Sterling Call Center and Sterling Store

Localization Guide

Fix Pack 9.1.0.1

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Introduction to Localization

Localization is the process of adapting an application to a particular locale to enable a user in that locale to use the application. All the user interface literals of the IBM® Sterling Call Center and IBM® Sterling Store applications are stored in the application resource bundle and the database.

This guide explains how to localize the Sterling Call Center and Sterling Store applications.

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User Interface Themes

The user interface theme files specify the screen colors, display fonts, and images to use. The display fonts are dependent on the languages that need to be supported. However, some fonts may not support all languages. When setting up a theme, choose a font that displays the specific language you need or choose a font that displays for a particular locale. For example, when setting up a Japanese locale, customize the theme to use a font that displays Japanese characters such as Hiragana.

To localize Sterling Call Center and Sterling Store user interface, save `the com.yantra.pca.ycd_ice.ythm` file that is located in the `<INSTALL_DIR>/rcp/<COM_Version>/COM/reference` folder to `RCP_EXTN_FOLDER`.

Here, `<COM_Version>` refers to the version of the Sterling Call Center and Sterling Store applications that you want to localize.

For more information about localizing a theme, refer to the *Sterling Selling and Fulfillment Foundation: Localization Guide*.

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Literals

Sterling Call Center and Sterling Store use resource bundles that contain literals or text displayed on the screens. You can customize and localize resource bundles based on the user's locale. In addition, literals used in the customized screens have their own resource bundles, and are considered during the localization process.

For more information about literals, refer to the *Sterling Selling and Fulfillment Foundation: Localization Guide*.

The resource bundles can be categorized as client-side resource bundles and server-side resource bundles.

Localizing Client-Side Resource Bundles

The client-side resource bundles pertain to the data that is localized at the client-side. If you have customized Sterling Call Center and Sterling Store applications, you must localize those customizations also. For more information about customizing the Rich Client Platform Interface, refer to the *Sterling Selling and Fulfillment Foundation: Customizing the Rich Client Platform Interface Guide*.

Sterling Call Center and Sterling Store always releases complete resource bundles with the localized versions of Sterling Call Center and Sterling Store. Incremental updates are not provided. If you localize Sterling Call Center and Sterling Store, it is your responsibility (or that of your third-party localization company) to compare and validate the differences between the resource bundles shipped with the product to those you have localized.

Note: The client-side resource bundle files have some entries with '&' in the value. These values are used for mnemonic key support in the application. When localizing, ensure that all the literals on any screen have a unique mnemonic key.

✦ To localize the client-side resource bundles, perform the following:

- Save `com.yantra.pca.ycd_bundle.properties` as `com.yantra.pca.ycd_bundle_[language]_[country or region]_[variant].properties` located in the `<INSTALL_DIR>/resources` folder.

  For example, in the case of French customers, `com.yantra.pca.ycd_bundle.properties` should be saved as `com.yantra.pca.ycd_bundle_fr_FR.properties`, where *fr* indicates the language, that is French, *FR* indicates the country or region, France, and assuming that France does not have any variants .

- Save `com.yantra.pca.ycd_Message_bundle.properties` as `com.yantra.pca.ycd_Message_bundle_[language]_[country or region]_[variant].properties` located in the `<INSTALL_DIR>/resources` folder.

- Save `com.yantra.pca.ycd_format_bundle.properties` as `com.yantra.pca.ycd_format_bundle_[language]_[country or region]_[variant].properties` located in the `<INSTALL_DIR>/resources` folder.

- Save `com.yantra.pca.ycd.rcp_1.0.0_plugin.properties` as `com.yantra.pca.ycd.rcp_1.0.0_plugin_[language]_[country or region]_[variant].properties` located in the `<INSTALL_DIR>/resources` folder.

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- To localize the titles that appear on the Help Assistant screen, save the `com.yantra.pca.ycd_HelpMessages_bundle.properties` as `com.yantra.pca.ycd_HelpMessages_bundle_[language]_[country or region]_[variant].properties` located in the `<INSTALL_DIR>/resources`.

  Here, `[language]` is the language to which you want to localize, country or region is the Country or Region Code, and variant is the Time Zone or the Variant Component.

Note: After saving the resource bundles as mentioned above, create the Sterling Call Center and Sterling Store client applications. For more information about creating a client application, refer to the *Sterling Call Center and Sterling Store: Deployment Guide*.

For more information about using resource bundles to localize literals in RCP Applications, refer to the *Sterling Selling and Fulfillment Foundation: Localization Guide*.

Localizing Server-Side Resource Bundles

The server-side resource bundles pertain to the data that is localized in the application server.

- To localize the server-side resource bundles, copy `<INSTALL_DIR>/resources/ycdbundle.properties` and save it as `<INSTALL_DIR>/resources/ycdbundle_<language>_<country or region>.properties`.

  For more information about localizing resource bundles, refer to the *Sterling Selling and Fulfillment Foundation: Localization Guide*.

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Localizing Address and Store Information

When the address and store information are provided, a bundle key is also provided for all single line displays.

- For a Store:

  The standard display is formatted as per the Common_Binding_Store_Node key in `com.yantra.pca.ycd_bundles.properties`. For example, a bundle record looks like:

  ```
  Common_Binding_Store_Node={8}, {9} ({1})
  ```

  The Common_Binding_Store_Node key is passed to the following method in YRCPlatformUI:

  `getFormattedString` (String key, String[] data) along with the String[] array whose contents should match the place holders defined in the Common_Binding_Store_Node key.

- For Address Records:

  The standard display is formatted as per the Common_Binding_Address key in `com.yantra.pca.ycd_bundles.properties`. For example, a bundle record looks like:

  ```
  Common_Binding_Address={0} - {6}, {7}
  ```

  The Common_Binding_Address key is passed to the following method in YRCPlatformUI:

  getFormattedString (String key, String[] data) along with the String[] array whose contents should match the place holders defined in the Common_Binding_Address key.

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Localizing Phone Number and E-Mail Address Format

Sterling Call Center and Sterling Store enable you to format phone numbers and e-mail addresses to suit your locale. For more information about formatting phone number and e-mail address, see the *Sterling Call Center and Sterling Store: Implementation Guide*.

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Factory Setup Data

Besides storing your transactional data, the database also stores configuration data, such as error codes. This means that the database may need to store values in a language-specific format. If these database literals are not localized, screen literals are displayed inconsistently, with some being displayed in the localized language and others being displayed in English. Sterling Call Center and Sterling Store enable you to localize the factory default XML and user-configured attributes for multiple locales. For more information about localization for a multilanguage installation, see the *Sterling Selling and Fulfillment Foundation: Localization Guide*.

Note: If the IBM® Sterling Field Sales and/or IBM® Sterling Web applications are installed, do not rerun the localization steps.

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