

Advanced Reviews - Magento 2

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Magento 2 Advanced Reviews allows you to attract customers attention to particular products, share own and embrace other shopper opinions about the products sold and services provided, generate loyal attitude to a brand, and eventually increase sales. Thoroughly designed website and especially email review submission forms with summary blocks, helpfulness voting, Magento admin comments, etc. generate more reviews fast and efficiently.

Compatibility: Magento Open Source 2.1.X - 2.3.X, Magento Commerce 2.1.X - 2.3.X

[Product Page](#)

Thank you for choosing Aheadworks!

Installing Advanced Reviews

Command Line Installation

1. Backup your web directory and store database

2. Download the Advanced Reviews installation package

3. Upload contents of the Advanced Reviews installation package to your store root directory

4. In SSH console of your server navigate to your store root folder:

```
cd path_to_the_store_root_folder
```

run:

```
php -f bin/magento  
module:enable  
Aheadworks_AdvancedReviews
```

then:

```
php -f bin/magento setup:upgrade
```

after:

```
php -f bin/magento  
setup:static-content:deploy
```

5. Flush store cache; log out from the backend and log in again



Make sure the installation is done from under the FTP administrator account. Otherwise, make sure to set 775 permissions to the store root directory after the extension is deployed.

Composer Installation

1. Log in to your customer account at <https://ecommerce.aheadworks.com> and navigate to Account -> Composer access;

2. Configure your store to work with the Aheadworks composer repository:

Add composer repository to composer.json by running:

```
composer config repositories.aheadworks composer https://dist.aheadworks.com/
```

in the Magento installation root.

Use a key pair provided as login and pass. You can optionally save them in the global composer auth file.

3. You can start using AW composer now.

For extension names, navigate to Account -> Composer access.

4. Open the root Magento directory on your server and send Composer the following command:

```
composer require <component-name>:<version>
```

Note: Use the previously copied component name and version.

5. Make sure that Composer finished the installation without errors. Flush store cache, log out and log into the backend again.

Set up cron

If you have already configured cronjobs for your Magento installation then you can skip this step. Read the following instructions on setting cronjob for your Magento store: [Magento user guide](#).

Generally, it would be enough to run in SSH console of your server:

```
crontab -e
```

And insert the following line:

```
*/3 * * * * php -c <ini-file-path> <your Magento install dir>/bin/magento cron:run  
*/3 * * * * php -c <ini-file-path> <your Magento install dir>/update/cron.php  
*/3 * * * * php -c <ini-file-path> <your Magento install dir>/bin/magento setup:cron:run
```

Don't forget to confirm saving request when exit.

Uninstall Script

To uninstall the script, run the following command:

```
php bin/magento module:uninstall  
Aheadworks_AdvancedReviews
```

Please note: uninstall script works correctly only if the module was previously installed via Composer



Note for a developer:

To use the uninstall script in the standard workflow, see `Magento\Setup\Console\Command\ModuleUninstallCommand::validate()`. The function should return an empty array for further correct processing. You can simply comment out the lines 319-338.

Importing Reviews

All the reviews existing before the Advanced Reviews installation can be imported into the extension and further processed by the module.

Import of existing reviews is performed by a separate command in the console:

```
php -f bin/magento advanced-reviews:import
```

Upon the command, all the necessary information about native reviews is collected and imported in batches (100 reviews each) into our tables. At the end of the import, the id of the last native imported review is written to the native Flag Magento table. If for some reason, the import is interrupted, the console will display a description of the exception/error that occurred, and the last successfully imported id will also be written into the Flag table. As soon as the error is removed, you can run the command once again.

 The general rating of the imported reviews is rounded to one of the 5-star rating values used by the extension.

Getting Around

Business Advantages

The Advanced Reviews is a must-have Magento extension for any Magento store. Both, the tone of reviews and their numbers influence purchasing decisions and entice customers to your store. The Advanced Reviews extension allows your shoppers to submit reviews conveniently and swiftly being able to evaluate different aspects of their experience with the product.

What Makes It Different

- Email review submission forms allow customers to provide their reviews right on the spot;
- Review comments enable Magento admins to answer questions and assert own vision;
- Review summary blocks make customers grasp the general tone of all reviews instantly;
- Helpfulness ratings and Verified Buyer badges add even more credibility to reviews.

Advanced Reviews Frontend Use

The extension, in fact, starts working right after the installation. You just need to configure it in accordance with your preferences. When the configuration stage is passed, you can start collecting reviews immediately.

The extension provides two ways to submit reviews - in the store and by emails.

On-site Review Submission Forms

The first and most obvious place to leave a review is product pages. The extension replaces native Magento review forms with own improved user interface and frontend functionality. Traditionally, reviews can be submitted by both registered users and guests. If a product didn't receive any reviews yet, the reviews tab contains only the review submission form and a corresponding notification that your review is going to be the first one for this product.

You're reviewing:

Crown Summit Backpack

Your Rating *



Nickname *

Review *

Review Summary *

Do you recommend this product?

Submit Review

The form contains four compulsory and one optional field:

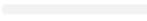
- Your rating - allows customers to evaluate their experience related to the product from 1 to 5 stars depending on their contentment;
- Nickname - a name of the review author;
- Review - the review itself;
- Review Summary - the main thought of the review in brief;
- Do you recommend this product? - the box contains three options: Not specified, No, Yes.

In case if the product has been reviewed already by other customers the Reviews tab on product pages looks a bit different.

Customer Reviews

★★★★★ 4.8
7 REVIEWS

100% of customers recommend this product

5 STARS		5 (71%)
4 STARS		2 (29%)
3 STARS		0 (0%)
2 STARS		0 (0%)
1 STAR		0 (0%)

[Write a Review](#)

Sort by [Rating](#) [Newest](#) ↑ [Helpfulness](#)

<p>July_Rocks Verified Buyer</p> <p>✓ I recommend this product</p>	<p>Awesome bag! ★★★★★</p> <p>May 29, 2018, 12:08 PM</p> <p>I just love this tote! It is capacious enough, fits a lot of things, the straps are pretty comfortable, and the zipper closure allows keeping all stuff "in". Great bag! I use it at my gym classes and for day trips.</p>
<p>Response from Admin</p> <p>Thank you for your review! We are doing our best to improve the quality of our products to make them reliable companions in your sport activities.</p>	

The Customer Review section contains general information about all the reviews, including the overall rating, number of reviews, number of customers who recommend this product, and the general rating split by stars. Right here customers are able to write own reviews using the Write a Review button.

Next comes the list of all individual reviews with dates, star ratings, author nicknames, comments, and helpfulness voting functionality. Helpfulness voting allows any customers to vote reviews either helpful or not. At the end of the list the Write a Review button is provided once again so visitors should not scroll the page up to find its first appearance.

Product Reviews in Customer Accounts

As we've already told, reviews can be submitted both by guests and registered customers. The customers who submit reviews as registered users are able to track statuses of their reviews in own customer accounts. First customer reviews appear in Account Dashboards presented the My Recent Reviews grid with the following columns:

- Created - date of the creation;
- Product Name - product reviewed;
- Status - one of the possible review statuses (Pending, Approved, Not approved);
- Rating - star rating of the review;
- Summary - review summary.

The View All link provided in the grid allows customers to move to the My Product Reviews section, which is also available from the sidebar menu.

My Product Reviews

Created	↑ Product Name	Status	Rating	Summary
6/6/18	Compete Track Tote	Approved	★ ★ ★ ☆ ☆	Wish it had more pocket
6/6/18	Overnight Duffie	Approved	★ ★ ☆ ☆ ☆	Um, not actually waterproof

The section contains a list of all reviews submitted by customers with the same columns still.

Email Review Submission Form

The opportunity to send reviews right from emails facilitates the whole process significantly and allows you to attract many more reviews. The form obtains absolutely the same functions as the on-site submission form and enables customers to choose the products to be reviewed, their rating, provide nicknames, review texts, review summaries, and recommend the product to other visitors. All the reviews submitted by email are automatically marked as the ones received from Verified Buyers.

Hello

Thank you for your recent purchase. Your opinion about the purchased product(s) would be greatly appreciated by other customers of our store.

Choose a product to review:

- Nadia Elements Shell (WJ10-S-Orange)
- Nadia Elements Shell (WJ10-M-Yellow)
- Jade Yoga Jacket (WJ09-M-Green)
- Zing Jump Rope (24-UG04)

How would you rate it:

- ★★★★★
- ★★★★☆
- ★★★☆☆
- ★★☆☆☆
- ★☆☆☆☆

Your nickname (as it will be displayed on our site):

Your review (tell the others what is your opinion about the product):

Short summary:

Do you recommend this product?

Submit Review

Thank you very much for your feedback!



We implemented the following logic for review reminders:

- In case of several products purchased, the extension display expensive ones first;
- If there are products that have the same price, first comes the product that has the least number of reviews. If the qty of reviews is equal, newest products are displayed first;
- Customers are able to submit a review on a particular product only once per reminder email. If the order contains several products, it is possible to submit one review for each product listed in the reminder;
- If customers purchase the same products again, they will receive a new review reminder and will be able to submit a new review on these products, even though they posted a review on these products earlier.

Adding the Review Submission Form into custom emails

You can include the email review form in other emails by inserting the following line in the required email template(s):

```
{{layout handle="aw_advanced_reviews_email_request_form" order=$order area="frontend"}}
```

Generally, this method should work with any extension, which sends follow up emails based on the events related to order status. The only requirement for the Advanced Reviews extension is to retrieve an order ID to get the data for the form rendering.

Backend Configuration

General Settings

The general settings of the extension (Stores > Configuration > Aheadworks Extensions > Advanced Reviews) are quite simple so the configuration stage is not going to take much time. The Configuration page consists of two sections: General and Email Notification Settings.

General

Admin Comment Caption

Email Notification Settings

Sender ▼
This will be used by default as "From" in outgoing emails

Enable Review Reminder Notifications ▼

Send Review Reminder Notifications After Day(s)

Email Template For Customer Review Reminder ▼

Email Address For Admin Notifications
Leave empty to disable admin notifications

Email Template For Admin Notifications ▼

General

The General Section contains one configuration option - Admin Comment Caption. It allows you to set a name to be used as the caption for your comments.

Email Notification Settings

The Email Notification Settings section allows you to configure general settings of email review reminders and service notifications used by the extension.

- **Sender.** The box allows you to set a sender for outgoing emails;
- **Enable Review Reminder Notifications.** The box allows you either enable or disable review reminder notifications by email;
- **Send Review Reminder Notifications After Day(s).** If email review reminders are enabled (above), the numeric field makes it possible to determine an on-hold period after the purchase when the notification will be sent;
- **Email Template For Customer Review Reminder.** The option determines an email template to be used for customer review reminders. Leave empty to disable admin notifications;
- **Email Address for Admin Notifications.** An email address to receive admin notifications, including the ones about newly submitted reviews;

- Email Template for Admin Notifications. The option determines an email template to be used for admin notifications.

When the general settings are configured you can use the extension for collecting reviews and sending notifications. All the reviews are stored in the Reviews section in the backend.

 Review notifications are checked and sent every 5 minutes. Sending logs are cleaned every 24 hours.

Reviews

The Reviews grid (Marketing > Advanced Reviews by Aheadworks > Reviews) allows you to track and manage all the reviews processed by the extension.

 The Advanced Reviews extension hides the native review menu (Marketing > User Content > Reviews) still you can restore it by commenting down the following string in the `<module_dir>/etc/adminhtml/menu.xml` file:

```
<remove id="Magento_Review::catalog_reviews_ratings_reviews_all" module="Magento_Review"/>
```

and making it look as follows:

```
<!--<remove id="Magento_Review::catalog_reviews_ratings_reviews_all" module="Magento_Review"/>-->
```

The grid consists of the following columns:

- Created. Displays the date when the review was created;
- Status. A status of the review: pending, approved, not approved;
- Summary. The main point of the review in brief;
- Nickname. A name of the author used for reviewing;
- Review Content. The review itself;
- Rating. An individual star rating of each review;
- Submitted From. A review source (website and store view or admin area) the review is submitted from;
- Author Type. A type of the person submitted the review: administrators, guests, or registered customers;
- Verified Buyer. A badge telling whether the buyer is acknowledged verified or not;
- Do you recommend this product? The column tells whether the product is recommended by the customer or not;
- Product. A name of the product;
- SKU. Product SKU;
- Action. An active link that allows Magento admins to edit the review or go to the product.

In addition to the Action column, the module also supports the mass-action functionality that allows admins to delete, change statuses, set verified buyer badges, and update recommendations of reviews massively with the 'Actions' box in the top left corner of the grid.

Reviews on Product Pages

We should also mention that the table with the same functionality and configuration options is added by the extension to each product so Magento admins can manage reviews on product pages as well.

New Reviews and Review Editing

Magento admins can edit and add new reviews right from the backend. The New Review and Edit Review pages are quite similar so let us take a look at the first one as an example. Still, remember that all or almost the below amendments are available for existing reviews as well.

The New Review page comprises the following configuration options:

- Product. Here you can select any product to be reviewed form the entire catalog on the Select Product sliding page using the Add Selected Product button.

Select Product



Cancel

Add Selected Product

Filters

Default View

Columns

2148 records found (1 selected)

200 per page



1

of 11



	ID ↓	Name	Type	SKU	Visibility	Status	Websites
<input checked="" type="radio"/>	1	Joust Duffle Bag	Simple Product	24-MB01	Catalog, Search	Enabled	Main Website, webs2
<input type="radio"/>	2	Strive Shoulder Pack	Simple Product	24-MB04	Catalog, Search	Enabled	Main Website, webs2
<input type="radio"/>	3	Crown Summit Backpack	Simple Product	24-MB03	Catalog, Search	Enabled	Main Website, webs2

- Created At. The options allow you to select a date for the review, which can be today or any day in future or past;



In case if a future date is selected, the review will be published on the specified day. The actual moment of publication can be a bit later than the specified one due to the Magento Full Page Cache work. Admin can either wait until cache refreshes automatically or refresh it manually.

- Rating. The five-star rating allows Magento admins or customers to formalize their attitude towards the product;
- Status. A new review can be left pending or converted to become approved or not approved;
- Nickname. The name to be used as an author's name for review purposes;
- Summary of Review. The main statement the review provides;
- Review. A text field the review should be placed in;
- Do you recommend this product? The box has three options: Not specified, Yes, No.
- Verified buyer. The customers who submit reviews from emails receive the Verified Buyer badge automatically, but you can provide it for other reviews as well, if necessary;
- Display reviews on selected store views. The option allows you to share the review among Magento store views different from the original submission store view;
- Admin Comment. The commentary field allows you to say thank you or answer the question asked in a review.



Fields marked with asterisks are mandatory.

That's it about the extension configuration.

Other Functions

In addition to the functionality described above, the extension also provides some more benefits for store owners and development teams.

- Saving Reviews Intact

In case a customer account is deleted, all the reviews provided by this customer become guest reviews. This way, you can simultaneously follow the GDPR requirements and still use the provided reviews.



Magento Reports Incompatibility

Advanced Reports 1.0 doesn't support the "Reviews by customer" and "Reviews by products" native Magento reports. So, the information about the reviews submitted through the Advanced Reviews extension is not displayed by them. In the future, we will consider adding similar reports functionality into our extension.

Please [contact us](#) for more information.

Uninstalling Advanced Reviews

Manual Removal

1. Disable the module by executing the following commands:

```
php bin/magento module:disable  
Aheadworks_AdvancedReviews  
php bin/magento setup:upgrade
```

2. Remove the extension files from the following folder:

```
app/code/Aheadworks/Advanced  
Reviews
```

Automatic Removal (via Composer)

1. Disable the module by executing the following commands:

```
php bin/magento module:uninstall  
Aheadworks_AdvancedReviews
```

Product Page

Need Customization?

Need additional functionality
or further customization of your products?

Request a free quote

You can always find the latest version of the software, full documentation, demos, screenshots and reviews at <http://ecommerce.aheadworks.com>
License agreement: <https://ecommerce.aheadworks.com/end-user-license-agreement/>
Contact Us: <http://ecommerce.aheadworks.com/contacts/>
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