

Reviews are essential for both online shoppers and Ecommerce businesses. They provide valuable insights into products, helping potential buyers make informed decisions and aiding businesses in improving their offerings

Add a Review and Q/A to your online store

You can add a review in your online store via product and store reviews

- ❖ Product reviews focus on specific products available for purchase on an Ecommerce platform.
- ❖ They often include details about the product's features, quality, performance, and overall satisfaction.
- ❖ Store reviews focus on customer experience when interacting with an Ecommerce website or platform.
- ❖ Customers share feedback on website navigation, checkout process, customer support, and shipping and delivery experiences.
- ❖ Product Question and answer enables customers to interact with the seller/store owner and with each other
- ❖ Customers and visitors seek clarifications, gather more information from other users who have already purchased the product.

Product and Store Testimonials

Plugin Settings

As an admin, I should be able to enable Product and store testimonials within our plugins. So that, I can easily access and view both product and store reviews on my store

The screenshot shows the daily grocers control panel. On the left, there's a sidebar with various management options like Blogs Management, Facebook Pixel, Products, Design, Orders, User Management, Discounts, Shipping & Pickup, Logs, Settings, Plugins (which is currently selected), Visitor Queries, Gift Cards, Taxes, Email Campaign, and Zenbasket Credits. The main area is titled "Plugins" and contains a sub-section titled "Product Reviews and Store Testimonials". It includes a brief description: "Product reviews come from customers who've used a specific product, while store testimonials reflect the overall shopping experience. Both offer social proof, often featured on websites or social media, boosting trust and credibility for businesses." There are also a search bar, a "Our Plugins" button, a "Third Party Plugins" button, and a toggle switch.

When the plugin to activate products reviews and store testimonials, it will display a Review menu in the control panel and purchased customer can be able to leave a review in website.

This screenshot is identical to the one above, but the toggle switch next to the "Product Reviews and Store Testimonials" section is now turned on (blue). This indicates that the plugin is active and has added the Review menu to the control panel.

When enabling the Product reviews and store testimonials plugin Reviews menu is added in the side menu bar.

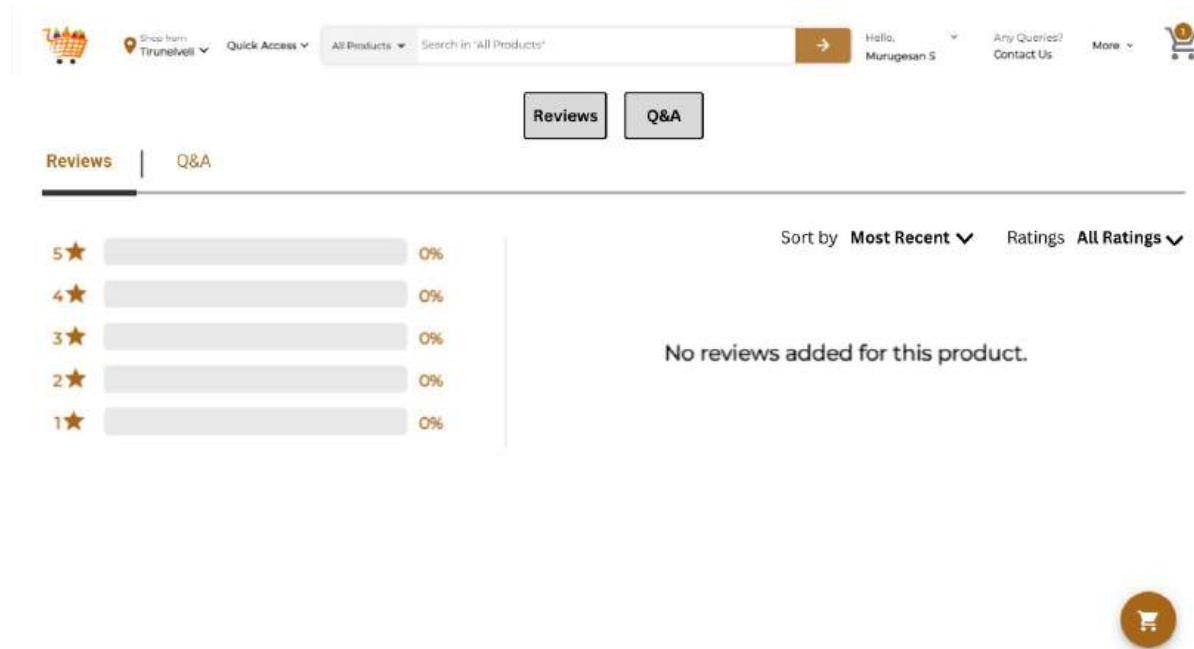
The screenshot shows the ZenBasket dashboard for a user named "Hello, Johny Smith!". The sidebar on the left has a "Reviews" menu item with a yellow highlight. The main content area features a "Welcome!" message, a "Revenue Details" section, and a "Reports" summary. The "Reports" section includes cards for Revenue (Total Sales ₹500.00), Products (Sold Products 2), Orders (Total Orders 2), Customers (Customers 0, Wholesale Customers 0, Guest Customers 0), Offers (All Time) (Active Offers 14, Expired Offers 162), and Products Import Status (Processing 0, Completed 46, Completed with error 23). Below the reports is a "To-do List" card showing 660 orders awaiting payment.

Under the Reviews menu admin can see the Product Reviews and Store Testimonials menus.

The screenshot shows the "Product Reviews" page within the ZenBasket dashboard. The sidebar still highlights the "Reviews" menu item. The main content area displays a search bar, a sorting icon, and a central illustration of a person sitting at a desk with a laptop, surrounded by stars and a plant. A text overlay says, "Customer reviews for your store products will be listed here."

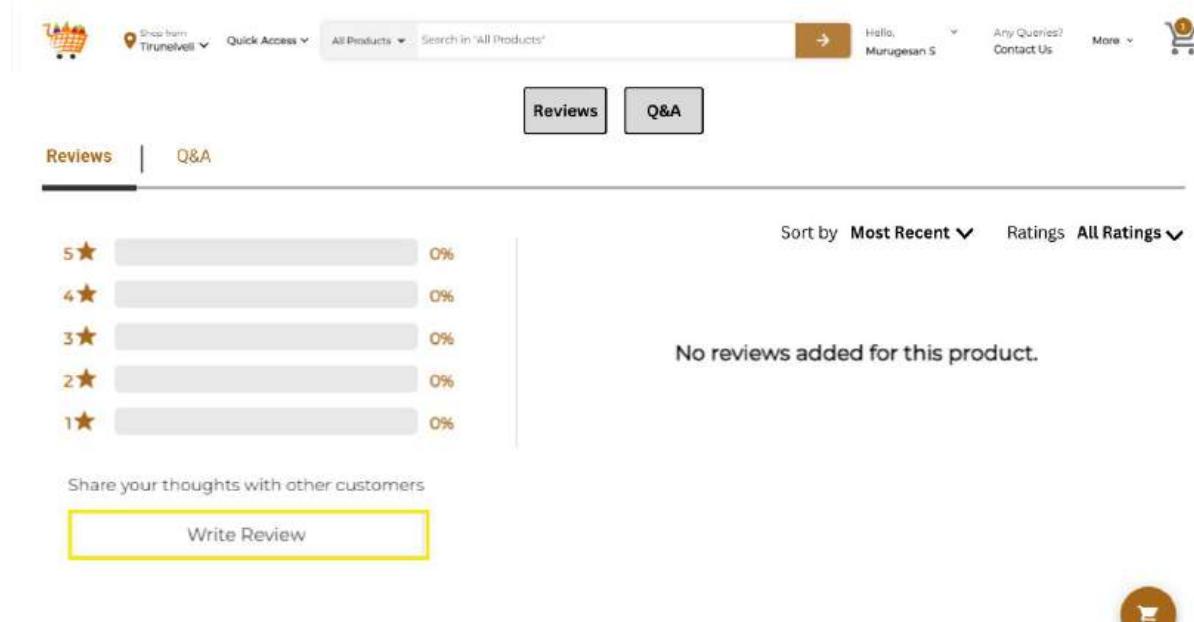
Product Reviews landing page is shown when you click the reviews menu.

When storefront side your customer can add a review to a product after order is delivered. Your customer can only view already posted reviews , if they didn't purchase the product.



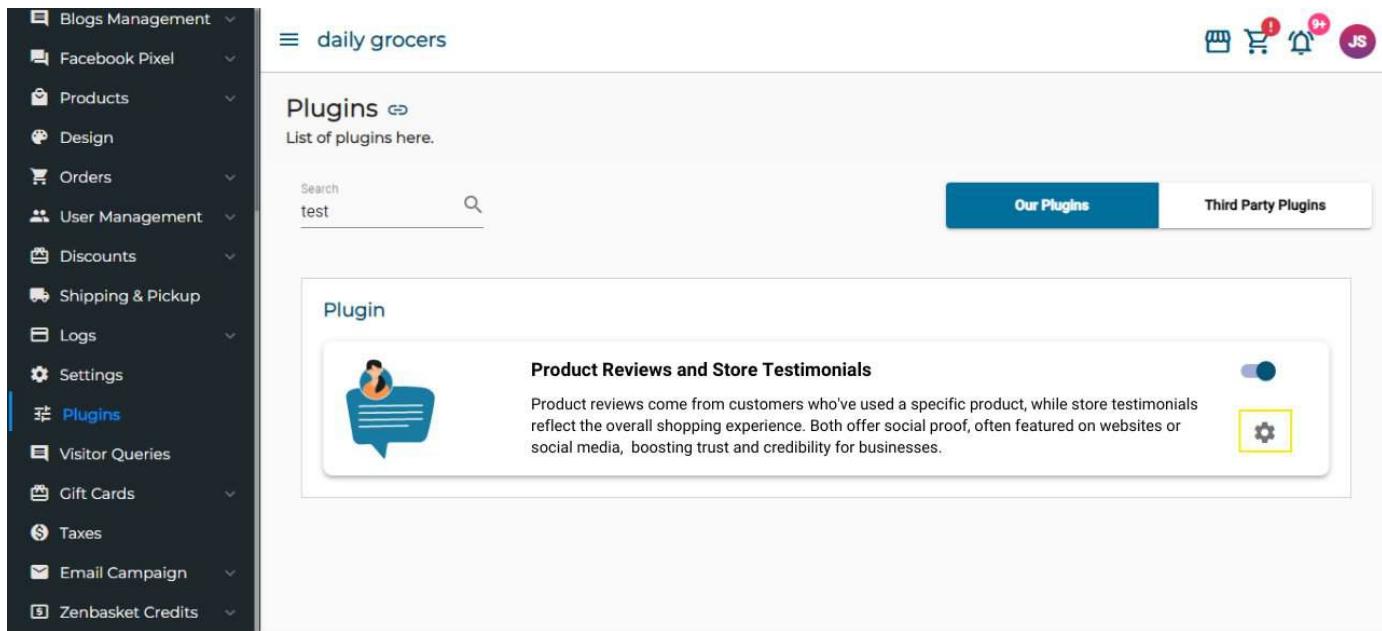
The screenshot shows the Product Reviews landing page. At the top, there are navigation links: 'Shop from Tirunelveli', 'Quick Access', 'All Products', 'Search in 'All Products'', 'Hello, Murugesan S', 'Any Queries? Contact Us', and 'More'. Below the search bar, there are two buttons: 'Reviews' and 'Q&A'. The 'Reviews' button is highlighted with a black border. Underneath, there are tabs for 'Reviews' and 'Q&A'. On the left, there is a vertical list of star ratings from 5★ down to 1★, each accompanied by a progress bar and a percentage value (0%). On the right, there are sorting options: 'Sort by Most Recent' and 'Ratings All Ratings'. A message 'No reviews added for this product.' is displayed. At the bottom right, there is a large orange circular button with a shopping cart icon.

When a customer ordered product is delivered , the Write Review button is displayed in the specific product reviews section.



This screenshot is identical to the one above, showing the Product Reviews landing page. However, the 'Write Review' button at the bottom of the page is highlighted with a yellow border. The rest of the interface, including the star rating distribution, sorting options, and the 'No reviews added for this product.' message, remains the same.

When clicking the product reviews and store testimonials' plugin settings, go to the product and store testimonials settings,



Now the admin/Permitted staff can see the Review settings. First product review settings are shown, by scrolling down admin can also see the Store Review settings

Review Settings

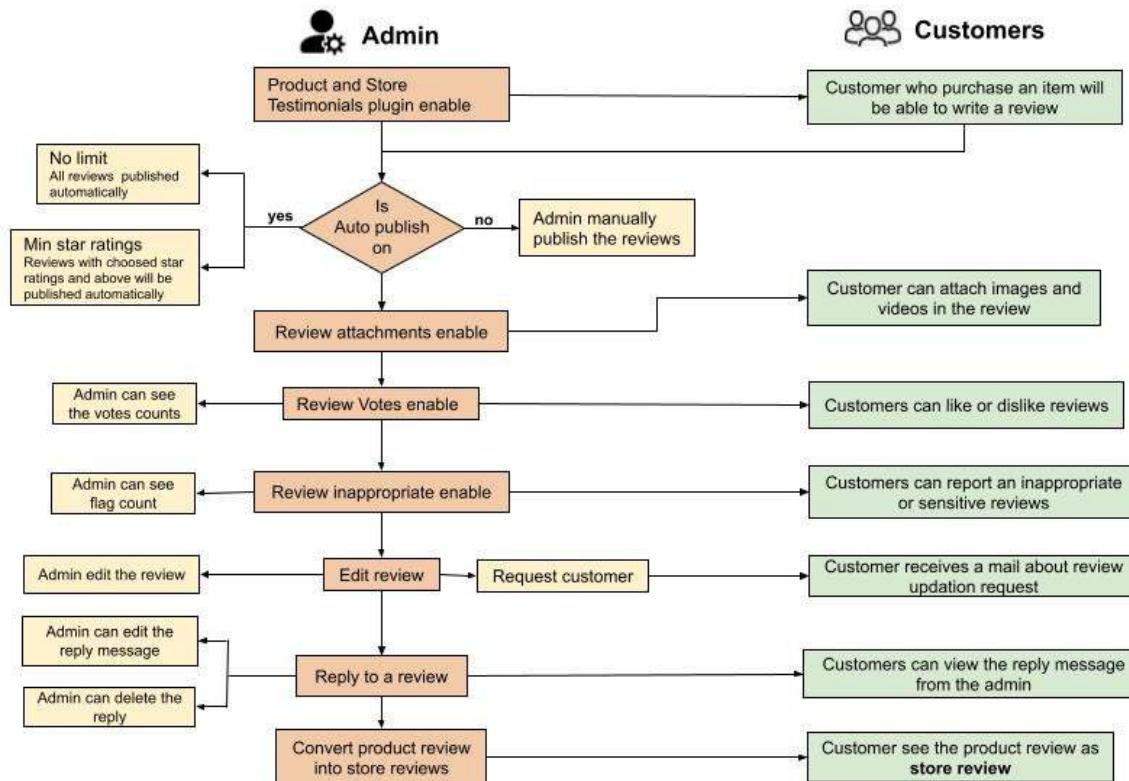
When configuring review settings, ensure that both product and store review settings are included

1. Product Reviews

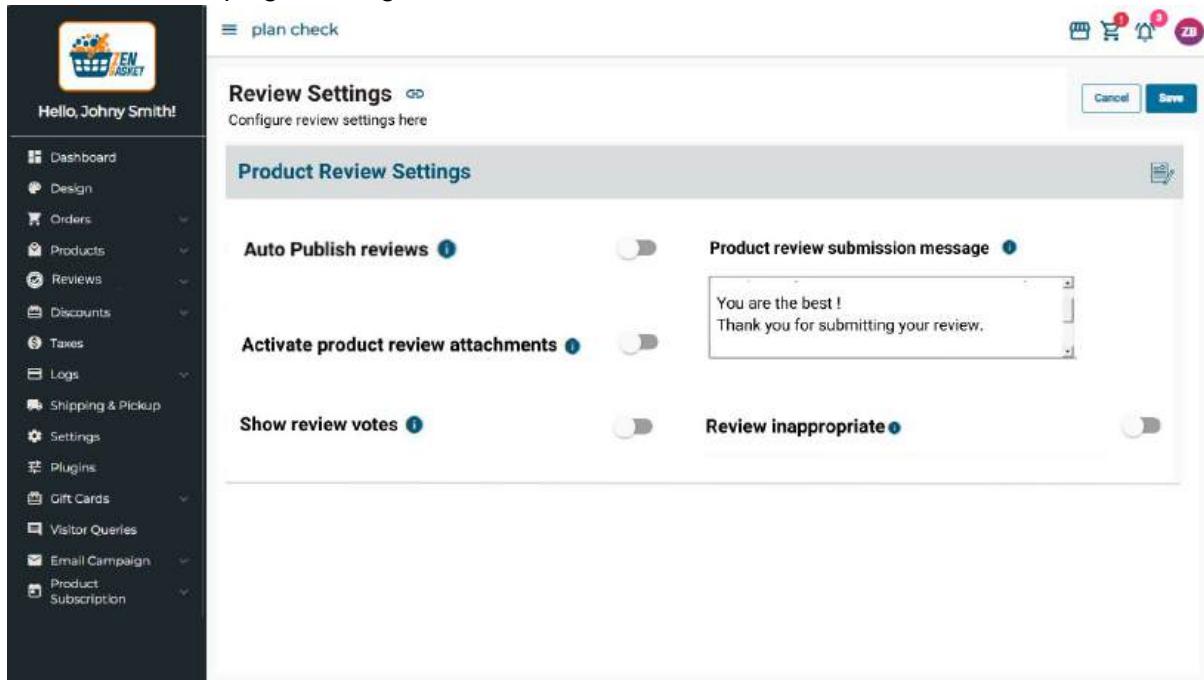
Product Reviews help build trust between consumers and businesses. When potential buyers see positive reviews from real customers, they are more

likely to trust the product and the brand. Genuine, unbiased reviews are seen as more reliable than marketing materials.

Workflow Diagram



Product reviews plugin settings.



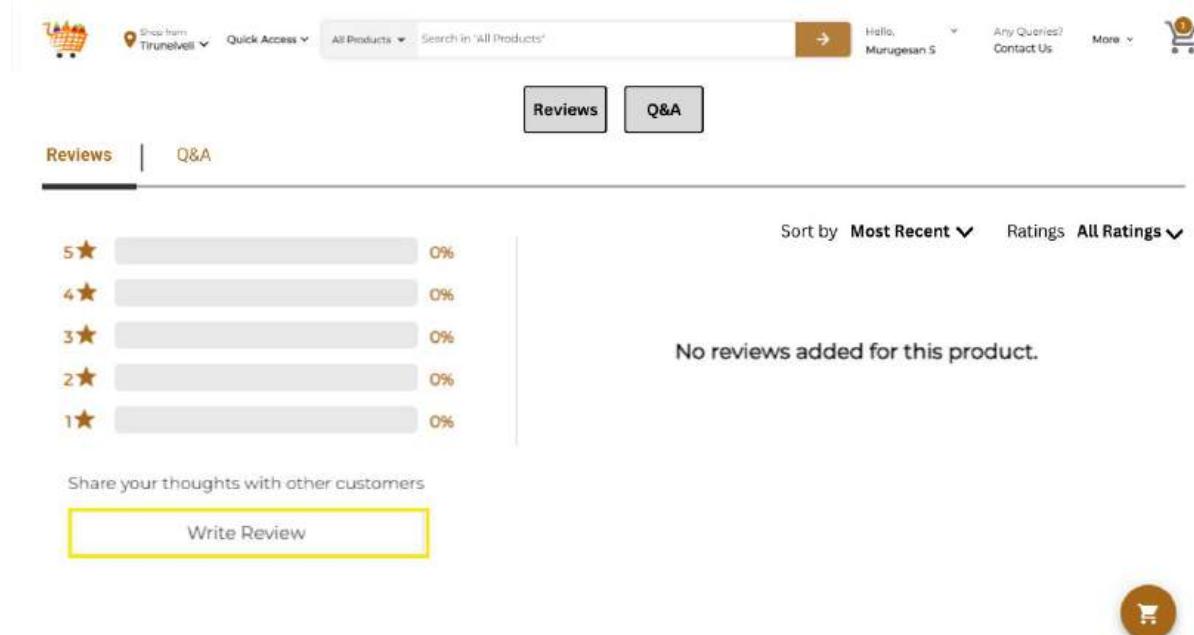
		Field	Type	Description/Condition	Validation	Validation/Success message
	Plugin	Product Reviews and Store Testimonials	Toggle	If enabling product and store testimonials, customers can give reviews to purchased products	-	If the admin enables or disables the control toggle icon, then it needs to show the “ Plugin Updated Successfully ” message as a popup.
		Plugin Settings	Icon	If the admin clicks the settings icon, they can be able to control auto publish reviews, product review attachments, show votes, review submission message, review inappropriate message under product review settings, store testimonial submission message and activate store testimonial attachments under Store testimonials settings.	-	-
	Product Review Settings	Auto publish reviews	Toggle	If enabling this, the submitted reviews are published automatically.	-	-
		No Limit	Radio button	All reviews submitted by customers are published automatically	Default option	-
		Minimum Star Ratings	Radio button	Reviews with or above given star ratings is automatically published	-	-
		Star ratings	Dropdown with single select option	Admin can choose Minimum Star Ratings. The options are, 5 Star 4 Star 3 Star 2 Star 1 Star	Default option - 5 Star	-
		Product Review Attachments	Toggle	If enabling this, customers can upload photos and videos in reviews.	Accept up to 5 pictures and 1 video per review. video upto 25 MB. Image	-

				supported format -.jpg, .png, .gif, .jpeg, .webp	
	Show Review Votes	Toggle	If enabling this, customers can like or dislike reviews posted by others.	-	-
	Review Submission Message	Text Area	The thanking message which shown in the popup when customer submits a review	Required Max 150 chars allowed. Default message should shown.later can be able to modify the message.	"Review Submission Message is required"
	Review Inappropriate	Toggle	If enabling this , customers can report a reviews which looks like sensitive or inappropriate	-	-
	Report Review Message	Text Field	when a customer hovers over an unmarked flag icon,The message for reporting a review is displayed	Required Max 50 chars allowed. Default message should shown.later can be able to modify the message.	Report Review Message is required
	Report Review Success Message	Text	When a customer clicks hover the flagged icon,the success message for reporting a review is displayed	Required Max 50 chars allowed. Default message should shown.later can be able to modify the message.	Report Review Success Message is required

	Save	Button	-	-	"Plugin updated successfully!"
	Cancel	Button	-	-	"You have unsaved changes. Are you sure you want to leave this page?" With " Stay " or " Leave " button

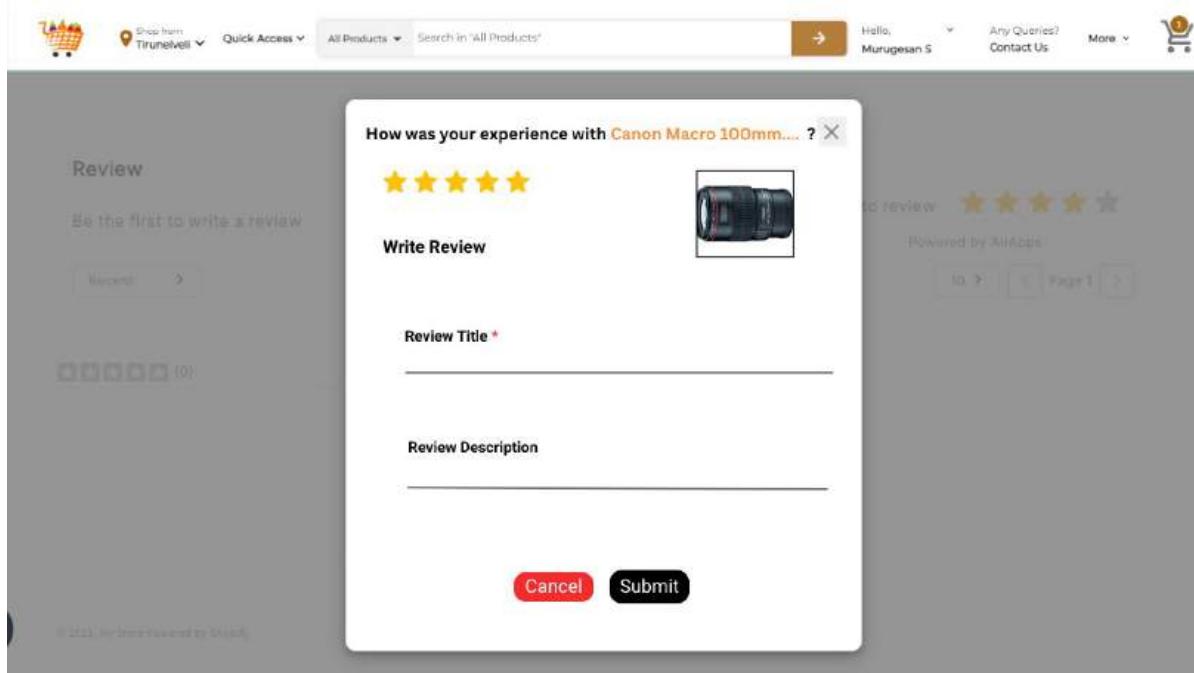
Product Reviews - Default Format(all settings are disabled)

Once a customer-purchased product is delivered, the Write Review button is displayed, Click the Write Review button to submit their review,

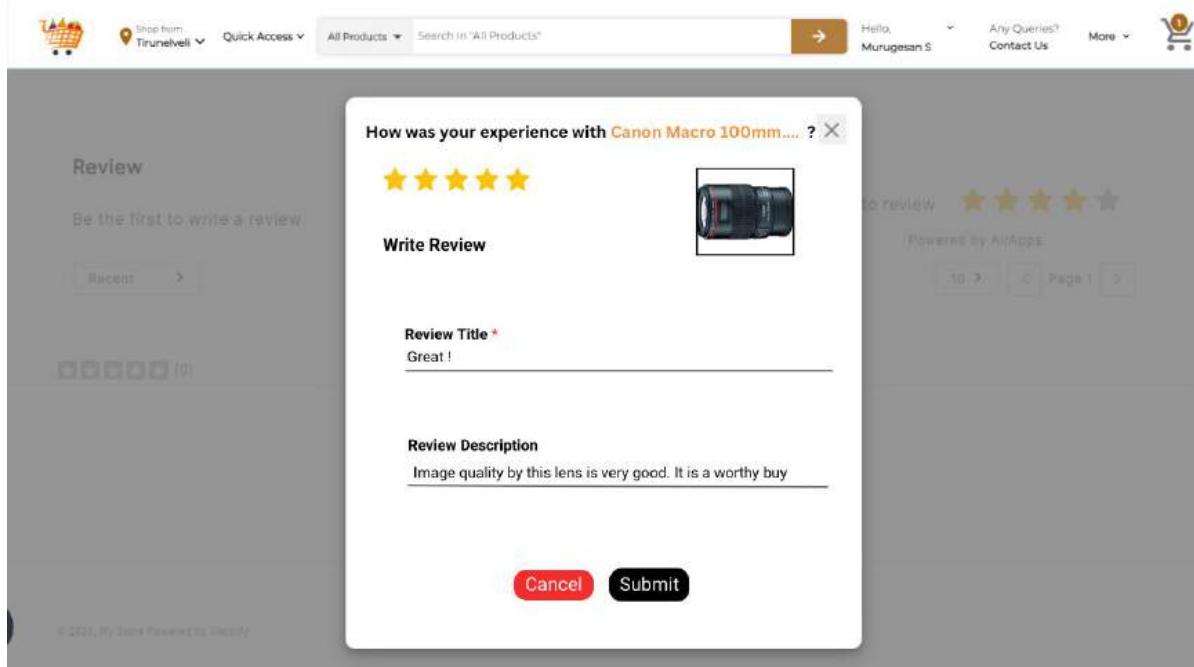


The screenshot shows a product review section on a website. At the top, there are navigation links: "Shop from Tirunelveli", "Quick Access", "All Products", "Search in 'All Products'", "Hello, Murugesan S", "Any Queries?", "Contact Us", and "More". Below these are two buttons: "Reviews" (highlighted in orange) and "Q&A". The "Reviews" tab is selected, showing a list of star ratings from 5★ down to 1★, each with a progress bar and 0% completion. To the right, it says "Sort by Most Recent" and "Ratings All Ratings". A message below the stars says "No reviews added for this product." At the bottom, there is a text input field with placeholder text "Share your thoughts with other customers" and a yellow-bordered "Write Review" button.

Now a popup form will open. By default, 5-star ratings are chosen. Click the stars as they want.



Give star ratings and review messages, then click the Submit button to submit their review.



Now a thanking message is shown in the popup window once you click Submit button.

The Review submission message in the product review settings is shown in the popup window

The screenshot shows the ZenCart Admin Panel with the user 'Hello, Johny Smith!' logged in. The left sidebar contains navigation links for Dashboard, Design, Orders, Products, Reviews, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, Gift Cards, Visitor Queries, Email Campaign, and Product Subscription.

The main content area is titled 'Review Settings' and 'Configure review settings here'. It includes a 'Product Review Settings' section with the following options:

- Auto Publish reviews**: Off
- Activate product review attachments**: Off
- Show review votes**: Off
- Product review submission message**: On (highlighted with a yellow box and a hand cursor icon)
- Review inappropriate**: On

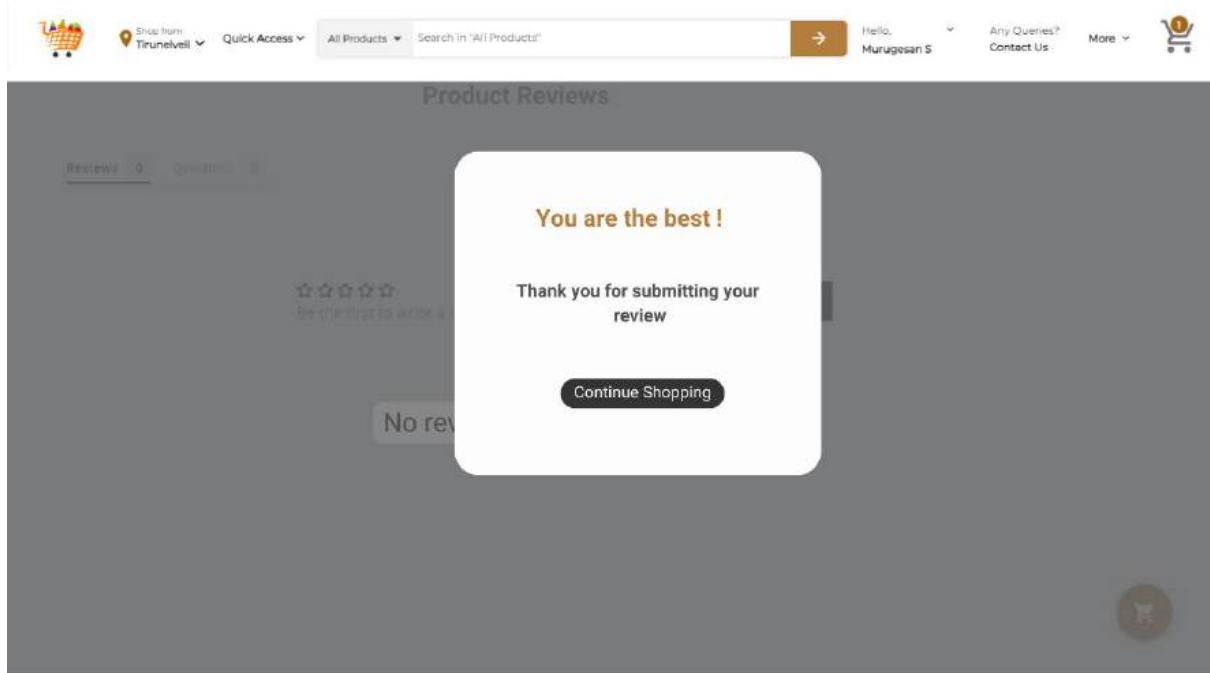
A tooltip for 'Product review submission message' states: 'This message is a great way to thank customers for their feedback and set expectations for when their reviews will be visible to others.'

Review Submission Message

This screenshot shows the same ZenCart Admin Panel setup as the first one, but with a different message in the 'Product review submission message' field.

The 'Product review submission message' field now contains the text: 'You are the best ! Thank you for submitting your review.'

In storefront,



By default the auto publish option is disabled.

A screenshot of the ZenCart admin panel. On the left is a sidebar with various menu items: Dashboard, Design, Orders, Products, Reviews, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, Gift Cards, Visitor Queries, Email Campaign, and Product Subscription. The main content area shows 'Review Settings' with a sub-section 'Product Review Settings'. It includes several configuration options with toggle switches: 'Auto Publish reviews' (disabled), 'Activate product review attachments' (disabled), 'Show review votes' (disabled), and 'Review inappropriate' (disabled). There's also a 'Product review submission message' text area containing the message: 'You are the best ! Thank you for submitting your review.' Buttons for 'Cancel' and 'Save' are at the top right.

So reviews submitted by customers are in a pending state in the admin page. Pending state reviews are not visible in the storefront

The screenshot shows the Zoho Inventory software interface. On the left, there's a sidebar with a logo for 'EN BASKET' and a greeting 'Hello, Johny Smith!'. The sidebar contains several menu items: Dashboard, Design, Orders, Products, Reviews (which is currently selected), Product Reviews, Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main content area is titled 'Product Reviews' and shows a table of reviews. The table has columns for 'Product Name', 'Customer Name', 'Content', 'Ratings', 'publish', and 'Actions'. One review is listed: 'Great!' by 'Murugesan S' for a 'Canon macro 100mm lens'. The review content is 'Image quality by this lens is very good. It is a worthy buy.' and it has a 5-star rating. There are also icons for edit, delete, and more actions.

In storefronts, unpublished reviews are not shown.

The screenshot shows a storefront interface. At the top, there's a header with a location icon ('Shop from Tirunelveli'), a 'Quick Access' dropdown, a search bar ('Search in "All Products"'), a user profile ('Hello, Murugesan S'), and a 'More' dropdown. Below the header, there are two tabs: 'Reviews' (which is active) and 'Q&A'. A chart shows the distribution of reviews by rating: 5★ (0%), 4★ (0%), 3★ (0%), 2★ (0%), and 1★ (0%). To the right, a message says 'No reviews added for this product.' Below the chart, there's a text input field with placeholder 'Share your thoughts with other customers' and a 'Write Review' button. A circular icon with a shopping cart symbol is in the bottom right corner.

Admin needs to publish the reviews to make them visible in the storefront

The screenshot shows the ZenBasket WordPress plugin dashboard. On the left, there's a sidebar with various menu items: Dashboard, Design, Orders, Products, Reviews (selected), Product Reviews, Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled "Product Reviews" and shows a table of reviews. The table has columns for Product Name, Customer Name, Content, Ratings, publish, and Actions. One review is visible: "Great! Canon macro 100mm lens" by Murugesan S. The content says "Image quality by this lens is very good. It is a worthy buy." with a 5-star rating. There are buttons for "Add Review" and "Remove".

Now the review is visible in the storefront for all users.

The screenshot shows a product page on the storefront. At the top, there are navigation links: Shop from Tirunelveli, Quick Access, All Products, Search in "All Products", Hello, Murugesan S, Any Queries? Contact Us, and More. Below this, there are two tabs: "Reviews" (selected) and "Q&A". The "Reviews" tab shows an overall rating of 5 out of 5 stars. A chart shows the distribution of ratings: 5★ (100%), 4★ (0%), 3★ (0%), 2★ (0%), and 1★ (0%). To the right, a review by Murugesan S is displayed, dated Sep 05, 23. The review content is "Great! Image quality by this lens is very good. It is a worthy buy." with a 5-star rating.

You can customise product reviews in the plugin settings.

Product Review Settings

Product review settings include auto publish reviews, activating product review attachments, review votes, and Review inappropriate

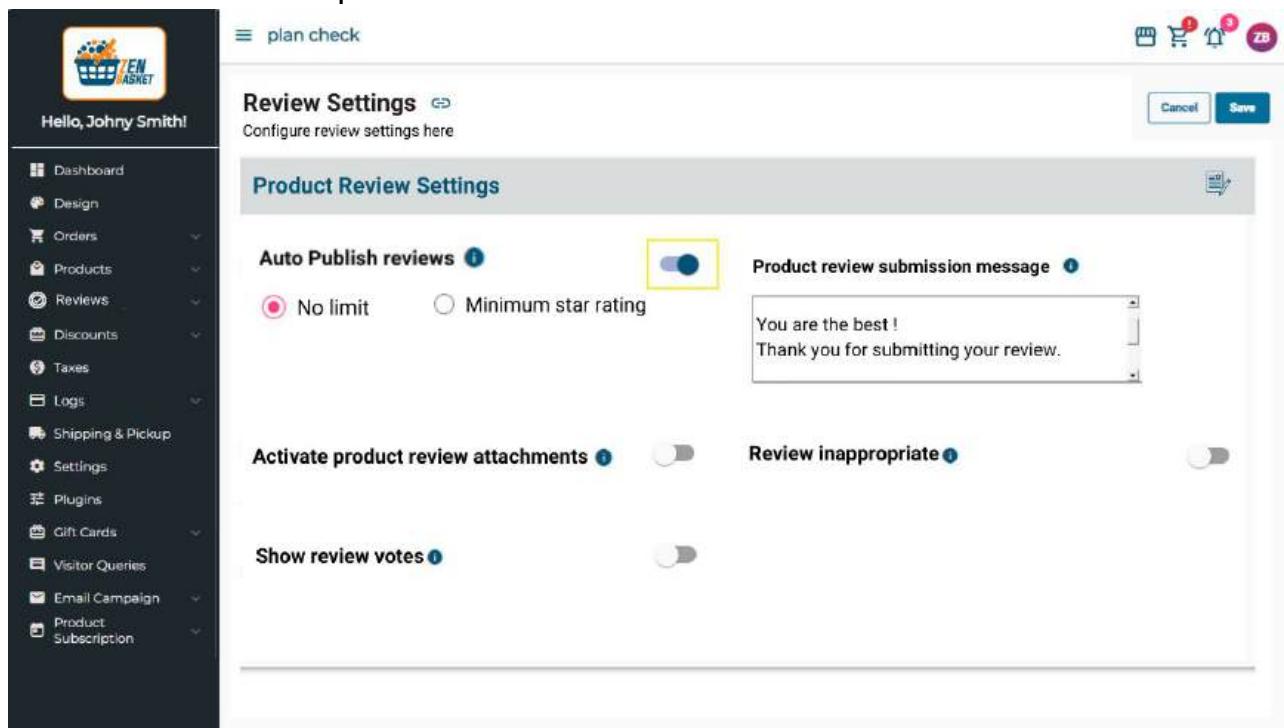
When you hover the i icon in every settings , tooltip shows the description.

The screenshot shows the Zen Cart admin interface. On the left is a dark sidebar with various menu items like Dashboard, Design, Orders, Products, Reviews, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, Gift Cards, Visitor Queries, Email Campaign, and Product Subscription. The main content area has a header 'Review Settings' with a 'plan check' button and a 'Cancel' and 'Save' button. Below the header is a section titled 'Product Review Settings'. It contains several toggle switches: 'Auto Publish reviews' (which has a yellow tooltip explaining it enables automatic review publishing), 'Show review votes', 'Activate product review attachments', 'Product review submission message' (with a text box containing 'You are the best! Thank you for submitting your review.'), 'Review inappropriate', and 'Review spam' (which is off). The 'Auto Publish reviews' switch is currently off.

Auto Publish reviews

This screenshot shows the same 'Review Settings' page as the previous one, but with a key difference: the 'Auto Publish reviews' toggle switch is now turned on, indicated by a yellow border around the switch itself. All other settings and their descriptions remain the same as in the first screenshot.

Now enable the auto-publish reviews



The screenshot shows the Zen Cart admin interface under the 'Review Settings' section. On the left is a sidebar with various menu items like Dashboard, Design, Orders, Products, Reviews, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, Gift Cards, Visitor Queries, Email Campaign, and Product Subscription. The main area is titled 'Product Review Settings'. It contains several configuration options: 'Auto Publish reviews' (with a yellow box around its toggle switch), 'Product review submission message' (containing the text 'You are the best !' and 'Thank you for submitting your review.'), 'Activate product review attachments', 'Review inappropriate', and 'Show review votes'. At the top right are 'Cancel' and 'Save' buttons.

When enabling auto-publish reviews, it displays the no limit and the minimum star rating

No Limit

Choose **No limit** option to auto publish all reviews submitted by customers. No limit will be selected as a default option,

The screenshot shows the ZenCart Admin Panel with the user 'Hello, Johny Smith!' logged in. The left sidebar contains various menu items like Dashboard, Design, Orders, Products, Reviews, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, Gift Cards, Visitor Queries, Email Campaign, Product, and Subscription. The main content area is titled 'Review Settings' with the sub-section 'Product Review Settings'. It includes settings for 'Auto Publish reviews' (set to 'No limit'), 'Product review submission message' (containing 'You are the best!', 'Thank you for submitting your review.'), 'Activate product review attachments' (disabled), 'Review inappropriate' (disabled), and 'Show review votes' (disabled). Buttons for 'Cancel' and 'Save' are at the top right.

(For example) While customer give 3 stars ratings to a review and submit it

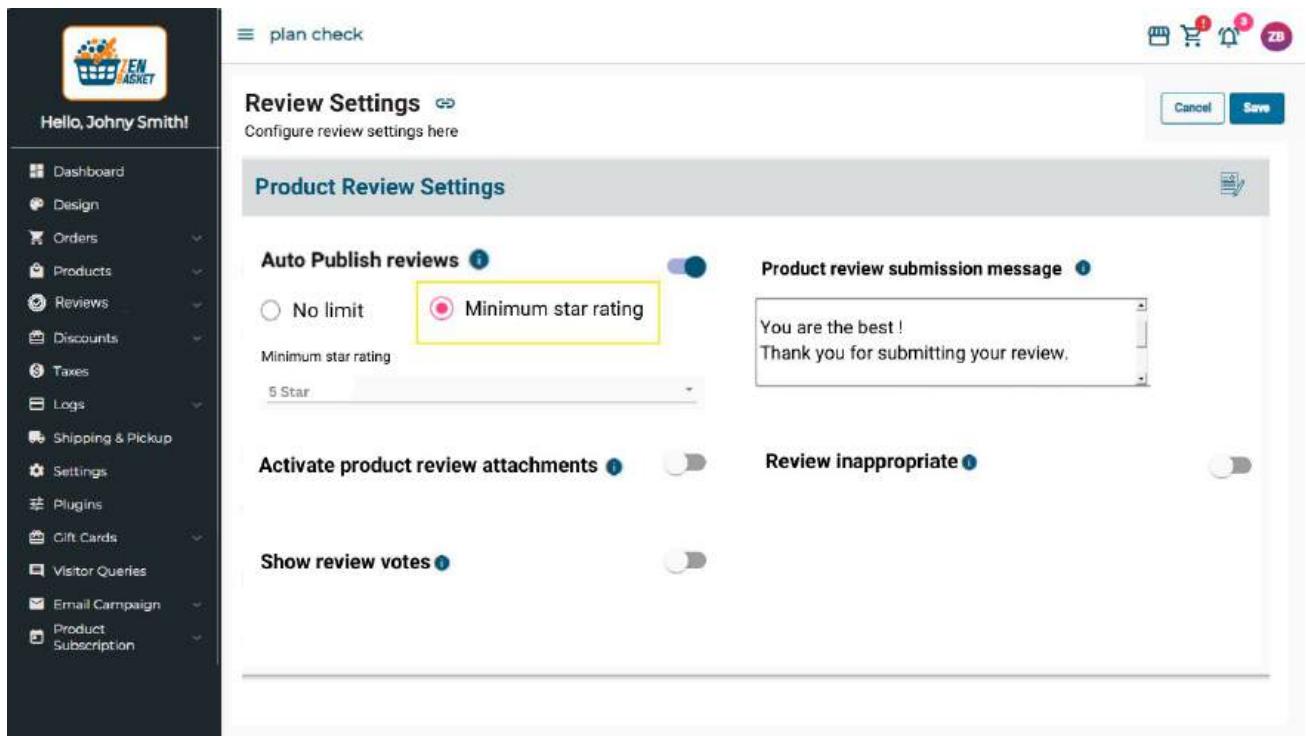
The screenshot shows the My Store website interface. At the top, there's a navigation bar with a shopping cart icon, location dropdown ('Shop from Tirunelveli'), quick access links, a search bar ('Search in "All Products"'), a user profile ('Hello, Murugesan S'), contact info ('Any Queries? Contact Us'), and a 'More' dropdown. The main content area features a product page for a 'Canon Macro 100mm....'. A modal window is open for writing a review. It shows a rating of 3 stars highlighted with a yellow border. The review form includes fields for 'Review Title' (with 'Great!' typed) and 'Review Description' (with 'Image quality by this lens is very good. It is a worthy buy'). Below the form are 'Cancel' and 'Submit' buttons. In the background, other review snippets and a pagination bar ('Page 1') are visible.

Now review will automatically published without any restriction

The screenshot shows the ZenCart admin interface. On the left is a sidebar with a dark theme containing various menu items: Dashboard, Design, Orders, Products, Reviews (selected), Product Reviews (under Reviews), Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. At the top right, there are icons for plan check, a shopping cart with 1 item, notifications with 3, and a user icon. The main content area is titled "Product Reviews" and shows a table of reviews. The table has columns for Product Name, Customer Name, Content, Ratings, publish, and Actions. One review is listed: "Canon macro 100mm lens" by "Murugesan S" with the content "Image quality by this lens is very good. It is a worthy buy." and a 5-star rating. There are edit and delete icons next to the review row.

Minimum Star Ratings

If you want to publish reviews containing certain star ratings and above, When Choose the **Minimum Star Ratings** option, it will display a dropdown for selecting the minimum star rating values



Review Settings [Edit](#)
Configure review settings here

Product Review Settings

Auto Publish reviews [?](#)

No limit Minimum star rating 5 Star

Product review submission message [?](#)

You are the best !
Thank you for submitting your review.

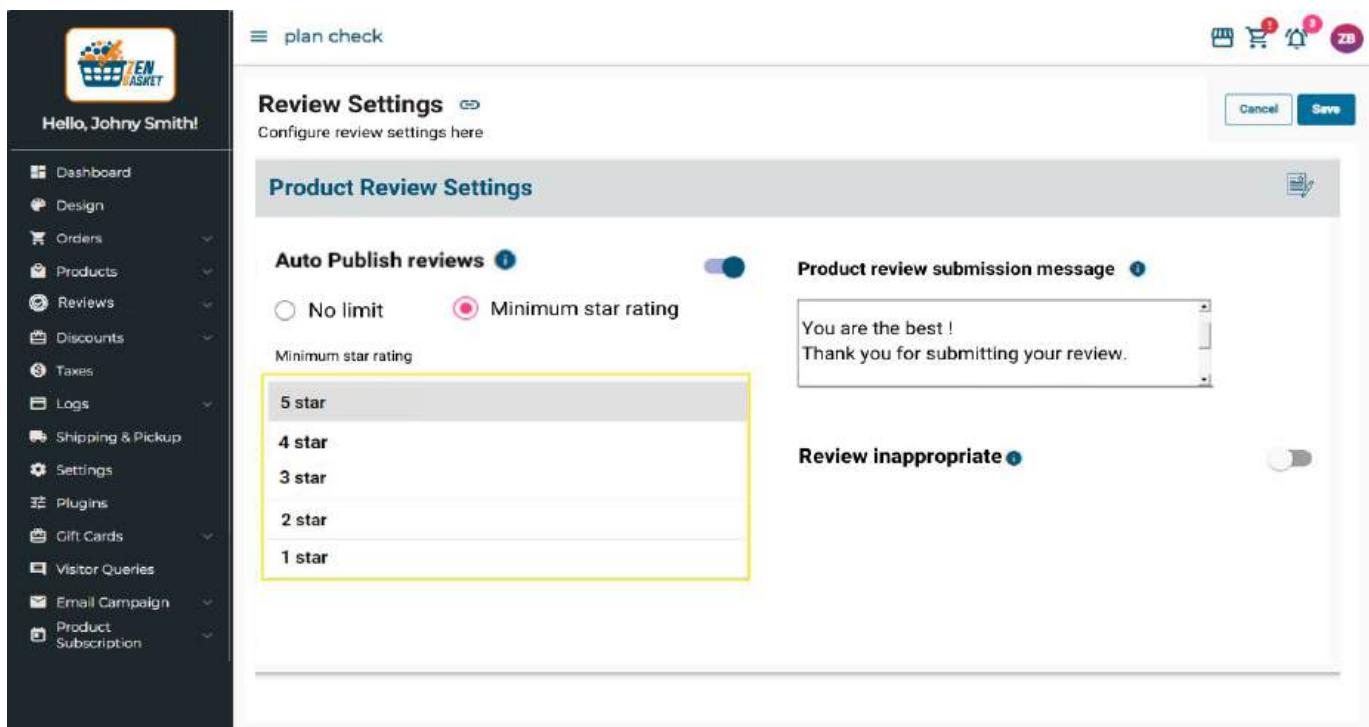
Activate product review attachments [?](#)

Show review votes [?](#)

Review inappropriate [?](#)

[Cancel](#) [Save](#)

Click the dropdown to choose the minimum star rating value to auto publish a review, by default 5 stars is chosen.



Review Settings [Edit](#)
Configure review settings here

Product Review Settings

Auto Publish reviews [?](#)

No limit Minimum star rating 5 star

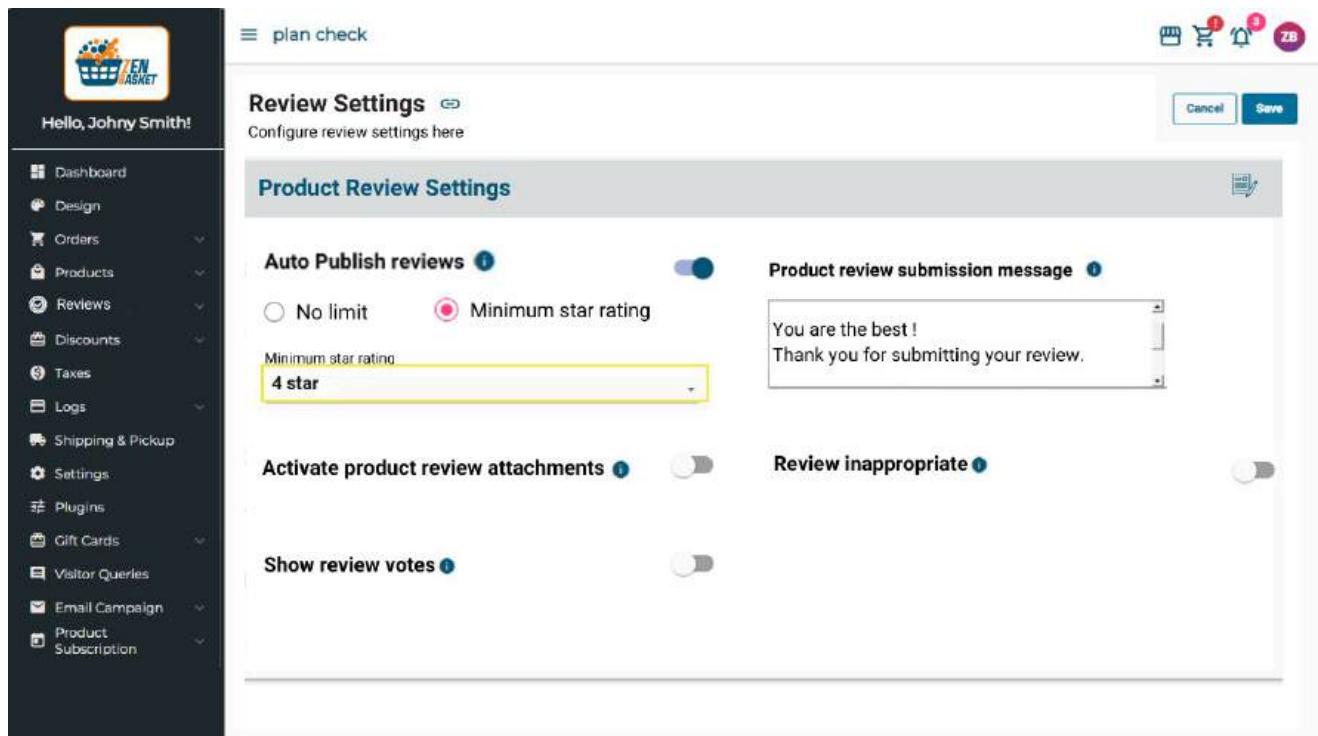
Product review submission message [?](#)

You are the best !
Thank you for submitting your review.

Review inappropriate [?](#)

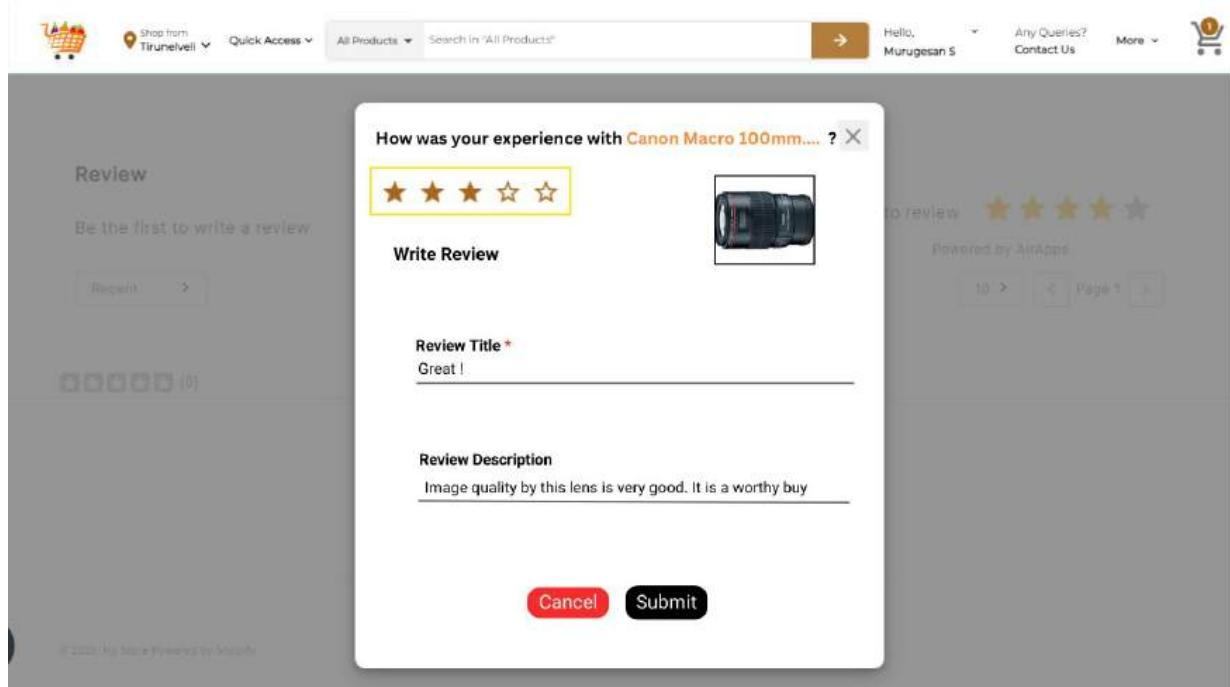
[Cancel](#) [Save](#)

(For example) If the customer chooses 4 stars then reviews with 4 stars and above will be automatically published.

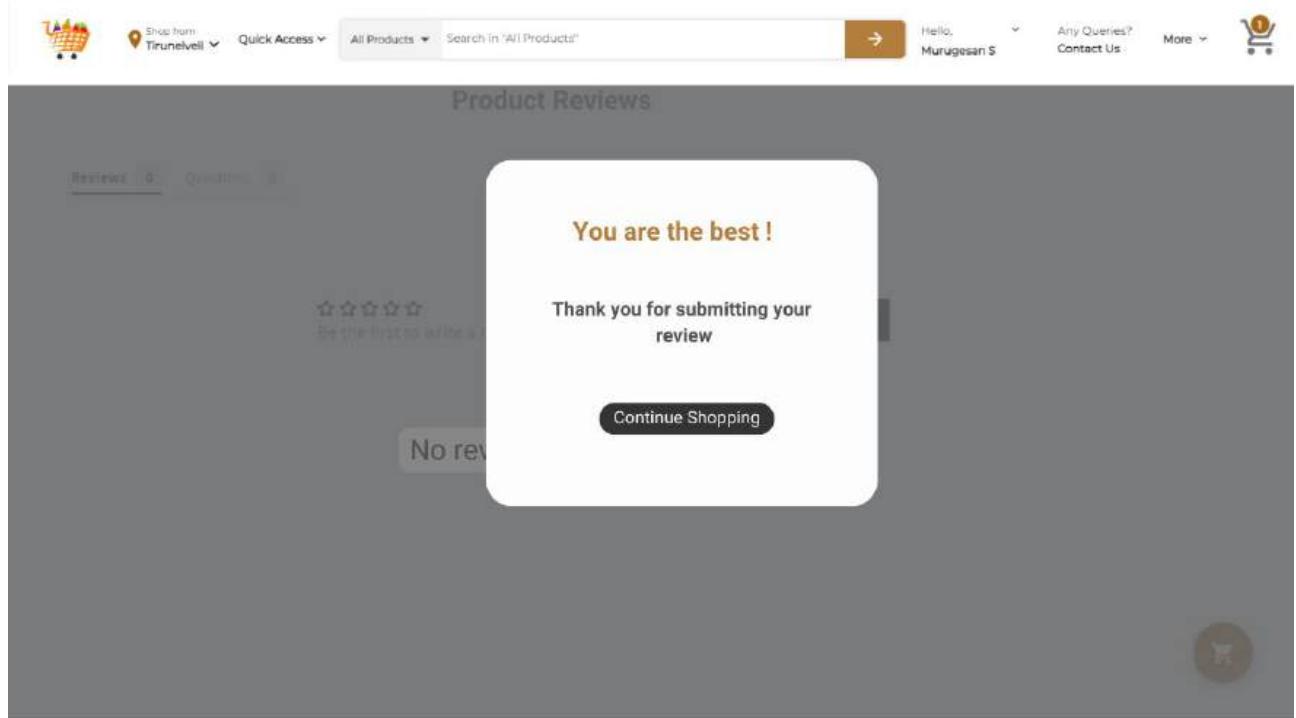


The screenshot shows the 'Review Settings' section in the ZenCart Admin interface. Under 'Product Review Settings', the 'Auto Publish reviews' option is enabled (blue toggle switch) and set to 'Minimum star rating'. A dropdown menu shows '4 star' selected. To the right, there's a 'Product review submission message' field containing the text: 'You are the best !' and 'Thank you for submitting your review.' Below these settings are other options like 'Activate product review attachments' (disabled), 'Review inappropriate' (disabled), and 'Show review votes' (disabled). The left sidebar lists various admin menu items such as Dashboard, Design, Orders, Products, Reviews, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, Gift Cards, Visitor Queries, Email Campaign, and Product Subscription.

Note: Now reviews with 3 stars and below are not auto-published. Admin needs to manually approve it.



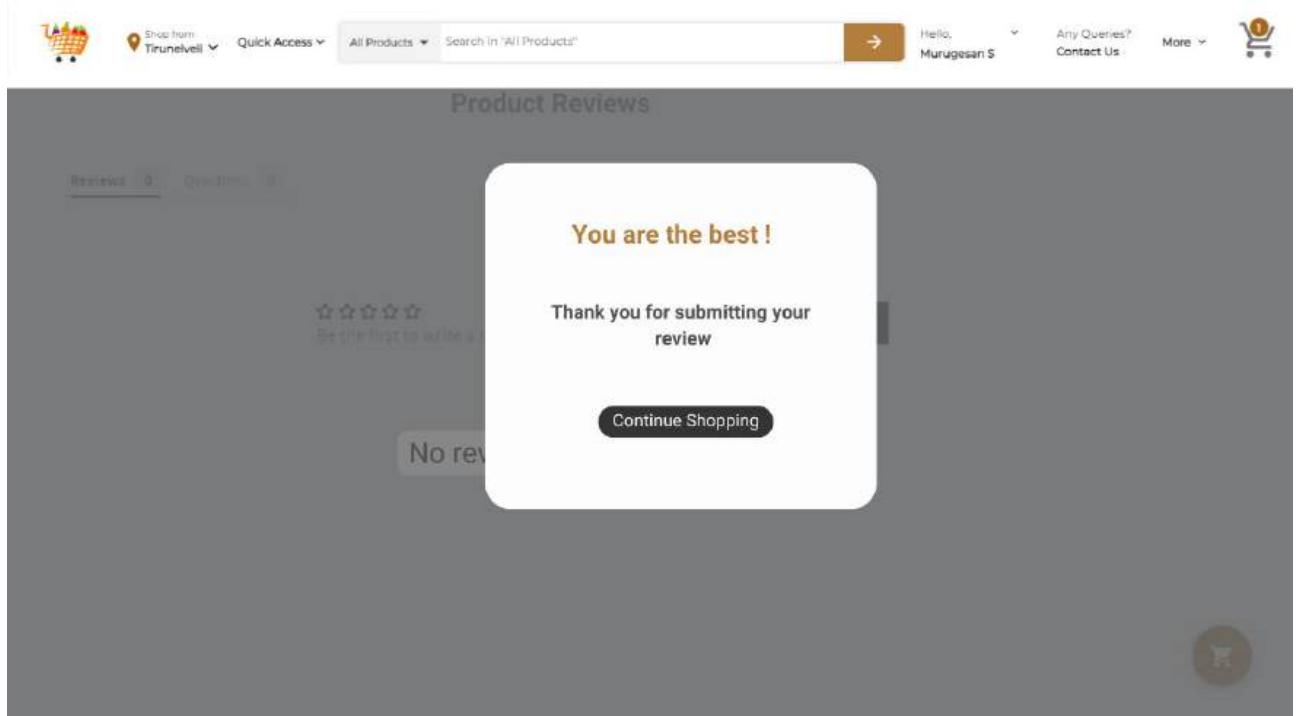
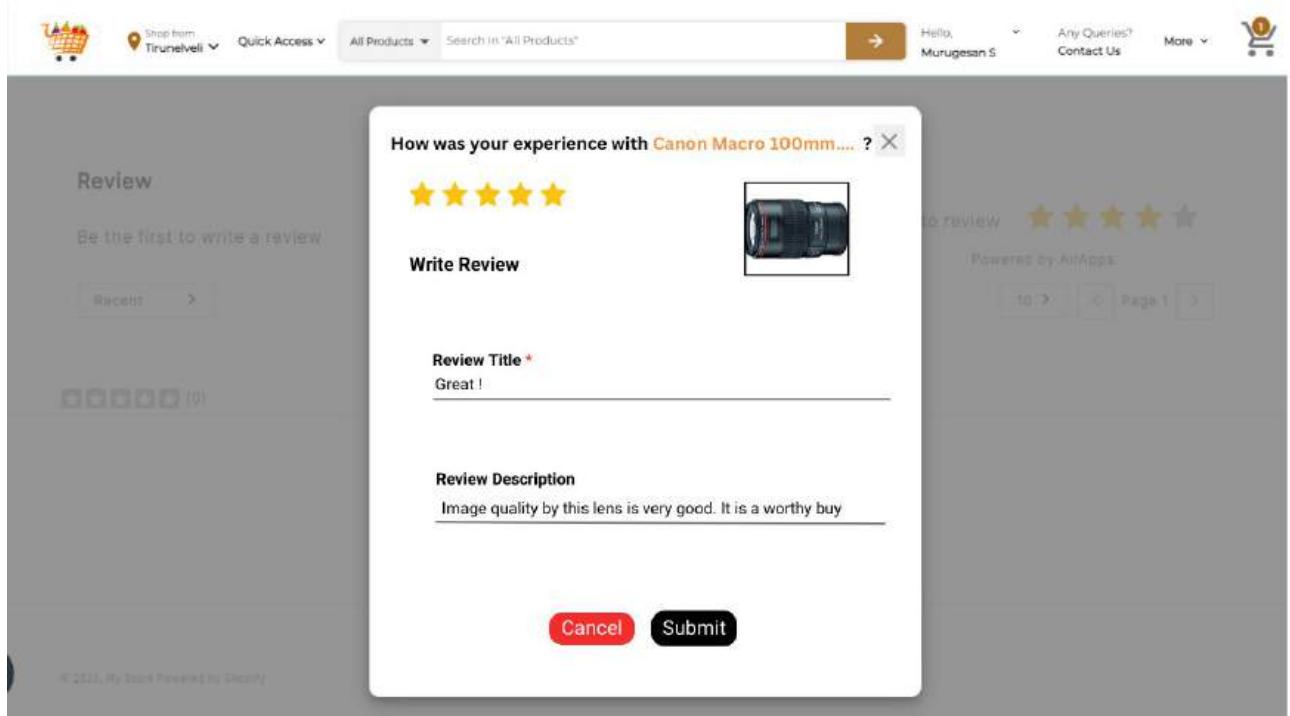
The screenshot shows a product review form for a 'Canon Macro 100mm....' lens. The form includes a 5-star rating scale with 4 stars highlighted in yellow. A placeholder text 'Be the first to write a review.' is visible. Below the rating is a 'Write Review' button. The 'Review Title' field contains 'Great !' and the 'Review Description' field contains 'Image quality by this lens is very good. It is a worthy buy'. At the bottom are 'Cancel' and 'Submit' buttons. In the background, the product image of the lens is displayed along with a 5-star rating and the text 'Powered by AirAppeal'.



Now the review is in pending state, because you choose 4 stars as minimum star ratings in the auto publish settings.

A screenshot of the admin dashboard under the "plan check" section. The "Product Reviews" page lists a single review for a "Canon macro 100mm lens" by "Murugesan S". The review content is "Great! Image quality by this lens is very good. It is a worthy buy." The rating is shown as 5 stars. The status of the review is "Pending".

Now give 4 stars or 5 stars ratings in the review. Enter a review message and click the submit button. Here assume that customer gives 5 stars.



Now the review is automatically published. It is in a published state in the admin page.

plan check

Product Reviews

List of all product reviews...

Add Review Remove

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	Great! Image quality by this lens is very good. It is a worthy buy.	★★★★★	<input checked="" type="checkbox"/>	

Customers can see their given reviews by refreshing the page after a few seconds from the time of submitting reviews due to the auto publish feature.

Overall Rating
★★★★★ 5 out of 5

1 Ratings

5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

Sort by Most Recent ▾ Ratings All Ratings ▾

Reviews Q&A

Great!
Image quality by this lens is very good. It is a worthy buy.
Murugesan S Sep 05, 23

Activate Product Review Attachments

When enabling Review Attachment settings in the Product Review Settings get images and videos from customers in reviews.

plan check

Hello, Johny Smith!

Review Settings

Configure review settings here

Product Review Settings

Auto Publish reviews

No limit Minimum star rating

Minimum star rating: 4 star

Product review submission message

You are the best !
Thank you for submitting your review.

Activate product review attachments

Show review votes

Review inappropriate

Cancel Save

Review Form - With attachments

Enable the product review attachments settings to accept images and videos in customer reviews.

plan check

Hello, Johny Smith!

Review Settings

Configure review settings here

Product Review Settings

Auto Publish reviews

No limit Minimum star rating

Minimum star rating: 4 star

Product review submission message

You are the best !
Thank you for submitting your review.

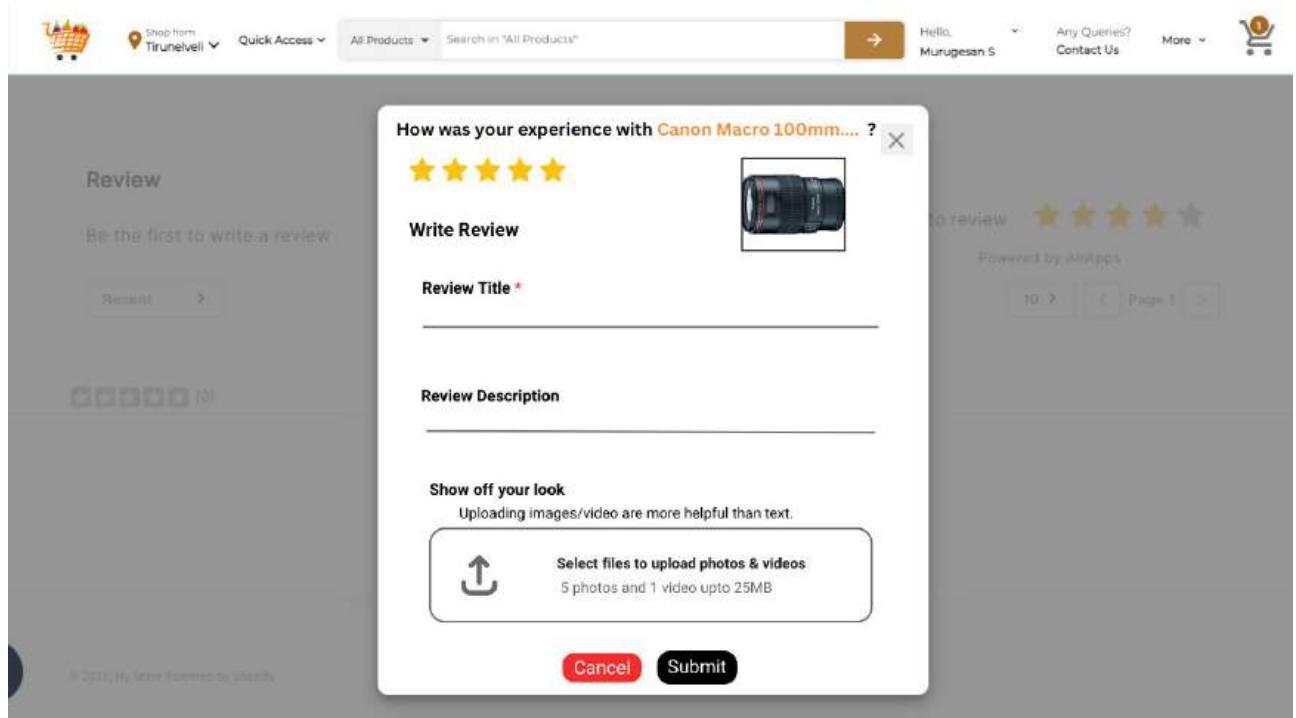
Activate product review attachments

Show review votes

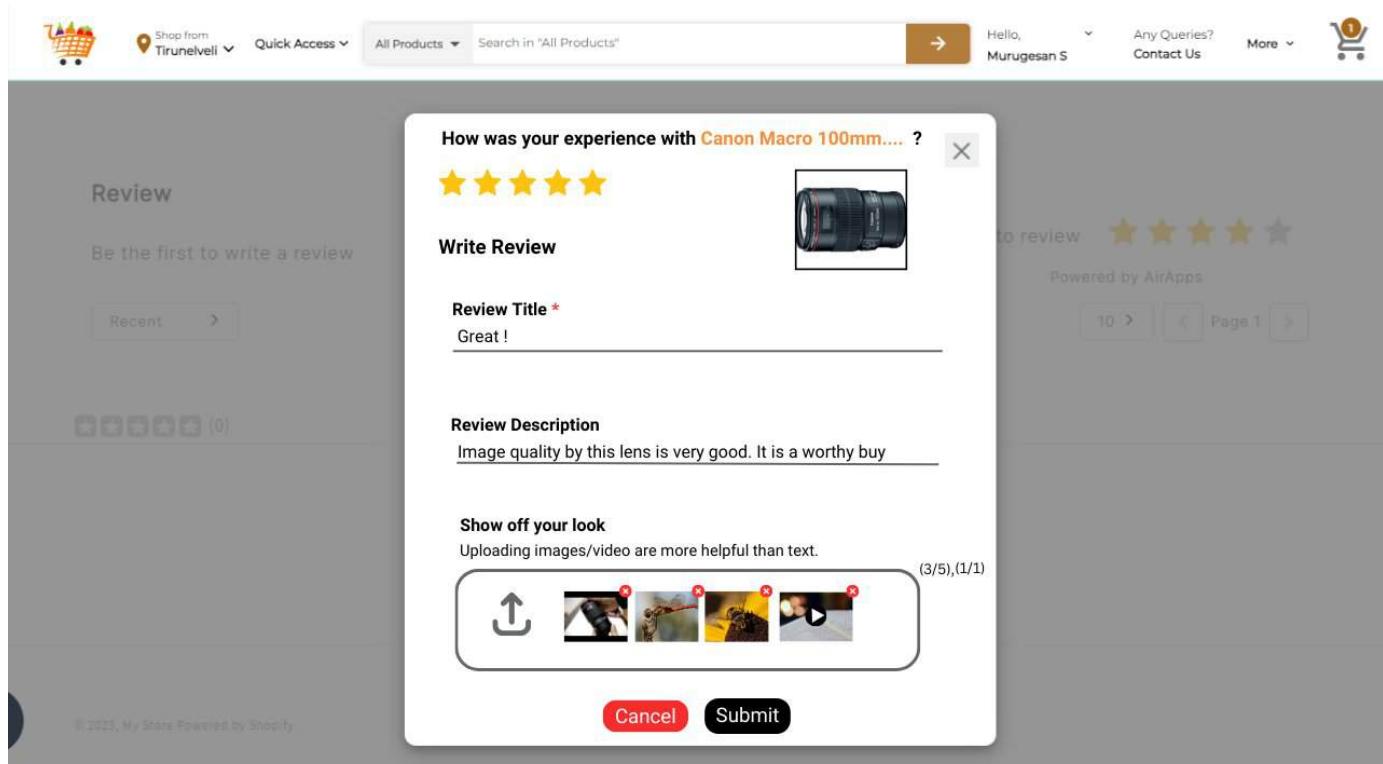
Review inappropriate

Cancel Save

Now the media attachment option is shown in the product review form.



Then fill out the review attach your images and videos and click the submit button to submit your review. Counts of images and video uploaded are shown in the right side



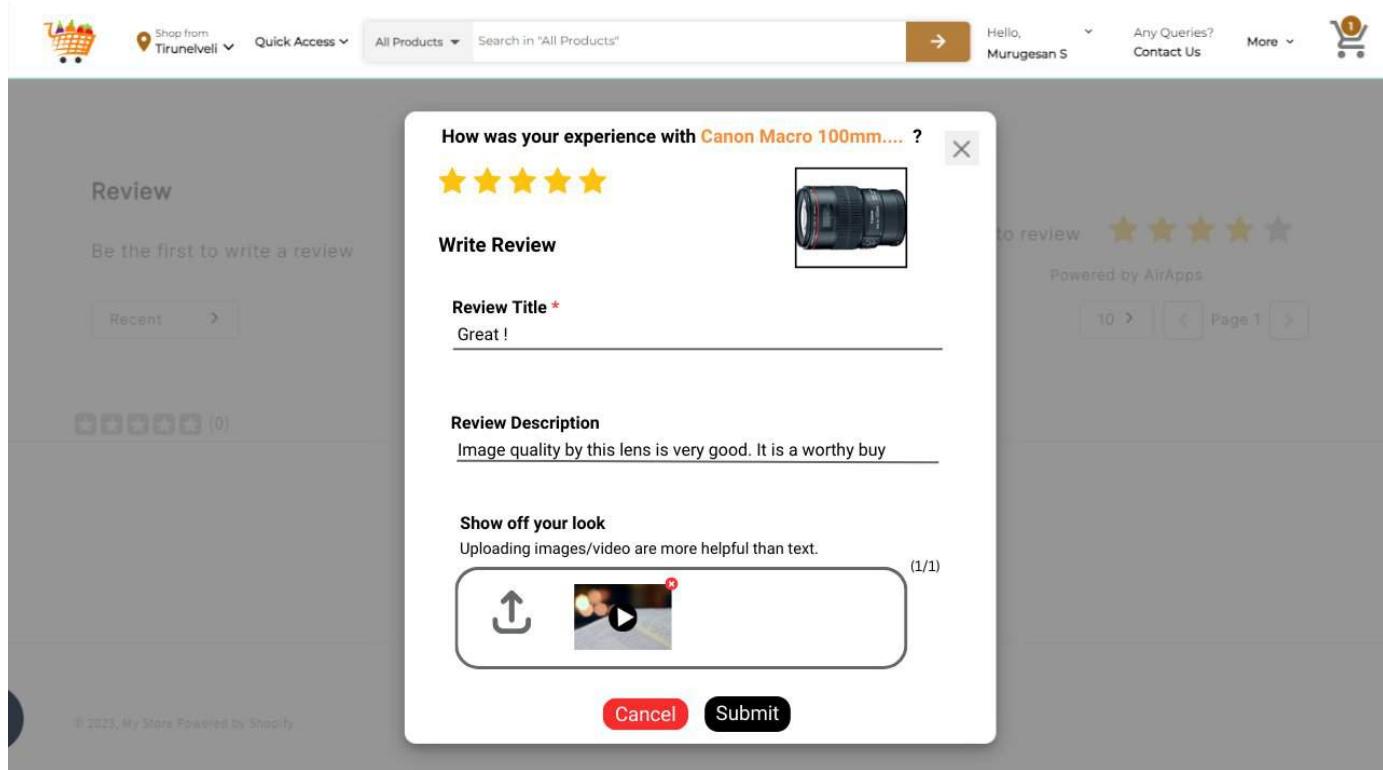
Note : You can only upload a maximum of 5 pictures per review and one video, video up to 25 MB, You can't choose an image file after choosing five images.

Image supported format - .jpg, .png, .gif, .jpeg, .webp

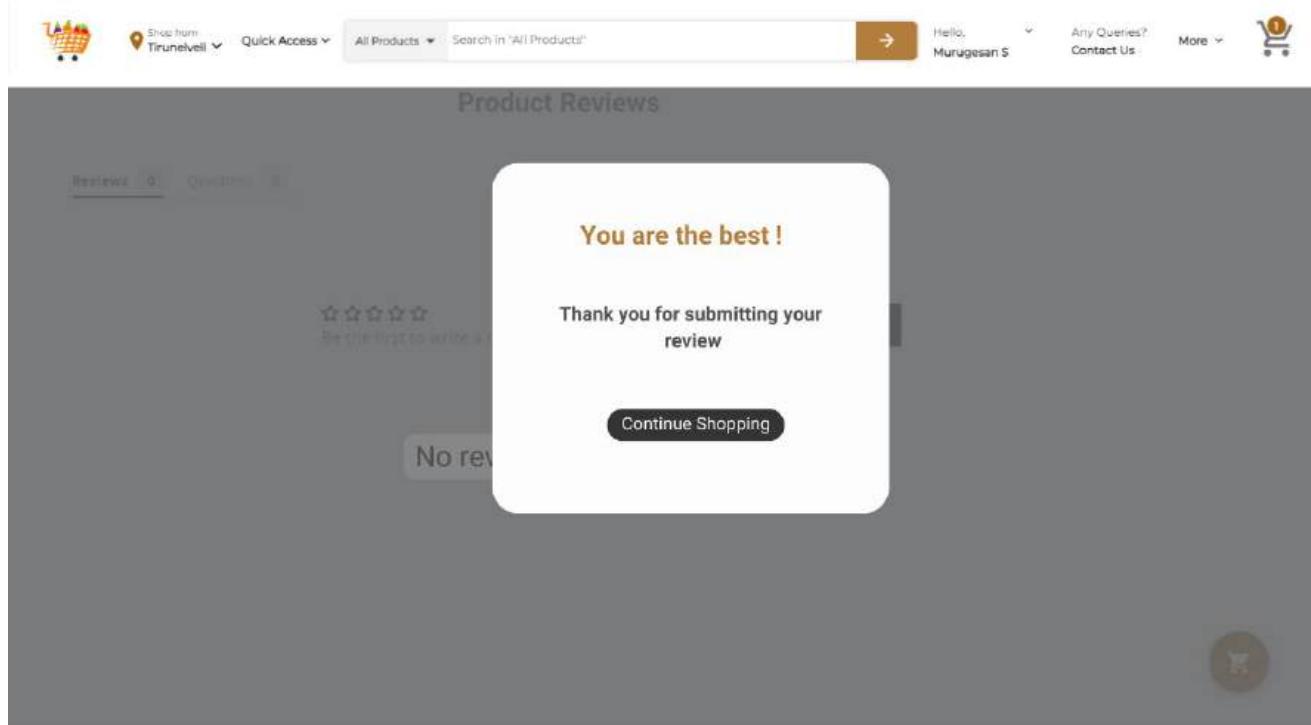
If customers only upload images, images count only shown

The screenshot shows a review interface for a product. At the top, there's a navigation bar with a shopping cart icon, location dropdown, quick access, search bar ('Search in "All Products"'), user profile ('Hello, Murugesan S'), contact us link, and more options. The main area is a modal for writing a review. It asks 'How was your experience with Canon Macro 100mm.... ?' and shows a 5-star rating. Below that is a 'Write Review' section with a 'Review Title *' field containing 'Great !'. Under 'Review Description', there's a text input with the placeholder 'Image quality by this lens is very good. It is a worthy buy'. A section titled 'Show off your look' allows uploading images, with a note that 'Uploading images/video are more helpful than text.' Three images are currently uploaded, indicated by small thumbnail previews and a '(3/5)' counter. At the bottom of the modal are 'Cancel' and 'Submit' buttons.

If customers upload only video, video count only shown.



Now a thank you message is shown in the popup window once customer click submit button.



When customer submit the review, Admin will receive a review notification mail with the review details.

Review Submit Mail Notification for Admin

Once the customer submit a review, an email notification is sent to the admin email. The mail content is different for auto publish settings on and off conditions.

Mail Notification for Manual Publish

The mail content for review submit mail to the admin when auto publish option is turned off (default) is given below.

Request to Publish Customer review for the product notification to admin

Subject: Customer Review for the Product - Request to Publish

Des : Send mail to Admin requesting to publish the customer review for the product.

Store Name/Logo

Hi store_owner_name,

We wish to inform you that your store (store_name), has received a product review from the customer(customer_name), for the product(product_name).

Here are the details for the product review:

Reviewer Name	: [Customer_Name]
Product	: [Product_Name]
Review Date	: [Review_Date]
Review Rating	: [Rating]
Review Title	: [Review_Title]
Review Description	: [Review_Description]
Show off your look	: Image, Video

As the auto-publish feature is currently disabled, the review is in a pending status. If you wish to publish the review, please click the button below,

[Publish the Review](#)

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Mail Notification for Autopublish

The mail content for review submit mail to the admin when auto publish option is turned on is given below.

Automatic Customer Review Publication Notification to Admin

Subject: Customer Review for the Product - Automatically published

Des : Send mail to Admin when a customer review for the product has been published automatically.

Store Name/Logo

Hi store_owner_name,

We wish to inform you that your store (store_name), has received a product review from the customer(customer_name), for the product(product_name).

Here are the details for the product review:

Reviewer Name	:	[Customer_Name]
Product	:	[Product_Name]
Review Date	:	[Review_Date]
Review Rating	:	[Rating]
Review Title	:	[Review_Title]
Review Description	:	[Review_Description]
Show off your look	:	Image, Video

As the auto-publish feature is currently enabled, the review for the product is automatically published and visible to all customers browsing your store.

If you wish to change the review status, please click the button below,

[Change Review Status](#)

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

After a few seconds, the review will be displayed on the storefront

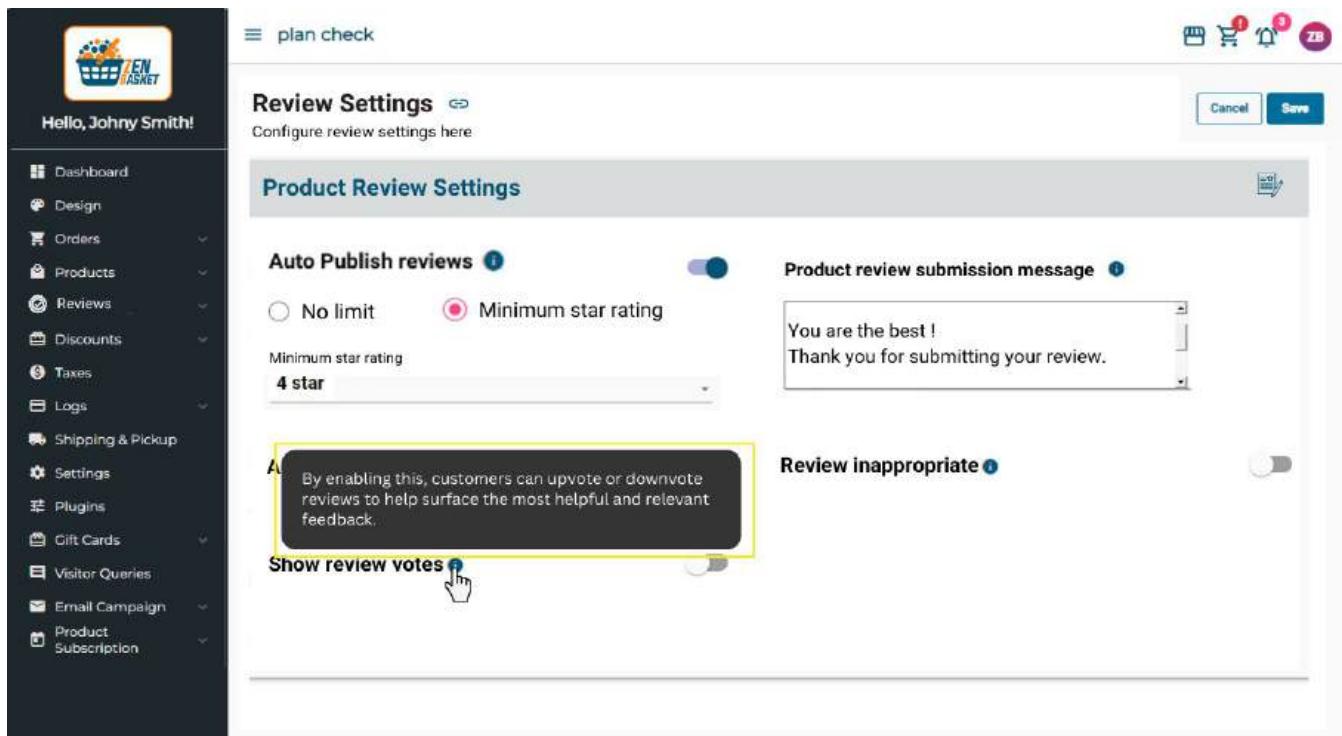
The screenshot shows a storefront interface with a navigation bar at the top. Below the navigation bar, there are two tabs: "Reviews" and "Q&A", with "Reviews" being the active tab. On the left, there is a "Overall Rating" section showing a 5-star rating with 5 out of 5 stars and a 100% count for 5 stars. Below this is a "1 Ratings" section with a horizontal bar showing 100% for 5 stars. To the right, a specific review is displayed for a user named Murugesan S, dated Sep 05, 23. The review title is "Great!" and the content reads: "Image quality by this lens is very good. It is a worthy buy." Below the text are four small thumbnail images related to the review. At the bottom right of the review card, there are buttons for "Like", "Dislike", and "Flag".

Click on the image to view it in large size. Now the images are in slider format in the popup window. The review details are also shown on the side of the images slider.

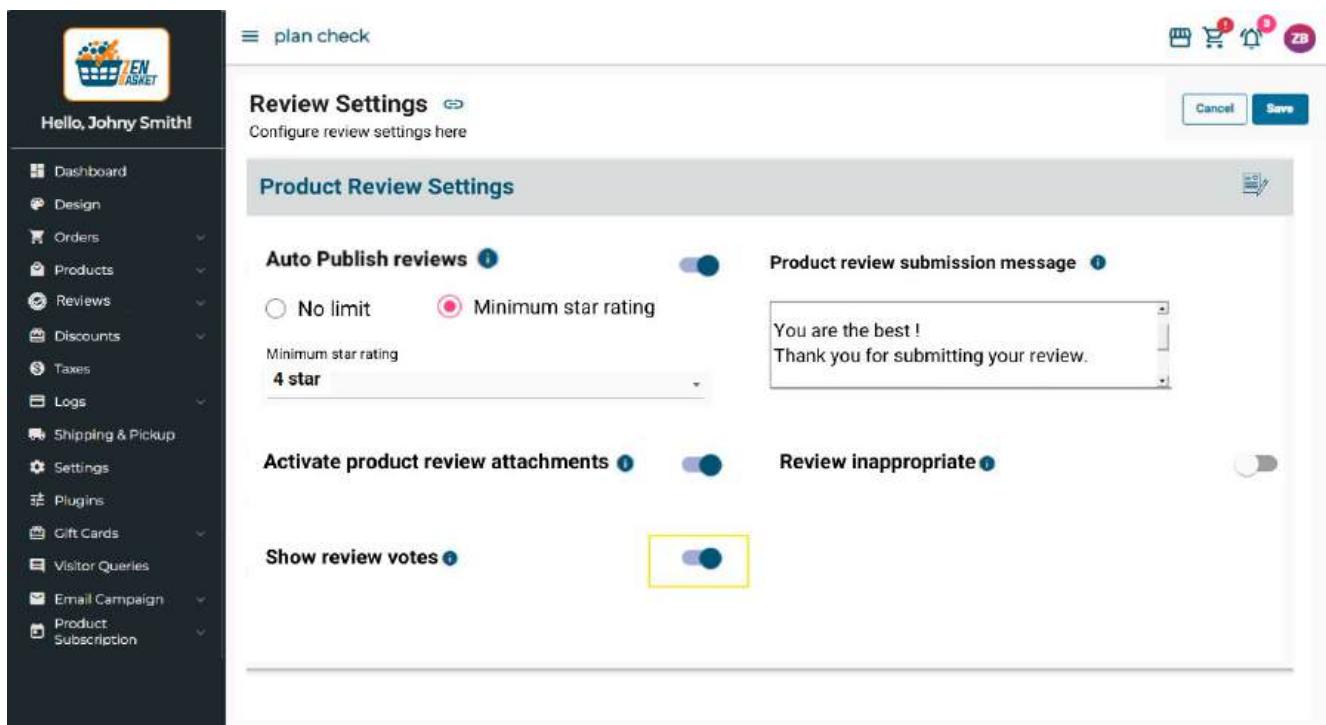
This screenshot shows a similar storefront interface, but a specific review is now displayed in a modal window. The modal has a dark background and contains a large image of a Canon lens being held. To the right of the image, the review details are shown: "Customer Review" by Murugesan S, 4 out of 5 stars, dated Sep 05, 23. The review text is "Great! Image quality by this lens is very good. It is a worthy buy." At the bottom of the modal, there are buttons for "Like", "Dislike", and "Flag". The rest of the storefront interface is visible in the background.

Review Votes

When you enable review votes, like and dislike buttons will be displayed in the storefront



The screenshot shows the ZenCart Admin Panel under the 'Review Settings' section. On the left is a dark sidebar with various menu items like Dashboard, Design, Orders, Products, Reviews, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, Gift Cards, Visitor Queries, Email Campaign, and Product Subscription. The main area has a light background. At the top, it says 'plan check'. Below that is a header 'Review Settings' with a 'Configure review settings here' link and 'Cancel' and 'Save' buttons. A sub-header 'Product Review Settings' is followed by a 'Auto Publish reviews' section with a toggle switch set to 'Minimum star rating' (radio button selected). Below it is a dropdown for 'Minimum star rating' set to '4 star'. To the right is a 'Product review submission message' text area containing 'You are the best! Thank you for submitting your review.' A callout box with a yellow border points to the 'Show review votes' button, which is also highlighted with a yellow box. Below this is a 'Review inappropriate' toggle switch set to off. The overall interface is clean with blue and grey colors.



This screenshot is identical to the one above, showing the ZenCart Admin Panel's 'Review Settings' page. The 'Show review votes' button is again highlighted with a yellow box. The rest of the interface, including the sidebar, main header, and other settings sections, remains the same.

Now, customers have the ability to express their preference by liking or disliking reviews, whether they were submitted by themselves or by others.

Customers can choose only one button either like or dislike. Both can't be chosen at a time.

Overall Rating
★★★★★ 5 out of 5

1 Ratings

5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

Sort by Most Recent ▾ Ratings All Ratings ▾

Great!
Image quality by this lens is very good. It is a worthy buy.

MS
Murugesan S Sep 05, 23

0 like 0 dislike

Upvote: Click the upvote button to like the review. By clicking the thumbs-up icon, the count will increase.

Overall Rating
★★★★★ 5 out of 5

1 Ratings

5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

Sort by Most Recent ▾ Ratings All Ratings ▾

Great!
Image quality by this lens is very good. It is a worthy buy.

MS
Murugesan S Sep 05, 23

1 like 0 dislike

The like counts also visible in the admin side review list page,

plan check

Product Reviews

List of all product reviews...

Add Review Remove

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	<p>Great !</p> <p>Image quality by this lens is very good. It is a worthy buy.</p> <p>0 like 1 dislike 0</p>	★★★★★	<input checked="" type="checkbox"/>	

Downvote: Click the downvote icon to dislike the review. By clicking the icon the dislike count will increase and like count will decrease.

Shop from Tirunelveli Quick Access All Products Search in 'All Products'

Hello, Murugesan S More Contact Us

Reviews Q&A

Sort by Most Recent Ratings All Ratings

Overall Rating 5 out of 5

1 Ratings

5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

Great !

Image quality by this lens is very good. It is a worthy buy.

MS
★★★★★
Murugesan S Sep 05, 23

0 like 1 dislike

The dislike counts also visible in the admin side review list page,

The screenshot shows the ZenBasket admin interface. On the left is a sidebar with a logo and a user greeting "Hello, Johny Smith!". The sidebar contains several menu items: Dashboard, Design, Orders, Products, Reviews (which is currently selected), Product Reviews, Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main content area is titled "Product Reviews" and shows a table of reviews. The table has columns for "Product Name", "Customer Name", "Content", "Ratings", "publish", and "Actions". One review is listed: "Great!" by Murugesan S. for a "Canon macro 100mm lens". The content says "Image quality by this lens is very good. It is a worthy buy." There are five star ratings, a publish toggle switch (which is off), and edit/delete icons. Below the table is a search bar and some navigation icons.

Note: Admin can only see the votes count. He/She can't edit the votes counts.

Review inappropriate

When Certain reviews may appear unrelated to the product or contain sensitive content, the flag option is available for reporting such reviews. Enable Review Inappropriate to allow customers to report inappropriate reviews

The screenshot shows the 'Review Settings' configuration page in the ZenCart admin interface. The 'Product Review Settings' section is active. The 'Auto Publish reviews' toggle is on. The 'Minimum star rating' radio button is selected, and the dropdown is set to '4 star'. The 'Product review submission message' field contains the text: 'You are the best ! Thank you for submitting your review.' The 'Activate product review attachments' toggle is on. The 'Review inappropriate' toggle is on, indicated by a yellow box highlighting the toggle switch.

This screenshot is identical to the one above, except the 'Review inappropriate' toggle is now off, indicated by a yellow box highlighting the toggle switch.

When enabling the review inappropriate settings, The report review message and report review success message fields are now displayed within the settings, allowing you to customise these messages.

Review Settings

Configure review settings here

Product Review Settings

Auto Publish reviews

No limit Minimum star rating

Minimum star rating
4 star

Product review submission message

You are the best!
Thank you for submitting your review.

Activate product review attachments

Show review votes

Review inappropriate

Report Review Message
Report as inappropriate

Report Review Success Message
This review has been reported

Now the flag option is shown in the reviews storefront

Overall Rating

★★★★★ 5 out of 5

1 Ratings

5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

MS

★★★★★
Murugesan S
Sep 05, 23

Great !

Image quality by this lens is very good. It is a worthy buy.

0 like 1 dislike

Flag

when a customer hovers over an unmarked flag icon, The message for reporting a review is displayed

This screenshot shows a review page for a product. At the top, there's a navigation bar with icons for location, quick access, search, and user profile. Below the navigation is a header with 'Reviews' and 'Q&A' buttons. The main content area displays an overall rating of 5 out of 5 stars. On the right, a specific review by 'Murugesan S' dated Sep 05, 23, is shown with the text 'Great!'. Below the text are four small images related to the review. To the right of the images is a feedback section with '0 like', '1 dislike', and a 'Flag' button, which is highlighted with a yellow border. A large orange shopping cart icon is positioned at the bottom right.

Once the review is flagged by a customer, the flag icon becomes dark colour,

This screenshot shows the same review page as the first one, but the 'Flag' button has been clicked, changing its color to dark. The rest of the interface remains the same, including the overall rating, the review by 'Murugesan S', the images, and the feedback section. The large orange shopping cart icon is again at the bottom right.

When a customer clicks hover the flagged icon, the success message for reporting a review is displayed

Overall Rating: ★★★★★ 5 out of 5

1 Ratings

5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

Sort by: Most Recent ▾ Ratings All Ratings ▾

Great!
Image quality by this lens is very good. It is a worthy buy.

MS Murugesan S Sep 05, 23

0 like 1 dislike Flag Report

Note: The count of flags in a review is not shown in the storefront.

The count of flags given to a review is shown to the admin in product reviews list page.

Hello, Johny Smith!

- Dashboard
- Design
- Orders
- Products
- Reviews
 - Product Reviews
 - Store Testimonials
- User Management
- Discounts
- Taxes
- Logs
- Shipping & Pickup
- Settings
- Plugins
- Gift Cards

plan check

Product Reviews ➔ List of all product reviews...

Add Review Remove

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	Great! Image quality by this lens is very good. It is a worthy buy.	★★★★★	<input checked="" type="checkbox"/>	

Note:

1. Admin can only see the flag count. He/She can't edit the flag count.
2. Flagged reviews cannot be converted to store testimonials.

Review Sorting

Customers can sort product reviews in the storefront. By default the Most Recent option is chosen to display recent reviews of the product.

Click the sort menu on the right top side of the review section.

Now sorting options are (with attachment, highest ratings, lowest ratings, most votes,,etc..) shown. Customers can choose which sorting option they want.

The screenshot shows a storefront interface with a navigation bar at the top. Below the navigation bar, there are two tabs: "Reviews" (which is selected) and "Q&A". On the right side of the page, there is a review section for a product. The review section includes a star rating of 5 out of 5, the reviewer's name (Murugesan S), and the date (Sep 05, 23). The review text says "Great! Image quality by this lens is very good". Below the review, there is a "Sort by" dropdown menu with the following options:

- Most Recent (selected)
- With Attachment
- Highest Ratings
- Lowest Ratings
- Most Votes
- Least Votes

A yellow box highlights the "Most Recent" option. To the right of the sort menu, there are icons for "0 like", "1 dislike", and "Flag".

Review Filter

Customers can filter reviews based on the star rating counts. By default All Ratings option is chosen. Customers can choose the star ratings to filter the huge amount of reviews.

The screenshot shows a product review page for a lens. At the top, there's a navigation bar with a location icon, "Tirunelveli", "Quick Access", "All Products", a search bar, "Hello, Murugesan S.", "Any Queries? Contact Us", and a "More" dropdown. Below the navigation is a tab bar with "Reviews" (selected) and "Q&A".

Overall Rating: ★★★★★ 5 out of 5

Ratings Distribution:

Rating	Percentage
5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

A review by **Murugesan S.** from Sep 05, 23, rated **Great!** with **★★★★★**. The review text: "Image quality by this lens is very good. It is a worthy buy." Below the review are four small thumbnail images of the lens in use.

Sort by: Most Recent ▾ **Ratings:** All Ratings ▾

All Ratings (radio button selected):

- 5 Stars
- 4 Stars
- 3 Stars
- 2 Stars
- 1 Star

For example, if a customer chooses a 5 stars filter, reviews with 5 stars only shown.

Product Review List Page Actions

Navigate to Product reviews menu under review section

The screenshot shows the "Product Reviews" section of the admin dashboard. The left sidebar includes "Dashboard", "Design", "Orders", "Products", "Reviews" (selected), "Product Reviews" (under Reviews), "Store Testimonials", "User Management", "Discounts", "Taxes", "Logs", "Shipping & Pickup", "Settings", "Plugins", and "Gift Cards".

The main area shows a list of reviews. A header row includes "Search", "Product Name", "Customer Name", "Content", "Ratings", "publish", and "Actions".

One review is displayed in detail:

Great!
Image quality by this lens is very good. It is a worthy buy.
★★★★★

Below the review are icons for "0", "0", and "1". A "Write Reply" button is also present.

S.No	Fields	Type	Options/Conditions	Description
1.	Search	Text field	Product name should be in placeholder text	The exact search result should be displayed
2.	Sort	Dropdown	<p>There are four sort options:</p> <ul style="list-style-type: none"> → Newest → Oldest → Rating highest → Rating lowest → With Attachment → Most Votes → Least Votes 	"Newest" should be the default option. When selecting one of the sort's options, the appropriate result will be shown in the list page.
3.	Filter	Dropdown(Status, Ratings, Customer Name) Radio button(Status) Radio button(Ratings) Search and multiple select (Customer Name)	<p>There are three filters:</p> <ul style="list-style-type: none"> → Status → Ratings → Customer Name → Date Range <p>"Status" should contain the following options</p> <ul style="list-style-type: none"> • Published • Not published • Flagged <p>(All options should be "Radio button")</p> <p>(Ratings options should be "Radio button")</p> <p>(Customer name options should be "Check box")</p>	Reset Filter & Close button available at the filters header. After filtering the options in Status/ ratings/ Customer Name "Apply" button and Individual "Reset" icon will be shown. After clicking "Apply" button, the appropriate result will be shown in the list page.
4.	Import	button		Import reviews from other source
5.	Export	button		Export review as csv file
6.	Add Review	button		To write manual review using the "Add Review" button
7.	Bulk Action		Bulk Delete	To delete many reviews
8.	Table title			Product Name, Customer Name, Content, Ratings, Publish, Action -

				view,edit,share, delete, more actions
9.	Write Reply	Link	To write a reply message to a review.	
10.	View	Icon		To view the review details by clicking the view icon
11.	Edit	Icon		When you have edit the review details like review title,description and star ratings, after you have saved, the changes will be updated
12.	Share	Icon		To share the review in various social media platforms by clicking the share icon
13.	Delete	Icon		To delete a review.
14.	More Actions	Icon	More Actions have three actions → Request for edit review → Convert to store reviews	To request customers to change their review via email. Convert a product review into store review
		If reply message is available , Actions available for reply(edit and delete)		
15.	Edit	Button		When you edit the reply message, after you have saved, the changes are updated in the reply.
16.	Delete	Button		Delete the reply message in a review.

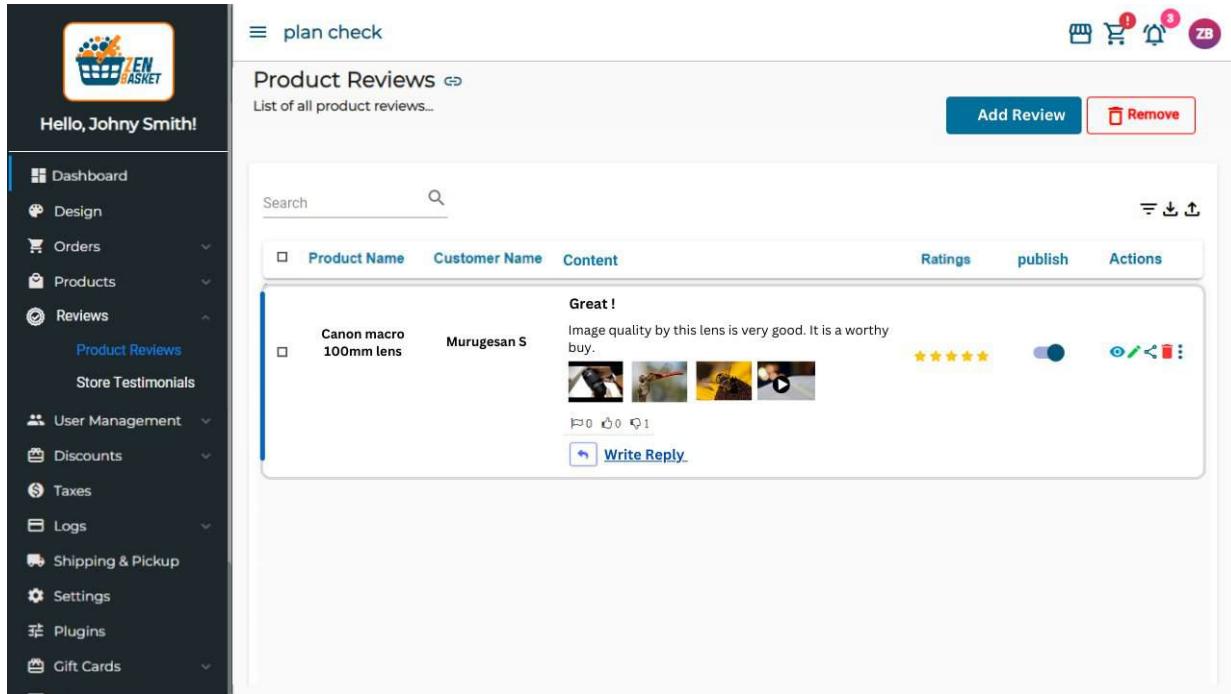
Write Review Reply

Admin can reply to a customer's review which will increase his/her store user experience.

Types of reply message:

- Public - reply message visible in storefront to all customers/visitors
- Private - Reply message is notified to the customer via email. This type of reply messages not shown in storefront

Click the Write Reply link under the review message



The screenshot shows the ZenBasket admin dashboard. On the left, there's a sidebar with various menu items: Dashboard, Design, Orders, Products, Reviews (selected), Product Reviews (under Reviews), Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main content area is titled "plan check" and "Product Reviews". It shows a table with columns: Product Name, Customer Name, Content, Ratings, publish, and Actions. One review is listed: "Great !" by Murugesan S for a "Canon macro 100mm lens". The review content says "Image quality by this lens is very good. It is a worthy buy." It has a 5-star rating, is published, and has 1 like. A "Write Reply" button is visible at the bottom of the review card.

Now a popup will open . By default the Public Reply option is chosen.

The screenshot shows the ZenBasket admin dashboard. On the left is a dark sidebar with various menu items like Dashboard, Design, Orders, Products, Reviews, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled 'plan check' and shows 'Product Reviews'. A modal window is open, titled 'Reply to Review'. It displays a 5-star review from a user with profile picture 'MS' and the name 'Great!'. The review text is 'Image quality by this lens is very good. It is a worthy buy.' Below the review are five small thumbnail images. A text input field says 'Reply by Johny Smith' and 'Write your reply here'. There are two radio buttons for 'Public' (selected) and 'Private (Email)'. At the bottom are 'Cancel' and 'Reply' buttons. To the right of the modal, there are tabs for 'Ratings', 'publish', and 'Actions', along with a star rating indicator and a 'Remove' button.

1. Public Reply

Fill your reply in the text area and choose the public or private option

This screenshot is identical to the one above, but the reply text in the modal has been changed to 'Thanks for your positive review'.

When the admin reply to a review, customer receives a mail notification about admin's review to his/her review.

Now the reply message is shown under review in the content column with the Public tag. Write reply link is disappear once reply to a review.

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	<p>Great! Image quality by this lens is very good. It is a worthy buy.</p> <p>Johny Smith 09 Sep 2023, 10:20 AM Thank you for your positive review.</p>	★★★★★	Public	Edit Delete

The admin or staff name in his/her profile who reply to the review is shown in the reply message.

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	<p>Great! Image quality by this lens is very good. It is a worthy buy.</p> <p>Johny Smith 09 Sep 2023, 10:20 AM Thank you for your positive review.</p>	★★★★★	Public	Edit Delete

Now the reply message is visible in the storefront under the specific review with the admin/staff name who gave the reply.

Overall Rating
★★★★★ 5 out of 5

1 Ratings:
 5★ 100%
 4★ 0%
 3★ 0%
 2★ 0%
 1★ 0%

Great!
Image quality by this lens is very good. It is a worthy buy.

MS
Murugesan S
Sep 05, 23

Johny Smith 09 Sep 2023, 10:20 AM
Thanks for your positive review.

0 like
1 dislike
Flag

2. Private Reply

Choose the **Private** option to reply to a customer's review privately. The reply message is sent to the customer through email.

Hello, Johny Smith!

plan check

Product Reviews

Reply to Review

MS ★★★★★ Great!
Sep 05, 2023
Canon macro 100mm lens

Image quality by this lens is very good. It is a worthy buy.

Reply by Johny Smith
Thanks for your positive review.

Public Private (Email)

Cancel Reply

Now the reply message is shown in the admin page with the Private tag.

The screenshot shows the Zen Cart admin interface. On the left is a sidebar with various menu items like Dashboard, Design, Orders, Products, Reviews, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled 'Product Reviews' and shows a table of reviews. One review for a 'Canon macro 100mm lens' by 'Murugesan S.' is highlighted. The review content says 'Great! Image quality by this lens is very good. It is a worthy buy.' It has a 5-star rating and a private message from 'Johny Smith' dated '08 Sep 2023, 10:20 AM' with the message 'Thank you for your positive review.'

Private reply message is not shown in the storefront.

The screenshot shows the Zen Cart storefront for a product. At the top, there's a header with a location dropdown ('Show from Tirunelveli'), quick access links, and user info ('Hello, Murugesan S.', 'Any Queries? Contact Us', 'More'). Below the header, there are tabs for 'Reviews' and 'Q&A'. The 'Reviews' tab is selected. The review for the Canon macro 100mm lens is shown with a 5-star rating and a timestamp of 'Sep 05, 23'. The review content is identical to the one in the admin panel. There are also like, dislike, and flag buttons.

Notification to Customers About Review Reply

Public Reply Notification for admin

When reply messages are sent to the corresponding customer through email, this reply message are displayed in the storefront.

Subject :[store_name] replied to your review of [product_name]

Des : Send mail to customer about admin reply to his/her review in a product.

Store Name/Logo

Hi [customer_name],

We appreciate you taking the time to write a review about the [product_name],
[Store name] has responded to a review you left for this product,

[Product_Link]

This is the review you left:

Review Title : [Review_Title]

Review Description : [Review_Description]

This is the reply by [store_name]:

[Review_Reply]

Your feedback is highly valuable to our business!

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Private Reply Notification for admin

When reply messages are sent to the corresponding customer, through email in private reply, this reply message does not display in the storefront.

Subject : [store_name] privately replied to your review of [product_name]

Des : Send mail to customer about admin's private reply to his/her review for a product.

Store Name/Logo

Hi [customer_name],

We appreciate you taking the time to write a review about the [product_name],
[Store name] has responded to a review you left for this product,

This is the review you left:

Review Title : [Review_Title]
Review Description : [Review_Description]

This is the reply by [store_name]:

[Review_Reply]

Your feedback is highly valuable to our business!

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

Edit Review Reply

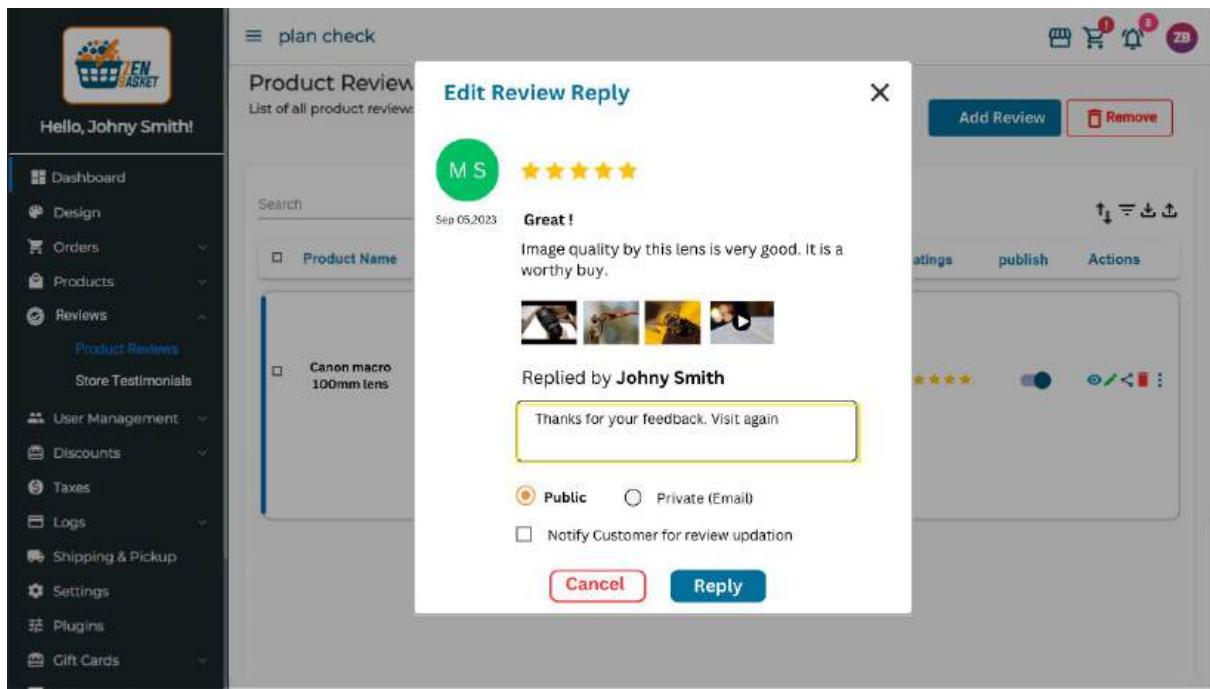
Click the edit button under reply message to edit the reply message.

The screenshot shows the ZenBasket admin interface. On the left is a sidebar with various menu items like Dashboard, Design, Orders, Products, Reviews, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled "plan check" and "Product Reviews". It lists a single review for a "Canon macro 100mm lens" by "Murugesan S". The review has a title "Great!", content "Image quality by this lens is very good. It is a worthy buy.", and a 5-star rating. Below the review, there's a reply from "Johny Smith" dated "08 Sep 2023, 10:20 AM" with the message "Thank you for your positive review". There are "Edit" and "Delete" buttons, and a "Public" switch which is currently off.

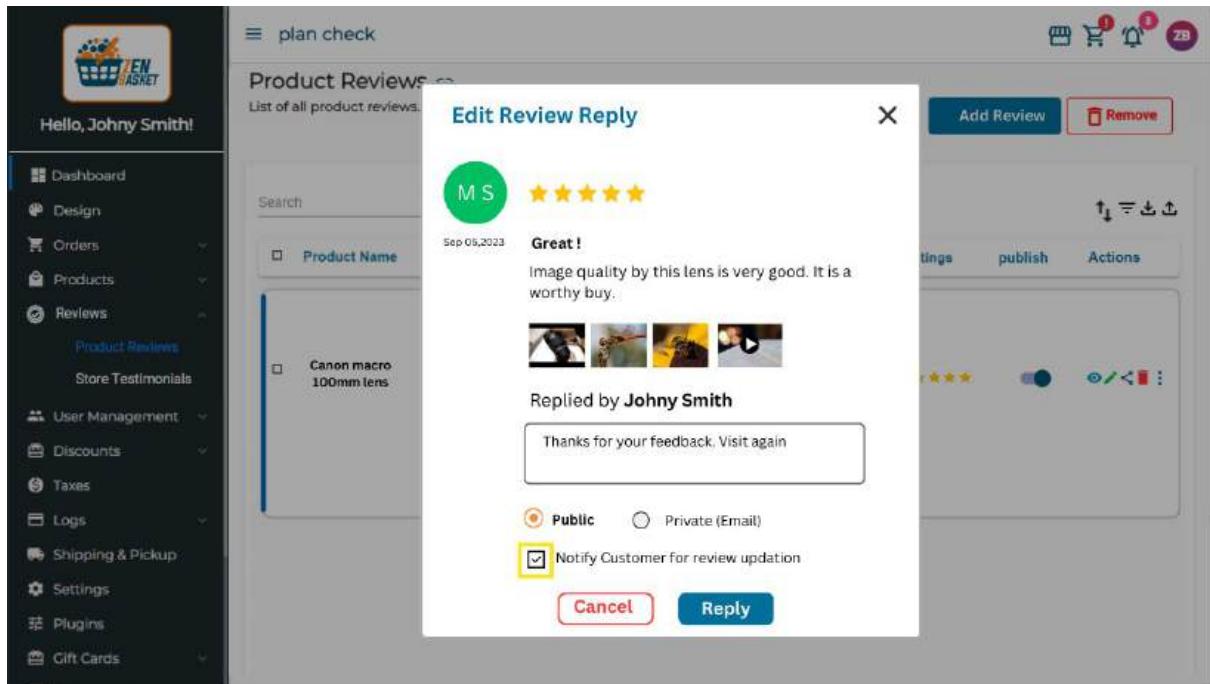
Now the popup will open in which he/she writes a reply message.

This screenshot shows a modal window titled "Edit Review Reply" over the same "Product Reviews" page. The modal contains the original review from "Murugesan S" and a new reply from "Johny Smith" with the message "Thanks for your positive review". It includes options to change the visibility from "Public" (selected) to "Private (Email)" and a checkbox for "Notify Customer for review update".

Admin can edit the reply message and also change public or private option if needed.



Check the check box if you want to notify the customer for reply updation via email. Now the admin can also change status from public to private option or vise versa



Now click the reply button to save your changes. The customer receives a reply update notification email.

Notification for Customers about an edit of review reply

When editing a reply message, if the admin wants to notify the customer of the reply update via email, admin should check the “Notify customers for review update” checkbox for the customer to receive the notification."

Subject : Notification for an edit of your review reply

Des : Send mail to customers about Admin's updated reply for his/her review.

Store Name/Logo

Hi [customer_name],

A moderator from [store_name] has updated a reply to your review for the product [product_name].

Your review was:

Review Title: [Review_Title]

Review Description: [Review_Description]

The new reply is:

[Review_Reply]

Your feedback is highly valuable to our business!

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Now the changes are reflected in the admin page as well as in the storefront.

The screenshot shows the Zen Cart admin interface under the 'Reviews' section. A specific review for a 'Canon macro 100mm lens' by 'Murugesan S.' is selected. The review content is: 'Great! Image quality by this lens is very good. It is a worthy buy.' Below the content, there is a reply message from 'Johny Smith' dated '09 Sep 2023, 8:20 PM' which says 'Thank you for your feedback. Visit again'. The 'DELETE' button for this reply is highlighted with a yellow box.

Delete Review Reply

Click the delete button to delete your reply message

This screenshot shows the same Zen Cart admin interface as the previous one, but the 'DELETE' button for the reply message from 'Johny Smith' is now highlighted in yellow, indicating it has been clicked. The rest of the interface remains the same, showing the review list and the reply message.

Now the reply message is deleted in the admin page and also not visible in the storefront.

Hello, Johny Smith!

- Dashboard
- Design
- Orders
- Products
- Reviews
 - Product Reviews**
 - Store Testimonials
- User Management
- Discounts
- Taxes
- Logs
- Shipping & Pickup
- Settings
- Plugins
- Gift Cards

plan check

Product Reviews

List of all product reviews...

Add Review Remove

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	<p>Great !</p> <p>Image quality by this lens is very good. It is a worthy buy.</p> <p>0 0 0 1</p> <p>Write Reply</p>	★★★★★	<input checked="" type="checkbox"/>	

Shop from Tirunelveli Quick Access All Products Search in 'All Products'

Hello, Murugesan S Any Queries? Contact Us More

[Reviews](#) [Q&A](#)

Reviews Q&A

Overall Rating ★★★★★ 5 out of 5

1 Ratings

5★	100%
4★	0%
3★	0%
2★	0%
1★	0%

Sort by **Most Recent** Ratings **All Ratings**

Great !

Image quality by this lens is very good. It is a worthy buy.

MS ★★★★★ Murugesan S Sep 05, 23

View Review

Now click the view icon in the Actions column.

Now the details of the review are open in a popup window. Admin can only see it and can't edit in the window.

If a reply message is available in a review, the reply message is also shown in the details window.

Hello, Johny Smith!

- Dashboard
- Design
- Orders
- Products
- Reviews
 - Product Reviews
 - Store Testimonials
- User Management
- Discounts
- Taxes
- Logs
- Shipping & Pickup
- Settings
- Plugins
- Gift Cards

plan check

Product Reviews

List of all product reviews...

Add Review Remove

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	<p>Great !</p> <p>Image quality by this lens is very good. It is a worthy buy.</p> <p>1 like 1 reply</p> <p>Johny Smith 09 Sep 2023, 10:20 AM</p> <p>Thank you for your positive review</p> <p>EDIT DELETE</p>	★★★★★	<input checked="" type="checkbox"/>	

Hello, Johny Smith!

- Dashboard
- Design
- Orders
- Products
- Reviews
 - Product Reviews
 - Store Testimonials
- User Management
- Discounts
- Taxes
- Logs
- Shipping & Pickup
- Settings
- Plugins
- Gift Cards

plan check

Product Reviews

List of all product reviews...

Add Review Remove

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	<p>★★★★★ Sep 05, 2023, 5:20PM</p> <p>Great !</p> <p>Image quality by this lens is very good. It is a worthy buy.</p> <p>MS Murugesan S Madurai, TN</p> <p>Replied By Johny Smith Sep 09, 2023, 10:20AM</p> <p>Thanks for your positive review.</p>	★★★★★	<input checked="" type="checkbox"/>	

Edit Review

Admin can edit the review content posted by customers. He/she also can able to edit the content and attach or remove media from/to the review.

Click the Edit icon in the Actions column to edit the review.

The screenshot shows the ZenBasket admin dashboard. On the left is a sidebar with various menu items: Dashboard, Design, Orders, Products, Reviews (selected), Product Reviews (under Reviews), Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled "plan check" and contains a "Product Reviews" section. It shows a table with columns: Product Name, Customer Name, Content, Ratings, publish, and Actions. One review is listed: "Canon macro 100mm lens" by "Murugesan S". The review content is "Great! Image quality by this lens is very good. It is a worthy buy.", rated 5 stars. There are five small thumbnail images below the text. At the bottom of the table are icons for reply, like, dislike, and delete. To the right of the table are "Add Review" and "Remove" buttons. Top right corner shows notifications for 1 message, 3 orders, and 1 gift card.

Now admin can edit the review details in the popup window open. Admin can edit product, star ratings, review title and description and photos & videos.

The screenshot shows the ZenBasket admin dashboard with the "Reviews" section selected. A modal window titled "Edit Review" is open over the main content. The modal fields are: Product Name (Canon Macro 100mm lens), Customer Name (Murugesan S), Date (Sep 05,2023, 5:20PM), Ratings (5 stars), Review Title (Great!), Review Description (Image quality by this lens is very good. It is a worthy buy.), and Photos & Videos (a grid of five small images with red circular icons in the top right corner). At the bottom of the modal are "Cancel" and "Update" buttons. The background shows the same "plan check" interface as the first screenshot, with the "Actions" column containing an edit icon.

S.No	Field	Type	Description	Validation	Validation Message
1.	Product Name	Dropdown Search with a single select option	The reviewed product name should be listed. Later, admin can be able to change the product	Required	Product name is required
2.	Customer Name	-	The name of the customer who has posted the review. Customer name is not editable		
3.	Date	Date	The date when the review is submitted by the customer. Date also not editable		
4.	Star Ratings	Selectable	By clicking the stars , you can change the star ratings count		
5.	Review Title	Text field	You can edit the review title. Review title is the short form of your feedback	Required Review title should not exceed 200 characters.	Review title is required
6.	Review Description	Text field	You can edit the review description. It is the description of your overall feedback	Optional Description should not exceed 500 characters.	
7. a)	Photos	Upload	Images that represent the goodness or badness of the image. You can remove or add images to the review (up to 5)		
7. b)	Video	Upload	You can upload a video about the product (size up to 25MP).		

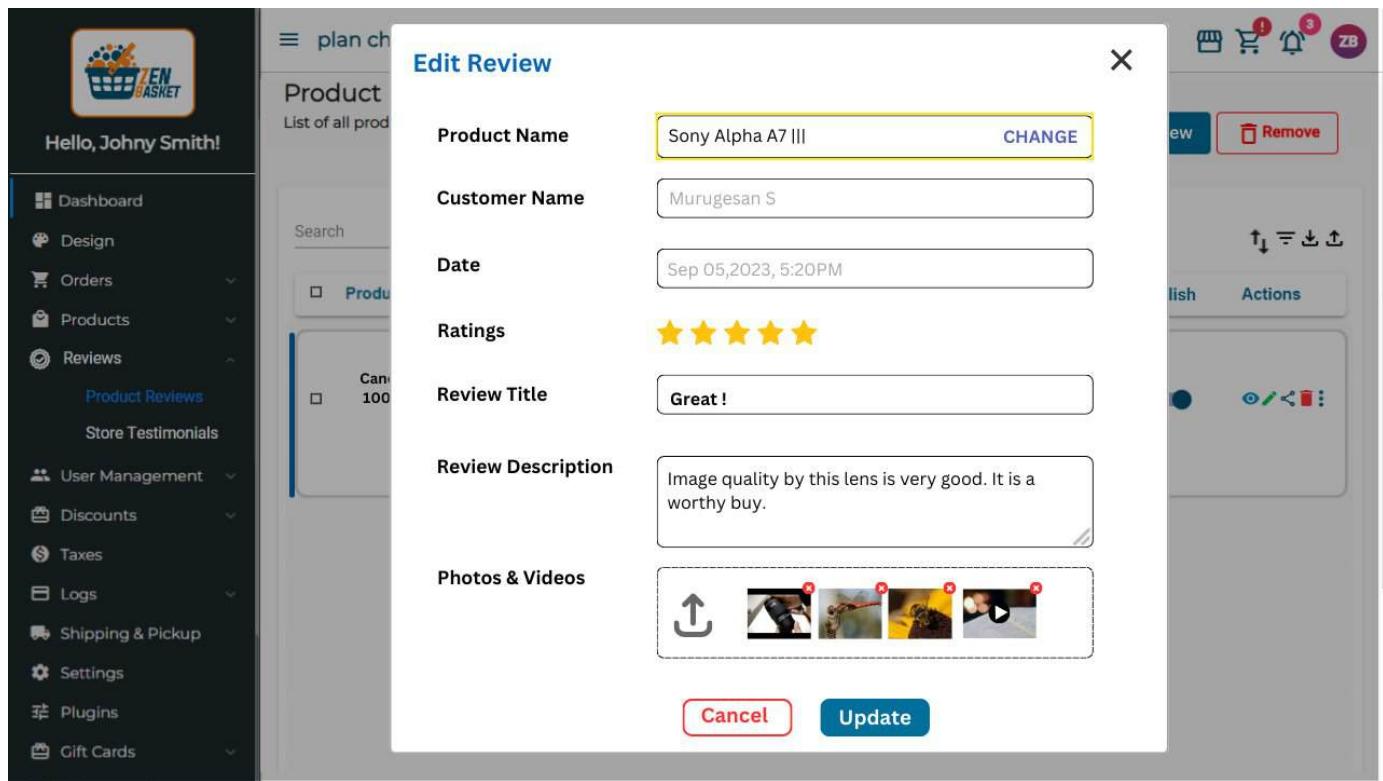
Note: Admin can't edit the *Customer Name* and *Date* of review submitted.

Click the **CHANGE** link in the Product Name field to change the product for the particular review. Thus, if the review looks more suitable for another product, admin can change the review to that product.

Now choose the product in the dropdown by scrolling down in the box.

The screenshot shows the ZenCart Admin Panel with the 'Edit Review' modal open. The left sidebar includes links for Dashboard, Design, Orders, Products, Reviews, Product Reviews, Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area displays the 'Edit Review' form. The 'Product Name' field has a dropdown menu with the following options: Canon Macro 100mm lens, Sony Alpha A7 III, Sony cyber shot - W series, Canon EOS 3000D 18.0MP, and Philips Smart 360u00b0 360 deg Camera. The 'Customer Name' field contains 'Search Specific Product'. The 'Review Title' field contains 'Great !'. The 'Review Description' field contains the text 'Image quality by this lens is very good. It is a worthy buy.' The 'Photos & Videos' section shows an upload icon and four small thumbnail images. At the bottom are 'Cancel' and 'Update' buttons.

For example choose Sony Alpha A7 III , Now the product has changed.



Change review details and finally click the Update button to save your changes.

If an edit need to notify admin about the edited scene, if they approved it will appear all products

Share Reviews

Click the share icon in the Actions column to share reviews. Various social media options are (Whatsapp,facebook,twitter,copy link,pinterest) shown here.

The screenshot shows the ZenBasket admin dashboard. On the left, there's a sidebar with various menu items like Dashboard, Design, Orders, Products, Reviews, Product Reviews (which is currently selected), Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main content area is titled "plan check" and shows a "Product Reviews" section. It has a search bar and a table with columns: Product Name, Customer Name, Content, Ratings, publish, and Actions. A single review is listed: "Great!" by Murugesan S for a "Canon macro 100mm lens". The review content is "Image quality by this lens is very good. It is a worthy buy." with a 5-star rating, 1 like, 0 dislikes, and 1 reply. There are also icons for sharing on social media like LinkedIn, Facebook, Twitter, and Pinterest.

Delete Reviews

Click the delete icon to delete a review.

This screenshot is identical to the one above it, showing the ZenBasket admin dashboard with the Product Reviews section. The review for the Canon macro 100mm lens has been removed, so the table now only shows the header row and no data below it.

Now the review is deleted in admin page and also not visible in the storefront,

Note: The admin can't delete reviews. However, the admin can send a request to the customer to update their review for a particular product via email.

If you delete shows confirmation message "May the reviews selected to remove were used in Request for review by the customer(s). Are you sure you want to remove them?"

The screenshot shows a product review section. At the top, there are navigation links: 'Shop from Tirunelveli', 'Quick Access', 'All Products', 'Search in "All Products"', 'Hello, Murugesan S', 'Any Queries? Contact Us', and 'More'. Below these are two tabs: 'Reviews' (selected) and 'Q&A'. On the left, there's a sidebar with a shopping cart icon containing a single item. The main area displays a chart showing the percentage distribution of star ratings: 5★ (0%), 4★ (0%), 3★ (0%), 2★ (0%), and 1★ (0%). To the right of the chart, it says 'No reviews added for this product.' Below the chart, there's a text input field with placeholder 'Share your thoughts with other customers' and a 'Write Review' button. At the bottom right, there's another shopping cart icon.

Note: Here after assuming the review as not flagged.

More Actions

Click the More action icon to see other actions available. Other actions available are listed below

- Request for Edit Review
- Convert to Store Reviews

S.No	Field	Type	Options / Conditions	Description
1.	Request for Edit Review	Text field (note message) Button (Send Request) Button (Cancel)	Admin should send the edit review request to a customer, if he/she already communicated with the customer. Note - request message to the customer about review updation	I can send a request to the customer to update their review in a particular product via email. An email with the specific product link is send to the customer
2.	Convert to Store Reviews		The review must encourage the store features and user experience.	Reviews that exaggerate the store experience and features can be converted into store reviews.

1. Request for Edit Review

Admin can send a request to the customer to update their review in a particular product via email.

Admin can send this email with a note to the customer.

Click the Request for Edit Review option.

plan check

Product Reviews

List of all product reviews...

Add Review Remove

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S	Great ! Image quality by this lens is very good. It is a worthy buy.	★★★★★	<input checked="" type="checkbox"/>	Request for Edit Review Convert to Store Reviews

Now a popup window will open. Write your notes in the “notes for customer” about the review updation to the customer and click the Send Request button to send your request

plan check

Edit Review Request for Murugesan S

Sep 05, 2023

Add Review Remove

publish Actions

Note for Customer

Notes

Note: You should only send edit review requests if you have communicated with the customer.

Send Request Cancel

Note: Admin should send the edit review request to a customer, if he/she already communicated with the customer. This message is also shown in the window at the bottom.

Request for Edit Review Notification Email

Now the customer receives an email from the admin about the review update request. The notes written by the admin is shown in the request mail.

This request mail is sent to the registered email address given by the customer during signup. The request email has the hyperlink which navigates to corresponding product page.

Request to Edit review product notification to customer

Subject: Please update your review on [product_name]

Des : Send mail to Admin requesting to Edit review for the product.

Store Name/Logo

Hi [customer_name],

We appreciate you taking the time to write a review about the [product_name] on [date], [month] [year], and are delighted to hear your heartfelt feedback!

Would you please take a moment to update your review by clicking on the following link:

update your review button / link

Note: can you update your review

Your feedback is highly valuable to our business!

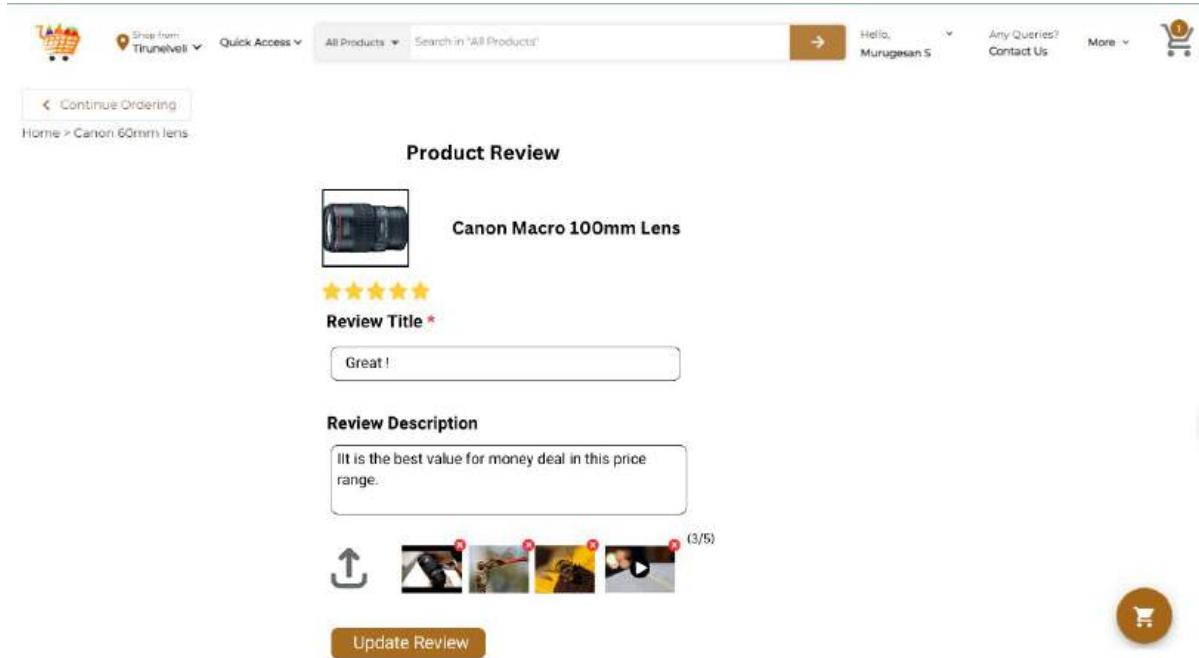
If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Now the customer edit the review details and click Update review button to save changes.



Review update notification mail for admin

When a corresponding product update occurs, the customer's review is updated, and upon clicking the 'update review' button, a notification email is sent to the admin.

Subject: Update Review notification on [product_name]
Des : Send mail to Admin update review for the product.

Store Name/Logo

Hi store_owner_name,

We wish to inform you that your store,(store_name) has received a product [product_name] update review on your customer.

Here are the details for the product review:

Reviewer Name : [Customer_Name]

Product : [Product_Name]
Review Date : [Review_Date]
Review Rating : [Rating]
Review Title : [Review_Title]
Review Description : [Review_Description]
Show your look off : images,video

To view the updated review, please click the button below,

[View Review](#)

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

2. Convert to Store Reviews

Admin can convert a product review into store review which exaggerates the store features like user experience, Packing quality, Delivery time,etc.

Note: Reported reviews can not be converted to store reviews. Converted to Store review action is not available for reported reviews.

The screenshot shows the ZenBasket dashboard with a sidebar on the left containing various store management options like Dashboard, Design, Orders, Products, Reviews, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled "plan check" and shows a "Product Reviews" section. It lists a single review for a "Canon macro 100mm lens" by "Murugesan S". The review content is "Great! Image quality by this lens is very good. It is a worthy buy.", rated 5 stars. Below the review, there are edit and delete buttons. A yellow box highlights the "Request for Edit Review" button.

Normal reviews can be converted to store reviews. Consider a review with the store features, Click the Convert to Store Reviews option .

This screenshot is similar to the first one but shows a different state of the review. The "Convert to Store Reviews" button is now highlighted with a yellow box. The rest of the interface is identical to the first screenshot, showing the same review details and sidebar options.

Now a confirmation window will open. Click yes to convert product review into store review.

The screenshot shows the ZenBasket dashboard with a sidebar on the left containing various management options like Dashboard, Design, Orders, Products, Reviews, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled "plan check" and shows a "Product Reviews" section with a search bar and a table listing reviews. A modal window titled "Confirmation" is open, featuring a yellow emoji of a person thinking and the text: "To unlink this review from product reviews and attach it to store reviews". It includes "No" and "Yes →" buttons.

Note: Once a product review is converted to a store review, it is not visible in the product review list page. It was transferred to the store reviews list page.

The screenshot shows the ZenBasket dashboard with the same sidebar as the previous image. The main area is titled "daily grocers" and shows a "Product Reviews" section with a search bar. Below the search bar, there is a placeholder message: "Customer reviews for your store products will be listed here." An illustration of a woman sitting at a desk with a laptop and a potted plant is displayed.

Now the review also not shown in the storefront of the product,

The screenshot shows a product review section. At the top, there are tabs for "Reviews" and "Q&A", with "Reviews" being active. Below this, a chart displays the percentage distribution of star ratings: 5★ (0%), 4★ (0%), 3★ (0%), 2★ (0%), and 1★ (0%). To the right, a message states "No reviews added for this product." Below the chart, a text input field says "Share your thoughts with other customers" and contains the placeholder "Write Review".

Images and reply message in the product reviews are not converted to store reviews , only review title and review description is converted to feedback for the store review.

The screenshot shows the "Store Reviews" section in the admin dashboard. The left sidebar has a dark theme with categories like Dashboard, Design, Orders, Products, Reviews (which is selected), Product Reviews, Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area shows a table of reviews. The table has columns for Image, Customer Name, Ratings, Date, Publish, and Actions. One review is listed: "Murugesan S" with a 5-star rating from "10/09/2023". The "Actions" column for this review includes edit and delete buttons.

In store front,

The screenshot shows a testimonial card with a quote from "Murugesan S": "Super! Product packaging is very good and On time delivery. I really like the customer service." Below the quote is a small profile picture of the customer.

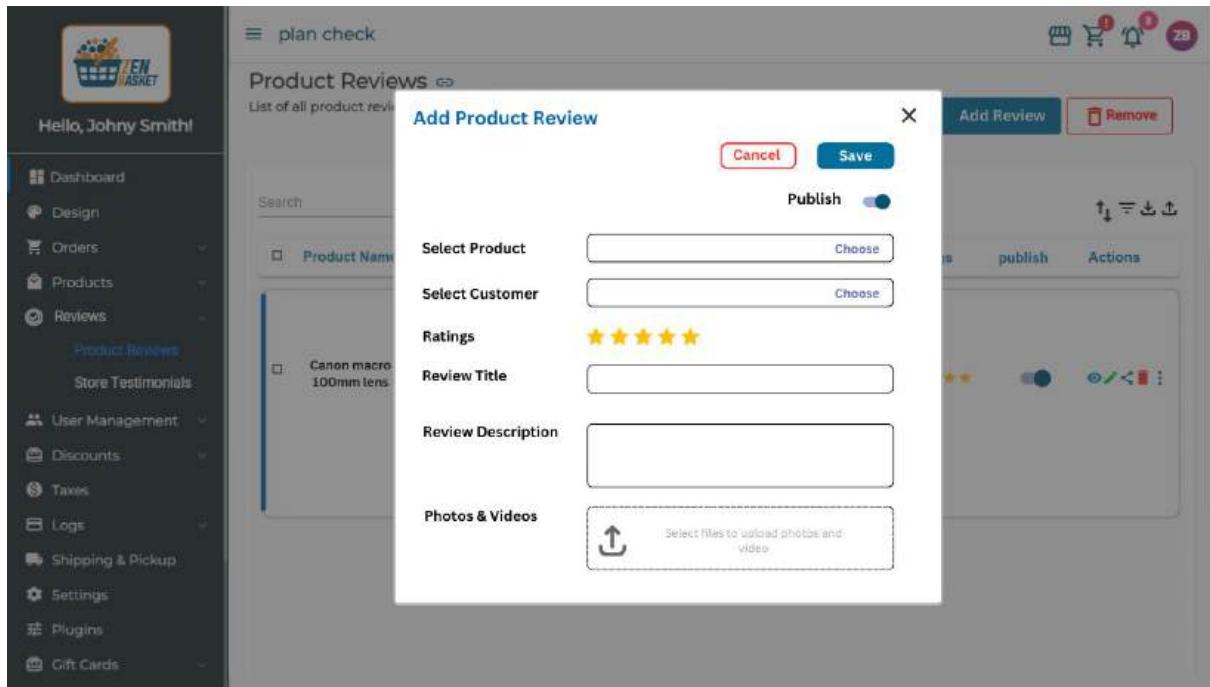
Below the testimonial card is a footer navigation bar with links to "About", "Other Menus", and "Information".

Admin - Manual Review

Admin can also add reviews to a product. Click the Add review button on the right top side of the product reviews page.

The screenshot shows the Admin dashboard with a sidebar containing various menu items like Dashboard, Design, Orders, Products, Reviews, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled "Product Reviews" and shows a list of reviews. One review is highlighted, showing details about a Canon macro 100mm lens purchased by Murugesan S. The review content is "Great! Image quality by this lens is very good. It is a worthy buy." The review has a rating of 5 stars and was posted on 09 Sep 2023, 10:20 AM. Buttons for "Add Review" (highlighted with a yellow box) and "Remove" are visible at the top right of the review list.

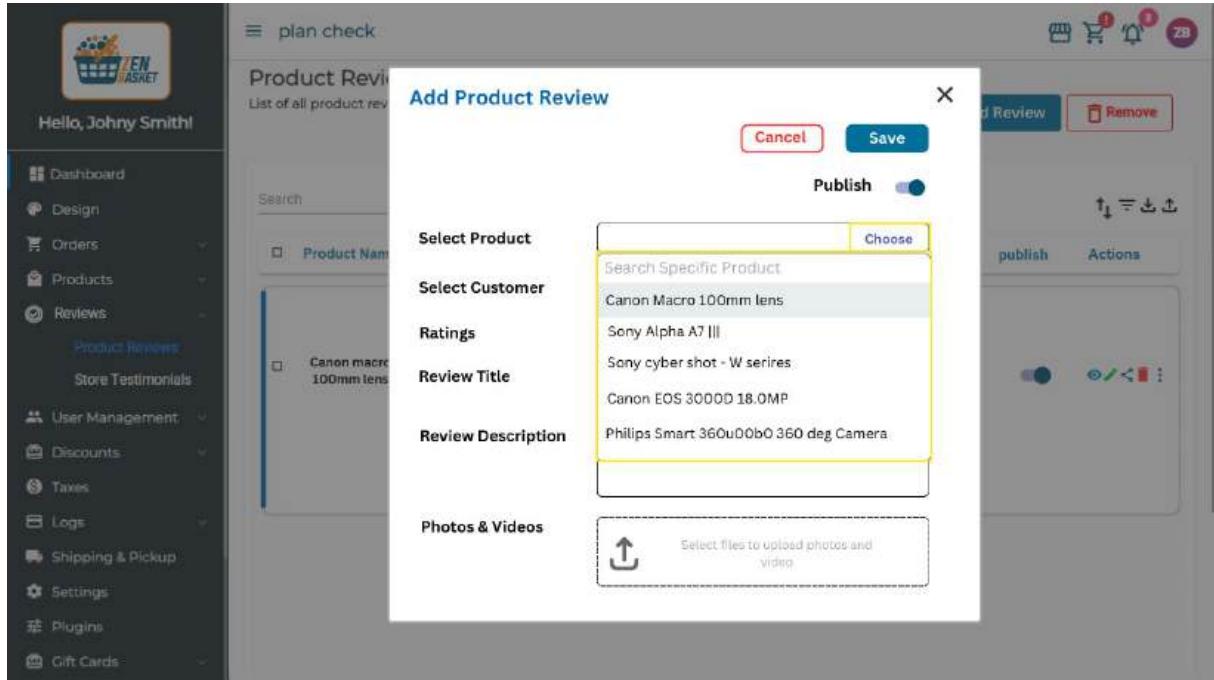
Now a popup window will open to give a product review.



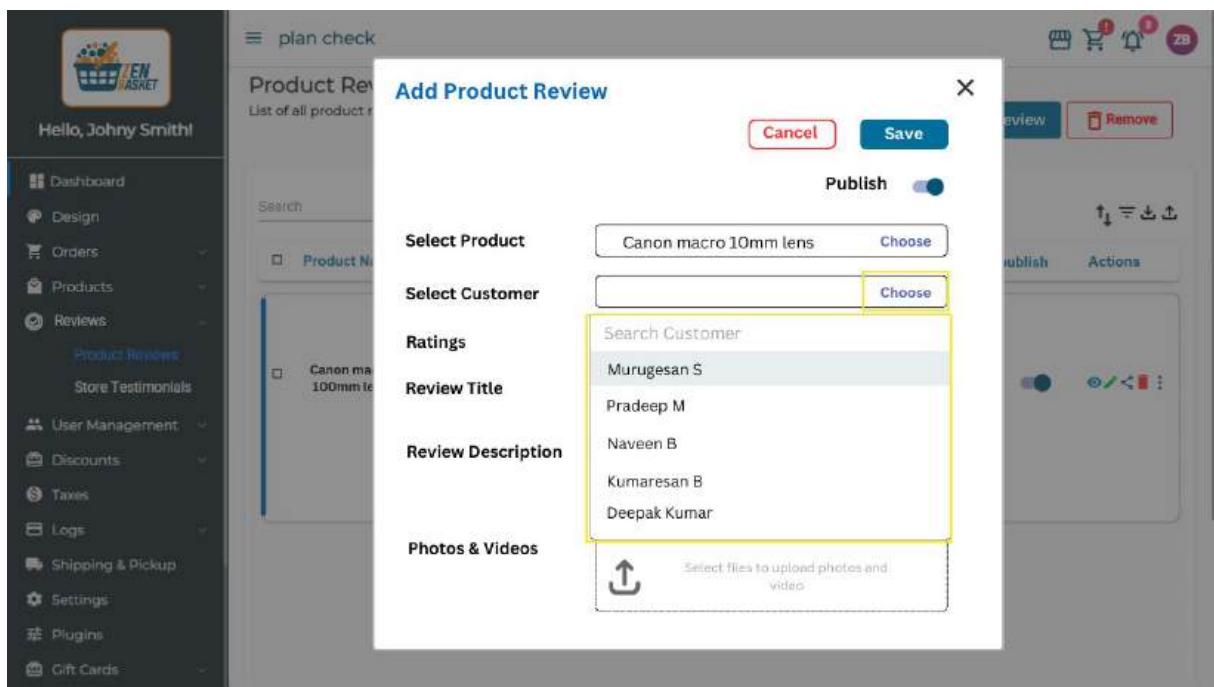
S.N o	Field	Type	Options/Conditi ons	Description	Validation	Validation Message
1.	Publish	Toggle Switch		Toggle switch button is enabled the review is in published state.If it is off, then the review is in unpublished state	Default - Enabled	
2.	Select product	Search and single select (Dropdown)	All products are listed in the dropdown	Select a product from a group of products available in the store to add a review	Required	Product name is required!
3.	Select Customer	Search and single select (Dropdown)	All customers of the store are listed in the dropdown	Select a customer by whose name you want to create a manual	Required	Customer name is required!

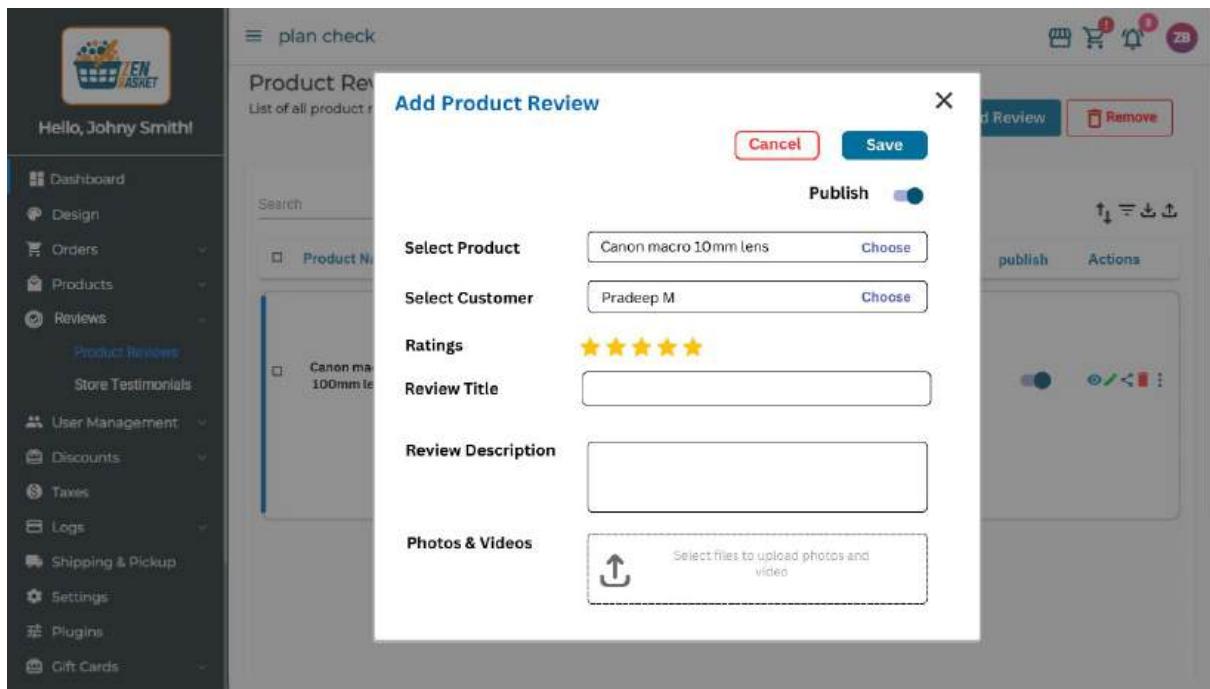
				review		
4.	Ratings	Select	Choose star ratings from 1 to 5.	Give the feedback in startings	Required Default - 5 star	Star ratings is required!
5.	Review Title	Text Field		Overall feed back in few words	Required Max 50 char Review title should not exceed 50 characters.	Review title is required! “Review Title should not exceed 50 characters!”
6.	Review Description	Text field		Describe the feed back as elaborate.	Max 250 chars Description should not exceed 500 characters.	“Review Description should not exceed 255 characters!”
7. a)	Photos		I should be able to upload images from Add image from my computer Image Limitation: up to 5.	Upload the images of the product purchased to share review.	Image supported format -j pg, .png , .gif, .jpeg, .webp	
7.b)	Video		I should be able to upload video from my computer. Video limitations; 1 video of size up to 25MP.	Upload the working or using video of the product purchased in the store in reviews.		
8.	Cancel	Button		To cancel the current manual review filled in the form		
9.	Save	Button		To save the review details and finally review reflected in the table.		

Admin can choose the product to which he/she wants to write a review. Click the choose button in the Select Product field. Now products are shown in the dropdown.

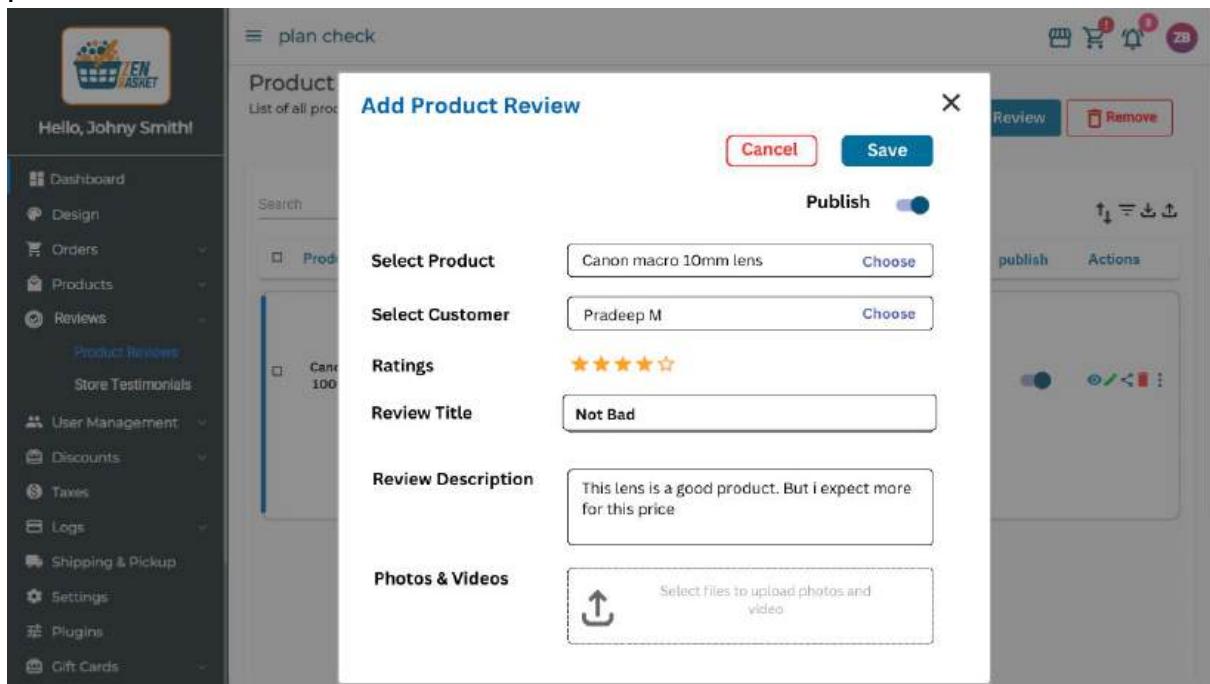


Click the choose button to choose the customer in the Select Customer field.





Now fill your review details. Choose star ratings, review title, description and photos.



Finally click the save button to save.

By default , the manual review is in a published state.

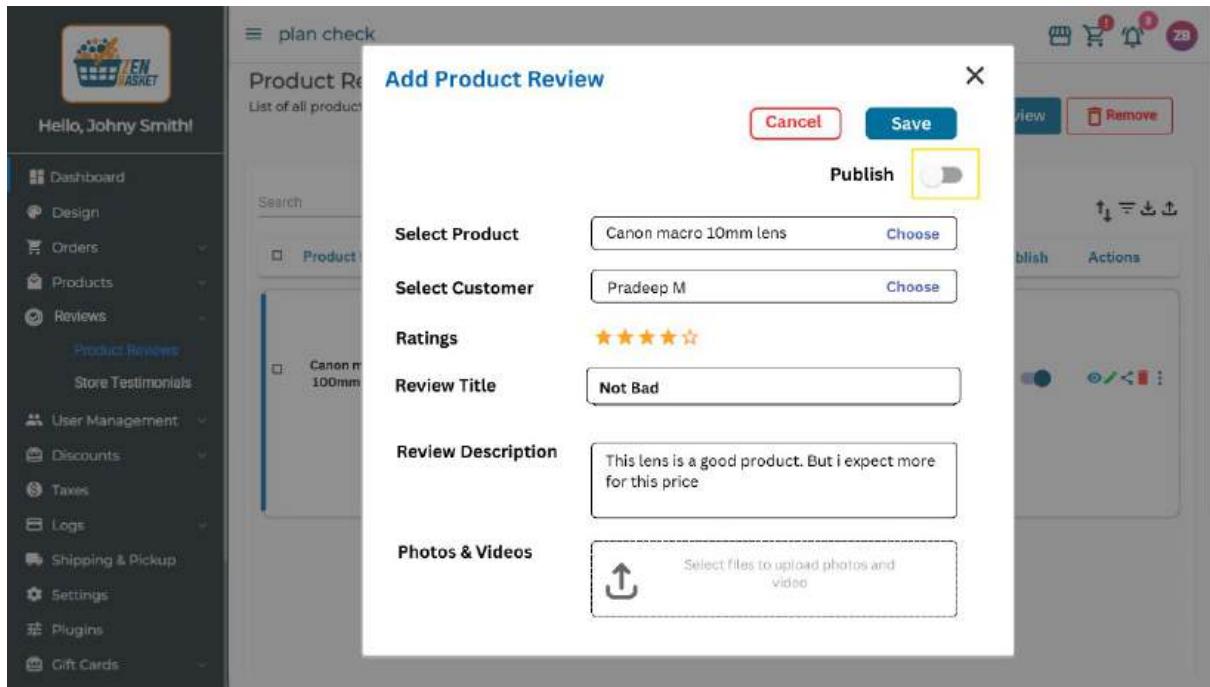
Now the review is shown in the admin page.

The screenshot shows two pages from the ZenBasket admin dashboard:

- Add Product Review (Modal):** This page allows users to add a new review. It includes fields for selecting a product (set to "Canon macro 10mm lens"), selecting a customer (set to "Pradeep M"), rating (set to 4 stars), review title ("Not Bad"), and review description ("This lens is a good product. But i expect more for this price"). A "Photos & Videos" section is present but empty. A "Publish" toggle switch is turned on, highlighted with a yellow box. Buttons for "Cancel" and "Save" are at the top right.
- Product Reviews (List):** This page lists existing reviews. It shows two entries:
 - Great!** by Murugesan S for Canon macro 100mm lens. Rating: 5 stars. Content: "Image quality by this lens is very good. It is a worthy buy." Reviewer: Johny Smith (08 Sep 2023, 11:45 AM). Actions: Edit, Delete.
 - Not Bad** by Pradeep M for Canon macro 100mm lens. Rating: 4 stars. Content: "This lens is a good product. But i expect more for this price." Reviewer: (no name) (08 Sep 2023, 11:45 AM). Actions: Edit, Delete.

And also displayed in a selected product detail page in the storefront.

You can disable the publish option to save a review in unpublished state.



Now the review is in unpublished state in the reviews list page.

Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Murugesan S.	Great! Image quality by this lens is very good. It is a worthy buy. 	★★★★★	<input checked="" type="checkbox"/>	 
Canon macro 100mm lens	Pradeep M.	Not Bad This lens is a good product. But i expect more for this price. 	★★★★☆	<input type="checkbox"/>	 

When you enable the publish toggle, the review will be displayed in the particular product detail page in the storefront.

Reviews Sort

Admin can sort reviews in the review list page by using the sort icon.

Defaultly, the reviews are sorted based on Newest.

Click the sort icon in reviews list page. Now various sort options are shown.

Product Reviews

Product Name	Customer Name	Content	Ratings
Canon macro 100mm lens	Murugesan S	Great! Image quality by this lens is very good. It is a worthy buy.	★★★★★
Canon macro 100mm lens	Pradeep M	Not Bad This lens is a good product. But i expect more for this price	★★★★☆

(For example) if you choose the Rating Lowest option, the lowest ratings reviews will be displayed first.

Product Reviews

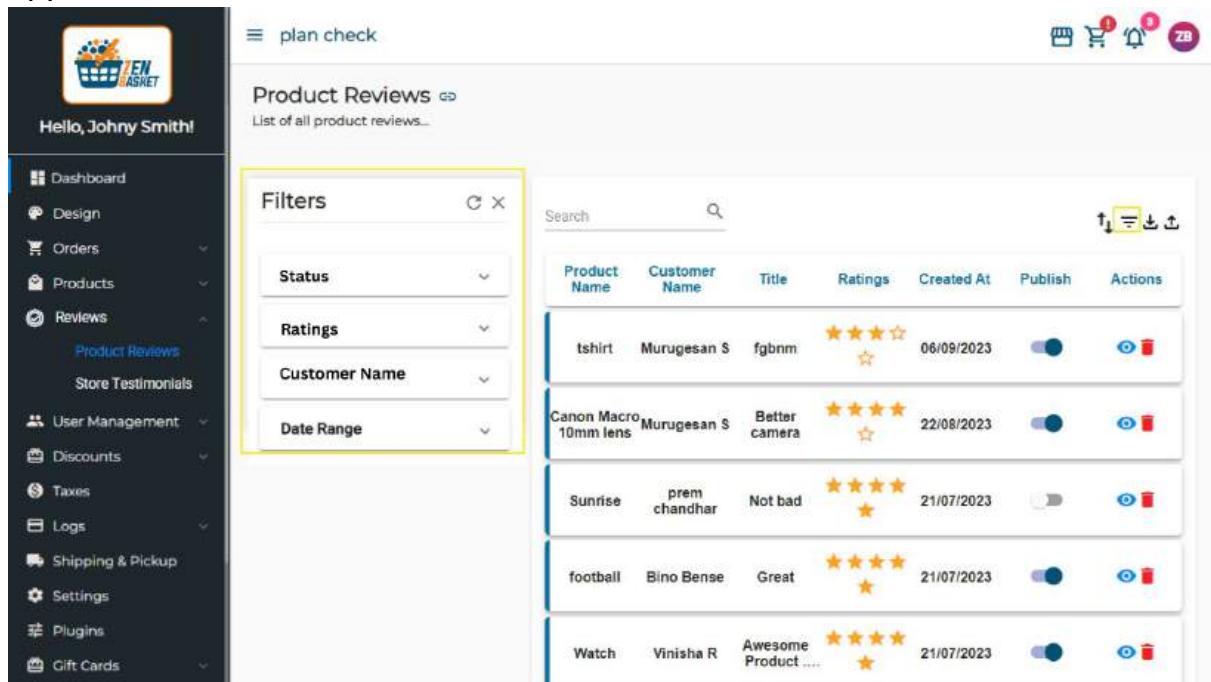
Product Name	Customer Name	Content	Ratings	publish	Actions
Canon macro 100mm lens	Pradeep M	Not Bad This lens is a good product. But i expect more for this price	★★★★☆	●	🔗 🔍 🔍 🔍 🔍
Canon macro 100mm lens	Murugesan S	Great! Image quality by this lens is very good. It is a worthy buy.	★★★★★	●	🔗 🔍 🔍 🔍 🔍

Reviews Filter

Admin can filter the reviews by four conditions

- Status
- Ratings
- Customer Name
- Date Range

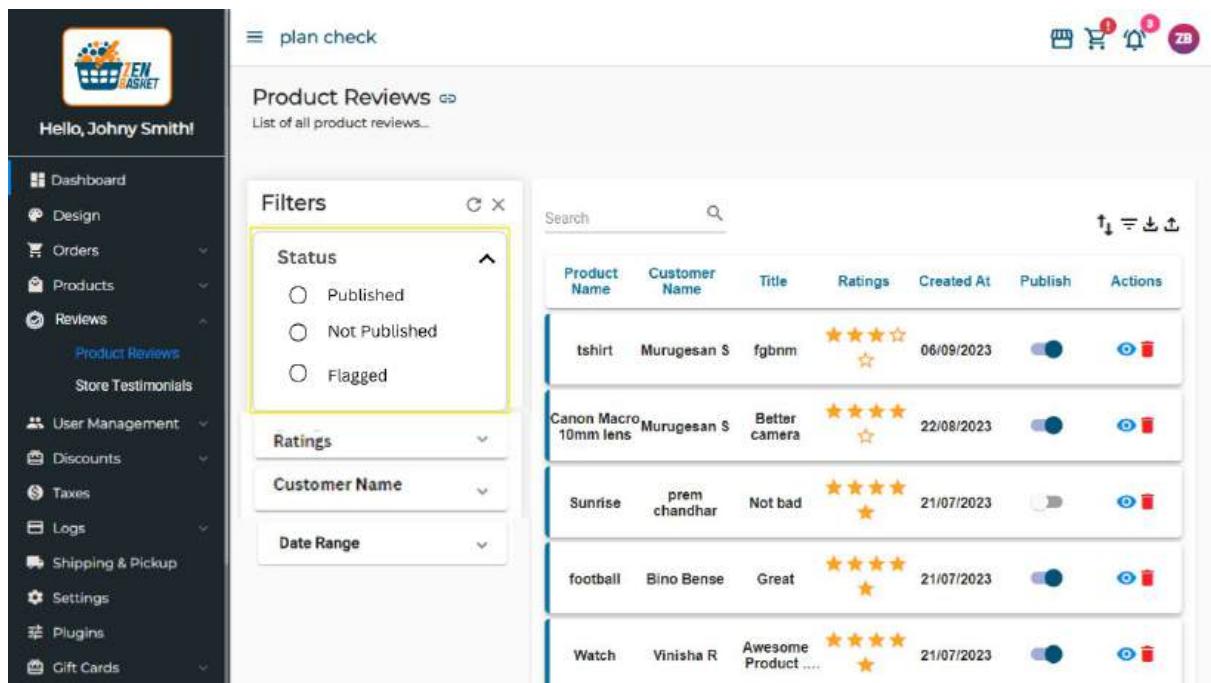
Click the filter icon. Now the filter menu opens in the left hand side of the application.



The screenshot shows the 'Product Reviews' section of a web application. On the left, a dark sidebar menu includes 'Dashboard', 'Design', 'Orders', 'Products', 'Reviews' (which is currently selected), 'Store Testimonials', 'User Management', 'Discounts', 'Taxes', 'Logs', 'Shipping & Pickup', 'Settings', 'Plugins', and 'Gift Cards'. The main area has a header 'plan check' and a sub-header 'Product Reviews'. Below this is a search bar and a table with columns: Product Name, Customer Name, Title, Ratings, Created At, Publish, and Actions. The table contains five rows of review data. To the left of the table, a yellow box highlights the 'Filters' dropdown menu. This menu is expanded and lists four filter options: 'Status', 'Ratings', 'Customer Name', and 'Date Range'. Each option has a dropdown arrow indicating it can be expanded further.

a. Filter by Status

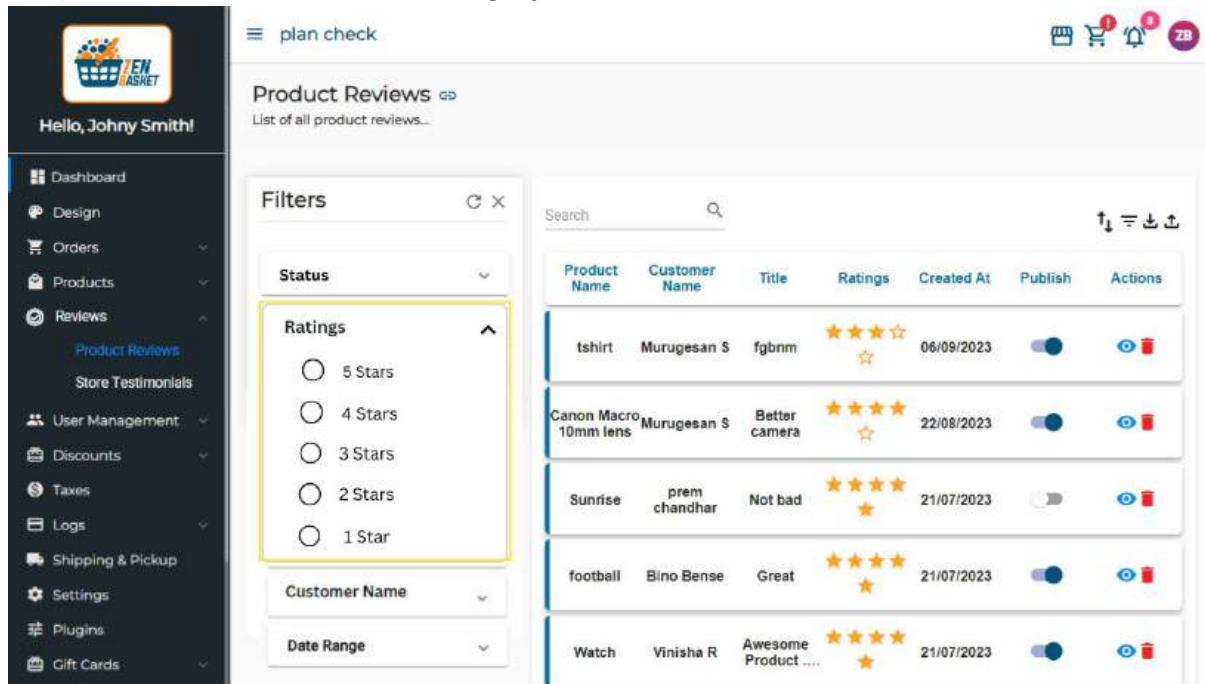
Admin can filter the reviews by the reviews status. Click the Status dropdown and choose the status you want to filter



This screenshot is identical to the one above, showing the 'Product Reviews' section. The 'Status' filter dropdown is now open, revealing three options: 'Published', 'Not Published', and 'Flagged'. The other filter options ('Ratings', 'Customer Name', and 'Date Range') are also visible below it. The main table of reviews remains the same, showing five entries with their respective details and actions.

b. Filter by Ratings

Admin can filter the reviews by the reviews ratings. Click the Ratings dropdown and choose the ratings you want to filter.

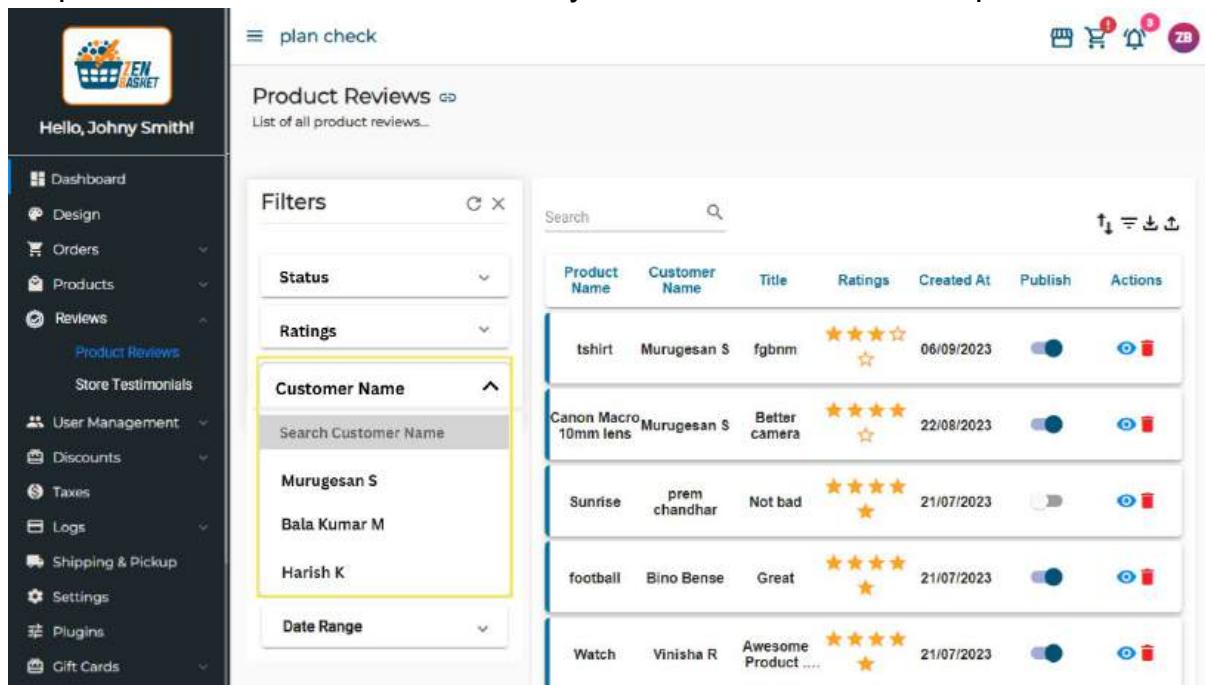


The screenshot shows the Admin dashboard for 'plan check'. On the left sidebar, under 'Reviews', 'Product Reviews' is selected. In the main area, the 'Product Reviews' section is displayed with a heading 'List of all product reviews...'. Below it is a 'Filters' panel. A yellow box highlights the 'Ratings' dropdown menu, which contains options for 5 Stars, 4 Stars, 3 Stars, 2 Stars, and 1 Star. To the right is a table listing five product reviews with columns for Product Name, Customer Name, Title, Ratings, Created At, Publish, and Actions.

Product Name	Customer Name	Title	Ratings	Created At	Publish	Actions
tshirt	Murugesan S	fgbnm	★★★★★	06/09/2023	<input checked="" type="checkbox"/>	 
Canon Macro 10mm lens	Murugesan S	Better camera	★★★★★	22/08/2023	<input checked="" type="checkbox"/>	 
Sunrise	prem chandhar	Not bad	★★★★★	21/07/2023	<input type="checkbox"/>	 
football	Bino Bense	Great	★★★★★	21/07/2023	<input checked="" type="checkbox"/>	 
Watch	Vinisha R	Awesome Product	★★★★★	21/07/2023	<input checked="" type="checkbox"/>	 

c. Filter by Customer Name

Admin can filter the reviews by the reviewer name. Click the Customer Name dropdown and choose the customer you want to filter in the dropdown.



The screenshot shows the Admin dashboard for 'plan check'. The sidebar and main area are identical to the previous screenshot, but the 'Customer Name' dropdown in the 'Filters' panel is highlighted with a yellow box. The table below shows the same five reviews as before.

Product Name	Customer Name	Title	Ratings	Created At	Publish	Actions
tshirt	Murugesan S	fgbnm	★★★★★	06/09/2023	<input checked="" type="checkbox"/>	 
Canon Macro 10mm lens	Murugesan S	Better camera	★★★★★	22/08/2023	<input checked="" type="checkbox"/>	 
Sunrise	prem chandhar	Not bad	★★★★★	21/07/2023	<input type="checkbox"/>	 
football	Bino Bense	Great	★★★★★	21/07/2023	<input checked="" type="checkbox"/>	 
Watch	Vinisha R	Awesome Product	★★★★★	21/07/2023	<input checked="" type="checkbox"/>	 

You can also search customers in the search bar. Choose the customer as you want to filter the review posted by him/her.

The screenshot shows the ZenBasket admin dashboard. On the left, a sidebar menu includes options like Dashboard, Design, Orders, Products, Reviews (selected), Product Reviews, Store Testimonials, User Management, Discounts, Taxes, Logs, Shipping & Pickup, Settings, Plugins, and Gift Cards. The main area is titled "plan check" and shows "Product Reviews". A search bar and filter buttons for Status, Ratings, and Customer Name are visible. The Customer Name filter dropdown is open, showing a search input field and a list of names: Murugesan S, Bala Kumar M, and Harish K. The main table lists five reviews with columns for Product Name, Customer Name, Title, Ratings (with star icons), Created At, Publish status, and Actions (edit and delete icons). The reviews are: tshirt by Murugesan S (title fgbnm, rating 4 stars, created 06/09/2023), Canon Macro 10mm lens by Murugesan S (title Better camera, rating 4 stars, created 22/08/2023), Sunrise by prem chandhar (title Not bad, rating 3 stars, created 21/07/2023), football by Bino Bense (title Great, rating 5 stars, created 21/07/2023), and Watch by Vinisha R (title Awesome Product ..., rating 4 stars, created 21/07/2023).

c. Filter by Date Range

Admin can filter the reviews by the date range. Click the Date Range dropdown and choose the start date and end date.

This screenshot is similar to the previous one but focuses on the Date Range filter. The Date Range dropdown is highlighted with a yellow box, and a modal window titled "Choose a date range" is displayed over the table, showing fields for "Start date" and "End date" with a calendar icon. The rest of the interface, including the sidebar menu, filters, and review table, remains the same as in the first screenshot.

Click the calendar icon to select start date and end date.

Note: Admin can only choose the past dates as start and end days.

Now reviews submitted from the selected date ranges are filtered.

Reset filters

Click the refresh icon to reset the filters.

Product Name	Customer Name	Title	Ratings	Created At	Publish	Actions
Tshirt	Murugesan S	fgbnm	★★★☆☆	06/09/2023	<input checked="" type="checkbox"/>	Edit Delete
Canon Macro 10mm lens	Murugesan S	Better camera	★★★★★	22/08/2023	<input checked="" type="checkbox"/>	Edit Delete
Sunrise	prem chandhar	Not bad	★★★★★	21/07/2023	<input type="checkbox"/>	Edit Delete
football	Bino Bense	Great	★★★★★	21/07/2023	<input checked="" type="checkbox"/>	Edit Delete
Watch	Vinisha R	Awesome Product	★★★★★	21/07/2023	<input checked="" type="checkbox"/>	Edit Delete

Bulk Delete

Bulk action is also available to control multiple reviews at a time to the admin.

Admin can click the check box near the Product Name column to select all reviews, otherwise he/she can individually select reviews by selecting the checkbox on the side of each review.

Select multiple reviews and click the Remove button to delete multiple reviews at a time.

Note: Bulk delete is not working , when request for edit review reply send to the customer

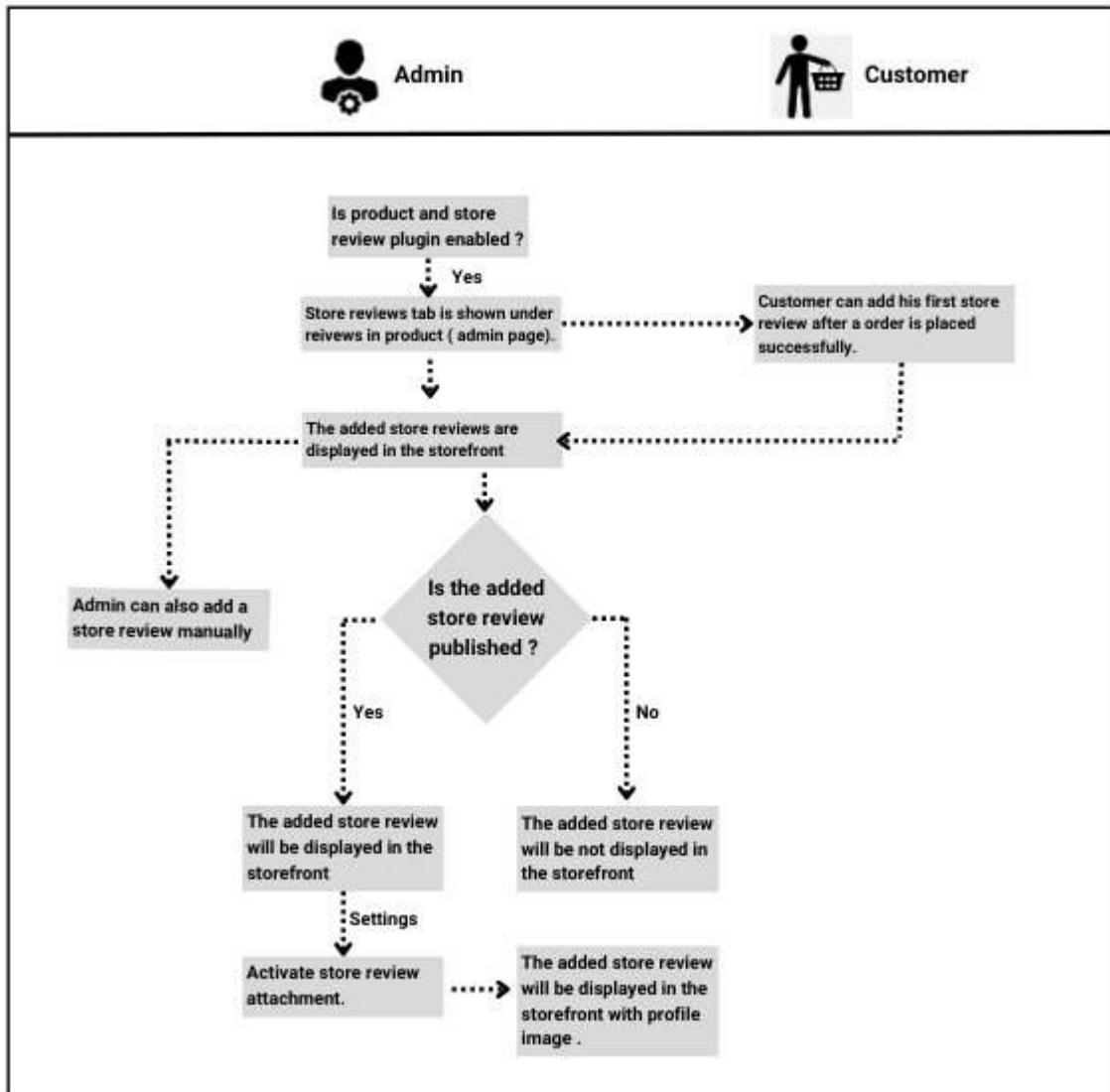
If you delete shows confirmation message “May the reviews selected to remove were used in Request for review by the customer(s). Are you sure you want to remove them ?”

Now Selected reviews will be deleted. If no reviews are available landing page will be shown

2. Store Testimonials

Store testimonials boost trust and credibility, reflecting real customer experiences. They offer vital product information for informed shopping decisions. User-generated content enhances SEO and fosters engagement, benefiting both shoppers and the e-commerce site.

Workflow diagram



Store testimonials - Default

Admin can see store reviews by navigating to **Products >Reviews > Store Reviews**

Landing page

When I open the store reviews in the admin page for the first time the landing page is shown as seen below .

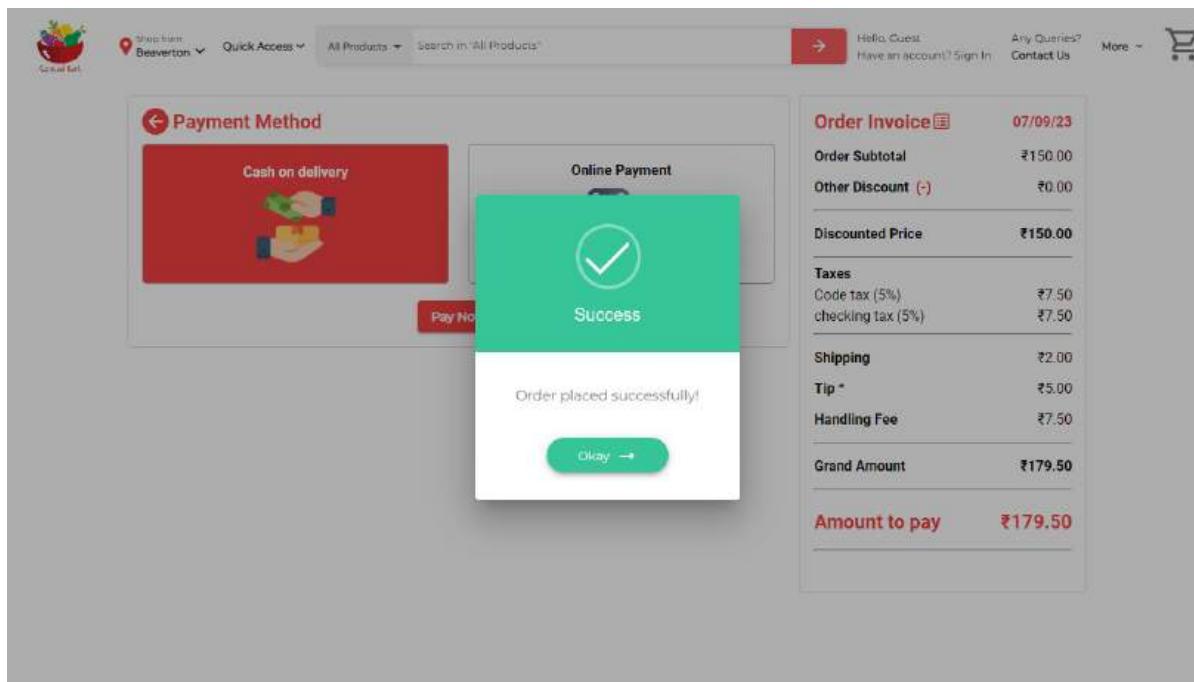
Add Store Reviews in Storefront

A customer can add a store review when he places his first order successfully. After an order is completed successfully a pop up menu appears on the screen to add a store review.

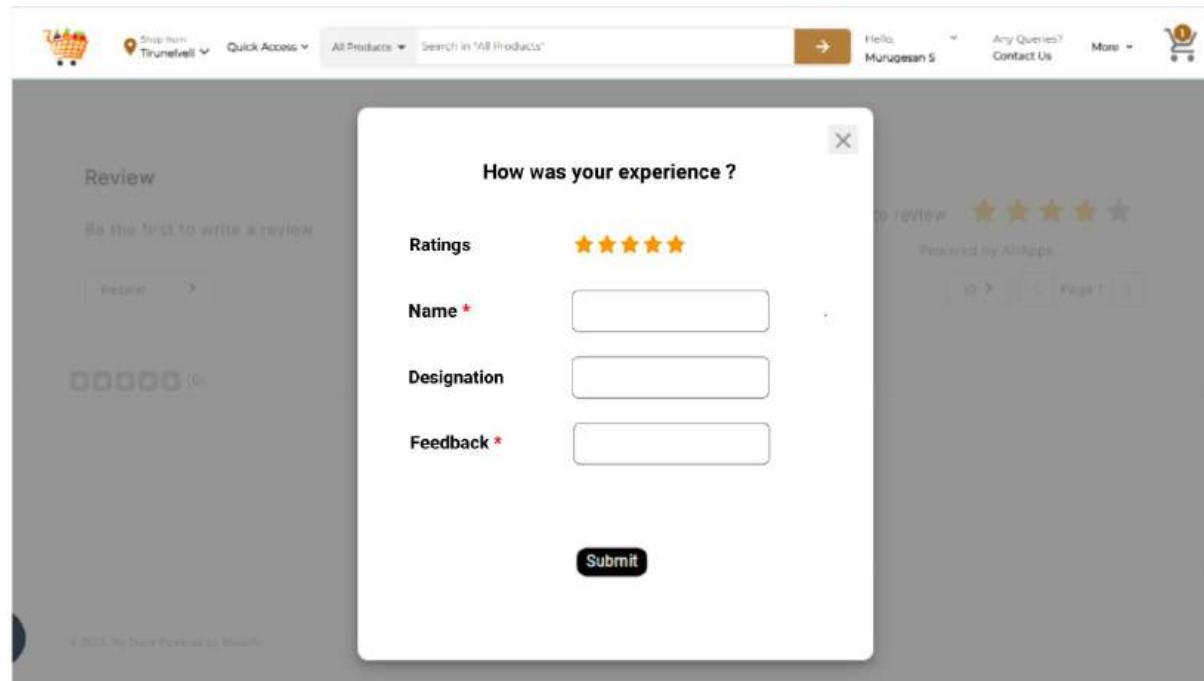
The pop up menu consists of ratings, name, designation, feedback and upload images .

The customer can add the store reviews by filling in the following fields like

1. Ratings - Customers click on the rating stars to add the ratings based on the satisfaction level of the store.
2. Name - customer's name. (**required field**)
3. Designation - customer's role or position.
4. Feedback - customer's review about the store. (**required field**)
5. Upload images - customer profile picture(**note** : only 1 image can be added)



Now an order is placed successfully and a store review popup form is displayed .



The customer fills out the following fields when image attachments are deactivated .

The screenshot shows a modal window titled "How was your experience ?" with a 5-star rating of ★★★★☆. The form includes fields for Name (Deebak), Designation (empty), and Feedback (Best store). A "Submit" button is at the bottom.

Review
Be the first to write a review

Ratings ★★★★☆

Name * Deebak

Designation

Feedback * Best store

Submit

The screenshot shows a confirmation message "You are the best!" and "Thank you for taking the time to give us some feedback". It also displays a summary of recent orders:

- Order #ZEN40023: Delivered on Not yet delivered, ₹10,735 via (COD) New
- Order #ZEN40022: Delivered on 05 Sep 2023, ₹617.55 via (COD) Delivered
- Order #ZEN40021: Delivered on 22 Aug 2023, ₹95,412.89 via (COD) Delivered

My Account
Edit login, name, and mobile number

Manage Address
Edit addresses for orders and gifts

My Wishlist
View or delete your wishlist

My Orders
Track, return, or buy things again

Reviews
Edit, view or delete reviews

My Giftcards

My Subscription
View your purchased subscriptions

Order #ZEN40023 Shipped to Murugesan Order placed on 22 Aug 2023

Canon 60mm lens ₹44,999

Delivered on 22 Aug 2023

₹95,412.89 via (COD) Delivered

S.No	Field	Type	Description	Validation	Validation message
1.	Ratings	icons	The customer can add their star ratings based on their satisfaction level with the store .	Optional	-
2.	Name	Text field	The name of the	Required	Customers name is

			customer should be added ,so the review can be displayed in the storefront with the customer name .	Name -only letters(max 50 char)	required
3.	Designation	Text field	The designation of the customer should be added, so the review can be displayed in the storefront with customers designation.	Optional	-
4.	Feedback	Text field	The customer's comment about the store should be added based on the customer's experience .	Required Feedback-only letters(max 250 char)	Customer feedback is required .

Store Reviews List Page

As soon as the review is added by the customer it is displayed in the admin page for approval to display in the storefront.

Navigate Products >Reviews > Store Reviews

The screenshot shows the ZenBasket Admin interface with the following details:

- Header:** Hello, Johny Smith!
- Sidebar (Products):**
 - All Products
 - Featured Products
 - Inventory
 - Categories
 - Featured Categories
 - Brands
 - Options
 - Ribbons
 - Reviews
 - Product Reviews
 - Store Reviews
 - Modifiers
 - Waiting List
 - Menu Timing
- Page Title:** daily grocers
- Section:** Store Reviews
- Buttons:** Add Review, Remove
- Table Headers:** Image, Customer Name, Ratings, Date, Publish, Actions
- Table Data:**

Image	Customer Name	Ratings	Date	Publish	Actions
[Placeholder]	Deebak	★★★★★	07/09/2023	[Switch]	[Edit] [Delete]
- Page Bottom:** Items per page: 10 | 1 - 1 of 1 | Navigation icons

The store review list page contains the following details.

Image - Image that is attached when adding an store review

Customer name - The name of the customer who added the store review.

Ratings - The rating stars added to the store by the customer or admin based on their satisfaction level.

Date - Review added date

Publish - You can enable the publish icon to display the review in the storefront and disable the publish icon to not display the review in the storefront.

Actions - Action consist of two icons namely edit  and delete .

The admin can display the customer added review in the storefront by enabling the publish icon.

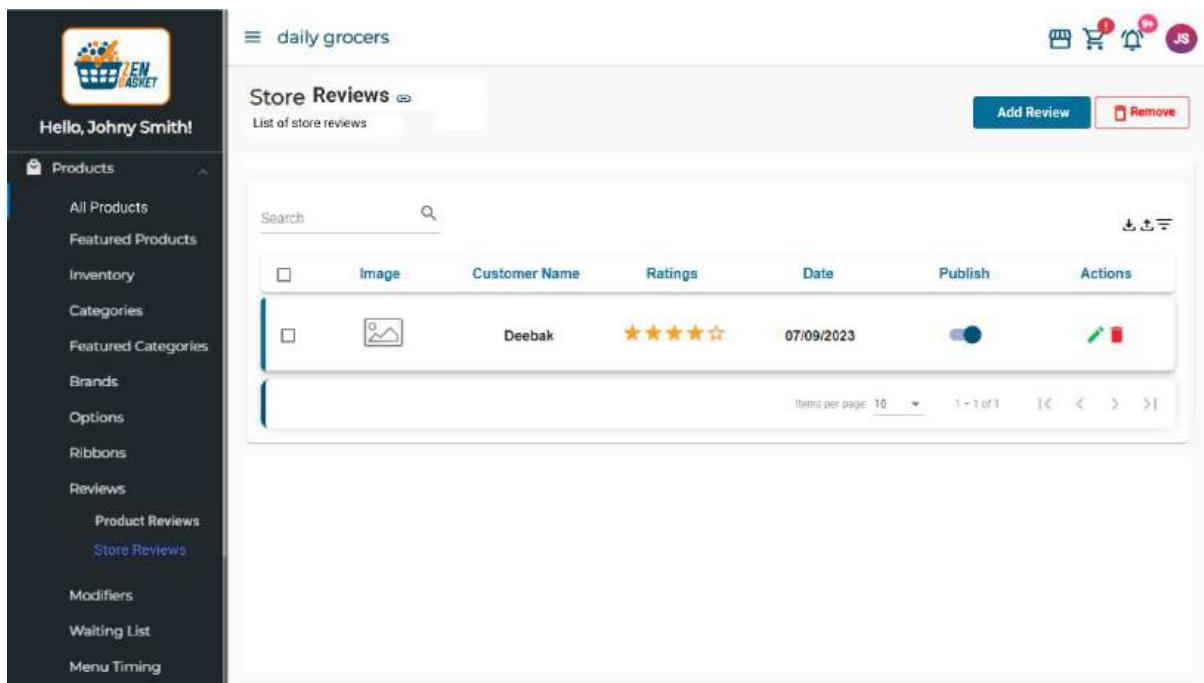
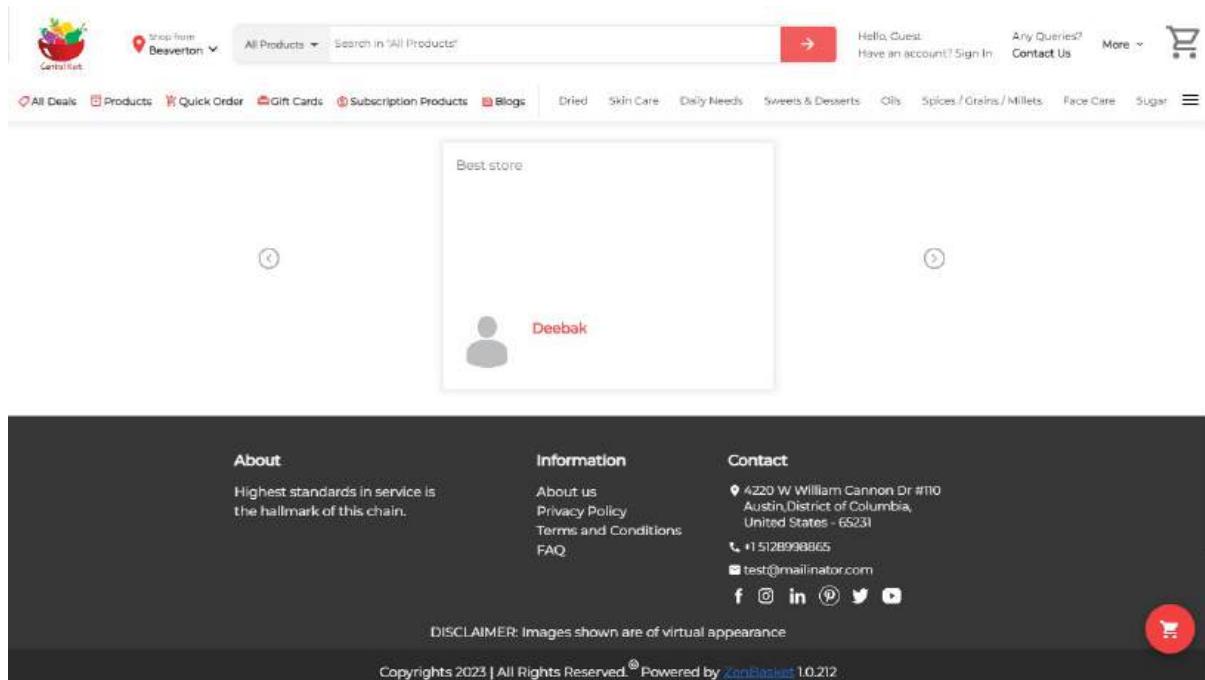


Image	Customer Name	Ratings	Date	Publish	Actions
	Deebak	★★★★★	07/09/2023		 

Now the customer added review is published and displayed in the storefront successfully.



Store Reviews Settings

Store review settings include activate store review attachments .

By scrolling down in the **Product review and store testimonials** plugin settings page, admin can see the **store reviews settings** after then product review settings.

The screenshot shows the 'Review Settings' section of the ZenBasket plugin settings. It includes a 'Configure review settings here' link and a 'Store Review Settings' tab. Under 'Store Review Settings', there is a toggle switch for 'Activate store review attachment' and a text area for 'Store review submission message' containing the text: 'You are the best ! Thanks for taking the time to give us some feedback'. There are also 'Cancel' and 'Save' buttons at the top right. On the left, a sidebar lists various plugin settings like Dashboard, Orders, Products, Discounts, Email Marketing, Plugins, Settings, Staff Management, Logs, and Product Subscription.

S.No	Field	Type	Description/Condition	Validation	Validation message
1.	Menu control	Toggle	By enabling the product and store reviews plugin , customers and admin can add their reviews to the store.	-	
2.	Activate store review attachment	Toggle	By enabling the activate store review attachment , customers and admin can attach profile images along with the review .	-	
3.	Store review submission message	Input field	By adding the store review submission message input field , the added message will be displayed as a popup when a customer or admin adds a review to the store .	Required Max 255 chars	Store review submission message is required! Store review submission message should not exceed 255 characters!

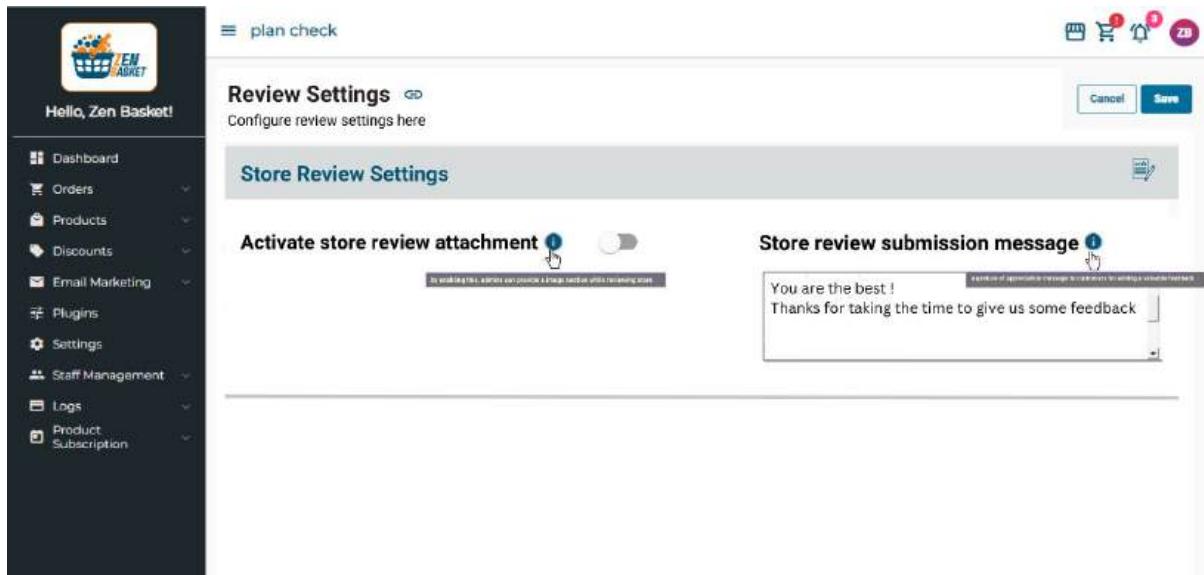
Store reviews tooltips (admin side)

1. Activate store review attachment

you place your cursor in this tool tip ⓘ it displays a message about the use of activating store review attachment.

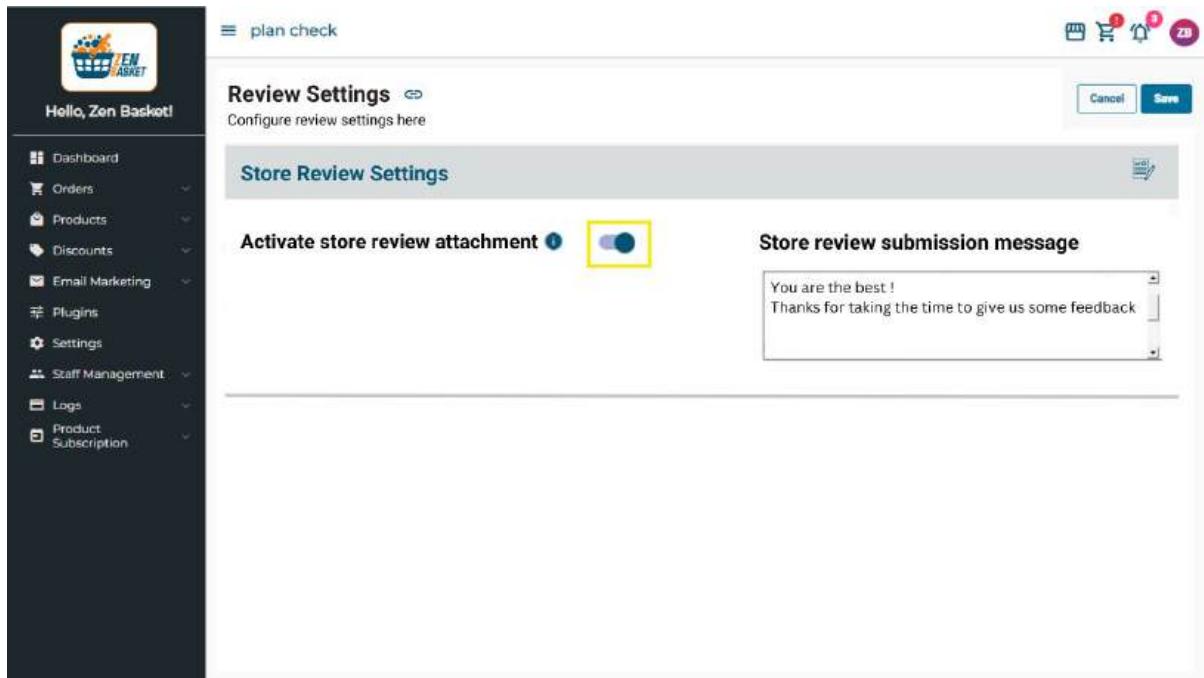
2. Store review submission message

While you place your cursor in this tool tip ⓘ it displays a message about the use of store review submission messages .

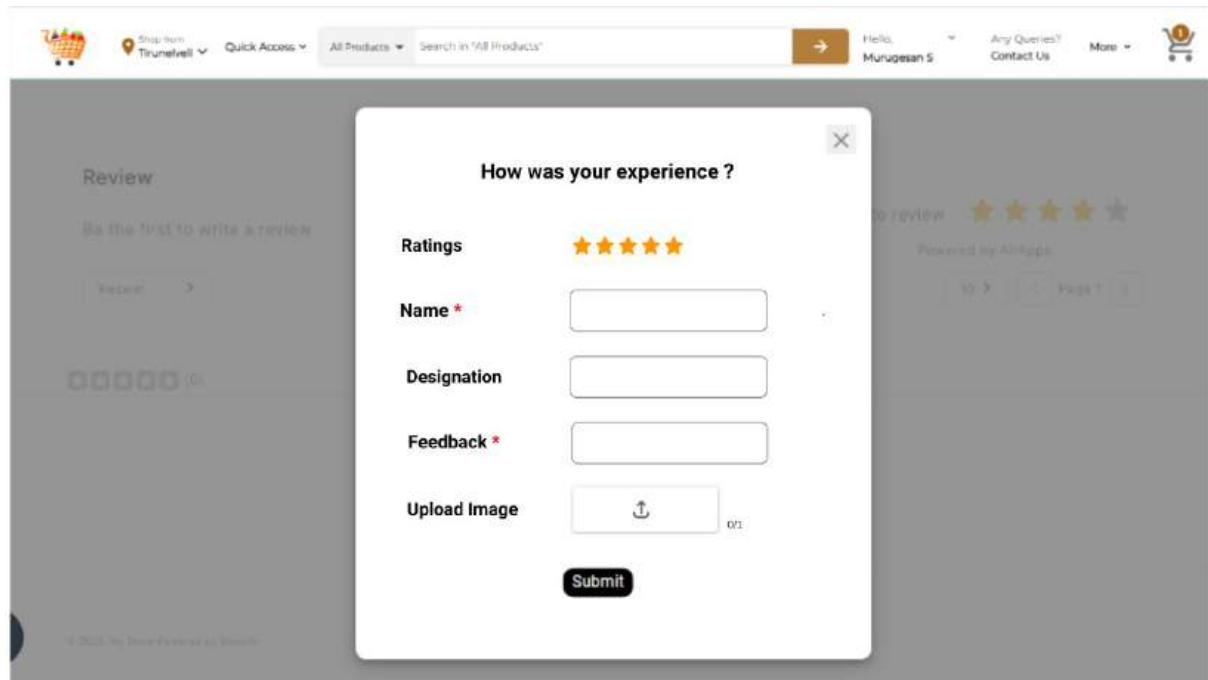


Activate store review attachment - Enabled

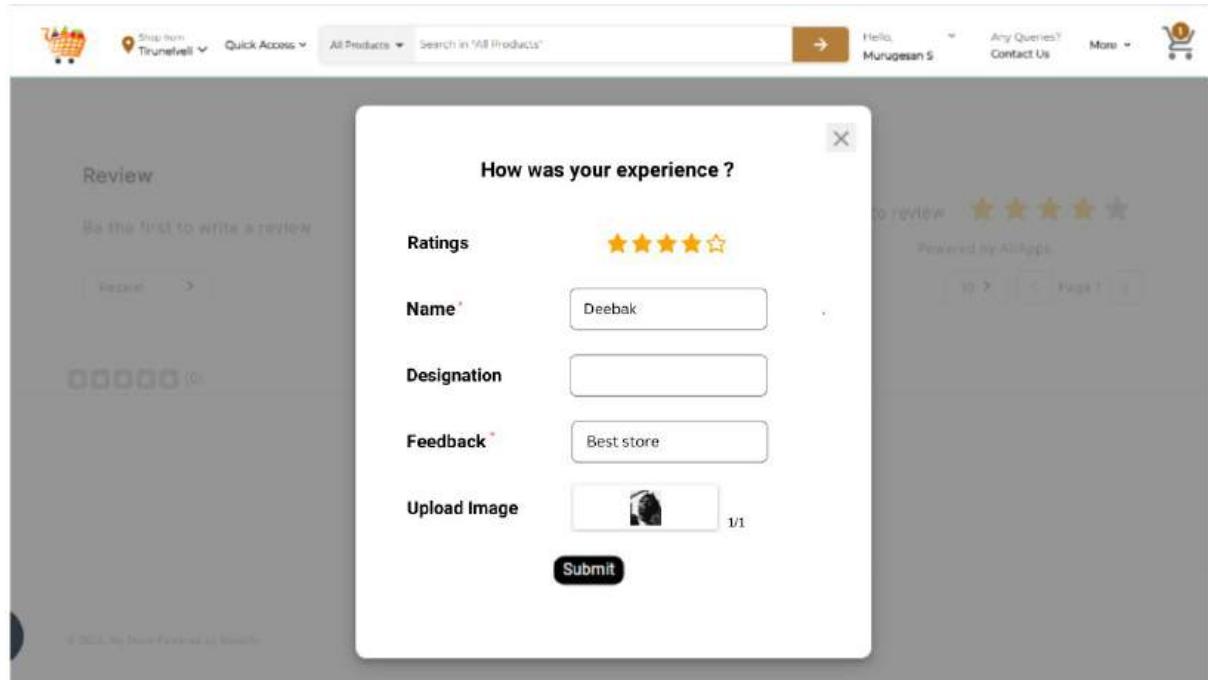
The admin can enable the store review attachment by clicking the toggle button. Now the customer can add a store review with a profile image .



Now the upload image option is shown in the store review popup window.



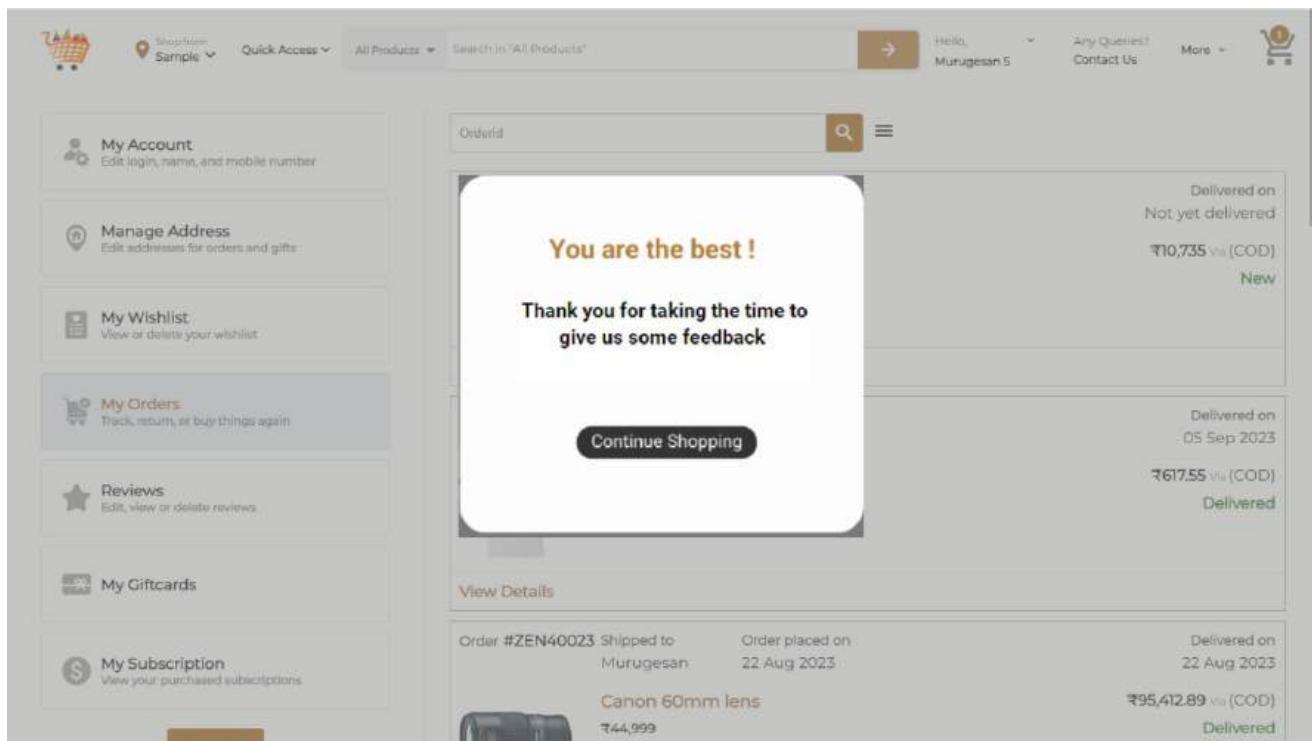
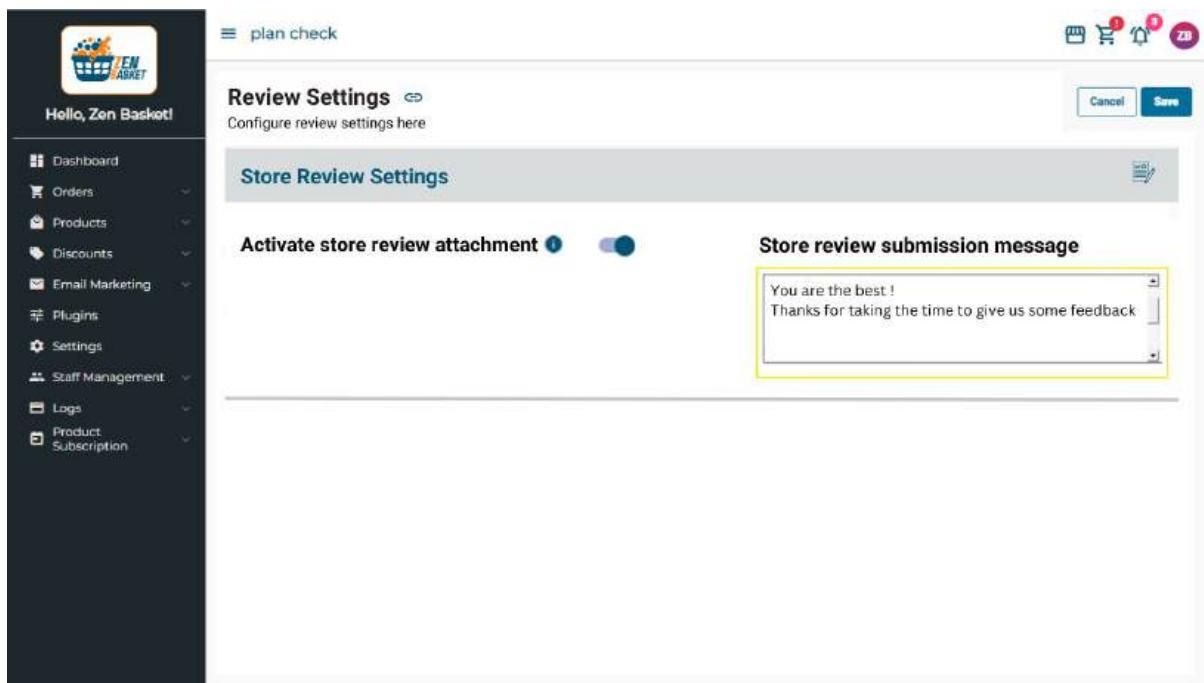
After the activate store review attachment is enabled the customer can add a store review along with the profile image .



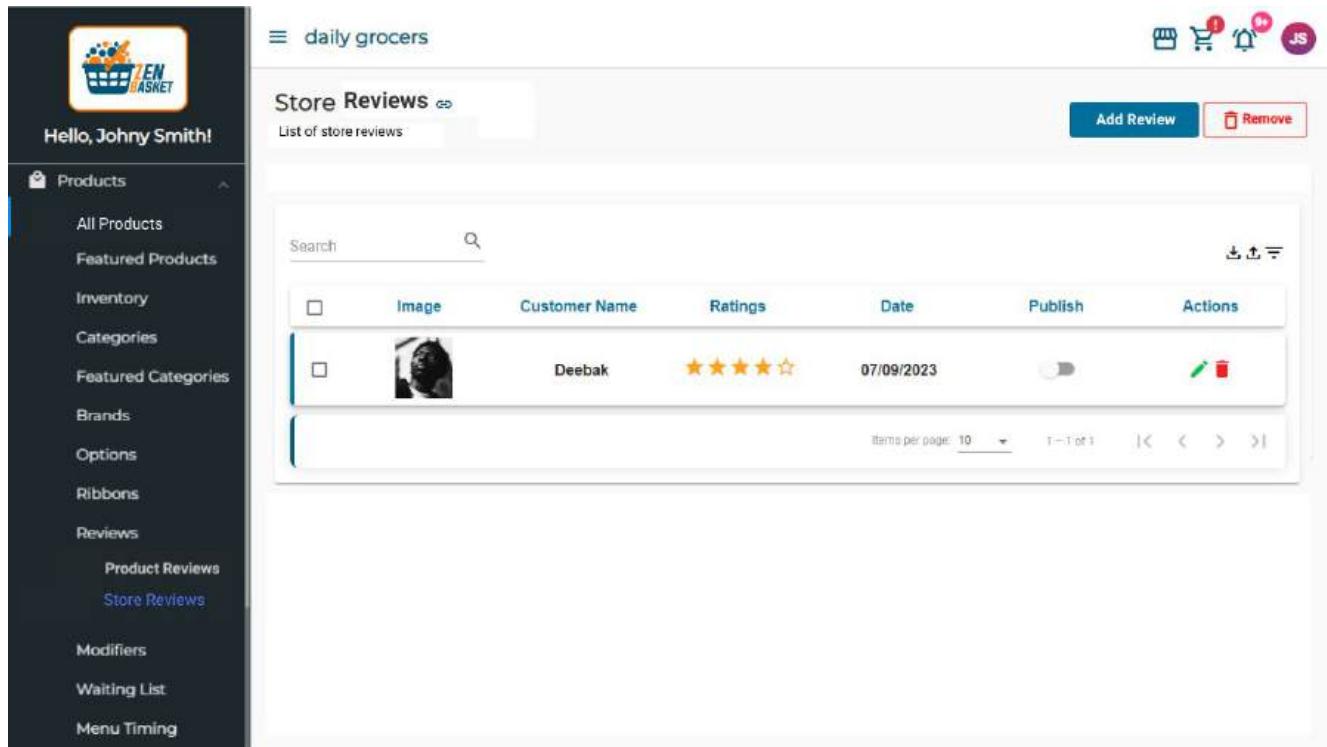
When clicking the Submit button, a thanking message is shown in the popup.

Store review submission message

Store review submission message is a thanking message that displays in a pop up menu after the store review is added successfully by the customer .



As soon as the customer adds a new review, the added review is displayed in the admin page for approval to display in the storefront.



The screenshot shows the ZenBasket Admin interface. On the left, there's a sidebar with a logo for "ZEN BASKET" and a greeting "Hello, Johny Smith!". The sidebar includes a "Products" section with links to All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews (with sub-links for Product Reviews and Store Reviews), Modifiers, Waiting List, and Menu Timing. At the top right, there are icons for a file, a shopping cart with a red notification, a bell, and initials "JS". The main content area is titled "Store Reviews" and shows a table of reviews. The table has columns for a checkbox, Image, Customer Name, Ratings, Date, Publish (a toggle switch), and Actions (with edit and delete icons). One review is listed: "Deebak" with a 5-star rating from 5 stars, dated 07/09/2023. Below the table are buttons for "Add Review" and "Remove". A search bar and some pagination controls are also visible.

The admin can display the customer added review in the storefront by enabling the publish toggle button.

S.No	Fields	Type	Options/Conditions	Description
1.	Search	Text field	Search as placeholder text	The searched customer name will be displayed .
2.	Filter	Dropdown (status, rating, created date) Radio button (status) Rating range (rating) Custom date > date range (created date)	There are three filters namely <ul style="list-style-type: none"> • Status • Rating • Created date <p>Status must contain the options like published and unpublished. All must be in radio buttons.</p> <p>Ratings are based on the count of the stars. You can choose the star rating based on from range to to range.</p> <p>Created date - custom date should contain following options ,</p> <ul style="list-style-type: none"> - Date range(date picker) - This year (size) - Last year (size) - Lifetime (size) 	Reset filters and close button available at the filters header . After filtering the reviews based on conditions like status , ratings and created date , a “apply” button and individual reset icon will be shown . After clicking apply button the appropriate result will be shown in the list page.

3.	Import	Popup menu	Download sample template to see the example of the format required .	Import has an option of downloading the sample template to see the format of the reviews added.Fill in the reviews with the same format seen in the sample template.Add the file and click upload to import the reviews .
4.	Export	Popup menu	Reviews can be exported based on two conditions like <ul style="list-style-type: none"> • Export all the data in the current page(radio buttons) • Export all the data(radio buttons) 	Reviews can be exported based on two conditions like export all the data in the current page and export all the data. Export all the data in the current page downloads all the reviews displayed in the current page.export all the data downloads all the data added by the customers .admin can choose any one of the options and export by clicking start export.
5.	Table title			Image , customer name, ratings, date, publish , actions -> edit and delete.
6.	Remove	button	Select one of the reviews to remove the review.	Admin can remove the reviews by selecting one of the reviews and by clicking -> remove button.
7.	Edit	icon		The admin can use the edit icon to edit the added review .
8.	Delete	icon		The admin can use the delete icon to delete the added review .

Now the review is published and displayed in the storefront successfully.

In Storefront

The screenshot shows a grocery store's website interface. At the top, there is a navigation bar with links for 'All Deals', 'Products', 'Quick Order', 'Gift Cards', 'Subscription Products', 'Blogs', 'Dried', 'Skin Care', 'Daily Needs', 'Sweets & Desserts', 'Oils', 'Spices / Grains / Millets', 'Face Care', 'Sugar', and a 'More' menu. A search bar is also present. Below the navigation, a banner says 'Best store'. In the center, there is a review for a customer named 'Deebak' with a 5-star rating. The review section includes a profile picture of Deebak, the name 'Deebak', and a short description: 'Highest standards in service is the hallmark of this chain.' On the left side of the main content area, there is a sidebar with sections for 'About', 'Information', and 'Contact'. The 'About' section has a brief description. The 'Information' section links to 'About us', 'Privacy Policy', 'Terms and Conditions', and 'FAQ'. The 'Contact' section provides an address (4220 W William Cannon Dr #110, Austin, District of Columbia, United States - 65231), phone number (+15128998865), email (test@mailinator.com), and social media links for Facebook, Instagram, LinkedIn, Pinterest, Twitter, and YouTube. At the bottom, there is a disclaimer about virtual appearance, copyright information (Copyrights 2023 | All Rights Reserved), and a note that the site is powered by ZenBasket 10.212.

Store Review list page Actions

1. Edit

You can edit the added review by clicking edit icon .

The screenshot shows the ZenBasket admin panel. On the left, there is a sidebar with a navigation menu including 'Products', 'All Products', 'Featured Products', 'Inventory', 'Categories', 'Featured Categories', 'Brands', 'Options', 'Ribbons', 'Reviews' (which is currently selected), 'Product Reviews', 'Store Reviews' (which is currently selected), 'Modifiers', 'Waiting List', and 'Menu Timing'. The main content area is titled 'Store Reviews' and shows a list of reviews. The first review listed is for a customer named 'Deebak' with a 5-star rating, dated 07/09/2023. The review table has columns for 'Image', 'Customer Name', 'Ratings', 'Date', 'Publish' (with a switch), and 'Actions' (with edit and delete icons). There are also buttons for 'Add Review' and 'Remove' at the top right of the list. The top of the screen shows the store name 'daily grocers' and various user icons.

Now admin can edit the following fields like customer name , designation, feedback, publish the changes , main image and ratings .

The screenshot shows the ZenBasket mobile application interface. On the left is a dark sidebar with a logo at the top, followed by a list of navigation items: Products, All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews (with sub-options Product Reviews and Store Reviews), Modifiers, Waiting List, and Menu Timing. At the top right, there are icons for Back, Save, and notifications. The main content area has a header "Edit Reviews" with a subtitle "You can edit your store reviews here". It contains fields for Customer Name (Deebak), Designation (Best store), and Feedback (Best store). There is a checkbox for "Publish the changes". To the right is a "Main Image" section with a placeholder image of a person's face, a file type accepted (jpeg, jpg, png, gif & webp), and a "Save" button. Below it is a "Ratings" section showing a 4 Star rating.

Now change the profile image .

This screenshot is identical to the one above, but the "Main Image" field now displays a different profile picture of a woman wearing glasses. The rest of the interface, including the sidebar, review form, and ratings section, remains the same.

Click -> save .Now review is edited successfully.

The screenshot shows the 'Edit Reviews' page for 'daily grocers'. On the left, a sidebar lists various store management options under 'Products'. The main area displays a form with fields for 'Customer Name' (Deebak), 'Designation' (Best store), and 'Feedback' (left empty). A checked checkbox 'Publish the changes' is present. To the right, a modal window titled 'Success' with a checkmark icon displays the message 'Reviews updated successfully.' An 'Okay' button is at the bottom of the modal. Above the modal, there's a placeholder for an 'Image' with a 'Add Image' button and a 'ZenBasket Gallery' link. Below the modal, a rating section shows '4 Star'.

2. Delete

You can also delete the review by clicking the delete icon .

The screenshot shows the 'Store Reviews' page for 'daily grocers'. The sidebar on the left is identical to the previous screenshot. The main area lists reviews with columns for 'Image', 'Customer', 'Date', 'Publish', and 'Actions'. One review by 'Deebak' from '9/2023' has its 'Publish' switch turned on. A confirmation dialog box is overlaid on the page, featuring a yellow emoji with a neutral/explaining face. The text inside the dialog reads 'Are you sure you want to remove the selected Review?'. It includes 'No' and 'Yes' buttons. In the background, the 'Add Review' and 'Remove' buttons are visible in the top right corner of the main list area.

Click yes in the confirmation popup to delete the review. Now the success message is shown.

The screenshot shows the ZenMarket mobile application interface. On the left is a dark sidebar with a logo of a shopping basket and the text "Hello, Johny Smith!". The main content area has a header "daily grocers" and a sub-header "Store Reviews". A green modal box is centered, displaying a large checkmark icon and the word "SUCCESS". Below the modal, a message says "Review details have been removed successfully!". At the top right of the main screen are icons for a cart, a bell, and a user profile. At the bottom right is a red button labeled "Remove". The sidebar contains a list of navigation items under the "Products" category.

- All Products
- Featured Products
- Inventory
- Categories
- Featured Categories
- Brands
- Options
- Ribbons
- Reviews
 - Product Reviews
 - Store Reviews
- Modifiers
- Waiting List
- Menu Timing

Bulk Actions (Remove)

You can remove any of the multiple reviews from the list of reviews by selecting the reviews and clicking the remove button  .

This screenshot shows the same ZenMarket application interface as the previous one, but it displays a list of reviews in a table format. One review is selected, indicated by a blue border around its row. The columns in the table are: Image, Customer Name, Ratings, Date, Publish, and Actions. The selected review shows an image of a person, the name "Deebak", a 5-star rating, the date "09/09/2023", and a publish switch. The "Actions" column contains edit and delete icons. The top right of the screen still has the "Remove" button. The sidebar on the left remains the same.

Image	Customer Name	Ratings	Date	Publish	Actions
	Deebak	★★★★★	09/09/2023	<input checked="" type="checkbox"/>	 

The screenshot shows the 'Store Reviews' section of the admin dashboard for 'daily grocers'. A confirmation dialog box is overlaid on the page, asking 'Are you sure you want to remove the selected Review?'. The dialog has 'No' and 'Yes →' buttons. In the background, there is a list of reviews with columns for 'Image', 'Customer', 'Date', 'Publish', and 'Actions'. One review is selected, indicated by a checkmark in the 'Image' column.

The screenshot shows the 'Store Reviews' section of the admin dashboard for 'daily grocers'. A success dialog box is overlaid on the page, stating 'Review details have been removed successfully!' with a 'Okay →' button. In the background, there is a list of reviews with columns for 'Image', 'Customer', 'Date', 'Publish', and 'Actions'. One review is selected, indicated by a checkmark in the 'Image' column. Below the list, a message says 'Store reviews will be displayed here!'

Now the selected multiple review will be deleted.

Add Manual store review

The admin can add a review for the store in admin page by clicking -> products -> reviews -> store review -> add review

Fill in the following fields

1. Customer name - name of the customer (**required field**)
2. Designation - customers role or position (optional)
3. Feedback - review about the store (**required field**)
4. Publish the changes - you can click on this checkbox to publish and unpublish the reviews in the storefront.
5. Main image - you can add the profile image to the review
6. Ratings - you can add the rating stars to the store based on the satisfaction level.

Click -> save .

Now a new store review is added successfully.

The screenshot shows the ZenBasket platform interface. On the left, a sidebar menu lists various options under 'Products' such as All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews, Product Reviews, Store Reviews (which is currently selected), Modifiers, Waiting List, and Menu Timing. The main content area is titled 'Add Review' and has a sub-instruction 'You can add your store reviews here'. It contains fields for 'Customer Name *' (Deebak), 'Designation' (Best store), 'Feedback *' (Best store), and a checked checkbox 'Publish the changes'. There is also a 'Main Image' section with a placeholder image of a person's head and shoulders, and buttons for 'Add Image' and 'ZenBasket Gallery'. At the bottom right, there is a 'Ratings' section set to '4 Star'. The top right of the screen shows a navigation bar with icons for home, cart, notifications, and user profile.

S.No	Field	Type	Description	Validation	Valida mess
1.	Customer name	Text field	Customer name refers to the name of the customer who's gonna add the review	Required Max 50 char	Customer required
2.	Designation	Text field	Designation refers to the customer's role or position.		
3.	Feedback	Text box	Feedback refers to the customer's review about the store based on his satisfaction.	Required Max 250 char	Feedback required
4.	Publish the changes	checkbox	If the publish the changes checkbox is checked then the review is published and displayed in the storefront successfully.if it is unchecked then review is not published and not displayed in the storefront.by default the publish the changes checkbox is checked .		
5.	Main image (add image , zenbasket gallery)	button	The admin can add images to the reviews by clicking add image and upload the image from the image gallery.admin can also upload the images from the zenbasket gallery. Maximum images : 1 Accepted formats : jpeg, jpg, png, gif & webp		
6.	Ratings	Dropdown	The admin can choose the star ratings by clicking the ratings dropdown box .And choose any of the rating stars based on the satisfaction level.		
7.	Save	Button	To save the manual store review filled.		
8.	Cancel	Button	To cancel the store review filled.		

By default the publish the changes checkbox is checked.You can uncheck the checkbox by clicking on the checkbox once again.

daily grocers

Add Review

You can add your store reviews here

Customer Name *

Deebak

Designation

Feedback *

Best store

Publish the changes.

Main Image
Accepted formats: jpeg, jpg, png, gif & webp.

Add Image ZenBasket Gallery

Ratings
4 Star

Back Save

You can also add an image to the review by clicking -> add image or zenbasket gallery .

daily grocers

Add Review

You can add your store reviews here

Customer Name *

Deebak

Designation

Feedback *

Best store

Publish the changes.

Main Image
Accepted formats: jpeg, jpg, png, gif & webp.

Add Image ZenBasket Gallery

Ratings
4 Star

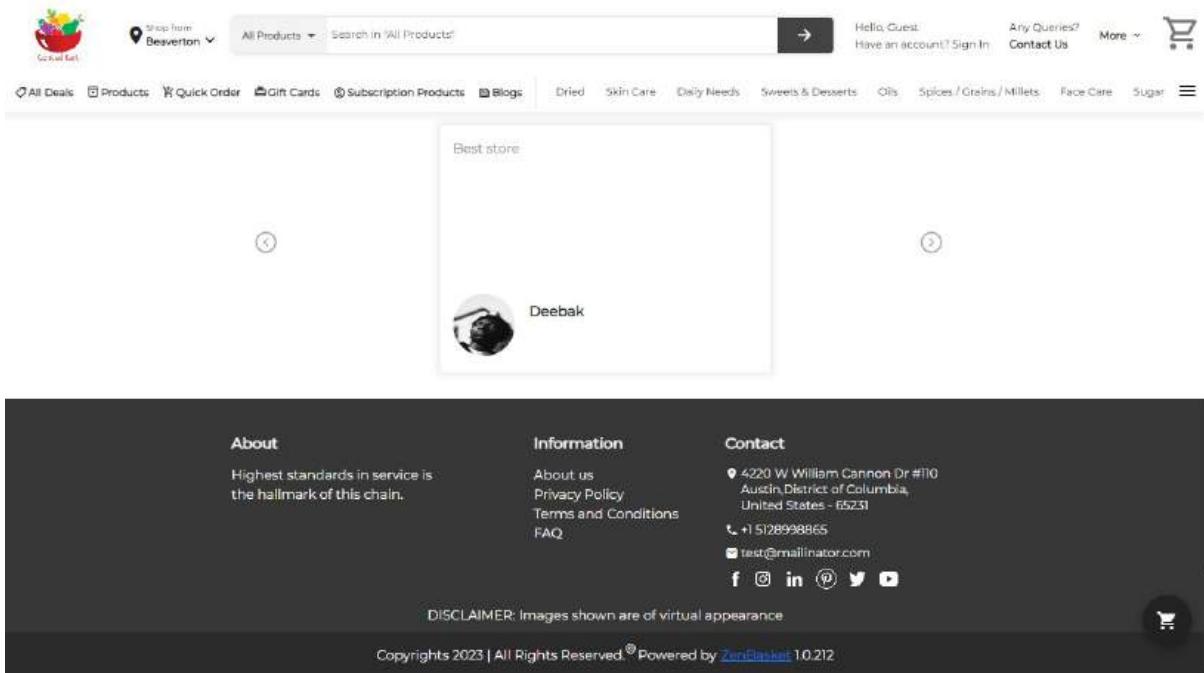
Back Save

Click -> save. Now the review is added in the admin page and displayed in the storefront successfully.

The screenshot shows the ZenBasket Admin interface. On the left, a sidebar menu is visible under the heading 'Products' with options like All Products, Featured Products, Inventory, Categories, etc. The main area is titled 'Add Review' with the sub-instruction 'You can add your store reviews here'. A central modal window is open, displaying a green success message with a checkmark icon and the text 'Success' and 'Review created successfully.' Below the modal, there's a 'Okay →' button. To the right of the modal, there's a section for 'Main Image' featuring a placeholder image of a person's face with a red 'X' in the top right corner. Buttons for 'Add Image' and 'ZenBasket Gallery' are present. A rating section shows 'Rating: 4 Star'. At the top right of the main area are icons for Back, Save, and other administrative functions.

The screenshot shows the ZenBasket Admin interface. The left sidebar is identical to the previous screenshot. The main area is titled 'Store Reviews' with the sub-instruction 'List of store reviews'. It features a table with columns: Image, Customer Name, Ratings, Date, Publish, and Actions. One row is visible, showing an image of a person, the name 'Deebak', a 5-star rating, the date '07/09/2023', a publish switch (which is active), and edit/delete icons. At the top right of the main area are icons for Add Review, Remove, and other administrative functions. The bottom of the screen shows pagination controls and a page size selector set to 10 items per page.

In storefront,



Search Store Reviews

You can also search for the review by clicking the search bar and view the searched reviews .

Search 

Import reviews

The admin can import the reviews by clicking the import icon  .Admin can download the sample template to know the required format. Now add a new review in the same format and click -> add file -> upload .

Now the reviews will be imported successfully.

The screenshot shows the ZenMarket mobile application's interface. On the left is a sidebar with navigation links: Products, All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews, Product Reviews, Store Reviews, Modifiers, Waiting List, and Menu Timing. The main content area is titled "Store Reviews" and contains a sub-section "Import Reviews". This section includes a search bar, a text input field for "Description", a blue "Add File" button, and two buttons at the bottom: "Close" and "Upload". A note at the bottom states "Store reviews will be displayed here!".

Export reviews

You can also export the reviews by clicking export icon . You can export the reviews based on two conditions like

1. Exporting all the data in the current page
2. Exporting all the data.

Choose any one of these conditions and click -> start export

The screenshot shows the ZenMarket mobile application's interface. The sidebar and main content area are identical to the previous screenshot. A new modal window titled "Export Store Reviews" is open in the center. It contains the text "Pick your export option" and two radio buttons: "Export all the data in current page" and "Export all the data". Below the modal is a list of reviews with columns for "Image", "Customer Name" (showing "Deeba"), and "Publish" (with a toggle switch). At the bottom of the modal are "Close" and "Start Export" buttons.

Now based on the export conditions the reviews are exported .

Review Filter

You can filter the review by clicking the filter icon .

You can filter the review based on status , rating and created date.

You can filter the reviews based on the following three condition

- Status - based on published or unpublished
- Rating - based on count of ratings
- Created date - based on date range

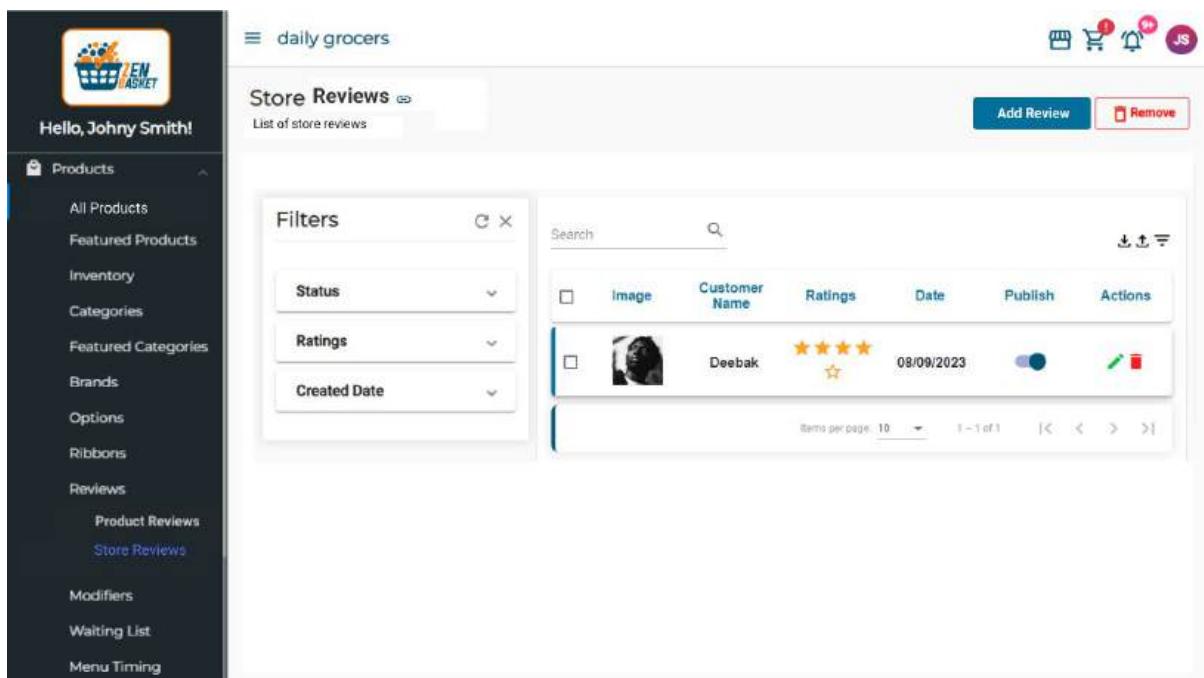


Image	Customer Name	Ratings	Date	Publish	Actions
	Deebak	★★★★★	08/09/2023	<input checked="" type="checkbox"/>	 

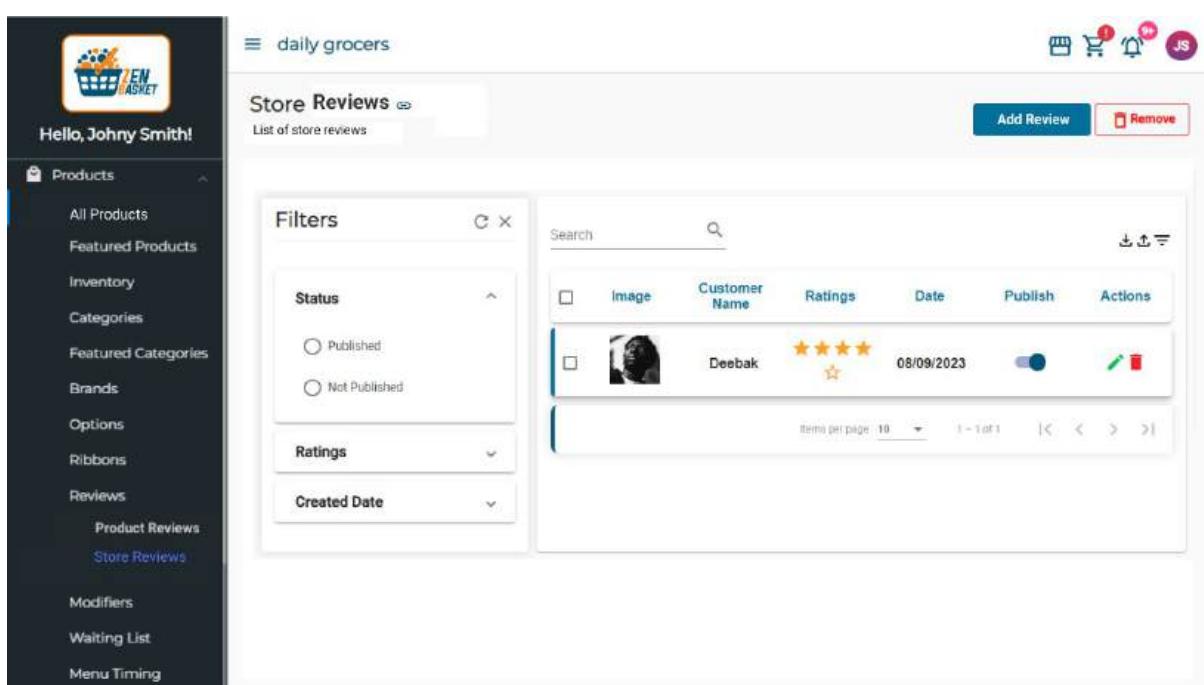


Image	Customer Name	Ratings	Date	Publish	Actions
	Deebak	★★★★★	08/09/2023	<input checked="" type="checkbox"/>	 

The screenshot shows the ZenBasket mobile application interface. At the top, there is a navigation bar with icons for home, cart (containing 1 item), notifications (with 2 notifications), and user profile (JS). The main header says "daily grocers". Below the header, the title "Store Reviews" is displayed with a dropdown arrow, and a sub-header "List of store reviews". On the right side of the header are two buttons: "Add Review" (blue) and "Remove" (red). The left sidebar, titled "Products", contains a list of categories: All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews (which is expanded to show Product Reviews, Store Reviews, Modifiers, Waiting List, and Menu Timing). The main content area is titled "Filters" and includes dropdowns for Status, Ratings (set to "From Range" with "To Range" input fields), and Created Date (with a "Choose a date range" button). To the right is a table view showing a single review entry for "Deebak" with a 4-star rating, dated "08/09/2023". The table has columns for Image, Customer Name, Ratings, Date, Publish, and Actions. At the bottom of the table area, there are pagination controls and a note "Items per page: 10" and "1 - 1 of 1".

This screenshot is identical to the one above, but the "Created Date" filter in the sidebar is now set to "Choose a date range" instead of "From Range". The rest of the interface, including the filters, table view, and overall layout, remains the same.

Click -> apply to view the filtered reviews .

Image	Customer Name	Ratings	Date	Publish	Actions
	Deebak	★★★★★	08/09/2023	●	/ X

3. Question and Answer

Q&A sections in Ecommerce reviews are invaluable for customers and retailers. They offer product information, reduce uncertainty, and boost trust, leading to better-informed buying decisions and improved shopping experiences.

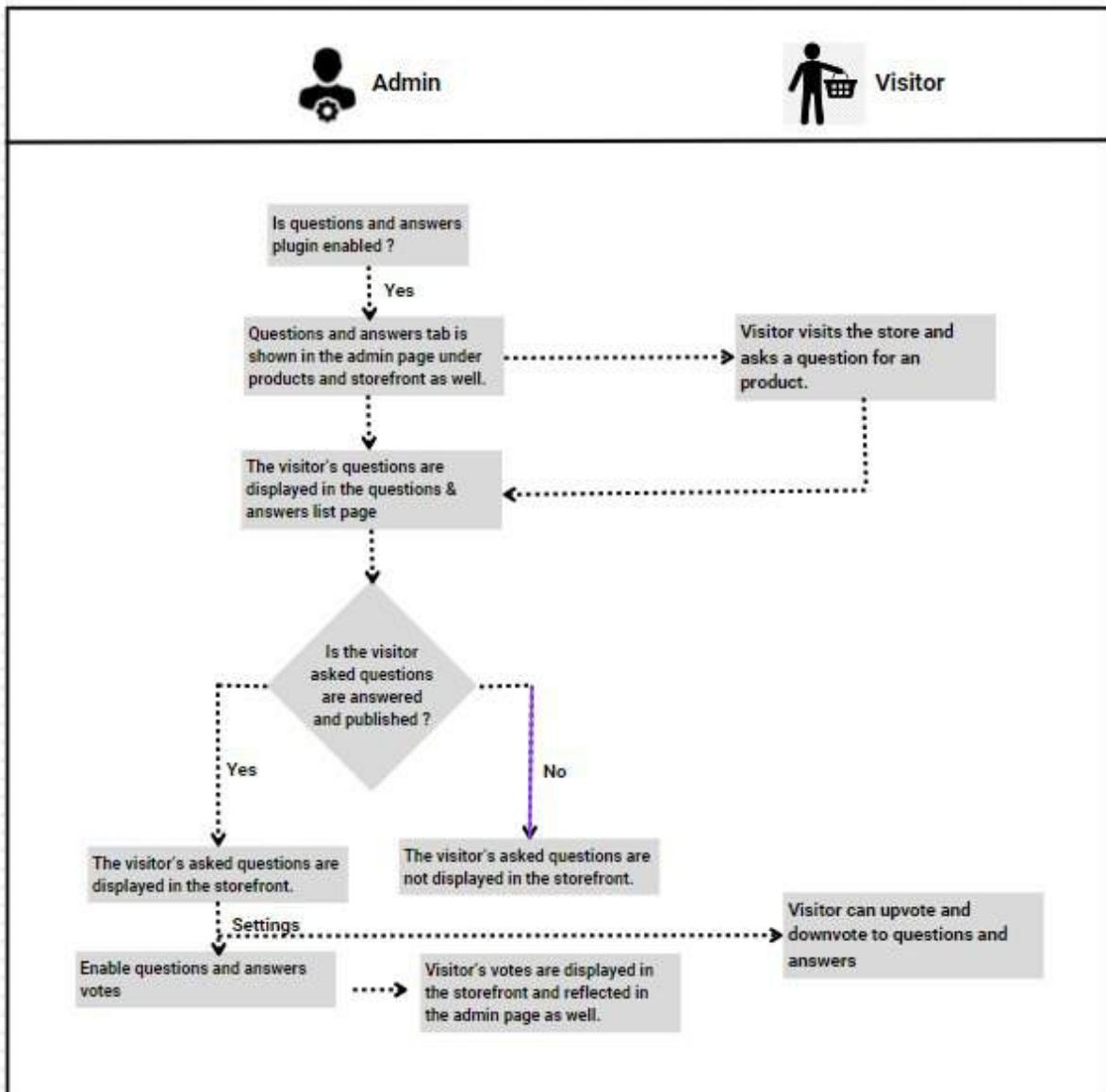
Important:

If we need to implement “Answer the questions” features in future the question and answer UI will completely change.

Refer this document :

<https://docs.google.com/document/d/12L7uhu1Zcf8M5UB7flpY6w3Ea3fDLUKPF2xiw8pGzL4/edit#heading=h.fn38f3t80pgb>

Workflow diagram



Plugin Activation

The visitors/customers can ask a question about a product only if the questions and answers plugin is enabled .

Move to the plugins menu and search questions and answers in the search field.

The screenshot shows the 'daily grocers' admin dashboard. On the left, there's a sidebar with various menu items like Dashboard, Product, Subscription, Mailchimp, Testimonials, Blogs Management, Facebook Pixel, Products, Design, Orders, User Management, Discounts, Shipping & Pickup, Logs, Settings, Plugins (which is currently selected), Visitor Queries, Gift Cards, and Taxes. The main content area is titled 'Plugins' and shows a sub-section for 'Questions & Answers'. It includes a small 'Q&A' icon, a brief description: 'This plugin helps customers to ask questions about products or services, allowing businesses to provide detailed information and improve user engagement.', and a toggle switch that is currently off.

Now enable Question & answer plugin. As soon as the questions and answers plugin is enabled a settings icon is displayed in the plugin.

This screenshot is identical to the one above, but the 'Questions & Answers' plugin is now enabled. The toggle switch is turned on, and a settings gear icon has appeared next to it. A 'Settings' button is also visible at the bottom right of the plugin's card.

Now the **Questions & Answers** menu is displayed under the **products** menu in the admin page. If no questions are asked by the customers/visitors, the landing page is shown.

The screenshot shows the 'daily grocers' storefront interface. On the left, there's a sidebar with various navigation options: Products (All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews, Question / Answer), Wishlist, Modifiers, Waiting List, Menu Timing, Image Gallery, Design, Orders, User Management, and Discounts. The main content area features a large graphic of a stylized 'Q&A' where people are interacting with the letters. Below the graphic, the text 'You don't have any questions and answers yet.' is displayed.

Now **ask a question** button is displayed under the Q&A tab in the storefront under the product details page.

The screenshot shows the storefront interface with the 'Q&A' tab selected. At the top, there are various navigation and user profile elements. Below the tabs, there's a sorting option 'Sort by : Most Recent'. In the center, there's a prominent orange button labeled 'Ask A Question'.

No questions asked for this product.

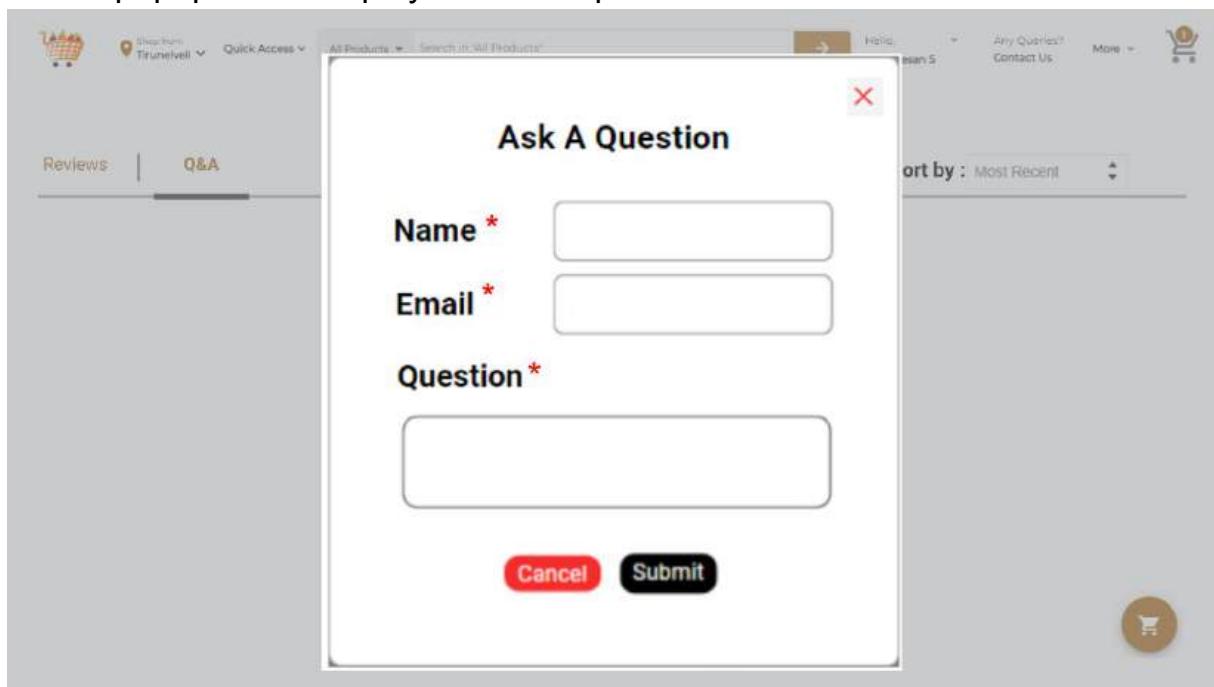
Ask a Question (Storefront)

The customers/visitors can ask a question to the product in the storefront by clicking -> **Ask a Question** button under each product.



No questions asked for this product.

Now a popup menu displays to ask a question.



Customers/visitors are asked to fill in the following fields to ask a question.

1. Name - name of the visitors/customers

2. Email - email of the visitors/customers
3. Question - the questions asked by the visitors/customers for clarifications .

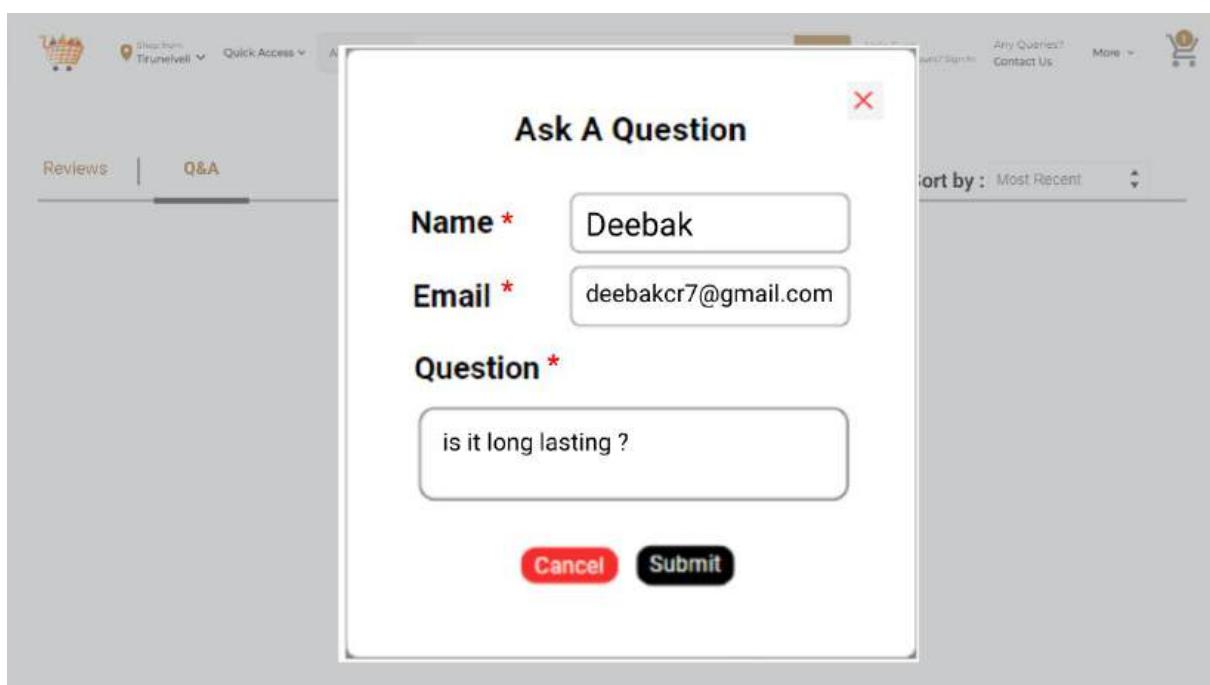
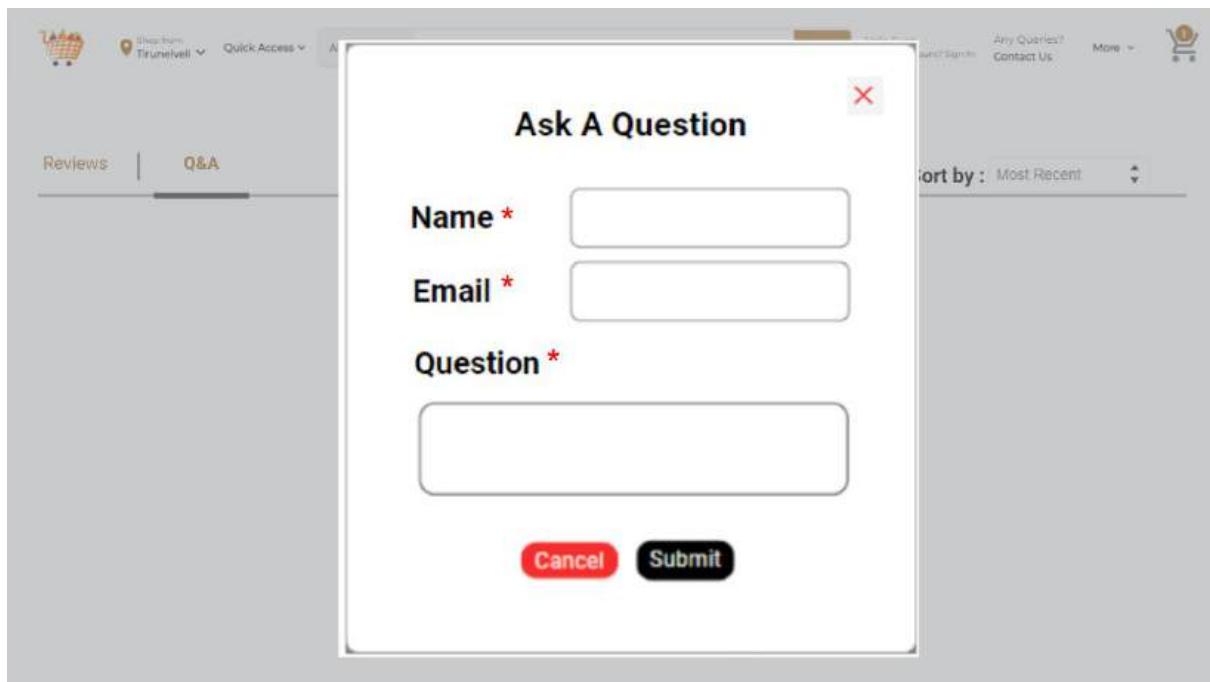
S.No	Field	Type	Description	Validation	Validation message
1.	Name	Text field	The name of the customer/visitor should be added , so the question will be displayed in the storefront with the customer/visitor's name.	Required Name only letters (max 50 char)	Customer/visitor's name is required.
2.	Email	Text field	The email of the customer/visitor should be added for verification.	Required Email is invalid	Customer/visitor's email is required .
3.	Question	Text field	The question about a product should be asked by the customer/visitor to clarify the doubts about the product.	Required Question only (max 250 char)	customer/visitor's question is required.

The customers/visitors are asked to ask a question about a product has three following cases

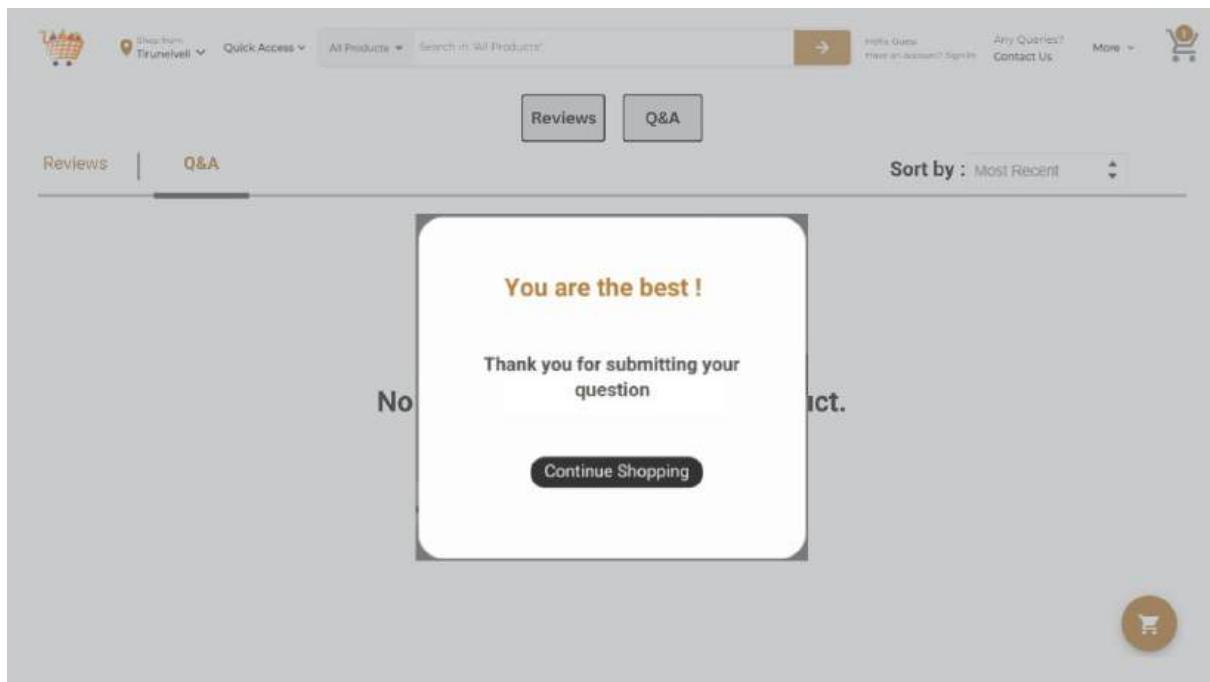
1. **Case 1** - visitor's ask a question about a product without logging in to the store.
2. **Case 2** - customer's ask a question about the product without logging in to the store.
3. **Case 3** - customer's ask a question about the product who is logged in to the store.

Case 1 :

Visitor's are the guest people and whenever visitor's visit the store and ask a question about the product , the visitor has to fill in the following fields like **name , email and question .**



When a visitor clicks the submit button, a thanking popup message displays and a verification mail is sent to the visitor to confirm whether the question is asked by him/her.



Visitor Verify his/her Question about Product (email template)

Once the visitor submits a question, an email with a verification link is sent to the visitor's registered email address.

Subject: Please verify your question of [product_name]

Des : Send mail to the visitor to verify the visitor's question.

Store Name/Logo

Hi [visitor_name],

We noticed that you recently visited our online shop, and left a question regarding the product [product_name]. Please be informed that all questions on (store_name) are independently verified to ensure maximum visitor's confidence.

The question you left was:

[Product_Questions]

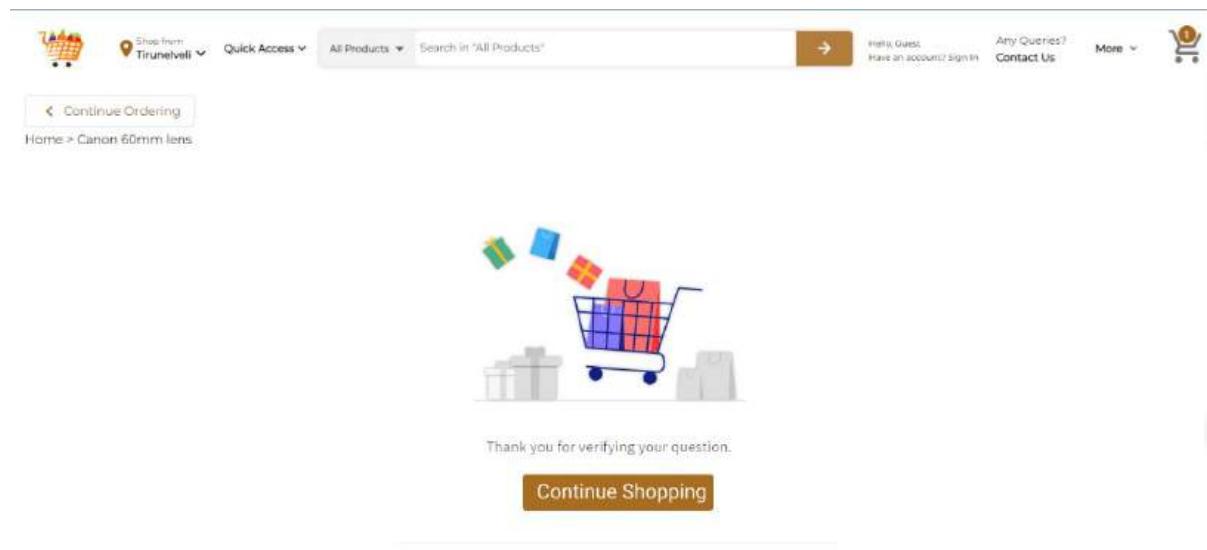
To verify that it was indeed you who left this question, kindly click the link below:

Verify my question for [product_name], button/link

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

When the visitor clicks the verification link, his/her question is verified.



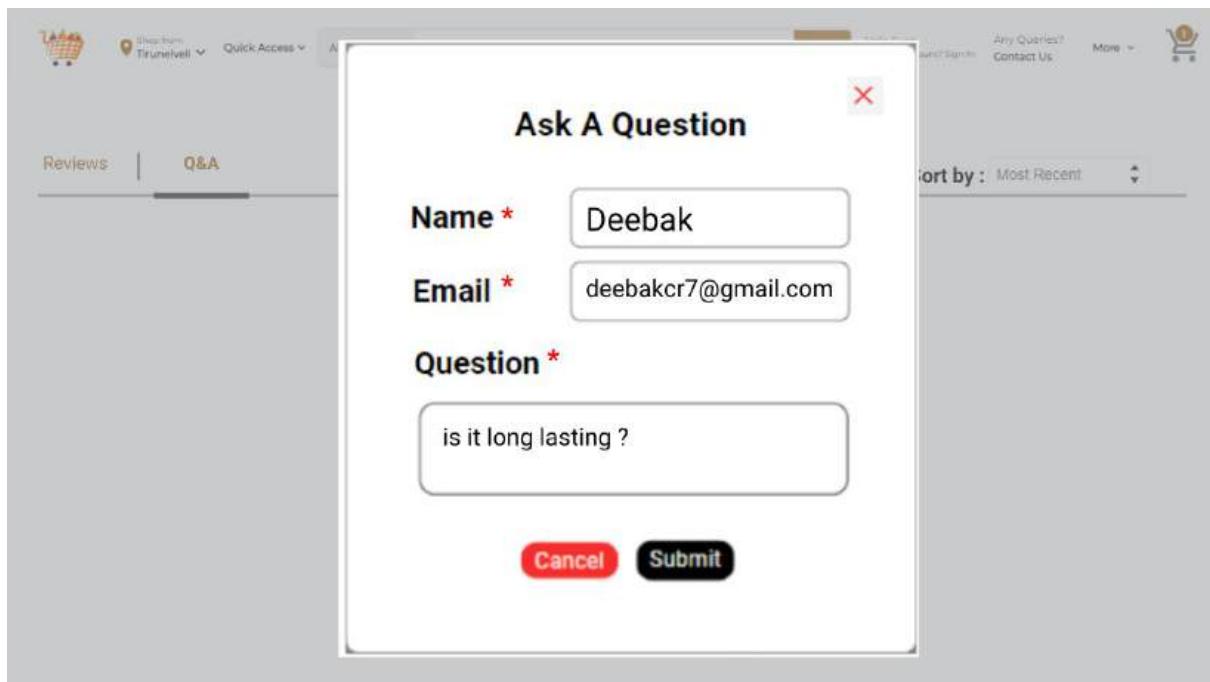
And the visitor's added question is reflected in the admin page. The user type is **Guest** in this case.

The screenshot shows a user interface for managing questions and answers. On the left, a sidebar lists various administrative categories: Products (All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews, Question / Answer, Wishlist, Modifiers, Waiting List, Menu Timing, Image Gallery), Design, Orders, User Management, and Discounts. The main area is titled "Questions & Answers" and displays a list of questions. A specific question is highlighted: "is it long lasting ?" asked by "Deebak" on "11/09/ 23". The status is "Pending". Below the question are "Write an answer" and "Delete" buttons, along with like and dislike counts (0 each). A search bar and filter options are at the top of the list.

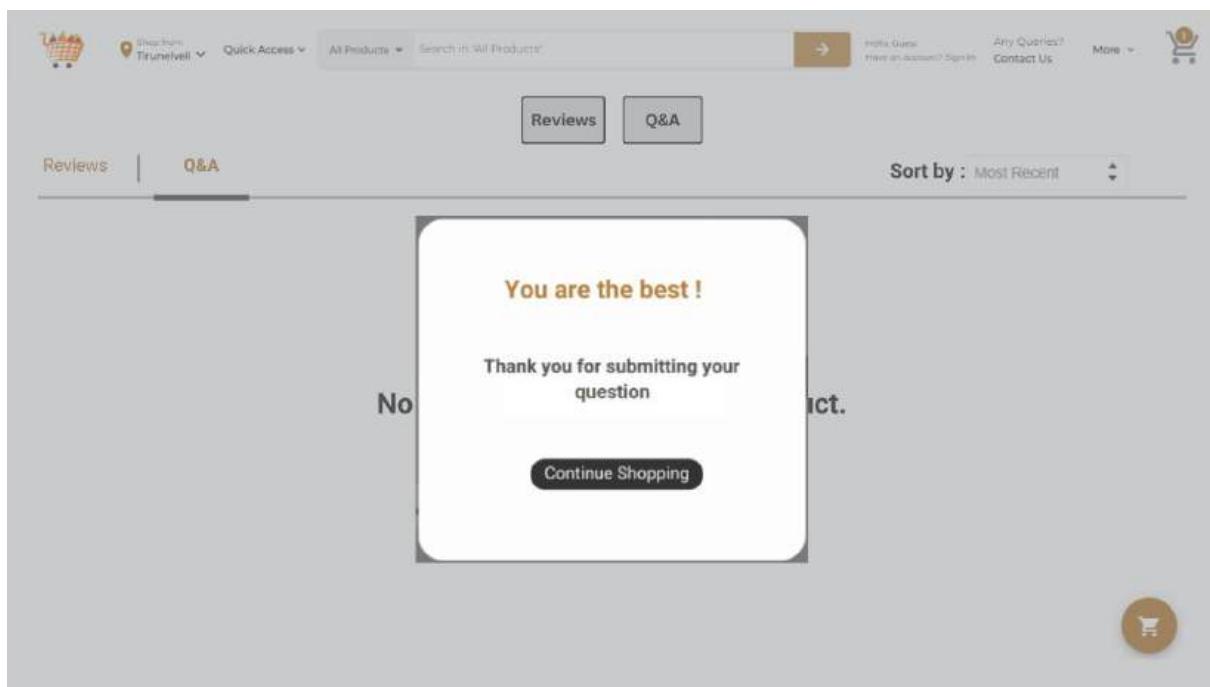
Case 2 :

Whenever a customer is not logged in and visits the store to ask a question about the product , the customer has to fill in the following fields like **name** , **email** and **question** .

The screenshot shows a mobile-style interface for asking a question. At the top, there are navigation icons for location, quick access, and user profile. Below that, tabs for "Reviews" and "Q&A" are visible, with "Q&A" being the active tab. A central modal window is open, titled "Ask A Question". It contains three required fields: "Name *", "Email *", and "Question *". Each field has an associated input box. At the bottom of the modal are "Cancel" and "Submit" buttons. The background shows a blurred view of the store's interior and other users.



When the customer clicks submit a thanking popup message displays and no verification email is sent to the customer because he/she is already verified during the signup process.



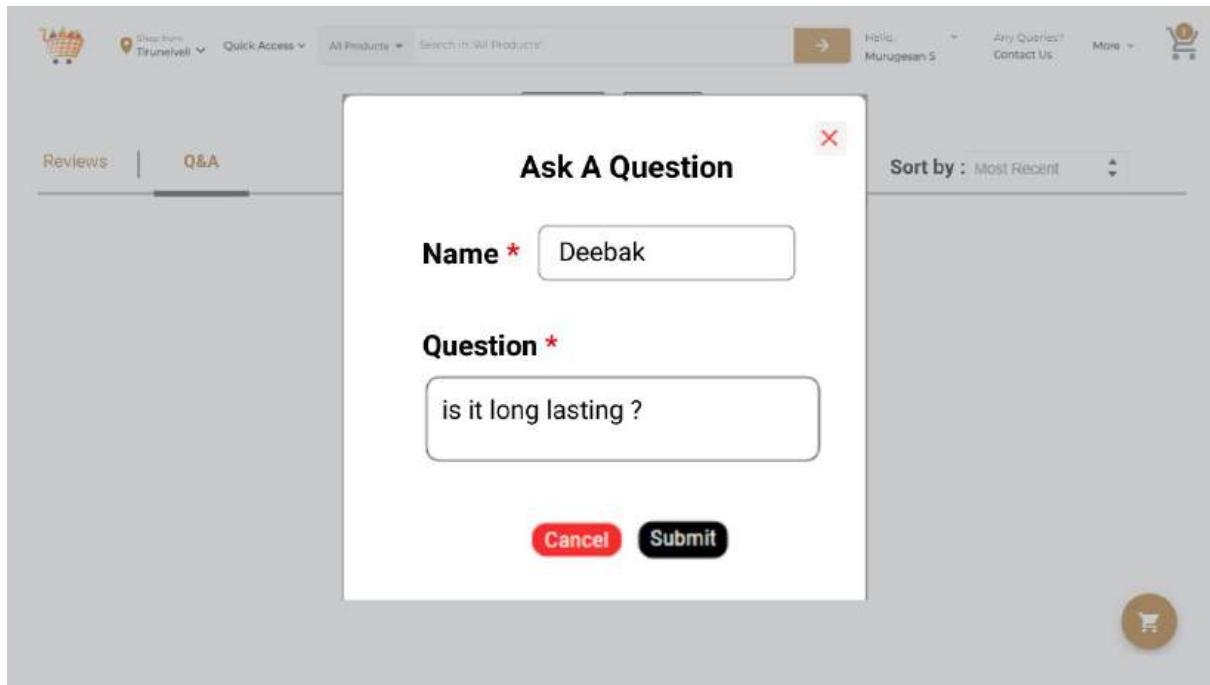
The customer asked questions will be reflected in the admin page.The user type is **Customer** in this case.

The screenshot shows a left sidebar with various navigation options under categories like Products, Orders, and User Management. The main area is titled 'Questions & Answers' and displays a list of questions. One question is highlighted: 'is it long lasting ?' asked by 'Shirt' on '11/09/23'. It has a status of 'Pending' and a 'Write an answer' button.

Case 3 :

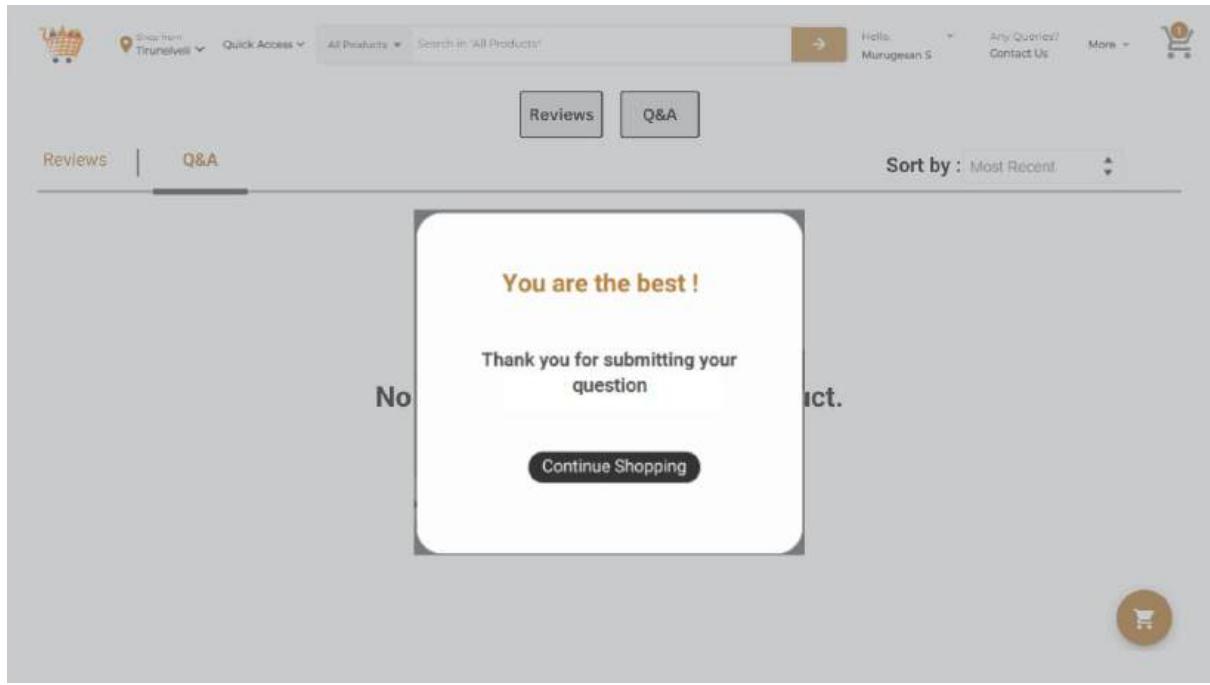
Whenever a customer is logged in to the store and asks a question about the product , the customer has to fill in the following fields like **name** and **question**.

The screenshot shows a storefront interface with a 'Reviews' and 'Q&A' tab. A modal window is open, titled 'Ask A Question', prompting the user to enter their 'Name *' and 'Question *'. Below the input fields are 'Cancel' and 'Submit' buttons. The background shows a search bar and user profile information.



When the customer clicks submit no verification email is sent to the customer because the customer has already verified during the signup process .

Finally thanking message is shown after submitting a review



And the customer's added question will be reflected in the storefront.The user type is **Customer** in this case.

The screenshot shows the 'Questions & Answers' section of a store management system. The left sidebar has a dark theme with white text and icons. It includes sections for Products (All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews, Question / Answer, Wishlist, Modifiers, Waiting List, Menu Timing, Image Gallery), Design, Orders, User Management, and Discounts. The main content area has a light background. At the top, there's a search bar and some filters. Below that is a table header with columns: Product Name, Asked by, Created at, Type, Question and Answer, Status, and Action. A single row is shown in the table body, representing a question from a customer named Deebak about a shirt, asking if it is long-lasting. The status is 'Pending'. There are buttons for 'Write an answer' and a trash can icon. Below the table, there are like and dislike counts (0 each).

Questions Submission Mail Notification for Admin

When the customer verifies his/her account, an email about the question submission is sent to the admin's email address.

Subject: [Customer_Name] asked a question about the [product_name] for the store.

Des : Send mail to admin about customer submitted questions in storefront

Store Name/Logo

Hi store_owner_name,

We wish to inform you that our store (store_name), A user recently visited our online shop, (store_name), and posed a question regarding the product [Product_Name]

The question user left:

[Product_Questions]

Note: To Answer this Question, kindly login and Go to the Question tab present in the header and then click on "Write an Answer" for Pending Question

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

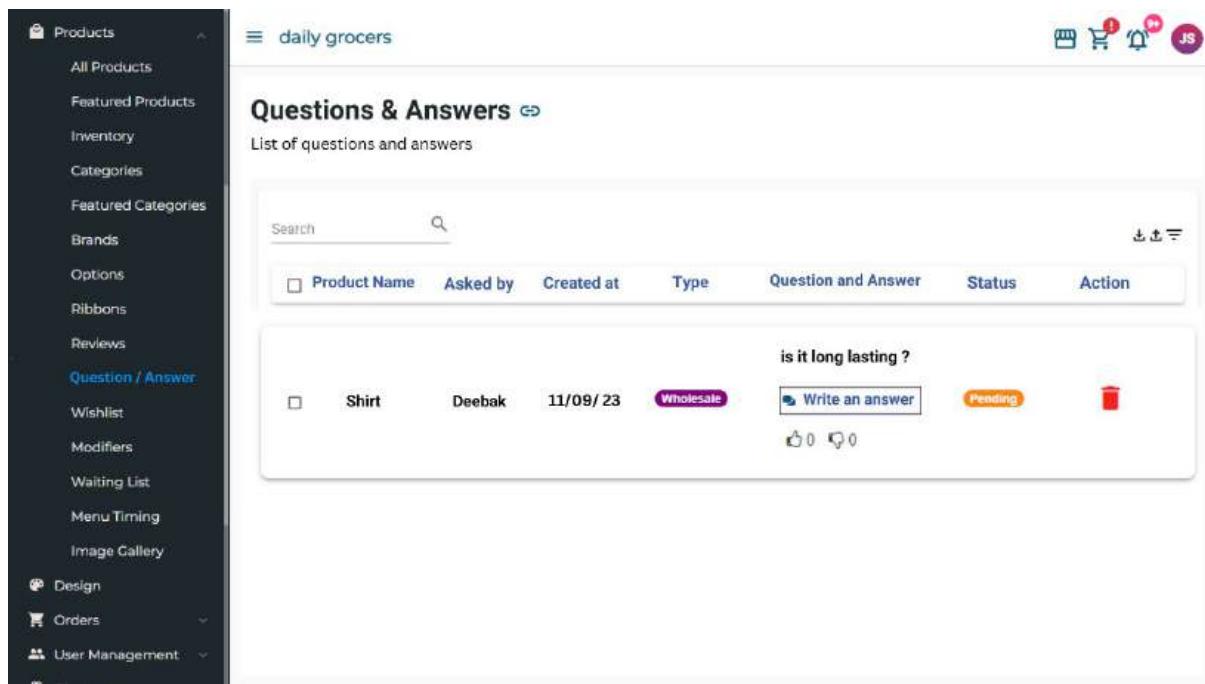
Thank you!
Regards,
ZenBasket Team

Note: In the case of **Visitors asking a question**, admin can't receive a notification mail before the visitor verifies his question.

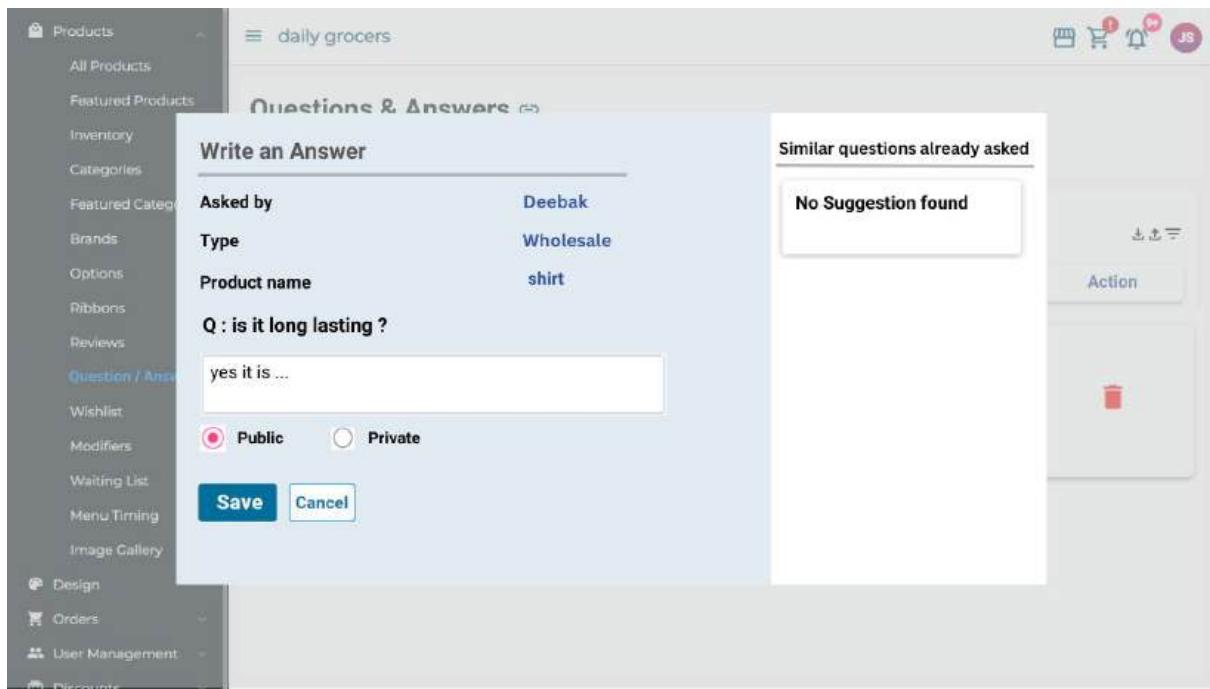
This notification mail contains a link which navigates the Q&A list page. Here the admin can answer to a question

Wholesale customer

When the question is asked by an wholesale customer then the customer type changes to the wholesale customer .



The screenshot shows the ZenBasket platform's interface. On the left, there is a sidebar with various menu items under 'Products' and 'Question / Answer'. The main area is titled 'Questions & Answers' and shows a list of questions and answers. One question is highlighted: 'is it long lasting ?' asked by 'Shirt' on '11/09/23'. The question has a status of 'Pending' and a 'Write an answer' button. The sidebar also includes sections for 'Design', 'Orders', 'User Management', and 'Discounts'.



Manage Question and Answer

After a question is asked by the customer/visitor , the customer/visitor asked question will be reflected in the admin page and the admin can answer the customer's/visitor added questions .

Q&A List Page

The questions and answers list page consist of details like

1. **Product name** - name of the product
2. **Asked by** - name of the visitor or customer
3. **Created at** - time when the visitor questioned .
4. **Question and answer** - the question asked by the visitor and the answer added by the admin is displayed here.This column has a write,edit and delete answer buttons too.
5. **Status** - it displays the status of the question whether it is published , pending and private .
6. **Actions** - actions consist of delete questions and publish/unpublish questions.
7. Count of votes and downvotes also shown under the question.

The screenshot shows the 'Questions & Answers' section of a web-based administration interface. On the left, there is a sidebar with various menu items under 'Products', 'Orders', and 'User Management'. The main area displays a table of questions. One question is highlighted: "is it long lasting ?" asked by 'Shirt' on '11/09/23'. The status is 'Customer' and the action button is 'Pending'. Below the table, there are like and dislike counts (0 each) and a delete icon.

Product Name	Asked by	Created at	Type	Question and Answer	Status	Action
Shirt	Deebak	11/09/23	Customer	is it long lasting ?	Pending	

Note: Pending reviews has only one action. Delete question option to delete a question.

Answer to a Question

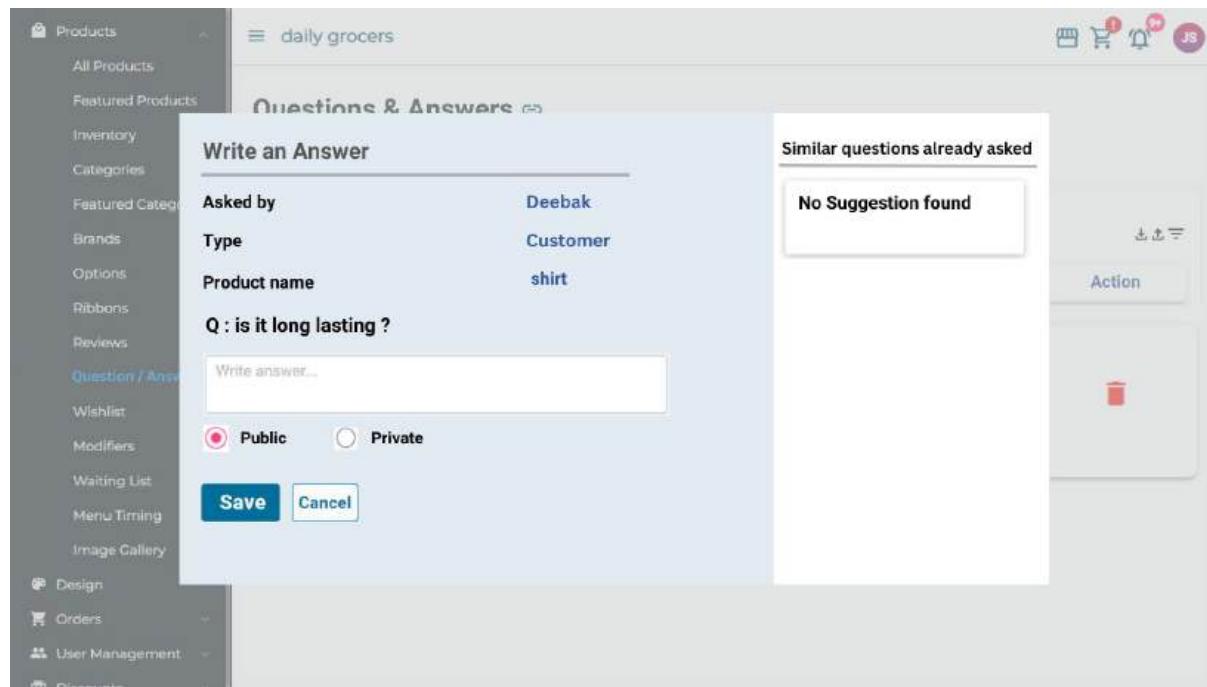
The admin can write an answer to the questions asked by customers/visitors by clicking -> **write an answer** button in the questions and answers column.

This screenshot is identical to the one above, but the 'Write an answer' button for the highlighted question is now highlighted in blue, indicating it is active or has been clicked.

Admin can give two types of answers to a question.

1. Public questions

If you choose a public option while answering , the question state becomes Published and question & answers **displays in storefront**



Fill in the answer for the asked question in the **write answer** text field.

Click the public radio button to display the questions and answers in the storefront and private to not to display the added questions and answers in the storefront.

Click -> save button

The screenshot shows a 'Write an Answer' dialog box. On the left, a sidebar menu includes 'Products' (selected), 'All Products', 'Featured Products', 'Inventory', 'Categories', 'Featured Categories', 'Brands', 'Options', 'Ribbons', 'Reviews', 'Question / Answer' (selected), 'Wishlist', 'Modifiers', 'Waiting List', 'Menu Timing', 'Image Gallery', 'Design', 'Orders', 'User Management', and 'Discounts'. The main area has fields for 'Asked by' (Deebak), 'Type' (Customer), 'Product name' (shirt), and a question 'Q : is it long lasting ?' with the answer 'yes it is ...'. It includes 'Public' and 'Private' visibility options, and 'Save' and 'Cancel' buttons. To the right, a sidebar shows 'Similar questions already asked' with a message 'No Suggestion found'.

Now the answer is added to the question successfully and it displays a pop up message that the answer has been added to the question.

The screenshot shows a 'Questions & Answers' list with a search bar and columns for 'Product Name' and 'Asked by'. A modal window is open with a green header containing a checkmark icon and the word 'Success'. The message inside the modal says 'Answer has been saved successfully. Please wait a moment while the changes are applied.' and has an 'Okay' button.

As soon as the answer is added to the question it is displayed in the store admin and store front as well.

Products

All Products

Featured Products

Inventory

Categories

Featured Categories

Brands

Options

Ribbons

Reviews

Question / Answer

Wishlist

Modifiers

Waiting List

Menu Timing

Image Gallery

Design

Orders

User Management

Discounts

daily grocers

Questions & Answers

List of questions and answers

Search

Product Name Asked by Created at Type Question and Answer Status Action

is it long lasting ?

Shirt Deebak 11/09/23 Customer

James Smith 1 hour ago
yes it is ...

Edit Answer Delete Answer Published

No	Fields	Type	Options/Conditions	Description
	Search	Text field	Search as placeholder text.	The searched questions and answers will be displayed.

Filter	<p>Dropdown (status, asked by, created date)</p> <p>Radio button (status)</p> <p>Search and single select (asked by)</p> <p>Custom date > date range (created date)</p>	<p>There are three filters</p> <ul style="list-style-type: none"> ● Status ● Asked by ● Created date <p>Status must contain the options like published, unpublished and private. All must be in radio buttons.</p> <p>Asked by - Search for a visitor name or customer name and apply the filter(text box).</p> <p>Created date - custom date should contain following options ,</p> <ul style="list-style-type: none"> - Date range(date picker) - This year (size) - Last year (size) - Lifetime (size) 	<p>Reset filters and close button available at the filters header .After filtering the questions based on conditions like status, asked by and created date, a “apply” button and individual reset icon will be shown .After clicking apply button the appropriate result will be shown in the list page.</p>
Import	Popup menu	Download sample template to see the example of the format required .	Import has an option of downloading the sample template to see the format of the questions and answers added.Fill in the question with the same format seen in the sample template.Add the file and click upload to import the questions .
Export	Popup menu	<p>Questions and answers can be exported based on two conditions like</p> <ul style="list-style-type: none"> ● Export all the data in the current page(radio buttons) ● Export all the data(radio buttons) 	<p>Questions and answers can be exported based on two conditions .Export all the data in the current page condition downloads all the question and answer displays in the current page .Export all the data downloads all the questions and answers added by the visitors.choose any one of the conditions and download by clicking start export.</p>
Table title			Product name, asked by, created at,type, question and answer, status, actions-

			delete, unpublish questions and publish questions.
Write an answer	Button		As soon as a question is asked by a visitor in the storefront ,the asked question is reflected in the admin page.The admin can add an answer to the question by clicking the write an answer button .A pop up menu displays where admin can write an answer to the visitor by filling the fields like answer , public or private status (radio buttons) and click -> save .
Edit answer	Button		The admin can edit an answer by clicking edit answer in the questions and answers list(admin page).Now edit the answer by updating a new answer with the existing one.Admin can also notify the customer by selecting the checkbox “ notify customers ”.click save to update the new answer and status.
Delete answer	Button		The admin can delete only the answer by clicking the delete answer button.
Delete	Icon		To delete the Question and answers
Unpublish questions	Action		The admin can unpublish the questions, so the questions and answers are not visible in the storefront .
Publish questions	Action		The admin can publish the questions , so the questions and answers are visible in the storefront.

Admin can answer a question only once. He/She may update the answer by clicking the **Edit answer** link in the Question and Answer column.

Admin answers customers/visitors question about product (email template)

When the admin answers a question, the corresponding customer who asks that question will receive an email with his/her question and the admin's answer details.

Subject: (store_name) replied to your question of [product_name]

Des : Send mail to customer with admin answer to the question

Store Name/Logo

Hi [customer_name],

We wish to inform you that (store_name) has provided an answer to your question regarding the product at the following link:

<https://04df30-3.myshopify.com/products/apple>. link/button

Your question was:

[Product_Questions]

The answer provided is:

[Product_Answers]

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

The status is published so it will be displayed in the storefront as well.

Storefront

The screenshot shows a storefront interface with a navigation bar at the top. The navigation bar includes a location pin icon, "Shop from Tirunelveli", "Quick Access", "All Products", a search bar, "Hello, Murugesan S", "Any Queries?", "Contact Us", and a shopping cart icon with a notification count of 8.

Below the navigation bar, there are two tabs: "Reviews" and "Q&A". The "Q&A" tab is currently selected, indicated by a thicker border. To the right of the tabs, it says "Sort by: Most Recent".

The main content area displays a question and answer from a user named "Deebak". The user's profile picture is a blue circle with "DB". The question is "Q : is it long lasting ?" and the answer is "yes it is...". Below the answer, it says "James smith replied : Today".

2. Private Questions

If you choose a private option while answering a question, Private Q&A are only visible to the corresponding customer

The admin can write a private answer to the visitor's question by clicking write an answer in the review list .

The screenshot shows the 'Questions & Answers' section of the 'daily grocers' admin interface. On the left, a sidebar lists various categories like Products, Orders, and User Management. The main area displays a table of questions. One question is highlighted: "is it long lasting ?" asked by 'Shirt' on 11/09/23. It has a status of 'Pending' and a 'Write an answer' button. Below the table are search and filter options.

Click the private radio button in order to add a private answer

The screenshot shows a 'Write an Answer' modal. It includes fields for 'Asked by' (Deebak), 'Type' (Customer), 'Product name' (shirt), and a question 'Q : is it long lasting ?'. The answer input field contains 'yes it is ...'. A radio button for 'Private' is selected. At the bottom are 'Save' and 'Cancel' buttons. To the right, a sidebar shows 'Similar questions already asked' with a message 'No Suggestion found'.

Click -> save .Now the answer is added to the question in private .So the question and answer are not displayed in the storefront.The answer is sent to the visitor in private (via mail).

The screenshot shows a sidebar menu on the left with categories like Products, Orders, and User Management. The main area is titled 'Questions & Answers' with a sub-section 'List of questions and answers'. A search bar and a table header with columns 'Product Name', 'Asked by', 'Created at', 'Type', 'Question and Answer', 'Status', and 'Action' are visible. A modal window in the center has a green background with a checkmark icon and the word 'Success'. The message inside says: 'Answer has been saved successfully. Please wait a moment while the changes are applied.' A 'Okay →' button is at the bottom of the modal.

This screenshot shows the same interface as the previous one, but it displays a specific question and its answer. The question is 'is it long lasting ?' asked by 'Deebak' on '11/09/23' and categorized as 'Customer'. The answer is 'yes it is ...' and was posted by 'James Smith (private)' 1 hour ago. Below the answer are 'Edit Answer' and 'Delete Answer' buttons. The 'Status' column shows 'Private' and there are delete and more options icons. The table header and sidebar are identical to the first screenshot.

Admin can answer a question by clicking write an answer and update the answer by clicking the Edit answer link and admin can also delete the answer by clicking delete answer in the Question and Answer column.

Answer suggestions

Whenever an admin answers the visitors questions he can also answer the questions based on the suggested answers.

When the admin adds the answer in the write answer field, he can see suggested answers in the right side (similar questions already asked). He can choose one of the answers from the suggested answers by simply clicking on it. When the admin selects one of the suggested answers the answer is auto filled in the write answers field .

Products

All Products

Featured Products

Inventory

Categories

Featured Categories

Brands

Options

Ribbons

Reviews

Question / Answer

Wishlist

Modifiers

Waiting List

Menu Timing

Image Gallery

Design

Orders

User Management

Discounts

daily grocers

Questions & Answers

Write an Answer

Asked by Deebak

Type Customer

Product name shirt

Q : does it last forever ?

Write answer...

Public Private

Save Cancel

Similar questions already asked

Q : is it long lasting ?
• yes it is ...

Action

Products

All Products

Featured Products

Inventory

Categories

Featured Categories

Brands

Options

Ribbons

Reviews

Question / Answer

Wishlist

Modifiers

Waiting List

Menu Timing

Image Gallery

Design

Orders

User Management

Discounts

daily grocers

Questions & Answers

Write an Answer

Asked by Deebak

Type Customer

Product name shirt

Q : does it last forever ?

yes it is...

Public Private

Save Cancel

Similar questions already asked

Q : is it long lasting ?
• yes it is ...

Answer has been applied successfully

Okay →

Click-> save . Now the selected answer is added to the asked question and displayed in the storefront successfully.

The screenshot shows a modal dialog titled "Write an Answer". Inside the dialog, there are fields for "Asked by" (Deebak), "Type" (Customer), and "Product name" (shirt). Below these, a question "Q : does it last forever ?" is followed by an answer "yes it is ...". There are two radio buttons for "Public" and "Private", with "Public" selected. At the bottom are "Save" and "Cancel" buttons. The background shows a sidebar with various product management options like All Products, Featured Products, and Inventory.

The screenshot shows a list of questions and answers. A prominent green "Success" message box is overlaid on the page, stating "Answer has been saved successfully. Please wait a moment while the changes are applied." with an "Okay" button. The background shows a table with columns for Product Name, Asked By, Status, and Action.

Q&A Settings - Votes

Go to the Question and Answers plugin settings by clicking the settings icon

Hello, Johny Smith!

daily grocers

Plugins

List of plugins here.

Search Q

Our Plugins **Third Party Plugins**

Questions & Answers

This plugin helps customers to ask questions about products or services, allowing businesses to provide detailed information and improve user engagement.

Settings

Under the setting the admin can enable show question votes . By default it is in disabled state.

Hello, Johny Smith!

daily grocers

Questions & Answers

Plugin configuration is done here.

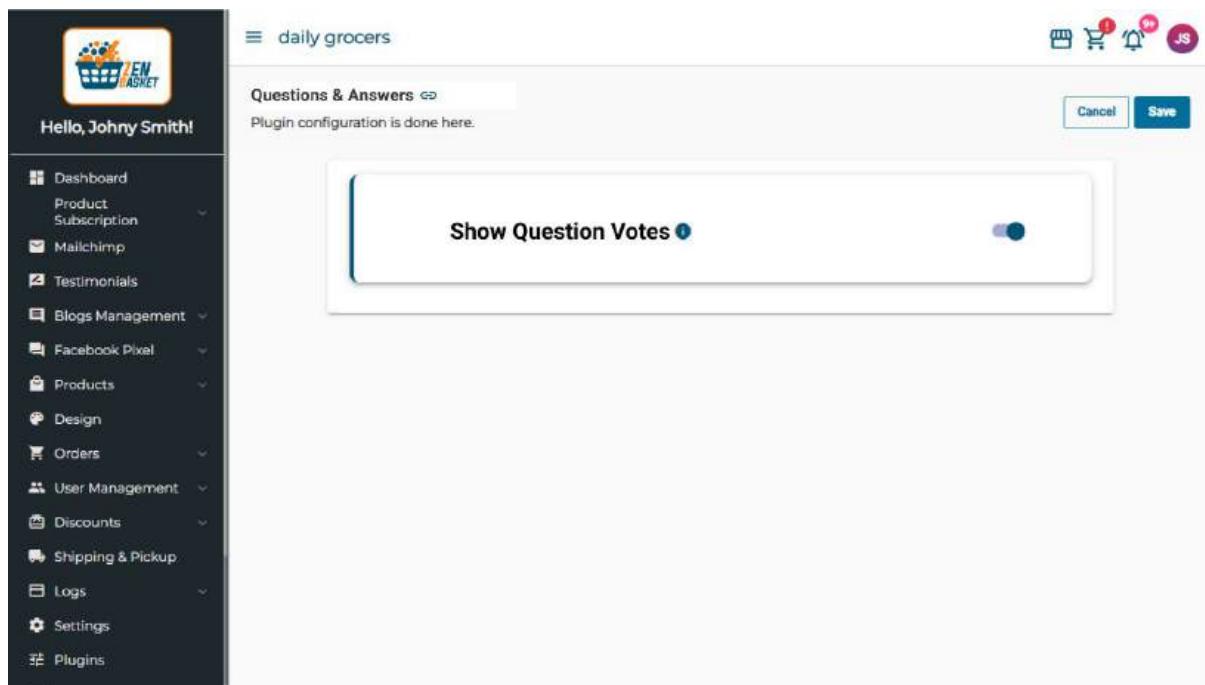
Show Question Votes

Cancel **Save**

S.N o	Field	Type	Description/Condition	Validation	Validation/Success message
1.	Menu control	Toggle	By enabling the questions and answers plugin , visitors and customers can raise their questions about products .	-	If the admin enables or disables the control toggle icon, then it needs to show the "Plugin Updated"

					Successfully” message as a popup
2.	Plugin settings	Icon	By clicking the plugin settings, the admin can control the show questions votes .	-	
3.	Show Question votes	Toggle	By enabling the show question votes , visitors and customers can upvote and downvote the question and answers.	-	

This allows the customers to upvote and downvote questions in the storefront.



Now Like and Dislike buttons are shown in all questions in the storefront.

The screenshot shows a storefront interface with a navigation bar at the top. The main content area displays a question and answer section. A user named 'Deebak' has asked a question: 'Q : is it long lasting ?'. Another user, 'James smith', has replied: 'yes it is...'. Below the question, there are upvote and downvote icons with counts of 0 each.

The customers and visitors can upvote and downvote the questions and answers by clicking the vote icons in the storefront .

This screenshot shows the same storefront interface as above, but the upvote count for the question has changed. The upvote icon now has a count of 1, while the downvote icon still has a count of 0.

As soon as the visitors and customers voted in the storefront it is reflected in the admin page .When clicking the upvote or downvote its count increases by one.

The upvote and downvote count also reflected in the admin page under question

The screenshot shows the 'Questions & Answers' section of a web application. On the left, there is a sidebar with various navigation links such as 'Products', 'All Products', 'Featured Products', 'Inventory', 'Categories', 'Featured Categories', 'Brands', 'Options', 'Ribbons', 'Reviews', 'Question / Answer', 'Wishlist', 'Modifiers', 'Waiting List', 'Menu Timing', 'Image Gallery', 'Design', 'Orders', 'User Management', and 'Discounts'. The main area has a header 'daily grocers' and a search bar. Below the search bar is a table with columns: 'Product Name', 'Asked by', 'Created at', 'Type', 'Question and Answer', 'Status', and 'Action'. A specific row is highlighted for a question about a shirt. The question text is 'is it long lasting ?'. The answer is provided by 'James Smith' on '11/09/23' and is marked as 'Customer'. The answer text is 'yes it is ...'. There are buttons for 'Edit Answer' and 'Delete Answer'. The status is 'Published' and there are vote counts of 1 up and 0 down. The 'Action' column contains a trash icon and a more options icon.

Note : The customer/visitor added votes are not editable by admin in the admin page.

Edit answer

Admin can answer a question only once. He/She may update the answer by clicking the Edit answer link in the Question and Answer column.

The screenshot shows a sidebar menu on the left with categories like Products, Orders, and User Management. The main area is titled "Questions & Answers" and displays a table with one row. The row contains a question "is it long lasting?", an answer "yes it is ...", and a timestamp "1 hour ago". There are buttons for "Edit Answer" and "Delete Answer". A green "Published" button is also visible. The table has columns for Product Name, Asked by, Created at, Type, Question and Answer, Status, and Action.

When the admin edit the answer , the admin can send a notification to the customer/visitor who asked the question by clicking the **notify customer for answers** checkbox.

The screenshot shows the "Edit Answer" dialog box. It includes fields for Asked by (Deebak), Type (Customer), and Product name (shirt). Below these, there is a question "Q : is it long lasting ?" followed by an answer input field containing "no its not ...". There are radio buttons for Public and Private, and a checkbox for "Notify customer for answer". At the bottom are "Save" and "Cancel" buttons. To the right, there is a sidebar titled "Similar questions already asked" which says "No Suggestion found".

The screenshot shows the 'Edit Answer' form in a web-based administration interface. The left sidebar contains navigation links for Products, Orders, User Management, and Discounts. The main header says 'daily grocers'. The 'Questions & Answers' section is active. The 'Edit Answer' form has the following fields:

- Asked by: Deebak
- Type: Customer
- Product name: shirt
- Question: Q : is it long lasting ?
Answer: no its not ...
- Visibility: Public (radio button selected)
- Notify customer for answer: checked

At the bottom are 'Save' and 'Cancel' buttons.

And click -> save . Now the answer is edited successfully and displayed in the storefront.

After clicking save , an email is sent to the customer with an updated answer.

The screenshot shows the 'Questions & Answers' list page. The left sidebar is identical to the previous screenshot. The main area displays a table of questions and answers. A modal window is open in the center, containing a green success message:

Success

Answer has been updated successfully. Please wait a moment while the changes are applied.

Okay →

Storefront

Admin Updated the answer for a question (email template)

When the admin edit the answer to a question, the corresponding customer who asks that question will receive an email with his/her question and the admin's updated answer details.

Subject: Notification for an edit of your question's answer

Des : Send mail to customer with admin's updated answer

Store Name/Logo

Hi [customer_name],

We wish to inform you that a moderator from (store_name) has updated the answer to your question regarding the product [Product_Name]

Your question was:

"Is free shipping available?"

The new answer is:

"Yes, it's available again."

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,
ZenBasket Team

Delete answer

The admin can also delete the answer added to the question by clicking the **delete answer** button .

The screenshot shows the ZenBasket admin dashboard with the sidebar menu open. The 'Products' section is selected, showing options like All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews, Question / Answer (which is currently selected), Wishlist, Modifiers, Waiting List, Menu Timing, and Image Gallery. The main content area is titled 'Questions & Answers' and displays a list of questions and answers. A question titled 'is it long lasting ?' is listed, asked by 'Deebak' on '11/09/23' and categorized as 'Customer'. The answer was provided by 'James Smith' on '1 hour ago' with the text 'yes it is ...'. Below the answer are buttons for 'Edit Answer' and 'Delete Answer' (which is highlighted with a red border). The status of the answer is 'Published'. The top right of the screen shows a navigation bar with icons for back, forward, search, and user profile.

The screenshot shows the 'Questions & Answers' section of the 'daily grocers' admin dashboard. On the left, a sidebar lists various categories like Products, Orders, and User Management. The main area displays a table of questions and answers. A modal window titled 'Confirmation' with a yellow emoji face asks, 'Are you sure you want to remove this answer?' It has 'No' and 'Yes →' buttons. The table row for the question 'Shirt' by user 'Deebak' shows a status of 'Published'.

This screenshot shows the same 'Questions & Answers' section after the removal of an answer. The modal window now displays a green checkmark icon and the text 'Success'. Below it, a message says 'Answer removed successfully' with an 'Okay →' button. The table row for the 'Shirt' question now shows a status of 'Pending'.

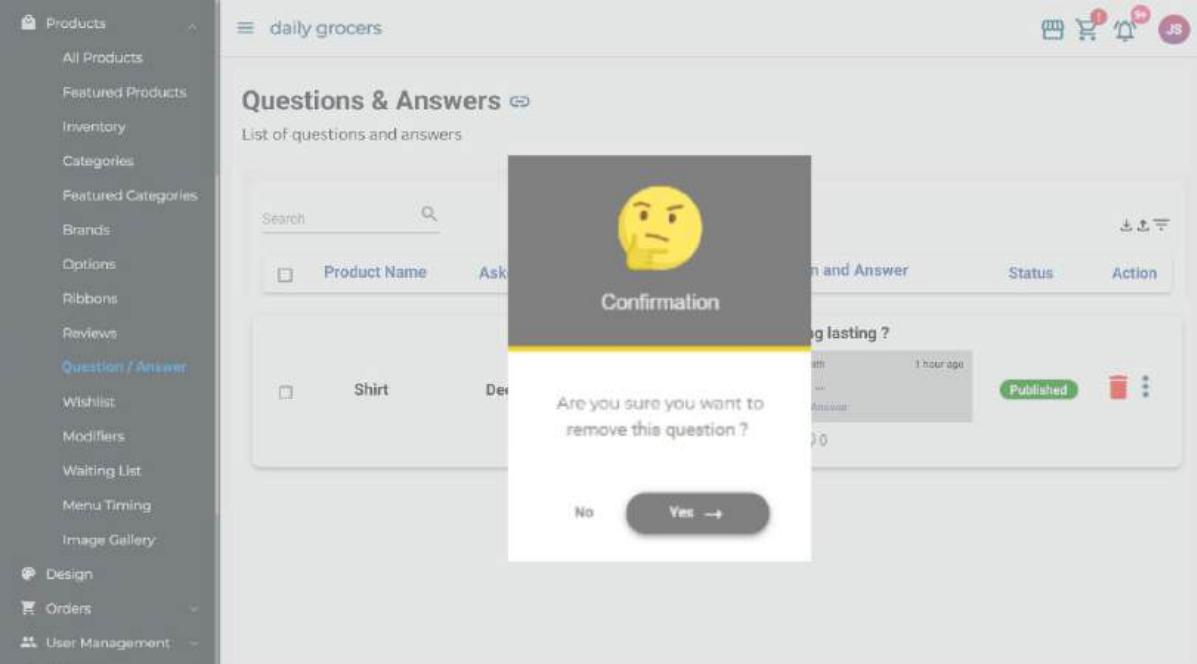
When the answer added by the admin is deleted , the status changes to **pending**.

Q&A Actions

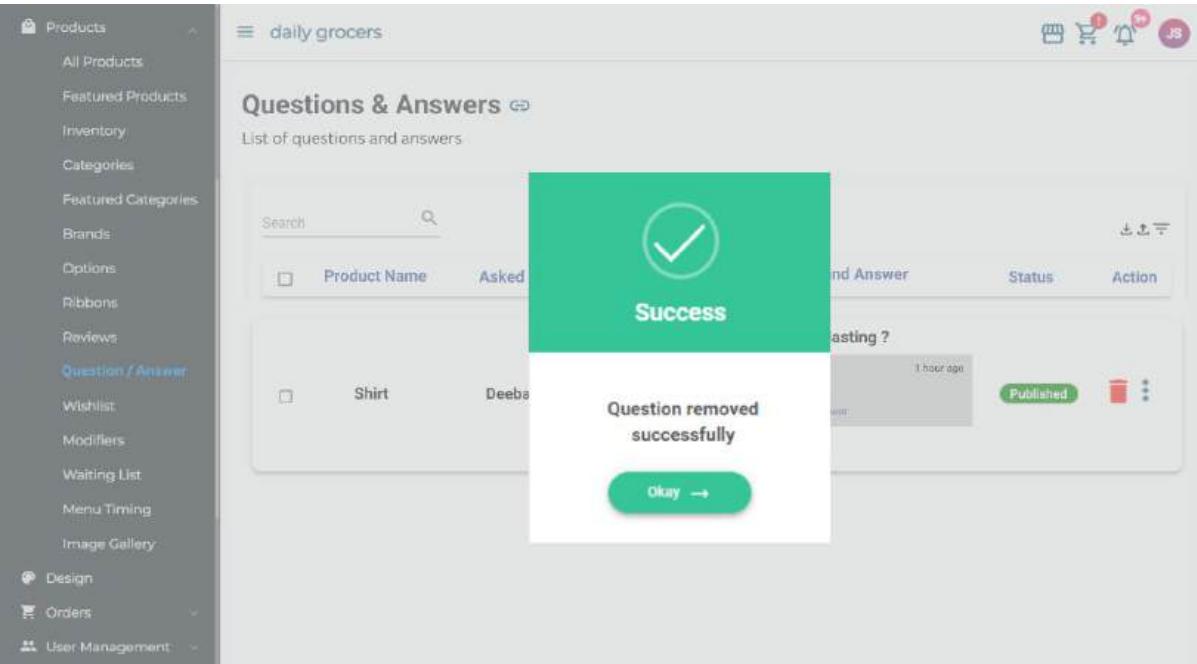
The admin can delete, publish and unpublish the questions and answers in the admin page by clicking different icons .

1. Delete

The admin can delete the questions and answers by clicking delete icon .



This screenshot shows the 'Questions & Answers' section of a web application. On the left is a sidebar with various navigation options like Products, Orders, and User Management. The main area displays a table of questions and answers. A modal window titled 'Confirmation' is overlaid on the page, featuring a yellow thinking face emoji. It asks, 'Are you sure you want to remove this question?'. Below the question are two buttons: 'No' and 'Yes →'. In the background, one row of the table is visible, showing a question about a 'Shirt' asked by 'Deeba'.



This screenshot shows the same 'Questions & Answers' section after a deletion. The confirmation dialog has closed, and a green 'Success' message box is centered on the screen. It says 'Question removed successfully' and has a 'Okay →' button. The background table now shows a different row, indicating the deleted question has been removed from the list.

2. More Actions

The admin can perform publish and unpublish actions by clicking more actions icon .

2.1 Published / unpublish

When the status is published, more actions are displayed, including the 'unpublish' option

If you click the unpublish question option, the unpublished questions are not shown in the storefront

The screenshot shows the 'Questions & Answers' section of a storefront. On the left is a sidebar with various navigation links. The main area displays a table of questions. One question is highlighted:

Product Name	Asked by	Created at	Type	Question and Answer	Status	Action
Shirt	Deebak	11/09/23	Customer	is it long lasting ? James smith yes it is ... <input checked="" type="button"/> Edit Answer <input type="button"/> Delete Answer	Published	<input type="button"/> Unpublish Question

The screenshot shows the same 'Questions & Answers' section. A confirmation dialog box is overlaid on the page, asking if the user really wants to unpublish the question. The dialog includes a yellow emoji of a thinking person and the word 'Confirmation'.

Do you really want to
Unpublish Question ?

No Yes →

The screenshot shows the 'Questions & Answers' section of a web application. On the left, a sidebar menu includes categories like Products, Orders, and User Management. The main area displays a table of questions and answers. A modal window is open, indicating a successful operation with a green background, a large checkmark icon, and the word 'Success'. The message states: 'Question & Answer unpublished successfully. Please wait a moment while the changes are applied.' Below the message is a 'Okay' button.

The screenshot shows the 'Questions & Answers' section of a web application. The sidebar menu is identical to the previous screenshot. The main area displays a table of questions and answers. A specific row is highlighted, showing a question from a customer named 'Deebak' about a 'Shirt'. The question text is 'is it long lasting ?'. The status of this question is 'Published'. To the right of the question, there is a small profile picture, the name 'James Smith', the time '1 hour ago', and two buttons: 'Edit Answer' and 'Delete Answer'. Below the question, there are icons for likes (1) and dislikes (0).

The status will now be changed to unpublished.

2.2 Private to published

Private questions have only Publish Question action in the more action menu .By clicking this, the private question becomes published state and now the question and corresponding answer is visible in the storefront.

This screenshot shows the 'Questions & Answers' section of a web application. On the left, a sidebar lists various product management categories. The main area displays a table of questions and answers. One question is highlighted:

Product Name	Asked by	Created at	Type	Question and Answer	Status	Action
Shirt	Deebak	11/09/23	Customer	is it long lasting ? James Smith (private) 1 hour ago yes it is ... <input checked="" type="checkbox"/> Edit Answer <input type="checkbox"/> Delete Answer	Private	trash more

The status 'Private' is shown next to the question, and a 'Publish question' button is visible on the right side of the row.

This screenshot shows the same 'Questions & Answers' section, but a confirmation dialog box is overlaid on the screen. The dialog features a yellow smiley face icon and the word 'Confirmation'. It asks: 'Do you really want to Publish Question ?' with 'No' and 'Yes →' buttons. The background table and sidebar are partially visible through the dialog.

The screenshot shows the 'Questions & Answers' section of the admin dashboard. On the left, a sidebar lists various categories like Products, Orders, and User Management. The main area displays a table of questions and answers. A prominent green success message box is overlaid on the table, containing a checkmark icon and the text 'Success'. Below the message, a note says 'Question & Answer published successfully. Please wait a moment while the changes are applied.' At the bottom right of the message box is a green 'Okay' button with a right-pointing arrow.

This screenshot shows the same 'Questions & Answers' section after the publication of a new entry. The table now includes a new row for a question about a shirt. The question is 'is it long lasting ?'. The answer is 'yes it is ...' and is attributed to 'James smith' from 'Customer'. The status of this entry is 'Published'. The rest of the interface remains consistent with the first screenshot, showing the sidebar and the overall layout of the admin panel.

Import questions

The admin can import the questions by clicking the import icon in the admin page.

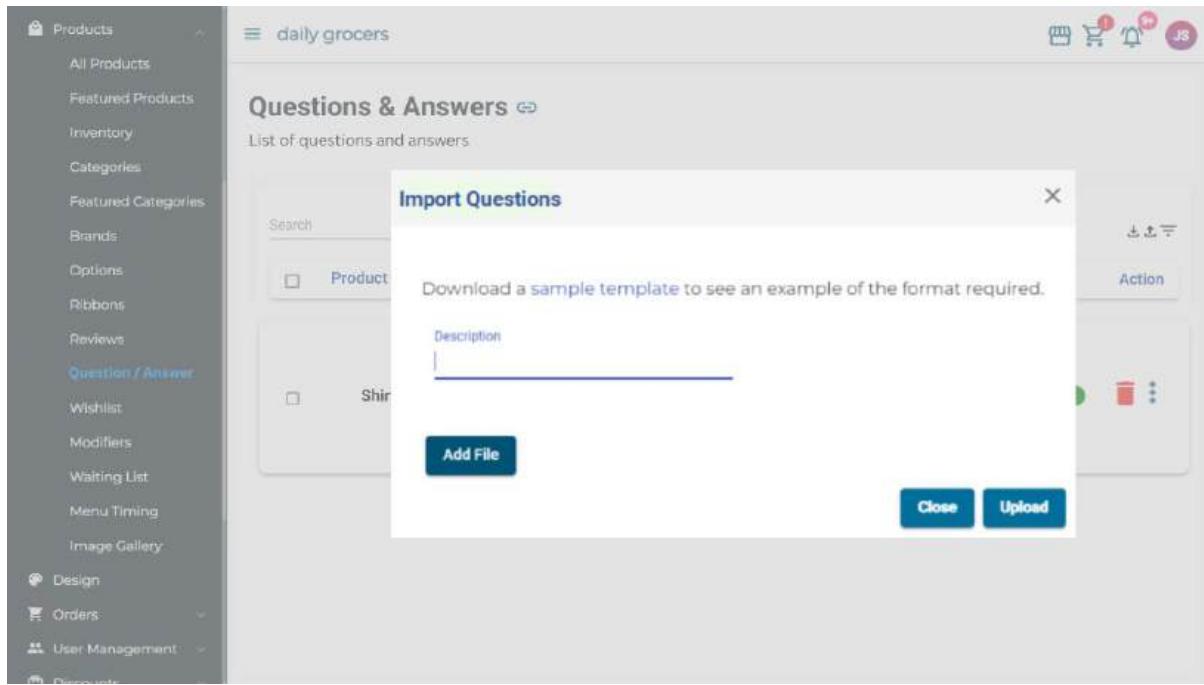
Steps to import reviews:

1. Download the sample template file.

The admin can download the sample template (as CSV file) to see the example of the format required to upload the file .

2.Paste the question and answer details in the sample template file.

3.Admin can add the questions and answers by clicking the add file . Admin can add a description for more details about the import question.



Export Questions

The admin can export the questions based on two conditions like

1. Export all the data in the current page - to export q&a in the current page only.
2. Export all the data - to export all questions available in your store.

Select any one option and click -> start export . Now the questions are downloaded as a CSV file.

Sort

We can also sort the questions and answers based on most votes , least votes and most recent questions and answers by clicking the sort by in the storefront.

Filters

Admin can filter the questions and answers based on three conditions like

- Status** - admin can filter the questions and answers based on status like published , unpublished and private.
- Asked by** - admin can filter the questions and answers based on name of the visitor or customer asked the question
- Created date** - admin can also filter questions and answers based on the creation date of the question .

The screenshot shows the 'Questions & Answers' section of a web application. On the left, there's a sidebar with various navigation options under 'Products' such as All Products, Featured Products, Inventory, Categories, etc. The main area has a title 'Questions & Answers' and a subtitle 'List of questions and answers'. A 'Filters' sidebar on the left lists 'Status', 'Asked by', and 'Created Date'. The main content area displays a table with columns: Product Name, Asked by, Created at, Type, Question and Answer, Status, and Action. One row is visible: 'Shirt', 'Deebak', '11/09/23', 'Customer', 'is it long lasting ?', 'Published', and a delete icon. The status 'Published' is highlighted in green.

This screenshot shows the same 'Questions & Answers' section as the previous one, but with three items listed in the grid. The first item is 'is it long lasting ?' by 'Deebak' on '11/09/23'. The second item is 'what is the price?' by 'Customer' on '11/09/23'. The third item is 'what is the size?' by 'Customer' on '11/09/23'. All three items have the status 'Published' indicated in the grid. The interface is identical to the first screenshot, with the sidebar and filters visible on the left.

The screenshot shows a user interface for managing questions and answers. On the left, a sidebar menu lists various categories under 'Products' (All Products, Featured Products, Inventory, Categories, Featured Categories, Brands, Options, Ribbons, Reviews, Question / Answer), 'Orders' (Wishlist, Modifiers, Waiting List, Menu Timing, Image Gallery), and 'User Management' (Design, User Management, Discounts). The main header 'daily grocers' is at the top right, along with icons for search, cart, notifications, and user profile.

The central area is titled 'Questions & Answers' with a sub-header 'List of questions and answers'. A 'Filters' dialog box is open, containing dropdown menus for 'Status', 'Asked by', and 'Created Date', and a text input field for 'Enter the name'. To the right is a table listing a single question entry:

Product Name	Asked by	Created at	Type	Question and Answer	Status	Action
Shirt	Deebak	11/09/23	Customer	is it long lasting ? Jewel neck yes it is ... /Edit Answer <input checked="" type="button"/> Status to used	Published	

This screenshot shows the same interface as the first one, but the 'Filters' dialog box now displays a message 'Choose a date range' instead of the previous dropdown menus. The rest of the page, including the table of questions and answers, remains identical to the first screenshot.

Click -> apply filter to view the filtered questions and answers

Review Submit Mail Notification for Admin

Once the customer submit a review, an email notification is sent to the admin email. The mail content is different for auto publish settings on and off conditions.

Mail Notification for Manual Publish

The mail content for review submit mail to the admin when auto publish option is turned off (default) is given below.

Request to Publish Customer review for the product notification to admin

Subject: Customer Review for the Product - Request to Publish

Des : Send mail to Admin requesting to publish the customer review for the product.

Store Name/Logo

Hi store_owner_name,

We wish to inform you that our store (store_name), has received a product review from the customer(customer_name), for the product(product_name).

Here are the details for the product review:

Reviewer Name : [Customer_Name]
Product : [Product_Name]
Review Date : [Review_Date]
Review Rating : [Rating]
Review Title : [Review_Title]
Review Description : [Review_Description]

As the auto-publish feature is currently disabled, the review is in a pending status.
If you wish to publish the review, please click the Button/Link below,

[Publish the Review](#)

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

Mail Notification for Autopublish

The mail content for review submit mail to the admin when auto publish option is turned on is given below.

Automatic Customer Review Publication Notification to Admin

Subject: Customer Review for the Product - Automatically published

Des : Send mail to Admin when a customer review for the product has been published automatically.

Store Name/Logo

Hi store_owner_name,

We wish to inform you that our store (store_name), has received a product review from the customer(customer_name), for the product(product_name).

Here are the details for the product review:

Reviewer Name : [Customer_Name]
Product : [Product_Name]

Review Date : [Review_Date]
Review Rating : [Rating]
Review Title : [Review_Title]
Review Description : [Review_Description]

As the auto-publish feature is currently enabled, the review for the product is automatically published and visible to all customers browsing your store.

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

Request for Edit review Notification for customer

Admin can send a request to the customer to update their review in a particular product with notes to the customer via email.

Request to Edit review product notification to customer

Subject: Please update your review on [product_name]
Des : Send mail to Admin requesting to Edit review for the product.

Store Name/Logo

Hi [customer_name],

We appreciate you taking the time to write a review about the [product_name] on [date], [month] [year], and are delighted to hear your heartfelt feedback!

Would you please take a moment to update your review by clicking on the following link:

update your review button / link

Note: can you update your review

Your feedback is highly valuable to our business!

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

Update review notification for admin

When a customer updates the review which is requested by the admin and clicks the update review button, after that review update notification mail is sent to the admin.

Subject: Update Review notification on [product_name]
Des : Send mail to Admin update review for the product.

Store Name/Logo

Hi store_owner_name,

We wish to inform you that our store,(store_name) has received a product [product_name] update review by our customer

Here are the details for the product review:

Reviewer Name	: [Customer_Name]
Product	: [Product_Name]
Review Date	: [Review_Date]
Review Rating	: [Rating]
Review Title	: [Review_Title]
Review Description	: [Review_Description]

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

Public Reply Notification for admin

When reply messages are sent to the corresponding customer, through email in private reply, this reply message does not display in the storefront.

Subject :[store_name] replied to your review of [product_name]

Des : Send mail to customer about admin reply to his/her review in a product.

Store Name/Logo

Hi [customer_name],

We appreciate you taking the time to write a review about the [product_name], [Store name] has responded to a review you left for this product,

[Product_Link]

This is the review you left:

Review Title : [Review_Title]

Review Description : [Review_Description]

This is the reply by [store_name]:

[Review_Reply]

Your feedback is highly valuable to our business!

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Private Reply Notification for admin

When reply messages are sent to the corresponding customer, through email in private reply, this reply message does not display in the storefront.

Subject :[store_name] privately replied to your review of [product_name]
Des : Send mail to customer about admin's private reply to his/her review for a product.

Store Name/Logo

Hi [customer_name],

We appreciate you taking the time to write a review about the [product_name], [Store name] has responded to a review you left for this product,

This is the review you left:

Review Title : [Review_Title]
Review Description : [Review_Description]

This is the reply by [store_name]:

[Review_Reply]

Your feedback is highly valuable to our business!

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

Notification for an edit of your review reply

When editing a reply message, if the admin wants to notify the customer of the reply update via email, admin should check the “Notify customers for review update” checkbox for the customer to receive the notification."

Subject : Notification for an edit of your review reply

Des : Send mail to customers about Admin's updated reply for his/her review.

Store Name/Logo

Hi [customer_name],

A moderator from [store_name] has updated a reply to your review for the product [product_name].

Your review was:

Review Title: [Review_Title]

Review Description: [Review_Description]

The new reply is:

[Review_Reply]

Your feedback is highly valuable to our business!

If you have any inquiries, please don't hesitate to contact us for assistance.

mailto:support@zenbasket.com

Thank you!

Regards,

ZenBasket Team

Question and Answers

Customer verify his/her question about product Email

When customer ask the question and verify our account in mail

Subject: Please verify your question of [product_name]

Des : Send mail to admin to verify customer account

Store Name/Logo

Hi [customer_name],

We noticed that you recently visited our online shop, and left a question regarding the product [product_name]. Please be informed that all questions on (store_name) are independently verified to ensure maximum customer confidence.

The question you left was:

[Product_Questions]

To verify that it was indeed you who left this question, kindly click the link below:

Verify my question for [product_name], button/link

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Questions Submission Mail Notification for Admin

When a question is submitted by the customer, admin will receives a new notification email.

Subject: [Customer_Name] asked a question about the [product_name] for the store.

Des : Send mail to admin about customer submitted questions in storefront

Store Name/Logo

Hi [store_owner_name],

We wish to inform you that our store (store_name), A user recently visited our online shop, (store_name), and posed a question regarding the product [Product_Name]

The question user left:

[Product_Questions]

Note: To Answer this Question, kindly login and Go to the Question tab present in the header and then click on "Write an Answer" for Pending Question

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Admin answer your question about product

When the admin answers the question about his/her store product, the customer gets the answer by mail

Subject: (store_name) replied to your question of [product_name]

Des : Send mail to customer with admin answer to the question

Store Name/Logo

Hi [customer_name],

We wish to inform you that (store_name) has provided an answer to your question regarding the product at the following link:

<https://04df30-3.myshopify.com/products/apple>. link/button

Your question was:

[Product_Questions]

The answer provided is:

[Product_Answers]

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!

Regards,
ZenBasket Team

Admin Update the Answer of a Question

Admin can answer a question only once. Again and again the admin may update the answer by clicking the Edit Answer option and control question visibility as private or public. A notification sent to the customer for the answer updation.

Subject: Notification for an edit of your question's answer

Des : Send mail to customer with admin's updated answer

Store Name/Logo

Hi [customer_name],

We wish to inform you that a moderator from (store_name) has updated the answer to your question regarding the product [Product_Name]

Your question was:

"Is free shipping available?"

The new answer is:

"Yes, it's available again."

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

Advanced Q&A mails

1. Answer notification mail to admin

When a visitor/customer submits an answer to a question, the admin will receive a new answer notification mail.

Subject : [store_name]:A new Product Answer has been submitted

Des : Send mail to admin about visitor/customer submitted answer.

Store Name/Logo

Hi [store_owner_name],

We wish to inform you that a new product answer has been posted to [store_name].

Product Name : [product_name]

Poster's Name : [customer_name]

Poster's Email : [customer_email]

Question:

[product_question]

Answer:

[product_answer]

The answer is in a pending status. If you wish to publish the answer, please click the Button/Link below,

[Publish the Answer](#)

If you have any inquiries, please don't hesitate to contact us for assistance.

<mailto:support@zenbasket.com>

Thank you!

Regards,

ZenBasket Team

2.Approved Answer notification to customer

When the admin approves the answer given to a question, the answer availability notification mail is sent to the customer who asks the question.

Subject : A new Product Answer has been published to your question

Des : Send mail to visitor/customer about published answers for his/her question.

Store Name/Logo

Hi [customer_name],

We wish to inform you that an answer to your question posted for [product_name] has been published at [store_name].

You can view your question and answer(s) at the following link.

[product_url]

Thank you for taking the time to ask a question.

Your question was:
[product_question]

The answer provided is:
[product_answer]

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team

3. Updated Answer notification to customer

When the admin updates the answer given to a question, the answer update notification mail is sent to the customer who asks the question.

Subject : An answer has been updated to your question
Des : Send mail to visitor/customer about updated answer for his/her question.

Store Name/Logo

Hi [customer_name],

We wish to inform you that an answer has been updated to your question posted for [product_name] has been published at [store_name].

You can view your question and updated answer(s) at the following link.

[product_url]

Your question was:
[product_question]

The new answer is:
[product_answer]

If you have any inquiries, please don't hesitate to contact us for assistance.
<mailto:support@zenbasket.com>

Thank you!
Regards,
ZenBasket Team