

Review Reminder

for Magento 2



Table of contents

Getting Around.....	2
Introducing Review Reminder.....	3
Extension Settings.....	4
Creating Rules.....	5
Mail Log.....	7
Tracking Review Reminder Performance.....	8

Getting Around

Magento 2 Review Reminder sends automatic review reminders to purchasers in accordance with predefined rules and conditions. Store owners can determine the layout and content of each reminder, schedule reminders for concrete dates, assign them to particular product types, preview them before sending to shoppers, etc. The scheduled emails are managed from a separate grid.

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

Introducing Review Reminder

Review Reminder extension allows sending notification emails automatically at a set time after an order has been placed:

- Product conditions;
- Cart conditions;
- Customer group conditions;
- Rich text;
- Mail log;
- Mass actions.

Review Reminder extension for Magento 2 is a straightforward notification tool aimed at generating more product reviews by sending automatic email notifications.

The workflow is simple. Every notification is sent with a separate rule - a basic extension entity that controls when and on what conditions the notification is sent.

When setting up an extension rule the storeowner defines:

- Review reminder subject and text;
- Delivery time - to deliver the notification after a set time the order has been invoiced and shipped;
- Cart conditions - if order has been placed for a particular total or the parcel weight exceeds a set limit;


- Customer conditions - including customer group and store view;
- Product conditions - if order contains products of a particular color or set manufacturer.

After the rule or a set of rules is created the extension starts tracking all orders placed. When order obtains 'Complete' status the rule, if conditions are met, schedules a review reminder. All scheduled and sent reminders can be found in the Mail Log, where they can be manually sent, cancelled or deleted. If customer writes a review before the reminder is sent - an email delivery is cancelled automatically, to prevent spamming customers with irrelevant messages.


Extension Settings

The extension allows sending review reminders automatically from a particular email address. To define the email address for sending notifications and test extension before going live, the storeowner navigates to the extension settings at **Stores > Configuration > Aheadworks extensions > Review Reminder**.

General

Sender [store view] 
This will be used by default as "From" in outgoing emails

Test Email Recipient [store view]

Enable Test Mode [store view] 
All outgoing emails will be sent to test email recipient

Mail Log

Keep Emails For, days [global]
0 disables log cleaning. Not recommended.

There are following extension settings:

- **Sender** - defines an email address all review reminders will be sent from;
- **Test Email Recipient** - defines an email address all test review reminders will be sent to;

- **Enable Test Mode** - defines if all review reminders should be sent to Test Email Recipient, which helps evaluating the reminder look and feel.
- **Keep Emails for, days** - defines for how many days sent review reminders should be kept in the mail log.

Once done with the settings the storeowner clicks **Save Config** button to apply any changes made.

Creating Rules

The rules are basic extension entities that control when and on what conditions the review reminders are sent. To create or edit a rule the storeowner navigates to **Marketing > Review Reminder by Aheadworks > Rules**.

To add a new rule the storeowner clicks **Add Rule** button.

Enable Yes

Name *

Subject *

Content

Hi, {{config path="trans_email/ident_custom1/name"}},

The first section of the new rule defines basic rule attributes such as subject, content and internal name:

- **Enable** - defines if the rule is enabled. Disabled rules cannot sent review reminders;
- **Name** - defines the name of the rule for internal identification purposes (not visible to customer);
- **Subject** - defines a subject of a review reminder;

- **Content** - allows the storeowner type in the reminder content. The content can be edited with the help of What You See Is What You Get (WYSIWYG) editor, featuring rich text, variables, media etc.

After the content is created the storeowner can either preview how the reminder will look like by clicking **Preview** button. Or send test email to the **Test Email Recipient** by clicking **Send Test Email** button.

Specify when email should be sent

Send day(s) hours minutes later

Next, the storeowner decides when a reminder should be delivered.

The review reminders are scheduled upon order obtaining 'Complete' status. Meaning that the reminder will be sent after a time set in the Send field upon order being invoiced and shipped.

Cart Conditions

If ALL of these conditions are TRUE :

Subtotal equals or greater than 100

+

Products

If ALL of these conditions are TRUE :

Category is one of 20, 21, 23

+

Product Types *

- Simple Product
- Virtual Product

Then the storeowner decides on what conditions the review reminder is sent. There are five types of conditions that work together:

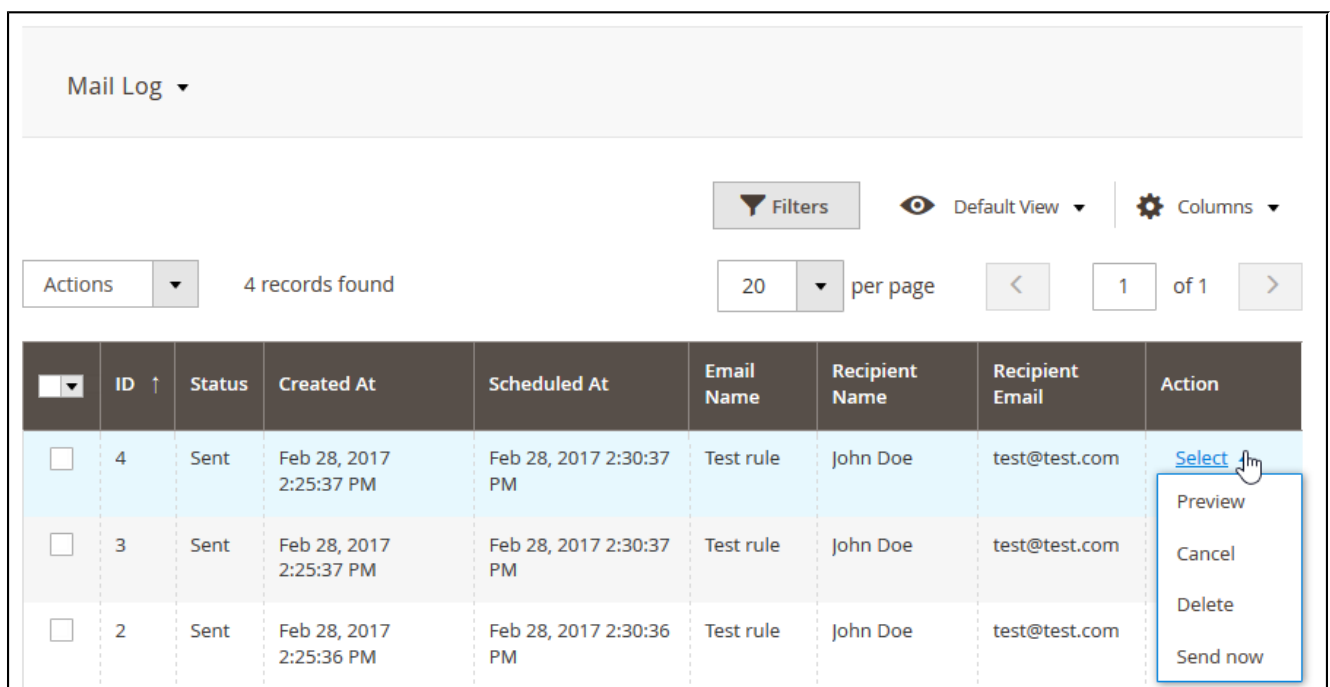
- **Store View** - defines for what store view the rule is active;
- **Customer Groups** - defines to what customer groups the review reminder is sent;

- **Cart Conditions** - defines what items should be orders for the review reminder to trigger, including total, shipping region, payment method;
- **Product Conditions** - defines products with what attributes should be ordered for the review reminder to trigger, including manufacturer, product category, color;
- **Product Type** - defines what types of products should be ordered for the review reminder to trigger.

Once every rule option is set the storeowner clicks **Save** button. The review reminders will now be sent to all customers with orders matching the conditions set after a defined time.

Mail Log

All scheduled, sent and delivered review reminders can be tracked in the Mail Log. To get to the Mail Log the storeowner proceeds to **Marketing > Review Reminder by Aheadworks > Mail Log**.



The screenshot shows the Mail Log interface. At the top, there is a header "Mail Log" with a dropdown arrow. Below the header, there are controls for "Filters", "Default View", and "Columns". A status bar indicates "4 records found" and "20 per page". The main table has columns: ID, Status, Created At, Scheduled At, Email Name, Recipient Name, Recipient Email, and Action. The first row is highlighted in light blue. A context menu is open over the "Action" column of the first row, showing options: Select, Preview, Cancel, Delete, and Send now.

ID	Status	Created At	Scheduled At	Email Name	Recipient Name	Recipient Email	Action
4	Sent	Feb 28, 2017 2:25:37 PM	Feb 28, 2017 2:30:37 PM	Test rule	John Doe	test@test.com	Select
3	Sent	Feb 28, 2017 2:25:37 PM	Feb 28, 2017 2:30:37 PM	Test rule	John Doe	test@test.com	Preview
2	Sent	Feb 28, 2017 2:25:36 PM	Feb 28, 2017 2:30:36 PM	Test rule	John Doe	test@test.com	Cancel

The Mail Log grid comes with the following interactive elements:

- «**Columns**» button allows customizing the grid look by hiding, applying columns. Some columns may be excessive and some relevant to the current tasks;

- «**Filters**» button allows looking for particular review reminders depending on the filters selected;
- «**Default View**» button allows saving the perfect grid look to quickly load it whenever required.

In addition in the column 'Action' the storeowner can select what should be done with selected reminders including:

- **Preview** - opens a review reminder as an email;
- **Cancel** - cancels scheduled review reminders;
- **Delete** - deletes a review reminder from the Mail Log;
- **Send now** - sends selected review reminders instantly to customers.

Tracking Review Reminder Performance

For the performance tracking and understanding how many customers left a review after a reminder the extension introduces **Orders and Reminders** section that can be accessed via **Marketing > Review Reminder by Aheadworks > Orders and Reminders**.

Orders and Reminders ▾

Filters | Default View ▾ | Columns ▾

Actions ▾ | 8 records found | 20 per page | 1 of 1

<input type="checkbox"/>	ID ↑	Order	Product	Customer Name	Customer Email	Order date	Reminders sent	Review Submission	Review date
<input type="checkbox"/>	8	000000005	Rapha Sports Short	John Doe	test@test.com	Feb 28, 2017 2:21:28 PM	0	Not submitted	
<input type="checkbox"/>	7	000000005	Apollo Running Short	John Doe	test@test.com	Feb 28, 2017 2:21:28 PM	0	Not submitted	

The section comes with the same interactive elements as does the **Mail Log**. Here the storeowner can get an order and customer reference of a particular reminder and see if the review has been left yet.

For an in-depth look visit Review Reminder demo store at the extension's [product page](#).

Feel free to contact our support team with any questions:

helpdesk@aheadworks.com

Call us:

US: +1 (646) 480 - 0154

UK: +44 (20) 8133 - 0154