

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

Omnibox

Publish

Reports & Analytics

Support



Omnibox

Agency Manager

- 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

- 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



Publish

Agency Manager

- 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
 - Team
 - Sentiment
 - Email



Support

Agency Manager

Access our Support 24x7x365

- Email
- Chat
- Zoom Calls
- WhatsApp
- Raising Tickets to support team

