

Review collection and management

Automatically collects customer reviews from multiple touchpoints, analyzes sentiment, and takes appropriate actions like responding to negative reviews or promoting positive ones. Improves brand reputation and customer satisfaction through proactive review management.

Download PDF

Get Your Blueprint

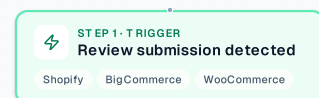


WORKFLOW TRIGGER

Customer completes order delivery or leaves a review on any platform

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Review submission detected

Monitors for new customer reviews across e-commerce platforms, email surveys, and third-party review sites. Captures review data including rating, text, customer info, and product details.

2

 ACTION

Extract review sentiment

Analyzes review text using AI to determine sentiment score, identify key themes, and flag urgent issues. Categorizes reviews as positive, neutral, or negative.

n8n

3

 DECISION

Route by review rating

Branches workflow based on star rating and sentiment analysis. Routes 4-5 star reviews to promotion path and 1-3 star reviews to resolution path.

n8n

4

 ACTION

Generate automated response

Creates personalized response templates based on review type. For negative reviews, generates apologetic response and resolution offer; for positive reviews, creates thank you message.

Gorgias

5

 ACTION

Create follow-up campaign

Automatically segments customers based on review sentiment and triggers targeted email campaigns. Sends discount codes to dissatisfied customers

or referral requests to happy customers.

AI Business OS

Klaviyo

6

 ACTION

Update product insights

Aggregates review data to update product ratings, identify trending issues, and flag products needing attention. Updates internal dashboards and product catalog information.

Shopify

BigCommerce

WooCommerce

7

 OUTPUT

Generate review report

Compiles comprehensive review analytics including sentiment trends, response rates, and action items. Delivers automated reports to management and product teams.

n8n



Outputs

- Automated review responses sent
- Customer segmentation updated
- Review analytics dashboard refreshed

- Follow-up email campaigns triggered

AI Business OS



Key Metrics

- Review response rate
- Average review sentiment score
- Customer retention rate post-negative review



Tools & Integrations

- Shopify
- BigCommerce
- WooCommerce
- Gorgias
- Klaviyo
- n8n

AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

COMPANY

[About](#)

[Industries](#)

CONNECT

[MVP.dev](#)

[LinkedIn](#)

RESOURCES

[Articles](#)