magmodules

Email Queue

Product Review Reminder for Magento 2

The Email Queue shows all scheduled review invitations for the Product Review Reminder extension. Monitor pending emails, track delivery status, and see which customers have submitted reviews.

Location: Marketing → Review Reminder → Email Queue

Grid Columns

Column	Description
ID	Unique queue entry identifier.
Purchase Point	Store view where the order was placed.
Order	Order number with link to order details.
Order Date	When the order was placed.
Customer Group	Customer's group (hidden by default).
Customer Name	Name of the customer.
Order Status	Current order status.
Profile	Which invitation profile matched this order.
First Email Scheduled At	When the first invitation email is scheduled to send.
Second Email Scheduled At	When the follow-up email is scheduled (if enabled).
Sent At	When the email was actually sent.
Type	Email type: First or Second reminder.
Status	Current status: Pending, Sent, or Error.
Reviewed	Whether the customer has submitted a review.

How Items Enter the Queue

Orders are automatically added to the queue when:

1. **Order matches profile criteria**:
    - Store view matches

- Customer group matches
- Order status reaches target status (e.g., Complete)
- Order passes any configured conditions
- Order is not older than the profile's maximum offset

2. **Queue cron runs**: The system periodically checks for qualifying orders based on the "Order Queue Processing" frequency setting.

3. **Customer not unsubscribed**: Customers who opted out are excluded.

4. **No duplicate**: Order hasn't already been queued.

Status Values

Status	Meaning
Pending	Email is scheduled but not yet sent. Waiting for scheduled date.
Sent	Email was successfully sent to the customer.
Error	Email sending failed. Check logs for details.

Type Values

Type	Meaning
First	Initial review invitation email.
Second	Follow-up reminder (when second mail is enabled in profile).

Reviewed Status

Value	Meaning
No	Customer hasn't submitted a review yet.
Yes	Customer submitted a review through the invitation link.

Available Actions

Mass Actions

- **Delete**: Remove selected items from the queue. Useful for cleaning up test entries or cancelled orders.

Row Actions

Click the three-dot menu on each row for:

- View order details
- Delete queue entry

Filtering the Grid

Use filters to find specific queue items:

- **Store View**: Filter by purchase store
- **Order**: Search by order number
- **Order Status**: Filter by order status
- **Profile**: Filter by invitation profile
- **Status**: Show only Pending, Sent, or Error
- **Reviewed**: Show only reviewed or not reviewed

Common Use Cases

Monitor Pending Emails

1. Filter by **Status** = Pending
2. Check **First Email Scheduled At** column
3. Verify emails are scheduled correctly

Find Undelivered Emails

1. Filter by **Status** = Error
2. Review the entries
3. Check debug logs for error details

Track Review Conversion

1. Filter by **Status** = Sent
2. Check **Reviewed** column
3. Calculate review rate (Yes / Total Sent)

Clean Up Test Orders

1. Filter by order number or date range
2. Select test entries
3. Use **Delete** mass action

Troubleshooting Queue Issues

No items appearing in queue:

- Verify module is enabled
- Check that at least one profile is enabled and configured
- Verify cron is running (`bin/magento cron:run`)
- Run queue command manually: `bin/magento reviewreminder:queue --offset=30`

Emails stuck as Pending:

- Check scheduled date hasn't passed yet
- Verify email dispatch cron is running
- Run process command: `bin/magento reviewreminder:process`

All items show Error status:

- Check email configuration in Magento
- Verify SMTP settings if using external mail server
- Review debug logs for specific errors

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 Product Review Reminder extension on magmodules.eu

All articles for Product Review Reminder

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
3	Invitation Profiles

Troubleshooting

1	Troubleshooting

Grids

1	Processing Log
2	**Email Queue (current)**
3	Unsubscribed Customers

Background

1	CLI Commands
2	Coupon Rewards
3	Email Templates