

**The Most Powerful & Yet Simple Way To Turn
Customer Feedback Into 5-Star Reviews!**

How Important Are Reviews For A Local Business?



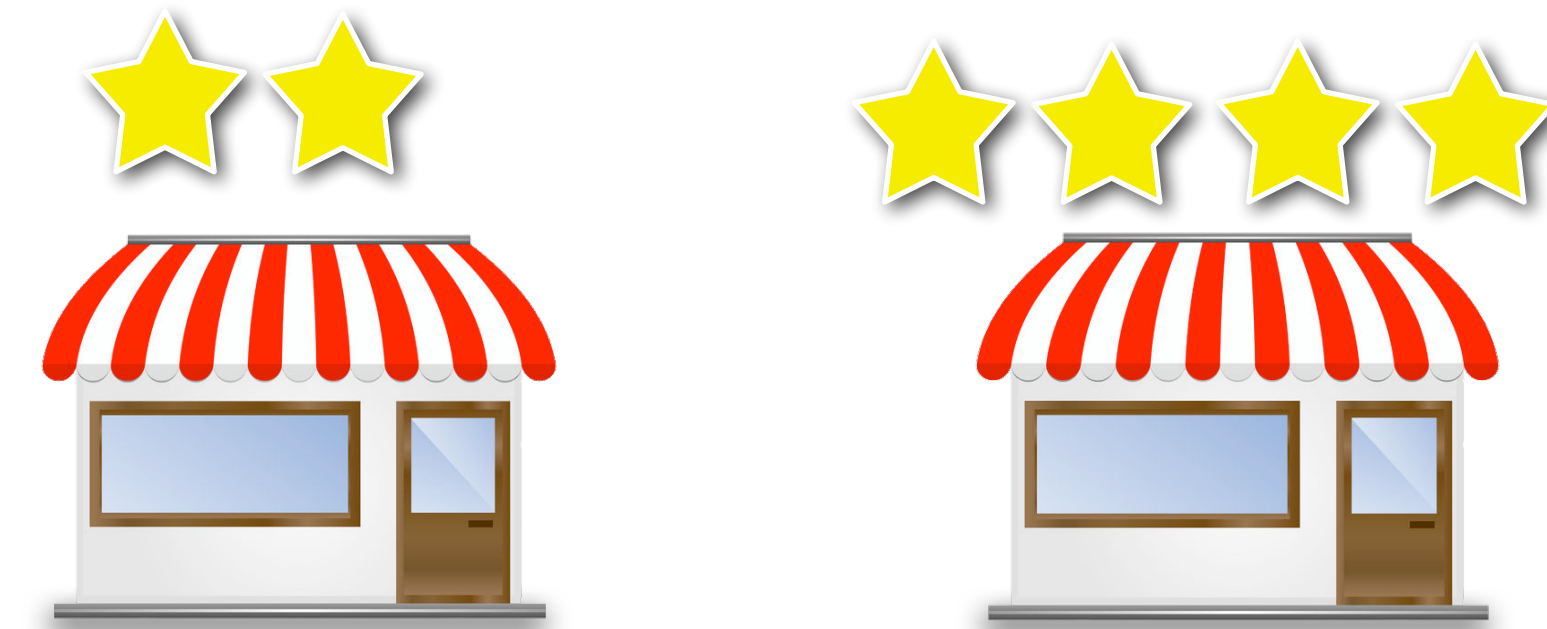
“We Can’t Go There, They Don’t Have That Many Stars”

More Stars = More Customers



Research and Image by BrightLocal.com

Having more positive, online reviews will help boost your local ranking and convert more leads to customers.



3.5x as Many Customers

How Customers Search Today



- ▶ They quickly scan for reviews on each listing
- ▶ Looking To See What Other People Are Saying
- ▶ Social signals are recent customers talking about a business and sharing their experience openly online



Key Findings:

More Consumers Are Using Reviews More Frequently To Choose A Business

Proprietary, Easy to Implement System helps generate positive reviews by leveraging your recent customers.



Generate Customer Feedback

Most Recent Feedback

John

Usually Alex is great, but too

Date Of Review: 08/27/2014

Mike

Dr James Bob took care of m

Date Of Review: 08/27/2014

Alyssa

My family has been going to

Date Of Review: 08/27/2014

Harry

I've been going to Dr James

Date Of Review: 08/27/2014

Mark

Awesome

Date Of Review: 08/25/2014

Quick Add

close or Esc Key

CUSTOMER INFORMATION

Employee

James Bob Dental

Customer First Name*

John

Customer Last Name

Customer Email*

Email@MyEmail.com

☒ I have permission to email these addresses

Submit

Overall Feedback Rating

4.38

BASED OUT OF 5

16 Reviews

★★★★★ 11 Reviews

★★★★☆ 1 Reviews

★★★☆☆ 3 Reviews

★★☆☆☆ 1 Reviews

★☆☆☆☆ 0 Reviews

Average Online Rating

3.23

BASED OUT OF 5

talk to a
REPUTATION pro

Schedule time

Generate Customer Feedback

John
Usually Alex is great, but too
Date Of Review: 08/27/2014

Mike
Dr James Bob took care of m
Date Of Review: 08/27/2014

Alyssa
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Harry
I've been going to Dr James
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Mark
Awesome
Date Of Review: 08/25/2014

Quick Add [close](#) or Esc Key

CUSTOMER INFORMATION

Employee

James Bob Dental

James Bob Dental
John Smith
Alex Johnson

Customer Last Name

Customer Email*

Email@MyEmail.com

☒ I have permission to email these addresses

Submit

4.38
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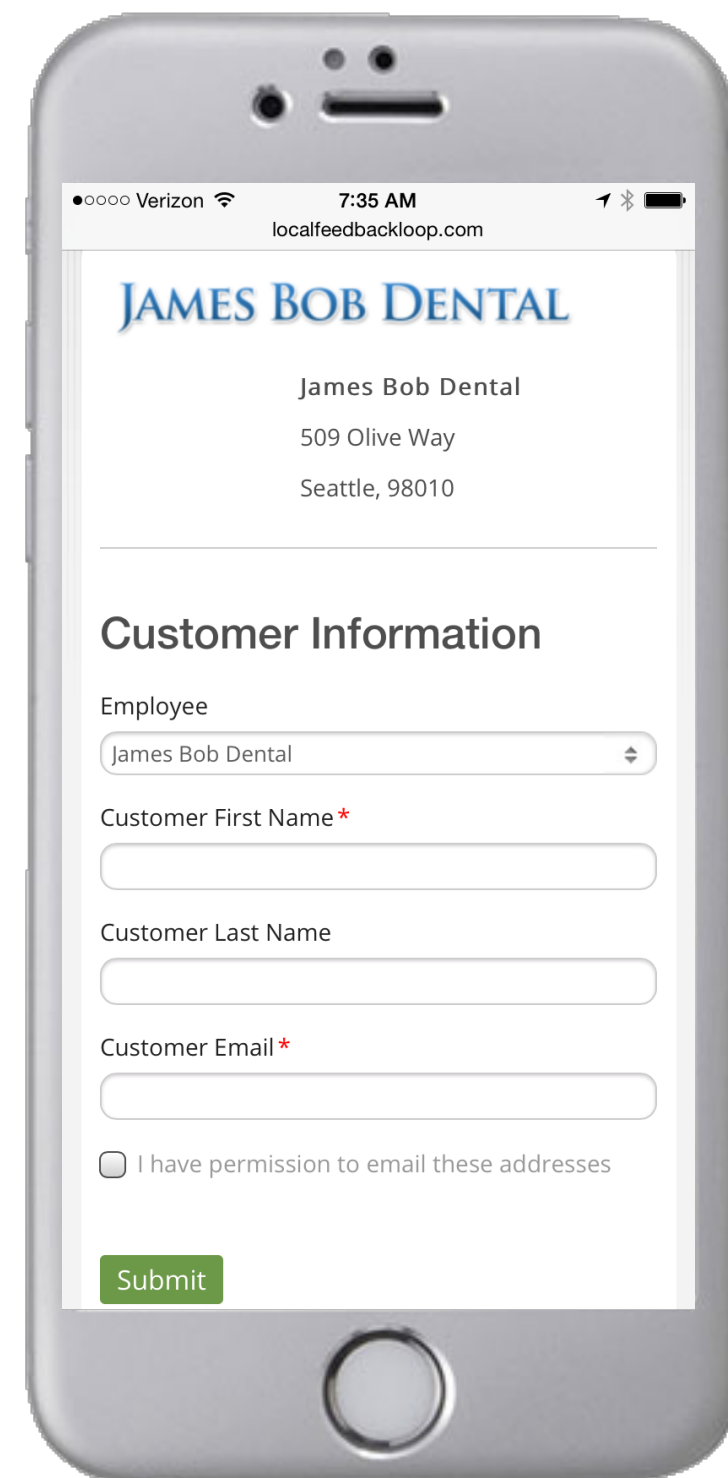
16 Reviews

★★★★★ 11 Reviews
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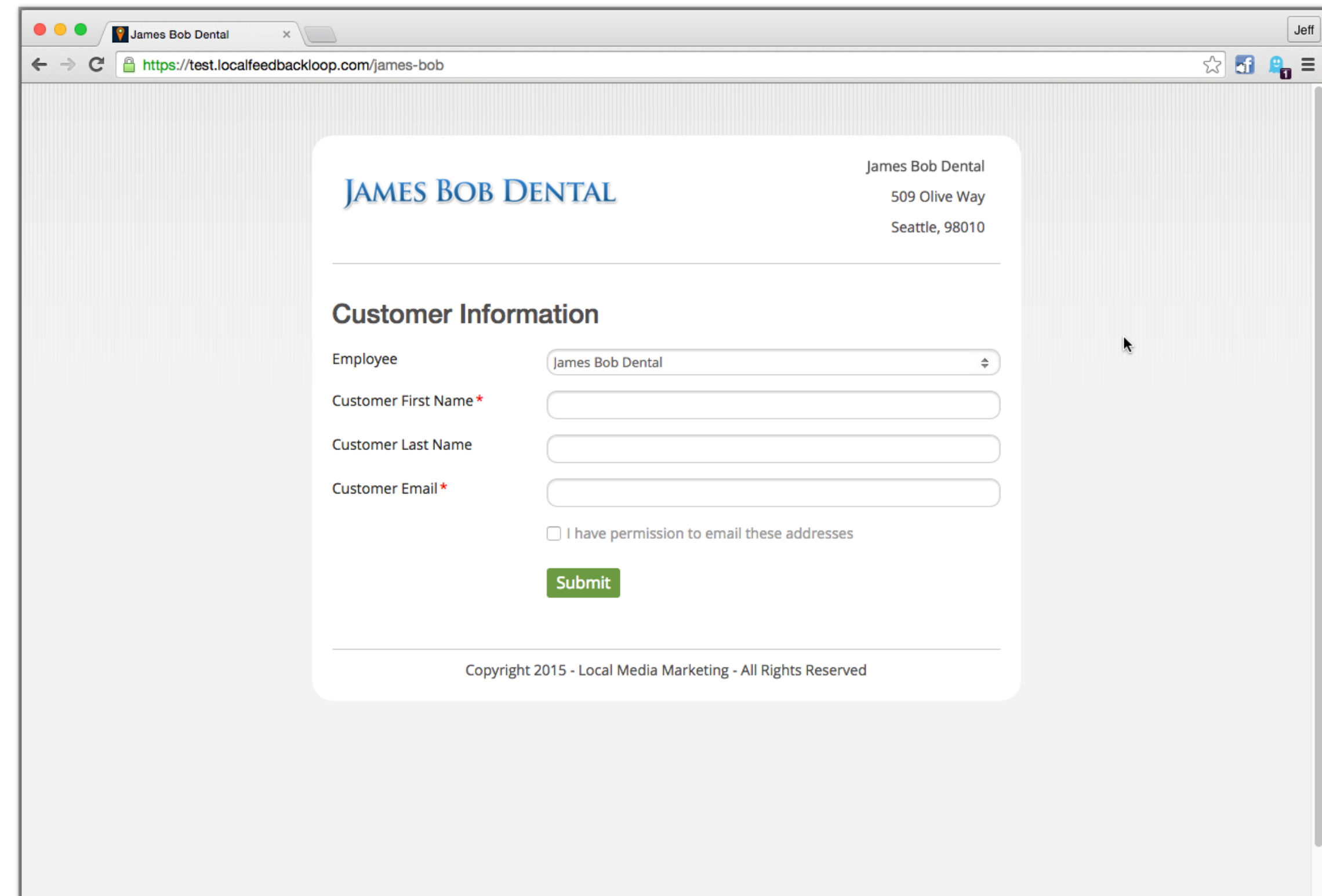
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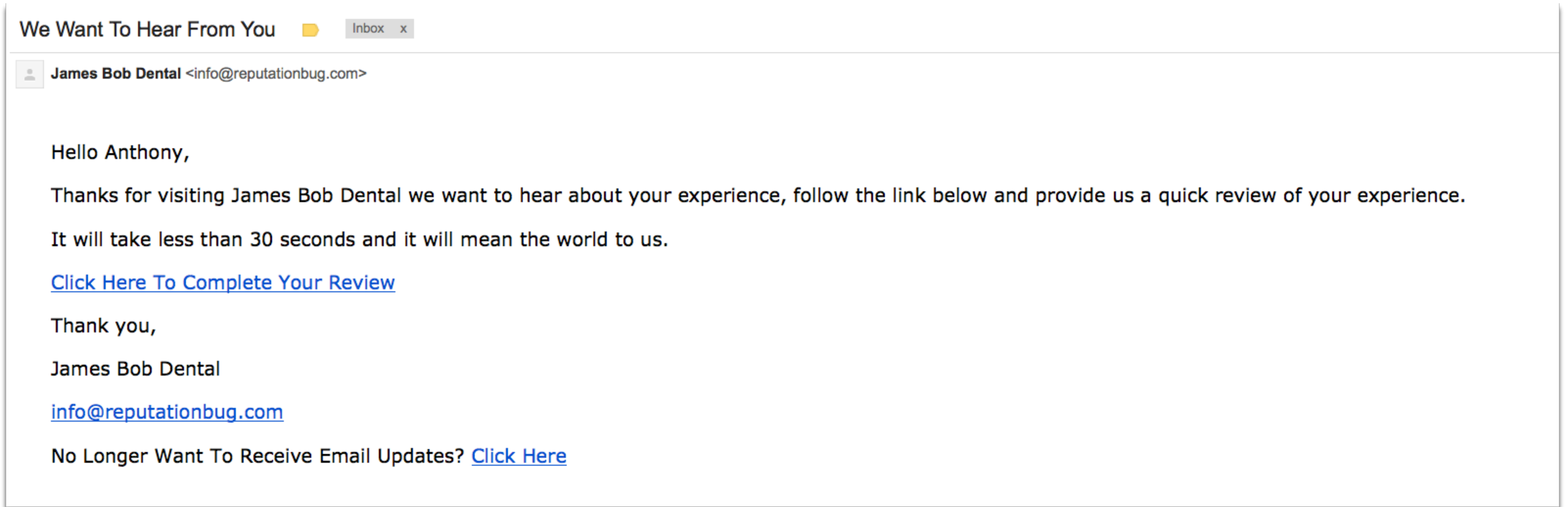
Mobile Check In



External Quick Add Form




Generate Customer Feedback



Easy To Customize Email Templates

Mobile Responsive Feedback Form



James Bob Dental
509 Olive Way
Seattle, WA 98010

Your Rating Of US*

★★★★★

Review Us: What Was Your Experience?*

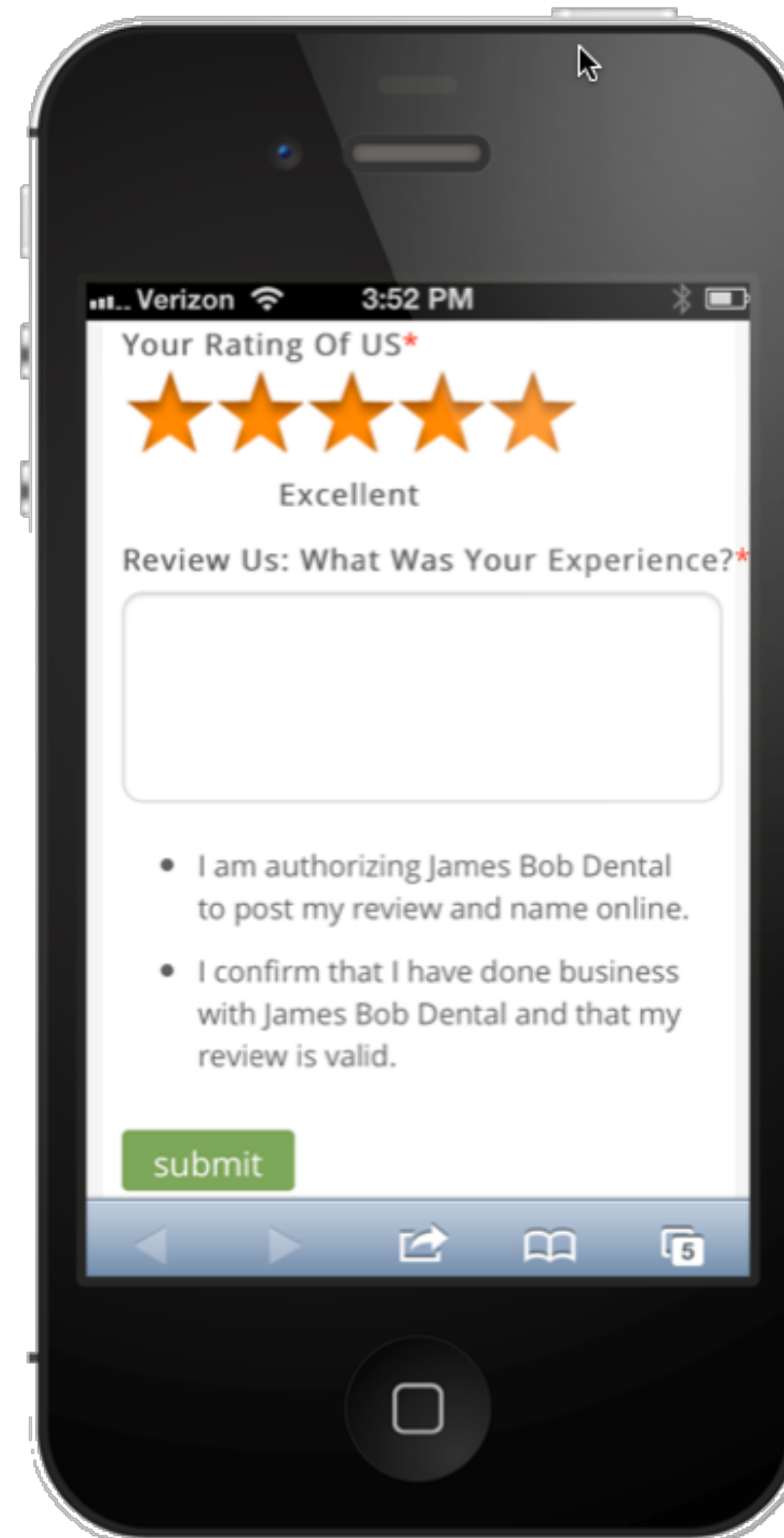
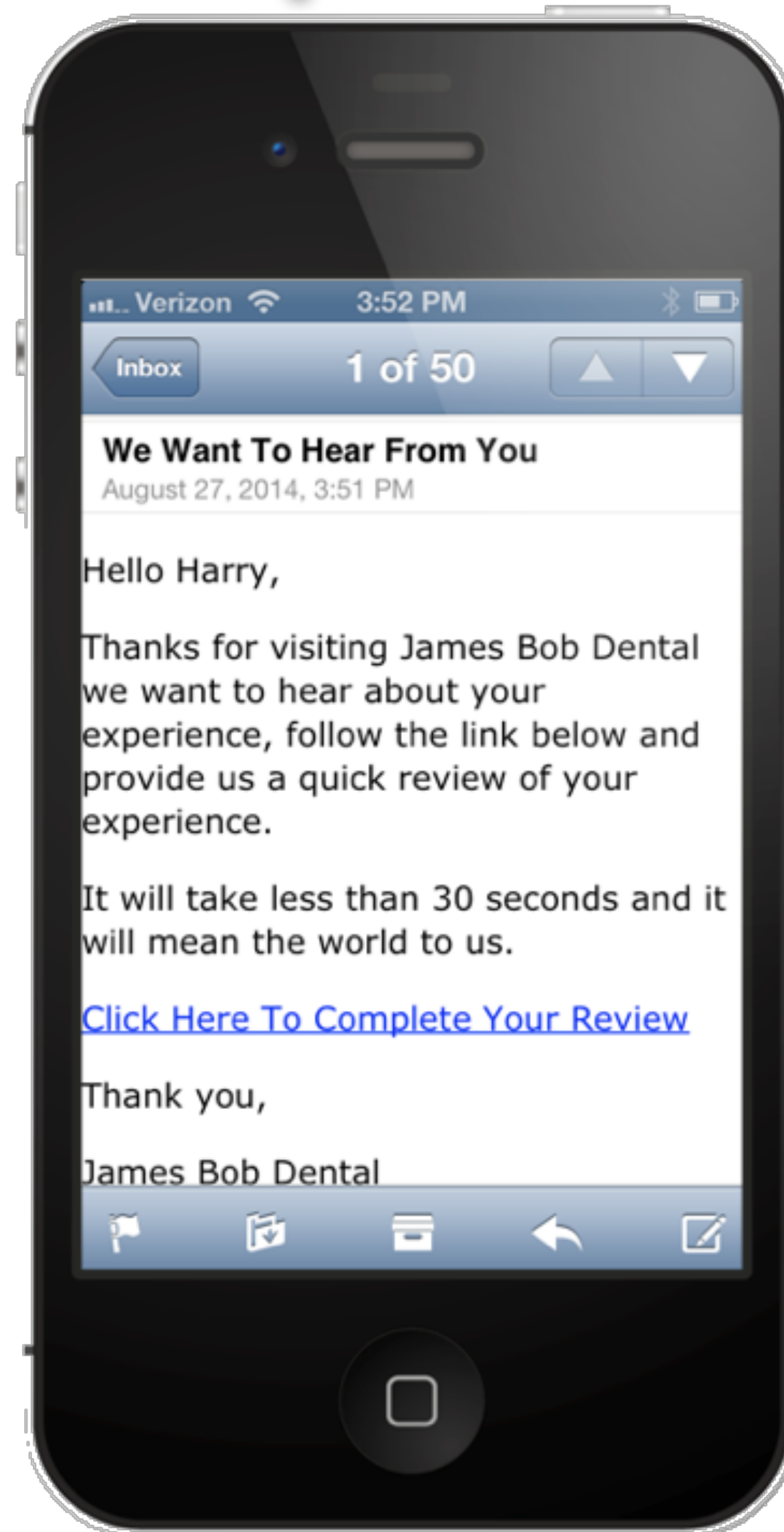
- I am authorizing James Bob Dental to post my review and name online.
- I confirm that I have done business with James Bob Dental and that my review is valid.

submit

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Mobile Responsive Feedback Process






Intelligent Routing Occurs



JAMES BOB DENTAL

James Bob Dental
509 Olive Way
Seattle, WA 98010

Thank you for taking our survey!
Your comments are very important to us as we continue to strive to improve our service. It would be greatly appreciated if you could share your experience with others.



Thank you for the feedback, Alyssa

We found that customers like you that enjoyed the same experience also left a great review on one of the review sites we have listed on this page.

We work extremely hard to make sure every customer like you has a 5-Star experience, so we invite you to post your review on your favorite site.

Thankyou for your business and we look forward to seeing you next time.

Here is your review. Simply click on the text below to copy and use on one of the review sites listed here:



My family has been going to Dr. James Bob for the past 4 years. He's great with my kids, even the one that is a little hyper.

Press this Button To copy your Feedback [COPY](#)

Please share your experience with the world on one of these sites below!

Simply follow these 3 easy steps:

1. Copy your feedback below
2. Click on the logo below to write a review
3. Paste your feedback



Company Branded Page

Provides Easy Review Sites Access


Male / Female White Label Video

Fully Mobile Responsive

Ability To Edit Page Content




Minimize Impact Of Negative Feedback



James Bob Dental
509 Olive Way
Seattle, WA 98010

Your Rating Of US*



Review Us: What Was Your Experience?*

They charged me for my cleaning that was supposed to be covered by my insurance! Not Happy!!!!


- I am authorizing James Bob Dental to post my review and name online.
- I confirm that I have done business with James Bob Dental and that my review is valid.

submit

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Minimize Impact Of Negative Feedback



James Bob Dental
509 Olive Way
Seattle, WA 98010

We're Sorry To Hear About Your Recent Experience.



Thank you for the feedback, Mary

Our company is focused on every customer and client having a first class experience. Unfortunately, sometimes companies make mistakes and it looks like your experience was not as good as we would like it to be.

We want the opportunity to correct our mistakes. Please contact us directly and let us know how we can turn your next visit into a 5 star firstclass experience.

Your Suggestion
Where did we go wrong?

How can we avoid this in the future?

What suggestions do you have to help us improve?

Any additional comments?

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Company Branded Page

Suggestion Boxes To Share Concerns

Male / Female White Label Video

Custom Message / Offer / Call To Action

Mobile Responsive Layout



Ability To Address The Concern Promptly

We've received your feedback on your recent visit



Inbox x



James Bob Dental info@repuatationbug.com via email.reputationbug.com

Hello

Thank you for your time and concern to provide us feedback on your most recent visit to James Bob Dental.

Please rest assured that we take your feedback very seriously and will promptly address your concerns.

You're a valuable customer to us and that we will make changes to ensure this does not happen on your next visit.

We are constantly looking for ways to improve our service and will address your feedback immediately.

Thank You for being a valued customer and taking the time to share your concerns with us.

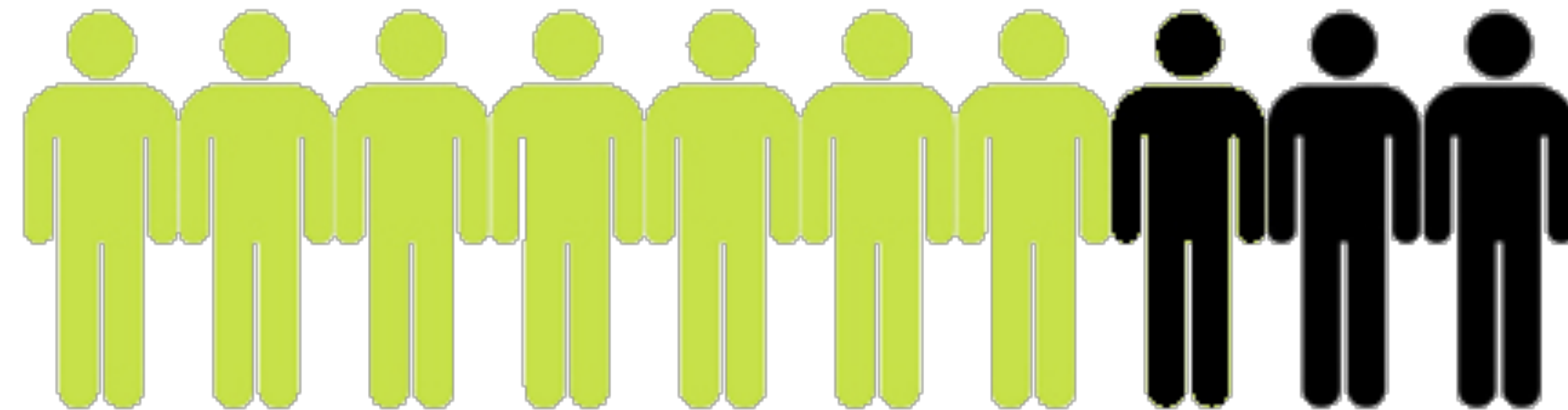
Thank you,

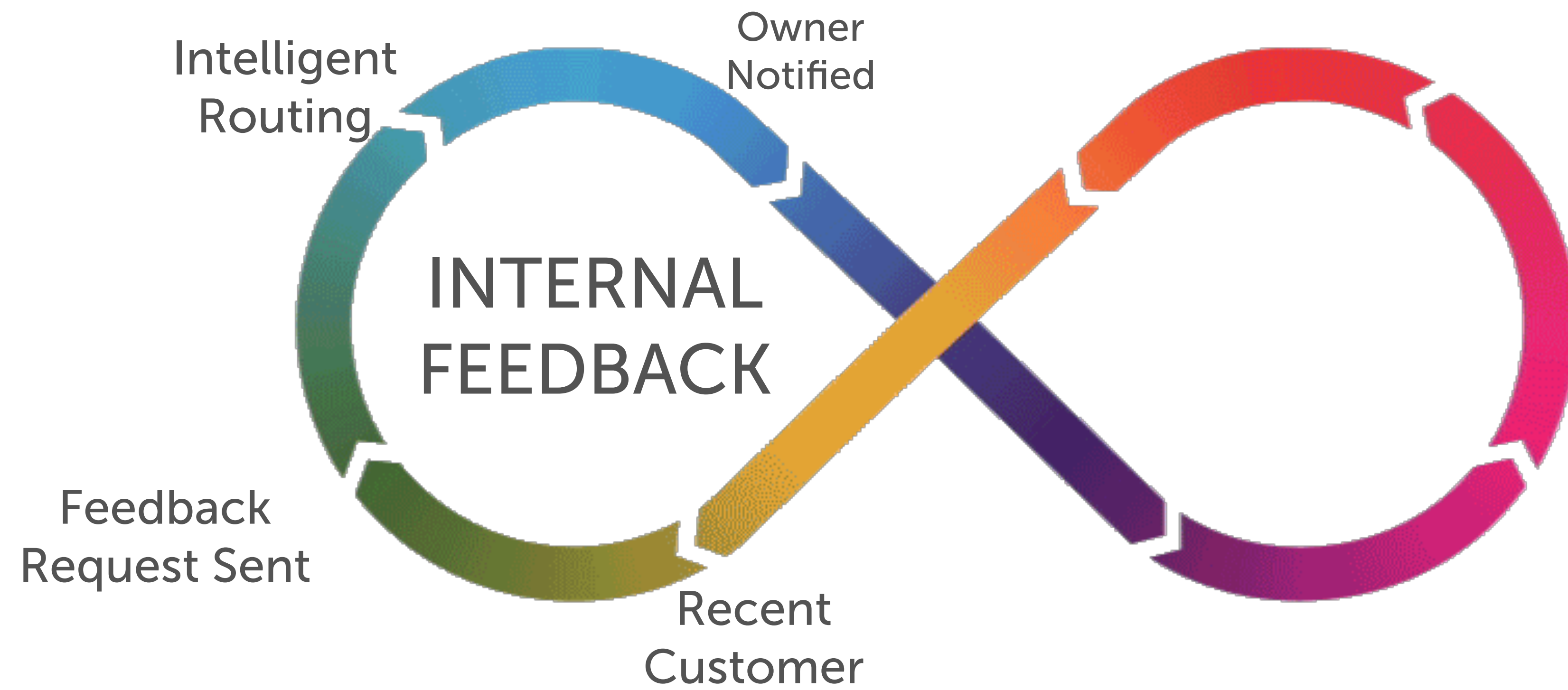
James Bob Dental

info@repuatationbug.com

No Longer Want To Receive Email Updates? [Click Here](#)

7 Out Of 10 Consumers Will Return To A Business
If Their Concern Is Resolved Quickly





Instant Feedback and Review Notification



Motivate Staff And Address Concerns Quickly

Ability To Address The Concern Promptly



Ability To Address The Concern Promptly

Customer Concern From Recent Visit

Inbox x

One of your valued customers just shared their feedback with you and there may be some concerns you may want to address.

While their feedback may be less than favorable, the good news is that over 70% of customers will return to your business if you can address their concerns promptly.

The fact they took the time to leave you feedback means they are likely willing to give you a second chance.

Don't delay, see what they had to say.

Rating: 2

Review: Went back in for a follow up and the hygienist seemed to be distracted by a personal problem and was a little rude. Usually they are much better.

If you want to view customer details please [click](#).

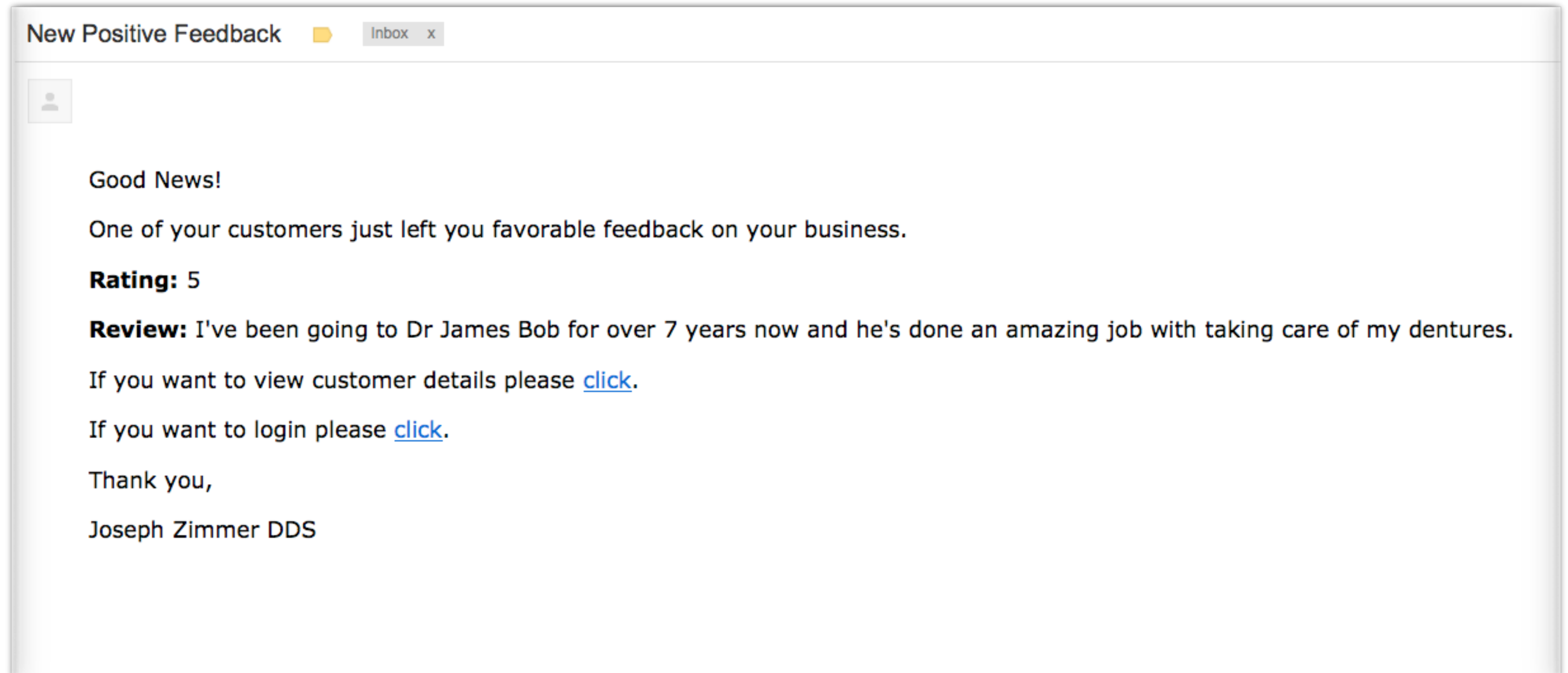
If you want to login please [click](#).

Thank you,

Joseph Zimmer DDS

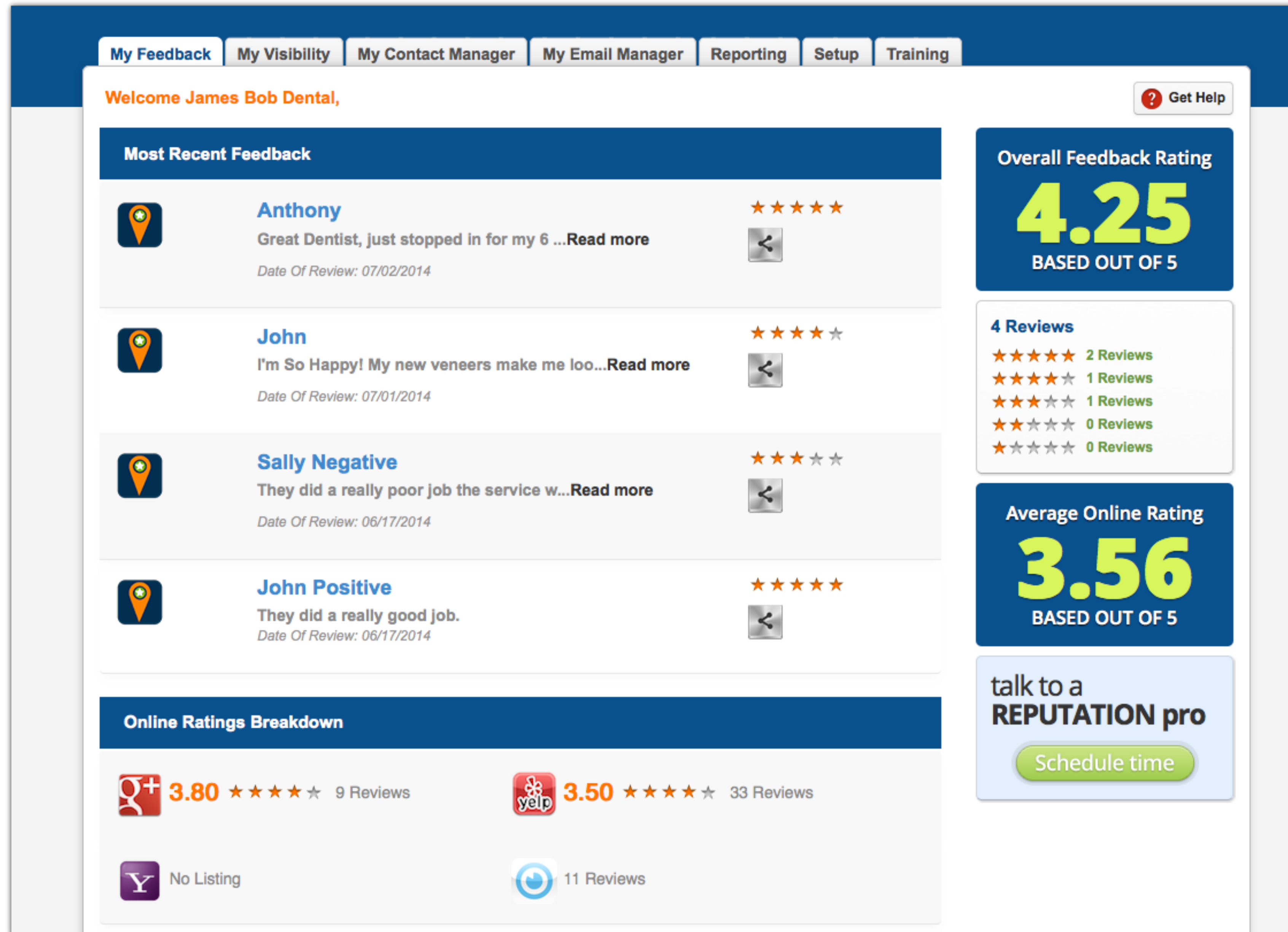
You Decide Who Receives Email Alerts

Ability To Address The Concern Promptly




You Decide Who Receives Email Alerts


Customer Feedback Dashboard





Dashboard Reports New Reviews Online

Online Ratings Breakdown

**3.90** ★★★★★ 10 Reviews


**3.00** ★★★★★ 30 Reviews




**No Listing**


**11 Reviews**




Most Recent Online Reviews


Note: Only the 5 most relevant Google reviews and 3 most relevant Yelp reviews are available at a time. Additional reviews will be updated here as they become available.




**Thor R.**
I have been coming to Dr. [redacted] for yea...[Read more](#)
Date Of Review: 07/29/2014


★★★★★

Shared 07/30/2014




**Bonnie Jean Klubberud**
I have been seeing Dr. [redacted] since he w...[Read more](#)
Date Of Review: 07/07/2014


★★★★★

Shared 07/22/2014




**Julie O.**
Dr. [redacted] has been my dentist for many ...[Read more](#)
Date Of Review: 06/26/2014

★★★★★

Shared 06/27/2014

**Miguel S.**
I have been seeing Joseph [redacted] for nea...[Read more](#)
Date Of Review: 03/20/2014

★★★★★


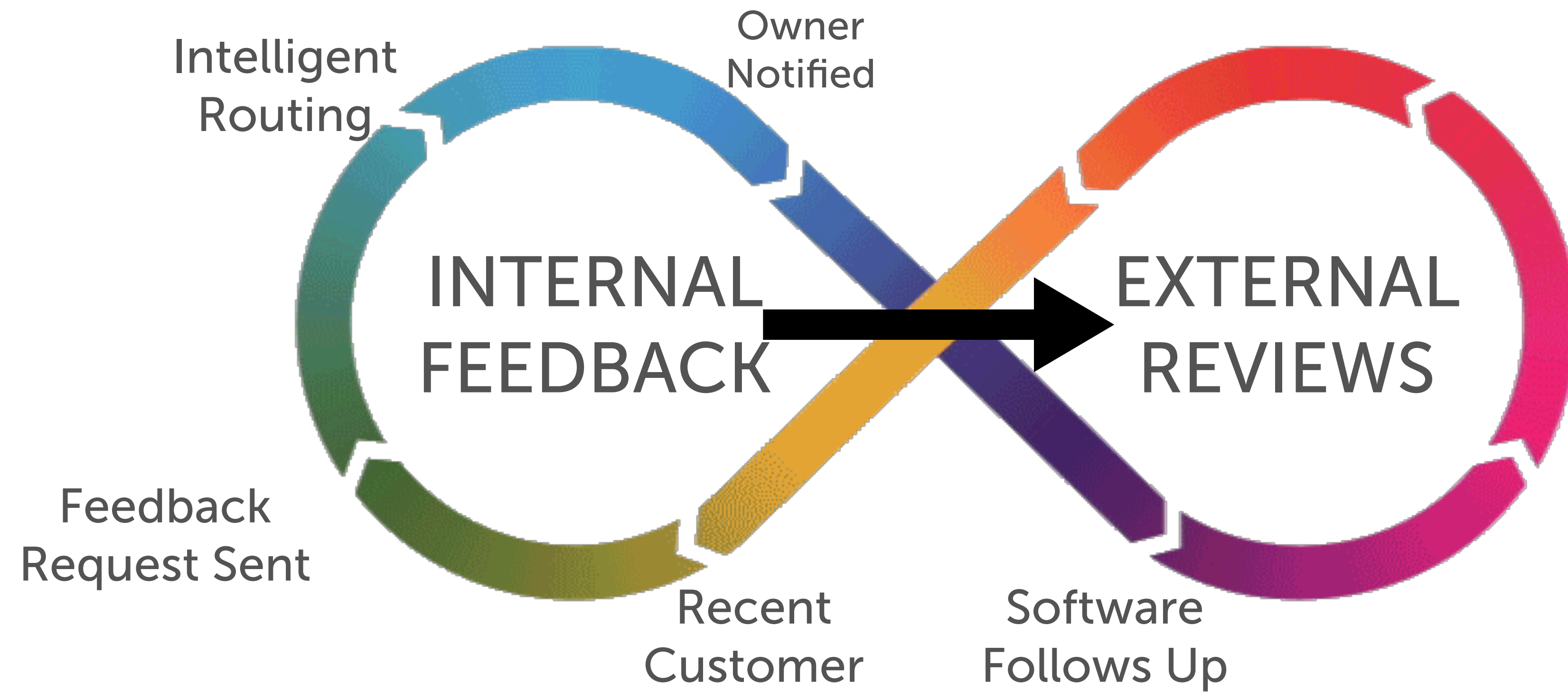
**Sonia C.**
I have easy, healthy teeth - no cavities...[Read more](#)
Date Of Review: 02/12/2014

★★★★★

Shared 06/17/2014

[See all Reviews](#)

Major Review Site Integration:

- Pulls In Online Reviews Into Dash
- Text Alerts to Your Phone
- Email Notifications
- Include Key Managers / Staff
- Read New Reviews Promptly



Our Software Asks For The Review

Thank You For Feedback



Inbox x



Thank You Mark!

You're a valuable customer to us and we're glad to see that we've met or exceeded your expectations on your recent visit.

Here at James Bob Dental we know you have several options and are constantly striving to maintain the highest standards in customer service and experience.

If you have a moment, would you mind sharing your recent experience with others online that may be looking for our business by selecting one of the review sites we're listed on below?

We value your patronage and look forward to seeing you again soon.

If you could leave a review on one of these sites it would mean a world of difference to our staff and us.

Review Us On Google - [Click Here](#)

Review Us On Yelp - [Click Here](#)

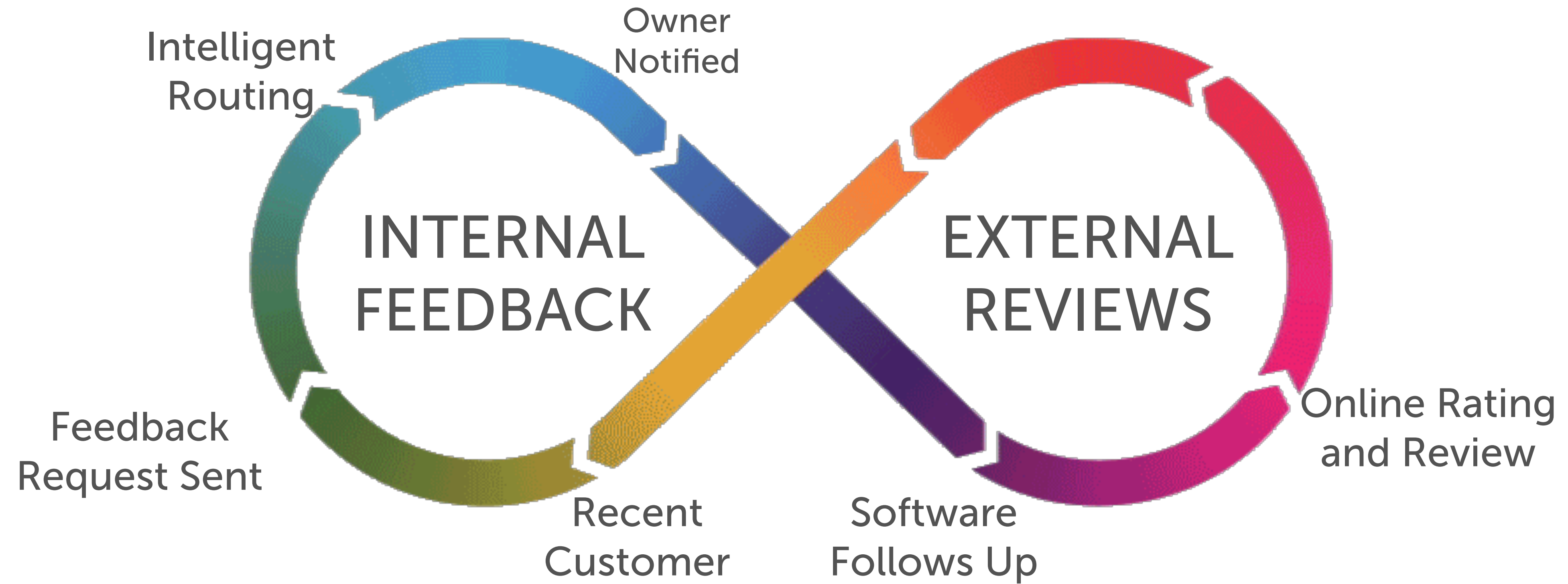
Thank you,

James Bob Dental

info@mylocalfeedbackloop.com


No Longer Want To Receive Email Updates? [Click Here](#)


Based On Your Follow Up Settings





Dashboard Reports New Reviews Online

Online Ratings Breakdown

**3.90** ★★★★★ 10 Reviews


**3.00** ★★★★★ 30 Reviews




**No Listing**


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Date Of Review: 07/29/2014


★★★★★

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I have been seeing Dr. [redacted] since he w...[Read more](#)
Date Of Review: 07/07/2014


★★★★★

Shared 07/22/2014




**Julie O.**
Dr. [redacted] has been my dentist for many ...[Read more](#)
Date Of Review: 06/26/2014

★★★★★

Shared 06/27/2014

**Miguel S.**
I have been seeing Joseph [redacted] for nea...[Read more](#)
Date Of Review: 03/20/2014

★★★★★


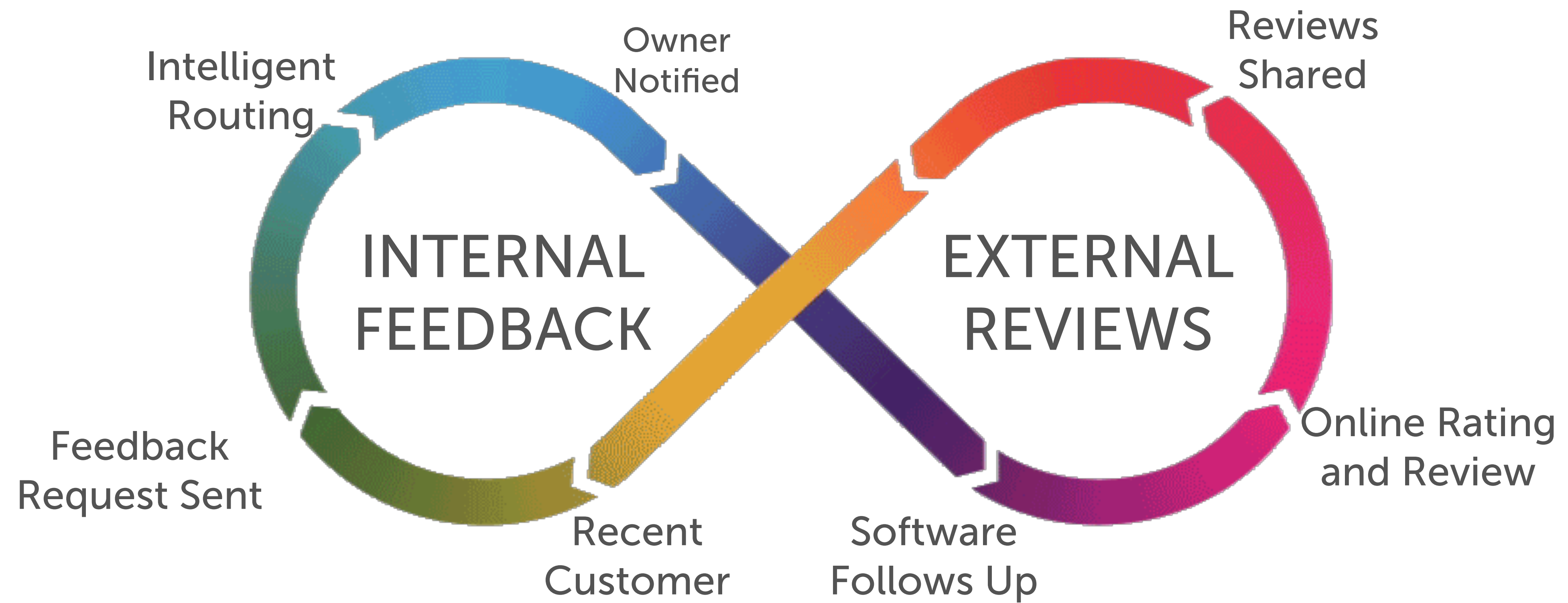
**Sonia C.**
I have easy, healthy teeth - no cavities...[Read more](#)
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- Pulls In Online Reviews Into Dash
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- Email Notifications
- Include Key Managers / Staff
- Read New Reviews Promptly



FEEDBACK STREAMING: TO YOUR SITE

Testimonials

James Bob Dental

509 Olive Way, Washington
(206) 682-3458

★★★★★ 5.00 38 reviews

Write a review 

REVIEWS



Zach A.

★★★★★ 04/02/2015

They did great



Zach A.

★★★★★ 04/02/2015

They did a great job



Zach A.

★★★★★ 04/01/2015

in lved it



Jeff

★★★★★ 03/31/2015

Did a great job



Jeff P.

★★★★★ 03/23/2015

Great cleaning



Zach H.

★★★★★ 03/17/2015

Great

New Patients

Before and After

Financial Info

Office Tours

Testimonials

► Testimonials

What People Are Saying



Zach A.

04/02/15 ★★★★★

They did a great job

VIEW MORE



invisalign

Read More >>



invisalign

Read More >>



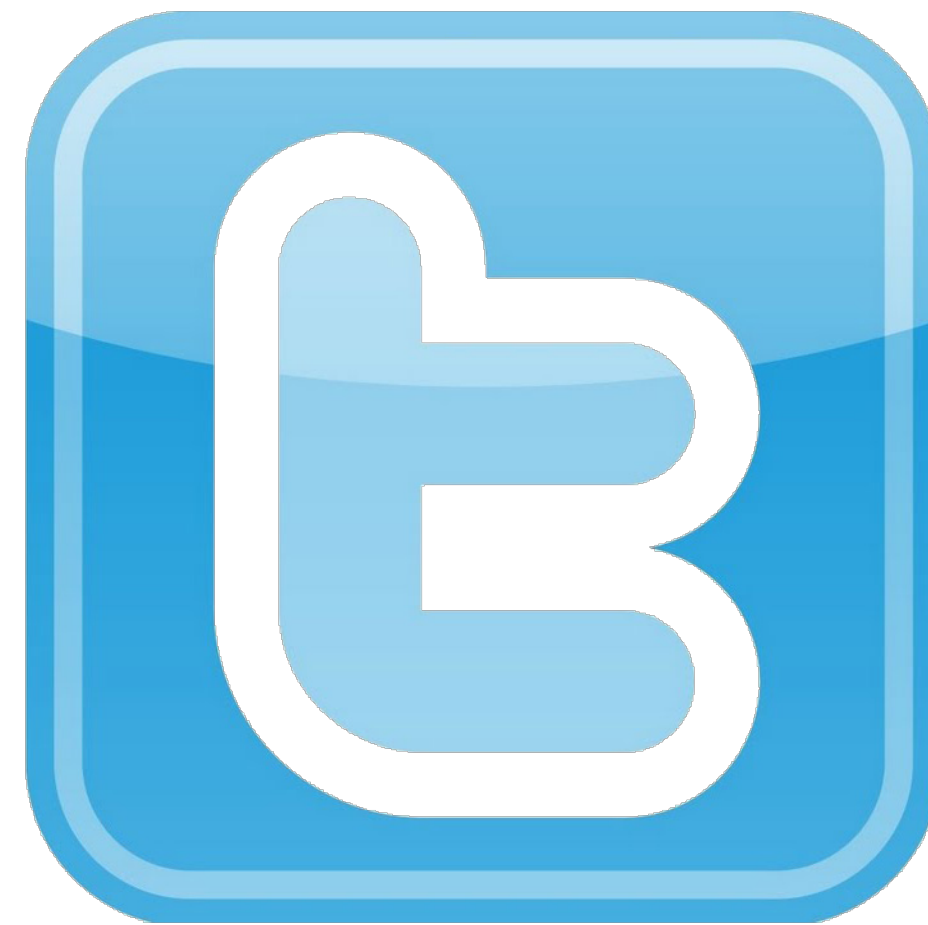
CEREC

One-visit dentistry

Read More >>

Call Us Today

GET SOCIAL: SHARE REVIEWS ONLINE




Manual And Automated Social Sharing Options

GET SOCIAL: SHARE REVIEWS ONLINE

SOCIAL MEDIA SET UP			
Facebook	https://www.facebook.com/pages/James-Bob-Dental/291609380949242		Edit Info
Share Review On Facebook	<input checked="" type="radio"/> Yes	<input type="radio"/> No	
Facebook Auto Post	<input checked="" type="radio"/> Yes	<input type="radio"/> No	?
Share Review On Twitter	<input checked="" type="radio"/> Yes	<input type="radio"/> No	Edit Info
Twitter Auto Post	<input checked="" type="radio"/> Yes	<input type="radio"/> No	?
Share Review On Google+	<input checked="" type="radio"/> Yes	<input type="radio"/> No	Edit Info
Google+ Auto Post	<input checked="" type="radio"/> Yes	<input type="radio"/> No	?
Frequency for Internal reviews	<input type="text" value="1"/>		?
Frequency for external reviews	<input type="text" value="1"/>		?
Maximum number of reviews for Internal per day	<input type="text" value="2"/>		?
Maximum number of reviews for External per day	<input type="text" value="10"/>		?

GET SOCIAL: SHARE REVIEWS ONLINE


James Bob Dental


8201 164th Ave NE
Redmond, Washington

(425) 224-1281

[Ask for James Bob Dental's hours](#)
[Ask for James Bob Dental's price range](#)
[Ask for James Bob Dental's website](#)

[Suggest Edits](#)

PHOTOS




5 Star Customer Review

Review By: Jeff

Great

James Bob Dental

Contact Us Today: (206) 682-3458




5 Star Customer Review

Review By: Zach

Great

James Bob Dental

Contact Us Today: (206) 682-3458



5 Star Customer Review


Review By: Zach

Great

James Bob Dental

Contact Us Today: (206) 682-3458


POSTS TO PAGE



James Bob
June 4, 2014 at 7:57am

<http://www.localreviewdirectory.com/dentist/wa/seattle/joseph-zimmer-dds-1/rd/MzMwNDMyNjQ5> I am really please with how they did


Like · Comment



James Bob
June 3, 2014 at 11:37am

http://www.yelp.com/biz/joseph-zimmer-dds-seattle#hrid:N3orMSE_1SXwL... See More


Like · Comment



James Bob
June 3, 2014 at 10:41am

http://www.yelp.com/biz/joseph-zimmer-dds-seattle#hrid:N3orMSE_1SXwL... See More


Like · Comment


James Bob Dental

March 17 at 3:00pm ·

Review By: Zach
Great
James Bob Dental
509 Olive Way... [See More](#)

5 Star Customer Review



5 Star Customer Review


Review By: Zach

Great

James Bob Dental

Contact Us Today: (206) 682-3458


[Like](#) · [Comment](#) · [Share](#)


James Bob Dental

February 23 ·

Review By: A Google User
I was having an external ant problem and they were working their way into our house. I searched about 5 companies and decided on Responsible because they weren't the cheapest but they also weren't the most expensive.
Dave came out and was polite and took the time to explain the product that he was using because I asked due to the fact that I have a dog....
[See More](#)

5 Star Customer Review



5 Star Customer Review

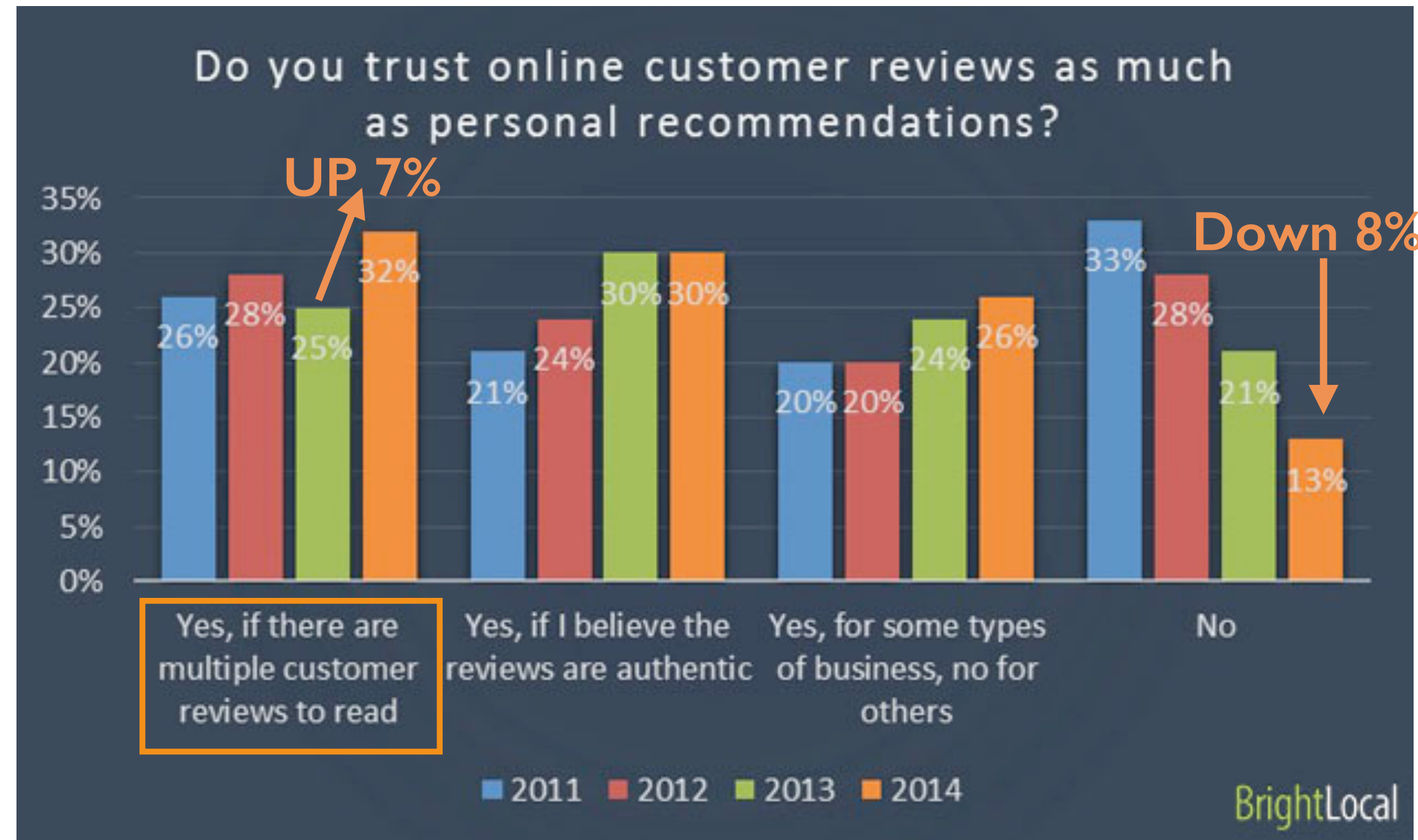
Review By: A Google User

I was having an external ant problem and they were working their way into our house. I searched about 5 companies and decided on Responsible because they weren't the cheapest but they also weren't the most expensive. Dave came out and was polite and took the time to explain the product that he was using because I asked due to the fact that I have a dog. Took him about 20 minutes and explained to me about their warranty but haven't needed it because they eliminated the ant issue we had. I would definitely recommend.

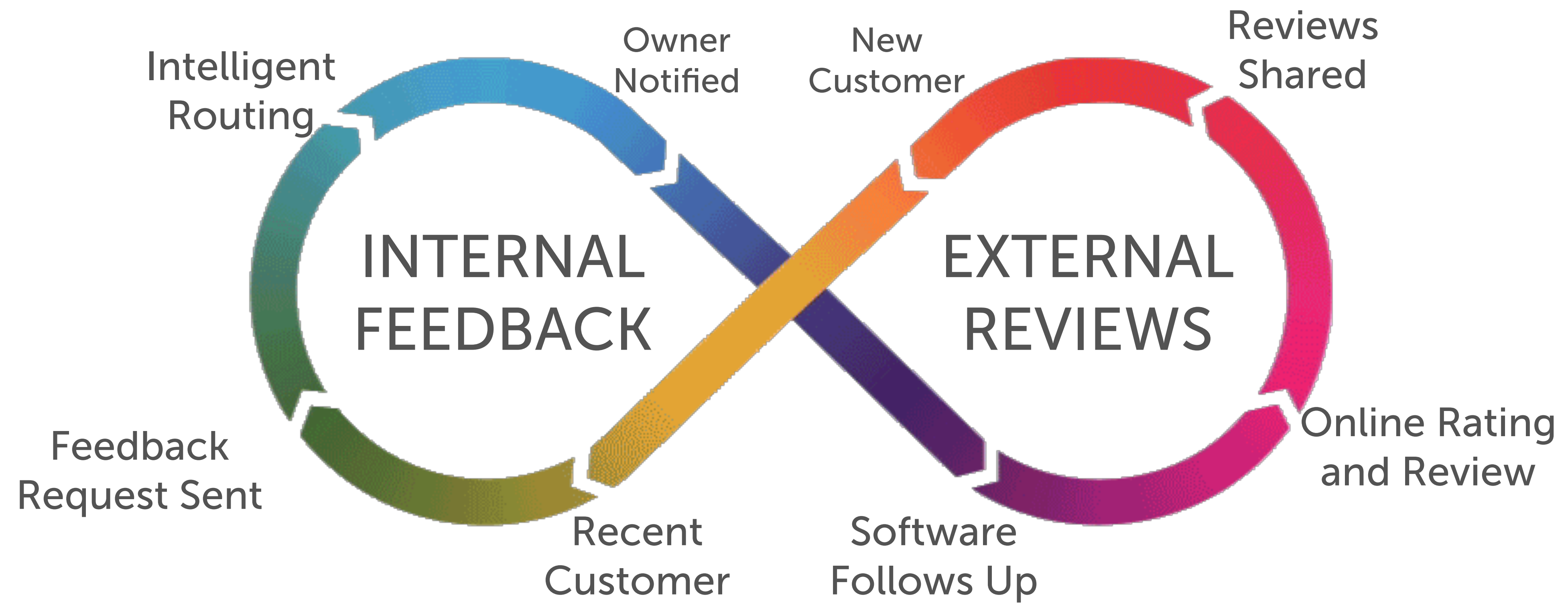
James Bob Dental

Contact Us Today: (206) 682-3458

[Like](#) · [Comment](#) · [Share](#)



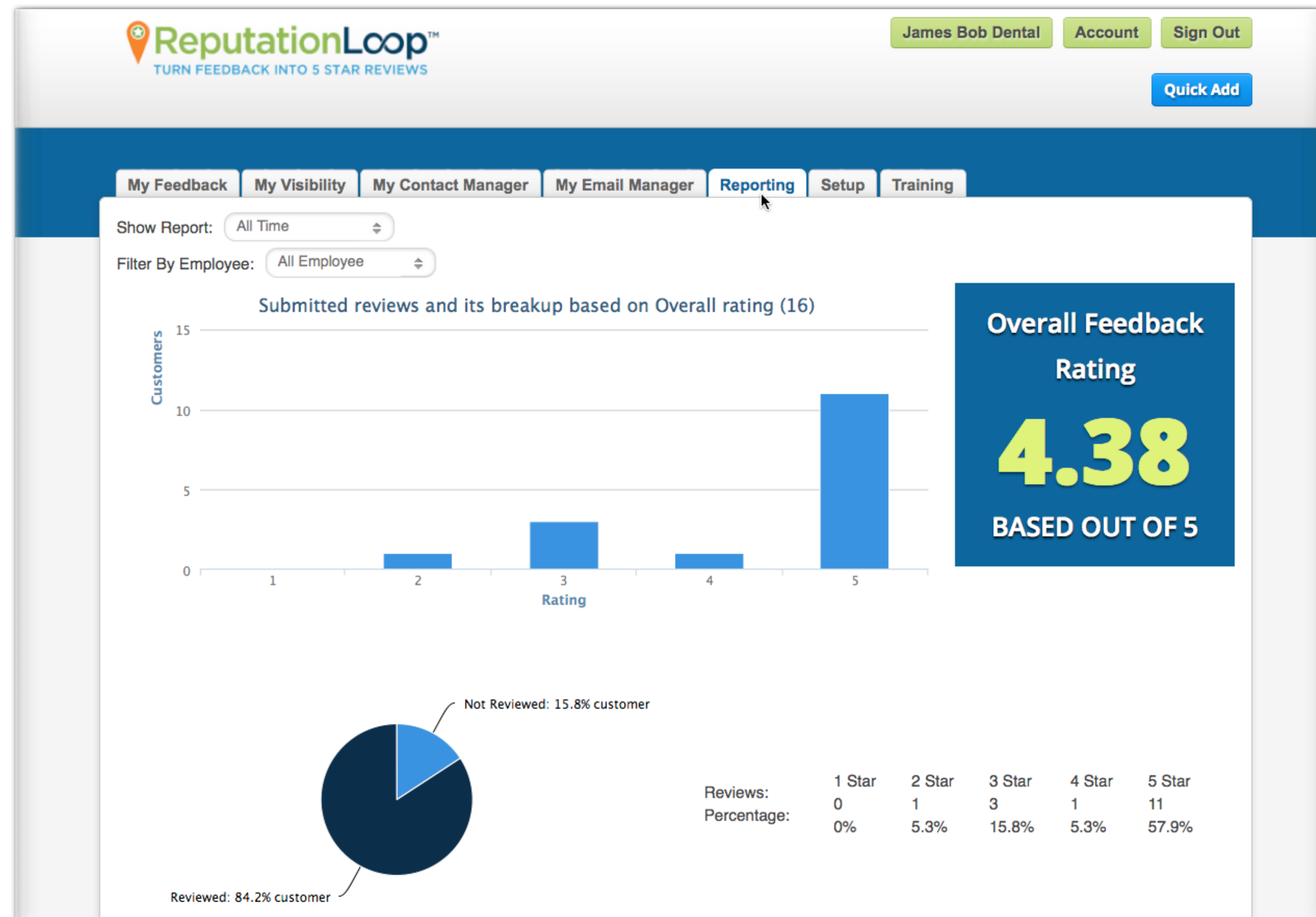
88% of consumers say they trust online reviews as much as personal recommendations (Up From 79% in 2013)



Internal Feedback Reporting

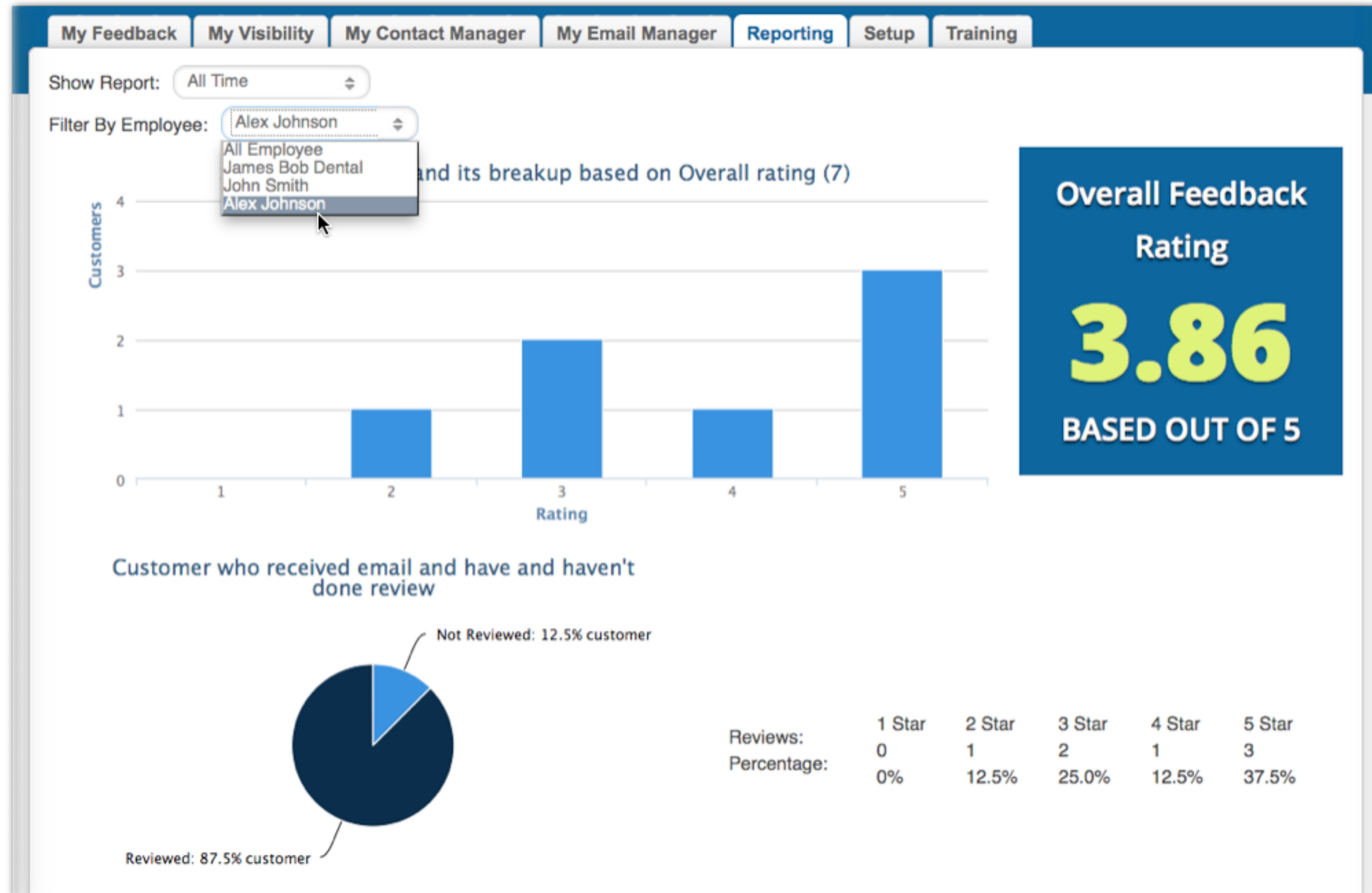
Drill Down Customer Feedback
By Department Or Employee:

- View Customer Feedback
- Variable Date Ranges
- Great For Performance Reports
- Search By Star Ratings
- Send Special Email Notifications



Additional Features Included With Your Account

Internal Feedback Reporting



Additional Features Included With Your Account

Internal Feedback Reporting

[My Feedback](#) [My Visibility](#) [My Contact Manager](#) [My Email Manager](#) [Reporting](#) [Setup](#) [Training](#) [? Get Help](#)

[Back](#)

CUSTOMER INFORMATION

Customer First Name	Alyssa
Customer Email	Alyssa@Gmail.com
Rating	★★★★★
FeedBack	My family has been going to Dr. James Bob for the past 4 years. He's great with my kids, even the one that is a little hyper.
Date Of Submission	2014-08-27 15:28:26

Rating	★★★☆☆
FeedBack	Went back in for a follow up and the hygienist seemed to be distracted by a personal problem and was a little rude. Usually they are much better.
Date Of Submission	2014-08-28 13:15:35

Overall Feedback Rating

4.24

BASED OUT OF 5

17 Reviews

- ★★★★★ 11 Reviews
- ★★★★☆ 1 Reviews
- ★★★☆☆ 3 Reviews
- ★★★☆☆ 2 Reviews
- ★★☆☆☆ 0 Reviews

Average Online Rating

3.23

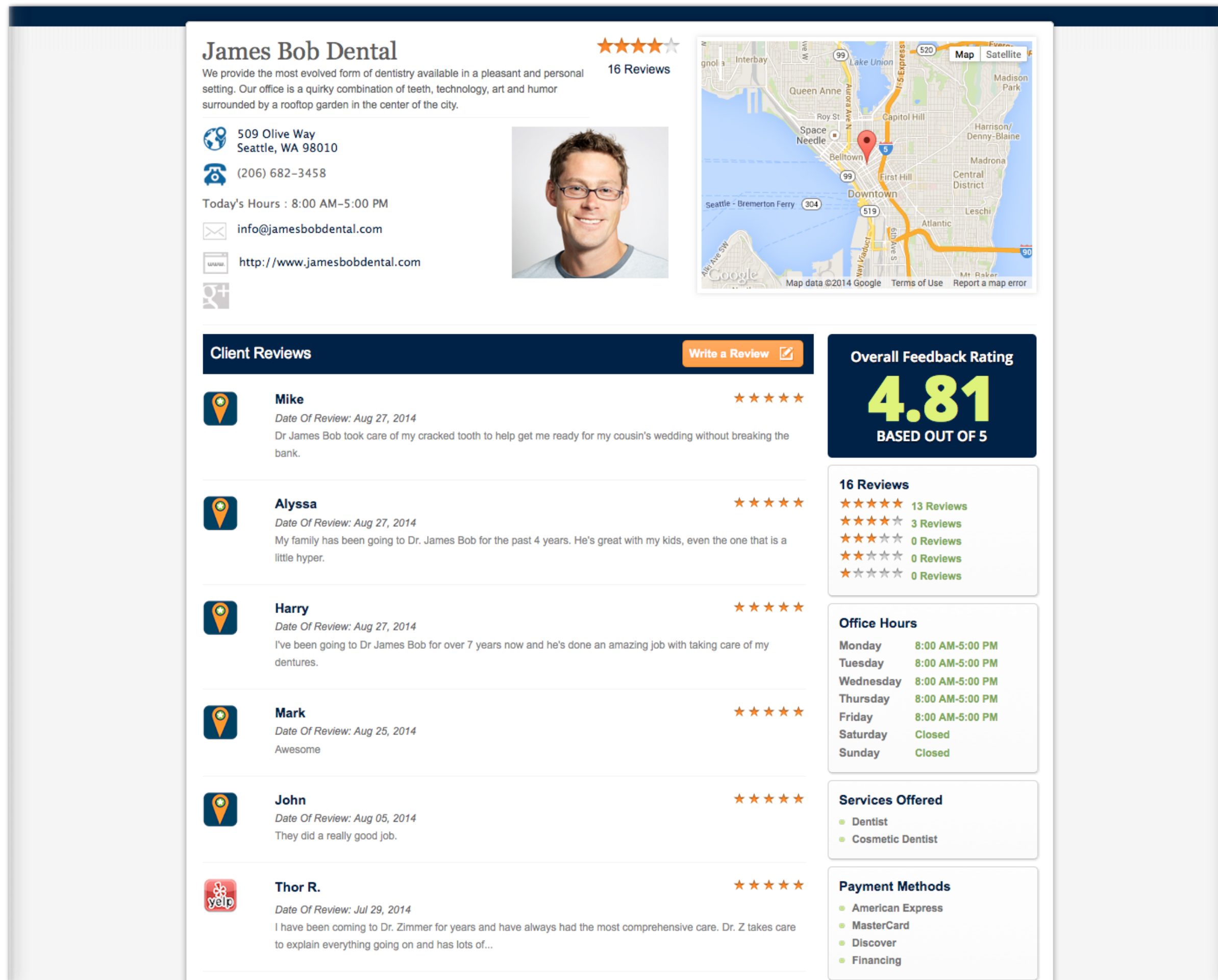
BASED OUT OF 5

talk to a **REPUTATION pro**

[Schedule time](#)

Additional Features Included With Your Account

Local Review Microsite



Additional Web Property You Control:

- Ability to Rank In Your Local Search
- Pertinent Business Information
- Shares Recent Feedback / Reviews
- Control Your Brand Online
- Connect w/ Social Media Accounts

Additional Features Included With Your Account

Local Review Microsite

The screenshot displays a 'Local Review Microsite' interface. On the left, a section titled 'Most Recent Feedback' lists five reviews from Mike, Harry, Mark, Jessica, and John. Each review includes a location pin icon, the reviewer's name, a snippet of the review text, the date, and a star rating. A large grey circle highlights the 'Unsuppress Review' button for Mark's review. On the right, a summary section shows the 'Overall Feedback Rating' of 4.50 (based out of 5) and a breakdown of 14 reviews by star rating. Below this, the 'Average Online Rating' is 3.23 (based out of 5). At the bottom right, a call to action says 'talk to a REPUTATION pro' with a 'Schedule time' button.

Most Recent Feedback

Mike
Dr James Bob took care of my cracked too...[Read more](#)
Date Of Review: 08/27/2014
★★★★★
Shared 08/27/2014

Harry
I've been going to Dr James Bob for over...[Read more](#)
Date Of Review: 08/27/2014
★★★★★
Shared

Mark
Awesome
Date Of Review: 08/25/2014
★★★★☆
Unsuppress Review

Jessica
I wasn't satisfied with the se
Date Of Review: 08/05/2014
★★★★★

John
They did a really good job.
Date Of Review: 08/05/2014
Shared 08/05/2014

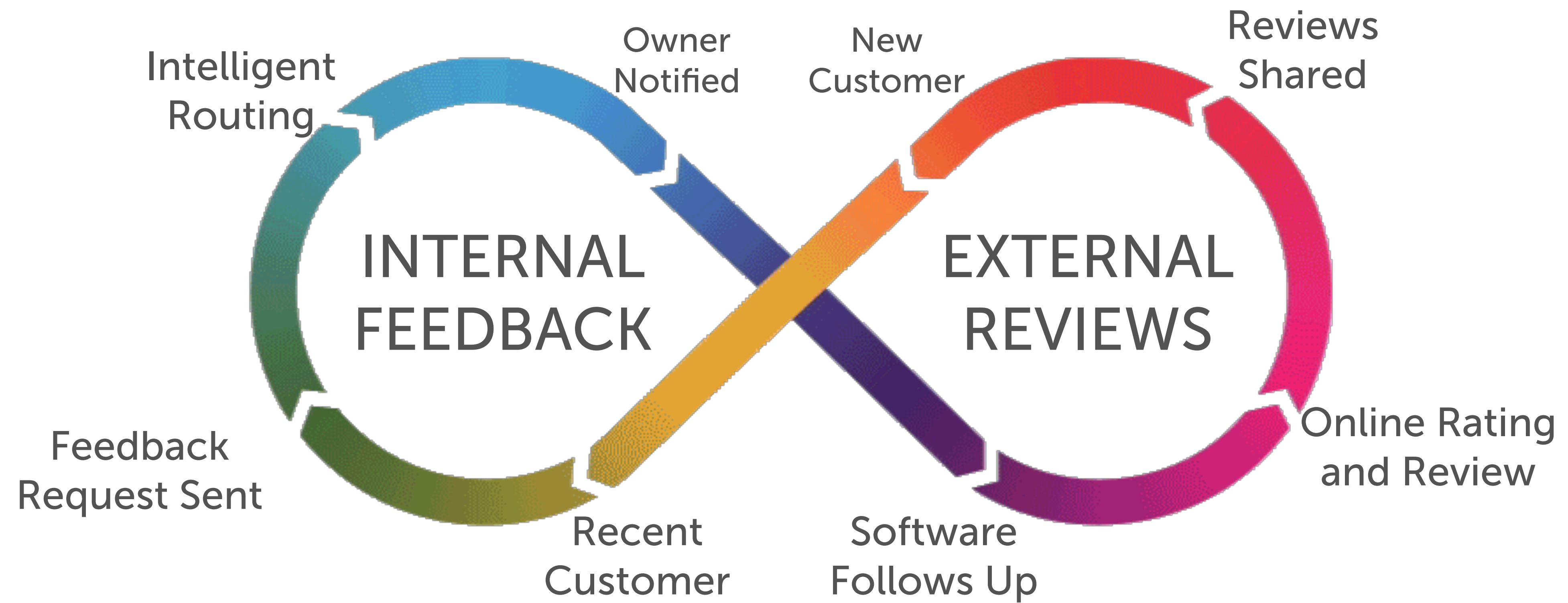
Overall Feedback Rating
4.50
BASED OUT OF 5

14 Reviews
★★★★★ 10 Reviews
★★★★☆ 1 Reviews
★★★★☆ 3 Reviews
★★★★☆ 0 Reviews
★★★★☆ 0 Reviews

Average Online Rating
3.23
BASED OUT OF 5

talk to a **REPUTATION pro**
[Schedule time](#)

Additional Features Included With Your Account





What Is Your Reputation Worth To You?