



M2



CUSTOMER REVIEW & TESTIMONIALS

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

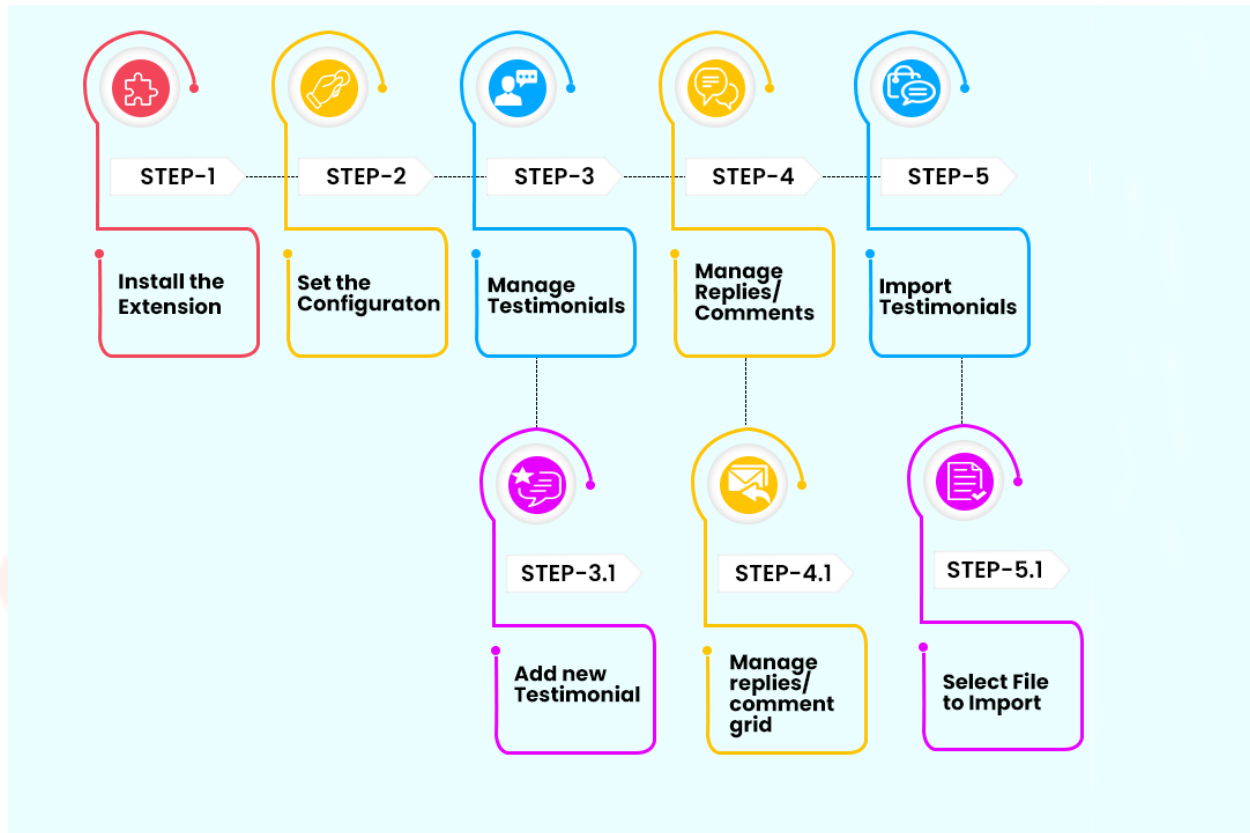
You can also disable these columns if you need: Likes, Dislikes, Emails, and Store View and enable them back at any time.

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**

General Settings

Enable Module [global] Yes

Layout Type [global] Detail Layout

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

Simple Layout Settings

Enable Pagination <small>[global]</small>	Yes ▼
Number of Testimonial Per Page <small>[global]</small>	7
Number of Character Per Testimonial <small>[global]</small>	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



DashBoard Settings

Enable DashBoard <small>[global]</small>	Yes	▼
Main Header <small>[global]</small>	Customer Reviews	
Button Name <small>[global]</small>	Write a Review	
Review Note <small>[global]</small>	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



Testimonial Settings

Enable Admin Response <small>[global]</small>	Yes	▼
Response Heading <small>[global]</small>	Response from store	
Enable Helpful Heading <small>[global]</small>	Yes	▼
Helpful Heading <small>[global]</small>	People found this helpful	
Review Note <small>[global]</small>	Was this review helpful?	
Enable Reply? <small>[global]</small>	Yes	▼
Show Comment? <small>[global]</small>	Yes	▼
Show Advantages? <small>[global]</small>	Yes	▼
Show Disadvantages? <small>[global]</small>	Yes	▼

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

Reply Settings

Reply Label Option <small>[global]</small>	Leaving comments
Button Option <small>[global]</small>	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

Add Testimonials Settings

Customers Allowed <small>[global]</small>	<div>Guests</div> <div>Guests</div> <div>Registered</div> <div>No</div>
Form Type <small>[global]</small>	<div>Sliding</div> <div>Pop Up</div> <div>Sliding</div>
Need Admin Approval For Testimonial <small>[global]</small>	<div>Yes</div>
Need Admin Approval For Comments <small>[global]</small>	<div>Yes</div>
Button Name <small>[global]</small>	<div>Add Testimonials</div>
Response Message <small>[global]</small>	<div>Testimonial Sucessfully Added</div>



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

Testimonials List

Page title [global]	<input type="text" value="Testimonials"/>
List Heading [global]	<input type="text" value="WHAT OUR CUSTOMERS SAY!"/>
META Keywords [global]	<input type="text"/>
META Description [global]	<input type="text"/>

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

Email Options

Send Emails To
[store view]

admin@example.com

Email Sender
[store view]

General Contact ▼

Email Template
[store view]

New Pickup Order For Guest ▼

Email Template (Default)

New Pickup Order

New Pickup Order For Guest

Email Subject
[global]

New Testimonial

4.1.9 Search Engine Optimization

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



Search Engine Optimizations

SEO URL Identifier [global]	<input type="text" value="Testimonials"/>
URL Suffix [global]	<input type="text" value=".html"/>

4.1.10 Footer Settings

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

Footer Settings

Footer Title [global]	<input type="text" value="Testimonials"/>
--------------------------	---

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.

Manage Testimonials

<input type="checkbox"/>	ID	Contact Name	Likes	Dislikes	Email	Store View	Action
<input type="checkbox"/>	1	asda	1	0	asd@asd.com	Main Website Main Website Store Default Store View	<div>Select ▲ Edit Delete</div>



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

New Testimonial

← Back Reset Save and Continue Edit Save

Testimonial Information

Testimonial Summary *

Name *

Email *

Advantage

Dis Advantage

Status Enable

Image Upload

Store View

All Store Views
Main Website
Main Website Store
Default Store View

Review *



- **ADMIN AREA**

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

Admin Area

Admin Comments

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.

Manage Comments

Actions

1 records found

<input type="checkbox"/>	ID	Email	Testimonial Id	Name	Status	Action
<input type="checkbox"/>	2	alex.bryan288@gmail.com	11	Alex Bryan	Enable	<div>Select ▲ Edit Delete</div>



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

Edit "Comment By Alex Bryan"

FME Demo ▾

[← Back](#) [Save and Continue Edit](#) [Save](#)

Testimonial Id *

11

Contact Name *

Alex Bryan

Comment *

Thank you for your feedback.

Email *

alex.bryan288@gmail.com

Status

Enable ▾

Posting Date *

11/4/2020 10:16



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.

Import Testimonials

[Reset](#)[Import](#)

Make sure your file isn't more than 2M. [Download Sample File](#)

File To Import

Select file to import * No file chosen



5.Store FrontEnd

5.1 Detail Layout

5.1.1 Testimonial Page - Testimonial Form

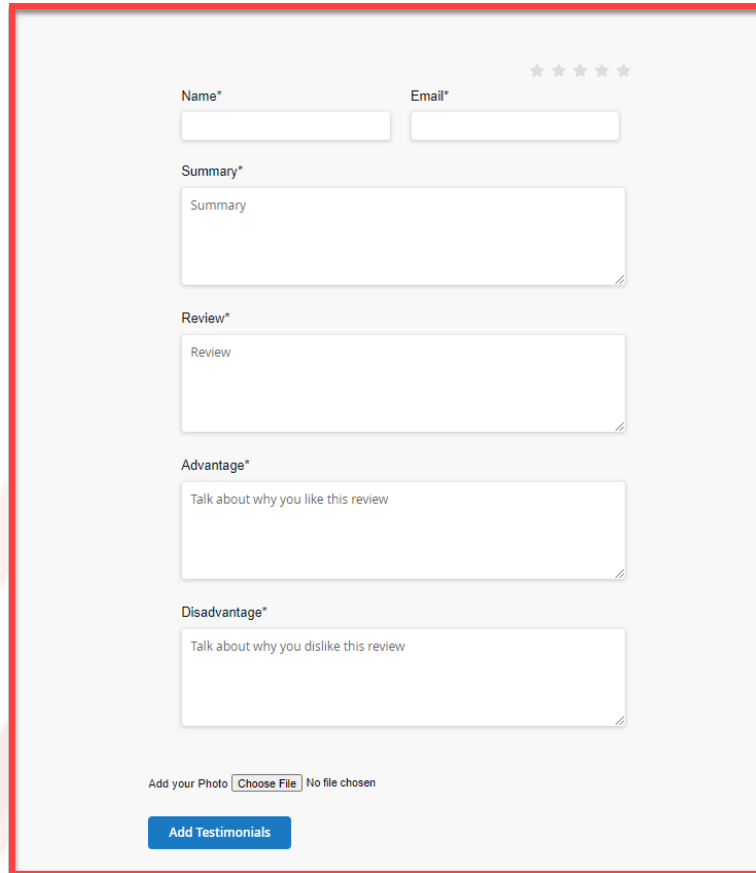
On the dashboard, users will find a testimonial form when they click "**Write a Review**". By filling those requirements, users can post their testimonial on the website.

The screenshot shows a web interface for writing a testimonial. On the left, there are two sections: 'Testimonials Title' with a 'Compare Products' link and a message 'You have no items to compare.', and 'My Wish List' with a message 'You have no items in your wish list.'. The main area is titled 'Customer Reviews' and shows a progress bar at 90%. Below the progress bar is a 'Write a Review' button and the text 'Share your thoughts with other customers'. To the right of the button, there is a star rating system with five stars. The first three stars are filled, and the last two are empty. Below the stars, there is a table showing the distribution of reviews: 1 star (0%), 2 stars (0%), 3 stars (0%), 4 stars (50%), and 5 stars (50%). The form itself is located below the star rating and contains several input fields: 'Name*' and 'Email*' (both with asterisks), 'Summary*' (with a placeholder 'Summary'), 'Review*' (with a placeholder 'Review'), 'Advantage*' (with a placeholder 'Talk about why you like this review'), and 'Disadvantage*' (with a placeholder 'Talk about why you dislike this review'). At the bottom of the form, there is a section for adding a photo, with a 'Choose File' button and the text 'No file chosen'. Finally, there is an 'Add Testimonials' button at the very bottom.

Stars	Percentage	Count
1 stars	0%	0
2 stars	0%	0
3 stars	0%	0
4 stars	50%	1
5 stars	50%	1

5.1.2 Testimonial Form - Slider

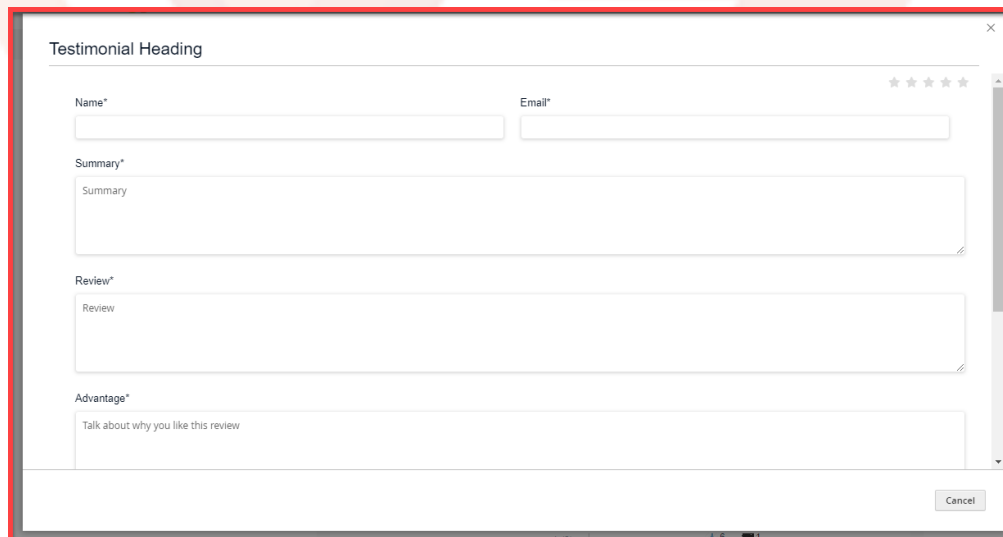
When a customer clicks the "Write a Review" button, a testimonial form slides into view.



A screenshot of a testimonial form with a red border. The form includes fields for Name*, Email*, Summary*, Review*, Advantage*, and Disadvantage*. There is a star rating system (★★★★★) at the top right. Below the form fields, there is a section for adding a photo with a 'Choose File' button and 'No file chosen' text. At the bottom, there is a blue 'Add Testimonials' button.

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.



A screenshot of a testimonial form pop-up window with a red border. The window has a title bar 'Testimonial Heading' and a close button (X). The form fields are identical to the previous screenshot, including Name*, Email*, Summary*, Review*, Advantage*, and Disadvantage*. A star rating system (★★★★★) is present at the top right. A 'Cancel' button is located at the bottom right of the window.



5.1.4 Testimonial Page - With Image

Customer Reviews

48.6%

[Write a Review](#)

Share your thoughts with other customers

- 1 stars 0%(0)
- 2 stars 0%(0)
- 3 stars 35%(10)
- 4 stars 7%(2)
- 5 stars 21%(6)

WHAT OUR CUSTOMERS SAY!

☒ With images | Sort by Rating

Henry


2020-11-26 07:49:00

Rating

Excellent Product

1-people found this helpful

I bought this extension a year ago and it has been working flawlessly since then. Although it is a little pricy it's worth it.



comments(0) | Was this review helpful? 1 0



5.1.5 Testimonial Page - Without Image

Customer Reviews

48.6%

[Write a Review](#)

Share your thoughts with other customers

- 1 stars 0%(0)
- 2 stars 0%(0)
- 3 stars 35%(10)
- 4 stars 7%(2)
- 5 stars 21%(6)

WHAT OUR CUSTOMERS SAY!

☐ With images | Sort by Rating

James Hilton

2020-11-04 09:26:37

Rating

Website is pretty cool. just love

I visited this site multiple times. there are so many thing which need to develop properly

Response from store

Thanks for Your comments. we are still working on it. Soon Speed will be up

comments(2) | Was this review helpful? 6 1



5.1.6 Testimonial Page - Like/Dislike Option

Peter
2020-11-06 07:05:39
Rating

The product is awesome
The product is awesome
comments(0) | Was this review helpful? 1 0

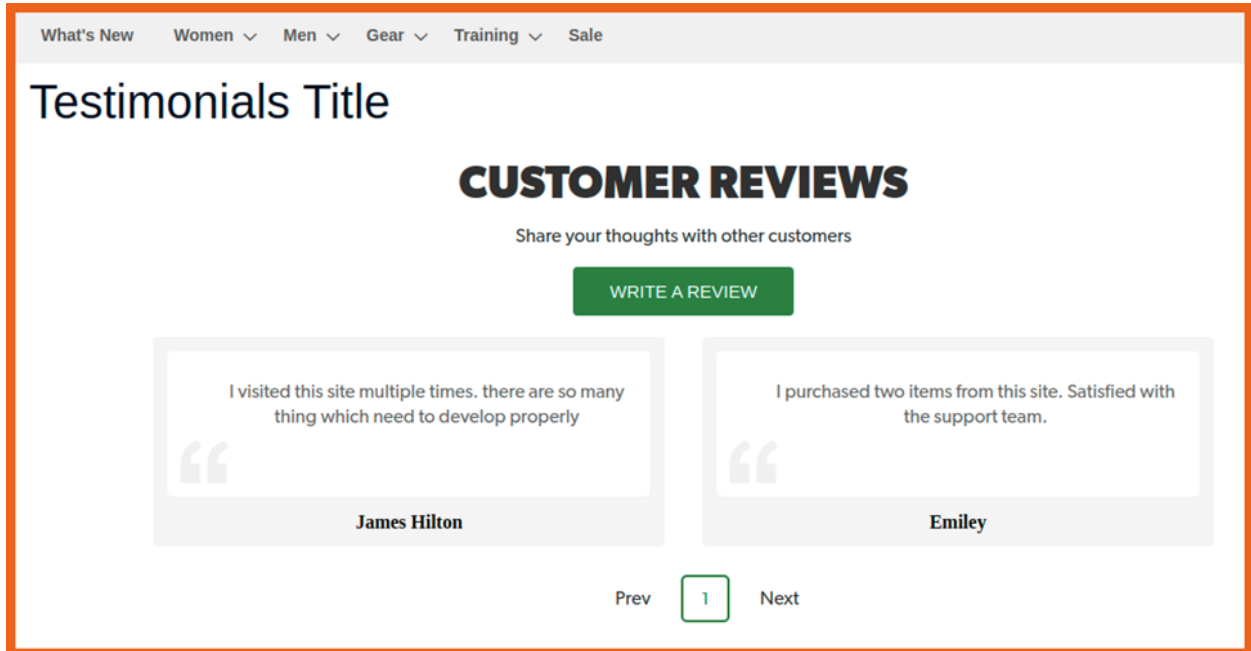
asdas
2020-11-24 12:18:53
Rating

<https://mag2-cms.fmeplugins.net/advancetestimonials>
SELECT * FROM items WHERE owner = 'hacker' AND itemname = 'name'; DELETE FROM items; SELECT * FROM items WHERE 'a'='a';
comments(0) | Was this review helpful? 0 1



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.