



PRODUCT REVIEWS

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

A product of PrestaHero

Table of Contents

I.	INTRODUCTION	4
II.	INSTALLATION	4
III.	GLOBAL SETTINGS	5
1.	LANGUAGES AND DISPLAY BEHAVIOR	5
2.	SECURITY AND reCAPTCHA	6
3.	REVIEW ELIGIBILITY & ORDER VALIDATION	6
4.	ACTIVITY LOGGING & CUSTOMER IDENTITY	7
5.	PERFORMANCE & COMPATIBILITY	7
IV.	REVIEW – HOW TO CONFIGURE CORRECTLY	8
1.	REVIEW SUBMISSION PERMISSIONS	8
2.	REVIEW APPROVAL AND MODERATION	9
3.	REVIEW FREQUENCY AND CONTENT LIMITS	10
4.	COMMENTS AND REPLIES ON REVIEWS	10
5.	MEDIA, LABELS AND TRUST INDICATORS	11
6.	REVIEW DISPLAY AND POSITIONING	11
7.	REVIEW CRITERIA	14
V.	REVIEW MANAGEMENT	17
1.	REVIEWS AND RATINGS LIST	17
2.	COMMENTS ON REVIEWS	19
3.	REPLIES MANAGEMENT	21
4.	BULK ACTIONS	22
5.	EXPORT REVIEWS FOR GOOGLE SHOPPING (XML)	22
VI.	QUESTION & ANSWER – HOW TO CONFIGURE CORRECTLY	24
1.	ENABLING Q&A & SUBMISSION PERMISSIONS	24
2.	VALIDATION & MODERATION RULES	24
3.	ANSWERING & COMMENTING PERMISSIONS	25
4.	EDITING & DELETION PERMISSIONS	25
5.	INTERACTION SETTINGS	26
6.	CONTENT LIMITS & FREQUENCY CONTROL	26
7.	DISPLAY & SORTING OPTIONS	27
VII.	Q&A MANAGEMENT	27
1.	QUESTION LIST	28
2.	ANSWERS LIST	29
3.	COMMENTS ON QUESTIONS AND ANSWERS	30
4.	BULK ACTIONS	32
VIII.	VOUCHER SETTINGS & DISCOUNT CODES	33
1.	ENABLING REVIEW VOUCHERS	33
2.	DISCOUNT CODE CONFIGURATION	33

3.	VOUCHER CONDITIONS & RESTRICTIONS	34
4.	VOUCHER COMPATIBILITY RULES	34
5.	“THANK YOU” POPUP MESSAGE	35
IX.	GOOGLE INTEGRATION (RICH SNIPPETS)	36
1.	GOOGLE RICH SNIPPETS (STRUCTURED DATA)	36
2.	THEME COMPATIBILITY & MANUAL HOOK	37
X.	IMPORT / EXPORT	38
1.	EXPORT REVIEW & Q&A DATA (BACKUP / MIGRATION)	38
2.	IMPORT DATA FROM AN EXPORTED PACKAGE (ZIP)	40
3.	IMPORT REVIEWS USING CSV / XLSX FILES	41
4.	IMPORT FROM PRESTASHOP “PRODUCT COMMENTS” MODULE	42
XI.	EMAIL & AUTOMATION	43
1.	MAIL TEMPLATES	44
2.	AUTOMATION (CRONJOB)	45
3.	MAIL TRACKING	47
4.	MAIL QUEUE	48
5.	MAIL LOG	48
XII.	ADVANCED MANAGEMENT & REFERENCE	50
1.	STAFF MANAGEMENT	50
2.	AUTHORS LIST	52
3.	ACTIVITY LOGS	52
4.	REVIEW SECTION DESIGN	54
XIII.	CUSTOMER-SIDE MANAGEMENT	55
1.	WAITING FOR REVIEW	56
2.	MY REVIEWS	57
3.	MY QUESTIONS	59
4.	ACTIVITIES	60

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

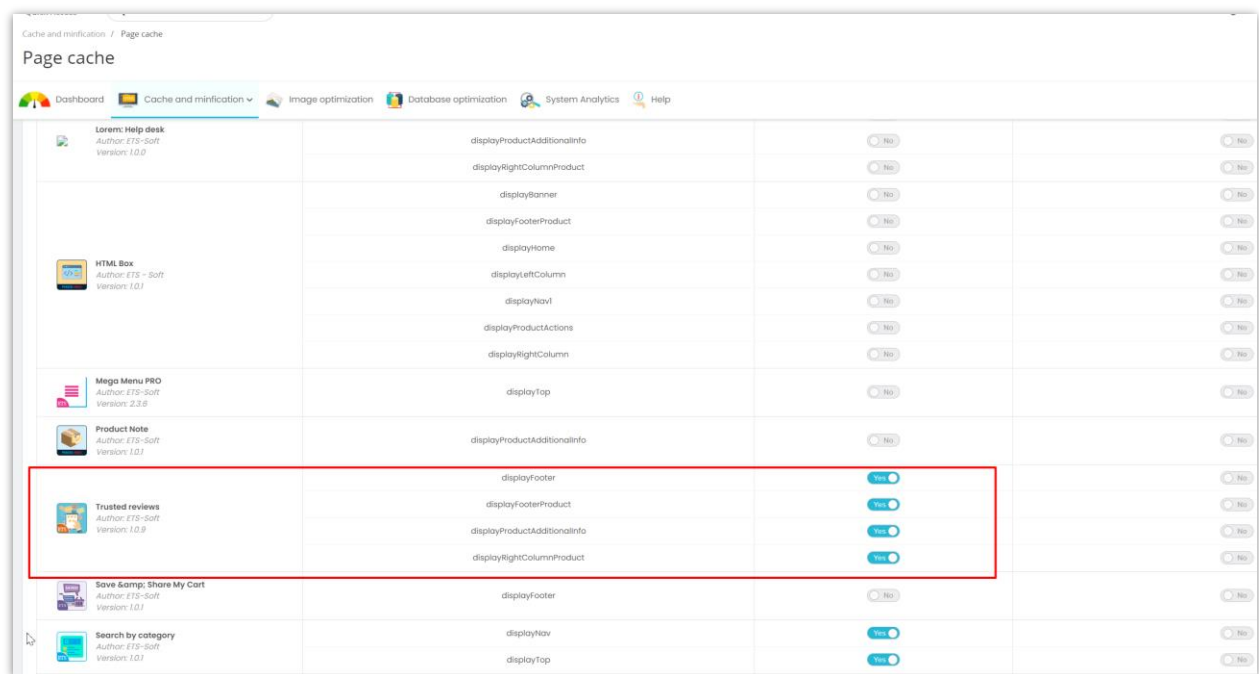
These options help optimize performance and prevent conflicts with themes or third-party modules.

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.*



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.

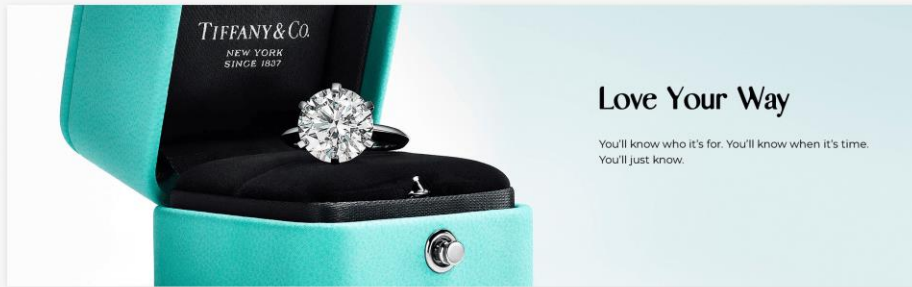
Note

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

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

[All products >](#)

Customer reviews



4.9 rating of 13 reviews

<div>Freya Nguyen</div> <div>11 months ago</div> <div>★★★★★</div> <div>Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna a...</div> <div>Color block napkins</div>	<div>Freya Nguyen</div> <div>11 months ago</div> <div>★★★★★</div> <div>Nec feugiat in fermentum posuere urna</div> <div>Proin libero nunc consequat interdum varius sit. Turpis egestas integer eget aliquet. Dictum non consectetur a erat n...</div> <div>Freshwater Pearl Ring in Sterling Silver</div>	<div>Freya Nguyen</div> <div>11 months ago</div> <div>★★★★★</div> <div>Vitae nunc sed velit dignissim</div> <div>Sed risus pretium quam vulputate dignissim. Blandit massa enim nec dui nunc mattis enim ut tellus. Semper auctor nequ...</div> <div>Tiffany Victoria Earrings</div>	<div>Liesel Remolieno</div> <div>1 year ago</div> <div>★★★★★</div> <div>Lovely patterned napkins Lorem</div> <div>Triple Drop Earrings</div>
---	--	--	--

[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.*

PRODUCT REVIEWS / Q&A

Average rating

4.9

★★★★★

20 Reviews

★★★★★

★★★★☆

★★★☆☆

★★☆☆☆

★☆☆☆☆

Excellent

Good

Medium

Poor

Terrible

18

1

0

0

0

Write your review

Ask a question

Reviews (20) Questions & Answers (13) Sort by: Latest

Q Koks kaina si preke?

Jolanta 2 years ago

Ar turite?

Write an answer Add a comment (1) (0)

A Answer (1)

1 dqsdsdqs

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?

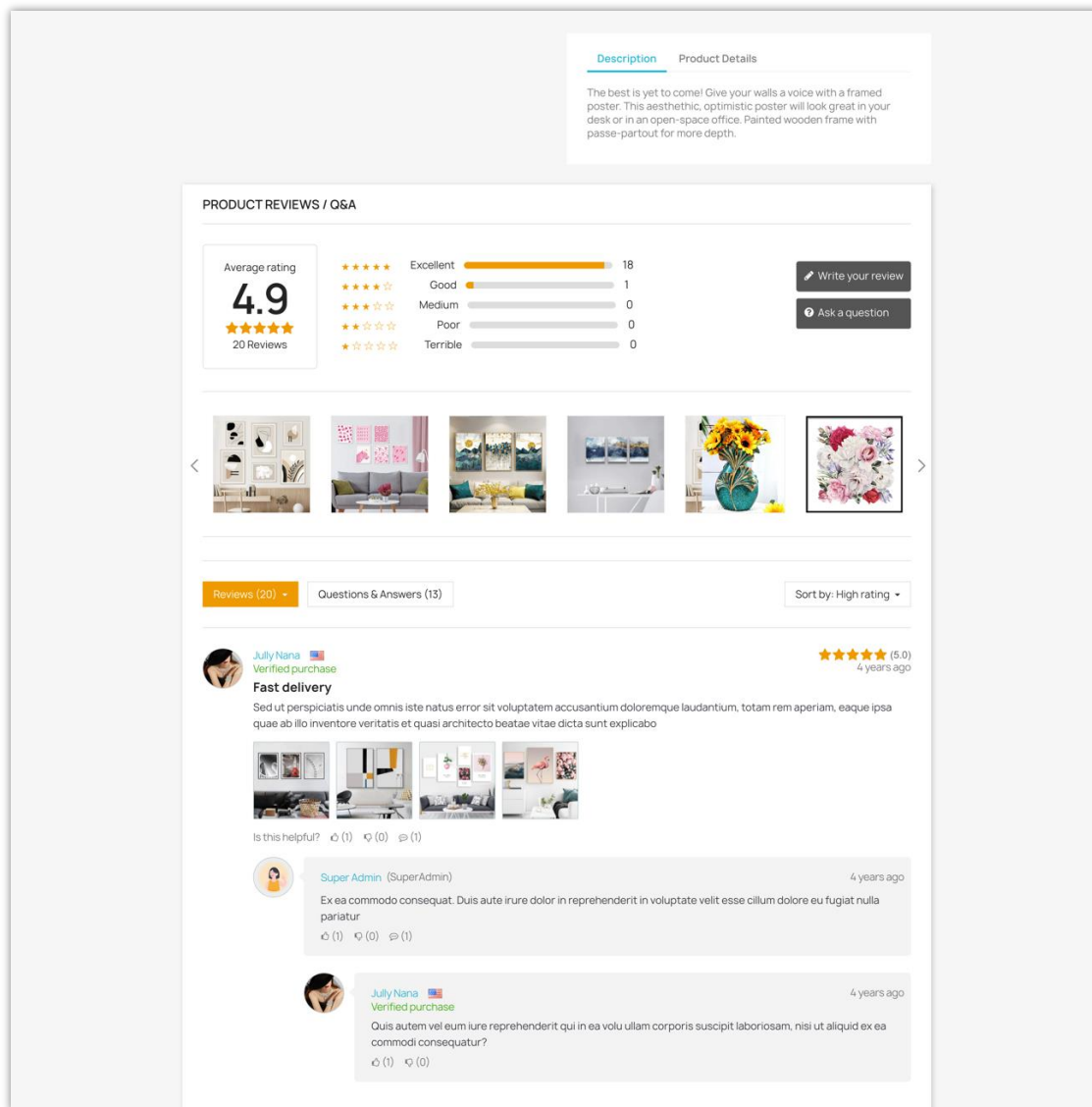
Write an answer Add a comment (1) (0)

A Answer (1)

1 Si asi es

Demo Demo (Demo) 3 years ago Add a comment (0)

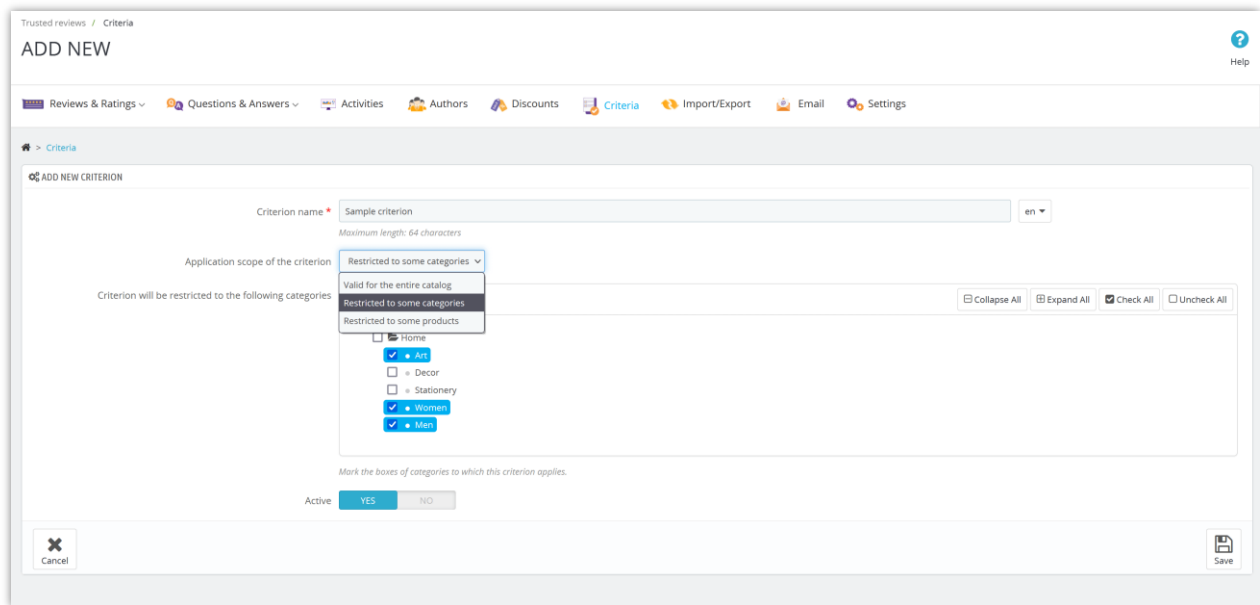
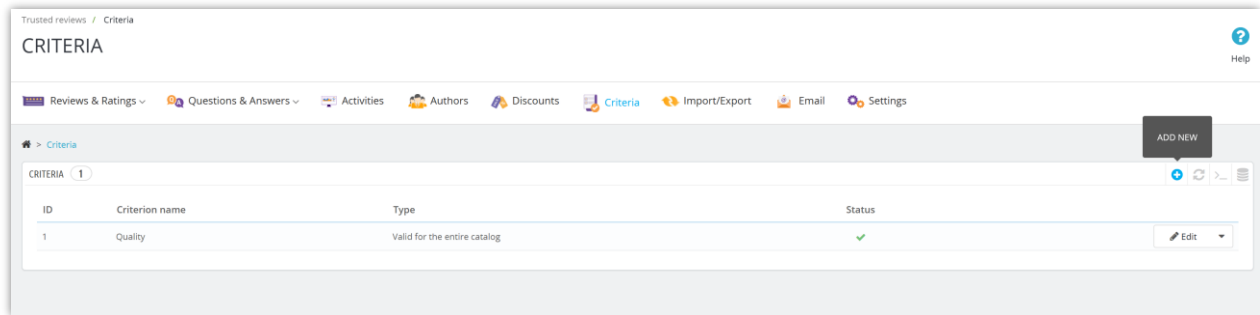
13



7. Review criteria

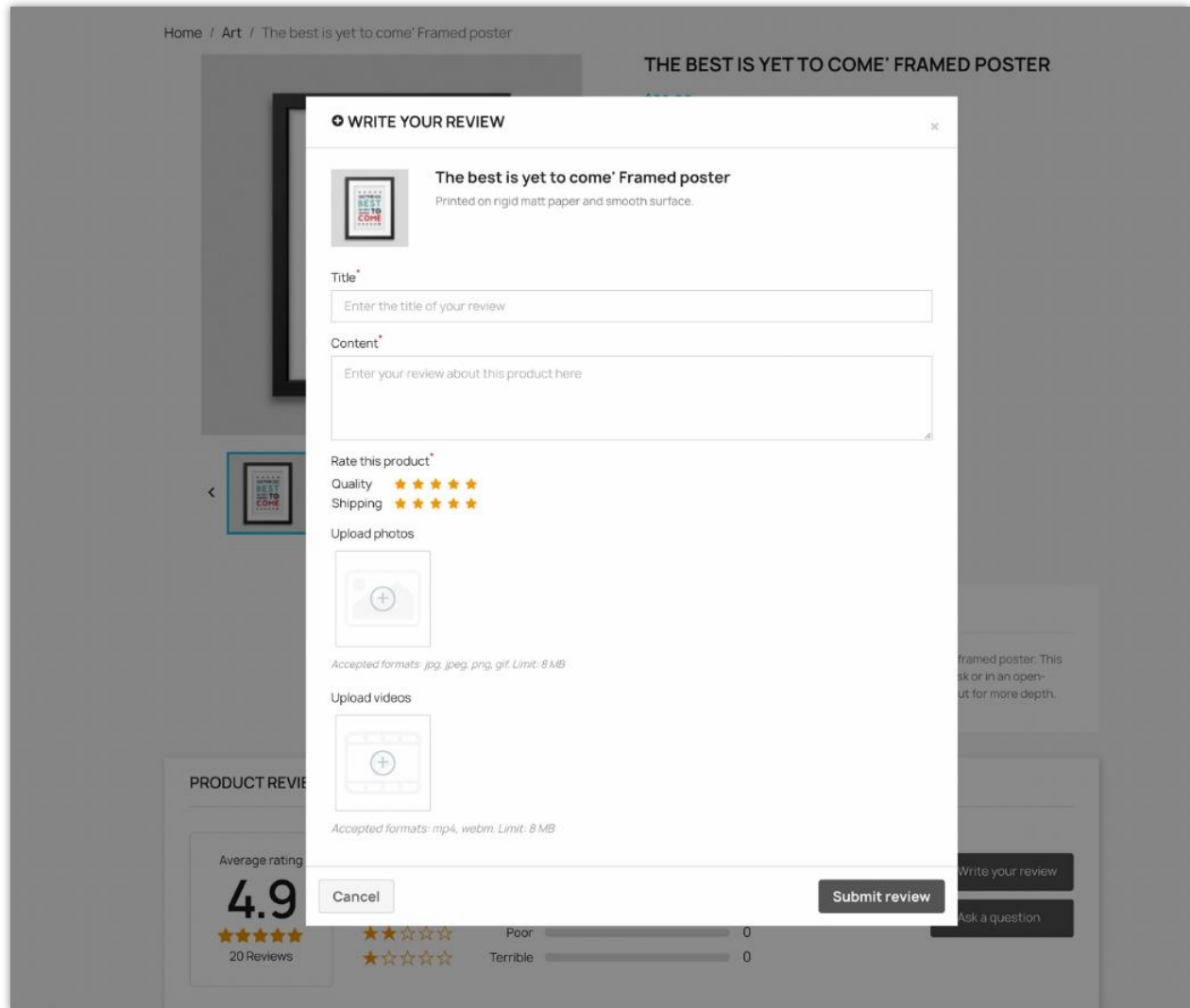
Review criteria allow you to collect ratings based on specific aspects of a product, such as quality, design, or value for money. To access: go to **Criteria** page.

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



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

Search

Reviews & Ratings

View my shop

Help

Reviews & Ratings

Questions & Answers

Activities

Authors

Discounts

Criteria

Import/Export

Email

Settings

Reviews & Ratings

Reviews & Ratings

REVIEWS & RATINGS 22

ID

Title

Review rating content

Comments

Replies

Rating

Liked

Disliked

Author

Product image

Product

Languages to display

Status

Reported

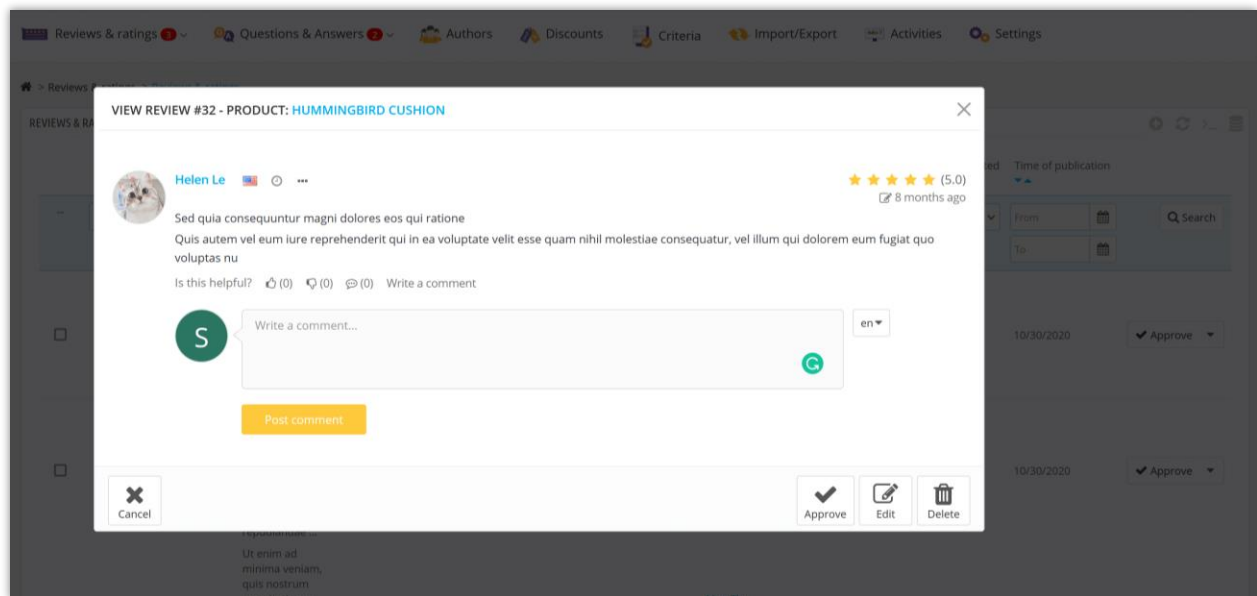
Time of publication

Search

<input type="checkbox"/>	35	burakao	Amanda ma nas kikama bo na maca	--	--	3.0/5	--	--	Demo Demo		Mug The adventure begins	All	Pending	--	09/19/2021	<div>Approve</div> <div>View</div> <div>Edit</div> <div>Set as Private</div> <div>Delete</div> <div>Approve</div>
<input type="checkbox"/>	34	Stefanos	Stara mana jest naprana. kuku na muniu masz.	--	--	3.0/5	--	--	Hungary		The best is yet to come Framed poster	All	Pending	--	09/19/2021	<div>Approve</div> <div>View</div> <div>Edit</div> <div>Set as Private</div> <div>Delete</div> <div>Approve</div>
<input type="checkbox"/>	33	good	good good	--	--	5.0/5	--	--	good		The best is yet to come Framed poster	All	Pending	--	09/15/2021	<div>Approve</div> <div>View</div> <div>Edit</div> <div>Set as Private</div> <div>Delete</div> <div>Approve</div>
<input type="checkbox"/>	28	Kualitas produk bagus	test	--	--	5.0/5	--	--	makmur		The best is yet to come Framed poster	All	Pending	--	08/02/2021	<div>Approve</div> <div>View</div> <div>Edit</div> <div>Set as Private</div> <div>Delete</div> <div>Approve</div>
<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	--	Demo Test		The best is yet to come Framed poster	All	Approved	--	07/28/2021	<div>Approve</div> <div>View</div> <div>Edit</div> <div>Set as Private</div> <div>Delete</div> <div>Approve</div>
<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	--	Jully		The best is yet to come Framed poster	All	Approved	--	06/29/2021	<div>Approve</div> <div>View</div> <div>Edit</div> <div>Set as Private</div> <div>Delete</div> <div>Approve</div>

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

Quick Access View my shop

Reviews & Ratings / Comments

COMMENTS

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

> Reviews & Ratings > Comments

COMMENTS 11

ID	Comment content	Replies	Liked	Disliked	Author	Product	Status	Reported	Time of publication	
18	Z motyw na słonce się udaje.	1	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	09/19/2021	View
17	Amanda ma wielkiego.	--	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	09/19/2021	View
11	Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ...	--	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	06/29/2021	Edit
10	Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, ...	2	--	--	--	The best is yet to come' Framed poster	Approved	--	06/29/2021	Set as Private
7	Natus error sit voluptatem accusantium doloremque laudantium iste natus er	--	--	--	--	Mug The best is yet to come	Approved	--	06/28/2021	Delete
6	Ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse	1	--	--	--	Mug The best is yet to come	Approved	--	06/28/2021	View
5	Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias	2	1	--	--	The best is yet to come' Framed poster	Approved	--	06/28/2021	View
4	Ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla ...	1	--	--	--	The best is yet to come' Framed poster	Approved	--	06/28/2021	View
3	Cute, very lightweight sweater, good as a light coverup in warm weather	--	--	--	--	Hummingbird printed sweater	Approved	--	06/28/2021	View
2	Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ...	--	--	--	--	Hummingbird printed t-shirt	Approved	--	06/28/2021	View
1	Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio ...	2	--	--	--	Hummingbird printed t-shirt	Approved	--	06/28/2021	View

Bulk actions Display 50 / 11 result(s)

Available actions:

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

EDIT COMMENTS # 6

* Content en

Maximum length: 65535 characters

Status

Approved

Awaiting

Approved

Private

Cancel Save

Display 50 / 5 result(s)

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**.

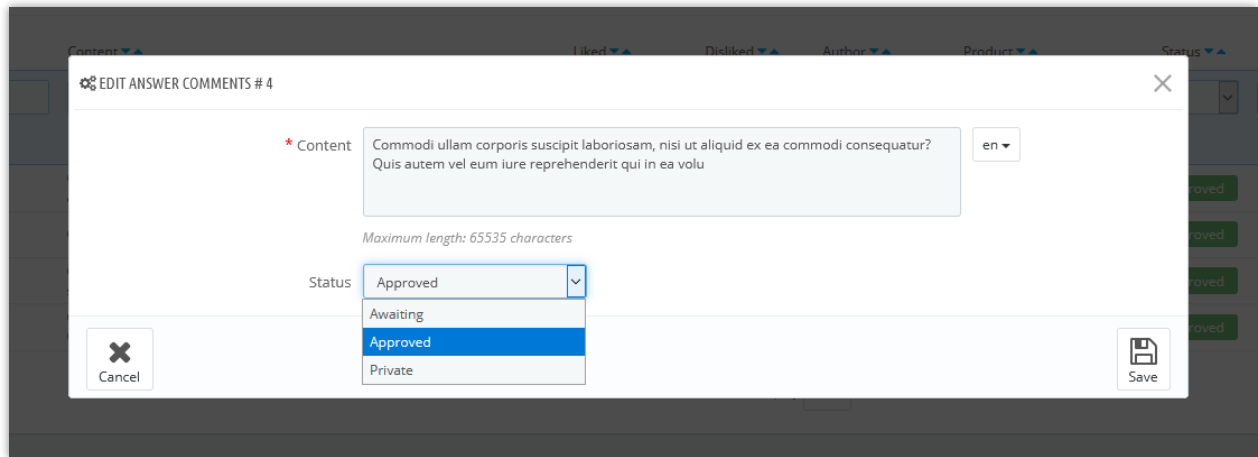
Each reply record includes:

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

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

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

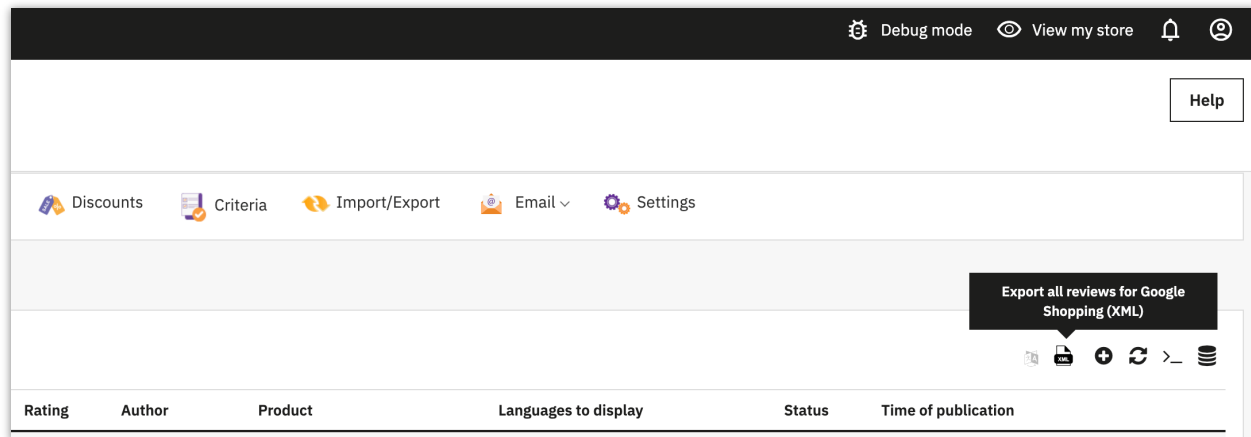
Bulk actions are useful when handling a large number of pending reviews or spam submissions.

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

Quick Access

Search

View my shop

Questions & Answers / Questions

QUESTIONS AND ANSWERS

Help

Reviews & Ratings

Questions & Answers

Activities

Authors

Discounts

Criteria

Import/Export

Email

Settings

Questions & Answers

Questions

QUESTIONS AND ANSWERS

15

ID	Title	Question content	Comments	Answers	Liked	Disliked	Author	Product image	Product	Languages to display	Status	Reported	Time of publication	
37	I have one question	Hello my question about The best is yet to come' Framed poster is this.	1	--	--	--	hassan seify		The best is yet to come' Framed poster	All	Pending	--	09/24/2021	<div>Approve</div> <div>View</div> <div>Edit</div> <div>Set as Private</div> <div>Delete</div>
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	
32	Is blue available?	Is blue available?	--	--	--	--	Dany		The best is yet to come' Framed poster	All	Pending	--	09/12/2021	
31	test product	test faq	--	--	--	--	joe		The best is yet to come' Framed poster	All	Pending	--	08/22/2021	<div>Approve</div>
30	tr	cree	--	--	--	--	rr		The adventure begins Framed poster	All	Pending	--	08/21/2021	<div>Approve</div>
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	<div>Approve</div>
27	uehfioef	test	--	--	--	--	ejfozeftoztest		Mug Today is a good day	All	Pending	--	07/30/2021	<div>Approve</div>
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	<div>View</div>

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 fornirle 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**

The screenshot shows the 'QUESTION COMMENTS' page. At the top, there's a search bar and navigation links. Below the page title, a breadcrumb trail reads 'Questions & Answers > Comments for question'. A horizontal menu contains various icons for different sections. The main area features a table with columns: ID, Content, Liked, Disliked, Author, Product, Status, Reported, and Time of publication. The table lists five comments. A context menu is open over the first comment, showing options: View, Edit, Set as Private, and Delete. At the bottom, there's a 'Bulk actions' button and a display count of '50 / 5 result(s)'.

ID	Content	Liked	Disliked	Author	Product	Status	Reported	Time of publication
20	this is a good question, i have this question too.	--	--	hassan sefly	The best is yet to come' Framed poster	Approved	--	09/25/2021
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
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
12	Nemo enim isam voluptatem qua voluptas sit aspernatur aut odit aut fugit, sed qua consequuntur magni dolores	--	--	Kim Kim	The best is yet to come' Framed poster	Approved	--	06/29/2021
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

The screenshot shows the 'ANSWER COMMENTS' page. It has a similar layout to the previous one, with a breadcrumb trail 'Questions & Answers > Comments for answer'. The table lists two comments. A context menu is open over the second comment, showing options: View, Edit, Set as Private, and Delete.

ID	Content	Liked	Disliked	Author	Product	Status	Reported	Time of publication
9	no bez jaj	--	--	Demo Demo	The best is yet to come' Framed poster	Approved	--	09/19/2021
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

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	
<input type="checkbox"/>	1 REV_AA4XAYKC	1	Kim Kim	20.00 %	07/05/2021 02:49:14	✓	Edit
<input type="checkbox"/>	2 REV_ABWP9AH5	1	Jully Nana	20.00 %	07/05/2021 03:13:24	✓	Edit
<input type="checkbox"/>	3 REV_MRGCJD54	1	Jully Nana	20.00 %	07/05/2021 03:14:52	✓	Edit
<input type="checkbox"/>	4 REV_XENAEKDJ	1	Jully Nana	20.00 %	07/05/2021 03:22:13	✓	Edit
<input type="checkbox"/>	5 REV_VREOQTYJ	1	Jully Nana	20.00 %	07/05/2021 03:28:40	✓	Edit
<input type="checkbox"/>	6 REV_FWDNYMTI	1	Jully Nana	20.00 %	07/05/2021 03:45:14	✓	Edit
<input type="checkbox"/>	7 REV_VTAJPJST	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.

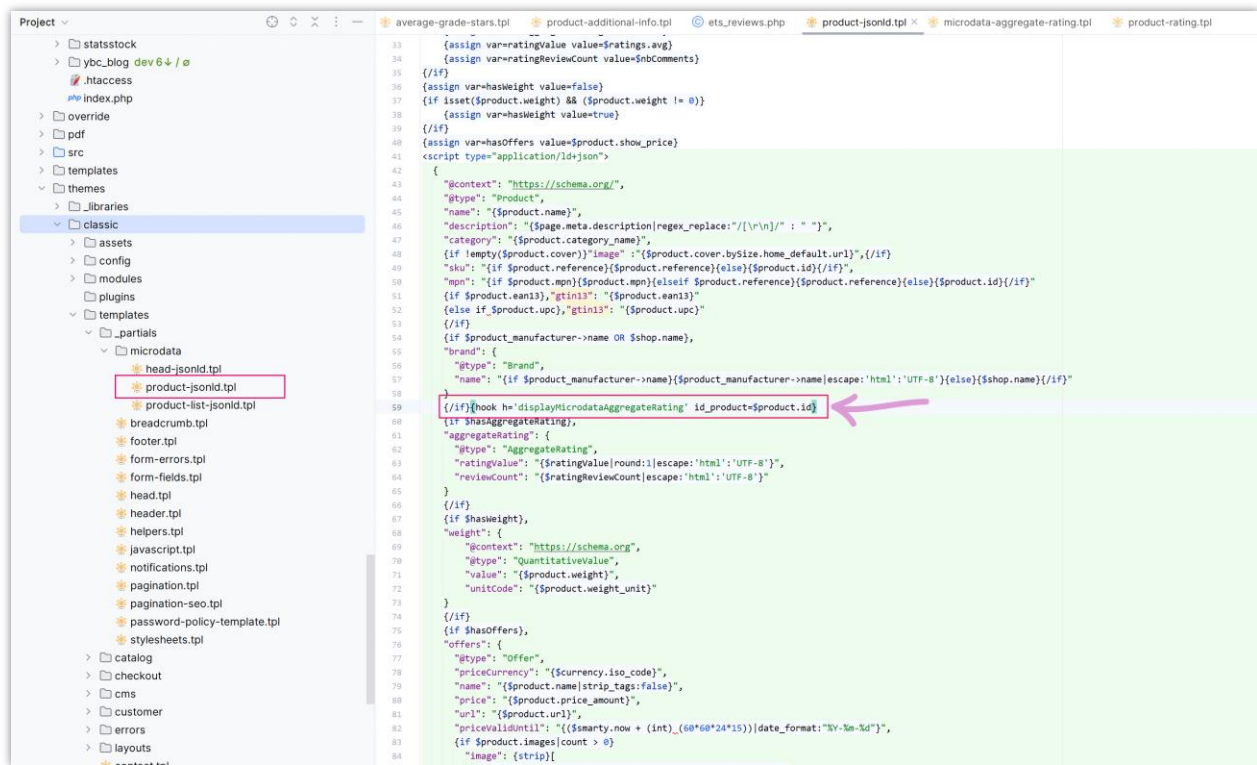
Manual hook location:

/themes/your_current_theme/templates/_partials/microdata/product-jsonld.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 displays the PrestaShop 'Import/Export' module interface. The top navigation bar includes links for Reviews & Ratings, Questions & Answers, Staff, Activities, Authors, Discounts, Criteria, Import/Export, Email, and Settings. The main content area is titled 'Import/Export' and is divided into three columns. The first column, 'EXPORT PRODUCT REVIEW DATA', is highlighted with a red dashed box and contains an 'Export reviews' button and a checked checkbox for 'Export review photos'. The second column, 'IMPORT PRODUCT REVIEW DATA', includes a 'Browse...' button for selecting a product review data package, a list of data types to import (Reviews, Comments, Replies, Questions & Answers, Answers, Comment, Module configuration, and Activities), and toggle switches for 'Override existing items if exist the same ID' (Enabled) and 'Remove all data before importing' (Disabled). The third column, 'IMPORT DATA FROM "PRODUCT COMMENT" MODULE BY PRESTASHOP', provides a criterion mapping section with a dropdown menu set to 'Quality' and an 'Import' button. A note at the bottom of the third column states: '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.'

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*

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 **Browse...** 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

Remove all data before importing ☐ Disabled

Import reviews

IMPORT PRODUCT REVIEW DATA USING CSV OR XLSX FILE

Product review data package **Browse...** No file selected.

Accepted formats: csv, xlsx. Example file: Import_reviews_example.xlsx

Remove all review data before importing ☐ No

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

Quality > Quality

Import

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)*

The screenshot shows the PrestaShop Import/Export interface. The top navigation bar includes links for Reviews & Ratings, Questions & Answers, Staff, Activities, Authors, Discounts, Criteria, Import/Export, Email, and Settings. The main content area is titled 'Import/Export' and contains three panels:

- EXPORT PRODUCT REVIEW DATA:** Features an 'Export reviews' button and a checkbox for 'Export review photos'.
- IMPORT PRODUCT REVIEW DATA:** Includes a 'Browse...' button for selecting a product review data package. Below this, there are checkboxes for selecting types of data to import: Reviews, Comments, Replies, Questions & Answers, Answers, Comment, Module configuration, and Activities. There are also toggle switches for 'Override existing items if exist the same ID' (Enabled) and 'Remove all data before importing' (Disabled). An 'Import reviews' button is at the bottom.
- IMPORT PRODUCT REVIEW DATA USING CSV OR XLSX FILE:** This section is highlighted with a red dashed border. It includes a 'Browse...' button for selecting a file. Below this, there are checkboxes for 'Remove all review data before importing' (No) and 'Import reviews'.
- IMPORT PRODUCT QUESTION & ANSWER DATA USING CSV OR XLSX FILE:** This section is also highlighted with a red dashed border. It includes a 'Browse...' button for selecting a file. Below this, there are checkboxes for 'Remove all question data before importing' (No) and 'Import question & answer'.
- IMPORT DATA FROM "PRODUCT COMMENT" MODULE BY PRESTASHOP:** This panel includes a 'Criterion mapping' section with a dropdown menu for 'Quality' and an 'Import' button.

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*

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*

Quick Access

Search

View my store

Email / Mail templates

MAIL TEMPLATES

Help

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

Email > Mail templates

Mail templates 12

	ID	Template	Subject	Content	Is enabled	
<input type="checkbox"/>						Search
<input type="checkbox"/>	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}	✗	Edit
<input type="checkbox"/>	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}	✓	Edit
<input type="checkbox"/>	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}	✓	Edit
<input type="checkbox"/>	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}	✓	Edit
<input type="checkbox"/>	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}	✗	Edit
<input type="checkbox"/>	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}	✓	Edit
<input type="checkbox"/>	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}	✓	Edit
<input type="checkbox"/>	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}	✓	Edit
<input type="checkbox"/>	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}	✓	Edit
<input type="checkbox"/>	11	tocustomer_rating_invitation	Do you satisfy with "{product_name}"?	{logo_img} Hi {customer_name}, We hope that you can spare your time to rate your recently purchased items: {product_list} 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}	✓	Edit
<input type="checkbox"/>	12	tocustomer_rating_invitation_get_voucher	Rate now to get a voucher code	{logo_img} Hi {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,	✓	Edit
<input type="checkbox"/>	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}	✓	Edit

Bulk actions

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*

✖ > 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=bm8lg1nD5yA>
 - If your cpanel software is Plesk, see this: <https://docs.plesk.com/en-US/obaidian/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)

5

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

5

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

LThz90jps4

2G Generate

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

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

Execute the cronjob manually by clicking on the button below

Execute cronjob manually

Save cronjob log

Enabled

Only recommended for debug purpose

Cronjob log

Clear log

Save

46

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

Quick Access ▾

Search

View my store

Help

Email / Mail tracking

MAIL TRACKING

Reviews & Ratings ▾Questions & Answers ▾Staff ▾ActivitiesAuthorsDiscountsCriteriaImport/ExportEmail ▾Settings

Email > Mail tracking

Mail tracking 125

Refresh

More

ID	Customer	Subject	Execute status	Execution time	Order reference	Discount	Rating
1047	--	Your reseña has been submitted and is waiting for approval	Read	10/05/2024 18:50:11	--	--	--
1027	Deneme Deneme 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	TTYQVMJH	--	--
1011	aaa bbb a@b.c	You got a voucher code from (shop_name)	Delivered	05/21/2024 23:11:24	--	REV_FW8J03NIA3	★★★★★
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_RDU7Q1U1KB	★★★★★
992	trang luv trangluutest@gmail.com	You got a voucher code from Demo Product Reviews	Read	03/26/2024 00:01:10	--	REV_XXV9MLVF93	★★★★★
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 Amir amir@amir.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	JHOCRF6JM	--	--
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	ULEUH3JU	--	--

Display 20 / 125 result(s)

1 2 3 ... >

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

Email queue 117									
ID	Customer	Template	Subject	Content	Trying times	Schedule time	Queue at		
						From To	From To	Search	
1063	Hello world asd@sdfs.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 ok 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	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. calitate 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	Send mail	
1061	YOUSFI IDRISSE OMAR	tocustomer_approved	Your review has been approved and published.	Hello YOUSFI IDRISSE 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	Send mail	
1060	Hola	tocustomer_approved	Your reseña has been approved and published.	Hello Hola, Your reseña 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	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	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 items. Code: REV_BDOUD5B8BA 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	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	Send mail	
1056	David daw@daw.pl	tocustomer_approved	Your przejrzed has been approved and published.	Hello Dawid, Your przejrzed 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	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	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 AdSense. 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 mantendremos su acceso seguro y solo los usaremos 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	Send mail	
1053	Testus hmmmm@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	Send mail	
1052	Probiar probiar@probiar.com	tocustomer_approved	Your review has been approved and published.	Hello Probiar, 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	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	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	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.

Quick Access ▾

Search

View my store ⓘ

Email / Mail log

MAIL LOG

Reviews & Ratings ▾Questions & Answers ▾StaffActivitiesAuthorsDiscountsCriteriaImport/ExportEmail ▾Settings

> Email > Mail log

Mail log

Queue ID	Subject	Content	Customer	Time sent	Status
				FromTo	
1035	Your reselfa has been submitted and is waiting for approval	Hello Test, Your reselfa 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	Test	09/17/2024 07:33:48	DeliveredView
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_RJ2TAVBHCZ 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	Demo Demo demo@demo.com	07/12/2024 12:44:24	DeliveredView
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. 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	Demo Demo demo@demo.com	07/12/2024 12:44:24	DeliveredView
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. 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	Demo Demo demo@demo.com	07/12/2024 12:44:23	DeliveredView
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	DeliveredView
1015	Do you satisfy with "The best is yet to come' Framed poster"? Rate now to get a voucher code	Hi 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	DeliveredView
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. 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	Demo Demo demo@demo.com	05/27/2024 13:38:09	DeliveredView
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	DeliveredView
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	DeliveredView
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	DeliveredView
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	DeliveredView
935	Demo Demo commented on your answer	Hello Demo 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	DeliveredView
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	DeliveredView
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	DeliveredView
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_FW83O3NIAJ 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	aaa bbb a@b.c	05/21/2024 23:11:24	DeliveredView
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	DeliveredView
932	Your question has been submitted and is waiting for approval	Hello nuk, Your question on Hummingbird printed t-shirt 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	DeliveredView
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	demo@demo.it	05/11/2024 03:50:49	DeliveredView
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	DeliveredView
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	DeliveredView

Display 20 / 58 result(s)

<123>

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

Trusted reviews / Staffs

EMPLOYEES

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

Home > Staff > BO staff

ID	Avatar	Employee name	Profile	Display name	Email	Is staff	
1		Camelia Studio	SuperAdmin	Camelia Studio	camelia@cameliastudio.com	✓	Edit

Trusted reviews / Staffs

EMPLOYEES

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

Staff > BO staff

EDIT EMPLOYEE

First name: Camella

Last name: Studio

Email: [redacted]

Display name: Camella Studio

Avatar: [image] 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

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

Staff > FO staff

CUSTOMERS

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

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

Staff > FO staff

ADD CUSTOMER

Customer: 20-11's Bua (bua@cent.com@gmail.com)

Display name: PrestaHero shop

Avatar: [image] Add file

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

Back to list

Save and stay Save

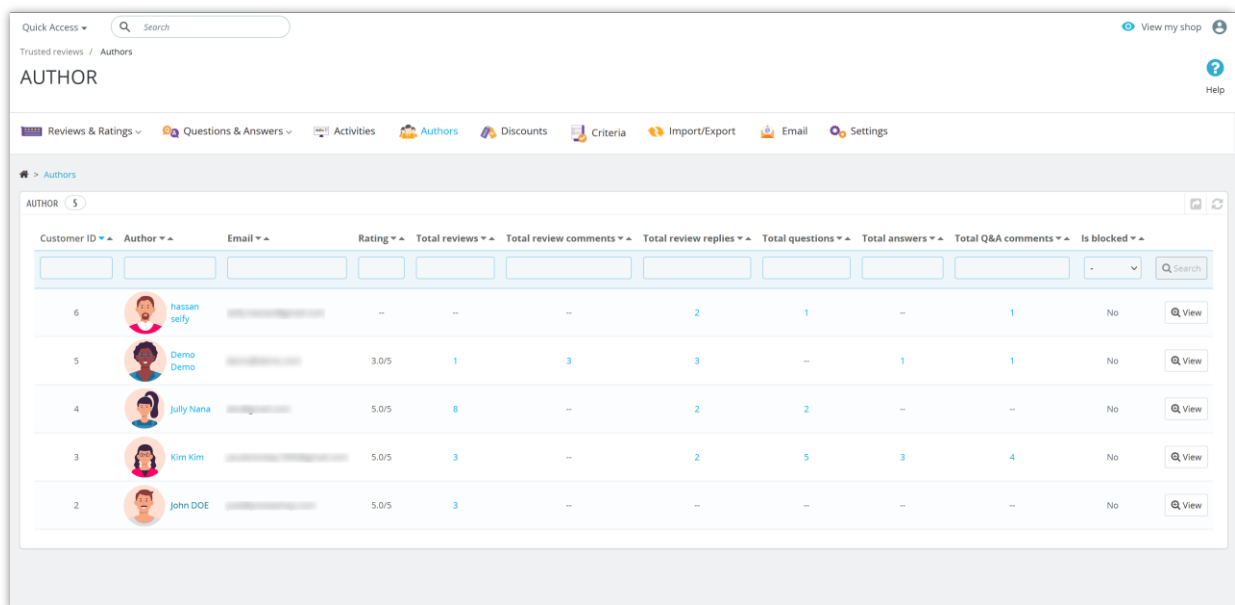
2. Authors list

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 Seify		--	--	--	2	1	--	1	No	View
5	Demo Demo		3.0/5	1	3	3	--	1	1	No	View
4	July Nana		5.0/5	8	--	2	2	--	--	No	View
3	Kim Kim		5.0/5	3	--	2	5	3	4	No	View
2	John DOE		5.0/5	3	--	--	--	--	--	No	View

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

Quick Access ▾ Search

Trusted reviews / Activities

ACTIVITIES

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

> Activities

ACTIVITIES 9

Read	Action	Author	Content	Image	Product	Status	Date
<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
<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
<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
<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 opinion)." ★★★★★		Color block napkins	Approved	3 hours ago
<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 eget. Mauris commodo quis imperdiet...		Freshwater Pearl Ring in Sterling Silver	Approved	18 hours ago
<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
<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 nostrud...		Love Bugs Amethyst Butterfly Ring	Approved	18 hours ago
<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 nostrud...		Love Bugs Amethyst Butterfly Ring	Approved	18 hours ago
<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 aliqua. Ut enim ad minim veniam, quis nostrud..."		Love Bugs Amethyst Butterfly Ring	Approved	18 hours ago

Bulk actions ▾

CRONJOB NOTIFICATION

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

Note

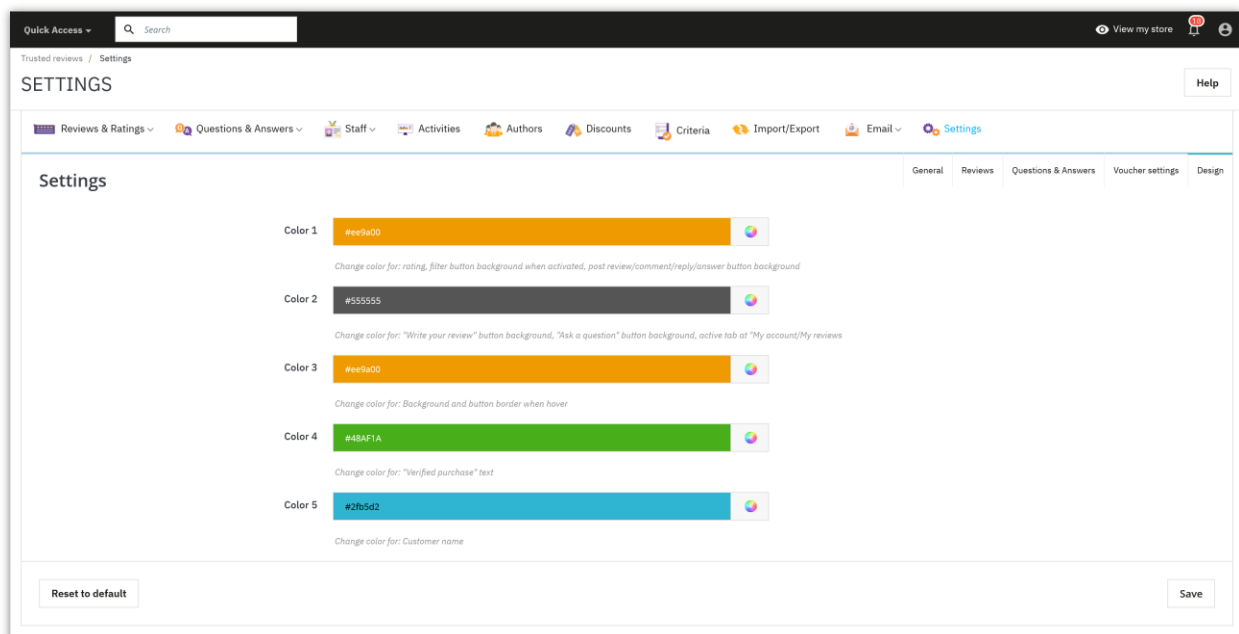
Activity logs are informational only and do not affect module behavior.

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

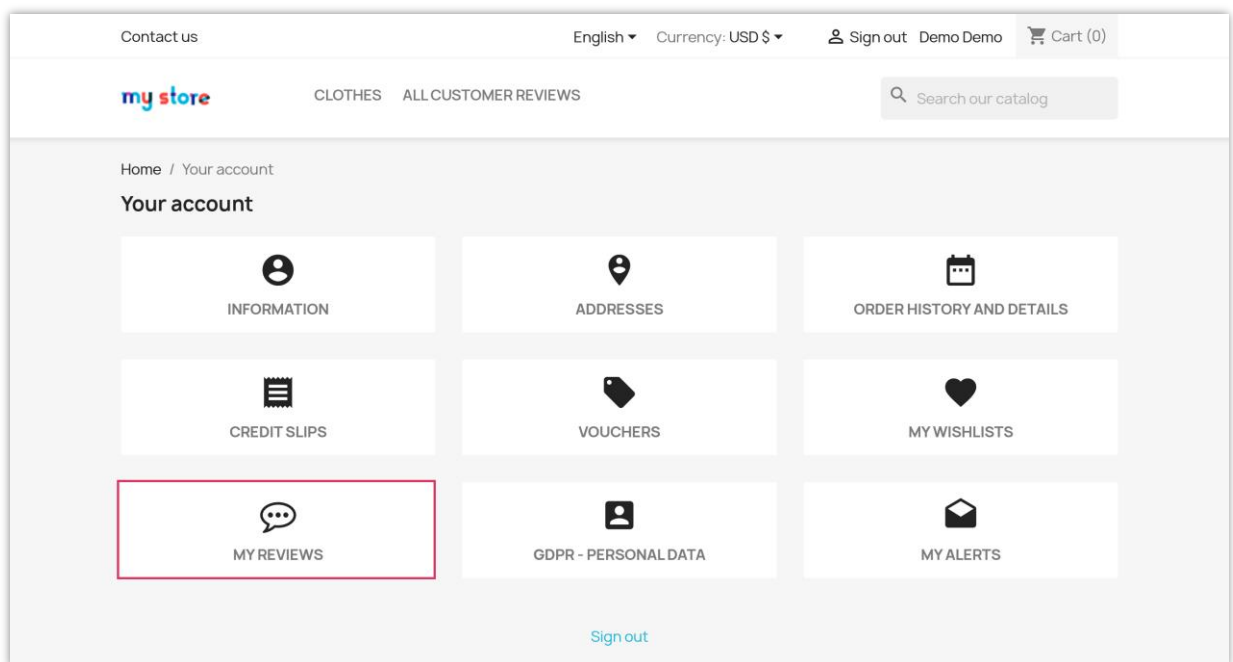
XIII. CUSTOMER-SIDE MANAGEMENT

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.

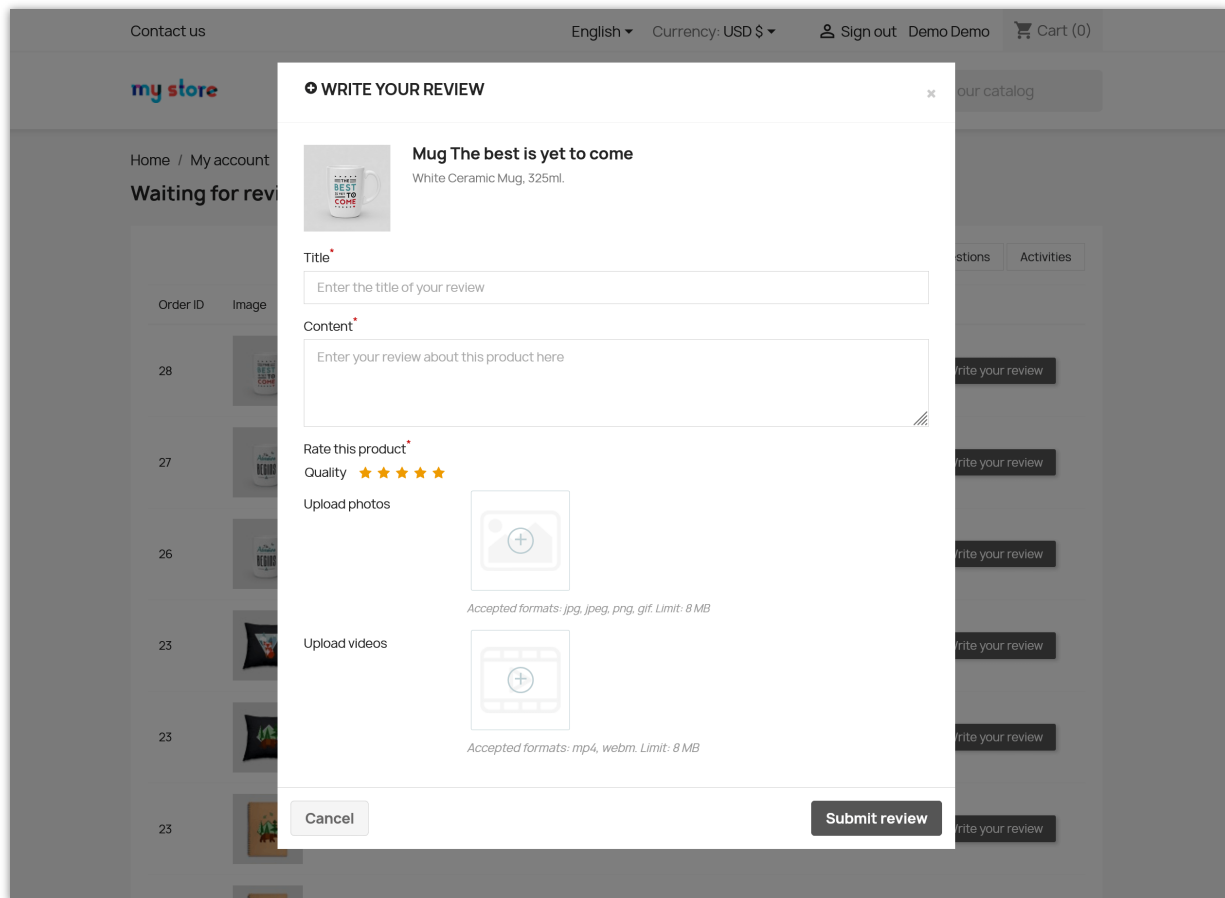
Note

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

Home / My account / Waiting for review

Waiting for review

Waiting for review						My reviews	My questions	Activities
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

Waiting for review My reviews My questions Activities									
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

[← Back to list](#)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](#)

[← Back to your account](#) [🏠 Home](#)

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**.

Home / My account / My questions

My questions

Waiting for review | My reviews | **My questions** | Activities

ID	Title	Question content	Like	Dislike	Product	Status	Time of publication
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

[Back to your account](#) [Home](#)

Contact us | English | Currency: USD \$ | Sign out | Demo Demo | Cart (0)

my store | CLOTHES | ALL CUSTOMER REVIEWS | Search our catalog

Home / My account / My questions

Prestanew.ir

[Back to list](#)

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

Prestanew.ir [Demo Demo](#) (10x) 2 years ago
Test Question, Before Purchase
Write an answer | Add a comment | [Answers \(0\)](#) | [Comments \(0\)](#)

Write an answer...

[Post answer](#)

[Back to your account](#) [Home](#)

Get our latest news and special sales

Your email address [SUBSCRIBE](#)

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 displays the 'Activities' section of a user account. At the top, there is a breadcrumb trail: 'Home / My account / Activities'. Below this, the title 'Activities: Demo Demo' is shown. A navigation bar contains four tabs: 'Waiting for review', 'My reviews', 'My questions', and 'Activities' (which is currently selected). The main content area lists several activities, each preceded by a user profile picture. The activities include:

- Three instances of 'liked_a_review' with timestamps of '4 months ago', '6 months ago', and '6 months ago'.
- A review for 'Hummingbird notebook' by 'Demo Demo', dated '6 months ago', with a 5-star rating. The review text is: "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..."
- A review for 'Brown bear notebook' by 'Demo Demo', dated '6 months ago', with a 5-star rating. The review text is: "The Brown Bear Notebook is a captivating blend of artistry and functionality, a testament to the allure of the wild and the joys of creative expression. From the moment I laid eyes on this notebook, I was drawn to its exquisite cover and the sense of a..."
- A review for 'Mountain fox notebook' by 'Demo Demo', dated '6 months ago', with a 5-star rating. The review text is: "The Mountain Fox Notebook is a delightful companion that encapsulates the essence of nature's beauty and the charm of creative exploration. From the moment I opened its pages, I was captivated by the thoughtfulness that went into its design and the sen..."