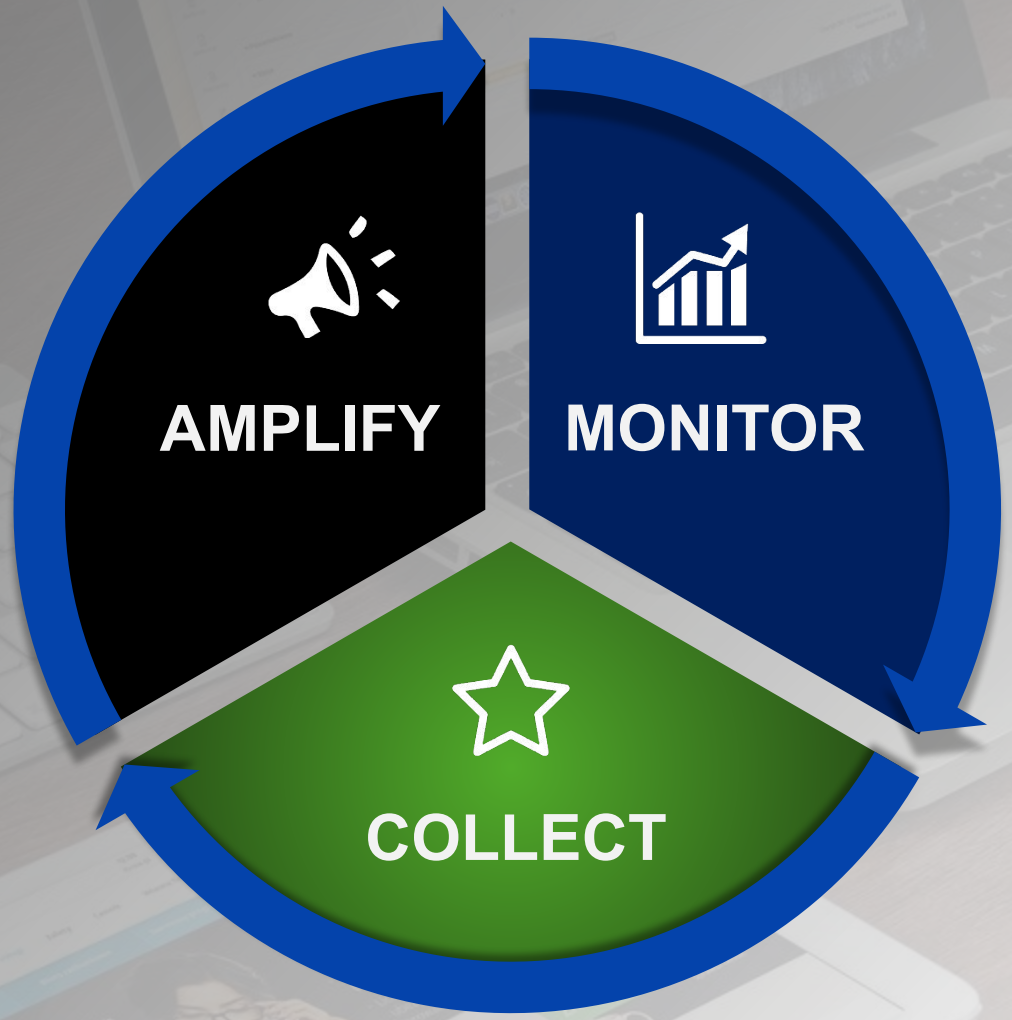
RENEW POWER
MARKETING

PRODUCT WALK THROUGH

PRO Service

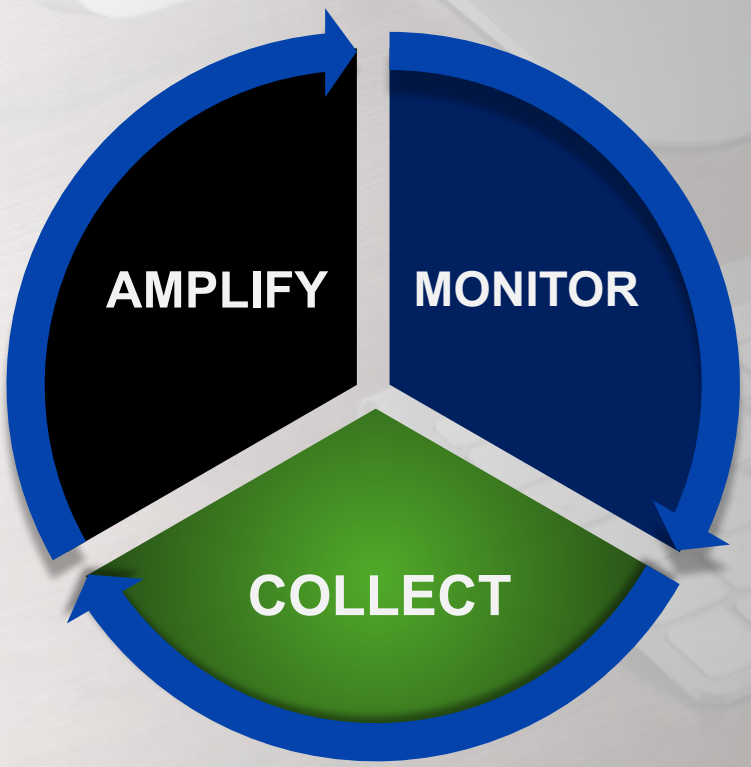
OUR REVIEW MANAGEMENT PLATFORM

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



RENEW POWER MARKETING

BENEFITS & FEATURES:
Brand Reputation & Review Monitoring

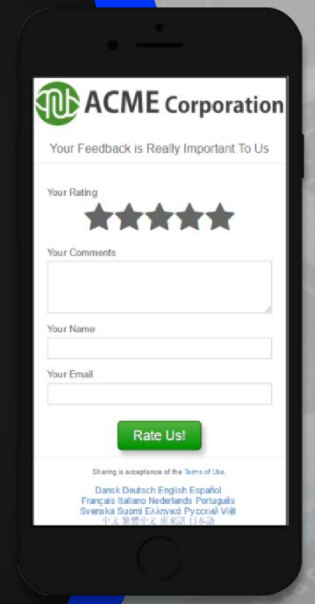


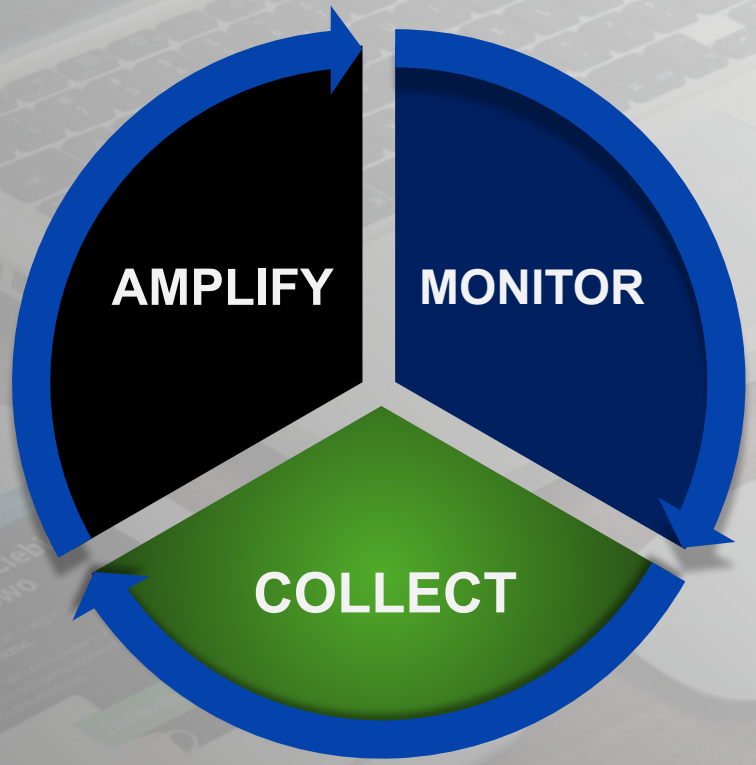
Works with 600 + Review Sites	*The most in the industry* *Capable of finding 10 years of historical public online reviews for services, products, professionals and companies*
Track Progress	*Charts, Graphs, Trends and metrics* *Customize reports to your exact needs*
Emailed Reports & Alerts	*Alerts on 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*

RENEW POWER MARKETING

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





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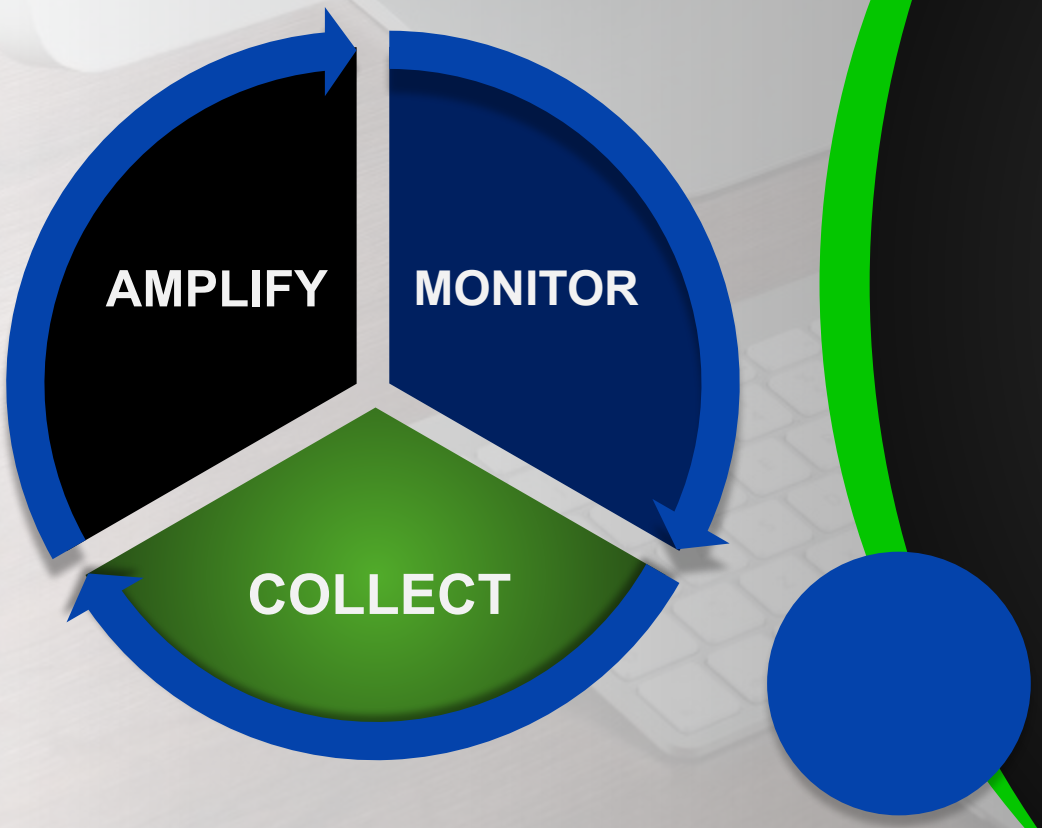
BENEFITS & FEATURES:

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. Create thousands of unique review responses in seconds. Respond to Facebook & Google thru the platform, 1-click to other reviews..

THE MOST COMPREHENSIVE REVIEWS MANAGEMENT SERVICE

Monitoring Only
Monitoring Only Plus

Plus Service includes everything in the "Monitoring Only" package and testimonial widgets for websites & Facebook.

Pro Service/Full Review Services

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

MONITORING

- Monitor numerous review sites per business location/individual from a selection of over 700 review sites
- Centralized report of all public and private reviews collected – updated daily!
- Respond to Facebook & Google reviews thru the platform, and 1-click to respond to other review sites.
- Response Creator Tool: Create thousands of unique review responses in seconds.
- Chain Management - Identify which locations/individuals drive positive sentiment and which detract.
- Listing Verification: Verify business name, address, and phone number for each location.
- Sort and view reviews by date, review site, or business location

REPORTS & ALERTS

- Charts, Graphs, Trending Reports
- Daily, Weekly, Monthly email reports
- Email Alerts for new reviews.

SOCIAL MEDIA

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

ADMINISTRATION

- Unlimited individual location/branch level user access management
- Manage Reviews with workflows, assignment of actions and historical notes.

REVIEW COLLECTION

- Customized private review collection service with your business logo
- Collect Feedback with multiple review flows.
- Route "happy" reviewers and track click through to public review sites
- Campaign for reviews via automated email, bulk email, SMS and MMS to mobile phones, kiosk, web links, embedded forms, QR-Code and Facebook.
- Smart resend rules when no feedback or reviews are received
- Review Response Generator: Quickly develop thousands of custom responses.
- 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
- One-click sharing of testimonials on Facebook and Twitter and Hootsuite
- Add and track custom survey questions to your review service
- Customize review collection forms at the individual location level
- Instant email alerts when receiving a private negative review
- Links to your other social media such as Facebook, Twitter, Google, LinkedIn, website, blog and more.
- Testimonial Widgets for Websites & Facebook pages with optional Facebook and Google Reviews
- 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)

WEBSITE COMPONENTS

- Live updating testimonial feeds of Google & Facebook 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

ADVANCED OPTIONS

- Integrate with over 350 applications using Zapier
- Live updating testimonial feeds of Google & Facebook reviews.
- Available as a button, embedded in your website, a scrolling testimonial "widget" or a small cross-fade widget.
- Domain Masking
- Review collection buttons
- Embeddable review collection forms
- HTTPS forms available
- Advanced APIs for 3rd party enhancements
- Privacy compliant mode (for protecting identity of reviewers on the live testimonial feeds)
- Auto approval options to reduce administrative tasks.

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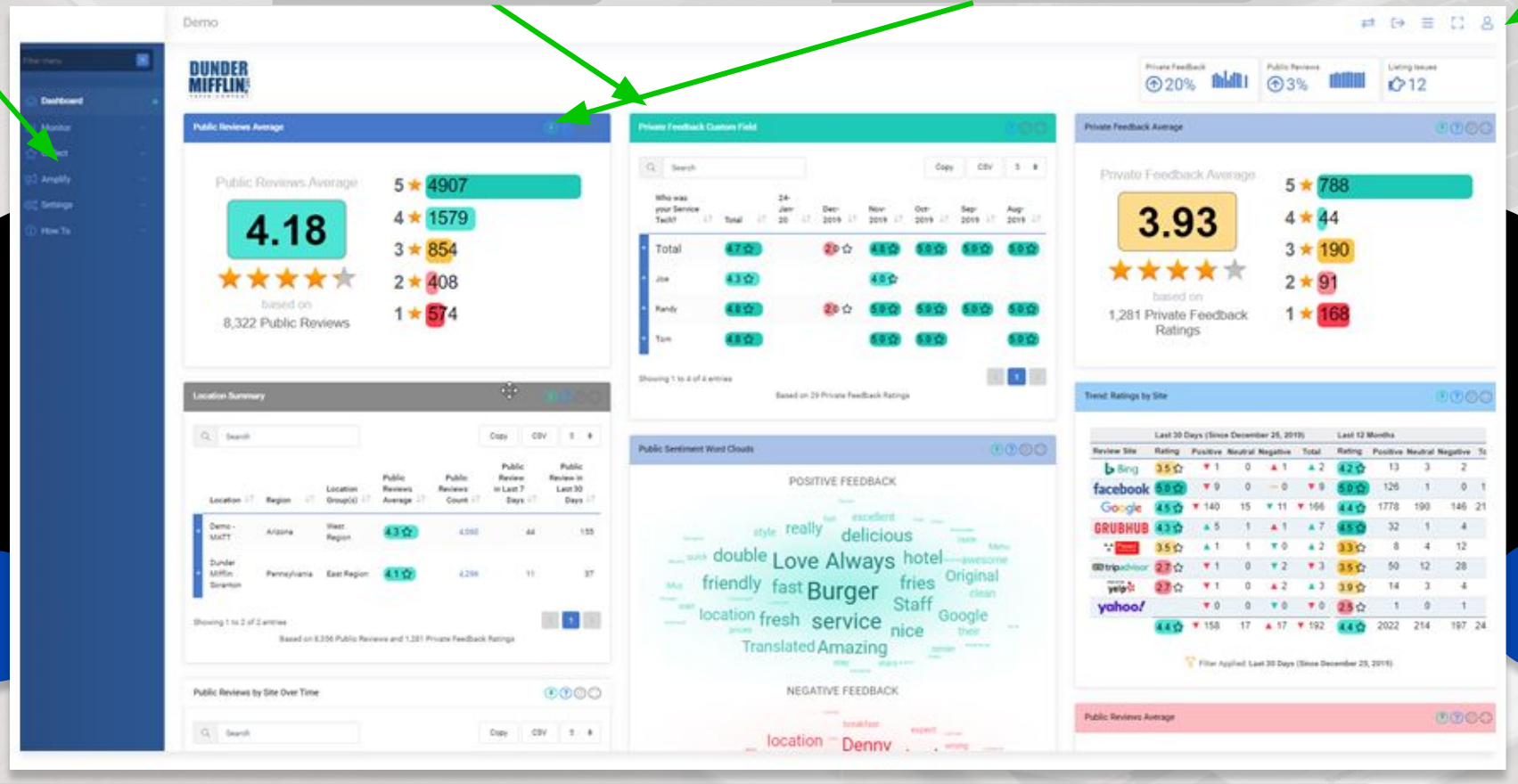
NAVIGATION AND DASHBOARD

Search and 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

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



REPORTS

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

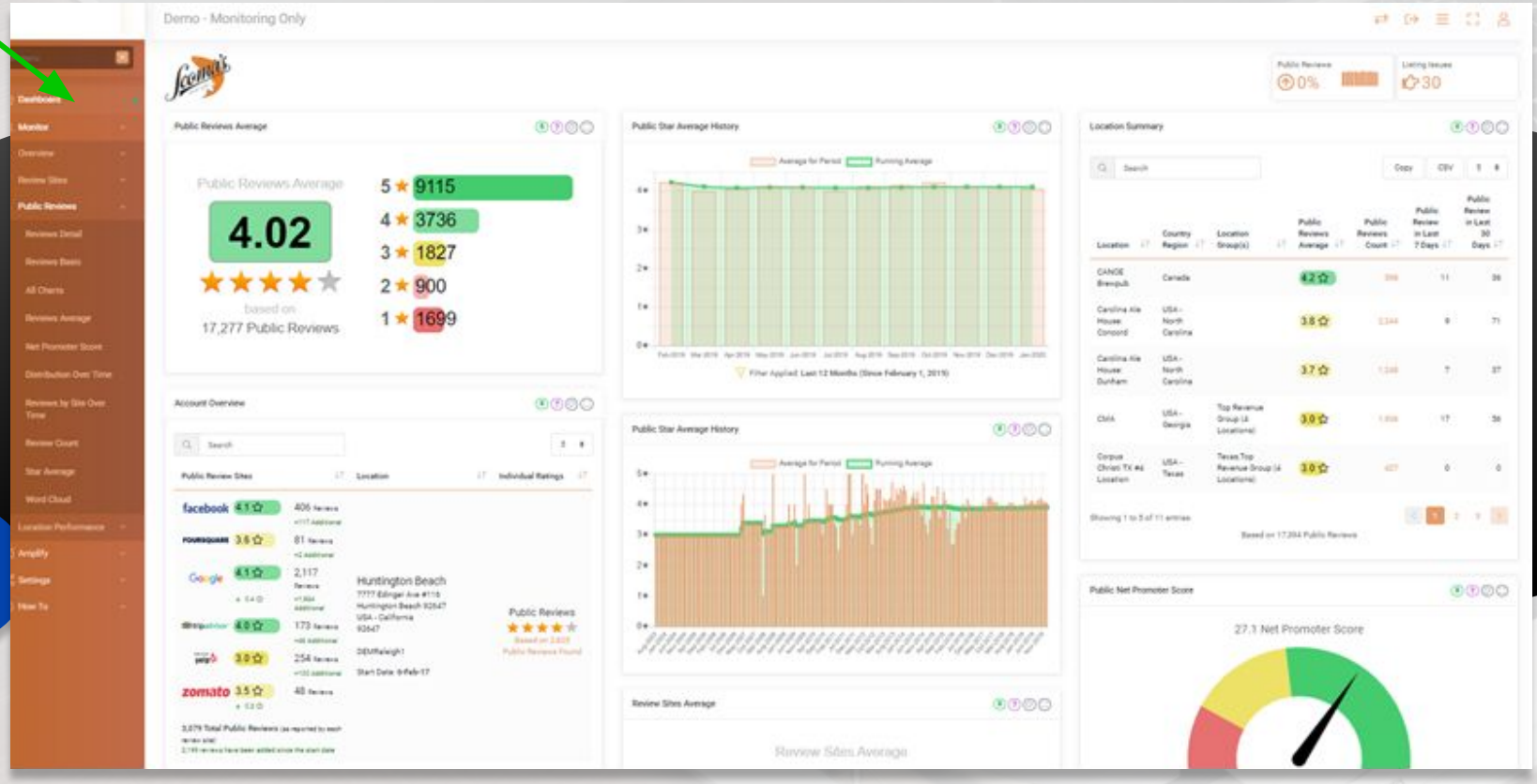
Account Overview: High level charts that combine public and private feedback

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

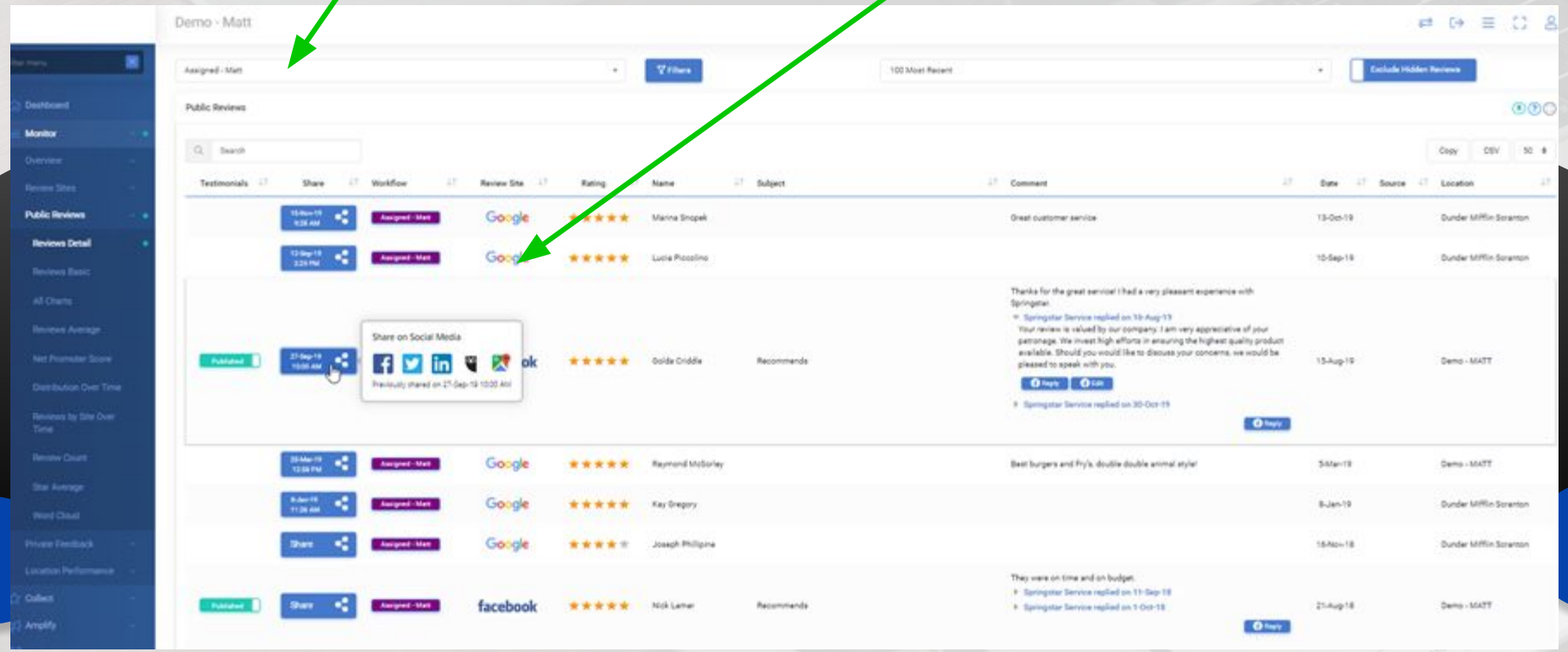
Location Performance: If you have a multi-location business, these reports allow you to compare the performance of each location



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, LinkedIn and spread the word about a positive review. Use HootSuite for even more social media sharing options

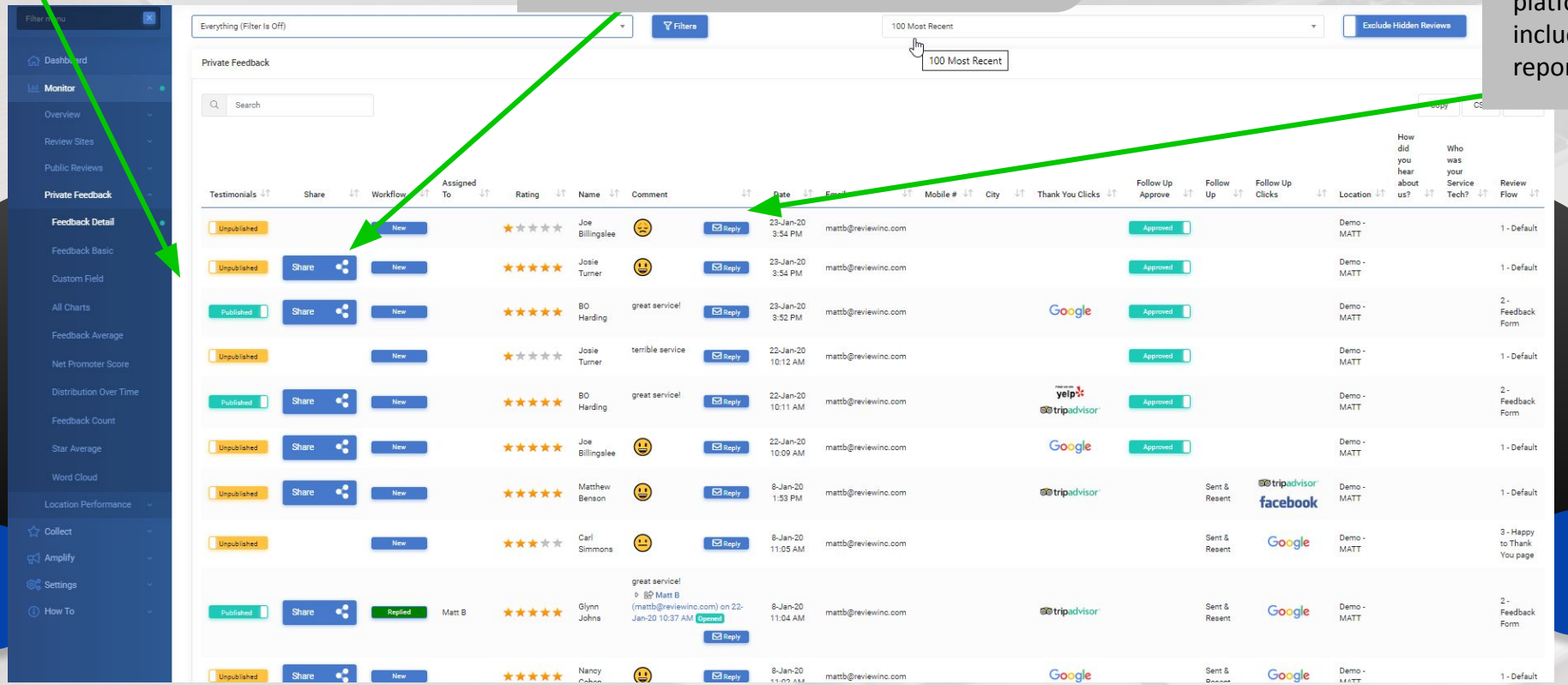


Manage all your PRIVATE feedback on one screen

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, LinkedIn and spread the word about a positive review.
Use HootSuite for even more social media sharing options

Reply to the private feedback by clicking the reply button. All correspondence is maintained in the platform and can be included in automated reports. f



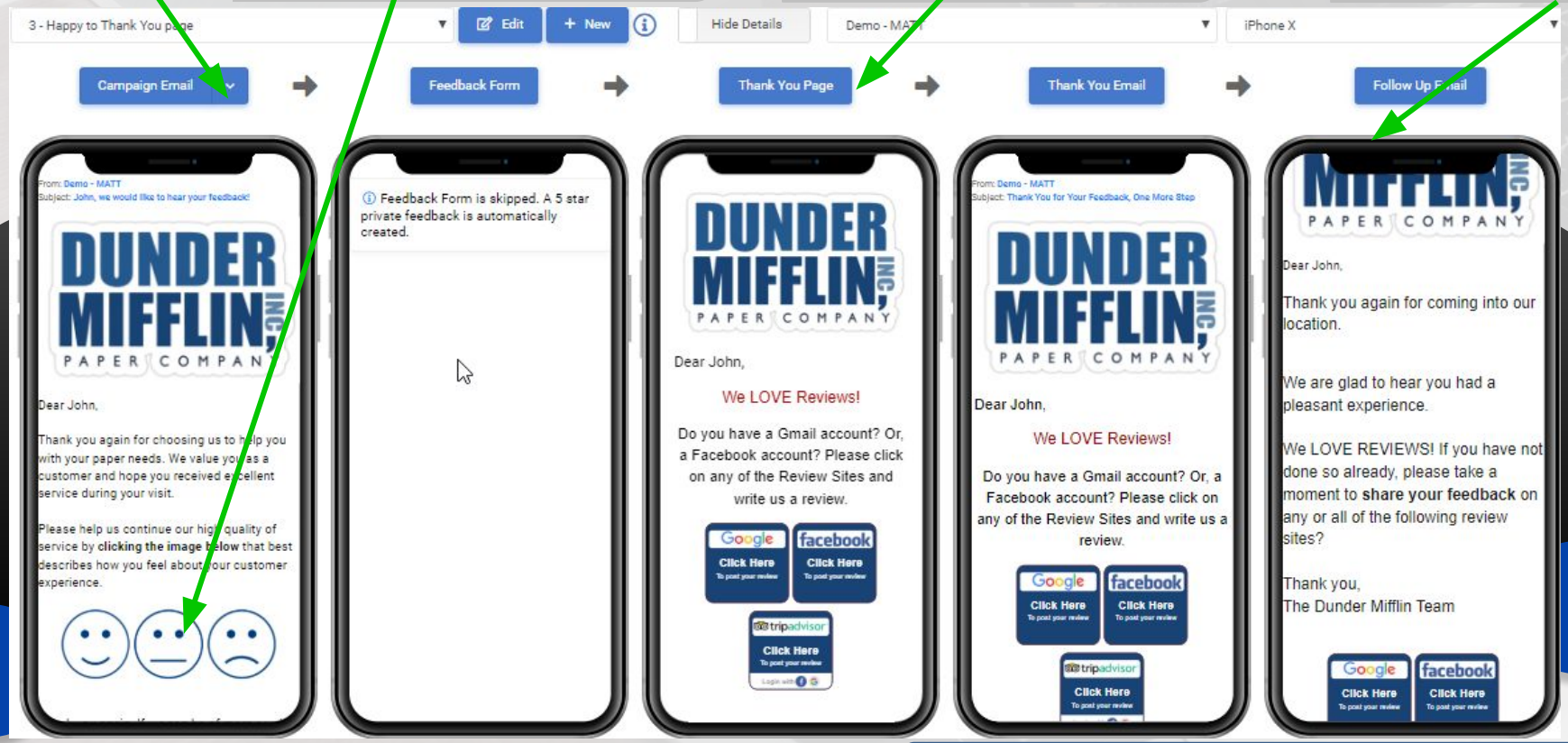
Fully customizable, fully automated, ICPEN compliant Review Flow

Create multiple review flows for multiple campaigns.

Choose any of the multiple links for your campaign; i.e. happy/sad face, thumbs up/thumbs down

Set time when to send Thank You email, i.e. immediate, 1 day, 3 hours, etc.

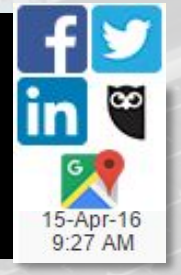
Set # of days later to send Follow Up email and choose the review site rule.



International Consumer Protection Enforcement Network (ICPEN)

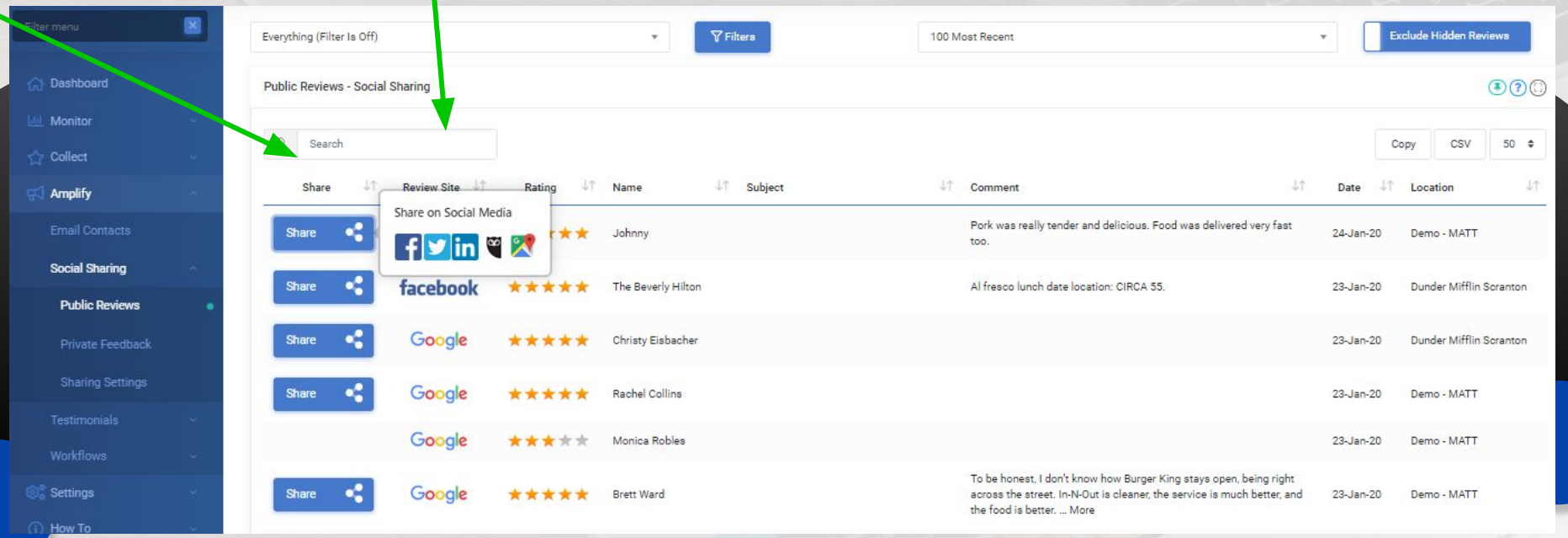
One-Click Social Media Post of Reviews

Look for time-stamp when a review was shared



Use HootSite for even more social media sharing options.

One Click Push of reviews to Facebook, Twitter, LinkedIn, Google and spread the word about a positive review.



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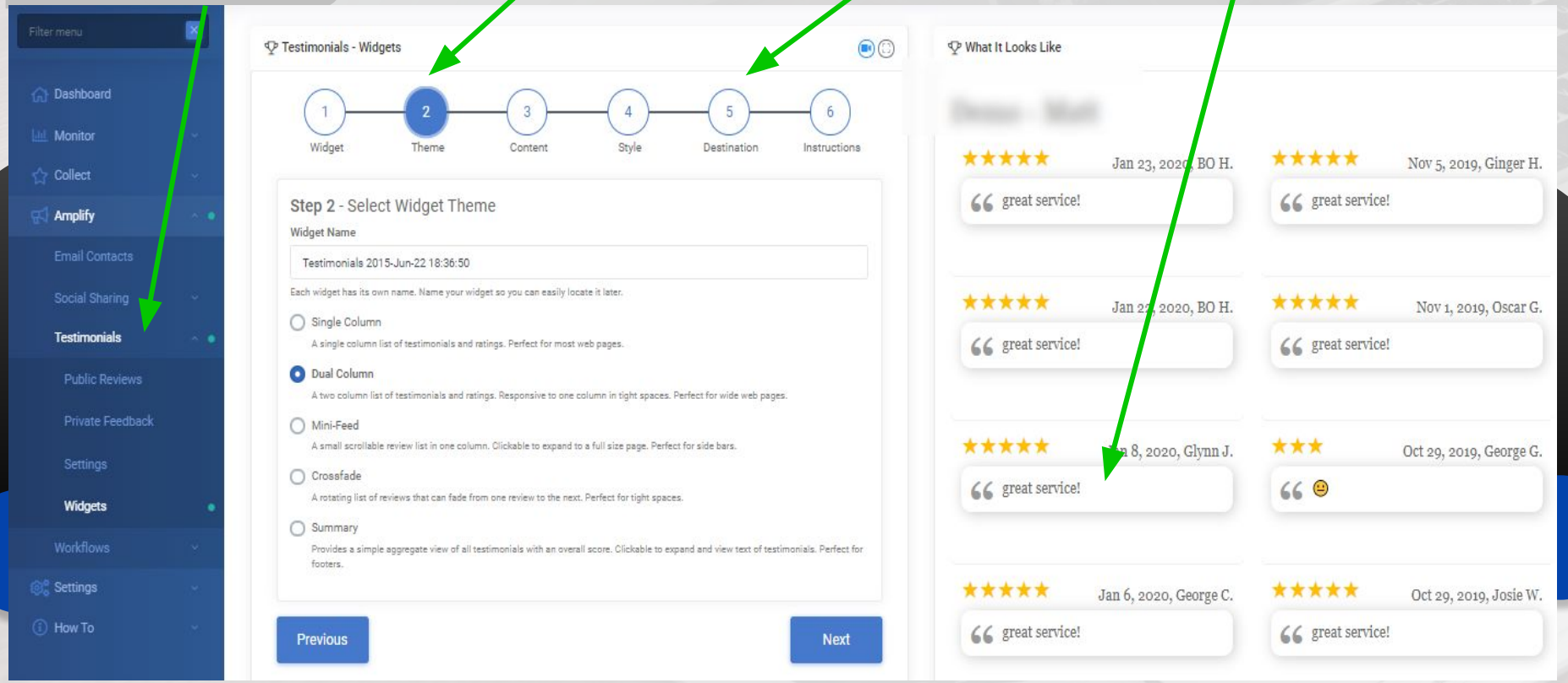
TESTIMONIALS

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 a search. Add Google & Facebook reviews to your widget.



USE THE RESPONSE MANAGER FOR NEW REVIEWS

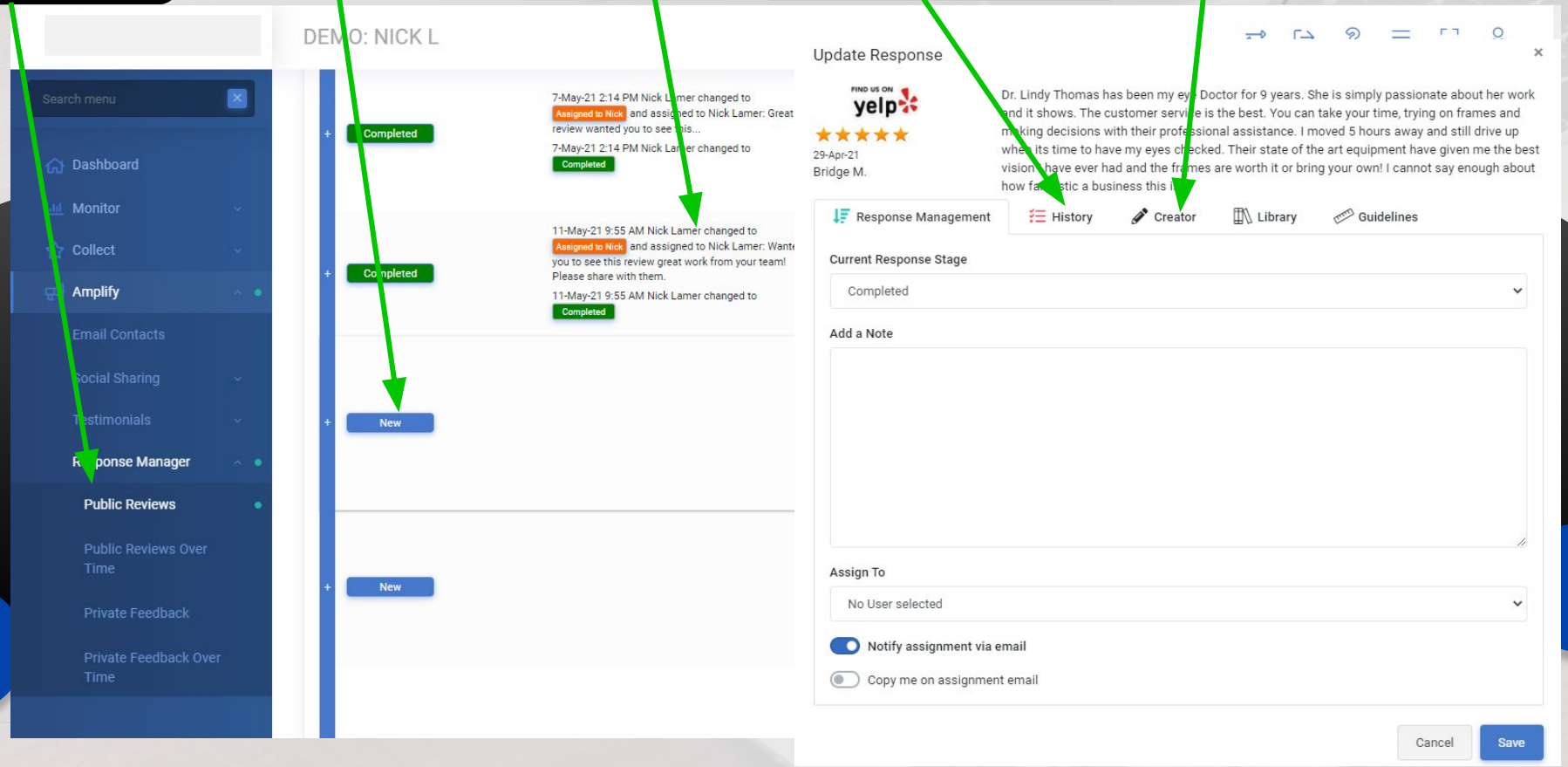
Responses can be set for both private feedback and public reviews

Tag every review with a response stage.

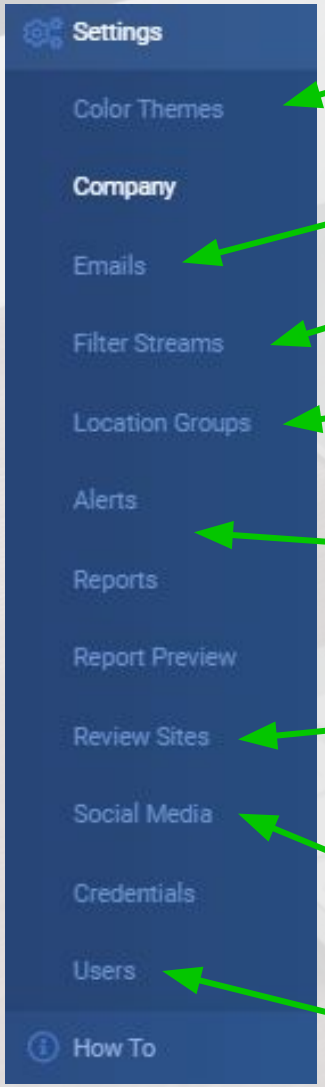
Add notes to each stage update for a review.

Automatic maintain a response manager history so you can track updates to your response process

Response Creator helps you respond and logged in Notes. Assign the Feedback or Review to another user.



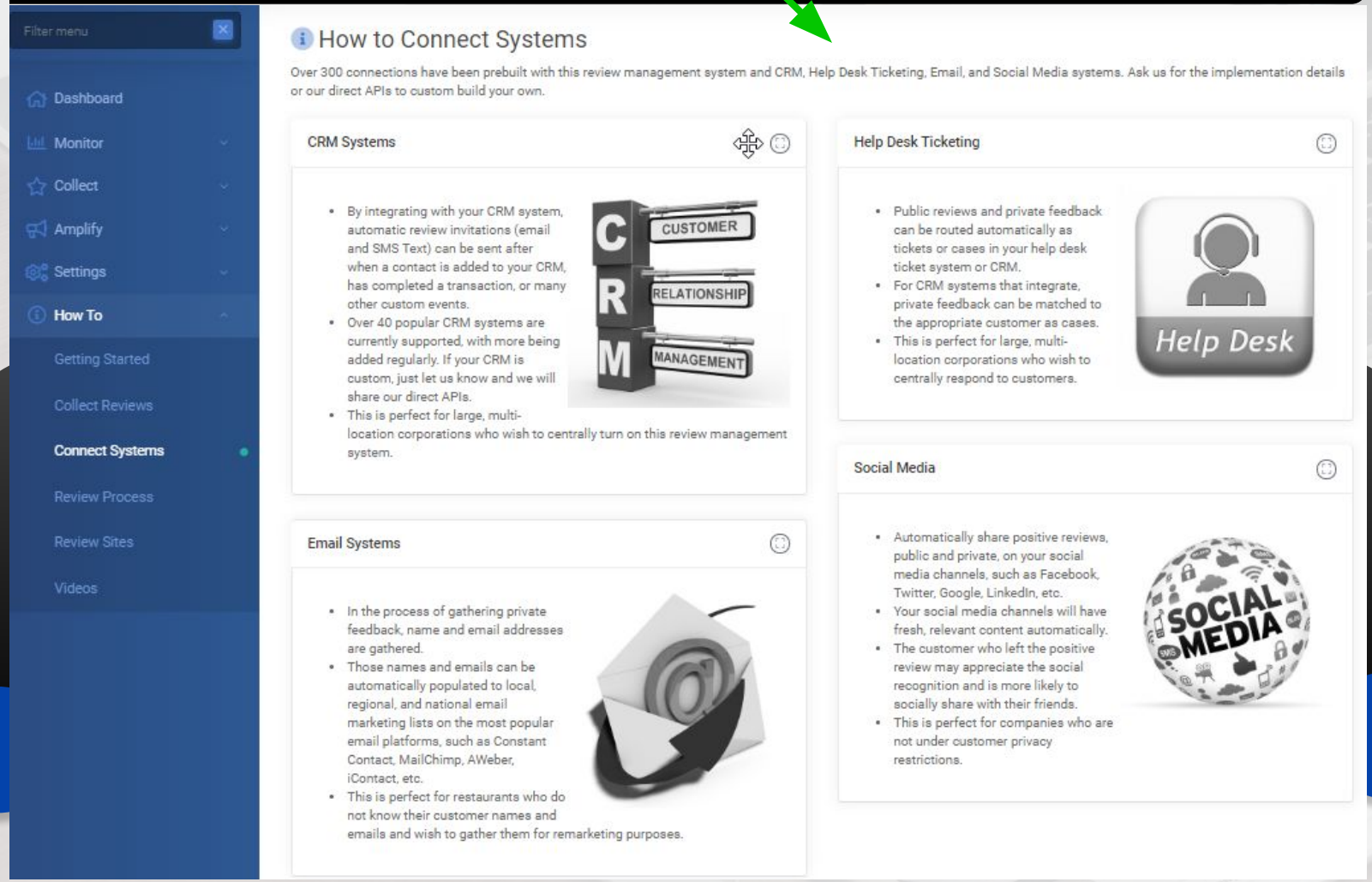
SETTINGS



- 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 alerts and reporting schedule as well as preview the daily, weekly and monthly email reports
- See which sites are currently being monitored for each location. Request additional review site here.
- Add/Edit Facebook & Google Credentials to respond from within platform and real time alerts)
- Add/Edit/Disable additional users (only available for administrator accounts)

CONNECT TO OTHER APPS

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

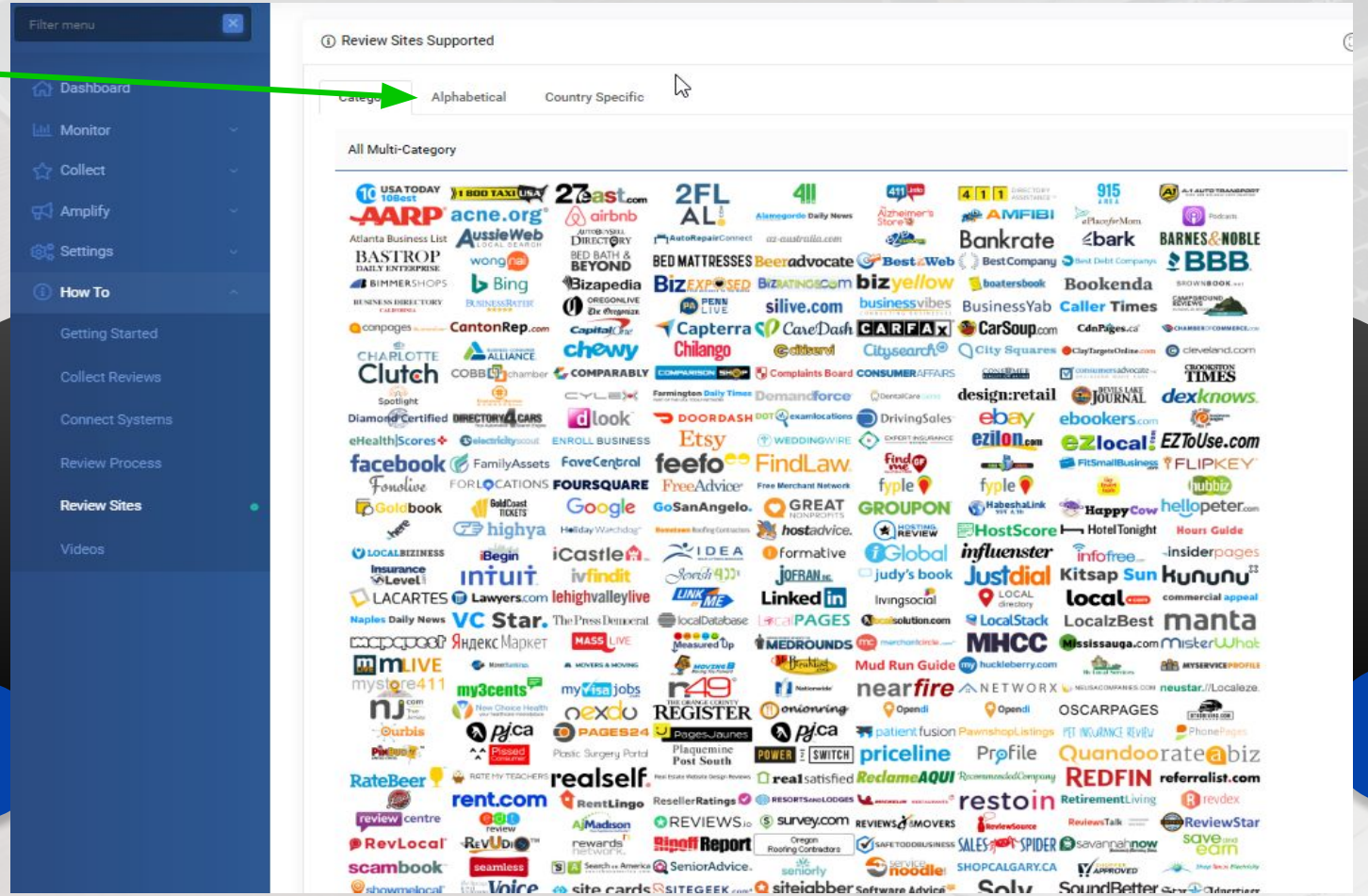


AVAILABLE REVIEW SITES

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 600 review sites are currently supported

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



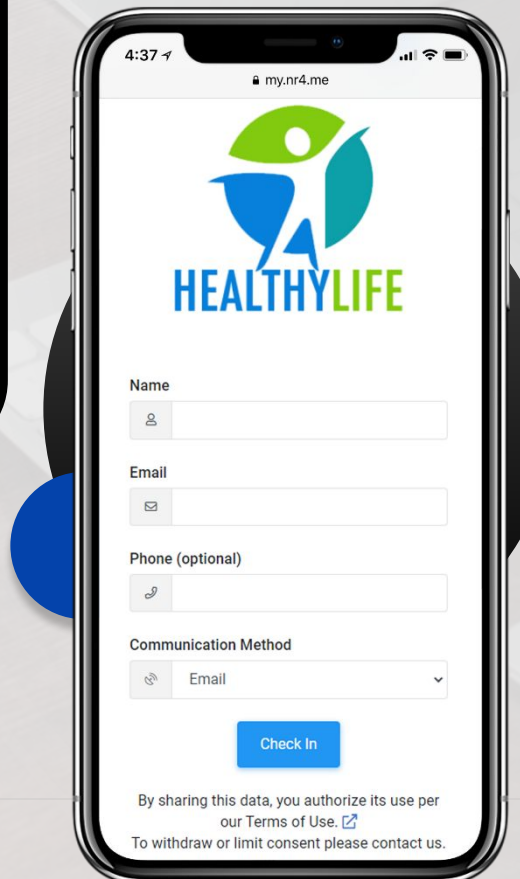
NEW! CHECK IN:

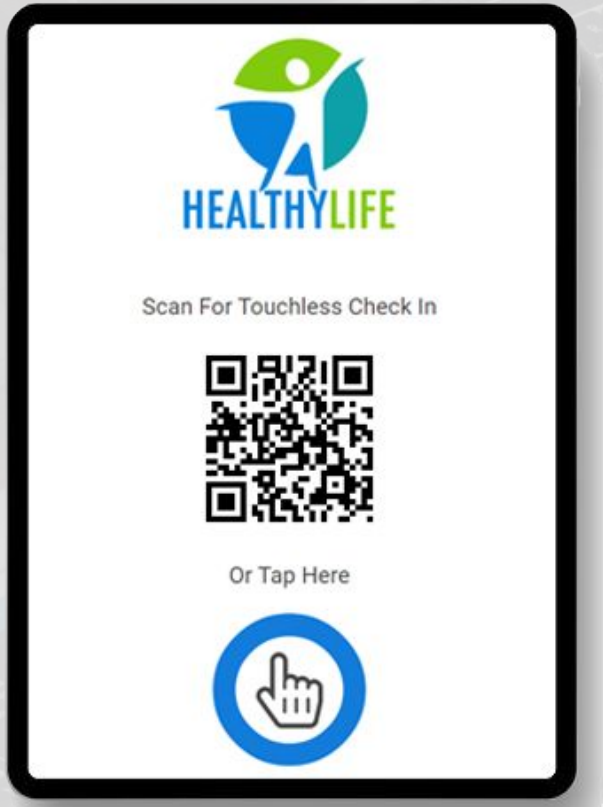
Check In is a contactless and flexible way to track customers that come into your business location.

- Manage your visitors with contactless Check In to your business
- Effortlessly collect information from customers
- Ask for a public review or private feedback in order to improve business ratings online, and communicate via email or text message all from one platform*

- Customizable
- Can share photos and videos
- Kiosk mode available
- Supports QR codes
- Automatically request feedback with timed delay*

- Geo-fencing available
- HIPPA Compliant and 3rd Party Certified
- Can embed on business website or blog
- 26 languages supported
- Automatically send custom notifications to customers*





*Additional fees may apply

Reach For Your Stars

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