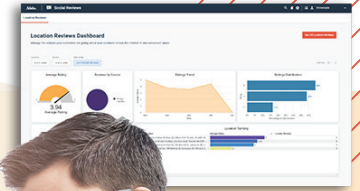
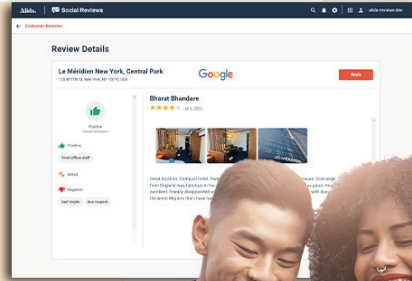


Alida.

Social Reviews

Discover the reasons behind your 'stars'

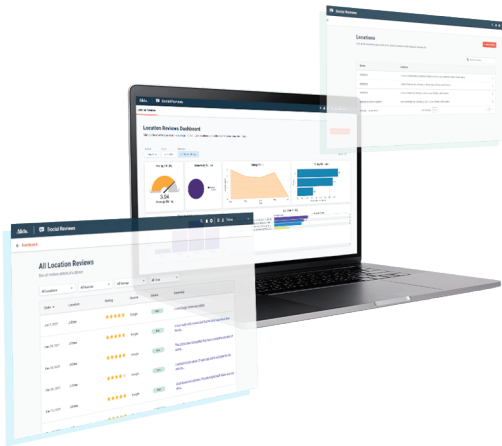


With Social Reviews by Alida, organizations can make data-driven decisions by leveraging customer feedback to uncover actionable insights. Uncover satisfaction, trends, and customer sentiment by collecting reviews from review sites and app stores.

Location Reviews

Oversee over 100 review sites simultaneously.

Monitor more than 100 review websites and capture customer sentiment to gain a comprehensive view of location performance. Deep dive into customer feedback for actionable strategies to deliver a uniform customer experience that adds value to your brand.



App Reviews

Optimize customer experience by seamlessly accessing and analyzing feedback

App Reviews streamlines the process of tracking all your reviews from the Android and iOS app stores by offering an advanced, automated platform to patterns in customer feedback, evaluate customer sentiments, prioritize areas of improvement, and respond to customer feedback.



Build trust by monitoring and influencing your online presence.

Uncover and analyze what your customers think about your business across multiple social channels. Demonstrate your commitment to customers and strengthen their trust by turning their feedback into strategic improvements to your business.

Social Reviews enables brands to

Drive performance based on customer feedback

By centralizing feedback into a single view, easily identify issues and drive strategies to improve your customers' experiences.

Visualize trends and distributions

Visualize trends in ratings and distributions to improve strategic planning and address very specific, localized issues that may have an overall impact on your business.

Understand customer insights

Capture customer sentiment in keywords and predefined categories over time. Use these insights to prioritize the improvements that matter most to your customers.

The Alida Difference

Be empowered by Alida's integrated platform

Alida's TXM platform empowers companies to collect and action both broad feedback and deep insights in a single platform, at speed and scale. Make use of Alida's expertise to optimize millions of customer, employee, product, and brand experiences.

