

GRAPEVINE

manage your reviews

Hello Mark@BestChevrolet.com

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Viewing

30d



Date Range:

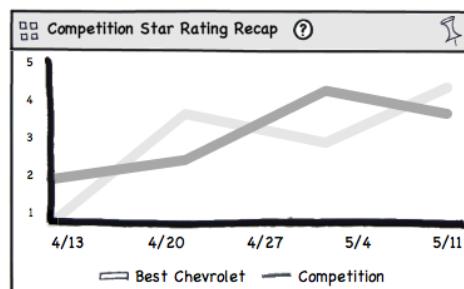
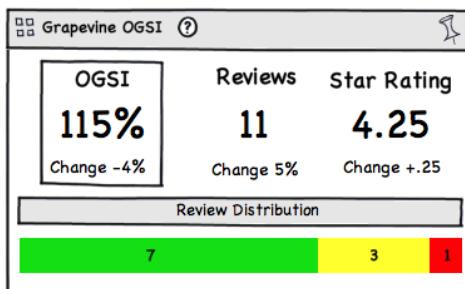
05 / 11 / 2011



Email



Export

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

Resources & Help

- ? [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
Google Maps	30	25	1	4	3.2
CitySearch	6	1	3	2	4.3
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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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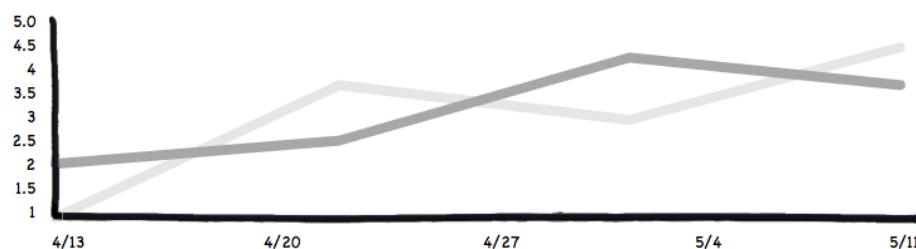
Viewing

30d



Date Range:

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[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
Best	40	30	8	2	4.2
Classic	20	15	3	2	3.7
Bryan	30	25	1	4	3.2
Ross Downing	6	1	3	2	4.3
Brian Harris	5	3	1	1	4.8
Mac	4	3	1	0	4.1
Baton Rouge	3	2	1	0	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...	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



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Users

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Alerts & Reports

[Alerts](#) [Reporting](#)

Competitors

[Manage](#)

Social Media

[Manage](#)

Billing

[Manage](#)

Only Admins can
see Settings
page

Alerts

Keywords:

 My Keywords Grapevine Default

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.

A Web Page

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Billing

Current Billing Method: [Invoicing – Quarterly](#)

Want to change your billing? [Contact Us](#)

The other options are:
Invoicing (Six-Month)
Invoicing (Yearly)
Credit Card (Month to Month)
Credit Card (Yearly)

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

Competitors

Competition List:

Grapevine allows you to 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	Delete
<input checked="" type="checkbox"/>	Bryan Chevrolet	<input type="button" value="X"/>
<input checked="" type="checkbox"/>	Classic Chevrolet	<input type="button" value="X"/>
<input checked="" type="checkbox"/>	Tom Benson Chevrolet	<input type="button" value="X"/>
<input type="checkbox"/>	Dale Marcus Ford	<input type="button" value="X"/>
<input checked="" type="checkbox"/>	Baton Rouge Chevy	<input type="button" value="X"/>
<input checked="" type="checkbox"/>	Clark GMC	<input type="button" value="X"/>

Only Admins can see Settings page

User account cannot have more than 6 competitors "Active".

Jacek & Tom, what are good options for auto complete / confirm for business names?

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

If Admin checks "Delete Account X", a warning pop-up would prompt user to confirm deletion.

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Only Admins can
see Settings
page

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:

[Save](#)

Fields are auto-populated
based on user account.

[Feedback](#)

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- Billing
- [Manage](#)

Reporting

Email Addresses for Reports:

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.

Email Address	Delete
eriklarson@grapevinebeta.com	X
webmaster@bestchevrolet.com	X
ChrisK@bestchevrolet.com	X

[Add Email](#)

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

Only Admins can see Settings page

We would like to have all user account emails pre-populate to this list.

If Admin clicks on "Delete X" and clicks, a warning pop-up would prompt user to confirm deletion.

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

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Social Media

Facebook:

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.

[f | Connect with Facebook](#)

[Report Error](#) [Save](#)

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](#) [Save](#)

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](#)

Other Social Sites:

If you know your other Social Media website links then enter them below for the respective services.

Example: <http://foursquare.com/venue/123456>

Foursquare:
Other:

[Save](#)

Feedback

Phrases & Tags:

Random instructions here

Example: blah blah blah

YouTube:
Flickr:
Google Blog Search:

[Save](#)

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Settings

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Alerts ←

Reporting

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Manage ←

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Manage ←

Billing

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User Management

User Accounts:

User Accounts	Admin	Read Only	Delete Account
ErikL edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	X
Richard77 edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	X
ChrisK edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	X
ServiceDept edit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	X
InternetDept edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	X

Add / Edit User:

First Name:

Last Name:

Email:

Contact Phone:

User Name:

User Password:

Admin Read Only

Save

If Admin checks "Delete Account X", a warning pop-up would prompt user to confirm deletion.

Clicking on "edit" hyperlink next to account name will populate the "Add /Edit User" fields.

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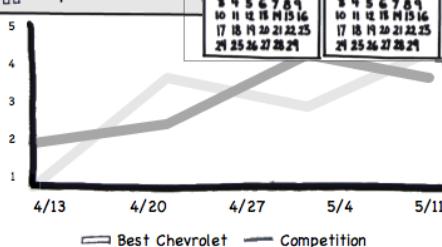
Viewing

30d

Date Range: 05 / 11 / 2011

FEB 2008

Competition Star Rating

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

Star Rating:



Reviews: 78

[Recent Activity](#)

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

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check out my new car mods... [Reply](#)

n 2/4/11 -

Cars.com votes Best

Chevrolet as Top 10

places to buy a car

in the nation!... [View Article](#)[Resources & Help](#) [FAQs](#) [Example Replies](#) [Video Tutorials](#)[Feedback](#)[Review Sites](#)

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Total	108	85	18	9	4.1

[Social Activity](#)

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

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Email



Export



Send Page to:

email@example.com

Separate with commas for multiple recipient

[Send](#)

I 115%

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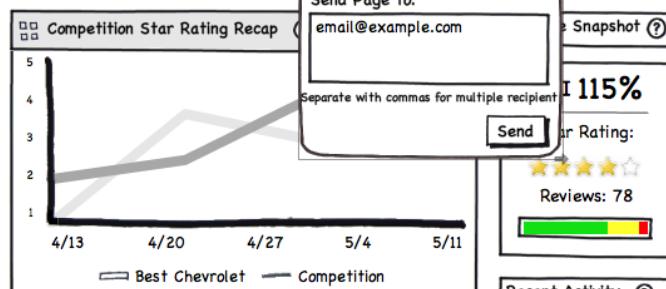
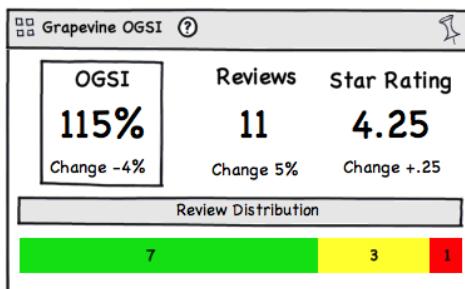
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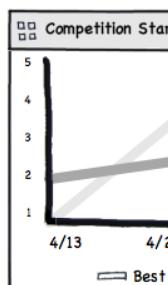
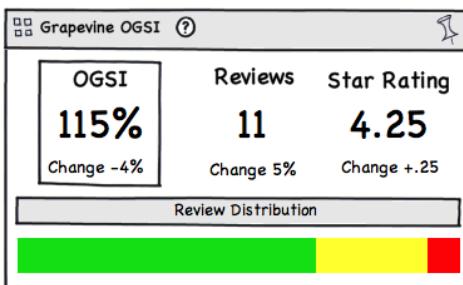
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Export

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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30d

MTD

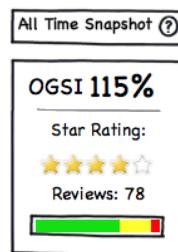
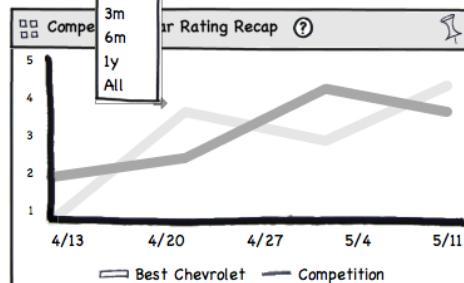
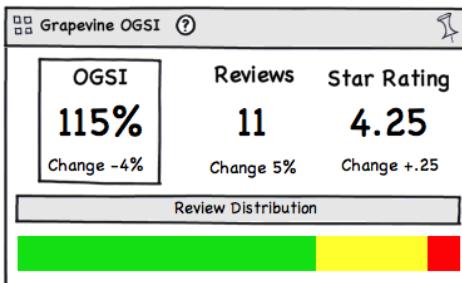
3m

6m

1y

All

Date Range: 05 / 11 / 2011



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- [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	Status
<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	Status
<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
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%
Twitter	Tweets	5	2%
Foursquare	Check-Ins	21	2%
Flickr	Uploads	5	
Youtube	Uploads		
Blogs	Mentions		
Total	50	1535	

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Date Range:

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CSV (Excel)



XML

All Tie

OGSI 115%

Star Rating:



Reviews: 78



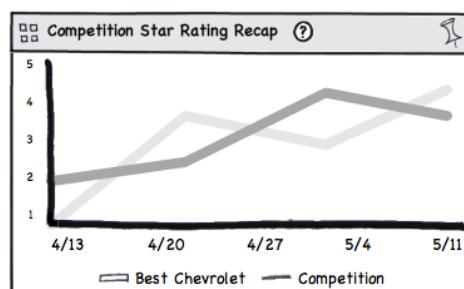
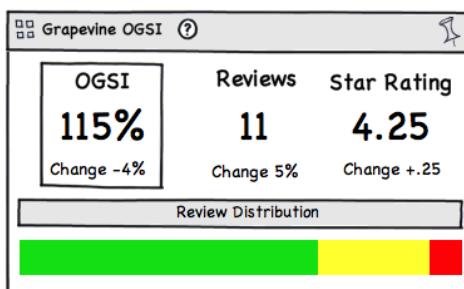
Recent Activity

- 4/12/11 - Just bought my car from your dealer... [Reply](#)
- 3/30/11 - @BestChevrolet check out my new car mods... [Reply](#)
- 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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Feedback



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

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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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Viewing

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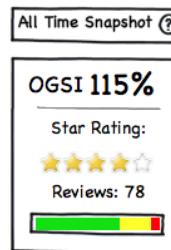
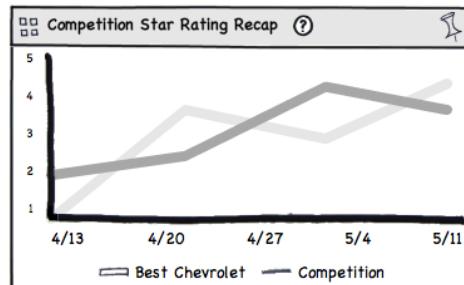
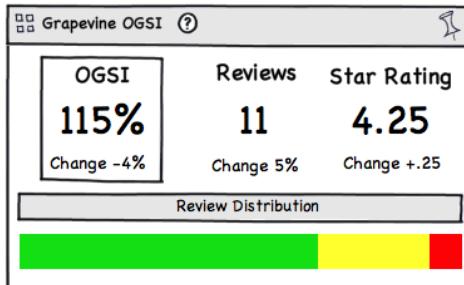
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- 3/30/11 - @BestChevrolet check out my new car mods... [Reply](#)
- 2/4/11 - Cars.com votes Best Chevrolet as Top 10 places to buy a car in the nation!... [View Article](#)

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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](#)

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

[Very disappointed in our visit for service at Best Chevrolet](#)

May 4, 2011 DealerRater

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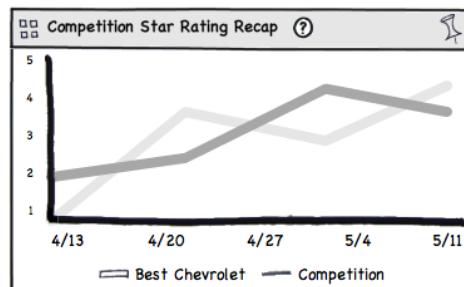
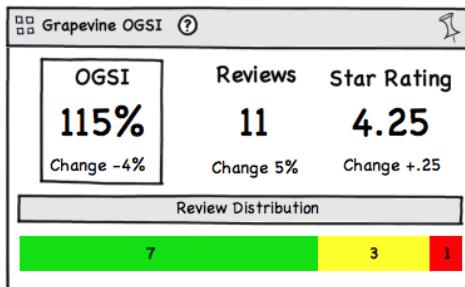
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**All Time Snapshot** **OGSI 115%**

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](#)
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Resources & Help

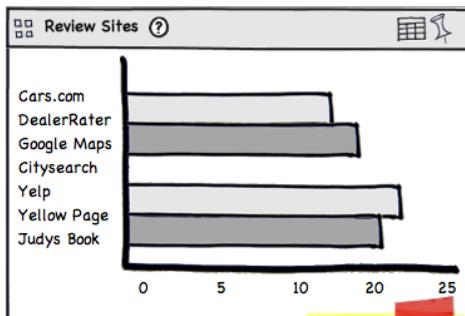
- ? [FAQs](#)
- ✉ [Example Replies](#)
- ▶ [Video Tutorials](#)

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	
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<input type="checkbox"/> Sept. 2	absolute worse service department...	DealerRater	



Social Activity

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Flickr	Uploads	5		
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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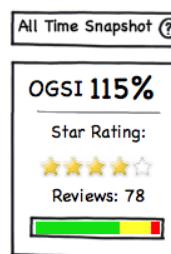
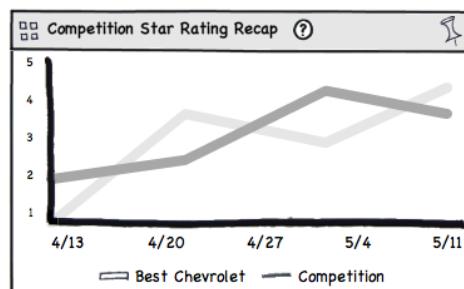
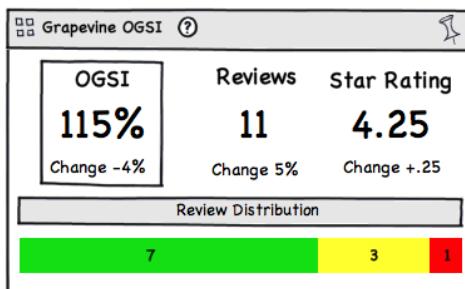
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**Recent Activity**

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- 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

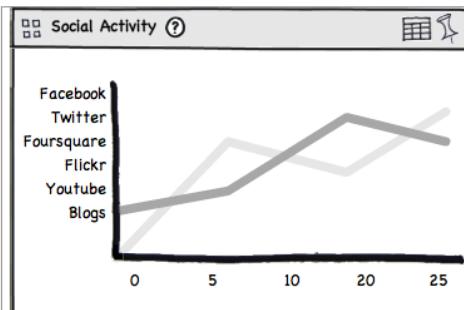
Review Status Filter: [67 Total](#), [8 New](#), [5 Neutral](#), [4 Negative](#), [Alert](#), [Flagged](#), [Completed](#)

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Site	Total	Pos	Neut	Neg	Avg
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Judys Book	3	2	1	0	4.3
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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
Yelp	5	3	1	1
Yellow Pages	4	3	1	0
Judys Book	3	2	1	0
Total	108	85	18	9
				Avg
				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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- 3/30/11 - @BestChevrolet check out my new car mods... [Reply](#)
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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

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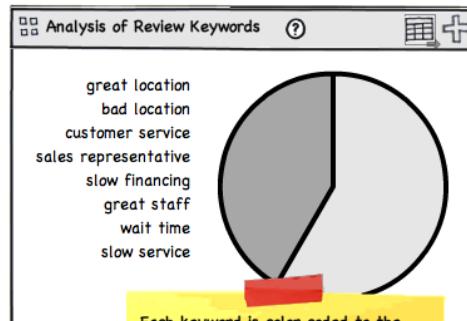


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Review Sites				
Site	Total	Pos	Neut	Neg
Cars.com	40	30	8	2
DealerRater	20	15	3	2
Google Maps	30	25	1	4
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				Avg



All Time Snapshot

OGSI 115%

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Recent Activity

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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			

All Time Snapshot

OGSI 115%

Star Rating:  Reviews: 78

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[Example Replies](#)
[Video Tutorials](#)

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	Expand 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

Feedback

Videos

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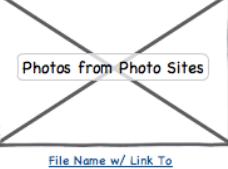

 Videos from Video Sites

File Name w/ Link To
 Date Uploaded
 Description/Comments
 Source Name

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Photos

[Photos](#) [?](#) [+](#)


 Photos from Photo Sites

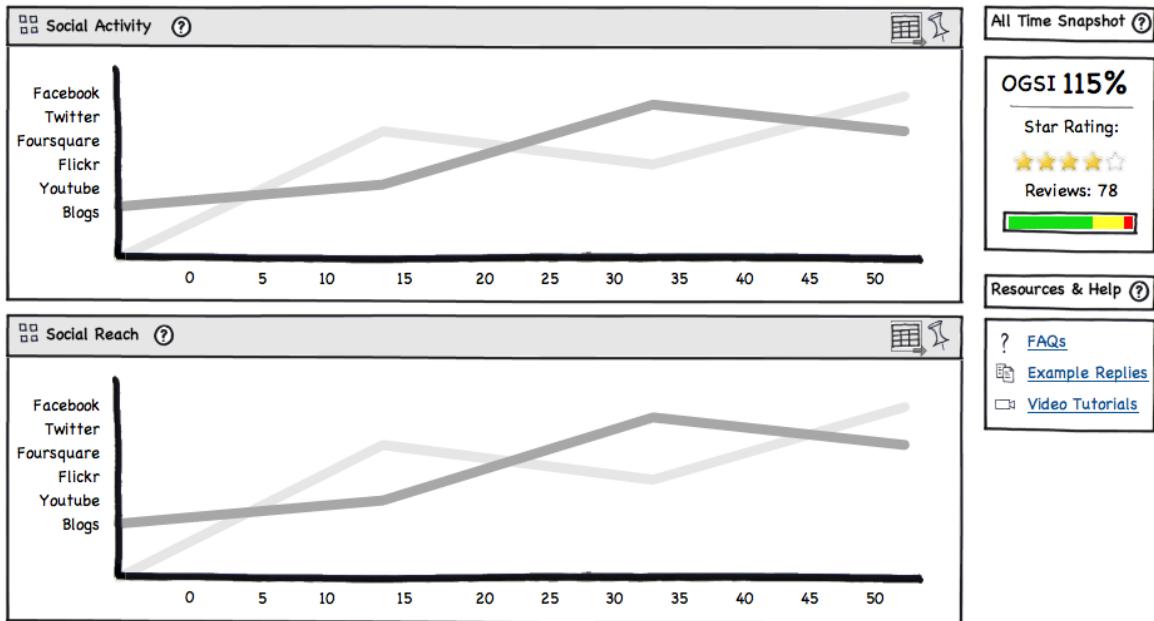
File Name w/ Link To
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Activity Filter: [50 New](#), [5 FB Posts](#), [5 Tweets](#), [21 CheckIns](#), [13 Photos](#), [8 Videos](#), [4 Blogs](#) and [News](#)

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
	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
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	Sept. 2	Just bookmarked my future car...	Delicio.us

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Videos [?](#)

Photos [?](#)

Videos from Video Sites

[File Name w/ Link To](#)
Date Uploaded
Description/Comments
Source Name

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Photos from Photo Sites

[File Name w/ Link To](#)
Date Uploaded
Description/Comments
Source Name

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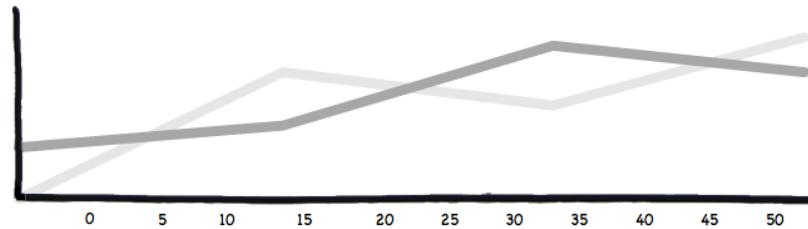
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[Social Activity](#)

Facebook
Twitter
Foursquare
Flickr
Youtube
Blogs

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

Star Rating:



Reviews: 78

[Resources & Help](#)

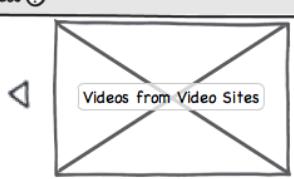
FAQs

[Example Replies](#)[Video Tutorials](#)[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 [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
	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

[Feedback](#)[Videos](#) 

File Name w/ Link To
Date Uploaded
Description/Comments
Source Name

Left/Right buttons switch videos along feed. Clicking on the video or the file name link opens the file at source site in a new window

[Photos](#) 

File Name w/ Link To
Date Uploaded
Description/Comments
Source Name

Left/Right buttons switch photos along feed. Clicking on the video or the file name link opens the file at source site in a new window

[A Web Page](http://demo.grapevinesite.com)

HelloMark@BestChevrolet.com | Account Settings | Logout | Support

Configure View

Resonance Dash

VINE

11 Videos (1)

Videos from Video Sites

File Name or Link To
Date Uploaded
Description/Comments
Source Name

Analysis of Review Keywords

Left/Right buttons switch video along feed. Clicking on the file name or the file name link opens the file at source site in a new window

11 Photos (1)

Photos from Photo Sites

File Name or Link To
Date Uploaded
Description/Comments
Source Name

Left/Right buttons switch photo along feed. Clicking on the video or the file name link opens the file of source site in a new window

Review Sites

Cars.com
DealerRater
Google Maps
Citysearch
Yelp
Yellow Page
Yellow Book

0 5 10 20 25

Graph bar for each review site, should be only one graph bar per review site. Also graph bar should be grouped by review rating.

General Information

Account Owner

User Management

User Information

Competitors

Competition List

Social Media

Facebook:

To see information posted to your Facebook Wall, you will need to have an unrestrictive (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 resellers/buyer party) for assistance on this step.

Connect With Facebook

[A Web Page](http://demo.grapevinesite.com)

HelloMark@BestChevrolet.com | Account Settings | Logout | Support

GRAPEVINE

manage your reviews

Dashboard | Review Breakdown | Social | Competition

Recent Activity

4/12/21 - Just bought my car from your dealer... [Reply](#)
 3/30/21 - Chevrolet check out my new car mods... [Reply](#)
 Cars.com rates Best Chevrolet at Top 10 places to buy a car in the nation... [View Article](#)

Resources & Help

? FAQs
[Example Replies](#)
[Video Tutorials](#)

All Time Snapshot

OGSI 115%
 Star Rating: ★★★★☆
 Reviews: 78

OGSI Social Activity

Network	Activity	Change	Total
Facebook	Interactions	5	45
Twitter	Tweets	5	25
Foursquare	Check-Ins	21	25
Flickr	Uploads	5	
Youtube	Uploads		
Blogs	Mentions		
Total		50	155

Grapevine OGSI

OGSI	Reviews	Star Rating
115% Change -4%	11	4.25
	Change 5%	Change +25

Review Distribution

Review Sites

Site	Total	Pos	Neut	Neg	Avg
Cars.com	40	30	8	2	3.7
DealerRater	20	15	3	2	3.7
Google Maps	30	15	1	4	3.3
GhSearch	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	0	1	4.3
Total	108	85	18	9	4.1

Review Stove Filter: 67 Total, 8 New, 1 Neutral, 4 Negative, 121 Flagged, Completed

Source Filter: DealerRater, Cars.com, Edmunds, Google, CitySearch, MyDealerReport, Judy's Book

Review Stove Filter: 67 Total, 8 New, 1 Neutral, 4 Negative, 121 Flagged, Completed

DealerRater

Date	Review	Rating
May 4	Very disappointed in our visit for service...	1
April 27	I have been to Best Chevrolet several...	5
April 14	We visited two other dealerships and were...	1
April 11	The sales representative, Darren was very...	5
March 22	Everything was great. Completely satisfied and...	5
March 16	In today's world it is unusual...	1
March 14	The service manager I saw today was very...	5
March 10	I just wanted to say thanks the service...	5
Feb. 3	All around it was a fair service visit...	1
Sept. 2	absolute worse service department...	1

MyDealerReport

Date	Review	Rating
Sept. 2	absolute worse service department...	1

Judy's Book

Date	Review	Rating
Sept. 2	absolute worse service department...	1

CitySearch

Date	Review	Rating
Sept. 2	absolute worse service department...	1

Google

Date	Review	Rating
Sept. 2	absolute worse service department...	1

Edmunds

Date	Review	Rating
Sept. 2	absolute worse service department...	1

DealerRater

Date	Review	Rating
Sept. 2	absolute worse service department...	1

Stove

Date	Review	Rating
Sept. 2	absolute worse service department...	1

Analysis of Review Keywords

Important Keywords	Times Used	Avg Star Rating	% of Total
great location	44	4.8	15.3%
customer service	35	3.9	13.4%
sales representative	31	4.4	12.9%
allow financing	22	3.2	9.5%
greet staff	15	4.0	8.5%
wait time	12	3.7	6.7%
slow service	8	4.9	4.9%

Score & Ranking Details

OGSI Score **Average Star Rating** Number of Reviews

Best	Classic	Bryan	Ross Downing	Brian Harris	
97%	104%	96%	111%	91%	
Growth	4%	1%	6%	15%	6%
Rank	4 of 7	3 of 7	5 of 7	1 of 7	6 of 7

Ave. Star Rating

Best	Classic	Bryan	Ross Downing	Brian Harris	
4.3	4.5	3.9	4.8	4.	
Growth	1%	1%	1%	1%	0%
Rank	4 of 7	3 of 7	5 of 7	1 of 7	6 of 7

of Reviews

Best	Classic	Bryan	Ross Downing	Brian Harris	
50	39	64	112	7	
Growth	3%	6%	2%	10%	0%
Rank	4 of 7	3 of 7	5 of 7	1 of 7	6 of 7

Social Activity

Social Network

Platform	Facebook	Twitter	Foursquare	Flickr	YouTube	Blogs
Facebook	10	10	10	10	10	10
Twitter	10	10	10	10	10	10
Foursquare	10	10	10	10	10	10
Flickr	10	10	10	10	10	10
YouTube	10	10	10	10	10	10
Blogs	10	10	10	10	10	10

Reputation Distinct

Setting

General Info
 Manage
 Users
 Manage
 Alerts & Reports
 Alerts
 Reporting
 Competitors
 Manage
 Social Media
 Manage
 Billing
 Manage

Only Admins can

Competition Comparison

best **Classic** **Bryan** **Ross Downing** **Brian Harris** **Mac** **Baton Rouge** Comp Avg

Activity Filter: No New, 5 KB Posts, 3 Tweets, 21 Checking, 13 Photo, 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 Trax!  Flickr
 April 14	@BestChevrolet Here my 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. 1	Just bookmarked my future car... Delicious