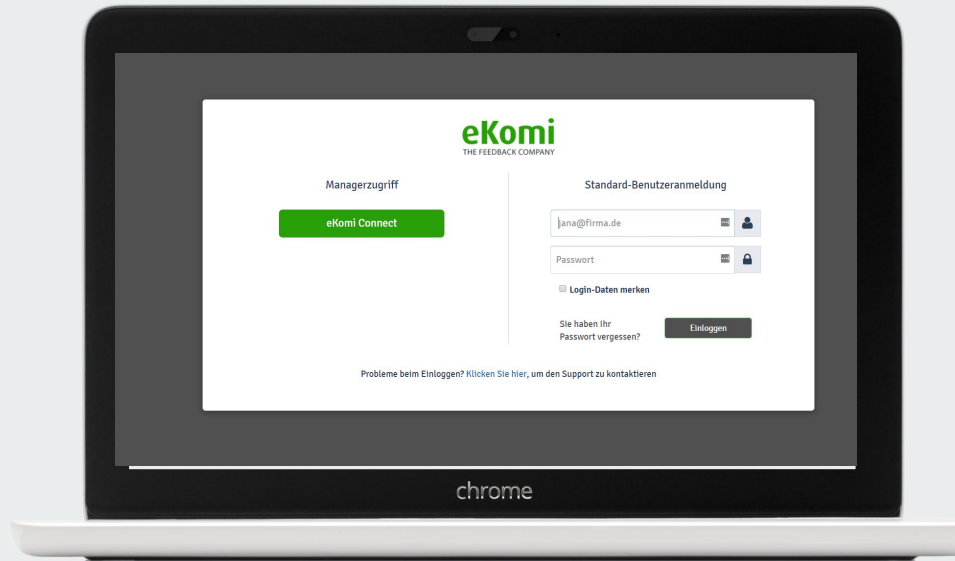




eKomi Lite Handbuch.



Überblick

Account Zugriff

Bewertungen Überblick

Berichte und Rankings

Bewertungen verwalten

Zertifikat Seite

Benutzer Einstellungen und Sprache



Einloggen

Benutzen Sie immer Ihre eKomi Connect
Benutzername und Passwort zum
einloggen.

<https://lite.ekomiapps.de/>

A) Klicken Sie die eKomi Connect Taste.

Managerzugriff

eKomi Connect

B) Geben Sie Ihre Benutzername und Passwort ein.

Benutzername / Email 

Passwort 

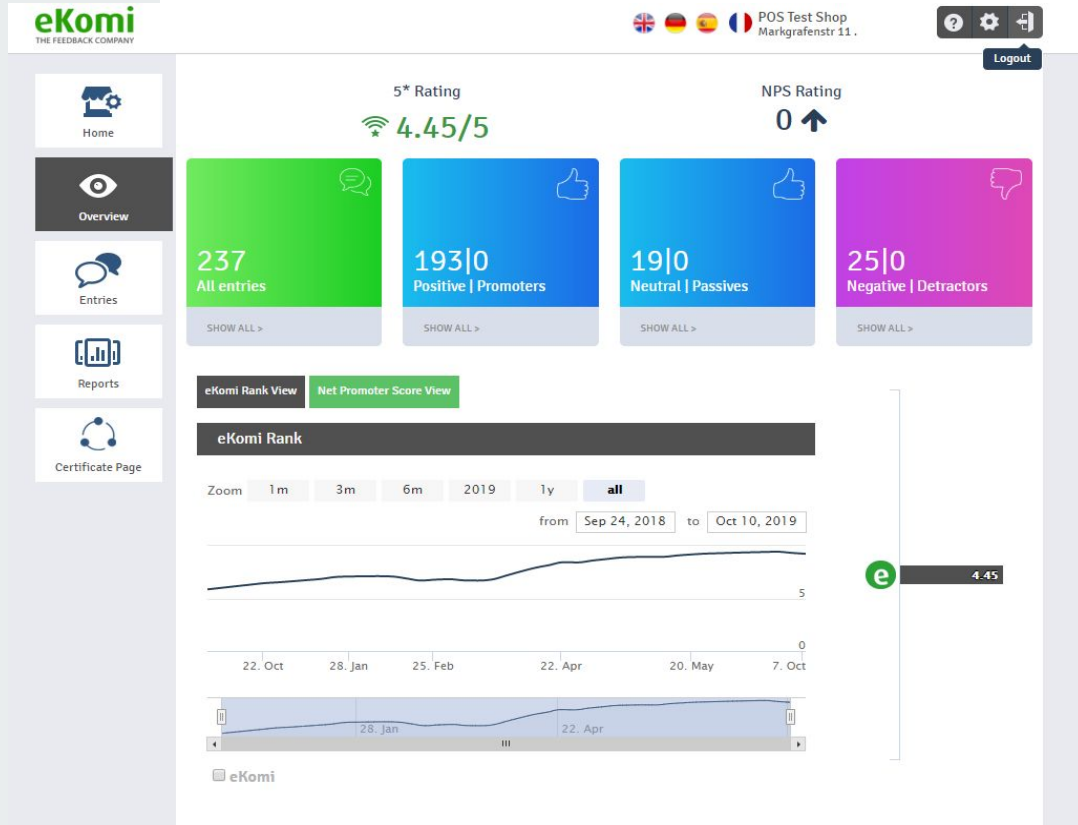
Eingeloggt bleiben

Login

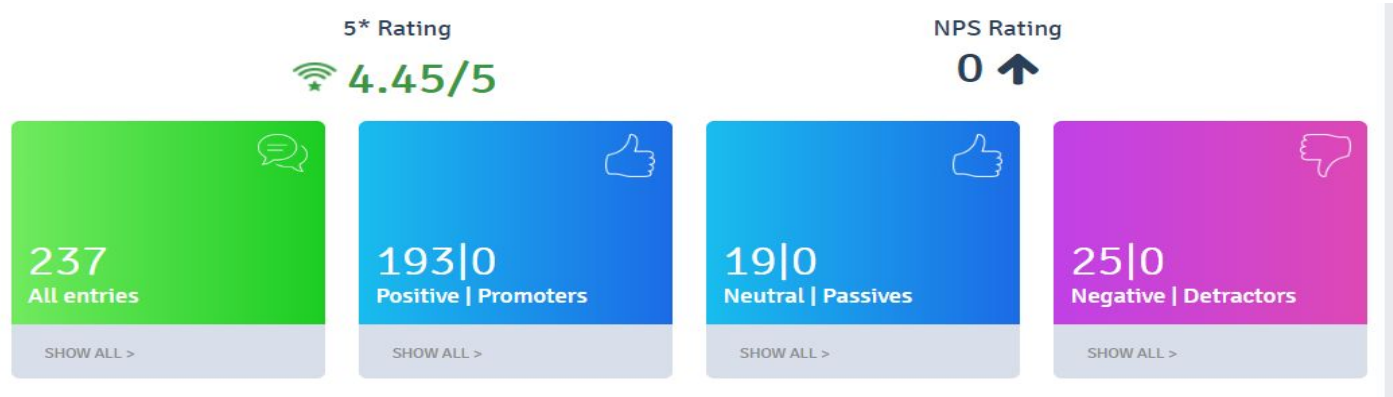
[Passwort vergessen](#)

Dashboard Zugriff.

Überblick über die Haupt-Dashboard.



Bewertungsskala und eKomi Ranking.



Der Überblick aller gesammelten Bewertungen, aufgeteilt nach positiven, negativen und Gesamtbewertungen.

Zeitliche Entwicklung der Bewertungen

eKomi Rank View

Net Promoter Score View

eKomi Rank

Zoom

1m

3m

6m

2019

1y

all

from

Sep 24, 2018

to

Oct 10, 2019



eKomi

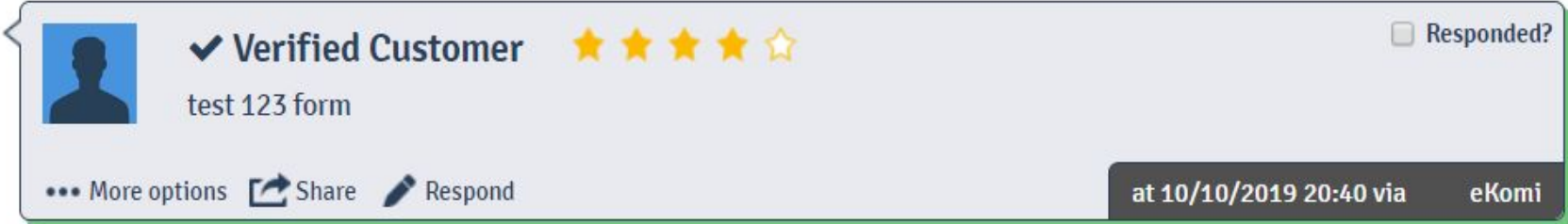
Bewertungen verwalten

The screenshot shows the eKomi dashboard for managing customer reviews. The interface includes a sidebar with navigation options: Home, Overview, Entries (highlighted), Reports, and Certificate Page. The main content area displays a list of reviews with the following details:

- Review 1:** Verified Customer, 5 stars, "test 123 form", dated 10/10/2019 20:40 via eKomi.
- Review 2:** Verified Customer, 3 stars, "Hmmm well", dated 26/09/2019 16:52 via eKomi Product review.
- Review 3:** Fahad, 5 stars, "3rd September today", dated 03/09/2019 19:10 via eKomi.
- Review 4:** Verified Customer, 5 stars, "okkkkkkkkkkkkkkkkkkk", dated 23/08/2019 18:45 via eKomi.

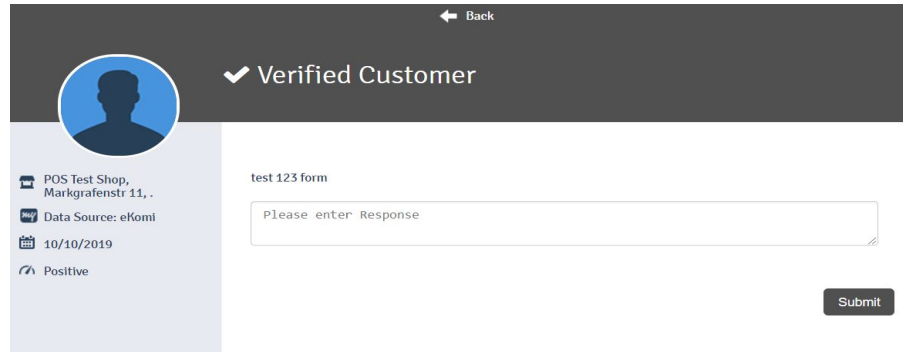
Each review entry includes a "More options" menu with "Share" and "Respond" actions, and a "Responded?" checkbox. The top navigation bar shows "Basic | Advanced | NPS" and sorting options: "Sort by: Date ▲ | Rating", "Show: All", "Responded", and "Not Responded". There are also flags for the UK, Germany, and Spain, and the address "POS Test Shop Markgrafenstr 11.".

Bewertungen kommentieren, teilen und filtern.



Review card for "test 123 form" by a Verified Customer. The review has 4.5 stars. The card includes a "Responded?" checkbox, "More options", "Share", and "Respond" buttons. The review was posted at 10/10/2019 20:40 via eKomi.

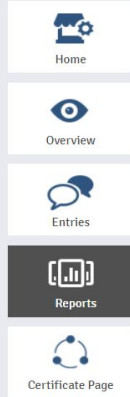
Klicken Sie auf "Antworten" und schreiben Sie einen Kommentar. Ihr Kommentar wird veröffentlicht.



Response interface for the review. It shows a "Back" button, the reviewer's profile (Verified Customer), and a form to enter a response. The form includes a text input field with the placeholder "Please enter Response" and a "Submit" button. Metadata for the review is displayed on the left: POS Test Shop, Markgrafenstr 11, .; Data Source: eKomi; 10/10/2019; Positive.

Berichte und Rankings

Hier bekommen Sie den Überblick über die Wertentwicklung Ihrer Bewertungen. Sie können wöchentliche und monatliche Berichte anschauen.



Basic | Custom Reports

Weekly reports

Period	eKomi Rank	
CW 45, 2019	📶 9.24 ± 0	no changes
CW 44, 2019	📶 9.24 ± 0	no changes
CW 43, 2019	📶 9.24 ± 0	no changes
CW 42, 2019	📶 9.24 ± 0	no changes
CW 41, 2019	📶 9.24 ↓ -0.09	👁 Show report
CW 40, 2019	📶 9.33 ± 0	no changes

Monthly reports

Period	eKomi Rank	
October 2019	📶 9.24 ↓ -0.09	👁 Show report
September 2019	📶 9.33 ↓ -0.08	👁 Show report
August 2019	📶 9.41 ↑ +0.04	👁 Show report

Berichte



Monthly Report for POS Test Shop

(Markgrafenstr 11, , , ,)

for October 2019

Remember: The more you promote your venue in the various online services, the more your customers will check in and recommend your venue to their friends.

 **9.24** / 10
eKomi rank vs. previous month

237

1 new

All entries

193

1 new

Positive entries

25

0 new

Negative entries

There are new entries for your venue!

Negative entries harm your good reputation. Make sure to combat the negative word-of-mouth recommendations by activating your loyal customers to post positive reviews about your venue.

Here is a preview of the recent reviews and posts about your venue. Click the button below to see a full list of all new entries.

Die Berichte geben Ihnen die tägliche, wöchentliche oder monatliche Übersicht der Bewertungen für Ihre Agentur.

Zertifikat Seite

Hier können Sie die Daten anpassen, welche auf Ihrer Zertifikat Seite erscheinen.

Die Zertifikat Seite erreichen Sie über "Zertifikatseite öffnen".

ekomi
THE FEEDBACK COMPANY

POS Test Shop
Markgrafenstr. 11.



Home



Overview



Entries



Reports



Certificate Page

Certificate page information

Touchpoint Name	<input type="text" value="POS Test Shop"/>
Manager	<input type="text" value=""/>
Description	<input type="text" value="Description"/>
Address	<input type="text" value="Markgrafenstr 11"/>
	<input type="text" value=""/>
Country	<input type="text" value="Afghanistan"/>
Locale	<input type="text" value="EN"/>
Logo URL	<input type="text" value="Logo URL"/>
Website	<input type="text" value="Website"/>
Email	<input type="text" value="Email"/>
Phone number	<input type="text" value="Phone"/>
Fax	<input type="text" value="Fax"/>