

Online Reputation Management

Turn customers into brand advocates



Online reputation has never been more important than it is today. Stand out from the crowd with a stellar reputation by collecting customer reviews. Be the obvious choice and make sure people find you when they search online.

Turn customers into online promoters by automatically sending loyal customers review invitations, ensuring your top feedback always gets a spotlight.

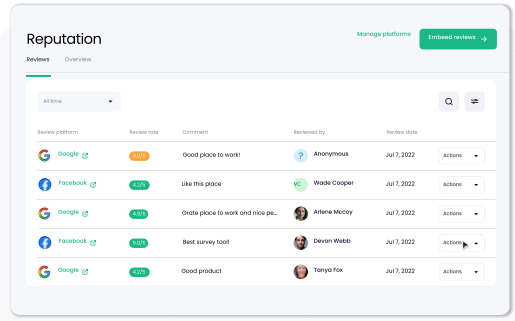
Reviews are the backbone of how a brand is viewed.

- Reading reviews is a near-universal practice. 93% of customers read reviews before making a purchase decision.
- Online reputation is the No. 1 way to improve trust with customers.
- Customers perform a search for the company when unfamiliar with it – and only a few are likely to buy if they see negative reviews.
- Customers are more likely to choose a product with good reviews & online reputation.

A strong brand reputation is key to attracting new customers, retaining existing ones, and building long-term loyalty. Here is how SurveySparrow can help.

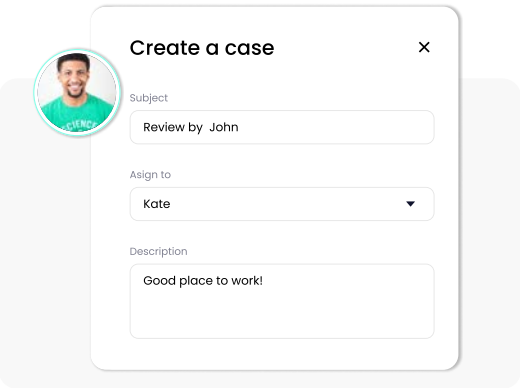
Monitor Reviews

Get new customer feedback, respond to and manage customer interactions, and promote it globally—all from one dashboard.



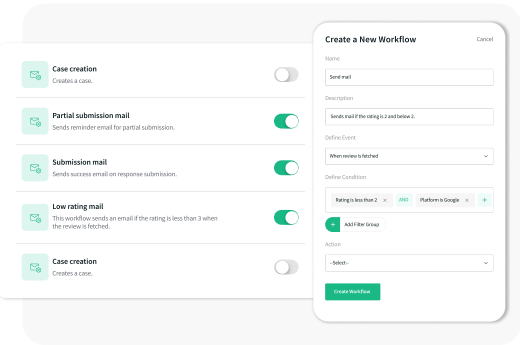
Ticket out feedback

Ensure effective resolution by ticketing out negative reviews. Eliminate unresponsive communication through tailored workflows and alerts.



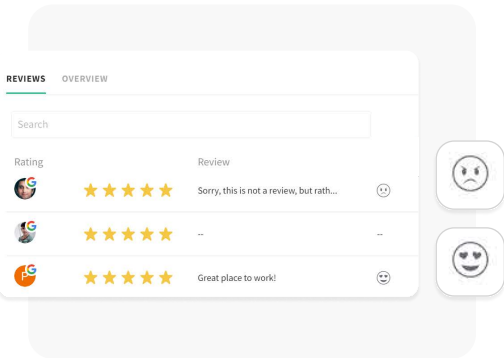
Workflows & alerts

Design a custom workflow for all the reviews collected. Based on the responses, assign & automate real-time actions with Case Management. Streamline tasks the better way.



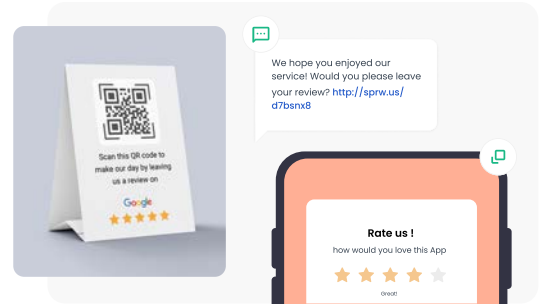
Sentiment Analysis

Slice and dice the reviews based on reviewer sentiments. In case of negative reviews, adopt corrective measures before it's too late.



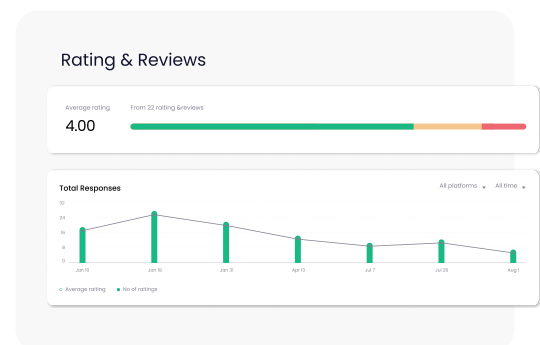
Review Requester (WIP)

Find your customers where they are and nudge them to leave a review. Send out emails, SMS campaigns, embedded pop-ups, and QR code requests.



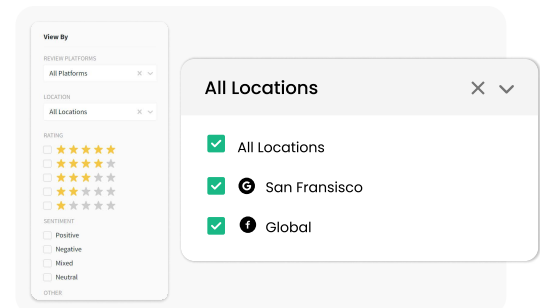
Analyze trends

Keep a constant tab on your brand reputation by analyzing sentiments & patterns. Gain in-depth insights that drive better growth



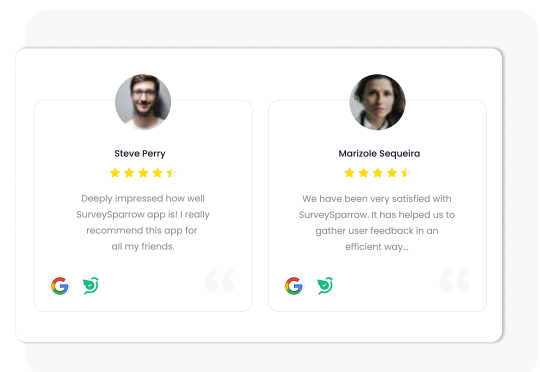
Reporting by location, region, brand, and overall

Manage reviews from multiple businesses across different locations- all in one place. Stay on top of reviews and miss nothing.



Showcase best reviews

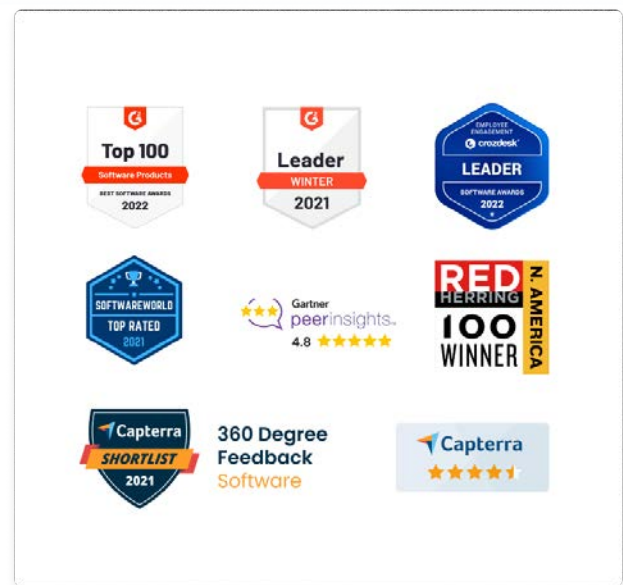
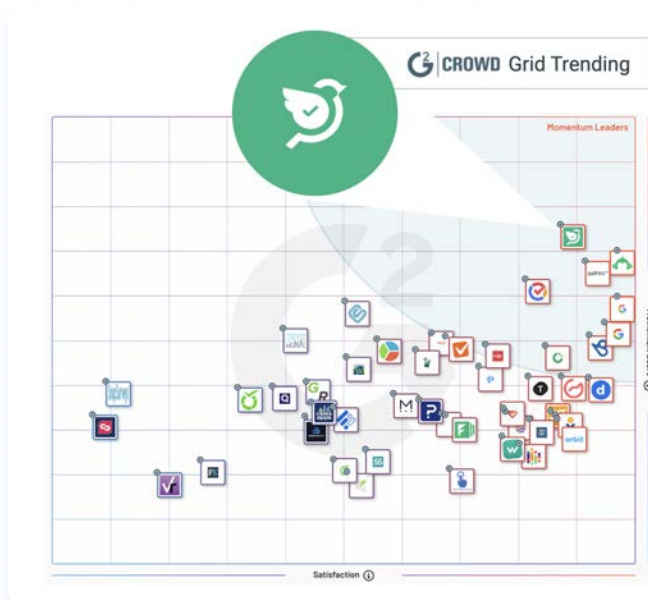
Build trust, create a raving fandom, and convince first-time visitors to become customers by embedding customer reviews on your site.



Key Features

- ✓ Higher ranking on Google search.
- ✓ Steady increase in reviews
- ✓ Amplify your reviews across channels
- ✓ Aggregated reviews across review sites
- ✓ Unified view of Voice of the Customer
- ✓ Respond to reviews directly within SurveySparrow
- ✓ Text analytics that highlight trending topics and themes
- ✓ Alerts for new or low-score reviews
- ✓ Sentiment analysis on reviews
- ✓ Reporting by location, region, brand, and overall

Recognitions we are proud of



Trusted by reputed brands globally

