



G2 Review Request **Phone Scripts**

Customer check-in calls, upsell & renewal onboarding calls and support calls are all great opportunities to encourage your users to write a review. Here are some ways to segue into making the review ask:

Support Call

Support calls are a great opportunity to ask your customers to write a review. At the conclusion of the call, after you either wrap up the issue or go over next steps, make the ask:

"I'm glad to have been able to help you solve the issue. Would you mind writing an online review about your experience? We'd love your honest feedback on the support we provided so we can improve our business."

Customer Check-In Call

Check-in calls help your team gauge customer satisfaction. Whether a customer is currently satisfied with your product or not, ask them to write a review and share their thoughts.

"I'm so glad you're finding success with our product. Would you be willing to share your experience by writing a review on G2?"

Upsell & Renewal Onboarding Call

Onboarding calls with existing customers are another great opportunity to make the review ask. Customers who renew or sign up for more are veteran users and understand what your product has to offer. Ask these customers to share their success by writing a review.

For a renewing customer:

"We're excited to have you back on board. Would you be willing to share your experience with us over the past year by writing a review on G2?"

For a customer who bought more:

"We're excited to test out some of these new offers with you. Would you be willing to share your past experience with us and why you decided to invest further by writing a review on G2?"

