

Convo is a work collaboration and communication platform and to sign up for it, you need a work/corporate email address which in your case could be {FirstName}@organization-name.com.

Yes, there's definitely a way to invite external users into your network as guest users who will have a limited access to the network.

Yes, the premium plan does support this feature where you can invite users via phone number through CSV in admin panel.

No, you need to have a private domain to start a network on convo.

You can request a new password simply by clicking the “forgot password” link after which a verification email will be sent to you on your email address through which you can reset your password.

Through Two-Factor Authentication you can protect your account with an extra layer of security by requiring access to your phone. Once configured, you'll be required to enter both your password and an authentication code from your mobile phone/authenticator app in order to sign in.

Yes, Convo does offer SSO Single-Sign On option which enable users to securely authenticate with multiple applications and websites by logging in only once—with just one set of credentials (username and password).

Simply click “invite your teammates” button that appears in right side of your feed & you can either import your contacts from gmail or simply upload CSV containing email addresses of your teammates.

Yes, you can restrict an email/phone number or even all emails from a specific domain through admin panel in Pro and Enterprise packages by adding them in Block list.

Yes, Convo support is available 24/7 for all of our customers’ no-matter what package they’re on

There are Two basic ways to contact Convo support:

i-You can contact our support through our intercom channel by clicking the “?” above chats in your webapp

ii -You can send your query to our support team directly at support@convo.com

Yes. On mobile app, tap on the hamburger icon on the top left of the display and then scroll down and tap “Ask a question or share feedback” under “Help & Support”

Yes, you can integrate over 700+ applications with Convo by clicking the hamburger icon and then going to manage integrations section.

Yes, you can use Convo annotations for that. Annotation tools can be used to literally point out what you are talking about.

Yes, you can use Convo polls feature to get feedback from all or specific people in your company. You can create Textual/Visual polls by clicking the 'polls' icon present in the post creation panel.

You can use our advanced search feature to perform multiple search options and search only in particular group/s. Simply click on the drop down present in the search field and you will be able to see all the search options.

You can use our chat feature for communication which offers one-to-one as well as group chats along with the ability to make audio/video calls. Currently, 4 people can become a part of Convo conference call and can exchange their ideas simultaneously.

You can change notification preferences by going into your profile settings which gives you control of all the notifications for Convo as per your choice.

Yes, you can use the acknowledgement posts to make sure that your post has been seen by the recipient as you will be notified the first time each recipient acknowledges the post.

Yes, all communication to and from our servers is encrypted in Transit and at Rest(the same as banks). Each Convo network has its own membership, messages, administration, settings, groups etc. While your employees can be members of multiple Convo networks, the data for each network is completely isolated and secure.

Yes, with Convo locate, you can now keep track of your on-site or off desk workforce. Teams can now be monitored through graphical representation and real-time map.

Yes, Convo offers the 'Analytics' feature for its enterprise customer which helps them to analyze trends and engagements factors as well as generate reports. Only network admins have access to this feature.

Yes, you can change your payment information in admin panel or you can contact our support at [support@convo.com](mailto:support@convo.com) and our representatives will guide you.

You can do that by simply clicking the “Upgrade” button on the top right of your feed and then adding your payment information. Once we’ve received the request, your network will be upgraded to your selected package.

In order to take ownership of the network, the current owner can make another user the owner from admin panel. If the current owner has left the company, ask him/her to send us an ownership change request at [support@convo.com](mailto:support@convo.com) and we will process it. Once it’s done, you’ll be able to change the Billing option.

Our Starter package offers 20 users (employees + guests) and is completely free. You can simply signup with your company email address to create your network which will start automatically with the Starter package.

Yes, guest users are also part of your network. Guest users are outsiders with public email domain that you can add in your network which will have limited access to your network. Therefore, employees and guest users are charged the same.