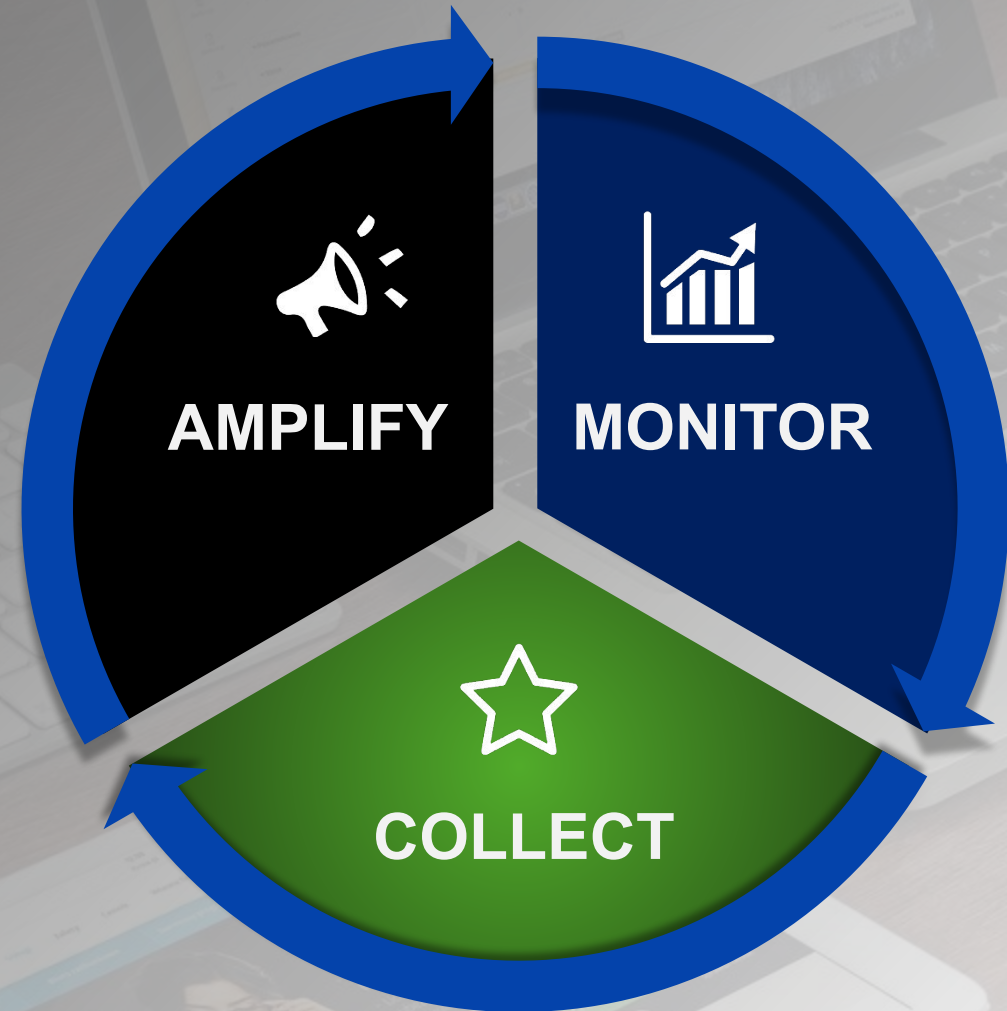


PRODUCT WALK THROUGH PRO Service



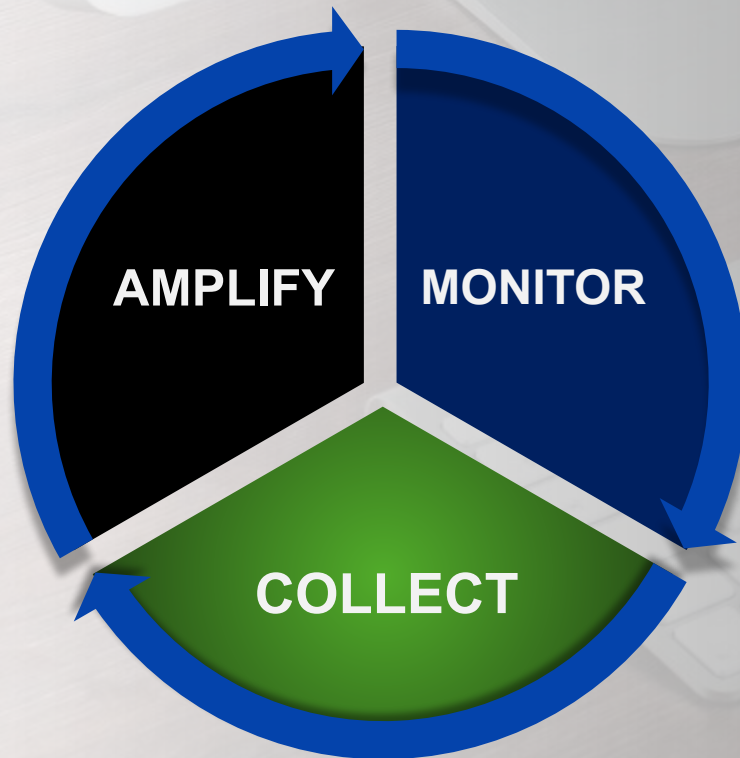
OUR REVIEW MANAGEMENT PLATFORM

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



BENEFITS & FEATURES:

Brand Reputation & Review Monitoring

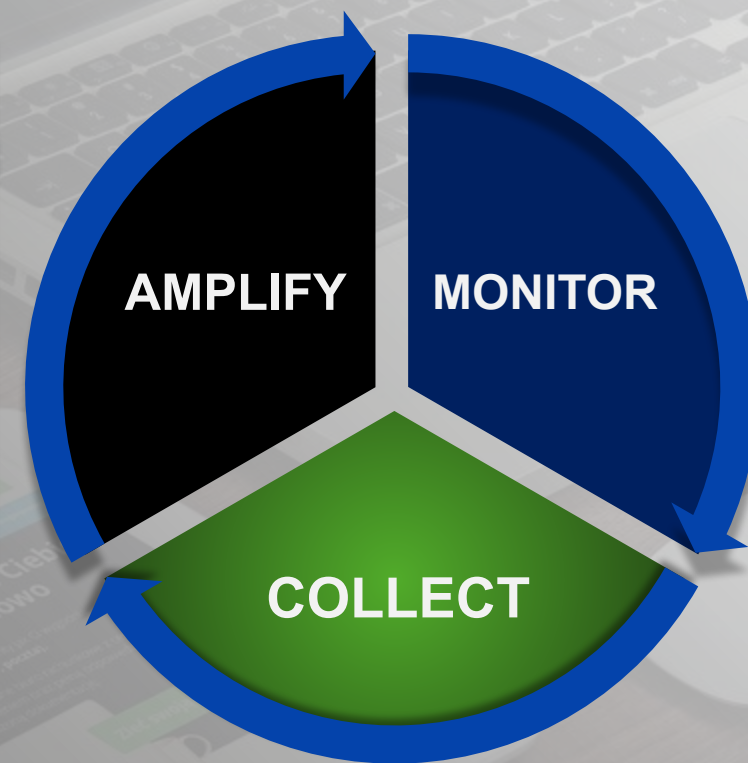
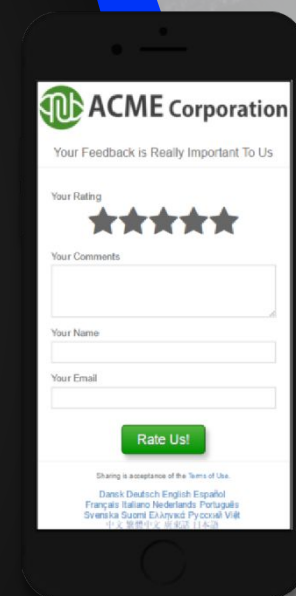


| | |
|--------------------------------------|--|
| Works with 600 + Review Sites | <i>The most in the industry Capable of finding 10 years of historical public online reviews for services, products, professionals and companies</i> |
| Track Progress | <i>Charts, Graphs, Trends and metrics Customize reports to your exact needs</i> |
| Emailed Reports & Alerts | <i>Alerts on new reviews, daily and weekly reports</i> |
| Unlimited Sub-Accounts | <i>Customized access and filtered reports for global, regional, and in store or product managers</i> |
| Location/ Product Performance | <i>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.</i> |
| Verify Listings | <i>Spot and fix incorrect phone numbers, addresses, websites Don't lose customers because they want to the wrong address</i> |

BENEFITS & FEATURES

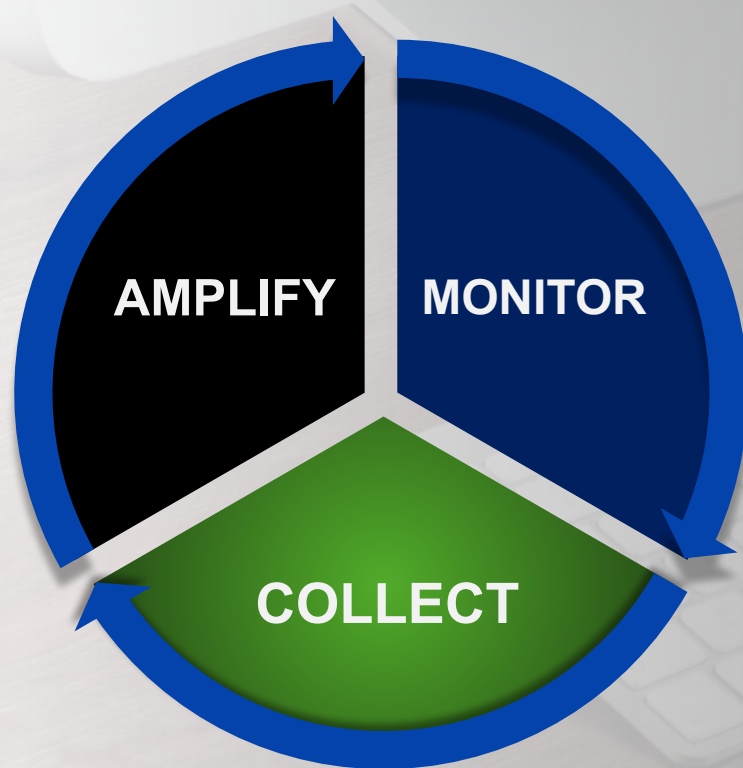
Review Collections Service

| | |
|---|--|
| 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 |



BENEFITS & FEATURES:

Amplify the Conversation



| | |
|--|--|
| Publish testimonials on your website | <p>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</p> <p>See the testimonial star ratings appear in the Google search results.</p> <p>✓ PREMIUM EDITION ONLY</p> |
| Easily share on social media the positive reviews | <p>Increase visibility of positive reviews and testimonials on social media sites such as Facebook and Twitter – with a single click</p> |
| HootSuite App | <p>Access all reviews via HootSuite and take your social media campaign to the next level</p> |
| Response Management Customization | <p>Track responses and status of all reviews</p> <p>Make sure that no “negative review is left behind” with workflows that track who responded to a reviewers and when.</p> <p>Customize how you want to manage and respond to public reviews with customizable workflow management that a fully integrated with the reviews management service.</p> <p>Create thousands of unique review responses in seconds. Respond to Facebook & Google thru the platform, 1-click to other reviews..</p> |



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.

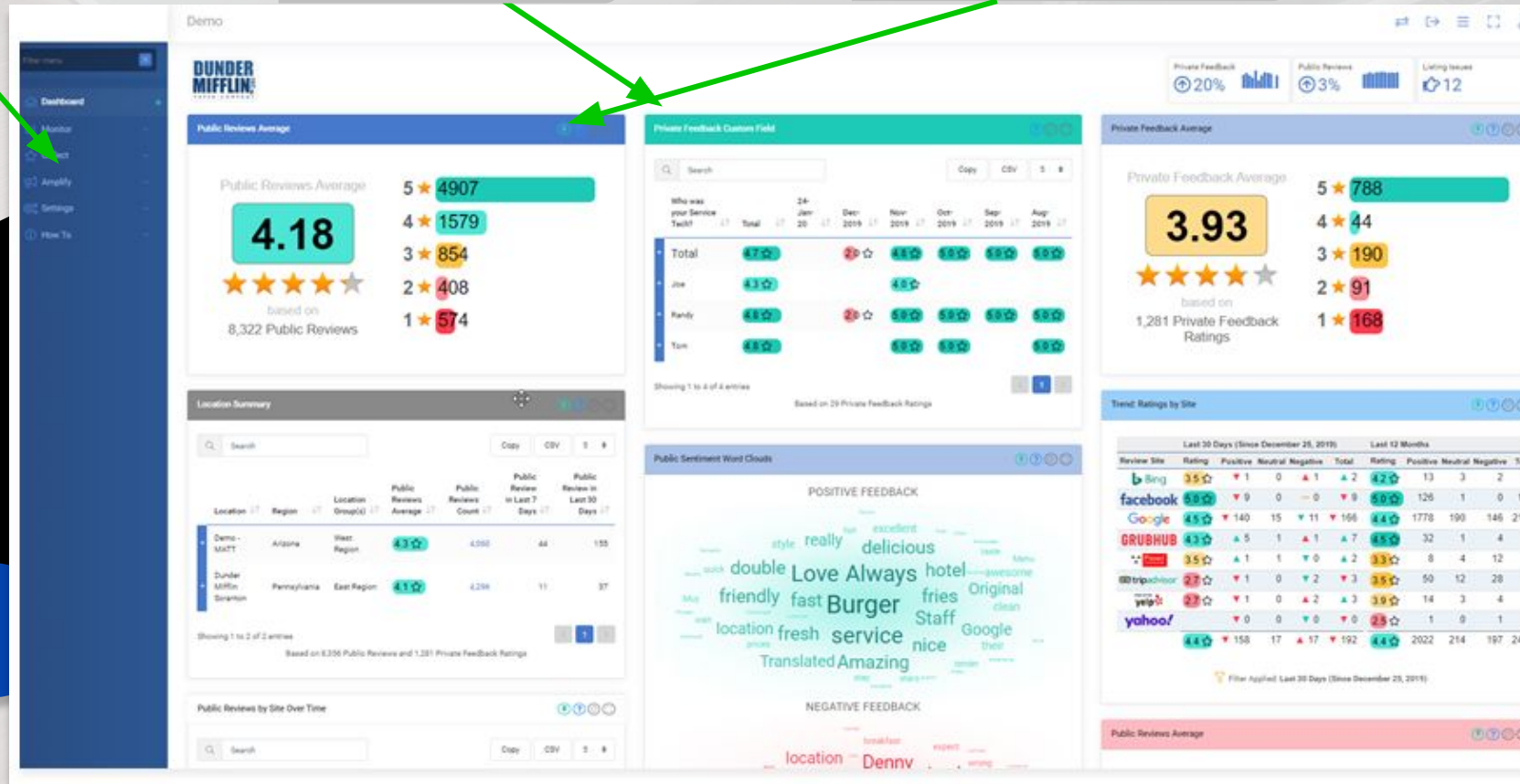
NAVIGATION AND DASHBOARD

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 Feedback, 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:

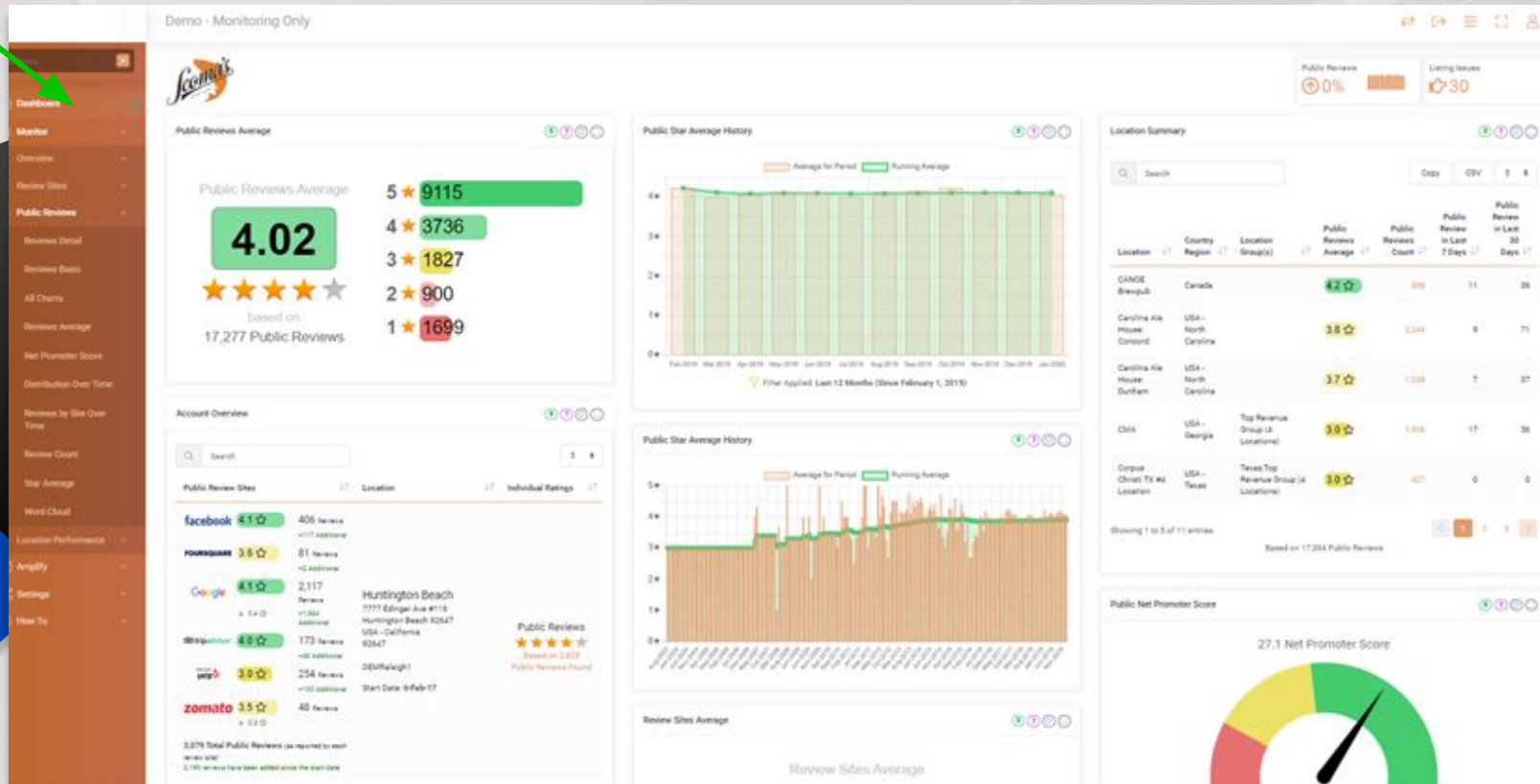
Reports based on the individual reviews found in different review sites

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

The screenshot displays a dashboard titled 'Demo - Matt' for managing public reviews. The left sidebar contains navigation links: Dashboard, Monitor, Overview, Review Sites, Public Reviews, Reviews Detail, Reviews Basic, All Charts, Reviews Average, Net Promoter Score, Distribution Over Time, Reviews by Site Over Time, Review Count, Site Average, Word Cloud, Private Feedback, Location Performance, Collect, and Amplify. The main content area shows a table of reviews with columns: Testimonials, Share, Workflow, Review Site, Rating, Name, Subject, Comment, Date, Source, and Location. A 'Share on Social Media' pop-up is visible over one of the reviews, showing options for Facebook, Twitter, LinkedIn, and Google+. A green arrow points from the text box above to the 'Assigned - Matt' filter, and another green arrow points from the text box above to the 'Share on Social Media' button.

| Testimonials | Share | Workflow | Review Site | Rating | Name | Subject | Comment | Date | Source | Location |
|--------------------|-----------------|-----------------------|-------------|------------------|--|-----------|-------------------------|------|--------|----------|
| 15-Nov-19 1:32 AM | Assigned - Matt | Google | ★★★★★ | Marina Shogek | Great customer service | 13-Oct-19 | Dunder Mifflin Scranton | | | |
| 12-Sep-19 3:21 PM | Assigned - Matt | Google | ★★★★★ | Lucia Pizzolone | | 10-Sep-19 | Dunder Mifflin Scranton | | | |
| 21-Sep-19 10:00 AM | Published | Share on Social Media | ★★★★★ | Golden Criddle | Recommends | 15-Aug-19 | Demo - MATT | | | |
| 28-Mar-19 12:34 PM | Assigned - Matt | Google | ★★★★★ | Raymond McSorley | Best burgers and Fry's, double double animal style | 3-Mar-19 | Demo - MATT | | | |
| 8-Apr-19 11:30 AM | Assigned - Matt | Google | ★★★★★ | Key Gregory | | 8-Jan-19 | Dunder Mifflin Scranton | | | |
| 18-Nov-18 | Assigned - Matt | Google | ★★★★★ | Joseph Phillips | | 18-Nov-18 | Dunder Mifflin Scranton | | | |
| 21-Aug-18 | Assigned - Matt | facebook | ★★★★★ | Nick Laher | Recommends | 21-Aug-18 | Demo - MATT | | | |

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

The screenshot shows a web application for managing private feedback. On the left is a dark blue sidebar with a menu. The main area displays a table of feedback entries. A green arrow points from the 'Private Feedback' menu item to the table. Another green arrow points from the 'Reply' button in the first row to the '100 Most Recent' dropdown menu. A third green arrow points from the 'Share' button in the first row to the '100 Most Recent' dropdown menu.

Private Feedback

Everything (Filter is Off) [Filter] 100 Most Recent [Exclude Hidden Reviews]

Search

| Testimonials | Share | Workflow | Assigned To | Rating | Name | Comment | Date | Email | Mobile # | City | Thank You Clicks | Follow Up Approve | Follow Up | Follow Up Clicks | Location | How did you hear about us? | Who was your Service Tech? | Review Flow |
|--------------|-------|----------|-------------|--------|----------------|---|--------------------|---------------------|----------|------|------------------|-------------------|-----------|------------------|-------------|----------------------------|----------------------------|-----------------------------|
| Unpublished | Share | New | | ★★★★★ | Joe Billinglee | | 23-Jan-20 3:54 PM | mattb@reviewinc.com | | | | Approved | | | Demo - MATT | | | 1 - Default |
| Unpublished | Share | New | | ★★★★★ | Josie Turner | | 23-Jan-20 3:54 PM | mattb@reviewinc.com | | | | Approved | | | Demo - MATT | | | 1 - Default |
| Published | Share | New | | ★★★★★ | BO Harding | great service! | 23-Jan-20 3:52 PM | mattb@reviewinc.com | | | Google | Approved | | | Demo - MATT | | | 2 - Feedback Form |
| Unpublished | Share | New | | ★★★★★ | Josie Turner | terrible service | 22-Jan-20 10:12 AM | mattb@reviewinc.com | | | | Approved | | | Demo - MATT | | | 1 - Default |
| Published | Share | New | | ★★★★★ | BO Harding | great service! | 22-Jan-20 10:11 AM | mattb@reviewinc.com | | | yelp tripadvisor | Approved | | | Demo - MATT | | | 2 - Feedback Form |
| Unpublished | Share | New | | ★★★★★ | Joe Billinglee | | 22-Jan-20 10:09 AM | mattb@reviewinc.com | | | Google | Approved | | | Demo - MATT | | | 1 - Default |
| Unpublished | Share | New | | ★★★★★ | Matthew Benson | | 8-Jan-20 1:53 PM | mattb@reviewinc.com | | | tripadvisor | Sent & Resent | | | Demo - MATT | | | 1 - Default |
| Unpublished | Share | New | | ★★★★★ | Carl Simmons | | 8-Jan-20 11:05 AM | mattb@reviewinc.com | | | | Sent & Resent | | | Demo - MATT | | | 3 - Happy to Thank You page |
| Published | Share | Engaged | Matt B | ★★★★★ | Glynn Johns | great service! 9 Matt B (mattb@reviewinc.com) on 22-Jan-20 10:37 AM | 8-Jan-20 11:04 AM | mattb@reviewinc.com | | | tripadvisor | Sent & Resent | | | Demo - MATT | | | 2 - Feedback Form |
| Unpublished | Share | New | | ★★★★★ | Nancy Cohen | | 8-Jan-20 11:02 AM | mattb@reviewinc.com | | | Google | Sent & Resent | | | Demo - MATT | | | 1 - Default |

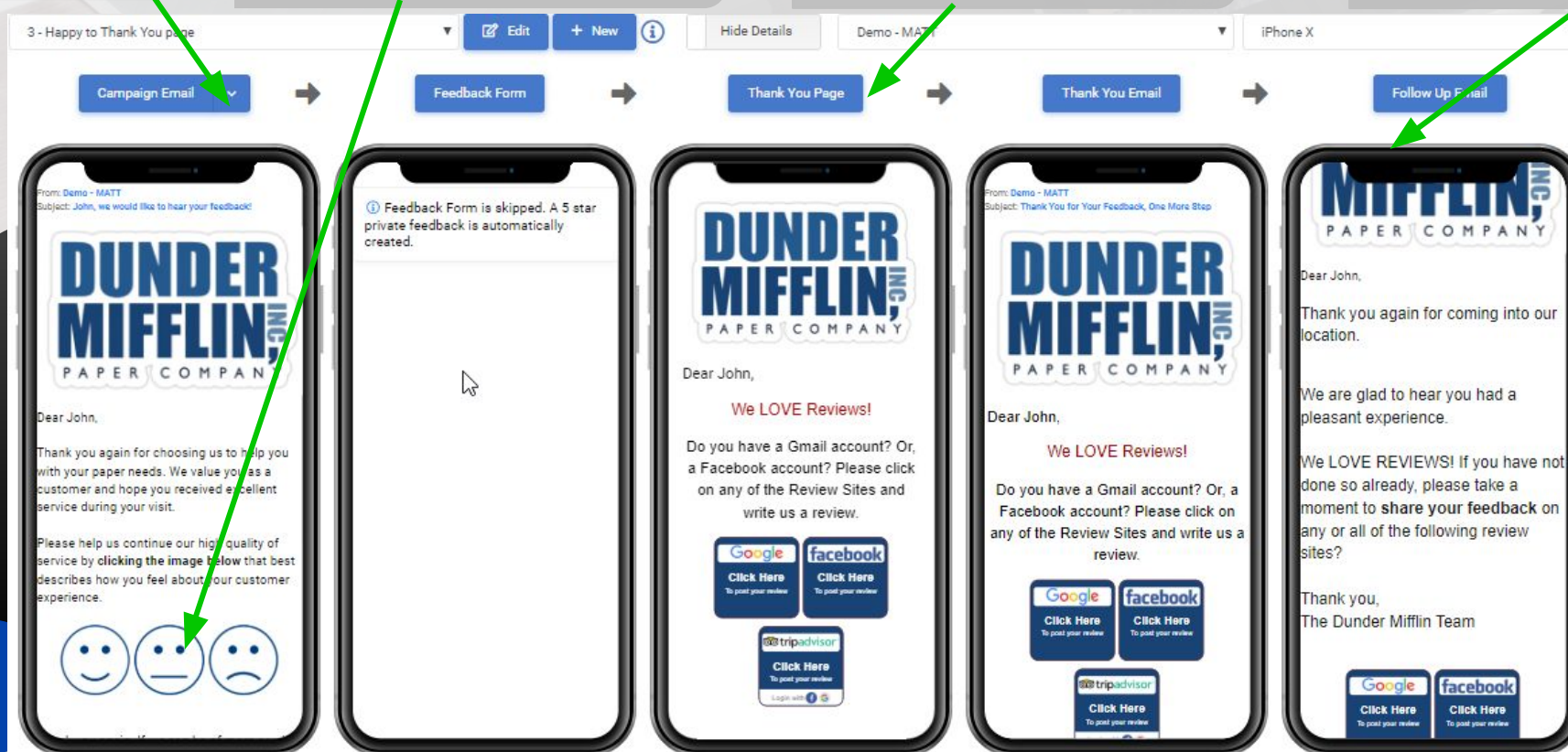
Fully customizable, fully automated, **ICPEN** compliant Review Flow

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

Use HootSuite for even more social media sharing options.

Look for time-stamp when a review was shared



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

Everything (Filter Is Off) **Filters** 100 Most Recent **Exclude Hidden Reviews**

Public Reviews - Social Sharing

Search

Copy CSV 50

| Share | Review Site | Rating | Name | Subject | Comment | Date | Location |
|--------------|-------------|-----------|--------------------|---------|---|-----------|-------------------------|
| Share | | ★ ★ ★ | Johnny | | Pork was really tender and delicious. Food was delivered very fast too. | 24-Jan-20 | Demo - MATT |
| Share | facebook | ★ ★ ★ ★ ★ | The Beverly Hilton | | Al fresco lunch date location: CIRCA 55. | 23-Jan-20 | Dunder Mifflin Scranton |
| Share | Google | ★ ★ ★ ★ ★ | Christy Eisbacher | | | 23-Jan-20 | Dunder Mifflin Scranton |
| Share | Google | ★ ★ ★ ★ ★ | Rachel Collins | | | 23-Jan-20 | Demo - MATT |
| Share | Google | ★ ★ ★ ★ ★ | Monica Robles | | | 23-Jan-20 | Demo - MATT |
| Share | Google | ★ ★ ★ ★ ★ | Brett Ward | | To be honest, I don't know how Burger King stays open, being right across the street. In-N-Out is cleaner, the service is much better, and the food is better. ... More | 23-Jan-20 | Demo - MATT |

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.

Filter menu

- Dashboard
- Monitor
- Collect
- Amplify
- Email Contacts
- Social Sharing
- Testimonials**
- Public Reviews
- Private Feedback
- Settings
- Widgets
- Workflows
- Settings
- How To

Testimonials - Widgets

1 2 3 4 5 6

Widget Theme Content Style Destination Instructions

Step 2 - Select Widget Theme

Widget Name

Testimonials 2015-Jun-22 18:36:50

Each widget has its own name. Name your widget so you can easily locate it later.

☐ Single Column
A single column list of testimonials and ratings. Perfect for most web pages.

☒ Dual Column
A two column list of testimonials and ratings. Responsive to one column in tight spaces. Perfect for wide web pages.

☐ Mini-Feed
A small scrollable review list in one column. Clickable to expand to a full size page. Perfect for side bars.

☐ Crossfade
A rotating list of reviews that can fade from one review to the next. Perfect for tight spaces.

☐ Summary
Provides a simple aggregate view of all testimonials with an overall score. Clickable to expand and view text of testimonials. Perfect for footers.

Previous Next

What It Looks Like

| | |
|--|--|
| ★★★★★ “ great service!” Jan 23, 2020, BO H. | ★★★★★ “ great service!” Nov 5, 2019, Ginger H. |
| ★★★★★ “ great service!” Jan 23, 2020, BO H. | ★★★★★ “ great service!” Nov 1, 2019, Oscar G. |
| ★★★★★ “ great service!” Jan 8, 2020, Glynn J. | ★★★ “ 😊” Oct 29, 2019, George G. |
| ★★★★★ “ great service!” Jan 6, 2020, George C. | ★★★★★ “ great service!” Oct 29, 2019, Josie W. |

USE THE RESPONSE MANAGER FOR NEW REVIEWS

Responses can be set for both private feedback and public reviews

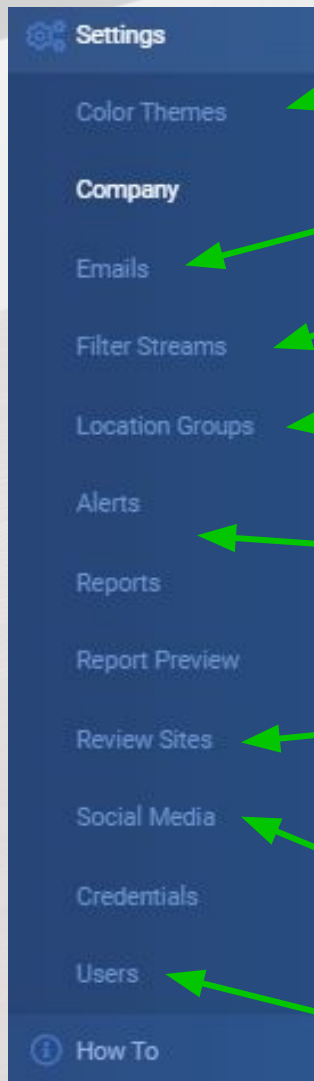
Tag every review with a response stage.

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.

The screenshot displays the 'Response Manager' interface. On the left is a sidebar menu with options: Dashboard, Monitor, Collect, Amplify, Email Contacts, Social Sharing, Testimonials, Response Manager (highlighted), Public Reviews, Public Reviews Over Time, Private Feedback, and Private Feedback Over Time. The main area shows a 'DEMO: NICK L' review history table with columns for date, time, user, and status. The table contains three entries, all marked 'Completed'. A green arrow points from the 'Response Manager' menu item to the table. Another green arrow points from the 'Completed' status in the first row to the 'Update Response' modal. The modal shows a Yelp review for 'Dr. Lindy Thomas' and includes fields for 'Current Response Stage' (set to 'Completed'), 'Add a Note', 'Assign To' (set to 'No User selected'), and checkboxes for 'Notify assignment via email' and 'Copy me on assignment email'. A green arrow points from the 'History' tab in the modal to the 'Update Response' title. A final green arrow points from the 'Assign To' dropdown to the 'Assign To' label. At the bottom right of the modal are 'Cancel' and 'Save' buttons.



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)

SETTINGS

CONNECT TO OTHER APPS

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

Filter menu


- Dashboard
- Monitor
- Collect
- Amplify
- Settings
- How To
 - Getting Started
 - Collect Reviews
 - Connect Systems
 - Review Process
 - Review Sites
 - Videos

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.




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.




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.



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.



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



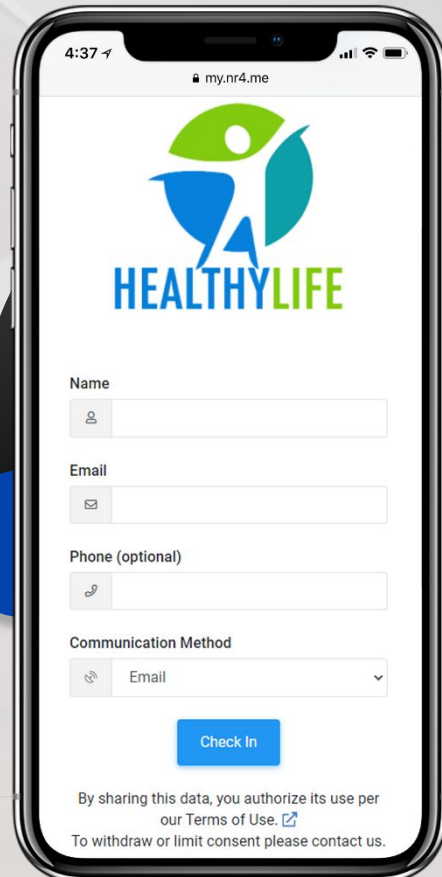
NEW! CHECK IN:

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*



4:37 my.nr4.me


HEALTHYLIFE

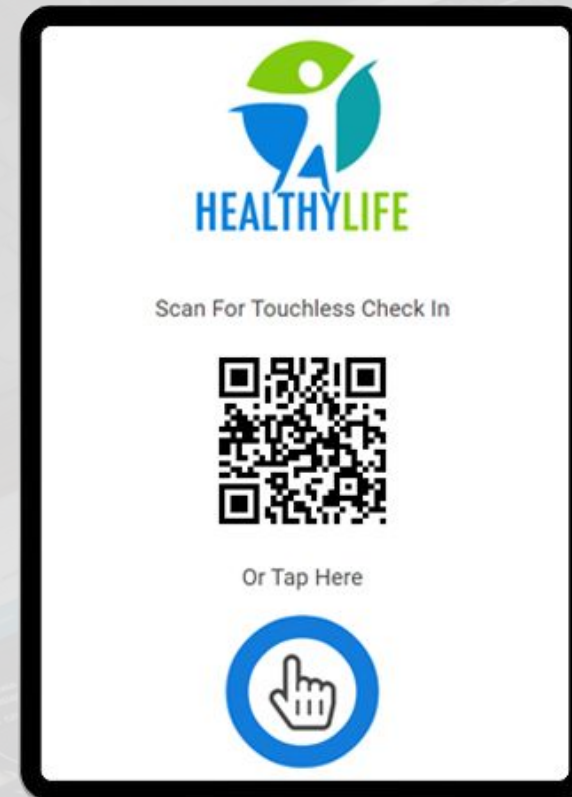
Name

Email

Phone (optional)

Communication Method

By sharing this data, you authorize its use per our Terms of Use. [To withdraw or limit consent please contact us.](#)



*Additional fees may apply



Reach For Your Stars

RENEW POWER
MARKETING