



PestPac
by WORKWAVE™

PestPac Online Reviews

Engage Online and Win More Business

Word of mouth is the number one way to get new leads. People rely on the internet and recommendations when making a new purchase. Increasing the odds of getting a review can be as simple as asking for one immediately after service completion. Tying your pest control software to a mobile application and online review marketing tools can easily allow you to collect more online reviews and use customer feedback to gain new sales.

Attract and win more business by increasing your visibility on social sites, collecting and transparently addressing negative reviews, and gaining trust and confidence in your business.

AUTOMATED COLLECTION

91% of consumers between the ages of 18 and 34 trust online reviews as much as a personal recommendation.

- Automated integration with PestPac service process
- Track reviews and technician engagement
- Send instant requests for reviews and reminders right from the field

GENERATE MORE LEADS

89% of consumers read businesses' responses to online reviews.

- Increase your visibility and ratings on influential social sites
- Boost your website's ranking in paid online advertising like Google Local Ads
- Provide great customer service by quickly addressing negative reviews online and offline

TO LEARN HOW YOU CAN GET MORE CUSTOMER REVIEWS AND TURN THOSE REVIEWS INTO NEW LEADS, [CLICK HERE.](#)

ENGAGE YOUR CUSTOMERS

63% of consumers say businesses have not responded to negative reviews.

- View and manage reviews from anywhere
- Gain visibility into reviews to guide customer service interactions
- Drill down to understand overall satisfaction ratings

“Since implementing PestPac Reviews,

250–300
customer reviews.”

– Christine Fernandez, Director of Operations,
Rose Pest Solutions



If you're not making an effort to gain more customer reviews and taking control of the conversation by responding to reviews, then you're missing out on valuable insights and a wealth of new customers who could be choosing you for their pest control needs.

PestPac Online Reviews allow you to reduce operational expenses while growing your revenue stream.

Mobile app functionality enables techs to engage with the customer while at the site to request and collect reviews immediately after job completion.

Match online reviews with customers in PestPac for complete insight into service history and survey ratings.

Provide a collaborative environment where coworkers share reviews, flag those to address and provide insight for customer service and techs in the field.

Reporting and widgets provide critical insight into service performance to increase efficiency and gain more profit.

Review cards make it simple to manage all aspects of the review workflow in a single place.

Automatically send an email or text message after service requesting that your customer reviews your business online. You control the request frequency and which review sites.

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