



**A complete platform to win clients
and grow your revenue**

Reviews

Listings

Referrals

Texting-Webchats





The Social Aces Marketing Platform



Reviews

Monitoring

Monitor all your reviews from over 150 review sites.

Generation

Easily and effectively get more authentic customer reviews.

Management

Take control of your brand and solve customer issues.

Marketing

Automatically share your reviews across channels.



Messaging

Inbox

All conversations from multiple channels in one place.

GMB, Facebook & Instagram Messaging

Engage your prospects and customers over Google, and Facebook messaging.

Video Chat

Start video calls instantly on any device, from one inbox.

Receptionist

Turn missed calls into voicemail transcripts and respond via text.



Listings

Update and manage your business listings on 50+ sites and directories.



Payments

Collect payments through fast, modern, and convenient ways.



Surveys

Engage each customer at the right time with NPS or CSAT surveys.



Referrals

Make it easy for your current customers to refer new customers.



Insights

Turn all your unstructured customer feedback into actionable insights.



Ticketing

Location-level support tickets that turn customer frowns upside down.



Webchat

Get new business in real time from your website.



Mass Texting

Send text messages to a large number of contacts in one click.



Pages

Beautiful, custom-built pages for every location.

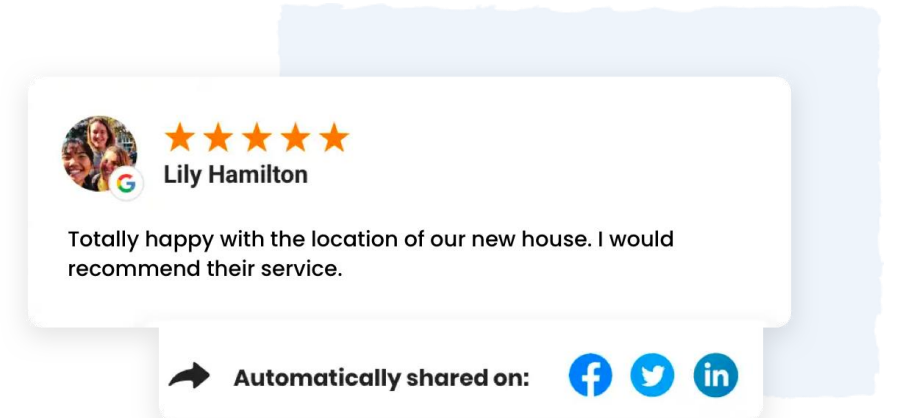
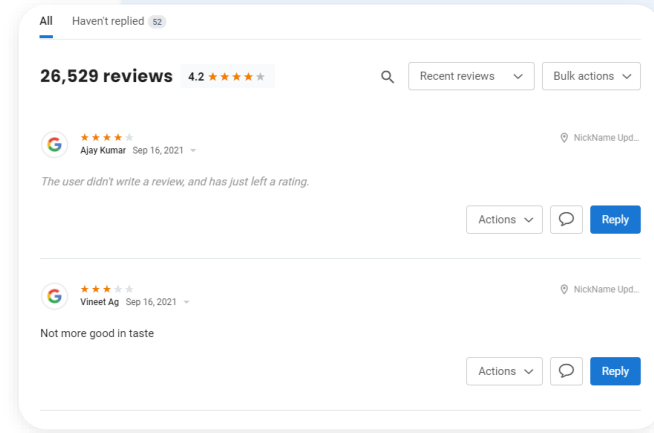


Integrations

Integrate with the tools you use or with 3,000+ software systems



Build, manage, and amplify client reputation on Google Reviews



Be at the top on Google, Facebook, BBB, and **200+ review sites**

Automate review generation for operational efficiency

Promote reviews to **search, social, website**

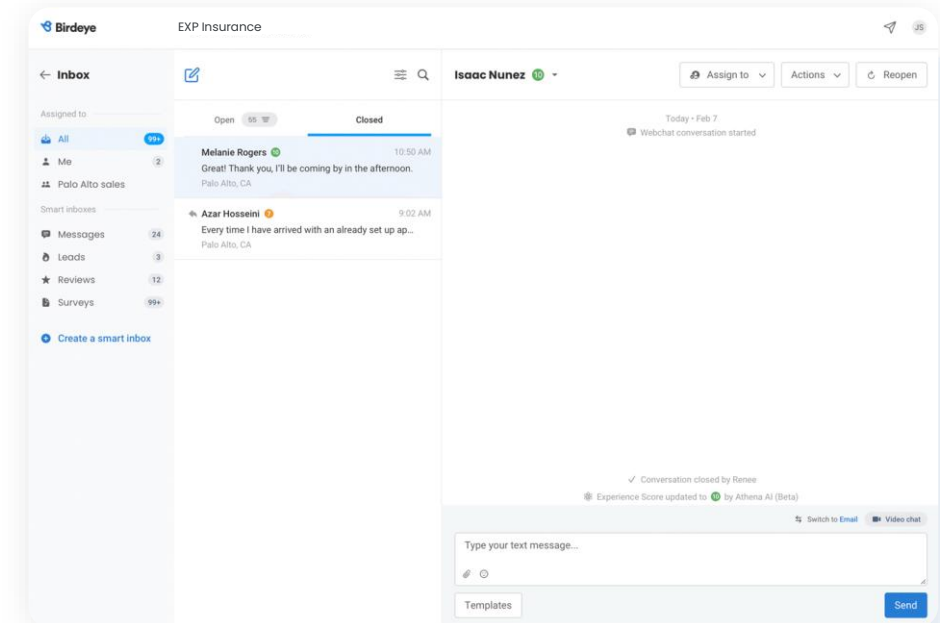


Message customers on Google and everywhere else

Messaging



Message customers on social media, email or voicemail from **one inbox**

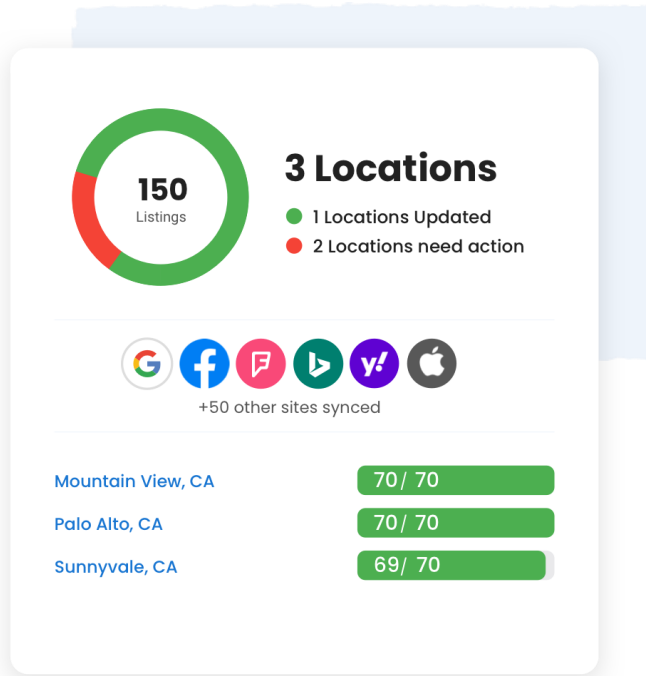


Text customers about new products and services, offers, appointments...

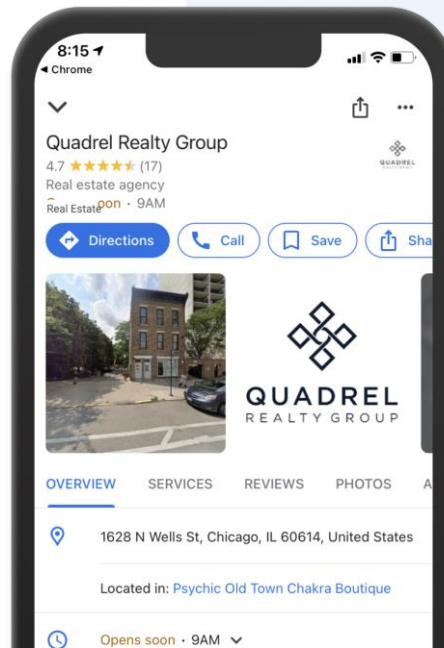


Boost SEO. Turn interest into results

Listings



Be the **top business** in your area



Convert leads from **Google** and **Facebook** messaging

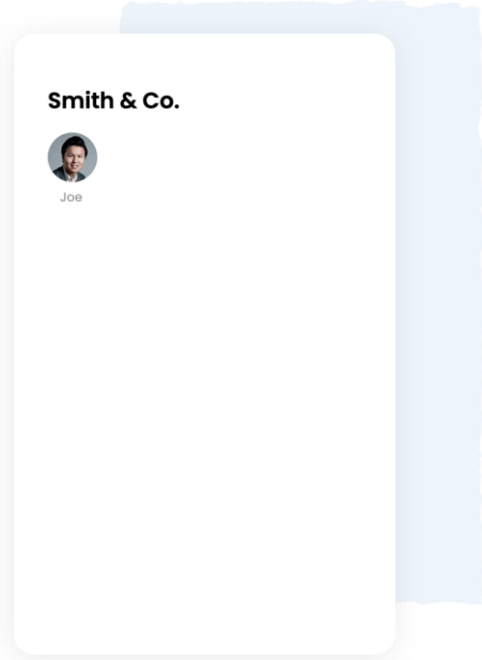


Track client **performance** on Google Maps and search

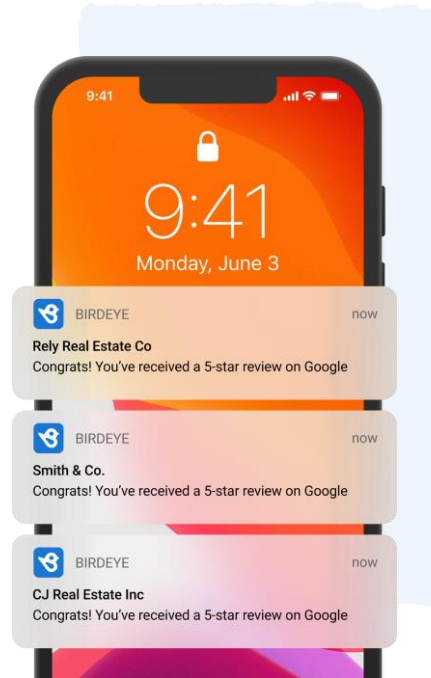


Convert leads and drive your customers to daily usage. Reduce churn

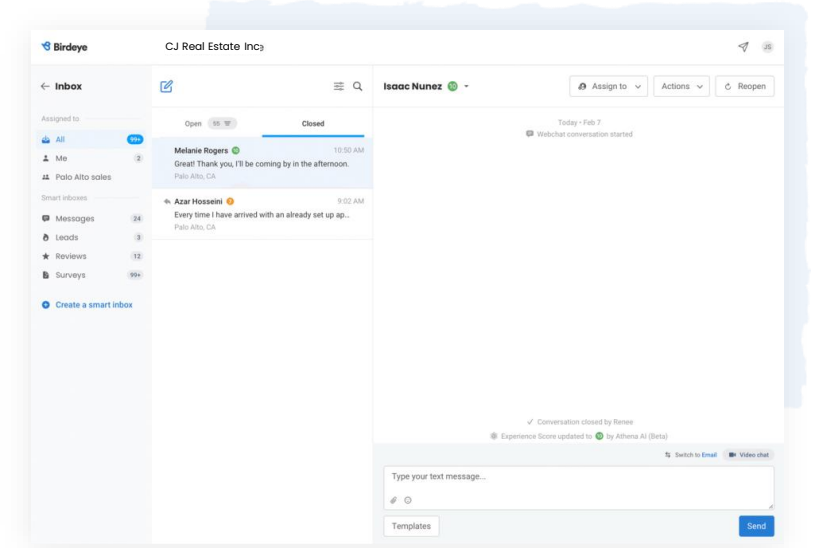
Webchat



Convert website visitors into customers in **real time**



Get **notified** every time a lead chats

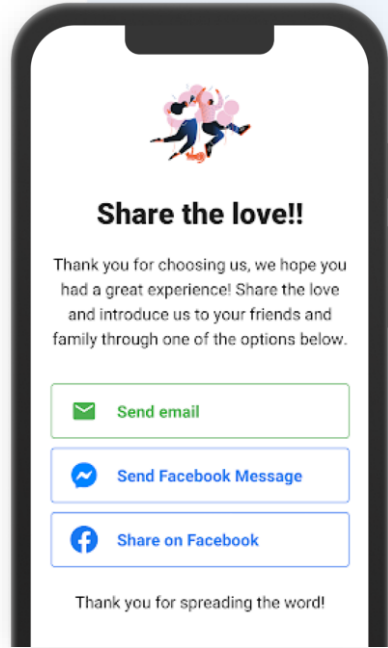


One inbox to respond to all customer messages



Digital referrals = Attribution

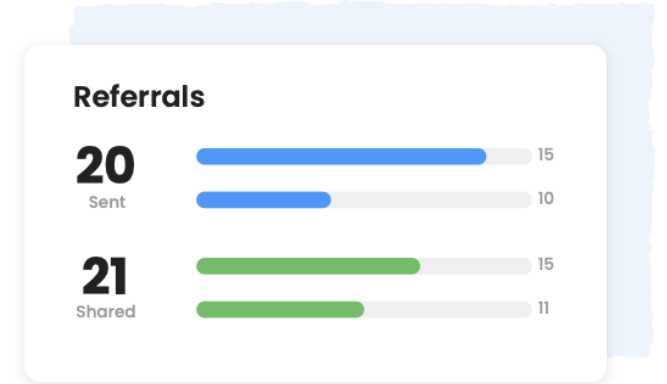
Referrals



Send **automated** digital referral requests



Customers can refer their friends over **text, Google, Facebook...**



Track referral program results



Automate surveys that get responses in hours

Surveys



Run surveys over **text, email, social** for customers and employees

C+ Customer Service

I like to shop at this store because it's near my house, but **customer service** is not so great.

They always have the items I want in stock and it is easy to find parking, but the **customer service** is very poor.

Understand 1,000s of responses **using AI**

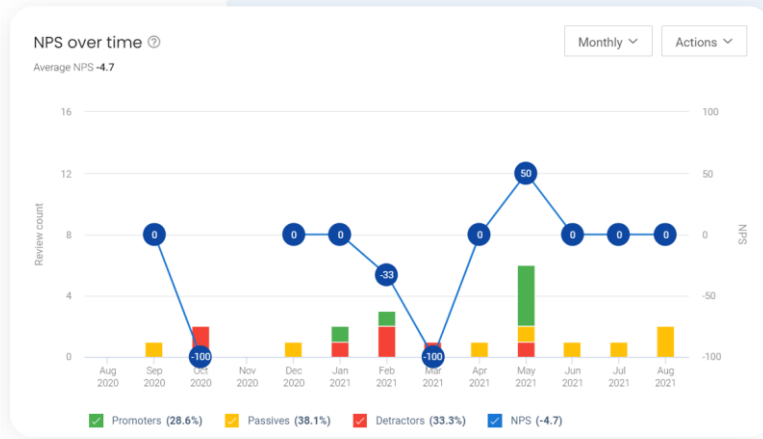


Run all your surveys - NPS, customer satisfaction, employee sentiment...



Turn customer feedback into actionable insights

Insights



Understand **customer sentiment** over time

Location	Overall	Concerns	COVID	Facility
Gaymont Adult Day Care	-	-	-	-
Gaymont Care and Rehabilitation	A	-	B 1	A+ 7
Gaymont Senior Apartments	-	-	-	-
Glenwood Assisted Living	B	-	-	-
Glenwood Care and Rehabilitation	B	D 3	-	B 9

Quickly identify **underperforming locations**

C- Complicated paperwork

The paperwork took forever and was very complicated.

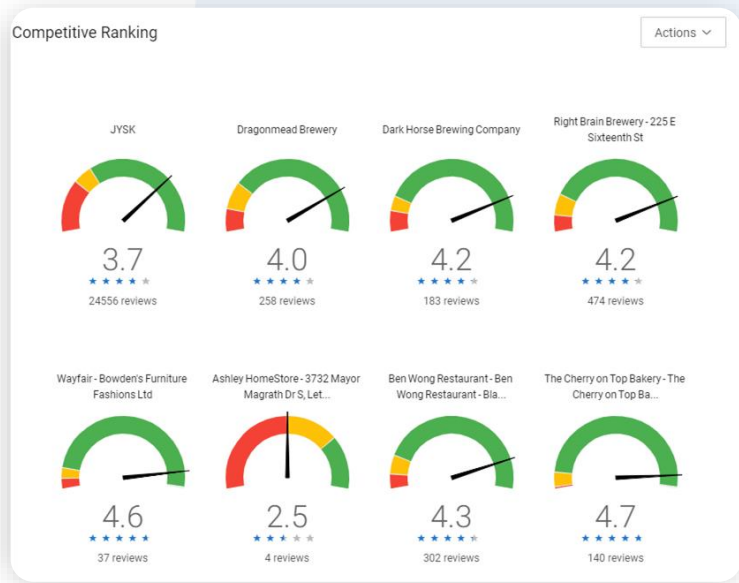
I might need to hire another lawyer to understand all the complicated paperwork.

Bucket customer feedback from reviews, surveys, social



Benchmark reputation and monetize the data

Benchmarking



Compare reputation against competitors

Categories	Smith & Co.	Cornell Corp	Bradford Ind.	Indy Industries
Overall	A+	A	A	B
Facilities	A+	A+	C	A
Billing	A	A	A	A-
Staff	A-	A-	A	C
COVID	B+	A	D-	B+

Compare feedback on **parameters that you set**

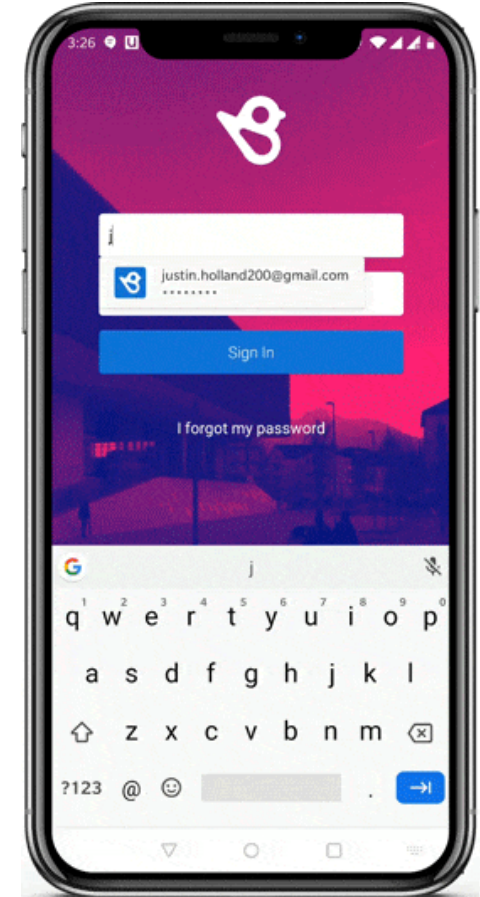
bad experience bad service
 horrible experience new policy
 poor communication horrible person
 horrible service separate policy
 automatic payment big mistake constant client
 current agent few issue horrible agent
 horrible customer service loyal customer
 new high quote only complaint
 poor explanation same amount bad person
 bad review bad state farm insurance different agent
 last experience

Identify key themes in competitors' reviews & social



Be responsive with the mobile app

- Message customers on-the-go
- Collect reviews and feedback
- Respond to customer messages even when you're away from your desk

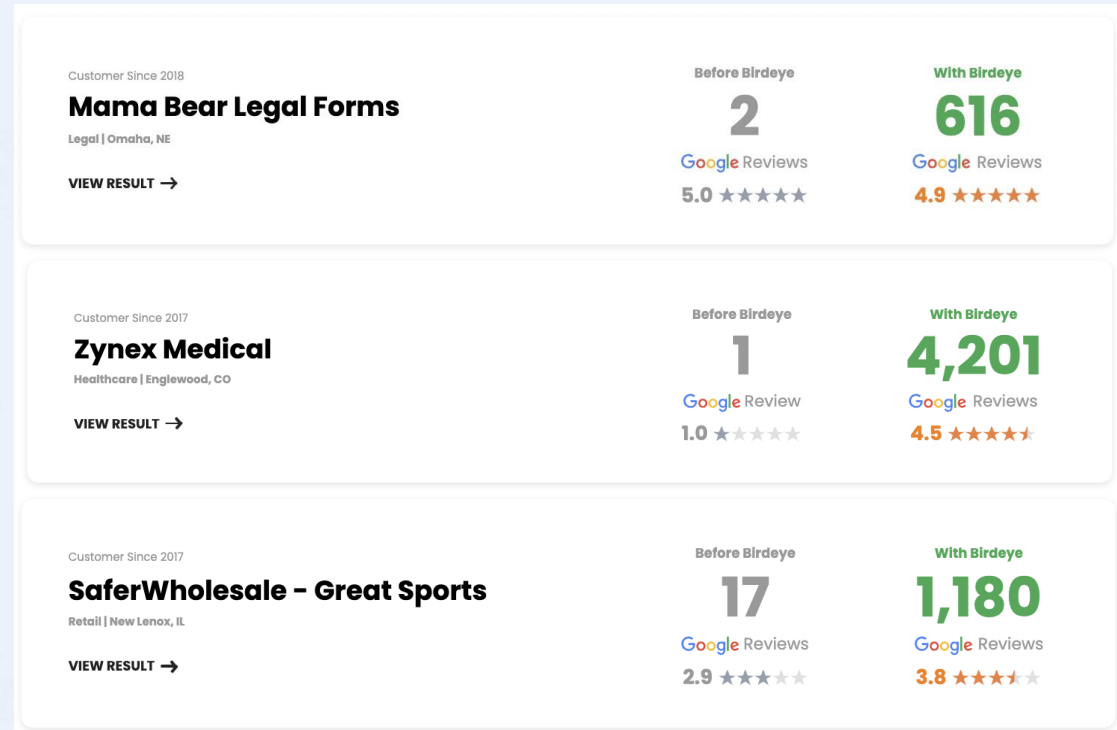




Grow your business with Social Aces Marketing

Our customers see an average:

- **40+** leads a year
- **35k** website visitors a year
- **245%** increase in reviews



*Based on data from customers