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User's Manual

Project name: TrueLoaded

Module: FAQDesk_Reviews

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version 1.2

o s C o m m e r c e m o d u l e s
I n t e g r a t i o n w i t h E R P s y s t e m s
S e r v i c e s
S k i n s

Introduction

A customer can write a review to any FAQ in the web-store by clicking the **Write Review** button on the FAQ info page.



Every time a customer writes a review, it is added to the store database and listed in the FAQDesk > FAQ Reviews section in the Admin Panel of the website.



A status of a review is *Inactive* by default (the "red traffic light" next to the review's name in the list indicates the *Inactive* status).



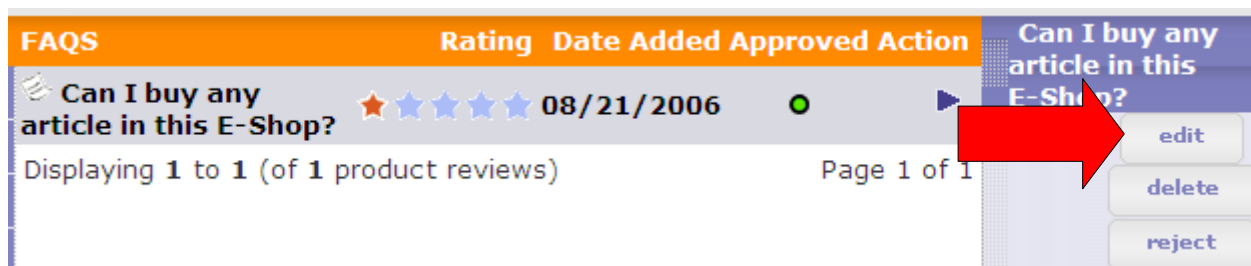
You can approve a review to make it available on site. To do this, please select the review in the list and click the **Approve** button located on the right.



The “red traffic light” in the **Approved** column will change to the “green” one. To reject the review, click the **Reject** button located on the right.



To make sure that a review is worth approvement, you can preview it before making it available on site. To do this, select the review in the list and click the **Edit** button on the right.



As Administrator you can change the text and rating of a review. Make your changes if needed and click the **Preview** button, and then – the **Update** button located on the right.

From: Lilia Li

Review:

Text

NOTE: HTML is not translated!

Rating: BAD GOOD

Customers can read an activated review on the website when they select a FAQ. If the FAQ has a review added, the Reviews box will be displayed below the information on the FAQ info page.

Current Reviews: Can I buy any article in this E-Shop?

No.	Author	Rating	Read	Date Added
01.	Lilia Li	★☆☆☆☆	0	08/21/2006

Click in the author's name link in the Reviews box to preview the review's text.

Current Reviews: Can I buy any article in this E-Shop?

No.	Author	Rating	Read	Date Added
01.	Lilia Li	★☆☆☆☆	0	08/21/2006

For example:

Review:

Text

Rating: ★ ★ ★ ★ ★ [5 of 5 Stars!]

You can delete a review from the Admin Panel by using the **Delete** button located on the right.

FAQS	Rating	Date Added	Approved	Action
Can I buy any article in this E-Shop?	★☆☆☆☆	08/21/2006	●	

Displaying 1 to 1 (of 1 product reviews) Page 1 of 1

Can I buy any article in the E-Shop?

*Note: It's needed to click the **Delete** button twice to confirm deletion.*