



REPUTATION MANAGEMENT

Reputation Monitoring for Small and Medium Businesses

EXERCISE MORE CONTROL OVER YOUR REPUTATION.

Your reputation is what you say about yourself and what others say about you. Every day customers are talking about your business online, whether on Yelp, Google+, Hometown, Facebook, blogs or elsewhere. This chatter has a direct impact on your revenue – it's time you join the conversation.

Reputation Intelligence gives you enhanced control over your online presence by helping you correct online listings, respond to reviews, benchmark yourself against competitors and much more.

90%
of customers say buying decisions are influenced by online reviews ¹



LISTINGS

MENTIONS

REVIEWS

REPORTS



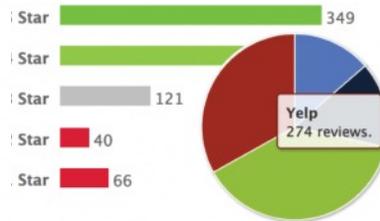
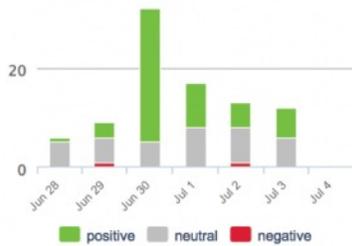
13 listings found with accurate information



13 listings found with possible errors



5 sources missing your listing



Verify the accuracy of your online business listings across review sites, directory sites and social networks. Inconsistent listing data can lead to poor placement in search engine results.

Compile mentions from unstructured sources including news sites, blogs and social networks and highlight the most positive and negative mentions using automated sentiment analysis.

Pull in results from major review websites to view overall scores and see which keywords your customers are using to describe your business.

Executive reports break down how your business is faring in online conversations and gives you actionable information. Alerts are also sent every time a new mention is found.

¹<http://marketingland.com/survey-customers-more-frustrated-by-how-long-it-takes-to-resolve-a-customer-service-issue-than-the-resolution-38756>