

Email Related Contact Cloud App Documentation

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Email Related Contact Cloud App Documentation

The Email Related Contact Cloud App allows marketers to send a related contact or account owner the same email their client is receiving from within a Campaign without manually creating seed lists.

This App takes the email address from a user-specified contact field, ie. Account Owner Email Address and adds the Contact to a step in the Campaign. From this step, Eloqua sends the related Contact an email. Field Merges and Dynamic Content are not supported. The related contact will receive one email for each campaign.

This document shows how to use the Email Related Contact Cloud App within an Eloqua Campaign.

Install and Configure the App 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.

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

Email Related Contact

Accept and Install

4Thought Marketing Cloud Apps

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Description

Extracts the related contacts based on another contact field which must contain an existing email address

Services

Action : Email Related Contact – Export

Extracts the related contacts based on another contact field which must contain an existing email address

Feeder : Email Related Contact – Import

Imports the related contacts exported on the "CC Related Contact/Rep – Export" Action step

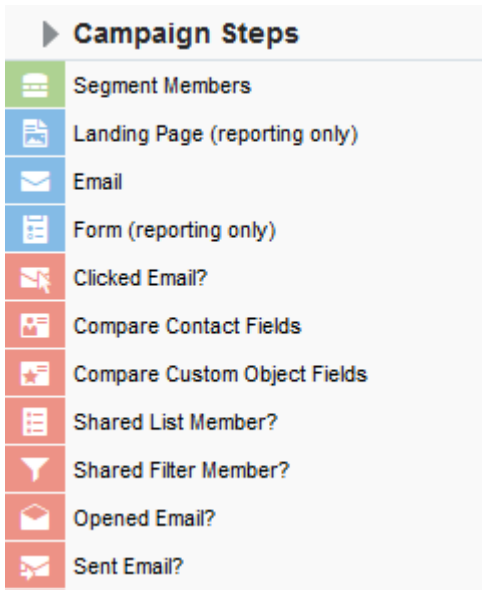
- In the next screen, click **Sign In** and then **Accept**



- Congratulations. The Email Related Contact Cloud App is ready to use.

How to use

- From a new or existing multi-step Campaign, add your segment as the first step in the Campaign canvas.
- Click on the arrow at the left side menu to show the full list of actions available.



- Under **Actions**, locate the **Email Related Contact - Export** (in purple). This action creates a list of related contacts to include in the Campaign.



- Drag and drop the cloud action to the Campaign canvas. Connect the segment to the dropped cloud action.



- Under **Audience** locate **Email Related Contact - Import** (in green). This step receives a list of related contacts generated by **Email Related Contact - Export** and includes them in the Campaign.



- Drag and drop the cloud action to the Campaign canvas, beside the **Email Related Contact - Export** step.



- You must now save the Campaign before moving to the next step, configuring the **Email Related Contact - Export** component.
- After saving your Campaign, double click **Email Related Contact - Export** - you should see two items to configure.



Email Related Contact

Extracts the related contacts based on another contact field which must contain an existing email address

Configurations **Logs**

Install ID: 9de341c0-b3b3-4af3-977e-339c52c104aa

Instance ID: a60be3f5-b203-4162-b3b7-0fe13faecc17

Select field with related Contact's email address

Account Owner Email

Select Feeder Step to Add Related Contacts

(Feeder must be added to the campaign in order to be displayed)

Email Related Contact – Import

Save

You're logged as sgarg@4thoughtmarketing.com, click [here](#) to Log out.

Having issues? Click [here](#) to send us an email.

Questions? Comments? Ideas? ☎ 888-ELOQUA4 (888 356 7824) | Email us at appCloudPortal@4thoughtmarketing.net | Copyright © 2009 - 2020 | All Rights Reserved.

- First, select the contact field containing the related Contact's email address:

Select field with related Contact's email address

Account Owner Email

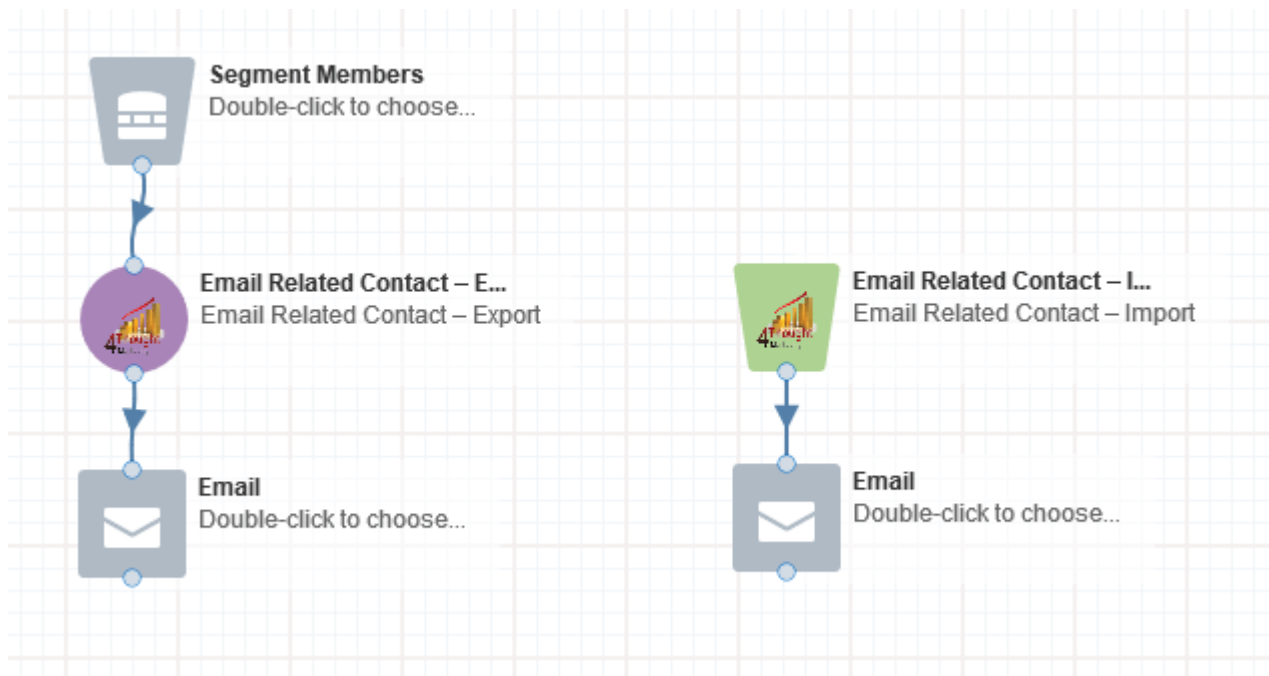
- Select the **Email Related Contact - Import** feeder step you added earlier.

Select Feeder Step to Add Related Contacts

(Feeder must be added to the campaign in order to be displayed)

Email Related Contact – Import

- Add additional steps to the Campaign, such as **Send Email**. We recommend sending emails to the related contacts using a separate **Send Email** step (it can be the same email in both **Send Email** steps). The Campaign should look similar to the following:



Note: Most 4Thought Marketing apps use the Eloqua BULK API to export/import records. Therefore when using Cloud Apps in a campaign or program, the user that activates the Campaign should have the following permissions:

- API
 - Consume API
- Contacts
 - Upload Contacts/Prospects/Companies
 - Manage Data Export
 - Manage Contacts

License Information

You need a license to configure and execute this Cloud App. If you don't have a license, an error message will appear on the configuration page.

If you don't see CO Records being processed by the app, it may be because your license is missing or expired. To obtain a license, contact your account manager or [contact us](#).

- Each Eloqua instance requires a separate cloud app license.
- Each cloud app license includes a reasonable usage limitation of 250k records processed daily and up to 5 app instantiations per Eloqua instance. Higher usage tiers are available

at extra cost.

- For additional license details, please review the [Cloud Services User License Agreement](#).