

Swipefile: Emails & Questions Professionals Use to Get Perfect Testimonials

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Thrive Ovation

Email Swipe File Examples

So... What did you think? IM/Newsletters x Print Share



Gael gael@authorityhacker.com [via](#) ontramaail.com
to me ▼

11/7/14 ☆



Hey Dave,

You've now been through all the videos of our free Authority SEO Course.

I hope this has been useful for you and that you have found tips that will **help** you skyrocket **your** organic traffic in there.

I'd really appreciate it if you could take 3 minutes of **your** busy day. hit the reply button and tell me what you think about the following:

1. What did you wish you'd find in the course that you didn't ?
2. What did you REALLY enjoy and found valuable ?
3. What would you have done differently.

That's it! I spent a lot of time putting this course together and I'd really like to make it **your** goto destination when it comes to doing SEO the right way so **your help** would be muuuuuch appreciated! Just hit the reply button and let me know what you think.

Have a great day!

Gael

Could you **help** me with this? IM/Newsletters x Print Share



Jon Morrow support@smartblogger.com [via](#) infusionmail.com
🔒 to me ▼

Aug 19 (10 days ago) ☆



Hey there!

I'm in the middle of planning out what content to produce next for you, so it would be awesome if you could answer a handful of questions for me. Should only take 5-10 minutes.

[Click here to shape the future of Smart Blogger](#)

Thanks bunches!

Jon



Question

Inbox x



Hey Dave,

Quick question: I understand that things are working out pretty good and that you're generating more leads than ever.

Would you mind if we shared your story on our site?

Would love to get some insight into your experience with us. Let me know if you have a couple of minutes for a quick call, or feel free to answer these two questions:

1. I know when we started you were unhappy with the amount of qualified leads your online content was generating. What frustrated you?
2. When did you understand you made the right choice in picking us to work with? What did we do to prove that you were getting real value out of our services?

Thanks!

Question



Alex from Groove

to info@2reusample.com



Hey Team,

Quick question: I really appreciate your kind words about Groove on Twitter. It always makes me (and the whole team) super excited when customers are so happy that they tell the world :)

Would you mind if we shared your story on our site?

Would love to get some insight into your experience with Groove. Let me know if you have a few minutes to hop on a call, or feel free to answer the two questions below:

- 1) I know you weren't using any help desk before you started. How did you feel about managing support with email? What frustrated you?
- 2) What was the moment you *knew* you had made the right choice with Groove? What did we do to prove that you were getting real value out of the product?

Thanks!

Alex



Welcome! Here's a small **question** to kick off your Responder journey...



IM/Newsletters x



The Responder Team <hello@responder.com> [Unsubscribe](#)

Apr 18 ☆



to me ▾

Hey Dave,

It's a big deal to us over here at Responder that you decided to give us a shot, and we really hope we can blow your survey/form/feedback needs right out of the water! *Boom*.

If you don't mind, we'd love it if you could answer this one quick **question**: Why did you sign up for Responder?

Learning how our users intend to use Responder helps us continue to develop and support our product in the best ways possible, and it would be awesome to hear how you plan on using it.

Just hit 'reply' and let us know.

Which reminds me: You can always reply to any email from the Responder team, and we'll get back in touch ASAP - we're real, live people and we're here to help :)

Welcome aboard!

The Responder Team



P.S. If you haven't created your first survey yet, we've got a quickstart guide for you here:

[Responder Guides: Your First Survey](#)

[Remote 101] You're in! Here's what's next...



IM/Newsletters x



Dave from Hubstaff dnevopt@hubstaff.com [via](#) dripemail2.com

to me ▾

Dear friend,

Thanks for signing up! I am really happy to welcome you to **The Secrets of Building a Remote Business**.

Over the next 5 days I'll share with you the most important lessons I've learned managing remote teams over the last 10 years.

Tomorrow, you'll learn how to hire or grow your remote team, but can you do one thing in the meantime? **Hit reply and share with me your biggest challenge with building a remote business.**

I want to make this course as useful as possible, so any feedback you can share would be a *huge help*.

Looking forward to your response,

Dave Nevopt

Co-Founder, Hubstaff.com



Are you enjoying the Mistake Fare Manual?

IM/Newsletters x



Kara and Nate nate@karaandnate.com via [convertkit.com](#)
to me

I wanted to start this email by saying thank you again for purchasing the Mistake Fare Manual! This was the first book I'd ever written and I didn't know what to expect. My expectations were blown out of the water when hundreds of people purchased the book in the first few weeks after it was published! THANK YOU!

Since publishing the book, I've had a few people reach out to me directly to say they enjoyed the book, and that they have gotten a lot of value out of it! I haven't received any negative feedback or constructive criticism, yet. It's great that people had nice things to say, but I'm sure the book isn't perfect. So I'd love to get some feedback to know how I can make it better and how I can improve if I decide to write another one in the future!

Below is a link to a short 5 question **survey** that will take you less than a minute to fill out (depending how long you spend on the last question). I'd really appreciate your feedback to help make this book (and future books) better!

<https://docs.google.com/a/karaandnate.com/forms/d/...>

Also, if anything in the book was unclear, I've just added a public Q&A section at the end of the book. Please ask your questions in the Q&A thread so everyone can benefit from the clarification! Link to new Q&A section below.

<http://learn.karaandnate.com/courses/mistakefarema...>

Lastly, if you've used the strategies in this book to save money on a ticket please hit **REPLY** and let me know! Nothing makes me happier than hearing success stories!

Cheers,

Nate

Should I Continue?

IM/Newsletters x



Matthew Woodward matthew@matthewwoodward.co.uk via [aweber.com](#) [Unsubscribe](#)
to me

Hey,

I've been wondering for a while if my tutorials are actually helping you?

I try my best to make sure everything I publish helps somebody, but is it actually working?

If you could please let me know that would be great!

<http://www.matthewwoodward.co.uk/submit-your-testimonial/>

Take a look at what other people have said!

I would love to hear if I have helped you out.

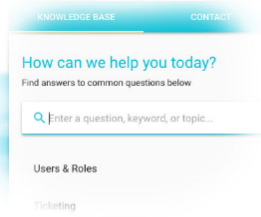
- Matthew Woodward

Get Access To Over 40 Reader Exclusives <http://www.matthewwoodward.co.uk/Deals/>



Happy Monday! It's been a rockin' summer for the Groove team and we're excited to share some of the features and improvements we've been working on lately.

Introducing the New Support Widget!



Our [new support widget](#) is now available for upgrade in all accounts! In addition to a slick new front end design, the backend of the widget has been overhauled to make it faster and easier to use, and you now have the option to [create multiple widgets](#) (!!) for your account. Recent updates also include [custom color settings](#) and optimizations for mobile devices.

To [get started with your new widget](#) visit your **Apps > Support Widget** settings in your Groove account.

Group Notifications

anyone

me my group another agent

me my group another agent anyone

me my group another agent anyone

me my group another agent

If you use the [Groups](#) features in Groove, now it's even easier to stay in the loop on your group tickets. We've added [notification settings](#) for when a customer replies, agent replies, or customer rates a ticket assigned to your group, so now you won't miss any important messages. These new notifications can be enabled if you go into **Settings > Notifications**.

Printing, Merging, and Other Enhancements

To **print** a ticket conversation, simply click **File > Print** in your browser. The ticket will be formatted nice and neat, so it's easier to read either on paper or as a PDF.

Now, when **merging tickets**, the URL for the old ticket redirects to the newly merged ticket instead of a "ticket not found" error.



App performance has been given a major boost. We now defer the slowest request to the moment you actually need the information, instead of loading everything up front. The result is that all pages in the app are loading faster than ever before.

Next Up: Mobile!

We know: you can't wait for Groove Mobile. Well, here's the good news: with the new widget shipped, the mobile app is now our development team's #1 focus. A lot of you have been waiting patiently for this one, and based on our project plan, we expect to deliver the app this fall. Stay tuned for more news to come. :)

Thanks For Your Support

We hope you enjoy these new updates! If you have a chance to check out our new widget, we'd really love to [hear your feedback](#).

Cheers,
The Groove Team



Question Swipefile

The questions below are worded to work for products but with a slight change they can also be used if you offer a service, training or workshops:

1. What was your primary reason for buying this product?
2. What are three benefits of this product?
3. What was the hurdle that might have stopped you from buying this product?
4. What did you discover after buying this product?
5. What is a problem you have faced while using our product, and how did you overcome it?
6. Describe how you used to do things before buying this product. How did things change after a few weeks of using the product? How do you feel now after using the product for a month?
7. What specific feature did you like most about this product?
8. Would you recommend this product? Why or why not?
9. Now that you have been using it for a while, what one thing does this product do, that no other similar product does?
10. If you could tell someone thinking about buying the product anything, what would you tell them?
11. Did you have any "ah-ha!" moments while using the product?
12. If you were talking to someone else in your industry, what would you tell them about our product?
13. Anything else you'd like to add?

Once you start getting your perfect testimonials you're going to want a way to organize them so you can find the best fit for any sales page, landing page or opt-in form. The best way to manage your testimonials is with Thrive Ovation. [Click Here](#) to learn more about the best solution for testimonial management.

