

RELEASE NOTES

OCTOBER 2022

Feature Release



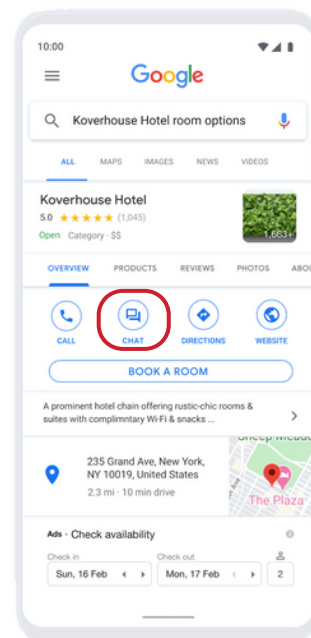
Google Messages Instant Response

Instantly send a reply to anyone who sends you a message through the chat feature on your Google Business Profile. Continue the conversation through the Messaging Hub to never miss a lead. When you reply to a message, it will appear to your leads and customers through the chat feature, providing a seamless experience where you can meet leads on their preferred platform.

Requirements:

- Email domain (what comes after the @ symbol) and website domain need to match. For example, name@signpost.com and signpost.com match.
- Active chat feature on your Google Business Profile. This can easily be turned on within your Google account.

Set up now: read the help center article



Enhancements

Confirmed reviews in the Messaging Hub

Reviews are tied to Signpost contacts, to confirm customers that received review requests from Signpost. See a contact's Google review within the conversation thread.

- View confirmed reviews, and reply in the conversation thread to send a text!

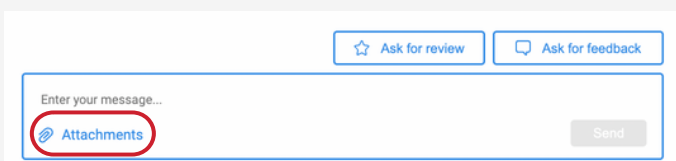
Updated link on the negative feedback email to businesses

Previously, the link on the negative feedback email that you see when a customer gives your business negative feedback (less than 3 stars) opened an email to that contact. Now, this link brings you to the Messaging Hub so you can text the customer to mitigate the situation.

Attach PDFs to conversations in the web browser Messaging Hub

You can now attach PDFs to conversations in the web browser version of Signpost's Messaging Hub.

- Try it out: attach a PDF invoice to a message



Follow us for product updates & marketing tips

