Solutions Reference Guide

Welcome to Reputation! As you get started in each solution, be sure to check out our quick start user guides and overview videos to learn about platform functionality and best practices. Additionally, all guides and overview videos are accessible from **Reputation's Learn page.**

Actions

Centralize ticket management and automate workflows with role-based dashboards to ensure consistent resolution for every issue, regardless of which channel it was received.

Actions User Guide

Actions Overview Video

Admin

Manage your account settings and maximize the platform experience for users at scale.

Admin User Guide

Admin Overview Video

Business Listings

Monitor and maintain the online presence for all your locations across the web to match your source of truth.

Business Listings User Guide

Business Listings Overview Video

Dashboards

Explore pre-populated dashboards to track sentiment, Reputation Score, survey performance, and other high-level metrics per solution.

Dashboards User Guide

Dashboards Overview Video

Experience

Learn to instantly identify strengths or weaknesses at a corporate level or by location, and know where to focus your efforts.

Experience User Guide

Experience - Insights Overview Video

Inbox

Maintain seamless customer engagement across public and private communication channels through Inbox by exchanging messages and interacting with customer comments on your social media posts.

Inbox User Guide

Inbox Overview Video

Solutions Reference Guide

Mobile App

Access your reputation data on-the-go on your mobile device App available via iOS and Android App Stores.

Mobile App User Guide

Mobile App Overview Video

Requests

Request reviews and surveys from every customer to build volume and increase ratings and rankings.

Requests User Guide

Requests Overview Video

Reports

Create custom reports to track the metrics that matter most to you and your business.

Reports User Guide

Reports Overview Video

Reputation Score X

Monitor your business performance with one single metric that aggregates all feedback data to determine overall brand health and business performance.

Reputation Score X User Guide

Reputation Score X Overview Video

Reviews

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

Reviews User Guide

Reviews Overview Video

Social Publish

Manage all your social media activities with ease and efficiency, across all your locations, from a single platform.

Social Publish User Guide

Social Publish Overview Video

Surveys

Build and send custom surveys on the sites you care about. In this user guide, you'll learn how to track, analyze, and operationalize survey responses—all from one platform.

Surveys User Guide

Surveys Overview Video