

Feedback Widget





Please Rate Us!

How likely are you to recommend us
to friends or family?



Internet Removals



Reviews are the difference between failure and success.

Our Feedback Platform is tried and tested. It's helped countless businesses in Australia across 100's of industries generate 1000's of reviews not only on Google but other review sites including Facebook, Yelp and more. With our savvy consumers, it can be intimidating to think they already have formed an opinion of our business before they make an online purchase or even step foot in our door. Their research may have even driven them to our competitors! Do you know what your reviews say about you? Well, to put it bluntly, if you want your consumers to know that you are a successful and reputable company, then your reviews need to take priority to take priority over your marketing budget.

49%

of consumers need at least a four star rating before they choose to use a business.

85%

of consumers trust online reviews as much as personal recommendations.

22%

A single negative review can drive away approximately 22% of customers, whereas around three negative reviews can drive away 59% of the customers.



Step One

Request

Each business has their own 'perfect' time to request feedback from a customer. For example, if you are an e-commerce business, you may request feedback after the checkout, or when you receive notification that the product has been delivered. Regardless of your industry, it doesn't matter when the 'perfect' time is, if you aren't asking for that feedback in a quick and convenient fashion.

With our feedback widget, the first step is to EMAIL or TEXT a short link to your customer. Examples of these links include:

<https://collect.yourfeedback.reviews/wolfsburgtechnik>.



Step Two

Prompt

Once your customers navigate to your widget link, they will be requested to rate you between 1 and 5 stars.

Thanks For Choosing Us!

Please let us know how we did.



Select a star rating from 1 to 5 above.



Step Three

Results

1-3 Stars

If they rate you negatively (1-3 stars) then they are asked to leave their feedback, however, it is kept private and emailed to you. This enables you to ensure your customers complaints are handled, before the matters goes beyond reproach.

We're Sorry To Hear That

Please leave us feedback so we can improve our service.

Name

Phone

Email

Feedback

Submit



Step Four

4-5 Stars

If they rate you positively (4-5 stars) then they are directed straight to Google (or the platform of your choice) and it allows them to publish that positive review live, all with the click of a button.

Please leave us a review

We're happy you enjoyed your experience.



Features

CRM Integration

Integrate the Feedback Widget with your CRM and build automated campaigns to send requests, follow up and thank your customers.

Customised Email Templates

Create different types of email templates for certain segments of your client base.

Analytics

Track key metrics such as number of requests sent (email/sms), total opens, response rates, customer flow, campaign status, segmentation of review scores and most used words left in review/feedback.

Dashboard

Analyse and assess all your reviews, feedback and listings in an easy to view dashboard.



Analytics



Analytics

Contacts (1731)
1727 contacted | 946 responded
54.78% respond rate

Emails
1380 sent | 510 responded
36.99% respond rate

SMS
1249 sent | 436 responded
34.91% respond rate

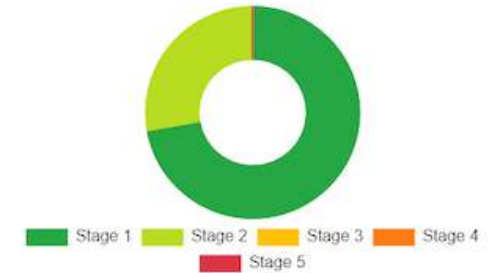
Customers directed to



Ratings overview



Campaign overview



Most used review words

WORD	COUNT
best	47
awesome	46
nice	41
happy	38
easy	32
with	14

58 results

1 2 3 ... 46 »

Most used feedback words

WORD	COUNT
unhappy	94
wrong	71
rude	54
nice	39
better	37
improve	33


61 results

1 2 3 ... 62 »





Dashboard


Dashboard

 **Luke Thompson** ★★★★★

Michael was very communicative over email and phone. Parts arrived promptly and well packaged. Too easy!

 Google 3 HOURS AGO

 **Kim Johnson** ★★★★★

 Google 1 DAY AGO

 **Tyler Burden** ★★★★★


Very efficient service. Had a minor hiccup - got the wrong product, but was sorted almost straight away at no cost to me.


 Google 2 DAYS AGO


 **Anne Gordon** ★★★★★




Invitations this month


Emails: 1945/1000 

SMS: 85/0 


 **Anne Gordon** ★★★★★


The order arrived in a couple of days after we ordered it, quickly and easily installed and operating in a few minutes.

 Google 3 DAYS AGO


 **Lara Pitcher** ★★★★★

We found Adam very helpful and easy to talk to and are very happy with our purchase. It was easy to fit.

 Google 1 WEEK AGO



















 **Christian Lee** ★★★★★

They sent the product promptly and their after sales service has proved excellent.

 Google 1 WEEK AGO



Reviews

All Reviews					
SITE	AVATAR	AUTHOR	RATING	REVIEW	DATE
		Maurice Tork	★★★★★	Had to send the camera to the store for a repair. It was handled very quickly and efficiently. Would not hesitate to recommend them.	9:43am 09/07/2019
		Philip Dulton	★★★★★	Great service. They really do look after their customers. They are a great company to deal with. Well done	9:11pm 08/07/2019
		Rodney Clay	★★★★★	I have always found the staff very helpful and very friendly I have dealt with several employees over time and they all make it easy to deal with Thanks Rodney May	11:48pm 07/07/2019
		Bill Bradley	★★★★★	Very friendly staff	5:36pm 07/05/2019
		Barbara Lee	★★★★★	Very friendly service.	1:01pm 07/11/2018
		Lara Singh	★★★★★	Best customer service by lovely lady we all family really love her way of talk and smiling face . Best product	11:48am 06/11/2018
		Kay Young	★★★★★	Fast service on filters.Ordered from WA on wednesday/ arrived friday morning.Thanks Lisa and the gang involved.	3:06pm 02/11/2018
		Kerry Melville	★★★★★	Took of my cameras in to the shop for repair. Being from out of town I hoped that maybe one could be repaired that day. Pleasant surprise. Phone call 3 hours after dropping off, advising that both units were repaired and ready to be picked up. Fanta	11:43am 31/10/2018
		Tim Glover	★★★★★	Fantastic product and service.	10:52am 21/08/2018


52 results

« 1 2 3 4 5 6 »



Edit Email Template

We would ❤️ to hear your opinion.



Dear [first_name],

We understand your time is valuable and would love if you could take a minute to give us some feedback that will help other customers like yourself in future.

[Write A Review](#)

Kind regards,

[business_name]

[Already written a review? Click Here](#)

Template name

Template name

Variables

[first_name]	Your customers first name
[business_name]	Your business name
[review_link]	Link to your businesses review page

Send Test Email

Subject

Alignment

Background Colour

Body Text

Dear [first_name],

We understand your time is valuable and would love if you

Call To Action Text

Call To Action Background Colour

Call To Action Text Colour


Footer Text

Kind regards,

[business_name]


Templates

Create Template

 **Email Template**
2019-07-04 07:12:39 ACTIVE


Name: Stage 1 - Email

1086 Sent 75 Clicks

 **Email Template**
2019-07-04 07:09:08 ACTIVE


Name: Stage 2 - Email

1291 Sent 165 Clicks

 **SMS Template**
2019-07-04 07:05:32 ACTIVE

Name: Stage 1 - SMS

1248 Sent 135 Clicks

 **Email Template**
2019-07-03 07:06:29 INACTIVE

Name: Stage 2 - SMS

3 Sent 0 Clicks



Tips

Proactive Outreach

Whether you collect customer information by providing free Wi-Fi, or through their ordering process, a quick and easy way to get invaluable feedback is to create an automated and proactive outreach email/SMS that asks for feedback while your customer is in the early stages of their encounter with your business.

Email Signature

The feedback widget be set up in your email signature or on your website, increasing the number of reviews you can get dramatically. The net effect of this is that any new negative reviews are dampened, as they have less overall effect on your total star rating.

Website

The feedback widget can also be set up on your website, so that any customers can, while browsing your website, leave feedback on the review platform of your choice.



PRICING

1 Location

AUD **\$220 per month**

1. 1 location monitored
2. Monthly Reports
3. Email Support

3 Locations

AUD **\$550 per month**

1. 3 locations monitored
2. Monthly Reports
3. Email + Phone Support

ENTERPRISE

\$Enquire Within

1. We provide an enterprise package for a volume of locations greater than 5, or large corporation seeking to retain Internet Removals as a Reputation Manager.



Additional Value when Clients work with Internet Removals

Bonus	Value
Confidential Staff Line <small>(Provided by Complete Corporation Services: https://completecorp.com.au/whistleblower-services/)</small>	\$220 per month
Legal Consultation <small>(Provided by IRG Law: http://irglaw.com.au/)</small>	\$275.00
Accounting Consultation <small>(Provided by Vincents Chartered Accountants: https://vincents.com.au/)</small>	\$440.00
SEO Analysis <small>(Provided by Cleverus Consulting https://www.cleverus.com/)</small>	\$300.00

To claim these offers, please email our team and we will connect you with our partners. These offers are obligation free and will cost you nothing to utilise.



Let's discuss your project.

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