

# SOCIAL

## FACTOR

# Moderation & Community Management

Eliminating hate, answering issues, and creating connections at the front lines of digital customer experience.



### ANY PLATFORM, EVERY CHANNEL

Our teams meet your audiences wherever they are across digital media, and can connect with them through management software or via native tools, all with quality supervision and reporting.



### MULTILINGUAL MASTERY

Our teams cover the world's top 15 languages with native speakers. That means we understand the slang, idioms, intent, and even the culture around your audiences as they connect with you.



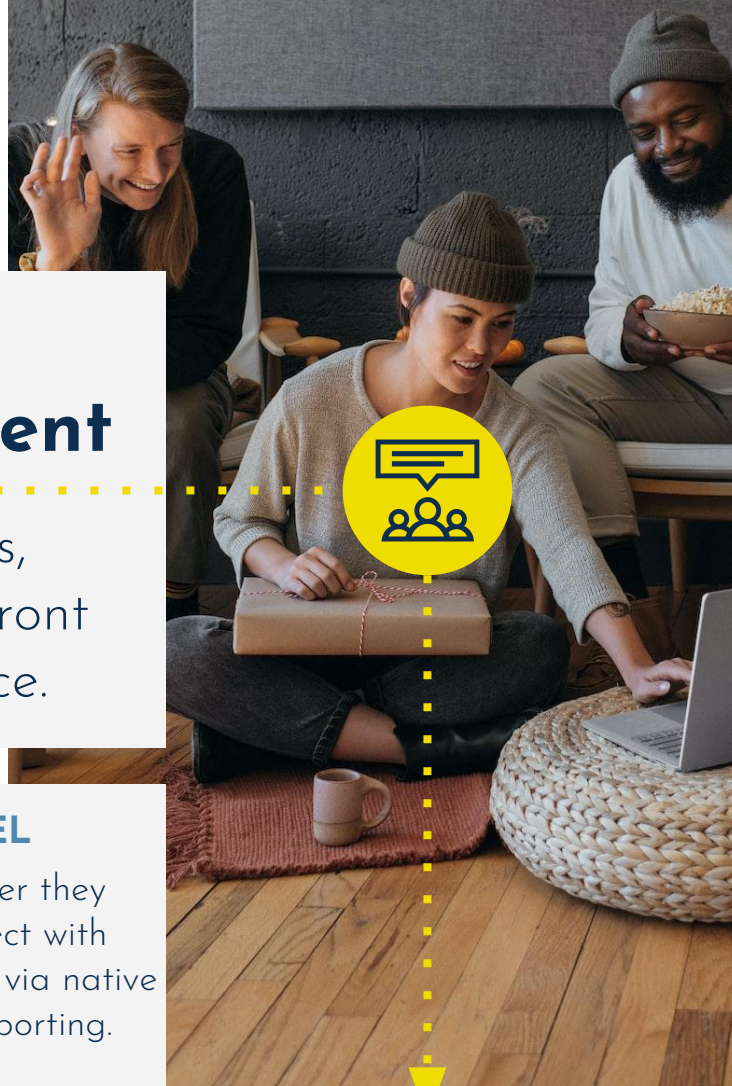
### ANY TIME, EVEN REAL-TIME

We cover every time zone around the globe, working with audiences as they react throughout the day. We even manage real-time chat communities, connecting brands in the moment.



### STRIKE UP A CONVERSATION

We don't just answer audiences, we also create conversations. Our teams amplify your social engagement by initiating with audiences, based on defined and data-driven processes.



## Key Clients



FRUIT OF THE LOOM®



**Let's Connect!** [Sales@socialfactor.com](mailto:Sales@socialfactor.com) (817) 208-2500