**# Publishing**

**# Publishing Process Details**

\* Review Querying: When the publish message executes, reviews are queried and filtered based on message criteria (timestamp, keywords, ratings, sentiment).

\* Event Collection: All events already published for the given timestamp period (in days) are collected.

\* Duplicate Filtering: Reviews already published are filtered out to avoid duplication caused by updates to the same review.

\* Ticket Generation: Tickets are generated by applying templates to each review.

\* Ticket Posting: Reviews are posted as tickets to the Customer Support API.

**# Published Event Format Details**

The "PublishEvent" format provides detailed information about each review that has been successfully published. Below is a breakdown of each field within the event:

1. reviewId:

\* Description: The unique identifier of the review.

\* Example: "215421sd54sd"

2. reviewTimestamp:

\* Description: The timestamp indicating when the review was published.

\* Example: "2020-04-20 10:15:11"

3. publishText:

\* Description: The text content of the review.

\* Example: "john@mail.com review needs reply from feefo http://feefo.com/company/review/215421sd54sd with rating: 1 text: didn't like service"

4. source:

\* Description: The source or platform from which the review originated (e.g., Feefo, Trustpilot).

\* Example: "feefo"

5. ratings:

\* Description: The rating or score associated with the review.

\* Example: [1, 2, 3]

6. fromSentimentScore:

\* Description: The lower bound of the sentiment score range for the review.

\* Example: -1

7. toSentimentScore:

\* Description: The upper bound of the sentiment score range for the review.

\* Example: 0

8. keywords:

\* Description: Keywords associated with the review.

\* Example: ["bad", "unsatisfied"]

9. configId:

\* Description: The ID of the review publish configuration used for publishing the review.

\* Example: 20

10. templateId:

\* Description: The ID of the template used for generating the review ticket.

\* Example: 1

11. template:

\* Description: The template string used for generating the review ticket, including placeholders for variables.

\* Example: "{customer\_email} review needs reply from {review\_source} {review\_link} with rating: {review\_rating} text: {review\_text}[100]"

12. fromTimestamp:

\* Description: The start timestamp of the time interval for which the review was considered.

\* Example: "2020-04-20 10:00:00"

13. toTimestamp:

\* Description: The end timestamp of the time interval for which the review was considered.

\* Example: "2020-04-20 10:30:00"

14. eventTimestamp:

\* Description: The timestamp indicating when the publishing event occurred.

\* Example: "2020-04-20 10:31:11"

This detailed event format provides comprehensive information about each published review, facilitating tracking, analysis, and management of published reviews.