

bazaarvoice®

Review Resubmission

Many reviews that are rejected in moderation could be approved with minor changes. With review resubmission, you can deliver a better experience for the 6-10% of consumers who have their reviews rejected by informing them why the review was not approved and allowing them to edit their original submission.

How it works:

1

Customer submits initial review

Review does not meet guidelines and is rejected by moderation

2

Bazaarvoice sends notification email

Email is sent to customer with reasons for rejection and link to resubmission form

3

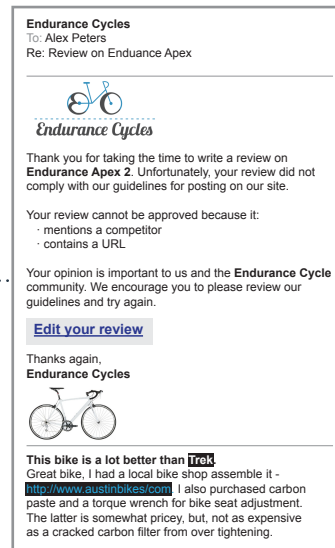
Changes made in resubmission form

Resubmission form prepopulates with original review and when possible highlights sections that need editing to meet guidelines

4

Customer submits revised review

Edited review goes back through Bazaarvoice moderation for approval to display



My Review

Your review cannot be approved at this time because it:

- mentions a competitor
- contains a URL

Overall Rating: 4 stars Good

Review Title: This bike is a lot better than Trek (This text mentions a competitor)

Review: This bike is a lot better than Trek (This text contains a URL)

Great bike. I had a local shop assemble it - <http://www.austincycles.com>. I also purchased carbon paste and a torque wrench for bike seat adjustment. The latter is somewhat pricey, but, not as expensive as a cracked carbon fiber frame from over tightening.

Would you recommend this product to a friend? Yes No

Email: supercycletest@gmail.com

How old are you? 25 to 34

What is your gender? Male

What do you use your bike for? Exercise

How experienced of a biker are you? Intermediate

What brand was your previous bicycle? Trek

Where did you buy? Trail Ridge Sports

How would you rate the value of the product? 4 stars Good

How would you rate the comfort of the product? 5 stars Excellent

Review resubmission improves the submission experience for over 60% of rejected reviews.

The review submission experience is an important point of contact with consumers. Review resubmission allows you to make sure more of your customer voice is heard while maintaining good relationships with customers whose reviews do not initially meet moderation guidelines.

Contact your Client Success Director today to learn more.