Product Reviews

Contents

Overview

CV ecommerce websites offer Product Review functionality via widgets.

Reviews are submitted by online users and feature a star rating, title, and summary text.

Product Reviews are displayed on the product detail page of the website after being approved by an Administrator. The reviewer's name and location (optional) are displayed under the review, as well as the submission date.

Enabling Product Reviews

Product Reviews are configured via the Content Management System (CMS). There are two widgets which can be added to the product detail template:

- **Product Rating widget (optional)**- displays the average rating of the product, as well as buttons prompting the user to Read or Write a review.
- **Product Reviews widget** - displays recently approved reviews, and houses the actual review entry fields.
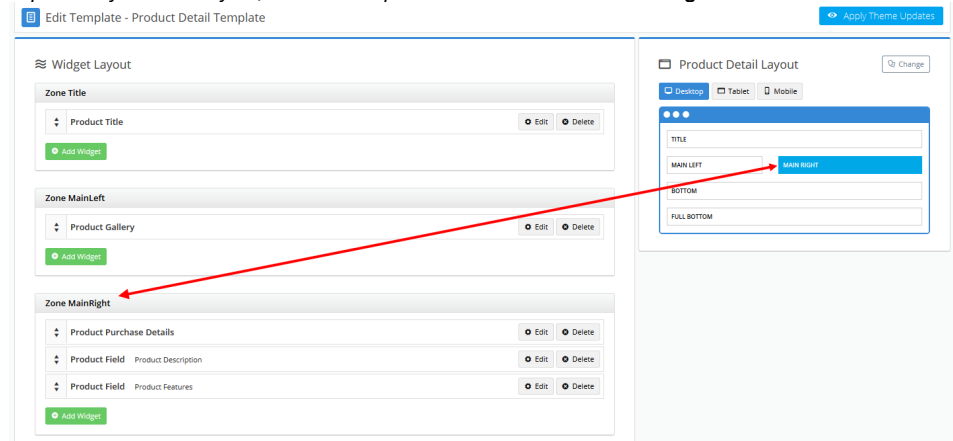

Step-by-step guide

To Enable Product Reviews:

1. In the CMS, go to **Content Standard Pages**.

2. Select the **Product Detail** template.
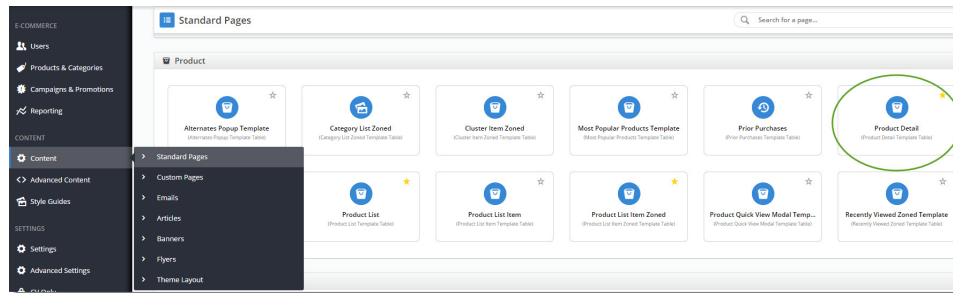
3. If using the optional **Product Rating** widget, locate the appropriate zone placement. The optimal location will depend on your site's layout, but common placements include **'Zone MainRight'** or **'Zone Bottom'**.

4. Click the **Add Widget** button.

5. Search for **'Product Rating'** in the Add Widget popup.

6. Highlight the widget and click **Add Widget**.
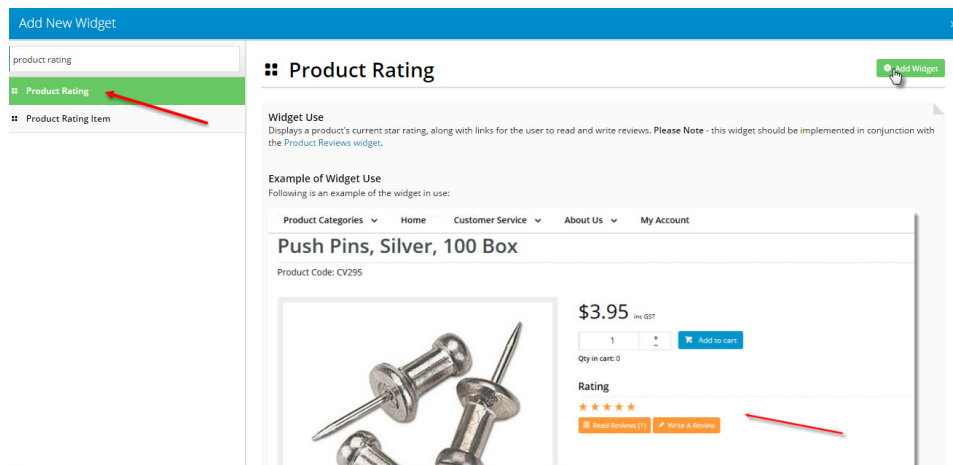
7. Drag the widget to the desired sequence in the widget list, if required.

8. Click **Edit** to configure widget options. A popup will appear.
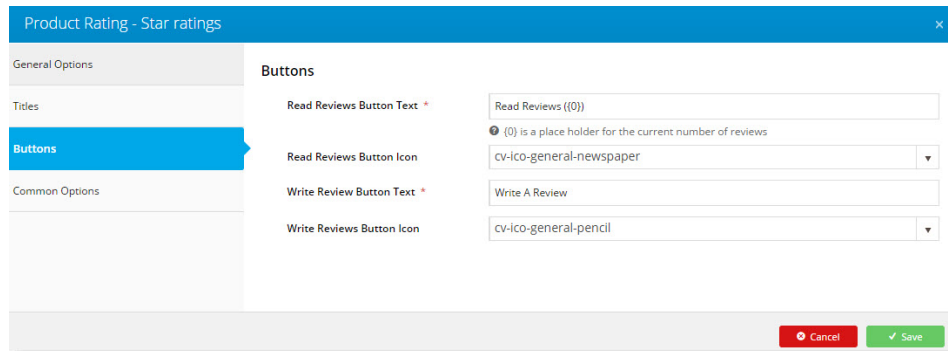

9. Click **Save** after making required changes.

10. Next, locate the appropriate zone for the **Product Reviews** widget. The optimal location will depend on your site's layout, but common placements include **'Zone Bottom'** or **'Zone FullBottom'**.
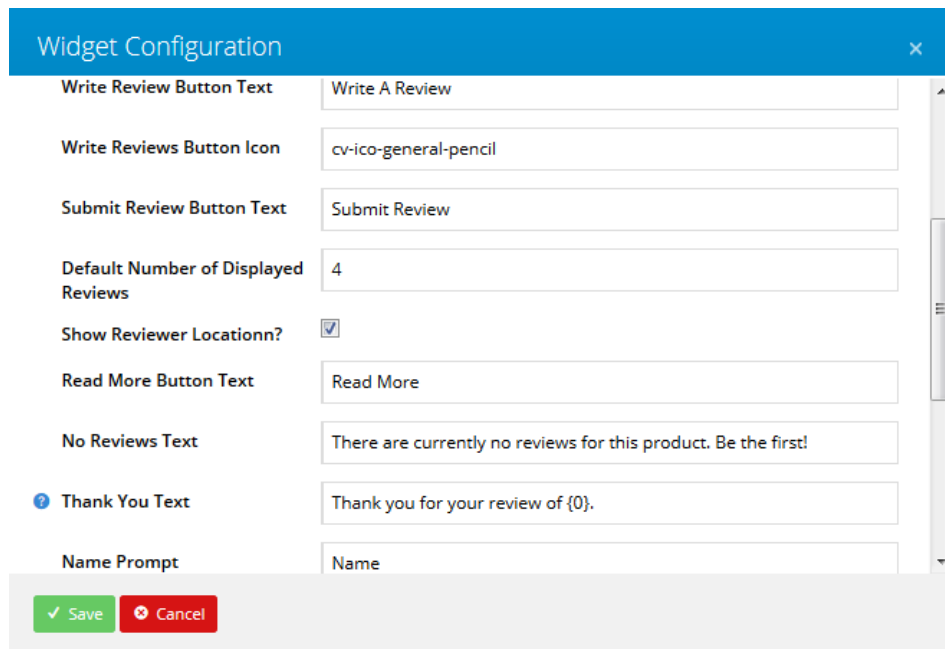
11. Click **Add Widget**.

12. Search for and select the **Product Reviews** widget.

13. Click **Add**.

14. Drag the widget to the desired sequence in the widget list, if required.

15. Click **Edit** to configure the widget. Options include: default number of reviews to display, flag to include reviewer's location, Thank You message text, and field prompts.

16. Click **Save** after making required changes.

The Product Reviews widgets will now be visible upon refresh of the product page.

Approving Product Reviews

Actual product reviews will not appear on the website until they have been approved by a site Administrator.

For instructions on approving or rejecting reviews, refer to Manage Product Reviews.

From version 4.09+, you can also display an Admin response to individual reviews! Our article on Manage Product Reviews explains how.

Additional Information

Product Reviews are displayed on the product detail page of the website after being approved by an Administrator. The reviewer's name and location (optional) are displayed under the review, as well as the submission date.

Minimum Version Requirements	
	03.75.00
Prerequisites	
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Self Configurable	
	Yes
Business Function	
	Website User Experience
BPD Only?	
	Yes
B2B/B2C/Both	
	Both

Ballpark Hours From CV (if opting for CV to complete self config component)	2
Ballpark Hours From CV (in addition to any self config required)	Contact Commerce Vision
Third Party Costs	n/a
CMS Category	- Content Pages & Templates - Products & Categories Product Review Approval

Related help

- Custom Fields
- Customisation Resources
- Product Features
- Default Product Image in a List
- Product Variants

Related widgets

- Product Reviews Widget

- Product Rating Widget
- Product List Rating Widget