

 **by DN**

AI Review Validation

Introduction

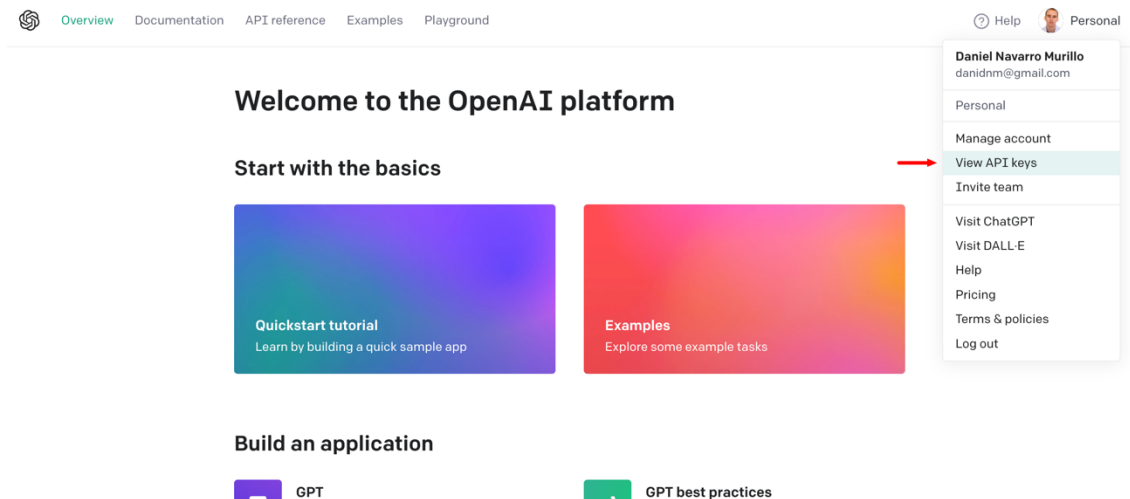
This cutting-edge extension, infused with the power of Artificial Intelligence, facilitates automatic validation of product reviews, ensuring that feedback is genuine, relevant, and free from spam or malicious content. By harnessing AI's deep learning capabilities, the extension streamlines the review moderation process.

Dependencies

This extension needs an OpenAI API account and the corresponding API key.

To obtain your API key, go to <https://platform.openai.com/> and sign in into your account or create a new one.

Then, go to your profile menu and select View API keys (please note than this menu can change over time):



Create a new API by clicking the button “Create new secret key” and give it a name when asked.

Important: Copy your keys and save it in a secure place as you will not be able to see your key again after.

API keys

Your secret API keys are listed below. Please note that we do not display your secret API keys again after you generate them.

Do not share your API key with others, or expose it in the browser or other client-side code. In order to protect the security of your account, OpenAI may also automatically disable any API key that we've found has leaked publicly.

NAME	KEY	CREATED	LAST USED ⓘ
Test Key	sk-12345678901234567890123456789012	27 abr 2023	16 ago 2023

[+ Create new secret key](#)

Default organization

If you belong to multiple organizations, this setting controls which organization is used by default when making requests with the API keys above.

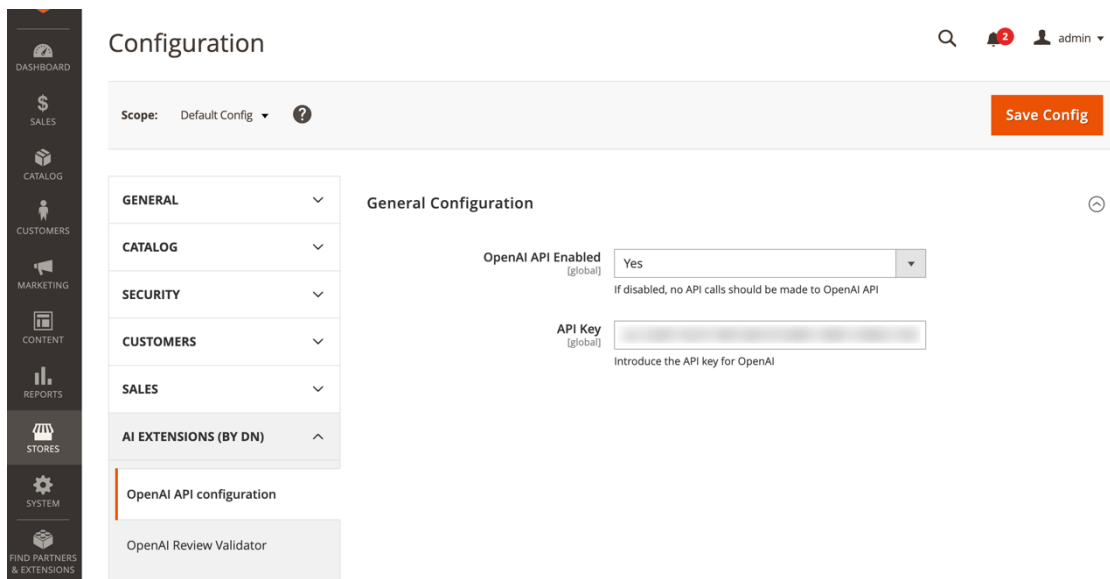
Personal ▼

Note: You can also specify which organization to use for each API request. See [Authentication](#) to learn more.

IMPORTANT: As of the release of this guide, OpenAI is offering the moderation API for free. This means you won't incur any charges from OpenAI for using it. However, this could change in the future. Stay updated by checking OpenAI's pricing page at: <https://openai.com/pricing>

Configuration

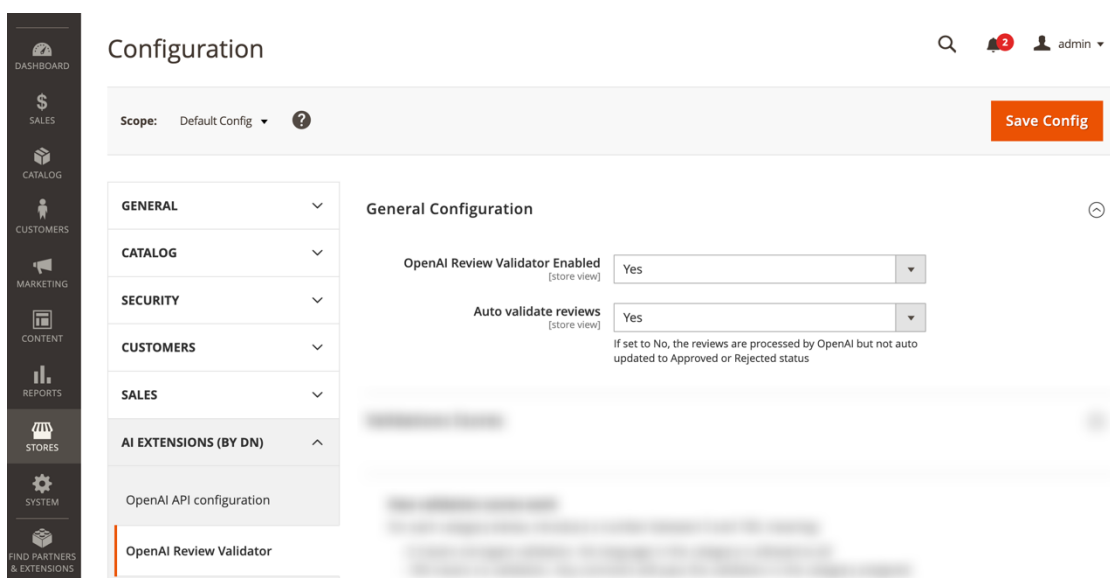
Access the configuration of the base extension going to Stores => Configuration => AI Extensions (by DN). Enable de API usage and paste the API you get on the previous section:



Once you have enabled the OpenAI integration and set your API Key, go to Open AI Review Validator (again inside Stores => Configuration => AI Extensions (by DN)) to configure your Review Validation.

General Section

First, in the **General section**, configure the behavior of the extension:



OpenAI Review Validator Enabled. Turn this option on to start validating reviews against the OpenAI moderation API.

If this is enabled, the extension will validate Pending Reviews every 15 minutes against OpenAI API, storing the results in the Magento database and showing them in the Reviews section in the backoffice. See below.

Auto validate reviews. Enabling this option, makes the extension to automatically move Pending Reviews into Approval or Rejection status after OpenAI validation.

If this option is turned off, the extension will still validate reviews against OpenAI but the Review will remain in Pending Status until you check the result from OpenAI and change its status manually.

Remember that you can always manually change the status of any review, regardless of the automatic validation.

Abusive Language Check Section

In this section you can enable and configure language analysis.

Abusive language check

Enable this check

Yes

If set to Yes, the extension will look for abusive languages in the categories sexual, hate, harassment, self-harm, threatening and violence

How validation scores work

For each category below, introduce a number between 0 and 100, meaning:

- 0 means strongest validation. No language in the category is allowed at all.
- 100 means no validation. Any comment will pass the validation in the category assigned.

(For most ecommerce, values between 20 and 30 are recommended)

Sexual maximum score

25

Hate maximum score

25

Harassment maximum score

25

Self-harm maximum score

25

Threatening maximum score

25

Violence maximum score

25

5

AI Review Validation

1.1.0

The lower is the threshold score for each category, the softer is the validation.

For example, if you configure 0 for the Sexual Language threshold, that means the strongest validation will be done and no Sexual Language will be allowed at all.

If instead you set 100 for a category, that means that category will not be moderated and any related word or expression that fits that category will be allowed.

We recommend starting with the preconfigured levels and then fine-tune the thresholds for your particular business.

Spam Check Section

In this section you can enable Spam analysis

Spam check

Enable this check

[store view]

Yes

▼

If set to Yes, the extension will look for spam text

Spam maximum score

[store view]

75

Introduce a number between 0 and 100 to configure how strong the validation will be (0 means strongest validation, 100 means the highest tolerance)

The threshold acts the same way that explained before. 0 means strongest validation, so less spam expected to be validated. 100 means spam detection would be almost disabled. Recommended starting value is 75.

Unrelated Content Check Section

In this section you can enable an additional validation to know if the review is related to the product being reviewed or at least it seems a product review.

Unrelated content

Enable this check
[store view]

Yes

If set to Yes, the extension will check if the review text is related to the product being reviewed and or your brand

Text to match with
[store view]

The following text that was placed as a product review in an ecommerce.

Please analyze the text and give me a score between 0 and 100, considering that 0 means the text looks like a review for a product in an ecommerce and 100 means the text is not related at all with a product review.

Introduce a text describing how do you want to validate the review content. Use the placeholder #PRODUCT_NAME# to use the product name wherever you want and #REVIEW_TEXT# where you want to include the review text.

Unrelated maximum score
[store view]

75

Introduce a number between 0 and 100 to configure how strong the validation will be (0 means strongest validation, so the content must be super related to your brand or your product, 100 means the highest tolerance). Be care if your product names have generic names as this may confuse OpenAI moderation service. In this case it is better to remove the product name from the text and adapt to validate as a review for generic product.

First configuration text is the template that is sent to OpenAI API to ask about the likeness of the text to a product review. You can use a placeholder to include your product name, so the check is more related to the product.

If your products have not a meaningful name (including for example the type of product, like t-shirt, swatch, and so on), better remove the name of the product and make the validation to be generic, as generic names may confuse the AI.

Where to see the collected data

Once you configure the extension, give some time to the extension to start validating pending reviews. Validation takes place every 15 minutes.

Then go to Marketing Reviews => All Reviews and you will start seeing the validation results.

- DASHBOARD
- SALES
- CATALOG
- CUSTOMERS
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM
- FIND PARTNERS & EXTENSIONS

Failed to synchronize data to the Magento Business Intelligence service. [Retry Synchronization](#)

System Messages: 1

Reviews

Search [Reset Filter](#)

Actions 350 records found 20 per page 1 of 18

	ID	Created	Status	OpenAI Status	OpenAI Result	Title	Nickname	Review	Visibility	Type	Product	SKU	Action
	350	Aug 17, 2023, 2:16:54 PM	Approved	Processed	OK	I don't like it	Test	Should not sell this. It is smaller than the ph...	Main Website Main Website Store Default Store View	Guest	Bella Tank	WT01	Edit
	349	Aug 11, 2023, 1:25:19 PM	Not Approved	Processed	Problems found	Worthless	Guest	This is a piece of shit. You should be embarras...	Main Website Main Website Store Default Store View	Guest	Olivia 1/4 Zip Light Jacket	WJ12	Edit
	348	Aug 11, 2023, 1:08:56 PM	Approved	Processed	OK	Don't like it	Guest	Worthless. Spent money.	Main Website Main Website Store Default Store View	Guest	Olivia 1/4 Zip Light Jacket	WJ12	Edit

Go into any review to see the validation details:

- DASHBOARD
- SALES
- CATALOG
- CUSTOMERS
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM
- FIND PARTNERS & EXTENSIONS

Edit Review

← Back Delete Review Re:

OpenAI validation details

Validation result	Problems found
Validation date	2023-08-17 14:20:05
Problems found	Harassment

Result scores per category

Sexual language	0.00 / 0.25
Hate	0.00 / 0.25
Harassment	0.94 / 0.25
Self-harm	0.00 / 0.25
Threatening	0.06 / 0.25
Violence	0.03 / 0.25

Having problems

Contact me at [danidnm\(at\)gmail.com](mailto:danidnm@gmail.com)