magmodules

Account Management

eKomi Reviews for Magento 2

This guide covers managing eKomi accounts in eKomi Reviews. Here you'll learn how to add your eKomi account credentials, configure invitation settings, and manage multiple accounts for multi-brand or multi-store setups. Each account connects to a separate eKomi interface and can have its own invitation rules.

Location: Marketing → eKomi → Accounts

Accounts Grid

The Accounts grid shows all configured eKomi accounts with their connection status and statistics.

Available Columns

Column	Description
ID	Unique identifier for the account in Magento
Account Name	Your internal name for this account
Interface ID	eKomi API Interface ID
Locale	Account language setting
Total Reviews	Number of reviews in this eKomi account
Average Score	Average rating across all reviews
Invitations	Whether review invitations are enabled (Yes/No)
Invitation Queue	Shows "Total/Pending" invitations count
Updated	When account was last modified
Last Fetched	When data was last synced from eKomi
Actions	Edit, Delete, or View on eKomi buttons

Row Actions

Action	Description
Edit	Open the account configuration form
Delete	Remove the account from Magento
View On eKomi	Open your account on the eKomi website (external link)

Mass Actions

- **Delete** - Remove multiple selected accounts

Adding a New Account

1. Go to **Marketing → eKomi → Accounts**
2. Click **New Account**
3. Fill in the required fields (see Account Form below)
4. Click **Save**

After saving, the extension will automatically fetch your shop details and review statistics from eKomi.

Account Form

The account form has multiple sections:

API Details

Configure your eKomi API connection credentials.

Field	Required	Description
Internal Name	Yes	Your name for this account (for identification in Magento)
Account Name	No	Read-only, imported from eKomi after first sync
Interface ID	Yes	Your eKomi Interface ID (from eKomi dashboard)
Interface Password	Yes	Your eKomi Interface Password (from eKomi dashboard)

⚠ **Important:** The Interface ID cannot be changed after the account is created. If you need to use a different Interface ID, create a new account.

Where to find your credentials:

1. Log into your eKomi dashboard
2. Navigate to Interface Settings or API Configuration
3. Copy your Interface ID and Interface Password

Summary

Read-only statistics imported from eKomi. These update automatically when you sync the account.

Field	Description
Total Reviews	Number of reviews collected in this eKomi account
Reviews Score	Average rating (e.g., 4.7 out of 5)
Locale	Language setting of the account
Account Logo	Your shop logo from eKomi

Links

External URLs for your eKomi account.

Field	Description
Webshop URL	Your shop's URL on eKomi
Webshop Submit URL	Direct link for customers to submit reviews

These are typically imported from eKomi, but can be edited if needed.

Review Invitations

Configure how review invitations are sent for this account.

Field	Required	Default	Description
Enabled	No	Off	Enable/disable invitations for this account
Pending Period	Yes	14	Days to wait before sending invitation (0-365)
Skip Orders Older Than	Yes	30	Don't send invitations for orders older than this (0-365 days)
Store View	Yes	All	Which store views trigger invitations
Customer Group	Yes	ALL GROUPS	Which customer groups receive invitations
Order Status	Yes	Complete	Which order statuses trigger invitations
Custom Conditions	No	-	Advanced filtering rules

Pending Period

The number of days to wait after an order reaches the trigger status before sending the review invitation.

Recommendations:

- Physical products: 7-14 days (allows for shipping and product use)
- Digital products: 1-3 days
- Services: 1-7 days after completion

Skip Orders Older Than

Orders placed more than this many days ago won't receive invitations, even if they meet other criteria.

Use cases:

- Prevent sending invitations for very old orders when first enabling the extension
- Limit the backlog when re-enabling invitations after a pause

Store View Selection

Choose which store views should send invitations through this eKomi account.

For multi-store setups:

- Create separate eKomi accounts per store/brand
- Assign each store view to its corresponding account
- This ensures reviews and invitations go to the correct eKomi account

Customer Group Selection

Select the customer groups whose orders receive an invitation. Orders from groups that are not selected are skipped.

- **ALL GROUPS** invites every group, guests included. This is the default.
- **NOT LOGGED IN** is the group of guest orders. Select it next to other groups to include guests; leave it out to invite registered customers only.

Common scenarios:

- Send invitations only to retail customers, not wholesale: select the retail groups (and NOT LOGGED IN if guests buy retail)
- Invite registered customers only: select every group except NOT LOGGED IN
- Target specific VIP or loyalty program groups: select only those groups

⚠ **Changed in 1.8.0:** before 1.8.0 the selection was applied the other way round - selected groups were *excluded*, and selecting NOT LOGGED IN (the old default) invited every group. On upgrade, profiles that had NOT LOGGED IN selected, or nothing, are set to ALL GROUPS so they keep inviting everyone. Profiles with other groups selected now invite exactly those groups; review them after upgrading.

Order Status

Choose which order status(es) trigger the invitation.

Status	When to Use
Complete	After order is shipped/delivered (recommended for physical products)
Processing	After payment is confirmed (faster, but customer may not have product yet)
Custom Status	If you use custom order statuses

Tip: Using "Complete" is safest - it ensures the customer has received their order before asking for a review.

Custom Conditions

Advanced filtering based on order attributes. This allows you to create rules like:

- Only orders over €50
- Only orders containing specific products or categories
- Orders with specific shipping methods

Form Buttons

Button	Description
Back	Return to accounts grid without saving
Delete	Delete this account
Save	Save changes to the account
Import	Import all reviews for this account from eKomi
Sync	Sync account statistics and details from eKomi

Multi-Account Setup

For businesses with multiple brands or storefronts, you can configure multiple eKomi accounts:

Scenario: Multi-Brand Store

1. Create an account for each brand:

- Account 1: "Brand A" → Interface ID from Brand A's eKomi account
- Account 2: "Brand B" → Interface ID from Brand B's eKomi account

2. Assign store views:
   - Account 1: Store views for Brand A
   - Account 2: Store views for Brand B
3. Configure invitations per account:
   - Each account can have different delay settings
   - Each sends invitations to its own eKomi interface

Scenario: International Store

1. Create accounts per region/language:
   - Account 1: "Germany" → German eKomi account
   - Account 2: "France" → French eKomi account
2. Assign by store view:
   - German store view → German account
   - French store view → French account

Syncing Account Data

Account data (reviews count, average score, shop details) is synced from eKomi:

Automatic sync: Via cron at your configured frequency

Manual sync:

1. Open the account for editing
2. Click the **Sync** button
3. Data is fetched immediately from eKomi

What gets synced:

- Total review count
- Average rating score
- Shop name and logo

- Account language

Troubleshooting

"Invalid Credentials" Error

- Double-check Interface ID and Password
- Ensure there are no extra spaces in the credentials
- Verify your eKomi account is active

Reviews Not Syncing

1. Check the **Last Fetched** date in the grid
2. Try manual sync via the **Sync** button
3. Check `var/log/ekomi_sr_error.log` for API errors

Invitations Not Being Created

1. Verify **Enabled** is checked in Review Invitations
2. Check that orders match your store view/customer group/status criteria
3. Verify the "Skip Orders Older Than" setting isn't filtering your orders
4. Check the Invitations grid for queued items

Best Practices

 Use descriptive internal names - Makes it easy to identify accounts in a multi-account setup

 Test credentials immediately - Verify connection works after adding a new account

 Set appropriate delays - Match your product type and shipping times

 Use Complete status - Ensures customers have received orders before invitation

 Sync regularly - Keep statistics up to date for accurate reporting

 Don't share credentials - Each Magento installation should have its own eKomi interface

 Don't enable invitations on all accounts blindly - Configure each account appropriately for its store views

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

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

All articles for eKomi Reviews

Installation

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

Configuration

1	Quick Start Guide
2	Configuration Guide
3	Widget Setup

Troubleshooting

1	Troubleshooting

Grids

1	**Account Management (current)**
2	Reviews Grid
3	Invitations Grid

Background

1	Best Practices
2	CLI Commands