

Account Management

Feedback Company Reviews for Magento 2

This guide covers setting up and managing Feedback Company accounts in [Feedback Company Reviews](#). Each account represents a connection to a Feedback Company shop and can have its own invitation profile.

Location: Marketing → Feedback Company → Accounts

Adding an Account

1. Go to **Marketing → Feedback Company → Accounts**
2. Click **Add New Account**
3. Fill in the account details
4. Configure the invitation profile (optional)
5. Click **Save**

Account Settings

Connection Details

Field	Description
Name	A friendly name for this account (shown in dropdowns and grids)
Client Token	Your API client token from Feedback Company
External ID	Your shop's external identifier in Feedback Company
Status	Shows connection status after saving

Getting Your Credentials

1. Log in to your Feedback Company dashboard
2. Navigate to Settings → API / Integrations
3. Copy your Client Token and External ID
4. Paste into the Magento account form

Invitation Profile

Configure automatic review invitation sending for this account.

Enable Invitations

Field	Description
Enable	Turn invitation sending on/off for this account

Trigger Settings

Field	Description
Order Status	Which order status triggers the invitation (e.g., Complete, Shipped)
Delay (Days)	Days to wait after order status change before sending

Example: Order Status = "Complete", Delay = 7 days → Invitation sent 7 days after order reaches Complete status

Customer Filters

Field	Description
Customer Groups	Which customer groups receive invitations (leave empty for all)
Store Views	Which store views use this invitation profile

Multi-Account Setup

For stores with multiple brands or regions:

Scenario: Two Brands, Two Accounts

1. **Account A:** "Brand X" with Feedback Company account for Brand X
2. **Account B:** "Brand Y" with Feedback Company account for Brand Y

Configuration:

- Account A: Store views for Brand X stores
- Account B: Store views for Brand Y stores

Each brand collects reviews to their own Feedback Company dashboard.

Scenario: One Brand, Multiple Regions

1. **Account NL:** Dutch Feedback Company account
2. **Account DE:** German Feedback Company account

Configuration:

- Account NL: Dutch store view, Dutch invitation profile
- Account DE: German store view, German invitation profile

Account Grid

The account grid shows all configured accounts:

Column	Description
ID	Internal account ID
Name	Account name
External ID	Feedback Company shop ID
Status	Connection status (Connected/Disconnected/Error)
Reviews	Number of imported reviews
Invitations	Invitation profile status
Action	Edit/Delete options

Grid Actions

- **Edit:** Modify account settings
- **Delete:** Remove account (reviews remain in database)
- **Sync Reviews:** Manually trigger review sync for this account

Connection Status

After saving, the account shows a connection status:

Status	Meaning
Connected	Credentials valid, API accessible
Disconnected	Credentials invalid or expired
Error	API unreachable or server error

If status is not "Connected":

1. Verify credentials in Feedback Company dashboard
2. Check if API access is enabled
3. Try re-entering credentials
4. Contact Feedback Company if issues persist

Invitation Queue

Orders matching the invitation profile are queued automatically. View the queue:

Marketing → Feedback Company → Invitations

Queue statuses:

- **Pending:** Waiting for delay period to pass
- **Ready:** Delay passed, will be sent on next cron run
- **Sent:** Successfully sent to Feedback Company
- **Failed:** Send attempt failed (will retry)

Best Practices

Account Naming

Use descriptive names that indicate:

- Brand name
- Region/country
- Purpose

Examples: "Main Store NL", "Brand X Germany", "B2B Portal"

Invitation Delays

- Digital products: 1-3 days
- Physical products: 7-14 days
- Custom/made-to-order: 14-21 days

Customer Groups

Consider excluding:

- B2B/wholesale customers (may prefer different communication)

- Employee accounts
- Test accounts

Need More Help?

Documentation:

- [All Help Articles](#) - Complete documentation overview

Support:

- [Contact Us](#) - Get help from our team

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

All articles for Feedback Company Reviews

Installation

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

Configuration

1	Getting Started
2	Configuration Guide
3	Widget Setup

Troubleshooting

1	Troubleshooting
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Grids

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

Background

1	Best Practices
2	CLI Commands

