

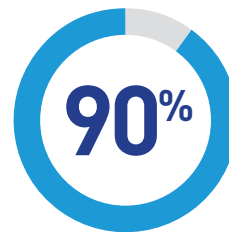
## Reputation Live: Get More Reviews and Accelerate Growth

Reviews matter. A regular stream of genuine reviews across top review sites can mean the difference between a business showing up as a top search result or not even being on the map.

### Challenge:

#### Generating Representative Reviews

Many businesses struggle with generating representative reviews online. Negative or biased reviews can further make them feel powerless about their online reputation.



90 percent of consumers read fewer than 10 reviews before forming an opinion about a business.

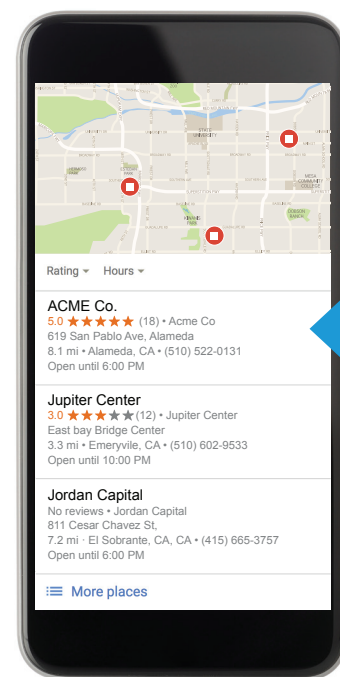
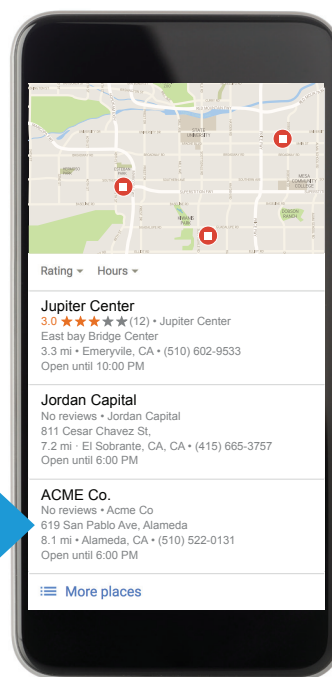
### Solution:

#### Reputation Live

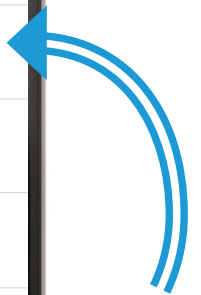
The Reputation Live mobile app changes this.

It puts control back in the hands of locations, and helps them generate up to 15x greater review responses over traditional email-based review requesting methods.

Before



After

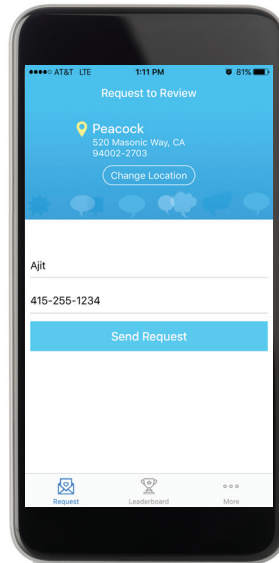


## Reputation Live Allows Frontline Employees To:

### Send Requests for Reviews While Customer is On-site

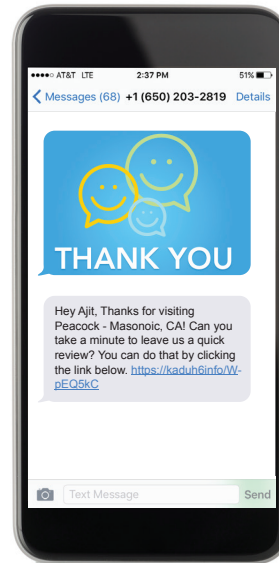
#### Benefits

- ✓ **Frontline Ready**  
Reputation Live is easy-to-use. Frontline employees can just download, login and start sending requests.
- ✓ **Branded Requests**  
Text message can be branded via custom image.
- ✓ **Multiply Reviews**  
Get reviewed on sites that matter to you. Choose from hundreds of review sites or let Reputation.com optimize for you.



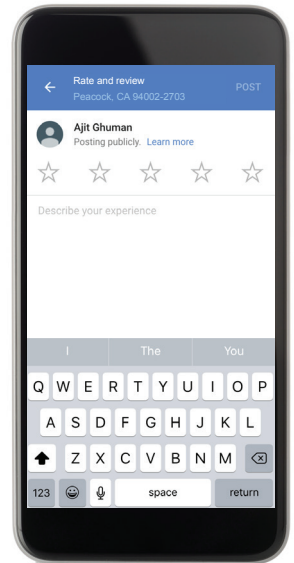
#### Send Request

Frontline employees can quickly and easily send on-site review requests to their customers via text messaging.



#### Receive Request

Customers receive a branded request to review their experience via a customizable text message.



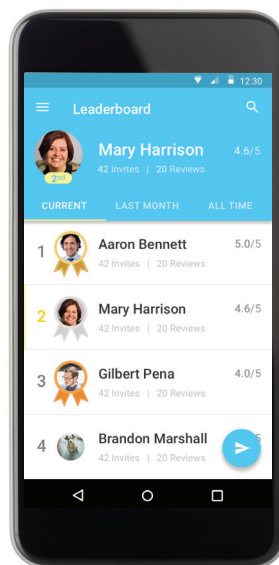
#### Write Review

Customers are routed to write a review on major review sites or take a survey.

### See How They Rank On The Leaderboard

#### Benefits

- ✓ **Maximum Reviews**  
Business managers can run contests to incentivize employees to send more requests.
- ✓ **Engaged Employees**  
Leaderboard transparency makes employees accountable to deliver the best customer experience.



1. **Encourage frontline employees** to improve customer service and solicit reviews.
2. **Leaderboard shows which employees** are sending more requests and getting more reviews.
3. **Regional managers can reward** frontline employees based on requests sent or reviews generated.

## Reputation.com Supports Leading Brands Worldwide



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### About Reputation.com

Reputation.com delivers the category-leading Online Reputation Management platform for large organizations with thousands of locations. We help companies monitor review sites, generate more representative ratings, and drive recurring visits, foot traffic and revenue.

For more information, visit us at [reputation.com](https://reputation.com) or contact us at [sales@reputation.com](mailto:sales@reputation.com).

### Request a Demo

Email: [sales@reputation.com](mailto:sales@reputation.com)

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