PRESTASHOP MODULE

STORE REVIEWS, PRODUCT REVIEWS AND GOOGLE RICH SNIPPETS

INSTALLATION AND CONFIGURATION GUIDE
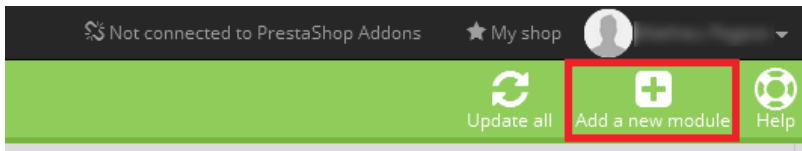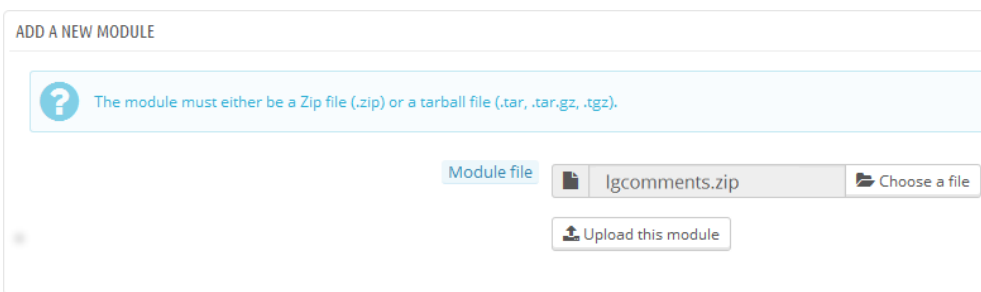
CONTENTS

INSTALLATION

1.Go to the menu *Modules → Modules* of your PrestaShop

2.Click on *Add a new module* (on the top right corner)

3.Click on *Choose a file*

4.Select the *lgcomment.zip*

5.Click on *Upload this module*

6.Find the *Store Reviews, Product Reviews and Google Rich Snippets*

7.Click on *Install*

8.Click on *Configure*

If you get an error during the installation, please read the section 1 of our FAQ.

STAR COLOR

1.Choose the color of the stars

COLOR OF THE STARS

These stars will be used for the store widget, the store review page, the product reviews and the opinion form.

2.Click on the button
Save

STORE WIDGET

1. Display/hide the store widget

DISPLAY THE STORE WIDGET **YES** NO

2. Choose where to display the widget:
- on the side of the screen (floating)
- in a column or footer

WHERE TO DISPLAY THE WIDGET On the side of the screen ▼

The widget is inserted by default in the hook "displayFooter" of your shop in order to be displayed on all pages.

If you choose the option "Inside a column or footer" and want to move it to a column, go to the menu "Modules > Positions" and add it to a new hook (displayLeftColumn or displayRightColumn).

To translate the words "Customer Reviews" and "see more", go to the meny *Localization → Translations → Installed modules translations → Module lgcomments → store_widget*

3. Choose the position of the widget (only when the previous option "On the side of the screen" is selected)

SIDE OF THE SCREEN Middle left ▼

4. Choose your widget and its color

CHOOSE YOU STORE WIDGET:

Bubble ▼   Yellow ▼

5. Display/hide the cross in the top right corner to hide temporarily the widget (only if the option "On the side of the screen" is selected)

DISPLAY A CROSS TO HIDE THE WIDGET **YES** NO

6. Choose the color of the widget title

COLOR OF THE WIDGET TITLE 777777

7. Click on the button 💾 Save

HOMEPAGE SLIDER

Not available on PrestaShop 1.5

1. Display/hide the slider of shop reviews

DISPLAY STORE REVIEW SLIDER | **YES** | NO

Last reviews   see more >>

Everything perfect, I love this shop!...	Super boutique ! À bientôt	Muy contento con la compra y precio	Livraison rapide et excellents produits
⭐⭐⭐⭐⭐	⭐⭐⭐⭐⭐	⭐⭐⭐⭐⭐	⭐⭐⭐⭐⭐
Everything was great! High quality, great fabric, friendly seller and fast delivery! I will order again. Everything was great! High quality, great fabric, friendly seller and fast delivery! I will...	J´adore cette boutique, c´est la troisième fois que je commande et sûrement pas la dernière ! Produits d'excellent qualité à un très bon prix ! Merci à vous	Excelente vendedor y muy rápido. Estoy muy contento con la compra el precio y la rapidez del envió. Gracias!	Très satisfaite, je recommande vivement cette boutique ! Envoi rapide et qualité au rendez-vous. Excellent service
Mathieu T. 29/10/2015	Mathieu T. 29/10/2015	Mathieu T. 29/10/2015	Mathieu T. 29/10/2015

< >

2. Choose the number of blocks to display side by side

NUMBER OF REVIEW BLOCKS IN THE SLIDER | 4

3. Choose the total number of reviews to display in the slider

DISPLAY THE LAST | 15 | REVIEWS IN THE SLIDER

4. Click on the button

💾 Save

STORE REVIEW PAGE

1. Display/hide the summary and filter of the shop reviews

DISPLAY SUMMARY AND FILTER   [YES] [NO]

	SUMMARY			FILTER REVIEWS (↻ Reset)	
YourLogo	🙂	82.9%	(68 reviews)	★★★★★ (35)	★★★★☆ (33)
Average rating: **8.6/10**	😐	14.6%	(12 reviews)	★★★☆☆ (9)	★★☆☆☆ (3)
Number of reviews: 82	☹️	2.4%	(2 reviews)	★☆☆☆☆ (1)	☆☆☆☆☆ (1)

2. Choose the text color for the shop review blocks (title, comment, customer, date)

TEXT COLOR OF THE STORE REVIEW BLOCKS   [777777]

3. Choose the background color for the shop review blocks

BACKGROUND COLOR OF THE STORE REVIEW BLOCKS   [FBFBFB]

4. Set the number of store reviews displayed by page (click on the widget to access this page)

NUMBER OF STORE REVIEWS DISPLAYED BY PAGE   [20]

5. Choose the display order of the store reviews

ORDER OF THE SHOP REVIEWS   [Ascending ▼]

6. Display or not the store reviews by language

MULTILINGUAL SHOP: DISPLAY THE STORE REVIEWS BY LANGUAGE   [YES] [NO]

You can choose between :

- NO: display all product and shop comments in all languages (ex: all the comments in English and French will be displayed in the English and French version of your shop)

- YES: display only the product and shop comments by language (ex: only the comments in English will be displayed in the English version and only the French comments will be displayed in the French version)

7. Click on the button

[💾 Save]

PRODUCT REVIEWS

1. Display/hide the product reviews on the product sheets

To translate the word "Reviews", go to the meny Localization → Translations → Installed modules translations → Module lgcomments → product_reviews_16 or product_reviews_15 (according to your PrestaShop version)

2. Choose how to display reviews depending on your theme:
- **in a new tab**
- **in a new block**

3. Display/hide the filter of the product reviews and choose from which number of reviews the filter must be displayed

4. Choose the number of product reviews to display by default

5.Choose the number of extra product reviews to display when clicking on the button "Display more"

NUMBER OF EXTRA PRODUCT REVIEWS (DISPLAY MORE)   10

🔲 Display more   ➖ Display less

6.Choose the display order of the product reviews

ORDER OF THE PRODUCT REVIEWS   Descending ▾

7.Display/hide the stars when a product doesn't have any reviews

DISPLAY STARS FOR THE PRODUCTS WITHOUT REVIEW   YES   NO

Printed Summer Dress Yellow

Printed Summer Dress Yellow

☆☆☆☆☆ 0 review

30,98 € 32,61 € -5%

30,98 € 32,61 € -5%

8.Display or not the product reviews by language

MULTILINGUAL SHOP: DISPLAY THE PRODUCT REVIEWS BY LANGUAGE   YES   NO

You can choose between :

- NO: display all product and shop comments in all languages (ex: all the comments in English and French will be displayed in the English and French version of your shop)

- YES: display only the product and shop comments by language (ex: only the comments in English will be displayed in the English version and only the French comments will be displayed in the French version)

9.Click on the button   💾 Save

GOOGLE RICH SNIPPETS

1.Enable/disable Google Rich Snippets for the shop reviews

ENABLE SNIPPETS FOR SHOP REVIEWS   YES   NO

2.Enable/disable Google Rich Snippets for the product reviews

ENABLE SNIPPETS FOR PRODUCT REVIEWS   YES   NO

Printed dress

/en/casual-dresses/3-printed-dress.html ▾

★★★★★ Rating : 9,8/10 - 15 reviews
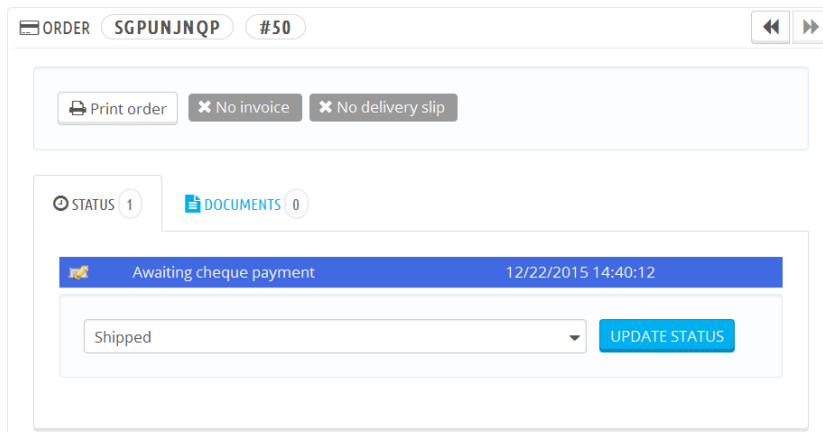
100% cotton double printed dress. Black and white striped top and orange high waisted skater skirt bottom.

3.Click on the button 💾 Save

SEND EMAILS

1. Change the status of your orders in your back-office from the menu *Orders → Orders* and choose one of the status selected in the tab *Configure emails*

2. Click on the Cron URL to send the emails
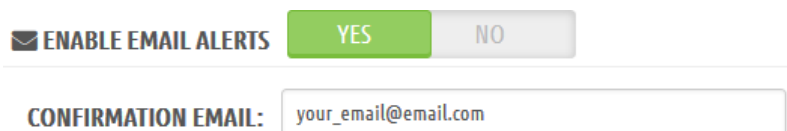
Every time this Cron URL is opened, an email is sent to the email indicated at the step 1 to tell you for which orders the emails have been sent.

The module will send emails only for the orders that are more than X days old and less than Y old, AND that currently have one of the selected orders (make sure to have orders that correspond to these criteria),

Emails are sent only once for each order in order to avoid email duplication (if an email was already sent for an order, it won't be sent again).

Advice: You can also execute automatically the Cron in order to send the emails automatically and at regular intervals. To do it, we recommend you to use the module "*Cron tasks manager*" (cronjobs) included by default in PrestaShop that allows you to schedule tasks that will be automatically executed at a certain hour or date. You just need to copy/paste the Cron URL into the module.

3. Enable the email alerts and add your email address

Every time the Cron is executed or a coment is written, you will get a message telling you for which orders the emails have been sent or which comment has been written.

4. Click on the button

CONFIGURE EMAILS

1. Choose the groups of customers

SEND EMAILS TO THE SELECTED GROUPS OF CUSTOMERS ONLY

- ☐ Visitor
- ☐ Guest
- ☑ Customer

Choose the groups of customers fo which the module is allowed to ask customers for a review. It prevents groups of customers to leave a review about their orders.

⚠️ **The module will send emails only for the customers who belong to the selected customer groups.**

2. Choose the dates of orders

SEND EMAILS ONLY FOR THE ORDERS THAT ARE MORE THAN `7` **DAYS OLD AND LESS THAN** `30` **DAYS OLD**

Set the number of days after the order during which the module is allowed to ask customers for a review. It prevents customers to leave a review for recent and old orders. We recommend you to set at least 30 days for the maximum value.

⚠️ **The module will send emails only for the orders that are more than X days olds and less than Y old.**

3. Choose the status of orders

SEND EMAILS ONLY FOR THE ORDERS WITH THE CURRENT SELECTED STATUS:

- ☐ Awaiting cheque payment
- ☐ Payment accepted
- ☐ Preparation in progress
- ☑ Shipped
- ☑ Delivered
- ☐ Canceled

Choose the order status for which the module is allowed to ask customers for a review. You must choose at least one status.

⚠️ **The module will send emails only for the orders with the selected status to prevent customers that have not received their order yet to leave a review**

4. Customize the title of the emails that customers will receive

EMAIL SUBJECTS:

Language	Opinion request email	Thank you email	Opinion answer email
Français	Votre avis nous intéresse	Merci pour votre avis	Vous avez reçu une réponse à votre avis
English	We want to hear from you	Thank you for your review	You have received an answer to your revi
Español	Tu opinión nos interesa	Muchas gracias por tu opinón	Has recibido una respuesta a tu comentar
Italiano	Opinion Request	Grazie per la tua opinione	Hai ricevuto una risposta alla tua opinione

The module automatically detects all the languages of your store and allows you to add a different title per language.

5. Click on the button

Save

EMAIL SUBJECTS:

Language	Opinion request email	Thank you email	Opinion answer email

IMPORT REVIEWS

1. Use the left uploader for the product reviews and the right uploader for the store reviews

PRODUCT REVIEWS	STORE REVIEWS
Browse…	Browse…
Upload the product comments	Upload the store comments

⚠️ **Don't mix product reviews and store reviews inside the same file, the product reviews will be displayed on the product sheets and the store reviews will be displayed on the store widget and the store review page.**

2. Click on the link to download an example of CSV file

- Click here to download an example of CSV file (you can write your comments directly in it)

3. Open the CSV file (with Excel) and respect the same format

	A	B	C	D	E	F	G	H	I	J	K
1	20/05/2015	2	1	9	Great store, I truly re	1	1	2	Amazing, I tru	0	
2	25/05/2015	1	2	8	Items arrived safe &	1	1	3	Excellent proc	0	
3	14/12/2015	3	3	3	The product was dan	1	1	4	Damaged proc	Please get	
4											

- In the column A, add the date of the comment (use the format "dd/mm/yyyy")

- In the column B, add the ID of the customer who wrote the comment (see your "Customers" page)

- In the column C, add the ID of the product (product review) or the ID of the order (order review) for which the comment was written (see your "Products" or "Orders" page)

- In the column D, add the rating out of /10

- In the column E, add the comment

- In the column F, add the ID of the language in which the comment was written (see your "Languages" page)

- In the column G, add the status of the comment ("1" for enabled and "0" for disabled)

- In the column H, add the comment position (compared to the other comments)

- In the column I, add the title of the comment (it will be displayed in bold before the comment)

- In the column J, add an answer to the comment (optional), use "0" if you don't want to add an answer

4. Save the file in CSV format

4.1. Microsoft Excel

If you use Microsoft Excel, make sure to save the file in the format CSV (separator: semi-colon)
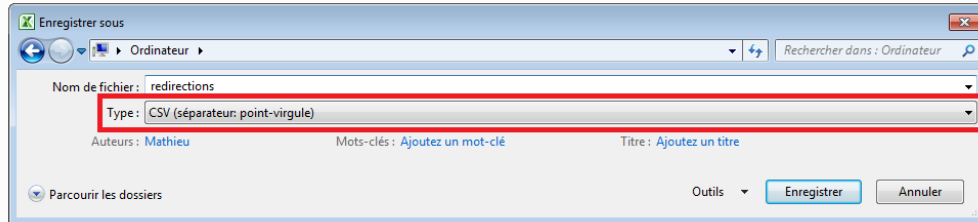
4.2. Open Office Calc

If you use Open Office Calc, make sure to choose the option *Separated by SemiColon* when you open an existing CSV file or when you save a new file in CSV format
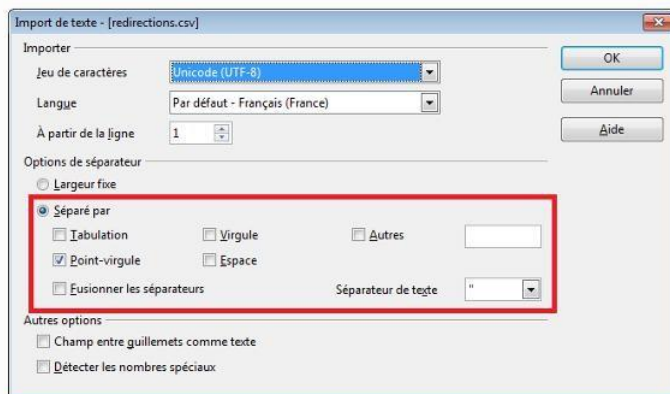
And make sure to save the file in format *Text CSV (.csv)* and choose Keep current fomat
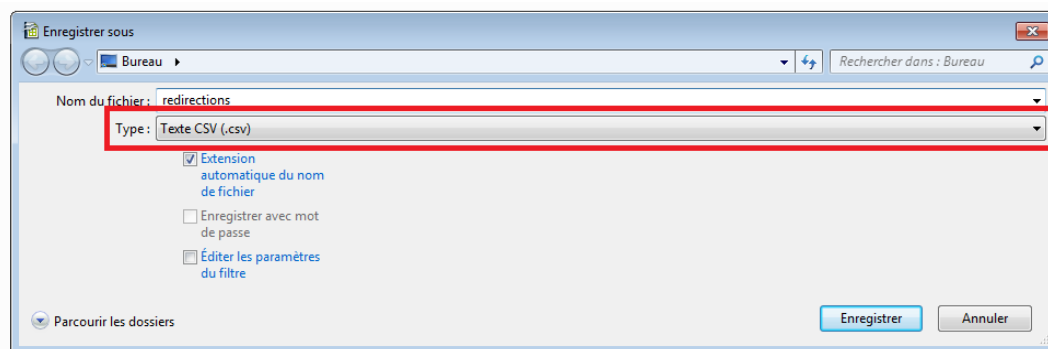
5. In the module, click on *Browse,* select the file and click on the button *Upload the reviews*

MANAGE REVIEWS

1. Click on the following buttons or use your store menu

2. Then click on the *Edit* button to edit each comment

| 1 | 05/20/2015 | John DOE | Faded Short Sleeve T-shirts | 10 | Amazing product, I love it! | Great product, it looks great. I love the fabric and the colour. | 0 | ✓ | 1 | ✏ Edit |

3. Edit the comment and click on the *Save* button

1. Choose "Status: Yes" to display the comment in the front-office
2. You can modify the rate on a scale of /10
3. You can modify the date of the comment
4. You can modify the position of the comment compared to the other comments
5. You can modify the title of the comment
6. You can modify the content of the comment
7. You can add an answer to the comment (write "0" if no answer)
8. You can send the answer by email to the customer

4. Select the type of reviews that your customers can write (store reviews and/or product reviews)

5. Enable/disable the validation of reviews

Enable this option if you want to check and validate the comments before publishing them. Disable this option if you want to publish the comments automatically without any validation. NEW: Repair anonymous comments from old versions of the module

6. NEW: Repair anonymous comments from old versions of the module

7. NEW: Repair comments on anonymous products from old versions of the module

If the module has been updated from an old version, your comments will appear as anonymous, this is because the module now uses the Nick field instead of the username to improve compliance with the new European Data Protection Law (GDPR), and the module shows any comment without the Nick field as anonymous.

To solve this, there are two options "REPAIR ANONYMOUS COMMENTS FROM OLD MODULE VERSIONS" and "REPAIR ANONYMOUS COMMENTS FROM PRODUCTS FROM OLD MODULE VERSIONS" that work analogously.

With these options you can leave these comments as Anonymous, compose a Nick through the name and surname or establish a specific one for everyone (instead of the anonymous word).

Select the desired option and click on repair. Automatically all the comments that exist if Nick will be updated according to his preference.

8. Click on the button

FAQ – COMMON ERRORS

All the common errors about this module have been reported below and we explain to you in details how to solve them.

Please read the section that corresponds to your problem BEFORE getting in touch with us, you will probably find the answer to your problem in it.

If the problem you are having is not listed, then please get in touch with us.

I) I don't manage to install the module

When installing the module, you may encounter this error message:
*File too large (limit of ************ bytes)*

Reason of the error: The problem comes from the value of your 'upload_max_filesize' variable that is not large enough compared to the module size.

To solve the problem, you can either :
  – Go to your FTP and increase the value of your 'upload_max_filesize' variable in the file "/config/ config.inc.php" or in the file "php.ini"
     ini_set('upload_max_filesize', '100M');

  – Or install the module directly from your FTP, you just need to unzip the module zip file and copy/paste the folder "lgcomments" inside the folder "modules" of your FTP (the module will appear in your back-office as soon as the module folder is added into the "modules" folder).

II) How to modify the store widget

1. Connect to your FTP

2. Edit the file /modules/lgcomments/lgcomments.php

3. PrestaShop 1.6 : Find the function *public function getExtraRightCSSConfig16*
   PrestaShop 1.5 : Find the function *public function getExtraRightCSSConfig15*

4 Inside this function, find the model of the widget you have chosen (Bubble, Customer, Letter, Pentagon and Shop)

5. Edit the elements of the widget you want (widget, title, rating, review, stars and see-more)

6. Reset the module to see the changes

⚠️ **Don't forget to <u>save your reviews</u> before resetting the module! If you reset the module, all the existing reviews will be deleted and lost.**
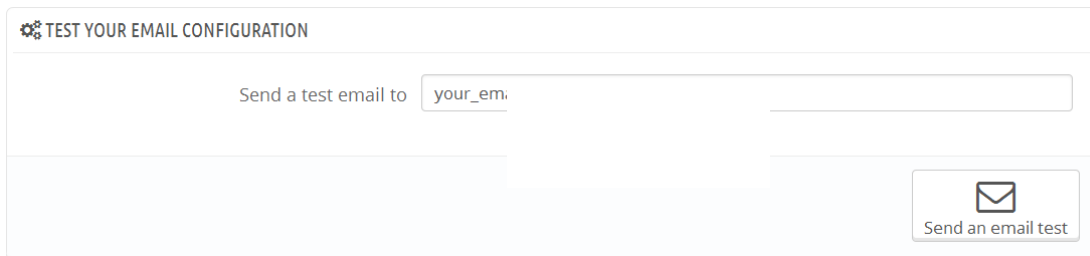
III) How to resend an email already sent

1. Connect to your database

2. Find and open the table "lgcomments_orders"

3. Delete the line that corresponds to the order (column *id_order*)

4. Go back to the module and open again the Cron URL

IV) The opinion request emails are not sent

1. Email configuration

Go to the menu "Advanced parameters" → "Email" and test your configuration

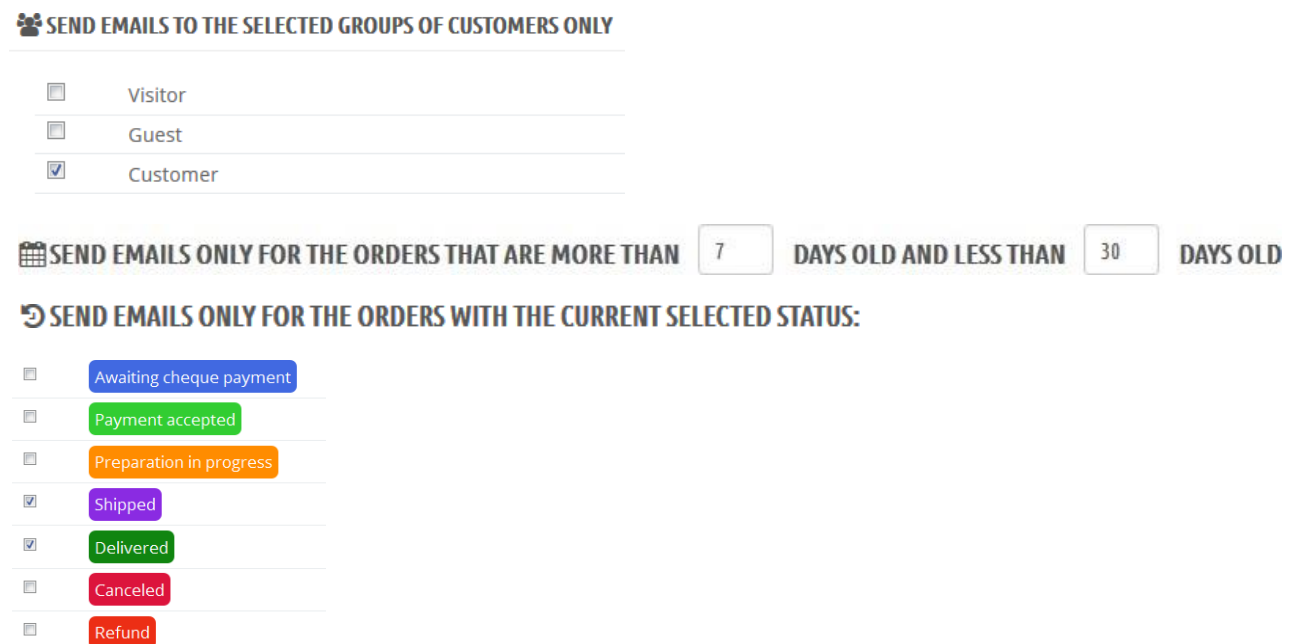If you don't receive the test email, please check your email configuration.

2. Customer groups + order dates + status of orders

Make sure that you have orders that correspond to the three criteria

⚠️ **The module will send emails only for the orders that correspond to the selected customer groups AND that are more than X days old AND that are less than Y days old AND that currently have one of the selected orders**

3. Email already sent

1. Connect to your database

2. Find and open the table "lgcomments_orders"

3. If the order appears in this table, it means that the email has already been sent

⚠️ **Emails are sent only once for each order in order to avoid email duplication (if an email was already sent for an order, it won't be sent again).**

V) My old reviews are not uploaded correctly

1.Respect the indicated format

	A	B	C	D	E	F	G	H	I	J	K
1	20/05/2015	2	1	9	Great store, I truly re	1	1	2	Amazing, I tru	0	
2	25/05/2015	1	2	8	Items arrived safe &	1	1	3	Excellent proc	0	
3	14/12/2015	3	3	3	The product was dan	1	1	4	Damaged proc	Please get	
4											

- In the column A, add the date of the comment (use the format "dd/mm/yyyy")

- In the column B, add the ID of the customer who wrote the comment (see your "Customers" page)

- In the column C, add the ID of the product (product review) or the ID of the order (order review) for which the comment was written (see your "Products" or "Orders" page)

- In the column D, add the rating out of /10

- In the column E, add the comment

- In the column F, add the ID of the language in which the comment was written (see your "Languages" page)

- In the column G, add the status of the comment ("1" for enabled and "0" for disabled)

- In the column H, add the comment position (compared to the other comments)

- In the column I, add the title of the comment (it will be displayed in bold before the comment)

- In the column J, add an answer to the comment (optional), use "0" if you don't want to add an answer

2.Save the file in the correct format

Microsoft Excel : Make sure to save the file in the format CSV (separator: semi-colon)

Open Office Calc : If you use Open Office Calc, make sure to choose the option *Separated by SemiColon* when you open an existing CSV file or when you save a new file in CSV format. And make sure to save the file in format Text CSV (.csv) and choose *Keep current fomat.*

VI) Save your existing reviews

If you rest the module, all the existing reviews will be deleted and lost. So don't forget to save your reviews before resetting the module!

1.Connect to your database

2.Find and export the 5 following tables:

- lgcomments_customergroups
- lgcomments_orders
- lgcomments_productcomments
- lgcomments_status
- lgcomments_storecomments

VII) The Rich Snippets don't appear on Google

1.Time to take the snippets into account

Please note that the Rich Snippets don't appear immediately on Google, you need to wait until Google search bots visit your shop again, take into account the snippets and update their search results, it can take several weeks.

2.Checking the snippets

- Go to https://developers.google.com/structured-data/testing-tool/
- Click on "Fetch URL"
- Add the URL of the page you want to check
- Click on "FETCH & VALIDATE"
- You should normally see the review snippets in the section "aggregateRating"

If you have several products that appear in this tool for the same page, Google won't be able to display the snippets because it won't know the snippets of which product it should display

In this case, you would need to:

- Identify the module that add snippets for other products

- Find and edit the TPL file of this module on your server inside the folder /modules/.../views/templates/front/

- Remove all the words "itemtype", "itemscope", "itemprop" inside that file

- Clear out your cache to take into account the changes

- Check again the page in https://developers.google.com/structured-data/testing-tool/ to see if the snippets of the other products have disappeared

YOUR OPINION

Please take the time to rate our module after buying it. This is quick, constructive for other PrestaShop users and it helps us develop our activity.

http://addons.prestashop.com/en/ratings.php

If you have a problem with our module, please get in touch with us before leaving a feedback, our technical support will do all its best to solve your problem.

Quality of the module	⊖ ★★★★★
Quality of the documentation	⊖ ★★★★★
Ease of installation	⊖ ★★★★★

Comment and improvement :

Apply

CONTACT US

A problem? A question? We are here to help you,
Please use PrestaShop form to get in touch with us.
https://addons.prestashop.com/en/write-to-developper?id_product=17896

If you have issues with the module, please provide us with:
- an access to your back-office (url, email password) with sufficient permissions to configure the module
- an access to your FTP (server, username and password)

Contact a community member

Email *
email@domain.com

Your PrestaShop version *
Choose a version

Attachment

Topic *

Module
Store & Product Reviews + Google Rich Snippets

Your message *

SEND

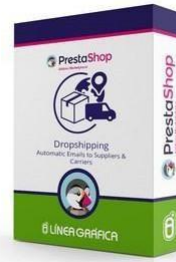# OUR OTHER MODULES

COOKIES

REDIRECTS

SITEMAPS

FREE SHIPPING
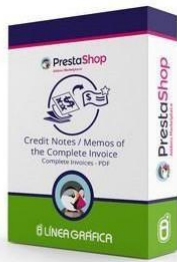
VERIFIED REVIEWS

SEO PACK 3

DROPSHIPPING

CANONICAL

CREDIT NOTES

MOVE PRODUCTS

COMPRESSOR
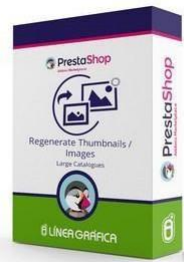
REGENERATOR

ACCESS ORDERS

MOVING TEXT
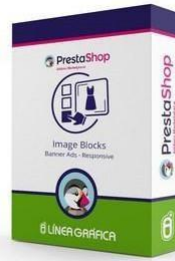
BANNER ADS

QUESTIONS FAQ