

# Reviews

User Guide

 Reputation

2024

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# Reviews Overview

Attract customers, win more business, and improve your customer experience by easily tracking, managing, and responding to customer reviews across the entire web.

Customers provide feedback across hundreds of different sites for each of your company's various locations. Increase your awareness of what customers are saying about your business online and take action by responding in a timely manner.

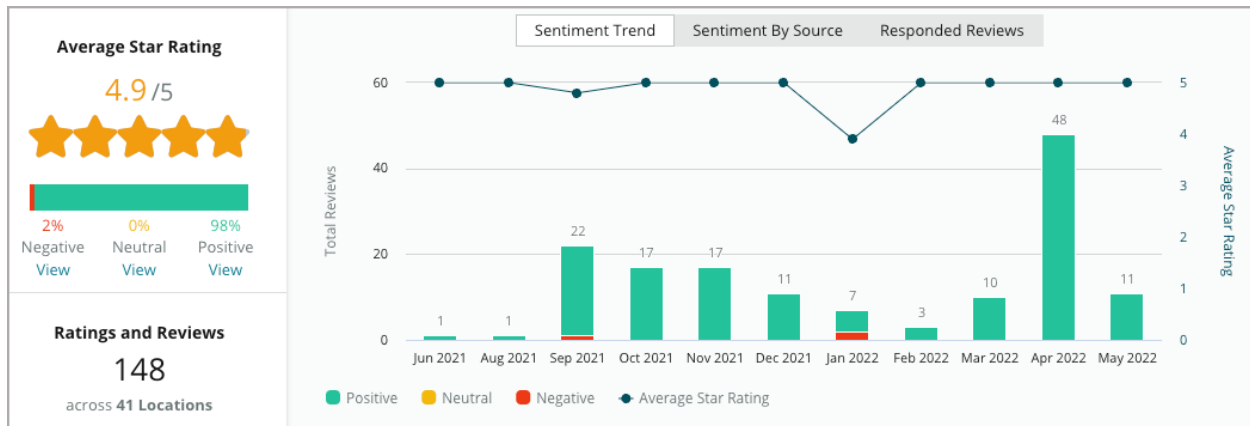
The **Reviews** tab makes it easy to collect feedback from third-party sites in one centralized location, monitor what is being said, and respond publicly at scale, ultimately generating more business.



## Managing Reviews

The **Reviews** tab allows you to monitor, organize, and forward third-party reviews. Publish and share reviews on your own website or across your social channels. Export reviews to share across your organization.

Easily monitor review sentiment over time, sentiment by source, as well as responded versus un-responded reviews.



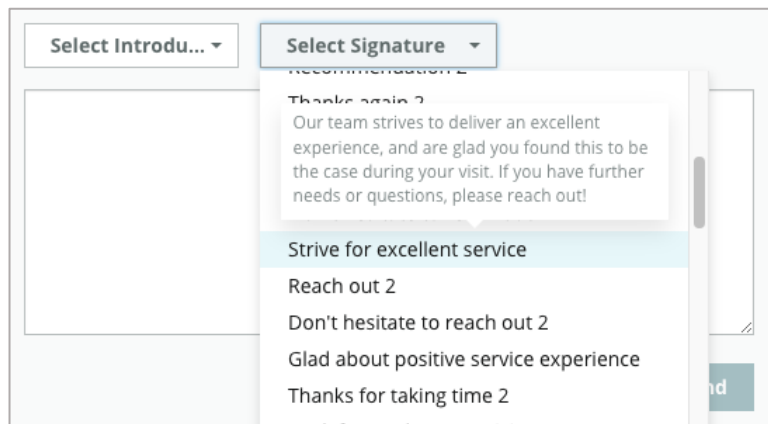
## Responding to Reviews

**Responding to reviews** is key to a great customer experience and strong Reputation Score.

Use positive reviews as an opportunity to encourage repeat service and satisfaction.

Use negative reviews as a service recovery opportunity by de-escalating an issue, inviting the reviewer to move the conversation offline, and ultimately reducing customer churn.

Use pre-approved review responses (macros) as a starting point for a simplified and efficient review response strategy.



**Note:** Need assistance managing review response or moderation? Check out our [managed review response](#) offering.

# Managing Reviews

Collect feedback from third-party sites, monitor what is being said, and respond publicly at scale—all in one centralized location.

## Filters

Top line filters affect the data shown on the tab. Secondary filters apply when clicking on interactive chart data.

STATE	CITY	BUILDING	SOURCE	DATE RANGE
FL	All	All	Facebook	Last year
<a href="#">Hide Filters</a> <a href="#">Reset Filters</a>				

Reviews are defaulted to **All** reviews, sorted by **Newest First**.

### Filter reviews to see only:

- Flagged reviews
- Reviews that have been updated
- Unread reviews
- Reviews that have comments\*  
Omit rating only\*

### Sort reviews by:

- Newest First
- Oldest First
- Positive First
- Negative First
- Word Count (ascending order)
- Word Count (descending order)

**Note:** Select **All** to remove other filter settings.

## Sources

The third-party review sites you see, such as Google and Facebook, are determined by the source groups selected. (See **Admin > General Settings > Company Information.**)

By default, all sources associated with your account are selected in the filter. Depending on your industry, sources associated with your account may vary.

**Note:** If you want to add a source that you do not see in your account, contact the [Support Team](#).

## Average Rating

The **Average Rating** section contains three main parts. Clicking on any of the links in the Average Rating section filters the graph and the list of reviews.

- **Star Rating:** The average of all star ratings for the selected filters (total divided by number of items in the selection). Rating scale is 1-5 up to one decimal point.
- **Sentiment:** The percentage of Positive ( $\geq 4$ ), Neutral (3), and Negative ( $\leq 2$ ) reviews.
- **Response:** The number and percentage of reviews that your company has responded to or left un-responded.

**Heads up!** If the percentages for the reviews responded/un-responded don't add up to 100, it is most likely because not all the review sources enabled for your account allow for review responses.

**SOURCE**

All ▼

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Filter

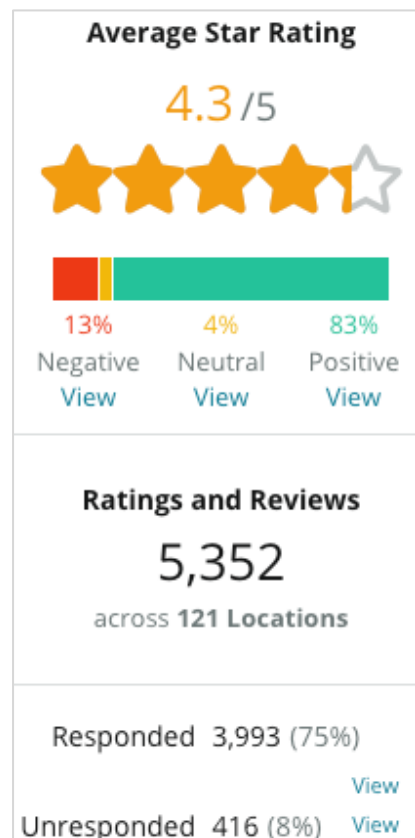
All

Google

Facebook

DocSpot

Glassdoor

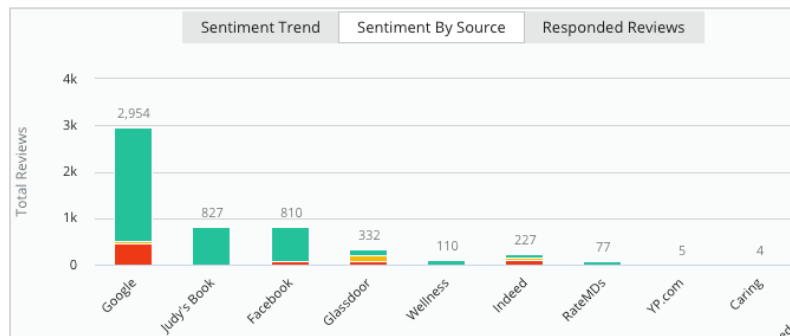
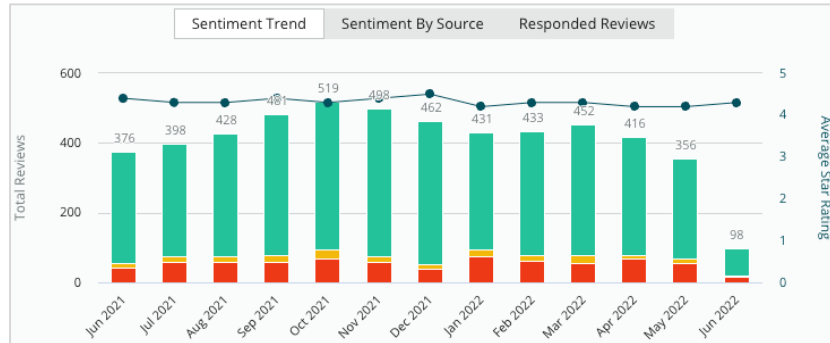


## Charts

The **Charts** section contains up to three charts. Clicking on any of the bars in the Charts section filters the graph and the list of reviews.

### Sentiment Trend

View sentiment trends over the selected time period. Elements include Average Rating (blue line chart), Total Reviews (grey labels), Total Positive Reviews (green bars), Total Neutral Reviews (yellow bars), and Total Negative Reviews (red bars).

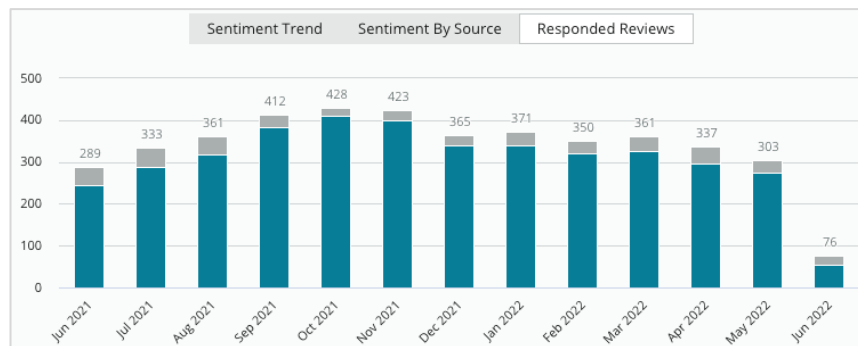


### Sentiment Source

View sentiment trends by review source (selected in above filter) over the selected time period. Elements include Total Reviews (grey labels), Total Positive Reviews (green bars), Total Neutral Reviews (yellow bars), and Total Negative Reviews (red bars).


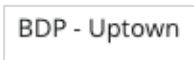

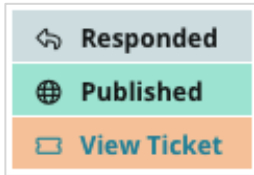



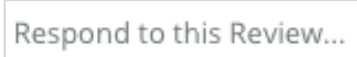
### Responded Reviews

View your review response trend for the selected time period. Elements include: Total Reviews (grey labels), Total Un-responded (grey bars), and Total Responded (blue bars).



## Review Components

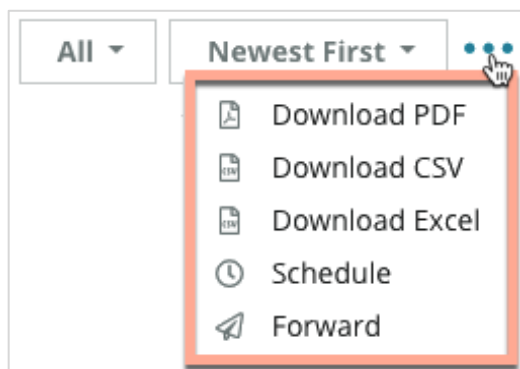
The **Reviews** section displays all reviews for the selected filters or chart selections. Reviews are shown in near real-time. Each review contains the following components:

What makes up a review?	What does it look like in the platform?	What does this mean?
Review source		This is where the customer posted their review. Only sources enabled for your account with page URLs loaded for each location are listed
Name and link of review page source		Location for which the review is about. Additional metadata may appear depending on review source.
Reviewer		Depending on review site settings, profiles of the reviewer may include a photo, first and last name, and a hyperlink to the reviewer's site profile. (This may show as Anonymous if the review site does not require the reviewer to register.)
Response status		Depicts whether a review has been responded to or not. Status options include Responded, Published, and View Ticket. Change response status by submitting a response or manually choosing a status from the ellipsis of the review. Click View History link to see a change history log for that review.
Reviewer's chosen star rating		Shows the reviewer's star rating followed by the date the review was submitted.
Reviewer's comments		Reviewer comments optionally accompany the chosen star rating. Additional metadata may appear depending on the review source.
Review categories		Categories describe the review comments and are automatically applied by the platform's data science engine. The Operations tab uses these to help provide further insight into your reviews.
Review response		If the review has already been responded to, you are able to view the response. If not, you will see a response window. If no response window appears, your account requires credentials from the source review site. Credentials are verified in 24-48 hours.



## Action Options for Reviews

To access additional options, click the ellipsis in the top, right corner of the **Reviews** page. Any filters that are currently applied to the data set will persist to all review options.



**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.

**Download Excel:** 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, Format, and Message to include in the body of the email.

- Emails include a link to download 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). You can edit scheduled reports from the **Reports** tab.

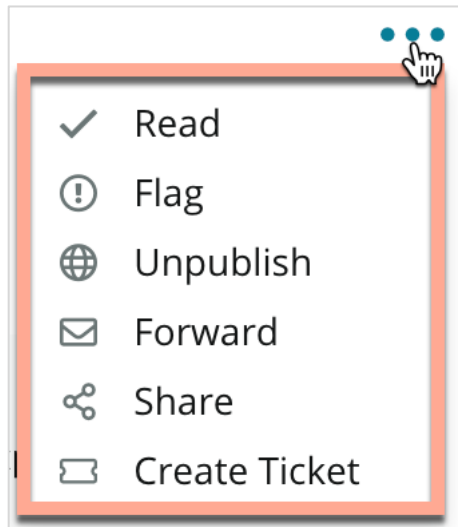
**Forward:** Send the current data set via email with a PDF or CSV attachment to other users within the platform (individual or role) or email addresses outside the account. Specify a Subject and Message to include in the body of the email.

- Emails include a link to download 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).

**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).

## Additional Action Options for Reviews

To access additional options, click the ellipsis in the top, right corner in each individual review box. Not all options may be available for your account.



**Marking a Review as Read/Unread:** Applies an internal indicator among your review team. Other users in your account can sort reviews by “Unread” status. *This indicator is not visible on the review site.*

**Flagging a Review/Unflagging:** Applies an internal indicator for a review that may require further investigation among your team. Other users in your account can sort reviews by “Flagged” status.

**Publishing/Unpublishing:** Reviews with a star rating only (no comment) are omitted from applicable Reviews widgets. Using the publish option applies an override to that setting. *This option does NOT publish or unpublish reviews from the source site.*

**Forwarding Reviews:** Send an email with the selected review 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. Emails include all the review metadata, including a link to the original review site. Forwarding is a quick way to bring a review to someone else’s attention for praise or coaching.

**Sharing Reviews:** Sharing reviews allows you to post a review to your account’s linked social media sites (Facebook, Twitter, Instagram, and Google My Business).

**Create Ticket:** If a review needs further escalation, create a ticket to forward reviewer’s comments to the appropriate team so they can address.

**Note:** To promote your positive reviews in a consolidated approach on your website, consider creating a Reviews Widget.

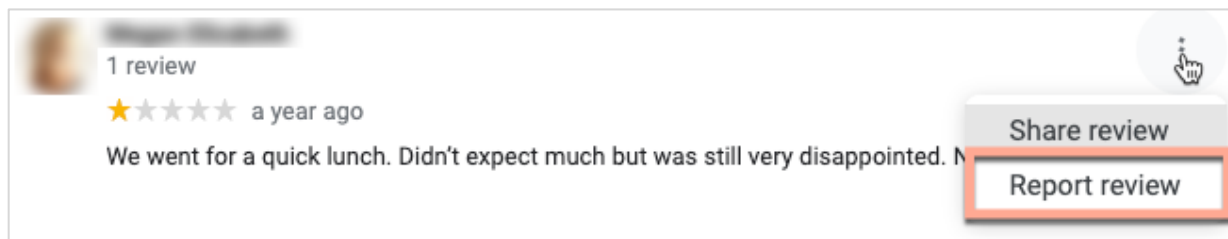
## Disputing Reviews & Blocking Users

### Disputing Reviews

If you know that a particular review was mistakenly given to your business (i.e., meant for another company) or contains slander/inappropriate language, you can work within the review site to request that the review be removed or report a violation. Reporting reviews cannot be done from the Reputation platform.

Click the review to go to the page and look for options available on the post. For example, within the Google Review window, you can click the ellipsis and choose to report the review to Google.

Remember, you should not pursue a review removal request unless the review meets the site's violation policies. In other words, do not request a review removal just because you don't like it.



**Note:** Reporting reviews must be done via the review site, as it is not possible to do so within the Reputation platform.

### Blocking Users

If you block a user from following your page on Facebook, the user's review posts will remain. However, any comments the user made on other reviews or posts will no longer be displayed.

**Note:** Blocking users must be done via the review site, as it is not possible to do so within the Reputation platform.

# Responding to Reviews Overview

Increasing your response rate is something you can do immediately to show current and potential customers that you care, gain new business, and improve your Reputation Score.

The **Reviews** tab allows you to respond to reviews from multiple review sources from within a single location. Use the top line filters or click on the **Average Rating** or bars in the chart to apply secondary filters.

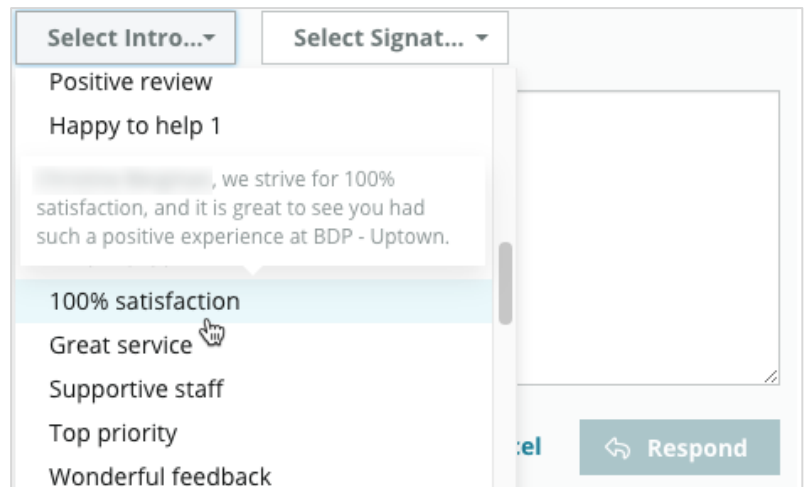
## Responding from the Platform

**Note:** To respond to reviews from within the platform, ensure that you have credentials entered for each location's review sites. Not all review sites allow responses (see **Admin > General Settings > Sources**).

### To respond to a review:

1. Click inside the **Review** window

The review area expands with options for Introduction and Signature. These options include starting and closing text using pre-defined templates that help differentiate your responses and allow you to respond more efficiently. Hover over the macro name to see a preview of the text. Available templates are managed from the **Macros** tab in your Admin settings.



- Choose from the appropriate response options or enter your response directly into the review area. You can edit auto-generated responses before sending.

- Click **Respond**

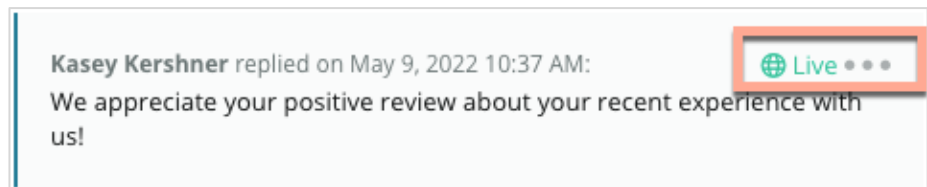
The review is immediately available for you to view within the **Reviews** tab; however, the response will not appear on the third-party review site until it is indicated with a “Live” status.

## Review Response Statuses

After submitting a review response from the platform, it will display a response status. Statuses change automatically based on the conditions.

Status options include:

**Pending:** A review response has been submitted but has not been posted to the third-party site yet, OR the Review Response Team has marked this response as not having valid credentials.



**Pending Approval:** Only available when response approvals are turned on. These are responses that have been submitted by users who do not have approval permissions, or a “Responder” role. Responders can edit responses, while “Approver” roles can edit and/or approve responses.

**Posted:** The review response has been posted to the third-party review site but has not been verified as live on that site by the platform.

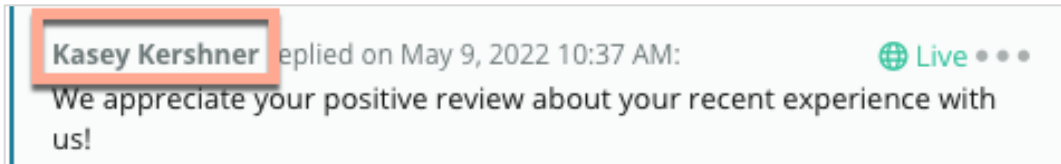
**Live:** The review response has been verified on the third-party site.

**Failed:** The review response failed to post on the third-party site because of failed API integration or failed moderation.

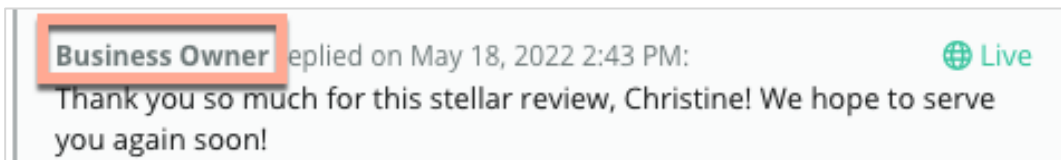
## Review Response from Name

Customer-facing responses will be posted to each review site using the “from” label specified by each review site’s account settings. However, within the **Review** tab of the platform, a “from” label is typically the name of the person on your account who initiated the response.

Although this name is not visible to the customer, it is helpful for other users on your account to know who provided the response—especially if your account has managed services.



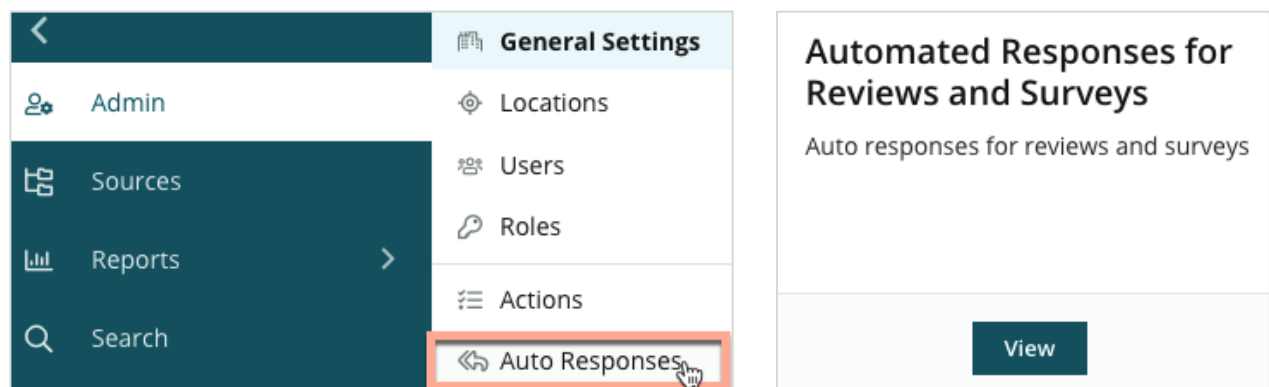
If “Business Owner” is listed, it indicates that the response was pulled from the review source site and wasn’t initiated from within the platform.



## Auto-Responses Options

Consider auto-response configuration within your account, in the event a customer submits a review that contains a star rating but does not include additional or specific comments.

These templated responses can be found within the **Admin** tab, and by clicking **Auto Responses**. The list includes both positive responses for 4- or 5-star ratings and negative responses for 1- or 2-star ratings.

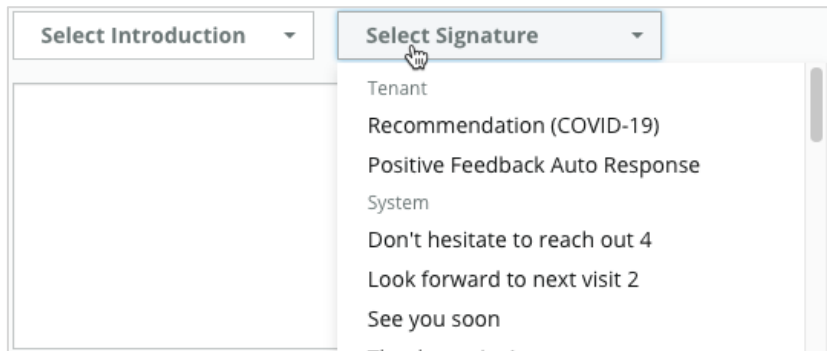


**Note:** 3-star ratings do not receive auto-responses. Being that these ratings are neutral, there is no way of gauging the appropriate response.

# Managing Macros

Scale response efforts with approved custom response templates (macros). Macros make it easy to add variety to your review responses.

Macros allow you to add or modify the starter text that is available in the Introduction and Signature drop-down menus of the **Review Response** window. These options help review responders differentiate your responses and respond more efficiently.

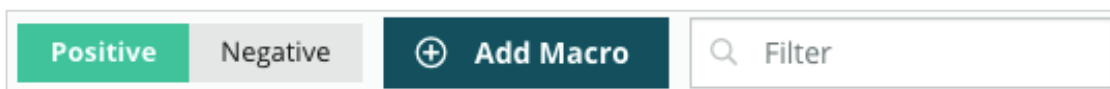


**Heads up!** You must have admin privileges on your account to add or modify macros. If you need assistance, contact the [Support Team](#).

## How to Add Macros

1. From the top, right corner of the platform, click **Settings**.
2. From the left navigation, click **Macros**.

The list of all macros (templates) are shown. The macros designed for positive responses are selected by default. You can switch to Negative or use the Filter box to search all macros by keyword.



“System” macros are provided by the platform for all users and cannot be edited. Any new macros you create will be identified as “Tenant,” “User,” or “Location” for your account only.

3. Click **Add Macro**.

#### 4. Modify the following settings:

- **Type:** The drop-down menu in which the macro will appear in the Response window: Introduction or Summary.
- **Level:** The availability of the macro. To limit to a location, click **Location** and select the location from an additional drop-down. To limit to your user profile, select **User**. To make the macro available to users on your account, click **Tenant**.
- **Sentiment:** Categorize the macro as a reply to a positive review or negative review for sorting purposes. Positive templates will only show in the response drop-down for reviews with 4–5-star rating. Negative templates will only show in the drop-down for reviews with no rating or 1–3-star rating.
- **Name:** The name of the macro as it will appear in the drop-down to review responders.
- **Body:** The text that populates in the **Response** window after the macro is chosen. You cannot format the text; however, you can include variables. Variables are placeholders for elements that will be overwritten with the associated data at the time of response.

**Note:** Variable syntax is formatted as: {{variable-name}}. You can add a vertical line character (“|”) and alternate text in the event the associated data for the variable is not available. In the example shown, if the reviewer’s name is not listed, the message will use “Hi” in place of the name.

The screenshot shows a configuration form for a macro. The fields are as follows:

- Type:** A dropdown menu with "Introduction" selected.
- Level:** Three buttons: "Location" (selected), "User", and "Tenant".
- Sentiment:** Two buttons: "Positive" (selected) and "Negative".
- Name:** A text input field containing "Thanks and appreciation".
- Body:** A text area containing the text: "{{reviewer-name | Hi}}, thank you so much for the positive review! We appreciate your business.|".

At the bottom right of the form, there is a note: "You can insert variables in your macro" with an information icon. Below the form are two buttons: "Cancel" and "Save" (with a checkmark icon).

#### 5. Click **Save**.

The macro is added to the list and becomes available in the **Review Response** window according to the level specified (location, user, or tenant).



# Best Practices for Responding to Reviews

89% of consumers are 'highly' or 'fairly' likely to use a business that responds to all of its online reviews ([BrightLocal](#), 2022).

Responding to reviews is an essential step in creating and maintaining loyal customers. Consumers need to see responses that are courteous and that offer direct methods of contacting them. Even a negative review is often looked at more favorably if the business responded.

Increasing your response rate is something you can do immediately to improve your online reputation score. Strive to respond to **100% of negative reviews** and at least **20% response of positive reviews**. Over time, set goals for maintaining these rates consistently and improving upon them.

## General Best Practices

No matter the rating, there are several best practices for responding to reviews.

### 1. Respond promptly but not hastily.

Set a goal to respond to reviews within a designated time frame (e.g., 48 hours). Responding thoughtfully shows that you are listening and that you care. The Reputation Retail Consumer Report found that 33 percent of consumers who received a prompt response to a negative review subsequently posted a positive one.

### 2. Be polite and courteous.

Remember that you are not responding to one person. Your other customers or potential customers will be able to see your responses. Always be respectful, even if the customer review was unfavorable or unfair.

### 3. Decide who responds to reviews.

Depending on the number of reviews you receive, you may need to designate a person at your business to respond to reviews or split up the task equally among your employees. Ideally anyone responding should have excellent writing skills.

4. **Take advantage of the approval workflow**, especially if customer information is sensitive.

For example, Healthcare businesses must be careful not to violate HIPAA regulations when reviews contain Personal Health Information (PHI). An approval workflow empowers more employees to craft responses, while relying on a trained gatekeeper to spot-check all reviews before they are published.

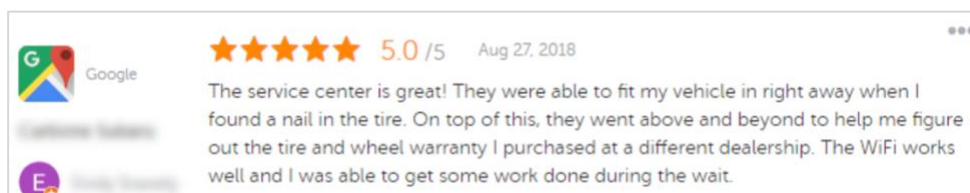
5. **Check for typos.**

Some review sites do not allow changes to be made once a review or response is posted. Take the time to double-check spelling and grammar.

## Responding to Positive Reviews

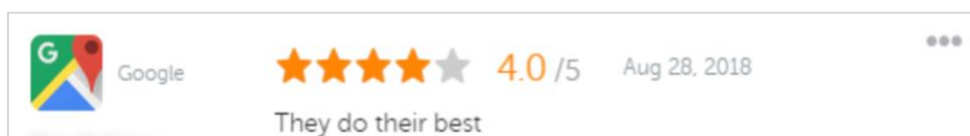
Customers who write positive reviews are some of your best. To keep these customers coming back, you should acknowledge the value of their feedback. A response is an opportunity to thank the customer—not only for their business, but for taking time to share their experiences.

1. **Within the response, reiterate what the customer found positive.** Including some detail shows them and future customers someone is reading the reviews:



*“Thank you for sharing your experience with us! The fact that you mention our customer service means a lot to us. It was our pleasure serving you, and we hope to see you again soon.”*

2. **For reviewers who don’t leave comments (or comments are minimal), ask them what you can do better.** Find out what will make their next experience with you truly exceptional or consider asking them what it will take to earn those missing star(s).



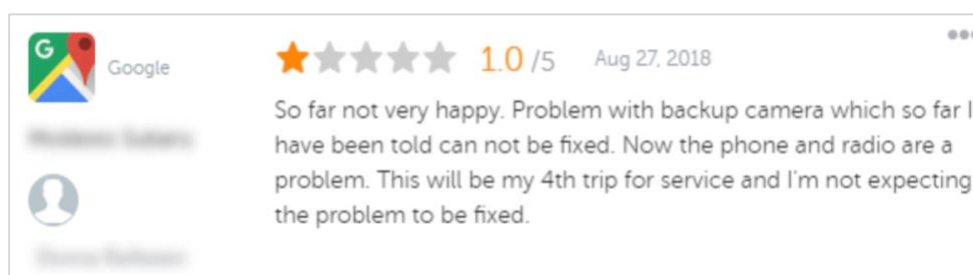
*“Thanks for the positive review! Please let us know if there is anything we can do to improve your experience during your next visit.”*

## Responding to Negative Reviews

While you can't control exactly what people say about you online, you can (and should) take part in the conversation and own your reputation. A few low ratings sprinkled in adds legitimacy to your business when they're viewed by potential customers. Even if the review was harsh or unfair, take the high road to show the customer (and future customers) that you are respectful and professional in any situation.

### 1. Don't take negative reviews personally!

By being defensive, you may inadvertently write something that could be worse than the actual review. For most negative reviews, invite the customer to contact you (or if you know who the person is, contact him/her directly). This technique shows that you are committed to resolving the issue while keeping details private:

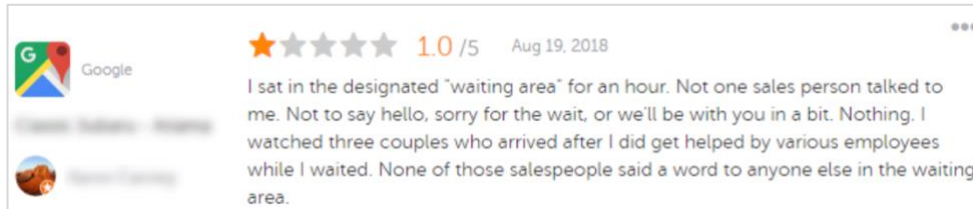


*"We regret to hear that you had a negative experience with us but would appreciate the chance to turn your experience around. A customer experience manager will be in touch with you directly, to help you resolve your issue. Or feel free to reach our Service Manager directly at [phone] or [email]."*

After you reach the customer offline and have agreed upon a resolution, ask the customer to modify or remove the review. However, never provide incentives in exchange for writing or altering their reviews. Simply explain how valuable the feedback is to you personally. If the customer does not modify the review after you've provided resolution, return to the original online conversation and thank them for the chance to fix the issue. In doing so, you allow other customers to see that you've closed the loop.

## 2. Research facts before responding to a review.

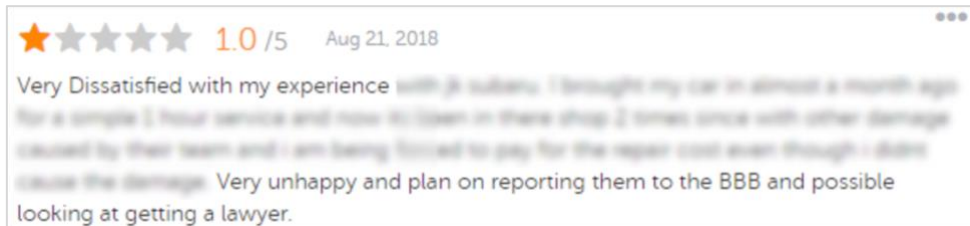
Determine if there are reasonable steps that can be taken to resolve the situation without having to settle or reward a customer:



*"Thank you for alerting us to an important training issue. We have corrected the problem and hope you will give us another chance."*

A customer will typically tolerate a problem not being fully fixed as long as the underlying process is seen as fair. Do not take on or look to assign blame but own up to honest mistakes when you make them.

## 3. Don't ignore threatening or abusive reviews.









*"Thank you for taking the time to leave us this detailed feedback with your experience with our service department. If you're willing, please contact us at [phone] or [email] so that we may discuss this issue further."*

If reviewer comments become threatening, respond quickly and respectfully. If necessary, depending on the content, you may consider alerting your legal team for assistance. It's in your best interest to squelch antagonistic situations before it gets out of hand.

## Disputing Reviews

If a particular review was mistakenly attributed (i.e., meant for another company) or contains slander/inappropriate language, you can work within the review site directly to request that the review be removed. However, request a review removal **ONLY** if the review meets the site's terms of service and violation policies (popular review sites, their guidelines, and links to further in-depth policies below).

Do not request a review removal just because you don't like what was said.

	<p><u>Google's</u> prohibited and restricted content includes:</p> <ul style="list-style-type: none"> <li>▪ Civil discourse: Harassment, hate speech, offensive content, personal information</li> <li>▪ Deceptive content: Fake engagement, impersonation, misrepresentation</li> <li>▪ Mature content: Obscenity, adult -themed content, violence, and gore</li> <li>▪ Regulated, dangerous, illegal, and terrorist content</li> </ul>
	<p>Facebook is committed to:</p> <ul style="list-style-type: none"> <li>▪ Authenticity,</li> <li>▪ Safety,</li> <li>▪ Privacy,</li> <li>▪ And dignity</li> </ul> <p>Facebook will remove content that contradicts these values.</p>
	<p><u>Glassdoor</u> encourages reviewers to think about work from different perspectives and include pros and cons to provide a balanced review. <b>Glassdoor does not:</b></p> <ul style="list-style-type: none"> <li>▪ Allow reviews that include negative comments about identifiable individuals outside of the group, certain profanities, threats of violence, or discriminatory language</li> <li>▪ Accept reviews that reveal confidential, non-public internal company information</li> </ul>
	<p><u>Cars.com</u> will remove or modify your review if it contains prohibited content, such as:</p> <ul style="list-style-type: none"> <li>▪ Obscenities, discriminatory language, or defamatory or inappropriate comments</li> <li>▪ Any form of harassment, threats, lewdness, or bigotry; language that constitutes or encourages illegal activity</li> <li>▪ Advertisements, spam content, or contact information</li> </ul>
	<p>Don't post content on <u>Healthgrades</u> that:</p> <ul style="list-style-type: none"> <li>▪ Is libelous, defamatory, harassing, threatening, or inflammatory</li> <li>▪ Uses obscenities, profanity, or discriminatory</li> <li>▪ Is misleading, deceptive, or fraudulent content</li> <li>▪ Contains personal information, personal website links, etc.</li> <li>▪ Mentions or endorses specific brands including pharmaceuticals</li> <li>▪ Mentions legal matters or proceedings</li> </ul>
	<p>Reviews on <u>Apartments.com</u> should not:</p> <ul style="list-style-type: none"> <li>▪ Be false or misleading</li> <li>▪ Infringe or violate any third-party's intellectual property</li> <li>▪ Violate any law statute, ordinance, or regulation including fair-housing, anti-discrimination, and more</li> <li>▪ Include information from other websites, contact information, or spam content</li> </ul>

In the end, if you can't resolve a customer's issue and turn a negative review into a positive one, let it go. Attempting to remove a negative review can aggravate the situation and lead to additional comments. Instead, focus on building a wealth of positive reviews.

# Managing Review Summaries

Summaries are a notification type that allow you or other users on your account to receive an email digest that captures review activity on third-party sites.

**Heads up!** You must have admin privileges on your account to add or modify notifications. If you need assistance, contact the [Support Team](#).

## User Summaries

User summaries are associated with a particular user on the account. Summaries configured at the user level are delivered only to the selected user's email address. You can configure different summaries per user. Summaries are not available to configure for more than one user at a time.

### *To configure a user summary:*

1. From the top, right corner of the platform, click **Settings**.
2. From the left navigation, click **Users**, click the user for whom you want to create a summary email and click **My Notifications**. The list of all alerts for the selected user is shown by default.

**Note:** You can also configure a summary for the logged in user (yourself) by clicking My Account > Notifications. Any summary configurations here will also appear under your User > Notification screen and vice versa.

3. Click **Add Notification**.
4. Click **Alert For**.
5. Modify the following settings:
  - **Frequency** – The frequency with which to send the summary email: Daily, Weekly, Monthly, and Quarterly.
  - **Summary For** – Receive summary data for all locations (click **All**) or select individual locations. If you have more than one Summary For filter option, your account has custom filters, which allows you to choose custom segments to associate with the summary email.

**Heads up!** If authorized locations are already specified in your user profile, do NOT specify them again in the notification settings. The user profile level automatically cascades location settings to all related notifications, which prevents you from having to modify individual notification properties. If you do modify location settings within a notification, changes at the user profile level no longer apply to the selected notification.

- **Group By** – Grouping parameter used to display data: State, City, Location, and any custom filters setup for your account.
- **Include Peer Comparison** – Adds a table containing statistics for each filter not selected in the **Group By** setting.

The screenshot shows a user profile page for 'Laura Raymond' under the 'Users' section. The 'My Notifications' tab is selected, displaying a 'Summary Alert' configuration. The 'Rule Name' is 'Summary Alert', the 'Channel' is 'Email' (checked), and the 'Frequency' is 'Daily'.

**6. Click Save.**

The summary becomes active and will send an email to the selected user according to the selected frequency.

**Note:** To send a summary email to the user immediately, click the Send Now icon. (This process may take several minutes if you selected a large number of locations.) To modify summary settings or to inactivate a summary configuration, click the Edit icon. To permanently delete the summary configuration, click the Delete icon.

# Review Widgets Overview

Consider creating a Reviews widget to display your customer reviews directly on your website.

Posting dynamic, criteria-based reviews on your website allows prospective customers/clients to get a snapshot of what other customers are saying about your business from a variety of review sites.

**Heads up!** You must have admin privileges on your account to add or modify widgets. If you need assistance, contact the [Support Team](#).

**Christie Mulvey, MD**  
 Kootenai Clinic  
 Medical Director of Oncology Services  
 Cancer Services  
 Rating: 5.0/5 - 3,452 Reviews

Profile	Location and Contact	Reviews
Explains ★★★★★ 5.0/5	Listens ★★★★★ 5.0/5	Shows respect ★★★★★ 5.0/5
Knows medical history ★★★★★ 5.0/5	Spends enough time ★★★★★ 5.0/5	

**Wellman Financial | Find a Brand**  
 Christie Mulvey, MD. Provider Spark. Medical Director of Oncology Services.  
 Cancer Services. 4.8 /5. 1,208 reviews. Profile; Make an Appointment; Reviews  
 Rating: 5.0/5 - 3,452 Reviews

★★★★★ 5.0/5  
 Very professional and friendly.



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