**# Configuration**

**# Creating a New Review Publish Configuration**

\* In the "Generate Support Tickets" section, click on the option to create a new configuration.

\* This will open a form where you can define the settings for the new configuration.

**# Configuring Review Publishing Settings**

\* Sources: Select the review sources from which reviews will be collected (e.g., Feefo, Trustpilot, Google Business).

\* Publish to: Choose the target customer support platform where the reviews will be published (e.g., Zendesk).

\* Ratings: Specify the ratings of reviews to be considered for publishing.

\* Sentiment Score Range: Define the range of sentiment scores for reviews to be considered.

\* Keywords: Optionally, specify keywords that reviews must contain to be considered for publishing.

\* Template: Define the template for the published tickets, including variables such as:

{customer\_firstname}: The first name of the customer who submitted the review.

{customer\_lastname}: The last name of the customer who submitted the review.

{customer\_email}: The email address of the customer who submitted the review.

{order\_id}: The unique identifier associated with the order related to the review.

{product\_sku}: The Stock Keeping Unit (SKU) or product code associated with the product being reviewed.

{review\_source}: The source or platform from which the review was submitted (e.g., Feefo, Trustpilot, Google Business).

{review\_link}: The link or URL to the original review for reference.

{review\_rating}: The rating or score given in the review (e.g., a numerical value out of 5 stars).

{review\_heading}: The title or heading of the review, if available.

{review\_text}: The main content or body text of the review.

{review\_reply}: Placeholder for a reply to the review, typically used in templates for customer support responses.

**# Validating and Saving Configuration**

\* Review the configured settings to ensure they meet your requirements.

\* Validate that the template contains only valid variables and conforms to the specified guidelines.

\* Once satisfied, save the configuration.

**# Reviewing and Editing Configurations**

\* After saving, review the list of existing configurations to ensure the new configuration appears.

\* To edit or modify an existing configuration, locate it in the list and click on the edit option.