

Back Office

This user has been setup for back office functions like Account and setting up queries for Social Listen and the ability to access Reports and Analytics

● Functionality

- * Dashboard
- * Account
- * Listen
- * Report & Analytics
- * Support



CLOUDS SOCIAL

Dashboard

Back Office

- 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.



Account

Back Office

- **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



Listen

Back Office

- Social Listen :
 - ◆ Here you can set keywords for Twitter, YouTube and Instagram.

Support

Back Office

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



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