

Start Tracking the Entire Customer Experience

For most shoppers, the customer experience begins and ends with online reviews. Whether customers are looking for a new restaurant or a new product, reviews and profile information affect their purchasing decision. After they finish their experience, online reviews are the best, most natural source to collect customer feedback in volume.

4 Reasons Why Online Reputation Matters

91% of people regularly or occasionally read online reviews, and 84% trust online reviews as much as a personal recommendation.

94 % of consumers will consider a business that has a four-star rating, but only 57% will consider a business that has a three-star rating.

Responding to reviews is a great way for business owners to add a helpful comment to a user's review. Responding to reviewers' concerns shows that you value their feedback and that you're always striving to improve.

33% of companies aren't monitoring what is being said about them online.

Monitor Every Major Review Site. We track over 50+ sites, including:



Amazon



App Store



BestBuy



Booking



Expedia



Facebook



Foursquare



Google



Home Depot



Hotels



Lowe's



OpenTable



Priceline



Travelocity



TripAdvisor



Walmart



Wayfair



WebMD



Yelp



Zomato

Maintain Online Brand Consistency

Online profiles are often a customer first experience with a brand. SurfMerchants has partnered with Reply Pro so you can start tracking your online reputation through SASSIE.



Claimed Profiles

We help businesses get found more by creating and claiming their essential online profiles on sites like Google, Yelp, TripAdvisor, and more business name to keep.

Consistent Business Name

We make sure every online profile has the same business to maintain brand consistency.

Correct Address

Don't send customers to the wrong address. We monitor your locations' addresses to make sure they are consistent and correct across every profile.

Consistent Hours

Nothing frustrates a customer more than incorrect hours. We make sure all hours are up-to-date and correct for every location's profiles.

Other Correct Data

Whether its your phone number or online menu, we make sure all other important data is present and accurate so customers have the information they need at the right time.

Monitor Online Reviews on the SASSIE Platform

