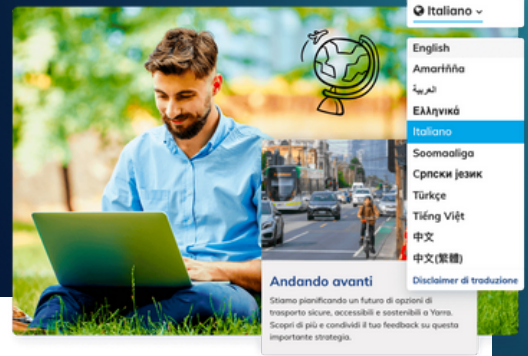# Social Pinpoint's
Multilingual Support

Frequently Asked Questions

How does the website handle right to left text? Can we ensure the templates for the banners and document libraries (etc) allows for this?

The site and Localize integration supports right to left languages and the theme will adjust accordingly to the language.

What is maximum about of languages you can have translated?

The multi-language add-on allows you to choose 10 languages. We have two lists that those can be chosen from (Google and Microsoft) and each of those 10 languages needs to come from one of those lists.

While comprehensive, not all languages are included, there are a number of smaller languages and dialects which aren't included. However, we recommend looking through your profile statistics and see which communities you can best work with using language translations. English is not included as one of those languages.

Are there any security issues such as storage of data outside Australia?

All the data which is used in the system is translated in the cloud region, and is all data that's already publicly accessible. These systems which translate the text, don't retain any data either for any purpose, and are all up to The HiVE's security standard as well. Users private information is not shared.

If someone responds in a different language does it translate back to English - especially if there is a conversation happening on the page?

If somebody makes a comment, that is not translated. Only the text which already appears in English that is published and made public on the site will be translated. That is the only data which is communicated to the third party translation systems.

If you're a Premium customer using the Assisted Analysis tool, any comments that are submitted within a language, you will be able to see what language those comments have been made in. So if you do need to get those answers translated, obviously, you can export them from the system and use your own translators.

The Localize tool also has a marketplace where you can tap into the resources of the Localize marketplace to get any of your answers or documents currently on the site translated.

socialpinpoint
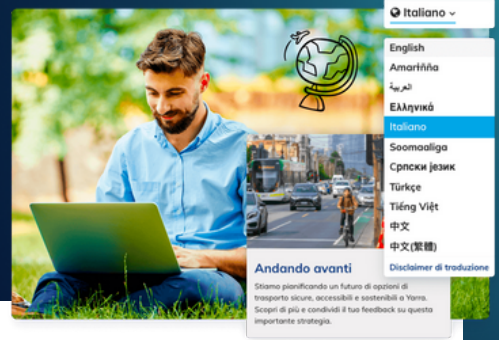
Frequently Asked Questions Cont.

Can you see what languages are being translated?

Yes, you are able to see what languages are being translated within the Localize dashboard.

What is the typical accuracy then of the plug in?

The typical accuracy of the systems is not usually published. In a 2020 Blog from Google, they reported machine learning is supporting the ongoing improvements in the quality and accuracy of language translations and will continue to do so in future.

Will reports also be available in translated languages?

The translation tool does not apply to the reporting or Dashboard functionalities.

Is this a one-off cost or is it annual?

The multi-language translation is an annual fee. Prices for the translation tool are AU$4,000 annually

Get started today

After seeing fantastic results with a list of current clients, we're excited to share this with everyone. Want to learn more?

• Reach out to your dedicated Customer Success Manager
• Contact the team
• Refer to our Multilingual Add On Guide on the Learning Centre