



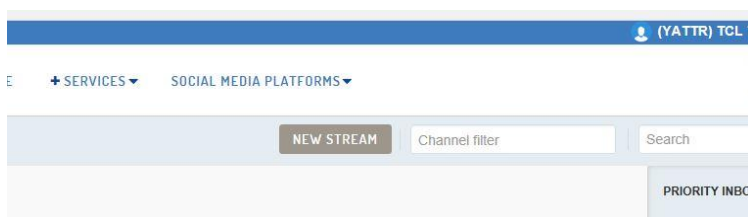
# Managing Posts in the Engage View

The main 'Engage' view allows you to view and respond to messages appearing in the Priority In-Box and Streams, as well as checking scheduled and sent posts and tasks.

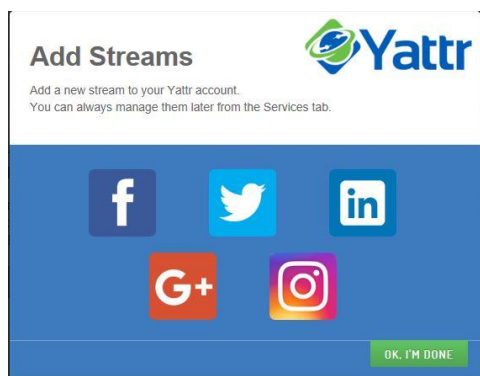
The Priority In-Box is linked to posting services, and is intended to provide alerts to messages that you most likely need to respond to.

*Please note that the priority in-box is not in real-time; it refreshes periodically approximately every 30-60 minutes*

Updates will appear in the 'In-Box' around 30 -60 minutes after the comment, direct message, tweet or similar has been posted on the social media site - to view posts in real-time we recommend that you configure a 'Stream' service for the social site wherever possible.

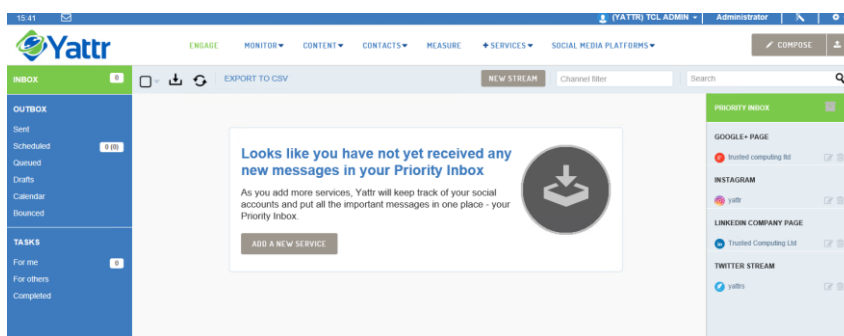


To configure, click on the 'New Stream' button above the main In-Box area



Select the relevant Stream that you wish to add, and then follow the setup instructions to configure as required.

The Priority In-Box page allows you to view messages, ongoing conversations, see the sentiment for a post (whether it's positive, negative or neutral), view more information on a social profile and, of course, follow up by replying to posts or assigning follow-up as a task to another team member.



Similar options are available in 'Streams', although some feature will be restricted depending on policies imposed by the social site operator, both in the priority in-box and streams.

For example you won't have the option to retweet a Facebook post, or automate postings to a personal LinkedIn account - these are restrictions imposed by the social media platforms, and not a limitation of the Yattr service.