

## Invitations Grid

Feedback Company Reviews for Magento 2

This guide covers the invitation queue management in [Feedback Company Reviews](#). The invitations grid shows all review invitations queued for sending to customers through Feedback Company.

**Location:** Marketing → Feedback Company → Invitations

## Grid Overview

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The invitations grid displays all queued review invitations.

### Grid Columns

Column	Description
<b>ID</b>	Internal invitation ID
<b>Order #</b>	Magento order increment ID
<b>Account</b>	Which Feedback Company account will send this invitation
<b>Customer Email</b>	Customer's email address
<b>Customer Name</b>	Customer's name
<b>Status</b>	Current invitation status
<b>Scheduled</b>	When the invitation is scheduled to be sent
<b>Created</b>	When the invitation was queued
<b>Sent At</b>	When the invitation was actually sent (if applicable)

## How Invitations Enter the Grid

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Invitations are created automatically based on your invitation profile settings:

### Automatic Queue Building

1. Order reaches the configured **trigger status** (e.g., Complete, Shipped)
2. Customer matches **customer group** filter (if set)
3. Store view matches **account's store view** setting
4. Invitation is created with scheduled date = order date + delay days

### Manual Queue Building

Run the CLI command to process pending orders:

```
bin/magento shopreview:feedbackcompany:invitations
```

## Queue Criteria

An order qualifies for invitation when:

- Order status matches invitation profile trigger
- Customer is in allowed customer groups
- Store view uses the account
- Order hasn't already been invited
- Delay period configuration is met

## Invitation Statuses

Status	Meaning	Action
<b>Pending</b>	Waiting for scheduled send date	Wait or send manually
<b>Ready</b>	Scheduled date passed, awaiting cron	Will be sent on next cron run
<b>Sent</b>	Successfully sent to Feedback Company	None needed
<b>Failed</b>	Send attempt failed	Will retry automatically or send manually
<b>Cancelled</b>	Manually cancelled	Re-queue if needed

## Status Flow

```
Order Completes → Pending → Ready → Sent
                    ↓
                    Failed → (retry) → Sent
```

## Filtering Invitations

Filter	Usage
<b>Status</b>	Show invitations by status
<b>Account</b>	Filter by Feedback Company account

Filter	Usage
Order #	Search by order number
Customer Email	Search by customer email
Scheduled Date	Invitations scheduled within date range
Created Date	Invitations created within date range

## Filter Examples

### Find failed invitations to retry:

- Status: Failed

### Check today's scheduled invitations:

- Scheduled Date: Today
- Status: Pending or Ready

## Mass Actions

Available mass actions:

Action	Description
Send	Immediately send selected invitations
Cancel	Cancel selected invitations
Delete	Remove invitations from queue
Re-queue	Reset failed/cancelled invitations to Pending

## Using Mass Actions

1. Check the boxes next to invitations you want to modify
2. Select an action from the **Actions** dropdown
3. Click **Submit**

## Sending Invitations Manually

## Single Invitation

Via CLI with specific invitation ID:

```
bin/magento shopreview:feedbackcompany:invitations-send 42
```

## Batch Send

Process all ready invitations:

```
bin/magento shopreview:feedbackcompany:invitations
```

## Via Grid

1. Select invitations
2. Choose **Send** from mass actions
3. Submit

## Troubleshooting Invitations

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### Invitations Not Being Created

#### Check invitation profile:

- Account has invitations enabled
- Order status trigger is correct
- Customer groups include your customers
- Store views are configured

#### Check order:

- Order reached the trigger status
- Order isn't already in the queue
- Customer has valid email

### Invitations Stuck in Pending

#### Check delay setting:

- If delay is 7 days, invitations won't be ready until 7 days after order

#### Check cron:

```
bin/magento cron:run --group feedbackcompany
```

## Invitations Failing

### Check error message in grid:

- Click on failed invitation to see error details

### Common causes:

- Invalid API credentials
- Customer email bounced
- Rate limiting

### Retry:

```
bin/magento shopreview:feedbackcompany:invitations-send <invitation-id>
```

## Understanding Delays

The delay setting determines when invitations are sent:

Order Date	Delay	Scheduled Send Date
Dec 1	0 days	Dec 1
Dec 1	3 days	Dec 4
Dec 1	7 days	Dec 8
Dec 1	14 days	Dec 15

### Why use delays:

- Customer needs time to receive product
- Customer needs time to use/experience product
- Better review quality when customers have actual experience

## Grid Customization

### Show/Hide Columns

1. Click **Columns** button
2. Select columns to display
3. Drag to reorder

## Export Data

1. Click **Export**
2. Choose CSV or Excel
3. Download includes filtered data

## Best Practices

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### Monitor Failed Invitations

- Check regularly for failed sends
- Investigate patterns (same account, same time)
- Retry or contact support if persistent

### Appropriate Delays

- Too short: Customer hasn't received product
- Too long: Customer forgot about purchase
- Sweet spot: 7-14 days for physical products

### Clean Up Old Data

- Periodically remove very old sent invitations
- Export for records before deleting

## Need More Help?

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

# All articles for Feedback Company 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="#">Getting Started</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="#">Invitations Grid (current)</a>
3	<a href="#">Reviews Grid</a>

## Background

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

