

Lionbridge

Lionbridge App for Oracle Eloqua

User Guide

Version 1.6.0

August 17, 2018

Copyright

© Copyright 2018 Lionbridge Technologies, Inc. All rights reserved.

Lionbridge and the Lionbridge logotype are registered trademarks or trademarks of Lionbridge Technologies, Inc. in the United States and other countries. All other trademarks used herein are the property of their respective owners. The opinions of third-party contributors remain theirs alone and do not necessarily represent the views of Lionbridge Technologies.

Contents

1 Welcome to the Lionbridge App for Oracle Eloqua	4
1.1 The Multilingual Marketing Lifecycle	4
1.2 How the Lionbridge App Helps You Manage Your Multilingual Marketing Lifecycle	4
1.3 Using this Guide	5
1.4 How to Contact Lionbridge Connector Support	7
2 Getting Started with the Lionbridge App for Oracle Eloqua	10
2.1 The Lionbridge App at a Glance	12
3 Collecting Assets for Translation	14
3.1 Collecting Assets from a Campaign Canvas in Oracle Eloqua	14
3.2 Collecting Single Assets from within Oracle Eloqua	17
3.3 Collecting Assets for Translation from the Lionbridge App	20
3.4 Viewing Collected Assets	23
4 Sending Assets for Translation	27
4.1 Sending Assets for Translation from the Translation Queue	32
5 Monitoring Translation Status	40
5.1 Translation Statuses	40
5.2 Monitoring Translation Jobs	41
5.3 Monitoring Translation Job Details	46
6 Reviewing Translated Content	52
6.1 Downloading Translation Files	53
Index	56

1 Welcome to the Lionbridge App for Oracle Eloqua

Welcome to the Lionbridge App for Oracle Eloqua (App). The App is an Eloqua plug-in. It enables you to automate sending and retrieving assets from Oracle Eloqua for translation, which dramatically reduces the effort required to plan and execute successful multilingual campaigns.

1.1 The Multilingual Marketing Lifecycle

The *multilingual marketing lifecycle* is the broad process of selecting marketing content and campaign assets, sending them out for translation, and then receiving the translated content back from the translation provider.

This set of steps usually fits inside a larger, more general process called the *content lifecycle*, which is the process of creating, reviewing, editing, approving, and publishing content.

Together, this enhances your focus on key localization considerations, improves workflows, and keeps all content stakeholders involved. Combined, this creates your *Global Content Marketing* strategy, which is used to engage customers in every region you do business.

1.2 How the Lionbridge App Helps You Manage Your Multilingual Marketing Lifecycle

The Lionbridge App for Oracle Eloqua (App) is a plug-in module for Eloqua. It provides a range of features and user interface enhancements in Oracle Eloqua that enable you to select, send, monitor, and retrieve content for translation into any language Oracle Eloqua supports.

These features automate the process, which dramatically reduces the effort and time required to export and re-import content that needs to be localized. This is very helpful when translating large volumes of content or ensuring that translated content is quickly re-imported to meet deadlines.

When you use the Lionbridge App, you manage your multilingual marketing lifecycle entirely from within Oracle Eloqua:

1. The Lionbridge App exports your content from Oracle Eloqua in XML format and delivers these content files to the central, hosted Clay Tablet Platform.
2. The Clay Tablet Platform delivers your content to your translation providers, based on routing rules that your company chooses and Clay Tablet Technologies implements.
3. When the translated content is ready, the Clay Tablet Platform retrieves it from your translators and delivers it to the Lionbridge App.
4. The Lionbridge App automatically re-imports the content into the correct location in Oracle Eloqua.

You can then review, revise, reject, or approve the translated content as needed.

Note: Neither the Lionbridge App nor the Clay Tablet Platform performs any translation. Similarly, Clay Tablet Technologies does not provide any translation services. Your company chooses the translation provider that performs the translation.

1.3 Using this Guide

Purpose of this guide

This guide describes how to use the Lionbridge App for Oracle Eloqua (App) to manage your translation lifecycle. It describes how to send out assets for translation and receive them back from translation.

Who should use this guide

This guide is intended for content editors, project, marketing, localization or translation managers, or others who are responsible for creating, editing, or approving assets for translation that reside in Oracle Eloqua. This guide is also useful for translation providers who receive content for translation from Oracle Eloqua, because it describes your company's translation management process.

What your company setup should be

This document assumes that:

- Your company already is using Oracle Eloqua.
- The Lionbridge App has been registered, configured, and tested in your Oracle Eloqua environment.
- Clay Tablet Technologies has set up the Lionbridge 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.
- Optional. Lionbridge is your company's translation provider, and Freeway is already set up for your company.

What you should already know

This document assumes that:

- You are familiar with the Lionbridge App's configuration for Oracle Eloqua, and the reasons for choosing certain configuration options. This is important because your company's configuration determines which features are available.
- You have a strong working knowledge of Oracle Eloqua.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into Oracle Eloqua.
- You have the required permissions to access the Lionbridge App functionality described in this guide.

Note: Not all the features described in this guide may be available. Feature availability depends on both your company's Lionbridge App setup and the roles to which you are assigned. If you cannot access functionality that you need, contact your company's Oracle Eloqua administrator.

How this guide is organized

This guide contains the following chapters:

Chapter	Description
"Welcome to the Lionbridge App for Oracle Eloqua" on page 4	A brief description of the Clay Tablet solution for Eloqua and how it fits into the translation lifecycle. It also includes information about this guide and Clay Tablet Technologies Support contact information.
"Getting Started with the Lionbridge App for Oracle Eloqua" on page 10	How to get started and an overview of the Lionbridge App interface.
"Collecting Assets for Translation" on page 14	How to collect Oracle Eloqua assets for translation.
"Sending Assets for Translation" on page 27	How to send out collected Oracle Eloqua assets for translation.
"Monitoring Translation Status" on page 40	How to monitor the translation status of assets and jobs that you sent out for translation, including archiving completed translation jobs.
"Reviewing Translated Content" on page 52	How to view and download translated assets.

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

For information on setting up the Lionbridge App for Oracle Eloqua, read the *Lionbridge App for Oracle Eloqua Setup 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.
<i>Italics</i>	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select Assets > Landing Pages. "

1.4 How to Contact Lionbridge Connector Support

Email @: connectors@lionbridge.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

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

To submit a support ticket:

1. Do one of the following:

- Email connectors@lionbridge.com, and cc (carbon copy) anyone to include in the ticket correspondence.

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

- Create a ticket in Zendesk:

- a. Open the Lionbridge Connectors Zendesk page in your browser: <https://connectors.zendesk.com>.
- b. Sign in to Zendesk. If you do not have sign-in credentials, see "[To view and update your support ticket in Zendesk](#):" below.

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

- c. Click **Submit a request**.
- d. In the **CCs** field, add anyone to include in the ticket correspondence.

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

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

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

When the issue is resolved, Lionbridge closes the ticket.

Information to include in the support ticket:

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

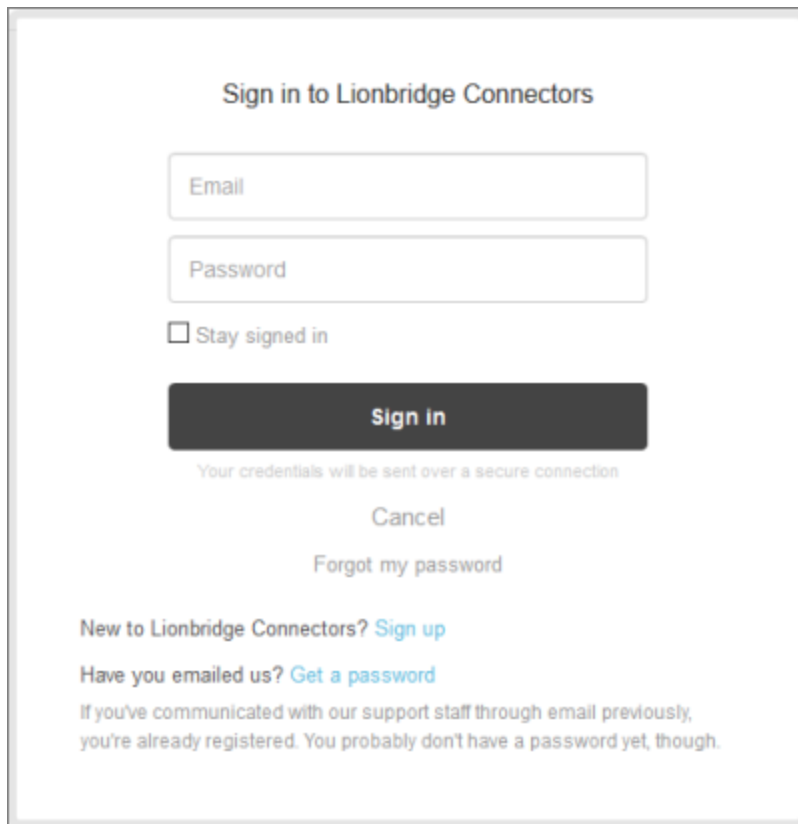
Files to attach to the support ticket:

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

To view and update your support ticket in Zendesk:

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

1. Open the Lionbridge Connectors Zendesk page in your browser: <https://connectors.zendesk.com>.
2. In the top-right corner, click **Sign in**, and enter your credentials.

The image shows a sign-in form for Lionbridge Connectors. At the top, it says "Sign in to Lionbridge Connectors". Below this are two input fields: "Email" and "Password". There is a checkbox labeled "Stay signed in". A large black button with the text "Sign in" is centered below the fields. Underneath the button, it says "Your credentials will be sent over a secure connection". Below that are two links: "Cancel" and "Forgot my password". At the bottom, there are two more links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A small note at the very bottom says "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

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

3. After signing in, click **My activities** to view the tickets you opened or where you are cc'd.
4. To update tickets, you can reply or attach files.

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

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

2 Getting Started with the Lionbridge App for Oracle Eloqua


The Lionbridge App supports all browsers that Oracle Eloqua supports.

Important: When prompted, ensure that you enable pop-ups for your site on secure.eloqua.com.

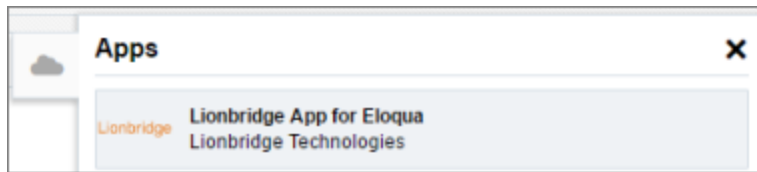
To access the Lionbridge App:

1. Log into Oracle Eloqua.

The **My Eloqua** dashboard opens.

2. In the top-right corner, click the **More Apps** button  .

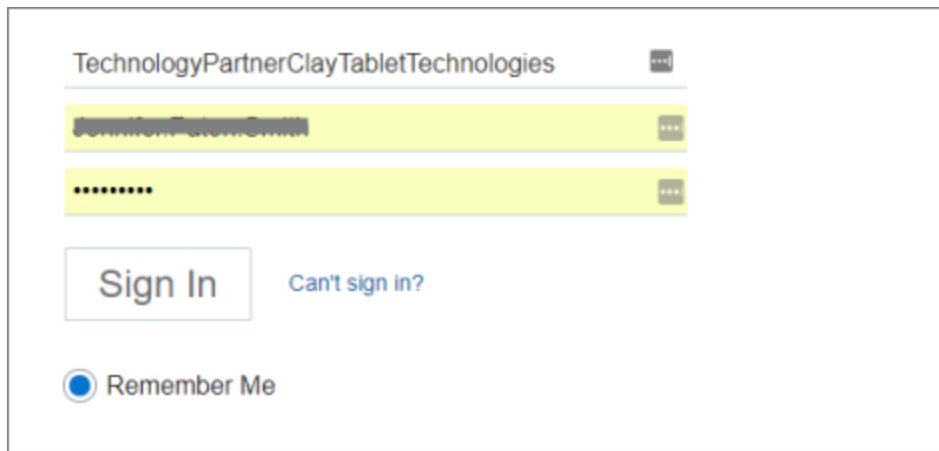
The **Apps** area opens.



3. Optional. Click **Lionbridge App for Eloqua**.

Note: This step is necessary only if you are not already logged in to Oracle Eloqua.


The **Sign In to Eloqua** page opens.



4. Enter your company and user credentials and click **Sign In**.

Note: This step is necessary only if you are not already logged in to Oracle Eloqua.

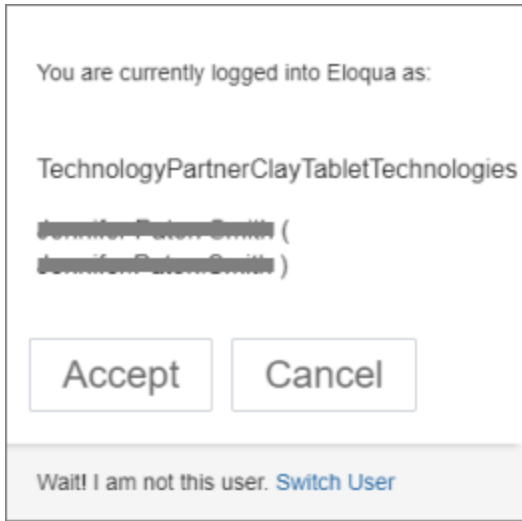
The **My Eloqua** dashboard reopens.

5. In the top-right corner, click the **More Apps** button  .

6. The **Apps** panel opens.

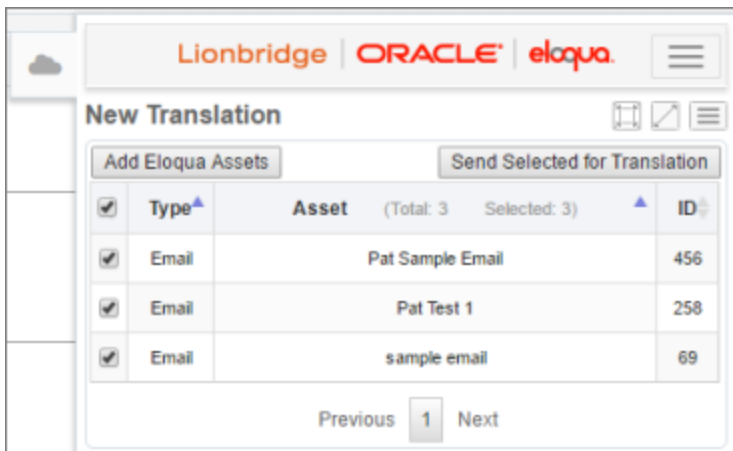
7. Click **Lionbridge App for Oracle Eloqua**.

The **Allow Access to Eloqua** dialog box opens in the right panel.









8. Click **Accept**.

The **Lionbridge App** opens.



9. After logging in, you can:

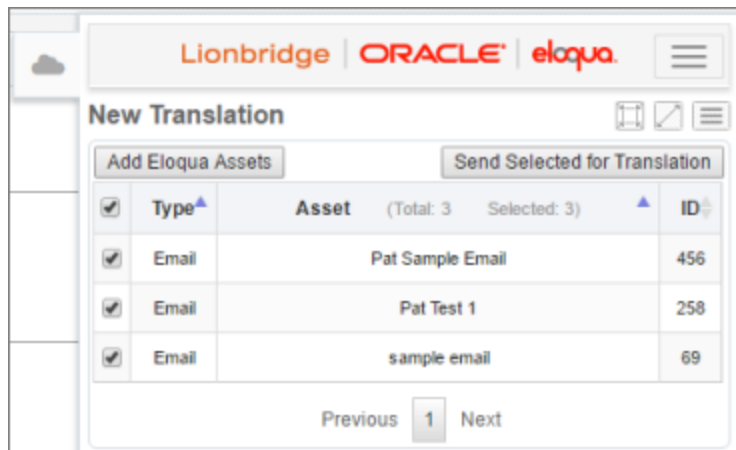
- ▶ adjust the screen size:
 - ⋮ when using a relatively small device, such as a 15" laptop, you can click the **Fit Smaller Screen** button 
 - ⋮ when using a larger device, you can click the **Fit Bigger Screen** button 
- ▶ view a maximized version of the current page by clicking the **Maximize Window** button 
- ▶ open the navigation menu to navigate to another page by clicking the **Nav Menu** button 
- ▶ change the language of the user interface by clicking the menu button  , and then clicking the dropdown menu for **English** and selecting a different language
- ▶ log out by clicking the menu button  , and then clicking the arrow beside your username and selecting **Logout**

2.1 The Lionbridge App at a Glance

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.

The **Lionbridge App** opens within Oracle Eloqua, in the right panel of the **My Eloqua** dashboard.



From each page within the App, you can open a **maximized version** of that page, which provides more detail about the assets displayed in that page. A maximized page opens in a new browser tab.

The screenshot displays the 'New Translation' page in the Lionbridge App for Oracle Eloqua. The page header includes the logos for Lionbridge, ORACLE, and eloqua, along with a user profile and language settings. The main content area features a table of translation entries. The table has the following columns: Type, Asset, ID, Last Modified At, Last Modified By, Created On, and Created By. There are three entries listed, all of type 'Email'. The interface also includes a search bar, 'Add Eloqua Assets' and 'Send Selected for Translation' buttons, and a sidebar with navigation options like 'New Translation', 'Translation Jobs', 'Translation Queue', and 'Manage Site'.

Type	Asset	ID	Last Modified At	Last Modified By	Created On	Created By
✓ Email	Email Group RootPat Sample Email	456	2015-10-15 09:32:21 AM	QA Test	2015-10-15 09:32:21 AM	QA Test
✓ Email	Email Group RootPat Test 1	258	2016-02-02 06:39:23 PM	Twitter UserOne	2015-07-17 11:30:24 AM	QA Test
✓ Email	Email Group Root/sample email	69	2016-05-16 11:40:03 AM	Lemin Chen	2014-11-24 10:04:25 AM	Lemin Chen

User Access

When you use the Lionbridge App to send out assets for translation, you are part of one or more *teams*. Your team determines the allowed source languages, target languages, and translation providers that its member users can send out for translation. You must be a member of at least one team to send out content for translation. If you have questions about your team setup, contact your Oracle Eloqua administrator.

3 Collecting Assets for Translation

The first step in sending assets out for translation is collecting the assets from Oracle Eloqua.

- You can collect all translatable assets from a campaign canvas in Oracle Eloqua and add them to the Lionbridge App. This is the recommended method for collecting assets for translation as you work on a campaign canvas. For details, see ["Collecting Assets from a Campaign Canvas in Oracle Eloqua"](#) on page 14.

Tip: If a campaign canvas is open for editing in Oracle Eloqua, then opening the Lionbridge App automatically collects the assets on the campaign canvas and displays them in the **New Translation** page.

- You can collect a single asset from within Oracle Eloqua and add it to the Lionbridge App. This is the recommended method for collecting assets for translation as you work on them individually. For details, see ["Collecting Single Assets from within Oracle Eloqua"](#) on page 17.

Tip: If an asset is open for editing in Oracle Eloqua, then opening the Lionbridge App automatically collects the asset and displays it in the **New Translation** page.

- You can collect multiple assets directly from the Lionbridge App. This is the recommended method for collecting multiple assets for translation concurrently. For details, see ["Collecting Assets for Translation from the Lionbridge App"](#) on page 20.

After you collect assets, you can view them before you send them out for translation. For details, see ["Viewing Collected Assets"](#) on page 23.

3.1 Collecting Assets from a Campaign Canvas in Oracle Eloqua


You can collect all translatable assets from a campaign canvas in Oracle Eloqua and add them to the Lionbridge App. This is the recommended method for collecting assets for translation as you work on a campaign canvas.

If a campaign canvas is open for editing in Oracle Eloqua, then opening the Lionbridge App automatically collects the assets on the campaign canvas and displays them in the **New Translation** page.

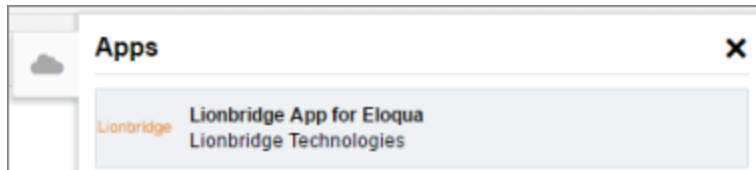
To automatically collect all translatable assets from a campaign canvas in Oracle Eloqua:

1. Log into Oracle Eloqua.
The **My Eloqua** dashboard opens.
2. In the top menu, click **Orchestration** and select **Campaign**.
3. Either:
 - Create a new campaign.
 - Open an existing campaign by clicking a link in the left menu to search for existing campaigns, then double-click the campaign name to open it.

Note: For more information about working in Oracle Eloqua, refer to the *Oracle Eloqua Help Center*, at: http://docs.oracle.com/cloud/latest/marketingcs_gs/OMCAA/index.html.

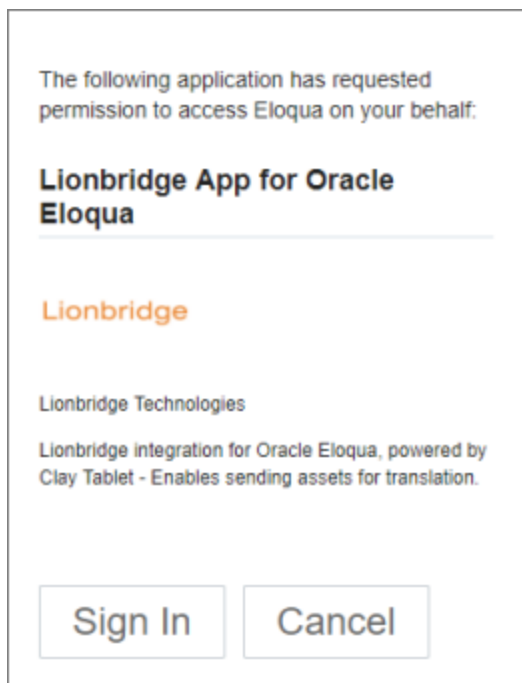
4. When the campaign editor is open, in the top-right corner, click the **More Apps** button  .

The **Apps** area opens.



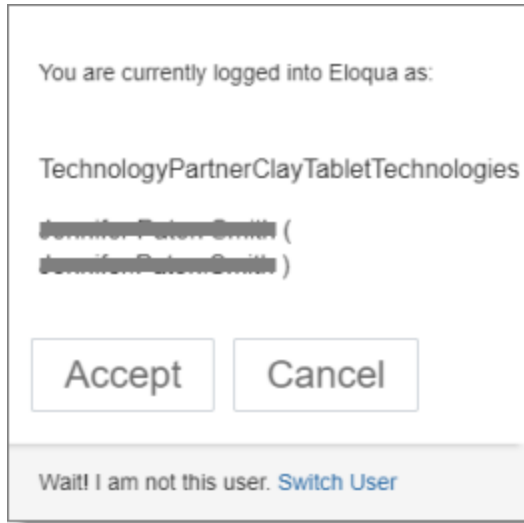
5. Click **Lionbridge App for Eloqua**.

A **message box** opens, prompting you to grant permission to the Lionbridge App to access Oracle Eloqua on your behalf.



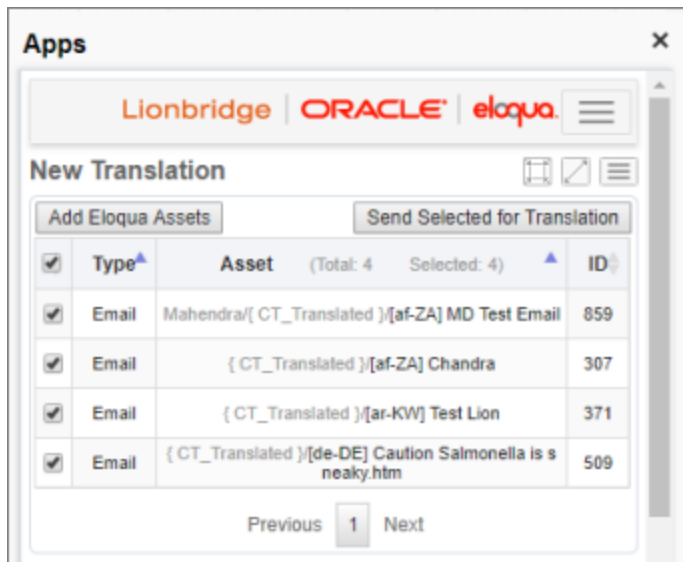
6. Click **Sign In**.

A **message box** opens, prompting you to sign in as the user who is currently logged into Oracle Eloqua.



7. Click **Accept**.

The **New Translation** page opens, displaying the asset that is open in the asset-specific design editor, with its check box selected.



8. To immediately send out this asset for translation or to send it to the Translation Queue, so that you can send it later, click **Send Selected for Translation**. For detailed instructions, see "[Sending Assets for Translation](#)" on page 27.

3.2 Collecting Single Assets from within Oracle Eloqua

If an asset is open for editing in Oracle Eloqua, then opening the Lionbridge App automatically collects the asset and displays it in the **New Translation** page.

Note about embedded forms: If a form is embedded inside another asset, such as a landing page, then both the embedded form and the asset that contains it are collected for translation.


To automatically collect a single asset for translation from within Oracle Eloqua:

1. Log into Oracle Eloqua.

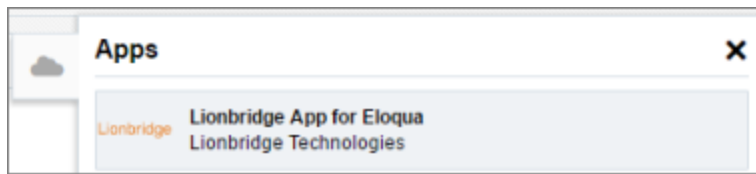
The **My Eloqua** dashboard opens.

2. In the top menu, click **Assets** and select an asset type. For example, click **Assets** and select **Emails**.
3. Open an existing asset in an asset-specific design editor, or create a new asset. For example, click a link in the left menu to search for existing emails, then double-click the email name to open it.

Note: For more information about working in Oracle Eloqua, refer to the *Oracle Eloqua Help Center*, at: http://docs.oracle.com/cloud/latest/marketingcs_gs/OMCAA/index.html.

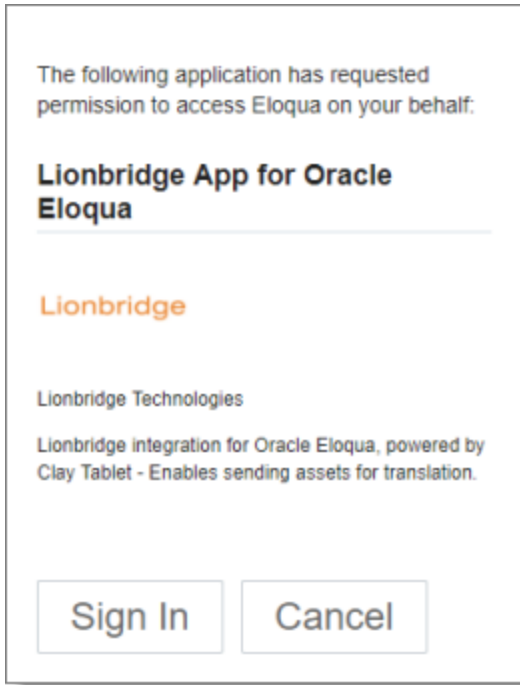
4. When the asset-specific design editor is open, in the top-right corner, click the **More Apps** button  .

The **Apps** area opens.



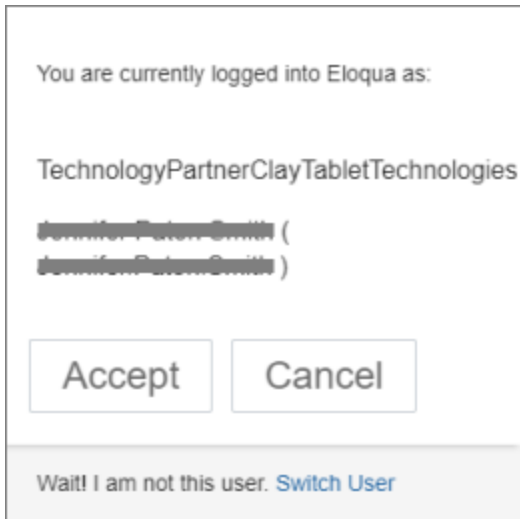
5. Click **Lionbridge App for Eloqua**.

A **message box** opens, prompting you to grant permission to the Lionbridge App to access Oracle Eloqua on your behalf.



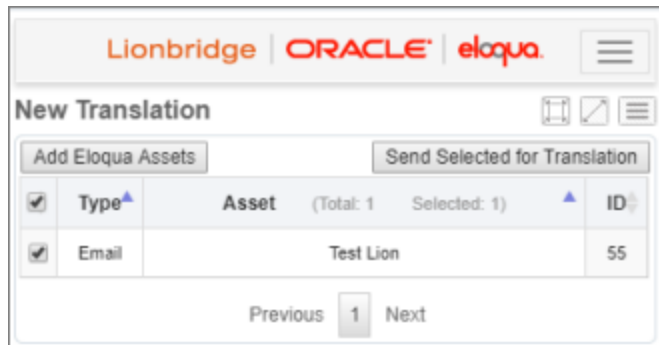
6. Click **Sign In**.

A **message box** opens, prompting you to sign in as the user who is currently logged into Oracle Eloqua.



7. Click **Accept**.

The **New Translation** page opens, displaying the asset that is open in the asset-specific design editor, with its check box selected.



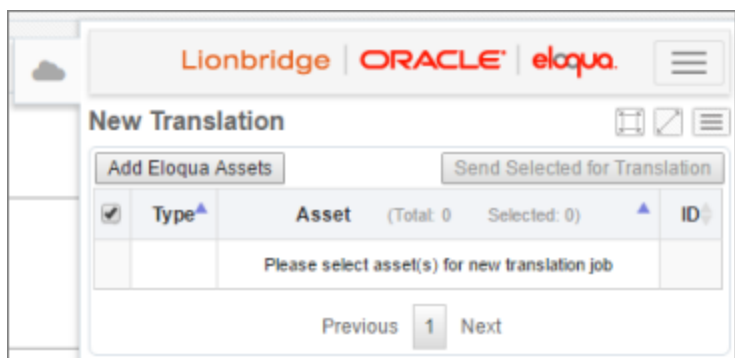
- To immediately send out this asset for translation or to send it to the Translation Queue, so that you can send it later, click **Send Selected for Translation**. For detailed instructions, see "[Sending Assets for Translation](#)" on page 27.

3.3 Collecting Assets for Translation from the Lionbridge App

You can collect one or more assets for translation from within the Lionbridge App. This is the recommended method for collecting multiple assets for translation.

To collect one or more assets for translation from within the Lionbridge App:

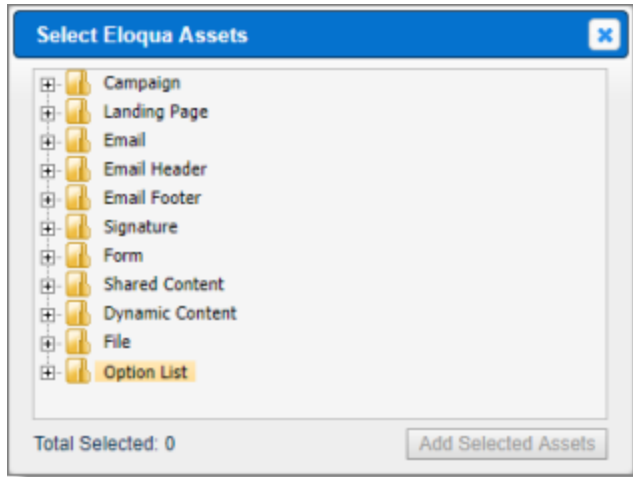
1. Open the Lionbridge App. For detailed instructions, see ["Getting Started with the Lionbridge App for Oracle Eloqua"](#) on page 10.
2. In the App, ensure that the **New Translation** page is open. This is the default selection when you open the App. For a detailed description of this page, see ["Viewing Collected Assets"](#) on page 23.



Note: If a maximized page in the App is already open, then in the **Lionbridge App for Eloqua** menu on the left, you can click **New Translation** to open the maximized version of this page, described in ["Viewing Collected Assets"](#) on page 23.

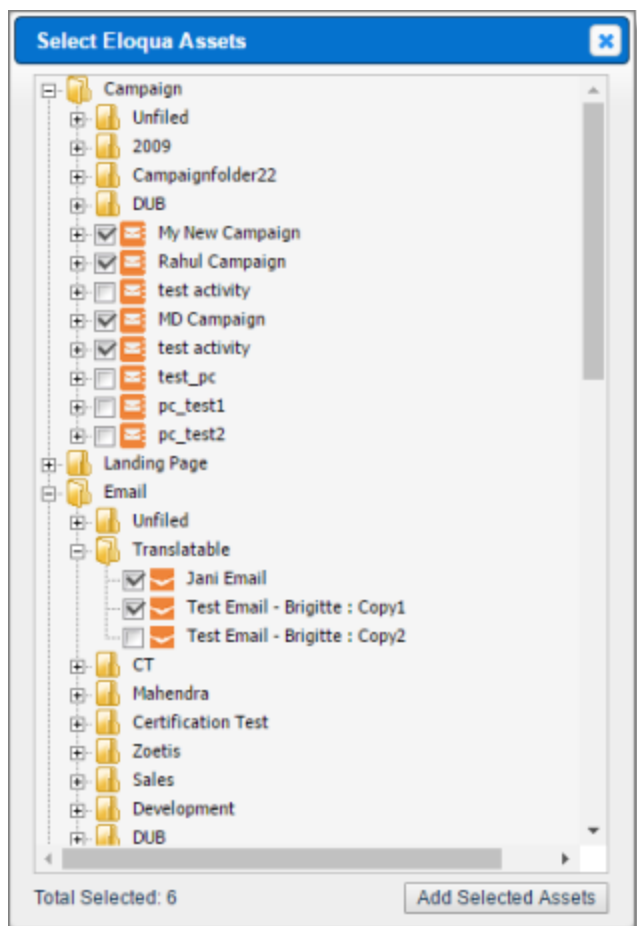
3. Click **Add Eloqua Assets**.

The **Select Eloqua Assets** dialog box opens.



4. Click the expand icons  to view assets.

5. Select the check boxes of assets to send out for translation.

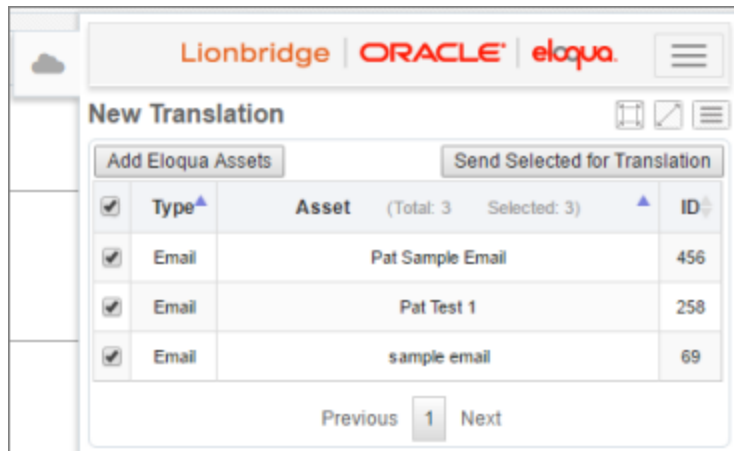


Note: You can expand and select assets from multiple branches.

The **Total Selected** field at the bottom of the dialog box displays the number of selected assets.

6. Click **Add Selected Assets**.

The dialog box closes, and the **New Translation** page refreshes, displaying the assets you collected for translation, with their check boxes selected.



- To send out these assets for translation, click **Send Selected for Translation**. For detailed instructions, see ["Sending Assets for Translation"](#) on page 27.

Note: To change which assets you are sending out to translation, you can clear the check boxes of these assets or select the check boxes of other assets already on this page. However, all the assets must be in the same source language, and you must want to translate them into the same target languages.

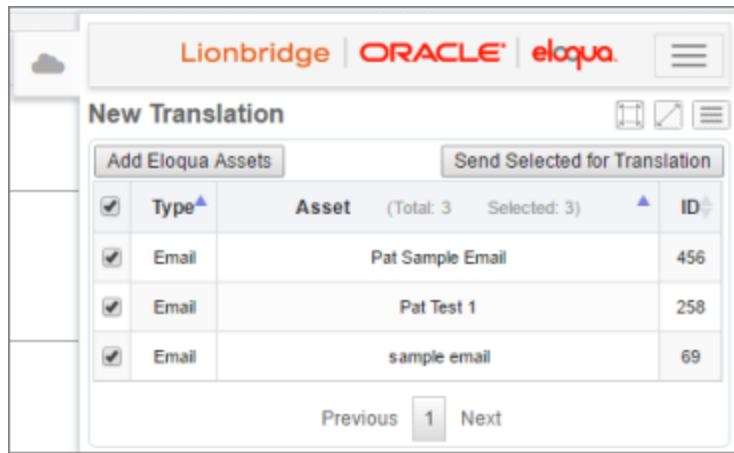
3.4 Viewing Collected Assets

In the **New Translation** page, you can view assets that have been collected for translation by you and your team members but that have not yet been sent out for translation or to the Translation Queue.

To view collected assets:

- Open the Lionbridge App. For detailed instructions, see ["Getting Started with the Lionbridge App for Oracle Eloqua"](#) on page 10.

- In the App, ensure that the **New Translation** page is open. This is the default selection when you open the App.



Note: If a maximized page in the App is already open, then in the **Lionbridge App for Eloqua** menu on the left, you can click **New Translation** to open the maximized version of this page, described below.

The **Asset** column heading displays the number of collected assets displayed in the current sub-page and the total number of collected assets in this page.

By default, the items are sorted in alphabetical order first by the **Type** column and then by asset name, in the **Asset** column.

This page displays the following information about assets that you and your team members collected that have not yet been sent out for translation or added to the Translation Queue.

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

- ▶ 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.
- Optional. You can perform any of the following actions:
 - ▶ To collect additional Eloqua assets and add them to this page, click **Add Eloqua Assets**. For detailed instructions, see ["Collecting Assets for Translation from the Lionbridge App"](#) on page 20.
 - ▶ To send assets on this page out for translation as a single job, select the corresponding check boxes and click **Send Selected for Translation**. For detailed instructions, see ["Sending Assets for Translation"](#) on page 27.


- ▶ To send assets on this page to the Translation Queue, so that you can group them into jobs later, select the corresponding check boxes and click **Send Selected for Translation**. For detailed instructions, see "[Sending Assets for Translation from the Translation Queue](#)" on page 32.

Note: Assets in the Translation Queue are actually just pointers to the assets in Eloqua. If you modify an asset within Eloqua after adding it to the queue, those changes are included in the version sent out for translation.

Tip: To select or clear all check boxes, select or clear all check boxes in the header row.

- Optional. You can **view additional information about each asset** and perform additional actions on the maximized version of this page:

Type	Asset	ID	Last Modified At	Last Modified By	Created On	Created By
✓ Email	Email Group Root/Chandra	58	2015-08-05 01:42:34 PM	Lemin Chen	2014-08-21 07:53:41 AM	Pat McCarten
✓ Email	Email Group Root/Pat Sample Email	456	2015-10-15 09:32:21 AM	QA Test	2015-10-15 09:32:21 AM	QA Test
✓ Email	Email Group Root/Pat Test 1	258	2016-02-02 06:39:23 PM	Twitter UserOne	2015-07-17 11:30:24 AM	QA Test
✓ Email	Email Group Root/sample email	69	2016-05-16 11:40:03 AM	Lemin Chen	2014-11-24 10:04:25 AM	Lemin Chen
✓ Email	Email Group Root/Test Lion	55	2015-09-28 11:28:14 AM	Lemin Chen	2014-08-20 07:02:06 AM	Pat McCarten

To open the maximized version of this page, click the **Maximize Window** button .

The maximized version of the queue displays the following information about assets that you and your team members collected that have not yet been sent out for translation or added to the Translation Queue.

Column	Description
Type	The type of asset in Eloqua.
Asset	The name of the asset in Eloqua. This includes the full folder path.
ID	The Lionbridge App's unique identifier for this asset.
Last Modified At	The date and time when this asset was last modified, in the following format: YYYY-MM-DD hh:mm:ss AM/PM. If the asset was not modified after creation, this is the same as the Created On date and time, described below. Note: This information is not displayed for items in an Eloqua Option List (pick list), because it is not available.
Last Modified By	The username of the user who last modified this asset. Note: This information is not displayed for items in an Eloqua Option List (pick list), because it is not available.

Column	Description
Created On	The date and time when this asset was created, in the following format: YYYY-MM-DD hh:mm:ss AM/PM. Note: This information is not displayed for items in an Eloqua Option List (pick list), because it is not available.
Created By	The username of the user who last modified this asset. Note: This information is not displayed for items in an Eloqua Option List (pick list), because it is not available.

You can do one or more of the following on this 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.
- ▶ 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.

4 Sending Assets for Translation

You send out assets for translation from the **New Translation** page after you collect them, as described in ["Collecting Assets for Translation"](#) on page 14.

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

Note: If you accidentally delete the placeholder assets, the App still replaces them with the translated assets, once they are available. However, the asset IDs will be different.

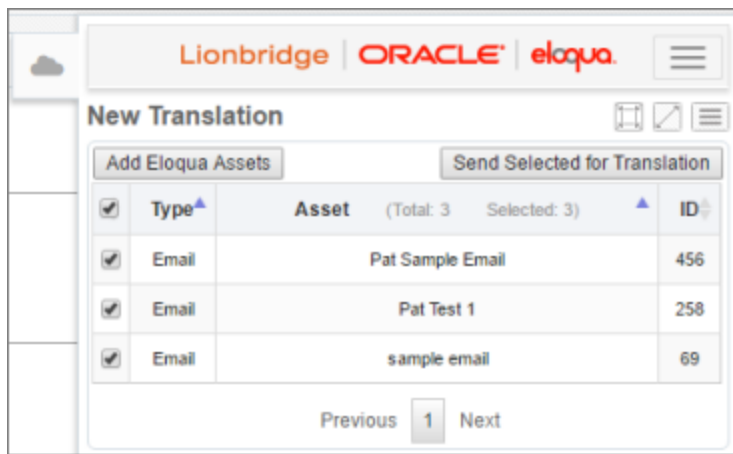
When you send out assets for translation, you can either:

- send them out immediately for translation as a single job
- add them to the Translation Queue, so that you can group them into jobs and send them out later

Note: Assets in the Translation Queue are actually just pointers to the assets in Eloqua. If you modify an asset within Eloqua after adding it to the queue, those changes are included in the version sent out for translation.

To send out assets for translation:

1. Open the Lionbridge App. For detailed instructions, see ["Getting Started with the Lionbridge App for Oracle Eloqua"](#) on page 10.
2. In the App, ensure that the **New Translation** page is open. This is the default selection when you open the App. For a detailed description of this page and its maximized version, see ["Viewing Collected Assets"](#) on page 23.



3. If immediately previously you collected assets for translation, the corresponding check boxes are already selected. You can clear these check boxes or select additional check boxes.
4. Select the check boxes of the assets to send out for translation. If you later choose to send out these assets for translation immediately, then the App will send out these assets together as a single translation job.

The assets you select should have the following in common:

- They are in the same source language.
- You want to translate them into the same target languages.

In addition, if you want to immediately send out the assets you select for translation, they should have the following in common:

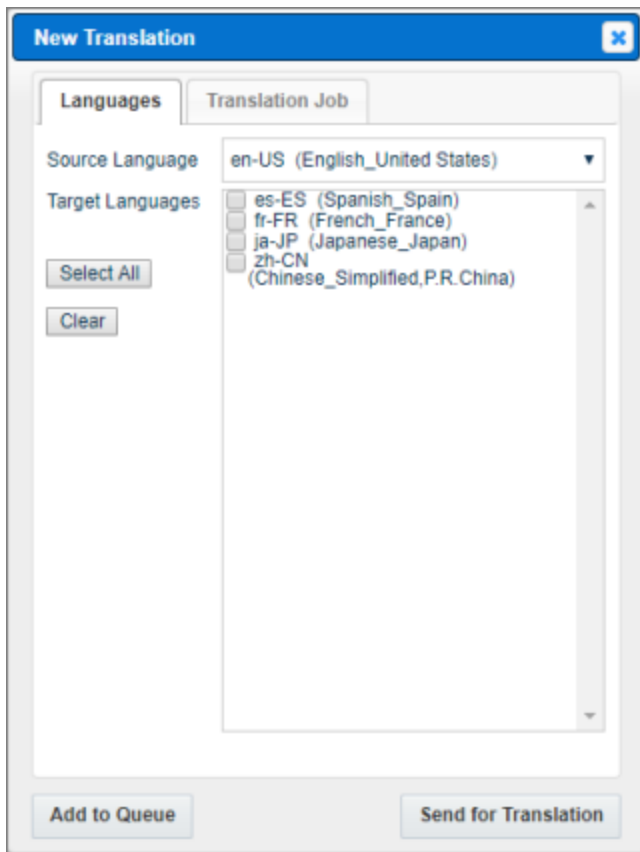
- You want to send them to the same translation provider.
- You want to apply the same translation settings to them (described in step 6, below) and you want them to be part of the same translation job.

5. Click **Send Selected for Translation**.

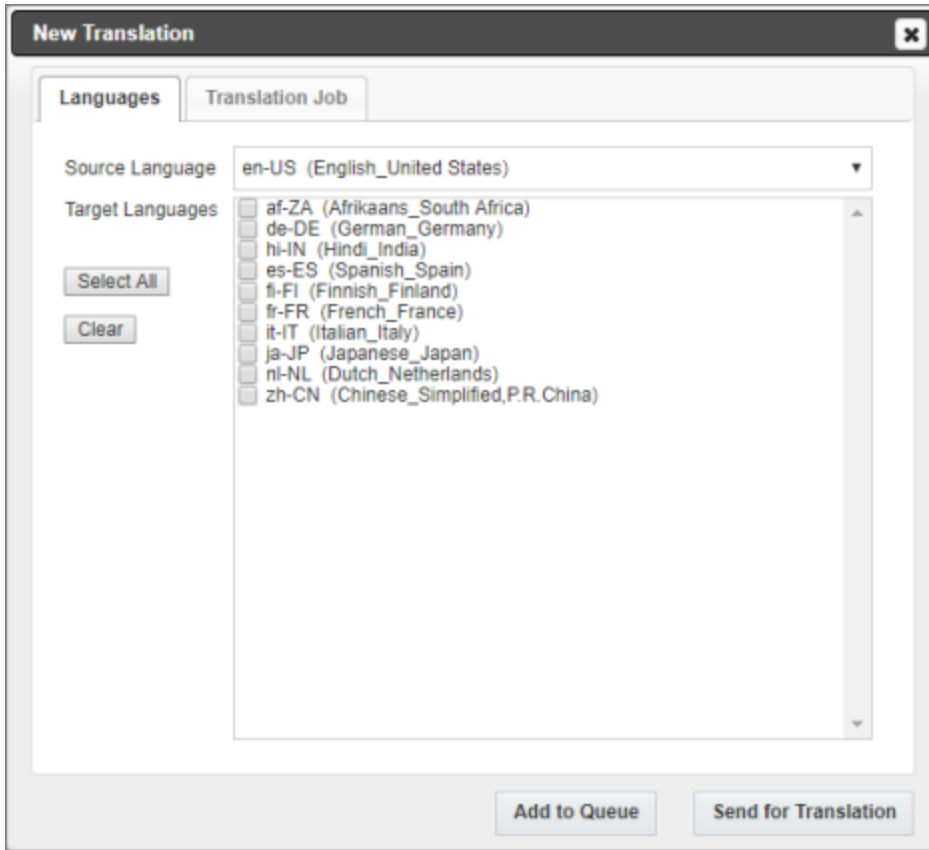
Notes: This button is available only when all the selected assets are in the same source language. This button is also available on the maximized version of this page.

The **New Translation** dialog box opens, displaying the **Languages** tab.

- As displayed when the dialog box is opened **from the New Translation page** in the **My Eloqua** dashboard:



- As displayed when the **dialog box is opened** from the maximized version of the **New Translation** page:



- In the **Source Language** field, select the source language of the selected assets. The Lionbridge App will send assets in this source language for translation. The dropdown list displays all the source languages that your teams are allowed to send out for translation.
- In the **Target Languages** field, select the check boxes for all the target languages into which to translate the selected assets. The list displays all the target languages for which your teams are allowed to request translation.

Tips: To select the check boxes of all available target languages, click the **Select All** button. To clear all selected check boxes of target languages, click the **Clear** button.

- 6. Optional. This step is required only if you will click the **Send for Translation** button at the bottom of the dialog box to send out the assets directly for translation. Click the **Translation Job** tab to display it.

The screenshot shows a dialog box titled "New Translation" with a close button in the top right corner. It has two tabs: "Languages" and "Translation Job", with the latter selected. Below the tabs is a text block explaining that information in this tab is only used if the "Send for Translation" button is clicked. Below this are several input fields: "Job Name" (empty), "Job Description" (empty), "PO Reference" (empty), "Quote" (checkbox "Send for quote first" is unchecked), "LocalTM" (checkbox "Use LocalTM" is unchecked), "Due Date" (11/29/2017), "Team" (dropdown menu showing "abcd"), and "Provider" (dropdown menu showing "My test eloqua provider"). At the bottom are two buttons: "Add to Queue" and "Send for Translation".

If you opened this **dialog box** from the maximized version of this page, the tab is displayed as follows:

New Translation [X]

Languages | **Translation Job**

Enter information in this tab only if you are sending out these assets for translation immediately as a single job, by clicking the "Send for translation" button below.
If you add these assets to the Translation queue, you add the job information later, when you send out the assets for translation from the queue. If you add these assets to the Translation queue, the Connector ignores any information in this tab.

Job Name:

Job Description:

PO Reference:

Quote: Send for quote first

LocalTM: Use LocalTM

Due Date:

Team: ▼

Provider: ▼

Note: Enter information in this tab only if you are sending out these assets for translation immediately as a single job, by clicking the **Send for Translation** button below. If you add these assets to the Translation Queue, you add the job information later, when you send out the assets for translation from the queue. If you add these assets to the Translation Queue, the Lionbridge App ignores any information in this tab.

Enter the following information about this translation job:

Field	Description
Job Name	Your name for this translation job. The Lionbridge App sends this information to your translation provider.
Job Description	Your description of this translation job, including any special instructions or requests. The Lionbridge App sends this information to your translation provider.
PO Reference	Optional. The purchase order reference number, if relevant. Note: Depending on your company's configuration, this field may have another name, and it may be either a freeform text field or a dropdown list with pre-configured entries available for selection.

Field	Description
Quote – Send for quote first	Select this check box to inform the translation provider that you want to receive a quote before the translation process starts.
LocalTM – Use LocalTM	Select this check box to check whether content was already translated before sending it out for translation. The Lionbridge App sends out only changed content 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 content for translation.
Due Date	The requested translation deadline. This is the date when you expect the translated content to return. By default, it is two weeks from the current date. To select a different date, either type the delivery date in the field in MM/DD/YYYY format, or click in the field and select a different date in the calendar that opens. This information is sent to the translation provider as metadata of the translation package. Note: Depending on your company's configuration, this field may not be displayed.
Team	If you are a member of multiple teams, select your team to use for this job. Note: Your team determines which source and target languages are available for selection in the Languages tab, described in the previous step, and the available translation providers, described below.
Provider	Select the translation provider for this translation job.

8. Do one of the following:

- Click **Add to Queue** to add the selected assets to the Translation Queue.

You or another user on your team must send it out these assets for translation from the Translation Queue. For details, see "[Sending Assets for Translation from the Translation Queue](#)" on page 32.

- Click **Send for Translation** to immediately send out the translation job to the specified translation provider.

You can monitor the job's status on the **Translation Jobs** page. For details, see "[Monitoring Translation Jobs](#)" on page 41.

4.1 Sending Assets for Translation from the Translation Queue

The goal of the Translation Queue (queue) is to control translation costs and the translation process. You can send out one, multiple, or all assets from the queue at one time.


Submitting content to the Translation Queue before sending it out for translation has the following advantages:

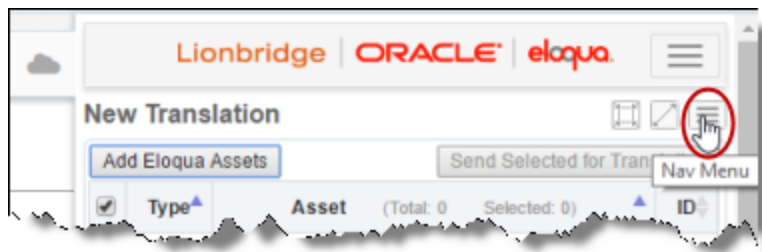
- You may not want to send out each asset individually as soon as you finish reviewing it. The Translation Queue facilitates your management of reviewed assets, so that you do not forget about sending individual reviewed assets for translation.
- Your translation provider may prefer receiving fewer but larger batches of items to translate, rather than individual assets, as it facilitates project preparation, resource assignment, and file analysis.
- If you want to translate many assets into multiple languages, but you want to translate into only one target language at a time, this is a good way to manage that process.
- The Translation Queue manager may want to route jobs to certain translation providers.
- The Translation Queue manager may want to add job-specific metadata, such as a purchase order number.

If you or your colleagues have added items to the Translation Queue, you must access it and send out the items from there.

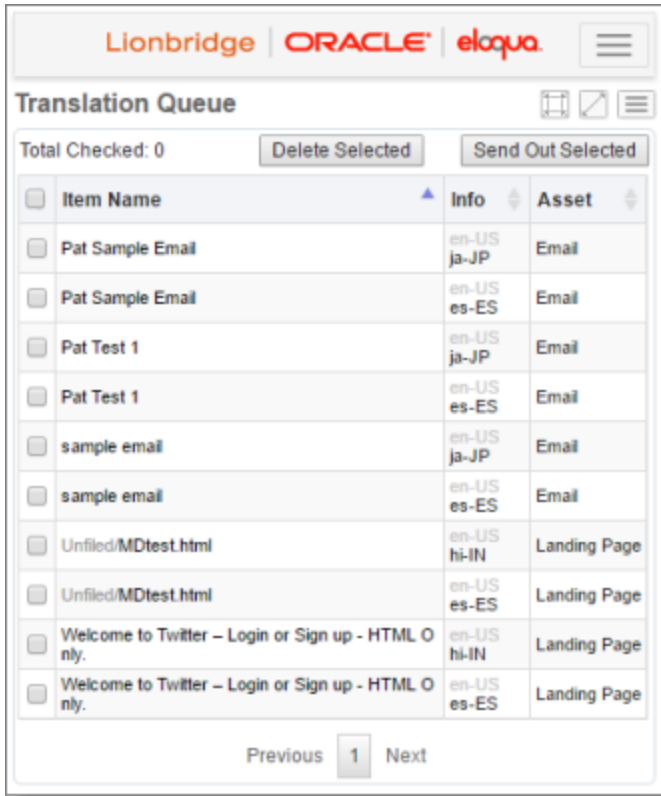
Notes: Assets in the queue are actually just pointers to the assets in Eloqua. If you modify an asset within Eloqua after adding it to the queue, those changes are included in the version sent out for translation. If you do not send out items from the Translation Queue, the Lionbridge App does not send them out for translation.

To send out assets for translation from the Translation Queue:

1. Open the Lionbridge App. For detailed instructions, see "[Getting Started with the Lionbridge App for Oracle Eloqua](#)" on page 10.
2. In the App, click the **Nav menu** button  to open the menu.



3. In the menu, select **Translation Queue**.



Note: If a maximized page in the App is already open, then in the **Lionbridge App for Eloqua** menu on the left, you can click **Translation Queue** to open the maximized version of this page, described below.

The queue displays all the assets that were collected and added to the Translation Queue that have not yet been sent out for translation.

By default, the items are sorted in alphabetical order by the **Item Name** column.

The following information is displayed about each asset in the queue:

Column	Description
Item Name	The Lionbridge App's name for the asset in Oracle Eloqua. This includes the full folder path.
Info	<ul style="list-style-type: none"> ■ The source language of the asset is displayed, in grey, in the first row of this column. ■ The target language into which to translate the asset, is displayed, in black, in the second row of this column. This was specified when the asset was added to the queue. <p>Note: If you specified translating an asset into multiple target languages, then each instance of a source language-target language pair is displayed in a separate row in the table, as a separate item.</p>

Column	Description
Asset	The type of asset in Eloqua. Tip: To view the corresponding Eloqua asset ID, which is the Lionbridge App's unique identifier for this asset, mouseover this column.


4. Optional. You can view additional information about each asset in the queue and filter these items on the maximized version of this page:

Translation Queue Total Checked: 0 Delete Selected Items Send Out Selected Items

Show 11 Entries Search:

Item Name	Source Language	Target Language	Eloqua Asset Type	Eloqua Asset Name	Eloqua Asset ID	Creation Date	Created By
Landing Pages Root/Old/Test/MD Landing Page	en-US	de-DE	Landing Page	MD Landing Page	313	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD Landing Page	en-US	ja-JP	Landing Page	MD Landing Page	313	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD Landing Page	en-US	hi-IN	Landing Page	MD Landing Page	313	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD Landing page.html[Update][Update]	en-US	hi-IN	Landing Page	MD Landing page.html[Update][Update]	302	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD Landing page.html[Update][Update]	en-US	de-DE	Landing Page	MD Landing page.html[Update][Update]	302	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD Landing page.html[Update][Update]	en-US	ja-JP	Landing Page	MD Landing page.html[Update][Update]	302	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD new landing.html	en-US	hi-IN	Landing Page	MD new landing.html	311	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD new landing.html	en-US	ja-JP	Landing Page	MD new landing.html	311	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/MD new landing.html	en-US	de-DE	Landing Page	MD new landing.html	311	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/Pat Sample Landing Page 1	en-US	ja-JP	Landing Page	Pat Sample Landing Page 1	525	2016-07-06 11:07:36 AM	QA.Test2
Landing Pages Root/Old/Test/Pat Sample Landing Page 1	en-US	de-DE	Landing Page	Pat Sample Landing Page 1	525	2016-07-06 11:07:36 AM	QA.Test2

Showing 1 to 11 of 60 Entries Previous Page 1 2 3 4 5 6 Next Page

To open the maximized version of this page, click the **Maximize Window** button  .

The queue displays all the assets that were collected and added to the Translation Queue that have not yet been sent out for translation. The bottom-left corner below the list displays the number of items displayed on the current page and the total number of items in the queue.

By default, the items are sorted in reverse chronological order by the **Creation Date** column.

The following information is displayed about each asset in the queue:

Column	Description
Item Name	The Lionbridge App's name for the asset in Oracle Eloqua. This includes the full folder path.

Column	Description
Source Language	The source language of the asset.
Target Language	The target language into which to translate the asset. This was specified when the asset was added to the queue. Note: If you specified translating an asset into multiple target languages, then each instance of a source language-target language pair is displayed in a separate row in the table, as a separate item.
Eloqua Asset Type	The type of asset in Eloqua.
Eloqua Asset Name	The name of the asset in Eloqua.
Eloqua Asset ID	The Lionbridge App's unique identifier for this asset.
Creation Date	The date and time when this asset was added to the queue, in the following format: YYYY-MM-DD hh:mm:ss AM/PM.
Created By	The username of the user who added this asset to the queue.

5. Optional. In the maximized version of the Translation Queue, you can do one or more of the following to facilitate displaying the items you want to see in the queue:

- ▶ 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 item 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 columns. For example, you can type `de-DE` to display only assets where the source or target language is German. Alternatively, you can type `email` to display only Email assets.

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

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

- ▶ To sort the items in the queue by a different column, click the corresponding column header.
 - ▶ To reverse the sort order of a column, click the column header.
6. Select the check boxes of the items that you want to send out for translation as a single translation job.

The assets you select should have the following in common:

- You want to send them to the same translation provider.
- You want to apply the same translation settings to them (described in the following step) and you want them to be part of the same translation job.

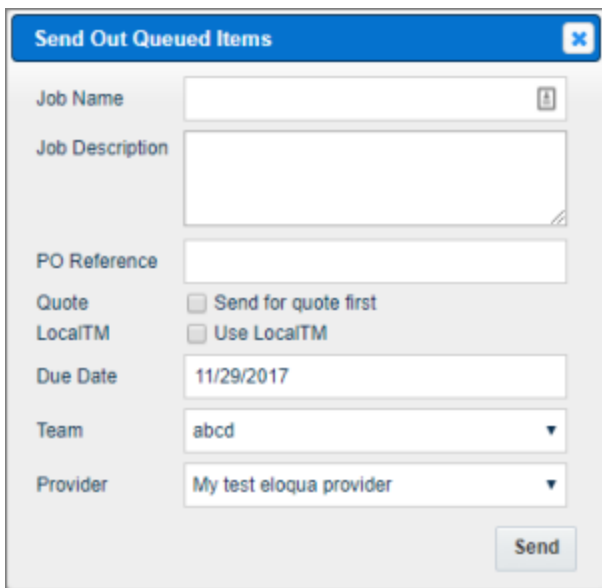
Note: You can select items with different source-target language pairs. For example, you can include items for translation from English to French along with items for translation from German to Japanese.

Note: The total number of selected items is displayed in the top-right corner of the page.

7. Click **Send Out Selected Items**.

The **Send Out Queued Items** dialog box opens.

- As displayed when the **dialog box** is opened from the Translation Queue in the **My Eloqua** dashboard:



The screenshot shows a dialog box titled "Send Out Queued Items" with a close button in the top right corner. The dialog box contains the following fields and options:

- Job Name: Text input field with a lock icon.
- Job Description: Text input field with a scroll bar.
- PO Reference: Text input field.
- Quote: Send for quote first
- LocalTM: Use LocalTM
- Due Date: Text input field with the value "11/29/2017".
- Team: Dropdown menu with the value "abcd".
- Provider: Dropdown menu with the value "My test eloqua provider".
- Send: Button at the bottom right.

- As displayed when the **dialog box** is opened from the maximized version of the Translation Queue:

- Enter the following information about this translation job:

Field	Description
Job Name	Your name for this translation job. The Lionbridge App sends this information to your translation provider.
Job Description	Your description of this translation job, including any special instructions or requests. The Lionbridge App sends this information to your translation provider.
PO Reference	Optional. The purchase order reference number, if relevant. Note: Depending on your company's configuration, this field may have another name, and it may be either a freeform text field or a dropdown list with pre-configured entries available for selection.
Quote – Send for quote first	Select this check box to inform the translation provider that you want to receive a quote before the translation process starts.

Field	Description
LocalTM – Use LocalTM	Select this check box to check whether content was already translated before sending it out for translation. The Lionbridge App sends out only changed content 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 content for translation.
Due Date	The requested translation deadline. This is the date when you expect the translated content to return. By default, it is two weeks from the current date. To select a different date, either type the delivery date in the field in MM/DD/YYYY format, or click in the field and select a different date in the calendar that opens. This information is sent to the translation provider as metadata of the translation package. Note: Depending on your company's configuration, this field may not be displayed.
Team	If you are a member of multiple teams, select your team to use for this job. Note: Your team determines which source and target languages are available for selection in the Languages tab, described in the previous step, and the available translation providers, described below.
Provider	Select the translation provider for this translation job.

9. Click **Send** to immediately send out the translation job to the specified translation provider.

You can monitor the job's status on the **Translation Jobs** page. For details, see "[Monitoring Translation Jobs](#)" on page 41.

Note: You can delete items from the Translation Queue. This is useful, for example, if you decide not to translate the item into the specified target language. To delete items from the queue, select the corresponding check boxes and click **Delete Selected Items**. A message box confirms that you want to delete the selected items from the Translation Queue. Click **OK** to confirm.

5 Monitoring Translation Status

After you send out jobs for translation, you can monitor their status. The Lionbridge App updates the status at different milestones in the translation process.

- You can view the translation status of all translation jobs together, and archive or delete completed jobs, in the **Translation Jobs** tab, as described on "[Monitoring Translation Jobs](#)" on page 41.
- You can view the translation status of individual items within a translation job, and view source and translated assets, in the **Job Details** tab, as described on "[Monitoring Translation Job Details](#)" on page 46.

For a list and description of translation statuses, see page 40.

5.1 Translation Statuses

After you send out Oracle Eloqua assets for translation, they are referred to as *items*.

An *item* is an asset that is being translated into a specific target language. For example, if you are translating 100 assets from one source language into three target languages, then there are 300 items.

The Lionbridge App sends out one or more items for translation as a single *translation job*. Items can have the following translation statuses:

Note: The status icons are displayed only on the non-maximized version of the **Job Details** tab.


Status	Icon	Description
Created		The Lionbridge App created the job for sending out the item to the translation provider.
Preparing		The Lionbridge App is preparing the item for translation.
Preparing (error)		An error occurred while the Lionbridge App prepared the item for translation.
Packing		The Lionbridge App is packaging this item for the job.
Packing (error)		An error occurred while the Lionbridge App packaged this item for translation.
Ready to Send		The item is ready to send out to the Clay Tablet Platform for delivery to the translation provider.
Sending		The Lionbridge App is sending out the item to the Clay Tablet Platform for delivery to the translation provider.
Sending failed		The Lionbridge App failed while trying to send out the item to the Clay Tablet Platform for delivery to the translation provider.

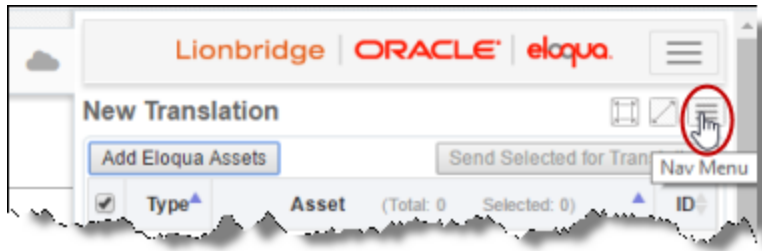
Status	Icon	Description
Sent to CT Platform		The Lionbridge App sent the item to the Clay Tablet Platform for delivery to the translation provider.
Sent to translation provider		The Clay Tablet Platform sent the item to the translation provider.
In translation		The translation provider has received the item for translation and has not yet returned the translated item.
Completed (translation received)		The Lionbridge App has received the translated item back from the translation provider and imported it into Oracle Eloqua. It is ready for review. Tip: Click the green checkmark icon to accept the translation, or click the red X icon to reject it.
Completed (translation approved)		A user has reviewed the completed translation and approved it.
Completed (nothing to translate)		There is no translatable content in this item.
Completed (with LocalTM)		The Lionbridge App translated this content item using information in the local translation memory and imported it into Oracle Eloqua.
Completing with error (will try more times)		The Lionbridge App has received the translated item back from the translation provider. However, errors occurred while importing it into Oracle Eloqua. Lionbridge App will retry importing the translated item into Oracle Eloqua.
Translation rejected		A user has reviewed the completed translation and rejected it.
Failed		The Lionbridge App failed to manage the translation of this item. Tip: In the Job details tab, you can mouseover the Error icon to view information about the type of error.

5.2 Monitoring Translation Jobs

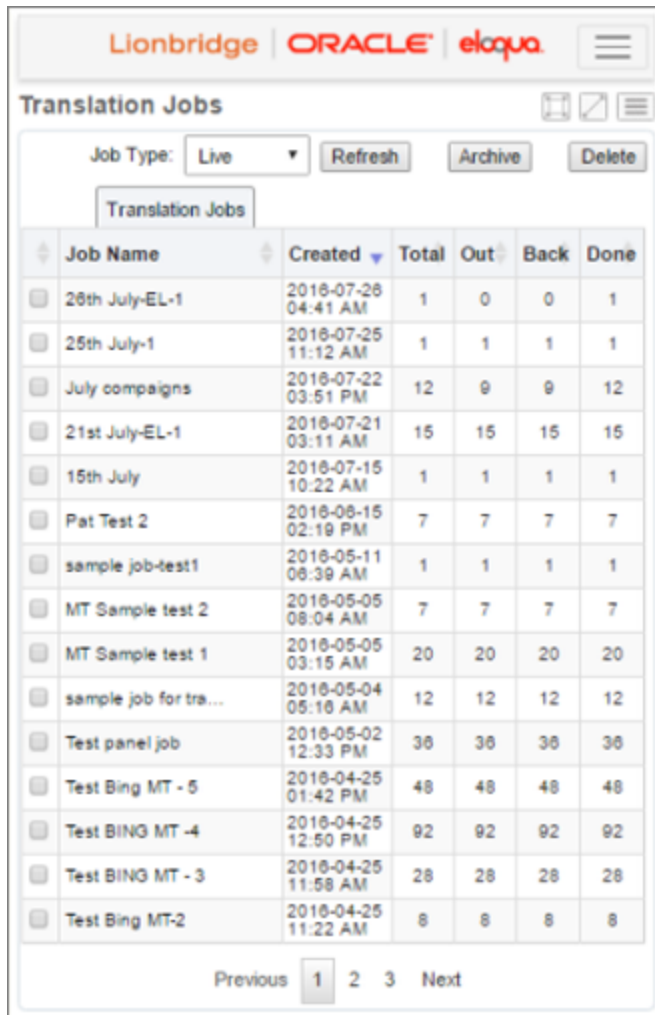
You monitor translation jobs in the **Translation Jobs** tab.

To monitor translation status:

1. Open the Lionbridge App. For detailed instructions, see "[Getting Started with the Lionbridge App for Oracle Eloqua](#)" on page 10.
2. In the App, click the **Nav menu** button  to open the menu.




3. In the menu, select **Translation Jobs**.



Note: If a maximized page in the App is already open, then in the **Lionbridge App for Eloqua** menu on the left, you can click **Translation Jobs** to open the maximized version of this page, described below.

By default, the jobs are sorted in reverse chronological order by the **Created** column, which displays the job-creation date.


The **Translation Jobs** tab displays the following information about all the jobs you and other team members sent for translation that have not been archived or deleted:

Column	Description
Job Name	The job name, created when you or another team member sent out the job for translation.
Created	The date and time when you or another team member sent out the job for translation, in the following format: YYYY-MM-DD hh:mm:ss AM/PM.
Total	The total number of assets in this translation job.
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.
Back	The number of items in this translation job that the Lionbridge App received back from translation.
Done	The number of items in this translation job for which the translation is complete. Note: If there are items in the job with errors, including Failed status, you can hover over the Error icon  to view information about the number of items with errors, and the type of errors. If the error is resolved and the item is processed normally, the error is no longer included in the status.

4. Optional. You can do one or more of the following to facilitate displaying the items you want to see in this tab:
- ▶ If there are many items in this tab, it may have multiple pages. The navigation bar below the list helps you navigate through the pages and displays your position in the tab. Click **Previous**, **Next**, or a page number to navigate to the corresponding 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.

5. Optional. You can view additional information about each job and filter these items on the maximized version of the **Translation Jobs** tab:

Job Name	Creation Date	Created By	Team	Provider	Total	Sent Out	Received	Completed
Pat Test 2	2016-06-15 02:19:34 PM	QA.Test	Lionbridge team	My test eloqua provider	7	7	7	7
sample job-test1	2016-05-11 06:39:41 AM	QA.Test2	Lionbridge team	My test eloqua provider	1	1	1	1
MT Sample test 2	2016-05-05 08:04:20 AM	QA.Test2	Lionbridge team	My test eloqua provider	7	7	7	7
MT Sample test 1	2016-05-05 03:15:34 AM	QA.Test2	Lionbridge team	My test eloqua provider	20	20	20	20
sample job for translation	2016-05-04 05:16:34 AM	QA.Test2	Lionbridge team	My test eloqua provider	12	12	12	12
Test panel job	2016-05-02 12:33:35 PM	Lemin.Chen	Lionbridge team	My test eloqua provider	36	36	36	36
Test Bing MT - 5	2016-04-25 01:42:11 PM	Lemin.Chen	Lionbridge team	My test eloqua provider	48	48	48	48
Test BING MT -4	2016-04-25 12:50:23 PM	Lemin.Chen	Lionbridge team	My test eloqua provider	92	92	92	92
Test BING MT - 3	2016-04-25 11:58:35 AM	Lemin.Chen	Lionbridge team	My test eloqua provider	28	28	28	28
Test Bing MT-2	2016-04-25 11:22:36 AM	Lemin.Chen	Lionbridge team	My test eloqua provider	8	8	8	8
test Bing MT	2016-04-25 11:14:44 AM	Lemin.Chen	Lionbridge team	My test eloqua provider	14	14	14	14


To open the maximized version of this tab, click the **Maximize Window** button .

The bottom-left corner below the list displays the number of items displayed in the current tab and the total number of jobs in this tab.

By default, the jobs are sorted in reverse chronological order by the **Creation Date** column.

The tab displays the following information about all the jobs you and other team members sent for translation that have not been archived or deleted:

Column	Description
Job Name	The job name, created when you or another team member sent out the job for translation.
Creation Date	The date and time when you or another team member sent out the 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 the job for translation.
Team	The team for this translation job, specified when you or another team member sent out the job for translation.
Provider	The translation provider to which the Lionbridge App sends this translation job.
Total	The total number of assets in this translation job.

Column	Description
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. Note: If there are items in the job with errors, including <code>Failed</code> status, you can hover over the Error icon  to view information about the number of items with errors, and the type of errors. If the error is resolved and the item is processed normally, the error is no longer included in the status.

6. Optional. You can do one or more of the following to facilitate displaying the items you want to see in the maximized version of this tab:

- ▶ 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 specify which type of jobs to view in the **Job type** dropdown list:
 - ⋮ Select `Live` to view all jobs that have not been archived. This is the default view.
 - ⋮ Select `Archived` to view all archived jobs.

Then click **Refresh**.

- ▶ You can use the **Search** box above the top-right corner of the list to search for a specific item 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 items.

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

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

7. Optional. You can perform the following actions on jobs:

- ▶ You can view additional information about the job, including asset information, source and target languages, and links to the source and target versions. To view job details, click the link in the **Job Name** column. The **Job Details** tab opens for this job. For details, see "[Monitoring Translation Job Details](#)" on page 46.
- ▶ You can archive jobs so that they will no longer be displayed by default in this tab. Select the check boxes for the jobs to archive, and click **Archive**, or in the maximized version of this tab, click **Archive Selected Jobs**.

Note: You cannot archive a job if it has incomplete items. This means that if a job has items that the Lionbridge App sent out for translation and that did not yet return from translation, you cannot archive the job.

Tip: In the maximized version of this tab, you can view jobs after archiving them, in the **Job type** list, select *Archived*, and then click **Refresh**.


- ▶ You can delete jobs, so that you can no longer view information about them anywhere. Select the check boxes for the jobs to delete, and click **Delete**, or in the maximized version of this tab, click **Delete Selected Jobs**.

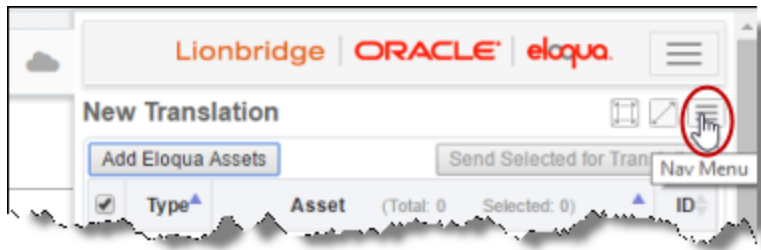
5.3 Monitoring Translation Job Details

You monitor the status of individual items within a translation job in the **Job Details** tab.

Note: If you have the **Download Translation Files** permission or you are a site administrator, you can download source and target XML translation files in this tab. For detailed instructions, see "[Downloading Translation Files](#)" on page 53.

To monitor translation status:

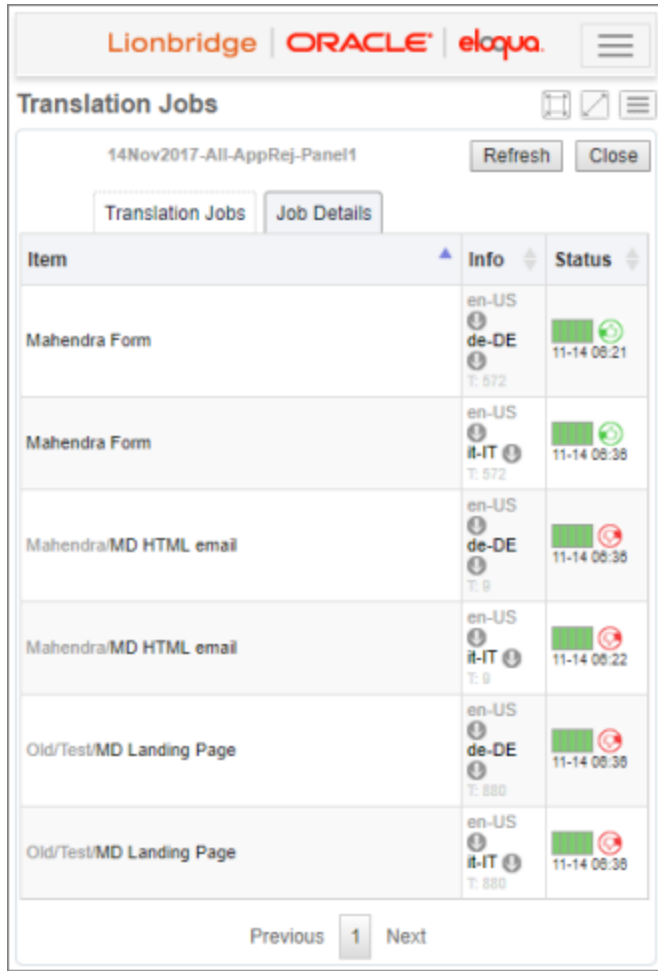
1. Open the Lionbridge App. For detailed instructions, see "[Getting Started with the Lionbridge App for Oracle Eloqua](#)" on page 10.
2. In the App, click the **Nav menu** button  to open the menu.



3. In the menu, select **Translation Jobs**.

The **Translation Jobs** tab opens. For detailed information about this tab, see "[Monitoring Translation Jobs](#)" on page 41.

4. In the **Job Name** column, click a job name.



Note: If a maximized page in the App is already open, then in the **Lionbridge App for Eloqua** menu on the left, you can click **Translation Jobs** to open the maximized Translation Jobs tab, and then click a job name in the **Job Name** column to open the maximized version of this page, described below.






You use this tab to view detailed information about the assets in a translation job and to access the source and target versions in Oracle Eloqua.

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.

By default, the items are sorted in alphabetical order by the **Item** column.

The tab displays the following information about all the assets in this job:

Column	Description
Item	The Lionbridge App's name for the asset in Oracle Eloqua. This includes the full folder path.


Column	Description
Info	<ul style="list-style-type: none"> ■ The language code of the source language of the asset sent for translation is displayed, in grey, in the first row of this column. Tip: To view the source asset in Oracle Eloqua, click the link. ■ The language code of the target language into which to translate the asset, is displayed, in black, in the second row of this column. This was specified when the asset was added to the queue. Tip: To view the translated asset in Oracle Eloqua, click the link. This link is available only if the asset was translated. ■ The total number of words translated, preceded by T. Note: If you have the Download Translation Files permission or if you are a site administrator, you can click the download button  to download source and target XML translation files. For more information, see "Downloading Translation Files" on page 53.
Status	<p>An icon displays the translation status of the item. Mouseover the icon for the status name. The date and time when the item was last updated is displayed below the status icon, in the following format: MM-DD kk:mm (24-hour clock). For a list and description of translation statuses and corresponding icons, see "Translation Statuses" on page 40.</p> <p>Notes about Failed status and errors: If the status is Failed, you can click the Reload icon  to retry the step where the Lionbridge App failed. If the item has 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 item is processed normally, the error icon is no longer displayed.</p> <p>Note about accepting or rejecting translations: If the status is Completed (translation received), you can click the green checkmark icon  to accept the translation, or click the red X icon  to reject it.</p>

5. Optional. You can do one or more of the following to facilitate displaying the items you want to see in this tab:

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

6. Optional. You can view additional information about each item in the job and filter these items on the maximized version of the **Job Details** tab:

Item Name	Source Language	Target Language	Status	Words	Last Updated	Asset Type	Asset ID
Mahendra Form	en-US	de-DE	Completed (translation approved)	572	2017-11-14 06:21:30 AM	Form	146
Mahendra Form	en-US	it-IT	Completed (translation approved)	572	2017-11-14 06:36:21 AM	Form	146
Mahendra/MD HTML email	en-US	de-DE	Translation rejected	9	2017-11-14 06:36:48 AM	Email	1059
Mahendra/MD HTML email	en-US	it-IT	Translation rejected	9	2017-11-14 06:22:02 AM	Email	1059
Old/Test/MD Landing Page	en-US	de-DE	Translation rejected	880	2017-11-14 06:36:01 AM	Landing Page	313
Old/Test/MD Landing Page	en-US	it-IT	Translation rejected	880	2017-11-14 06:36:35 AM	Landing Page	313

To open the maximized version of this tab, click the **Maximize Window** button .

You use this tab to view detailed information about the assets in a translation job and to access the source and target versions in Oracle Eloqua.





The bottom-left corner below the list displays the number of items displayed on the current page and the total number of items in the job.

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.


By default, the items are sorted in alphabetical order by the **Item Name** column.

The tab displays the following information about all the assets in this job:

Column	Description
Item Name	The Lionbridge App's name for the asset in Oracle Eloqua. This includes the full folder path.
Source Language	The language code of the source language of the asset sent for translation. Tip: To view the source asset in Oracle Eloqua, click the link.
Target Language	The language code of the target language into which to translate the asset. Tip: To view the translated asset in Oracle Eloqua, click the link. This link is available only if the asset was translated.

Column	Description
Status	<p>The translation status of the item. For a list and description of translation statuses, see "Translation Statuses" on page 40.</p> <p>Notes about Failed status and errors: If the status is <code>Failed</code>, you can click the Reload icon  to retry the step where the Lionbridge App failed. If the item has an error, including <code>Failed</code> status, you can hover over the Error icon  to view information about the type of error. If the error is resolved and the item is processed normally, the error icon is no longer displayed.</p> <p>Note about accepting or rejecting translations: If the status is <code>Completed</code> (translation received), you can click the green checkmark icon  to accept the translation, or click the red X icon  to reject it.</p>
Words	The number of words in the asset for translation.
Last Updated	The date and time when this job was last updated, in the following format: YYYY-MM-DD hh:mm:ss AM/PM. Updates include activities such as preparing to send out the job for translation and status changes.
Eloqua Asset Type	The type of asset in Oracle Eloqua.
Eloqua Asset Name	The name of the asset in Oracle Eloqua.
Eloqua Asset ID	The Lionbridge App's unique identifier for this asset.

7. Optional. You can do one or more of the following to facilitate displaying the items you want to see in the maximized version of this tab:

- ▶ 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.
- ▶ In the **Display** dropdown list, you can specify which type of items to view:
 - ⋮ Select `Failed` items to view only assets for which the Lionbridge App failed to complete a step after 10 attempts. The Lionbridge App does not retry the failed step unless you click the **Reload** icon  in the **Status** column, described above.
 - ⋮ Select `Completed` items to view all translated items that the Lionbridge App has re-imported into Oracle Eloqua.



- ☛ Select `Incomplete` items to view only assets that the Lionbridge App has not yet re-imported into Oracle Eloqua. Usually these are assets that are currently in translation, or that were just recently received back from translation and that the Lionbridge App is trying to re-import into Oracle Eloqua. Then click **Refresh**. (By default, all types of items are displayed.)

- ▶ To update the displayed jobs, click **Refresh**.
- ▶ You can use the **Search** box above the top-right corner of the list to search for a specific item 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 columns.

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

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

- ▶ You can view the source version of the asset in Oracle Eloqua. Do one of the following:
 - ☛ Click the grey text link in the first row of the **Info** column.
 - ☛ In the maximized version of this tab, click the link for an asset in the **Source Language** column. Oracle Eloqua opens in a new browser tab, displaying the asset in its source language.
- ▶ If the asset has `Completed` status, you can view the target (translated) version in Oracle Eloqua. Do one of the following:
 - ☛ Click the black text link in the second row of the **Info** column.
 - ☛ In the maximized version of this tab, click the link for an asset in the **Target Language** column. Oracle Eloqua opens in a new browser tab, displaying the translated asset.
- ▶ If the asset has `Completed (translation received)` status, you can accept or reject the translated item. Do one of the following:
 - ☛ To accept the translated item, in the **Status** column, click the green checkmark icon .
 - Note:** In the maximized version of this tab, this icon is in the column to the right of the **Status** column.
 - ☛ To reject the translated item, in the **Status** column, click the red X icon .
 - Note:** In the maximized version of this tab, this icon is in the column to the right of the **Status** column.
- ▶ To close the **Job Details** tab and return to the **Translation Jobs** tab, click **Close**.

6 Reviewing Translated Content

You view translated content in Oracle Eloqua. You can access this content either from the Lionbridge App or directly from Oracle Eloqua.

Note: If you have the **Download Translation Files** permission or you are a site administrator, you can download source and target XML translation files in the **Job Details** tab of the **Translation Jobs** page. For detailed instructions, see "[Downloading Translation Files](#)" on page 53.

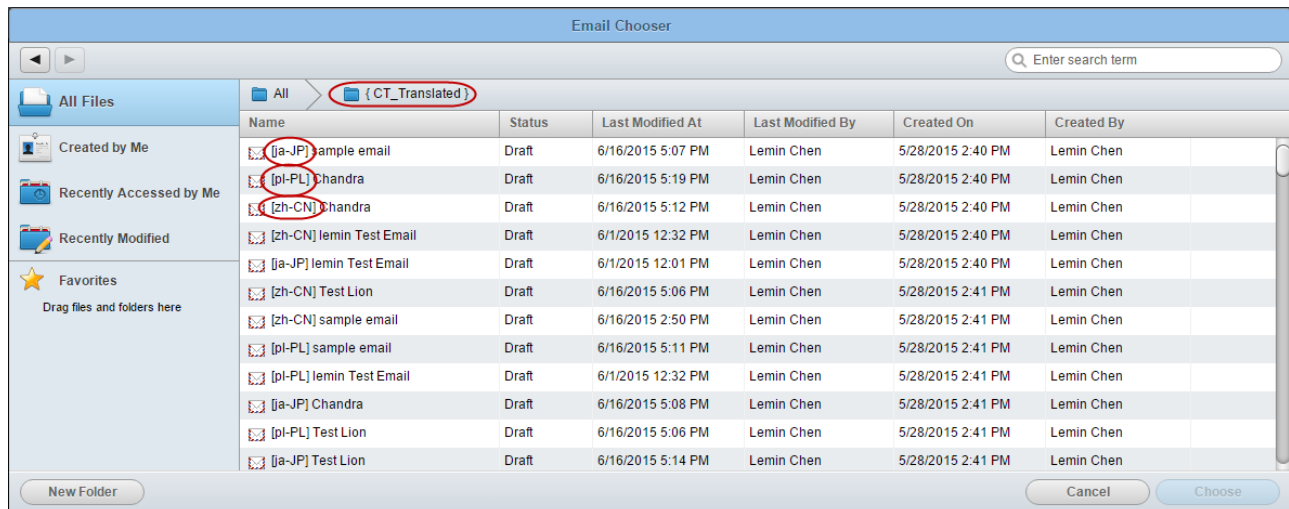
To review translated content from the Lionbridge App:

- ▶ On the Lionbridge App's **Job Details** tab, click the black text link in the second row of the **Info** column.
- ▶ On the maximized version Lionbridge App's **Job Details** tab, click the link for an asset in the **Target Language** column.

Eloqua opens in a new browser tab, displaying the translated asset. For details, see "[Monitoring Translation Job Details](#)" on page 46.

To review translated content directly from Oracle Eloqua:

1. Log into Oracle Eloqua.
2. Navigate to the **Campaigns** or an asset area (**Emails, Landing Pages, Forms, or Component Library**), to view existing assets of that type. For example, navigate to **Campaign > Open an Existing Campaign** or **Assets > Emails > Open an Existing Email**.
3. Locate and open the **{ CT_Translated }** folder. The Lionbridge App creates this folder to store your translated assets.



Note: Depending on your company's configuration, your translated assets may be in a different location.


4. The language of each asset is identified by the language-code prefix in the **Name** column.
5. Select an asset and click **Choose** to open it.

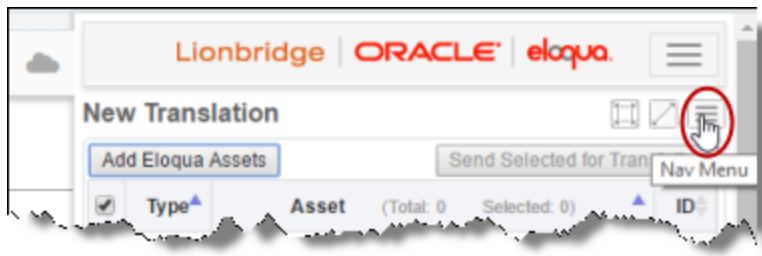
Note: To locate an asset, you can use the search box in the top-right corner or click the column headings to change the sort order. For more information, refer to the Oracle Eloqua documentation, available at: http://docs.oracle.com/cloud/latest/marketingcs_gs/OMCAA/index.html.

6.1 Downloading Translation Files

If you have the **Download Translation Files** permission or you are a site administrator, you can download source and target XML translation files.

To download translation files:

1. Open the Lionbridge App. For detailed instructions, see "[Getting Started with the Lionbridge App for Oracle Eloqua](#)" on page 10.
2. In the App, click the **Nav menu** button  to open the menu.




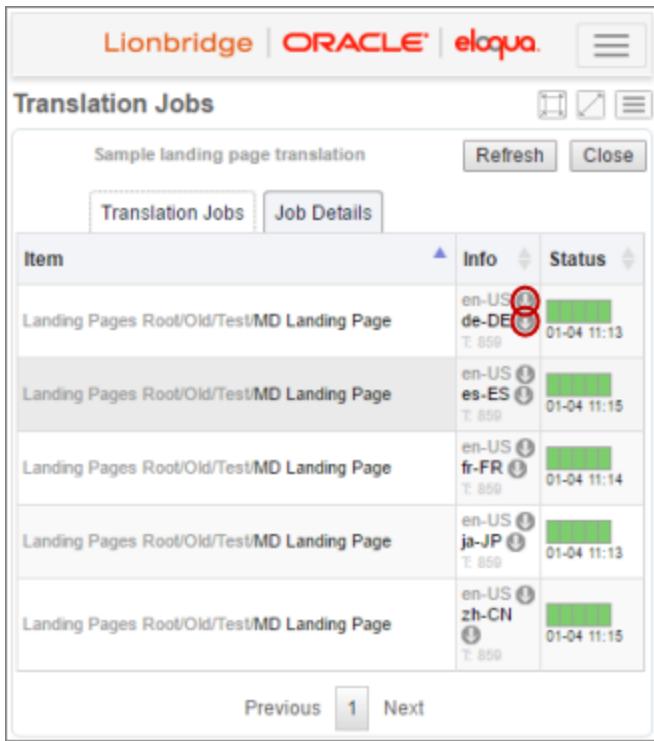
3. In the menu, select **Translation Jobs**.
The **Translation Jobs** tab opens. For detailed information about this tab, see "[Monitoring Translation Jobs](#)" on page 41.
4. In the **Job Name** column, click a job name.

Note: If a maximized page in the App is already open, then in the **Lionbridge App for Eloqua** menu on the left, you can click **Translation Jobs** to open the maximized Translation Jobs tab, and then click a job name in the **Job Name** column to open the maximized version of this page.

The Job Details tab opens.

5. Do one of the following:

- In the App in the right panel of the **My Eloqua** dashboard, in the **Info** column, click the **download button**  next to the language version you want to download.





- To download `SourceTranslation.XML`, which is the source file sent to translation, click the download button beside the source language code, which is displayed in grey at the top of the row.
- To download `TranslatedTarget_<language_code>.XML`, which is the target file received from translation, click the download button beside the target language code, which is displayed in black in the middle of the row.

- ☰ In the **maximized page** of the App, do one of the following:

The screenshot shows a web application interface for 'Translation Jobs'. It features a 'Job Details' tab and a 'Display: All Items' dropdown with 'Refresh' and 'Close' buttons. Below is a table with 10 columns: Item Name, Source Language, Target Language, Status, Words, Last Updated, Eloqua Asset Type, Asset Name, and Asset ID. The table contains 5 rows of data for 'Landing Page' translations. The first row has red circles around the 'en-US' and 'de-DE' language codes. Download icons are present in the Source Language and Target Language columns for each row. The interface also includes a search bar, a 'Showing 1 to 5 of 5 Entries' indicator, and 'Previous Page' and 'Next Page' navigation buttons.

Item Name	Source Language	Target Language	Status	Words	Last Updated	Eloqua Asset Type	Asset Name	Asset ID
Landing Pages Root/Old/Test/MD Landing Page	en-US	de-DE	Completed (translation received)	859	2017-01-04 11:13:57 AM	Landing Page	MD Landing Page	313
Landing Pages Root/Old/Test/MD Landing Page	en-US	es-ES	Completed (translation received)	859	2017-01-04 11:15:01 AM	Landing Page	MD Landing Page	313
Landing Pages Root/Old/Test/MD Landing Page	en-US	fr-FR	Completed (translation received)	859	2017-01-04 11:14:34 AM	Landing Page	MD Landing Page	313
Landing Pages Root/Old/Test/MD Landing Page	en-US	ja-JP	Completed (translation received)	859	2017-01-04 11:13:31 AM	Landing Page	MD Landing Page	313
Landing Pages Root/Old/Test/MD Landing Page	en-US	zh-CN	Completed (translation received)	859	2017-01-04 11:15:26 AM	Landing Page	MD Landing Page	313

- ☰ In the **Source Language** column, click the download button  to download SourceTranslation.XML, which is the source file sent to translation.
- ☰ In the **Target Language** column, click the download button  to download TranslatedTarget_ (language_code) .XML, which is the target file received from translation.

Index

A

assets

- collecting for translation 14
- collecting for translation from the App 20
- collecting for translation from within Eloqua 14, 17
- collecting from a campaign canvas for translation 14
- collecting one for translation 17
- sending for translation 27
- sending for translation from the Translation Queue 32
- viewing collected 23

C

- campaign canvas, collecting assets for translation 14

I

- introduction 4

J

- Job Details tab, Translation Jobs page 46

L

- Lionbridge Connector Support 7

M

- marketing lifecycle, multilingual 4
- multilingual marketing lifecycle 4

N

- New Translation dialog box 27
- New Translation page
 - blank 20
 - populated 23

S

- Select Eloqua Assets dialog box 20
- Send Out Queued Items dialog box 32
- source XML files, downloading 53
- support 7

T

- target XML files, downloading 53
- translated content, reviewing 52
- translation files, downloading 53
- translation job details, monitoring 46
- Translation Jobs page
 - Job Details tab 46
 - Translation Jobs tab 41
- Translation Jobs tab, Translation Jobs page 41
- translation jobs, monitoring 41
- translation lifecycle
 - and the Connector 4
- Translation Queue 32
- translation status, monitoring 40
- translation statuses 40