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FREE GUIDE

AI review response generator: the prompt and the pre-post checklist

A prompt to draft a review reply with ChatGPT or Claude, a five-point check before you post it, and the price comparison from the full guide.

WHAT THIS ADDS

Most lists of AI review reply tools repeat marketing. This guide takes only what each company shows on its own page, opened on November 1, 2026, says plainly where a page gives no price or no detail, and adds the part no tool does for you: reading the reply before it goes public.

Step 5: draft the reply with ChatGPT or Claude (my suggestion)

This step is not a company's feature; it is a way to get a first draft. Paste a review into ChatGPT or Claude with this prompt:

```
Write a short, warm reply to this customer review, from the business owner. Thank
them by first name. Mention one specific thing from their review. Do not make
promises, offers or excuses. Do not share private details about the customer. If the
review is negative, apologize briefly and invite them to contact us directly instead
of arguing in public. Do not invent facts. If anything is missing, put it in [square
brackets].
```

Two examples I wrote, not from any tool. 5 stars, Maria, clean kitchen: *Thank you, Maria. We are so glad the kitchen feels fresh, and we will pass your kind words on to the team. See you next time.* 1 star, Dan, late arrival: *Hi Dan, I am sorry we were late, and I understand why that was frustrating. Please call me at the number on our profile, so I can understand what happened and see what we can do.*

Why the rules: an AI helper may offer a refund you never promised, reveal what the customer bought, or sound the same on every review. Paste only what you are comfortable sharing.

Step 6: the check before you post

Whatever wrote the reply, a person approves it.

1. Check the customer's name.
2. Check you are replying to the right review.
3. Check there is no promise you cannot keep.
4. Check there are no private details, such as what they bought or when they came.
5. For a negative review, wait until you are calm and read the reply out loud.

What it costs

Option	Per month (list price on the page)
Google's reply box, plus a chatbot you already have	$0
NiceJob Starter (no AI Replies line)	$75
NiceJob Pro (lists AI Replies)	$125
Podium Core (lists Review Management with AI Responses)	$399
Birdeye	No price shown

Prices are list prices before tax from each company's page on November 1, 2026, and can change.

Honest limits

- None of these tools was run on a live account for this guide.
- This guide cannot rate the quality of any tool's replies.
- Google can decline or take down a reply that breaks its policies.
- No software knows what really happened with the customer. That part is yours.

DO THIS

Do not buy anything this week. Reply to your next five reviews with the prompt and the check above and see how long it really takes. If reviews pile up, try the NiceJob free trial. If a tool will not show a price before a sales call, ask yourself whether you need it.

What Fynl.io is

One portal a small business runs itself on, instead of five subscriptions that do not talk to each other.

- A CRM and pipeline that shows every lead and where it stopped
- A calendar clients can book straight into
- Quotes, contracts and invoices, with deposits taken up front
- A website and form builder, so the enquiry lands in the same place
- Your Gmail connected, so the whole thread sits on the contact
- Automations for the follow-up you keep forgetting to send

The AI runs on **your own Claude or ChatGPT API key** — no markup on it. No SMS or phone calls yet. $49/month per business, $149 Agency, and we move your contacts over for you.

Fynl.io is for the business around the review: one portal for your contacts, calendar, quotes, invoices and email, with AI that runs on your own key. Fynl is not a review-management product and does not replace the tools in this guide.

Sources

- Google Business Profile Help: Manage customer reviews — https://support.google.com/business/answer/3474050
- Podium pricing — https://www.podium.com/pricing
- NiceJob pricing — https://get.nicejob.com/pricing
- Birdeye pricing — https://birdeye.com/pricing/