

Hey, Hello!

We are thrilled to welcome you as one of our newest Eloqua Advanced Intelligence Package 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.

Three things to do to prepare your team

1. Please forward this to all team members who will be using this product and supporting the implementation.
2. Provisioning of new Advanced Intelligence SKU

Let your team know AI features will be activated in your account through an automated process, typically within 48 business hours.

3. Leverage these Getting Started Resources

Learn more about utilizing Advanced Intelligence features from these Eloqua Help Center Guides:

- [Eloqua Advanced Intelligence Webinar](#)
 - Join our [Topliners Eloqua Insiders](#) community to access
- [Fatigue Analysis](#)
 - Learn even more with this tutorial [video](#)
- [Account Intelligence](#)
 - Learn even more with this tutorial [video](#)
- [Send Time Optimization](#)
 - Learn even more with this tutorial [video](#)
- [Subject Line Optimization](#)
 - Learn even more with this tutorial [video](#)



Quick link 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. Lastly, 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 Community.

You will thank us for it later. [Eloqua Community](#) 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 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 learn more about Eloqua and submit a Support Request (SR) to get help with resolving issues.



Platinum-Level Support Service

- [Oracle SaaS Support Services](#)
- [Oracle SaaS Platinum Support Data Sheet](#)
- [Introducing Implementation Support](#)

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