

# Support for everyone



## A friendly helping hand for every Feefo customer.

We don't only care about helping you get the best reviews and ratings you can get. We want to empower you to use your customer feedback to grow your brand, customer experiences and of course, advocates.

That's why we have a team of dedicated experts on hand to advise you. Every brand that joins the Feefo family will get access to the Customer Success Team or their own Customer Success Manager.



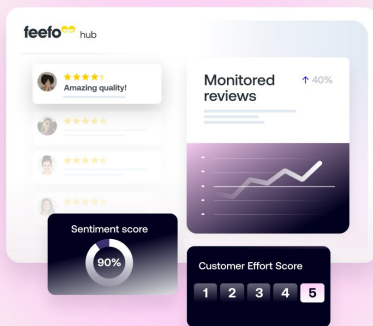
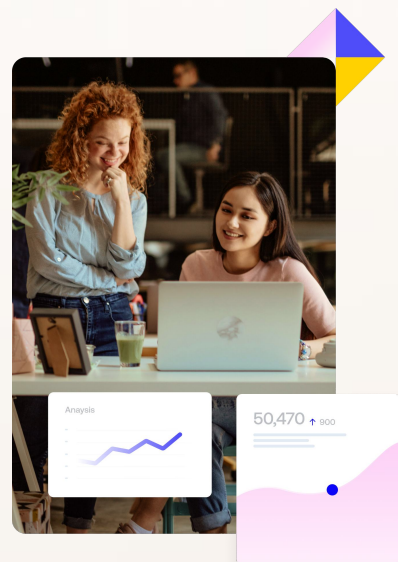
Our experts help you deepen your knowledge of your customers and their experiences.

A real person is always on standby to offer support and advice to capture and understand what your customers are saying about you.

We're on hand to help you build your feedback and insights strategy.

# Our friendly team are:

- Able to help you set up a feedback strategy and better understand your customers' experience
- A dedicated team of people on hand for support and guidance
- Insight experts who want to help you make the most out of your feedback
- There to help you reach your brand goals and objectives
- With Feefo's Enhanced package you get a dedicated Customer Success Manager to give you one-to-one support for your brand, by phone and annual account reviews email and monthly check-in



## Can you help me understand my review insights?

All of the people in our Customer Success team are trained insights experts who can not only advise you on how to encourage customers to leave reviews but can also provide guidance on what to do with the insights you gain.

## Will you help me get started?

Yes absolutely, our implementation team is on hand to help you succeed from the start, no matter your package. Once you're set up and running, you'll either have access to the Custom Success team or a dedicated Customer Success Manager.

## How will Customer Success help me?

Our Customer Success team will help you feel confident using Feefo and support you to get the most out of your customer feedback. They provide expert advice on how to build a holistic advocacy strategy for your brand.

## Will I get my own Customer Success Manager if I sign up for Feefo?

Every customer of Feefo's gets access to real human support, no matter what package they're on. Customers on Feefo's Enhanced package will be allocated a dedicated Customer Success Manager who will get to know your business, understand your goals and help you to get there. They share best practice advice and insights from your industry to ensure you're maximising your feedback strategy.



To find out more, contact a consultant

[Book a demo](#)

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