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From:	[Redacted]
To:	[Redacted]
CC:	IIP Social Media Support <IIPSMS@state.gov>
Subject:	RE: Crowdtangle Team Member access for Bosnia and Herzegovina
Date:	Wed, 15 May 2019 12:17:17 +0000

(b)(6)

Hi [Redacted]

Going to chime in here – so regarding the influencers, there are some legal implications of making a list of Facebook influencers or Twitter influencers since they are technically private citizens (even though they’re publicly on the internet) and we cannot compile them into a list and monitor what they are saying using a third-party application without their knowledge. To see what they’re saying, you unfortunately need to use the old school way and manually go to their feeds and view that way. Cumbersome but it’s in compliance with the Privacy Act of 1974.

Regarding automated emails, I’m not sure if you can set up feedback reports, I’ll look into that for you.

And on Instagram, shouldn’t be a problem to add the IG account. We would just need to create it as a separate list, which can then be added into the display.

I can take care of that for you if you’d like! On hashtags and influencers, I don’t believe CT has that capability unfortunately.

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Please let me know if you have any questions.

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Best,

[Redacted]
 Digital Media Associate | EUR/PD
 Kenjya-Trusant Group
 [Redacted]

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UNCLASSIFIED

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From: [Redacted]
Sent: Tuesday, May 14, 2019 11:19 AM
To: IIP Social Media Support <IIPSMS@state.gov>
Cc: [Redacted]
Subject: RE: Crowdtangle Team Member access for Bosnia and Herzegovina

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Hi [Redacted]