



4THOUGHT MARKETING

CAMPAIGN CONTACT REMOVER

CLOUD ACTION DOCUMENTATION

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Purpose of the Campaign Contact Remover Cloud Action

There are situations where you might need to remove Contacts from certain Campaign(s) and you need it to happen automatically.

There may be several reasons to remove Contacts from Campaign(s), here are some examples:

- I. The Contact's email is a Hard Bounce
- II. The Contact is Globally Unsubscribed
- III. The Contact is a Competitor
- IV. The Contact is from certain countries that shouldn't receive emails (Canada and CASL law)
- V. The Contact has closed an Opportunity and doesn't need to be nurtured anymore

This document will show how this Cloud Action can be used inside Campaign Canvas.



1) Set-up in Oracle Eloqua

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

1.1. Log in Oracle Eloqua as usual, is recommended to check the box “Remember me”.

1.2. Click the following link:


[https://login.eloqua.com/Apps/Cloud/Admin/Catalog/Add/7f12a9e2-c97c-49a6-b875-](https://login.eloqua.com/Apps/Cloud/Admin/Catalog/Add/7f12a9e2-c97c-49a6-b875-320a4413e9ae/C3-E9-0E-7C-8A-53-68-9D-15-16-E5-7A-68-BE-91-D6)

[320a4413e9ae/C3-E9-0E-7C-8A-53-68-9D-15-16-E5-7A-68-BE-91-D6](https://login.eloqua.com/Apps/Cloud/Admin/Catalog/Add/7f12a9e2-c97c-49a6-b875-320a4413e9ae/C3-E9-0E-7C-8A-53-68-9D-15-16-E5-7A-68-BE-91-D6). Sometimes, you’re asked

to log again, please do so if it happens.

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

Campaign Contact Remover Accept and Install




4Thought Marketing Cloud Apps
www.4thoughtmarketing.com

Email appCloudPortal@4thoughtmarketing.com
Phone 888 356 7824

Description 4Thought Marketing's removes Contacts from the specified Campaigns

Services

 **Action : Campaign Contact Remover**
This App removes Contacts from the specified Campaigns




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:

Campaign Contact Remover

 4Thought Marketing Cloud Apps
4Thought Marketing's removes Contacts from the specified Campaigns

The screenshot shows the Oracle Eloqua Marketing Cloud interface. At the top, it says 'Oracle Eloqua Marketing Cloud'. Below that, a message states: 'The following application has requested permission to access Eloqua on your behalf:'. The application is identified as 'Campaign Contact Remover' with the 4Thought Marketing logo and a description: '4Thought Marketing Cloud Apps' and '4Thought Marketing's removes Contacts from the specified Campaigns'. At the bottom, there are two buttons: 'Sign In' and 'Cancel'.

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

My Apps

campaign co Sort by

 **Campaign Contact Remover**
4Thought Marketing's removes Contacts from the specified Campaigns

The screenshot shows the 'My Apps' section of the Oracle Eloqua interface. It features a search bar with 'campaign co' entered, a 'Get More Apps' button, and a 'Sort by Name' dropdown menu. Below the search results, the 'Campaign Contact Remover' app is listed with its logo and description: '4Thought Marketing's removes Contacts from the specified Campaigns'.

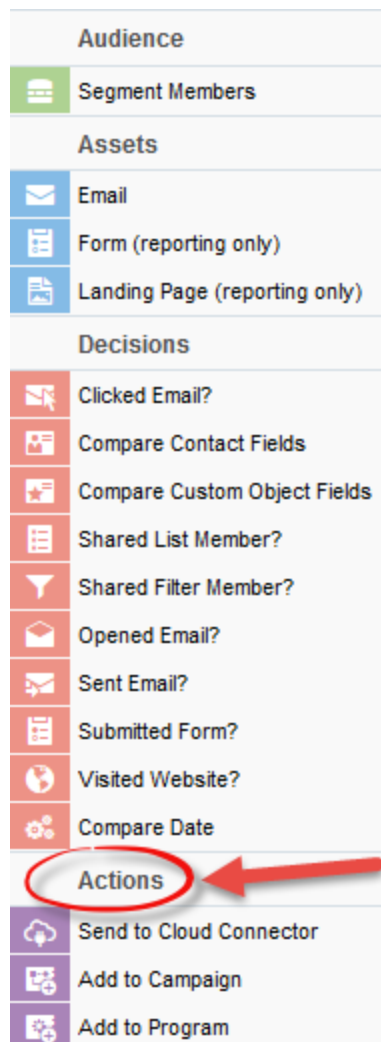
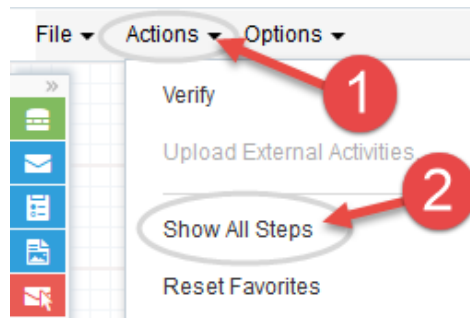
2) How to use

The following instructions show a basic/simple usage. You can incorporate this Cloud Action to any existing campaign.



2.1 Create/Open a campaign

2.2 Click on “Actions” on the top left side then “Show All Steps” and then locate the “Campaign Contact Remover” Cloud Action under the Actions options (colored in purple).



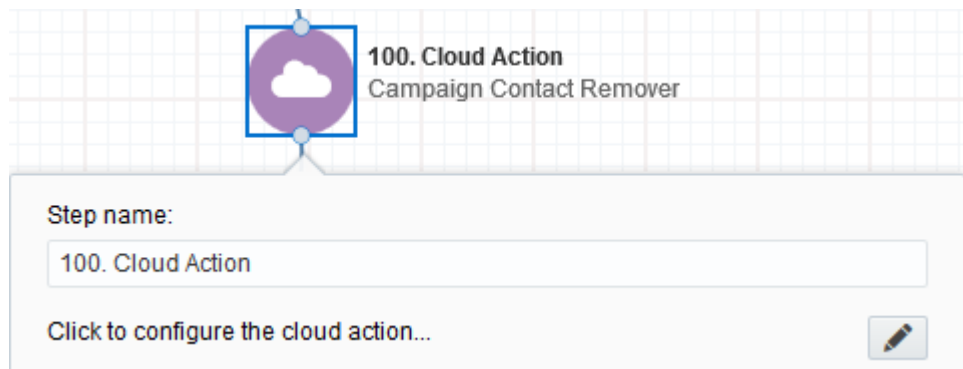


2.3 Drag and drop the cloud action to the canvas area. Connect the corresponding elements to the dropped cloud action



2.4 Double click the Campaign Contact Remover step, you will see some options for this element.

- a. Rename the step if needed



2.5 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](#)

Log in

[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.

For this cloud action, you just need to indicate which Oracle Eloqua Campaigns you want to remove Contacts from. Oracle Eloqua Campaigns that are “Completed” will not be listed on the corresponding dropdown.

To indicate the Campaign(s), select one from the dropdown and click “Add Mapping”.

Repeat these steps to add all the campaigns you need.

When you’re done adding campaigns, click “Save Settings”.

If you have done changes and you want to have the initial values, use the “Revert Changes” button



Use the trash button to remove a specific Campaign from the selected mapping area.

Campaign Contact Remover

4Thought Marketing's Campaign Contact Remover will remove Contacts from the Eloqua Campaigns selected below.

Configurations Logs

Completed campaigns will not be displayed in the following list.

Eloqua Campaign

————— Saved Campaigns —————

No Campaigns saved yet.

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

Having issues? Click the following link (it will be copied to the clipboard) and provide it to the Support Team so we can assist you

<https://components.4thoughtmarketing.com/CloudAction/CampaignRemoval/Configure.cshtml?installId=f0cd5e6f-111d-426b-ab38-785851cc24b4&instanceId=62c0fba4-7634-4cd6-8437-3bd969e8dc54&assetId=&assetName=&assetType=Campaign&siteName=4ThoughtMarketingE10>

Questions? Comments? Ideas? ☎ 888-ELOQUA4 (888 356 7824) | Email us at appCloudPortal@4ThoughtCC.com | Copyright © 2009 - 2017 | All Rights Reserved.

- a. **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.

100. Cloud Action
Campaign Contact Remover

Step name:
100. Cloud Action

Click to configure the cloud action...

Automatically route contacts with errors from cloud app

Choose a target step for contacts with errors:

998. Error
1 Day

Choose...

2.6 That's all. Activate the campaign, put some contacts in it and see the Campaign Contact Remover 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 see records stuck in the Cloud Action step, it may be due to a missing or expired License which you can get with your corresponding Account Manager.

Contact Us

If you have any questions or comments, feel free to reach us! Here are some ways:

Phone	888-ELOQUA4 (888-356-7824)	
Email	Support@4thoughtmarketing.com	
Sales	sales@4ThoughtMarketing.com	
Website	http://www.4thoughtmarketing.com	