magmodules

Reviews Grid

eKomi Reviews for Magento 2

This guide covers the Reviews grid in eKomi Reviews. Here you'll find all imported reviews from your eKomi account(s), manage their approval status, and respond to customer feedback. The grid gives you full control over which reviews appear on your store and lets you moderate content before it goes live.

Location: Marketing → eKomi → Reviews

Grid Overview

The Reviews grid displays all reviews imported from your connected eKomi accounts. Each row represents a single customer review with its rating, comment, and approval status.

Available Columns

Column	Description
ID	Unique identifier for the review in Magento
Comment	The customer's review text
Response	Your reply to the customer (optional)
Rating	Star rating (typically 1-5 stars)
Account Name	Which eKomi account the review belongs to
Locale	Language of the review (Dutch, English, German, French, Spanish)
Created	When the review was submitted
Updated	When the review was last modified
Status	Approval status: Pending, Approved, or Not Approved
Actions	Edit, Delete, Approve, or Disapprove buttons

???? **Tip:** Click column headers to sort. Use the filters above each column to search for specific reviews.

How Reviews Enter the Grid

Reviews appear in this grid through:

1. **Automatic Import** - The cron job syncs reviews from eKomi at your configured frequency
2. **Manual Import** - Click the **Import All** button to fetch reviews immediately
3. **Manual Sync** - Click the **Sync All** button to synchronize with eKomi

New reviews arrive with status based on your **Auto Approve Reviews** setting:

- If enabled: Reviews are immediately "Approved" and visible on frontend
- If disabled: Reviews are "Pending" and require manual approval

Actions

Individual Row Actions

Click the **Actions** dropdown on any review row:

Action	Description
Edit	Open inline editing for this review
Delete	Remove the review permanently
Approve	Set status to Approved (shows on frontend)
Disapprove	Set status to Not Approved (hidden from frontend)

⚠ **Note:** Approve/Disapprove buttons only appear when the review isn't already in that status.

Mass Actions

Select multiple reviews using the checkboxes, then choose from:

Mass Action	Description
Edit	Enable inline editing for all selected reviews
Status → Approved	Approve all selected reviews at once
Status → Not Approved	Disapprove all selected reviews
Locale → [Language]	Change language for selected reviews
Delete	Remove all selected reviews (confirmation required)

Inline Editing

You can edit reviews directly in the grid without opening a separate form.

Editable fields:

- Comment (customer review text)
- Response (your reply)
- Locale (language)
- Status (approval status)

To edit:

1. Click **Edit** in the row's Actions dropdown, or
2. Select reviews and choose **Edit** from mass actions
3. Make your changes directly in the grid cells
4. Click **Save** to apply changes

Toolbar Buttons

Button	Description
Import All	Fetch all reviews from eKomi API for all accounts
Sync All	Synchronize review data with eKomi platform

Use **Import All** after initial setup to get your existing reviews, or when you suspect reviews are missing.

Filtering Reviews

Use the filter row above the grid to narrow down reviews:

- **ID** - Search by review ID range
- **Comment** - Search within review text
- **Rating** - Filter by star rating
- **Account Name** - Show reviews from specific eKomi account
- **Locale** - Filter by language
- **Created/Updated** - Filter by date range
- **Status** - Show only Pending, Approved, or Not Approved

Click **Apply Filters** to update the grid. Click **Clear All** to reset filters.

Review Statuses

Status	Description	Frontend Visibility

Pending	Awaiting moderation	Hidden
Approved	Cleared for display	Visible
Not Approved	Rejected/hidden	Hidden

Workflow recommendation:

1. New reviews arrive as Pending (if auto-approve is off)
2. Review the content for quality/appropriateness
3. Approve good reviews, Disapprove problematic ones
4. Approved reviews appear on your store frontend

Responding to Reviews

You can add a response to any review:

1. Find the review in the grid
2. Click **Edit** in the Actions column
3. Enter your response in the **Response** field
4. Click **Save**

Responses show alongside the customer review on your frontend, demonstrating that you engage with customer feedback.

Best Practices

- **Review pending items regularly** - Don't let reviews sit in pending status too long
- **Respond to negative reviews** - Show customers you care about their experience
- **Use filters effectively** - Filter by "Pending" status to find reviews needing attention
- **Bulk approve positive reviews** - Use mass actions to quickly approve multiple 4-5 star reviews
- **Don't delete legitimate negative reviews** - It's better to respond professionally
- **Don't edit customer comments** - Only add responses, not modify what customers wrote

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the eKomi Reviews extension on magmodules.eu

All articles for eKomi Reviews

Installation

1	Installatie met Composer (aanbevolen)
2	Installatie via de Adobe Marketplace
3	Installatie via FTP en SSH

Configuration

1	Snelstartgids
2	Configuratiegids
3	Widget Configuratie

Troubleshooting

1	Probleemoplossing

Grids

1	Account Beheer
2	**Reviews Grid (current)**
3	Uitnodigingen Grid

Background

1	Best Practices
2	CLI Commando's