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-b875-320a4413e9ae/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

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

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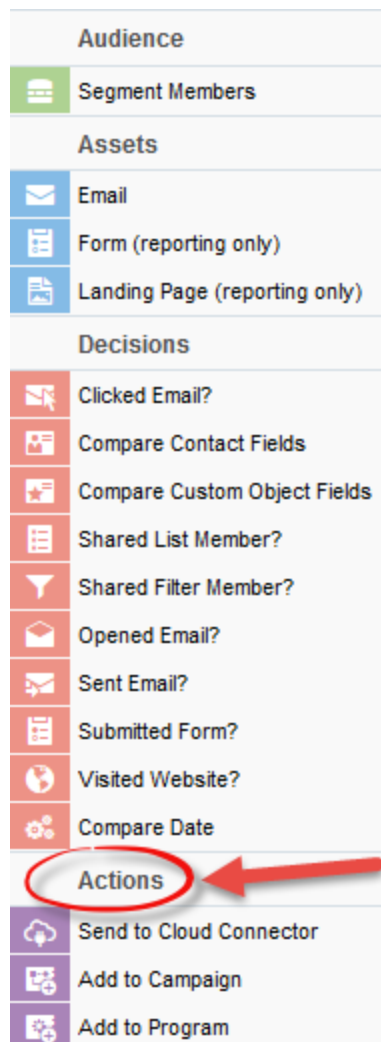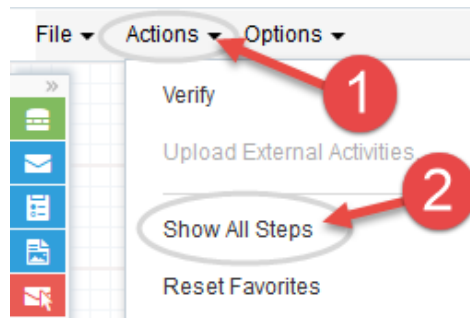

2) How to use

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
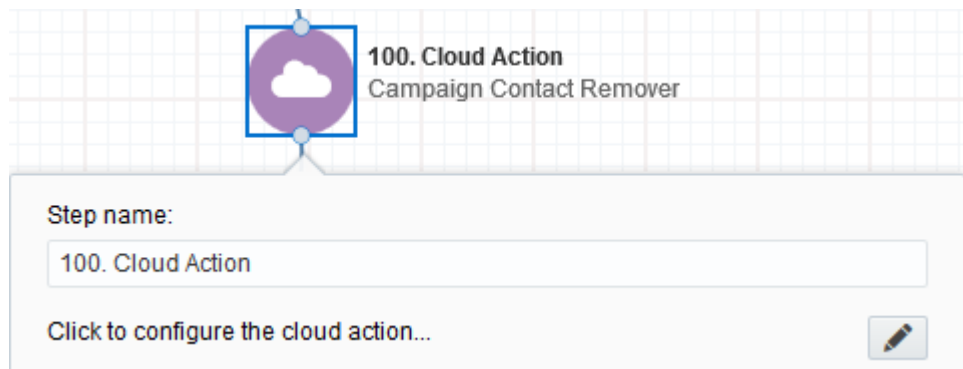purple).

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.

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.

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:

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Email	Support@4thoughtmarketing.com	
Sales	sales@4ThoughtMarketing.com	
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