

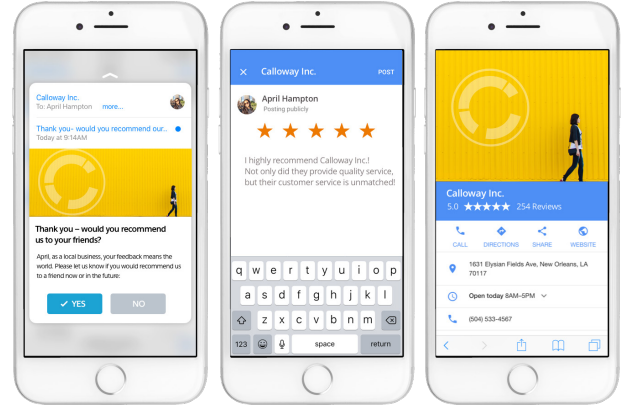


Broadly Product Features

Provide a five-star customer experience, from first contact to follow-up.

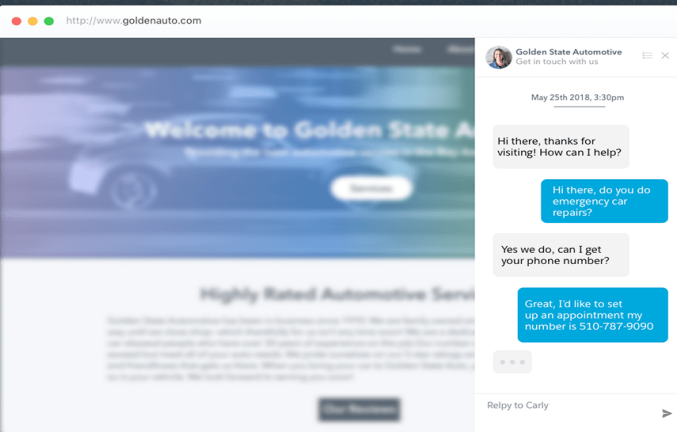
One-Click Reviews with Email or Text

Broadly's automates customer feedback with a one-click process, so you can focus on running your business. We ask your customer about their experience with your business via a branded email or text, and they're only one click away from leaving you a review. We lead your customers directly to the review sites that they're active on, so they don't need to jump through any hoops. Leaving a review couldn't get any easier.



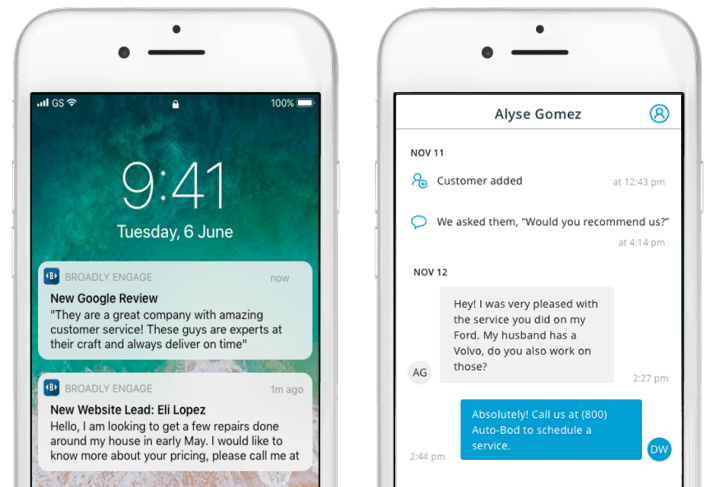
Web Chat and Lead Management

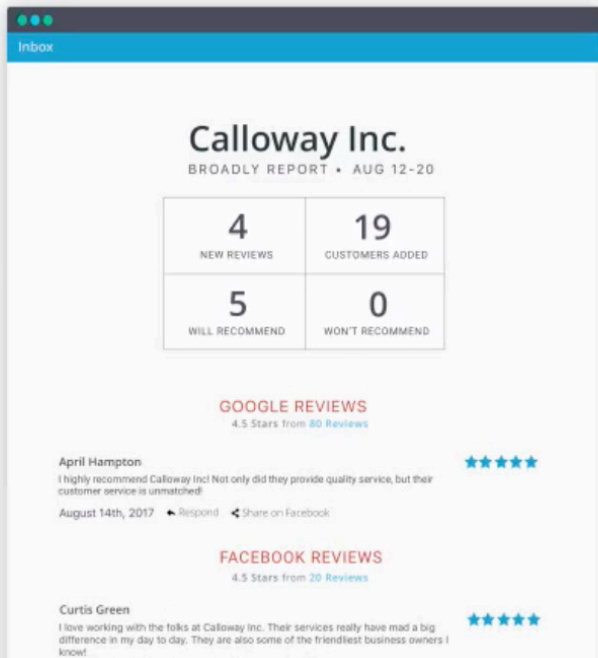
Great reviews will lead prospective customers to your listings and website, so it's critical that you respond quickly to their inquiries to win their business. Broadly's Web Chat and Lead Management features centralize, engage, and qualify new leads from your website, Google, and Facebook with ease. Never miss out on business again!



Real-time Communication from Your Desktop or the Mobile App

Broadly's desktop and mobile apps capture inquiries and enable you to communicate with leads and customers across email, text, and phone in real time. See all of your customer contact information in a centralized list, along with an activity history. Receive push notifications for important events instantly, so that you can respond promptly from one place and build better customer relationships.





Weekly Report and Team Scorecard

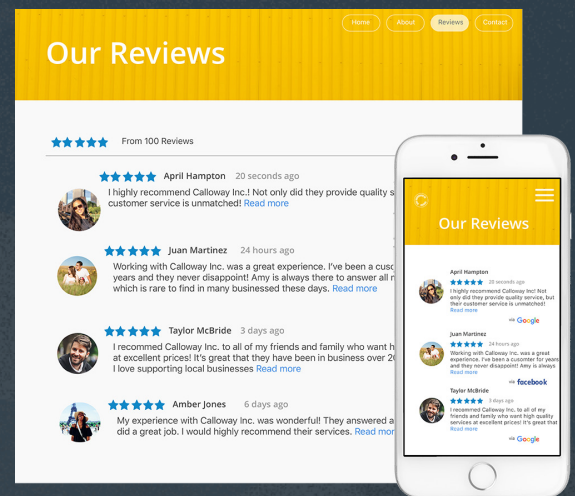
Once a week, Broadly will send you a report highlighting:

- How many new customers you've seen that week.
- Number of new reviews you've received and where.
- How many customers recommend your business.
- Any private feedback that you may have received.

For local businesses with multiple team members, Broadly provides feedback at the employee level with a Team Scorecard. This helps you track and understand customer interactions by team member, and enables you to identify trends and reward exemplary employee performance.

SEO-Optimized Review Stream for Your Website

Broadly publishes your online reviews directly on your business's website, allowing your website visitors to see the great work that you do. We'll automatically publish all of your 4 and 5-star reviews on your website. Your review stream enhances your website's SEO, and updates your content to help your business to rank effectively of local search results.



Dedicated Customer Success Team

Broadly will provide you with unlimited customer support:

- Dedicated Support Team
- Personalized Success Strategy
- Targeted Marketing Campaigns
- Same Day Phone Support
- Quarterly Business Reviews
- SMB Marketing Advisor

