Do you know what your customers are saying?

ReviewTrackers can help!
LISTENING WITH REVIEWTRACKERS
Monitor all relevant review sites and proactively listen to what customers are saying online about your business and your competition. Treat feedback as a source of critical insight.

ReviewTrackers client U.S. Bank, a financial services company with over 3,000 locations uses the ReviewTrackers platform to identify and resolve issues before they become complaints to the Consumer Financial Protections Bureau.

Insights found in ReviewTrackers have empowered the company to organize data, improve collaboration between departments and stakeholders, leading to a streamlined process of managing feedback.

RESPONDING WITH REVIEWTRACKERS
ReviewTrackers’ Smart Response makes review response easier by enabling managers to pre-approve language and responses consistent with your brand. This ensures that all your responses meet brand or compliance standards, and that they always reach every customer, as fast as possible.

52% of customers who review your business expect to hear back from you within 7 days.

ASKING WITH REVIEWTRACKERS
Generating new reviews has never been easier. ReviewTrackers Ask tool enables providers to request feedback, automatically. A simple Kiosk at the point of sale enables customers to “opt-in” to leave their feedback either publicly or privately. Or, using our simple API, integrate the review request easily with your CRM.

WHY REVIEWS MATTER
36% of consumers agree that Google reviews, reviews on other sites, and local search engine rankings are the most important factors to consider.

SEARCH ENGINE JOURNAL, 2017
82% of U.S. adults say they at least sometimes read online customer ratings or reviews before purchasing items for the first time.

PEW RESEARCH CENTER, 2016
Over 50% of consumers often or always check out online reviews, while only 34% seek out information on discounts and pricing.

REVIEWTRACKERS SURVEY, 2017

The problem
It is difficult, if not impossible, to manually monitor all relevant review sites for multi-location businesses efficiently.

The Solution
ReviewTrackers automatically monitors and increases online reviews from one easy-to-use dashboard.

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LEARN MORE
ReviewTrackers is the award-winning feedback software that helps clients measure and transform the customer experience. The platform collects review data from 100+ review sites to surface customer insights that enable providers to listen, analyze, and make data-driven decisions about what their customers truly need or want.

Trusted by 40,000+ businesses, ReviewTrackers helps busy professionals save time, money and resources so they can focus on what matters most: their customers. Learn more at reviewtrackers.com