

E-REP & VoC Survey

Quick Start Guide - Dealer

March 2022



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Quick Start Guide

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- Log In
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Dual Elements (E-REP & VoC Survey)

- Dashboards
- Experience
- Reports

E-REP Only

- Reviews
- Listings
- Reputation Score X

VoC Survey Only

- Requests
- Surveys
- Actions

This guide presents the modules included in the project.

Contents

Quick Start Guide

- The table below shows you which parts of the platform relate to both E-REP and VoC Survey, E-REP only and VoC Survey only:

Dual Elements (E-REP & VoC Survey)	
Dashboards	
Experience	
Reports	
E-REP Only	VoC Survey Only
Reviews	Requests
Listings	Surveys
Reputation X	Actions

- Throughout this Quick Start Guide, we will make it clear which part of the platform relates to which programme(s)

Getting Started

E-REP & VoC Survey

Log In

E-REP & VoC Survey

Log In (E-REP & VoC Survey)

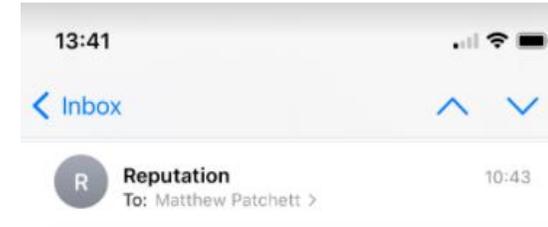
Quick Start Guide

- Once your Reputation account has been created, you will receive a 'Welcome' email that will detail how to get started in the platform:



● Reputation 10:43 >
Welcome to Reputation
EMEA TEST TENANT Your account is ready! Dear Matthew, Welcome to Reputation. To get started, just...

- Don't forget to check your **junk / spam** folder, just in case your 'Welcome' email drops in there by mistake!
- If this is the case, you can contact Reputation support. A procedure to whitelist Reputation emails is available and can be shared with your dealer IT expert. Once applied by your IT experts, it should avoid that other emails from Reputation are sent to spam for you and your colleagues.



Welcome to Reputation

Your account is ready!

Dear Matthew,
Welcome to Reputation. To get started, just create a password.

Set Password

*Link will expire after 14 days of creation or after it has been used once.

Log In (E-REP & VoC Survey)

Quick Start Guide

IMPORTANT:

- User permissions depends on:
One or several roles, on E-rep and / or VoC, corresponding to function & data access
A scope, common for E-rep & VoC (e.g. by Company, by Dealer ID, by location and potentially by Brand)
- For user access or permission requests about E-Reputation or VoC Survey, please contact your usual E-rep / VoC point of contact.
- Reputation support does not have the responsibility for user management (creation, role permissions, authorized scope). They can help about technical questions if needed.

Log In (E-REP & VoC Survey)

Quick Start Guide

<https://app-eu.reputation.com/auth>



Reputation

2021 Retail Report

The 2021 Retail Report is Here
[Read Now!](#)

Reputation

EU Login

Need Access to the US Login?
[Click Here >](#)

WE ARE STRONGER | BETTER | SMARTER TOGETHER

Be A Reputation Advocate

Join our network of champion advocates: a Collective of experienced professionals who voice their opinions, build envious partnerships, and shape the future of Reputation.

[Become an Advocate](#)

Leave Us a Review

Product reviews help the rest of us make great decisions.

[Leave a Review](#)

NEWSLETTER

Sign up for our monthly newsletter

Get monthly updates on the latest Reputation news!

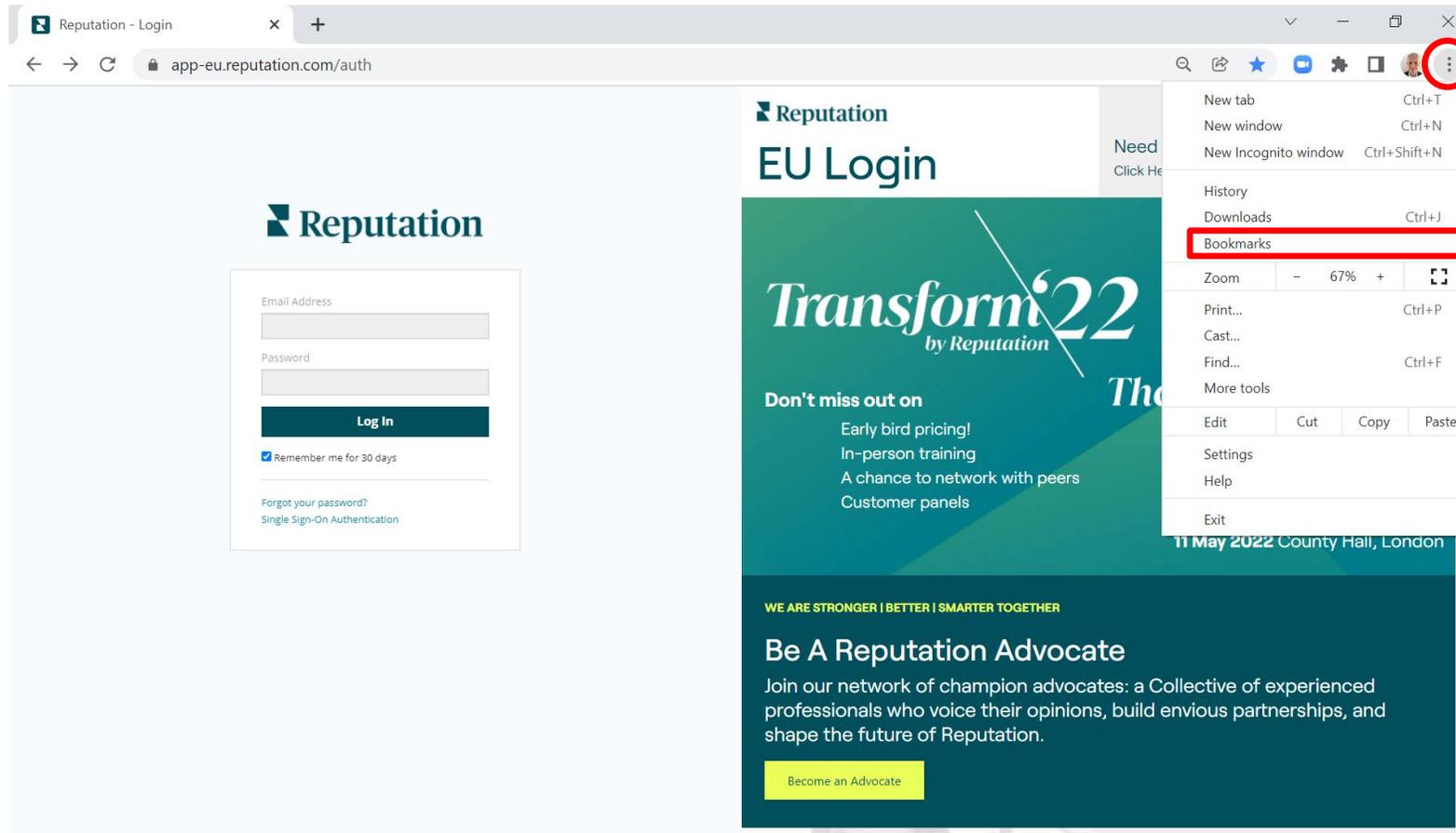
Business email*

- Please make sure you use the EU Login (Europe platform)
- If you try and use the US Login you will get an 'Unauthorized' message appear and you won't be able to login to the platform

Log In (E-REP & VoC Survey)

Quick Start Guide

We recommend you 'bookmark' the website so that it's saved for future use:



- Click on the ellipsis (the 3 vertical dots on the right-hand side of the web page)
- Then select 'Bookmarks' on the drop down
- Or you can click directly on the star next to the web address

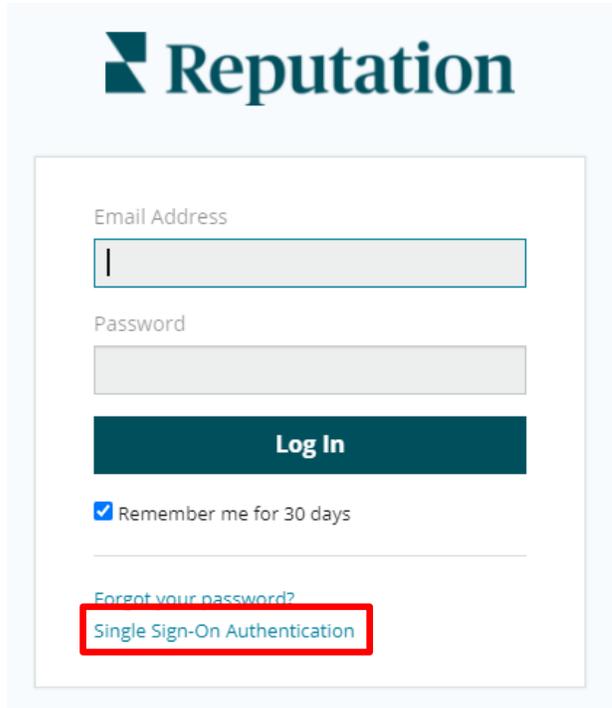
Log In (E-REP & VoC Survey)

Quick Start Guide

Single Sign On

Corporate ID Renault Group

500000299



Reputation

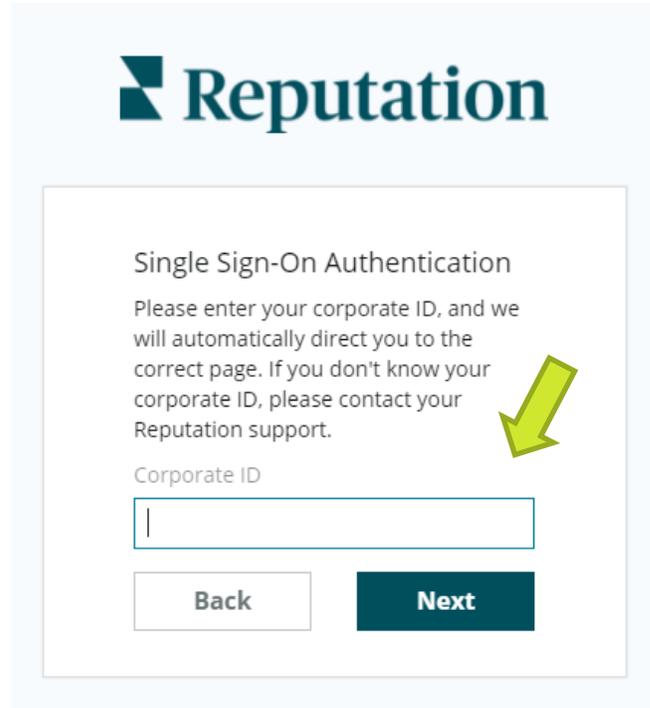
Email Address

Password

Log In

Remember me for 30 days

[Forgot your password?](#)
[Single Sign-On Authentication](#)



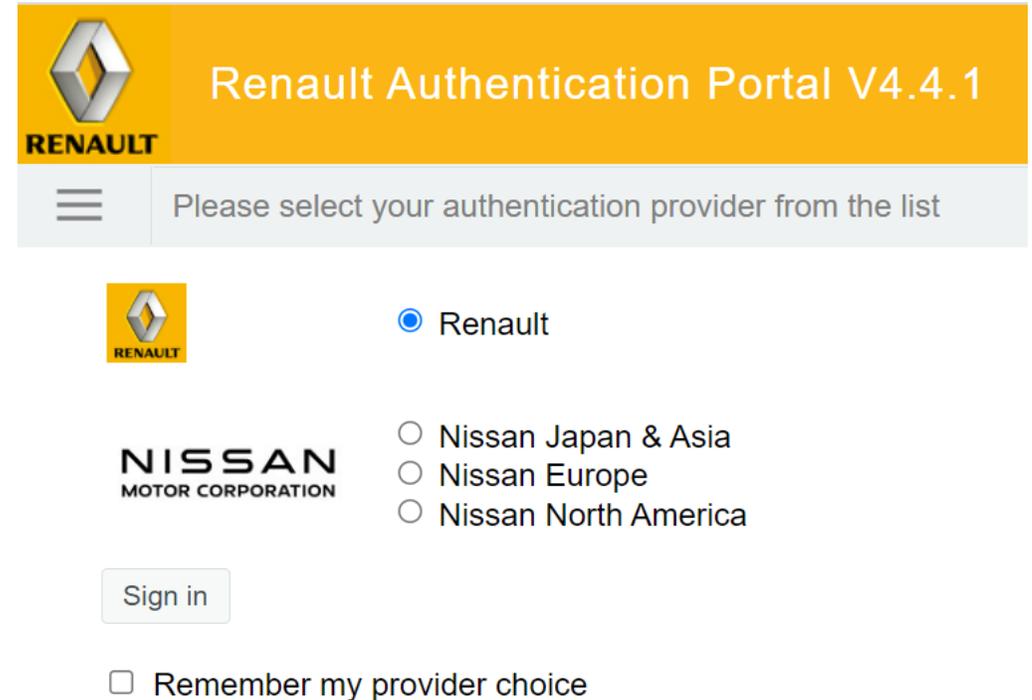
Reputation

Single Sign-On Authentication

Please enter your corporate ID, and we will automatically direct you to the correct page. If you don't know your corporate ID, please contact your Reputation support.

Corporate ID

Back **Next**



RENAULT Renault Authentication Portal V4.4.1

Please select your authentication provider from the list

Renault

Nissan Japan & Asia
 Nissan Europe
 Nissan North America

NISSAN
MOTOR CORPORATION

Sign in

Remember my provider choice

If your account is not yet configured to use SSO (Single Sign-On), the email & password login is still available for the moment: type in the email address that you received in the welcome email and create a password

Icons & Help Centre

E-REP & VoC Survey

Icons (E-REP & VoC Survey)

Quick Start Guide

- At the top right of your screen, you will see several different icons:

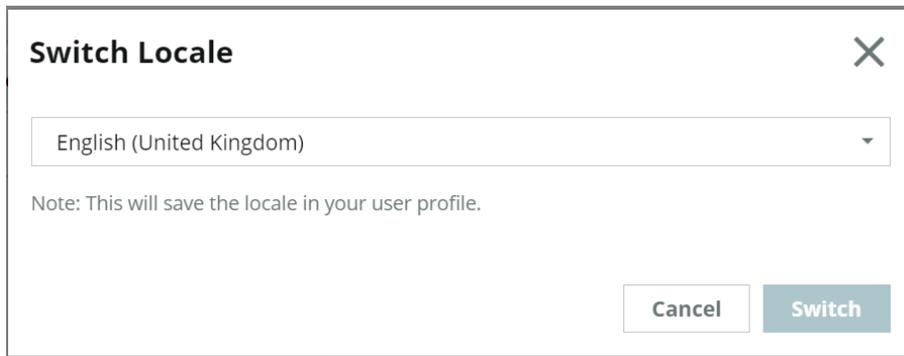
The screenshot displays the Renault Group VoC 2. Sales Dashboard. On the left is a dark teal navigation sidebar with the Renault Group logo and a 'Create New' button. Below this are menu items: Dashboards, Reviews, Listings, Social Suite, Requests, Surveys, Actions, Experience, and Reputation Score X. The main content area shows two cards: 'EREP - Rating' and 'VoC 5 Star Average'. The EREP card features a red star icon, an average rating of 4.7/5 (with 5 stars), 8,956 reviews, and a 61% change. The VoC card shows an average star rating of 4.7 (with 5 stars). A red box highlights the top right corner of the dashboard, containing a bell icon, a gear icon, a question mark icon, and a user profile icon labeled 'SA'. Below the dashboard, these four icons are shown again in a larger size.

Metric	Value	Change
Average Rating	4.7/5	▲2.2%
Reviews	8,956	▼61%
Q4 2021: 4.6/5		
Q4 2021: 23.2k		

Icons (E-REP & VoC Survey)

Quick Start Guide

-  • **Notifications:** Informs you when there's something useful that you should know about
-  • **Settings:** Click here for various topics, like reset your password or set up your notifications
-  • **Help Centre:** Contains detailed user guides, 'how to' articles, videos, as well as in platform certification courses
-  • **User:** Click on the icon with your initials to change the language shown on the platform, or to logout

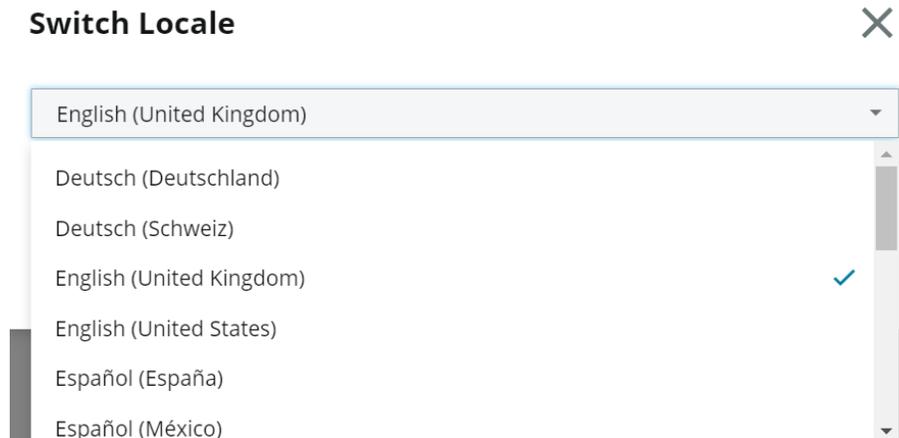


Switch Locale ✕

English (United Kingdom) ▾

Note: This will save the locale in your user profile.

Cancel Switch



Switch Locale ✕

English (United Kingdom) ▾

Deutsch (Deutschland)

Deutsch (Schweiz)

English (United Kingdom) ✓

English (United States)

Español (España)

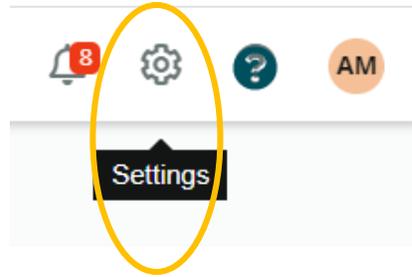
Español (México)

Notifications (E-REP & VoC Survey)

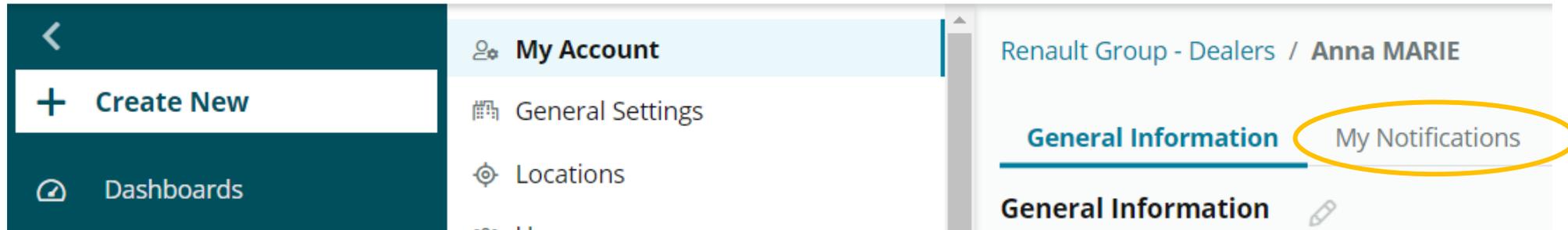
Quick Start Guide

How to manage your individual notifications:

- Click on Settings



- Once the 'My Account' page has loaded, click on 'My Notifications'

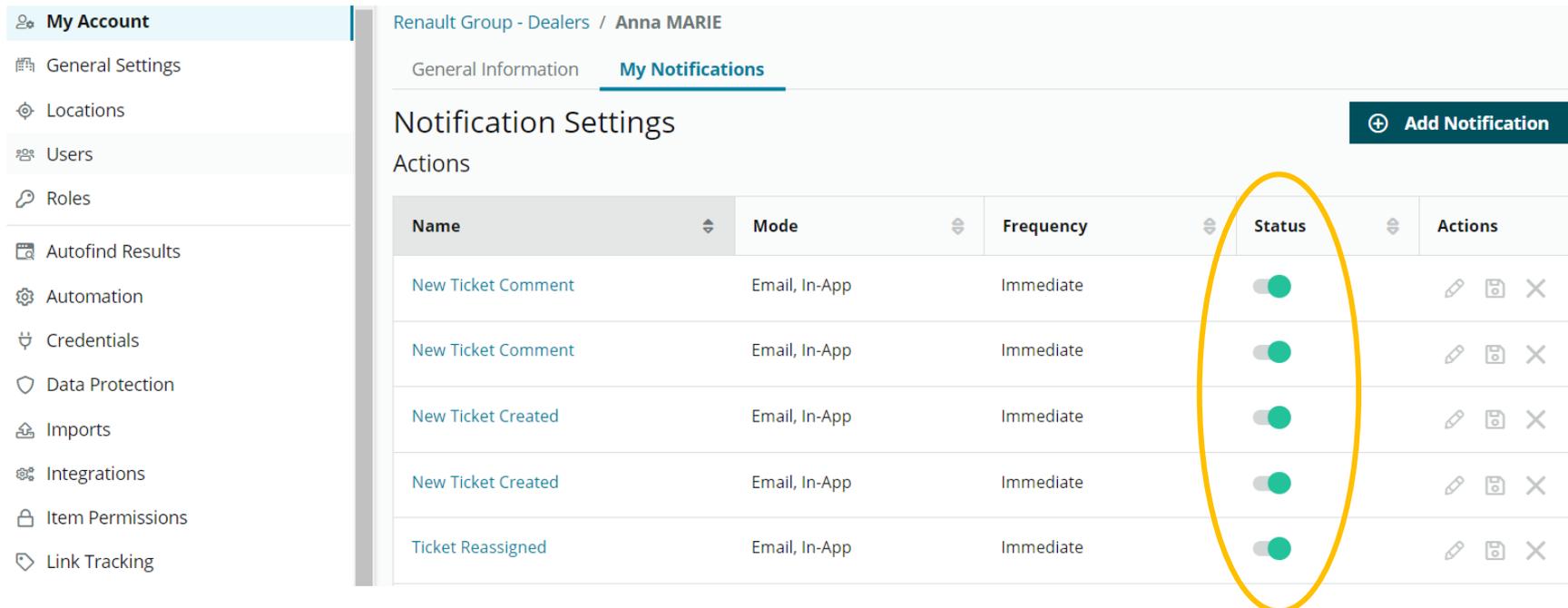


Notifications (E-REP & VoC Survey)

Quick Start Guide

Switch ON / OFF Notifications

- When the 'Notification Settings' page loads, tick/untick those notifications that you do/do not wish to receive. The 'Status' turns grey when deselected:



The screenshot shows the 'My Notifications' settings page for a user named Anna MARIE. The page has a sidebar with navigation options like 'My Account', 'General Settings', 'Locations', 'Users', 'Roles', 'Autofind Results', 'Automation', 'Credentials', 'Data Protection', 'Imports', 'Integrations', 'Item Permissions', and 'Link Tracking'. The main content area is titled 'Notification Settings' and includes a table of notification actions. A yellow oval highlights the 'Status' column, which contains green toggle switches for each notification, indicating they are currently turned on.

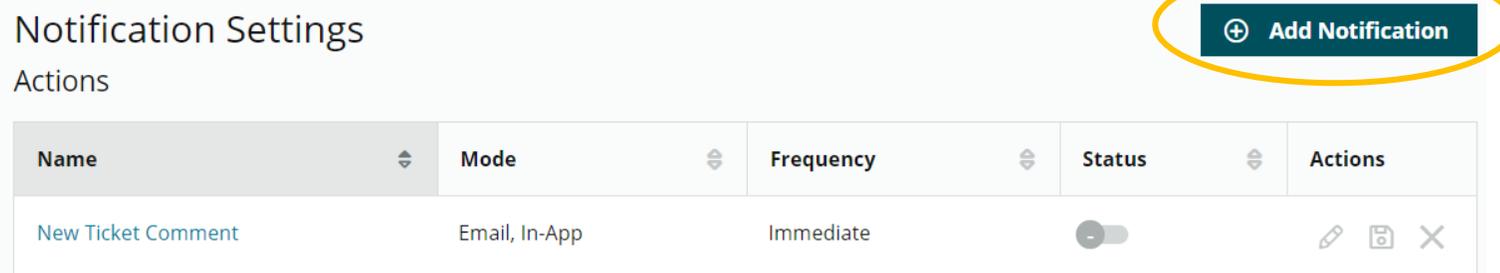
Name	Mode	Frequency	Status	Actions
New Ticket Comment	Email, In-App	Immediate	<input checked="" type="checkbox"/>	  
New Ticket Comment	Email, In-App	Immediate	<input checked="" type="checkbox"/>	  
New Ticket Created	Email, In-App	Immediate	<input checked="" type="checkbox"/>	  
New Ticket Created	Email, In-App	Immediate	<input checked="" type="checkbox"/>	  
Ticket Reassigned	Email, In-App	Immediate	<input checked="" type="checkbox"/>	  

Notifications (E-REP & VoC Survey)

Quick Start Guide

Managing your individual notifications (creating your own)

- This can either be done in your 'Profile' page:



Notification Settings

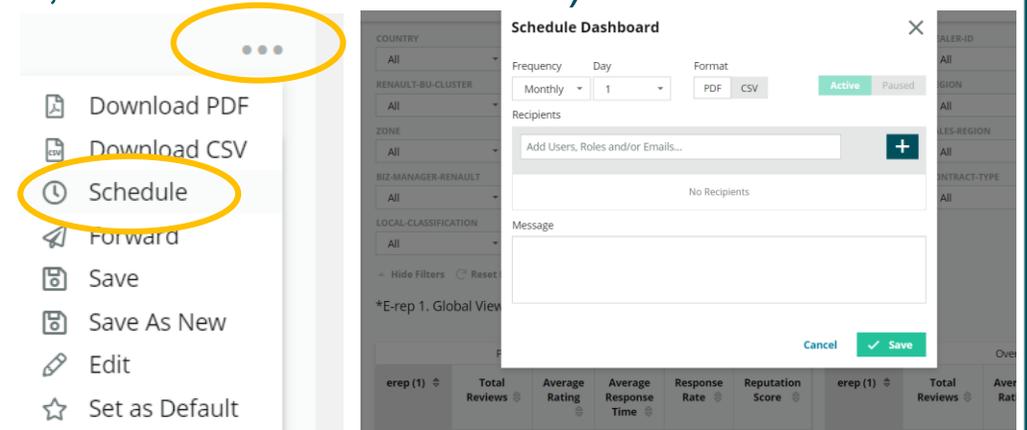
Actions

Name	Mode	Frequency	Status	Actions
New Ticket Comment	Email, In-App	Immediate	<input type="checkbox"/>	

+ Add Notification

- Or, directly from the related page (Dashboards, Reports, Actions and Reviews):

- Click on the ellipsis (on the right-hand of the page)
- Select 'Schedule'
- Complete the pop-up form
- Chose frequency of notifications
- Click 'Save'



... (ellipsis)

- Download PDF
- Download CSV
- Schedule**
- Forward
- Save
- Save As New
- Edit
- Set as Default

Schedule Dashboard

Frequency: Monthly | Day: 1 | Format: PDF | CSV | Active | Paused

Recipients: Add Users, Roles and/or Emails... +

No Recipients

Message: [Text Area]

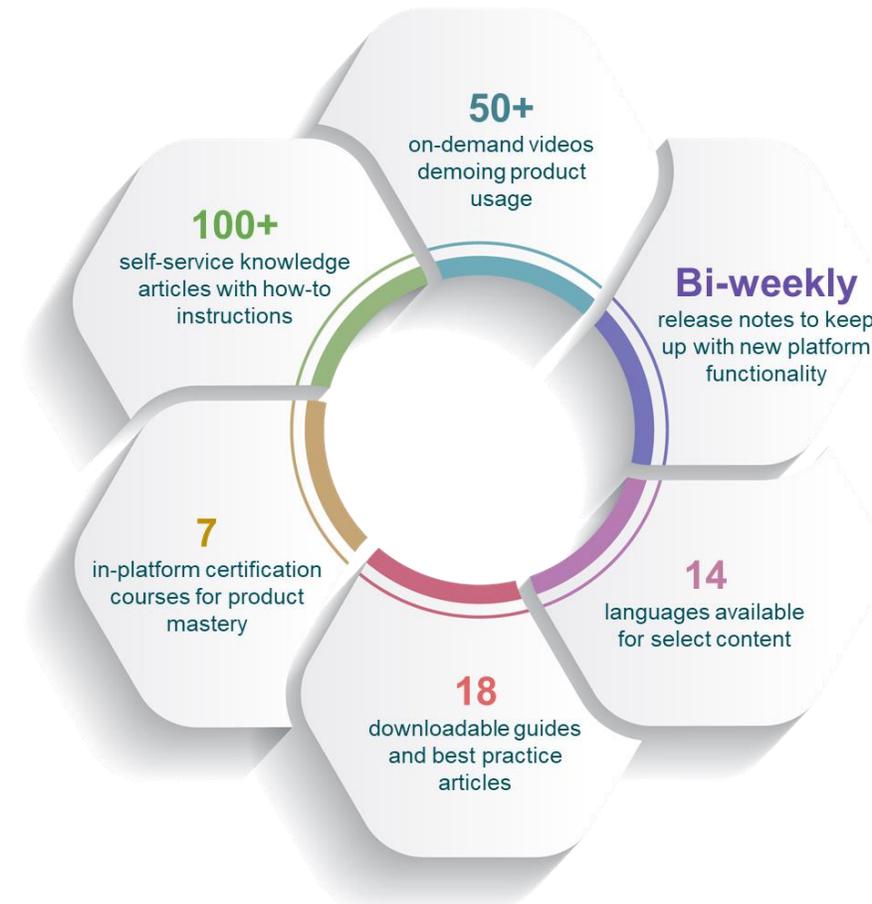
Cancel | Save

Online Help Centre (E-REP & VoC Survey)

Quick Start Guide

The Help Centre is a great source of user information and will help you get the most out of the platform. We strongly recommend that you spend some time going through the supporting materials provided:

- Accessible to **all users** (in platform)
- In platform **certification courses**
- How to **articles & videos**
- Available in **multiple languages**
- Downloadable **user guides**



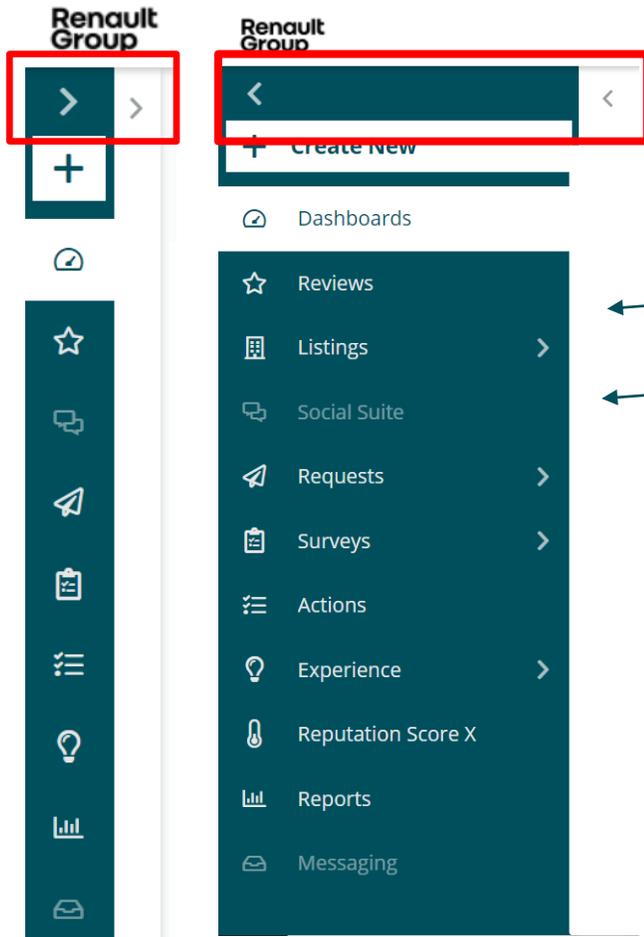
Platform Navigation

E-REP & VoC Survey

Platform Navigation (E-REP & VoC Survey)

Quick Start Guide

- The sidebar, the column on the left of your screen, lists the key sections of the platform
- You can hide and show the sidebar by clicking on the arrows at the top of the column:



The sidebar lists the different sections of the platform that are available to you:

- Sections written in white are available to you
- Sections not in white, denote functionality that has not been switched on for your organization or your profile/role
- The Dashboards that are visible to you will be based upon your user profile

Support E-REP & VoC Survey

Support (E-REP & VoC Survey)

Quick Start Guide

Dealers should contact their usual E-REP / VoC Survey contact for:

- Location / Dealer list
- Network structure
- New user creation
- User role permissions & authorised scope
- Network animation
- Customer Satisfaction

Dealers may contact Reputation support for platform questions:

- Usage questions
- Technical support queries

Support (E-REP & VoC Survey)

Quick Start Guide

This slide should be adapted
per country
by country team

Our Support teams are here to help with any **platform** queries that you may have (except user creation and permissions – see previous slide)

Country	Language	Country Email Address	Country Telephone No.
Argentina	Spanish	support-argentina@reputation.com	(800) 6663165
Austria	German	support-austria@reputation.com	0800 017908
Belgium/Luxembourg	French/Dutch	support-belgium@reputation.com	0800 73 203
Brazil	Portuguese (Brazil)	support-brazil@reputation.com	55 (800) 7610185
Bulgaria	English	renaultsupport@reputation.com	0800 46 277
Czech Republic	English	renaultsupport@reputation.com	800 144 563
Columbia	Spanish	support-columbia@reputation.com	01-800-5189373
Croatia	English	renaultsupport@reputation.com	0800 790 205
Denmark	English	renaultsupport@reputation.com	80 25 42 20
France	French	support-france@reputation.com	0 805 98 55 87

Support (E-REP & VoC Survey)

Quick Start Guide

This slide should be adapted
per country
by country team

Our Support teams are here to help with any **platform** queries that you may have (except user creation and permissions – see previous slide)

Country	Language	Country Email Address	Country Telephone No.
Germany	German	support-germany@reputation.com	0800 4412308
Hungary	English	renaultsupport@reputation.com	(80) 088 543
India	English	renaultsupport@reputation.com	(1800) 0404187
Ireland	English	renaultsupport@reputation.com	(1800) 816086
Italy	Italian	support-italy@reputation.com	800 727 604
Mexico	Spanish	support-mexico@reputation.com	800 681 9509
Morocco	French/English	support-morocco@reputation.com	To Be Confirmed
Netherlands	Dutch	support-netherlands@reputation.com	0800 0233090
Poland	Polish	support-poland@reputation.com	800 005 092
Portugal	Portuguese (Portugal)	support-portugal@reputation.com	800 181 369

Support (E-REP & VoC Survey)

Quick Start Guide

This slide should be adapted
per country
by country team

Our Support teams are here to help with any **platform** queries that you may have (except user creation and permissions – see previous slide)

Country	Language	Support Email Address	Country Telephone No.
Romania	Romanian	support-romania@reputation.com	40 800 410187
Russia	Russian	support-russia@reputation.com	8 (800) 301-85-81
Serbia	English	renaultsupport@reputation.com	0800 812175
Slovakia	English	renaultsupport@reputation.com	0800 002 661
Slovenia	English	renaultsupport@reputation.com	386 (80) 083101
South Korea	Korean	support-southkorea@reputation.com	00308 491 0197
Spain	Spanish (Spain)	support-spain@reputation.com	900 876 826
Sweden	English	renaultsupport@reputation.com	020-127569
Switzerland	French/German/Italian	support-switzerland@reputation.com	0800 562 929
Turkey	Turkish	support-turkey@reputation.com	0800 621 2293

Support (E-REP & VoC Survey)

Quick Start Guide

This slide should be adapted
per country
by country team

Our Support teams are here to help with any **platform** queries that you may have (except user creation and permissions – see previous slide)

Country	Language	Support Email Address	Country Telephone No.
United Kingdom	English	renaultsupport@reputation.com	44 808 1096128
Ukraine	English	support-ukraine@reputation.com	0800 801 231

Support (E-REP & VoC Survey)

Quick Start Guide

In order to allow the Support team manage your ticket the most efficient way, please provide as much information as possible

Email object : please describe the issue in a few words

e.g., “unable to respond to reviews” (rather than “Reputation issue” ...)

Email content :

- Precisely describe the issue you are facing + the impacts
- A print screen (full screen) of the issue you mention
- Please also give your location scope e.g.: Country xx, Region yy, ... or Dealer site zz (incl. Dealer site ID)
- If you mention a Dashboard or Report, Support will need to know precisely how to get there:
 - The Dashboard / Report name
 - The access path (Report / Reviews / Report Name ...) and URL (web address)
 - If possible, the print screen should also include the filters selected at the top of the page (please send multiple print screens if necessary – the more information the better!)
- If you have a question about a user, please send a print screen of the user profile

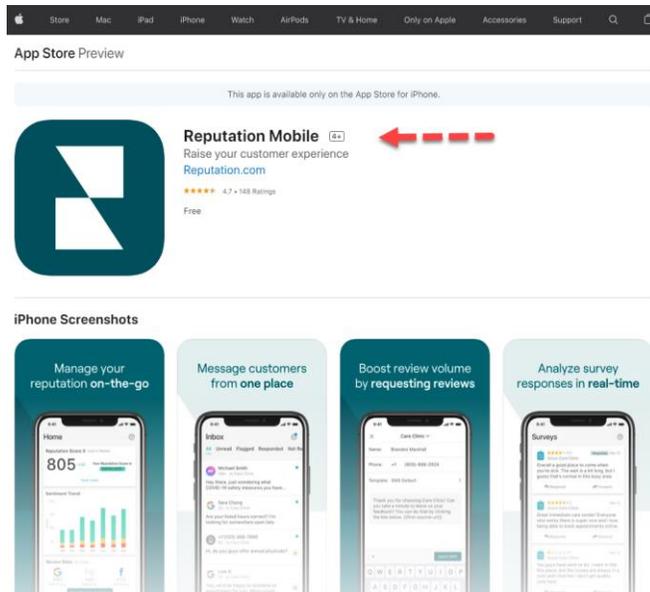
Mobile App E-REP & VoC Survey

Mobile App (E-REP & VoC Survey)

Quick Start Guide

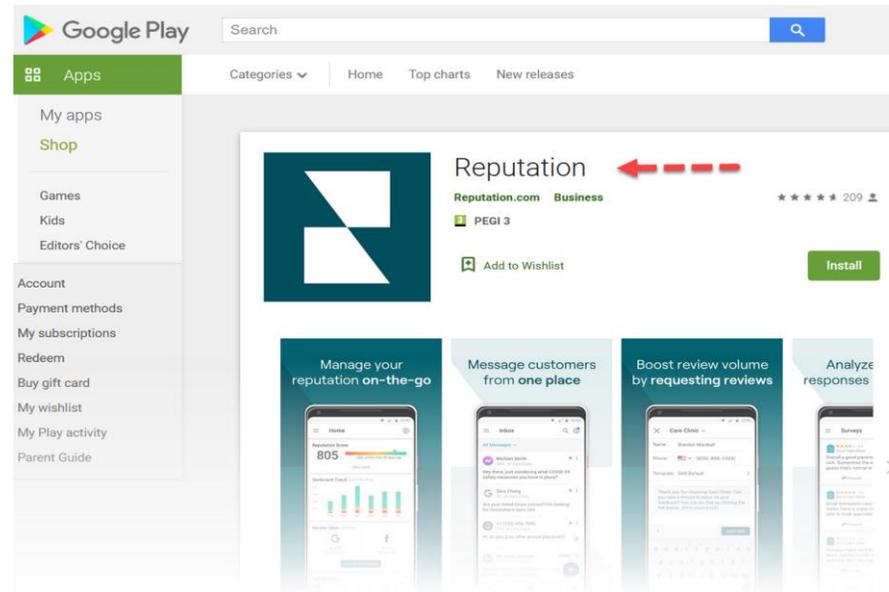
The App offers key functions that are needed for urgent topics like reviews and hot alerts / actions. Download the Reputation App is a must for Network & Field Force team. Same user access and permissions applies.

iOS



<https://itunes.apple.com/us/app/reputation-com-manager/id835333884?mt=8>

Android



https://play.google.com/store/apps/details?id=com.reputation_r4e.mobile.android&hl=en_US/

Mobile App (E-REP)

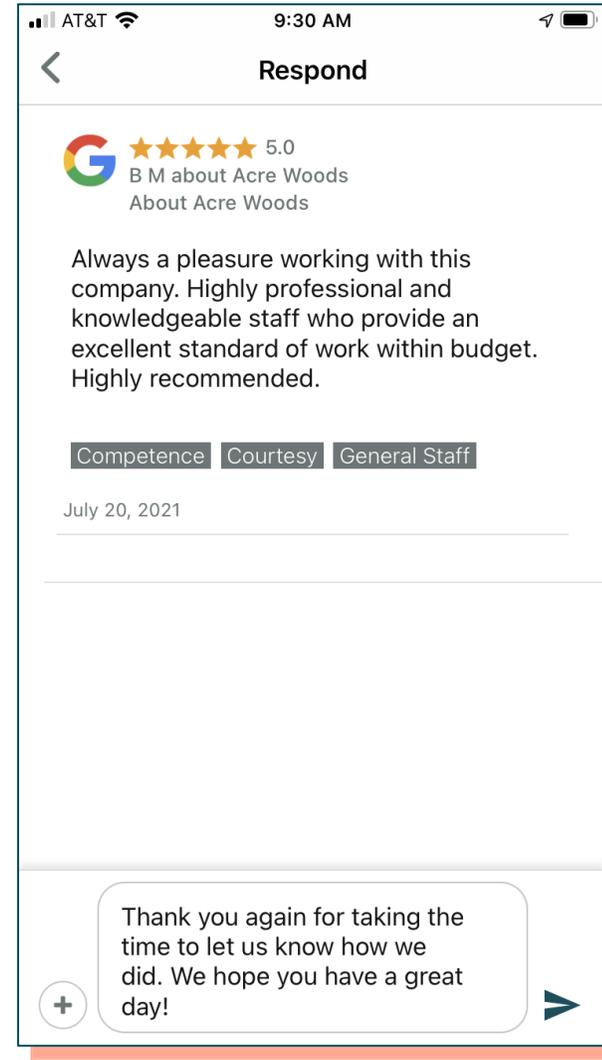
Quick Start Guide

Reviews

Monitor and Respond to Reviews

Mobile capabilities include:

- Monitor reviews
- Respond directly in the app, including access to response templates (macros)
- Easily filter to see just the reviews for certain sources or locations



Easily access and respond to reviews

Mobile App (E-REP)

Quick Start Guide

Reputation Score

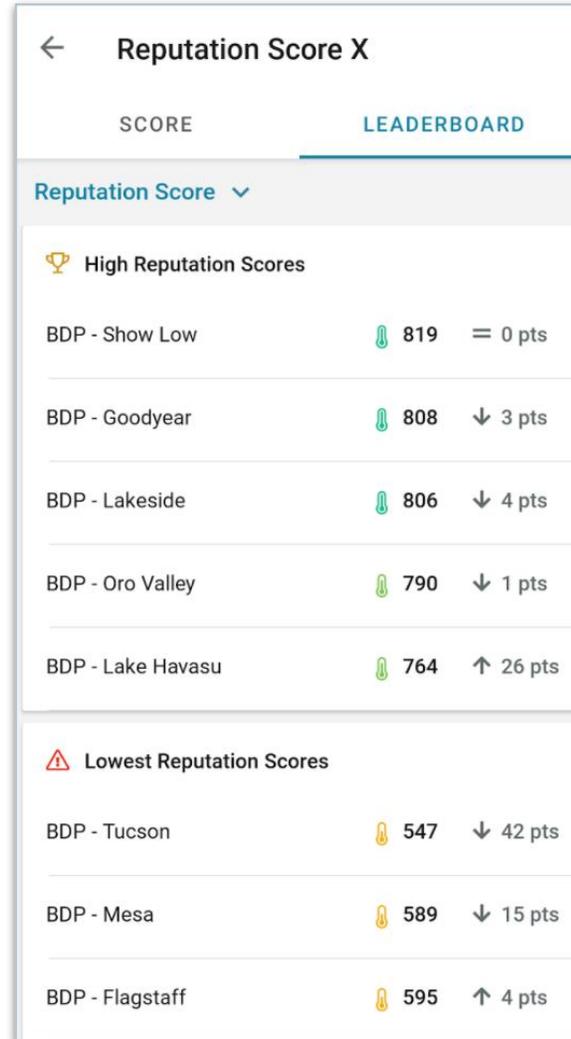
On demand Reputation Score breakdown and location recommendations

Mobile capabilities include:

- Tracking score changes
- Component breakdown
- Location Leaderboard
- Prescriptive recommendations

For all data and dashboards, please use the desktop access.

For more explanations about the Reputation score, see further the E-rep specific slides



Access Leaderboards to see location performance



Utilize Prescriptive Insights to drive strategic actions

Mobile App (VoC Survey)

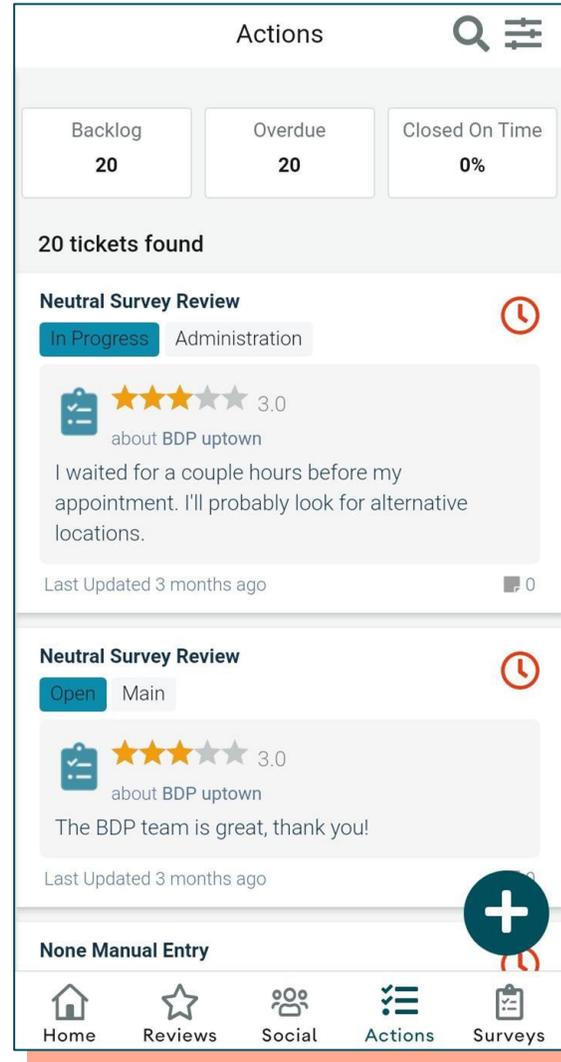
Quick Start Guide

Actions

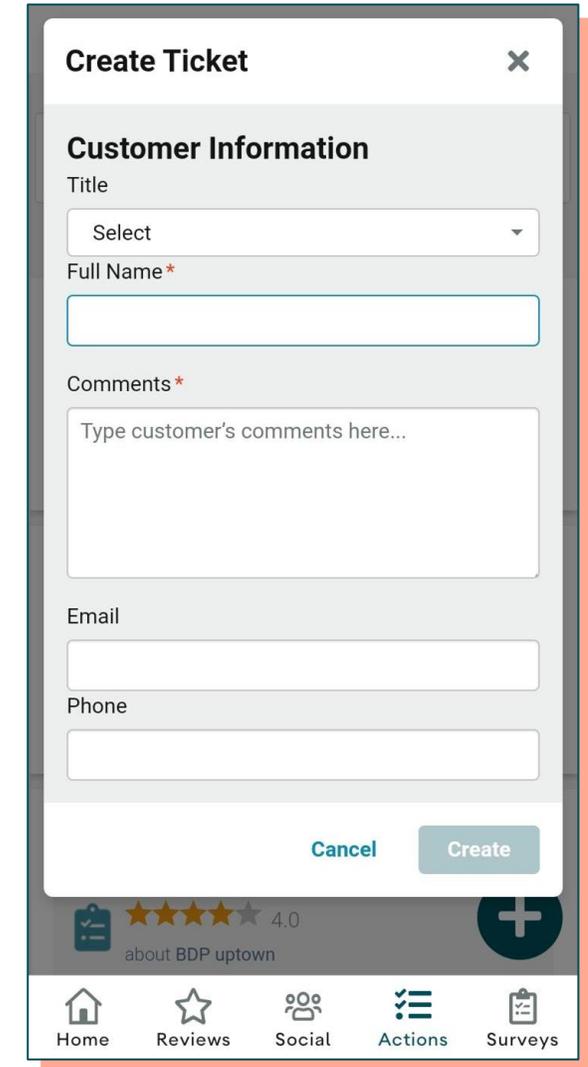
Create, Filter and Resolve Support Tickets

Mobile capabilities include:

- Search for specific keywords
- Respond to and close tickets
- Leave internal notes
- Create new tickets
- Receive push notifications about important ticket activity



Access all tickets on your mobile device



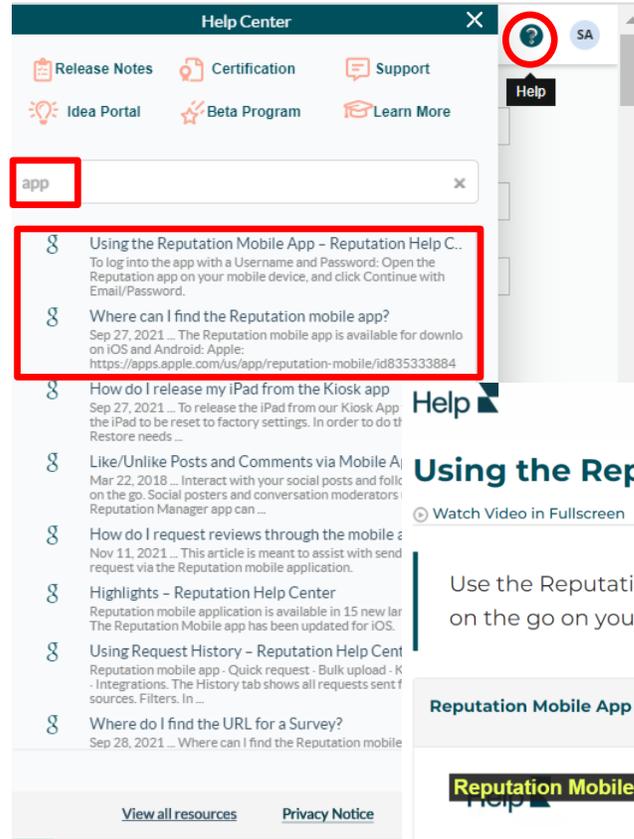
Create tickets in the moment to ensure customer resolution

Mobile App (E-REP & VoC Survey)

Quick Start Guide

Help Centre

- For further information on the Reputation Mobile App, simply type in 'app' to the Help Centre search



Using the Reputation Mobile App

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

Reputation Mobile App Overview

Reputation Mobile App Overview



Dual Elements

E-REP & VoC Survey

Dashboards

E-REP & VoC Survey

Dashboards (E-REP & VoC Survey)

Quick Start Guide

- There are a number of pre-defined E-REP and VoC Survey Dashboards that have been created for you

The screenshot displays the Renault Group dashboard interface. On the left is a dark teal sidebar menu with the Renault Group logo at the top. The menu items are: 'Create New' (highlighted with a white background), 'Dashboards', 'Reviews', 'Listings', 'Social Suite', 'Requests', 'Surveys', 'Actions', 'Experience', 'Reputation Score X', 'Reports', and 'Messaging'. The main content area on the right is titled 'Dashboards' and features a 'Create' button. Below the title, there are two categories: 'Public (3)' and 'Created By Me (33)'. A search filter box is present under the 'Created By Me' category. A list of pre-defined dashboards is shown, including: '*E-rep 1. Global View, Google', '*E-rep 2. Country Overall View, Google', '*E-rep 2.1 Country detail S&W, Google', '*E-rep 2.2 List by Company, Google', '*E-rep 3. Overall View, Google', '*E-rep 3.1 List by Location, Google', '*E-rep 3.2 Top 20 locations, Google', '*E-rep 3.3 List by Region, Google', '*VoC 1. Daily Sales Dashboard', '*VoC 2. Sales Dashboard', '*VoC 3. Sales Leaderboard', '*VoC 4. Daily Aftersales Dashboard', '*VoC 5. Aftersales Dashboard', and '*VoC 6. AfterSales Leaderboard'.

Dashboards (E-REP & VoC Survey)

Quick Start Guide

This slide should be adapted
per country
by country team

- You can focus on a certain level by using the filters (e.g. by brand, by dealer ID, by location, ...)
- Filters are supplied with data from Renault Group network structure.
- The filters showed depends on each user authorized scope.
- E-rep = all will show all locations ; E-rep = yes is used to focus on e-reputation scope.
- A filter on data range is also available.

COUNTRY	CITY	LOCATION	BRAND	DEALER-ID	COUNTRY-CLUSTER
All	All	All	All	All	All
RENAULT-BU-CLUSTER	DACIA-BU-CLUSTER	ALPINE-BU-CLUSTER	CONTRACT-LEVEL	REGION	DACIA-REGION
All	All	All	All	All	All
ZONE	COMPANY	SALES-ACTIVITY	AFTER-SALES-ACTIVITY	SALES-REGION	AFTER-SALES-REGION
All	All	All	All	All	All
BIZ-MANAGER-RENAULT	BIZ-MANAGER-DACIA	MANAGING-DEALER	MQK	CONTRACT-TYPE	EREP
All	All	All	All	All	All
LOCAL-CLASSIFICATION	AFS-MANAGEMENT1	AFS-MANAGEMENT2	DATE RANGE		
All	All	All	Current Quarter		

Dashboards (VoC Survey)

Quick Start Guide

- For VoC Survey there are 2 x Sales Dashboards and 2 x Aftersales Dashboards
- The Daily Dashboards (1 and 4) provide a snapshot of the feedback that you received the previous day. These should be accessed **daily** in order to address any poor customer experiences
- VoC Sales Dashboards 2 and 5 provide a more detailed view of your performance for the current quarter:
 - Average ratings
 - Trends
 - Hot Alerts overview
 - Top Box trends (% of customers who gave 5 stars)
 - Performance by question
 - Strengths and weaknesses
 - Comments

Dashboards (E-REP)

Quick Start Guide

This slide should be adapted
per country
by country team

For E-REP, reference Dashboards shows key data :

- Star rating and response rate
- Review volume
- Review split (positive / neutral / negative)
- Response time
- Reputation score

Colour code for the review split (%) :

Positive reviews (4-5 stars) : xx%

Neutral reviews (3 stars) : xx%

Negative reviews (1-2 stars) : xx%

They are available on your overall scope or split per level (by region, ... by dealer ID, by location)

They also show useful additional data :

- Competition comparison
- Top topics
- Response rate per sentiment (positive / neutral / negative reviews)

Dashboards (E-REP & VoC Survey)

Quick Start Guide

- The Dashboards available to you will depend on your user profile
- Clicking on the ellipsis (the 3 vertical dots on the right-hand side of the web page) gives you a number of additional options e.g., downloading or scheduling by email

The screenshot displays the Renault Group dashboard interface. On the left, there is a navigation sidebar with a 'Create New' button and a list of dashboard categories including Dashboards, Reviews, Listings, Social Suite, Requests, Surveys, Actions, Experience, Reputation Score X, Reports, and Messaging. The main content area shows a list of dashboards under 'Created By Me (33)'. The selected dashboard is '*VoC 2. Sales Dashboard'. The detailed view of this dashboard includes a 'Filters (2)' section, a 'Reviews' card with an average rating of 4.7/5 and 10.9k reviews, and a 'VoC 5 Stars' card showing an average star rating of 4. A context menu is open over the 'VoC 5 Stars' card, listing options: Download PDF, Download CSV, Schedule, Forward, Share, Save, Save As New, Edit, Delete, and Set as Default. Below the main cards, there are trend charts for 'EREP - Rating Trend' and 'VOC - Rating'.

Exports (E-REP & VoC Survey)

Quick Start Guide

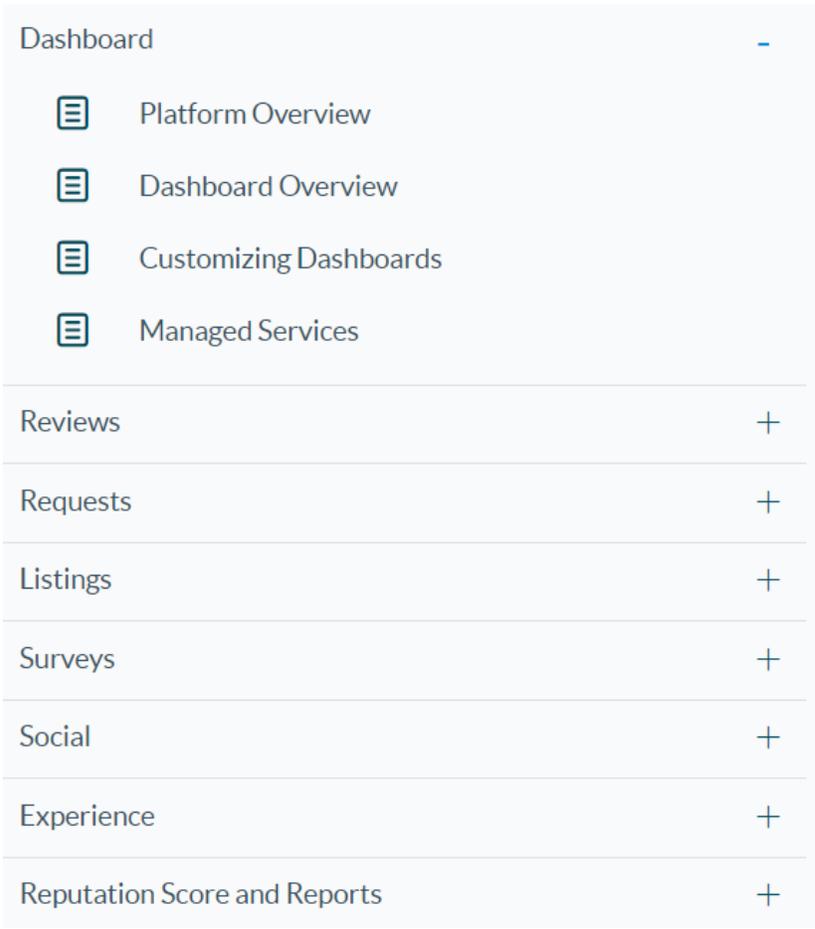
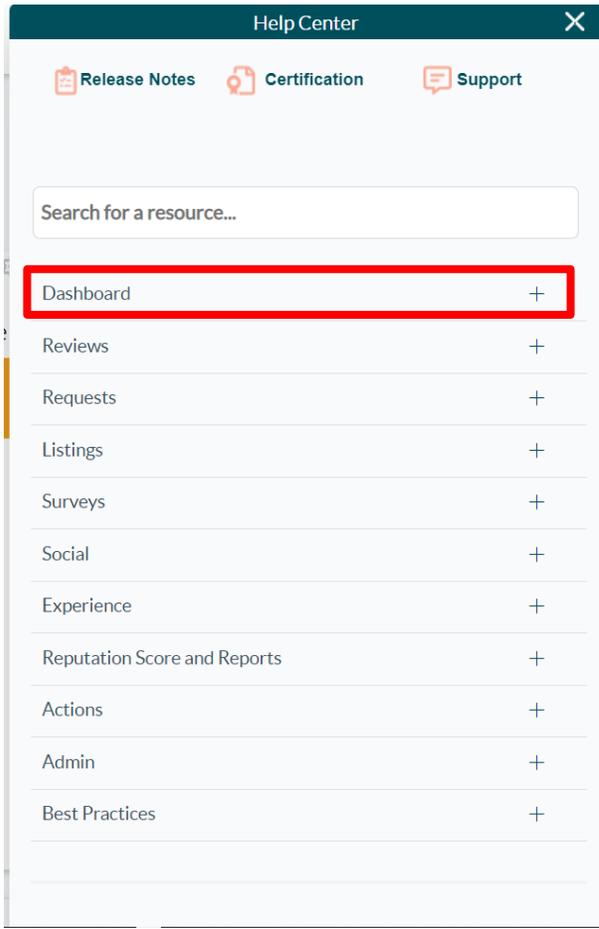
- For the moment, downloading Dashboards and Reports is only available in PDF or CSV (universal data format)
- Functionality is being developed to enable the capability to download into Excel format
- For the moment it is available in beta test version for a limited number of users.
- More info will be communicated separately. Please ask you usual E-REP/VoC for updates

Dashboards (E-REP & VoC Survey)

Quick Start Guide

Country decision : to remove or keep this slide in the dealer guide. More details about adapting dashboards will be sent to country teams.

Dashboards is included within the Help Centre menu and there are number of useful sub sections on this topic:



- We **recommend** focusing on **adapting existing** Dashboards or using the **pre-defined** ones to start with
- When you're **comfortable** with the **platform** and the **data**, then you can start creating / customizing Dashboards tailored to your specific needs

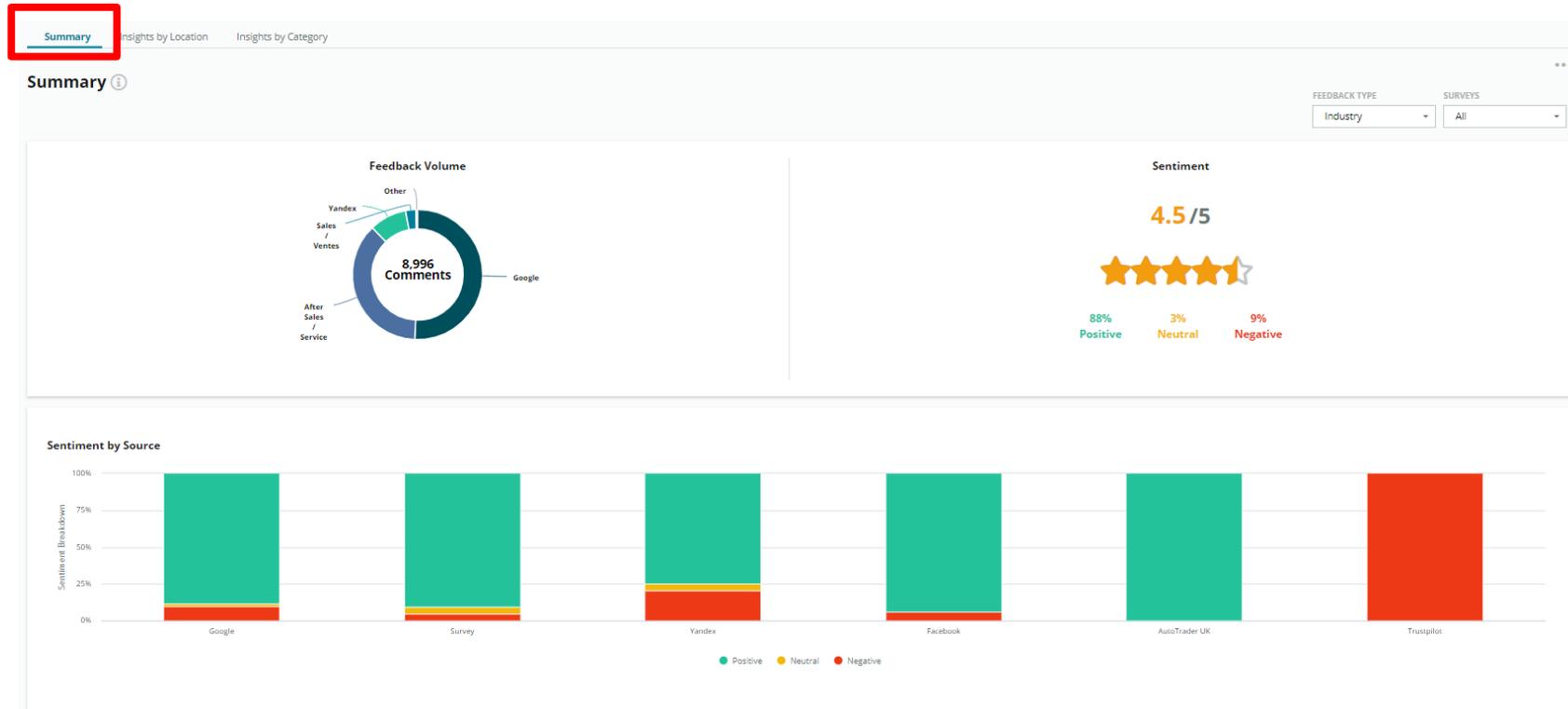
Experience

E-REP & VoC Survey

Experience (E-REP & VoC Survey)

Quick Start Guide

- This is based on **both** your **E-REP** and **VoC Survey** feedback (it combines the two)
- Only feed-back with **comments** are taken into account here.
- The 'Summary' tab shows your comment volume by channel, your sentiment score and your sentiment by 'Source' (E-REP only)
- If a customer completes a VoC survey then post the same comment on Google, it will only count once.



Experience (E-REP & VoC Survey)

Quick Start Guide

Insights by location

- This is based on both your E-REP and VoC Survey comments (it combines the two)
- You can change the criteria of the information provided by selecting different options in the drop downs

Summary **Insights by Location** Insights by Category

Insights by Location

FEEDBACK TYPE: Industry | SURVEYS: All

Group by: Location | Hide locations with fewer than 10 comments

Rank	Location	Rating	Rating Change	Feedback Volume
1	RENAULT AUBAGNE -RRG - RENAULT - 00000059 Customer Service Sales Pricing	5.0 /5	-	10
2	AUTOSAE, S.A.U. - DACIA - PINTO Customer Service Sales Service	5.0 /5	-	31

Experience (E-REP & VoC Survey)

Quick Start Guide

Insights by category

- This is based on both your E-REP and VoC Survey comments (it combines the two)
- This enables you to drill down into your performance.

Many elements are clickable to deep dive with a focus by location, time evolution and view the customer quotes.

Filters (1)

Summary
Insights by Location
Insights by Category

Insights by Category

FEEDBACK TYPE

Industry

SURVEYS

All

● Industry Average

Strengths & Weaknesses ⓘ

Strengths

Categories with the highest positive impact on the average star rating

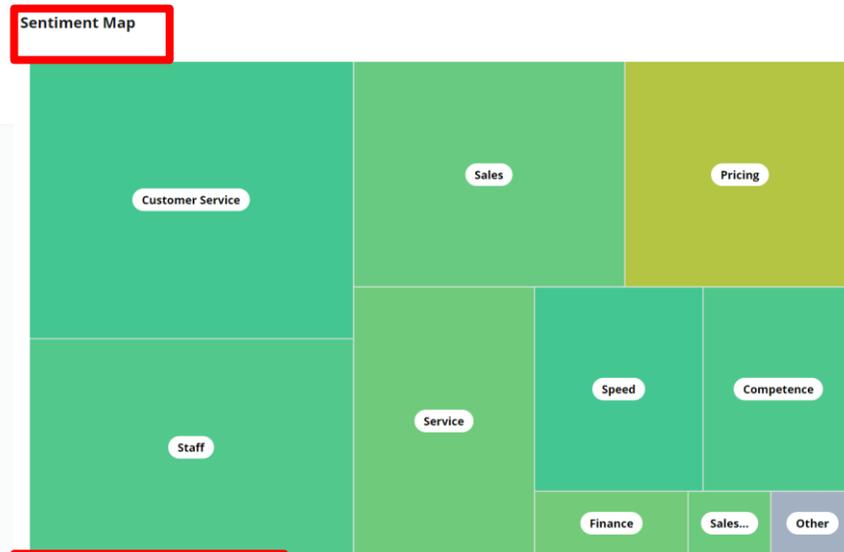
Customer Service ⓘ

Category Sentiment 92

Mentions ⓘ 3,032 Reviews and Surveys

Impact ☆+0.17

- très professionnel Fusible commandé et appel dès la réception parfait .
- They are all very knowledgeable and polite.
- Mais je n'ai toujours pas de réponse au problème.
- Un travail de qualité, une amabilité au rendez-vous.
- explication claire sur la révision de mon véhicule et très professionnel .



Sentiment By Category ⓘ

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
Customer Service ⓘ	3,032	4.7 /5	92 /100	+5 /100			0 2000 4000
Staff ⓘ	2,363	4.6 /5	88 /100	+6 /100			0 2000 4000

Experience (E-REP & VoC Survey)

Quick Start Guide

Filters (1)

Industry

FEEDBACK TYPE: Industry
SURVEYS: All

Compare to Industry

Domain	Mentions ⓘ		Share of Voice	Avg. Rating	Compare to Industry	
	Negative	Positive			Negative	Positive
All	1,856	15.6k		4.5 /5		
Staff	889	6,627		4.5 /5		
Transaction	735	6,162		4.5 /5		
Satisfaction	147	2,356		4.7 /5		

Staff	889	6,627		4.5 /5		
Staff ⓘ	213	2,152		4.6 /5		
Sales ⓘ	293	1,755		4.4 /5		
Service ⓘ	234	1,367		4.3 /5		
People ⓘ	94	1,067		4.6 /5		
Finance ⓘ	49	274		4.3 /5		
Parts ⓘ	5	6		3.2 /5		

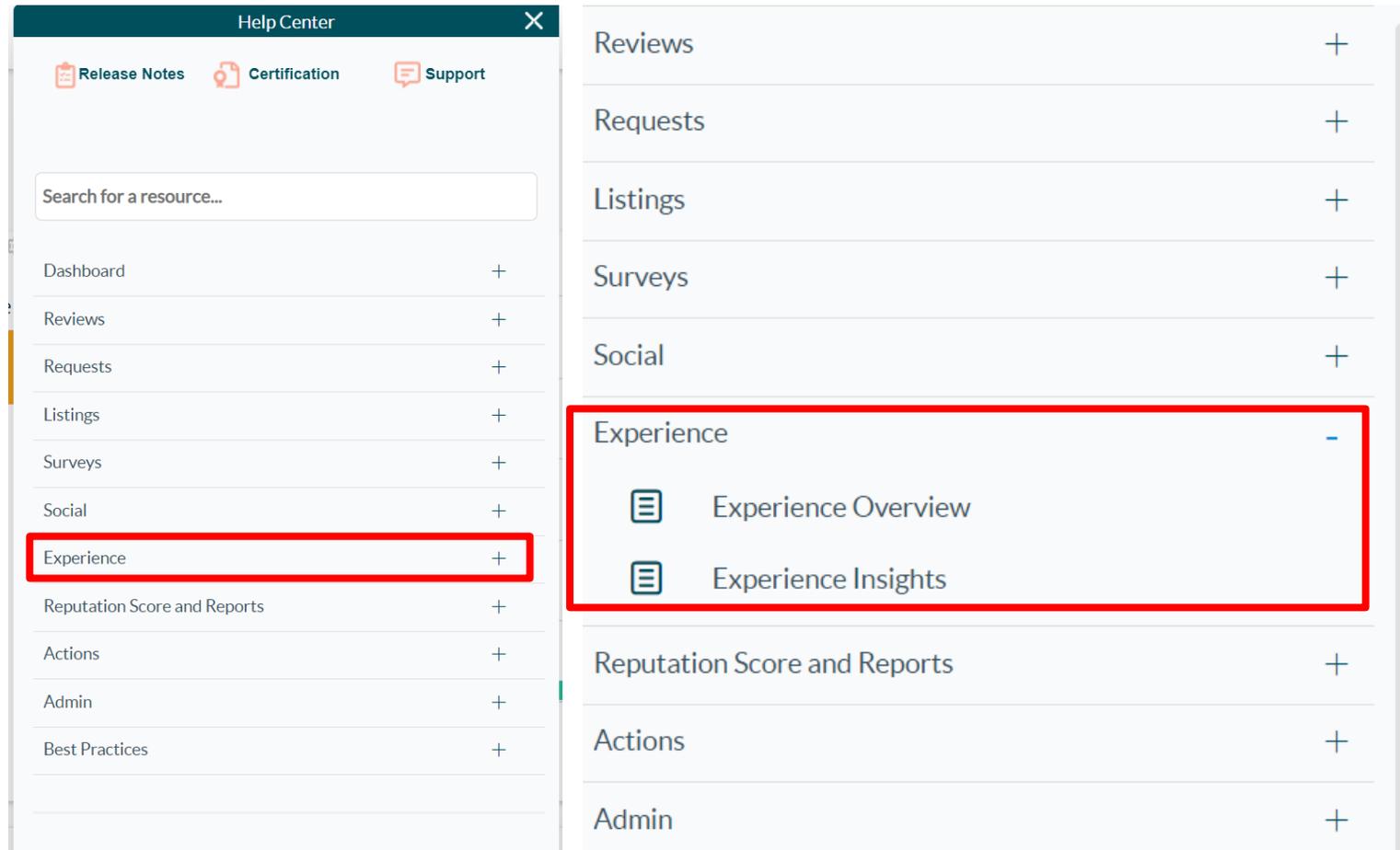
Explorer

- Enables you to compare performance against the industry
- Again, through the drop downs you can select the specific criteria that you want to see
- To compare to industry, please tick the 'compare to industry' box

Experience (E-REP & VoC Survey)

Quick Start Guide

Experience is listed within the Help Centre menu and there are number of useful sub sections on this topic:



There's lots of information within the 'Experience' section of the platform. Please take some time to understand this in detail

Reports

E-REP & VoC Survey

Reports (E-REP & VoC Survey)

Quick Start Guide

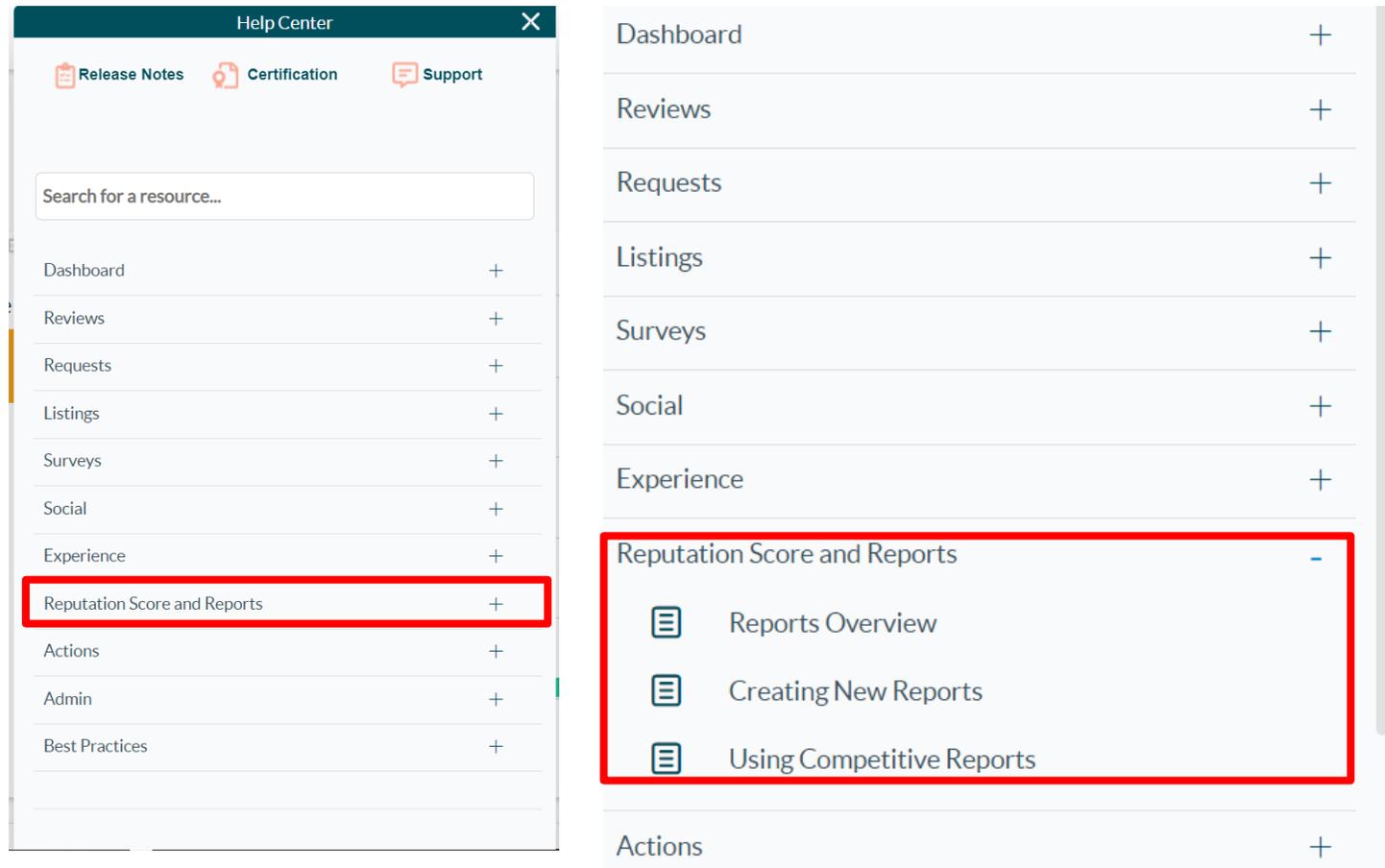
The screenshot displays the Reputation dashboard interface. On the left is a navigation sidebar with categories like Reports, Summary, Reviews, Requests, Listings, Surveys, Surveys 3.0, Experience, Competitive Insights, Reputation Score, Actions, Admin, Created By Me, and Shared With Me. The main content area shows the 'Executive Summary Report' with a 'Filters (1)' button. The report is divided into three main sections: Year-To-Date Summary, All Time Summary, and Quarterly Summary. Each section displays key metrics: Total Reviews, Overall Rating, and Reputation Score. The Year-To-Date Summary shows 18.9k reviews, a 4.6/5 rating, and a reputation score of 429/1,000. The All Time Summary shows 1.26m reviews (All Time) vs 1.07m (At Start), a 4.2 rating (All Time) vs 4.2 (At Start), and a reputation score of 429 (All Time) vs 538 (At Start). The Quarterly Summary shows 1.26m reviews (All Time) vs 1.07m (At Start), a 4.2 rating (All Time) vs 4.2 (At Start), and a reputation score of 429 (All Time) vs 538 (At Start). A red box highlights the menu options available for the report, including Download PDF, Download CSV, Schedule, Forward, Save As New, and Set as Default.

- There are several Reports already available (covering both E-REP and VoC Survey)
- The Reports available to you will depend on your user profile
- Clicking on the ellipsis (the 3 vertical dots on the right-hand side of the web page) gives you a number of additional options e.g., to download or schedule by email

Reports (E-REP & VoC Survey)

Quick Start Guide

Reports is listed within the Help Centre menu (alongside Reputation Score) and there are number of useful sub sections on this topic:



E-REP Only Elements

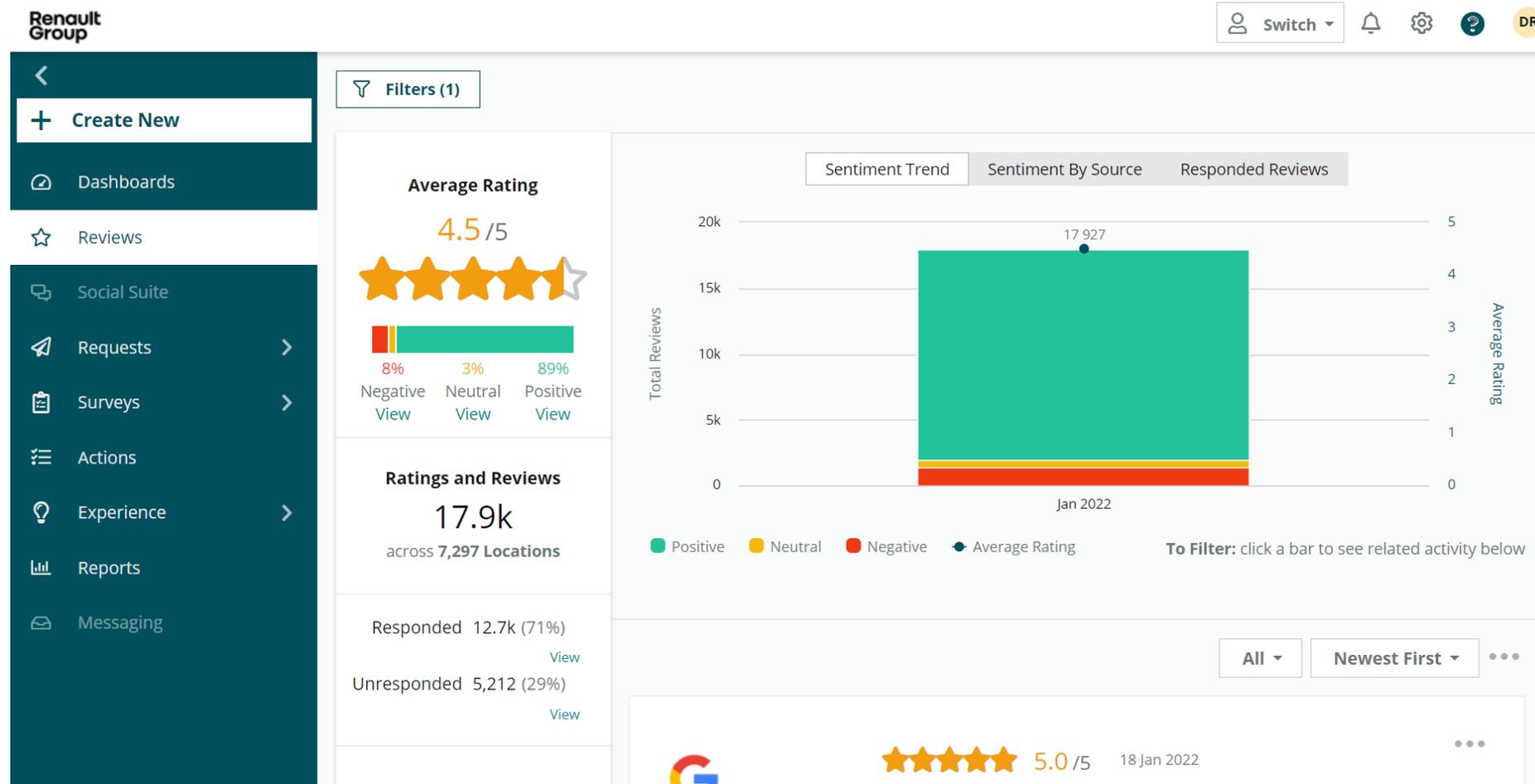
Reviews

E-REP

Reviews (E-REP)

Quick Start Guide

- This section of the platform provides a summary of your **online reviews** for the current quarter:



Reviews (E-REP)

Quick Start Guide

Responding to Reviews

- Once notifications are set-up (by NSC or by user) you are automatically notified when a customer review requires your attention (new or updated)
- Helps ensure that no customer is ignored
- You can check your notifications within your user profile
- Response templates (macros) enable you to respond with a professional and consistent 'tone of voice'
- Reduces the effort to respond

This slide should be adapted per country by country team

The dashboard provides a comprehensive overview of customer feedback. It includes a summary of the average rating (4.0/5) and a breakdown of sentiment: 21% Negative, 4% Neutral, and 75% Positive. A bar chart illustrates the total number of reviews over time, with a secondary line graph showing the average rating trend. Below the charts, individual reviews are displayed, including a 5-star review from Irène JAMME and a 1-star review from a customer on Feb 6, 2021. The interface also features filters for 'A un commentaire' and 'Plus récents', and a response template editor with dropdowns for 'Select Introduction' and 'Select Signature'. The response template text reads: 'Adam Black, we regret to hear that you had a negative experience with us, but would appreciate the chance to turn your experience around. Our manager would really like to speak with you more regarding this matter. Please reach out to us at 01202 627455. We look forward to hearing from you.'

View and respond to all reviews in one place

Reviews (E-REP)

Quick Start Guide

Competitive Reporting

- The scope is for each dealer to have 2 local competitors of set brands defined by Corporate and each NSC
- Monitoring star rating, sentiment, review volume and Rep score, the Dashboard allows you to compare these competitor data points with your own



Brand	Competitors	
RENAULT (1)	Nissan (1)	Peugeot (1)
4.1 396 reviews ★★★★☆ 504	4.4 307 reviews ★★★★☆ -	3.9 181 reviews ★★★★☆ -
ALPINE (1)	Porsche (1)	Jaguar (1)
4.1 379 reviews ★★★★☆ 494	4.8 78 reviews ★★★★★ 691	3.6 161 reviews ★★★★☆ 485
DACIA (1)	Citroen (1)	MG (1)
4.4 20 reviews ★★★★☆ 455	3.4 29 reviews ★★★★☆ -	4.1 350 reviews ★★★★☆ -

Reviews (E-REP)

Quick Start Guide

Competitive Reporting

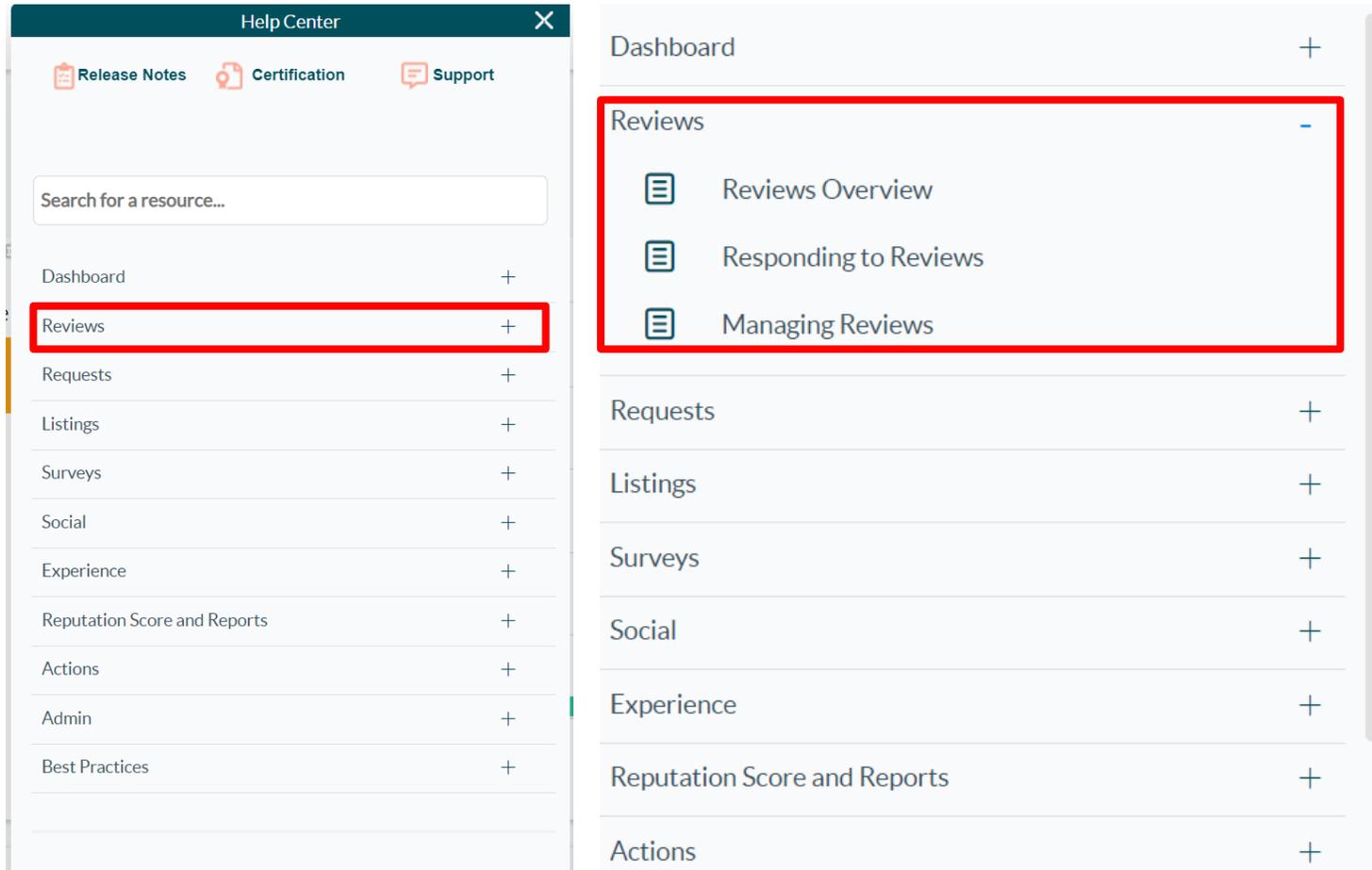
NOTE:

- Competitive Reporting can be viewed at any level of the network structure e.g., Country, Company, ... or Location. It is also available within Reports under the Competitive Insights section
- Implementation and ongoing management of competitors is handled by each country NSC

Reviews (E-REP)

Quick Start Guide

Reviews is listed within the Help Centre menu and there are number of useful sub sections on this topic:



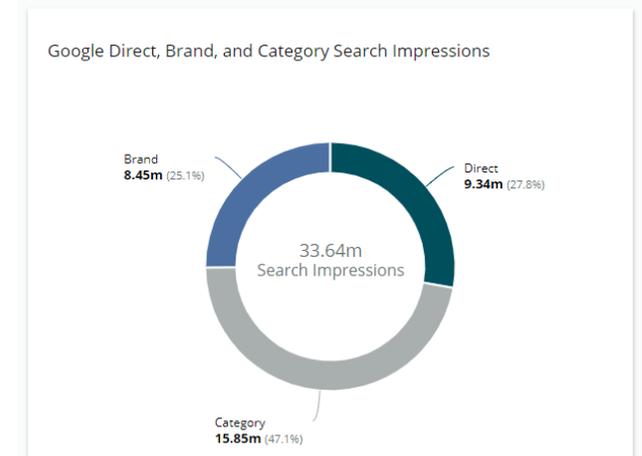
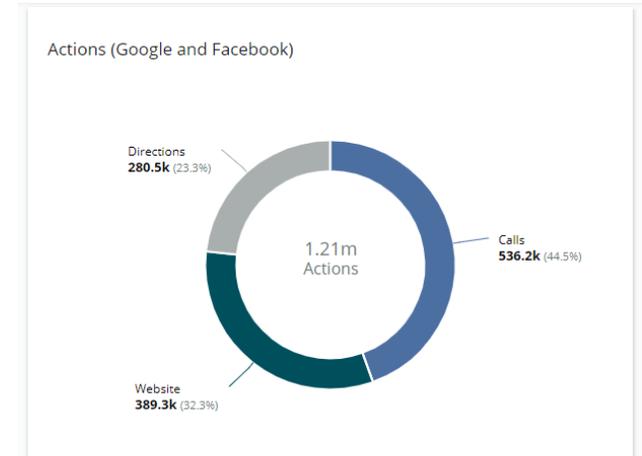
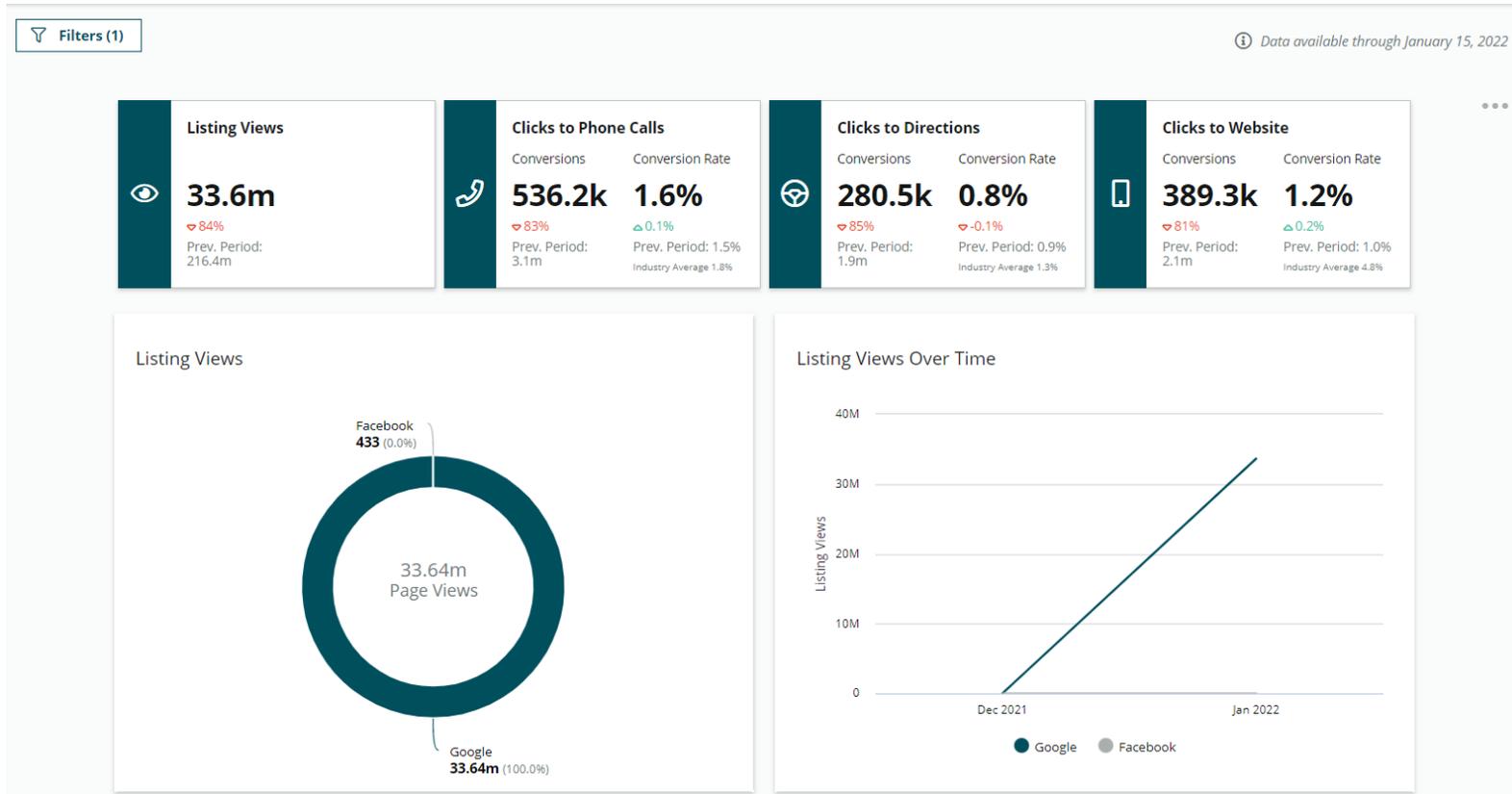
Listings

E-REP

Listings (E-REP)

Quick Start Guide

This area of the platform shows basic level statistics regarding your Google 'Listing' performance:



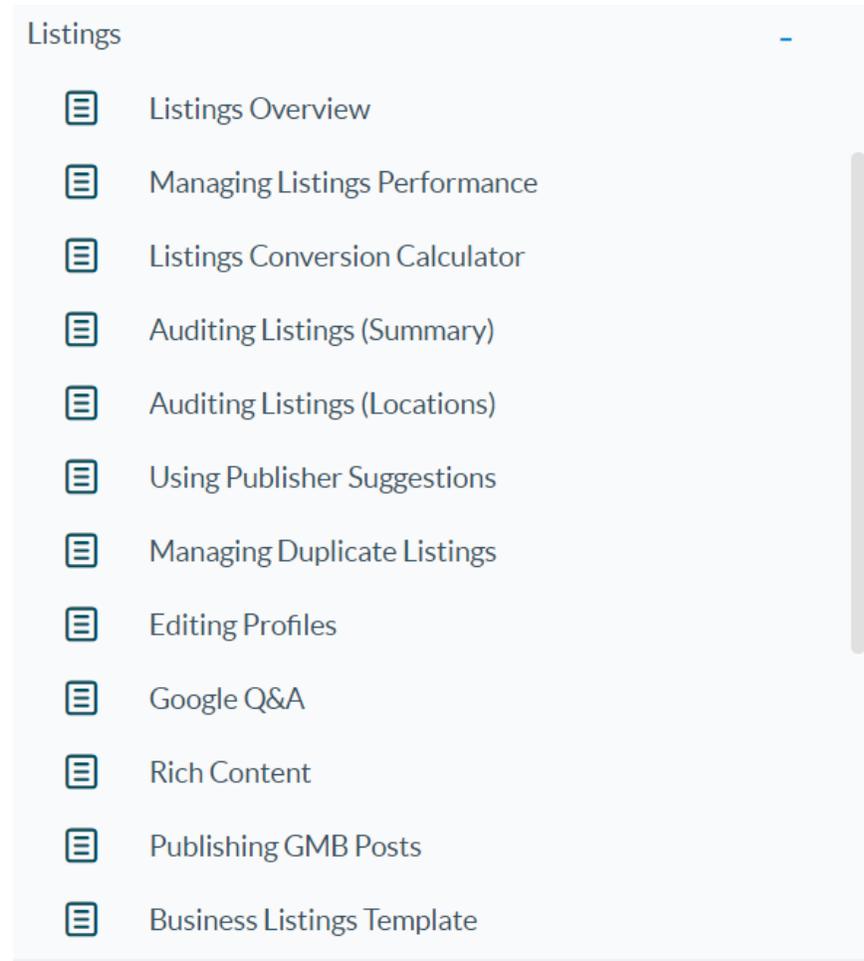
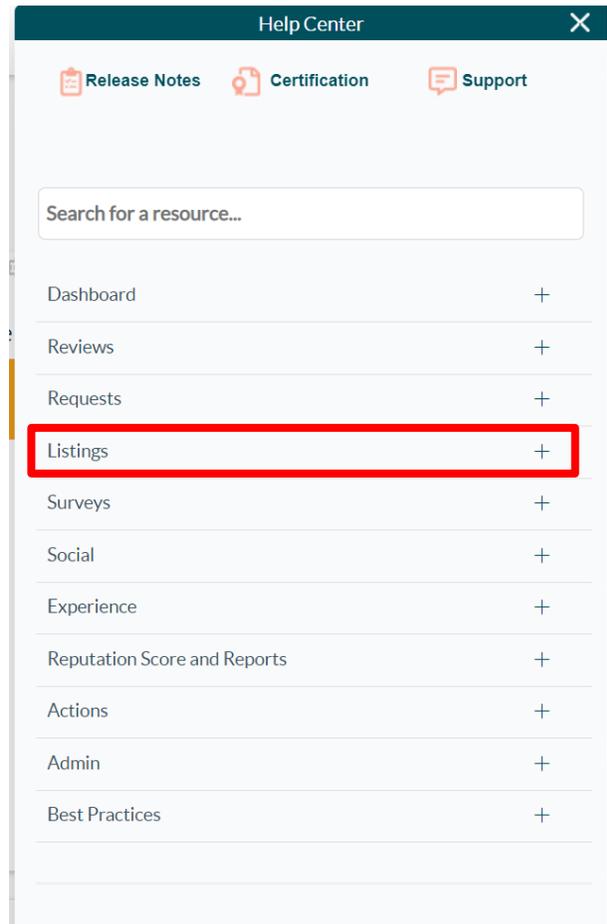
For more information about this topic, go to the Help Center: [Listing / Managing Listing Performance](#).

Listings (E-REP)

Quick Start Guide

Only for UK

Listings is listed within the Help Centre menu and there are number of useful sub sections on this topic:



Reputation Score X

E-REP

Reputation Score X (E-REP)

Quick Start Guide

- A **global metric for e-reputation**, automatically calculated using several underlying factors
- Reputation Score has been found to correlate with car sales



- It also shows how you compare to automotive industry and Best In Class, now and in the past evolution

→ For more information, a link is available here:
[How is Reputation Score calculated?](#)

- All this is available at any level of the structure (e.g. Brand, Country, Region, ... Dealer, Location)

How am I performing compared to others over time?

30 Days 60 Days 90 Days 365 Days



Reputation Score X (E-REP)

Quick Start Guide

- Many useful insights, action oriented

How have my locations been performing in the past 30 days?

Sort By: Reputation Score ▾

🏆 Highest Reputation Scores

Location aaa	📍 897	↑ 20 pts
Location bbb	📍 874	↑ 10 pts
Location ccc	📍 856	↑ 22 pts

⚠️ Lowest Reputation Scores

Location yyy	📍 100	= 0 pts
Location zzz	📍 100	= 0 pts

- The 'Components' section provides the detail behind your Rep Score. Detailing where you're strong and also where you need to focus

What has impacted your Reputation Score since 30 days ago?

Positive Impact

Score Change

Review Recency

↑ 7 pts

Review Volume

↑ 7 pts

Star Average

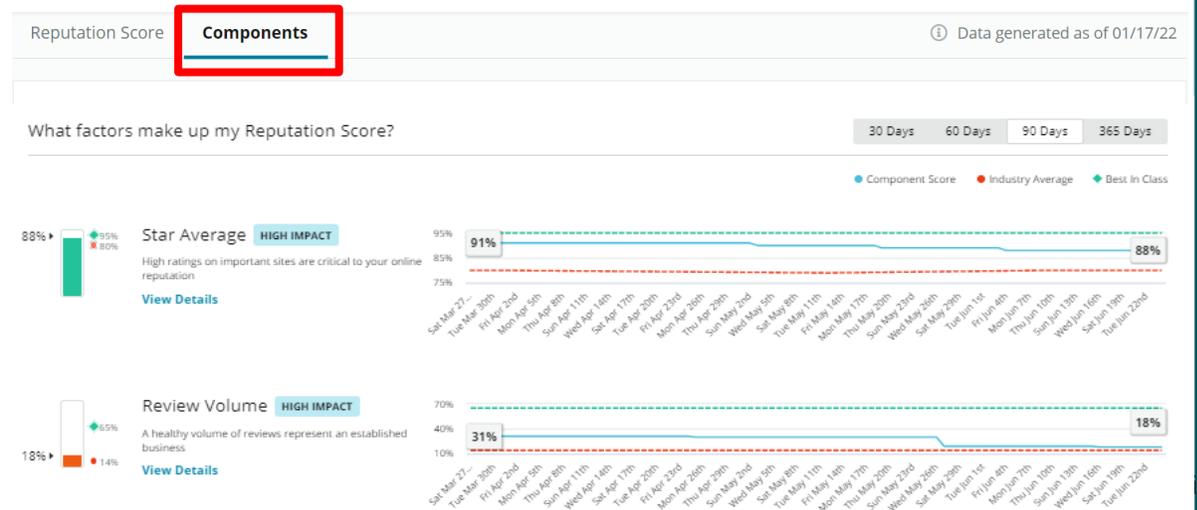
↑ 6 pts

Negative Impact

Score Change

No negative impact

-

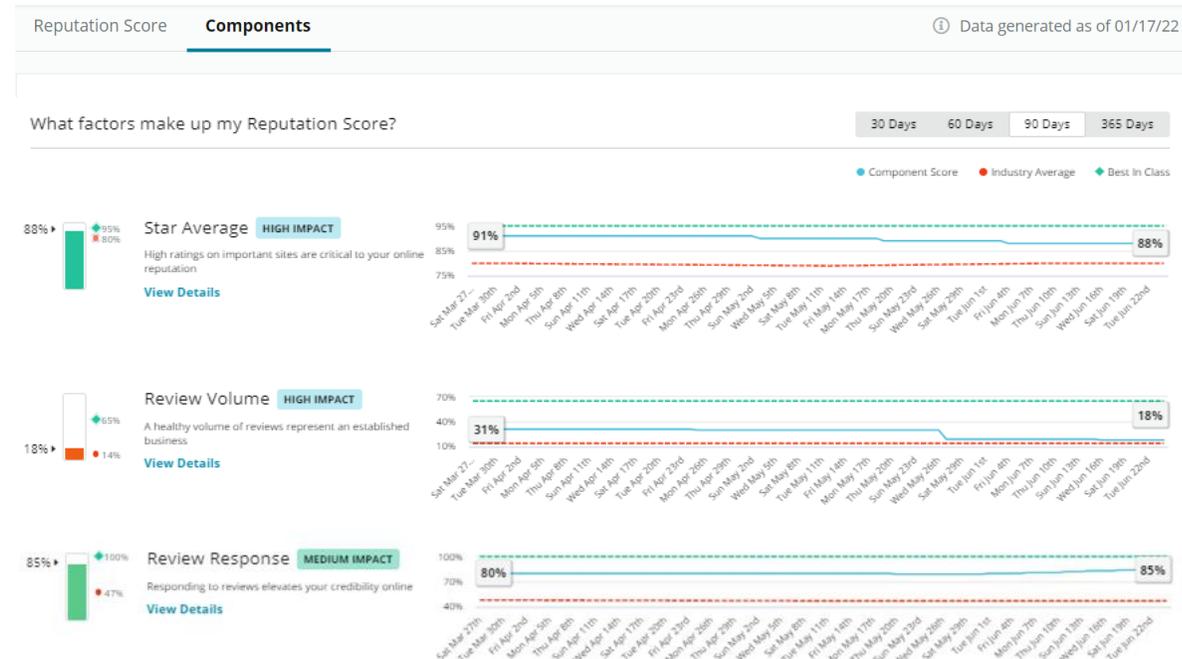


Reputation Score Details (E-REP)

This slide should be revised / adapted for UK

Reputation Score key components (by decreasing impact order)

- ★ Star Average
- ★ Review Volume
- ★ Review Response
- ★ Review Recency
- ★ Search Impression
- ★ Review Spread
- ★ Review Length



Detailed components of the Reputation Score for Renault Group project scope:

- **Star Average**—Average star rating of reviews with weights assigned to review site popularity and position of the reviews
- **Review Volume** — Total number of reviews across all important major review sites
- **Review Recency**—Measure of newness of reviews to determine customer activity and engagement
- **Review Length**—Percentage of total reviews considered long enough to impact customer perception and performance on search engine results pages
- **Review Spread**—Distribution of reviews sites with consideration given to review sites' visibility
- **Search Impression** — How your business appears in search engine results
- **Listing Accuracy (not part of Groupe Renault initial scope)** — Measure of the accuracy of the business listings of all locations on major directory sites (GMB & others)
- **Review Response**—Response rate across major review sites
- **Social Engagement (not part of Groupe Renault scope of services)** —Engaged users on social networks are more likely to convert

➔ [For more info about the components & best practise, click here](#)

Reputation Score X (E-REP)

Quick Start Guide

- **At location level** (per dealer site & brand), the platform provides a detailed analysis of the evolution, as well as comparisons and **advice to improve the Reputation score**

Your negative review response rate on Google is below your industry average

You have responded to 0% of your negative reviews on Google over the last year (0 out of 8), whereas the industry average was 40%. This is driving your Reputation Score lower than the industry average by approximately 27 points.



Respond to more reviews on Google

You have responded to 0% of your negative reviews and 14% of your nonnegative reviews on Google in the last year. Respond to at least 80% of your negative reviews and 50% of your nonnegative reviews to see a score boost of approximately 26 to 33 points.

Review Response

Your review sentiment on Google has dropped

Your score dropped by approximately 8 points because your average rating on Google decreased. For instance, over the last 30 days your rating was 3.7 stars, down from 5.0 stars over the period from 60 days ago until 30 days ago.

Star Average

Improve your review sentiment on Google

Your all-time average star rating on Google is 4.1, while the industry average is 4.3. Get at least 5 more 5 star reviews on Google in the next two months to increase your Reputation Score by approximately 17 to 25 points.

Add your webpage to your location profile

Add your webpage to your location profile to help us get more accurate search results!

VoC Survey Only Elements

Requests

VoC Survey

Requests (VoC Survey)

Quick Start Guide

Filters (1)

Mode Group By

Requests Sent		Clicks to Review & Survey		Attributed Reviews & Survey [?]		Average Star Rating	
102.1k		16.3k		9,454		★★★★☆ 4.5 /5	
Rank	Location	Requests Sent	Clicks to Review & Survey	Attributed Reviews & Survey [?]	Average Star Rating		
1	RENAULT LYON NORD - RRG - RENAULT - 00000556	159	43	26	★★★★★ 4.9 /5		
2	RENAULT RIVES - GROUPE MANUEL - RENAULT - 00000610	97	9	3	★★★★★ 5.0 /5		
3	RENAULT CHATELLERAULT SODAC des Nations - RENAULT - 00001167	89	8	3	★★★★★ 4.7 /5		
4	RENAULT CHELLES - RENAULT - 00001321	76	6	4	★★★★★ 4.8 /5		
5	RENAULT CHALONS-EN-CHAMPAGNE - RENAULT - 00000294	74	17	8	★★★★★ 4.9 /5		
6	Renault SENLIS - RENAULT - 00000858	72	9	5	★★★★★ 4.8 /5		
7	Van Mossel Dordrecht - RENAULT - 52800289	71	7	6	★★★★☆ 3.3 /5		

Leaderboard

- Simply shows locations ranked by 'requests sent'

Requests (VoC Survey)

Quick Start Guide

Metrics

- Provides a breakdown of the number of surveys sent, successfully delivered, opened etc.

Filters (0)

Request Metrics

(-)

All 7 Days 30 Days 90 Days 180 Days One Year Custom

Mode: All

Group by: Time: Month x Time: Month

Generate Report

Summary Details

Month	Received	Sent	Delivered	Opened	Clicked
Jan 2022	107.8k	102.1k (95%)	11.1k (11%)	5,406 (49%)	16.3k
Dec 2021	770	724 (94%)	451 (62%)	333 (74%)	154
Nov 2021	64	47 (73%)	41 (87%)	40 (98%)	19

Filters (0)

Request Metrics

(-)

All 7 Days 30 Days 90 Days 180 Days One Year Custom

Mode: All

Group by: Time: Month x Time: Month

Generate Report

Summary Details Download

Month	Received	Sent	Delivered	Opened	Clicked	CTR
Jan 2022	107.8k	102.1k (95%) Not Sent: Deduped: 5,692 Failed Validation: 24	11.1k (11%) Not Delivered: Bounced: 772 Spammed: 1	Unique: 5,406 (49%) Total: 7,974	Unique: 16.3k Total: 22.8k	147%
Dec 2021	770	724 (94%) Not Sent: Deduped: 42 Failed Validation: 4	451 (62%) Not Delivered: Bounced: 154	Unique: 333 (74%) Total: 2,534	Unique: 154 Total: 677	34.15%
Nov 2021	64	47 (73%) Not Sent: Deduped: 1	41 (87%)	Unique: 40 (98%) Total: 102	Unique: 19 Total: 42	46.34%

Note: We are looking to develop the Metrics reporting as we know users want greater detail around data provision and quality

Requests (VoC Survey)

Quick Start Guide

History

- Shows the survey templates that have been sent to your customers
- You can filter by methodology

Filters (1)

Request Reviews History

Requests sent to customers

Mode **All** SMS Email Kiosk

Mode	Location	Template Name	Requester	To Email	To Phone	Status	Sites	Sent Date
Email	Dacia Olsztyn - Alcar	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022
Email	Dacia Nowy Sącz - A uto Spektrum	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022
Email	Dacia Bydgoszcz - Un i-Car	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022
Email	Dacia Bydgoszcz - Un i-Car	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022
Email	Dacia Koszalin - Dub nicki	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022
Email	Dacia Poznań - Pielu szyńska	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022
Email	Dacia Koszalin - Dub nicki	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022
Email	Dacia Bytom - Dąbro wscy	rem_e_s_PL_POL_DA C	System			Unknown		19 Jan 2022

Requests (VoC Survey)

Quick Start Guide

Templates

- Enables you to view all of the different survey templates that are available
- Click on the hyperlink to view survey details and preview the survey

Templates

LEVEL: All | TYPE: All

Name	Level	Type
init_ee_as_AR_ES_RENAULT	Tenant	Email
init_ee_as_CH_DE_RENAULT	Tenant	Email
init_ee_as_ES_GL_DACIA	Tenant	Email
English_sales_reminder	Tenant	Email
init_ee_as_ES_CA_RENAULT	Tenant	Email

Templates > [init_ee_as_ES_GL_DACIA](#)

Name: init_ee_as_ES_GL_DACIA

Type: Email

Level: Tenant

From Name: {{location-from-name}}

From Email: {{location-from-email}}

Subject: En {{_brand_}} a túa opinión é importante

Over-survey protection days

Review Sites: Manually Inserted

Included Sites: Survey

Follow-up Logic: [init_ee_as_ES_GL_DACIA](#)

↓ 5 days [rem_e_as_ES_GL_DACIA](#)

Estimado/a {{to-name}}:

Hai pouco lle enviamos unha enquisa relativa á reparación do seu {{_brand_}} en {{location-name}}, mais non nos consta que a cubrise.

En {{_brand_}} queremos ofrecer os mellores estándares de atención ao cliente. Por iso, gustaríanos coñecer a súa opinión sobre a súa última visita a {{location-name}}.

Tardará tan só uns minutos en cubrir a enquisa e pode facelo con toda comodidade dende a súa computadora ou o seu dispositivo móbil.

Participe nesta enquisa

Grazas por participar. Apreciamos moito o seu tempo e valoramos a súa opinión.

Sincerely,

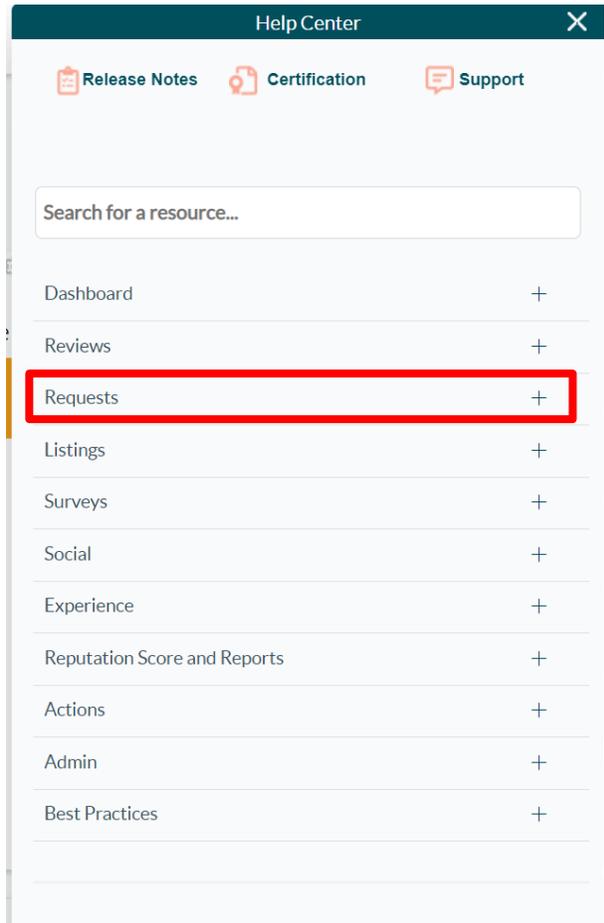
Fernando Vara Valbuena

Director de Posventa Business y Calidad Dacia

Requests (VoC Survey)

Quick Start Guide

Requests is listed within the Help Centre menu and there are number of useful sub sections on this topic:



Requests

- Requests Overview
- ~~Sending a Quick Request~~
- ~~Sending Bulk Requests~~
- ~~Sending Requests via Mobile App~~
- Using the Request Leaderboard
- Using Request Metrics
- Using Request History
- Managing Request Templates

Note: The 'Sending' sections are not relevant for the Groupe Renault programme

Surveys

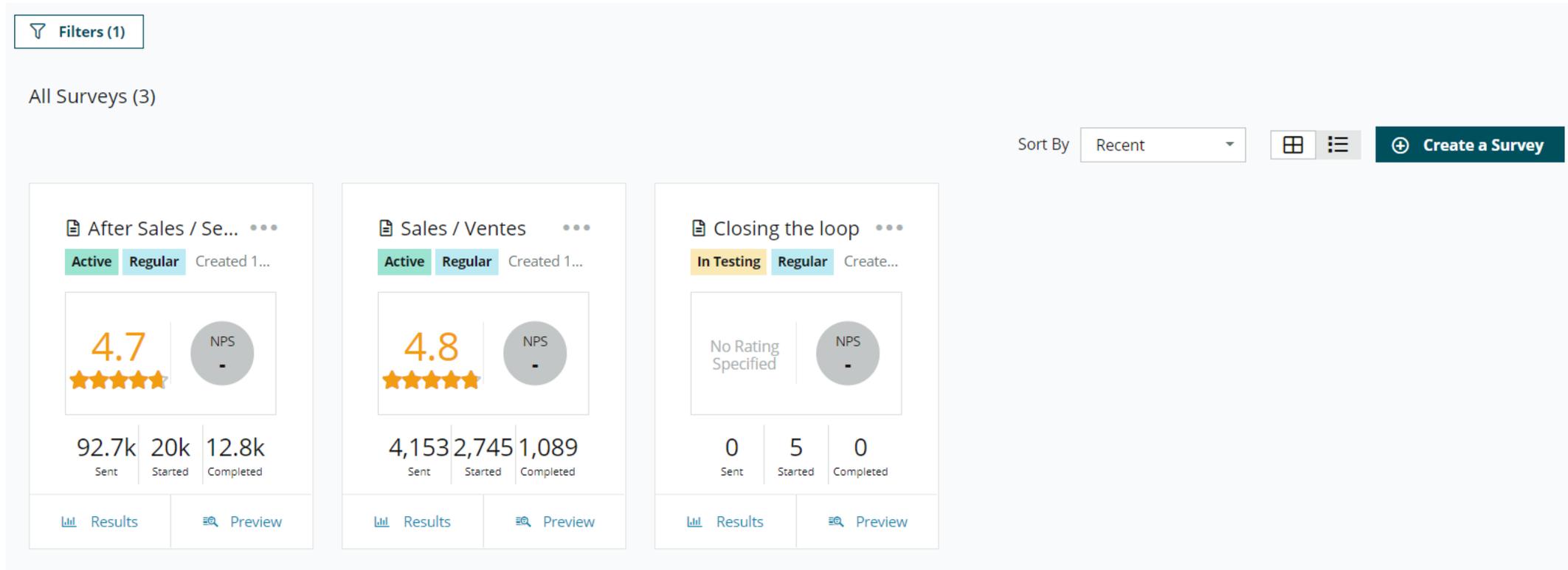
VoC Survey

Surveys (VoC Survey)

Quick Start Guide

All Surveys

- Provides a holistic view of your performance by Survey type:



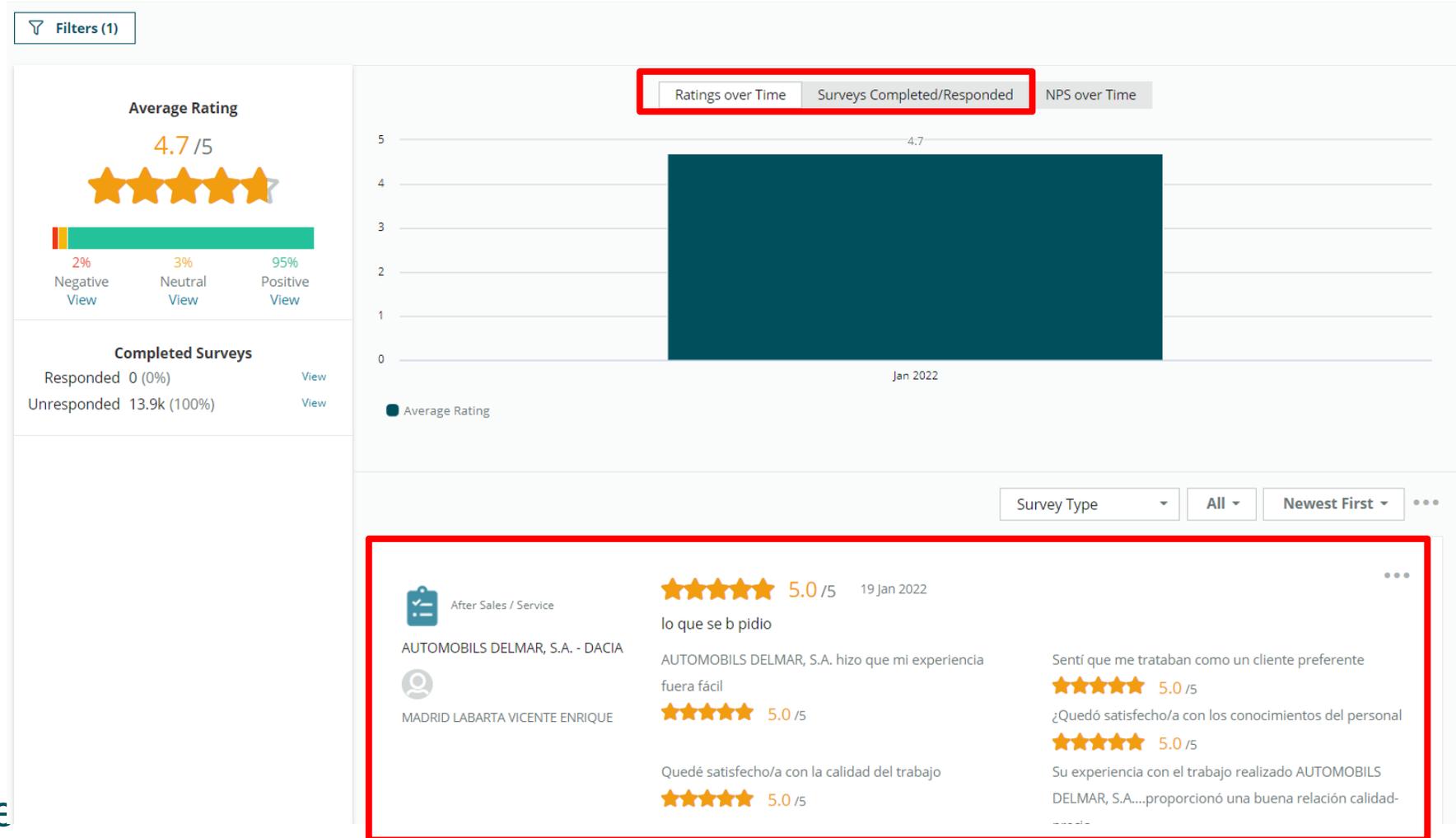
NOTE: Closing the Loop survey is only relevant to those Markets undertaking this process. Plus, our new Test Drive survey will also appear here once it's live

Surveys (VoC Survey)

Quick Start Guide

Results Feed

- Enables you to trend scores & completion rates over time
- Provides a breakdown of the surveys completed and the customer response (simply scroll down to see more responses)



Surveys (VoC Survey)

Quick Start Guide

Results Manager

- Provides a grid/table view of completed surveys
- Click on 'View' to get additional information on a specific survey
- You can alter the output by changing the options within the drop downs (or by editing columns)
- NOTE: Current month information is based on customers who completed the survey in the given month

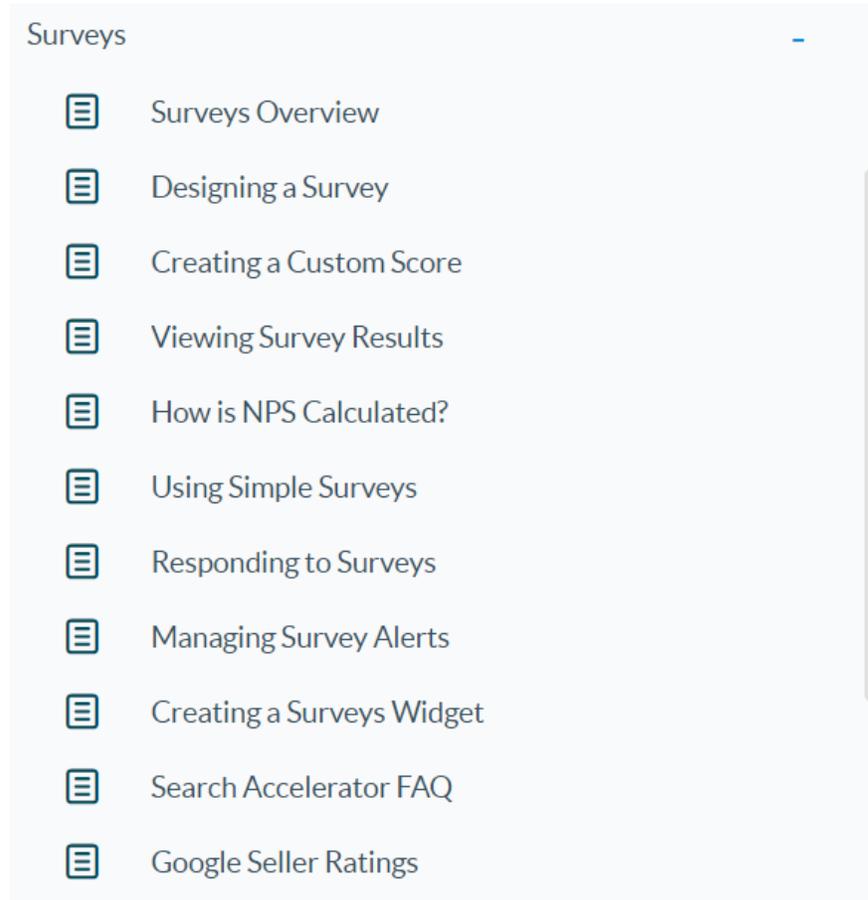
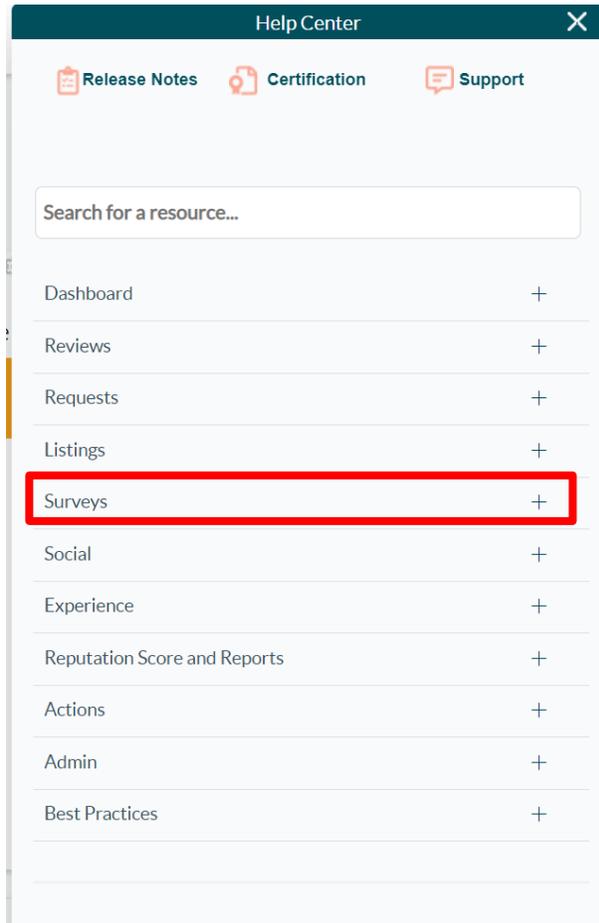
1-51 of 12.8k responses

View Survey	Date	Location Name	Sent Date	Status	Flags	Origin	Sentiment	Categories	Duration	Name	Email
View	19 Jan 2022	Liberte Veiculos Itajai	13 Jan 2022	Completed		Mobile	Positive		1m 7s	BERENICE MONTAGNA	
View	19 Jan 2022	RENAULT SAINT-ETIENNE - GROUPE THIVOLLE	19 Jan 2022	Completed		Desktop	Positive	Customer Service	2m 30s		
View	19 Jan 2022	Zeeuw & Zeeuw Delft	18 Jan 2022	Completed		Desktop	Neutral		1m 39s	M. PRINS	
View	19 Jan 2022	RENAULT BORDEAUX BRUGES - RRG	19 Jan 2022	Completed		Desktop	Positive		4m 34s	FLOCHLAY JOSETTE	
View	19 Jan 2022	RENAULT TOULON	19 Jan 2022	Completed		Mobile	Positive	Service Service Advisor Staff	2m 57s	LARIOS SERGE	
View	19 Jan 2022	SARL BOR	19 Jan 2022	Completed		Mobile	Positive		1m 7s	SARRAT CATHERINE	
View	19 Jan 2022	RENAULT PERPIGNAN	19 Jan 2022	Completed		Desktop	Positive		2m 14s	BOIX ALAIN	

Surveys (VoC Survey)

Quick Start Guide

Surveys is listed within the Help Centre menu and there are number of useful sub sections on this topic:



Actions (Hot Alerts)

VoC Survey

Actions (VoC Survey)

Quick Start Guide

Dashboard

- Provides a breakdown of your actions and their status ('Stage')
- Click onto an action to see further detail and update accordingly

The screenshot displays a VoC Survey dashboard with a top navigation bar containing 'Filters (1)', 'Dashboard', 'Metrics', and a 'Create Ticket' button. The dashboard features four key metrics: Backlog (251), Overdue (245), Resolution Rate (within SLA) (0%), and Closed On Time (0%). Below these metrics, a search bar and 'Edit Columns' button are present. A table lists 251 tickets, with two rows visible. The first row (ID: 523961880) is selected, showing a subject about an instrument panel replacement. The second row (ID: 523962484) is about a car purchase. The right side of the image shows the detailed view for ticket 523961880, including a 'Renault Group' header, ticket ID, update history, and a 'Ticket Details' section with dropdowns for Queue, Stage, Tags, and Root Causes. The main content area contains a detailed description of the customer's issue and feedback, including a 4.0/5 star rating and a 3.0/5 star rating for the service.

Id	Source	Location	Subject	Queue	Stage	Tags	Se
523961880	Survey	Janssen Kerres - RENAULT - 52800187	Bij mijn auto dient het instrumenten paneel vervangen te worden. Dit is een ... Read More...	After Sales	NEW	After Sales - No escalation	●
523962484	Survey	Concesionario Renault - Mar del Plata - Auto del Mar S.A. - RENAULT - 3292800	No me gusto q tengo mi re renault para el descuento y fue una odisea para q ... Read More...	After Sales - Escalation	TO ESCALATE	After Sales - Direct escalation to CC	●

Renault Group
Janssen Kerres - RENAULT - 52800187 (500000299_52800187R)

Ticket 523961880
Last updated at Jan 11, 2022 3:47 p.m. by David MEIJSSING
Created at Jan 10, 2022 10:06 a.m. by David MEIJSSING

Info Notes History

Queue: After Sales
Stage: New
Tags: After Sales - No escalation
Root Causes: Select

Ticket Details
Ticket Type: Select

Attachments (0)
Drop files to attach, or [browse](#)
Accepted formats: jpeg, jpg, gif, png, mov, mp4, mpg, msg, doc, docx, txt, pdf, csv, xlsx, xls, ppt

Due 9 days ago Close ...

1 of 251 < >

Ik werd behandeld als een gewaardeerde klant
★★★★☆ 4.0 /5
Ik was tevreden met de kennis van het personeel

Ik was tevreden over de kwaliteit van het uitgevoerde werk
★★★★☆ 4.0 /5

De algehele ervaring bij Janssen Kerres was in verhouding tot de prijs en kwaliteit van de geleverde dienst
★★★☆☆ 3.0 /5

PAYS_NL
cpteRR 52800187
cpteGAR 00187

Actions (VoC Survey)

Quick Start Guide

- Acknowledge/contact the customer within 2 calendar days
- You should then be aiming to close the Action within 4 days (5 days total)
- The status of the Action can be updated by clicking on the 'Stage' drop down:

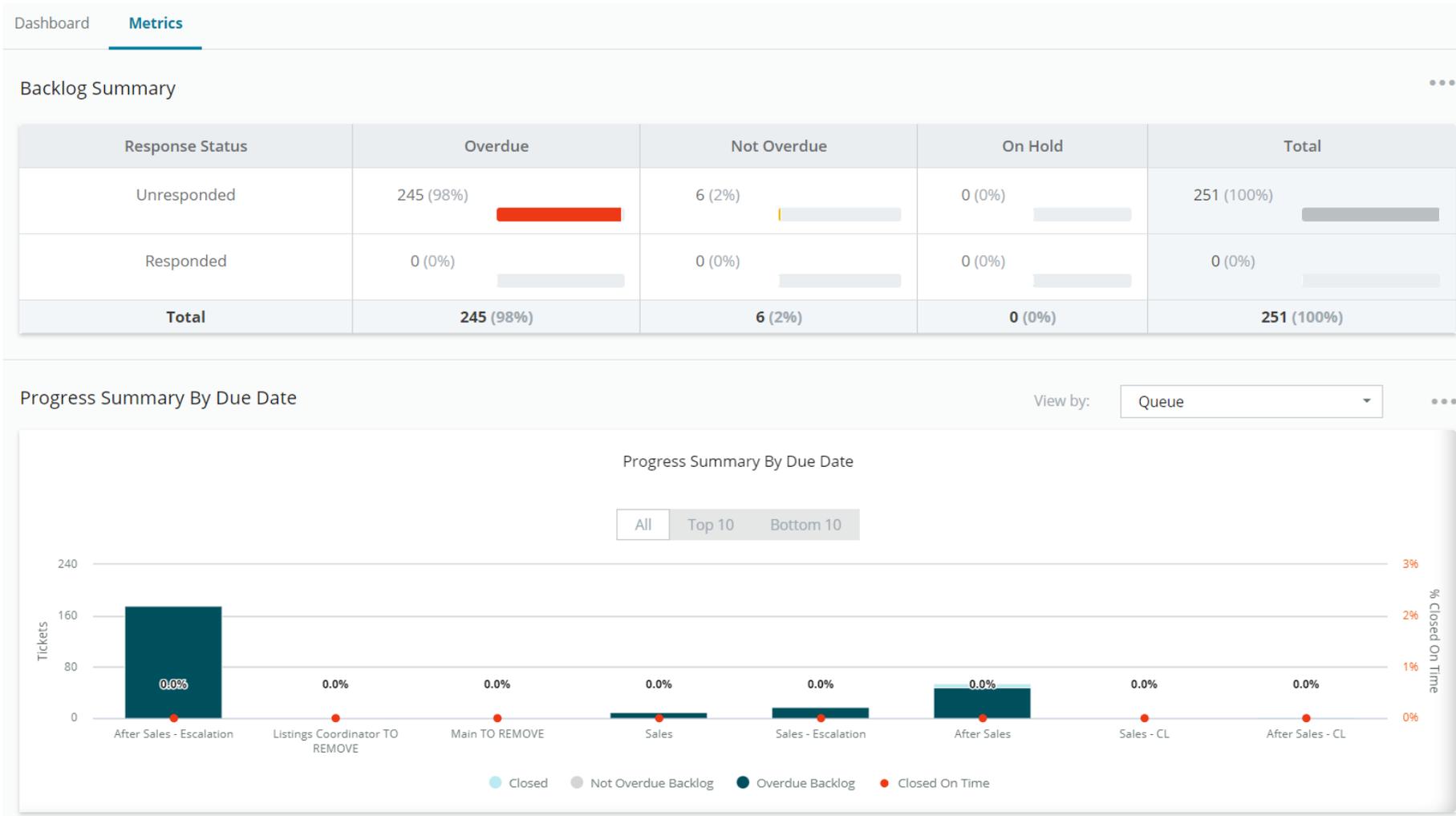
The screenshot displays the Renault Group VoC Survey interface. On the left is a dark teal sidebar with navigation options: '+ Create New', 'Dashboards', 'Reviews', 'Listings', 'Social Suite', 'Requests', 'Surveys', 'Actions', 'Experience', 'Reputation Score X', 'Reports', and 'Messaging'. The main content area shows a list of actions. One action is highlighted with a green box around the 'Close' button. The details panel on the right shows the following information:

- Renault Group**
- Janssen Kerres - RENAULT - 52800187 (500000299_52800187R)
- Ticket 523961880
- Last updated at Feb 1, 2022 11:56 a.m. by System User
- Created at Jan 10, 2022 10:06 a.m. by David MEIJSING
- Queue: After Sales
- Stage: CONTACTED
- Tags: NEW
- Root Causes: READ, CONTACTED, CLOSED

- The 'Stage' (status) of the Action needs to be updated once 'Read' and once the customer has been 'Contacted'
- 'Notes' can be added at each stage to record what exactly has been undertaken to resolve the customer issue
- Once completed, update 'Stage' to 'Closed' and then 'Close' the Action

Actions (VoC Survey)

Quick Start Guide



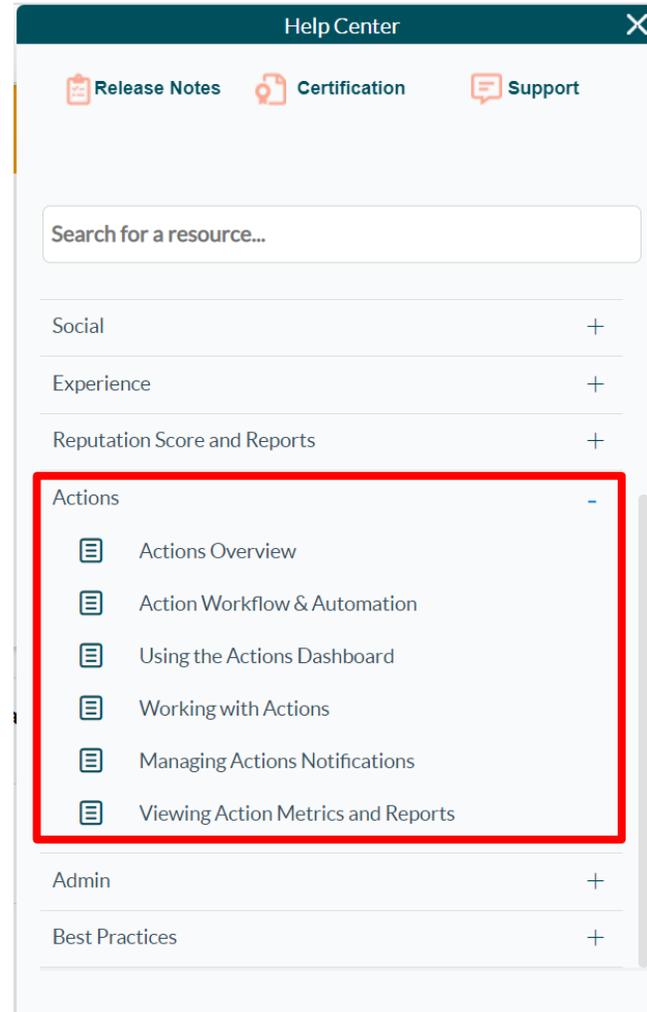
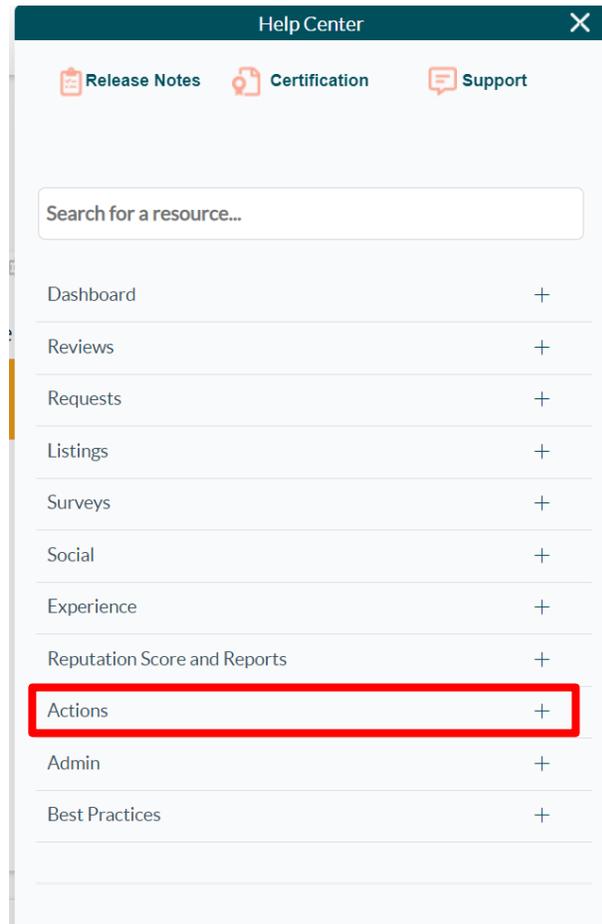
Metrics

- Provides both a 'backlog' and 'progress' summary
- The 'Escalation' bars on the graph show those actions that have been passed onto the Contact Centre

Actions (VoC Survey)

Quick Start Guide

Actions is listed within the Help Centre menu and there are number of useful sub sections on this topic:



Thank you