

Prevent duplicate review requests

Avoid repeatedly asking the same customer for the same visit.

THE FINISHED RESULT

A repeated event does not create a second request for the same visit, while a valid later visit follows the documented rule.

Before you start

Environment: Google Business Profile; HighLevel only for workflow exercises

Access and plan: Authorized Business Profile access for link and QR tasks. A real customer experience is required to post a review; these exercises do not publish test reviews.

Practice project: One verified business location

Use a separate demo project and fictional information. Record the exact project and version you use. Keep passwords, verification codes and private customer information out of screenshots and notes.

Official walkthroughs

HighLevel: [Getting started with workflows](#)

HighLevel: [Workflow settings](#)

Open the credited publisher walkthrough for current interface instructions and available screenshots, then return to the SETLY exercise. External courses remain with their publishers; this PDF does not reproduce their complete tutorial.

Your practice task

Finish one action at a time. Inspect the resulting screen or record before moving on. If a control differs, check the matching official instructions instead of guessing.

01 / Step 1

Choose a request key that identifies both the customer and completed service or visit. Define the allowed repeat interval.

Check: record what changed and confirm you are still working in the intended demo project.

02 / Step 2

Record when a request has been queued or sent and check that state before creating another one.

Check: record what changed and confirm you are still working in the intended demo project.

03 / Step 3

Replay the same completion event and inspect tasks or sends. Then test a genuinely different eligible visit.

Check: record what changed and confirm you are still working in the intended demo project.

04 / Step 4

Document how failed sends are retried without marking an unsent request as successfully delivered.

Check: record what changed and confirm you are still working in the intended demo project.

Test, troubleshoot, repeat.

If something goes wrong

If retries duplicate requests, distinguish pending, failed and delivered states rather than using a single yes/no field.

If your screen is different

Compare the product, editor, user permissions and selected account with the guide. Open the official reference for your version. Do not perform a live change whose effect you cannot verify.

Final verification

A repeated event does not create a second request for the same visit, while a valid later visit follows the documented rule.

Repeat the task with one small variation. Record the test date, project/version, expected result, observed result and a non-sensitive evidence reference. Mark skipped checks as untested.

Your evidence record

Test date: _____ Project/version: _____

Observed result: _____

Evidence reference: _____

Remaining issue and next action: _____

Sources and guide status

Original exercise by Ray / SETLY. Credited technical references are linked on page one. Prepared 1 October 2026. SETLY screen recording and independent learner reproduction are not yet complete. No platform affiliation is implied.

[Open the online practice guide and editable checklist](#)