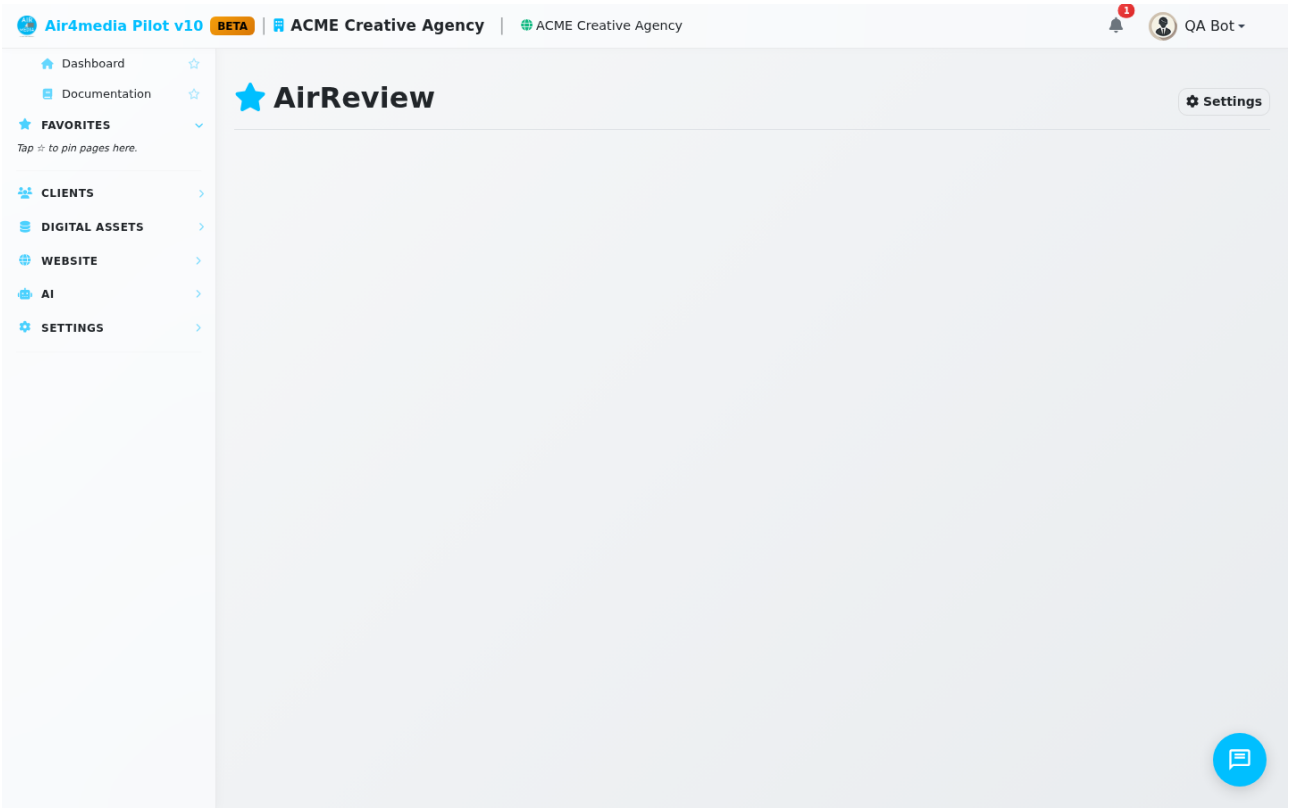

AirReview

Collect, moderate, and showcase customer reviews and testimonials — all in one place.

Key Features

- **Review Dashboard**: Six stat cards show your average rating plus live counts for total, pending, approved, featured, and rejected reviews at a glance.
- **Review List**: Each row shows the reviewer name, star rating, a preview of their comment, the submission source (direct link, QR code, email campaign, or embed), and current status.
- **Google Column**: A Google icon appears next to any reviewer who clicked through to post on your Google Business profile — so you can see who followed through.
- **Review Detail**: Open any review to read the full comment, see reviewer name, email, display name, source, submission date, and Google click status.
- **Moderation**: Approve, reject, feature, or delete reviews individually from the detail panel — or select multiple reviews and act in bulk.
- **Google Reviews Integration**: After a customer submits a review, prompt them to also post it on your Google Business profile to boost your public reputation.
- **Auto-Approve**: Automatically approve reviews that meet a minimum star rating, so high ratings go live instantly without manual intervention.

- **Email Notifications**: Get notified by email every time a new review is submitted.
- **Review Page Branding**: Customize the title, intro text, and thank-you message shown to customers on your public review submission page.

How to Use

Moderating Reviews

1. Open **AirReview** from the sidebar.
2. The stats row shows your average rating and review counts by status — for example, ACME Creative Agency might see a 4.7 average with 3 reviews pending.
3. Each list row shows the reviewer name, star rating, a comment snippet, the submission source, and current status.
4. Click **View** on any row to open the full review detail.
5. From the detail panel, click **Approve**, **Feature**, **Reject**, or **Delete**.

Bulk Actions

1. Check the boxes next to multiple reviews.
2. Use the batch action menu to **Approve**, **Reject**, or **Delete** all selected reviews at once.

Configuring Settings

1. Click the **Settings** button in the top-right corner.
2. **Google Reviews** — Enter your Google Place ID and business name. Enable the "Post on Google" prompt to invite customers to also leave a public Google review after they submit.
3. **Moderation** — Turn on auto-approve and set the minimum star rating required (e.g., 4+ stars go live automatically).
4. **Notifications** — Enable email alerts and enter the address where new review notifications should be sent.
5. **Review Page Branding** — Set the page title, intro text, and the thank-you message customers see after submitting.
6. Click **Save Settings**.

Tips

- Use **Featured** status to highlight your best reviews — featured reviews can be displayed prominently on your website.
- Enable the Google prompt to turn happy customers into public Google reviewers without any

extra effort.

- Set auto-approve to 4+ stars to keep your moderation queue light while still reviewing anything lower manually.
- Check the Google column in the list to see which customers followed through to post on Google.