

Lionbridge

Lionbridge App for Oracle Eloqua

Version 1.5.7

Release Notes

November 24, 2017

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 Lionbridge Connector Support

Email @: connectors@lionbridge.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email
- from the Lionbridge Connectors Zendesk page, using your web browser

To submit a support ticket:

1. Do one of the following:

- Email connectors@lionbridge.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 Lionbridge Connectors Zendesk page in your browser: <https://connectors.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, Lionbridge 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:

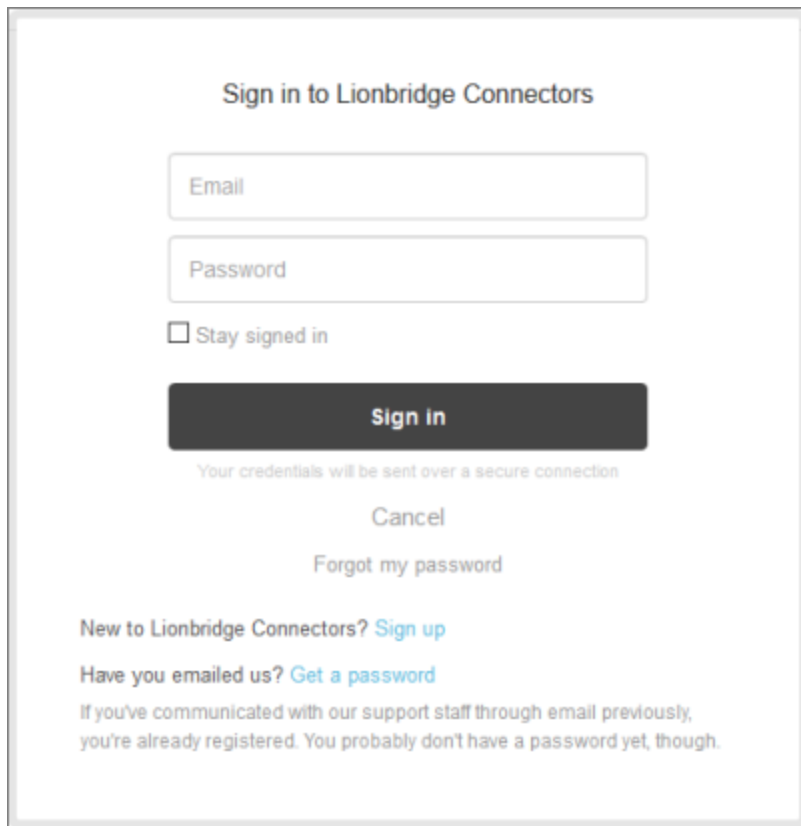
- CMS log files for the date the issue occurred
- log files for the date the issue occurred
- screen capture of the issue

To view and update your support ticket in Zendesk:

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

1. Open the Lionbridge Connectors Zendesk page in your browser: <https://connectors.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.



Sign in to Lionbridge Connectors

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password

New to Lionbridge Connectors? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

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?

- In the **Translation Job** tab of the **New Translation** dialog box and in the **Send Out Queued** Items dialog box, the **Quote Only – Only for Quotation** check box has been renamed to **Quote – Send for quote first**.
- The App can now update URL links in translated content to point to a localized sub-domain (partial replacement) or domain (full replacement). For example:
 - Content such as `http://example.com/us/en/home.html` can point to a localized sub-domain, such as `http://example.co.jp/jp/ja/home.html`.
 - Content such as `http://example.com` can point to a localized domain, such as `http://example.co.jp`.

- You can now send out items in the Eloqua Option List (pick list) for translation and import the translated items back into Eloqua.
- The App now automatically sends out Eloqua components within Landing Pages that it sends out for translation. Examples of these Eloqua components are shared content and dynamic content.
- In the **Job Details** tab, you can now approve or reject the translation of an asset.
- You can now use the new `com.claytablet.connector.eloqua.addons.SameFolderTranslatedAssetLocationHandler` custom handler class to configure the App to place translated assets in the same folder as the source assets.

Tip: You can use existing functionality to add a prefix or suffix to the file names of the translated assets indicating the target language code.
- You can now configure the App to ignore certain assets when sending out content for translation.
- You can now configure the App to exclude specific Eloqua assets from translation.

Issues Fixed in This Release

Issue ID	Description
OEL-67	Previously, in version 1.5.6 of the App, dynamic subjects in Emails were translated, but they were not included in the localized versions of the Emails. This issue has been resolved.
OEL-70	Previously, in version 1.5.6 of the App, two <code>{CT_Translated}</code> folders were created in the same location in Eloqua. This issue has been resolved.