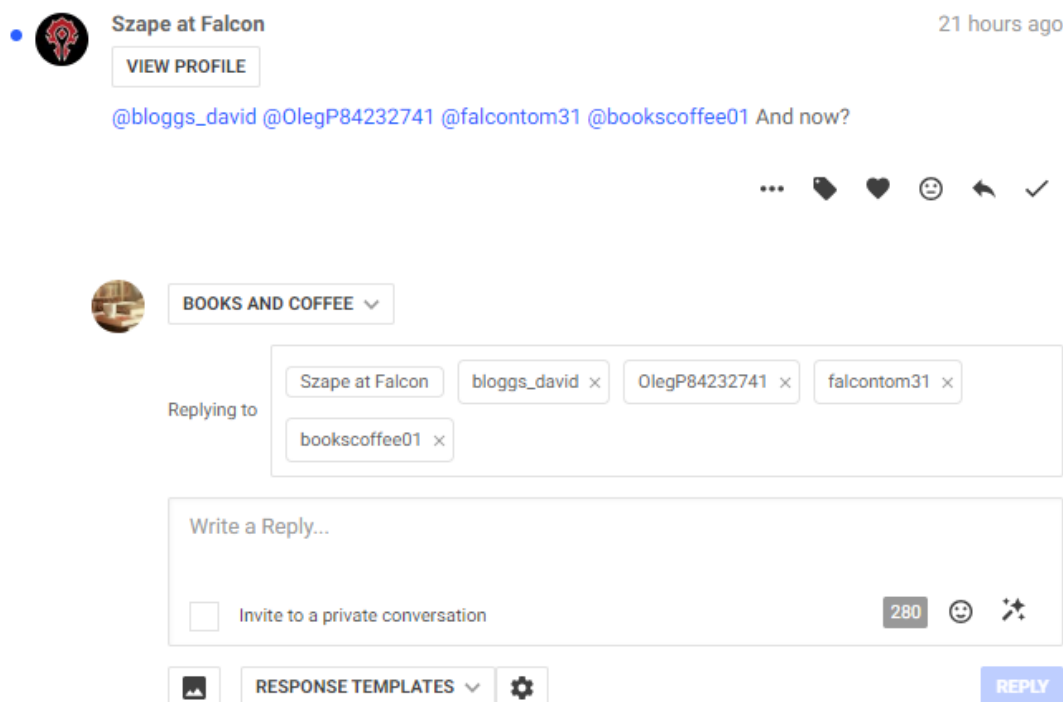


Mentioning Users in Engage Replies

When replying to a X (Twitter) or Instagram post or comment thread in Engage, you have the option to mention the participants in the thread you would specifically like to reply to. This is helpful in the event that you would like to include or exclude specific users from your reply in the thread.

Mentioning a X (Twitter) user

In the **Replying to** box in your Engage feed (above the “Write a reply” text box), use the **@** key followed by the username of the X (Twitter) user in the thread you would like to mention, then use the **Enter** key to add that user to the box. Continue adding all of the users you would like to mention and reply to in the thread.




Note:


At this time, you can only choose to mention and reply to the users who have participated in the thread to date. It is not possible to mention any X (Twitter) user that is not currently in the thread. If you do not mention specific users to reply to, you will reply to all users who are present in the thread.

Please note that the original author of the post (tweet) will always be mentioned in the Replying to box. All other mentions can be removed or added again if you wish.

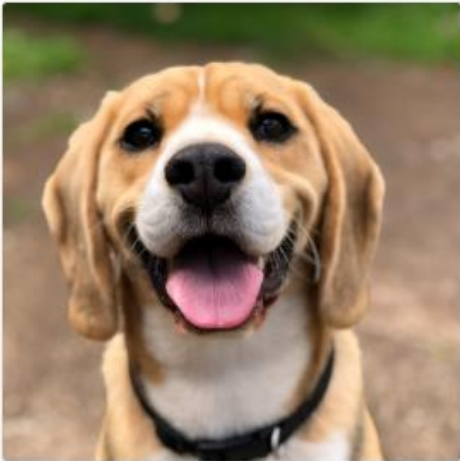
Mentioning an Instagram user





When replying to an Instagram post or comment in Engage, the author of the post/comment you are replying to will automatically be mentioned in the reply text box. If you would like to mention other Instagram users/handles in your reply, manually type in the users' Instagram account names/handles preceded by the @ key.

 Mention of BW foodhall 🔄 ⬇️ ✓

 thingsforthesoul1 @thingsforthesoul1 20 hours ago


brandwatch_test_account 🥰





⋮    

All 0 Unread 0 My assignments & mentions 0 With notes 0

☐ FILTER NEWEST FIRST ▾

 @thingsforthesoul1 look at that! 🥰

2165  

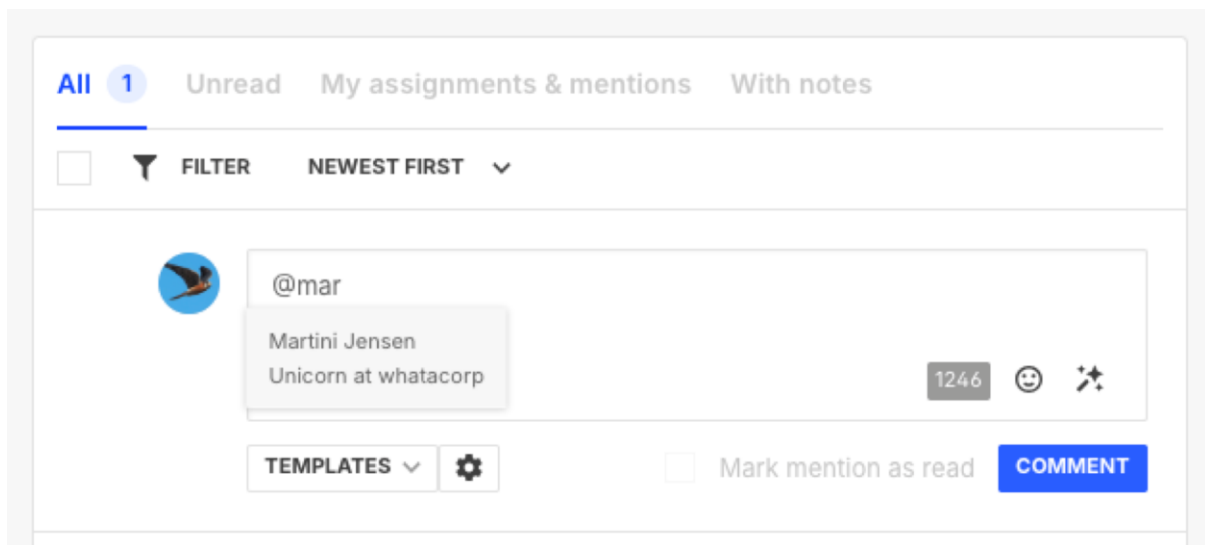
RESPONSE TEMPLATES ▾ ⚙️

COMMENT

Mentioning a LinkedIn user

In the **Replying to** box in your Engage feed (above the “Write a reply” text box), use the **@ key** followed by the name of the LinkedIn user you would like to mention. You will see a top 10 list of users that match your search when you type the first three

characters. Then use the **Enter** key to add that user to the Reply box.



Note:

You will only be able to mention users that follow your channel. In some cases, Engage will not be able to display a link to the user's native LinkedIn profile after you create the mention. However, the linked mention will appear natively on LinkedIn.

Tip:

You can still [use Iris actions](#), such as generating or editing your reply text, in a reply that mentions users. The username/handle in your reply will not be sent to third-party AI integrations, so only your reply text will be selected for Iris actions.