



Product Feature: Settings

Your eyes and ears on the whole operation

Our Settings area sits at the heart of the Orlo platform, helping you keep the cogs turning across all of Orlo's features. With a heap of customisable configurations - from user permissions and operating hours, to SLAs and account security - maximising your setup is only a couple of clicks away!



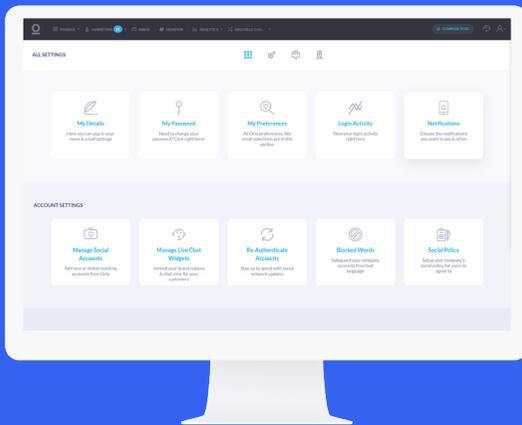
Everything at your fingertips

Whether you're managing your Orlo set up across the whole business or at an account level, Settings gives you the controls you need right at your fingertips. From managing your own username, password and notifications to configuring individual and team user permissions, manning Orlo's controls is a piece of cake.



Getting into the nitty gritty

As the saying goes, the devil is in the detail - and when it comes to Orlo Settings, there's no exception! You can add your office hours so Engagement Analytics paints an accurate picture of your customer service performance, choose your currency to get spot on ROI calculations and customise your vanity URLs to ensure your social posts reflect your personality everytime.





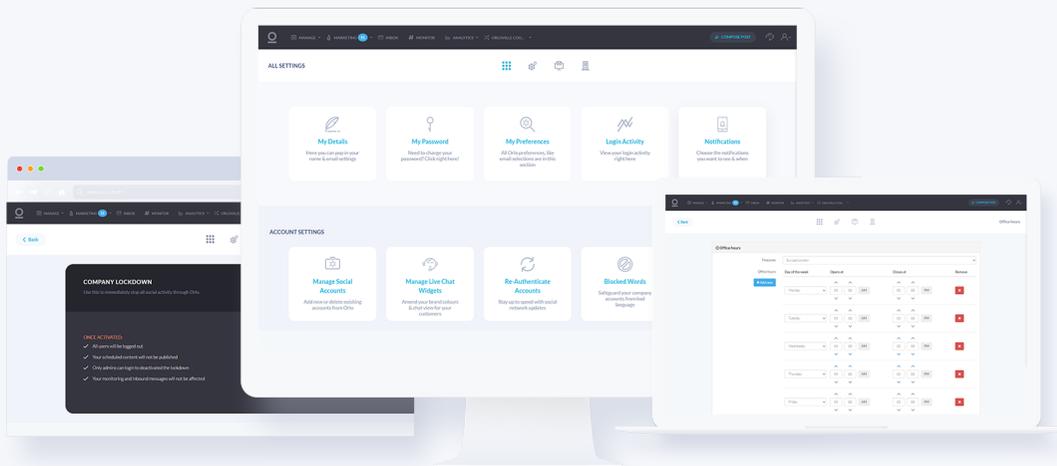
I fought the law and the law won

Governing your operation is no easy feat, but we've got your back! From including a Social Policy for your users to agree to when they sign up, to making sure inappropriate words are filtered in your inbox, there are plenty of Orlo Settings to keep you covered. Plus, if a crisis hits, you can lockdown your accounts at the click of a button, pausing all social activity instantly.



Sing from the same hymn sheet

Say hello to easy collaboration by customising your Settings to keep consistent and stay on brand. Use our Snippets feature to create a library of pre-planned responses, ensuring all replies fit the bill. Empower your team to give the best possible performance by creating Dashboard templates and Tags for teams to use, as well as customising your Push Mode and Live Chat SLAs - simple as that!



Join the herd

Want to find out more or see our platform in action?

There's always a member of Team Orlo who's happy to have a chat, answer any questions and welcome you to the Orlo herd!



orlo.tech



+44 121 368 1420



hello@orlo.tech



@HelloOrlo



/HelloOrlo



@HelloOrlo