

4 out of 5 consumers reverse their purchase decisions based on negative reviews.

## REPUTATION MANAGEMENT

- Monitor online reviews
- Measure customer experience
- Daily/Weekly/Monthly alerts, reporting and tracking
- Reputation improvement strategies
- Full customer support
- Data on demand
- Requesting customer feedback

## CUSTOM SOFTWARE

With our reputation management software you receive a dedicated representative and custom monitoring and reporting across all of your online reviews and social media platforms.

A searchable database of every customer experience.



## OPERATIONALIZE CUSTOMER FEEDBACK.

Discover.

Respond.

### DEFEND YOUR IMAGE

Social media users can express their opinions in very powerful ways and can have lasting effects. Our monitoring program covers reviews from Google, Facebook, TripAdvisor and over 100 other review sources where we can report daily and respond across all platforms, blogs, forums and other third party software to ensure that your customers are getting the customer service they deserve, and that you are aware of all correspondence.

It is a collaborative effort that requires a gentle approach. The good news is that we do it for major corporations across international boundaries on a daily basis.

### CUSTOM WORKFLOWS

We want to make ensure your team is able to collaborate and respond with maximum efficiency. Each review we track is grouped and tagged with a status, so you know which customer issues have been corrected and which are in need of attention.

### RESPOND RIGHT IN THE APP

Respond to Google and Facebook reviews directly from the app or get more context by responding directly to the reviewer on the review source. Not ready to respond? Flag the review for future follow up. Improve your reviews by 400%. Ask your happiest customers for reviews. Seriously, 400%. We're not kidding.