



★REVIEWS.io

**YOUR REVIEW
JOURNEY AWAITS...**

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Set Up

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Integrations

Ecommerce Integrations

Reviews.io integrations are all easy to set up and add value for both your team and customers.

Reviews.io offers seamless one-click integration with all the major eCommerce platforms so you can get set up in no time at all. Our eCommerce plugins enable us to automatically send review requests to your customers every time they shop, saving you time and money. **We integrate with:**



Other Integrations:



Your Reviews.io Dashboard

Every Reviews.io client gets access to their very own Dashboard. This is the 'behind-the-scenes' area where you'll do everything from setting up your collection settings to responding and publishing reviews.

We've made it so simple and concise, that you'll be familiar in no time.

The screenshot displays the Reviews.io dashboard with the following components:

- Survey:** A poll titled "How likely are you to recommend Reviews.io to a friend or colleague?" with a 10-point scale from "Not likely" to "Very likely".
- New Feature: Influencer:** A notification about a new feature for interacting with user-generated content on Instagram. It includes a visual showing a smartphone displaying social media posts.
- Merchant Metrics:** A section titled "Shipping & Delivery" with the following data points:

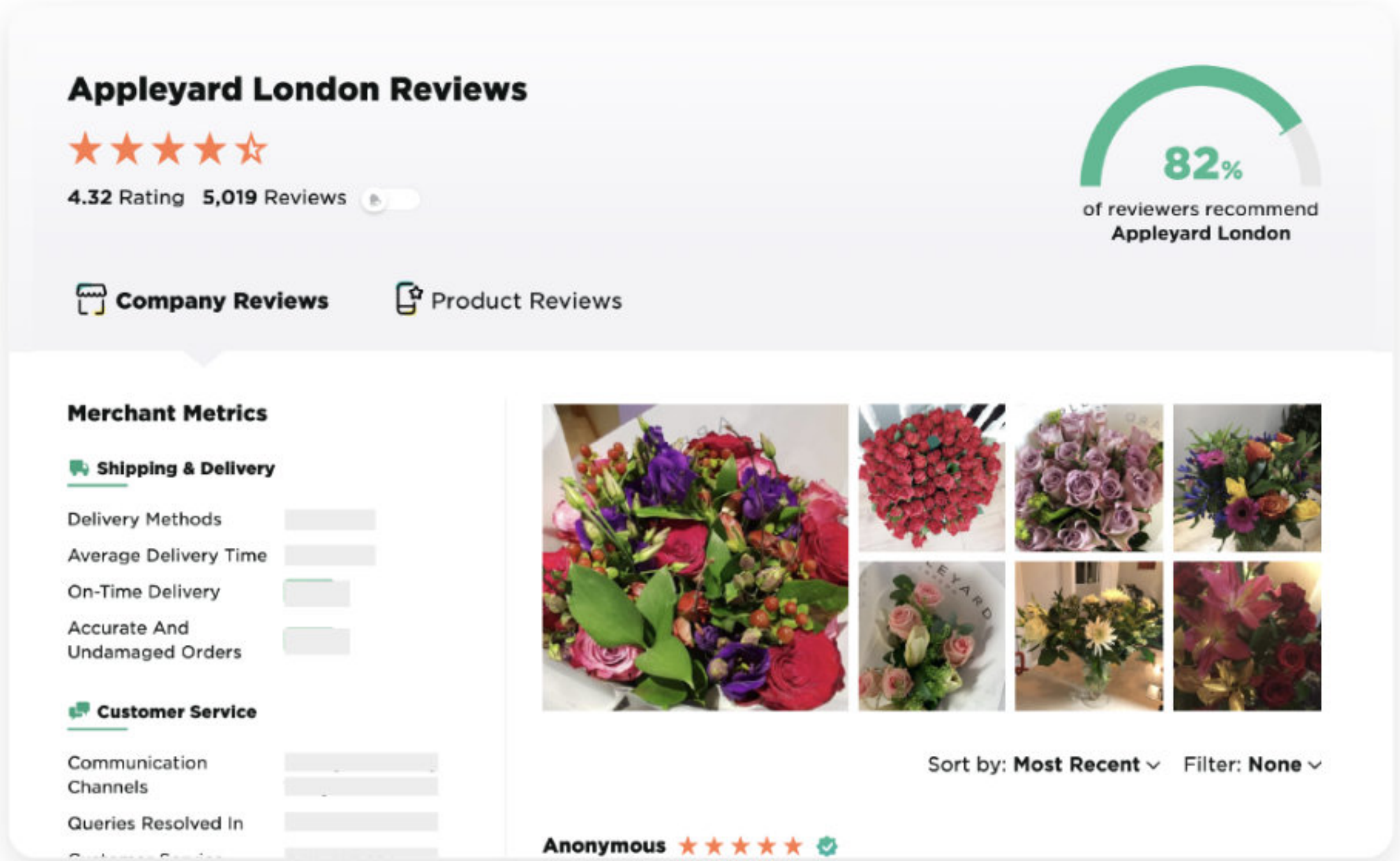
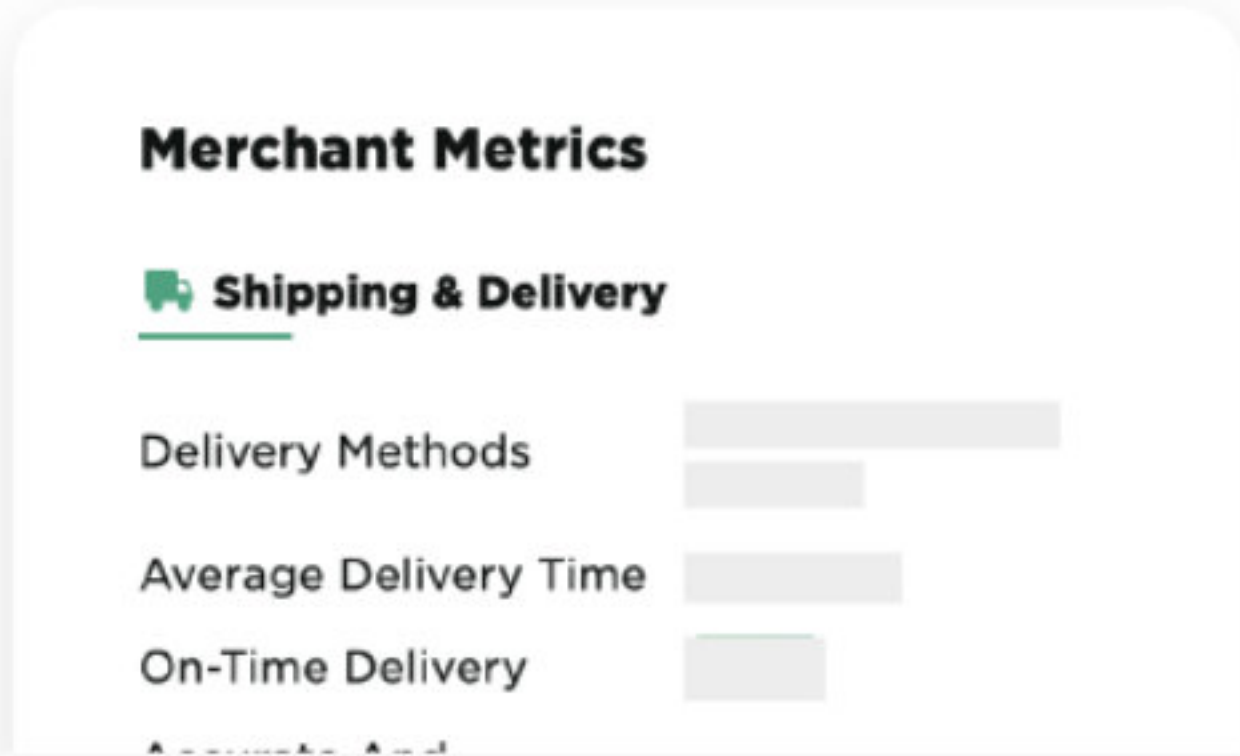
Category	Value
Courier, Postal Service (DELIVERY METHODS)	Next Day (AVERAGE DELIVERY TIME)
	99.01% (ON-TIME DELIVERY)
	93.09% (ACCURATE AND UNDAMAGED ORDERS)
- Right Sidebar:** Includes a search bar, "Email Invitations - se" (Queued: 0), "Your Net Promo" (82 NPS), "Results Found" (29190 Com), "Filter by Date" (from Date From), and a "Reviews" filter menu with options like "Company Rev", "Product Revi", "Local Review", "Photo Review", and "Complaints".

Company Profile Page

Every company receives a Reviews.io Company Page. This is where your customers will be sent to in order to leave a review. Along with all the reviews you've collected, it will show information about your brand and include a link to your site. Our Company Profile Pages are Search Engine Optimised and will appear in the search results to improve your brand awareness and inform potential customers.

Merchant Metrics

On your Profile Page, we'll show information gathered from extracting review data. This includes statistics about Delivery, Customer Service and Returns & Refunds.



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Google Seller Ratings

Reviews.io is a **Google Licensed Review Partner**, which means every verified review we collect from your customers can be sent to Google. These reviews enable you to showcase stars in both Organic and Paid Google Search Results to boost conversion and lower CPC.

Product review stars will improve your Google Shopping performance by up to **28%**. More stars mean more visibility, more clicks, and more conversions.



Google Search

www.yourcompany.com
Your Company | Watch Store

★★★★★ 4.9 rating - 248 reviews

Get organic stars in Google with Product Reviews

Google Shopping

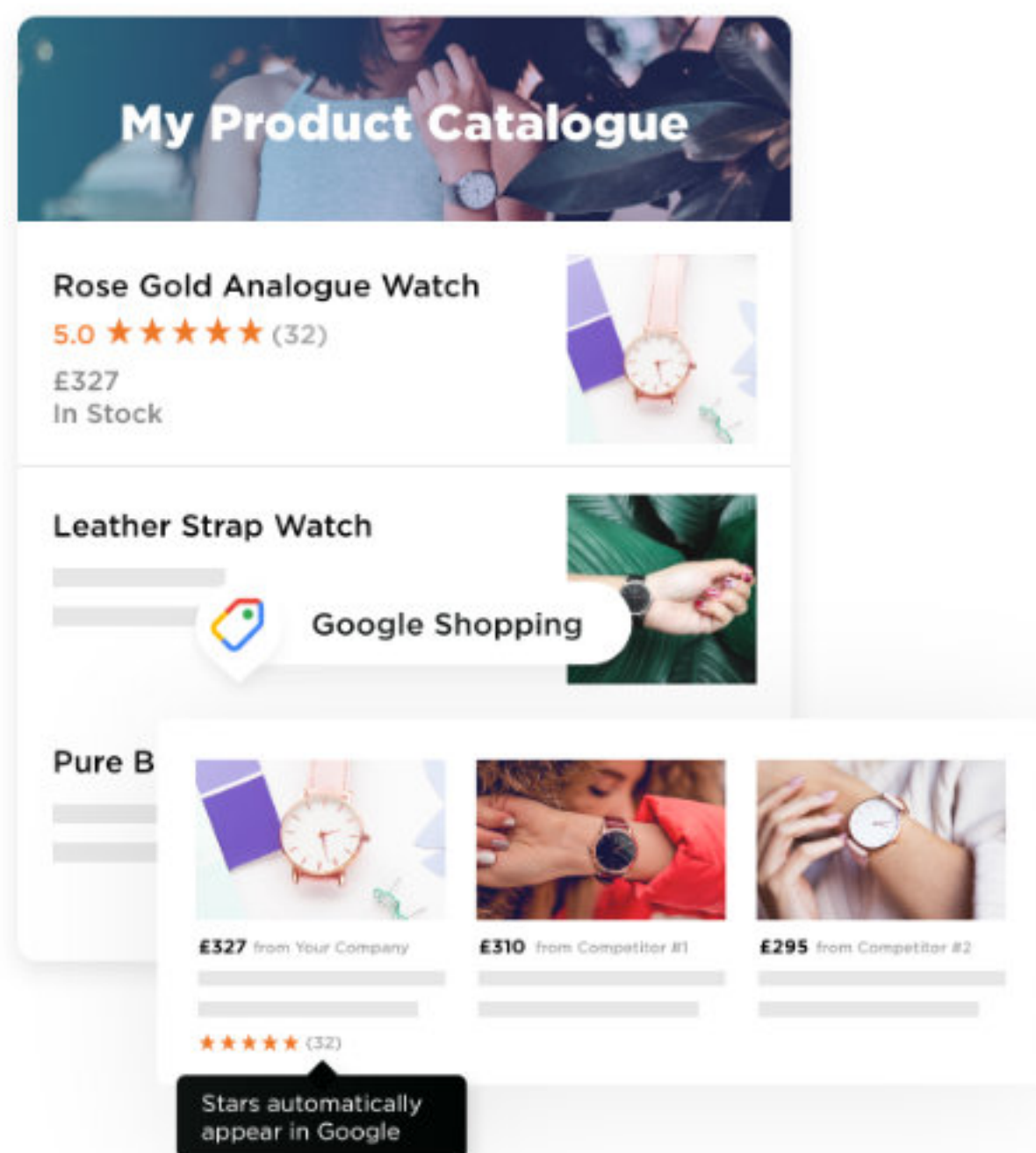
Product	Price	Source	Rating
Watch	£327	from Your Company	★★★★★ (32)
Watch	£310	from Competitor #1	
Watch	£295	from Competitor #2	

Boost your click-through-rate by 28%

Review Types

Reviews.io enables you to collect both verified Product & Company reviews. You can even bring customer feedback to life by requesting photo reviews from your customers too. These images can then be used across your marketing material in ads, on social networks as well as in our Review Widgets on your site.

Product Reviews



Company Reviews

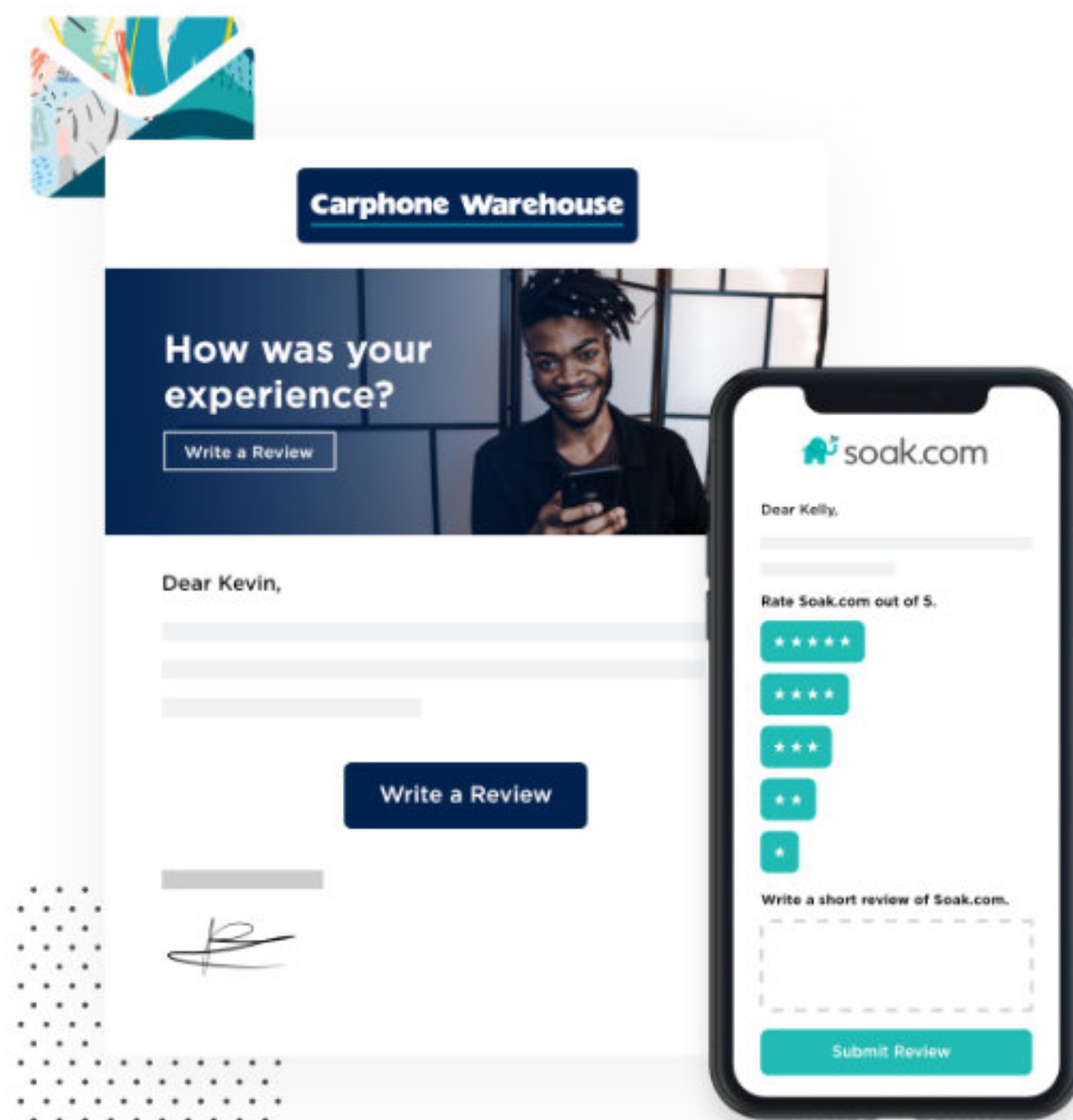
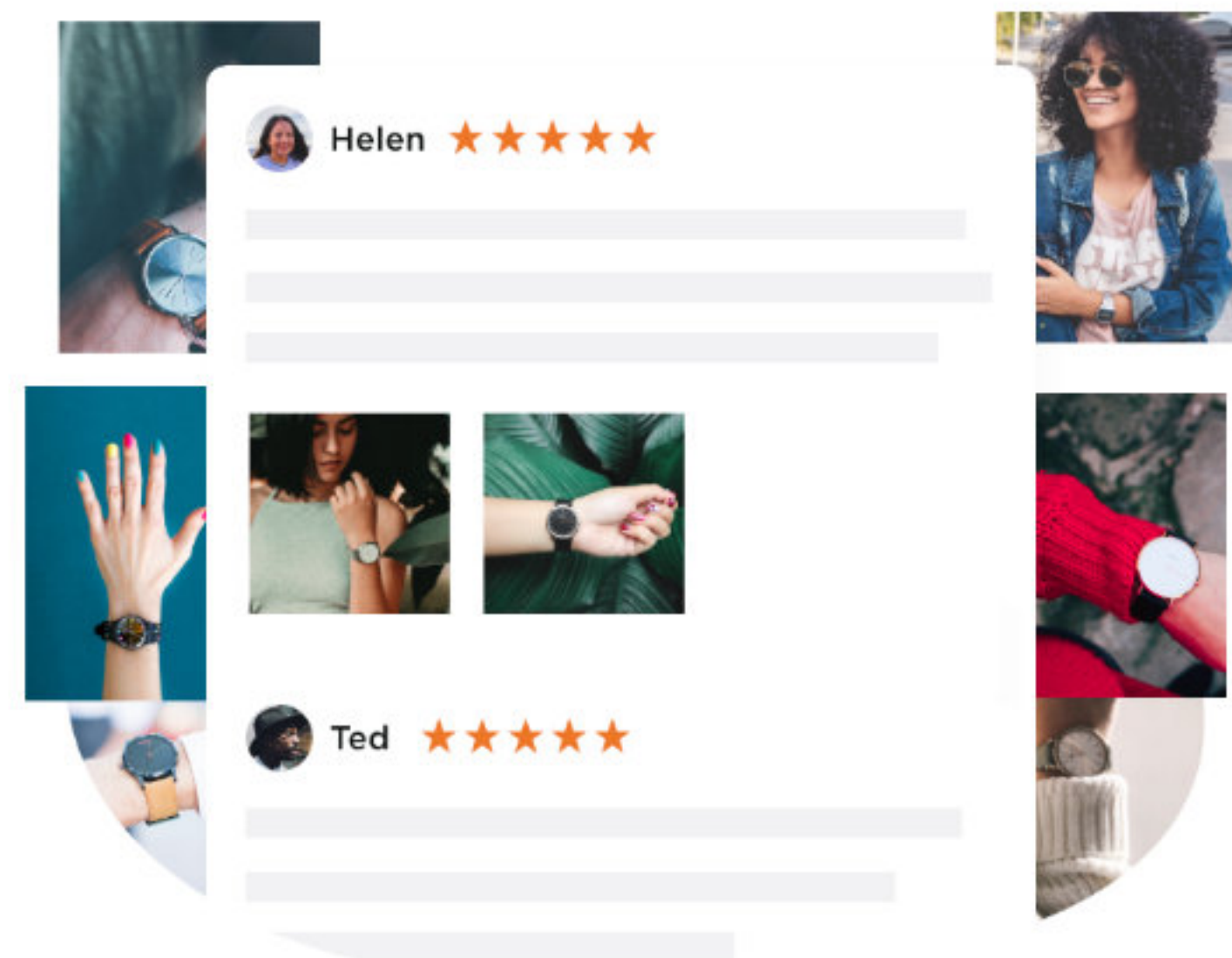


Photo Reviews



Review Invitations

We understand that every business is different, which is why we offer a variety of ways to request feedback from your customers.

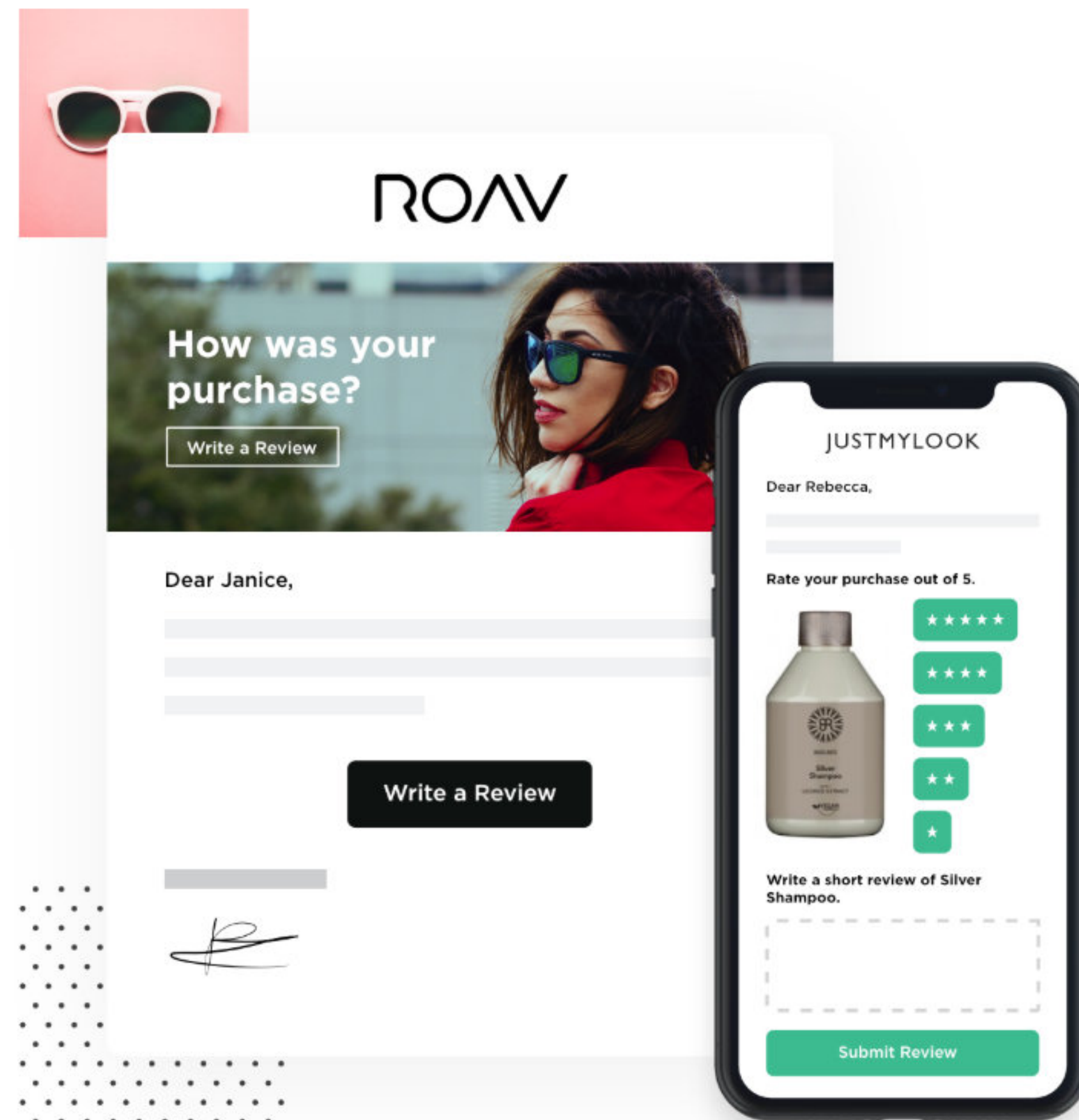
Email

Our drag and drop email templates are completely customisable so you can create something perfectly on brand. Add logos, change colours, font and more to create communication your customers will love.

Want more control? Let your developers work their magic and create you a HTML template.. Or, why not work with our talented team to create a Custom Template that brings your ideas to life?

In-email forms

You can choose to include a CTA button to direct customers to your review page, or, use our In-Email Form which enables star ratings to be submitted in the body of the email i.e. without leaving the email client.

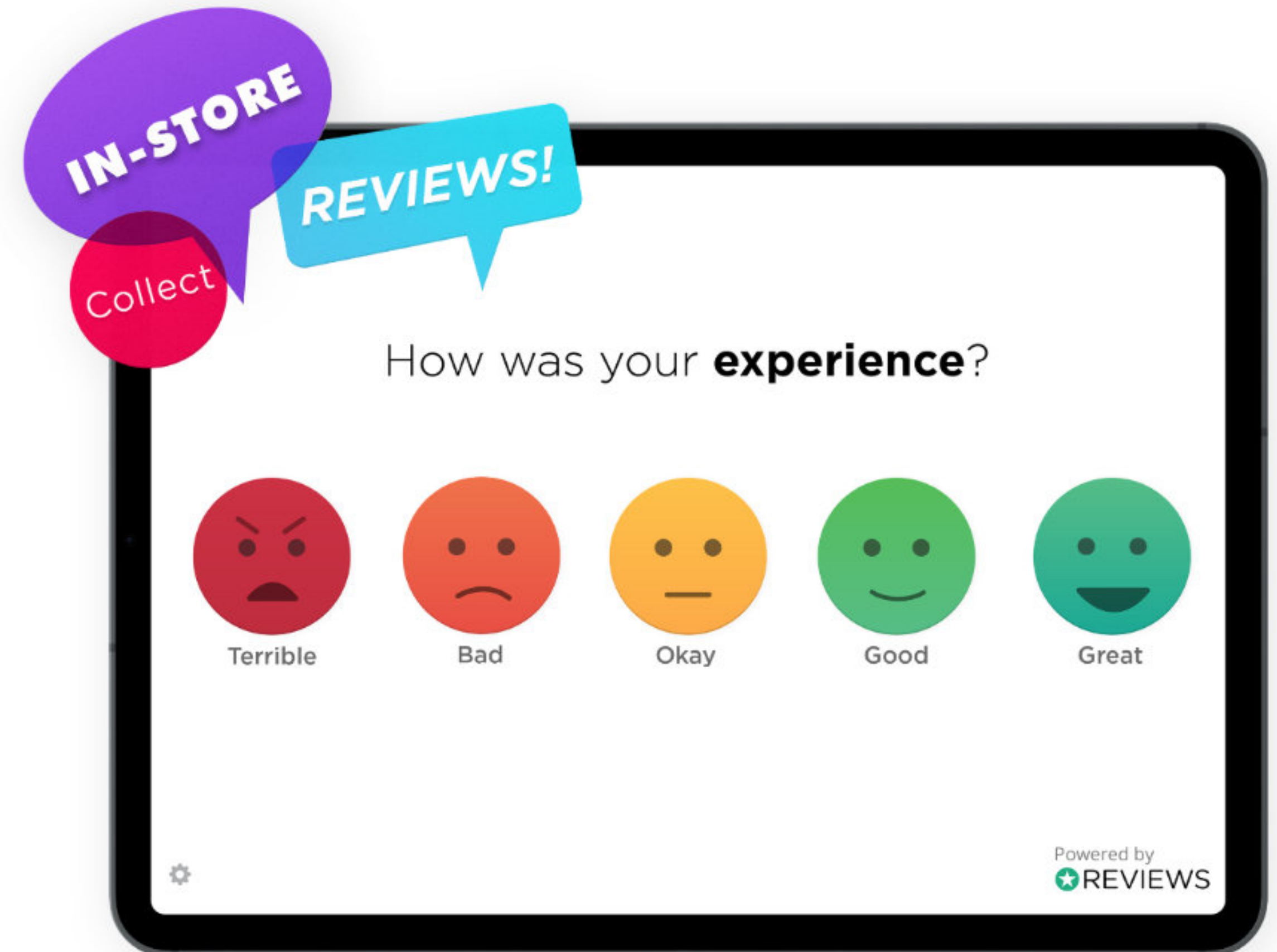


In-store App

If you operate offline as well as online, it's worth considering collecting reviews in store, too. This can add a new, exciting element to customer service and help you gain valuable feedback by getting closer to your customers, in real time. Our iPad app doesn't require an internet connection, so you can start collecting reviews, wherever you sell.

SMS

Want more engagement on mobile? Then why not try our SMS Review Invitations for a simple and friendly way of inviting your customers to review you on the go.



Local Reviews

Authentic customer reviews are the number one way to be seen first on Google Maps, Facebook and other local platforms. Consistent review ratings across local sites evoke trust and help you outrank your competitors.

Using our drag-and-drop or HTML email invitations, you can direct customers to write reviews on a wide range of local sites.



GOOGLE LOCAL

Linda Simmons ★★★★★



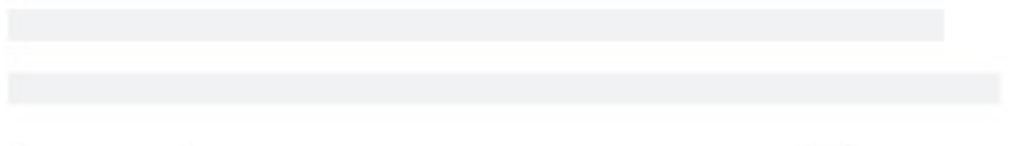
Reply

2 hours ago



FACEBOOK REVIEW

Gregory Smith ★★★★★



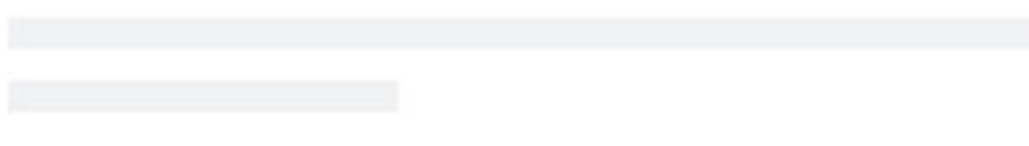
Reply

4 hours ago



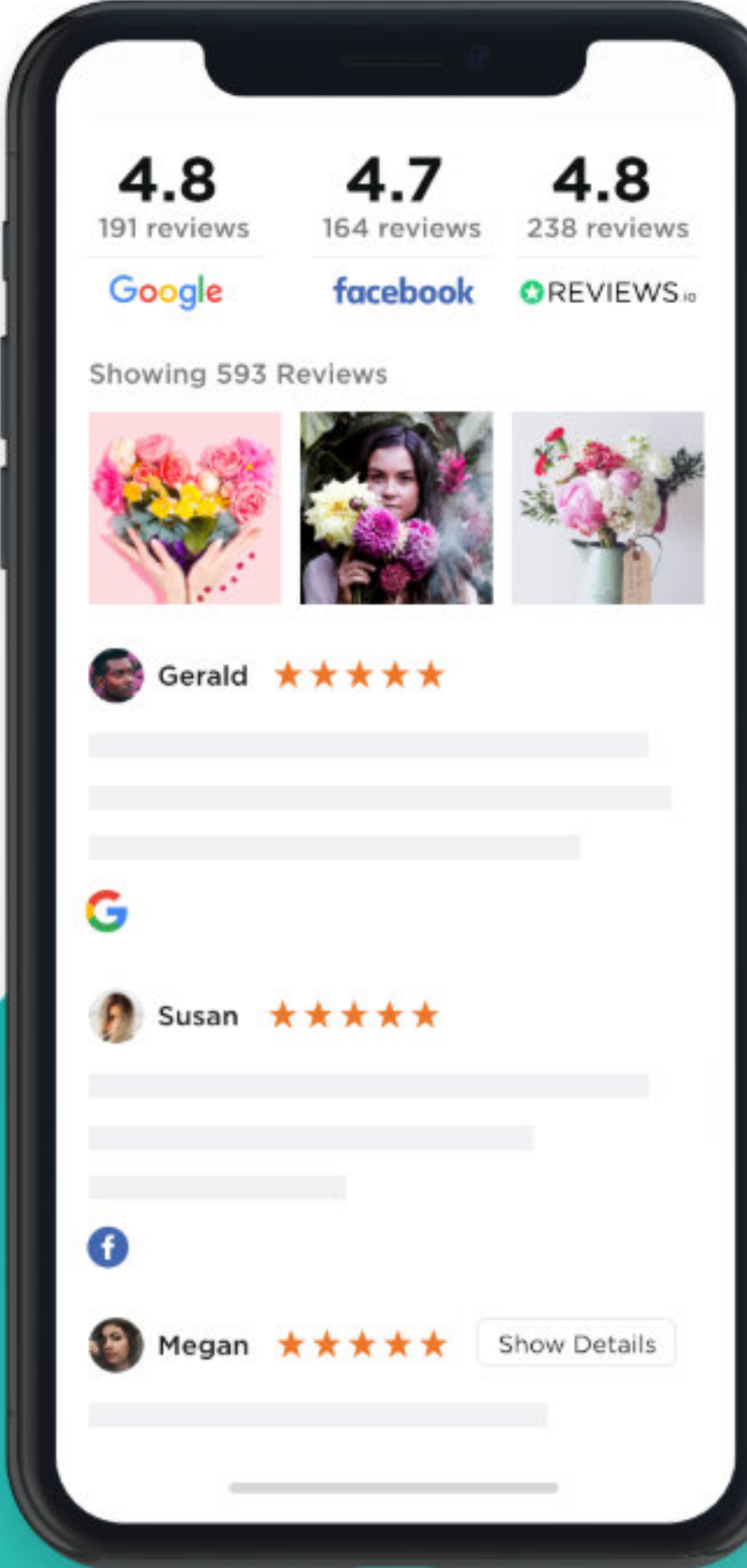
YELP REVIEW

Anthony Nash ★★★★★



Reply

7 hours ago



Collection Settings

Take full control of your collection settings and ensure your review invitations are sent at the perfect time in the buyer journey.



Delay

When it comes to reviews, time matters. When setting up your Product and Company Review Email Invitations, you can choose to add a delay. This accounts for shipping time, trial of the product and after-sales care. Customers are more likely to leave a great review once they've been wowed by your great products and service.



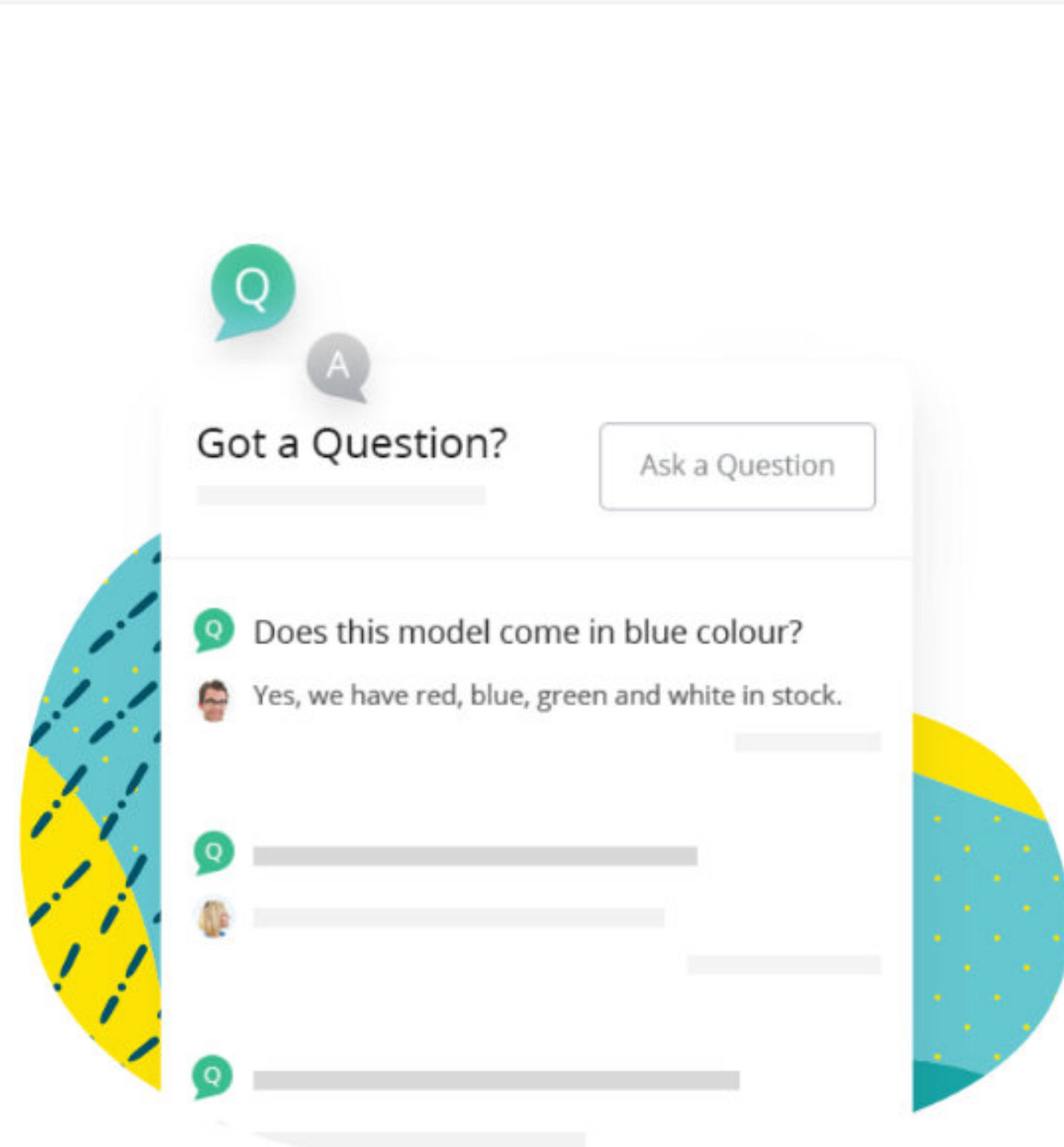
Country Setting

Operating in multiple countries?

You can set up different email templates for each location. We gather GPS information from your API and automatically send customers the corresponding email template at the time you've specified, taking into account their time zone.

Adding Value To Reviews

Take full control of your collection settings and ensure your review invitations are sent at the perfect time in the buyer journey.



Branches

Don't be fooled by the name! Whilst branches can be set up to distinguish reviews collected from specific locations you operate in, they can also be used to specify specific services or even team members.

For example, you could set up branches for Liverpool, Manchester and Birmingham. Or, Pet Insurance, Life Insurance, Travel Insurance.

Additional Questions

Choose to request additional information from your reviewers, such as an NPS score, and ask open-ended or yes/no questions to discover more about your service or products.

Collection Methods

Along with a variety of invitation formats to try, Reviews.io also offer different ways of collecting reviews.



Automation

Once you've integrated your eCommerce platform with Reviews.io, our system will be able to trigger a review request every time a customer completes an order. No manual work required.



Dynamic Link

Don't want to use our invitations? No problem! The Reviews.io Dynamic Link allows you to send Product & Company Review Invitations using your own email server (Mailchimp etc), offering the utmost flexibility.

Review Booster

Once you start collecting reviews, you'll wish you'd started sooner. Our Review Booster enables you to get more reviews rolling in by sending invitations to previous customers. You can go back as far as you want, requesting feedback from those who shopped with you one, two or even three months ago.

Engage Bot

Our Engage Bot feature is exclusive to Shopify. It enables customers to opt-in to receive order updates via Facebook Messenger. They'll get notified when their order is confirmed, shipped and also asked to review the company / product once completed. Offering a whole new way of communication, it keeps your customers well-informed on a platform they know and love.



Incentivising Reviews


In order to encourage customers to write reviews, you may want to pull out all the stops! We have several ways in which you can incentivise your customers.

Voucher Codes

Reward every customer that leaves a review with a voucher code. Once you've set a voucher code up in your eCommerce platform, you can replicate it in your Reviews.io dashboard. It will only appear when customers complete their review. Voucher codes are likely to increase review collection rates and also encourage repeat purchases - they're a win win.

Loyalty Lion + Smile.io

Loyalty Lion and Smile.io are the most popular eCommerce Loyalty Platforms. The Reviews.io integration enables you to reward your customers for leaving a review online. This provides a great incentive and, with more points in their pocket, they'll be more likely to shop with you again soon.

Jeremiah 

Your Points Balance **870**

85 Points earned this month

02 New activities completed

Managing Reviews

Collecting reviews is just the beginning - it's managing them when things get really exciting.

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Review Notifications

We make it easy to stay in the loop by allowing you to set your own notification settings.

Choose to be alerted when certain conditions are met, such as reviews being positive, negative, product, company and more.

Timeline



Review Timeline

Reviews.io Timeline is where you'll be able to access every single piece of customer feedback you receive, whether solicited or not. Once you're logged in, there are loads of ways you can interact with your reviews & feedback data to make reviews valuable.



Filter & Learn

You can learn a lot from customer feedback. Reviews in your Reviews.io dashboard can be filtered to give the whole team real insight into your performance. Filter by star rating, type of review and even add your own tags to bring important feedback to the fore.



Order History

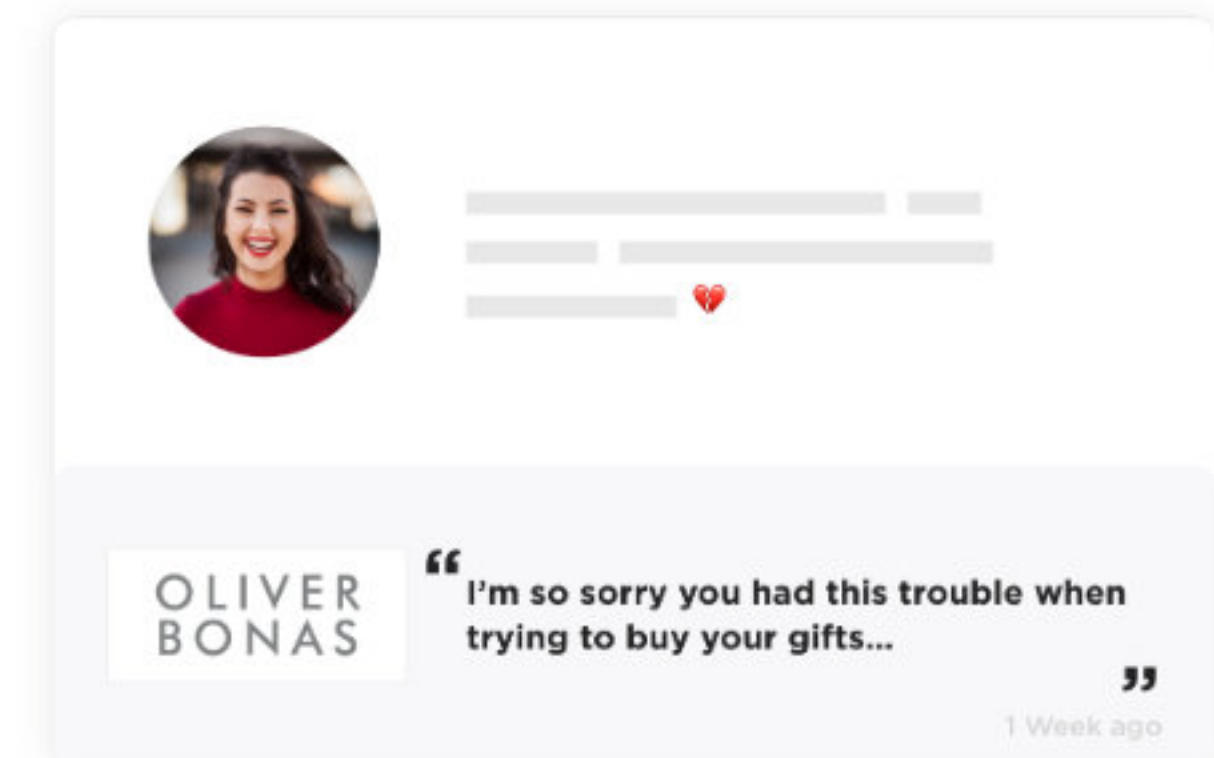
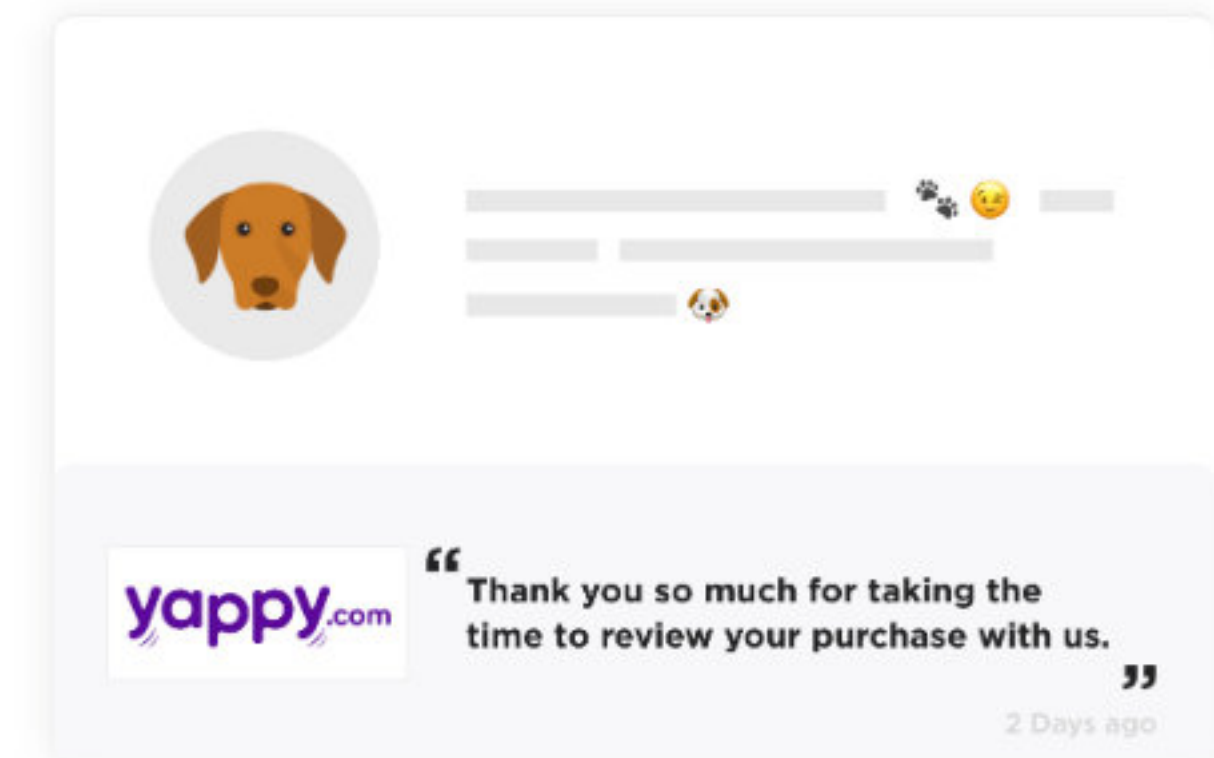
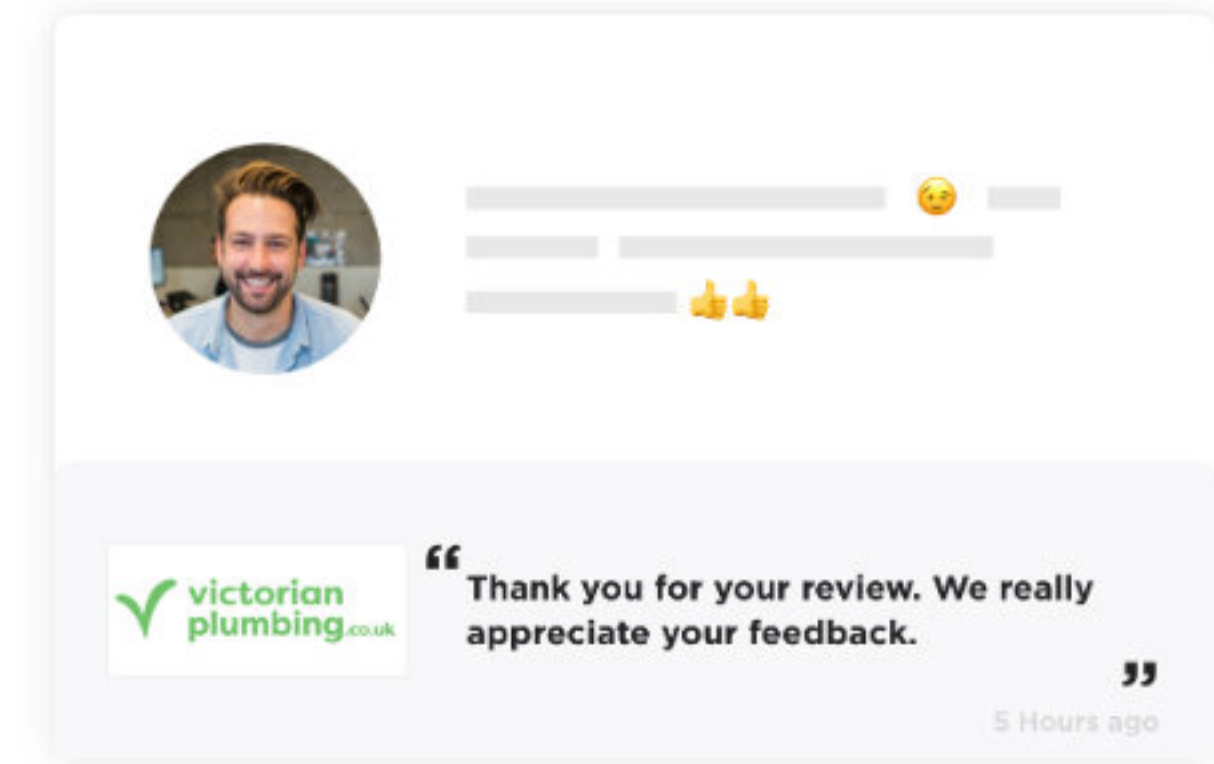
It's easy to understand your customers better using the Reviews.io Timeline. By clicking on a review, you'll be able to access that customer's purchase and review history and gain valuable insight into the behaviour of loyal customers.

Interacting With Reviews

Public & Private Replies

One of the most important things you can do with your reviews - especially the negative ones - is **reply to them**. From your Reviews.io Dashboard, you can reply both publicly and privately which is an extremely useful tool for customer care teams.

Public replies showcase professionalism and - in the case of negative reviews - allow you to bravely respond to any issues. Private replies enable you to get more information from the customer, or even reward those who have left reviews by offering a discount.





Forwarding Reviews

Has a review mentioned a specific product fault? Or maybe applauded someone for excellent customer service? You can forward reviews and a message to appropriate team members to alert them.



Moderation

Every verified review you collect will be published. However, we do enable companies to moderate reviews they feel go against our guidelines. If a review is defamatory, fake, untrue or contains personal information, you can request for it to be moderated and our team will promptly look into it.

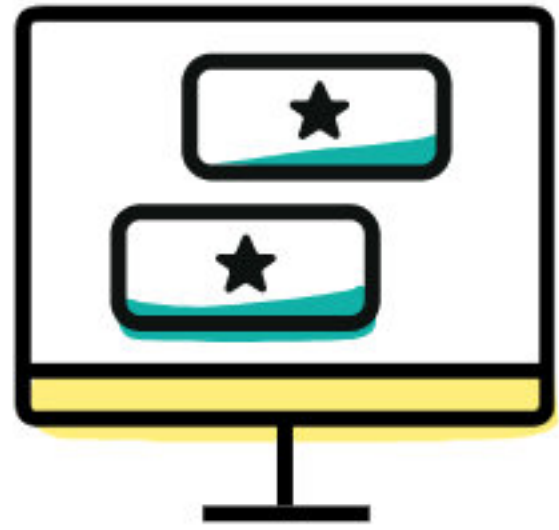


Ask To Revise

Resolved a problem? If you think a customer may want to change their review after having spoken to them, you can easily send them an email politely asking them to do so.

Analysing Review Data

There's so much juicy data to gather from all the review you collect. The Reporting section of your Reviews.io Dashboard breaks your reviews down into actionable insights to share with teams.



In-Depth Statistics

In depth-statistics scrape all your reviews to push data into 10 insightful sections for you to explore.

Reputation

An overview of your review ratings and NPS.

Review Question

A collation of answers to any 'additional questions' you've set up.

Branch Insights

An overview of your best performing branches.

Invitation Email Delivery

Statistics on CTR, open rate and bounces from the email review invitations.

Review Collection Conversion

How well are your product & company review invitations converting?

Reviews In Numbers

Percentage of review replies and photo reviews.

Sentiment Analysis

The most commonly used words in your positive and negative reviews.

Engagement

How many visitors are landing on your Collection Page organically.

Insights

Review Insights

In the Review Insights tab, you can enter a keyword such as 'delivery' to see what customers are saying about specific services. This can help you get to know what matters most to your customers.

Search Insights

This is an overview of your Google performance. You can see how many people have landed on your Collection Page organically, along with the top search terms used. Optimise your page to put your rave reviews in front of potential customers searching on the web.



Branch Statistics

Identify which branches are on top and those falling behind. Branch Statistics give an overview of review count and a break down of ratings for your different branches.

Competitor Analysis

Competitor Analysis is an amazing feature highlighting the review performance of your closest competitors.

Delve into in-depth information about their review ratings and analyse their merchant metrics to identify areas in which you can trump the competition.



Publishing Reviews

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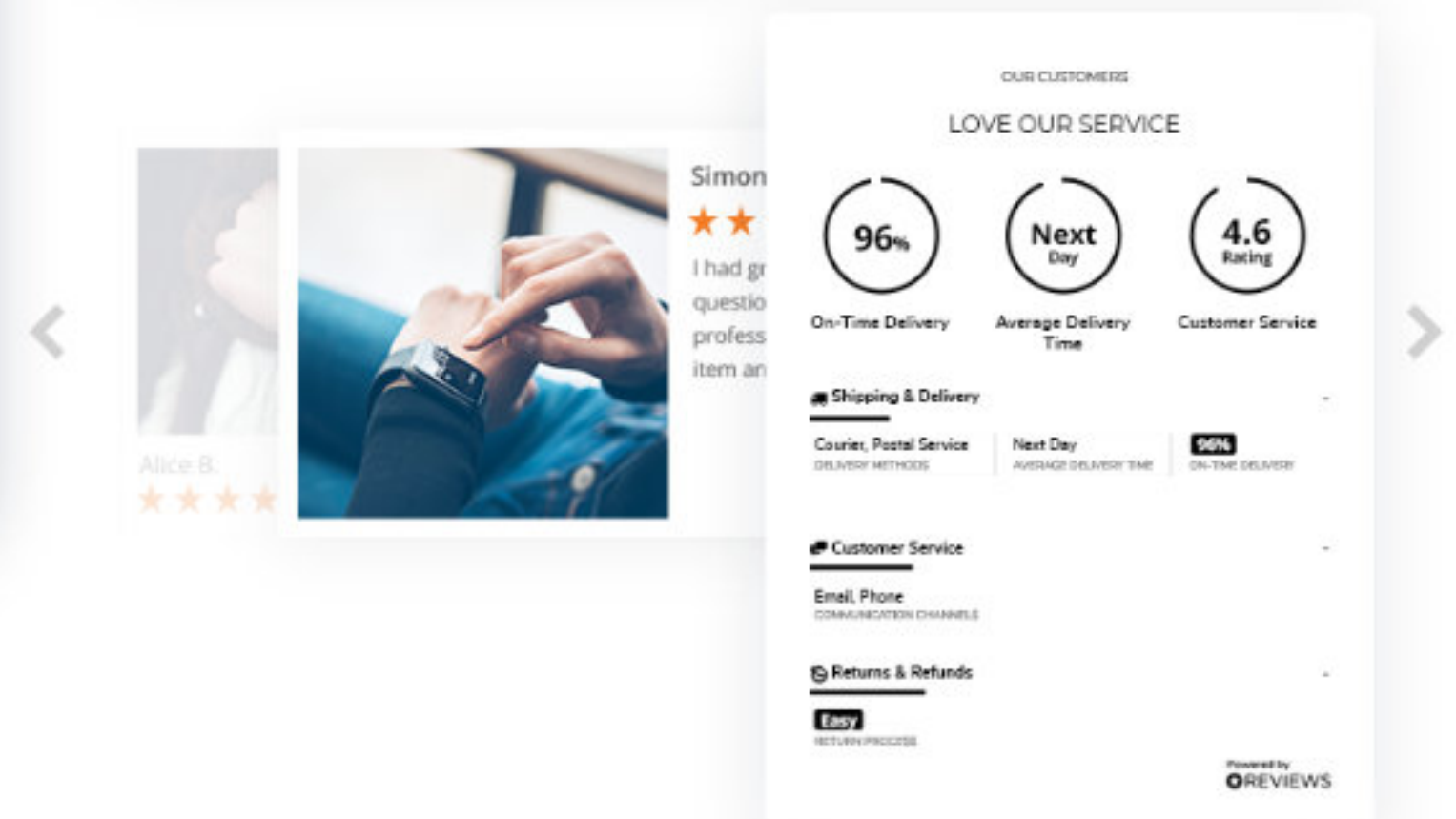
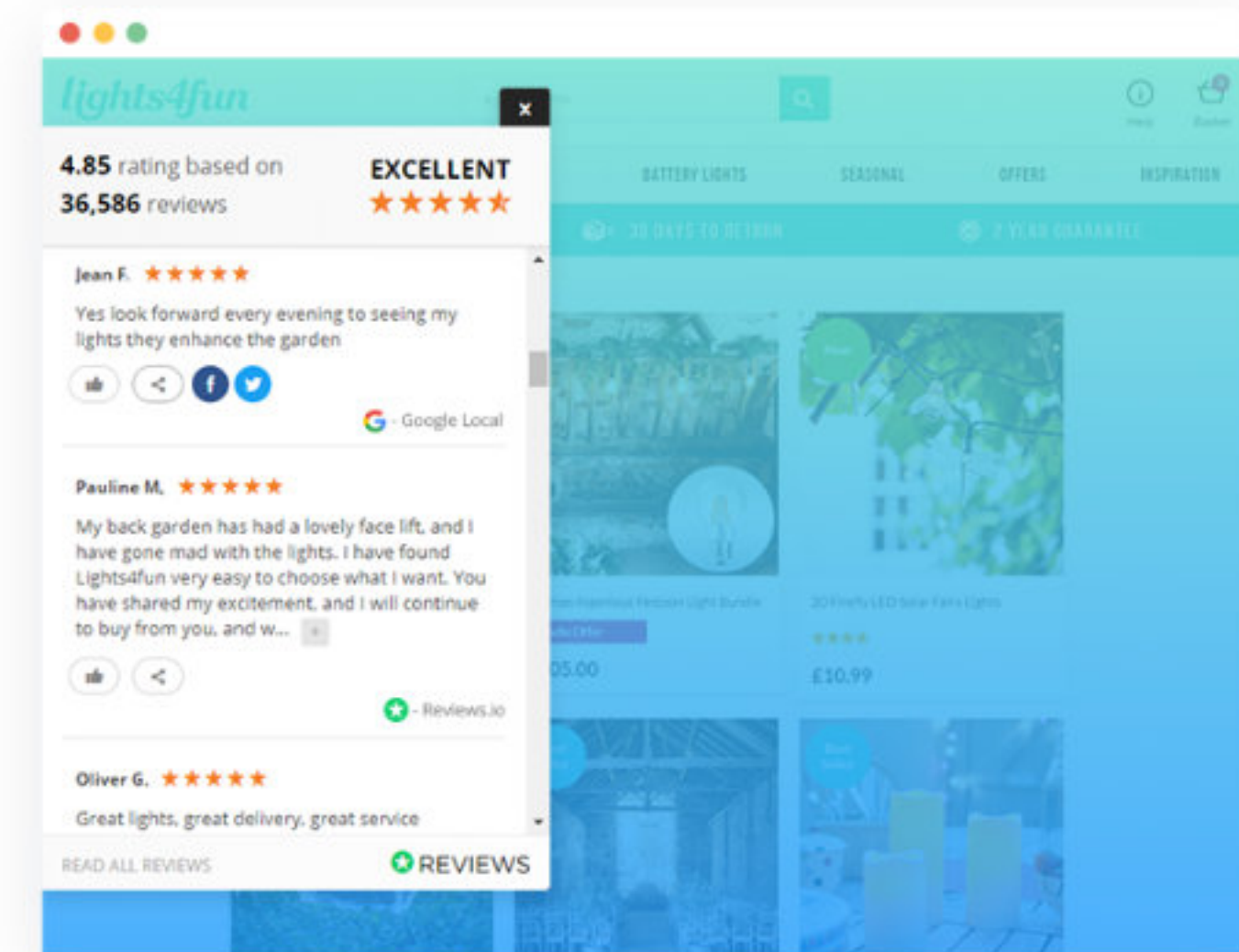
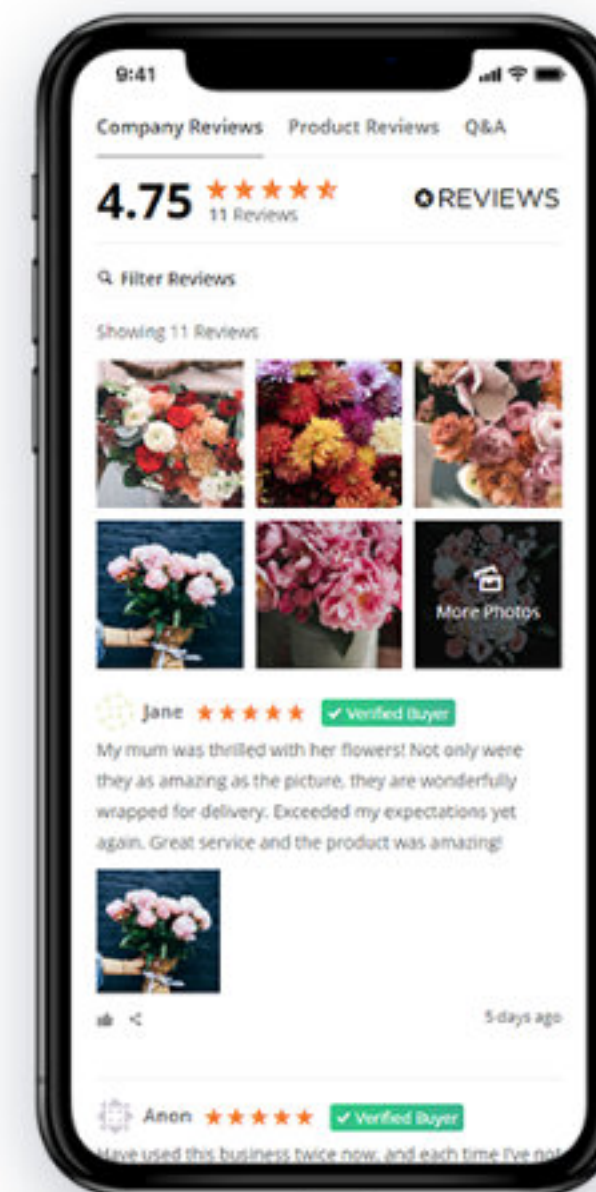
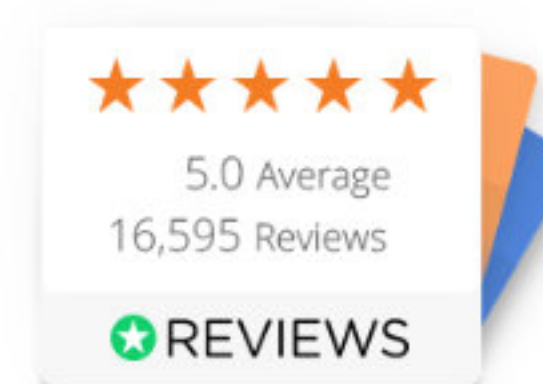


Review Widgets

You'll find a widget to suit your every need in our vast widget library. With different layouts to show Product, Company and even Photo Reviews, you can easily slot your customer reviews into your existing branding. Want to put your best foot forward?

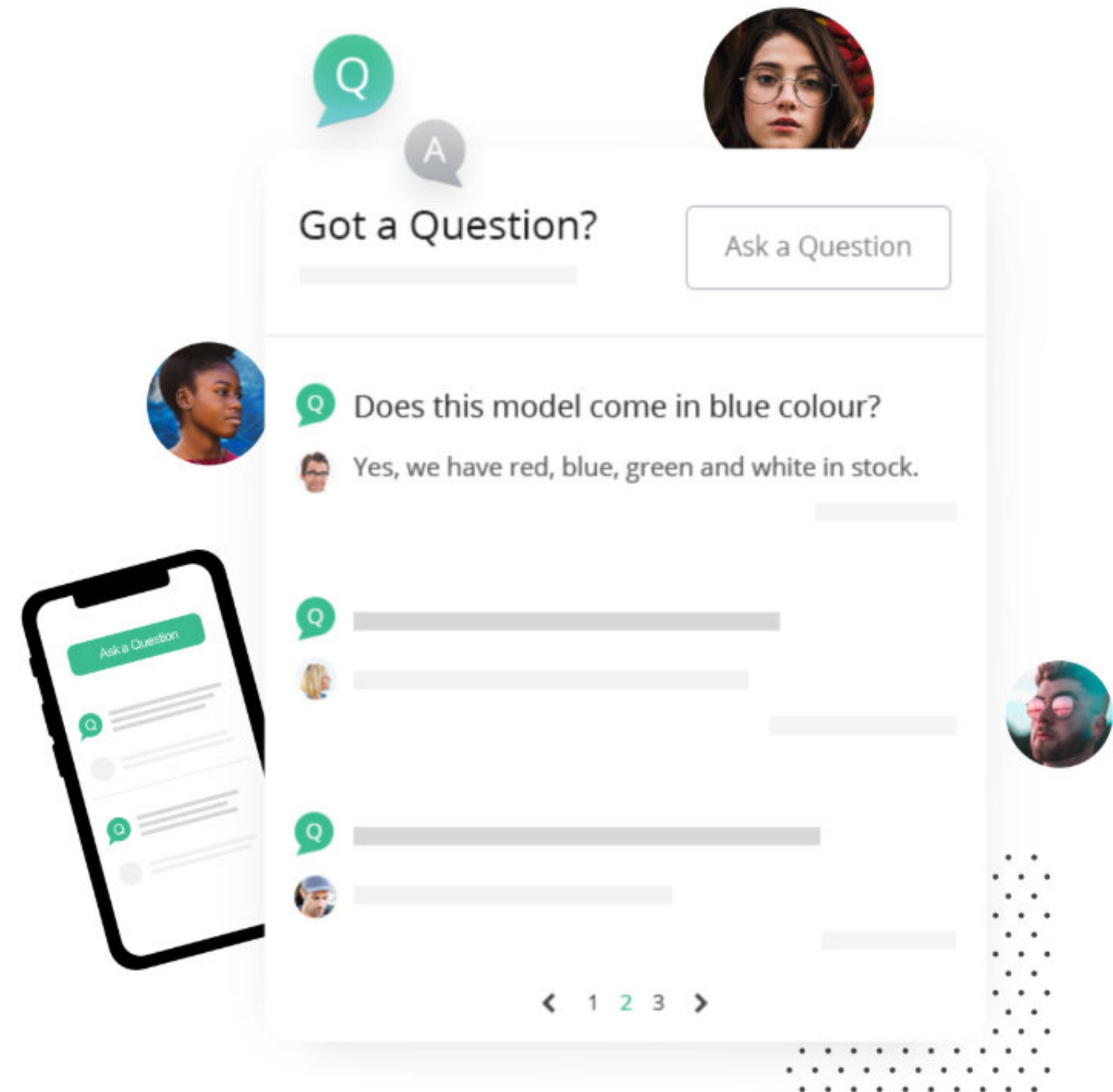
We've got you covered

Tick a box and only 4 & 5-star reviews will be shown in the widgets you use on your site.



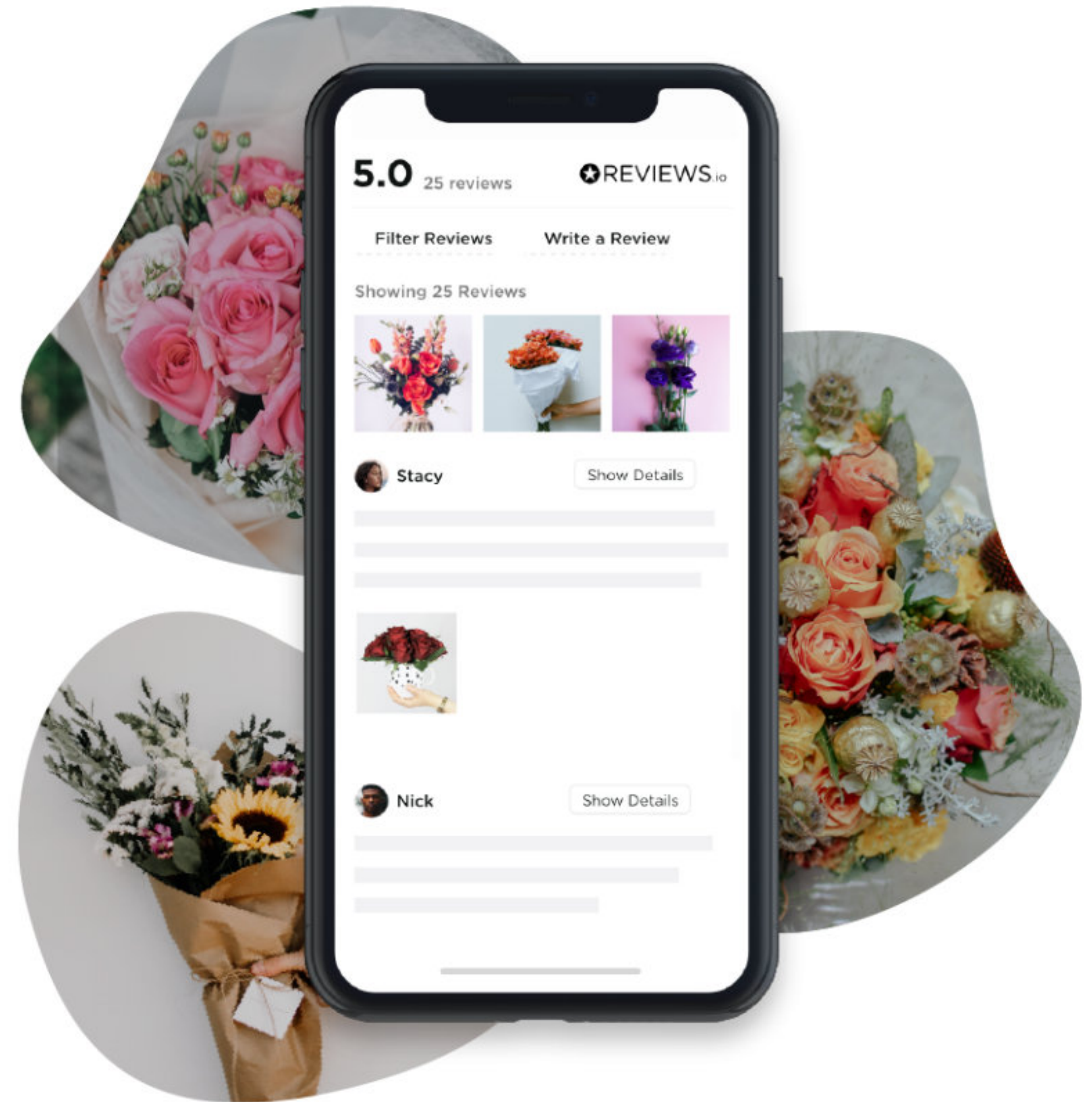
Expert Answers

Expert Answers save time. When customers have a question, they can get answers in our Expert Answers widget. When a query is left, a notification will be sent to you. You can then choose to reply privately or post it publicly to reduce friction for other customers



Elements

Elements is our most advanced widget to date. With a tabbed design, you can show up to three feeds of data (Company, Product Review & Expert Answers) plus show Photo Reviews and pull in your Instagram photos. It offers a whole new user experience, and it's free for Reviews.io customers.



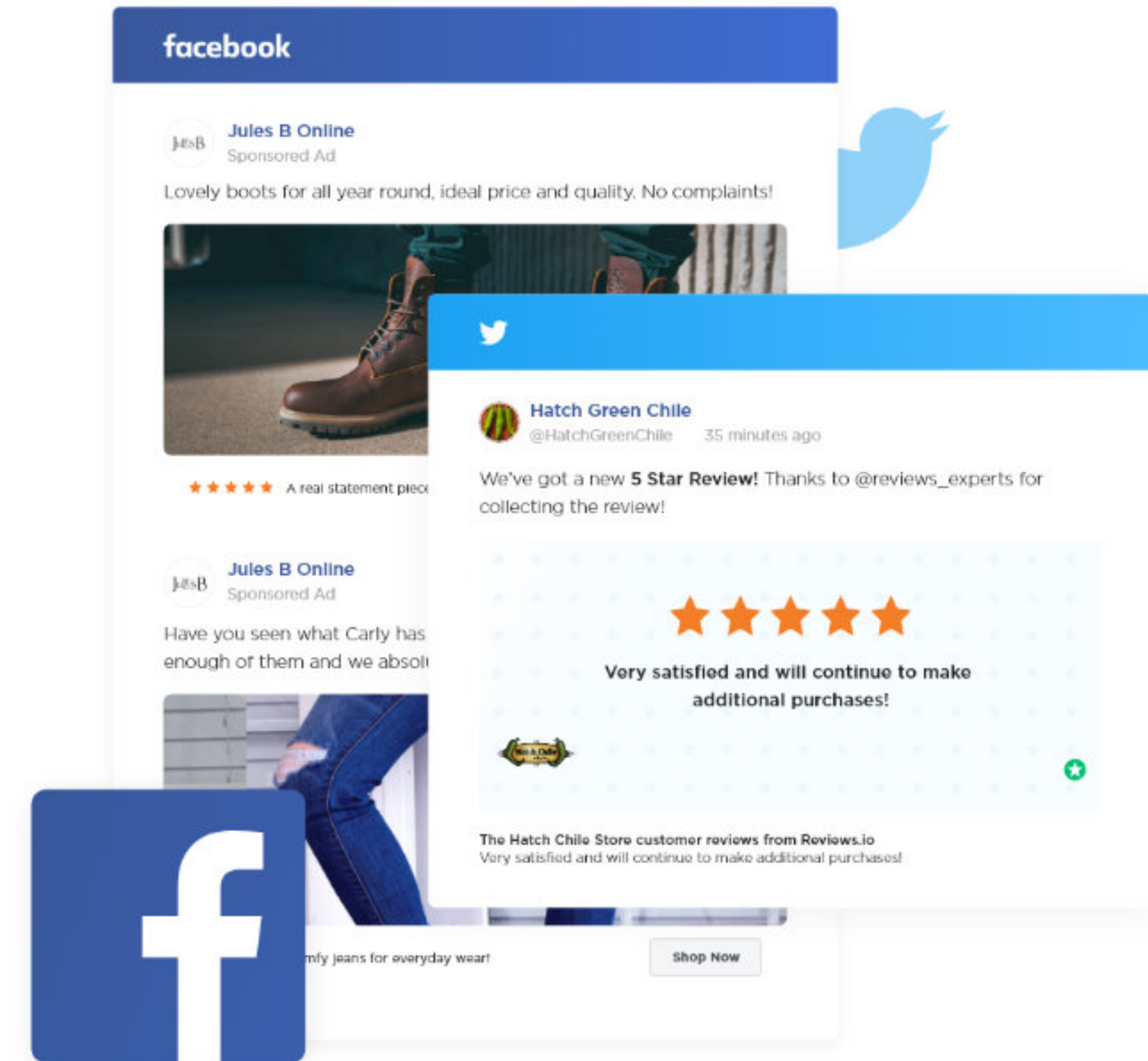
Sharing Your Reviews

Twitter

We make it easy to remind your customers how great you are with our Twitter Integration. We'll automatically publish 4 and 5-star reviews when they come in to keep your feed regularly updated with compelling content.

Facebook

Facebook is the largest Social Media Network in the world, so there's a large chance your customers are active on the platform. The Reviews.io Facebook integration adds an extra tab to your Facebook Business Page and replicates your Reviews.io company page including your reviews, Merchant Metrics and company information.



Converting Reviews Into Ads

Google & Facebook Ads

Make your five-star reviews go further by transforming them into ads. Our Google ad templates can be customised to match your branding in just a few clicks. With stars on your ads, you'll see a boost in conversion and a lower CPC.



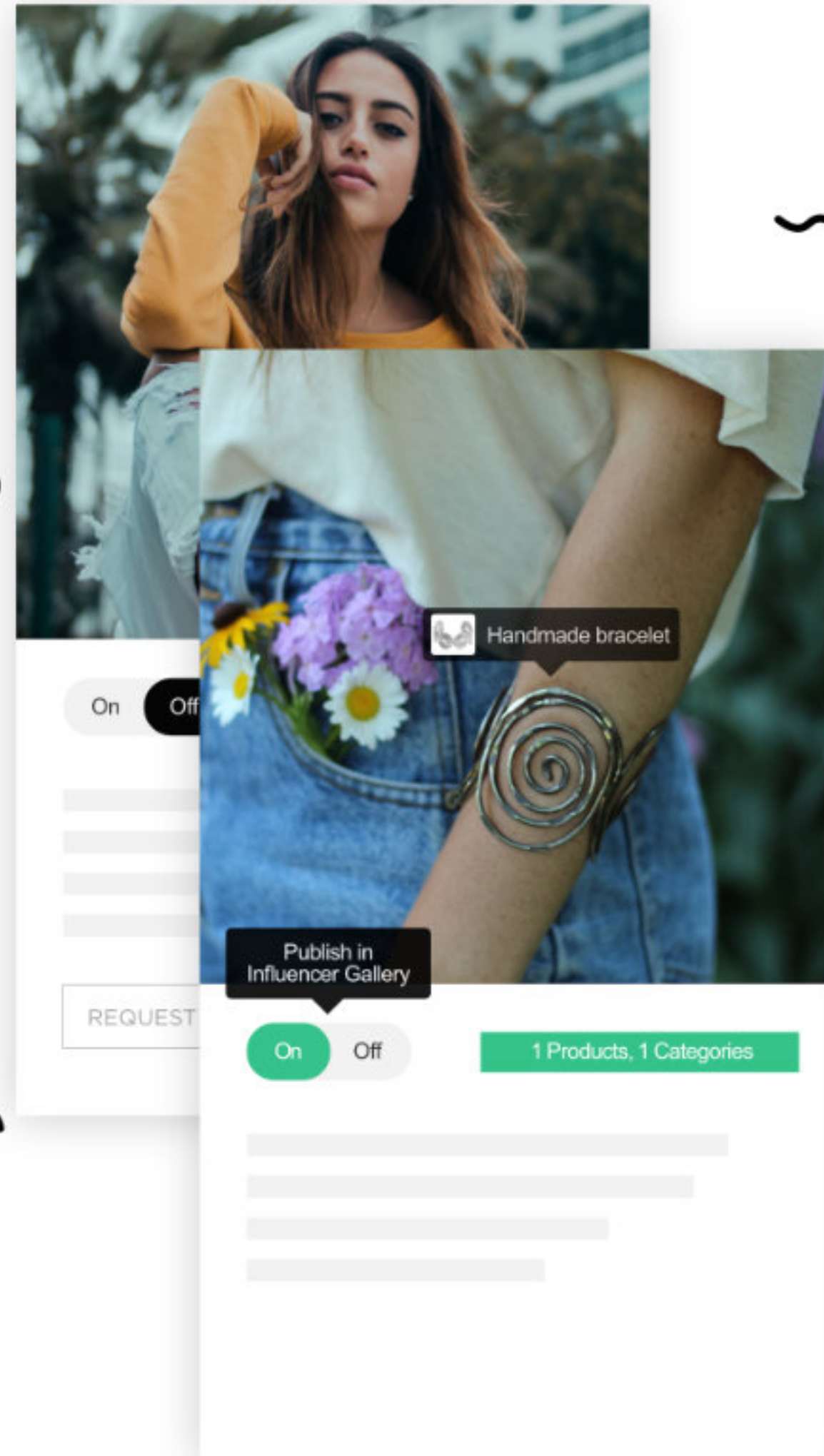
SPORTS
DIRECT.COM

★★★★★

5.0 Rating 464,589 Reviews

“ I had a great service from this company, all my questions were answered clearly & promptly. ”

Shop Now



Premium Features

It's a fact that customers trust other customers more than marketing messages. Our **Shoppable Instagram Gallery Widget** enables you to tag products in user-generated Instagram images and showcase them on your site in a carousel. When customers click on a tagged product, they'll see more information along with product reviews and be able to tap to shop, leading to more informed customers and more conversions.

User generated images, featuring people and day-to-day situations alongside your products lead to more authenticity, and also help to create a story around your brand.

Discover

Influencer Marketing just got easy! We take the guesswork away by identifying Influencers among your customer base. These are people who have shopped with you, left you a review or mentioned you online and have large Instagram followings. We give you information such as order and review history, plus contact information so you can find popular and authentic Influencers to work with. Reach out, connect and collaborate for a boost in brand awareness & sales.

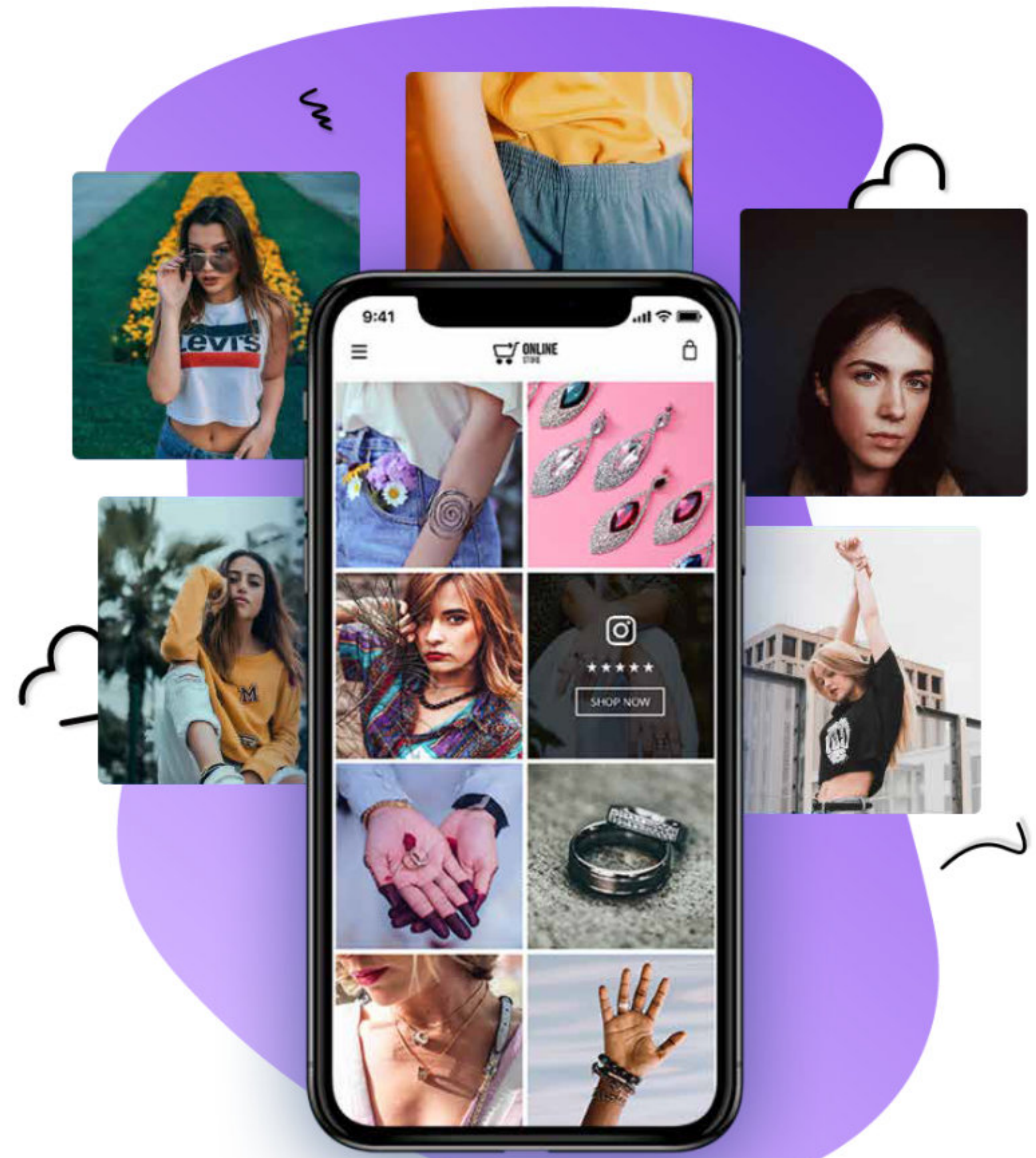


Shoppable Instagram Gallery

Shoppers trust customer feedback more than marketing messages. Our Instagram Gallery Widget enables you to tag products in user-generated Instagram images and showcase them on your site. When customers click on a tagged product, they'll see more information along with product reviews and be able to tap to shop, leading to more informed customers and more conversions.

User generated images, featuring people and day-to-day situations alongside your products lead to more authenticity, and also help to create a story around your brand.

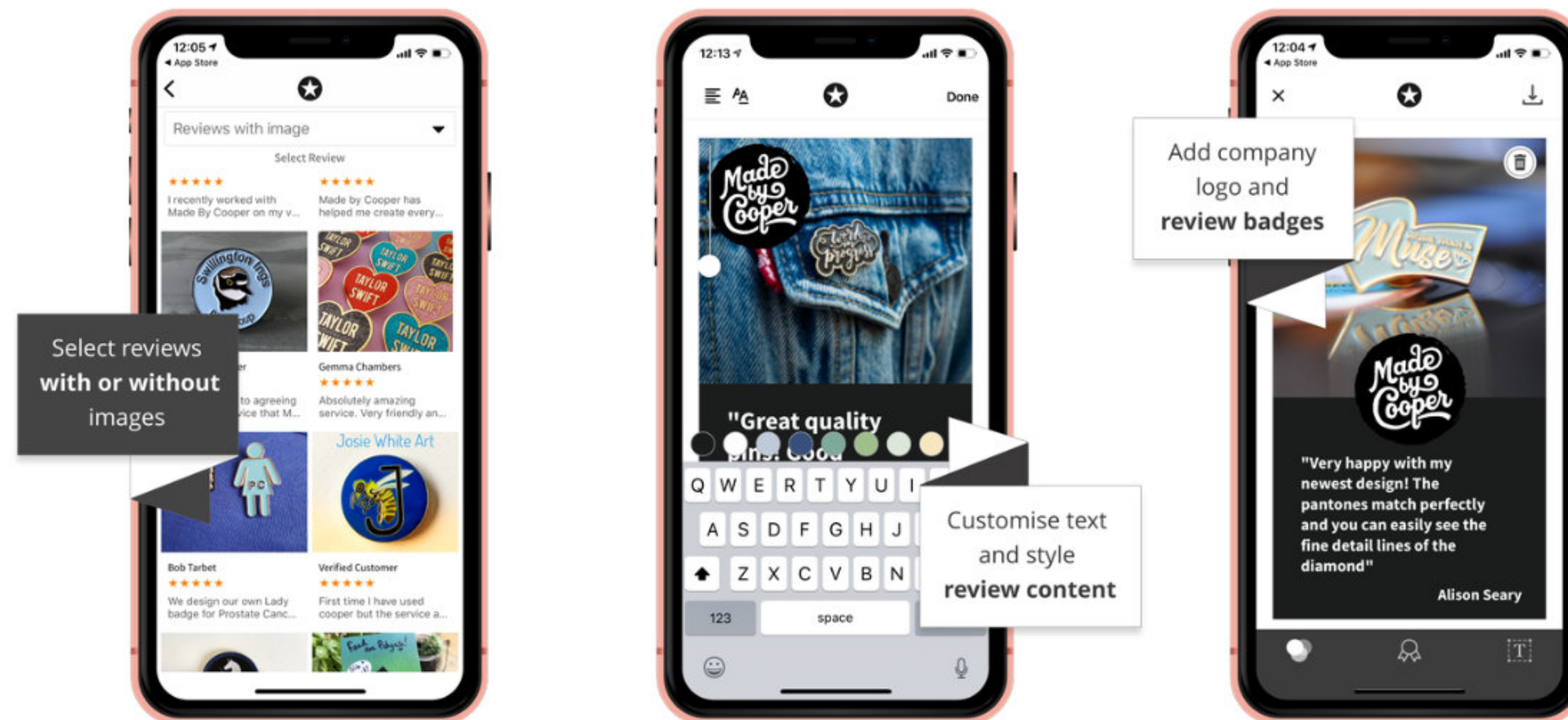
It's a new, more modern way to shop that replicates a social platform eCommerce customers love - Instagram.



Customers Voice App

As a Reviews.io client, you'll get unlimited use of our Customers Voice App. Use a drag & drop to easily transform your reviews into shareable social media images, perfect for use on Instagram, Facebook & Twitter.

Incorporate eye-catching elements such as stars & logos, change colours and add imagery to create a piece of content that will generate leads.



 **REVIEWS.io**

REFER A BUSINESS & GET REWARDED

[Join Referrals Programme](#)

 Google Search

 Google Local

 Google Ads

 Google Shopping

 Influencer

