

# 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

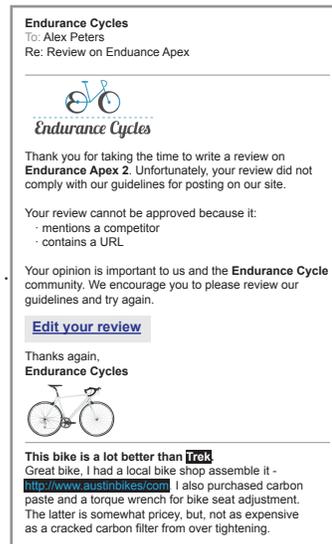
#### Changes made in resubmission form

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



### 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.