

# Find Out with a Free CX Audit

How strong is your presence on Google, important industry websites, and recruiting sites like Glassdoor and Indeed? How good (or bad) is your reputation across those same websites? And how does that compare to your competitors?

Find out with a complimentary Customer Experience (CX) Audit.



Request your free CX Audit at:  
[try.socialsurvey.com/customer-audit/](http://try.socialsurvey.com/customer-audit/)

**SocialSurvey**  
The Experience Management Platform



**INCREASE  
ONLINE VISIBILITY.  
IMPROVE  
YOUR REPUTATION.  
IMPACT  
THE BOTTOM LINE.**

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# What's Your Online Presence & Reputation?

About 90% of buyers make purchasing decisions based on online reviews. But what if you don't have many reviews published on Google or important industry websites? Or even worse, the few reviews you do have are not great?

Don't despair. It can all be fixed. You just need to take control of your online reputation before unhappy customers damage it further. SocialSurvey can help.

# How to Win Locally on Google

With 90% of all search queries worldwide, you simply must have a strong presence and good reputation on Google. Learn the tips and tricks you need to know to start driving more business.

Download a copy of our complimentary Google eBook from: [try.socialsurvey.com/google-ebook/](http://try.socialsurvey.com/google-ebook/)

# The Experience Platform

SocialSurvey's integrated platform enables any business from any industry to manage customer and employee experiences across their products and brand. Use five powerful tools to take the hard work and guesswork out of monitoring and managing your brand online:

- ✓ Online Reputation Booster
- ✓ Listings Manager
- ✓ Social Media Monitor
- ✓ Employee Engagement Tracker
- ✓ Workforce Manager

# Exceptional Results

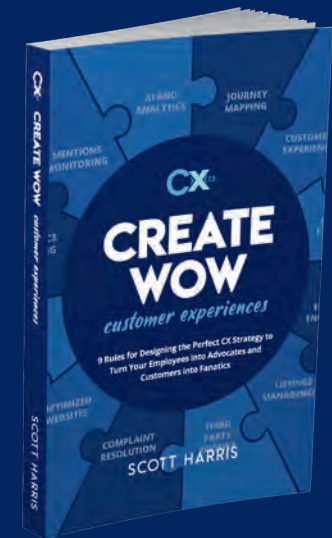
You'll be surprised by how easy it is to improve your online visibility and reputation – as well as the impact this can have on your bottom line. With SocialSurvey, businesses typically achieve:

- ✓ 89 avg. Net Promoter Score®
- ✓ 4.85 avg. rating out of 5 stars
- ✓ 54% avg. survey completion rate
- ✓ 13.7% avg. increase in new business\*

\* Based on a recent SocialSurvey poll of 2,500 agents

# Join the CX Tribe!

Learn how to turn customers into fanatics and employees into advocates. All you need to do is read the new book by SocialSurvey CEO Scott Harris which explains how to design the perfect CX strategy by following **9 simple rules:**



- #1** Focus on the Most Impactful Interactions
- #2** Start with Behavior
- #3** Drive Business Outcomes
- #4** Wherever Possible, Automate
- #5** Escalate and Resolve Issues
- #6** Manage Consistent Data
- #7** Collect and Share Feedback
- #8** Create a Virtuous Cycle
- #9** Make Data Driven Decisions

To get a complimentary preview copy, go to: [try.socialsurvey.com/cx-book-reserve-copy/](http://try.socialsurvey.com/cx-book-reserve-copy/)