



# Power Your Business With Reviews and Feedback

A simple digital experience for your customer.  
A robust toolkit for your business.

The Go! Agency's straight-forward and robust toolkit for your business. We gather, manage, and market reviews and feedback to make positive customer experiences the backbone of **YOUR** business.



# The Go! Agency Will Help You Connect With Every Customer

We will deliver a quick and simple digital experience to each customer to capture feedback and reviews.

## Multiple Capture Modes

Select a mode that meets your needs and gets noticed to capture more feedback and reviews.



### Direct Mode

We request a 3<sup>rd</sup> party review from a choice of over 35 online review sites (like Google, Facebook, TripAdvisor, and more)



### Review Mode

We capture Net Promoter Score (or NPS) and request 3<sup>rd</sup> party reviews



### Ultimate Mode

We include up to 5 survey questions, capture NPS and feedback, and request 3<sup>rd</sup> party reviews



## More Features...



### Text and Email

We proactively request reviews and feedback from your customers via text and/or email - whatever works best for your audience.



### Sentiment Paths

Based on NPS gathered, we define positive and negative experience paths.



### Customizable

Our team of digital specialists upload your logo, refine colors and appearance, and write custom copy to reflect your brand.

## Surveys

Select a mode that meets your needs and gets noticed to capture more feedback and reviews.



### Kiosk

Connect with your customers on-site to gather real time reviews. We help you get set up!



### Location Finder

Have multiple locations? We will direct your customers to select a location to review from your website.



### Short URL

We provide a completely shareable link for one-click entry.

# Listening Builds a Better Business

Our reputation management and customer experience toolkit can be your secret marketing weapon!

## The Go! Agency Offers 360 Degree Capabilities

We will manage 1<sup>st</sup> and 3<sup>rd</sup> party reviews with request, reply, and full monitoring capabilities.



### Customer Management

We upload customer data and manage profiles, activity, feedback, and reviews.



### Google Q&A Report

We will be able to monitor and respond to questions from your Google My Business listing.



### Customer Experience Management

Multi-channel collection of NPS, surveys, feedback, and reviews.



### Performance Report

NPS trends, survey results, total reviews count, and request statistics.



### Reputation Management

We request and manage 1<sup>st</sup> and 3<sup>rd</sup> party reviews.



### Reviews Report

3<sup>rd</sup> party reviews reports by source with comparison options.



### Response Management

We reply to 1<sup>st</sup> and 3<sup>rd</sup> party reviews publicly or privately.



### NPS Report

1<sup>st</sup> party review content organized by Promoter, Passive, and Detractor.



### Net Promoter Score® (NPS)

Core measurement for customer experience management.



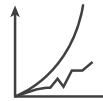
### Success Report

Total NPS, 1<sup>st</sup> and 3<sup>rd</sup> party reviews count, and details with robust filtering options.



### Review Widget

We will help you display reviews on your website with our Google review schema to impact your website's SEO.



### Business Report

Overview of total metrics by location for multi-location businesses.



### Conversion Pop-up

We will help you neatly display reviews on your site for social proof with a pop-up that convinces your website visitors of your clout.

**PRICING STARTS  
FROM AS LITTLE AS  
\$150/MONTH - SO GET  
IN TOUCH TO REQUEST A  
CUSTOM QUOTE TODAY!**