

Powerful Tools, Unlimited Surveys, and Hands-On Support

Features		bizrate insights	yotpo.	★ Trustpilot	Google
Unlimited Survey Invitations and Responses	The Bizrate Insights network is free to join no matter the size of your audience.	✓	-	-	✓
Verified Reviews	Feedback is collected from verified shoppers and buyers.	✓	✓	✓	✓
Seller Ratings Syndication	Syndicated customer reviews enhance your ad spend on Google, Yahoo, Bing, and more.	✓	✓	✓	Google Only
Comprehensive Benchmarking	Benchmark site performance against your industry, competitors, or a customized category.	✓	-	✓	-
Net Promoter Score (NPS)	Track customer loyalty over time, or measure your score against industry trends.	✓	-	-	-
Real-Time Feedback	Gather immediate feedback across the customer journey, from consideration to purchase to delivery.	✓	-	-	-
Comprehensive Post-Delivery Survey	Collect BOPIS or post-delivery feedback tied to your online purchase experience.	✓	-	-	-
Pre-Purchase Solution	Convert shoppers into buyers and identify roadblocks along the path to purchase.	✓	-	Enterprise	-
Live Shopper Alerts	Recapture lost sales on the spot by contacting site abandoners in real time.	✓	-	-	-
Consumer Panel	Easily assemble a market research panel from more than 2.5 million verified and validated online consumers.	✓	-	-	-
AI-Driven Comment Tools	Our AI-powered verbatim toolset identifies the most important patterns in your feedback, helping you quickly align on what to address, what to preserve, and what to celebrate.	✓	✓	Enterprise	-
Human and AI Custom Insights and Analysis	Our Client Insights experts use AI and real-world experience to identify key trends and areas for improvement.	✓	-	-	-
Hands-On Support In All Plans	Leverage your relationship with our hands-on Account Managers who understand your data and your business.	✓	-	-	-

Start Optimizing Your CX Strategy

See what Bizrate Insights' VoC feedback solutions can help you achieve. Scan the QR code to get started, or email us at getstarted@bizrate.com.

