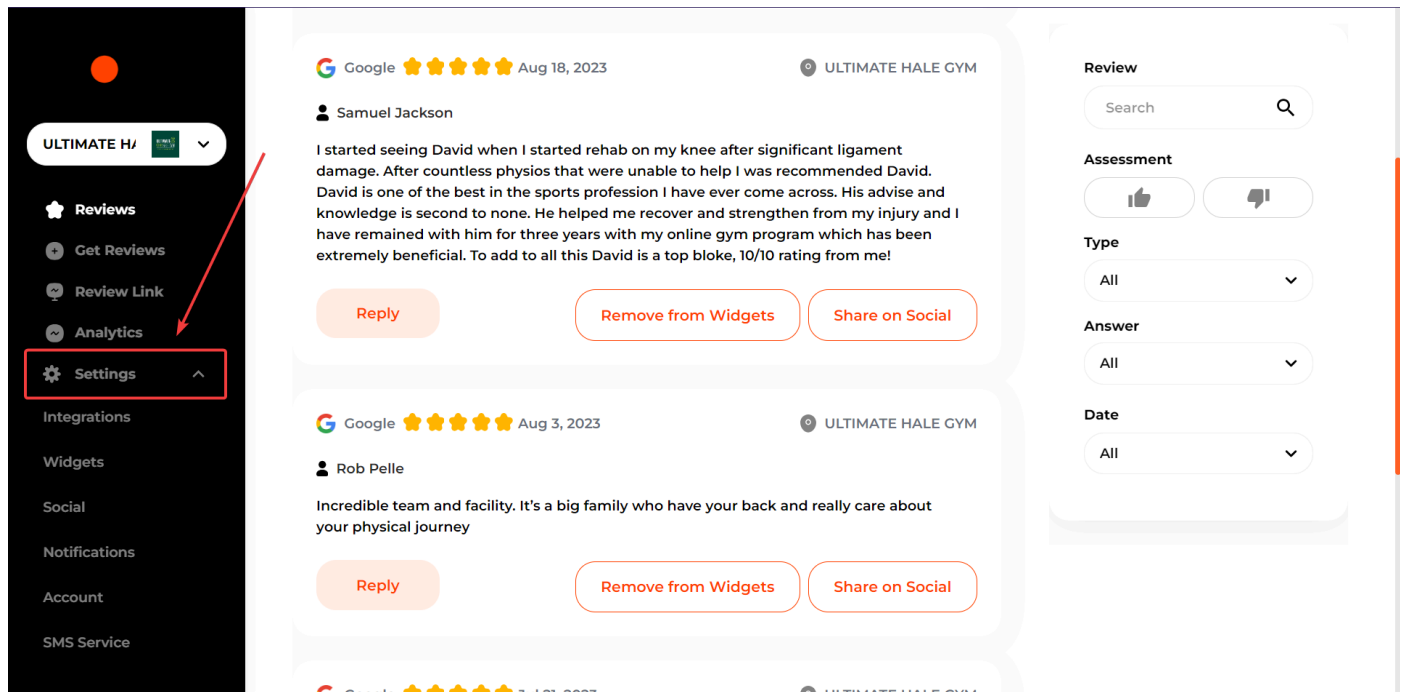


👋 Reviews Management Platform Quick Start Guide

Updating Password

Changing your password helps to keep your account safe.

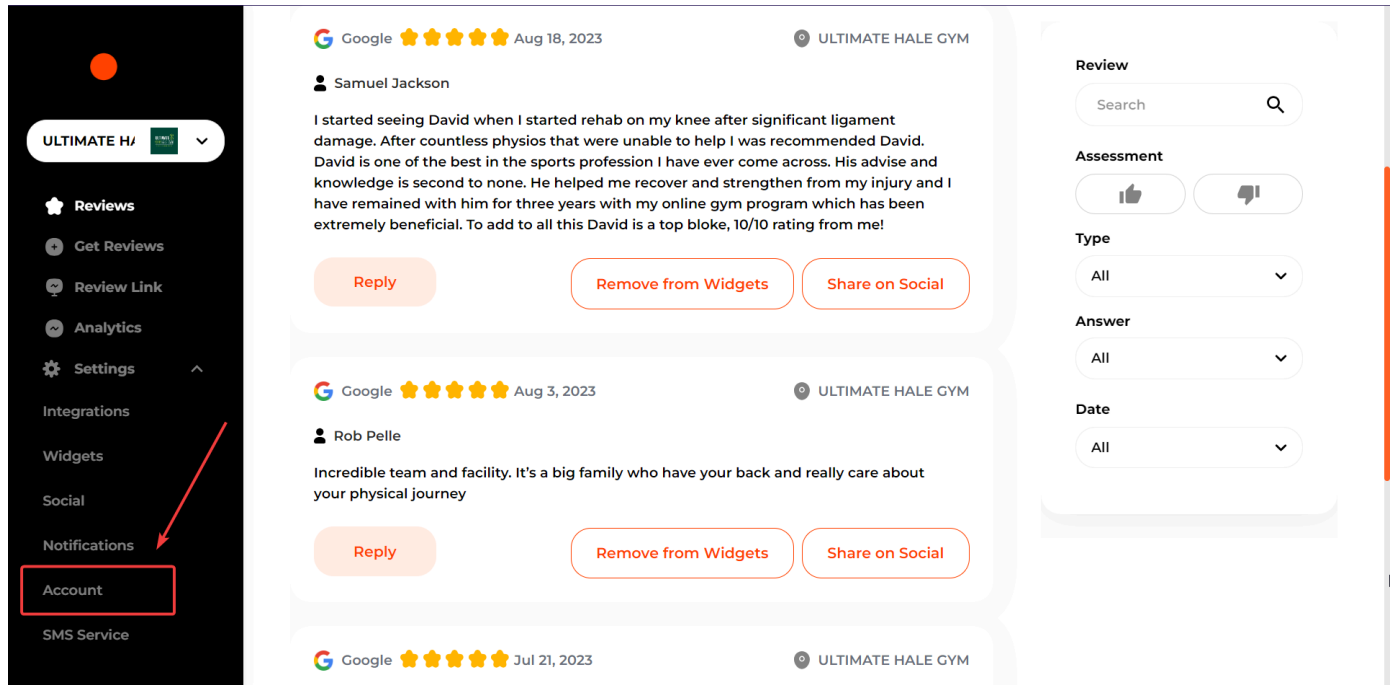
As soon as you sign in using the credentials sent with the welcome email, you should change the initial password by clicking **Settings** on the left sidebar.



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Reviews Management Platform Quick Start Guide | Page 2

Then click **Account**.

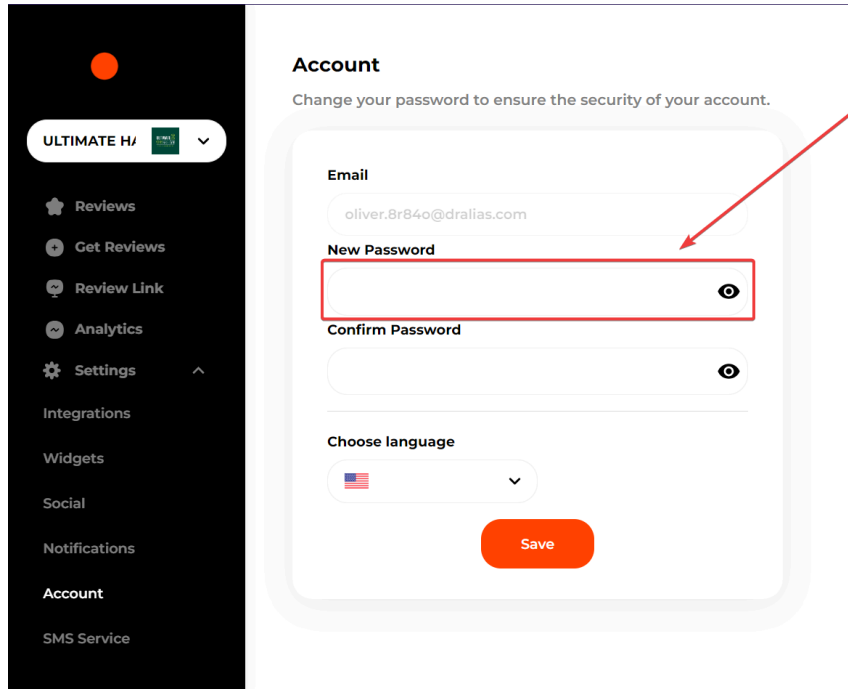


The screenshot displays the Reviews Management Platform interface. On the left is a dark sidebar menu with the following items: 'Reviews', 'Get Reviews', 'Review Link', 'Analytics', 'Settings', 'Integrations', 'Widgets', 'Social', 'Notifications', 'Account' (highlighted with a red box and a red arrow), and 'SMS Service'. The main content area shows three review cards for 'ULTIMATE HALE GYM'. The first review is from Samuel Jackson (Google, 5 stars, Aug 18, 2023) with a detailed text and buttons for 'Reply', 'Remove from Widgets', and 'Share on Social'. The second review is from Rob Pelle (Google, 5 stars, Aug 3, 2023) with a shorter text and the same buttons. The third review is from Google (5 stars, Jul 21, 2023) and is partially visible. On the right side, there is a 'Review' filter panel with a search bar, 'Assessment' (thumbs up/down), 'Type' (All), 'Answer' (All), and 'Date' (All) dropdown menus.

You'll be presented with the field to enter your **New Password**.



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Account
Change your password to ensure the security of your account.

Email
oliver.8r84o@dralias.com

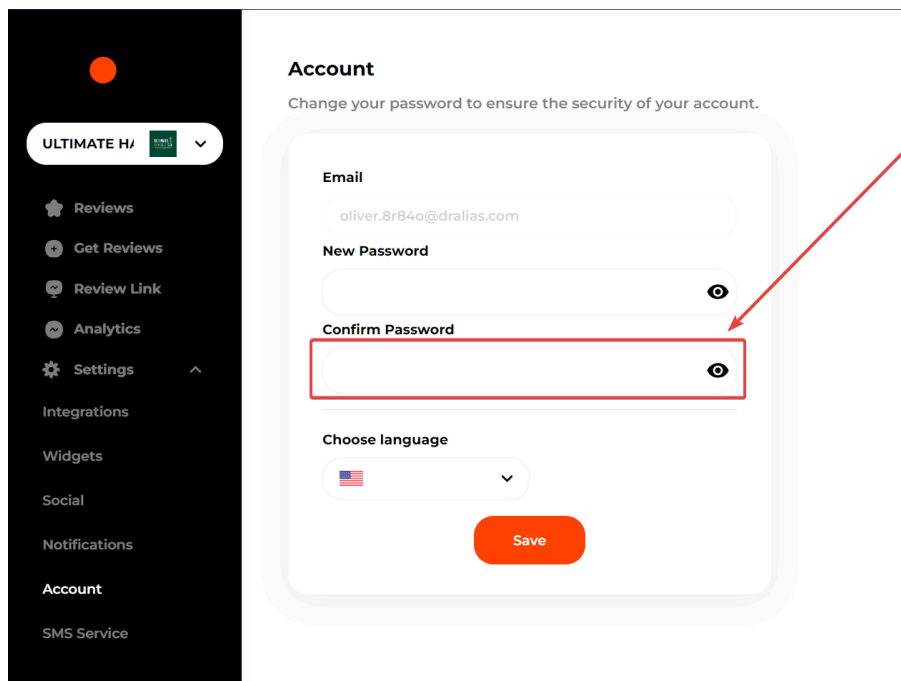
New Password

Confirm Password

Choose language
🇺🇸

Save

Repeat the same password in the **Confirm Password** field



Account
Change your password to ensure the security of your account.

Email
oliver.8r84o@dralias.com

New Password

Confirm Password

Choose language
🇺🇸

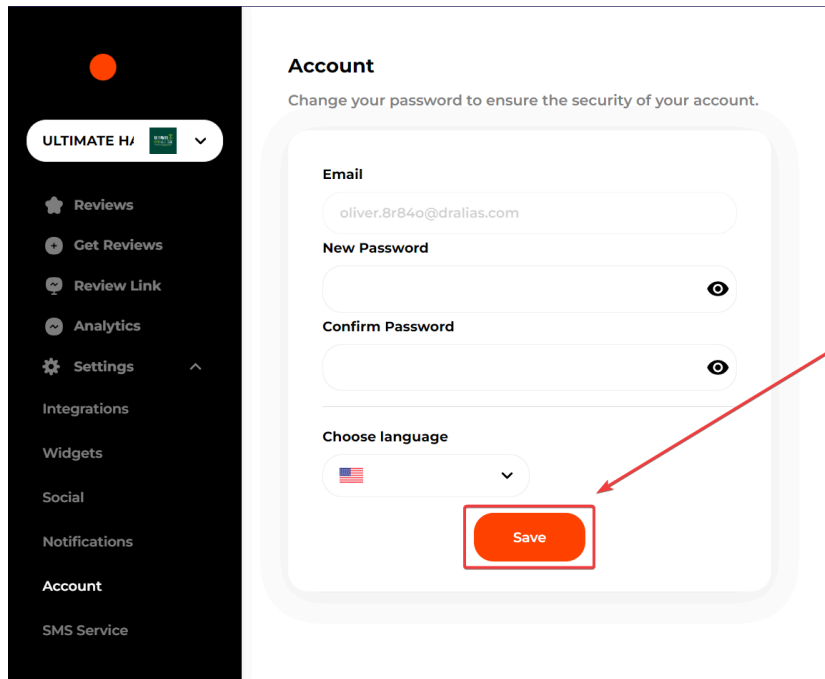
Save



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Finally, click **Save**.

Keep your password safe. Moving forward, use your new password to log into your account.



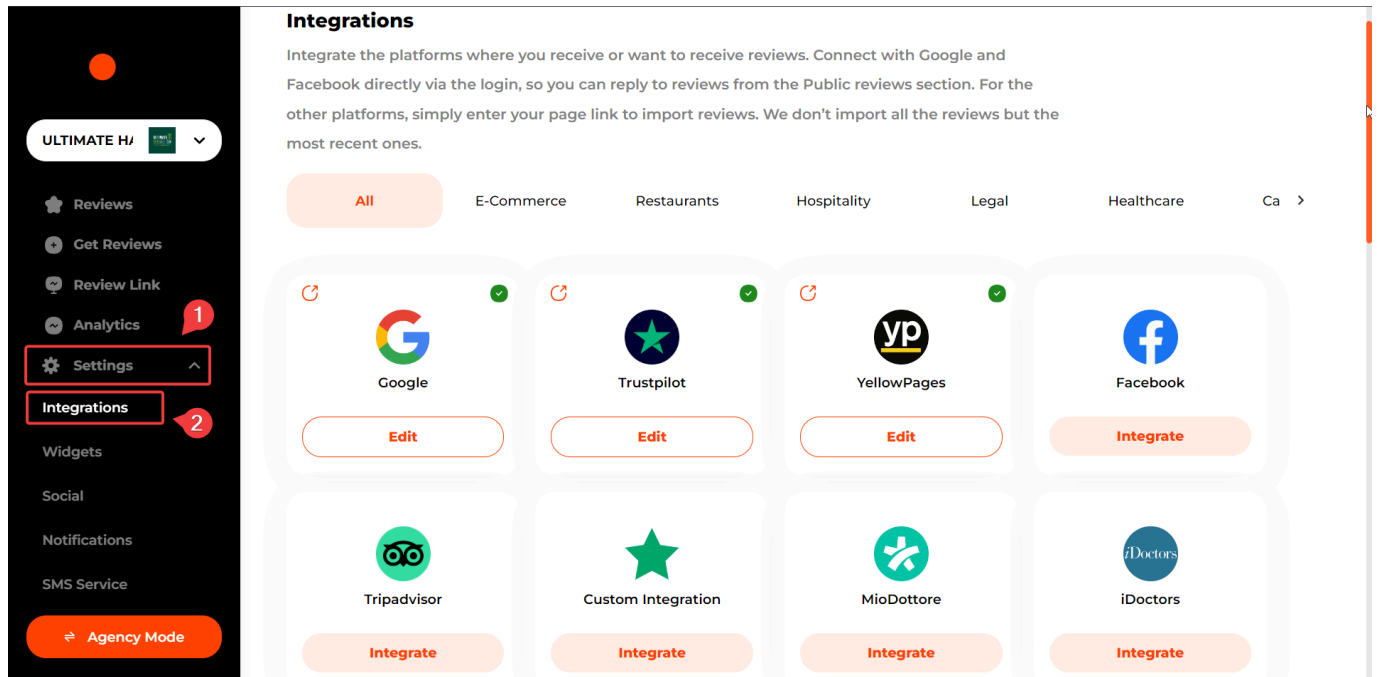
The screenshot displays the 'Account' settings page. On the left is a dark sidebar with navigation options: Reviews, Get Reviews, Review Link, Analytics, Settings, Integrations, Widgets, Social, Notifications, Account, and SMS Service. The main content area is titled 'Account' and includes the instruction 'Change your password to ensure the security of your account.' Below this are three input fields: 'Email' (containing 'oliver.Br84o@dralias.com'), 'New Password', and 'Confirm Password', each with a toggle icon. A 'Choose language' dropdown menu is set to 'US'. At the bottom, a red 'Save' button is highlighted with a red box and a red arrow pointing to it from the right.



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Integrations

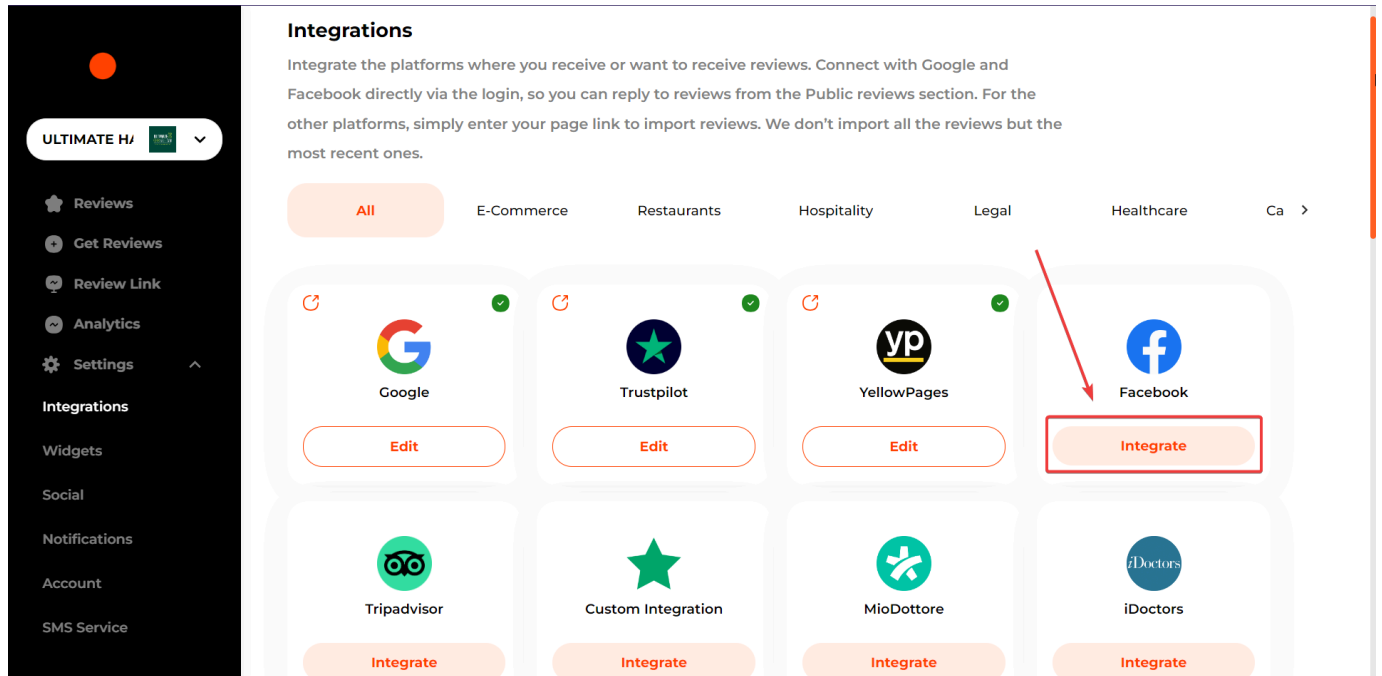
To start integrating review platforms, firstly click **Settings** on the left sidebar. Then click **Integrations**.



You can integrate over twenty different review platforms. To connect your platform, simply click **Integrate** below each platform.

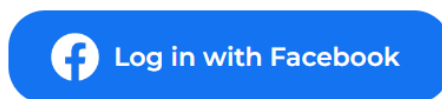
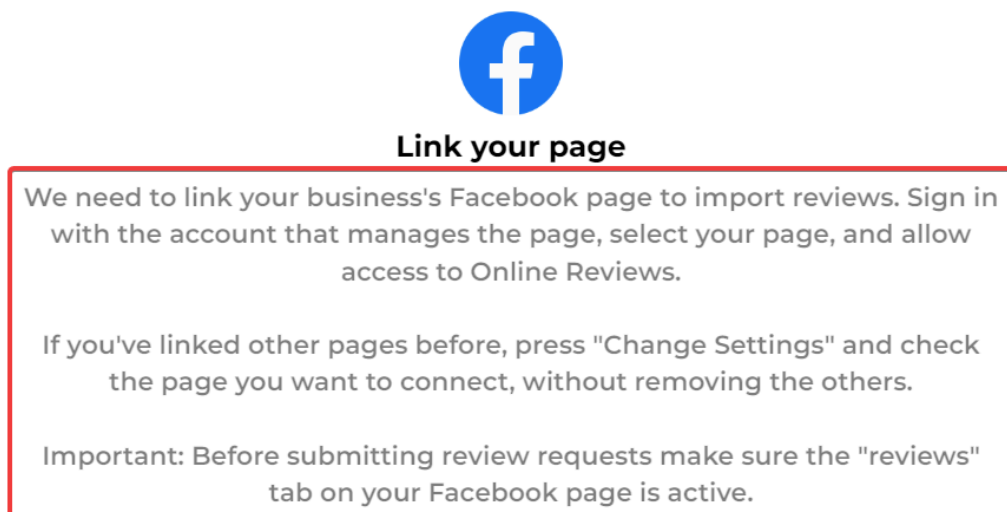


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After hitting the **Integrate** button, you will see on-screen instructions, guiding you through the platform integrating process.

For instance, the following screenshot shows the integration instructions of the Facebook page.



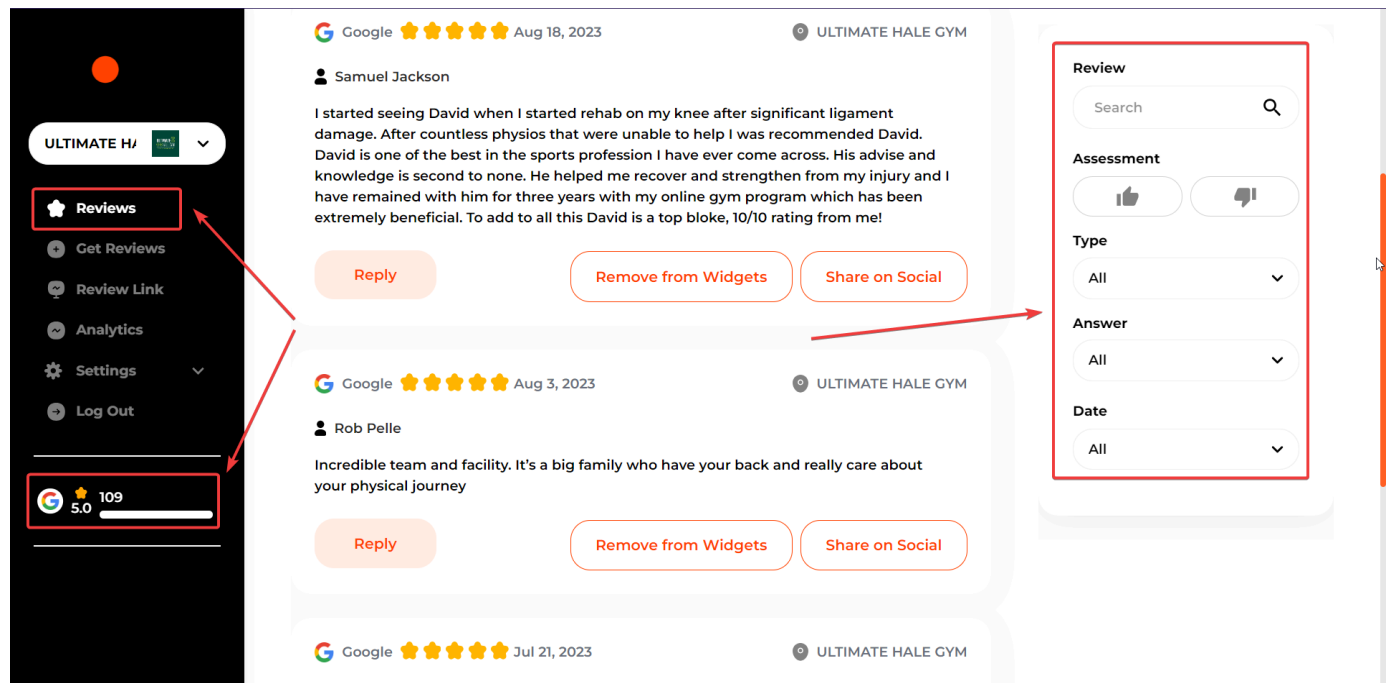
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Reviews

Platform feed automatically updates four times a day with new reviews.

On the left sidebar of **Reviews** section, you will see the list of integrated platforms with rating and number of reviews.

Whereas, on the right sidebar you can search and find reviews with entering keywords, filter reviews by *Assessment*, *Type*, *Answer* and *Date*.



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Reviews Management Platform Quick Start Guide | Page 8

We give you an opportunity to monitor and respond to all reviews right from the platform. To do so, just go ahead and click **Reply** under each review.

The screenshot displays the Reviews Management Platform interface. On the left is a dark sidebar with navigation options: 'Reviews', 'Get Reviews', 'Review Link', 'Analytics', 'Settings', and 'Log Out'. At the bottom of the sidebar, it shows a Google logo, a 5.0 rating, and 109 reviews. The main content area shows a list of reviews for 'ULTIMATE HALE GYM'. The first review is from Samuel Jackson, dated Aug 18, 2023, with a 5-star rating. The review text is: 'I started seeing David when I started rehab on my knee after significant ligament damage. After countless physios that were unable to help I was recommended David. David is one of the best in the sports profession I have ever come across. His advise and knowledge is second to none. He helped me recover and strengthen from my injury and I have remained with him for three years with my online gym program which has been extremely beneficial. To add to all this David is a top bloke, 10/10 rating from me!'. Below the review text are three buttons: 'Reply', 'Remove from Widgets', and 'Share on Social'. A red arrow points to the 'Reply' button. The second review is from Rob Pelle, dated Aug 3, 2023, with a 5-star rating. The review text is: 'Incredible team and facility. It's a big family who have your back and really care about your physical journey'. Below the review text are three buttons: 'Reply', 'Remove from Widgets', and 'Share on Social'. The third review is from Google, dated Jul 21, 2023, with a 5-star rating. On the right side of the interface, there is a 'Review' section with a search bar, an 'Assessment' section with thumbs up and down buttons, and two dropdown menus for 'Type' and 'Date', both set to 'All'.

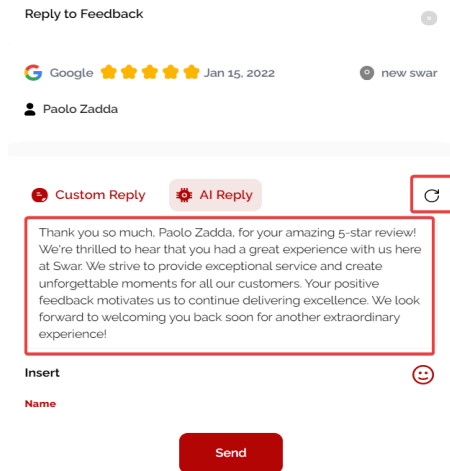


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AI Reply

We use the latest AI technology to generate AI replies for your reviews, which ultimately saves you time. After clicking **Reply** on each review, then simply click - **AI Reply**. The platform automatically generates the reply for your review.

If you want AI to generate a new response, simply click a little “reload” button.



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Review Link

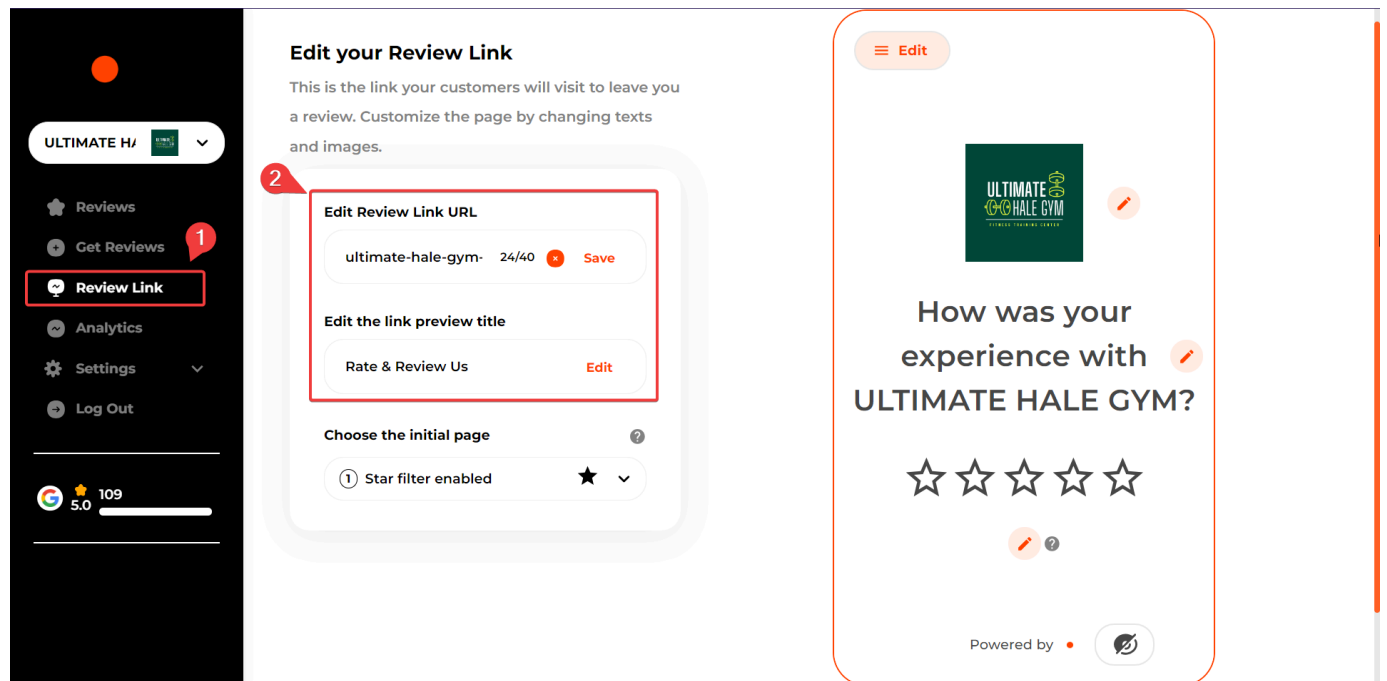
Review Link is the link your customers visit for leaving a review. You can customize the review link by clicking **Review Link** on the left sidebar.

The screenshot displays the 'Review Link' configuration interface. On the left is a dark sidebar with navigation options: 'Reviews', 'Get Reviews', 'Review Link' (highlighted with a red box and arrow), 'Analytics', 'Settings', and 'Log Out'. Below the sidebar, a user profile for 'ULTIMATE HJ' is shown with a 5.0 rating and 109 reviews. The main content area is titled 'Edit your Review Link' and includes a descriptive text: 'This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.' Below this are three sections for editing: 'Edit Review Link URL' with the value 'ultimate-hale-gym' and a 'Save' button; 'Edit the link preview title' with the value 'Rate & Review Us' and an 'Edit' button; and 'Choose the initial page' with a dropdown menu showing '1 Star filter enabled'. To the right is a preview of the review page, which features the 'ULTIMATE HALE GYM' logo, the question 'How was your experience with ULTIMATE HALE GYM?', a five-star rating system, and a 'Powered by' logo at the bottom.



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From **Review Link** you can edit review link URL and link preview title.



Click **Desktop Image** and then, **a little pencil** icon in the top left corner to update the desktop image. Image size - 720 px x 900 px.



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This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.

Edit Review Link URL

ultimate-hale-gym- 24/40 Save

Edit the link preview title

Rate & Review Us Edit

Choose the initial page

1 Star filter enabled ★

How was your experience with **ULTIMATE HALE GYM?**

☆☆☆☆☆

Powered by

Open in browser Desktop image

Edit your Review Link

This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.

Edit Review Link URL

ultimate-hale-gym-XQOx3K 24/40 Save

Edit the link preview title

Rate & Review Us Edit

Choose the initial page

1 Star filter enabled ★

Go Back

On **Platform Choice** section, you can enable or disable platforms you'd like to showcase on the Review Link.



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Once you choose platforms of your choice, make sure to save changes by clicking the green checkmark button.

The screenshot displays the 'Edit your Review Link' interface. On the left is a dark sidebar with navigation options: 'Reviews', 'Get Reviews', 'Review Link', 'Analytics', 'Settings', and 'Log Out'. At the bottom of the sidebar, a Google review snippet is shown with a 5.0 rating and 109 reviews. The main content area is titled 'Edit your Review Link' and includes the following sections:

- Edit Review Link URL:** A text input field containing 'ultimate-hale-gym-XQOx3K' with a '24/40' character count and a 'Save' button.
- Edit the link preview title:** A text input field containing 'Rate & Review Us' with an 'Edit' button.
- Choose the initial page:** A dropdown menu currently set to 'Star filter enabled'.

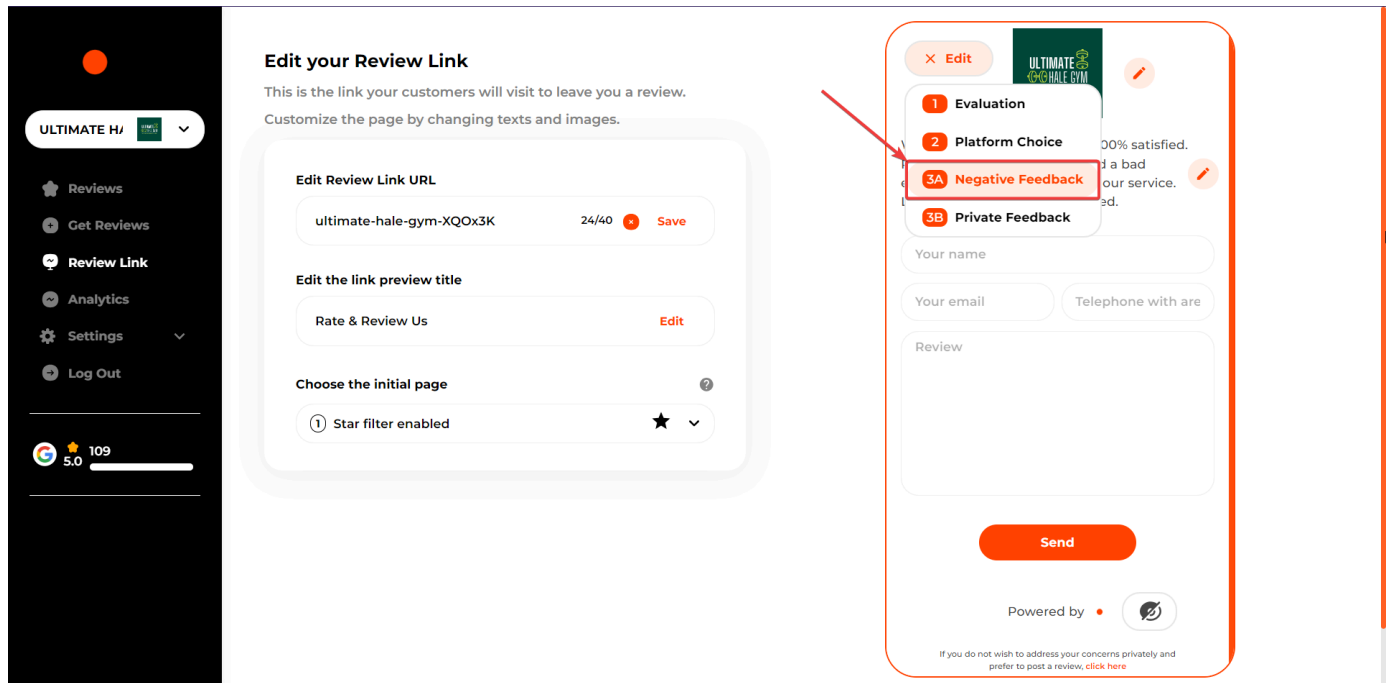
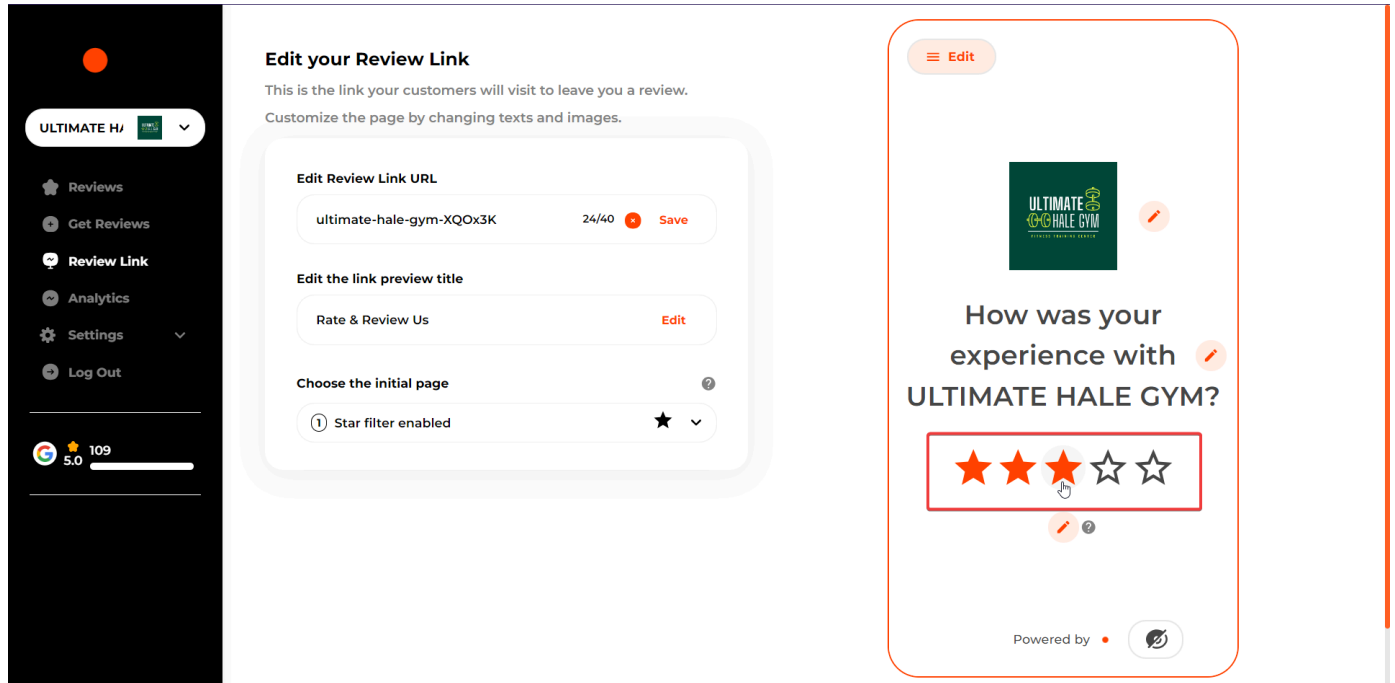
On the right side of the interface, a mobile preview of the review page is shown with several callouts:

- 1:** Points to the 'Edit' button at the top of the preview.
- 2:** Points to the 'Platform Choice' section in the preview.
- 3:** Points to a vertical column of toggle switches for various platforms: Google, Video testimonials, Private Feedback, Trustpilot, and YellowPages.
- 4:** Points to a green checkmark button at the bottom of the preview.



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Negative Feedback section shows the page your customers see when they want to write a 1, 2 or 3-star review. We ask your dissatisfied customer to leave their contact information to follow-up later on, in order to answer their concerns privately.

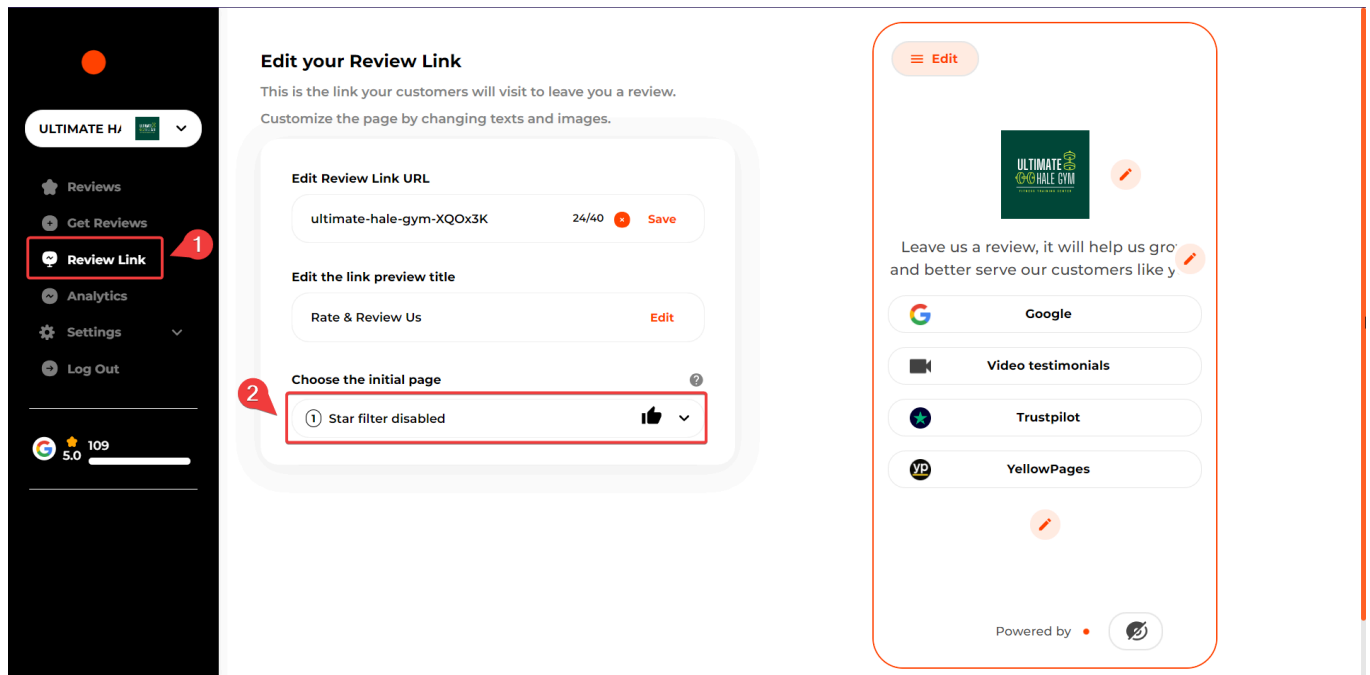


If your customers want to write a 4 or 5-star review, a Negative Feedback page **will not be presented.**

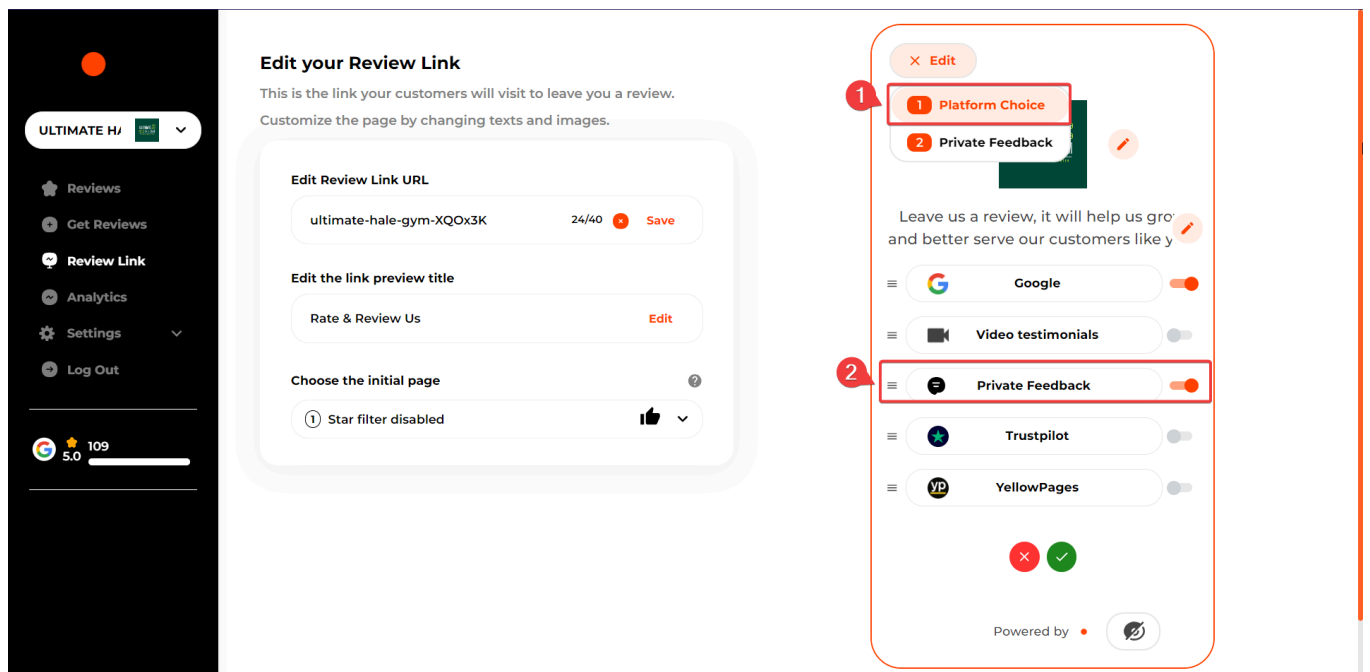


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Showing **Negative Feedback** page / Internalizing negative feedback is optional, and you can disable it by clicking **Review Link** and choose **Star filter disabled**.

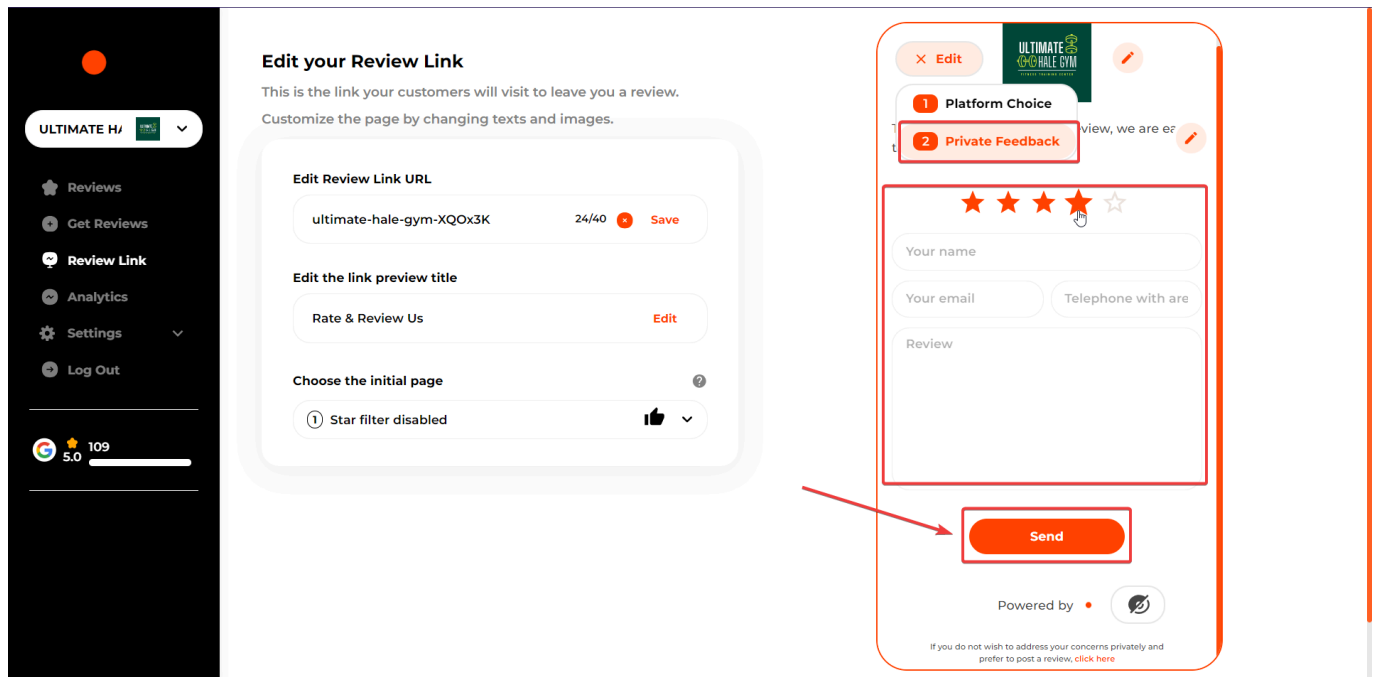


Private Feedback section shows the page your customers see when they want you to leave a private feedback from your review link.



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Customers can leave private feedback/rate their recent experience by choosing 1 to 5 stars, filling out a quick form and then click **Send**.



Request Reviews

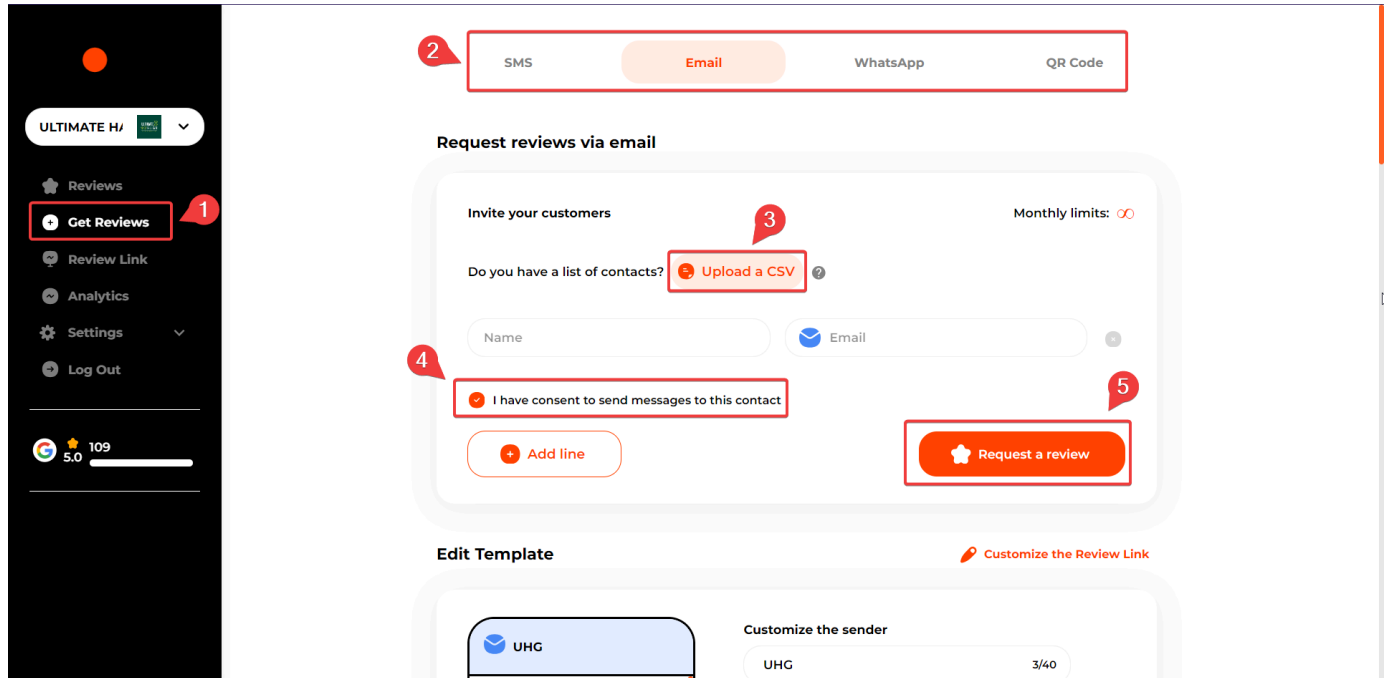
You can request reviews by clicking **Get Reviews** on the left sidebar and start requesting reviews via SMS, Email, WhatsApp and QR Code.

To send review requests, you can Upload a CSV file or invite customers individually by entering Name and Number/Email manually (to add a new customer, click "Add line").

Make sure you have consent to send messages. Check [I have consent to send messages to this contact](#) and then click **Request a review**.



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Once you are in the **Get Reviews** section, just scroll, and you can customize review request templates for SMS, Email and WhatsApp.

You can optionally send an automatic SMS/Email reminder after 3 and/or 7 days if the customer doesn't leave a review on the initial request.

We give you an opportunity to customize SMS/Email reminder templates too.



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ULTIMATE H/

- Reviews
- Get Reviews
- Review Link
- Analytics
- Settings
- Log Out

5.0 109

UHG 3/11

Customize the sender

UHG 3/11

Customize the message

Hi Name,
Thanks for choosing us. We ask you to leave us a review.
Your link

Insert

Company name Name Your link

Save template

Send an automatic SMS reminder every 3 and/or 7 days if the customer did not leave a review.

Trigger reminders after 3 days

Trigger reminders after 7 days

Customize the message

Hi Name,
Thanks for choosing us. We ask you to leave us a review.
Your link

Insert

Company name Name Your link

Save

Customize the message

Hi Name,
Thanks for choosing us. We ask you to leave us a review.
Your link

Insert

Company name Name Your link

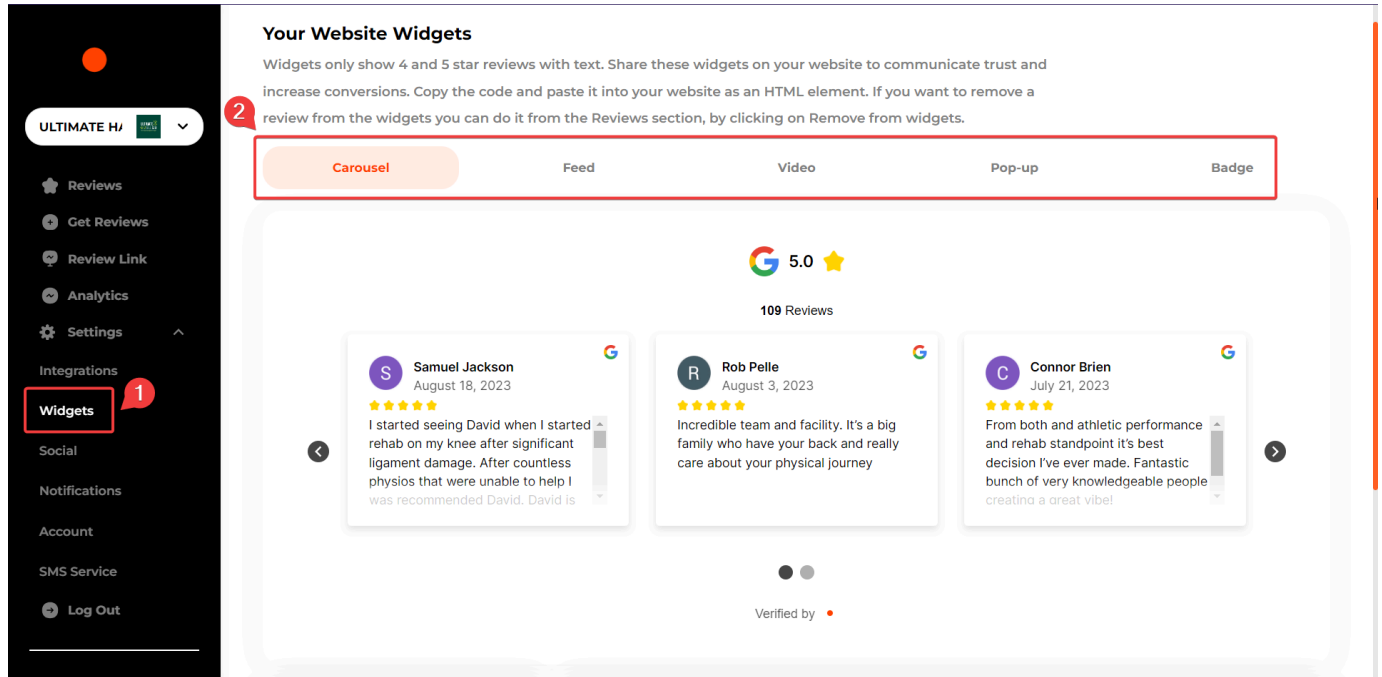
Save



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Website Widgets

We have five types of website widgets (Carousel, Feed, Video, Pop-up, Badge) showcasing 4 and 5-star reviews with text on the customer's website.



You can scroll down and further customize website widgets using different filters: **Remove “Verified By”** on the website widget, **Dark mode**, **Hide scores** of the integrated review platforms, **Hide profile photos** of the reviewers, **Hide “leave a review”** of the website widget.

After choosing your favorite website widget type with customization, simply copy the HTML code and paste it on your website.



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The screenshot displays the 'Reviews' section of the platform. On the left is a dark sidebar with navigation options: Reviews, Get Reviews, Review Link, Analytics, Settings, Integrations, Widgets (highlighted with a red box), Social, Notifications, Account, SMS Service, and Log Out. The main content area shows '109 Reviews' with three review cards. Each card includes a profile picture, name, date, star rating, and text. Below the reviews is a 'Verified by' indicator. At the bottom, there are two panels: 'Filters' with toggle switches for 'Remove "Verified by"', 'Dark mode', 'Hide scores', 'Hide profile photos', and 'Hide "Leave a review"' (which is turned on); and 'HTML Code' with a text area containing a script snippet and a 'Copy' button.

Social Sharing

With the social sharing feature, you can connect your Facebook/Instagram accounts and customize the post template.

This screenshot shows the 'Social' configuration screen. The sidebar on the left has 'Social' highlighted with a red box and a notification bubble containing the number '1'. The main area is titled 'Share reviews on Social Media' and includes instructions to connect accounts. Below this are two buttons: 'Connect' for Facebook and 'Show more' for Instagram, both highlighted with a red box and a notification bubble containing the number '2'. Further down, there are two configuration sections: 'Brand color' with a color picker set to #ff4400 and an 'Edit' button; and 'Background color' with a color picker set to #48484829 and an 'Edit' button. At the bottom, there is a 'Text of the post' field. On the right, a preview of an Instagram post is shown, featuring the 'ULTIMATE HALE GYM' profile picture and a placeholder for the review text: 'Here will be'.



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Reviews Management Platform Quick Start Guide | Page 21

Now go ahead and start sharing reviews by clicking **Share on Social** under each review.

The screenshot displays the Reviews Management Platform interface. On the left is a dark sidebar with a navigation menu. The main content area shows a list of reviews for 'ULTIMATE HALE GYM'. Each review includes the reviewer's name, a 5-star rating, the date, and the review text. Below each review are three buttons: 'Reply', 'Remove from Widgets', and 'Share on Social'. A red box highlights the 'Share on Social' button in the first review, and a red circle with the number '2' is next to it. The sidebar menu includes 'Reviews' (highlighted with a red box and a red circle with the number '1'), 'Get Reviews', 'Review Link', 'Analytics', 'Settings', and 'Log Out'. At the bottom of the sidebar, there is a Google logo, a 5.0 star rating, and a count of 109 reviews. On the right side of the main content area, there is a filter panel with sections for 'Review' (Search), 'Assessment' (Thumbs up/down), 'Type' (All), 'Answer' (All), and 'Date' (All).



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Analytics

The Analytics section enables you the opportunity to visualize your growth with charts, populated with data that's updated once a day.

Analytics section shows Number of **New Public Reviews**; **Reviews Growth** chart, representing the number of reviews over time; **Average Rating Growth** representing the average of the reviews over time, which have been normalized on a scale from 1 to 5.

Reviews Funnel consists of:

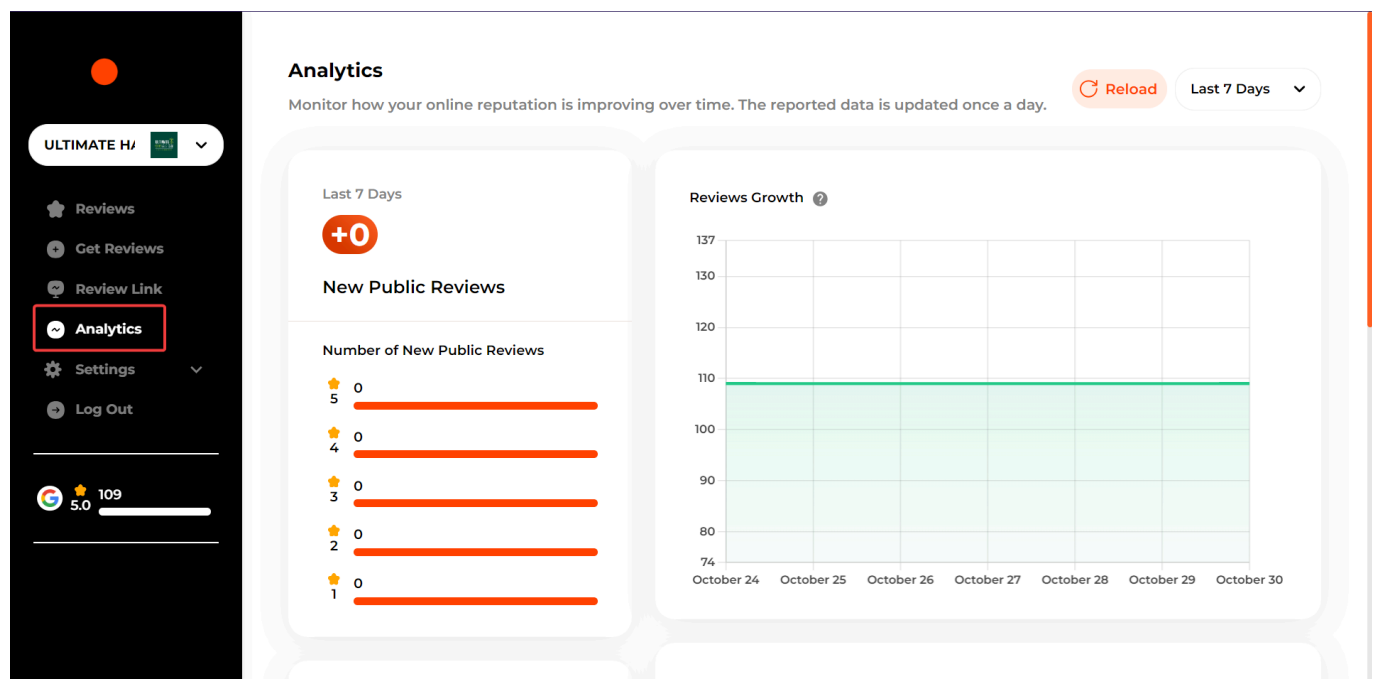
Invites Sent: Total number of email, SMS and WhatsApp campaigns sent in the selected time frame.

Total Visits: The total number of visits to your Review Link in the selected time frame.

QR Code Visits: the total number of visits to the Review Link deriving from the QR code in the selected time frame.

New Public Reviews: reviews on public platforms (e.g. Google) in the selected time frame. Video reviews and private reviews are excluded.

Negative Feedbacks: private reviews resulting from negative customer experiences in the selected time frame.



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Notifications

To receive email notifications for new reviews, please go to **Settings**, then click **Notifications**.

Make sure **Notifications** toggle is on. Then go ahead and enter your email in the following fields: *Email for notifications* and *Email for replies to review requests*.

Reviews

- Get Reviews
- Review Link
- Analytics 1
- Settings** ^
- Integrations
- Widgets
- Social 2
- Notifications**
- Account
- SMS Service
- Log Out

Email notifications and replies

Get notified whenever you receive a new review on the integrated platforms, a negative feedback or a video testimonial. Edit the email your clients will reply to when receiving review requests.

Notifications 3

Email for notifications 4 Edit

Replies

Email for replies to review requests 5 Edit

109
5.0



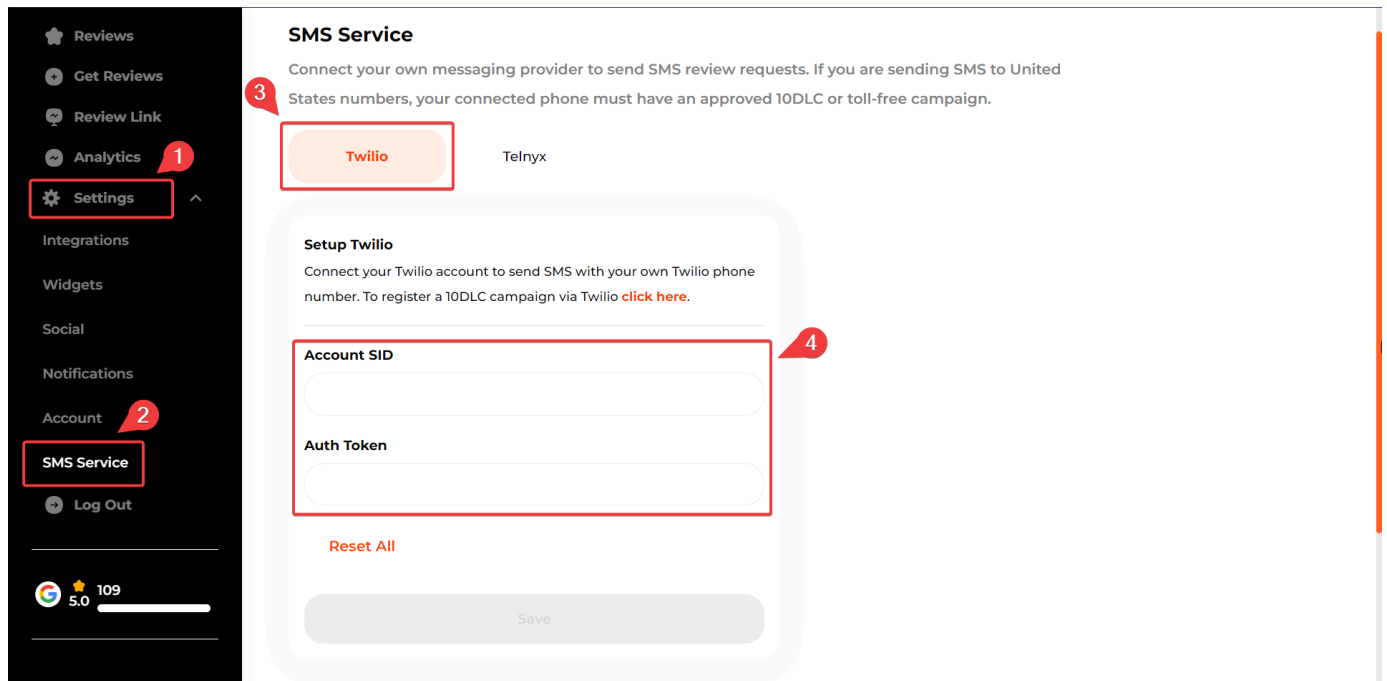
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SMS Service

SMS Service enables you to connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.

To access SMS service, click **Settings** → **SMS Service**

Set up Twilio by entering **Account SID** and **Auth Token**. Once you're done, click **Save** to save changes.



You can also set up Telnyx by entering the Api Key and click **Save**.



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SMS Service

Connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.

Twilio **Telnix** ³

Setup Telnix

Connect your Telnix account to send SMS with your own Twilio phone number. To register a 10DLC campaign via Telnix [click here](#).

Api Key ⁴

[Reset All](#)

Save



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