

# Back Office User

This user has been setup for back office functions like Account and setting up queries for Basic Listen and the ability to access Reports and Analytics

## Functionality

Dashboard

Account

Listen

Reports & Analytics

Support



## Dashboard

### Back Office User

- 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



## Account

### Back Office User

- **Create User** - You can create users as required
- **Brand Creation** - This is where you link your Social media profiles in CloudSocial
  - Follow this path
  - Account--> Brand Creation --> Input the Brand name --> Click on the desired Social Media channel --> Follow the steps to add each of the available Social Media Channels
- **Users List** - List of all users created on the platform
- **View Pack info** - View the balance number of mentions available and the date the subscription expires



## Listen

### Back Office User

- **Basic Listen :**
- Here you can set keywords for Twitter, YouTube and Instagram.
- You can respond to the results which are returned.



## Support

### Back Office User

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

