



Reviews via API Launch Kit

Q2 2024



What's included



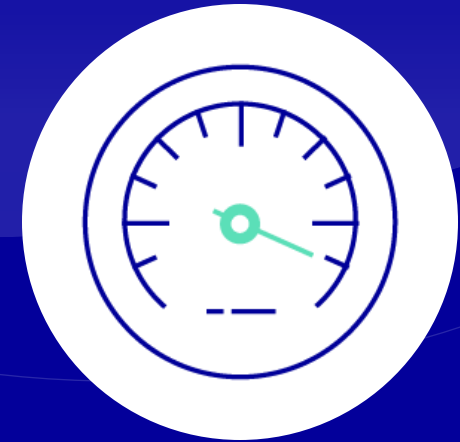
Overview

Discover the functionality and goals of Reviews via API



Benefits

Learn about the key benefits for you and your lodging partners



Getting Started

Discuss integration next steps, including certification details



We are helping to simplify & streamline the reputation management process.

Reviews via API

- A connectivity solution for property management software that helps to streamline and automate the reputation management process for lodging partners.
- Allows the lodging partner to more easily manage and gain insights from their reviews.

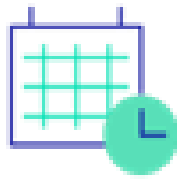
Functionality

Lodging partners will be able to retrieve and respond to Expedia reviews within software.

Goals

1. **Retrieve** reviews for multiple properties by property and unit ID.
2. **Easily respond** to traveler reviews within software for a given property.
3. **Receive real-time notifications** when a traveler leaves a review for a given property.





Saves Time

Reduces the effort and improves the review response time for lodging partners, allowing them to improve traveler satisfaction.



Makes Money

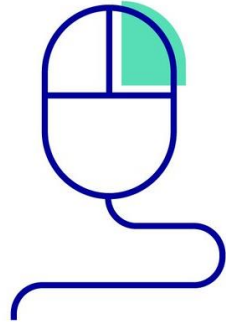
Lodging partners can now focus on using reviews to improve their business, thus attracting more travelers and increasing bookings.

How Reviews via API provides value to you



Simplify with a single solution

Provide a single solution within your software that helps simplify the way lodging partners manage their reputation.



Improved software stickiness

Strengthen relationships with existing lodging partners and show immediate value with new lodging partners by offering this solution.

June 2024

- With this release, lodging partners will gain deep insight into aggregate review scores for their properties that will help them improve their performance and stand out in our marketplace. They will also simplify operations when pulling reviews with additional filtering by Expedia brands.
 - **Aggregate review score** – You can query the average review score for a property, query the average score by review category, and filter reviews by Expedia Group brands.
 - **Brand Filter** - You can filter a reviews query by Expedia brands

Review the Reviews via API integration documentation

If you have read the documentation and are ready to continue, reach out to your account manager to discuss next steps.

Test the integration

Once development is completed, we will provide you with a test plan and property to ensure everything is working as expected. Our integration team will support you with any challenges or questions.

Go Live

Once you have been certified by our integration teams, you are ready to release this functionality into production. Communicate with your properties so they know to take advantage of this new capability!



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