

User guide

Feedback Company Reviews & Ratings

# Installation

For the installation of the module you must:

- Get an extension from the Magento Marketplace or ZIP file of the extension, unzip it to the root folder and execute the following commands:
  - `php bin/magento setup:upgrade`
  - `php bin/magento setup:di:compile`
  - `php bin/magento setup:static-content:deploy -f`
- Verify that the extension installed properly.
- Enable and configure the extension.

# Setting the configuration in admin

## Registering the extension

In order to configure your extension you need to get inside your admin interface and find the “Feedback review” section:

The screenshot displays the admin interface for configuring the Feedback Company extension. On the left, a vertical sidebar contains various menu items, with 'FEEDBACK REVIEWS' highlighted by a red box and a red arrow pointing to it. The main content area is divided into two sections:

- Connect Store with Feedback Company:** This section includes a 'Store View' dropdown set to 'Default Config'. It features two input fields: 'Client ID' and 'Client Secret', both with a note: 'You can find the credentials here: <https://feedbackcompany.com/account>'. Below these fields, the 'Connection Status' is shown as 'Active' with a note: 'Status of selected store view.' A 'Register' button is present, with a message below it: 'Successfully connected! Press the button to register your widgets.'
- Setup Feedback Invitations:** This section contains four configuration fields:
  - Invitation Trigger:** A dropdown menu set to 'Suspected Fraud' with a note: 'Choose the trigger which will create an invitation from Feedback Company.'
  - Invitation Delay:** An input field set to '2' with a note: 'Default is 7. Must be at least 1.'
  - Delay Unit:** A dropdown menu set to 'Minutes' with a note: 'Minutes, Hours, Days, Weekdays. Weekdays won't send invitations during the weekend.'
  - Reminder Delay:** An input field set to '0' with a note: 'When 0, no reminder will be sent.'

After that you need to specify your Client ID and Client Secret:

The screenshot displays a dashboard interface. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, Feedback Reviews, System, and Find Partners & Extensions. The main content area is divided into two sections:

- Connect Store with Feedback Company:** This section contains two input fields for 'Client ID' and 'Client Secret', both with a red border and a red arrow pointing to them. Below these fields is a 'Connection Status' indicator showing 'Active' and a 'Register' button. A message below the button states: 'Successfully connected! Press the button to register your widgets.'
- Setup Feedback Invitations:** This section contains three configuration fields:
  - Invitation Trigger:** A dropdown menu set to 'Suspected Fraud'.
  - Invitation Delay:** A text input field containing the number '2'.
  - Delay Unit:** A dropdown menu set to 'Minutes'.
  - Reminder Delay:** A text input field containing the number '0'.

Once done you need to click on the “Register” button and check whether your registration is approved.

## Feedback invitation setup

Once you are done with the registration you are able to configure the feedback invitation for your customers to make a review of your products. You can set up the time which should come before the invitation will be sent to the customers after the specific trigger. You can select the trigger for the invitation from the following list:

- Pending
- Processing
- Suspected Fraud
- Complete
- Closed
- Canceled
- On hold

The invitation delay could be set with the minutes, hours, days and weekdays along with the reminder delay. The reminder will be sent with the specified delay after the invitation.

The screenshot shows the 'Configuration' page in a Magento 2 admin interface. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, Feedback Reviews, System, and Partners & Extensions. The main content area is titled 'Configuration' and features a 'register' button with the text 'Successfully connected! Press the button to register your widgets.' Below this is a section titled 'Setup Feedback Invitations' enclosed in a red border. This section contains four form fields: 'Invitation Trigger' (set to 'Suspected Fraud'), 'Invitation Delay' (set to '2'), 'Delay Unit' (set to 'Minutes'), and 'Reminder Delay' (set to '0'). Below the 'Setup Feedback Invitations' section are two other sections: 'Shop Widget' and 'Product Widget'. The 'Shop Widget' section has two dropdowns: 'Show Bar Widget' and 'Show Floating Widget', both set to 'Yes'. The 'Product Widget' section has two dropdowns: 'Show summary widget on catalog listing page' and 'Show summary widget on product detail page', both set to 'Yes'. At the bottom left of the screenshot, a URL is partially visible: 'http://localhost:1333/admin/.../765535666a95d6a20331381671e2dc603b20a5e02c217b0d666a9573e7e...'.

## Shop widget setup

There are two types of the widget those you can use to collect the feedback on your site:

- Bar widget
- Floating widget

You are able to turn on/off them on the site here:

The screenshot shows the 'Configuration' page in Magento. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, Feedback Reviews, System, and Third Parties & Extensions. The main content area is titled 'Configuration' and includes a 'Save Config' button in the top right. Below the title, there are several configuration sections: 'Delay Unit' (set to 'Minutes'), 'Reminder Delay' (set to '0'), 'Shop Widget' (with 'Show Bar Widget' and 'Show Floating Widget' both set to 'Yes'), and 'Product Widget' (with 'Show summary widget on catalog listing page', 'Show summary widget on product detail page', and 'Select Extended Widget Type' set to 'Yes', 'Yes', and 'Inline' respectively). A red rectangular box highlights the 'Shop Widget' and 'Product Widget' sections.

## Product widget

The product widget is able to be shown on the product page along with the catalog listing page:

This is a close-up view of the 'Product Widget' configuration section from the screenshot above. It is enclosed in a red rectangular box. It contains three settings: 'Show summary widget on catalog listing page' (set to 'Yes'), 'Show summary widget on product detail page' (set to 'Yes'), and 'Select Extended Widget Type' (set to 'Inline').

The widget can have the following options for the showing on the page:

- Inline
- Sidebar
- Popup