

## Social Places and Hellopeter announce exclusive partnership

Issued by Social Places

6 Sep 2021

Leading marketing technology agency, Social Places, is proud to announce an exclusive integration and partnership with SA's premier brand feedback platform, HelloPeter.



"We are thrilled to partner with HelloPeter and consolidate two of SA's leading players in the reputation software and review space.

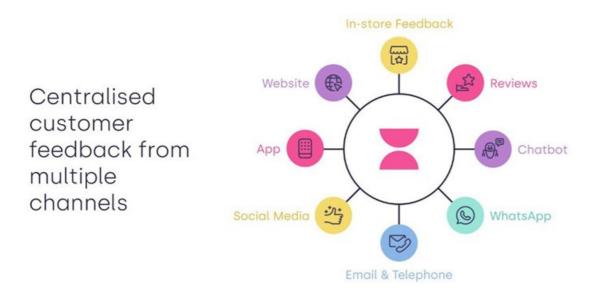
"This partnership allows Social Places to aggregate and responds to HelloPeter's feedback, furthering our capabilities as a singular omnichannel reputation management dashboard," says Ashleigh Wainstein (co-founder at Social Places).

**92.4%** of people read a business' response to their customers

Hellopeter has long been a trusted ally of the South African consumer as well as being deeply committed to the growth of businesses across the country. By providing additional scope and insight into what drives customer satisfaction, the company hopes to play a major role in the continued success of companies that place value on the quality of these experiences.

Using the Social Places dashboard, users can aggregate and respond to reviews from multiple channels including Hello

Peter, Facebook, Google, Instagram, Website, App, In-store, Whatsapp and more. Social Places have aggregated over three million reviews across these channels and over two million Social Comments for their 150+ clients who include Spur Group, PEP, McDonald's, Makro, Food Lover's Market and Midas.



Holistic insights and sentiment analysis using AI are available across these channels at a brand and store level through Social Places' reporting suites – providing powerful business intelligence for operations and marketing teams to identify their strengths and weaknesses.

Dverview		
Arrest Channels 200	Total Regilied Actioned Across Charves	Auropa Response Time
<ul> <li>finit feedback Received</li> <li>finite feedback Rece</li></ul>	Intel Completed         > 204           Intel Completed         > 204 <t< td=""><td>Peeddack Received vs Completed</td></t<>	Peeddack Received vs Completed

Social Places are not only integrating with the Hellopeter platform but are also offering a special rate on Hellopeter plans when brands sign up for Hellopeter and Social Places as a packaged service.

Visit www.socialplaces.io or contact sales@socialplaces.io to find out more.

" 2023 Digital Marketing Customer Journey Survey 24 Jan 2023

Briefing Journeys 24 Nov 2022

<sup>&</sup>quot; Social Places introduces Asset Bank, a game-changing feature for its social suite 1 Sep 2023

" Journey forms by Social Places 16 Sep 2022

\* 2022 Digital Marketing and Customer Journey Report 16 May 2022



## Social Places

Social Places is a MarTech company that specialises in location-based marketing and reputation management for multi-location and/or franchised brands. Profile | News | Contact | Twitter | RSS Feed

For more, visit: https://www.bizcommunity.com