"Learn How to Streamline Your Business with CloudSocial's BACK OFFICE User Guide"

BACK OFFICE

CLOUDSOCIAL

BACK OFFICE

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

Functionality

- ◆ Dashboard
- ◆ Listen
- ◆ Analytic
- ◆ Account
- ◆ Support

Dashboard

◆ This is the default landing page in CloudSocial.

◆ Note : That by default Back office will always see the latest five posts and latest five mentions.

Listen

◆ This is where you can Listen to specific keywords.

◆ Social Listen:

▷ Here you can set keywords for Twitter, Youtube and Instagram

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	⟫ Twitter
⟫ Instagram	⟫ Youtube
⟫ LinkedIn	⟫ Pinterest
⟫ Email	⟫ GMB
⟫ Tiktok	⟫ Team
⟫ Sentiment	⟫ Google Analytic

◈ NPS : Net Promoter Score

◈ Mail Configuration

Account

◆ 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

<u>Supp</u>ort

◆ Access our Support 24x7x365

◊ Email

◊ Chat Video Calls

◊ Raising Tickets to support team