

ENTERPRISE SERVICE EXCELLENCE SYSTEM - AUTHORIZED OPERATORS ONLY

CUSTOMER EXPERIENCE & RESOLUTION ENGINE

CONFIGURATION & ACTIVATION MANUAL

4 MODULES

24 / 7 MONITORING

**INSTANT ALERT
SYSTEM**

**\$97 / MO UNLIMITED
TIER**

REQUIRES \$97 / MONTH UNLIMITED PLAN - NO EXCEPTIONS

Follow each module in sequence. This document is proprietary and confidential. Unauthorized reproduction or redistribution is strictly prohibited.

MODULE 01 / 04

ACTIVATE YOUR ENTERPRISE LICENSE

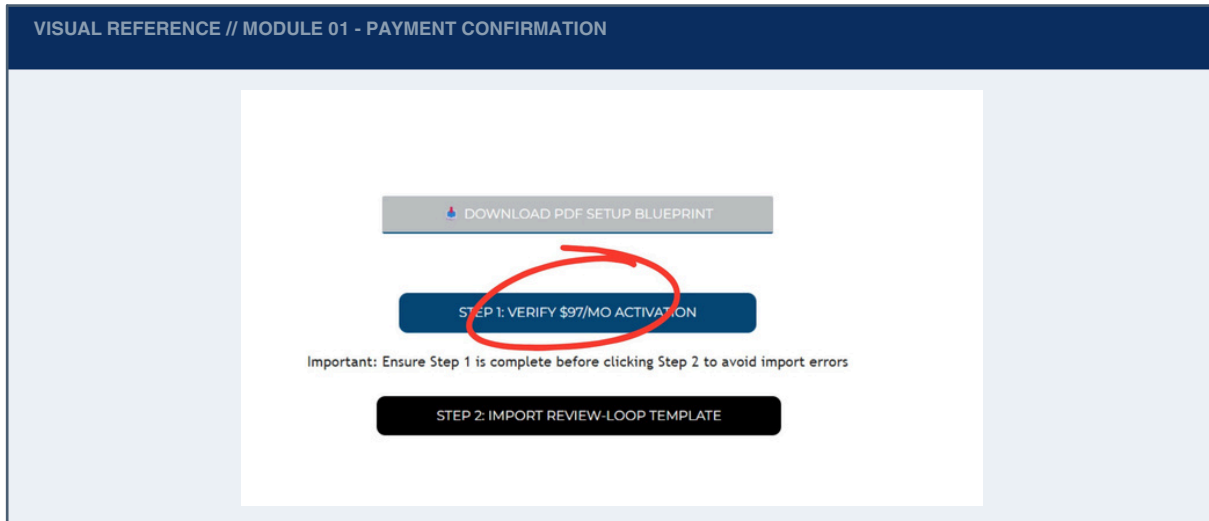
SYSTEM LOGIC

To handle real-time customer feedback alerts and automated resolution paths, your business requires the Unlimited Tier. This is the only plan that supports Unlimited Automation Rules needed to monitor your reputation 24/7.

ACTION SEQUENCE

- 1 Right-click this link <https://systeme.io/pricing?sa=sa026628270959fcfecfd1064ed0e1c1a91295fe9e>
- 2 Select Copy Link Address.
- 3 Paste it into your browser top address bar.
- 4 Select the Unlimited (\$97/mo) plan to lock in your features.

VISUAL REFERENCE



MODULE 02 / 04

IMPORT THE RESOLUTION-LOOP VAULT

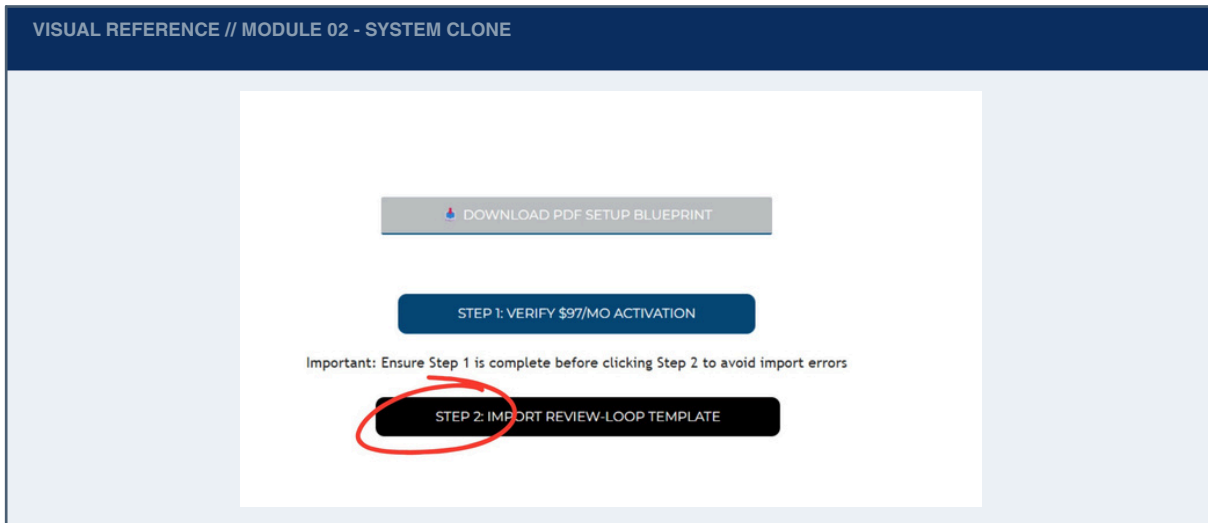
SYSTEM LOGIC

This proprietary template creates two distinct paths: a Public Feedback path for happy customers and a VIP Resolution path for those needing immediate assistance.

ACTION SEQUENCE

- 1 Ensure you are logged into your paid dashboard.
- 2 Paste this link:
<https://systeme.io/dashboard/share?hash=7151822f1d1951d9a41f48604fc128947305d02&type=funnel>
- 3 Confirm the import to add the Review Filter Template to your account.

VISUAL REFERENCE



MODULE 03 / 04

SYNC YOUR GOOGLE BUSINESS PROFILE

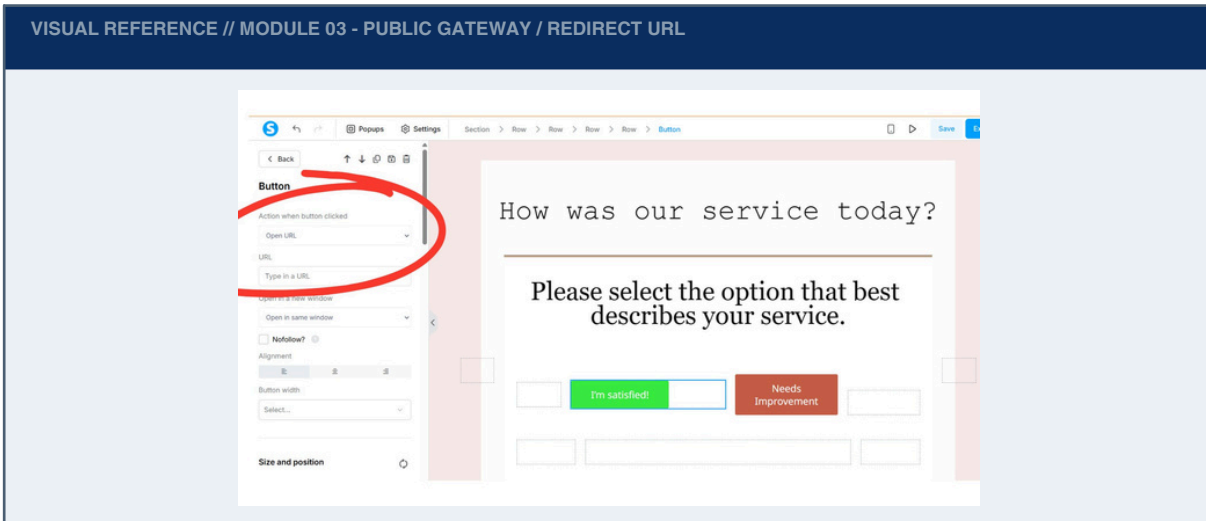
SYSTEM LOGIC

To stay compliant with 2026 Google and FTC guidelines, we provide a direct neutral path for all public feedback, ensuring full transparency while protecting your brand.

ACTION SEQUENCE

- 1 Open the editor for your Review Page.
- 2 Click the Share on Google button.
- 3 Paste your Official Google Review Link into the Redirect URL box.
- 4 Click SAVE CHANGES.

VISUAL REFERENCE



MODULE 04 / 04

ACTIVATE THE VIP SUPPORT SHIELD

SYSTEM LOGIC

This is your competitive edge. When a customer uses the Resolution Path, you get an instant email notification - fix the issue before they ever consider posting a negative review.

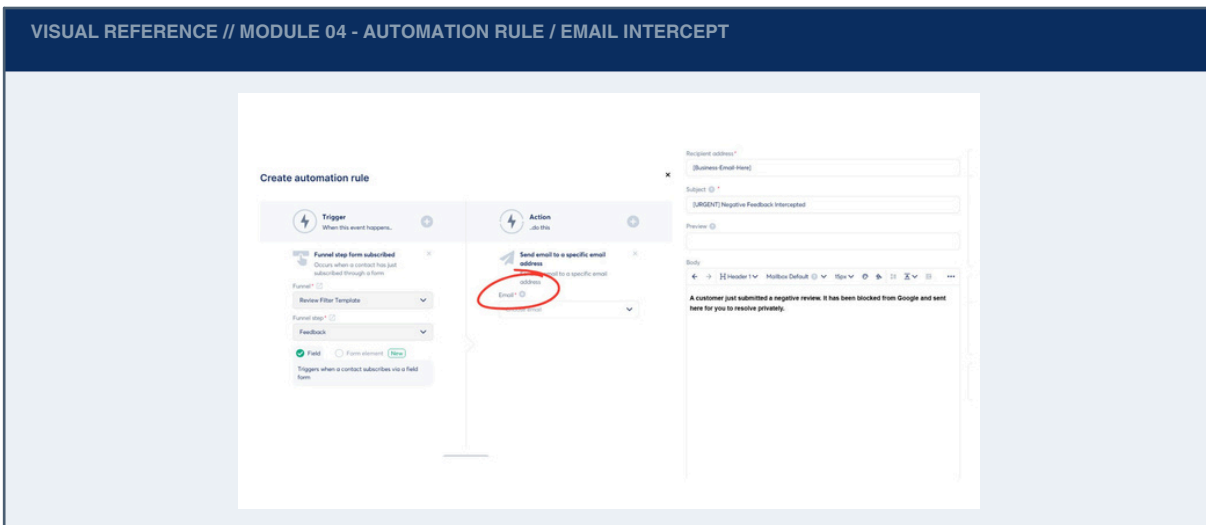
ACTION SEQUENCE

- 1** Go to the Automation Rules tab at the top of your Review Shield Template.
- 2** In the Action column, enter your primary business email.
- 3** Click SAVE RULE.

RESULT: When a customer uses the Resolution Path, you receive an instant email notification - allowing you to resolve the issue before it becomes a public review.

VISUAL REFERENCE

VISUAL REFERENCE // MODULE 04 - AUTOMATION RULE / EMAIL INTERCEPT



COMPLIANCE & SYSTEM OVERVIEW

SERVICE EXCELLENCE STANDARDS

STRICT COMPLIANCE RULE Do NOT downgrade your plan. The \$97/mo Unlimited tier is the only version with the full Unlimited Automation Rules engine. Downgrading will instantly disable all real-time alerts and resolution paths, exposing your business to unmanaged negative feedback.

How do I verify the system is working?

Use your personal device. Select 1 Star and submit. If you receive a private email and are not redirected to Google, the system is fully armed.

What if I do not receive the alert email?

Verify the automation rule in Module 04 was saved with the correct email. Confirm your \$97 Unlimited plan is active.

Can multiple team members receive alerts?

Yes. Add additional automation rules pointing to each team member email. All recipients receive alerts simultaneously.

Is this approach compliant?

Yes. This system does not fabricate or delete published reviews. It creates a private service channel - a legally recognized customer-service practice.

How does this protect my rating long-term?

By resolving issues privately, customers who intended to leave negative feedback often become loyal advocates, organically improving your public rating.

**SYSTEM FULLY DEPLOYED - CUSTOMER EXPERIENCE ENGINE ARMED - \$97/mo
UNLIMITED**

