



Lead Scoring CRM Integration

Configuration Guide

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Native CRM integration: Updating lead scores in your CRM

Note: A native integration is a legacy CRM integration built into Oracle Eloqua. We discontinued the native CRM integrations with Salesforce and Oracle Sales (formerly Oracle Sales Cloud) and replaced them with the Salesforce Integration app and the Oracle CX Sales Integration app. Native integrations remain for Microsoft Dynamics and Oracle CRM On Demand.

Integrate your lead scores with CRM by creating a dedicated Eloqua program to perform updates of the Lead Score field in CRM. The following configuration steps walk you through creating this program.

Prerequisites

- Customer Administrator rights are required.
- A native CRM integration setup. If you are using the Salesforce Integration app or the Oracle CX Sales Integration app, use step actions in the app to update lead scores.


To configure lead scoring CRM integration

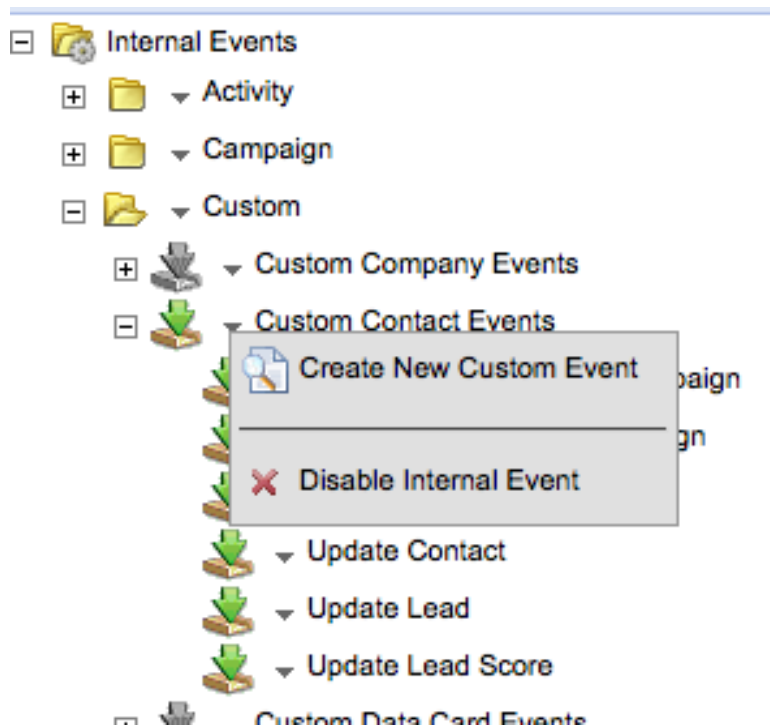
1. [Create two new internal events and external calls](#)
2. [Create a new shared filter](#)
3. [Create a program](#)
4. [Configure program feeder](#)
5. [Adding exclusions \(optional\)](#)

Creating two internal events and external calls

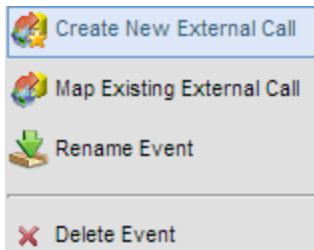
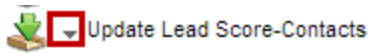
To integrate your lead scores with CRM using a native CRM integration, first create internal events and external a calls.

To create two new internal events and external calls:

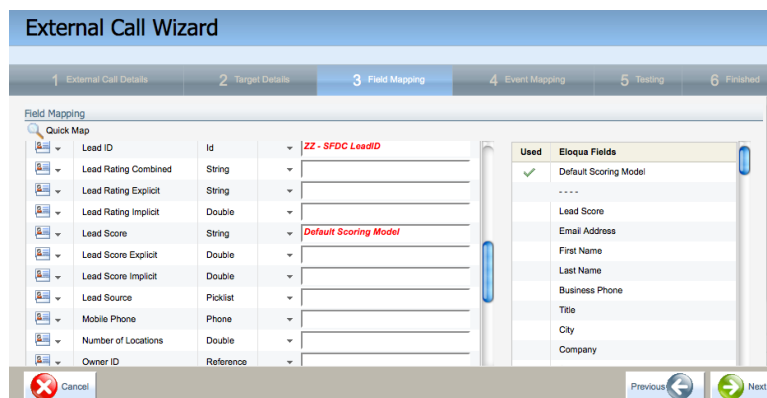
1. Click **Settings** .
2. Click **Integration** in the *Platform Extensions* area.
3. Click the **Outbound** tab.
4. From the left column tree view, expand the **Custom** folder.
5. From the drop-down menu next to Custom Contact Events, select the option **Create New Custom Event**.



6. Enter the Custom Event Name “Update Lead Score-Contacts”, then click **Save**.
7. From the drop-down menu next to the new Internal Event, Update Lead Score-Contacts, select the option **Create New External Call**.

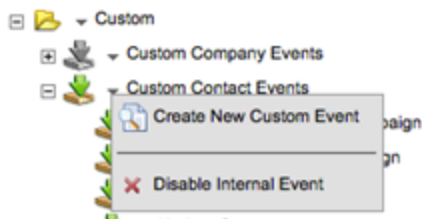


8. Proceed through the External Call Wizard.
 - a. In Step 1 - Enter the External Call Name “Update Lead Score-Contacts”.
 - b. In Step 2 - Under Target Details, select the Action “Update” and the Entity “Contact” (no selection needs to be made for the External Call Return Value).
 - c. In Step 3 - Map the lead scoring model field* (from the right column) to the CRM Lead Score field (in the left column) and map the CRMContactID field in Eloqua to the CRM id field.





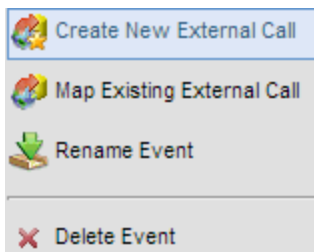
Note: If you have setup multiple lead scoring models, then multiple system fields will appear above the dashed line on the right side.

- d. In Step 4 - Ensure the External Call is mapped to the Internal Event.
 - e. In Step 5 - Validate that both the Lead Scoring Field and CRMContactID appears under the Testing Data section.
9. From the drop-down menu next to Custom Contact Events, select the option **Create New Custom Event**.



10. Enter the Custom Event Name “Update Lead Score-Leads”, then click **Save**.
11. From the drop-down menu next to the new Internal Event, select the option **Create New External Call**.

  Update Lead Score-Leads



12. Proceed through the External Call Wizard.

- a. In Step 1 - Enter the External Call Name “Update Lead Score-Leads”.
- b. In Step 2 - Under Target Details, select the Action “Update” and the Entity “Lead” (no selection needs to be made for the External Call Return Value).
- c. In Step 3 - Map the lead scoring model field (from the right column) to the CRM Lead Score field (in the left column) and map the CRMLeadID field in Eloqua to the CRM id field.

External Call Wizard

1 External Call Details 2 Target Details 3 **Field Mapping** 4 Event Mapping 5 Testing 6 Finished

Field Mapping

Quick Map

Field	Type	Value
Lead ID	Id	ZZ - SFDC LeadID
Lead Rating Combined	String	
Lead Rating Explicit	String	
Lead Rating Implicit	Double	
Lead Score	String	Default Scoring Model
Lead Score Explicit	Double	
Lead Score Implicit	Double	
Lead Source	Picklist	
Mobile Phone	Phone	
Number of Locations	Double	
Owner ID	Reference	

Used Eloqua Fields

- ✓ Default Scoring Model
-
- Lead Score
- Email Address
- First Name
- Last Name
- Business Phone
- Title
- City
- Company

Cancel Previous Next

Note: If you have setup multiple lead scoring models, then multiple system fields will appear above the dashed line on the right side.

- d. In Step 4 - Ensure the External Call is mapped to the Internal Event.
- e. In Step 5 - Validate that both the Lead Scoring Field and CRM Lead ID appears under the Testing Data section.

Creating a new shared filter for lead scoring

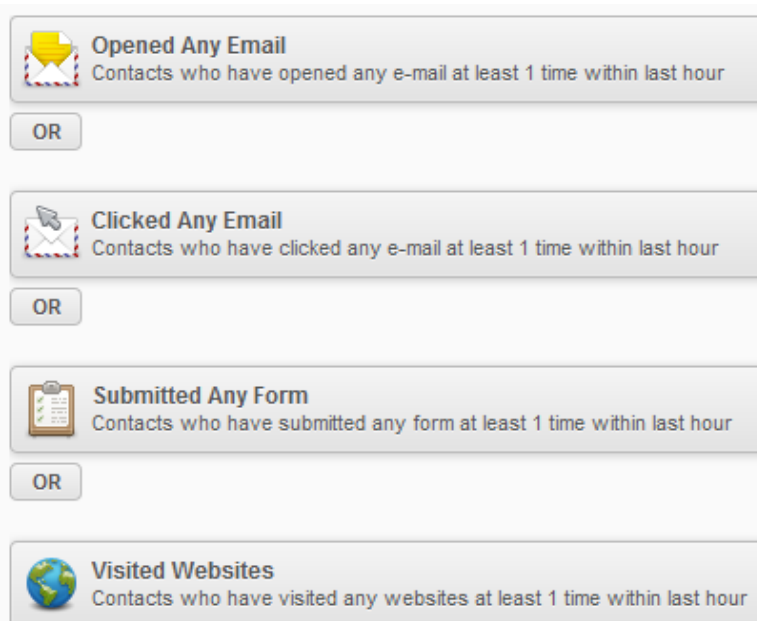
To integrate your lead scores with CRM using a native CRM integration, you must create and configure a shared filter for your lead scoring CRM integration.

To create a new shared filter:

1. Navigate to **Audience > Tools**, then click **Shared Filters**.
2. Click **New**.



3. Add Filter Criteria as shown below:



4. Share the Filter and name it "Lead Score Feeder". (To share the filter, right click on the filter in the left and select 'Share...')

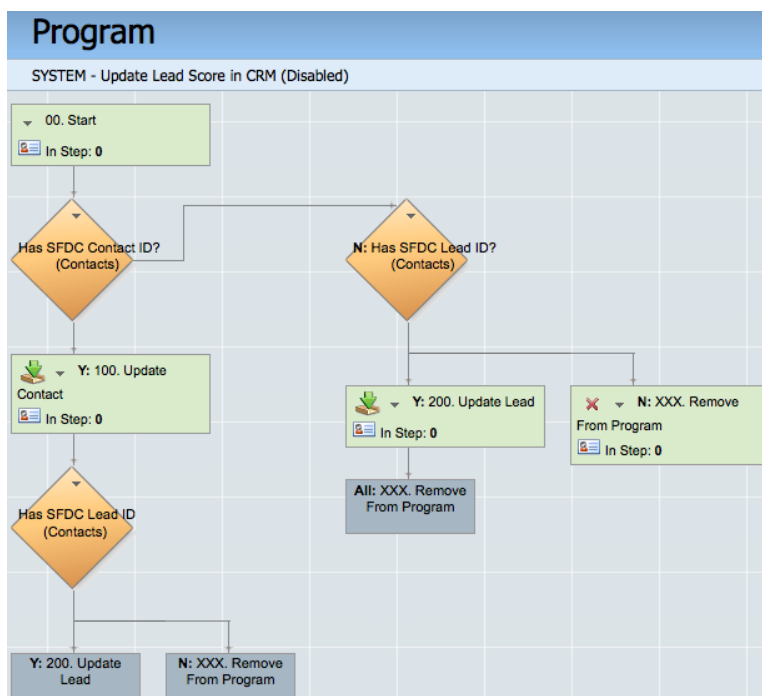
Note: The criteria “Contacts who have submitted any form at least 1 within last hour” is not required if you add contacts to your integration program via form processing step.

Configuring a program for lead scoring

Using a native CRM integration to update lead scores, a program must be created and configured that will perform updates of the Lead Score field in CRM.

To create a program:

1. Navigate to **Orchestration > Tools**, then click **Program Builder**.
2. Create a new program (click 'New Marketing Program from right pane).
3. Name the program "**SYSTEM - Update Lead Score in CRM**".
4. Create the program flow.



Note: Depending on the order in which the decision rules are configured, your steps may appear different from this screenshot, ie. the greyed out boxes

will be in different places. This is OK - verify that the flow of the program matches that in the screenshot above.

Note the following:

- In the Decision Rule “Has SFDC Contact ID ?” use a Contact Field Comparison with the decision rule parameters **SFDC ContactID is Equal to ?***.

Decision Rule Details

Decision Rule Name: Has SFDC Contact ID?

Evaluate: Immediately

Entity Type: Contacts

Type: All, Activity, Data, Time Frame, Flow

Decision Rule: Action Expired, Agent Yes/No Decision, Clicked-through to website, Comparison between two Date Contact Fields, **Contact Field Comparison**, Contact Field has Value, Contact has Membership in Another Program, Contact is in Contact Filter, Contact is in Contact Group

Decision Rule Parameters: ZZ - SFDC ContactID Is Equal to ?*

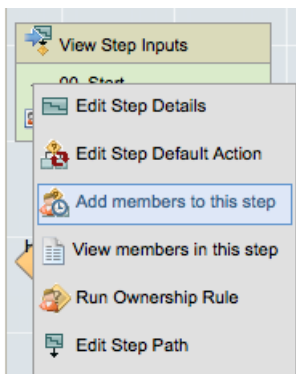
- In the Decision Rule “Has SFDC LeadID ?” use a Contact Field Comparison with the decision rule parameters **SFDC LeadID is Equal to ?***.
- In Step 100. Update Score on Contact, select the Integration Event created **Update Lead Score-Contacts**.
- In Step 200. Update Score on Lead, select the Integration Event **Update Lead Score-Leads**.

Configuring program feeder

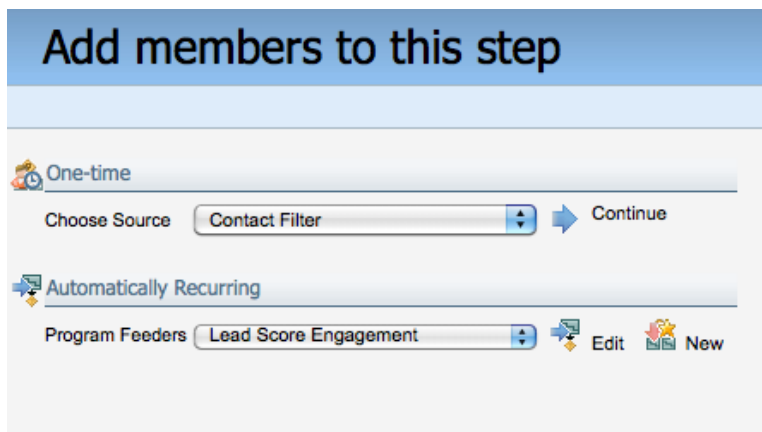
To integrate your lead scores with CRM using a native CRM integration, configure a program feeder.

To configure program feeder:

1. From the drop-down arrow next to the first step, select “Add members to this step”.



2. Under the section “Automatically Recurring”, select the “New” button.



3. Configure the program feeder with the following parameters:
 - a. Name the Program Feeder “Lead Score Engagement”.
 - b. Select the Shared Filter “Lead Score Feeder” created earlier.

- c. Set the Evaluation time to “Every Hour”.
- d. Click **Save and Close**.

The screenshot shows the 'Program Feeder' configuration window. It has a blue header bar with the title 'Program Feeder'. Below the header, there are several sections:

- Add to Program Step**: A section with a label 'Add members to program step' and a dropdown menu showing '00. Start'.
- Program Feeder Details**: A section containing:
 - Program Feeder Name**: A text field with the value 'Lead Score Engagement'.
 - Source of program members**: A dropdown menu with the value 'Contacts in Filter'.
 - Source Conditions**: A section containing a label 'Contact Filter' and a text field with the value 'Lead Score Feeder 2012'.
 - Evaluation**: A section containing a label 'Evaluate' and a dropdown menu with the value 'Every hour'. There is also an unchecked checkbox labeled 'Restrict Evaluation Time'.
- Advanced Options**: A section with a small icon and the text 'Advanced Options'.

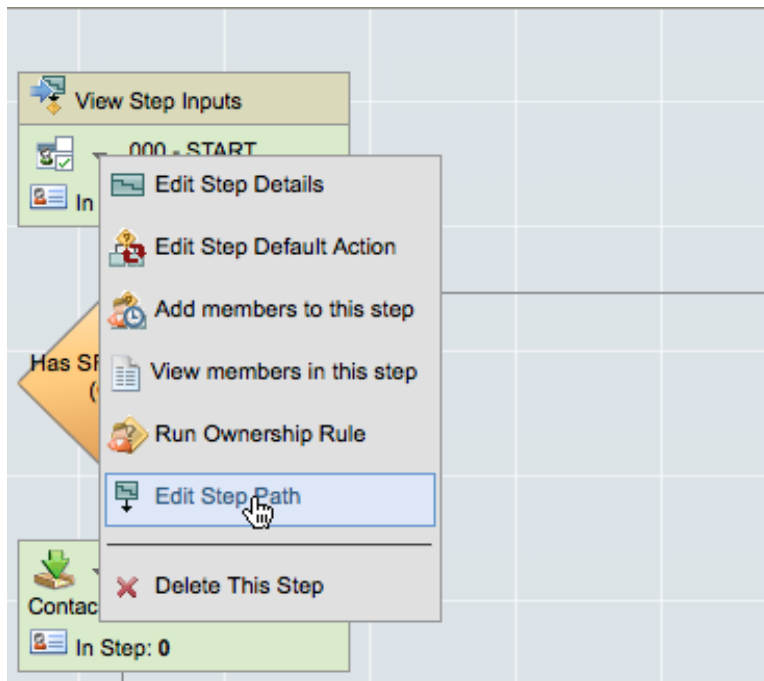
- 4. Enable the program and feeder. We recommend the **Program Run Mode: Standard**.

Adding exclusions

To restrict certain individuals (either competitors or individuals with a certain score) from flowing to CRM, update both your main integration program and the supporting CRM lead score update program.

To update the CRM update program:

1. Disable the program from the *Program* menu (in top right hand corner of your program).
2. From the drop-down arrow next to the first step, click **Edit Step Path**.



3. Click **Send to a new decision rule** and then click **Continue**.
4. Select the *Decision Rule* criteria **Contact is in Contact Filter**.
5. Under *Decision Rule Parameters*, select the *Entity Filter* that contains your restriction criteria.
This assumes you are using a shared contact filter to manage exclusion. Click **Save and Close**.

Decision Rule Details

Decision Rule Name:

Evaluate:

☒ Continue Existing Path
 ☒ as a **No** path
 ☐ as a **Yes** path

☐ Orphan Existing Path
 Entity Type:

Type

All
Activity
Data
Time Frame
Flow

Decision Rule

Action Expired
Agent Yes/No Decision
Clicked-through to website
Comparison between two Date Contact Fields
Contact Field Comparison
Contact Field has Value
Contact has Membership in Another Program
Contact is in Contact Filter
Contact is in Contact Group

Decision Rule Parameters

Entity Filter:

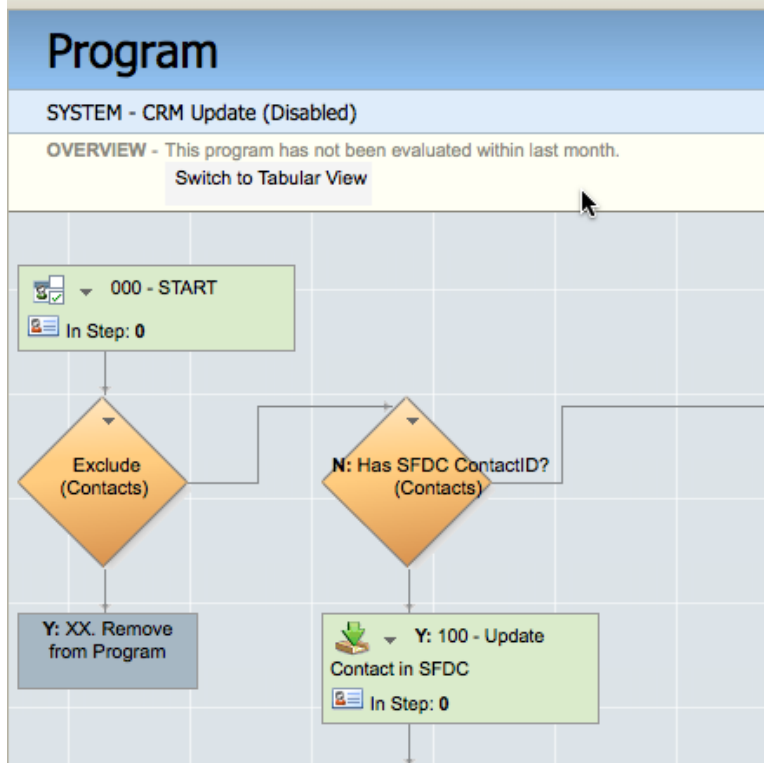
- Right-click on the new decision rule and select **Edit Decision Yes Path**. In the pop-up window, select the path type **Send to an existing step** and select the program **Remove From Program**.

Choose Yes Path Type

Define Path from Decision Rule

☐ Send to a new step
 ☒ Send to an existing step
☐ Copy in a portion of a path
 ☐ Re-try decision rule every for starting with

When you are done, your program should look like this:



7. Enable the program from the program menu in the top right hand corner.
8. Repeat for the supporting lead scoring update program.