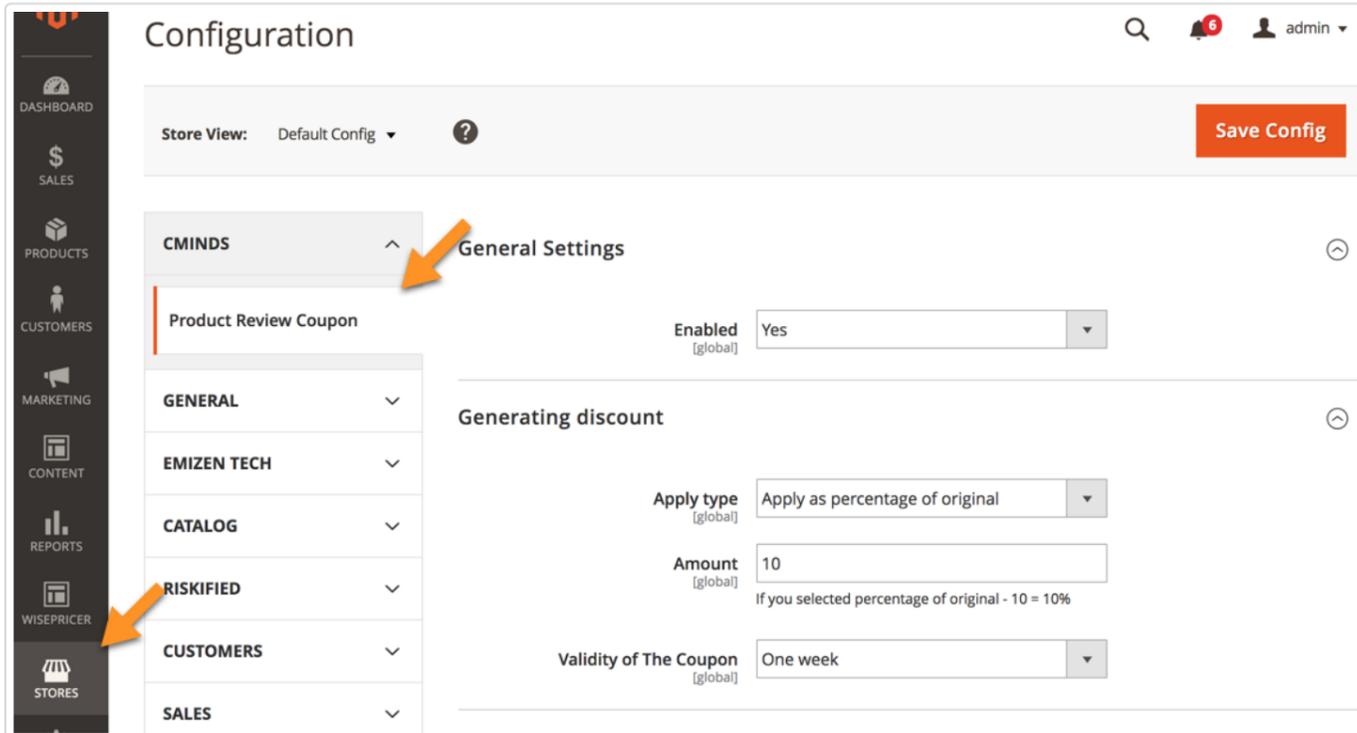


Product Review - General Setup

Edit this Article (<https://secure.helpscout.net/docs/558fe040e4b01a224b42f30a/article/59b8d156042863033a1ccc32>)

General Setup

The initial setup settings can be found in **Stores** → **Configuration** → **CMINDS** → **Product Review Coupon**



The screenshot shows the 'Configuration' page with a sidebar on the left containing navigation options: DASHBOARD, SALES, PRODUCTS, CUSTOMERS, MARKETING, CONTENT, REPORTS, WISEPRICER, and STORES. The main content area is titled 'Configuration' and includes a 'Store View: Default Config' dropdown and a 'Save Config' button. Under the 'CMINDS' section, there are two sub-sections: 'General Settings' and 'Generating discount'. The 'General Settings' section has an 'Enabled' dropdown menu set to 'Yes'. The 'Generating discount' section has an 'Apply type' dropdown set to 'Apply as percentage of original', an 'Amount' input field with the value '10', and a note 'If you selected percentage of original - 10 = 10%'. Below that is a 'Validity of The Coupon' dropdown set to 'One week'. Two orange arrows point to the 'General Settings' section and the 'STORES' menu item.

Enabling or Disabling the Extension

In the 'General Settings' section there is one option.

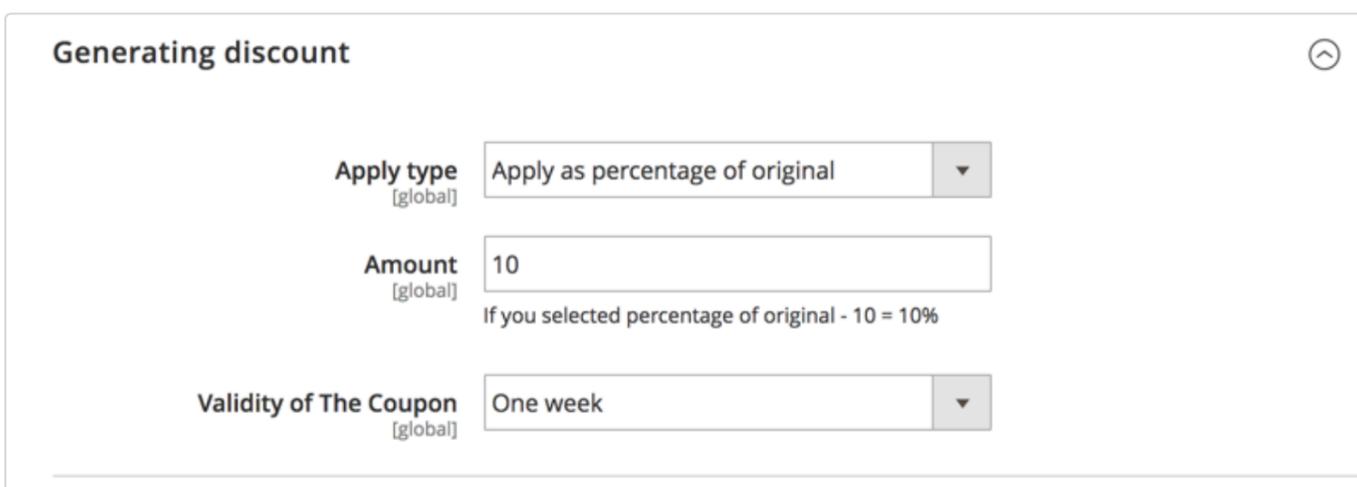


This close-up screenshot shows the 'General Settings' section. It features an 'Enabled' dropdown menu with the value 'Yes' selected. An orange arrow points to this dropdown menu.

Enabled - Setting this to 'Yes' will turn the extension on and setting it to 'No' will turn the extension off.

Discount Setup

In the 'Generating discount' settings the coupon that will be sent to the customer upon approval of their submitted review can be configured.



This close-up screenshot shows the 'Generating discount' section. It includes three settings: 'Apply type' set to 'Apply as percentage of original', 'Amount' set to '10' with a note 'If you selected percentage of original - 10 = 10%', and 'Validity of The Coupon' set to 'One week'.

Apply type - The type of discount that is given with the coupon can be set to be either a percentage of the total in the cart or else a fixed amount in the currency of the store.

Amount - The flat amount or percentage of the total price that will be applied. Depending on the **Apply type** that was chosen.

Validity of The Coupon - How long the Coupon code will remain valid for after it is issued.

Once the above settings have been configured Customers will begin receiving Review Request incentive emails. The emails that they will actually receive can be customized, to read more about customizing the request and notification emails or enabling Admin new review emails see the following articles:

Modifying Email Templates : <http://creativeminds.helpscoutdocs.com/article/1737-product-review-email-templates>
(<http://creativeminds.helpscoutdocs.com/article/1737-product-review-email-templates>)

Enabling Admin new review emails: <http://creativeminds.helpscoutdocs.com/article/1738-product-review-approving-reviews>
(<http://creativeminds.helpscoutdocs.com/article/1738-product-review-approving-reviews>)



Get more information about the **Product Reviews Coupons** (<https://www.cminds.com/magento-extensions/product-review-incentive-extension-magento-2-creativeminds/>) Extension for Magento® 2.

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Product Review - Features

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Extension Overview

The Product Review Coupon Extension (<https://www.cminds.com/ecommerce-extensions-store/product-review-coupon-extension-magento/>) for Magento® allows the admin to send automatic product review incentive emails. Once a customer leaves a review and the admin approves, a unique coupon is sent to the user.

Admin can customize email templates, and schedule when the email should be sent.

Product Reviews Extension Features:

- **Review Incentive** - Automated feedback requests to encourage product reviews
- **Email Templates** - Create the email template for your product review incentives emails
- **Time Delay** - Define number of days before product review incentive email is sent
- **HTML** - Each notification has its own email template and supports HTML
- **Review Notifications** - Receive admin notifications once a customer review is submitted
- **Admin Approval** - Approve or dismiss customer reviews from appearing on your product page. Disapproved customer reviews will not be granted discount
- **Coupon Reports** - Coupon usage reports
- **Review Reports** - Product review reports
- **Shortcodes** - Notifications can include several shortcode parameters, including customer name, prefix, etc.
- **Modify Templates** - Enables admin to create/edit/delete notification templates



Get more information about the **Product Reviews Coupons** (<https://www.cminds.com/magento-extensions/product-review-incentive-extension-magento-2-creativeminds/>) Extension for Magento® 2.

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Product Review - Email Templates

Edit this Article (<https://secure.helpscout.net/docs/558fe040e4b01a224b42f30a/article/59b7d3592c7d3a73488cca1a>)

Email Templates

The emails sent from the Extension to the customer either asking them for a review or thanking them for their review can be modified through the Extension settings. To do this navigate to **Stores** → **Configuration** → **CMINDS** → Product Review Coupon, then scroll down to the appropriate section.

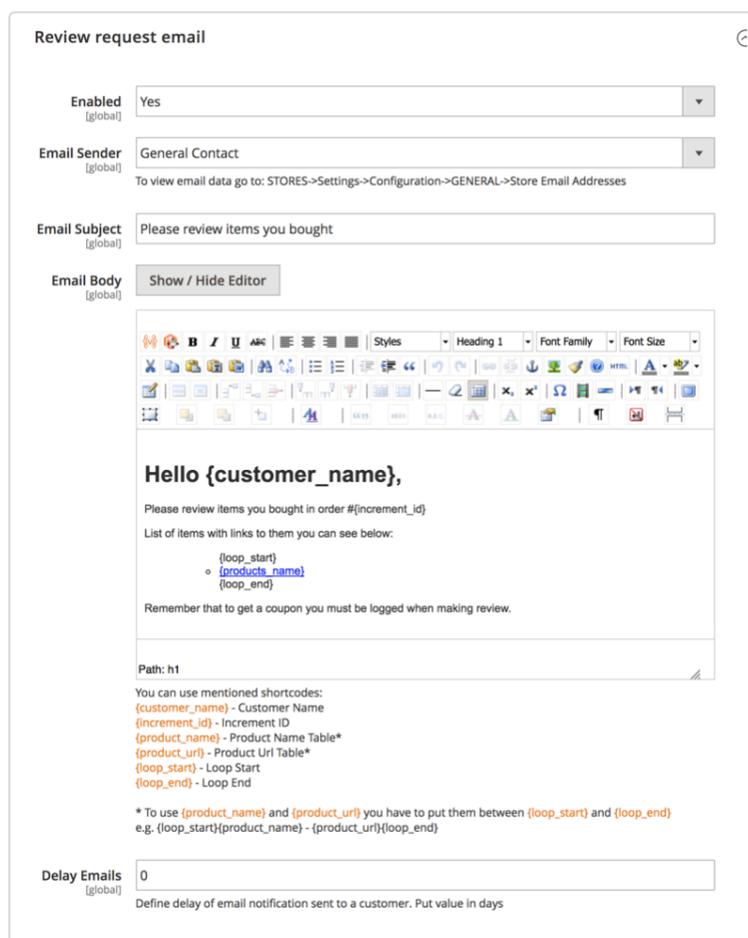
Review Request email

The Review Request email is the first step in the incentive process. After a product is paid for and Shipped the order status will change to "Complete". When the order status has changed to complete the Review Request email will be triggered to send, either immediately or after the decided number of days.

Enabled - Toggles whether Review Request email will send on and off.

Email Sender - Who the email is from. This is selected from the stored emails in the admin panel.

Below these two options are the usual **Email Subject** and **Email Body** fields



The screenshot shows the 'Review request email' configuration form. It includes the following fields and options:

- Enabled**: A dropdown menu set to 'Yes'.
- Email Sender**: A dropdown menu set to 'General Contact'. Below it, a note says 'To view email data go to: STORES->Settings->Configuration->GENERAL->Store Email Addresses'.
- Email Subject**: A text input field containing 'Please review items you bought'.
- Email Body**: A rich text editor with a toolbar. The content of the editor is:

```
Hello {customer_name},

Please review items you bought in order #{increment_id}

List of items with links to them you can see below:


  - {loop_start}
    - {product_name}
{loop_end}

Remember that to get a coupon you must be logged when making review.
```

Below the editor, there is a 'Path: h1' field and a list of shortcodes: {customer_name} - Customer Name, {increment_id} - Increment ID, {product_name} - Product Name Table*, {product_url} - Product Url Table*, {loop_start} - Loop Start, {loop_end} - Loop End. A note explains that {product_name} and {product_url} must be placed between {loop_start} and {loop_end}, with an example: e.g. {loop_start}{product_name} - {product_url}{loop_end}.
- Delay Emails**: A text input field set to '0'. Below it, a note says 'Define delay of email notification sent to a customer. Put value in days'.

Delay Emails - The field below the Editor defines how long of a delay (in days) the Extension will wait before sending the Review Request email. This is useful if shipping time is known to take a certain number of days and the site owner would prefer for customers to actually have gotten and used a product before being asked to review it.

Note that the Delay time is the number of days after the Order status is changed to "Complete".

Also note that the default text asks the Customer to be logged in while submitting their review in order to receive a coupon. Should you rewrite the email template completely it is advisable to add this prompt.

Notification Email

When a customer has reacted to a Review Request favourably and has Submitted a review and the Admin has approved the review the customer will receive another automated email notifying them of this. The email will also include their discount code and important information about the code.

Email Sender - Who the email is from. This is selected from the stored emails in the admin panel.

Below this are the Subject and Body fields.

The screenshot shows the 'Email Notification' configuration form. It includes the following fields and options:

- Email Sender [global]**: A dropdown menu set to 'General Contact'. Below it, a note says 'To view email data go to: STORES->Settings->Configuration->GENERAL->Store Email Addresses'.
- Email Subject [global]**: A text input field containing 'Thank you for your review'.
- Email Body [global]**: A section with a 'Show / Hide Editor' button. Below the button is a rich text editor with a toolbar and a preview area. The preview shows the rendered email content:
Hello {customer_name},
Thank you for your review of {product_name}.
In thanks we would like to offer you {discount_text} discount for your next shopping.
Your coupon code is {coupon_code}.
You have a {coupon_validity_text} till {coupon_validity_date} to use it.
- Delay Emails [global]**: A text input field set to '0'. Below it, a note says 'Define delay of email notification sent to a customer. Put value in hours'.

Delay Emails - The amount of time in days after the approval of the review that passes before the Notification email is sent.

Preparing HTML Email Templates

Some Admins may prefer to prepare emails using HTML rather than the visual editor that is provided.

In this case hide the editor by clicking on the "Show / Hide Editor" button.

This screenshot shows the 'Email Notification' configuration form with the visual editor hidden. An orange arrow points to the 'Show / Hide Editor' button. The 'Email Subject' field contains 'Thank you for your review'. The 'Email Body' field is currently empty, and the rich text editor toolbar is visible below it. The preview area shows the rendered email content:
Hello {customer_name},
Thank you for your review of {product_name}

A simplified Textbox will appear and here HTML can be entered or pasted in. Clicking the "Show / Hide Editor" button again will reopen the visual editor enabling you to view the effect of your changes.

Email Subject [global] Thank you for your review

Email Body [global]

Show / Hide Editor Insert Widget...

Insert Image... Insert Variable...

```
<h1>Hello {customer_name},</h1>
<p>Thank you for your review of&nbsp;<a
title="{product_name}" href="{product_url}"
target="_blank">{product_name}</a></p>
<p>In thanks we would like to offer
you&nbsp;<strong>{discount_text}</strong>
```

You can use mentioned shortcodes:

- {customer_name} - Customer Name
- {product_name} - Product Name
- {product_url} - Product Url
- {discount_text} - Discount
- {coupon_code} - Coupon Code
- {coupon_validity_date} - Coupon Validity Date
- {coupon_validity_text} - Coupon Validity Text

Shortcodes

Some shortcodes can be seen in the default text and also below the text editor. These shortcodes allow for more dynamic content to be used within the Subject or Body of the email.

The different shortcodes available for use and a short description of each is displayed below the text editor for both Templates.

Hello {customer_name},
 Thank you for your review of {product_name}.
 In thanks we would like to offer you {discount_text} discount for your next shopping.
 Your coupon code is {coupon_code}.
 You have a {coupon_validity_text} till {coupon_validity_date} to use it.

Path: h1

You can use mentioned shortcodes:

- {customer_name} - Customer Name
- {product_name} - Product Name
- {product_url} - Product Url
- {discount_text} - Discount
- {coupon_code} - Coupon Code
- {coupon_validity_date} - Coupon Validity Date
- {coupon_validity_text} - Coupon Validity Text



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Product Review - Approving Reviews

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Review Approval

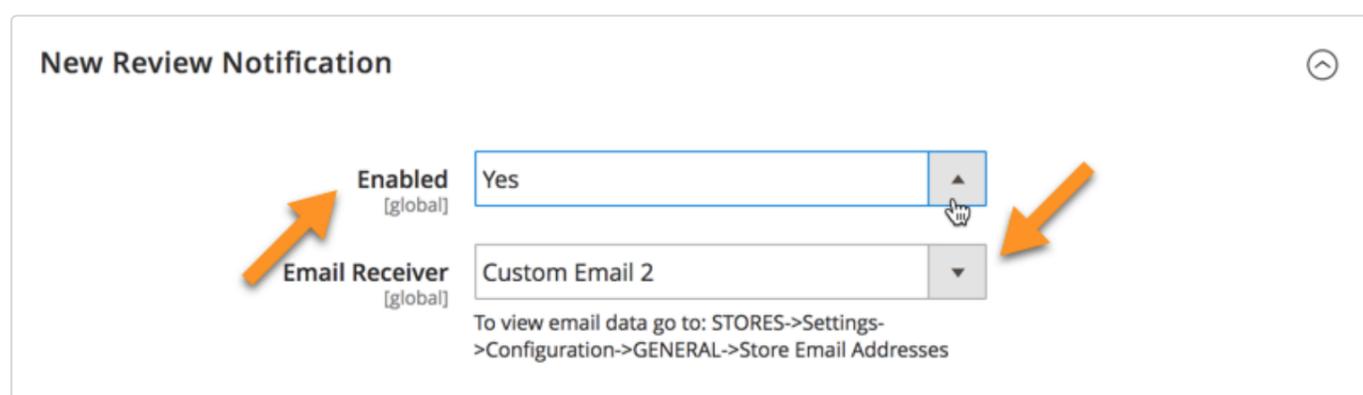
Whenever a review is submitted via the Review Request Incentive extension the customer has to wait for the site Admin to approve the review before it is posted on the front-end of the site and before they can receive their discount code.

There are two main methods of Review Approval.

Email Notification method

The extension can be configured in the general settings to send a notification email to the Admin when a new review has been submitted.

To configure and enable this email navigate to **Stores** → **Configuration** → **CMINDS** → **Product Review Coupon**.



New Review Notification

Enabled [global] Yes

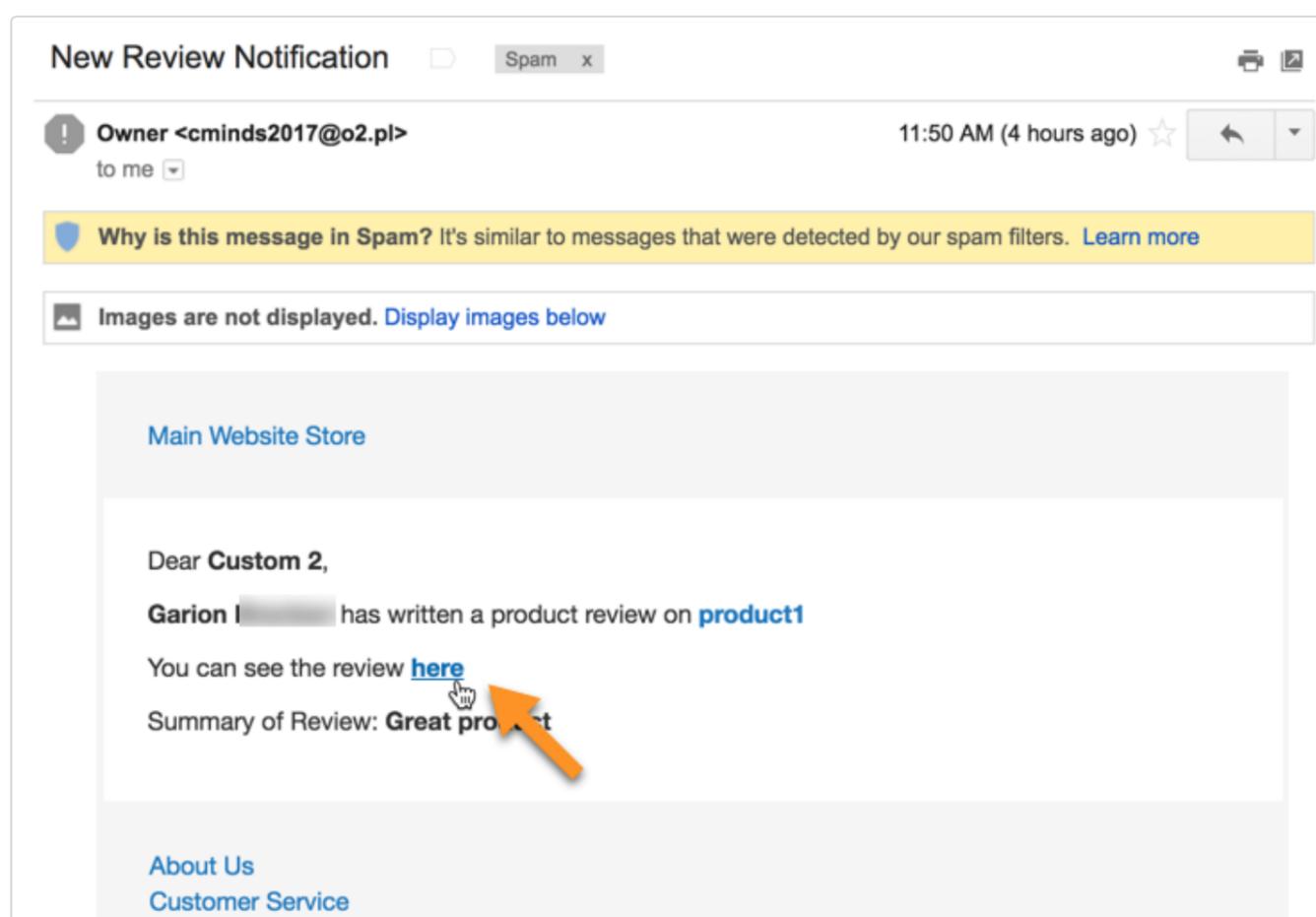
Email Receiver [global] Custom Email 2

To view email data go to: STORES->Settings->Configuration->GENERAL->Store Email Addresses

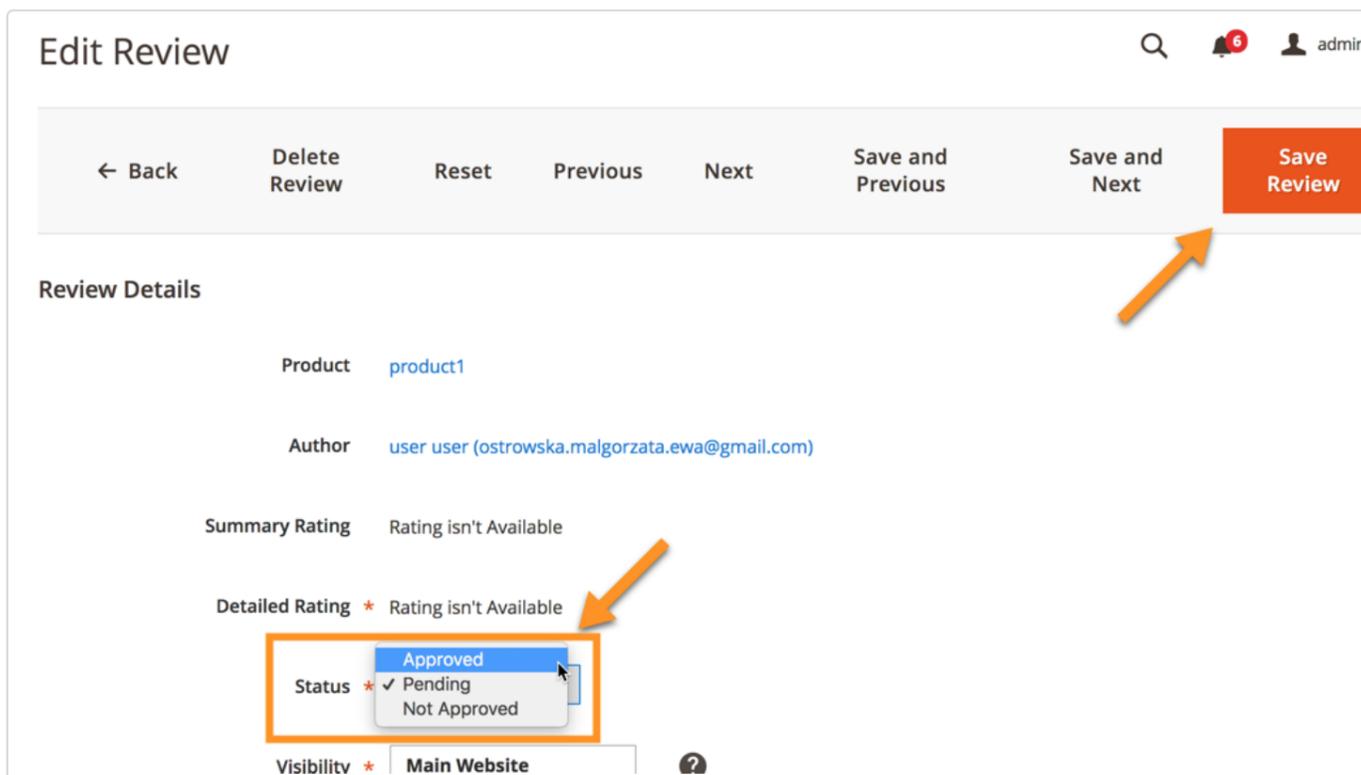
Here toggle **Enabled** to 'Yes' and choose which **Email Receiver** is to be the recipient of the Notification emails from the emails stored in the Magento admin panel.

When the New Review Notification email is enabled the Admin will receive an email whenever a new Review is submitted.

The email contains some basic details about the review, which product it related to, who it was from and a short summary of the review. Also included is a link to the review.



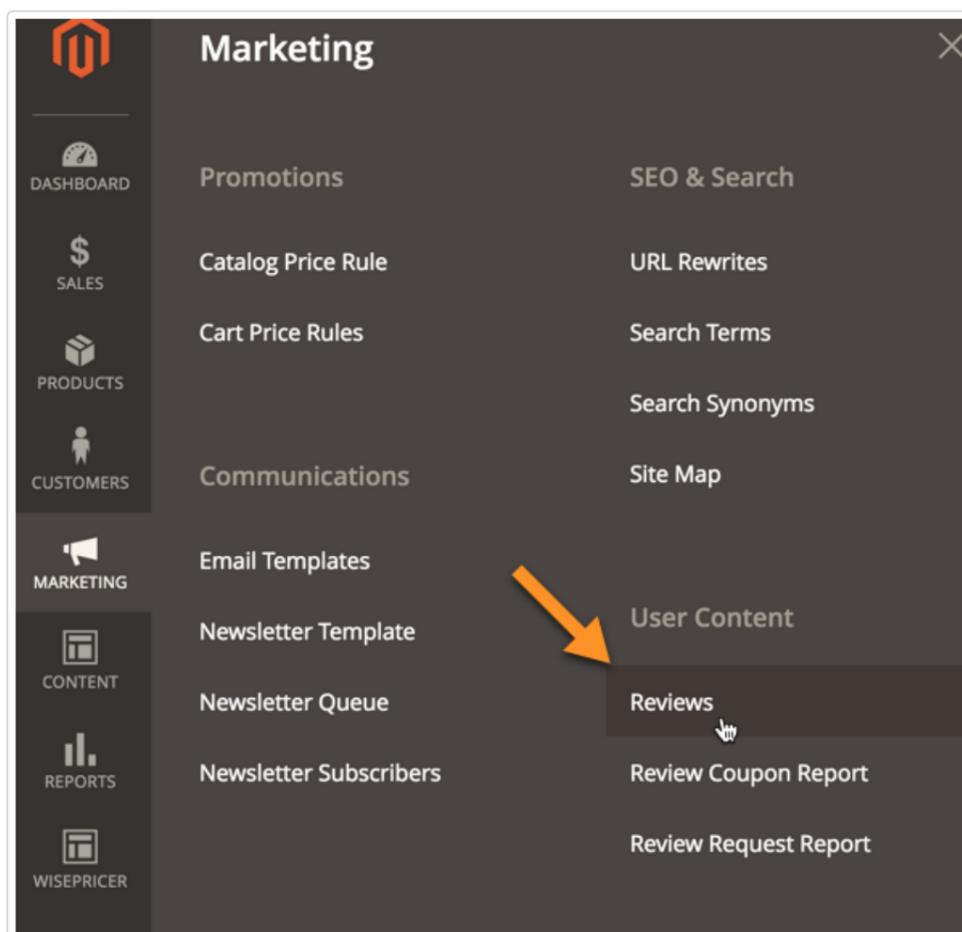
Clicking the link will bring the admin to the **Edit Review** page on the back-end of the site. It is here that the review can be changed to 'Approved' status and then saved.



Direct method

Should the Admin decide to disable the New Review Notification or to just to skip checking emails and to see whether there are reviews pending approval, they can be viewed directly through the admin panel.

Navigate to **Marketing** → **User Content** → **Reviews**



This will open a view of all the existing reviews and display information about each review such as when it was created, it's status, it's title and so on.

Reviews admin

[New Review](#)

Search [Reset Filter](#)

Actions 16 records found 20 per page 1 of 1

ID	Created ↑	Status	Title	Nickname	Review	Visibility	Type	Product	SKU	Action
35	Sep 12, 2017, 4:50:05 AM	Approved	Great product	Garion	I loved the build quality and the fabric espec...	Main Website Main Website Store Default Store View	Customer	product1	product1	Edit
34	Aug 23, 2017, 6:48:06 AM	Pending	dfghd	user	dfgh	Main Website Main Website Store Default Store View	Customer	product1	product1	Edit
27	Aug 17, 2017, 8:53:46 AM	Approved	sdfg	user	sdfg	Main Website Main	Customer	product1	product1	Edit

Clicking 'Edit' on the far right of a review's row will lead to the same **Edit Review** screen as before and the review status can be changed to approved in the same way.

Edit Review admin

[← Back](#)
[Delete Review](#)
[Reset](#)
[Previous](#)
[Next](#)
[Save and Previous](#)
[Save and Next](#)
[Save Review](#)

Review Details

Product [product1](#)

Author [user user \(ostrowska.malgorzata.ewa@gmail.com\)](#)

Summary Rating Rating isn't Available

Detailed Rating * Rating isn't Available

Status *
[Approved](#)
[✓ Pending](#)
[Not Approved](#)

Visibility * [Main Website](#)

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