

Lionbridge

Lionbridge App for Oracle Eloqua

Version 1.5.9

Release Notes

July 26, 2018

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:

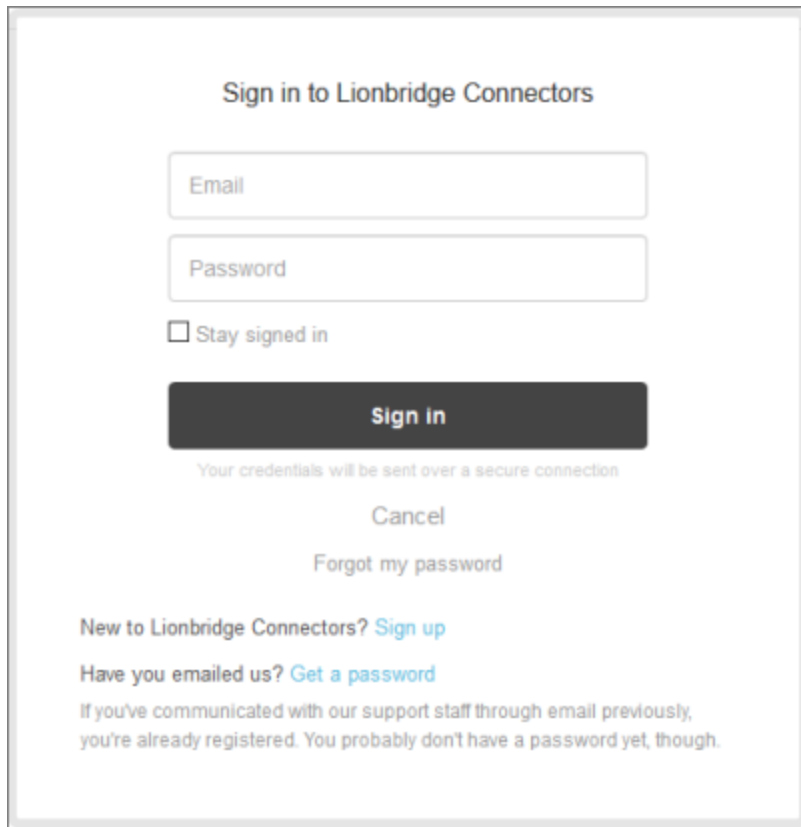
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

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.



The screenshot shows a sign-in form for Lionbridge Connectors. At the top, it says "Sign in to Lionbridge Connectors". Below this are two input fields: "Email" and "Password". Under the "Password" field is a checkbox labeled "Stay signed in". A prominent black button with the text "Sign in" is centered below the checkbox. Below the button, a small grey text line reads "Your credentials will be sent over a secure connection". Further down are two links: "Cancel" and "Forgot my password". At the bottom of the form, there are two blue links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". Below these links is a small paragraph of text: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

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 dynamic content assets to manage multiple languages in your assets, including emails, forms, and landing pages. For example, you can create language-specific rules to hold the content for each target language, and set up the workflow for these rules on your campaign canvas to manage all the language versions from a single email. You can configure this feature in the **Multilingual Dynamic Content** tab of the **Site Extension** dialog box.

- You can now configure how Eloqua asset names are displayed in the **New Translation** page when you collect assets for translation. This determines how quickly the list of asset names loads in that page. You configure this option in the **Asset Display Format** section of the **Translation** tab of the **Site Configuration** dialog box.

Issue Fixed in This Release

Issue ID	Description
OEL-101	Previously, when using the Clay Tablet Connector for Lionbridge Freeway and specifying analysis codes in Lionbridge Freeway, after renaming the analysis codes, the Lionbridge App incorrectly re-ordered and displayed the analysis-code fields. They were displayed alphabetically instead of sequentially. This issue has been resolved.