



Transform How You Collect Customer Reviews.

Dashboard

Settings

Contacts

Insights

BRUBAR

Business view

Washington D.C.
BRUBAR

Create Request

TOTAL REVIEWS

2,394

4.9

New reviews since on TrueReview

+2,181

+1,025%

REQUESTS SENT

17,546

REQUEST USAGE

485

/ 2500

NEW REVIEWS

46

(30 days)

ENGAGEMENT RATE

65%

POSITIVE EXPERIENCE

97%

TEAMMATES

Amanda

Jordan

NEGATIVE EXPERIENCE

3%

Latest reviews

164

2,165

65

Response rate

75%

Embed reviews

Review Summary

AI-generated from the text of recent customer reviews.

Customers consistently praise Brubar for its high-quality coffee, friendly service, and inviting atmosphere. Many highlight unique offerings, such as specialty Indonesian coffee varieties, as well as a variety of milk options and fresh pastries. The ambiance, including the atrium seating, and attention to customer satisfaction are also frequently appreciated.

Melissa Melendez

06.11.2024

NEW

Manage

Had an amazing coffee and sandwich! The owners were so kind and made the experience so wonderful. We also loved enjoying our food in the beautiful atrium in the heart of the building.

Alexandra Botz

06.11.2024

NEW

Manage

Finally tried this spot on the way to the office and I loved it! Ordered a cappuccino with oat milk and croissant. The cappuccino tasted rich and now I wish I ordered just an iced latte to go with the croissant. The croissant was delicious and the staff was very helpful.

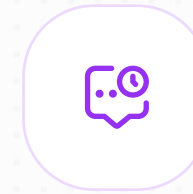
The Most Flexible Solution For Complete Review Management



Custom Branded Requests



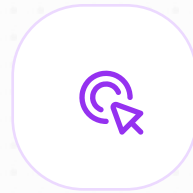
AI-Powered Insights



Automated Review Replies



SMS & Email Drip Campaigns



Interaction Tracking



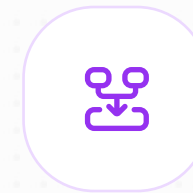
Feedback Management



QR Codes & Shareable Links



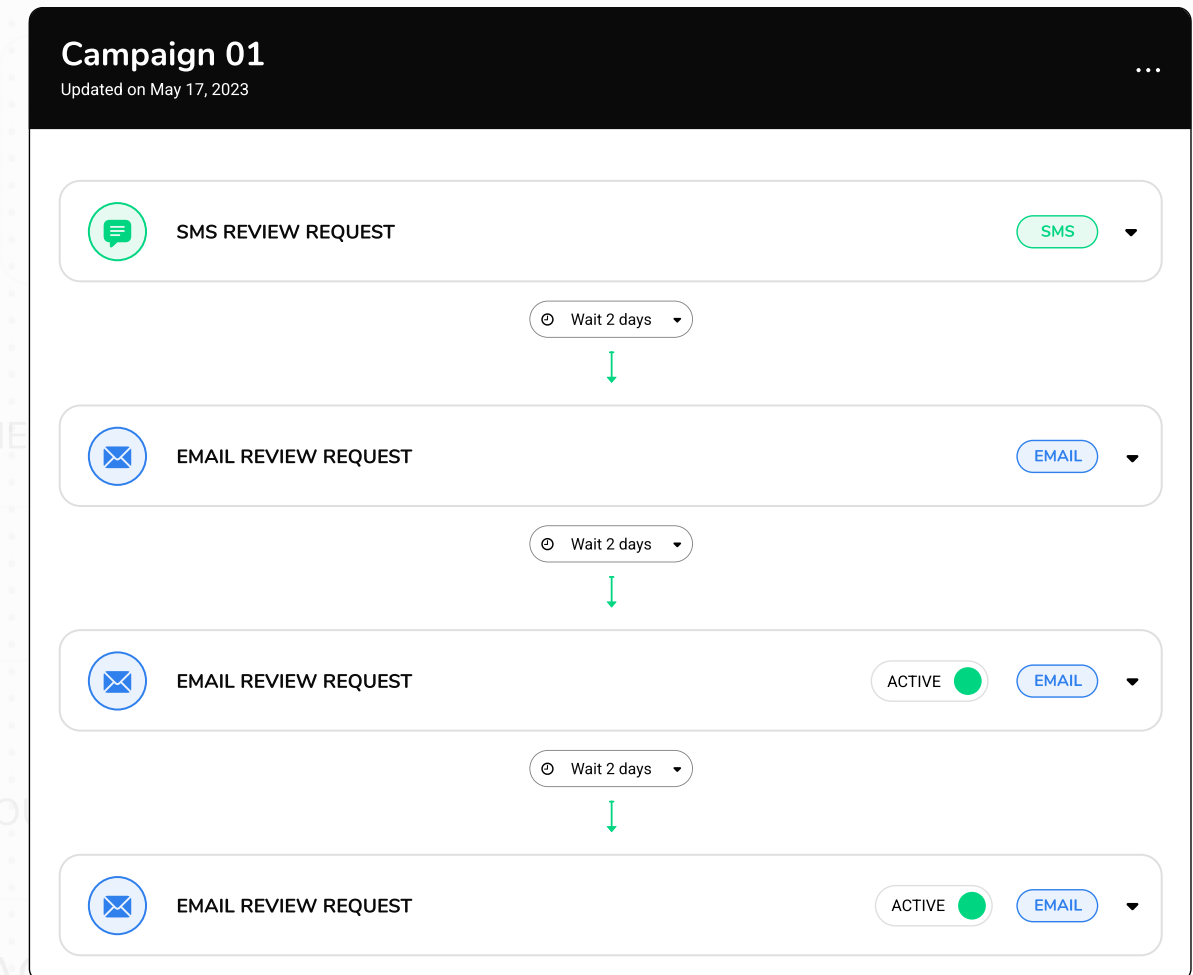
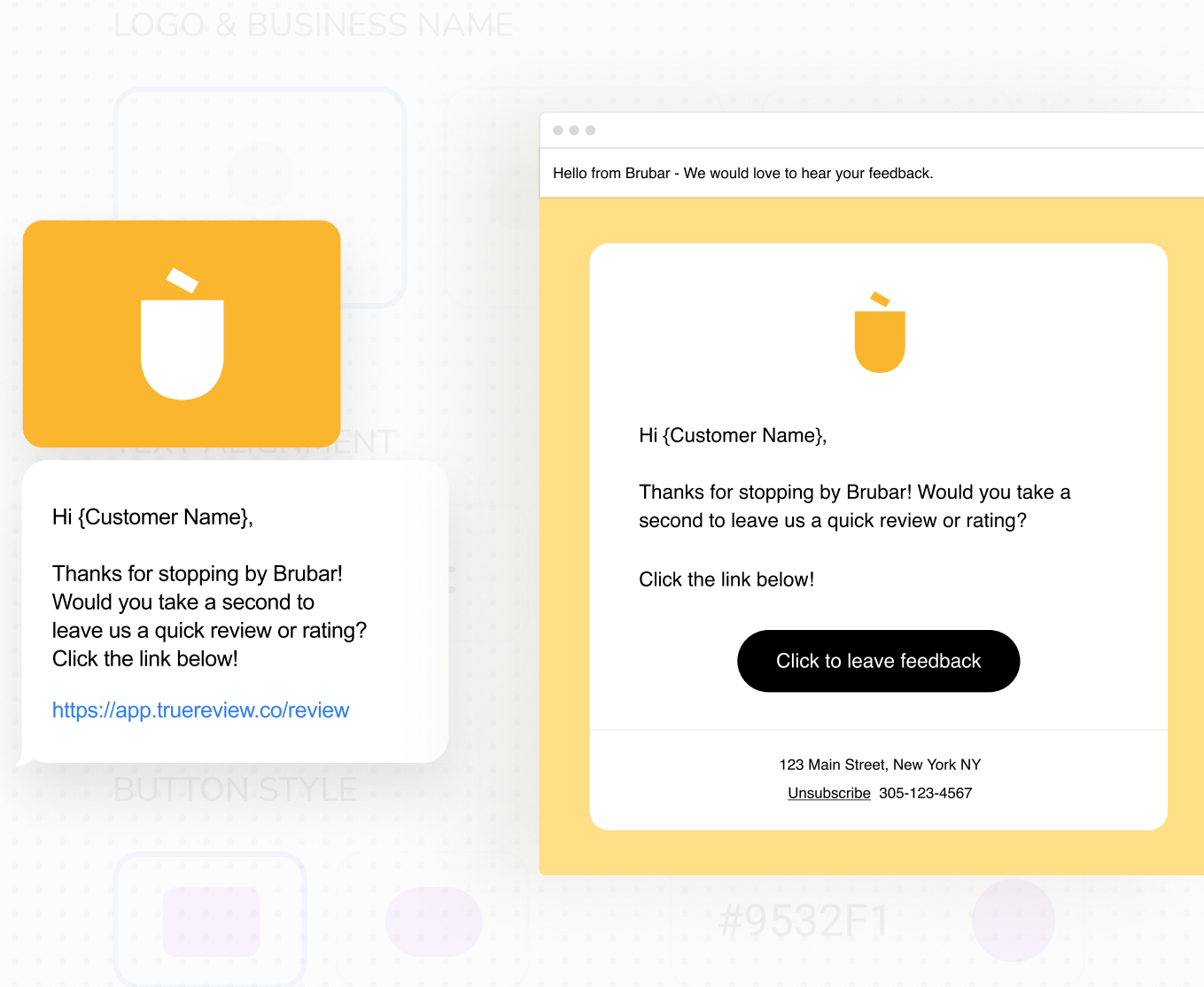
Team Management



Hundreds of Integrations


SMS & Email Drip Campaigns

Send personalized, high-converting review requests via SMS and email to grow your online reputation across platforms.



Custom Branded Requests

Get reviews, feedback and customer sentiment with customizable review requests that stand out with your branding.



BRUBAR

How was your experience with BRUBAR?


★ ★ ★ ★ ★

Would you recommend BRUBAR to a friend?

★ ★ ★ ★ ★

Submit

Surveys



BRUBAR


How was your experience with BRUBAR?

1 2 3 4 5

Would you recommend BRUBAR to a friend?

1 2 3 4 5

Submit



BRUBAR


HOW WAS YOUR EXPERIENCE?

😊 😞


TAP ON AN OPTION

Reactions

Please take a moment to leave a review!



Google



Facebook

OR

Give direct feedback

Direct Link

Leave a review


OR

Tell us what went wrong.

Coffee was great, but there was a long line.

☒ Let BRUBAR contact me

SUBMIT FEEDBACK



Email us

Feedback

AI Suggestions & Automated Review Replies

Save time and respond instantly with AI-generated replies tailored to your tone and review type.



Reply to 4- and 5-star reviews



Reply to 1- to 3-star reviews



Reply in the original language



Professional



Friendly



Grateful



Direct & Concise



Right Away



1 Hour



AI-Generated Replies



Pre-Written Templates



Chirag Patel

NEW



Probably the best coffee in Central DC. Great range of coffee, including piccolos, in the full range of milk options. Pastries are fresh and tasty and the service is friendly and prompt. Plenty of sitting space, including a few tables outside. Highly recommended

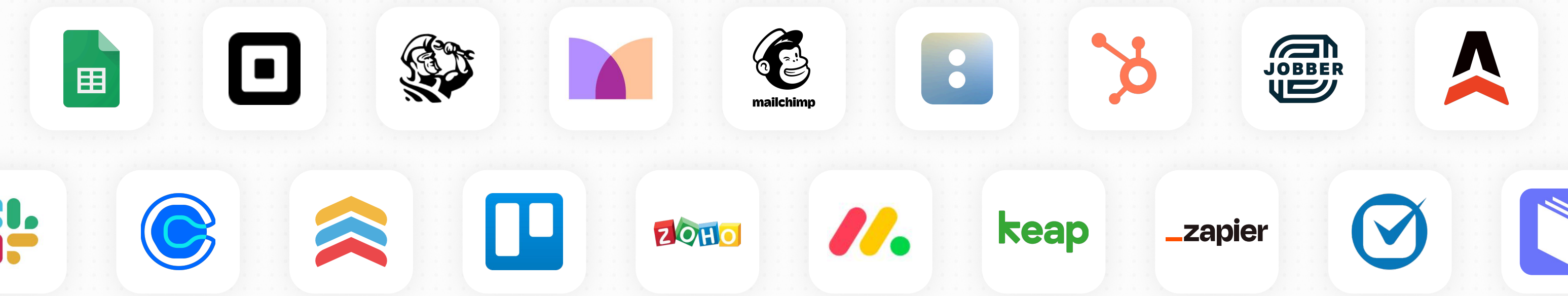
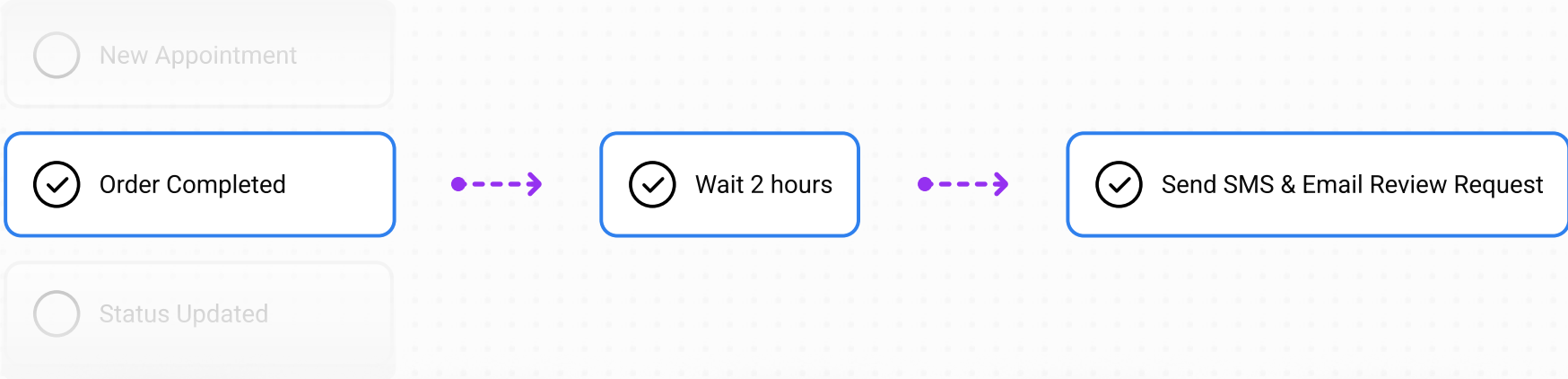


Reply about 1 minute ago

Thank you for your fantastic review! We're delighted to hear you enjoyed our coffee, pastries, and service, and we appreciate your high recommendation.

Automate Requests with Over 1000 Integrations

Trigger review requests at the perfect time using integrations with over a thousand platforms you already trust.



AI-Powered Insights & Analytics

Get clear AI-powered summaries of reviews, sentiment, and trends—plus actionable insights to track growth, measure performance, and reach your next rating goal.

Overall Rating & Review Count

4.6 ★★★★★

1,809



4.8 (1,750) ★★★★★



100% Recommend (27) ★★★★★



4.2 (17) ★★★★★



4.2 (15) ★★★★★

Ratings Across Connected Platforms

4.8 based on 1,809 total reviews

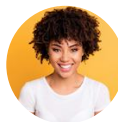


POSITIVE REVIEWS

97%

NEGATIVE REVIEWS

3%



ASSIGNED TO THIS BUSINESS CUSTOMER EXPERIENCE

John	90% 10%	7
Susan	100% 0%	9
Zack	95% 5%	8

Review Summary

AI-generated from the text of customer reviews.

Customers consistently praise Classic Bakery for its delicious cakes, beautiful designs, and excellent service. Many highlight the professionalism and responsiveness of the staff, noting that the bakery often exceeds expectations in both taste and presentation. Several reviews mention that the cakes were a hit at events, with guests commenting on both their appearance and flavor. Overall, patrons

Campaign Series Performance

Main requests

6,285 SENT 48% OPENED 48% ENGAGEMENT 71% WEBSITE CLICKED

Message	Sent	Opened	Engagement	Website Clicked
SMS	2,300	46%	85%	77%

Positive Sentiments

Quality Expectations Designs

Negative Sentiments

Refund Ordering Delivery



Easily Manage Team and Client Access

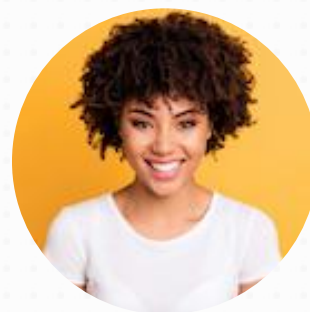
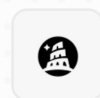
Support multi-user workflows with full control—assign roles, restrict views, or give clients their own dashboard access.



Evan Blake

Admin Access

ASSIGNED TO:



Maya Lin

Restricted Access

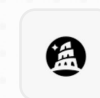
ASSIGNED TO:



Leo Ramirez

Restricted Access

ASSIGNED TO:





QR Codes & Shareable Links

Make it easy for customers to leave a review—on the spot or on the go—with customizable QR codes and direct links that lead straight to your review flow.




Please take a moment to leave a review!

 Google

 Facebook

OR

Give direct feedback


BRUBAR


How was your experience with BRUBAR?

★ ★ ★ ★ ★



Would you recommend BRUBAR to a friend?

★ ★ ★ ★ ★

Submit


BRUBAR

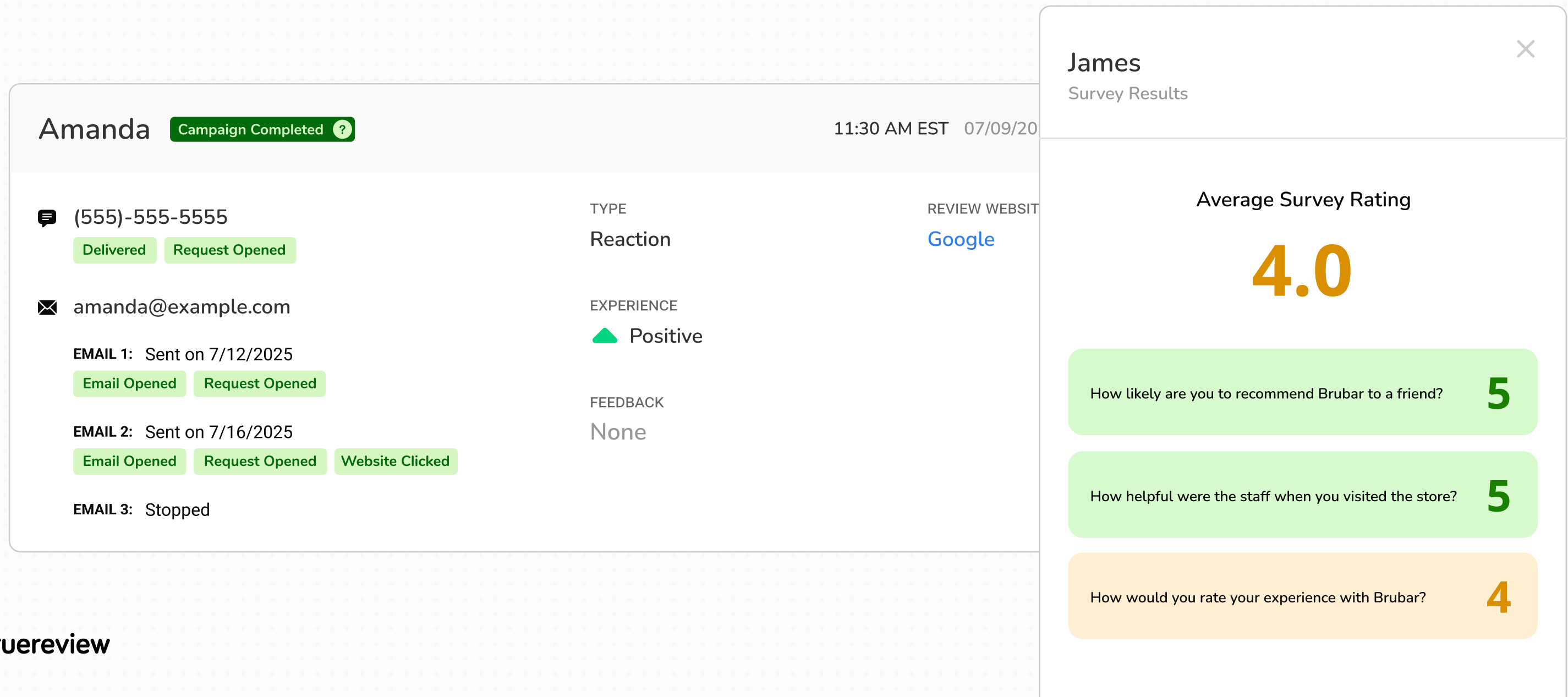
HOW WAS YOUR EXPERIENCE?

TAP ON AN OPTION

Understand the Full Customer Journey


See how customers interact with your review requests, track engagement data, and measure their experience every step of the way.




Turn Feedback Into Actionable Insights

Get clear summaries and surface recurring topics in customer feedback without sifting through every response.

Michael Jones


 (281)-330-8004

 mikejones@example.com

CUSTOMER FEEDBACK

Submitted on 01/05/2025

The late pick-up process was inconvenient, with long wait times and unclear communication on expected delays.


 Customer marked as contacted

Emailed customer a discount for their next purchase.

Customer Experience Index


95%

POSITIVE



5%

NEGATIVE




23

FEEDBACK SUBMITTED


4

REQUESTED TO CONTACT

 Feedback Summary

Based on 23 customer feedback submissions.

Customers frequently note concerns with communication, mentioning that updates on their orders were lacking or unclear. Additionally, several reviews highlight issues with orders not arriving as expected, with items missing or incorrect. Delivery delays and other logistical problems are also commonly cited as areas needing improvement.

 Common Topics

Quality

Expectations

Ordering

Professionalism

Beautiful designs

Pricing

Choose from Monthly or Annual Plans
Save 40% with annual plans.

Starter

\$49

Per month billed monthly

Email Review Requests
250 Monthly Requests
1 Location
Limited AI Response Suggestions
Monitor 3 Review Sources
1 Campaign
Automated Replies
Brand Customization
Team Management

Small Business

\$99

Per month billed monthly

SMS & Email Review Requests
500 Monthly Requests
1 Location
Unlimited AI Response Suggestions
Monitor 5 Review Sources
1 Campaign
Automated Replies
Brand Customization
Team Management

Premium

\$299

Per month billed monthly

SMS & Email Review Requests
2,500 Monthly Requests
5 Locations Included – Add More A La Carte
Unlimited AI Response Suggestions
Monitor All Supported Review Sources
Unlimited Campaigns
Automated Replies
Brand Customization
Team Management



Get Started Today

No hidden fees, no setup costs, 100% transparent pricing.

[Start Free 14-Day Trial](#)

Send up to 250 SMS and email review requests at no cost during your 14-day trial.