

conversocial



INSIDED

Combine two world-class
social and community
leaders into a unified solution

Social Relevance



INTEGRATION OVERVIEW

Your social, mobile customers are engaging with your brand on more channels than ever before. The evolution of social customer service has extended beyond forums and into new generation digital communities and social channels. Now you can empower your most passionate and knowledgeable experts to proactively assist customers on communities and other digital channels.

Discover more opportunities to resolve customer issues on their channel of choice. Combine the social applications of two world class leaders to deliver an even faster and more cost effective customer care.

Utilize Conversocial's workflow to:

- Access InSided's conversations in the Unified Inbox
- Add internal notes and assign for easy collaboration
- Apply tags and sentiment to track issue trends and handling performance
- Enable community-powered resolution across communities and social channels, evolving how brands can harness community channels for faster and more cost-efficient customer service.

The Conversocial-InSided integration is included with all **Evolve** and **Extend** packages. (You must have your own InSided license.)

Unify your community strategy with Conversocial and InSided:



Monitor all your social conversations in one dashboard

Through InSided, conversations around your brand are taking place on your own branded community. Through Conversocial, conversations on all other external channels are monitored. Why not give your team the ability to monitor both conversation streams in one dashboard? Our unified strategy delivers just that.



Transform social into a customer engagement hub

Mentions from your inSided community which are not handled by community members and require a response are prioritized in Conversocial, and automatically routed to the appropriate agents to manage all social channels in one place.



Connect your company to your peers across all social channels

The ability to enable peer-to-peer resolution across your community, but also tap into the community to empower knowledgeable brand ambassadors to help resolve customer queries on social channels.



Utilize Conversocial's customer care metrics

Use all your Conversocial customer support metrics alongside your InSided community analytics to get a complete view of issue trends, sentiment and Average Handling Time.

The screenshot displays the Conversocial interface. On the left, there's a 'Unified Inbox' table with columns for Channel, # Priorized, and Total. It lists various channels like Facebook, Twitter, and Conversocial, along with their respective counts. The main area shows a message from 'Rebecca N' regarding a stay at Hyatt Regency Maui. The message text is visible, and there are internal notes and assignment options at the bottom of the message view.

Reach out to a Solutions Consultant to get started: sales@conversocial.com

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