CHATMETER

Chatmeter Solution Overview
Data-driven solutions that deliver breakthrough customer experiences

Customers are telling you what they want. Are you listening? Now, more than ever, consumers have higher expectations for:

· Meaningful, seamless experiences from online to in-store

· Accurate, detailed information across all local pages and directories

· Real-time, authentic review responses

In today's world, reputation management and review response are mission-critical — as is making sense of the data and information from the ongoing online conversations about your brand. Whether you have 20 locations in your area or 20,000 across the globe, Chatmeter's scalable, local SEO and reputation management platform delivers the analytics, solutions, and services your team needs for growth and success.

The Chatmeter Advantage

· A complete reputation management solution set focused on results

· Award-winning customer support with white-glove options

· Competitive benchmarking and custom reporting functionalities

· Deep analytics and real-time metrics that make sense of your data

· Customer sentiment analysis to intelligently guide your CX strategy

· Real-time, authentic review responses

After 12 months with Chatmeter, customers experience, on average:

70% increase in local search visibility

25% increase in click-to-directions

23% increase in click-to-calls

27% increase in maps rankings

Reputation Management

Take control of the conversation about your multi-location business with Chatmeter's Reputation Management solutions.

· See every new review across platforms like Yelp, Google, and Facebook on a single feed

· Post 100s of high-quality, personalizable review responses in minutes

· Track customer sentiment trends and pull metrics to build data-driven strategies
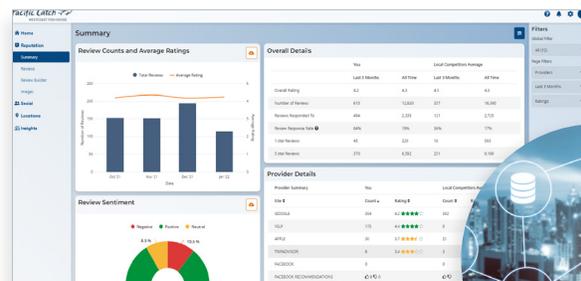
Take control of your online reputation at every location locally, nationally, and internationally.

Chatmeter Product Overview

Analytics & Insights

Access invaluable data and buyer sentiment straight from the voice of your customers in real-time. Analyze and interpret all the data pulled from your brand's listings, reputation, and social media presence.
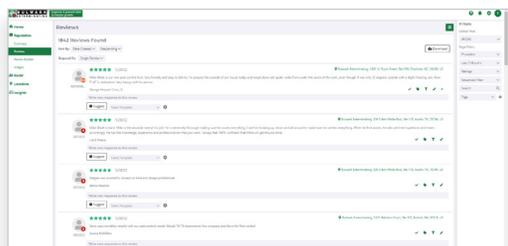
Turn unstructured data into actionable insights

Listings Management

Quickly build out accurate, reliable, and fully optimized online listings for every regional, national, and global store location.
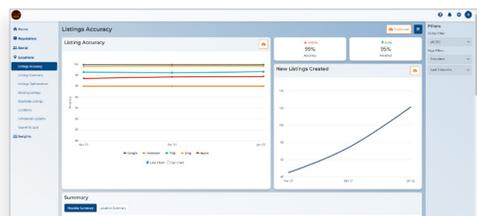
Listings accuracy for seamless customer experiences

Social Media Management

Engage your brand fans by drafting, scheduling, and publishing content across your social channels including Google Q&A and Posts.

Create, post, and schedule content from a single dashboard

Pulse

Pulse combs through online reviews and feedback to reveal trending customer sentiment — positive, neutral, or negative. Analyze these insights, and then take the action needed to resolve customer pain points, celebrate your biggest wins, track feedback on a new product, and so much more.

Check the pulse of your local customer sentiment

ChatExec

Our ChatExec service helps busy teams stay on top of the online conversation about their brand. These reputation experts create genuine connections by expertly managing and responding to reviews, comments, and other customer feedback.

Chatmeter's white-glove reputation management service

"We sincerely appreciate Chatmeter and value our partnership immensely. We've made great strides in our reputation management strategy and the listings optimization has been outstanding"

Director of Digital Marketing at JMG Realty

Schedule a demo to see Chatmeter in action!

Visit **Chatmeter.com** to learn more about how Chatmeter helps multi-location businesses build emotional connections that keep buyers coming back.

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