users

An administrator can add and edit users with all roles including additional administrators. A project manager can add and edit users with all roles except administrators. Users with other roles cannot add or edit additional users; they can only edit their own details.

To add users to your system click on the users tab and then add user. Section 1 General Info contains the obligatory information marked with a red star. The role field allows you to determine the type of user. Select the roles that you want this user to perform. Since the administrator has full access to the system, when you select administrator all the other roles are automatically selected.

Depending on the roles that you select further fields appear below for completion. These options are described in detail below.

The screenshot displays the XTM user management interface. At the top, there is a navigation bar with tabs for 'Projects', 'Customers', 'Users', 'My Inbox', 'Concordance', 'TM', 'Terminology', and 'Configuration'. A 'Logout' button is visible in the top right corner. Below the navigation bar, the 'Add User' form is shown, divided into two sections: '1 General info' and '2 Address'. The 'General info' section includes fields for Title, First name, Last name, Job title, Roles (with a dropdown menu showing Administrator, Corrector, Project Manager, Reviewer, Terminologist, TM Expert, and Translator), Username, Password, Confirm password, and Email. The 'Address' section includes fields for Address 1, Address 2, City, State / County, Postcode / ZIP, Country, Phone 1, Phone 2, Mobile phone, Fax, WWW, Skype, and MSN.

Adding a new user

Details for translators, correctors and reviewers

If you select the role of translator, corrector or reviewer then you will need to specify the language pair or pairs that the linguist can process. Optionally you can also specify:

- For each language pair their cost per word or per hour.
- Whether or not it is a group account. Group accounts can be used for by a group of

translators. Use a group email address so that they all receive a copy of the project notifications. The tasks are then assigned on a first come first served basis.

- Their qualifications
- Their domains of expertise

3 Additional info ?

Group account

4 Language combinations ?

+

* From	Choose...	
* To	Choose...	
Cost per word	<input type="text"/>	Euro
Cost per hour	<input type="text"/>	Euro

5 Qualifications ?

+

* Qualification name	<input type="text"/>	
Description	<input type="text"/>	
* Language	Choose...	
* Date	<input type="text"/>	

6 Domains ?

+

* Domain name	Choose...
---------------	-----------

Adding a new user – additional fields for linguists

Details for Terminologists

There are two types of terminologists:

- 3) Customer specific. This terminologist can only access the terminology of one customer. When this option is selected choose the correct customer from the pull down list.
- 4) Global expert. This terminologist can access all the terms in the systems for all customers.

The lowest section enables you to define the type of access the terminologist should have. Double click on appropriate items in the left hand box to select them and move them to the right hand box.

3 Terminologist properties ?

* Account type Global Customer specific

* Customer

* Access rights

Add Terminology
 Export Terminology
 Import Terminology
 Modify Terminology
 View Terminology

Adding a new user – additional fields for terminologists

Importing Linguists

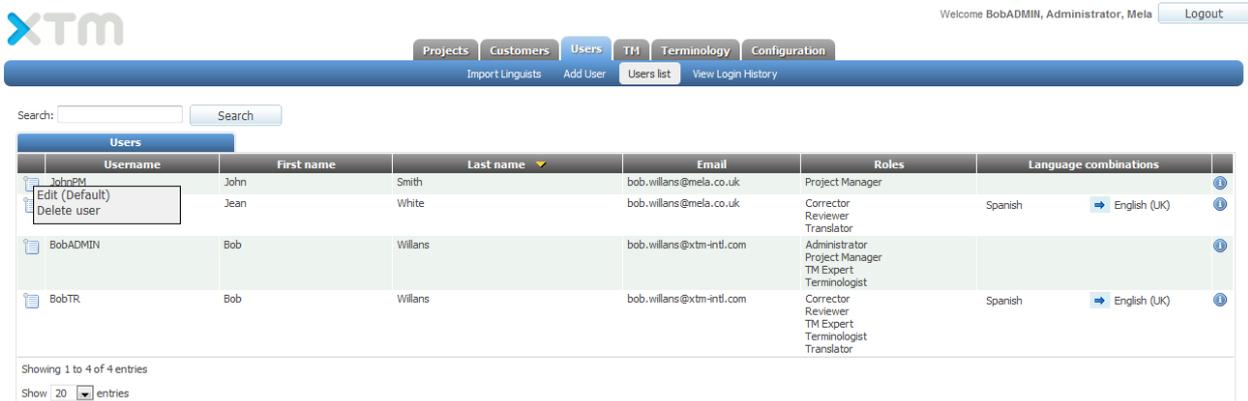


Importing linguists

If you have a list of translators and reviewers in another computer system, we recommend that you export the list in XML format. You will then be able to import this list into XTM using the screen shown above. An example of the required XML file is shown in chapter 8 of this manual. If you require a DTD or schema for the file please contact XTM International Ltd.

Reviewing Users

You can view all linguists in the Users tab by clicking on “Users”. To modify a record double click on the name. Clicking on the icon in the first column or right clicking on a User brings up a context sensitive menu which enables you to delete or edit a Linguist.



Context sensitive menu for linguists

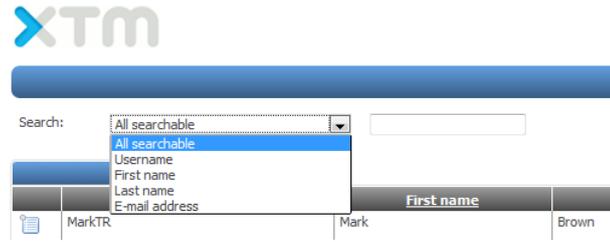
Clicking on the icon in the last column displays further information about the user



Popup information box about each user

Searching for Users

To search for a specific user type in the search field and then click the search button. XTM will then search against username, first name, last name, email address.



Searching for linguists

1. Start by entering general information about the project - name, description, reference ID, subject matter and due date.
2. In the translation section enter the source language of the document and select one or more target languages from the lists. Upload the files for translation by clicking on the browse button alongside the field "For translation". Locate the file, click open and the path to the document will appear in the field. You may upload a .zip file that contains multiple files for translation. XTM supports the following file formats for translation:

• Microsoft Office (.doc, .docx, .xls, .xlsx, .ppt .pptx)	• XHTML
• Microsoft Visio (.vdx)	• XLIFF
• Open Office (.sxw,.odt,.ods,.odp)	• Trados (.ttx)
• Adobe FrameMaker (.mif)	• Java property files
• Adobe InDesign (.inx & .idml)	• HTML
• XML	• RTF
• PDF (returns plain text)	• PO / POT
• SDF	• DITA
• SVG	• ASPX
• YMAL	• TXT
• iPhone apps (strings)	• TPL
• PHP	• ResX

If you are translating Microsoft Word, Excel and PowerPoint documents it is possible to exclude certain text by creating and setting the text to one of the following styles: Donottranslate, DoNotTranslate or tw4winExternal. Also if a Microsoft Word file contains a table of contents (TOC) then XTM will exclude this text from translation. It is possible then to recreate the TOC automatically after translation.

If you attempt to upload a file type that is not supported XTM will display a warning message and a project will not be created.

The join files check box allows you to join small files of the same type into one file for translation. This will simplify managing the translation workflow enormously.

The field "Reference material" is to allow you to upload additional information that may assist in the translation process, for example a .pdf of the document or a glossary.

3. In the Customer section firstly choose the customer for this job. XTM automatically tags TMs with the customer name so it will use the customer's TM for the matching. However you can also use other TMs for this project by choosing them from the box entitled "Use translation memory of".

You have the option of using Google machine translation: If you tick this option and there are no matches in the TM, XTM will request a match from Google and present it to the translator. It is important not to use Google matching if you are working on confidential material as your data will leave the security of the XTM system during this process.

By default XTM only uses approved TMs for matching. However you can use non approved TM by checking the box "Use not approved memory". It is important to note that XTM automatically approves TM when a project has been completed, so by selecting this option you may be using TM that has not been through a correct or review process yet.

Finally define the Workflow for the project. XTM currently includes a number of predefined workflows that are described below.

Work flow definitions

- Project Processing one or more files from one source language to one or more target languages.
- Job Processing of one file from the source language to one target language.
- Step The workflow in XTM is composed of steps; the available steps are: translate, correct and review.
- Bundle The project manager may divide the text segments into sections which are called bundles. Bundles can be allocated to different linguists.
- Task Processing a bundle in one step is a task.

When creating a new project by default each job contains all the segments from the file (e.g. if a document has 150 segments XTM creates the tasks for segments 1-150). The project manager can then split the default tasks into smaller parts. Each bundle in the project follows the same steps in the workflow.

XTM contains a number of default workflows which are:

- translate
- translate # review
- translate # review # review
- translate -> correct
- translate -> correct -> correct
- translate , correct
- translate , correct -> review
- translate , review
- translate , review -> review
- translate # correct
- translate -> correct # review

Between the steps there can either be a ",", a "->" or a "#".
 The "," means that steps can be processed simultaneously.
 The "->" means that the next step cannot be started until the previous step for that bundle is finished.
 The "#" means that the next step cannot be started until the previous step for all the bundles have been completed.

For each task a linguist can do three things:

- finish the task
- reject the task
- decline the task – if the linguist declines the task the PM will have to assign it to another person

Using the workflow example 1 above:

Example 1

	Translate 1	,	Review 1	->	Review 2
Bundle 1	Task (translate1,bundle1)	,	Task (review1,bundle1)	->	Task (review2,bundle1)
Bundle 2	Task (translate1,bundle2)	,	Task (review1,bundle2)	->	Task (review2,bundle2)

In this workflow example:

- Once the workflow has been started, Translator 1 and Reviewer 1 can work simultaneously.
- The tasks in Review2 are initially not active.
- When Reviewer1 has finished reviewing bundle1, the task Review2 for bundle 1 becomes active and Reviewer2 can start work, irrespective of the status of bundle 2.

Example 2

	Translate 1	#	Correct 1
Bundle 1	Task (translate1,bundle1)	#	Task (review1,bundle1)
Bundle 2	Task (translate1,bundle2)	#	Task (review1,bundle2)

In this workflow example:

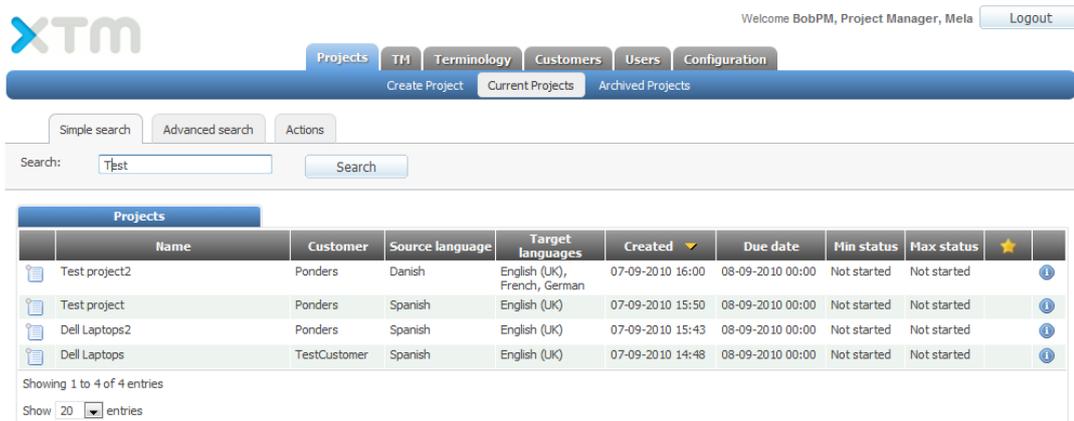
- Once the workflow has been started, only Translator 1 can start work.
- The tasks in Correct1 are initially not active.
- The tasks in Correct1 only become active when both bundles 1 & 2 have been finished in Translate1.

When you have filled in all the fields click the create button at the bottom of the page.

Searching for Projects

There are two options for finding projects.

- 1) The simple search. Click on simple search tab to make it active and then type in the search field. XTM will then search against the project name, ref. ID, customer name, source language, date created, due date, minimum status or maximum status.



Project simple search

- 2) The advanced search. Click on advanced search tab to make it active.



Projects Customers Users TM Terminology Configuration

Create Project Current Projects Archived Projects

Simple search Advanced search Actions Available words: 91,911

Search Reset

Name: Case sensitive Match whole words

Ref. ID: Case sensitive Match whole words Match empty value

Project Manager:

Status: Match all jobs

Payment status:

Date created: 12 January 2011 - 11 February 2011

Due date: 12 January 2011 - 13 March 2011

Source language: Target languages: Find projects containing: any of the selected target languages all the selected target languages only the selected target languages

Linguists employed: Customers:

Projects											
	Name	Customer	Source language	Target languages	Created	Due date	Min status	Max status	Project manager	★	
	test laptop	Ponders	Spanish	English (UK)	11-02-2011 17:03	12-02-2011 15:30	Not started	Not started	Bob Willans		
	XTM Interface text3	Ponders	English (UK)	Spanish	08-02-2011 10:39	09-02-2011 00:00	Not started	Not started	Bob Willans		
	XTM Interface text	Ponders	English (UK)	German, Spanish	04-02-2011 18:16	05-02-2011 00:00	Not started	Not started	Bob Willans		
	Laptops	Ponders	Spanish	English (UK)	31-01-2011 17:24	01-02-2011 00:00	Not started	Not started	Bob Willans		

Showing 1 to 4 of 4 entries

Show entries

Project advanced search

The following search fields allow you to search by:

- Project name
- Reference ID
- Project manager
- Status
- Payment status
- Date created
- Due date
- Source language
- Target languages
- Customers
- Linguists employed

For name and ref ID you have two additional options:

- Case sensitive – only finds projects with a name or Ref ID that matches the case of the letters you have entered.
- Match whole words – only finds projects with a name or Ref ID that match the complete word or words you have entered.

For the target language field you have the option to find projects containing:

- any of the selected target languages
- all the selected target languages
- only the selected target languages

Actions for Projects

Click on the Actions tab to make it active and then you are able to carry out a number of actions on multiple projects simultaneously. Select the desired projects by clicking in the box in the left hand column. Then select the action from the pull down list and click execute. The available actions are

- 1) Delete project and project TM
- 2) Delete project leaving TM
- 3) Archive projects
- 4) Approve memory

The screenshot shows the XTM interface with the 'Actions' tab selected. A dropdown menu is open, listing the following actions: 'Delete project and project TM', 'Delete project and project TM', 'Delete project leaving TM', 'Archive project', and 'Approve memory'. Below the menu is a table of projects with columns: Name, Customer, Source language, Target languages, Created, Due date, Min status, Max status, and a star icon. The table contains four entries: 'Test project2', 'Test project', 'Dell Laptops2', and 'Dell Laptops'. Below the table, it says 'Showing 1 to 4 of 4 entries' and 'Show 20 entries'.

Project actions

Reviewing Projects

Click on the Current Projects tab and you will see a list of all your current projects. You can view other projects by using the features on the advanced search tab. You can sort the projects by clicking on any of the column headers.

The screenshot shows the XTM interface with the 'Current Projects' tab selected. A search bar contains the text 'Test' and a 'Search' button. Below the search bar is a table of projects with columns: Name, Customer, Source language, Target languages, Created, Due date, Min status, Max status, and a star icon. The table contains four entries: 'Test project2', 'Test project', 'Dell Laptops2', and 'Dell Laptops'. Below the table, it says 'Showing 1 to 4 of 4 entries' and 'Show 20 entries'.

Project listing

Clicking on the icon in the right hand column displays additional information about the project including:

- XTM ID
- Reference ID

- Subject matter
- Google machine translation
- Creation date / time
- Created by
- Project manager
- Due date
- Final price excl. VAT
- Auto price excl. VAT
- Final price incl. VAT
- Auto price incl. VAT
- Payment status
- Number of reference material files, source files and target languages.

ID: 998
Ref id: 123456
Subject matter: Other
Use google machine: Yes
Created by: Bob Willans
Project manager: Bob Willans
Final price exd vat: 450.00
Final auto price exd vat: 450.00
Final price ind vat: 535.50
Final auto price ind vat: 535.50
Payment status: Not required
Reference material: 0
Source files number: 1
Target languages number: 3

Additional information about projects

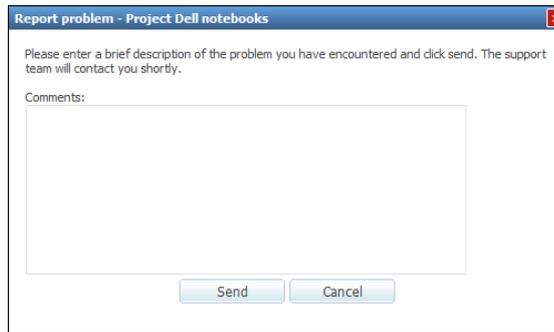
Clicking on the icon in the left hand column displays menu which provides access to view and manage the project.

	Dell notebooks
	Show metrics
Sho	- English(UK)
Sho	- French
	Show statistics
	- English(UK)
	- French
	Manaqe workflow
	- English(UK)
	- French
	Manage files
	- English(UK)
	- French
	Show Estimates
	Show General (Default)
	Delete project and project TM
	Delete project leaving TM
	Approve memory
	Archive project
	Approve leveraged segments
	Report problem

Context sensitive menu for projects

This menu allows you to:

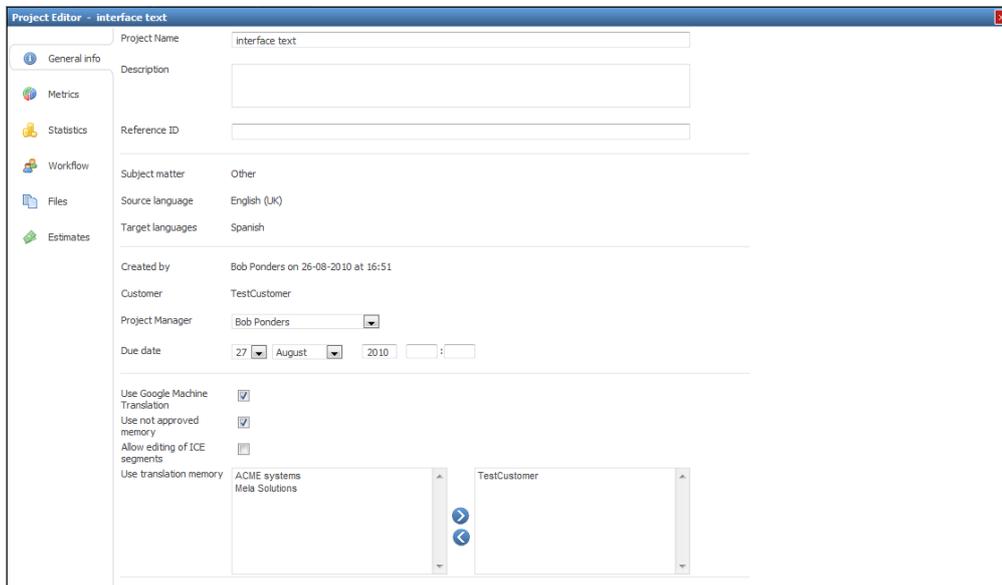
- View the metrics for each language.
- View the translator statistics for each language.
- Manage the project files, generating the target files and allowing downloading
- View the project estimates
- View the general details of the project.
- Delete the project with any TM that you generated with the project.
- Delete the project leaving the TM in place.
- Approve 100% leveraged matched segments so that they are turned from orange to green.
- Archive the project. This removes it from the current list of projects, but it may be restored at a later date.
- Approve the TM even if the project has not been completed.
- Report a problem you are experiencing with the project. Selecting this option brings up the following window. XTM sends this message to the XTM support team together with all the relevant information about the project to ensure a swift resolution.



Reporting a problem with a project

Project Editor

If you click on a project to a window with 6 sections appears enabling you to view and edit the details:



Project editor – General info

General info

This tab provides a description of the project, source and target languages, with the creation and due dates plus TM information. You may edit the project information in this window.

Metrics

This tab shows the metrics for each language in the project. The metrics are updated in real time and show the exact progress of the job through translation, correction and review. The values can be downloaded to the local PC as either a CSV file or in GMX/V format by clicking on the relevant button at the foot of the window.

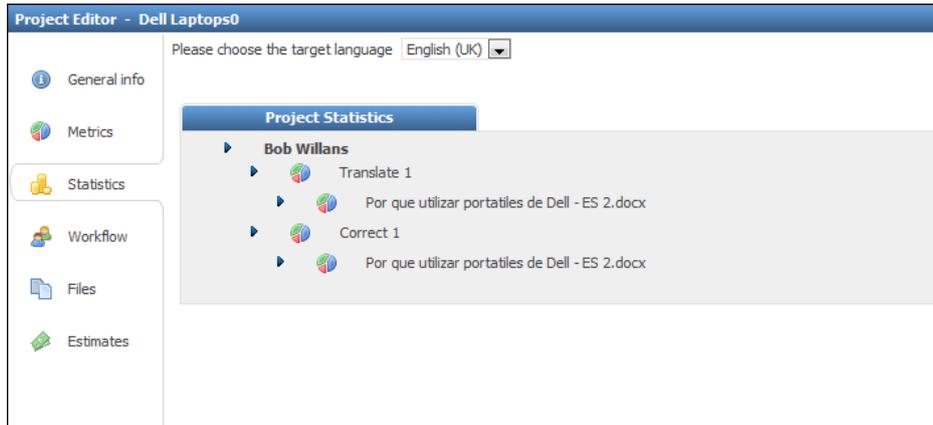
Por que utilizar portatiles de Dell - ES 2.docx						
Initial	Segments	Words	Word %	Characters	Characters %	Characters excluding spaces
Total count	27	493	100%	3028	100%	2558
Non-translatable	0	0	0%	0	0%	0
Translation memory matching						
ICE match	19	327	66%	2033	67%	1723
Leveraged match	0	0	0%	0	0%	0
95-99% Fuzzy match	0	0	0%	0	0%	0
85-94% Fuzzy match	0	0	0%	0	0%	0
75-84% Fuzzy match	0	0	0%	0	0%	0
Internal matching						
Repeat	0	0	0%	0	0%	0
95-99% Fuzzy repeat	0	0	0%	0	0%	0
85-94% Fuzzy repeat	1	26	5%	130	4%	130
75-84% Fuzzy repeat	0	0	0%	0	0%	0
No matching	7	140	28%	865	29%	705
Progress - Translate 1						
Done	19	327	66%	2033	67%	1723
To be done	8	166	34%	995	33%	835
To be corrected	0	0	0%	0	0%	0
Total progress						
Progress - Correct 1						
Done	19	327	66%	2033	67%	1723
To be done	8	166	34%	995	33%	835
To be corrected	0	0	0%	0	0%	0
Total progress						
Progress - Review 1						
Done	19	327	66%	2033	67%	1723
To be done	8	166	34%	995	33%	835
To be corrected	0	0	0%	0	0%	0
Total progress						

[Save as CSV](#)

A typical metrics window

Statistics

This tab gives information about the volume of words translated or reviewed by each linguist who has worked on the project. The information is supplied for each linguist, each step in the workflow and each file. The information is available for both the source and the target file. The data can be downloaded as a CSV file.



Statistics window.

SOURCE					
Initial	Segments	Words	Characters	Characters %	Characters excluding spaces
Total count	2	23	151	100%	130
Non-translatable	0	0	0	0%	0
Translation memory matching					
Modified ICE match	1	6	35	23%	30
Leveraged match	1	17	116	77%	100
95-99% Fuzzy match	0	0	0	0%	0
85-94% Fuzzy match	0	0	0	0%	0
75-84% Fuzzy match	0	0	0	0%	0
Internal matching					
Repeat	0	0	0	0%	0
95-99% Fuzzy repeat	0	0	0	0%	0
85-94% Fuzzy repeat	0	0	0	0%	0
75-84% Fuzzy repeat	0	0	0	0%	0

Save as CSV

TARGET					
Initial	Segments	Words	Characters	Characters %	Characters excluding spaces
Total count	2	16	116	100%	102
Non-translatable	0	0	0	0%	0
Translation memory matching					
Modified ICE match	1	4	22	19%	19
Leveraged match	1	12	94	81%	83
95-99% Fuzzy match	0	0	0	0%	0
85-94% Fuzzy match	0	0	0	0%	0
75-84% Fuzzy match	0	0	0	0%	0
Internal matching					
Repeat	0	0	0	0%	0
95-99% Fuzzy repeat	0	0	0	0%	0
85-94% Fuzzy repeat	0	0	0	0%	0
75-84% Fuzzy repeat	0	0	0	0%	0

Save as CSV

Statistics detail

Workflow

Clicking on the Workflow tab shows the following project overview window:



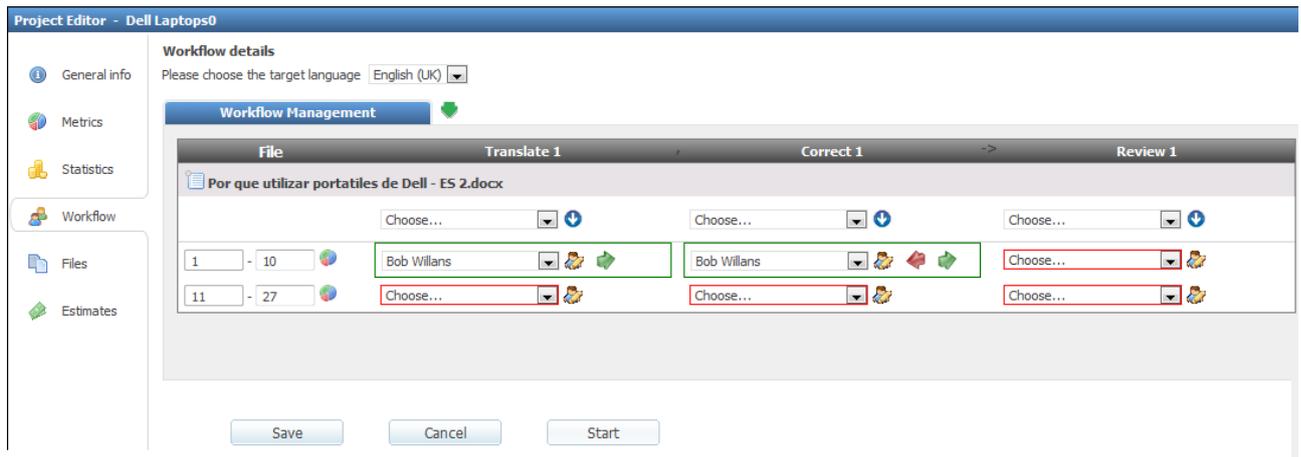
Workflow overview

If a language has resources allocated to it you can start the workflow for that language by clicking on the start all button.

When you select a language either from the pull down menu or by clicking on the relevant line in the table the work detail page opens

On this page project managers can carry out many functions relating to the workflow. You can:

1. Split the file into bundles
2. View the details of linguists
3. Allocate linguists to the various tasks
4. Move the jobs forwards and backwards in the workflow
5. Download and upload XLIFF files
6. Open the editor in either a read write or view only mode to view the task
7. View a report showing the changes made by correctors



Applying roles to Workflow stages

Splitting the file into bundles

It is possible to split a file into bundles of segments so that multiple linguists can work on the file concurrently so reducing throughput time. Initially the file is displayed with all the text segments in one bundle. To split the file into multiple bundles enter a lower number in the right hand box under the file name. As you click away from the box, XTM automatically creates a second bundle with the remaining segments.

Allocating linguists to tasks

The top line of the workflow management is a general line for the entire project. Using this line it is possible to allocate a translator or reviewer to all the files or bundles in the project in one go. Use the  icon to replace all the names that have been already set. The lines below relate to the individual files or bundles in the project.

To allocate a linguist:

1. Select the name from the pull down list on each task. Note only linguists with the correct language pair will be displayed.
2. Click on the  icon to open a window listing the details of the possible linguists. Then double click on the required name.
3. Select a name from the top pull down list to enter that name in all empty tasks, for all files, for that step.
4. Select a name from the top pull down list and click the replace all icon  to enter it in all tasks, for all files, for that step

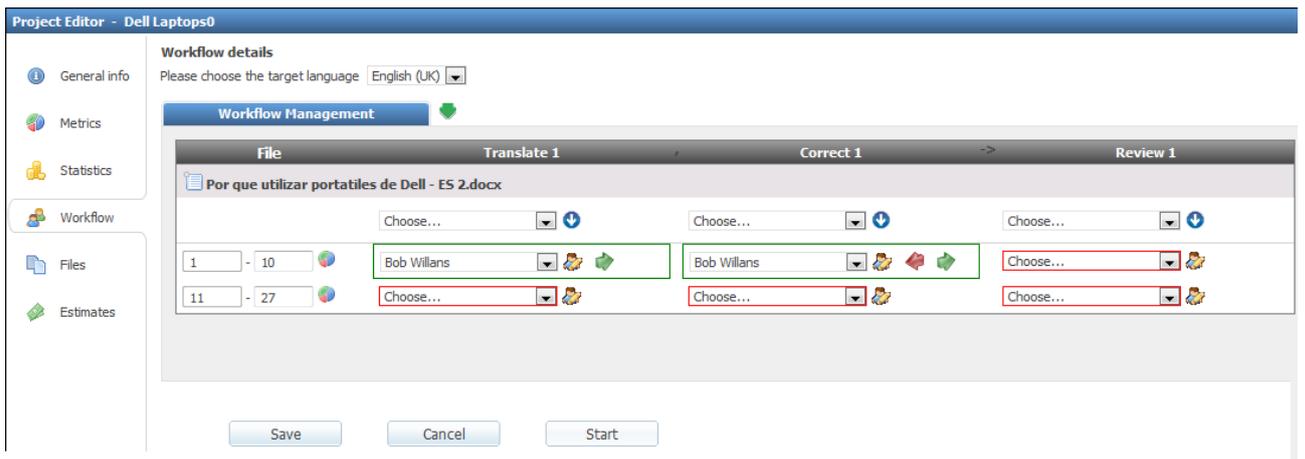
Saving and starting the workflow

When you have allocated linguists to the various tasks you must click the save button before navigating away from the screen.

When you want to start the workflow, click the start button. Note depending on which workflow you have selected a number of tasks will have a green surround. This indicates that the tasks are active and the linguists can work on them.

Finishing and rejecting tasks

The PM can move the file onto the next step in the workflow or send it back to the previous step.

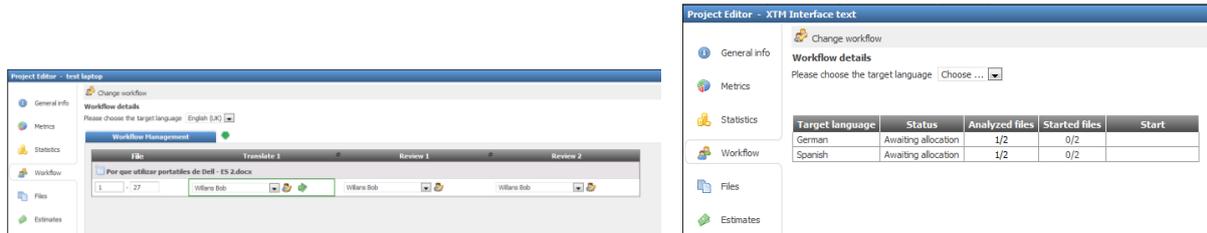


Managing the workflow

In the above image the tasks in Translate 1 Correct 1 are active. If you wish to finish either of them and move them onto the next step click the green arrow. Similarly, if you wish to send a task back to the previous step click on the red arrow. Remember to click the save button when you moved the file.

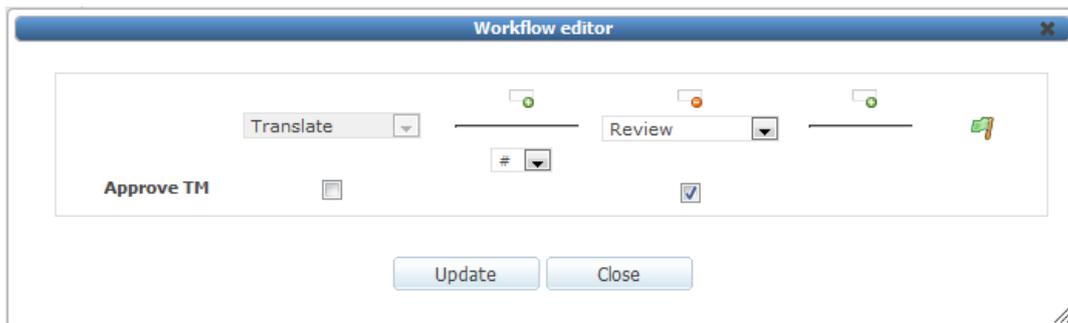
Modifying the workflow

Once a project has been created the workflow can be modified. Any modifications made are for all languages in the project, as it is not possible to have different workflows for different languages in one project. Within the Project editor on the workflow tab you will find a “Change workflow” button.



Windows showing the location of the change workflow button

Clicking on the “Change workflow” button brings up the following window:



Window to modify the workflow.

This window allows you to:

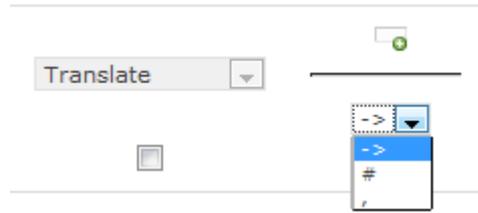
- Add additional workflow steps
- Determine the functionality of workflow steps
- Determine the blocking mechanism between steps
- Delete workflow steps
- Determine at which step the TM is approved. By default the TM is approved after the last step in the workflow.

To add a workflow step firstly decide where you want to insert the step and then click on the icon. A new step will appear and then select the function of the step from the pull down menu.



Selecting the function of a step.

Next determine the blocking mechanism between the steps by selecting the appropriate symbol from the pull down menu.



Selecting the blocking mechanism between steps.

As described previously:

The "," means that steps can be processed simultaneously.

The "->" means that the next step cannot be started until the previous step for that bundle is finished.

The "#" means that the next step cannot be started until the previous step for all the bundles have been completed.

To delete a step in the workflow click on the  icon

To determine at which step in the workflow the TM is approved click the relevant check box.

Email notifications

XTM sends out emails when certain events happen in the system particularly in relation to project progress. Below is a list of the events and people to whom the emails are sent.

XTM emails

EVENT	RECIPIENT				
	User	LSP Project Manager	Customer project manager	Linguist	Emails defined in the mail configuration file
New user created	4				
New project created (analysis finished)		4	4		
New task allocated		4*		4	
Task deactivated		4*		4	
Task finished		4*		4	
Task declined		4*			
Task opened		4*		4	
Task reassigned				4	
Password Reminder	4				
User activity report					4

Events marked with a * mean that the email is sent after an action by the linguist.

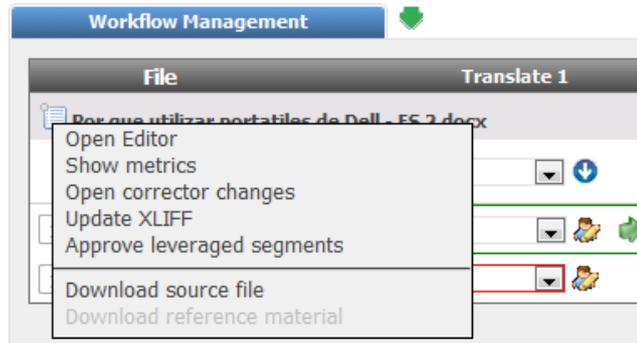
XTM Portal

Apart from the emails above XTM Portal also send out the following additional emails.

EVENT	RECIPIENT				
	User	LSP Project Manager	Customer project manager	Linguist	Emails defined in the mail configuration file
Customer contact request		4			
Customer project manager registered		4	4		
Payment processed		4	4		
Payment page accessed		4			

Workflow menu

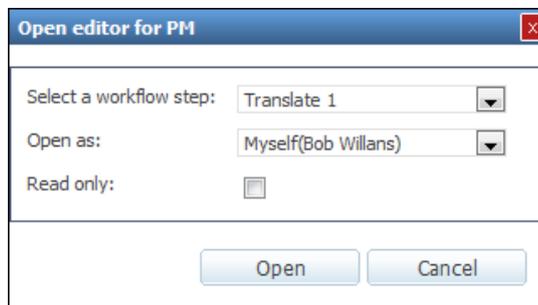
When you click on the icon by each file a menu appears allowing you to perform a number of actions.



Menu for each file in Workflow

Opening the editor

By selecting the menu item the PM can view the job in XTM Editor. The first window that opens allows you to select which step in the work flow you want to open, who you want to open the editor as and whether or not you want it to be read only or with full access.



Opening XTM Editor from with Workflow.

View the changes made by a corrector

By selecting the relevant menu item the PM can view the changes made by a corrector

ID	Source		Target
16	Combine 32 operaciones de mantenimiento y rendimiento en una única aplicación muy fácil de utilizar, el asistente Automated PC Tune-Up de Dell.	after translation:	Combine 32 maintenance and performance operations into one easy-to-use application, Dell Automated PC Tune Up.
		current:	Combine 32 maintenance and performance tasks into one easy-to-use application, Dell Automated PC Tune Up.
17	La exclusiva pantalla TrueLife de Dell potencia la claridad de imagen, da mayor viveza a los colores y ofrece una relación de contraste hasta un 10% superior a la de pantallas equivalentes con baño antideslumbramiento.	after translation:	A Dell exclusive TrueLife screen boosts image clarity, makes colours seem more vivid and offers a contrast ratio up to 10% higher than comparable displays with anti-glare coatings.
		current:	A Dell exclusive TrueLife screen boosts image clarity, makes colours seem more vivid and offers a contrast ratio up to 10% higher than comparable displays with anti-glare finishes.

Save as HTML

The report of changes made by the Corrector

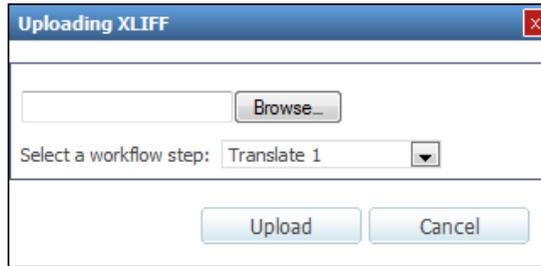
Downloading and uploading files

To download the source file or reference material for all the files in the project click the green arrow



. To download the source files or reference materials for one file select the relevant menu item.

To upload an XLIFF file after off-line translation or review select the menu item “Update XLIFF”. This brings up a window that allows you to select the file to upload and specify which step in the workflow has been completed.

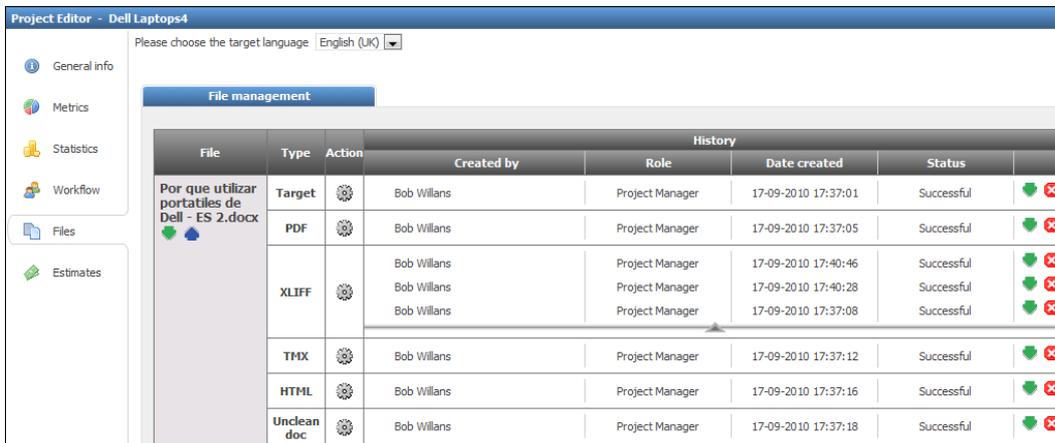


The XLIFF upload window

Approve leveraged segments. Selecting this option will change the status of all segments with 100% matches to done changing the colour from orange to green.

File management

In this tab you have complete control over the files in the project.



The File Management Window

Firstly select the target language that you wish to manage. Then in the table click on the relevant gear icon to generate any of the following files:

- Target
- XLIFF
- Multi-File XLIFF
- PDF preview
- TMX
- HTML preview
- Unclean Word (Contains source and target language)

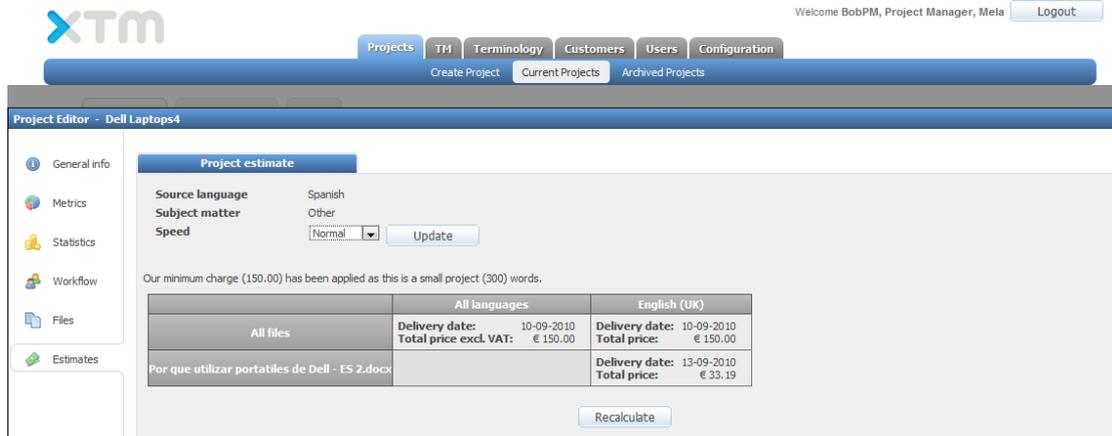
A history of the generated files is stored and displayed. To download a file click on the green arrow or to delete it from the system click on the red cross.

By default the most recent version of each file are visible. To view all the stored versions click on the downward pointing grey triangle. You can collapse the view again by clicking on the upward pointing grey triangle.

When the project contains multiple files by using the top section of the window for each source language you can generate and download all the different types of files for the project in one go. To facilitate off line translation there is also the option to download one XLIFF of all the files. After translation the Multi-file XLIFF can be uploaded again using the blue arrow.

To download the source file click on the green arrow by the source file name.

Estimates



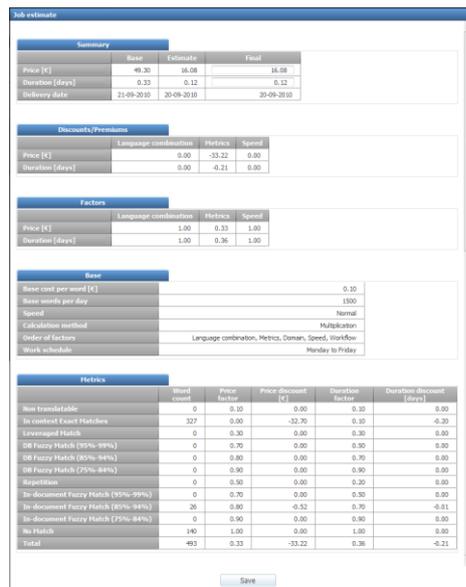
The Estimates Window

Estimates overview

In this tab you can view and edit the customer estimate for the project. It shows the cost and duration of the project and hence the delivery date. The estimate is available for

- The entire project (All languages)
- Per target language
- Per file

Clicking on any of these cells in the project estimate will display the details of the estimate. You can view the details of the project, each language and each job.



A job estimate Window

The estimate is calculated by XTM and then final values can be manually edited by the project manager.

Estimate parameters and factors

Initially a base cost and duration is calculated for the translation project and then a number of factors and parameters are applied to adjust this cost to give an exact estimate value. The parameters and factors that are used to calculate the cost and duration of the project are:

- Base cost per word or character
- Base number of words or characters per day
- Minimum word or character count for an estimate
- Minimum project charge
- Currency
- The calculation method
- Working schedule
- Whether or not VAT is applicable
- Duration rounding point
- Speed of delivery
- Metrics
- Language combination

The estimate factors are given a default value when XTM is set up, but are configurable at a customer level

Customer Editor - TestCustomer

Customer details

Estimate factors

Language Combinations

Basics	
Name	Value
Base cost per word	0.10
Base cost per character	0.01
Base words per day	1500
Base characters per day	15000
Minimum word count	300
Minimum character count	3000
Minimum charge	150.00
Minimum charge on discount	<input checked="" type="checkbox"/>
Currency	Euro <input type="text"/>
Calculation method	Multiplication <input type="text"/>
Work schedule	Monday to Friday <input type="text"/>
Paying VAT	<input checked="" type="checkbox"/>

Speed factor - Discounts		
Name	Price factor	Duration factor
Level 1	0.90	1.10
Level 2	0.70	1.30
Level 3	0.50	1.50

Speed factor - Premiums		
Name	Price factor	Duration factor
Level 1	1.10	0.90
Level 2	1.50	0.80
Level 3	2.00	0.70

Metrics factors		
Name	Price factor	Text per day factor
Non translatable	0.10	0.10
ICE Matches	0.00	0.10
Leveraged Match	0.30	0.30
DB Fuzzy Match (95%-99%)	0.70	0.50
DB Fuzzy Match (85%-94%)	0.80	0.70
DB Fuzzy Match (75%-84%)	0.90	0.90
Repetition	0.50	0.20
In-document Fuzzy Match (95%-99%)	0.70	0.50
In-document Fuzzy Match (85%-94%)	0.80	0.70
In-document Fuzzy Match (75%-84%)	0.90	0.90

Setting estimate factors for customers

Language combination factors can also be set by the administrator on a system wide level.

If the factors are not set for a customer then XTM will use the system default values. Each factor has a value which will affect the estimate.

- The default value is 1 and this will not affect the estimate value.
- Values great than 1 mean that estimate value will be increased.
- Values less than 1 means that the estimate value will be decreased.

Minimum charges

You can set a minimum word count, character count and a total minimum charge for a job.

Work Schedule

There are three options Monday to Friday; Monday to Saturday; Every day.

Delivery speed factors

There are seven delivery types shown below. For each of them, price and duration factors are specified.

- Normal
- Make it cheaper - level 1
- Make it cheaper - level 2
- Make it cheaper - level 3
- Make it faster - level 1
- Make it faster - level 2
- Make it faster - level 3

The default value for Normal is 1. This is the value taken when initially estimating a project.

Users can choose the delivery type when preparing an estimate for the project.

Users may change the delivery type and language combination factors for each job or for the whole project. The estimate is recalculated each time a language combination factor or delivery type is changed.

There is also a simplified implementation of these factors where the user has reduced set of options. Firstly there is a "Need it sooner?" button which increases the price (Make it faster - level II). If this is selected then you have another button "Need it cheaper?" Clicking this will set it back to Normal.

Rounding point

The rounding point is the decimal part of a day at which the number of days is rounded up rather than down. For example if the rounding point is set to .2 then any duration with a fractional number of days great than .2 will be rounded up so that 2.1 is rounded down to 2 but 2.3 is rounded up to 3. This value can be set by the project manager and should be a decimal value less than 1.

Metrics factors

For each of the following types of matched segment there is a price and duration factor.

- Non translatable
- Exact Matches
- Leverage matches
- TM fuzzy matches for three categories (75%-84%, 85%-94%, 95%-99%)
- Repetitions
- In document fuzzy matches for three categories (75%-84%, 85%-94%, 95%-99%)

Using each factor and the text count, XTM calculates a global metrics factor according to the following formula.

$$\text{Global metrics factor} = \text{Sum of (text type count/total text count * type factor)}.$$

The following is an example of a metrics factor calculation.

Metrics	Word count	Price factor	Discounts price factors	Duration factor	Discounts duration factors
Total	1000	1	1	1	1
Non Trans	100	0.1	0.01	0.15	0.02
ICE	150	0.2	0.03	0.25	0.04
Leverage	50	0.3	0.02	0.35	0.02
Fuzzy 99%	5	0.8	0	0.9	0
Fuzzy 94%	10	0.85	0.01	0.85	0.01
Fuzzy 84%	15	0.9	0.01	0.9	0.01
Repetitions	200	0.3	0.06	0.5	0.1
In doc 99%	1	0.8	0	0.8	0
In doc 94%	2	0.85	0	0.85	0
In doc 84%	3	0.9	0	0.9	0
No matching	464	1	0.46	1	0.46
TOTALS			0.61		0.67

Global Metrics Price Factor = 0.61

Global Metrics Duration Factor = 0.67

Language combination factors

The administrator is able to customise the language combinations for the entire system and the PM for each customer. This defines which languages pairs are available in the project creation window and also allows you to set the duration and price factors for each language pair. The customisation of language pairs is performed on the edit customer window and described in detail under Customer Editor section of this manual.

Customer Editor - TestCustomer

Source language: English (UK)

Language Combinations										
Target language	Price factor	Duration factor	Min charge factor	Min text count	Pricing method	Availability	Auto quoting			
Afrikaans (South Africa)	1.00	1.00	1.00	-1	Per word	Full	<input type="checkbox"/>			
Arabic	1.00	1.00	1.00	-1	Per word	Full	<input checked="" type="checkbox"/>			
Bengali	1.00	1.00	1.00	-1	Per word	Full	<input type="checkbox"/>			
Bulgarian	1.00	1.00	1.00	-1	Per word	Full	<input checked="" type="checkbox"/>			
Byelorussian	1.00	1.00	1.00	-1	Per word	Full	<input type="checkbox"/>			
Chinese (Simplified)	1.00	1.00	1.00	-1	Per word	Full	<input checked="" type="checkbox"/>			
Chinese (Traditional)	1.00	1.00	1.00	-1	Per word	Full	<input checked="" type="checkbox"/>			
Croatian	1.00	1.00	1.00	-1	Per word	Full	<input checked="" type="checkbox"/>			
Czech	1.00	1.00	1.00	-1	Per word	Full	<input checked="" type="checkbox"/>			

Setting language combination factors for customers

Estimate calculations

Base cost and duration calculation

Firstly XTM calculates a base cost and base duration for the project.

The base cost is calculated according to the formula:

$$\text{Base cost} = \text{Total count of words or characters} * \text{Base cost per words or characters.}$$

Base duration is calculated according to the formula:

$$\text{Base duration} = \text{Total count of words or characters} / \text{Base words or character per day}$$

Calculation method: Multiplication or Addition

Addition: All factors are added and then multiplied by the base cost according to the formula:

$$\text{Final price} = \text{base cost} * (1 + (\text{language combination factor} - 1) + (\text{metrics factor} - 1) + (\text{delivery type factor} - 1))$$

Multiplication: All factors are multiplied by the base cost according to the formula:

$$\text{Final price} = \text{base cost} * \text{language combination factor} * \text{metrics factor} * \text{delivery type factor.}$$

Job price duration and delivery date estimates

Job estimates are calculated after the job has been analysed and are based on all the factors previously described.

The estimated delivery date is calculated using the estimated duration time plus one day, the working schedule, and finally taking into account the configurable rounding point.

Initially the estimated price/duration and final price/duration equal to each other but the Project Manager can change the Final values after reviewing the estimate.

The Final Language combination delivery date and project delivery date are based on job estimates, so XTM stores the duration of each job. Since delivery dates cannot be summed up only the duration time (and not the delivery date) is modifiable at the job level.

Target language price duration and delivery date estimates

An estimate for each target language is calculated after all the jobs have been calculated, by summing the values for all the jobs in the target language.

Additionally the Minimum text (word/characters) factor is taken into account. If the sum of all jobs in current target language does not fulfil the minimum text count then the minimum charge is taken.

If the jobs fulfil the minimum text count then the parameter named "Minimum Charge On Discount" is checked. If the estimated price is lower than minimum charge, the minimum charge is taken as the estimated price.

After preparing the price as above, language combination level discounts are taken into consideration (as described in job level).

The calculated price is known as "Estimated price" and at this stage this is the final target language price. The estimated duration and delivery date is calculated in the same manner as for the Job duration and delivery date. Similar to the job calculation, only the duration time and not the delivery date is modifiable.

Project price, duration and delivery date estimates

The Project estimate is calculated by summing all the target language estimates.

Then the customer discounts are taken into consideration which may increase or decrease the estimates.

At the same time, project level discount rules are taken into consideration (as described in job part).

The calculated price is known as "Estimate" and at this stage is the same as the "Final" price which is modifiable by the Project Manager. The estimated duration and delivery is calculated in the same manner as the Job duration and delivery.

At this stage both the duration time and delivery date are modifiable.

The Project also has a Final Auto Price and Final Auto duration and delivery dates. However this feature must be switched on for each language combination.

Configuration:

User Details

This tab allows you to change your password, your personal details including interface language and your address and contact details.

1 Change password

Old password:

New password:

Re-enter new password:

2 Personal details

Title:

* First name:

* Last name:

Job title:

Username:

* Email settings:

Preferred language:

3 Address

Address 1:

Address 2:

City:

State / County:

Postcode / ZIP:

Country:

Phone 1:

Phone 2:

Mobile phone:

Fax:

WWW:

Skype:

MSN:

The User details window

6. XTM for Translators, Correctors and Reviewers

When a project manager assigns a job to you, XTM will send you an email to notify you of the task. Open the email and click on the link to open a browser and go to the XTM log on page. Enter your login name and password that was provided by your Project Manager. This will take you to the My Inbox screen.

My Inbox

All pending Translation Correction and Review tasks are listed on the “In progress” tab. Click on a task to open it in XTM Workbench.

The screenshot shows the XTM My Inbox interface. At the top, there is a navigation bar with 'My Inbox' and 'Configuration' tabs. Below this, there are buttons for 'New Tasks', 'In Progress', and 'Closed Tasks'. A search box is located above the task list. The task list table has columns for Project, File, Source, Target, Due date, Step, Role, and Segments. The tasks listed are for 'Test project', 'Dell Laptops2', 'Dell Laptops4', 'Dell Notebooks', and 'Dell Laptops0'. Each task has a green arrow icon in the Project column. At the bottom of the table, it says 'Showing 1 to 7 of 7 entries' and 'Show 20 entries'.

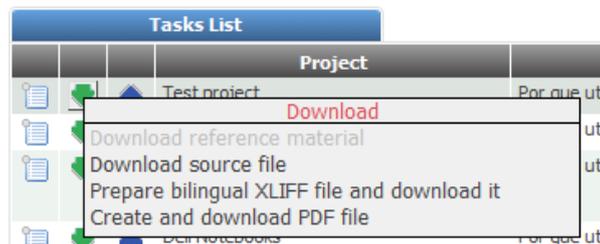
Project	File	Source	Target	Due date	Step	Role	Segments
Test project	Por que utilizar portátiles de Dell - ES 2.docx	Spanish	English (UK)	08-09-2010 00:00	Translate1	Translator	All: 1 - 27
Dell Laptops2	Por que utilizar portátiles de Dell - ES 2.docx	Spanish	English (UK)	08-09-2010 00:00	Translate1	Translator	All: 1 - 27
Dell Laptops4	Por que utilizar portátiles de Dell - ES 2.docx	Spanish	English (UK)	10-09-2010 00:00	Correct1	Corrector	All: 1 - 10 11 - 27
Dell Notebooks	Por que utilizar portátiles de Dell - ES 2.docx	Spanish	English (UK)	20-09-2010 00:00	Correct1	Corrector	All: 1 - 27
Dell Notebooks	Por que utilizar portátiles de Dell - ES 2.docx	Spanish	English (UK)	20-09-2010 00:00	Translate1	Translator	All: 1 - 27
Dell Laptops0	Por que utilizar portátiles de Dell - ES 2.docx	Spanish	English (UK)	20-09-2010 00:00	Translate1	Translator	All: 1 - 27
Dell Laptops0	Por que utilizar portátiles de Dell - ES 2.docx	Spanish	English (UK)	20-09-2010 00:00	Correct1	Corrector	All: 1 - 27

The inbox of a translator / reviewer.

The search box above the task list can be used to find a specific project. Type the full or partial project name and click search.

At the foot of the table the number of tasks is displayed. You are able to set how many of them are visible and navigate to the next page if available.

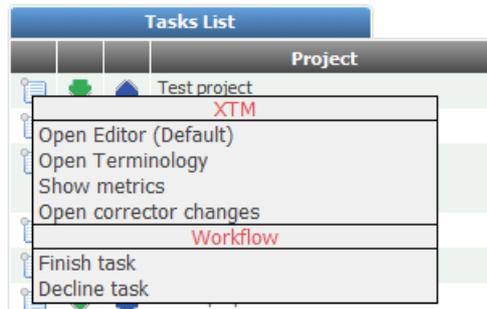
Clicking on the green arrow  allows you to download reference material if there is any, the source file, the bilingual XLIFF file or the pdf of the translated file.



Green arrow menu

The blue  arrow at the side of each file allows you to upload the XLIFF file after you have completed the translation off line.

The  icon at the side of each file brings up the following menu.



The task menu

This menu allows you to:

- Open the Editor
- Open Terminology - XTM Terminology opens in another window.
- Show Metrics which brings up the following window:

Metrics						
Por que utilizar portatiles de Dell - ES 2.docx						
Initial	Segments	Words	Word %	Characters	Characters %	Characters excluding spaces
Total count	27	493	100%	3028	100%	2558
Non-translatable	0	0	0%	0	0%	0
Translation memory matching						
ICE match	19	327	66%	2033	67%	1723
Leveraged match	2	42	9%	257	8%	217
95-99% Fuzzy match	0	0	0%	0	0%	0
85-94% Fuzzy match	0	0	0%	0	0%	0
75-84% Fuzzy match	0	0	0%	0	0%	0
Internal matching						
Repeat	0	0	0%	0	0%	0
95-99% Fuzzy repeat	0	0	0%	0	0%	0
85-94% Fuzzy repeat	1	26	5%	130	4%	130
75-84% Fuzzy repeat	0	0	0%	0	0%	0
No matching	5	98	20%	608	20%	488
Progress - Translate 1						
Done	20	344	70%	2149	71%	1823
To be done	7	149	30%	879	29%	735
To be corrected	0	0	0%	0	0%	0
Total progress						
Save as CSV						

A typical metrics window

The metrics are updated in real time and so show the progress of the project. You can download the metrics as either a CSV file or as GMX/V

- Open corrector changes to show the report detailing the changes made by the corrector
- Finish task. This moves the job on to the next stage of the workflow after you have completed the translation.
- Decline task. This allows you to refuse the task allocated to you by the project manager

Completing the task

After completing the translation, correction or review, and select “Finish task” from the menu described above.

This will have the following effects:

- The finished task will disappear from the “In-progress” list,
- The task will become visible in the “Closed tasks” list.
- The file will move to the next step in the workflow.
- An email will be sent to the PM advising of the change

Note that if a reviewer clicks finish task and the status of some units' is 'To be edited', the task will go back to the Translator.

Configuration

Under the Configuration tab you are able to set your details. This includes your password, your personal details such as email address and preferred language and your postal address telephone and other contact information.

The screenshot shows the XTM Configuration window. At the top, there is a navigation bar with the XTM logo on the left, a welcome message "Welcome BobTR, Reviewer/Corrector/Translator, Mela" in the center, and a "Logout" button on the right. Below the navigation bar are three tabs: "My Inbox", "Configuration" (which is active), and "User Details".

The "Configuration" section is divided into three numbered sections:

- 1 Change password**: Contains three input fields for "Old password:", "New password:", and "Re-enter new password:".
- 2 Personal details**: Contains several fields:
 - Title: A dropdown menu with "Mr" selected.
 - * First name: An input field with "Bob" entered.
 - * Last name: An input field with "Willans" entered.
 - Job title: An empty input field.
 - Username: An input field with "BobTR" entered.
 - * Email settings: An input field with "bob.willans@xml-intl.com" entered.
 - Preferred language: A dropdown menu with "English (UK)" selected.
- 3 Address**: Contains multiple input fields for:
 - Address 1:
 - Address 2:
 - City:
 - State / County:
 - Postcode / ZIP:
 - Country: A dropdown menu with "Choose..." selected.
 - Phone 1:
 - Phone 2:
 - Mobile phone:
 - Fax:
 - WWW:
 - Skype:
 - MSN:

At the bottom of the form is a "Save" button.

The User Details Window

XTM Workbench

XTM Workbench overview

In order to apply the translation memory, XTM segments the source document into sentences and phrases. The editor displays the document in four columns, which are from left to right:

1. Segment ID
2. The source language text
3. The target language text
4. Segment status

The screenshot shows the XTM web-based translator interface. At the top, there is a navigation bar with 'My Inbox' and 'Configuration' tabs. Below this, a status bar displays 'Project: Dell Laptops2', 'File: Por que utilizar portátiles de Dell - ES 2.docx', 'Role: Translator', and 'Segments: | 1 - 27 |'. The main content area is a table titled 'Translations' with the following columns: ID, Spanish, English (UK), and Status. The table contains 10 rows of translation segments. Row 6 is highlighted and expanded to show a detailed view of a translation match, including 'Source/Fuzzy source', 'Leveraged' matches, and 'Fuzzy target' matches with associated scores and icons.

ID	Spanish	English (UK)	Status
1	Por qué utilizar portátiles de Dell	Why use Dell laptops	M
2	Dell ofrece una amplia gama de portátiles, desde sistemas diseñados exclusivamente para la pequeña empresa hasta estaciones de trabajo móviles totalmente certificadas o factores de forma especializados como Tablet PC o portátiles reforzados.	Dell offers a wide range of laptops, from systems for small companies to portable workstations or specialised form factors like Tablet PCs or ruggedised laptops.	M
3	De esta forma podrá encontrar una oferta adecuada a sus necesidades y presupuesto, lo que le permitirá adquirir todos sus sistemas en un único proveedor y reducir su complejidad.	In this way you can find an offer to suit your needs and budget, which will enable you to purchase all your systems from one supplier and reduce complexity.	M
4	Dell tiene presencia mundial y presta un servicio de calidad en 130 países, las 24 horas del día, los 7 días de la semana.	Dell has a worldwide presence and provides a service in 130 countries 24 hours a day 7 days a week.	M
5	Éstas son las razones para elegir un nuevo portátil de Dell:	Here is why you should choose a new laptop from Dell:	M
6	<p>{1}La arquitectura inalámbrica de Dell puede ofrecer conexiones Wi-Fi más rápidas que los productos de la competencia {1}{2}{1}{2}.</p> <p>Source/Fuzzy source:</p> <p>Source: {1}La arquitectura inalámbrica de Dell puede ofrecer conexiones Wi-Fi más rápidas que los productos de la competencia {1}{2}{1}{2}.</p> <p>Fuzzy source: La arquitectura inalámbrica de Dell puede ofrecer conexiones Wi-Fi más rápidas que los productos de la competencia 1 .</p>	<p>{1}Dell's wireless architecture can provide Wi-Fi connections faster than competitive products {1}{2}{1}{2}.</p> <p>Leveraged:</p> <p>{1}Dell's wireless architecture can provide Wi-Fi connections faster than competitive products {1}{2}{1}{2}.</p> <p>{1}La arquitectura inalámbrica de Dellbox puede ofrecer conexiones Wi-Fi más rápidas que los productos de la competencia {1}{2}{1}{2}.</p> <p>Fuzzy target:</p> <p>Dell's laptops help remove more dead spots in the home or office than any other leading small business laptop provider 1 . 97%</p>	M
7	Los ordenadores portátiles de Dell son los mas avanzados en el mundo.	Dell Laptops are the most advanced in the world.	M
8	{1}Con los ordenadores portátiles de Dell se eliminan más puntos sin cobertura en casa o en la oficina que con los productos de la competencia {1}{2}{1}{2}.	{1}Con los ordenadores portátiles de Dell se eliminan más puntos sin cobertura en casa o en la oficina que con los productos de la competencia {1}{2}{1}{2}.	M
9	Un 93% de los usuarios consiguieron conectarse con éxito a una red utilizando el Asistente de red de Dell.	93% success rate of users using Dell Network Assistant to connect to a network	M
10	El porcentaje de éxito fue del 66% entre los usuarios que no lo utilizan {1}2{1}.	The success rate was 66% among users who do not use it {1}2{1}.	M

XTM web based translator interface

Translation Memory Matching

In the translation memory matching process XTM uses advanced text searching techniques based on the stem of the word. The matches are grouped as follows:

Translation memory matching:	Internal matching:
In Context Exact Match	Repeat
Leveraged match	95-99% Fuzzy repeat
95-99% Fuzzy match	85-94% Fuzzy repeat
85-94% Fuzzy match	75-84% Fuzzy repeat
75-84% Fuzzy match	

In Context Exact (ICE) matches

XTM is able to guarantee that if segments in the source text have not changed after an update, exactly the same target language translation may be used. In this case the status is set to green with the letter I to indicate In Context Exact match. This means that the translation does not need to be reviewed by a translator.

If XTM has an In Context Exact match then the target language box is automatically populated with the translation and the status field set to green.

100% leveraged matches

If XTM finds a 100% leveraged match for the source text in the TM, the target language box is automatically populated with the translation, but in this instance the status field is set to orange indicating that it needs to be checked.

Fuzzy matches

Fuzzy matches are displayed below the target language box, together with the match percentage. Also on the source side the current and fuzzy source are displayed with the differences between the two highlighted in red. The status for fuzzy matches is set to red.

TM Propagation

If you translate a segment that is repeated exactly later in the document, XTM will automatically insert the translation in the repeated segment. If it is a fuzzy match this will also be offered to the translator. This feature works for multiple translators working on the same document.

Machine translation matches

If XTM has not found a match for the segment in a previous project, the current document or the translation memory, by default the source language text is shown in both columns. If you find it easier you may set the target language box to blank in these cases by going to the translation section of the configuration tab and unclicking the box “populate target with source”. If the Project manager has selected to use Google machine translation, then in this case a Google match will be offered if available.

Translation Memory Match History

You can view details of the database match by clicking on it to display a pop up box

Terms

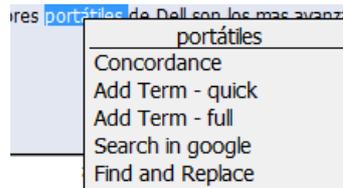
Existing terms appear in blue in the source segments. Clicking on a blue word will show the approved translation.



A highlighted term with translation

Context sensitive menu for text

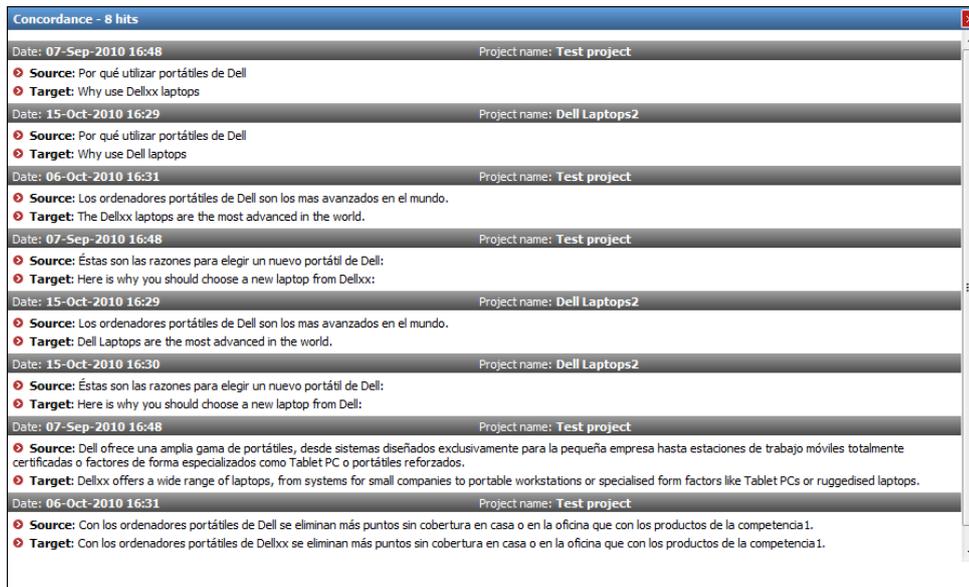
When you double click on a word in the source or target text to select it and then right-click, a context sensitive menu appears



Context menu for text

Concordance

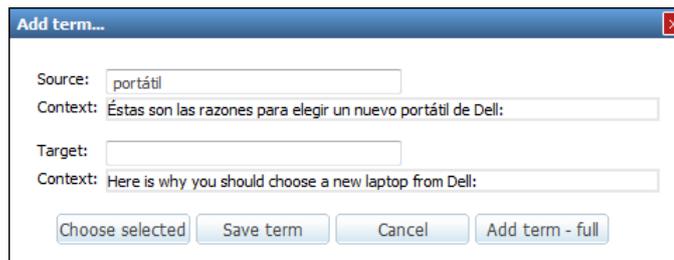
This option displays the latest source and target language phrases in the translation memory that include the linguistic stem of the chosen word. This allows translators to see how the word was translated previously. The various segments are shown in order of relevance



A typical concordance window

Add Term - Quick

To add a term to the terminology database while working within XTM Editor, highlight the word, then right-click it and choose “Add term – quick”. The window below appears.



Adding a term from the Editor

To enter a translation for the term, either type the translation in the target field, or highlight the translated term in the target segment supplied and click “Choose selected”. Click “Save term”.

Alternatively to open the full terminology window click the “Open terminology” button.

Add Term - Full

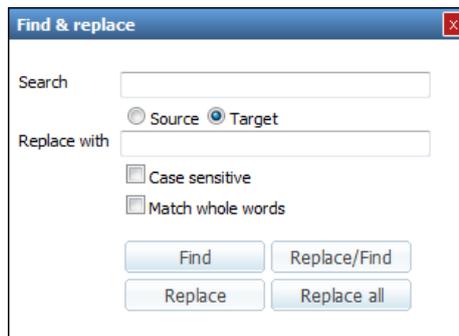
To open the full terminology window directly, select “Add term – Full” from the context menu for text. This enables you to enter data in all the fields for a term.

Search in Google

The “Search in Google” option opens a new window with an automatic Google search on the selected word.

Find and Replace

The find and replace menu item brings up the following window. Alternatively you can click on the  icon in the left hand tool bar.



The find & replace window

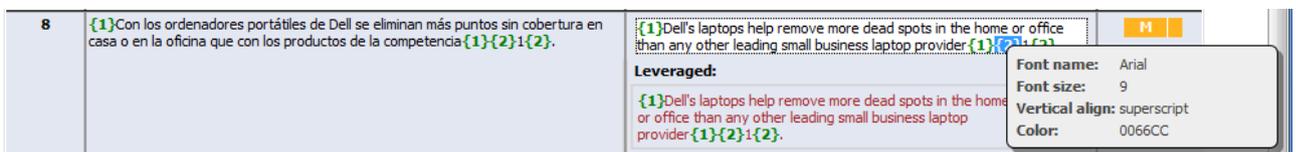
You can search for the word in either the source or target text, however in the source text you can only find the word and not replace it. Consequently the replace buttons are greyed out. You can also set XTM to search for case sensitive matches and whole matches only.

If you did not previously highlight the search word in XTM Editor, type it in the search box. Then type in the replacement word. Click the Find button. When the word is found the “Replace” and “Replace/Find” buttons change from grey to red. Next either click the “Replace” button to just replace this word, “Replace/Find” to replace the word and find the next or “Find” to leave this word unchanged and go to the next instance.

“Replace all” replaces all the words in the document. It is important to note that while a replace all action is taking place all the segments in the document will be locked and XTM Editor the segments will appear to be greyed-out. Depending on the size of the documents replace all can take several minutes.

Inline elements

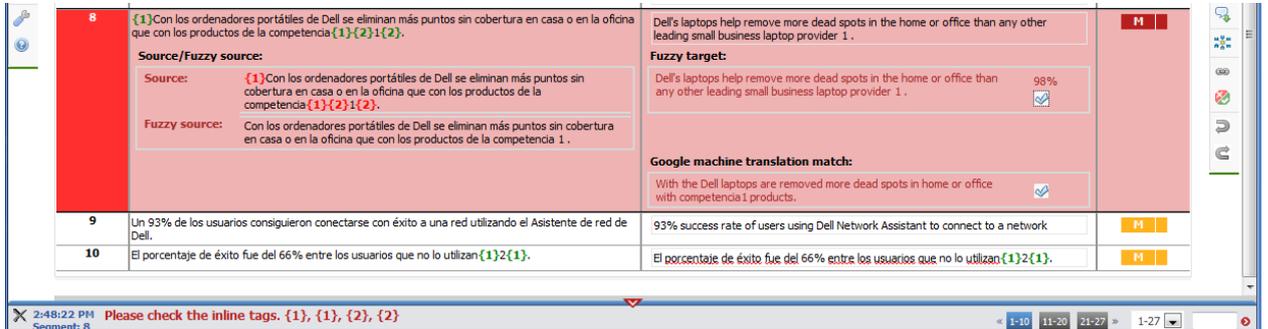
Inline elements, such as text formatting, are represented in the text by numbers in curly brackets e.g. **{1}**. For in line elements with content, the numbers in brackets come in pairs around the text and are green. When the source document is Microsoft Word, if you select the inline element a mouse over appears to display the meaning.



A Segment with inline elements

Those inline elements without content appear alone and are blue.

It is important to insert the correct number of matched inline elements in the target segment. This is achieved by putting the cursor in the desired location and typing Alt + number on your keyboard. If you are missing any inline elements the segment will be high-lighted in red and a message will appear at the bottom of the page. This must be corrected before leaving the document



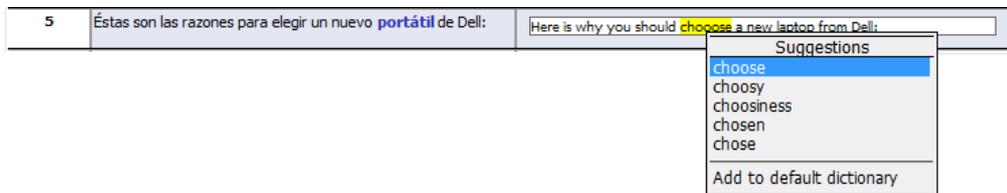
Segment with missing inline tag

Quality Assurance

The quality assurance checks happen automatically when you set a segment to translated or when you click one of the QA icons

Spell checking

If a spelling mistake is detected during the check then the word is highlighted in yellow. If you click on the word then XTM displays a number of suggested spellings for the word. Either select one of these words or add it to the custom default dictionary.



Correcting a spelling mistake

The spell checking utilises the open office dictionaries which cover more than 90 languages listed in Appendix 3. Separate custom dictionaries are created for each customer. This means that multiple translators working on projects for the same customer will use the same custom dictionary.

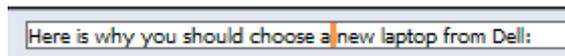
Other QA checks

Apart from checking the spelling the QA module also checks for:

- Identical source and target text
- Numbers missing in the target text present in the source text
- Missing spaces after punctuation
- Multiple punctuations

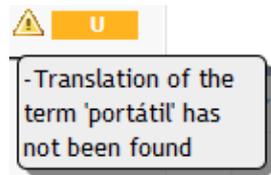
- Multiple spaces
- Numbers in words
- A missing space at the end of a sentence
- Spaces before punctuation marks
- The correct translation of terms
- Trailing spaces
- The number of opening brackets equals the number of closing brackets
- URLs are valid

When an error is corrected an orange mark is inserted.



Correcting multiple spaces

Alternatively a warning triangle appears next to the status box. If you place your cursor over the triangle then a description of the problem appears.



A typical QA warning

Other XTM Workbench Features

Centralising a segment

In order to view the last segments on a page in context with segments of the next page click the centralise segment icon .

Merging segments

In order to merge the current segment with the one above click the merge segment icon.  Use the same icon to demerge a merged segment. There are some rules governing the merging and demerging of segments:

- You cannot merge segments that belong to different paragraphs.
- When you need to merge more than two segments always start merging from the last segment – thus for example if you wish to merge segments 1, 2, 3, firstly merge segment 3 with 2 and then 2 with 1.
- The converse applies when demerging segments – start demerging from the first segment.
- You cannot merge a segment with another segment that is in a read only state.

Saving and Versioning

Every change that you make in a segment is automatically saved when you click away from the segment. XTM stores a full version history of each segment. There are two storage mechanisms:

1. The changed segment is automatically saved on the server as a file.
2. In addition the segment is saved locally in the temporary cache of the browser. This acts as a backup if the internet connection is down.

With these two saving mechanisms the  icon has two options:

1. Restore from local backup
2. Restore from previous server version

XTM adds to the history each time the segment is saved. You are thus able to view and restore any previous version of the translated segment by clicking on the undo and redo icons   in the right hand tool bar.

Entering translations

If there is no TM match, to enter your translation, simply click in target language box of the desired segment and type over any source text.

If there is a TM match click  to accept a fuzzy match and insert the translation into the target box. If the TM has been saved with inline elements there will be two options: click  to copy the match without inline elements and click  to copy the match with inline elements. In either case the text can then be edited as required.

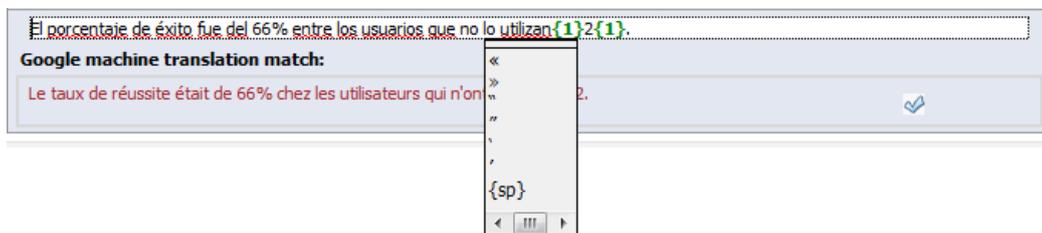
8	<p>{1}Con los ordenadores portátiles de Dell se eliminan más puntos sin cobertura en casa o en la oficina que con los productos de la competencia {1}{2}1{2}.</p>	<p>{1}Dell's laptops help remove more dead spots in the home or office than any other leading small business laptop provider {1}{2}1{2}.</p> <p>Leveraged:</p> <p>{1} Dell's laptops help remove more dead spots in the home or office than any other leading small business laptop provider {1} {2}1 {2}.  </p>
---	---	---

Selecting a TM match

Entering special characters in XTM Editor:

Sometimes translators need to enter characters that are not accessible from the keyboard, such as 'smart quotes'.

To enter characters that are special to the target language type alt+0. This will display a selection of characters for the given language including the default one - {sp}



The special character pop up

For other 'special' characters using the Character Map is the best solution:

From Windows->Start->Accessories->System Tools select the Character Map

In the Character Map application select the characters that you will be using frequently into the 'Characters to copy:' field. You can then copy and paste the characters into the XTM editor.

You can also type the ASCII code for the characters. Useful codes are:

- Alt+0132 for lower quote
- Alt+0147 for Left Double Quotation Mark
- Alt+0148 for Right Double Quotation Mark
- Alt+0139 for Single Left-Pointing Angle Quotation Mark
- Alt+0155 for Single Right-Pointing Angle Quotation Mark

- Alt+0128 for Euro Symbol

To enter these keystrokes you need to keep the Alt key pressed down, then on the numeric keypad press the number sequence.

Entering comments

To add a comment click on the  icon in the right hand tool bar. Enter the comment in the box that appears under the source text and click the save icon. The comment is saved with the name of the person adding the comment and a date time stamp.

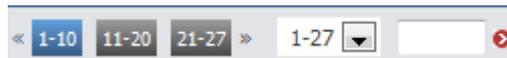


Adding a comment

To view the next segment with a comment, click on the next comment icon  in the right hand tool bar

Navigation within the document

Each page on the editor contains 10 segments. You can move to the next page by clicking on the range at the bottom of the page or selecting a range from the pull down list. Alternatively you are able to go to a specific segment by entering the segment number in the empty box.



The navigation panel at the bottom and top of the page

When you have a page open other translators will be able to view this page, but they will find that the segments are locked and they will not be able to make any changes.

Segment status

Segment status overview

The right hand column displays information about the status of the segment and origin of the target text.

The background colour represents the current status of the segment. The meaning of the colours is as follows:

COLOUR	STATUS OF STEP	MEANING
RED	TO BE TRANSLATED TO BE REVISED TO BE REVIEWED	The segment requires the linguist's attention.

YELLOW	TO BE CHECKED	The segment is non-translatable or is a 100% leveraged match
BLUE	TO BE CORRECTED	The segment has been rejected by one step (e.g. Review) and needs to be corrected by the previous step.
GREEN	TRANSLATED REVISED REVIEWED	The segment has been completed by the linguist
	COMPLETED	The segment is an 'In context exact' (ICE) match, or has been merged with the one above

The letter in the status box remains the same throughout the workflow and refers to the original matching type of the text: The meaning of the letter is as follows:

LETTER	MATCHING TYPE
U	Unmatched
M	Matched
I	In context exact match (ICE)
N	Non-translatable

The status of the previous and following steps



A segment showing the status of the previous, current and next step.

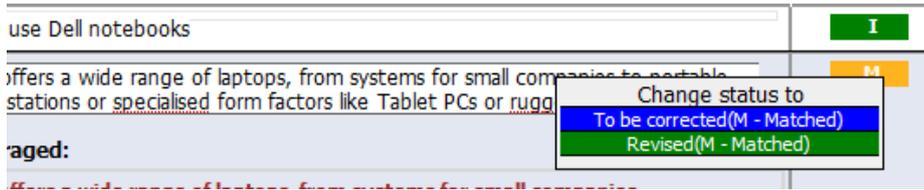
The status column can display the status of the previous current and next step in the workflow by dividing the coloured block into sections. In the example above the first step is completed, while the current and next step require attention.

Changing the status of segments

You can set XTM to change the segment status automatically or alternatively you can manually set the status.

If the system is configured to change the status of the segment automatically, when you leave the segment the status will change. How to set the status change to automatic is described in chapter 5 in the configuration section.

If the status change is not set to automatic then you may change the status using the keyboard shortcut Alt ++ or by clicking on the box itself and selecting translated/revised/reviewed from the context menu.



A reviewer changing the status of a segment

Translation Memory Updates

The translation memory database is automatically updated when a translator modifies the target and leaves a segment. All subsequent modifications to the translation automatically update the TM.

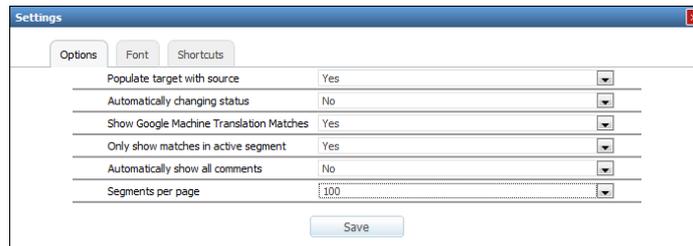
By default if there are multiple steps in the workflow then the TM entry is initially set to “unapproved”. When the final step in the workflow has been completed the TM entry is automatically set to “approved”. Alternatively if the workflow has been modified then the TM will be set to “approved” at the step specified.

If the source and target segments need to be the same, the translator should set the segment status to “translated” in order to save the translation in the TM.

Configuration

There are 3 tabs in the configuration window: Options, Font and Shortcuts

Options



The configuration window - Options

6 areas of functionality can be set under options:

- Populate target with source
- Automatically change status
- Show Google machine translation
- Show matches in active segment
- Expand all comments when the page is opened
- The number of segments displayed per page

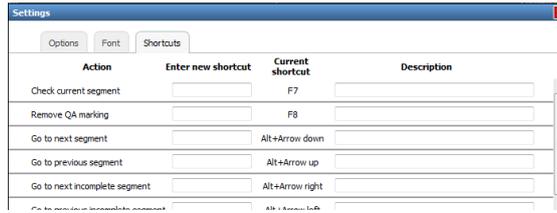
Fonts



The configuration window – Fonts

The fonts used in the editor can be set here.

Keyboard shortcuts



The configuration window – Shortcuts

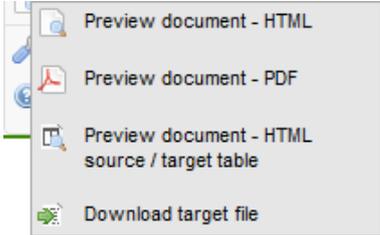
The default settings are shown below however they may be customised by typing in new shortcuts in this window.

Description	Shortcut
Check current segment	F7
Remove QA marking	F8
Go to next segment	Alt+Arrow down
Go to previous segment	Alt+Arrow up
Go to next incomplete segment	+Arrow right
Go to previous incomplete segment	Alt+Arrow left
Add a comment	Alt+c
Show next segment with a comment	Alt+.
Show previous segment with a comment	Alt+,
Merge with the segment above	Alt+Page up
Set/Unset as nonequivalent	Alt+/-
Set segment as completed & go to next incomplete segment	Alt++
Set segment as incomplete	Alt--
Clear the target segment	Alt+Delete
Copy source text to target text	Alt+Insert
Logout	Alt+Q
Show tag popup	Alt+0
Write first inline tag	Alt+1
Write second inline tag	Alt+2
Write third inline tag	Alt+3
Write fourth inline tag	Alt+4
Write fifth inline tag	Alt+5
Write sixth inline tag	Alt+6
Write seventh inline tag	Alt+7
Write eighth inline tag	Alt+8
Write ninth inline tag	Alt+9
Get next version	Alt+]]
Get previous version	Alt+[[
Show metrics	Alt+Enter
Show find and replace	Alt+f
Run QA on this page	F9
Go to next page with QA warnings	F10
Write match with inlines (If multiple matches selects best one)	Alt+i
Write match without inlines (If multiple matches selects best one)	Alt+m
Open concordance	Alt+\
Go to next page	Ctrl+Page down
Go to previous page	Ctrl+Page up
Close popup	Esc

Toolbars

Left hand tool bar

The left hand tool bar relates to the page or file.

Icon	Action	Description
	Quality Assurance	Checks spelling and QAs all the segments on the page.
	Quality Assurance	Checks the whole document and goes to the next page with QA warnings.
	Find & Replace	Brings up the Find & Replace window.
	Metrics	A pop-up window with statistics about the translated document and progress in translation process. Includes Matching and number of text units.
	Preview	A menu appears that allows you to preview the document as HTML, PDF, Tabular HTML or the target file.
		
	Customisation	Customise XTM Editor functionality, appearance and keyboard shortcuts.
	Help	Description of all the system's functions.

Right hand tool bar

The right hand tool bar relates to individual segments.

Icon	Action	Description
	Quality Assurance	Checks spelling and punctuation. Is also triggered by clicking F7 or works automatically when moving to the next segment.
	Next incomplete translations	Moves user to the next incomplete translation (the next unit with a red status)
	Add comment	Creates a field in the source segment to insert a comment.
	Go to segment with comment	Moves user to the next segment with a comment.
	Centralize this unit	Puts the chosen segment in the centre of a page.
	Merge	Merges chosen segment with the unit above.
	Set as non-equivalent in TM	Sets a segment (a source-target pair) as non-equivalent in the Translation Memory and will not be reused. Clicking again undoes this action.
	Versioning (Undo)	Shows the previous version of the translated segment. There are 2 options: <ol style="list-style-type: none"> 1. Restore from local backup 2. Restore from previous server version
	Versioning (Redo)	Shows the next version of the translated segment.

The concordance Tab

The concordance tab will be present for a linguist if the system administrator activates it under the Configuration tab > Server settings > Translation. This window allows users to have access to concordance even when they are not using XTM Editor.

By entering a word or phrase and clicking the search button XTM will display all occurrences and context of the word or phrase in the document and also the TM. By default the XTM searches on the stem of the word, but by clicking the box you can force it to search only for exact matches. You can also determine whether the search is with the TM for a specific customer or the whole TM.

The screenshot shows the XTM web interface. At the top, there's a navigation bar with tabs: My Inbox, Concordance (selected), TM, Terminology, and Configuration. A search form is visible with the following details:

- Phrase: Exact match
- Customer:
- Language combination: Spanish English (UK)
- Buttons: Search, Reset

Below the search form, a list of search results is shown. Each result includes a date, project name, customer, and source/target text pairs. The word 'portátiles' is highlighted in red in the source text.

Date	Project name	Customer
11-Feb-2011 17:10	test laptop	Ponders
<p>Source: Por qué utilizar portátiles de Dell</p> <p>Target: Why use Dell laptops</p>		
11-Feb-2011 17:08	test laptop	Ponders
<p>Source: Éstas son las razones para elegir un nuevo portátil de Dell:</p> <p>Target: Here is why you should choose a new laptop from Dell:</p>		
11-Feb-2011 17:08	test laptop	Ponders
<p>Source: Los ordenadores portátiles de Dell son los mas avanzados en el mundo.</p> <p>Target: Dell Laptops are the most advanced in the market.</p>		
11-Feb-2011 17:08	test laptop	Ponders
<p>Source: Los ordenadores portátiles de Dell son los mas avanzados en el mercado.</p> <p>Target: Dell Laptops are the most advanced in the market.</p>		
31-Jan-2011 17:25	Laptops	Ponders
<p>Source: Dell ofrece una amplia gama de portátiles, desde sistemas diseñados exclusivamente para la pequeña empresa hasta estaciones de trabajo móviles totalmente certificadas o factores de forma especializados como Tablet PC o portátiles reforzados.</p> <p>Target: Dell offers a wide range of laptops, from systems for small companies to portable workstations or specialised form factors like Tablet PCs or ruggedised laptops.</p>		

The concordance tab

7. XTM Terminology

Click on the Terminology tab and then select the Customer for whom you wish to run the Terminology Manager. In this section you can add, view, edit and delete terms. You can also add translations to existing terms or import and export terminology in CSV, TBX, or MTF file format.

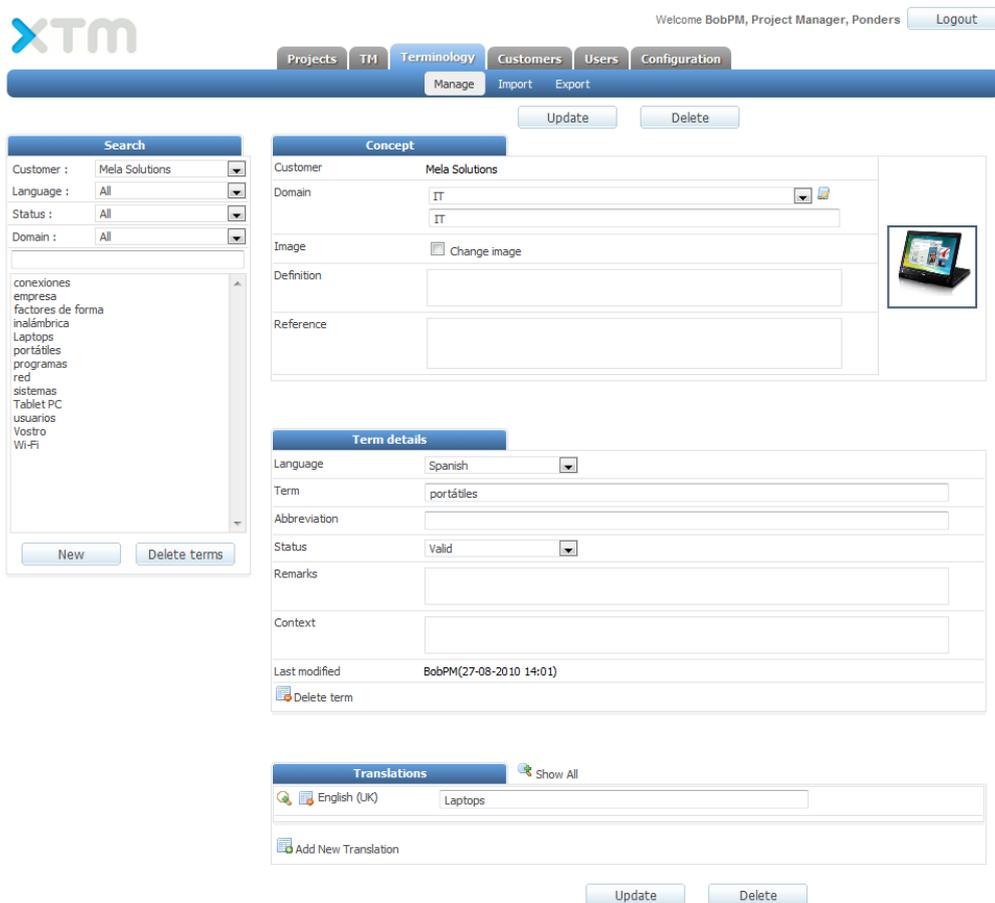
Searching for terms

You can find and view a group of terms by selecting values in the Search area on the left of the window. You may enter a language, status, domain or text string. The found terms are then displayed in the list box below.

Displaying terms

Clicking on a term in list of terms displays the details of the term on the right hand side. Each term has a “Concept” with the following fields: domain, definition reference and an image. Then for each language there are the following fields: language, term, abbreviation, status, remarks, context, customer and last modified.

You can view the details of each translation by clicking on the  icon or to view all the details click on the  icon



Viewing a term in the Terminology Manager

Adding and deleting terms and translations

To add a term click on the “New” button. Enter the details of the term and the translations and then click “save” or “Save & new”. Terms can also be added directly from the translation editor. Additional translations can be added to an existing term by clicking on the “Add new translation” button and then clicking on the red Update button.

Individual translation may be deleted by clicking on the  icon and the whole term with all the translations can be deleted using the red Delete button

Importing Terms

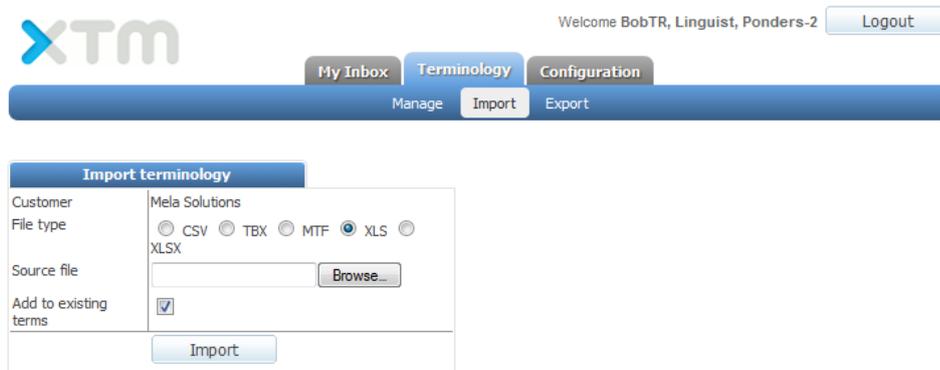
To import terms click on the Import Terminology tab. When importing via a csv file the file should be tab separated and have the following column headings:

language_code1 | abbreviation | comment | context | status | last_mod_by | last_mod_date | language_code2 | abbreviation | comment | context | status | last_mod_by | last_mod_date | language_code3 | abbreviation | comment | context | status | last_mod_by | last_mod_date | domain | definition

where “|” = a tab

While there are 3 languages shown here you may have any number of languages. Language code1 should for example be en_GB or pl_PL. This column contains the terms for that language.

If you use Excel, to ensure your file is in the correct format, you should save the file as Unicode Text (*.Txt) to ensure the correct encoding.



Importing terms in the Terminology Manager

Exporting Terms

To export terms select the main language and if you wish the desired translation language, status and domain. Preview the results and then select the desired file type. If you choose CSV, you can select which columns you would like to export. To do this, check the box next to the column title. Finally click Export and save the file in your desired location.

XTM User Manual – Terminology

The screenshot shows the 'Export Terminology' window in the XTM Terminology Manager. The interface includes a navigation bar with 'Projects', 'TM', 'Terminology', 'Customers', 'Users', and 'Configuration'. The 'Terminology' tab is active, showing 'Manage', 'Import', and 'Export' sub-tabs. The 'Export Terminology' window has the following fields and options:

- Customer: Mela Solutions
- Main Language: All
- Translation Language: All
- Status: All
- Domain: All

A 'Preview' button is located below the filter fields. The preview area displays a list of terms:

- conexiones
- empresa
- factores de forma
- inalámbrica
- portátiles
- programas
- red
- sistemas
- Tablet PC
- usuarios
- Vostro
- Wi-Fi

Below the preview, the 'File type' section has radio buttons for CSV (selected), TBX, and MTF. The 'Columns to export' section includes checkboxes for:

- Abbreviation
- Context
- Domain
- Last modification date
- Reference
- Remarks
- Definision
- Last modified by
- Status
- Check all

An 'Export' button is at the bottom of the window.

Exporting terms in the Terminology Manager

8. XTM TM Manager

Finding and editing segments in the TM

Click on the TM tab. In this screen you can search for and modify segments, perform quality assurance including the spellchecker and import and export translation memory (TMX).

The translation memory is tagged by customer, project and document so it is first necessary to select the customer for whom you wish to run the TM Manager.

Next carry out a search to find the segments that you wish to manage by entering the search criteria and click on the search button.

It is possible to search by the following fields: customer, source language, project, target language, segment ID, status, creation date and phrase. If you enter a search phrase you need to specify whether you are searching in the source or target segment. You can also have the option of using stemming in your search. Note that the “Search phrase” field is case sensitive.

The number of segments found and the segments themselves are displayed in the lower half of the screen.

Once you have found the desired segments you can edit the target phrase manually, change the segment status or use the find and replace feature. To use find and replace enter the word or words to be changed in the “Search phrase” field and the word or words to replace them in the “replace with” field. Then use a combination of replace and next buttons or the replace/next button to work through the segments. If you want to replace all the segments in one go without checking them further, click the “Replace all” button. XTM will display a message to say how many segments have been changed.

If you wish to delete all the found segments click the “Delete” button.

The screenshot shows the XTM TM Manager interface. At the top, there are navigation tabs: Projects, Customers, Users, TM (selected), Terminology, and Configuration. Below these are sub-tabs: Manage, TMX import, and TMX export. The search filters are set to Customer: Ponders, Source language: English (UK), Project: All, and Target language: Spanish. The Status is set to All. There are buttons for Search, Replace, Next, Replace/Next, Replace all, and Delete. Below the filters, a table displays 106 memory segments found. The table has columns for Segment ID, English (UK), Spanish, and Status.

Segment ID	English (UK)	Spanish	Status
1715	Unknown exception while analyzing the file.	Excepción desconocida al analizar el archivo.	Not approved
1716	This file is read-protected.	Este archivo está protegido contra lectura.	Not approved
1717	Please enable read access to this file.	Por favor, activa el acceso de lectura a este archivo.	Not approved
1469	Stacktrace	Stacktrace	Not approved
1465	For security reasons your session has expired.	For security reasons your session has expired.	Not approved
1463	Save	Guardar	Not approved
1467	Success	Success	Not approved
1471	Unlimited	Unlimited	Not approved
1475	Yes	Yes	Not approved
1341	Cluster id	Identificación del cluster	Not approved

TM Manager

Left hand tool bar

The left hand tool bar relates to all the segments displayed on the current page.

Icon	Action
	Delete all segments on this page

Right hand tool bar

The right hand tool bar relates to individual segments.

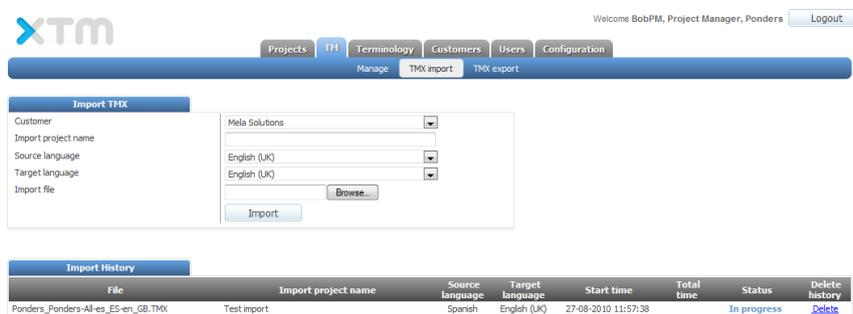
Icon	Action
	Performs QA check on current segment
	Delete current segment
	QA current segment
	Revert to original status

Importing a translation memory

To import a TMX file into XTM click on the TMX import tab and then complete the fields.

- Select the customer name from the pull down list
- Give the import project a name.
- Set the source and target languages,
- Click on the browse button to locate the TMX file you wish to import,
- Click the import button.

A new record in the import history section is created that displays the status of the import. The status changes from “in progress” to “done” when the import is complete.



The TMX Import Window

Exporting a translation memory

To export a translation memory as a TMX file click on the TMX export tab select the source language, project and target language and then click the export button. The TMX file is downloaded as a .ZIP

XTM User Manual – TM Manager

The screenshot displays the XTM TM Manager interface. At the top left is the XTM logo. The top right shows a user greeting: "Welcome Bob-PM, Project Manager, Ponders" and a "Logout" button. A navigation bar contains tabs for "Projects", "TM", "Terminology", "Customers", "Users", and "Configuration". Below this is a sub-menu with "Manage", "TMX import", and "TMX export".

The "Export TMX" window is open, showing a form with the following fields:

- Customer: Mela Solutions
- Source language: ----- choose -----
- Project: All
- Target language: Abkhazian

An "Export" button is located at the bottom of the form.

Below the form is the "Export history" table:

Project Name	Source language	Target language	Start time	Total time	Status	Delete history
All	Spanish	English (UK)	27-08-2010 11:59:58		In progress	Delete

The TMX Export Window

9. XTM for Customers

XTM Portal

Overview

XTM Portal allows end customers to create their own new translation projects via the web. To do this they can:

- Upload documents, set languages, set the speed of a job.
- View metrics of the job and receive quotes.
- Adjust the cost according to delivery speed requirements
- Accept the quote and pay online
- Register to have limited access to XTM Project manager, TM Manager and Terminology

XTM Portal has been designed so that its look and feel appearance can be customised to of the house style of the LSP. It also provides extensive opportunity for inserting your own instructions and marketing information.

The quotation process

Requesting a quote

The screenshot shows the XTM Portal interface for requesting a quote. At the top right, there are links for 'Register' and 'Project manager'. The main navigation bar includes 'Home', 'Request quote' (active), 'FAQ/Help', and 'Contact'. A language dropdown is set to 'English (UK)'. The form is structured as follows:

- 1 Files for translation**: Contains an 'Add source file' section with a file path 'C:\Users\BobWillans\Desktop\XTM Demo Docs\Documents\...' and a 'Browse...' button. Below it is a 'Paste text' input field.
- 2 Set languages**: Features a 'Source language' dropdown menu set to 'Spanish'. The 'Target language(s)' section shows a list of languages including Chinese(Traditional), Croatian, Czech, Danish, Dutch (highlighted), Finnish, and French. A 'Target language(s)' dropdown is set to 'English(UK)'.
- 3 Additional information**: Includes a 'Reference material' field with a 'Browse...' button and a 'Remarks' input field.

A 'Request quote' button is located at the bottom center of the form.

XTM Portal Quotation Request

The quotation

Home Request quote FAQ/Help Contact

English (UK)

QUOTE SUMMARY

Project ID: project4931
 Price: € 150.00
 VAT (19 %): € 28.50
 Total: € 178.50
 Delivery date: 28-01-2011
 Files for translation: Por que utilizar portátiles de Dell - ES 2.docx
 Reference material:
 Source language: Spanish
 Target language(s): English (UK)
 Remarks:

Speed of delivery: Normal

Quote info

Do we have to pay VAT?
 The quote summary includes VAT. If you are an EU VAT registered company or from outside the EU you maybe VAT exempt. You will be able to set this on the next page and then VAT will not be added to the total.

What payments do you accept?
 XTM portal offers payment via credit card or Paypal. Registered users can also open a company account.

Can I lower the cost of translation?
 Yes. You can set the speed field to one of the cheaper settings and then click recalculate.

Can I receive my translation more quickly?
 Yes. You can set the speed field to one of the faster settings and then click recalculate.

QUOTE DETAILS

Our minimum charge has been applied as this is a small project.

	All languages	English (UK)
All files	Delivery date: 28-01-2011 Total price excl. VAT: € 150.00	Delivery date: 28-01-2011 Total price: € 150.00
Por que utilizar portátiles de Dell - ES 2.docx		Delivery date: 28-01-2011 Total price: € 72.81

XTM Portal Quotation Summary

The customer has the option of changing the speed of delivery of the translation which will increase or decrease the cost.

By clicking on the cells in the quote details more information about the estimate is displayed.

Job estimate

Summary			
	Base	Estimate	Final
Price [€]	49.30	48.54	48.54
Duration [days]	0.33	0.32	0.32
Delivery date	26-01-2010	26-01-2010	26-01-2010

Discounts/Premiums			
	Language combination	Metrics	Speed of delivery
Price [€]	0.00	-0.76	0.00
Duration [days]	0.00	-0.01	0.00

Factors			
	Language combination	Metrics	Speed of delivery
Price [€]	1.00	0.98	1.00
Duration [days]	1.00	0.97	1.00

Base	
Base cost per word [€]	0.10
Base words per day	1500
Speed of delivery	Normal
Calculation method	Multiplication
Order of factors	Language combination, Metrics, Domain, Speed, Workflow
Work schedule	Monday to Friday

Base	
Base cost per word [€]	0.10
Base words per day	1500
Speed of delivery	Normal
Calculation method	Multiplication
Order of factors	Language combination, Metrics, Domain, Speed, Workflow
Work schedule	Monday to Friday

Metrics					
	Word count	Price factor	Price discount [€]	Duration factor	Duration discount [days]
Non translatable	0	0.10	0.00	0.10	0.00
In context Exact Matches	0	0.00	0.00	0.10	0.00
Leverage Match	0	0.30	0.00	0.30	0.00
DE Fuzzy Match (95%-99%)	0	0.70	0.00	0.50	0.00
DE Fuzzy Match (80%-94%)	0	0.80	0.00	0.70	0.00
DE Fuzzy Match (75%-84%)	0	0.90	0.00	0.90	0.00
Repetition	0	0.50	0.00	0.20	0.00
In-document Fuzzy Match (95%-99%)	0	0.70	0.00	0.50	0.00
In-document Fuzzy Match (80%-94%)	38	0.80	-0.76	0.70	-0.01
In-document Fuzzy Match (75%-84%)	0	0.90	0.00	0.90	0.00
No Match	455	1.00	0.00	1.00	0.00
Total	493	0.98	-0.76	0.97	-0.01

Details of the quotation

The items displayed on this page can be customised to your needs. By clicking on the “Proceed to checkout” button the customer is taken to a page where they can enter their details. This information is used to create a basic account in XTM for the user.

Payment

VAT / billing address

- We are an EU registered business and wish this sale to be VAT exempt. Please find my VAT No. below. We will account for VAT in our own country under the reverse charge procedures.
- Our billing address is outside the EU and we will deal with our own VAT obligations.
- We have a billing address in or I am not VAT registered (VAT included on the invoice).

Title: Mr

First Name: Robert

Last Name: Wilans

Job Title:

Username: BobCU

Email address: bob.wilans@mela.co.uk

Confirm email address: bob.wilans@mela.co.uk

Company / Organization: mela

Address: Ponders

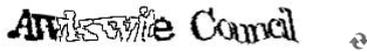
City: Gerrards Cross

Postal Code: SL9 8SY

Country: United Kingdom

Telephone: 01753480460

Fax:



Type the two words: Awkwrite Council

By clicking "checkout" you will be redirected to the TWYP Payments system. To pay by Mastercard or VISA please use following details: Card holder's name: any text, Expiry date (mm/yyyy): somewhere in the future, Card verification code: any three digits, Card number: 4111 1111 1111 1111 (Success), 4111 1133 3333 3333 (Refused).

Clear Checkout

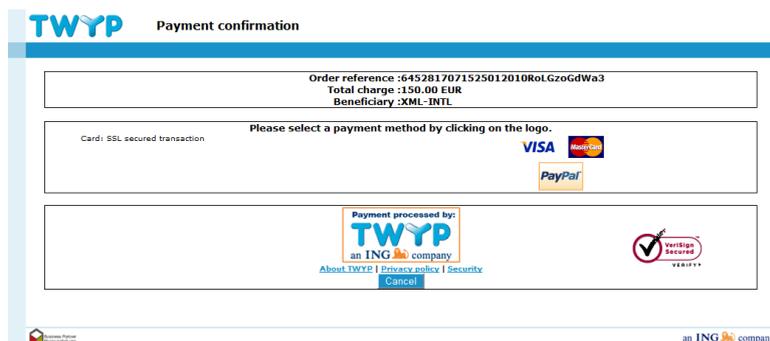
Payment info

PAYMENT
XTM portal offers iDeal, PayPal and credit card services through PayPal.

XTM Portal billing details

Clicking on the checkout button takes the user through to the payment gateway.

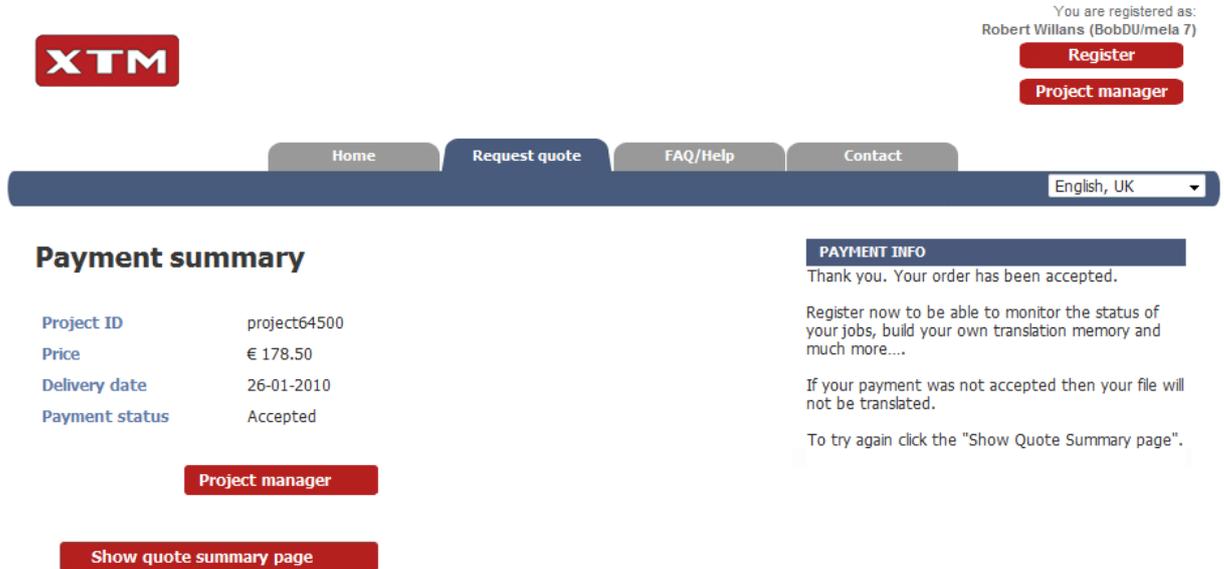
The checkout in XTM portal is currently linked to TWYP from the bank ING or to SagePay in UK.. However XTM International can link XTM portal to your preferred payment gateway.



The TWIP payment service

In the demonstration system by clicking "checkout" you will be redirected to the TWYP Payments system. To pay by MasterCard or VISA please use following details: Card holder's name: any text, Expiry date (mm/yyyy): a future date, Card verification code: any three digits, Card number: 4111 1111 1111 1111 (Success), 4111 1133 3333 3333 (Refused).

If your payment is accepted then you will be shown the payment summary screen.



Payment summary screen

The details you entered for payment are also used to create an account on XTM. With this account you can access the project manager module. This allows you to view the progress of the translation and download the translation once complete.

Managing your projects

Viewing the progress of the translation

- Using the log on details that were emailed to you, log onto the project manager area of XTM.
- Click on your project to open the Project Editor.
- Click on Metrics or Workflow to view the progress of your job through translation.

Downloading the translated file

- Within the Project Editor click on the Files tab
- Click on the icon in the Generate column next to the file you wish to download.
- Click on the download link that appears after the file has been generated.

Customer Project Manager

A customer project manager has a similar interface to in-house project managers but with varying degrees of access rights. For a full description of the project manager functionality please see section 4 of this manual (XTM for project managers). If you require enhanced access rights then please contact your LSP project manager who will be able to modify your account.

Projects

Depending on which role has been allocated to you determines whether or not you can make any changes to a project.

- A manager can make changes to information on the general tab but not to the workflow.
- A viewer cannot make any changes at all

Depending on which Workflow access has been allocated to you determines the level of detail you can view about the workflow.

- Minimal – Only displays information about the minimum status of the file. No information at the bundle level is available.
- Standard – Displays the status of each bundle.
- Trusted – Displays each step of workflow. However the names of the linguists are not visible. The customer PM can also open the editor in view only mode.

Terminology

Depending on the access right you have been allocated as a customer PM you will be able to add, modify, view, import and export your company's terminology,

TM

If you have been given access to TM manager then the TM tab will be visible and clicking on it takes you directly to your company's TM search window.

Users

You can create additional customer project managers however a customer project manager can only allocate access rights that are equal to or less than their own. Thus for example, if a customer project manager does not have access to the TM then they cannot give rights to another customer PM to access TM.

Customers

Customer project managers are not able to create new customers.

10. Appendix 1

Glossary

API (application programming interface). A software interface that enables applications to communicate with each other. An API is the set of programming language constructs or statements that can be coded in an application program to obtain the specific functions and services provided by an underlying operating system or service program.

Bidirectional (writing system). A writing system in which text is generally flush right, and most characters are written from right to left, but some text is written left-to-right as well. Arabic and Hebrew are the only bidirectional writing systems in current use.

Bundle. A project manager may divide the text segments of a job into sections which are called bundles. Bundles can be allocated to different linguists.

Computer aided translation (CAT). Computer technology applications that assist in the act of translating text from one language to another.

Concordance. An alphabetical index of a word or phrase in the source text showing every contextual occurrence of the word or phrase in the text and in the available TM.

Content management system (CMS). A system used to store and subsequently find and retrieve large amounts of data. CMSs were not originally designed to synchronize translation and localization of content, so most have been partnered with globalization management systems (GMS).

DITA (Darwin Information Typing Architecture). An XML-based architecture for authoring, producing and delivering technical information. This architecture consists of a set of design principles for creating “information typed” modules at a topic level and for using that content in delivery modes such as online help and product support portals on the web.

Domain. A knowledge domain that a user is interested in or is communicating about. A group of computers or devices that shares a common directory database and is administered as a unit.

Fuzzy match. Refers to the situation when a sentence or phrase in a translation memory (TM) is similar (but not a 100% match) to the sentence or phrase the translator is currently working on. The TM tool calculates the degree of similarity or “fuzziness” as a percentage figure.

Globalization management system (GMS). Focuses on managing the translation and localization cycles and synchronizing those with source content management. Provides the capability of centralizing linguistic assets in the form of translation databases, leveraging glossaries and branding standards across global content.

GMX-V (Global information management Metrics eXchange – Volume). A word and character count standard for electronic documents. GMX-V is developed and maintained by OSCAR (Open Standards for Container/Content Allowing Re-use), a special interest group of LISA (Localization Industry Standards Association). GMX-V, one of the tripartite series of standards from LISA, deals with electronic document metrics. GMX is made up of the following standards: GMX-V — Volume; GMX-C — Complexity; and GMX-Q — Quality.

HTML. Hyper Text Markup Language (HTML) is a markup language that uses tags to structure text into headings, paragraphs, lists and links, and tells a web browser how to display text and images on a web page.

In context exact match (ICE match). Refers to the situation when a sentence or phrase in a translation memory (TM) is the same phrase in the same context as the sentence or phrase the translator is currently working on.

Internationalization (i18n). The process of generalizing a product so that it can handle multiple languages and cultural conventions without the need for redesign. In i18n, the common abbreviation for *internationalization*, the 18 refers to the eighteen letters between the *i* and the *n*.

Internationalization Tag Set (ITS). A technology to easily create XML which is internationalized and can be localized effectively.

Java. A programming language originally developed by Sun Microsystems and released in 1995 as a core component of Sun's Java platform. The language derives much of its syntax from C and C++ but has a simpler object model and fewer low-level facilities. Java applications are typically compiled to byte code that can run on any Java virtual machine regardless of computer architecture.

JavaScript. An open-source scripting language for design of interactive websites. JavaScript can interact with HTML source code, enabling web developers to use dynamic content. For example, JavaScript makes it easy to respond to user-initiated events (such as form input) without having to use common gateway interface.

Job. In the XTM Workflow the processing of one file from the source language to one target language is a job.

JSP. Java Server Pages (JSP) have dynamic scripting capability that works in tandem with HTML code, separating the page logic from the static elements — the actual design and display of the page — to help make the HTML more functional.

Leveraged match. A leveraged match is when a sentence or phrase in a translation memory (TM) is the same phrase in a different context as the sentence or phrase the translator is currently working on.

Localization (l10n). In this context, the process of adapting a product or software to a specific international language or culture so that it seems natural to that particular region. True localization considers language, culture, customs and the characteristics of the target locale. It frequently involves changes to the software's writing system and may change keyboard use and fonts as well as date, time and monetary formats. In l10n, the common abbreviation for *localization*, the 10 refers to the ten letters between the *l* and the *n*.

Machine translation (MT). A technology that translates text from one human language to another, using terminology glossaries and advanced grammatical, syntactic and semantic analysis techniques.

Metrics. A measure of the number of segments, words and characters in the source document, together with a summary of the different types of matching that are present after the translation memory has been applied. It also includes matching from within the document or repetitions.

Open Architecture for XML Authoring and Localization (OAXAL) A reference model of how to construct an effective and efficient system for XML authoring and Localization based on Open Standards.

Project. In XTM translating one or more files from one source language to one or more target languages is a project .

Project management (PM). Project management (PM) is the systematic planning, organizing and controlling of allocated resources to accomplish project cost, time and performance objectives. PM is normally reserved for focused, non-repetitive, time-limited activities with some degree of risk.

Project manager. A professional in the field of project management (PM). He or she has the responsibility of the planning, execution and closing of any project. Key PM responsibilities include creating clear and attainable project objectives, building the project requirements, and managing the triple constraint for projects — cost, time and scope.

Quality assurance (QA). The activity of providing evidence needed to establish confidence among all concerned that quality-related activities are being performed effectively. All those planned or systematic actions necessary to provide adequate confidence that a product or service will satisfy

given requirements for quality. QA covers all activities from design, development, production and installation to servicing and documentation

Right-to-left languages. Languages such as Hebrew, Arabic, Urdu and Farsi are written primarily right-to-left. This text flow presents significant text and graphic layout implications.

Software as a service (SaaS) is software that is deployed over the internet. With SaaS, a provider licenses an application to customers as a service on demand, through a subscription, in a "pay-as-you-go" mode. The SaaS version of XTM is called XTM Cloud.

Segment. A unit of text that the CAT tool creates in order to match against the translation memory. The unit may be a single word, a phrase, one or more sentences, or even a larger unit.

Segmentation Rules eXchange (SRX). The vendor-neutral standard for describing how translation and other language processing tools segment text for processing. It allows translation memory and other linguistic tools to describe the language-specific processes by which text is broken into segments (usually sentences or paragraphs) for further processing.

Source language. The language of a text which is to be translated into another language

Step. The workflow in XTM is composed of steps; the available steps are: translate, correct and review.

Target language. The language into which a text written in another language is to be translated

Task. In XTM processing a bundle of segments in one step is a task.

Terminology management. Primarily concerned with manipulating terminological resources for specific purposes — for example, establishing repositories of terminological resources for publishing dictionaries, maintaining terminology databases, *ad hoc* problem solving in finding multilingual equivalences in translation work or creating new terms in technical writing. Terminology management software provides the translator a means of automatically searching a given terminology database for terms appearing in a document, either by automatically displaying terms in the translation memory software interface window or through the use of hotkeys to view the entry in the terminology database.

Terminology manager. A computer technology application tool that assists in the translation of text from one spoken language to another.

Translation. The process of converting all of the text or words from the source language to the target language. An understanding of the context or meaning of the source language must be established in order to convey the same message in the target language.

Translation memory (TM). A special database that stores previously translated sentences which can then be reused, in full or in part, on a sentence-by-sentence basis. The database matches source to target language pairs.

Translation Memory eXchange (TMX). An open standard, based on XML, which has been designed to simplify and automate the process of converting translation memories (TMs) from one format to another.

Unicode. The Unicode Worldwide Character Standard (Unicode) is a character encoding standard used to represent text for computer processing. Originally designed to support 65,000 characters, it now has encoding forms to support more than 1,000,000 characters.

UNIX. A multiuser, multitasking operating system. It was one of the first operating systems to be written in a higher level programming language, thus making it hardware-independent.

UTF-8 (Unicode transfer format). An encoding form of Unicode that supports ASCII for backward

compatibility and covers the characters for most languages in the world.

Web service. A collection of protocols and standards used for exchanging data between applications or systems.

XLIFF (XML Localization Interchange File Format). An XML-based format for exchanging localization data. Standardized by OASIS in April 2002 and aimed at the localization industry, XLIFF specifies elements and attributes to aid in localization. XLIFF could be used to exchange data between companies, such as a software publisher and a localization vendor, or between localization tools, such as translation memory systems and machine translation systems.

XML (eXtensible Markup Language). Extensible Markup Language (XML) is a simple, flexible text format originally designed to meet the challenges of large-scale electronic publishing. XML also plays an increasingly important role in the exchange of a wide variety of data on the Web and elsewhere.

xml:tm XML-based text memory, a LISA OSCAR standard for author and translation memory.

11. Appendix 2

Language codes

The following is a list of languages and their codes that are available in XTM

CODE	LANGUAGE
ab	Abkhazian
aa-ET	Afar
af-ZA	Afrikaans (South Africa)
sq-SQ	Albanian
am-ET	Amharic
ar-AA	Arabic
hy-AM	Armenian
as-IN	Assamese
ast-ES	Asturian (Spain)
ay-BO	Aymara
az-AZ-Cyrl	Azeri (Cyrillic - Azerbaijan)
az-AZ-Latn	Azeri (Latin - Azerbaijan)
ba-RU	Bashkir
bal-IR	Bhutani
bh-IN	Bihari
bi-VU	Bislama
bs-BS-Cyrl	Bosnian (Cyrillic)
bs-BS-Latn	Bosnian (Latin)
br-FR	Breton
my-BU	Burmese
be-BY	Byelorussian
ca-ES	Catalan (Spain)
ny-MW	Chichewa (Malawi)
zh-CN	Chinese (Simplified)
zh-TW	Chinese (Traditional)
zh-HK	Chinese (Hong Kong)
co-FR	Corsican
hr-HR	Croatian
cs-CZ	Czech
eu-ES	Basque
bn-IN	Bengali
bg-BG	Bulgarian
ca-AD	Catalan
da-DK	Danish
prs-AF	Dari
dv-IN	Divehi
nl-NL	Dutch
en-US	English (USA)
en-GB	English (UK)
en-CA	English (Canada)
en-CH	English (Switzerland)
en-AU	English (Australia)
en-ZA	English (South Africa)
eo	Esperanto
et-EE	Estonian
fo-FO	Faroese (Faroe Islands)
fj-FJ	Fijian
fi-FI	Finnish
nl-BE	Flemish
fr-FR	French

CODE	LANGUAGE
fr-BE	French (Belgium)
fr-CA	French (Canada)
fr-CH	French (Switzerland)
fy	Frisian
fu	Fula
gl-ES	Galician (Spain)
ka-GE	Georgian
de-DE	German
de-AT	German (Austria)
de-CH	German (Switzerland)
el-GR	Greek
grc-GR	Ancient Greek
kl-GL	Greenlandic
grn	Guarani
gu-IN	Gujarati
ht-HT	Haitian Creole
ha-NG	Hausa
he-IL	Hebrew
hi-IN	Hindi
hmn	Hmong
hu-HU	Hungarian
is-IS	Icelandic
ig	Igbo
id-ID	Indonesian
ia	Interlingua
ie	Interlingue
iu	Inuktitut
ik	Inupiak
ga-IE	Irish
it-IT	Italian
it-CH	Italian (Switzerland)
ja-JP	Japanese
jv-ID	Javanese
ks	Kashmiri
kk-KZ	Kazakh
kg-CG	Kikongo (Kongo)
rw-RW	Kinyarwanda (Rwanda)
ky	Kirghiz
rn	Kirundi
sw-KE	Kiswahili (Africa)
km-KH	Khmer
kn-IN	Kannada
kok-IN	Konkani (India)
ko-KR	Korean
ku-TR	Kurdish (Turkey)
lo-LA	Laothian
la	Latin
lv-LV	Latvian
ln-CG	Lingala
lt-LT	Lithuanian

XTM User Manual – Language codes

CODE	LANGUAGE
mk-MK	Macedonian
mg-MG	Malagasy (Madagascar)
ms-MY	Malay (Malaysia)
ml-IN	Malayalam (India)
mt-MT	Maltese
mi-NZ	Maori
mr-IN	Marathi
mn-MN	Mongolian
sla-ME	Montenegrin
mo-MD	Moldavian
na-NR	Nauru
nd-ZW	Ndebele
ne-NP	Nepali
no-NO	Norwegian
nb-NO	Norwegian Bokmaal
nn-NO	Norwegian Nynorsk
nso-ZA	Northern Sotho (South Africa)
oc-FR	Occitan
or-IN	Oriya
om-ET	Oromo
ps	Pashto
fa-IR	Persian
pl-PL	Polish
pt-PT	Portuguese
pt-BR	Portuguese (Brazil)
pa-PA	Punjabi
qu-PE	Quechua
rm-CH	Rhaeto-Romance
ro-RO	Romanian
ru-RU	Russian
sm-WS	Samoan
sg	Sangro
sa-IN	Sanskrit
sc-IT	Sardinian
gd-GB	Scottish Gaelic
st	Sesotho
tn-ZA	Setswana (Africa)
sr-YU	Serbian
sn	Shona
sd-PK	Sindhi
si-LK	Singhalese
ss	Siswati
sk-SK	Slovak
sl-SI	Slovenian
so-SO	Somali
dsb-DE	Sorbian (Lower)
hsb-DE	Sorbian (Upper)
es-ES	Spanish
es-AR	Spanish (Argentina)
es-BO	Spanish (Bolivia)

CODE	LANGUAGE
es-CL	Spanish (Chile)
es-CO	Spanish (Colombia)
es-CR	Spanish (Costa Rica)
es-CU	Spanish (Cuba)
es-DO	Spanish (Dominican Republic)
es-EC	Spanish (Ecuador)
es-SV	Spanish (El Salvador)
es-GT	Spanish (Guatemala)
es-HN	Spanish (Honduras)
es-419	Spanish (Latin America)
es-MX	Spanish (Mexico)
es-NI	Spanish (Nicaragua)
es-PA	Spanish (Panama)
es-PY	Spanish (Paraguay)
es-PE	Spanish (Peru)
es-PR	Spanish (Puerto Rico)
es-UY	Spanish (Uruguay)
es-US	Spanish (USA)
es-VE	Spanish (Venezuela)
sv-SE	Swedish
apd-SD	Sudanese Arabic
syr-TR	Syriac
tl-PH	Tagalog
tg-TJ	Tajik
ta-IN	Tamil
tt-RU	Tatar
te-IN	Telugu
tet-ID	Tetum (Indonesia)
th-TH	Thai
bo	Tibetan
ti	Tigrinya
to-TO	Tonga
ts-ZA	Tsonga
tn-BW	Tswana
tr-TR	Turkish
tk-TM	Turkmen
tw	Twi
uk-UA	Ukrainian
ur-IN	Urdu
ug-CN	Uyghur (China)
uz-UZ-Cyrl	Uzbek (Cyrillic)
uz-UZ-Latn	Uzbek (Latin)
cy-GB	Welsh
vi-VN	Vietnamese
vo	Volapik
wo	Wolof
xh-ZA	Xhosa (South Africa)
yi	Yiddish
yi-IL	Yiddish (Israel)
yo-NG	Yoruba
zu-ZA	Zulu (Africa)

12. Appendix 3

Spelling dictionaries

The following dictionaries are included in XTM for spell checking:

Afrikaans	Kurdish (Turkey)
Amharic	Latin
Arabic	Latvian
Basque	Lithuanian
Bengali	Macedonian
Bulgarian	Malagasy (Madagascar)
Byelorussian	Malay (Malaysia)
Catalan	Malayalam (India)
Catalan (Spain)	Maori
Chichewa (Malawi)	Marathi
Croatian	Mongolian
Czech	Northern Sotho (South Africa)
Danish	Norwegian
Dutch	Norwegian Bokmaal
English (Australia)	Norwegian Nynorsk
English (Canada)	Persian
English (South Africa)	Polish
English (UK)	Portuguese
English (USA)	Portuguese (Brazil)
Esperanto	Punjabi
Estonian	Quechua
Faroese (Faroe Islands)	Romanian
French	Russian
French (Belgium)	Scottish Gaelic
French (Canada)	Serbian
French (Switzerland)	Slovak
Galician (Spain)	Slovenian
German	South Ndebele
German (Austria)	Spanish
German (Switzerland)	Spanish (Latin America)
Greek	Spanish (Mexico)
Gujarati	Swedish
Hebrew	Tagalog
Hindi	Tamil
Hungarian	Thai
Icelandic	Tsonga
Indonesian	Tswana
Irish	Ukrainian
Italian	Urdu
Kannada	Uzbek (Cyrillic)
Kazakh	Vietnamese
Khmer	Welsh
Kinyarwanda (Rwanda)	Xhosa (South Africa)
Kiswahili (Africa)	Zulu (Africa)
Korean	

14 - Appendix 4

Example file for importing linguists

```

<?xml version="1.0" encoding="UTF-8"?>
<suppliers>
  <supplier>
    <user>
      <firstname>TestFirstname</firstname>
      <lastname>TestLastname</lastname>
      <emailaddress>TestEmailaddress</emailaddress>
      <username>TestUsername</username>
      <password>TestPassword</password>
      <title>TestTitle</title>
      <timezone>TestTimezone</timezone>
      <preferredlanguage>en_GB</preferredlanguage><!-- underscored or dashed IANA codes -->
    </user>
    <address>
      <street>TestStreet</street>
      <number>TestNumer</number>
      <city>TestCity</city>
      <state>TestState</state>
      <postalCode>TestPostalCode</postalCode>
      <country>TestCountry</country>
      <phone1>TestPhone1</phone1>
      <phone2>TestPhone2</phone2>
      <mobilephone>TestMobilephone</mobilephone>
      <fax>TestFax</fax>
      <www>TestWWW</www>
      <skypeld>TestSkypeld</skypeld>
      <msnId>TestMSN</msnId>
      <icqId>TestICQ</icqId>
      <jabberId>TestJabber</jabberId>
    </address>
    <roles><!-- uppercase or lowercase, values: translator, reviewer, corrector -->
      <role>translator</role>
      <role>reviewer</role>
    </roles>
    <languagecombinations>
      <!-- currency values: dollar, euro, morrocan_dirham, pound, yen -->
      <!-- underscored or dashed IANA codes -->
      <combination source="en_GB" target="pl_PL" costperword="1" currencyperword="euro" costperhour="1"
currencyperhour="euro" />
      <combination source="en_GB" target="fr_FR" costperword="2" currencyperword="euro" costperhour="2"
currencyperhour="euro" />
    </languagecombinations>
    <domains>
      <!--
AEROSPACE,AGRICULTURE,AUTOMOTIVE,PRINTING,BUILDING_AND_CONSTRUCTION,BUISNESS_AND_COMMERCE,CONSULTIN
G,ECONOMICS,EDUCATION,ELECTRICAL_GOODS,ENGINEERING,FINANCE,INFORMATION_TECHNOLOGY,LAW,MEDICAL,MUSIC_A
ND_ARTS,PHARMACEUTICAL,REAL_ESTATE,RETAIL,SPORTS_RECREATION,TELECOMMUNICATIONS,TRANSPORT,TRAVEL -->
      <domain>LAW</domain>
      <domain>MEDICAL</domain>
    </domains>
    <qualifications>
      <!-- underscored or dashed IANA codes -->
      <qualification date="2009-01-01" language="en_GB">
        <name>TestQualificationName1</name>
        <description>Test description of qualification</description>
      </qualification>
    </qualifications>
  </supplier>
  <supplier>
    <user>
      <firstname>TestFirstname</firstname>
      <lastname>TestLastname</lastname>
      <emailaddress>TestEmailaddress</emailaddress>
      <username>TestUsername</username>
      <password>TestPassword</password>
    </user>
    <address>
      <city>ObligatoryTestCity</city>
      <country>ObligatoryTestCountry</country>
      <phone1>ObligatoryTestPhone1</phone1>
    </address>
    <languagecombinations>
      <combination source="en_GB" target="pl_PL" costperword="1" currencyperword="euro" costperhour="1"
currencyperhour="euro" />
    </languagecombinations>
  </supplier>
</suppliers>

```

Example file for importing customers

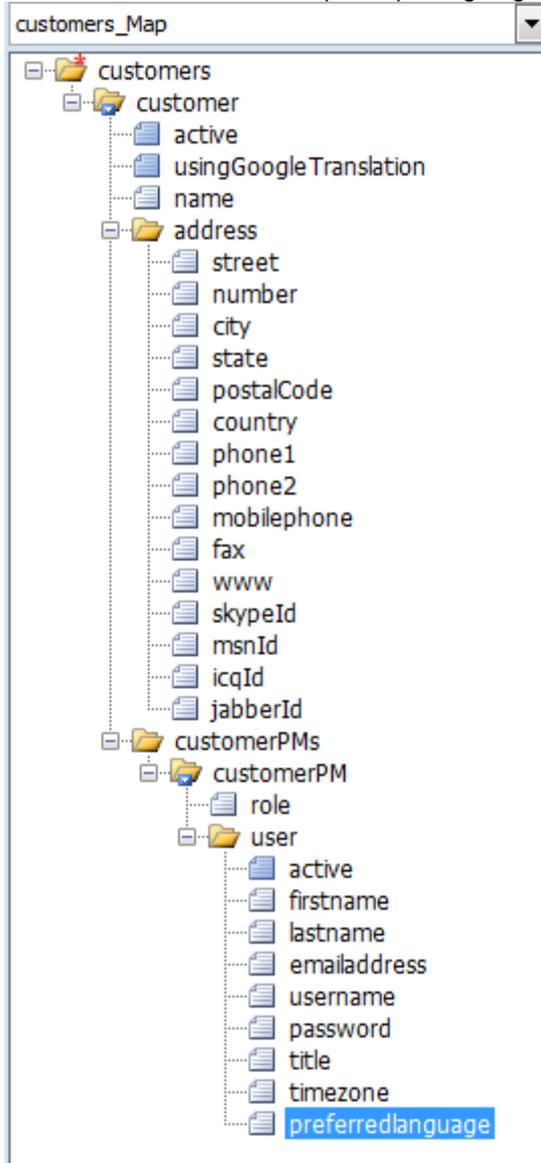
```

<?xml version="1.0" encoding="UTF-8"?>
<customers>
  <customer active="true" usingGoogleTranslation="true"><!-- true,false -->
    <name>TestName</name><!-- unique value -->
    <address>
      <street>TestStreet</street>
      <number>TestNumber</number>
      <city>TestCity</city>
      <state>TestState</state>
      <postalCode>TestPostalCode</postalCode>
      <country>TestCountry</country>
      <phone1>TestPhone1</phone1>
      <phone2>TestPhone2</phone2>
      <mobilephone>TestMobilephone</mobilephone>
      <fax>TestFax</fax>
      <www>TestWWW</www>
      <skypeld>TestSkypeld</skypeld>
      <msnId>TestMSN</msnId>
      <icqId>TestICQ</icqId>
      <jabberId>TestJabber</jabberId>
    </address>
    <customerPMs>
      <customerPM>
        <role>MANAGER</role><!-- MANAGE,VIEWER -->
        <user active="true">
          <firstName>TestFirstname</firstName>
          <lastName>TestLastname</lastName>
          <emailaddress>TestEmailaddress</emailaddress>
          <username>TestUsername</username>
          <password>TestPassword</password>
          <title>TestTitle</title>
          <timezone>TestTimezone</timezone>
          <preferredlanguage>en_GB</preferredlanguage><!-- undescored or dashed
IANA codes -->
        </user>
      </customerPM>
    </customerPMs>
  </customer>

  <customer active="true" usingGoogleTranslation="true">
    <name>TestName2</name>
    <address>
      <city>ObligatoryTestCity</city>
      <country>ObligatoryTestCountry</country>
      <phone1>ObligatoryTestPhone1</phone1>
    </address>
    <customerPMs>
      <customerPM>
        <role></role>
        <user active="true">
          <firstName>ObligatoryTestFirstname</firstName>
          <lastName>ObligatoryTestLastname</lastName>
          <emailaddress>ObligatoryTestEmailaddress</emailaddress>
          <username>ObligatoryTestUsername</username>
          <password>ObligatoryTestPassword</password>
        </user>
      </customerPM>
      <customerPM>
        <role></role>
        <user active="true">
          <firstName>ObligatoryTestFirstname2</firstName>
          <lastName>ObligatoryTestLastname2</lastName>
          <emailaddress>ObligatoryTestEmailaddress2</emailaddress>
          <username>ObligatoryTestUsername2</username>
          <password>ObligatoryTestPassword2</password>
        </user>
      </customerPM>
    </customerPMs>
  </customer>
</customers>

```

The red section shows the full data set and the section in blue shows an obligatory sub set. The XML file can contain all the customers where every customer element represents one customer. If a customer already exists in XTM then the record is skipped and not imported.



The customer map

Example file for setting language combinations

```
<language-combinations>
<language-combination source="en_GB" target="af_ZA" pricefactor="1.0" durationfactor="1.0" autoQuoting="false"
percharacters="false" minimumchargefactor="1.0" minimumtextcount="-1" activity="true"/>
<language-combination source="en_GB" target="sq_SQ" pricefactor="1.0" durationfactor="1.0" autoQuoting="false"
percharacters="false" minimumchargefactor="1.0" minimumtextcount="-1" activity="true"/>
<language-combination source="en_GB" target="ar_AA" pricefactor="1.0" durationfactor="1.0" autoQuoting="true"
percharacters="false" minimumchargefactor="1.0" minimumtextcount="-1" activity="true"/>
<language-combination source="en_GB" target="be_BY" pricefactor="1.0" durationfactor="1.0" autoQuoting="false"
percharacters="false" minimumchargefactor="1.0" minimumtextcount="-1" activity="true"/>
</language-combinations>
```

