

“Transform Your Agency’s Productivity with CloudSocial’s **AGENCY MANAGER** Expert Guide”



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
- ◆ Analytic
- ◆ Support

Dashboard

- ◆ This is the default landing page in CloudSocial.
- ◆ Note : That by default Agency Manager will always see the latest five posts and latest five mentions.

Omnibox

- ◆ Can directly respond to the mention in Omnibox.
- ◆ Assign or Approve workflow:
 - Approve mention assigned to Agency Manager
 - Can comment back to the sender on a specific mention
- ◆ Assign FYI workflow or an email a specific mention to following roles:
 - Super Admin ➤ Agent
 - Back Office ➤ Analytic
 - Brand Manager ➤ Marketing
- ◆ Can set the status of the mention
- ◆ Can set the status of the mention customizable tags
- ◆ Can set the sentiment of that mention
- ◆ Can see chat history

Omnibox

- ◆ Can see related post
- ◆ Can see post traction
- ◆ Can see the following details regarding the particular mention in Omnibox
 - Date & time
 - Unique mention ID
 - Social profile name of the sender
 - Status in life cycle with color
 - Set priority

Publish

◆ Create

◆ Publish

▷ Publish Later

◆ Recurrence

▷ Recurrence can be set on

◆ Daily Basis

◆ Weekly Basis (on the selected date of the week)

◆ Monthly Basis (on the selected date of the month)

◆ Yearly Basis (on the selected date of the year)

◆ At fixed time

◆ Pause

▷ When recurrence is on

▷ Approved post when recurrence is on

◆ Resume

Publish

◆ Delete

- Can delete post sent for approval
- Can delete post which he/she has rejected
- Can delete post which are waiting for approval
- Can delete failed post
- Can delete paused post
- Can delete resumed post
- Can delete save as draft post
- Can delete sent post when recurrence is true
- Can take no action on deleted posts

◆ Save as Draft

- Post which he/she has created can be saved as drafts
- Can save as draft posts which have failed

◆ Reject

- Can reject posts which have been sent for approval

Publish

◆ Recall

- Only the immediate one is recalled when recurrence is true, but future will continue
- Only the immediate one is recalled when no recurrence is set

◆ Approve

- Sent for approval posts
- Waiting for approval
- Rejected posts
- Failed posts

◆ Crello & Pixabay

◆ Post

- Can Post

- ◆ Select from available social media profiles

- Can send post through email to following roles:

Publish



Super Admin



Agent



Back Office



Analytic



Brand Manager



Marketing



FB Ad Manager



Instagram Ad Manager

Analytic

- ◆ Downloading the customizable reports for the various Social media channels
- ◆ Access to the the Analytics section organized by
 - Brand (aggregate across all social media channels added for that brand)
 - Facebook
 - Instagram
 - LinkedIn
 - Email
 - Tiktok
 - Sentiment
 - Twitter
 - Youtube
 - Pinterest
 - GMB
 - Team
 - Google Analytic
- ◆ NPS : Net Promoter Score

Support

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