

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

Account

Listen

Reports & Analytics

Support



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.
- The results will be returned in the Omnibox section.



Support

Back Office User

Access our Support 24x7x365

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

