

## 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 environments
- 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 beginning 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](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 workbook sheet 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 associated 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 associate 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 weighting 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 1 hour of EMAIL support and updates for 6 months for all extension developed for Magento.

If you need support related to CommerceExtensions extension usage, feel free to contact me at [scottbolasevich@gmail.com](mailto:scottbolasevich@gmail.com)