



## Managing Reviews

Shopreviews for Magento 2

Moderate and manage store reviews with the [Shopreview](#) extension. This guide covers the reviews grid and moderation workflow.

## Accessing Reviews

---

Navigate to **Marketing** → **Shopreview** → **Reviews** to manage submitted reviews.

## Reviews Grid

---

The grid displays all submitted reviews with the following columns:

Column	Description
<b>Review ID</b>	Unique identifier
<b>Review Form</b>	Which form the review was submitted to
<b>Store View</b>	Store where review was submitted
<b>Status</b>	Current review status (Pending/Allowed)
<b>Created At</b>	When the review was submitted

## Grid Features

### Filtering

Filter reviews by:

- **Review ID** - Find specific review
- **Review Form** - Filter by form
- **Store View** - Filter by store
- **Status** - Show pending or allowed
- **Date Range** - Filter by submission date

### Sorting

Click column headers to sort by:

- Review ID (default: descending)
- Created At

## Review Status

---

Reviews can have two statuses:

Status	Description	Frontend Display
<b>Pending</b>	Awaiting moderation	Not visible
<b>Allowed</b>	Approved for display	Visible

### Status Workflow

1. Customer submits review
2. Review is created with status:
  - **Allowed** if auto-approve is enabled
  - **Pending** if auto-approve is disabled
3. Admin reviews and moderates (if pending)
4. Approved reviews display on frontend

## Mass Actions

---

Perform actions on multiple reviews at once.

### Available Mass Actions

Action	Description
<b>Delete</b>	Permanently remove selected reviews
<b>Status → Allowed</b>	Approve selected reviews
<b>Status → Pending</b>	Set selected reviews to pending

### Using Mass Actions

1. Select reviews using checkboxes
2. Choose action from **Actions** dropdown
3. Click **Submit**
4. Confirm action when prompted

## Viewing Review Details

---

Click on a review to view its details:

- All submitted field values
- Rating scores
- Review content
- Submission date
- Customer information

## Moderation Workflow

---

### For Stores with Auto-Approve Disabled

1. Receive notification of new review (if enabled)
2. Go to **Marketing** → **Shopreview** → **Reviews**
3. Filter by **Status** = Pending
4. Review content for each submission
5. Approve appropriate reviews:
  - Select reviews
  - Mass action → Status → Allowed
6. Delete spam or inappropriate reviews

### Moderation Guidelines

Consider reviewing for:

- Spam content
- Inappropriate language
- Fake reviews
- Competitor mentions
- Personal information exposure

## Responding to Reviews

---

The extension includes comment functionality:

1. Open the review detail

2. Add store response/comment
3. Comments can be displayed with reviews

Use responses to:

- Thank customers for feedback
- Address concerns raised
- Show customer service engagement

## Coupon Tracking

---

For forms with coupon rewards enabled:

Indicator	Meaning
Coupon Sent	Coupon was successfully sent to reviewer
Not Sent	Coupon not yet sent or failed

Coupons are typically sent after review approval (depending on configuration).

## Deleting Reviews

---

### Single Review

1. Open review detail
2. Click **Delete**
3. Confirm deletion

### Multiple Reviews

1. Select reviews in grid
2. Mass action → Delete
3. Confirm deletion

**Warning:** Deletion is permanent. Consider setting to Pending instead to hide without losing data.

## Review Data Management

---

### Exporting Reviews

Use Magento's grid export functionality:

1. Configure visible columns
2. Click **Export** button
3. Choose format (CSV, Excel)

## Database Tables

Review data is stored in:

- `shopreview_review` - Main review records
- `shopreview_review_options` - Field values
- `shopreview_comments` - Store responses

## Best Practices

---

### Regular Moderation

- Check pending reviews daily
- Respond to negative reviews promptly
- Approve positive reviews quickly

### Quality Control

- Review for authenticity
- Check for spam patterns
- Verify customer information when suspicious

### Customer Relations

- Thank reviewers (via comments)
- Address concerns professionally
- Use feedback for improvements

## Common Tasks

---

### Approve All Pending Reviews

1. Filter: Status = Pending

2. Select all
3. Mass action → Status → Allowed

## Find Reviews from Specific Period

1. Use Created At date filter
2. Set start and end dates
3. Review filtered results

## Clean Up Spam

1. Filter suspicious reviews
2. Select spam reviews
3. Mass action → Delete
4. Consider enabling reCAPTCHA

## 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 Shopreviews extension on [magmodules.eu](http://magmodules.eu)

# All articles for Shopreviews

---

## Installation

---

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

---

1	<a href="#">Configuration</a>
2	<a href="#">Quick Start Guide</a>
3	<a href="#">Review Forms</a>
4	<a href="#">Widgets</a>

## Troubleshooting

---

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

## Grids

---

1	<a href="#">Managing Reviews (current)</a>
---	--

## Background

---

1	<a href="#">CLI Commands</a>
---	------------------------------



