

Mobile App

User Guide

 Reputation
2024

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Mobile App Overview

Use the Reputation Mobile App to access your reputation data on-the-go on your mobile device (iOS | Android).

With the Reputation Mobile app available in the Google Play Store and Apple's App store, you can access your data from anywhere.

The Home Page provides an overview of performance metrics across the solutions enabled for your locations. You can see your Reputation Score; a Sentiment trend of your reviews; various metrics, including Average Rating and Volume of Reviews; trend data for connected social accounts; and survey metrics, including NPS Average Rating and Volume of Surveys.

In addition to viewing your data on your mobile device, the Reputation mobile app allows for convenient reputation management in the following ways:

- Monitor, respond, forward, and reply to reviews from third-party sites.
- Request reviews for your locations
- Create content, manage conversations, and reply to comments on connected social sites
- Initiate, view, and respond to messages from your customers
- Take action on tickets by adjusting queues, stages, and tags, updating comments, adding attachments, or closing tickets altogether
- Create new tickets as needed right through the mobile app
- Manage and respond to survey feedback, or forward surveys to a team member

Note: Your mobile app may look different than what we show in this guide, as it depends on what solutions you have access to in the desktop app.

Download the free Reputation mobile app through the [Google Play Store](#) or [Apple's App Store](#) to start accessing your information on the go.

Android

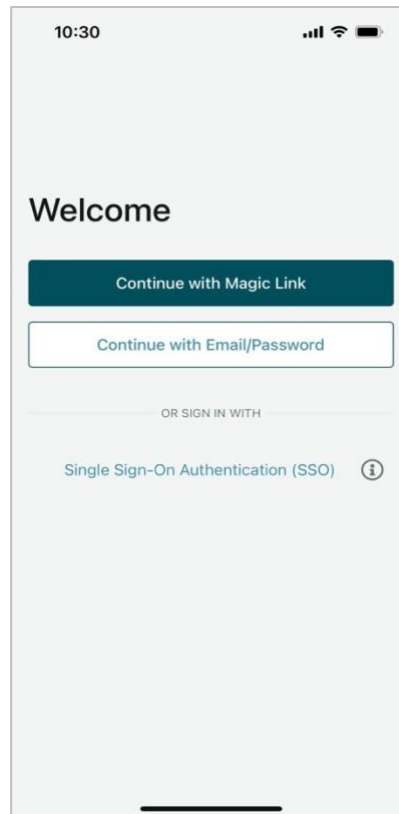


iOS



Signing Into the Mobile App

There are three ways to sign into your Reputation platform from your mobile device. You can either use a Magic Link, the email and password you use to sign in on a computer, or SSO within the platform.



To log into the app with a Username and Password:

1. Open the Reputation app on your mobile device and tap **Continue with Email/Password**.
2. Enter your email and password, and tap **Sign In**.

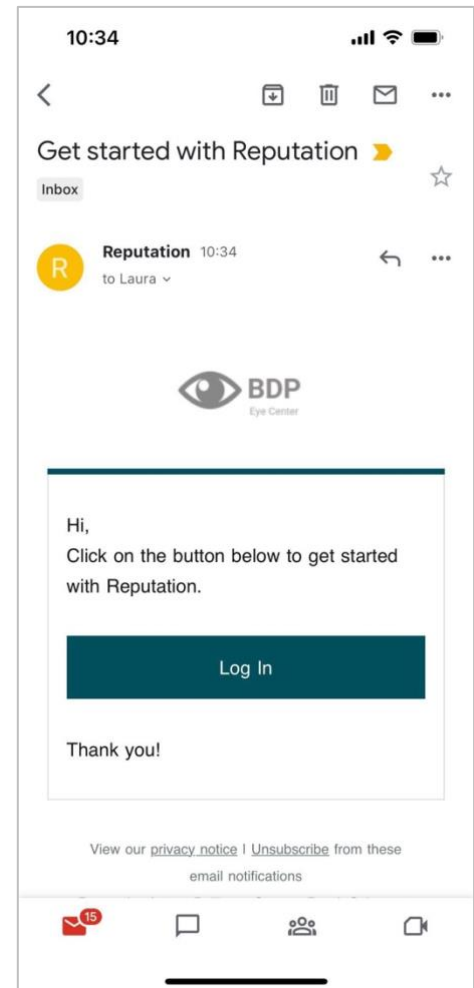
To log into the app with a magic link (no password):

1. Open the Reputation app on your mobile device and tap **Continue with Magic Link**.
2. Enter the email address associated with your Reputation account and tap **Send Magic Link**.
3. Check your email from your mobile device. If you don't see the email, check your Spam folder.
4. From the email, tap the Log In link/button.

To log into the app using SSO (no username/password):

If you typically sign into the Reputation platform via a corporate dashboard and have a corporate ID, use this method to log in.

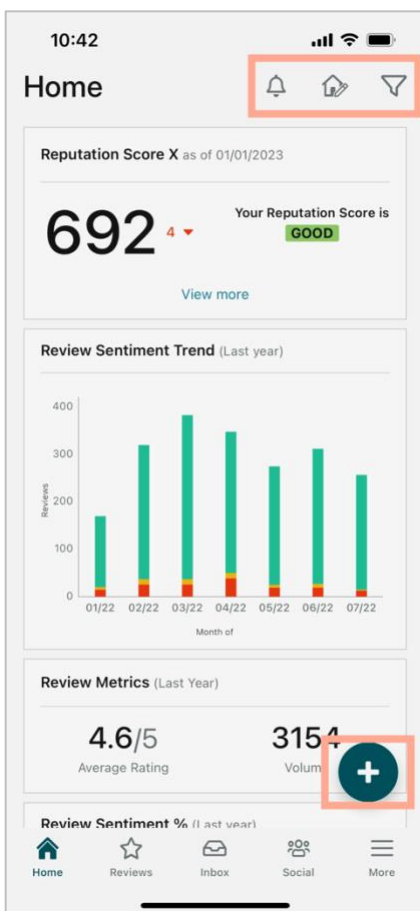
1. Open <https://app.reputation.com> in your mobile browser. If you're not already logged in, access your single sign-on application to launch the Reputation dashboard.
2. From the bottom of the screen, tap the Open in App link.



You can also use SSO to sign into the platform via the app. Enter your corporate ID and the app will automatically direct you to the correct page. *If you don't know your corporate ID, contact your Reputation support.*

Home Screen

From the Home screen, you will see your data across all solutions that your account utilizes. This view is customizable based on what you prefer to see upon opening the mobile app.



View all notifications or filter your notifications to all that are marked as unread.

To create, modify, or delete notifications, please visit the web platform or reach out to the Reputation Support Team.



This icon allows you to select, reorder, or hide certain widgets from your dashboard view. Some of the available widgets include:

- Reputation Score X
- Review Sentiment Trend
- Review Metrics
- Review Sentiment %
- Review Sites
- Social Metrics
- Survey Metrics
- Survey NPS Trend
- Action Metrics



Filter your dashboard data on the home screen by state, date range, location, etc. This information is customizable based on your needs. Reach out to Support or your Customer Success Manager for assistance.



Tap the plus icon to:

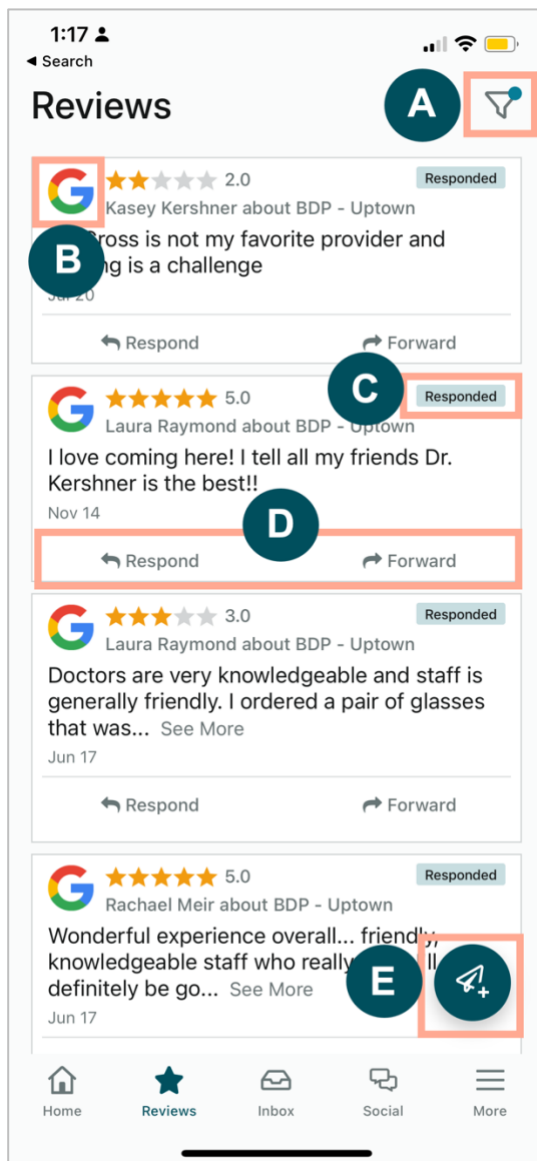
1. Start a conversation via Inbox,
2. Create a Social post,
3. Or send a Review invitation

Available options depend on the solutions the user has access to.

Reviews

Tap **Reviews** in the bottom navigation menu on your screen. This provides you with all the reviews you have received for your business.

Note: Ensure your sources are properly connected. Adjust your connections by checking your Sources in General Settings from your desktop.



- A.** Filter which reviews show up in your dashboard.
- B.** This shows which source the review came from, e.g., Facebook, Google, Glassdoor, etc.
- C.** This shows whether the review was responded to or not yet.
- D.** Respond to the message within the app or forward on to the appropriate person to escalate an issue further.
- E.** Request reviews from your customers via SMS messaging. Refer to page 7 for more

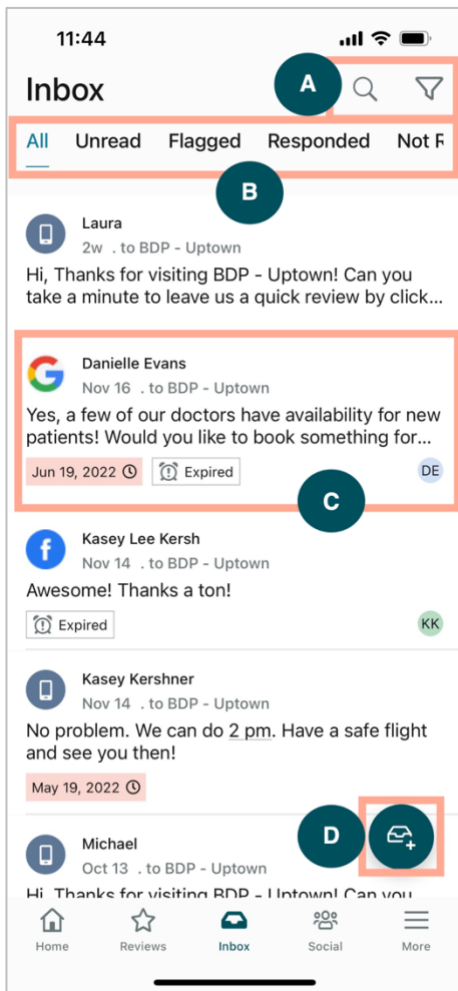
To request customer reviews via SMS messaging:

1. Tap the icon in the bottom left corner (labeled E on page 6) to get started.
2. Tap which location(s) you would like this request to come from.
3. Add the customer's full name and phone number.
4. Choose the review request template you wish to use.
5. Tap the plus (+) icon in the bottom right corner to add media.
6. Tap Send SMS to send a request.

The screenshot shows a mobile app interface for sending an SMS review request. At the top, the status bar displays the time 11:42, signal strength, Wi-Fi, and battery icons. Below the status bar is a header with a close icon (X) and the location 'BDP - Uptown' with a dropdown arrow. The form contains three input fields: 'Customer Full Name' with the text 'Laura Raymond', 'Phone Number' with the text '+1 (234) 567-8910', and 'Template' with the text 'Reputation Live Default Message' and a right arrow. Below these fields is a 'Preview' section showing a message template: 'Hi, Thanks for visiting {{location-name}}! Can you take a minute to leave us a quick review by clicking the link below? {{#is-single-source}}{{first-source-url}}{{/is-single-source}}{{^is-single-source}}{{thank-you-url}}{{/is-single-source}}'. At the bottom left is a plus icon (+) for adding media, and at the bottom right is a 'Send SMS' button.

Inbox

Tap **Inbox** in the bottom navigation menu on your screen to manage messages to and from your customers.



A. Use the magnifying glass to search for a specific message or use the funnel icon to filter your messages.

B. Filter your messages to show All messages, Unread, Flagged, Responded to or Not Responded to.

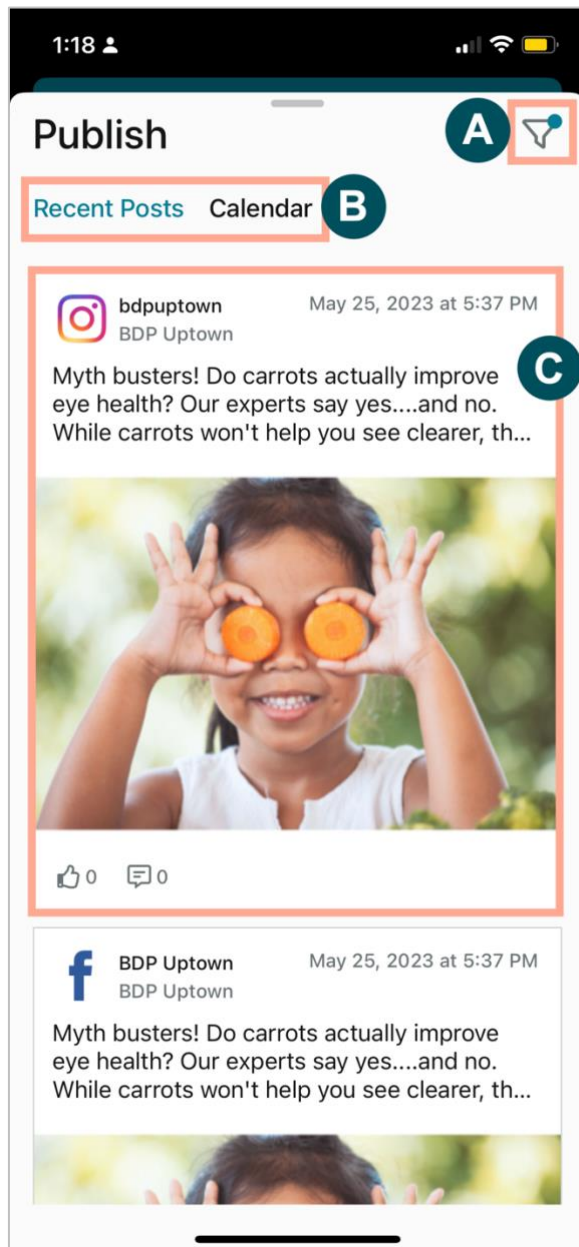
C. Tap on a message to dive further into the conversation details. Upon opening the conversation, you can:

- Respond (type your own message or use one of the templated macro responses)
- Assign To
- Set Stage (open or closed)
- Set Root Cause (reason for review)
- Mark as Unread
- Mark as Flagged
- Set or Remove a Due Date (to respond in a timely manner)
- Add Conversation Notes

D. Tap this icon to start a new message using SMS messaging.

Social

Tap **Social Publish** in the bottom navigation menu on your screen to view your recent social posts or your upcoming calendar.

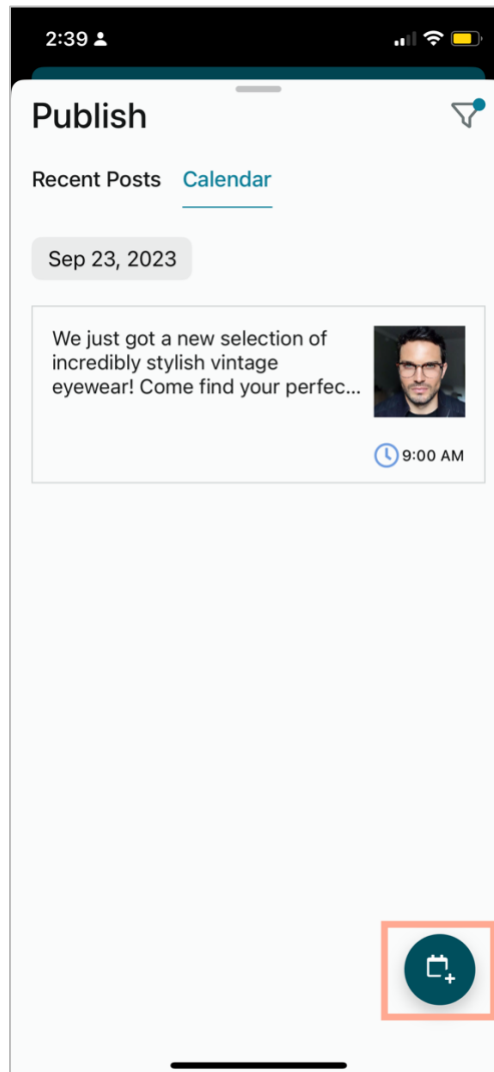


- A. Filter which social posts you would like to show up in your Social Dashboard.
- B. Navigate between Recent Posts or Calendar. **Recent Posts** allows you to monitor the activity on your brand's social posts. For more information on the **Calendar**, refer to page 10.
- C. Tap on an individual post for more options. Here, you can comment on the post and reply to others with a written message, picture, or video.

Tap **Calendar** to view the schedule of your upcoming social media posts or create a new post while on-the-go.

To create a new social post:

1. From **Calendar**, tap the icon in the bottom left corner of the screen.
2. Select the accounts you wish to post to from the connected social networks.
Social media source connections can be added within the Reputation platform.
3. Upload your images/videos to post or select media from the asset library.
4. Click **Publish** or schedule for later.



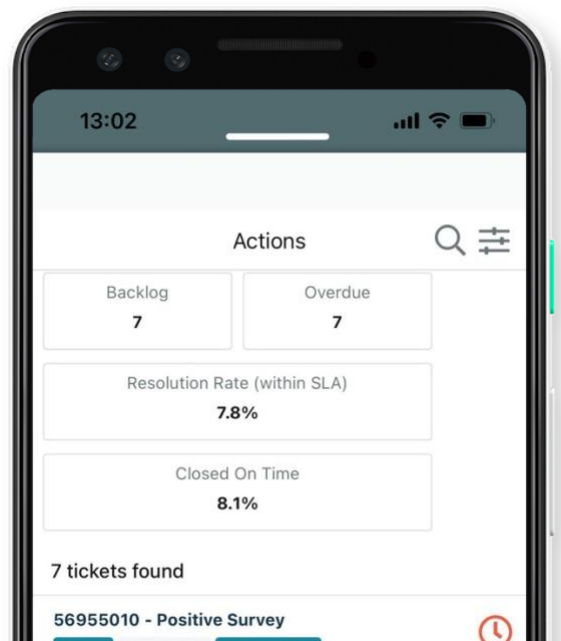
More

Tap **More** in the bottom navigation menu on your screen for additional capabilities. Here, you can dive further into Actions and Survey data, check your Requests Leaderboard, and adjust your Settings.

Note: These menu options may differ based on what solutions your business uses in the Reputation platform. *Not everyone has a More tab.*

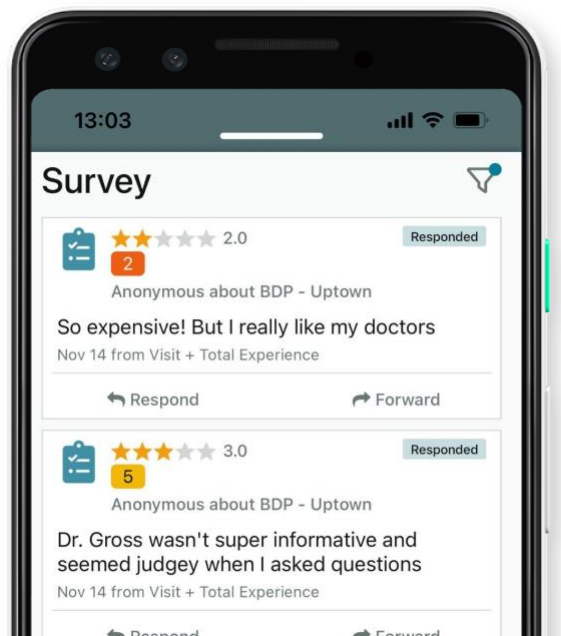
Actions

Check the status of customer tickets on your own mobile device. View how many tickets are backlogged or overdue, your resolution rate, and the percentage of tickets that are closed on time. Additionally, you can respond to the ticket, forward or share to escalate, and even create a new ticket.



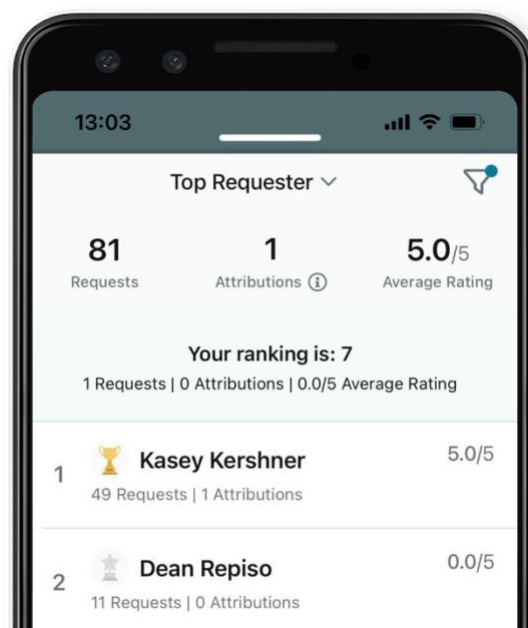
Survey

From the **More** tab, click into Surveys to show the survey results feed. Respond to or forward survey feedback with a simple tap of your finger.



Requests Leaderboard

See how your team is performing when it comes to review requests. This Leaderboard shows each user, how many requests they have sent out, and how many reviews they have generated.



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](#)
- [Experience](#)
- [Inbox](#)
- [Mobile App](#)
- [Reports](#)
- [Reputation Score](#)
- [Requesting](#)
- [Reviews](#)
- [Social Listening](#)
- [Social Publish](#)
- [Surveys](#)