magmodules

eKomi

Configuration Guide

eKomi Reviews for Magento 2

Here's where you'll find all the settings for eKomi Reviews. This guide explains what each option does and when you'd want to use it. We've organized it by section (same as in the admin panel) so you can quickly find what you need. Some options have recommended values for common setups included.

Complete reference for all eKomi Reviews configuration options.

Location: Stores → Configuration → Magmodules → eKomi Reviews

General

Enabled

Master switch for the extension. When disabled, no reviews are imported, no invitations are sent, and frontend features are hidden.

Build Queue

Controls how often the invitation queue is built. The queue collects orders that match your invitation profile criteria and schedules them for sending.

When to use:

- Set to a higher frequency if you want invitations sent quickly after order completion
- Lower frequency reduces server load on high-volume stores

Version Check

Shows the currently installed version and checks for available updates. Use this to verify you're running the latest version.

Accounts

Accounts

Select which eKomi accounts are active for this store view. You can connect multiple eKomi accounts and assign different ones to different store views.

When to use:

- Multi-brand stores: Different eKomi accounts per brand
- International stores: Separate accounts per country/region

- Testing: Connect a test account alongside production

Default Locale

The default language for displaying reviews. Reviews are stored with their original locale, and this setting determines which ones appear by default.

When to use:

- Match this to your store's primary language
- For multi-language stores, configure per store view

Rating Scale

The rating system your eKomi account uses. Must match your eKomi configuration.

Recommended:

- Most stores: 1-5 (standard star rating)
- Check your eKomi dashboard if unsure

Frontend

Enable

Shows or hides the review overview page. When enabled, customers can access all reviews at `/ekomi/`.

Account Filter

Adds an account filter to the frontend review page. Useful when displaying reviews from multiple eKomi accounts.

When to use:

- Enable for multi-brand stores where customers might want to filter by brand
- Disable for single-account setups

Accounts

When account filter is enabled, select which accounts appear in the filter dropdown.

Locale Filter

Adds a language filter to the frontend review page.

When to use:

- Enable for international stores with reviews in multiple languages
- Disable for single-language stores

Locales

When locale filter is enabled, select which languages appear in the filter dropdown.

Rating Filter

Adds a star rating filter to the frontend review page. Customers can filter to see only 5-star reviews, 4-star reviews, etc.

Year Filter

Adds a year filter to the frontend review page. Useful for stores with a long review history.

When to use:

- Enable if you have reviews spanning multiple years
- Helps customers find recent, relevant reviews

Meta Title

The page title for the review overview page. Appears in browser tabs and search results.

Recommended: Include your store name and "Reviews" (e.g., "Customer Reviews | Your Store")

Meta Description

SEO description for the review overview page. Keep it under 160 characters for best search result display.

Meta Keywords

SEO keywords for the review overview page. Less important for modern SEO but can still be useful.

Layout

Page layout for the review overview page (1 column, 2 columns left, 2 columns right, etc.).

Recommended: Match your store's default page layout for consistency

Google Structured Data

Enables JSON-LD schema markup on the review page. This helps search engines understand your reviews and can result in rich snippets (star ratings) in search results.

Recommended: Enable for better SEO visibility

Reviews per Page

Number of reviews shown per page before pagination kicks in.

Recommended: 10-20 for good performance and user experience

Import

Auto Approve Reviews

Controls whether newly imported reviews are automatically approved for display or require manual approval.

When to use:

- `Yes` : Trust eKomi's moderation and show reviews immediately
- `No` : Review each submission before it appears on your store (useful for quality control or legal compliance)

Update Frequency

How often the cron job syncs reviews from eKomi.

Recommended:

- Standard stores: Every Hour
- High-volume stores: Every 6 Hours (reduces API calls)
- Low-volume stores: Once Daily is sufficient

Invitation Profiles

Invitation profiles are configured separately in **Marketing → eKomi → Invitation Profiles**.

Status

Enable or disable the invitation profile.

Account

Which eKomi account receives the invitations from this profile.

Store View

Which store view(s) this profile applies to.

Customer Groups

The customer groups whose orders receive an invitation; orders from other groups are skipped. Select ALL GROUPS (the default) to invite every group, and NOT LOGGED IN to include guest orders. Useful for sending invitations only to certain customer types (e.g., retail but not wholesale).

Order Status

Which order status triggers the invitation. Common choices:

- `Complete`: After order is shipped and delivered
- `Processing`: After payment is confirmed

Recommended: Use `Complete` to ensure customers have received their products before asking for a review

Delay

Hours to wait after the order reaches the trigger status before sending the invitation.

When to use:

- Physical products: 7-14 days (168-336 hours) to allow for delivery and product use
- Digital products: 1-3 days (24-72 hours)

Reminder Delay

Hours to wait before sending a reminder if the customer hasn't submitted a review.

Not Older Than

Maximum age of orders (in days) to include. Orders older than this are not processed, even if they match other criteria.

When to use:

- Prevents sending invitations for very old orders
- Useful when enabling the extension on an existing store

Conditions

Advanced filtering based on order attributes (products, categories, order total, etc.).

Debug

Debug Mode

Enables detailed logging for troubleshooting. Logs are written to `var/log/ekomi_sr_debug.log`.

When to use:

- Enable temporarily when troubleshooting issues
- Disable in production to reduce log file size

Log Viewer

Opens the debug log directly in the admin panel.

Self-test

Runs diagnostic checks on your configuration. Tests include:

- PHP version compatibility
- Extension status
- Cron configuration
- API connectivity

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 (current)**
3	Widget Setup

Troubleshooting

1	Troubleshooting

Grids

1	Account Management
2	Reviews Grid
3	Invitations Grid

Background

1	Best Practices
2	CLI Commands