

Silver Pack



The Silver Pack is best suited for start-ups, SME's, shops, freelancers and individuals.

ROLES FUNCTIONALITY SET UP

This document serves a guide to setup & the different roles in the Silver Pack and the functionality available to each user

➤ **ROLES**

- **Super Admin**
- **Agent**

Silver Pack



Super Admin

► **Functionality**

⇒ **Dashboard**

⇒ **Omnibox**

⇒ **Publish**

⇒ **Account**

⇒ **Support**

Dashboard



Super Admin

- **This is the default landing page in CloudSocial after you login.**
- **Do note that by default you will always see the latest posts and latest five mentions.**
- **You can add social channels & users from shortcut button.**

Omnibox



Super Admin

- **Can directly respond to the mention in Omnibox.**
- **Assign or Approve workflow:**
 - **Approve mention assigned to Super Admin.**
 - **Comment on mention assigned to Super Admin.**
- **Assign FYI workflow or an email a specific mention to following roles:**

★ Agent



- 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.
- You can see related post.
- You can see 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.**
- ◆ **Set priority.**

Publish



Super Admin

- **Create**
- **Publish**
 - **Publish Now**
- **Delete**
 - **Can delete failed posts**
 - **Can delete saved as drafts posts**
 - **Can take no action on deleted posts**
- **Save as draft**
 - **Posts which he has created can be saved as drafts**
 - **Can save as drafts posts which have failed**

- **Recall**
 - **Only the immediate one is recalled**



- **Crello & Pixabay**

- **Post**

- ☀ **Can post**

- **Select from available social media profiles**

- **FB Ad Manager**

- **Instagram Ad Manager**

Account



Super Admin

- **Create User - You can create users and assign them to roles.**
- **Create Brands- You can create brands also assign the users to brands.**
- **Users List - List of all users created on the platform.**
- **Plan info - You can see plan information, validity of pack and mentions available.**

Support



Super Admin

➤ **Access our Support 24x7x365**

- **Email**
- **Chat**
- **Live Calls**
- **Raising Tickets to support team**

of Users



Super Admin

➤ Silver - One

Silver Pack



Agent

► **Functionality**

- ⇒ **Dashboard**
- ⇒ **Omnibox**
- ⇒ **Support**

Dashboard



Agent

- **This is the default landing page in CloudSocial after you login.**

Omnibox



Agent

- **Can directly respond to the mention in Omnibox.**
- **Assign or Approve workflow:**
 - **Can assign a mention to Super Admin for approval**
 - **Can comment back to the sender on a specific mention.**
- **Assign FYI workflow or an email a specific mention Super Admin,**
 - **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
- You can see related post
- You can see 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.
 - ◆ Set priority

Support



Agent

➤ **Access our Support 24x7x365**

- **Email**
- **Chat**
- **Live Calls**
- **Raising Tickets to support team**

of Users



Agent

➤ **Silver - Two**

- **A specific agent can be mapped to one brand or a specific social media channel.**
- **Multiple agents can be mapped to the same brand or profile.**

Add user



Add User

User Name * agent

Email ID * agentdemo@cloudsocial.io

Password *

Role * Agent

Enable Access to

Publish Listen Omnibox Analytics

Select Channel

fb-Page Messenger Ads Manager fb-Profile

fb-Group Page Page Twitter DM

LinkedIn Pinterest YouTube Email

GMB G-Drive GBM G-Analytic

Medium Insta DM

SUBMIT

Recently Added

Market P (Marketing User)
pranjal@gmail.com

Agentt Test (Agent)
demoagent01@cloudsocial.io

T agency Manager (Agency Manager)
demoagency11@cloudsocial.io

T cloud Marketing (Marketing User)
demo121@cloudsocial.io

T Cloud Agent (Agent)
agentdemocs@cloudsocial.io

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➤ Steps to Add a Role

- Under Account Click on Create User.



- **Fill in the required details (User Name, Email ID).**
- **Assign a ROLE to the User as per your requirement**
- **All the ROLES have by default access of all the Social Media Channels.**
- **Set a Temporary password**
- **The User will be added to the Role**

CloudSocial (Super Admin)

Brand Creation

Blissful Green Brilliant with Brushes CloudSocial Test CloudSocial

Brand *
Type the brand name.

Channel Name
Facebook Instagram Twitter LinkedIn Pinterest YouTube Email RSS TikTok

Industry Type
Select Industry

Role Assign

Agent BackOffice Analytics Marketing User Brand Manager Agency Manager

Select User

SUBMIT

➤ Steps to Add a Role

- Under the Account click on Brand Creation.
- Click on the social media profile which is to be added
- Follow the steps shown for each of the social media channels

Add Social Media Channels



✦ Facebook

Connect to Facebook

<p>PAGE</p> <p>Manage Business page and conversation</p> <p>Connect</p>	<p>MESSENGER</p> <p>Manage direct messages and conversation</p> <p>Connect</p>	<p>AD MANAGE</p> <p>Manage Facebook Ads and promote your brands</p> <p>Connect</p>	<p>PROFILE</p> <p>Manage the Brand's social profile</p> <p>Connect</p>	<p>GROUP</p> <p>Manage Brand's group</p> <p>Connect</p>
---	--	--	--	---

Close

facebook [Create New Account](#)

Log in to Facebook

[Log In](#)

[Forgotten account?](#) [Sign up for Facebook](#)
Not now



You've previously linked Cloudsocial to Facebook

Would you like to continue with your previous settings?

Edit settings

Continue as Sati Neha

Not Sati Neha? [Log in to another account.](#)

By continuing, Cloudsocial will receive ongoing access to the information that you share and Facebook will record when Cloudsocial accesses it. [Learn more about this sharing and the settings that you have.](#)

[Cloudsocial's Privacy Policy and Terms](#)

[Help Centre](#)

Page Selection

Wild Life

Brushes

Submit



Brand Creation

Blissful Green Brilliant with Brushes CloudSocial Test CloudSocial

Brand * Demo Cloud

Channel Name Wild Life, Wild Life

Industry Type Select industry

Role Assign

Agent BackOffice Analytics Marketing User Brand Manager Agency Manager

Select User

SUBMIT

You have selected Wild Life successfully

➤ Steps for Adding a Facebook

- ☀ Once you click on Facebook, this screen will open up.
- Select which specific channel you wish to add and click on Connect.
- You will be asked to login to Facebook.

- Facebook will seek your permission to give access to CloudSocial, Accept.
- Your selected Facebook channel will get added.
- Click on the check box and Submit.



Note: Repeat for other Facebook channels.

Instagram



Connect to Instagram

PAGE



Manage Business page and conversation

Connect

Ad Manager



Manage Instagram Ads and promote your brands

Connect

MESSANGER



Manage direct messages and conversation

Connect

Close

facebook [Create New Account](#)

Log in to Facebook

Email address or phone number

Password

Log In

[Forgotten account?](#) [Sign up for Facebook](#)
[Not now](#)

CLOUDS  CIAL



You've previously linked Cloudsocial to Facebook

Would you like to continue with your previous settings?

Edit settings

Continue as Sati Neha

Not Sati Neha? [Log in to another account.](#)

By continuing, Cloudsocial will receive ongoing access to the information that you share and Facebook will record when Cloudsocial accesses it. [Learn more about this sharing and the settings that you have.](#)

[Cloudsocial's Privacy Policy and Terms](#)

[Help Centre](#)

Page Selection



satinha_creations



Submit

CLOUDS  CIAL

Brand Creation

Blissful Green Brilliant with Brushes CloudSocial Text CloudSocial

Brand * Demo-Cloud

Channel Name Wild Life_Wild Life satineha_creations Twitter LinkedIn Pinterest YouTube Email

Industry Type Select industry

Role Assign

Agent BackOffice Analytics Marketing User Brand Manager Agency Manager

Select User

SUBMIT

You have selected satineha_creations successfully.

➤ Steps for Adding a Instagram

- ☀️ Once you click on Instagram, this screen will open up.
- Select which specific channel you wish to add and click on Connect.
- You will be asked to login to Facebook.

- **Instagram will seek your permission to give access to CloudSocial, Accept.**



- **Your Instagram Business Page will get added.**

- **Click on the check box and Submit.**

Note: Repeat for other Instagram channels.



Connect to Twitter



PAGE



Manage Business page and conversation

Connect

Direct Message



Manage the brand's direct messages

Connect

Close



Sign up for Twitter >

Authorise Cloudsocial Integration to access your account?



Cloudsocial Integration
By Cloudsocial Technologies Pte Ltd
cloudsocial.io

It is a tool for brand management

[Privacy Policy](#)

[Terms and Conditions](#)

Remember me - [Forgotten your password?](#)

Authorise app

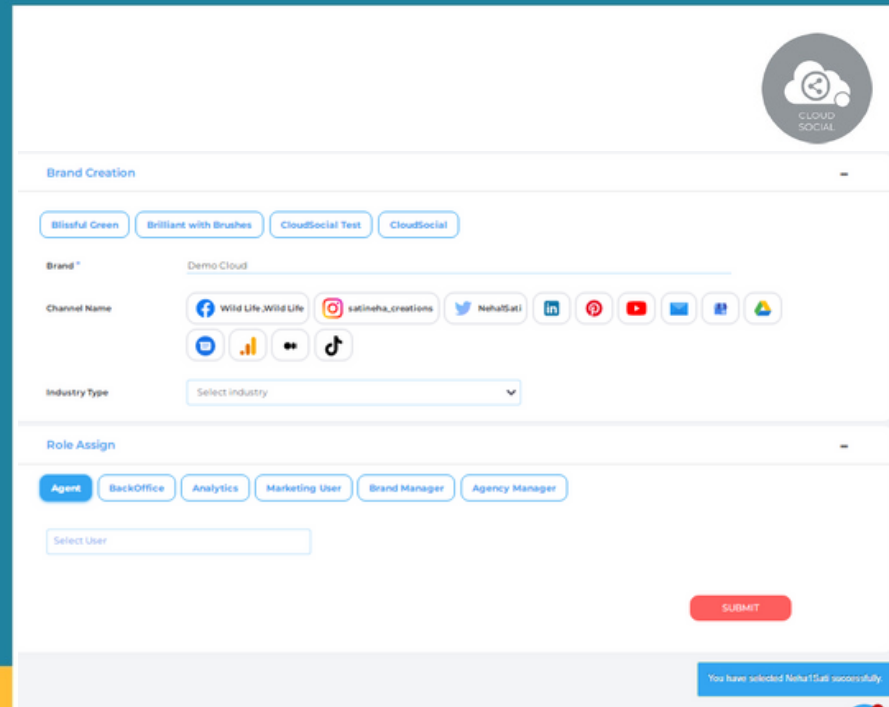
Cancel

This application will be able to:

- See Tweets from your timeline (including protected Tweets) as well as your Lists and collections.
- See your Twitter profile information and account settings.
- See accounts you follow, mute, and block.
- Follow and unfollow accounts for you.
- Update your profile and account settings.
- Post and delete Tweets for you, and engage with Tweets posted by others (like, unlike, reply to a Tweet, Retweet, etc.) for you.
- Create, manage, and delete Lists and collections for you.
- Mute, block, and report accounts for you.
- Send Direct Messages for you and read, manage, and delete your Direct Messages.

[Learn more about third-party app permissions in the Help Center.](#)

CLOUDS  CIAL



Brand Creation

Blissful Green Brilliant with Brushes CloudSocial Test CloudSocial

Brand * Demo Cloud

Channel Name Wild Life_Wild Life satineha_creations Neha1Sat

Industry Type Select industry

Role Assign

Agent BackOffice Analytics Marketing User Brand Manager Agency Manager

Select User

SUBMIT

You have selected Neha1Sat successfully

➤ Steps for Adding a Twitter

- Once you click on Twitter, this screen will open up.
- Select which specific channel you wish to add and click on Connect.
- You will be asked to login to Twitter.

- **Twitter will seek your permission to give access to CloudSocial, Accept.**



- **Your Twitter Profile will get added.**

Note: Repeat for other Twitter channels.



Connect to LinkedIn



PAGE



Manage Business
page and
conversation

Connect

Profile



Manage individual
accounts and
conversation

Connect

Close



LinkedIn

Welcome Back

Don't miss your next opportunity. Sign in to stay updated on your professional world.

Show

Cancel

Sign in

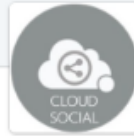
[Forgot password?](#)

New to LinkedIn? [Join now](#)

CLOUDS  CIAL



LinkedIn



Cloudsocial would like to:

- Manage your organizations' pages and retrieve reporting data
- Retrieve your organizations' posts, including any comments, likes and other engagement data
- Retrieve reporting for your advertising accounts
- Use your name and photo
- Use your basic profile including your name, photo, headline, and public profile URL
- Manage your advertising accounts
- Post, comment and like posts on your organization's behalf
- Retrieve your advertising accounts
- Use the primary email address associated with your LinkedIn account

You can stop this sync in your LinkedIn [settings](#). Cloudsocial [terms](#) apply. [Learn more](#).

[Not you?](#)

Cancel

Allow

CLOUDS  CIAL



Page Selection

Submit

Brand Creation

Blissful Green Brilliant with Brushes CloudSocial Test CloudSocial Demo Cloud

Brand * Demo Cloud

Channel Name

Industry Type

Role Assign

Agent BackOffice Analytics Marketing User Brand Manager Agency Manager

Submit

You have selected loveyourself-8a2966238 successfully.

➤ **Steps for Adding a LinkedIn**

☀ **Once you click on LinkedIn, this screen will open up.**



- **Select which specific channel you wish to add and click on Connect.**



- **You will be asked to login to LinkedIn.**

- **LinkedIn will seek your permission to give access to CloudSocial, Accept.**

- **Your LinkedIn Business Page will get added.**

- **Click on the check box and Submit.**


Note: Repeat for other LinkedIn channels.

✦ **Pinterest**



Connect to Pinterest ×

PAGE



Manage Business page and conversation

Connect

Close



Sign up



Log in to see more

Email

Password

Forgot your password?

Log in

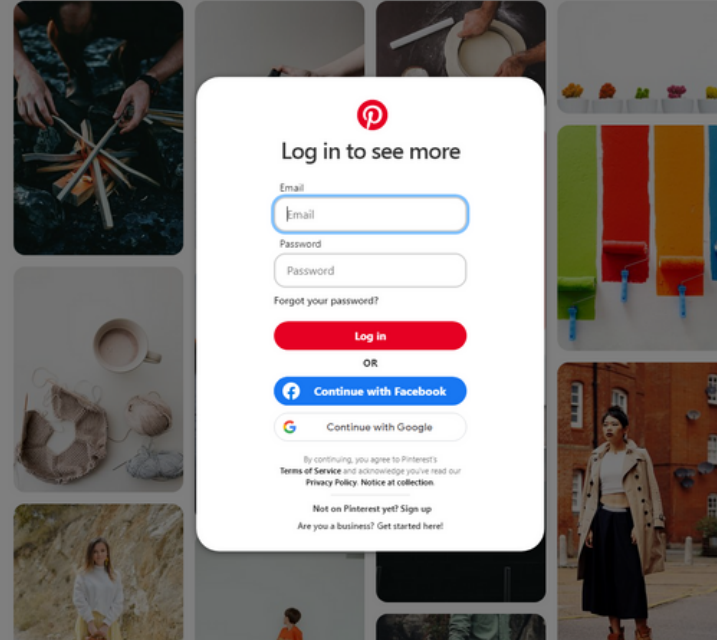
OR

 Continue with Facebook

 Continue with Google

By continuing, you agree to Pinterest's [Terms of Service](#) and acknowledge you've read our [Privacy Policy](#). [Notice at collection](#).

Not on Pinterest yet? [Sign up](#)
Are you a business? [Get started here!](#)



CLOUDS  CIAL



Authorise app

CloudSocial App would like to:

- See your public boards, including group boards you join
- See your secret boards
- Create, update or delete your public boards
- Create, update or delete your secret boards
- See your public Pins
- See your secret Pins
- Create, update, or delete your public Pins
- Create, update, or delete your secret Pins
- See your user accounts and followers



Logged in as Nehacloudpoint
Not your account? [Log out.](#)

[Give access](#)

You can turn this off at any time in your settings.
We recommend reviewing the privacy policy for this app (CloudSocial App).

Access granted is covered by Pinterest's Terms of Service, Business Terms of Service and Privacy Policy.

CLOUDS  CIAL



boards Selection

Quick saves

Submit

Brand Creation

- Blissful Green
- Brilliant with Brushes
- CloudSocial Test
- CloudSocial
- Demo Cloud

Brand * Demo Cloud

Channel Name

- Wild Life ,Wild Life
- satineha_creations
- NehatSati
- love-yourself-Ba2166238
- Quick saves
- YouTube
- WhatsApp
- Telegram
- Google Drive
- Discord
- Analytics
- Podcast
- TikTok

Industry Type

Role Assign

- Agent
- BackOffice
- Analytics
- Marketing User
- Brand Manager
- Agency Manager

Select User

You have selected Quick saves successfully

▷ Steps for Adding a Pinterest

- **Once you click on Pinterest, this screen will open up.**
- **Click on Connect**
- **You will be asked to login to Pinterest.**
- **Pinterest will seek your permission to give access to CloudSocial, Accept.**
- **Your Pinterest will get added**
- **Click on the check box and Submit**

◆ Youtube



Connect to Youtube



PAGE



Manage YouTube
Channel and
Conversations

Connect

Close

CLOUDS  CIAL



 Sign in with Google

Sign in

Continue to cloudsocial.io

Email or phone

[Forgot email?](#)

Next

English (United Kingdom) ▾

[Help](#) [Privacy](#) [Terms](#)

CLOUDS  CIAL






Sign in with Google



Cloudsocial wants to access your Google Account

 nehacloudpoint@gmail.com

This will allow Cloudsocial to:

- See, edit, and permanently delete your YouTube videos, ratings, comments and captions 
-  View YouTube Analytics reports for your YouTube content 

Make sure you trust Cloudsocial

You may be sharing sensitive info with this site or app. You can always see or remove access in your [Google Account](#).

Learn how Google helps you [share data safely](#).

See Cloudsocial's [Privacy Policy](#) and [Terms of Service](#).

Cancel

Allow


English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

CLOUDS  CIAL



Page Selection














 **Neha cloudpoint**

Submit

Brand Creation

Blissful Green Brilliant with Brushes CloudSocial Test CloudSocial Demo Cloud

Brand * Demo Cloud

Channel Name  Wild Life ,Wild Life  satineha_creations  NehaSati
 love-yourself-8a2166238  Quick saves  Neha cloudpoint  
    

Industry Type

Role Assign

Agent BackOffice Analytics Marketing User Brand Manager Agency Manager

Select User

You have selected Neha cloudpoint successfully.

➤ **Steps for Adding a YouTube**



- ☀ **Once you click on YouTube, this screen will open up.**
- **Click on Connect**
- **You will be asked to login to YouTube.**
- **YouTube will seek your permission to give access to Google account, Continue.**
- **Your YouTube will get added**
- **Click on the check box and Submit**

✦ Email



Email Channel Configuration Details


Incoming Email Settings

Mail Server * Port Use SSL/TSL

Username *

Password *

Protocol * Imap Pop3



Outgoing Email Settings

Display Name Port Use SSL/TSL

SMTP Mail Server *

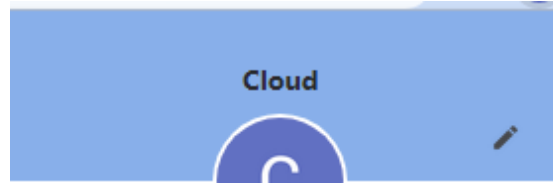
Support Email ID *

Username *

Password *




[Close](#) [Save](#)




Cloud Social

cloudsocialdemocs@gmail.com



 Sync is on

 [Manage your Google Account](#)



+ Add

CLOUDS  CIAL



Google Account

Home
Personal info
Data and privacy
Security
People and sharing
Payments and subscriptions
About

Welcome, Cloud Social

Manage your info, privacy and security to make Google work better for you. [Find out more](#)

Privacy & personalisation

See the data in your Google Account and choose what activity is saved, to personalise your Google experience

[Manage your data and privacy](#)

You have security tips

Security tips found in the Security Check-up

[Review security tips](#)

Privacy suggestions available

Take the Privacy Check-Up and choose the settings that are right for you

[Review suggestion \(3\)](#)

Privacy Terms Help About

Google Account

Home
Personal info
Data and privacy
Security
People and sharing
Payments and subscriptions
About

Signing in to Google

Password Last changed 12:58 >

Use your phone to sign in Off >

2-Step Verification Off >

Ways that we can verify that it's you

These can be used to make sure that it's really you signing in or to contact you if there's suspicious activity in your account

Recovery phone 08992 52850 >

Recovery email Add an email address >

Your devices

Where you're signed in

Privacy Terms Help About



← 2-Step Verification



Protect your account with 2-Step Verification

Prevent hackers from accessing your account with an additional layer of security. When you sign in, 2-Step Verification helps make sure that your personal information stays private, safe and secure.



Security made easy

In addition to your password, 2-Step Verification adds a quick, second step to verify that it's you.



Use 2-Step Verification for all your online accounts

2-Step Verification is a proven way to prevent widespread cyber-attacks. Turn it on wherever it's offered to protect all your online accounts.




Safer with Google

GET STARTED

CLOUDS  CIAL




← 2-Step Verification

An illustration of a smartphone with a blue bar across the screen. Above the phone are five circular icons: a padlock, a person, a phone receiver, and a key.

Let's set up your phone

What phone number do you want to use?

 +91

Google will only use this number for account security.
Don't use a Google Voice number.
Message and data rates may apply.

How do you want to get codes?


Text message Phone call

[Show more options](#)

Step 1 of 3 [NEXT](#)



← 2-Step Verification



Confirm that it works

Google just sent a text message with a verification code to 085952 52850.


Enter the code

G-619928

Didn't get it? [Resend](#)

[BACK](#) Step 2 of 3 [NEXT](#)

← 2-Step Verification



It worked! Turn on 2-Step Verification?

Now that you've seen how it works, do you want to turn on 2-Step Verification for your Google Account cloudsocialdemocs@gmail.com?

Step 3 of 3 [TURN ON](#)



Sign-in step added: phone number	13:03 - Uttar Pradesh, India	>
New sign-in on Windows	13:00 - Uttar Pradesh, India	>
Review security activity (5)		

Signing in to Google



Password	Last changed 12:58	>
2-Step Verification	<input checked="" type="checkbox"/> On	>
App passwords	None	>

Ways that we can verify that it's you

These can be used to make sure that it's really you signing in or to contact you if there's suspicious activity in your account



Recovery phone	085952 52850	>
Recovery email	! Add an email address	>



← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select app

Mail

Calendar

Contacts

YouTube

Other (Custom name)

for which you want to generate the app password.

Select device

GENERATE

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device for which you want to generate the app password.

Mail

Select device

iPhone

iPad

BlackBerry

Mac

Windows Phone

Windows Computer

Other (Custom name)

GENERATE



← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device for which you want to generate the app password.

Mail Windows Computer

GENERATE

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

Generated app password

Your app password for Windows Computer

qkhz refu orcn bifb

How to use it

1. Open the "Mail" app.
2. Open the "Settings" menu.
3. Select "Accounts" and then select your Google Account.
4. Replace your password with the 16-character password shown above.

Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

[Learn more](#)

DONE



The screenshot shows the Gmail Settings page for 'Forwarding and POP/IMAP'. The 'Forwarding' section has an 'Add a forwarding address' button and a tip: 'Tip: You can also forward only some of your mail by creating a filter.' The 'POP download' section has three steps: 1. Status: POP is disabled (selected), with options for 'Enable POP for all mail' and 'Enable POP for mail that arrives from now on'. 2. When messages are accessed with POP: 'keep Gmail's copy in the Inbox'. 3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail) with a link to 'Configuration instructions'. The 'IMAP access' section has 'Status: IMAP is disabled' (selected), with options for 'Enable IMAP' and 'Disable IMAP'. Below it, 'When I mark a message in IMAP as deleted:' has options for 'Auto-Expunge on - Immediately update the server. (default)' and 'Auto-Expunge off - Wait for the client to update the server.'

The browser tabs include 'message', 'Brand Creation | CloudSocial', 'App passwords', 'Settings - cloudsocialdemo...', and 'Read Gmail messages on o...'. The address bar shows a support.google.com URL.

The screenshot shows the Gmail Help page for POP/IMAP settings. It includes a search bar, a heading 'Go to your client, such as Microsoft Outlook, and check these settings.', and a table with the following content:

Incoming Mail (POP) Server	pop.gmail.com Requires SSL: Yes Port: 995
Outgoing Mail (SMTP) Server	smtp.gmail.com Requires SSL: Yes Requires TLS: Yes (if available) Requires Authentication: Yes Port for TLS/STARTTLS: 587 If you use Gmail with your work or school account, check with your administrator for the correct SMTP configuration.
Server timeouts	Greater than 1 minute (5 is recommended)
Full name or display name	Your name
Account name, username or email address	Your email address
Password	Your Gmail password

Below the table is a section titled 'Troubleshoot problems'.



- Blissful Green
- Brilliant with Brushes
- CloudSocial Test
- CloudSocial
- Demo Cloud

Brand * Demo Cloud

Channel Name

- Wild Life ,Wild Life
- satineha_creations
- NehaSati
- love-yourself-8a2166238
- Quick saves
- Neha cloudpoint
- cloudsocialdemocs@gmail.com
-
-
-
-
-
-

Industry Type

Select industry

- Role Assign
- Agent
 - BackOffice
 - Analytics
 - Marketing User
 - Brand Manager
 - Agency Manager

Select User

SUBMIT

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➤ **Steps for Adding a Email**



- **Once you click on Email, this screen will open up.**

In order to add Email in CloudSocial you have to complete 2 steps verification of your email.

◆ **Steps:**

- **Go to your Email Profile**
(Which you wish to add in CloudSoical)
- **Click on 'Manage Your Google Account'**
- **Complete the 2 Steps verification**

Once you complete the 2 steps verification, you will get the option to create the App Password.

**Once you create the App
Password you have to go to
your Email Settings**



- **Fill all the mandatory details for Incoming email settings**
- **Fill all the mandatory details for Outgoing email settings**
- **Click on Save**
- **Your Email Channel will get set up**

◆ Google My Business



Connect to Google My Business ×

PAGE




Manage Business
page and
conversation

Connect

Close

CLOUDS & SOCIAL



 Sign in with Google

Sign in

to continue to cloudsocial.io

[Forgot email?](#)

[Create account](#)


Next

CLOUDS  CIAL



Sign in with Google

cloudsocial.io wants access to your Google Account

 cloudsocialdemocs@gmail.com

When you allow this access, cloudsocial.io will be able to

- See, edit, create and delete your Google business listings. [Learn more](#)

Make sure that you trust cloudsocial.io

You may be sharing sensitive info with this site or app. You can always see or remove access in your [Google Account](#).

Learn how Google helps you [share data safely](#).

See cloudsocial.io's [privacy policy](#) and [Terms of Service](#).

English (United Kingdom) ▾ [Help](#) [Privacy](#) [Terms](#)





Page Selection

Cloud Social

Submit

Brand Creation

Blissful Green Brilliant with Brushes CloudSocial Test CloudSocial Demo Cloud

Brand * Demo Cloud

Channel Name Wild Life ,Wild Life satinsha_creations NehaGati love yourself-8z164238 Quick saves Neha cloudpoint cloudsocialdemoc@gmail.com Cloud Social

Industry Type Select Industry

Role Assign

Agent BackOffice Analytics Marketing User Brand Manager Agency Manager

Select User

You have selected Cloud Social successfully

➤ Steps for Adding a Google My Business

☀️ Once you click on Google My Business, this screen will open up.




- **Click on Connect**
- **You will be asked to login to GMB**
- **GMB will seek your permission to give access to Google account, Continue.**
- **Your GMB will get added**
- **Click on the check box and Submit**

✦ **Google Drive**



Connect to Google Drive ✕

PAGE



Manage Business page and conversation

Connect

Close



Sign in with Google


Sign in
to continue to cloudsocial.io

[Forgot email?](#)


[Create account](#) [Next](#)




Sign in with Google



CloudSocial wants additional access to your Google Account

 nehacloudpoint@gmail.com

 **CloudSocial already has some access**

See the [1 service](#) that CloudSocial has some access to.

Make sure you trust CloudSocial

You may be sharing sensitive info with this site or app. You can always see or remove access in your [Google Account](#).

Learn how Google helps you [share data safely](#).

See CloudSocial's [Privacy Policy](#) and [Terms of Service](#).

English (United States) ▾

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The screenshot displays the Cloud Social interface. At the top right is the Cloud Social logo. Below it is the 'Page Selection' section with a search bar containing 'Neha cloudpoint' and a 'Submit' button. The 'Brand Creation' section includes tabs for 'Blissful Green', 'Brilliant with Brushes', 'CloudSocial Test', 'CloudSocial', and 'Demo Cloud'. The 'Brand' field is set to 'Demo Cloud'. The 'Channel Name' field contains various social media and email icons. The 'Industry Type' field is a dropdown menu. Below this is the 'Role Assign' section with tabs for 'Agent', 'BackOffice', 'Analytics', 'Marketing User', 'Brand Manager', and 'Agency Manager'. A 'Select User' dropdown is present, and a blue notification box at the bottom right states 'You have selected Neha cloudpoint successfully'.

➤ Steps for Adding a Google Drive

- ☀ Once you click on Google Drive, this screen will open up
- Click on Connect
- You will be asked to login to Google Drive

CLOUDS  CIAL

- **Google Drive will seek your permission to give access to Google account, Continue.**
- **Your Google Drive will get added**
- **Click on the check box and Submit**



◆ Google Business Messaging



Connect to Business Messaging ✕

PAGE



Manage Business
Conversation

Connect

Close

CLOUDS  CIAL



Sign in with Google


Sign in
to continue to cloudsocial.io

[Forgot email?](#)


[Create account](#) [Next](#)



Sign in with Google



CloudSocial wants additional access to your Google Account

 nehacloudpoint@gmail.com

i CloudSocial already has some access
See the **1** service that CloudSocial has some access to.

Make sure you trust CloudSocial

You may be sharing sensitive info with this site or app. You can always see or remove access in your [Google Account](#).

Learn how Google helps you [share data safely](#).

See CloudSocial's [Privacy Policy](#) and [Terms of Service](#).

English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)





Google Business Messaging Agent testing url

Brand name
Brand name is visible to you, your technical point of contact and Google. The associated brand can be changed.

Agent name
Agent name is visible when users interact with your agent.

Logo
Square logo (1024 x 1024)


No file chosen

Phone number


Custom agent ID (optional)
Custom agent ID is passed alongside all messages sent to this agent.

Entry points
Entry points are surfaces where users can start conversations with your agent. To modify these fields after verification, contact support. [Learn more](#)

Preview of your agent



Google Business Messaging



Congratulations

Google Business Messaging Agent Testing Url

➤ **Steps for Adding a Google Business Messaging**



☀ **Once you click on Google Business Message, this screen will open up**


- **Click on Connect**
- **You will be asked to login to**
- **Google Business Message**
- **Google Business Message will seek your permission to give access to Google account, Continue.**
- **Fill the mandatory details**
- **Your Google Business Messaging will get added**

★ Medium



Connect to Medium ×

PAGE



Manage Medium
Goto → [medium](#)
[setting](#) → Integration
tokens → Get
integration tokens

Connect

Close



Connect to Medium



PAGE



Manage Medium

Goto → [medium](#)

[setting](#) → Integration

tokens → Get

integration tokens

2bc9251742efcfa347

Connect

Close

CLOUDS  CIAL

➤ Steps for Adding a Medium



☀️ **Once you click on Medium, this screen will open up.**

- **Click on Connect**
- **Go to medium setting**
- **Security and apps**
- **Integration token**
- **Get integration token.**
- **Enter the integration token**
- **Click on connect.**