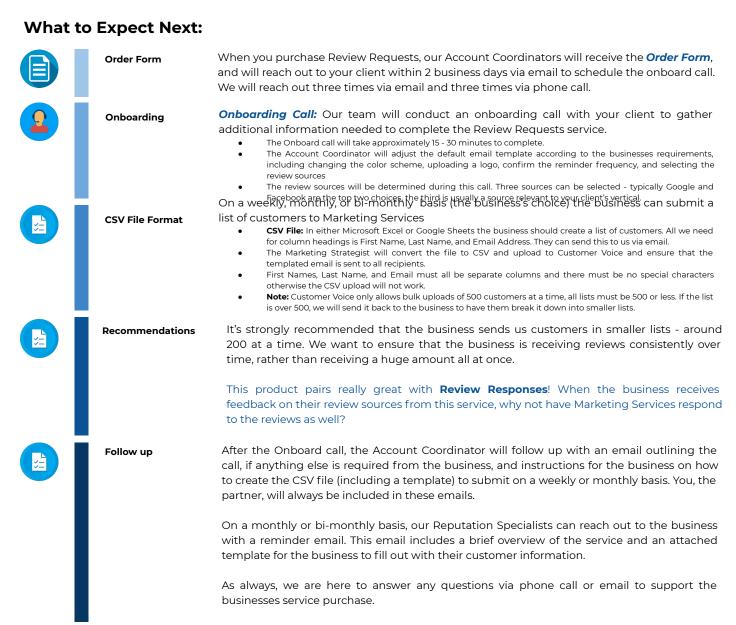
Review Requests

Fully Managed Solution

A complete setup of Customer Voice along with a walk-through of how to submit CSV customer lists on a weekly or monthly basis to the Marketing Services team. We will upload these customer lists to Customer Voice and send Review Request emails to each customer.

Customer Voice and Task Manager are both required products to fulfill this service.

SMS Addon



broken out and sent over multiple days.

activated and the CSV file contains the customer's phone number.

on the same spreadsheet to ensure we are sending the correct format.

Marketing Services can send SMS requests for the business if the SMS add-on has been

Note: Please ensure the SMS and email recipients are sent in separate lists (or separate tabs

The template (SMS content) is similar to the email template, but can be altered if needed. **Restrictions:** Only 150 SMS requests can be sent per day—lists exceeding this number will be

Review Requests

Fully Managed Solution FAQs

Required Products:

- Customer Voice
- Task Manager

Can my client send in customer contact information as it comes in?

To keep costs minimal, review requests will only be sent out to customers once a week with each new list your client provides.

Will Marketing Services monitor Customer Voice after requests have been submitted?

No, Marketing will not follow up with any customers that have received requests from Customer Voice

Will Customer Voice filter out customers that have previously been sent requests?

No, customer lists are submitted as they are received, unless information is missing that could prevent successful review requests. Customer Voice will keep a list of submitted customers for reference, but it will not filter out customers when sending requests.