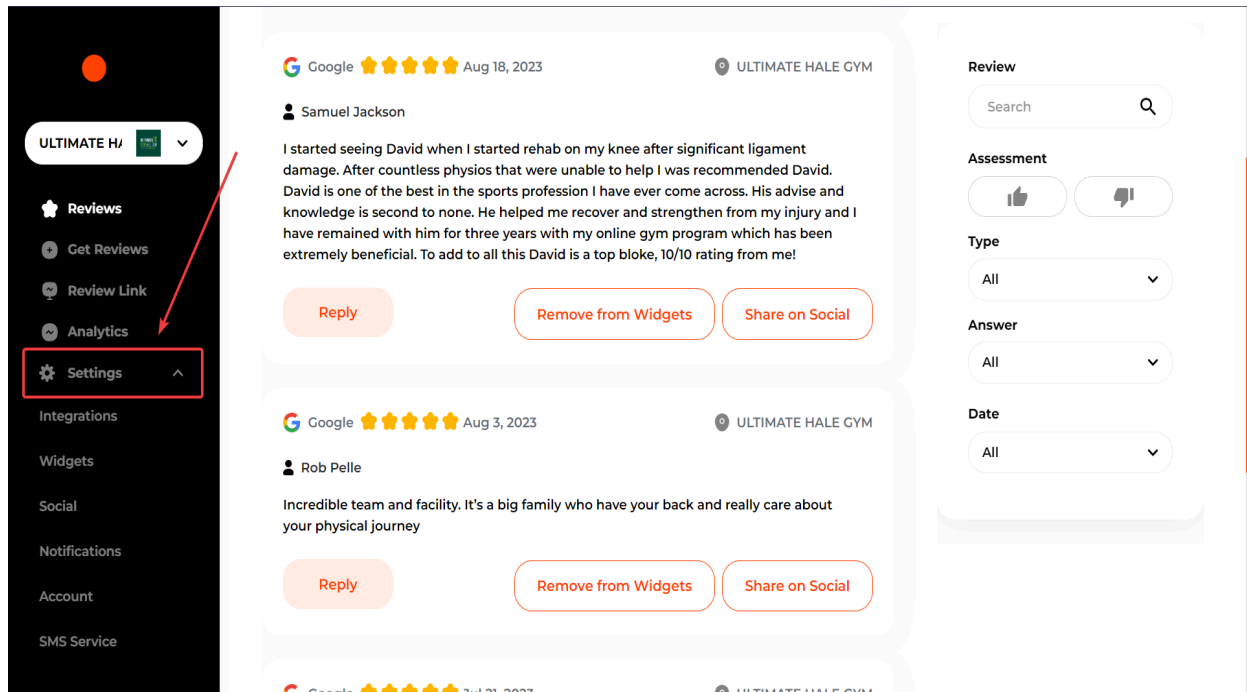


# RevuSync Quick Start Guide

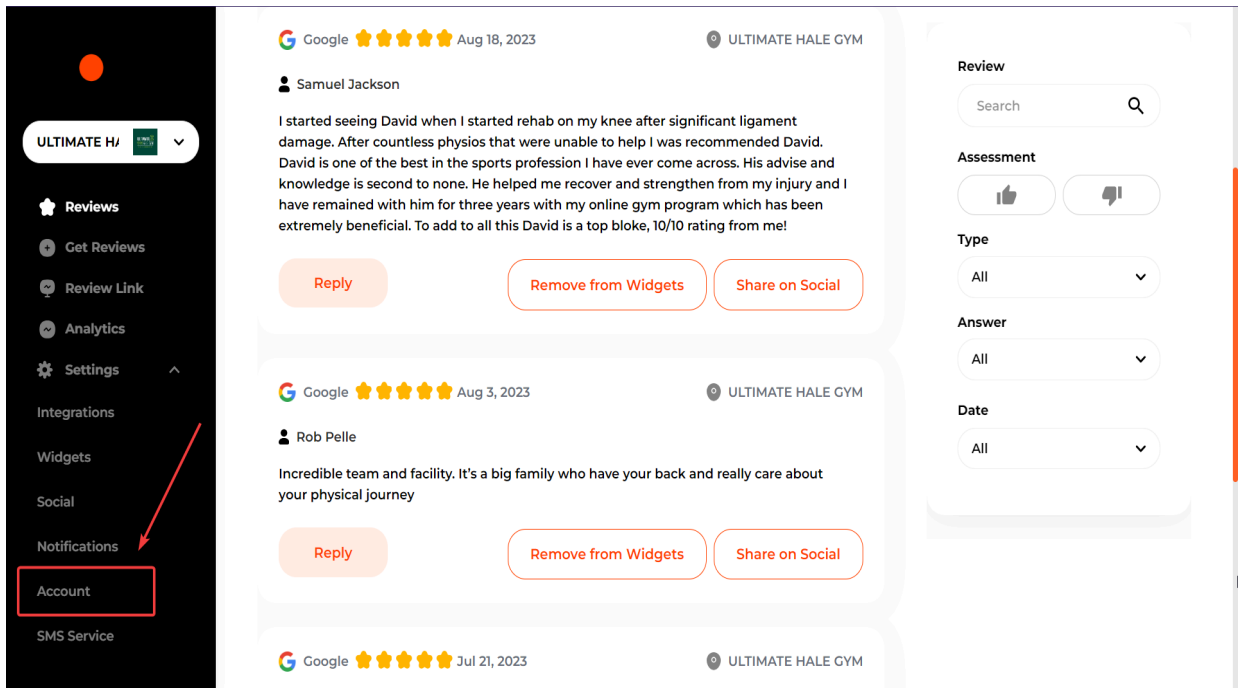
## Updating Password

Changing your password helps to keep your account safe.

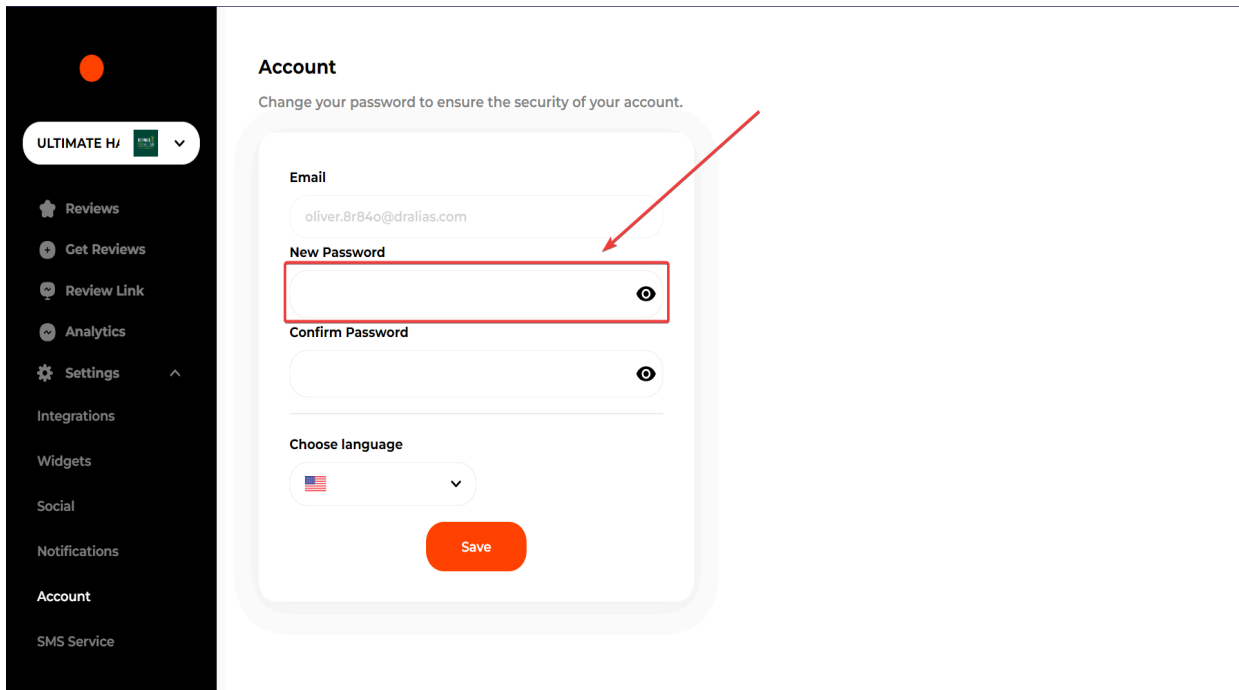
As soon as you sign in using the credentials sent with the welcome email, you should change the initial password by clicking **Settings** on the left sidebar.



Then click **Account**.



You'll be presented with a field to enter your **New Password**.



Repeat the same password in the **Confirm Password** field

The screenshot shows a dark sidebar on the left with a navigation menu. The main content area is titled "Account" and contains the following elements:

- Account** header
- Instruction: "Change your password to ensure the security of your account."
- Email** field: "oliver.8r84o@dralias.com"
- New Password** field: empty, with a visibility toggle icon.
- Confirm Password** field: empty, with a visibility toggle icon. This field is highlighted with a red rectangular box, and a red arrow points to it from the right.
- Choose language** dropdown: currently set to "US".
- Save** button: a red rounded rectangle at the bottom.

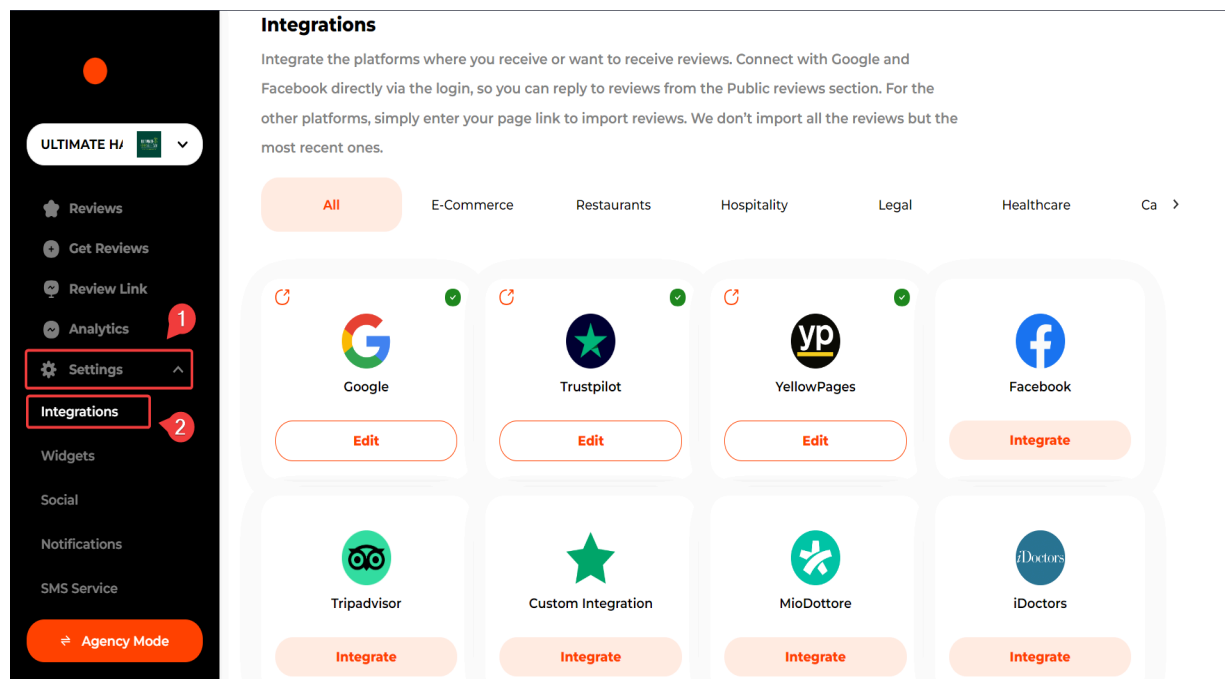
Finally, click **Save**.

Keep your password safe. Moving forward, use your new password to log into your account.

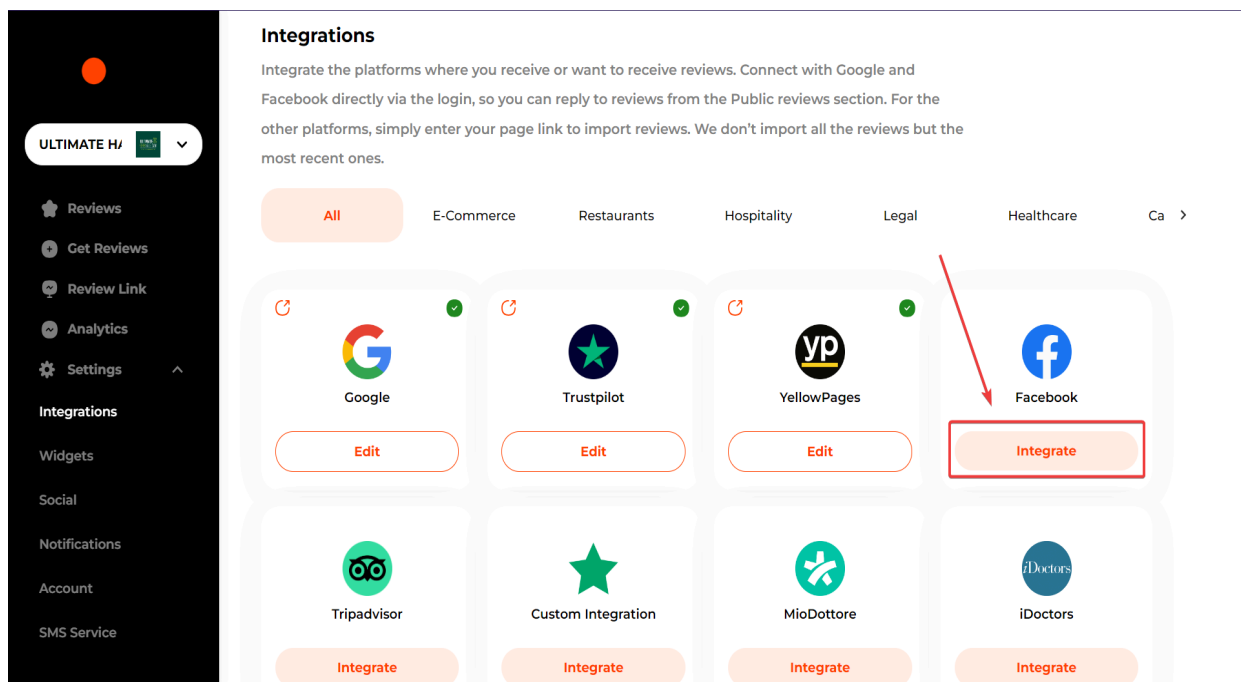
This screenshot is identical to the one above, showing the "Account" settings page. In this view, the "Save" button at the bottom is highlighted with a red rectangular box, and a red arrow points to it from the right.

## Integrations

To start integrating review platforms, first click **Settings** on the left sidebar. Then click **Integrations**.



You can integrate over twenty different review platforms. To connect your platform, simply click **Integrate** below each platform.



After hitting the **Integrate** button, you will see on-screen instructions guiding you through the platform integration process.


For instance, the following screenshot shows the integration instructions for the Facebook page.

**Link your page**

We need to link your business's Facebook page to import reviews. Sign in with the account that manages the page, select your page, and allow access to Online Reviews.

If you've linked other pages before, press "Change Settings" and check the page you want to connect, without removing the others.

Important: Before submitting review requests make sure the "reviews" tab on your Facebook page is active.

 Log in with Facebook

## Reviews

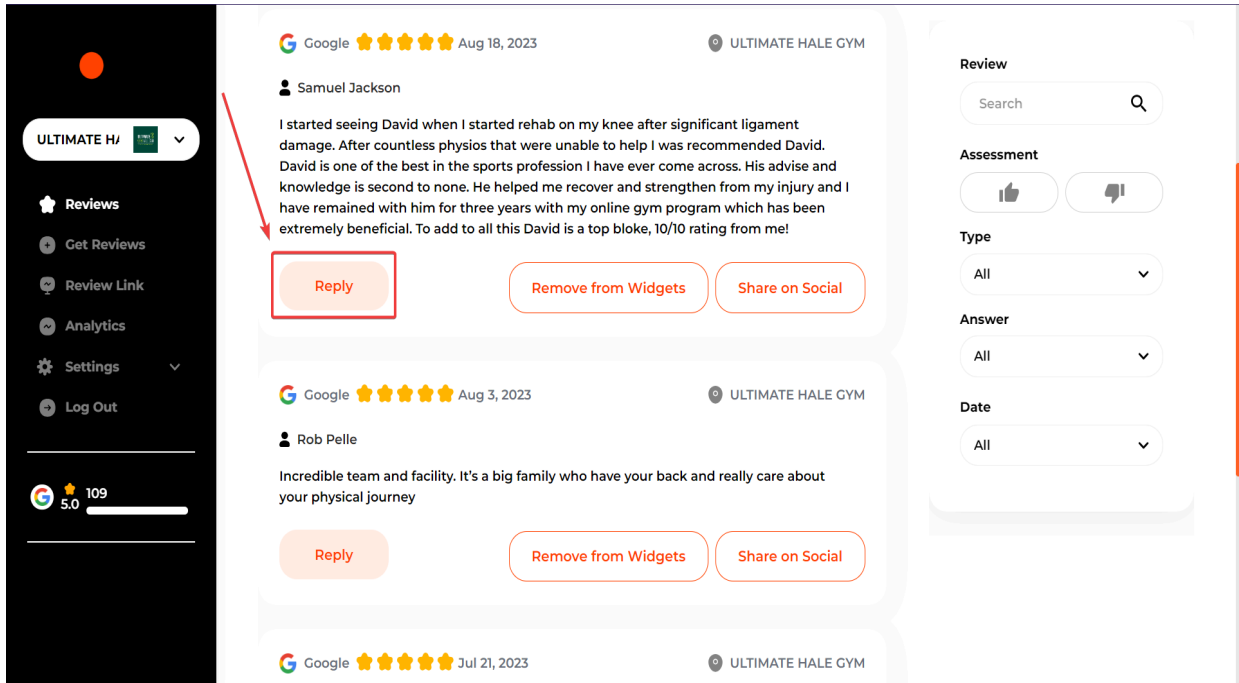
The platform feed automatically updates four times a day with new reviews.

On the left sidebar of the **Reviews** section, you will see a list of integrated platforms with ratings and the number of reviews.

Whereas, on the right sidebar, you can search and find reviews by entering keywords and filtering reviews by *Assessment*, *Type*, *Answer*, and *Date*.

The screenshot displays the 'Reviews' section of a platform. On the left is a dark sidebar with a 'Reviews' menu item highlighted in red. Below it are options: 'Get Reviews', 'Review Link', 'Analytics', 'Settings', and 'Log Out'. At the bottom of the sidebar, a Google review widget is shown with a 5.0 rating and 109 reviews. The main content area features a feed of reviews. The top review is from Samuel Jackson (Google, 5 stars, Aug 18, 2023) with a detailed text and buttons for 'Reply', 'Remove from Widgets', and 'Share on Social'. Below it is a review from Rob Pelle (Google, 5 stars, Aug 3, 2023) with a shorter text and similar buttons. A third review is partially visible at the bottom. On the right, a 'Review' filter sidebar is highlighted in red, containing a search bar, an 'Assessment' section with thumbs up/down buttons, and dropdown menus for 'Type', 'Answer', and 'Date', all currently set to 'All'.

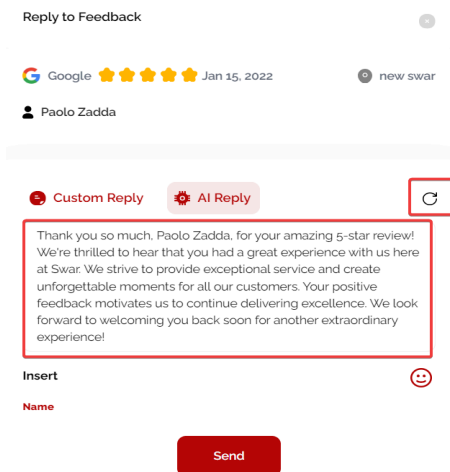
We allow you to monitor and respond to all reviews right from the platform. To do so, just go ahead and click **Reply** under each review.



## AI Reply

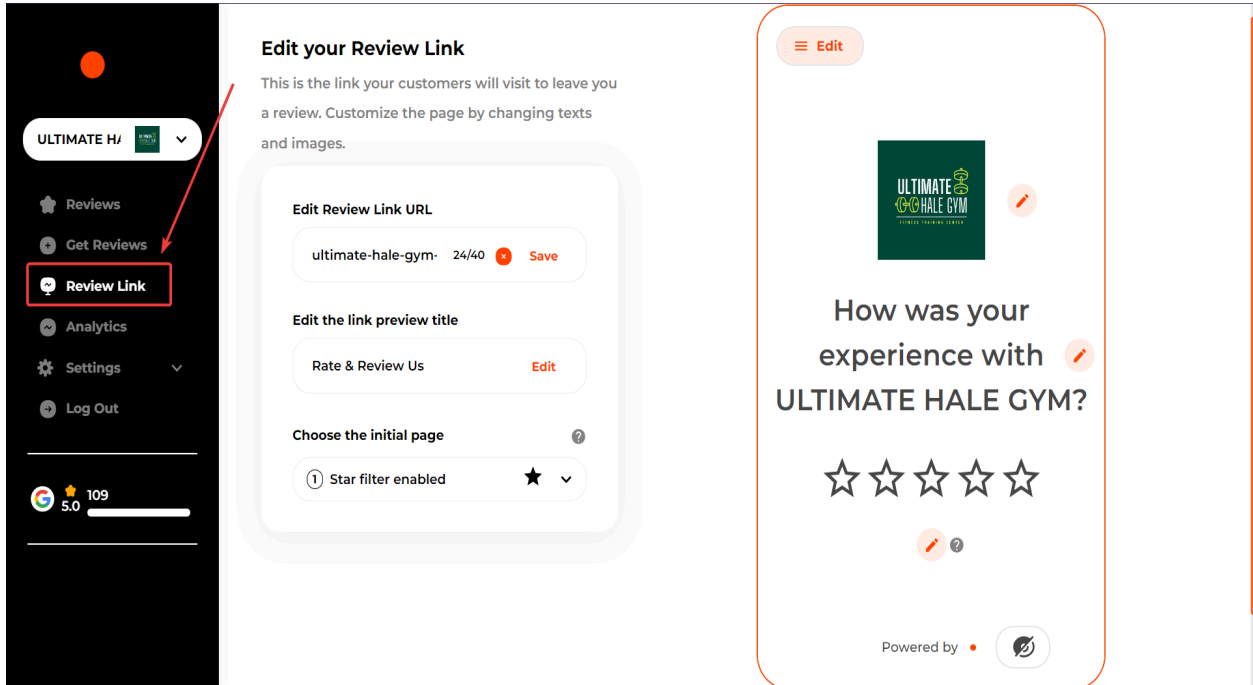
We use the latest AI technology to generate AI replies for your reviews, which ultimately saves you time. After clicking **Reply** on each review, simply click - **AI Reply**. The platform automatically generates a reply for your review.

If you want AI to generate a new response, simply click the little “reload” button.



## Review Link

The **Review Link** is the link your customers visit to leave a review. You can customize the review link by clicking the **Review Link** on the left sidebar.



**Edit your Review Link**

This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.

**Edit Review Link URL**

ultimate-hale-gym- 24/40 Save

**Edit the link preview title**


Rate & Review Us Edit

**Choose the initial page** ?

1 Star filter enabled ★ ▼


**Preview:**

Edit

 Edit

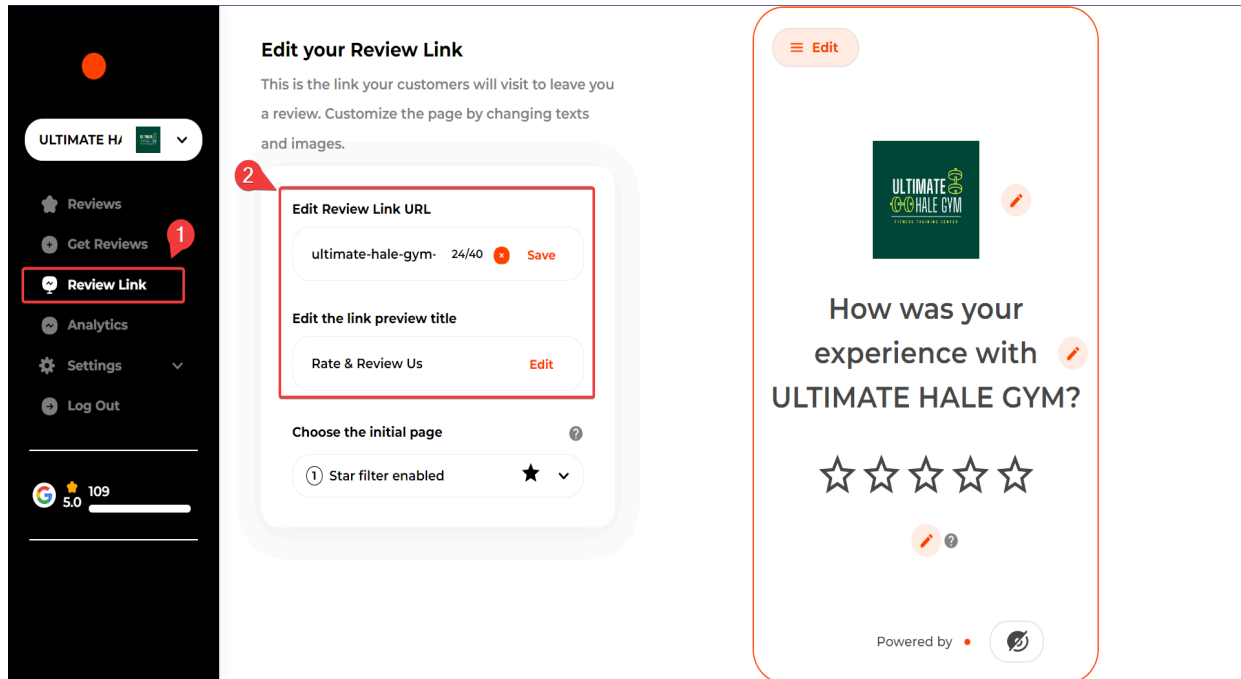
How was your experience with **ULTIMATE HALE GYM?** Edit

☆☆☆☆☆ Edit ?

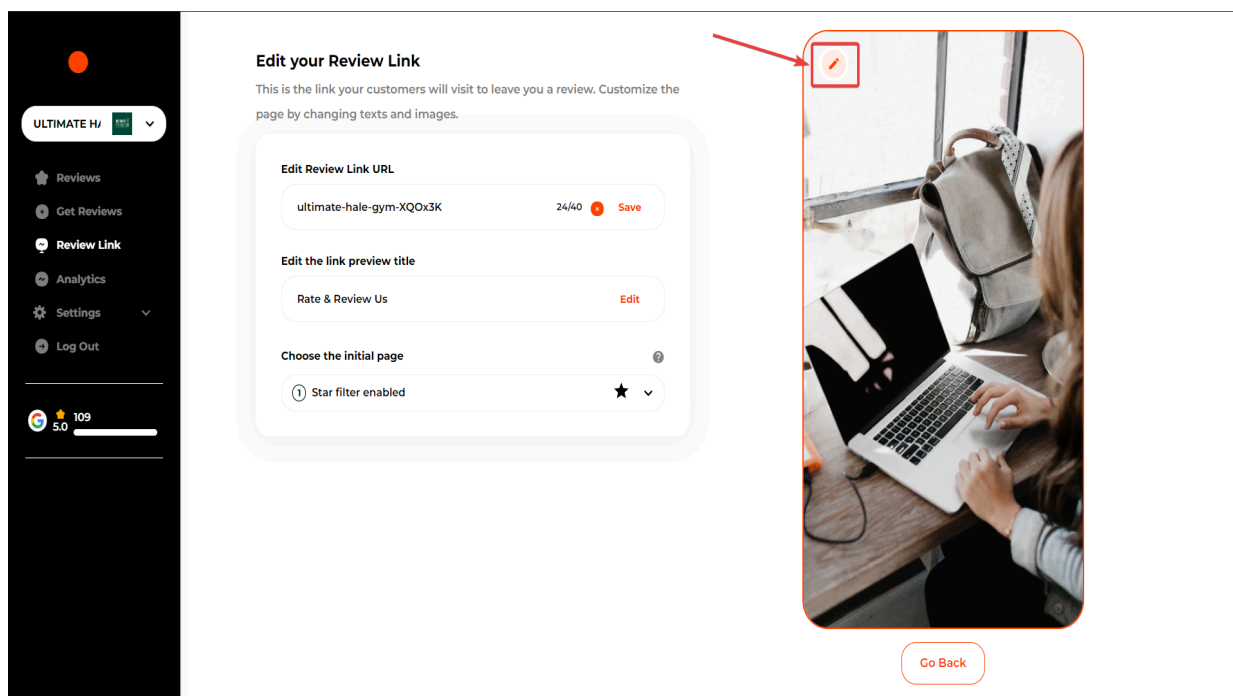
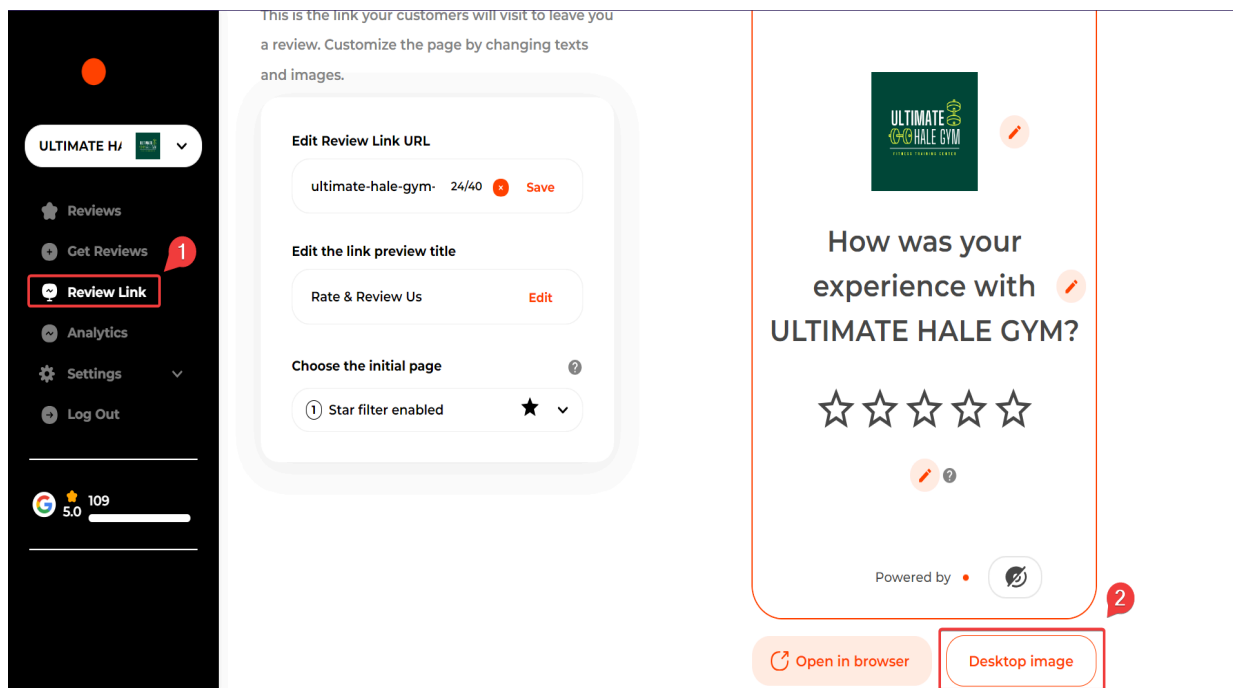
Powered by 



From the **Review Link**, you edit the review link URL and link preview title.

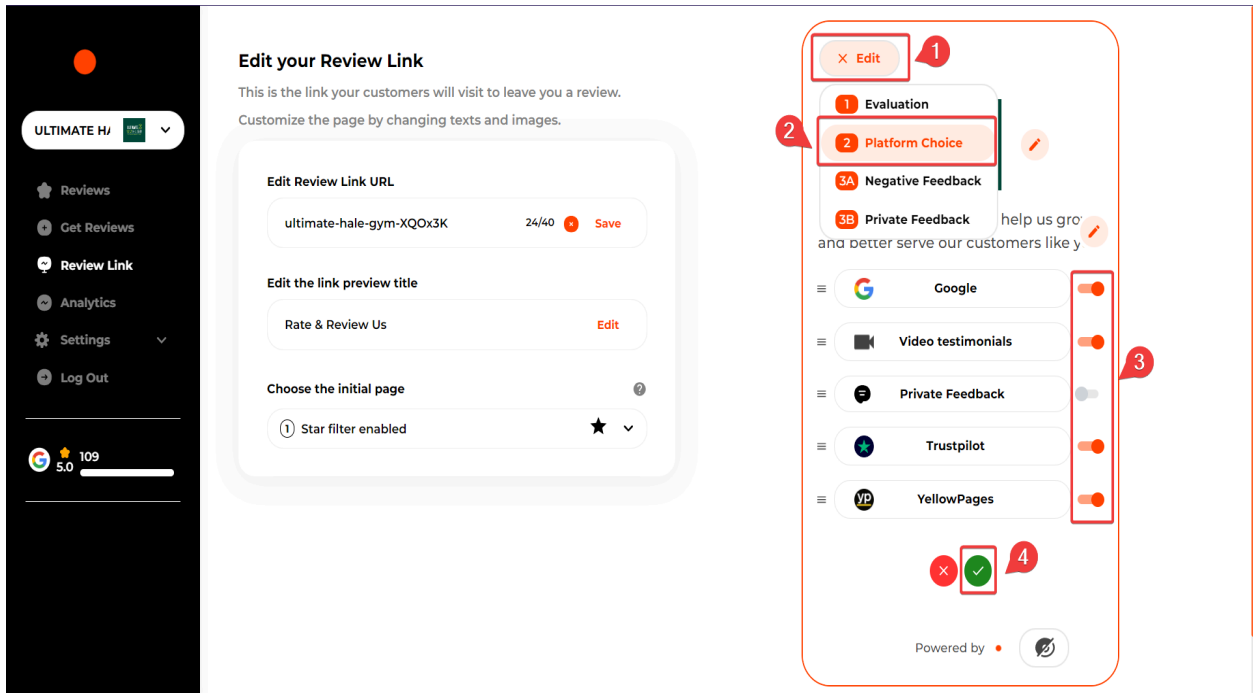


Click **Desktop Image** and then **click the little pencil** icon in the top left corner to update the desktop image. Image size - 720 px x 900 px.

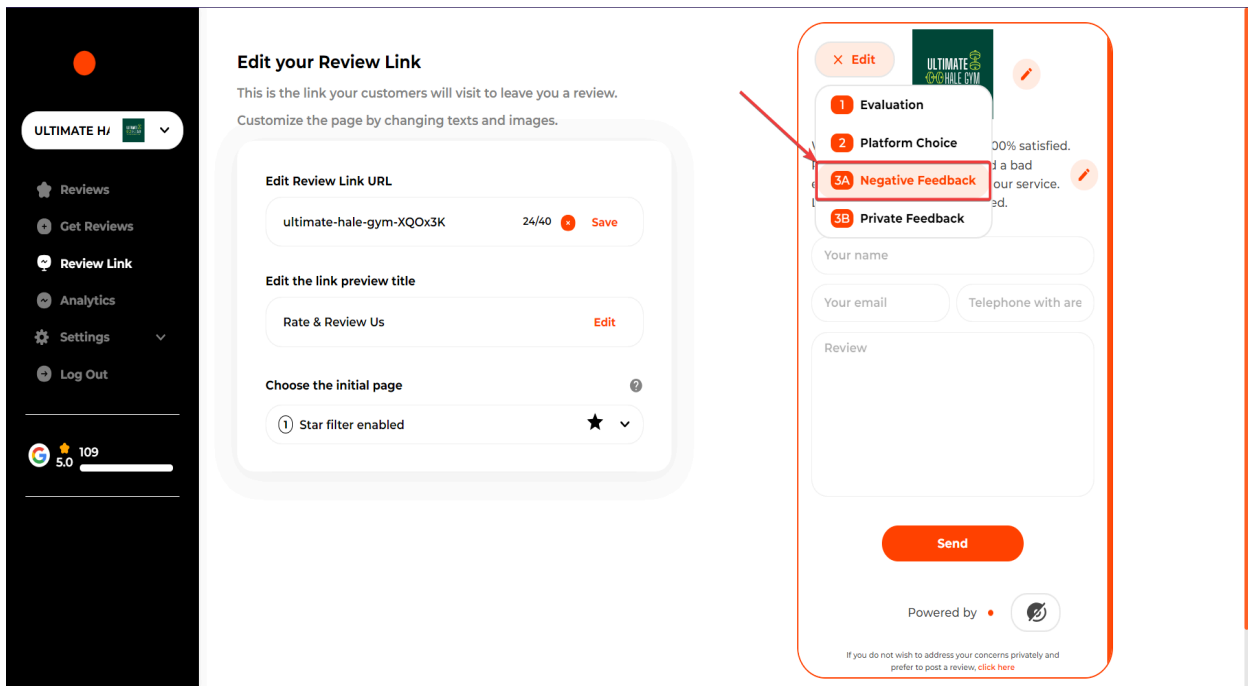
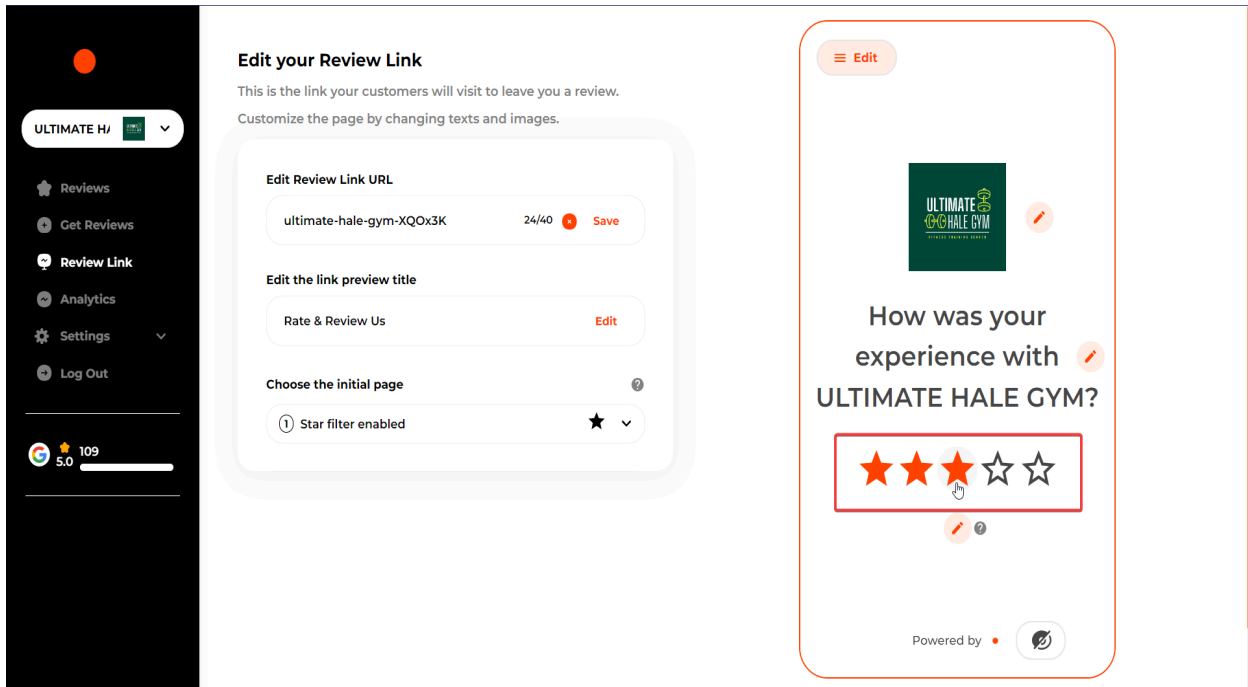


On the **Platform Choice** section, you can enable or disable platforms you'd like to showcase on the Review Link.

Once you choose the platforms of your choice, make sure to save changes by clicking the green checkmark button.

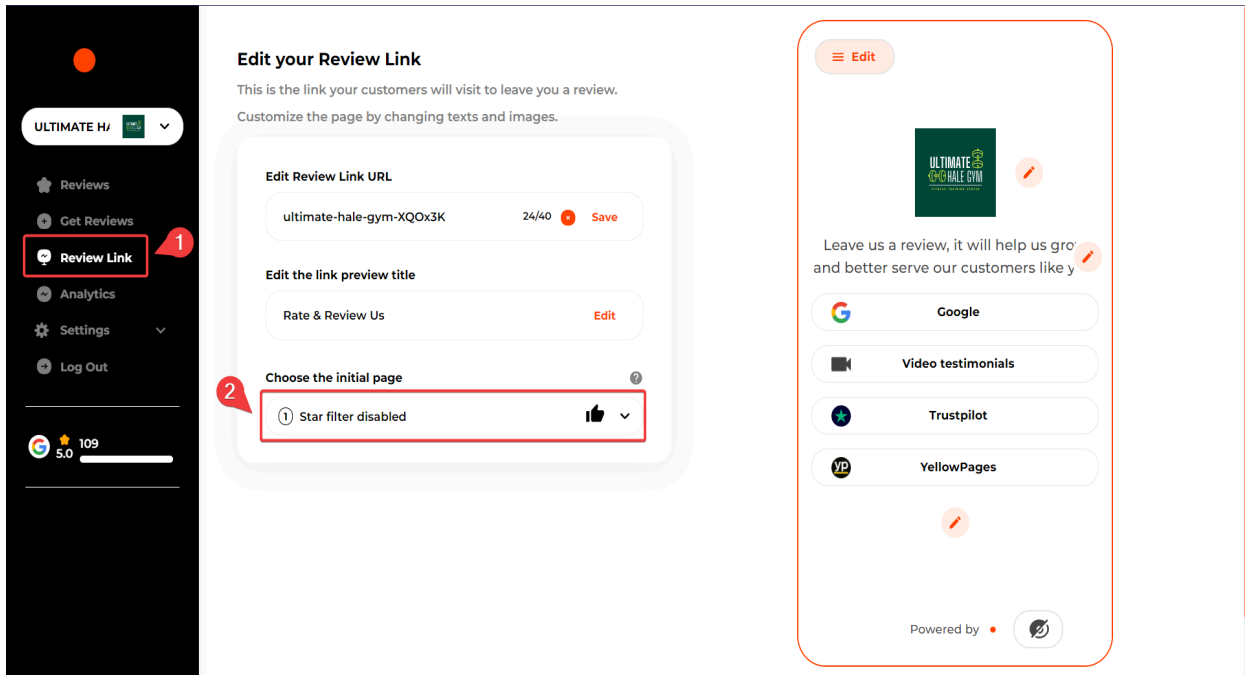


The **Negative Feedback** section shows the page your customers see when they want to write a 1, 2, or 3-star review. We ask your dissatisfied customer to leave their contact information to follow up later on to answer their concerns privately.

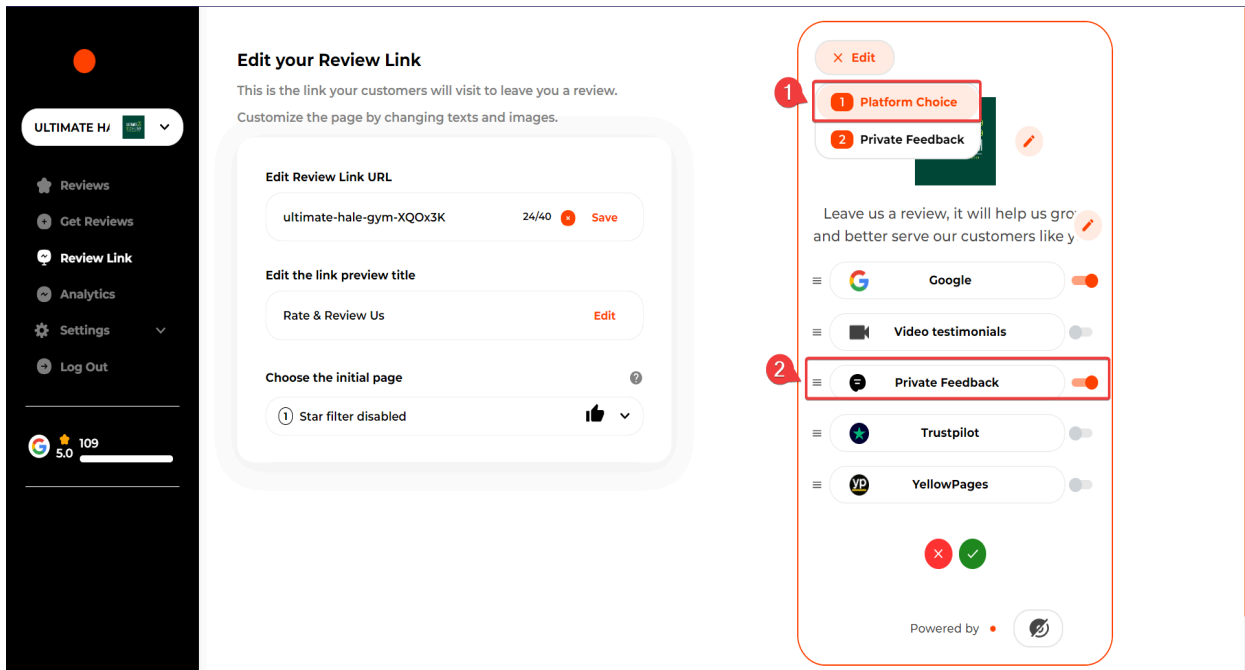


If your customers want to write a 4 or 5-star review, a negative feedback page **will not be presented**.

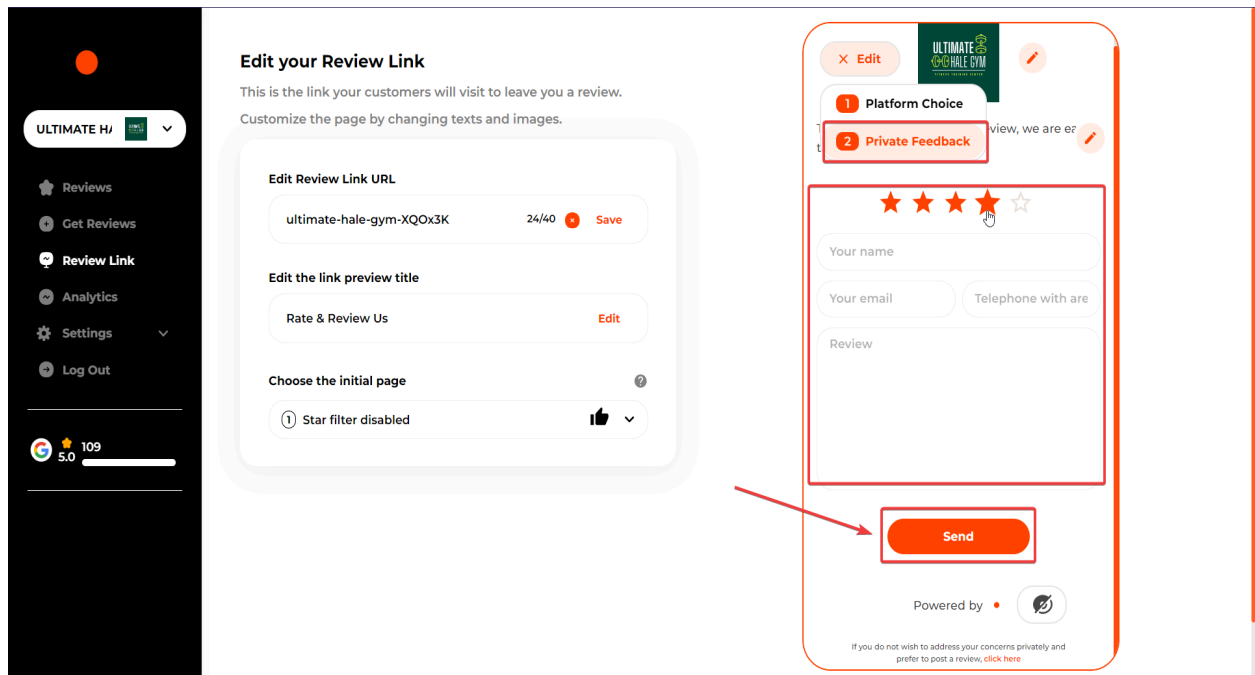
Showing the **Negative Feedback** page / internalizing negative feedback is optional, and you can disable it by clicking **Review Link** and choosing **Star filter disabled**.



The **Private Feedback** section shows the page your customers see when they want you to leave private feedback from your review link.



Customers can leave private feedback/rate their recent experience by choosing 1 to 5 stars, filling out a quick form, and then clicking **Send**.

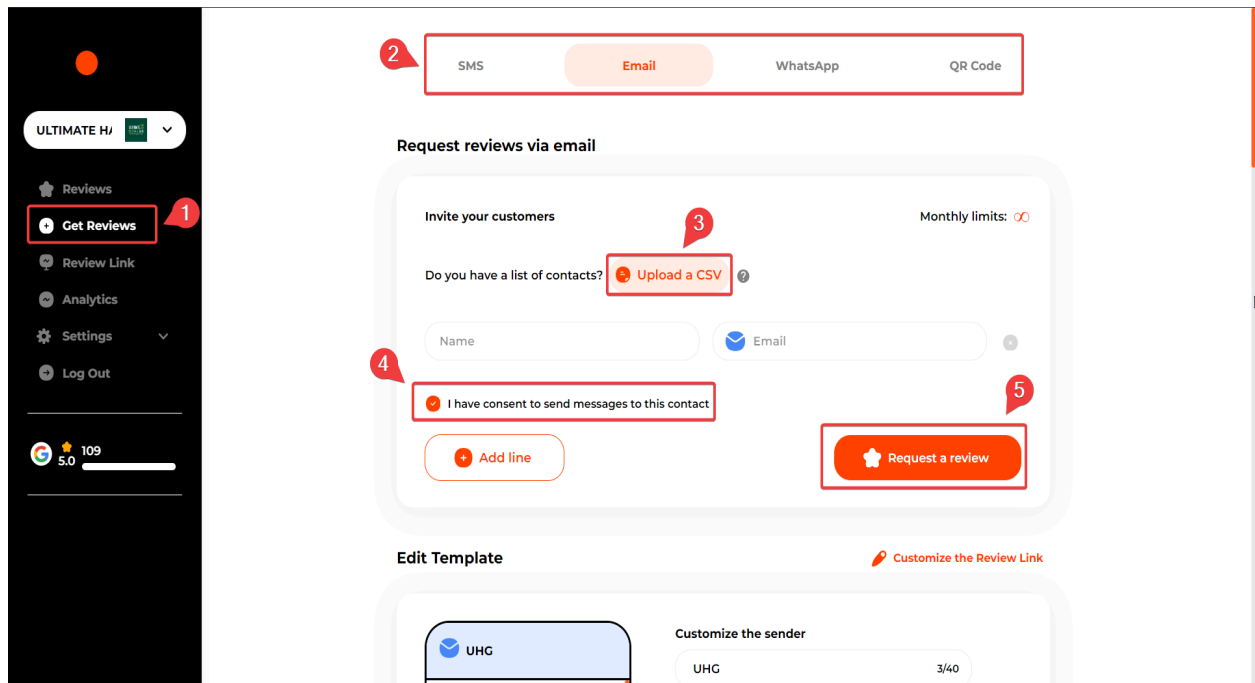


## Request Reviews

You can request reviews by clicking **Get Reviews** on the left sidebar and start requesting reviews via **SMS, Email, WhatsApp and QR Code**.

To send review requests, you can upload a CSV file or invite customers individually by entering Name and Number/Email manually (to add a new customer, click “Add line”).

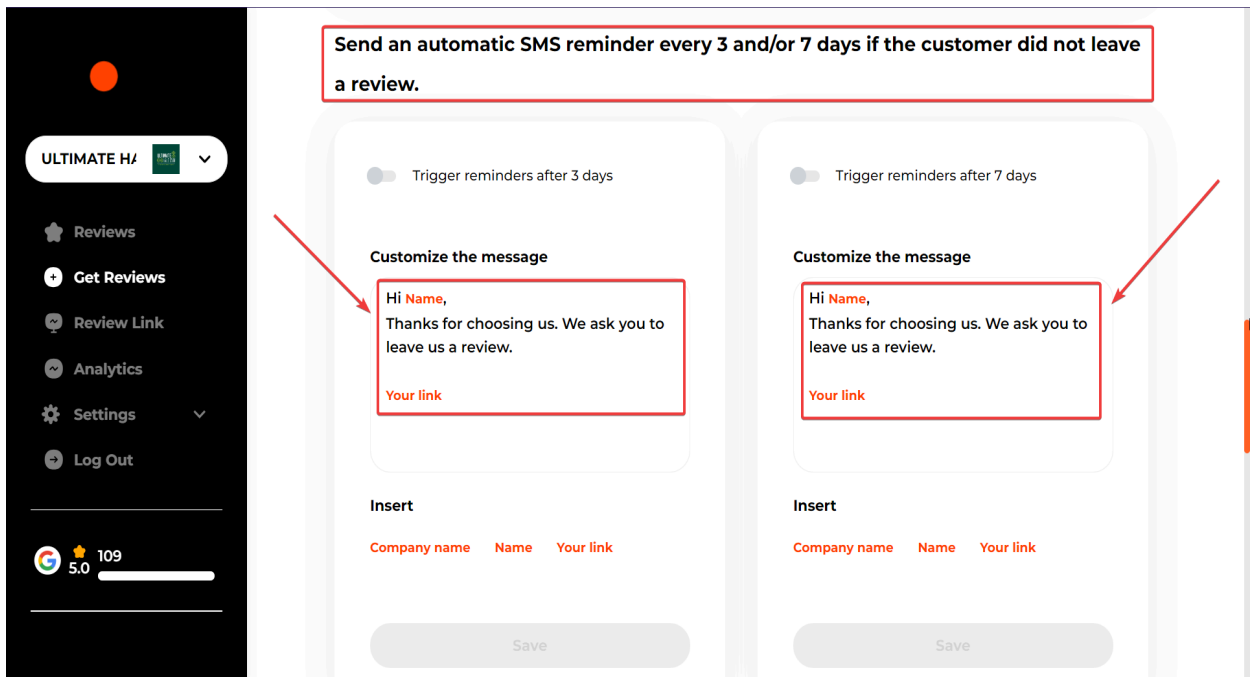
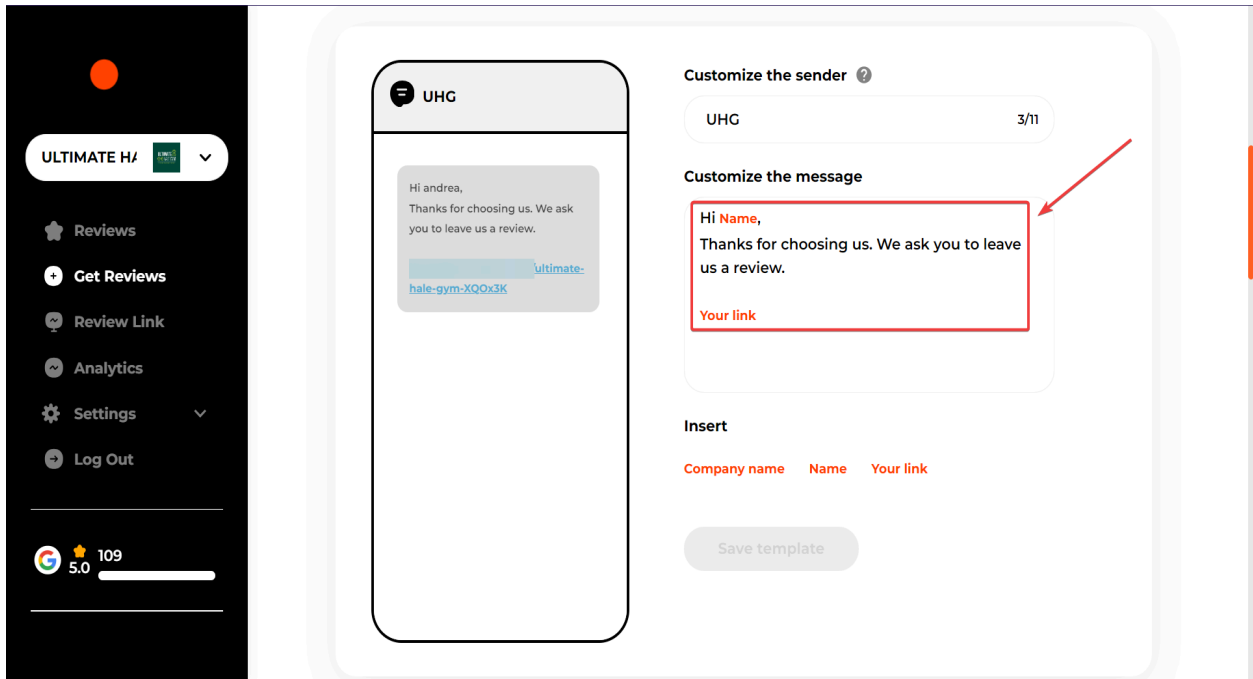
Make sure you have consent to send messages. Check if *I have consent to send messages to this contact* and then click **Request a review**.



Once you are in the **Get Reviews** section, just scroll, and you can customize review request templates for SMS, Email, and WhatsApp.

You can optionally send an automatic SMS/Email reminder after 3 and/or 7 days if the customer doesn't leave a review on the initial request.

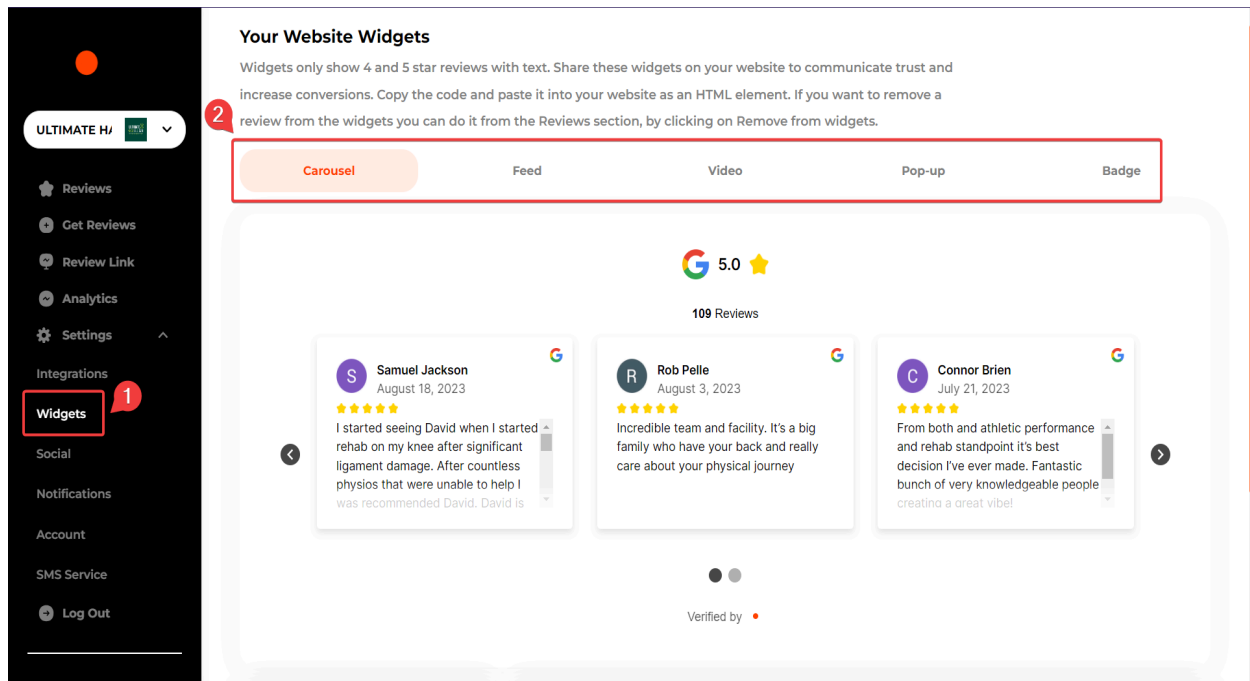
We allow you to customize SMS/Email reminder templates too.



## Website Widgets

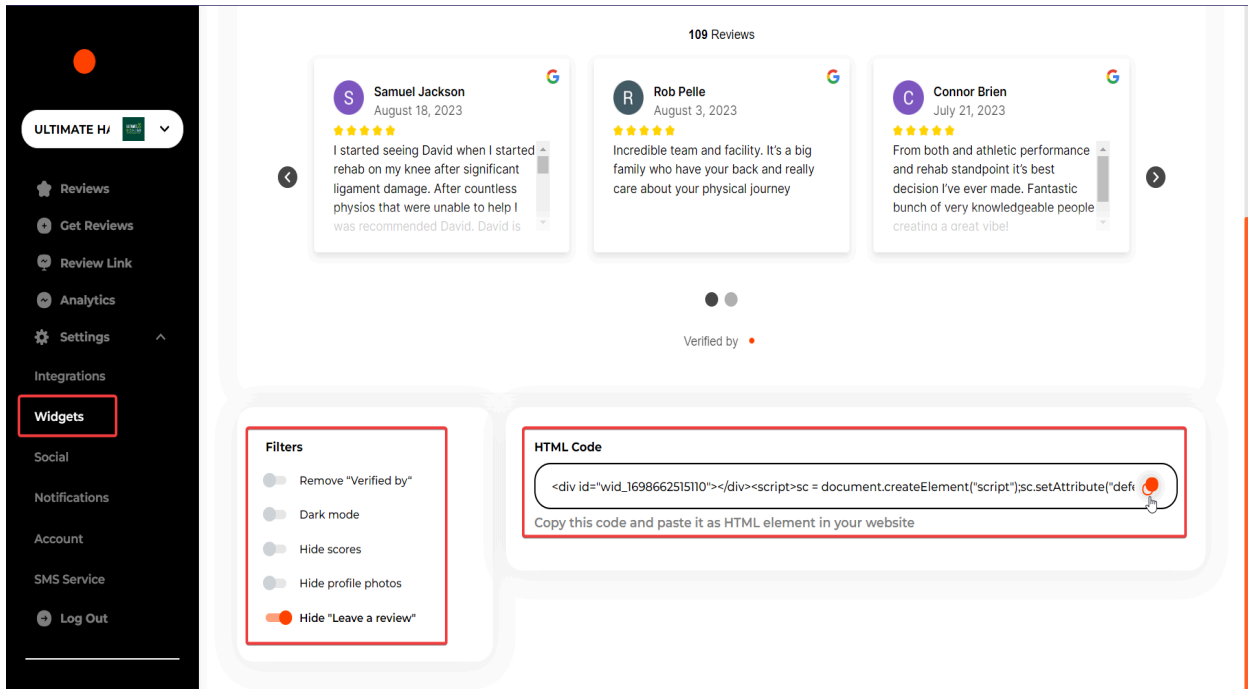
We have five website widgets (**Carousel, Feed, Video, Pop-up, and Badge**) showcasing 4 and 5-star reviews with text on the customer's website.





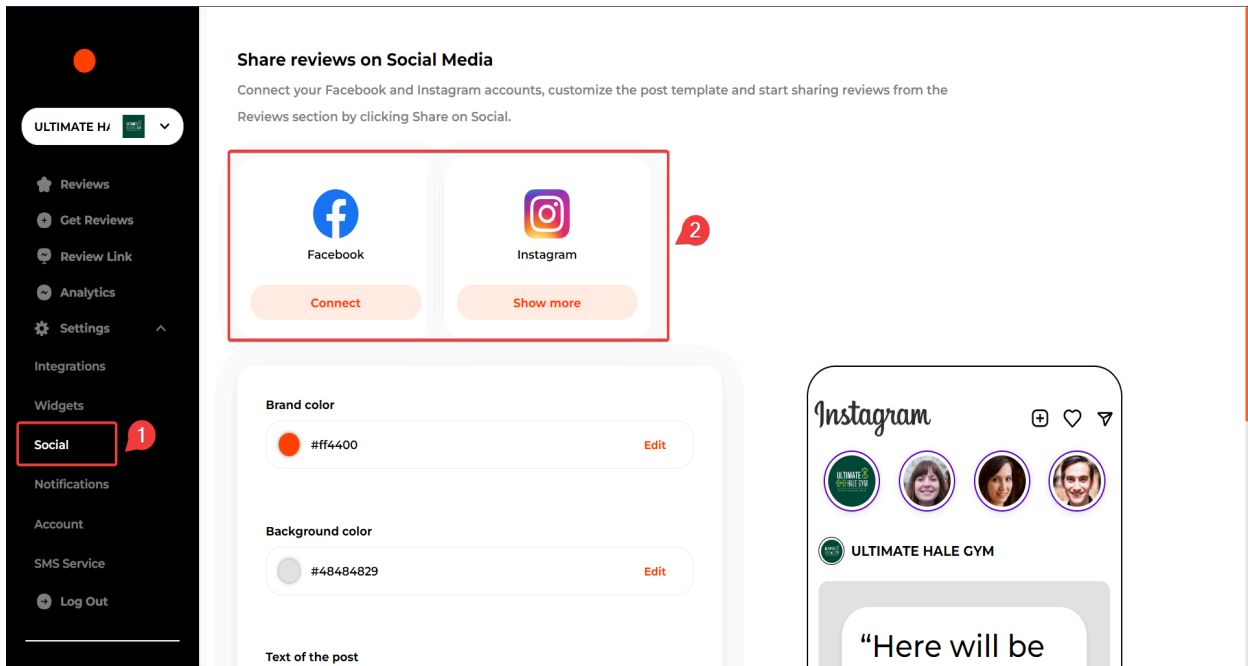
You can scroll down and further customize website widgets using different filters: **Remove “Verified By”** on the website widget, **Dark mode**, **Hide scores** from the integrated review platforms, and **Hide profile photos** of the reviewers. **Hide “leave a review”** from the website widget.

After choosing your favorite website widget type with customization, simply copy the HTML code and paste it on your website.

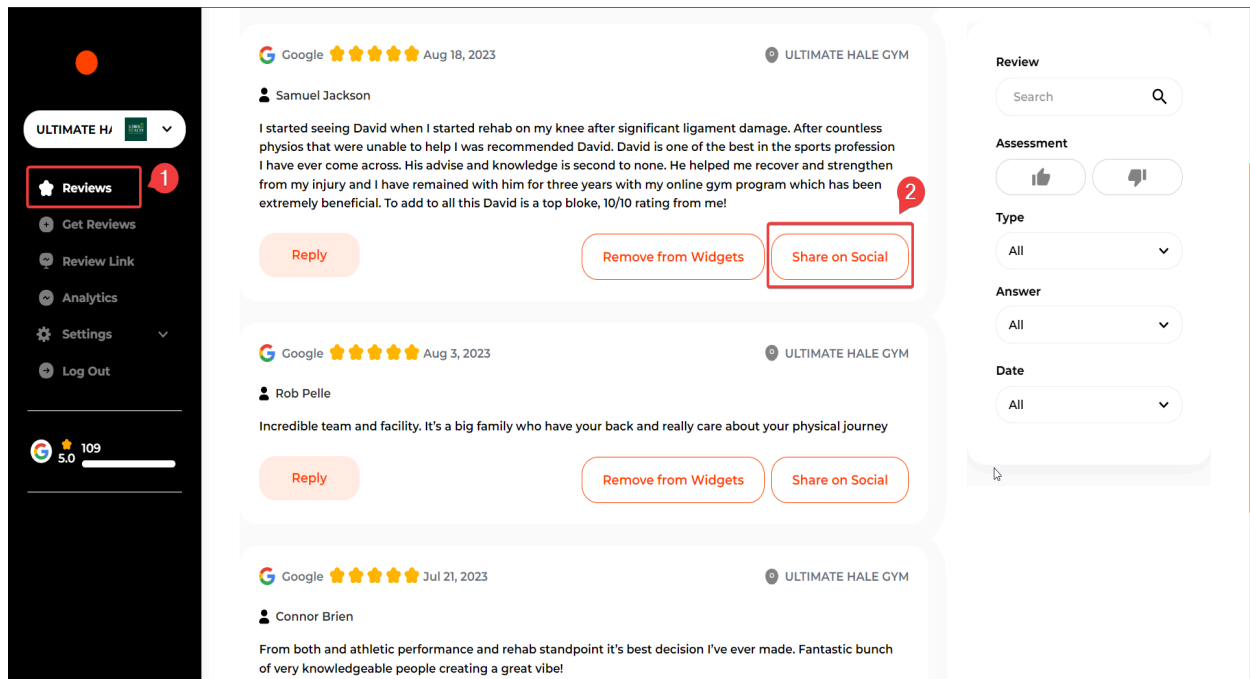


## Social Sharing

The social sharing feature lets you connect your Facebook/Instagram accounts and customize the post template.



Now go ahead and start sharing reviews by clicking **Share on Social** under each review.



## Analytics

The Analytics section allows you to visualize your growth with charts, populated with data that's updated once a day.

The analytics section shows the number of **New Public Reviews**; the **Reviews Growth** chart represents the number of reviews over time; **Average Rating Growth** represents the average of the reviews over time, which have been normalized on a scale from 1 to 5.

The **Review Funnel** consists of:

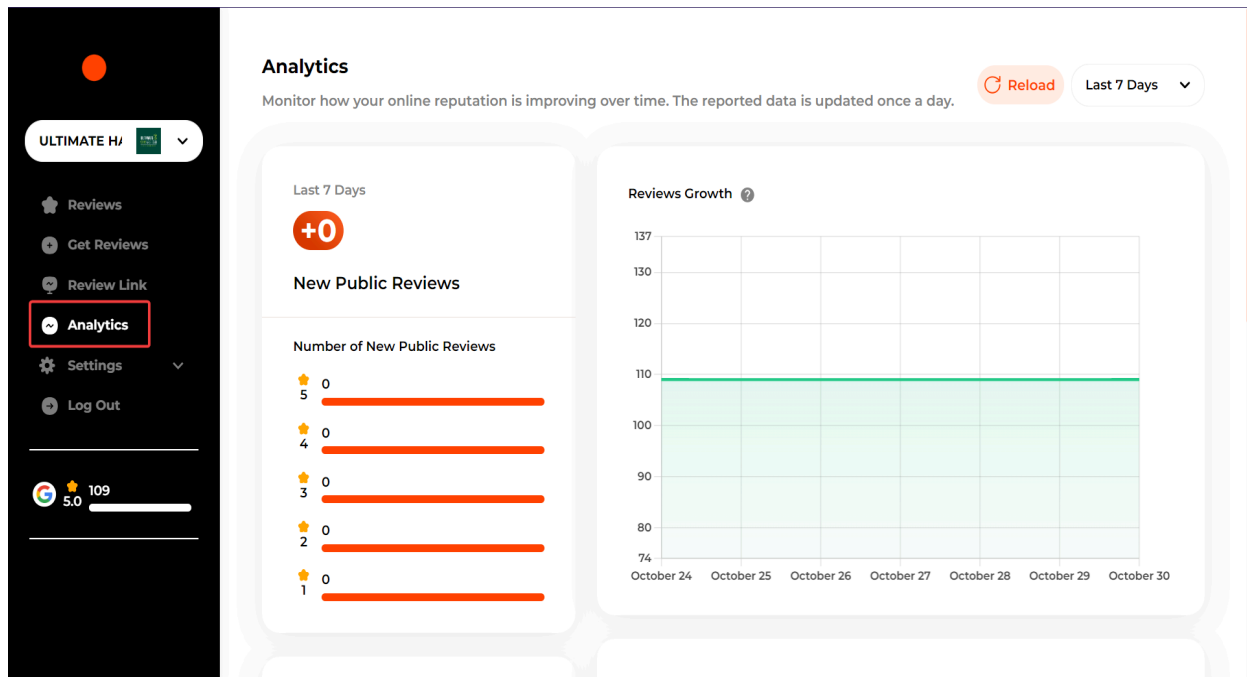
**Invites Sent:** Total number of email, SMS, and WhatsApp campaigns sent in the selected time frame.

**Total Visits:** The total number of visits to your **Review Link** in the selected time frame.

**QR Code Visits:** the total number of visits to the Review Link deriving from the QR code in the selected time frame.

**New Public Reviews:** reviews on public platforms (e.g., Google) in the selected time frame. Video reviews and private reviews are excluded.

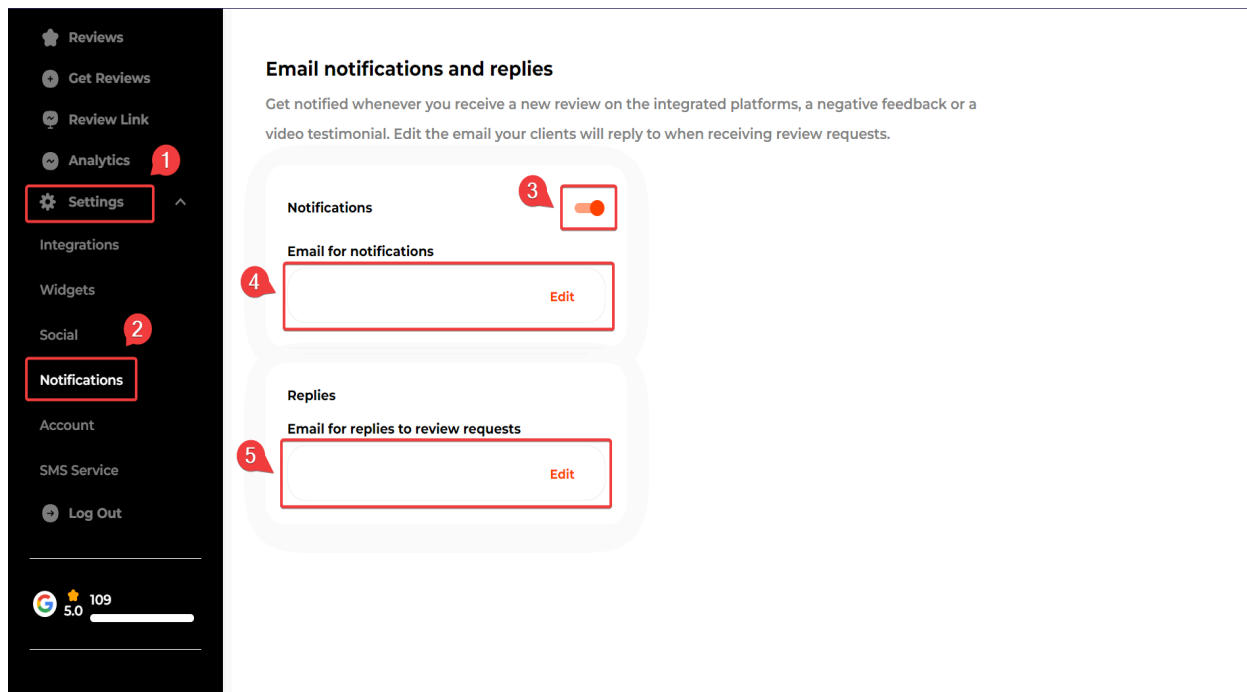
**Negative Feedback:** private reviews resulting from negative customer experiences in the selected time frame.



## Notifications

To receive email notifications for new reviews, please go to **Settings**, then click **Notifications**.

Make sure the **Notifications** toggle is on. Then go ahead and enter your email in the following fields: *Email for notifications* and *Email for replies to review requests*.

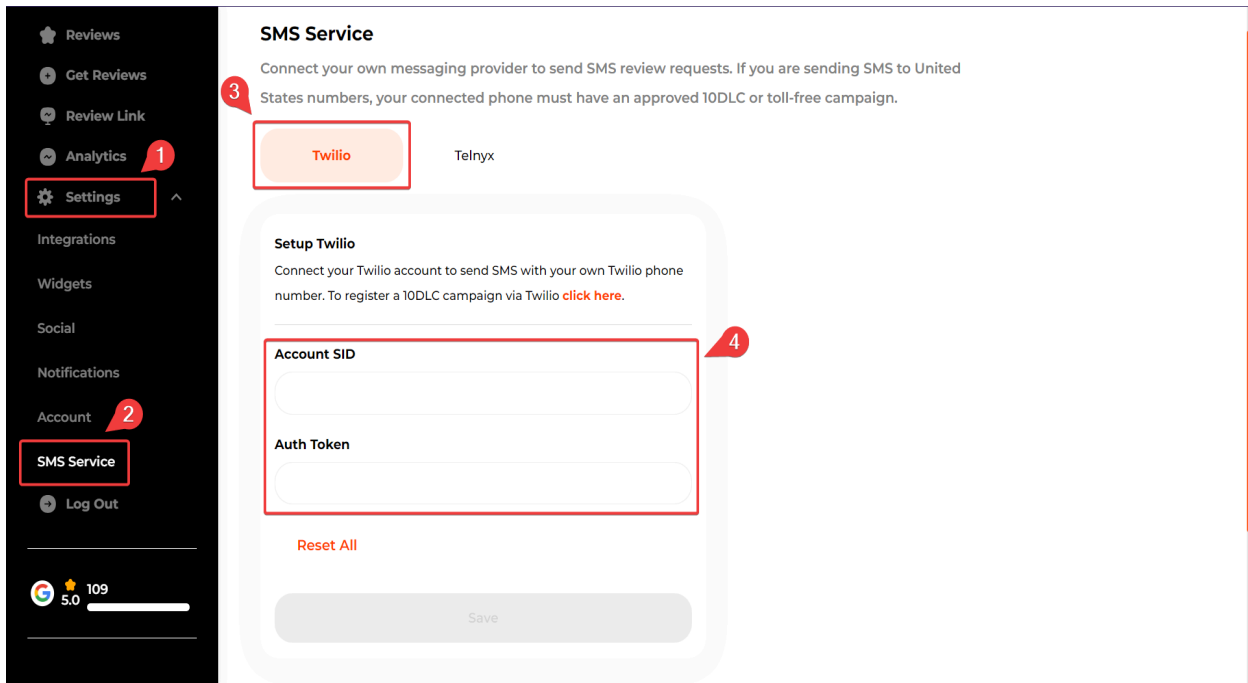


## SMS Service

The SMS Service enables you to connect with your messaging provider to send SMS review requests. If you send SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.

To access the SMS service, click **Settings** → **SMS Service**

Set up Twilio by entering the **Account SID** and the **Auth Token**. Once you're done, click **Save** to save your changes.



You can also set up Telnyx by entering the API key and clicking **Save**.

The image shows a user interface for configuring SMS services. On the left is a dark sidebar with navigation items: Reviews, Get Reviews, Review Link, Analytics (with a red notification bubble '1'), Settings (with a red box around it), Integrations, Widgets, Social, Notifications, Account (with a red notification bubble '2'), SMS Service (with a red box around it), and Log Out. At the bottom of the sidebar is a Google Play Store badge showing a 5.0 rating and 109 reviews.

The main content area is titled "SMS Service" and contains the following text: "Connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign." Below this text are two radio buttons: "Twilio" and "Telnyx". The "Telnyx" button is selected and highlighted with a red box and a red callout bubble containing the number "3".

Below the radio buttons is a "Setup Tenyx" section. It contains the text: "Connect your Tenyx account to send SMS with your own Twilio phone number. To register a 10DLC campaign via Tenyx [click here](#)." Below this text is a text input field labeled "Api Key", which is highlighted with a red box and a red callout bubble containing the number "4". Below the input field is a "Reset All" link. At the bottom of the setup area is a "Save" button.