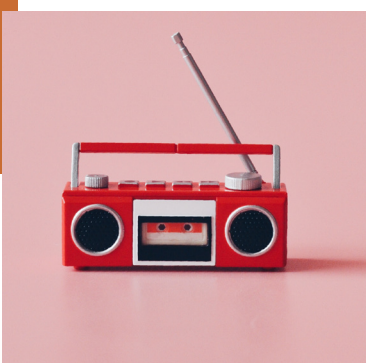


Social media monitoring

Listen, learn and respond with considered care



4 Key Benefits

- Impress your customers with our lightning fast responses
- Quickly turn around poor perceptions
- Manage your Social media channels more effectively
- Monitor every mention made about you or your competitors

We can rapidly respond to posts and monitor conversations for better customer care response and brand image.

Customer use Twitter, Instagram, Facebook, and other Social Media channels to talk about companies, ask questions or vent their anger – very publicly. Responding rapidly means we can turn around poor perceptions and deliver positive outcomes for you.

Your Social Media Channels can be integrated with our Live Agent Services so we can see exactly what's happening across your profiles – and then take action. In fact, you may be surprised and delight customers by the speed at which we respond to their tweets and posts.

Everything in one Place

Every Social Media mention, posting on a blog or forum and news item, is delivered in real time to our Live Agents for response or archiving according to the parameters set by you. That way, all important customer interactions can be brought together in one place- and managed efficiently.

All comments, and those made to an by your competitors – come into one place where our Live Agents can analyze, review and respond for you.

How it works

Our Social Media Monitoring service monitors the web social media sites, including **Twitter, Facebook, Facebook Messenger, Instagram, LinkedIn** and more. Where a consumer mentions your brand or your brand is specifically tagged or indirectly referenced, our Live Agents are made aware of it.

We can promptly and effectively reply to customers, with “**watchdog**” features to ensure service standards are met. Alerts, escalations and direct response on the channels your customers are using make closing the loop seamless. This feature can be used at scale by our small and large teams, scaling as your engagement needs change due to seasonal uplifts or unpredicted crises.

Key Features

Respond Faster

We show that you are accessible and care. Our agents can respond with lightning speed.

Listen Widely

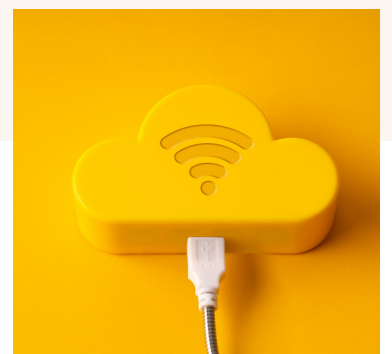
Monitor conversations across channels and website from news to blogs and forums – for all countries.

Be Effective

We can reply quickly and efficiently either in public or as a private message and every message thread is recorded for you.

See Your Competitors

Track Brand Names, competitors and keywords that matter to your brand



Social Media Monitoring is part of our Outsourced Live Agent Services and can also be integrated with our Email Management and SMS Connect Service.

Email Management

Never Miss another customer email or respond too slowly.

SMS Connect

SMS Connect – An opportunity to increase the sale conversion and promote a positive Customer Experience with your brand.

