magmodules

kiyoh

Product Reviews

Kiyoh Reviews for Magento 2

Import Kiyoh **product reviews** into Magento's native product reviews. Imported reviews behave like any other Magento review: they show on the product page with stars, count towards the review summary in listings and rich snippets, and can be moderated in **Marketing → Reviews**.

API token vs. XML feed hash

Kiyoh has two different keys. Product reviews need the **Publication API token**.

Key	Format	Where in the Kiyoh dashboard	Used for
XML feed hash	short code, e.g. `abcd1234efgh567`	Publish → Extra options (hash in the XML feed URL)	Shop reviews (field **API Hash**)
Publication API token	UUID, e.g. `a1b2c3d4-…`	Invite → Extra options	Review invitations, product reviews and product sync (field **Invite API Token**)

Pasting the hash into the token field (or the other way round) fails: **Test connection** then reports "*Kiyoh rejected the Publication API token (HTTP 401)*".

An account needs the hash, the token, or both. An account with only a token can be saved, also with Product Reviews off: Magento checks the token against Kiyoh's location statistics and fills in the location name, score and review count from it. Shop reviews are not synced for that account, and the account form shows a warning.

Setup

1. Open **Marketing → Kiyoh → Accounts** and edit (or create) the account.
2. In **API Details**, fill in **Invite API Token**. You don't need to enable invitations.
3. In **Product Reviews**, enable the toggle, click **Test connection** and save.
4. Click **Sync now**, or wait for the cron (**Stores → Configuration → Kiyoh → Automation → Cron Product Reviews**).

Settings

Setting	Default	Description
Enabled	No	Fetch and import product reviews for this account

Setting	Default	Description
Review status	Approved	Status of the created Magento review. Kiyoh already moderates reviews
Assign reviews to	Configurable parent	*Configurable parent*: a review of a variant is shown on its configurable product. Falls back to the matched product when it has no parent. *Child SKU*: always the matched product
Match product code on	SKU	Product attribute holding the Kiyoh product code. SKU or any global text attribute; compared case-insensitively on the default (store 0) value
Rating	Automatic	Magento rating that receives the stars. *Automatic* uses the rating coded `Rating`, otherwise the first active product rating. The rating must be active and assigned to the store views (**Stores → Rating**), or no stars are shown
When deleted in Magento	Do not re-import	What the next sync does with a review an admin deleted in Marketing → Reviews

Reviews are published to every store view of the website(s) selected in **Review Invitations → Store View**; with *All Store Views* they go to all store views.

Changing **Assign reviews to** or **Match product code on** does not move reviews that are already imported. To reassign them, delete the rows in the Product Reviews grid and run a full sync.

How the sync works

1. **Fetch**: pages through the Kiyoh feed (100 reviews per page) for reviews updated since the last run minus one day. The first run, or a run after **Reset**/ `--full`, fetches everything.
2. **Store**: every review is stored once, keyed on Kiyoh's review id, including reviews that cannot be matched. Running the sync again never creates a second Magento review.
3. **Publish**: new or changed reviews are matched to a product and created or updated as Magento reviews. Unmatched reviews are retried on every run, so they are imported once the product exists.
4. **Summary**: review counts and stars of the touched products are recalculated.

Rating mapping

Kiyoh rates 1–10, Magento 1–5 stars: `stars = ceil(rating / 2)`.

Kiyoh	1–2	3–4	5–6	7–8	9–10

Stars	1	2	3	4	5

Content mapping

Magento	Kiyoh
Summary (title)	One-liner; else the first 60 characters of the opinion; else "Review"
Review	Opinion; else the one-liner
Nickname	Author
Created at	Review date at Kiyoh

Updates and deletes

- A review that changed at Kiyoh updates the existing Magento review (text and stars). Its status and product stay as they are.
- *Do not re-import*: a review deleted in Magento gets status **Skipped** and is not imported again. Use **Retry** in the grid to import it anyway.
- *Re-import on next sync*: the next sync creates the review again.
- Deleting a Kiyoh account deletes the Magento reviews imported for it.

Product Reviews grid

Marketing → Kiyoh → Product Reviews lists every fetched review.

Status	Meaning
Imported	Published as a Magento review (see *Magento Review*)
Unmatched	No product, or more than one product, has this code. *Message* shows why
Skipped	Deleted in Magento or skipped in the grid, not imported again
Pending	Fetched, waiting for the next publish (or the last attempt failed, see *Message*)

Buttons:

- **Sync Now** – fetches new and changed reviews for every account with Product Reviews enabled, as the cron does, and shows the result per account.
- **Full Resync** – fetches all reviews again for those accounts (same as `--full`).
- **Manage Accounts** – opens the accounts, where Product Reviews are switched on and configured.

Mass actions, also in the **Actions** menu of each row:

- **Retry** – resets status and message and publishes the selected rows right away. Not offered on a row that is already imported.
- **Skip** – takes the reviews off the shop: deletes their Magento reviews and sets the status to **Skipped**, so later syncs leave them out, also when the review changes at Kiyoh. **Retry** brings them back.
- **Delete** – deletes the rows and the Magento reviews created for them. A deleted row only comes back with a full sync.

The columns *Review* (the review text), *City*, *Language* and *Last Changed* are hidden by default; switch them on under **Columns**.

Unmatched and failed reviews are also written to `var/log/kiyoh-error.log` (once, when the status or reason changes).

CLI

```
bin/magento shopreview:kiyoh:product-reviews-sync [--account=<id>] [--full]
```

Option	Description
`--account=<id>`	Only this account (also runs when Product Reviews is disabled for it)
`--full`	Ignore the watermark and fetch all product reviews

Without `--account`, all accounts with Product Reviews enabled are synced. The first sync of a large account can take a few minutes; prefer the CLI over **Sync now** for that.

Uninstall notes

Imported reviews are regular Magento reviews and stay when the module is removed. To remove them first, delete the rows in the Product Reviews grid (this deletes the Magento reviews too) or delete the account. The table `shopreview_kiyoh_product_review` is removed with the module's declarative schema.

For a complete overview of features and configuration options, see the Kiyoh Reviews extension on magmodules.eu

All articles for Kiyoh Reviews

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	**Product Reviews (current)**
2	Product Sync and Product Invitations
3	Quick Start Guide
4	Configuration Guide
5	Widget Setup

Troubleshooting

1	Troubleshooting
2	Where to Retrieve the Kiyoh API Hash Key

Grids

1	Account Management
2	Invitations Grid
3	Reviews Grid

Background

1	Best Practices

2	CLI Commands

