

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

- * Dashboard
- * Omnibox
- * Publish
- * Report & Analytics
- * Support



Dashboard

Agency Manager

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



Omnibox

Agency Manager

- Can directly respond to the mention in Omnibox.
- Assign or Approve workflow:
 - ◆ Approve mention assigned to Agency Manager
 - ◆ Comment on mention assigned to Agency Manager
- Assign FYI workflow or an email a specific mention to the following roles:
 1. Super Admin
 2. Back Office
 3. Agent
 4. Brand Manager
 5. Analytics
 6. Marketing
- 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, related post & 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 now
 - ◆ 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

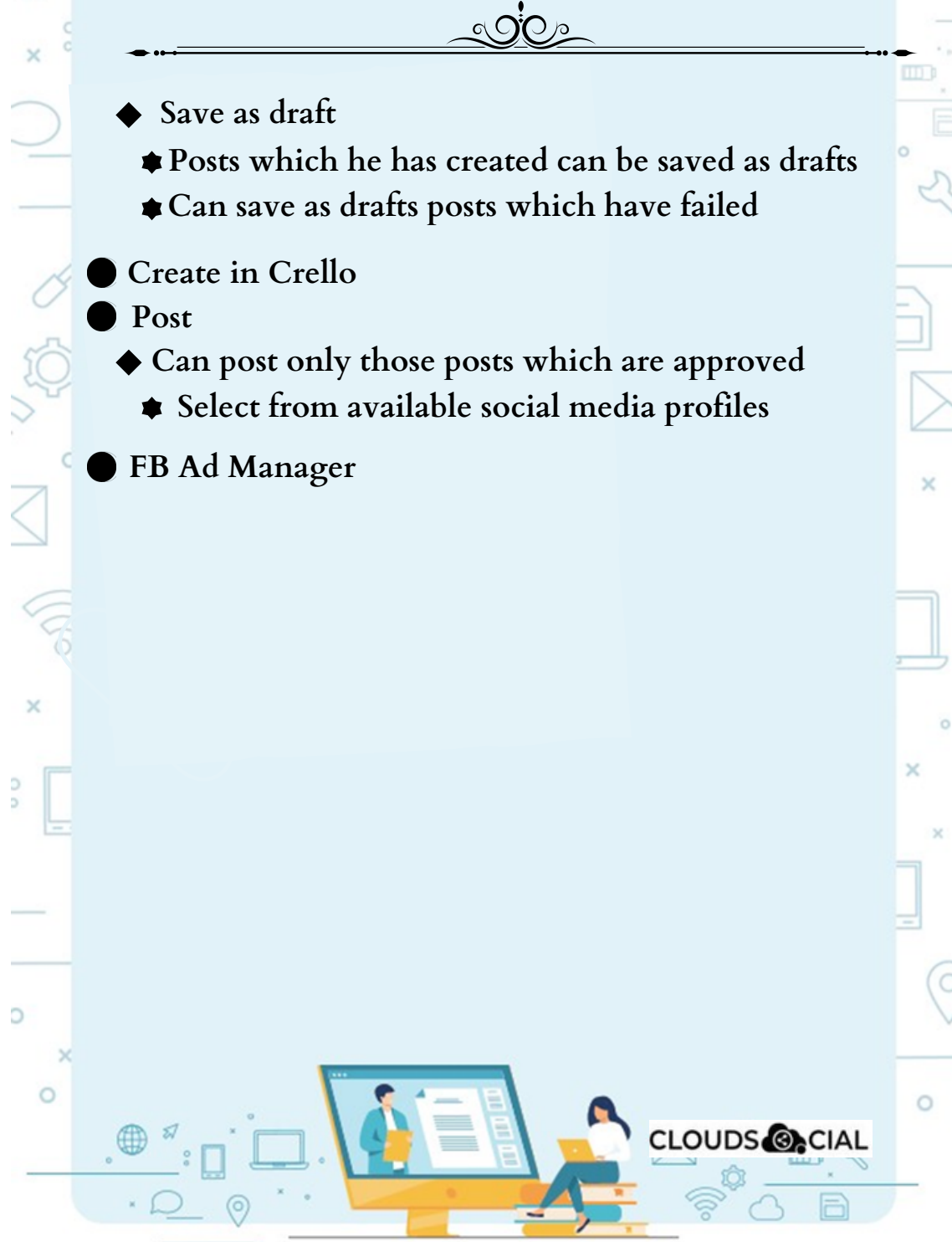
- ★ Posts which he has created can be saved as drafts
- ★ Can save as drafts posts which have failed

● Create in 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
 - ◆ Sentiment
 - ◆ Team
 - ◆ Email
 - ◆ Google My Business



Support

Agency Manager

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

