

# Phrase Verified Solution Program

Build on Phrase. Reach enterprise  
localization teams worldwide.



 **Phrase**

# 1. What is a Verified Solution?

Phrase is the leading language intelligence platform for global enterprises. Our Verified Solution Program lets you connect your product directly to Phrase and earn a Verified badge that signals to customers your integration is production-grade, secure, and reliable. A Phrase Verified Solution has been reviewed and certified by Phrase for reliability, security, and production readiness.

Verified partners are listed on the **Phrase Ecosystem page**, where our customers search for and discover integrations like yours.

## What Verified status gives you:

- A listing on the Phrase Ecosystem page, visible to all businesses using and evaluating Phrase
- Priority in co-sell opportunities and customer recommendations: Our GTM teams will actively promote Verified Solutions to our customer base.
- The Phrase Verified badge to use in your own marketing materials
- Credibility with enterprise procurement and IT teams who require certified integrations

## The partner journey:

1. **Set up your sandbox:** Get your Phrase credentials and test environment.
2. **Build your integration:** Use our developer portal guides to build and test.
3. **Self-assess:** Complete the Phrase Verified Solution Program Checklist before submitting.
4. **Submit for review:** Phrase reviews against engineering, product, design, and marketing standards.
5. **Get listed:** Your integration is listed on the Phrase Ecosystem page and starts reaching customers.

To discuss partnership terms or get assigned a partner contact, reach out to:

[partners@phrase.com](mailto:partners@phrase.com)

## 2. Building a Phrase Integration

### Choose your integration path

Phrase offers two integration options using different APIs and serving different use cases.

#### Option 1: Phrase Language AI for instant machine translation

Phrase Language AI is Phrase's AI translation hub. Rather than calling a single MT engine, your integration calls one API and Phrase Language AI does the rest: it aggregates 10+ neural and LLM-powered translation engines, automatically selects the best engine for each piece of content, applies terminology and quality controls, and returns translated content in seconds through a single API. Phrase handles engine relationships, quality testing, and licensing.

#### What Phrase Language AI includes via AP:

- **MT Autoselect:** AI-powered engine selection based on content type, domain, and language pair ensures the right engine is used for every translation
- **MT Glossaries:** Terminology applied at translation time, with morphological inflection support (not simple find-and-replace)
- **Phrase NextMT:** Phrase's own neural MT engine with advanced tag handling. Data stays in a single data center
- **Phrase Next GenMT:** Phrase's LLM-powered engine. Context-aware translation across multiple segments for consistent tone, formality, and terminology
- **AI Translation Agent:** Combines machine translation and post-editing in a single automated step
- **Custom/BYO engines:** Enterprises can route to their own LLMs or MT models via a lightweight adapter, maintaining full data control

#### Phrase Language AI supports two integration modes:

- **Automated:** Translation happens without user interaction. For example, incoming customer support messages are translated the moment they arrive, so agents always see content in their language
- **User-triggered:** A user initiates translation explicitly. For example, through a "Translate" button in a CMS editor or content tool

**Typical use cases:** Customer support chat (real-time auto-translation), CMS inline translation, in-app translation for productivity tools, automated localization pipelines, real-time content preview. Choose Phrase Language AI if you need translation to happen instantly, either triggered by a user action or fired automatically by your system.

→ [Start building: Phrase Language AI Guide](#)

## Option 2: Phrase TMS plugin for human-in-the-loop translation workflows

A TMS plugin connects your product directly to Phrase's translation management system for human-in-the-loop workflows. Content flows from your platform into Phrase, moves through a predefined workflow, from project creation to assignment to human translators, and quality review. Translations are delivered back either manually, or automatically when complete. This eliminates manual file transfers and coordination tasks. Localization teams and translators work inside Phrase; your users stay inside your product.

This is the integration path for products where translation quality, compliance, or brand consistency is non-negotiable. When your customers are working with translation agencies, or when content requires human sign-off before it goes live, a TMS plugin is the right fit.

### What a Phrase TMS plugin enables:

- **Automated project creation:** New content triggers a translation project in Phrase automatically with no manual intervention required
- **Bidirectional content sync:** Source content is pulled from your platform into Phrase; completed translations can be pushed back the moment they're approved
- **Workflow orchestration:** Content moves through configurable steps (translation, review, QA) with status reflected back in your product in real time
- **In-context preview:** Translators see content rendered in context, reducing errors and back-and-forth
- **Translation memory and terminology:** Every job benefits from existing TM matches and enforced glossaries, keeping output consistent and costs down
- **Machine translation assist:** MT can be layered into human workflows for speed, with post-editing handled inside Phrase

**Typical use cases:** CMS content localization, document translation, regulated-industry workflows (legal, healthcare, finance), high-volume pipelines where human review is required before publication. Choose Phrase TMS if your users need human-reviewed translations, collaborate with external translation agencies, or want to automate handoff processes.

→ [Start building: Phrase TMS Plugin Guide](#)

## Comparison table

	Phrase Language AI	Phrase TMS Plugin
<b>Translation trigger</b>	Automatic or user-triggered	User-initiated workflow
<b>Translation by</b>	Phrase Language AI. Best engine selected automatically	Phrase Language AI + Human translator review
<b>Human review</b>	No	Yes
<b>Quality controls</b>	MT Autoselect, MT Glossaries	MT Autoselect, Quality Performance Score (QPS), MT Glossaries + Full TMS workflow with translation memories
<b>Best for</b>	Speed, automation, cost efficiency	Quality-critical, compliance, brand
<b>Integration complexity</b>	Low	Medium

**Can I build both?** Yes. Some partners offer Phrase Language AI for immediate machine translation and a Phrase TMS plugin for human-in-the-loop workflows, letting their users choose the right approach for each content type. Integrate with Phrase Language AI first, it is simpler and faster to implement. The Phrase TMS plugin can follow.

## Set up your sandbox

### Sandbox setup for Phrase Language AI

1. Sign up for a Phrase account at [phrase.com](https://phrase.com) and log in.
2. Navigate to **Settings** → **Access Tokens** and generate a personal API token (select **Phrase Language AI** as the service).
3. Store the token securely in a secrets manager or environment variable. Never hardcode it.
4. Authenticate: exchange your API token for a JWT via POST `/oauth/token`. A 200 response with an `access_token` confirms your setup is working.
5. In Phrase, navigate to **Phrase Language AI** and review the available MT engines. Create or select an MT profile — this defines which engines and glossaries will be applied to translations.

**Note:** The dedicated Phrase Language AI Building Guide is being finalised. Until it is published, use the [Phrase Language AI API Reference](#) alongside this setup to begin building. Your Phrase partner contact can provide additional guidance in the meantime.

## Sandbox setup for Phrase TMS

1. Sign up for a Phrase account at [phrase.com](https://phrase.com) and log in.
2. Navigate to **Settings** → **Access Tokens** and generate a personal API token.
3. Store the token securely. Exchange it for a JWT via POST /oauth/token to verify your credentials work.
4. Create at least one **Project Template** in your sandbox: go to **Project Templates** and configure a source language and one or more target languages. Your plugin will reference this template when creating projects.
5. Note your TMS base URL (e.g. <https://cloud.memsource.com>). This is the base for all TMS API calls.

## Sandbox limitations to be aware of

- TMS jobs will not be processed by real translators. Manually advance job statuses via POST /api2/v1/projects/{projectId}/jobs/{jobId}/setStatus to simulate completion during testing.
- Webhook delivery requires a publicly accessible URL. Use [ngrok](https://ngrok.com) during local development to expose your local endpoint.
- Rate limits apply in sandbox. Production limit is 6,000 requests/min.

### 3. Submission checklist

When your integration is ready for production, complete this checklist and submit all materials to your Phrase partner contact to initiate review.

For each row, mark your status and add a brief evidence reference (a documentation link, screenshot, code snippet, or test output). Phrase uses the same checklist during review.

#### What to submit

- Completed submission checklist
- Source code access
- Links to your technical and end-user documentation
- Demo access for a complete end-to-end scenario
- GDPR/data handling policy, Privacy Policy, Terms of Service, and Deprecation policy
- Support details: channels, hours, SLA targets, and escalation path to Phrase

#### Authentication & security

*Applies to both Phrase Language AI and Phrase TMS.*

Requirement	Status
<b>Token handling:</b> Credentials are exchanged and cached correctly. Tokens are refreshed before expiry and retried on 401 responses.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Secure storage:</b> API tokens and access tokens are never hardcoded, logged, or committed to source control. Stored in a secrets manager or equivalent.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>HTTPS only:</b> All communication with Phrase APIs uses HTTPS. No plaintext HTTP.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Least-privilege scopes:</b> The integration requests only the permissions it needs.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A

## Core functionality

### Phrase Language AI integrations only

Requirement	Status
<b>Translation call:</b> Integration correctly calls the Phrase Language AI API, handles the response, and places translated content in the correct location — whether delivered automatically or on user request.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Quality score handling:</b> Where QPS (Quality Performance Score) is configured, the integration handles low-confidence results appropriately.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Error surfacing:</b> Failed translation calls surface a clear, actionable message. For automated flows, failures must be visible to operators or logged with sufficient detail — silent failures are not acceptable.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Translation delivery confirmation:</b> Automated translations are confirmed as written to the correct destination. Dropped or undelivered translations are detected and logged.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Rate limit handling:</b> HTTP 429 responses are handled with exponential backoff and jitter.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A

### Phrase TMS Plugin integrations only

Requirement	Status
<b>Full job lifecycle:</b> Plugin can create a project from a template, upload source files, create a job, monitor status, download the translated file, and mark the job as DELIVERED.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Async request handling:</b> Async API responses are handled correctly — the plugin polls or uses callbacks to confirm completion before proceeding.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A

<b>Webhook implementation:</b> Webhooks are subscribed to for job lifecycle events. Incoming events are verified, deduplicated, acknowledged with HTTP 200, and processed asynchronously. A polling fallback exists for missed events. Webhooks are not optional — implementing polling alone is not sufficient for production certification.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Rate limit handling:</b> HTTP 429 responses are handled with exponential backoff and jitter. The integration does not exceed 6,000 req/min.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Error handling:</b> 4xx errors surface actionable messages. 5xx and transient errors are retried safely. Terminal states (cancelled, rejected, declined) are handled without leaving stale data.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Idempotency:</b> Create, upload, and delivery operations are idempotent — retries do not produce duplicate projects, jobs, or status updates.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Locale mapping:</b> All external locales are mapped to Phrase locale codes, validated at configuration time, with clear errors on mismatches. See Locale Mapping Reference.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A

Note for Phrase TMS: The polling fallback is a required safety net for missed webhook deliveries, but it does not replace webhooks. A polling-only implementation will not pass Verified review.

### Observability & quality

*Applies to both Phrase Language AI and Phrase TMS.*

Requirement	Status
<b>Structured logging:</b> Logs include timestamps, correlation/request ID, HTTP method, response status, and duration. No tokens or sensitive data in logs.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Request identification:</b> Requests include metadata identifying the integration name and version. For TMS: sourceData in the Memsources header is included on job creation calls.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A

<b>Automated tests:</b> Tests cover the happy path, auth failure, 429 handling, and (for TMS) idempotency and webhook deduplication.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>API version compliance:</b> Uses current Phrase API endpoints. Commits to upgrading within 6 months of a new API version release.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A

## Documentation & demo

*Applies to both Phrase Language AI and Phrase TMS.*

Requirement	Status
<b>Technical documentation:</b> Covers setup, authentication, data flow, error handling, and known limitations.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>End-user documentation:</b> Covers installation, configuration, common workflows, and troubleshooting.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Plugin UI:</b> Exposes version number, copyright, and a link to official documentation from within the integration UI.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Demo scenario:</b> Phrase can validate a complete end-to-end workflow using provided test access.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A




## Compliance & support

*Applies to both Phrase Language AI and Phrase TMS.*

Requirement	Status
<b>GDPR &amp; data handling:</b> Documented approach for how personal data is processed, stored, and deleted — including handling customer deletion requests.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Deprecation policy:</b> Process for communicating breaking changes, deprecations, and version timelines to customers is documented.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
<b>Support readiness:</b> Support channels, operating hours, SLA targets (first response and resolution), and escalation path to Phrase are defined.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A

<b>Ongoing maintenance:</b> Partner commits to maintaining compatibility with Phrase API updates and addressing security issues in a timely manner.	<input type="checkbox"/> Pass / <input type="checkbox"/> Fail / <input type="checkbox"/> N/A
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**Review outcomes**

Outcome	Meaning
 <b>Approved</b>	Verified status granted. Integration listed on the Phrase Ecosystem page.
 <b>Approved with conditions</b>	Verified status granted. Flagged items must be resolved within 3 months.
 <b>Denied</b>	Verification status not granted until required items are completed.

## 4. Ecosystem page listing

Once your integration passes Phrase Verified Solution Program review, it is listed on the **Phrase Ecosystem page**, where our customers search for and discover integrations like yours. We need the following content to publish your listing.

### Required content

Required element	Description
<b>Logo</b>	The icon that will be used for the integration on the Ecosystem listing.
<b>Integration name</b>	Your official product name. Use consistent casing and spelling across all materials.
<b>Tagline (max 110 characters)</b>	One sentence describing what your integration does. Lead with the user benefit.
<b>Use case classification</b>	Describe the use case and the problem this integration resolves.
<b>Integration type</b>	<ul style="list-style-type: none"><li>• Phrase Language AI integration</li><li>• Phrase TMS plugin</li><li>• Both</li></ul>
<b>Supported languages / locales</b>	State whether your integration supports all Phrase locales or a defined subset.
<b>Website URL</b>	A stable link to your public website.
<b>Support URL</b>	A stable link to your public documentation or support portal.

### Review process

1. **Engineering review:** Confirms the integration meets all technical requirements from the checklist.
2. **Product review:** Confirms the integration covers the claimed use cases and behaves consistently with Phrase platform standards.
3. **Design review:** Confirms the UX follows Phrase interaction standards: status visibility, error messaging, locale handling, and in-product discoverability.
4. **Marketing review:** Confirms the listing copy is accurate, clear, and meets Phrase Ecosystem page standards.

All four stages must pass for the listing to go live.

## Review outcomes

Outcome	Meaning
✓ <b>Approved</b>	Listing goes live on the Phrase Ecosystem page. Verified badge displayed.
⚠ <b>Approved with conditions</b>	Listing goes live without the Verified badge. Flagged items must be resolved within 3 months or the listing is suspended.
✗ <b>Denied</b>	Listing withheld until required items are resolved. Phrase will provide specific feedback.

## After your listing goes live

- You are responsible for keeping your listing accurate and up to date.
- Breaking changes or major new versions must be communicated to Phrase before release.
- Phrase may request a re-review if significant changes are made to the integration.
- Phrase Verified Solution Program status might be reviewed periodically. Partners who no longer meet requirements will be notified before any status change.



 Phrase