



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

Reviews AI

Mavilyn Carlos - 2026-09-14 - [AI Agents](#)

Reviews AI helps you manage your Google and Facebook reviews without writing every response by hand. It offers three modes, so you can choose how much control you want over what gets posted, and it can be configured to match your gym's tone and priorities.

NOTE: Reviews AI is part of the Premium Feature Upgrade. If you do not have access to Premium and AI features and would like to consider an upgrade, contact hello@usekilo.com.

What you can do with Reviews AI

- Draft personalized responses to Google and Facebook reviews
- Choose how much oversight you want with Suggestive, Auto-Pilot, or Off mode
- Customize the tone, style, and instructions your responses follow
- Set a wait time before Auto-Pilot sends a response
- Add a personal touch, such as a thank-you note or your business name, to automated responses
- Set a fallback language for reviews Reviews AI cannot automatically detect
- Apply different settings across locations if your gym manages more than one Google Business Profile

What are the Reviews AI modes?

Suggestive mode

Suggestive mode drafts a personalized response for each review and waits for you to approve it. Select the **AI Reply** button on a review, and Reviews AI generates a suggested response for you to review, edit, and send.

Auto-Pilot mode

Auto-Pilot mode publishes responses automatically, without requiring your review first. With Auto-Pilot, you can:

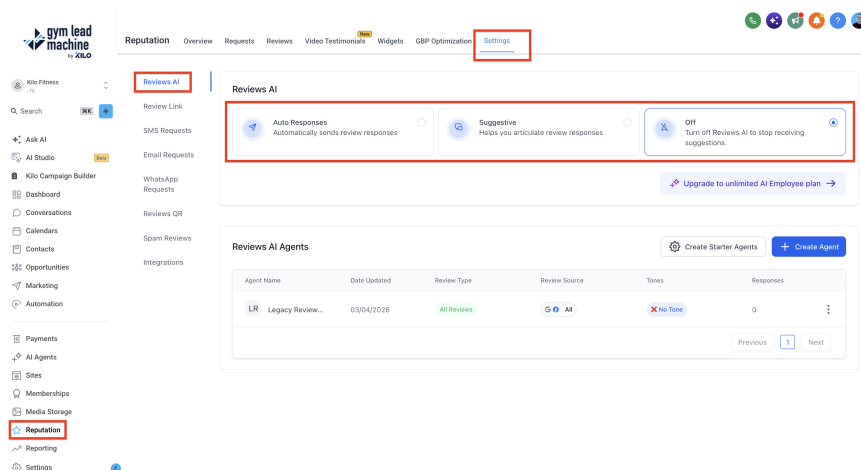
- Customize automated responses based on star rating
- Define the wait time before each response sends
- Add a response footer, such as a thank-you note or your business name
- Tailor responses for specific sources, such as Facebook or Google

Off

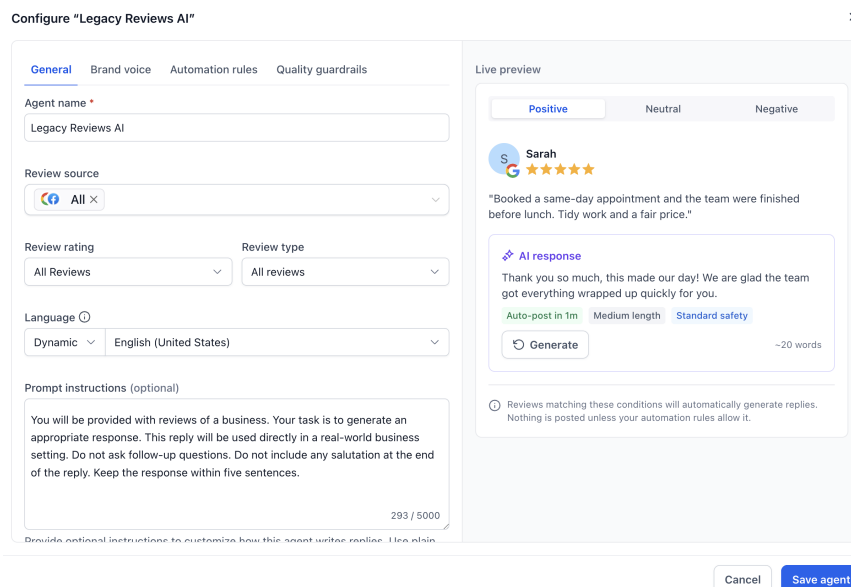
Turning Reviews AI off stops it from drafting or sending any automated review responses. You will still see and can respond to reviews manually.

How do I set up Reviews AI?

1. Go to **Reputation Management** → **Settings** → **Reviews AI**.
2. Choose the mode you want: **Suggestive**, **Auto-Pilot**, or **Off**.



3. If you are setting up automated or suggested responses, set the tone under “Brand Voice” (for example, Friendly, Professional, or Empathetic) and add a short prompt describing how responses should sound.



4. Set a **fallback language** for reviews that arrive in a language Reviews AI cannot automatically detect.
5. If your gym manages more than one Google Business Profile, choose which profiles these settings apply to.

6. Preview a generated response before it sends or publishes, and adjust the tone or prompt as needed.

Frequently asked questions

What's the difference between Suggestive mode and Auto-Pilot mode?

Suggestive mode drafts a response and waits for your approval before it sends. Auto-Pilot mode sends the response automatically, without requiring you to review it first. Use Suggestive mode if you want a final check on every response, and Auto-Pilot mode if you want reviews handled without daily oversight.

What happens to my reviews if Reviews AI is off?

No automated responses are drafted or sent. Reviews still appear in your account, and you can respond to them manually at any time.

Can Reviews AI handle reviews in different languages?

Yes. Reviews AI automatically detects the language a review is written in. Set a fallback language for the rare cases where it cannot be detected.

Can I use different Reviews AI settings for different locations?

Yes, if your gym manages more than one Google Business Profile. You can apply different tone, style, and mode settings to each profile.

Helpful tips

- Customize response tone and prompts to match your gym's brand and personality
- Check Auto-Pilot responses regularly to confirm they still reflect your brand's values
- Set a wait time on Auto-Pilot responses rather than sending immediately, so you have a window to catch anything unusual
- Add your business name or a thank-you note to automated responses for a more personal touch
- Use Reviews AI to save time on responses, but keep engaging with customers beyond review replies

When this feature is most helpful

- Managing a high volume of reviews without replying to each one manually
- Keeping your review responses consistent with your brand's tone
- Running review management across multiple Google Business Profiles
- Freeing up staff time while still maintaining a personalized response to every review

If you have questions about Reviews AI in Gym Lead Machine, our Support team is happy to help. Reach us at hello@usekilo.com.