

PowerReviews Integration

Version 18.2.0



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1. Summary

- This document provides the guidelines for the implementation of the PowerReviews Storefront Reference Architecture (SRA) 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 2 optional jobs that may be imported from the provided metadata.

PowerReviews-ExportOrders is a job that will gather all orders for a site by specified locale. The orders are packaged into a CSV file and exported via SFTP to PowerReviews.

PowerReviews-ExportProducts is a job that gathers all the product within a site by specified locale. The products are packaged as a CSV file and exported via SFTP to PowerReviews.

IMPORTANT: In order to run these jobs, you must have specific values in the PowerReviews Custom Preferences and Service Credentials 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. The **PowerReviews-ExportProducts** job can be set to run for multiple Sites. Additionally, in the Job configuration, the locale for export can be specified as a job parameter. If not specified the Site default locale will be used. Multiple job steps (or separate jobs) may be configured to support additional site locales.

2.3 Limitations, Constraints

With Release 17.0. job schedules are optional. Job steps and an example jobs import are provided to 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 18.3 (Compatibility Mode 18.2) and Storefront Reference Architecture 2.1.0

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 (Site Preferences)
4. Import or create Product and Order feed job(s)
5. Make storefront cartridge edits

3.2 Configuration

1. Import the int_powerreviews_mfra 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_mfra" 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 -> MobileFirst or required site
 - c. Select the "Settings" tab
 - d. Add "int_powerreviews_mfra" to the beginning of the cartridge path (or ensure it is in front of app_storefront_base)
 - e. Click Apply

Instance Type: All

Cartridges:

int_powerreviews_mfra:app_storefront_base

Effective Cartridge Path:

int_powerreviews_mfra:app_storefront_base:plugin_apple_pay:plugin_facebook:plugin_pi

3. Re-activate the current code version (on sandboxes). This may be necessary to ensure the custom job steps are available.
 - a. Click [Administration](#) > [Site Development](#) > Code Deployment
 - b. Activate a different code version from the current

- c. Activate the desired code version.

3.2.1 *Import metadata*

Note: The metadata_mfra directory is in Site/Import Export format and may be zipped and uploaded through that interface. This may be uploaded and imported via Administration > Site Development > Site Import & Export which will complete all the steps in this section (3.2.1) at once.

1. Metadata
 - a. Click Administration -> Site Development -> Import/Export
 - b. Click Upload
 - c. Browse for the metadata/metadata_mfra/meta/system-objecttype-extensions.xml and metadata/meta/custom-objecttype-extensions.xml files.
 - d. Click Upload for each file
 - e. Click the "<< Back" button
 - f. Click Import under "Meta Data"
 - g. Select the system-objecttype-extensions.xml file
 - h. Click Next
 - i. When validation is complete, click Next to import
 - j. Repeat the Import process for custom-objecttype-extensions.xml
2. (Optional) Import Job Samples
 - d. Click Administration > Operations > Import & Export
 - e. Upload metadata_mfra/jobs.xml
 - f. Click Import under "Job Schedules"
 - g. Import the jobs.xml file uploaded.
 - h. Configure Jobs which are described in section 5.2
4. Import Services (only necessary to support jobs)
 - a. Administration > Operations > Import & Export
 - b. Upload the metadata_mfra/services.xml
 - c. Click Import under "Services"
 - d. Import the services.xml file uploaded
 - e. Configure Service Credentials given to you by PowerReviews

3.2.2 *Custom Site Preferences*

3. Configure PowerReviews Custom SitePreferences using Commerce Cloud Business Manager
 - f. Click Site Preferences -> Custom Preferences -> Power Reviews for each site you wish to configure PowerReviews for.

- i. Enter appropriate values (see section 5.2 for a description of each setting)
 - ii. Click Apply near bottom of the page
4. Perform a regression test to ensure the site is still functional.

3.3 Custom Code

No custom code is necessary as the cartridge overlays with MFRA and implements the necessary templates and controller enhancements for all functionality.

However customization of these templates may be desired or necessary for the integration into storefront overlay cartridges. A listing of the custom templates with descriptions follows. Any and all of these templates may be copied from the cartridge into storefront overlay cartridges for customization (or alternatively used as a reference for storefront customization).

- product/productTileFooter.isml
 - o This overrides the MFRA tile footer to make room for reviews summary rendering
- product/components/ratings.isml
 - o This overrides the MFRA ratings on the product tiles for reviews summary rendering
- product/components/productRating.isml
 - o This overrides the MFRA ratings block on the PDP for rendering of reviews and Q&A summaries and links
- product/components/descriptionAndDetails.isml
 - o This overrides the stock MFRA description and details block at the bottom of the PDP to make room for reviews rendering.
- product/components/reviews.isml
 - o This renders the necessary blocks and inline scripts to render the reviews and Q&A on the PDP
- powerreviews/writereview.isml
 - o This is used by the custom controller action **PowerReviews-WriteReviewPage** to render the write review page.

Additionally, if you wish to include the PowerReviews frontend includes (for instance, on non-search or PDP pages) you can include the powerreviews/include.isml template:

```
<isinclude template="powerreviews/include"/>
```

3.4 Note to the System Integrator

This document is for integration of PowerReviews into the Storefront Reference Architecture (SRA). Specifically version **2.1.0**.

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 Job Service. 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.

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Social Questions & Answers

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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:

Note: If you imported the example metadata in section 3.2 it already contains the jobs and only site and service configuration is required.

PowerReviews-ExportProducts

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: **PowerReviews-ExportProducts**
- Enabled: true

- Execution Scope: Sites
- Step Type: custom.powerreviews.ExportProducts
- 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.

PowerReviews-ExportOrders

- **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: PowerReviews-ExportOrders
- Enabled: true
- Execution Scope: Sites
- Step Type: custom.powerreviews.ExportOrders
- 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.

Services

Note: If you imported the example metadata from section 3.2 you only need to configure the services.

- Under Administration > Operations > Services create or update the service **powerreviews.sftp**
- Create or update the Service Credential specifying the necessary SFTP URL, username and password provided to you by PowerReviews (note the URL should be of the form: sftp://sftp.powerreviews.com)

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 Sign In Requirement: Provide Write Review/Question/Answers functionality for non-authorized customers.
3. PowerReviews GroupID: This is a setting that you will receive from PowerReviews.
4. 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"

5. PowerReviews Show Variants: A controller allowing to toggle on/off output of product variation ID on Write Review, Question and Answer pages.
6. PowerReviews FTP Password: **NOTE: THIS SETTING HAS BEEN MOVED TO THE SERVICE CREDENTIALS.**
7. PowerReviews FTP Host: **NOTE: THIS SETTING HAS BEEN MOVED TO THE SERVICE CREDENTIALS..**
8. PowerReviews FTP Username: **NOTE: THIS SETTING HAS BEEN MOVED TO THE SERVICE CREDENTIALS.**
9. 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.
10. 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".
11. PowerReviews Online Status: toggle on\off PowerReviews integration.
12. PowerReviews Locale Configs: configure locale mapping between DW locales and PowerReviews account.
13. Api Key: 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 'default'

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	<p>SiteGenesis does not inherently provide a method of expanding tab content containers accessed by an anchor link on the product detail page.</p> <p>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.</p>

7. Release History

Version	Date	Changes
1.0.0	5/15/2012	Initial release
15.1.0	1/21/2015	<p>Certification updates. Refactoring</p> <p>New functionality:</p> <ul style="list-style-type: none">● 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	<p>Certification updates. Refactoring:</p> <ul style="list-style-type: none">● 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.
18.3.0	3/16/2018	Refactored cartridge and jobs for Storefront Reference Architecture and modern jobs framework.