" Elevate Your Customer Experience with CloudSocial's Expert AGENT Guide "

AGENT

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

Functionality

- Dashboard
- Omnibox
- Support

Dashboard

- ◈ This is the default landing page in CloudSocial.

- ◈ Note : That by default Agent will always see the latest five posts and latest five mentions.

Omni**box**

- ◈ Can directly respond to the mention in Omnibox.

- ◈ Assign or Approve workflow:
  - ⟫ Can assign a mention to all roles
  - ⟫ Can comment back to the sender on a specific mention

- ◈ Assign FYI workflow or an email a specific mention to following roles:
  - ⟫ Super Admin   ⟫ Analytic
  - ⟫ Back Office   ⟫ Marketing
  - ⟫ Brand Manager ⟫ Agency Manager

- ◈ 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

- ◈ Can see related post

- ◈ Can see post traction

Omnibox

◆ 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

Support

◆ Access our Support 24x7x365

⟡ Email

⟡ Chat Video Calls

⟡ Raising Tickets to support team