

Brand Manager

● Functionality

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- * Report & Analytics
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CLOUDS  CIAL

Dashboard

Brand 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

Brand Manager

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



Account

Brand Manager

- **View Pack info** - View the balance number of mentions available and the date the subscription expires.



Reports & Analytics

Brand Manager

- Access to the the Analytics section organized by Brand (aggregate across all social media channels added for that brand)

- ◆ Facebook
- ◆ Twitter
- ◆ LinkedIn
- ◆ Team
- ◆ Google My Business
- ◆ Instagram
- ◆ YouTube
- ◆ Sentiment
- ◆ Email



Support

Brand Manager

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

