

Consumer Voice Features

(www.consumervoice.co.za)

User Registration	Subscribed Brand	Unsubscribed Brand	Consumer
Complain about Brand service and product quality	✓	✓	✓
Recommend Brand service and product quality	✓	✓	✓
Suggest enhancements to Brand service and product quality	✓	✓	✓
Respond to Consumer comments about Brand service and product quality	✓	✓	✓
Communicate on the active comments log platform in private for a period of 6 business days	✓	✓	✓
Amend user profile	✓	✓	✓
View comment history	✓	✓	✓
Access Consumer contact information of those who commented on your Brand, products and services	✓		
View and export Reports	✓		
View hits on Brand profile and product & services	✓		
View hits on Brand news, comments and reviews	✓		

Consumer News Aggregator	Subscribed Brand	Unsubscribed Brand	Consumer
News			
Follow news about Brands, products and services aggregated by Consumer Voice	✓	✓	✓
Publish Brand News, promotions, events and special projects	✓		
Comments			
Follow Consumer comments about Brands, products and services	✓	✓	✓
Report Consumer purchase experiences	✓	✓	✓
Reviews			
Follow reviews about Brands, products and services aggregated by Consumer Voice	✓	✓	✓
Publish Brand achievements, awards and social, environment or community projects	✓		
We also offer mystery shopper reviews	✓		

Brand Information	Subscribed Brand	Unsubscribed Brand	Consumer
Directory Service			
Filter database by province, city and industry or by Brand name	✓	✓	✓
Update Brand contact information	✓	✓	
Brand Profile (Résumé)			
Suggest new brand	✓	✓	✓
Insert and amend Brand Profile information and image	✓		
Suggest new products and services	✓	✓	✓
Insert and amend product and service information and image	✓		
Add advertising banners displaying internationally or in the province or city	✓		
Comparisons			
Compare Brands, products and services	✓	✓	✓