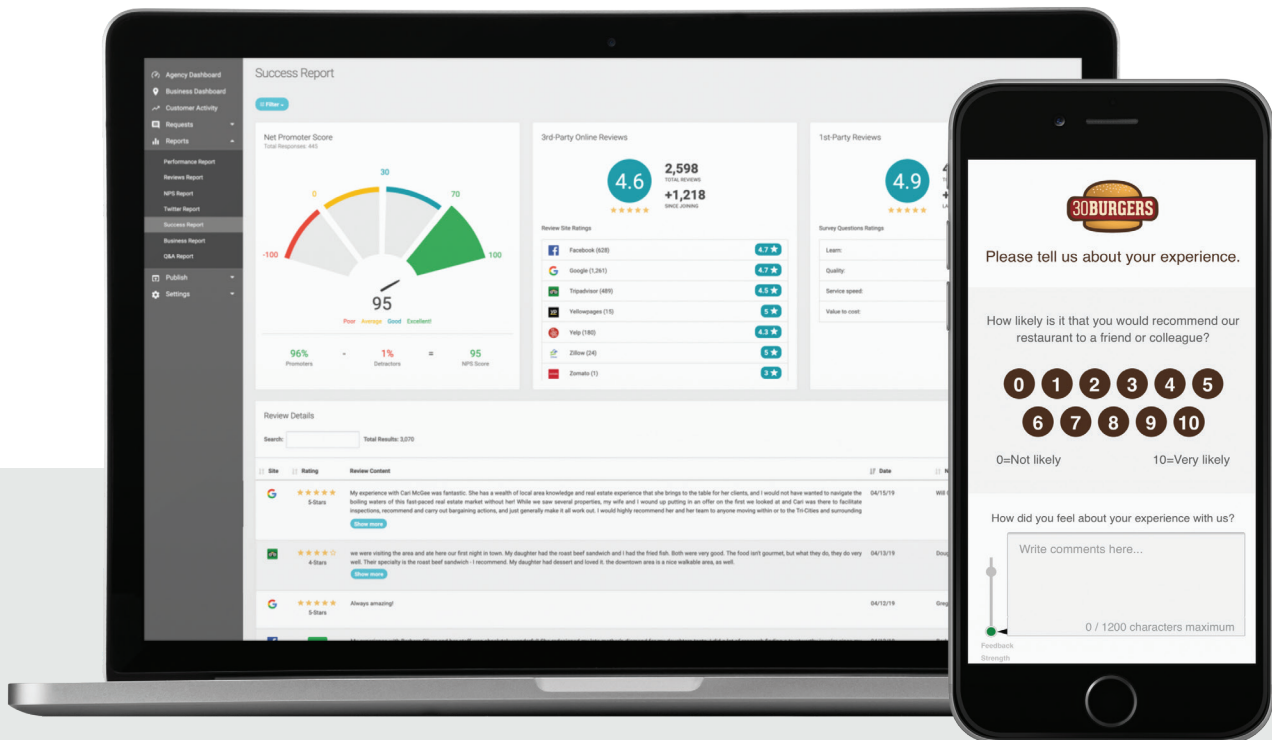


Power your business with reviews and feedback



A simple digital experience for your customer. A robust toolkit for your business.

Capture, manage, and market reviews and feedback to make customer experience the backbone of your business.

“

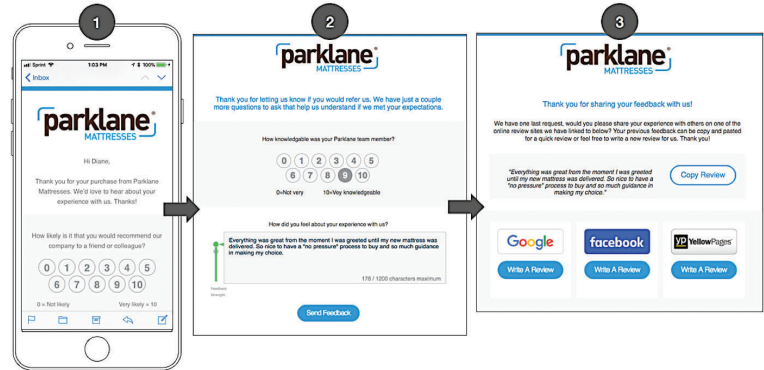
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First Last, Title, Agency Name

Make feedback and reviews easy

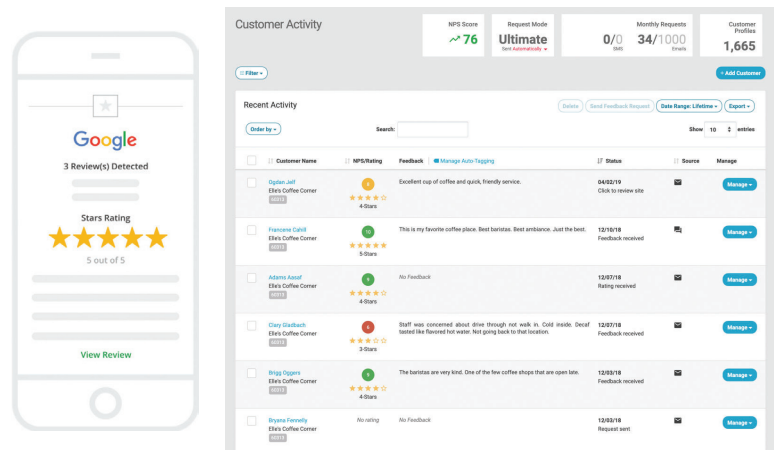
Capture

Save time and money with a simple, robust, and actionable solution. Get the tools you need to monitor, request, capture, and analyze feedback, reviews, and ratings **all in one place**.



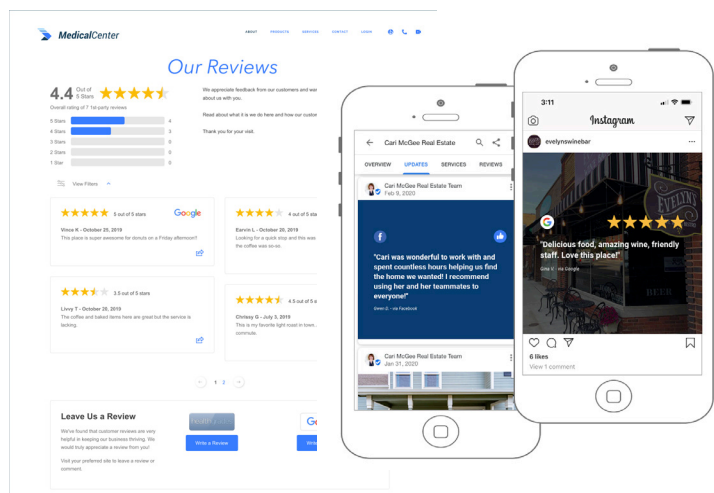
Manage

Features, tools, and reports so you can learn from, manage, and respond to your customers. Receive notifications, read and respond to feedback and reviews, share reports and insights. Take action to manage your customer's experience.



Market

Fuel your marketing with customer-generated content. Showcase reviews on your website to impact SEO and add social proof. Turn reviews into stunning social media content to win new customers and grow your revenue.



More ways to connect with every customer

Deliver a simple and quick digital experience
to every customer to capture feedback and reviews.

Capture Modes

Select a mode that meets your needs and gets noticed to capture more feedback and reviews.



Direct Mode

Request a 3rd-party review to online review sites like Google or Facebook



Review Mode

Capture Net Promoter Score® (NPS®) and request 3rd-party reviews



Ultimate Mode

Include up to 5 survey questions, capture NPS and feedback, and request 3rd-party reviews

More Features...



Sentiment Paths

Based on NPS, define positive and negative experience paths



Fully Responsive

Mobile-friendly design is easy to use across devices



Customizable

Upload logo, refine appearance, and edit copy to reflect your brand



Surveys

Ask up to 5 survey questions to understand customer experience

Send Requests

Proactively request reviews and feedback from your customers.



Email

Manually or automatically send a request via email



Text Message

Deliver a request via SMS/MMS text

Give Customers a Way In

Give customers easy access to your feedback and review experience.



TextBack™

Customer-activated by sending a keyword text. Delivers a link to enter.



Kiosk Mode

Connects with your customer on site to gather ratings and contact info. Follow-up with direct request.



Feedback Locator

Directs customers to select a location to review from your website.



Feedback URL

Shareable link for one-click entry.

Listening builds a better business

A reputation management and customer experience toolkit for your business.

360 Degree Capabilities

Easily manage 1st- and 3rd-party reviews with request, reply, and monitoring capabilities



Customer Management

Upload customers and manage profiles, activity, feedback, and reviews



Customer Experience Management

Multi-channel collection of NPS, surveys, feedback, and reviews



Reputation Management

Request and manage 1st- and 3rd-party reviews



Response Management

Reply to 1st- and 3rd-party reviews publicly or privately



Review Monitoring

Receive notifications for new feedback and reviews



Auto-Tagging

Tag feedback and reviews by keywords automatically



Google Q&A Report

Monitor and respond to questions from your Google My Business listing



Social Sharing

Turn reviews into images for Google, Facebook, Twitter, and Instagram



Performance Report

NPS trends, survey results, total reviews count, and request statistics



Reviews Report

3rd-party reviews report by source with comparison options



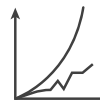
NPS Report

1st-party review content organized by Promoter, Passives, and Detractors



Insights Report

Discover impact, sentiment, and trends in review content using IBM Watson



Business Report

Overview of total metrics by location for multi-location businesses



Scalable

Manage 1-10,000+ locations with individual and aggregate features



Integration & Automation

Automate requests using Zapier, API, or webhook

More Tools...



Net Promoter Score® (NPS)

Core measurement for customer experience management



Review Widget

Display reviews on your website with Google review schema to impact SEO



Conversion Pop-up

Neatly displays reviews on your site for social proof

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First Last, Title, Business Name

About Our Agency

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