Lionbridge

Lionbridge App for Oracle Eloqua

Setup Guide

Version 1.5.9

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1 Welcome to the Lionbridge App for Oracle Eloqua

Welcome to the Lionbridge App for Oracle Eloqua (Lionbridge App). This application is an Oracle Eloqua plug-in. It enables you to automate sending and retrieving assets from Oracle Eloqua, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

1.1 Terminology

Amazon AWS	Amazon Web Services. A suite of web application products developed and sold by Amazon.com. Clay Tablet uses various AWS offerings in order to leverage their infrastructure and build rich, dynamic solutions for its customers, specifically, the Clay Tablet Platform. For details, see http://aws.amazon.com.
Amazon S3	Amazon Simple Storage Service. For details, see: http://aws.amazon.com/s3/. The Lionbridge App and the Clay Tablet Platform use Amazon S3 to provide temporary storage services for the content sent to and from translation.
Amazon SQS	Amazon Simple Queue Service. For details, see: http://aws.amazon.com/sqs/. The Lionbridge App uses Amazon SQS to provide Message Queue Services.
Asset	A content item that you manage using Eloqua, for example, articles, product descriptions, advertisements, photos, and video clips. Assets are instances of asset types.
Asset type	An object that you use to create assets of that type. An asset type is represented by a content entry form, where the set of fields define the type of content you will provide. For example, an Article asset type may have fields "Headline," "Abstract," "Author," "Post Date," and "Body," which are the content that composes the article.
Clay Tablet (CTT)	Clay Tablet Technologies, a Lionbridge company, and the corporate entity that publishes the Lionbridge App for Oracle Eloqua (App), CloudBroker, and the Clay Tablet Platform.
Clay Tablet Platform	The hosted (IaaS) connectivity platform that receives and routes content from content providers to translation providers and back during implementation. Clay Tablet Technologies, a Lionbridge company, configures the Platform based on the number and nature of systems involved in your system architecture.
CloudBroker	Lionbridge's server application for hosting the Lionbridge App for Oracle Eloqua. As a SaaS (Software as a Service), Eloqua does not support installing the Lionbridge App or any other external applications on its server. Therefore, the Lionbridge App is hosted on the Lionbridge CloudBroker server.
Freeway	The name of the Lionbridge translation portal for submitting content to and retrieving content from the Lionbridge translation provider.

FTP Server	File Transfer Protocol (FTP) is a standard network protocol used to transfer files from one host to another host over a TCP-based network, such as the Internet. Translation providers may receive and send files for translation using an FTP server.
IaaS	Infrastructure as a Service. The Clay Tablet Platform is an IaaS, because it is a hosted platform.
Keys	The Lionbridge App uses keys to establish a secure, discrete connection between the app instance and the Platform. **Very important:** Do not copy the CMS address keys to multiple Oracle Eloqua instances, because this is a violation of the License Agreement. Using the same CMS address keys on multiple Oracle Eloqua instances will cause the Lionbridge App or Connector to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. The Lionbridge Connector team will support technical issues caused by duplicating or incorrectly installing CMS address keys only on a time and materials basis.
Lionbridge	The publisher of the Freeway translation portal and a translation provider. Users connect to the Freeway translation portal to submit content to and retrieve content from the Lionbridge translation provider.
Lionbridge App for Oracle Eloqua (App)	The software that Clay Tablet Technologies has developed and provides, which plugs into your Eloqua environment to provide connectivity to CloudBroker and our hosted Platform. In this document it is referred to as the Lionbridge App. This is the software you set up as you work through this guide.
MT	Machine translation. The translation provider can be a machine translation service, such as Google Translate.
Producer	CMS or another content system that sends content or documents out for translation. In this case, this is Eloqua.
Provider	A provider of translation services. The delivery of assets to the provider may be via an FTP server or a TMS connector.
SDL TMS	SDL Translation Management System™ is a global information management application.
Site	A site is your company's implementation of the Lionbridge App for Oracle Eloqua.
Support Asset	Supporting documents and their metadata. Support assets are not translated by the translation provider, but they provide helpful context for the translator.
TMS	Translation management system that the translation provider uses.

1.2 About the Clay Tablet Translation Platform

Clay Tablet's translation connectivity platform is the easiest, most flexible way to integrate content systems, including content management systems (CMSs) and other content producers, with translation providers and translation technologies.

Clay Tablet Platform is the hosted (IaaS) connectivity platform that receives and routes content from content management systems to translation providers and back, including to Lionbridge via Freeway or onDemand. It is hosted on Amazon Web Services (AWS). During implementation, Clay Tablet Technologies configures the Platform for your translation solution, based on the translation providers or systems you use. The Clay Tablet Platform uses the following services on AWS:

- S3 (Amazon Simple Storage Service), which provides storage services for the content sent to and from translation.

- SQS (Amazon Simple Queue Service), which provides message queue services.

1.3 How the Lionbridge App Works with Oracle Eloqua

The Lionbridge App is an important part of the Clay Tablet translation solution.

The Lionbridge App is registered as an app within Oracle Eloqua. Its functionality is displayed to the users as part of Oracle Eloqua.

As a SaaS (Software as a Service), Oracle Eloqua does not support installing the Lionbridge App or any other external applications on its server. Therefore, the Lionbridge App is hosted on the Lionbridge CloudBroker server.
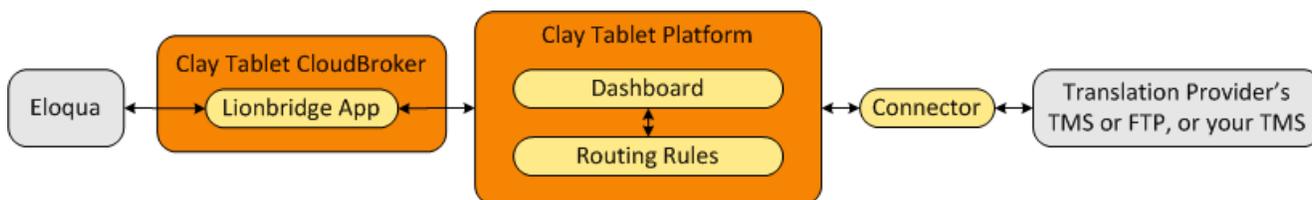
Your translation systems architecture might look like the configuration above. It may have additional content producers or translation providers, but the core concepts remain the same.

During implementation, Clay Tablet works with you and your translation providers to configure and test the other elements of your translation solution, which are the Clay Tablet Platform's connections to your translation providers' systems.

1.4 Using this Guide

Purpose of this guide

This guide describes everything you need to know to set up the Lionbridge App for Oracle Eloqua (Lionbridge App). It describes how to register the Lionbridge App in Oracle Eloqua, and how to set it up in CloudBroker.

Recommendation: Review the user guide to fully understand the powerful features of the Lionbridge App.

Who should use this guide

This guide is intended for Eloqua administrators or system integrators.

What your company setup should be

This document assumes that:

- Your company is already using Oracle Eloqua.

- Clay Tablet Technologies has set up CloudBroker for your company to use the Lionbridge App to send out content for translation from Oracle Eloqua.

- Clay Tablet Technologies has set up the Clay Tablet Platform to send content to your translation providers.

What you should already know

This document assumes that:

- You have a strong working knowledge of Oracle Eloqua and its features.

- You are familiar with your company's translation process and requirements.

- You have valid user credentials to log into Oracle Eloqua.

- You have valid user credentials to log into the AppCloud Developer section of Oracle Eloqua.

- You have valid user credentials to log into CloudBroker as a site administrator.

How to find out more about the Lionbridge App for Oracle Eloqua

For information on using the Lionbridge App for Oracle Eloqua to send and receive content for translation, read the *Lionbridge App for Oracle Eloqua User Guide*.

Documentation conventions

This guide uses the following conventions:

Convention	Description
Bold	Highlights screen elements such as buttons, menu items, and fields.
`Courier`	Highlights input, file names, and paths.
Italics	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select **Assets > Landing Pages**."

1.5 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.
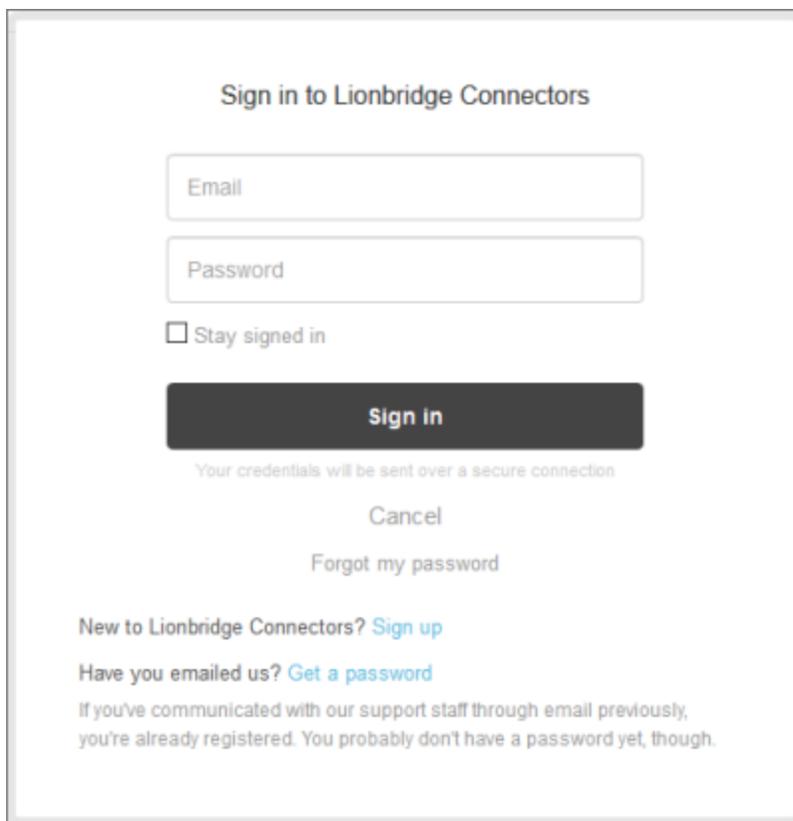
Note: If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.

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.

2 Before You Set Up the Lionbridge App for Oracle Eloqua

Since Oracle Eloqua is a SaaS (software as a service) application, you install the Lionbridge App for Oracle Eloqua (Lionbridge App) in the Oracle Cloud Marketplace. The Lionbridge App is a plug-in on the Oracle Eloqua server.

After installing the Lionbridge App in the Oracle Cloud Marketplace, you configure it in CloudBroker, which is a SaaS for configuring and hosting apps that are plug-ins to SaaS content systems.

There are three main steps in setting up the Lionbridge App:

1. *As an Eloqua administrator*, you install the Lionbridge App from the Oracle Cloud Marketplace. For detailed instructions, see "Installing the Lionbridge App for Oracle Eloqua" on page 13.

   Important: To install the Lionbridge App, you require the **Advanced Users - Marketing** permission or higher.

2. *As a Lionbridge CloudBroker site administrator*, you create a new site using the Eloqua plug-in and tie it to this Oracle Eloqua system. For detailed instructions, see "Getting Started with CloudBroker" on page 14 and "Configuring the Lionbridge App in CloudBroker" on page 17.

3. *As a Lionbridge CloudBroker site administrator*, you configure user access, including setting up teams and users. For detailed instructions, see "Configuring User Access" on page 58.

Once the setup is complete, Oracle Eloqua users can start using the Lionbridge App to manage translations.

3 Installing the Lionbridge App for Oracle Eloqua

You install the Lionbridge App for Oracle Eloqua in the Oracle Cloud Marketplace.

Important: To install the Lionbridge App, you require the **Advanced Users - Marketing** permission or higher.

To install the Lionbridge App:

1. Open the Oracle Cloud Marketplace: https://cloud.oracle.com/marketplace/product/marketing.

2. In the **Search** box at the top of the page, search for the `Lionbridge App for Oracle Eloqua`.

3. In the search results, click it.

4. In the top-right corner, click **Get App**.

5. If you are not already signed in to your Oracle account, then when prompted, sign in to this account.

6. Read the Oracle Cloud Marketplace Terms of Use, select the appropriate check boxes, and click **Next**.

    Note: You must accept the terms of use to install the Lionbridge App.

    The **Customer Details** dialog box opens.

7. Complete the required information and click **Submit**.

4 Getting Started with CloudBroker

You log into CloudBroker so that you can configure the Lionbridge App, which is its plug-in for Oracle Eloqua, for your site.

CloudBroker supports all browsers.

To access CloudBroker:

1. Open the **CloudBroker login page** in your Web browser: https://cb1-prod-na.ctt.lionbridge.com/CloudBroker/Login.
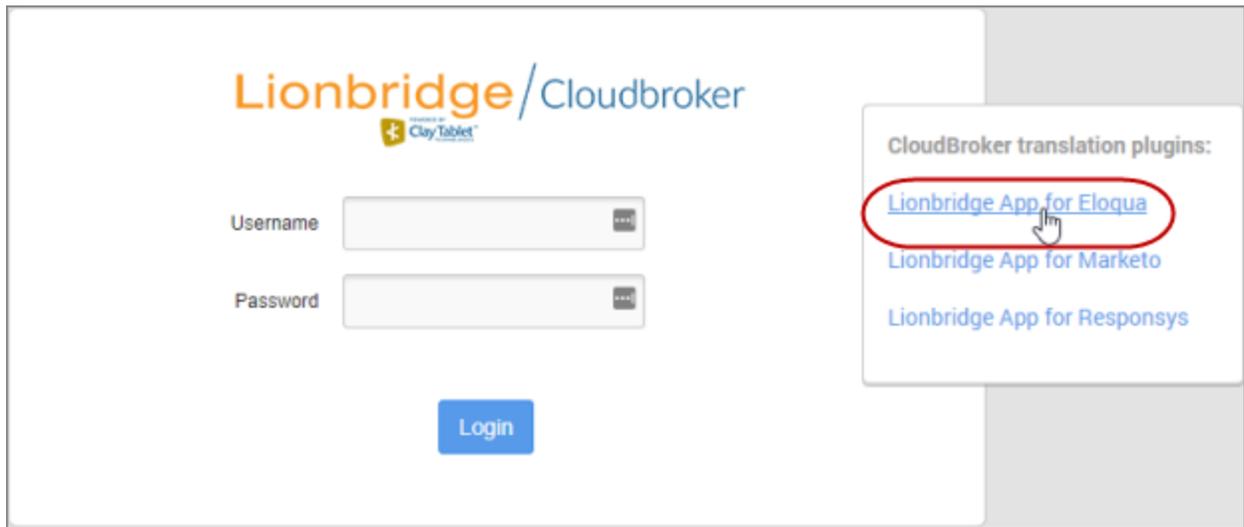
1. Click **Lionbridge App for Eloqua**.

The **page** updates.

2. Enter the following credentials, and then click **Sign in**.

   ▦ **Sitename:** This identifies your company in CloudBroker.

   ▦ **Username:** The username set up for you to sign into the Lionbridge App. This is the same as your username for signing into Eloqua.

   ▦ **Password:** The password set up for you to sign into the Lionbridge App. You can change this password after signing in.

   If necessary, contact your Eloqua administrator for these credentials.

4. After signing in, you can:

   ▸ change the password by clicking the dropdown menu for your username and selecting **Change password**.

   ▸ change the language of the CloudBroker user interface by clicking the dropdown menu for **English** and selecting a different language.
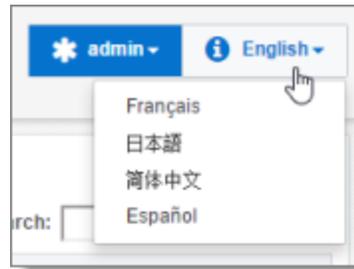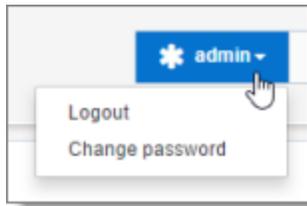
Note: To log out of CloudBroker, click the dropdown menu for your username and select **Logout**.

4.1 CloudBroker at a Glance

After you log in to CloudBroker as a site administrator, you navigate using the **Site Administration menu** on the left.

Note: If you are an end user as well as a site administrator, then in the **Site Administration** menu, you can click **My Translations** to open the **Lionbridge App for Eloqua** menu. To return to the site administrator interface from there, in the **Lionbridge App for Eloqua** menu, click **Manage Site**.

5 Configuring the Lionbridge App in CloudBroker

A *site administrator* configures and manages the Lionbridge App's configuration in CloudBroker, which is a Clay Tablet SaaS for configuring apps that are plug-ins to SaaS content systems. The Lionbridge App for Oracle Eloqua is your *site*.

To configure the Lionbridge App in CloudBroker:

1. Log in to CloudBroker as a site administrator. For details, see "Getting Started with CloudBroker" on page 14.

2. Perform the following configuration tasks:

   ▦ "Configuring Language Mappings" on page 17

   ▦ "Configuring Global Translation Settings" on page 19

   ▦ "Configuring Lionbridge Freeway Authentication" on page 22

   ▦ "Configuring SDL TMS Entries" on page 24

   ▦ "Configuring the User Interface" on page 26

   ▦ "Viewing and Testing Eloqua Authentication Settings" on page 28

   ▦ "Configuring Translation Settings" on page 29

   ▦ "Configuring Email Notification Formats" on page 33

   ▦ "Configuring Translation Settings for Eloqua Dynamic Content" on page 36

   ▦ "Configuring Translation Settings for Multilingual Dynamic-Content Assets" on page 43

   ▦ "Configuring Eloqua Assets to Exclude from Translation" on page 46. Optional

   ▦ "Configuring Automatic URL Link Updates in Translated Content" on page 48. Optional

   ▦ "Configuring Country and Language Metadata Replacement" on page 51. Optional

   ▦ "Configuring Translation Providers" on page 54

3. Configure users, teams, and access, as described in "Configuring User Access" on page 58.

5.1 Configuring Language Mappings

You configure language mappings so that:

■ The Lionbridge App correctly identifies the source and target languages of your content.

■ The Lionbridge App displays languages in the optimal order for your end users.

To configure language mappings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Map Languages**.

   The **Language Mapping** dialog box opens.
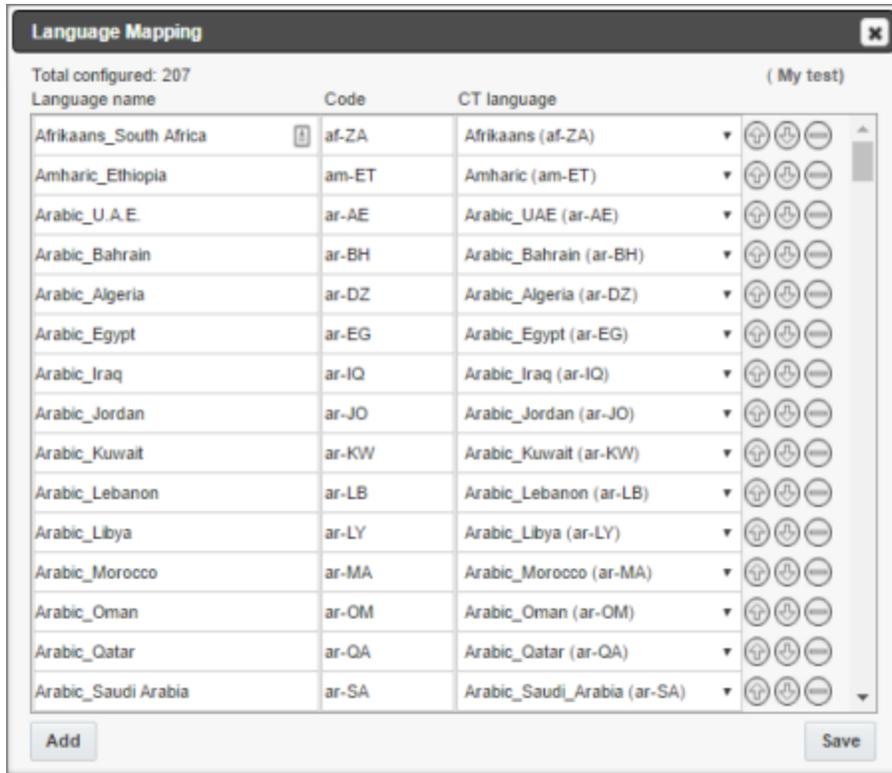
- The top-left corner of the dialog box displays the number of mappings between Eloqua languages and Clay Tablet languages.
- The top-right corner of the dialog box displays the name that Lionbridge Connector personnel assigned to your company's site.

By default, the Lionbridge App includes predefined mappings between Microsoft locales used by Eloqua, ISO codes, and Clay Tablet language codes.

In CloudBroker, you can modify or delete the current mappings and add new mappings. The following information is displayed about each language mapping:

Column	Description
Language name	The name of the language in Eloqua. For a list of Eloqua language names and codes, see "Appendix: Eloqua Language Codes".
Code	The Eloqua language's ISO code. For a list of Eloqua names and codes, see "Appendix: Eloqua Language Codes".
CT language	The Clay Tablet language code for the language. For a list and description of Clay Tablet language codes, see "Appendix: Clay Tablet Language Codes" on page 79.

3. You can modify the following aspects of a language mapping:

   ▶ To map a language to a different Clay Tablet language code, select a language from the dropdown list in the **CT language** column.

   ▶ To change the order in which a language is displayed to your users when they send out content for translation, use the **Move Up** ⬆ and **Move Down** ⬇ buttons.

   ▶ To remove a language mapping, click the corresponding **Delete** button ⊖ .

   Note: Remove a language mapping does not affect any translation jobs in progress that use that mapping.

4. Optional. To add a new language mapping, click **Add**. The Lionbridge App adds a blank line at the bottom of the list. Enter the language name and ISO code, and select the corresponding Clay Tablet language code from the list.

5. When you are done, click **Save** to save your changes.

5.2 Configuring Global Translation Settings

The Lionbridge App's global translation settings determine how it sends out all translation jobs. These settings include:

- the license for the Lionbridge App and its entry point from within Eloqua
- the source and target languages available for translation
- email notification settings
- whether to use a local translation memory

To set the global translation settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed

information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

   The **Site Configuration** dialog box opens, and the **Site** tab is displayed by default. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Specify the following settings:

Setting	Description
CT License ID	Your company's license for all supported Clay Tablet services. Either Clay Tablet personnel enters this value or you enter this value for your company after you receive it from Clay Tablet.
Entry Point URL	Read only. The URL of the default entry point for the Lionbridge App for Oracle Eloqua in CloudBroker.
Available Source Languages	Select the check boxes for the languages that users can select as the source language when sending out content for translation. The list displays all mapped languages. ■ The list displays the Microsoft locale and ISO code for each mapped language. ■ Total indicates the number of languages that are currently selected.
Available Target Languages	Select the check boxes for the languages that users can select as a target language when sending out content for translation. The list displays all mapped languages. ■ The list displays the Microsoft locale and ISO code for each mapped language. ■ Total indicates the number of languages that are currently selected.
Email Notification – Translation Job Sent	Select this check box to send out an email notification when a user sends out a job for translation. The Lionbridge App sends the notification to the user who sent out the job.
Email Notification – Translation Job Completed	Select this check box to send out an email notification when a translation job is completed. The Lionbridge App sends the notification to the user who sent out the job.
Email Notification – Send to Team Members as Well	Select this check box to send out an email notification to all users in the team when: ■ A user in the team sends out a job for translation. ■ A translation job that was sent out by a user in the team is completed.
From Email Address	The email address from which the Lionbridge App notification emails will be sent. The default email address is `notifications@clay-tablet.com`.

Setting	Description
Translation – Use Local TM	Translated content is stored in a local translation memory (TM). This setting determines whether to check previously translated content in the local TM for any content changes, and send only changed content out for translation. If content was previously translated and it has not changed, then the Lionbridge App does not send it for translation again: Instead, it uses the stored translation. This feature reduces the quantity of content that the Lionbridge App sends to translation providers, which reduces your cost. However, it increases the processing time before sending out the items for translation.
Job Metadata – Requires Due Date	Determines whether to show or hide the **Due Date** field in the **Translation Job** tab of the **New Translation** dialog box and in the **Send Out Queued Items** dialog box.
Site Log	Select the logging level for your site. There are four levels of logging: `Error`, `Info`, `Debug`, and `Trace`. **Recommendation:** Initially set the log level to `Debug`, since this level of logging has all the details of the Lionbridge App translation process. This level of detail is required for Lionbridge Connector Support to assist you with any implementation issues. After the end-to-end translation process is running smoothly, you can change this to `Error`, so that only warnings and errors are logged.

4. Click **Save**.

5.3 Configuring Lionbridge Freeway Authentication

Note: This section is relevant only if Lionbridge Freeway is your translation provider.

If Lionbridge Freeway is your translation provider, you can configure authentication to Lionbridge Freeway from the Lionbridge App. This facilitates delivering your content from the Lionbridge App, via the Clay Tablet Platform, to Lionbridge Freeway.

To configure Lionbridge Freeway authentication:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

    The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **LSP** tab.
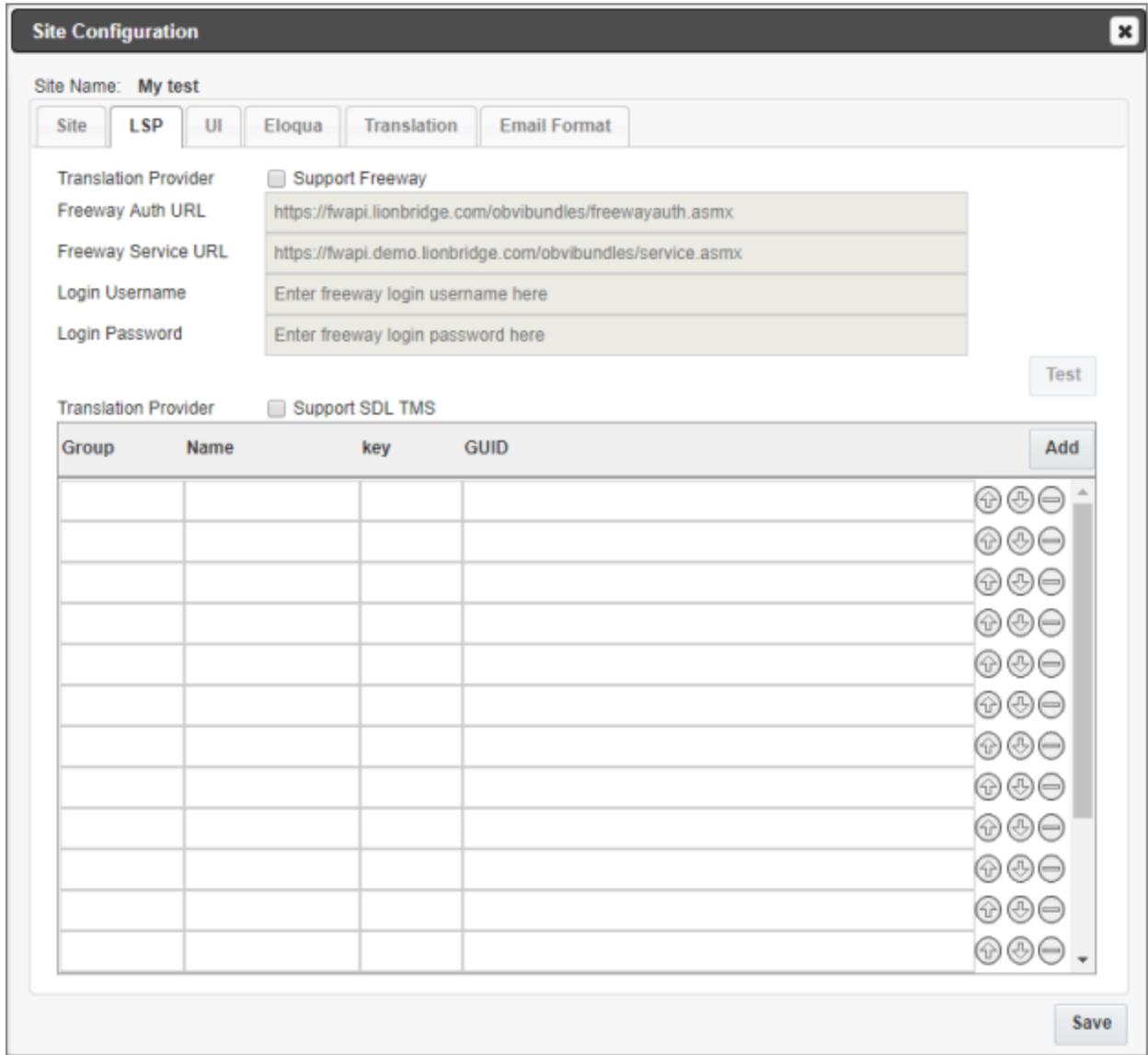
4. To enable support for the Lionbridge Freeway translation provider, select the **Support Freeway** check box.

5. Specify the following Lionbridge Freeway settings:

Setting	Description
Freeway Auth URL	The URI where the App receives an authentication token for Lionbridge Freeway.
Freeway Service URL	The URI where the App can request a list of Lionbridge Freeway analysis codes.

Setting	Description
Login Username	The login name for the Lionbridge Freeway server.
Login Password	The login password for the Lionbridge Freeway server.

6. Click **Save**.

5.4 Configuring SDL TMS Entries

Note: This section is relevant only if SDL TMS is your translation provider.

If SDL TMS is your translation provider, you can configure SDL TMS configuration entries, which are used for submitting translation jobs, via the Clay Tablet Platform, to SDL TMS.

To configure SDL TMS settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

    The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **LSP** tab.
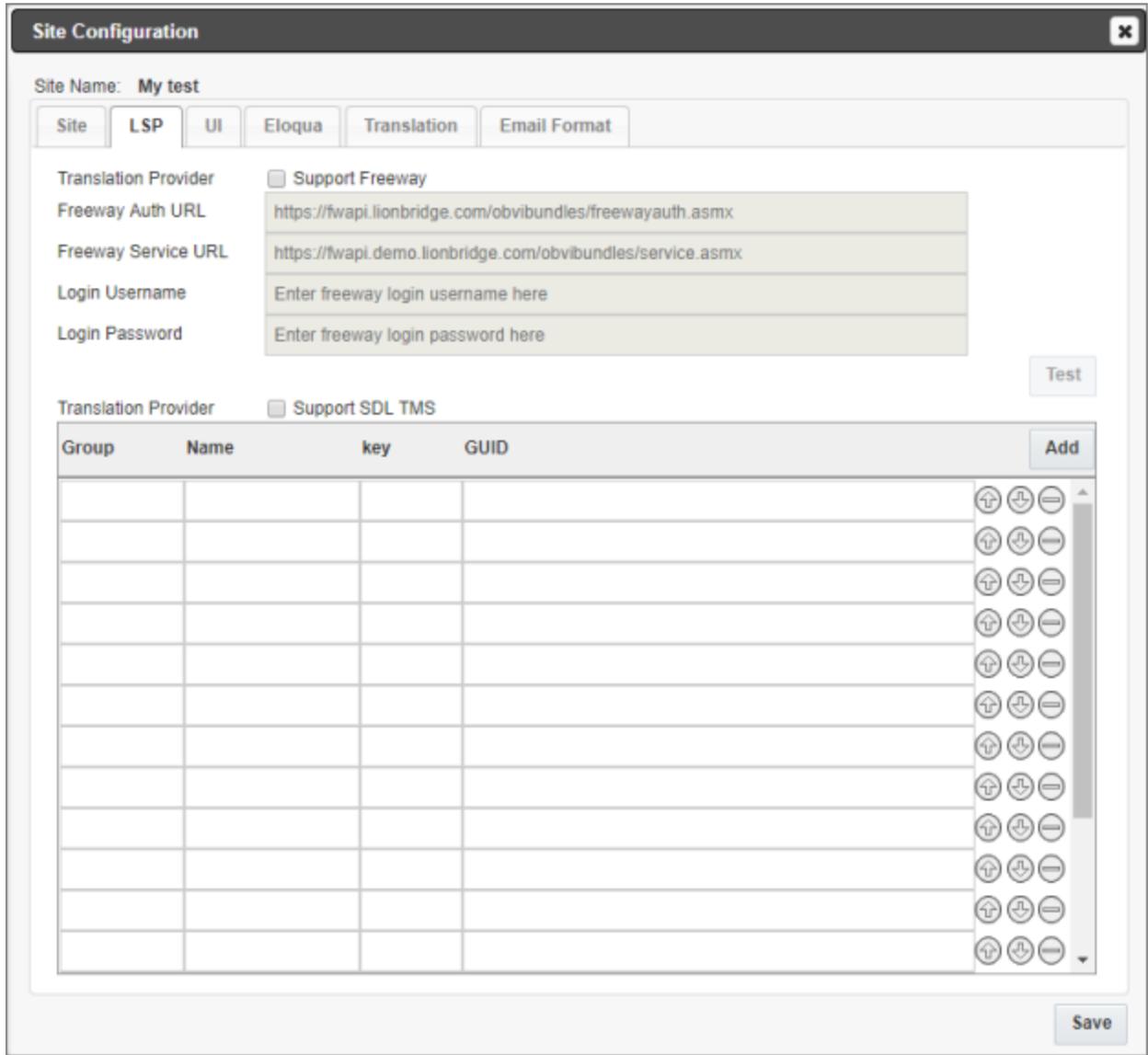
5. To enable support for the SDL TMS translation provider, select the **Support SDL TMS** check box.

6. Enter the following information about an SDL TMS configuration entry, which is used for submitting translation jobs to SDL TMS:

Column	Description
Group	The Dropbox selection group.
Name	The name to display in the Dropbox selection box.

Column	Description
Key	The key for submitting a job to SDL TMS.
GUID	The key from the Dropbox selection box links to a GUID in SDL TMS. Each GUID is related to a different TM (translation memory), TermBase, and Workflow.

7. Optional. Modify the order of a configuration entry. To change the order in which an entry is displayed to your users when they send out content for translation, use the **Move Up** ⬆ and **Move Down** ⬇ buttons.

8. Optional. To remove a configuration entry, click the corresponding **Delete** button ⊖ .

9. Click **Save**.

5.5 Configuring the User Interface

In the **UI** tab of the **Site Configuration** dialog box, you can configure the user interface of the Lionbridge App. Specifically, you can modify the following aspects of the **PO Reference** field, which is displayed in the **Translation Job** tab of the **New Translation** dialog box and in the **Send Out Queued Items** dialog box:

■ the label of the **PO Reference** field

■ configure this field to be either a dropdown list, with pre-configured entries, or a freeform text box

■ If you configure this field to be a dropdown list, you can specify the pre-configured entries available for selection

To configure the user interface:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

    The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **UI** tab.

4. In the **Title Text** field, you can specify an alternative label for the **PO Reference** field, which is displayed in the **Translation Job** tab of the **New Translation** dialog box and in the **Send Out Queued Items** dialog box. Enter your custom label for this field here.

5. In the **Input Type** dropdown list, select one of the following options:

   ⁙ `Input`: This field will be displayed as a freeform text box. This is the default value.

   ⁙ `Dropdown -- Configure predefined options below`: This field will be displayed as a dropdown list, with pre-configured entries. You specify those entries In the next step.

6. If in the previous step you selected `Dropdown -- Configure predefined options below` as the **Input Type**, then in the table you specify a title-value pair for each entry that will be available for selection:

   ⁙ The **Title** is displayed in the dropdown list and is available for selection.

   ⁙ The **Value** is the corresponding input, such as the actual purchase order number.

7. Click **Save**.

5.6 Viewing and Testing Eloqua Authentication Settings

The Lionbridge App must authenticate with Oracle Eloqua. You can view and test the authentication settings in the **Authentication** section of the **Eloqua** tab of the **Site Configuration** dialog box. For a detailed description of the other settings in this tab, see "Configuring User Access" on page 58.

To view and test these settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

    The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **Eloqua** tab.

4. You can view the following read-only information in the **Authentication** section:

Field	Description
Type	The type of authentication, which is `OAuth2`.
CloudApp Client ID	The Client ID (App id) for the Lionbridge App.
CloudApp Client Secret	The secret access token that Eloqua generated for the Lionbridge App.
CloudApp Callback URL	The callback URL registered in Eloqua for the Lionbridge App.

For a detailed description of the other fields in this tab, see "Configuring User Access" on page 58.

5. Optional. You can test the authentication settings.

   a. Enter values to test. These values are only for testing. They are not saved.

Field	Description
Eloqua Username	You can enter an Oracle Eloqua username to test the authentication settings you entered above.
Eloqua Password	You can enter a password for the Oracle Eloqua username to test the authentication settings you entered above.

   b. Click the **Test** button.

      A message box indicates that the test was successful. Click **OK** to close the message box.

6. Close the dialog box.

5.7 Configuring Translation Settings

You can configure the following types of translation settings in the **Translation** tab of the **Site Configuration** dialog box.

- The format of asset names when they are displayed in the **New Translation** dialog box, after the corresponding assets have been collected for translation.

- Whether the Lionbridge App includes the **From Name** field, email header, and/or email footer in Email assets that it sends for translation (in the **Email Translation** section).

- The filename format of the source assets that the Lionbridge App sends out for translation (in the **Asset Name for Translation** section) . By default this is `[{AssetType}:{AssetId}]{AssetName}({T:ll-cc})`, for example: `[Email:127]My testmail(fr-CA)`. The Lionbridge App has a default *translation-asset-name* handler that supports some predefined building blocks. You can modify the default filename format either by using either the building blocks or a custom handler.

■ The filename format of the target assets that the Lionbridge App receives from translation (in the **Translated Asset Name** section). By default this is `[{T:ll-cc}]{AssetName}`, for example: `[(fr-CA)] My test mail`. The Lionbridge App has a default *translated-asset-name* handler that supports some predefined building blocks. You can modify the default filename format either by using either the building blocks or a custom handler.

■ The location of the target assets that the Lionbridge App receives from translation (in the **Translated Asset Location** section). The Lionbridge App has a default *translated-asset-location* handler that uploads translated assets to Eloqua under the `{CT_Translated}` sub-folder of the folder where source assets are located. You can specify another name for this sub-folder. Alternatively: You can use the `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; You can use a custom handler to specify a different location.

To configure these settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

   The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **Translation** tab.

4. Optional. Depending on what you want to configure, do one or more of the following:

   ▦ In the **Asset Display Format** section, select one of the following radio buttons to indicate how to display asset names in the **New Translation** page, after assets are collected for translation. This determines how quickly the list of asset names loads in that page.

      ▯ **Just Asset Name**: Only the asset name is displayed. This is the fastest option.
      ▯ **Folder Name/Asset Name**: Only the asset name and the parent folder name are displayed. This is the intermediate option.
      ▯ **Full Path/Asset Name**: The full path of the asset name is displayed. This is the slowest option.

   ▦ In the **Email Translation** section, you can select the following check boxes:

      ▯ Select the **Translate [From Name] Field** check box to configure the Lionbridge App to include the **From Name** field in Email assets that it sends for translation.

- ⸬ Select the **Translate [Email Header]** check box to configure the Lionbridge App to include the email header in Email assets that it sends for translation.

- ⸬ Select the **Translate [Email Footer]** check box to configure the Lionbridge App to include the email footer in Email assets that it sends for translation.

⸬ In the **Asset Name for Translation** section, in the **Format** field, you can use the building blocks in the table below to specify the filename format of asset files sent out for translation. The default format is `[{AssetType}:{AssetId}]{AssetName}({T:ll-cc})`, for example: `[Email:127]My testmail (fr-CA)`.

⸬ In the **Translated Asset Name** section, in the **Format** field, you can use the building blocks in the table below to specify the filename format of translated asset files. The default format is `[{T:ll-cc}] {AssetName}`, for example: `[(fr-CA)] My test mail`.

⸬ In the **Translated Asset Location** section:

- ⸬ In the **Default** field, you can specify an alternate name for the location of the target assets that the Lionbridge App receives from translation. The default name of the location is the `{CT_Translated}` sub-folder of the folder where source assets are located. This is specified by the default `translated-asset-location` handler.

- ⸬ In the **Custom Handler Class** field, you can use the `com.claytablet.connector.eloqua.addons.SameFolderTranslatedAssetLocationHandler custom` custom handler class to specify a different location for the translated assets.

Note: When the App sends out assets for translation, it creates placeholder assets for the content of the language versions of the specified target languages in ithis location.

Building Block	Description	Example
{AssetType}	A type of asset.	Email
{AssetId}	Clay Tablet's internal identifier for the asset.	111
{AssetName}	The name of the asset that is displayed in Eloqua.	My test mail
{S:ll-cc}	The language code and the country code of the source language, separated by a hyphen.	en-CA
{S:ll}	The language code only of the source language.	en
{S:cc}	The country code only of the source language.	CA
{T:ll-cc}	The language code and the country code of the target language, separated by a hyphen.	fr-CA

Building Block	Description	Example
{T:ll}	The language code only of the target language.	fr
{T:cc}	The country code only of the target language.	CA

5. Optional. If you want to configure a custom handler, contact Lionbridge Connector Support. For details, see "How to Contact Lionbridge Connector Support" on page 9.

6. Optional. Enter the full class name of each handler in the **Custom Handler Class** field of the relevant section. If this field is blank, the Connector uses the default handler.

    Tip: To configure the App to place translated assets in the same folder as the source assets, enter the `com.claytablet.connector.eloqua.addons.SameFolderTranslatedAssetLocationHandler` custom handler class.

7. Click **Save**.

5.8 Configuring Email Notification Formats

In the **Email Format** tab of the **Site Configuration** dialog box, you can configure the format of email notifications that the Lionbridge App sends when a translation job is completed.

To configure email notification formats:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

    The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **Email Format** tab.
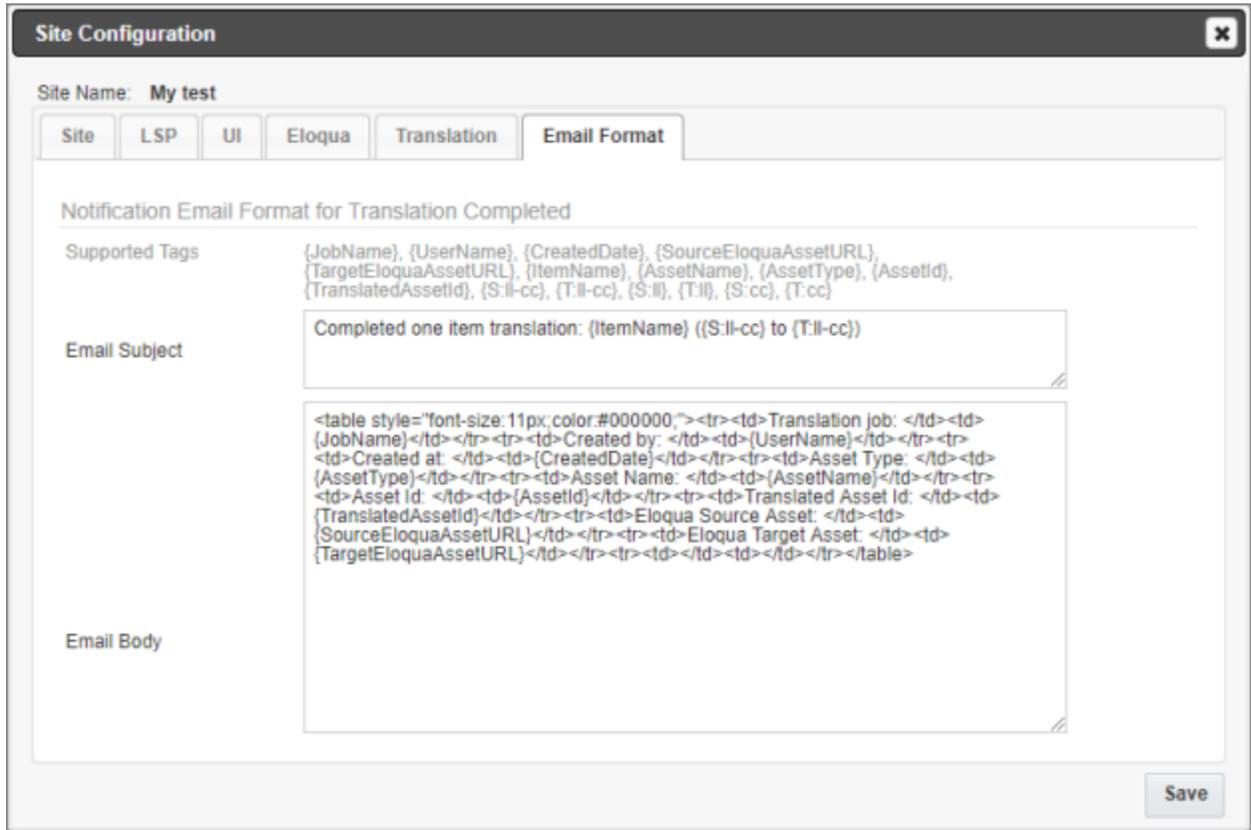
4. In the **Notification Email Format for Translation Completed** section, you can use HTML or the following building blocks to specify the email subject and body:

Building Block	Description	Example
{AssetType}	A type of asset.	Email
{AssetId}	Clay Tablet's internal identifier for the asset.	111
{AssetName}	The name of the asset that is displayed in Eloqua.	My test mail

Building Block	Description	Example
{JobName}	The name of the translation job.	My job
{UserName}	The Oracle Eloqua username.	Jen.Smith
{CreatedDate}	The date that the asset was created in Eloqua, in the following format: MM/DD/YYYY hh:mm AM/PM.	07/05/2017 11:03 AM
{SourceEloquaAssetURL}	The URL of the source asset in Eloqua.	https://secure.mycompany.eloqua.com/Main.aspx#forms&id=123
{TargetEloquaAssetURL}	* The URL of the source asset in Eloqua.	https://secure.mycompany.eloqua.com/Main.aspx#forms&id=456
{ItemName}	* The full path of the asset.	Emails/My email message
{TranslatedAssetId}	* Clay Tablet's internal identifier for the translated asset.	222

Building Block	Description	Example
{S:ll-cc}	The language code and the country code of the source language, separated by a hyphen.	en-CA
{S:ll}	The language code only of the source language.	en
{S:cc}	The country code only of the source language.	CA
{T:ll-cc}	The language code and the country code of the target language, separated by a hyphen.	fr-CA
{T:ll}	The language code only of the target language.	fr
{T:cc}	The country code only of the target language.	CA

5. Click **Save**.

5.9 Configuring Translation Settings for Eloqua Dynamic Content

In Eloqua, *dynamic content* is customer-specific content that changes depending on who is viewing it. For more information about this feature, refer to the *Oracle Eloqua Marketing Cloud Service User's Guide*, available at

https://docs.oracle.com/cloud/latest/marketingcs_gs/docs.htm.

When the Lionbridge App collects emails and landing pages to send out for translation, it automatically collects any referenced dynamic content. You can change this behavior, for example, if you do not want to translate some dynamic content, or if you want to translate some dynamic-content rules into specific languages.

To configure translation settings for Eloqua dynamic content:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. In the **Site Extensions** section, click **Configure** for the `Dynamic Content Translation Settings` site extension.

   The **Site Extension** dialog box opens, displaying the **Multilingual Dynamic Content** tab.

3. Click the **Dynamic Content Translation**
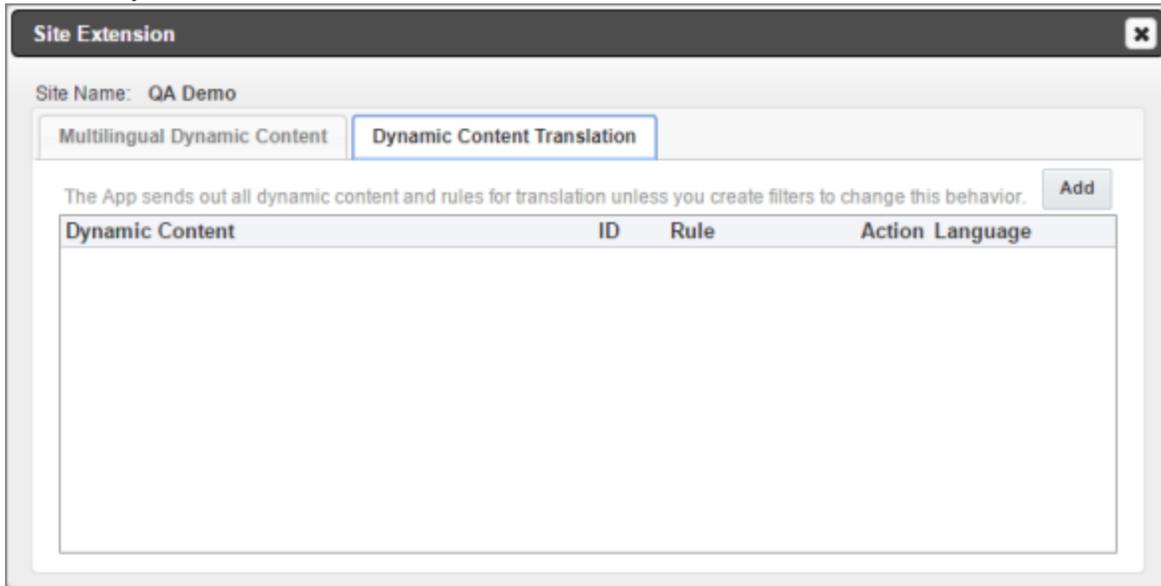
tab.

4. Click **Add**.

The **Translation Setting** tab opens.

Note: The Eloqua sign-in page is displayed in this tab only if you are not currently signed in to Eloqua as an end-user. This sign-in page is not displayed in the following scenarios: if you signed in to Eloqua, clicked the

More Apps button [cloud icon] and opened the Lionbridge App from the **Apps** area; if you logged into CloudBroker from the Lionbridge App with end-user credentials (not with site administrator credentials).

5. If the Eloqua sign-in page is displayed in this tab, then enter your Eloqua credentials, and click **Sign In**. This enables the Lionbridge App to retrieve all dynamic content and its rules from Eloqua. If the sign-in page is not displayed, proceed to the next step.

The **Translation Setting** tab updates.

Site Extension	☒

Site Name: QA Demo

| Multilingual Dynamic Content | Dynamic Content Translation | **Translation Setting** |

Dynamic Content: [▼]

Close
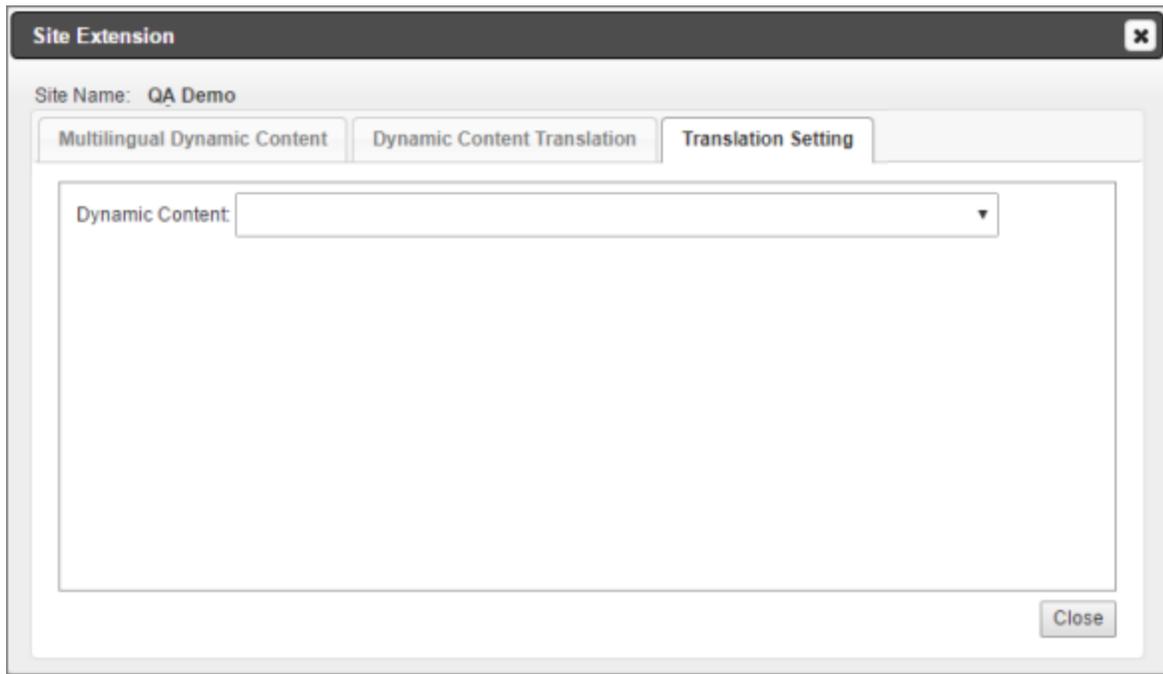
Note: It may take some time for this tab to load while the App retrieves dynamic-content information from Eloqua and prepares to display it in the dropdown list.

6. Select the dynamic content from the **Dynamic Content** dropdown list.
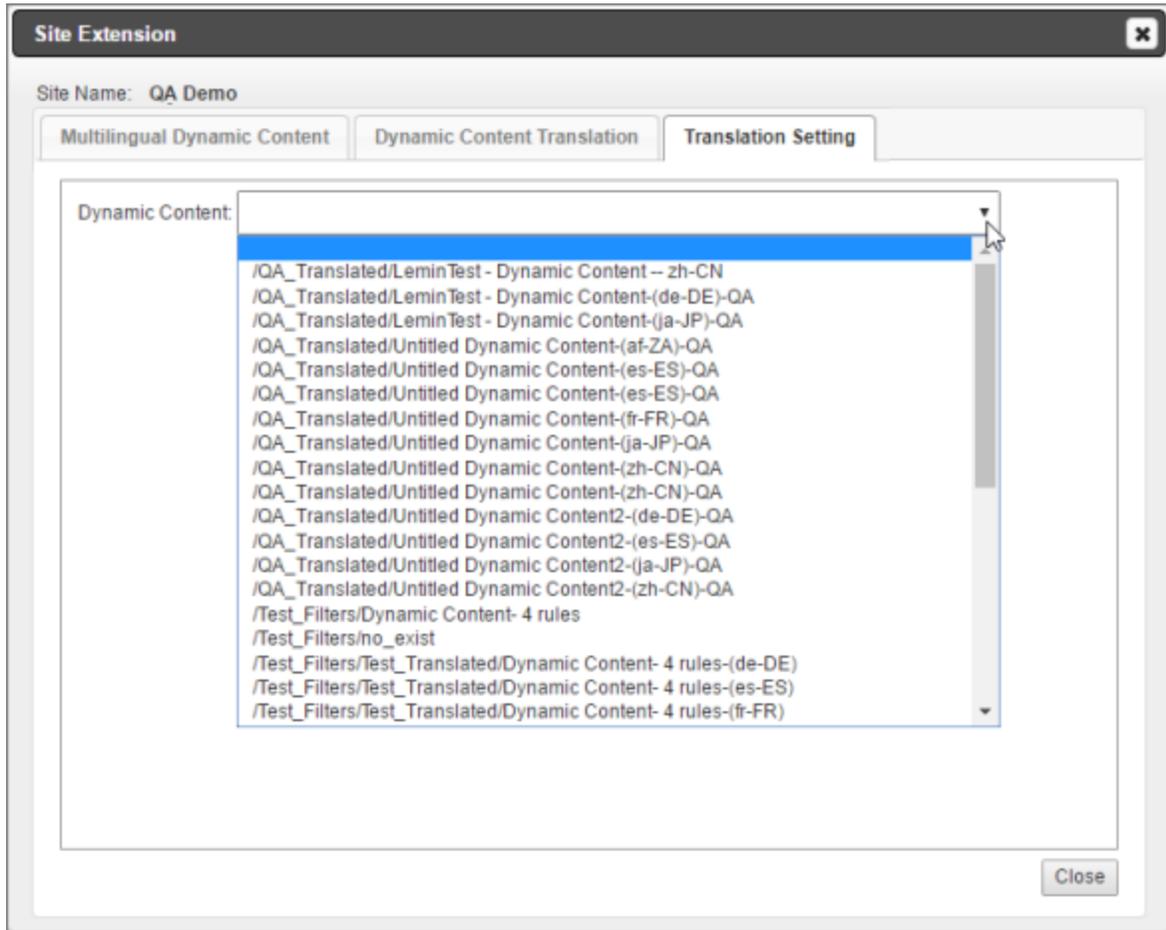
The **Translation Setting** tab updates for the selected dynamic content to display a row for each rule in the dynamic content, plus one additional row.
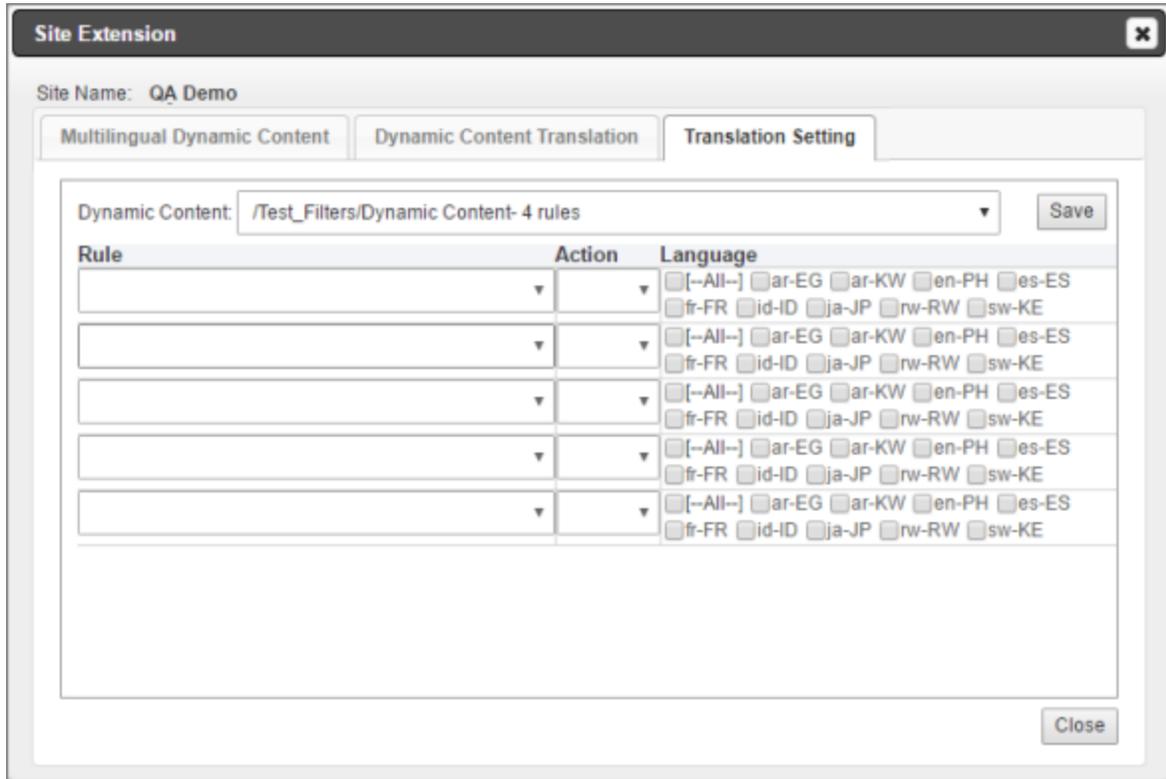
7. **For each displayed row**, create a translation setting for each rule: (In Eloqua, a *rule* is a content option for the dynamic content.)

▥ In the **Rule** column, select a rule in the dynamic content.

▥ In the **Action** column, specify the Lionbridge App's action for this rule, either:

  ▫ `Ignore`: The Lionbridge App *will not* send out this rule for translation for the specified languages.

  ▫ `Allow`: The Lionbridge App *will* send out this rule for translation for the specified languages.

▥ In the **Language** column, select the check boxes for the language codes for this setting.

  ▫ For example, if `Ignore` is selected, then the Lionbridge App *will not* send out this rule for translation in the selected languages.

  ▫ For example, if `Allow` is selected, then the Lionbridge App *will* send out this rule for translation in the selected languages.

  This column displays all languages that are set up for your team, as well as an `[--All--]` check box to facilitate selecting all languages.

  Tip: To prevent the Lionbridge App from sending out any rules in dynamic content for translation, in the **Rule** column, select `[--All--]`, in the **Action** column, select `Ignore`, and in the **Language** column, select the `[--All--]` check box.

Note: If there are multiple and conflicting settings for the same rules, then the Lionbridge App prioritizes the settings with the **Ignore** actions over those with the **Allow** actions. For example, if the `CN Rule` rule is set to ignore all language but to allow the `zh-CN` language, then the Lionbridge App ignores all languages and does not send out any dynamic content for translation.

8. Click **Save** to save the translation settings for the specified dynamic content and its rules.

9. Repeat steps 4 and 6-8 to specify translation setting for each dynamic content and its rules.

    Note: You are not prompted to re-enter your Eloqua credentials (step 4) each time.

5.10 Configuring Translation Settings for Multilingual Dynamic-Content Assets

In Eloqua, *dynamic content* is customer-specific content that changes depending on who is viewing it. For more information about this feature, refer to the *Oracle Eloqua Marketing Cloud Service User's Guide*, available at https://docs.oracle.com/cloud/latest/marketingcs_gs/docs.htm.

You can 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. For example, if your email contains only dynamic content assets to populate the email and its subject line, the Connector can provide a post-translation email in which all its dynamic content assets are translated: the content of each dynamic-content rule is translated into the appropriate language, so that all the assets are multilingual.

Note: In Eloqua, a *rule* is a content option for the dynamic content.

To configure translation settings for multilingual dynamic-content assets:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see .

2. In the **Site Extensions** section, click **Configure** for the `Dynamic Content Translation Settings` site extension.

The **Site Extension** dialog box opens, displaying the **Multilingual Dynamic Content** tab.
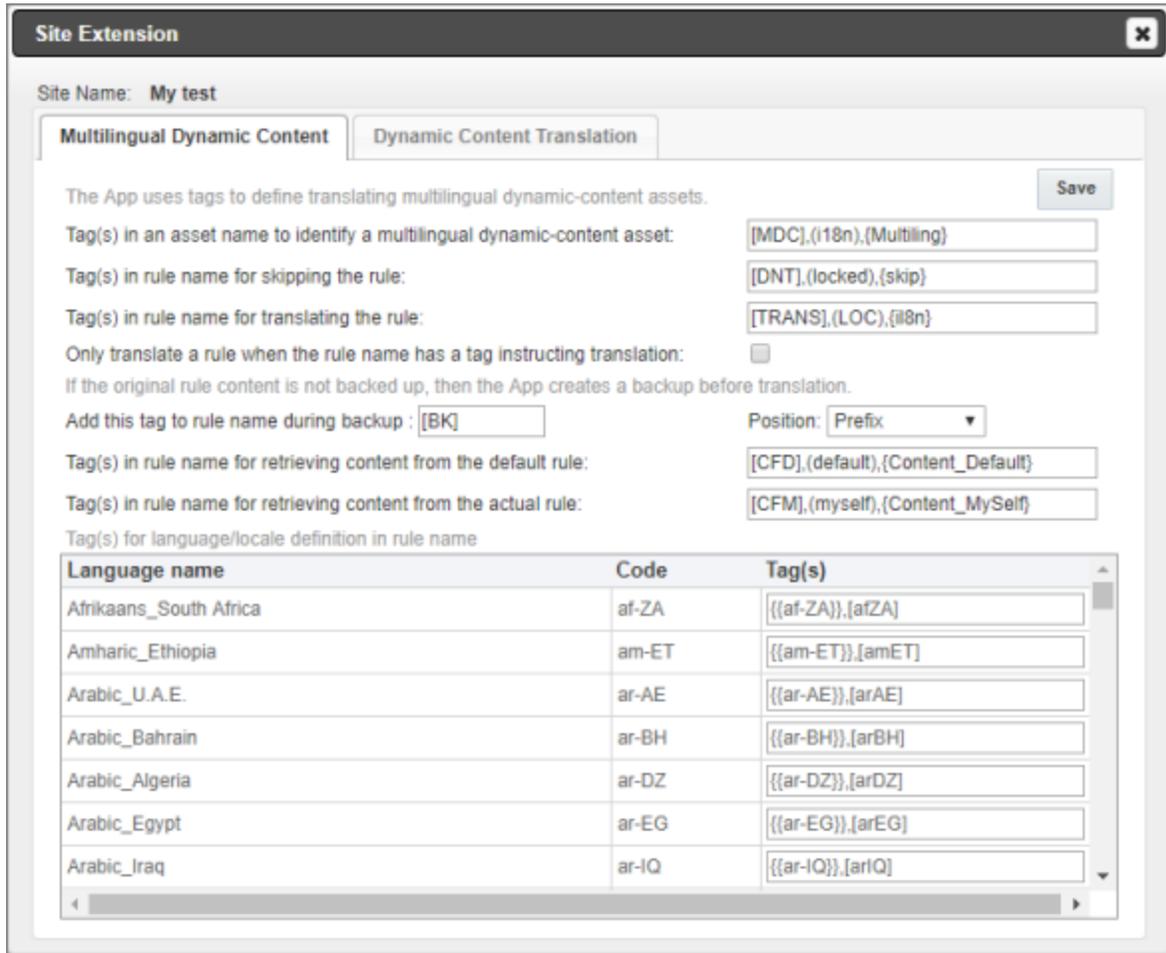
3. Specify the following translation settings to specify how the App processes multilingual dynamic-content assets.

Setting	Description
Tag(s) in an asset name to identify a multilingual dynamic-content asset	Specify the tag or tags that identify a multilingual dynamic-content asset, or accept the default values of `[MDC]`, `(i18n)`, and `{Multiling}`. For multiple tags, use a comma (,) separator.

Setting	Description
Tag(s) in rule name for skipping the rule	Specify the tag or tags in a rule name that instruct the App to skip a rule , so that it is not sent out for translation. Alternatively, you can accept the default values of `[DNT]`, `(locked)`, and `{skip}`. For multiple tags, use a comma (`,`) separator.
Tag(s) in rule name for translating the rule	Specify the tag or tags in a rule name that instruct the App to send out a rule for translation. Alternatively, you can accept the default values of `[TRANS]`, `(LOC)`, and `{i18n}`. For multiple tags, use a comma (`,`) separator. **Note:** To enable this feature, you must also select the **Only translate a rule when the rule name has a tag instructing translation** check box, as described below.
Only translate a rule when the rule name has a tag instructing translation	Select this check box to instruct the App to send out a rule for translation only if a tag specified in the **Tag(s) in rule name for translating the rule** field is present in the rule name. By default, this check box is cleared.
Add this tag to rule name during backup	Specify the tag that the App adds to a rule name during backup, or accept the default value of `[BK]`. To update the source content, you edit the source content in the backup rule and send it for translation. **Note:** The App populates the backup rule with the source content, and it sends that content for translation.
Position	In the dropdown list, select the position in the rule name for this tag. This is either: ■ `Prefix`, which is at the beginning of the rule name (default value) ■ `Suffix`, which is at the end of the rule name
Tag(s) in rule name for retrieving content from the default rule	If the rule content is same for all target languages, you can enter the source content in a default rule, so that the App translates this rule into each target language. Specify the tag or tags in a rule name to identify a default rule and instruct the App to translate it. Alternatively, you can accept the default values of `[CFD]`, `(default)`, and `{Content_Default}`. For multiple tags, use a comma (`,`) separator.

Setting	Description
Tag(s) in rule name for retrieving content from the actual rule	You may not want the App to send content for translation directly from the backup rule, as described above in the note for the **Add this tag to the rule name during backup** option. If you want to update the source content for translation without updating the backup rule, you can use this option. In this scenario, you modify the previous translation in the target rule with new source content, and then send that out for translation. To do so, specify the tag or tags in a rule name or accept the default values of `[CFM]`, `(myself)`, and `{Content_MySelf}`. For multiple tags, use a comma (`,`) separator. **Note:** If you specify this option, the App does not back up the rule, and it does not add the tag specified in the The App adds this tag to the rule name during backup option.

4. In the **Tag(s) for language/locale definition in rule name** list, specify the tags for identifying the language or locale in rule names.

5. Click **Save**.

5.11 Configuring Eloqua Assets to Exclude from Translation

You can configure the App to always exclude specific Eloqua assets from translation, even if they are selected for translation by end users.

To exclude specific Eloqua assets from translation:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. In the **Site Extensions** section, click **Configure** for the `Asset Translation Blacklist` site extension.
   The **Site Extension** dialog box opens, displaying the **Translation Blacklist** tab.

3. Click **Add**.

The **Select Assets** tab opens.
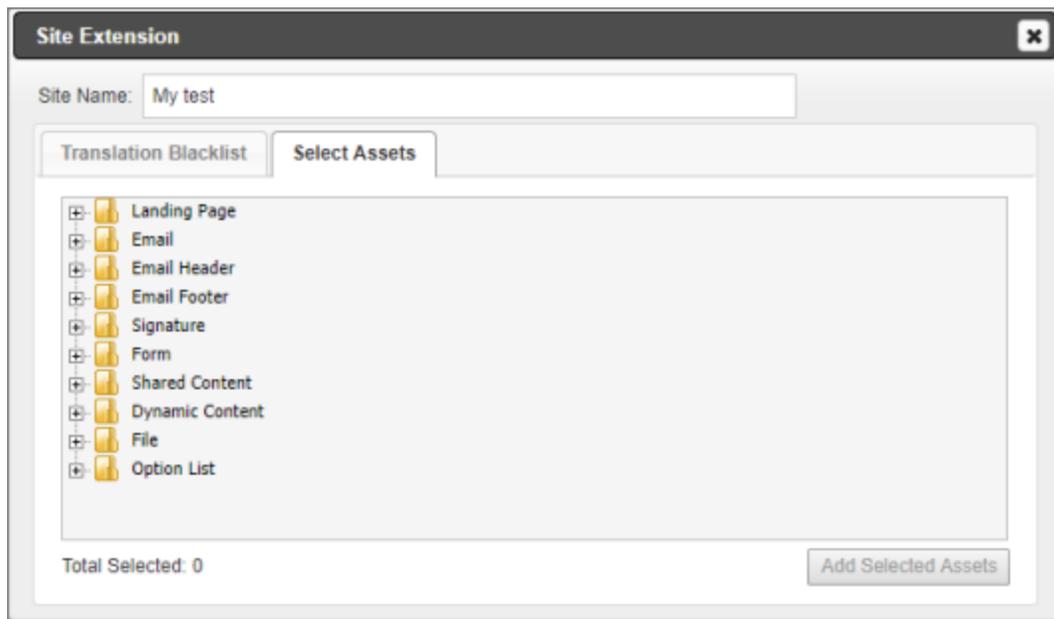
4. Click the expand icons ⊞ to view assets.

5. Select the check boxes of assets to exclude from translation.

    Note: You can expand and select assets from multiple branches.

6. Click **Add Selected Assets**.

The **Translation Blacklist** tab reopens, displaying the assets you just added.
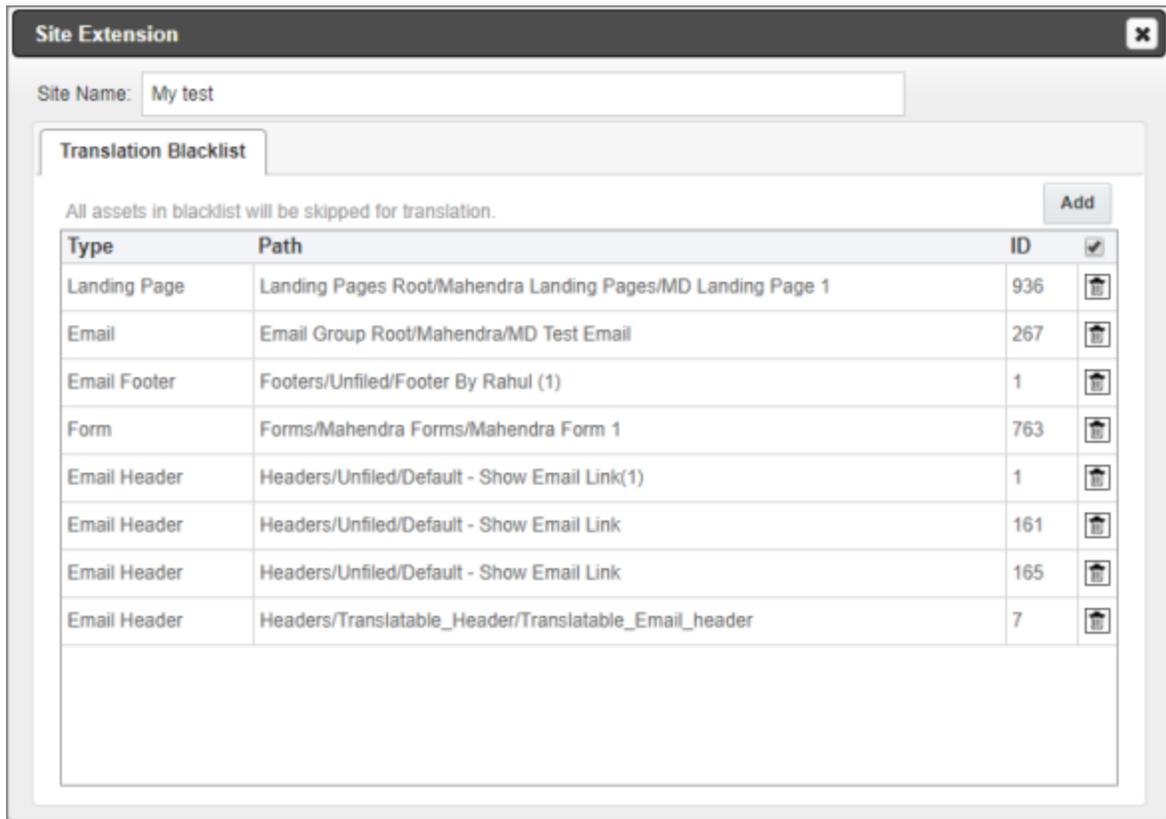
The following information is displayed about the assets you collected and are excluding from translation:

Column	Description
Type	The type of asset in Eloqua.
Path	The path of the asset in Eloqua.
ID	The Lionbridge App's unique identifier for this asset.

Tips: To delete an asset from the list, click the Delete icon ☝. By default, a confirmation message is displayed before you can delete an asset. If you do not want to receive a confirmation message, clear the check box in the column header above the Delete icons.

5.12 Configuring Automatic URL Link Updates in Translated Content

When there are links in content for translation, by default the Lionbridge App does not update these links. You can change this behavior, for example, if you automatically want to update the links in the translated content to

point to either:

- a localized sub-domain (partial replacement)
- a different domain (full replacement)

To configure settings for automatic link updates in translated content:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. In the **Site Extensions** section, click **Configure** for the `URL Conversion for Translation` site extension.

   The **Site Extension** dialog box opens, displaying the **Translation URL Conversion** tab.

3. Specify the URL conversion settings for a target language:

Field	Description
URL	Enter the base URL of the links in the source content, for example: `http://example.com`.
To	Enter the base URL you want for the links in the target (translated) content, for example: `http://ja-jp.example.com`.

Field	Description
Matching Type	Select one of the following matching types for the **URL** field, described above: ■ `Full`: Convert the URL only if it is identical to the URL specified here. ■ `Partial`: Convert the URL if it includes the URL specified here. For example, suppose that you want to convert the URL `http://www.example.com/content/us/en/products` to French, using the `fr-fr` language code. Suppose that the settings are: ■ **URL**: http://www.example.com/content/us/en ■ **Language**: fr-fr ■ **To**: http://www.example.com/content/fr/fr Continuing with the example: ■ If the **Matching Type** is `Full`, then the URL conversion setting *is not* applied, because `http://www.example.com/content/us/en/products` *does not match* `http://www.example.com/content/us/en`. ■ If the **Matching Type** is `Partial`, then the URL conversion setting *is* applied, because `http://www.example.com/content/us/en/products` *matches* `http://www.example.com/content/us/en`.
Convert Link Text?	Specify whether to convert the text of the link as well as the URL, for example in the link `<a href="http://www.example.com">My Link</a>`, this is the `My Link` text. Select one of the following: ■ `No`: The App converts the text of the link as well as the URL. ■ `Yes`: The App does not convert the text of the link.
For	Select the language code of the target language for applying this link conversion rule. You can view these language codes in the Language Mapping dialog box. For details, see "Configuring Language Mappings" on page 17.

4. Click **Add**.

The specified settings are added to the **bottom of the tab**.

5. Repeat steps 3 and 4 for each target language for which you want to specify URL link conversion settings.

> **Tips:** To edit a conversion setting, click the Edit icon ✎. To delete a conversion setting from the list, click the Delete icon 🗑. By default, a confirmation message is displayed before you can delete a setting. If you do not want to receive a confirmation message, clear the check box in the column header above the Delete icons.

5.13 Configuring Country and Language Metadata Replacement

You can configure the Lionbridge App to replace the following metadata properties in assets you send out for translation:

- *country* metadata. For example, you can replace `<meta property="wap:country" content="us"/>` with `<meta property="wap:country" content="jp"/>`.

- *language* metadata. For example, you can replace `<meta property="wap:language" content="en">` with `<meta property="wap:language" content="ja">`.

Note: You can replace the country metadata, the language metadata, or both.

To configure replacement settings for country and language metadata:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. In the **Site Extensions** section, click **Configure** for the `HTML Elements Conversion for Translation` site extension.

      The **Site Extension** dialog box opens, displaying the **HTML Element Conversion** tab.
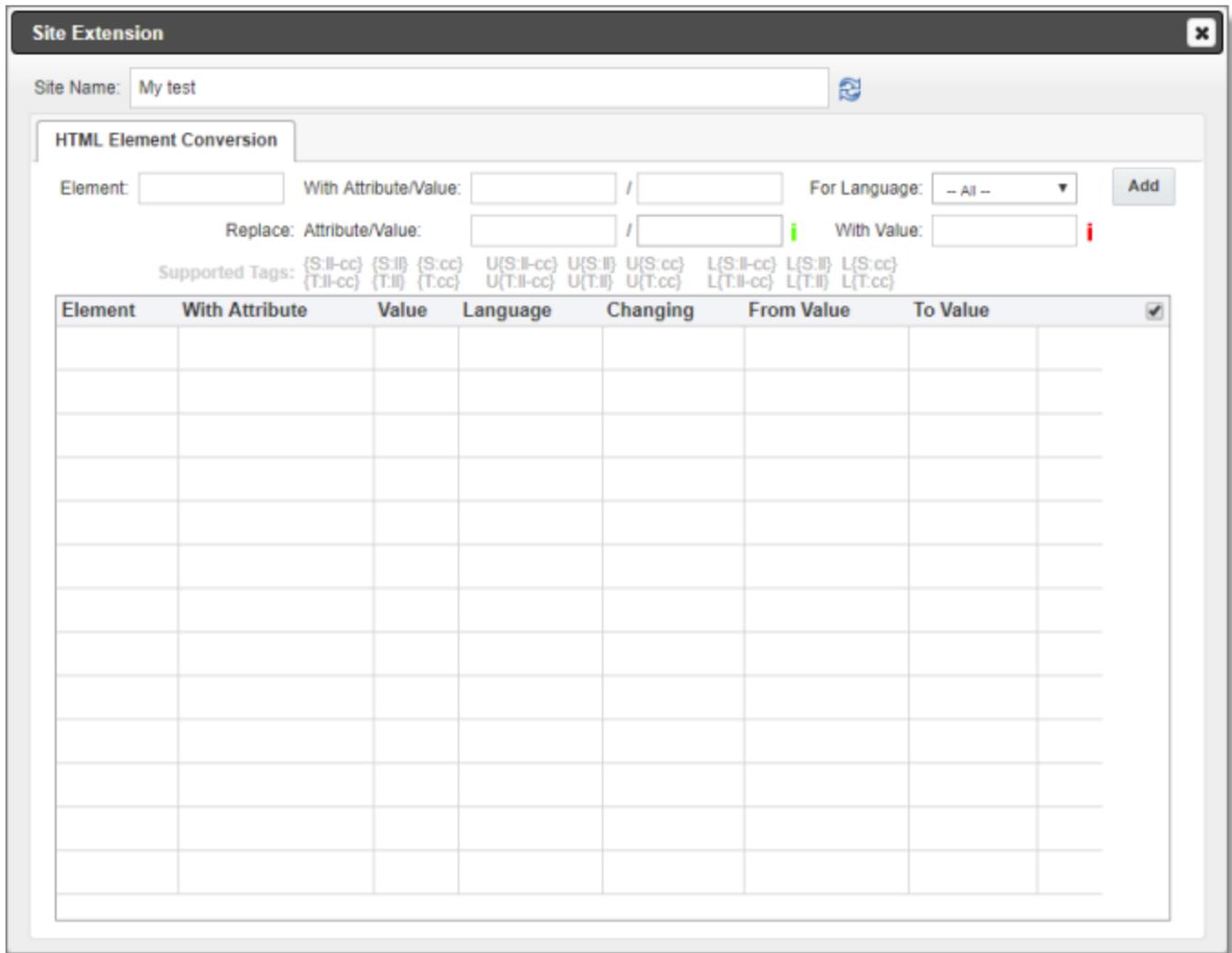
3. Enter the following information about the metadata properties to replace:

Field	Description
Element	The type of HTML element in which to replace an attribute value, for example, `meta`.

Field	Description
With Attribute/Value	The attribute/value pair in the source version of the asset. In the first field, enter the attribute and in the second field, enter the value to be replaced. For example: ■ In the first field enter `property`, and in the second field enter `wap:country`. ■ In the first field enter `property`, and in the second field enter `wap:language`.
For Language	Select the language code for which the replacement will occur, or accept the default, so that the replacement will occur for all languages.
Replace Attribute/Value	The attribute/value pair in the target version of the asset. In the first field, enter the replacement attribute. In the second field, enter the replacement value. If you leave this blank, then all values of the specified attribute will be replaced.
With Value	Required. Specify the format of the replacement value or values, which is one or both of the country and language metadata. To specify the format of the replacement value or values, enter a building block from the table below.

Building Block	Description	Example
{S:ll-cc}	The language code and the country code of the source language, separated by a hyphen.	en-CA
{S:ll}	The language code only of the source language.	en
{S:cc}	The country code only of the source language.	CA
U{S:ll-cc}	Upper case of the language code and the country code of the source language, separated by a hyphen.	EN-CA
U{S:ll}	Upper case of the language code only of the source language.	EN
U{S:cc}	Upper case of the country code only of the source language.	CA
L{S:ll-cc}	Lower case of the language code and the country code of the source language, separated by a hyphen.	en-ca
L{S:ll}	Lower case of the language code only of the source language.	en
l{S:cc}	Lower case of the country code only of the source language.	ca
{T:ll-cc}	The language code and the country code of the target language, separated by a hyphen.	fr-CA

Building Block	Description	Example
{T:ll}	The language code only of the target language.	fr
{T:cc}	The country code only of the target language.	CA
U{T:ll-cc}	Upper case of the language code and the country code of the target language, separated by a hyphen.	FR-CA
U{T:ll}	Upper case of the language code only of the target language.	FR
U{T:cc}	Upper case of the country code only of the target language.	CA
L{T:ll-cc}	Lower case of the language code and the country code of the target language, separated by a hyphen.	fr-ca
L{T:ll}	Lower case of the language code only of the target language.	fr
L{T:cc}	Lower case of the country code only of the target language.	ca

4.   Click **Add**.

The specified metadata-replacement settings are added to the bottom of the tab.

5.   Repeat steps 3 and 4 for each metadata-replacement setting you want to specifiy.

Tips: To edit a metadata-replacement setting, click the Edit icon 🖉. To delete a metadata-replacement from the list, click the Delete icon 🗑. By default, a confirmation message is displayed before you can delete a setting. If you do not want to receive a confirmation message, clear the check box in the column header above the Delete icons.

5.14 Configuring Translation Providers

Very important: Do not copy the CMS address keys to multiple Oracle Eloqua instances, because this is a violation of the License Agreement. Using the same CMS address keys on multiple Oracle Eloqua instances will cause the Lionbridge App or Connector to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. The Lionbridge Connector team will support technical issues caused by duplicating or incorrectly installing CMS address keys only on a time and materials basis.

■ The Lionbridge App uses the CMS address key, which is in `source.xml`, to move your items for translation from the Lionbridge App to the Clay Tablet Platform. The Platform then forwards the items to translate to your translation provider. If you are using multiple translation providers, there must be one key (file) for each provider.

Note: The Lionbridge App always initiates calls to the Clay Tablet Platform. However, the CMS address keys enable establishing a secure, discrete connection between the Lionbridge App instance and the Platform. They also support the return of files from translation.

■ Your company's platform key is in `target.xml`. This is your company's license for the Clay Tablet Platform.

Before you can send assets for translation, you must set up your Clay Tablet license key and your translation providers.

Important: Before starting, ensure you obtain your license key from Clay Tablet. Verify that Clay Tablet has set up your *account license keys* for each of your translation providers.

To configure translation providers:

1. In the **Site Administration** menu on the left, click **Site Providers**.

    The **Site Providers** page opens, displaying the translation providers configured for your Oracle Eloqua site.
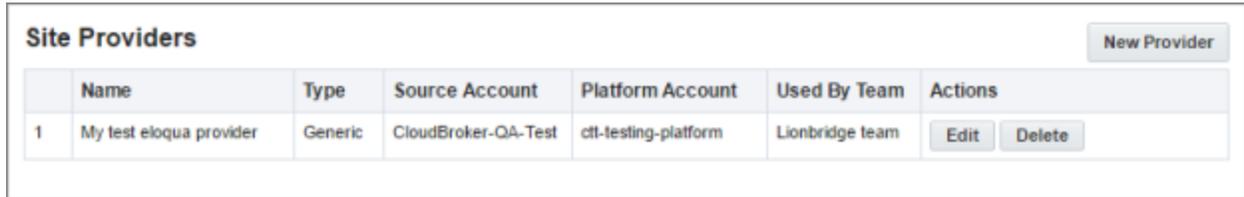
	Name	Type	Source Account	Platform Account	Used By Team	Actions	
1	My test eloqua provider	Generic	CloudBroker-QA-Test	ctt-testing-platform	Lionbridge team	Edit	Delete

2. To create a new translation provider, click **New Provider**.

    Notes: To update the account license keys for a current translation provider, click **Edit** for that translation provider. To delete a translation provider, click **Delete** for that translation provider. A message box prompt you to confirms that you want to delete this translation provider. Click **OK** to proceed.

The **New provider** dialog box opens.

Note: If you clicked **Edit**, the **Edit Provider** dialog box opens instead. Aside from the title, it is identical to the dialog box described below.

a. In the **Provider Name** field, enter the name of the translation provider.

b. In the **Provider Type** dropdown list, select the type of translation provider. This supports sending translation metadata to specific translation providers. If you do not see your translation provider, select `Generic`.

c. In the **Licensed Keys** dropdown list, select the license key for the translation provider. This is the license key that Clay Tablet personnel set up for your company for a particular translation provider on the Clay Tablet License Server. Depending on the number of license keys configured for you on the Clay Tablet license server (and specified by your **CT License ID**, in the **Site Settings** tab of the **Site Configuration** dialog box), multiple license keys may be displayed.

d. Click **Retrieve**.

    This populates the **Source XML** and **Platform XML** boxes.

- The **Source XML** box has the CMS address key, which the Lionbridge App uses to move your assets from Oracle Eloqua to the Clay Tablet Platform.

- The **Platform XML** box has the platform key, for accessing the Clay Tablet Platform.

   e. Click **Test** beside the **Source XML** box. A message box indicates whether this key passed the test.

   f. Click **Test** beside the **Platform XML** box. A message box indicates whether this key passed the test.

3. Click **Save**.

6 Configuring User Access

Any Oracle Eloqua user who is added to CloudBroker can access the Lionbridge App. However, to send out content for translation from the Lionbridge App, a user must be part of a team. A user's *team* determines:

- the *source languages* of the assets that a user can send out for translation
- the *target languages* into which a user can request translation of the assets
- the *translation providers* to whom a user can send the assets for translation

An Oracle Eloqua user also requires specific user permissions in Eloqua to send out content for translation from the Lionbridge App. For a list of the minimal recommended permissions, refer to the Eloqua documentation, available at: https://community.oracle.com/docs/DOC-895414. Specifically, download the `OOBSecurityGroups_Permissions.xlsx` file on that page, and ensure that the user has the permissions listed in the **Advanced Users - Marketing** column in that file.

Who can access the Lionbridge App

There are multiple ways to add Oracle Eloqua users to CloudBroker so that they can access Lionbridge App:

Method for Adding Eloqua Users	Advantage	Disadvantage	How To...
Automatically allow all Oracle Eloqua users to access the Lionbridge App and add them to the default team.	When an Oracle Eloqua user accesses the Lionbridge App, CloudBroker automatically adds the user to the default team. This is particularly useful if you want all Oracle Eloqua users to have access to the Lionbridge App, and you only want to use one team.	Either: ■ All Oracle Eloqua users only use one team, so all users can send to all configured source and target languages and translation providers. ■ You must move users from the default team to appropriate teams configured source and target languages and translation providers.	In the **Eloqua** tab of the **Site Configuration** dialog box, select the **Allow All Eloqua Users to Manage Translations** check box, and specify a **Default Team**, as described below.

Method for Adding Eloqua Users	Advantage	Disadvantage	How To...
Import users from Oracle Eloqua into CloudBroker.	You select which Oracle Eloqua users to import into CloudBroker.	You must add imported users to a team, even if you want to use a single team.	In the **Site Users** page, click **Import Users**, and select the users to import. For detailed instructions, see "Importing Users" on page 67.
Add individual Oracle Eloqua users to CloudBroker.	This is useful if you want only a few Oracle Eloqua users to access the Lionbridge App.	It is very time consuming to individually add each user to CloudBroker.	In the **Site Users** page, click **New User**. For detailed instructions, see "Adding a User" on page 70.

Note: When Oracle Eloqua users access the Lionbridge App, it must authenticate with the Oracle Eloqua server.

To configure user access:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "Viewing Lionbridge App Information and Usage Data" on page 75.

2. Click **Configure Site**.

   The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **Eloqua** tab.
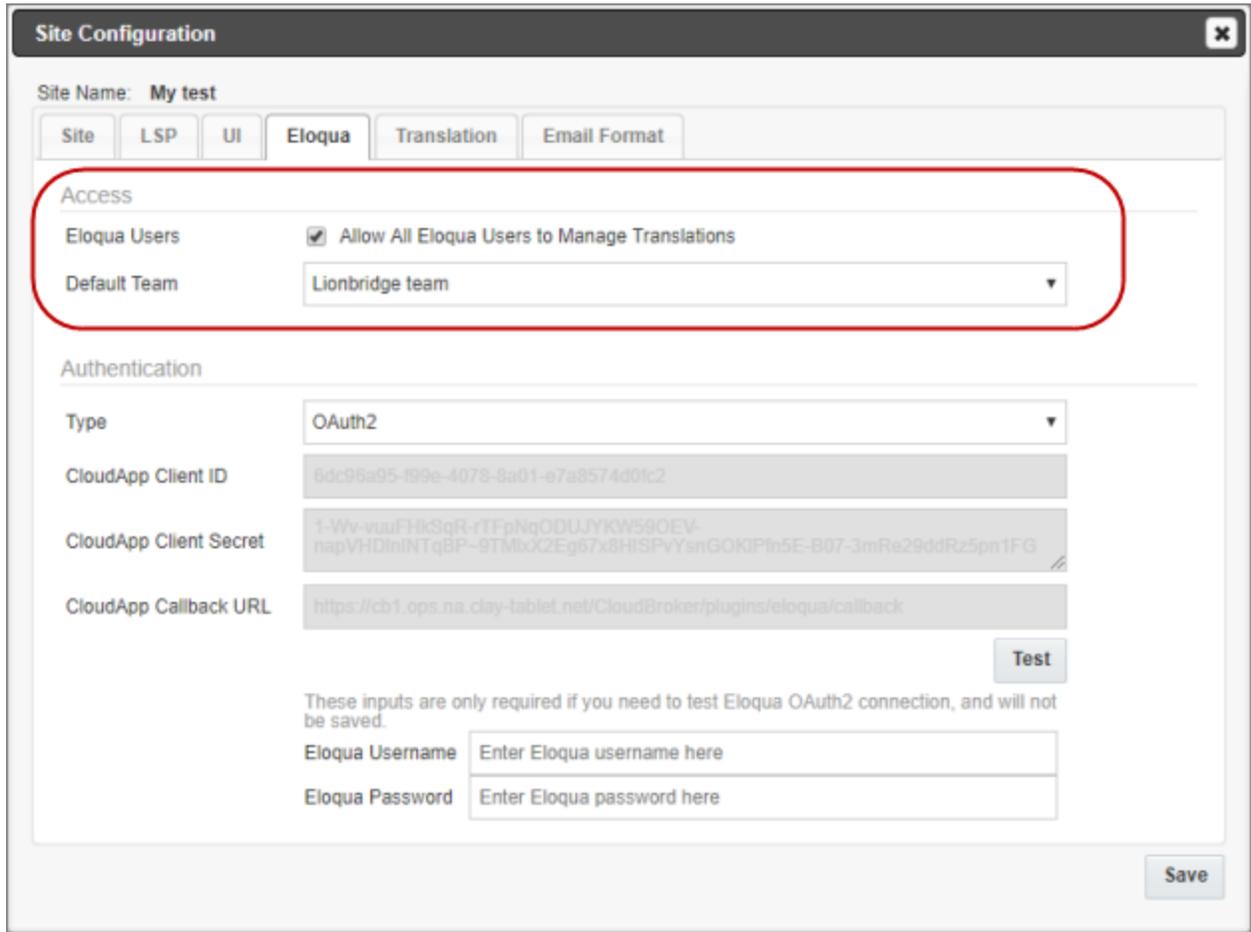
4. Enter the following information in the **Access** section:

Field	Description
Eloqua Users – Allow All Eloqua Users to Manage Translations	Select this check box to enable all Oracle Eloqua users to access the Lionbridge App. CloudBroker then automatically adds each user to the team configured as the default team, which means it is selected in the **Default Team** dropdown list, described below. **Note:** If you do not select this check box, you must add each Oracle Eloqua user who is allowed to access the Lionbridge App, either individually or by importing from Oracle Eloqua. You must also add each user who can send out content for translation to a team. For detailed instructions, see "Adding a User" on page 70 and "Importing Users" on page 67.

Field	Description
Default team	If you select the **Allow All Eloqua Users to Manage Translations** check box, described above, CloudBroker automatically adds all Oracle Eloqua users to the team specified here. You can create teams, so that they will be available for selection here. For details, see "Adding or Editing a Team" on page 62. **Note:** This dropdown list is available for selection only if the **Allow All Eloqua Users to Manage Translations** check box, described above, is selected.

For a detailed description of the other fields in this tab, see "Viewing and Testing Eloqua Authentication Settings" on page 28.

5.   Click **Save**.

6.1 Managing Teams

A *team* is a collection of users for a specific site. All users on a team can send out content for translation from the source languages to the translation providers into the target languages configured for the team.

Important: Before setting up users and teams, read "Configuring User Access" on page 58.

This section describes how to view information about existing teams, add a new team, and edit an existing team.

To manage teams:

1.   In the **Site Administration** menu on the left, click **Site Teams**.

The **Site Teams** page opens, displaying the teams of users set up for your Eloqua site.

This page displays the following information about each team:

Column	Description
Name	The name of a team.
Source Languages	The source languages of the content that users in this team can send out for translation.

Column	Description
Target Languages	The target languages of the content to which users in this team can send out content for translation.
Providers	The translation providers to which users in this team can send out content for translation.
Total Users	The total number of users in this team. **Tip:** To view the users in this team, click the ▦ icon. The **Team users** box displays all the users on the team and their email addresses.

2. Do one of the following:

   ▶ To create a new team, click **New Team**. For detailed instructions, see "Adding or Editing a Team" on page 62.

   ▶ To edit a team, in the **Actions** column, click **Edit** in the corresponding row. For detailed instructions, see "Adding or Editing a Team" on page 62.

   ▶ To delete a team, in the **Actions** column, click **Delete** in the corresponding row. For detailed instructions, see "Deleting a Team" on page 65.

6.1.1 Adding or Editing a Team

You can create a new team or edit a team that was created previously.

To add or edit a team:

1. In the **Site Administration** menu on the left, click **Site Teams**.

    The **Site Teams** page opens, displaying the teams set up for your Eloqua site. For detailed information about this page, see "Managing Teams" on page 61.

2. Do one of the following:

   ▶ To create a new team, click **New Team**.

   ▶ To edit an existing team, click **Edit** for that team.

Either the **New Site Team** or the **Edit Site Team** dialog box opens, displaying the **Source Languages** tab. Other than the title, these dialog boxes are nearly identical.
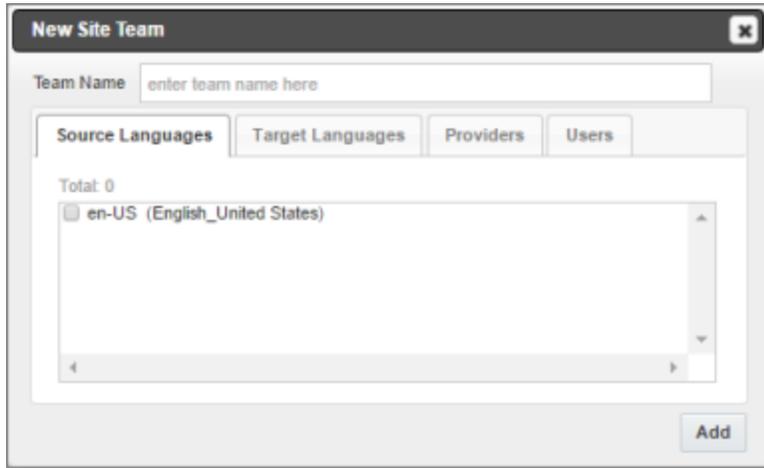
3. In the **Team Name** field, enter the name for your team.

4. Select the check boxes for the source languages that users on this team can send out for translation.

5. Click the **Target Languages** tab.
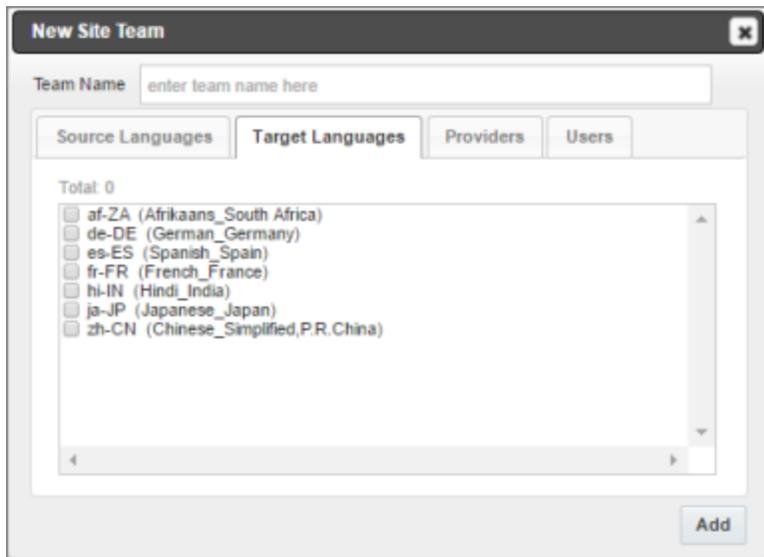
6. Select the check boxes for the target languages to which users on this team can send out content for translation. Users on the team are allow to send content for translation *into* these target languages.

7. Click the **Providers** tab.
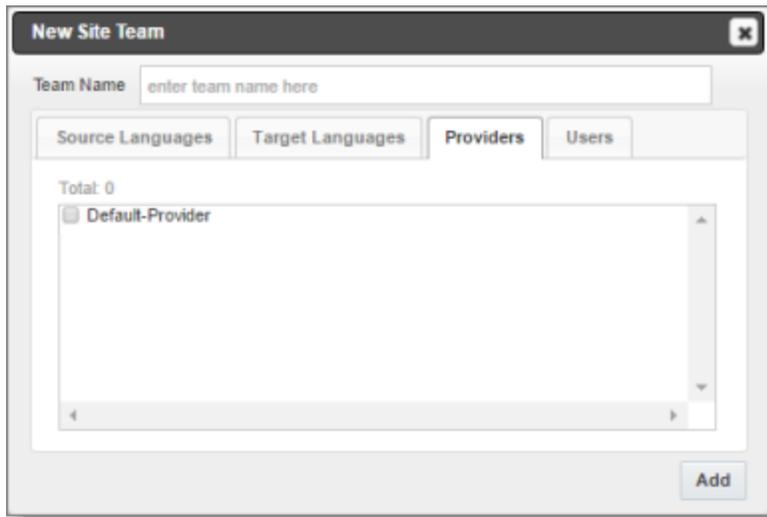
8. Select the check boxes for the translation providers to which the users on this team can send out content for translation.

9. Click the **Users** tab.
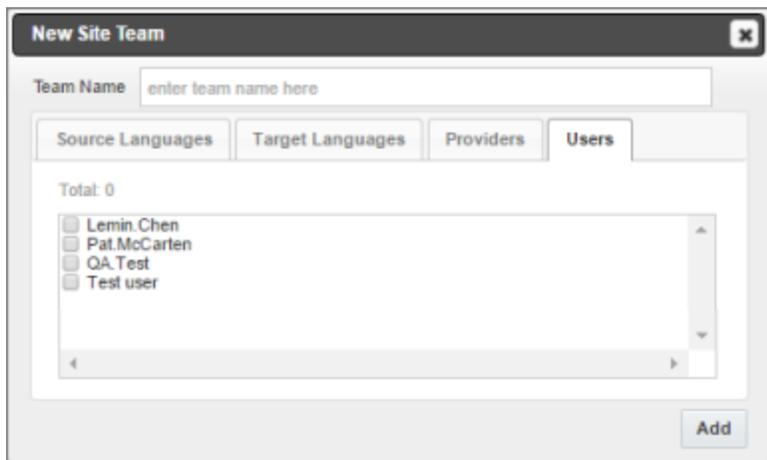
10. Select the check boxes for the users who are on this team.

11. Do one of the following to save your changes:

   ▶ In the **New Site Team** dialog box, click **Add**.

   ▶ In the **Edit Site Team** dialog box, click **Save**.

Important: You can set this team to the default team. A default team is required if you select the **Allow All Eloqua Users to Manage Translations** check box in the **Eloqua** tab of the **Site Configuration** dialog box. For details, see "Configuring User Access" on page 58.

6.1.2 Deleting a Team

You can delete a team from the Lionbridge App so that it will no longer be a collection of users with the same permissions for sending out assets for translation from specified source languages, to specified target languages, to specified translation providers.

Important: Deleting a team from the Lionbridge App also deletes all the jobs and items sent by users from the Lionbridge App *as part of this team*. Deleting a team from the Lionbridge App does not delete the users in the team from either CloudBroker or Oracle Eloqua.

Notes about users that are in multiple teams: Deleting a team does not delete jobs or items that users sent as part of a different team. If users are in multiple teams, deleting a team from the Lionbridge App does not change user permissions from the non-deleted team.

To delete a team from the Lionbridge App:

1. In the **Site Administration** menu on the left, click **Site Teams**.

    The **Site Teams** page opens, displaying the teams set up for your Oracle Eloqua site. For detailed information about this page, see "Managing Teams" on page 61.

2. In the **Actions** column, click **Delete** for the team to delete.

    The **Delete Team** dialog box opens.
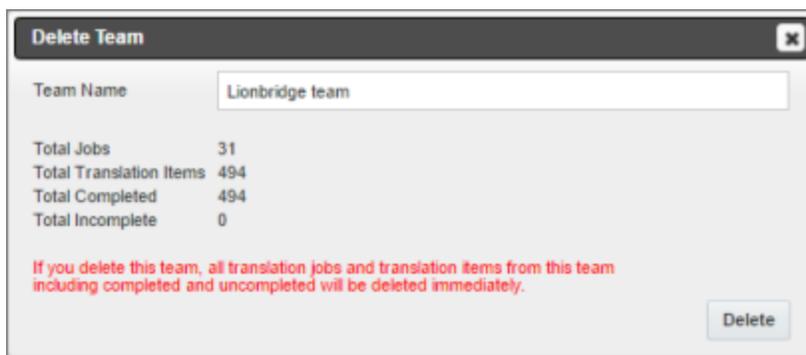
The dialog box displays the name of the team to delete. It also displays the following information about the jobs and items that users on this team sent for translation, as part of this team:

Field	Description
Total Jobs	The total number of jobs users on this team sent out for translation.

Field	Description
Total Translation Items	The total number of items users on this team sent out for translation.
Total Completed	The total number of translated items that the Lionbridge App has re-imported into Oracle Eloqua.
Total Incomplete	The total number of assets that the Lionbridge App has not yet re-imported into Oracle Eloqua. Usually these are assets that are currently in translation, or were just recently received back from translation and that the Lionbridge App is trying to re-import into Oracle Eloqua.
	Warning: If you delete this team, these items will be deleted. They will not be re-imported into Oracle Eloqua.

3. Click **Delete** to remove the team and all the jobs and items sent out for translation by users as part of this team from the Lionbridge App.

6.2 Managing Users

Eloqua users can access Lionbridge App to send, monitor, and review translation jobs.

Important: Before setting up users and teams, read "Configuring User Access" on page 58.

To manage users:

1. In the **Site Administration** menu on the left, click **Site Users**.

   The **Site Users** page opens, displaying the users set up for your Oracle Eloqua site.
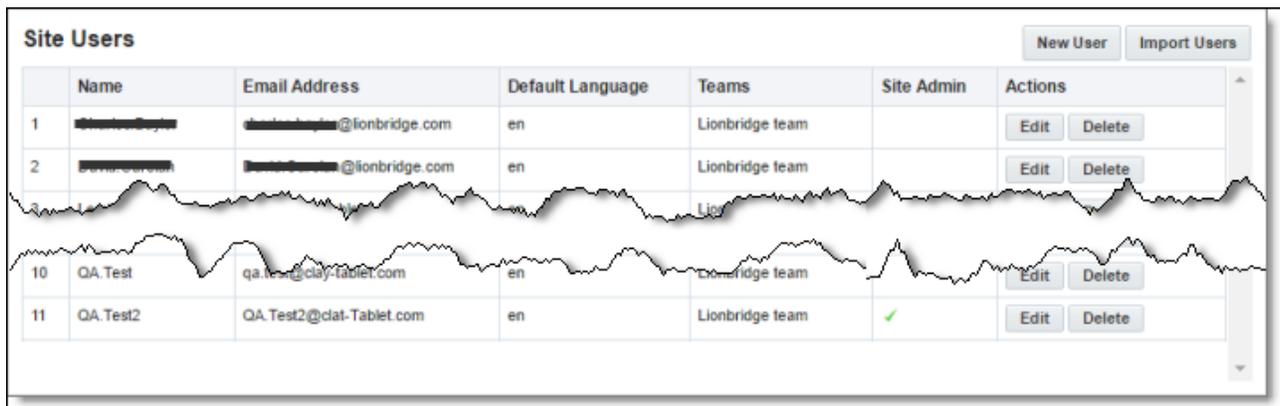
This page displays the following information about each user:

Column	Description
Name	The name of the user.
Email Address	The email address of the user.
Default Language	The default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is the language in which the CloudBroker interface is displayed for this user.
Teams	The teams to which this user belongs. The team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content.
Site Admin	A checkmark indicates whether this user is a site administrator. Site administrators can access CloudBroker to set up the Lionbridge App, as described in this guide.

2. Do one of the following:

▶ To create a new user, click **New User**. For detailed instructions, see "Adding a User" on page 70.

▶ To import users, click **Import Users**. For detailed instructions, see "Importing Users" on page 67.

▶ To edit a user, in the **Actions** column, click **Edit** in the corresponding row. For detailed instructions, see "Editing a User" on page 68.

▶ To delete a user, in the **Actions** column, click **Delete** in the corresponding row. For detailed instructions, see "Deleting a User" on page 73.

6.2.1 Importing Users

You import users from Oracle Eloqua to the Lionbridge App so that you can add them to teams, which enables them to send assets for translation from and to specified languages and to specified translation providers. This is the best way to add *many* Oracle Eloqua users to the Lionbridge App without adding *all* the users to the App.

Important: Before setting up users and teams, read "Configuring User Access" on page 58.

To import users:

1. In the **Site Administration** menu on the left, click **Site Users**.

    The **Site Users** page opens, displaying the users set up for your Oracle Eloqua site. For detailed information about this page, see "Managing Users" on page 66.

2. Click **Import Users**.

A **dialog box** may open, prompting you to log in to Oracle Eloqua.
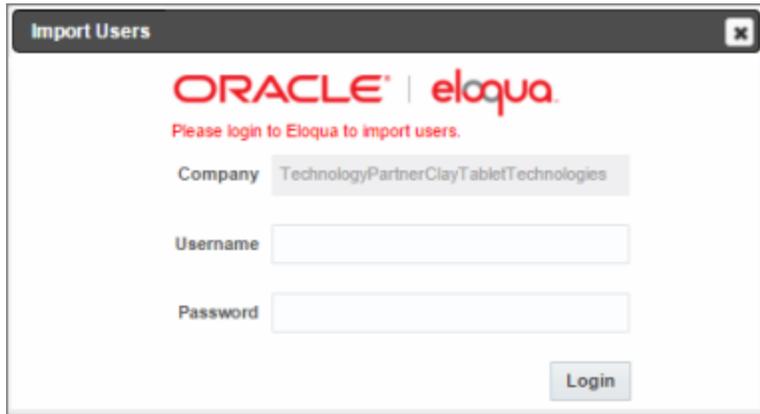
3. If the dialog box opens, enter your Oracle Eloqua credentials, and click **Login**.

    The **Import Users** dialog box opens, displaying all your Oracle Eloqua users that are not already in CloudBroker.

4. Select the check boxes for the users to import into the Lionbridge App, and then click **Import**.

    The Lionbridge App imports each selected user's username and email address.

    Note: After users are imported, you still need to add them to a team, so that they can send out assets for translation. You can also specify which users are site administrators, who can access configuration and administration features in the Lionbridge App, and you can specify the default language for displaying the Lionbridge App to each user. For details, see the following section, "Editing a User".

6.2.2 Editing a User

In general you edit a user that you previously added, either by importing or automatically, to specify the following information:

- the default language for displaying the Lionbridge App for the user
- whether the user is a site administrator, who can access CloudBroker to set up the Lionbridge App, as described in this guide
- the teams that the user joins

You can also change a user's username or email address.

To edit a user:

1. In the **Site Administration** menu on the left, click **Site Users**.

   The **Site Users** page opens, displaying the users set up for your Oracle Eloqua site. For detailed information about this page, see "Managing Users" on page 66.

2. Click **Edit** for the user to edit.

   The **Edit User** dialog box opens.
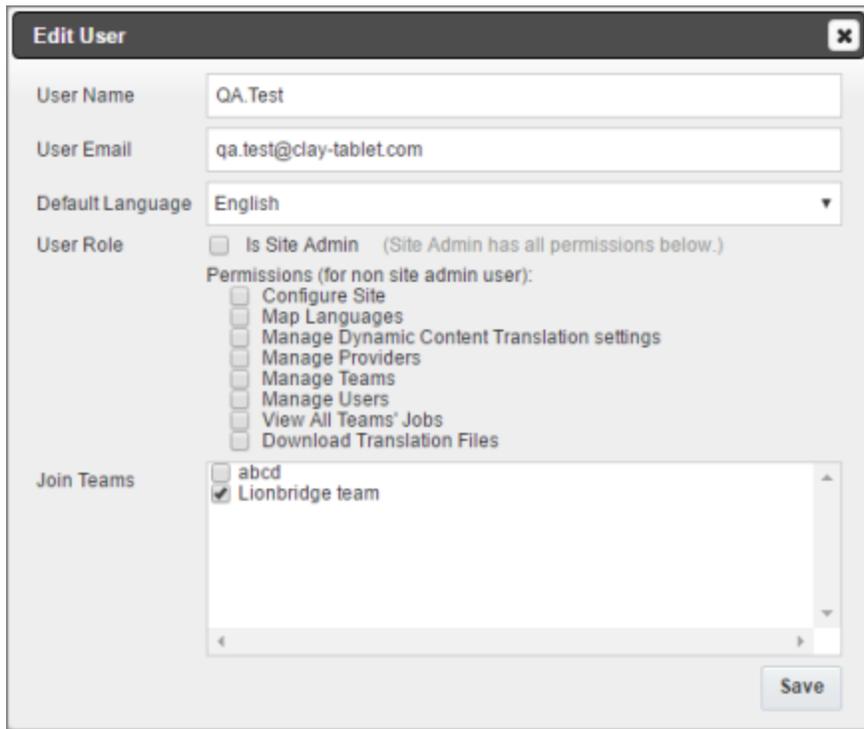
3. You can modify the following information:

Field	Description
User Name	The user's username. This must be the same as the user's username for accessing Oracle Eloqua.
User Email	The user's email address.

Field	Description
Default Language	In the dropdown list, select the default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is the language in which the CloudBroker interface is displayed for this user. Languages are configured in CloudBroker by Clay Tablet. For more information, please contact Lionbridge Connector Support, as described in "How to Contact Lionbridge Connector Support" on page 9.
User Role	Indicates whether this user is a site administrator, who can access CloudBroker to set up the Lionbridge App, as described in this guide. ■ If the user is a site administrator, select the **Is Site Admin** check box. ■ If the user is not a site administrator, clear the **Is Site Admin** check box. If the user is not a site administrator, you can grant the following administrative permissions to the user by selecting the corresponding check boxes: ■ **Configure Site:** configure your site, in the **Site Configuration** dialog box. ■ **Map Languages:** configure language mappings, in the **Language Mapping** dialog box. ■ **Manage Dynamic Content Translation settings:** configure translation settings for dynamic content, in the **Site Extension** dialog box. ■ **Manage Providers:** configure translation providers, in the **Site Providers** page. ■ **Manage Teams:** manage teams, in the **Site Teams** page. ■ **Manage Users:** manage users, in the **Site Users** page. ■ **View All Teams' Jobs:** view the translation jobs for all teams, in the **Site Jobs** page. Otherwise, the user can view jobs only for the teams to which the user is assigned. ■ **Download Translation Files:** download source and target XML translation files, in the **Job Details** tab of the **Translation Jobs** page.
Join Teams	The teams to which this user belongs. A user must belong to at least one team to be able to send out content for translation. The team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content. You can view the settings for all teams on the **Site Teams** page. For details, see "Managing Teams" on page 61. ■ To join a team, select the corresponding check box. ■ To leave a team, clear the corresponding check box.

4. Click **Save** to save your changes.

6.2.3 Adding a User

You can individually add an Oracle Eloqua user to the Lionbridge App so that you can add the user to one or more teams. This enables the user to send assets for translation from and to specified languages and to

specified translation providers.

Individually adding an Oracle Eloqua user to the Lionbridge App is useful if you want only a few Oracle Eloqua users to access it.

**Important:** Before setting up users and teams, read "Configuring User Access" on page 58.

To add a user:

1. In the **Site Administration** menu on the left, click **Site Users**.

    The **Site Users** page opens, displaying the users set up for your Oracle Eloqua site. For detailed information about this page, see "Managing Users" on page 66.

2. Click **New User**.

    The **New User** dialog box opens.
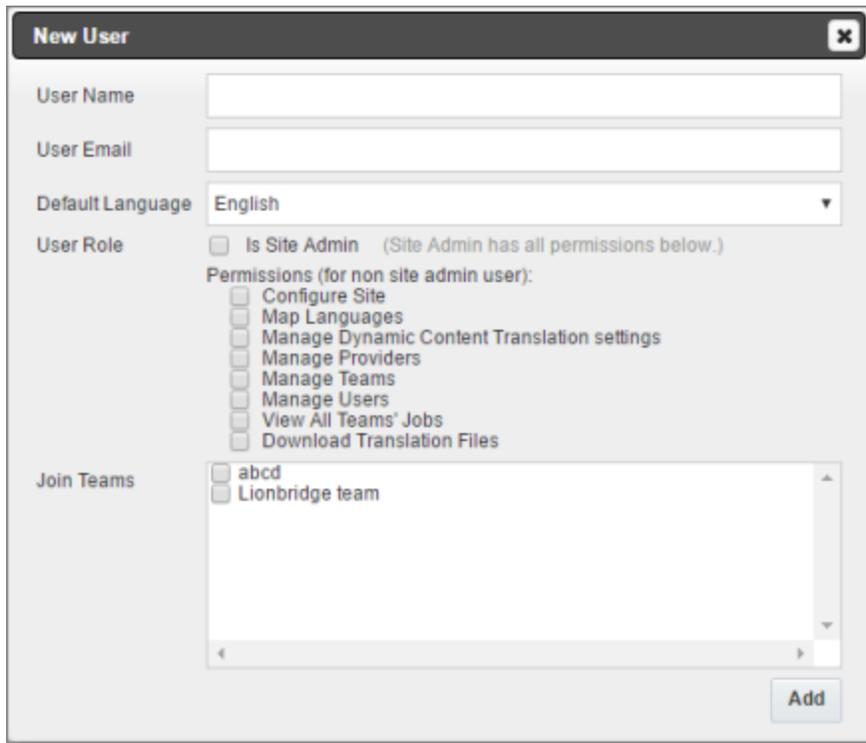
3. Enter the following information about the new user:

Field	Description
User Name	Enter the user's username for accessing the Lionbridge App. This must be the same as the user's username for accessing Oracle Eloqua.

Field	Description
User Email	Enter the user's email address.
Default Language	In the dropdown list, select the default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is the language in which the CloudBroker interface is displayed for this user. Languages are configured in CloudBroker by Clay Tablet. For more information, please contact Lionbridge Connector Support, as described in "How to Contact Lionbridge Connector Support" on page 9.
User Role	Indicates whether this user is a site administrator, who can access CloudBroker to set up the Lionbridge App, as described in this guide. ■ If the user is a site administrator, select the **Is Site Admin** check box. ■ If the user is not a site administrator, clear the **Is Site Admin** check box. If the user is not a site administrator, you can grant the following administrative permissions to the user by selecting the corresponding check boxes: ■ **Configure Site:** configure your site, in the **Site Configuration** dialog box. ■ **Map Languages:** configure language mappings, in the **Language Mapping** dialog box. ■ **Manage Dynamic Content Translation settings:** configure translation settings for dynamic content, in the **Site Extension** dialog box. ■ **Manage Providers:** configure translation providers, in the **Site Providers** page. ■ **Manage Teams:** manage teams, in the **Site Teams** page. ■ **Manage Users:** manage users, in the **Site Users** page. ■ **View All Teams' Jobs:** view the translation jobs for all teams, in the **Site Jobs** page. Otherwise, the user can view jobs only for the teams to which the user is assigned. ■ **Download Translation Files:** download source and target XML translation files, in the **Job Details** tab of the **Translation Jobs** page.
Join Teams	Select the check boxes of the teams the user is joining. A user must belong to at least one team to be able to send out content for translation. The team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content. You can view the settings for all teams on the **Site Teams** page. For details, see "Managing Teams" on page 61.

4. Click **Add**.

6.2.4 Deleting a User

You can delete a user from the Lionbridge App so that the user will no longer have access. Deleting a user from the Lionbridge App also deletes all the jobs and items sent by this user from the Lionbridge App .

Important: Deleting a user from the Lionbridge App does not delete the user in Oracle Eloqua.

To delete a user from the Lionbridge App:

1. In the **Site Administration** menu on the left, click **Site Users**.

   The **Site Users** page opens, displaying the users set up for your Oracle Eloqua site. For detailed information about this page, see .

2. In the **Actions** column, click **Delete** for the user to delete.

   The **Delete User** dialog box opens.

   The page displays the username and email address of the user to delete. It also displays the following information about the jobs and items this user sent for translation:

Field	Description
Total Jobs	The total number of jobs this user sent out for translation.
Total Translation Items	The total number of items this user sent out for translation.
Total Completed	The total number of translated items that the Lionbridge App has re-imported into Eloqua.

Field	Description
Total Incomplete	The total number of assets that the Lionbridge App has not yet re-imported into Oracle Eloqua. Usually these are assets that are currently in translation, or were just recently received back from translation and that the Lionbridge App is trying to re-import into Oracle Eloqua. **Warning:** If you delete this user, these items will be deleted. They will not be re-imported into Oracle Eloqua.

3. Click **Delete** to remove the user and all the jobs and items sent out for translation by this user from the Lionbridge App.

7 Administrative Tasks

As a site administrator, you can perform the following administrative tasks:

- ■ "Viewing Lionbridge App Information and Usage Data" on page 75
- ■ "Viewing Job Data" on page 77

7.1 Viewing Lionbridge App Information and Usage Data

You can view information about your Lionbridge App site and usage on the **My Site** page in CloudBroker.

To view data about your company's Lionbridge App usage:

▶ In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator.

	Active	Name	Platform	Lionbridge App	Content site name	Actions	
1	⊘	My test	Public	Lionbridge App for Eloqua	TechnologyPartnerClayTabletTechnologies	Map Languages	Configure Site

Statistics

Total Jobs	Total Items	Total Items to LSP	Total Sent Out	Total Received	Total Completed	Total LocalTM	Total Providers	Total Site Teams	Total Site Users
31	494	488	488	488	494	724	1	2	13

The top section of the page displays the following information about the Lionbridge App:

Column	Description
Active	The Lionbridge App's current status. This is one of the following: ■ ⊘ Active: The Lionbridge App is currently running. ■ ⊘ Inactive: The Lionbridge App is not currently running.
Name	The name that Clay Tablet personnel assigned to your company's site.
Platform	The type of Clay Tablet Platform (Platform) that your company site uses. The Platform is the connectivity platform that receives and routes content from content systems to translation providers and back during implementation. There are two types: ■ **Public:** This IaaS (Infrastructure as a Service) solution is hosted on AWS. Clay Tablet configures the Platform based on the number and nature of systems involved in your system architecture. ■ **On-Premise:** Your company either hosts the Platform or it determines the cloud location that hosts it.

Column	Description
Lionbridge App	The Lionbridge plug-in that connects the Eloqua content system to the Clay Tablet Platform. This is the `Lionbridge App for Oracle Eloqua`.
Name in Content System Site	This is the company name in Oracle Eloqua.

For information about the **Map Languages** and **Configure Site** buttons, see "Configuring the Lionbridge App in CloudBroker" on page 17.

The **Statistics** section of the page displays the following information about items processed by the Lionbridge App:

Column	Description
Total Jobs	The total number of translation jobs that the Lionbridge App sent out for translation.
Total Items	The total number of translation requests (each source and target language pair is a separate item) from Lionbridge App users. This includes items the Lionbridge App sent out to a translation provider, items translated by localTM (translation memory) , and items that did not require translation.
Total Items to LSP	The total number of items (each source and target language pair is a separate item) that the Lionbridge App sent out for translation to a translation provider.
Total Sent Out	The total number of files that the Lionbridge App sent out for translation.
Total Received	The total number of files that the Lionbridge App received back from translation.
Total Completed	The total number of items (each source and target language pair is a separate item) for which the translation is complete.
Total LocalTM	The total number of items in the local translation memory's database.
Total Providers	The total number of translation providers configured in the Lionbridge App.
Total Site Teams	The total number of teams set up in the Lionbridge App.

Column	Description
Total Site Users	The total number of users set up in the Lionbridge App.

7.2 Viewing Job Data

You can view data about jobs that the Lionbridge App sends out for translation.

To view job data:

1. In the **Site Administration** menu on the left, click **Site Jobs**.

   The **Site Jobs** page opens, displaying all the jobs that the Lionbridge App sent out for translation.

This page displays the following information about each job, in reverse chronological order by creation date:

Column	Description
Job Name	The name assigned to the translation job by the user who sent it out for translation.
Creation Date	The date and time when the user sent out this job for translation, in the following format: `YYYY-MM-DD hh:mm:ss AM/PM`.
Created By	The username of the user who sent out this job for translation.

Column	Description
Team	The team for this translation job, which was specified when the user sent out the job for translation.
Provider	The translation provider for this translation job.
Total	The total number of assets in this translation job.
Sent Out	The number of items in this translation job that the Lionbridge App sent out for translation. **Note:** There is a separate item for each source and target language pair. For example, if you created a job that sends out a single asset for translation from English to both French and German, then these are two separate items in this tab: English to French, and English to German.
Received	The number of items in this translation job that the Lionbridge App received back from translation.
Completed	The number of items in this translation job for which the translation is complete. If the items have an error, including `Failed` status, you can hover over the **Error** icon 🛑 to view information about the type of error. If the error is resolved and the items are processed normally, the error icon is no longer displayed.

2. Optional. You can do one or more of the following on this page:

▶ You can specify how many items to display in a page. Above the top-left corner of the list, select the number to display from the **Show X Entries** list.

▶ You can use the **Search** box above the top-right corner of the list to search for a specific asset in the list or to filter the list. As you type into the **Search** box, the Lionbridge App automatically searches for matches across all columns and displays only the matching assets.

   Note: The search feature filters all items in the page, not only those displayed on the current sub-page.

▶ If there are many items in this page, it may have multiple sub-pages. The navigation bar below the list helps you navigate through the sub-pages and displays your position in the tab. Click **Previous Page**, **Next Page**, or a page number to navigate to the corresponding sub-page.

▶ To sort the items in the tab by a different column, click the corresponding column header.

▶ To reverse the sort order of a column, click the column header.

8 Appendix: Clay Tablet Language Codes

For detailed instructions on configuring languages for the Lionbridge App, see "Configuring Language Mappings" on page 17.

The Lionbridge App has the following language codes:

Type	Language Identifier	Language Code
String	Afrikaans	"af-ZA"
String	Albanian	"sq-AL"
String	Amharic	"am-ET"
String	Arabic_Algeria	"ar-DZ"
String	Arabic_Bahrain	"ar-BH"
String	Arabic_Egypt	"ar-EG"
String	Arabic_Iraq	"ar-IQ"
String	Arabic_Jordan	"ar-JO"
String	Arabic_Kuwait	"ar-KW"
String	Arabic_Lebanon	"ar-LB"
String	Arabic_Libya	"ar-LY"
String	Arabic_MiddleEast	"ar-XR"
String	Arabic_Morocco	"ar-MA"
String	Arabic_Oman	"ar-OM"
String	Arabic_Qatar	"ar-QA"
String	Arabic_Saudi_Arabia	"ar-SA"
String	Arabic_Syria	"ar-SY"
String	Arabic_Tunisia	"ar-TM"
String	Arabic_UAE	"ar-AE"
String	Arabic_Yemen	"ar-YE"

Type	Language Identifier	Language Code
String	Armenian	"hy-AM"
String	Assamese	"as-IN"
String	Basque	"eu-ES"
String	Belarusian	"be-BY"
String	Bengali_Bangladesh	"bn-BD"
String	Bengali_India	"bn-IN"
String	Bosnian_Bosnia_Herzegovina	"bs-BA"
String	Bulgarian	"bg-BG"
String	Burmese	"my-MM"
String	Catalan	"ca-ES"
String	Chinese_Hong_Kong	"zh-HK"
String	Chinese_Macao	"zh-MO"
String	Chinese_PRC	"zh-CN"
String	Chinese_Singapore	"zh-SG"
String	Chinese_Taiwan	"zh-TW"
String	Croatian	"hr-HR"
String	Croatian_Bosnia_Herzegovina	"hr-BA"
String	Czech	"cs-CZ"
String	Danish	"da-DK"
String	Divehi	"dv-MV"
String	Dutch	"nl-NL"
String	Dutch_Belgium	"nl-BE"
String	English_Australia	"en-AU"

Type	Language Identifier	Language Code
String	English_Belize	"en-BZ"
String	English_Canada	"en-CA"
String	English_HongKong	"en-HK"
String	English_India	"en-IN"
String	English_Indonesia	"en-ID"
String	English_Ireland	"en-IE"
String	English_Jamaica	"en-JM"
String	English_Malaysia	"en-MY"
String	English_New_Zealand	"en-NZ"
String	English_Philippines	"en-PH"
String	English_Singapore	"en-SG"
String	English_South_Africa	"en-ZA"
String	English_Trinidad	"en-TT"
String	English_UK	"en-GB"
String	English_US	"en-US"
String	English_Zimbabwe	"en-ZW"
String	Estonian	"et-EE"
String	Faroese	"fo-FO"
String	Farsi	"fa-IR"
String	Filipino	"fil-PH"
String	Finnish	"fi-FI"
String	French	"fr-FR"
String	French_Belgium	"fr-BE"

Type	Language Identifier	Language Code
String	French_Cameroon	"fr-CM"
String	French_Canada	"fr-CA"
String	French_Cote_d_Ivoire	"fr-CI"
String	French_Democratic_Rep_Congo	"fr-CD"
String	French_Haiti	"fr-HT"
String	French_Luxembourg	"fr-LU"
String	French_Mali	"fr-ML"
String	French_Monaco	"fr-MC"
String	French_Morocco	"fr-MA"
String	French_Reunion	"fr-RE"
String	French_Senegal	"fr-SN"
String	French_Switzerland	"fr-CH"
String	Frisian_Netherlands	"fy-NK"
String	Fulfulde_Nigeria	"ff-NG"
String	FYRO_Macedonian	"mk-MK"
String	Gaelic_Ireland	"gd-IE"
String	Gaelic_Scotland	"gd-GB"
String	Gallegan	"gl-ES"
String	Georgian	"ka-GE"
String	German	"de-DE"
String	German_Austria	"de-AT"
String	German_Liechtenstein	"de-LI"
String	German_Luxembourg	"de-LU"

Type	Language Identifier	Language Code
String	German_Switzerland	"de-CH"
String	Greek	"el-GR"
String	Guarani	"gn-PY"
String	Gujarati	"gu-IN"
String	Hausa	"ha-NE"
String	Hawaiian	"haw-US"
String	Hebrew	"he-IL"
String	Hindi	"hi-IN"
String	Hungarian	"hu-HU"
String	Icelandic	"is-IS"
String	Igbo	"ig-NG"
String	Indonesian	"id-ID"
String	Inuktitut	"iu-CA"
String	Italian	"it-IT"
String	Italian_Switzerland	"it-CH"
String	Japanese	"ja-JP"
String	Kannada	"kn-IN"
String	Kanuri	"kr-TD"
String	Kashmiri	"ks-IN"
String	Kazakh	"kk-KZ"
String	Khmer	"km-KH"
String	Konkani	"kok-IN"
String	Korean	"ko-KR"

Type	Language Identifier	Language Code
String	Kyrgyz	"ky-KZ"
String	Lao	"lo-LA"
String	Latin	"la-XL"
String	Latvian	"lv-LV"
String	Lithuanian	"lt-LT"
String	Malay	"ms-MY"
String	Malay_Brunei_Darussalam	"ms-BN"
String	Malayalam	"ml-IN"
String	Maltese	"mt-MT"
String	Maori	"mi-NZ"
String	Marathi	"mr-IN"
String	Mongolian	"mn-MN"
String	Nepali	"ne-NP"
String	Nepali_India	"ne-IN"
String	Norwegian	"nb-NO"
String	Norwegian_Nynorsk	"nn-NO"
String	Oriya	"or-IN"
String	Oromo	"om-ET"
String	Panjabi	"pa-PK"
String	Polish	"pl-PL"
String	Portuguese	"pt-PT"
String	Portuguese_Brazil	"pt-BR"
String	Punjabi_Pakistan	"pa-PK"

Type	Language Identifier	Language Code
String	Pushto	"ps-AF"
String	Quechua_Ecuador	"qu-EC"
String	Quechua_Peru	"qu-PE"
String	Rhaeto_Romance	"rm-IT"
String	Romanian	"ro-RO"
String	Romanian_Moldova	"ro-MD"
String	Russian	"ru-RU"
String	Russian_Moldava	"ru-MD"
String	Sami	"se-NO"
String	Sanskrit	"sa-IN"
String	Serbian_Cyrillic	"sr-RS"
String	Serbian_Latin	"sr-SP"
String	Sindhi_India	"sd-IN"
String	Sindhi_Pakistan	"sd-PK"
String	Sinhala	"si-LK"
String	Slovak	"sk-SK"
String	Slovenian	"sl-SI"
String	Somali	"so-ET"
String	Sorbian	"wen-DE"
String	Spanish	"es-ES"
String	Spanish_Argentina	"es-AR"
String	Spanish_Bolivia	"es-BO"
String	Spanish_Chile	"es-CL"

Type	Language Identifier	Language Code
String	Spanish_Colombia	"es-CO"
String	Spanish_Costa_Rica	"es-CR"
String	Spanish_Dominican_Republic	"es-DO"
String	Spanish_Ecuador	"es-EC"
String	Spanish_El_Salvador	"es-SV"
String	Spanish_Honduras	"es-HN"
String	Spanish_LatinAmerica	"es-XL"
String	Spanish_Mexico	"es-MX"
String	Spanish_Nicaragua	"es-NI"
String	Spanish_Panama	"es-PA"
String	Spanish_Paraguay	"es-PY"
String	Spanish_Peru	"es-PE"
String	Spanish_Puerto_Rico	"es-PR"
String	Spanish_Uruguay	"es-UY"
String	Spanish_US	"es-US"
String	Spanish_Venezuela	"es-VE"
String	Swahili	"sw-TZ"
String	Swedish	"sv-SE"
String	Swedish_Finland	"sv-FI"
String	Syriac	"syr-SY"
String	Tajik	"tg-TJ"
String	Tamil	"ta-IN"
String	Tatar	"tt-RU"

Type	Language Identifier	Language Code
String	Telugu	"te-IN"
String	Thai	"th-TH"
String	Tibetan	"bo-CN"
String	Tigrinya_Eritrea	"ti-ER"
String	Tigrinya_Ethiopia	"ti-ET"
String	Tsonga	"ts-ZA"
String	Tswana	"tn-BW"
String	Turkish	"tr-TR"
String	Turkmen	"tk-TM"
String	Uighur	"ug-CN"
String	Ukrainian	"uk-UA"
String	Urdu	"ur-PK"
String	Urdu_India	"ur-IN"
String	Uzbek	"uz-UZ"
String	Venda	"ve-ZA"
String	Vietnamese	"vi-VN"
String	Welsh	"cy-GB"
String	Xhosa	"xh-ZA"
String	Yi	"ii-CN"
String	Yiddish	"yi-MD"
String	Yoruba	"yo-NG"
String	Zulu	"zu-ZA"

9 Appendix: Eloqua Language Codes

For instructions on mapping Eloqua language codes to Clay Tablet languages, see "Configuring Language Mappings".

Eloqua has the following language codes:

Language Identifier	Language Code
Afrikaans (South Africa)	af-ZA
Albanian (Albania)	sq-AL
Alsatian (France)	gsw-FR
Amharic (Ethiopia)	am-ET
Arabic (Algeria)	ar-DZ
Arabic (Bahrain)	ar-BH
Arabic (Egypt)	ar-EG
Arabic (Iraq)	ar-IQ
Arabic (Jordan)	ar-JO
Arabic (Kuwait)	ar-KW
Arabic (Lebanon)	ar-LB
Arabic (Libya)	ar-LY
Arabic (Morocco)	ar-MA
Arabic (Oman)	ar-OM
Arabic (Qatar)	ar-QA
Arabic (Saudi Arabia)	ar-SA
Arabic (Syria)	ar-SY
Arabic (Tunisia)	ar-TN
Arabic (U.A.E.)	ar-AE
Arabic (Yemen)	ar-YE

Language Identifier	Language Code
Armenian (Armenia)	hy-AM
Assamese (India)	as-IN
Azeri (Cyrillic, Azerbaijan)	az-Cyrl-AZ
Azeri (Latin, Azerbaijan)	az-Latn-AZ
Bashkir (Russia)	ba-RU
Basque (Basque)	eu-ES
Belarusian (Belarus)	be-BY
Bengali (Bangladesh)	bn-BD
Bengali (India)	bn-IN
Bosnian (Cyrillic, Bosnia and Herzegovina)	bs-Cyrl-BA
Bosnian (Latin, Bosnia and Herzegovina)	bs-Latn-BA
Breton (France)	br-FR
Bulgarian (Bulgaria)	bg-BG
Catalan (Catalan)	ca-ES
Chinese (Simplified,P.R.China)	zh-CN
Chinese (Simplified,Singapore)	zh-SG
Chinese (Traditional, Hong Kong S.A.R.)	zh-HK
Chinese (Traditional, Macao S.A.R.)	zh-MO
Chinese (Traditional, Taiwan)	zh-TW
Corsican (France)	co-FR
Croatian (Croatia)	hr-HR
Croatian (Latin, Bosnia and Herzegovina)	hr-BA
Czech (Czech Republic)	cs-CZ

Language Identifier	Language Code
Danish (Denmark)	da-DK
Dari (Afghanistan)	prs-AF
Divehi (Maldives)	dv-MV
Dutch (Belgium)	nl-BE
Dutch (Netherlands)	nl-NL
English (Australia)	en-AU
English (Belize)	en-BZ
English (Canada)	en-CA
English (India)	en-IN
English (Ireland)	en-IE
English (Jamaica)	en-JM
English (Malaysia)	en-MY
English (New Zealand)	en-NZ
English (Philippines)	en-PH
English (Singapore)	en-SG
English (South Africa)	en-ZA
English (Trinidad and Tobago)	en-TT
English (United Kingdom)	en-GB
English (United States)	en-US
English (Zimbabwe)	en-ZW
Estonian (Estonia)	et-EE
Faroese (Faroe Islands)	fo-FO
Filipino (Philippines)	fil-PH

Language Identifier	Language Code
Finnish (Finland)	fi-FI
French (Belgium)	fr-BE
French (Canada)	fr-CA
French (France)	fr-FR
French (Luxembourg)	fr-LU
French (Monaco)	fr-MC
French (Switzerland)	fr-CH
Frisian (Netherlands)	fy-NL
Galician (Galician)	gl-ES
Georgian (Georgia)	ka-GE
German (Austria)	de-AT
German (Germany)	de-DE
German (Liechtenstein)	de-LI
German (Luxembourg)	de-LU
German (Switzerland)	de-CH
Greek (Greece)	el-GR
Greenlandic (Greenland)	kl-GL
Gujarati (India)	gu-IN
Hausa (Latin, Nigeria)	ha-Latn-NG
Hebrew (Israel)	he-IL
Hindi (India)	hi-IN
Hungarian (Hungary)	hu-HU
Icelandic (Iceland)	is-IS

Language Identifier	Language Code
Igbo (Nigeria)	ig-NG
Indonesian (Indonesia)	id-ID
Inuktitut (Latin, Canada)	iu-Latn-CA
Inuktitut (Syllabics, Canada)	iu-Cans-CA
Irish (Ireland)	ga-IE
isiXhosa (South Africa)	xh-ZA
isiZulu (South Africa)	zu-ZA
Italian (Italy)	it-IT
Italian (Switzerland)	it-CH
Japanese (Japan)	ja-JP
K'iche (Guatemala)	qut-GT
Kannada (India)	kn-IN
Kazakh (Kazakhstan)	kk-KZ
Khmer (Cambodia)	km-KH
Kinyarwanda (Rwanda)	rw-RW
Kiswahili (Kenya)	sw-KE
Konkani (India)	kok-IN
Korean (Korea)	ko-KR
Kyrgyz (Kyrgyzstan)	ky-KG
Lao (Lao P.D.R.)	lo-LA
Latvian (Latvia)	lv-LV
Lithuanian (Lithuania)	lt-LT
Lower Sorbian (Germany)	dsb-DE

Language Identifier	Language Code
Luxembourgish (Luxembourg)	lb-LU
Macedonian (Former Yugoslav Republic of Macedonia)	mk-MK
Malay (Brunei Darussalam)	ms-BN
Malay (Malaysia)	ms-MY
Malayalam (India)	ml-IN
Maltese (Malta)	mt-MT
Maori (New Zealand)	mi-NZ
Mapudungun (Chile)	arn-CL
Marathi (India)	mr-IN
Mohawk (Mohawk)	moh-CA
Mongolian (Cyrillic, Mongolia)	mn-MN
Mongolian (Mongolian, P.R.China)	mn-Mong-CN
Nepali (Nepal)	ne-NP
Norwegian, Nynorsk (Norway)	nn-NO
Norwegian (Norway)	nb-NO
Occitan (France)	oc-FR
Oriya (India)	or-IN
Pashto (Afghanistan)	ps-AF
Persian (Iran)	fa-IR
Polish (Poland)	pl-PL
Portuguese (Brazil)	pt-BR
Portuguese (Portugal)	pt-PT
Punjabi (India)	pa-IN

Language Identifier	Language Code
Quechua (Bolivia)	quz-BO
Quechua (Peru)	quz-PE
Quechua (Peru)	es-PE
Quechua (Quechua)	quz-EC
Romanian (Romania)	ro-RO
Romansh (Switzerland)	rm-CH
Russian (Russia)	ru-RU
Sami, Inari (Finland)	smn-FI
Sami, Lule (Norway)	smj-NO
Sami, Lule (Sweden)	smj-SE
Sami, Northern (Finland)	sv-FI
Sami, Northern (Norway)	se-NO
Sami, Northern (Sweden)	se-SE
Sami, Skolt (Finland)	sms-FI
Sami, Southern (Norway)	sma-NO
Sami, Southern (Sweden)	sma-SE
Sanskrit (India)	sa-IN
Scottish (United Kingdom)	gd-GB
Serbian (Cyrillic, Bosnia and Herzegovina)	sr-Cyrl-BA
Serbian (Cyrillic, Montenegro)	sr-Cyrl-ME
Serbian (Cyrillic, Serbia)	sr-Cyrl-RS
Serbian (Latin, Bosnia and Herzegovina)	sr-Latn-BA
Serbian (Latin, Montenegro)	sr-Latn-ME

Language Identifier	Language Code
Serbian (Latin, Serbia)	sr-Latn-RS
Serbian (Latin, Serbia and Montenegro)	sr-Latn-CS
Sesotho sa Leboa (South Africa)	nso-ZA
Setswana (South Africa)	tn-ZA
Sinhala (Sri Lanka)	si-LK
Slovak (Slovakia)	sk-SK
Slovenian (Slovenia)	sl-SI
Spanish (Argentina)	es-AR
Spanish (Bolivarian Republic of Venezuela)	es-VE
Spanish (Bolivia)	es-BO
Spanish (Chile)	es-CL
Spanish (Colombia)	es-CO
Spanish (Costa Rica)	es-CR
Spanish (Dominican Republic)	es-DO
Spanish (Ecuador)	es-EC
Spanish (El Salvador)	es-SV
Spanish (Guatemala)	es-GT
Spanish (Honduras)	es-HN
Spanish (Nicaragua)	es-NI
Spanish (Panama)	es-PA
Spanish (Paraguay)	es-PY
Spanish (Puerto Rico)	es-PR
Spanish (Spain)	es-ES

Language Identifier	Language Code
Spanish (United States)	es-US
Spanish (Uruguay)	es-UY
Swedish (Finland)	sv-FI
Swedish (Sweden)	sv-SE
Syriac (Syria)	syr-SY
Tajik (Cyrillic, Tajikistan)	tg-Cyrl-TJ
Tamazight (Latin, Algeria)	tzm-Latn-DZ
Tamil (India)	ta-IN
Tatar (Russia)	tt-RU
Telugu (India)	te-IN
Thai (Thailand)	th-TH
Tibetan (P.R.China)	bo-CN
Turkish (Turkey)	tr-TR
Turkmen (Turkmenistan)	tk-TM
Ukrainian (Ukraine)	uk-UA
Upper Sorbian (Germany)	hsb-DE
Urdu (Islamic Republic of Pakistan)	ur-PK
Uyghur (P.R.China)	ug-CN
Uzbek (Cyrillic, Uzbekistan)	uz-Cyrl-UZ
Uzbek (Latin, Uzbekistan)	uz-Latn-UZ
Vietnamese (Vietnam)	vi-VN
Welsh (United Kingdom)	cy-GB
Wolof (Senegal)	wo-SN

Language Identifier	Language Code
Yakut (Russia)	sah-RU
Yi (P.R.China)	ii-CN
Yoruba (Nigeria)	yo-NG

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