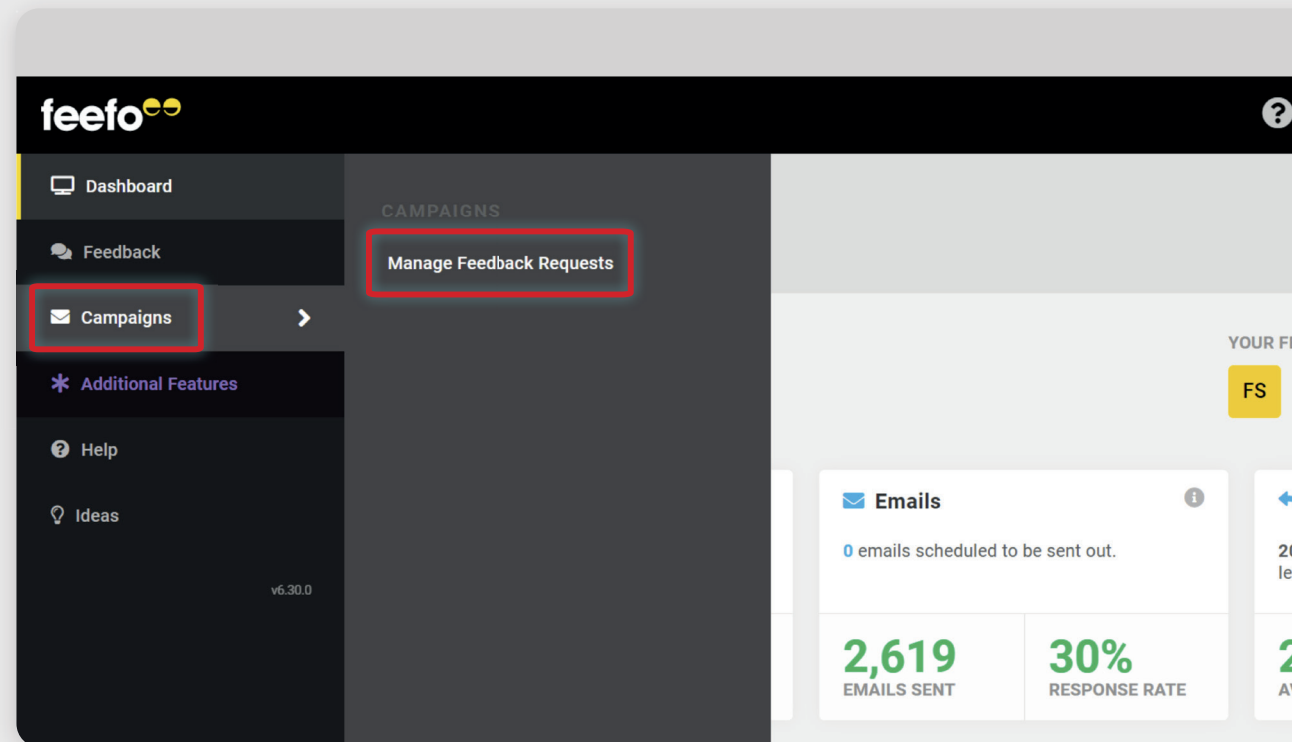


How to check if a **review request** has been sent in the Feefo Hub

When you have logged into the Feefo Hub using a single sign on, you will land on our **Dashboard page**.

From here, go to Campaigns > **Manage Feedback Requests**.



This will take you to the 'Manage Feedback Requests' page, which allows you to check if a feedback request has been sent, view the request and even resend it.

To check if an email address has received a Feefo feedback request, enter the email address into the 'Email Address' field.

Manage Feedback Requests Mar 15, 2021 - Apr 14, 2021 Send Date

Campaign: All | Status: Pending | Channel: Email | Request Type: Feedback Request | Order Ref: Eg.: P\$912 | **Email Address**

0 Feedback Requests

<input type="checkbox"/>	Send Date ↕	Requested Date	Sale Date ↕	Name	Email	Status	Actions
<i>There is no table data to display.</i>							

You will need to **adjust the date range** in the top right-hand corner of the screen to the date your feedback request was sent. Once you've done this, click 'Apply'.

The screenshot shows a date range selection interface. It features three calendar views for April 2021, May 2021, and June 2021. The date April 14, 2021 is highlighted in blue in the April calendar. Below the calendars, the date range is displayed as 'Apr 14, 2021 - Apr 14, 2021'. To the right of the calendars is a list of preset date ranges: 'Last Calendar Week', 'Last Calendar Month', 'Last Calendar Year', 'This Month', 'This Week', and 'All Time'. At the bottom right, there are two buttons: 'CANCEL' and 'APPLY'. The 'APPLY' button is highlighted with a red border.

Next, change the **'Status'** field to **'Sent'** and click **'Search feedback requests'**.

Manage Feedback Requests Apr 14, 2021 - Apr 14, 2021 Send Date

Campaign: All ▾ Status: **Sent ▾** Sent Status: All ▾ Channel: Email ▾ Request Type: Feedback Request ▾ Order Ref: Eg.: P\$912

Email Address:

SEARCH FEEDBACK REQUESTS

0 Feedback Requests

<input type="checkbox"/>	Send Date ↕	Requested Date	Sale Date ↕	Name	Email	Status	Actions
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The request that you're looking for will display here.

The screenshot shows the Feefo Hub search interface. At the top, there are filters for Campaign, Status, Sent Status, Channel, Request Type, and Order Ref. Below these is an Email Address search field. A search button labeled 'SEARCH FEEDBACK REQUESTS' and a 'RESET' button are present. The main content area displays '1 Feedback Requests' in a table. The table has columns for Sent Date, Requested Date, Sale Date, Name, Email, Status, and Actions. A single row is visible, with the Status column containing the text 'Sent (0 failed attempts, 0 resend attempts)'. The entire table area is highlighted with a red border.

<input type="checkbox"/>	Sent Date ↕	Requested Date	Sale Date ↕	Name	Email	Status	Actions
<input type="checkbox"/>	14-Apr-2021 13:09	13-Apr-2021 13:09	13-Apr-2021 13:09			Sent (0 failed attempts, 0 resend attempts)	Actions ▾

From here, you can use the **'Actions'** drop-down, to resend another email to this specific customer to ask them to leave a review for your dealership.

This close-up shows the 'Actions' dropdown menu. The menu is open, displaying four options: 'View Sale Info' (with an information icon), 'View' (with an eye icon), 'Resend' (with a paper plane icon), and 'Feedback' (with a speech bubble icon).