Monitor and Reply to Reviews

Reputation Management · https://support.jansma.vip/docs/vip-reputation/reputation-management/monitor-and-reply-to-reviews/

Connected reviews are centralised in VIP Reputation so your team can monitor feedback and respond from a consistent workflow.

Review the inbox

Use platform, rating, response status, keyword and date filters to find relevant reviews. Allow time for newly connected platforms to complete their initial synchronisation.

Write an effective response

Thank the customer, address the specific experience and keep the wording calm and factual. Never publish personal information. Move sensitive account or service details to a private channel.

Platform differences

Google responses may be published through an authorised connection. Other services can require you to open the original platform or use a platform-specific flow. Confirm that the response is live before closing the task.

Use automation carefully

If automated suggestions or replies are enabled, define the tone, language and rating threshold. Review lower-rated or sensitive feedback manually and audit automated activity regularly.

Need help with this feature? Contact Jansma VIP Support with the relevant account area, location and non-sensitive error details. Availability can depend on your plan, connected services and third-party platform rules.