





Hootsuite Integration
User Guide

Introduction

Community managers are often monitoring several social channels including community forums. This integration lets you create streams in Hootsuite that display posts from your Vanilla community.

This guide outlines how to setup the integration and how it works.

1. Setting Up the Integration

You must have a Vanilla cloud account and a Hootsuite account. This integration will not work with the Vanilla OSS product.

1.1 Enable the Hootsuite Add-on in your Vanilla account:

- You will need to be an Admin to enable add-ons
- Navigate to the Add-ons page in the Dashboard and toggle the on button
- If you do not see the add-on, please contact your customer success manager or customer support.



1.2 Install the Vanilla App in Hootsuite:

From within your Hootsuite account

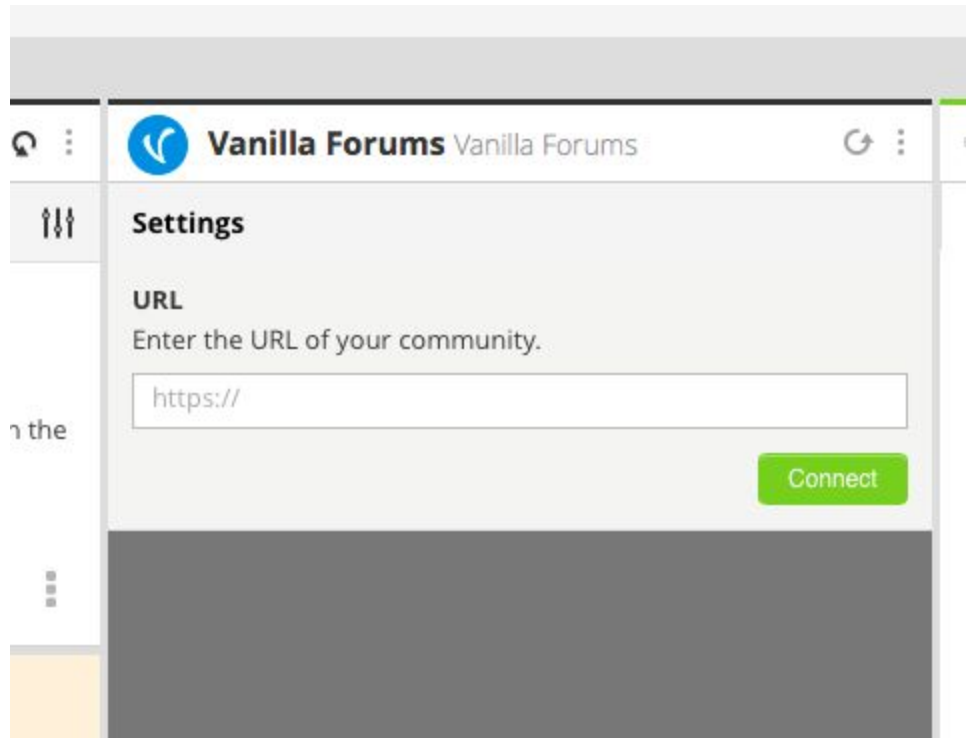
- Click the '+' icon to add a stream
- Click on 'Apps' and then 'Get More Apps'
- Search for Vanilla
- Click install

Alternately, you can navigate to the Hootsuite App Directory from the left hand menu and search for Vanilla and then click on install.

You will have to do this multiple times if you wish to have multiple streams on the go. You can monitor multiple instances of Vanilla or have streams that displays a search based on a category in your community or a keyword.

1.3 Once you have installed the Vanilla app, you will connect to your Vanilla community.

- Make sure your community is open in another browser tab
- Make sure you are logged in with a user Role that has the 'staff' permission enabled.
- Enter the URL of you Vanilla community, for example:
<https://www.vanillademo.com>



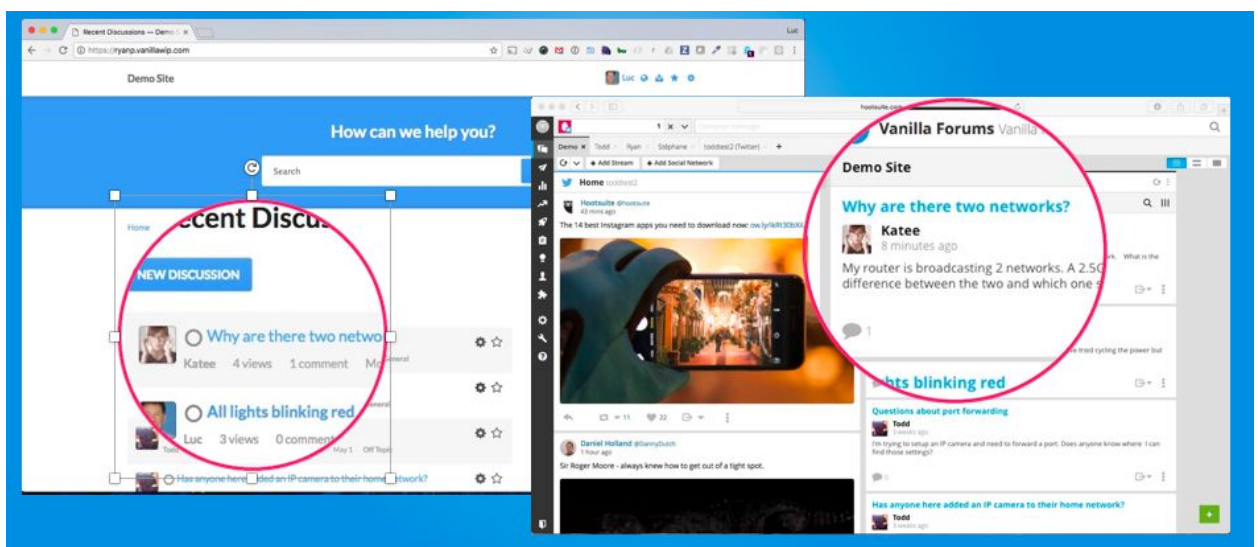
- Click 'Connect'
- The stream should load a list of recent discussions from your community.

Your integration has now been configured.

2. Using the Integration

The integration lets you do the following:

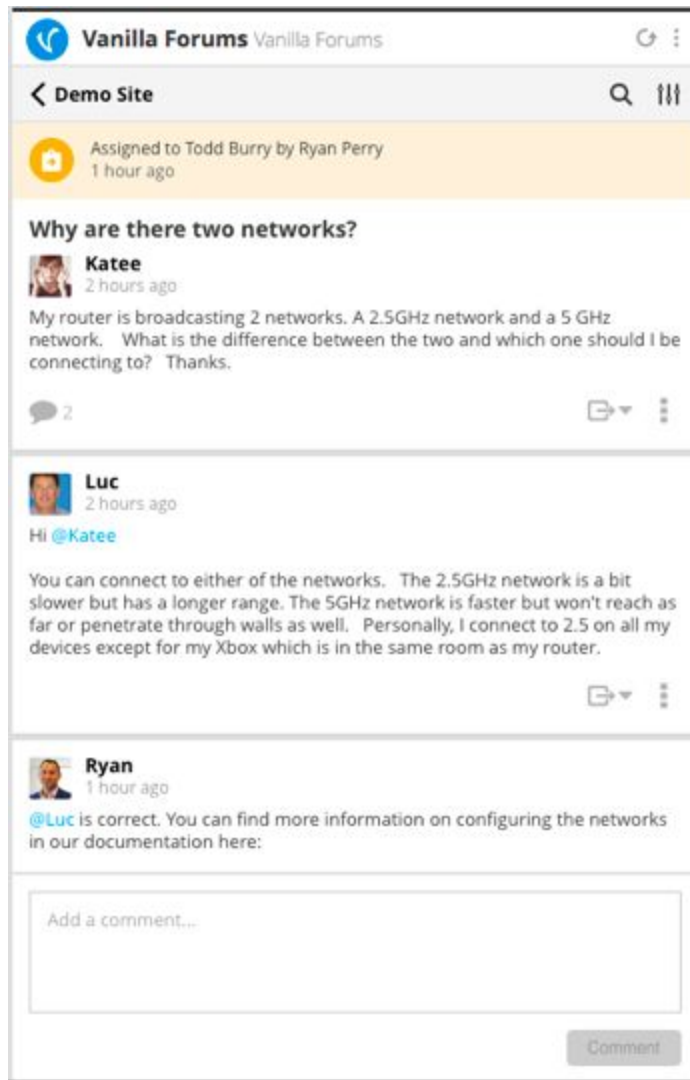
- View discussions created in your community in a stream
- Expand the discussion to view discussion comments
- Reply to a discussion
- Assign a comment to another Hootsuite user
- Mark an assigned comment as resolved
- Search based on discussions or keywords



2.1 Viewing Discussions & Comments

Discussions are loaded in reverse chronological order based on the date and time of the most recent comment. This means that older discussions will move to the top of the stream each time a new comment has been added.

In the stream you will see the discussion title and a discussion body. By clicking on the speech icon, you can expand the discussion to see all entered comments.

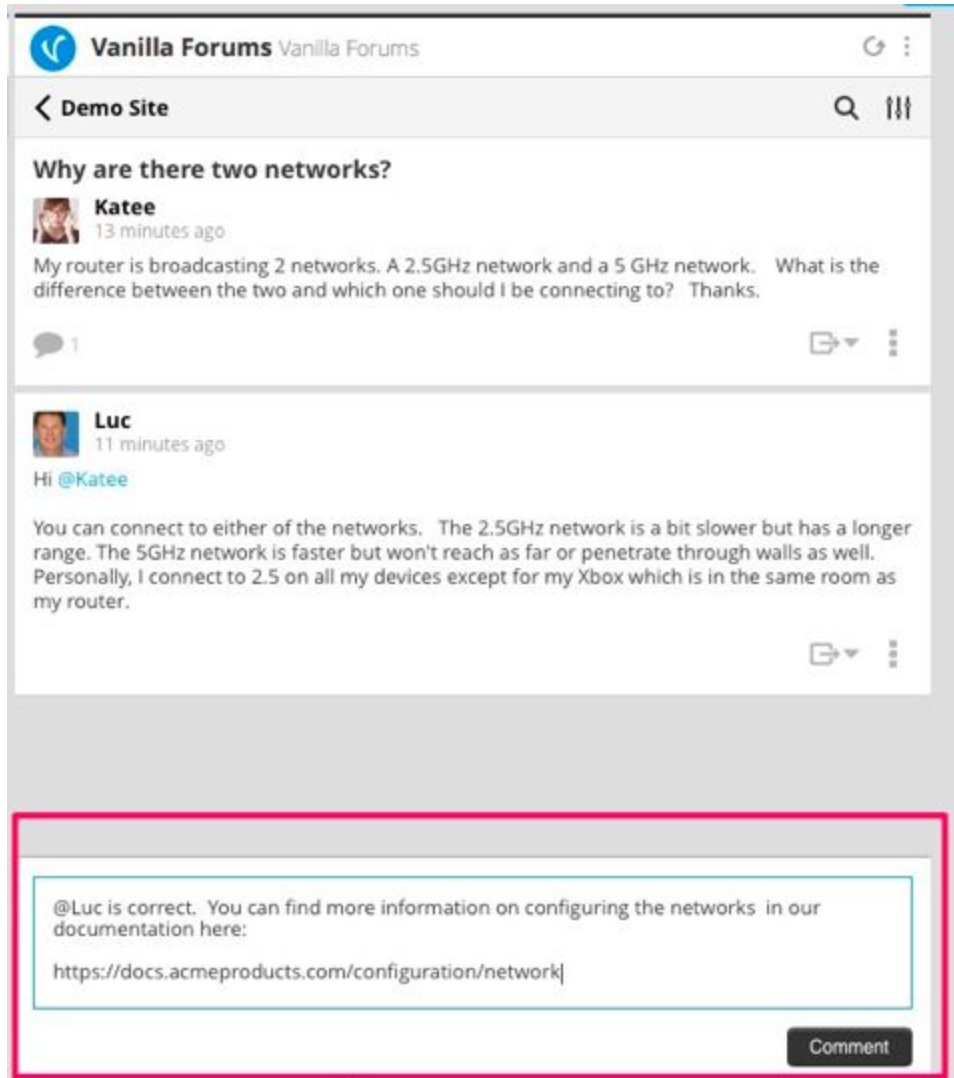


Clicking on the reload icon will refresh the stream.

Clicking on a discussion title will take you to the discussion in Vanilla in a new browser tab.

2.2 Replying to a Discussion

To reply to a discussion, expand the discussion to reveal the comments and scroll to the bottom of the stream where you will see a box where the reply can be entered. Your comment will display in the Vanilla forum under your username.



Vanilla Forums Vanilla Forums

< Demo Site

Why are there two networks?

Katee
13 minutes ago

My router is broadcasting 2 networks. A 2.5GHz network and a 5 GHz network. What is the difference between the two and which one should I be connecting to? Thanks.

1

Luc
11 minutes ago

Hi @Katee

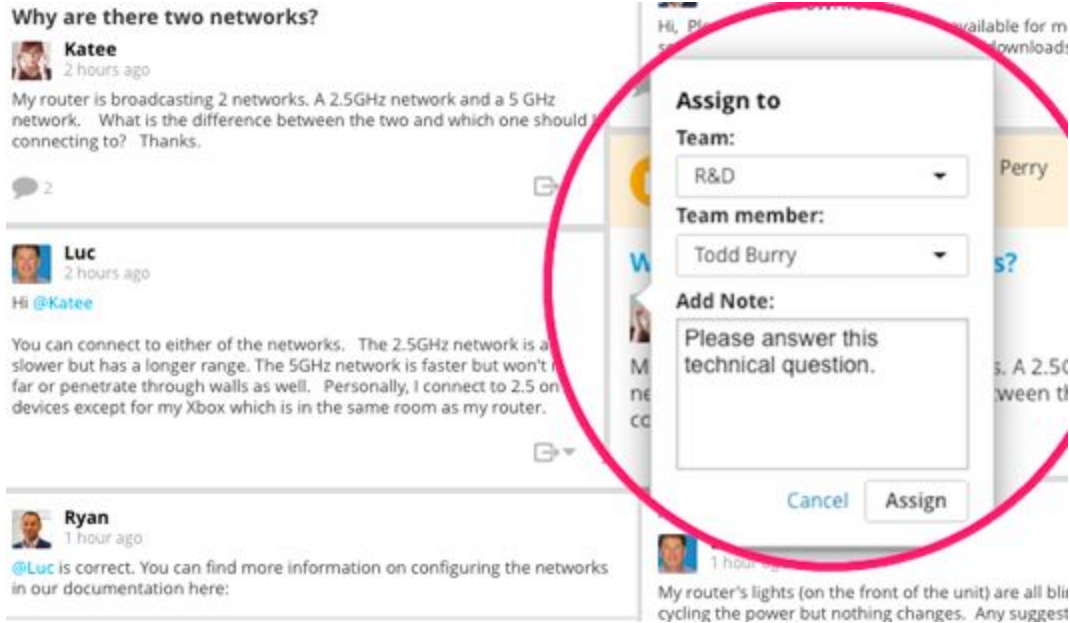
You can connect to either of the networks. The 2.5GHz network is a bit slower but has a longer range. The 5GHz network is faster but won't reach as far or penetrate through walls as well. Personally, I connect to 2.5 on all my devices except for my Xbox which is in the same room as my router.

@Luc is correct. You can find more information on configuring the networks in our documentation here:
<https://docs.acmeproducts.com/configuration/network>

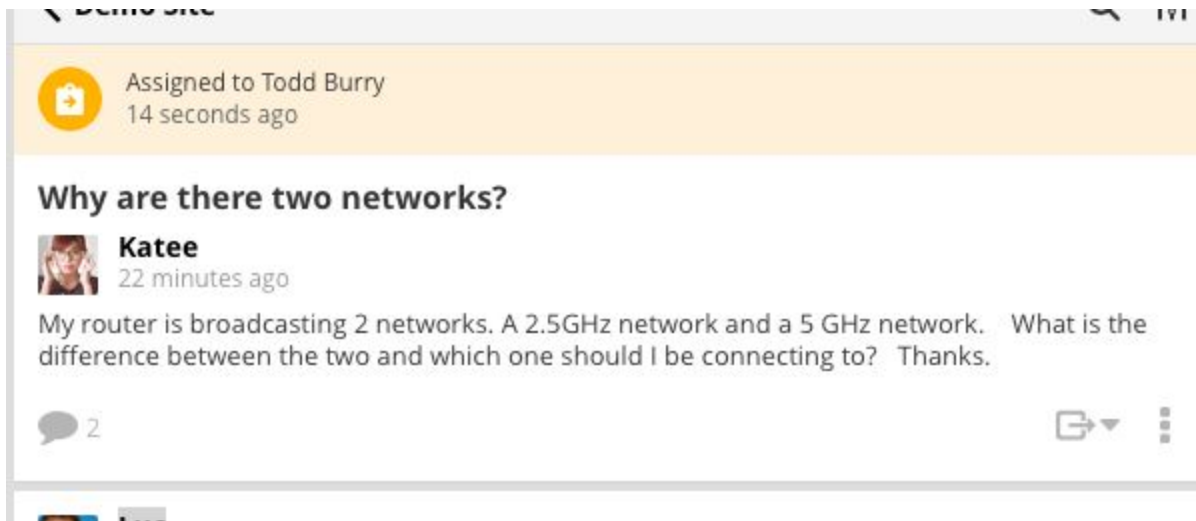
Comment

2.3 Assigning and Resolving

To assign a discussion click on the 'Assign' icon below the comment that you want to assign. This will open the standard assignment dialogue where you can select a team and team member to whom the comment should be assigned.

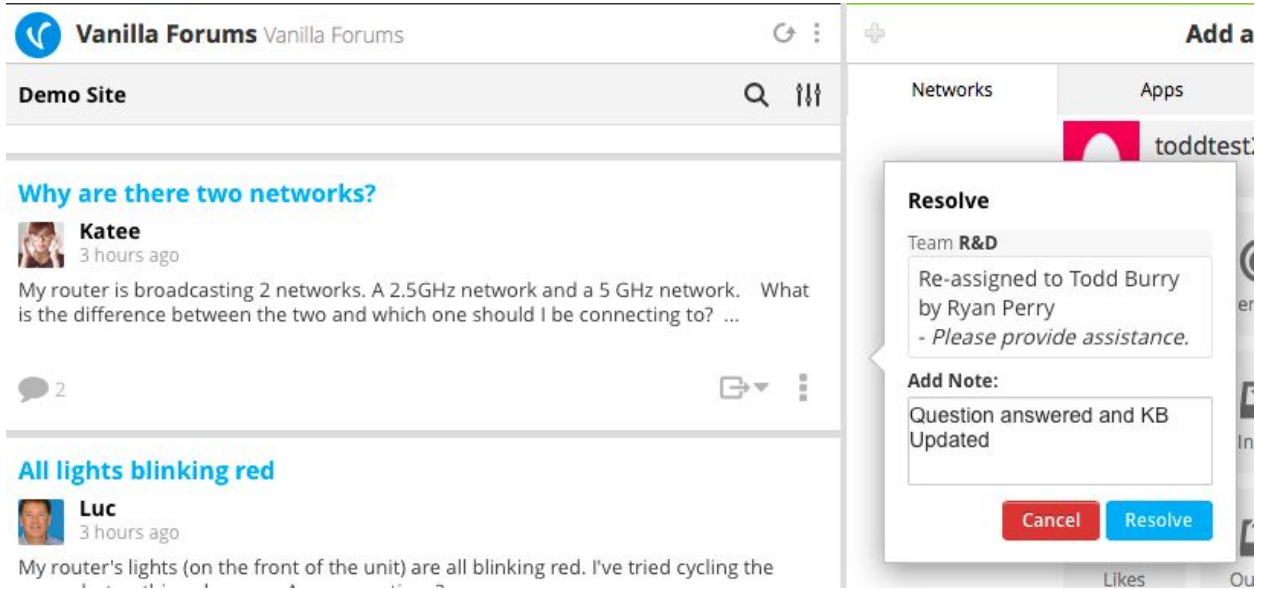


Once the comment is assigned, you will see a panel above the comment with assignment information.



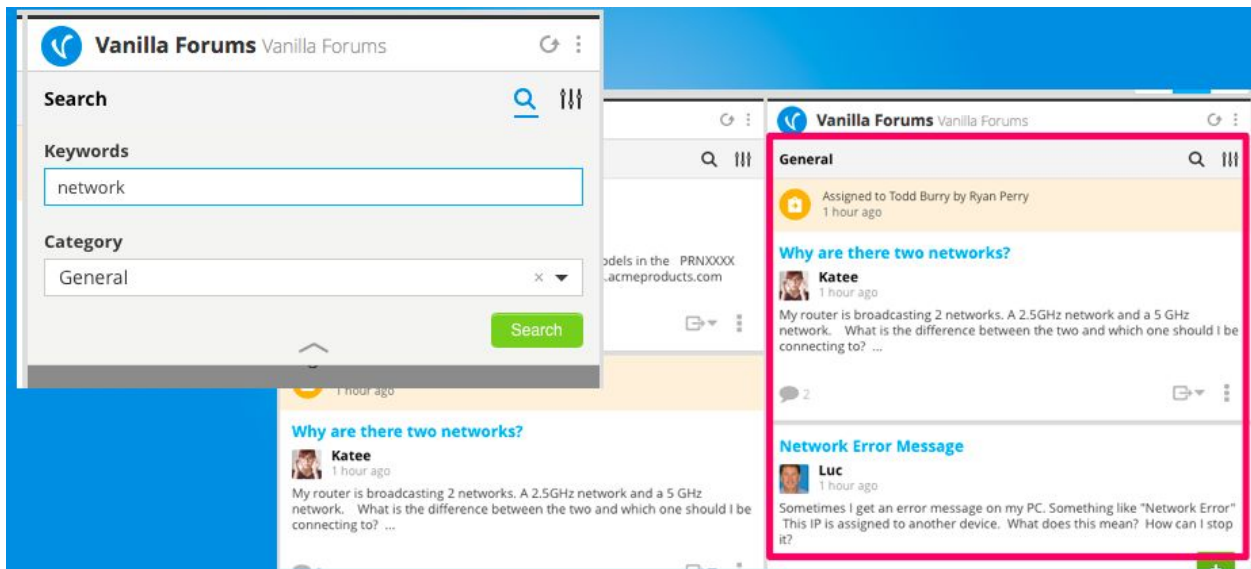
To view assignments, navigate to the assignments page in the Hootsuite app. **** Please note, assigned items from 3rd party apps such as Vanilla may not display in the new assignments manager. You may need to switch to the old assignments manager to see items from Vanilla.****

To resolve mark an item as resolved, click on the resolve icon and click on the 'Resolve' button.



2.4 Search

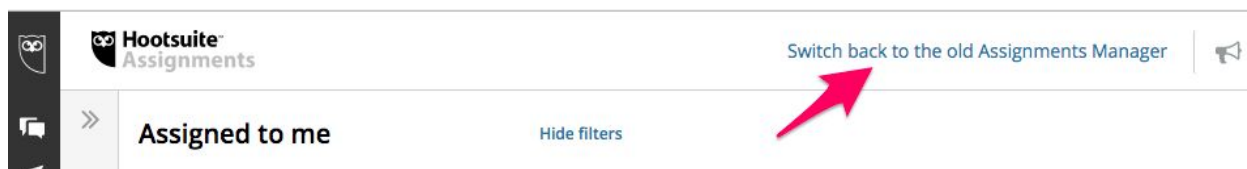
To search the community forum, click on the search icon and enter keywords if desired enter a category. Your stream will display discussions that match the search criteria.



If you would like to permanently monitor your community based on the search criteria, you can create a new stream by repeating the installation steps in section 1 and filtering the stream using search.

3. Notes

- Advanced actions such as editing a user comment, applying a warning, using Reactions cannot be done via Hootsuite. You must click through to the discussion in Vanilla and take the action in Vanilla.
- Assigned items from 3rd party apps such as Vanilla may not display in the new assignments manager. You may need to switch to the old assignments manager to see items from Vanilla.



- When marking an item as resolved, the resolve button might cycle and resolve dialogue might not close as expected. The item status will be changed to resolved but the page might need to be refreshed in order for the dialogue to clear. Hootsuite R&D is tracking this issue.