



**Be found.  
Be chosen.  
Be the best  
business.**

#1 reputation  
marketing software  
for businesses



Get new reviews on  
**facebook Google**

Improve your reputation  
Rank at the top of Google Search

**Get new positive reviews**

Gather new reviews from your customers via automated SMS and MMS alerts sent to their mobile devices. Intelligent deep linking directs them to crucial sites to post on – Google and Facebook. BirdEye allows you to customize all text messages and emails. BirdEye is integrated with over 1000+ CRM systems, so this entire process is automated.

**Rank higher on Google search**

Fix your online presence across 50+ sites so you're found everywhere, including page 1 of Google search.

**Auto-promote positive customer feedback**

Automatically publish your best reviews on any site you manage – your website, blog, Facebook, Twitter, and your custom BirdEye profile. Create more word of mouth and drive more customers through your door.

**Manage reviews, boost customer experience**

Monitor and respond directly to all your reviews from 150+ sites in real-time, from one place. Get alerts the instant you receive a new review. Respond directly to reviews to solve problems before they become problems.

# BirdEye features

The platform that drives your customers to become your marketing engine - easily and effectively.

## Listings

Fix your business listings on over 50 sites and boost SEO with a custom BirdEye profile for each business location, displaying your best reviews and up-to-date business information.

## Review monitoring

Monitor all your reviews from 150+ sites in real-time, from one place. Track progress with detailed reports of reviews and ratings over time, by source, and by location.

## Review management

Receive real-time new review alerts and respond instantly to all feedback from one place. Solve customer issues before they become problems.

## Messenger

Answer questions, schedule appointments, collect reviews, and run promotions - within one centralized inbox.

## Ticketing

Resolve problems proactively. Assign support tickets to reviews and social comments. Track issue resolution and measure employee performance with detailed reports.

## Insights

Identify the root causes driving sentiment for reviews, social media comments and survey responses. Turn insights into actionable improvements that drive meaningful results.

## Webchat

Convert every incoming chat from a website visitor into a text message conversation. Interact with prospects anytime, from anywhere, and convert website clicks into customers.

## Review generation

Easily get new reviews from your customers on sites like Google Facebook, and many more via automated emails or text messages. Customize with your own messaging and branding.

## Review marketing

Maximize the power of happy customer voices. Auto-promote your best reviews on your website, blog, search engines, and social pages like Facebook and Twitter.

## Social

Monitor, post, and engage with customers across blogs, forums, news sources, and social media networks - all in one place.

## Surveys

Easily design custom surveys that engage customers in real-time. Measure customer experience, employee satisfaction, conduct market research, and more.

## Benchmarking

Get the same insights into your competitors' customers that you have for your own. Benchmark strengths and weaknesses and identify opportunities to capture market share.

To see the BirdEye platform in action, visit [birdeye.com/free-demo/](http://birdeye.com/free-demo/)

To learn more, go to [birdeye.com](http://birdeye.com) or call toll-free 1 800 561 3357.

