

# Hey, Hello!

We are thrilled to welcome you as one of our newest Oracle Eloqua customers. You, your team, and your implementation partner all have a wealth of resources available to help you ensure success as you implement your new services. To help you fast track your way through the documentation, here are the important areas you should examine first.



## FOUR THINGS TO DO TO PREPARE YOUR TEAM

- 1. Forward this to all team members** who will be using this product and supporting the implementation.
- 2. Activate your My Oracle Support account**  
Visit [My Oracle Support \(MOS\)](#) and create a new account, or sign into your existing account. If you already have a MOS account, add your new Customer Support Identifier (CSI) for your new services. Once Eloqua is provisioned, Oracle Support will send helpful implementation support documents like a Branding and Deliverability Workbook and IP warming guide.
- 3. Complete the Free Training with Oracle University**  
Have your team spend two hours going through this free self-guided product training from Oracle University.  
[Eloqua Explorer](#)  
1-hour learning path for anyone who is new to Oracle Eloqua. It covers navigation of the application; Contacts, Accounts and Segments; Responsive and Source Editors; Simple and Complex Campaigns; and Reporting.  
[Getting Started](#)  
45-minute overview of Eloqua's common use cases and a quick tour of its features.
- 4. Dive Deeper with these Getting Started Guides**  
Learn more about utilizing Eloqua for specific roles from these Eloqua Help Center Getting Started Guides:
  - [For Marketers](#)
  - [For Sales](#)
  - [For Developers](#)

### Quick Links to Resources

- [My Oracle Support \(MOS\)](#)
- [Eloqua Hub](#)
- [Oracle Help Center](#)
- [Oracle Help Center Videos](#)
- [Oracle University](#)
- [Topliners Eloqua Insiders](#)
- [Eloqua Release Center](#)
- [Oracle Modern Marketing Blog](#)
- [Cloud Marketplace](#)

### Other Helpful Links

- [Supported Environments](#)
- [Oracle Cloud Readiness](#)
- [Eloqua System Status](#)
- [Customer Connect](#)

## FOUR RESOURCES TO GET INTO EVERYONE'S HANDS

### 1. The Eloqua Hub

[Eloqua Hub](#) is a 90-day journey guide to help to give you and your team the knowledge you need to get moving and see results. This hub will help you and your team get started, learn how to fine tune your solution and maximize the value of your investment.

### 2. The Oracle Help Center Product Documentation

The Oracle Help Center is your gateway to robust documentation and additional resource links. You access it via the contextual Help, built right into the product, or through the online [Oracle Help Center](#), when you're not logged in. Either way you get there, you have access to the full documentation library and links to get you started.

### 3. The Help Center Videos

The [Oracle CX Marketing Help Center Videos](#) offer a variety of short, simple videos to help you navigate Oracle Eloqua's specific features and functionality.

### 4. What's New in Eloqua

Stay up to date on what's new with [Oracle Cloud Readiness](#). This is your knowledge base to stay on top of product updates and innovations, and ensure you're always using Oracle Eloqua to its fullest potential. We encourage customers to [sign up](#) for our quarterly release emails. Flag yourself (or a designated team member) as an [emergency contact in Eloqua](#), so you do not miss any urgent updates.

## TWO WAYS TO CONNECT WITH THE EXPERTS

### 1. Ask your team members to **join Topliners Eloqua Insiders**.

You will thank us for it later. [Eloqua Insiders](#) is an amazing resource where you can collaborate and connect with other customers and Oracle Product experts to share techniques, ideas and experiences using Oracle Eloqua. You can also learn about the latest roadmap enhancements and get in-depth information on upcoming releases and product changes. On your first visit, simply request to join this group and state you are a new Eloqua customer to justify your access.

### 2. **Use My Oracle Support** when you need it.

Contact My Oracle Support to get help with Eloqua. Search the Support Knowledge Base to find answers to your questions and submit a Support Request (SR) to get help with resolving issues.



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