

hearsay
A Yext Company

Hearsay Support



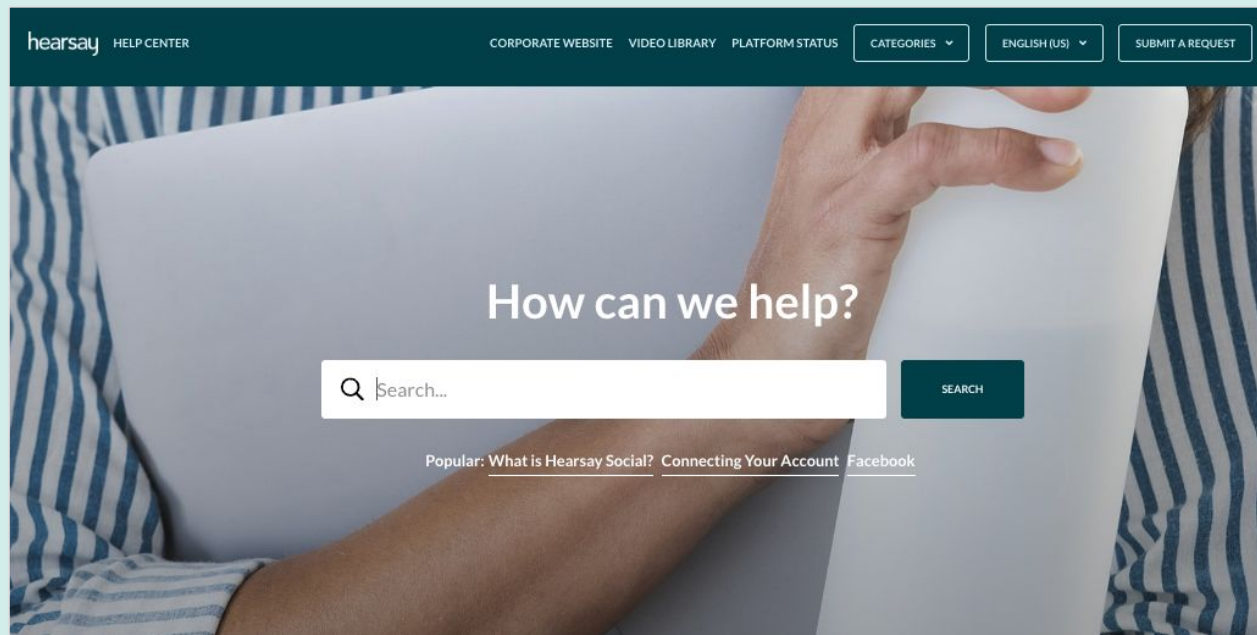
Contents

03	<u>Overview</u>
04	<u>Submit a support ticket</u>
08	<u>Replying back to Hearsay Support</u>
10	<u>Release notes</u>
11	<u>Hearsay platform status</u>
15	<u>Partner updates</u>

Overview

This guide provides step-by-step instructions on how to contact the Hearsay Support team and follow-up with your open tickets. We'll go through all the features that will allow you to:

- Create support tickets for technical questions or problems
- Reply back to open tickets
- View our release notes
- Check the Hearsay platform status for current or past incidents
- Stay informed of Hearsay's partner network updates and incidents



Submit a support ticket

There are a few different ways to contact the Hearsay Support team, but note that the easiest way to reach out to us is by emailing:

- support@hearsaycorp.com

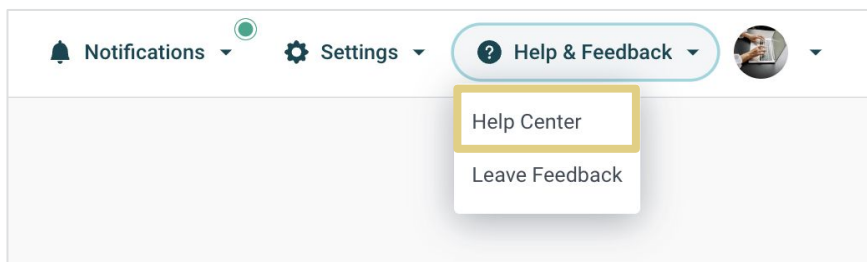
Doing this will open a ticket, and one of our Product Specialists will be happy to help you answer your questions or resolve any concerns.

HELP CENTER

One of the options to contact the Hearsay Support team is by visiting our Help Center and submitting a request.

To access our Help Center, you must:

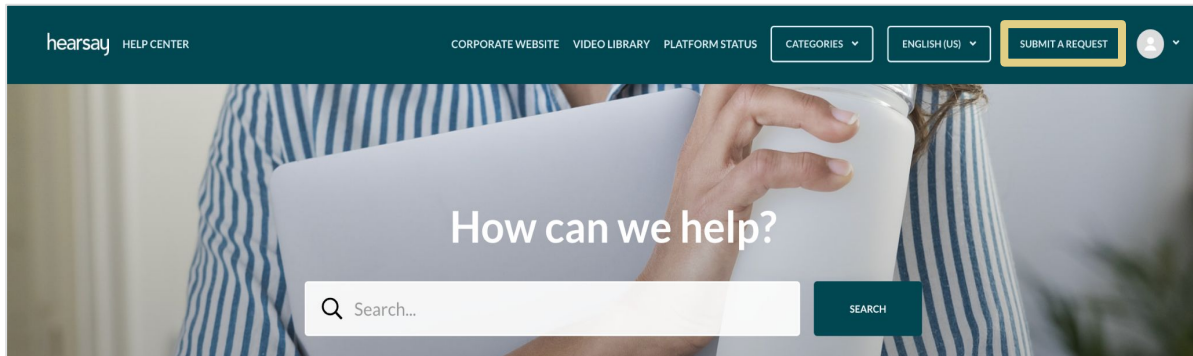
1. Log into your Hearsay account via desktop.
2. Click the the **Help & Feedback** button at the top right corner of your screen.
3. And select **Help Center**.



You can also directly access our Help Center by going to: success.hearsaysocial.com

Once in the Help Center, you can submit a request so that our Support Team can assist you.

1. Click the **Submit a Request** button at the top right corner of your screen.



2. Enter as many email addresses as you'd like in the **CC** field.
3. Enter a **Subject** for your issue. This is similar to a subject of an email, which should be a brief description of the ticket.
4. Type in the details of the ticket in the **Description** field. Please be as specific as you can and include all relevant information, including names, emails, links, dates, and more.
5. Upload any relevant **Attachments**. We accept all file formats so please upload as many attachments as you'd like!
 - a. **NOTE:** *Hearsay's Support Team appreciates and wants as many relevant attachments as possible. The more information you provide—including screenshots of what you are looking at—the more quickly Hearsay can understand the issue and speed up the troubleshooting process.*
6. Click the **Submit** button to send your case to the Hearsay Support team.

Submit a request

Aim to include as much information and detail in your request as possible to reduce delays between replies

CC (optional)

Subject

Description

T B I

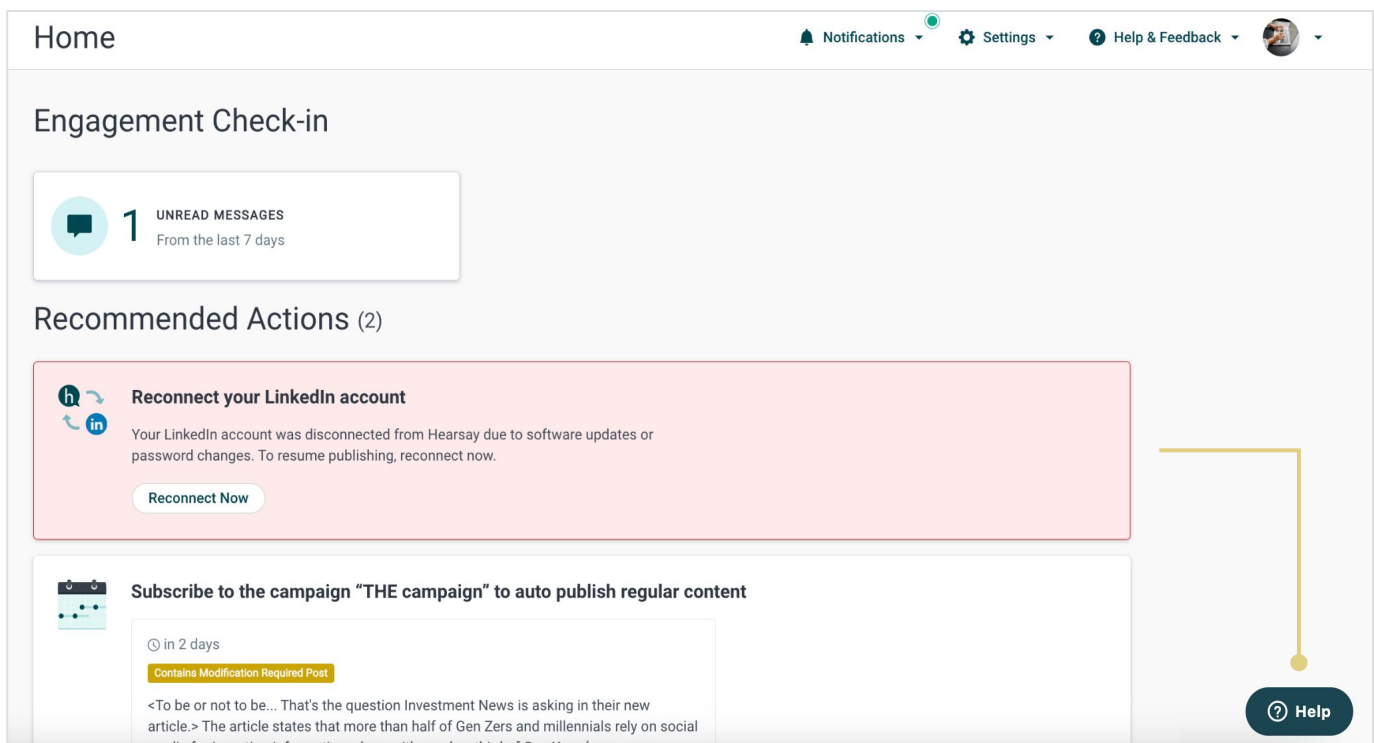
Please enter the details of your request, including the URL of any pages where issues may be occurring. It is usually helpful if you can attach a screenshot of the issue you are experiencing.

HELP ICON

You can also contact our Support Team by using the **Help** icon after logging into your Hearsay account on your desktop.

Please note that the **Help** icon can be enabled or disabled according to your organization's needs. To activate this feature, contact Hearsay Support by submitting a request via our **Help Center** or email.

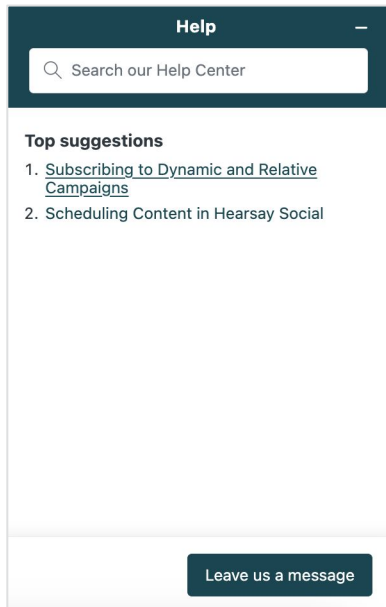
1. Log into your Hearsay account via desktop.
2. Click the **Help** button at the bottom right corner of your screen.
 - a. **NOTE:** The **Help** button also gives you access to our Help Center widget. From there you can search for articles and tutorials by keywords.



(Help Icon continued on next page)

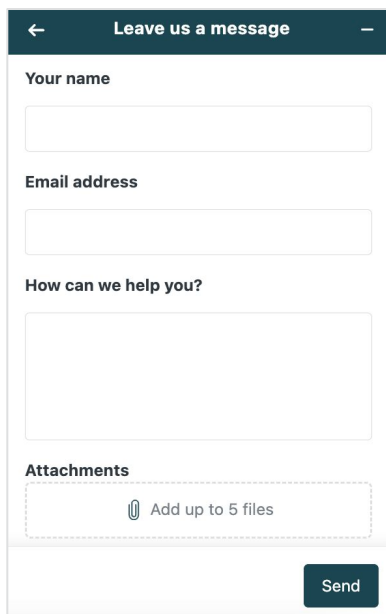
(Help Icon continued)

3. To reach out to Hearsay Support, click **Leave us a message**.



The screenshot shows a mobile app interface for the Hearsay Help Center. At the top is a dark blue header with the word "Help" and a minus sign. Below the header is a search bar with a magnifying glass icon and the text "Search our Help Center". Underneath the search bar, there is a section titled "Top suggestions" with two numbered items: "1. [Subscribing to Dynamic and Relative Campaigns](#)" and "2. [Scheduling Content in Hearsay Social](#)". At the bottom of the screen is a dark blue button with the text "Leave us a message".

4. You'll be asked to enter your **name**, your **work email address**, the **topic of your inquiry**, as well as **attachments** that could help our Support Team better understand the scope of your ticket.



The screenshot shows a mobile app interface for the "Leave us a message" form. At the top is a dark blue header with a back arrow, the text "Leave us a message", and a minus sign. Below the header, there are four input fields: "Your name", "Email address", "How can we help you?", and "Attachments". The "Attachments" field has a paperclip icon and the text "Add up to 5 files". At the bottom right of the form is a dark blue button with the text "Send".

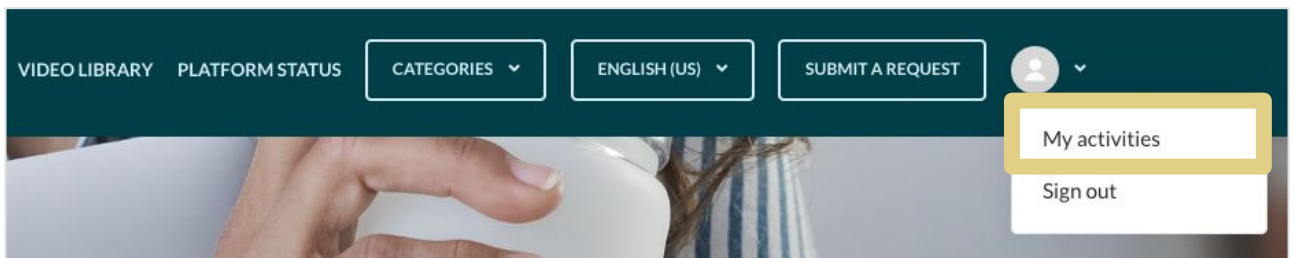
5. Once ready, click **Send** and it will automatically create a Support ticket.

Replying back to Hearsay Support

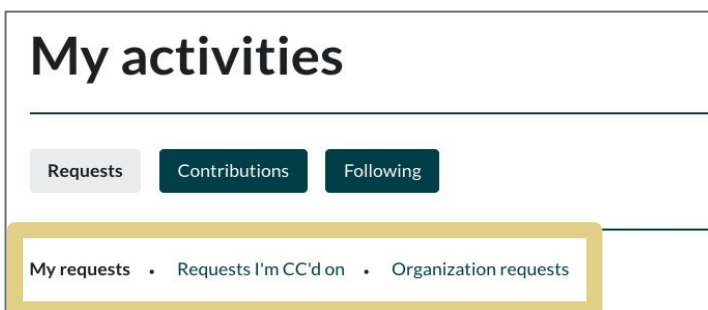
The easiest way to reply back to an open Support ticket is to respond via email from your inbox.

Alternatively, you can visit our Help Center ([success.hearsaysocial.com](https://www.success.hearsaysocial.com)) and go to **My Activities** tab, which will give you access to your past and current open tickets. To access it:

1. Go to our Help Center via your Hearsay account or by visiting www.success.hearsaysocial.com
2. Click the profile picture on the top-right corner.
3. Select **My activities** from the drop-down.



4. Once in **My Activities** page, filter your ticket queue to view only the requests you personally opened, the ones you have been CC'd on, or your organization's requests.
 - a. **NOTE:** To see your organization's requests, please contact Hearsay Support so that we can enable this feature for you.



(Replying back to Hearsay Support continued on next page)

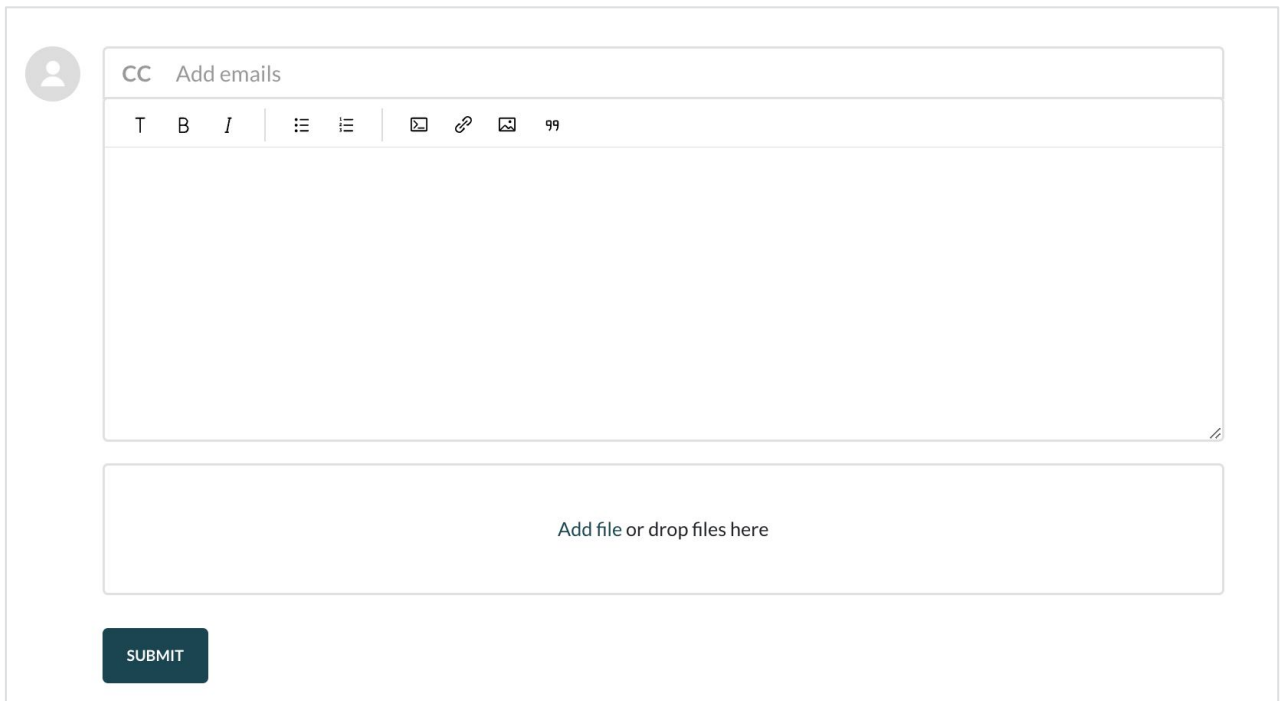
(Replying back to Hearsay Support continued)

5. You can also filter your ticket queue by **Status**, which can be **Open**, **Awaiting Your Reply**, and **Solved**. Additionally, you can use the **Search** bar to search for specific tickets by keyword.



The screenshot shows a search bar labeled "Search requests" on the left. On the right, there is a "STATUS:" dropdown menu. The dropdown is open, showing four options: "Any" (selected with a checkmark), "Open", "Awaiting your reply", and "Solved".

6. To reply back to a Support ticket, click into one of your tickets and scroll to the bottom until you see the large text field to type in your reply.



The screenshot shows the reply interface for a support ticket. On the left is a user profile icon. To its right is a "CC Add emails" field. Below these is a rich text editor with a toolbar containing icons for bold (T), italic (B), underline (I), bulleted list, numbered list, link, unlink, image, and a quote icon. Below the editor is a large text area for typing the reply. At the bottom of the text area is a file upload section with the text "Add file or drop files here". At the very bottom is a dark blue "SUBMIT" button.

7. Once ready, click the **Submit** button.

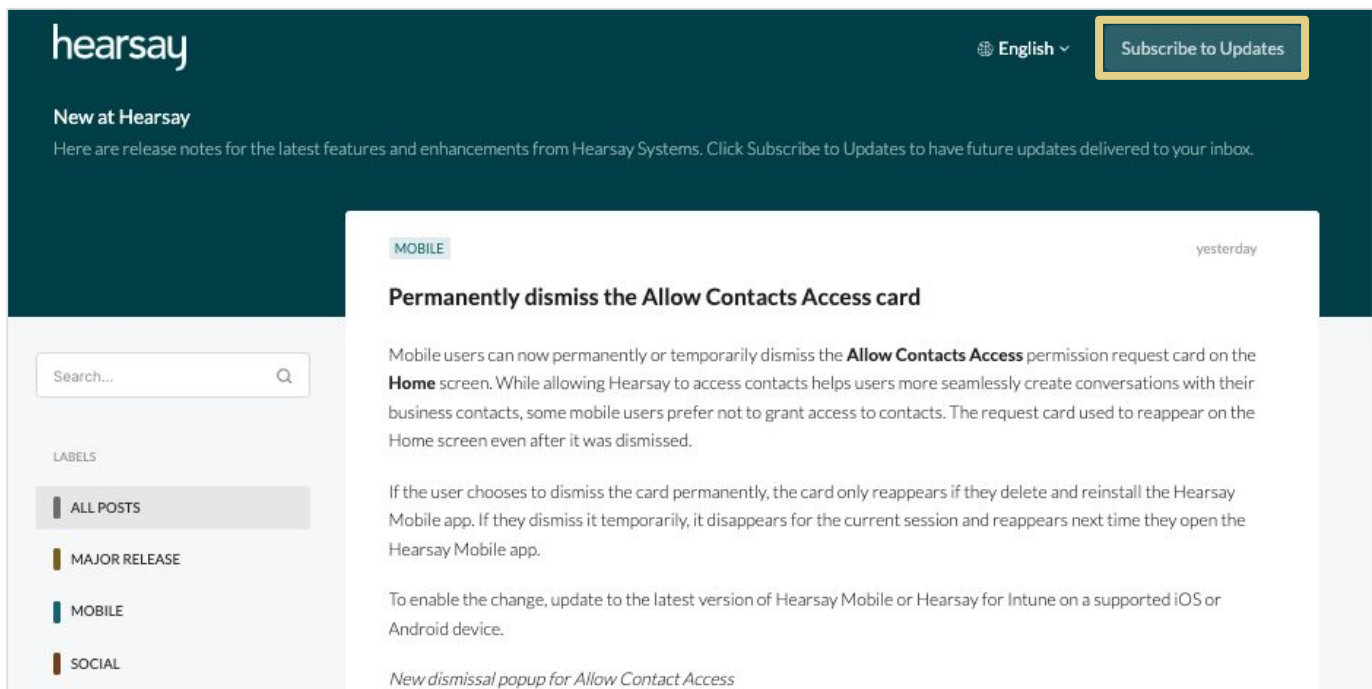
Note: Even though a ticket is closed and marked as **Solved**, you can always follow up on it. To do so, open the ticket in question, scroll to the bottom of it, and click "**create a follow-up**".

This request is closed for comments. You can create a follow-up.

Release notes

Hearsay has a major product release about every six weeks, as detailed in the [2024 Hearsay Release Schedule](#). Some features and enhancements can also be previewed in a sandbox environment prior to their release.

To receive an email for newly published release notes or early release guidance, visit release.hearsaysystems.com and click **Subscribe to Updates**.



Outside of major releases, we also release features and enhancements on a one-off, continuous basis and publish them to release.hearsaysystems.com. These are typically small, non-disruptive changes to the interface, or enhancements that require admin enablement prior to organization use.

Please visit [How releases work at Hearsay](#) to learn more.

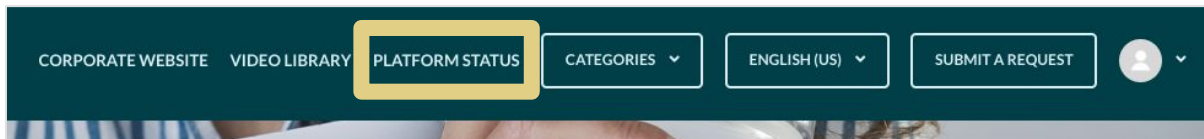
Hearsay platform status

The Hearsay status page, located at status.hearsaysystems.com, is used to communicate any major issues within the Hearsay platform in real time to program administrators.

When Hearsay experiences a production outage or degraded performance affecting multiple organizations and/or products, Hearsay will create an incident on our status page. This will notify all subscribers who are subscribed to the specific Hearsay product that is tied to the active incident.

To subscribe to our status page:

1. Navigate to status.hearsaysystems.com or click on **Platform Status** on the top navigation bar.



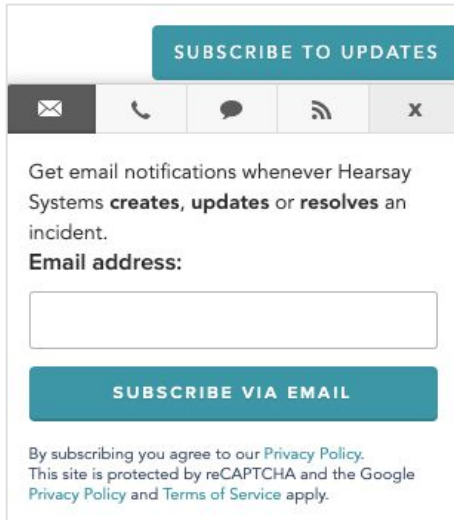
2. Click the **Subscribe To Updates** button.



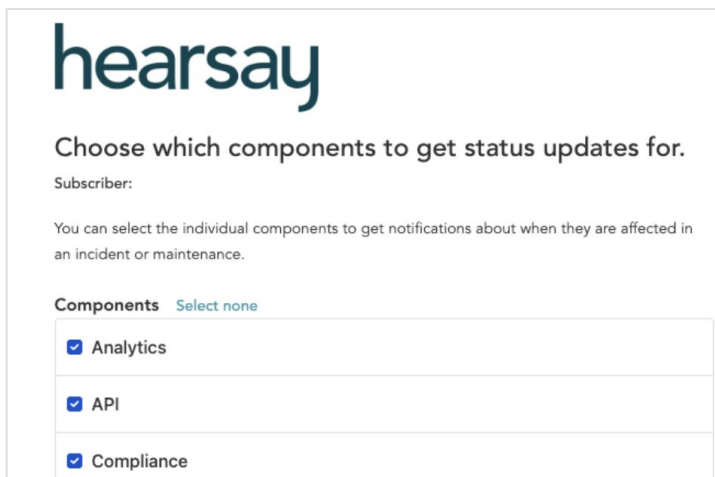
(Hearsay platform status continued on next page)

(Hearsay platform status continued)

3. Select how you want to receive notifications – via email, SMS, or RSS feed.



4. You'll be brought to a screen to select which Hearsay product notifications you want to be subscribed to. You can select all, one, or any number in between.

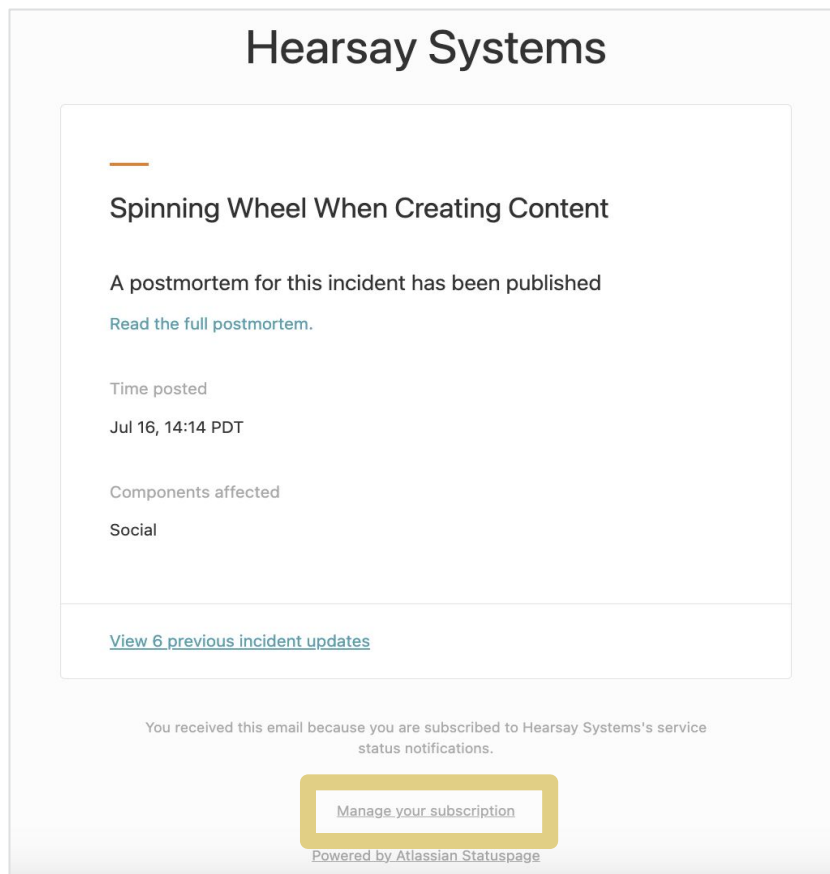


5. Once ready, click **Save** on the bottom.
6. You'll then receive a confirmation via the method you chose.
 - **Email subscribers:** You **must** click the confirmation link in your email to receive notifications; it expires after 90 days. Once the confirmation link is clicked, you'll be taken back to the status page and that's it! As long as you remain a subscriber, you'll receive updates when incidents are posted to the page.
 - **SMS subscribers:** You **must** reply back with "YES" to your text in order to subscribe to Statuspage SMS alerts.

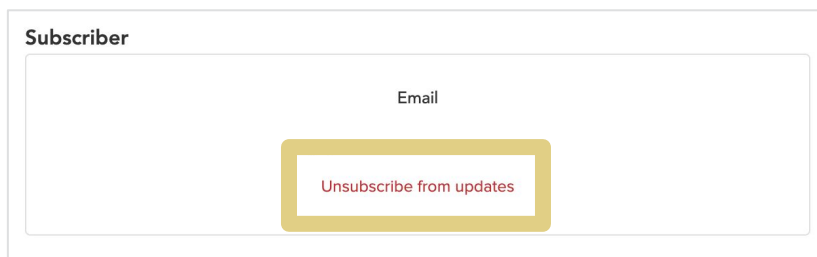
To unsubscribe from our status page:

For email subscribers:

1. Click the **Manage your subscription** link from any of our historical status page emails.



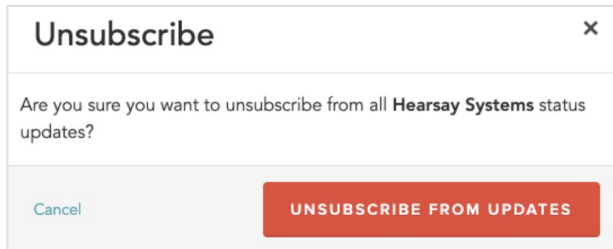
2. You will be redirected to the page where you can select or deselect the Hearsay products you wish to subscribe to. Click the **Unsubscribe from updates** link.



(To unsubscribe to our status page continued on next page)

(To unsubscribe to our status page continued)

3. A pop-up will appear. Click the **Unsubscribe from updates** button.

A modal dialog box titled "Unsubscribe" with a close button (X) in the top right corner. The text inside asks, "Are you sure you want to unsubscribe from all Hearsay Systems status updates?". At the bottom, there are two buttons: a light blue "Cancel" button on the left and a red "UNSUBSCRIBE FROM UPDATES" button on the right.

Unsubscribe

Are you sure you want to unsubscribe from all Hearsay Systems status updates?

Cancel UNSUBSCRIBE FROM UPDATES

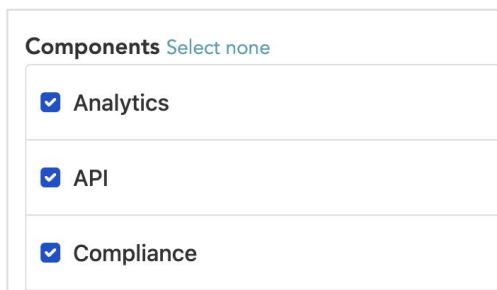
For text subscribers:

You can unsubscribe from SMS notifications by replying STOP.

NOTE: Some international carriers don't acknowledge "STOP" messages, which may require you to reach out to Hearsay Support so we can unsubscribe your phone number.

To update your status page subscription:

1. In any of our historical status page emails, click the **Manage your subscription** link.
2. Check or uncheck the box of the Hearsay **Components** you wish to be notified about.

A form titled "Components" with a link "Select none" next to it. It contains three rows, each with a checked checkbox and a label: "Analytics", "API", and "Compliance".

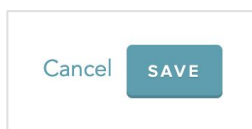
Components [Select none](#)

☒ Analytics

☒ API

☒ Compliance

3. Once ready, click **save** at the bottom of the page.

A form containing two buttons: a light blue "Cancel" button on the left and a teal "SAVE" button on the right.

Cancel SAVE

Please visit our Help Center article to learn more about: [Operational Status Page](#).

Partner updates

As of June 3, 2024, Hearsay's partner network updates will no longer be posted to our Help Center. **Instead, important updates and incidents related to Hearsay's supported social networks will be posted to our Status Page.**

This change aims to provide faster real-time updates, while offering a centralized location for all production incidents, and a better overall better experience for all Hearsay administrators.

Hearsay proactively subscribed our Social admins to the new partner integrations section of our Status Page, but we strongly recommend that you double-check your subscription. You can do so by checking your inbox for the subject "Hearsay Systems Incident." (Note that some inboxes may require quotes for more accurate search results.) Once you click into a historical incident email from our Status Page, please click the "Manage your subscription" link to select which components you would like to subscribe to.

If you haven't yet subscribed, please navigate to our Status Page, click the "Subscribe to Updates" link, enter your email address, and click on the verification email you will receive shortly thereafter.

The Hearsay logo is displayed in a large, dark teal, lowercase sans-serif font.A rectangular button with a dark teal background and white uppercase text that reads "SUBSCRIBE TO UPDATES".

Please visit our Help Center article to learn more about: [Partner Networks Updates on Status Page](#)