

Improve Your Online Reputation





About Consumer Fusion

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Consumer Fusion is the only All-in-One Reputation Management Solution that specializes in removing illegitimate negative reviews & photos on over 60+ online review sites. We've removed over 60,000 negative reviews for businesses all across the web, in every major industry! We provide you with the tools you need to monitor your brand's online reputation and to keep your brand's information consistent across all major search directories. Send SMS & email requests to generate new positive reviews from your customers on sites like Google, Facebook & more!



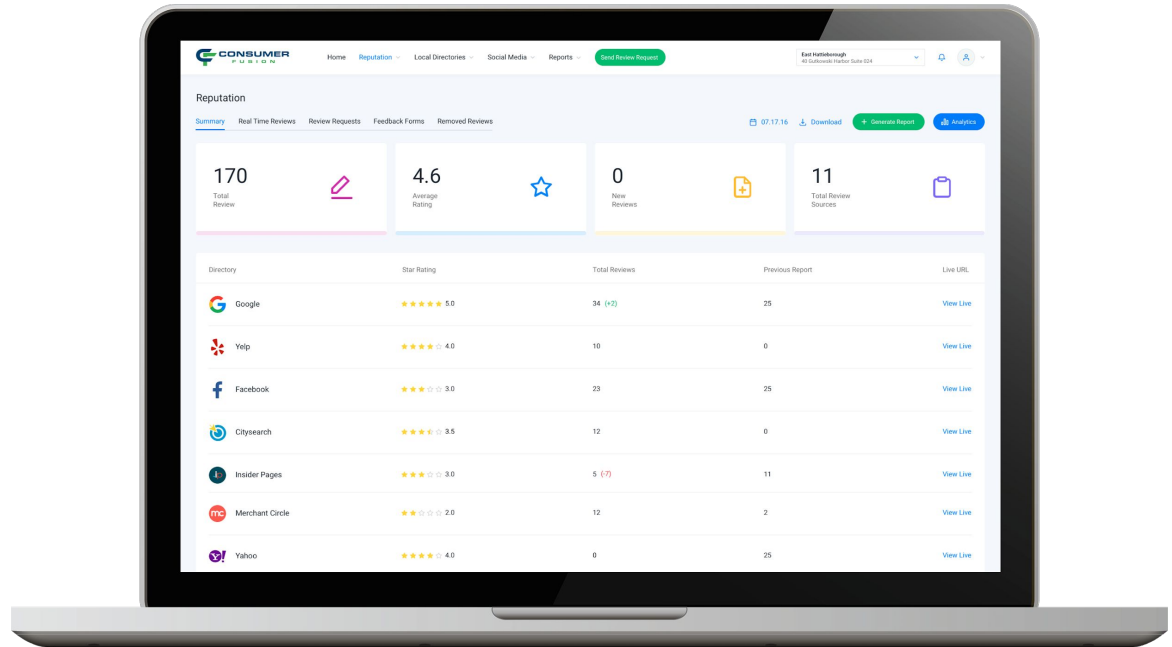
Consumer Fusion Capabilities

Negative Review Removal

- Negative Review & Photo Removal on all major directory sites that violate terms and conditions.
- Alerts via email and text every time a review is removed.
- Our team is automatically notified as soon as your company receives a review below 3 stars so we can begin the dispute process as soon as possible.

Reputation Monitoring

Monitor top directory sites where consumers are leaving you reviews including Google, Yelp, Facebook, Yellow Pages, Citysearch, Insider Pages, and Yahoo.

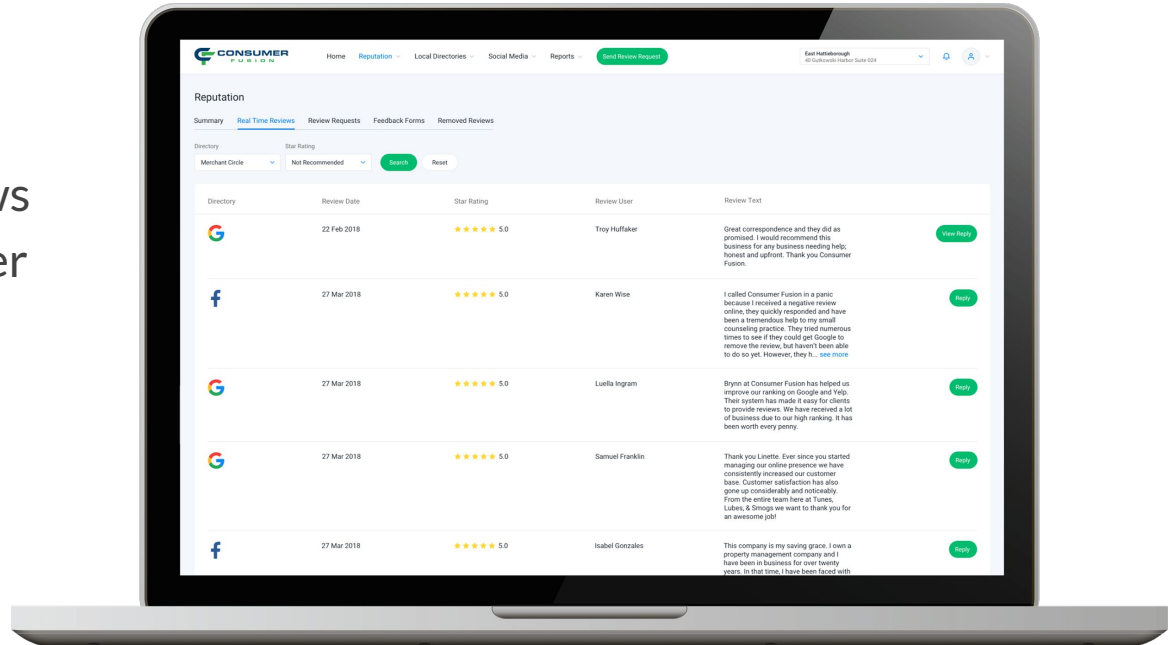


Reputation Monitoring

- Monitor top directory sites
- Real Time Review Notifications via Text and Email (based on your preference).
- Analytics available for review data to better understand how your brand looks online.

Automated Review Responses

Respond to your brand's
Google & Facebook reviews
directly from the Consumer
Fusion Platform



Automated Review Responses

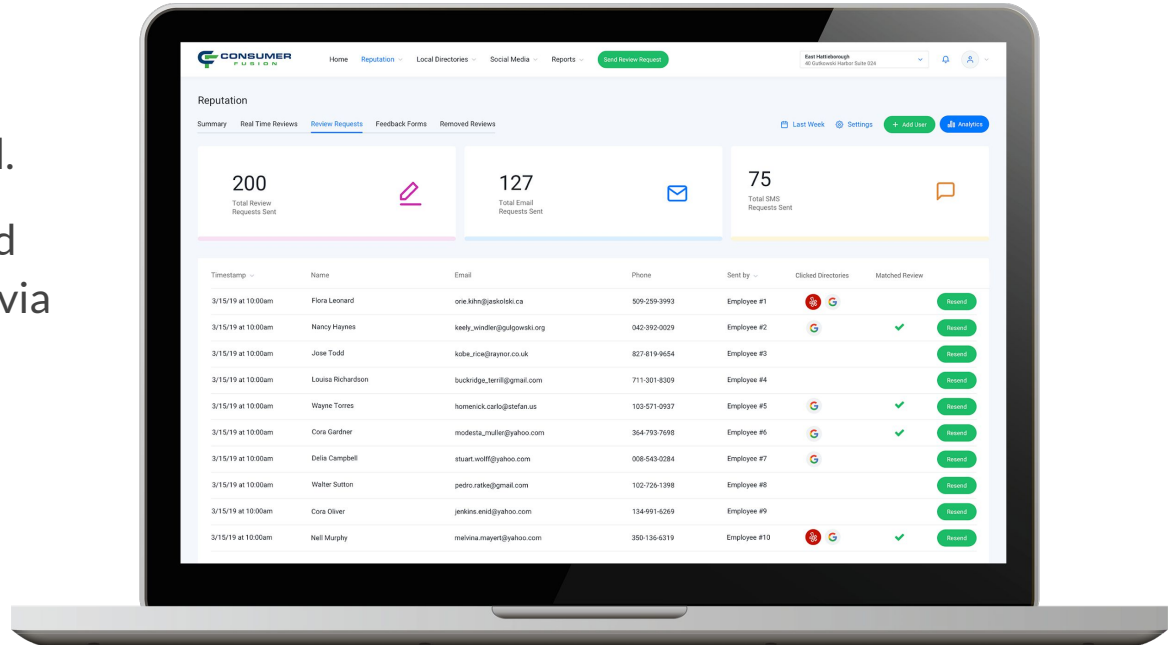
- Automated review replies to Google and Facebook reviews.
- Set up smart templates and custom rules for automated responding.
- Include dynamic fields to make review replies personable and unique per location.
- Include up to 10 response templates per rule.

Review Requests & Review Matching

- Send email and SMS review requests to your customers via our API, Desktop Interface, or Mobile App to generate more positive reviews on all major directory sites and help deter negative reviews through feedback forms.
- Ability to customize MMS photo that is sent along with text review request.
- Our review matching feature lets you keep track of new reviews generated from outgoing review requests.
- Easily set up team members to send manual review requests to customers. Keep track of which team members are sending the most review requests.
- Analytics available for review requests. See send totals, open rates, and engagements on all review requests sent.

Review Requests & Review Matching

- ▷ Send review requests to customers via text and email.
- ▷ Track monthly, quarterly, and yearly review requests sent via Consumer Fusion.
- ▷ Monitor matched reviews

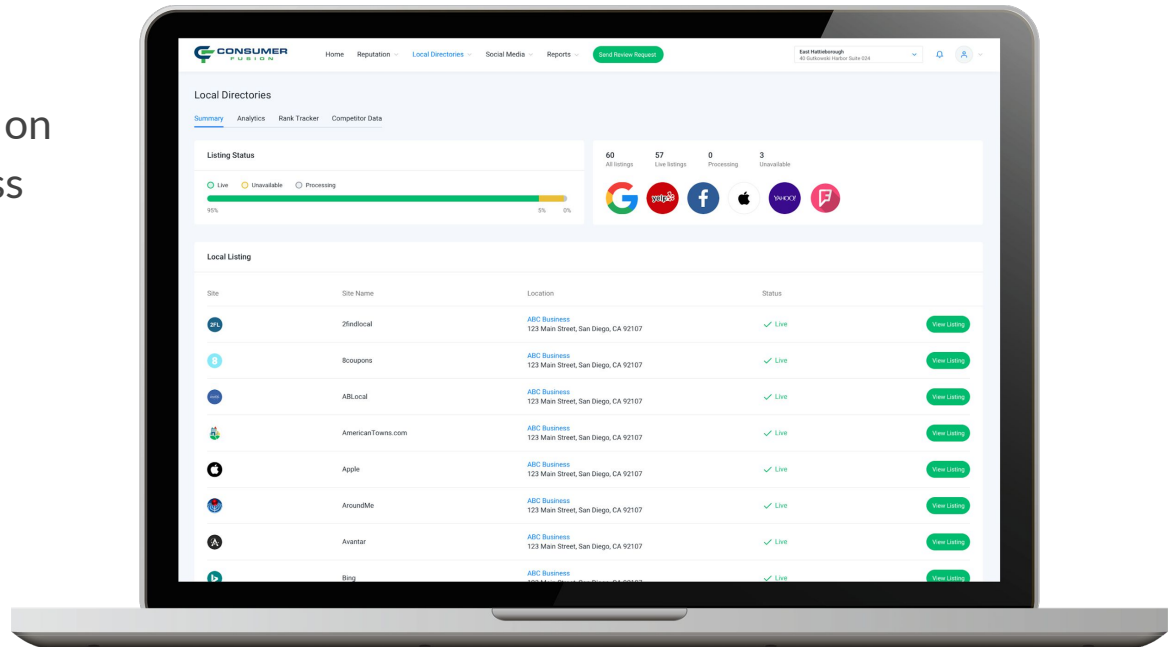


Local Directories/Local SEO

- We submit your location data on your behalf to syndicate across all major search engines. This ensures your company's NAP and other important location data is accurate and consistent no matter where customers are searching.
- Listing submissions include categories, hours of operation + holiday hours, photos, description, products, menus, and more.
- Robust analytics that track listing views over time, Google My Business profile actions, device usage and more.
- Easily manage and update your listing information for a single location or for multiple locations via Consumer Fusion

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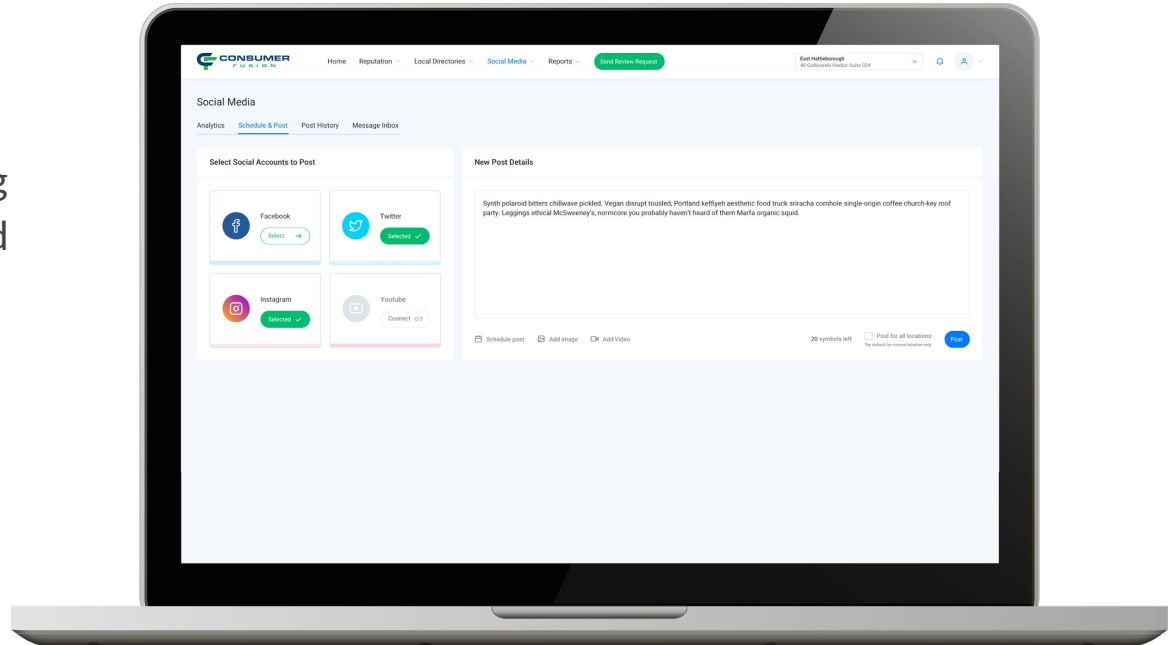


Social Media

- Post content to your Facebook, Twitter, and Instagram including text, trackable links, images, and video (not available for Instagram).
- Dynamic fields available when posting for multiple locations like business name, phone number, website, and more.
- Schedule content for a future date or post immediately.
- Content library available with 100's of images for you to choose from or add your own branded company images to your private content library.
- Parental controls that allows users to approve content before it is published.

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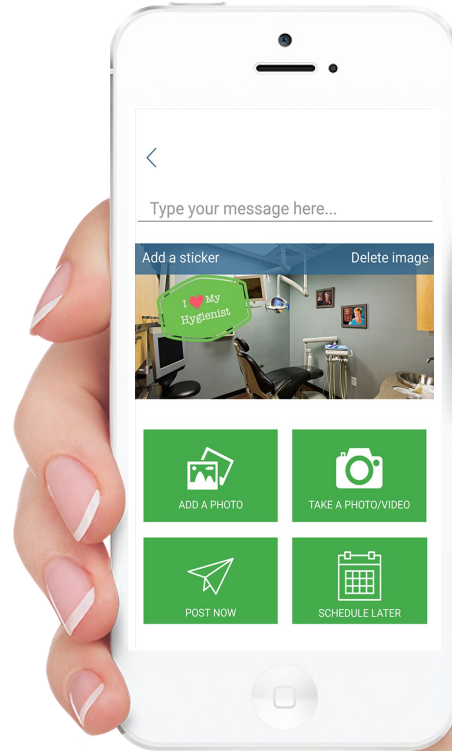


Social Media

- Monitor Social Media Page Analytics from:
 - Facebook
 - Twitter
- Post History - View all content posted from the Consumer Fusion platform and engagement metrics.
- Post content for multiple locations or specific groups already set up for your brand.

Consumer Fusion Mobile App

- Schedule & Post Social Media content on the local level. Take photos with the mobile app and apply stickers to make your images stand out.
- Easily send review requests from your mobile device while you're on the go.
- Keep track of the amount of outgoing review requests sent by other team members.



Enterprise

- Our system is built for multiple locations. Easily set up groups for your different brands or regions. This allows you to easily customize and segmentate your data based off your company's internal organizational hierarchy.
- Role hierarchy - set up team members with roles to provide different levels of access to your Consumer Fusion dashboard data.
- Enterprise Reporting
 - Set up custom reports to compare specific locations or groups of locations on how they're performing across the board. Drill down on key review metrics that gives you a better idea on how your brand is represented online.
 - Schedule and share reports to other team members involved in managing the online presence of the brand.
- The ability to bulk upload team members to have not only the appropriate role but also the appropriate locations he or she manages.