

Review Requests

Fully Managed Solution: Requires Customer Voice

Our talented team will help your business request reviews from your customer list. Working with us, you can submit your lists up to 4 times a month to request reviews for through Customer Voice.

What to Expect Next!



Schedule onboard

Our team will send you an **email scheduling an onboarding call**.



Onboarding call

Onboarding Call: Our team will conduct an **onboarding call** with you, to gather additional information needed to complete the setup.

- Choice of “My Preferred” vs. “My Listings” workflows.
- Discuss desired color scheme, logo, messaging, etc. for review request templates.
- Set either weekly or monthly uploads with customer supplied information.



“My Preferred” vs. “My Listings”

“My Preferred” vs. “My Listings”: “My Preferred” allows your business to choose up to **3 sites** a person would be directed to if they were to leave a review. “My Listings” allows the business to solicit reviews for their own listing site, instead of external ones.



Customize templates

Review Request Templates: During your onboarding, we will work with you to create the review request template that will be sent to the customers on your weekly/monthly uploaded lists. The template can be **customized** with your business logo, color themes, and wording for your request.



Set frequency of uploads

Set Weekly or Monthly Uploads

Once you decide on weekly or monthly uploads of your self-generated customer email lists, you will need to either upload or send us **.CSV files** with the information. The .CSV file is much like a spreadsheet, and can be exported from spreadsheet programs. The file must have **3 headings**: first name, last name, and email address. Don't worry if this is confusing, we'll happily walk you through it.

Notes:

- You will be provided with a monthly report on how this service is performing.
- You can upload or email us as many lists as you like; they will be put in queue until the next scheduled bulk request is sent out.
- You can change Review Request email templates, workflow (My Preferred and My Listings), and choices of preferred sites at any time.