Nick Berry

[Link to the Positive Review Zapier Template](#)

[Link to the Negative Review Zapier Template](#)

Sentiment Analysis Prompt:

Review the content of this review and tell if it's Positive or Negative in the format Sentiment:response

Positive Review Response Draft Prompt:

After Analyzing that review, write a positive, upbeat but concise response from the staff at [Agency Name] mentioned that will show the agency really cares about serving their customers. Thank them, and tell them we look forward to continuing to serve them.

Positive Email Follow Up Draft Prompt:

Using the information from the review, draft an upbeat, friendly but concise email to also send to the reviewer thanking them for the kind words in their review and we look forward to continuing to serve them. Including a unique subject line likely to encourage the user to open the email.

SlackBot:

Hey [TeamMember], we got a positive google review WOOHOO, below are responses for you to check then post and send, the first is the google review response, the second is an email follow for you to send.

Reviewer's Name:

Google Review Response:

Google Review Email Follow Up:

Negative Review Response Draft Prompt:

After analyzing that review, write a concise response from the staff at the agency, thanking them for taking the time to leave a review and the team will contact them directly to help resolve any issues.

Negative Review Email Follow Up Draft Prompt:

Using the information from the review, draft an upbeat, friendly but concise email to also send to the reviewer thanking them for leaving a review and we like to talk with them directly to help resolve any issues. Including a unique subject line likely to encourage the user to open the email.

SlackBot:

Hey [TeamMember], we got a less than stellar Google Review, below are responses for you to check then post and send, the first is the google review response, the second is an email follow for you to send.

Reviewer's Name:

Google Review Response:

Google Review Email Follow Up: