



AI Review & Reputation

Automatically requests reviews from happy customers, monitors what's being said about your business, and helps you respond before small issues become public problems.

Automated Review Requests

Reputation Monitoring

Smart Response Drafting

THE CHALLENGE & THE FIX

What Review & Reputation Actually Does

This automation turns happy customers into public five-star reviews and turns unhappy ones into a fast, professional recovery, automatically.

≡ The Problem Today

- Most satisfied customers never leave a review unless asked at the right moment
- Negative reviews often go unanswered for days, hurting credibility
- Manually tracking reviews across Google, Facebook, and Yelp is tedious
- Inconsistent responses to reviews look unprofessional to future customers

⚡ The Agentra Fix

- AI automatically requests a review at the ideal moment after service
- Monitors new reviews across platforms in real time, around the clock
- Drafts a thoughtful, on-brand response to every review, especially negative ones
- Alerts the owner immediately when a low-rating review comes in

Right after a job or purchase is marked complete, the system sends a friendly, well-timed review request by SMS or email with a direct link to leave feedback. In parallel, it continuously monitors your Google, Facebook, and other review profiles; when a new review appears, AI drafts an appropriate response, grateful and warm for positive reviews, calm and solution-focused for negative ones, and instantly alerts the business owner to anything requiring urgent attention.

STEP-BY-STEP AUTOMATION FLOW

How It Works

From 'job done' to a five-star review, and a fast, professional response to every piece of feedback.



THE INTELLIGENCE LAYER

Under the Hood

How the AI actually thinks, decides and acts inside this automation.

Timing is the biggest lever in review generation, so this automation is built around a delay-and-trigger pattern: rather than asking immediately, which can feel transactional, or too late, when the moment has passed, it waits an ideal interval based on the type of business before sending the request, and can automatically send a single friendly reminder if there's no response.

For reputation monitoring, the AI is given the context of the specific review, star rating, text, and reviewer name, and drafts a response matched to that tone: appreciative and specific for great reviews, and empathetic, non-defensive, and solution-oriented for critical ones. Every draft is queued for a quick human glance before publishing, or can be set to auto-post for positive reviews only, keeping the business in control while removing the blank-page problem of writing responses from scratch.

TECH STACK

**n8n Workflow Engine**

Times review requests and routes new reviews to AI

**GPT Language Model**

Drafts personalized review requests and responses

**Google Business Profile API**

Monitors new reviews and posts responses

**Twilio SMS API**

Delivers the review request text to customers

**Alert Webhook / Slack**

Instantly notifies the owner of low-rating reviews

INTEGRATES WITH

Google Business Profile

Facebook Pages

Yelp

Twilio

Gmail

Slack

WHY IT MATTERS

Key Benefits

Reputation compounds; this keeps it moving in the right direction, automatically.



More Five-Star Reviews

Consistent, well-timed requests turn silent happy customers into public advocates.



Faster Response Times

Every review gets a thoughtful reply within hours, not days.



Damage Control On Autopilot

Negative reviews are caught and flagged the moment they appear.



Stronger Local Search Ranking

Review volume and recency are major local SEO signals.



No More Manual Tracking

One dashboard replaces checking multiple platforms by hand.



Consistent Professional Voice

Every response reflects the same careful, on-brand tone.

REAL-WORLD EXAMPLE

A dental practice completes 30 appointments a week. Each patient now receives a friendly review request text three hours after their visit, and the practice's Google review count grows steadily. When a rare two-star review appears citing a long wait time, the owner gets an instant Slack alert along with an AI-drafted, empathetic response ready to review and post within minutes, long before the review has a chance to sit unanswered.

IDEAL FOR

Healthcare & Dental

Home Services

Restaurants

Salons & Spas

Auto Services