USER GUIDE

Version 1.3.6

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1.About the Extension

Customer Reviews & Testimonials Magento 2 extension allows customers to submit a review and showcase testimonials on the store. Customer reviews give new visitors a reason to purchase from the store without hesitation. This user-friendly extension helps persuade new visitors to purchase products or services in the store by generating more trust through testimonials. This Magento 2 Customer Reviews & Testimonials extension provides a flexible configuration with different settings of the testimonials list. Adds credibility to your store by displaying consumer reviews on product pages as well as on a separate “Testimonials” page. Allow customers to submit a review or publish on behalf of them. Moreover, it allows the admin to upload an image and show it on the testimonials listing page.

Make your reviews look real and attractive by choosing to display all the relevant information and formatting text. Manage testimonials on a handy grid. Using these features testimonial pages become more trustworthy to other customers.

2.Feature List

- Add Testimonials on Customers Behalf
- Allow Customers to Submit Reviews Themselves
- Dedicated Page For Customer Testimonials
- Quick And Customizable Review Form
- Configure Display Settings For Each Testimonial
- Configure Customer Testimonials Email Notification Settings
- Choose Between Simple Layout And Detail Layout
- Disable Some Columns In The Magento Admin Grid
- Configure SEO Settings Of Testimonials Page

2.1 Add Testimonials on Customers Behalf

Magento 2 Testimonials extension allows you to add testimonials on behalf of your customers. It allows you to add customer reviews coming from online & offline sources such as email, fax, instore feedback forms, etc.

2.2 Allow Customers to Submit Reviews Themselves

With Magento 2 customer reviews and testimonials extension, you can allow customers to submit testimonials themselves. It encourages your customers to contribute to the testimonials page by sharing their opinion and experience.

2.3 Dedicated Page For Customer Testimonials

Magento 2 Testimonials extension creates a separate testimonials page to display the customer reviews altogether. It facilitates users in reading all the testimonials in one place and getting to know what your existing customers have to say about different products. You can customize the testimonials page with different layouts and design features for enhanced usability.

2.4 Quick And Customizable Review Form

Customer Reviews & Testimonials extension creates a dedicated reviews section on your Magento 2 product page with a handy ‘Write a Review’ button that allows your customers to speak out about their experience. They are encouraged to share their valuable thoughts, feedback, and suggestions through quick review forms.

- Allow Registered or Guest Users to submit reviews
- Set admin approval mandatory for publishing testimonials

2.5 Configure Display Settings For Each Testimonial

Magento 2 Testimonials extension empowers you to add every minute detail to customer reviews to make more out of the website.

- **Enable Customers Review in Testimonial Page**

  Including a customer's review on a testimonial page will help you convince your visitors to purchase your products.

  Additionally, you can display with or without images the reviews of your customers to your visitors.

- **Upload Customer Images to Gain Trust**

  You can add a custom image to testimonials to gain trust and credibility. The addition of images makes the testimonials look real and authentic.

- **Choose to Display Advantages & Disadvantages**

  By enabling the ‘Advantages’ and ‘Disadvantages’ fields, you can allow customers to report the pros and cons of the purchased product that are displayed on the frontend in green and red colors, respectively.

- **Enable Dashboard For Customers Reviews**

  Having the 'Dashboard' fields enabled allows customers to leave reviews by clicking on the "write a review" button. Additionally, the dashboard displays ratings from customers and percentages of those ratings.

- **Display Comments and Like/Dislike Button**

  Reviews of customers appear on the testimonials page, which offers visitors the opportunity to view the reviews and to leave comments on any queries they may have. In addition to the ability to leave a positive or negative review, visitors can also click the like or dislike buttons or also visitor or customer can reply on those testimonials.

2.6 Configure Customer Testimonials Email Notification Settings

You can configure email notification settings to ensure flawless communication with your customers. Be informed when a customer submits a review.

2.7 Choose Between Simple Layout And Detail Layout

You can choose between a simple layout and a detailed layout depending upon how briefly or extensively you would like to display your reviews.

- **Simple Layout:** If you prefer brevity, this layout type is for you which concisely displays the review with the reviewer's name only.

- **Detail Layout:** The detailed layout conveys more information about every testimonial and displays the review, the reviewer's name, image, ratings, review heading, reply from the store, comments, like/dislike button, etc.

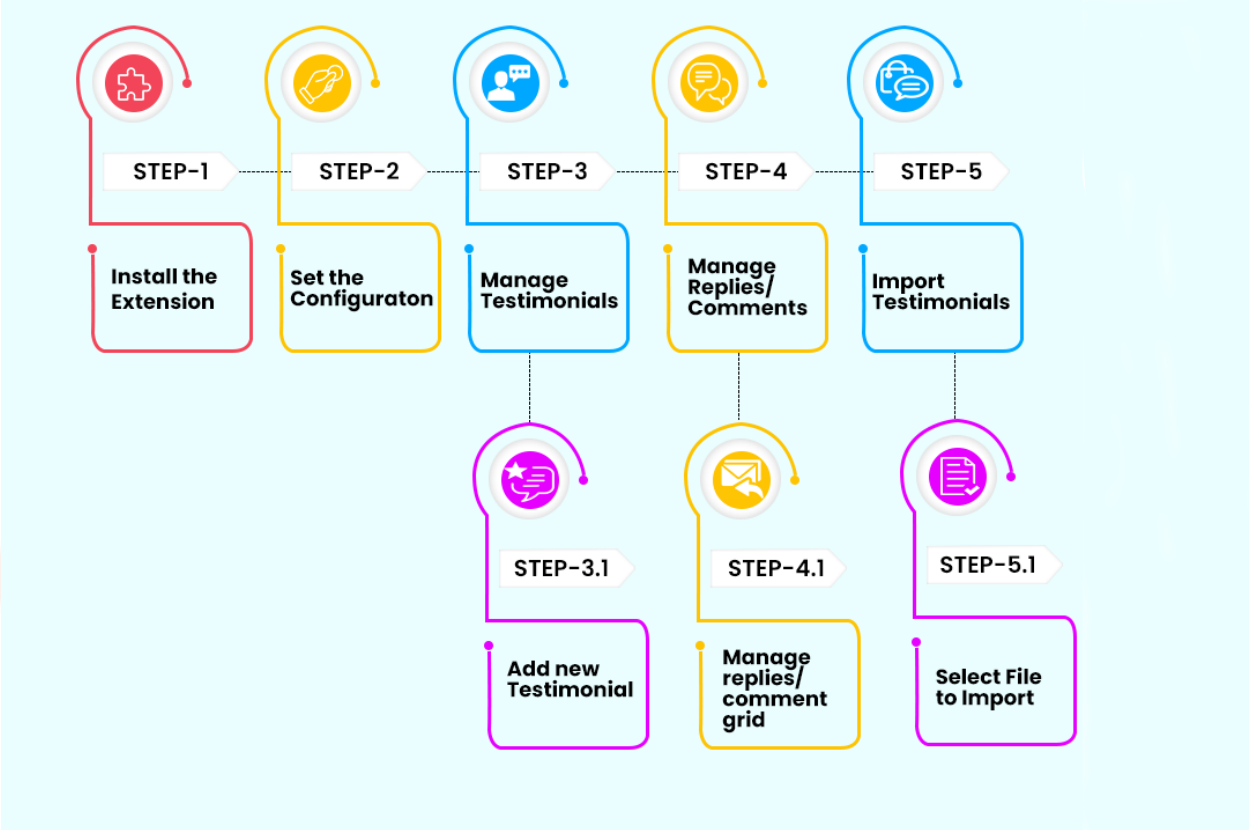
2.8 Disable Some Columns In The Magento Admin Grid

You can also disable these columns if you need: Likes, Dislikes, Emails, and Store View and enable them back at any time.

2.9 Configure SEO Settings Of Testimonials Page

You can configure the ON-page SEO of the dedicated testimonials page that showcases all the testimonials. Add a Meta title, description, and keywords, URL identifier, and URL Suffix to ensure the page appears in search engine result pages.

3.Steps to Follow



Step 1: Install the Extension - See the installation guide

Step 2: Set the Configuration - Set the general configurations

Step 3: Manage Testimonials - Manage the testimonial attributes according to the requirement

Step 4: Manage Replies/Comments - Manage the replies/comments according to the requirement

Step 5: Import Testimonials - Import the testimonials in a CSV file

Step 3.1: Add new Testimonial - Add and manage all the requirements in the testimonial form

Step 4.1: Manage replies/comment grid - Edit and delete all the comments/replies in a grid

Step 5.1: Select File to Import - Upload a testimonial CSV File

4. How to Configure?

4.1 General Settings

On the admin panel sidebar, go to **FME EXTENSIONS** and click **Customer Review and Testimonials Configurations**. Here you will find the following settings:

4.1.1 General Configuration

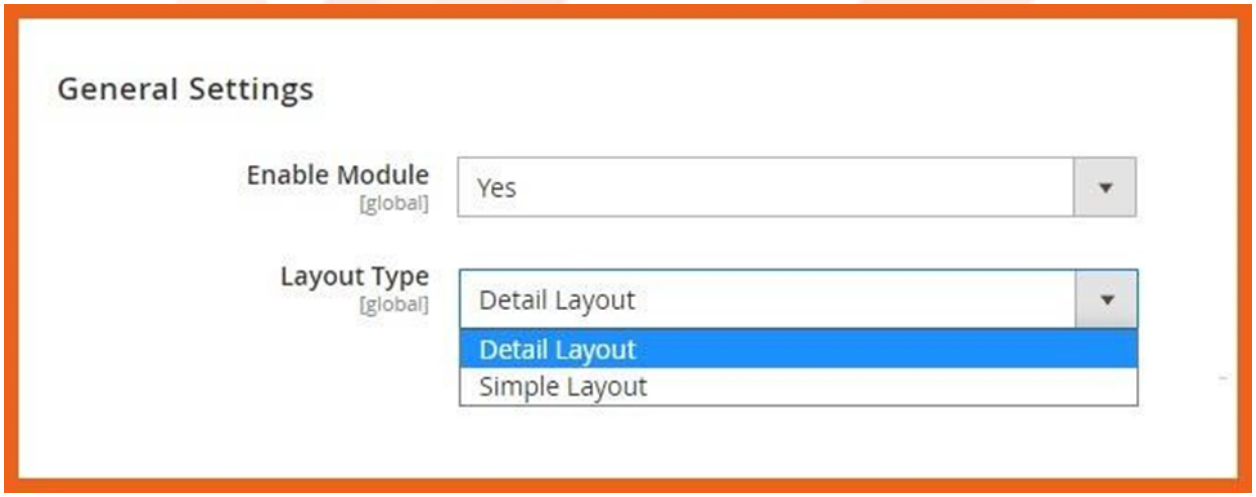
4.1.1.1 Enable Module

Select **'Yes'** or **'No'** to Enable/Disable the module

4.1.1.2 Layout Type

Select any one layout type:

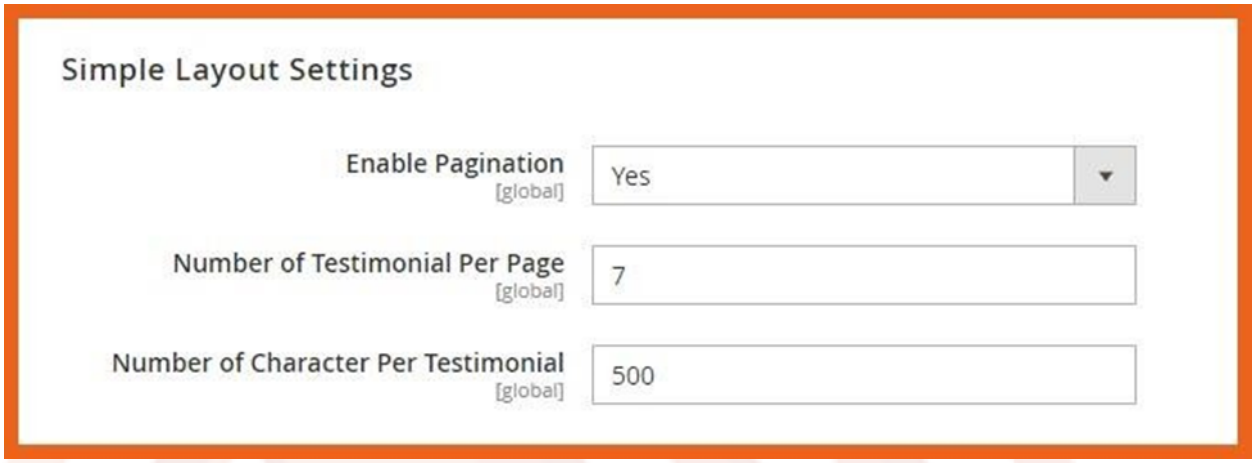
- **Detail Layout**
- **Simple Layout**



4.1.2 Simple Layout Settings

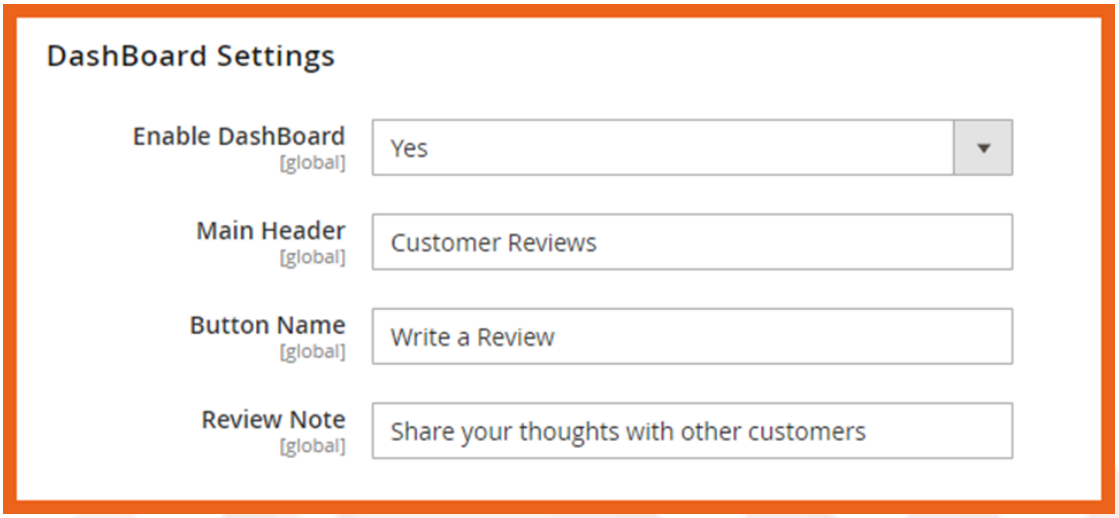
- **Enable Pagination:** Select 'Yes' or 'No' to Enable/Disable the pagination

- **Number of Testimonial Per Page:** Specify the total number of testimonials that you want to display on one page e.g. 7
- **Number of Character Per Testimonial:** Specify the total number of characters per testimonials e.g. 500



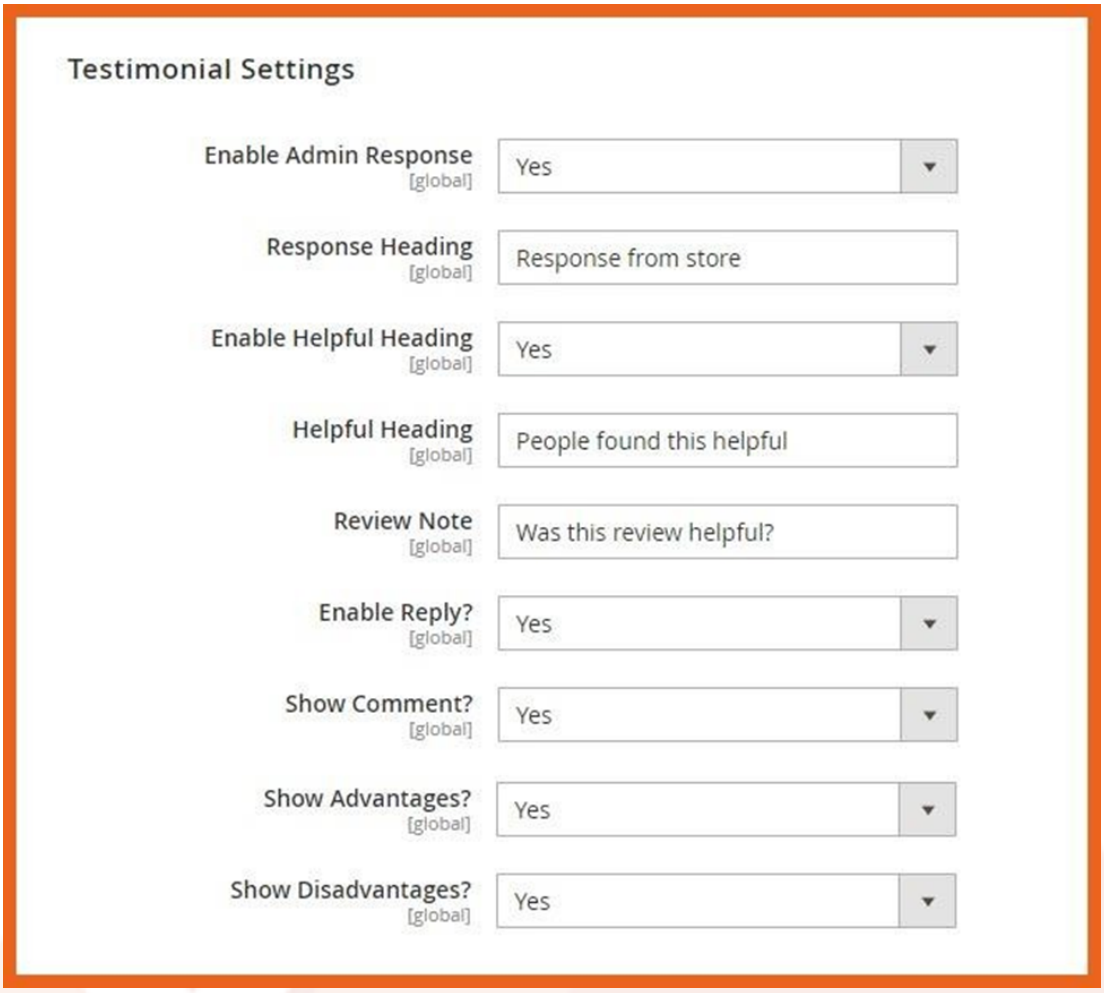
4.1.3 Dashboard Settings

- **Enable Dashboard:** Select *'**Yes**'* or *'**No**'* to Enable/Disable the dashboard
- **Main Header:** Provide header for the testimonial page **e.g.** Customer Reviews
- **Button Name:** Enter the name of the button **e.g.** Write a Review
- **Review Note:** Enter a review note **e.g.** Share your thoughts with other customers



4.1.4 Testimonials Settings

- **Enable Admin Response:** Select '**Yes**' or '**No**' to Enable/Disable the admin response
- **Response Heading:** Enter a heading/title for the admin response **e.g.** Response from store
- **Enable Helpful Heading:** Select '**Yes**' or '**No**' to Enable/Disable the helpful heading
- **Helpful Heading:** Enter helpful heading/title **e.g.** People found this helpful
- **Review Note:** Enter a review note **e.g.** Was this review helpful?
- **Enable Reply:** Select '**Yes**' or '**No**' to Enable/Disable the reply option
- **Show Comments:** Select '**Yes**' or '**No**' to Show/Hide the comments
- **Show Advantages:** Select '**Yes**' or '**No**' to Show/Hide the advantages
- **Show Dis-Advantages:** Select '**Yes**' or '**No**' to Show/Hide the dis-advantages

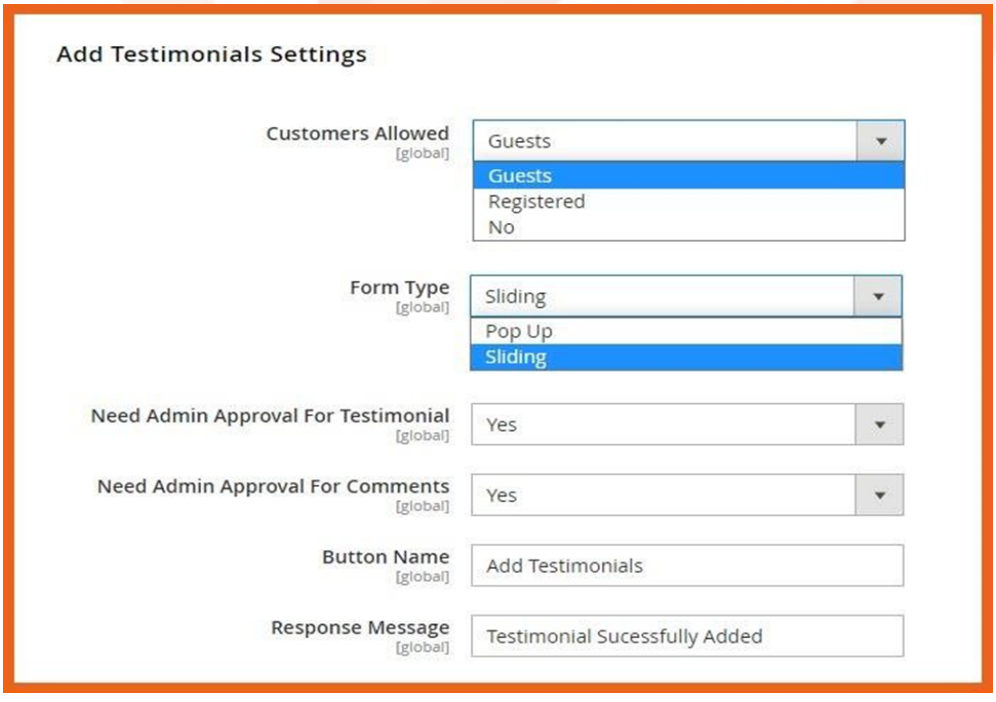


4.1.5 Reply Settings

- **Reply Label Option:** Enter a title/label for the reply option **e.g.** Leave Comments
- **Button Option:** Enter a title/label for the button option **e.g.** Add Comment

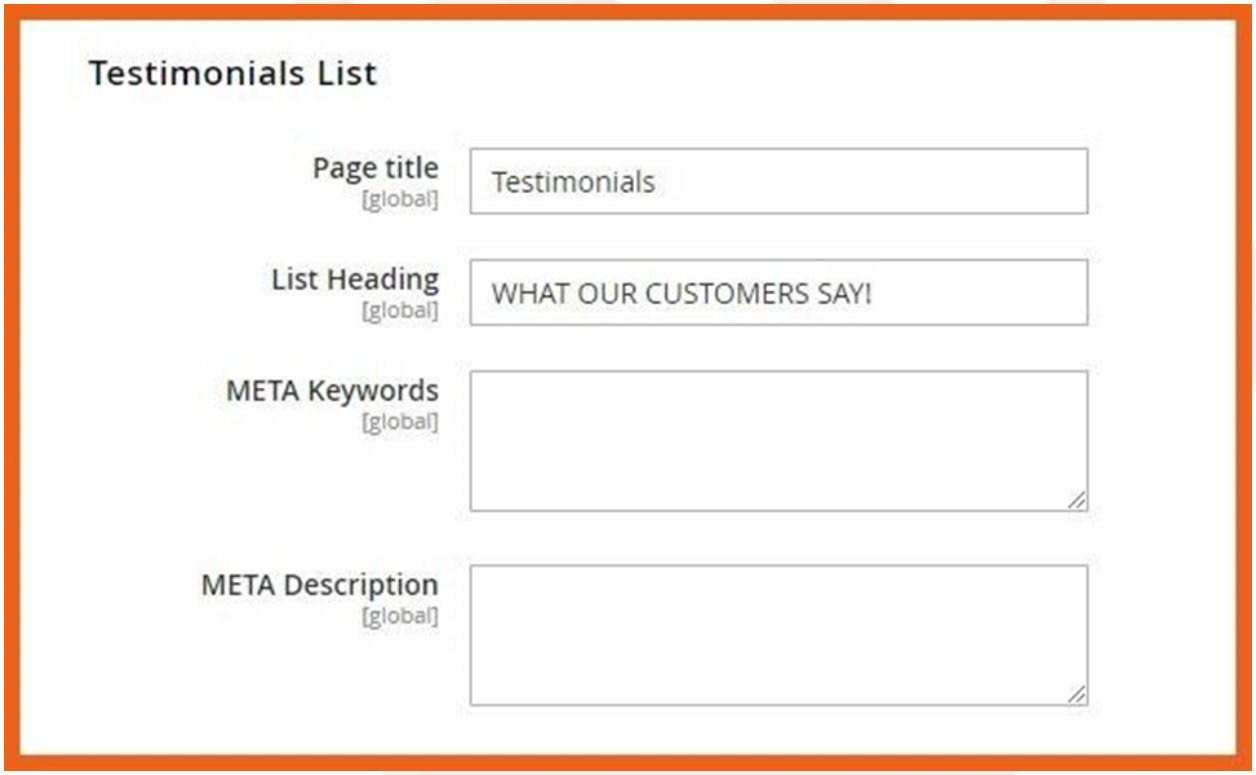
4.1.6 Add Testimonials Settings

- **Customers Allowed:** Select *'**No**'* to dis-allow customers or specify he allowed customers who can publish testimonials:
    - Guests
    - Registered
- **Form Type:** Select any of the following testimonials forms:
    - **Pop Up**
    - **Sliding**
- **Need Admin Approval For Testimonial:** Select *'**Yes**'* or *'**No**'* to Enable/Disable approval by admin once testimonials are submitted
- **Need Admin Approval For Comments:** Select *'**Yes**'* or *'**No**'* to Enable/Disable approval by admin once comments are submitted
- **Button Name:** Enter a text for testimonials submission button **e.g.** Add Testimonials
- **Response Message:** Enter a text for testimonial publishing message **e.g.** Testimonials Successfully Added



4.1.7 Testimonials List

- **Page title:** Enter title for testimonials listing page **e.g.** Testimonials
- **List Heading:** Enter a heading for the testimonial listing page **e.g.** What Our Customers Say!
- **Meta Keywords:** Enter the meta keywords
- **Meta Description:** Enter a meta description

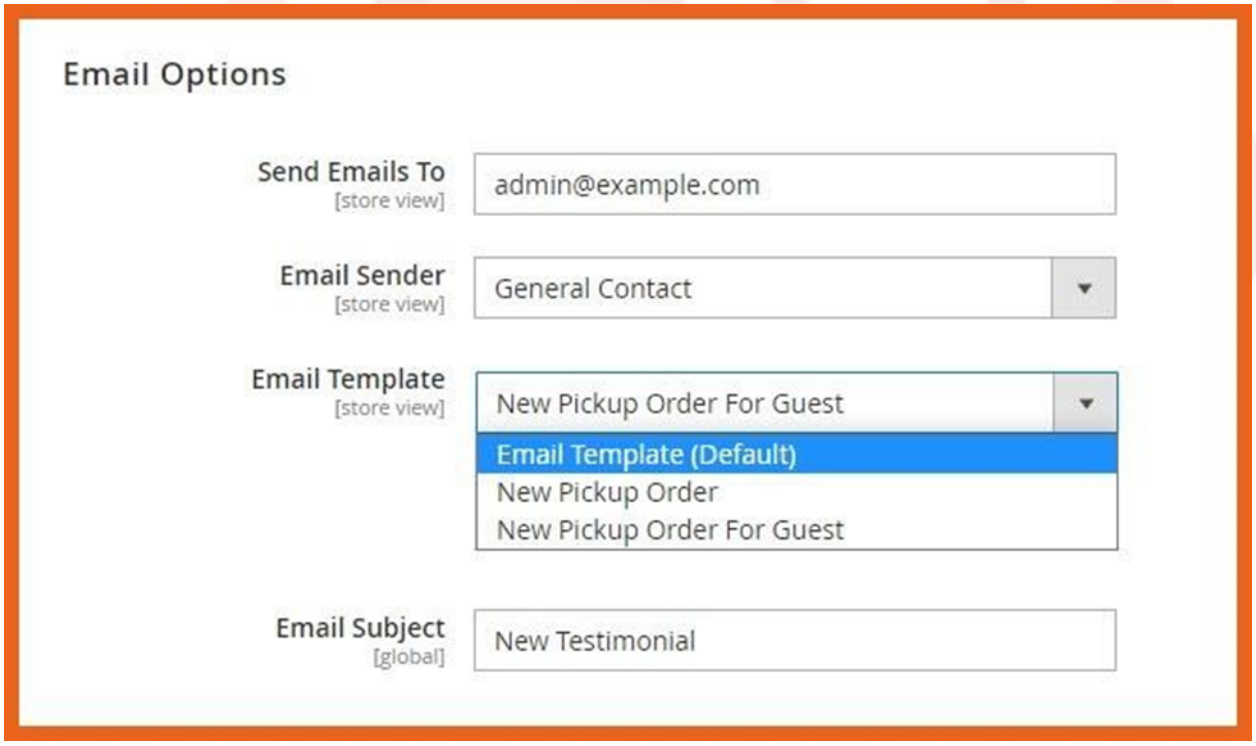


4.1.8 Email Option

- **Send Emails To** Enter an email address where testimonial submissions information will be delivered **e.g.** xyz@gmail.com
- **Email Sender:** Select email-sender from the following:
    - **General Contact**
    - **Sales representative**
    - **Customer support**
    - **Custom Email 1**

- **Custom Email 2**

- **Email Template:** Choose an email template. An email template is chosen based on theme fallback when the "**Default**" option is selected.
  - **Email Template (Default)**
  - **New Pickup Order**
  - **New Pickup Order For Guest**
- **Email Subject:** Enter the subject of the email for submissions

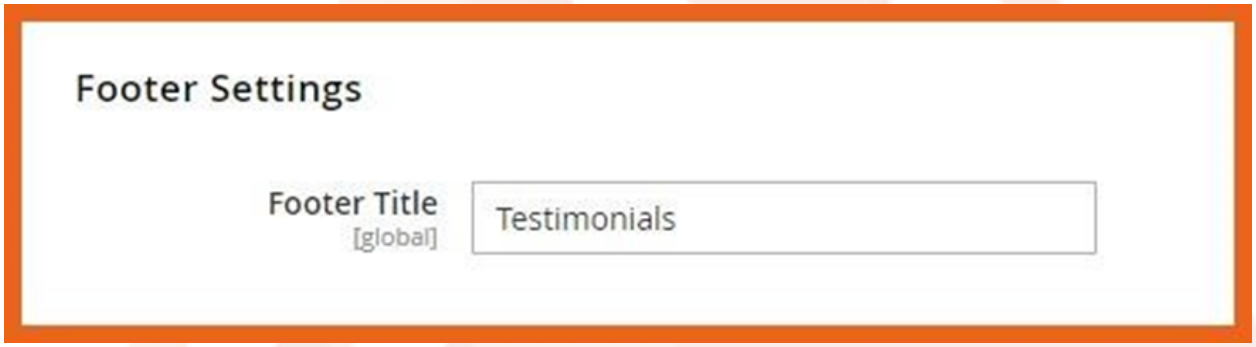


4.1.9 Search Engine Optimization

- **SEO URL Identifier:** Specify URL identifier
- **URL Suffix:** Provide URL suffix **e.g.** .html

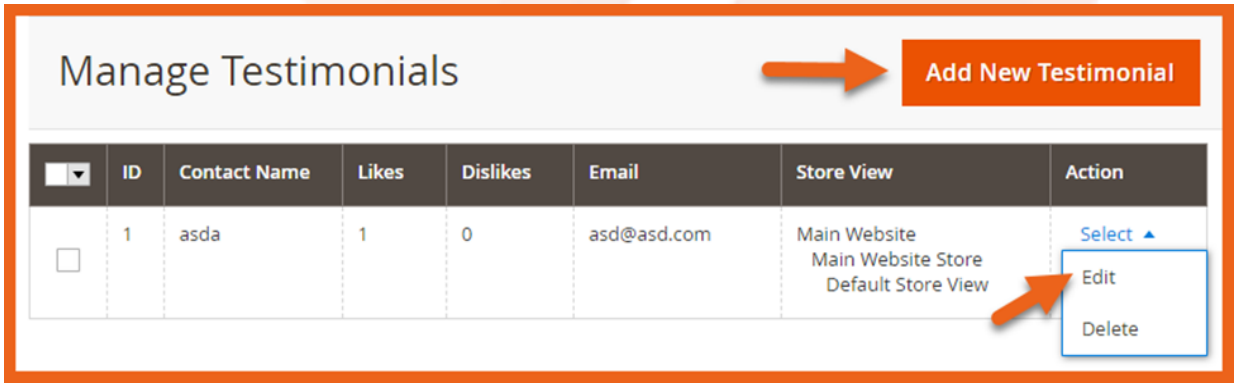
4.1.10 Footer Settings

- **Footer Title:** Specify the title for the footer link



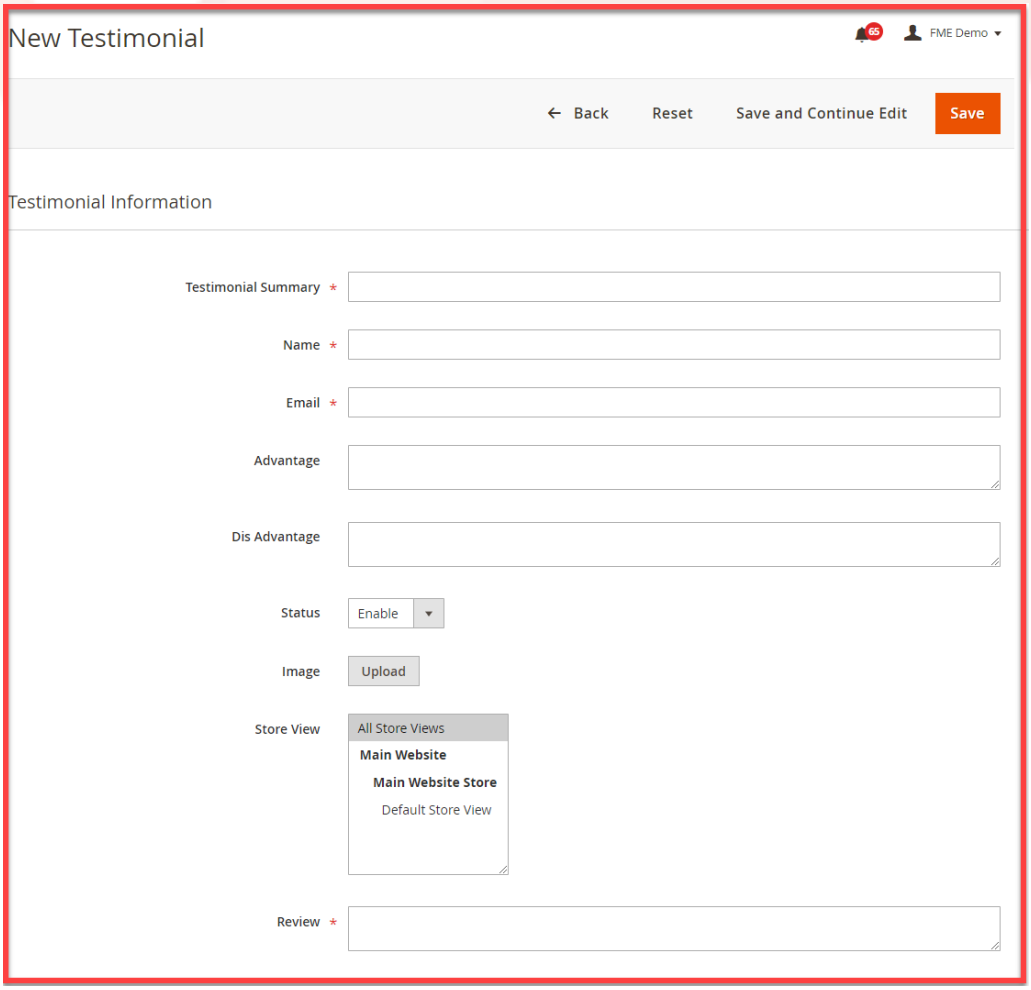
4.2 Manage Testimonials

At the back end go **FME EXTENSIONS > Manage Testimonials**. Here you will find the list of all testimonials in your store. You can also **Edit** the testimonials here as highlighted below. Click on the **Add New Testimonial** button to continue.



Here you have to provide the following information:

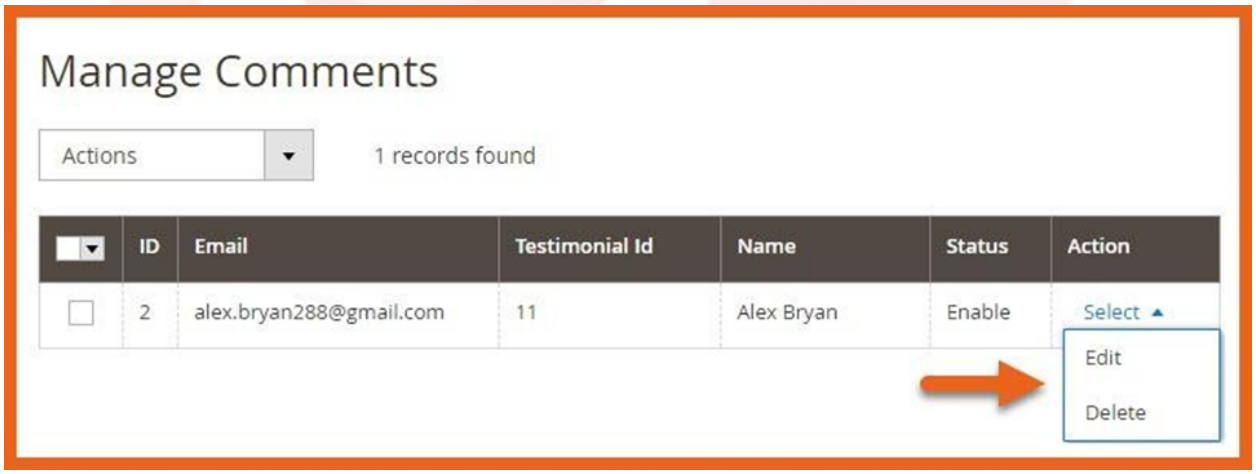
- **Testimonial Summary:** Enter a summary of the testimonial
- **Name:** Enter the name of the company
- **Email:** Enter an email address of the company
- **Advantage:** Enter a few advantages of the company
- **Dis-Advantage:** Enter a few disadvantages of the company
- **Status:** Option to Enable/Disable the testimonial
- **Image:** Upload an image with the testimonial
- **Store View:** Specify which store view the testimonial will be displayed on
- **Review:** Enter reviews about the company



- **ADMIN AREA**
    - **Admin Comments:** Enter admin comments to show on the frontend

4.3 Manage Replies/Comments

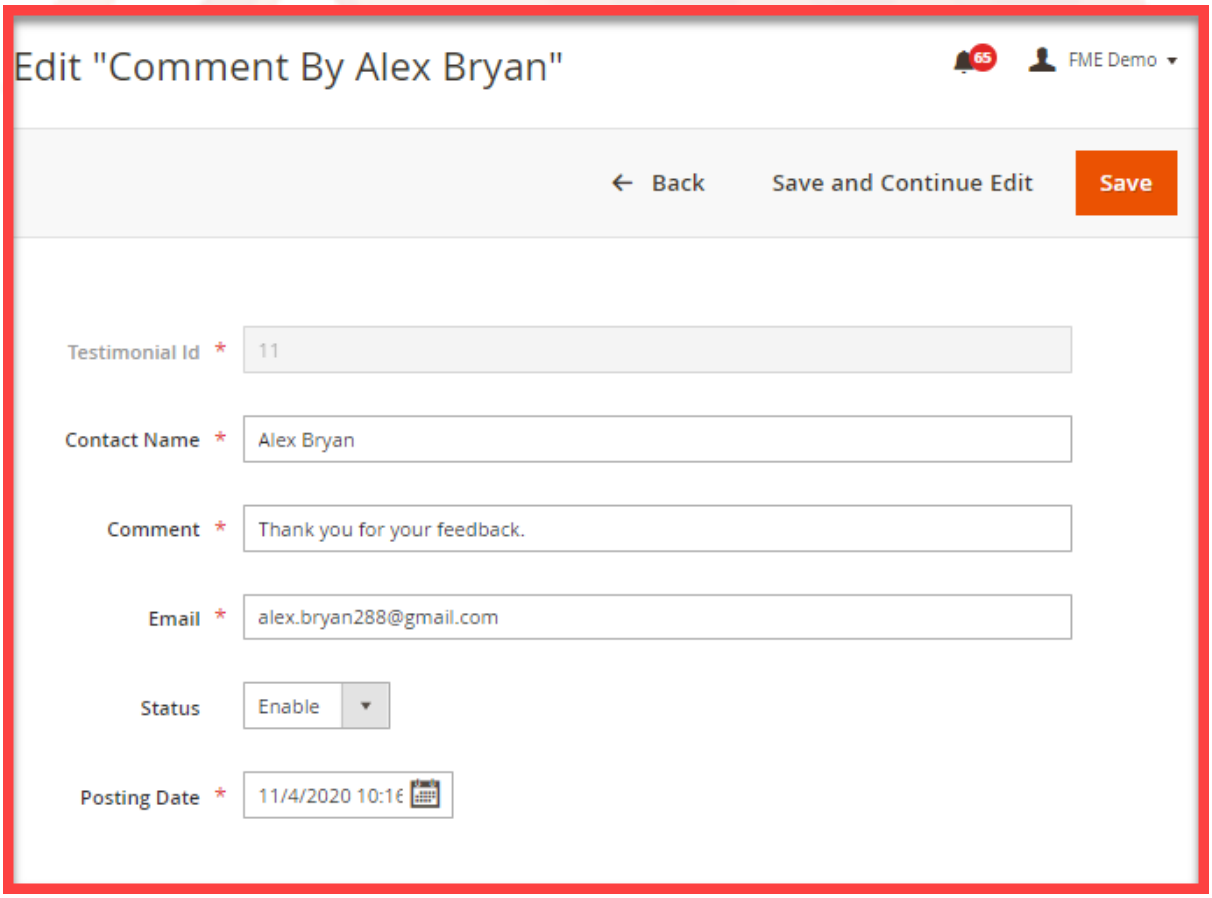
At the back end go **FME EXTENSIONS > Manage Replies/Comments**. Here you will find all the replies/comments in a grid. You can also **Edit** or **Delete** any of them here as highlighted below.



4.3.1 Comment Form

Here you need to edit the comment of the following information:

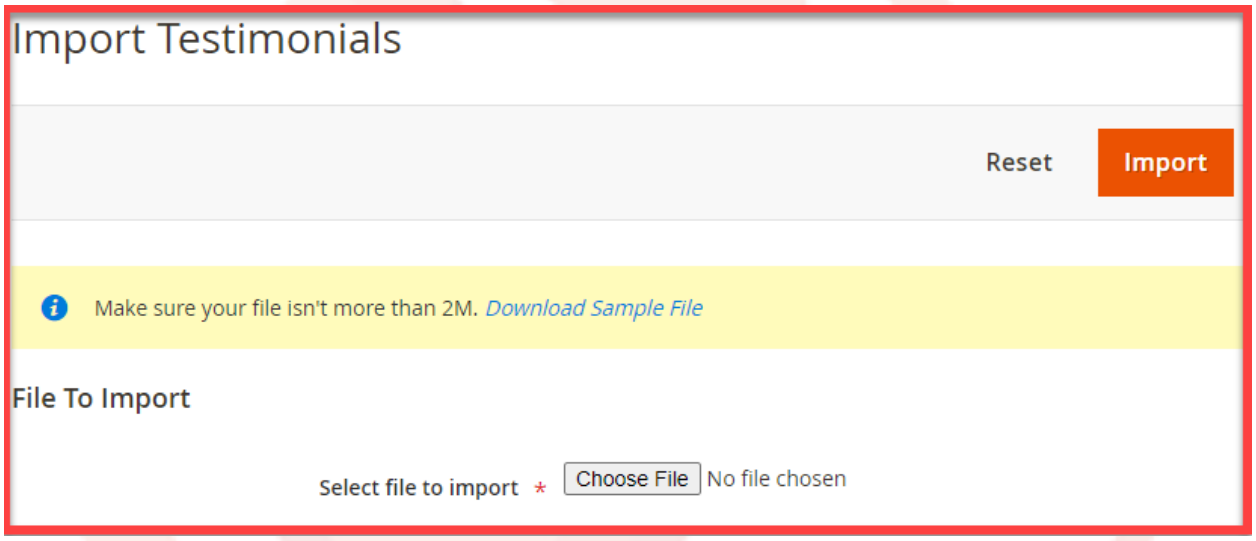
- **Testimonial ID:** Displays the testimonial id of the customer
- **Contact Name:** Displays contact details of the customer
- **Comment:** Enter a reply message for your customers
- **Email:** Enter the customer's email address
- **Status:** Set "**Yes**" or "**No**" to Enable/Disable the status
- **Posting Date:** Enter the posting date of the comment



4.4 Import Testimonials

At the back end go **FME EXTENSIONS > Import Testimonials**. Here you will find the option to import testimonials in the **CSV file**. You can select the **Choose File button** and upload the file in CSV format and click on the **import** button.

The sample file can also be downloaded from the import testimonial page.

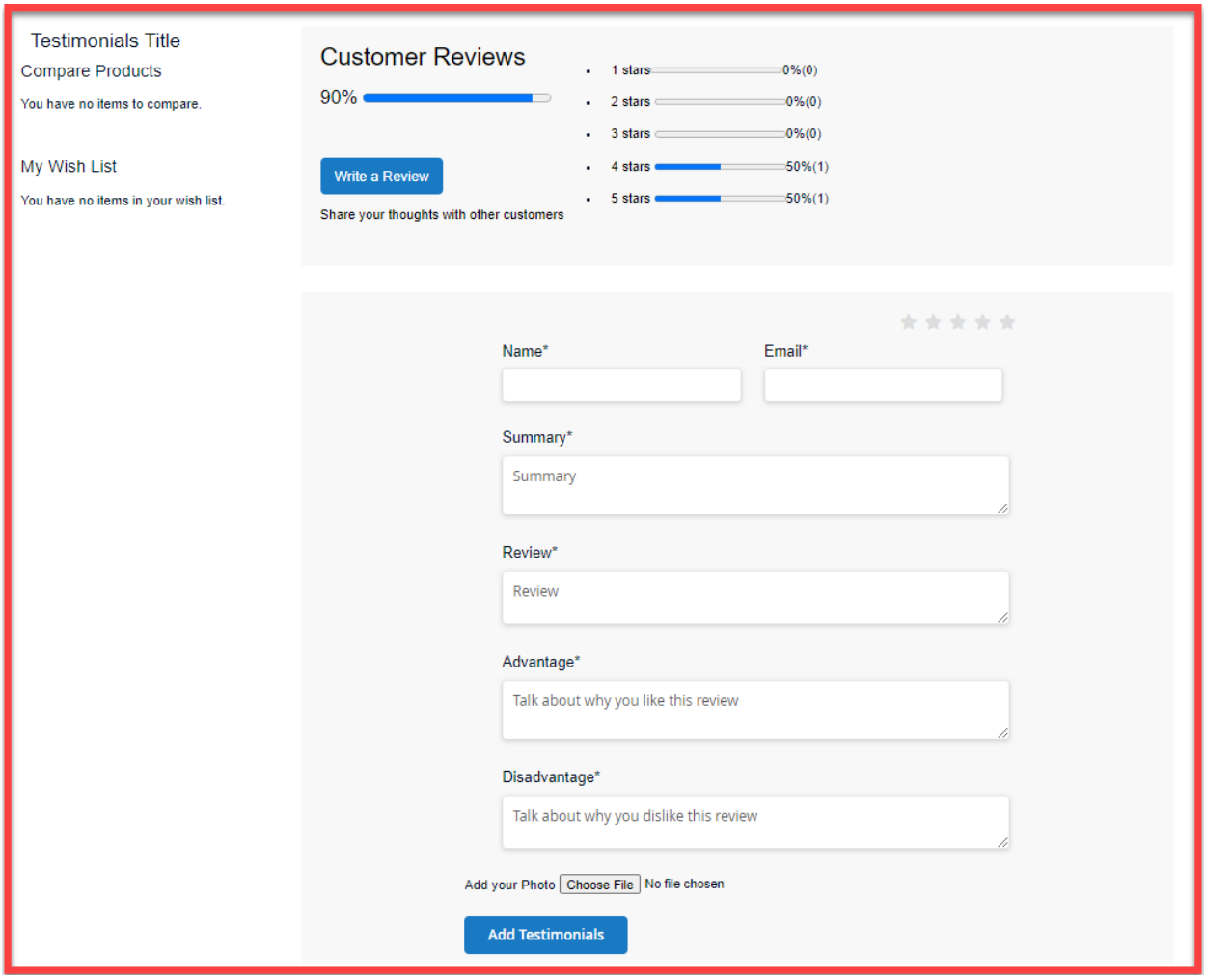


5. Store FrontEnd

5.1 Detail Layout

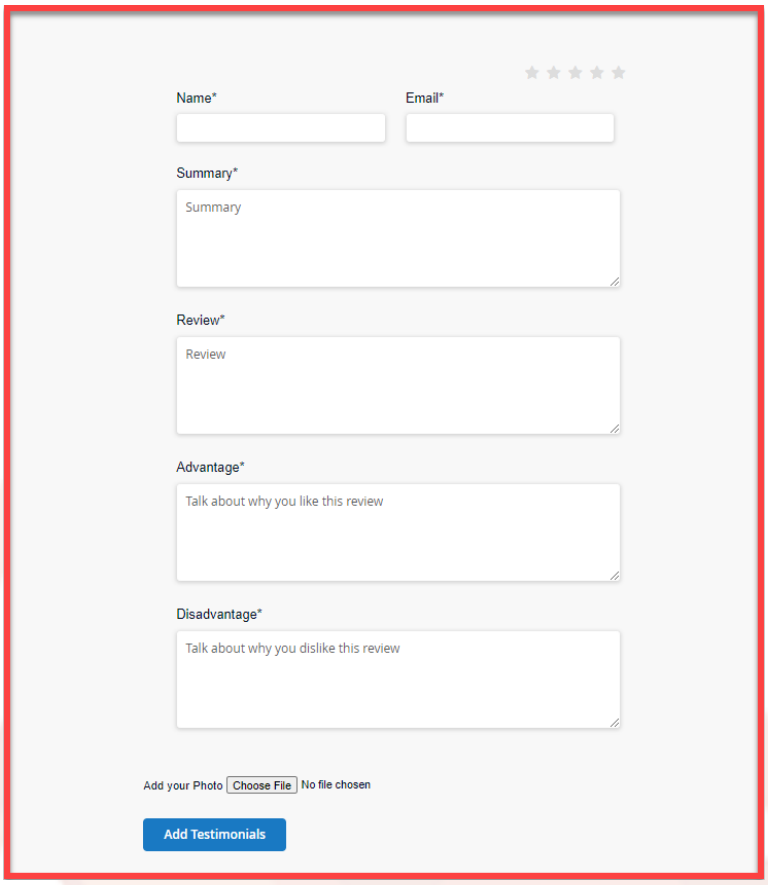
5.1.1 Testimonial Page - Testimonial Form

On the dashboard, users will find a testimonial form when they click "**Write a Review**". By filling those requirements, users can post their testimonial on the website.



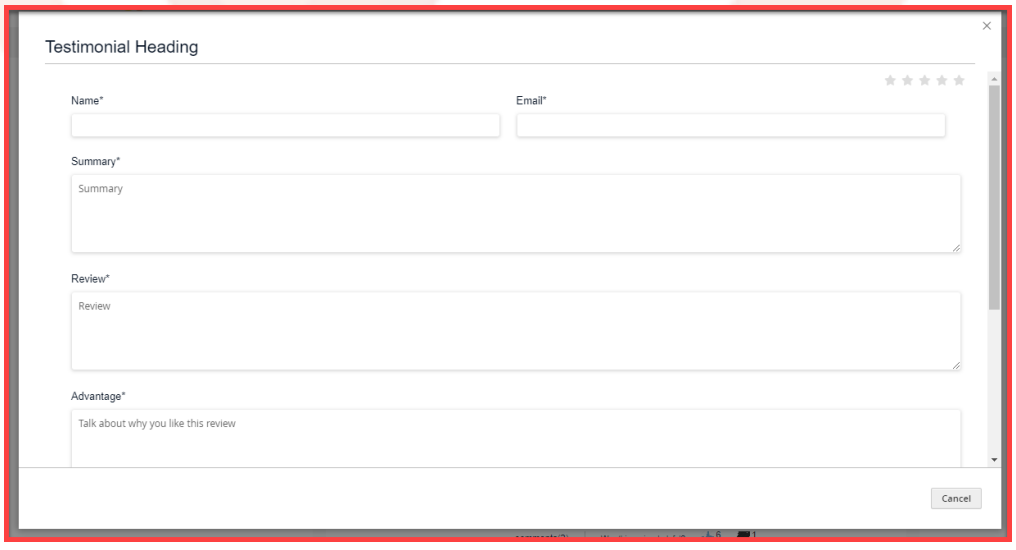
5.1.2 Testimonial Form - Slider

When a customer clicks the "Write a Review" button, a testimonial form slides into view.

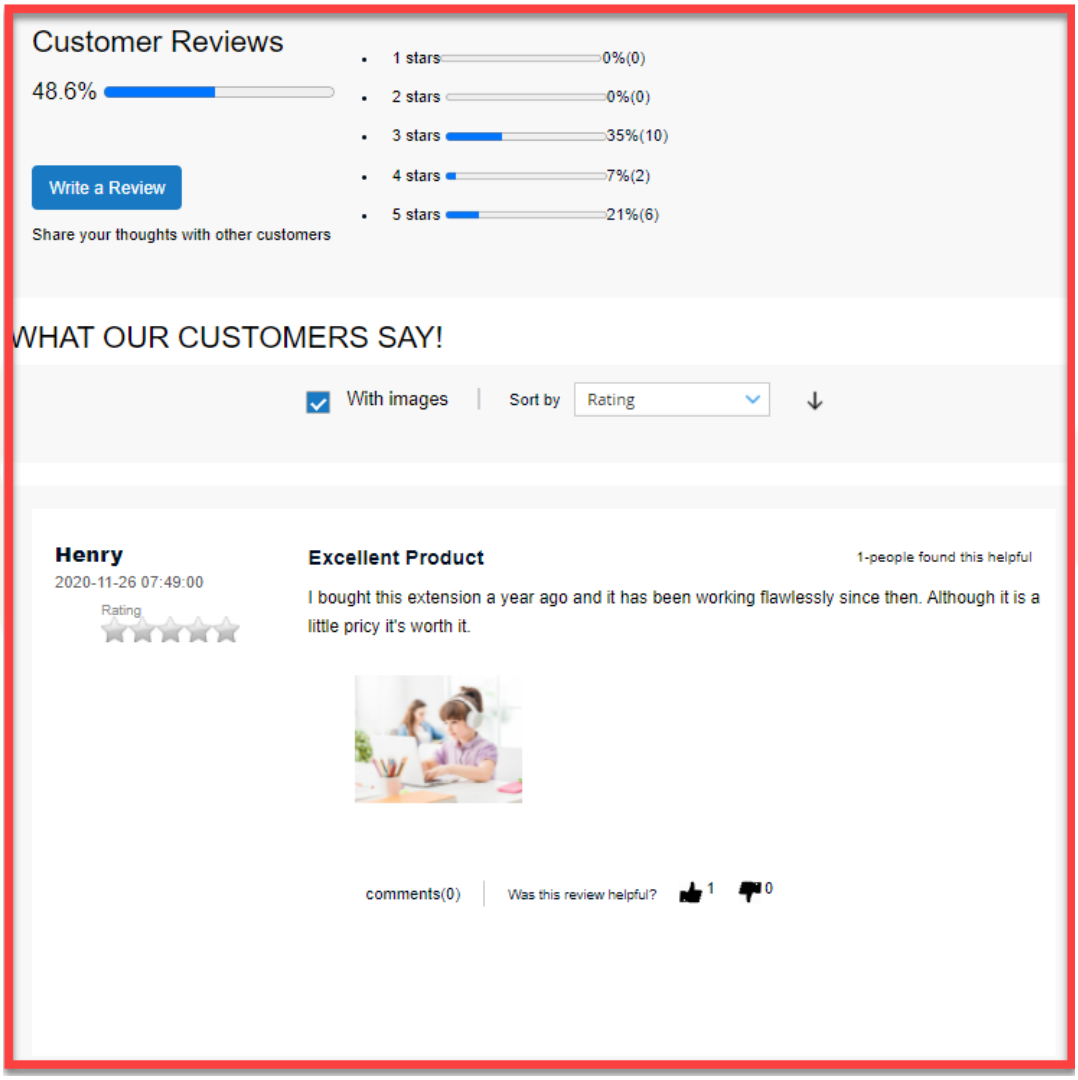


5.1.3 Testimonial Form - Pop-up Window

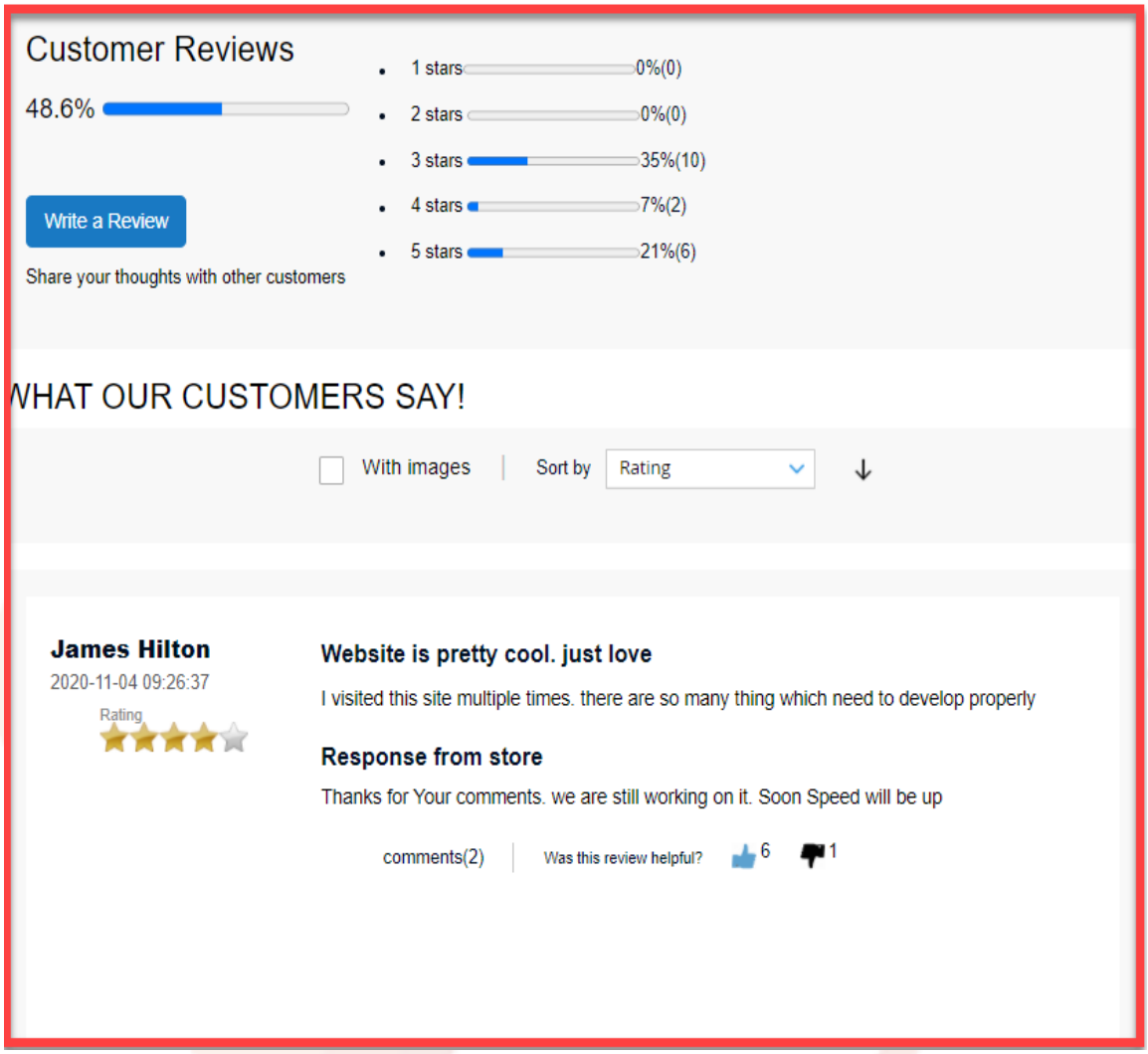
When the "Write a Review" button is clicked, a pop-up window will appear with the testimonial form.



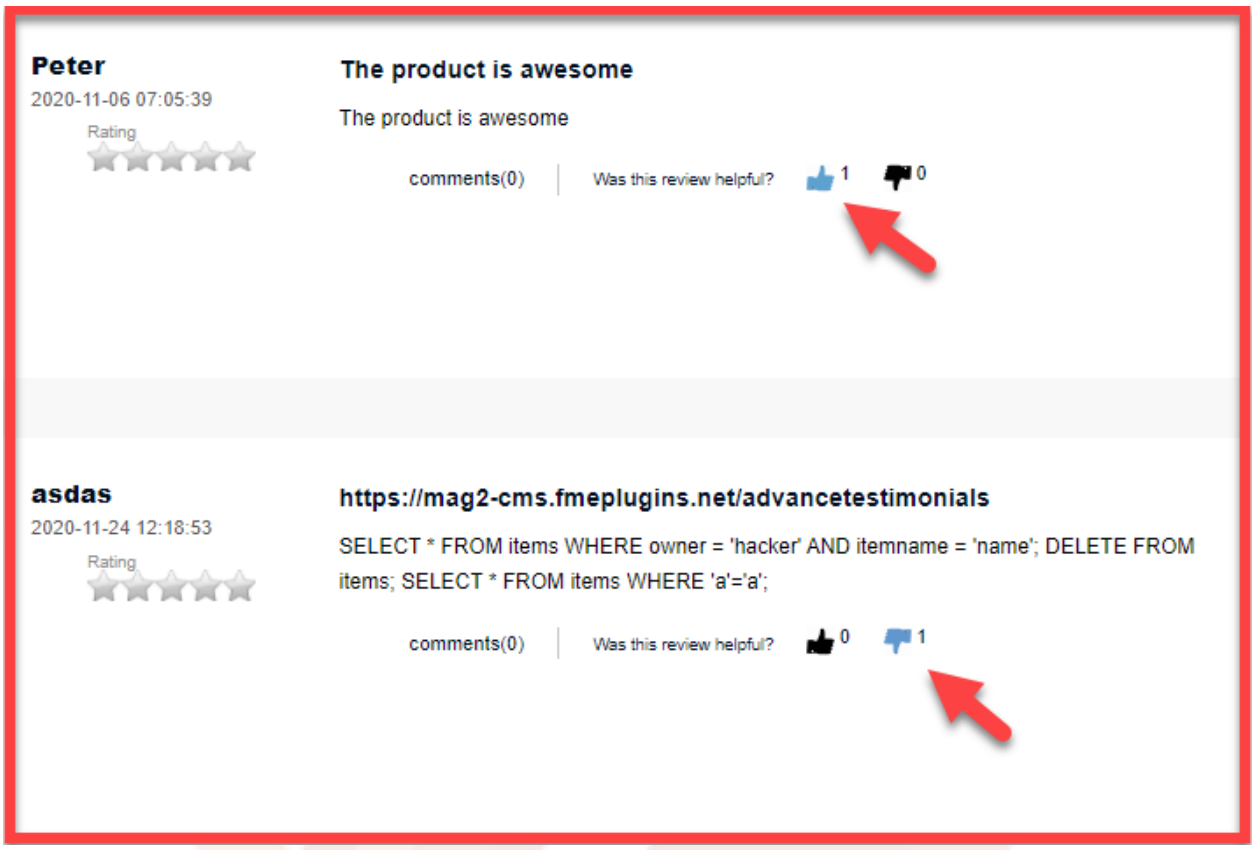
5.1.4 Testimonial Page - With Image



5.1.5 Testimonial Page - Without Image

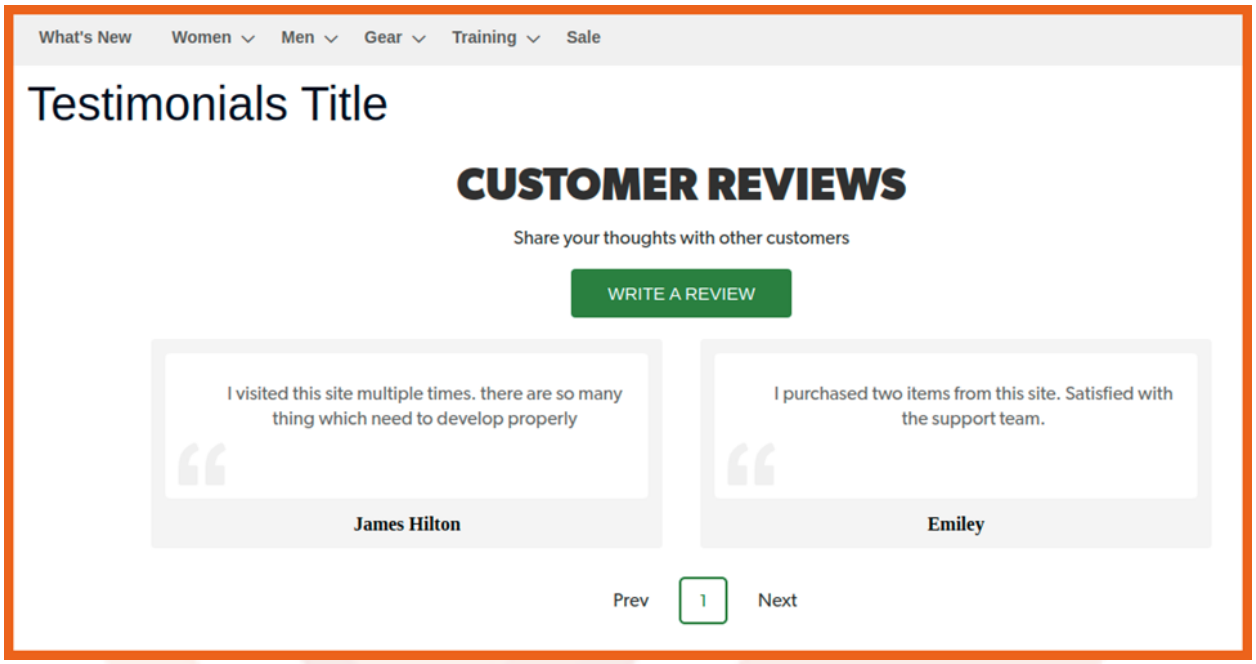


5.1.6 Testimonial Page - Like/Dislike Option



5.2 Simple Layout

5.2.1 Testimonial Page - Customer Review



6. Disclaimer

It is highly recommended to back up your server files and database before installing this module. No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.