



Guaranteed to Instantly Double Your Store's Last Month Google Reviews Within 60 Days of Launch!*

NOW INTEGRATED WITH:



We Help Retailers:

- See a 360° view of the customer experience
- Discover, resolve and respond to customer issues in real time
- Significantly increase CST, CSAT and NPS scores
- Skyrocket positive online reviews
- Dramatically decrease negative reviews
- Manage and auto-respond to online reviews

By scanning one of the **Smart QR codes** strategically placed in your store or by clicking on the link sent post-checkout, customers can send actionable Feedback that enables management to respond and react.

RealTimeFeedback.com

**If our platform does not double your Google reviews from the previous 30 days from the time we launch the AutoPilot Rating Request functionality integrated with your store's management software within 60 days, we will refund you one month of service.*

The men's restroom is out of paper towels.

Can someone please come unlock the locked case for the razor blades?

Jen did an amazing job helping me pick out the perfect gift.

I have been here since 9am and no one has unlocked the front doors.

Real Time Feedback gives you a **360° view** of the customer experience in your stores.



1

In Store

Learn about issues in your stores from customers and employees by using strategically placed Smart QR codes.

2

Post Checkout

Customers receive a rating request text message immediately upon checking out.

3

Public Review Management

Manage and respond to your store's online public reviews such as Google, Yelp, Facebook and others all in one platform.

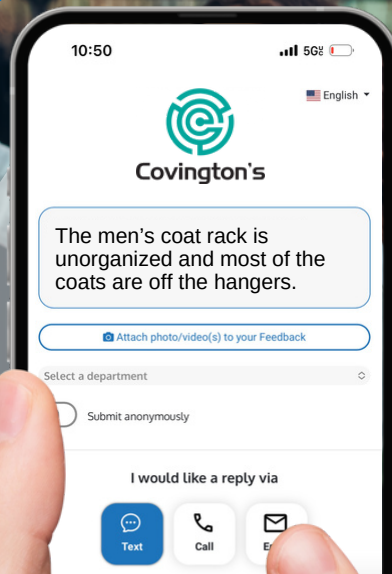
1

In Store

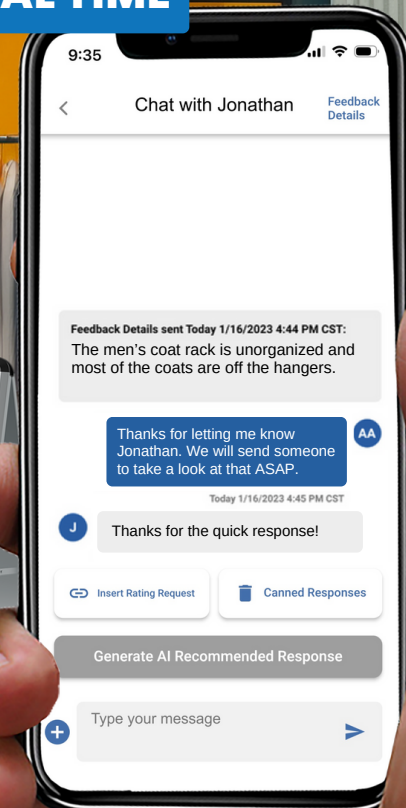
Find out about issues WHILE customers are still in your store.

Customers can alert you about issues by simply scanning Smart QR codes strategically placed throughout your store.

CUSTOMERS SCAN CODE TO SUBMIT FEEDBACK



MANAGEMENT RECEIVES & RESPONDS IN REAL TIME



**SCAN OR CLICK HERE
TO TEST HOW IT WORKS!**



ChatGPT integration generates a well-written editable response to every Feedback.

Managing Feedbacks can be done on an app (shown) or web platform.

Smart QR Code Marketing Examples

CHECKOUT



FITTING ROOMS



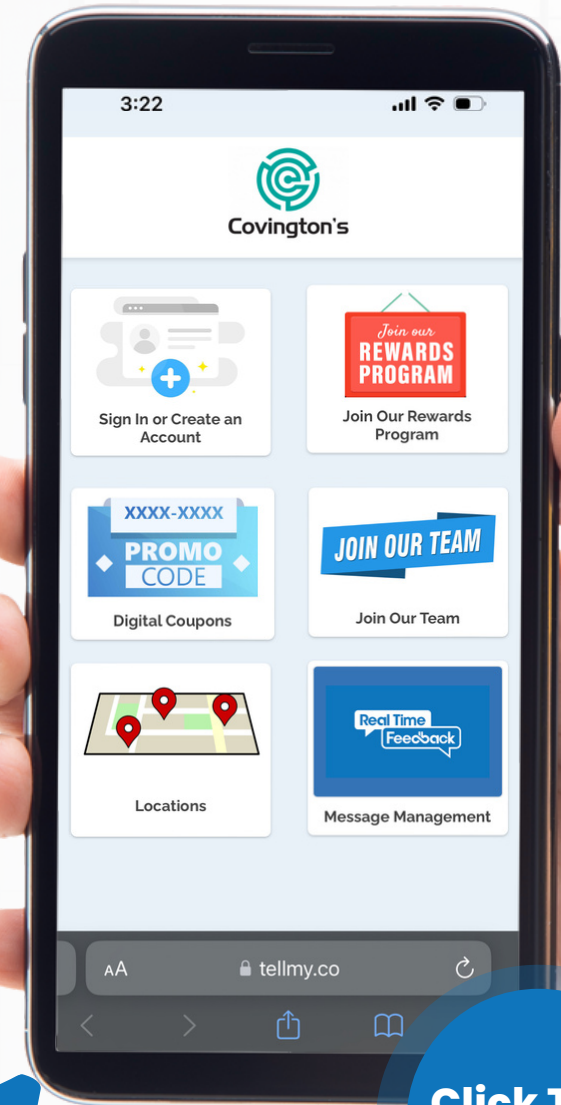
ENTRANCE



SHOPPING CARTS



RESTROOMS



Multi-Link Code

Easily create a Multi-Link page with relevant store information.

Click Tiles to Test

Auto Pilot Rating Requests

Send customers a **rating request** text message and/or email as soon as they checkout. 5-star ratings generate 5-star online reviews while non 5-star ratings generate feedback.

Jonathan, this is the manager at Covingtons. We would appreciate if you could rate your overall experience on a scale of 1 to 5 by clicking the link below.

TellMyCo.com/1thru5

36% Average Engagement Rate

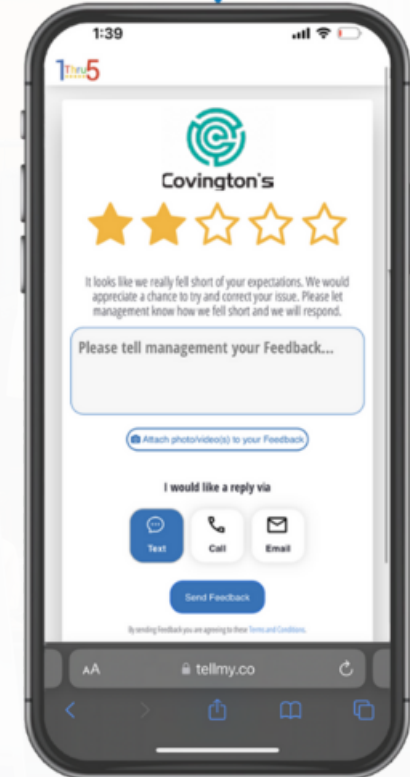
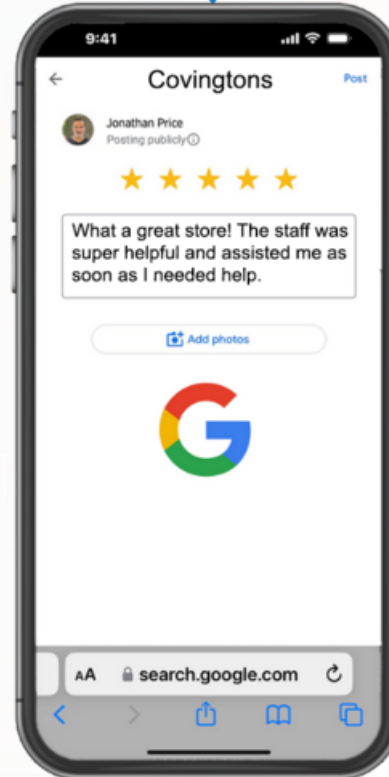
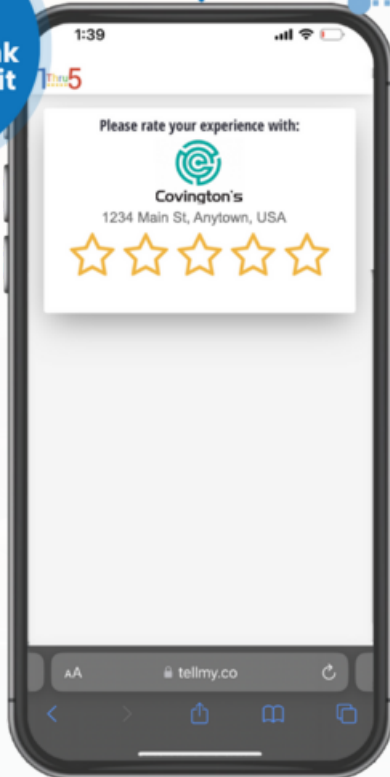


5 Star Reviews:



1-4 Star Reviews:

Click the link to see how it works.



Once customers leave your store they immediately receive a **rating request** text message or email.

5-star ratings are taken directly to a Google review page for your business.

1-4 star ratings ask the customer to provide details as to why they did not have a 5-star experience.

Real Time Reviews

View and respond to public online reviews posted on Google, Yelp, Facebook, etc. **all in one platform.**

Auto-Respond feature will send 4 and 5 star Google reviews one of many personal customized responses.



Click Here
to get your store's
reputation score card.



The screenshot displays the 'Real Time Reviews' dashboard for 'Covington's'. The interface includes a sidebar with navigation options like Dashboard, Review Analysis, Keywords, Ask Tool, Business Performance, Online Presence, and Settings. The main content area shows a list of reviews with columns for Date, Location, Rating, Source, Summary, and Status. The reviews are filtered by 'All locations', 'All sources', and 'All ratings' for the period 'Jul 1, 2022 - Dec 8, 2022'. The list shows several 5-star reviews from Google and Yelp, each with a 'Respond' button.

Date	Location	Rating	Source	Summary	Status
12/07/2022	Covington's 1234 Main Street	★★★★★	Google	Never been treated as horrible as we were today...	Not Responded
12/07/2022	Covington's 1234 Main Street	★★★★★	Google	Wonderful staff that works at this place, but the manager is so rude...	Not Responded
12/07/2022	Covington's 1234 Main Street	★★★★★	Yelp	Restrooms were absolutely filthy!	Not Responded
12/06/2022	Covington's 1234 Main Street	★★★★★	Google	Customer engagement team on point! Fixed our issues with the return...	Not Responded
12/05/2022	Covington's 1234 Main Street	★★★★★	Yelp	Called this store once and a woman named Beth had an attitude...	Not Responded
12/04/2022	Covington's 1234 Main Street	★★★★★	Google	Cool store, I like the concept but when I needed assistance, there was no...	Not Responded
12/04/2022	Covington's 1234 Main Street	★★★★★	Google	Won't return any of my calls about availability of some items	Not Responded

KEY BENEFITS

Does your current customer experience management platform do ALL of this?



In-store customers simply scan the QR codes strategically placed around your store. ***Does not require an app download.***



Easily manage and respond to Feedbacks from both a **mobile app** or **desktop web portal**.



Enterprise view allows groups to **see** and **compare** all of their stores' performance.



Send customers a simple **rating request**. 5-stars go to public review sites, 1-4 stars generate private internal Feedback.



AI-powered customer sentiment analysis lets you quickly gauge your customer's sentiment when they submit Feedback.



Custom alert settings can be set up to ensure Feedback does not go unresponded to.



Create departments such as Sales, Training, Maintenance, etc. so designated employees only receive certain Feedback.



Customers can include **photos & videos** with their Feedback.

FEATURES



Real Time Reviews

Easily monitor and respond to all online public reviews from one aggregate portal. Positive reviews can automatically receive one of several canned responses.



Multi Link Codes

Create QR codes that will direct customers to a custom landing page with a variety of links that you can create.



Employee Feedback

By simply adding #EMP to the Feedback, employees can easily submit Feedback to management from anywhere.



Create Internal Incidents

Staff and customers can report internal incidents that are immediately delegated to the department selected.



Lost & Found Module

Employees can easily log and track found items in the management portal.



Quick Recruit

Includes QR codes to display in store that list the positions you are hiring for while capturing applicant contact information.



Trigger Codes

Create QR codes that pre-populate messages, instantly sent to management with a single tap.



Respond with Video

Easily respond to customers with a custom or pre-recorded video message addressing or thanking them for their Feedback.



Masked Calling

Call customers from your personal cell phone without fear of exposing your personal cell phone number.



Integration with Chat GPT

Recommends responses based on Feedback submitted for faster engagement.

Why Retailers Need Real Time Feedback:

Real Time Feedback allows customers and management to seamlessly communicate & address issues as they happen. Managers are now able to resolve issues & be proactive in problem-solving, while keeping customers satisfied. Store managers can actively seek & act upon Real Time Feedback to demonstrate their commitment to their customers.

After their shopping experience, customers will receive a personal text from your team inquiring about their experience at your store. Real Time Feedback allows you to take care of situations quickly and respond immediately, reducing negative reviews. With Real Time Feedback your stores will continue to be in prime condition with satisfied customers.

Why Sign Up to Real Time Feedback:

- Instantly enhance customer interactions
- Boost positive online reviews
- Contract with no long-term commitment
- Platform is completely customizable
- Daily/weekly/monthly reporting
- Extremely affordable

Set Up a Demo Today!

Scan or click the code to submit your contact information.



(888) 294-1411



info@realtimefeedback.com

