

SOCIALCRM



Suggested Responses



Mitchell1

In your shop, at your side

Suggested Responses

Too Busy to Repond to Consumer Reviews? We've Got You Covered!

Crafting personalized responses to customer reviews can be a challenging, time-consuming task for busy repair shops. However, with the launch of our innovative feature, Suggested Responses, drafting meaningful, engaging responses to customer reviews has never been easier.

This game-changing feature leverages advanced technology from SureCritic™ to automatically create thoughtful, professional responses to every Google & SureCritic review. Available within LocalSearch, the feature includes a unique pre-crafted, customizable response for various review scenarios, so you can effortlessly respond to reviews with a single click.

Why Your Responses Matter

Google values high-quality customer reviews and considers them an important factor in determining search rankings. Responding to reviews, both positive and negative, also demonstrates a business's commitment to customer satisfaction. Therefore, it's important for your shop to actively encourage and manage customer reviews to maintain a positive online reputation and boost your google ranking.



When you respond to reviews, you also create a sense of connection and build rapport with your customers. This personal touch can greatly increase the likelihood of customers revisiting your business in the future, leading to repeat business and fostering customer loyalty.

Major Benefits

- ▶ Enhanced Customer Engagement
- ▶ Time-Saving Convenience
- ▶ Personalized, Tailored Responses
- ▶ Consistency and Professionalism
- ▶ Increased Review Response Rate
- ▶ Improved Google Ranking
- ▶ Repeat Business
- ▶ Multilingual Support



"Ever since we have been using the SureCritic automatic response, it has saved time/money in responding to customers. I can easily access the automated reviews from the convenience of my house or while out with the kids ... Even if there are some things in the review that are not too positive, the automated response has very soothing words to show the customer we care, and we will make it right."

— Cory La Bouve, Owner
B & C Auto Repair | Vista, CA

For more information:

Call us: 888-724-6742 | Visit us: mitchell1.com
Or find your local Mitchell 1 sales representative: mitchellrep.com

Suggested Review Response

“Thank you so much for your kind words, John! We are so glad to hear that you have had great experiences with us. We strive to provide fast, friendly and knowledgeable service... and we look forward to continuing to be your go-to for car repairs!”

