

Reputation Solutions Index:

Platform Training & Quick Links



This **Solutions Index** is the central toolkit for navigating the Reputation platform:

- **Page 1: Resource Ecosystem Overview** provides a comprehensive overview of resources available to help you succeed on the Reputation platform.
- **Page 2-3: Quick Link Library** includes a curated list of one-click guides and overview videos designed for easy distribution.

Resource Ecosystem Overview

Use the guide below to identify the right tools to meet your team's immediate goals.

	What's New in Product? Amplify your platform experience with the latest innovations, updates, and resources. Explore What's New
	Reputation Rockstars Join the Reputation community, network with other Reputation professionals, register for events, and earn swag through Rep Rockstars. Reputation Rockstars
	Rep Academy Rep Academy is the learning portal for customers to access lessons, webinar recordings, guided walkthrough trainings, and certifications. To access training resources: 1. Log into your Reputation platform. 2. Click Resources. 3. Click Rep Academy. 4. You will automatically be directed to Rep Academy's training platform.
	Support Portal Visit the Reputation Support Portal to access knowledge-base articles, FAQs, and to ask specific platform questions. Support Portal Access

Platform Quick Link Library

Use this curated library of one-click guides and overview videos to equip your team with essential platform knowledge and product adoption across your organization.

<i>Actions</i>	Centralize ticket management and automate workflows with role-based dashboards to ensure consistent resolution for every issue, regardless of which channel received it. <u>Actions User Guide</u> <u>Actions Overview Video</u>
<i>Admin</i>	Manage your account settings and maximize the platform experience for users at scale. <u>Admin User Guide</u> <u>Admin Overview Video</u>
<i>Business Listings</i>	Monitor and maintain the online presence for all your locations across the web to match your source of truth. <u>Business Listings User Guide</u> <u>Business Listings Video</u>
<i>Dashboards</i>	Explore pre-populated dashboards to track sentiment, Reputation Score, survey performance, and other high-level metrics per solution. <u>Dashboards User Guide</u> <u>Dashboards Overview Video</u>
<i>Inbox</i>	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. <u>Inbox User Guide</u> <u>Inbox Overview Video</u>
<i>Insights</i>	Learn to instantly identify strengths or weaknesses at a corporate level or by location, and know where to focus your efforts. <u>Insights User Guide</u> <u>Insights Overview Video</u> <u>AI Reputation Manager - Video</u> <u>Competitive Insights - Video</u> <u>Voice of Brand - Video</u>
<i>Mobile App</i>	Access your reputation data on-the-go on your mobile device app available via iOS and Android App Stores. <u>Mobile App User Guide</u> <u>Mobile App Overview Video</u>

Platform Quick Link Library (Continued)

<i>Rep Connect</i>	Use Rep Connect to integrate Reputation data across key business tools and configure and manage these integrations directly from the platform. <u>Rep Connect User Guide</u>
<i>Reports</i>	Create custom reports to track the metrics that matter most to you and your business. <u>Reports User Guide</u> <u>Reports Overview Video</u>
<i>Reputation Score X</i>	Monitor your business performance with one single metric that aggregates all feedback data to determine overall brand health and business performance. <u>Reputation Score X User Guide</u> <u>Reputation Score X Overview Video</u>
<i>Requests</i>	Request reviews and surveys from every customer to build volume and increase ratings and rankings. <u>Requests User Guide</u> <u>Requests Overview Video</u>
<i>Reviews</i>	Attract customers, win more business, and improve your customer experience by easily tracking, managing, and responding to customer reviews across the entire web. <u>Reviews User Guide</u> <u>Reviews Overview Video</u> <u>Reputation IQ User Guide</u> <u>Reputation IQ Training Video</u>
<i>Social Publish</i>	Manage all your social media activities with ease and efficiency, across all your locations, from a single platform. <u>Social Publish User Guide</u> <u>Social Publish Overview Video</u>
<i>Surveys</i>	Build and send custom surveys while you track, analyze, and operationalize survey responses—all from one platform. <u>Surveys User Guide</u> <u>Building a Survey - Video</u> <u>Survey Results Feed - Video</u>