IMPORT/EXPORT CUSTOMER REVIEWS

User Guide

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Extension Overview

This module allows you to import and export your customer review data such as review title / review description / if review is approved or not and you can import any type of review (product/customer/category). See Screenshot of example import_bulk_customer_reviews.csv for a more details. This extension will import/export data in CSV format or Excel Workbook Sheet (standard XLS).

FEATURES:

- Import/Export all customer reviews

- Supports Multi-store enviroments

- Approve / Disapprove reviews and assign reviews to customers or import as guests

- Comes with a User Manual / Install Instructions

Extension Installation

1. Log out from Magento Admin panel if you are logged in

2. Unpack the contents of the zip file purchased and VIA ftp and upload the app folder to your magento install root.

3. Log into Magento Admin Panel

4. If Cache Control is enabled in Magento go to 'System > Cache Management' section, select 'Refresh' under 'All Cache' drop-down menu and press 'Save Cache Settings'

5. TURN OFF Tools -> Compilation (set for disabled) before begining install.

6. After uncompressing the customer review import/export package, you should have one folder: app

   Upload everything in the app/* folder from the package to your app/* folder on your server. Then go to app/etc/modules and confirm CommerceExtensions_Customerreviewsimportexport.xml exists.

   Now your module should be enabled.

7. **OPTIONAL** – you can setup either import/export profiles as a cron job see this url ->

   http://www.commerceextensions.com/how_to_setup_cron_job

Extension Usage

1. **DO NOT** – Edit the CSV in excel it strips format and breaks import. I recommend using openoffice.org calc and saving in utf-8 format. Or use the (XML) versions for the profile and the excel workbooksheet 2003 XML format.

2. Overall the extension is very straight forward. You can find in magento admin under

   system -> import/export ->

   Commerce Extensions Customer Reviews Import/Export

   and you can run the export to get a sample csv of customer reviews already in your site and then you just upload via ftp to var/import or via the admin panel in the import profile and run the import profile and it will import it back in.

3. By default the customer reviews extension will export reviews for products by product_id. You can change the "Export Reviews By SKU" by setting from "No" to "Yes"

4. By default the customer reviews extension will export reviews for customers by customer_id. In the event you are transfer reviews from one install to another where customer_ids are different for the same customer or even if you just like working with customer email vs customer_id. You can change the "Export Reviews With Customer Email:" by setting from "No" to "Yes"

5. NOTE the following columns and value settings for use:

created_at = the date the review was "added"

review_title = this is the review title

review_detail = this is the review description

nickname = set the nickname for person leaving review

customer_id = this is the ID of the customer you want to have the review assoicated with. If you leave blank it will be imported as a guest

store_id_review_is_from = this is the storeID you want the review to be left from. This is required

product_id = this is the ID of the product you want to assoicate the review too.

entity_type = this can be (product/category/customer) and the values are all lowercase.

status_code = this can be (Approved or Disapproved).

reviews_count = this is usually always 1 since you have just 1 review from this product. But if you have multiple reviews per 1 product this should be incremented in the csv.

rating_summary = this is the 5star wieghting average in increments of 10 (0/10/20/30/40/50/60/70/80/90/100)

rating_options = value format is ratingID:value(1-5) and delimiter is a comma

store_ids = this is all the store's you have in your system (0=admin view, 1=default store and if you have multi-store you will have additional ids)

Support

CommerceExtensions offers only PAID support and 6 months of free updates from date of purchase for all magento extensions.

If you need paid support related to CommerceExtensions extension usage, feel free to contact me at scottbolasevich@gmail.com