

Google Customer Reviews for Magento 2

User Guide



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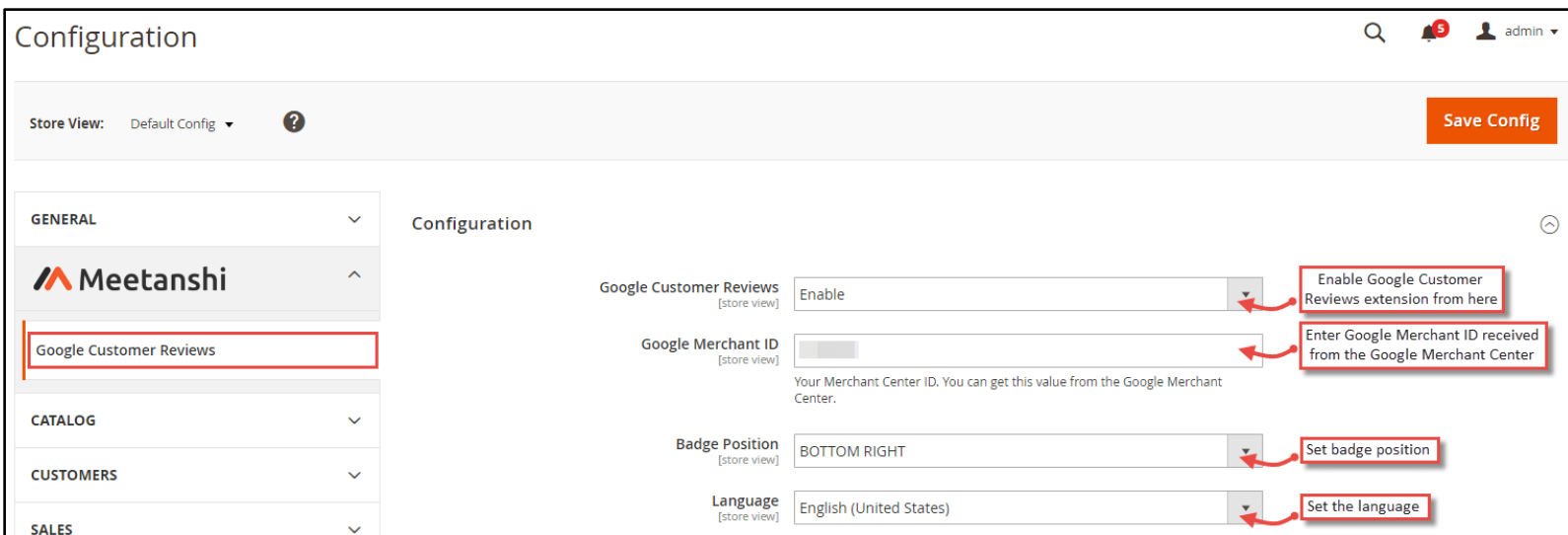
1. Extension Installation

- Create a folder structure in Magento root as app/code/Meetanshi/GoogleReviews
- Download and extract the zip folder and upload our extension files to the app/code/Meetanshi/GoogleReviews via FTP.
- Login to your SSH and run below commands step by step:
 - php bin/magento setup:upgrade
 - For Magento version 2.0.x to 2.1.x - php bin/magento setup:static-content:deploy
 - For Magento version 2.2.x & above - php bin/magento setup:static-content:deploy -f
 - php bin/magento cache:flush

2. Configuration

For configuring the extension, login to Magento 2, move to **Stores** → **Configuration** → **Google Customer Reviews** where you can find various settings to enable the extension.

- **Google Customer Reviews:** Enable the Google Customer Reviews extension from here.
- **Google Merchant ID:** Enter Google Merchant ID received while registration with Google Merchant Center.
- **Badge Position:** Set the position of the Google Customer Reviews badge in the frontend.
- **Language:** Set the language.



Note:

- Create a free account at [Google Merchant Center](#). Also, check the availability of the service in your country at [Google Merchant Center Help](#). Setup a Google Customer Reviews program and integrate it with your store easily using the module! Moreover, if you have any questions related to Google Customer Reviews program, please visit [here](#).
- Also, to show Google reviews in the badge, you [require a minimum of 50 reviews](#) across all of your products. Else, you will see the blank badge on all the pages.

3. Survey Settings

Survey opt-in for customers are optional. You can enable it and make related settings from here.

- **Survey:** Enable the survey opt-in for customers after checkout from here.
- **Estimated Delivery Days:** Enter estimated delivery days to send survey Email to customers.
- **Dialog Style:** Set the dialog style for survey opt-in box.

Survey Settings

Survey <small>[store view]</small>	Enable	Enable survey opt-in after checkout
Estimated Delivery Days <small>[store view]</small>	3 <small>The estimated delivery days for the survey.</small>	Enter the estimated days to deliver survey Email
Dialog Style <small>[store view]</small>	CENTER DIALOG <small>Specifies how the opt-in module's dialog box is displayed.</small>	Select survey opt-in dialog style

4. GTIN Integration Settings

GTIN Integration is an [optional feature](#) of the Google Customer Reviews program that modifies the survey opt-in code to gather product reviews. You can enable GTIN integration settings from here.

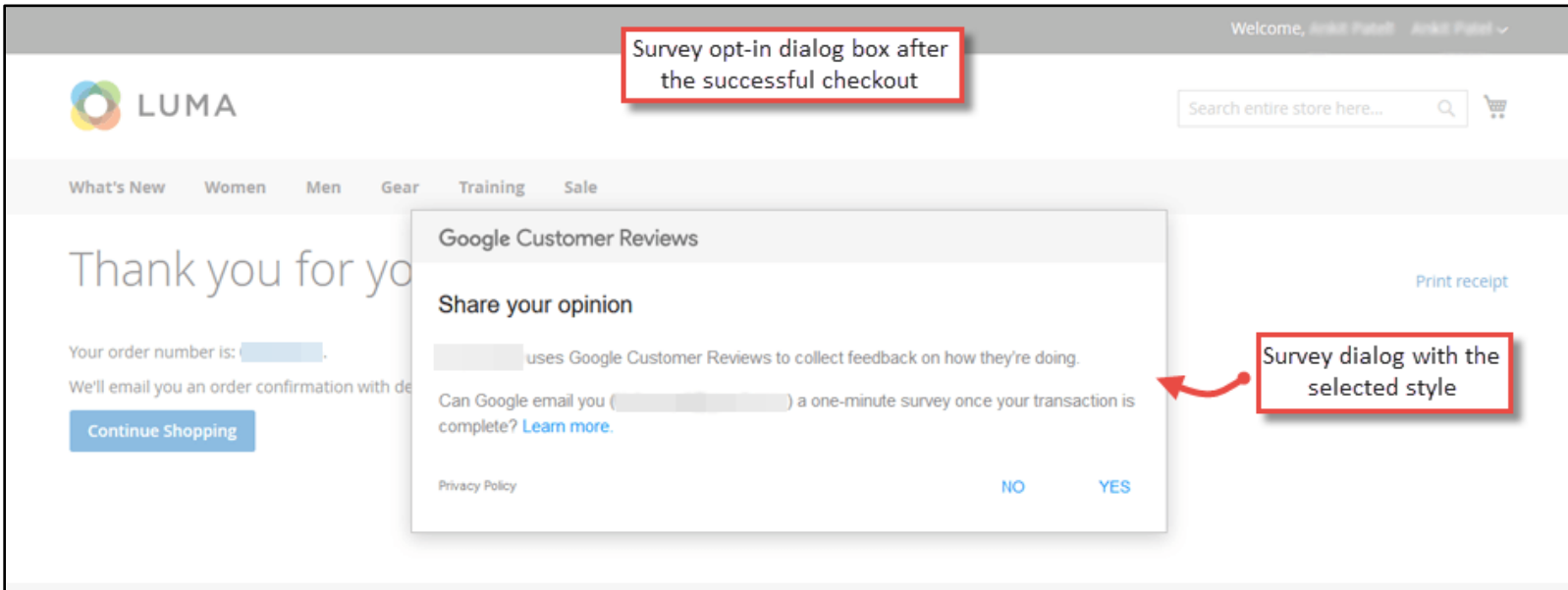
- **Enable GTIN Integration to Collect Product Reviews:** Select YES to enable GTIN integration to collect product reviews from customer reviews program.
- **Map GTIN Attribute:** Select the product attribute for GTIN.

GTIN Integration Settings

Enable GTIN Integration to Collect Product Reviews <small>[store view]</small>	Yes <small>GTIN Integration is an optional feature of the Google Customer Reviews program that modifies the survey opt-in code to gather product reviews.</small>	Select YES to enable GTIN integration for collecting product reviews
Map GTIN Attribute <small>[store view]</small>	category_ids	Map GTIN product attribute

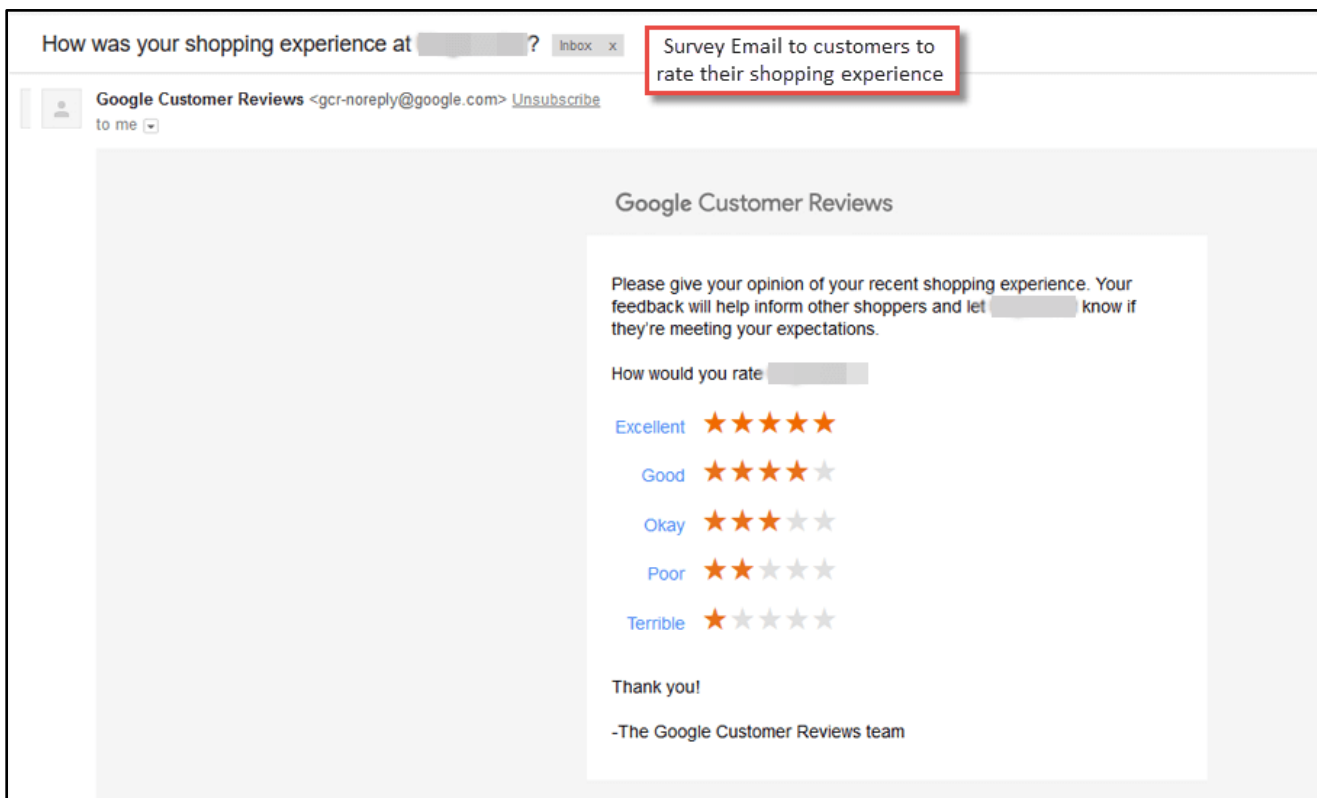
5. Google Customer Reviews in Frontend

Once the extension is configured, customers can see Google Customer Reviews opt-in after the checkout in the frontend. Customers select YES to receive review Email after the specified days from the backend.



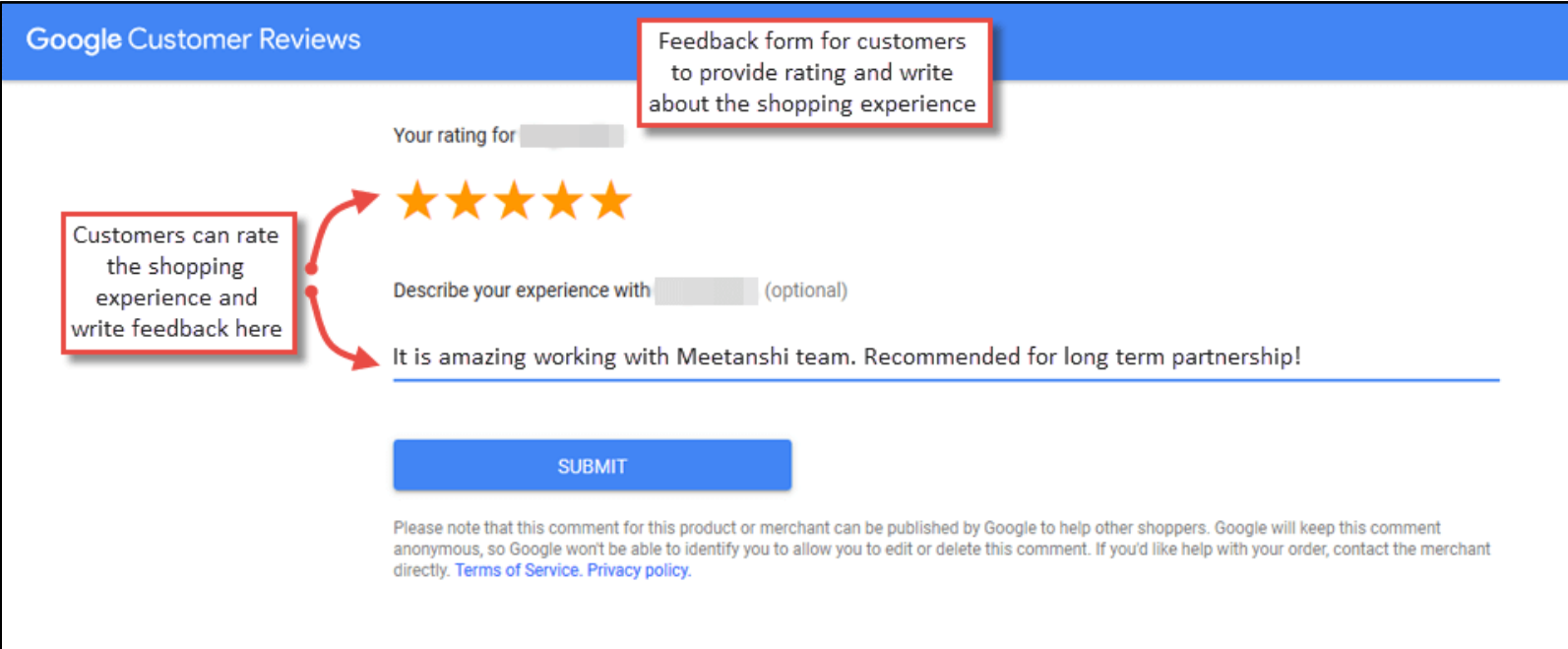
6. Survey Email to Customers

Once the customers opt-in for the survey Email, they get an Email to rate their shopping experience.



- **Feedback Form**

Immediately after the customers click to rate, they get redirected to the feedback form. Customers can rate their shopping experience, provide the detailed feedback and submit.




The screenshot shows a feedback form titled "Google Customer Reviews". At the top, there is a blue header with the text "Google Customer Reviews" on the left and a red-bordered box containing the text "Feedback form for customers to provide rating and write about the shopping experience" on the right. Below the header, the form contains the following elements:

- "Your rating for" followed by a greyed-out product name.
- A five-star rating system with five yellow stars.
- A red-bordered box on the left with the text "Customers can rate the shopping experience and write feedback here" and two red arrows pointing to the star rating and the text input field.
- "Describe your experience with" followed by a greyed-out product name and "(optional)".
- A text input field containing the feedback: "It is amazing working with Meetanshi team. Recommended for long term partnership!".
- A blue "SUBMIT" button.
- A disclaimer at the bottom: "Please note that this comment for this product or merchant can be published by Google to help other shoppers. Google will keep this comment anonymous, so Google won't be able to identify you to allow you to edit or delete this comment. If you'd like help with your order, contact the merchant directly. [Terms of Service](#). [Privacy policy](#)."

7. Google Customer Reviews Badge on the Website

After the customers submit ratings and feedback, aggregate of the ratings is displayed in the badge on the website at the set position.



The screenshot displays the homepage of a store named 'LUMA'. At the top right, there are links for 'Default welcome msg!', 'Sign In', and 'or Create an Account'. A search bar with the placeholder 'Search entire store here...' and a shopping cart icon are also visible. The main content area is titled 'Home Page' and contains the text 'CMS homepage content goes here.'. A red box highlights a 'Google Customer Reviews' badge in the bottom left corner, which shows a 4.5-star rating. A red arrow points from a text box to this badge. Another text box at the top center explains that the aggregate of reviews is displayed in this badge.

The aggregate of the reviews collected from the customers are displayed in the Google Customer Reviews badge on frontend

4.5 ★★★★★
Google Customer Reviews

Google Customer Reviews badge at the set position