



bazaarvoice™



UNLOCK THE POWER OF USER-GENERATED CONTENT

TO STAND OUT ON [HOMEDEPOT.COM](https://www.homedepot.com)

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Introduction

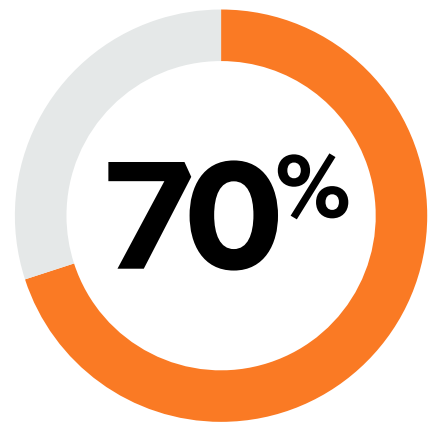
For brands that sell their products on HomeDepot.com, figuring out how to maximize channel sales is critical for business. It can be challenging to know where to begin, how to drive sales both on HomeDepot.com and in Home Depot stores, and ultimately, how to stand out from the competition.

The key to rising above the noise? Amplify the voices of Home Depot shoppers. Peer-trusted feedback, like ratings and reviews, not only validates product quality and customer affinity, but also has a significant impact on purchase decisions.

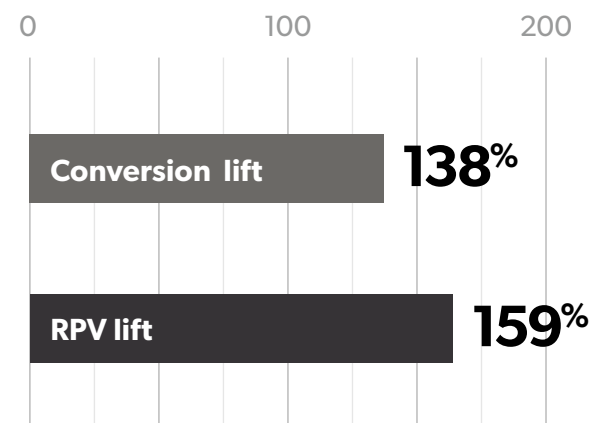
The impact of user-generated content

A user-generated content (UGC) strategy done right will increase the discoverability of your products, boost sales, and create a valuable dialogue with your customers. It can also inform SEO benefits, provide insights for product innovation, reduce return rates, and ensure shoppers have a positive experience with your brand. While Home Depot has their own strategies to collect ratings and reviews, brands that come to the table with their own UGC strategies set themselves ahead of the rest.

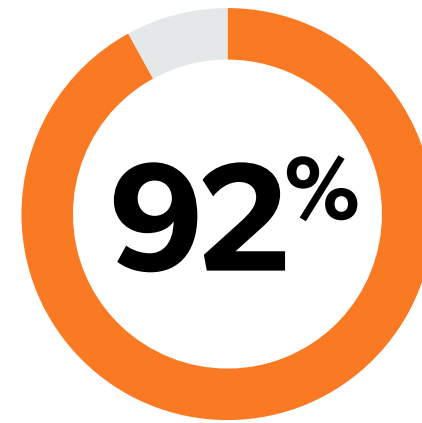
Impact of reviews by the numbers:



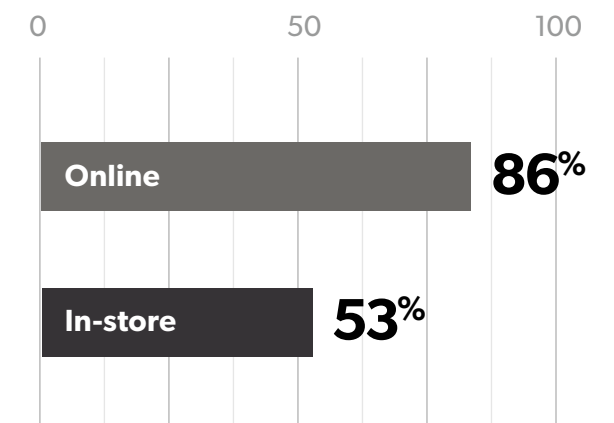
Percentage of shoppers who use reviews to evaluate similar products before buying.¹



Conversion and revenue impact for brands when shoppers engage with reviews.³



Percentage of shoppers who trust peer recommendations over traditional advertising.⁴



Percentage of brands and retailers who say consumer reviews positively influence online and in-store sales.⁵

Home Depot + Bazaarvoice

Home Depot and Bazaarvoice have partnered to help brands build powerful UGC programs on HomeDepot.com. Bazaarvoice leads the industry with best-in-class solutions and service, as well as unparalleled content authenticity standards. With this partnership, brands have the unique opportunity to leverage Bazaarvoice syndication capabilities, which we'll explore in the next section.

UGC comes in many forms, including ratings, reviews, questions, and visual content. Bazaarvoice understands the unique value of each type of UGC on HomeDepot.com and works with brands to collect a variety of content that meets a brand's specific needs.



World's largest network

Over 8,300 brands and retailers, with 20x more shopper traffic than the next largest network.



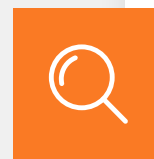
More content, more conversion

Our clients have collected over 2.5 billion reviews.



Innovation for global reach

Built for and tested by over 1.3 billion monthly shoppers.



Insights and reports

Automated key metrics answer questions our most successful brands are asking.



Your success matters

6x more client success roles than the nearest competitor.

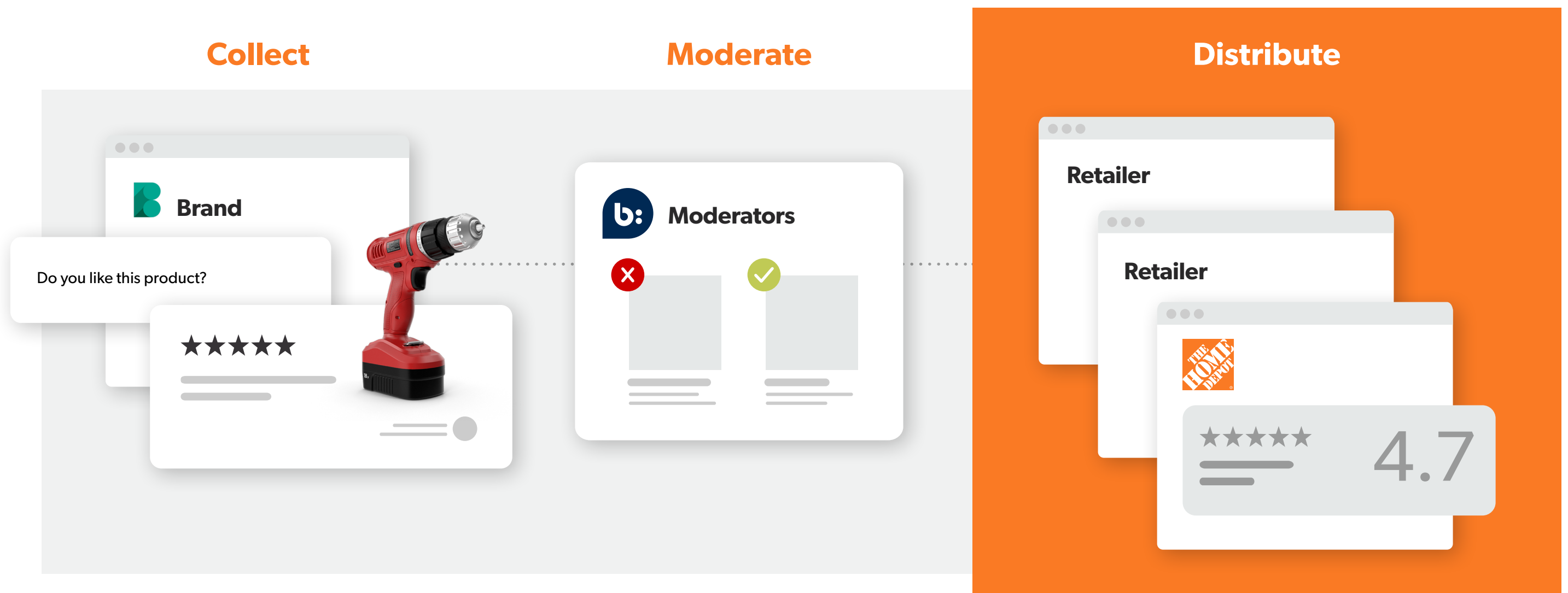


Content integrity and security

Globally, we've moderated 316 million+ reviews to date. Each year, we block 55 million fraudulent reviews.

How does syndication work?

First, your brand collects UGC from customers through a range of review collection strategies. Then, as a Bazaarvoice client, this content is authenticated to ensure it isn't fraudulent and represents a customer's genuine opinion about their experience with your product(s). Once content is authenticated through a process of machine learning and human moderation, Bazaarvoice matches the content to product catalogs across a network of more than 1,900 retailers, including Home Depot. Your UGC is then simultaneously displayed on the corresponding retailer product pages.



The impact of syndication for brands

Syndication impact by the numbers:

More reviews per product

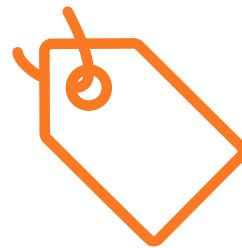
+112%



Median increase in reviews per product when brands leverage UGC syndication solutions.²

Better product coverage

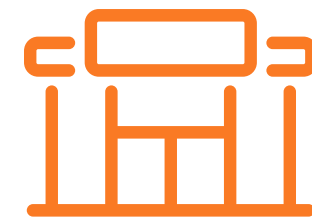
+46%



Median increase in product coverage compared to brands relying on native coverage at each retail channel.²

Retailers rely on brands

65%



Percentage of reviews that Bazaarvoice retailers source directly from brands.⁵

Optimize UGC with Bazaarvoice solutions

Now that you know the importance of UGC and how syndication works, the next question is: how do you get more content in the right places? In the next few sections, you'll learn how your brand can leverage varying Bazaarvoice solutions to drive optimal UGC performance on HomeDepot.com and amplify content from real customers to help Home Depot shoppers make purchase decisions with confidence.

Collect and distribute reviews to HomeDepot.com

Bazaarvoice solution: Collect+Distribute

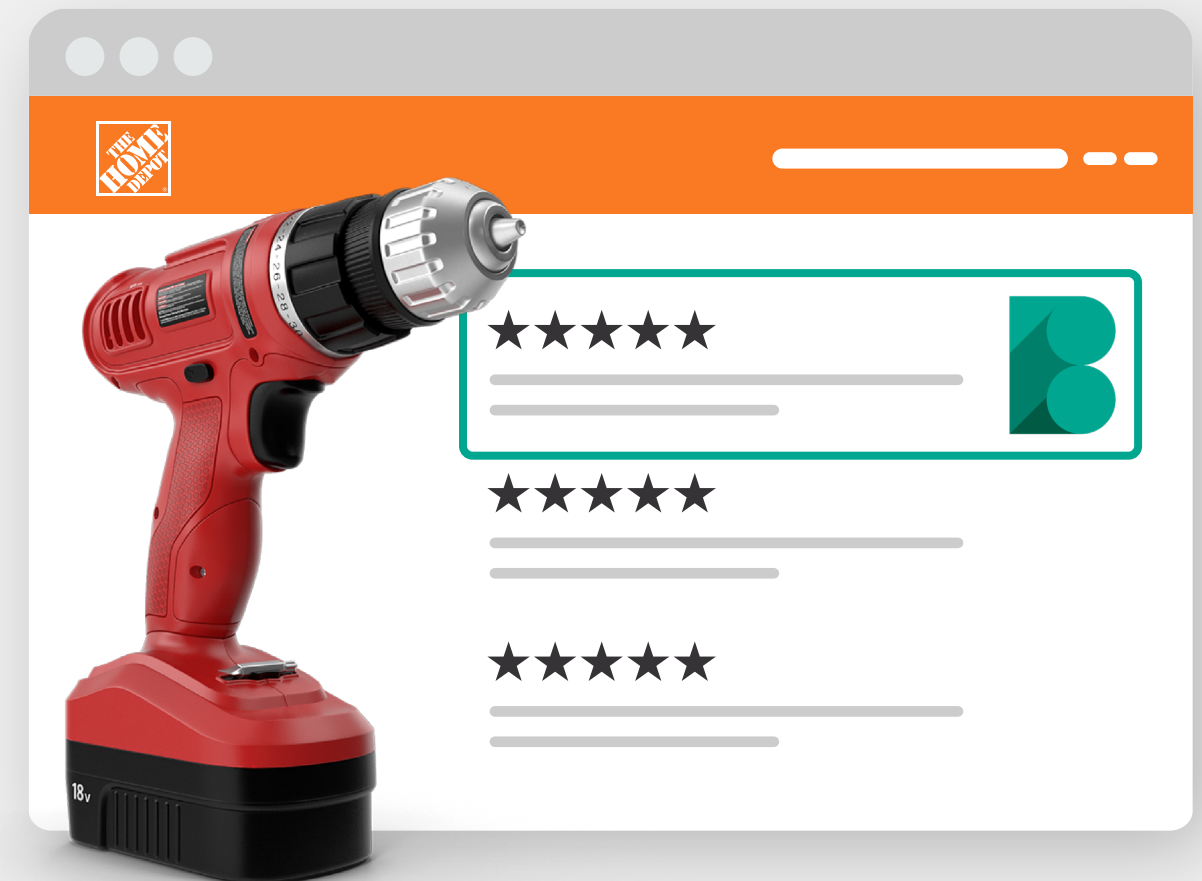
97%

Percentage of reviews Home Depot sources directly from brands through syndication.¹¹

A successful ratings and reviews strategy is one that enables a brand to routinely collect high-quality review content for key products. With Collect+Distribute, brands are equipped with the tools necessary to collect review content from their customers post-purchase and syndicate reviews to retailer websites including HomeDepot.com. This is an ideal solution for brands that rely heavily on retail channel sales and do not wish to display reviews on their website.

Benefits:

- Automate review collection for products with zero ecommerce software implementation required
- Optimize review coverage with syndication of UGC to retailers in the Bazaarvoice Network, including HomeDepot.com
- Access insights and reporting tools to analyze product performance, customer sentiment, competitive benchmarking, and more



Collect, display, and distribute reviews to HomeDepot.com

Bazaarvoice solution: Collect+Display+Distribute

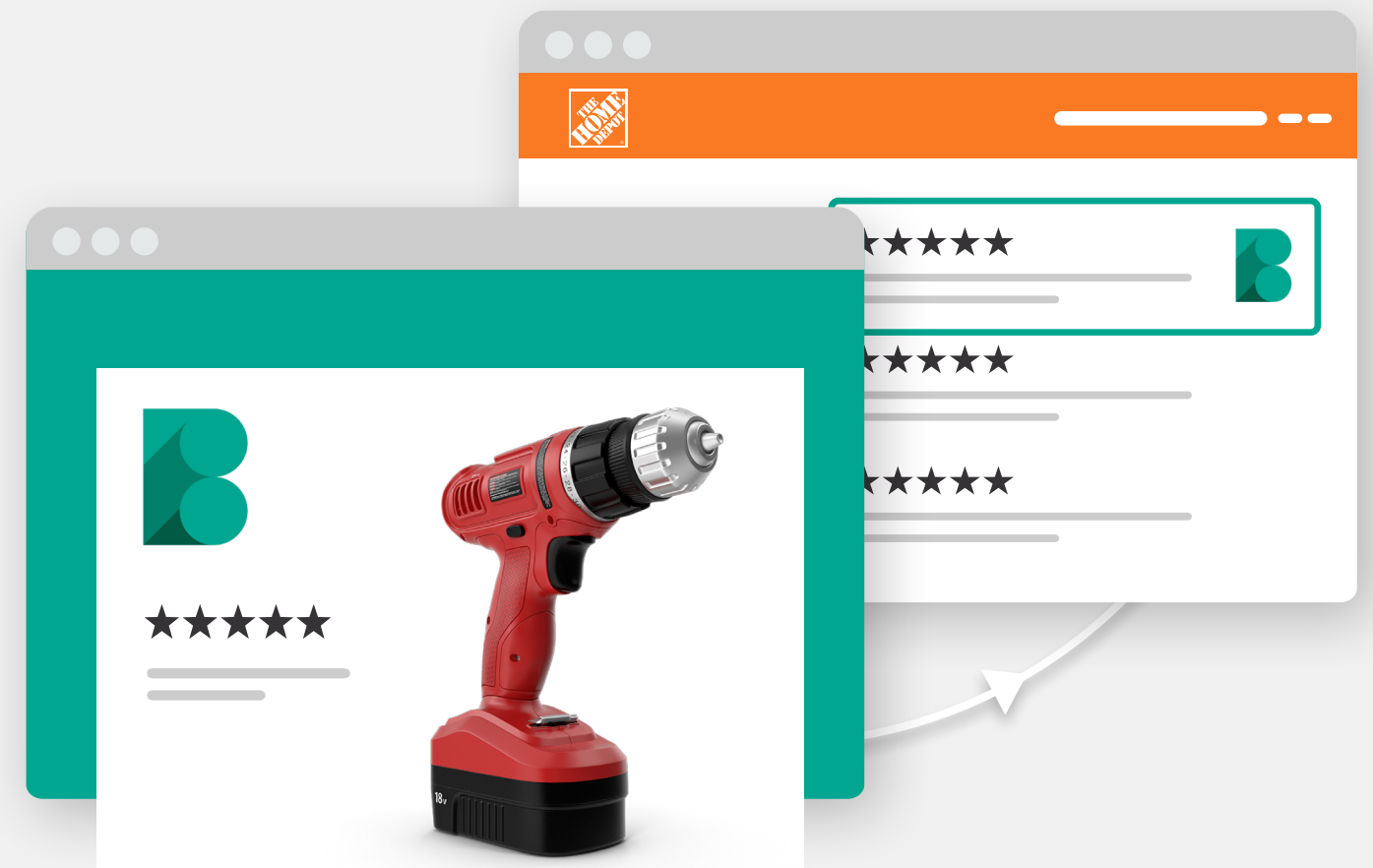
86%

Percentage of brands and retailers who say ratings and reviews are a key value driver of online sales.⁵

If you wish to boost reviews on your website as well as HomeDepot.com, Collect+Display+Distribute is the best solution. Brands are equipped with the tools necessary to collect review content from their customers post-purchase, display review content on their website, and syndicate reviews to retailer sites. This strategy automates review collection, enhances your website experience, and optimizes your product page performance on HomeDepot.com.

Benefits:

- Automate review collection and showcase review content collected on your website
- Optimize review coverage with syndication of UGC to retailers in the Bazaarvoice Network, including HomeDepot.com
- Access insights and reporting tools to analyze product performance, customer sentiment, competitive benchmarking, and more



Distribute existing reviews to HomeDepot.com

Bazaarvoice solution: Distribute-Only

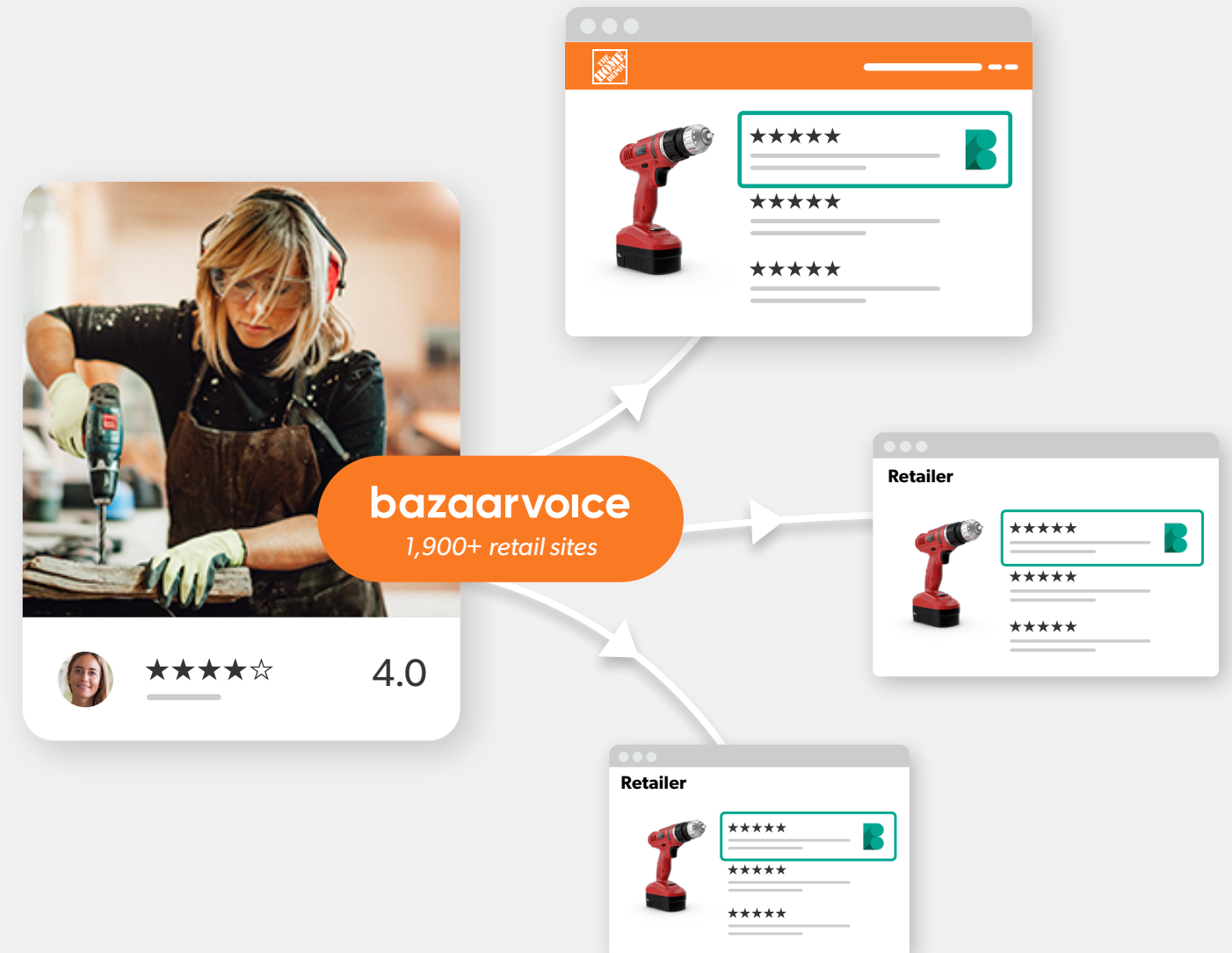
82%

Percentage of shoppers who research products online before shopping in-store.¹

Whether you have organic reviews already collected on your website or collect reviews through another provider, Distribute-Only will help you make these reviews visible on HomeDepot.com. Bazaarvoice partners with several other UGC providers and sampling partners to help brands drive maximum success at retail by accessing retail sites within the Bazaarvoice Network, including HomeDepot.com.

Benefits:

- Maintain your relationship with your current ratings and reviews provider or sampling partner
- Reach more customers by increasing the places your shoppers can find ratings and reviews for your products
- Optimize review coverage with syndication of UGC to retailers in the Bazaarvoice Network, including HomeDepot.com



Turn customer feedback into a conversation

Optimizing review coverage, volume, quality, and recency are all key components of a successful UGC program, but the work doesn't stop there. Customers are looking for brands to engage with them, whether that be in the form of answering questions or responding to negative feedback. About half of shoppers (48%) say seeing a brand/retailer respond to customer reviews will increase their likelihood to purchase.¹

By engaging with shoppers on HomeDepot.com, you'll bolster the impact of your UGC program and further establish trust and credibility with Home Depot shoppers.

Answer questions and respond to reviews

Bazaarvoice solution: Connections

114%


Conversion lift when guests engage with Q&A on product pages.⁵

About a third of shoppers say they always expect a brand to respond publicly to their review, regardless if their review is positive or negative. Intent to purchase doubles when shoppers see a brand's response to a negative review versus a negative review by itself.

Given Home Depot's expectation for brands to engage with Q&A on HomeDepot.com, **all brands have free access to answer questions with Connections Basic**. Brands can also establish a deeper connection with Home Depot shoppers by responding to reviews with Connections Premium.

Benefits:

- Easily prioritize high-impact questions and reviews with alerts
- Build trust by helping Home Depot shoppers feel confident about their purchase decisions
- Respond to questions and reviews on HomeDepot.com and across multiple retail channels simultaneously, with an easy-to-use response interface




Q Does the drill come with bits?


A Hi Gerard. The drill comes only with a screwdriver bit. Others are sold separately.

4.0 ★★★★★

I did not receive a manual with my drill.

 _____

Hi Vic. We're sorry you didn't receive a manual with your purchase. Please contact us at 800-555-5555 so we may send you one.

 _____

Best practices for responding to reviews



Be sympathetic

Show customers that you understand frustration and make them feel like their opinion is valid.



Help future shoppers

Your response may have a major influence on future shoppers' purchase decisions. So, treat your response as valuable information for a larger audience than just the person who left the review.



Be personal

Consumers appreciate authenticity, so avoid using cookie-cutter responses or excerpts from your policies.



Respond quickly

Be sure to respond to a negative review within 24-48 hours, as this will further demonstrate a sense of urgency on your part to resolve the issue.



Respond both on and offline

Going the extra mile to follow up with a complaint offline will show your customers that you are determined to make things right and will also allow for another opportunity to turn things around.

Download the full ebook on how to respond to reviews.

Drive improvements with UGC insights

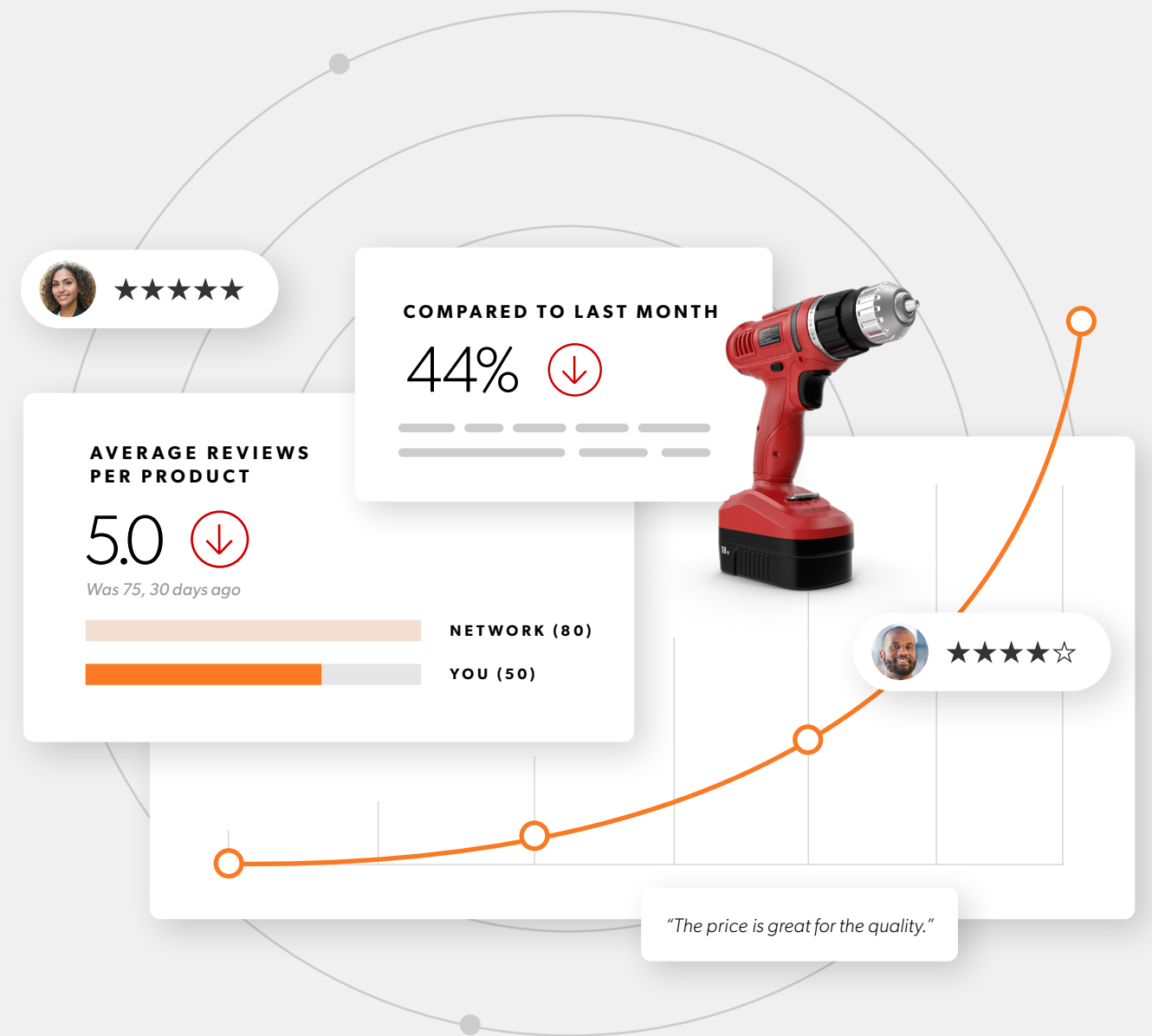
Bazaarvoice Insights helps brands easily examine and understand their UGC performance across channels, understand common areas of praise and complaint from customers, compare their performance against competitors, and improve programs with recommended actions. With this information, brands can determine where and how to prioritize resources to continuously optimize their UGC strategies at-scale.

Analyze your UGC performance on HomeDepot.com

With pre-built and customizable reporting tools and smarter insight capabilities, Bazaarvoice clients have access to invaluable UGC data to understand product performance, customer sentiment, competitive benchmarking, and more. Bazaarvoice's Insights application uses machine learning to analyze and surface product and UGC program performance data and consumer sentiment. In addition, the latest industry benchmarks sourced from Bazaarvoice's network of clients are included in the application to help brands and retailers compare performance to peers.

How Bazaarvoice clients use UGC insights⁵:

- Customer service improvement (72%)
- Product improvement (66%)
- Hone messaging and marketing tactics (50%)



Key takeaways

1 Optimize product pages

UGC is a key measurement of success on HomeDepot.com product description pages.

2 Boost conversion

Reviews validate the desirability of your products and have a direct impact on conversion.

3 Establish trust

Brand responses to reviews and questions are crucial to establishing trust and loyalty among Home Depot shoppers.

4 Leverage insights

UGC offers invaluable insights across multiple teams within your organization including, product, marketing, sales, and customer service.

Now's the time to optimize your UGC on HomeDepot.com. Leveraging Bazaarvoice's powerful retail network and best-in-class solutions give you the competitive advantage to serve the needs of your customers and ultimately, drive Home Depot sales.



Get started

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About Bazaarvoice

Thousands of the world's leading brands and retailers trust Bazaarvoice technology, services, and expertise to drive revenue, extend reach, gain actionable insights, and create loyal advocates. Bazaarvoice's extensive global retail, social, and search syndication network, product-passionate community, and enterprise-level technology provide the tools brands and retailers need to create smarter shopper experiences across the entire customer journey.

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