AI Moderation

feefo

Are you tired of spending countless hours monitoring and managing reviews?

Say goodbye to manual moderation tasks and embrace the power of AI. Our moderation tool is designed to revolutionize the way you manage your reviews, providing you with efficiency, accuracy, and peace of mind.

★★★★★ **4.9**/5

Harnesses the latest advancements in artificial intelligence to analyze and moderate user-generated content swiftly and accurately.
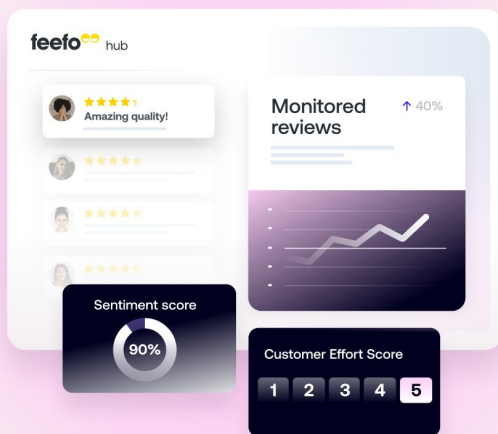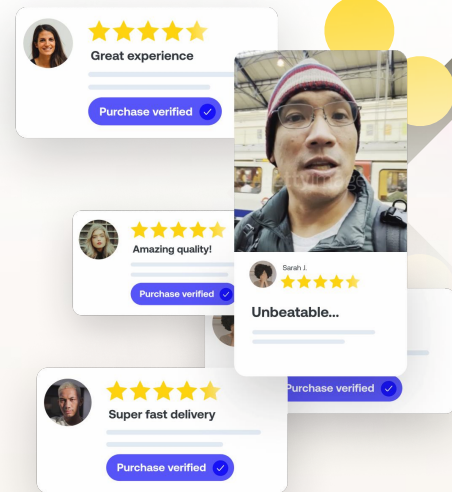
Rules, automation, and lists can be created specifically you, allowing you to uphold your standards and values effortlessly.

Automated status changes are comunicated to reviewers notifying them of the decision made by AI.

How does it work?

When an account is configured to utilize AI moderation, all review content undergoes a preliminary evaluation, resulting in a decision whether it's published or rejected.

This process is meticulously logged, providing clear references to the decision status. Each review is segmented into its service components, with individual products accounted for separately.
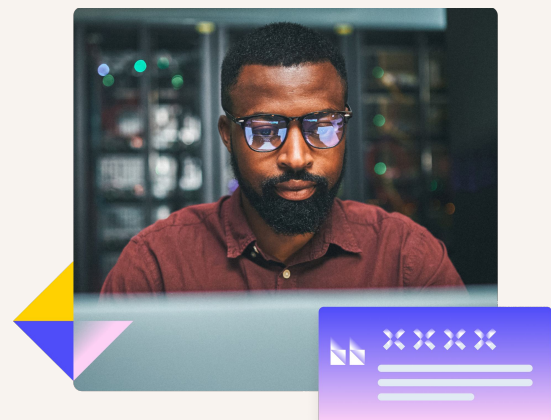
Should the need arise, a decision - whether automated or manual - can be overridden by accessing the item/review and issuing a new decision.

Every decision, whether it's the initial moderation or a subsequent re-evaluation, triggers an email notification to the consumer, informing them of the outcome through Feefo's communication channels.

In the event that a consumer disagrees with the decision, they retain the option to resubmit their review via the original feedback request email, prompting a re-evaluation by our moderation team.

Users can also request re-moderation of published review content through the 'flag for moderation' function in the feedback tab if they disagree with the review being published. This action sends the request to the Feefo support teams as a support ticket for manual consideration.