

Social Suite

Deploy customer-winning campaigns and inspire more influencers

Challenge

Your customers are influenced by what they see on social networks concerning your brand. Therefore, you must ensure that you are actively engaging them — listening, responding, and delivering the best they deserve. But managing dozens, or even hundreds, of social media accounts across multiple channels, is a huge lift. How can you maximize influencers recommendations that build brand trust and drive new customer traffic to your doorsteps?

Solution

Reputation's Social Suite has been heavily relied upon by major brands to improve customer experience, affect crisis and brand management, and generate tremendous buzz around their marketing initiatives. With our Social Suite solution, you can listen to the voice of the customer, monitor live streams, launch effective campaigns, leverage a central content library, and view the metrics of your successes.

Drive business growth across:



71%

of consumers who have had a positive experience with a brand on social media are likely to recommend it

Forbes, 2018

“The Reputation.com platform allowed our managers to access social media feedback from all channels in one place. This platform has now evolved further to include feedback received directly from guest surveys as well as social reviews.”

*Imelda Walsh – Chairman of the Remuneration Committee
@ Mitchell's & Butlers*

Social Suite provides a complete set of solutions to improve customer sentiment and drive brand engagement and revenue:

Live Streams – Monitor and engage your social media audience

Campaigns – Display social posts at a brand, regional or local level

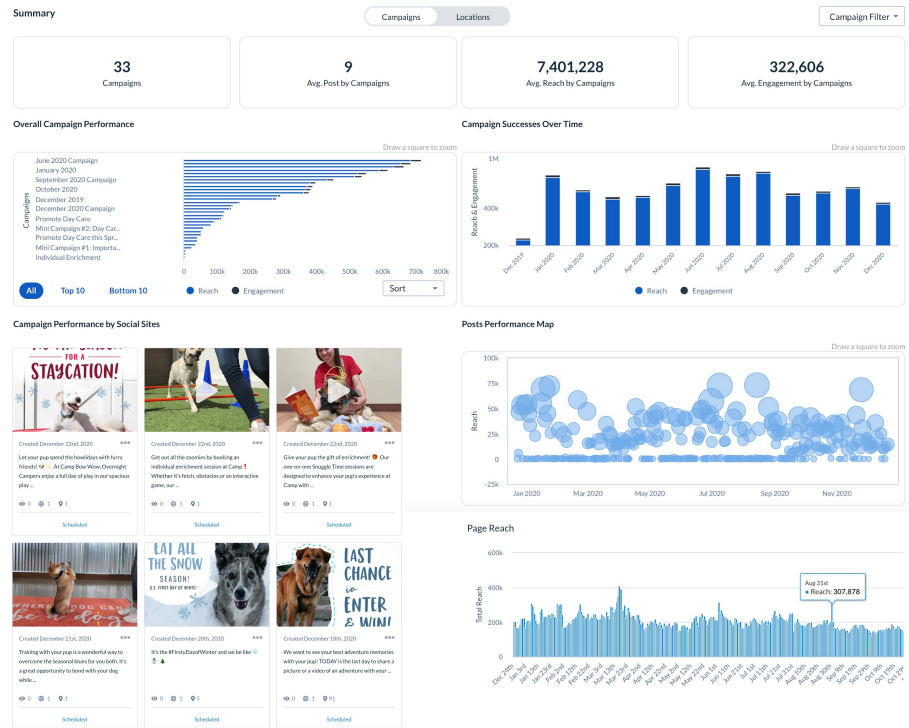
Calendar – View and administer posts across social media

Listening – Understand sentiment shared across the internet

Library – Build, organize assets that power social media posts

Metrics – Measure all dimensions of social post performance

A Peek Inside the Platform: Social Suite



With Reputation's Social Suite, brands deploy effective campaigns and turn their social media presence into myriad listening posts to better understand the customer's voice. Brands can publish, engage, and converse with customers to close the loop on customer experience issues, improve sentiment, and drive higher recommendations and traffic for all their locations.

About Reputation

Reputation's award-winning platform consistently delivers innovative solutions to help companies manage tens of millions of ratings, reviews and customer feedback interactions across thousands of touchpoints. The patented algorithms behind Reputation Score are based on a decade of deep machine learning and provide businesses of all sizes with a reliable index of brand performance that they can use to Get Found, Get Chosen and Get Better.

Founded 2006 · **800+** Enterprise-class Clients · **300K+** Locations Managed · **250M** Reviews and Social Posts Managed · **40M+** Surveys Deployed · **3B** Business Data Points Managed · **33** Patents and Growing

Request a Demo

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