PowerReviews Integration

Version 18.3.0

Table of Contents

1. Summary

- This document provides the guidelines for the implementation of the PowerReviews Controllers enabled cartridge to SalesForce Commerce Cloud (SFCC).

- This document describes the various components: Reviews, Social Questions and Answers

2. Component Overview

2.1   Functional Overview

This cartridge covers the following PowerReviews jobs: Reviews, Social Question and Answers

2.2   Use Cases

Jobs

PowerReviews cartridge supports 3 optional job that are imported in the metadata.

ExportOrdersController is a job that will gather all orders for a site by locale. The orders are packages into an XML file and exported via SFTP to PowerReviews.

ExportProducts Controller is a job that gathers all the product within a site by locale. The products are packages as an XML file and exported via SFTP to PowerReviews.

FullProcessController is a job that executes each of the two processes above sequentially.
Each process as described above packages its own data as an XML file and send it via SFTP to PowerReviews.

IMPORTANT: In order to run these jobs, you must have specific values in the PowerReviews Custom Preferences that will be given you by your PowerReviews Client Success representative.

Reviews

Write Review - Go to the storefront and login or create a new account, then navigate to an individual product. On the product detail page, underneath the product name, you should see a Reviews Snippet. Click the "Write a Review" link. You should now be on a page with the Write a Review form. Fill out the form, click Preview, check the required checkboxes, and then click Submit. At this point, you've submitted a Review to PowerReviews for the selected product.

Read Reviews – Go to storefront and navigate to an individual product. On the product details page, scroll to the bottom of the page or click the "Read Reviews" link. You should automatically be directed to the Reviews tab at the bottom of the page if you clicked the link. The Reviews tab should show a snapshot of the current reviews as well as list each Review's details. If no Reviews have been submitted, you should see a prompt to write a review.

Social Questions & Answers

Ask Question - Go to storefront and navigate to an individual product. On the product detail page, underneath the product name, you should see a Q&A Snippet. Click the "Ask a Question" link. You should now be on a page with the

Ask a Question form. Fill out the form, click Preview, check the required checkboxes, and then click Submit. At this point, you've submitted a Question to PowerReviews for the selected product.

Read Questions/Answers – Go to storefront and navigate to an individual product that has Questions in the PowerReviews system already. On the product detail page, scroll to the bottom of the page or Click the "X Questions" or "X Answers" link in the Q&A Snippet. You should automatically be directed to the Q&A tab at the bottom of the page if you click either of the links. The Q&A tab should show a snapshot of the current questions and answers as well as a list of each question/answer. If no questions or answers have been submitted, you should see a prompt to *Ask a Question*.

Answer Question – Follow the steps above for "*Read Questions/Answers",* then click the "*Answer this question*" link for a specific question. You should now be on a page with the Answer Question form. Fill out the form, click *Preview*, check the required checkboxes, then click *Submit*. At this point, you've submitted an Answer to PowerReviews for the selected Question.

Multiple Sites/Locales

The PowerReviews LINK cartridge supports multiple Sites and multiple languages/locales within those Sites. Both the PowerReviewsProductFeed Job and the PowerReviewsFullProcess Job can be set to run for multiple Sites. Additionally, during each Job, each locale that has been activated in Business Manager will be accounted for assuming correct locale id mapping between SFCC and PowerReviews (see Limitation below).

2.3 Limitations, Constraints

With Release 17.0. job schedules are optional. The JavaScript controllers support exporting orders and exporting catalog data. These functions are also performed dynamically online as each product is viewed and order is placed. Consult with you PowerReviews representative for guidance on when these might be needed,

Job schedule for order feed should be configured in appropriate way. Recommended schedule has been written in section 5.2. If the job is not correctly configured– orders data will not be processed by PowerReviews.

2.4 Compatibility

Built on Commerce Cloud 18.1.0 (Compatibility Mode 16.2) SiteGenesis 103.1.0

2.5 Privacy, Payment

There are currently no privacy or payment issues.

3. Implementation Guide

3.1 Setup

The following PowerReviews Integration tasks are included within the LINK Cartridge:

1. Installation of the cartridge
2. Import custom metadata

3. Set the newly-created metadata values
4. Create core Job (optional)
5. Make storefront cartridge edits

Cartridge Name

- int_powerreviews

Scripts

- impex/libPRExport.js

- impex/libPRImport.js

- jobs/import.js

- jobs/orderFeed.jsa

- jobs/productFeed.js

- jobs/unzip.js

- jobcontrol/process.js

- lib/libPowerReviews.js

Static

- css/reviews_2.css

- css/pr_tabs.css

- img/interfact/starratings/[rating images]

- js/powerreviews.js

Templates

- answers/answerrender.isml

- answers/answers.isml

- Answers/answersnippet.isml

- Category/categorysnippet.isml

- global/global.isml

- global/definitions.isml

- order/analyticbeacon.isml

- pages/askquestionpage.isml

- pages/writereviewspage.isml

- pages/pdp.isml

- rating/reviewsstarratings.isml

- review/reviews.isml

- review/reviewsnipper.isml

- review/reviewsrender.isml

- util/prredirect.isml

- util/prstaticinclude.isml

- utils/tabs.isml

- premail.isml

Resources

- powerreviews.properties

Properties

- int_powerreviews.properties

MetaData

- powerreviews_metadata.xml

3.2   Configuration

1. Import the int_powerreviews cartridge into the Commerce Cloud Studio Workspace:

    a. Open Commerce Cloud Studio

    b. Click File -> Import -> General -> Existing Projects Into Workspace

    c. Browse to the "int_powerreviews" directory

    d. Click Finish.

    e. Click OK when prompted to link the cartridge to the sandbox

2. Assign cartridge to site

    a. Log into Business Manager

    b. Click Administration -> Sites -> Manage Sites -> SiteGenesis or needed site

    c. Select the "Settings" tab

    d. Add "int_powerreviews" to the end of what is already present in the Cartridges field

    e. Click Apply

Instance Type: All

Cartridges:	app_storefront_controllers:app_storefront_core:int_powerreviews:app_
Effective Cartridge Path:	app_storefront_controllers:app_storefront_core:app_storefront_pipelines:int_powerreviews:p

    f. Reproduce same steps for Business Manager Site

3. Extend the SitePreferences and Product object

    a. Click Administration -> Site Development -> Import/Export

    b. Browse for the powerreviews_metadata.xml file

<ol type="a" start="3">
Click Upload
Click the "<< Back" button
Click Import
Select the powerreviews_meta.xml file
Click Next
When validation is complete, click Next

<ol start="4">
Configure PowerReviews Custom SitePreferences using Commerce Cloud Business Manager
<ol type="a">
Click Site Preferences -> Custom Preferences -> Power Reviews
<ol type="i">
Enter appropriate values (see section 5.2 for a description of each setting)
Click Apply near bottom of the page

Configure Jobs which are described in section 5.2
Perform a regression test to ensure the site is still functional.

3.3　Custom Code

Before installation

Integration PowerReviews functionality

Edit storefront templates: [storefront cartridge]/cartridge/templates/default/

Open template footer_UI.isml

Place following code in to opened template on line 27 below app.js

```
<script src="${URLUtils.staticURL('/js/powerreviews.js')}"></script>
```

Example:

```
26 <script src="${URLUtils.staticURL('/js/app.js')}"></script>
27 <script src="${URLUtils.staticURL('/js/powerreviews.js')}"></script>
28 <isif condition="${!('pageContext' in this) || empty(pageContext)}">
```

Open template htmlhead_UI.isml

Place following code in head tag

```
<isinclude template="global/global"/>
```


Example:

```
 7
 8  <iscomment>THIRD PARTY STYLESHEETS STYLING</iscomment>
 9  <link href="${URLUtils.staticURL('/lib/jquery/ui/jquery-ui.min.css')}" type="text/css" rel="stylesheet" />
10  <link href="//maxcdn.bootstrapcdn.com/font-awesome/4.3.0/css/font-awesome.min.css" rel="stylesheet">
11
12  <isinclude template="global/global"/>
13
14  <!--[if lt IE 9]>
15  <script src="${URLUtils.staticURL('/js/lib/html5.js')}"></script>
16  <![endif]-->
```

3. Open *producttopcontent.isml*

    Find the following code snippet:

```
83  <div class="tab">
84      <input type="radio" name="css-tabs" id="tab-5" class="tab-switch">
85      <label for="tab-5" class="tab-label">${Resource.msg('product.tab.reviews', 'product', null)}</label>
86      <div class="tab-content"><isinclude template="product/components/reviews"/></div>
87  </div>
```

    Replace it with:

<isinclude template=*"util/tabs"*/>

Example:

```
86                  </div>
87              </isif>
88              <isinclude template="util/tabs"/>
89          </div>
```

4. Open template *productcontent.isml*

    Find such code:

```
33      <iscomment>
34          reviews
35          ============================================================
36      </iscomment>
37
38      <isif condition="${!isQuickView}">
39          <isinclude template="product/components/reviewsmini"/>
40      </isif>
```

Delete it completely.

Find such code:

```
265        </div><!-- end details block -->
266⊝       <isif condition="${pdict.GetImages}">
267⊝           <div id="update-images" style="display:none">
268               <isinclude template="product/components/productimages"/>
269           </div>
270       </isif>
271  </isif>
```

Insert a blank line between the final 2 </isif> tags.

Add:

```
273        <isinclude template="pages/pdp"/>
274  </isif>
```

5. Open template *producttile.isml*

Find such code:

```
207                    <isinclude template="product/components/reviewsmini"/>
```

Replace it with:

<isinclude template="*rating/reviewsstarratings*"/>

*Note: This include can be placed in any tile or recommendation, so long as the template includes a valid **page-scoped** "Product" variable.*

6. Open app_storefront_core/cartridge/js/pages/search.js

Find this method:

```
55    */
56⊝ function updateProductListing(url) {
57       if (!url || url === window.location.href) {
58           return;
59       }
60       progress.show($('.search-result-content'));
61       $('#main').load(util.appendParamToURL(url, 'format', 'ajax'), function () {
62           compareWidget.init();
63           productTile.init();
64           progress.hide();
65           history.pushState(undefined, '', url);
66       });
67  }
```

Add this code to the ajax response, after line 65:

```
            if ('powerreviews' in app) {
         app.powerreviews.render();
 }
```

Example:

```
r
progress.show($('.search-result-content'));
$('#main').load(util.appendParamToURL(url, 'format', 'ajax'), function () {
    compareWidget.init();
    productTile.init();
    progress.hide();
    history.pushState(undefined, '', url);

    if ('powerreviews' in app) {
        app.powerreviews.render();
    }
});
```

7. Open productdetail.isml

8. Above the final </div> statement ,insert:

```
<div id="pr-reviewdisplay"></div>¶
<div id="pr-questiondisplay"></div>¶
```

Example:

```
<div id="pr-reviewdisplay"></div>¶
<div id="pr-questiondisplay"></div>¶
</div><!--/pdpMain -->.¶
```

9. Open *producttopcontent.isml* template and insert the following code on the third line:

<isinclude template=*"global/definitions"*/>

Example:

```
1  <iscontent type="text/html" charset="UTF-8" compact="true"/>
2  <iscomment>In the product pipeline, if a product was not found for the selected attributes,
3  <isinclude template="global/definitions"/>
```

10. This part is responsible for integration of Review and Q&A snippets. The snippets can be placed anywhere on PDP page (*producttopcontent.isml* template). However, it is not recommended to place them inside *<div id="product-content">* element, because all the content inside it is reloaded via AJAX when a product's variation is changed. The snippets are not supposed to be reloaded via AJAX. It is recommended to place snippets inside *<div class="product-col-2 product-detail">*, right below a product's name.

Example:

Open template *producttopcontent.isml*

Find code:

```
17  <div class="product-col-2 product-detail">
18      <h1 class="product-name" itemprop="name"><isprint value="${pdict.Product.name}"/></h1>
```

Integrate Review snippet:

<isinclude template=*"review/reviewsnippet"*/>

Integrate Q&A snippet:

<isinclude template=*"answers/answersnippet"*/>

Example:

```
20⊖ <div class="product-col-2 product-detail">
21      <h1 class="product-name" itemprop="name"><isprint value="${pdict.Product.name}"/></h1>
22
23          <isinclude template="review/reviewsnippet"/>
24          <isinclude template="answers/answersnippet"/>
25
26⊖      <div id="product-content">
```

Analytic Beacon

1. Open template confirmation.isml

Find:

```
<div class="order-confirmation-details">
                                <isorderdetails order="${pdict.Order}"/>
</div>
```

Add following code after:

```
<isinclude template="order/analyticbeacon" />
```

Applying Site Genesis Styles

1. Locate reviews-2.css in the path:

Int_powerreviews/scripts/static/default/css

Copy reviews-2.css into Site Genesis in the path:

App_storefront_core/cartridge/static/default/css

3.4   Note to the System Integrator

This document uses the convention of app_storefront_controllers and app_storefront_core to refer to the storefront cartridges. You must change those references to names appropriate to your integration target.fer to the storefront cartridges. You must change those references to names appropriate to your integration target.

There are two known instances where the provided reviews customization of the SiteGenesis styles are not sufficient.

The first one is on the PDP when selecting "read review" link for a product that has at least one review. Page scrolls to the tab section at the bottom but fails to select the reviews tab.

The second one is when the review section is displayed the expanded display extends beyond the fixed page footer.

Both issues are a result of the way SiteGenesis has styled the tab content container and footer. Addressing this issue requires changing and/or adding core SiteGenesis functionality and since this is a normal part of the necessary customization for each site, it is left as a customization task for the system integrator.

3.5   External Interfaces

PowerReviews requires that you are able to successfully connect to their servers using SFTP. All you need to do is to get the PowerReviews-provided SFTP credentials for your specific account. The SFTP credentials are used when setting up the Site Preferences. See Section 5.2 for more information on Configuration.

3.6   Testing

Reviews

Write Review - Go to the storefront and login or create a new account, then navigate to an individual product. On the product detail page, underneath the product name, you should see a Reviews Snippet. Click the "Write a Review" link. You should now be on a page with the Write a Review form. Fill out the form, click Preview, check the required checkboxes, then click Submit. At this point, you've submitted a Review to PowerReviews for the selected product.

Read Reviews – Go to storefront and navigate to an individual product. On the product details page, scroll to the bottom of the page or click the "Read Reviews" link. You should automatically be directed to the Reviews tab at the bottom of the page if you clicked the link. The Reviews tab should show a snapshot of the current reviews as well as list each Review's details. If no Reviews have been submitted, you should see a prompt to write a review.

Social Questions & Answers

Ask Question - Go to storefront and navigate to an individual product. On the product detail page, underneath the product name, you should see a Q&A Snippet. Click the "Ask a Question" link. You should now be on a page with the Ask a Question form. Fill out the form, click Preview, check the required checkboxes, then click Submit. At this point, you've submitted a Question to PowerReviews for the selected product.

Read Questions/Answers – Go to storefront and navigate to an individual product that has Questions in the PowerReviews system already. On the product detail page, scroll to the bottom of the page or Click the "X Questions" or "X Answers" links in the Q&A Snippet. You should automatically be directed to the Q&A tab at the bottom of the page if you click either of the links. The Q&A tab should show a snapshot of the current questions and answers as well as a list of each question/answer. If no questions or answers have been submitted, you should see a prompt to Ask a Question.

Answer Question – Follow the steps in above for "*Read Questions/Answers",* then click the "Answer this question" link for a specific question. You should now be on a page with the Answer Question form. Fill out the form, click Preview, check the required checkboxes, then click Submit. At this point, you've submitted an Answer to PowerReviews for the selected Question.

Multiple Sites/Locales

Go to the storefront and navigate to an individual product that you know has Reviews in two or more different languages/locales. Scroll down to view the Review content. You should see the content being displayed in the normal locale/language. To manually change the rendered locale, go to your browser address bar and find the locale id in the url (for example: "en_US"). Replace that locale id with a different locale id (for example: "fr_CA"). Load the page with the new locale and you should see that the review content (as well as the Q&A content has also been changed to account for the language change. Repeat this step on multiple Sites if appropriate, always ensuring that the Review/Q&A content is both locale and Site-specific.

4. Operations, Maintenance

4.1   Data Storage

Site Preferences – the SitePreferences system object has been extended to store setup and confirmation values for each Demandware site.

Products – the Product system object has been extended to store product-specific data for reviews and question/answer templates.

4.2   Availability

This integration should work as expected as long as PowerReviews itself is up and running.

The exportOrder job and the exportProduct job are optional but may be scheduled as required either individually or as part of the PowerReviewsFullProcess job.

4.3   Support

For post live support please submit a support ticket via the PowerReviews dashboard: https://dashboard.powerreviews.com

5.   User Guide

5.1   Roles, Responsibilities

There are no recurring tasks that need to be fulfilled to get the full potential of PowerReviews other than the scheduled Jobs (see Business Manager section below). As long as the configuration details are correct in your Site Preferences that is all you'll need to do.

5.2   Business Manager

Setup of the PowerReviews LINK cartridge requires creating two scheduled Jobs in Business Manager. To schedule a Job, go to Business Manager -> Administration -> Operations -> Job Schedules -> New. Create the following Jobs:

PowerReviewsFullProcess

- **Note:** This job should be setup on the *Staging* environment. Having this setup in *Staging* means that you'll be able to test and see rendered reviews and all of the functionality in a non-live environment. When you replicate Staging to Production, the imported PowerReviews data will also be replicated.

- Name: PowerReviewsFullProcess

- Enabled: true

- Description: This Job runs the full PowerReviews update process, which includes: exporting orders and exporting products for pickup by PowerReviews.

- Execution Scope: Sites

- Controller: IntPowerReviews

- Startnode: FullProcess

- Schedule: schedule this job to run as necessary

- Click the Sites tab and check the checkbox for each Site you'd like to run PowerReviews for. Click Apply.

The PowerReviewsFullProcess Job essentially runs the PowerReviewsProductFeed and PowerReviewsOrderFeed jobs, detailed below.

PowerReviewsProductFeed

- **Note**: This job should be setup on the *Production* environment. The Product Feed data is environment-dependent. For example, if you run this Job from Production, the product urls that are exported will be Production product urls.

- Name: PowerReviewsProductFeed

- Enabled: true

- Execution Scope: Sites

- Controller: IntPowerReviews

- Startnode: ProductFeed

- Schedule: the schedule of this job will be dependent on how often your product data changes. If it rarely changes, you can just run this job manually whenever it's necessary. If your product data is constantly changing, schedule this job accordingly.

- Click the Sites tab and check the checkbox for each Site you'd like to run PowerReviews for. Click Apply.

PowerReviewsOrderFeed

- **Note**: This job should be setup on the *Production* environment. The Order Feed data is environment-dependent. For example, if you run this Job from Production, the product urls that are exported will be Production product urls.

- Name: PowerReviewsOrderFeed

- Enabled: true

- Execution Scope: Sites

- Controller: IntPowerReviews

- Startnode: OrderFeed

- Schedule: Initial run should be run manually for initialization inner timer. Further execution of this job should be configured in appropriate way. Recommended scheduling of this job - twice a week.

- Click the Sites tab and check the checkbox for each Site you'd like to run PowerReviews for. Click Apply.

Site Preferences Configuration

Configuration is stored in Custom Site Preferences. You may edit it in Business Manager by choosing your site, clicking Site Preferences in the left sidebar, clicking Custom Preferences in the body (bottom-right), then clicking the Power Reviews link.

1. Default Catalog ID For the site: The name of the default catalog for this specific site. To find out the catalog id: click "Product and Catalogs" in the left nav of BM -> Catalogs -> then look for the string value in the ID column for the catalog that has been assigned to this specific site. For example: "storefront-catalog-en".

2. PowerReviews Customer Hash Code: This is a setting that you will receive from PowerReviews.

3. PowerReviews Job Error Email: The email address that you would like to receive potential Job error emails at.

4. PowerReviews Job From Email: The email address that you would like to receive from potential Job error emails at.

5. PowerReviews Sign In Requirement: Provide Write Review/Question/Answers functionality for non-authorized customers.

6. PowerReviews GroupID: This is a setting that you will receive from PowerReviews.

7. PowerReviews Product Feed File Name: Use "productFeed" as the base of the name, followed by an underscore and then your business name. If you have multiple Sites, please append an underscore and the Site Name to the file name. Example: "productFeed_MySite_SiteGenesis"

8. PowerReviews Show Variants: A controller allowing to toggle on/off output of product variation ID on Write Review, Question and Answer pages.

9. PR Stylesheet Override: If you would like to use your own styles for the Reviews and Q&A display, then include the full url of the stylesheet here.

10. PowerReviews FTP Password: This is a setting that you will receive from PowerReviews.

11. PowerReviews FTP Host: This is a setting that you will receive from PowerReviews.

12. PowerReviews FTP Username: This is a setting that you will receive from PowerReviews.

13. PR Trigger File Name: This should always be "done_MGID.txt" unless you are using the PowerReviews testing files, in which case you'll use "done_MGID_test.txt".

14. PowerReviews Trigger File Action: Value YES - trigger file will be removed and new zip will be downloaded from FTP server. Value NO- trigger file will NOT be removed and new zip will NOT be downloaded from FTP server.

15. PR Zip File Name: This should always be "MGID.zip" unless you are using the PowerReviews testing files, in which case you'll use "MGID_test.zip".

16. PowerReviews Master Merchant: This option should only be checked if specified by PowerReviews when you receive your account details. If you unsure about whether or not to check this, contact PowerReviews.

17. PowerReviews Order Feed File Name: Use "orderFeed" as the base of the name, followed by an underscore and then your business name. If you have multiple Sites, please append an underscore and the Site Name to the file name. Example: "orderFeed_MySite_SiteGenesis".

18. PowerReviews Online Status: toggle on\off PowerReviews integration.

19. PowerReviews Locale Configs: configure locale mapping between DW locales and PowerReviews account.

20. Controllers mode: Check this preference if your site based on controllers model

21. Api Key: This is a setting you will receive from PowerReviews.

22. SFTP Port Number: This is a setting you will receive from PowerReviews.

Site locale configuration

Each locale can be configured with appropriate pattern:

[DW_Locale]|[PowerReviews_Site_Id]|[PowerReviews_Merchant_Id] |[PowerReviews_Locale]

Fourth value [PowerReviews_Locale] is acceptable only if DW_Locale is 'defalult'

Example of correct configuration.

PowerReviews Locale Configs:*

```
default|1|156120|en_US
en_US|1|156120
fr_FR|2|792512
de_DE|3|966964
```
Add Another Value

5.3   Storefront Functionality

The PowerReviews LINK cartridge adds reviews as well as social question/answer functionality to your storefront. Typically, this functionality is added to the product detail pages, category pages, and search pages (product grids).

6. Known Issues

#	Description
1	SiteGenesis does not inherently provide a method of expanding tab content containers accessed by an anchor link on the product detail page. This is part of the necessary customization by each merchant in applying distinct styles and behavior for each site implementation beyond the scope of Site Genesis.

7. Release History

Version	Date	Changes
1.0.0	5-15-2012	Initial release
15.1.0	1-21-2015	Certification updates. Refactoring New functionality: - Analytics Beacon - Review Accelerator - Trigger file - Default locale - Category and search page review snippets - Async load of snippet/display - Product Variation controller - Write Review/Question and Answers for not sign in customers
15.2.0	4-24-2015	Implementing multi-locale support for each single DW site
16.1	4-14-2016	Certification updates. Refactoring: - BugFix on PDP due to platform changes - Adapt cartridge to 10X SiteGenesis code styles - Implement latest Cascading Style Sheets (CSS) styling
16.2.0	8-25-2016	Job optimization, implementing compatibility with sites based on controllers development model
18.1.0	1/16/2018	Converted cartridge to use JavaScript controllers and new PowerReviews display. Rendering all review content is via JavaScript and ajax calls to PowerReviews.
18.2.0	3/16/2018	Refactored cartridge and jobs for Mobile First Reference Architecture and modern jobs framework.
18.3.0	5/3/2018	Moved all PowerReviews render() calls out of the templates and into one external javascript object that is fired once after the DOM completes. Added an

		app.powerreviews object that can be called from anywhere, including recommendations and category or pdp update methods.