

LIKE REPLY

User Documentation – DeepL Translator App

Version 2.0



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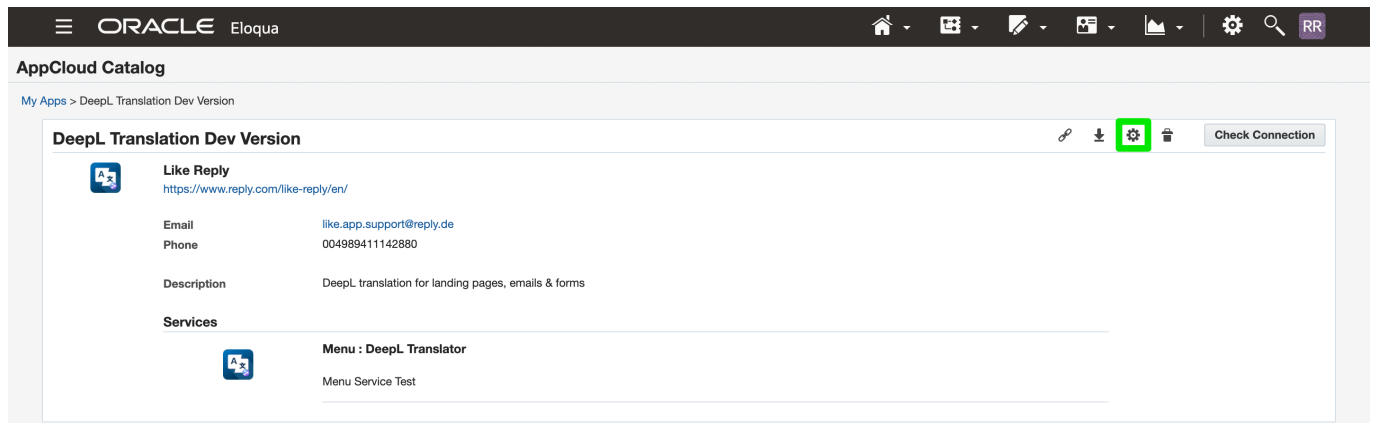


1 INSTALLATION

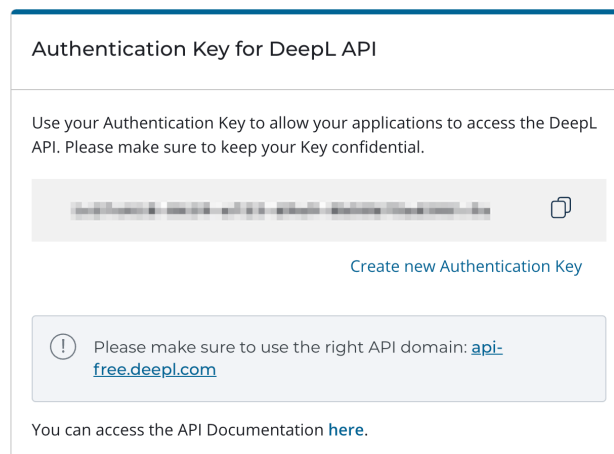
To install the DeepL App, please [contact Like Reply](#) so that we can integrate the App to your Eloqua instance. We will help installing the app in the needed Eloqua instances (Production, Sandbox).

Once the DeepL App has been installed correctly, you need to add the DeepL License Key inside the configuration area of the app. You need to have appropriate Eloqua user rights to do this (e.g. Customer Administrator).

Navigate to Eloqua Settings > Apps > DeepL Translation > Configure



Copy the DeepL License Key from your Account summary page (<https://www.deepl.com/pro-account/summary>).



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Add the License Key inside the configuration page of the app and click update button. The License Key will be shown on left block.

Depending on your use case, glossary can be enabled by toggle on the Glossary section. The glossary can be only managed by DeepL API and independent from the glossary of Translator function.

The screenshot shows the 'App Configuration for DeepL Translation' window. It has a dark blue header with the title 'DeepL Translator configurator' and a subtitle 'Developed by Like Reply, powered by DeepL Translation API'. There is a close button (X) in the top right corner. The main content area is divided into four sections:

- Current account info:** Displays the 'License Key' as '280cbb5b-*****646b:fx'.
- New Account:** Includes a section 'Add a new license key' with a text input field containing '000000 - 000000 - 000000' and an 'Update' button.
- Character count:** Shows 'You've used so far' as '313720 out of 500000 characters' and a 'Refresh' button.
- Glossary:** Features a toggle switch for 'Enable DeepL glossary feature:' which is currently turned on. Below the toggle is a warning icon and text: 'Please be aware that enable glossary feature can cause longer translation time.'

Now you are all set and ready to use the DeepL Translator app inside Eloqua.

On the config page you can easily check your monthly volume of characters still available for the linked account.

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2 USING THE DEEPL APP FOR ASSET TRANSLATION

The DeepL Translator app allows you to translate emails, landing pages and forms in Eloqua. You need to open the asset you want to translate in order to get started. You can only translate one asset at once.

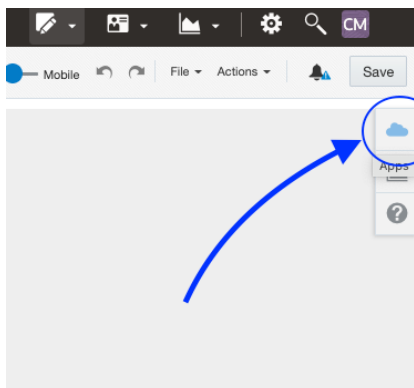
Currently the app supports translations from English, German and French to English (BE, AE), German, French, Polish, Italian, Spanish. More languages can be added upon request, please reach out to us for details.

If available for the target language, you can choose between a formal or informal tone.

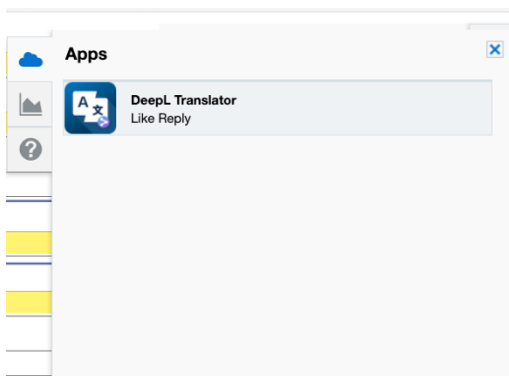
Emails, Landing Pages and Forms built in the design / responsive editor can be translated. Source code emails, landing pages and classic forms are not supported.

2.1 Step by Step Guide (applicable for all assets)

1. Open an existing email, landing page or form.
2. Click on the Cloud icon in the right corner.



3. Next, click on the DeepL Translator App Icon



4. Choose the source language of your asset and the target language.

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- If supported by the language, you can choose formal or informal tone for the translation

Apps [Close]

DeepL Translator

Developed by Like Reply, powered by DeepL Translation API

Translate User Guide Support

Current Asset Details

ID # 407
Name test email

Choose a Language

SOURCE LANGUAGE
FR (French) [v]

TARGET LANGUAGE
DE (German) [v]

Formal format ☒

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Translate

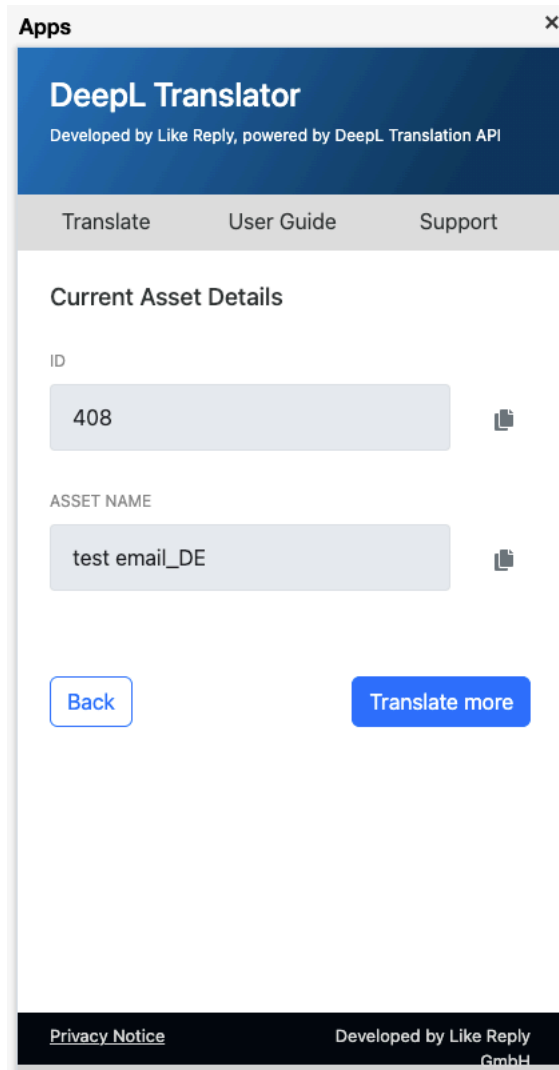
- After you selected everything, click on the “Translate” button to start the translation.
- Wait a few seconds while the asset is being translated.

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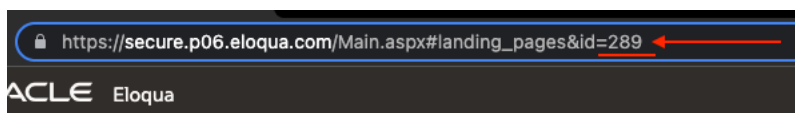
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- Once the asset is successfully translated, a new box will appear at the bottom of the app page listing the name and ID of the newly created asset.



- To access the new asset you can either replace the ID in the browser URL to get to the new asset, you can locate it in the same folder as the original asset or simply search for the new asset by name.



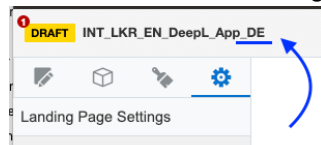
- Once you have the new asset opened, please validate the translation, change the name (if needed) and complete the configuration (e.g. assign email group, select microsite). The newly created asset will retain

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the same name as the original asset with the 2-digit ISO code for the target language added.



- Now you have successfully translated an asset, please make sure to read and keep in mind the notes and hints in the next chapter.

2.2 Important Notes and Hints

The DeepL Translator app allows you to translate emails, landing pages and forms in Eloqua. You need to open the asset you want to translate in order to get started. You can only translate one asset at once.

Currently the app supports translations from English, German, and French to English (BE, AE), German, French, Polish, Italian, Spanish. More languages can be added upon request, please reach out to us for details.

If available for the target language, you can choose between a formal or informal tone.

Emails, Landing Pages, and Forms built in the design / responsive editor can be translated. Source code emails, landing pages, and classic forms are not supported.

Before using the asset in campaigns, please make sure to validate the translation and run typical technical tests as you would do for any other asset.

Please also consider updating any elements that are not automatically translated like dynamic content, shared content, header, footer. Also, hyperlinks will most probably need to be adjusted, please see the tables below for details.

Due to the nature of some components in the assets they cannot be translated. The overview below is outlining which components are translated and not translated per asset type.

Email	
Translated	Not Translated
Text	Footer
Subject line*	Header
Preview text*	Dynamic Content
Title of Hyperlink Text / Button / Image	Shared Content
Button Text	Signature Layout
Alt Text Image	Cloud Content
Alt Text Video	Custom Code Cell

*Emojis in subject lines and preview texts are not supported and will be removed during the translation process

Landing Page	
Translated	Not Translated
Text	Forms (translate form directly)
Hover text of Hyperlink for Text / Button / Image / Carousel	Dynamic Content

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Button Text	Shared Content
Alt Text Image	Cloud Content
Alt Text Video	Custom Code Cell
Carousel: Caption text of each slide	Browser Title*

*Emojis in browser titles are not supported and will be removed during the translation process

Form	
Translated	Not Translated
Label of the field*	Field Merges
Instructions	Static Values
Error Messages	
Button Text	

*Form field labels are limited to 100 characters by Eloqua, translations exceeding this limit will be truncated automatically.

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2.3 Error Handling

In seldom cases it can happen that the translation was not successful. In this case an error box will appear instead of the success box. The error box contains details about the nature of the error.

As a first measure please try to translate the asset again, if the error is appearing again, please use the email function by clicking the “Contact Support” button within the error box to notify us about the error.

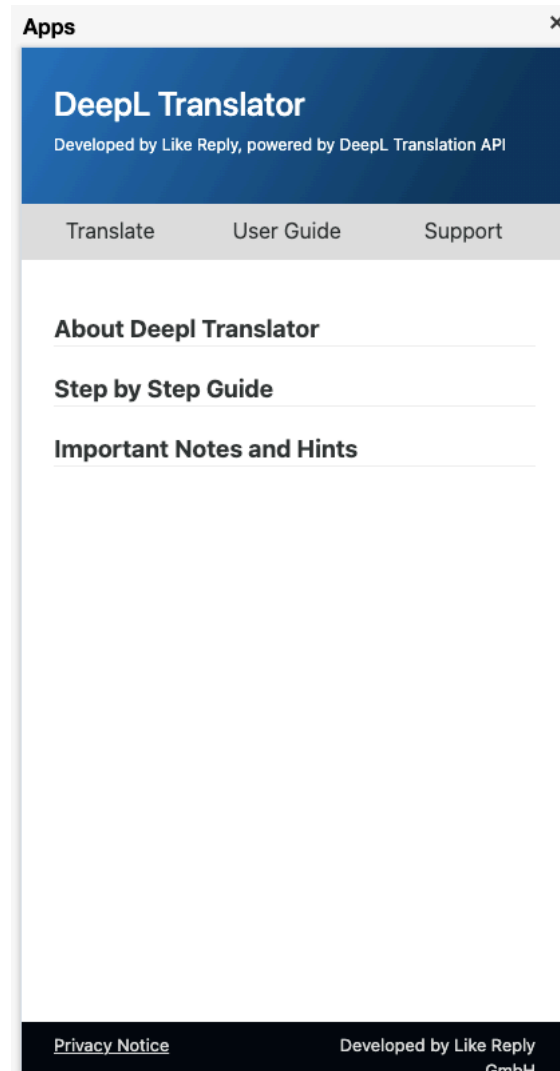
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3 IN-APP DOCUMENTATION AND SUPPORT PAGES

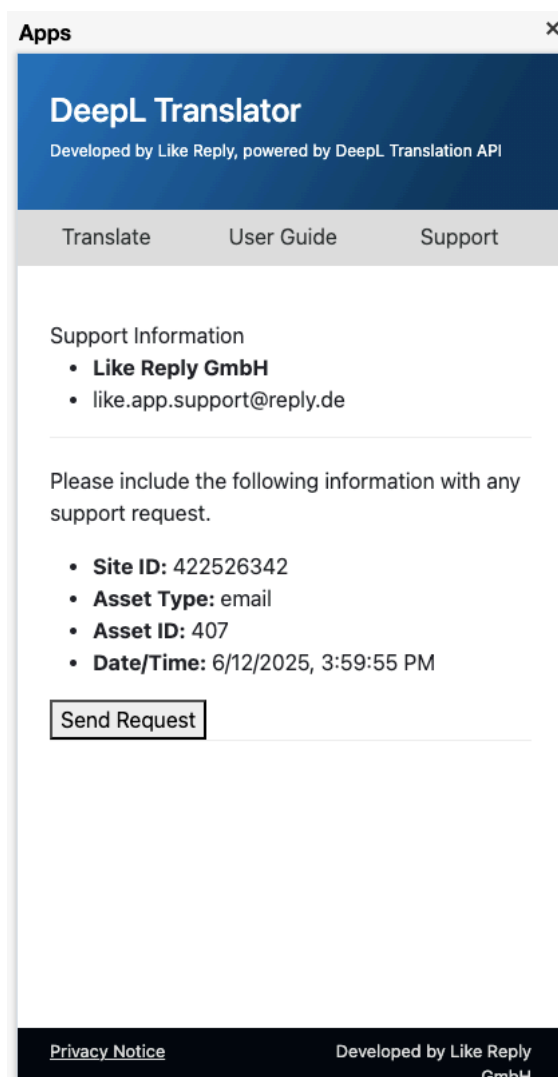
A condensed version of this user documentation is also available directly in the app. Simply click on the middle tab on the top of the app screen.



Additionally, there is also a permanent tab for support, where you can find the details how to reach us.

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