

GRAPEVINE

manage your reviews

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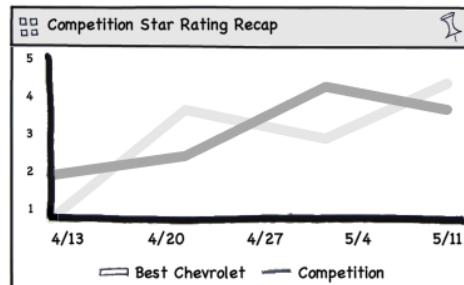
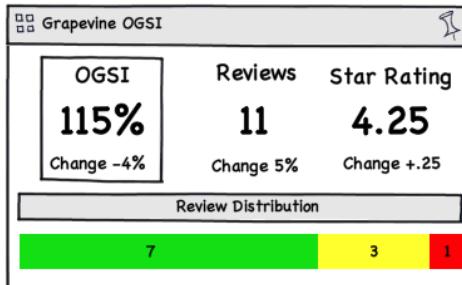
Viewing

30d



Date Range:

05 / 11 / 2011

**All Time Snapshot****OGSI 115%**

Star Rating:



Reviews: 78

**Recent Activity**

- f 4/12/11 - Just bought my car from your dealer... [Reply](#)
- b 3/30/11 - @BestChevrolet check out my new car mods... [Reply](#)
- g 2/4/11 - Cars.com votes Best Chevrolet as Top 10 places to buy a car in the nation!... [View Article](#)

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- ? [FAQs](#)
- ✉ [Example Replies](#)
- ▶ [Video Tutorials](#)

Feedback

Review Status Filter: [67 Total](#), [8 New](#), [5 Neutral](#), [4 Negative](#), [Alert](#), [Flagged](#), [Completed](#)

Source Filter: [DealerRater](#), [Cars.com](#), [Edmunds](#), [Google](#), [CitySearch](#), [MyDealerReport](#), [Judys Book](#)

<input checked="" type="checkbox"/> May 4	Very disappointed in our visit for service...	DealerRater	
<input type="checkbox"/> April 27	I have been to Best Chevrolet several...	Cars.com	
<input checked="" type="checkbox"/> April 14	We visited two other dealerships and were...	DealerRater	
<input type="checkbox"/> April 11	The sales representative Darren was very...	Edmunds	
<input type="checkbox"/> March 22	Everything was great. Completely satisfied and...	Google	
<input type="checkbox"/> March 16	In today's world it is unusual...	Google	
<input type="checkbox"/> March 14	The service manager I saw today was very...	CitySearch	
<input type="checkbox"/> March 10	I just wanted to say thanks the service...	MyDealerReport	
<input type="checkbox"/> Feb. 3	All around it was a fair service visit...	Judys Book	
<input type="checkbox"/> Sept. 2	absolute worse service department...	DealerRater	

Review Sites

Site	Total	Pos	Neut	Neg	Avg
Cars.com	40	30	8	2	4.2
DealerRater	20	15	3	2	3.7
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Total	108	85	18	9	4.1

Social Activity

Network	Activity	Change	Total	
Facebook	Interactions	5	4%	487
Twitter	Tweets	5	2%	987
Foursquare	Check-Ins	21	2%	85
Flickr	Uploads	5		
Youtube	Uploads			
Blogs	Mentions			
Total		50	1535	

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To see information posted to your Facebook Wall, you will need to have an unrestricted (public) Facebook Business page. Click on "Connect With Facebook" button. If you do not have access to or are not an admin for your business Facebook page, please contact your Facebook administrator (including any responsible 3rd party) for assistance on this step.

[Connect With Facebook](#)[Report Error](#)[Save Information](#)**Twitter:**

For best results, please click on "Connect With Twitter" button. If you do not have access to or are not an admin for your business Twitter account, please contact your Twitter administrator (including any responsible 3rd party) for assistance on this step.

[Connect With Twitter](#)[Report Error](#)

You may also add a general Twitter "tweet-search" related to your business. You will need to specify which words (called "tags") and phrases should be used to identify data that is relevant to you. You may type single tags, or entire phrases. You may type any number and combination of tags and phrases, as long as you separate each term with a comma.

Examples for search: Anderson Chevrolet, Anderson Chevy, Anderson Chevy dealer

Example for account name: @AndersonChevrolet

Twitter Search: Twitter Account Name: [Save Information](#)[Feedback](#)



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General Information

Account Owner

Name:

Email:

Contact Phone:

Extension:

Current Location

Your business information is based on your original account set up. Use form below to make any needed changes:

Location Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

URL:

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	Active User	Owner	Admin	Editor	Read Only
ErikL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Richard77	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ChrisK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ServiceDept	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
InternetDept	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Rude, Dishonest, Mean, Slow, Liar, Jerk, Stupid, Damage, Death, Disability, Disabled, Discriminate, Discrimination, Drugs, Fraud, Harassment, Illegal, Injured, Injury, Lawsuit, Legal, Police, Privacy, Racial, Roach, Roaches, Scam, Security, Stolen, Theft

Review Alerts:

By default, Grapevine sends alert notifications to all users for Negative reviews. To change this setting or include other Reviews please click on [Notifications](#) to modify email settings.

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We send a weekly Grapevine report to highlight key items like your OGSI Score, Current Star Rating, Review samples and more. Please Add your desired email recipients below.

Active	Email Address	Delete
<input checked="" type="checkbox"/>	eriklarson@grapevinebeta.com	<input type="checkbox"/>
<input checked="" type="checkbox"/>	webmaster@bestchevrolet.com	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ChrisK@bestchevrolet.com	<input type="checkbox"/>

Email list needs to auto stretch based on how many emails are entered.

 [Add Email](#)

*PLEASE add customer.service@grapevinebeta.com to your email address book "whitelist" to guarantee you will receive these reports.

[Save Information](#)[Feedback](#)

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Competitors

Competition List:

Grapevine allows you to can track and compare your business online reputation with up to 6 competitors. Insert competitor names below, with careful attention to spelling and verifying official business name before clicking on "Add Competitor" button. We will manually add any reported "Unknown" non-matches.

Active	Competitors	Record Found	Unknown	Delete
<input checked="" type="checkbox"/>	Bryan Chevrolet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Classic Chevrolet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tom Benson Chevrolet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dale Marcus Ford	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Baton Rouge Chevy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Clark GMC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Report Unknown Business](#)[Add Competitor](#)

Email alert needs to be sent for Unknown business matches when alert link is clicked on.

[Save Information](#)[Feedback](#)

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- Alerts & Reports
- [Alerts](#)
- [Reporting](#)
- Competitors
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- Social Media
- [Manage](#)
- Billing
- [Manage](#)

Billing info coming soon

[Feedback](#)



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Viewing

30d

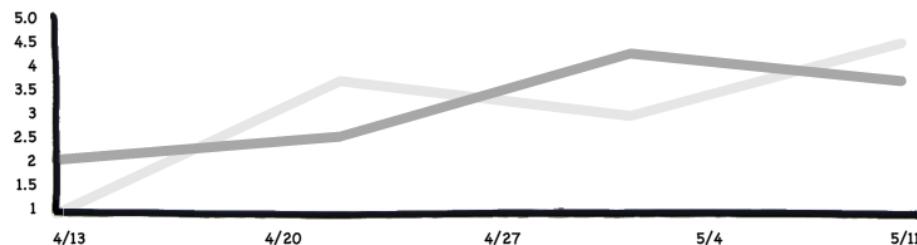


Date Range:

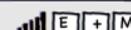
05 / 11 / 2011



Competition Comparison



Score & Ranking Details

 OGSI Score Average Star Ranking Number of Reviews


	Best	Classic	Bryan	Ross Downing	Brian Harris	Mac	Baton Rouge
OGSI Score	97%	104%	96%	111%	93%	88%	101%
- Rank	4 of 7	2 of 7	5 of 7	1 of 7	6 of 7	7 of 7	3 of 7
Growth	4% ↓	1% ↑	6% ↓	12% ↑	6% ↓	13% ↓	7% ↑
- Rank	4 of 7	2 of 7	5 of 7	1 of 7	6 of 7	7 of 7	3 of 7
Ave. Star Rating	4.3	4.5	3.9	4.8	4.1	3.6	3.8
- Rank	4 of 7	2 of 7	5 of 7	1 of 7	6 of 7	7 of 7	3 of 7
Growth	5% ↓	2% ↑	8% ↓	15% ↑	4% ↓	11% ↓	4% ↑
- Rank	4 of 7	2 of 7	5 of 7	1 of 7	6 of 7	7 of 7	3 of 7
# of Reviews	50	39	64	112	71	25	82
- Rank	4 of 7	2 of 7	5 of 7	1 of 7	6 of 7	7 of 7	3 of 7
Growth	3% ↑	6% ↑	2% ↑	10% ↑	8% ↑	1% ↑	5% ↑
- Rank	4 of 7	2 of 7	5 of 7	1 of 7	6 of 7	7 of 7	3 of 7

Reputation Distribution

Dealership	Total	Pos	Neut	Neg	Avg	Comp Avg
Best	40	30	8	2	4.2	3.8
Classic	20	15	3	2	3.7	4.6
Bryan	30	25	1	4	3.2	3.0
Ross Downing	6	1	3	2	4.3	4.3
Brian Harris	5	3	1	1	4.8	3.1
Mac	4	3	1	0	4.1	4.7
Baton Rouge	3	2	1	0	4.3	4.3

Competition Ledger: [10 New](#), [357 Total](#), [300 Positive](#), [21 Neutral](#), [36 Negative](#)
 Best Classic Bryan Ross Downing Brian Harris Mac Baton Rouge


May 4	Very disappointed in our visit for service...	DealerRater	Best
April 27	I have been to Best Chevrolet several...	Expand Cars.com	Bryan
April 14	We visited two other dealerships and were...	DealerRater	Bryan
April 11	The sales representative Darren was very...	Edmunds	Mac
March 22	Everything was great. Completely satisfied and...	Google	Baton Rouge
March 16	In today's world it is unusual...	Google	Best
March 14	The service manager I saw today was very...	CitySearch	Best
March 10	I just wanted to say thanks the service...	MyDealerReport	Ross Downing
Feb. 3	All around it was a fair service visit...	Judys Book	Classic
Sept. 2	absolute worse service department...	DealerRater	Ross Downing

All Time Snapshot

OGSI 115%

Star Rating:



Reviews: 78



Recent Activity

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- 2/4/11 - Cars.com votes Best Chevrolet as Top 10 places to buy a car in the nation!... [View Article](#)

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Configure View

- [Rearrange Dash](#)
- [Manager View](#)
- [Responder View](#)

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Viewing

30d



Date Range:

05 / 11 / 2011



[Select Date]



< FEB 2008 >



< FEB 2008 >

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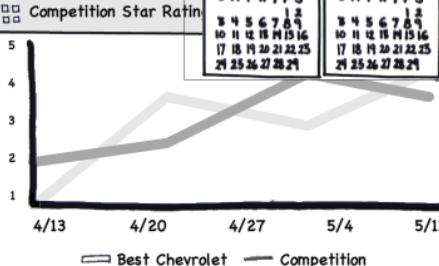
24 25 26 27 28 29

24 25 26 27 28 29

24 25 26 27 28 29

24 25 26 27 28 29

OGSI Competition Star Rating



Grapevine OGSI

115%

Change -4%

Reviews

Star Rating

11**4.25**

Change 5%

Change +.25

Review Distribution



Review Status Filter: 67 Total, 8 New, 5 Neutral, 4 Negative, Alert, Flagged, Completed

Source Filter: DealerRater, Cars.com, Edmunds, Google, CitySearch, MyDealerReport, Judys Book

<input checked="" type="checkbox"/> May 4	Very disappointed in our visit for service...	DealerRater	
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Total	108	85	18	9	4.1

Social Activity

Network	Activity	Change	Total	
Facebook	Interactions	5	4%	487
Twitter	Tweets	5	2%	987
Foursquare	Check-Ins	21	2%	85
Flickr	Uploads	5		
Youtube	Uploads			
Blogs	Mentions			
Total		50	1535	

All Time Snapshot

OGSI 115%

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Viewing

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Date Range:

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Email



Export



Send Page to:

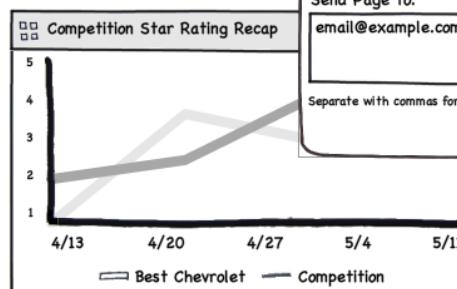
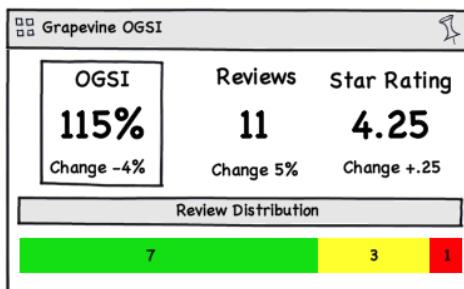
email@example.com

Snapshot

115%

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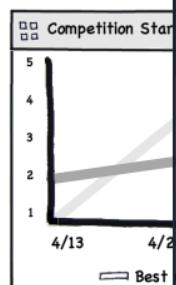
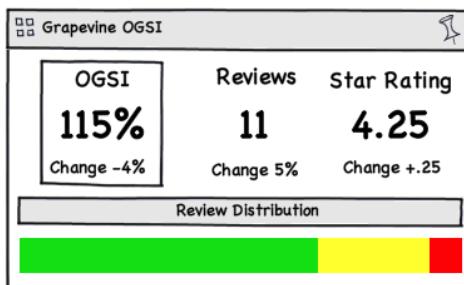
Viewing

30d

Date Range: 05 / 11 / 2011

Email Export

Viewing



All data presented in your Grapevine dashboard is based on the viewing options at the top. The default setting is past 30 days (marked as "30d"). You can choose from common time ranges (Month to Date, 3 Months, 6 Months, 1 Year, All-Time) or click the Date Range and select a time period you like the most.

Change is calculated based over the same time period previous this time period. So selecting "30d" would calculate your score for the past 30 days, and the 30 days prior and present the change.

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Grapevine OGSI

OGSI
115%

Reviews

4.25

Change -4%

Change 5%

Change +.25

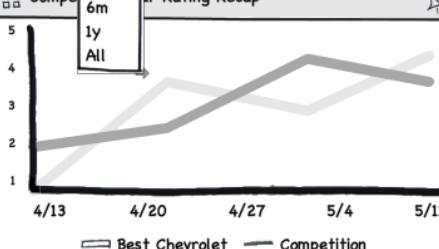
Review Distribution



Compe



Star Rating Recap



All Time Snapshot

OGSI 115%

Star Rating:



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Feedback

Review Status Filter: 67 Total, 8 New, 5 Neutral, 4 Negative, Alert, Flagged, Completed

Source Filter: [DealerRater](#), [Cars.com](#), [Edmunds](#), [Google](#), [CitySearch](#), [MyDealerReport](#), [Judys Book](#)

<input checked="" type="checkbox"/> May 4	Very disappointed in our visit for service...	DealerRater	
<input type="checkbox"/> April 27	I have been to Best Chevrolet several...	Cars.com	
<input checked="" type="checkbox"/> April 14	We visited two other dealerships and were...	DealerRater	
<input type="checkbox"/> April 11	The sales representative Darren was very...	Edmunds	
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<input type="checkbox"/> Feb. 3	All around it was a fair service visit...	Judys Book	
<input type="checkbox"/> Sept. 2	absolute worse service department...	DealerRater	

Review Sites

Site	Total	Pos	Neut	Neg	Avg
Cars.com	40	30	8	2	4.2
DealerRater	20	15	3	2	3.7
Google Maps	30	25	1	4	3.2
CitySearch	6	1	3	2	4.3
Yelp	5	3	1	1	4.8
Yellow Pages	4	3	1	0	4.1
Judys Book	3	2	1	0	4.3
Total	108	85	18	9	4.1

Social Activity

Network	Activity	Change	Total	
Facebook	Interactions	5	4%	487
Twitter	Tweets	5	2%	987
Foursquare	Check-Ins	21	2%	85
Flickr	Uploads	5		
Youtube	Uploads			
Blogs	Mentions			
Total		50	1535	

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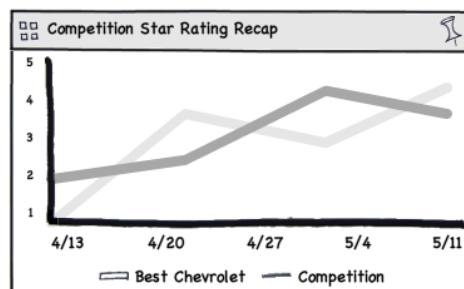
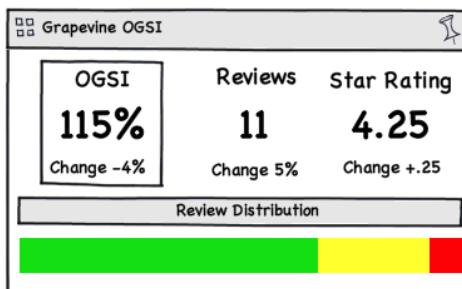


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**OGSI 115%**

Star Rating:



Reviews: 78

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- f 4/12/11 - Just bought my car from your dealer... [Reply](#)
- t 3/30/11 - @BestChevrolet check out my new car mods... [Reply](#)
- w 2/4/11 - Cars.com votes Best Chevrolet as Top 10 places to buy a car in the nation!... [View Article](#)

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- ✉ [Example Replies](#)
- ▶ [Video Tutorials](#)

Feedback

Review Status Filter: [67 Total](#), [8 New](#), [5 Neutral](#), [4 Negative](#), [Alert](#), [Flagged](#), [Completed](#)

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Social Activity

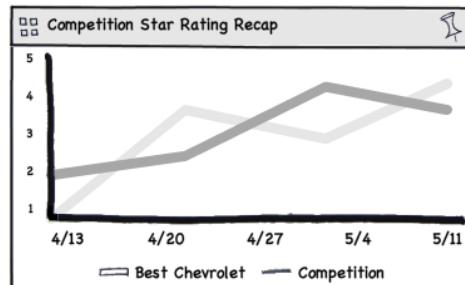
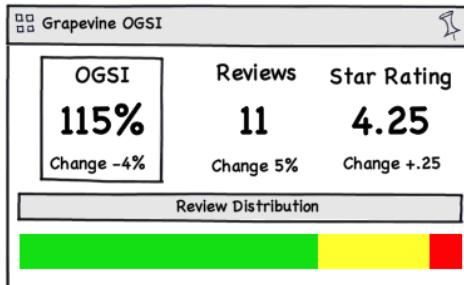
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**Recent Activity**

- f 4/12/11 - Just bought my car from your dealer... [Reply](#)
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Feedback

Review Status Filter: [67 Total](#), [8 New](#), [5 Neutral](#), [4 Negative](#), [Alert](#), [Flagged](#), [Completed](#)

Source Filter: [DealerRater](#), [Cars.com](#), [Edmunds](#), [Google](#), [CitySearch](#), [MyDealerReport](#), [Judys Book](#)

May 4 [Very disappointed in our visit for service...](#) DealerRater [Status](#)

[Very disappointed in our visit for service at Best Chevrolet](#)
I have been to Best Chevrolet several times over the past few years and have always been treated well in both service and sales. I have been to Best Chevrolet several times over the past few years and have always been treated well in both service and sales. **This area will stretch down to show FULL review. **

Categorize: [Select - Department](#) Keywords: [fast delivery, honest salesman](#)

Review Comments: [Notes...](#) (Internal Use Only)

[Respond to Review](#) [Close](#)

Sept. 2 [absolute worse service department...](#) DealerRater

Review Sites

Site	Total	Pos	Neut	Neg	Avg
Cars.com	40	30	8	2	4.2
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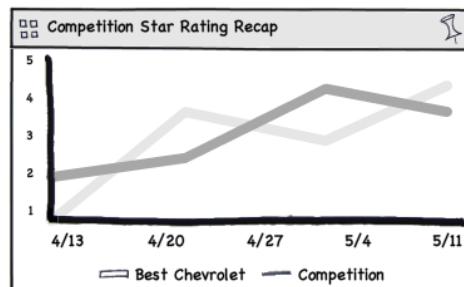
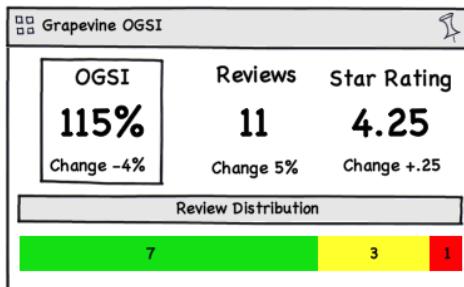
Viewing

30d



Date Range:

05 / 11 / 2011

**All Time Snapshot****OGSI 115%**

Star Rating:



Reviews: 78

Recent Activity

- 4/12/11 - Just bought my car from your dealer... [Reply](#)
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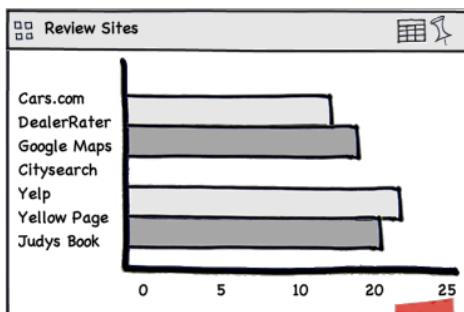
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- ✉ [Example Replies](#)
- 🎥 [Video Tutorials](#)

Feedback**Configure View**

- ★ [Rearrange Dash](#)
- ☰ [Manager View](#)
- 💬 [Responder View](#)

Review Status Filter: 67 Total, 8 New, 5 Neutral, 4 Negative, Alert, Flagged, Completed			
Source Filter: DealerRater, Cars.com, Edmunds, Google, CitySearch, MyDealerReport, Judys Book			
<input checked="" type="checkbox"/> ★★★★★	May 4	Very disappointed in our visit for service...	DealerRater
<input type="checkbox"/> ★★★★☆	April 27	I have been to Best Chevrolet several...	Cars.com
<input checked="" type="checkbox"/> ★★★☆☆	April 14	We visited two other dealerships and were...	DealerRater
<input type="checkbox"/> ★★★★★	April 11	The sales representative Darren was very...	Edmunds
<input type="checkbox"/> ★★★★☆	March 22	Everything was great. Completely satisfied and...	Google
<input type="checkbox"/> ★★★★★	March 16	In today's world it is unusual...	Google
<input type="checkbox"/> ★★★★☆	March 14	The service manager I saw today was very...	CitySearch
<input type="checkbox"/> ★★★★★	March 10	I just wanted to say thanks the service...	MyDealerReport
<input type="checkbox"/> ★★★☆☆	Feb. 3	All around it was a fair service visit...	Judys Book
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Social Activity

Network	Activity	Change	Total
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Youtube	Uploads		
Blogs	Mentions		
Total		50	1535

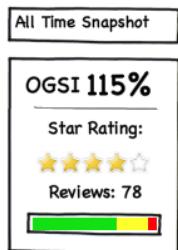
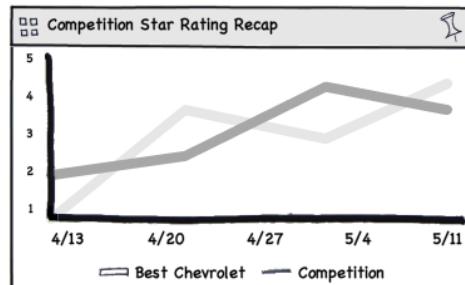
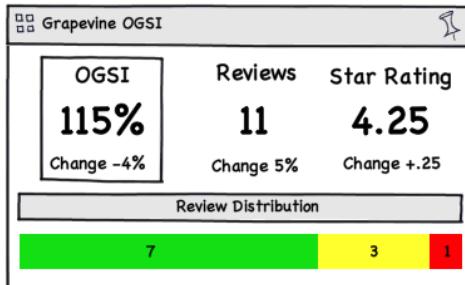
Graph bar for each review site, should be only one graph bar per review site. Also graph bar should be green/yellow/red based review rating.

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Review Status Filter: [67 Total](#), [8 New](#), [5 Neutral](#), [4 Negative](#), [Alert](#), [Flagged](#), [Completed](#)

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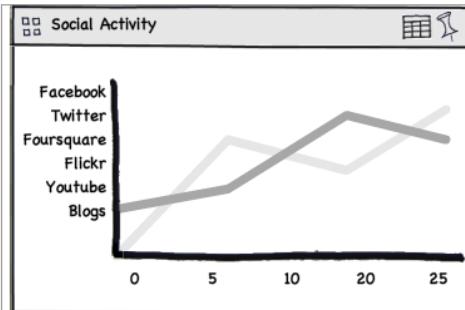
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[Review Sites](#)

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Yellow Pages	4	3	1	0	4.1
Judys Book	3	2	1	0	4.3
Total	108	85	18	9	4.1

[Analysis of Review Keywords](#)

Important Keywords	Times Used	Avg Star Rating	% of Total
great location	46	4.7	19.46%
bad location	43	2.5	15.34%
customer service	35	3.9	13.49%
sales representative	31	4.4	12.9%
slow financing	22	3.2	9.5%
great staff	15	4.0	8.5%
wait time	12	3.7	6.7%
slow service	8	4.9	4.9%

[All Time Snapshot](#)**OGSI 115%**

Star Rating:



Reviews: 78

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Feedback

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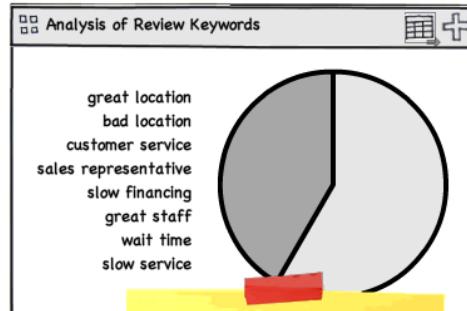


Email



Export

Review Sites				
Site	Total	Pos	Neut	Neg
Cars.com	40	30	8	2
DealerRater	20	15	3	2
Google Maps	30	25	1	4
CitySearch	6	1	3	2
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				Avg



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OGSI 115%

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Feedback

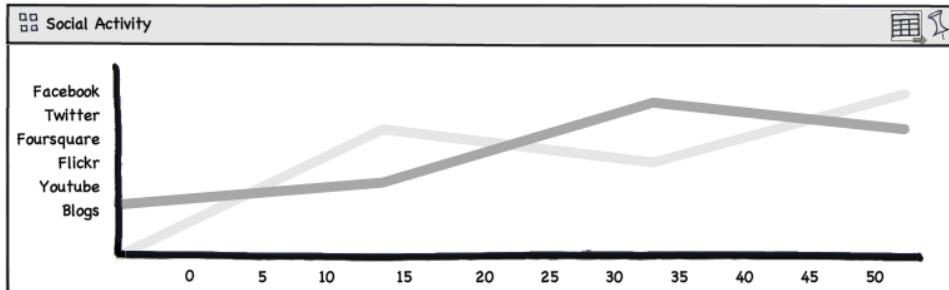
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**All Time Snapshot****OGSI 115%**

Star Rating:



Reviews: 78

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Social Reach

Social Network		Reach	Change	Total Reach	Change
Facebook	Likes	5	4%	487	15%
Twitter	Followers	5	2%	987	11%
Foursquare	Followers	21	2%	85	5%
Flickr	Subscribers	5	3%		
Youtube	Subscribers	8			
Blogs	Subscribers	6			
Total		50		1559	

 Activity Filter: [50 New](#), [5 FB Posts](#), [5 Tweets](#), [21 CheckIns](#), [13 Photos](#), [8 Videos](#), [4 Blogs](#) and
 Social Network Filter: [Facebook](#), [Twitter](#), [Foursquare](#), [Flickr](#), [YouTube](#), [Blogs](#) and [News](#)

	May 4	Check out my new car!!	Facebook
	April 27	Photos of my new Chevrolet Truck	Flickr
	April 14	@BestChevrolet Have any deals on new cars??	Twitter
	April 11	Best Chevrolet brings special Sunday deals...	Google Alerts
	March 22	Racing video of my new Chevy Camaro SS	YouTube
	March 16	In today's world it is unusual...	Reddit
	March 14	Best Chevrolet gets the new Chevy model of...	StumbleUpon
	March 10	I just wanted to say thanks the service...	RSS
	Feb. 3	We visited two other dealerships and were...	Blog
	Sept. 2	Just bookmarked my future car...	Delicio.us

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Social Activity

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Activity Filter: [50 New](#), [5 FB Posts](#), [5 Tweets](#), [21 CheckIns](#), [13 Photos](#), [8 Videos](#), [4 Blogs](#) and [News](#)Social Network Filter: [Facebook](#), [Twitter](#), [Foursquare](#), [Flickr](#), [YouTube](#), [Blogs](#) and [News](#)

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	April 27	Photos of my new Chevrolet Truck Expand	Flickr
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[Feedback](#)

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OGSI 115%

Star Rating:



Reviews: 78



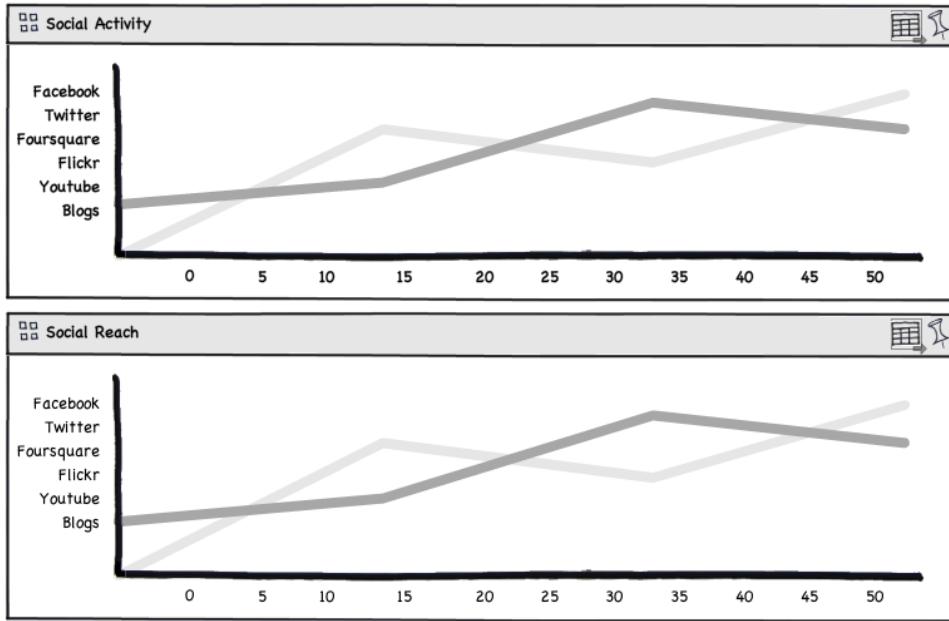
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Activity Filter: [50 New](#), [5 FB Posts](#), [5 Tweets](#), [21 CheckIns](#), [13 Photos](#), [8 Videos](#), [4 Blogs](#) and [News](#)

Social Network Filter: [Facebook](#), [Twitter](#), [Foursquare](#), [Flickr](#), [YouTube](#), [Blogs](#) and [News](#)

	May 4	Check out my new car!!!	Facebook
	April 27	Photos of my new Chevrolet Truck	Expand Flickr
	April 14	@BestChevrolet Have any deals on new cars??	Twitter
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