

# Agent

This role specifically is set up for responding to the incoming mentions in Omnibox

## Functionality

- Dashboard
- Omnibox
- Support



# Dashboard Agent

- This is the default landing page in CloudSocial after you login
- Do note that by default you will always see the latest five mentions



# Omnibox

## Agent

- Can directly respond to the mention in Omnibox
- Assign or Approve workflow:
  - Can assign a mention to Brand Manager / Agency Manager/Super Admin for approval
  - Can comment back to the sender on a specific mention
- Assign FYI workflow or an email a specific mention to the following roles:
  - 1.Back Office User
  - 2.Brand Manager
  - 3.Marketing User
  4. Agency Manager
  5. Super Admin
- 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



# Support Agent

Access our Support 24x7x365

- Email
- Chat
- Video Call
- Raising Tickets to support team

