

Customer Voice



Reactive Designs .net



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Customer Voice



Businesses should have the **ability** to...

Request
feedback from
their customers



Participate
in online
conversations about
their
business



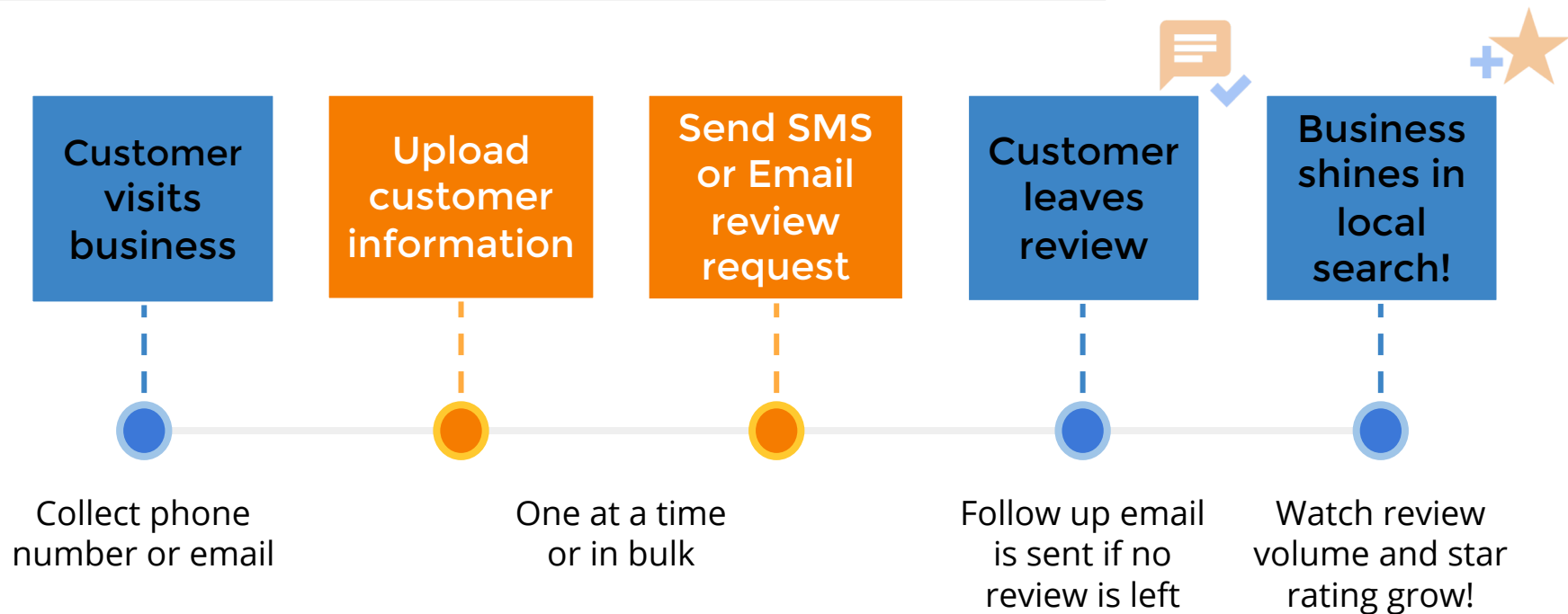
Ask customers for
reviews online, and
address negative
feedback offline



Customer Voice



How does Customer Voice work?



Customer Voice



Tab: Customers Add customers in bulk to save time

Manage Customers

- Import a bulk csv file or add customers one at a time
- Include phone number or email address
- Add a tag to help classify the customer
- Keep on top of the status of the review request

The screenshot shows a 'Import Customers' dialog box with a close button (X) in the top right corner. Below the title, there is a small text instruction: 'Map your CSV columns to their corresponding fields. Header Row and First Row reflect what's in your CSV file. Use the Mapping dropdown to select which attribute the column is associated with.' Below this is a table with three columns: 'Header Row', 'First Row', and 'Mapping'. The table contains five rows of data. At the bottom of the dialog, there are three buttons: 'Cancel', 'Upload', and 'Upload and Send'.

Header Row	First Row	Mapping
FirstName	Julia	First Name
LastName	Henderson	Last Name
Email	jhenderson86@hotmail.com	Email
Phone Number	(437) 342-3485	Phone Number
Tag	walk-in	Tag

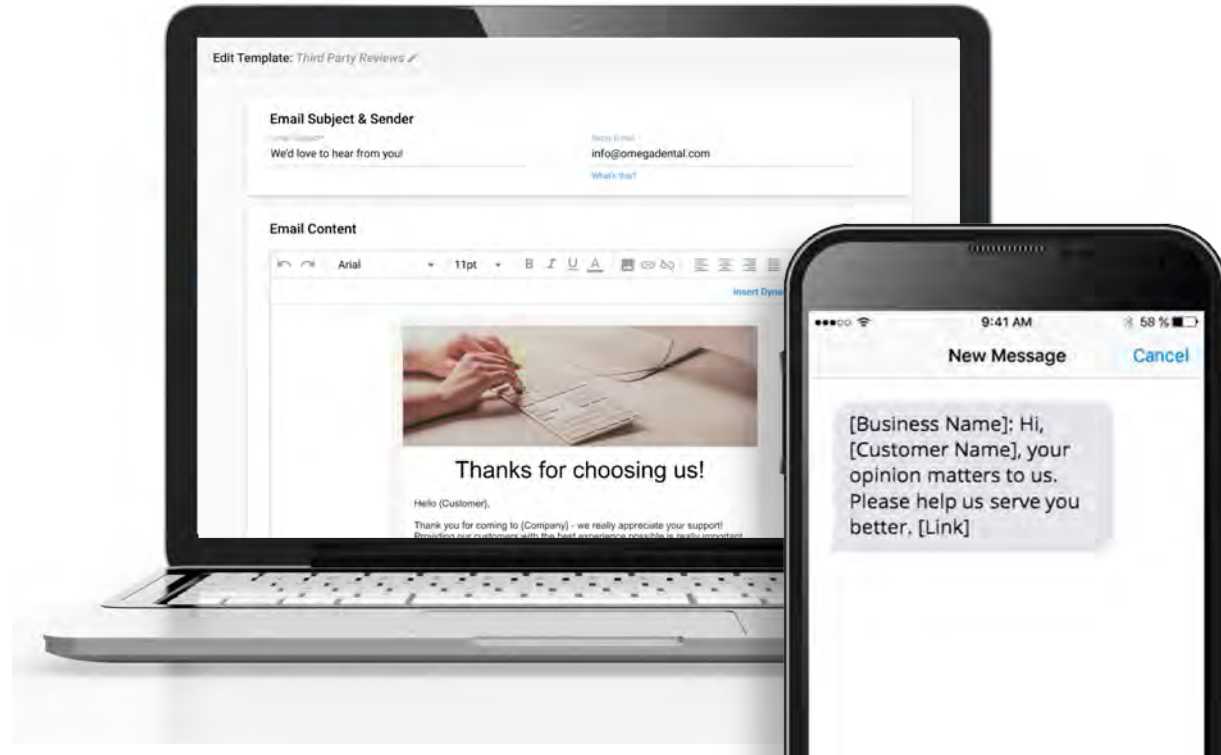
Customer Voice



Tab: Templates Send email or SMS review requests

Manage Templates

- Create **unlimited** email or SMS templates
- Include a link to **preferred review site**
- **Customize** templates to suit your brand messaging
- Edit follow up email to **re-engage** customers



Customer Voice



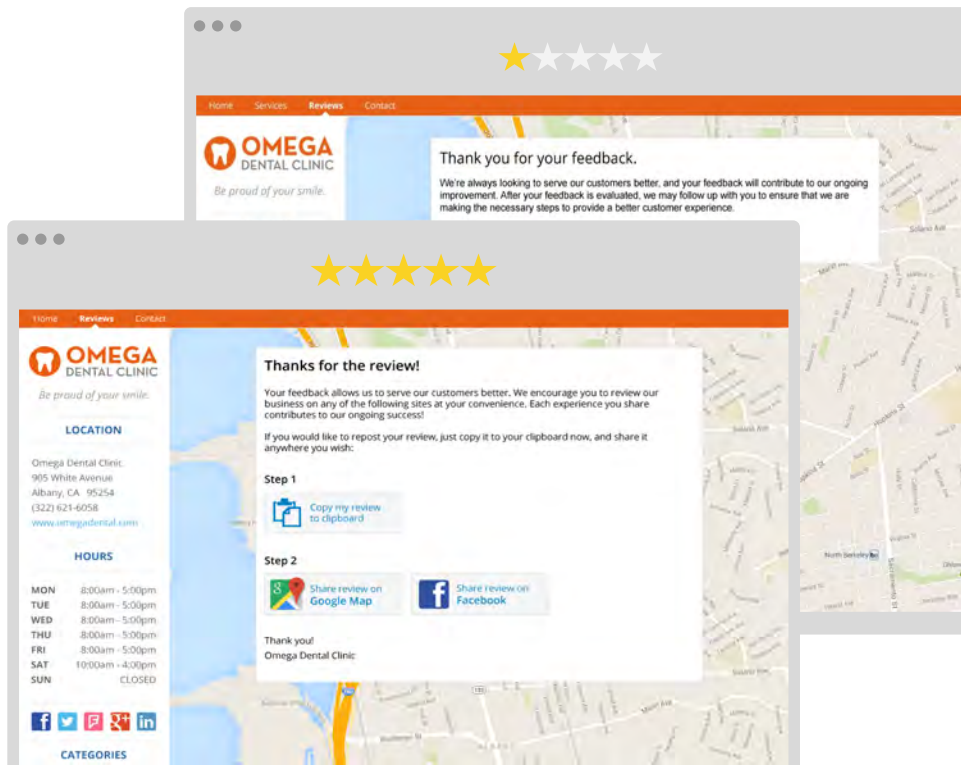
On what sites can I request reviews?

First party reviews

My Listing page

Third party reviews

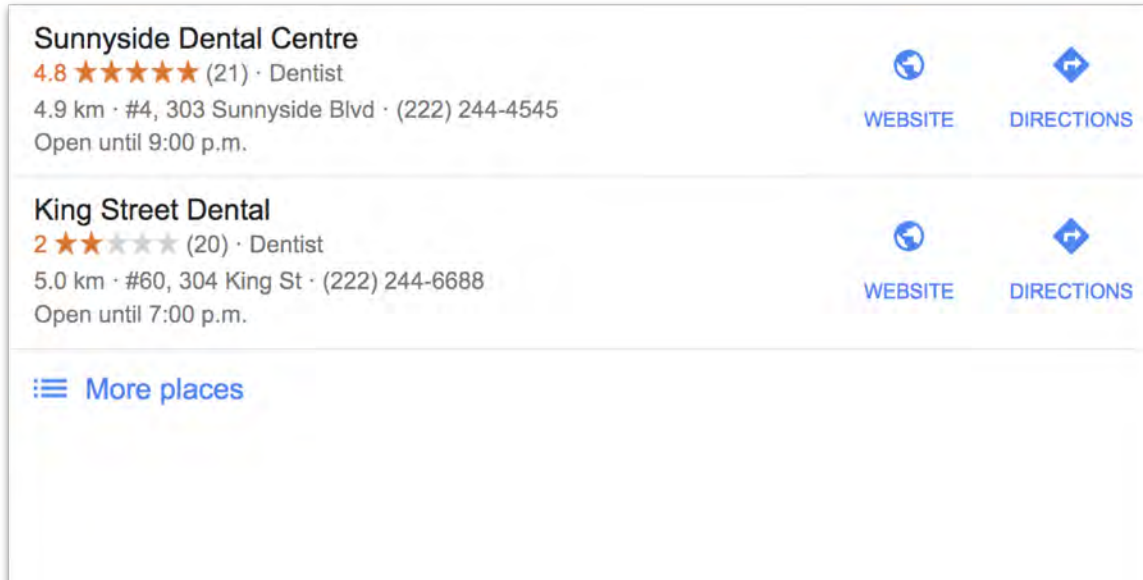
Review sites like Google and Facebook



Customer Voice



Online reviews are the first thing a consumer sees when searching for a business online.



87%

will only consider using
a business if they have
an average rating of 3-
5 stars



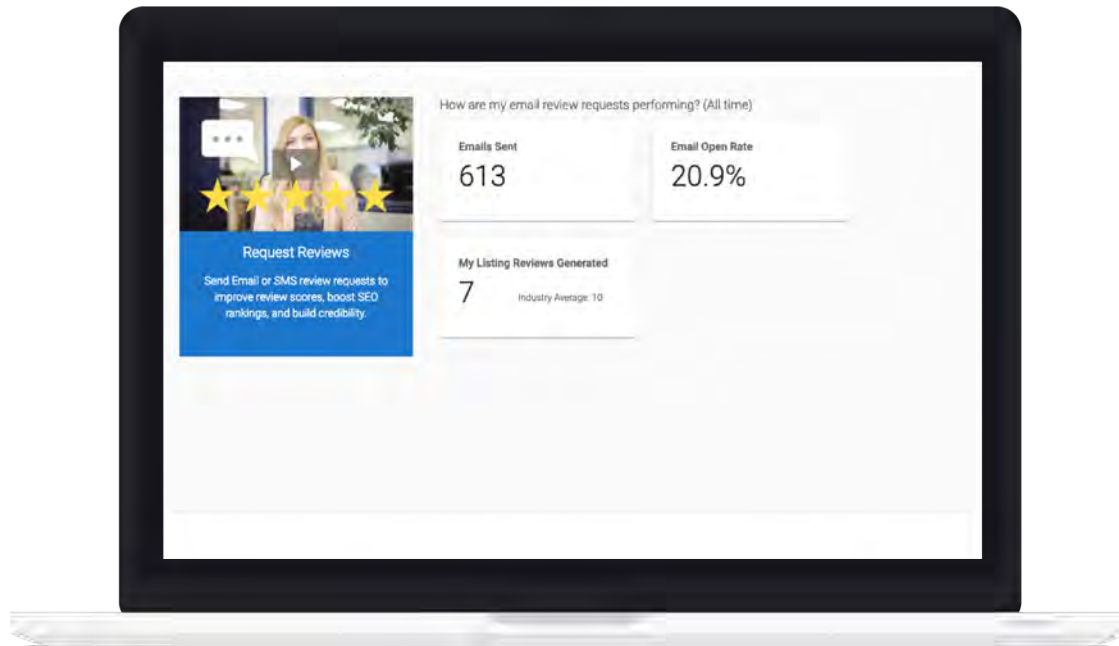
Customer Voice



Tab: Overview Get stats on your sent review requests

View Insights

- See how your requests are performing. **Track:**
 - Number of review requests sent
 - Click through rates
 - Request status in real time



Customer Voice



Tab: Widget Collect reviews conveniently on your website

Widget Setup & Preview

- Customize the widget to suit your branding
- Embed on your website using HTML code

