

# CUSTOMER VOICE

Customer feedback tool

## Turn customer experiences into stars

Customer Voice gives you the power to gather customer experiences to boost online star power and drive more business. Win the trust of new customers, collect their valuable feedback and show up where they are looking. Customer Voice is a powerful feedback tool that will have you seeing stars!

## Use happy customers to win new customers

Leverage the voice of your brand champions to improve online word-of-mouth. Invite existing customers to share their experiences online so new customers know they can trust you.

## Collect feedback to better your business

Ensure you're giving customers what they want and expect. Invite them to share their experiences and put their valuable feedback to work.

## Build a targeted presence across popular review sites

Make sure your business reviews show up where your customers spend the most time. Focus on collecting feedback on the review sites that impact your business.

## Shine in local search

Maximize the SEO benefits of positive customer experiences. Gathering authentic reviews will help you show up in search so new customers can find you.

## Reach customers wherever they are

Customer Voice gives you the flexibility to request reviews on the medium that works best for your customers—either text message or email.

## Features

- SMS requests
- Email requests
- Request metrics
- Customizable workflows templates
- Customizable review widget



Nearly  
**90%**  
of consumers say  
they'll only consider  
using a business  
if they have an  
average rating of  
**3-5 stars.**

