

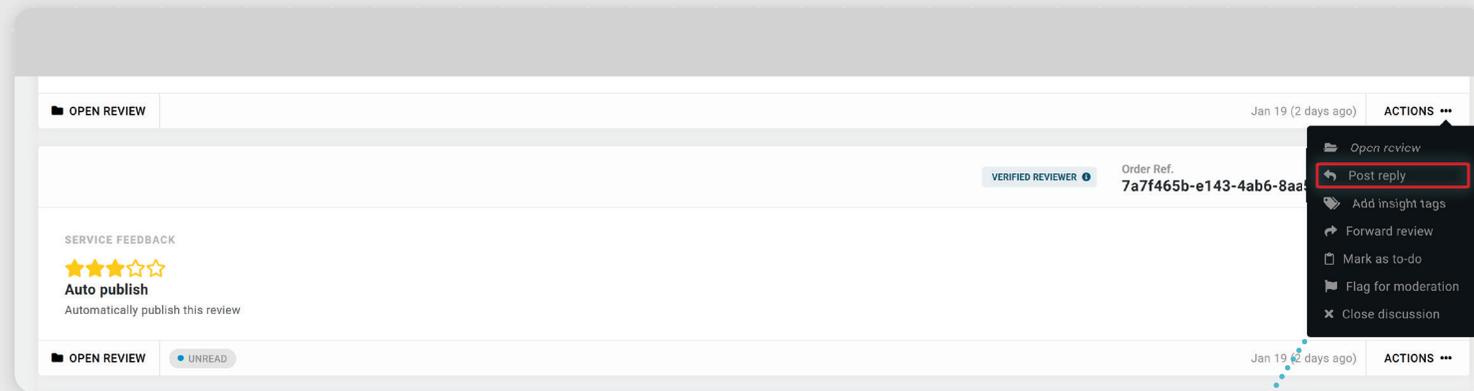
How to respond to a review via the FeefoHub

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

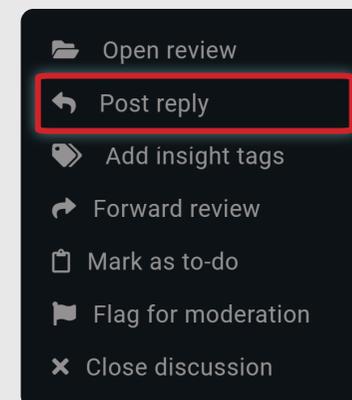
This is the feedback page where all your published reviews will be displayed in chronological date order.

The screenshot displays the FeefoHub Feedback interface. At the top, there is a search bar labeled "Search order reference ..." and a date range filter set to "Dec 22, 2020 - Jan 19, 2021". Below the search bar, there are several filter buttons: "Monitored awaiting reply", "My to-dos", "Unread", "Pending Moderation", and "Failed Moderation". A navigation bar shows "ALL REVIEWS (18)", "SERVICE (18)", and "PRODUCT (0)". The main content area displays "Display up to 10 - out of 18 results" and "18 service and 0 product". The first review is from a verified reviewer with a 5-star rating, titled "Great!" and the text "Fantastic dealer and really reliable". The second review is also from a verified reviewer with a 4-star rating, titled "Auto publish" and the text "Automatically publish this review".

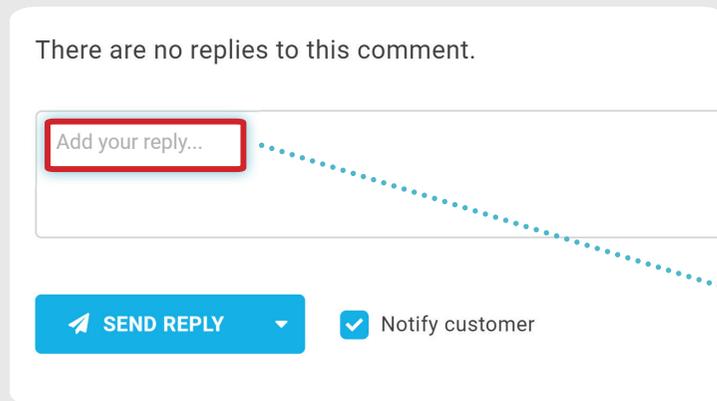
There are **two different ways** that a you can reply to a review within the Hub.



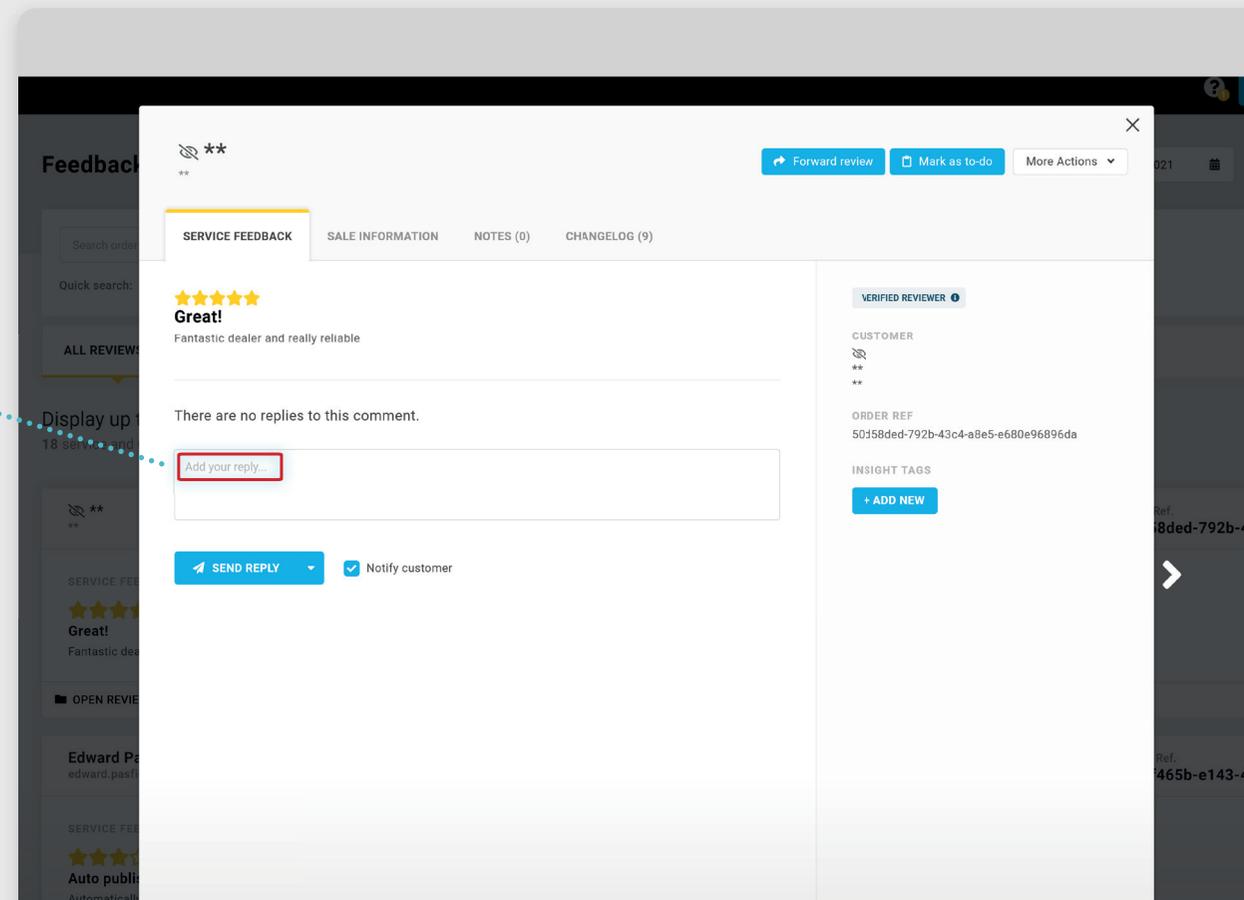
1. Select '**ACTIONS**'...
then click '**POST REPLY**'



This will take you to the following screen where you can **submit your reply** in the box highlighted.



Please note: If your customer has left an anonymous review, their name must not be included in your review reply. A  icon next to your customer's name, indicates the review has been left anonymously.



Once you've written your reply click on '**SEND REPLY**' and the customer will be notified that you've responded to their review.

The screenshot displays the FeefoHub interface for a review. At the top, there are four tabs: 'SERVICE FEEDBACK' (highlighted with a yellow border), 'SALE INFORMATION', 'NOTES (0)', and 'CHANGELOG (9)'. The review itself shows a 5-star rating and the text 'Great! Fantastic dealer and really reliable'. Below the review, it states 'There are no replies to this comment.' and provides a text input field containing the reply: 'Hi - thank you so much for your kind review, we hope to see you again soon.' At the bottom left, a blue button labeled 'SEND REPLY' with a right-pointing arrow and a dropdown arrow is highlighted with a red rectangular box. To its right is a checked checkbox labeled 'Notify customer'. On the right side of the interface, there is a 'VERIFIED REVIEWER' badge, a 'CUSTOMER' section with a redacted name, an 'ORDER REF' section with the ID '50d58ded-792b-43c4-a8e5-e680e96896da', and an 'INSIGHT TAGS' section with a '+ ADD NEW' button.

Your reply should now show in **yellow on the page**. You will also be given a 30 second time period to undo your reply should you wish to do so.

The screenshot displays the FeefoHub interface for a review. At the top, there are tabs for 'SERVICE FEEDBACK', 'SALE INFORMATION', 'NOTES (0)', and 'CHANGELOG (10)'. The 'SERVICE FEEDBACK' tab is active. The review shows a 5-star rating and the text 'Great! Fantastic dealer and really reliable'. Below the review, there is a 'Reply' section with a yellow highlighted box containing the text 'Hi - thank you so much for your kind review, we hope to see you again soon.' Below the reply box, a message states 'Your response has been posted! You have 21 seconds to undo it.' At the bottom, there is a 'SEND REPLY' button and a checked checkbox for 'Notify customer'. On the right side, there is a 'VERIFIED REVIEWER' badge, a 'CUSTOMER' section with a redacted name, and an 'ORDER REF' section with the value '50d58ded-792b-43c4-a8e5-e680e96896da'. There is also an 'INSIGHT TAGS' section with a '+ ADD NEW' button.

Once your reply has been posted it will then show in **blue**.

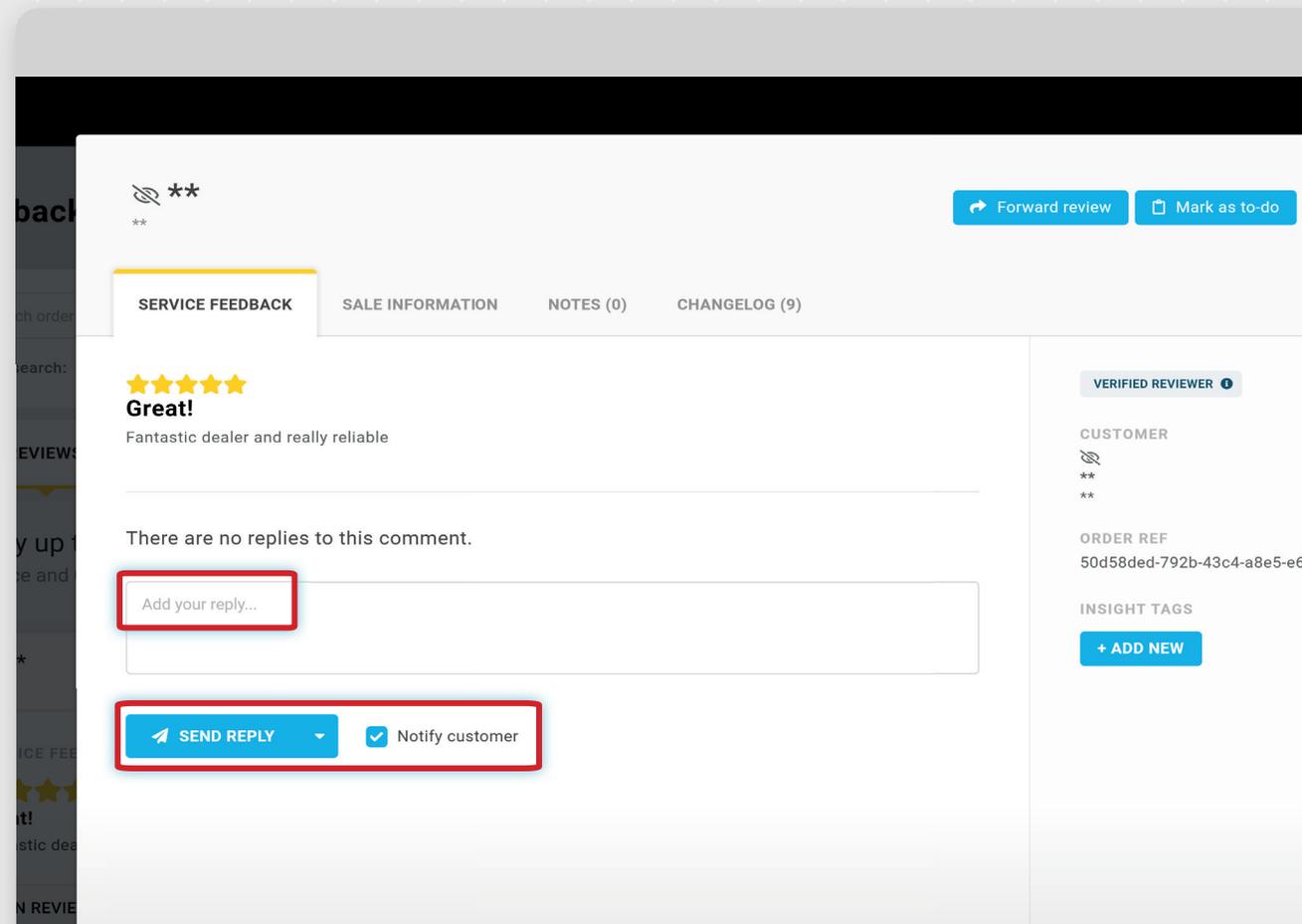
The screenshot displays the FeefoHub interface for a review. At the top, there are tabs for 'SERVICE FEEDBACK', 'SALE INFORMATION', 'NOTES (0)', and 'CHANGELOG (10)'. The 'SERVICE FEEDBACK' tab is active. The review shows a 5-star rating and the text 'Great! Fantastic dealer and really reliable'. Below the review, there is a 'Reply' section with a text input field containing the message 'Hi - thank you so much for your kind review, we hope to see you again soon.' This reply is highlighted with a red border. Below the input field is a 'SEND REPLY' button and a checked checkbox for 'Notify customer'. On the right side, there is a 'VERIFIED REVIEWER' badge, a 'CUSTOMER' section with a profile icon and two stars, and an 'ORDER REF' section with the ID '50d58ded-792b-43c4-a8e5-e680e96896da'. At the bottom of the right sidebar is an 'INSIGHT TAGS' section with a '+ ADD NEW' button.

Here is the **second** way that you can reply to a review.

Select the review that you wish to reply to.

Write your reply in the **'Add your reply'** box.

Click **'Send Reply'**.



Your reply will then show in yellow as before giving you a 30 second window to undo your reply should you wish to. Once it has been posted it will turn **blue**.

The screenshot shows a FeefoHub interface with a navigation bar containing 'SERVICE FEEDBACK', 'SALE INFORMATION', 'NOTES (0)', and 'CHANGELOG (10)'. Below the navigation bar is a review from a customer with a 5-star rating and the text 'Great! Fantastic dealer and really reliable'. Underneath the review is a 'Reply' section. A yellow box contains the text 'Hi - thank you so much for your kind review, we hope to see you again soon.' Below this box, a message states 'Your response has been posted! You have 21 seconds to [undo it](#).' At the bottom of the reply section is a text input field with the placeholder 'Add your reply...'.

This screenshot shows the same FeefoHub interface as the previous one, but the reply box is now blue. The text 'Hi - thank you so much for your kind review, we hope to see you again soon.' is still present. Below the reply box, the text 'You - Jan 21, 2021' is visible. The 'undo it' link is no longer present. The text input field at the bottom still contains the placeholder 'Add your reply...'.

- Once posted, **your reply will show as pending** until it has been moderated and approved.
- If your reply is not approved, then **you will receive an email explaining why** it has been rejected.
- You will then be given an opportunity to leave a new reply and **try again**.
- If your reply fails moderation **three times**, then the thread **will be closed**, and you will **not** be able to reply.