

Agent

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

● Functionality

- * Dashboard
- * Omnibox
- * Support



Dashboard

Agent

- 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

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. Super Admin
 2. Back Office
 3. Agency Manager
 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



Support

Agent

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

