Feedback: Reputation managment education starter pack

Learn how to manage, measure, and optimize your online reviews with Revinate's intergrated reputation management platform

Videos

- Guest Feedback overview
- Auto-Case Managment

Articles

Quick start your Feedback account
Guide to starting your account.

How to edit your comp set
Change you competitor set at the property level

Responding to reviews
Explains how to respond to reviews

10 best practices for responding to reviews
Ideas for excellent review responses

Create review alerts
Set up how and when you would like to recieve alerts

Add new users
Add new users to Guest Feedback

Learn the dashboard

Click the red text boxes for more information

REVINATE   DASHBOARD   REPUTATION   SURVEYS   REPORTS   TICKETS   Avertine ▾

My Dashboard

View your reviews and social options
View your reports
View tickets
Account and user settings
Print or export and email dashboard data

REVIEW RATING Month To Date — 4.8
▲ 2.1% m-o-m
▲ 6.7% of goal (4.5)
0% competitor average

ALL FEEDBACK Month To Date — 27
▼ 50.9% m-o-m
63% Reviews   37% Surveys

SURVEY RATING Overall Score - Month To Date — 88
▲ 3.5% m-o-m
▼ 2.2% of goal (90)

DISTRIBUTION Month To Date
TripAdvisor
Expedia 0.0%
Hotels.com 0.0%
Orbitz 0.0%
Other 0.0%
0% 25% 50% 75% 10...

ADD WIDGET

Customizable widget section

NEW REVIEWS Last 7 Days — 6
Goal: 4
Competitor Avg: 6

REVIEW RATING Last 7 Days — 4.8
Goal: 4.5
Competitor Avg: 4.8

TRIPADVISOR RANK Last 7 Days — #1
Goal: #1
Last 30 Days: #1

RECOMMENDED ACTIONS
Read 6 recent reviews.
Manage 355 open tickets.
View trending topics.

REVIEW RESPONSE COVERAGE Last 30 Days

REVIEW TRENDING TOPICS Last 30 Days
Parking / Valet (1)   Cost & Value (1)
Noise (1)