

Account CO to Contact CO Updater Cloud App Documentation

Table of Contents

- [Purpose](#)
- [Set-up in Oracle Eloqua](#)
- [How to use](#)
- [License Information](#)

Purpose

There are situations where you need to update or create Custom Object (CO) Records with the information of another CO Set, specifically a CO set with Account Information. This step is not possible to do using Oracle Eloqua's out-of-the-box features. This is where this cloud action comes into play. With Account to Contact CO Updater, you can create or update CO Records using another CO's data and static values.

This document will show how this Cloud Action can be used inside Program Canvas for Custom Objects.

Set-up in Oracle Eloqua

Please follow these instructions to set-up this cloud app in your Oracle Eloqua instance.

- Log in to Oracle Eloqua.
- Click on Get App below to install.

[Get App >](#)

NOTE: If prompted to log again, please do so.

1.3. In the following screen, click "Accept and Install" on the top-right section

Account CO to Contact CO Updater

Accept and Install



4Thought Marketing Cloud Apps

www.4thoughtmarketing.com

Email support@4ThoughtMarketing.com

Phone 888 356 7824

Description Create or Update Custom Objects from a CO Set based on the parameters you provide, including: Custom Data Object and/or static values (if any).

Services



Action : Account CO to Contact CO Updater

Create or Update Custom Objects from a CO Set based on the parameters you provide, including: Custom Data Object and/or static values (if any).

1.4. In the next screen, click “Sign In” and then “Accept”

Oracle Eloqua

Marketing Cloud

The following application has requested permission to access Eloqua on your behalf:

Account CO to Contact CO Updater

4Thought Marketing Cloud Apps

Create or Update Custom Objects from a CO Set based on the parameters you provide, including: Custom Data Object and/or static values (if any).

Sign In

Cancel

1.5. You're all set. The cloud action is ready to be used.

My Apps

Get more apps at the marketplace

account co



Sort by

Name ▾



Account CO to Contact CO Updater

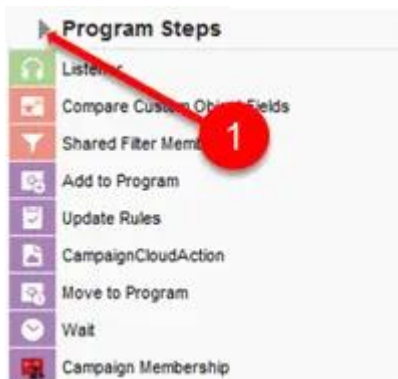
Create or Update Custom Objects from a CO Set based on the parameters you provide, including: Custom Data Object and/or static values (if any).

How to use

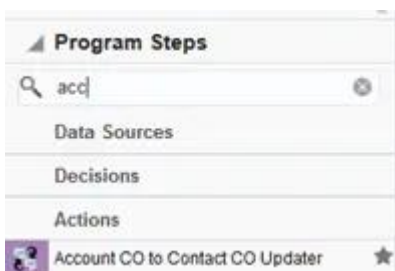
The following instructions show a basic/simple usage. You can incorporate this Cloud Action to any existing Program Canvas for Custom Objects.

2.1 Create/Open a program. Make sure the Program is of the type for Custom Objects.

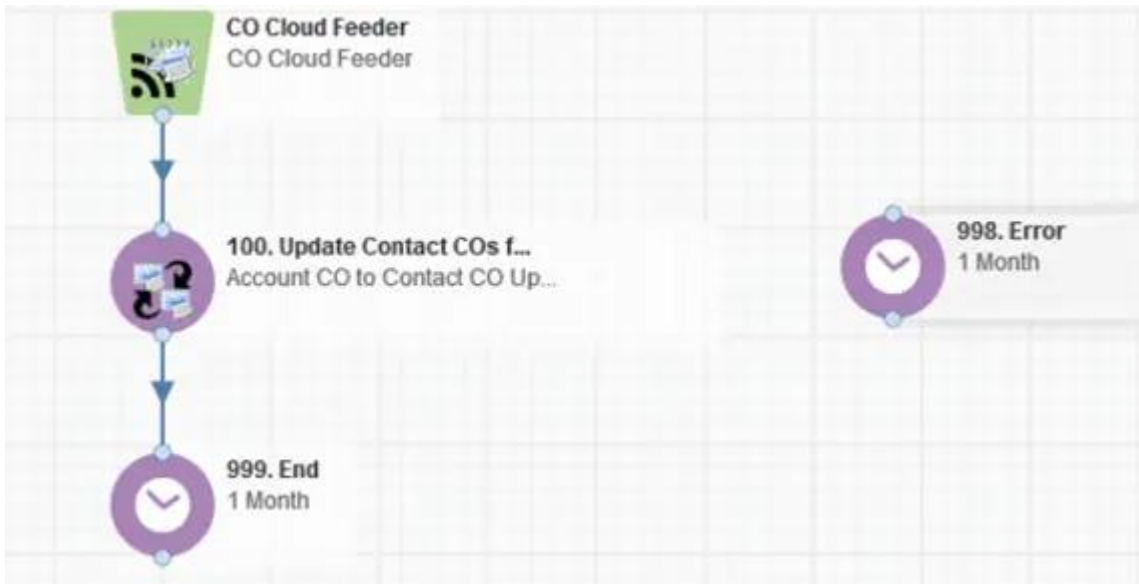
2.2 Click on the arrow at the left side menu to show all the apps available to use



2.3 Under “Actions” locate the Account to Contact CO Updater App (Colored in purple).




2.4 Drag and drop the cloud action to the canvas area. Connect the corresponding elements to the dropped cloud action



2.5 Double click the Account to Contact CO Updater step, you will see some options for this element.
a. **Rename** the step if needed



b. **Click** the pencil icon to open the settings for this step.
You will need a user to log in and configure this Cloud Action. If you don't have one, you can create one.
If you do, use your user to Log In in the page shown in the following screenshot:

 4Thought Marketing's App Cloud Portal

[Log in](#) [Register](#) [Reset Password](#)

Please enter your user information to log in.

Email address

Password

☐ Remember me?

☐ By checking this box you accept our [Cloud Services Agreement](#)

[Don't have a Account?](#) [Did you forget your password?](#)

Questions? Comments? Ideas? 888-ELOQUA4 (888 356 7824) | Email us at appCloudPortal@4ThoughtCC.com | Copyright © 2009 - 2016 | All Rights Reserved.

2.6 The first step in the configuration of this App requires you to choose the CO Set, from the list of COs available on your Eloqua instance, to serve as a destination of the new CO. Depending on the CO you choose, the fields available for the mapping (next step) will change.

 **Account CO to Contact CO Updater**

[Configurations](#) [Logs](#)

CO Set

Source CO Set (Defined in Program Canvas)

Select the CO Set in which the CO Records will be created or updated

Account COs

2.7 You then need to identify the field in the Source CO that will be used to match to COs in the target CO Set.

CO Matching Field

Select Field (Must be also mapped below)

Account Id (Text)

NOTE: if there are no matching records in the target CO set, a new record will be created

2.8 For the mapping, you need to select first the type of value that will go into the CO field and second the CO field that will save that value. If you choose Source CO field then a new dropdown list will become available with the corresponding list of fields. On the other hand, if you choose Static Value an empty field will become available where you can set the value of your preference.

A required field mapping is the field that will be matched from the Account CO to the Contact CO. Normally this will be the Account ID, but you can choose whichever field is appropriate.

You can add as many mappings as CO fields available on the destination CO. If you want to delete a mapping, you can click on the trash bin icon on the right.

CO/Static Values to CO field mapping

Select the mapping as you need it. Note the following directions:
1. Unique ID: Depending on the CO Set configuration, it can use an Eloqua (Internal) ID or it can use a CO Field to be the Unique ID. If the CO Set uses a CO Field as Unique Identifier, it should be mapped.
2. Map to Contacts: Indicate the Contact's Email Address with a CO Field with Email Address so the CO Records will be mapped to Contacts, otherwise, the CO Records will be created 'orphan'.
3. If you select Static Value (instead of Contact Fields), you can use (in lower case only):

- {datetime}: It will use the date and time from the execution and will write the value in the format "MM/dd/yyyy HH:mm:ss.fff". For example: **11/24/2020 10:52:37.473**
- {guid}: It will generate a GUID on execution time. For example: **8e2b4362-41f2-400c-836c-cae22b96f4a7**

Type of value

CO Field

- Select a value -

- Select a value -

Source CO Field

Static Value

Add Mapping ↗

Type of value	Source CO Field	▼
Source CDO Field	Account ID (Text) Unique ID	▼
CO Field	Account Id (Text)	▼

Add Mapping ↕

Saved Mappings

1

Source CO Field	Account ID (Text) Unique ID	▼
CO Field	Account Id (Text)	▼

2.9 Make sure you click on 'Save' to save your configuration. If you make any undesired changes after you can click on 'Revert Changes' to go back to the last saved configuration.

2.10 Recommended: Create an element in the campaign in case an error happens, in this example it's a Wait Step. Check the box to "Automatically route contacts with errors from cloud app", select the step where you want the contacts to be routed.

4Thought Marketing's App Cloud Portal

[Log in](#) [Register](#) [Reset Password](#)

Please enter your user information to log in.

Email address

Password

☐ Remember me?

☐ By checking this box you accept our [Cloud Services Agreement](#)

[Don't have a Account?](#) [Did you forget your password?](#)

Questions? Comments? Ideas? 888-ELOQUA4 (888 356 7824) | Email us at: appCloudPortal@4ThoughtCC.com | Copyright © 2009 - 2016 | All Rights Reserved.

That's all. Activate the campaign, put some CO Records in it and see the Account to Contact CO Updater in action!

License Information

You need a license to configure and execute this Cloud App. Otherwise, in the configuration page, you will see the following error:

In order to use this Cloud Action, you need to purchase a license from 4Thought Marketing. Please contact our sales department at 888 356 7824, or click [here](#).

Additionally, if you happen to not see CO Records being processed by the App, it may be due to a missing or expired License which you can get with your corresponding Account Manager.