Lionbridge

Lionbridge App for Oracle Eloqua

Version 1.5.1

Release Notes

October 26, 2016

Overview

Welcome to the Lionbridge App for Oracle Eloqua (App). The App enables you to automate sending and retrieving content from Oracle Eloqua, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

How to Contact Clay Tablet Support

Email @: support@clay-tablet.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

■ by email

■ from the Clay Tablet Zedesk page, using your web browser

To submit a support ticket:

1. Do one of the following:

   ▦ Email support@clay-tablet.com, and cc (carbon copy) anyone to include in the ticket correspondence.

   Important: Include the information and attachments in your email that are listed in the sub-sections below.

⠿ Create a ticket in Zendesk:

    a. Open the Clay Tablet Zendesk page in your browser: https://claytablet.zendesk.com.

    b. Sign in to Zendesk. If you do not have sign-in credentials, see "To view and update your support ticket in Zendesk:" below.

       Important: Include the information and attachments that are listed in the sub-sections below.

    c. Click **Submit a request**.

    d. In the **CCs** field, add anyone to include in the ticket correspondence.

Zendesk automatically creates a ticket and responds to everyone included in the cc field.

2. Everyone in the original cc receives updates unless they request to be removed from the ticket.

    Important: Check your email spam folder (especially first-time Zendesk users) as sometimes email notifications from Zendesk are marked as spam.

When the issue is resolved, Clay Tablet closes the ticket.

Information to include in the support ticket:

- client name
- CMS or content system name and version
- Connector or App version installed
- name of job for which the issue occurs
- date of job submission
- detailed description of the issue
- any error text–copy and paste, if applicable

Files to attach to the support ticket:
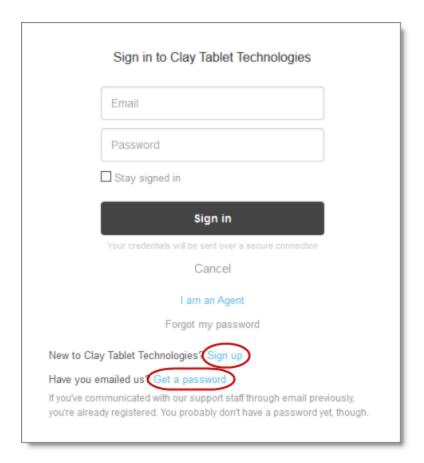
- CMS log files for the date the issue occurred
- Clay Tablet log files for the date the issue occurred
- screen capture of the issue

To view and update your support ticket in Zendesk:

Important: You must log into Zendesk to view your support tickets there.

1. Open the Clay Tablet Zendesk page in your browser: https://claytablet.zendesk.com.

2. In the top-right corner, click **Sign in**, and enter your credentials.

    Note: If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.

3. After signing in, click **My activities** to view the tickets you opened or where you are cc'd.

4. To update tickets, you can reply or attach files.

For more information, refer to "Submitting and tracking support requests" in Zendesk's *Help Center guide for end-users*, at: https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users.

Important: Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

What's New?

■ You can now use building blocks and/or a custom handler to configure the filename format of the source assets that the Lionbridge App sends out for translation.

■ You can now use a custom handler to configure the filename format of the translated assets that the Lionbridge App receives from translation. (Using building blocks to configure the filename format of translated assets was introduced in version 1.5.0 of the App.)

■ You can now use a custom handler to change the default location of translated assets that the Lionbridge App receives from translation.

■ You can now manage translation settings for Eloqua dynamic content, including configuring each rule in dynamic content for each target language.

Issues Fixed in This Release

Issue ID	Description
OEL-32	Previously, the Connector added a line break to content sent out for translation. This issue has been resolved.
OEL-35	Previously, when sending out multiple assets for translation to multiple languages, the email notification included information only about a single asset, instead of about all assets. This issue has been resolved.