Kiyoh & Klantenvertellen productreviews

The new productreview functionality works on the basis of APIs. The functionality consists of the following components:

- An API to store product information in the review system

- An API to invite people to publish a productreview

- An API to retrieve the collected data for publication

In addition to inviting via API, it is possible to ask for reviews via invitation links. The information on this can be found in the section on inviting

How do you use the productreview APIs?

The <baseurl> depends on whether you are using **kiyoh** (www.kiyoh.com) or klanten**vertellen** (www.klantenvertellen.nl). Once you are logged into your dashboard you can tell by the logo you see on the left side of the dashboard. All calls should be made using https.

Step 1: Listing products

To enable productreviewing, use the API to offer the products. Make a PUT request at the following URL: https://<baseurl>/v1/location/product/external

It is also possible to list up to 200 products simultaneously. To do so, make a PUT request at the following URL: https://<baseurl>/v1/location/product/external/bulk. Use the following headers in both cases:

key	value
Content-Type	application/json
X-Publication-Api-Token	The received API token

As input, use the following mandatory values in JSON:

location_id	Identification number of your **kiyoh** or klanten**vertellen** account
product_code	Code by which the product is known
product_name	Full name of the product
image_url	An online image of the product
source_url	The place on your website where the product is offered
active	Whether the product may be reviewed; true or false

It is also possible to link products. The idea behind this is to make reviews valid for the same product that is available in multiple colors or sizes. When you enter a product for the first time using the API, the "cluster_id" is used for this. If you have your own grouping code available, it can be used by adding a "cluster_code" to the request body. Below are the optional values:

cluster_id	Identification number, generated by **kiyoh** or klanten**vertellen** to link products
cluster_code	Proprietary code to link products together

Example of input for https://<baseurl>/v1/location/product/external:

```
{
"location_id":"1018015",
"product_code":"0681495007813",
"product_name":"Kiyoh e-reader - Black",
"image_url":"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516947.jpg",
"source_url":"https://www.voorbeeld.com/nl/p/kiyoh-e-reader-zwart/9200000117516947/",
"active":true
}
```

Sample input for https://<baseurl>/v1/location/product/external/bulk:

```
{
"location_id": "1018015",
"products": [
{
"cluster_code":"068149500781"
"location_id":"1018015",
"product_code":"0681495007813",
"product_name":"Kiyoh e-reader - Black",
"image_url":"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516947.
jpg",
"source_url":"https://www.voorbeeld.com/nl/p/kiyoh-e-reader-zwart/9200000117516947/",
"active":true
},
{
"cluster_code":"068149500781"
"location_id":"1018015",
"product_code":"0681495007814",
"product_name":"Kiyoh e-reader - Wit",
"image_url":"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516948.
jpg",
"source_url":"https://www.voorbeeld.com/nl/p/kiyoh-e-reader-wit/9200000117516948/",
"active":true
},
{
"cluster_code":"068149500781"
"location_id":"1018015",
"product_code":"0681495007815",
"product_name":"Kiyoh e-reader - Grey",
"image_url":"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516949.
jpg",
"source_url":"https://www.voorbeeld.com/nl/p/kiyoh-e-reader-grijs/9200000117516949/",
"active":true
}
]
```

Once the input is accepted by the API, you can check the added product. Make a GET request at the following URL: https://<baseurl>/v1/location/product/external?locationId=[locationId]
In addition, use the following header:

key	value
X-Publication-Api-Token	The received API token

Sample output:

```
{
"id": 19,
"location_id": "1018015",
"product_code": "0681495007813",
"product_name": "Kiyoh e-reader - Black",
"image_url":
"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516947.jpg",
"source_url": "https://www.voorbeeld.com/nl/p/kiyoh-e-reader-zwart/9200000117516947/",
"active": true,
"cluster_id": 1000007
}
```

In the output you will see two new Id's returned. The first "id" is the internal identification number of the product in **kiyoh** or klanten**vertellen**. The second one is the "cluster_id", which allows products to be connected to each other. For example, the same e-reader in a different color or one with a larger screen.

Step 2: Inviting customers for a productreview

Now that the product you want to review is known to the review system, you can invite a customer for a productreview. To do so, make a POST request at the following URL:
https://<baseurl>/v1/invite/external
In addition, use the following header:

key	value
X-Publication-Api-Token	The received API token

As input, use the following values in JSON:

location_id	Identification number of your **kiyoh** or klanten**vertellen** account
invite_email	Email address of the person to invite
delay	A delay of sending in number of days (0 is send immediately)
salutation	A salutation for the invitation email (optional)
first_name	A first name of the invitee (optional)
last_name	Last name of the invitee (optional)
reference_code	A reference code for the review (optional)
language	Language you want to invite in (e.g. English: en, Dutch: nl, German: de)
product_code	Code of the product you want to review (multiple possible)
product_invite	When product_invite is set to 'true' only a product review is requested. Entering a product code is mandatory in that case. If this tag is not in the body or if it is answered with 'false' then a shop review + product review will be sent.

Sample input:

```
{
"location_id":" 1051093",
"invite_email":"test@klantenvertellen.nl",
"delay":0,
"salutation":"heer/mevrouw",
"first_name":"J",
"last_name":"Jansen",
"ref_code":"123",
"language":"nl",
"product_code":["114176","111931","112876"]
"product_invite": true
}
```

Another way of inviting is through an invitation link. The link is designed to incorporate invitations into your own e-mail communications, for example. We have two options in this, namely:

1. A shop review + product review, example:
https://<baseurl>/invite-link/1046643/kiyohtestaccount?product_code=[product_code]

2. Productreview only, example:
https://<baseurl>/product-review/invite-link/1046643/kiyohtestaccount/[product_code]

It is possible to request up to a total of 10 product reviews simultaneously. However, we do not recommend this because the questionnaire is quite long in such a case. Consumers may therefore be less likely to leave a productreview. Our advice is to use a maximum of 3, maybe 4 productreviews at a time. Choose for example the most important items. Multiple products in a questionnaire can be put in the following way:

1. A shop review + multiple product reviews, example:
https://<baseurl>/invite-link/1046643/kiyohtestaccount?product_code=[product_code],[product_code],[product_code]

2. Productreview only, example:
https://<baseurl>/product-review/invite-link/1046643/kiyohtestaccount/[product_code]&product_code=[product_code],[product_code]

Finally, it is possible to pass different (prefill) parameters to the link, by using &[parameter]=. For the first parameter used after a link, ? is always used instead of &:

name	Enter the name of the customer on the questionnaire
city	Enter the city of the customer in the questionnaire
email	Enter the email address of the customer in the questionnaire
reference_code	Adds a reference code to the review invisible to the customer
lang	Defines the language of the questionnaire. Use lowercase for the language code. (for example: nl, en, de, fr)

Step 3: Retrieve publication dates

Once reviews are in, you can retrieve the review data to use for publication. You retrieve the data by making a GET request at the following URL:
https://<baseurl>/v1/publication/product/review/external?locationId=[locationId]&productCode=[productCode]. Instead of the product code, you can also use the &clusterId parameter. This will retrieve the reviews of the all products linked with that Id. When a custom code is used to cluster products, the cluster code, you can retrieve the reviews on that code as well. Then use the &clusterCode parameter. Following the examples below you will find explanations on how to retrieve updates related to product reviews only.

Example of output with parameter &productCode:

```
{
"locationId": "1018015",
"clusterId": 1000007,
"locationProduct": [
{
"id": 22,
"dateSince": "2020-01-15T13:02:26",
"updatedSince": "2020-01-15T13:02:26.569+00:00",
"productCode": "N873-KU-WH-K-EP",
"productName": "Kobo Libra H2O e-reader - Wit",
"image_url":
"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516947.jpg",
"source_url": "https://www.voorbeeld.com/nl/p/kiyoh-e-reader-zwart/9200000117516947/",
"active": true
}
],
"averageRating": 10.0,
"numberReviews": 1,
"reviews": [
{
"reviewId": "e5343e81-caba-44f4-b52d-d6f3e05e79a2",
"productReviewId": "8a3a6aad-d1e7-4943-8541-1dd8420ff09c",
"reviewAuthor": "Ral",
"city": "Testburg",
"rating": 10,
"dateSince": "2020-01-15T13:19:52.071Z",
"updatedSince": "2020-01-15T13:19:52.071Z",
"oneliner": "Awesome",
"description": "Very nice e-reader",
"notApplicable": false,
"reviewLanguage": "en"
}
]
}
```

Example of output with parameter &clusterId:

```
{
"locationId": "1018015",
"clusterId": 1000007,
"locationProduct": [
{
"id": 22,
"dateSince": "2020-01-15T13:02:26",
"updatedSince": "2020-01-15T13:02:26.569+00:00",
"productCode": "N873-KU-WH-K-EP",
"productName": "Kiyoh e-reader - Wit",
"image_url":
"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516947.jpg",
"source_url": "https://www.voorbeeld.com/nl/p/kiyoh-e-reader-Wit/9200000117516947/",
"active": true
},
{
"id": 19,
"dateSince": "2020-01-15T09:37:36",
"updatedSince": "2020-01-15T09:37:36.014+00:00",
"productCode": "0681495007813",
"productName": "Kiyoh e-reader - Zwart",
"image_url":
"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516948.jpg",
"source_url": "https://www.voorbeeld.com/nl/p/kiyoh-e-reader-zwart/9200000117516948/",
"active": true
}
],
"averageRating": 10.0,
"numberReviews": 1,
"reviews": [
{
"reviewId": "e5343e81-caba-44f4-b52d-d6f3e05e79a2",
"productReviewId": "8a3a6aad-d1e7-4943-8541-1dd8420ff09c",
"reviewAuthor": "T",
"city": "Testburg",
"rating": 10,
"dateSince": "2020-01-16T17:10:32.071Z",
"updatedSince": "2020-01-16T17:10:32.071Z",
"oneliner": "Goede e-reader",
"description": "De e-reader bevalt me erg goed",
"notApplicable": false,
"reviewLanguage": "nl"
}
]
}
```

Retrieving review data by product or by cluster can generate a large number of API requests depending on the number of products you handle. For this reason, we have created an API that allows you to request the products with new reviews as of a certain moment. You do that with a GET request at the following URL:
https://<baseurl>/v1/publication/product?locationId=[locationId]&updatedSince=[date+time].

The updatedSince refers to the time when a product received a new review. You specify the date and time in UTC notation, for example, 2020-01-15T01:00:00.000Z. Example of output from the update API:

```
"locationId": "1046643",
"clusters": [
{
"clusterId": 1000007,
"locationProduct": [
{
"id": 22,
"dateSince": "2020-01-15T13:02:26",
"updatedSince": "2020-01-15T13:02:26.569+00:00",
"productCode": "N873-KU-WH-K-EP",
"productName": "Kiyoh e-reader - Wit",
"image_url":
"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516947.jpg",
"source_url":
"https://www.voorbeeld.com/nl/p/kiyoh-e-reader-Wit/9200000117516947/",  "active":  true
},
{
"id": 19,
"dateSince": "2020-01-15T09:37:36",
"updatedSince": "2020-01-15T09:37:36.014+00:00",
"productCode": "0681495007813",
"productName": "Kiyoh e-reader - Zwart",
"image_url":
"https://www.voorbeeld.com/imgbase/imagebase3/thumb/FC/9200000117516948.jpg",
"source_url":
"https://www.voorbeeld.com/nl/p/kiyoh-e-reader-zwart/9200000117516948/",
"active": true
}
],
"averageRating": 10.0,
"numberReviews": 1
"reviewApiLink":
"https://<baseurl>/v1/publication/product/review?clusterId=1000007&dateSince=&updatedSinc
e=2020-01-15T01%3A00%3A00.000Z&locationId=1046643"
},
{
"clusterId": 1055588,
"clusterCode": "CTASHT",
"locationProduct": [
{
```

```
{
"clusterId": 1055588,
"clusterCode": "CTASHT",
"locationProduct": [
{
"id": 101430,
"dateSince": "2020-06-02T14:02:06",
"updatedSince": "2020-06-02T14:02:06.522+00:00",
"productCode": "M9160C",
"productName": "Chuck Taylor All Star Classic High Top - Black",
"imageUrl": "https://www.voorbeeld.com/on/demandware.static/-/Sites-
ConverseMaster/default/dwc8588b23/images/hi-res/M9160C_standard.jpg",
"sourceUrl": "https://www.voorbeeld.com/nl/nl/regular/chuck-taylor-all-star-classic-high-
top/ID00009.html",
"active": true
},
],
"averageRating": 7.8,
"numberReviews": 6,
"dateSince": "2020-06-02T16:02:06.554+02:00",
"updatedSince": "2020-07-08T11:46:11.31Z",
"reviewApiLink":
"https://<baseurl>/v1/publication/product/review?clusterId=1055588&dateSince=&updatedSinc
e=2020-01-15T09%3A37%3A36.014Z&locationId=1046643"
}
],
"reviewApiLink":
"https://<baseurl>/v1/publication/product/review?dateSince=&updatedSince=2020-01-
15T01%3A00%3A00.000Z&locationId=1046643"
}
```

In the response, as shown in the example, all products with new reviews are listed from the specified date + time. The reviews are missing here and can be retrieved per cluster by using the reviewApiLink in a follow-up request. The reviewApiLink within the cluster retrieves the new reviews in the cluster. The reviewApiLink at the end of the response retrieves all new reviews separately.

Should you prefer to retrieve the product information and the reviews together using the update API, you can use the request named at the beginning of the publication explanation.