

Getting the most out of Google My Business



WebPunch ★
5.0 ★★★★★ 66 Google reviews
Software company in Denver, Colorado

Address: Denver, CO
Hours: Open · Closes 6PM
Phone: (888) 580-5897

Post: Is Yelp's Bite is Bigger Than it's Bark?
4 mins ago
Learn more

Reviews:
"Great service and personalized attention to their customers!"
"Great company to work with & great customer service."
"They always make me feel like a valued customer."

From WebPunch
"WebPunch is a full-service online reputation management company that specializes in making your company shine. Our feature-rich software suite combined with our staff of industry experts can equip your company with the tools and guidance it needs to gain new business and knock out your competition. Our expertise lies in online reviews, review monitoring, review response, customer feedback and local listing optimization."



1st Things 1st

Claim or Create Google My Business Listing



FULLY Optimize

- Business Details - Name, Address, Phone and Website URL
- Business Categories - 1 Primary and up to 9 Additional
- Appointment URL
- Business Hours
- Photos
- **NEW!** Videos - Up to 30 seconds long and 100 MB
- **NEW!** Business Description - Up to 750 characters
- **NEW!** Business Services - List your services, along with a price and description (currently only available on mobile)
- **NEW!** Opening Date - Established date



Check for Changes

Google allows anyone to "suggest an edit" to your listing and they can actually be made live without notification. Log in to Google My Business dashboard regularly to ensure no unwanted changes have been made to your listing.



Don't Lose It

It's important to monitor the email address used to create/claim and verify your Google My Business listing. If someone requests ownership of your listing and you don't respond back to Google within 7 days, Google will un-verify your listing and give the requester an opportunity to claim the listing.



Respond to Reviews

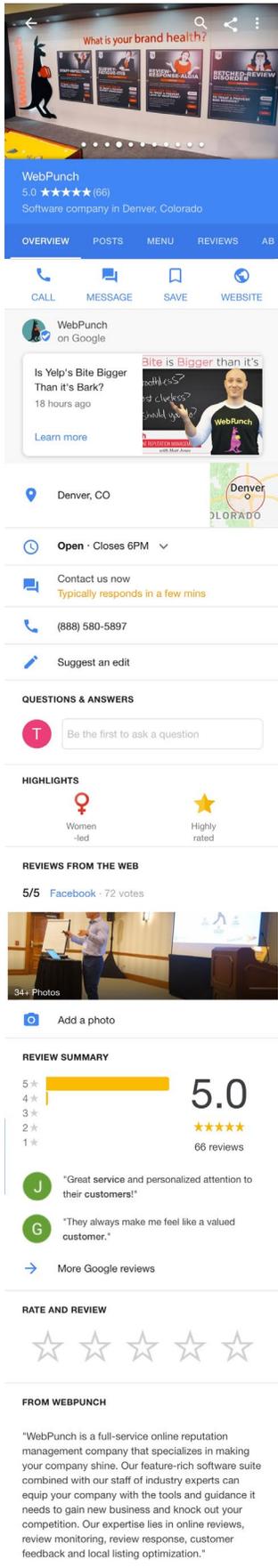
Always respond to BOTH positive and negative reviews.
NEW! Google notifies reviewer when response is posted.



Setup Users

Each listing can have individual users with varying access.





Take It To The Next Level: Customer Engagement

NEW!



Messaging - Add and verify a hidden mobile phone number so customers can text you directly from your listing (currently only available on mobile). Your phone number and the customer's phone number are hidden and text messages come through a Google phone line directly to your cell phone.

NEW!



Posts - Helps you connect with your new and existing customers by letting them know what's up. They're similar to a mini ad or social media post. Posts show on Google Search and Maps and are prominent on mobile searches. They can be an announcement, offer, about an event or what's new or popular. Posts can also include your website, photos and videos. They expire after 7 days or after the promo date.



Questions and Answers - Allows customers to ask questions directly from your listing. Questions and answers are public and can be viewed by all users. They are not visible in the Google My Business dashboard, but you will receive an email notification. Anyone can answer questions left on your listing, so it's best to immediately answer questions.



Special Hours - Keep customers in the know about your holiday and special hours.



Photos and Videos - Keep photos and videos up to date and engaging. Include your team, special events, happy customers and completed projects.