magmodules

kiyoh

Product Sync and Product Invitations

Kiyoh Reviews for Magento 2

Kiyoh can ask a customer to review the products they bought, not only the shop. For that, Kiyoh needs to know your products, and the invitation needs to name them.

- **Product Sync** pushes your catalog to Kiyoh: product code, name, image, page and whether it is still for sale.
- **Product invitations** add the products of the order to the review invitation.

Reviews customers leave on those products come back into Magento through Product Reviews.

Setup

1. Open **Marketing → Kiyoh → Accounts** and edit the account.
2. In **API Details**, fill in **Invite API Token** (the Publication API token, Kiyoh dashboard: Invite → Extra options).
3. In **Product Reviews**, choose **Match product code on**. The product push uses the same attribute as the product code, so pushed products and imported reviews agree.
4. In **Product Sync**, enable the toggle and pick the attributes for brand, GTIN/EAN and MPN if you have them. Save.
5. Run `bin/magento shopreview:kiyoh:products-sync --account=<id>` once, or wait for the cron (**Stores → Configuration → Kiyoh → Automation → Cron Product Sync**).

To ask for product reviews in invitations, set **Invitation asks for** in **Review Invitations**:

Setting	Effect
Shop review only	As before: no products in the invitation
Shop and product reviews	The invitation names the order's products; the customer reviews the shop and the products
Product reviews only	The invitation names the order's products and asks only about them

Max. products per invitation (1–10, default 5) and **Products first** (as ordered, or highest price first) decide which products are named when the order has more.

What is pushed

Kiyoh field	Comes from
`product_code`	The **Match product code on** attribute (SKU by default)
`product_name`	Product name in the first store view of the account
`source_url`	Product page; a variant that is not visible on its own gets its parent's page

Kiyoh field	Comes from
`image_url`	Base image; else the parent's image; else Magento's placeholder
`active`	Enabled and visible (a variant: enabled and its parent enabled)
`brand_name`, `gtins`, `mpns`	The attributes chosen in **Product Sync**, only when filled
`skus`	The SKU

Which products: everything in the websites of the store views selected under **Review Invitations**. With **Assign reviews to** set to *Configurable parent* (the default), variants are left out, because reviews and invitations always name the parent. With *Child SKU*, the configurable itself is left out.

Products are sent in batches of at most 100. A run sends only products whose data changed since the last successful push; `--full` sends everything. A product that is deleted, or removed from the website, is pushed once more with `active: false` so Kiyoh stops asking about it.

Before an invitation names a product, the module makes sure Kiyoh knows it: products that were never pushed (or whose last push failed) are pushed first, also when Product Sync is switched off. Kiyoh refuses an invitation with an unknown product code. A product that still cannot be pushed is left out of the invitation; when none is left, the invitation is a plain shop invitation.

Failures

What happens	Result
Kiyoh refuses one batch (4xx)	Logged in `var/log/kiyoh_error.log`; the other batches still go out; the refused products are sent again on the next run
Kiyoh is down (5xx after retries) or the token is refused	The run stops; nothing is lost, the next run sends what is left
An invitation is refused	The invitation is marked failed with Kiyoh's message in the log
An invitation gets a 500, 502 or 504	Not repeated: Kiyoh may already have sent the e-mail. Only 429 and 503 are retried

Testing safely

Kiyoh has no test locations. A customer's invite token can send real invitations and change their products at Kiyoh, so **never put a customer token in a development database**, and point every development install at the stand-in that the E2E suite uses:

```
php -S 127.0.0.1:18096 Test/End-2-end/mock-server/server.php
bin/magento config:set magmodules_kiyoh_sr/developer/api_base_url http://127.0.0.1:18096
```

`bin/magento shopreview:kiyoh:selftest` reports where API calls go. On a live store the override must be empty.

The response bodies of the product push and the invitation endpoints have never been seen: the module follows Kiyoh's own WooCommerce plugin (any HTTP 2xx is success, errors are read from `detailedError`). See `Test/Contract/SHAPES.md`.

Uninstalling

The table `shopreview_kiyoh_product` only records what was pushed. Products stay at Kiyoh; deactivate them in the Kiyoh dashboard if needed.

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
2	**Product Sync and Product Invitations** **(current)**
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

