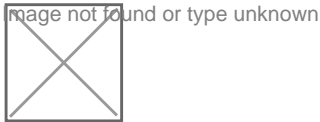



Macros make it easy to add variety to your review responses.

Macros allow you to add or modify the starter text that is available in the **Introduction** and **Signature** drop-downs of the Review Response window. These options help review responders differentiate your responses and respond more efficiently.

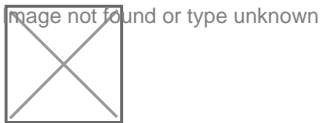


You must have admin privileges on your account to add or modify macros. If you need assistance, contact your Customer Success Manager.

To add a macro:

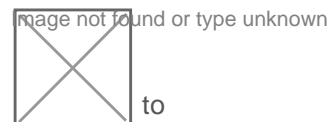
1. From the top, right corner of the platform, click **Settings** .
2. From the left navigation, click **Macros**.


The list of all macros (templates) are shown. The macros designed for positive responses are selected by default. You can switch to Negative or use the Filter box to search all macros by keyword.



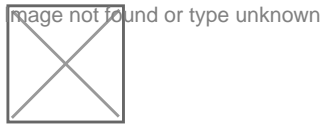
“System” macros are provided by the platform for all users and cannot be edited. Any new macros you create will be identified as “Tenant,” “User,” or “Location” for your account only.

3. Click **Add Macro**.
4. Modify the following settings:
 - **Type** – The drop-down menu in which the macro will appear in the Response window: Introduction or Summary.
 - **Level** – The availability of the macro. To limit to a location, click Location and select the location from an additional drop-down. To limit to your user profile, select User. To make the macro available to users on your account, click Tenant.
 - **Sentiment** – Categorize the macro as a reply to a positive review or negative review for sorting purposes. Positive templates will only show in the response drop-down for reviews with 4-5 star rating. Negative templates will only show in the drop-down for reviews with no rating or 1-3 star rating.
 - **Name** – The name of the macro as it will appear in the drop-down to review responders.
 - **Body** – The text that populates in the Response window after the macro is chosen. You cannot format the text; however, you can include variables. Variables are placeholders for elements



that will be overwritten with the associated data at the time of response. Click  to view the variables available to copy and paste into your macro.

Variable syntax is formatted as: {{variable-name}}. You can add a | character and alternate text in the event the associated data for the variable is not available. In the example shown, if the reviewer name is not listed, the message will use Hi in place of the name.



5. Click **Save**.

The macro is added to the list and becomes available in the Review Response window according to the level specified (location, user, or tenant).

