



HOW TO RESPOND FROM OMNIBOX.



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How to respond to Mentions from Omnibox.

➤ **Step 1:** Click on Omnibox From the Dashboard.

The screenshot displays the CloudSocial dashboard interface. On the left, a vertical sidebar contains navigation icons for Home, Omnibox, Listen, Publish, Analytics, AI Content, Account, and Help. The 'Omnibox' icon is highlighted with a red border. The main dashboard area shows the user profile for 'Pranjal' with a 'Tier Selected : Enterprise' and '7 Days Left' notification. Below the profile, there is a 'Mentions' section with a list of five items, each with a user icon, text, and a timestamp. To the right of the mentions is a 'Recent Posts Sort By : Newest' dropdown menu and a message stating 'There are no recent posts'. At the bottom of the dashboard, there is an 'Added Social Channels' section with a Facebook icon and the name 'Larry CloudSocial', and an 'Add Social Channel' button. The email address 'pranjjal@gmail.com' is also visible.

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- **Step 2:** Click on the ticket to check the incoming mention in Omnibox.

The screenshot displays the Omnibox interface. At the top right, there is a 'Subscribe' button and a user profile for 'Pranjal'. Below this is a search bar with the placeholder text 'Search...'. To the right of the search bar are 'Export' options for 'XLS', 'PDF', and '@', along with a refresh icon. Below the search bar are filters for 'Ticket Status', 'Select Channel', and a date range '5/30 12:00 AM - 5/30 11:59 PM'. A red 'Search' button is located to the right of these filters. Below the filters are sorting options: 'Sort By: Newest First', 'Share Type', and 'Priority'. The main content area shows three tickets, each posted by 'Larry Gates'. The first ticket has a mention of '1013751463' and is dated '12/28/2023 10:30:30 AM'. The second ticket has a mention of '1013751461' and the text 'Hello', dated '12/28/2023 10:30:07 AM'. The third ticket has a mention of '1013751460' and the text 'Comment check', dated '1/13/2024 5:12:18 AM'.



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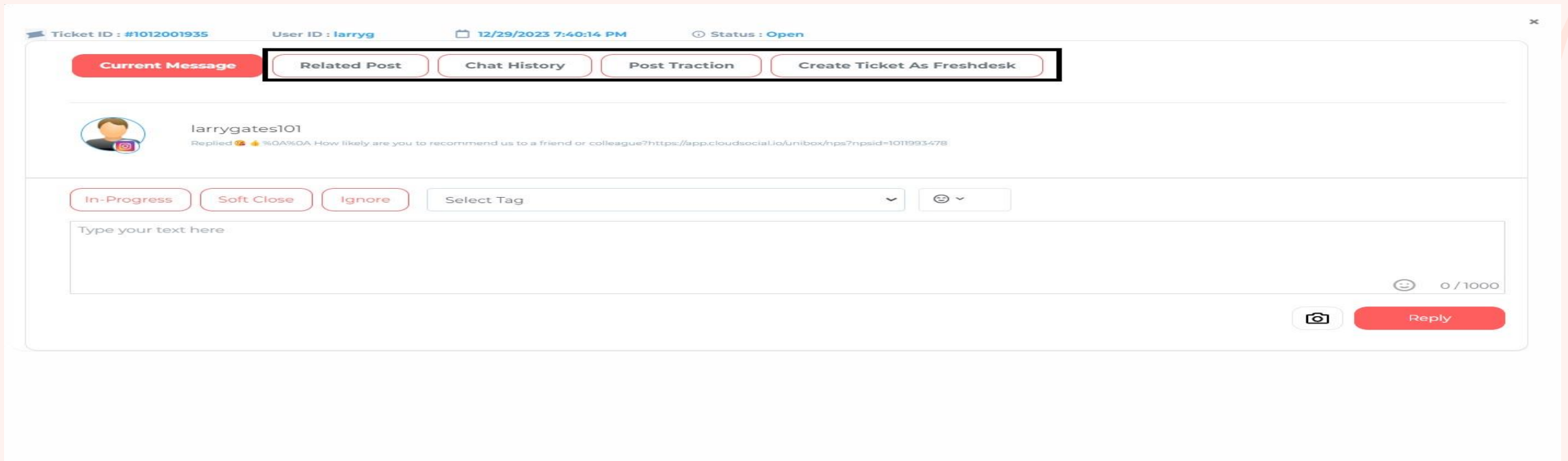
- **Step 3:** Type your reply in the text box to reply on any Comment, Tweet, E-Mail or DM.

The screenshot displays the Omnibox interface for a ticket. At the top, it shows the Ticket ID (#1012001935), User ID (larryg), the date and time (12/29/2023 7:40:14 PM), and the Status (Open). Below this, there are five buttons: Current Message (highlighted in red), Related Post, Chat History, Post Traction, and Create Ticket As Freshdesk. The main content area shows a user profile for larrygates101 with a reply to a question about recommending the service. Below the message, there are buttons for In-Progress, Soft Close, and Ignore, along with a Select Tag dropdown and an emoji picker. A large text input box is highlighted with a black border, containing the placeholder text "Type your text here." and a character count of 0/1000. At the bottom right of the input area, there is a camera icon and a red Reply button.

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➤ Step 4: The options available above are as defined below:

- Current Message: To check the incoming Comment, Tweet, E-Mail and Direct Messages.
- Related Post: To check from which post the Comment or Tweet is Received.
- Post Traction: To check the thread of Message.
- Create Ticket As Freshdesk: You can create a ticket in Freshdesk.



The screenshot displays a ticket interface with the following details:

- Ticket ID:** #1012001935
- User ID:** larryg
- Date/Time:** 12/29/2023 7:40:14 PM
- Status:** Open

A row of five buttons is shown at the top of the ticket content area:

- Current Message** (highlighted in red)
- Related Post** (highlighted with a black border)
- Chat History**
- Post Traction**
- Create Ticket As Freshdesk** (highlighted with a black border)

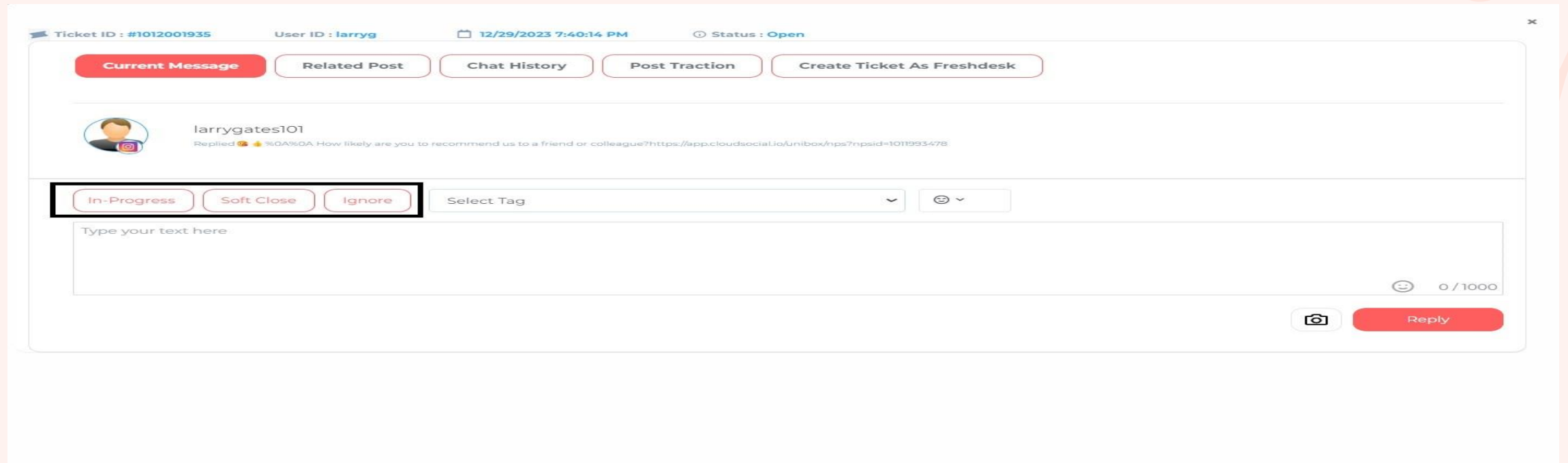
Below the buttons, a user profile for **larrygates101** is visible, with a comment: "Replied 🙌👉%0A%0A How likely are you to recommend us to a friend or colleague?https://app.cloudsocial.io/unibox/nps?npsid=1011993478".

At the bottom, there is a response area with buttons for **In-Progress**, **Soft Close**, and **Ignore**, followed by a **Select Tag** dropdown and a smiley face icon. A text input field contains the placeholder "Type your text here". On the right side of the input field, there is a smiley face icon and a character count "0 / 1000". At the bottom right, there is a camera icon and a red **Reply** button.

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From the highlighted section you can assign the status of the ticket:

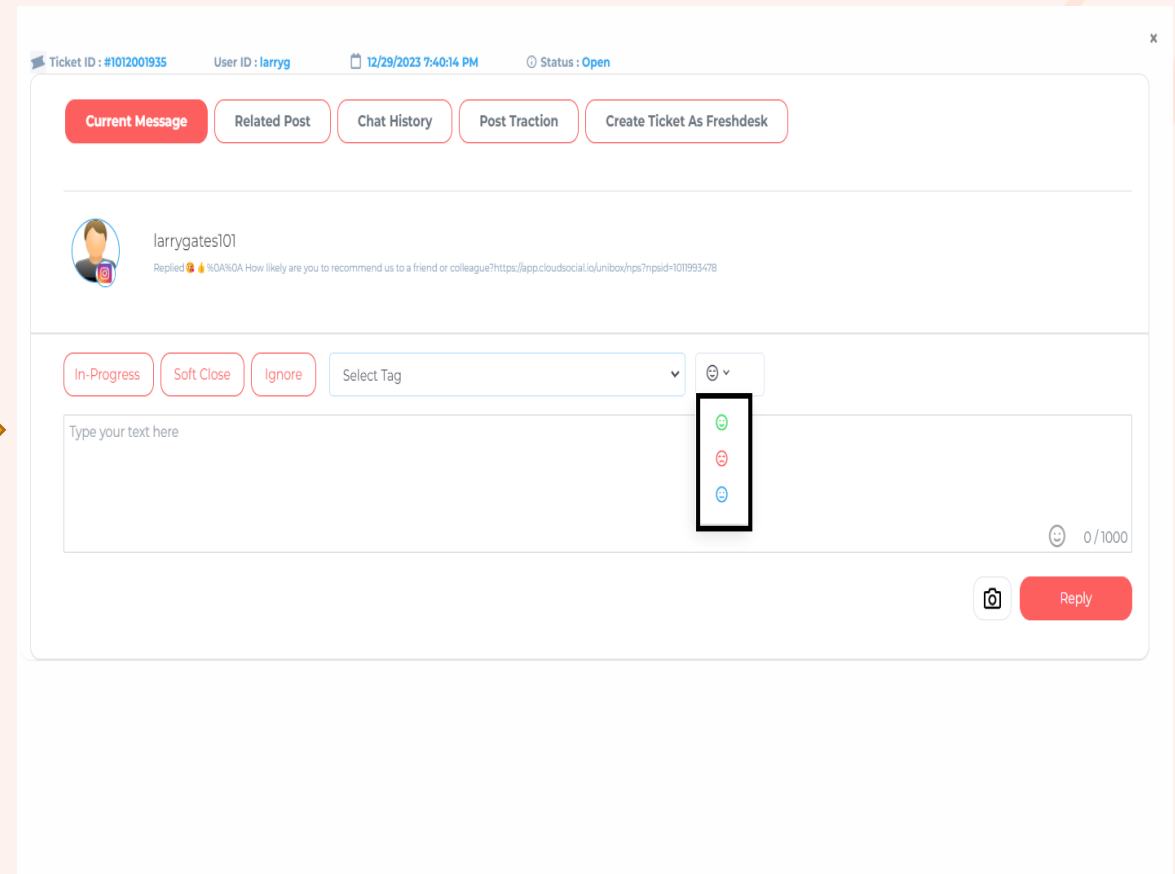
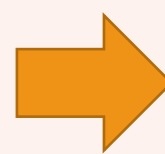
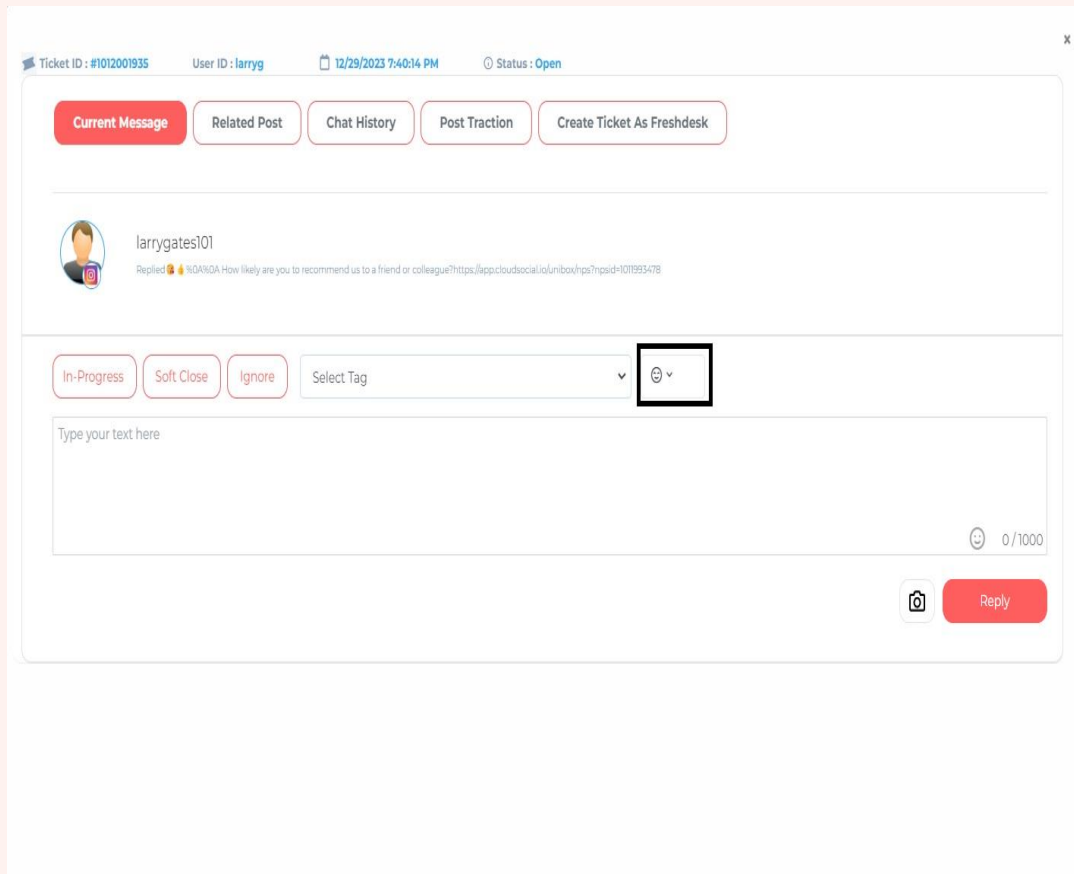
- In-Progress
- Soft Close
- Ignore



The screenshot displays the Omnibox interface for a ticket. At the top, it shows the Ticket ID (#1012001935), User ID (larryg), the date and time (12/29/2023 7:40:14 PM), and the Status (Open). Below this, there are five buttons: Current Message (highlighted in red), Related Post, Chat History, Post Traction, and Create Ticket As Freshdesk. The main content area shows a message from larrygates101, who has replied with a question. Below the message, there are three status buttons: In-Progress, Soft Close, and Ignore, which are highlighted with a black border. To the right of these buttons is a 'Select Tag' dropdown menu and a 'Send' button. Below the status buttons is a text input field with the placeholder 'Type your text here'. At the bottom right, there is a 'Reply' button (highlighted in red) and a character count '0 / 1000'.

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From the highlighted section you can set the sentiment of the ticket you received in the Omnibox.



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With the filter option user may customize data within Omnibox.

A screenshot of the Omnibox search interface. At the top, there is a search bar with a magnifying glass icon and an 'Export' button with a download icon. Below the search bar, there are three filter dropdowns: 'Ticket Status', 'Select Channel', and a date range '5/31 12:00 AM - 5/31 11:59 PM'. A red 'Search' button is on the right. Below the filters, there is a 'Sort By' section with three dropdowns: 'Newest First', 'Share Type', and 'Priority'. The main content area shows three search results. The first result is from 'Ayomikun Opeyemi' with ID '1013014728' and the text 'Amazing'. The second result is from '1013014728' with the text 'Checking responding nature'. The third result is from 'support@cloudsocial.io' with ID '1013014728' and a long text block starting with 'Dear Mr Saleh...'. At the bottom of the page, there is a footer with contact information and a disclaimer.

A screenshot of the 'Ticket Status' filter dropdown menu. The menu is open, showing the following options: 'Open', 'In-Progress', 'Ignored', 'Close', 'Soft-Close', and 'Save As Draft'. The 'Ticket Status' header is highlighted in blue.

A screenshot of the 'Select Channel' filter dropdown menu. The menu is open, showing the following options: 'Facebook', 'Instagram', 'Twitter', 'Linkedin', 'YouTube', 'Facebook DM', 'Email', 'Twitter DM', 'Google My Business', 'Google Business Messaging', and 'Instagram DM'. The 'Select Channel' header is highlighted in blue.

A screenshot of the date range filter calendar. The calendar shows the months of May 2024 and June 2024. The date '31' is selected in both months. The date range is '5/31 12:00 AM - 5/31 11:59 PM'. There is an 'Apply' button at the bottom right.

A screenshot of the 'Ticket Status' and 'Select Channel' filter dropdowns. Both dropdowns are open, showing their respective options. The 'Ticket Status' dropdown shows 'Open', 'In-Progress', 'Ignored', 'Close', 'Soft-Close', and 'Save As Draft'. The 'Select Channel' dropdown shows 'Facebook', 'Instagram', 'Twitter', 'Linkedin', 'YouTube', 'Facebook DM', 'Email', 'Twitter DM', 'Google My Business', 'Google Business Messaging', and 'Instagram DM'.

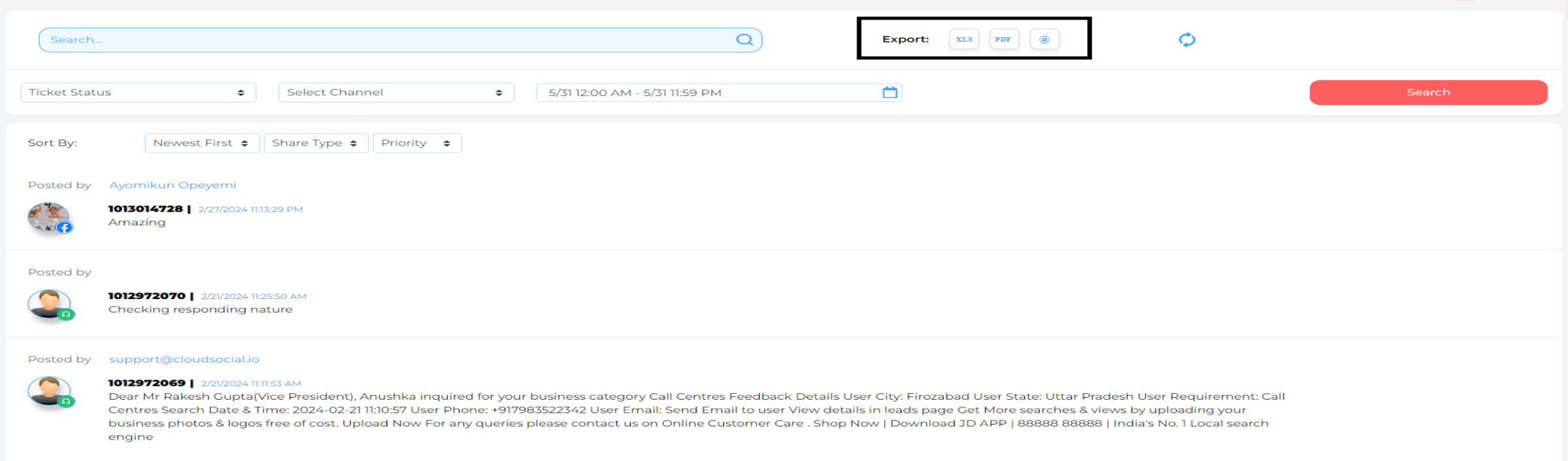
A screenshot of the 'Sort By' filter dropdown menu. The menu is open, showing the following options: 'Newest First', 'Share Type', and 'Priority'. The 'Share Type' dropdown is also open, showing the following options: 'Image', 'Video', 'Animation', and 'Text'. The 'Sort By' header is highlighted in blue.

A screenshot of the 'Priority' filter dropdown menu. The menu is open, showing the following options: 'High', 'Medium', and 'Low'. The 'Priority' header is highlighted in blue.

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You can also download your Omnibox report in different format such as:

- XLS
- PDF
- E-Mail



The screenshot displays the Omnibox interface with the following elements:

- Search Bar:** A search input field with a magnifying glass icon.
- Export Options:** A box containing 'Export:' followed by buttons for 'XLS', 'PDF', and '@', along with a refresh icon.
- Filters:** 'Ticket Status' dropdown, 'Select Channel' dropdown, and a date range filter '5/31 12:00 AM - 5/31 11:59 PM' with a calendar icon.
- Search Button:** A red button labeled 'Search'.
- Sort By:** A section with 'Newest First', 'Share Type', and 'Priority' dropdowns.
- Feedback Entries:**
 - Entry 1:** Posted by Ayomikun Opeyemi. Ticket ID: 1013014728 | 2/27/2024 11:32:29 PM. Content: Amazing.
 - Entry 2:** Posted by support@cloudsocial.io. Ticket ID: 1012972070 | 2/21/2024 11:25:50 AM. Content: Checking responding nature.
 - Entry 3:** Posted by support@cloudsocial.io. Ticket ID: 1012972069 | 2/21/2024 11:11:53 AM. Content: Dear Mr Rakesh Gupta(Vice President), Anushka inquired for your business category Call Centres Feedback Details User City: Firozabad User State: Uttar Pradesh User Requirement: Call Centres Search Date & Time: 2024-02-21 11:10:57 User Phone: +917983522342 User Email: Send Email to user View details in leads page Get More searches & views by uploading your business photos & logos free of cost. Upload Now For any queries please contact us on Online Customer Care . Shop Now | Download JD APP | 88888 88888 | India's No.1 Local search engine



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