

Photo Review Extension User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, please feel free to contact us, we will be happy to assist

Updated: 28th February 2020 | By: Magenest | Email: support@magenest.com | Support Portal: <https://servicedesk.izysync.com/servicedesk/customer/portal/153>

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Introduction

Product reviews have always played a key role in an online store's branding and marketing. In this new decade of online shopping, regular reviews are no longer enough for a customer's product pre-evaluation and for a brand to convince their shoppers. In order to help the merchants reinforce their customer's trust and give them better product validation, Magenest has developed PhotoReview extension, a tool that allows customers to give visually attracted feedback to the products they purchased.

Highlight Features

For Admin

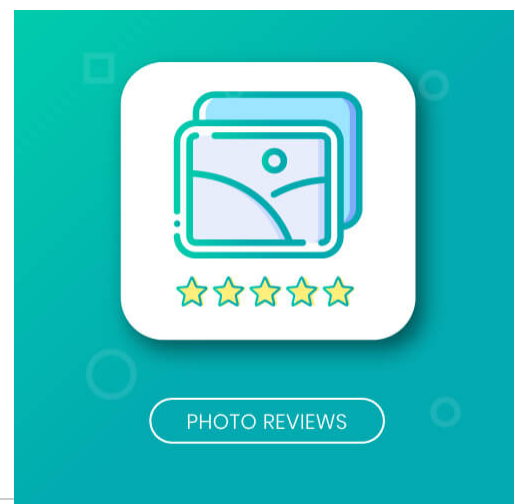
- Send emails to remind customers to review their purchased products.
- Add comments on customers' reviews
- Enable pros and cons sections to get more informative reviews from customers
- Display all photo reviews of the products on the Gallery page
- Check whether the reviewers have purchased the products or not
- Edit customers' reviews on the back-end.

For Customers

- Create product reviews with vibrant photos
- Describe the product's pros and cons in the review
- Add external links to the product reviews
- Share reviews via Facebook and Twitter
- View reviews photos in popups
- Filter reviews with photos only
- Receive coupons for writing product reviews

System Requirements

Your store should be running on **Magento 2 Community Edition version 2.2.x, 2.3.x** or **Magento 2 Enterprise Edition version 2.2.x, 2.3.x**.



Configuration

- On the **Configuration** page

DASHBOARD

SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

PHOTO REVIEW

REPORTS

CONTENT

PHOTO REVIEW

REPORTS

CONTENT

PHOTO REVIEW

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

Configuration

admin

Store View:
Default Config
Save Config

GENERAL
CATALOG
SECURITY
MAGENEST

General

Photo Review Configuration
CUSTOMERS
SALES
YOTPO
ENGAGEMENT CLOUD
SERVICES
ADVANCED

Enabled Module
Yes

Enable Pros and Cons
Yes

Allow Admin to Comment on Review
Yes

Photo Required
Yes

Max photo number is upload
3

Add Link in Frontend Main Menu
Yes

Menu Title
Reviews Gallery

Add external links
Yes

Facebook App Id

Review Reminder

Enable Review Reminder
Yes

Send Reminder Email after, Day(s)
1

Email Sender
General Contact

Email Template
Review Reminder Email (Default)

Coupon for review

Enable Coupon for Review
Yes

Apply Shopping Cart Rule
5% off review

The Promotion Rule must meet the requirements (if you can't see your promotion rule, please re-configure the promotion rule as below):

- Is Active.
- Coupon: Specific Coupon.
- Coupon: Use Auto Generation

Email Sender
General Contact

Email Template
Coupon Review Email (Default)

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General

- **Enabled Module:** Choose Yes to enable Photo Review module in the product detail page.
- **Enabled Pros and Cons:** Choose Yes to enable Pros and Cons sections in customers' reviews.
- **Allow Admin to Comment on Review:** Choose Yes to allow admin to add comments to the reviews from the backend.
- **Photo Required:** Choose Yes to require photos in customers' reviews.
- **Max photo number is upload:** Set the maximum number of photos customers can upload.
- **Add Link in Frontend Main Menu:** Choose Yes to add Review Gallery tab to the main menu.
- **Menu Title:** Set the title for the review gallery tab on the main menu.
- **Add external links:** Choose Yes to allow customers to add external links to their product reviews.
- **Facebook App ID:** Enter your Facebook App ID for customers to be able to share their reviews via Facebook or Twitter.
- **Front-end layout**

You're reviewing:
Echo Fit Compression Short

Your Rating *

Rating



Nickname *

Summary *

Review *

Pros

Pros and cons
sections are enabled

Cons

External Links

Upload Image *



Choose File

No file chosen

Choose File

No file chosen

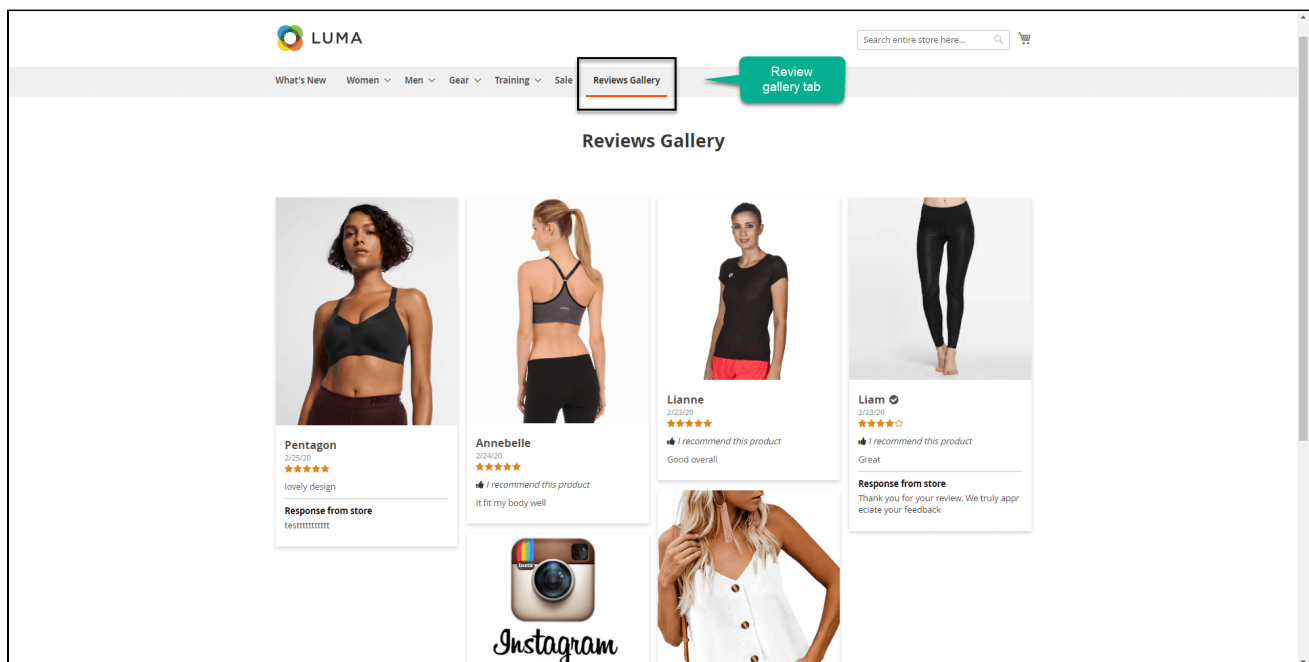
Choose File

No file chosen

☒ I recommend this product

Submit Review

Photo required



Review Reminder

- **Enable Review Reminder:** Choose **Yes** to send review reminding emails to customers automatically.
 - **Send Reminder Email after, Day(s):** Schedule the time to send review reminder email to customers after their purchase. The default unit is day.
 - **Email Sender:** Select a sender for the reminder emails.
 - **Email Template:** Select an appropriate email template for the review reminding email.
- ⚠ **Note:** To configure an email template, go to **Marketing > Communications > Email Templates**.

Coupon for review

- **Enable Coupon for Review:** Choose **Yes** to send customers coupons after their reviews
 - **Apply Shopping Cart Rule:** Select a **Cart Price Rule** to apply to the coupon. To configure a cart price rule, go to **Marketing > Promotions > Cart Price Rule**
- ⚠ **Note:** The appropriate promotion rule must meet the requirements as below
- Is **Active**.
 - Coupon: **Specific Coupon**.
 - Coupon: Use **Auto Generation**
- **Email Sender:** Select a sender for the coupon code emails.

- **Email Template:** Select an appropriate email template for the coupon code emails.

Main Functions

For Admin

Reminder Email Logs

- + Go to **Photo Review** menu > **Reminder Email**
- + On the **Reminder Email Logs**

- Admin can see all the scheduled emails which will be sent to remind customers to write a product review.
- Admin can send reminder emails manually. To send an email manually, **Select** an email > **Action** drop-down > **Send Manually**
- Admin can preview reminder emails before sending to customers

Reminder Email Logs

1 records found (1 selected)

20 per page

ID	Order Id	Status	Created At	Sent At	Email	Action
1	8	Queue	2020-02-26 03:15:55	2020-02-26 03:15:53	ronl_cost@example.com	Select

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Review Reminder Email



Dear my !
We really hope you had a great experience with us.
To ensure you received the very best service from us, and continue to do so, we'd love to hear your feedback.



Push It Messenger Bag

[Get your review](#)

+ When the customers complete the purchase, after the chosen period of time, a reminder email will be sent to their mailbox to remind them to write a product review.

View and edit Review details

+ Admin can view and edit customer's reviews from the back-end. On the Admin sidebar, click on **Photo Review > Reviews > Edit** a review

+ On the **Edit Review** Page

You're reviewing:
Echo Fit Compression Short

Your Rating *

Rating



Nickname *

Summary *

Review *

Pros

Cons

External Links

Upload Image *

No file chosen

No file chosen

No file chosen

☒ I recommend this product

+ Customers can write a product review without logging in to the website, admin can choose to approve or not to approve their comments on the backend.

View posted reviews

[blocked URL](#)

- Customers can read what admin has commented under the reviews
- Customer can choose to filter reviews With Images and by Date or Ratings

Details

More Information

Reviews (4)

Customer Reviews

☐ With Images

Sort by date ▾

High to Low ▾

Filter

Great Verified purchase





Liam

2/23/20

★★★★☆

Recommended

It looks great on me.

[View link](#)

+ Perfect taille Nice texture

- there aren't many color choices

Response from store

Thank you for your review. We truly appreciate your feedback

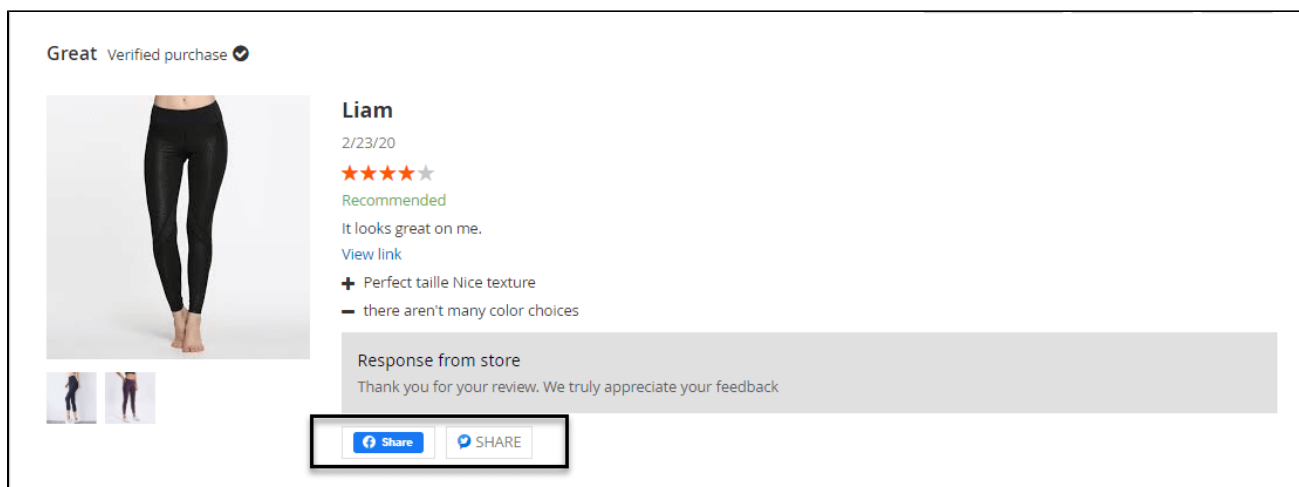
 Share

 SHARE

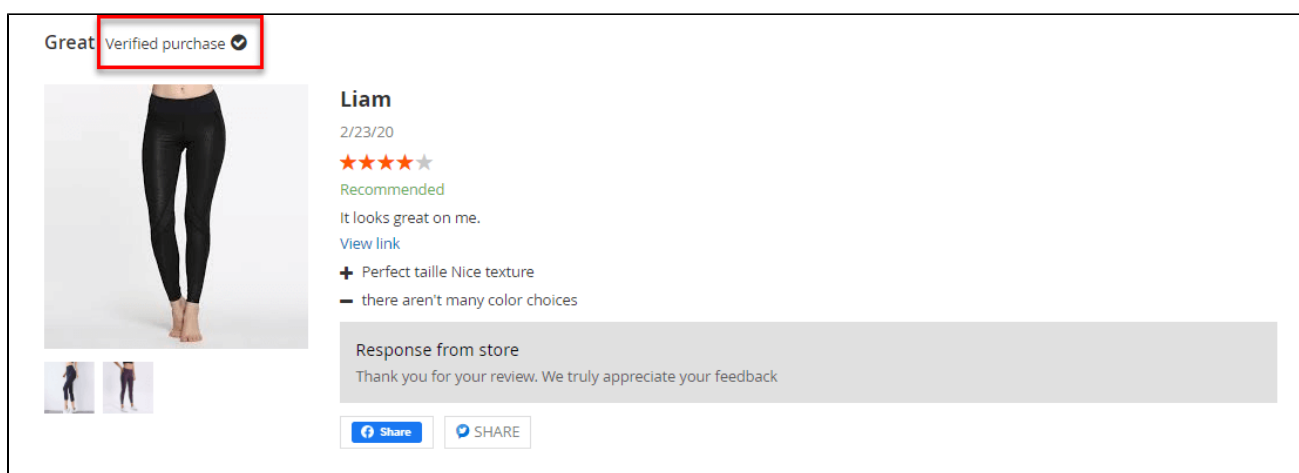
Customers can filter reviews with photos

Click here to filter

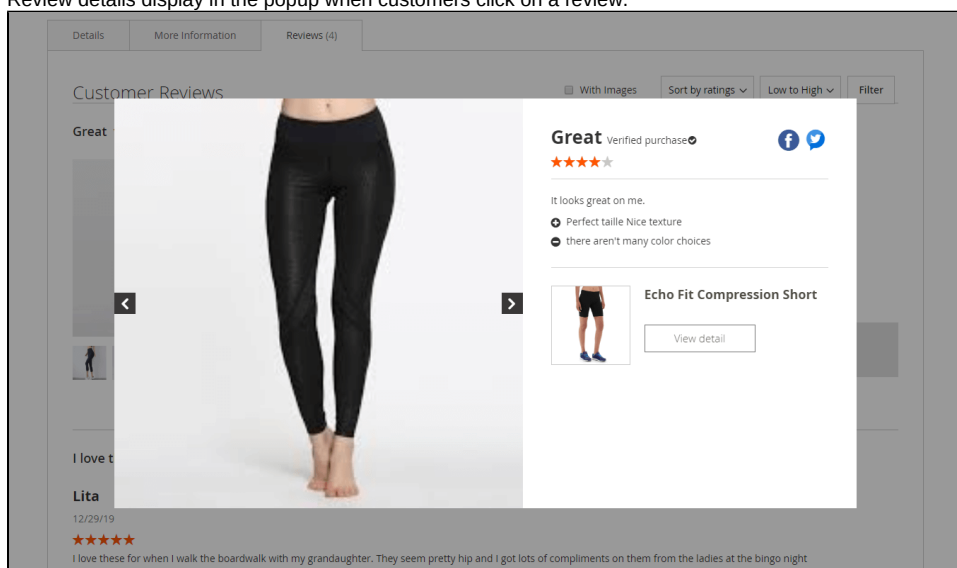
- Customers can share their reviews via Facebook and Twitter.



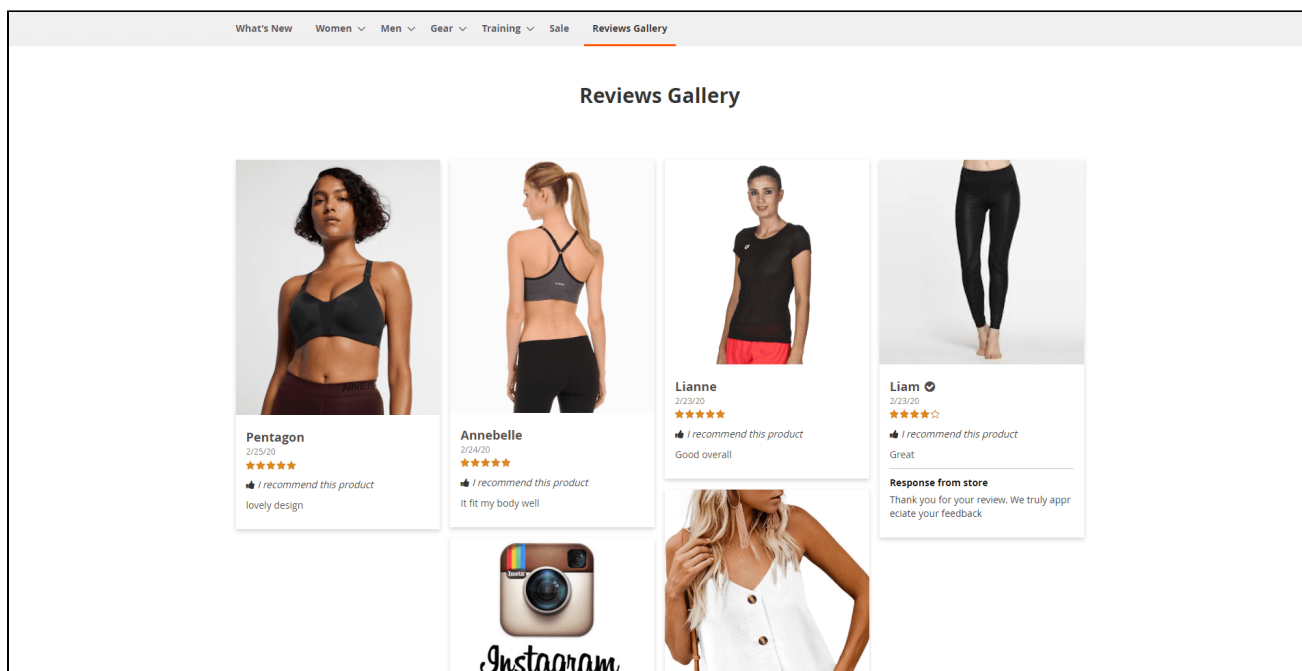
- Reviews from consumers will be marked as verified purchased.



- Review details display in the popup when customers click on a review.



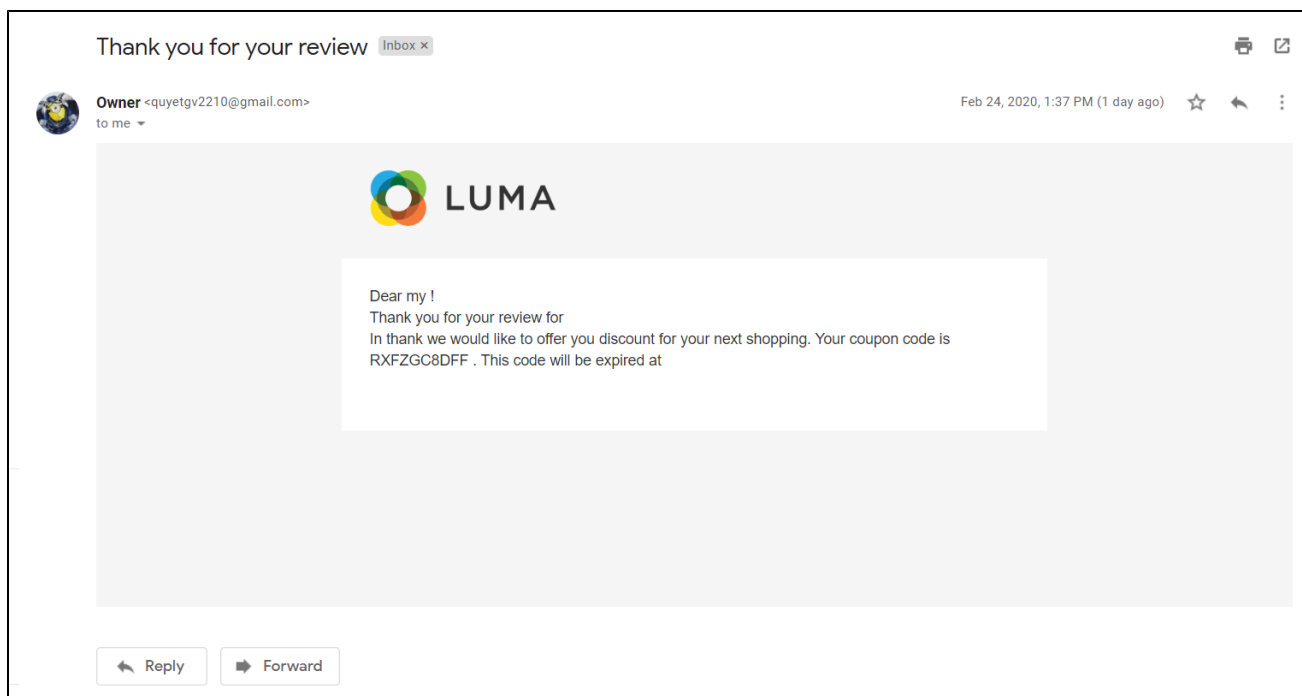
View all the feedback in the Reviews Gallery page



+ The reviews are sorted by time order, the first photos added to the reviews are shown in the gallery and the popups.

Receive coupon code for the rating

+ After writing a review, if admin enabled Coupon for Review on the backend, whether the customers have received a reminder email or not, they would receive a coupon code via email.



Update

- When a bug fix or new feature is released, we will provide you with the updated package.
- All you need to do is repeating the above installing steps and uploading the package onto your store. The code will automatically override.

- Flush the configure cache. Your store and newly installed module should be working as expected.
-

Support

- We will reply to support request within **2 business days**.
- We will offer **lifetime free update and 6 months free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well in your site exactly like our demo.
- Support **DOES NOT** include other series such as customizing our products, installation and uninstallation service.