



PRODUCT REVIEWS

Allow customers to submit their product reviews, ratings,
questions & answers on specific criteria

A product of PrestaHero

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I. INTRODUCTION

Product Reviews is a PrestaShop module that allows merchants to collect, manage, and display product reviews, ratings, and customer questions & answers (Q&A) directly on product pages.

The module provides a complete moderation system, review criteria, optional vouchers, email notifications, and integration with Google Rich Snippets and Google Merchant Center. All features are designed to work with verified orders and configurable permission rules, helping merchants maintain reliable and high-quality user-generated content.

***Product Reviews** is compatible with PrestaShop 1.6.x, 1.7.x, 8.x and 9.x

II. INSTALLATION

The **Product Reviews** module is installed like any standard PrestaShop module.

1. Go to **Back Office** → **Modules** → **Module Manager**
2. Click **Upload a module**
3. Upload the module package: **ets_reviews.zip**
4. Click **Install**, then **Configure** once the installation is complete

After installation, the module configuration page can be accessed from the **Configure** button in **Module Manager**, or the **Quick access menu** in the Back Office.

Before configuring features, it is strongly recommended to:

- Clear PrestaShop cache (**Advanced Parameters** → **Performance** → **Clear cache**)
- If your store uses full page cache, cache modules, or reverse proxy / CDN, make sure the review-related hooks are not cached. Otherwise, reviews or ratings may not appear correctly in the front office.

- If your theme heavily customizes product templates, verify that:
 - The product page hook is present
 - JavaScript and CSS files are loaded correctly

If all checks pass, the module is ready for configuration.

III. GLOBAL SETTINGS

The **Global Settings** section controls how reviews and Q&A are displayed, who can submit content, how security is handled, and how the module behaves in terms of performance and compatibility.

This section applies to both **Reviews** and **Questions & Answers** unless otherwise specified.

1. Languages and display behavior

To begin, navigate to the **Product Reviews** module on the quick access menu. Click **Settings** to open the settings page > Select the **General** tab.

Enable multiple languages for review: Allows customers to submit reviews in different languages. Enable this option if your store is multilingual. Reviews are not translated automatically.

How to display reviews, comments, Q&A and replies: Choose whether to display content from all languages, or only the currently selected language. Displaying all languages is recommended for stores with an international audience.

How to display ratings and questions when no data is available: Select how the review and Q&A sections should appear when there are no ratings or questions yet (for example, show an empty block or hide the section).

2. Security and reCAPTCHA

These settings help protect review and Q&A forms from spam and automated submissions.

Enable reCAPTCHA for: Select where reCAPTCHA should be applied (reviews, questions, answers, comments, or replies).

reCAPTCHA type: Choose the reCAPTCHA version to use:

- Google reCAPTCHA v2 Legacy
- Google reCAPTCHA v3 Legacy
- Google reCAPTCHA Enterprise (checkbox and score-based)

Do not require registered users to enter reCAPTCHA: When enabled, logged-in customers can submit content without completing reCAPTCHA.

Important notes

- *Google reCAPTCHA Enterprise requires **Enterprise-specific keys** and cannot reuse v2 or v3 keys.*
- *If reCAPTCHA is misconfigured, review or Q&A forms may fail to submit.*

3. Review eligibility & order validation

These settings control who can leave reviews and when reviews are allowed.

Validated order statuses: Select the order statuses that allow customers to submit a review. Only customers with orders in the selected statuses can leave reviews.

Who can write reviews for products: Define which users are allowed to submit reviews (for example, only customers who purchased the product).

Who can rate products: Define which users are allowed to submit ratings.

Recommendation

*For higher review reliability, allow reviews and ratings **only from customers who have purchased the product** and use a validated order status such as "Delivered".*

4. Activity logging & customer identity

Recorded activities: Enable activity logging to track actions related to reviews and Q&A (such as submissions, approvals, or edits). This option is useful for moderation and internal monitoring but is not required for normal operation.

Display customer name: Choose how customer names are displayed in reviews and Q&A (full name, partial name, or hidden).

5. Performance & compatibility

These options help optimize performance and prevent conflicts with themes or third-party modules.

Enable cache: Enables caching for product review and Q&A data to improve page loading speed. Recommended for stores with high traffic or a large number of reviews.

Cache lifetime: Defines how long cached review data is stored. Leave empty for permanent caching. Clear cache manually after changing review-related settings.

Note

The "Product Reviews" module is compatible with "Super Speed" module developed by PrestaHero. If your website is running "Super Speed" module, please navigate to "Cache and minification" > "Page cache" > "Exceptions" tab and turn on the hooks for "Product Reviews" module.

Page cache			
Module	Function	Enabled	Disabled
Locate Help desk Author: ETS-soft Version: 1.0.0	displayProductAdditionalInfo	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayRightColumnProduct	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayBanner	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayFooterProduct	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayHome	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayLeftColumn	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayNav1	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayProductActions	<input type="radio"/> No	<input checked="" type="radio"/> Yes
	displayRightColumn	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Mega Menu PRO Author: ETS-soft Version: 2.3.8	displayTop	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Product Note Author: ETS-soft Version: 1.01	displayProductAdditionalInfo	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Trusted reviews Author: ETS-soft Version: 1.0.9	displayFooter	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	displayFooterProduct	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	displayProductAdditionalInfo	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	displayRightColumnProduct	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Save & Share My Cart Author: ETS-soft Version: 1.01	displayFooter	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Search by category Author: ETS-soft Version: 1.01	displayNav	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	displayTop	<input checked="" type="radio"/> Yes	<input type="radio"/> No

Disable Slick library: Enable this option if your theme already includes the Slick slider library, to avoid JavaScript conflicts.

IV. REVIEW – HOW TO CONFIGURE CORRECTLY

This section explains how to configure product reviews and ratings correctly from

Settings → Reviews. These settings control who can submit reviews, how reviews are approved, how often reviews can be posted, and how reviews are displayed on the front office.

1. Review submission permissions

These options define **who is allowed to write reviews and ratings.**

Who can write reviews for products: Select which customers are allowed to submit product reviews.

Who can rate products: Select which customers are allowed to submit ratings.

Recommendation

*To ensure review credibility, it is strongly recommended to allow reviews and ratings **only from customers who have purchased the product.***

Note

If customers cannot submit reviews, verify that:

- *They meet the selected permission rules*
- *Their order status is included in the validated order statuses (see **GLOBAL SETTINGS**)*

2. Review approval and moderation

These settings control how reviews are validated and moderated.

All reviews must be validated by an employee: When enabled, all new reviews must be approved by an admin before being displayed.

Auto-approve review if customer has purchased product: Automatically approves reviews submitted by verified buyers.

Decline product review, comment, reply: Allows admins to decline inappropriate or unwanted content.

Recommended setup (most stores)

- *Enable manual validation*
- *Enable auto-approval for customers who purchased the product*

This combination keeps review quality high while reducing moderation workload.

3. Review frequency and content limits

These options help prevent spam and abusive behavior.

Maximum number of reviews per user: Limits how many reviews a customer can submit. Leave empty for no limit.

Minimum time between 2 reviews from the same user: Defines the minimum time interval (in seconds) between two reviews from the same user. Example: 86400 = 24 hours.

Minimum / Maximum content length of review: Defines the allowed length of review content (in characters).

Note

- *These limits are optional*
- *Enable them only if your store experiences spam or low-quality reviews*

4. Comments and replies on reviews

These settings control interactions inside product reviews.

Who can comment (or reply) on a review: Define who is allowed to comment on or reply to a review:

- Any registered user
- Admin and review author
- Admin only

Always show comment/reply box: Displays the comment or reply box by default under each review.

Recommendation

*If you do not actively moderate comments, restrict commenting to **admin only** to avoid spam.*

5. Media, labels and trust indicators

These options enhance review content and build trust.

Allow users to upload photos/videos in their review: Allows customers to attach photos or videos to their reviews.

Maximum number of uploaded photos/videos: Defines how many media files can be uploaded per review.

Verified purchase label: Displays a label for reviews submitted by customers who purchased the product. Leave empty to disable the label.

Note

Displaying the verified purchase label helps distinguish genuine reviews from guest submissions.

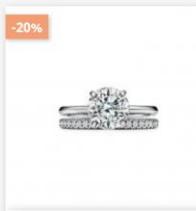
6. Review display and positioning

These settings control where and how reviews are displayed on the store.

Display average rating and the latest reviews on the homepage: Shows review summaries on the homepage.



POPULAR PRODUCTS

 <p>-20%</p> <p>★★★★★ (1)</p> <p>Tiffany Victoria Earrings</p> <p>\$440.00 \$352.00</p>	 <p>-20%</p> <p>Love Ring In Rose Gold With...</p> <p>\$370.00 \$296.00</p>	 <p>-20%</p> <p>MID HEIGHT BLOCK HEEL SANDALS</p> <p>\$19.99 \$15.99</p>	 <p>-20%</p> <p>Mini Hoop Earrings In 18k Gold</p> <p>\$130.00 \$104.00</p>
 <p>-25%</p> <p>Tulle Dress In Black</p> <p>\$249.00 \$186.75</p>	 <p>-20%</p> <p>Engagement Ring With A...</p> <p>\$200.00 \$160.00</p>	 <p>-20%</p> <p>Heart Tag Necklace</p> <p>\$600.00 \$480.00</p>	 <p>-20%</p> <p>Triple Drop Earrings</p> <p>\$245.00 \$196.00</p>

[All products >](#)

Customer reviews



4.9 rating of 13 reviews



Freya Nguyen

11 months ago

 **Lorem ipsum dolor sit amet**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna a...



Color block napkins



Freya Nguyen

11 months ago

 **Nec feugiat in fermentum posuere urna**

Proin libero nunc consequat interdum varius sit. Turpis egestas integer eget aliquet. Dictum non consectetur a erat n...



Freshwater Pearl Ring in Sterling Silver



Freya Nguyen

11 months ago

 **Vitae nunc sed velit dignissim**

Sed risus pretium quam vulputate dignissim. Blandit massa enim nec dui nunc mattis enim ut tellus. Semper auctor nequ...



Tiffany Victoria Earrings



Liezel Remolleno

1 year ago

 **Lovely patterned napkins**

Lorem



Triple Drop Earrings

[View all customer reviews](#)

“Average review” block position: Select where the average rating block appears on the product page:

- Under the “Add to cart” button
- Under the product price
- Under the “Share” buttons
- In the “Customer reassurance” block
- Custom hook: Use this option if your theme requires a custom position for review content.

Important note:

- *Changes in review settings may not be visible immediately due to caching.*
- *Always clear PrestaShop cache after updating review configurations.*

The screenshot shows the 'PRODUCT REVIEWS / Q&A' section of a PrestaShop product page. At the top, there is a summary of reviews: an average rating of 4.9 from 20 reviews, with a distribution of 18 Excellent, 1 Good, 0 Medium, 0 Poor, and 0 Terrible reviews. To the right are buttons for 'Write your review' and 'Ask a question'.

Below this, there are tabs for 'Reviews (20)' (selected), 'Questions & Answers (13)', and 'Sort by: Latest'. The main content area displays two questions and their answers:

- Q** Koks kaina si preke?
Jolanta 2 years ago
Ar turite?
Write an answer Add a comment ↳ (1) ✉ (0)
A Answer (1)
dqsqdqsdqs ↳ (1) ✉ (0)
Demo Demo (Demo) 2 years ago Add a comment ✉ (0)
- Q** ¿Viene con el marco?
Jose 3 years ago
¿Viene con el marco? ¿lleva cristal o plástico?
Write an answer Add a comment ↳ (1) ✉ (0)
A Answer (1)
Si asi es ↳ (1) ✉ (0)
Demo Demo (Demo) 3 years ago Add a comment ✉ (0)

7. Review criteria

Review criteria allow you to collect ratings based on specific aspects of a product, such as quality, design, or value for money. To access: go to **Criteria** page.

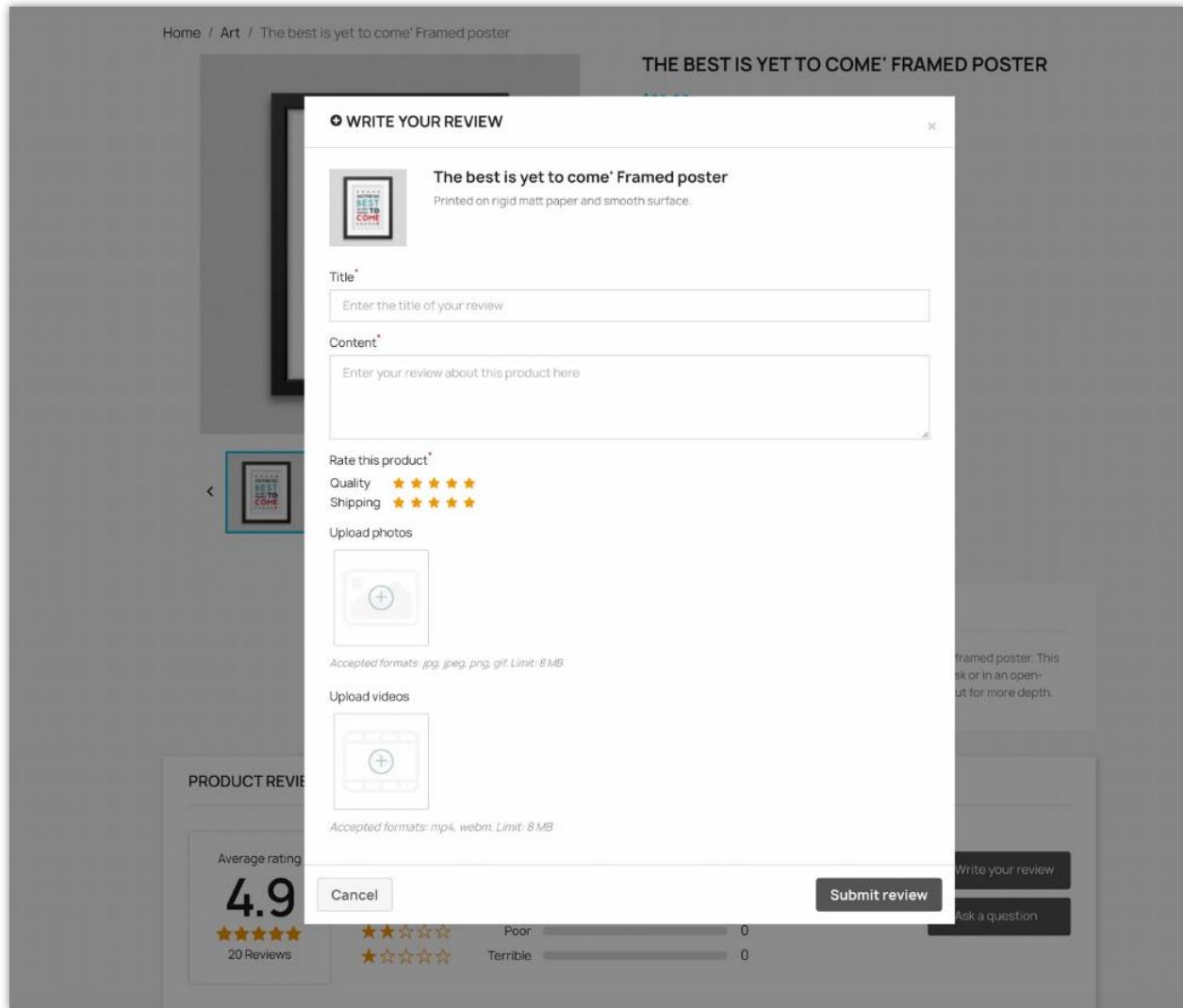
Criteria are optional. If no criteria are defined, customers can submit a single overall rating for the product.

The screenshot shows a list of criteria in a management interface. The table has columns for ID, Criterion name, Type, and Status. One row is visible with ID 1, Criterion name 'Quality', Type 'Valid for the entire catalog', and Status '✓'. Action buttons for Edit and Delete are shown to the right of the table.

The screenshot shows the 'ADD NEW' criterion creation form. It includes fields for Criterion name (set to 'Sample criterion'), a dropdown for Application scope of the criterion (set to 'Restricted to some categories'), and a list of categories to which the criterion applies. The 'Home' category is selected, and sub-categories 'Art', 'Decor', 'Stationery', 'Women', and 'Men' are also listed. Buttons for Active (YES/NO), Cancel, and Save are at the bottom.

How review criteria work

- Each criterion appears as a separate rating field in the review form
- The overall rating is calculated from all defined criteria
- Criteria can be applied globally or limited to specific products



When to use review criteria

- Use criteria if you want more detailed feedback
- Useful for products where multiple aspects matter (e.g. quality, durability, usability)

Important notes

- *Changing criteria affects only new reviews*
- *Existing reviews are not recalculated*
- *Keep the number of criteria limited to avoid complex review forms*

V. REVIEW MANAGEMENT

This section explains how store admins and authorized staff can **manage reviews, comments, and replies** from the Back Office, including moderation actions and review export for Google Shopping.

All management features are available after the module is installed and configured.

1. Reviews and ratings list

The **Reviews & Ratings** page displays all product reviews submitted by customers. To access:

- Open the **Product Reviews** module configuration
- Go to **Reviews & Ratings** → **Reviews & Ratings**

Each review record includes:

- Review content and rating
- Author
- Product
- Language
- Status (pending, approved, private)
- Publication date
- Number of comments and replies

Quick Access ▾ View my shop

Reviews & Ratings

REVIEWS & RATINGS

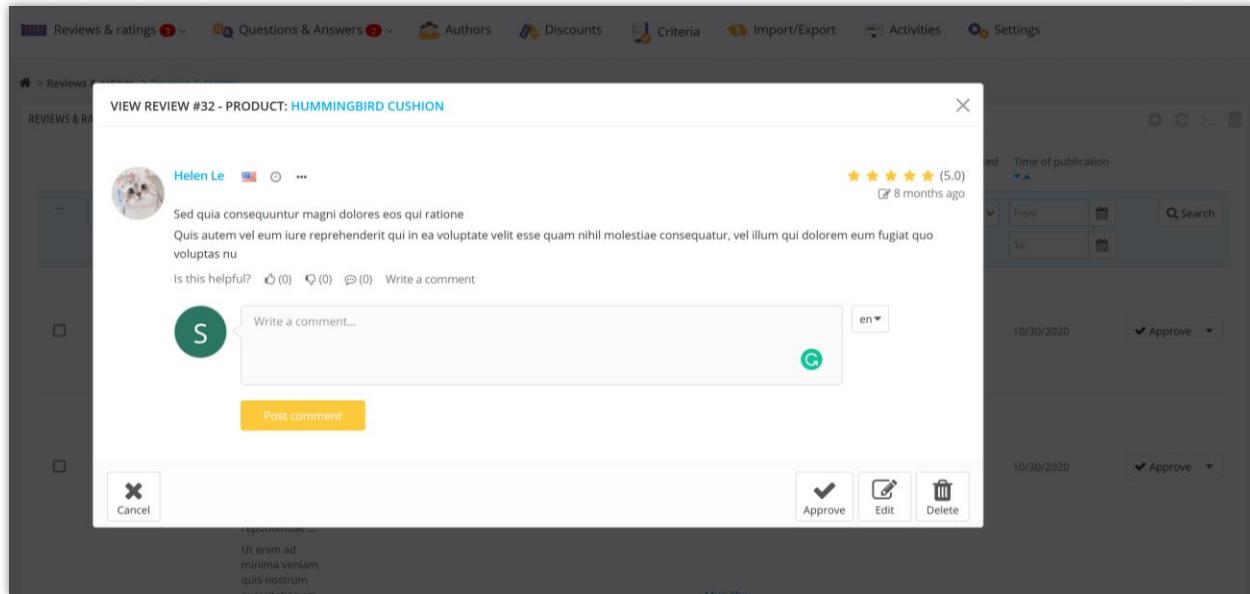
Reviews & Ratings Activities Discounts Import/Export Settings

REVIEWS & RATINGS 22

ID	Title	Review rating	Content	Comments	Replies	Rating	Liked	Disliked	Author	Product image	Product	Languages to display	Status	Reported	Time of publication
--	<input type="text"/>	<input type="text"/>	<input type="text"/>	--	--	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		Mug The adventure begins	All	Pending	--	09/19/2021
<input type="checkbox"/> 35	burakao	Amanda ma nas kikama bo na maca	--	--	3.0/5	--	--	<input type="checkbox"/> Demo			The best is yet to come' Framed poster	All	Pending	--	09/19/2021
<input type="checkbox"/> 34	Stefanos	Stara mana jest naprana, kuku na muniu masz.	--	--	3.0/5	--	--	<input type="checkbox"/> Hungary			The best is yet to come' Framed poster	All	Pending	--	09/19/2021
<input type="checkbox"/> 33	good	good good	--	--	5.0/5	--	--	<input type="checkbox"/> good			The best is yet to come' Framed poster	All	Pending	--	08/15/2021
<input type="checkbox"/> 28	Kualitas produk bagus	test	--	--	5.0/5	--	--	<input type="checkbox"/> makmur			The best is yet to come' Framed poster	All	Pending	--	08/02/2021
<input type="checkbox"/> 26	This product is great	I love this frame so much, I hang it on my living room	1	1	5.0/5	1	--	<input type="checkbox"/> Demo			The best is yet to come' Framed poster	All	Approved	--	07/28/2021
<input type="checkbox"/> 24	This is great product	>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna...	3	2	--	1	--	<input type="checkbox"/> Jully			The best is yet to come' Framed poster	All	Approved	--	06/29/2021

Available actions:

- View review details
- Approve or unapproved a review
- Edit review content
- Set review as private
- Delete review
- Reply to a review as admin



Admins can filter and search reviews by product, author, status, or date.

2. Comments on reviews

The **Comments** page lists all comments submitted on product reviews. To access: go to **Reviews & Ratings → Comments**.

Each comment record shows:

- Comment content
- Related review and product
- Author
- Status
- Publication date
- Number of replies

Available actions:

- Approve or unapprove comments
- Edit comment content
- Set comment as private
- Delete comments
- Reply to comments

This section allows admins to moderate customer interactions related to reviews.

3. Replies management

The **Replies** page contains all replies made to review comments. To access: go to **Reviews & Ratings** → **Replies**.

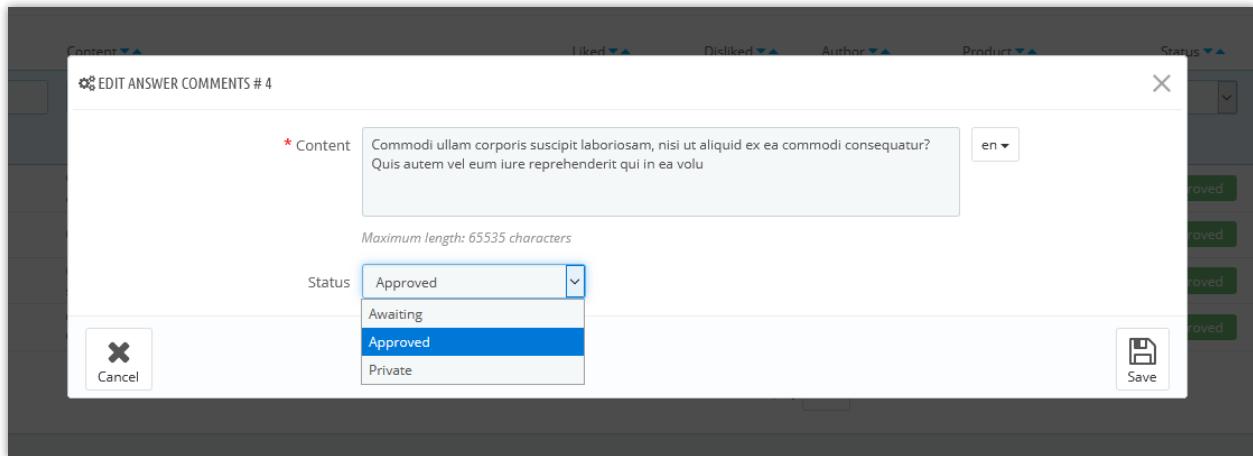
Each reply record includes:

- Reply content
- Related review and product
- Author
- Status
- Publication date

ID	Reply content	Liked	Disliked	Author	Product	Status	Reported	Time of publication	Actions
11	my answer next next time.	1	--	hassan selfy	The best is yet to come' Framed poster	Approved	--	09/25/2021	View Edit Set as Private Delete
10	my answer next time.	--	--	hassan selfy	The best is yet to come' Framed poster	Approved	--	09/25/2021	View Edit Set as Private Delete
8	No to idz w h.... Gdzie cie ch... poniosą.	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	09/19/2021	View Edit Set as Private Delete
7	Penika ma go hdwch	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	09/19/2021	View Edit Set as Private Delete
6	Ut enim ad minimam veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi ...	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	06/29/2021	View Edit Set as Private Delete
4	Commodo ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure ...	--	--	Jilly Nana	Mug The best is yet to come	Approved	--	06/28/2021	View Edit Set as Private Delete
3	Quis autem vel eum iure reprehenderit qui in ea volu ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi ...	--	--	Jilly Nana	The best is yet to come' Framed poster	Approved	--	06/28/2021	View Edit Set as Private Delete
2	Corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur?	--	--	Kim Kim	Hummingbird printed t-shirt	Approved	--	06/28/2021	View Edit Set as Private Delete
1	Quis autem vel eum iure reprehenderit qui in ea volu	--	--	Kim Kim	Hummingbird printed t-shirt	Approved	--	06/28/2021	View Edit Set as Private Delete

Available actions:

- Approve or unapproved replies
- Edit replies
- Set replies as private
- Delete replies



Replies are managed independently to ensure full control over review discussions.

4. Bulk actions

For faster moderation, the module supports bulk actions on reviews, comments, and replies.

Admins can:

- Select multiple items
- Approve selected items
- Delete selected items

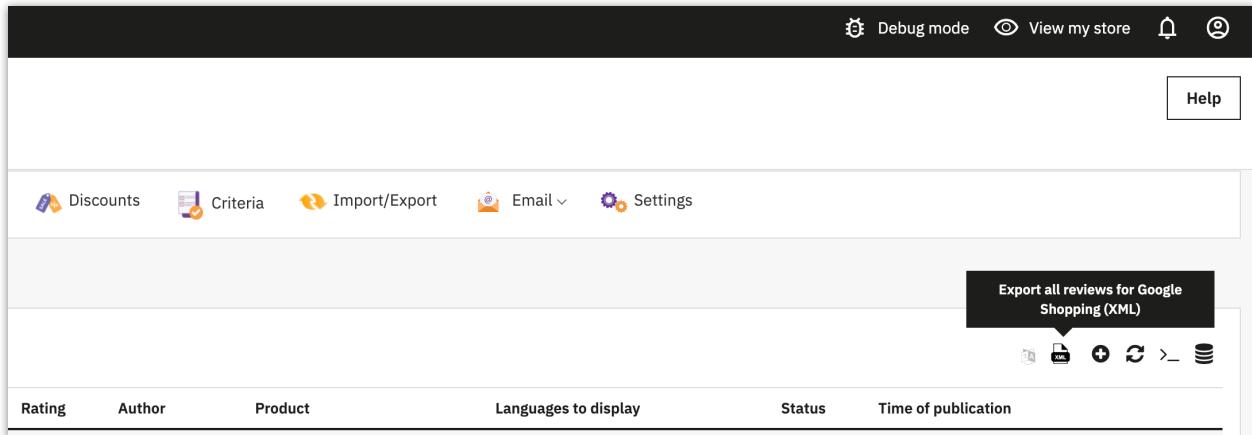
Bulk actions are useful when handling a large number of pending reviews or spam submissions.

5. Export reviews for Google Shopping (XML)

The module supports exporting product reviews to an XML file that is compatible with **Google Shopping / Google Merchant Center** review feeds. This feature allows merchants

to submit verified customer reviews to Google so they can be used for **Product Ratings** and **Rich Results** in Google Shopping listings.

At the top-right corner of the reviews list, you will find the button: **“Export all reviews for Google Shopping (XML)”**. Clicking this button will generate and download an XML file containing all eligible reviews.



Only reviews that meet the following conditions are exported:

- Reviews are approved/published
- Reviews are associated with a valid product
- Reviews contain a rating value
- Reviews comply with Google Shopping review feed requirements
- Draft, pending or private reviews are not included.

The generated XML file can be uploaded directly to Google Merchant Center under the **Product Reviews** feed section. Once approved, Google may display star ratings and review snippets in Shopping results.

Notes and limitations

- *Google review approval is handled entirely by Google, not by the module.*
- *Exporting reviews does not guarantee that Google will display them.*

- *Review moderation and compliance with Google policies remain the merchant's responsibility.*
- *The export reflects the review data at the time of generation. Any later changes require re-exporting the file.*

VI. QUESTION & ANSWER – HOW TO CONFIGURE CORRECTLY

This section explains how to configure the **Questions & Answers (Q&A)** feature from **Settings → Questions & Answers**.

These settings control who can ask questions, who can answer, how content is validated, and how Q&A content is displayed on the product page.

1. Enabling Q&A & submission permissions

Enable questions & answers: Enables or disables the Q&A feature on product pages.

Allow guests to add a question: Allows non-registered visitors to submit product questions.

Recommendation

- *Enable guest questions only if reCAPTCHA is active*
- *For better control, restrict Q&A to registered customers*

2. Validation & moderation rules

These options control how Q&A content is approved.

All questions must be validated by an employee: When enabled, questions must be approved by an admin before being published.

Auto-approve comment/answer: Automatically approves answers and comments once submitted.

Recommended setup (most stores)

- *Enable manual validation for questions*
- *Enable auto-approval for answers and comments from admins*

This setup ensures quality while keeping response time fast.

3. Answering & commenting permissions

These options define who can respond to questions.

Who can answer (or comment) to a question: Choose one of the following:

- Any registered user
- Admin and author of the question
- Admin only

Recommendation

*If product accuracy is important, restrict answers to **Admin only**.*

4. Editing & deletion permissions

These settings control whether users can modify Q&A content.

Allow customers to delete questions: Allows customers to delete their own questions.

Allow customers to delete questions, comments, or replies when their status is approved: Allows deletion even after content is approved.

Allow customers to edit questions: Allows customers to edit their questions before approval.

Allow customers to edit questions, answers, or comments when the status is approved: Allows editing after approval.

Note

- *Allowing edits or deletions after approval may affect content consistency.*
- *Restrict these permissions if moderation control is required.*

5. Interaction settings

These options control customer interaction with Q&A content.

Enable like/dislike: Allows customers to vote on questions and answers.

Always show answer box: Displays the answer box by default under questions.

Always show comment box: Displays the comment box by default.

Recommendation

Disable voting and comments if you want Q&A to remain admin-controlled.

6. Content limits & frequency control

These settings help prevent spam and low-quality submissions.

Minimum time between 2 questions from the same user: Defines the minimum interval (in seconds) between two questions from the same user.

Minimum content length of question, comment, or answer: Sets the minimum number of characters required.

Maximum content length of question, comment, or answer: Sets the maximum allowed content length. Leave empty for the default limit.

7. Display & sorting options

These options control how Q&A content appears on the product page.

Number of initial questions: Defines how many questions are displayed initially.

Number of questions per “View more”: Defines how many additional questions are loaded when clicking “View more”.

Number of initial answers / replies: Defines how many answers or replies are displayed initially.

Number of answers / replies per “View more”: Defines how many additional items are loaded each time.

Display the publish time of the question: Shows the publication date of each question.

By default, sort questions by: Choose the default sorting method:

- Latest
- Oldest
- Helpful

VII. Q&A MANAGEMENT

This section explains how store admins and authorized staff can **manage product questions, answers, and related comments** from the Back Office.

All moderation and management actions are available after the Q&A feature is enabled.

1. Question list

The **Questions list** displays all customer questions submitted for products. To access:

- Open the **Product Reviews** module configuration
- Go to **Questions & Answers** → **Questions**

Each question record includes:

- Question content
- Related product
- Author
- Language
- Status (pending, approved, private)
- Publication date
- Number of answers and comments

Questions and Answers														
Reviews & Ratings Questions & Answers Activities Authors Discounts Criteria Import/Export Email Settings														
FAQ > Questions & Answers > Questions														
Questions and Answers (15)														
ID	Title	Question content	Comments	Answers	Liked	Disliked	Author	Product image	Product	Languages to display	Status			
--	--	--	--	--	--	--	--	--	--	--	--			
<input type="checkbox"/> 37	i have one question	Hello my question about The best is yet to come' Framed poster is this.	1	--	--	--	hassan selly		The best is yet to come' Framed poster	All	Pending	--	09/24/2021	<input checked="" type="checkbox"/> Approve
<input type="checkbox"/> 36	i am question for this product	this product is good and is ok for use it in every day?	--	--	--	--	hassan		The best is yet to come' Framed poster	All	Pending	--	09/24/2021	<input type="checkbox"/> View <input type="checkbox"/> Edit <input type="checkbox"/> Set as Private <input type="checkbox"/> Delete
<input type="checkbox"/> 32	Is blue available?	Is blue available?	--	--	--	--	Dany		The best is yet to come' Framed poster	All	Pending	--	09/12/2021	<input type="checkbox"/> approve
<input type="checkbox"/> 31	test product	test faq	--	--	--	--	joe		The best is yet to come' Framed poster	All	Pending	--	08/22/2021	<input checked="" type="checkbox"/> Approve
<input type="checkbox"/> 30	tr	cree	--	--	--	--	rr		The adventure begins' Framed poster	All	Pending	--	08/21/2021	<input checked="" type="checkbox"/> Approve
<input type="checkbox"/> 29	Can you recommend this products	Anyone who has bought this who could share their experience?	--	--	--	--	Mikkel		Hummingbird printed sweater	All	Pending	--	08/17/2021	<input checked="" type="checkbox"/> Approve
<input type="checkbox"/> 27	uehfoef	test	--	--	--	--	ejfozefozest		Mug Today is a good day	All	Pending	--	07/30/2021	<input checked="" type="checkbox"/> Approve
<input type="checkbox"/> 25	Ask for shipping	Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi ...	3	3	1	--	Kim Kim		The best is yet to come' Framed poster	All	Approved	--	06/29/2021	<input type="checkbox"/> View

Available actions:

- View question details
- Approve or unapprove a question
- Edit question content
- Set question as private
- Delete a question
- Answer a question as admin

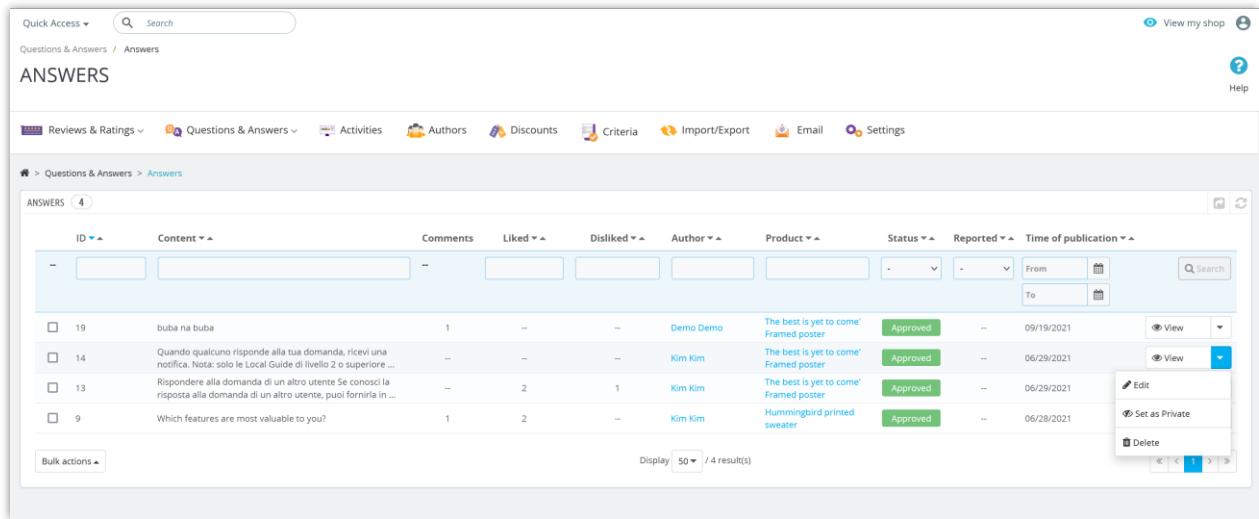
Admins can filter and search questions by product, author, status, or date.

2. Answers List

The Answers list contains all answers submitted for product questions. To access: go to **Questions & Answers → Answers**.

Each answer record shows:

- Answer content
- Related question and product
- Author
- Status
- Publication date



ID	Content	Comments	Liked	Disliked	Author	Product	Status	Reported	Time of publication
19	buba na buba	1	--	--	Demo Demo	The best is yet to come! Framed poster	Approved	--	09/19/2021
14	Quando qualcuno risponde alla tua domanda, ricevi una notifica. Nota: solo le Local Guide di livello 2 o superiore ...	--	--	--	Kim Kim	The best is yet to come! Framed poster	Approved	--	06/29/2021
13	Rispondere alla domanda di un altro utente Se conosci la risposta alla domanda di un altro utente, puoi fornirla in ...	--	2	1	Kim Kim	The best is yet to come! Framed poster	Approved	--	06/29/2021
9	Which features are most valuable to you?	1	2	--	Kim Kim	Hummingbird printed sweater	Approved	--	06/28/2021

Available actions:

- Approve or unapproved answers
- Edit answer content
- Set answers as private
- Delete answers

This list allows admins to manage responses independently from questions.

3. Comments on Questions and Answers

The module supports comments on both questions and answers.

To access:

- **Questions & Answers → Comments for question**
- **Questions & Answers → Comments for answer**

ID	Content	Liked	Disliked	Author	Product	Status	Reported	Time of publication	Actions
20	this is a good question. I have this question too.	--	--	hassan seify	The best is yet to come' Framed poster	Approved	--	09/25/2021	View
16	Quali informazioni sono pubbliche Tutte le recensioni sono pubbliche e chiunque può trovare ciò che scrivi. Non puoi ...	--	--	Kim Kim	The best is yet to come' Framed poster	Approved	--	06/29/2021	Edit
15	Seguire un profilo Maps Puoi scoprire e seguire determinati collaboratori e account verificati di Maps in città ...	--	--	Kim Kim	The best is yet to come' Framed poster	Approved	--	06/29/2021	Set as Private
12	Nemo enim ipsam voluntatem quia voluntas sit aspernatur aut edit aut fugit, sed quia consequuntur magni dolores	--	--	Kim Kim	The best is yet to come' Framed poster	Approved	--	06/29/2021	Delete
8	This will make the following questions even more useful—you can see which products are making people happy, which ones ...	1	--		Hummingbird printed sweater	Approved	--	06/28/2021	View

ID	Content	Liked	Disliked	Author	Product	Status	Reported	Time of publication	Actions
9	no bez jej	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	09/19/2021	View
5	It's pretty unlikely you only offer a single product with one single feature. This question lets you know which parts ...	--	--	Kim Kim	Hummingbird printed sweater	Approved	--	06/28/2021	Edit

Each comment record includes:

- Comment content
- Related question or answer
- Product

- Author
- Status
- Publication date

Available actions:

- Approve or unapprove comments
- Edit comments
- Set comments as private
- Delete comments
- Reply to comments

This allows full moderation of discussions related to Q&A.

4. Bulk actions

To manage large volumes of Q&A content efficiently, the module provides bulk actions.

Admins can:

- Select multiple questions, answers, or comments
- Approve selected items
- Delete selected items

Bulk actions are useful when moderating spam or processing many pending submissions at once.

VIII. VOUCHER SETTINGS & DISCOUNT CODES

The **Voucher** feature allows you to reward customers with a discount code after they submit a product review. This feature is optional and should be configured carefully to avoid low-quality or biased reviews.

All voucher-related options are available in **Settings → Voucher**.

1. Enabling review vouchers

Offer a voucher code to new review: When enabled, the module automatically generates a discount code for customers after they submit a review.

Only give voucher for rating of 5 stars: Restricts voucher generation to reviews with a 5-star rating.

Only give voucher for the first review of each customer on each product: Ensures that each customer receives a voucher only once per product.

Recommendation

*To avoid abuse, enable vouchers **only for the first review per product**, and avoid rewarding every review without limits.*

2. Discount code configuration

These options define how the generated voucher behaves.

Discount options: Choose the type of discount code to generate.

Discount prefix: Adds a custom prefix to generated vouchers, making them easier to identify in the Back Office.

Free shipping: Adds free shipping to the voucher if enabled.

Apply a discount: Choose the discount type:

- Percentage
- Fixed amount
- None (voucher without price reduction)

Discount percentage / amount: Defines the discount value applied to the order.

3. Voucher conditions & restrictions

These options control when and how vouchers can be used.

Discount availability: Defines the validity period of the voucher.

Minimum amount: Sets the minimum cart total required to use the voucher.

Currency: Selects the currency in which the voucher is applied.

Tax: Defines whether the discount amount includes or excludes tax.

Shipping: Defines whether shipping costs are included in the discount calculation.

4. Voucher compatibility rules

Exclude discounted products: Prevents the voucher from being applied to products that already have discounts.

Can use with other vouchers in the same shopping cart: Allows or prevents combining this voucher with other discount codes.

Highlight: Highlights the voucher in the customer's account area.

5. “Thank You” popup message

“Thank you” popup message: Customizes the popup message displayed to customers after their review is approved and a voucher is generated.

Use this message to clearly explain:

- The voucher reward
- Any conditions or limitations
- Where the customer can find the voucher

Important notes

- *Vouchers are generated only after a review is approved, not immediately after submission.*
- *Incentivized reviews may not be eligible for display in Google Rich Snippets or Google Shopping, depending on Google policies.*
- *Use voucher rewards as an incentive for feedback, not as a guarantee of positive reviews.*

Store admin can view the voucher code (discount code) list generated for customers when they submit a review successfully from the **Discount** page:

ID	Code	Quantity	Customer	Discount	Expiration date	Status	Actions
1	REV_AA4XAYKC	1	Kim Kim	20.00 %	07/05/2021 02:49:14	✓	Edit
2	REV_ABWP9AHS	1	Jully Nana	20.00 %	07/05/2021 03:13:24	✓	Edit
3	REV_MRGCJD54	1	Jully Nana	20.00 %	07/05/2021 03:14:52	✓	Edit
4	REV_XENAEKDJ	1	Jully Nana	20.00 %	07/05/2021 03:22:13	✓	Edit
5	REV_VREOQTYJ	1	Jully Nana	20.00 %	07/05/2021 03:28:40	✓	Edit
6	REV_PVONDYMTI	1	Jully Nana	20.00 %	07/05/2021 03:45:14	✓	Edit
7	REV_VTAIPJST	1	Jully Nana	20.00 %	07/05/2021 03:45:51	✓	Edit

IX. GOOGLE INTEGRATION (RICH SNIPPETS)

The **Product Reviews** module supports integration with Google by providing structured review data that can be used for **Rich Snippets** and **Google Merchant Center** review feeds.

This section explains how the integration works and what is required for Google to display ratings.

1. Google Rich Snippets (Structured data)

The module automatically adds structured data (schema.org) for product ratings and reviews on product pages. When supported by the theme, Google may display:

- star ratings,
- review count,
- average rating

in search results.

Important notes

- *Google decides whether rich snippets are shown; this is not guaranteed*
- *Reviews must comply with Google's structured data guidelines*
- *Incentivized reviews may be ignored by Google*

2. Theme compatibility & manual hook

Most standard PrestaShop themes are supported automatically. However, some custom themes may require a manual hook to ensure review data is included.

If ratings do not appear in Google results, you can manually add the hook below.

Manual hook location:

/themes/your_current_theme/templates/_partials/microdata/product-jsonData.tpl

Add the following hook:

{hook h='displayMicrodataAggregateRating' id_product=\$product.id}

Place the hook inside the product JSON-LD structure (line 59):

After applying the change:

- Clear PrestaShop cache
- Re-test structured data using Google Rich Results Test

X. IMPORT / EXPORT

The **Import / Export** feature allows you to back up, restore, migrate, or synchronize review and Q&A data. It is useful when moving data between stores, restoring backups, or importing reviews from external sources.

All options are available in **Import / Export**.

1. Export review & Q&A data (backup / migration)

You can export all module data into a single package for backup or migration purposes.

What is included

- Product reviews and ratings
- Questions & Answers
- Review criteria
- Review photos (optional)
- Module configuration

How to export

- Go to **Import / Export**
- In the **Export product review data** section: Enable **Export review photos** if needed
- Click **Export reviews**
- Save the generated file to your computer

The screenshot shows the 'Import/Export' module interface. The top navigation bar includes links for 'Reviews & Ratings', 'Questions & Answers', 'Staff', 'Activities', 'Authors', 'Discounts', 'Criteria', 'Import/Export' (which is the active page), 'Email', and 'Settings'. The main content area is titled 'Import/Export'.

EXPORT PRODUCT REVIEW DATA

Export reviews
Export all product review data including all settings, reviews, questions and answers, review criteria, etc.
 Export review photos

IMPORT PRODUCT REVIEW DATA

Product review data package No file selected.

All product review configurations and product review photos of the current shop will be deleted when you start the import. We recommend you export product review data of the current shop and save it as a backup (just by clicking on the "Export reviews" button) before importing new data.

Select types of data to import:

Reviews
 Comments
 Replies
 Questions & Answers
 Answers
 Comment
 Module configuration
 Activities

Override existing items if exist the same ID: Enabled
 Disabled

Remove all data before importing: Enabled
 Disabled

IMPORT DATA FROM "PRODUCT COMMENT" MODULE BY PRESTASHOP

Our module is also compatible with "Product Comments" – the native customer review module by PrestaShop. You can synchronize the data of "Product Comments" module with our "Product Reviews - Ratings, Google Snippets, Q&A" module to make sure the reviews are always up-to-date.

Criterion mapping:

2. Import data from an exported package (ZIP)

This method is used to restore or migrate data previously exported from the module.

How to import

Go to **Import / Export**

In **Import product review data**:

- Select the exported package file
- Choose which data types to import (reviews, Q&A, configuration, activities, etc.)

Configure import options:

- **Override existing items if they have the same ID:** Replaces existing records with imported ones
- **Remove all data before importing:** Deletes current data before importing

Click **Import reviews**.

Notes

- *Use "Remove all data before importing" only for full restores*
- *Existing data may be overwritten if override is enabled*

3. Import reviews using CSV / XLSX files

This option allows importing reviews from spreadsheet files, useful for external data sources or manual migration. Supported formats: .csv, .xlsx

How to import

- Download the sample file provided in the module
- Prepare your data following the sample structure
- Upload the CSV or XLSX file
- Click **Import reviews**

Notes

- *File structure must match the sample exactly*
- *Incorrect formatting may cause import errors*
- *Only review-related data is imported (no configuration)*

4. Import from PrestaShop "Product Comments" module

If your store previously used PrestaShop's native **Product Comments** module, you can migrate reviews into **Product Reviews**.

How it works

- Existing review criteria from **Product Comments** are detected
- You can map old criteria to **Product Reviews** criteria
- Reviews are imported with their ratings and content

Steps

- Go to **Import / Export**
- In the **Criterion mapping** section: map existing criteria to **Product Reviews** criteria
- Click **Import**

Notes

- *Only compatible review data is imported*
- *Review moderation rules apply after import*

The screenshot shows the PrestaShop Import/Export module. The top navigation bar includes links for Reviews & Ratings, Questions & Answers, Staff, Activities, Authors, Discounts, Criteria, Import/Export, Email, and Settings. The current page is 'Import/Export'.

EXPORT PRODUCT REVIEW DATA

- Export reviews** (button)
- Export all product review data including all settings, reviews, questions and answers, review criteria, etc.
- Export review photos

IMPORT PRODUCT REVIEW DATA

- Product review data package** (Browse... button)
- No file selected.
- All product review configurations and product review photos of the current shop will be deleted when you start the import. We recommend you export product review data of the current shop and save it as a backup (just by clicking on the "Export reviews" button) before importing new data.
- Select types of data to import:**
 - Reviews
 - Comments
 - Replies
 - Questions & Answers
 - Answers
 - Comment
 - Module configuration
 - Activities
- Override existing items if the same ID** (Enabled radio button)
- Remove all data before importing** (Disabled radio button)
- Import reviews** (button)

IMPORT DATA FROM "PRODUCT COMMENT" MODULE BY PRESTASHOP

Our module is also compatible with "Product Comments" – the native customer review module by PrestaShop. You can synchronize the data of "Product Comments" module with our "Product Reviews - Ratings, Google Snippets, Q&A" module to make sure the reviews are always up-to-date.

Criterion mapping (table)

Quality	Quality
---------	---------

Import (button)

XI. EMAIL & AUTOMATION

The **Email & Automation** feature provides notification emails and optional automation tools related to product reviews and Q&A.

Email features work out of the box without cron jobs. Automation is optional and intended for advanced use cases.

1. Mail templates

The module includes multiple email templates used for:

- Review notifications
- Review invitations
- Q&A notifications
- Voucher-related emails

Admins can edit each template to customize:

- Email subject
- Email content
- Language-specific versions

Notes

- *Templates support multiple languages*
- *Do not remove template variables unless you are sure they are not required*

ID	Template	Subject	Content	Is enabled
1	person_dislike	{from_person_name} disliked your {object}	{(logo_img) Hello (person_name), (from_person_name) disliked your {object} on {product_name} {content} Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
2	person_like	{from_person_name} liked your {object}	{(logo_img) Hello (person_name), (from_person_name) liked your {object} on {product_name} {content} Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
4	person_commented	{from_person_name} commented on your {object}	{(logo_img) Hello (person_name), (from_person_name) commented on your {object} on {product_name} {object_content} {content} View comment Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
5	person_replied	{from_person_name} replied to your {object}	{(logo_img) Hello (person_name), (from_person_name) replied to your {object} on {product_name} {object_content} {content} View reply Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
6	person_answer	{from_person_name} answered to your question	{(logo_img) Hello (person_name), (from_person_name) answered to your question on {product_name} {question_content} {content} View answer Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
7	tocustomer_awaiting	Your {object} has been submitted and is waiting for approval	{(logo_img) Hello (customer_name), Your {object} on {product_name} has been submitted successfully and is waiting for approval. {content} Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
8	toadmin_awaiting	{customer_name} submitted {object}. Please review it.	{(logo_img) Hello (admin_name) {customer_name} submitted {object}. Please review its content and make your decision: {product} {content} Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
9	tocustomer_approved	Your {object} has been approved and published.	{(logo_img) Hello (customer_name), Your {object} on {product_name} has been approved and published. {content} Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
10	tocustomer_get_voucher	You got a voucher code from {shop_name}	{(logo_img) Hello (customer_name), We are happy to inform that you just got a voucher code after rating your purchased items. Code: {voucher_code} Discount value: {voucher_value} Please enter this code on your next purchase to get the discount. Use voucher now Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
11	tocustomer_rating_invitation	Do you satisfy with "{product_name}"?	{(logo_img) Hello (customer_name), We hope that you can spare your time to rate your recently purchased items: {product_list} As a thank you gift, after the review is approved, we will give you a voucher code with {voucher_value} off for your next order. Thank you for trusting and shopping at our store. Best regards, Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
12	tocustomer_rating_invitation_getvoucher	Do you satisfy with "{product_name}"? Rate now to get a voucher code	{(logo_img) Hello (customer_name), We hope that you can spare your time to rate your recently purchased items: {product_list} As a thank you gift, after the review is approved, we will give you a voucher code with {voucher_value} off for your next order. Thank you for trusting and shopping at our store. Best regards, Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit
13	tocustomer_refuse	Your {object} has been declined	{(logo_img) Hello (customer_name), Your review on {product_name} has been rejected. {title} {content} {reason} Copyright {shop_name}. All rights reserved. If you do not want to receive future email from us, you can click on this link to {unsubscribe}}	<input checked="" type="checkbox"/> Edit

Email configs

Email address(es) to receive notifications: demo@demo.it

Emails that you want to receive notifications, separated by a comma.:

[Save](#)

2. Automation (cronjob)

Automation allows the module to perform background tasks automatically using a server cron job.

Supported automated tasks

- Sending scheduled review invitation emails
- Sending queued emails
- Removing expired or used voucher codes

Recommendation

- *Enable cron jobs only if your hosting environment supports them*
- *Use automation for high-traffic stores or large email volumes*

Dashboard > Email > Automation

Settings

Configure cronjob feature to automatically send notification emails and automatically delete expired discount codes and/or used discount codes.

Some important notes:

- The recommended frequency is **once per minute**
- How to set up a cronjob is different depending on your server. If you are using a Cpanel hosting, watch this video for reference: <https://www.youtube.com/watch?v=bmBjg1nD5yA>
- If your cpanel software is Plesk, see this: <https://docs.plesk.com/en/8.0/obidian/customer-guide/scheduling-tasks/65207>
- If your server is Ubuntu, see this: <https://www.digitalocean.com/community/tutorials/how-to-use-cron-to-automate-tasks-ubuntu-1804>
- If your server is CentOS, see this: <https://www.digitalocean.com/community/tutorials/how-to-use-cron-to-automate-tasks-centos-8>
- You can also contact your hosting provider to ask them for support on setting up the cronjob
- Configure SMTP for your website (instead of using default PHP mail() function) to send email better. If you can afford, buy professional marketing email hosting to send a large number of emails

Enable mail log Enabled Enable this option for testing purposes only

Mail queue step (Maximum number of emails sent every time cronjob file run) email(s)

Every time cronjob is run, it will check the mail queue for the emails to be sent. Reduce this value if your server has limited timeout value.

Auto clear expired discount codes Disabled

Mail queue max-trying times time(s)

The times to try to send an email again if it was failed! After that, the email will be deleted from queue.

Send rating invitation email Enabled Turn off this option to stop sending the rating invitation email to customers.

Send review invitation email when: When order is validated When order is created

Schedule review invitation email sending time day(s)

The invitation email will be sent X day(s) after the order is validated or created. Leave blank to send invitation email immediately.

Cronjob secure token

Set up a cronjob as below on your server to send emails and delete discount codes automatically

```
*/ * * * * /usr/bin/php /home/etsosoft/web/demo2.presta-demos.com/public_html/reviews/modules/ets_reviews/cronjob.php secure=LThz90jps4
```

Execute the cronjob manually by clicking on the button below

Save cronjob log Enabled Only recommended for debug purpose

Cronjob log

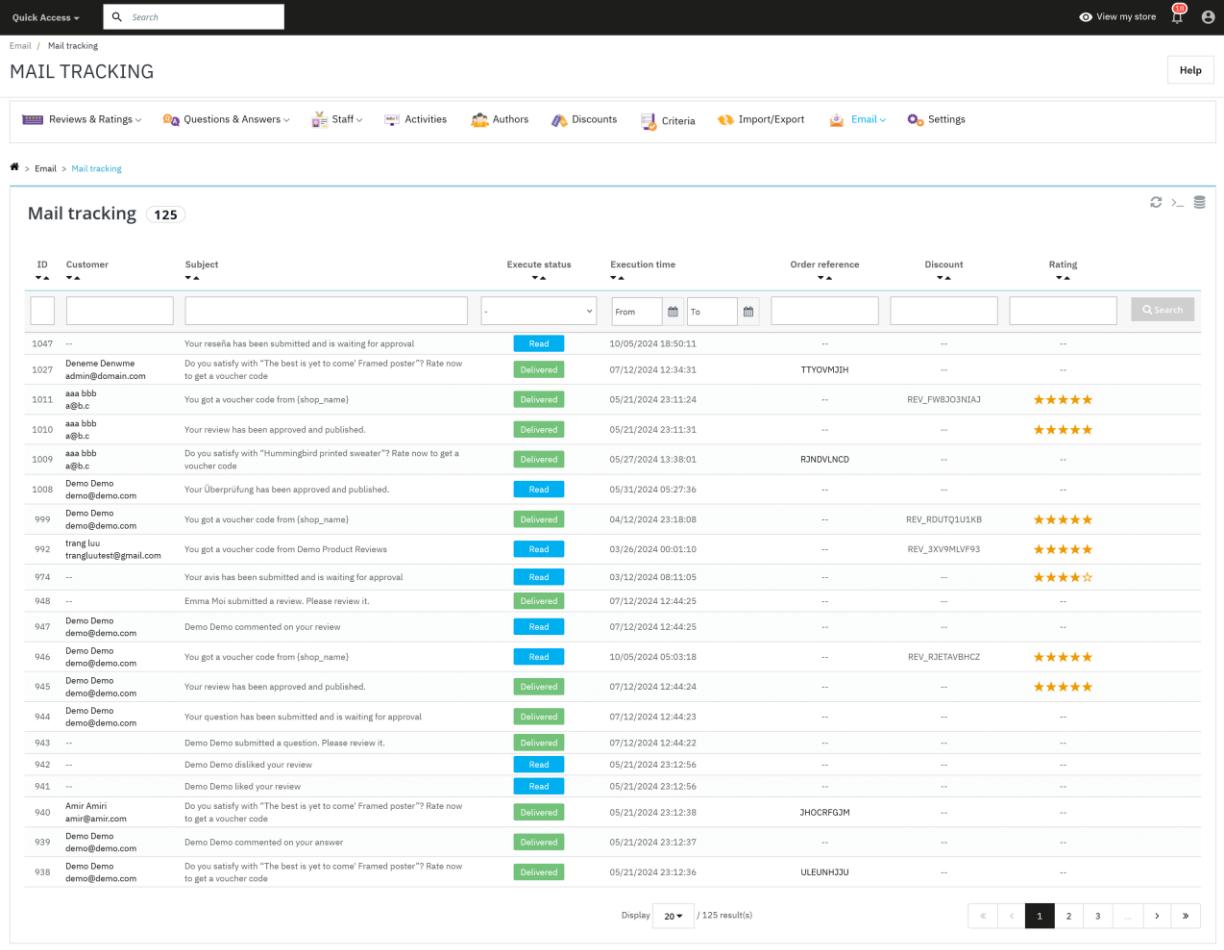
3. Mail tracking

Mail tracking allows admins to monitor whether emails were:

- Sent successfully
- Opened by recipients (when supported)
- Tracking helps identify delivery issues or inactive email templates.

Note

Tracking availability depends on your email sending method and server configuration

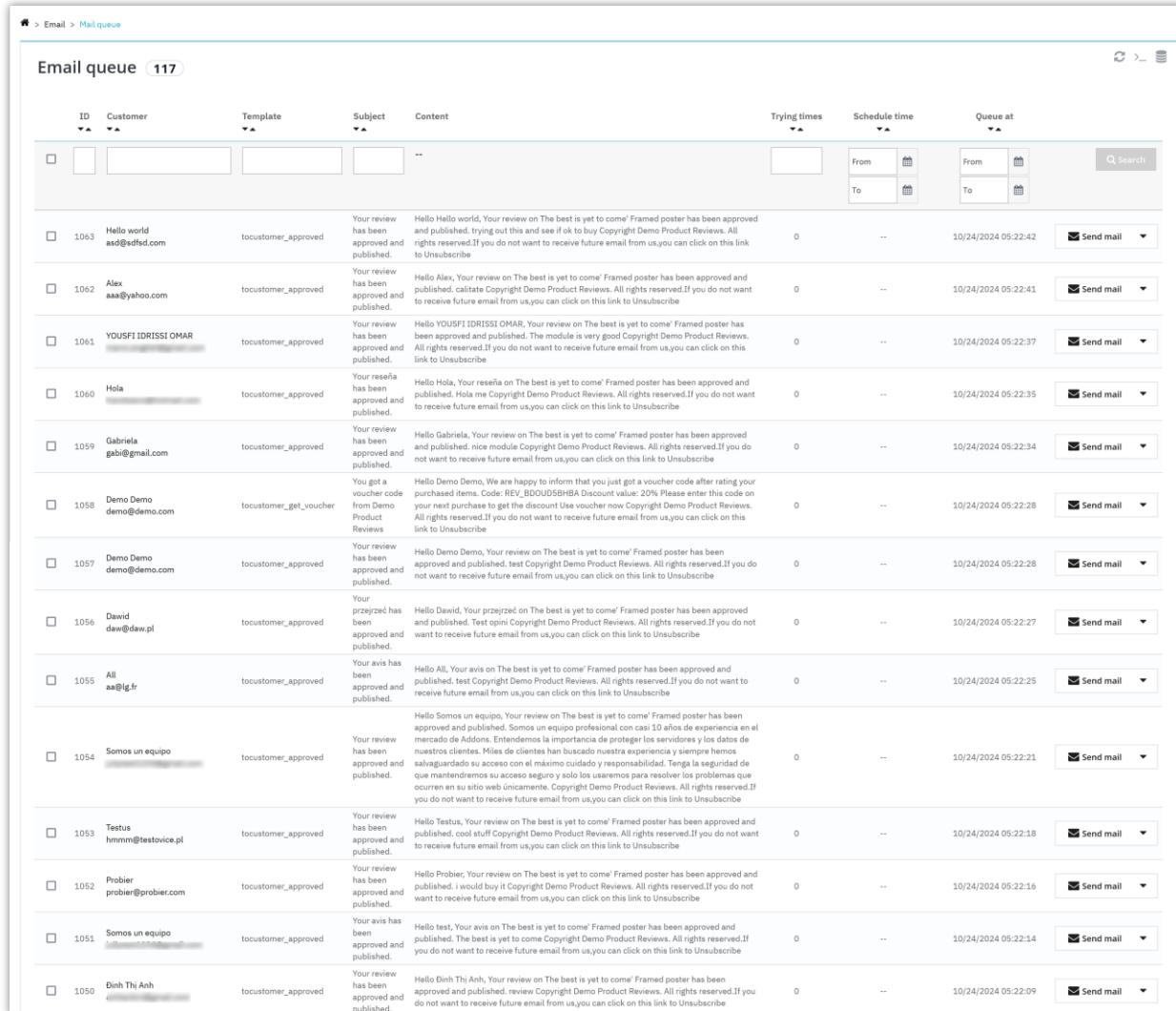


ID	Customer	Subject	Execute status	Execution time	Order reference	Discount	Rating
1047	--	Your review has been submitted and is waiting for approval	Read	10/05/2024 18:50:11	--	--	--
1027	Denene Denwme admin@domain.com	Do you satisfy with "The best is yet to come' Framed poster"? Rate now to get a voucher code	Delivered	07/12/2024 12:34:31	TTYOVMJH	--	--
1011	aaa bbb a@b.c	You got a voucher code from {shop_name}	Delivered	05/21/2024 23:11:24	--	REV_FW8J03NIAJ	★★★★★
1010	aaa bbb a@b.c	Your review has been approved and published.	Delivered	05/21/2024 23:11:31	--	--	★★★★★
1009	aaa bbb a@b.c	Do you satisfy with "Hummingbird printed sweater"? Rate now to get a voucher code	Delivered	05/27/2024 13:38:01	RJNDVLNCD	--	--
1008	Demo Demo demo@demo.com	Your Überprüfung has been approved and published.	Read	05/31/2024 05:27:36	--	--	--
999	Demo Demo demo@demo.com	You got a voucher code from {shop_name}	Delivered	04/12/2024 23:18:08	--	REV_RDUOTQ1U1KB	★★★★★
992	trang luu trangluteset@gmail.com	You got a voucher code from Demo Product Reviews	Read	03/26/2024 00:01:10	--	REV_3XV9MLVF93	★★★★★
974	--	Your avis has been submitted and is waiting for approval	Read	03/12/2024 08:11:05	--	--	★★★★☆
948	--	Emma Moi submitted a review. Please review it.	Delivered	07/12/2024 12:44:25	--	--	--
947	Demo Demo demo@demo.com	Demo Demo commented on your review	Read	07/12/2024 12:44:25	--	--	--
946	Demo Demo demo@demo.com	You got a voucher code from {shop_name}	Read	10/05/2024 05:03:18	--	REV_RJETAVBHCZ	★★★★★
945	Demo Demo demo@demo.com	Your review has been approved and published.	Delivered	07/12/2024 12:44:24	--	--	★★★★★
944	Demo Demo demo@demo.com	Your question has been submitted and is waiting for approval	Delivered	07/12/2024 12:44:23	--	--	--
943	--	Demo Demo submitted a question. Please review it.	Delivered	07/12/2024 12:44:22	--	--	--
942	--	Demo Demo disliked your review	Read	05/21/2024 23:12:56	--	--	--
941	--	Demo Demo liked your review	Read	05/21/2024 23:12:56	--	--	--
940	Amir Amiri amir@amiri.com	Do you satisfy with "The best is yet to come' Framed poster"? Rate now to get a voucher code	Delivered	05/21/2024 23:12:38	JHOCRFGJM	--	--
939	Demo Demo demo@demo.com	Demo Demo commented on your answer	Delivered	05/21/2024 23:12:37	--	--	--
938	Demo Demo demo@demo.com	Do you satisfy with "The best is yet to come' Framed poster"? Rate now to get a voucher code	Delivered	05/21/2024 23:12:36	ULEUNH3JU	--	--

4. Mail queue

The mail queue stores emails that could not be sent immediately. Queued emails can be:

- Sent automatically by cron job
- Sent manually from the Back Office



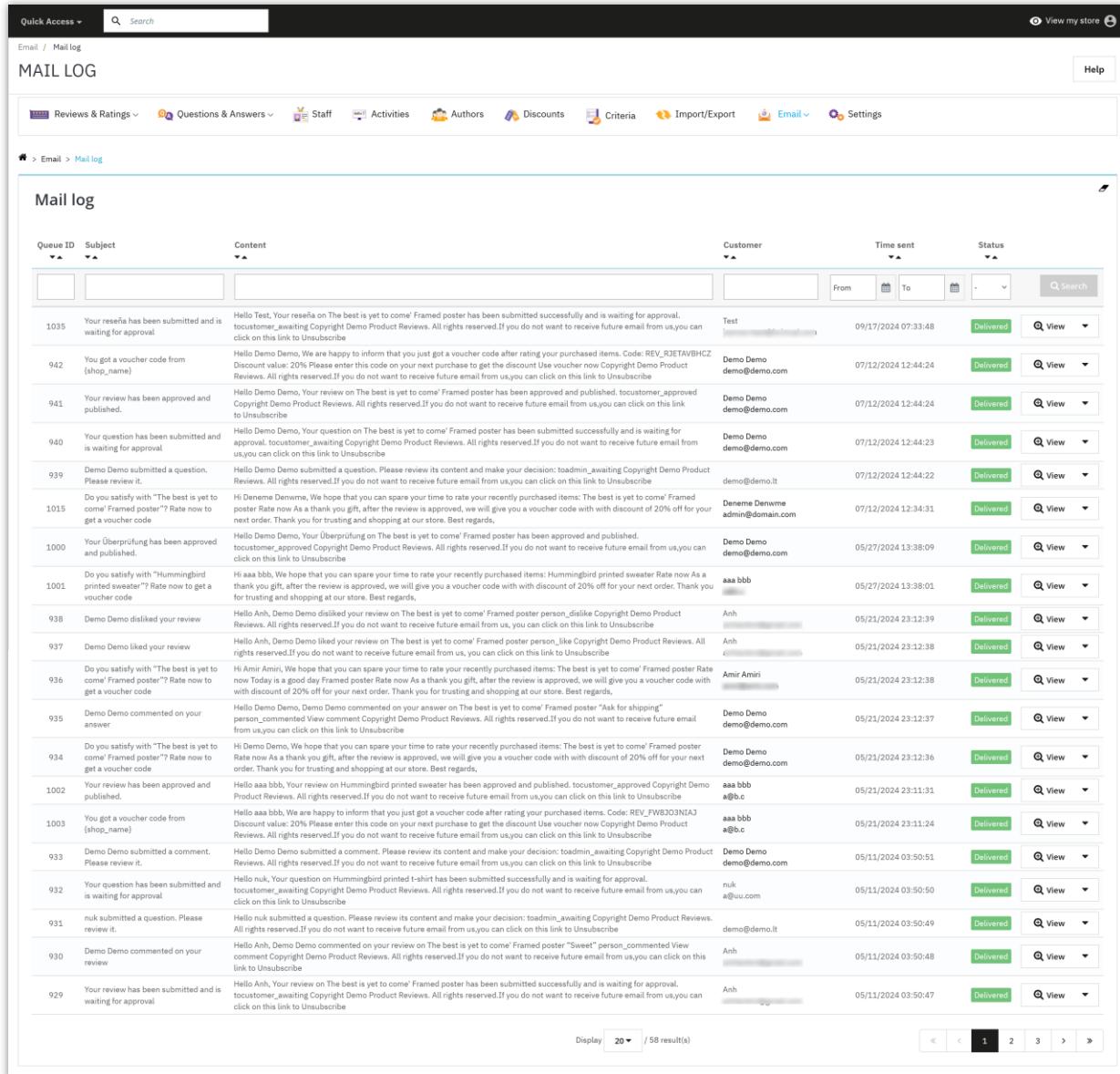
ID	Customer	Template	Subject	Content	Trying times	Schedule time	Queue at	
				--				<input type="button" value="Search"/>
1063	Hello world asd@sdfsd.com	tocustomer_approved	Your review has been approved and published.	Hello Hello world, Your review on The best is yet to come' Framed poster has been approved and published. trying out this and see if you to buy Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:42	<input type="button" value="Send mail"/>
1062	Alex aaa@yahoo.com	tocustomer_approved	Your review has been approved and published.	Hello Alex, Your review on The best is yet to come' Framed poster has been approved and published. calculate Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:41	<input type="button" value="Send mail"/>
1061	YOUSFI IDRISI OMAR	tocustomer_approved	Your review has been approved and published.	Hello YOUSFI IDRISI OMAR, Your review on The best is yet to come' Framed poster has been approved and published. the module is very good Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:37	<input type="button" value="Send mail"/>
1060	Hola	tocustomer_approved	Your review has been approved and published.	Hello Hola, Your review on The best is yet to come' Framed poster has been approved and published. Hola me Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:35	<input type="button" value="Send mail"/>
1059	Gabriela gabi@gmail.com	tocustomer_approved	Your review has been approved and published.	Hello Gabriela, Your review on The best is yet to come' Framed poster has been approved and published. nice module Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:34	<input type="button" value="Send mail"/>
1058	Demo Demo demo@demo.com	tocustomer_get_voucher	You got a voucher code from Demo Product Reviews.	Hello Demo Demo, We are happy to inform that you just got a voucher code after rating your purchased item. Code: REV_BOOUDBHBA Discount value: 20% Please enter this code on your next purchase to get the discount Use voucher now Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:28	<input type="button" value="Send mail"/>
1057	Demo Demo demo@demo.com	tocustomer_approved	Your review has been approved and published.	Hello Demo Demo, Your review on The best is yet to come' Framed poster has been approved and published. test Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:28	<input type="button" value="Send mail"/>
1056	Dawid daw@daw.pl	tocustomer_approved	przejrzec has been approved and published.	Hello Dawid, Your przejrzec on The best is yet to come' Framed poster has been approved and published. Test opini Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:27	<input type="button" value="Send mail"/>
1055	All aa@ig.fr	tocustomer_approved	Your avis has been approved and published.	Hello All, Your avis on The best is yet to come' Framed poster has been approved and published. test Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:25	<input type="button" value="Send mail"/>
1054	Somos un equipo ██████████	tocustomer_approved	Your review has been approved and published.	Hello Somos un equipo, Your review on The best is yet to come' Framed poster has been approved and published. Somos un equipo profesional con casi 10 años de experiencia en el mercado de Adions. Entendemos la importancia de proteger los servidores y los datos de nuestros clientes. Miles de clientes han buscado nuestra experiencia y siempre hemos salvaguardado su acceso con el máximo cuidado y responsabilidad. Tenga la seguridad de que mantenemos su acceso seguro y solo los usuarios para resolver los problemas que ocurren en su sitio web únicamente. Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:21	<input type="button" value="Send mail"/>
1053	Testus hmmn@testovice.pl	tocustomer_approved	Your review has been approved and published.	Hello Testus, Your review on The best is yet to come' Framed poster has been approved and published, cool stuff Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:18	<input type="button" value="Send mail"/>
1052	Probier probier@probier.com	tocustomer_approved	Your review has been approved and published.	Hello Probier, Your review on The best is yet to come' Framed poster has been approved and published. I would buy it Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:16	<input type="button" value="Send mail"/>
1051	Somos un equipo ██████████	tocustomer_approved	Your avis has been approved and published.	Hello test, Your avis on The best is yet to come' Framed poster has been approved and published. The best is yet to come Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:14	<input type="button" value="Send mail"/>
1050	Dinh Thi Anh ██████████	tocustomer_approved	Your review has been approved and published.	Hello Dinh Thi Anh, Your review on The best is yet to come' Framed poster has been approved and published. review Copyright Demo Product Reviews. All rights reserved.If you do not want to receive future email from us,you can click on this link to Unsubscribe	0	--	10/24/2024 05:22:09	<input type="button" value="Send mail"/>

5. Mail log

The mail log records email-related events, including:

- Recipient
- Subject
- Sending status
- Date and time

This log is intended for reference and troubleshooting, not as a full email audit system.



The screenshot shows the 'Mail log' section of a software interface. The top navigation bar includes 'Quick Access', 'Search', 'View my store', 'Email / Mail log', 'Help', and a toolbar with icons for 'Reviews & Ratings', 'Questions & Answers', 'Staff', 'Activities', 'Authors', 'Discounts', 'Criteria', 'Import/Export', 'Email', and 'Settings'. Below the toolbar, the breadcrumb navigation shows 'Email > Mail log'. The main area is titled 'Mail log' and contains a table with the following columns: Queue ID, Subject, Content, Customer, Time sent, and Status. The table lists 29 email events, each with a 'View' button. The 'Content' column contains snippets of the email messages, such as 'Your review has been submitted and is waiting for approval.' and 'Hello Demo Demo, We are happy to inform that you just got a voucher code after rating your purchased items. Code: REV_R0JETAVBHCZ'. The 'Customer' column shows email addresses like 'Test', 'demo@demo.com', and 'admin@domain.com'. The 'Time sent' column shows dates and times like '09/17/2024 07:33:48' and '07/12/2024 12:44:24'. The 'Status' column shows 'Delivered' for most emails.

Queue ID	Subject	Content	Customer	Time sent	Status
1035	Your review has been submitted and is waiting for approval.	Hello Test, Your review on The best is yet to come! Framed poster has been submitted successfully and is waiting for approval. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Test	09/17/2024 07:33:48	Delivered
942	You got a voucher code from (shop_name)	Hello Demo Demo, We are happy to inform that you just got a voucher code after rating your purchased items. Code: REV_R0JETAVBHCZ	Demo Demo demo@demo.com	07/12/2024 12:44:24	Delivered
941	Your review has been approved and published.	Hello Demo Demo, Your review on The best is yet to come! Framed poster has been approved and published. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Demo Demo demo@demo.com	07/12/2024 12:44:24	Delivered
940	Your question has been submitted and is waiting for approval.	Hello Demo Demo, Your question on The best is yet to come! Framed poster has been submitted successfully and is waiting for approval. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Demo Demo demo@demo.com	07/12/2024 12:44:23	Delivered
939	Demo Demo submitted a question. Please review it.	Hello Demo Demo submitted a question. Please review its content and make your decision: toadmin_awaiting Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	demo@demo.it	07/12/2024 12:44:22	Delivered
1015	Do you satisfy with "The best is yet to come! Framed poster"? Rate now to get a voucher code	Hello Deneme Deneme, We hope that you can spare your time to rate your recently purchased items. The best is yet to come! Framed poster Rate now As a thank you gift, after the review is approved, we will give you a voucher code with discount of 20% off for your next order. Thank you for trusting and shopping at our store. Best regards,	Deneme Deneme admin@domain.com	07/12/2024 12:34:31	Delivered
1000	Your Überprüfung has been approved and published.	Hello Demo Demo, Your Überprüfung on The best is yet to come! Framed poster has been approved and published. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Demo Demo demo@demo.com	05/27/2024 13:38:09	Delivered
1001	Do you satisfy with "Hummingbird printed sweater"? Rate now to get a voucher code	Hi aaa bbb, We hope that you can spare your time to rate your recently purchased items: Hummingbird printed sweater Rate now As a thank you gift, after the review is approved, we will give you a voucher code with discount of 20% off for your next order. Thank you for trusting and shopping at our store. Best regards,	aaa bbb	05/27/2024 13:38:01	Delivered
938	Demo Demo disliked your review	Hello Anh, Demo Demo disliked your review on The best is yet to come! Framed poster person_dislike Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Anh	05/21/2024 23:12:39	Delivered
937	Demo Demo liked your review	Hello Anh, Demo Demo liked your review on The best is yet to come! Framed poster person_like Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Anh	05/21/2024 23:12:38	Delivered
936	Do you satisfy with "The best is yet to come! Framed poster"? Rate now to get a voucher code	Hi Amir Amiri, We hope that you can spare your time to rate your recently purchased items: The best is yet to come! Framed poster Rate now Today is a good day! Framed poster Rate now As a thank you gift, after the review is approved, we will give you a voucher code with discount of 20% off for your next order. Thank you for trusting and shopping at our store. Best regards,	Amir Amiri	05/21/2024 23:12:38	Delivered
935	Demo Demo commented on your answer	Hello Demo Demo, Demo commented on your answer on The best is yet to come! Framed poster "Ask for shipping" person_commented View comment Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Demo Demo demo@demo.com	05/21/2024 23:12:37	Delivered
934	Do you satisfy with "The best is yet to come! Framed poster"? Rate now to get a voucher code	Hi Demo Demo, We hope that you can spare your time to rate your recently purchased items: The best is yet to come! Framed poster Rate now As a thank you gift, after the review is approved, we will give you a voucher code with discount of 20% off for your next order. Thank you for trusting and shopping at our store. Best regards,	Demo Demo demo@demo.com	05/21/2024 23:12:36	Delivered
1002	Your review has been approved and published.	Hello aaa bbb, Your review on Hummingbird printed sweater has been approved and published. tocustomer_approved Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	aaa bbb a@b.c	05/21/2024 23:11:31	Delivered
1003	You got a voucher code from (shop_name)	Hello aaa bbb, We are happy to inform that you just got a voucher code after rating your purchased items. Code: REV_FW8203NIA3	aaa bbb a@b.c	05/21/2024 23:11:24	Delivered
933	Demo Demo submitted a comment. Please review it.	Hello Demo Demo submitted a comment. Please review its content and make your decision: toadmin_awaiting Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Demo Demo demo@demo.com	05/11/2024 03:50:51	Delivered
932	Your question has been submitted and is waiting for approval.	Hello nuk, Your question on Hummingbird printed sweater has been submitted successfully and is waiting for approval. tocustomer_awaiting Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	nuk a@uu.com	05/11/2024 03:50:50	Delivered
931	nuk submitted a question. Please review it.	Hello nuk submitted a question. Please review its content and make your decision: toadmin_awaiting Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	nuk	05/11/2024 03:50:49	Delivered
930	Demo Demo commented on your review	Hello Anh, Demo Demo commented on your review on The best is yet to come! Framed poster "Sweet" person_commented View comment Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Anh	05/11/2024 03:50:48	Delivered
929	Your review has been submitted and is waiting for approval.	Hello Anh, Your review on The best is yet to come! Framed poster has been submitted successfully and is waiting for approval. tocustomer_awaiting Copyright Demo Product Reviews. All rights reserved. If you do not want to receive future email from us,you can click on this link to Unsubscribe	Anh	05/11/2024 03:50:47	Delivered

Important notes

- *Email delivery depends on your PrestaShop email configuration*
- *Automation features require a correctly configured cron job*
- *Failed emails are usually caused by server or SMTP configuration issues*

XII. ADVANCED MANAGEMENT & REFERENCE

This section covers advanced and optional features of the **Product Reviews** module.

These features are not required for basic operation but can be useful for stores with more complex moderation, reporting, or customization needs.

1. Staff management

The module allows assigning staff roles to manage reviews and Q&A content.

There are two types of staff:

Back Office (BO) Staff

- Store employees with access to the Back Office
- Can moderate reviews and Q&A based on their permissions

ID	Avatar	Employee name	Profile	Display name	Email	Is staff
1		Camellia Studio	SuperAdmin	Camellia Studio	(redacted)	<input checked="" type="checkbox"/>

Trusted reviews / Staffs

EMPLOYEES

Help

Reviews & Ratings Questions & Answers Staff Activities Authors Discounts Criteria Import/Export Email Settings

BO staff

EDIT EMPLOYEE

First name: Camellia
Last name: Studio
Email: [redacted]
Display name: Camellia Studio

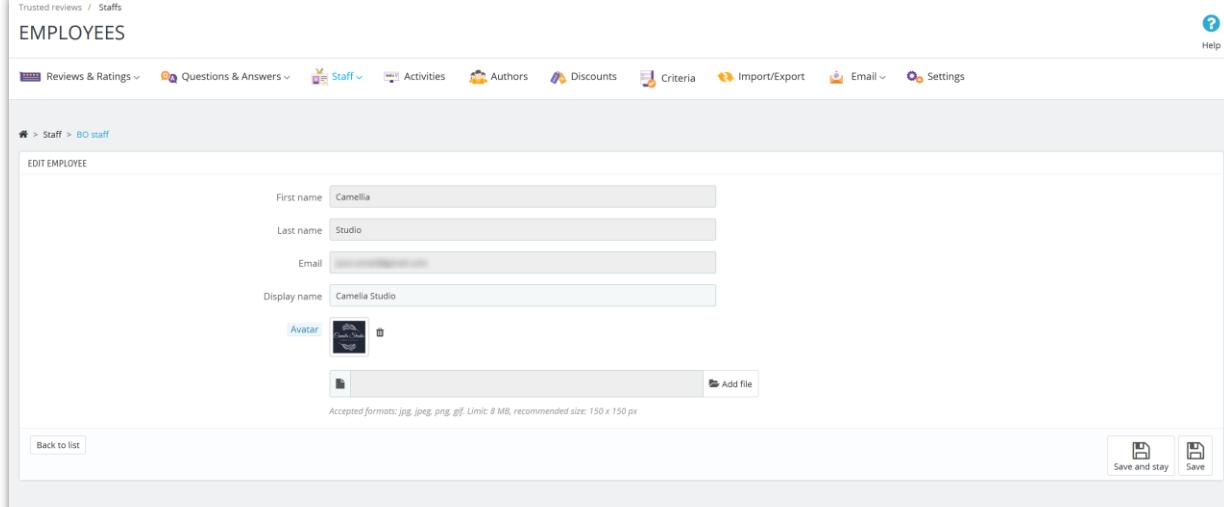
Avatar:  [Edit](#)

[Add file](#)

Accepted formats: jpg, jpeg, png, gif. Limit: 8 MB, recommended size: 150 x 150 px

Back to list

Save and stay Save



Front Office (FO) Staff

- Selected customers who are granted moderation rights
- Can approve, edit, or delete reviews and Q&A content from the front office

Trusted reviews / Staffs

CUSTOMERS

Help

Reviews & Ratings Questions & Answers Staff Activities Authors Discounts Criteria Import/Export Email Settings

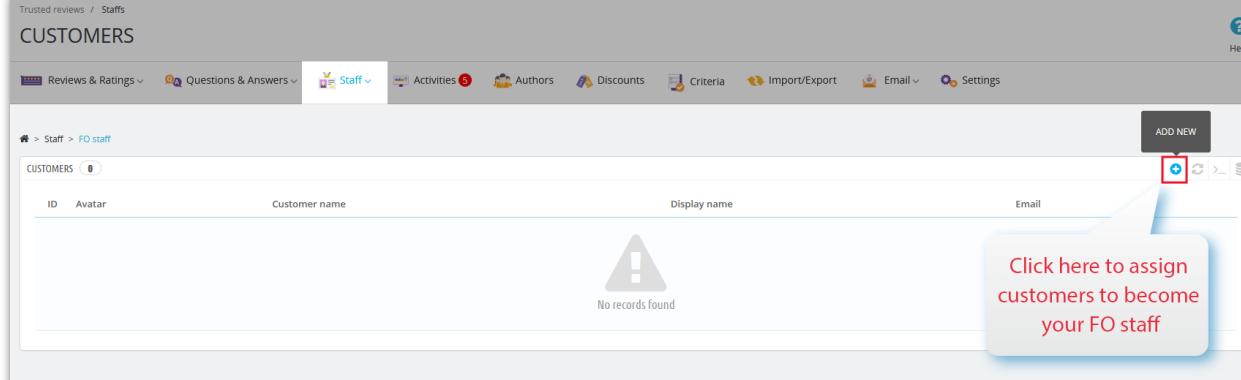
FO staff

CUSTOMERS (0)

ID	Avatar	Customer name	Display name	Email
No records found				

[ADD NEW](#)

Click here to assign customers to become your FO staff



Trusted reviews / Staffs

CUSTOMERS

Help

Reviews & Ratings Questions & Answers Staff Activities Authors Discounts Criteria Import/Export Email Settings

FO staff

ADD CUSTOMER

Customer: 20-Inch Bul (20inchbul@gmail.com) [X](#)

Display name: PrestaHero shop

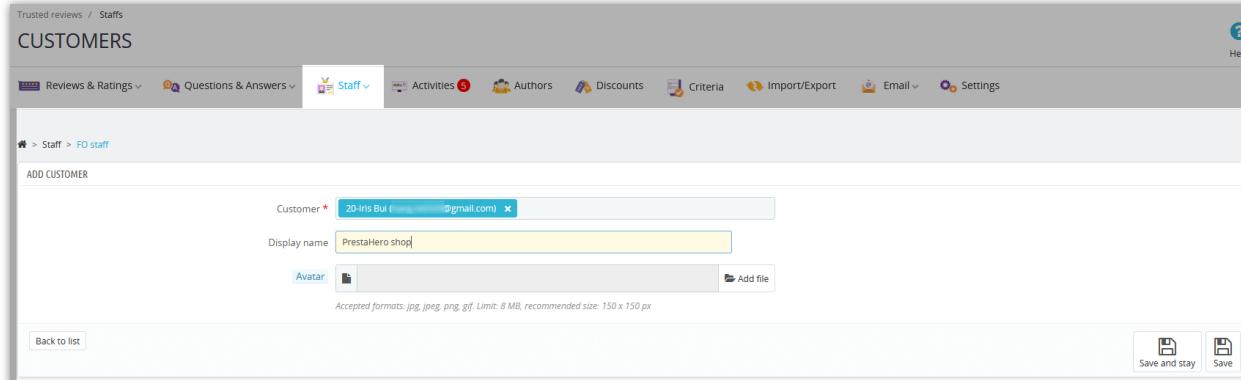
Avatar:  [Edit](#)

[Add file](#)

Accepted formats: jpg, jpeg, png, gif. Limit: 8 MB, recommended size: 150 x 150 px

Back to list

Save and stay Save



2. Authors list

The **Authors List** provides an overview of customers who have submitted:

- Reviews
- Questions
- Answers

This section is used for:

- Reference purposes
- Identifying active contributors
- Reviewing author activity history
- No configuration is required for this feature.

Customer ID	Author	Email	Rating	Total reviews	Total review comments	Total review replies	Total questions	Total answers	Total Q&A comments	Is blocked
6	hassan selfy	██████████	--	--	--	2	1	--	1	No
5	Demo	██████████	3.0/5	1	3	3	--	1	1	No
4	Jilly Nana	██████████	5.0/5	8	--	2	2	--	--	No
3	Kim	██████████	5.0/5	3	--	2	5	3	4	No
2	John DOE	██████████	5.0/5	3	--	--	--	--	--	No

3. Activity logs

The **Activities** section records actions related to:

- Reviews
- Ratings
- Questions & Answers
- Admin moderation

Activity logs are useful for:

- Monitoring content activity
- Reviewing moderation actions
- Troubleshooting unexpected behavior

ACTIVITIES

Reviews & Ratings | Questions & Answers | Activities | Authors | Discounts | Criteria | Import/Export | Email | Settings

ACTIVITIES

Read	Action	Author	Content	Image	Product	Status	Date	Actions
<input type="checkbox"/>	●	Camellia Studio SuperAdmin	Camellia Studio liked a question: Spread out completely to 18 x 18, thick enough to serve as a place-mat to cover serving trays from food spills? Thank you.		Color block napkins	Approved	2 hours ago	View
<input type="checkbox"/>	●	Camellia Studio SuperAdmin	Camellia Studio answered to question: Spread out completely to 18 x 18, thick enough to serve as a place-mat to cover serving trays from food spills? Thank you. "Yes, but it's not waterproof. They are...		Color block napkins	Approved	2 hours ago	Edit Set to private Delete
<input type="checkbox"/>	●	Freya Test	Freya Test asked a question on product: Color block napkins "Spread out completely to 18 x 18, thick enough to serve as a place-mat to cover serving trays from food spills? Thank you."		Color block napkins	Approved	2 hours ago	View
<input type="checkbox"/>	●	Freya Test	Freya Test wrote a review for product: Color block napkins "Our wedding was in the middle of the forest so cloth napkins weren't an option. These were just as good (probably even better, in my... ★★★★★		Color block napkins	Approved	3 hours ago	View
<input type="checkbox"/>	●	Camellia Studio SuperAdmin	Camellia Studio answered to question: Duis ultricies lacus sed turpis tincidunt id aliquet risus. Nisi nisi scelerisque eu ultrices. Aliquam id diam maecenas ultricies mi egest. Mauris commodo quis imperdie...		Freshwater Pearl Ring in Sterling Silver	Approved	18 hours ago	View
<input type="checkbox"/>	●	Freya Test	Freya Test asked a question on product: Freshwater Pearl Ring in Sterling Silver "Duis ultricies lacus sed turpis tincidunt id aliquet risus. Nisi nisi scelerisque eu ultrices. Aliquam id diam maecenas...		Freshwater Pearl Ring in Sterling Silver	Approved	18 hours ago	View
<input type="checkbox"/>	●	Camellia Studio SuperAdmin	Camellia Studio liked a review: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostru...		Love Bugs Amethyst Butterfly Ring	Approved	18 hours ago	View
<input type="checkbox"/>	●	Camellia Studio SuperAdmin	Camellia Studio commented to review: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostru...		Love Bugs Amethyst Butterfly Ring	Approved	18 hours ago	View
<input type="checkbox"/>	●	Freya Test	Freya Test wrote a review for product: Love Bugs Amethyst Butterfly Ring "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqu...		Love Bugs Amethyst Butterfly Ring	Approved	18 hours ago	View

Bulk actions ▾

CRONJOB NOTIFICATION

The last time Cronjob was executed: 6 minutes and 2 seconds ago. Configure cronjob

Note

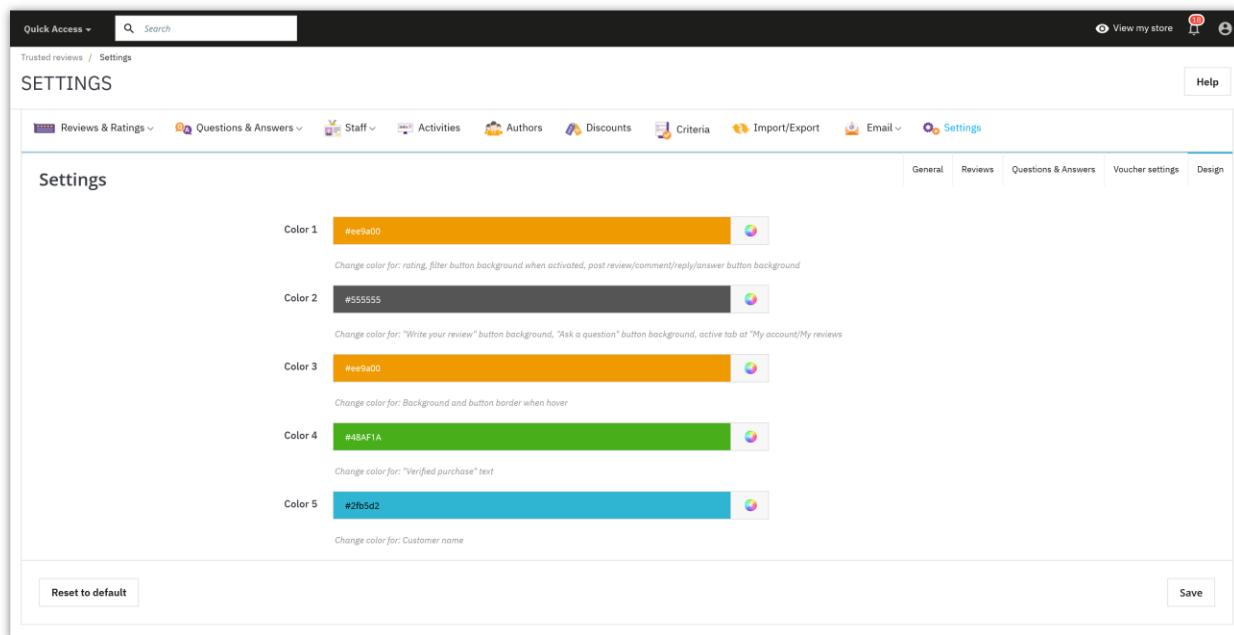
Activity logs are informational only and do not affect module behavior.

4. Review section design

The **Design** tab in **Settings** allows you to customize the appearance of review and Q&A elements to match your store's theme.

Customizable elements include:

- Rating stars
- Action buttons (review, comment, answer)
- Active tabs in customer account pages
- Verified purchase label
- Customer name color
- Hover and border effects



How it works

- Colors are applied globally to review and Q&A sections
- Changes affect both product pages and customer account pages

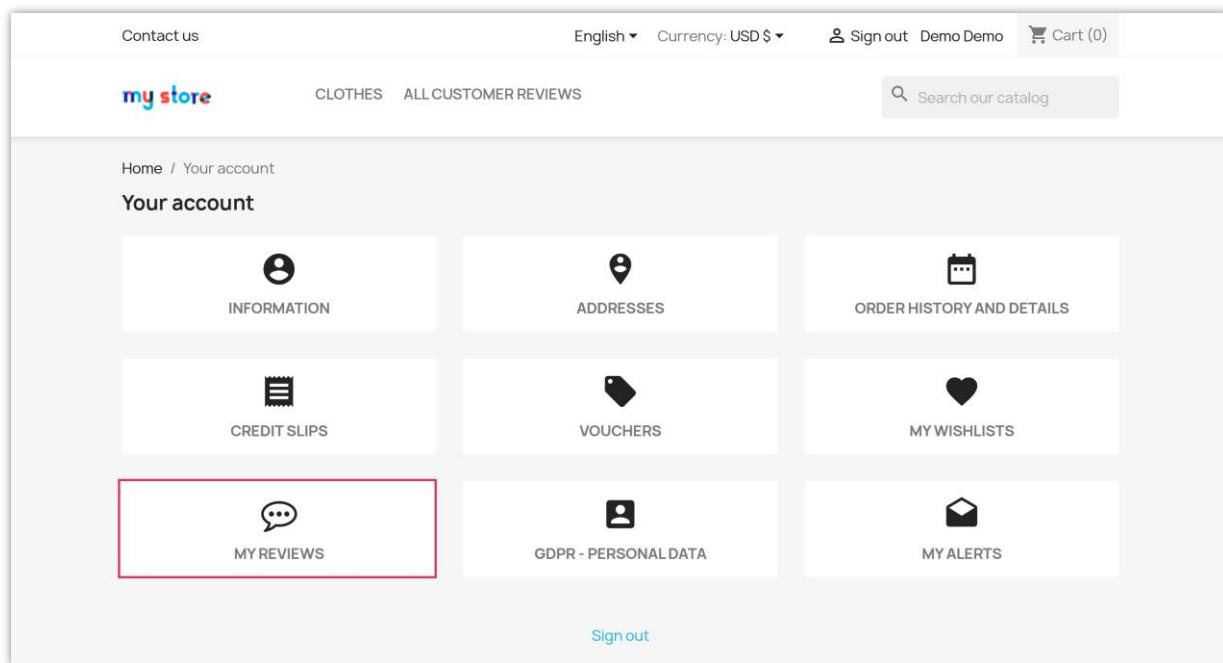
XIII. CUSTOMER-SIDE MANAGEMENT

The **Customer-Side Management** feature allows customers to view, submit, and manage their own reviews and questions from their account area on the front office.

All customer actions depend on the permissions and validation rules configured by the store admin.

Customers can manage their content from **My Account** → **My Reviews**. From this section, customers can:

- View submitted reviews
- View review status (pending, approved)
- Access their questions and answers
- Review their activity history related to reviews and Q&A



1. Waiting for review

The **Waiting for Review** section displays products that:

- Have been purchased by the customer
- Are eligible for review
- Have not been reviewed yet

Customers can click **Write a review** to submit a review for an eligible product.

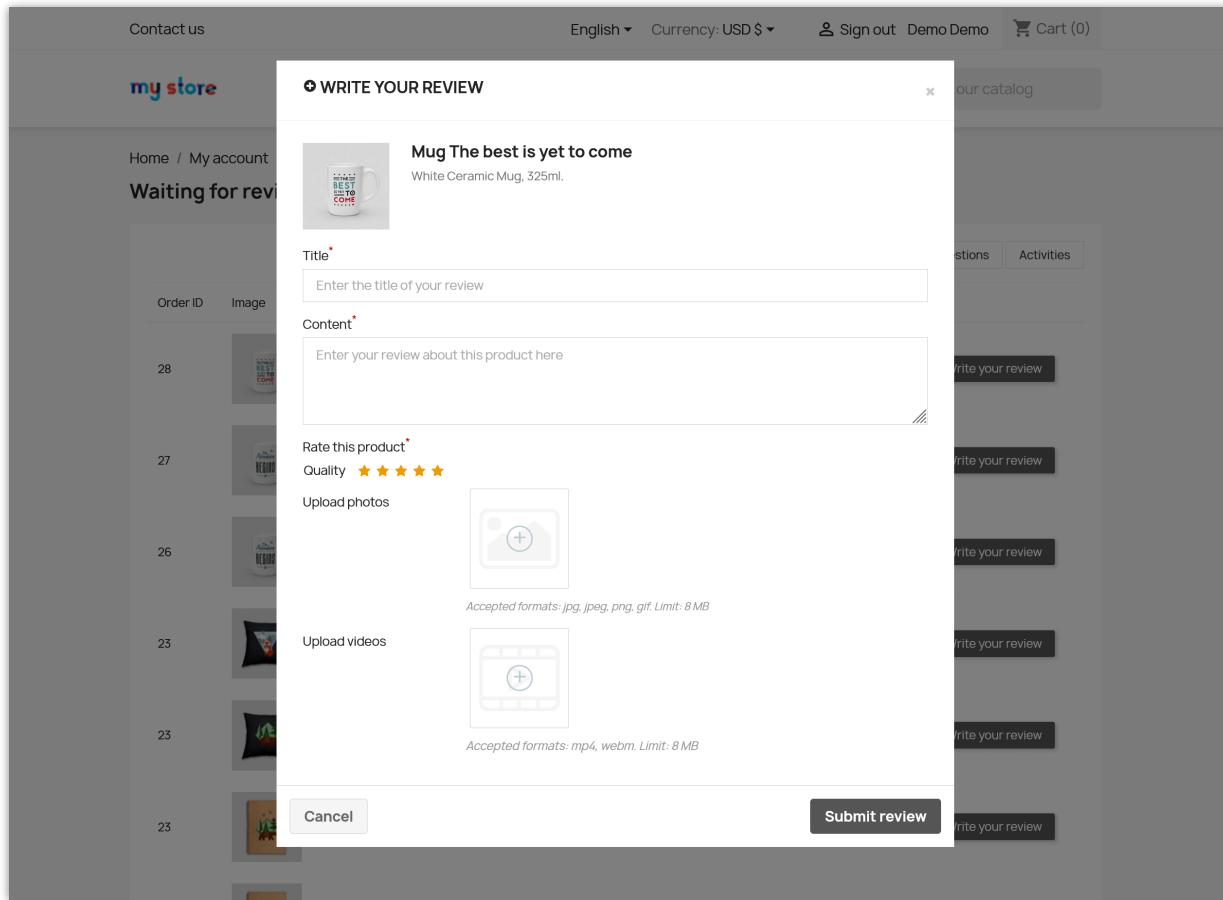
Note

The list depends on order validation rules configured in the Back Office.

Home / My account / Waiting for review

Waiting for review

Order ID	Image	Product	Order status	Purchased date	Action
28		Mug The best is yet to come	Awaiting check payment	05/23/2023	 Write your review
27		Mug The adventure begins	Payment accepted	05/23/2023	 Write your review
26		Mug The adventure begins	Payment accepted	05/23/2023	 Write your review
23		Mountain fox cushion	Awaiting check payment	03/06/2023	 Write your review
23		Brown bear cushion	Awaiting check payment	03/06/2023	 Write your review
23		Brown bear notebook	Awaiting check payment	03/06/2023	 Write your review
23		Mountain fox notebook	Awaiting check payment	03/06/2023	 Write your review
22		Mountain fox notebook	Awaiting bank wire payment	03/06/2023	 Write your review



2. My reviews

The **My Reviews** section displays all reviews submitted by the customer. Customers can:

- View review content and rating
- Check review approval status
- View comments and replies related to their reviews

Depending on store configuration, customers may also:

- Edit their reviews
- Delete their reviews
- Comment on their own reviews

My reviews

ID	Title	Review content	Rating	Like	Dislike	Product	Status	Time of publication
211	Whispers of Elegance	The Hummingbird Notebook is a captivating blend of grace and functionality, an embodiment of delicate beauty and the ...	5/5	2	--	Hummingbird notebook	Approved	2023-08-21 04:31:52
210	Nature's Embrace	The Brown Bear Notebook is a captivating blend of artistry and functionality, a testament to the allure of the wild and ...	5/5	--	--	Brown bear notebook	Approved	2023-08-21 04:30:24
209	A Journey of Inspiration	The Mountain Fox Notebook is a delightful companion that encapsulates the essence of nature's beauty and the charm of ...	5/5	--	--	Mountain fox notebook	Approved	2023-08-21 04:28:29
208	Graceful Delight	The Hummingbird - Vector Graphics product is an enchanting collection that effortlessly captures the delicate beauty ...	5/5	--	--	Hummingbird - Vector graphics	Approved	2023-08-21 04:27:14
207	Natural Elegance	The quality of the vectors is exceptional. Each graphic is meticulously crafted, ensuring that even the finest details ...	5/5	--	--	Brown bear - Vector graphics	Approved	2023-08-21 04:25:50

Whispers of Elegance

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View review #211 - Product: [Hummingbird notebook](#)



Demo Demo (You)

Verified purchase

★★★★★ (5.0)

6 months ago

Whispers of Elegance

The Hummingbird Notebook is a captivating blend of grace and functionality, an embodiment of delicate beauty and the joys of creative exploration. From the moment I laid eyes on this notebook, I was captivated by its enchanting cover and the promise it held.

Is this helpful? (2) (0) (1) Write a comment



Demo Demo (You)

Verified purchase

3 months ago

Pending for approval, only you can see it

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

(0) (0) (0) Reply



Write a comment...

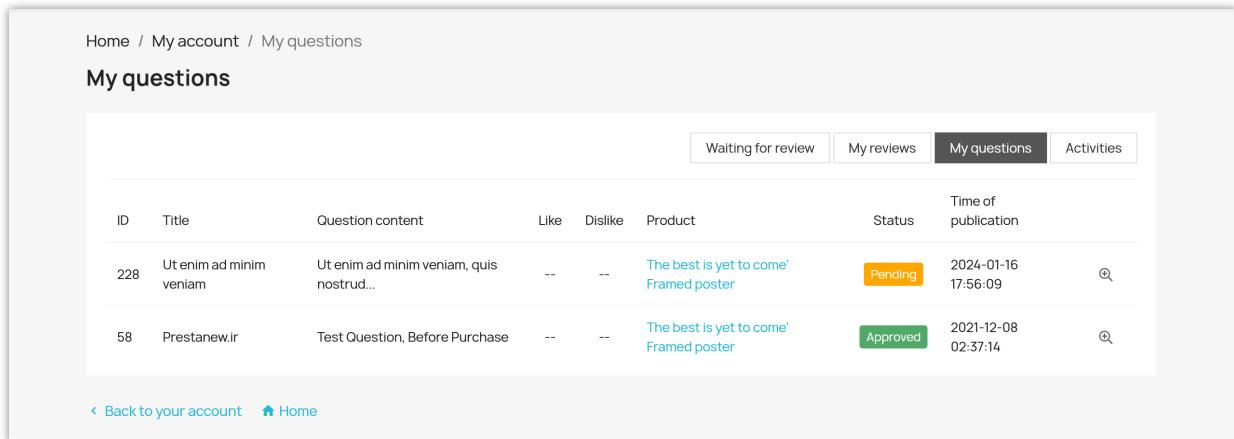
[Post comment](#)

3. My questions

The **My Questions** section displays all questions submitted by the customer. Customers can:

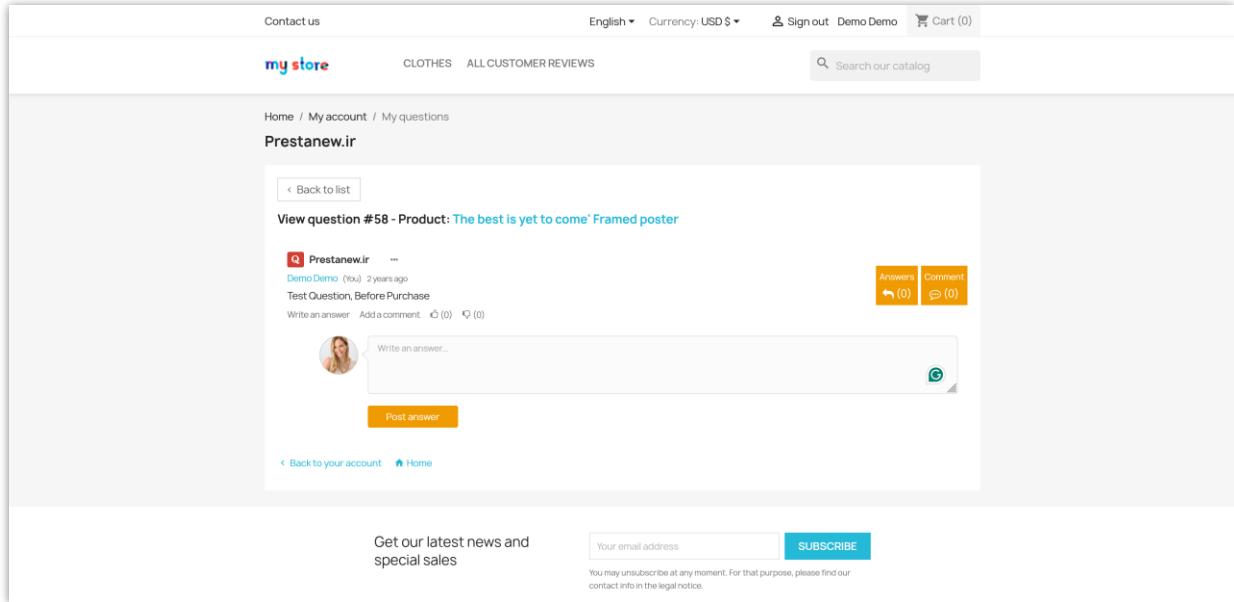
- View their questions and answers
- Reply to answers or comments
- Edit or delete their questions (if allowed)

Available actions depend on permissions configured in **Settings → Questions & Answers**.



ID	Title	Question content	Like	Dislike	Product	Status	Time of publication	Actions
228	Ut enim ad minim veniam	Ut enim ad minim veniam, quis nostrud...	--	--	The best is yet to come' Framed poster	Pending	2024-01-16 17:56:09	
58	Prestanew.ir	Test Question, Before Purchase	--	--	The best is yet to come' Framed poster	Approved	2021-12-08 02:37:14	

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my store CLOTHES ALL CUSTOMER REVIEWS Search our catalog

Home / My account / My questions
Prestanew.ir

View question #58 - Product: The best is yet to come' Framed poster

Prestanew.ir ...
Demo Demo (You) 2 years ago
Test Question, Before Purchase
Write an answer Add a comment

Write an answer...

Answers (0) Comment (0)

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You may unsubscribe at any moment. For that purpose, please find our contact info in the legal notice.

4. Activities

The **Activities** section shows a history of customer actions related to:

- Reviews
- Ratings
- Questions
- Answers
- Comments

This section is for reference only and helps customers track their interactions.

Important notes

- *Customers can only manage their own content*
- *Some actions (edit, delete, reply) may be restricted by admin settings*
- *Reviews and questions may not appear immediately if manual validation is enabled*

The screenshot shows a user interface for managing customer activities. At the top, there are navigation links: 'Home / My account / Activities'. Below this, the title 'Activities: Demo Demo' is displayed. A navigation bar at the top right includes tabs for 'Waiting for review', 'My reviews', 'My questions', and 'Activities', with 'Activities' being the active tab. The main content area lists five reviews, each with a user profile picture, the review title, a timestamp, and a snippet of the review text. The reviews are for 'Hummingbird notebook', 'Brown bear notebook', and 'Mountain fox notebook', each with a 5-star rating and a timestamp of '6 months ago'.

Review Title	Time	Product	Rating
liked_a_review	4 months ago	Hummingbird notebook	★★★★★
liked_a_review	6 months ago	Hummingbird notebook	★★★★★
liked_a_review	6 months ago	Hummingbird notebook	★★★★★
Demo Demo wrote a review for product: Hummingbird notebook	6 months ago	Hummingbird notebook	★★★★★
Demo Demo wrote a review for product: Brown bear notebook	6 months ago	Brown bear notebook	★★★★★
Demo Demo wrote a review for product: Mountain fox notebook	6 months ago	Mountain fox notebook	★★★★★