Value To Your Agency and Client's Business with Spredfast

- Maximize every audience touchpoint

- Deliver on the promise of great content where your audiences are

- Understand people in deeper, more comprehensive ways

- Protect brand equity and reputation

- Understand the impact of social on marketing, care and the business

- Respond with relevance and speed

- Manage, monitor and mitigate issues

- Garner insights around prospects and competitors to help inform new business

Spredfast ®

The Spredfast Platform

Conversations

Intelligence

Experiences

Care Module

Promotions Module

Conversations allows you to bring together all of your social accounts—and the people who manage them—in a single, secure enterprise platform. Arm your team with the tools they need to plan, execute, and track multi-channel campaigns, while giving them unparalleled opportunities to connect with the people your company cares about most. Measure and analyze social data, then share with your team.

Intelligence improves your strategy through real-time content and performance insights. Reports and unlimited historic searches keep you on top of trends, influencers, competitors and industries. Whatever your goal, Intelligence makes it easy to improve your content and understand when, how, and where to reach the people you care about most.

Experiences curates the world's best social content, visualizes complex social data, and easily integrates it into dynamic experiences on all of your company's digital properties. Track your owned content performance and inspire audience participation to ultimately drive conversion and build loyalty from a straight-forward, intuitive interface.

Focusing on the customer and their issue alongside relevant with social and CRM context, the **Care Module** ensures expeditious resolution by applying rules and automation to prioritize issues and route to the right agent. All metrics needed to measure internal effectiveness, SLA achievement and customer happiness are available in comprehensive analytics dashboards..

Promotions captures, organizes and exports key customer data through contests, sweepstakes, surveys, feedback forms, newsletter sign-ups, and more through a simple drag-and-drop design interface—no coding required.