

Advantage  
Attorney®

# QuickStart

## *MASTERING ONLINE REPUTATION: MANAGING CUSTOMER REVIEWS GUIDE*

**STEP 1: LOG IN TO YOUR REVIEW  
DASHBOARD**



**STEP 2: CLICK ON THE "GET REVIEWS"  
TAB AND CHOOSE YOUR PREFERRED  
METHOD**



**OPTION 1: UPLOAD A CSV FILE**



**OPTION 2: ADD CONTACTS  
MANUALLY**



**CUSTOMIZE YOUR REVIEW REQUEST  
MESSAGE**



**SET REMINDERS FOR FOLLOW-UP**



**VIEWING YOUR REVIEWS**

# Managing Customer Reviews GUIDE

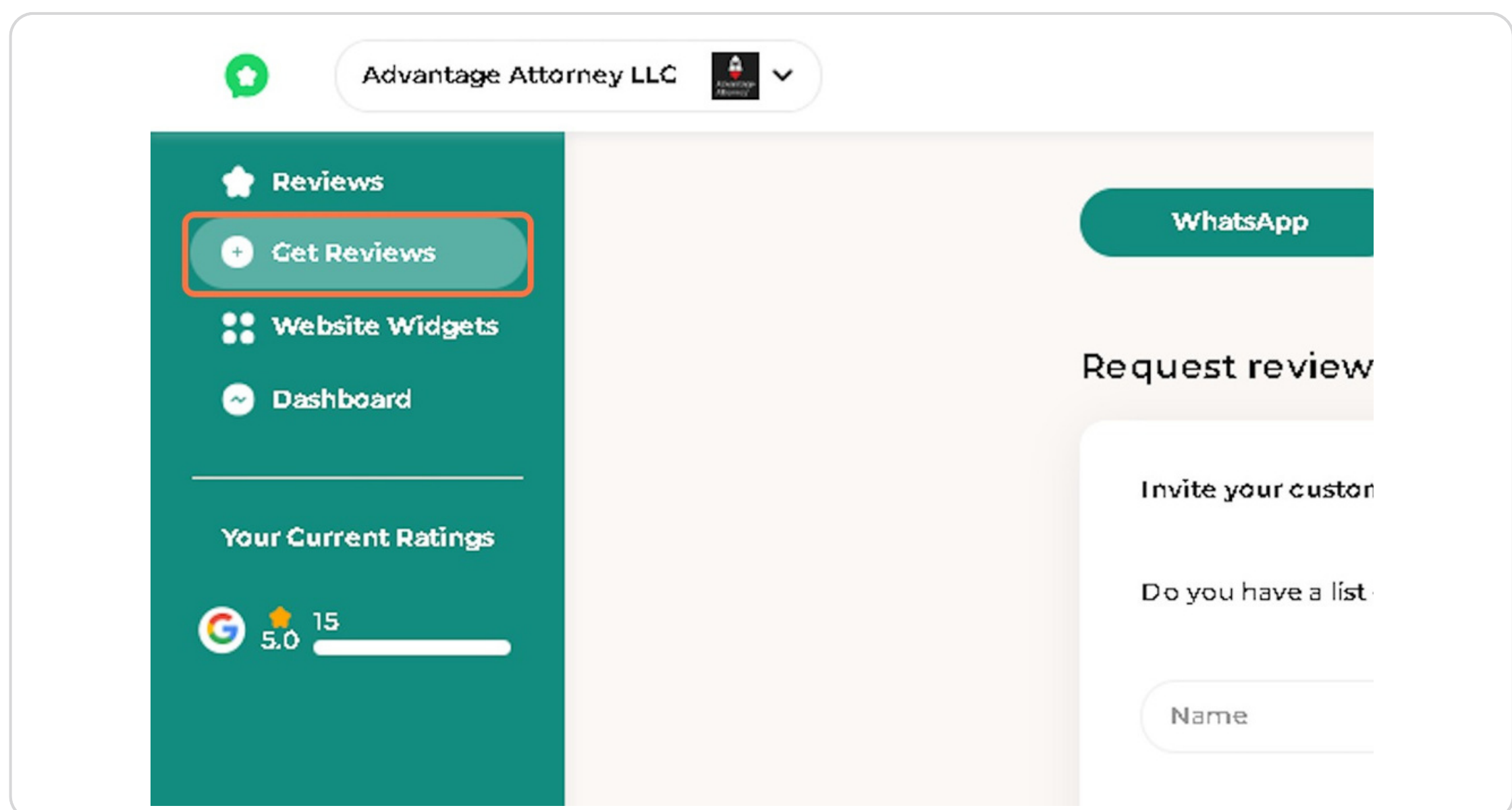
## STEP 1: LOG IN TO YOUR REVIEW DASHBOARD

[CLICK HERE TO LOGIN](#)

To kick things off, simply access your dedicated review dashboard by using the credentials sent to you via email. In case you haven't received your login details or require any assistance, don't hesitate to contact our support team. We're here to help!

## STEP 2: CLICK ON THE "GET REVIEWS" TAB AND CHOOSE YOUR PREFERRED METHOD

Once inside the dashboard, navigate to the "Get Reviews" tab. From there, select whether you want to send review requests via SMS or email. After making your choice, proceed to add your clients' contact information.



# Managing Customer Reviews GUIDE

## STEP 3: CLICK ON SMS

WhatsApp SMS Email

Request reviews via WhatsApp

Invite your customers Monthly limits: 0/100

Do you have a list of contacts? [Upload a CSV](#) ?

Name Number

Request a review

## OPTION 1: UPLOAD A CSV FILE

You have the option to upload a CSV file containing multiple client contacts. Please ensure that your file is in CSV format. Once uploaded, click "I have consent to send messages to this contact" and then click "Request a review."

Request reviews via SMS

Invite your customers Monthly limits: 0/100

Do you have a list of contacts? [Upload a CSV](#) ?

Name Number

I have consent to send messages to this contact

+ Add line

Request a review

# Managing Customer Reviews GUIDE

## OPTION 2: ADD CONTACTS MANUALLY

Alternatively, you can add clients' email addresses or phone numbers manually. After entering the details, click "I have consent to send messages to this contact" and then hit the "Request a review" button.

Request reviews via SMS

Invite your customers Monthly limits: 0/100

Do you have a list of contacts? [Upload a CSV](#) ?

Name Number

I have consent to send messages to this contact

+ Add line Request a review

## CUSTOMIZE YOUR REVIEW REQUEST MESSAGE

If you wish to tailor the review request message, you can do so by editing the template on the same page. You can also send yourself a test message to preview how it will appear on the respective platforms (SMS or email).

Preview

AdvantageA

Hi andies, thanks for choosing us. We ask you to leave us a review. <https://go.climbo.com/advantage-attorney-llc>

Customize the sender ?

AdvantageA 10/11

Customize the message

Hi [[Name]], thanks for choosing us. We ask you to leave us a review. [[Your link]]

Insert


Company name Name Your link

Save template

# Managing Customer Reviews GUIDE

Send a test message

Your name

 Your number

Send a test

## SET REMINDERS FOR FOLLOW-UP

Send an automatic SMS reminder every 3 and/or 7 days if the customer did not leave a review.

Trigger reminders after 3 days

Customize the message

Hi **[[Name]]**,  
thanks for choosing us. We ask you to  
leave us a review.

**[[Your link]]**

Insert  
Company name   Name   Your link

Save

Trigger reminders after 7 days

Customize the message

Hi **[[Name]]**,  
thanks for choosing us. We ask you to  
leave us a review.

**[[Your link]]**

Insert  
Company name   Name   Your link

Save



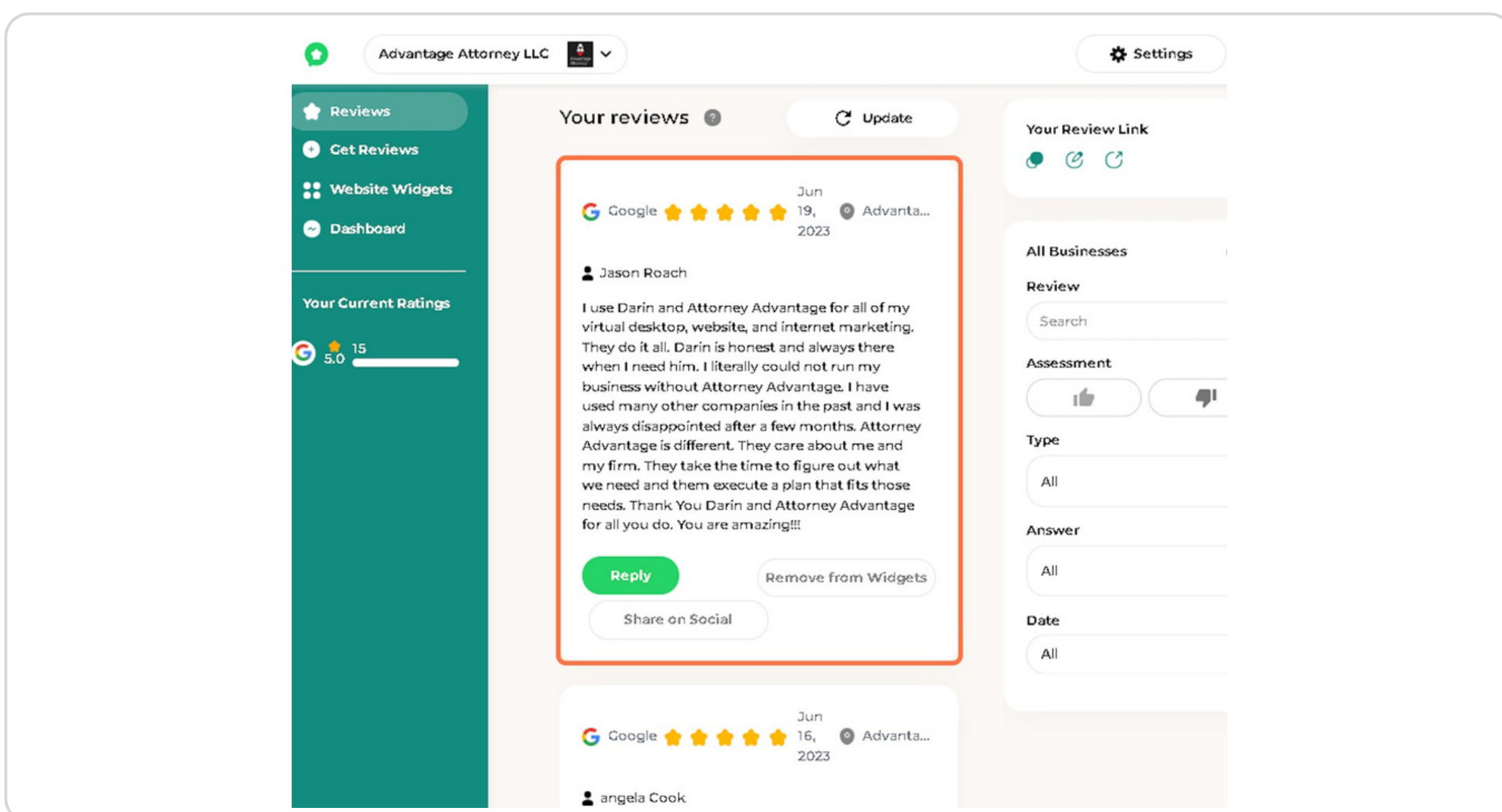
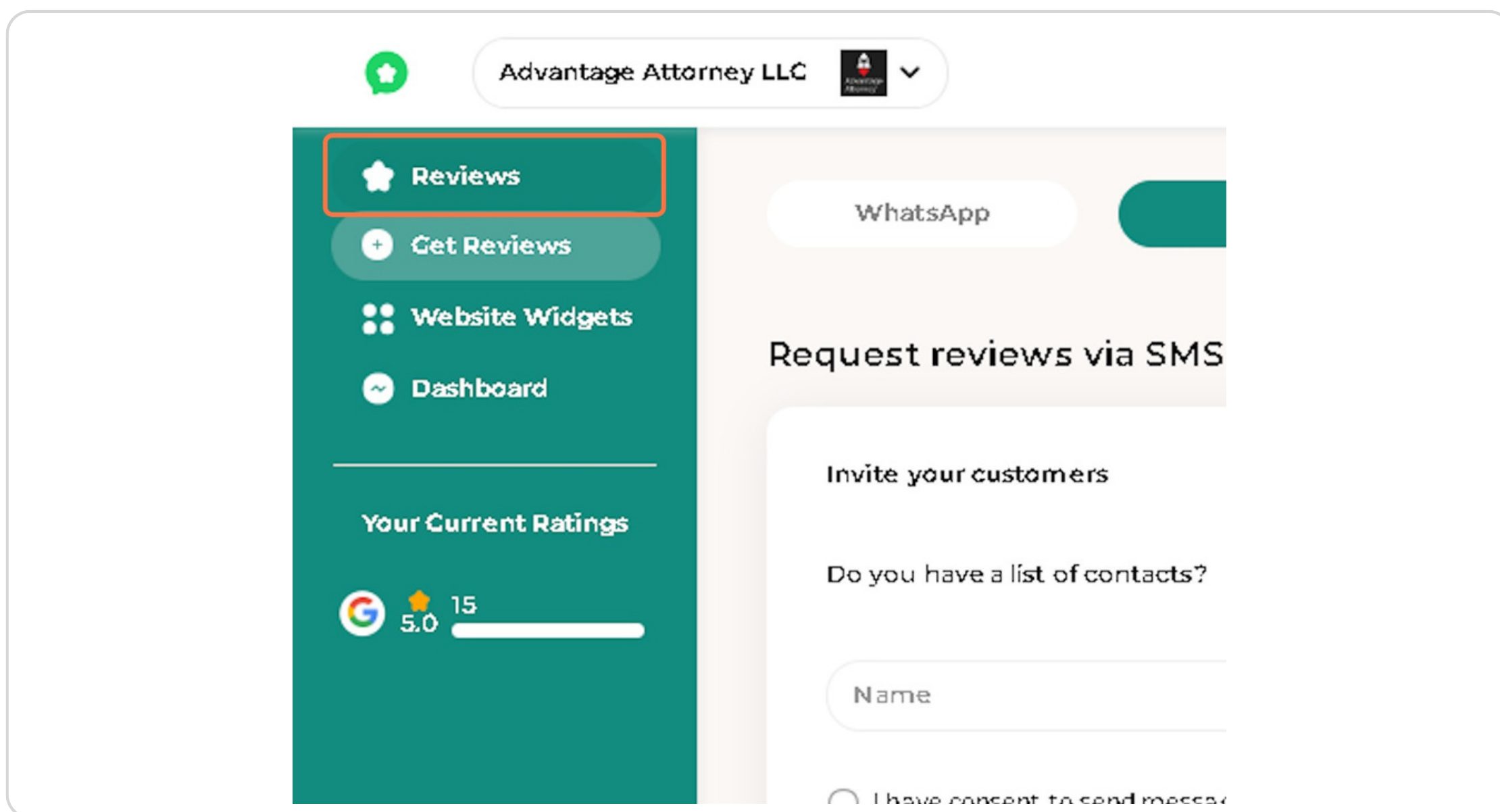
In case your clients don't respond immediately, you can set automated reminders after 3 days or 7 days to nudge them gently. Simply toggle on the reminder button and customize the follow-up message. Don't forget to click "Save" to apply your changes.



# Managing Customer Reviews GUIDE

## VIEWING YOUR REVIEWS

Once the review requests are sent out, you can easily monitor all the incoming reviews in your dashboard. Click on the "Reviews" tab to view and manage all the feedback received. If you wish to respond to any of the reviews, simply click "Reply" to engage with your clients directly.



**Hey, you've made it to the end of this tutorial! Now, you can totally rock at handling your customer reviews and customizing that review link like a pro. Congrats on leveling up with these awesome skills!**

**Happy reviewing, and keep up the great work!**





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