



CUSTOMER VOICE FAQ

Amplified Digital Agency

DRIVEN BY DATA. FUELED BY PASSION.

IS REPORTING AVAILABLE?

Yes, reporting on Customer Voice is included in the Executive Report (available with all Packages). This includes details on sent, opened and clicked emails and SMS messages.

HOW MANY SMS REQUESTS CAN BE SENT PER DAY?

Due to mobile service provider standards, the daily limit of SMS requests is 150. If you are sending a large number of SMS requests per day, this helps prevent your number from being flagged as a spam account.

**Customer Voice Pro (in Presence Premium) includes 50 SMS credits/month*

WHAT PHONE NUMBER IS USED WHEN AN SMS REVIEW REQUEST IS SENT?

When your client has activated the SMS add-on and is ready to start sending SMS requests, we'll do a search for available numbers with the area code of their business and select one to assign to their account. In the case that there are no available numbers with the same area code, we choose the next closest location.

Example: The area code for Manhattan is very small and has very few numbers, so we would choose another number from that city. All phone numbers are 10 digits.

WHAT IS 'MY LISTING'?

It's a landing page created by the dashboard where customers can leave reviews for the business. These reviews are 'owned' by the business and can be utilized for use in social posts, testimonials on their website and more.

WHAT EMAIL ADDRESS IS USED WHEN AN EMAIL REVIEW REQUEST IS SENT?

The email address used will be in the format of noreply+businessname@smblogin.com. The client's business name will automatically be substituted in for "businessname."

This email address is used to send the requests from our mail server which has the proper certifications for sending bulk emails without getting bounced.

Your client still has the ability to add a custom email to the "reply email" field in their request templates. This will allow their customers to reply to whatever email address they choose.

HOW MANY EMAIL REVIEW REQUESTS CAN BE SENT PER DAY?

An unlimited number of email review requests can be sent per day in Customer Voice Pro. Customer Voice Express only allows for 15 emails/month.

HOW DOES MY CLIENT DETERMINE WHICH SITES TO REQUEST REVIEWS TO?

We suggest requesting reviews to sites that your client has access to. Facebook and Google are typically the most viewed and strongly suggested.

Note: It is against Yelp's policies to request reviews to that site; therefore, Yelp is not a review site available in this service.

CAN MY CLIENT FILTER REVIEWS LEFT BY THEIR CUSTOMERS?

Clients can direct customers to their My Listing page or to their review sites directly. This is customizable when sending the review request.

If customers are directed to a review site (Google or Facebook), the client does not have control over which reviews are published.

If customers are directed to My Listing and leave a review, they will get a follow-up email that varies depending on their rating.

- 1-3 stars: Follow-up email to thank the reviewer and let them know they may be contacted directly. They will not be prompted to leave a review on your client's preferred review sites.
- 4-5 stars: Follow-up email asks the reviewer to copy their review to your client's preferred review sites.



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