Agency Manager

This user has been set up specifically for an Agency, where there is a need for a Manager who manages the Agency's clients

Functionality

Dashboard

Omnibox

Publish

Reports & Analytics

Support

Dashboard

Agency Manager

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- This is the default landing page in CloudSocial after you login
- You can customise the dashboard as per your liking by selecting which graphs or data you would like to be visible
- Do note that by default you will always see the latest five posts and latest five mentions

Omnibox
Agency Manager

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- Can directly respond to the mention in Omnibox

- Assign or Approve workflow:
  a. Approve mention assigned to Agency Manager
  b.Comment on mention assigned to Agency Manager
  c.Can assign mention to Brand Manager & Super Admin for
     approval

- Assign FYI workflow or an email a specific mention to the following roles:
  1.Back Office User
  2.Brand Manager
  3.Marketing User
  4. Super Admin
  5. Agent

- You can set the status of the mention
- You can tag the mention basis customizable tags
- You can set the sentiment of that mention
- You can see chat history
- You can see related post
- You can see post traction
- In Omnibox you also be able to see the following details with respect to the mention
    - Date & time
    - Unique mention ID
    - Social profile name of the sender
    - Status in life cycle with color coding

Publish
Agency Manager

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- Create
- ·Publish
  - Publish later
- Recurrence
  - Recurrence can be set on
    - Daily (every day)
    - Weekly (on the selected day of the week)
    - Monthly (on the selected date of the month)
    - Yearly (on the selected date of the year)
    - At fixed time
  - ·Delete
    - Can delete post sent for approval
    - Can delete post which he has rejected
    - Can delete post which are waiting for approval
    - Can delete failed posts
    - Can delete saved as drafts posts
    - Can take no action on deleted posts
  - Save as draft
    - Posts which they has created can be saved as drafts
    - Can save as drafts posts which have failed
- Crello
- Post
- Can post only those posts which are approved
- Select from available social media profiles
- FB Ad Manager

Reports & Analytics
Agency Manager

- Access to the the Analytics section organized by
  - Brand (aggregate across all social media channels added for that brand)
  - Facebook
  - Instagram
  - Twitter
  - YouTube
  - LinkedIn
  - Google My Business
  - Team
  - Sentiment
  - Email

Support

Agency Manager

Access our Support 24x7x365
- Email
- Chat
- Video Calls
- Raising Tickets to support team