



Meet CX Social



“Companies with real-time social media engagement programs see greater than 80% increase in annual revenue from customer referrals.”

The all-in-one social media management tool for engaging, listening and analyzing trends on social.

Data that Gets to the Point.

Our social analytics gives you both customer and agent metrics in one place.

- Anticipate trends and measure initiatives on social media with customizable and easy to understand dashboards that show audience demographics, customer sentiment, and agent performance.
- Knowing your customers is one thing, understanding your employees is another. Encourage agent efficiency with tags, filter, and categorized messages.
- Get insights that matter with our industry leading AI that uses Natural Language Processing (NLP), text and sentiment analysis, and categorization models to give you a robust understanding.

Talk the Talk.

Empower your team to join the conversation with our Social Engagement capabilities.

- **Workflows and collaboration:** To prevent overlap, agents can take over conversations, and use canned responses to encourage consistent brand experiences.
- **Publishing:** Got something to say? Currently, you can lead the conversation on Twitter, Facebook, LinkedIn and more!
- **One Inbox, Endless Conversations:** All conversations are filtered through one inbox into smart folders that allow you to easily sort and prioritize all incoming mentions.
- **Smart Tags:** Work smart, not hard. Smart Tags automatically tag mentions by business model, while identifying

whether they are associated with a compliment, inquiry, or complaint. Imagine how much easier this is for small teams and part-time employees!

Did You Hear That? Probably Not.

We listen to billions of conversations on social media so you don't have to.

People will talk about your brand, industry, and competitors both directly and indirectly. Our Social Listening AI filters up trends in conversations whether your brand is tagged or not.

Source public conversations for trending content ideas, influencer identification and audience analysis.



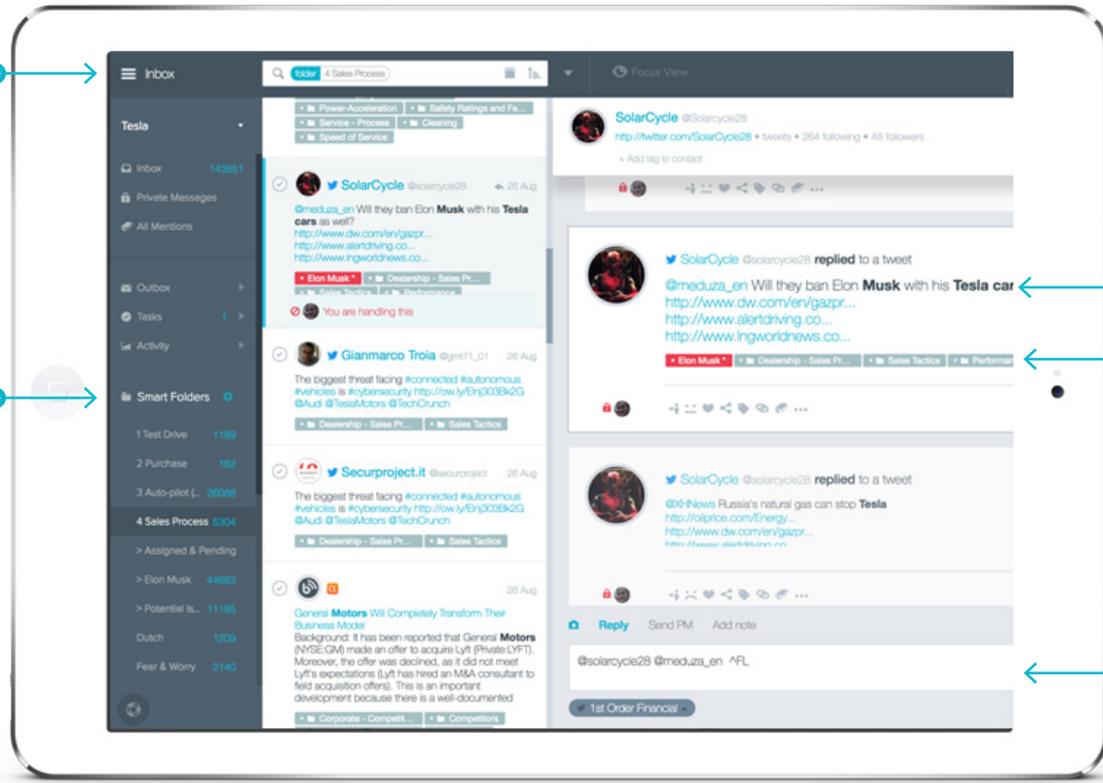
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Small Teams, Big Options.

Uncover trends and engage with customers seamlessly in one platform. CX Social listens across all social media networks and millions of blogs, forums and websites, supports over 160 languages, and gives customer context. Allowing agents to provide consistent experiences regardless of their location and analysts to drive actionable insights from social data.

The inbox aggregates all your brand mentions in one place, whether your company brand or topic is tagged or not

Smart folders automatically sort and prioritize all your incoming mentions



Advanced filtering

Category models

Take control of the response to avoid overlap with other agents

Listen everywhere.

CX Social can ingest data from all social media sites, including Twitter, Facebook, Facebook Messenger, Instagram, LinkedIn, Pinterest, and more. Listen on review sites such as Yelp and TripAdvisor, blogs, forums, and news sites. Never miss a mention, whether your brand is specifically tagged or indirectly referenced.