



Social Media CRM

A platform which accelerates collaboration



INTRODUCTION

- ▶ In today's world where customers express their opinions and seek assistance on social media, businesses need to adapt. Welcome to the future of customer support, where we introduce a game-changing tool, our Social CRM (Customer Relationship Management) software
- ▶ Today, customers engage with brands on multiple social media platforms. Managing these interactions efficiently and effectively has become a major challenge for businesses. Our solution is here to streamline the process.
- ▶ Social CRM is the fusion of traditional Customer Relationship Management with the power of social media. It allows you to monitor, manage, and engage with your customers across various social platforms.

Dashboard

- Recent Post
- Recent Ticket
- Recent Leads
- Resolved Tickets
- Social Posts
- Social Tickets

The dashboard provides a comprehensive overview of social media activity and customer support tickets. It is organized into several key sections:

- Key Metrics:** Four large cards at the top display essential statistics: 145 Recent Posts, 3 Recent Tickets, 8 Recent Leads, and 1 Resolved Ticket.
- Social Posts (13056):** A list of recent posts, including one from Avinash Saha and another from the Federation of Indian Petroleum Industry (FIPi).
- Social Tickets (3771):** A list of recent tickets, including one from Sanjeet Singh and another from Sanjay Bhandari.
- Statistics:** A pie chart showing the distribution of ticket statuses: New (6), Pending With Team (4), Duplicate (1), Resolved (1), and Rejected (0).
- Summary Bar:** A dark bar at the bottom right displays the counts for Posts (145), Tickets (6), and Leads (8).

Social Post

Social Post

- Post Details
- Multiselect operation
- Advance search
- Instant reload
- Instant Copy

The screenshot displays a web application interface for managing social posts. At the top, there is a search bar with 'All' and 'Search' options, and user information for 'Arvind Sharma'. A 'Filter' dialog box is open, showing a list of posts and a filter configuration panel. A yellow arrow points to the filter icon in the top right corner of the dialog.

Post ID	Post	Post Url	Post Date	Category	Status	Action
<input type="checkbox"/> 1721394128356057566	bee	https://twitter.com/user/1721394128356057566	2023-11-06 10:38:36	Complaint	New	
<input type="checkbox"/> 9918079109338843_714162907410454	the 302 % ci ma ONi Ltd. Lim Indi LNC Coj Gas Vedanta Limited Reliance Industries Limited Engineers India Limited Indraprastha Gas Limited Shell Numalgarh Refinery Limited TotalEnergies	https://www.facebook.com/9918079109338843/post/714162907410454	2023-11-06 10:28:25	Spam	New	
<input type="checkbox"/> 1721389636399108468	@gl_Care @GLSocial मध्यम एक Jallad Journalist(JalladJournalst)	Twitter https://twitter.com/...	2023-11-06	Spam	New	

Social Ticket

Social ticket

- ▶ Ticket details
- ▶ Customer name
- ▶ Multi selection operation
- ▶ Status
- ▶ Priority
- ▶ Assigned To

The screenshot displays a 'Social Tickets' management interface. At the top, there is a search bar and a filter dropdown set to 'All'. Below this is a table of tickets. A yellow arrow points from the 'Customer Name' column of the first row to a detailed view window for the user 'Sanjay Bhandari'.

Num.	Subject	Customer Name	Source	Priority	Status	Assigned To	Date Created
<input type="checkbox"/> 102023TI5795	testing_call	Sanjay_Bhandari	Call	Low	New		2023-10-30 15:24:35
<input type="checkbox"/> 102023TI5794	testing_twitter	ram sharma	Twitter	Low	New		2023-10-30 14:59:24
<input type="checkbox"/> 102023TI5793	Getting bad service	-Saurabh-Singh(918528697850)	Whatsapp	Low	Pending with team	Arvind Sharma	2023-10-17 13:30:45
<input type="checkbox"/> 092023TI0021	Bel Technology IT Services Pvt Ltd Test New By Ravi	bel technology(Co46cz7lrf)	Linkedin	Low	Resolved	Arvind Sharma	2023-09-07 15:16:23
<input type="checkbox"/> 092023TI0020	@IGLSocial This is for testing purpose.	Satender Sharma/Satender1320	Twitter	Low	New		2023-09-06 11:02:58
<input type="checkbox"/> 092023TI0019	@bel_technology_good	deepesh Janqld(deepeshjan36820)(deepeshjan36820)	Twitter	Low	New		2023-09-04 14:18:28
<input type="checkbox"/> 082023TI0018	Hello:@IGLSocial this is the tweet for testing perpose	RAVI KUMAWAT(RAVIKUMAWATI047)	Twitter	Low	Move to internal Team	Arvind Sharma	2023-08-30 12:17:24
<input type="checkbox"/> 082023TI0017	@IGLSocial - I need new connection	chetan singh chauhan(cha	Twitter	Low	Pending with	Satender	2023-08-25

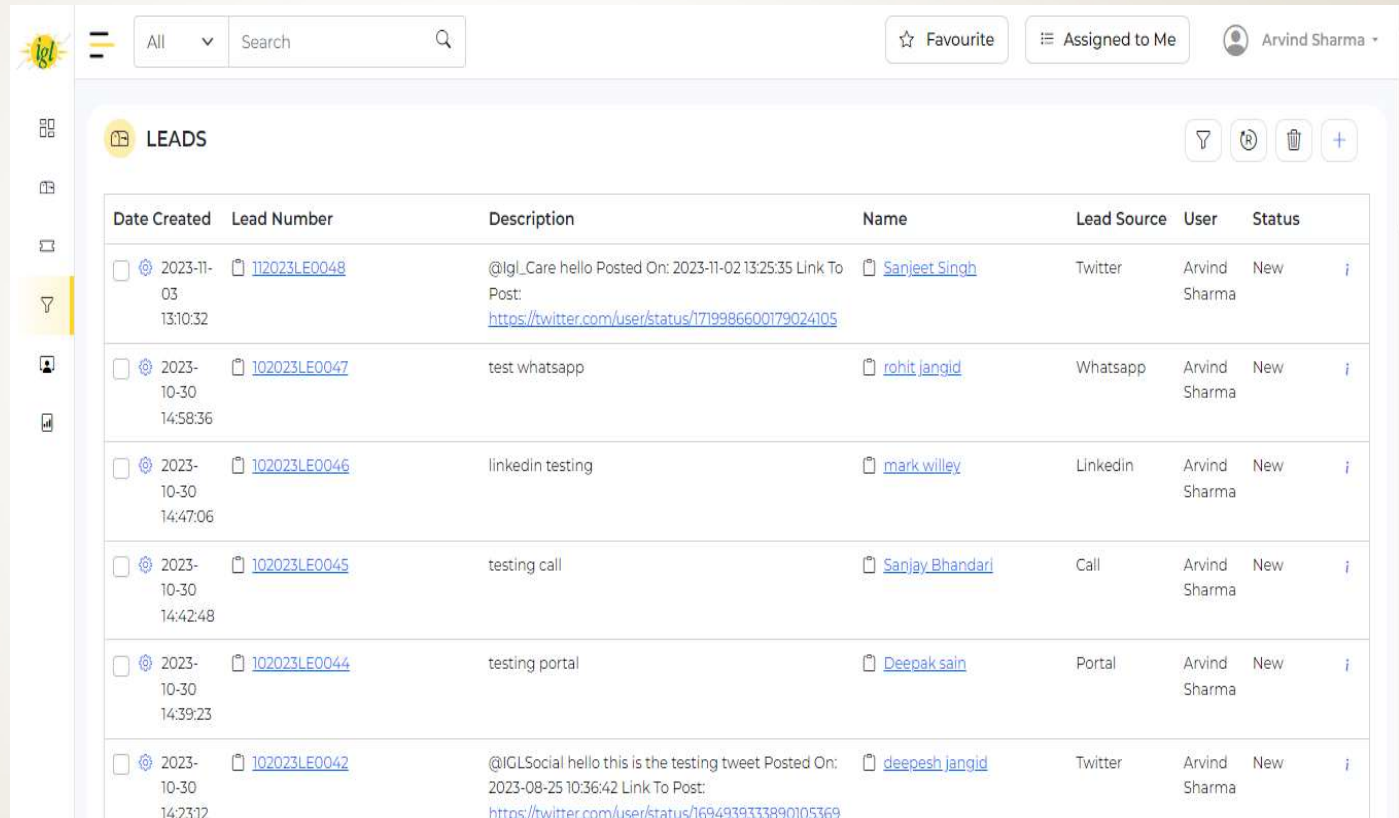
Social User Details:

- Sanjay Bhandari**
- Date Created: 2023-10-30 04:12:48 By Admin
- Date Modified: 2023-10-30 04:12:48 By Admin
- User Name: SanjayBhandaribhandari_sanjay

Leads

Social Leads

- ▶ Leads details
- ▶ Lead Numbers
- ▶ Multi selection operation
- ▶ Status
- ▶ Source
- ▶ Assigned To



Date Created	Lead Number	Description	Name	Lead Source	User	Status	
2023-11-03 13:10:32	112023LE0048	@Igl_Care hello Posted On: 2023-11-02 13:25:35 Link To Post: https://twitter.com/user/status/1719986600179024105	Sanjeet Singh	Twitter	Arvind Sharma	New	i
2023-10-30 14:58:36	102023LE0047	test whatsapp	rohit jangid	Whatsapp	Arvind Sharma	New	i
2023-10-30 14:47:06	102023LE0046	linkedin testing	mark willey	Linkedin	Arvind Sharma	New	i
2023-10-30 14:42:48	102023LE0045	testing call	Sanjay Bhandari	Call	Arvind Sharma	New	i
2023-10-30 14:39:23	102023LE0044	testing portal	Deepak sain	Portal	Arvind Sharma	New	i
2023-10-30 14:23:12	102023LE0042	@IGLSocial hello this is the testing tweet Posted On: 2023-08-25 10:36:42 Link To Post: https://twitter.com/user/status/1694939333890105369	deepesh jangid	Twitter	Arvind Sharma	New	i

Admin Management

