

 eKomi

## Invitations Grid

eKomi Reviews for Magento 2

This guide covers the Invitations grid (invitation queue) in [eKomi Reviews](#). Here you can monitor all review invitations scheduled to be sent to customers, see which have been delivered, and manually manage the queue. The grid shows you exactly when invitations are scheduled and lets you push them immediately or skip them entirely.

**Location:** Marketing → eKomi → Invitations

## Grid Overview

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The Invitations grid displays all review invitation requests that have been queued for your customers. Each row represents a single invitation linked to a customer order.

### Available Columns

Column	Description
<b>ID</b>	Unique identifier for the invitation
<b>Order</b>	Order increment ID (clickable link to order)
<b>Purchase Point</b>	Store view where the order was placed
<b>First Name</b>	Customer's first name
<b>Last Name</b>	Customer's last name
<b>Order Date</b>	When the order was placed
<b>Account Name</b>	Which eKomi account will receive the invitation
<b>Scheduled At</b>	When the invitation is scheduled to be sent
<b>Sent to Platform</b>	When the invitation was actually sent to eKomi
<b>Link</b>	The review invitation link for the customer
<b>Status</b>	Pending or Success
<b>Actions</b>	View Order, Skip, or Push to Platform buttons

???? **Tip:** The "Scheduled At" column shows when the invitation will be sent, based on your configured delay period.

## How Invitations Enter the Grid

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Invitations are automatically created when orders match your account's invitation criteria:

1. **Order Completion** - Customer places an order
2. **Cron Evaluation** - The queue builder runs (based on your configured frequency)
3. **Criteria Matching** - The system checks if the order matches:
  - Configured store view(s)
  - Configured customer group(s)
  - Configured order status (e.g., Complete)
  - Order age (not older than X days)
  - Any custom conditions you've set
4. **Queue Entry** - If all criteria match, an invitation is created with:
  - Scheduled date = current date + your delay setting
  - Status = Pending

**Example:** If you configure a 7-day delay and an order completes today, the invitation will be scheduled for 7 days from now.

## Invitation Statuses

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Status	Description
<b>Pending</b>	Waiting to be sent. The scheduled date hasn't arrived yet, or it's queued for the next cron run.
<b>Success</b>	Successfully sent to eKomi platform. Customer will receive the invitation email from eKomi.

## Actions

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### Individual Row Actions

Click the **Actions** dropdown on any invitation row:

Action	Description
<b>View Order</b>	Opens the related Magento sales order in a new tab
<b>Skip From Queue</b>	Remove this invitation from the queue (won't be sent)
<b>Push to Platform</b>	Send this invitation to eKomi immediately, regardless of scheduled date

### When to Use Each Action

### View Order:

- Check order details before deciding to skip or push
- Verify customer information
- Review what products were ordered

### Skip From Queue:

- Customer requested not to receive review invitations
- Order was problematic (refunded, disputed, etc.)
- Duplicate invitation exists

### Push to Platform:

- Customer is eager to leave a review
- You want to send the invitation before the scheduled date
- Testing your invitation setup

## Filtering Invitations

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Use the filters to find specific invitations:

- **Store View** - Filter by purchase point
- **Order** - Search by order increment ID
- **Customer Name** - Search by first or last name
- **Order Date** - Filter by date range
- **Scheduled At** - Find invitations scheduled for specific dates
- **Status** - Show only Pending or Success invitations

### Common filter scenarios:

- **Find overdue invitations:** Filter by Scheduled At < today and Status = Pending
- **Check recent sends:** Filter by Sent to Platform in the last week
- **Find specific customer:** Search by first/last name

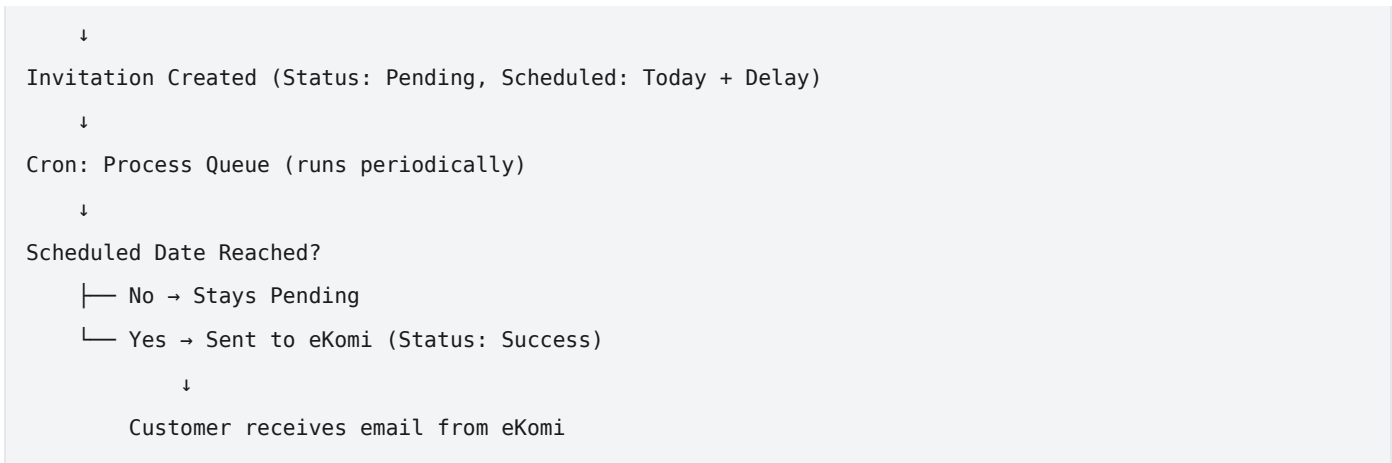
## Understanding the Queue Flow

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Order Placed

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Cron: Build Queue (evaluates criteria)



## Scheduled Date vs. Sent Date

Column	Meaning
Scheduled At	When the invitation <i>should</i> be sent (order date + delay)
Sent to Platform	When the invitation <i>was actually</i> sent to eKomi

A small gap between these dates is normal - it depends on when the cron job runs.

## Troubleshooting

### Invitations Not Being Created

Check your account's invitation settings:

1. Go to Marketing → eKomi → Accounts
2. Edit your account
3. Verify **Review Invitations** is enabled
4. Check store views, customer groups, and order status settings
5. Verify "Skip Orders Older Than" isn't filtering out your orders

### Invitations Stuck in Pending

1. **Check cron is running:**

```
bin/magento cron:run --group=default
```

2. **Verify scheduled date:** If the scheduled date is in the future, the invitation is waiting as expected
3. **Check for errors:** Look in `var/log/ekomi_sr_error.log`

## Customer Didn't Receive Email

The invitation email is sent by eKomi, not Magento:

1. Verify the invitation status is "Success" in the grid
2. Check if the invitation was pushed to eKomi (Sent to Platform column)
3. Customer should check spam/junk folder
4. Contact eKomi support if invitation was sent but email not received

## Best Practices

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- ☐ **Monitor pending invitations** - Check regularly for stuck or overdue items
- ☐ **Use appropriate delays** - Give customers time to receive and use products before asking for reviews
- ☐ **Skip problematic orders** - Don't send invitations for refunded or disputed orders
- ☐ **Check before pushing** - Use "View Order" to verify details before manually pushing
- ☐ **Don't push all invitations immediately** - The delay exists for a reason (customer needs product first)
- ☐ **Don't skip legitimate invitations** - Every completed order is an opportunity for a review

## Need More Help?

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### 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](http://magmodules.eu)

# All articles for eKomi Reviews

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## Installation

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1	<a href="#">Installation using Composer (recommended)</a>
2	<a href="#">Installation using the Adobe Marketplace</a>
3	<a href="#">Install through FTP and SSH</a>

## Configuration

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1	<a href="#">Quick Start Guide</a>
2	<a href="#">Configuration Guide</a>
3	<a href="#">Widget Setup</a>

## Troubleshooting

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1	<a href="#">Troubleshooting</a>
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## Grids

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1	<a href="#">Account Management</a>
2	<a href="#">Reviews Grid</a>
3	<b><a href="#">Invitations Grid (current)</a></b>

## Background

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1	<a href="#">Best Practices</a>
2	<a href="#">CLI Commands</a>

