

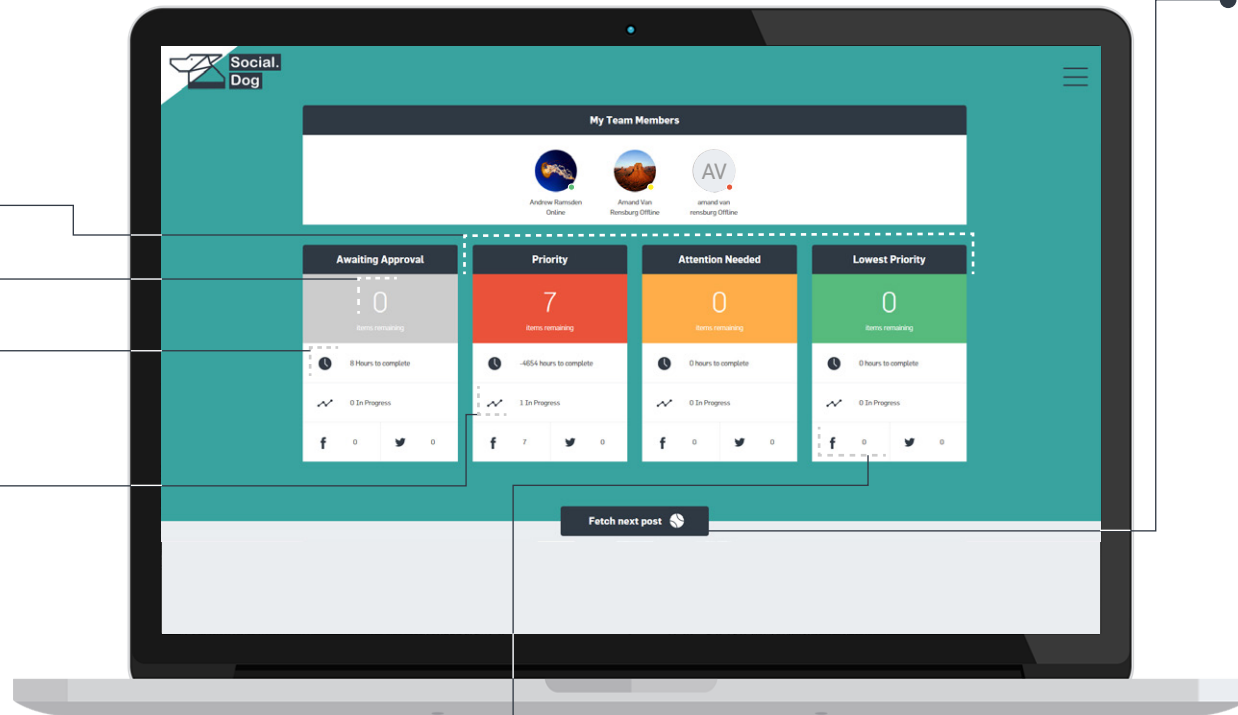
DASHBOARD OVERVIEW

A Quick User Guide

Automatic Responses (Out of office replies)

The system automatically responds to posts and comments received outside operating hours. This setting and the automated response can be configured within the system.

- Priority levels
- Total items in this level
- Hours to complete items
- Items currently checked out by a team member and being attended to



● Total items per social platform

● FETCH NEXT POST:

By clicking on the "Fetch Next" button, the next available item in the queue will be delivered/checked out by the user.

Each item contains:

- Details of the **current conversation**,
- A **consolidated history** of conversations between you and the customer, and
- The **customer's details**.

Users can:

- **Reply** to the item,
- **Like** it,
- **Assign** it to another team member,
- Use a **predefined response**,
- Schedule a **follow-up** at a later stage, and
- Add **internal notes** to the item for future reference.

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AWAITING APPROVAL:

You can set a specific **quality matrix** on Accounts, Teams and Members.

Once a user has completed work on an item the system will use this quality percentage to check content and calculate whether or not an item should undergo an approval process.

MY TEAM MEMBERS:

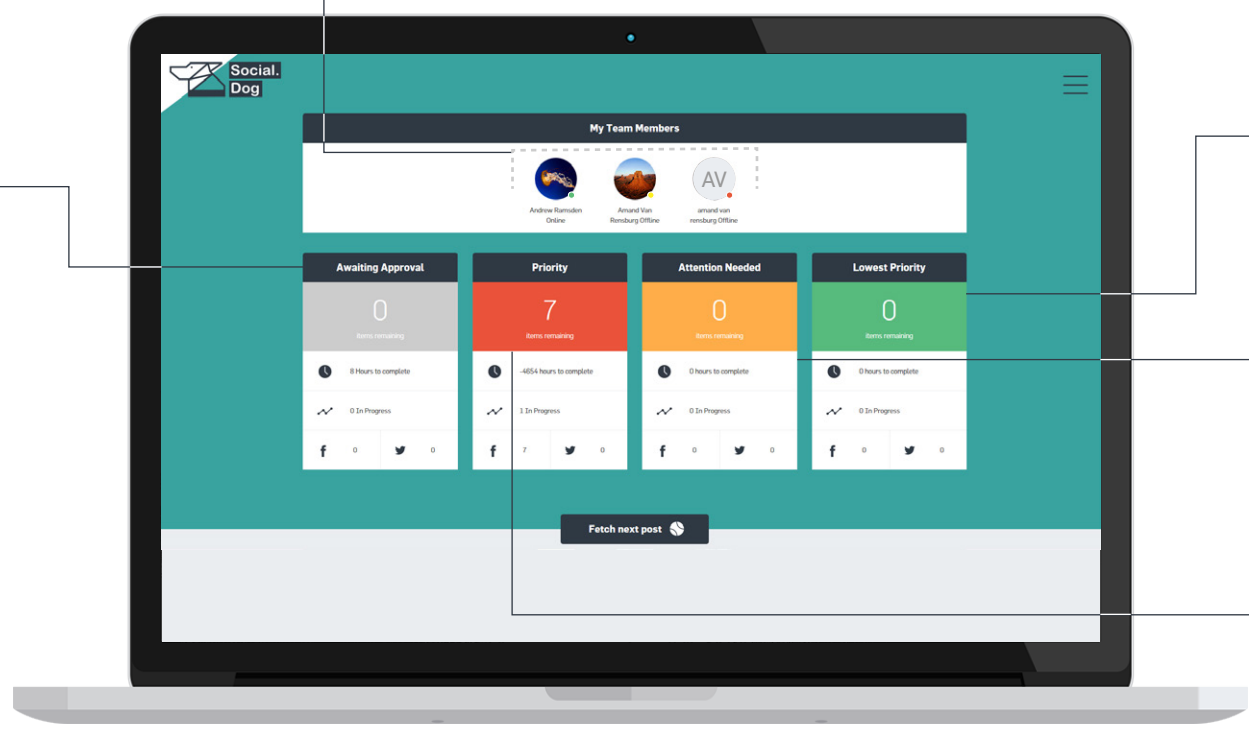
Here you can view the status (**online, away, offline**) of each team member.

There are 3 different priority levels:

Lowest Priority – New items that are added to the queue will start off on the Lowest priority level and escalate to Attention needed level when left unattended.

Attention Needed – All the items that escalated from the first level (Lowest Priority). The items that are not attended to in this level will escalate to Priority level when left unattended.

Priority – These items required your immediate attention and will be served first when the Fetch Next button is clicked.



IMPORTANT:

- Items are calculated by a first in first out model.
- If left unattended an item will escalate to the next priority level.
- Escalation times between levels are fully customizable.