



PRODUCT REVIEWS

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

A product of PrestaHero

Contents

I.	WELCOME.....	4
II.	INTRODUCTION.....	4
III.	INSTALLATION.....	4
IV.	SETTINGS.....	5
I.	General settings.....	6
2.	Reviews.....	9
3.	Questions and Answers.....	17
4.	Voucher settings.....	22
5.	Design options.....	26
6.	Compatibility.....	28
V.	REVIEW CRITERIA.....	28
VI.	REVIEW LIST.....	29
I.	Reviews and ratings.....	29
2.	Comment list.....	32
3.	Reply list.....	33
VII.	QUESTION & ANSWER LIST.....	35
I.	Questions and comments for question.....	35
2.	Answers and comments for answer.....	37
VIII.	STAFF.....	38
I.	BO staff.....	38
2.	FO staff.....	39
IX.	AUTHORS LIST.....	40
X.	DISCOUNT CODE.....	41
XI.	IMPORT / EXPORT.....	42
I.	Import product reviews.....	42
2.	Export product reviews.....	47
XII.	EMAIL.....	48
I.	Mail templates.....	48
2.	Automation.....	50

3.	Mail tracking.....	51
4.	Mail queue.....	52
5.	Mail log	54
XIII.	ACTIVITIES	55
XIV.	HOW CUSTOMERS MANAGE THEIR PRODUCT REVIEWS	55
1.	Waiting for review	56
2.	My reviews	58
3.	My questions	60
4.	Activities.....	61
XV.	THANK YOU.....	62

I. WELCOME

Thank you for purchasing our product. We hope to guide you through all the aspects of the module installation and the module setup within this document. If you have any questions that are beyond the scope of this documentation, please feel free to contact us.

II. INTRODUCTION

Customer reviews are an important point when it comes to convincing potential customers and enhancing your brand image. By collecting customer reviews and making great levels of trust, you will not only increase your conversion rate but also your sales!

Product Reviews helps you collect and display ratings and reviews about your products and PrestaShop store. By leveraging user-generated content, such social proof increases your conversion rate, organic traffic, and buyer engagement.

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

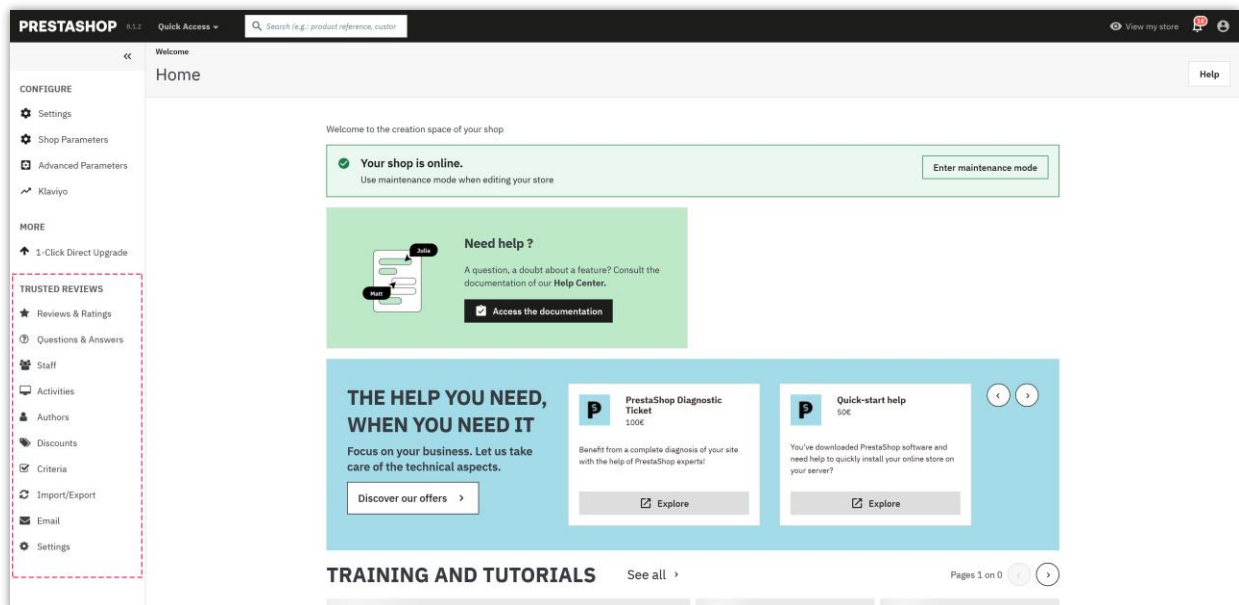
III. INSTALLATION

Product Reviews can be installed as other standard PrestaShop modules. Follow the steps below to install this module on your website:

1. In your website back office, navigate to "**Modules > Modules Manager**".

2. Click on **"Upload a module"**, select the module installation file (**ets_reviews.zip**) then upload the module.
3. On module listing page, click on **"Install"** button of the module you just uploaded and install it.
4. You're done! Click on **"Configure"** button to navigate to the module working area.

Quick access: You can also navigate to **Product Reviews's** configuration page through the quick access menu.



IV. SETTINGS

After successfully installing our module, let's start configuring the product review system for your PrestaShop store.

Navigate to **"Settings"** page to find the global options to manage customer reviews.

I. General settings

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: If your store supports multiple languages, enabling this option allows customers to leave reviews in their preferred language, enhancing user experience and engagement.

How to display reviews, comments, Q&A and replies: Display reviews, comments, Q&A, and replies from all languages or display reviews, comments, Q&A, and replies from the selected language. Choose the first option if you want all reviews visible to every user, regardless of their selected language. This is useful for stores with a diverse customer base.

Enable reCAPTCHA for: Select the relevant options to prevent spam and ensure that only genuine interactions occur on your site.

reCAPTCHA type: Use reCAPTCHA v2 if you prefer a challenge-response test, or reCAPTCHA v3 for a more seamless, user-friendly experience.

Do not require registered users to enter reCAPTCHA: Enable this option to provide a smoother experience for registered users, reducing friction and encouraging more interactions.

Validated order statuses: Select the statuses that a customer's order must reach before they can leave a review. For example, choose "Delivered" to ensure only verified purchases can be reviewed.

Quick Access ▾ Search

Trusted reviews / Settings

SETTINGS

Help

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

Settings

General Reviews Questions & Answers Voucher settings Design

Enable multiple languages for review Yes
Allow customers to leave product reviews in multiple languages

How to display reviews, comments, Q&A and replies
 Display reviews, comments, Q&A and replies from all languages
 Display reviews, comments, Q&A and replies from the selected language

Enable reCAPTCHA on comment form Yes

Enable reCAPTCHA for
 Review
 Comments for review
 Reply
 Questions
 Answers
 Comments for questions/answers

reCAPTCHA type
 reCAPTCHA v2
 reCAPTCHA v3

Site key *

Secret key *

Get Site key and Secret key

Do not require registered user to enter reCAPTCHA Yes

Press Enter key to post review/comment No

Validated order statuses

<input type="checkbox"/>	ID	Name
<input type="checkbox"/>	17	Authorized. To be captured by merchant
<input checked="" type="checkbox"/>	10	Awaiting bank wire payment
<input checked="" type="checkbox"/>	13	Awaiting Cash On Delivery validation
<input checked="" type="checkbox"/>	1	Awaiting check payment
<input checked="" type="checkbox"/>	6	Canceled
<input checked="" type="checkbox"/>	5	Delivered
<input checked="" type="checkbox"/>	12	On backorder (not paid)
<input checked="" type="checkbox"/>	9	On backorder (paid)
<input type="checkbox"/>	16	Partial payment
<input type="checkbox"/>	15	Partial refund
<input checked="" type="checkbox"/>	2	Payment accepted
<input checked="" type="checkbox"/>	8	Payment error
<input checked="" type="checkbox"/>	3	Processing in progress
<input checked="" type="checkbox"/>	7	Refunded
<input checked="" type="checkbox"/>	11	Remote payment accepted
<input checked="" type="checkbox"/>	4	Shipped
<input type="checkbox"/>	14	Waiting for payment

Customer's order needs to be changed to the checked status above before customers are able to leave a review

Recorded activities: Enable these options to track and record different types of customer interactions on your site. This helps in analyzing customer engagement and activity patterns. For instance, tracking how many questions are asked and answered can help you understand customer concerns better.

Display customer name: Choose how you want the customer's name to be displayed

How to display rating and question when no data is available: select what you want to display.

Enable cache: Enable this option to improve page loading times by caching review data.

Cache lifetime: Specify how long to cache product review data. Leave blank for permanent caching.

Disable Slick library: Enable this option if your theme already includes the Slick library to avoid conflicts and improve loading times.

Trusted reviews / Settings

SETTINGS

Help

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

Recorded activities

- Customer leaves a review, comment or reply
- Customer asks a question, leaves an answer, comments or replies to a question/an answer
- Customer likes/dislikes a review, question, etc.

Do not record admins' activities No

How to display customer name

- Full name (e.g. John Smith)
- Acronym first name (e.g. J. Smith)
- Acronym last name (e.g. John S.)

Display product information when write review and add question Yes

Display time period Yes

How to display rating and question when no data is available

- Display "Write your review" and "Ask a question" buttons
- Display "Average rating" box

The rating box includes the average product rating and five-star icons.

"Rate now" button

"Unsubscribe" button

Enable cache Yes

The module uses PrestaShop Smarty Cache, so please make sure that PrestaShop Smarty Cache is enabled to use this feature

Cache lifetime

Clear product review cache

Leave blank to cache permanently

Disable Slick library No

If your current theme already has the Slick library, you can disable the Slick library of "Product Reviews - Ratings, Google Snippets, Q&A" module to avoid calling this library multiple times, therefore making page loading time increase. If your current theme does not have a Slick library, activating this option will cause an error.

Save

Click **"Save"** to apply your configuration.

2. Reviews

The '**Product Reviews**' module offers a wide range of customizable settings to help you manage reviews effectively. This guide will walk you through each option available under **Settings > Reviews** page, providing clear explanations and specific examples for more complex settings.

Accessing the review settings

To begin, navigate to the **Product Reviews** module on the quick access menu:

1. Click "**Settings**" to open the setting page
2. Select the "**Reviews**" tab.

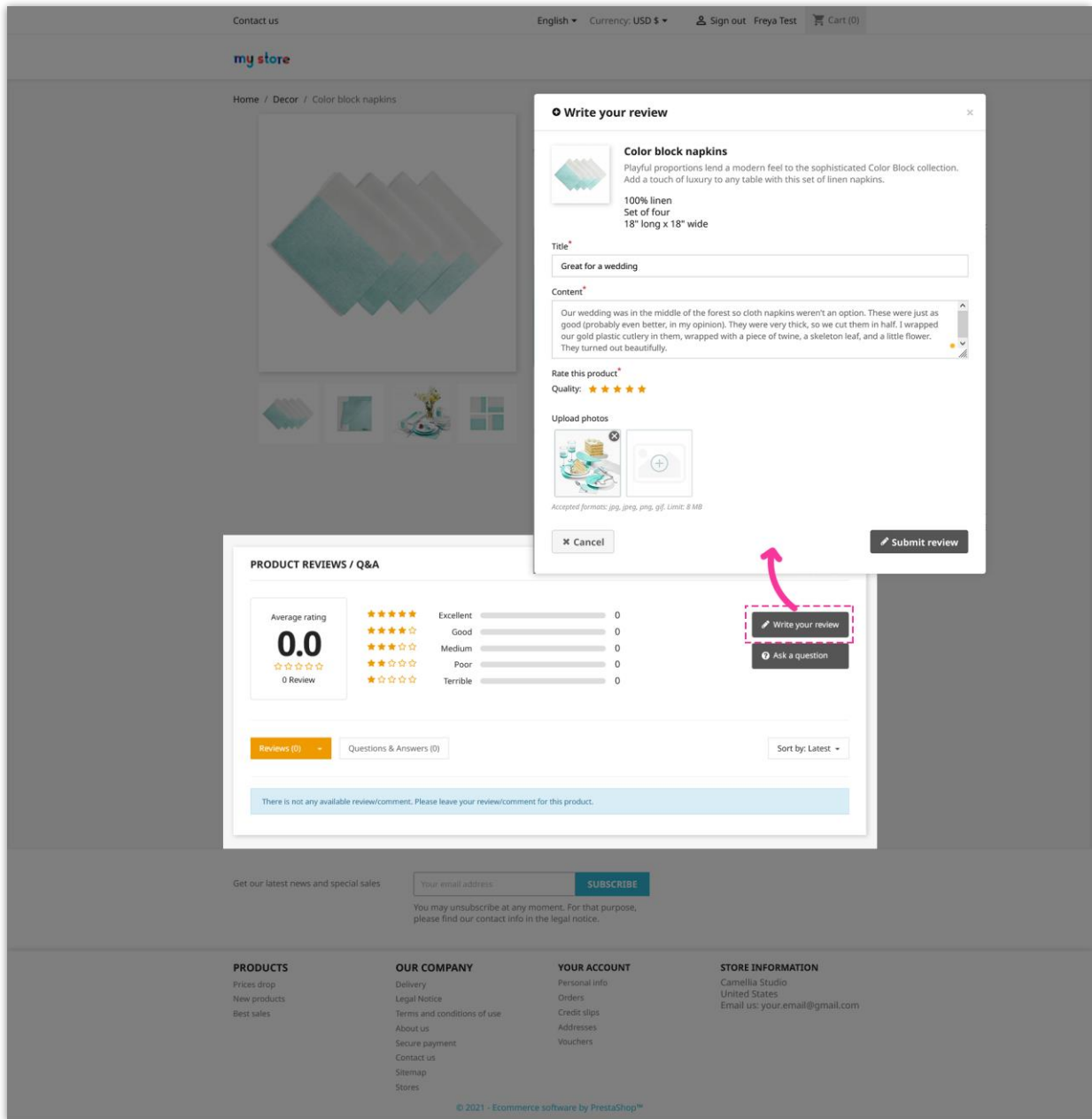
Detailed configuration options

Option group	Option	Description
Permission options	Who can write reviews for products?	Specify which user groups can write reviews. Example: Selecting "Customers who already purchased the product" ensures only verified buyers can leave reviews, enhancing credibility.
	Who can rate products?	Similar to the previous setting, choose who can rate products.
Review approval options	All reviews must be validated by an employee	Decide if reviews need approval before being published
	Auto-approve review if	Automatically approve reviews from

	customer has purchased product	verified buyers
Review management	Decline product review, comment, reply	Enable this setting to decline inappropriate content
	Maximum number of reviews per user	Set a limit on the number of reviews a user can submit. Leave blank for no limit.
Frequency and length	Minimum time between 2 reviews from the same user	Define the minimum interval between reviews from the same user in seconds. Leave blank for no limit. Example: Setting this to 86400 (24 hours) prevents spam by limiting users to one review per day.
	Maximum/Minimum content length of review, comment, or reply	Limit the content length in characters.
Comments and replies	Who can comment (or reply) on a review?	Define who can comment or reply. Options include: <ul style="list-style-type: none"> • Any registered user • Admin and author of the review • Admin only
	Always show comment/reply box	Display the comment box or reply box by default
Media and	Allow users to upload photos/videos in their	Enable photo/video uploads

labels	review	
	Maximum number of uploaded photos/videos	Set the limit for photo/video uploads. Must be greater than 0.
	Verified purchase label	Display a label for verified purchases. Leave blank to not display.
Additional settings	Display average rating and the latest reviews on the homepage	Show average ratings and the latest reviews on the homepage
	"Average review" block position	Choose where to display the average review block: <ul style="list-style-type: none"> • Under the "Add to cart" button • Under the product price • Under "Share" buttons (default) • In the "Customer reassurance" block • Custom hook

For example, here is a product review section on the product detail page:



Customers can edit or delete their published review. Customers can also like/dislike, leave a comment or report a review as abused.



COLOR BLOCK NAPKINS

\$100.00

Playful proportions lend a modern feel to the sophisticated Color Block collection. Add a touch of luxury to any table with this set of linen napkins.

- 100% linen
- Set of four
- 18" long x 18" wide

Quantity

1



Rating ★★★★★ (1)

Description Product Details

Playful proportions lend a modern feel to the sophisticated Color Block collection. Add a touch of luxury to any table with this set of linen napkins.


- 100% linen
- Set of four
- 18" long x 18" wide

PRODUCT REVIEWS / Q&A

Average rating **5.0** (1 Review)


★★★★★ Excellent	1
★★★★☆ Good	0
★★★☆☆ Medium	0
★★☆☆☆ Poor	0
★☆☆☆☆ Terrible	0

Reviews (1) Questions & Answers (0) Sort by: Latest

Freya Test (You)  Verified purchase ★★★★★ (5.0) 5 minutes ago

Great for a wedding

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). They were very thick, so we cut them in half. I wrapped our gold plastic cutlery in them, wrapped with a piece of twine, a skeleton leaf, and a little flower. They turned out beautifully.

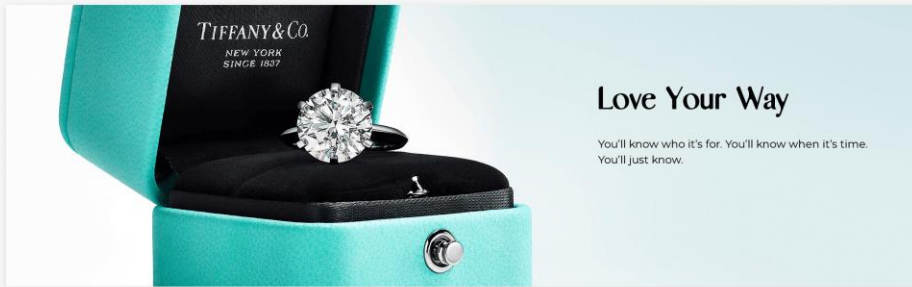


Is this helpful?

Get our latest news and special sales

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

Here is a product review section on the home page:



POPULAR PRODUCTS

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

[All products >](#)

Customer reviews



4.9 rating of 13 reviews

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

[View all customer reviews](#)

The module also displays all reviews and ratings on a separate page:

The screenshot displays a 'Customer reviews' page for 'my store'. At the top, there are navigation links for 'Contact us', 'English', 'Sign in', and 'Cart (0)'. Below the store name, there are categories: 'CLOTHES', 'ACCESSORIES', and 'ART'. A search bar is present with the text 'Search our catalog'.

The main content area is titled 'Customer reviews' and includes a summary:

- Total reviews:** 38
- Average rating:** 5 stars
- Rating distribution:**
 - Excellent (5 stars): 36
 - Good (4 stars): 1
 - Medium (3 stars): 0
 - Poor (2 stars): 0
 - Terrible (1 star): 0

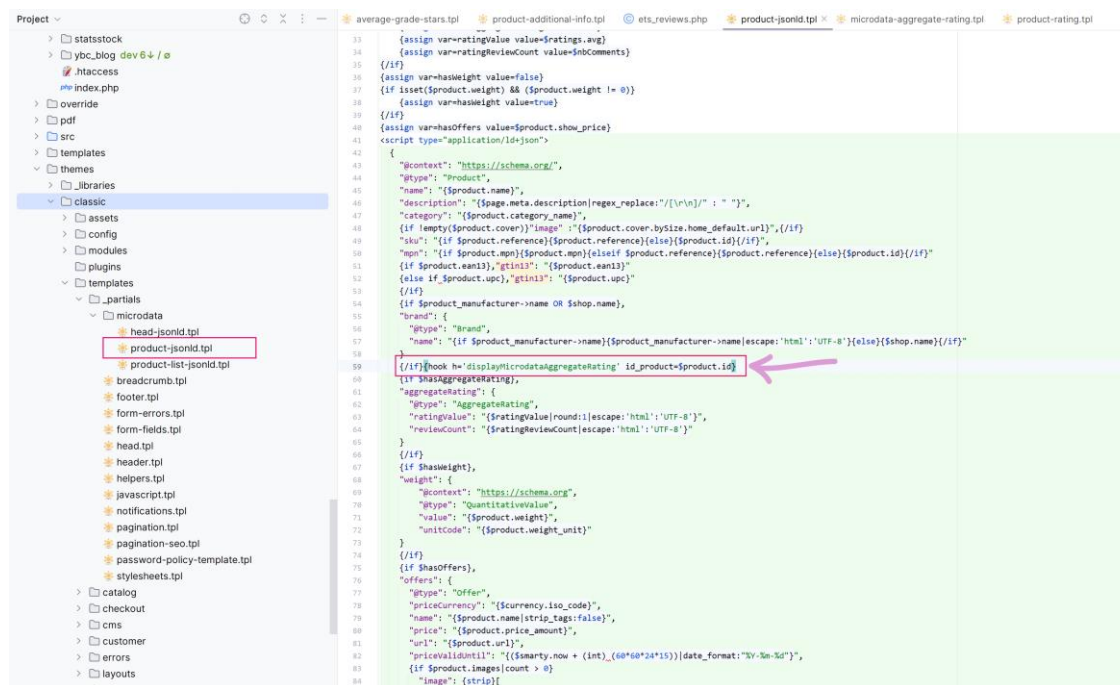
Below the summary, there are filters for 'All reviews' and 'Sort by Latest'. The reviews are listed as follows:

- Anna:** 4.5 stars, 6 hours ago. Title: 'A simple and essential item'. Review: 'The cup should be easy to clean. A cup with a wide opening and a removable lid allows for easy access and thorough cleaning, either by hand or in a dishwasher.' Includes an image of a mug.
- David Tman:** 5 stars, 2 weeks ago. Title: 'Awesome product!'. Review: 'I highly recommend this product to all my friends as well as strangers.'
- Ngoc hgh (Verified purchase):** 5 stars, 2 months ago. Title: 'Duis aute irure dolor'. Review: 'Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident.'
- Ngoc hgh (Verified purchase):** 5 stars, 2 months ago. Title: 'Beautiful addition to any wardrobe'. Review: 'The Hummingbird printed t-shirt is a beautiful addition to any wardrobe. The colorful hummingbird design is eye-catching and the soft cotton material is comfortable to wear. The fit is true to size and the shirt holds up well after multiple washes. Highly recommend for bird lovers and nature enthusiasts.'
- Demo Demo (Verified purchase):** 5 stars, 2 months ago. Title: 'Love it'. Review: 'The Hummingbird printed sweater is a must-have for any nature lover. The beautiful hummingbird design is vibrant and the sweater is soft and cozy. It fits true to size and is perfect for layering. Highly recommend for those looking to add a pop of color and nature-inspired style to their wardrobe.'
- Melinda:** 5 stars, 2 months ago. Title: 'Lieferung'. Review: 'super, vielen Dank!'
- Demo Demo (Verified purchase):** 5 stars, 3 months ago. Title: 'Must-have for any adventurer'. Review: 'The Mug The Adventure Begins is a must-have for any adventurer. The vintage-style map design is beautiful, and the ceramic material is durable. It's microwave and dishwasher safe, making it easy to clean. Perfect for anyone starting a new chapter in their life. Highly recommend!'
- Iris Bui:** 5 stars, 4 months ago. Title: 'Good product!'. Review: 'It's better than I expected!'
- Demo Demo (Verified purchase):** 5 stars, 9 months ago. Title: 'Good'. Review: 'It pairs well with jeans, shorts, or a skirt, making it a great choice for any casual occasion. The print is also high-quality and does not fade or crack easily, ensuring the shirt will look great for years to come. Overall, this is a fantastic shirt that combines comfort, style, and nature-inspired design.' Includes images of a green t-shirt and a white t-shirt.

Note:

At present, our module automatically supports displaying product reviews on Google Snippet and is compatible with Google's latest algorithm. This functionality works well with the majority of PrestaShop themes. However, for a few custom themes, the automatic display of product reviews on Google Snippet may not function, requiring you to manually add a 'hook'. Please follow the instructions below:

- Open the file: `/themes/your_current_theme/templates/_partials/microdata/product-jsonld.tpl`
- Add `{hook h='displayMicrodataAggregateRating' id_product=$product.id}` to line 59. You can refer to the screenshot below.



```
Project
├── statsstock
├── ybc_blog dev 6.4 / e
├── htaccess
├── index.php
├── override
├── pdf
├── src
├── templates
├── themes
├── _libraries
├── classic
├── assets
├── config
├── modules
├── plugins
├── templates
├── _partials
├── microdata
│   ├── head-jsonld.tpl
│   ├── product-jsonld.tpl
│   ├── product-list-jsonld.tpl
│   ├── breadcrumb.tpl
│   ├── footer.tpl
│   ├── form-errors.tpl
│   ├── form-fields.tpl
│   ├── head.tpl
│   ├── header.tpl
│   ├── helpers.tpl
│   ├── javascript.tpl
│   ├── notifications.tpl
│   ├── pagination.tpl
│   ├── pagination-seo.tpl
│   ├── password-policy-template.tpl
│   ├── stylesheets.tpl
├── catalog
├── checkout
├── cms
├── customer
├── errors
├── layouts
```

```
average-grade-stars.tpl product-additional-info.tpl ets_reviews.php product-jsonld.tpl microdata-aggregate-rating.tpl product-rating.tpl
33 (assign var=ratingvalue value=$ratings.avg)
34 (assign var=ratingreviewcount value=$nbComments)
35 //if
36 (assign var=hasWeight value=false)
37 (if isset($product.weight) && ($product.weight != 0))
38 (assign var=hasWeight value=true)
39 //if
40 (assign var=hasOffers values=$product.show_price)
41 <script type="application/ld+json">
42 {
43   "@context": "https://schema.org/",
44   "@type": "Product",
45   "name": "{$product.name}",
46   "description": "{$page.meta.description|regex_replace:'/{\n\n}' : ' '}",
47   "category": "{$product.category_name}",
48   (if !empty($product.cover)) "image": "{$product.cover.bySize.home_default.url}", (if)
49   "sku": "{$if $product.reference}{$product.reference}[else]{$product.id}{/if}",
50   "mpn": "{$if $product.mpn}{$product.mpn}[elseif $product.reference]{$product.reference}[else]{$product.id}{/if}"
51   (if $product.ean13,"gtin13": "{$product.ean13}"
52   (else if $product.upc,"gtin13": "{$product.upc}"
53   (if)
54   (if $product_manufacturer->name OR $shop.name),
55   "brand": {
56     "@type": "Brand",
57     "name": "{$if $product_manufacturer->name}{$product_manufacturer->name[escape:'html':'UTF-8']}[else]{$shop.name}{/if}"
58   }
59   (if $hook h='displayMicrodataAggregateRating' id_product=$product.id)
60   (if $hasAggregateRating),
61   "aggregateRating": {
62     "@type": "AggregateRating",
63     "ratingValue": "{$ratingvalue|round:1|escape:'html':'UTF-8'}",
64     "reviewCount": "{$ratingreviewcount|escape:'html':'UTF-8'}"
65   }
66 //if
67 (if $hasWeight),
68 "weight": {
69   "@context": "https://schema.org",
70   "@type": "QuantitativeValue",
71   "value": "{$product.weight}",
72   "unitCode": "{$product.weight_unit}"
73 }
74 //if
75 (if $hasOffers),
76 "offers": {
77   "@type": "Offer",
78   "priceCurrency": "{$currency.iso_code}",
79   "name": "{$product.name|strip_tags:false}",
80   "price": "{$product.price_amount}",
81   "url": "{$product.url}",
82   "priceValidUntil": "{$smarty.now + (int)_(60*60*24*15)}[date_format:'%Y-%m-%d']",
83   (if $product.images|count > 0)
84   "image": (strip)[
```

- Save the changes.

If you need further assistance, please contact our customer support department.

3. Questions and Answers

The '**Questions & Answers**' feature in the '**Product Reviews**' module allows customers to ask questions and receive answers, fostering a community of shared knowledge around your products. This guide will walk you through each configuration option under **Settings > Question & Answer** page, providing clear explanations and specific examples for more complex settings.

Accessing the Questions & Answers Settings

To begin, navigate to the **Product Reviews** module on the quick access menu:

1. Click "**Settings**" to open the setting page
2. Select the "**Questions & Answers**" tab.

Detailed configuration options

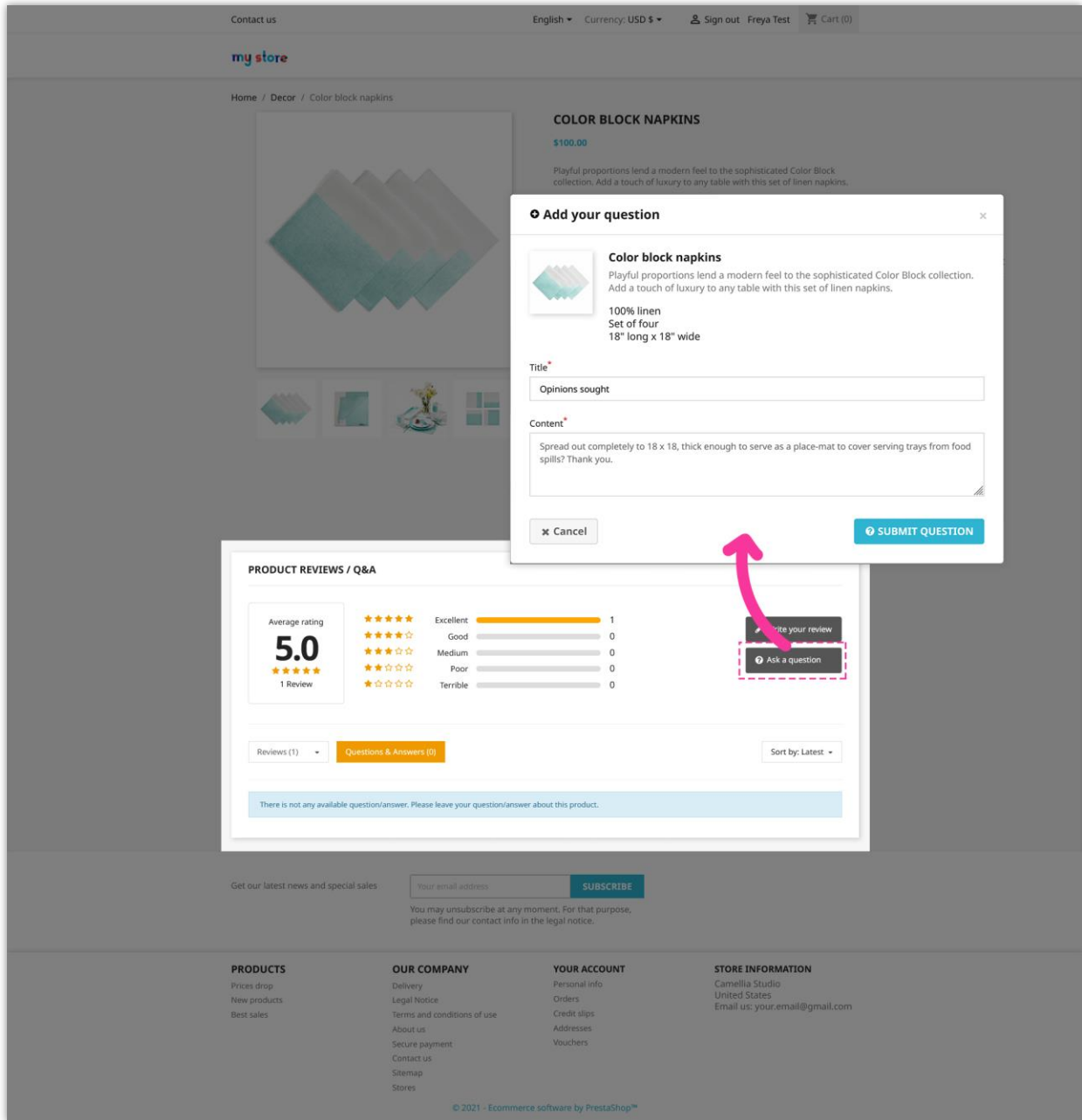
Option group	Option	Description
General settings	Enable questions & answers	Choose whether to allow the questions & answers feature on your store.
	Allow guests to add a question	Permit guests (non-registered users) to ask questions.
Validation and permissions	All questions must be validated by an employee	Decide if questions need approval before being published
	Who can answer (or	Define who can respond to

	comment) to a question?	<p>questions. Options include:</p> <ul style="list-style-type: none"> • Any registered user • Admin and author of the question • Admin only <p>Example: Selecting "Admin and author of the question" ensures that only the original poster and administrators can provide answers, maintaining control over the responses.</p>
Display settings	Always show answer box	Display the answer box by default
	Always show comment box	Display the comment box by default
Interaction and moderation	Enable like/dislike	Allow customers to vote on questions and answers
	Allow customers to delete questions	Permit users to delete their questions
	Allow customers to delete questions, comments, or replies when their status is approved	Permit users to delete content after it has been approved
	Allow customers to edit	Permit users to edit their

	questions	questions
	Allow customers to edit questions, answers, or comments when the status is approved	Permit users to edit content after it has been approved
	Auto-approve comment/answer	Automatically approve comments and answers
Frequency and length	Minimum time between 2 questions from the same user	Configure a minimum time interval between two questions left by the same user. Leave blank for no limit.
	Minimum content length of question, comment, or answer	Set a minimum length for content in characters.
	Maximum content length of question, comment, or answer	Limit the content length in characters. Leave blank for the default limit (65535 characters).
Display limits	Number of initial questions	The number of questions displayed initially. If the actual number of questions is larger, a "View more" link/button will appear.
	Number of questions per "View more"	Number of questions loaded each time "View more" is

		clicked.
	Number of initial answers	The number of answers displayed initially.
	Number of answers per "View more"	Number of answers loaded each time "View more" is clicked.
	Number of initial replies	The number of replies displayed initially.
	Number of replies per "View more"	Number of replies loaded each time "View more" is clicked.
Additional settings	Display publish time of the question	Show the publish time of questions
	By default, sort questions by	Choose the default sorting method (Latest/Oldest/Helpful).

For example, here is a Q&A section on the product detail page:



Customers can edit or delete their published questions/answers. Customers can also like/dislike, answer a question, leave a comment or report a question/answer as abused.



COLOR BLOCK NAPKINS

\$100.00

Playful proportions lend a modern feel to the sophisticated Color Block collection. Add a touch of luxury to any table with this set of linen napkins.

- 100% linen
- Set of four
- 18" long x 18" wide

Quantity

1



Rating ★★★★★ (1)

Description Product Details

Playful proportions lend a modern feel to the sophisticated Color Block collection. Add a touch of luxury to any table with this set of linen napkins.

- 100% linen
- Set of four
- 18" long x 18" wide

PRODUCT REVIEWS / Q&A

Average rating

5.0
★★★★★
1 Review



Excellent	<div style="width: 100%;"></div>	1
Good	<div style="width: 0%;"></div>	0
Medium	<div style="width: 0%;"></div>	0
Poor	<div style="width: 0%;"></div>	0
Terrible	<div style="width: 0%;"></div>	0

Reviews (1)

Questions & Answers (1)

Sort by: Latest

Opinions sought

Freya Test (You) 1 minute ago

Spread out completely to 18 x 18, thick enough to serve as a place-mat to cover serving trays from food spills? Thank you.

Write an answer Add a comment

Answer(1)

Yes, but it's not waterproof. They are absorbent, but the tray would still get damp.

Camellia Studio (SuperAdmin) 11 seconds ago

4. Voucher settings

The “**Voucher**” tab in the **Product Reviews** module allows you to offer incentives to customers who leave reviews. This guide will walk you through each option available in the Voucher tab and provide specific examples to help you configure the settings effectively.

Accessing the voucher settings

1. Navigate to the **Product Reviews** module on the quick access menu.
2. Click **Settings** to open the settings page.
3. Select the **Voucher** tab.

Detailed configuration options

Option group	Option	Description
General settings	Offer a voucher code to new review	Increase the number of reviews by giving a voucher to customers after they submit a new review
	Only give voucher for rating of 5 stars	Provide vouchers only for reviews with a 5-star rating
	Only give voucher for the first review of each customer on each product	Restrict vouchers to the first review a customer leaves on each product
Discount settings	Discount options	Choose the type of discount to offer. <ul style="list-style-type: none"> • Fixed discount code • Generate discount code automatically

Discount prefix	Add a prefix to the generated discount code, this will help you easily distinguish it from other discounts on the store
Free shipping	Offer free shipping as part of the discount
Apply a discount	Specify the type of discount. <ul style="list-style-type: none"> • Percentage (%) • Amount • None
Discount name	Name the discount (enter in multiple languages)
Discount percentage/amount	Enter the discount percentage/amount (does not apply to shipping costs).
Discount availability	Specify the availability period for the discount.
Minimum amount	Set the minimum order amount required to use the voucher.
Currency	Select the currency.
Tax	Choose whether the amount includes or excludes tax.
Shipping	Specify whether shipping is

		included or excluded from the amount.
Additional settings	Exclude discounted products	Exclude products that are already discounted
	Highlight	Highlight the voucher in the customer's account
	Can use with other vouchers in the same shopping cart?	Allow the voucher to be combined with other vouchers
	"Thank you" popup message	Customize the message displayed in a popup after a customer writes a review and it's approved.

After configuring all the options, make sure to click **Save** to apply your settings.

Customers can check the voucher codes they have earned from "**My account > My voucher**" area:

The screenshot shows the 'my store' website interface. At the top, there are navigation links for 'CLOTHES', 'ACCESSORIES', and 'ART', along with a search bar. The user is logged in, and the page title is 'Home / Your account'. The main section is titled 'Your vouchers' and contains a table with the following data:

Code	Description	Quantity	Value	Minimum	Cumulative	Expiration date
REV_XGJSSB1M	Review	1	5.00% + Free shipping	None	Yes	09/18/2020
REV_0TJBZDJQ	Review	1	5.00% + Free shipping	None	Yes	09/18/2020

At the bottom of the page, there are navigation links: '< Back to your account' and 'Home'.

5. Design options

Customizing the design of your **Product Reviews** module allows you to align it with your store's branding and enhance the visual appeal of your reviews section. This guide will walk you through each configuration option under **Settings > Design**, providing clear explanations and specific examples for more complex settings.

Accessing the design settings

- Navigate to the **Product Reviews** module on the quick access menu.
- Click **Settings** to open the settings page.
- Select the **Design** tab.

Color Customization

- **Color 1:** Change the color for the following elements:
 - Rating stars
 - Filter button background when activated
 - Post review/comment/reply/answer button background

Example: If your store's primary color is blue, set Color 1 to a shade of blue to maintain consistency in the review section.

- **Color 2:** Change the color for the following elements:
 - "Write your review" button background
 - "Ask a question" button background
 - Active tab background in "My account/My reviews"

Example: Use a contrasting color for these buttons to make them stand out and encourage user interaction.

- **Color 3:** Change the color for: Background and button border on hover

Example: Set a lighter shade of your primary color for hover effects to provide subtle visual feedback when users interact with buttons.

- **Color 4:** Change the color for: "Verified purchase" text

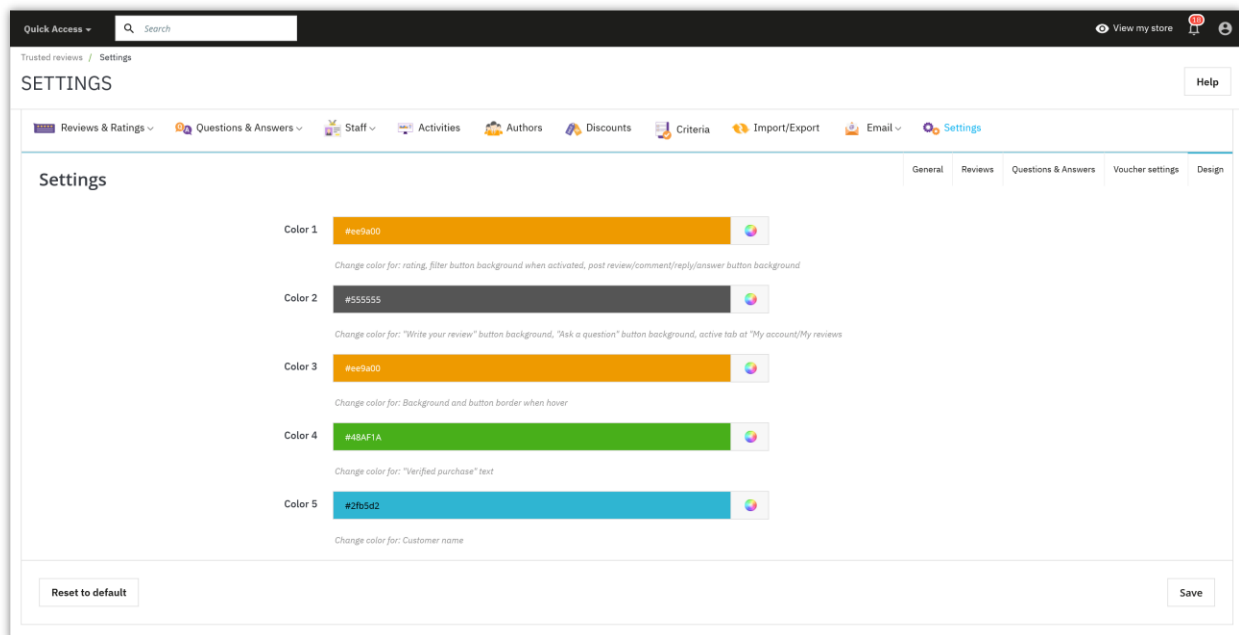
Example: Use a color that indicates trust, such as green, for the "Verified purchase" text to highlight the credibility of reviews.

- **Color 5:** Change the color for: Customer name

Example: Set this to a neutral color, like black or dark grey, to ensure readability and consistency across the reviews section.

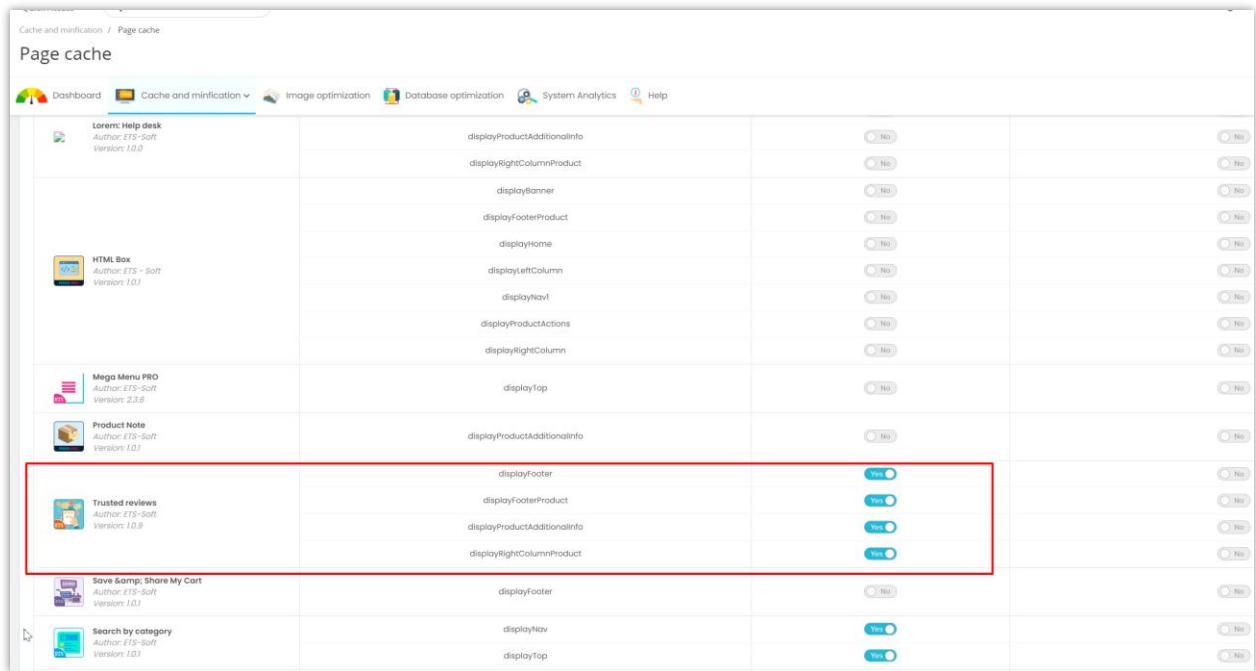
After customizing the colors to match your store's design:

1. Review the color settings to ensure they align with your branding.
2. Click the **Save** button at the bottom of the Design settings page to apply your changes.



6. Compatibility

The **“Product Reviews”** module is compatible with **“Super Speed”** module developed by **ETS-Soft**. 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.

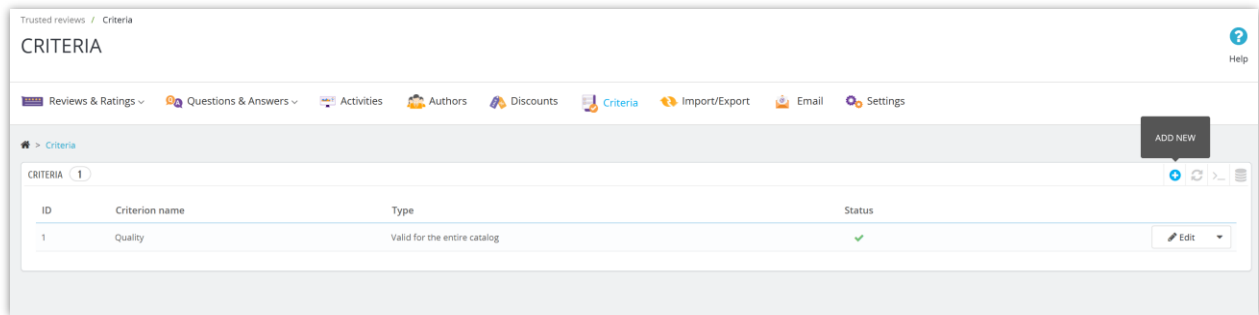


V. REVIEW CRITERIA

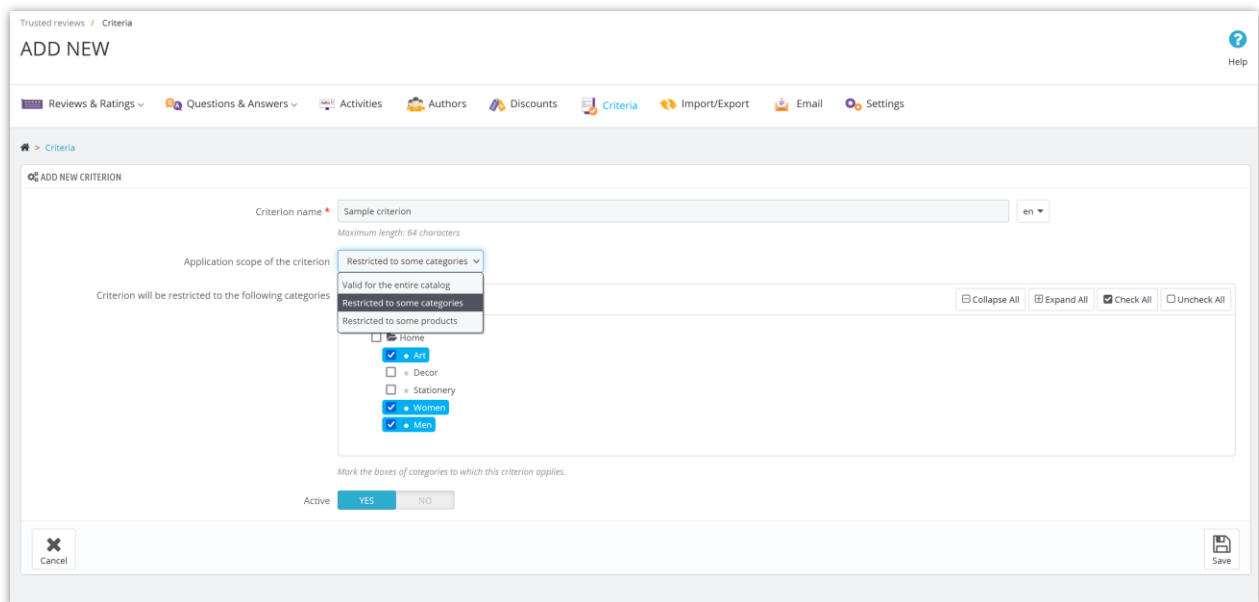
This feature helps the store admin create the criteria for customer review. You can create an unlimited number of review criteria to encourage honest reviews from customers.

Add new criterion

Step 1: Click on “Add new” icon.



Step 2: Enter criterion name, select application scope and activate the criterion.



Click “Save” to finish.

You can edit or delete an existing criterion easily from “Criteria” listing page.

VI. REVIEW LIST

I. Reviews and ratings

Managing product reviews efficiently ensures a positive customer experience and maintains the integrity of your store. The **Product Reviews** module offers a comprehensive review management system that allows admins to add, edit, delete, and reply to reviews.

To access and manage the list of reviews and ratings:

1. Open the module configuration page.
2. Click the "**Reviews & Ratings**" tab to open the dropdown menu.
3. Select "**Reviews & Ratings**".

Here, you'll see a list of all customer reviews with complete details, including ID, Title, Review content, Number of comments and replies, Rating, Author, Product, Display languages, Status, Time of publication, Action.

You can filter and search reviews based on these details. Admins have the authority to approve, view, edit, set to private, or delete any review.

To reply to a customer review:

- Click the "**View**" button of the review.
- In the popup, click like or dislike to the review.
- Enter your comment in the box (you can comment in multiple languages).
- Click the "**Post comment**" button.

Bulk Actions

The module also offers bulk action features on the "**Reviews & Ratings**" page. Admins can select multiple reviews to approve or delete, which is highly convenient and time-saving for managing a large number of customer reviews.

Quick Access View my shop

Reviews & Ratings

REVIEWS & RATINGS

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	
35	burakao	Amanda ma nas kikama bo na maca	--	--	3.0/5	--	--	Demo		Mug The adventure begins	All	Pending	--	09/19/2021	Approve View Edit Set as Private Delete
34	Stefanos	Stara mana jest naprana. kuku na muniu maz.	--	--	3.0/5	--	--	Hungary		The best is yet to come Framed poster	All	Pending	--	09/19/2021	Approve View Edit Set as Private Delete
33	good	good good	--	--	5.0/5	--	--	good		The best is yet to come Framed poster	All	Pending	--	09/15/2021	Approve View Edit Set as Private Delete
28	Kualitas produk bagus	test	--	--	5.0/5	--	--	makmur		The best is yet to come Framed poster	All	Pending	--	08/02/2021	Approve View Edit Set as Private Delete
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		The best is yet to come Framed poster	All	Approved	--	07/28/2021	View
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	--	July		The best is yet to come Framed poster	All	Approved	--	06/29/2021	View
19	Hummingbird printed t-shirt	I like it very much Duis aute inure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla ...	--	--	5.0/5	--	--	KenKen		Hummingbird printed t-shirt	All	Approved	--	06/28/2021	View
18	de Finibus Bonorum et Malorum	Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi ...	--	--	--	--	--	DonalMy		Mountain fox - Vector graphics	All	Approved	--	06/28/2021	View

View detail of a review:

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

Reviews & Ratings > Reviews & Ratings

REVIEWS & RATINGS

VIEW REVIEW #32 - PRODUCT: HUMMINGBIRD CUSHION

Helen Le 8 months ago 5.0 (5.0)

Sed quia consequuntur magni dolores eos qui ratione Quis autem vel eum iure reprehenderit qui in ea voluptate velit esse quam nihil molestiae consequatur, vel illum qui dolorem eum fugiat quo voluptas nu

Is this helpful? 0 0 0 Write a comment

en Post comment

Cancel Approve Edit Delete

2. Comment list

The comments management feature allows you to handle customer comments on product reviews. This ensures that every comment is addressed, enhancing customer engagement and satisfaction.

To access and manage comments:

1. Open the module configuration page.
2. Click the "**Reviews & Ratings**" tab to open the dropdown menu.
3. Select "**Comments**".

The comments list displays all customer comments with details such as ID, comment content, number of replies, number of likes and dislikes, author, product, status, time of publication, and available actions.

You can filter and search comments based on these details. Admins can approve, view, edit, set to private, or delete any comment.

To reply to a customer comment:

- Click the "**View**" button of the comment.
- In the popup, click like or dislike to the comment.
- Enter your reply in the box (you can reply in multiple languages).
- Click the "**Reply comment**" button.

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 motyka na słońce 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 consequatur 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 consequatur 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)

Store admin can edit a comment, set comment as private or delete a comment.

EDIT COMMENTS # 6

* Content en

Maximum length: 65535 characters

Status

Display 50 / 5 result(s)

3. Reply list

The reply management feature ensures that every response to comments is handled efficiently. This keeps the conversation with customers going and provides valuable feedback.

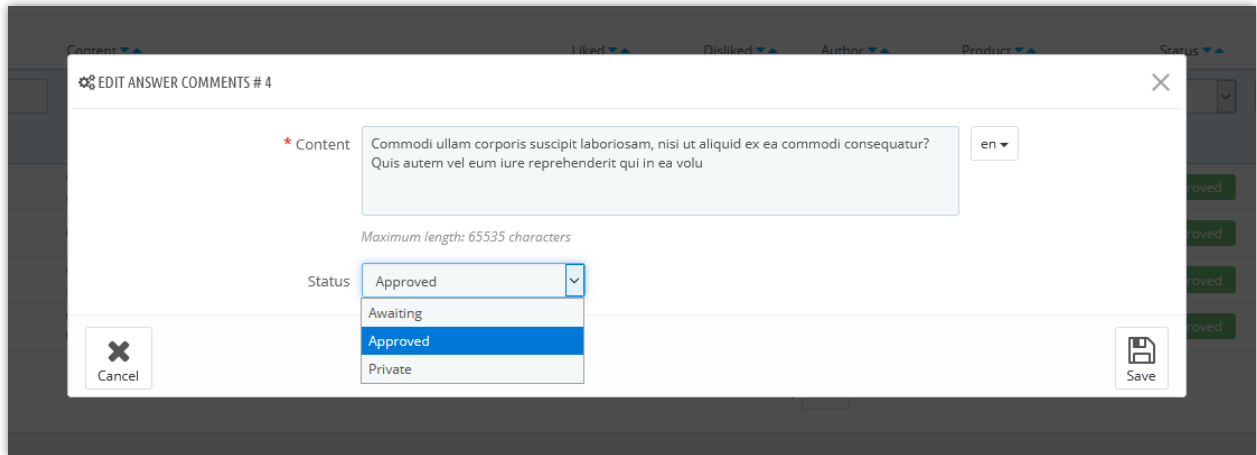
To access and manage replies:

1. Open the module configuration page.
2. Click the "**Reviews & Ratings**" tab to open the dropdown menu.
3. Select "**Replies**".

Similar to the "**Reviews & Ratings**" and "**Comments**" pages, the "**Replies**" page provides complete information, including the replies list includes all replies with details such as ID, reply content, number of likes and dislikes, author, product, status, and time of publication.

ID	Reply content	Liked	Disliked	Author	Product	Status	Reported	Time of publication	
11	my answer next time.	1	--	hassan sefly	The best is yet to come! Framed poster	Approved	--	09/25/2021	View
10	my answer next time.	--	--	hassan sefly	The best is yet to come! Framed poster	Approved	--	09/25/2021	View
8	No to lódz w h... Gdzie cię ch... poniosą.	--	--	Demo Demo	The best is yet to come! Framed poster	Approved	--	09/19/2021	View
7	Penika ma go hdwch	--	--	Demo Demo	The best is yet to come! Framed poster	Approved	--	09/19/2021	View
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	--	06/28/2021	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

Admins can approve, view, edit, set to private, or delete any reply.



VII. QUESTION & ANSWER LIST

I. Questions and comments for question

Product Reviews provides a list of all customer questions related to your products on **“Questions and Answers”** page. Store admin can view / edit / approve or delete a customer question from this page.

Quick Access Search View my shop

Questions & Answers / Questions

QUESTIONS AND ANSWERS

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	Approve View Edit Set as Private Delete
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	Approve
32	Is blue available?	Is blue available?					Dary		The best is yet to come' Framed poster	All	Pending		09/12/2021	Approve
31	test product	test faq					joe		The best is yet to come' Framed poster	All	Pending		08/22/2021	Approve
30	tr	cree					rr		The adventure begins Framed poster	All	Pending		08/21/2021	Approve
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	Approve
27	uehfoef	test					ejfozefoztest		Mug Today is a good day	All	Pending		07/30/2021	Approve
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	View

Questions

VIEW QUESTION #17 - PRODUCT: HUMMINGBIRD PRINTED T-SHIRT

Ask for shipping Edited at: 09/09/2020 05:29:02

Smith 16 hours ago

Eusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea. Incidunt ut labore et dolore magna ali

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

1 ANSWER

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

1 Helen Le 16 hours ago Add a comment (0)

Cancel Approve Edit Delete

Helen Le Hummingbird printed sweater All Approved

When store admin or a customer leaves a comment for product question, all the question comments will be displayed on **“Comments for question”** page.

Quick Access View my shop

Questions & Answers / Question Comments

QUESTION COMMENTS

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

Questions & Answers > Comments for question

QUESTION COMMENTS (5)

ID	Content	Liked	Disliked	Author	Product	Status	Reported	Time of publication	
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 voluptatem quia voluptas sit aspernatur aut odit 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

Bulk actions Display 50 / 5 result(s)

2. Answers and comments for answer

Product Reviews provides a list of all answers related to product questions on **"Answers"** page. Store admin can view / edit / approve or delete an answer from this page.

Quick Access View my shop

Questions & Answers / Answers

ANSWERS

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

Questions & Answers > Answers

ANSWERS (4)

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	View
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	View
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	Edit
9	Which features are most valuable to you?	1	2	--	Kim Kim	Hummingbird printed sweater	Approved	--	06/28/2021	Set as Private

Bulk actions Display 50 / 4 result(s)

When store admin or a customer leaves a comment for an answer, all the answer comments will be displayed on **"Comments for answer"** page.

Quick Access ▾ Search

Questions & Answers / Answer Comments

ANSWER COMMENTS

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

Home > Questions & Answers > Comments for answer

ANSWER COMMENTS (2)

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	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	View

Bulk actions ▾

- Edit
- Set as Private
- Delete

VIII. STAFF

I. BO staff

Store's employee list will be listed here. You can quickly edit/update their information from this tab.


Trusted reviews / Staffs

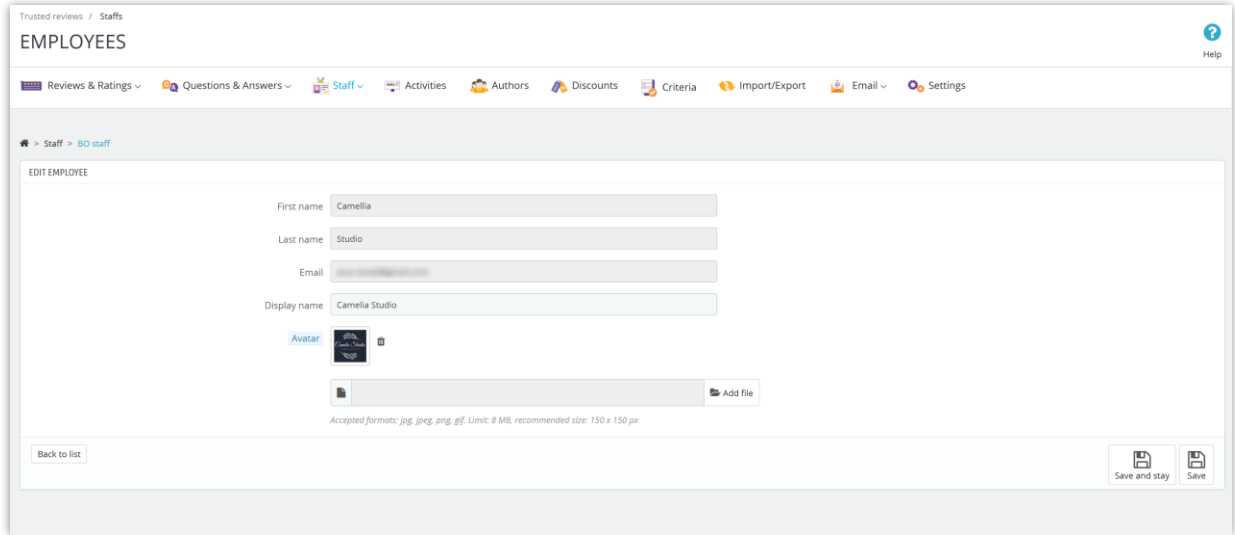
EMPLOYEES

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

Home > Staff > BO staff

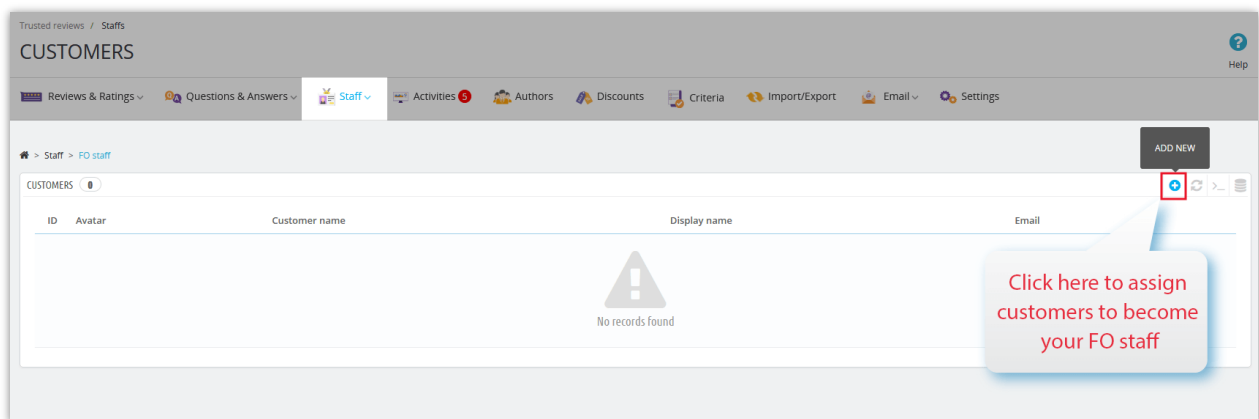
EMPLOYEES

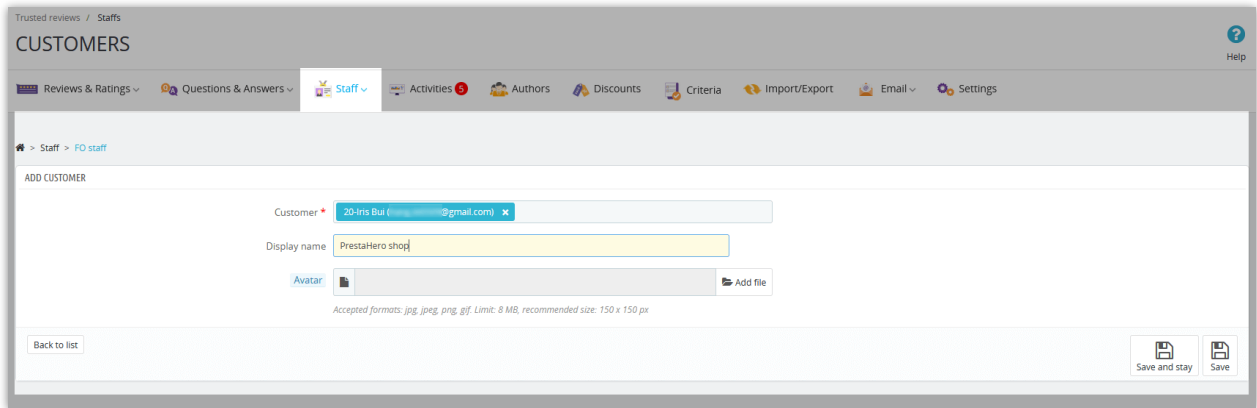
ID	Avatar	Employee name	Profile	Display name	Email	Is staff	
1		Camelia Studio	SuperAdmin	Camelia Studio	...	✓	Edit



2. FO staff

In addition, the module also has a great feature: you can assign specific customers to become your staff and allow them to manage product reviews and FAQs. Then they will have the right to approve/set to private/edit/delete pending comments from other customers.





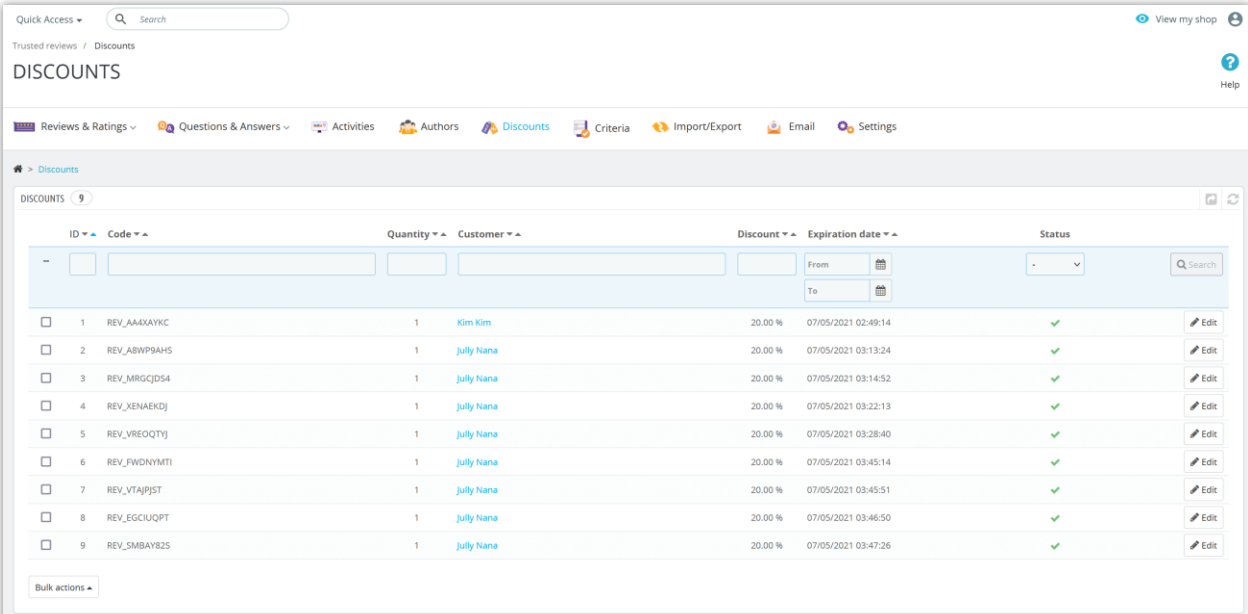
IX. AUTHORS LIST

Store admin can view the list of customers who leave the product reviews and questions/answers on the store here:

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

X. DISCOUNT CODE

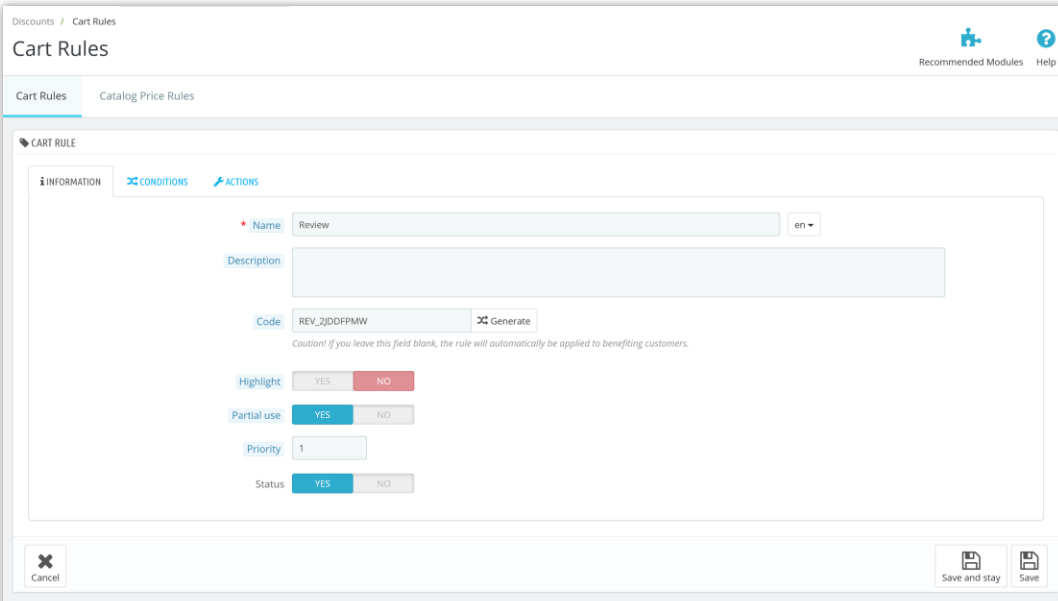
Store admin can view the voucher code (discount code) list generated for customers when they submit a review successfully:



The screenshot shows a table of discount codes generated for customers. The table has columns for ID, Code, Quantity, Customer, Discount, Expiration date, and Status. There are 9 rows of data, each with an 'Edit' button.

ID	Code	Quantity	Customer	Discount	Expiration date	Status	
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_MRGQJDS4	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_FWDNYMTI	1	Jully Nana	20.00 %	07/05/2021 03:45:14	✓	Edit
7	REV_VTAJPSJT	1	Jully Nana	20.00 %	07/05/2021 03:45:51	✓	Edit
8	REV_EGCIUQPT	1	Jully Nana	20.00 %	07/05/2021 03:46:50	✓	Edit
9	REV_SMBAY8ZS	1	Jully Nana	20.00 %	07/05/2021 03:47:26	✓	Edit

Store admin can also edit a specific voucher code:



The screenshot shows the 'Cart Rules' configuration form. The form is titled 'CART RULE' and has tabs for 'INFORMATION', 'CONDITIONS', and 'ACTIONS'. The 'INFORMATION' tab is active. The form contains the following fields and options:

- Name: Review
- Description: (empty text area)
- Code: REV_2JDDPFMW (with a 'Generate' button)
- Highlight: YES (selected), NO
- Partial use: YES (selected), NO
- Priority: 1
- Status: YES (selected), NO

At the bottom of the form, there are buttons for 'Cancel', 'Save and stay', and 'Save'.

XI. IMPORT / EXPORT

I. Import product reviews

The **Product Reviews** module not only allows you to collect and manage reviews and Q&A on your site, but it also provides robust export/import features. These features enable you to backup, transfer, and restore data efficiently, making data management seamless and convenient.

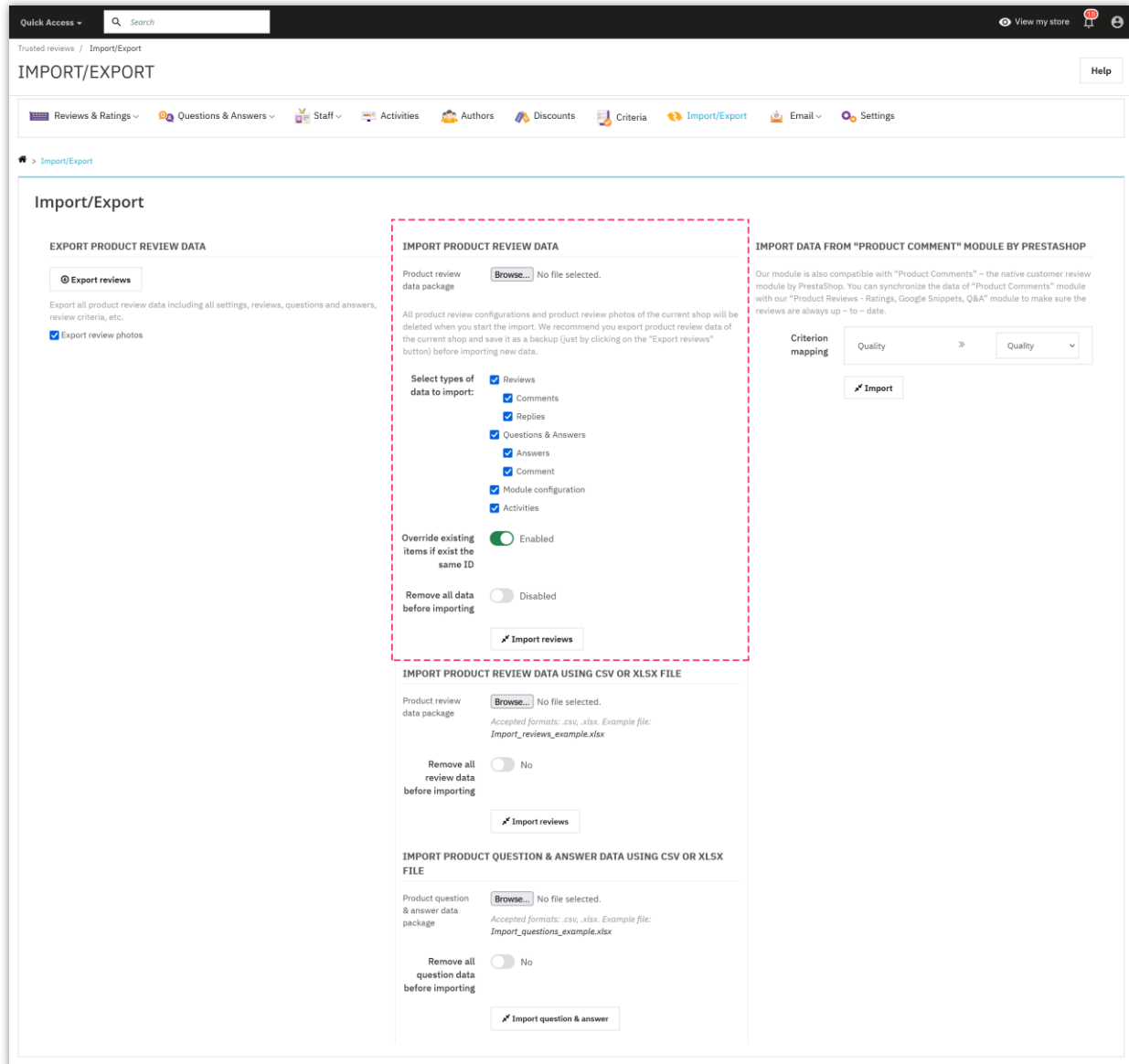
a. Importing data via .zip file

Importing data via a .zip file is a straightforward process that ensures all your review data is accurately transferred without any loss. This method is particularly useful when you have previously exported your data from the **Product Reviews** module and need to re-import it, whether for backup restoration or migration purposes.

Steps to import:

- Open the module configuration page.
- Click the "**Import/Export**" tab.
- At the top of the middle column, find the "**Import product review data**" section.
- In the "**Product review data package**" field, click the "**Browse**" button.
- Select the product review data file exported from the module.
- **Select types of data to import:** Choose which data types (e.g., reviews, Q&A, module configuration, activities...) you want to import.
- **Override existing items if they have the same ID (Enabled/Disabled):** Enable this option to replace existing items with the same ID, or disable it to keep existing items.

- **Remove all data before importing (Enabled/Disabled):** Enable this option to delete all current data before importing the new data.
- Click the "**Import reviews**" button.
- Done! You can now check the Reviews & Ratings, Questions & Answers sections to see the imported data.

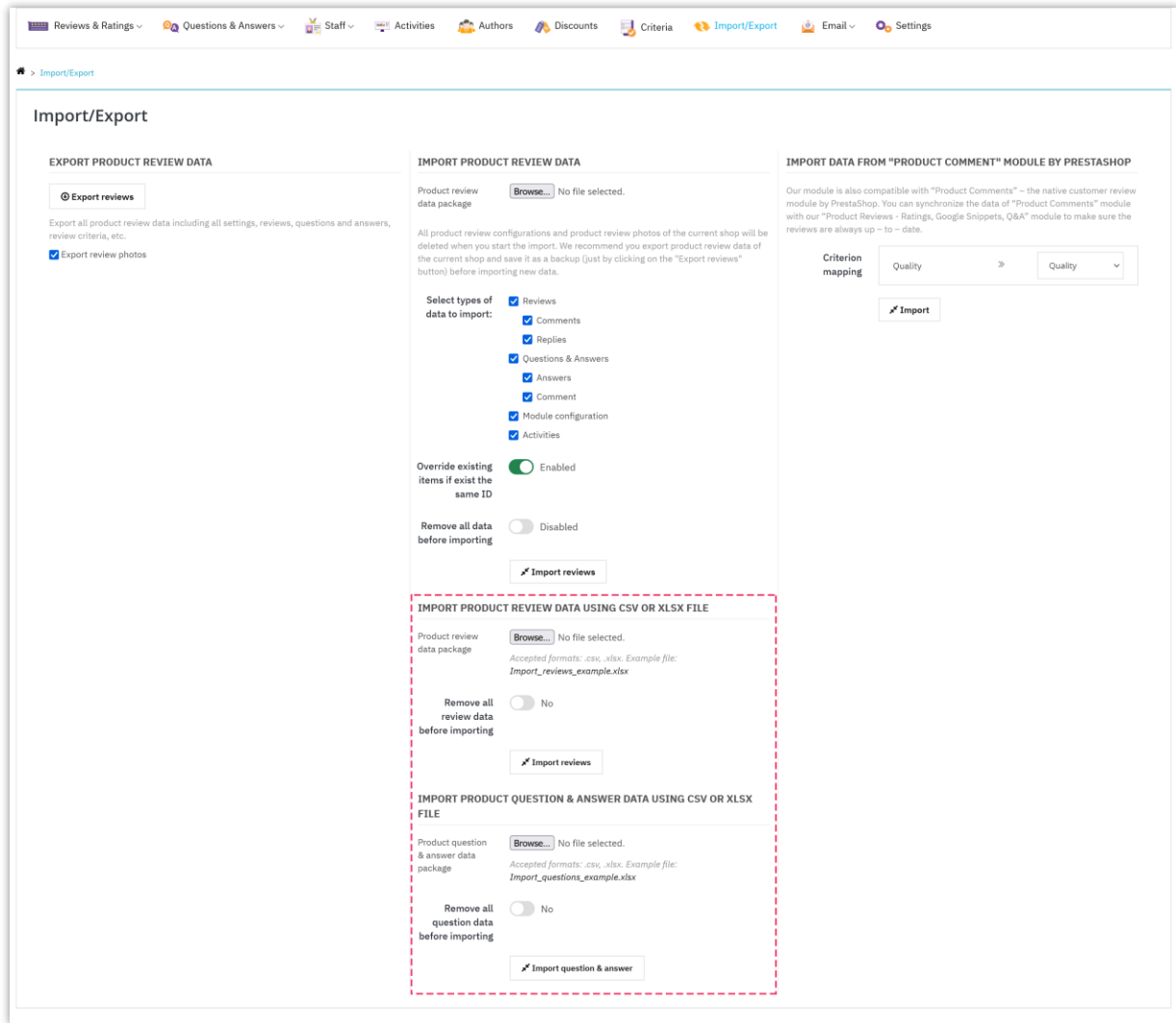


b. Importing data via CSV/XLSX file

The **Product Reviews** module offers the flexibility to import review data from CSV or XLSX files, allowing you to integrate reviews from various sources easily. This feature is particularly useful if you have review data stored in spreadsheets or if you are migrating reviews from another platform. By using CSV/XLSX import, you can systematically organize and prepare your data before importing, ensuring a smooth and error-free integration process.

Steps to import:

- On the **Import/Export** page, in the middle column, scroll down to find the "**Import product review data using csv or xlsx file**" section, located just below the "**Import product review data**" section.
- Click "**Import_questions_example.xlsx**" to download and view the sample file.
- In the "**Product review data package**" field, click "**Browse**" to select the data file you want to import (Accepted formats: .csv, .xlsx. Ensure your file structure matches the sample file for successful import).
- **Remove all review data before importing:** Enable this option to delete all current review data before importing the new data.
- Click the "**Import reviews**" button.
- Done! You can now check the data in the Reviews & Ratings, Questions & Answers sections.

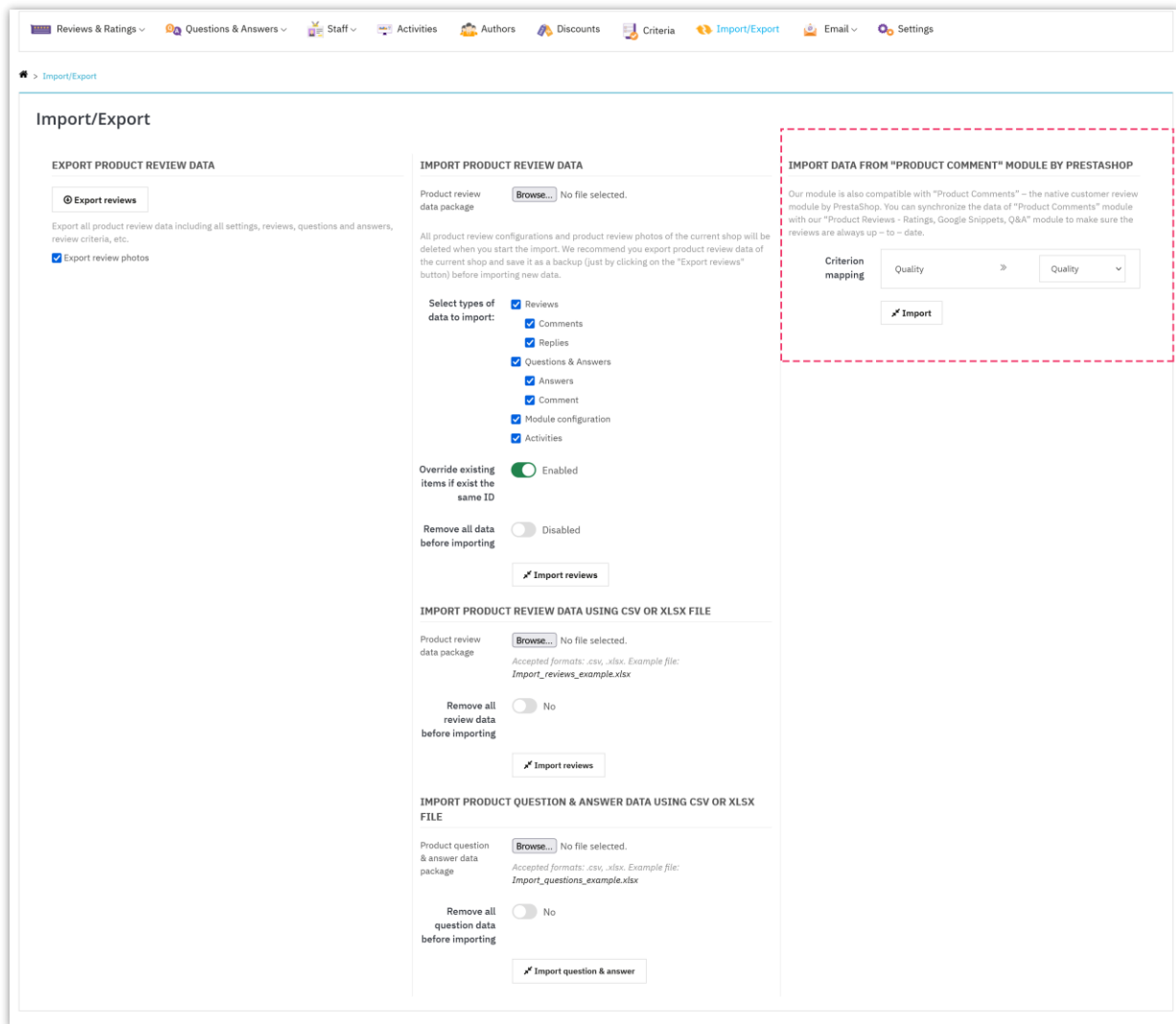


c. Importing data from PrestaShop's "Product Comments" module

If you're using PrestaShop's native "Product Comments" module, the **Product Reviews** module allows seamless data synchronization to keep your reviews up-to-date. This compatibility ensures that you can consolidate all your customer feedback into one unified system, enhancing your review management process. By mapping criteria from the "Product Comments" module to the "Product Reviews" module, you can maintain the integrity of your data and ensure a smooth transition.

Steps to import:

- In the "**Criterion mapping**" section, you'll see all the criteria from the **Product Comments** module. Select the appropriate target criteria from the **Product Reviews** module.
- Click the "**Import**" button.
- Done! All reviews rated based on the **Product Comments** criteria will be imported into the **Product Reviews** module and displayed on your website.



2. Export product reviews

Exporting product reviews and Q&A is a vital feature of the **Product Reviews** module, enabling you to back up your data or transfer it to a new site efficiently. This functionality ensures that your valuable customer feedback is preserved and can be easily migrated whenever needed.

Follow these steps to export your data:

- Go to the **Product Reviews** module configuration page.
- Click on the "**Import/Export**" tab. (Alternatively, you can access this section via the quick access menu of the module).
- In the left column of the page, find the "**Export product review data**" section.
- If you want to export review photos, tick the "**Export review photos**" checkbox.
- Click the "**Export reviews**" button to export all product review data, including settings, reviews, questions, answers, review criteria, etc.
- A dialog box will appear. Click "OK" and select the location on your computer where you want to save the exported file.

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

Import/Export

Import/Export

EXPORT PRODUCT REVIEW DATA

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

Remove all data before importing Disabled

IMPORT PRODUCT REVIEW DATA USING CSV OR XLSX FILE

Product review data package No file selected.

Accepted formats: .csv, .xlsx. Example file: [Import_reviews_example.xlsx](#)

Remove all review data before importing No

IMPORT PRODUCT QUESTION & ANSWER DATA USING CSV OR XLSX FILE

Product question & answer data package No file selected.

Accepted formats: .csv, .xlsx. Example file: [Import_questions_example.xlsx](#)

Remove all question 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

XII. EMAIL

This module comes with a comprehensive email system that will automatically send notification emails to both store admin and customers when an event occurs.

I. Mail templates

Product Reviews module provides 12 email templates for notification emails and review invitation emails. Store admin can edit the content of the mail template to be suitable for the situation.

The screenshot shows the 'MAIL TEMPLATES' configuration page in the Magento 2 Admin interface. The page has a top navigation bar with 'Quick Access', a search bar, and 'View my store'. Below the navigation bar, there are several menu items: 'Reviews & Ratings', 'Questions & Answers', 'Staff', 'Activities', 'Authors', 'Discounts', 'Criteria', 'Import/Export', 'Email', and 'Settings'. The main content area is titled 'Mail templates 12' and contains a table with the following columns: ID, Template, Subject, Content, and Is enabled. Each row represents an email template, and the 'Is enabled' column has a dropdown arrow. To the right of each row is an 'Edit' button. Below the table is a 'Bulk actions' button. At the bottom of the page, there is an 'Email configs' section with a text input field for 'Email address(es) to receive notifications' containing 'demo@demo.it' and a 'Save' button.

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}	✗
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}	✓
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}	✓
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}	✓
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}	✗
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}	✓
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}	✓
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}	✓
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}	✓
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}	✓
12	tocustomer_rating_invitation_get_voucher	Do you satisfy with "{product_name}"? 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,	✓
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}	✓

Email configs

Email address(es) to receive notifications:

Emails that you want to receive notifications, separated by a comma (,)

Email template detail:

Quick Access - Search

Email / Mail templates

EDIT

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

Email > Mail templates

Template type: HTML

Email templates #2

Enabled Yes
Notification email when a user clicks "like" for your object (reviews, comments, questions, etc.)

Subject * en

Variables:

Content * en

Hello {(person_name)},
 {(from_person_name) liked your (object) on {(product_name)}

 Copyright {(shop_name)}. All rights reserved.

Variables:

Cancel Save and stay Save

Email preview

my store

Hello {(person_name)},
 {(from_person_name) liked your (object) on {(product_name)}

 Copyright My Store. All rights reserved.
 If you do not want to receive future email from us,
 you can click on this link to Unsubscribe

2. Automation

Store admin can set up a cronjob on the server to automatically send emails and automatically delete expired discount codes and/or used discount codes.

Quick Access - Search View my store

Email / Automation

AUTOMATION Help

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

> 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-US/obsidian/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 * 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

3. Mail tracking

"Product Reviews" module also offers a mail tracking feature, enabling you to keep track of the emails sent to customers.

The screenshot displays the 'MAIL TRACKING' interface with a search bar and navigation menu. The main content area shows a table of 125 email tracking records. The table has the following columns: ID, Customer, Subject, Execute status, Execution time, Order reference, Discount, and Rating. The 'Execute status' column contains 'Read' (blue) and 'Delivered' (green) labels. The 'Rating' column shows star ratings from 1 to 5 stars. The 'Execution time' column shows dates and times. The 'Order reference' column shows various alphanumeric codes. The 'Discount' column shows either a dash or a specific code. The 'Subject' column contains various messages related to reviews, approvals, and voucher codes. The 'Customer' column shows email addresses. The 'ID' column shows numerical identifiers. At the bottom of the table, there is a pagination control showing 'Display 20 / 125 result(s)' and a set of navigation arrows.

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 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	TTYQVMJH	--	--
1011	aaa bbb a@b.c	You got a voucher code from (shop_name)	Delivered	05/21/2024 23:11:24	--	REV_FWBJ03NIA3	★★★★★
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	RJNDVLCND	--	--
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_RDUTQ1U1KB	★★★★★
992	trang luv trangluytest@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_R3ETAVBHCZ	★★★★★
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@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	JHOCRFQJM	--	--
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

Store admin can save failed emails to the mail queue to automatically send mail by cronjob next time or send them manually by clicking "Send email" button.

Quick Access - Search View my store

Email / Email queue

EMAIL QUEUE Help

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

> Email > Mail queue

Email queue (117)

ID	Customer	Template	Subject	Content	Trying times	Schedule time	Queue at	
1063	Hello world asd@vdfed.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. calatate 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_B00UDSBHBA 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	Dauid dawi@daw.pl	tocustomer_approved	Your przejrzył has been approved and published.	Hello Dauid, Your przejrzył 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	Ali aa@g-fr	tocustomer_approved	Your avis has been approved and published.	Hello Ali, 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 Addons. 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 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	Send mail
1052	Probiel probiel@probiel.com	tocustomer_approved	Your review has been approved and published.	Hello Probiel, 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
1049	Dinh Anh	tocustomer_approved	Your review has been approved and published.	Hello Dinh Anh, Your review on The best is yet to come! Framed poster has been approved and published. test 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 05:22:07	Send mail
1048	Paul	tocustomer_approved	Your recensie has been approved and published.	Hello Paul, Your recensie on Hummingbird printed sweater has been approved and published. i am loving 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 05:22:04	Send mail
1047	ben dover	tocustomer_approved	Your review has been approved and published.	Hello ben dover, Your review on The best is yet to come! Framed poster has been approved and published. this product is absolutely BEN DOVER! 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 05:22:01	Send mail
1046	Demo Demo demo@demo.com	tocustomer_approved	Your reply has been approved and published.	Hello Demo Demo, Your reply on The best is yet to come! Framed poster has been approved and published. Hallo 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 05:21:55	Send mail
1045	Demo Demo demo@demo.com	person_replied	Demo Demo replied to your comment	Hello Demo Demo, Demo Demo replied to your comment on The best is yet to come! Framed poster "" Hello View reply 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 05:21:55	Send mail
1044	KIKIKI	tocustomer_approved	Your avis has been approved and published.	Hello KIKIKI, Your avis on Hummingbird printed t-shirt has been approved and published. Jadore c'est trop beau 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 05:21:52	Send mail

Bulk actions Display 20 / 117 result(s)

5. Mail log

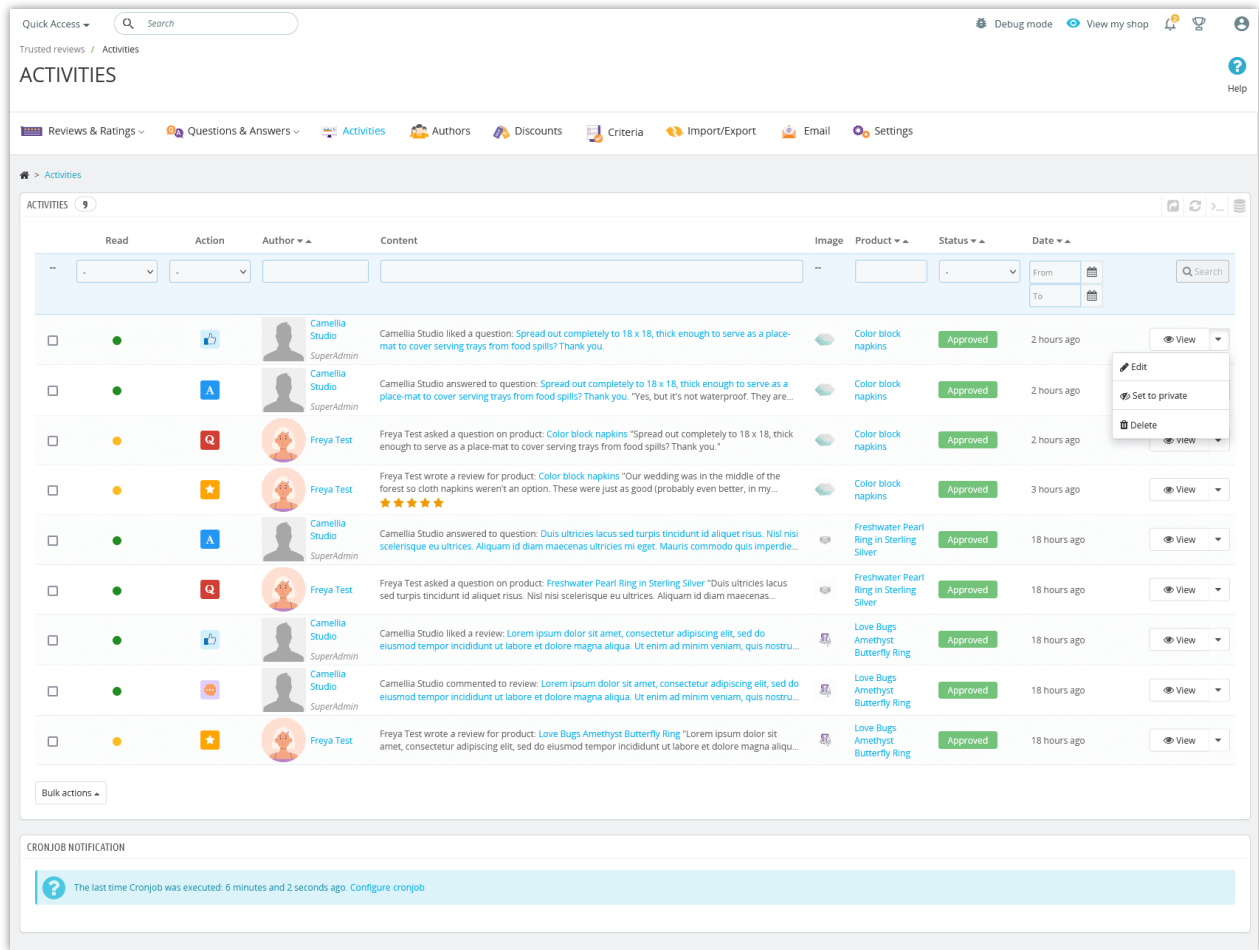
Go to **“Mail log”** to see the log and delivery status of each email.

The screenshot displays the 'MAIL LOG' interface. At the top, there is a search bar and a 'View my store' button. Below the search bar, there are navigation tabs: 'Reviews & Ratings', 'Questions & Answers', 'Staff', 'Activities', 'Authors', 'Discounts', 'Criteria', 'Import/Export', 'Email', and 'Settings'. The 'Email' tab is selected, and the 'Mail log' sub-tab is active. The main content area shows a table of email logs with the following columns: Queue ID, Subject, Content, Customer, Time sent, and Status. The status for all entries is 'Delivered'. The interface also includes a search bar within the table area and a pagination control at the bottom showing 'Display 20 / 58 result(s)'.

Queue ID	Subject	Content	Customer	Time sent	Status
1035	Your reseña has been submitted and is waiting for approval	Hello Test, Your reseña 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	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_RJETAVBH CZ 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	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. 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	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. 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	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	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	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. 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	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 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_FW303NIAJ 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	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 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@u.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	demo@demo.it	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

XIII. ACTIVITIES

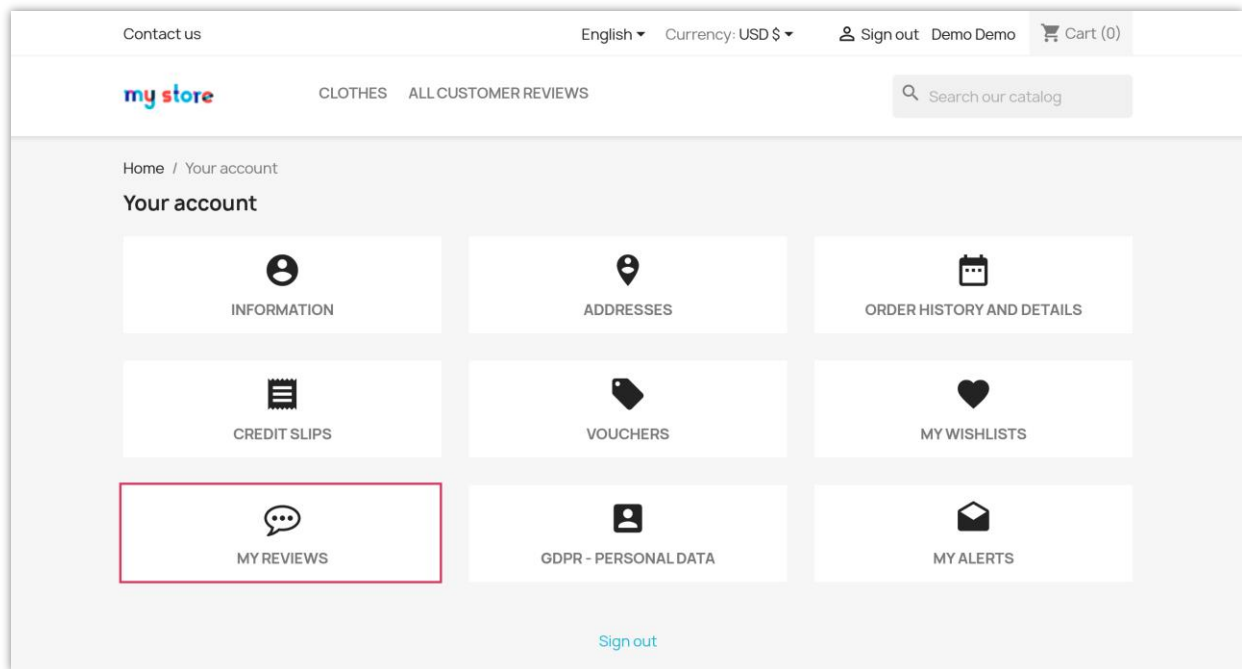
All activities of store admin and customers related to product reviews, ratings and Q&A system will be listed on this page.



XIV. HOW CUSTOMERS MANAGE THEIR PRODUCT REVIEWS

For customers on your website, the "**Product Reviews**" module provides a dedicated area to help them manage product reviews, questions, and answers.

From the "**Your account**" page on the front office, your customers can access the "**My reviews**" block.















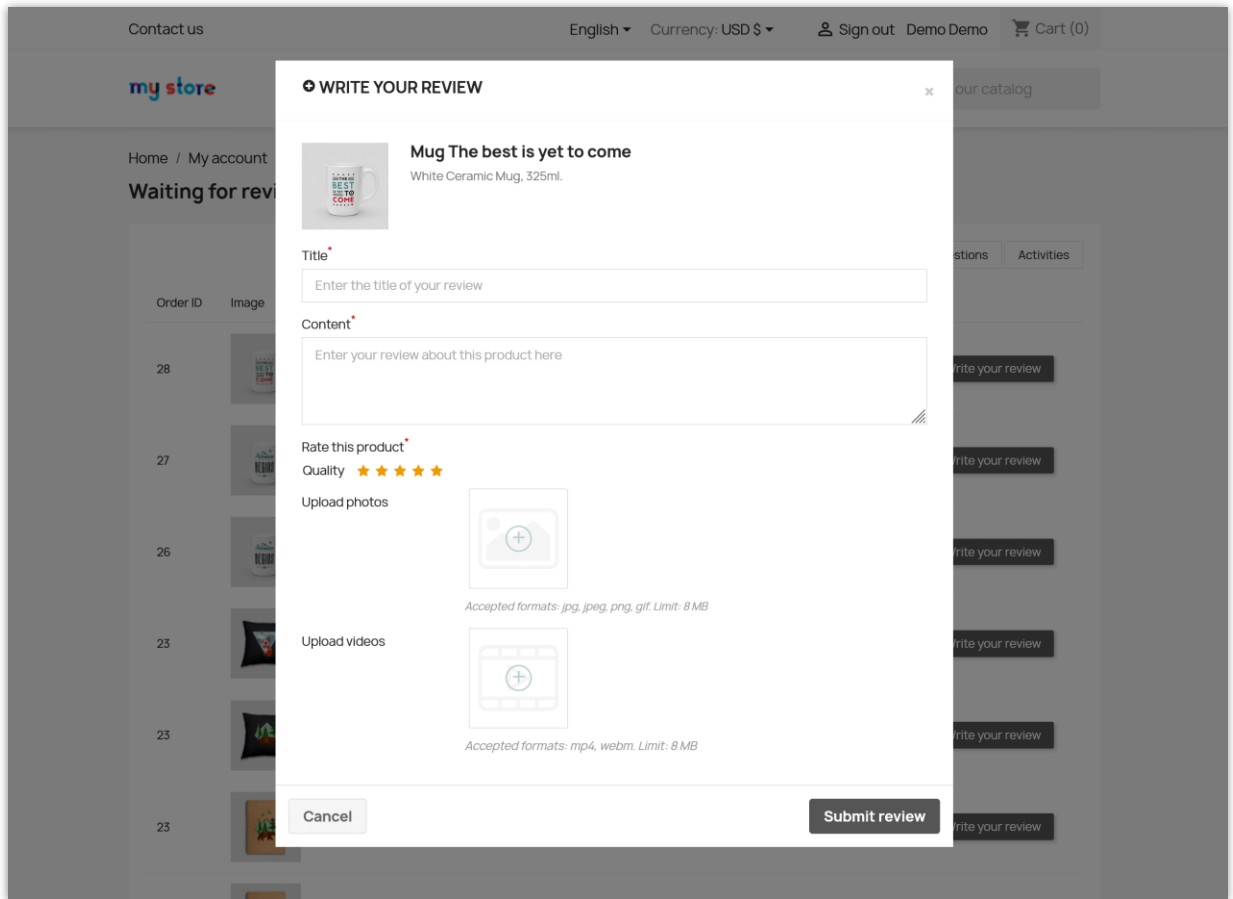
I. Waiting for review

The "**Waiting for reviews**" page includes a list of products that customers have purchased and are eligible to review, but have not yet left a review.

Customers can click the "**Write your review**" button to open a popup that allows them to enter their product reviews.

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			
22		Brown bear cushion	Awaiting bank wire payment	03/06/2023	Write your review			
22		Mug The adventure begins	Awaiting bank wire payment	03/06/2023	Write your review			
22		Mug Today is a good day	Awaiting bank wire payment	03/06/2023	Write your review			
19		The adventure begins Framed poster	Payment accepted	01/29/2023	Write your review			



2. My reviews

The "**My reviews**" page includes a list of all product reviews that customers have left on the website. Customers can review product review content, its status, and the interactions it receives.

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					
206	Captivating Craftsmanship	As a design enthusiast, I recently had the pleasure of exploring the Mountain Fox - Vector Graphics product, and I must ...	5/5	--	--	Mountain fox - Vector graphics	Approved	2023-08-21 04:24:21					
205	Your Creativity, Your Mug: Customizable Mug Review	I recently had the pleasure of designing my own mug, and the experience was nothing short of delightful. This product ...	5/5	--	--	Customizable mug	Approved	2023-08-21 04:18:03					
204	Elevating Spaces: The Framed Poster Product Review	I recently had the pleasure of adorning my living space with a Framed Poster, and I must say, it has completely ...	5/5	--	--	Pack Mug + Framed poster	Approved	2023-08-21 04:16:40					
203	comfort and style	As a connoisseur of comfort and style, I recently had the pleasure of experiencing the Hummingbird Cushion, and I must ...	5/5	--	--	Hummingbird cushion	Approved	2023-08-21 04:13:28					
149	Love it	It's beautiful	5/5	--	--	Hummingbird printed sweater	Pending	2023-02-03 05:11:35					

Display / 23 result(s)

« < 1 2 > »

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

When viewing details of any product review, customers can add comments to their reviews.

Home / My account / My reviews

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

Similarly, the "**My questions**" page includes a list of all the questions and answers that customers have asked about the products being sold on the website.

Home / My account / My questions

My questions

Waiting for review

My reviews

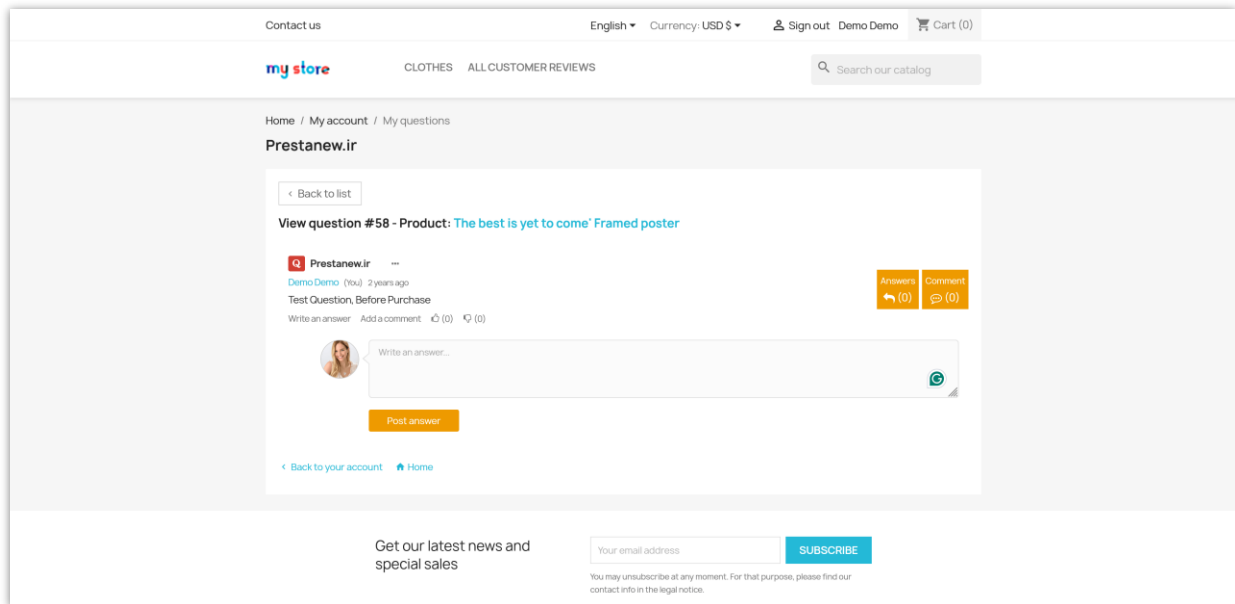
My questions

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](#)

Customers can view question details, answer or leave comments.










4. Activities

Finally, the "**Activities**" page keeps a log of customer activities related to product reviews and product-related questions/answers.

Home / My account / Activities

Activities: Demo Demo

Waiting for review My reviews My questions Activities

-  liked_a_review
📅 Time: 4 months ago
-  liked_a_review
📅 Time: 6 months ago
-  liked_a_review
📅 Time: 6 months ago
-  Demo Demo wrote a review for product: Hummingbird notebook "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..."
★★★★★
📅 Time: 6 months ago
-  Demo Demo wrote a review for product: Brown bear notebook "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..."
★★★★★
📅 Time: 6 months ago
-  Demo Demo wrote a review for product: Mountain fox notebook "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..."
★★★★★
📅 Time: 6 months ago
-  Demo Demo wrote a review for product: Hummingbird - Vector graphics "The Hummingbird - Vector Graphics product is an enchanting collection that effortlessly captures the delicate beauty and vibrant energy of these remarkable creatures. As a designer, I was thoroughly impressed by the meticulous craftsmanship and artisti..."
★★★★★
📅 Time: 6 months ago

XV. THANK YOU

Thank you again for purchasing our module and going through this documentation. We hope this documentation has provided all the necessary information to help you successfully set up and use our **Product Reviews** module.

If you have any questions for which the answer is not available on this documentation, please feel free to contact us.