CLOUD SOCIAL

HOW TO LISTEN VIA CLOUDSOCIAL

LISTEN GUIDE

How to Listen with CloudSocial.

For Social Listen

Click on Listen Section from the Dashboard

- From the menu's available in Listen, select 'Social Listen'.

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Enter the keyword you want to search in the Keyword Search Bar.

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Wait till the Mention's are Fetched from three Social channels i.e, Instagram, Twitter and YouTube.
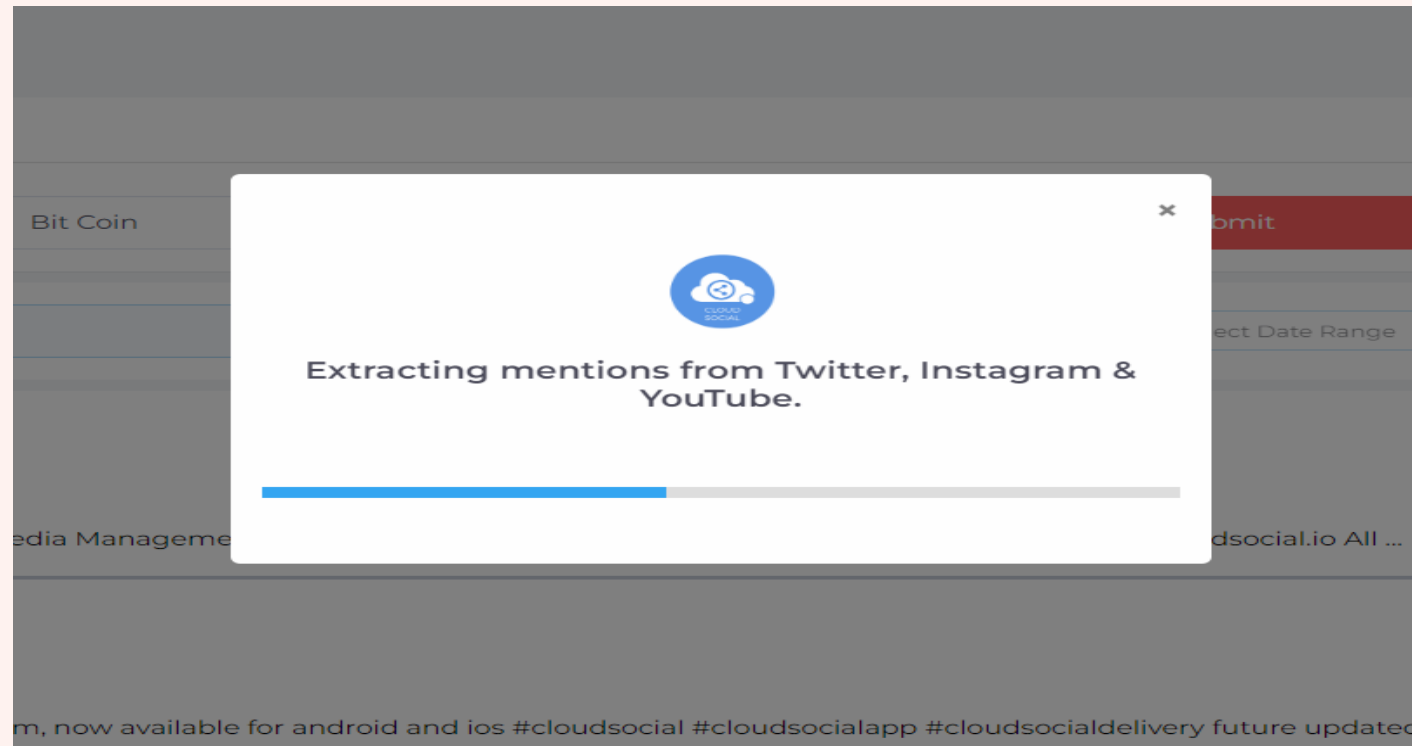
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For Advanced Listen

Step 1A: Click On Advance Listen from the Listen section.

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For Advanced Listen
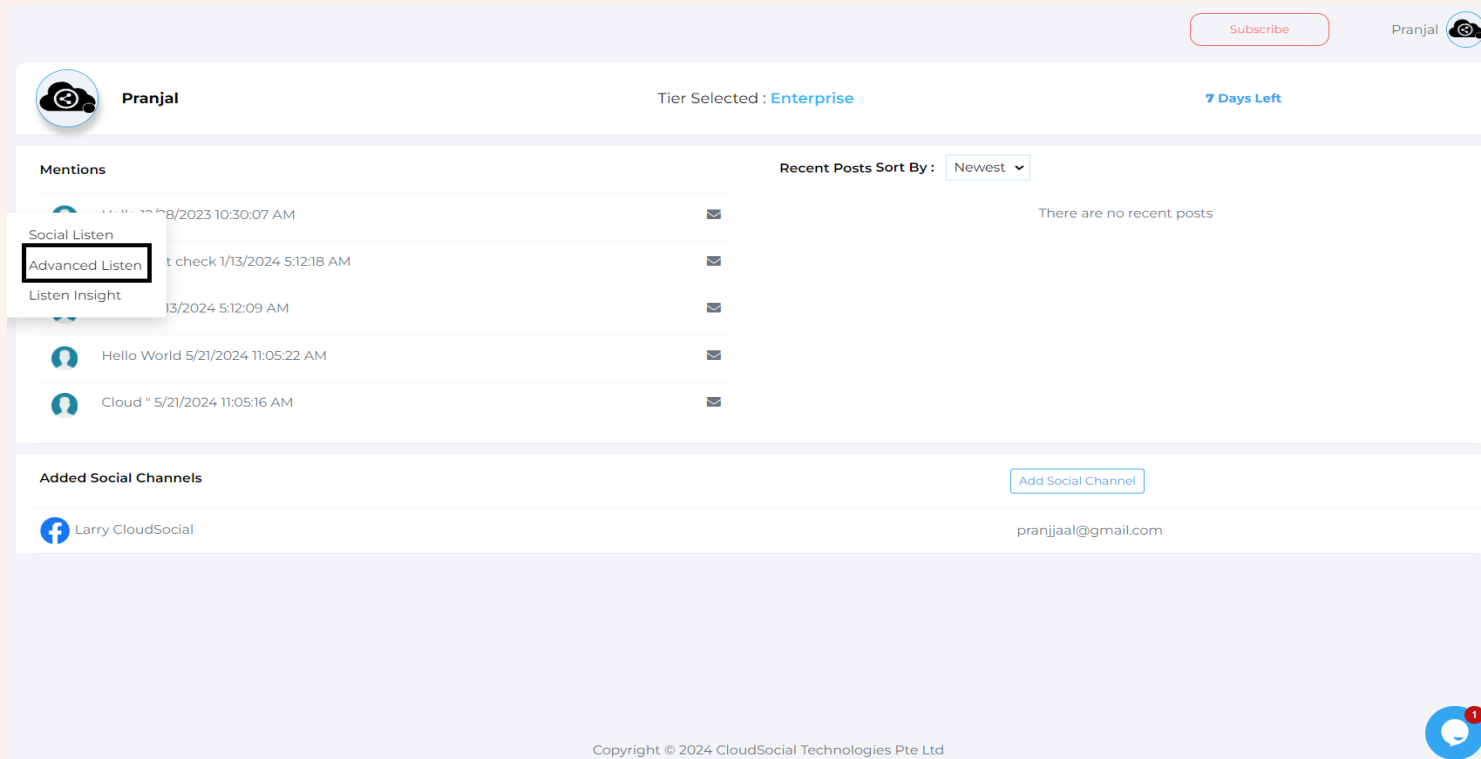
Step 1B: Follow the below mentioned steps to customize your query.

- Search from News, Blogs and Discussions. In the Text box you can add your query.

- From the 'Add Filter' button you can assign various filter to enhance your search.

- From the 'Crawled Since' you can search data from previous 30 days.

- Through 'Sort By' button you can sort the results

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For Advanced Listen

You can also view your past queries from the 'View Past Queries' button and you can also use the option of view 'Sample Queries' which will help in building the query for your search.

From the XLS button you can download the data fetched from Advanced Listen in XLS format.

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For Advanced Listen

Step 1C: Once you have built your query, follow the steps mentioned below.

- Tap on Run Button to Run the query.
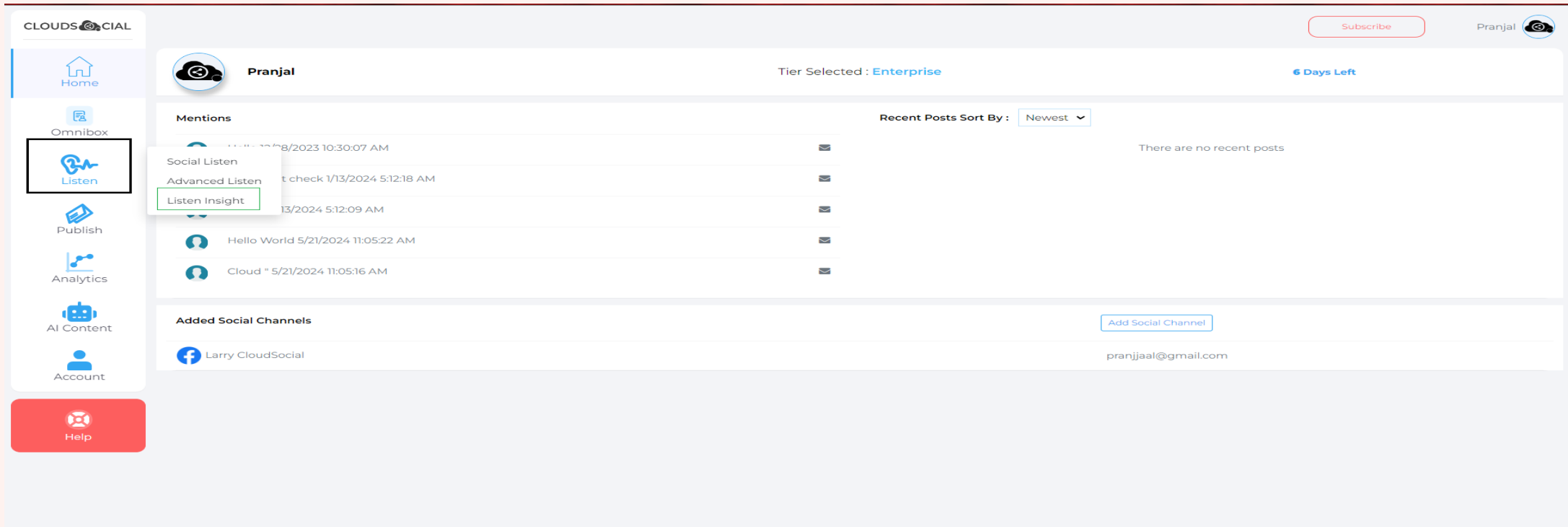- The page view consist of 100 results, if you want next 100 results available for your search, tap on 'Next 100 Mentions'.

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For Listen Insight

You can check the Insight of your Queries which you have searched on Advanced Listen by clicking on the Listen button on the Dashboard and then click on Listen Insight
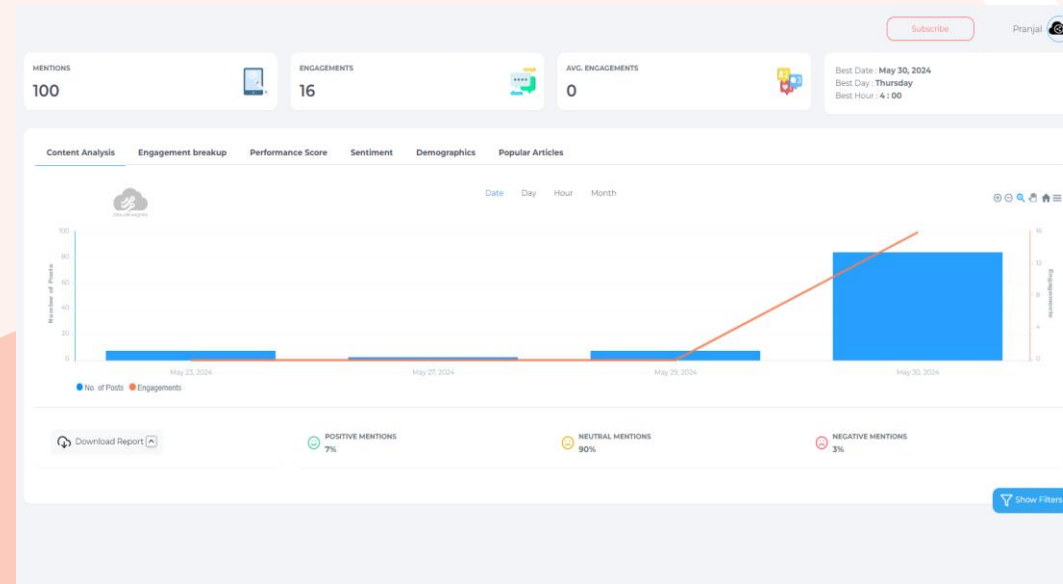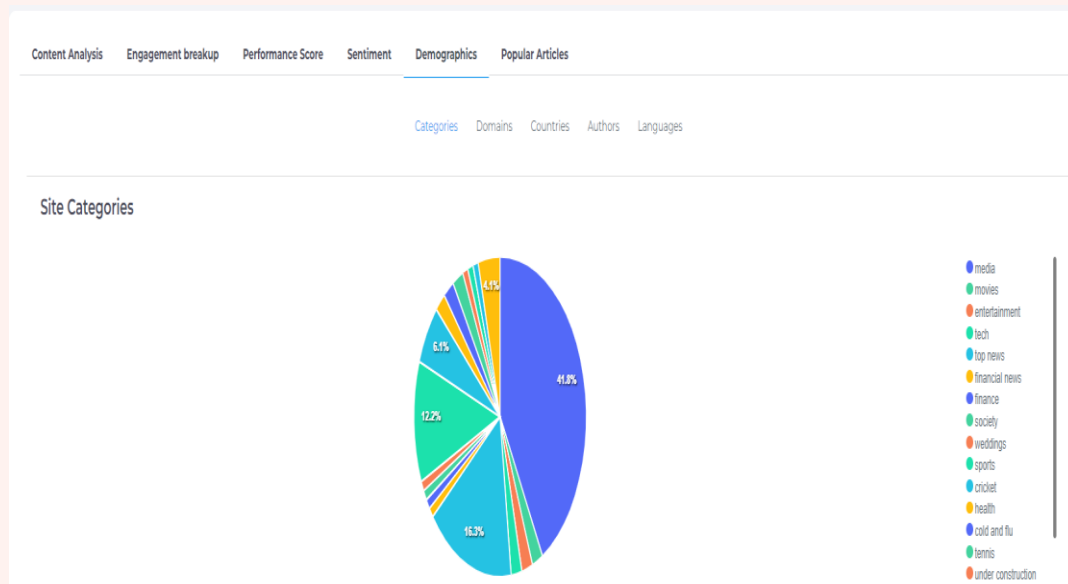
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For Listen Insight

You can view following from Listen Insight:

- Content Analysis
- Engagement Breakup
- Performance Score
- Sentiment
- Demographics
- Popular Articles.

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CloudSocial Support

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