

Customers Reviews Module



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- Reviews moderation
 - Quick moderation of reviews
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- Rating of customer review

Location in admin panel: Catalog > Product reviews

Orders

Pricing

Promotion

Contents

Catalog

Users

Configuration

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Plugins

Catalog > Products reviews

Categories Collections **Products reviews** Brands Pristroy Items in stock Restrictions Items

Products reviews Settings

Products reviews

User
Account id

Item
Item ID

Order number
ORD- Order number

State
 Under moderation [Apply filter](#)

[Approve](#) [Delete](#) 25

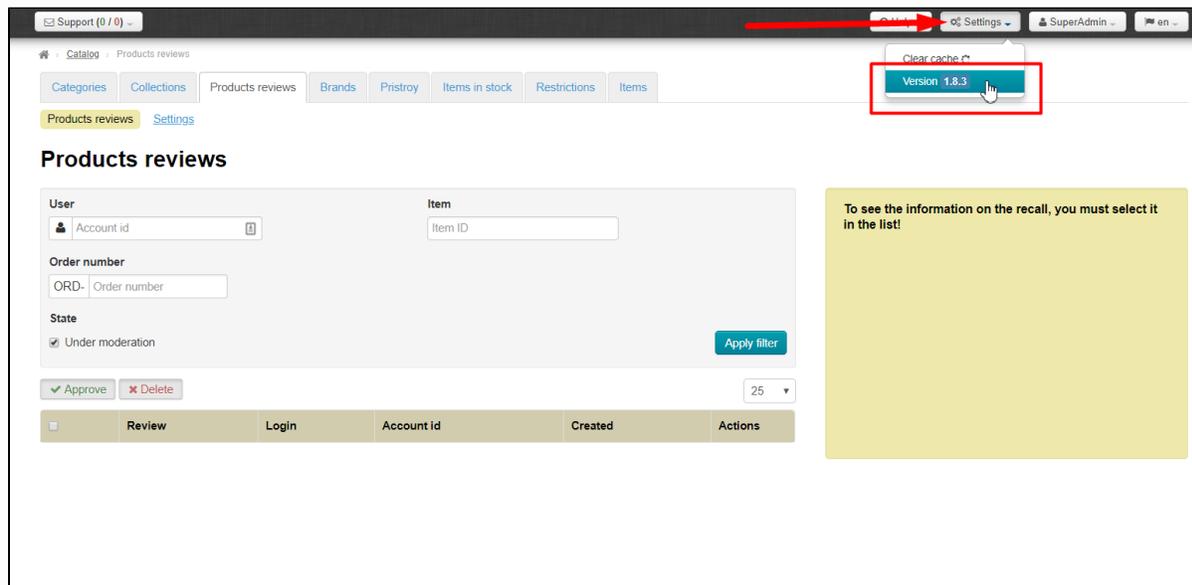
Review	Login	Account id	Created	Actions
--------	-------	------------	---------	---------

To see the information on the recall, you must select it in the list

Description

Внимание

Module is available **from OT Box version 1.8.3 and higher**



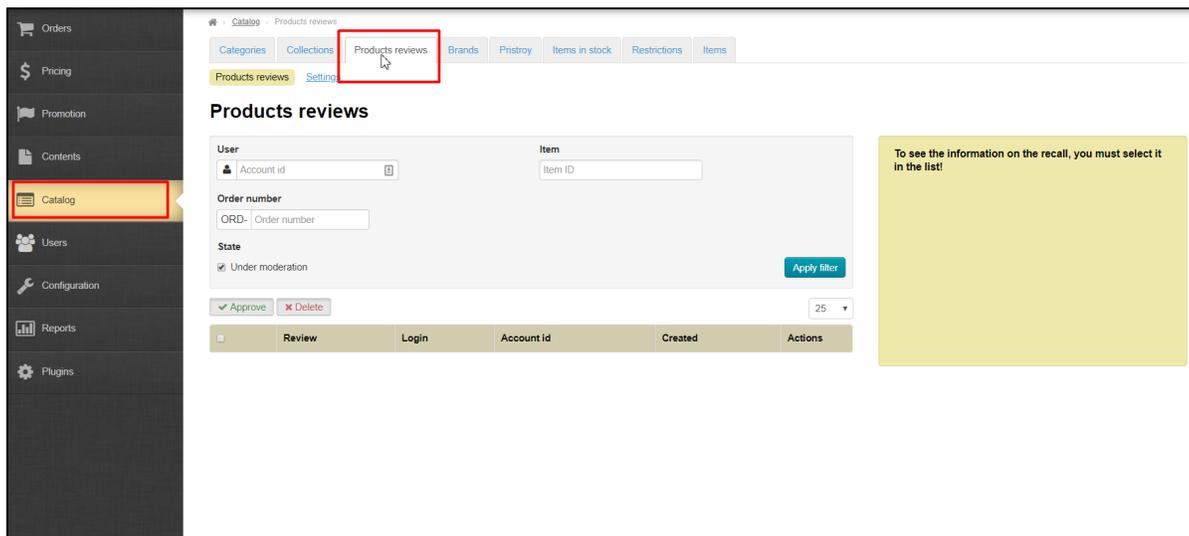
Customers Reviews is a powerful tool for motivating clients to make purchases on your website! However, you need to collect some base of reviews on the most popular products to take advantage of this method of motivating customers.

Customers Reviews Module solves this problem! After all, all products reviews left on owners' websites are combined now combined into one database and displayed on all sites based on OT Box with Customers Reviews Module installed. Therefore, **you will immediately have more than 1000 reviews for goods in total instead of 10-20 reviews**. These are reviews of real customers who bought and checked goods.

Read more about business benefits: ["Customers reviews \(module description\)"](#)

View statistics: number of reviews in database

Module settings section gives information how many reviews are currently collected in a specific OT Box and how many reviews are in total in the database. Open "Catalog" section and go to "Product Reviews" tab:



Click "Settings":

Categories Collections Products reviews Brands Pristroy Items in stock Restrictions Items

Products reviews **Settings**

Products reviews

User Account id Item Item ID

Order number ORD- Order number

State Under moderation [Apply filter](#)

[Approve](#) [Delete](#) 25

	Review	Login	Account id	Created	Actions
--	--------	-------	------------	---------	---------

Check information on your website (number of item reviews for application key):

Home > Catalog > Products reviews > Settings

Categories Collections Products reviews Brands Pristroy Items in stock Restrictions Items

Products reviews **Settings**

Settings

Version of the module Item Reviews
2

**Number of item reviews for application key
5**

Number of item reviews for whole platform OT
3247

Show item reviews for whole platform OT
[Allowed](#)

Check information on number of item reviews for the whole OT platform:

Home > Catalog > Products reviews > Settings

Categories Collections Products reviews Brands Pristroy Items in stock Restrictions Items

Products reviews Settings

Settings

Version of the module Item Reviews
2

Number of item reviews for application key
5

Number of item reviews for whole platform OT
3247

Show item reviews for whole platform OT
[Allowed](#)

In addition, you can enable or disable reviews collected for the whole OT platform. Click "Allowed / Disallowed" link below "Show item reviews for whole platform OT" option:

Home > Catalog > Products reviews > Settings

Categories Collections Products reviews Brands Pristroy Items in stock Restrictions Items

Products reviews Settings

Settings

Version of the module Item Reviews
2

Number of item reviews for application key
5

Number of item reviews for whole platform OT
3247

Show item reviews for whole platform OT
[Allowed](#)

Home > Catalog > Products reviews > Settings

Categories Collections Products reviews Brands Pristroy Items in stock Restrictions Items

Products reviews Settings

Settings

Version of the module Item Reviews
2

Number of item reviews for application key
5

Number of item reviews for whole platform
OT
3247

Show item reviews for whole platform OT

Allowed
Disallowed
Allowed

✓ ✕

Click checkmarked button to save choice:

Home > Catalog > Products reviews > Settings

Categories Collections Products reviews Brands Pristroy Items in stock Restrictions Items

Products reviews Settings

Settings

Version of the module Item Reviews
2

Number of item reviews for application key
5

Number of item reviews for whole platform
OT
3247

Show item reviews for whole platform OT

Disallowed

✓ ✕

Search for necessary review

Customer gets opportunity to leave a review about received product after the order acquires "Completed" status.

The screenshot shows a web interface for an order. At the top, there's a navigation bar with 'Home', 'How to order', and user information. Below that, a search bar and a progress bar with three stages: 'Registration of the order', 'Payment', and 'My order'. The main heading is 'Order ORD-000000079 (Completed)'. Underneath, a 'Goods list' section contains a table with columns: Goods, Original, Configuration, Price, Quantity, Amount, and Goods status. Three items are listed, all with a 'Completed' status. A red box highlights the 'Give feedback' button for the first item.

Goods	Original	Configuration	Price	Quantity	Amount	Goods status
№ 79 - 1 Законка Vendor: 未完待續c504		Color Classification: Decorative Color 50+ Unadorned Spring 50	2813 py6.	1	2813 py6.	Completed Give feedback Pristroy Put up for sale
№ 79 - 2 Europe and the United States Van new women's boutique Celebrity style size love irregular embroidery round neck short sleeve T-shirt Vendor: weiwei_1221		size: primary color: white	4417 py6.	1	4417 py6.	Completed Give feedback Pristroy Put up for sale
№ 79 - 3 2018 spring new boy children's cartoon car edge zipper cardigan Europe and the United States jacket tide Vendor: 王萍88898		Color Classification: white Reference Height: 90cm(90cm)	3946 py6.	1	3946 py6.	Completed Give feedback Pristroy Put up for sale

This screenshot shows the 'New review' modal form overlaid on the order page. The form includes an 'Evaluation' section with five stars, a 'Photos' section with a '+ Select file(s)...' button, and a 'Review text' section with a text area containing 'Good, quality shoes. In the rain do not get wet'. A 'Save' button is highlighted. The background shows the order details, including a total cost of 24679 py6 and recipient data for Moscow, Russia.

New review

Evaluation: *
★★★★★

Photos:
+ Select file(s)...

Review text: *
Good, quality shoes. In the rain do not get wet

Fields marked with * are required

Save Cancel

Delivery: DHL
Total cost: 24679 py6

Recipient data
Delivery address: 39408, Russian Federation, Moscow, Samokatnaya 12

Reviews left by customer will be immediately displayed on the site in the product card and in "Product Reviews" section in admin panel:

Products reviews

User: Account id
Item: Item ID

Order number: ORD- Order number

State: Under moderation

Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03.09	🔗 📄 ✕
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03.05	🔗 📄 ✕
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03.02	🔗 📄 ✕

To see the information on the recall, you must select it in the list!

How to find review by user

It's necessary to know user ID (your customer) at your website to view all his reviews. You can find user ID in "Users" section by last name, phone number or other information:

Customers

Filter by parameter

Account id Login Last name Petr Email Phone City

Apply

Found: 2, Shown: from 1 to 2

Login	Account id	Full name	Email	Phone	Status	Action
test-user-007	727352	Petrov Petr Petrovich	test@test.com	8-800-00-000	Enabled	🔗
test-user2	618928	Petr Petrov	123@gmailoI.ge	8-800-00-000	Enabled	🔗

Copy user ID and paste into special field:

Products reviews

User: 727352

Item: Item ID

Order number: ORD- Order number

State: Under moderation

Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	✉ ✓ ✕
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	✉ ✓ ✕
To the child of 3 years it has appeared is great.	test-user-	727352	13.06.2018,	✉ ✓ ✕

Tick "Under moderation" if you want to see new reviews that you have not read:

Products reviews

User: 727352

Item: Item ID

Order number: ORD- Order number

State: Under moderation

Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
--------	-------	------------	---------	---------

Click "Apply filter" button:

Products reviews

User:

Item:

Order number:

State: Under moderation

25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
--------------------------	--------	-------	------------	---------	---------

We see all new reviews of chosen customer now:

Products reviews [Settings](#)

Products reviews

User:

Item:

Order number:

State: Under moderation

25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="button" value="📄"/> <input type="button" value="✓"/> <input type="button" value="✗"/>
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="📄"/> <input type="button" value="✓"/> <input type="button" value="✗"/>
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="button" value="📄"/> <input type="button" value="✓"/> <input type="button" value="✗"/>
<input type="checkbox"/>	Good quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="button" value="📄"/> <input type="button" value="✓"/> <input type="button" value="✗"/>

To see the information on the recall, you must select it in the list!

How to find review by product code (ID)

You can find product code or ID from its card or link to it on your website or Chinese seller website:

Защищено | <https://top-test.otcommerce.com/item?id=567402179794> 3611191968242

0 Home How to order Delivery to test-user-007 (9 541 py6) Favorites 0 Cart 0

OT Commerce Shop Online demo shop by OTcommerce

Categories Brands Search among 800.000.000 goods from China Search

Catalog > Clothing > Women's clothing > Pullovers, turtlenecks

Europe and the United States Van new women's boutique Celebrity style size love irregular embroidery round neck short sleeve T-shirt

Product information



Code **567402179794** [Link to original](#)

Select a configuration:

size: Average code
 primary color: white
 Status: **New**
 In stock: **151 PCs**
 Sales volume for 30 days: 847
 Rating: ★★★★★
 Price per 1 piece: **51 \$**
 Local delivery: 21 \$
 Quantity: 1

Vendor info

Name: **weiwei_1221**
 Shop name: **weiwei美衣**
 Located in: **Hangzhou (Zhejiang)**
 delivery_score: **4.7**
 item_score: **4.6**
 service_score: **4.7**
 Add vendor to favourites
 Rating: ★★★★★

Other items

<https://item.taobao.com/item.htm?id=567402179794>

全球 亲,请登录 免费注册 手机逛淘宝 淘宝网首页 我的淘宝 购物车 收藏夹 跨境物流管理 海外消费者帮助

淘宝网 Taobao.com 更多市场 搜淘宝 搜本店

WEIWEI 美衣

甜美/清新/时尚/日韩

ALL 本店所有商品 HOME 首页 NEW 新品上市 HOT 热销T恤 SHORTS 短裤专区 DRESS 连衣裙专区 KNITTING 针织专区

欧美范新款女装精品 名媛风 大小爱心不规则刺绣 圆领短袖 T恤

价格 **¥49.00** 1942 651
 约 USD 7.66 累计评论 交易成功

优惠 淘金币可抵2.45元
 [店铺优惠券] 50元店铺优惠券, 满528元可用 领取
 [店铺优惠券] 30元店铺优惠券, 满358元可用 领取
 [本店活动] 满49,享部分地区包邮

配送 浙江杭州至 全国 快速 免运费

尺码 **均码** 尺码助手

主要颜色 白色 黑色

数量 1 件(库存336件)

立即购买 加入购物车

皇冠卖家
 10年老店
 weiwei美衣
 信誉: ★★★★★
 掌柜: weiwei_1221
 联系: 和我联系
 资质: 69806元

描述 服务 物流
 4.6+ 4.7+ 4.7+

进入店铺 收藏店铺

看了又看
 ¥35.00 ¥45.00

Copy product ID and paste into special field:

[Categories](#)
[Collections](#)
[Products reviews](#)
[Brands](#)
[Pristroy](#)
[Items in stock](#)
[Restrictions](#)
[Items](#)

[Products reviews](#)
[Settings](#)

Products reviews

User

Account id

Item

Order number

ORD-

State

Under moderation [Apply filter](#)

[Approve](#)
[Delete](#)
25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	↗ ✓ ✕
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	↗ ✓ ✕
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	↗ ✓ ✕
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	↗ ✓ ✕

Tick "Under moderation" if you want to see new reviews that you have not read:

Products reviews

User
Account id

Item

Order number
ORD-

State
 Under moderation Apply filter

25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>

Click "Apply filter" button:

Products reviews

User
Account id

Item

Order number
ORD-

State
 Under moderation Apply filter

25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="button" value="edit"/> <input type="button" value="check"/> <input type="button" value="x"/>

You get reviews on a specific product after that:

Products reviews [Settings](#)

Products reviews

User
Account id

Item

Order number
ORD-

State
 Under moderation Apply filter

✓ Approve ✗ Delete 25

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	✉ ✓ ✗

How to view reviews on specific order

It's also possible to view reviews on goods of specific order. Find necessary orders in "Orders" section:

Orders

Orders list

Display
from to

Customer
Customer search (ID)

Phone
Email

Delivery
City
All

Provider
All
Apply

Orders
ORD-
 Awaiting payment
 Awaiting additional payment
 Paid
 In handling
 Order with added goods
 In handling at warehouse
 Ready for packing
 Ready to ship
 Posted
 Completed
 Cancelled
[Select all](#) / [Clear all](#)

Items
 Awaiting payment
 Paid
 Confirmation
 Ordered
 Quality control
 Received
 Packed
 Ready to ship
 Posted
 Completed
 Returned to supplier
 Unable to deliver
 Cancelled

Translate statuses

Orders list

Date from to

Customer

Delivery

Provider

Apply

Orders Paid In handling Order with added goods
 In handling at warehouse Ready for packing Ready to ship
 Posted Completed

Items

By orders

Display

Order number	Creation date	Order status	Items	Sum (Paid in)	Customer/ Balance	Operator	Provider	Action
ORD_0000000079	6/13/18 (15:50:14)	Completed	Completed: 4	24 679.00 py6. (24 679.00 rub.)	Petrov Petr Petrovich 9 541.04 rub.		Taobao	<input type="button" value="⚙"/>
ORD_0000000068	10/01/17 (14:01:43)	Completed	Completed: 5	2 320.40 rub. (2 320.40 RUB)	Petrov Petr Petrovich 9 541.04 rub.		Taobao	<input type="button" value="⚙"/>
ORD_0000000067	10/01/17 (13:59:45)	Completed	Completed: 2	434.56 rub. (RUR 434.56)	Petrov Petr Petrovich 9 541.04 rub.		Taobao	<input type="button" value="⚙"/>

Copy or memorize the last digits of the order (to the zeros: ORD-000000079 means 79 order) and write these numbers into special field:

Orders

Pricing

Promotion

Contents

Catalog

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Configuration

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Catalog > Products reviews

Categories Collections Products reviews Brands Pristroy Items in stock Restrictions Items

Products reviews Settings

Products reviews

User

Item

Order number

State Under moderation

Display

Review	Login	Account id	Created	Actions
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="⚙"/> <input type="button" value="x"/>

Tick "Under moderation" if you want to see new reviews that you have not read:

Products reviews

User: Account id Item: Item ID

Order number: ORD- 79

State: Under moderation

25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="✉"/> <input type="button" value="✓"/> <input type="button" value="✕"/>

Click "Apply filter" button:

Products reviews

User: Account id Item: Item ID

Order number: ORD- 79

State: Under moderation

25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="✉"/> <input type="button" value="✓"/> <input type="button" value="✕"/>

We get reviews for specific order:

Products reviews

User
Account id

Item
Item ID

Order number
ORD- 79

State
 Under moderation

Apply filter

Approve Delete

25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	
Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	

Reviews moderation

All reviews can be moderated, however, only after publication. What does it mean?

This means that your customers will write reviews that all website users could see right after they are written.

Therefore, it is necessary to check reviews for the availability of fresh ones from time to time and delete or approve them, thus marking which reviews you have already seen and decided to leave on the site.

For convenience, you can read full review clicking it with a mouse:

Products reviews Settings

Products reviews

User
Account id

Item
Item ID

Order number
ORD- 79

State
 Under moderation

Apply filter

Approve Delete

25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	
Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	

In order: [ORD-000000079](#)

State: Under moderation

Score: 0 0

Rating: ★★★★★

+ Add comment

test-user-007 13.06.2018 15:05

My Wife is happy. Now this is your favorite T-shirt!

Quick moderation of reviews

Since reviews are mostly visible immediately in the table, you can go over your eyes and approve several reviews at once. Click square in table header to select all reviews at once:

Products reviews

User: Item:

Order number:

State: Under moderation

25 ▾

<input checked="" type="checkbox"/>	Review	Login	Account id	Created	Actions
<input checked="" type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>

And you can select each review separately by clicking square on the left of the review:

Products reviews

User: Item:

Order number:

State: Under moderation

25 ▾

<input checked="" type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="button" value="🔍"/> <input checked="" type="button" value="✓"/> <input type="button" value="✕"/>

Choose "Approve" or "Delete" after all necessary reviews were chosen:

Products reviews

User
Account id

Item
Item ID

Order number
ORD- 79

State
 Under moderation

Approve Delete

Approve selected reviews

<input type="checkbox"/>	Review	Login	Account id	Created
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09
<input checked="" type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05
<input checked="" type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02
<input checked="" type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01

Review will be checked and disappear from "Moderation" list in admin panel when you click "Approve" button.

Products reviews

User: Item:

Order number:

State: Under moderation Apply filter

✓ Approve ✗ Delete 25

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	↗ ✓ ✗
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	↗ ✗
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	↗ ✗
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	↗ ✗

Reviews will be removed after clicking "Delete" button. However, you need to confirm your decision because you can not restore the review:

Products reviews

User: Item:

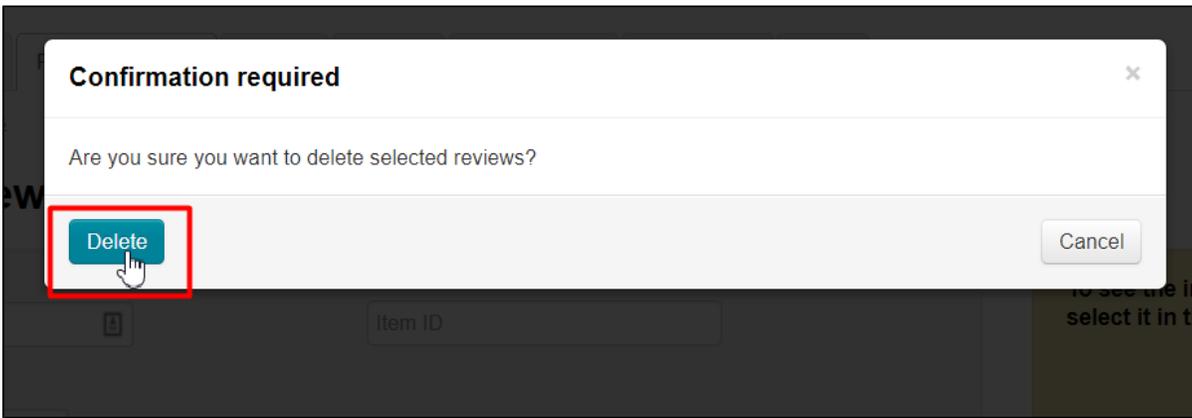
Order number:

State: Under moderation Apply filter

✓ Approve ✗ Delete 25

Delete selected reviews

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input checked="" type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	↗ ✓ ✗
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	↗ ✗
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	↗ ✗
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	↗ ✗



Moderation of specific reviews

Each review can be moderated separately. There is a special menu in column "Actions".

Products reviews

User: Item:

Order number:

State: Under moderation

25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> ✓ ✗
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> ✗
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> ✗
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> ✗

Click checkbox button opposite approved review to approve order:

Products reviews

User: Account id [input] Item: Item ID [input]

Order number: ORD- 79 [input]

State: Under moderation [Apply filter]

Approve Delete [25]

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> <input type="checkbox"/>

You can delete an unwanted review by clicking button with a cross in front of selected review:

Products reviews

User: Account id [input] Item: Item ID [input]

Order number: ORD- 79 [input]

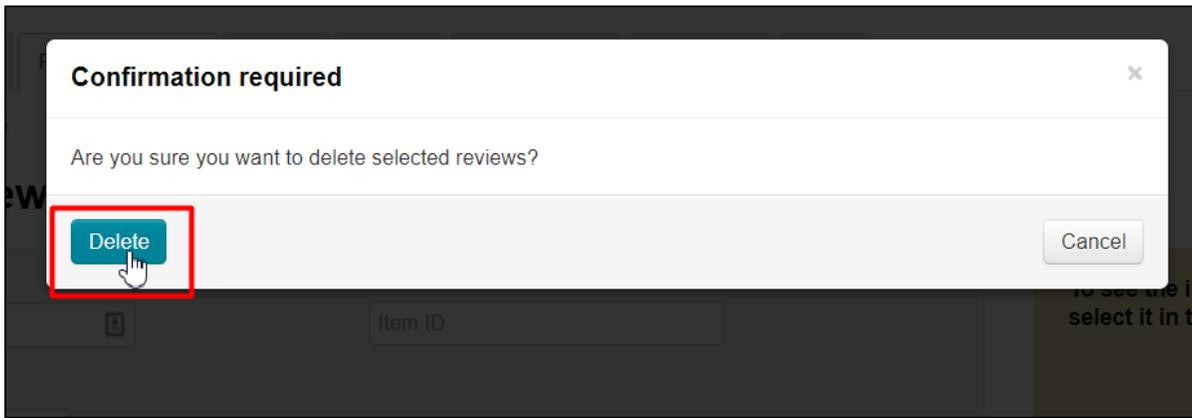
State: Under moderation [Apply filter]

Approve Delete [25]

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> <input type="checkbox"/>

To see the information on the recall, you must select it in the list!

However, you need to confirm your decision because you can not restore the review:



Reply to customer review

You can leave reply to each review from website admin panel. Thus, you will be able to clarify some details regarding the review or thank your buyer.

Choose review in reviews list by clicking it to reply.

Products reviews

User
Account id

Item
Item ID

Order number
ORD- 79

State
 Under moderation Apply filter

✓ Approve ✗ Delete 25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	✉ ✓ ✗
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	✉ ✗
<input type="checkbox"/>	To the child of 3 years it is great.	test-user-007	727352	13.06.2018, 03:02	✉ ✗
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	✉ ✗

To see the information on the recall, you must select it in the list!

Review and "Add message" button will be shown in the right part in the yellow window. Click it:

Products reviews

User: Account id Item: Item ID

Order number: ORD- 79

State: Under moderation Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	👤 ✓ ✕
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	👤 ✕
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	👤 ✕
Good quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	👤 ✕

In order: [ORD-0000000079](#)
State: Approved
Score: 👍 0 👎 0
Rating: ★★★★★

+ Add comment

[test-user-007](#) comment 13.06.2018 15:05

 My Wife is happy. Now this is your favorite T-shirt!

Window will open where you can write message:

Products reviews

User: Account id Item: Item ID

Order number: ORD- 79

State: Under moderation Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	👤 ✓ ✕
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	👤 ✕
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	👤 ✕
Good quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	👤 ✕

In order: [ORD-0000000079](#)
State: Approved
Score: 👍 0 👎 0
Rating: ★★★★★

+ Add comment

Answer language: English (English)

Message text

Add Cancellation

[test-user-007](#) comment 13.06.2018 15:05

 My Wife is happy. Now this is your favorite T-shirt!

Select language on which reply will be written (language depends on "Multilingual" module settings):

Products reviews

User

Account id:

Item

Item ID:

Order number

ORD- 79

State

Under moderation

[Apply filter](#)

[Approve](#) [Delete](#)

In order: [ORD-000000079](#)

State: Approved

Score: 0 0

Rating: ★★★★★

[+ Add comment](#)

Answer language: English (English)

Message text:

[Add](#) [Cancellation](#)

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	✓ ✗
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	✗
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	✗
Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	✗

test-user-007 13.06.2018 15:05

My Wife is happy. Now this is your favorite T-shirt!

Write your reply:

Products reviews

User

Account id:

Item

Item ID:

Order number

ORD- 79

State

Under moderation

[Apply filter](#)

[Approve](#) [Delete](#)

In order: [ORD-000000079](#)

State: Approved

Score: 0 0

Rating: ★★★★★

[+ Add comment](#)

Answer language: English (English)

Message text:

[Add](#) [Cancellation](#)

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	✓ ✗
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	✗
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	✗
Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	✗

test-user-007 13.06.2018 15:05

My Wife is happy. Now this is your favorite T-shirt!

Click "Add" button to add your reply:

Products reviews

User: Account id Item: Item ID

Order number: ORD- 79

State: Under moderation Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> <input type="checkbox"/>
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> <input type="checkbox"/>
Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> <input type="checkbox"/>

In order: [ORD-0000000079](#)
State: Approved
Score: 0 0
Rating: ★★★★★

[+ Add comment](#)

Answer language: English (English)

thanks for the comment and the real photo of the goods!
We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

test-user-007 13.06.2018 15:05
My Wife is happy. Now this is your favorite T-shirt!

Your reply will be visible on website after clicking "Add" button and any customer can see it.

Products reviews

User: Account id Item: Item ID

Order number: ORD- 79

State: Under moderation Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> <input type="checkbox"/>
To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> <input type="checkbox"/>
Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> <input type="checkbox"/>

In order: [ORD-0000000079](#)
State: Approved
Score: 0 0
Rating: ★★★★★

[+ Add comment](#)

test-user-007 13.06.2018 15:05
My Wife is happy. Now this is your favorite T-shirt!

Your Answer
thanks for the comment and the real photo of the goods!
We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

Product details Photo and description **Reviews** External comments

Comments

★★★★★
13.06.2018, 03:05 **te*****07** 0 0 [Reply](#)

My Wife is happy. Now this is your favorite T-shirt!



Administrator thanks for the comment and the real photo of the goods! We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

The latest viewed products

 72 \$	 46 \$	 218 \$	 64 \$
--	--	---	--

In turn, buyer who left the review can also respond to your comment, thus starting dialogue:

0 Home How to order Delivery to test-user-007 (9 541 py6.) Favorites 0 Cart 0

[Add to favorites](#)

Product details Photo and description **Reviews** External comments

Comments

★★★★★
13.06.2018, 03:05 **te*****07** 0 0 [Reply](#)

My Wife is happy. Now this is your favorite T-shirt!



Administrator thanks for the comment and the real photo of the goods! We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

The latest viewed products

Customer's comments will be visible when viewing message in admin panel and on the site:

Products reviews

User: Account id Item: Item ID

Order number: ORD- 79

State: Under moderation Apply filter

Approve Delete 25

Review	Login	Account id	Created	Actions
<input type="checkbox"/> The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> <input type="checkbox"/>

In order: [ORD-0000000079](#)
State: Approved
Score:
Rating: ★★★★★

[+ Add comment](#)

test-user-007 13.06.2018 15:05
My Wife is happy. Now this is your favorite T-shirt!

Operator root
thanks for the comment and the real photo of the goods! We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

test-user-007
This is a great ideal

Home How to order Delivery to test-user-007 (9 541 py6) Message Saved

13.06.2018, 03:05 **te*****07**

My Wife is happy. Now this is your favorite T-shirt!



Administrator thanks for the comment and the real photo of the goods! We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

Your Answer
This is a great ideal

The latest viewed products



Who can reply to comment?

Any authorized customers and administrators on the site can leave replies to comments.

Отзывы о товаре

15.05.2018, 09:38 t****r 3 1

[Ответить](#)

Рубашка села как влитая! На работе все отметили, что я выгляжу профессионально.

Aa** *Очень рады, что вам понравился товар.*

sh**1a** *Да, мой муж тоже в восторге. Да и мне, как женщине, проще, когда рубашку легко гладить, а мой мужчина выглядит с иголочки!*

Ваш ответ

Даже на меня размер нашелся. Реально, как влитая!



Screenshot_3.jpg

User		Item			
<input type="text" value="Account id"/>	<input type="text" value="Item ID"/>				
Order number					
<input type="text" value="ORD- 79"/>					
State					
<input type="checkbox"/> Under moderation					
<input type="button" value="Apply filter"/>					
<input type="button" value="Approve"/> <input type="button" value="Delete"/>					
25					
<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> <input type="checkbox"/>

In order: [ORD-000000079](#)
State: Approved
Score: 2 0
Rating: ★★★★★

[+ Add comment](#)

test-user-007 13.06.2018 15:05
My Wife is happy. Now this is your favorite T-shirt!

Operator root

thanks for the comment and the real photo of the goods! We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

test-user-007

This is a great ideal

serge1en

I liked the black T-shirt more



tolaumken

It's short! I'm sad!

0 Home How to order Delivery to tolaumken (0 py6.) ★ Favorites 0 🛒 Cart 0

Comments

★★★★★
13.06.2018, 03:05 te*****07 2 0 [Reply](#)

My Wife is happy. Now this is your favorite T-shirt!



Administrator thanks for the comment and the real photo of the goods! We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

te*****07 This is a great idea!



se****en I liked the black T-shirt more

Your Answer
It's short! I'm sad!

How to open product page with review?

Click button with the arrow in "Actions" column to see a product page with review. A new page with necessary product will open:

Products reviews

User
Account id

Item
Item ID

Order number
ORD- 79

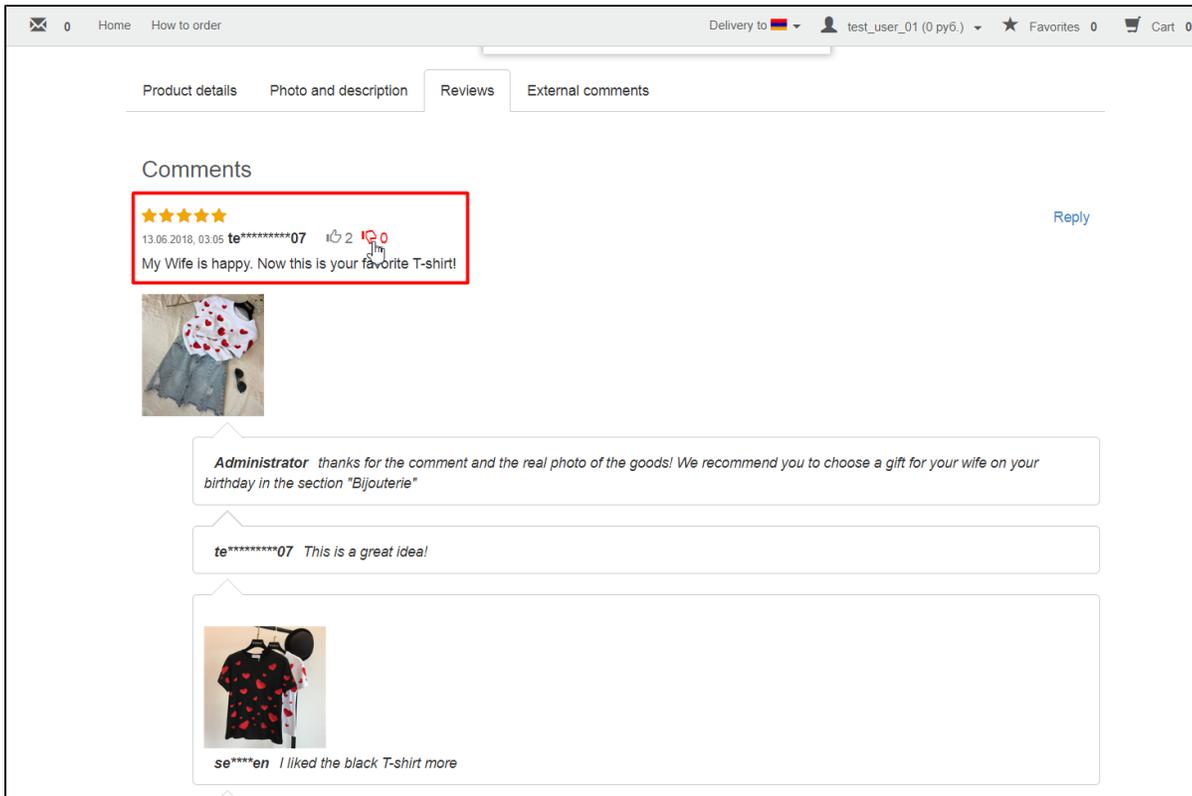
State
 Under moderation [Apply filter](#)

[✓ Approve](#) [✗ Delete](#) 25 ▾

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	Go to review
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	

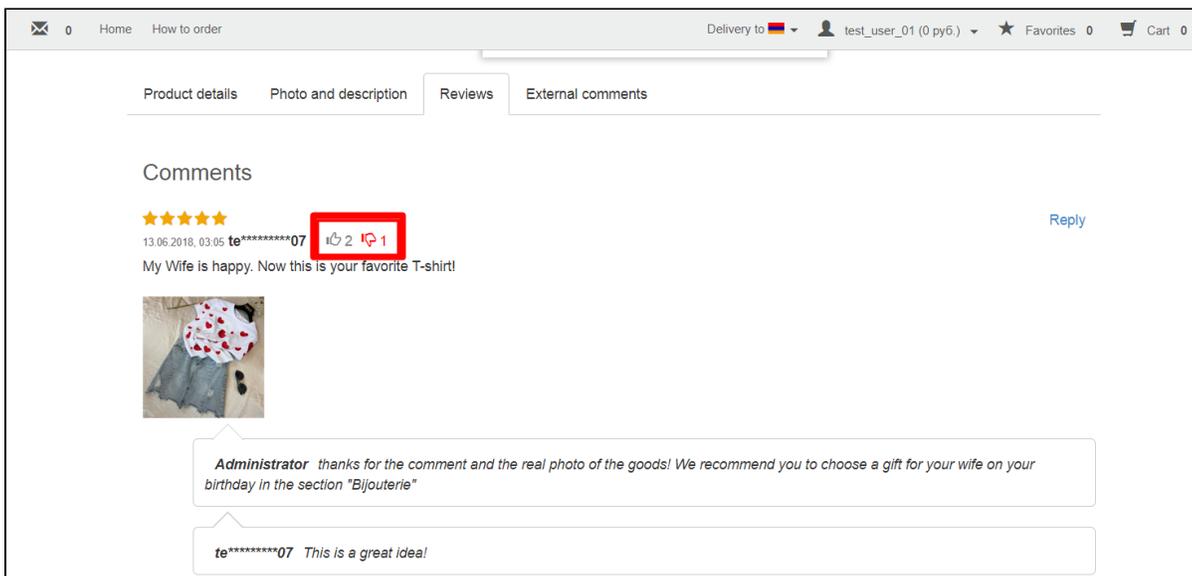
Rating of customer review

Each authorized user can show whether the review was useful or not, by putting a "finger up" or "finger down":



The screenshot shows a product page with tabs for "Product details", "Photo and description", "Reviews", and "External comments". The "Reviews" tab is active. Under the heading "Comments", there is a 5-star rating. Below the stars, the date "13.06.2018, 03:05" and the username "te*****07" are visible. To the right of the username are two icons: a thumbs up icon with the number "2" and a thumbs down icon with the number "0". A red box highlights these two icons. The comment text reads: "My Wife is happy. Now this is your favorite T-shirt!". Below the text is a photo of a white t-shirt with red hearts and a pair of denim shorts. A "Reply" link is located to the right of the comment. Below the comment, there is a response from the "Administrator" and another comment from "te*****07" with a photo of a black t-shirt with red hearts.

Therefore, each product will collect rating:



This screenshot is identical to the one above, but the red box now highlights both the thumbs up icon with the number "2" and the thumbs down icon with the number "1". The rest of the page content, including the 5-star rating, the comment text, the photos, and the administrator's response, remains the same.

These are real Customers reviews that bought and checked goods.

Rating will be shown in admin panel:

Products reviews

User
Account id

Item
Item ID

Order number
ORD- 79

State
 Under moderation Apply filter

Approve Delete 25

<input type="checkbox"/>	Review	Login	Account id	Created	Actions
<input type="checkbox"/>	The child made weapons and shot friends. Shoots badly.	test-user-007	727352	13.06.2018, 03:09	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	My Wife is happy. Now this is your favorite T-shirt!	test-user-007	727352	13.06.2018, 03:05	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	To the child of 3 years it has appeared is great.	test-user-007	727352	13.06.2018, 03:02	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Good, quality shoes. In the rain do not get wet	test-user-007	727352	13.06.2018, 03:01	<input type="checkbox"/> <input type="checkbox"/>

In order: [ORD_0000000079](#)
State: Approved
Score: 👍 2 👎 1
Rating:

[+ Add comment](#)

test-user-007 13.06.2018 15:05
My Wife is happy. Now this is your favorite T-shirt!

Operator root
thanks for the comment and the real photo of the goods! We recommend you to choose a gift for your wife on your birthday in the section "Bijouterie"

test-user-007
This is a great ideal

serge1en
I liked the black T-shirt more