

Reputation Case Study

REVIEW REPAIR

As a part of our platinum package, we offer "Review Repair," where we follow up with you on past negative reviews to see if asking the reviewer to update their response will help boost their rating. This process will not only help increase your overall star rating but also create an environment where your residents feel their needs are being addressed.



PROCESS

- 1 Receive Reviews**
Through our comprehensive dashboard in real - time
- 2 Analysis**
Reviews are analyzed to address resident concerns & comments
- 3 Custom Responses**
You set the guidelines; we come up with the rest
- 4 Send Off**
Send responses to team for approval
- 5 Post**
Answer with approved responses on your behalf while automatically posting positive responses
- 6 Review Repair**
After a week, our team will reach out asking if a resolution was made. If there was, our team will post a second response asking the reviewer to update the review to reflect their most recent experience

GROWTH

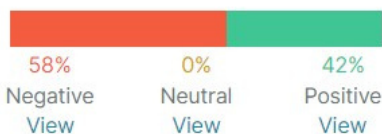
A current Smart Rep Engagement client that we have started out with our Reputation Gold package. Beginning in October of 2018, they upgraded to Platinum.

Their overall average star rating was 2.7 starting out. Within 30 days we took them from 2.7 to 3.1. Within 60 days we took them from 3.1 to 3.6. If we continue with this momentum, they should be closer to a 4 Star rating in the next 60 to 90 days.

Before Partnership

Average Star Rating

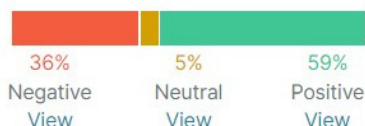
2.7 /5



After 90 Days

Average Star Rating

3.6 /5



Turn your
reviews into
revenue!



Visit Our
Website



Increase
Reviews