



conversocial  **brandwatch**

More listening.
More resolution.

Signal Alert

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INTEGRATION OVERVIEW

Brandwatch gives you instant access to conversations from every corner of the public web as they happen. With coverage spanning over 80 million online sources, you can be confident you will never miss a mention that matters.

Uncover more opportunities to resolve customer issues. Merge your listening tool with your customer care platform to better serve your Social, mobile customers.

Utilize Conversocial's workflow to:

- ☑ Access Brandwatch conversations in the Unified Inbox
- ☑ Add internal notes and assign for easy collaboration
- ☑ Apply tags and sentiment to track issue trends and handling performance

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



Monitor additional conversation sources

Through Brandwatch, keep a pulse on the entire web across 80+ million conversation sources in 44 languages, and receive only urgent mentions that matter.



Combine powerful data and insights

Utilize Conversocial's customer care metrics alongside your Brandwatch analytics to get a complete view of issue trends, sentiment and Average Handling Time.



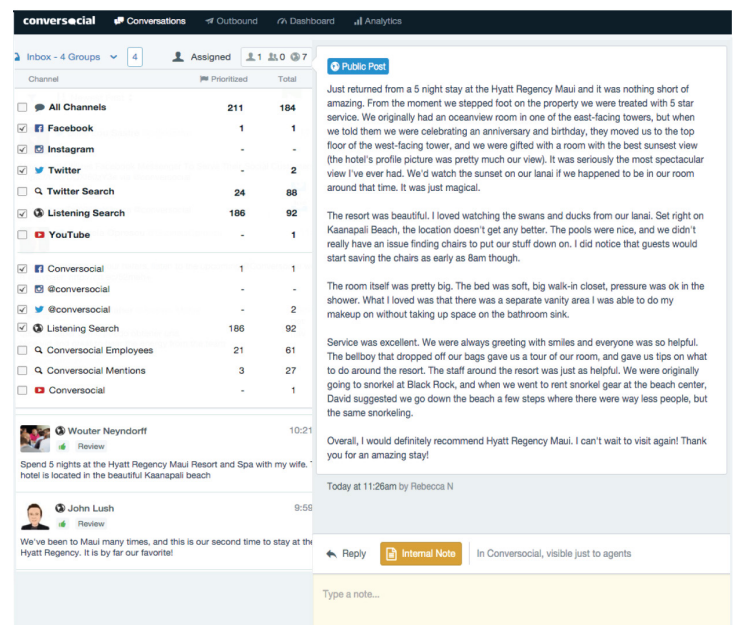
Recognize and control crises

Identify early warning signals and turn the conversation around before losing hard-earned brand equity.



Actionable conversations distributed

Mentions requiring a response are prioritized in Conversocial, and automatically routed to the appropriate agents to manage alongside other social channels.



The screenshot shows the Conversocial interface with a unified inbox. The top navigation bar includes 'conversocial', 'Conversations', 'Outbound', 'Dashboard', and 'Analytics'. Below the navigation, there are tabs for 'Inbox - 4 Groups', 'Assigned', and 'Public Post'. The main content area displays a list of channels with columns for 'Channel', 'Prioritized', and 'Total'. The list includes 'All Channels', 'Facebook', 'Instagram', 'Twitter', 'Twitter Search', 'Listening Search', and 'YouTube'. Below the list, there are two customer reviews. The first review is from Wouter Neyndorff, dated 10:21, and the second is from John Lush, dated 9:56. The interface also shows a 'Reply' button, an 'Internal Note' button, and a text input field for notes.

Channel	Prioritized	Total
All Channels	211	184
Facebook	1	1
Instagram	-	-
Twitter	-	2
Twitter Search	24	88
Listening Search	186	92
YouTube	-	1
Conversocial	1	1
@conversocial	-	-
@conversocial	-	2
Listening Search	186	92
Conversocial Employees	21	61
Conversocial Mentions	3	27
Conversocial	-	1

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

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