



Social Media Monitoring

In an age where a one star difference on Yelp can mean a difference of 9% in a retailer's revenue, a company's social media reputation and online reviews are as critical as ever.

However, it can be a full time job keeping tabs on all of the reviews pouring in on Yelp, Google, Facebook, TripAdvisor and dozens of other sites.

Heck, it's hard to make sure a business has even claimed control of your own profiles on those sites (and that doesn't even include keeping items such as the street addresses, contact info, hours of operation, etc. up to date).

Now with ReactCX Social Media Monitoring, there is a solution to all of those problems that's completely integrated into our standard reporting environment



What can this service do for you?

- Social Media Awareness**
NEVER miss a new online review on ANY of 50+ platforms (including Yelp, Facebook, Google, TripAdvisor)
- Quick Feedback Responses**
Make it far easier to respond to reviews in a timely fashion
- Online Consistency**
Ensure that the company name, address, hours of operation, phone number, etc. are ALWAYS consistent and up to date on every platform
- Social Media Best Practices**
Enforce good social media practices across the company – every location gets a “Social Media Best Practices” score that quickly reveals when negative reviews aren't responded to, when information hasn't been updated, etc.
- Competitive Intelligence**
Because all of this data is publicly available, our service makes it easy to gather customer feedback to see where the competition is strong or weak