Reviews for Indition Commerce

Release summary for the Shop Reviews module: **product reviews** (star ratings, written and video reviews with photos, configurable moderation, verified-purchase controls, storefront widgets, reporting, review-request emails) and, new in v1.1, **store reviews** with per-location QR codes, a Customer-page Reviews tab, and bulk review requests.

New in v1.1: Store Reviews

- A fully separate **store reviews** system — ratings and comments about your business and its locations — with its own tables, settings, moderation queue, reports, rating attributes, photos/videos, and storefront blocks. It runs independently of product reviews (either or both can be on) and shares only the blacklist-word list.
- **Per store-location reviews via In-Store Pickup:** the Store Reviews settings list your active store locations; turn on the ones you want to collect reviews for, and print a **QR code** for each that customers scan to review that store. Without In-Store Pickup, reviews are collected for the whole store.
- Four new **Store Reviews** storefront blocks: Write a Store Review, Store Reviews, Store Rating Badge, and Store Customers Say.
- **Customer page integration** (optional): a Reviews tab on each customer's admin page showing their product and store reviews with inline moderation and send-request forms, plus a **Send Review Requests** action on the customer list for sending product and/or store invitations in bulk (one per customer, deduped, re-runnable).
- The back-office menu is now a single **Reviews** group with parallel Product and Store items.

Release Summary

- Shop now includes a dedicated **Reviews** module for collecting, moderating, displaying, and reporting on customer product and store reviews.
- Reviews are tied to products (with a relation to the purchased sub-product/SKU) and are entirely **settings-driven** — every behaviour and moderation rule is configurable per workflow.
- The module installs disabled and is enabled per store from a single Settings screen, so it can be rolled out without affecting the live storefront until you are ready.

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- The module owns its own tables and leaves the legacy review data and any external review syndication untouched.

Ratings & Review Submission

- Five-star overall rating with optional **custom attribute ratings** (e.g. Quality, Durability, Ease of use), each on its own 5-star scale.
- Written reviews with an optional title and body, with configurable minimum and maximum character limits.
- **Photo and video uploads** attached to a review, reusing the platform media store, with per-photo and per-video moderation and configurable per-review limits.
- A storefront **Write a Review** form that adapts to your settings (who may review, character limits, whether photos/videos are offered).
- **Verified Purchase** detection when a review is tied to a completed order for that product.

Moderation & Governance

- Configurable submission policy: require sign-in, require a purchase, or allow guest reviews — in any combination.
- A managed **blacklist words** list, each word set to either hold the review for moderation or block it outright.
- **External-link policy**: block, hold for moderation, or allow reviews that contain web links.
- Optional **auto-approve** of clean reviews, or hold everything for manual approval.
- A **moderation queue** plus an all-reviews workspace with filtering by status, rating, verified purchase, media, and free text.
- Approve, reject (with a reason), and post a public **store response** to any review.
- Per-item **photo and video moderation** — media stays hidden until approved.
- Customer-facing **Helpful** votes and **Report** actions, with duplicate-submission protection.
- A configurable customer **edit window** after submitting.

Admin Areas

- **Moderation Queue** and **All Reviews** with filters, inline approve/reject, and a full review detail screen.
- **Blacklist Words** management.
- **Rating Attributes** management for custom attribute ratings.

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- **Send Review Request** with a request history log.
- **Reports** with built-in views and a custom report builder, all exportable to CSV.
- **Settings**, presented as a guided screen that reveals configuration only once the module is turned on.
- A **Reviews tab** added to the product and sub-product admin screens for in-context moderation and sending a review request.

Storefront Widgets

- **Product Reviews** — the full reviews section for a product page: average-rating summary with a star breakdown, the review list, sort and filter controls, photos, and Helpful/Report actions.
- **Featured Review** — spotlights a single review (most helpful, most recent, highest rated, or a specific one).
- **Rating Badge** — a compact star rating and review count, ideal near the product title, linking down to the reviews.
- **Customers Say** — an at-a-glance summary with average score, a sentiment line, the star breakdown, and per-attribute averages.
- **Write a Review** — the submission form with photo/video upload.
- The first page of reviews is rendered into the page HTML so it is search-engine readable, with sorting, filtering, and “load more” handled without a page reload.

Review Requests

- Email a customer a personalised invitation to review a product they bought, sent from the product’s Reviews tab.
- The emailed link carries a one-time token that can bypass the purchase check when configured, so invited customers can review even with strict purchase verification on.
- A request-history log records who was invited, for which product, and whether they have submitted.

Reporting

- Built-in reports: All Reviews, All Active Reviews by Product, All Approved, All Rejected, Positive (at or above a configurable star threshold), and Negative (at or below a configurable threshold).
- A **Custom Report** with ad-hoc date-range, rating-range, status, and verified-purchase filters.

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- Every report exports to CSV.

Distribution & Search

- Two syndication controls: **contribute your reviews** for syndication (outbound) and **include syndicated reviews** in your feed (inbound).
- A setting to include approved review content in on-site search.
- Reviewer name display as first name or initials.

Compatibility & Install Notes

- The module installs disabled; the storefront is unaffected until an administrator enables it in Settings.
- Each store (workflow) carries its own independent settings.
- The legacy review table and any external review syndication remain untouched; the module uses its own tables.
- Installation runs the module’s migrations and records them so they are not re-flagged as pending afterwards.

Reviews module v1.1 · documented June 2026.

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