AI languages: translate everything and keep it current

Languages

Choose the languages you want, and AI translates every article and FAQ into them at once, then keeps each translation up to date whenever you publish a change. You stop copying edits from language to language: your help center stays current in all of them.

Who can do this: Owners and Admins · **Plans:** the AI translation add-on, together with More languages

What AI translation does

- **Translate everything.** One action per language translates every published article and FAQ that has no text in that language yet, and updates the ones whose translation is out of date.
- **Keep it current.** When you publish a new article, or publish a change to one, each of your AI languages is translated or updated by itself. Saving a draft doesn't start anything: only what readers can see is translated.

AI translates the title and the text of articles and FAQs. Category names, menus, page texts, FAQ section names and SEO texts stay yours to translate. See Translate buttons and labels and Translate texts in your design.

Choose your AI languages

An AI language is one of your help center's languages that AI translates for you. Add the language first (see Add a language to your help center), then:

1. In the left menu, click **Localization**. The top of the page shows how many AI languages you use, for example "1 of 3 AI languages used."
2. Open the menu of the language's row and click **Translate with AI**.
3. Choose whether to **Show translations to readers as soon as they are ready.** Leave it off if you'd like to read each one before readers see it.
4. Click **Translate with AI**. The language is marked **AI**.
5. Click **Translate everything** on that language to translate what you already have. You can leave the page: it keeps going, and the summary tells you how many articles were translated, updated, kept as they were, or failed.

With the setting off, new translations wait until you release them from **Localization**. See Release translations and change your default language. You can change the setting at any time.

To stop, open the language's menu and click **Stop AI translation**. Its translations stay online. They are no longer updated.

The 30-day rule

Each language you choose holds its place for 30 days. If you stop it sooner, you can choose it again, but you can't put a different language in its place until the 30 days are over. Localization tells you the date when you can.

Translations you wrote or edited yourself

AI never overwrites your own work.

- A translation you wrote by hand, imported or sent through the API is kept as it is.
- When AI updates a translation it made, it changes only the parts whose source changed. Corrections you made elsewhere in it stay.
- A translation with edits that aren't published yet is left alone.

What it costs

AI translation is its own line on your plan:

- A help center: $29 a month covers up to 3 AI languages, and each extra language is $10 a month.
- An FAQ page: $9 a month for up to 3 AI languages, and $3 for each extra one.

It needs More languages ($19 a month for a help center), so the two together start at $48 a month. Yearly billing and several help centers lower it the same way they lower the rest of your plan. If your plan has several help centers, you choose one number of AI languages, and it's charged for each help center. You can have up to 15 AI languages.

A plan never costs more than its ceiling, where everything is included. AI translation is the exception: everything is included except AI translation, which is added on top.

It isn't charged by the day. When you switch it on, or add a language, you pay that day for the time left until your plan renews, in whole months. The confirmation names the date it covers. Lowering the number takes effect when your plan renews, and nothing is deleted or unpublished: the languages over the number keep their translations online and are no longer updated.

Fair use

AI translation is subject to fair use. Each help center has a monthly translation allowance sized for its plan. If it is used up, translation pauses until the next month and your published translations stay online.

While it's paused, Localization says when translation continues.

Before you switch AI translation on or add languages, the Plan and billing page tells you how much your first translation needs, for example "Your first translation uses about 40% of one month's translation allowance." If it needs more than a month, the page says about how many months it will take, and we can speed it up if you write to us.

During your trial

In a free trial, AI translation covers one language and up to 25 articles for each help center. The rest is translated when your trial ends and your plan starts.

On the Catalyst plan

If you're on Catalyst, translating with AI in the editor works as it always has, one article at a time. See Translate articles with AI.

Related articles

- Translate articles with AI
- Add a language to your help center
- Release translations and change your default language
- Plans and pricing
- Build your own plan