

Microsoft Social Engagement for Dynamics CRM

Gain real-time understanding of your customers and your business across the social web within Dynamics CRM.

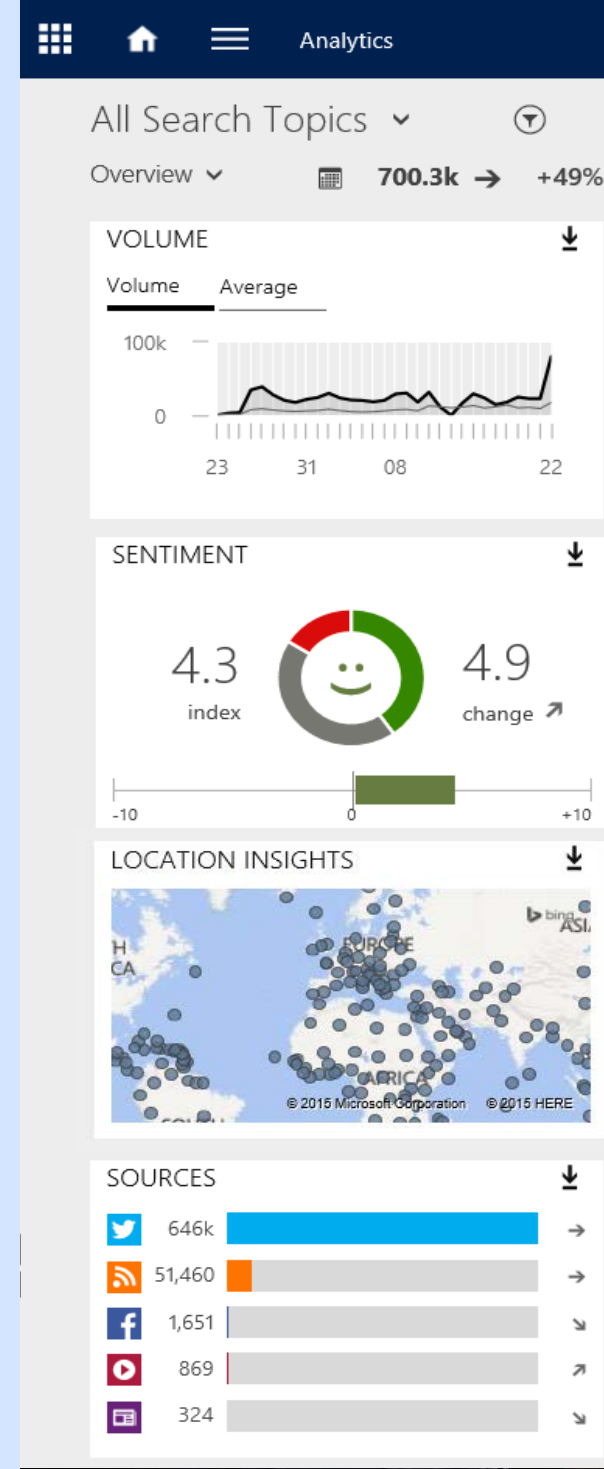
Version 3.1



contents

This eBook covers:

- [Why Social Engagement for CRM?](#)
- [Create records in CRM from a post in Social Engagement](#)
- [Set up Social Engagement dashboards and visuals in CRM](#)
- [Gallery of Social Engagement visuals](#)
- [Next steps and help resources](#)



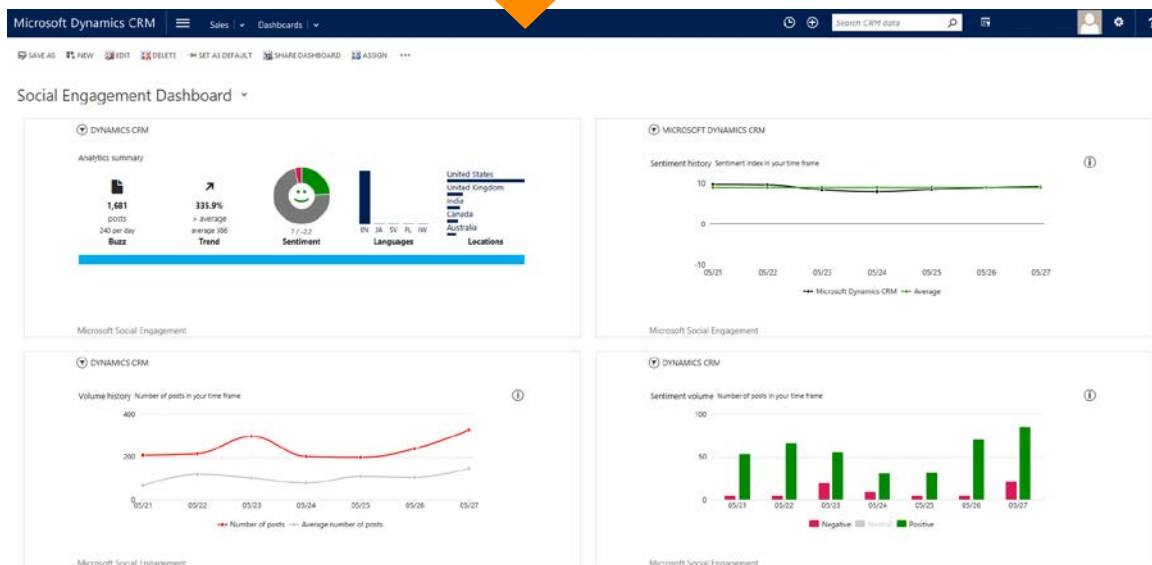
gain valuable social insights right in CRM



Sales, marketing, and service organizations can link posts to Microsoft Dynamics CRM and gain insights right within CRM.

Social Insights¹ lets you add charts and graphs to dashboards right in CRM, or add them to the forms for different types of records, such as accounts, contacts, or competitors.

Link posts from Social Engagement to Dynamics CRM² lets you create any type of CRM record (entity) from a post in Social Engagement.



Read more about how Social Engagement works and how it can help your business in the [eBook: Introducing Microsoft Social Engagement](#).

Add social dashboards and charts to view and act on social media events in CRM

¹ Available in Microsoft Dynamics CRM Online Spring '14 and CRM 2013 Service Pack 1 (SP1) or later

² Available in Microsoft Dynamics CRM Online 2015



lead generation and social insights for sales

Social buying signals

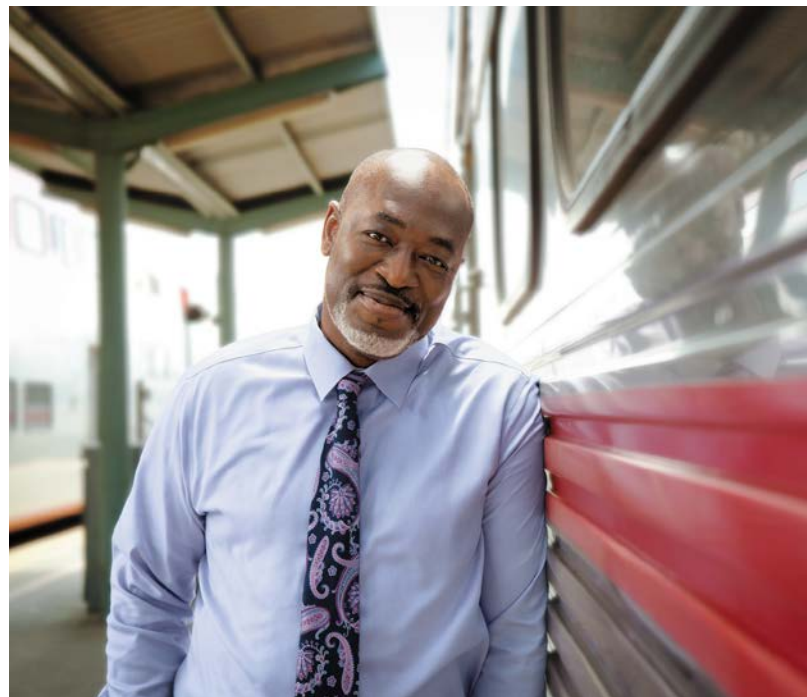
Create real-time alerts for key purchasing signals and generate leads from the social web.

Competitive intelligence

Gain important insights about your competitors' weaknesses and strengths.

Target account tracking

Monitor key developments and decision makers at your top accounts.



51% of salespeople who use social selling techniques outperform their sales peers. ([Source](#))



real-time social listening for marketing

Brand & product sentiment

Gain insight and learn what people really think and feel about your business.

Campaign monitoring

Measure the effectiveness of marketing campaigns on social channels.

Top influencer tracking

Identify and monitor the top influencers in your industry, company, and customer base.



75% of B2B buyers are likely to use social media to influence their purchase decisions. [\(Source\)](#)



extraordinary social care for service

New standard in social care

Engage customers, on their terms, across the social web and create cases in CRM.

Global sentiment analysis

Track social care cases in up to 19 languages. For more information, see the [Translation Guide](#).

Real-time social case resolution

Improve resolution time creating alerts to quickly identify customer issues, and identify trends early on.

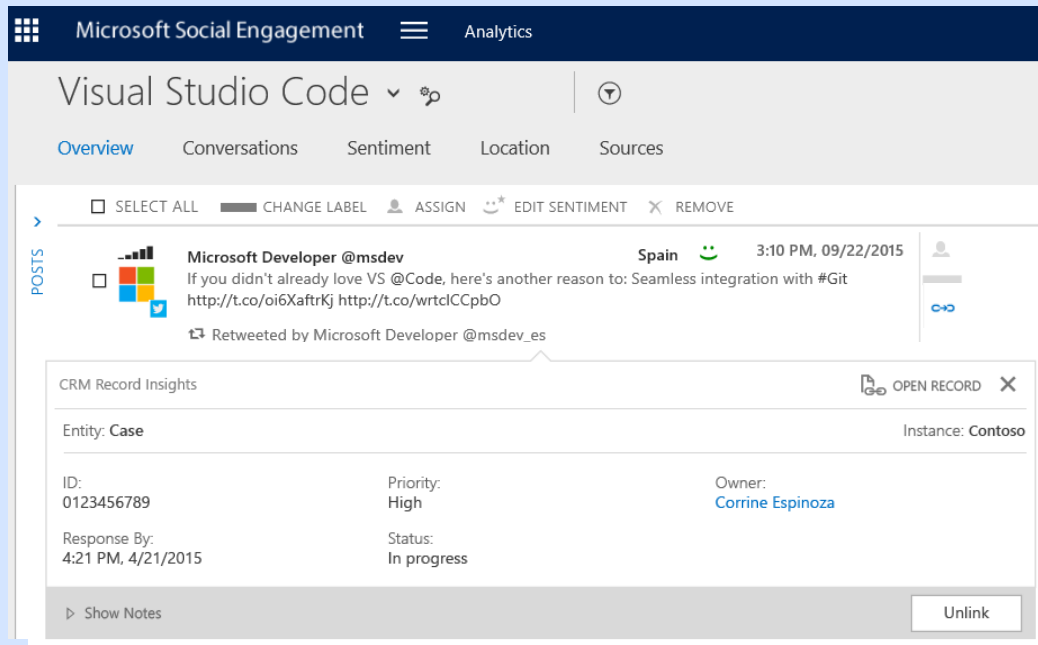


72% of customers expect a response to a complaint within 1 hour on social media. [\(Source\)](#)



link social data to CRM records*

Open up the social channel to Sales, Marketing, and Service functions in CRM by associating social posts in Social Engagement with CRM record types – leads, opportunities, cases, or custom record types.



The screenshot displays the Microsoft Social Engagement interface. At the top, there's a navigation bar with 'Microsoft Social Engagement' and 'Analytics'. Below that, the main content area shows a social post from 'Microsoft Developer @msdev' in Spain, dated 3:10 PM, 09/22/2015. The post text reads: 'If you didn't already love VS @Code, here's another reason to: Seamless integration with #Git http://t.co/oi6XaftrKj http://t.co/wrtclCCpbO'. Below the post, a 'CRM Record Insights' panel is visible, showing details for a 'Case' entity. The panel includes fields for ID (0123456789), Priority (High), Owner (Corrine Espinoza), Response By (4:21 PM, 4/21/2015), and Status (In progress). There are also buttons for 'OPEN RECORD', 'Unlink', and 'Show Notes'.

Tip

Before you can create records in CRM, an administrator needs to [set up the connection to CRM](#) and [configure the rules to process social activities](#).

* For eligibility information, see [Microsoft Dynamics CRM pricing and licensing](#).



link a post from Social Engagement to CRM


The screenshot shows the Microsoft Social Engagement interface. At the top, there's a navigation bar with 'Microsoft Social Engagement' and 'Analytics'. Below that, the main content area displays a post from 'Microsoft Developer @msdev' with the text 'If you didn't already love VS @Code, here's another reason to: Seamless integration with #Git'. A modal dialog titled 'Create record in Microsoft Dynamics CRM' is open, showing options for 'Instance' (Contoso) and 'Entity' (Case). A 'Create' button is visible at the bottom right of the dialog. Four orange numbered callouts (1-4) highlight the integration icon, the Instance dropdown, the Entity dropdown, and the Create button respectively.

- 1 From Social Center or the Posts view in Analytics, click this icon to create a new record in CRM.
- 2 Select the CRM instance that you want to create the record in.
- 3 Select the record type you want to create and add optional notes.
- 4 Choose **Create** to trigger the creation of a CRM record.



view CRM record in Social Engagement

The screenshot shows the Microsoft Social Engagement interface. At the top, there's a navigation bar with 'Microsoft Social Engagement' and 'Analytics'. Below that, the main content area displays a tweet from 'Microsoft Developer @msdev' posted in Spain at 3:10 PM on 09/22/2015. The tweet text is 'If you didn't already love VS @Code, here's another reason to: Seamless integration with #Git' followed by two URLs. A blue link icon with the number '1' is next to the tweet. Below the tweet, there's a 'CRM Record Insights' section with the number '2'. This section shows 'Entity: Case' and 'Instance: Contoso'. A table of details includes: ID: 0123456789, Priority: High, Owner: Corrine Espinoza (with a blue link icon and the number '3'), Response By: 4:21 PM, 4/21/2015, and Status: In progress. At the bottom of the insights section, there's a 'Show Notes' button and an 'Unlink' button with the number '4'.

1 From Social Center or Posts view, click the Link to CRM icon .

2 Choose **Open Record** to see the record in Dynamics CRM.

3 You can see the current state of the CRM record directly in Social Engagement.

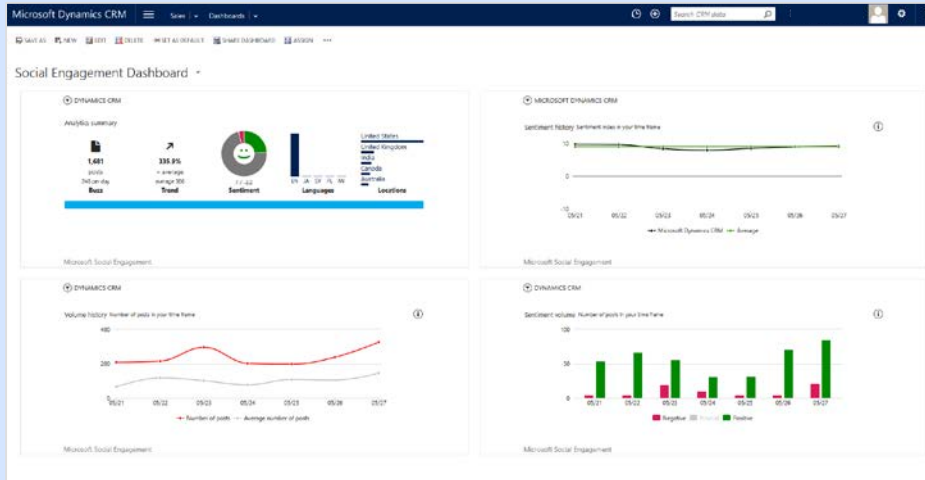
4 Choose **Unlink** to remove the link to the CRM record.

Tip

You can click the owner or customer to open the owner or customer record in Dynamics CRM.



let's try it in CRM!



To use Social Engagement in CRM, you'll need:

- Access to the Social Engagement app in Office 365. (For CRM Online admins: Social Engagement and CRM Online must be on the same tenant.)
- User licenses for both CRM and Social Engagement. More information: [Assign a license to a user](#)
- A connection between CRM and Social Engagement. More information: [Connect to Microsoft Social Engagement](#)

If you have questions about these items, please contact your system administrator.

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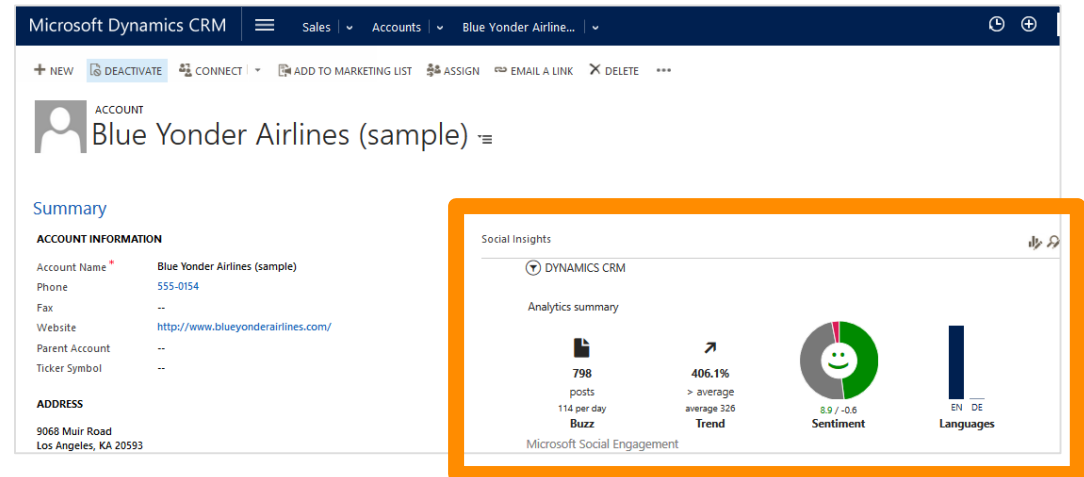
show Social Engagement widgets in CRM

Now that you know a bit more about what Social Engagement can do, you're probably ready to add your own visuals or set up searches.

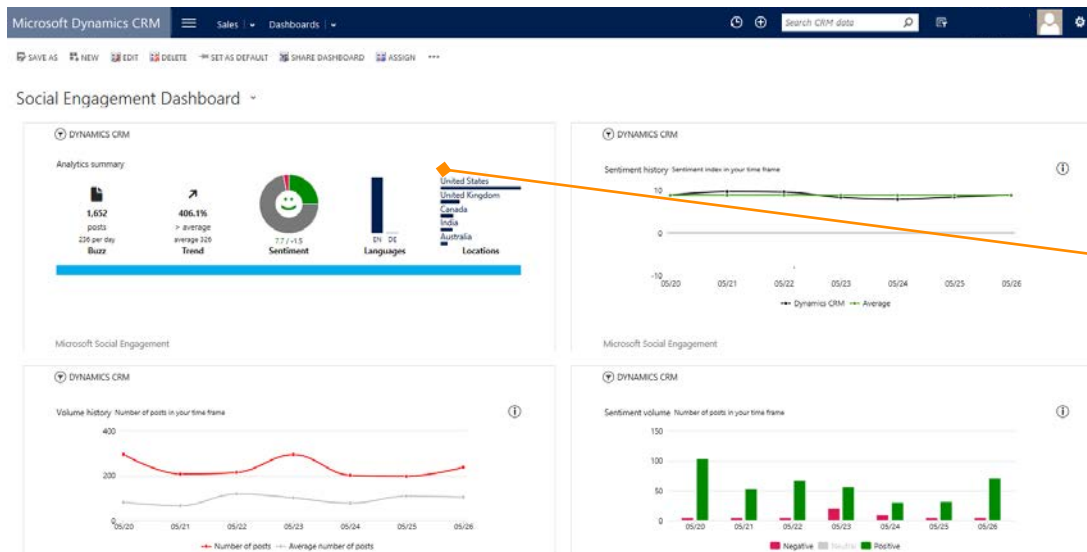
There are two places where you can see the Social Engagement visuals in CRM:

- Dashboards
- Forms (account, contact, or competitor forms or on other types of records, depending on how your system is set up)

For our example, first we'll add the **Analytics Summary** visual to a dashboard.



add a Social Engagement visual to a new dashboard



The **Analytics Summary** is a good place to start because it gives you a quick summary of the number of posts, how your search topics are trending, and the breakdown of positive, negative, and neutral posts.

You can also see which languages are used most often for posts.

First, because we want to monitor the social conversation right away when we sign in, we'll add the summary visuals to a new dashboard.

Tip

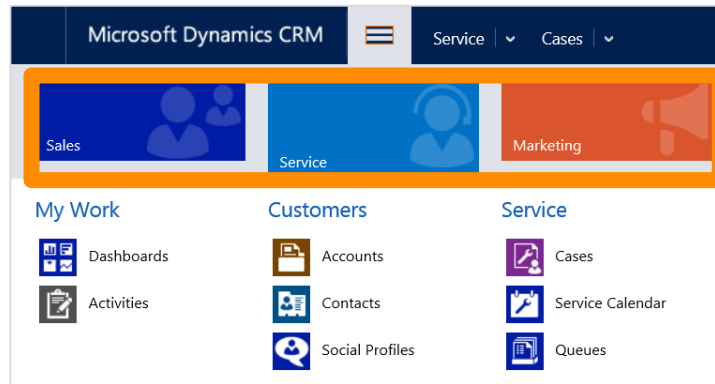
At the end of this eBook, we've included a [section](#) that shows you all of the visuals that are available. Feel free to use one of those, if you like. You follow the same basic steps to add any visual to a dashboard.



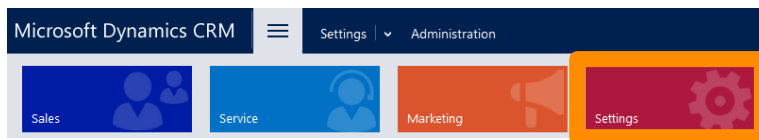
navigate to your area

If your screen looks like this (latest version):

On the nav bar, choose **Sales, Service, or Marketing.**



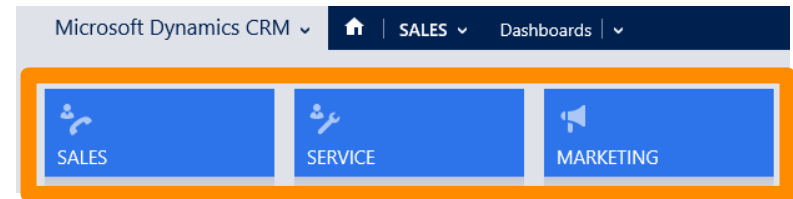
If you're the CRM admin at your organization, and you want to create a dashboard that everyone can use, on the nav bar choose, **Settings.**



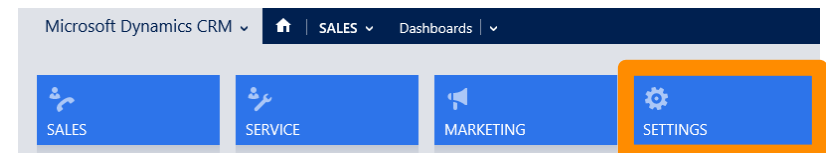
-OR-

If your screen looks like this (older versions):

Choose **Microsoft Dynamics CRM > Sales, Service, or Marketing.**



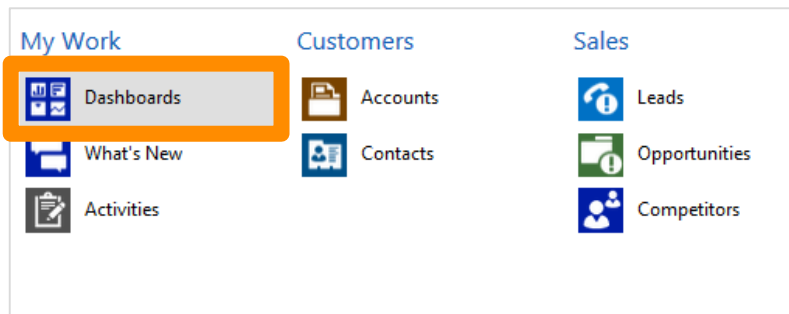
If you're the CRM admin at your organization, and you want to create a dashboard that everyone can use, choose **Microsoft Dynamics CRM > Settings.**



go to dashboards

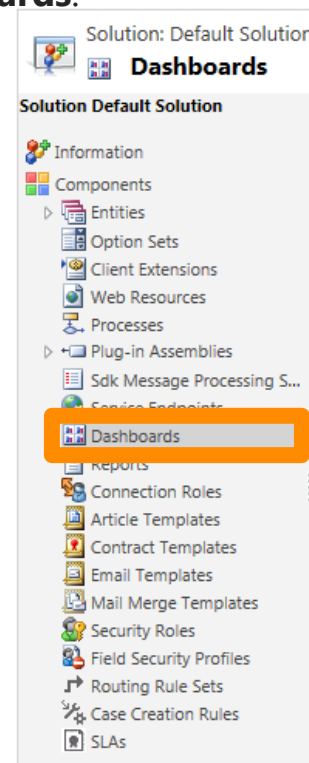
Admins and end users can set up their own dashboards.
Optionally, admins can create new dashboards and share them with other users.

If you're in sales, service, or marketing,
and want to create a dashboard for yourself,
choose **Dashboards**.



-OR-

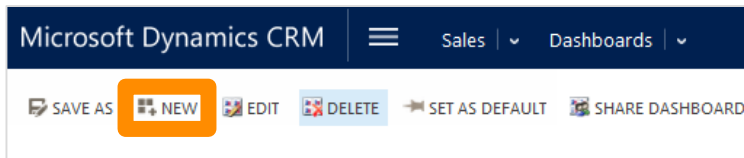
**If you're the CRM admin and want to
create a shared dashboard,** choose
**Customizations > Customize the System
> Dashboards**.



create a new dashboard

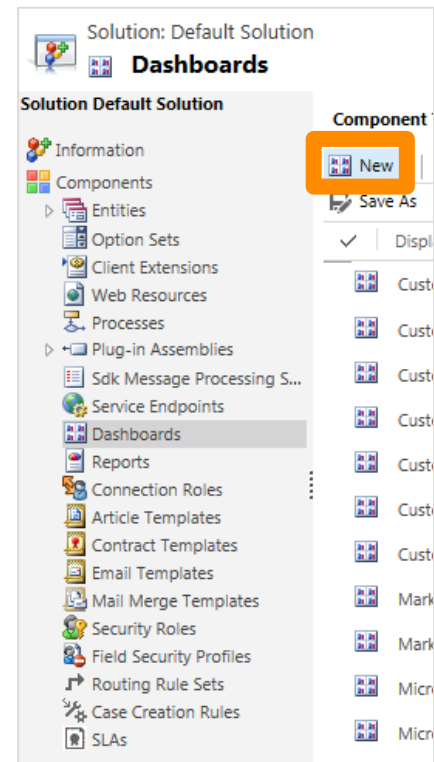
We'll create a new dashboard for Social Engagement.

If you're in sales, service, or marketing, choose **New** on the command bar.



-OR-

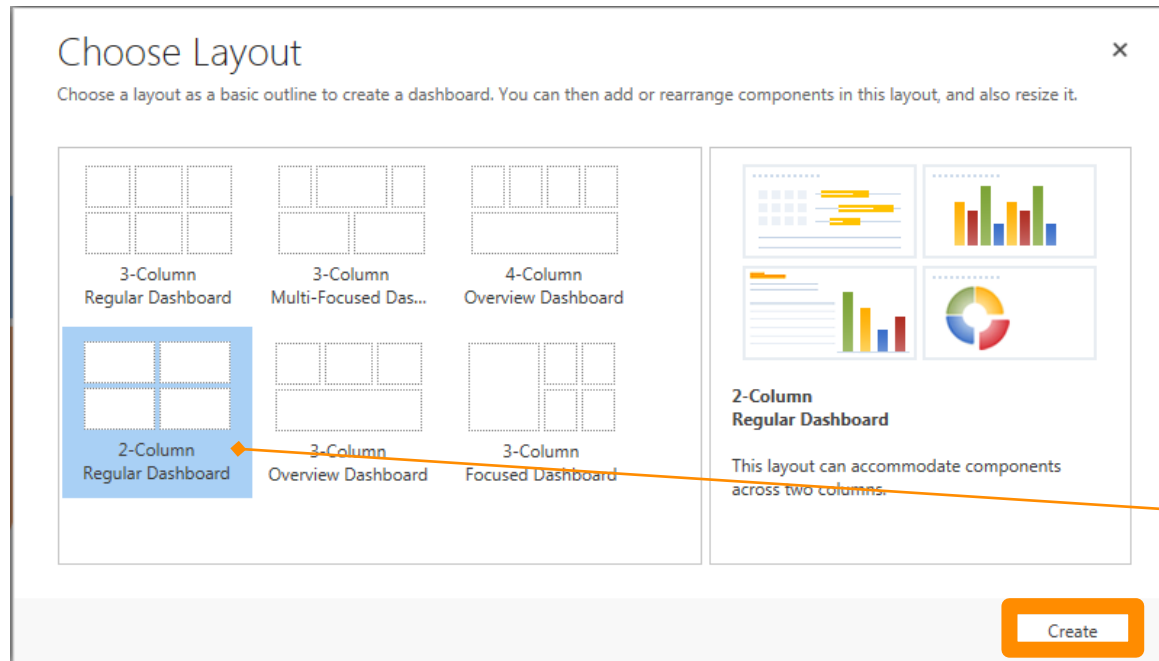
If you're the CRM admin, choose **New** on the toolbar.



Note: From here on out, the steps are the same for everyone.



choose the dashboard layout



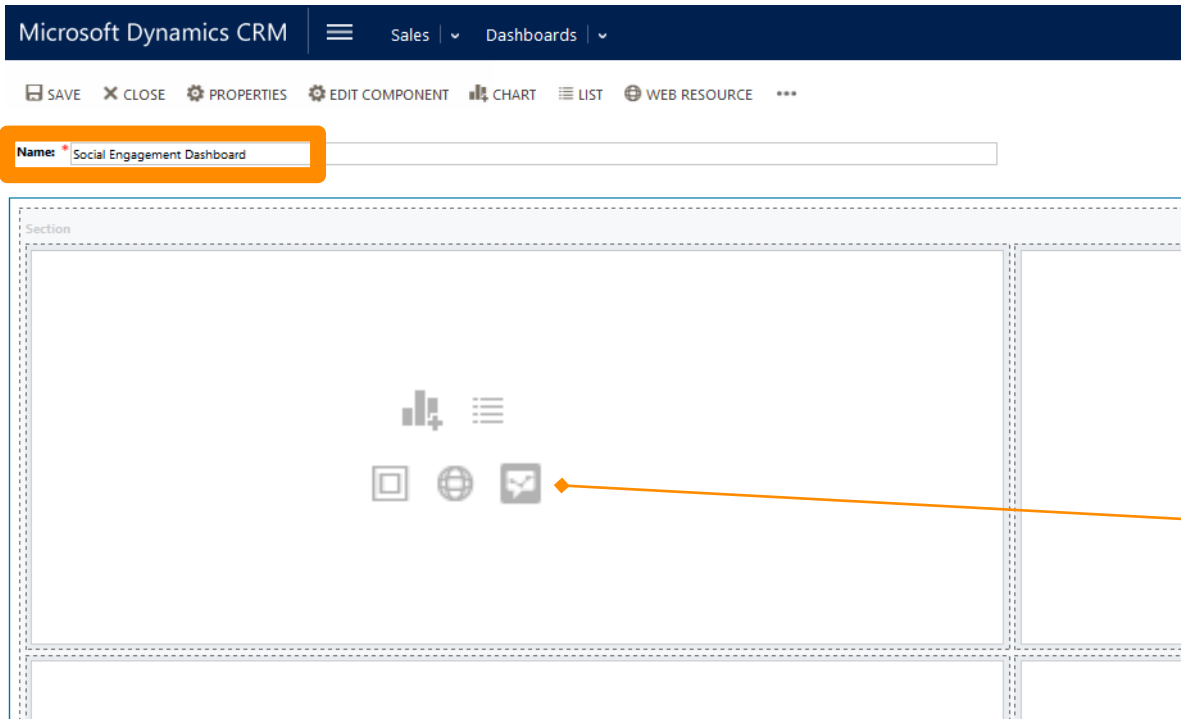
In our example, we'll choose the 2-column layout so that we can eventually include four Social Engagement visuals on the dashboard.

You can choose a different layout, if you like.

On the **Choose Layout** screen, choose **2-Column Regular Dashboard**, and then choose **Create**.



start the Social Engagement wizard



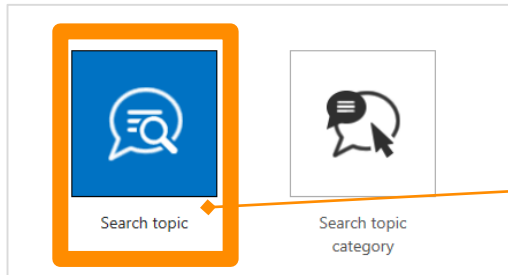
Type a name for the new dashboard.

Next, we need to decide on the search topics to listen for on social networks. The **Analytics summary** visuals will report on these topics. There's a wizard to help with that.

Choose **this icon** to start the wizard.



add your search topics



Choose **Search topic**, and then select **Create a new search topic**.

You'll see a screen with fields to use for your own search topics.

- 1 Switch between selecting from a list of topics, or setting up your own.
- 2 Searches may be grouped by category (record type), such as for accounts, competitors, or contacts.
- 3 Enter keywords, separated by commas. Keywords are exact, but not case-sensitive. Include variations ("phone" and "phones").
- 4 Narrow your search by requiring these additional keywords in results (think "AND").
- 5 Use exclusions to avoid overwhelming your results with irrelevant keywords. Posts that also contain these keywords will be excluded (think "NOT").

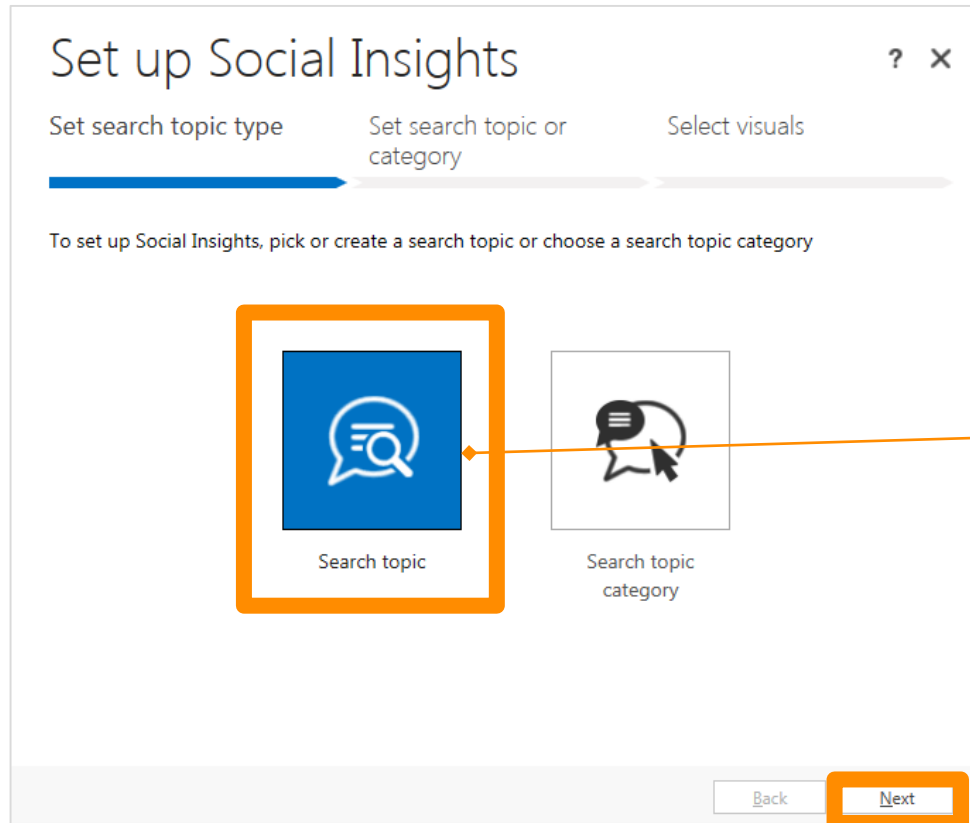
Tip

To learn more about how to set up your own search topics, see [Set up searches to listen to social media conversations](#).

The screenshot shows a dialog box titled 'Set up Social Insights' with a progress bar at the top. The progress bar has three segments: 'Set search topic type', 'Set search topic or category' (which is highlighted with a blue arrow), and 'Select visuals'. Below the progress bar, there are two radio button options: 'Pick a search topic' and 'Create a new search topic'. The 'Create a new search topic' option is selected and highlighted with an orange box, with a '1' next to it. Below these options are several input fields: 'Name for this search topic *' (with an empty text box), 'Select a category for this search topic 2' (with a dropdown menu showing 'Accounts'), 'Keywords to search for, separated by commas * 3' (with an empty text box and an example 'Example: Microsoft, #microsoft'), 'Keywords that must be INCLUDED in results 4' (with an empty text box and an example 'Example: Office'), and 'Keywords that must be EXCLUDED from results 5' (with an empty text box and an example 'Example: buildings'). At the bottom, there are sections for 'Sources' (Blogs, Facebook, Twitter) and 'Languages' (en, de). A link at the bottom says 'Go to Microsoft Social Engagement for advanced setup options'.



or, take advantage of pre-set search topics



To save time, a system administrator can set up search topics for your organization in advance.

Everyone shares them and can select from the same lists. For our example, we'll take advantage of these pre-set lists of search topics.

Choose **Search topic**, and then choose **Next**.



select the search topic to listen for

Set up Social Insights

? X

Set search topic type Set search topic or category Select visuals

Pick a search topic Create a new search topic

Search topics list

Name	Keywords
Printer products	ink jet, laser printer, all-in-one, photo printer
Toner cartridges	remanufactured cartridges, refill kits
3D Computer-aided Design (CAD)	CAD software, wireframe, design modeling
Plotter products	flat bed plotter, drum plotter

Back Next

Choose the search topic to listen for on social networks, and then choose **Next**.





pick a visual

Set up Social Insights

Set search topic type Set search topic or category Select visuals

+ Add visual TOPIC NAME: 3D Computer-aided Design (CAD)

Visual name	Description	Sample
1 Analytics summary 	Get a quick summary of the number of posts, how your se	

↑ ↓ MOVE

Back Finish

Because the visuals give a good overview of the results of the search, we'll pick the **Analytics summary**.

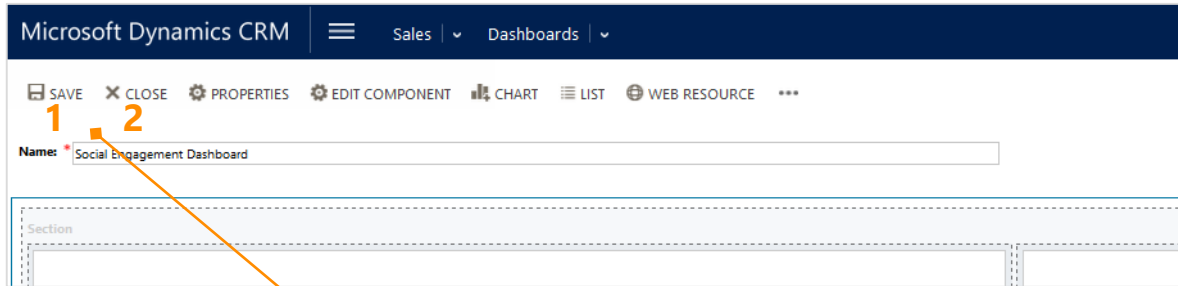
Tip

You can add more than one visual in this wizard.

Choose the down arrow, and then select **Analytics summary**. Choose **Finish**.



save the dashboard and close

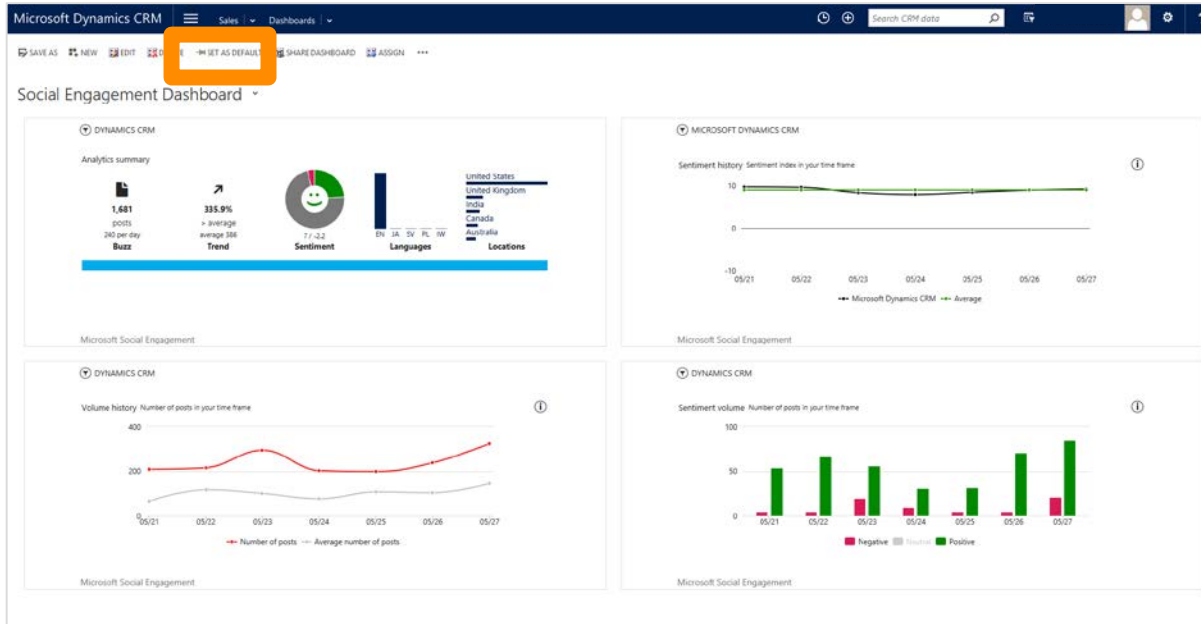


Choose **Save**, and then choose **Close**.

(Remember to choose **Save**, or you'll lose your changes.)



get a quick snapshot of trends

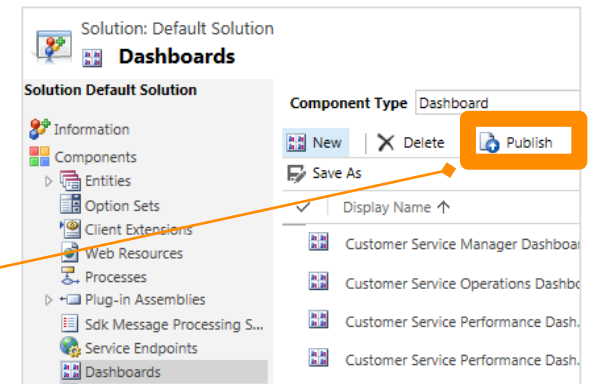


Depending on your search topics, it only takes a moment to see updated data in your Social Engagement visuals.

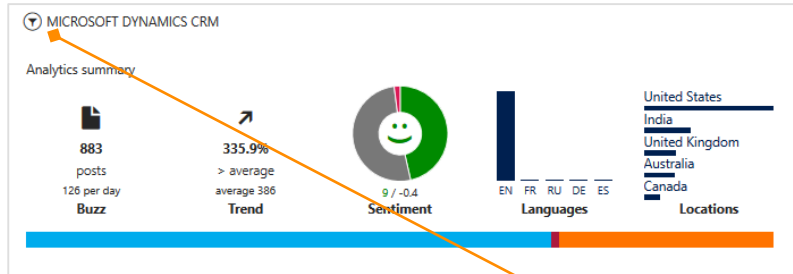
To get a quick snapshot that shows how your search topics are trending each time you sign in, choose **Set as Default** (it's at the top of the screen, on the command bar).

Tip for CRM admins

Choose **Publish** so that others can view the dashboard.



filter your visuals on the fly



Filter options

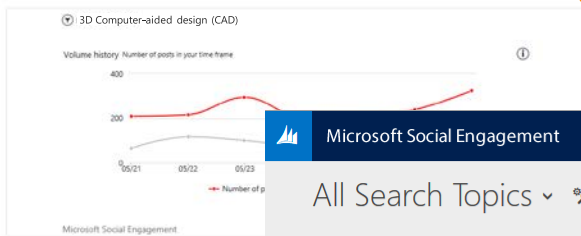
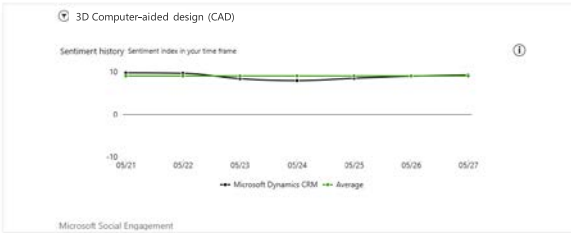
Depending on how your search topics are set up, you can choose the Filter button (⌵) and change the time frame, the languages, and the sources. This constructs the data set for the visual you are looking at and lets the visual adapt to your selection.



from CRM to Social Engagement



Social Engagement Dashboard



When you choose any of the Social Engagement visuals in CRM, a new window or tab opens that takes you to the Social Engagement application. Here you can drill further in to the data.

The screenshot shows the 'Microsoft Social Engagement' application interface. The top navigation bar includes 'Microsoft Social Engagement', 'Analytic', and user profile. The main content area is titled 'All Search Topics' and has tabs for 'Overview', 'Conversations', 'Sentiment', 'Location', and 'Sources'. The 'Location' tab is active, showing 'LOCATION INSIGHTS' with a world map, 'AUTHORS BY SOURCE' with a donut chart showing 856 authors, and 'VOLUME' with a line chart showing 'Volume' and 'Average' from 20 May to 26. On the right, there are 'PHRASES' and 'SEARCH TOPICS' sections. The 'SEARCH TOPICS' section shows a donut chart with 'Accounts 1,652' and 'Products 798'. A 'POSTS' sidebar is visible on the far right.



add a visual to an account form

For our next example, see how to add the Analytics summary to the account form.

The screenshot displays the Microsoft Dynamics CRM interface for an account named "Blue Yonder Airlines (sample)". The page is divided into two main sections: "ACCOUNT INFORMATION" and "Social Insights".

ACCOUNT INFORMATION

Account Name	Blue Yonder Airlines (sample)
Phone	555-0154
Fax	--
Website	http://www.blueyonderairlines.com/
Parent Account	--
Ticker Symbol	--

ADDRESS

9068 Muir Road
Los Angeles, CA 20593

Social Insights

DYNAMICS CRM

Analytics summary

798 posts 114 per day Buzz	406.1% > average average 326 Trend	8.9 / -0.6 Sentiment	EN DE Languages

Microsoft Social Engagement








go to accounts

You can add any of the visuals to the screen for your top accounts.

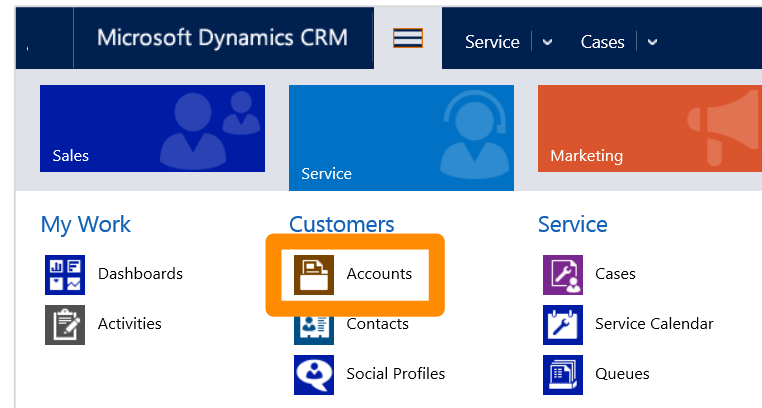
Tip

Depending on how your system is set up, you may also be able to use Social Engagement for contacts, leads, competitors, or other types of records.

-  Accounts
-  Contacts
-  Leads
-  Opportunities
-  Competitors

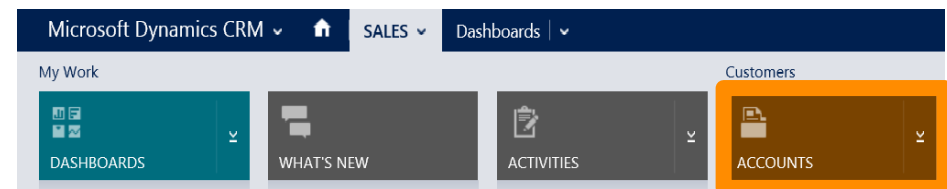
If your screen looks like this (latest version):

On the nav bar, choose **Sales, Service, or Marketing > Accounts**.



If your screen looks like this (older versions):

Choose **Microsoft Dynamics CRM > Sales, Service, or Marketing > Accounts**.



select an account

Microsoft Dynamics CRM | Sales | Accounts

+ NEW | DELETE | EMAIL A LINK | RUN REPORT | EXPORT TO EXCEL | IMPORT DATA | CHART PANE | ...

My Active Accounts

Account Name	Main Phone	Address 1: City	Primary Contact	Email (Primary Contact)
A. Datum Corporation (sample)	555-0158	Redmond	Rene Valdes (sample)	someone_i@example.com
Adventure Works (sample)	555-0152	Santa Cruz	Nancy Anderson (sample)	someone_c@example.com
Alpine Ski House (sample)	555-0157	Missoula	Paul Cannon (sample)	someone_h@example.com
Blue Yonder Airlines (sample)	555-0154	Los Angeles	Sidney Higa (sample)	someone_e@example.com
City Power & Light (sample)	555-0155	Redmond	Scott Konersmann (sample)	someone_f@example.com
Coho Winery (sample)	555-0159	Phoenix	Jim Glynn (sample)	someone_j@example.com
Contoso Pharmaceuticals (sample)	555-0156	Redmond	Robert Lyon (sample)	someone_g@example.com
Fabrikam, Inc. (sample)	555-0153	Lynnwood	Maria Campbell (sample)	someone_d@example.com
Fourth Coffee (sample)	555-0150	Renton	Yvonne McKay (sample)	someone_a@example.com
Litware, Inc. (sample)	555-0151	Dallas	Susanna Stubberod (sample)	someone_b@example.com

Choose the account name.

In our example, we'll add the **Analytics Summary** to Blue Yonder Airlines, so that we're up on the latest social trends before we contact them.



choose the link to start the wizard

Microsoft Dynamics CRM | Sales | Accounts | Blue Yonder Airline...

+ NEW | DEACTIVATE | CONNECT | ADD TO MARKETING LIST | ASSIGN | EMAIL A LINK | DELETE | ...

ACCOUNT
Blue Yonder Airlines (sample)

Summary

ACCOUNT INFORMATION

Account Name *	Blue Yonder Airlines (sample)
Phone	555-0154
Fax	--
Website	http://www.blueyonderairlines.com/
Parent Account	--
Ticker Symbol	--

Social Insights

Configure Social Insights

Next, we need to decide on the search topics to listen for on social networks for this account.

Choose **Configure Social Insights** to start the wizard.

(The link might be in a different location on your screen.)

Tip

If you don't find the link at all, ask your system administrator to add the Social Insights component to the form.



take advantage of pre-set search topics

Set up Social Insights

Set search topic type Set search topic or category Select visuals

To set up Social Insights, pick or create a search topic or choose a search topic category

Search topic Search topic category

Back Next

To save time, a system administrator can set up lists of common search topics for your accounts in advance.

Everyone shares them and can select from the same lists. For our example, we'll take advantage of these lists, instead of setting up our own search topics.

Choose **Search topic**, and then choose **Next**.

Tip for advanced users

You can also set up your own search topics to listen for on social networks, if you want. There's [an example showing you how](#) in this eBook.

To make use of all options when you set up a search topic, we recommend that you choose the Advanced option and work directly in Social Engagement.



select which topic to listen for

Set up Social Insights

? X

Set search topic type Set search topic or category Select visuals

Pick a search topic Create a new search topic

Search topics list

Name	Keywords
Printer products	ink jet, laser printer, all-in-one, photo printer
Toner cartridges	remanned cartridges, refill kits
3D Computer-aided Design (CAD)	CAD software, wireframe, design modeling
Plotter products	flat bed plotter, drum plotter

Back Next

Choose the topic to listen for on social networks, and then choose **Next**.



pick a visual

Set up Social Insights

Set search topic type Set search topic or category Select visuals

+ Add visual TOPIC NAME: 3D Computer-aided Design (CAD)

Visual name	Description	Sample
1 Analytics summary	Get a quick summary of the number of posts, how your se	

↑ ↓ MOVE

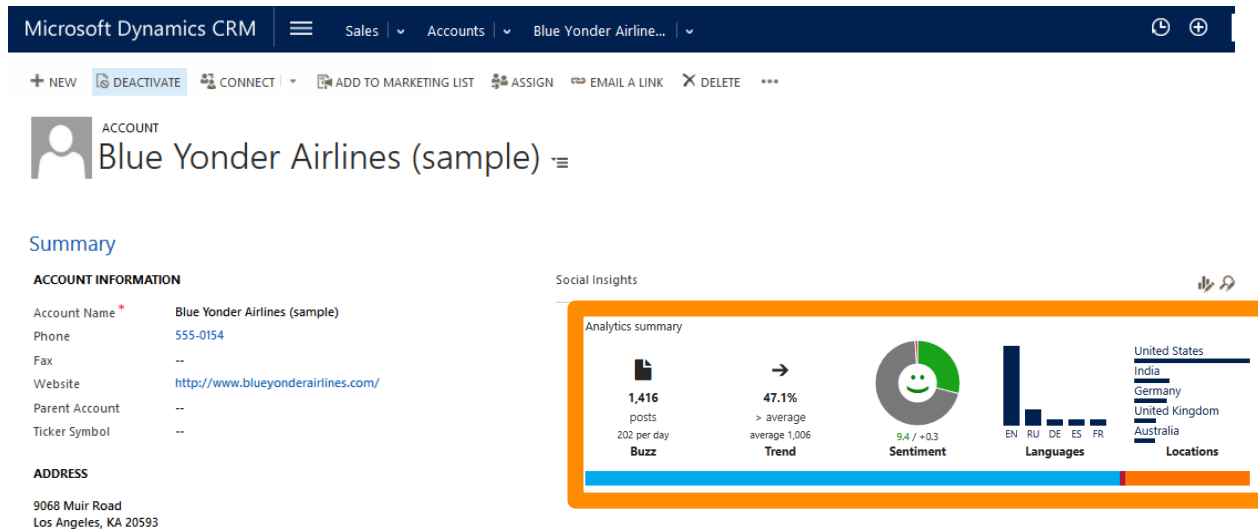
Back Finish

Because the visuals give a good overview of the results of the search, we'll pick the **Analytics summary**.

Choose the down arrow, and then select **Analytics summary**. Choose **Finish**.



know the scoop before you contact someone



Now you'll know that the buzz volume is really high compared to the average.

Something must be going on with your account – better find out before you call.

It's easy to do so! Choose one of the widgets to access the same data in Social Engagement. There, you can use powerful filters, read posts, and engage with others.



Social Engagement visuals

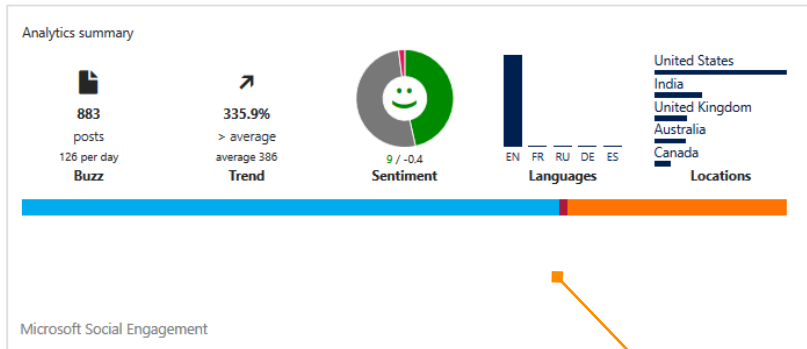
This section gives you an example of each Social Engagement visual, and some ideas about how to use each one.

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Back to [adding a visual to a dashboard](#).



get a summary of posts



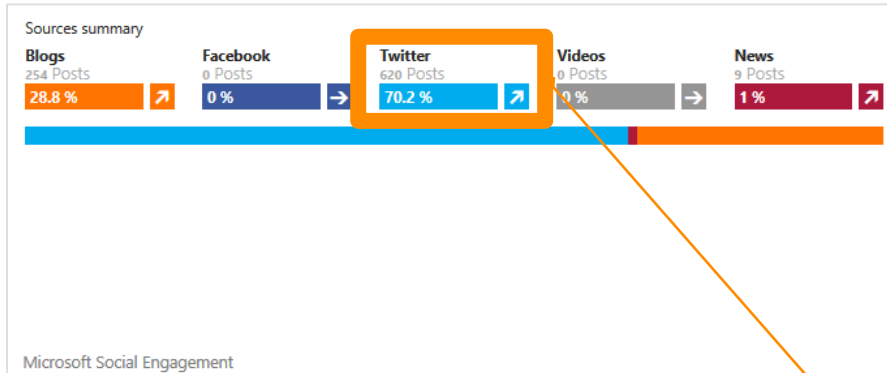
Analytics summary

Get details about how many posts are showing up, and how the search topic or category you're interested in is trending.

You'll also see the sentiment that is being associated with your topic, the languages used to discuss your topic and the countries/regions found most often in this topic or category.



compare social sources



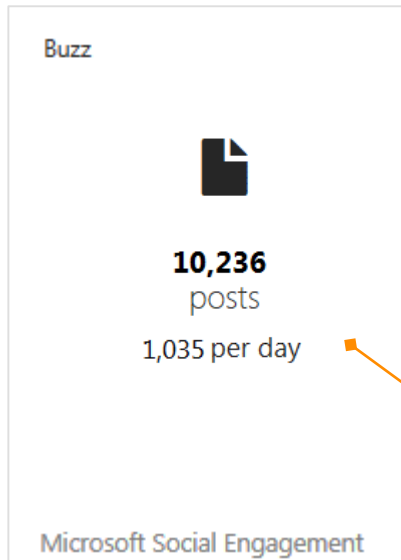
Sources summary

Compare where the posts are coming from. Quickly check sources like blogs, Facebook, Twitter, News, and videos.

Choose an area on the visual to see more details in Social Engagement.



check the daily buzz



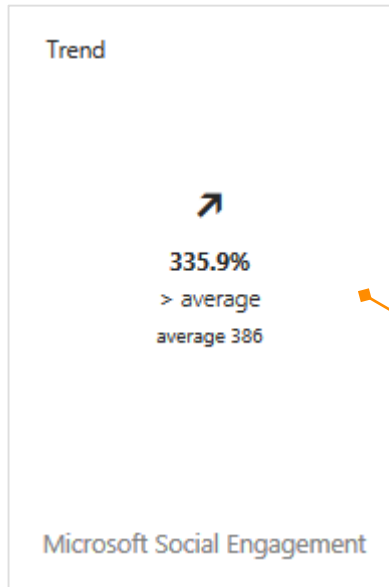
Buzz report

Check the buzz on your search topic or category. See the total number of posts and the average number of posts per week. (You can also choose a different time frame.)

The Buzz report helps you keep track of the volume of posts overall on all active sources for your search topics.



see how the buzz is trending



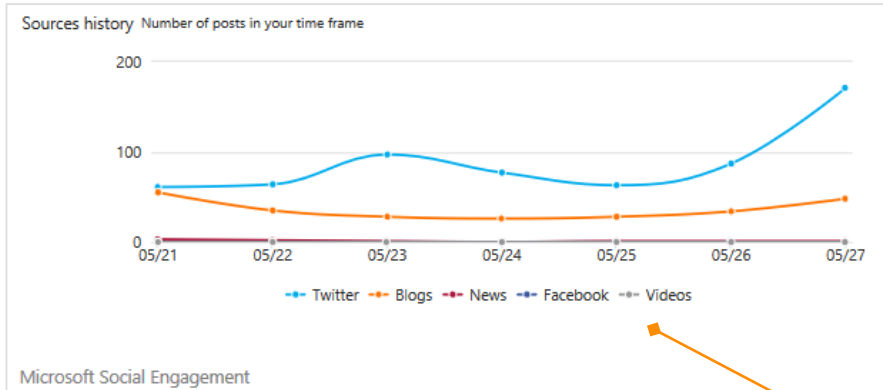
Trend report

See how the number of posts is trending over time.

The Trend change compares the past five time frames (days, weeks, or months) to the most current time frame.



see the post volume among sources



Sources history

See which sources the posts are coming from. Find out quickly if a specific source is creating significantly more buzz than others and requires in-depth investigation.



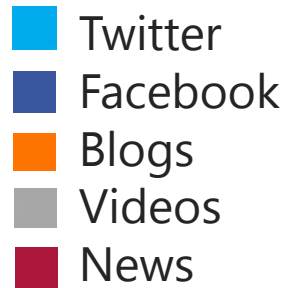
compare where posts are coming from

Sources



883 posts

Microsoft Social Engagement



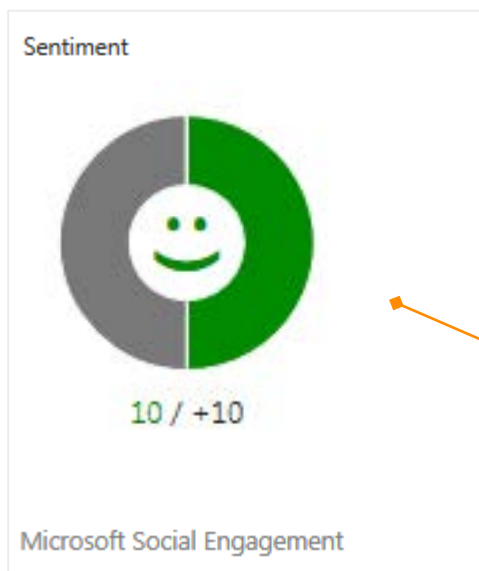
Sources Share of Voice

See a visual that compares where the posts are coming from, and shows you which sources are the most active.

In this example, most of the posts are from Twitter, a significant number are from Blogs, while News, Videos, and Facebook posts are rarely found.



compare the number of positive, negative, or neutral posts



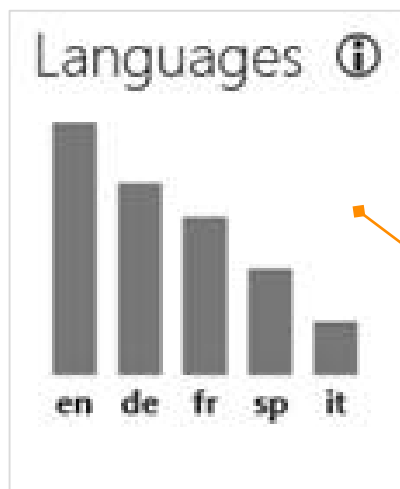
Sentiment Share of Voice

See a visual that compares the positive, negative, or neutral posts in your search topics.

In this example, all posts are either positive or neutral, which results in a sentiment index of 10. This is an increase of +10 since last week.



see the top 5 languages with the most posts



Languages

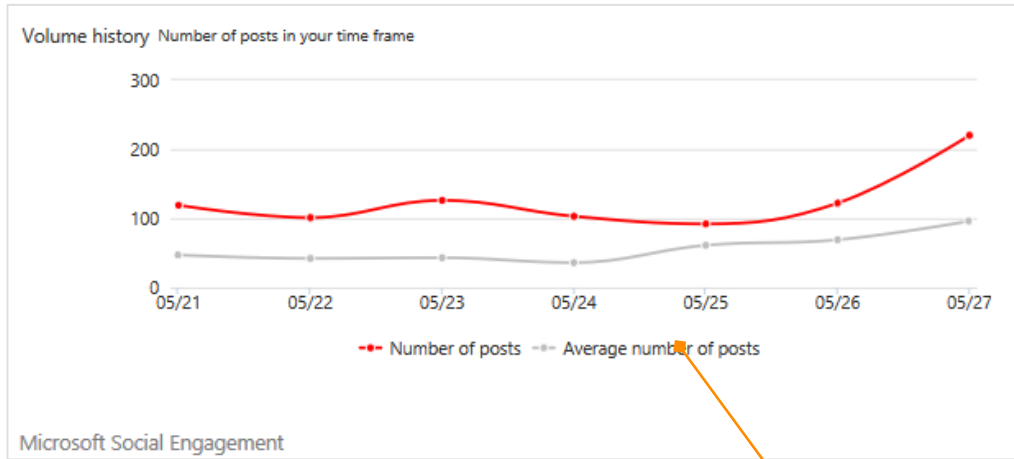
See the top 5 languages with the most posts about your search topic or category.

At a glance, see which languages were used the most for posts about your search topics.

en English
de German
fr French
sp Spanish
it Italian



see peaks and valleys in volume over time

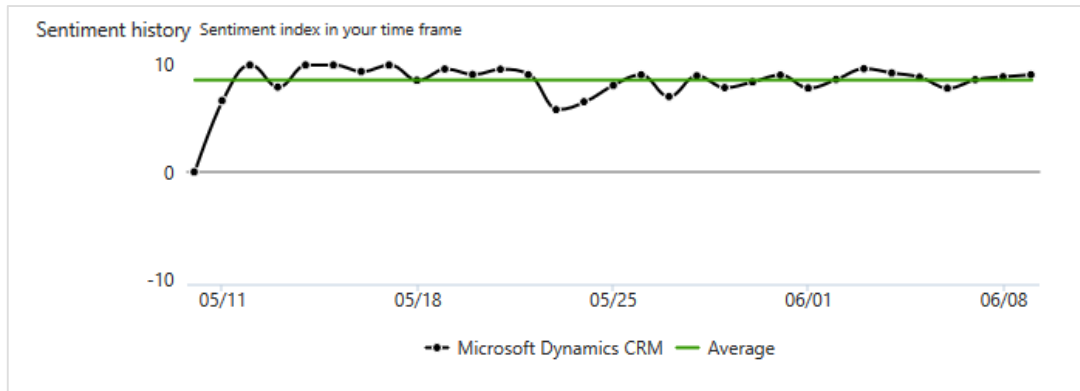


Volume history

See peaks and valleys in the volume of posts for all sources over time. Identify important events at a glance and drill in to see more details about what happened.



see when changes in sentiment occurred



Sentiment history

Correlate sentiment about the search topic with dates and events.

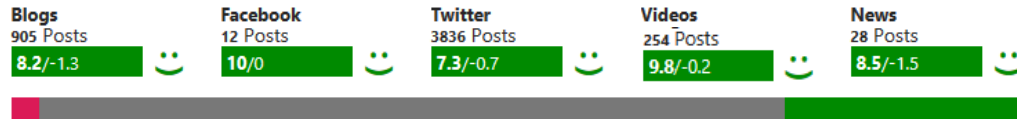
The black line indicates the sentiment index.

The green line indicates the average sentiment index in your time frame.



see how sentiment varies among sources

Sentiment summary by sources



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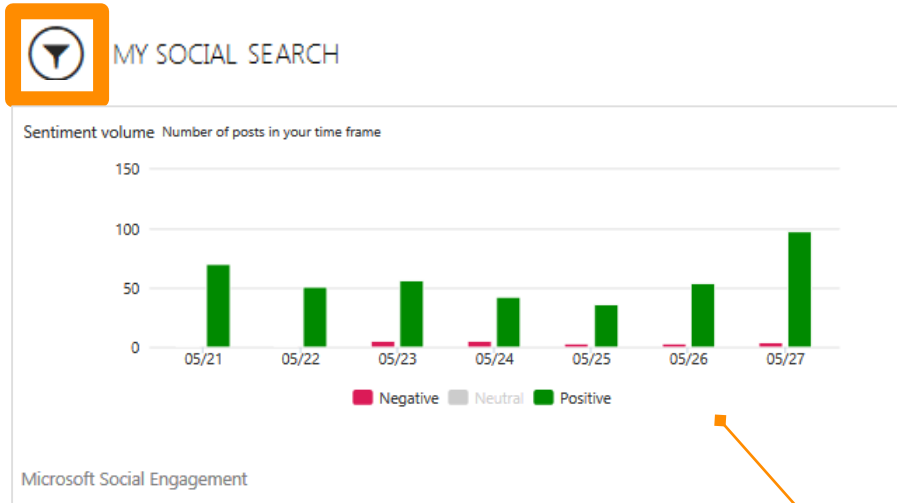
Sentiment summary by sources

See how the sentiment varies among sources. Are posts on Facebook trending positive while Twitter is neutral?

In this example, most of the posts in the past week are on Twitter, and they're mostly positive.



compare the number of positive and negative posts



Sentiment volume

See a bar graph comparing the number of positive and negative posts.










This example shows the data by day, but you can also see weekly or monthly comparisons.

Choose the Filter button  at the top of the visual to select a different time frame.



read public posts

Recent posts (i)

	Anyone get the same offer from Contoso? http://t...	PT	
<small>23:55 05/27/2015</small>			
	How long would it take them to ship this to me in Fairbanks? http://t...	EN	
<small>23:39 05/27/2015</small>			
	Anyone get the same offer from Contoso? http://t...	EN	
<small>23:35 05/27/2015</small>			
	How long would it take them to ship this to me in Fairbanks? http://t...	EN	
<small>23:34 05/27/2015</small>			
	Anyone get the same offer from Contoso? http://t...	RU	
<small>23:23 05/27/2015</small>			










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Recent posts

See an excerpt of the 5 most recent posts. Drill in to Social Engagement to take action and respond to these posts.



see key influencers

Top 5 authors			
			
davidliu (David Liu)	2	33.3%	
joehealy (Joe Healy)	1	16.7%	
bobgage (Bob Gage)	1	16.7%	
ellynkya (Elly Nkya)	1	16.7%	
franklee (Frank Lee)	1	16.7%	

Key influencers

See which people are mentioning your search topics the most. You'll find details about the number of posts, the author's share of voice, and the trend change.



More resources

To find more information, visit:

[Social Engagement Help Center](#)

Quick links to more training resources:

- [Connect Dynamics CRM with Social Engagement](#)
- [eBook: Introducing Microsoft Social Engagement](#)
- [eBook: Set Up a Social Engagement Search for Your Product](#)
- [Video: Get started with Social Engagement \(3:36\)](#)
- [Video: Microsoft Social Engagement Overview \(3:55\)](#)
- [Video: Microsoft Social Engagement Analytics \(7:23\)](#)



The screenshot shows the Microsoft Social Engagement Help Center interface. At the top, the Microsoft logo and the title "Social Engagement Help Center" are displayed. A search bar on the right contains the text "Search Help & Communities" and a magnifying glass icon. Below the header is a large image of three people (two men and one woman) sitting at a desk with laptops, with a semi-transparent "Help & Training" overlay featuring a right-pointing arrow. To the right of the image are two dark green tiles: the top one has a network icon and is labeled "Videos & eBooks", and the bottom one has a speech bubble icon and is labeled "Social Engagement Forum". At the bottom of the page are three icons: a video camera labeled "Videos", three people labeled "Community", and a wrench labeled "Support".

Back to [contents](#).



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[Microsoft Social Engagement Help Center](#)

Version 3.1





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