



The only comprehensive Customer Experience Software

BirdEye gives businesses everything they need to collect feedback, get actionable insights, benchmark with competitors, and deliver fantastic customer experience.

Send fully customizable customer surveys

Understand what's working and what's not with your services. Analyze how your business is doing on important metrics like net promoter score and customer satisfaction score with BirdEye's fully-customizable customer surveys.

Monitor your brand reputation across the Internet

Keep a close eye on what customers are saying about your brand online. BirdEye allows you to monitor and respond to reviews for all of your locations on over 150+ sites across the Internet.

Manage all customer interactions in one unified inbox

Get connected with customers and prospects. BirdEye allows managers to view messages from text, website chat, and Facebook Messenger in the BirdEye Inbox and assign them to relevant employees.

Make data-driven decisions based on customer reviews.

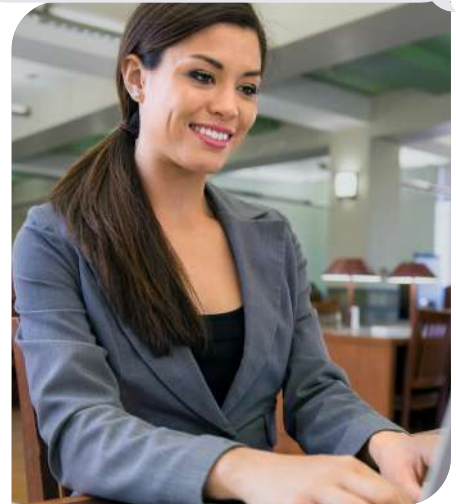
Dig beneath reviews and ratings to discover what's working and what's not. BirdEye's natural language processing engine Athena analyzes customer reviews to help you identify strengths and weaknesses across locations.

Benchmark with the competition to improve operations

Understand where you rank in your industry and leverage competitive insights to get ahead. BirdEye allows you to compare sentiment for your products and services with those of competitors based on the data from publicly-available reviews.

Hey, I would like to book an appointment.

Hey Jason, we have an appointment available this Thursday at 6 pm. Does that work for you?



BirdEye helps businesses deliver world-class customer experience

“We use BirdEye on a daily basis to manage our operations. Real-time customer feedback and competitive insights give us the edge we need to sustain high-level growth.”

Jim Mizes, President and COO of Blaze Pizza

BirdEye Customer Experience Platform



Interactions

The single messaging platform for your team to connect with leads and customers.

Inbox

Livechat

Teams

Webchat

Chatbot

Receptionist



Reviews

Consistently generate more reviews and higher ratings

Review generation

Review monitoring

Review responses

Review marketing



Listings

Keep your business information accurate and consistent across 50+ websites.



Surveys

Engage each customer at the right time with NPS or CSAT surveys to improve your service.



Insights

Turn customer feedback into actionable insights with AI



Ticketing

Create tickets automatically and take action on customer feedback.



Benchmarking

Make competitive insights your unfair advantage



Referrals

Make it simple for your customers to refer your business.



Mass Text Messaging ADD ON

Easily send text messages to a large number of contacts in one click.



Video Chat

Meet face-to-face with customers with video calls even if you physically can't.

See how BirdEye can help you grow your business! Call us at [1-800-561-3357](tel:1-800-561-3357), [schedule a demo](#) or visit www.birdeye.com for more information.