

**easy\_review**

**version**

**BoostMyShop**

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# easy\_review

## 1. Overview

Reviews in product sheet are an important factor for visitor to take the purchase decision : they prove that your services are the best and also that the product is the one they need.

However, a very few customers take time to write reviews, especially if everything went fine.

Easy review extension is designed to automatically remind customer to write a review but also make it easier : an email is automatically sent X days after order shipment and contains a link that will automatically log in the customer : he doesn't need to retrieve it's login / password and he is redirected to a single page where he can write reviews for all purchased products.

### Automatic reminder

You can define parameters for the automatic reminder : set a date from which reminder can be sent (to not remind very old orders), select the time frame between order is shipped and reminder is sent.

According to your settings, emails are automatically sent every nights.

And of course, our extension is developed according to Magento best practices, you can customize email templates.



Dear olivier ZIMMERMANN

You placed an order #10000092 the 2011-12-29 09:43:07 : to improve our services quality and also help other users to choose the right product, we invite you to write a review about the products you bought.

To write reviews, [simply click on this link](#) : you'll be automatically logged in

Best Regards.

### Super easy review write

When customer receives reminder email, no need for him to retrieve his login information : a simple link automatically redirect him on your website, automatically log in the customer and display a single page with all order's product. Then, your customer just have to write his reviews and submit them.

## 2. Installation

Before uploading files, enable Magento caches (System - Cache Management), this will prevent Magento to try to install extension before all files are uploaded. If you have any : APC cache, Memcache, RedisCache, please disabled them. Also, if Magento's compilation (System - Tools - Compilation) is enabled, please disabled it.

### 1. Upload

You just need to upload the extension file structure to your server on the same file structure provided by Magento. No code files will be erase.

All the code files will be available into app/code/community/MDN. Once all files are uploaded, please follow this steps to make sure it is well installed:

- Refresh caches (System - Cache Management).
- Logout and login yourself from Magento's back office.

### 3. Configuration

If you don't get any error message at this stage, go to the next step to configure your extension ! If you want to disabled the extension Edit MDN\_EasyReview.xml in app/code/etc/modules. Change True by False. Refresh caches (System - Cache Management).

## 3. Configuration

Seealso

System > Configuration > Sales > Easy review

### *Version*

Version		
Version	1.6.1	[GLOBAL]

## General

General		
Enable	<input type="text" value="Yes"/>	[GLOBAL]
Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]
Email Template	<input type="text" value="Easy review notification (Default Template from"/>	[STORE VIEW]
Send email after	<input type="text" value="30"/> ▲ days	[GLOBAL]
Consider only orders after	<input type="text" value="2010-01-01"/> ▲ date YYYY-MM-DD	[GLOBAL]
Run now	<input type="button" value="Run now"/>	[GLOBAL]
Simulate now	<input type="button" value="Simulate"/>	[GLOBAL]
Enable for customer group	<input type="text" value="-- Please Select --"/> <input type="text" value="NOT LOGGED IN"/> <input type="text" value="General"/> <input type="text" value="Wholesale"/> <input type="text" value="Retailer"/> <input type="text" value="QAAAA"/>	[GLOBAL]
Enable for websites	<input type="text" value="Main Website"/>	[GLOBAL]

- **Enable:** If set to yes, a reminder will be sent every night according to the other settings (Caution :Magento cron must be allowed on your server !)
- **Email send:** Identity to use to send emails
- **Email template:** Email template to use
- **Send email after:** Number of days from the shipment order date to the reminding email
- **Consider only orders after:** To avoid to remind very old orders, you can set a limit date
- **Run now :** Manually run reminder email sender
- **Enable for customer group:** Select which customer group have to be notified

#### 4. How to use it

- **Enable for websites** : Select it to notify the customers by websites (you can choose multiple sites)

### *Product to review*

Products to review		
All reviews for parent products (configurable, bundle)	Yes	[GLOBAL]
All reviews for child products (configurable, bundle)	Yes	[GLOBAL]
Visibility must be	-- Please Select -- Not Visible Individually Catalog Search Catalog, Search	[GLOBAL]

This tab is used to define which products can be reviewed. Here the list of settings :

- **All reviews for parent products** (configurable, bundle): If set to yes, you will be able to review the parent product like "Tee Shirt"
- **All reviews for child products**: If set to yes you will be able to review the sub products like "Tee Shirt - M"
- **Visibility must be** : Apply a filter by allowing only products with the selected "visibilty". You can multiple select the options with ctrl + click

## 4. How to use it

### 1. How to customize the email wording

Here are the steps to customize the email template

Go to System > Transactional emails

Click on "Add a new template" button

Select the template "Easy review notification", then select your language from the dropdown list

Add a template name, template subject, then copy/paste the original text from the US email

Now, modify the contents, and click on "Save template" button to apply the changes.

### 2. How to setup email sending frequency

To schedule email sending frequency, for example to send emails each Saturday, please follow these steps :

- Open the file `app/code/community/MDN/EasyReview/etc/config.xml`
- Line 179 change the instruction :

```
<cron_expr>30 16 * * *</cron_expr>
```

to :



#### 4. How to use it

```
<cron_expr>* * * * 6</cron_expr>
```

Now, emails will be sent every saturday (6th day of the week, as defined in the cron expression)

### Note

More information on Cron expressions syntax : [Cron - Wikipedia](#)

## 3. Notification calculation

Go on configuration page,

General		
Enable	<input type="text" value="Yes"/>	[GLOBAL]
Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]
Email Template	<input type="text" value="Easy review notification (Default Template from"/>	[STORE VIEW]
Send email after	<input type="text" value="30"/> ▲ days	[GLOBAL]
Consider only orders after	<input type="text" value="2010-01-01"/> ▲ date YYYY-MM-DD	[GLOBAL]
Run now	<input type="button" value="Run now"/>	[GLOBAL]
Simulate now	<input type="button" value="Simulate"/>	[GLOBAL]
Enable for customer group	<input type="text" value="-- Please Select --"/> NOT LOGGED IN General Wholesale Retailer QAAAA	[GLOBAL]
Enable for websites	<input type="text" value="Main Website"/>	[GLOBAL]

### **Note**

Select a website and save the configuration page before to click on “Run now” button.

### **Notification process**

- Get all the order with a “Created date” higher than the “Consider only orders after” option
- Filter by orders with status “Complete” and by “Send email after” delay
- Check if the order is not already notified, unless avoid it and check the next
- Filter by “Enable for websites”

### **Warning**

If any website are selected it will take all websites!

## **5. FAQ**

### **1. Test review for admin**

#### ***I do not see the form for review when clicking on the email link or test link***

- It can come from Javascript / JQuery conflict, check the javascript errors with a web browser console to know more.
  - When the admin want to “view” the review the configuration must be modified to allow the guest user + not logged in user to “view” the review in

Seealso

System > Configuration > Sales > Easy Review > Allow Review

For the customer , he must be logged in to be able to view the review

### **2. Only one product on Review form**

#### ***I get only one product review on the frontend form, however my configuration look like good, how to handle ?***

- 1 - Check again your configuration, if you want to review only parent products apply this settings :
  - Allow review for parents: Yes
  - Allow review for children: No
  - Product visibility: Catalog + Search
- 2 - Make sure that the website is selected, in section allow website, select or multi-select the website, then click on “Save”
- 3 - At last,if you still get only one products, there may be a insert table issue, follow this steps :  
Run this query in your database `SELECT * FROM core_config_data WHERE path LIKE '%easy%'`; Then look at the row `easyreview/product/visibility` If you get this kind of value : `,1,2,3` remove the fist coma to get : `1,2,3`