



Reviews Grid

Feedback Company Reviews for Magento 2

This guide covers the reviews management interface in [Feedback Company Reviews](#). The reviews grid allows you to view, filter, approve, and manage all imported reviews.

Location: Marketing → Feedback Company → Reviews

Grid Overview

The reviews grid displays all reviews imported from Feedback Company.

Grid Columns

Column	Description
ID	Internal review ID
Account	Which Feedback Company account this review belongs to
Rating	Star rating (1-5 or 1-10 depending on settings)
Comment	The review text content
Customer	Customer name (if available)
Locale	Language of the review
Status	Approval status (Approved/Pending/Rejected)
Created	When the review was created in Feedback Company
Imported	When the review was imported into Magento

How Reviews Enter the Grid

Reviews are imported automatically via cron or manually:

Automatic Import (Cron)

- Runs based on **Import Frequency** setting (hourly/6h/daily)
- Only imports new reviews since last sync
- All new reviews enter as "Approved" by default

Manual Import

- Click **Sync Reviews** button in the grid
- Or run CLI: `bin/magento shopreview:feedbackcompany:sync`

What Gets Imported

- All reviews from connected accounts
- Review text, rating, date, customer info
- Review locale (language)

Filtering Reviews

Use the filters to find specific reviews:

Filter	Usage
Account	Show reviews from specific account
Rating	Filter by star rating (e.g., only 5-star reviews)
Status	Show Approved/Pending/Rejected
Locale	Filter by review language
Created Date	Reviews created within date range
Keyword	Search in review text

Filter Examples

Find negative reviews to address:

- Rating: 1, 2, or 3
- Status: Approved

Find reviews in specific language:

- Locale: nl_NL (Dutch)

Review Statuses

Status	Meaning	Display
Approved	Visible on frontend	Yes

Status	Meaning	Display
Pending	Awaiting manual review	No
Rejected	Hidden from display	No

Changing Status

1. Select reviews using checkboxes
2. Choose action from **Actions** dropdown:
 - Approve
 - Set as Pending
 - Reject
3. Click **Submit**

Or edit individual review to change status.

Mass Actions

Available mass actions:

Action	Description
Approve	Set selected reviews to Approved status
Set Pending	Set selected reviews to Pending status
Reject	Set selected reviews to Rejected status
Delete	Remove reviews from database

Using Mass Actions

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

Viewing Review Details

Click on a review row to see full details:

- Complete review text
- All customer information
- Import metadata
- Review responses (if any)

Sync Reviews Button

The **Sync Reviews** button triggers a manual import:

- Fetches new reviews from all connected accounts
- Updates existing reviews if changed
- Shows result count after completion

Use this when:

- Testing your setup
- Want reviews immediately without waiting for cron
- Troubleshooting import issues

Grid Customization

Show/Hide Columns

1. Click the **Columns** button above the grid
2. Check/uncheck columns to display
3. Drag to reorder columns

Save View

Your column preferences are saved automatically.

Export

1. Click **Export** button
2. Choose format (CSV or Excel)
3. Download file with current grid data (respects active filters)

Best Practices

Review Moderation

- Regularly check for low-rating reviews
- Respond to negative feedback promptly
- Don't reject legitimate negative reviews (looks suspicious)

Keeping Data Clean

- Periodically review "Pending" items
- Delete test reviews
- Maintain consistent approval criteria

Performance

- Use filters instead of loading all reviews
- Export large datasets rather than viewing in grid
- Keep review counts reasonable in widgets

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
2	Invitations Grid
3	Reviews Grid (current)

Background

1	Best Practices
2	CLI Commands

