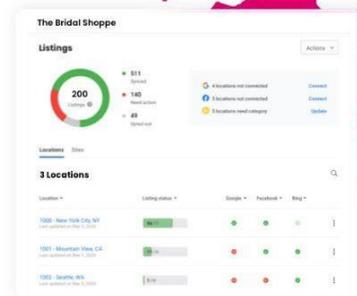


# BE THE TOP CHOICE RETAIL BUSINESS

The #1 all-in-one customer experience platform for retail businesses. Over 80,000 businesses use Birdeye every day to attract new customers with Listings, Reviews, and Referrals, convert them with Webchat and Messaging, and delight those customers with Surveys, Ticketing, and Insights - all in one place.

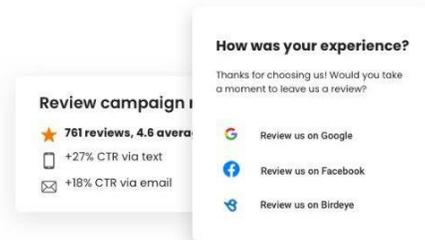
## Boost SEO and improve your ranking on Google search with Listings

Claim your business listings for all your locations across top directory sites like Google, Facebook, Bing, and more. Inconsistencies can lead to poor SEO and a lower ranking on Google. Birdeye lets you manage, update, and track your listings in a single dashboard.



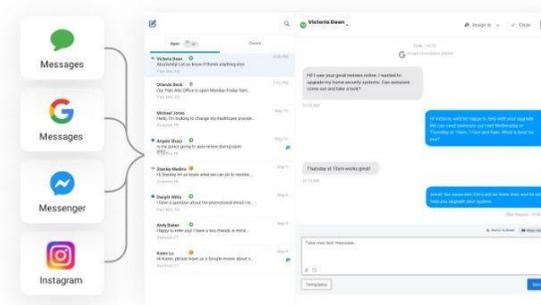
## Generate and manage Reviews at scale

Automatically solicit customer reviews on Google, Facebook, BBB, and 150+ industry-specific review sites. Easily respond to reviews at scale using rules and templates. Rank at the top of Google search for all locations, boost local SEO, and showcase positive reviews across search, social, paid ads, and your website.



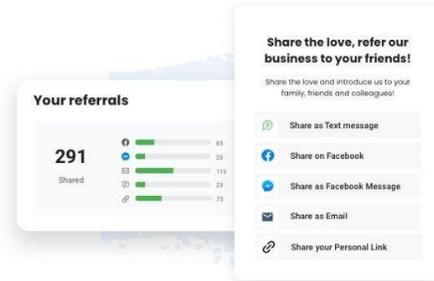
## Convert customers over text, chat, and social with Messaging

Convert leads and respond to customer messages from text, Google's Business Messages, Facebook Messaging, Instagram Messaging, webchat, email, and voicemail for all locations from a single inbox. Text customers 1:1 or send mass text messages to your entire customer list. No need to log into five different messaging apps.



### Get customer Referrals on autopilot

Let your happiest customers drive new leads for your business. Use our digital referral tool to make customer referrals effective, scalable, and trackable. Send customized referral requests instantly via channels like social, text, email, your mobile app, or your website. Comprehensive reporting helps you ensure your referral programs are effective.



### Integrate seamlessly

Easily send out automated review, referral, and survey requests at any point in the customer journey. Connect Birdeye to your existing cloud-based or legacy systems through a range of integration options. We provide out-of-the-box integrations to Salesforce, HubSpot, Shopify, Magento, Lightspeed, and 3,000+ other systems, open APIs, SFTP, and bulk upload capabilities.

### Stay ahead of your competitors with Benchmarking

Get competitor analysis through customer feedback to understand where you rank in your industry and leverage competitive insights to get ahead. Hear every word of your competitors' feedback with access to your competitors' public data from 150+ review sites, 300M websites, forums, blogs, and social channels. Let our proprietary NLP engine, Athena, make sense of competitor data to identify and track trending topics.

Categories	Your Day	Keen Bridal	The Bridal Shoppe	Elegant Bride
Overall	A+	A	A	B
Facilities	A+	A+	C	A
Billing	A	A	A	A-
Staff	A-	A-	A	C
COVID	B+	A	D-	B+

## We help over 6,500 retail businesses enhance their customer experience

Retail customers see an average of

**594%**  
increase in reviews

**54K**  
site visitors per year

**40%**  
increase in Google search views

DAVIDS BRIDAL

ARHAUS



California Patio



Want to know more? Call us at **(248) 270-5372**