

Lionbridge

Lionbridge App for Oracle Eloqua

User Guide

Version 1.5.0

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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.

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 9 | How to get started and an overview of the Lionbridge App interface. |
| "Collecting Assets for Translation" on page 13 | How to collect Oracle Eloqua assets for translation. |
| "Sending Assets for Translation" on page 19 | How to send out collected Oracle Eloqua assets for translation. |
| "Monitoring Translation Status" on page 32 | 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 45 | How to view 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. |

| Convention | Description |
|------------|---|
| > | Indicates a menu choice. For example, "Select Assets > Landing Pages. " |

1.4 How to Contact Clay Tablet Support

Email @: support@clay-tablet.com

Telephone: +1-416-363-0888

How to submit a support ticket:

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

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

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

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

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

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

Information to include in the support ticket:

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

Files to attach to the support ticket:

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

How to view and update your support ticket in Zendesk:

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

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

Note: If you do not have 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.

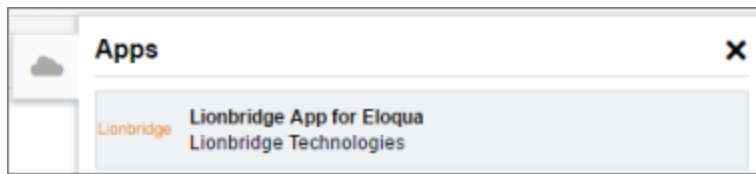
To access the Lionbridge App:

1. Log into Oracle Eloqua.

The **My Eloqua** dashboard opens.

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

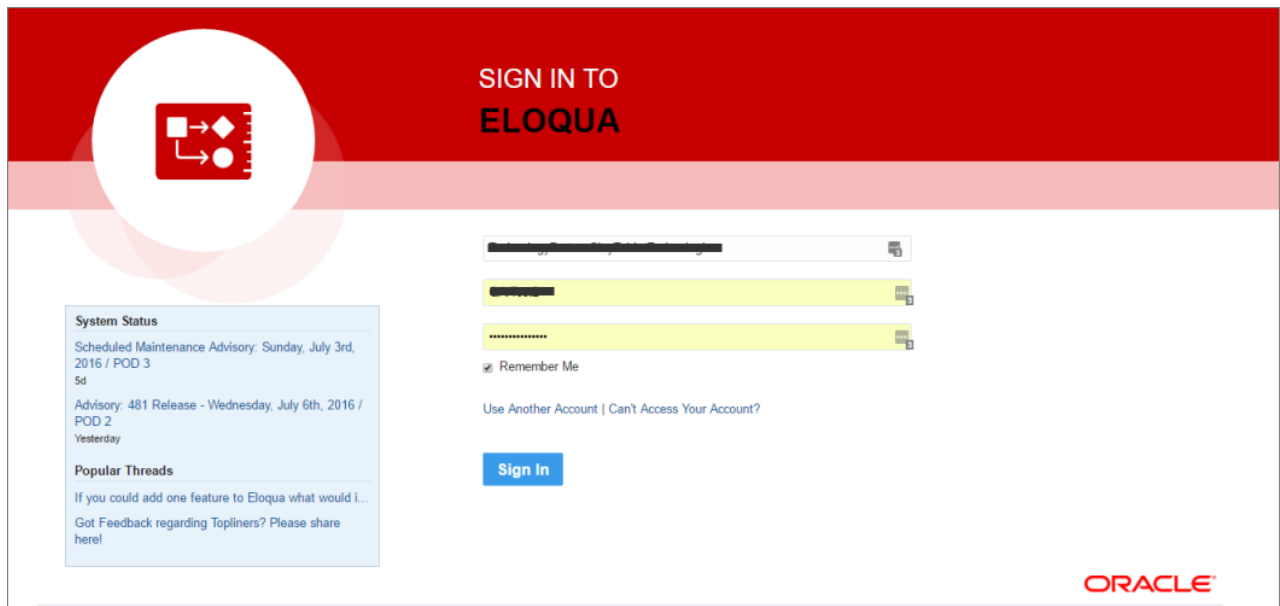
The **Apps** area opens.



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.

2 Getting Started with the Lionbridge App for Oracle Eloqua

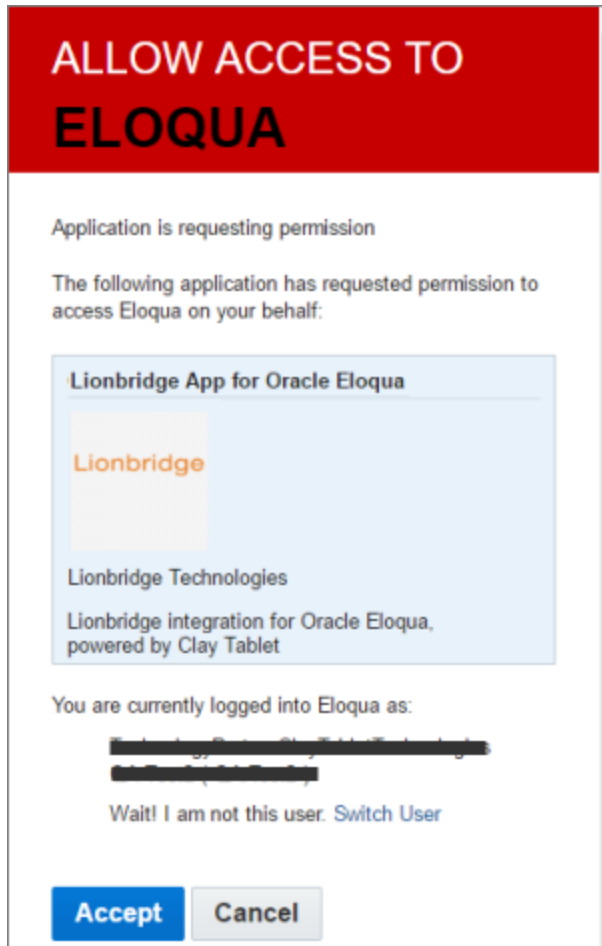
The **My Eloqua** dashboard reopens.

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

6. The **Apps** panel opens.

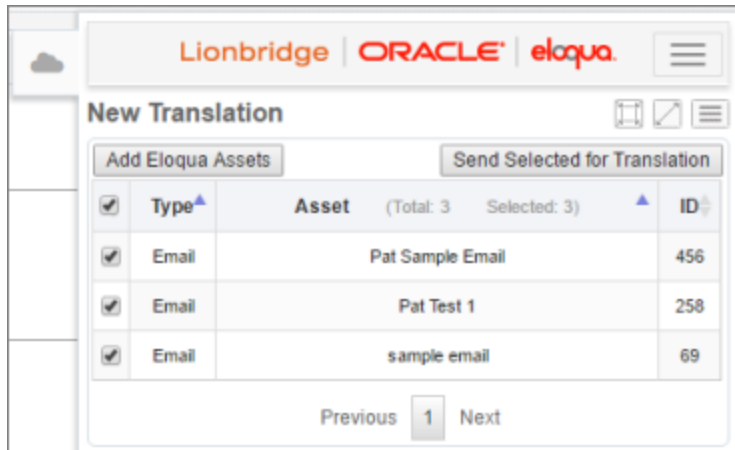
7. Click **Lionbridge App for Oracle Eloqua**.

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:

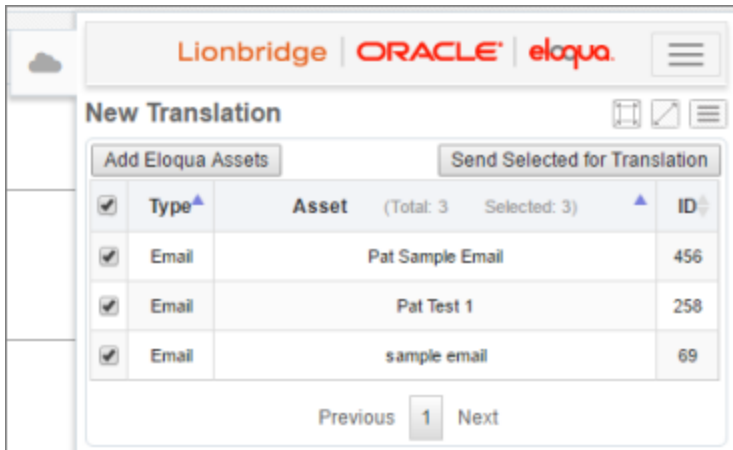
- ▶ adjust the screen size:
 - ⋮ when using a relatively small device, such as a 15" laptop, you can click the **Fit Smaller Screen** button 
 - ⋮ when using a larger device, you can click the **Fit Bigger Screen** button 
- ▶ view a maximized version of the current page by clicking the **Maximize Window** 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

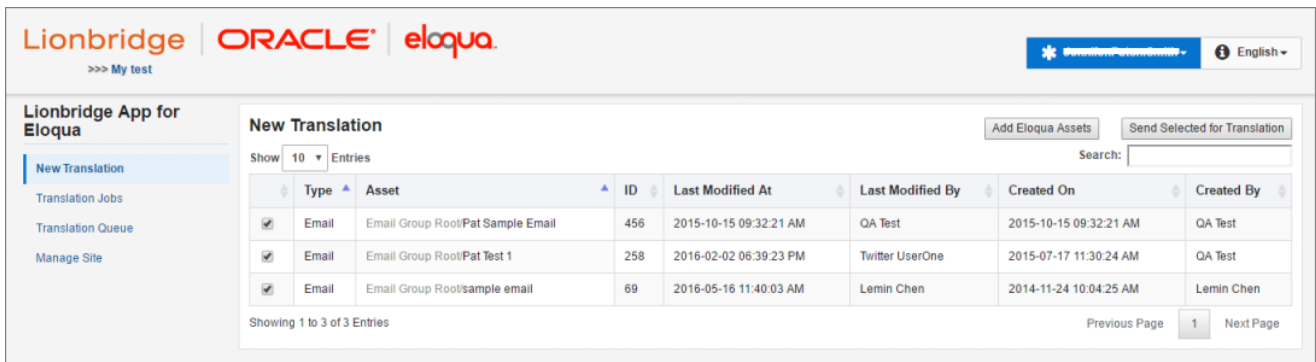
The Lionbridge App is registered as an app within Oracle Eloqua. Its functionality is displayed to the users as part of Oracle Eloqua.

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.



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.

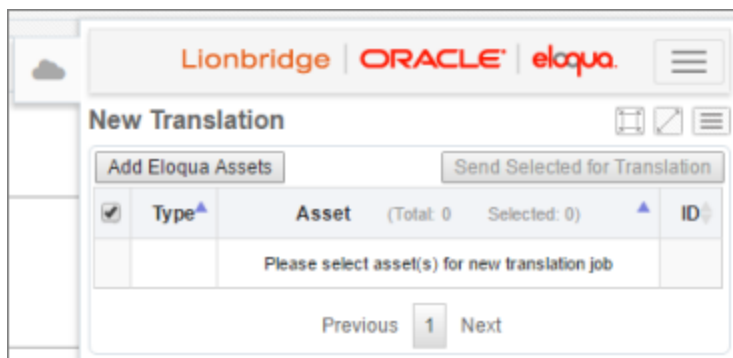
3 Collecting Assets for Translation

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

To collect assets for translation:

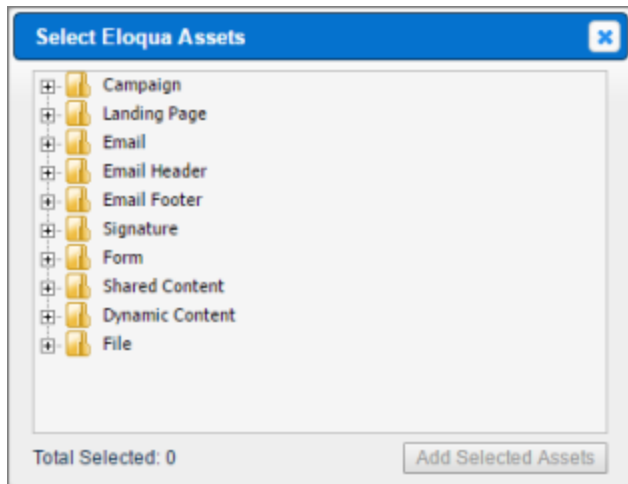
1. Open the Lionbridge App. For detailed instructions, see ["Getting Started with the Lionbridge App for Oracle Eloqua"](#) on page 9.
2. In the App, ensure that the **New Translation** page is open. This is the default selection when you open the App. For a detailed description of this page, see ["Viewing Collected Assets"](#) on page 15.

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 15.




3. Click **Add Eloqua Assets**.

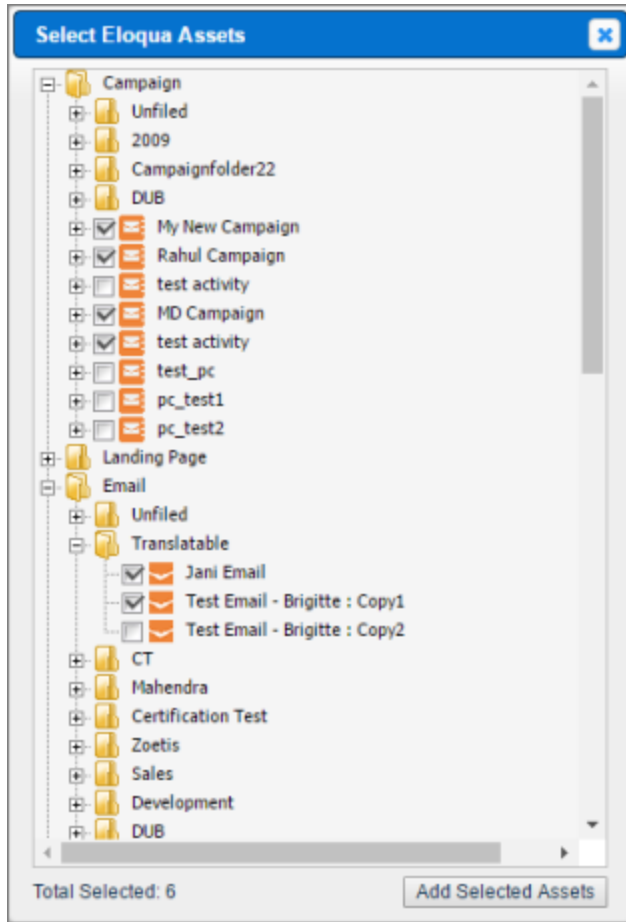
The **Select Eloqua Assets** dialog box opens.



3 Collecting Assets for Translation

4. Click the expand icons  to view assets.
5. Select the check boxes of assets to send out for translation.

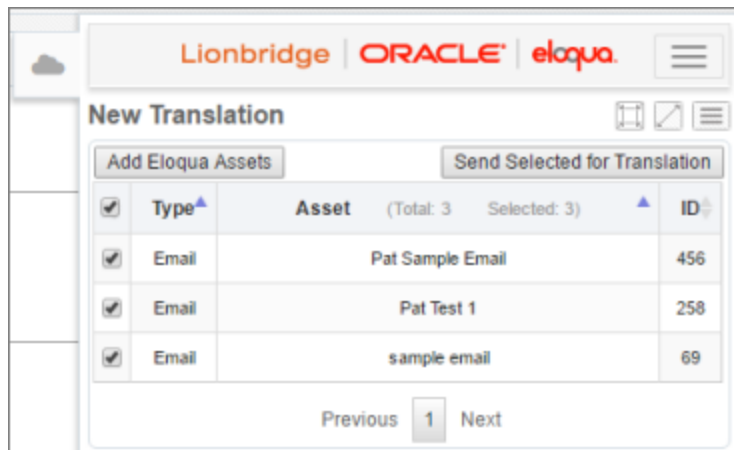
Note: You can expand and select assets from multiple branches.



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.



7. To send out these assets for translation, click **Send Selected for Translation**. For detailed instructions, see ["Sending Assets for Translation"](#) on page 19.

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.

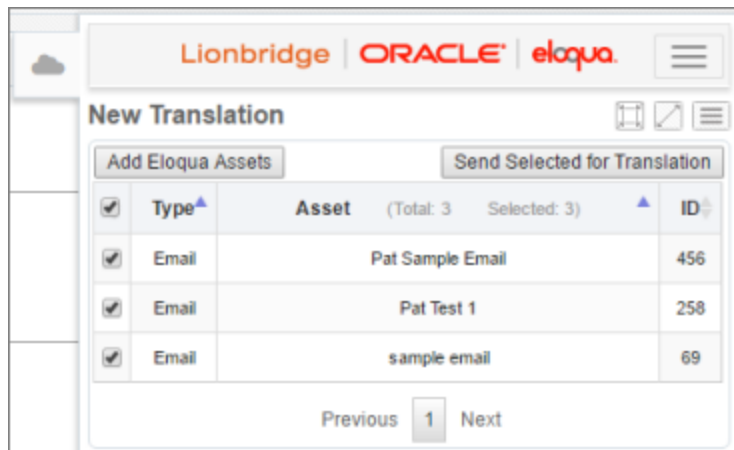
3.1 Viewing Collected Assets

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:

1. Open the Lionbridge App. For detailed instructions, see ["Getting Started with the Lionbridge App for Oracle Eloqua"](#) on page 9.
2. 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. |

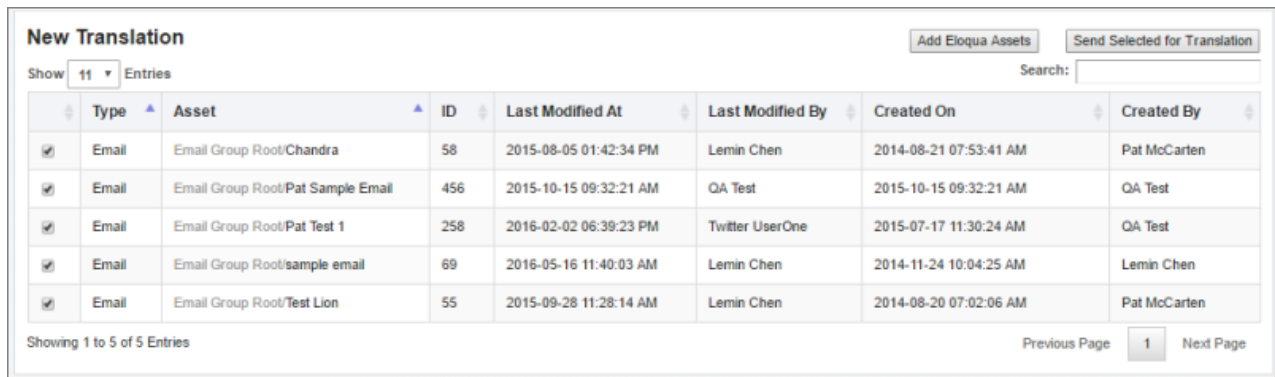
- ▶ To sort the items in the tab by a different column, click the corresponding column header.
- ▶ To reverse the sort order of a column, click the column header.


3. 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](#)" on page 13.
- ▶ 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 19.
- ▶ 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 24.

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

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



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. |
| Last Modified By | The username of the user who last modified this asset. |
| Created On | The date and time when this asset was created, in the following format: YYYY-MM-DD hh:mm:ss AM/PM. |
| Created By | The username of the user who last modified this asset. |

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

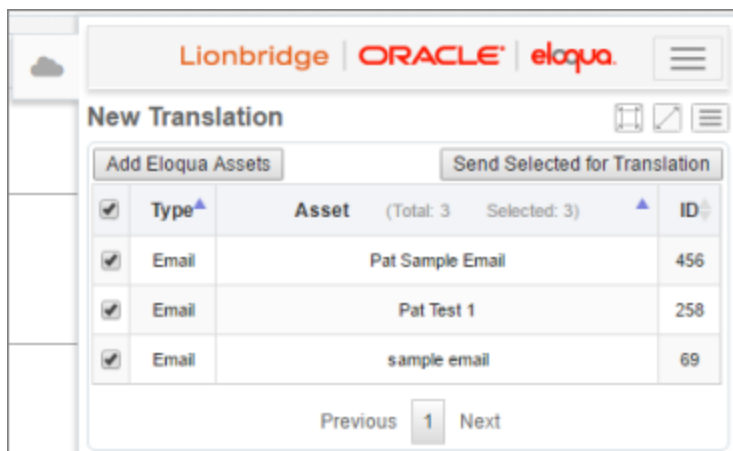
You send out assets for translation from the **New Translation** page after you collect them in the **Select Eloqua Assets** dialog box, as described in ["Collecting Assets for Translation"](#) on page 13.

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

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 9.
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 15.



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.

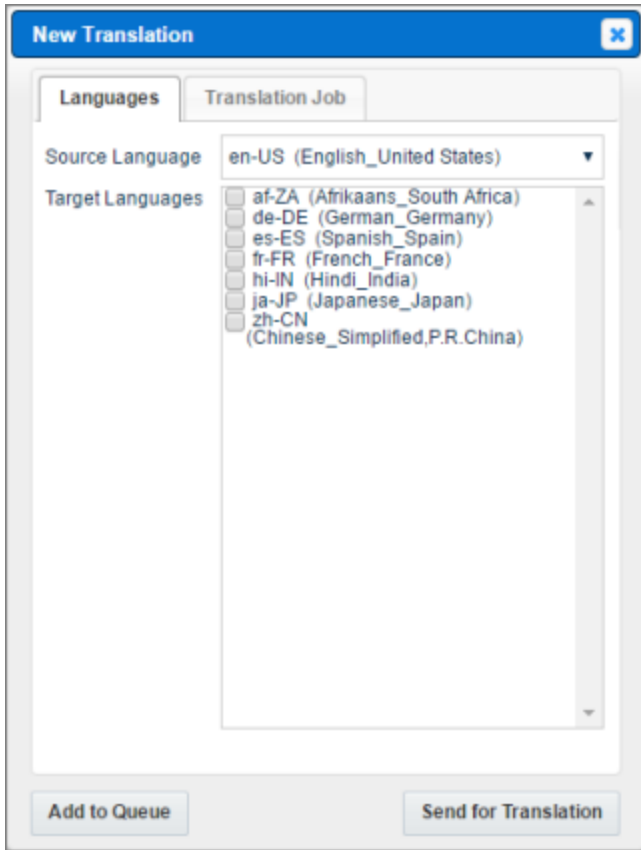
4 Sending Assets for Translation

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.

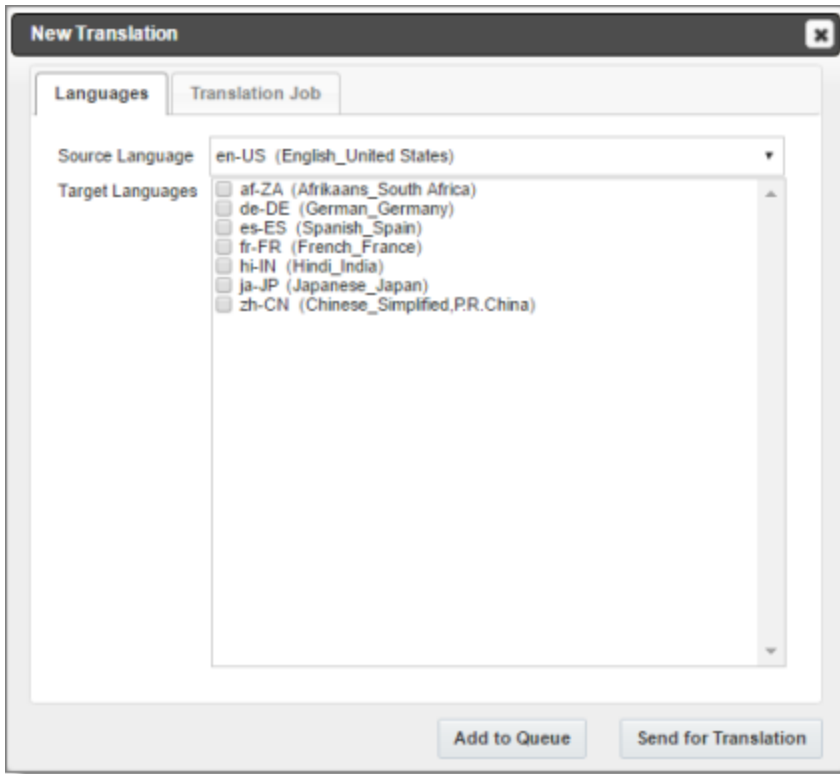
The **New Translation** dialog box opens, displaying the **Languages** tab.

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:

4 Sending Assets for Translation



- 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.
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.

4 Sending Assets for Translation

The screenshot shows a dialog box titled "New Translation" with a close button (X) in the top right corner. It has two tabs: "Languages" and "Translation Job", with the latter being the active tab. Below the tabs, there is instructional text: "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." The form contains several fields: "Job Name" (empty text box), "Job Description" (empty text area), "PO Reference" (empty text box), "Quote Only" (checkbox labeled "Only for Quotation", which is unchecked), "LocalTM" (checkbox labeled "Use LocalTM", which is unchecked), "Due Date" (text box containing "07/18/2016"), "Team" (dropdown menu showing "Lionbridge team"), and "Provider" (dropdown menu showing "My test eloqua provider"). At the bottom, there 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:

4 Sending Assets for Translation

New Translation

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 Only: Only for Quotation

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. |
| Quote Only – Only for Quotation | 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. |
| 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. |

7. 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 24.

- 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 33.

4.1 Sending Assets for Translation from the Translation Queue

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

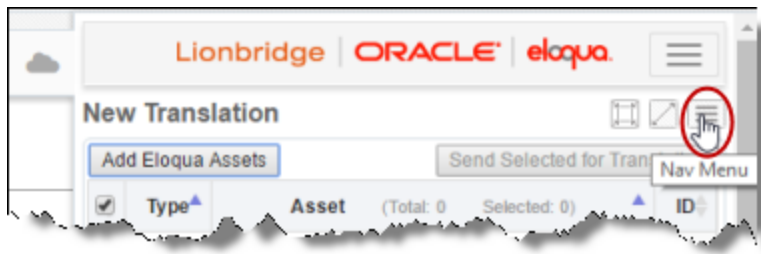
- Your translation provider may prefer receiving fewer but larger batches of items to translate, rather than individual assets, as it facilitates project preparation, resource assignment, and file analysis.
- If you want to translate many assets into multiple languages, but you want to translate into 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.

Note: If you do not send out items from the Translation Queue, the Lionbridge App does not send them out for translation.

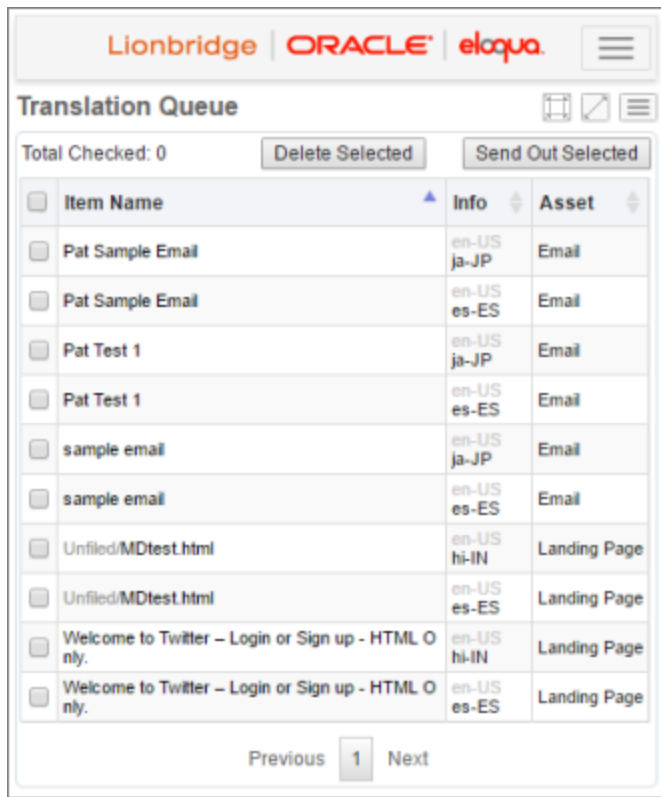
To send out assets for translation from the Translation Queue:

1. Open the Lionbridge App. For detailed instructions, see "[Getting Started with the Lionbridge App for Oracle Eloqua](#)" on page 9.
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> |
| Asset | <p>The type of asset in Eloqua.</p> <p>Tip: To view the corresponding Eloqua asset ID, which is the Lionbridge App's unique identifier for this asset, mouseover this column.</p> |

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

| 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.htm[Update][Update] | en-US | hi-IN | Landing Page | MD Landing page.htm[Update][Update] | 302 | 2016-07-06 11:07:36 AM | QA.Test2 |
| Landing Pages Root/Old/Test/MD Landing page.htm[Update][Update] | en-US | de-DE | Landing Page | MD Landing page.htm[Update][Update] | 302 | 2016-07-06 11:07:36 AM | QA.Test2 |
| Landing Pages Root/Old/Test/MD Landing page.htm[Update][Update] | en-US | ja-JP | Landing Page | MD Landing page.htm[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 |

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. |
| Source Language | The source language of the asset. |

| Column | Description |
|-------------------|--|
| 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:

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

The screenshot shows a dialog box titled "Send Out Queued Items". It contains the following fields and controls:

- Job Name: Text input field with a help icon.
- Job Description: Text area.
- PO Reference: Text input field.
- Quote only: Only for Quotation
- LocalTM: Use LocalTM
- Due Date: Text input field with value "07/21/2016".
- Team: Dropdown menu with value "Lionbridge team".
- Provider: Dropdown menu with value "My test eloqua provider".
- Send: Button at the bottom right.

8. 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. |
| Quote Only – Only for Quotation | 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. |

| Field | Description |
|----------|---|
| 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. |
| 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 33.

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 33.
- 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 39.

For a list and description of translation statuses, see page 32.

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. |

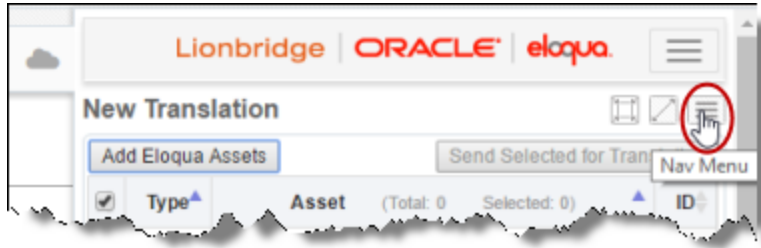
| Status | Icon | Description |
|--|------|--|
| Sent to CT Platform | | The Lionbridge App sent the item to the Clay Tablet Platform for delivery to the translation provider. |
| Sent to translation provider | | The Clay Tablet Platform sent the item to the translation provider. |
| In translation | | The translation provider has received the item for translation and has not yet returned the translated item. |
| Translation received (reviewing translation) | | The Lionbridge App has received the translated item back from the translation provider and it is currently being reviewed. |
| Completed (translation received) | | The Lionbridge App has received the translated item back from the translation provider and imported it into Oracle Eloqua. |
| 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. |
| 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. For details, see " Monitoring Translation Job Details " on page 39. |

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 9.
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.

| Job Name | Created | Total | Out | Back | Done |
|-----------------------|---------------------|-------|-----|------|------|
| 26th July-EL-1 | 2016-07-26 04:41 AM | 1 | 0 | 0 | 1 |
| 25th July-1 | 2016-07-25 11:12 AM | 1 | 1 | 1 | 1 |
| July campaigns | 2016-07-22 03:51 PM | 12 | 9 | 9 | 12 |
| 21st July-EL-1 | 2016-07-21 03:11 AM | 15 | 15 | 15 | 15 |
| 15th July | 2016-07-15 10:22 AM | 1 | 1 | 1 | 1 |
| Pat Test 2 | 2016-06-15 02:19 PM | 7 | 7 | 7 | 7 |
| sample job-test1 | 2016-05-11 06:39 AM | 1 | 1 | 1 | 1 |
| MT Sample test 2 | 2016-05-05 08:04 AM | 7 | 7 | 7 | 7 |
| MT Sample test 1 | 2016-05-05 03:15 AM | 20 | 20 | 20 | 20 |
| sample job for tra... | 2016-05-04 05:16 AM | 12 | 12 | 12 | 12 |
| Test panel job | 2016-05-02 12:33 PM | 36 | 36 | 36 | 36 |
| Test Bing MT - 5 | 2016-04-25 01:42 PM | 48 | 48 | 48 | 48 |
| Test BING MT -4 | 2016-04-25 12:50 PM | 92 | 92 | 92 | 92 |
| Test BING MT - 3 | 2016-04-25 11:59 AM | 28 | 28 | 28 | 28 |
| Test Bing MT-2 | 2016-04-25 11:22 AM | 8 | 8 | 8 | 8 |

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. |

| Column | Description |
|--------|---|
| 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 <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. |

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 39.
- ▶ 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**.

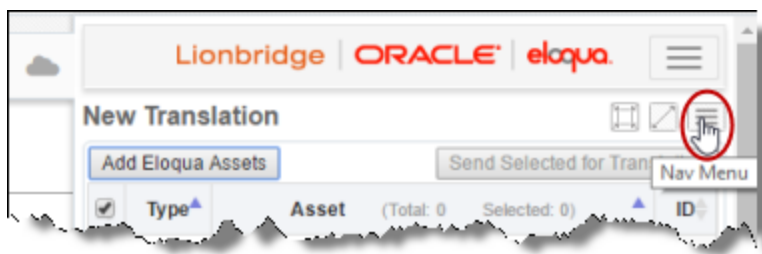
- ▶ You can delete jobs, so that you can no longer view information about them anywhere. Select the check boxes for the jobs to delete, and click **Delete**, or in the maximized version of this tab, click **Delete Selected Jobs**.

5.3 Monitoring Translation Job Details

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

To monitor translation status:

1. Open the Lionbridge App. For detailed instructions, see "[Getting Started with the Lionbridge App for Oracle Eloqua](#)" on page 9.
2. In the App, click the **Nav menu** button  to open the menu.

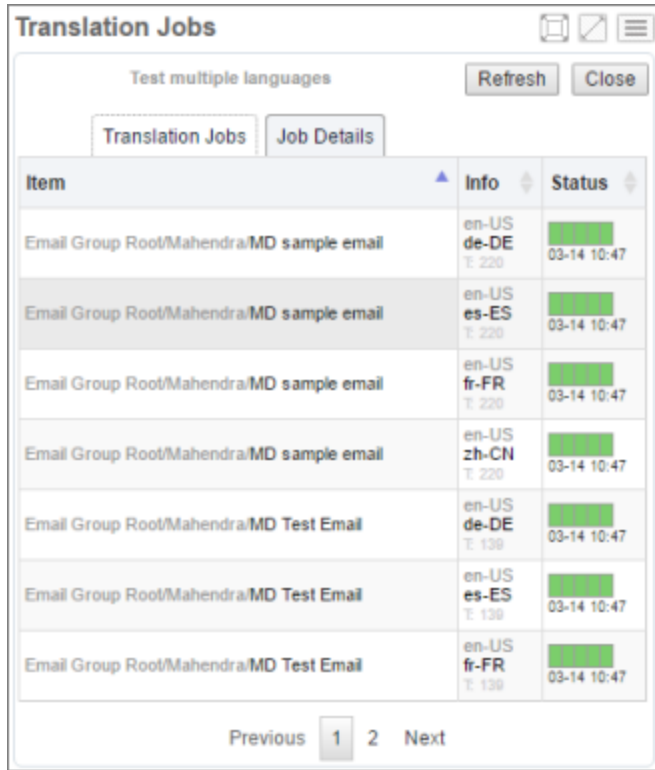


3. In the menu, select **Translation Jobs**.

The **Translation Jobs** tab opens. For detailed information about this tab, see "[Monitoring Translation Jobs](#)" on page 33.

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. |
| 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 32.</p> <p>Notes: 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> |

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 | Eloqua Asset Type | Asset Name | Asset ID |
|---|-----------------|-----------------|----------------------------------|-------|------------------------|-------------------|---------------------------|----------|
| Email Group Root/Mahendra/MD sample email | en-US | de-DE | Completed (with LocalTM) | 220 | 2016-02-16 10:48:23 AM | Email | MD sample email | 287 |
| Footers/Unfiled/Footer By Rahul | en-US | de-DE | Completed (translation received) | 76 | 2016-02-16 10:49:11 AM | Email Footer | Footer By Rahul | 13 |
| Forms/Mahendra Form | en-US | de-DE | Completed (with LocalTM) | 139 | 2016-02-16 10:48:23 AM | Form | Mahendra Form | 146 |
| Headers/Unfiled/Default - Show Email Link | en-US | de-DE | Completed (translation received) | 24 | 2016-02-16 10:49:12 AM | Email Header | Default - Show Email Link | 165 |
| Landing Pages Root/Old/Test/MD Landing Page | en-US | de-DE | Completed (translation received) | 835 | 2016-02-16 10:49:11 AM | Landing Page | MD 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. |
| Status | The translation status of the item. For a list and description of translation statuses, see "Translation Statuses" on page 32. Notes: 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. |

| Column | Description |
|-------------------|--|
| 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 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.
- ▶ 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.

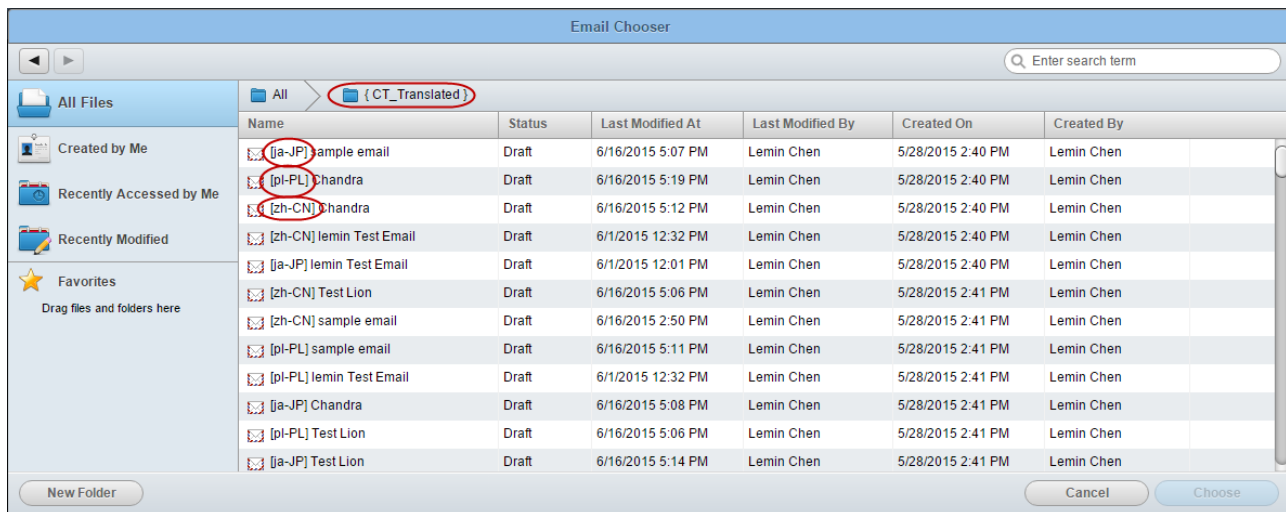
To review translated content from the Lionbridge App:

- ▶ 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 39.

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.



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.