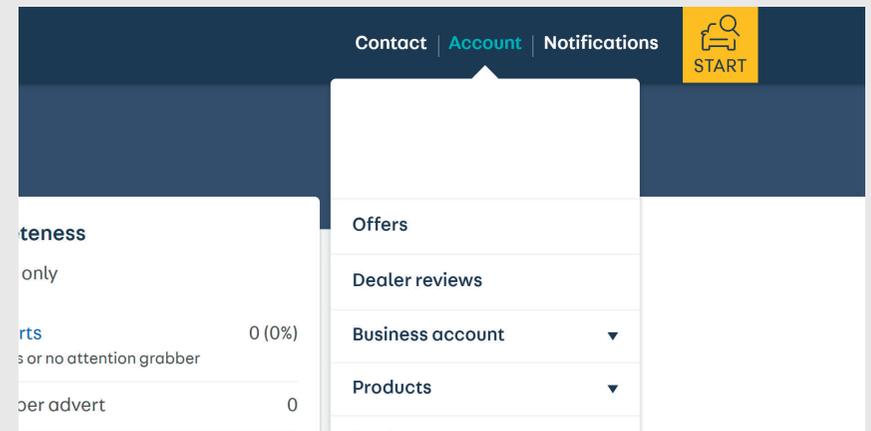
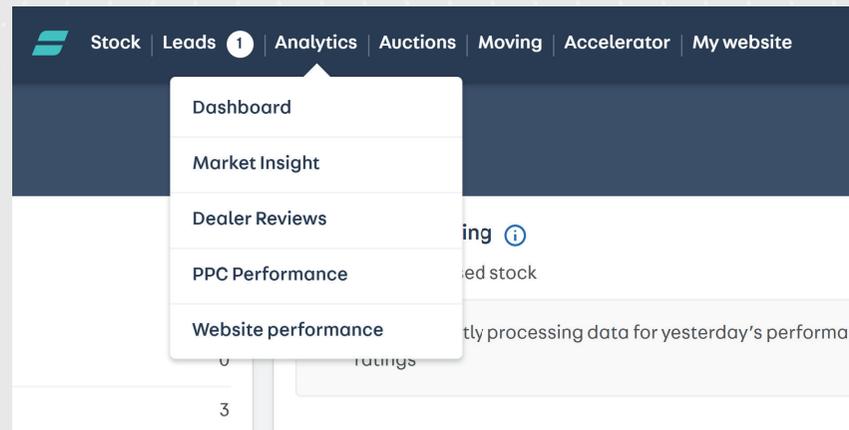


Accessing and navigating the FeefoHub

In your Auto Trader Portal, you have two options to access Dealer Reviews.

You can either click on the **'Analytics'** tab and select **'Dealer Reviews'** or click on the **'Account'** tab and select **'Dealer Reviews'**.

Both options will redirect you to the Feefo Hub which will open in a new tab.



Managing your feedback

Once you have logged into the Hub, you will be presented with the following page.

This is the feedback page where all your published reviews will be displayed in chronological date order.

You can click anywhere on a review to open it, or you can click **'open review'**.

The screenshot displays the 'Feedback' interface. At the top, there is a search bar with the placeholder 'Search order reference ...' and a magnifying glass icon. To the right of the search bar are four filter buttons, each with a checkmark and a five-star rating icon. Below the search bar, a 'Quick search:' section lists several categories: 'Monitored awaiting reply', 'My to-dos', 'Unread', 'Pending Moderation', and 'Failed Moderation'. A navigation bar below this shows three tabs: 'ALL REVIEWS (18)', 'SERVICE (18)', and 'PRODUCT (0)'. The 'ALL REVIEWS (18)' tab is currently selected. Below the tabs, the text reads 'Display up to 10 out of 18 results' and '18 service and 0 product'. The main content area shows a review card. At the top of the card is a cursor icon and two stars (**). Below this, the text 'SERVICE FEEDBACK' is followed by five yellow stars and the word 'Great!'. The review text reads 'Fantastic dealer and really reliable'. At the bottom of the card, there are two buttons: 'OPEN REVIEW' (highlighted with a red box) and 'REPLIED'.

Replying to reviews

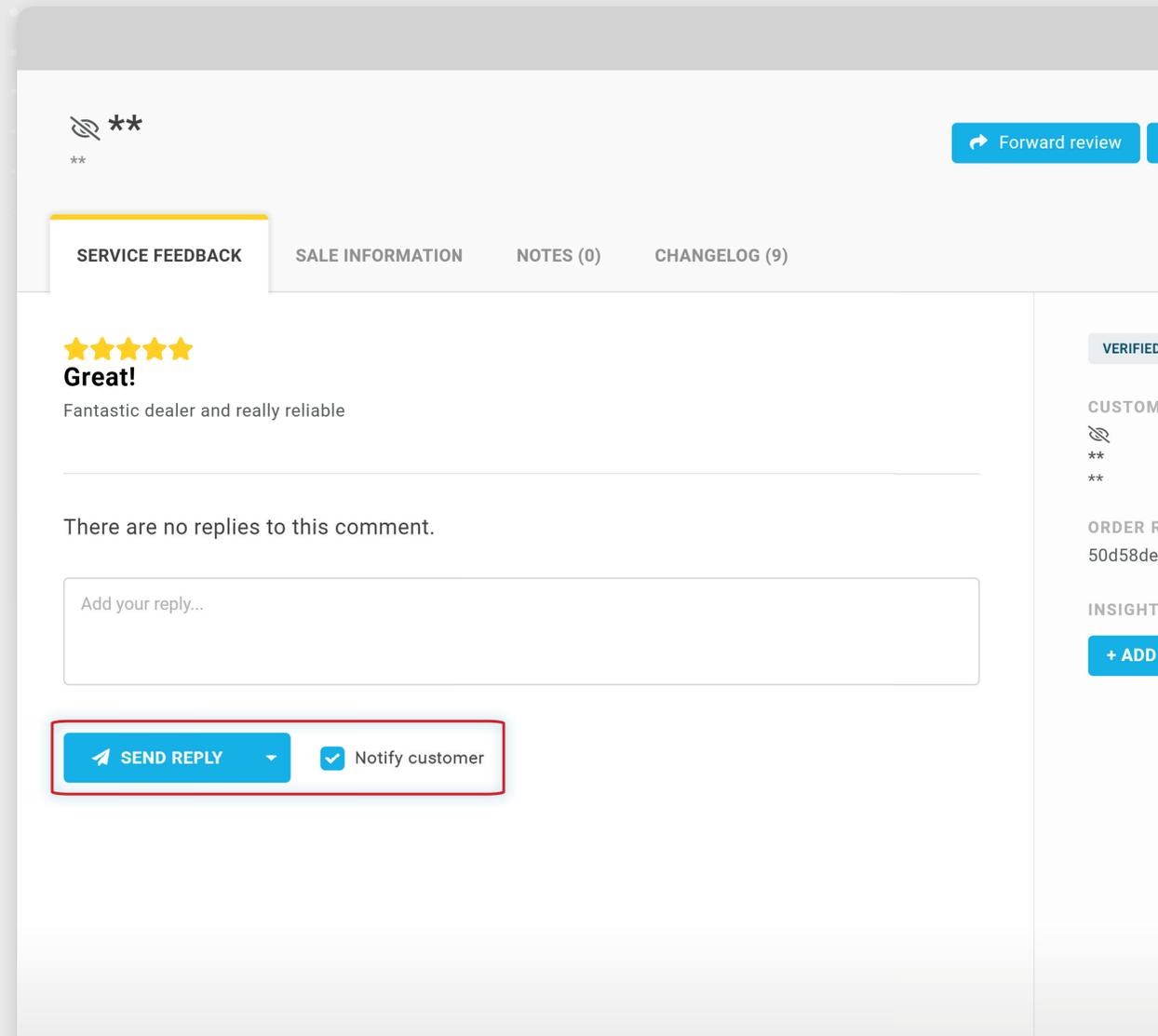
You can reply to a review here.

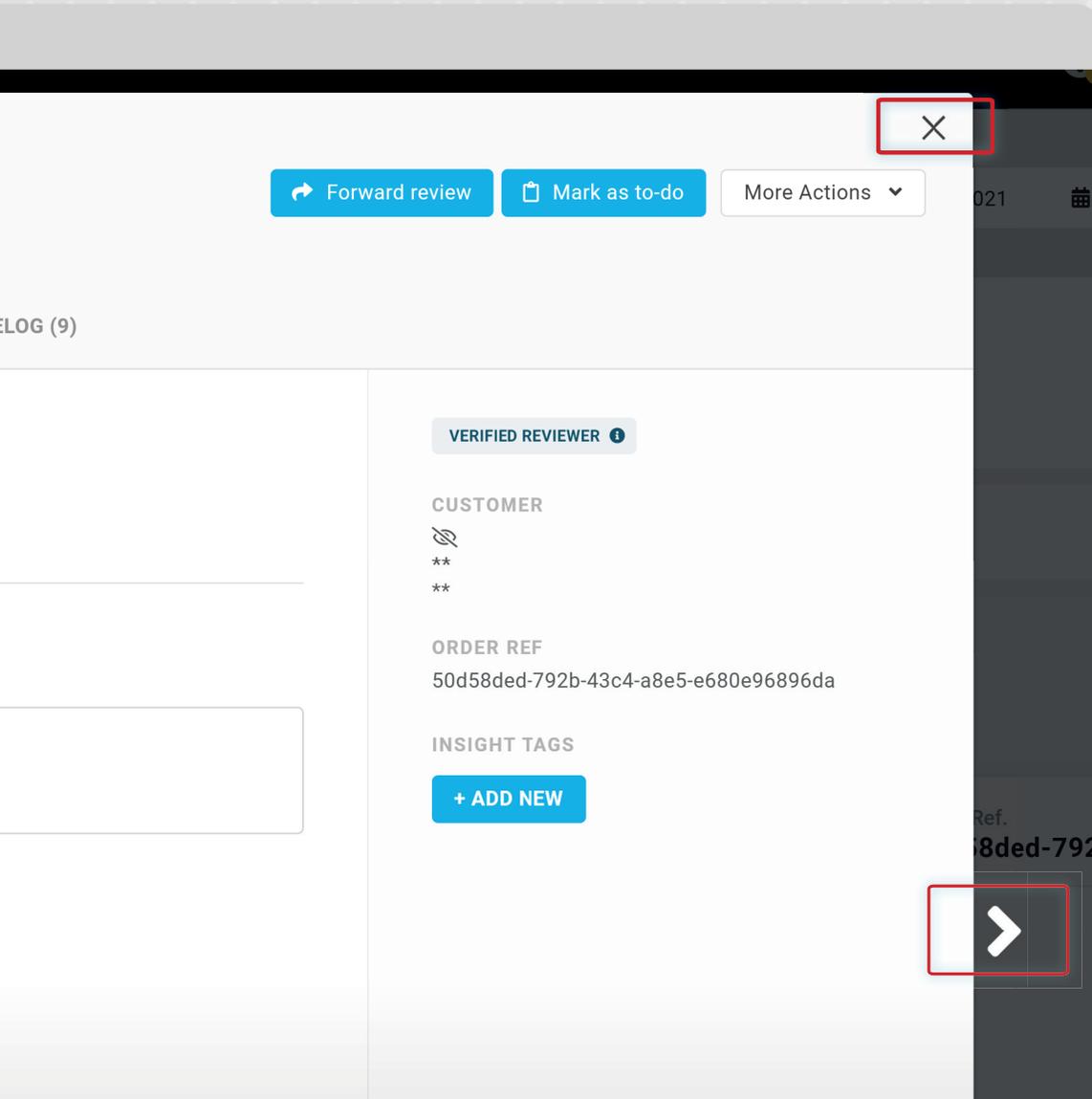
When you post a reply, you'll have 30 seconds to undo it. Once the time is up, your reply is submitted for moderation.

If the reply is approved, the thread is closed, and no additional replies are possible.

More information can be found in the ['How to respond to a review' guide](#).

If you think the review violates our moderation guidelines, you can flag it for moderation. More information can be found in the ['How to challenge a review' guide](#).





When you are done replying to reviews, you can close the review by clicking the cross.

When you have submitted your reply, you can move on to the next review by clicking the arrow.

If you wish to view reviews for a particular date range, you can change this here by clicking on the calendar.

Dec 22, 2020 - Jan 19, 2021

NOVEMBER 2020							DECEMBER 2020							JANUARY 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
						1	1	2	3	4	5	6					1	2	3	
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	31
30																				

Dec 22, 2020 - Jan 19, 2021

CANCEL **APPLY**

- Today
- Yesterday
- Last 7 Days
- Last 30 Days
- Last 12 Months
- Current Calendar Week

You can filter your review by star rating here:

Feedback

Dec 22, 2020 - Jan 19, 2021 Review Updated Date

Search order reference ...

★★★★★
 ★★★★★
 ★★★★★
 ★★★★★
 ★★★★★

Quick search: [Monitored awaiting reply](#) [My to-dos](#) [Unread](#) [Pending Moderation](#) [Failed Moderation](#)

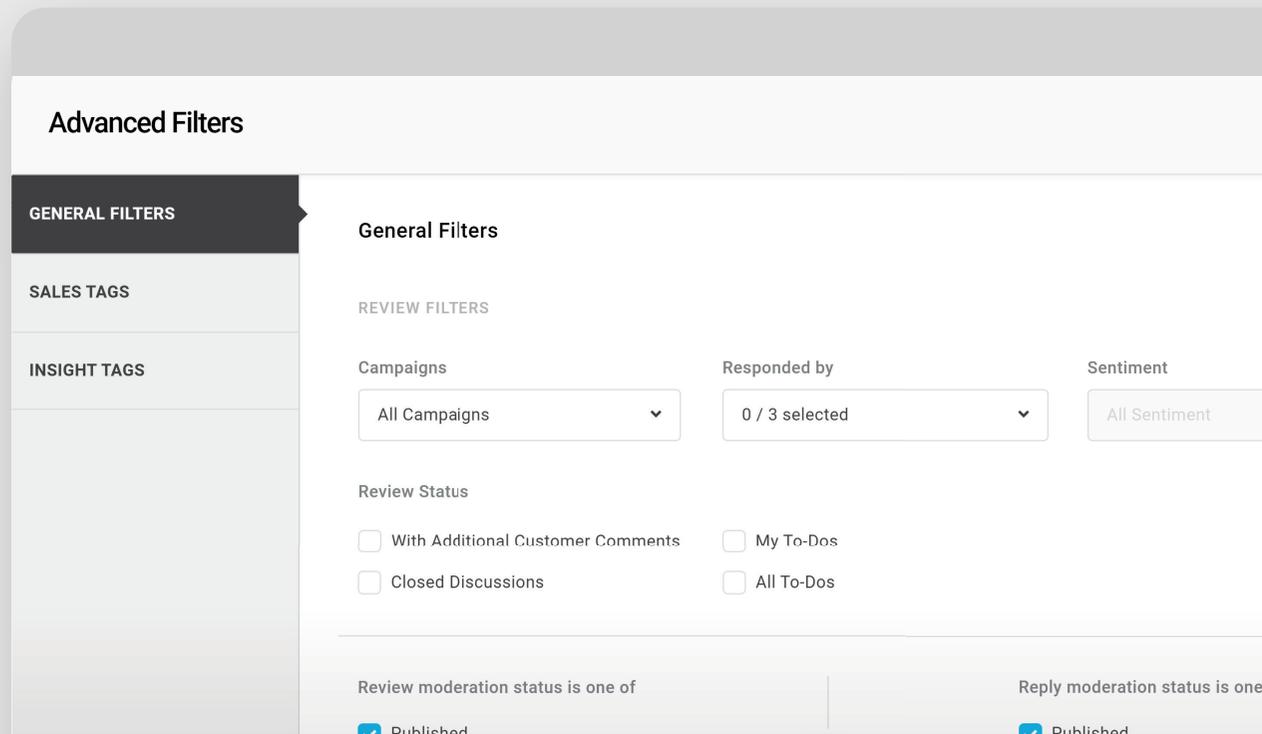
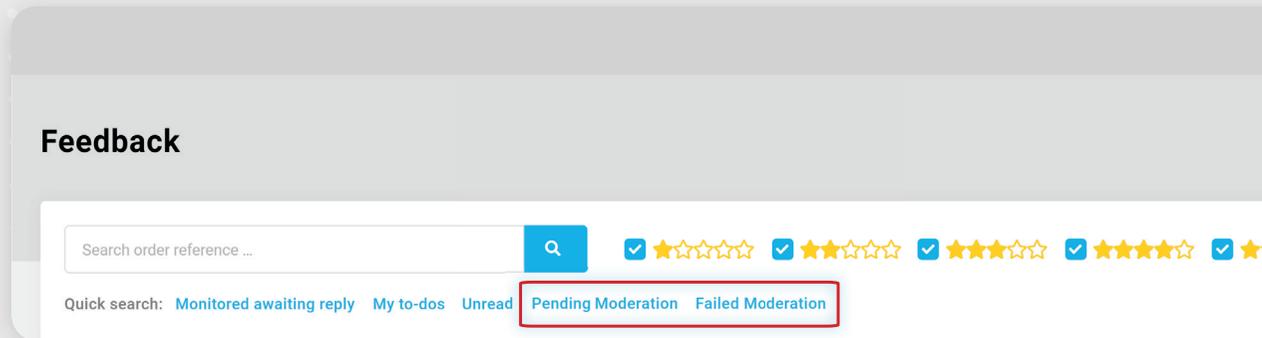
Advanced filters

You can easily filter reviews by moderation status by using these filters.

→ **Pending Moderation** = Reviews that require second moderation (due to challenge or being flagged by our automated moderation)

→ **Failed Moderation** = Reviews that have been rejected

You can also search for a review using the advanced filters i.e. by customer name, email or even keywords.

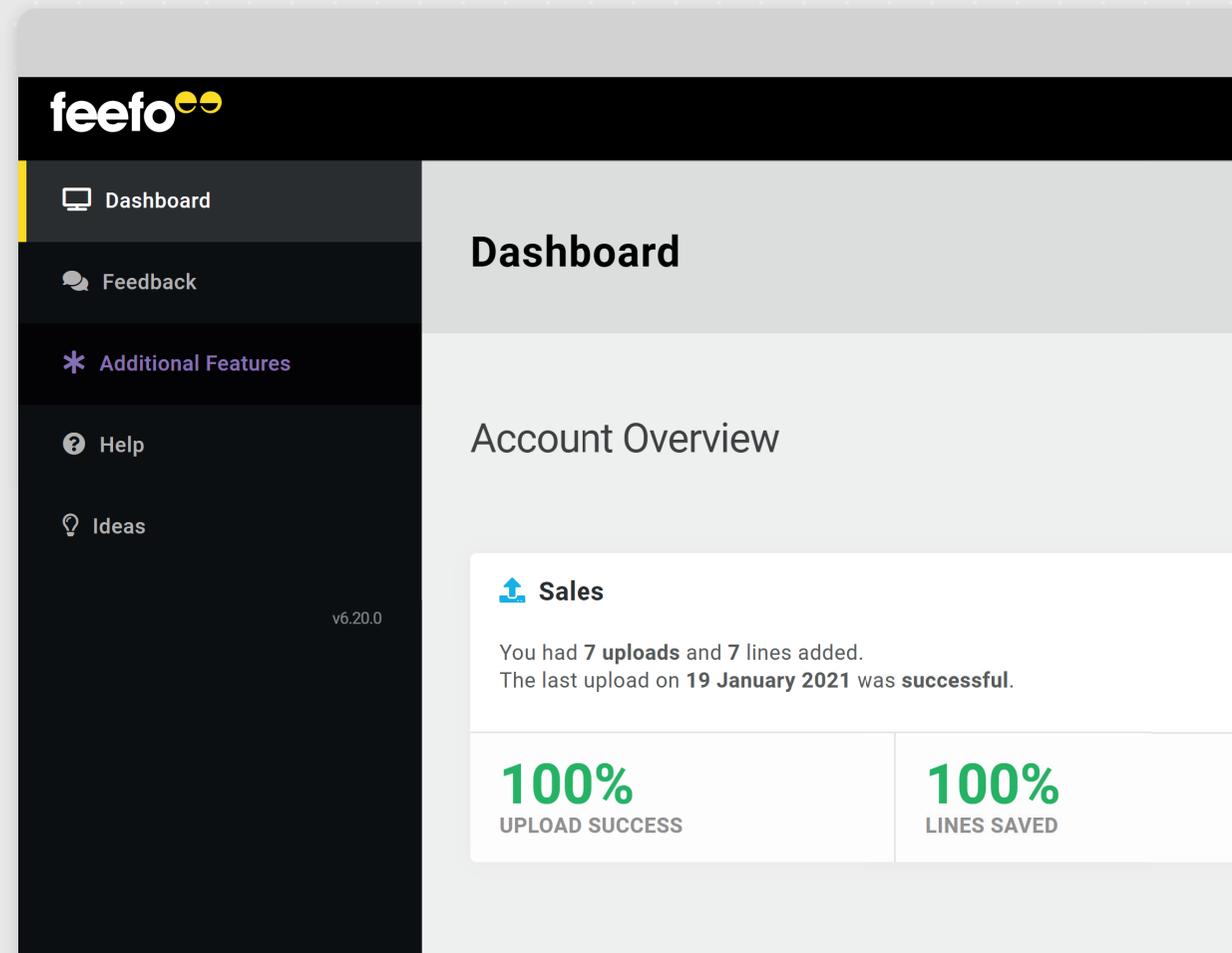


View the dashboard to get an overview of your account

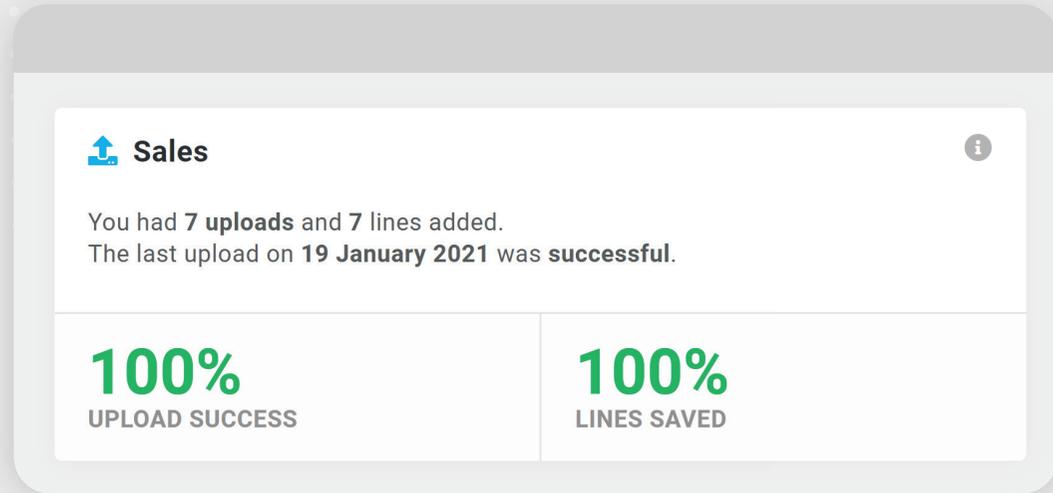
Next, you can navigate to the dashboard.

Here, you will see a general overview of your account:

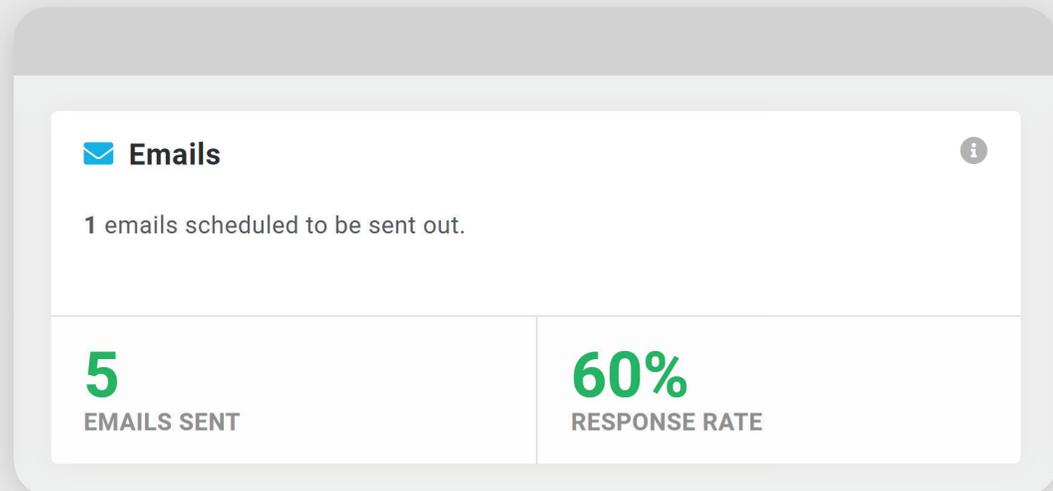
- The dashboard only contains data about the reviews that you have invited
- It will not display any data from 'open' reviews collected via the Auto Trader website



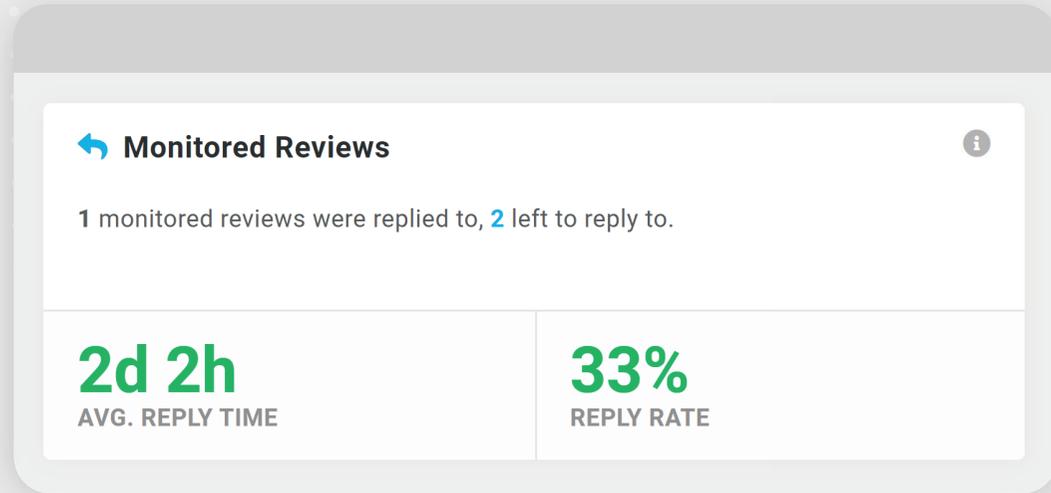
Sales: Shows the date and status of your last request for a review via the Auto Trader portal, as well as the total number of reviews requested, success rate and delivery success rate in the selected time period.



Emails: Shows the number of emails sent and their response rate in the selected time period, as well as the number of emails scheduled at this time.



Monitored reviews: Shows the number of monitored reviews that were responded/not responded to, along with the reply rate and average response time, all within the selected time period.



Service feedback: This will give you a breakdown of how many ratings you have received from your invitations, your overall rating based on invited reviews and how many monitored ratings were left in the selected timeframe.

