

Reputation

The Customer Journey in Today's Feedback Economy

Reputation gives you the information you've been waiting to hear – what you should do next with customer feedback. We can tell you exactly how to improve your search, sentiment, and customer experience with a list that can be tied to actions. That way, you can solve the list and make it better. All of this feeds into an industry specific Reputation Score by location. When you see a Reputation Score bump, you'll see a revenue bump.

Most platforms out there only provide one of these functionalities. Reputation is the only one in the Feedback Economy that pulls all of this data into a cohesive machine learning platform.



Search

How are customers finding me?

- Business listings
- Pages
- Directories
- Google Business Profiles
- Search Accelerator

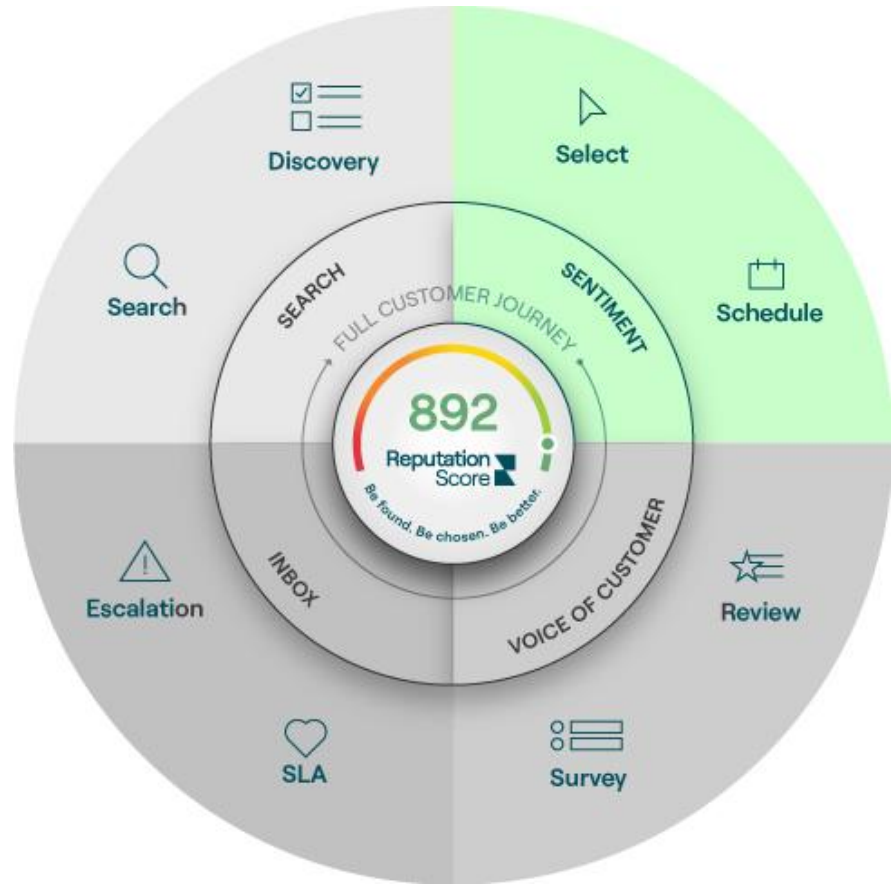


Reputation

Sentiment

What do customers really think about me and my products?

- Reviews
- Social Listening
- Insights



Reputation

Voice of the Customer

What is the true voice of the customer?

- Customer Surveys
- Employee Surveys



Reputation

Inbox

How do I pull it all together?

- Actions
- Assign Tasks



The background is a solid teal color with several vertical stripes of varying widths and shades of teal, creating a layered effect.

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