CHATMETER

Reputation Management

Control Your Reputation at Every Location

Amplify your brand's online presence and success with our all-in-one Reputation Management platform. With Chatmeter's user-friendly dashboard, seamlessly monitor customer sentiment while responding to ratings and reviews on channels like Google, Yelp, and Facebook.

Our comprehensive solutions provide actionable insights gathered from real-time online feedback, competitor comparisons, search engine ranking trends, and more. There's no better way to control the conversation, connect with buyers, improve long-term loyalty, and drive exceptional customer experiences online and off.

Reputation Management Dashboard

79%
of users trust online reviews as much as personal recommendations.

31%
more is spent at businesses with excellent online reviews.

"We've had many instances where customers have gone back and changed their review or ranking because we reached out, talked to them, and solved their issue. It's an invaluable tool that we'll use for years to come."

Jessica Woodburn, Marketing Manager at Hospitality Restaurant Group

93%
of consumers read online reviews before choosing a product or service.

SENTRY INSIGHTS
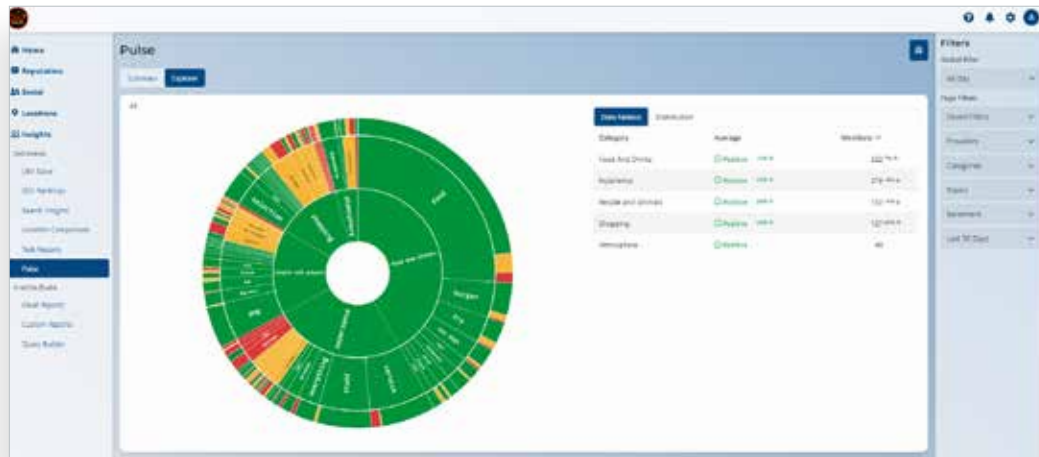
Monitoring

Pulse Dashboard — *Chatmeter customer example*

Track, monitor, and analyze your online reputation in one place. See how you compare to the competition with our Local Brand Visibility (LBV) scoring system. Dive deeper into consumer trends with Pulse, Chatmeter's sentiment analysis tool which visually highlights the hottest topics mentioned in your online reviews. With actionable data, you can create agile, responsive strategies built upon real-time feedback from real-life customers.

Responding
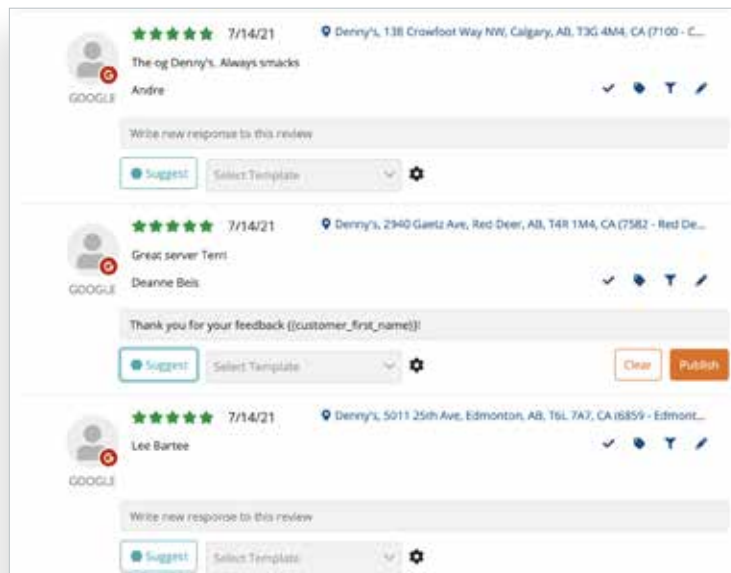
Suggested Responses — *Chatmeter customer example*

Provide standout customer service throughout the buyer's journey by quickly responding to every online review and rating. We streamlined this previously time-consuming process with features like bulk response, suggested response, and a library of customizable reply templates.

SENTRY INSIGHTS

Reporting
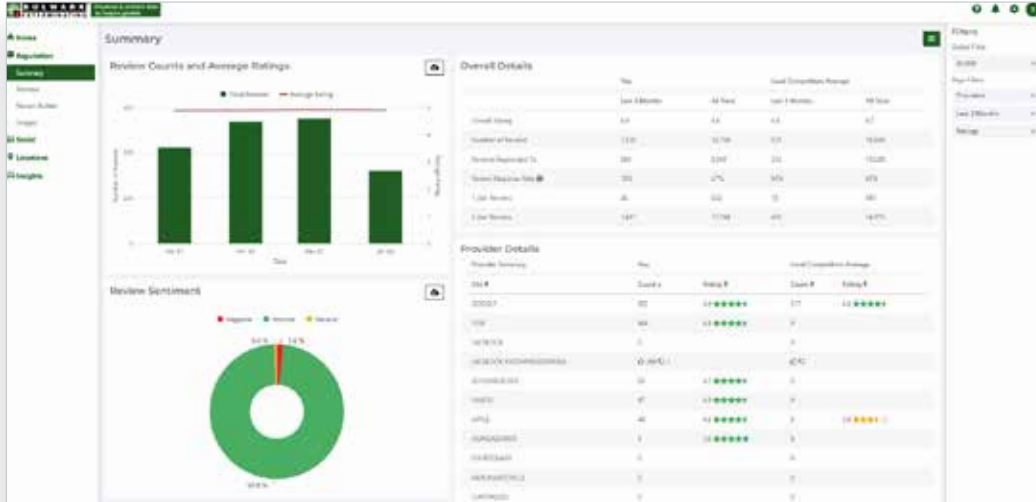
Report Dashboard — Chatmeter customer example

Analyze, share, and compare important data with Chatmeter's analytics studio. By producing in-depth reports and data visualizations, level up your ability to compare locations, track results over time, see how you measure up to competitors, and more.

Take control of the conversation about your business with Sentry's Reputation Managment solutions.
Learn more at sentryinsights.com

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