

/ Ratings. Reviews. Real Insights.

Actionable Insights Rooted in Authentic Customer Feedback

Verified customer feedback from pre-purchase through post-delivery.

Don't guess at what your customers want. Bizrate Insights helps you capture feedback from your customers at every stage of their journey—before, during, and after the sale. We provide data and insights your teams need to spot friction points, prioritize strategies, and implement changes that boost conversion, increase AOV, reduce returns, and drive repeat purchases.

Grow Your Business

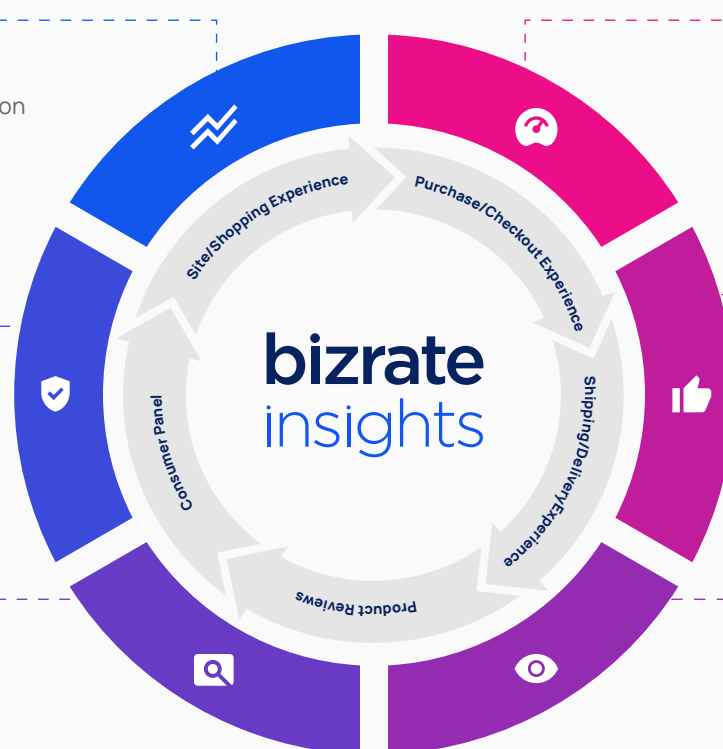
Increase satisfaction and retention by quickly addressing customer pain points and improving the shopping experience.

Manage Your Reputation

Display and promote brand credibility, using UGC, awards, and badges as social proof.

Turn Insights Into Action

Create strategy and fuel growth using human- and AI-powered insights based on your data and customer feedback.



Track Net Promoter Score

Use NPS to track performance at key points in the customer journey compared to benchmarks.

Understand the Customer Journey

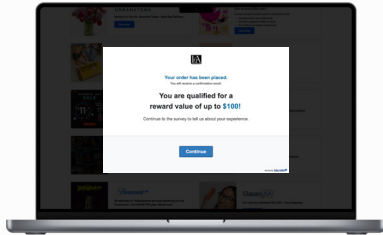
Utilize authentic feedback directly from verified shoppers and buyers to uncover valuable insights throughout the journey.

Boost Search Visibility

Drive qualified traffic from organic (SEO) and paid search (SEM) with reviews syndicated directly to Google.

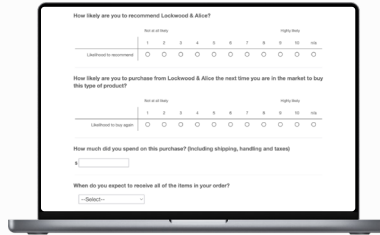
How It Works: Unlimited Surveys and Responses To Inform Your Roadmap

Invite Customers



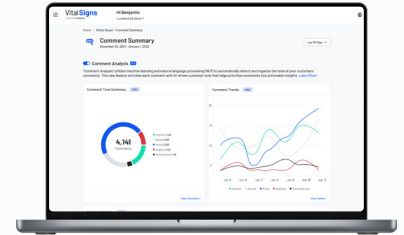
Invitations are triggered at key points in the customer journey.

Collect Feedback



Users complete the survey to rate your performance and leave feedback.

Review Data & Insights



We turn that customer feedback into KPIs and actionable insights.

Insights From First Click To Final Delivery – Shipping, Delivery, or Pick Up

Pre-Purchase

Spot friction before it costs you a sale

- Identify obstacles to buying, like comparison shoppers, unexpected costs, confusing UX, missing info, or just not being ready to buy.
- Collect feedback in real time from visitors before checkout or as they are about to leave your site.
- Understand why shoppers came to the site, why they left, and where they'll ultimately purchase.
- Act quickly to prevent and recover lost sales.

Post-Purchase

Capture the full purchase experience

- Gather verified feedback immediately after checkout, while the experience is fresh.
- Identify friction points, confidence, or ease-of-use that analytics alone can't explain.
- Use direct customer insights to streamline the path to conversion and boost order completion.
- Build better relationships by delighting customers and resolving issues early, before they escalate into post-delivery problems.

Post-Delivery

Close the loop on fulfillment, product, and support

- Understand if the product, delivery, and packaging met or missed expectations.
- Collect authentic ratings and reviews to strengthen trust and visibility through syndicated ratings that support SEO/SEM.
- Measure satisfaction with product, communication, support, fulfillment, and repurchase intent.
- Support for all types of delivery to better connect your online and offline experiences.

Drive Revenue. Build Loyalty. Get Started Today.

Gain clear, actionable insights to improve customer experience and drive revenue. Implementation is easy and takes a few minutes. No engineering team required. Scan the QR code to get started, or email us at getstarted@bizrate.com.

