Manage your reviews on the App Store with our latest channel
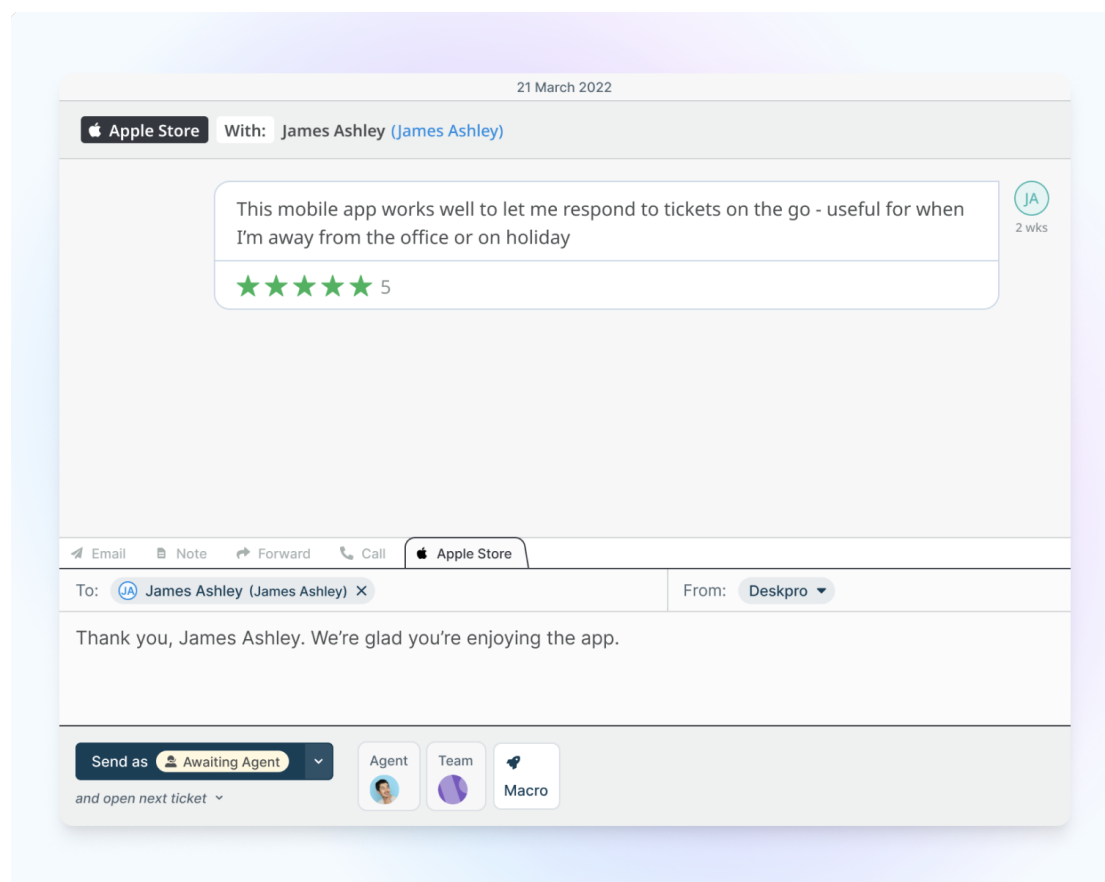
2023-03-29 - Lara Proud - Comentários (0) - Product (Admin)

We have launched a new channel that allows businesses to manage their app reviews on the Apple App Store. This new channel enables you to receive and respond to reviews submitted about your apps in one place, making it easier to engage with your users and helping to improve your overall app rating.

Only Apple Store Reviews will automatically create a ticket in the helpdesk, star ratings alone won't as they cannot be responded to on the App Store.

By allowing you to receive and respond to app reviews in one centralized platform, it's easier to keep track of new reviews and address any feedback users have about your app's performance. When your agents respond to reviews from the helpdesk, their responses will be posted publicly on the App Store as a Developer Response:

Ratings & Reviews   See All

4.7
out of 5   3,402 Ratings

Tap to Rate: ☆ ☆ ☆ ☆ ☆

Useful for round the clock support   27 Feb
★★★★★   James Ashley

This mobile app works well to let me respond to tickets on the go - useful for when I'm away from the office or on holiday

Developer Response   9 Mar
Thank you, James Ashley. We're glad you're enjoying the app.

Follow our Admin Guide to set up the App Store channel for your helpdesk: Admin Guide.