

Luminos Reviews User Manual

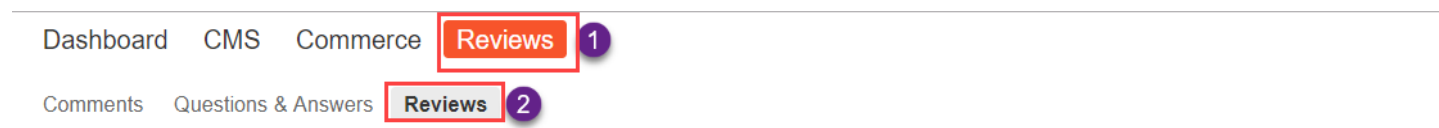
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Administrator interface

Accessing the reviews interface

First, login to your Episerver CMS interface via the URL provided to you by your system administrator. Once authenticated, you can open the review administration interface by following those steps:



1. In the Episerver global menu, access the “Reviews” section
2. In the “Reviews” section, click on the “Reviews” button
 - a. By default, this should open automatically once the 1st step is completed

Using the reviews interface

The reviews interface consists of several elements. Each element is described in greater detail in sub-chapters below.

1. “Show reviews” section - choose what type of reviews you see in the table
2. Pagination controls – navigate between multiple pages of reviews
3. “Reviews per Page” controls – choose how many reviews are displayed at a time
4. Reviews table – See and interact with posted reviews

The screenshot displays the reviews interface with several key elements highlighted by red boxes and numbered callouts:

- 1:** The "Show Reviews" sidebar on the left, containing options for "All Reviews", "Pending Reviews", and "Rejected Reviews".
- 2:** The pagination controls at the top right, including "First", "Previous", "1", "Next", and "Last".
- 3:** The "Reviews per Page" dropdown menu, currently set to 10.
- 4:** The "All Reviews" table header, which includes options to "Expand All", "Collapse All", and "Filter".

Item	Reviewer	Rating	Status	Date	Actions
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	mihai.tentis@luminoslabs.com	4 stars	New	02-May-2019 02:47 PM	✓ ✕ 🗑️ Edit Add Answer
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	5 stars	Approved	16-Apr-2019 07:05 PM	✕ 🗑️ Edit Add Answer
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	5 stars	Approved	16-Apr-2019 06:11 PM	✕ 🗑️ Edit Add Answer
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	1 star	Approved	15-Apr-2019 06:38 PM	✕ 🗑️ Edit Add Answer
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	Dani	4 stars	Approved	15-Apr-2019 11:47 AM	✕ 🗑️ Edit Add Answer
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	5 stars	Rejected	15-Apr-2019 11:47 AM	✓ ✕ 🗑️ Edit Add Answer

“Show reviews” section

This section allows you to filter the reviews displayed in the table by their status:

1. All Reviews – will display all reviews (New, Pending & Rejected), regardless of their status
 - a. This is the default selection
2. Pending Reviews – will display only reviews which have the status “New”
3. Rejected Reviews – will display only reviews which have the status “Rejected”

Show Reviews

All Reviews	1
Pending Reviews	2
Rejected Reviews	3

Pagination controls

Displayed above and below the reviews table, the pagination controls allow you to navigate between multiple pages.

By default, you will see to the first page of reviews. You can navigate between pages by clicking the Previous/Next & First/Last buttons.



“Reviews per page” section

From here you will be able to select how many reviews you want to be displayed at a time in the reviews table. The default selection is 10, but you can choose to display more (25, 50, 75 or 100).

Selecting any option within the drop-down menu will also impact the pagination controls; Seeing more reviews at a time means a lower number of pages to scroll through, and vice-versa.

Reviews per Page

10	▼
10	
25	
50	
75	
100	

Reviews table

In the reviews table you can see reviews and interact with them.

All Reviews						Operations	+ Expand All	- Collapse All	Filter
Item	Reviewer	Rating	Status	Date	Actions				
						All	All	Filters	
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	mihai.tentis@luminoslabs.com	★★★★★ 4 stars	New	02-May-2019 02:47 PM	Review actions ✓ ✕ 🗑️ Edit Add Answer				
- Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	★★★★★ 5 stars	Approved	16-Apr-2019 07:05 PM	✕ 🗑️ Edit Add Answer				
my new review 12345 test 12345						Review content		Added by admin@example.com on 16-Apr-2019	
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	★★★★★ 5 stars	Approved	16-Apr-2019 06:11 PM	✕ 🗑️ Edit Add Answer				
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	★☆☆☆☆ 1 star	Approved	15-Apr-2019 06:38 PM	✕ 🗑️ Edit Add Answer				
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	Dani	★★★★★ 4 stars	Approved	15-Apr-2019 11:47 AM	✕ 🗑️ Edit Add Answer				
+ Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	★★★★★ 5 stars	Rejected	15-Apr-2019 11:47 AM	✓ 🗑️ Edit Add Answer				

Table operations

At the top of the table, three operations can be performed:

1. “Expand all” - Will expand all the currently visible reviews, displaying their contents
2. “Collapse all” - Will collapse all the currently visible reviews, hiding their contents
3. “Filter” - Will display the filter bar (see “Table filters” below)

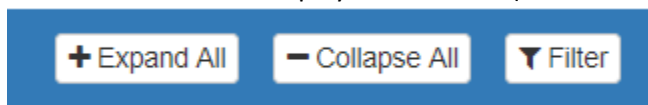


Table filters & sorting

The filter bar, once expanded, allows you to filter the displayed reviews by the following criteria

1. Reviewer – this is a text field, for the reviewer’s email address
2. Review rating – dropdown menu with options ranging from 1 to 5 stars, including an “All” option
3. Status – dropdown menu with the following options (All, New, Approved, Rejected)
4. Date

Reviewer	Rating	Status	Date
<input type="text"/>	All ▾	All ▾	<input type="text"/>

Clicking the table heading for either of the filters will sort the table in an ascending/descending manner based on that column. The filters do not have to be expanded for sorting to work.

Review content

Each review is displayed as a individual line in the table and can be interacted with
For each review you will see the following information

1. Name of the item which has been reviewed – clicking this will open the product’s page in the Episerver administration interface
2. Name of the reviewer
3. Product rating in stars
4. Review status
5. Date of review posting
6. Review details - title, content, answers & comments. Those are displayed only if the review is expanded

All reviews are by default collapsed but can be expanded to reveal the details by clicking the left-aligned “+” button. The review can be collapsed again by clicking the left-aligned “-” button

+	Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	★★★★★ 5 stars	Approved	16-Apr-2019 06:11 PM	Edit Add Answer
-	Faded Glory Mens Canvas Twin Gore Slip-On Shoe	admin@example.com	★★★★☆ 1 star	Approved	15-Apr-2019 06:38 PM	Edit Add Answer

title 1
test my review 123

Added by admin@example.com on 15-Apr-2019

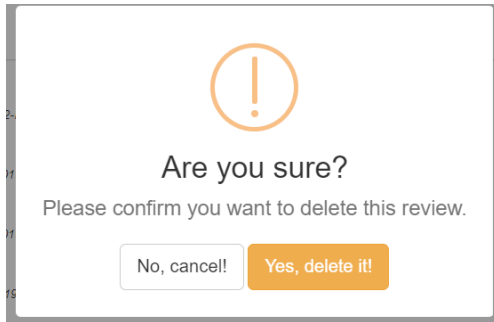
- test comment
Added by mihai.tentis@luminoslabs.com on 02-May-2019 [Approve](#) | [Reject](#) | [Edit](#) | [Delete](#)
- dadsadasdas
Added by admin@example.com on 03-May-2019 [Approve](#) | [Reject](#) | [Edit](#) | [Delete](#)
- asadadsa
Added by admin@example.com on 03-May-2019 [Approve](#) | [Reject](#) | [Edit](#) | [Delete](#)
- test
Added by admin@example.com on 16-Apr-2019 [Approve](#) | [Reject](#) | [Edit](#) | [Delete](#)

Review actions

Based on the state a review is in, several actions can be performed on it. The actions are visible in the right-most part of each review:

- Approval - only available for new/rejected reviews. Clicking this will approve the review and make it visible on the website
- Reject – only available for new/approved reviews. Clicking this will reject the review, and if visible, hide it from the website

- Delete – available for all reviews. Clicking this inform you that if you continue, the review will be permanently deleted from the website.



- Edit – available for all reviews. Clicking this will allow you to edit a reviews title & content and mark it as a “verified buyer” review. A verified review will have a badge displayed on the PDP.

Faded Glory Mens Canvas Twin Gore Slip-On Shoe admin@example.com ★★★★★ 5 stars Approved 16-Apr-2019 07:05 PM ✕ 🗑️ Edit Add Answer

Title

my new review 12345

Content

test 12345

Verified Buyer

Save Cancel

- Add answer – available for all reviews. Clicking this will allow you to add an answer to the posted review




Faded Glory Mens Canvas Twin Gore Slip-On Shoe admin@example.com ★★★★★ 5 stars Approved 16-Apr-2019 07:05 PM ✕ 🗑️ Edit Add Answer

my new review 12345
test 12345

Added by admin@example.com on 16-Apr-2019

Save Cancel

See the table below for a more visual description of which action can be performed on which review

Status\Action	Approve 	Reject 	Delete 	Edit	Add answer
New	Y	Y	Y	Y	Y
Approved	N	Y	Y	Y	Y
Rejected	Y	N	Y	Y	Y

Website

In order to view a product's reviews, add or edit an existing review, a user must navigate to that product's product detail page.

Review section

The reviews section contains multiple elements with which the user can interact, each of them being described below:

1. Total product rating. The aggregate rating of all the reviews, being displayed as both stars and as a number. The total number of reviews is also shown
2. A breakdown of the reviews displaying the number of reviews for each rating(1-5 stars)
3. Sorting allows the user to sort by two criteria
 - a. "Newest first" – Orders all reviews by posting date (default option)
 - b. "Most popular" – Orders all reviews by number of likes
4. Filtering allows the user to select only certain reviews to be displayed. The options are:
 - a. "All reviews" – Displays all reviews (default option)
 - b. "1-star reviews" – Displays only reviews with 1-star rating
 - c. "2-star reviews" – Displays only reviews with 2-star rating
 - d. "3-star reviews" – Displays only reviews with 3-star rating
 - e. "4-star reviews" – Displays only reviews with 4-star rating
 - f. "5-star reviews" – Displays only reviews with 5-star rating
5. The user can choose to see only reviews from users which have been marked by an administrator as a verified buyer
6. The user can search for a certain term within all reviews. Searching will display only reviews which contain that term in their title/content
7. The actual reviews contain the following:
 - a. The reviewer's information
 - b. Posting date
 - c. Review rating
 - d. Review title & content
 - e. Number of likes – Clicking this button will award a like to the specific review
 - f. "Add comment" button – Clicking this will open a text input, allowing the user to leave a comment to the review

Reviews

The screenshot shows a product review interface with the following elements:

- 1**: Product Rating: 3.50 (4 reviews) with a star rating bar.
- 2**: Star distribution: 1 star (1), 2 stars (0), 3 stars (0), 4 stars (2), 5 stars (1).
- 3**: Order By: Newest First
- 4**: Filter By: All Reviews
- 5**: Show Only Verified Purchases
- 6**: Search reviews... (with search icon)
- 7**: A list of reviews with details like user email, date, rating, and content.

Do you own the product?
Let others know what you think about it
[Edit Your Review](#)

Review 1: mihai.tentis@luminoslabs.com, 02 May 2019, 4 stars, Test review, (0) | Add Comment |

Review 2: admin@example.com, 16 Apr 2019, 5 stars, thr, (1) | Add Comment |

Review 3: admin@example.com, 15 Apr 2019, 3 stars, title 1, test my review 123, (0) | Add Comment |

Adding reviews

A user must be signed in order to post a review. Otherwise, the “Add a review” button does nothing when clicked. Below you will find the flow for a signed in user

1. Clicking the “Add a review” button in a product’s review section will expand the review form
2. The rating, in stars, must be chosen
3. An optional title can be filled out
4. The content of the review must be filled out
5. Saving the review will submit it for approval. It will not be posted on the website until an administrator moves it from the status “New” to “Approved”
6. Canceling will discard all the progress and close the review form

Reviews

1 star ★ (0)
2 stars ★ (0)
3 stars ★ (0)
4 stars ★ (0)
5 stars ★ (0)

Do you own the product?
Let others know what you think about it

★★★★☆ Select a rating

1 **Add a Review**

Order By: Newest First ▾ Filter By: All Reviews ▾ Show Only Verified Purchases

Search reviews... 🔍

Rating: ★★★★★ 2

Title (optional): 3

Review: 4

Save 5 Cancel 6

Editing a review

A user may only submit one review per product. Once a review has been submitted and approved, the “Add a review button” changes to “Edit your Review”.

Clicking it will reveal the same review form as above, pre-filled with the existing information.

If no changes are made to the review, it will continue to be visible.



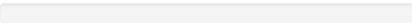


If the review is edited & submitted with new details, its status will go back to "New", and it will be hidden until approved again.

Reviews

Product Rating:



3.50 (4 reviews)

- 1 star ★  (1)
- 2 stars ★  (0)
- 3 stars ★  (0)
- 4 stars ★  (2)
- 5 stars ★  (1)

Do you own the product?

Let others know what you think about it

[Edit Your Review](#) 1

Order By:

Filter By:

Show Only Verified Purchases

Rating: ★★★★★

Title (optional):

Review: