

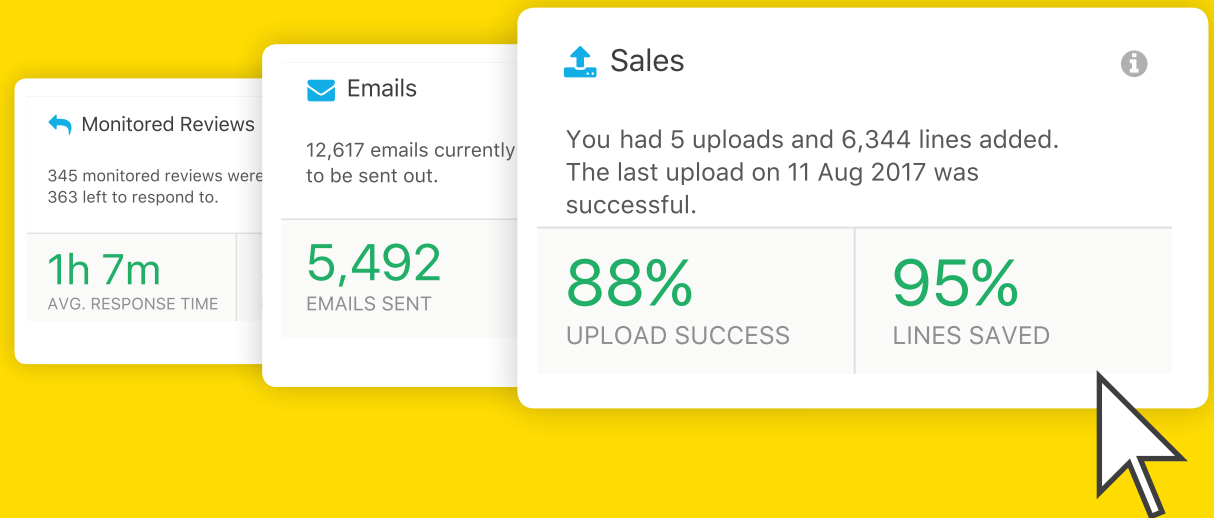
# Introducing the new Feefo Hub

**feefo** 

# Introducing the new Feefo Hub





The Feefo Hub has landed, with a new look, new layout and streamlined features that will make it quicker and easier to get the most from your reviews.

Don't worry, this isn't an update designed to infuriate. The brains behind the Feefo platform have been keeping a keen eye on your feedback and every improvement is intended to make your life easier.



## So, what's changed?

The new Feefo Hub is much more than just a lick of paint. We've made a number of changes to the Hub, based on your feedback.

-  **Easier to use and navigate**
-  **Managing and responding to feedback made simple**
-  **Clearly spot trends and gain valuable insight**
-  **Clearer reports**

# A cleaner, clearer dashboard

You shouldn't have to dig for the data you need. We've cleaned up the dashboard to make it quicker and easier to see the core information that you use every day.



## Emails sent

How many Feefo emails are currently scheduled to be sent out to your customers and your response rate



## Monitored Reviews

How many reviews you're tracking have been responded to



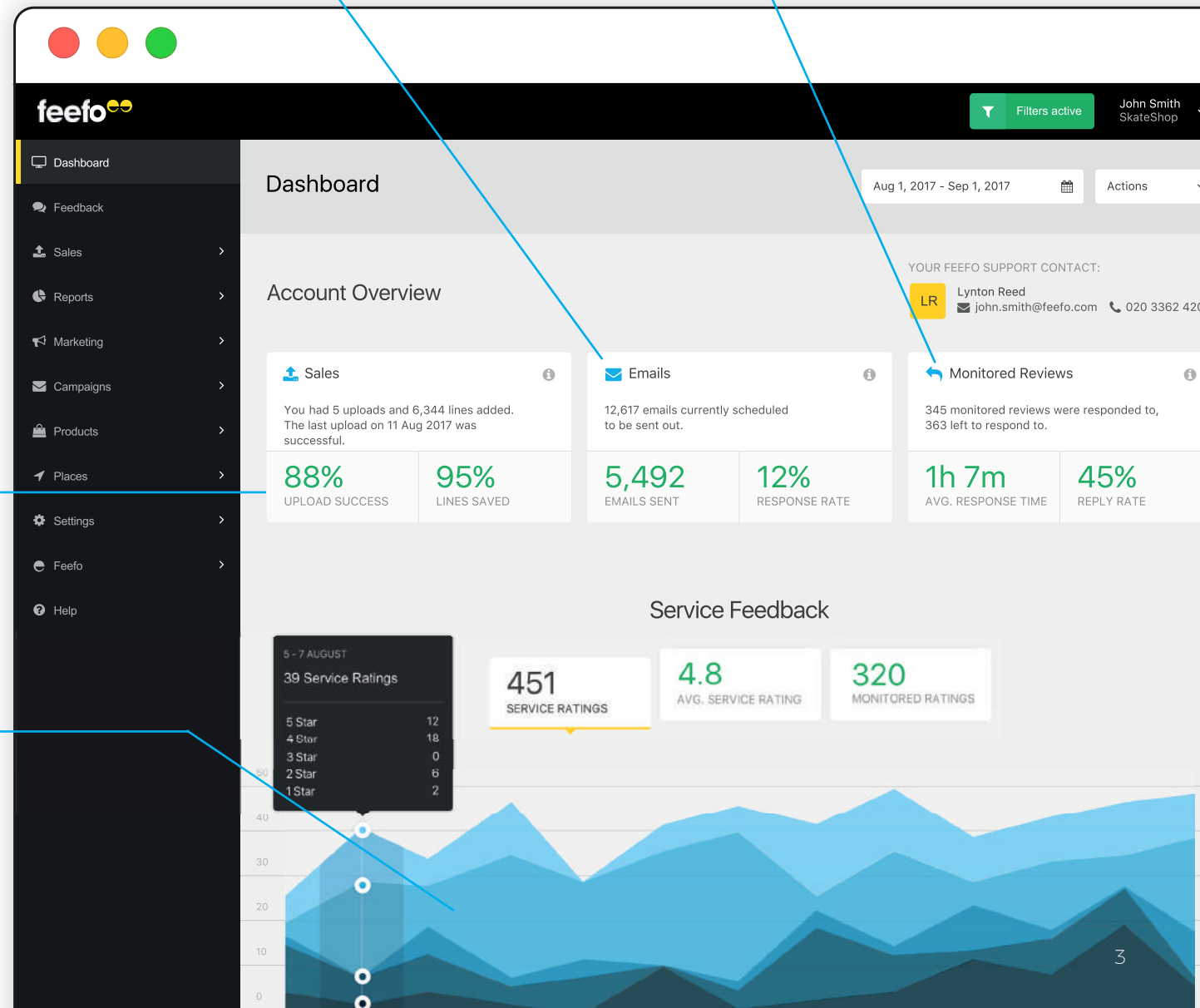
## Sales upload data

How much sales data has been uploaded to Feefo correctly



## Service and product feedback graphs

How many reviews are left each day and your average rating



# More dashboard improvements

## Elected Feedback is now Monitored Reviews

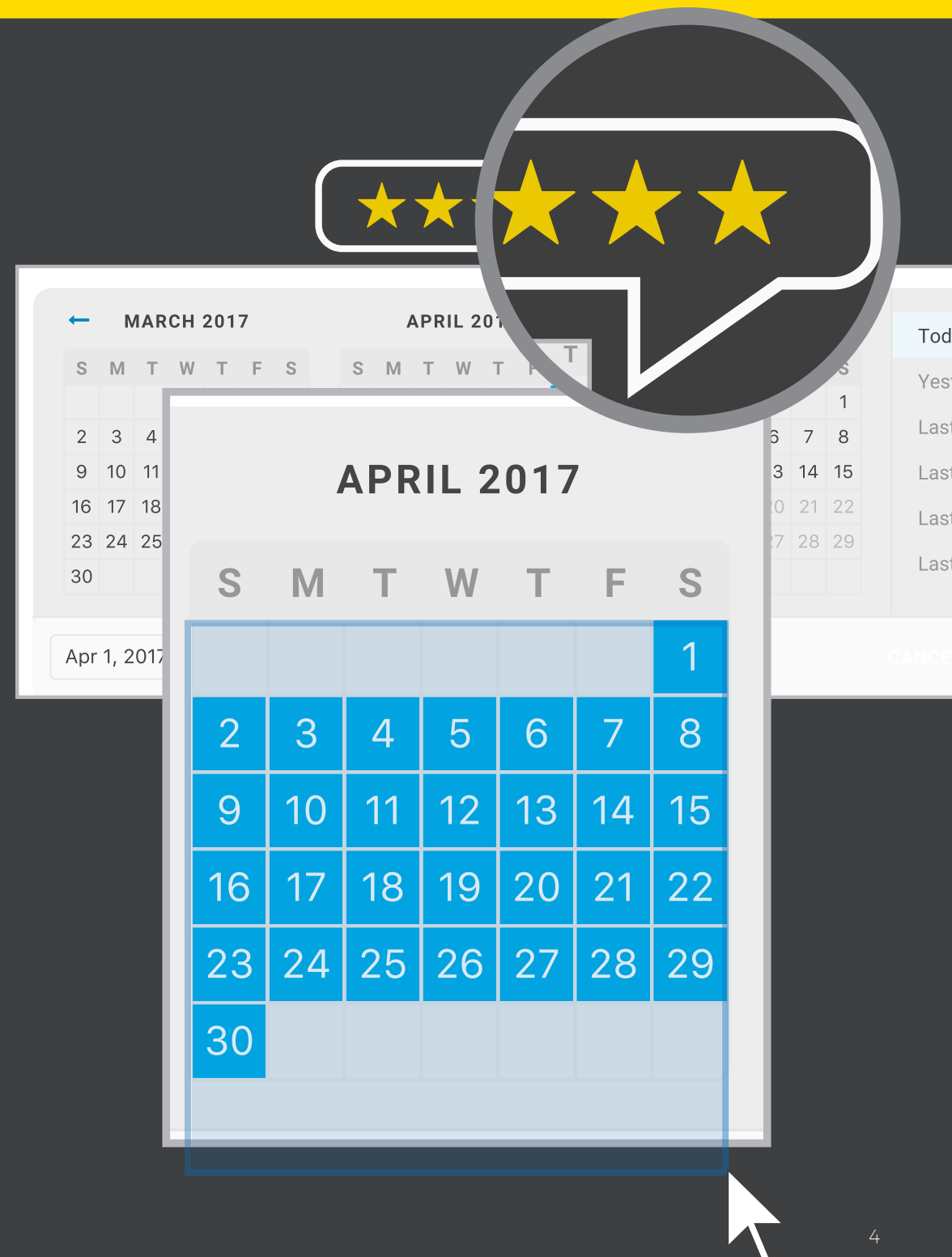
Why make things complicated? We've changed the name 'Elected Feedback' to 'Monitored Reviews'. It's the feedback that you want to keep an extra close eye on to make sure it receives a response. For example, you may choose to monitor one and two-star reviews so you can deal with negative feedback as soon as it arises.

## Only see the information that's relevant to your business!

It's worth noting that you will only see service and product graphs if you collect both service and product reviews.

## New date picker

Quickly and easily see how your reviews have performed over a particular time period.



# Feedback section

We get that this is one of the most important areas of the Feefo Hub; it's where you spend a lot of your time. We want it to be as efficient and easy to use as possible so we've made some straightforward changes.



## Feedback

Jul 1, 2017 - Aug 1, 2017

Review Updated Date

Search order reference ...

☒ ★★★★★

☒ ★★★★★

☒ ★★★★★

☒ ★★★★★

☒ ★★★★★

Quick search:

Monitored waiting reply

Unread

My to-dos

Advanced filters

ALL REVIEWS (1,385)

SERVICE (1,130)

PRODUCT (255)

GALLERY (144)

Showing 10 out of 1,385 results

1,130 service and 255 product

Newest

Oldest

John Smith

john.smith@acmeinc.com

Order Ref.  
63126663

## Respond to every part of a customer's review at once

The new 'continue responding' feature allows you to easily reply to an entire customer review in one go.

For example, if a customer has left a service review and product review, you will be given the option to respond to one after the other and then send both simultaneously, rather than having to manually click on each part of their feedback. This is especially useful when a customer has brought multiple products.




### Save time

Send both product and service responses simultaneously

#### SERVICE FEEDBACK & NPS

CONTINUE RESPONDING



 **John Smith**  
john.smith@acmeinc.com

Forward

SERVICE FEEDBACK & NPS

PRODUCT FEEDBACK (3)

SALE INFORMATION




NOTES (2)

CHANGELOG

★★★★★

**Excellent service**  
Very on the ball and keen to keep things moving quickly.

MEDIA:



NPS

9/10

Reason: I think it's a good service.

Responses

Thank you for your feedback. We are glad you are happy with our service.

You - Yesterday

Add a your response ...

Suggestions:

Apology

Payment

Website Issue

More

CONTINUE RESPONDING

☒ Notify customer

REPLIED

## Service and product reviews separated

Here's another great time saver. If you collect both service and product reviews, you can now quickly and easily access the feedback you need, as these have been split onto separate tabs. You can also see vital sale information, such as the customer's order number, SKU and product name at a glance, without having to open each individual piece of feedback.

Customers that collect video and photo reviews can view these in the new 'gallery' tab. From here, you will be able to select which photo and video feedback will be displayed in the media carousel on your Feefo reviews page.



### Filter your reviews

Easily access the feedback you need from the separate tabs



feefo

Dashboard

Feedback

Sales

Reports

Marketing

Campaigns

Products

Places

Help

## Feedback

Quick search: [Monitored waiting reply](#) [Unread](#) [My to-do](#)

ALL REVIEWS (1,385)

SERVICE (1,130)

PRODUCT (255)

GALLERY (144)

Showing 10 out of 1,385 results  
1,130 service and 255 product

SERVICE FEEDBACK

★★★★★

Excellent service

Couldn't have asked for a better service. Delivery was fast and

NPS

MEDIA

9/10

7

## Advanced filters

The huge list of filters that you were having to scroll through has been streamlined.

We've kept the ones that you use the most up front and centre, and have pulled all the others together behind a single button, so you can easily get the insight you need.



### Take a closer look

With advanced filter options you can run specific searches to find the reviews you want.



### Gain Insight

Advanced filters gives you valuable and useful insight

Advanced Filters

GENERAL FILTERS

SALES TAGS (3)

INSIGHT TAGS

General Filters

REVIEW FILTERS

Campaigns

All Campaigns

NPS Group

All groups

Review Status

☒ Quarantined

☒ With Additional Customer Comments

Media

☒ Any

☐ With Photo

☐ With Video

☐ With Photo or Video

Read Status

☒ Any

☐ Read

My to-dos

☒ My to-dos

☒ All To-dos

Responed Status

☒ Any

☐ Waiting for Response

☐ Responed

CANCEL





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