

# Test the review-request journey

Check the route from service completion to the review destination.

## THE FINISHED RESULT

Eligible customers have a valid route to honest feedback while opt-outs and duplicates are suppressed.

## 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 A real customer experience is required to post a review; these exercises do not publish test reviews.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

[Google: Create a review link or QR code](#)

[HighLevel: Getting started with workflows](#)

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

Start with an approved demo record and trigger the service-completion event in the isolated workflow.

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

## 02 / Step 2

Inspect eligibility, opt-out and duplicate checks, then preview the final message or internal task.

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

## 03 / Step 3

Follow the link to the correct business but do not publish a fabricated review. Scan the printed QR code if it is part of the journey.

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

## 04 / Step 4

Repeat with an opted-out contact and a duplicate event, recording the different expected outcomes.

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

# Test, troubleshoot, repeat.

## If something goes wrong

If the request succeeds but opens the wrong location, correct the destination independently of the workflow trigger.

## 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

Eligible customers have a valid route to honest feedback while opt-outs and duplicates are suppressed.

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](#)