ReviewPro Account – Quality Tourism Framework

It's important to get the most out of your complimentary ReviewPro account as part of your TiCSA membership and accreditation via the Quality Tourism Framework.

How to log in to **ReviewPro**:

1. Visit app.reviewpro.com/login and enter your **email address** to log in. *Email TiCSA if your email is not found by the system.*

2. Enter your password and click LOG IN. If you have forgotten your password, visit app.reviewpro.com/forgotpassword

Once logged in, understanding the **key metrics** in your ReviewPro dashboard is vital.

We also recommend that you complete two actions: **set up automated reports** and **turn on alerts** for all new or negative reviews.

1. Introduction to ReviewPro key metrics:

- **Global Review Index (GRI)** is an online reputation score available exclusively to ReviewPro clients, which is used by thousands of businesses worldwide as a benchmark for online reputation management.

- The **Semantic Analysis** provides you with a deeper understanding of what your customers are saying about your business and helps you quickly identify both areas of operational excellence and areas of improvement. Semantic Analysis breaks down reviews into mentions of hundreds of key concepts and related concepts. It analyzes the sentiment of each mention, classifying it as either positive or negative.

- The **Management Response page** helps you to monitor how effectively your responses are managed. The following articles may provide you insights on the metric and logic behind the data shown on the various Management Response pages

  o Sources that allow a response
  o Which sources are used to calculate average response time?

Prefer to watch video?

You can check out the following playlist related to Online Reputation Management in the online Learning & Support Centre.

ReviewPro also recorded a webinar: *Step-by-Step Demonstration of your exclusive ReviewPro licence via the QTF and How to Use its Key Features*: https://www.reviewpro.com/training/atic/webinar/

2. Creating Reports/Alerts:

Creating a report or an alert in ReviewPro is easy, you may refer to the following to understand how to go about setting up one for yourself:

- 2.1 **Setting up Report**
- 2.2 **Setting up Alert**

2.1 Reports:

You can set up **weekly or monthly reports** to monitor several areas within ReviewPro by using the **"Actions"** button within that specific page.

For example, to get an **overview of your key metrics** regarding your online reputation in general go to **"Reviews > Dashboard"** then click **"Actions > Download Report".**

Other reports you can setup include:

1. **"Reviews > Results"**
   To **monitor (performance) on the various sources** such as Booking.com, Tripadvisor, Google, etc.
2. **"Reviews > Management Response"**
   To monitor **how you are managing your Management Responses** for reviews that are respond able on the sources that allows a response.
3. **"Reviews > Semantic Results"**
   To **identify areas where your operations have excelled and more importantly, which aspects to focus on to drive improvements** within your organisation.

You can also **Schedule** reports to be sent to you or other individuals within your team on a regular basis. To do this, select the date range you would like to the data from, and click on **Schedule Report**:


2.2 Alerts:

- **New or Negative Review –** You may **set up an alert** to notify you whenever a new or negative review is captured for your business in ReviewPro from the **"Reviews > Tracking"** page.
- Set this up by navigating to **"Reviews > Tracking"** page and clicking on "Create Alert".
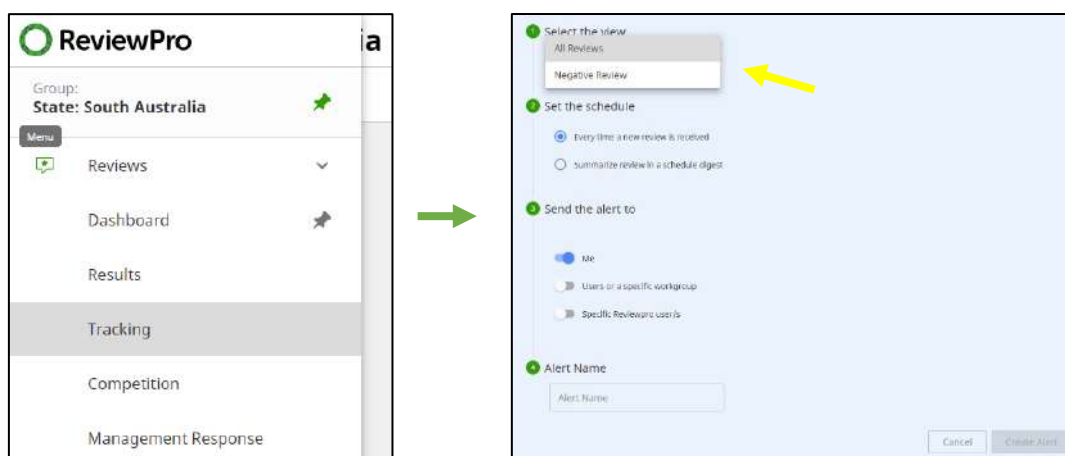
3. Managing the reports/alerts:

After you have set up the reports and alerts, you may manage the scheduled reports via the **"Manage > Reports"** page and the scheduled alerts via the **"Manage > Alerts"** page.
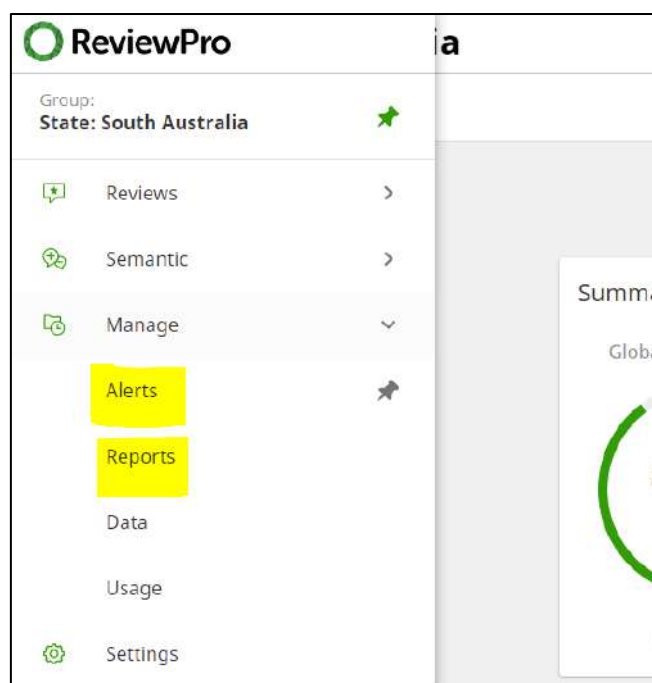
Your Account

Lastly, you can determine how you would like to be receiving the notifications via the **"Settings"** page:

- **Notifications Channel** – you are able to configure the type of content you would like to be notified about, and also the channel of communication.
- **Language & Translations settings** – Set up your languages preferences. Select which languages you prefer to translate and which ones you prefer to keep in the original version.

Need more support?

For any support related matters, you can reach out to ReviewPro via anz@reviewpro.com or TiCSA info@ticsa.com.au