LiveWorld Moderation Tool

User's Guide

Contents

Preface

This guide explains how to configure and use the LiveWorld Moderation Tool. This preface describes the content and organization of this guide, and provides information about how to contact LiveWorld.

Documentation Organization

This guide contains the following information.

Chapter	Description
Chapter 1, Using the Moderation Tool, on page 5	Describes how an administrator can use the Moderation Tool to create users, assign user roles, add customers, create systems, create notifications, create groups, and create rejection reasons.
Chapter 2, Changing Information, on page 19	Explains how administrators can change user account information, change user roles, customer information, systems, notifications, groups, and rejection reasons.

Documentation Conventions

The text in this guide follows these style conventions.

Style	Usage
bold	Indicates anything that you input by clicking, choosing, selecting, or typing in the GUI, or by pressing on the keyboard.

Style	Usage
`input`	Signifies command line entries that you type.
variable	Signifies variables typed into the GUI that you need to modify specifically for your configuration, such as command line variables, file names, and keyboard characters.

Customer Care

This section addresses user accounts, software upgrades, licenses and warranties, and technical support.

User Accounts

The LiveWorld device ships with a default user name and password. Change the default `admin` account password immediately after the system is installed to safeguard its use. Make sure the device has at least one administrator account with superuser privileges at all times, and keep a record of your account information in a safe place. If you lose the `admin` account password, and did not already create another superuser account, the system will need to be reset to factory defaults, causing you to lose all existing data on the device. You can create new administrator accounts, with or without superuser privileges. For more information, refer to Managing Administrators on page 41.

Technical Support

LiveWorld Technical Support provides assistance via the Web, e-mail, and telephone. Contact LiveWorld at:

http://www.liveworld.com/about-us/contact-us/

Chapter 1 Using the Moderation Tool

This chapter describes the features that an administrator can configure in the Moderation Tool. It includes the following topics:

Logging In To the LiveWorld Moderation Server

1. Go to https://www.scms.liveworld.com/users/sign_in
2. Type your user name and password and click Sign In.
3. Click LiveMod.

The LiveWorld Moderation Server appears.

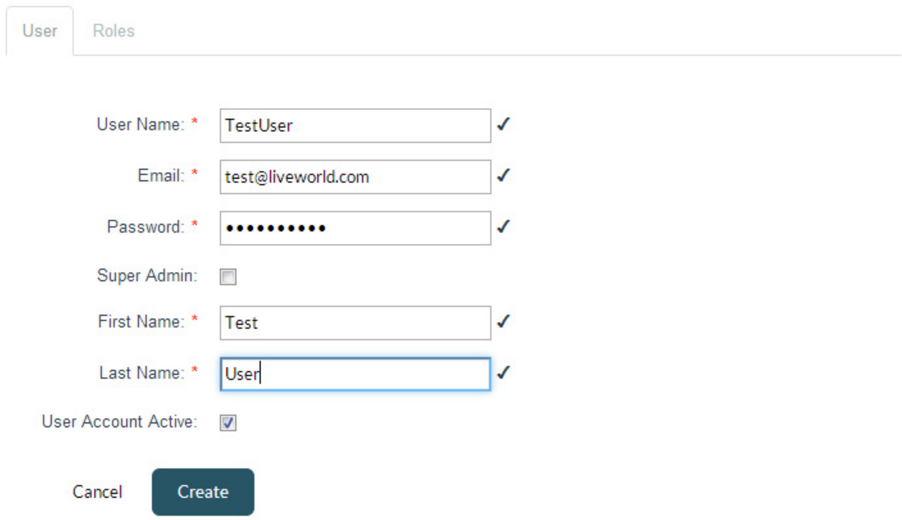
Adding Users

To add users to the Moderation Tool:

1. Click Admin.

2. Click Users.

3. Click Add User on the navigation pane to display the Users page.



Type the following information in the corresponding text fields:

- User Name - Name that the Moderation Tool uses to identify the user.

- Email - Email address for the user.

- Password - Password to authenticate the user.

- Super Admin - Select this check box to specify whether the user is a super admin. Super admins have privileges to access all areas of the Moderation Tool. They can add or delete users and assign Systems to users.

- First Name - Type the user's first name.

- Last Name - Type the user's last name.

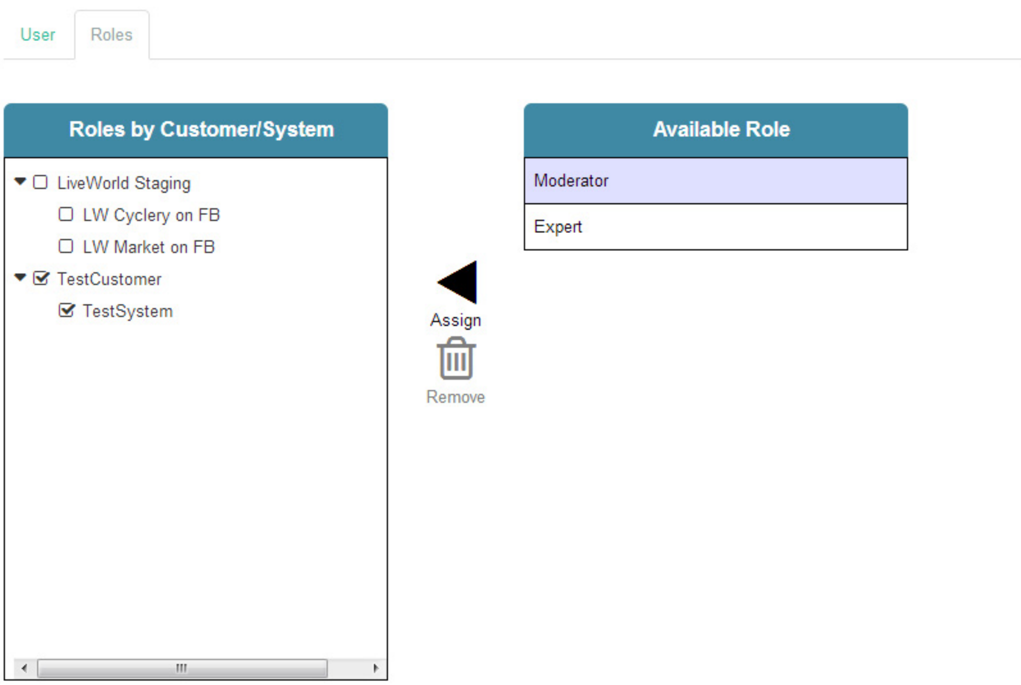
- User Account Active - Select this check box to specify whether the user account is active or inactive in the Moderation Tool.

4. Click Save to save your configuration or Cancel to clear this page.

Assigning User Roles

To change your user name, email address, and password:

1. Click Admin.
2. Click the user name of the user.
3. Click the Roles tab to display the Roles by Customer/Systems page.



4. Click the Customer name on the left panel.
5. Click Moderator to assign the user as a moderator or click Expert to assign the user as an expert ???

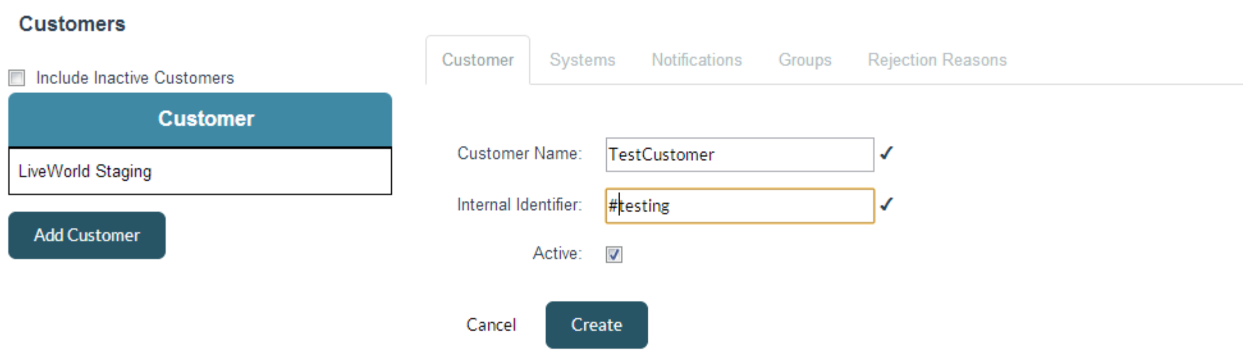
   To remove a user from the customer list, click Remove.

6. Click Assign.

Adding Customers

To change your user name, email address, and password:

1. Click Admin.
2. Click Customers.
3. Click Add Customer to display the Customers page.



4. Specify the following information on this page:
   - Customer Name - Type a name for the customer.
   - Internal Identifier - Leave the Internal Identifier as is. The internal identifier is a LiveWorld system identifier. You cannot edit this field.
   - Active - Select this check box to make the customer active in the Moderation Tool. Deselect this check box to make the customer inactive in all pages of the Moderation Tool.
5. Click Create to create the customer or Cancel to clear this page.

Creating Systems

Systems are the section of the customer pages that you work in.

Each system applies only to one social media channel such as Facebook, Twitter, or Instagram.

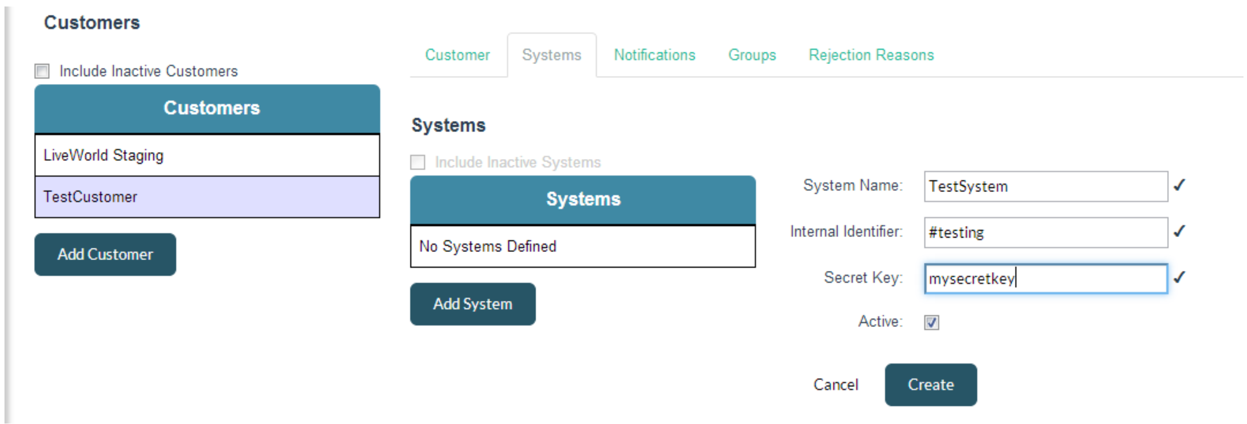
To create Systems for a customer:

1. Click Admin.

2. Click Customers to display the Customers page.

3. Select a customer from the navigation pane on the left.

4. Click the System tab to display the Systems page.



5. Click Add System.

6. Specify the following information on the Systems page:

   - System Name - Type the name of the system.

   - Internal Identifier - Leave the Internal Identifier as is. The internal identifier is a LiveWorld system identifier. You cannot edit this field.

   - Secret Key - Type a secret password (key) to authenticate the system in the Moderation Tool.

7. Click Create to create a new system or click Cancel to clear this page.

Creating Notifications

Create a notification for the Moderation Tool to send an email to the customer when an incident occurs that impacts them.

The following is a sample notification message:

```
"Hello,
You have received this email because the following content has been escalated for review:
BRAND: Tandoori Grill
CONTENT ID: 179130402275086_182404581947668
CONTENT URL:
https://www.facebook.com/permalink.php?story_fbid=182404581947668&id=179130402275086
SUBJECT OF POST: Post on wall: 179130402275086
CONTENT OF POST: Kathleen wants to see an escalation or an escalator...
AUTHOR NAME: Helena Justin
ACTION TAKEN: ACCEPTED
MODERATOR: blennan
TIME MODERATED: 2013-09-26 18:16:15 UTC

Warm Regards,
LiveWorld Moderation Team
```

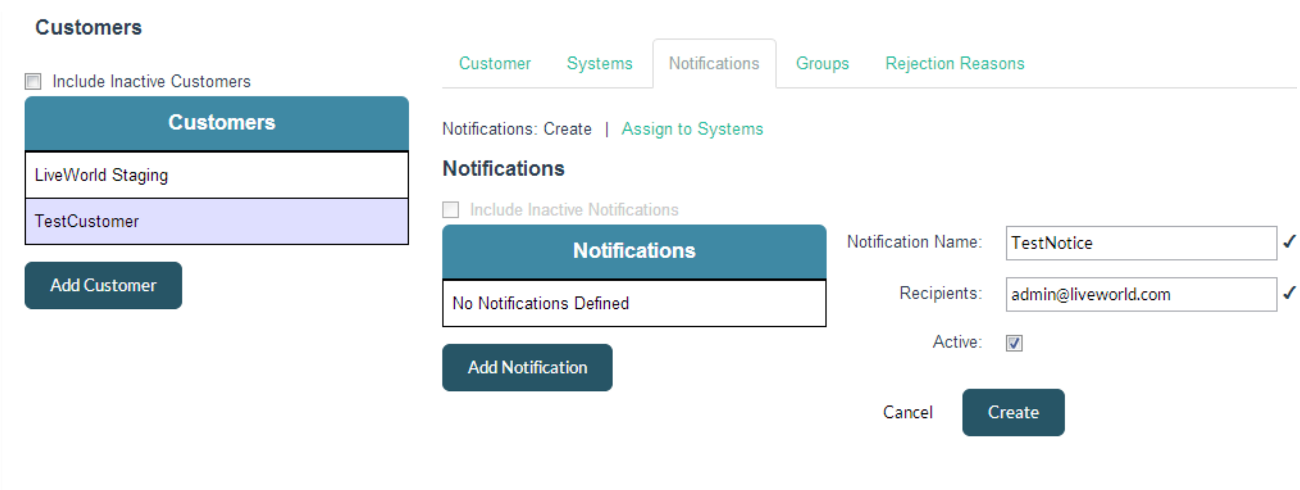
To create Notifications for a customer:

1. Click Admin.

2. Click Customers to display the Customers page.

3. Select a customer from the navigation pane on the left.

4. Click the Notifications tab to display the Notifications page.



5. Specify the following information on the Notifications page:

   - Notification Name - Type a name to identify the notification message.

- Recipients - Type the email addresses of the people who must receive the notification.
- Active - Select this check box to make the notification active throughout the Moderation Tool.

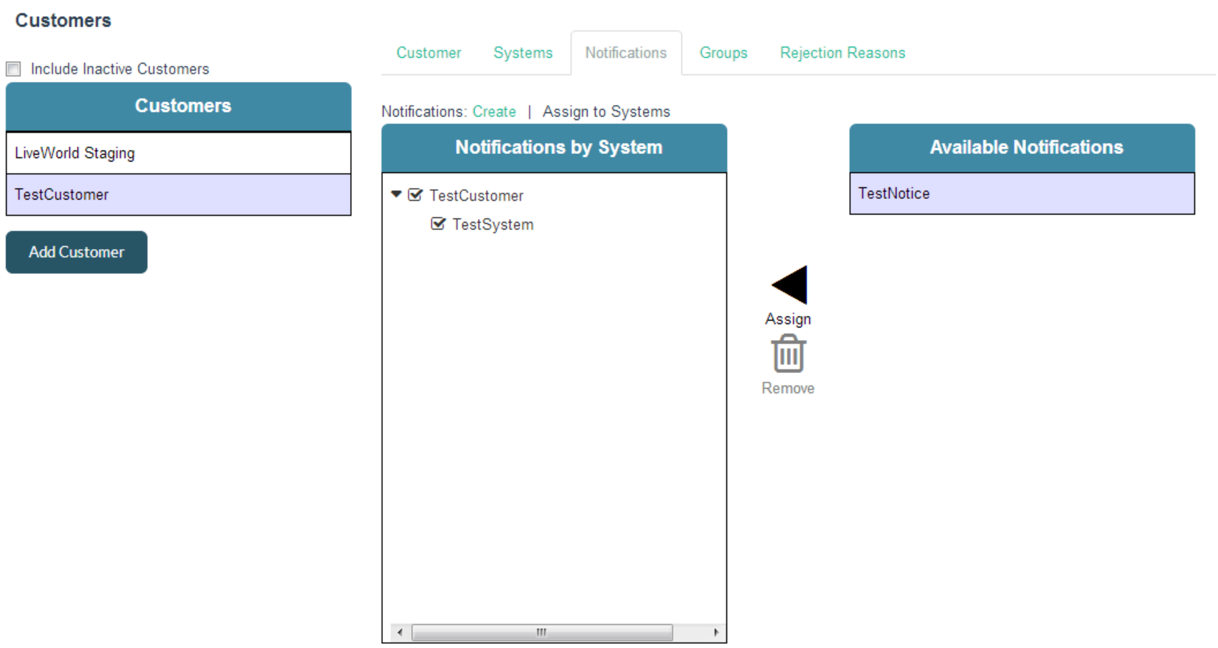
6. Click Create to create a new notification or click Cancel to clear this page.

Assigning Notifications to Systems

After you create a group, you assign it to the systems that can access the notifications.

To assign Notifications to a System:

1. Click Admin.
2. Click Customers to display the Customers page.
3. Select a customer from the navigation pane on the left.
4. Click the Notifications tab to display the Notifications page.
5. In the Notifications page, click the Assign to Systems tab to display the Assign to Systems page.



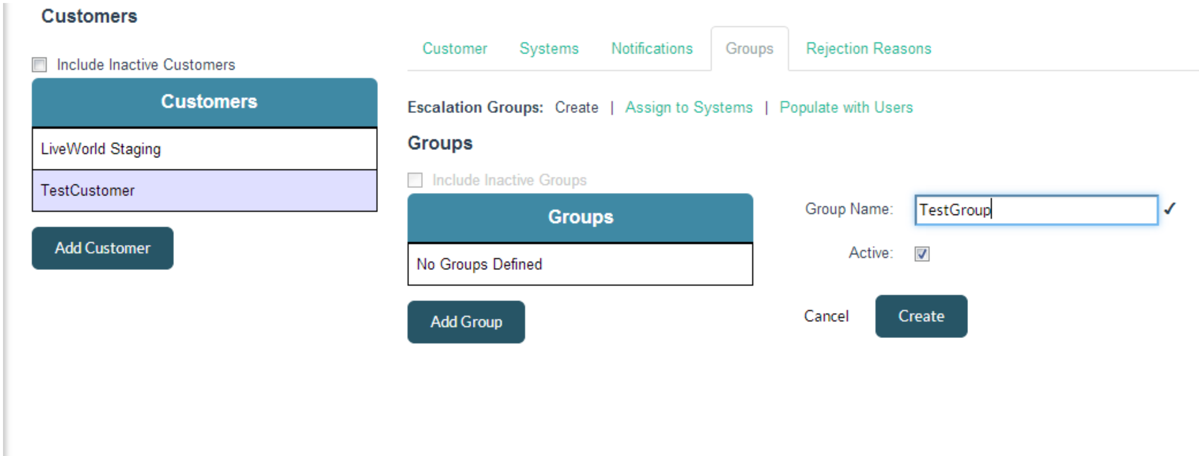
6. Under Notifications by System, click the system name.
7. Under Available Notifications, click the notification name.
8. Click Assign to assign the notification to the system.
9. To delete a notification from the system, under Notifications by System, select the notification and click Remove.

Creating Groups

Groups are a list of users with special privileges. For example, if you want more information from an expert on a post that you are moderating, you can assign it to the senior moderation team using this feature.

To create Groups for a System:

1. Click Admin.
2. Click Customers to display the Customers page.
3. Select a customer from the navigation pane on the left.
4. Click the Groups tab to display the Groups page.



5. Specify the following information in the Groups page:

    - Group Name - Type a name for the group.

    - Active - Select this check box to make the group active throughout the Moderation Tool.

6. Click Create to create a new group or click Cancel to clear this page.

Assigning Groups to Systems

After you create a group, you assign it to the systems that can access the group.

To assign Groups to a System:

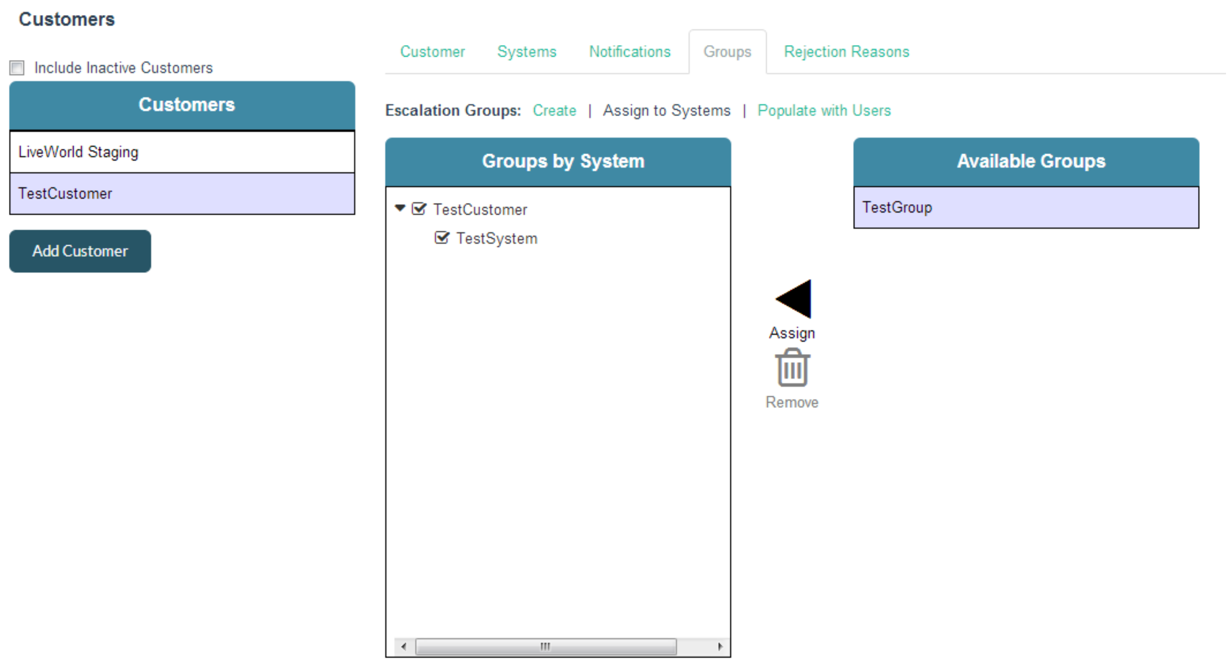
1. Click Admin.

2. Click Customers to display the Customers page.

3. Select a customer from the navigation pane on the left.

4. Click the Groups tab to display the Groups page.

5. In the Groups page, click the Assign to Systems tab to display the Assign to Systems page.



6. Under Groups by System, click the system name.
7. Under Available Groups, click the group name.
8. Click Assign to assign the group to the system.
9. To delete a group from the system, under Groups by System, select the group and click Remove.

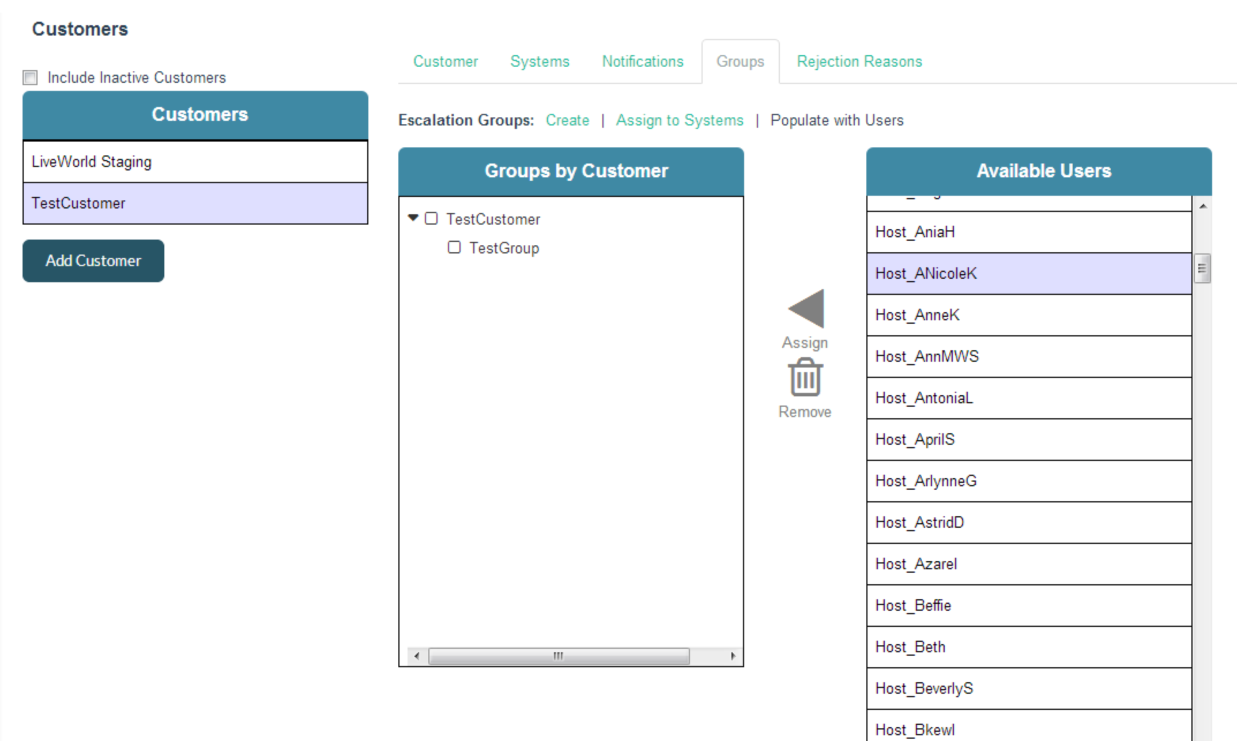
Populating Groups With Users

After you create a group, you must include users in the group. For example, you can add senior moderators in a group so that they can assist with issues that you escalate to them.

To populate a group with users:

1. Click Admin.
2. Click Customers to display the Customers page.
3. Select a customer from the navigation pane on the left.
4. Click the Groups tab to display the Groups page.

5. In the Groups page, click the Populate with Users tab to display the Populate with Users page.



6. Under Groups by System, click the system name.

7. Under Available Users, click the user name.

8. Click Assign to assign the user to the group.

9. To delete a user from the group, under Groups by Customer, select the user and click Remove.

Creating Rejection Reasons

Create a rejection reason to explain why you rejected a post.

To create Rejection Reasons for a customer:

1. Click Admin.

2. Click Customers to display the Customers page.

3. Select a customer from the navigation pane on the left.

4. Click the Rejection Reasons tab to display the Rejection Reasons page.

5. Specify the following information on the Rejection Reasons page:

   - Rejection Reason Name - Type a name to identify the rejection reason.
   - Active - Select this check box to make the rejection reason active throughout the Moderation Tool.

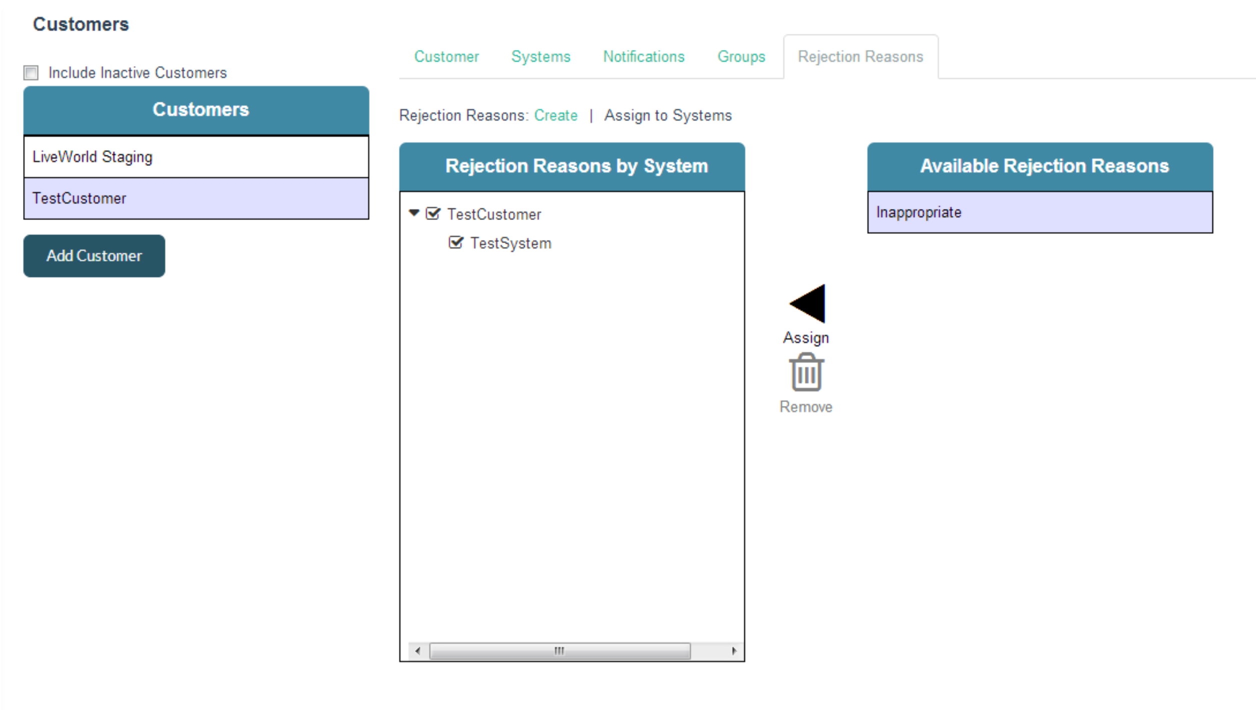
6. Click Create to create a new notification or click Cancel to clear this page.

Assigning Rejection Reasons to Systems

After you create a rejection reason, you assign it to the systems that can access the Rejection Reasons.

To assign Rejection Reasons to a System:

1. Click Admin.
2. Click Customers to display the Customers page.
3. Select a customer from the navigation pane on the left.
4. Click the Rejection Reasons tab to display the Rejection Reasons page.
5. In the Rejection Reasons page, click the Assign to Systems tab to display the Assign to Systems page.



6. Under Rejection Reasons by System, click the system name.

7. Under Available Rejection Reasons, click the rejection reason name.

8. Click Assign to assign the rejection reason to the system.

9. To delete a rejection reason from the system, under Rejection Reasons by System, select the rejection reason and click Remove.

Chapter 2 Changing Information

This chapter describes how to edit and change the information you entered in the Moderation Tool. It includes the following topics:

Changing User Account Information

To change your user name, email address, and password:

1. Click Admin.
2. Click My Account.
3. Edit the email address, password, first name, or last name.
4. Click Save to save your configuration or Cancel to clear this page.

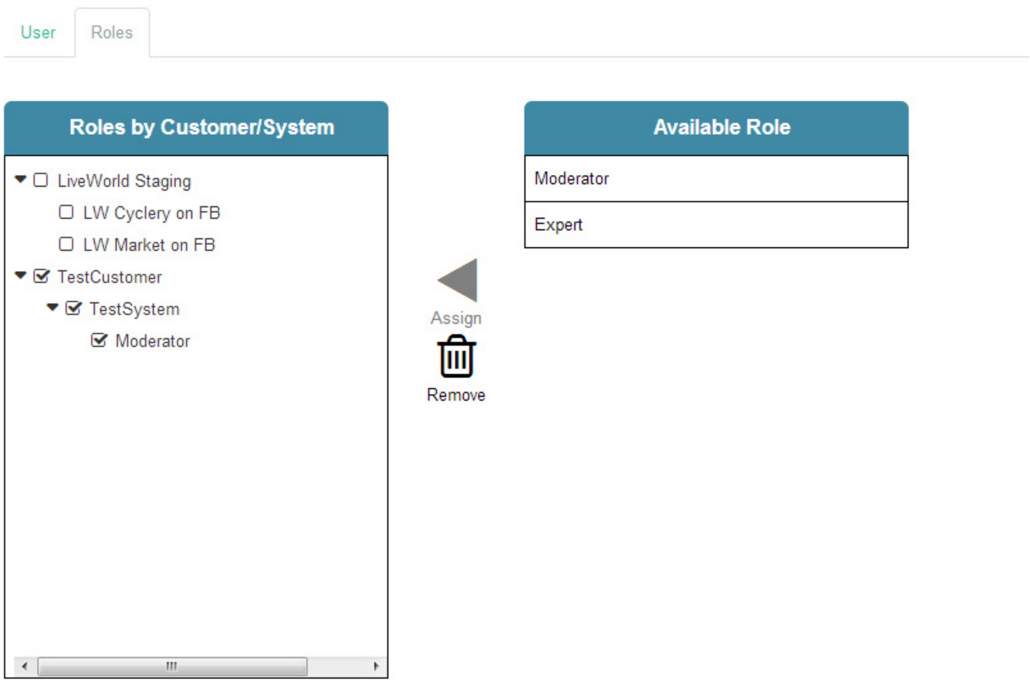
Changing User Roles

To change the user's role (Moderator or Expert):

1. Click Admin.

2. Click the user name of the user.

3. Click the Roles tab to display the Roles by Customer/Systems page.



4. Click the Customer name on the left panel.

5. Click the role name (Moderator in this example).

6. Under Available Role, click Moderator to assign the user as a moderator or click Expert to assign the user as an expert ???

   To remove a user from the customer list, click Remove.

Changing Customer Information

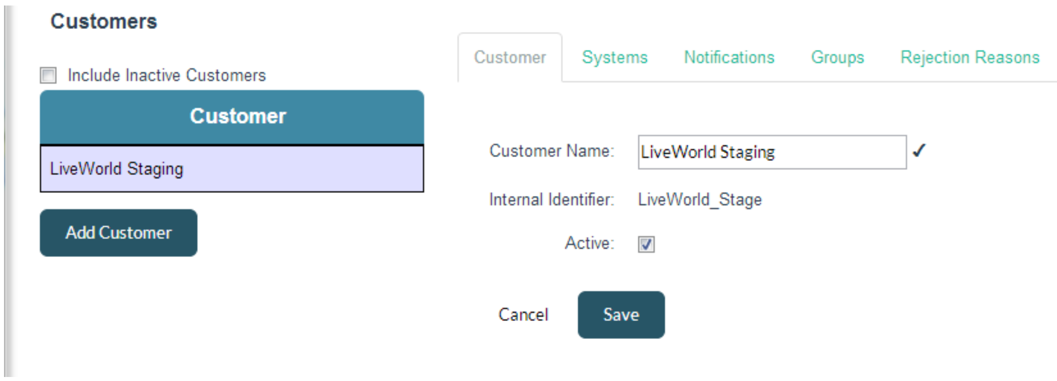
To change customer information:

1. Click Admin.

2. Click Customer.

3. To view inactive customers, click Include Inactive Customers check box in the navigation pane on the left.

4. Select the customer name from the navigation pane on the left.



5. Specify the following information on this page:

   - Customer Name - Type a new customer name to change the customer name.

   - Internal Identifier - Leave the Internal Identifier as is. The internal identifier is a LiveWorld system identifier. You cannot edit this field.

   - Active - Select this check box to make the customer active in the Moderation Tool. Deselect this check box to make the customer inactive in all pages of the Moderation Tool.

6. Click Save to save your configuration or Cancel to clear this page.

Changing Systems

The section of the customer pages that you work in are called Systems.

Each system applies only to one social media channel such as Facebook, Twitter, or Instagram.

To change Systems information:

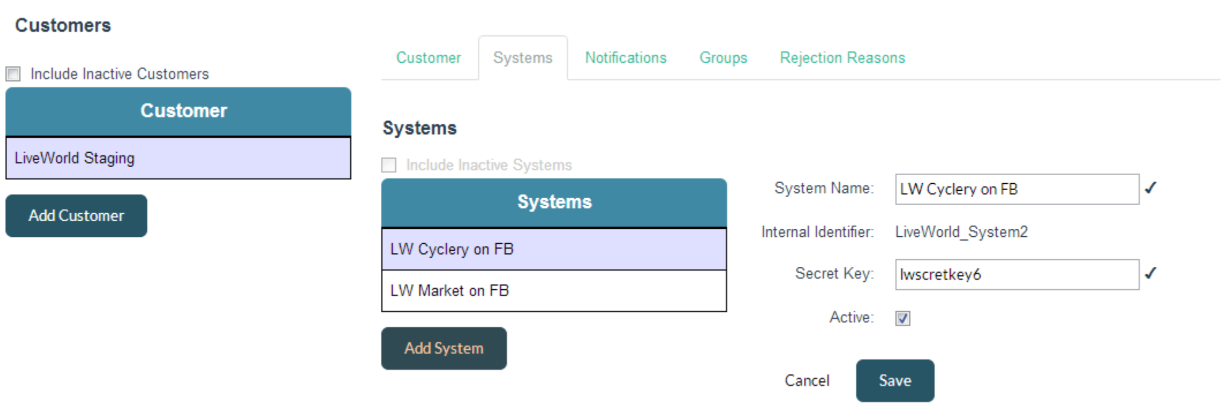
1. Click Admin.

2. Click Customers to display the Customers page.

3. Select a customer from the navigation pane on the left.

4. Click the System tab to display the Systems page.

5. Select a system.



6. Edit the following information:

   - System Name - Type a name specific to the system to identify it in the Moderation Tool.
   - Internal Identifier - You cannot change this.
   - Secret Key - Usually, you edit this only if the security is compromised. The secret key authenticates you to the Moderation Tool.
   - Active - Select this check box to make the system active in the Moderation Tool.

7. Click Save to save your configuration or Cancel to clear this page.

Changing Notifications

To change notifications:

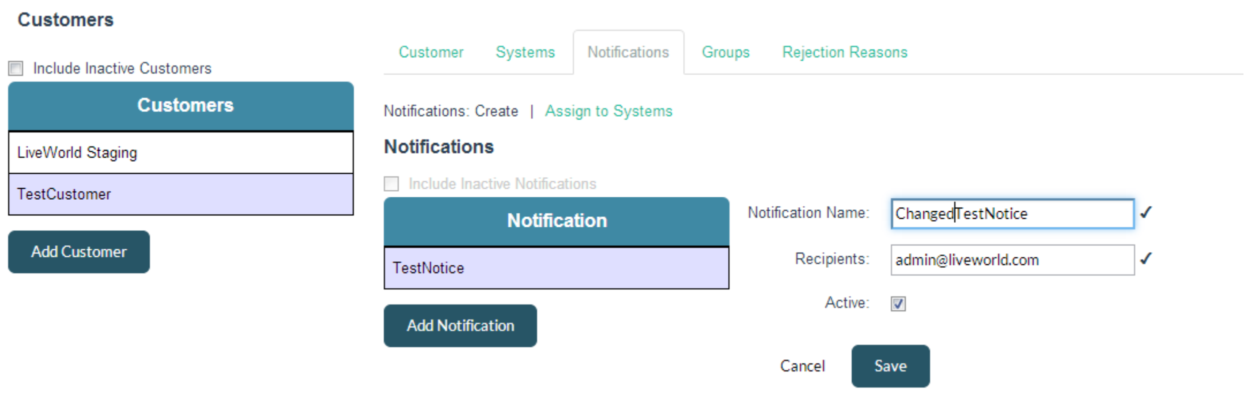
1. Click Admin.

2. Click Customer.

3. Select the customer name from the navigation pane on the left.

4. Click the Notifications tab to display the Notifications page.

5. Select the Notification that you want to change.



6. Edit the following information on the Notifications page:

   - Notification Name - Type a name to identify the notification message.

   - Recipients - Type the email addresses of the people who must receive the notification.

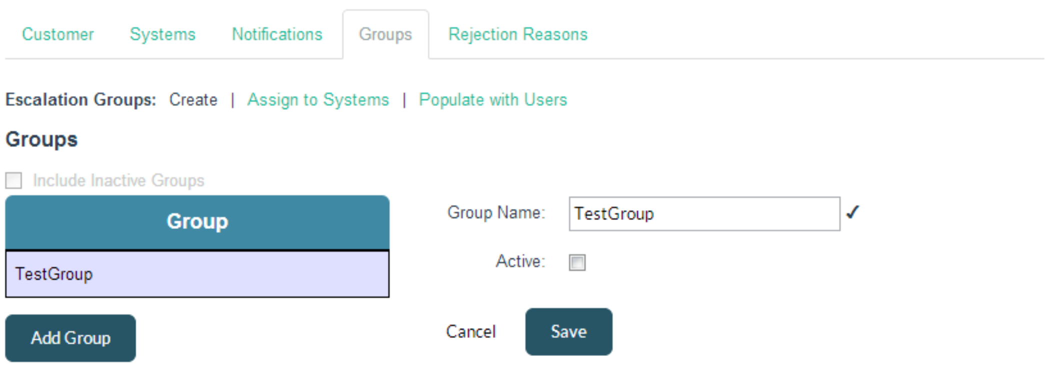
   - Active - Select this check box to make the notification active throughout the Moderation Tool.

7. Click Save to save your configuration or Cancel to clear this page.

Changing Groups

To change groups:

1. Click Admin.
2. Click Customer.
3. Select the customer name from the navigation pane on the left.
4. Click the Groups tab to display the Groups page.
5. Select the Group that you want to change.



6. Edit the following information on the Groups page:
   - Group Name - Type a name to identify the Group message.
   - Active - Select this check box to make the Group active throughout the Moderation Tool.
7. Click Save to save your configuration or Cancel to clear this page.

Changing Rejection Reasons

To change Rejection Reasons:

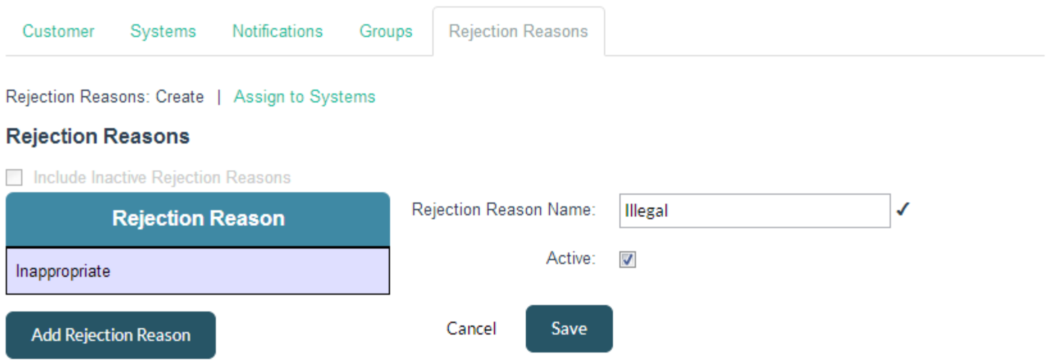
1. Click Admin.

2. Click Customer.

3. Select the customer name from the navigation pane on the left.

4. Click the Rejection Reasons tab to display the Rejection Reasons page.

5. Select the Rejection Reason that you want to change.



6. Edit the following information on the Rejection Reasons page:

   - Rejection Reason Name - Type a name to identify the Rejection Reason message.

   - Active - Select this check box to make the Rejection Reason active throughout the Moderation Tool.

7. Click Save to save your configuration or Cancel to clear this page.