

Experience

User Guide

 Reputation
2024

Table of Contents

- I. [Experience Overview](#).....3
 - a. [Experience Insights](#)
 - b. [Summary Tab](#)
 - c. [Insights by Location Tab](#)
 - d. [Insights by Category Tab](#)
 - e. [Trends Tab](#)
 - f. [Drill Down Into Categories](#)
- II. [Experience Explorer](#).....15
 - a. [Top Line Filters](#)
 - b. [Tornado Chart](#)
 - c. [Drill Down Into Charts](#)
 - d. [Explorer Options](#)
 - e. [Case Studies](#)
- III. [Premium Paid Services](#).....22
- IV. [Additional Resources](#).....23

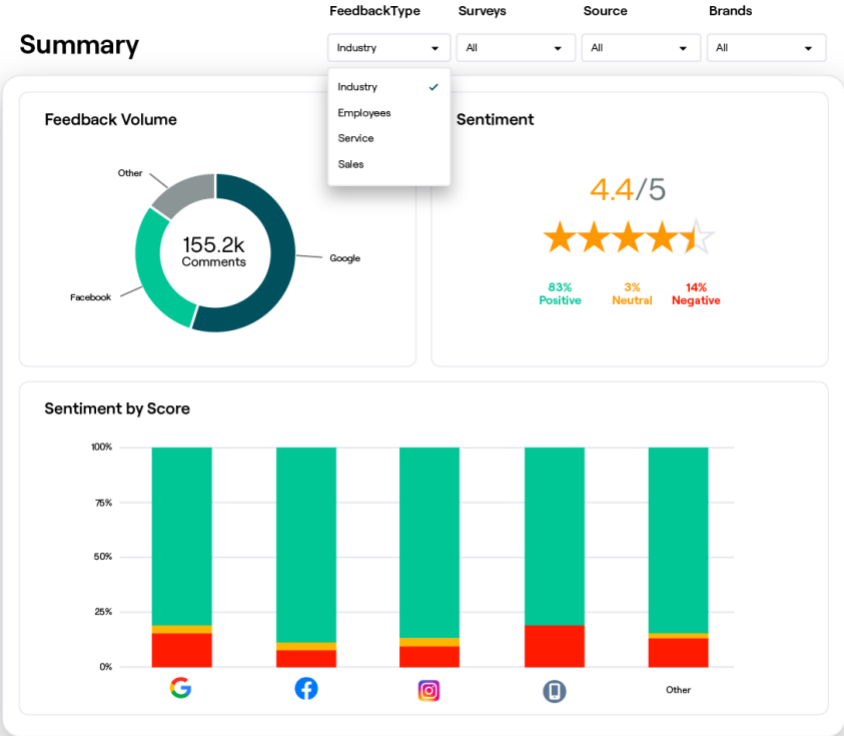
Experience Overview

Pinpoint and address emerging issues and weaknesses before they impact your reputation.

The **Experience** tab provides insightful Sentiment Analysis tools offering a visual snapshot of common words, categories, and themes that appear in customer feedback across the web and gathered from first-party surveys. Instantly identify strengths or weaknesses at a corporate level or by location and know where to focus your efforts.

Experience Insights

The Insights tab groups review and survey feedback into categories using text analytics to provide insights into what your business is doing well and what areas need improvement.



Summary Tab

See a summary of your feedback being analyzed, including a breakout of where the feedback is coming from, total comments included, and overall sentiment. View sentiment by source to identify which feedback source requires your attention first.

Option	Description																				
Feedback Volume	Proportional volume of top five review sources. Hover your mouse over a source to view the percentage of total.																				
Sentiment	<p>Average star rating from feedback and surveys (with a rating question included). Percentage of sentiment is broken into Positive, Neutral, and Negative.</p> <div data-bbox="412 760 1416 1180"><table border="1"><caption>Sentiment by Source</caption><thead><tr><th>Source</th><th>Positive (%)</th><th>Neutral (%)</th><th>Negative (%)</th></tr></thead><tbody><tr><td>Google</td><td>~90</td><td>~5</td><td>~5</td></tr><tr><td>Survey</td><td>~65</td><td>~10</td><td>~25</td></tr><tr><td>BBB</td><td>0</td><td>0</td><td>100</td></tr><tr><td>Facebook</td><td>~45</td><td>~5</td><td>~50</td></tr></tbody></table></div> <p>Adjust the top line filters under Source to view feedback by source. To view Industry (customer) sentiment feedback versus Employee feedback, adjust the filter for Feedback Type.</p>	Source	Positive (%)	Neutral (%)	Negative (%)	Google	~90	~5	~5	Survey	~65	~10	~25	BBB	0	0	100	Facebook	~45	~5	~50
Source	Positive (%)	Neutral (%)	Negative (%)																		
Google	~90	~5	~5																		
Survey	~65	~10	~25																		
BBB	0	0	100																		
Facebook	~45	~5	~50																		
Sentiment by Source	<p>View trends in sentiment by feedback source, broken down by positives (green bars), neutrals (yellow bars), negatives (red bars), and sources with no rating (gray bars). Consider using this chart to compare feedback from surveys against third-party review sources to better understand the questions you should be asking in your surveys to gauge accurate sentiment.</p> <p>You may also use it as a control mechanism against “gaming” the system whenever incentives are offered with first-party feedback (surveys).</p>																				

Insights by Location Tab

View insights broken out by location, including sentiment by location, top performing locations and their drivers of improvement, and locations that need attention along with their drivers of decline.

The Insights by Location tab is available if you've selected two or more locations in the filters. If you do not have more than one location set up or your user only has access to one location, the Insights by Location tab will not show up in your dashboard.

Sentiment by Location

View how groups of locations impact the business's overall star rating. For example, if you select State in the Group By filter, you can estimate the influence each state and its corresponding locations has on the overall star rating for the business.

Rank	Location	Rating	Rating Change	Feedback Volume
1	BDP - Lakeside People Skills Staff Doctor Competence	4.9 /5	▲0.1	107
2	BDP - Mesa People Skills Staff Doctor Competence	4.2 /5	▼0.3	64
3	BDP - Uptown People Skills Staff Affordability / Value	4.0 /5	▼0.1	173
4	BDP - East Mesa People Skills Staff Transparency	3.2 /5	▼0.9	35

Column	Description
Rank	The selected grouping ranked first according to the sorted column. The default is sorted by the grouping with the highest average rating.
Group by Choice	The name of the grouping selected in the Group By filter and top 3 categories that contribute most to the impact score (see below). Click on a category to view details by time or view customer quotes and a word cloud related to the selected category for that group of locations.
Rating	The average rating of reviews and surveys for the selected group of locations and time period, color-coded according to sentiment.
Rating Change	The rating change (in tenths of a point/star) of the group of location's rating in the previous comparable time period.
Feedback Volume	The volume of reviews and survey submissions for the grouping.
Impact	<p>The influence a group of locations has on the overall average star rating, measured in hundredths of a point/star. "Low" indicates impact with a value between -0.01 and 0.01.</p> <p>Impact is calculated relative to industry baselines. For example, if the industry baseline is 3.5, and a single 4-star review has two positive categories associated with it, each of those categories have a +.25 impact on the rating $(4.0 - 3.5 = .5) / 2$.</p>

Note: Impact is not displayed when Group By is set to Location as impact from a single location is typically not significant.

Sentiment by Location Group by: State ▼ Hide locations with fewer than 10 comments ▼

Rank	State	Rating	Rating Change	Feedback Volume	Impact
1	<p style="margin: 0;">AZ</p> <div style="display: flex; gap: 5px; margin-top: 5px;"> People Skills Staff </div> <div style="margin-top: 5px;"> Transparency </div>	<p style="margin: 0;">4.5 /5</p> <div style="width: 100px; height: 10px; background: linear-gradient(to right, #dc3545, #28a745); margin: 0 auto;"></div>	<p style="margin: 0;">▼0.1</p>	<p style="margin: 0;">1,755</p>	<div style="background-color: #28a745; color: white; border-radius: 15px; padding: 5px 10px; display: inline-block; font-weight: bold;">☆ +0.72</div>

Big Movers – Kudos

Lists Locations with the most rating change (positive) within the given time period. Features the categories that contributed most to the improvement. Filter out locations with fewer comments for more meaningful insights. Click on an individual location or the categories to dive deeper into the data, understand rationale behind the received feedback by viewing details by time or customer quotes, and drive actionable change.

Big Movers						Hide locations with fewer than 10 comments
Kudos						
Highest average rating improvement from Oct 03, 2020 - Oct 02, 2021 to Oct 03, 2021 - Oct 02, 2022						
Rank	Location	Feedback Volume	Rating	Rating Change	Drivers of Improvement	
1	BDP - Sun City	172	4.8 /5	▲0.2	Wait Time Staff Transparency	
2	BDP - Green Valley	38	4.5 /5	▲0.1	Staff Transparency Wait Time	
3	BDP - Lakeside	107	4.9 /5	▲0.1	Staff People Skills Doctor Competence	

Big Movers – Needs Attention

Lists locations with the most rating change (negative) within the given time period. Features the categories that contributed most to the decline. Filter out locations with fewer comments for more meaningful insights. Click on a category to view details by time or view customer quotes and a word cloud related to the selected category for that location.

Needs Attention					
Highest rating decline from Oct 03, 2020 - Oct 02, 2021 to Oct 03, 2021 - Oct 02, 2022					
Rank	Location	Feedback Volume	Rating	Rating Change	Drivers of Decline
1	BDP - East Mesa	35	3.2 /5	▼0.9	Staff People Skills Affordability / Value
2	BDP - Mesa	64	4.2 /5	▼0.4	People Skills Staff Transparency
3	BDP - Phoenix	215	4.3 /5	▼0.2	People Skills Wait Time Staff

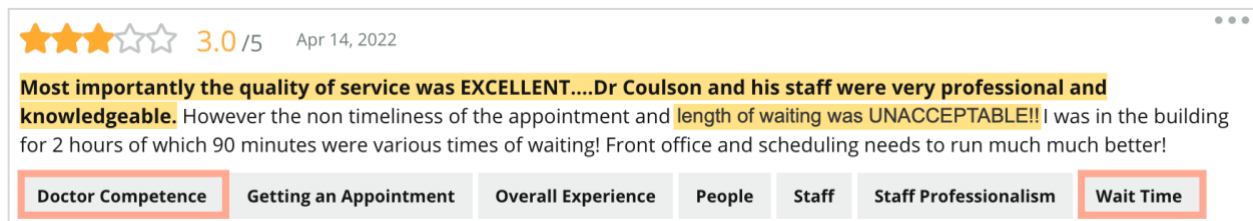
Insights by Category Tab

View insights broken out by category, including strengths and weaknesses with the most impact on the average star rating, an interactive sentiment map, and sentiment broken out by category.

Customer comments within reviews and surveys are transformed into text analytic categories. These categories are grouped within the domains that are customized for your account (e.g., Staff, Transaction, Satisfaction, Experience, etc.). Filter between Industry and Employee feedback type to gauge customer versus employee sentiment.

Categories are then measured by category sentiment, which is a more precise measure of customer satisfaction than a 1-5-star rating. Applied to all legends or charts that show category sentiment, our algorithm breaks down the review content into categories that are scored separately (e.g., a customer gives 4 stars on a review that raves about the polite doctor but complains about parking).

For example, the below image shows a positive comment regarding doctor competence, but also includes a negative comment on wait time.



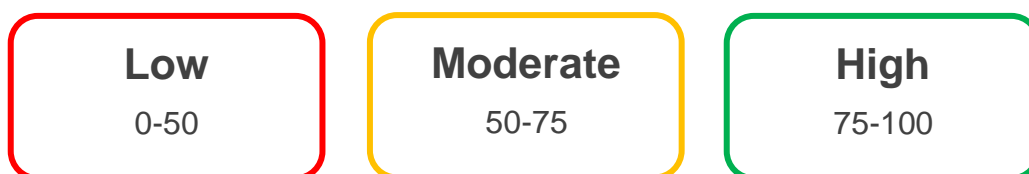
The algorithm may score 100 to sentiment in “Staff” (positive) and 0 to sentiment in “Parking” (negative). After all sentences are given a score (0 negative, 50 neutral, 100 positive), each category score is added and divided by the total number of mentions for that category.

Example: 15 total mentions for Parking

$$\begin{aligned}
 5 \text{ are negative} &= (0 \times 5) = 0 \\
 8 \text{ are positive} &= (8 \times 100) = 800 \\
 2 \text{ are neutral} &= (2 \times 50) = 100 \\
 0 + 800 + 100 &= 900 \\
 900 / 15 &= 60
 \end{aligned}$$

The Parking category sentiment equals 60.

Rely on the industry average to determine whether each category sentiment score is ideal (above or below industry average). Generally, the sentiment score breakdown is as follows:



Strengths & Weaknesses Relative to Industry:

Strengths and Weaknesses provides a list of categories that impact your star rating the most. Strengths are those categories that pull your star rating up the most, and weaknesses are those which drag your star rating down the most.

Note: Not sure which industry your business is listed as? Refer to your Admin settings within the Reputation platform and click General Settings. Industry is listed under Company Information.


Item	Description
Category Sentiment	<p>Categories that have the highest average rating for the feedback with that tag. (The average rating is not displayed but calculated on the back end.) See above for how category sentiment is calculated.</p> <p>The grey dot on the bar is the industry average for that category to give you a sense of how you're doing compared to similar categories.</p>
Mentions	<p>Total number of times that category is present in reviews and surveys for the given filters.</p>
Impact	<p>A conservative estimate of influence of that category over the average star rating. Because the categories in Strengths and Weaknesses are sorted by impact in descending order, focus on these categories first, especially the weaknesses. Addressing the related consumer issues is likely to have the highest impact on the average star rating.</p> <p>Impact is tailored to each industry. (Calculates an average star rating for each industry and estimates the impact of each category by comparing it to the industry average.) "Low" impact indicates that the potential impact of a category is less than 1/100th of a star.</p>
Quotes	<p>Sample phrases about that topic extracted from reviews or surveys. The comments selected represent those that the algorithm can identify as most positive or negative and that are most recent in that category.</p> <p>If no quotes are shown, the platform doesn't have the phrase or confidence level to display them. To see all quotes, go to the Sentiment Map and drill-down into that category's tile by Customer Quotes.</p>

Strengths


Lists sentiment, feedback volume, impact, and a sample of up to six customer quotes for each category. See above for definitions of each item.

Strengths
Categories with the highest positive impact on the average star rating

People Skills ⓘ

Category Sentiment  89

Mentions ⓘ 793 Reviews and Surveys

Impact  +0.23


- Dr. Olsen was professional, understanding.
- BDP eye center, was very caring, test were done, and explained to me, very thorough.
- Everyone here was so polite and helpful and kind.
- Why are you spell it was very nice I would rate at 100% all the people that check my eyes are very friendly and knowledgeable and the eye doctor was the same friendly and knowledgeable and very very kind .
- The staff was very nice and thorough.

Weaknesses


Lists sentiment, feedback volume, impact, and a sample of up to six customer quotes for each category. See above for definitions of each item.

Weaknesses
Categories with the highest negative impact on the average star rating

Affordability / Value ⓘ

Category Sentiment  40

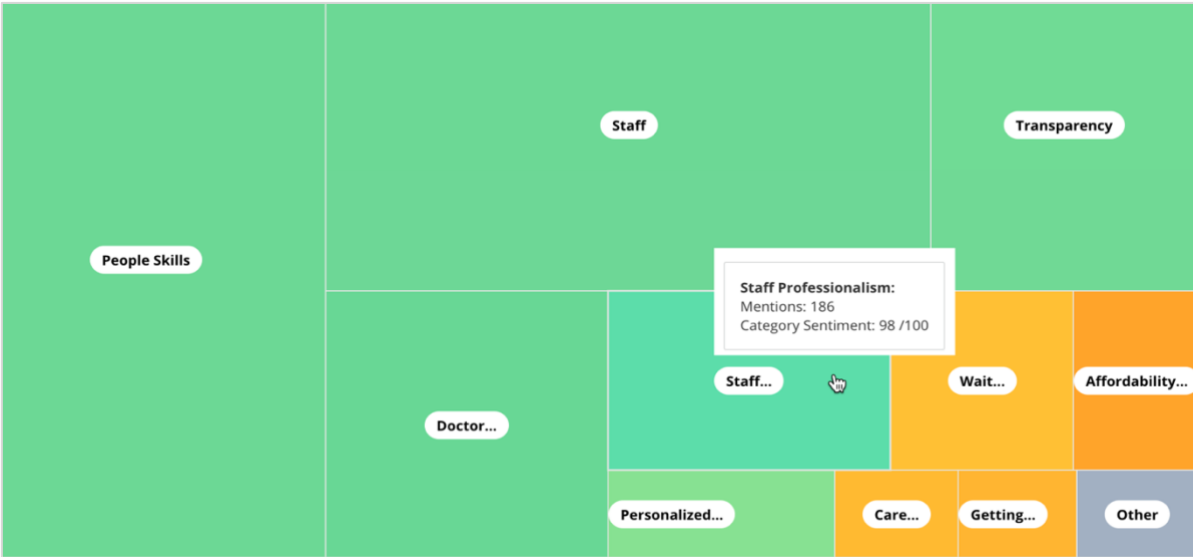
Mentions ⓘ 81 Reviews and Surveys

Impact  -0.06

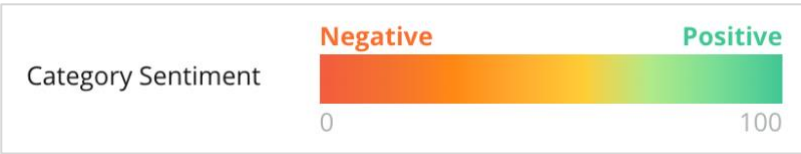
- It should not require my prompt to request the refund for the Care Plus package of \$595.00 in addition to the insurance coverage.
- Paid \$50 plus the \$5 CO pay.
- I paid my deductible, but I didn't want to pay extra for my prescription, they want to charge me extra \$50 for that.
- Turns out those prices expire but they don't tell you that until it's too late.
- Had cataract surgery also and they say I owe them no money, but sent \$153 dollars to collections.

Sentiment Map

The size of the box in the map indicates the volume of reviews/surveys associated with the category. Hover over a box to see the review/survey volume in that category as well as the category sentiment score out of 100 points. The “Other” box represents categories that may show up in fewer than 1% of reviews and surveys.



Coloring represents the category sentiment rating of phrases within reviews and/or surveys tagged with that category. Each review can have a positive (100), a negative (0), or a neutral (50) category sentiment.



Sentiment By Category

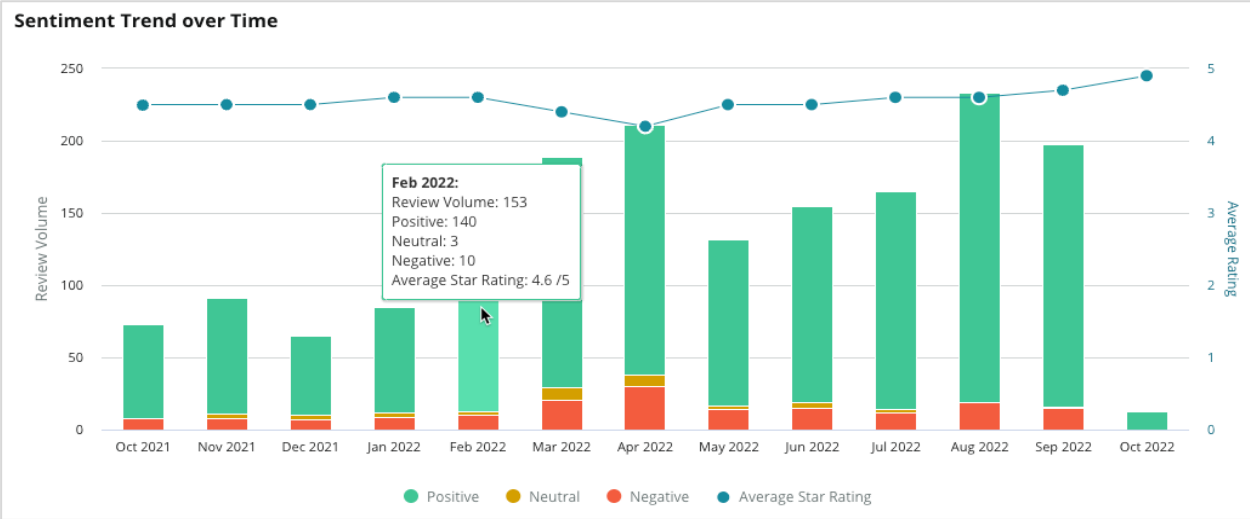
Shows all categories sorted by the highest volume of mentions in reviews and surveys. View by average star rating (1-5) and compare previous and current time periods by category sentiment (0 to 100).

Category Name	Mentions	Average Rating	Category Sentiment				
	Current Period	Current Period	Current Period Average	Change From Prev. Period	Prev. Period Trend	Current Period Trend	Current Period Breakdown
People Skills	793	4.6 / 5	89 / 100	-4 / 100	[Trend Line]	[Trend Line]	[0-900 Breakdown]
Staff	736	4.5 / 5	89 / 100	-3 / 100	[Trend Line]	[Trend Line]	[0-900 Breakdown]
Transparency	323	4.6 / 5	88 / 100	-1 / 100	[Trend Line]	[Trend Line]	[0-900 Breakdown]

Column	Description
Category Name	Name of the topic for related category(ies) associated with the review and/or survey comments. Each review/survey may have multiple category tags applied (e.g., "Staff" may have mentions related to "Staff Professionalism" and "People").
Mentions–Current Period	This is the total number of reviews and/or surveys with this specific category tag. Each review/survey may have multiple category tags, so this number may not correspond 1:1 with total volume of reviews and/or surveys received during the time period.
Average Rating–Current Period	The average star rating (1-5 scale) of reviews and/or surveys that include this category.
Category Sentiment	Refer to Page 8 above for further explanation of Category Sentiment.
Current Period Average	The average category sentiment for the current time period.
Change from Previous Period	The category sentiment change compared to the previous time period.
Previous Period Trend	The category sentiment trend from the previous time period's reviews that include this category. The dotted line represents 50.
Current Period Trend	The category sentiment trend from the current time period's reviews that include this category. The dotted line represents 50.
Current Period Breakdown	The total volume of reviews that include this category, broken down by positive (green), negative (red), and neutral (yellow).

Trends Tab

View trends over time broken down by customer sentiment and your customized categories. The Sentiment Trend Over Time graph shows positive data (green bars), neutral (yellow bars), and negative (red bars). Hover over the different bars to view additional statistics.



Analyze trends by category for volume of customer feedback, volume change between the previous and current periods of time, and sentiment change. Click into each category to view data by location, time, and customer quotes.

Trending Categories Sentiment: All Current period vs Previous period Hide locations with fewer than 10 commen...

Categories with the most volume change from Oct 06, 2020 - Oct 05, 2021 to Oct 06, 2021 - Oct 05, 2022

Rank	Category	Previous Period Volume	Current Period Volume	Volume Change	Sentiment Change
1	Staff	665	742	77	↓ -3
2	People Skills	732	792	60	↓ -3
3	People	669	669	55	⇌ 0
4	Doctor Competence	228	281	53	↓ -4

View by Location
View by Time
View Customer Quotes

Drill Down Into Categories

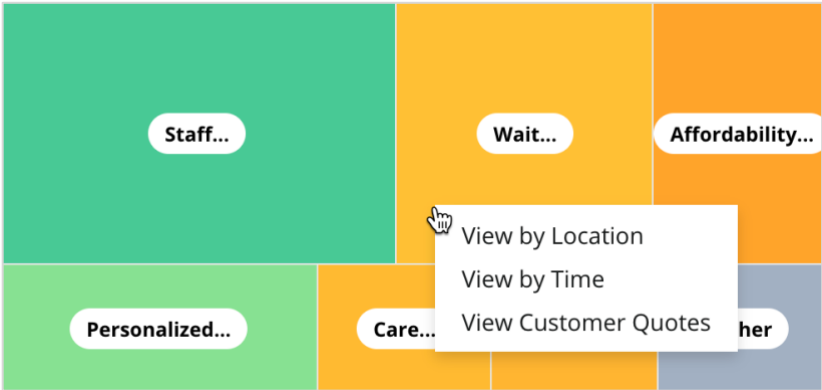
In terms of impact, both the volume of feedback category and the rating are important.

Note: The average star rating from the Summary tab, which represents the average for all locations selected. Let’s say it’s 4.0. Even if an individual category has a large review volume but is also rated equivalent to a 4.0, the impact of that category won’t be as high compared to a category with the same review volume but with a rating that differs from the average.

Each graphic or chart included in the Insights by Category tab provides a great overview of customer sentiment and feedback. Dive deeper into the full comments for richer analysis of customer feedback.

To view drill-down data:

1. Click inside a category from the Sentiment Map, Sentiment by Location, or Big Movers section to drill down. Choose View by Location, View by Time, or View Customer Quotes.



2. Within the pop-up window, click on a chart element to reveal a Word Cloud and related comments.
3. From within the Quote section of the table, click to see the full review or survey quote from which the comment was selected.

Word Cloud for Wait Time

almost 2 month counselor conversation
 pain main everybody paper work
 pleasant early excessive center
 clock dr kershner problem door
 friendly service right elderly chance
 eight min efficient people apt
 information southwestern open
 service patient manager
 step bdpec provide check call
 arrive explain eye kind
 timely worth 1.5 star kim
 busy rude appointment
 result issue

Sample quotes for Wait Time

This customer feedback relates to overall time a customer has to wait to receive attention.

All Sentiments ▾

Date	Rating	Category Sentiment	Source	Location	Quote
Sep 9, 2022	1	Negative	Google	BDP - Tucson	Yesterday I waited 25 minutes on hold, then left View Review
Jul 13, 2022	1	Negative	Google	BDP - Surprise	Not only did I have to wait 45 min after my View Review

Experience Explorer

Compare your business to the industry across the categories that matter most.

The Explorer tab allows you to monitor and analyze business performance, identify customer feedback trends and patterns, and make informed operational improvements using visual industry comparisons and word cloud representations of common review and survey phrases.

Explorer includes only reviews and surveys with comments that carry meaningful feedback. The results exclude blank reviews or surveys (i.e., no comments) as well as comments that are too short or generic.

Top Line Filters



Top line filters affect the data shown on the tab. You can also filter by Feedback Type (Industry or Employees) and by Surveys (All or check individual surveys to include).

STATE	CITY	LOCATION	ZONE
All	All	All	All
BRAND	SOURCE	DATE RANGE	
All	All	Last year	
▲ Hide Filters ↻ Reset Filters			
Industry			
FEEDBACK TYPE	SURVEYS		
Industry	All		

Tornado Chart

Click the checkmark to Compare to Industry to show Share of Voice data.

Domain	Mentions ⓘ	Share of Voice	Avg. Rating	<input checked="" type="checkbox"/> Compare to Industry
Expand All	Collapse All	Negative Positive	Volume	Negative Positive
All	524 4,325		4.5 /5	

Column	Description
Domain	Customer comments within reviews and surveys are transformed into text analytic categories. These categories are grouped within the domains that are customized for your account based on industry. Expand each domain to view results broken out by the categories that make up each domain.
Mentions	The number of mentions is equal to the number of comments that include this category. A category is counted only once for a comment, even if there are multiple phrases in that comment that talk about that category.
Share of Voice	Requires the Compare to Industry box to be checked. Represents your volume of feedback per category compared to the industry.
Average Rating	The average of all star ratings from the reviews and surveys tagged per category. Rating scale is 1-5 up to one decimal point.
Compare to Industry	<p>Check this box to apply a hashed bar overlay that identifies results per category across your industry. For Example:</p> <p>If the solid green bar is longer than the hashed bar, your business is surpassing the industry in that category.</p>  <p>If the solid red bar is longer than the hashed bar, your business needs improvement in this category compared to the industry.</p> 

Drill Down Into Charts

Click into any domain or category in the Tornado chart to further explore the feedback fueling that topic. Toggle between three charts, where available.

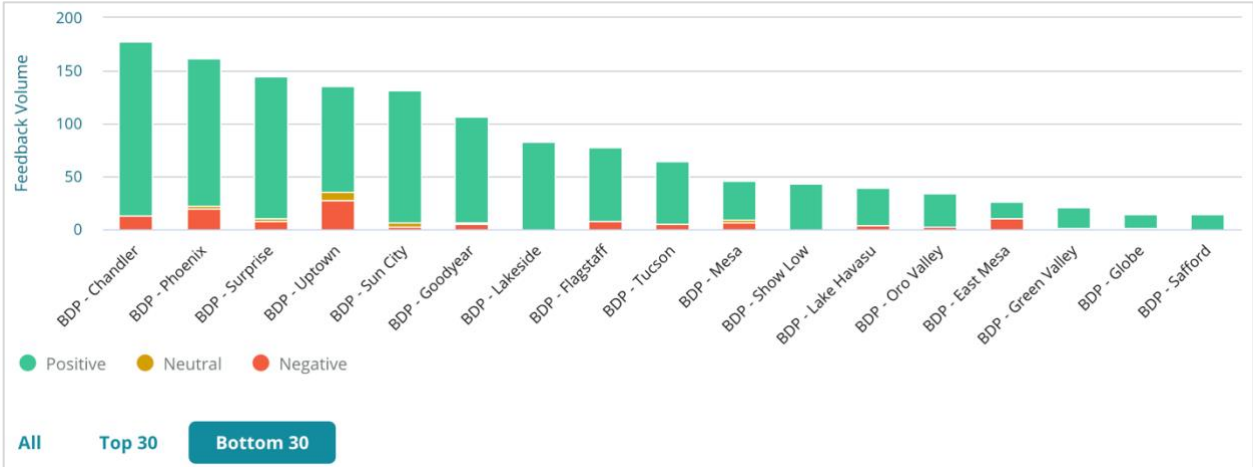
Filters

Top line filters affect the data shown on the tab. You can also filter by Feedback Type (Industry or Employees), Category (full list of domains and categories for your industry, select one), Sentiment (All Sentiments, Positive, Neutral, or Negative) and by Surveys (All or check individual surveys to include).

The screenshot shows a filter interface with a top bar containing 'All Staff' (with a close icon) and 'Industry'. Below this are four dropdown menus: 'FEEDBACK TYPE' (set to 'Industry'), 'CATEGORY' (set to 'All Staff'), 'SENTIMENT' (set to 'All Sentiments'), and 'SURVEYS' (set to 'All'). At the bottom, there are three tabs: 'Locations' (selected), 'Sentiment Trend', and 'Word Cloud'.

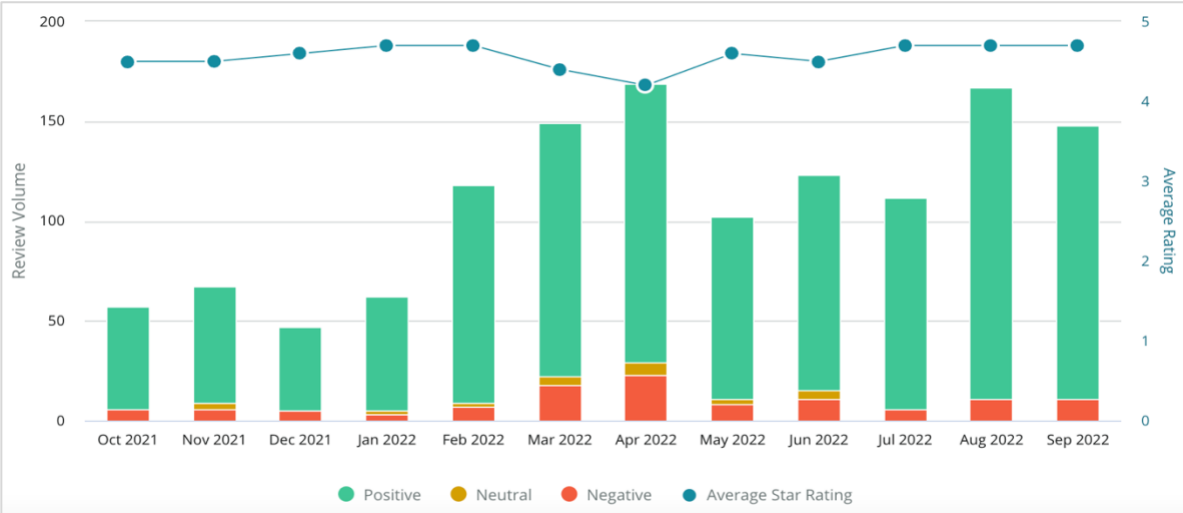
Locations Chart

View a breakout of sentiment by location for the selected category. Hover over the chart for additional details. Include all locations, the top 30, or bottom 30 in the chart.



Sentiment Trend Chart

View sentiment breakout (Positive, Neutral, Negative, and Average Rating) over the selected date range. Hover over the chart for additional details.



Word Cloud

Get a snapshot of the most mentioned keywords and phrases in your feedback for the selected category. The size of each word indicates its frequency or importance, and the phrases are color coded according to the review sentiment. Click on the individual keyword or phrase to see the list of reviews where it was mentioned.



Details Area

The bottom of the page displays the full reviews and surveys tagged for your selected category that fuel the charts above. You can respond, mark as read/unread, flag/unflag, publish/unpublish, forward, and share on connected social media pages with the proper role permissions.

Explorer Options

To access additional options, click the ellipsis in the top, right corner. Options include: Download PDF, Download CSV, Schedule, or Forward. Any filters that are currently applied to the data set will persist to all request options.

Note: Operations that take time to process large amounts of data may invoke a pop-up window that allows you to either wait for the operation to continue as a download (must stay on the same screen) or to be notified via email with a link to the download (can move to other screens).

Option	Description
Download PDF	Export the current data set into a PDF report. The Title Page of the report includes your account logo, name of the report, time period selected, and locations selected.
Download CSV	Export the current data set into a CSV format.
Schedule	Create a scheduled report to automatically send an email with the current data set as a PDF or CSV attachment to other users within the platform (individual or role) or email addresses outside the account. Specify a report Name, Frequency (Daily, Weekly, Monthly, Quarterly, Yearly), Format, and Message to include in the body of the email. You can edit scheduled reports from the Reports tab.
Forward	Send the current data set via email with a PDF or CSV attachment to other users within the platform (individual or role) or email addresses outside the account. Specify a Subject and Message to include in the body of the email.

Delivery emails include a link to view the report as well as a link to launch the report within the platform in order to interact with the data and add customizations (available to users with account credentials). *Report links are live for 7 days.*

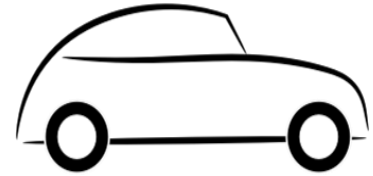
Case Studies

Turn feedback into fuel for your business growth with actionable insights from the Reputation Experience solution. Our research indicates a direct impact on customer experience and revenue. Read how real Reputation customers have used Experience to gain actionable insights and improve their business priorities.

Confidential Automotive Dealer

This international automotive dealership is known for blending technology and engineering to create cars that deliver total customer satisfaction.

They came to us seeking help transitioning from a legacy, piecemeal CX (Customer Experience) approach to one RXM (Reputation Experience Management) platform. Additionally, they wanted to pinpoint and improve upon deficiencies within the dealer network and provide strategic executives with visibility into essential performance metrics and insights.



Actions

1. Centralized reviews and feedback into a single network-side platform.

2. Used quick pulse surveys and syndication to use customer experiences and promote strong local dealership performance.

Results

- ★ 34% Review Volume Increase (with 0.5% decrease in negative sentiment)
- ★ 4.6 Average Star-Rating Across All of Their Dealers
- ★ #1 Leading Ranking in Reputation's 2020 Reputation Report

The RXM Effect

Centralized customer feedback management has helped over 1K of their dealerships improve CX and generate more positive feedback to boost online sentiment.

Spartanburg Regional Healthcare System

Spartanburg Regional Healthcare System is an integrated healthcare delivery system that provides care from one’s birth through the senior years.



Spartanburg sought Reputation’s help with the following business priorities:

- Increase quantity of patient experience data
- Leverage patient feedback as criteria for provider evaluation
- Understand sentiment and use it to improve operations

Actions

1. Signed up for Surveys for rapid feedback collection.

2. Utilized Review Booster to turn survey ratings into public-facing reviews.

3. Added Experience Insights to uncover feedback trends.

Results

- ★ 10.4K Average Survey Responses per Month
- ★ 655% Increase in Review Volume (due to survey ratings)
- ★ 4.8 Average Google Rating (increased from 3.5)

The RXM Effect

What started with Surveys turned into so much more. Our easy survey tool generated thousands of responses per month, which in turn led to thousands of new reviews being posted to Google listings. Tapping into the voice of the silent majority in this way led to a huge jump in Google ratings.

Premium Paid Services

Put our Premium Paid Services platform experts to work for you.

While we strive to make our platform intuitive and efficient, we understand your time is valuable; resources and bandwidth can be limited. Reputation has a dedicated team of experts ready to help you manage your listings; optimize SEO; and post, publish, and curate your social posts—while also managing your review responses. We can guarantee customer excellence through this suite of value-added services that are fueled by our platform and products. These experts will help you:

- Go Beyond **Accuracy** (Managed Business Listings)
- Maximize the **Appeal** of Your Business Profiles (Managed Services for Google)
- Harness the **Power** of Social Media (Managed Social)
- The Brand That **Cares** the Most, **Wins** (Managed Review Response)



Contact your Account Executive for more information on our Premium Paid Services.

Additional Resources

Check out our full set of user guides to learn more about the Reputation platform.

- [Actions](#)
- [Admin](#)
- [Business Listings](#)
- [Customer Journey Insights](#)
- [Dashboards](#)
- [Inbox](#)
- [Mobile App](#)
- [Rep Connect](#)
- [Reports](#)
- [Reputation Score](#)
- [Requesting](#)
- [Reviews](#)
- [Social Listening](#)
- [Social Publish](#)
- [Surveys](#)