Review Booster Quick Start Guide

Generate higher review volumes faster and get chosen at scale.

What is Review Booster?

Review Booster leverages API integrations with top review sites to simplify the process of turning first-party survey feedback into public-facing reviews with one click. If customers choose not to leave their feedback publicly, you can still use that feedback to fuel Google Seller Ratings, Experience Insights, and widgets on your website for a zero-waste outcome.

Review Booster helps your business:

- Increase the volume of feedback received from your customers.
- Deploy feedback to review sites, paid Google ads, or to your own website.
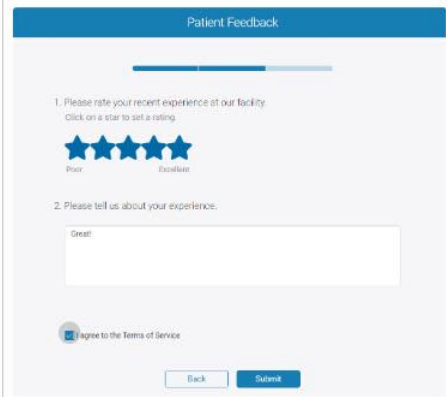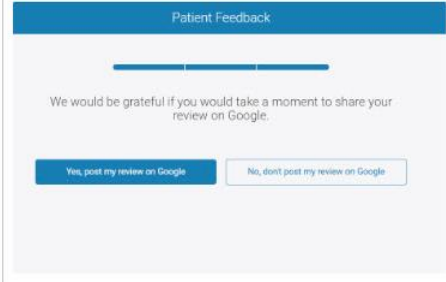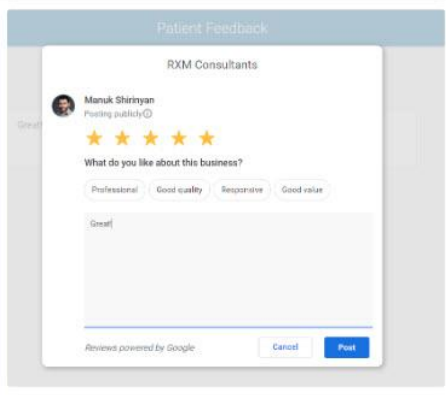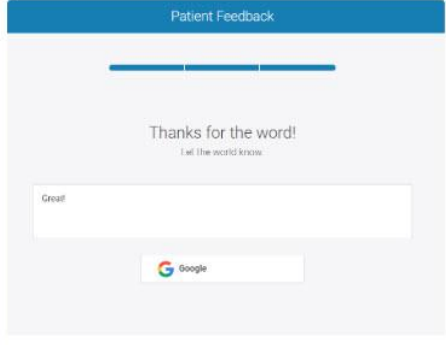- Drive higher customer conversion rates in your paid advertising efforts.
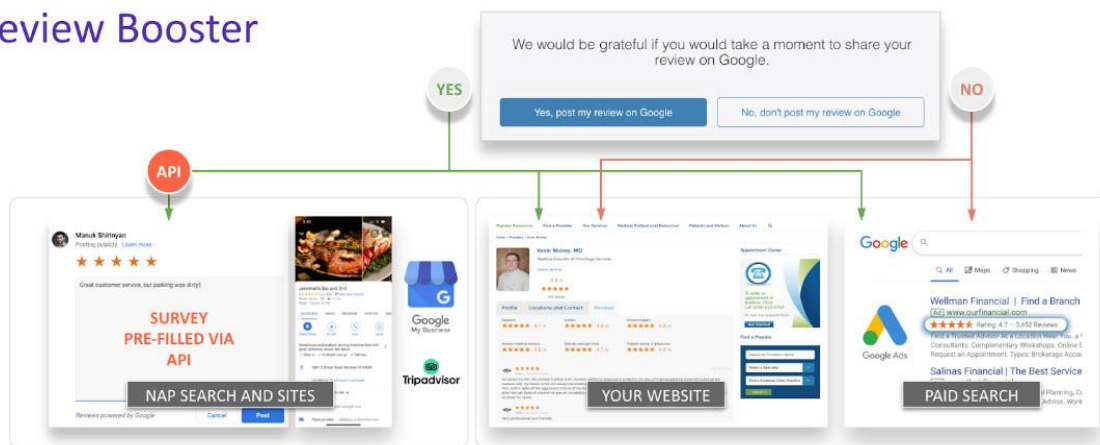
**No feedback will go to waste. Even if customers click "No" the feedback data can be streamed to power other objectives. We will work with you to optimize growth where it's needed the most.**

How Does it Work?

Survey Flow - an example of a simple one-page survey.

Review Booster Prompt - the click to action prompt available for syndicated sources (sites we have partnerships with, such as Google, TripAdvisor, DealerRater etc.)

Partner's Modal - a modal launched on top of the previous page. This modal is provided and controlled by the partner, but the text is prepopulated by Reputation.

Thank you page - last page of the survey.

Review Sites can be added to this page, both the ones that support syndication and the ones that don't.
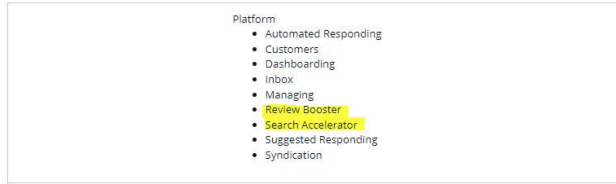
1. Check that your current subscription includes our Review Booster modules.

2. If not, please reach out to your CSM or Account Executive for support.
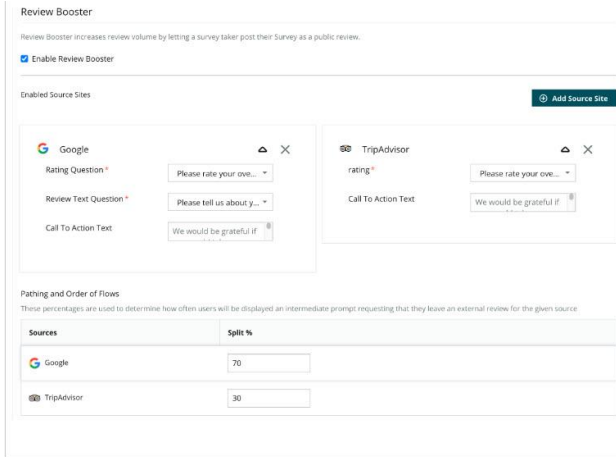
3. To enable Review Booster on one of your surveys, first log into the Reputation platform, then head to Surveys > All Surveys

4. Find the survey you want to edit and click into it, to edit.

5. Head into the Review Booster tab and click to Enable Review Booster.

6. You will see that each source requires certain fields in order to work successfully. These fields relate to questions in your survey.

7. The platform will match them automatically, but if they need to be changed you can interact with each field and select the correct question from the dropdown.

8. Once configured, set your Split. If you are only setting up Review Booster for one source, your split will be 100%.

9. If multiple splits are required, set the intended % for each, totaling 100%.

10. Click save to save your changes.
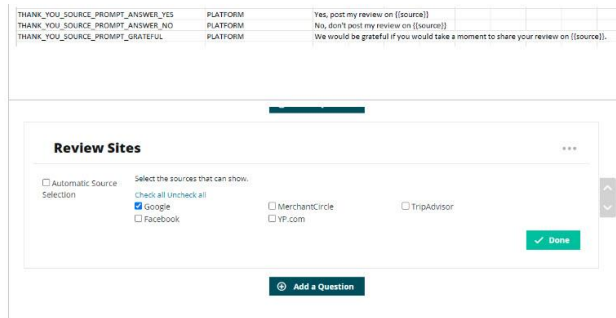
11. Add any custom translations (if your survey is presented in multiple languages) from the Translations tab.

12. If you also want to show these sources on your thank you page, ensure they are ticked in the Review Sites box at the end of your survey.

13. Once finished, scroll back up to save your survey.

FAQ

What sources can I enable Review Booster for?

- Currently Google, DealerRater, TripAdvisor, and Autotrader.

Can I still have different sources on the Thank you page?

- Yes! That page can be configured independently.

I don't have the right questions in my survey to enable Review Booster.

- Don't worry, you should be able to click back to the Surveys tab in your editor and add the required questions, then continue your setup in the Review Booster tab.

- Even if you still don't have all the questions – users will be prompted to add the missing answers directly in the Partner's modal.

What do I do if I get stuck?

- Please reach out to your Customer Success Manager for support and guidance.