Engage

User Guide

Reputation

2025

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1 | Engage Overview

Engage Overview

Engage is a centralized location to quickly help customers who are reaching out to your brand. Each time a customer reaches out, a conversation is created; respond directly to the user from this conversation or have an internal message discussion with a team member about the conversation.

Engage actively collects social comments or direct messages. It currently supports LinkedIn (social comments only), Facebook (DMs and social comments), Instagram (DMs and social comments), Threads (DMs and social comments), and X (formerly known as Twitter). The table below explains the types of messages used in Engage:

Network	Message Types Received	Limitations
Twitter	@mentions, direct messages, and replies to content in real time	N/A
Facebook	Public @mentions, messages via Messenger, comments on content, comments on boosted posts, and comments on ads in real time	It is only possible to retrieve public content. Users @mentioning business pages in private posts cannot be retrieved. Replies cannot be made through Messenger after seven days.
Instagram	Public @mentions, comments on own posts, and messages via Messenger in real time	Engagements for stories, reels, and IGTV are not available. Instagram only allows replying to comments on your own media. While the platform ingests @mentions, they cannot be replied to via this platform.
Threads	Comments on posts	Threads data is only collected once every 24 hours.
LinkedIn	Comments on posts	LinkedIn data is only collected once every 24 hours. Engagements from direct messages and mentions of organizations are not collected at this time.

Set Up Engage

Setting up Engage consists of two parts: integrating the business social accounts and organizing an internal process for responding to engagements.

1. Integrate the business social accounts.
    a. Add credentials, preferences, and custom sentiment rules.
        - To complete this part of the set up, the user must have the correct permissions.
        - For more instructions, see the Admin section on page 9.

2. Organize the internal response process.
    a. Create Queues and queue rules.
        - For more instructions, see the Queues section on page 18.
    b. Filter the Inbox.
        - For more instructions, see the Inbox section on page 22.
    c. Create Segments.
        - For more instructions, see the Segments section on page 29.
    d. Create Tags and tag rules.
        - For more instructions, see the Tags section on page 33.
    e. Create Dashboards.
        - For more instructions, see the Dashboards section on page 37.
    f. Create and schedule Reports.
        - For more instructions, see the Reports section on page 44.
    g. View the Resolutions by User.
        - For more instructions, see the Resolutions by User section on page 51.

2 | Admin

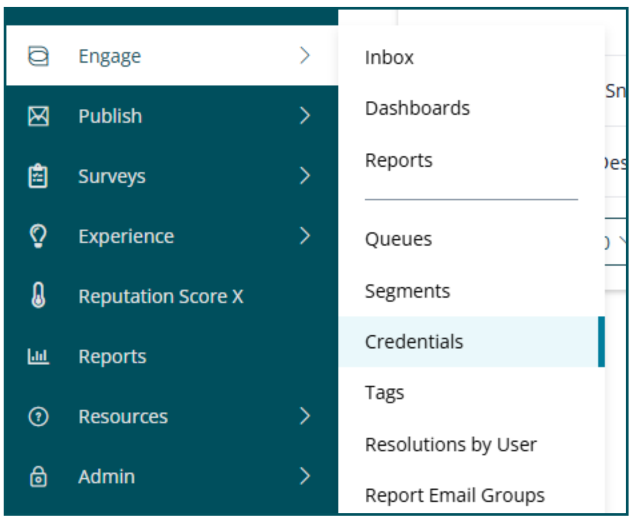
Admin

The following Engage options are only available with certain admin permissions.

- **Credentials**: Authorize specific social accounts to integrate with Engage.
- **Preferences**: Set preferences for Engage such as available hours, an out of office response, and profanity filters.
- **Report Email Group**: Create a group of emails to easily send reports to.
- **Custom Sentiment**: Customize the criteria for the sentiments assigned to engagements.

Credentials

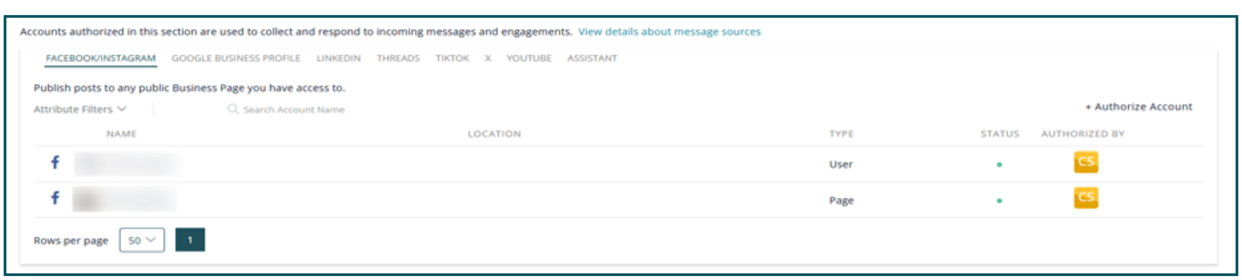
On the **Credentials** page, add the social accounts to integrate with Engage. This consolidates the public and private messages from each account.



To access **Credentials**,

1. Go to **Engage** > **Credentials**.

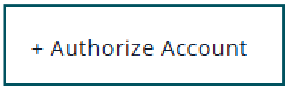
The **Credentials** page displays the accounts Engage is connected to. Use the tab for Facebook/Instagram, Google Business Profile, LinkedIn, Threads, TikTok, X, YouTube, and Assistant to view the list of available accounts for each social network or authorize a business account for that network.



Authorize an Account

To authorize an account,

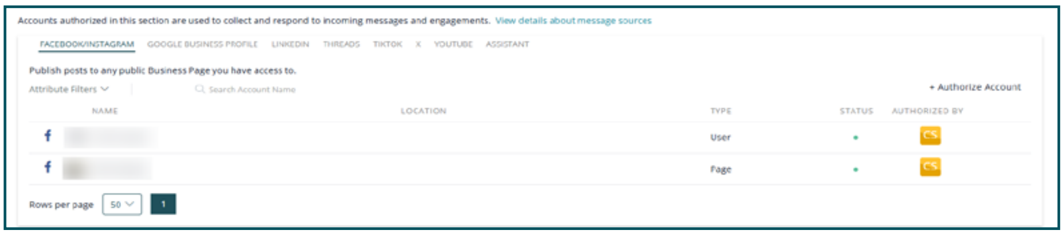
1. Click **Authorize Account**.



- The network for the account opens.

2. Sign in to the business social account.

- The account automatically integrates with Engage.



  - **Name**: The name of the social account.
  - **Location**: The business location the social account is connected to.
  - **Type**: The type of account.
  - **Status**: When the status is green the account is connected to Engage. The status is red if the connection needs to be reauthorized.
  - **Authorized by**: The user who created the account link.

Remove an Account

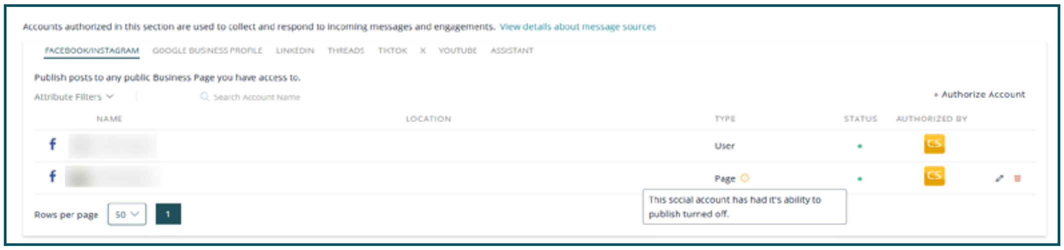
To remove an account,

1. To the right of the **Authorized By** column, hover over the row of the account to delete.
2. Click the delete icon.

- A pop-up displays to confirm the removal of the specific integration.

3. Click **Remove**.

    - The account remains visible in the list, with an information icon in the **Type** column.



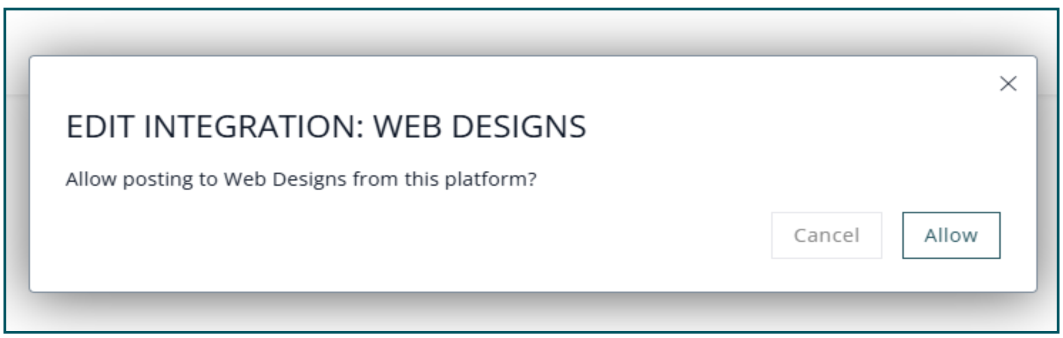
4. Click the delete icon again to remove the account from the list.

Restore an Account

To restore an account integration,

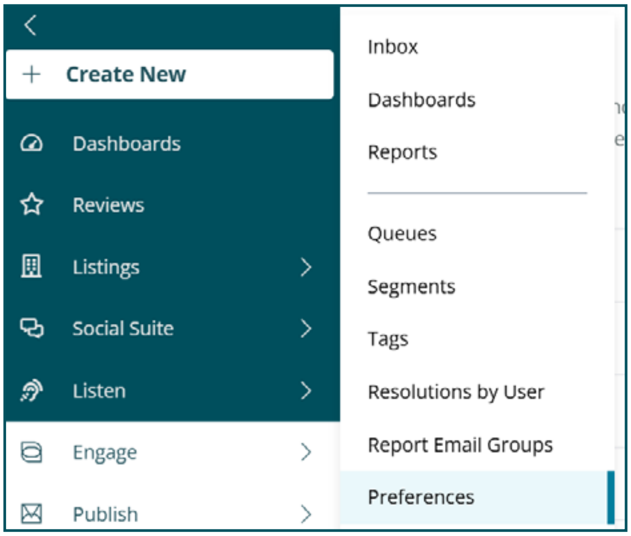
1. To the right of the **Authorized By** column, hover over the row of the account to restore.
2. Click the edit icon.

    - A pop-up displays to confirm the restoration of the integration.



3. Click **Allow**.

Preferences

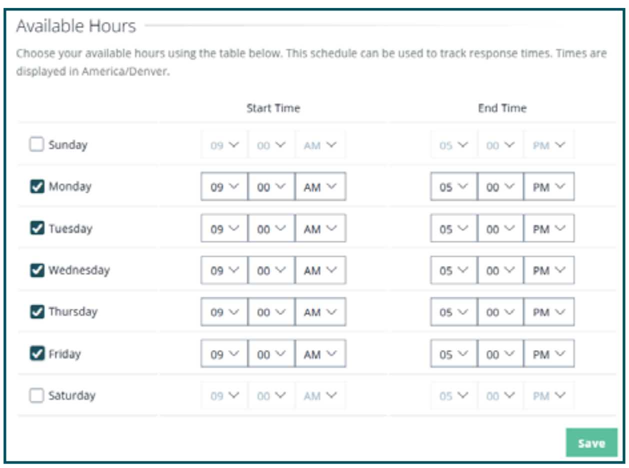


To access **Preferences**,

1. Go to **Engage** > **Preferences**.

Available Hours

Use the table to set the hours customers can expect a response to their messages. This can be used to track response times.



1. Select the available hours for Engage.
2. Click **Save**.

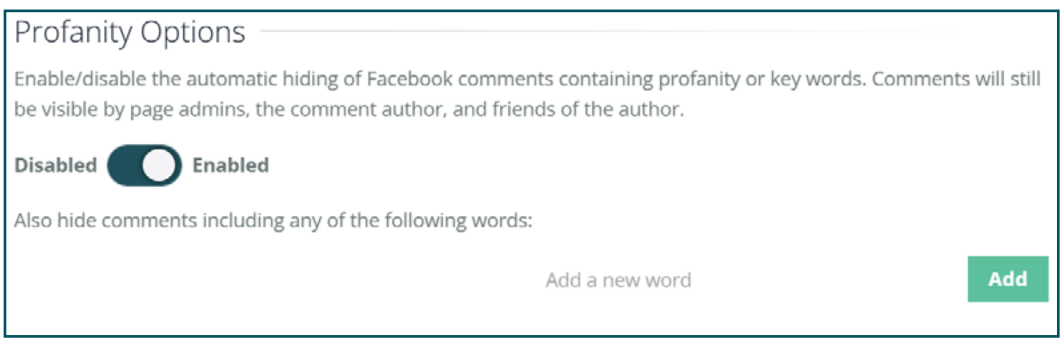
Out of Office Response

Click the radio button to enable an automatic out of office response for messages received outside the set available hours. This is limited to 2,000 characters.

Profanity Options

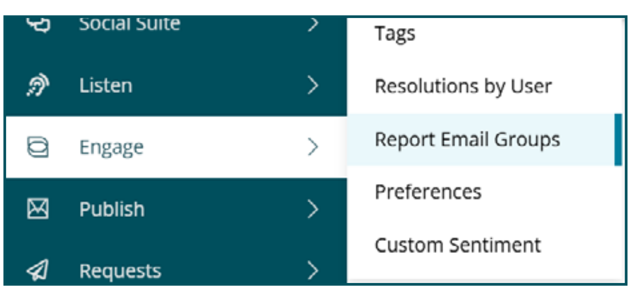
Enable and disable the option to automatically hide comments containing profanity or other keywords for Facebook. The comments are still visible by page admins, the comment author, and friends of the author.

1. Click the radio button to enable/disable the profanity filter.
2. To add additional words to the filter, click **Add**.



Report Email Group

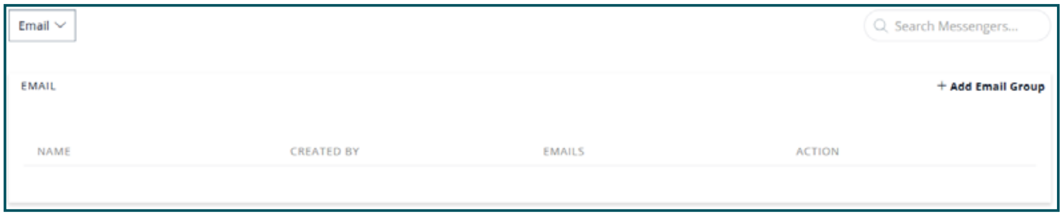
To share reports with the same group of people every time, create an email group. Email groups save the time of entering multiple email addresses for each report. Set it up once, and the platform automatically delivers the report to their inbox according to the report schedule settings.



To access **Report Email Group**,

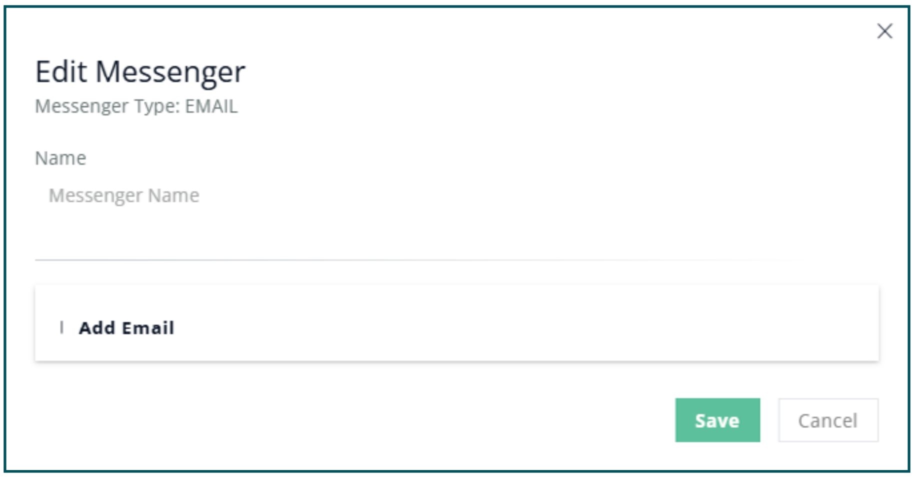
1. Go to **Engage** > **Report Email Group**.

2. Click **Add Email Group** to enter the email addresses of those who should receive reports.



- Create as many email groups as needed. For instance, one for a direct team, one for the senior leadership team, one for the CX team, and so on. After they are created, all email groups appear in the **Add Email Groups** drop-down when scheduling reports; simply click on the group(s) to receive the report.

3. Enter the sender's (Messenger) name.



- The **Messenger Name** can be your name, the department or team name, or something/ someone else. Choose something recipients will recognize.

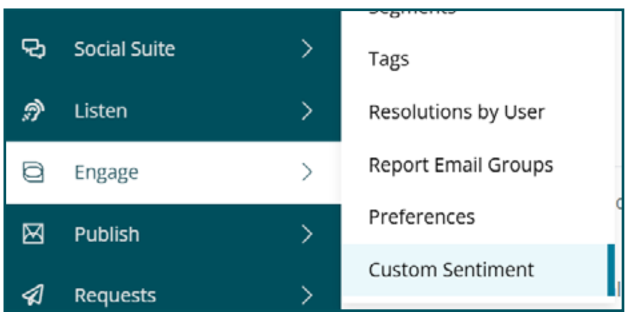
4. Add the email address(es) of the person/people to include in this group.
5. Save the email group.
6. Repeat the steps above to create as many groups as needed.

Send Report via SMS or Slack

1. In the top left corner of the **Report Email Groups** page, select **SMS** or **Slack** and follow the steps listed above, adding phone numbers or workspaces instead of email addresses.

Custom Sentiment

The **Custom Sentiment** page provides customization for the sentiments assigned to engagements.



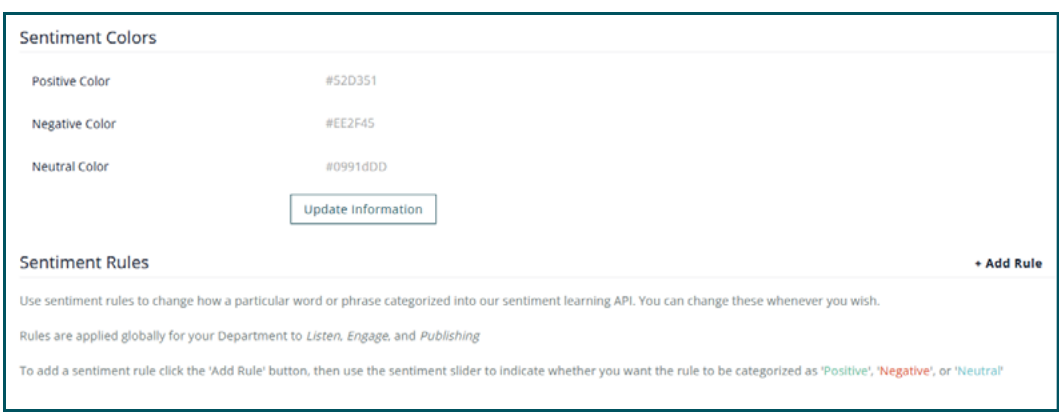
To access **Custom Sentiment**,

1. Go to **Engage** > **Custom Sentiment**.

Sentiment Colors

By default, a positive sentiment is green, a neutral sentiment is blue, and a negative sentiment is red.

Click **Update Information** to change the colors for a positive, negative, or neutral sentiments.



Sentiment Rules

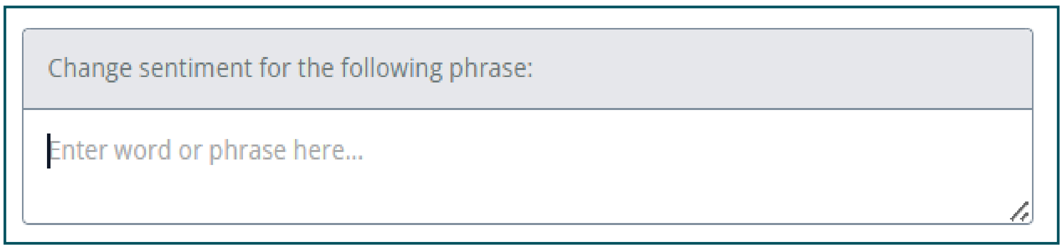
Sentiments for engagements are automatically assigned depending on the words used in the message. Create custom rules for specific words to trigger certain sentiments.

These rules apply globally for Listen, Engage, and Publish.

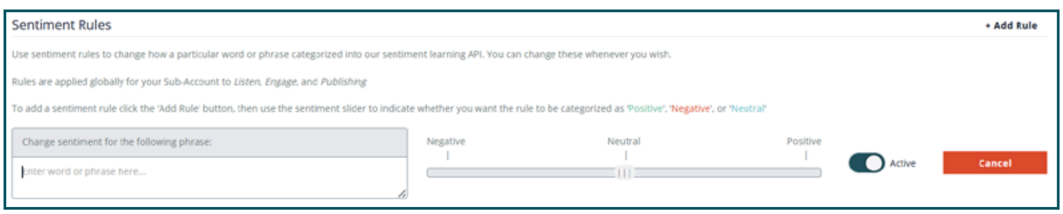
To add a sentiment rule,

1. Click **Add Rule**.

2. Enter a word to create a rule for the sentiment.



3. Use the sentiment slider to indicate if the word should be categorized as Positive, Negative, or Neutral.



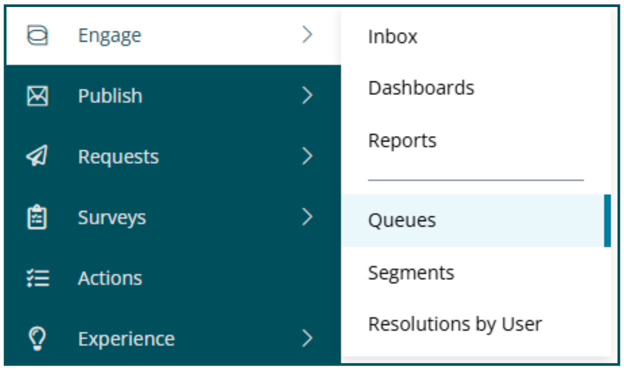
4. Click **Create**.

3 | Queues

Queues

Use the **Queues** page to filter content and easily respond to different types of engagements. Queues can automatically assign a new engagement to a specific user based on the queue rules.

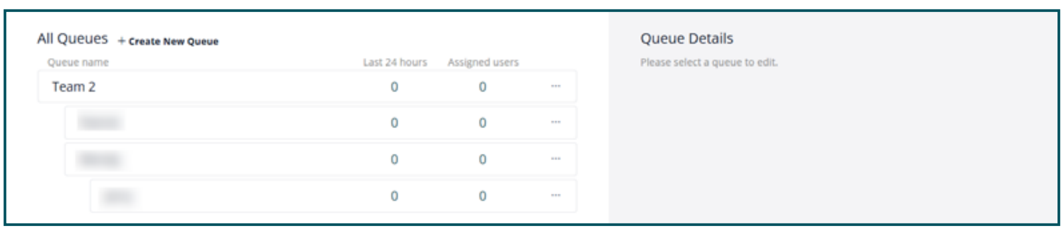
Getting Started



To access **Queues**,

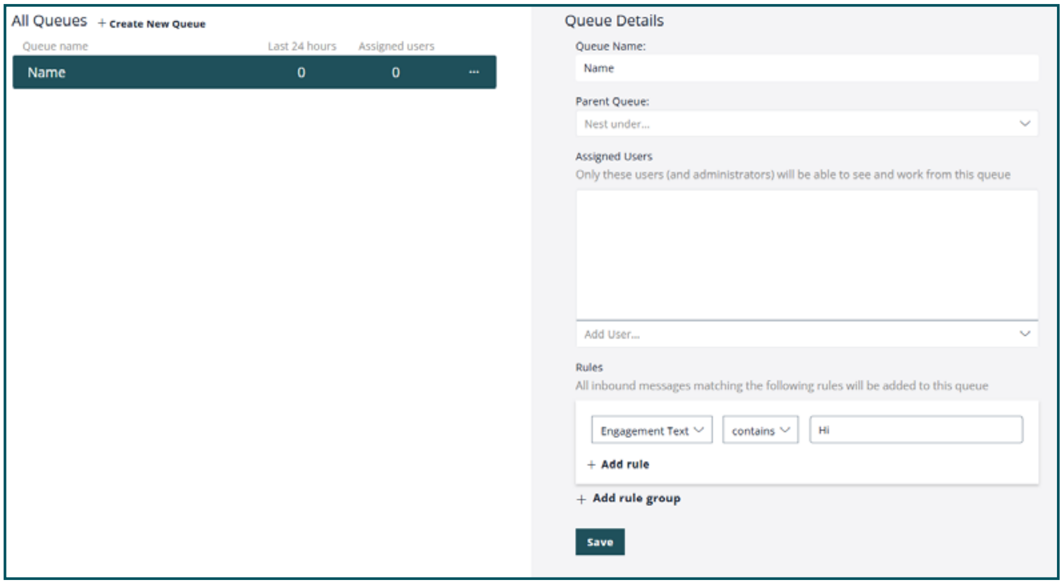
1. Go to **Engage** > **Queues**.

- The list of queues displays the number of engagements from the last 24 hours and the assigned users.

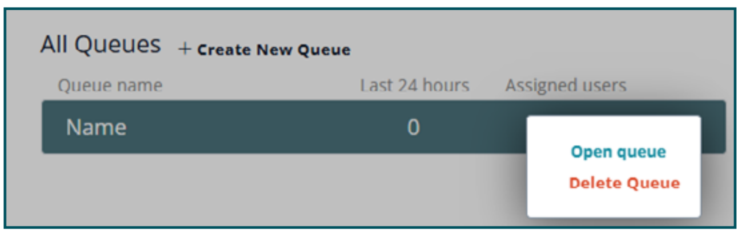


- Each new engagement that matches the rules for the queue is automatically assigned to the selected user(s).
- An engagement that matches multiple queues is viewable under each queue. To avoid multiple users answering the same engagement, it is assigned to the first user to click on it.

2. Click a queue to view and edit the rules and assigned users.



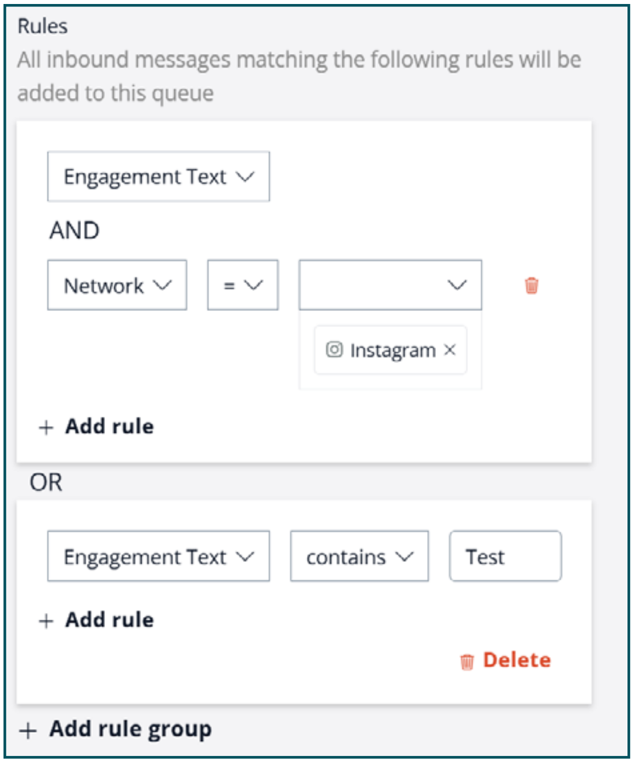
3. Click the ellipsis to the right of the queue to open the queue in **Inbox** or delete the queue.



Create a New Queue

When a queue is created, it only pulls engagements submitted after the queue creation; past engagements are not pulled into the queue.

1. Click **+ Create new queue**.
2. Give the queue a name.
3. (Optional) Under the **Parent Queue** drop-down, nest the queue under another.
4. Add users.
   - The drop-down list displays the users who have access to the queue. Only these users (and administrators) are able to see and work from this queue.



5. Add the queue rules.
    - Queues cannot be saved without rules. There are many fields that can be added as a rule type.
        - **Engagement Text** and **Network** are examples of frequently used rule types.
    - The rules are separated by AND. This means an engagement is only assigned to the queue if every rule applies.
    - The rule groups are separated by OR. This means an engagement is assigned to the queue if one of the rule groups can apply.

Example

This queue is for certain users to see all Instagram content that is not a private message:

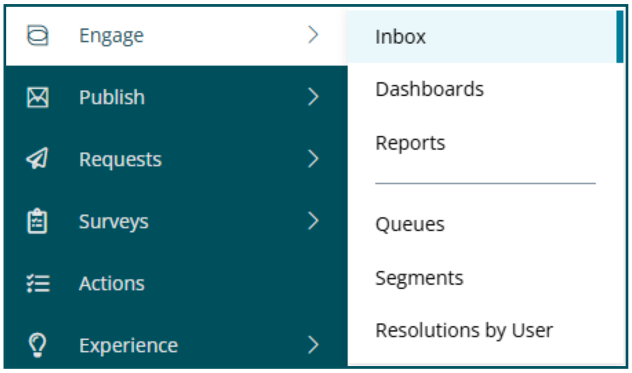
1. Click **+ Add rule**.
2. Select **Network**.
3. Select **=**.
4. Select **Instagram**.
5. Click **+ Add rule**.
6. Select **Is Private Message**.
7. Select **=**.
8. Select **False**.
    - Because this rule displays content other than private messages, add an Engagement Text rule to filter out some of the spam messages.

4 | Inbox

Inbox

In the **Inbox**, organize and respond to consolidated private and public messages from across multiple social media platforms.

Getting Started

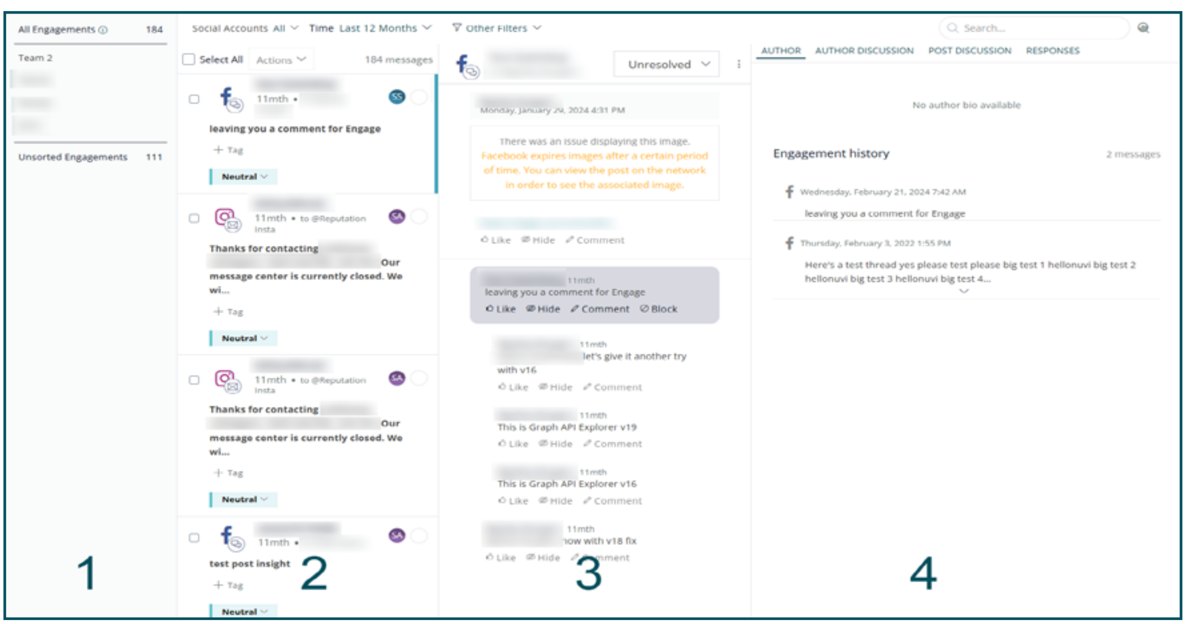


To access **Inbox**,

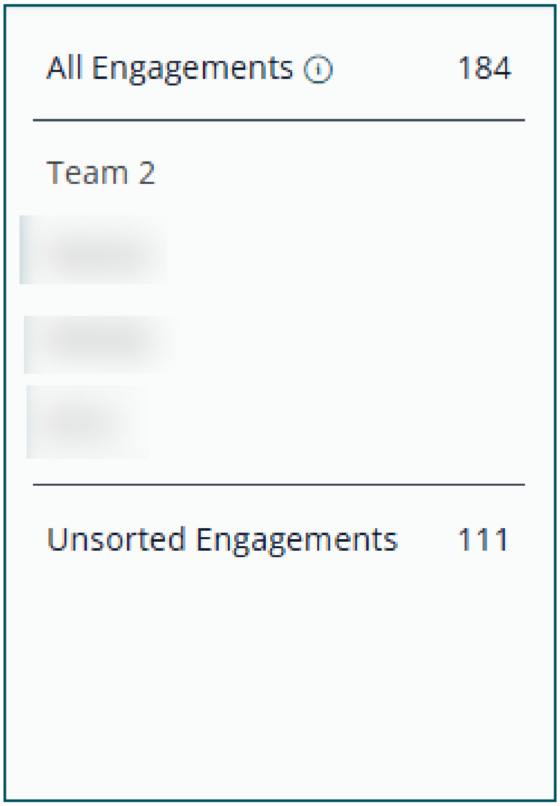
1. Go to **Engage** > **Inbox**.

The **Inbox** page is split into four columns:

1. Queue
2. Message List
3. Message Context
4. Internal



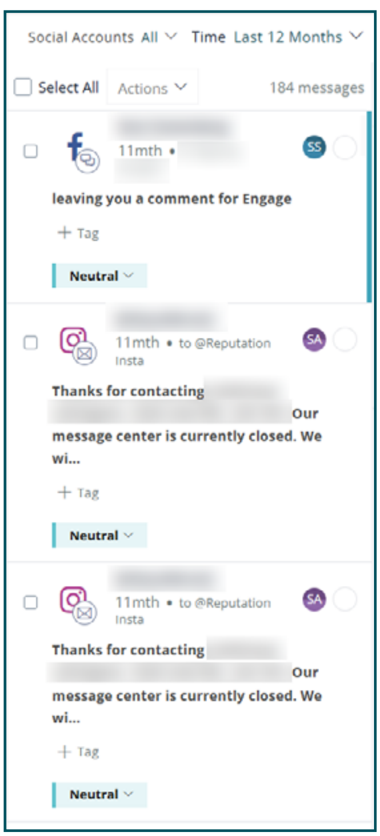
Queue Column



The queue column shows the total number of sorted and unsorted engagements. Under the total engagements the names from the queues are listed.

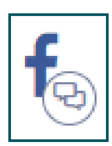
1. Click a queue to filter the inbox to the assigned engagements.
    - This filters all the other columns on the page.

Message List Column

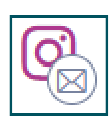


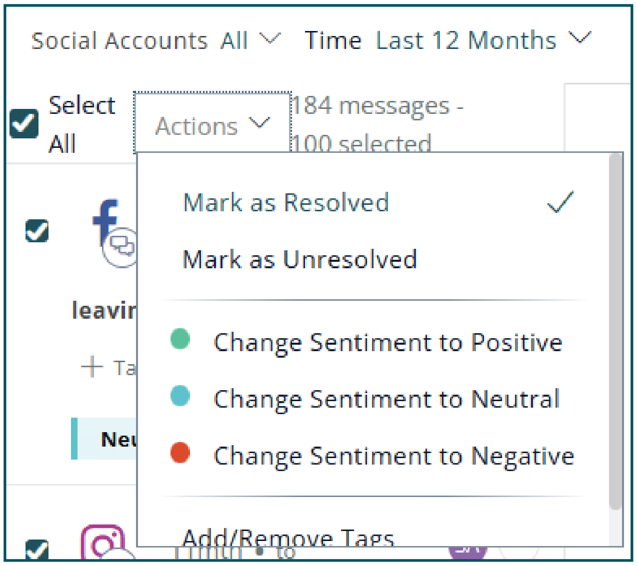
The message list column displays all the available engagements.

1. Click on an engagement to open it in the message context and internal columns.
    - The comment icon indicates the engagement is a public comment.

    - The message icon indicates the engagement is a private message.

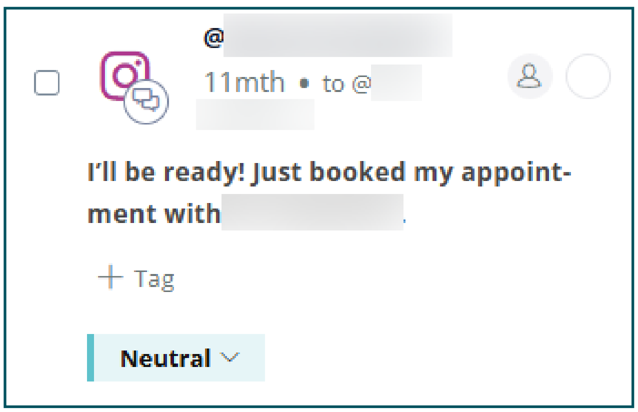
      



At the top of the column, click **Select All** or the check box on individual messages to apply a status to the engagement.

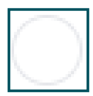
Use the **Actions** drop-down to mark groups of messages as resolved/unresolved, change the sentiment, and add or remove tags.

- Mark as Resolved
- Mark as Unresolved
- Change Sentiment to Positive
- Change Sentiment to Neutral
- Change Sentiment to Negative
- Add/Remove Tags



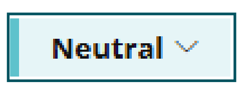
To apply these options individually to messages,

- Click the empty circle in the top right corner of the message to mark the message as resolved. Click it again to unresolve.

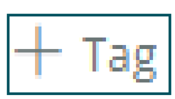


- Click the person icon in the top right corner to assign the message.

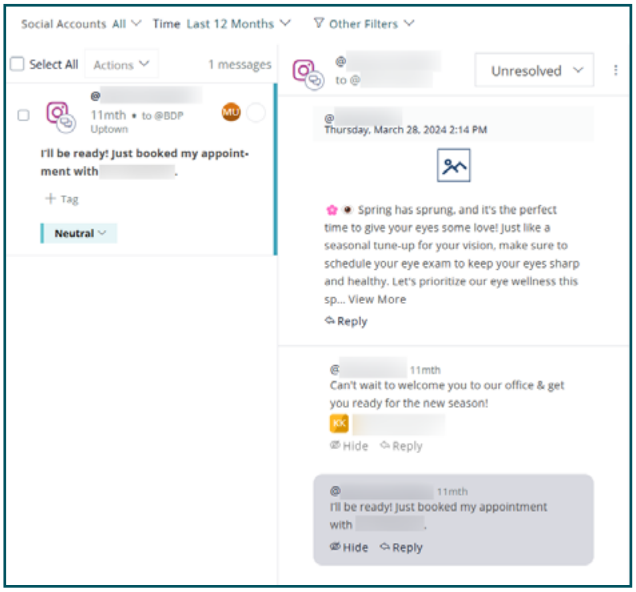
- Use the sentiment drop-down at the bottom of the message to assign a sentiment to it.



- Click **+Tag** to add a tag to the message.



Message Context Column

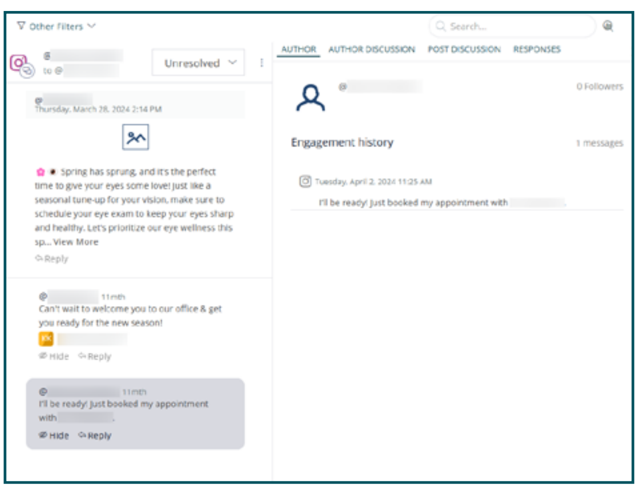


When a message is selected and open in the message context column,

1. Use the drop-down at the top of the column to mark the conversation as resolved, unresolved, or dismissed.
2. Click the dots in the top right corner of the column to redact the engagement or delete a social comment.
   - **Assign Queues**: Assign the message to a queue.
   - **Redact Message**: Redacting a message hides the entire engagement history in the platform and any incoming messages are not shown.
   - **Delete Social Comment**: While social comments can be deleted, private messages cannot be (this only applies to Facebook).

Internal Column

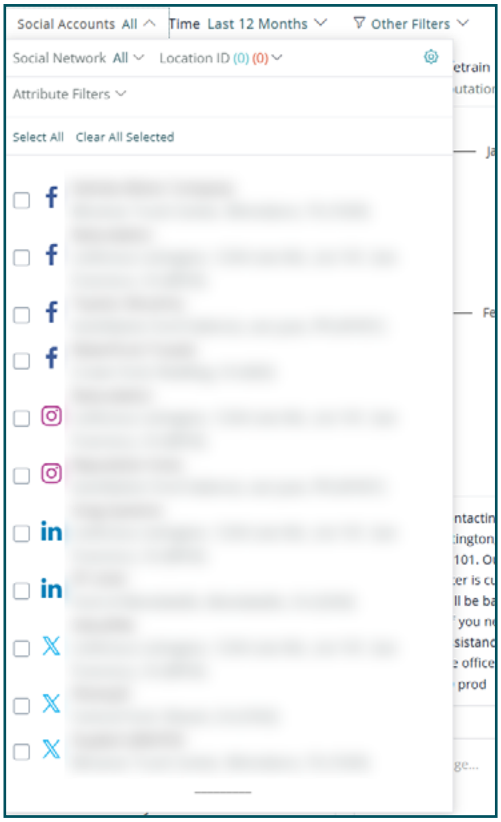
When a message is selected, the tabs in internal column populate. All information, messages, discussions, and notes in this column are only visible to the internal team and do not appear publicly.



- **Author**: Displays information about the author of the message and the engagement history.
- **Author Discussion**: Includes internal notes about the author. If this author posts another message these notes are available.
- **Post Discussions**: Includes internal notes about the post. This is for the specific engagement and is not connected to the author.
- **Responses**: Displays the responses to the post.

Top-Line Filters

Use the top-line filters to sort the messages that are visible in the columns.

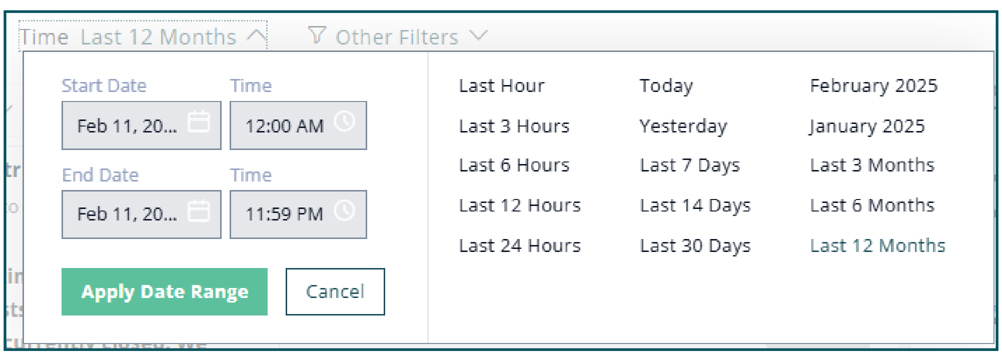


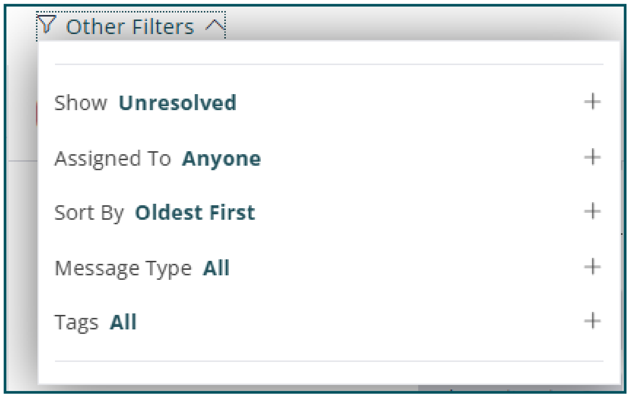
To filter by social accounts,

1. Click the **Social Accounts** drop-down.
2. Check the boxes for one or more social accounts to display the messages from each account in the inbox.

To filter by **Time**,

1. Click the **Time** drop-down.
2. Select a date range or create a custom date range.
3. Click **Apply Date Range**.





To apply other filters,

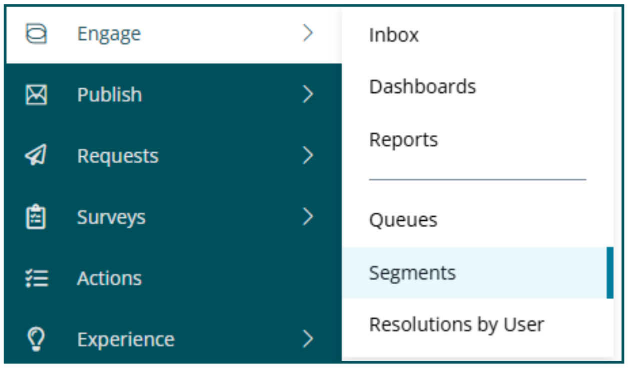
1. Click the **Other Filters** drop-down.
    - Show: Sort by Unresolved, Resolved, All
    - Assigned To: Sort by assigned messages
    - Sort By: Oldest First or Newest First
    - Message Type: All, Public, or Private
    - Tags: Sort by tags.

5 | Segments

Segments

Use the **Segments** page to create specific filter groups. These groups can be defined by criteria for a post and rules for when they occur. This adds extra filtering options to dashboards, providing additional views for deeper analysis of post data.

Getting Started

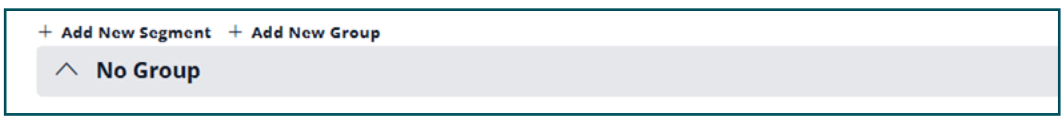


To access Segments,

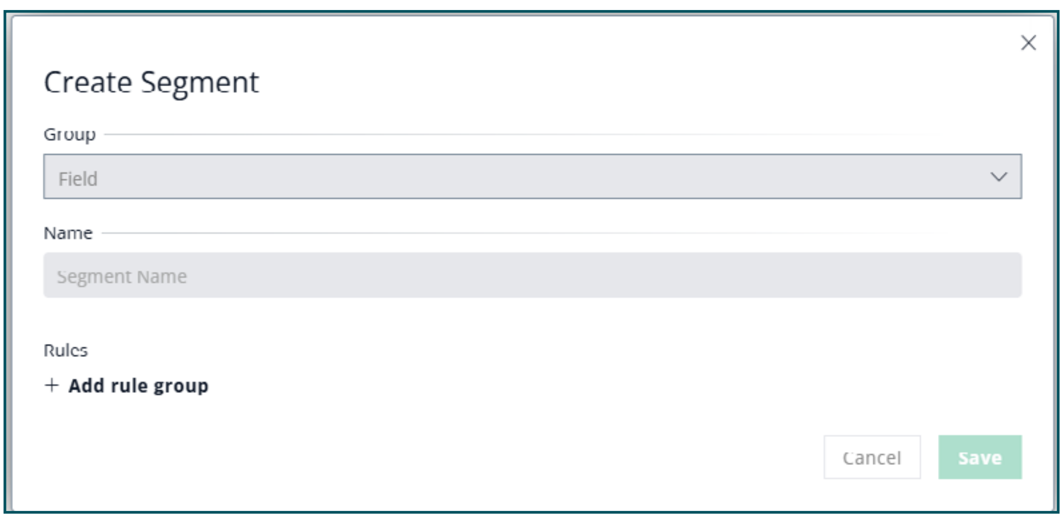
1. Go to **Engage** > **Segments**.

Create a New Segment

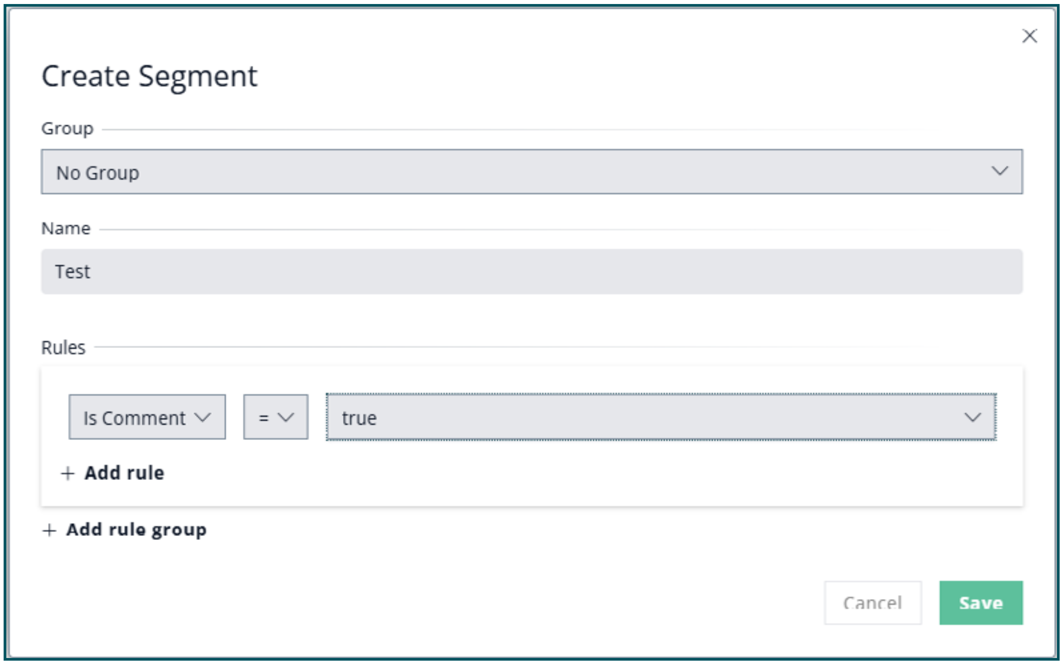
1. Click **Add New Segment**.



2. Name the segment.



3. Click **Add rule group** to add a conditional rule to a segment.

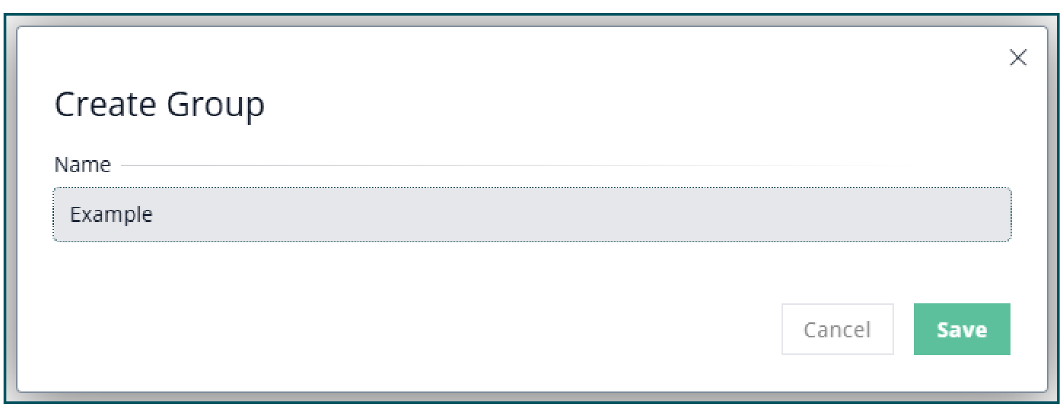


- If needed, add additional rules by clicking **Add rule**.
- The rules are separated by AND. This means the segment filters only the messages that match with every rule.
- The rule groups are separated by OR. This means the segment filters the messages if they are categorized under at least one of the rule groups.

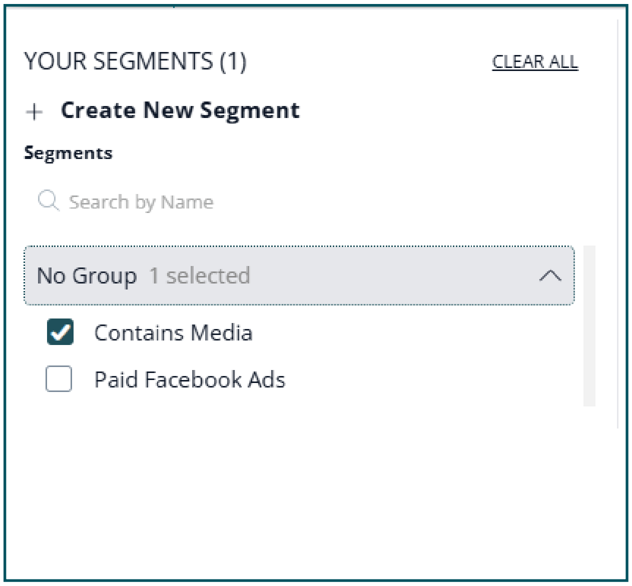
4. Click **Save**.
   - The segment displays.

To create a groups to organize the segments,

1. Click **Add New Group**.
2. Type a group name.
3. Click **Save**.



Apply a Segment



To use the segment,

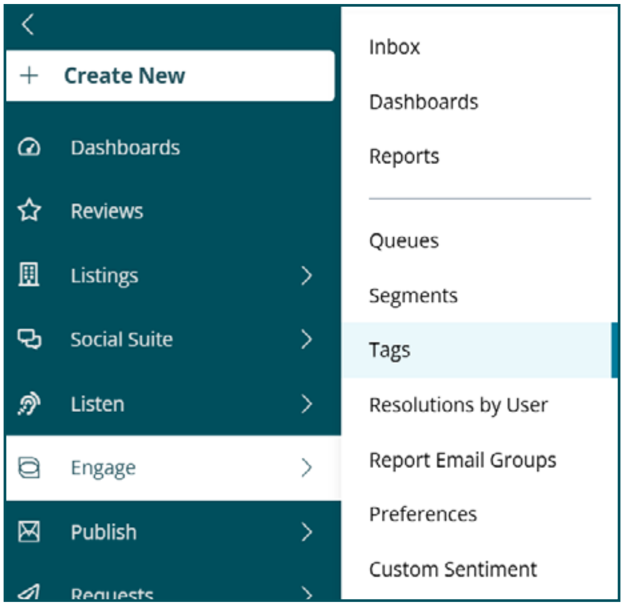
1. Go to **Engage** > **Dashboards**.
2. Click a dashboard title to open it.
3. Click the Segments filter at the top of the page.
4. Find the Segment and select it.

6 | Tags

Tags

Tags are used to flag and organize individual mentions collected into Engage. Use groups to organize the tags for easy access.

Getting Started

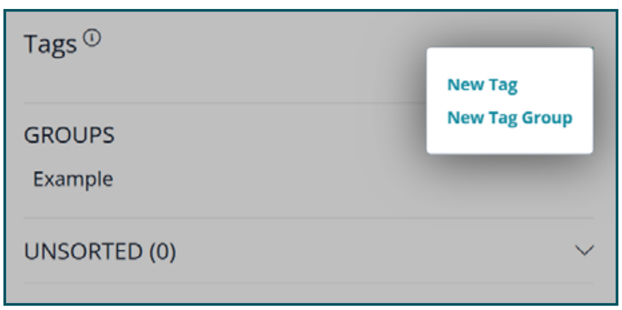


To create tags and tag rules,

1. Go to **Engage** > **Tags**.

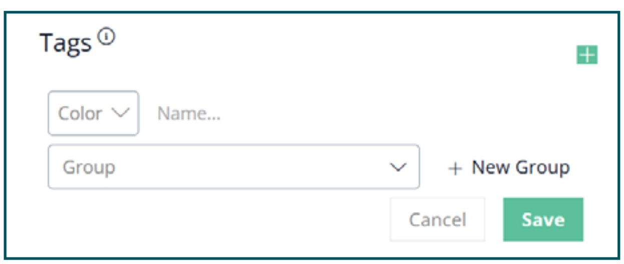
Create Tags

On the right side of the **Tags** page, the tag groups and the unsorted tags are listed under drop-downs.

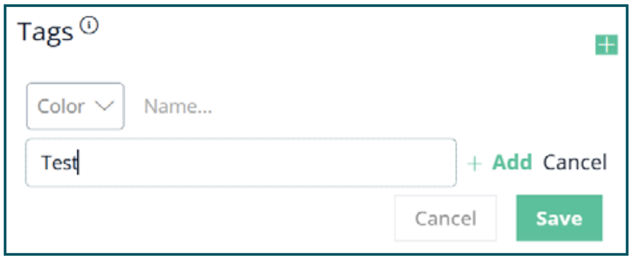


To create a new tag or tag group,

1. Click the green plus in the right corner.
2. Click **New Tag**.



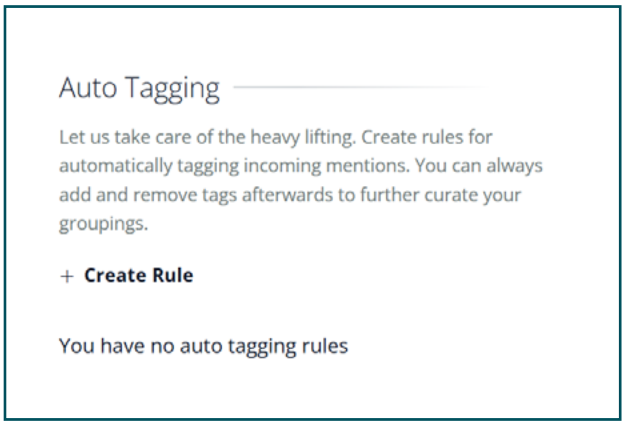
3. Assign the tag a color.
4. Assign the tag a name.



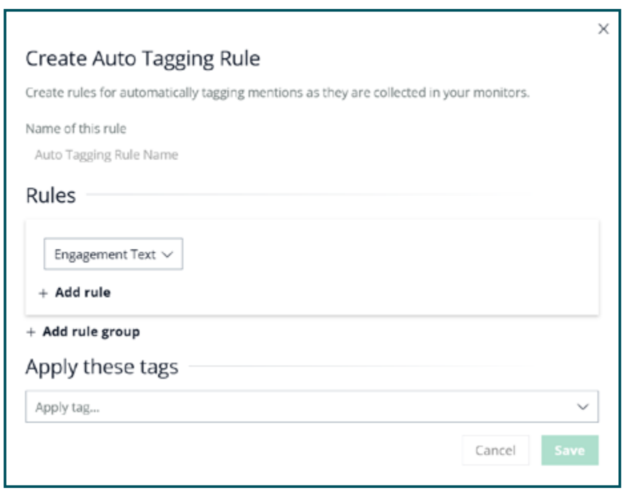
5. Click the **Group** drop-down to select a group for the tag.
   a. Click **+New Group** to create a group for the tag.
   b. Type the group name.
   c. Click **+Add**.
6. Click **Save**.

Create Auto Tag Rules

On the left side of the **Tags** page, create rules to automatically tag incoming mentions. It is possible to add or remove tags for each message if necessary.



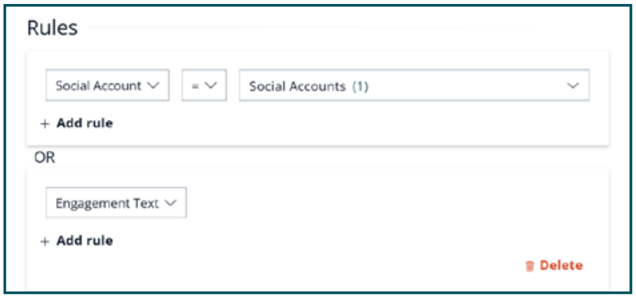
1. Click **+Create Rule**.



2. Type the name of the rule.
3. Under **Rules**, use the drop-down to select the criteria to tag by.

4. Complete the two defining fields that display.
   - Example: Is Comment = True

5. Click **+Add rule** to add more rules.
    - These rules are separated by AND. This means a message is only tagged if every rule applies.



6. Click **+Add rule group** to add additional rule groups.
    - The rule groups are separated by OR. This means a message is tagged if at least one of the rule groups can apply.

7. Under **Apply these tags**, click the drop-down to select the tag group for the rule.

    a. Click **+Create Tag**, to create a new tag for the rule.

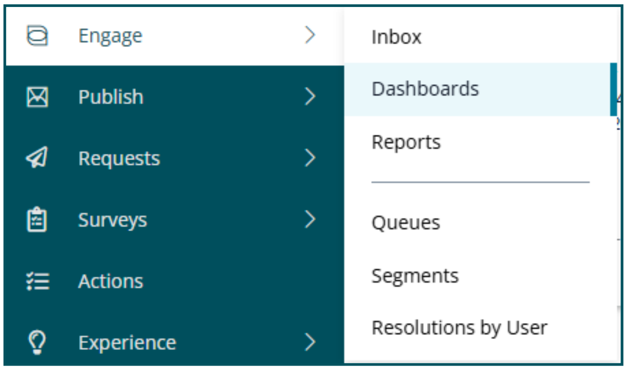
    b. Click the drop-down arrow to the right of a tag group to select the individual tags in a group.

7 | Dashboards

Dashboards

The **Dashboards** page features all the dashboards created to track the metrics that matter most. Build custom dashboards to deliver timely, actionable insights.

Getting Started

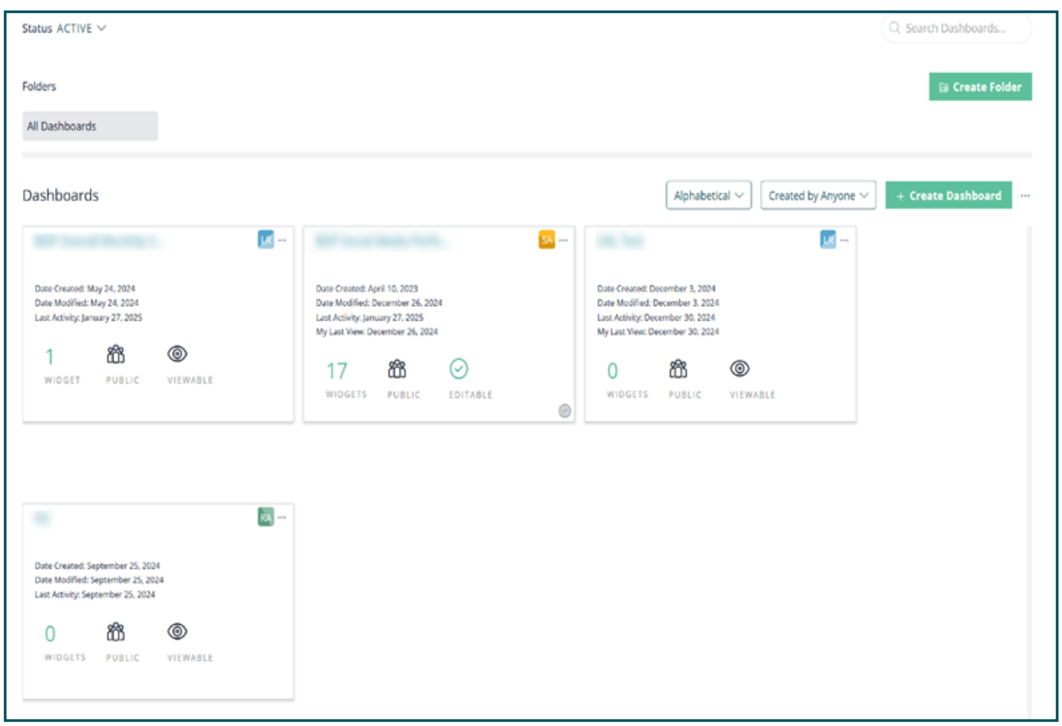


To access the **Dashboards**,

1. Go to **Engage** > **Dashboards** to locate the dashboards in a tile view.

On the landing page:

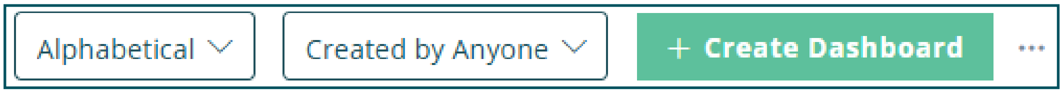
- Sort, Delete, or Archive: Use the drop-down menus to see specific dashboards; click the ellipsis to delete or archive old or unused dashboards.
- Create Folders: Organize the dashboards by source, location, or other categories for easy viewing and sharing.
- Edit, Report, Duplicate, Archive, and Delete: Within each dashboard, edit details, generate reports, and more.



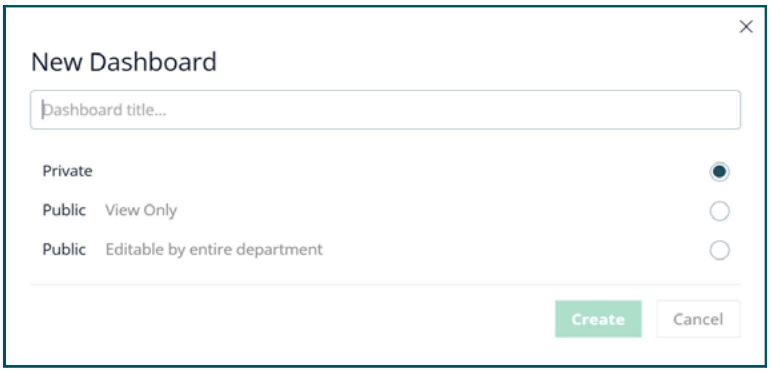
Build a Dashboard

To create a new dashboard,

1. Click the **Create Dashboard** button in the right corner to display the **New Dashboard** pop-up.

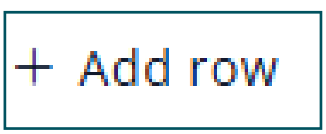


2. Give the dashboard a title.
3. Choose the status of the dashboard.



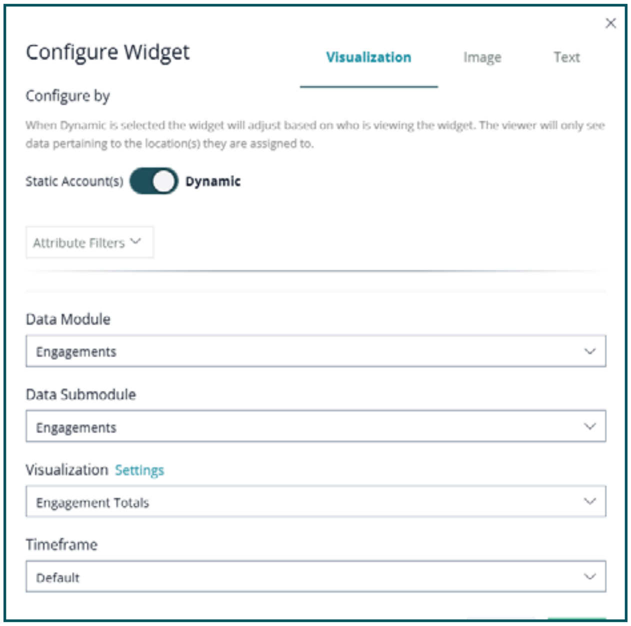
- Private: Only you can view & edit.
- Public—View Only: Others in the organization can see the dashboard, but cannot make changes.
- Public—Editable: Users can view and edit this dashboard.

4. Click **Add Row** to add widgets.



5. Click **Configure Widget**.

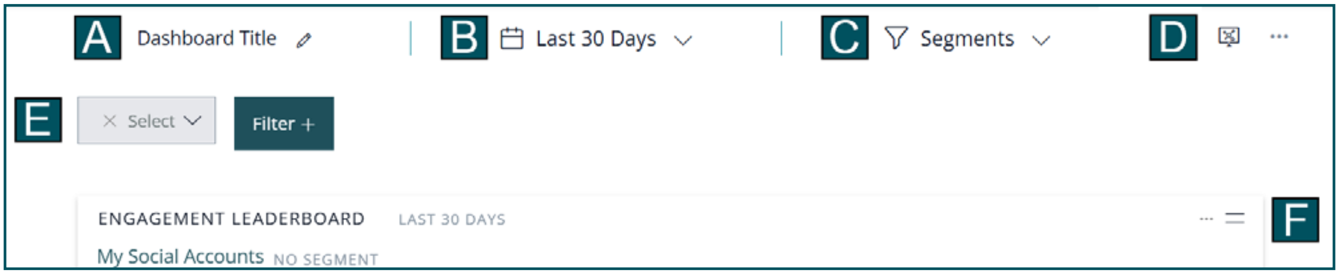
Configure a Widget



1. Choose **Static Accounts** or **Dynamic**.
    - When **Static Accounts** is selected the widget displays the same way for every viewer.
    - When **Dynamic** is selected the widget adjusts depending on who is viewing the widget. The viewer will only see data pertaining to the location(s) they are assigned to.
2. Select additional attribute filters (Location, City, Brand, etc.).
3. Select a **Data Module**: **Engagements** or **Posts**.
4. Select the **Data Submodule**.
5. Select the **Visualization**.
    a. Click **Settings** to determine what will be shown in a report.
6. Select a time frame.
7. Click the **Image** tab to add an image to personalize the widget thumbnail.
8. Click the **Text** tab to add more text to personalize the widget thumbnail.

Set Dashboard Filters

To customize the widgets, use the top-line filters.

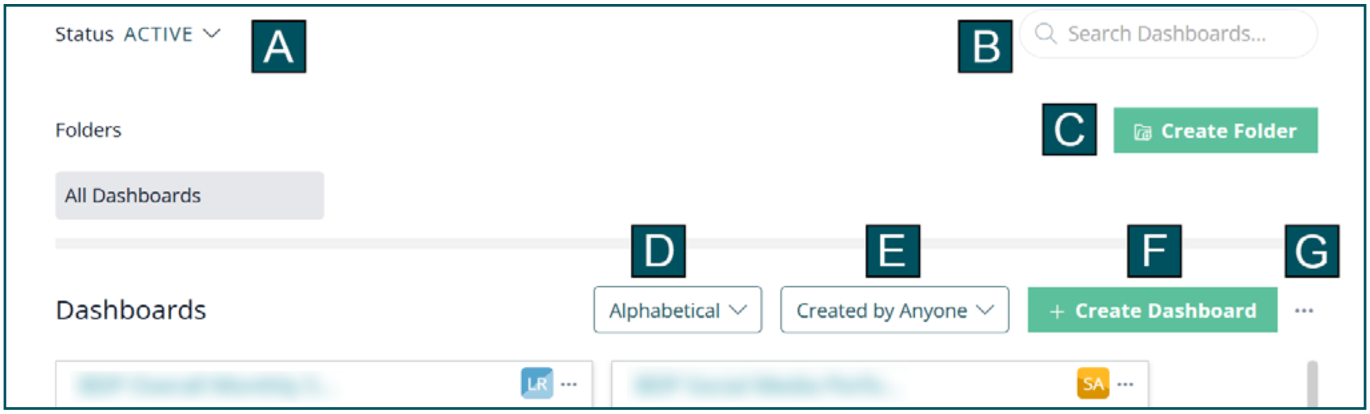


	Filter	Description
A	Dashboard Title	Click the pencil icon to update the title for the dashboard.
B	Date	Click the down arrow to create a custom date range or select a date range to apply to the widgets in the dashboard.
C	Segments	Click the down arrow to add a Segment or search the dashboard for a specific rule. For more information on Segments, see the Segments section on page 29.
D	Command Center Mode Ellipsis	• **Command Center Mode**: This opens a live feed that cycles through a display of the metrics from the dashboard. • **Ellipsis**: Generate a report, share a link to the dashboard, or archive the dashboard.
E	Custom Filter	Click **Filter+** to add extra filters (such as brand, city, location, etc.) to the widgets in the dashboard.
F	Widget Specific Filters	• **Drag and drop**: Click the two lines to drag and drop the widgets into the desired order. They can be viewed as individual rows or up to three across. • **Ellipsis**: Edit the widget, make the widget full screen, duplicate the widget, or delete the widget.

Filter the Dashboards

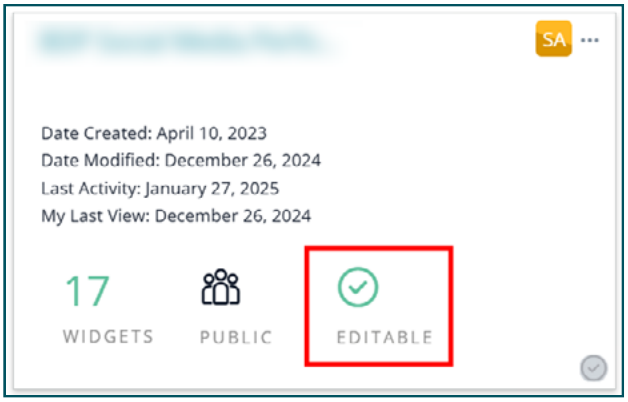
After the necessary dashboards are created, use the top-line filters on the **Dashboard** page or the widget specific filters to sort the various dashboards for maximum usability.

Top-Line Filters

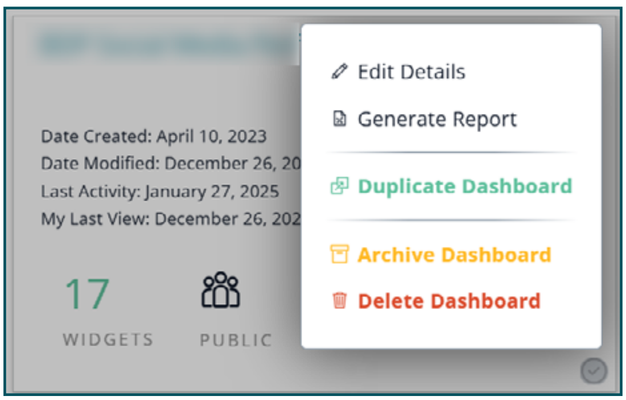


	Filters	Description
A	Status	View all dashboards, only active dashboards, or only archived dashboards.
B	Search	Use keywords to search for a specific dashboard.
C	Create Folder	Create as many folders as needed to organize the dashboards. Drag and drop dashboards into different folders.
D	Alphabetical	Sort by alphabetical, newest created, oldest created, or most recently used.
E	Created by	Sort by created by anyone, created by me, used by me, or system generated.
F	Create Dashboard	Create a new dashboard. For more information, see the Build a Dashboard section on page 38.
G	Bulk Dashboard Actions	Clear a selection, restore selected dashboards, archive selected dashboards, or delete selected dashboards.

Widget Specific Options



The widget specific options are only available on dashboards that are editable.



1. Click the ellipsis in the right corner of the widget.
   - **Edit Details**:
     - Edit the dashboard name and permissions.
   - **Generate Report**:
     - Generate a dashboard report or a scheduled report.
     - For more information about creating reports, see the Reports section on page 44.
   - **Duplicate Dashboard**
   - **Archive Dashboard**
   - **Delete Dashboard**

Dashboard Reports

Generate reports to share from the dashboards. Schedule and share reports automatically (daily, weekly, monthly, or whenever needed) via email or print.

To create a report,

1. Click the ellipsis in the upper right corner of a widget and select **Generate Report**.

   OR

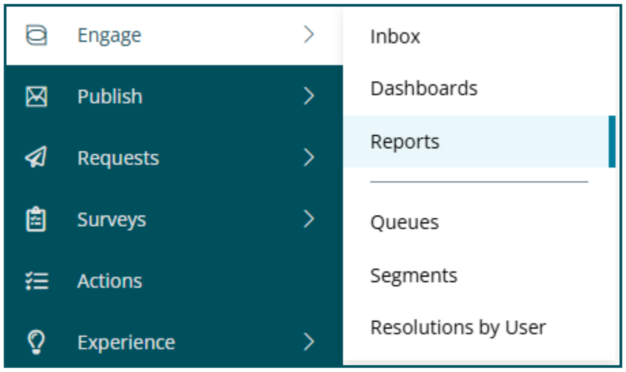
2. Go to **Engage** > **Reports**.

For more details about how to create a report, see the Reports section on page 44.

8 | Reports

Reports

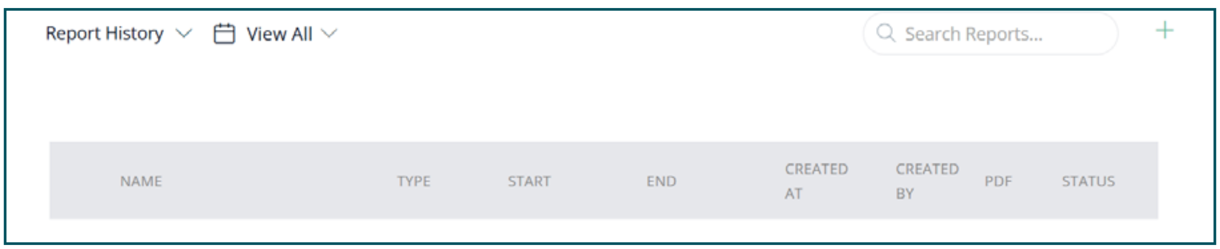
Getting Started



To access the **Reports** page,

1. Go to **Engage** > **Reports**.
   - This page only lists and creates reports for the Engage metrics.

On this page, create reports and see the report history and dashboard report schedules. Use the View filter to sort the reports by date.

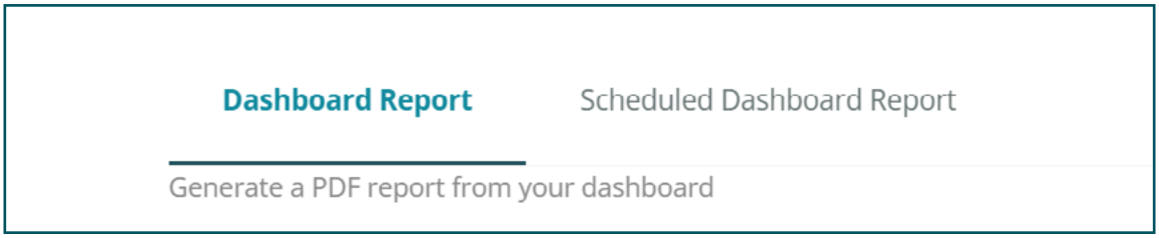


Create a Report

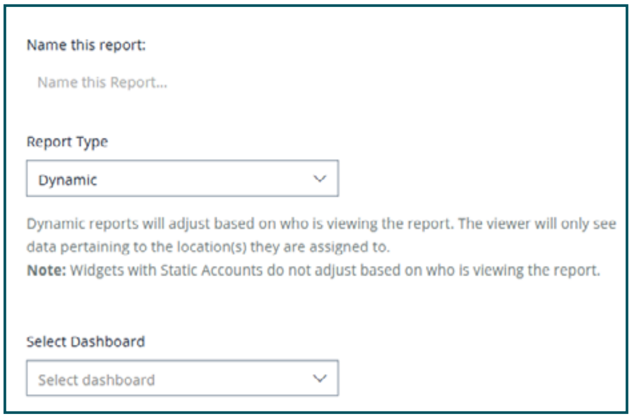
On the **Reports** page,

1. Click the plus icon in the upper right corner to launch the **Report** window.
2. Choose to create a **Dashboard Report**, or a **Scheduled Dashboard Report**.

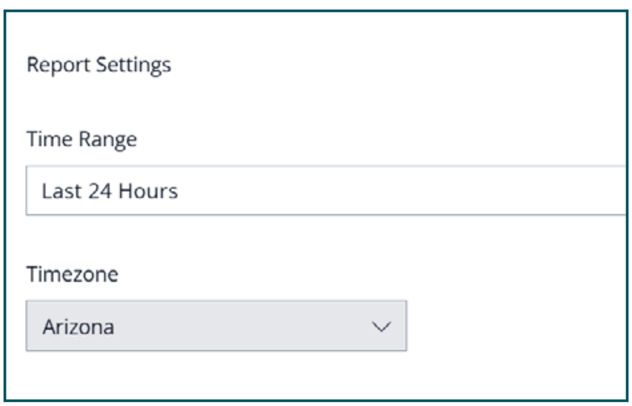
Create a Dashboard Report



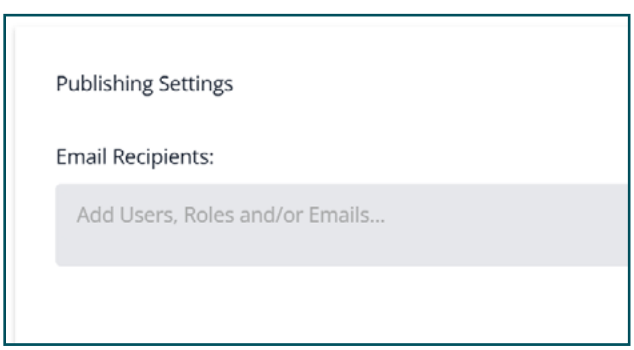
This creates a PDF report for a specific dashboard.



1. Name the report.
2. Select the **Report Type**.
   - **Standard**: The report is the same for all viewers.
   - **Dynamic**: Adjusts based on who is viewing the report. The viewer only sees the data pertaining to the locations they are assigned.
     - Dashboard widgets with Static Accounts do not adjust.
3. Select the dashboard to pull the report from.

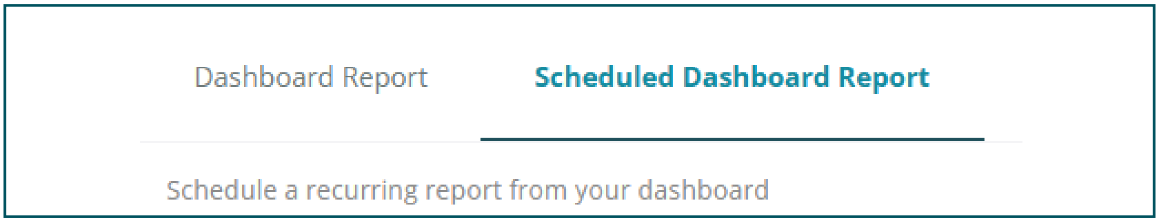


4. Set the time range for the report to pull from.
5. Select a time zone.

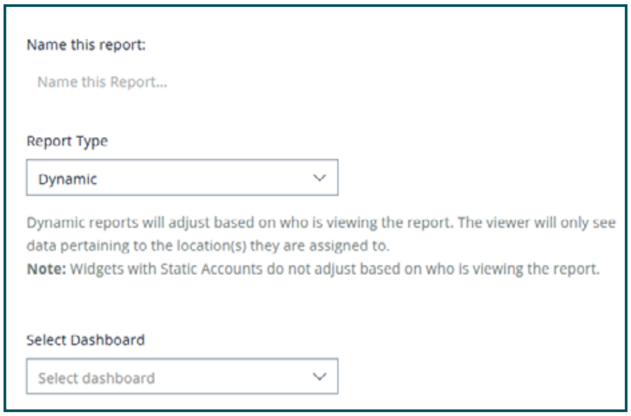


6. Add the users, roles, and/or emails of the people who will receive the report.
7. Click **Create Report**.

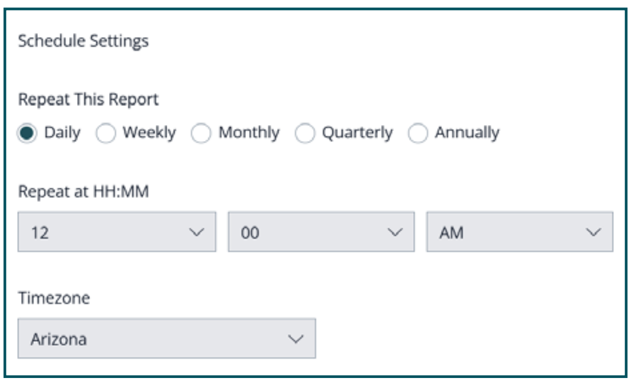
Create a Scheduled Dashboard Report



This creates a recurring PDF for a specific dashboard.



1. Name the report.
2. Select the **Report Type**.
   - **Standard**: The report is the same for all viewers.
   - **Dynamic**: Adjusts based on who is viewing the report. The viewer only sees the data pertaining to the locations they are assigned.
     - Dashboard widgets with Static Accounts do not adjust.
3. Select the dashboard to pull the report from.

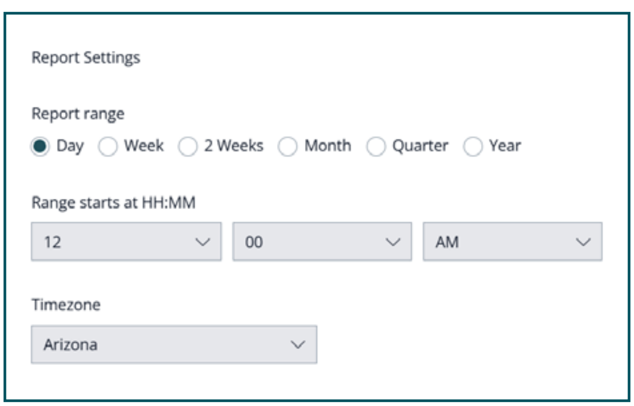


4. Schedule the recurring report.

   a. Select the frequency of the report.

   b. Set the hour the report will be sent.

   c. Choose the time zone.

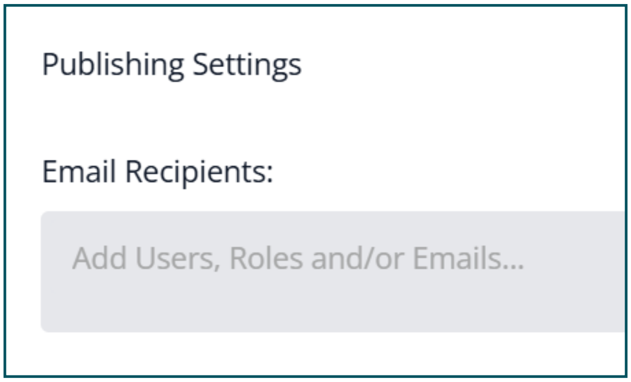


5. Set the report timeframe.

   a. Select the date range for the information pulled for the report.

   b. Set the time the range starts.

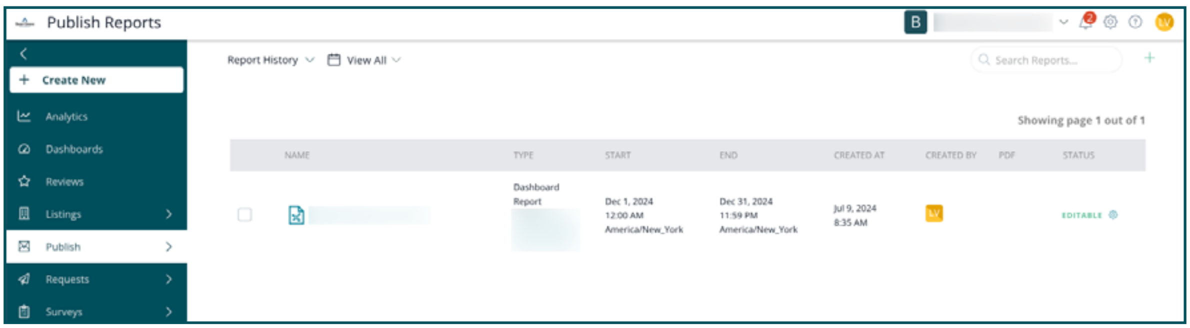
   c. Choose the time zone.



6. Add the users, roles, and/or emails of the people who will receive the report.
7. Click **Create Schedule**.

View the Report History

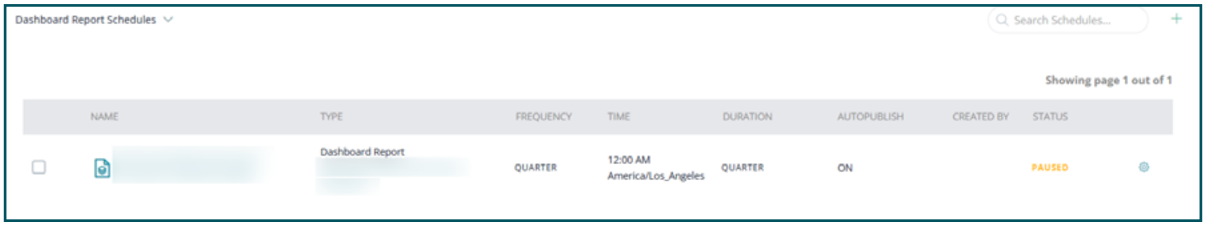
On the **Reports** page, the **Report History** view displays a list of the current active reports.



- **Name**: The name of the report.
- **Type**: The type of report.
- **Start**: The time the data of the report begins.
- **End**: The time the data of the report ends.
- **Created At**: The day the report was created.
- **Created By**: The person who created the report.
- **PDF**: A link to the PDF.
- **Status**: The report schedule is active or paused.

View the Dashboard Report Schedules

On the **Reports** page, the **Dashboard Report Schedules** displays a list of all the scheduled reports.



- **Name**: The name of the report.
- **Type**: The type of report.
- **Frequency**: The frequency the report is sent.
- **Time**: The time of day the report is sent.
- **Duration**: How long the recurrence for the report is.
- **Autopublish**: If the report is scheduled to be sent out automatically.
- **Created by**: Who the report was created by.
- **Status**: The report schedule is active or paused.

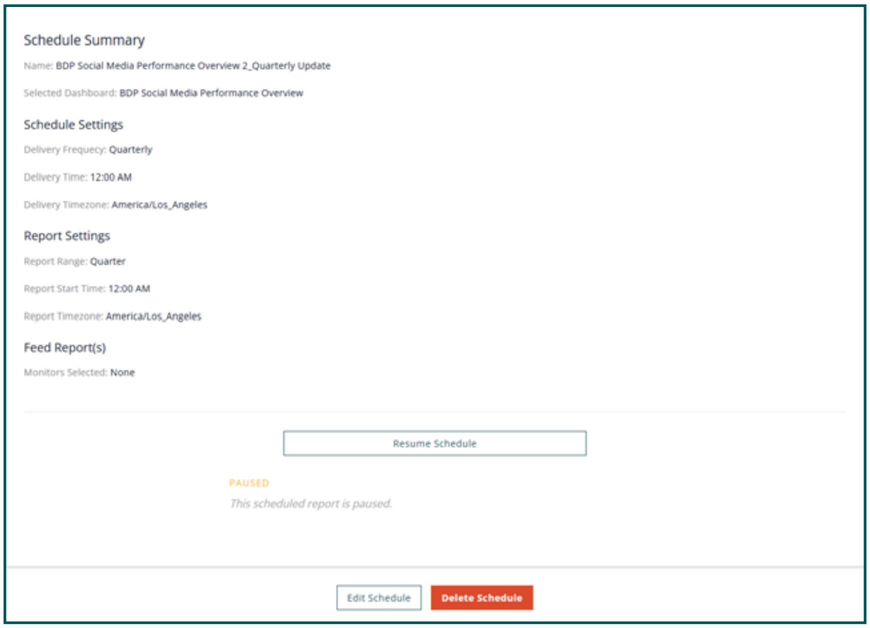
Edit Reports

Easily add or remove recipients, change the cadence of a report schedule, and update the date range to report on.

From the **Reports** page,

1. Click the gear icon:
    a. Click **View Report** to confirm the report is capturing the correct data.
    b. Click **Rerun Report** to reflect the updated settings.
    c. Click **Publish Report** so others can see it.
    d. Click **Edit Report** to change any/all settings, add or remove recipients, and more.
    e. Click **Delete Report** if/when it is no longer needed.

From the **Dashboard Report Schedules** page,



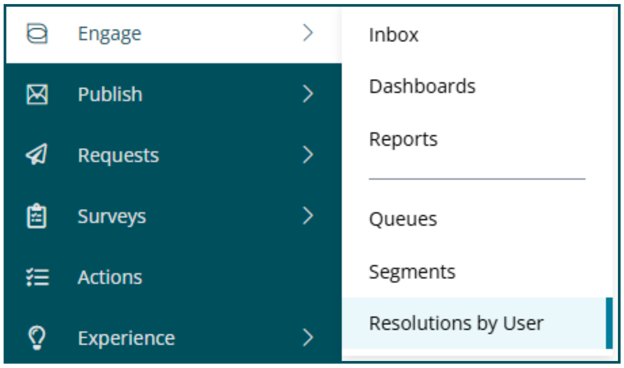
1. Click the gear icon:
    a. Scroll to the bottom of the page to **Pause** or **Resume** the schedule.
    b. Click **Edit Schedule** to edit the name of the report, the schedule, report, and publishing settings.
    c. Click **Delete Schedule** to delete the report from the schedule.

9 | Resolutions by User

Resolutions by User

The **Resolutions by User** page provides a chart to track the engagements in the inbox.

Getting Started



To open the **Resolutions by User** page,

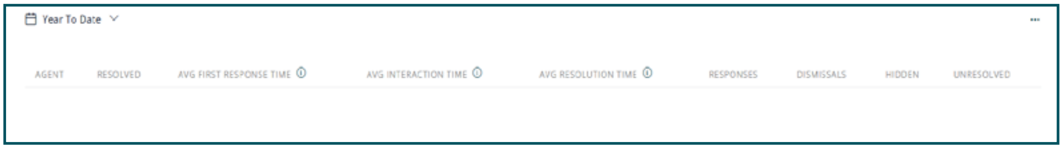
1. Go to **Engage** > **Resolutions by User**.

Resolutions by User Chart

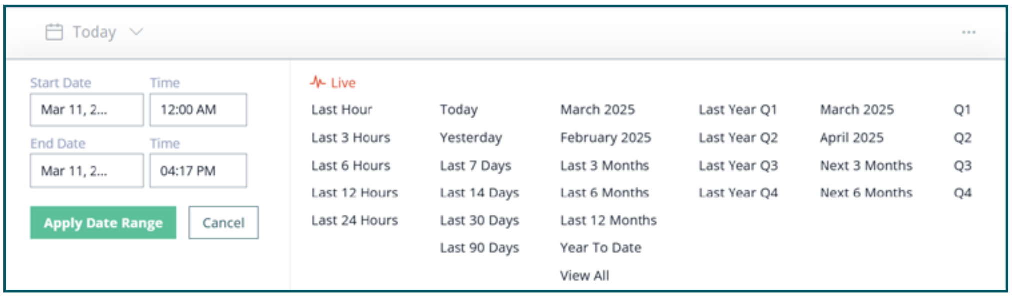
Column	Description
Agent	The person the engagement is assigned to.
Resolved	The number of resolved engagements.
Avg. First Response Time	The average time from the moment an engagement comes in to when the first response is sent. This excludes engagements that are not responded to.
Avg. Interaction Time	The average time from the first response to when the engagement is resolved. This number only includes private messages that are responded to.
Avg. Resolution Time	The average time from when the engagement comes in to when it is resolved.
Responses	The number of responses for the engagements.
Dismissals	The number of messages dismissed. This option is used mostly for spam.
Hidden	The number of comments hidden. This is only available with Facebook comments.
Unresolved	The number of unresolved engagements.

Sort the Chart

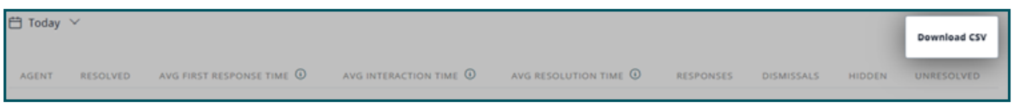
1. Click the title of each column to sort the chart by that data (e.g., sort the chart by Responses or Average Resolution Time.)



2. Use the date filter in the top left corner to sort the resolutions by time.



3. Click the ellipsis in the top right corner to download a CSV of the chart.



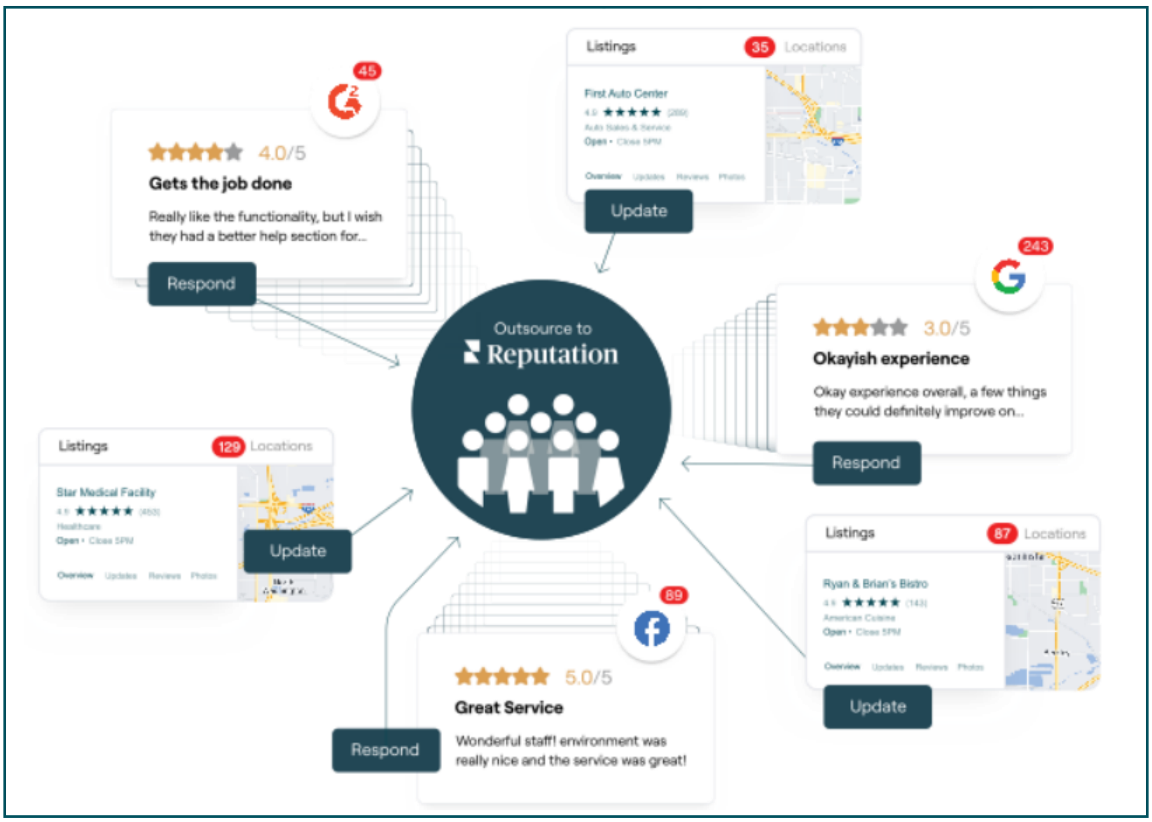
10 | Premium Paid Services

Premium Paid Services

Put our Premium Paid Services platform experts to work for you.

While we strive to make our platform intuitive and efficient, we understand your time is valuable; resources and bandwidth can be limited. Reputation has a dedicated team of experts ready to help you manage your listings; optimize SEO; and post, publish, and curate your social posts—while also managing your review responses. We can help achieve customer excellence through this suite of value-added services that are fueled by our platform and products. These experts will help you:

- Go Beyond Accuracy (Managed Business Listings)
- Maximize the Appeal of Your Business Profiles (Google Profile Optimization, formerly known as Managed Services for Google)
- Harness the Power of Social Media (Managed Social)
- The Brand That Cares the Most, Wins (Managed Review Response)



Contact your Account Executive for more information on our Premium Paid Services.

11 | Additional Resources

Additional Resources

Check out more user guides to learn more about the Reputation platform.

- Actions
- Admin
- Customer Journey Insights
- Dashboards
- Experience
- Inbox
- Mobile App
- Rep Connect
- Reports
- Reputation Score
- Requesting
- Reviews
- Social Listening
- Social Publish
- Surveys

