



[Knowledge Base](#) > [Gym Lead Machine](#) > [AI Agents & Premium Features](#) > [AI Agents](#) > [Reviews AI](#)

Reviews AI

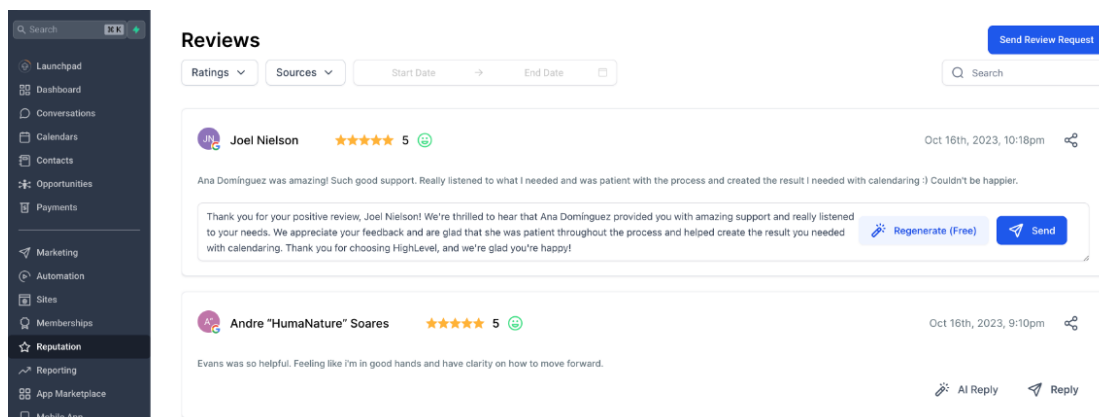
Mavilyn Carlos - 2026-09-08 - [AI Agents](#)

If you've opted to have the Premium Feature Upgrade, you now have access to additional Premium and AI features within your account. If you do not have the Premium and AI features and would like to consider an upgrade, please email hello@usekilo.com

Enhancing your online reputation and building trust with customers is now easier than ever with our Reviews AI feature. Whether you want to make your Google and Facebook review management more efficient or automate your review responses, our feature offers two distinct modes: Suggestive and Auto-Pilot. In this guide, we'll walk you through how to make the most of these.

Suggestive Mode: Crafting Authentic Responses

Suggestive Mode helps you compose personalised and genuine review responses. It provides suggestions based on the review content, making it easier to engage with your customers authentically. In suggestive Mode users have to select the AI Reply button, and the Reviews AI will generate unique review responses.



Auto-Pilot Mode: Streamlining Your Review Management

Auto-Pilot Mode is designed for efficiency. It allows you to automate the review response process, saving you time while maintaining a professional and personalised touch.

With Auto-Pilot Mode, you have the power to:

- Customise automated responses based on star ratings.
- Define the wait time before sending each response.

- Add a personal touch with review response footers, including thank-you notes or your business name.
- Tailor auto responses for specific sources, such as Facebook and Google.

The screenshot displays the 'Reviews AI' configuration page. At the top, there are three toggle switches: 'Off' (Turn of Reviews AI. You won't get suggestions), 'Suggestive' (Helps you articulate review responses), and 'Auto Responses' (Will send Review response automatically). The 'Auto Responses' toggle is currently turned on. Below these toggles is a 'Source' dropdown menu with the instruction 'Select your review platform for AI replies. Replies will be sent to all sources by default if nothing is selected'. The main section is titled 'Auto Response' and includes the instruction 'Please configure the below settings for Automated responses'. It contains three sub-sections: 'Auto Response Sent to only' with a dropdown menu set to '4 stars or above', 'Wait time before responding' with a text input 'Example: 2' and a unit dropdown, and 'Review response Footer' with a text input containing 'Thank You'. At the bottom right, there are 'Cancel' and 'Save' buttons.

Best Practices for Reviews AI:

- **Tailoring Responses to Your Brand:** Customise suggested responses to align with your brand's tone and personality.
- **Monitoring and Customising Auto-Pilot Responses:** Regularly review and adjust Auto-Pilot responses to ensure they reflect your brand's values and standards.
- **Engaging with Customers Beyond Reviews:** While Reviews AI can handle responses efficiently, don't forget the importance of deeper customer engagement beyond review replies.