

Agent

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

Functionality
Omnibox
Support



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
- Zoom Calls
- WhatsApp
- Raising Tickets to support team

