

Magento2

-

Lipscore User Guide

Introduction

LipScore is one of the most effective ratings and reviews platforms on the planet and you have made a good choice using our app for Magento 2! This guide will explain to you the features of the app, but please be aware that your day to day interaction with LipScore will be through your own LipScore Dashboard.

<https://members.lipscore.com>

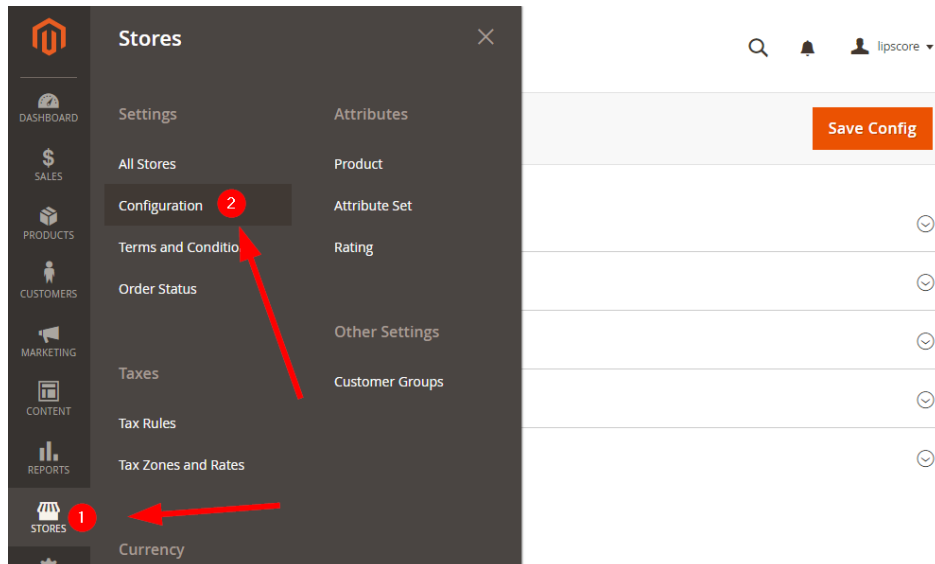
Prerequisites

To use your LipScore app for collecting ratings and reviews it is a requirement that you have a valid user account with us. If you haven't registered one already you can do so now by going to our homepage

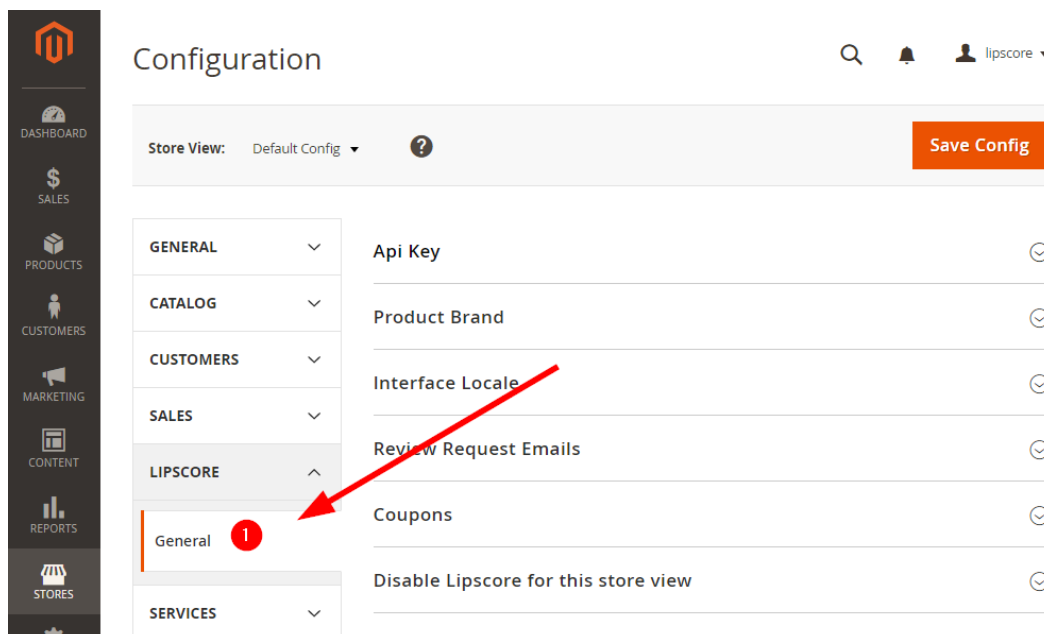
<http://lipscore.com>

Accessing Lipscore Settings

After installing Lipscore to your Magento webshop you will find all the settings by going to Stores and clicking Configuration like in the picture below.



When the main configuration window opens Lipscore should appear in the menu on the left. By expanding the Lipscore menu and clicking General everything should look like this:

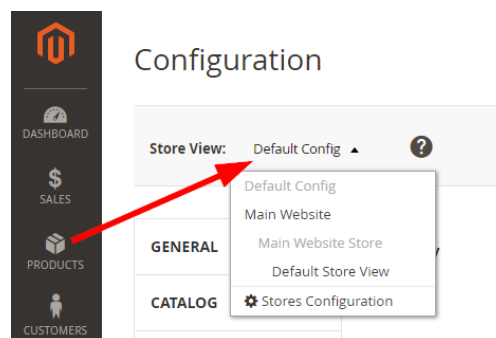


Configuration

When you have accessed the configuration page, you should go through the settings one by one

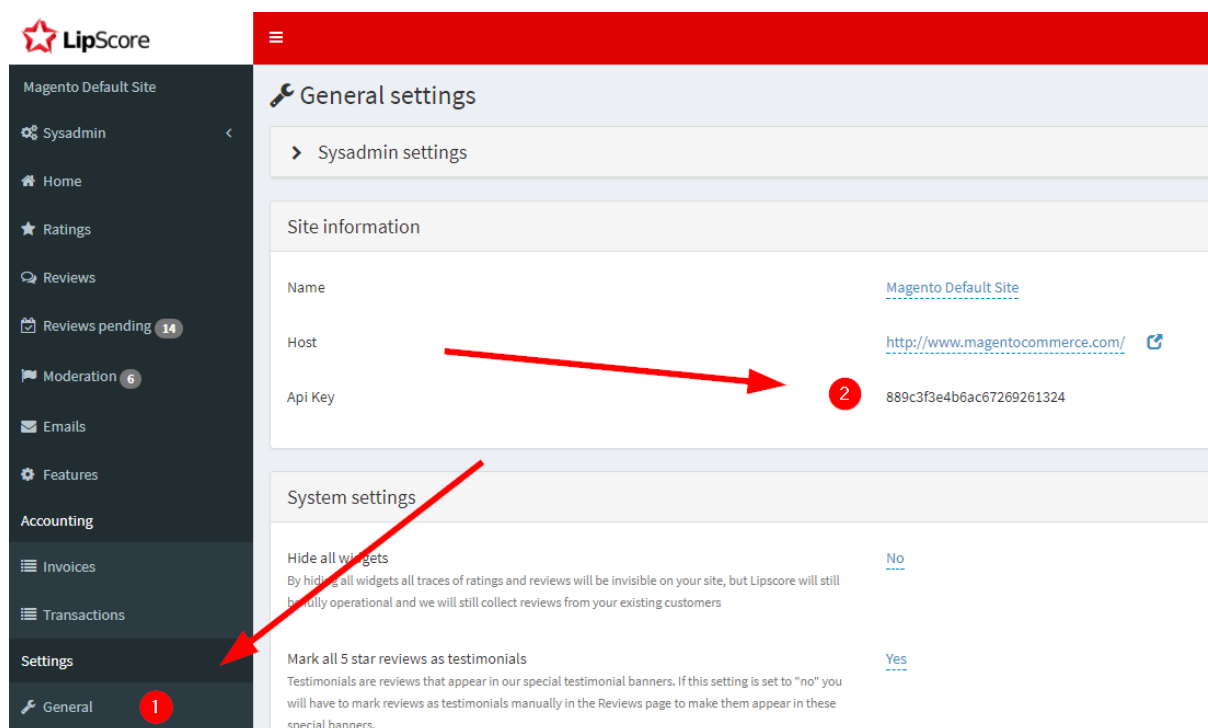
Choose the right Store View

First, you must choose which store view you want to configure with Lipscore. If you have multiple sites in your Magento installation choose the right one on the top of the settings page (if you only have one store view don't worry about this setting). Lipscore has full support for multi-site and multi-language Magento installations.

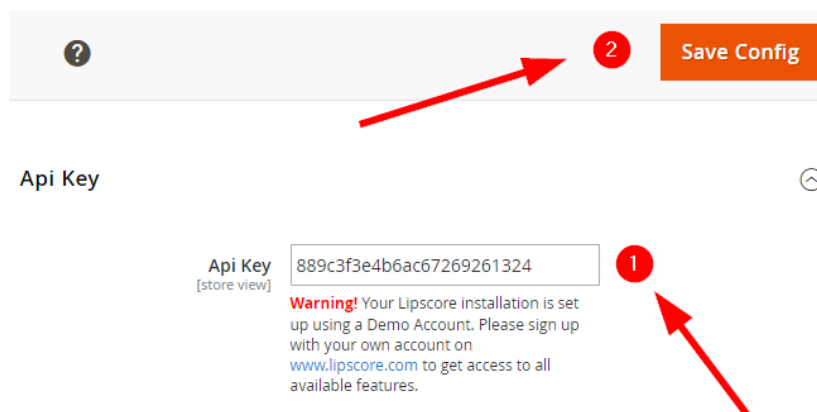


API key

The API key is what identifies you in the Lipscore network and the Lipscore app comes preconfigured with a demo API key. You should log in to your Lipscore account on <https://members.lipscore.com> and go to Settings > General. Your sites API key should be listed at the very top:

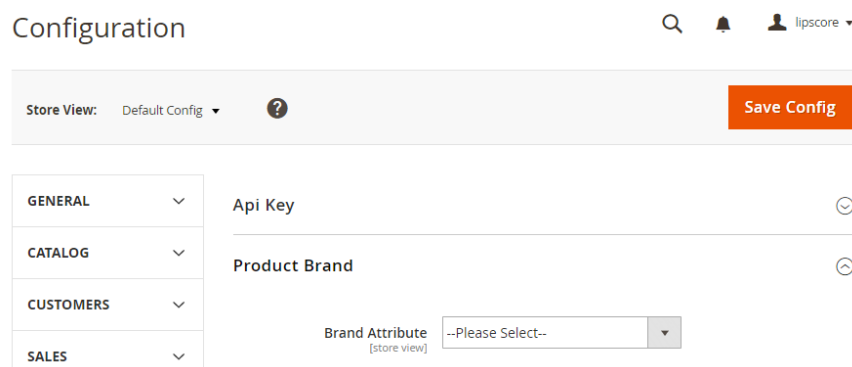


Copy this key and enter it in to the Magento app settings, then click Save Config.



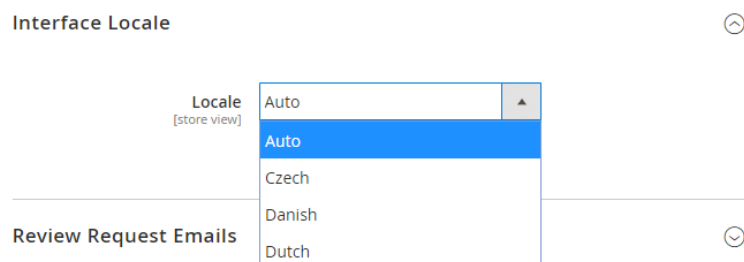
Product brand

Setting the product brand attribute is not a requirement but it helps with the product identification process. You basically choose which Magento product field you have chosen to hold the Brand of the products



Interface locale

This is where you choose the language of the Lipscore widgets that is visible to the end customers. If you use one of the supported languages you could leave the setting on Auto, but the safest is to choose the desired language here:




Review Request Emails

The review request emails that we send on your behalf after purchase is the single most important feature to get customers to write reviews. You can configure how the email looks in your Lipscore account, but this setting decides when the review request email is triggered. We recommend to change this setting to Completed, which means that we will send the customer an email based on orders that are actually completed.

Review Request Emails

The single most important feature to get ratings and reviews is to send existing customers Review Request Emails after the customer has received the product. Please choose which order status that triggers these emails (previews can be seen in your [Lipscore Dashboard](#))


Order status 
[store view]
Send emails for orders in this status

Coupons

Coupons are a great way to give the customer an incentive to write a review, and at the same time you can increase the probability of the customer returning to make another purchase by giving them a discount on their next purchase. Lipscore sends the coupon code automatically after a review is written if you enable the price rule here.

Coupons

Coupons are a great way to give customers an incentive to write a review. Create a Cart Price Rule in the "Marketing" section and select it here. Its coupon code will be emailed to your customers after their review has been submitted.


Cart Price Rule 
[store view]
--Please Select--
\$4 Luma water bottle (save 70%)

Disable for this store view

LipScore can be enabled and disabled for different store views if you have them. By changing this setting to Inactive you will uninstall all LipScore widgets for this store view and we will not send any review request emails from purchases made here.

Disable LipScore for this store view

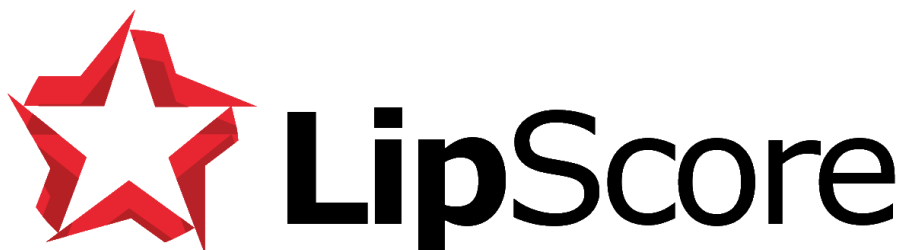


Current status 
[store view]
'Inactive' will completely disable the extension

That's it!

You have completed the configuration of your LipScore app in Magento and you can now continue to review the settings in your LipScore dashboard. Great to have you on board!! :)

<https://members.lipscore.com>



support@lipscore.com