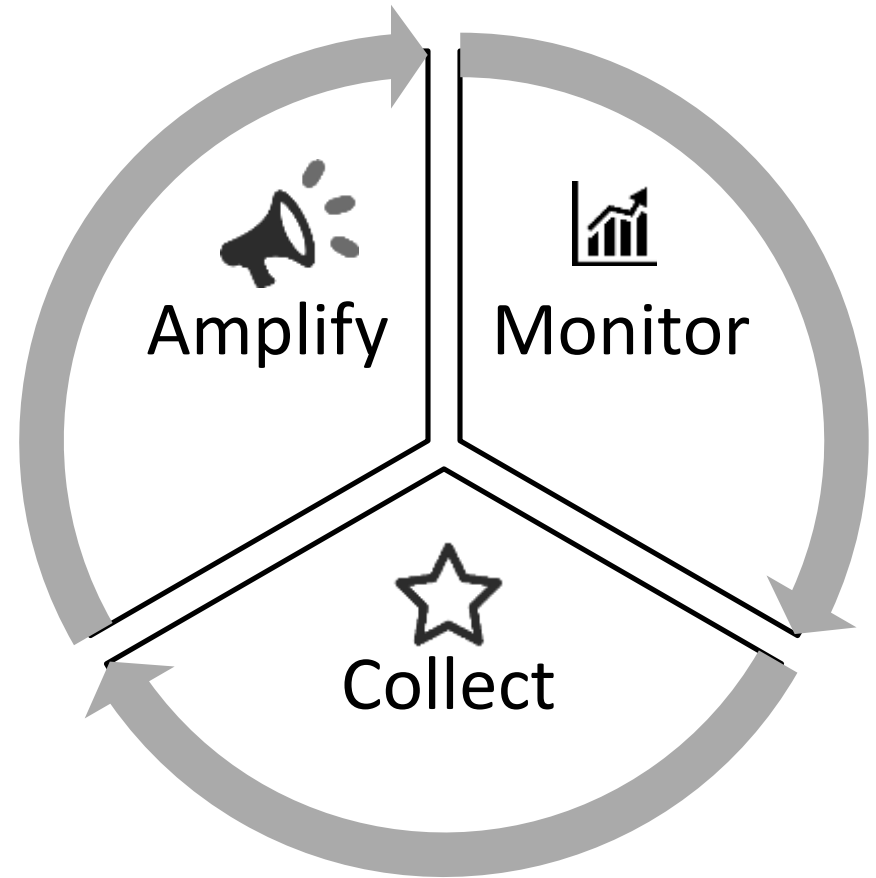


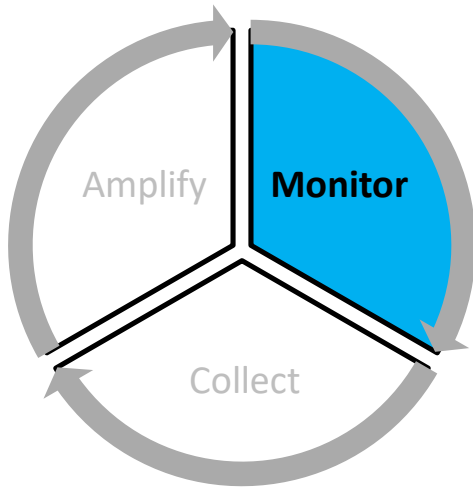
Our Review Management Platform

A sophisticated, enterprise grade, SaaS, that helps businesses of all sizes, automate customer engagement and turn their feedback into promotional content



Benefits & Features:

Brand Reputation & Review Monitoring



Works with 500+ Review Sites

The most in the industry
Capable of finding 10 years of historical public online reviews for services, products, professionals and companies

Track Progress

Charts, Graphs, Trends and metrics
Customize reports to your exact needs

Emailed Reports & Alerts

Alerts on new reviews, daily and weekly reports

Unlimited Sub-Accounts

Customized access and filtered reports for global, regional, and in store or product managers

Location/Product Performance

Identify locations/products that are keeping up your good brand name.
Identify locations/products that are hurting your brand and why - in the words of the actual customers.

Verify Listings

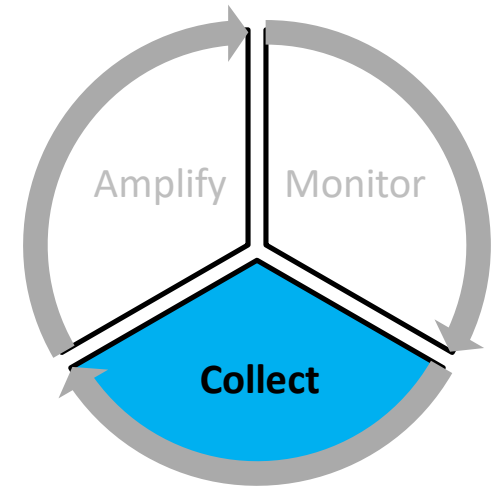
Spot and fix incorrect phone numbers, addresses, websites
Don't lose customers because they want to the wrong address



Benefits & Features

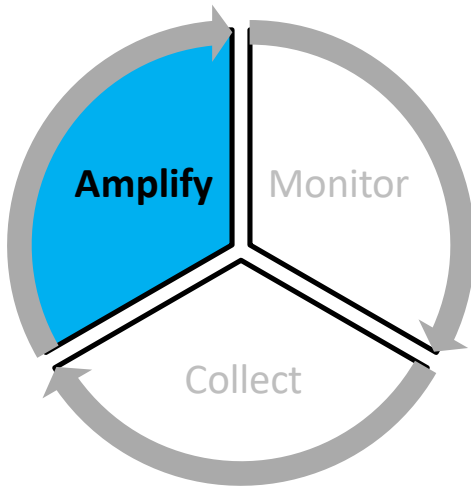
Review Collections Service

| | |
|--|--|
| Know Your Customers | Find out the issues privately, and with instant alerts, fix the problem before they flame you on Yelp! |
| Gather Key Metrics | Add custom fields quickly and easily to create mini-surveys |
| Integrate Your Way | On premise and off premise review collection workflows supported. Mobile phone, tablets, kiosks, email, website and Facebook integration options available. Mix and match the right solutions for your needs. |
| Open System | APIs for integration with your CRM and reporting systems. Push contacts, read reviews, and more. |
| Mobile Enabled | Optimized for mobile phones so you can get feedback and reviews from customers anywhere – even at your business locations |
| Get your customers to leave their reviews on public review sites | Automatically follows up with your happy customers. Tracks results daily and watch the “perception vs reality” gap get fixed as your star ratings improve. See new customer come in the door due to the higher star ratings and great reviews online. |
| Multiple Review Flow | Create different review flows for different types of customers/patients/clients. ✓ ENTERPRISE EDITION ONLY |



Features & Benefits

Amplify the Conversation



Publish testimonials on your website

Show your testimonials on your own website with a selection of rotating banners, mini-testimonial widget or full list of testimonials.
Adjust fonts, colors, shading, borders, rotation rates, fade-ins and much more with the click of a button
See the testimonial star ratings appear in the Google search results.

✓ PREMIUM EDITION ONLY

Easily share on social media the positive reviews

Increase visibility of positive reviews and testimonials on social media sites such as Facebook and Twitter – with a single click

HootSuite App

Access all reviews via HootSuite and take your social media campaign to the next level

Response Management Customization

Track responses and status of all reviews
Make sure that no “negative review is left behind” with workflows that track who responded to a reviewers and when.
Customize how you want to manage and respond to public reviews with customizable workflow management that a fully integrated with the reviews management service



The Most Comprehensive Reviews Management Service

Monitoring Only

Monitoring

- ✳ Monitor many reviews sites per business location from selection of over 500 review sites
- ✳ Location Management - Identify which locations drive positive sentiment and which detract from a brand.
- ✳ Listing Verification: Verify business name, address, URL, and phone number for each location.
- ✳ Centralized report of all public reviews and private feedback collected – updated daily, weekly or monthly (price varies)
- ✳ Sort and view reviews by date, review site, or business location

Reports & Alerts

- ✳ Charts, Graphs, Trending Reports
- ✳ Weekly and Daily email reports
- ✳ Email Alert when new reviews appear on review sites

Social Media

- ✳ One click sharing of public reviews on Facebook and Twitter
- ✳ HootSuite Integration to share positive reviews across all the major social media sites

Administration

- ✳ Unlimited user sub-accounts with individual location level access management
- ✳ Manage Reviews with workflows, assignment of actions and historical notes for each review

Premium Service

Includes everything in the “Monitoring Only” package but with unlimited review sites per location.

Review Collection

- ✳ Customized private feedback collection service with your business logo
- ✳ Route “happy” reviewers and track click-through to public review sites
- ✳ Campaign for reviews via automated email, bulk email, SMS to mobile phones, kiosk, web links, embedded forms, QR-Code and Facebook.
- ✳ Optional time-stamped coupons with every review
- ✳ Customized thank you page and email with option to add a thank video, graphics and other custom content
- ✳ Automated review request service with override options
- ✳ Smart resend rules when no feedback or reviews are received
- ✳ Add and track custom survey questions to your review service
- ✳ Customize review collection forms at the individual location level with customized survey questions
- ✳ Instant alerts when receiving negative feedback
- ✳ Links to your other social media such as Facebook, Twitter, Google+, Pinterest, LinkedIn, YouTube, website, blog and more.
- ✳ One-click sharing of testimonials on Facebook, Twitter, and HootSuite
- ✳ Facebook application to add review collection and testimonials to your Facebook page
- ✳ No limits on reviews collections and review campaigns (subject to fair use policy)
- ✳ Additional customizations with multiple review flows

Website Components

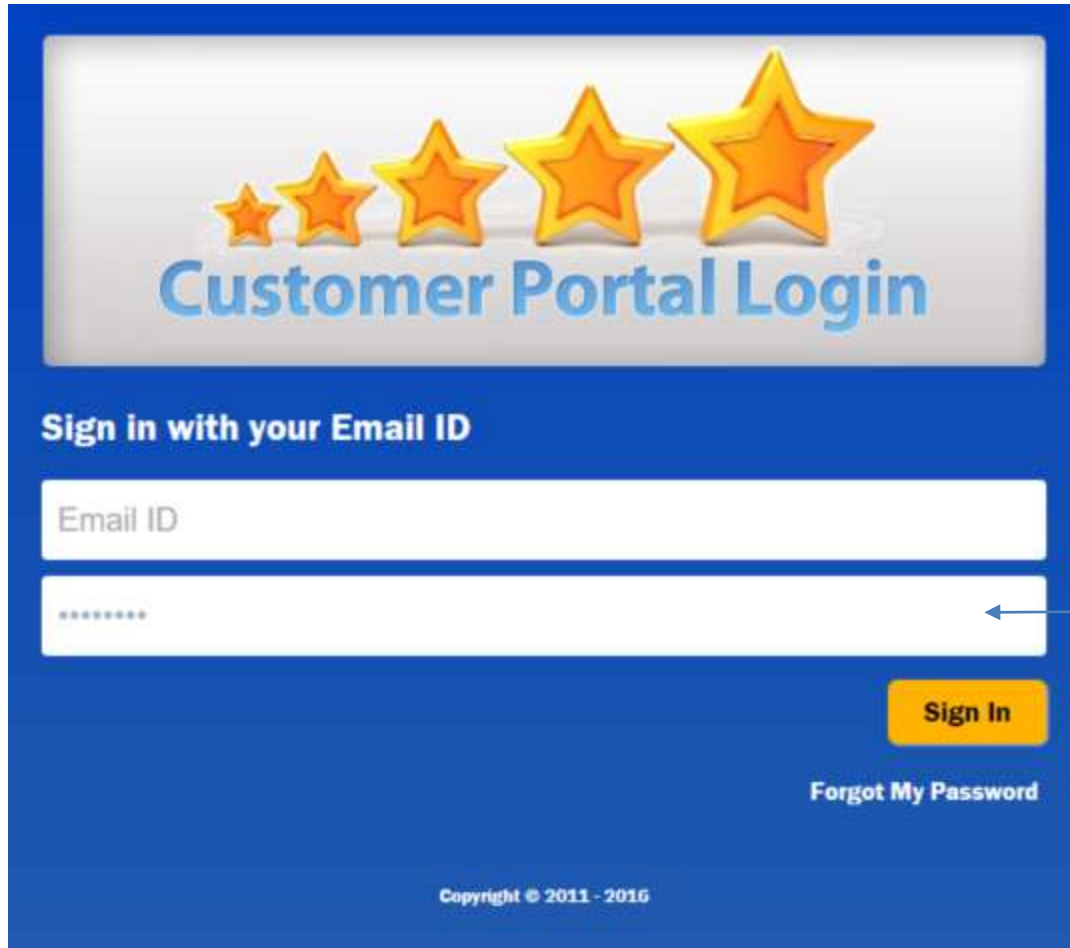
- ✳ Live updating testimonial feeds of collected reviews.
- ✳ Available as a button, embedded in your website, a scrolling testimonial “widget” or a small cross-fade widget.
- ✳ Review Collection QR Code for each location
- ✳ Review collection buttons
- ✳ Embeddable review collection forms
- ✳ HTTPS forms available for Facebook embedding

Advanced Options

- ✳ Privacy compliant mode (for protecting identity of reviewers on the live testimonial feeds)
- ✳ Auto email-domain correction
- ✳ Google indexed testimonials with Rich Snippet stars
- ✳ Auto approval options to reduce administrative tasks.
- ✳ Support for over 26 languages
- ✳ Domain Masking
- ✳ Advanced APIs for 3rd party integration
- ✳ Integrate with over 350 applications using Zapier



Login



The image shows a login interface for a 'Customer Portal'. At the top, there are five yellow stars of increasing size, followed by the text 'Customer Portal Login' in a blue, sans-serif font. Below this, the text 'Sign in with your Email ID' is displayed. There are two input fields: the first is labeled 'Email ID' and the second is a password field with a masked password '*****'. To the right of the password field is a blue arrow pointing to a text box. Below the input fields is a yellow 'Sign In' button. At the bottom right, there is a link that says 'Forgot My Password'. At the very bottom, the copyright notice 'Copyright © 2011 - 2016' is visible.

Customer Portal Login

Sign in with your Email ID

Email ID

Sign In

[Forgot My Password](#)

Copyright © 2011 - 2016

The reviews management service resides on a password protected system with all data residing on a secure database



Navigation and Dashboard

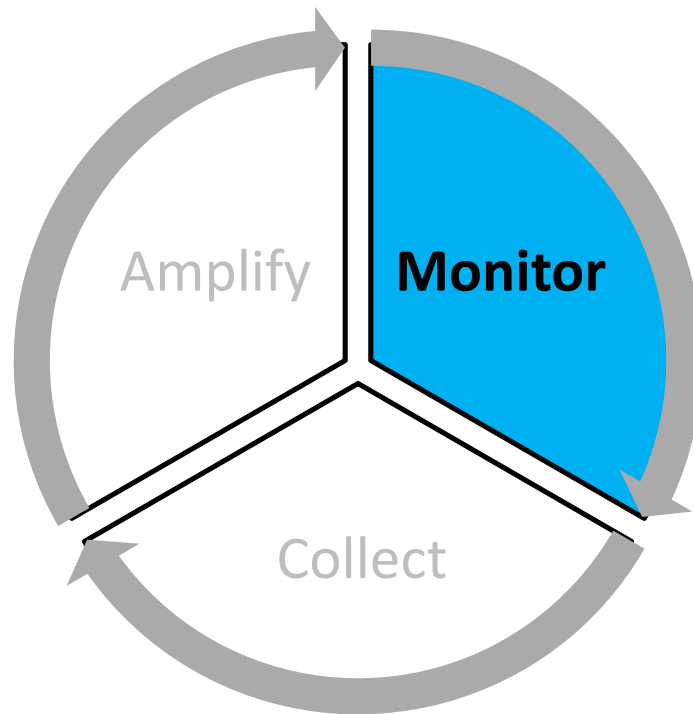
Edit your own user settings (name, email, password, date format, etc.) by clicking your name

Navigate through different reports and configuration pages via the navigation area. Each section expands or collapses to show more options

Drag and drop windows in the dashboard.

Add or remove reports in the dashboard using the "Pin" menu button





Reports

Monitor includes **5 report groups**:
Account Overview,
Review Sites, Public
Reviews, Private
Reports, and Location
Performance

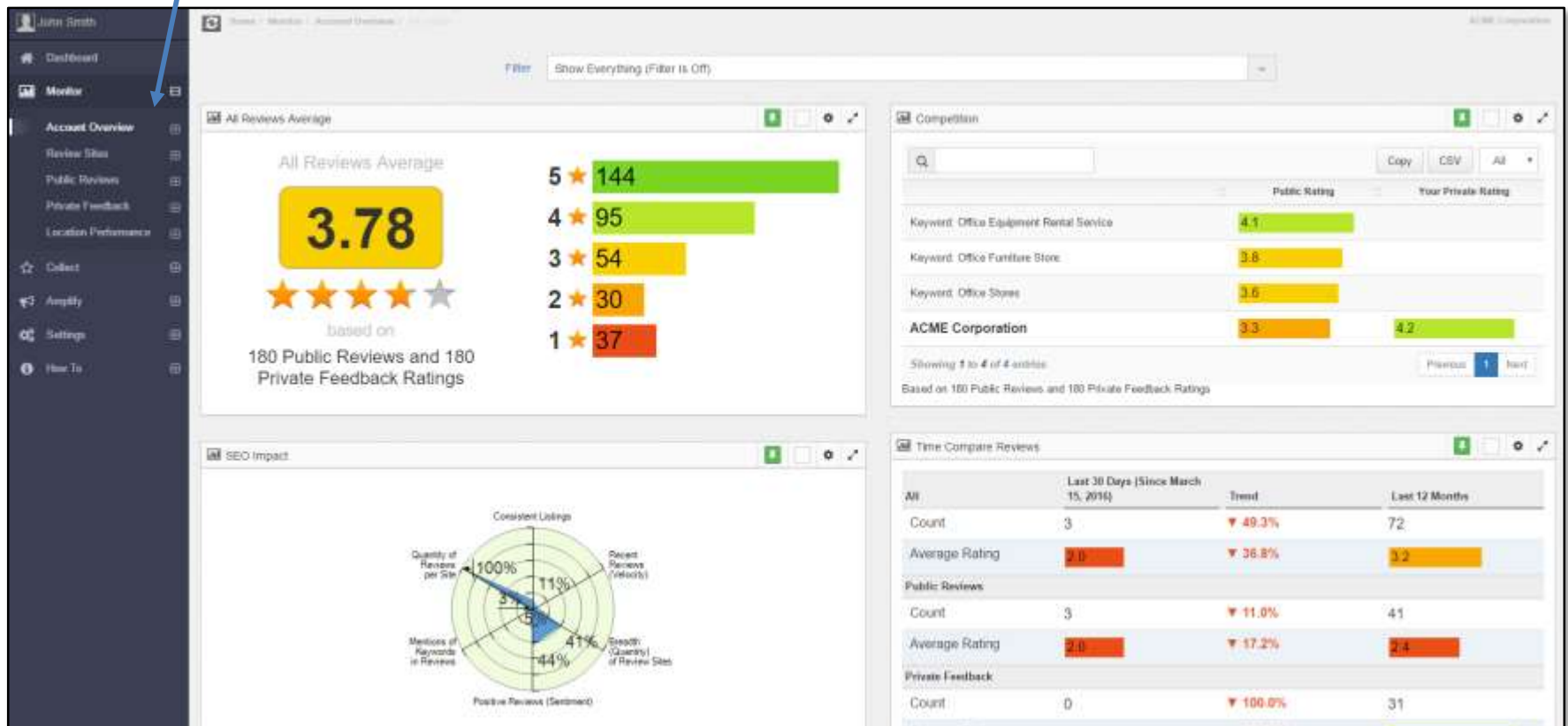
Account Overview:
High level charts that combine
public and
private feedback

Review Sites:
Reports specific
to the aggregate
ratings provided
by the review
sites

Public Reviews:
Reports based on
the individual
reviews found in
different review
sites

Private Feedback:
Reports
based on
private
feedback

Location Performance:
If you have a multi-
location business, these
reports allow you to
compare the
performance of each
location



Manage all your PUBLIC reviews on one screen

View a consolidated list of recent reviews from all monitored review sites. Sort them by rating, date, review site or download them to a spreadsheet for more analysis. You can search on keyword or even apply advanced “filtering” to view a particular set of reviews

One Click Push of reviews to Facebook, Twitter, Google+ and spread the word about a positive review. Use HootSuite for even more social media sharing options

The screenshot shows a web application for managing public reviews. The left sidebar contains a navigation menu with options like Dashboard, Monitor, Account Overview, Review Sites, Public Reviews, Reviews Detail, All Charts, Reviews Average, Monthly Ratings, Monthly Ratings by Site, Review Count, Review Count - Year, Reviews Basic, Star Average, Star Average - Year, Word Cloud, Weekly Stats, Private Feedback, Location Performance, Collect, Analyze, Settings, and How To. The main area displays a table of public reviews. The table has columns for Share, Workflow, Review Site, Rating, Name, Subject, Comment, Date, Source, Location, and Visibility. Reviews are listed from various sources like Google, Yelp, and TripAdvisor, with ratings and comments visible. A search bar and filter options are at the top of the review list.

| Share | Workflow | Review Site | Rating | Name | Subject | Comment | Date | Source | Location | Visibility |
|----------|----------|-------------|-----------|---------------|---------|--|-----------|---------|----------|------------|
| New | | Google | ★ ★ ★ ★ ★ | Scott Sage | | Just terrible quality and customer service | 8-Apr-16 | DMAData | | MAN |
| New | | Google | ★ ★ ★ ★ ★ | Erin F | | | 5-Apr-16 | DMAData | | MAN |
| Assigned | | Google | ★ ★ ★ ★ ★ | Amylee Bruns | | Brandon's review is totally on point regarding this McDonald's location. ABSOLUTE WORST!! | 21-Mar-16 | DMAData | | MAN |
| New | | Google | ★ ★ ★ ★ ★ | Brandon Smith | | Everyone from the Manager and on down needs to be fired from McDonalds! McDonalds suppose to be a respectable establishment but the McDonalds staff on Ponca De Leon is the ABSOLUTE WORST customer service employees EVER!! order my food, and during the time I was waiting for my food, the window clerk had absolutely no clue on what she was doing, and she was rude, and extremely unprofessional! Terrible service!! | 4-Mar-16 | DMAData | | MAN |
| New | | Google | ★ ★ ★ ★ ★ | Ava Kim | | The night shift is awesome the morning shift is very rude wrong orders and disrespectful... if you don't like working at McDonalds find another job | 24-Mar-16 | DMAData | | MAN |
| New | | Google | ★ ★ ★ ★ ★ | Kory Tracey | | | 29-Feb-16 | DMAData | | MAN |
| New | | yelp | ★ ★ ★ ★ ★ | A.J. N. | | I stopped by the lovely McDonalds on Ponca De Leon for a couple of burgers and frappes. Drive through was kind of slow but at least it was quick. I asked for no onions on my Double Quarter with cheese and of course... There was a huge onion on top. Girl at the window just looked at me and didn't care. | 28-Feb-16 | DMAData | | MAN |
| New | | Yelp | ★ ★ ★ ★ ★ | Sarah W | | I have been recently fired from this location. I suffer from hearing impairment, aspergers disease, and delayed motor skills. I have been working under a shift manager named anna who is constantly harassed and humiliated me since starting about a month ago. I haven't had a single problem with any | 22-Feb-16 | Yelp | DMAData | MAN |
| New | | Yelp | ★ ★ ★ ★ ★ | Elisa M | | It's not even worth giving it a star if this place is better off being shut down!! I never write reviews but I had to - this place is usually dead anyway but I decided to go in because I don't... more | 21-Feb-16 | yelp | DMAData | MAN |
| New | | yelp | ★ ★ ★ ★ ★ | Elisa M | | It's not even worth giving it a star if this place is better off being shut down!! I never write reviews but I had to - this place is usually dead anyway but I decided to go in because I don't want that food smell in my car!! As I went in I already noticed two homeless people chilling in there which I don't mind at all but then they wait for me to come up and ask for money when I was asking I was kinda like irritated. The cashier was not focused on me at first but in the conversation with co workers. The place was dark like some bodega where burned out and tables and floors dirty. Napkin holder and co. handed a wet nap. And when I got my 2 cheeseburgers meat I wasn't surprised that my fries tasted old and my burger bun was kinda hard and the cheese cost. I also notice a couple coming in and right after they noticed they left as soon as they could - went to McDonald's ever and I'm speaking about I been to a few places and countries!! | 21-Feb-16 | DMAData | | MAN |



Manage all your PRIVATE feedback on one screen

New reviews can be reviewed and approved/disapproved for follow up and testimonial feed – in real time

One Click Push of reviews to Facebook, Twitter, Google+ and spread the word about a positive review. Use HootSuite for even more social media sharing options

Hover over with mouse to see date stamp of click through or even if the review matches the private review

The screenshot displays the 'Private Feedback' dashboard. On the left is a dark sidebar menu with options: Dashboard, Monitor, Account Overview, Review Sites, Public Reviews, Private Feedback, Feedback Detail, All Charts, Feedback Average, Feedback Basic, Feedback Count, Monthly Ratings, Star Average, Word Cloud, and Location Performance. The main area shows a table of reviews with columns: Testimonials, Share, Workflow, Rating, Name, Comment, Date, Email, Thank You Clicks, Follow Up Approve, Follow Up, Follow Up Clicks, and Visibility. Five reviews are listed, each with a 'Share' button containing icons for Facebook, Twitter, and Google+. Annotations with blue arrows point to specific features: one points to the 'Testimonials' column, another to the 'Share' button of the first review, and a third to the 'Thank You Clicks' column where a 'Google' logo is visible. At the bottom, it says 'Showing 46 to 50 of 100 entries' and has pagination controls.

| Testimonials | Share | Workflow | Rating | Name | Comment | Date | Email | Thank You Clicks | Follow Up Approve | Follow Up | Follow Up Clicks | Visibility |
|--------------|-------|----------|--------|--------------|---|--------------------|--------------------------------|------------------|-------------------|-----------|------------------|------------|
| | | New | ★★★★★ | Henri | Love the paper and Michael Scott is great | 10-Dec-14 12:45 PM | henri5725@yahoo.com | | Sent | | | |
| | | New | ★★★★★ | Rashad Bajwa | I love the paper | 20-Oct-14 2:28 PM | rashad@bizratrings.com | | Sent | | | |
| | | New | ★★★★★ | Ry | It was tasty | 19-Oct-14 1:44 PM | Bul@hotmail.com | | Sent | | | |
| | | New | ★★★★★ | Jm Gonzalez | Excellent company | 6-Oct-14 4:33 PM | jimgon@nationalpositions.com | | Sent | | | |
| | | New | ★★★★★ | Keith | Great service. Love the paper | 6-Oct-14 4:30 PM | keithjay@nationalpositions.com | | Sent | | | |

Showing 46 to 50 of 100 entries

Previous 1 ... 8 10 11 ... 20 Next



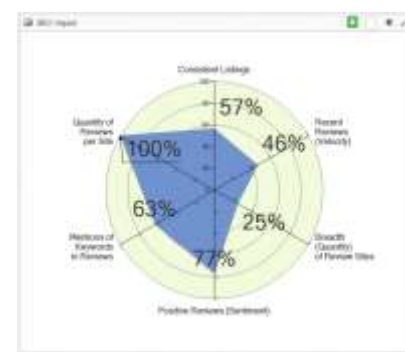
More Chart Samples



Time Compare Review Sites

| Review Site | Last 30 Days (Since March 15, 2016) | | | | | Last 12 Months | | | | |
|------------------|-------------------------------------|-----------|----------|-----------|------------|----------------|-------------|-----------|------------|-------------|
| | Rating | Positive | Neutral | Negative | Total | Rating | Positive | Neutral | Negative | Total |
| Google | 4.0 | 2 | 0 | 5 | 8 | 4.2 | 12 | 0 | 10 | 22 |
| Yelp | 3.7 | 1 | 0 | 5 | 6 | 3.3 | 88 | 1 | 63 | 152 |
| dexknows | 5.0 | 3 | 0 | 0 | 3 | 5.0 | 4 | 0 | 0 | 4 |
| Google | 4.7 | 77 | 0 | 5 | 82 | 4.6 | 950 | 16 | 50 | 1065 |
| Yelp | 2.8 | 10 | 0 | 11 | 21 | 3.8 | 424 | 4 | 178 | 606 |
| OpenTable | 0 | 0 | 0 | 0 | 0 | 3.0 | 1 | 0 | 2 | 3 |
| mapmyratings.com | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| MapMyRatings | 0 | 0 | 0 | 0 | 0 | 3.1 | 8 | 1 | 6 | 15 |
| Average | 4.1 | 93 | 0 | 27 | 120 | 4.2 | 1497 | 22 | 302 | 1871 |

Filter Applied: Last 30 Days (Since March 15, 2016)

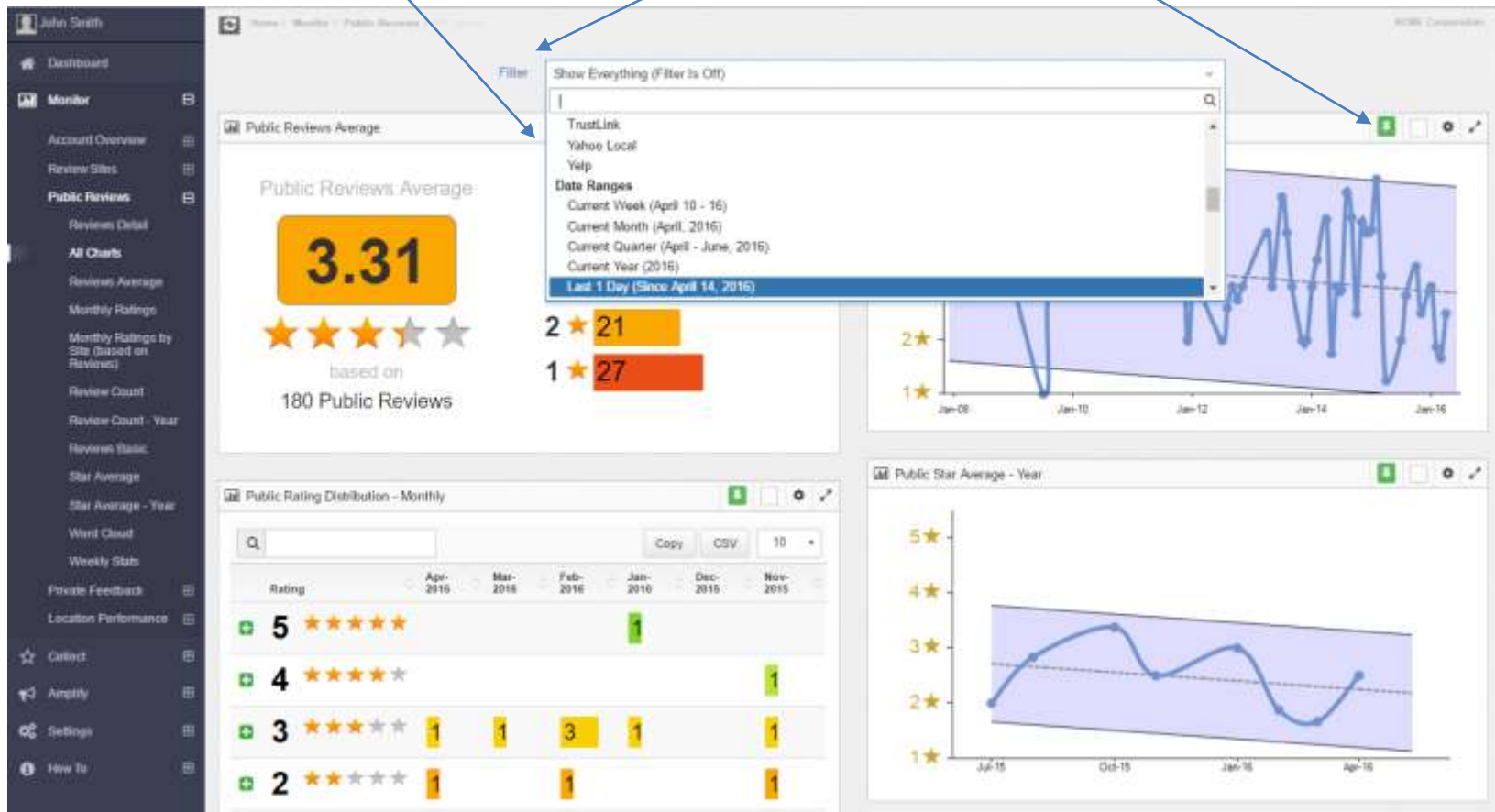


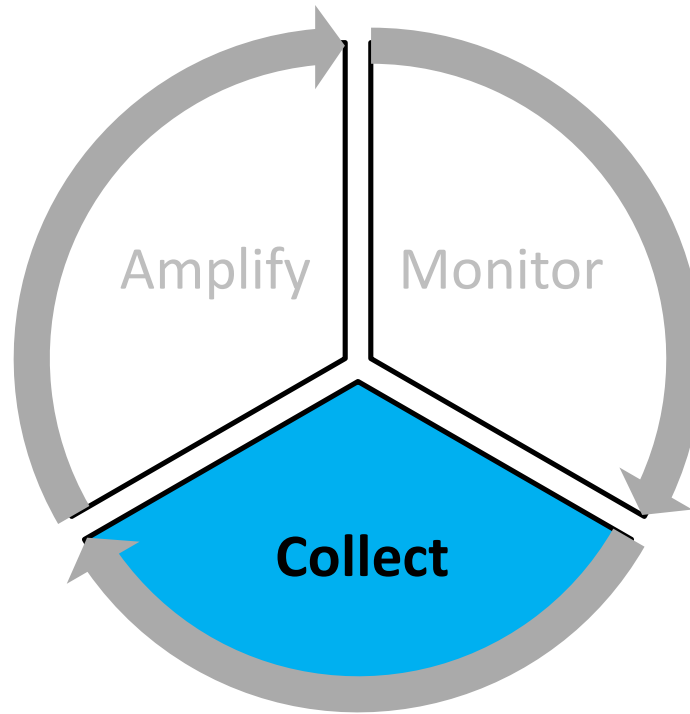
Advanced Charts with Filters

Customize charts with advanced filters based on date ranges, review sites, specific locations and more.

Click on the filter link to create your own custom filters.

Using the “Pin” charts with an applied filter can be added to the dashboard or email reports





Automatically Campaign for Reviews

Launch email or SMS campaigns to automatically collect more reviews

Bulk upload contacts from a spreadsheet

Or invite reviewers immediately to provide feedback

Or use APIs to connect with your other apps

Monitor campaign progress

The screenshot shows the 'File Upload' step of a campaign setup. A sidebar on the left lists navigation options: Dashboard, Monitor, Collect, Campaigns, Campaign Status, Campaign Progress, Single Invite, Multi Invite, File Upload, Contacts, Tools, Activity, Settings, and Help To. The main area has a progress bar with four steps: 1. Upload, 2. Validate, 3. Submit, and 4. Review. Below the progress bar, it says 'Step 1 - Upload'. There is a 'Sample File' icon and a text box that says 'Please download and use the column headers from this sample file'. A 'Select File to Upload' button is present, followed by an 'Upload' button. At the bottom, there are 'Previous' and 'Next' buttons.

The screenshot shows a review invitation form for 'ACME Corporation'. It has a green logo with a stylized 'A' and 'C'. The form fields include: Name (text input), Email (text input), Mobile Phone # (text input), and Review Flow (dropdown menu set to '1 - Default'). At the bottom, there are two buttons: 'Send Email Invitation' and 'Send SMS Invitation'.



The screenshot shows a 'Campaign Status' table with columns: Water, Email, SMS #, Important, Scheduled, Sent, Delivery Status, Review, Location, Review Flow, Unsubscribed, and Hidden Custom 1. The table contains five rows of data, each representing a different user. At the bottom, it says 'Showing 66 to 70 of 100 entries' and has pagination controls.

| Water | Email | SMS # | Important | Scheduled | Sent | Delivery Status | Review | Location | Review Flow | Unsubscribed | Hidden Custom 1 |
|----------------|---------------------------|--------------|-------------------|-----------|-------------------|-----------------|-------------------|-----------|-------------|--------------|-----------------|
| Stephen Cullen | | 486-800-8441 | 28-Sep-14 2:20 PM | | 28-Sep-14 2:21 PM | Success: SMS | 28-Sep-14 2:23 PM | DMAtlanta | 1 - Default | | |
| Aryeh Powers | aryehpowers@gmail.com | | 28-Aug-14 3:40 PM | | 28-Aug-14 3:40 PM | | | DMAtlanta | 1 - Default | | |
| Anna | springbilly2008@gmail.com | | 28-Aug-14 2:37 PM | | 28-Aug-14 2:37 PM | | | DMAtlanta | 1 - Default | | |
| Craig Helm | | 7156531282 | 27-Aug-14 9:25 AM | | 27-Aug-14 9:25 AM | Success: SMS | | DMAtlanta | 1 - Default | | |
| Hank Isenberg | | 3104159289 | 26-Aug-14 5:10 PM | | 26-Aug-14 5:10 PM | Success: SMS | 26-Aug-14 5:27 PM | DMAtlanta | 1 - Default | | |



Fully customizable, fully automated workflow to help you get reviews

Preview the entire review flow. You can even click on the buttons and stars to see how the review flow changes

Add, edit or preview additional review flows

Click here to show more details about the review flow

See how the review flow look on different devices. Zoom in/out on the previews

The screenshot displays a web-based interface for managing a review flow. On the left is a dark sidebar menu with options: Dashboard, Monitor, Collect, Campaigns, and Customer. Under 'Collect', there's a 'Review Flow Preview' section with sub-items: Review Site Buttons, Campaign Email, Campaign SMS, Feedback Form, Thank You Page, Thank You Email, and Follow Up Email. The main area shows a 'Review Flow Preview' for 'DMAtlanta'. At the top, there are buttons for 'Edit', '+ New', and 'Details'. Below these, a sequence of five mobile app screens is shown, connected by green arrows. The screens are: 1. 'Campaign Email' (a text-based email template), 2. 'Feedback Form' (a form with a star rating, comment field, and contact info), 3. 'Thank You Page' (a thank-you message with a coupon code and a drawing entry), 4. 'Thank You Email' (another email template), and 5. 'Follow Up Email' (a follow-up email template). Each screen is displayed on a white smartphone frame. The interface also includes a 'Device' dropdown set to 'iPhone 5' and a zoom slider on the right.



See Rules For the Review Flow

Configure rules and each element of the form by clicking on the button (title)

Click here to show more details about the review flow

The screenshot displays the 'Review Flow Preview' interface. On the left is a dark sidebar with a user profile 'John Smith' and navigation options: Dashboard, Monitor, Collect, Campaigns, Customize, Review Flow Preview (selected), Review Site Buttons, Campaign Email, Campaign SMS, Feedback Form, Thank You Page, Thank You Email, Follow Up Email, Tools, Amplify, Settings, and How To. The main area shows a flow of five steps: Campaign Email, Feedback Form, Thank You Page, Thank You Email, and Follow Up Email. Each step is represented by a blue button with a plus icon, followed by a green arrow. Below each button is a template icon labeled 'Template #1' and a 'Details' button. The 'Details' button for the 'Feedback Form' step is highlighted with a blue box and an arrow pointing to it from the text 'Click here to show more details about the review flow'. The 'Campaign Email' button has a blue box and an arrow pointing to it from the text 'Configure rules and each element of the form by clicking on the button (title)'. Below the flow sequence, five mobile phone screens display the visual content of each step for 'ACME Corporation'. The screens show the following content: 1. Campaign Email: 'Dear [Name], Thank you again for coming to our location. Would you be willing to share your feedback via the following link? Click Here to Share Your Review. Thank you again. If we can be of more service, please let us know.' 2. Feedback Form: 'Your Feedback is Really Important To Us. Your Rating: ★★★★★. Your Comments: [Text Field]. Your Name: [Text Field]. Your Email: [Text Field]. Rate Us!'. 3. Thank You Page: 'Thank you for your review! Thank you for your review! Click Here to post your review. Click Here to post your review. Your Original Review: Sample review text, available for copyright to other review sites. Only displays on positive reviews. We truly appreciate your reviews. You may share this coupon with your friends. An entry into our monthly drawing. Please share 12/15/16, offer expires on 06/30/17.' 4. Thank You Email: 'Thank you for your review! Thank you for your review! Click Here to post your review. Click Here to post your review. Your Original Review: Sample review text, available for copyright to other review sites. Only displays on positive reviews. We truly appreciate your reviews. You may share this coupon with your friends. An entry into our monthly drawing. Please share 12/15/16, offer expires on 06/30/17.' 5. Follow Up Email: 'Dear [Name], Thank you again for your review. Let's tell the world. Would you take a moment to share your feedback on any of the following review sites? Click Here to post your review. Click Here to post your review. Your Original Review: You are the greatest ever. Thank you so much. Don't have an account? These support Facebook login.'



Review Site Button Rules

Create or edit custom rules to determine which review sites to show and how many

Customize button colors, text and even add alternate login tips to the button

Reference any rule within elements of the review flow

Test the rule and press the refresh button to see multiple uses of each rule

John Smith

Dashboard

Monitor

Collect

Campaigns

Customize

Review Flow Preview

Review Site Buttons

Campaign Email

Campaign SMS

Feedback Form

Thank You Page

Thank You Email

Follow Up Email

Tools

Apply

Settings

How To

Location: DMAAtlanta

Customize Review Site Button Rules, Colors and Text

Display Rules

Define rules to automatically select specific review sites buttons. The rules are used by the Thank You Page/Email, Follow Up Email and any Happy/OK/Sad Campaigns.

+Add Rule

10

| Edit | Rule Name | Review Sites | Display Order | Google list for Gmail | Fill to Limit |
|------|------------------------------|----------------------------|----------------|-----------------------|---------------|
| | Default Google/Yelp Priority | Google, Yelp | Random | ✓ | ✓ |
| | Review Site Rule #1 | Google, Local, TripAdvisor | Specific Order | ✓ | ✓ |

Showing 1 to 2 of 2 entries

Previous 1 Next

Button Colors and Text

What It Looks Like

Preview Display Rule: Review Site Rule #1

How Many Review Buttons to Show? 1

Click Here to post your review

Click Here to post your review

Click Here to post your review

Login with

Login with

Login with



Customize Campaign Elements

Various Campaign Types are available that change the review flow. Each has benefits and drawbacks that are described in the Campaign Type Selector

Optionally, override default company settings with settings that are specific to one location.

As you customize the form, see a preview as it would appear on different devices

The screenshot displays the 'Campaign Email Message' configuration page. On the left is a dark sidebar with navigation options: Dashboard, Monitor, Collect, Campaigns, and Customize (selected). Under 'Customize', there are links for Review Flow Preview, Review Site Buttons, Campaign Email, Campaign SMS, Feedback Form, Thank You Page, Thank You Email, and Follow Up Email. The main content area is titled 'Campaign Email Message' and includes a 'Default Settings' tab and a 'Location Specific' tab (selected). The 'Active' status is shown as 'ON'. Below this, there are sections for 'Email Rules' and 'Campaign Type'. The 'Campaign Type' section lists three options: 'Start Everyone with the Private Feedback Form', 'Happy to Thank You Page, OK/Sad to Private Feedback Form', and 'Happy to Review Site, OK/Sad to Private Feedback Form'. Each option has a 'PROS' and 'CONS' section with icons and text. The 'Message Content' and 'Custom Links' sections are at the bottom. To the right, a 'What It Looks Like' preview shows a mobile phone displaying an email from 'ACME Corporation' with a personalized message and a 'Click Here to Share Your Review' link.

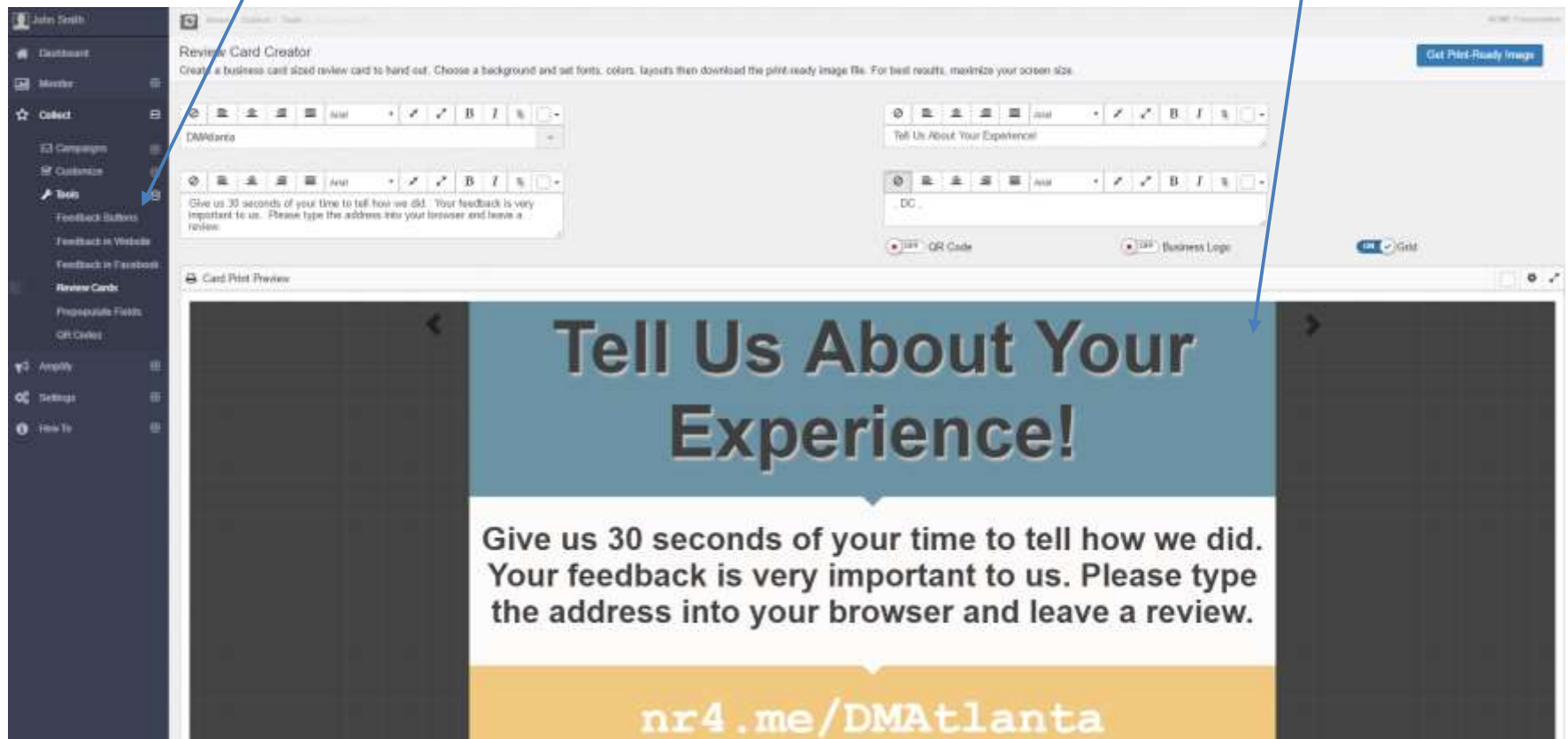


Tools To Get Even More Feedback

Several tools are provided to enhance review collections such as Website Buttons, Embedded Feedback Forms, Review Cards, QR Codes and Widgets to add to your website

Use advanced features to create custom survey questions fields and hidden fields to help categorize feedback

Select from dozens of review card templates, customize them and download a graphic ready file that is compatible with most online printing services



More Ways To Get Reviews

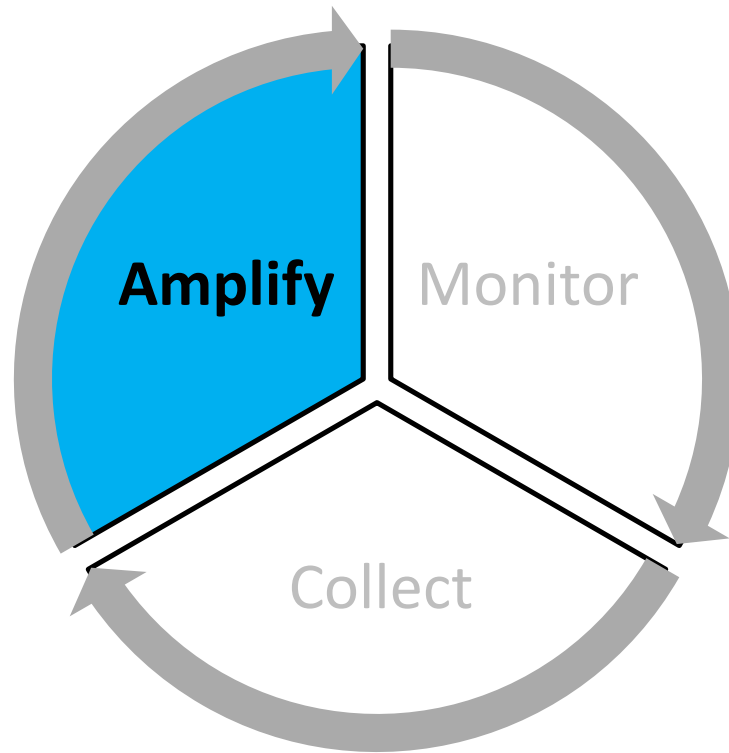
For a more complete list and “recipes” for review collection, go to the **How To** section

A broad set of solutions are available to automate and enhance review collection. Successful review collection is the fuel of the review management platform.

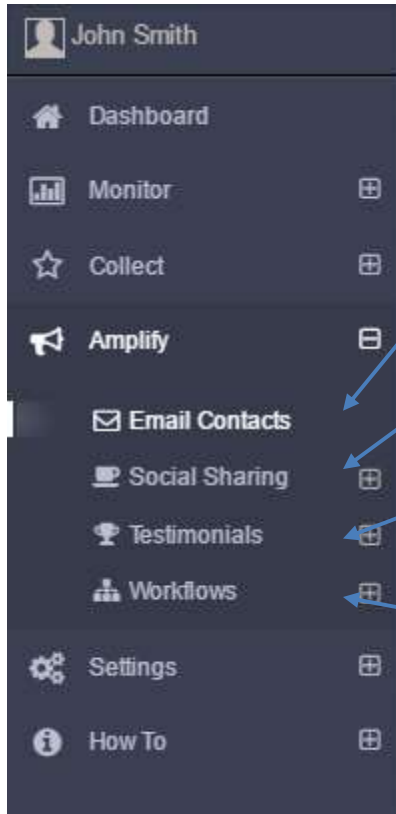
The screenshot displays the 'How To' section of a review management platform. On the left is a dark sidebar with navigation links: Dashboard, Monitor, Collect, Amplify, Settings, How To (highlighted), Getting Started, Collect Reviews, Connect Systems, Review Process, and Review Sites. The main content area is titled 'How to Collect Reviews' and includes an introductory paragraph: 'There are many ways to collect reviews. The following methods may be used individually or combined together to create a powerful review collection campaign. Many of these methods can be on or switched on/off as needed, but not all methods need be employed. The choice of which collection method to use depends on the business goals and needs.' Below this are six method cards, each with a list of steps and an illustrative image:

- Bulk Campaign**: Includes steps for sending email invites via bulk upload or APIs, queuing thousands of contacts, throttling reviews per day, prepopulating reviewer info, and creating multi-invite campaigns. Image: An envelope with an '@' symbol.
- Review Cards**: Includes steps for creating business-sized review cards, using various designs, adding custom messaging, and placing cards with customers. Image: Two business cards, one saying 'Rate Us!'.
- Smartphone/Tablets While On The Go**: Includes steps for handing out QR codes or using SMS text invites. Image: A hand holding a smartphone.
- Kiosk / Tablet**: Includes steps for using internet-connected kiosks, hiding the 'Request to Share' in settings, and turning on the 'Request to Share' in settings. Image: Three kiosk-style tablets.
- Button on Facebook**: Includes steps for adding a 'Rate Us Now!' button to a Facebook page and allowing users to read testimonials. Image: A Facebook 'Rate Us Now!' button with a star rating.
- Promote Reviews on A Poster**: Includes steps for using large posters with appealing images, creating attractive posters, incorporating QR codes and review URLs, and placing posters prominently. Image: A large poster with a QR code.
- Button on Website**: Includes a step for enhancing the website by adding a button or code to allow guests to easily leave reviews. Image: A small 'Rate Us Now!' button.





Amplify Feedback and Reviews



View and download all emails collected from your campaigns. Use them in your newsletters.

Share feedback and reviews on social media with a single click

Add a live updating testimonial feed to your website, facebook page or blog

Manage how reviews and feedback are processed with workflows. Assign each feedback and review a workflow “state” to indicate what needs attention



Manage Email Contacts

See who has unsubscribe or manually unsubscribe them

Download all your contacts to a spreadsheet

John Smith

Dashboard

Monitor

Collected

Amplify

Email Contacts

Social Sharing

Public Reviews

Private Feedback

Social Settings

Testimonials

Workflows

Settings

How To

Filter: Show Everything (Filter Is Off)

Limit: Most Recent 100

Email Contacts

Search

| Name | Email | Postal Code | Date Added | Location | Star Rating | Status | Unsubscribed by | Unsubscribe Date |
|-----------------|-----------------------------|-------------|-----------------------|------------|-------------|--------------|-----------------|---------------------|
| Michele Prince | michele@ourhouse-grief.org | | 3-Jun-15 1:11 PM | DMAntanta | ★★★★★ | OK to Send | | |
| Lynne Brehmer | lynne.brehmer@neustar.biz | | 28-Apr-15 1:09 PM | DMAntanta | ★★★★★ | OK to Send | | |
| Bill Sobel | bill@sobel.info | | 16-Apr-15 8:10 PM | DMAntanta | ★★★★★ | OK to Send | | |
| Kerry Karlsonis | kkarlsonis@asbrealstate.com | | 2-Apr-15 10:51 AM | DMScranton | ★★★★★ | OK to Send | | |
| Brian | bdavg@me.com | | 2-Apr-15 9:29 AM | DMAntanta | ★★★★★ | Unsubscribed | bdavg@me.com | 5-Apr-15 1:03 PM |
| Stephen Riley | dezynarsteve@gmail.com | | 31-Mar-15 10:28 AM | DMAntanta | ★★★★★ | OK to Send | | |
| Eran Sinai | eransinai@lawyer.com | | 18-Mar-15 10:00 AM | DMAntanta | ★★★★★ | OK to Send | | |
| Frank | frank@outboundengine.com | | 10-Mar-15 2:17 PM | DMAntanta | ★★★★★ | OK to Send | | |
| David Rosenberg | david@cleanyouname.com | | 4-Mar-15 10:40 AM | DMAntanta | ★★★★★ | OK to Send | | |
| Rob Feinstein | rob@outboundengine.com | | 3-Mar-15 3:47 PM | DMAntanta | ★★★★★ | OK to Send | | |

Showing 21 to 30 of 100 entries

Previous 1 2 3 4 5 ... 10 Next

Copy CSV 10





LEVERAGING SOCIAL MEDIA



One-Click Social Media Post of Reviews

One Click Push of reviews to Facebook, Twitter, Google+ and spread the word about a positive review. You can push both public reviews and private feedback.

Use HootSuite for even more social media sharing options.

Look for time-stamp when a review was shared



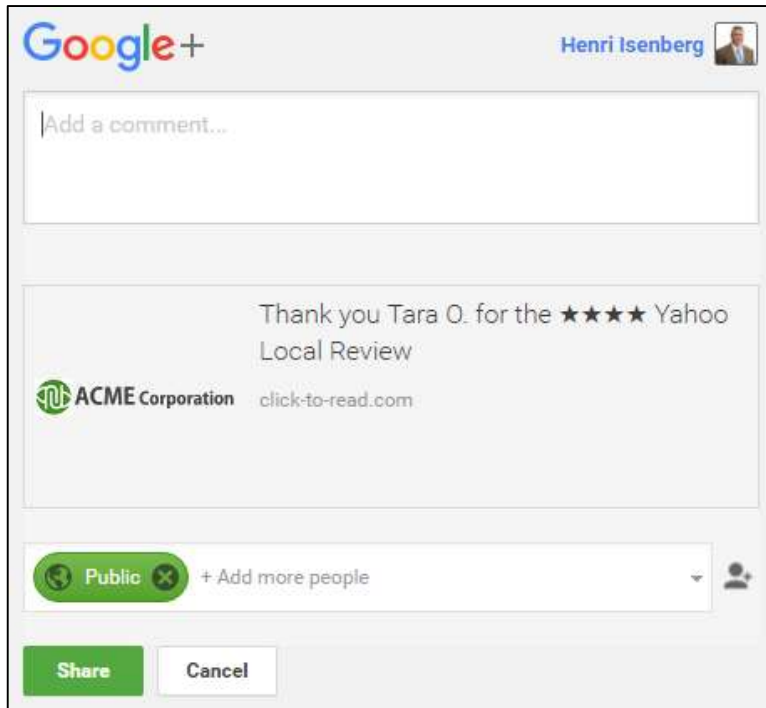
The screenshot shows a dashboard for managing reviews. On the left is a sidebar with navigation links: Dashboard, Monitor, Collect, Amplify, Email Contacts, Social Sharing, Public Reviews, Private Feedback, Social Settings, Testimonials, Workflows, Settings, and How To. The main area displays a table of public reviews. At the top, there are filters for 'All Sites Except Yelp' and 'Limit: Most Recent 100', and a checkbox for 'Include Hidden Reviews'. The table has columns for 'Share', 'Review Site', 'Rating', 'Name', 'Subject', 'Comment', 'Date', and 'Location'. Each row represents a review, with a 'Share' column containing icons for Facebook, Twitter, Google+, and HootSuite. The 'Review Site' column shows logos for Yelp, Google, and TripAdvisor. The 'Rating' column shows star ratings. The 'Name' column shows the reviewer's name. The 'Subject' and 'Comment' columns show the review text. The 'Date' and 'Location' columns show the review date and location. At the bottom, there is a pagination bar showing 'Showing 41 to 50 of 100 stories' and a 'Previous' button.

| Share | Review Site | Rating | Name | Subject | Comment | Date | Location |
|---|-------------|--------|---------------------|-----------------------|--|-----------|------------|
| [Facebook, Twitter, Google+, HootSuite] | Yelp LOCAL | ★★★★★ | John S. | | Mary shrugged and wiped a layer of grease from her forehead. "Jesus," she thought, "I should have finished high school." On the flat top were ten sausages ready to be made into McNoodles. On the... more | 18-Jan-15 | DMAtlanta |
| [Facebook, Twitter, Google+, HootSuite] | Yelp LOCAL | ★★★★★ | John S. | | Mary shrugged and wiped a layer of grease from her forehead. "Jesus," she thought, "I should have finished high school." On the flat top were ten sausages ready to be made into McNoodles. On the... more | 18-Jan-15 | DMAtlanta |
| [Facebook, Twitter, Google+, HootSuite] | Google | ★★★★★ | Paul Johnson | | Very well run and friendly drive-through on weekday mornings when I get coffee. | 18-Jan-15 | DMScranton |
| [Facebook, Twitter, Google+, HootSuite] | Yelp LOCAL | ★★★★★ | Derek B. | | Super friendly but pay with cash or they will try to confuse you in an attempt to steal your debit/credit card. | 11-Jan-15 | DMAtlanta |
| [Facebook, Twitter, Google+, HootSuite] | Yelp LOCAL | ★★★★★ | Spencer L. | | Really??? reviewing a Micky D's and giving it 4 stars????? Well, I admit McDonald's is usually not anything more than a greasy fond childhood memory for the most part, but this one I do... more | 8-Dec-14 | DMAtlanta |
| [Facebook, Twitter, Google+, HootSuite] | Yelp LOCAL | ★★★★★ | Zandru D. | | This is my local McDonald's. I could walk there from my home if I wished. I have never had any issues with my orders. The food is typical of most McDonald's. Stays warm on the ride home. My only... more | 26-Nov-14 | DMAtlanta |
| [Facebook, Twitter, Google+, HootSuite] | Yelp LOCAL | ★★★★★ | John F. | | Always friendly. Always suggest 2 for \$3 chicken biscuits which are nice. Fountain drinks are always ice cold. Always had good experiences here. I wish I could pay with my card at night... more | 23-Nov-14 | DMAtlanta |
| [Facebook, Twitter, Google+, HootSuite] | Google | ★★★★★ | Jenny Ceccarelli | | It's Great! Love it | 29-Oct-14 | DMScranton |
| [Facebook, Twitter, Google+, HootSuite] | TripAdvisor | ★★★★★ | OneAddictedTraveler | "A normal McDonald's" | As expected this restaurant has the same menu as the others. Service was adequate. The self serve soft drink machine was out of order so they had to fill orders at the drive up window. | 20-Oct-14 | DMAtlanta |
| [Facebook, Twitter, Google+, HootSuite] | Google | ★★★★★ | Chazz Coleman | | | 18-Oct-14 | DMAtlanta |

Showing 41 to 50 of 100 stories



Share Reviews with a Single Click



Google+ Henri Isenberg

Add a comment...

Thank you Tara O. for the ★★★★★ Yahoo Local Review

ACME Corporation click-to-read.com

Public + Add more people

Share Cancel



Share on Facebook

Share on your timeline

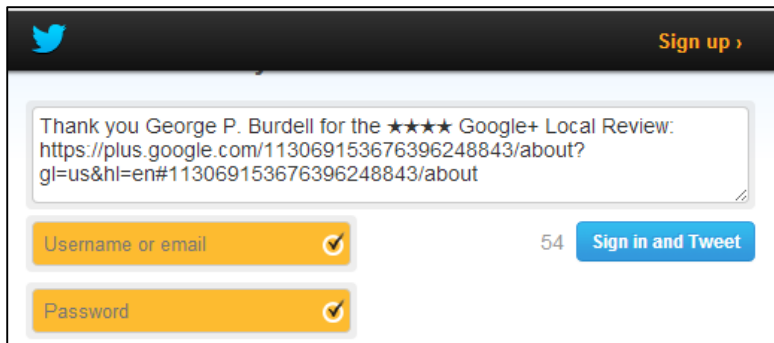
Say something about this...

★★★★★ Review from George P. Burdell

Thank you George P. Burdell for the 4 Star Google+ Local Review

CLICK-TO-READ.COM

Public Cancel Share Link



Twitter Sign up

Thank you George P. Burdell for the ★★★★★ Google+ Local Review: <https://plus.google.com/113069153676396248843/about?gl=us&hl=en#113069153676396248843/about>

Username or email ✓ 54 Sign in and Tweet

Password ✓



Click to select a social network

Thank you George P. Burdell for the ★★★★★ Google+ Local Review: <http://ow.ly/wv5Pc>

AutoSchedule Send Now



Testimonials

Easily add live-updating testimonials to your website completely customized

Choose from different themes and see a preview on the right

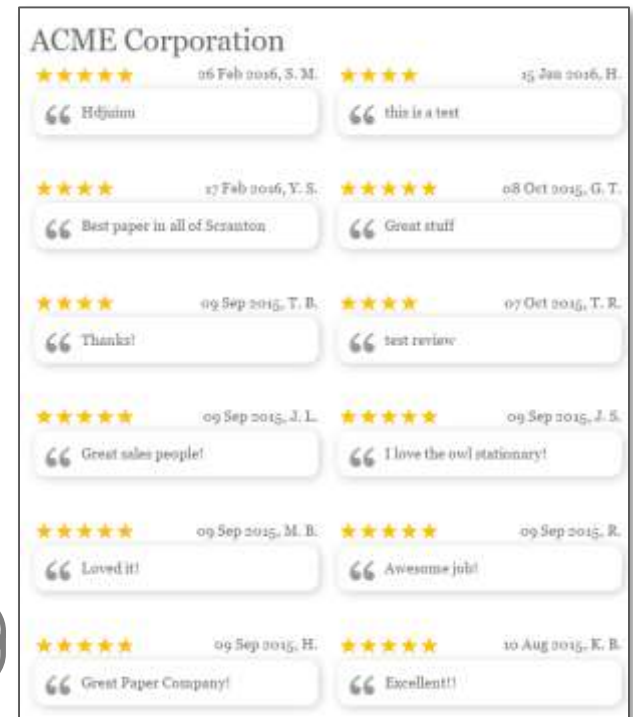
You can even add these testimonials to your Facebook page

Show an overall rating on your website that shows up in Google search with a star rating next to your website

The screenshot displays the 'Testimonials - New Mini-Feed' configuration interface. A progress bar at the top shows five steps: 1. Widget, 2. Theme (selected), 3. Style, 4. Destination, and 5. Instructions. The 'Step 2 - Select Widget Theme' section includes a 'Widget Name' field with the value 'Mini Testimonials 12-Sep-15 3:28 PM'. Below this, five theme options are listed with radio buttons: 'Single Column', 'Dual Column', 'Mini-Feed' (selected), 'Crossfade', and 'Summary'. Each option has a brief description. At the bottom of the configuration panel are 'Previous' and 'Next' buttons. To the right, a preview window titled 'What It Looks Like' shows the 'ACME Corporation' testimonial widget. It features a grid of testimonials, each with a star rating, a quote, a name, and a date. The testimonials include: 'Hdjuine' (5 stars, 26 Feb 2016, S. M.), 'this is a test' (5 stars, 15 Jan 2016, H.), 'Best paper in all of Seranton' (4 stars, 27 Feb 2016, T. S.), 'Great stuff' (5 stars, 08 Oct 2015, G. T.), 'Thanks!' (4 stars, 09 Sep 2015, T. B.), 'test review' (5 stars, 09 Oct 2015, T. B.), 'Great sales people!' (5 stars, 09 Sep 2015, J. L.), 'I love the owl stationary!' (5 stars, 09 Sep 2015, J. S.), 'Loved it!' (5 stars, 09 Sep 2015, M. B.), and 'Awesome job!' (5 stars, 09 Sep 2015, B.).



SAMPLE WEB BASED TESTIMONIAL COMPONENTS



You can even have a rotating review widget where you can set the fade in/out and the rotation speed



Rich Snippets

[Pacific Hut Restaurant Calgary 403.668.2930](#)

www.calgaryrestaurants.com/PacificHutRestaurant

Pacific Hut Restaurant, Calgary. menus share. For Inquiries or Reservations call: 403.668.2930. **Pacific Hut Restaurant** Description: In general, Filipino cuisine ...

[Pacific Hut - 17th Ave SE - Calgary | Urbanspoon](#)

www.urbanspoon.com › [Calgary](#) › [Metro Area](#) › [17th Ave SE](#)

★★★★★ Rating: 82% - 178 votes - Price range: Under \$10 per entree

Pacific Hut, Asian Restaurant in 17th Ave SE. See 8 photos, 1 critic review, 1 blog post and 27 user reviews. Reviews from critics, food blogs and fellow diners.

[Pacific Hut Restaurant | Filipino Restaurants Calgary - Calgary Filipino](#)

www.calgaryfilipino.com › [Business Directory](#) › [Restaurants](#)

★★★★★ 1 vote

At **Pacific Hut Restaurant** in **Calgary**, you will find lots of delicious Filipino food such as Sisig, a popular Filipino dish, Brasso de Mercedes, Halo Halo and many ...

[Pacific Hut Restaurant & Bake Shop](#)

maps.google.ca

[Place page](#)



3223 17 Avenue Southeast Calgary, AB T2A 0R1
(403) 248-2466

[Pacific Hut Restaurant - Calgary, AB](#)

www.yelp.ca › [Restaurants](#) › [Filipino](#)

★★★★★ 1 review - Price range: \$\$

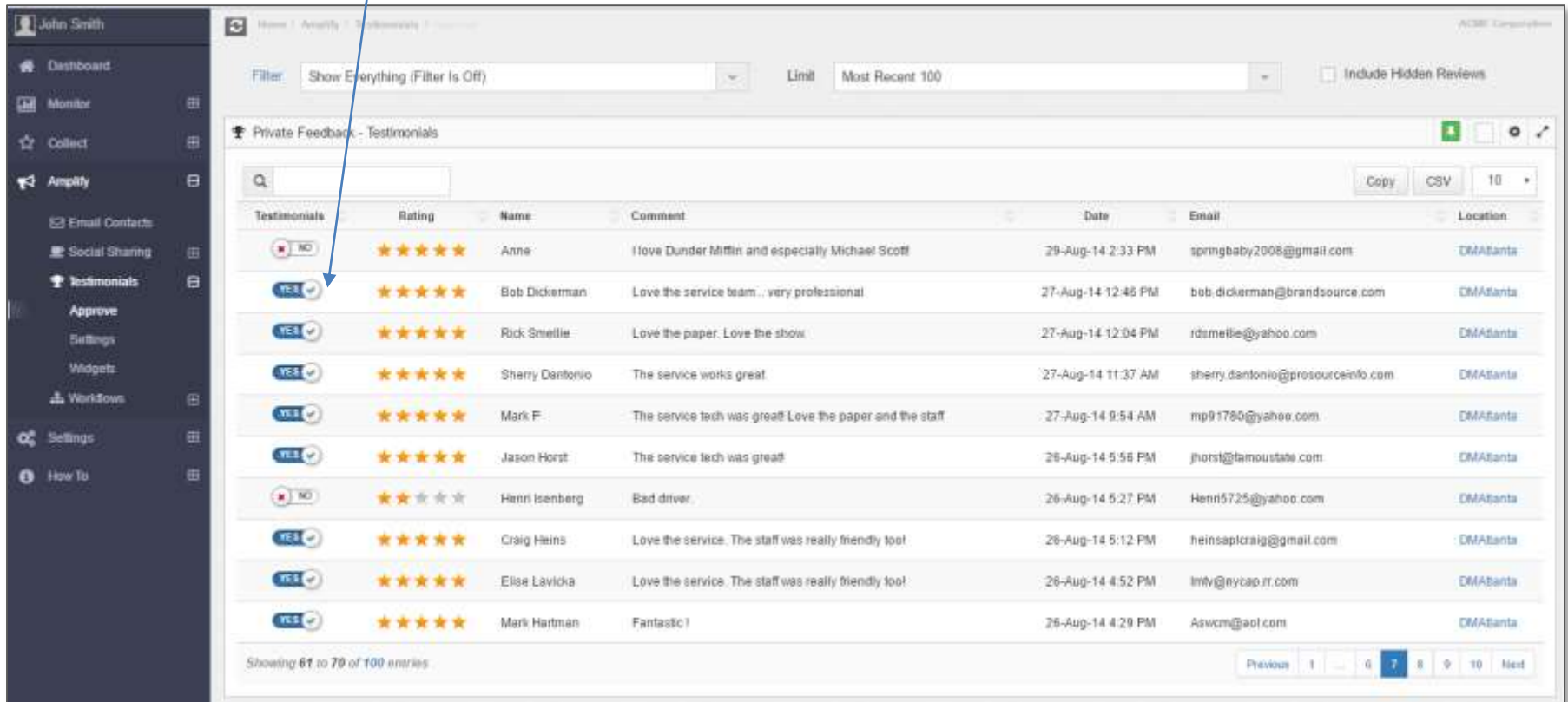
31 Dec 2010 – 1 Review of **Pacific Hut Restaurant** "Four stars all the way for what I think is thier true speciality dish. Thier lumpia sariwa, which is a fresh egg ...

Google search result showing a website with a "rich-snippet" with 4 out 5 star rating



Only Show Testimonials That You Approve

You decide which individual testimonials are appropriate for your website.
Add or remove testimonials with a single click.



The screenshot displays the 'Private Feedback - Testimonials' interface. On the left is a dark sidebar with navigation options: Dashboard, Monitor, Collect, Amplify, Email Contacts, Social Sharing, Testimonials (selected), Approve, Settings, Widgets, Workflows, Settings, and How To. The main content area has a top bar with a filter dropdown set to 'Show Everything (Filter Is Off)', a limit dropdown set to 'Most Recent 100', and a checkbox for 'Include Hidden Reviews'. Below this is a search bar and buttons for 'Copy', 'CSV', and a page size selector set to '10'. The testimonials are listed in a table with columns: Testimonials, Rating, Name, Comment, Date, Email, and Location. Each row includes a 'YES' button with a checkmark, indicating approval. A blue arrow points from the text box above to the 'YES' button of the second testimonial. The bottom of the interface shows 'Showing 61 to 70 of 100 entries' and a pagination bar with 'Previous', '1', '6', '7' (selected), '8', '9', '10', and 'Next'.

| Testimonials | Rating | Name | Comment | Date | Email | Location |
|--------------------------------------|--------|-----------------|--|--------------------|-----------------------------------|----------|
| <input type="radio"/> NO | ★★★★★ | Anne | I love Dunder Mifflin and especially Michael Scott | 29-Aug-14 2:33 PM | springbaby2008@gmail.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Bob Dickerman | Love the service team...very professional | 27-Aug-14 12:46 PM | bob.dickerman@brandsource.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Rick Sniellie | Love the paper. Love the show | 27-Aug-14 12:04 PM | idsniellie@yahoo.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Sherry Dantonio | The service works great | 27-Aug-14 11:37 AM | sherry.dantonio@prosourceinfo.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Mark F | The service tech was great! Love the paper and the staff | 27-Aug-14 9:54 AM | mp91780@yahoo.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Jason Horst | The service tech was great | 26-Aug-14 5:56 PM | jhorst@tamoustate.com | DMAntana |
| <input type="radio"/> NO | ★★★★☆ | Henri Isenberg | Bad driver | 26-Aug-14 5:27 PM | Henri5725@yahoo.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Craig Heins | Love the service. The staff was really friendly too! | 26-Aug-14 5:12 PM | heinsapcraig@gmail.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Elisa Lavicka | Love the service. The staff was really friendly too! | 26-Aug-14 4:52 PM | lmiv@nycap.rr.com | DMAntana |
| <input checked="" type="radio"/> YES | ★★★★★ | Mark Hartman | Fantastic! | 26-Aug-14 4:29 PM | Aswcm@aol.com | DMAntana |

Showing 61 to 70 of 100 entries

Previous 1 6 7 8 9 10 Next



Anonymize Testimonials

Configure testimonials for any privacy or HIPPA requirements.

Set up rules to automatically approve or manually approve testimonials for your website or Facebook page

John Smith

Home / Amplify / Testimonials / Settings

ACME Corporation

Testimonials - General Settings

Testimonial Settings

These settings apply for all testimonial widgets

Names

- ☐ First Name Last Initial: John S.
- ☐ First Name Only: John
- ☐ Full Name: John Smith
- ☒ Initials: J. S.
- ☐ No Name

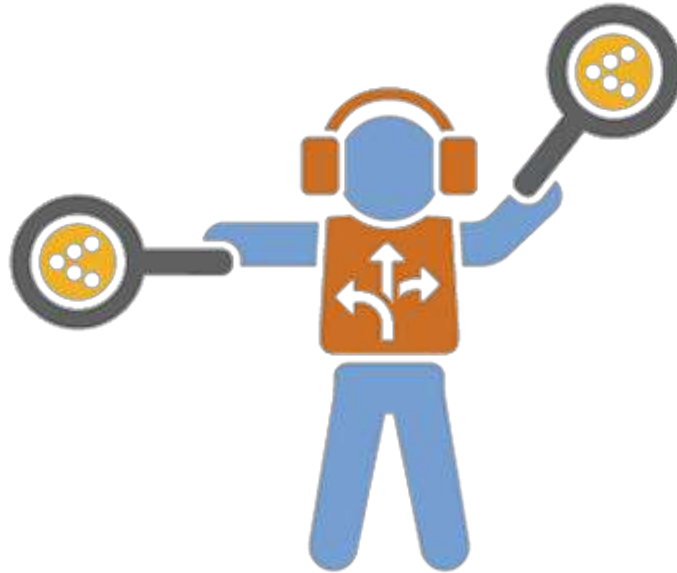
Approvals

- ☐ Manually Approve Reviews
- ☒ Automatically Approve Reviews

★★★★ and Above

Save Settings





REVIEW HANDLING WORKFLOW

Manage the Workflow of New Reviews

Workflows can be set for both private feedback and public reviews

Tag every review with a workflow status

Add notes to each status update for a review

Automatically maintain a workflow history so you can track updates to your response process

The screenshot displays the Amplify Public Reviews interface. On the left is a dark sidebar with navigation options: John Smith, Dashboard, Monitor, Collect, Amplify, Email Contacts, Social Sharing, Testimonials, Workflows, Public Reviews, Private Feedback, Workflow Settings, Settings, and How To. The main content area is titled 'Home / Amplify / Workflows / Public Reviews' and includes a filter dropdown set to 'Show Everything (Filter Is Off)', a limit dropdown set to 'Most Recent 100', and a checkbox for 'Include Hidden Reviews'. Below this is a table of public reviews with columns for Workflow, Workflow Notes, Review Site, and Rating. The table shows three entries: two 'New' reviews and one 'Assigned' review. An 'Update Workflow' modal is open, showing the 'Current Workflow' as 'Assigned', a text area for 'Add a Note', and a 'Workflow History' table. The 'Workflow History' table has columns for Date, Person, Workflow, and Note, and shows a single entry for '15-Apr-16 4:42 PM' by 'John Smith' with the workflow 'Assigned'. To the right of the modal is a table of reviews with columns for Date and Location, showing a list of reviews from March to April 2016. At the bottom left, there are five yellow stars.

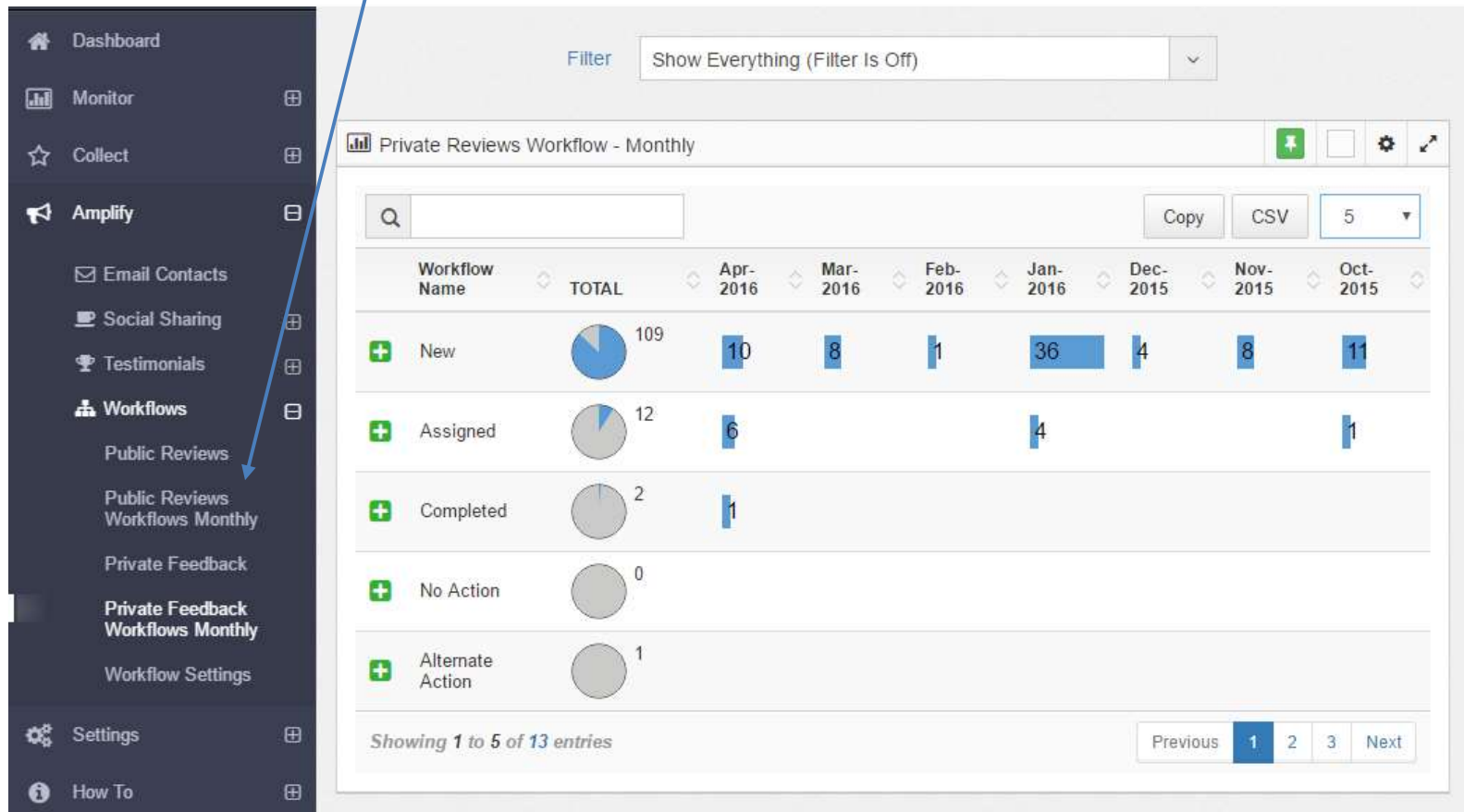
| Workflow | Workflow Notes | Review Site | Rating |
|-----------|--|-------------|--------|
| New | | Google | ★★ |
| New | | Google | ★★ |
| Assigned | 12-Apr-2016 John Smith: Assigned | Google | ★★★ |
| Completed | 15-Apr-2016 John Smith: Completed 15-Apr-2016 John Smith: Assigned Customer is now happy. 15-Apr-2016 John Smith: Assigned Need to follow up | Google | ★★★ |
| New | | Google | ★★ |

| Date | Person | Workflow | Note |
|-------------------|------------|----------|------|
| 15-Apr-16 4:42 PM | John Smith | Assigned | |

| Date | Location |
|-----------|------------|
| 8-Apr-16 | DMAtlanta |
| 5-Apr-16 | DMScranton |
| 21-Mar-16 | DMAtlanta |
| 4-Mar-16 | DMAtlanta |
| 2-Mar-16 | DMAtlanta |

Workflow Reports

Reports available
for both public
reviews and private
feedback



Customize Your Own Workflow

Add or Change workflow status to match how you want to track reviews. Customize the workflow to your particular business needs.

John Smith

Home / Amplify / Workflows / Workflow Settings

ACME Corporation

Settings - Workflow

Workflow Stages

Define the different stages of the workflow associated with individual private feedback and public reviews.

Search: Copy CSV 10 ▼

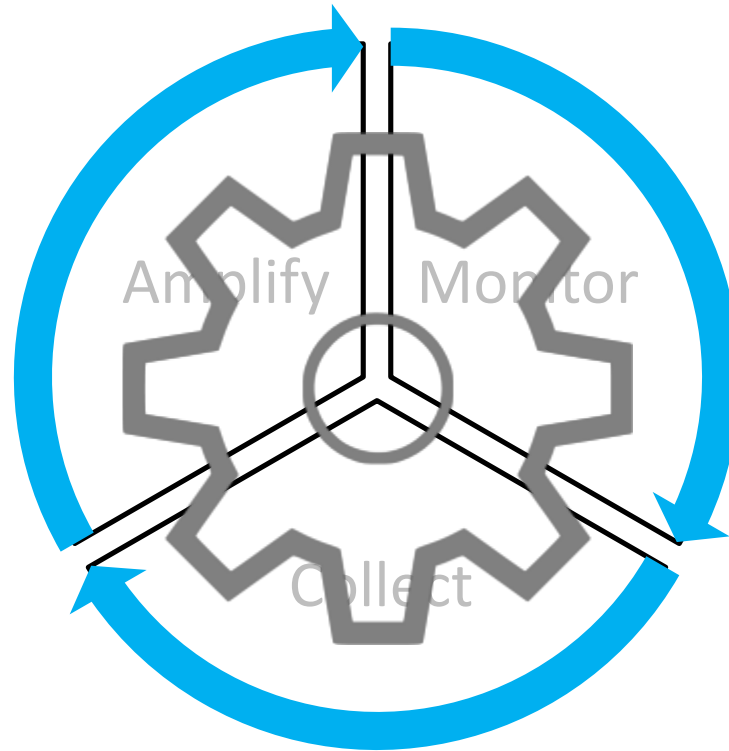
| Edit | Workflow Name | Display Order | Archived |
|------|----------------------|---------------|----------|
| | New | 1 | |
| | Assigned | 2 | |
| | Assigned to Jonathan | 2 | |
| | Completed | 3 | |
| | No Action | 4 | |

Showing 1 to 5 of 5 entries

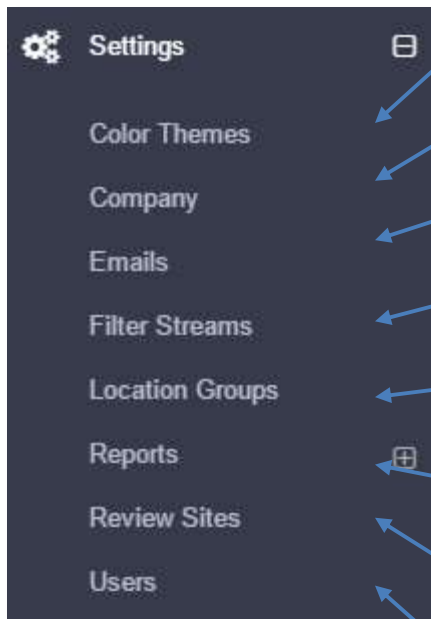
Previous 1 Next



More Settings and Customizations



Settings



Customize the color theme of the portal to your taste

Customize Company wide and location specific settings including logos and color themes

Settings specific to Email Reply Address, Anti-Spam and Domain auto-correction

Manage all filters used for charts and reports

Define location groups (only applicable for multi-location accounts)

Customize reporting schedule as well as preview the daily, weekly and monthly email reports

See which site are currently being monitored for each location. Request additional review site here.

Add/Edit/Disable additional users (only available for administrator accounts)



Use the Get Started wizard to walk you through the product

The screenshot displays the 'Get Started' wizard for ACME Corporation. The interface is divided into a dark sidebar on the left and a main content area on the right. The sidebar contains a user profile for 'John Smith' and a list of navigation items: Dashboard, Monitor, Collect, Amplify, Settings, and How To. The 'How To' section is expanded, showing 'Getting Started' as the current step, followed by 'Collect Reviews', 'Connect Systems', 'Review Process', and 'Review Sites'. The main content area features a progress bar at the top with four steps: 1. Getting Started (active), 2. Monitor, 3. Collect, and 4. Amplify. Below the progress bar, the 'Step 1 - Getting Started' section provides instructions on how to use the dashboard and configure review sites. It includes a circular diagram illustrating the workflow: Amplify (megaphone icon) leads to Monitor (bar chart icon), which leads to Collect (star icon), which then leads back to Amplify. The text explains that the dashboard shows review status and is configurable with a thumb tack icon. It also advises users to configure review sites and business details before monitoring, with links to 'Settings -> Company' and 'Settings -> Review Sites'. At the bottom of the main content area, there are 'Previous' and 'Next' buttons.

John Smith

Home / How To / Getting Started

ACME Corporation

Welcome

1 Getting Started 2 Monitor 3 Collect 4 Amplify

Step 1 - Getting Started

On the Dashboard, see status of everything going on with your reviews. The dashboard is configurable with the thumb tack (📌), and works with all the charts, reports, and filters in the monitor section.

Before you start monitoring your reviews, make sure you have properly configured the review sites and your related business details:

- [Settings -> Company](#)
- [Settings -> Review Sites](#)

You can return and edit these again at any time.

There are 3 key sections that you will use to manage your reviews: Monitor, Collect and Amplify.

Amplify Monitor Collect

Previous Next



Connect to Other Apps


The screenshot displays a user interface for 'ACME Corporation' with a sidebar menu and a main content area. The sidebar includes options like Dashboard, Monitor, Collect, Amplify, Settings, and How To. The main content area is titled 'How to Connect Systems' and lists four integration categories: CRM Systems, Social Media, Help Desk Ticketing, and Email Systems. Each category has a list of bullet points and an illustrative image.

How to Connect Systems

Over 300 connections have been prebuilt with this review management system and CRM, Help Desk Ticketing, Email, and Social Media systems. Ask us for the implementation details or our direct APIs to custom build your own.


CRM Systems

- By integrating with your CRM system, automatic review invitations (email and SMS Text) can be sent after when a contact is added to your CRM, has completed a transaction, or many other custom events.
- Over 40 popular CRM systems are currently supported, with more being added regularly. If your CRM is custom, just let us know and we will share our direct APIs.
- This is perfect for large, multi-location corporations who wish to centrally turn on this review management system.




Social Media

- Automatically share positive reviews, public and private, on your social media channels, such as Facebook, Twitter, Google+, LinkedIn, etc.
- Your social media channels will have fresh, relevant content automatically.
- The customer who left the positive review may appreciate the social recognition and is more likely to socially share with their friends.
- This is perfect for companies who are not under customer privacy restrictions.




Help Desk Ticketing

- Public reviews and private feedback can be routed automatically as tickets or cases in your help desk ticket system or CRM.
- For CRM systems that integrate, private feedback can be matched to the appropriate customer as cases.
- This is perfect for large, multi-location corporations who wish to centrally respond to customers.



Email Systems

- In the process of gathering private feedback, name and email addresses are gathered.
- Those names and emails can be automatically populated to local, regional, and national email marketing lists on the most popular email platforms, such as Constant Contact, MailChimp, AWeber, iContact, etc.
- This is perfect for restaurants who do not know their customer names and emails and wish to gather them for remarketing purposes.



Integrate with your applications with advanced integration options to automate review collection, logging, report aggregation, accounting and more

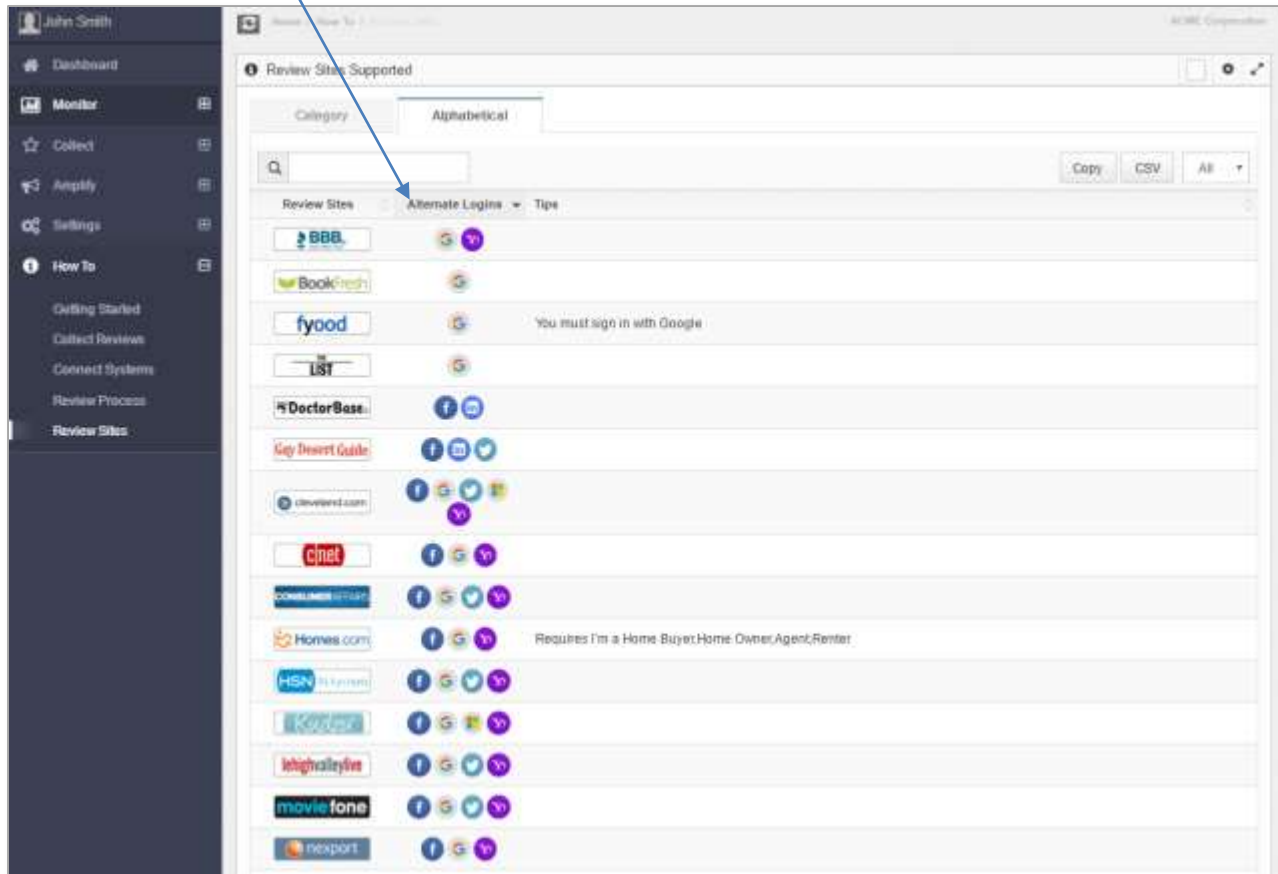


Available Review Sites

Customers can leave reviews by logging in with their Facebook, Google+ or LinkedIn accounts on many review sites. View the list of supported review sites

Over 500 review sites are currently supported

We add new review sites every month so be sure to view an updated list.





Thank you!
Questions & Answers

PRODUCT WALK THROUGH

Version 6.0

Last Update: April 15, 2016

