



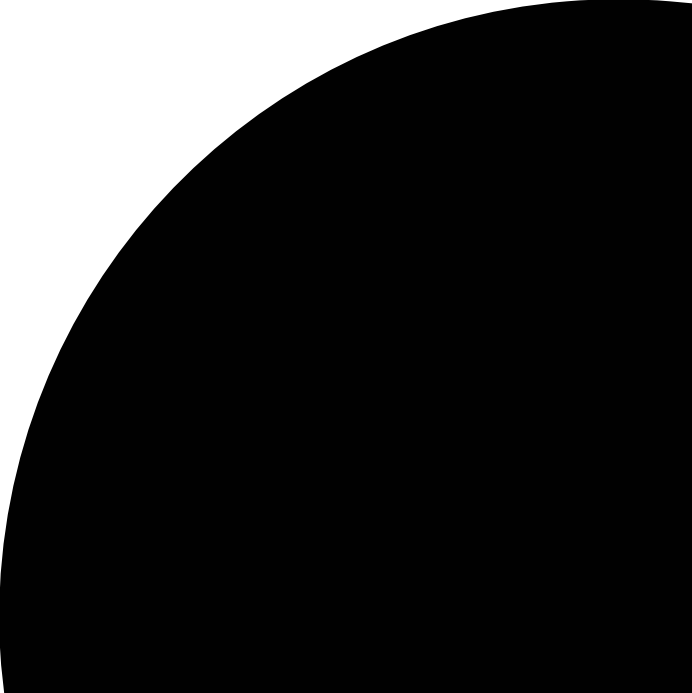
Review Hound

User Guide

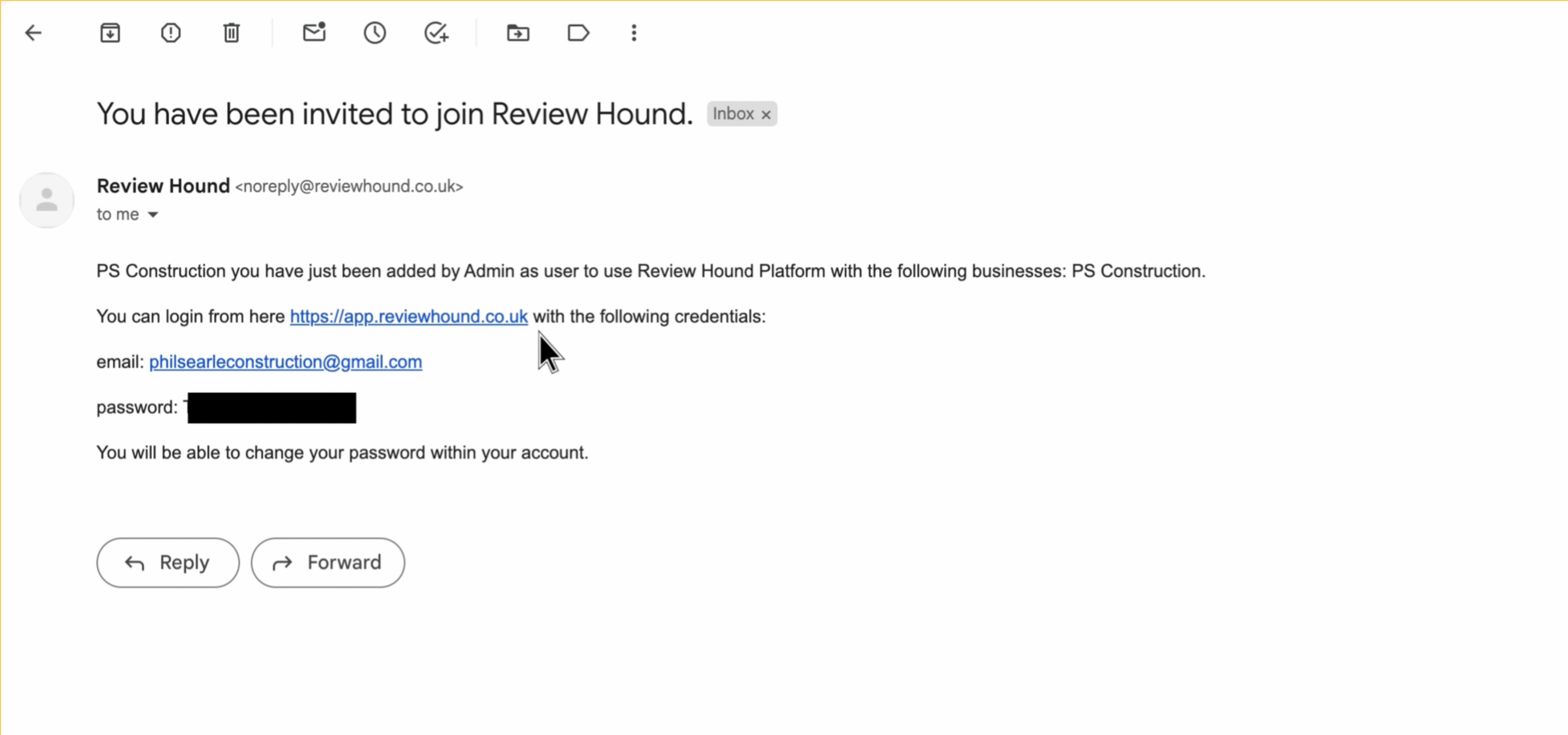


Thank you for subscribing to Review Hound!

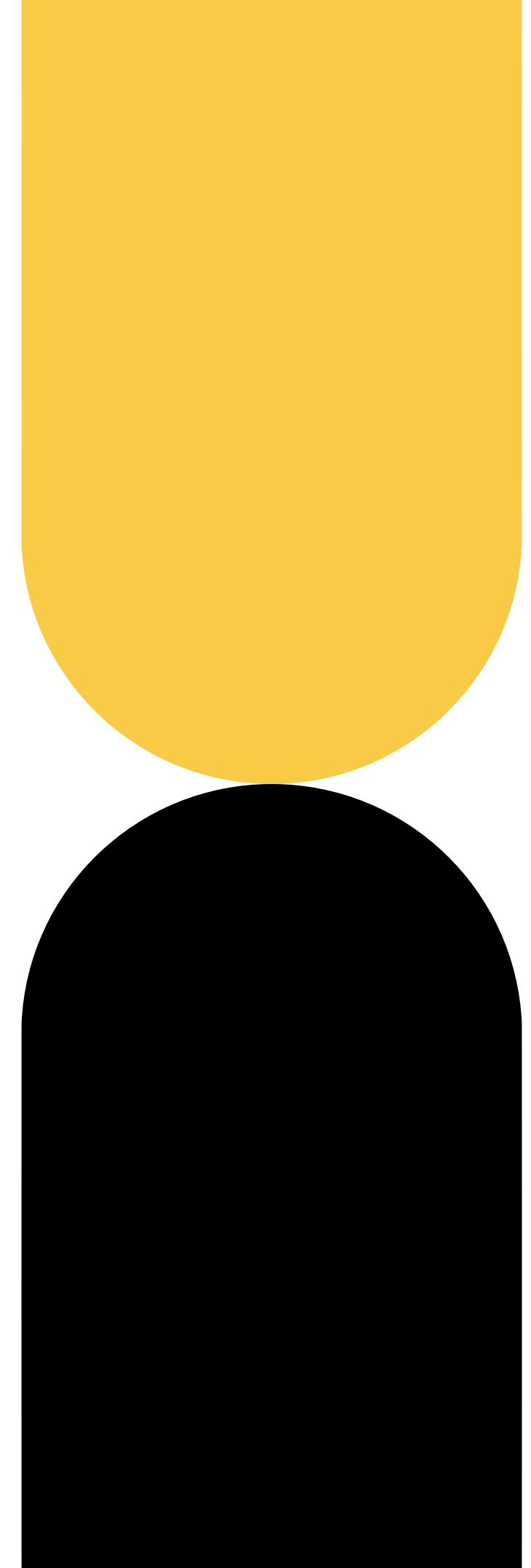
This guide will show you all you need to know to make the most of our software to successfully collect, manage and share reviews.



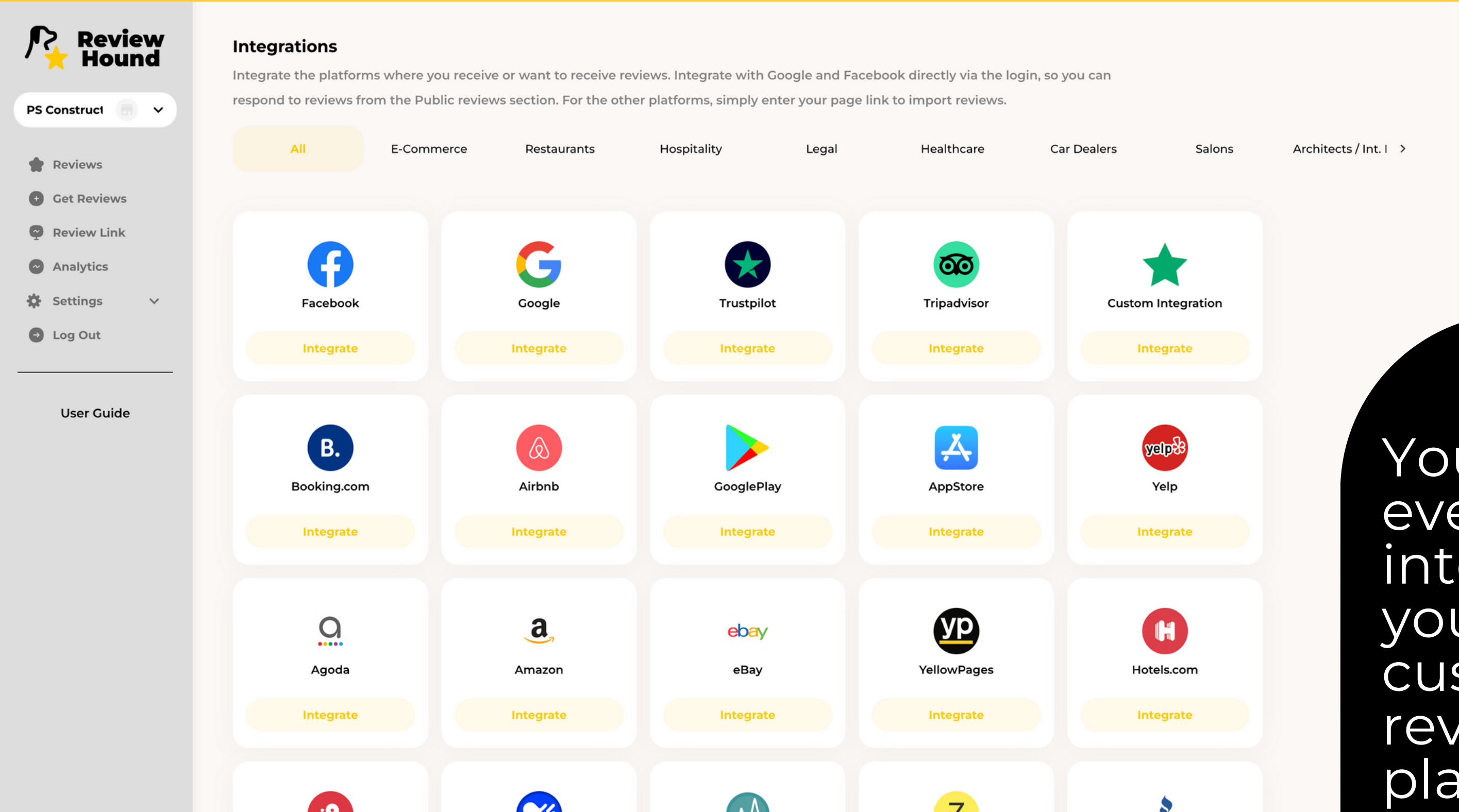
After you have signed up you will receive an email with your Review Hound login details.



Log in to your account
at
app.reviewhound.co.uk
and enter your email
and password.



When signing in you will see that there is no feedback to display as you need to integrate your review platform. From here you can select which platform you would like to use (you can select as many platforms as you would like).



You can even integrate your own custom review platform.

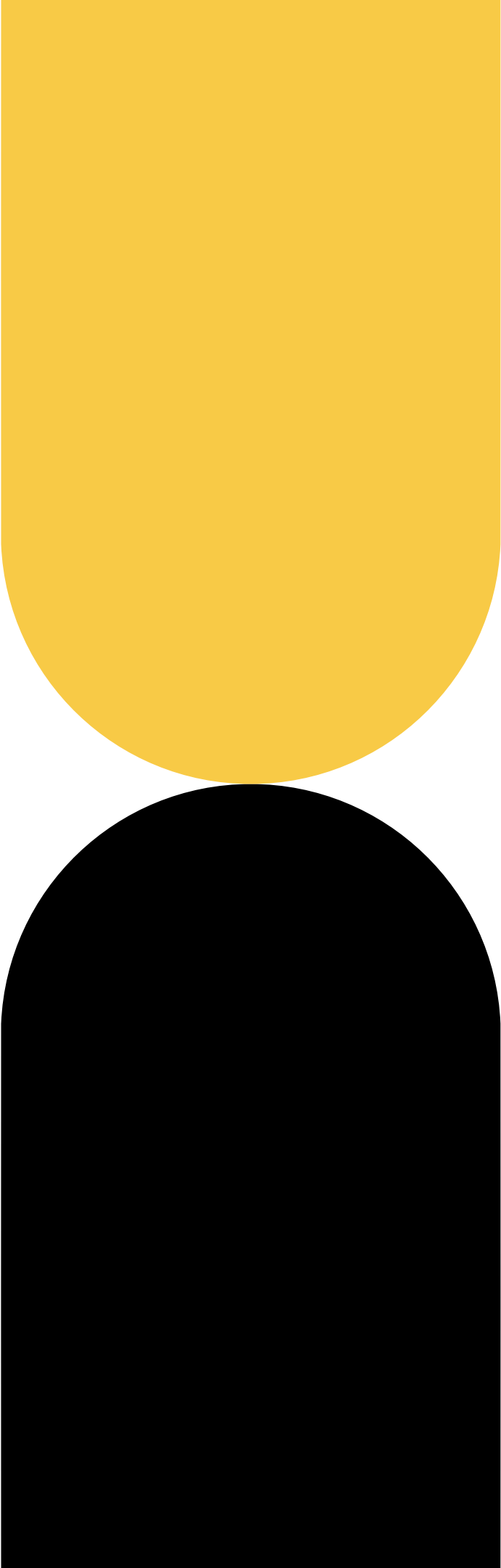
After integrating your platform you can now start to request reviews and will see the latest feedback from customers displayed in the reviews section.

The screenshot displays the Review Hound dashboard interface. On the left is a sidebar with the 'Review Hound' logo, a dropdown menu for 'Aro Fitness k', and navigation options: Reviews, Get Reviews, Review Link, Analytics, Settings, and Log Out. Below this is a Google review widget showing a 5.0 rating with 5 stars. At the bottom of the sidebar is a 'User Guide' link and an 'Agency Mode' toggle.

The main content area is titled 'Your reviews' and features an 'Update' button. It lists three reviews for 'Aro Fitness Kickboxing & Martial Arts Westbourne':

- Review 1:** From Google, 5 stars, dated May 1, 2023, by Suzanne Watters. The review text is 'Thank you'. The response is 'Thank you'. Status: 'Already replied'. Action: 'Remove from widgets'.
- Review 2:** From Google, 5 stars, dated Apr 26, 2023, by Janine Smith. The review text is 'My two boys attended aro fitness on a Tuesday at Westbourne they both love it and look forward to every week. The coach are brilliant and make both boys feel welcome and comfortable in the class Thank you'. The response is 'Thank you for your kind words we do our best for the kids and love watching them grow achieving their goals ,thank you for your support it means a lot as we are new club we could not do it without our members ,kind regards Ollie,Adriana and the Aro Team'. Status: 'Already replied'. Actions: 'Remove from widgets' and 'Share on Social'.
- Review 3:** From Google, 5 stars, dated Apr 26, 2023, by Emma Kerly. The review text is 'My Son has been going to Westbourne since January, he absolutely loves going. Ollie his coach has been great with him and very patient which helps when dealing with 5/6 year olds. He got his first belt grading yesterday which put him on top of the world'. The response is 'Hi Thank you for your kind words, its great to see little ones confidence grow over the last few weeks,even more last nights grading so big well done to him and a big thank you to you for supporting him and trusting us. Ollie and the Aro Team'.

On the right side, there is a filter panel with a toggle for 'All activities', a search bar, and dropdown menus for 'Assessment' (thumbs up/down), 'Type' (All), 'Answer' (All), and 'Date' (All).



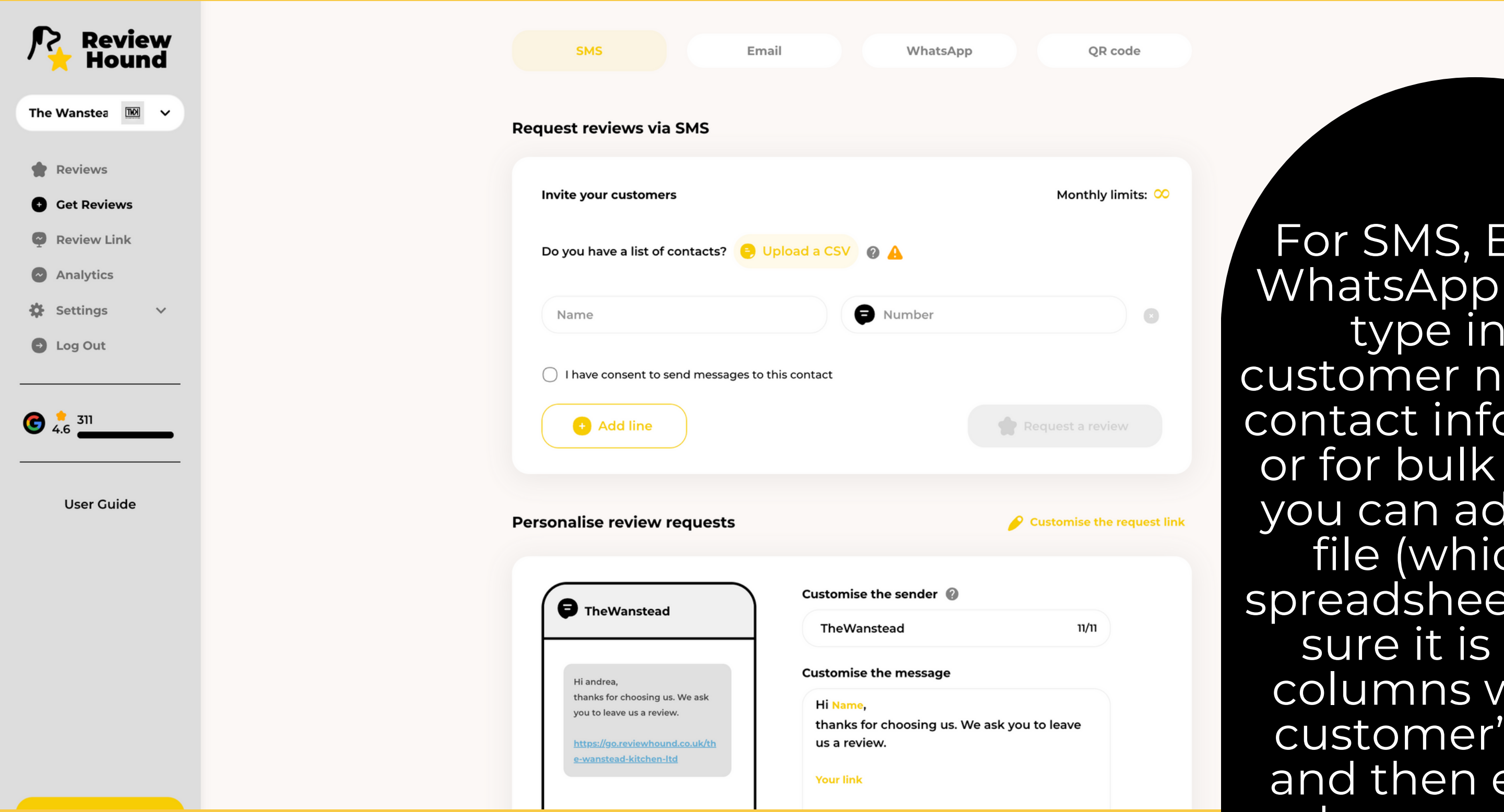
Here you can reply to reviews from all integrated platforms - from Google to Trustpilot. It is important to reply to reviews as this not only encourages client loyalty but also boosts your business' place in Google's algorithm allowing you to appear higher in search results.

You can use the AI feature to auto reply to reviews with detailed and personalised responses.

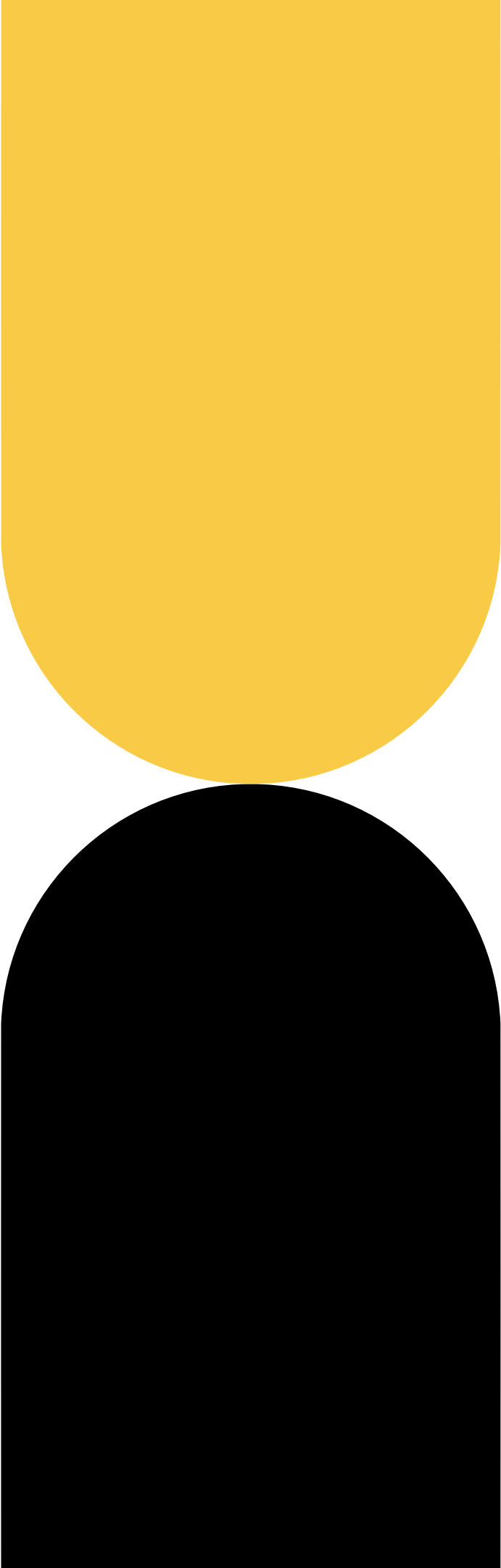
The image shows a screenshot of the Review Hound dashboard. A modal window titled "Reply to Feedback" is open, displaying a review from "RR" on Google (5 stars, Oct 24, 2023) for "The Wanstead Kitchen Ltd". The review text is: "Top tier ! Most authentic Bangladeshi food I've paid for in my life, now I don't have to wait for special guest to eat like king at home. The team in Wanstead kitchen bring me meMan food". The modal offers two options: "Custom Reply" and "AI Reply". The "AI Reply" option is selected, and the text "Thank you for the positive review Name!" is shown in the input field. There is also an "Insert" section with a "Name" field and a "Send" button. The background shows a list of reviews for "The Wanstead Kitchen Ltd" with various filters and a sidebar menu.

You can filter to see only negative or positive feedback, reviews from different time periods or to show all unanswered reviews.

Head to “Get Reviews” on the left hand side and you can choose between Email, SMS, WhatsApp or QR code.



For SMS, Email or WhatsApp you can type in the customer name and contact information or for bulk imports you can add a CSV file (which is a spreadsheet - make sure it is in two columns with the customer's name and then email or phone number).












Alternatively you can use the QR code feature. This is convenient for businesses that do not collect customer information or for businesses that do not have time to keep inputting customer details as the QR code collection method is 100% self sufficient.

To collect reviews by QR code you need to download the QR code and you can then add to business cards, leaflets, menus or stickers which you can then add to packaging. If you would like Review Hound to design and print these materials for you then please contact us at info@reviewhound.co.uk



The Wanstea  ▼

-  Reviews
-  Get Reviews
-  Review Link
-  Analytics
-  Settings ▼
-  Log Out

  311
4.6 

User Guide

 Agency Mode


SMS

Email

WhatsApp

QR code

Review Link

go.reviewhound.co.uk/the-wanstead-kitchen-ltd 

QR Code



Download QR Code


In the next section on your Review Hound account, you can personalise your “Landing Page”. You can change your logo, the text and the image displayed.

The landing page allows customers to leave a star rating. If the customer gives 1, 2 or 3 stars the review is sent off to a private feedback form which you can then respond to and resolve their complaint. If the customers give a positive review of 4 or 5 stars they will then be directed to the integrated review platform where their review will be published publicly.


Personalise your Landing Page

This is the link your customers will visit to leave you a review. Customise the page by changing requests and the image.

Edit Review Link URL

<https://go.reviewhound.co.uk/the-wanstead-kitchen> 24/40 


Customise the link preview title

Do you want to leave us a review? 

Edit Landing Page home page

① Evaluation  

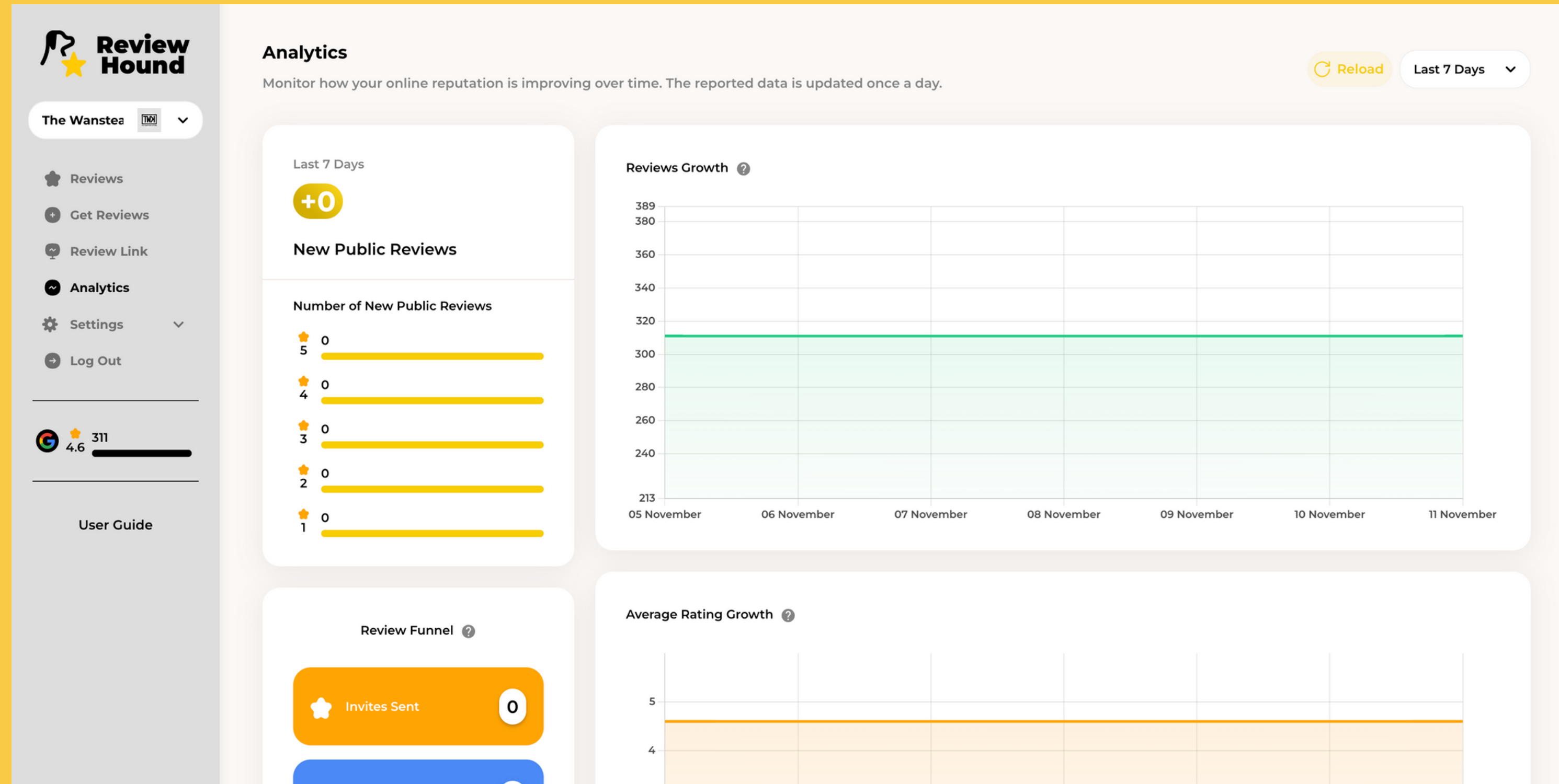
 Edit

How was your
experience with The 
Wanstead Kitchen?

Powered by  Open in browser


Desktop image

In the next section “Analytics”, you can see how many reviews you have collected over time, how your star rating has improved and you have access to data such as how many people have scanned your QR code.



In the Widgets section you can copy and paste the script of Widgets to add into your website. You can pass this script onto your web designer or if you are looking for a refresh to your site contact us at info@reviewhound.co.uk

Review Hound



The Wanstea  ▼


- Reviews
- Get Reviews
- Review Link
- Analytics
- Settings ^
- Integrations
- Widgets
- Social
- Notifications
- SMS Service
- Log Out


Widget


Widgets only show 4 and 5 star reviews with text. Share these widgets on your website to communicate trust and increase conversions. Copy the code and paste it into your site as an HTML element. If you want to remove a review from the widgets you can do so from "Reviews" section.

Carousel Feed Video Pop-up Badge

 4.6 
311 Reviews

 **RR** 24 October 2023
★★★★★
Top tier ! Most authentic Bangladeshi food I've paid for in my life, now I don't have to wait for special guest to eat like king at home. The team in Wanstead kitchen bring me meMan food



 **Tom Linnane** 19 October 2023
★★★★★
Magical!

 **Jo Stroud** 7 October 2023
★★★★★
Our go to takeaway for Indian food. We often think, "should we try somewhere else?" Nope. It's so consistently delicious that there's really no point!

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Leave a review

 4.6  311

In the Social section you can post graphics displaying your reviews to Facebook or Instagram in just one click. Edit the colours and content of the graphic.

The screenshot displays the 'Review Hound' dashboard for 'The Wanstead Kitchen Ltd'. The left sidebar contains navigation options: Reviews, Get Reviews, Review Link, Analytics, Settings, Integrations, Widgets, Social, Notifications, SMS Service, and Log Out. At the bottom of the sidebar, there is a Google rating of 4.6 with 311 reviews and a 'User Guide' link. A yellow 'Agency Mode' button is located at the bottom left of the dashboard.

The main content area is titled 'Share reviews on Social Media'. It includes a sub-header: 'Show your followers on Facebook and Instagram the best reviews you receive to convince them to buy from you. Link your accounts, customise the post template and start sharing reviews from the "Reviews" section by clicking "Share".'

Two social media sharing options are presented as cards:

- Facebook:** Features the Facebook logo and a yellow 'Connect' button.
- Instagram:** Features the Instagram logo and a yellow 'Show more' button.

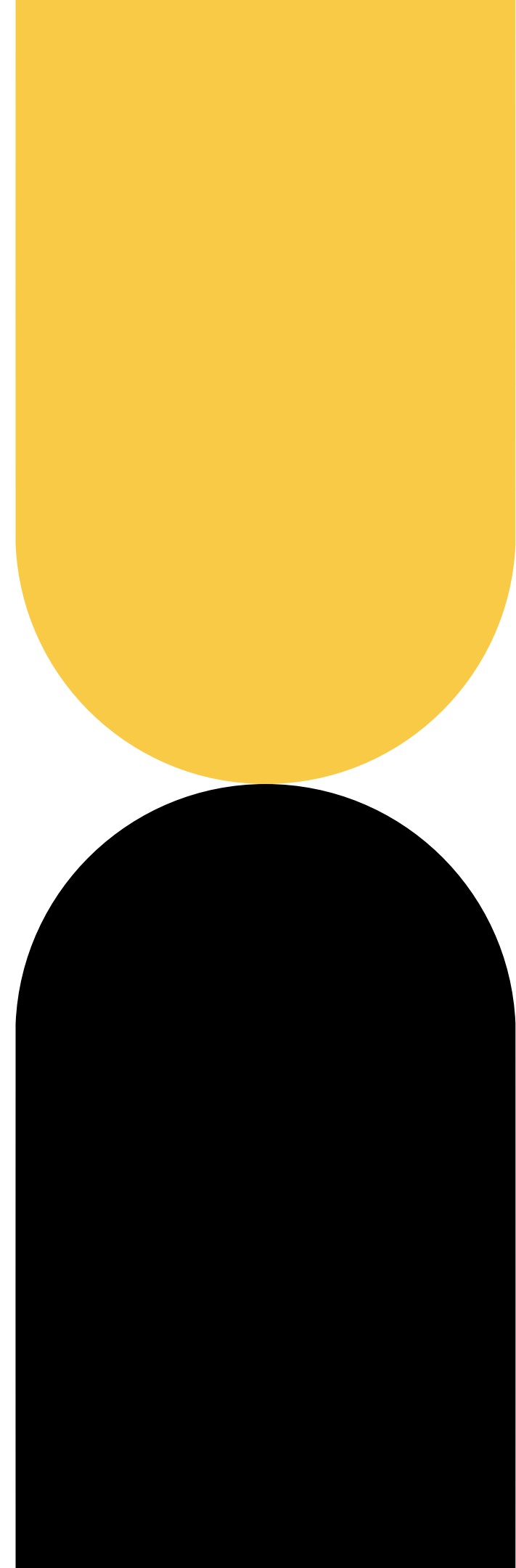
Below these cards is a configuration panel for the social post:

- Brand colour:** A color picker showing a red circle with the hex code #ff000e and an 'Edit' button.
- Background colour:** A color picker showing a grey circle with the hex code #48484829 and an 'Edit' button.
- Text of the post:** A text area containing the template: 'Thank you **Name** for your review on **Source**!' followed by '“Text”' and 'See review: **Review URL**'.
- Insert:** A row of buttons for 'Name', 'Source', 'Text', and 'Review URL', along with a smiley face icon.

On the right side, a preview of the Instagram post is shown. It features the Instagram logo, a grid of profile pictures, the business name 'The Wanstead Kitchen Ltd', and a large graphic with the text: '“Here will be the text of the review.”'. Below the text are five yellow stars and the text 'Name & Surname'. At the bottom of the graphic is a red bar with the business logo, name 'The Wanstead Kitchen Ltd', rating '4.6/5', and '311 Reviews'.

Under the Notifications tab, you can edit the email address that will receive notifications for any reviews that you receive for all of the integrated platforms.

The screenshot shows the 'Review Hound' dashboard for 'The Wanstea'. The left sidebar contains navigation options: Reviews, Get Reviews, Review Link, Analytics, Settings, Integrations, Widgets, Social, Notifications, SMS Service, and Log Out. The main content area is titled 'Email notifications and replies' and includes a descriptive paragraph: 'Get notified whenever you receive a new review on the integrated platforms, a negative feedback or a video testimonial. Edit the email your clients will reply to when receiving review requests.' There are two main sections: 'Notifications' with a toggle switch turned on and an email field containing 'wansteadkitchen@outlook.com' with an 'Edit' link; and 'Replies' with an empty email field and an 'Edit' link. At the bottom left, there is a Google rating widget showing a 4.6 rating from 311 reviews.



Thank you for using our service and I hope we can help your business to succeed!

Any questions at all please contact us at info@reviewhound.co.uk

We will be happy to help!