

Ekomi Feedback Plugin for Miva

Description Miva

eKomi is the leading third-party review service, specializing in the collection, management and publishing of seller and product ratings for businesses. Thanks to our constant innovation and market-leading technology, we offer the most flexible review generation methods, allowing you to reach all your clients, both online and offline to request their feedback. The more ratings you get for your business, the more traffic you drive to your site, the more trust you create among current and potential clients, and the more you will boost your sales and ROI.

With our official eKomi Plugin for Miva, you can now seamlessly integrate our eKomi review collection and display technology with your shop system and website. Automatically trigger the sending of a review request the moment an order has reached a predefined status, and display any product reviews received automatically on the corresponding product pages with our review container. This allows you to generate and display genuine client reviews, all while we syndicate your seller ratings to Google, Bing and Yahoo.

Key features of the plugin

- The necessary order details are automatically read in from your shop system database which will enable eKomi to send your client a review request.
- Determine which order status should trigger the review request
- Contact your clients via email or SMS.*
- Request both seller and product* reviews from your clients.
- Display product reviews and ratings automatically on the corresponding product pages through our Product Review Container (PRC)

Working with eKomi allows you to:

- Collect authentic seller and product ratings and reviews.
- Sign up for simple, configurable, grouped and bundle products.
- Personalize every aspect of your communication with your customers, from the email / SMS templates, to the look, contents and feel of the review form.
- Boost customer loyalty and incentivise return purchases with our coupon feature.
- Manage your reviews with the help of our dedicated Customer Feedback Management team, who checks each and every review to make sure it is third-party compliant.
- React to your feedback publicly, or moderate it privately through our dialogue feature to improve your customer service and feedback.

- Syndicate all of your seller ratings and reviews automatically to Google, Bing and Yahoo.
- Activate your Seller Rating Extension to display stars on your Ads and increase your Click-through-rate by [17%](#).
- Enable Review Rich Snippets and show stars next to your organic results [to enhance your visibility](#) and drive more relevant traffic to your site.
- Display your eKomi Seal and Review Widget on your webpage to build trust and confidence among your website visitors, turning more browsers into buyers and increasing sales.
- Feature all of your reviews on your business Certificate Page, to help clients with their purchasing decision.

eKomi is available in English and German.

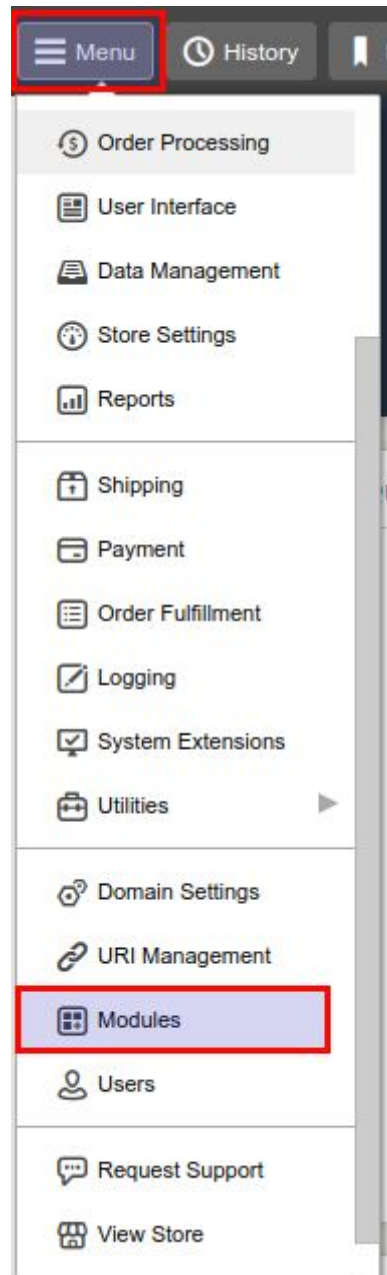
If you have any questions regarding the plugin, please get in touch! Email us at support@ekomi.de, call us on +1 844-356-6487, or fill out our contact form.

Installation

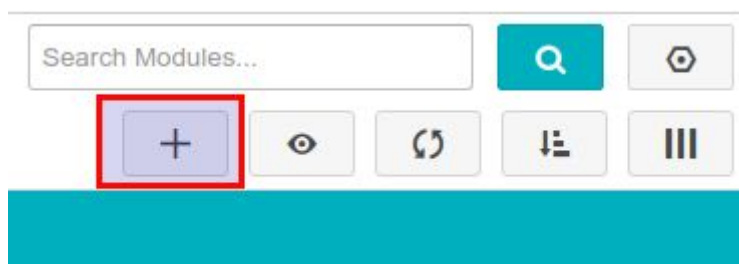
1. Login to Admin Panel <http://mivamerchantdev.com/mm5/admin.mvc?>

Miva Merchant 

2. Go to **Menu / Modules**



3. Click on **+ button** to add module



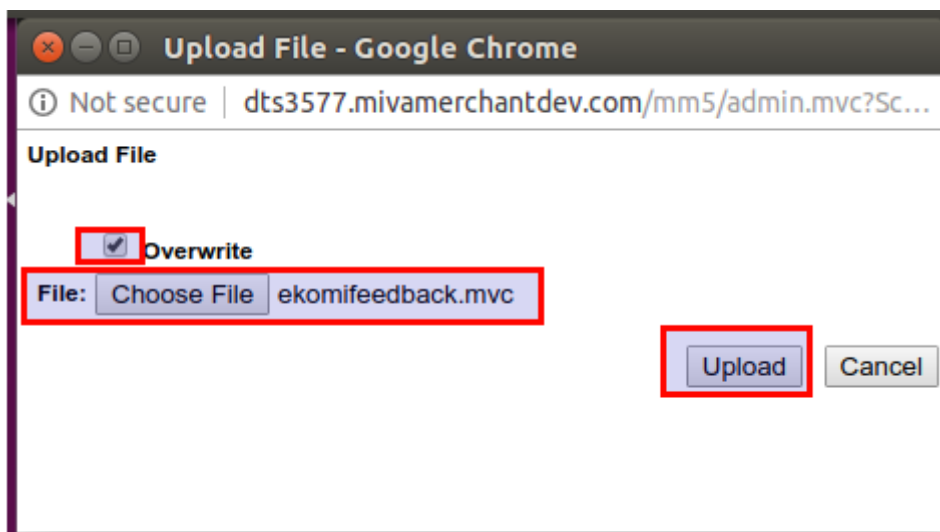
4. Upload Module

Add Module

Files

Module:

5. Browse “ekomifedback.mvc” and click on **upload** button



6. Click on **+ Add** button



7. Go to **Menu >> Utilities**



8. Click on **Add/Remove Modules** tab to install the Module


Add/Remove Modules

9. Find **eKomi Feedback** Module & Click on **Install** Button

eKomi Feedback

Version: 1.00
Provider: eKomi Ltd

Ekomi FeedBack allows to read the necessary order details automatically from your shop system database which will enable eKomi to send a review request to your client, determine which order status should trigger the review request, contact your clients via email or SMS, request both seller and product reviews from your clients, display product reviews and ratings automatically on the corresponding product pages through our Product Review Container (PRC). If you have any questions regarding the plugin, please get in touch! Email us at support@ekomi.de, call us on +1 844-356-6487, or fill out our contact form.



10. Once Plugin is installed. Click on **eKomi Feedback** tab under **Utilities**

Utility Settings


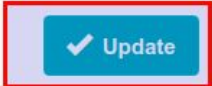
Template Based Batch Reports

Standard Facet Settings

eKomi Feedback

Add/Remove Modules

11. Save the plugin configurations

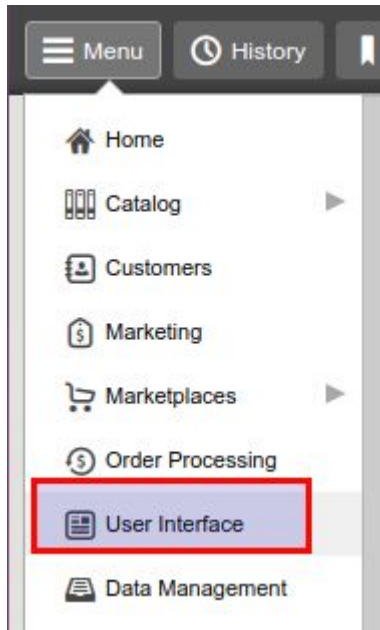
Standard Facet Settings | **eKomi Feedback** |  

Plugin-in Enabled	Yes ▼
Interface ID	*****
Interface Secret	*****
Product Reviews	Yes ▼
Collection Method	SMS ▼
Order Statuses	<ul style="list-style-type: none"> Processing Shipped Partially Shipped Cancelled
PRC Widget Token	*****
Widgets Language	EN ▼

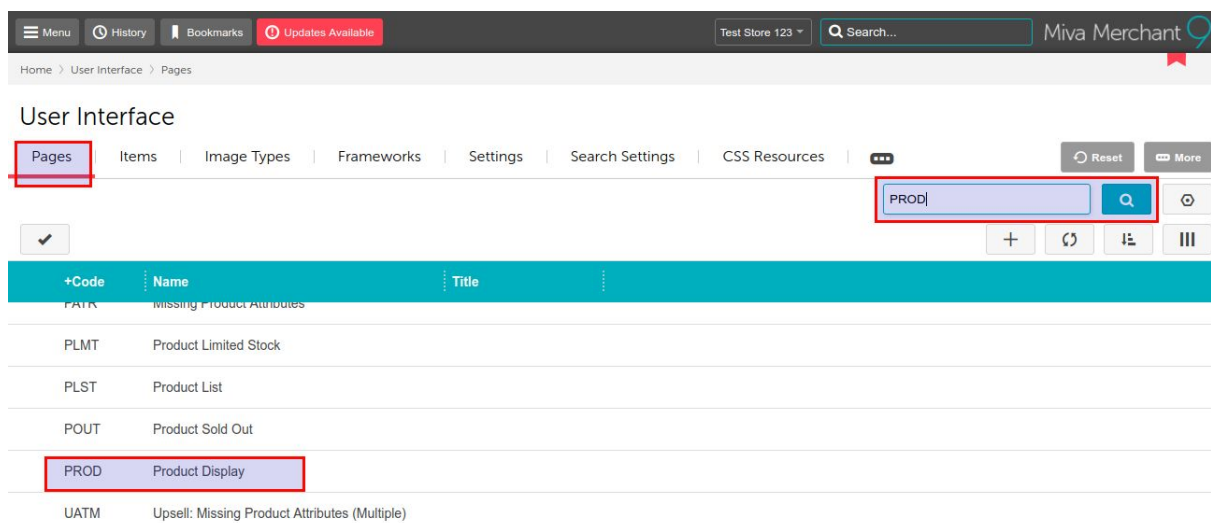
- Enable/Disable Plugin
- Insert your **Interface ID**
- Insert your **Interface Secret**
- Enable / Disable **Product Reviews** (if enabled, product attributes will also be sent to eKomi i.e. product id, name, image and URL)
- Select **Collection Method**. (for SMS, mobile number format should be according E164)
- Select **Order Statuses** on which you want to send data to eKomi.
- Insert **PRC widget Token** provided by eKomi to display the PRC widget.
- Select **Widget Language** For PRC widget

12. Show PRC widget

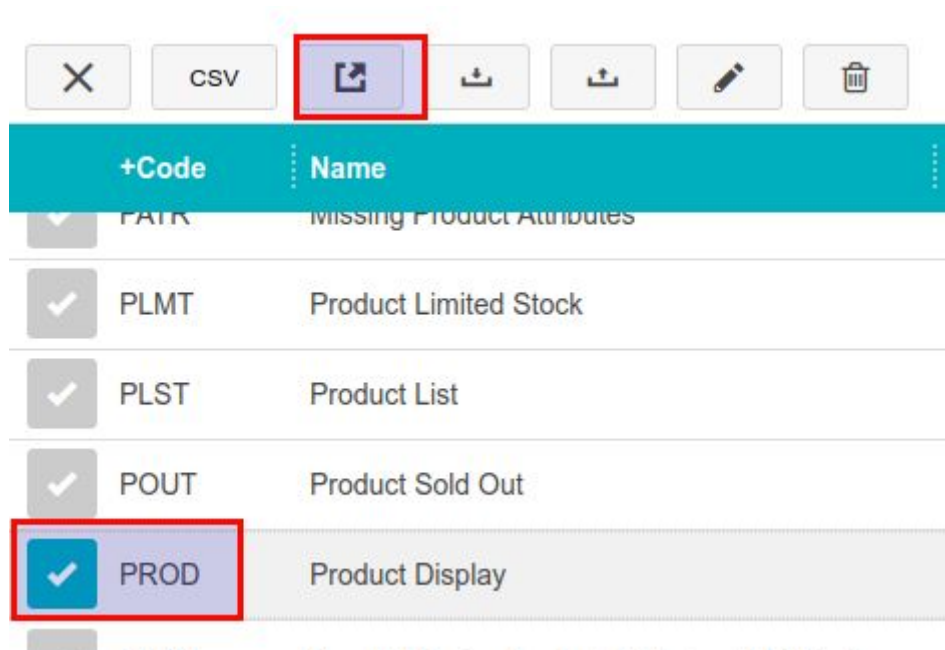
12.1. Browse Menu >> User interface



12.2. Click on Pages Tab and search for "PROD" page



12.3. Edit PROD page



12.4. Insert PRC widget shortcode where you want to display it.

```

Code: PROD
Name: Product Display
 Link to This Page Using HTTPS
Template:
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```

```

<div id="widget-container" class="data-ekomi-emp ekomi-widget-container ekomi-widget-6mvt:global:ekomifedback_prcwidgetoken"></div>
<div id="ekomi-product-widget-identifier" class="prod-data-emp" style="visibility: hidden">&mvt:product.id;</div>

```

```

<div id="breadcrumbs"><mvt:item name="breadcrumbs" /></div>
<div id="product-header"><mvt:item name="prod_ctgy_hdf" param="prod_header" /></div>
<mvt:item name="product_display" />
<mvt:item name="attributemachine" param="body" />
<mvt:if expr="l.settings:related_product_count NE 0">
<div class="related-products">
<h2 class="header">Related Item(s)</h2>





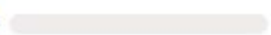
```

Select & copy below widget shortcode and paste in the page.

```
<div id="widget-container" class="data-ekomi-emp ekomi-widget-container ekomi-widget-&mvt:global:ekomifedback_prcwidgetoken"></div>
```

```
<div id="ekomi-product-widget-identifier" class="prod-data-emp" style="visibility: hidden">&mvt:product.id;</div>
```


Will display as:

 EXCELLENT Chili gemahlen, Schärfegrad 7	Product Reviews 7	Product Rating 4.7/5
	Product experience  Calculated from 0 customer reviews (last 12 months)	
	Positive 100% 	
	Neutral 0% 	
	Negative 0% 	
LATEST REVIEWS		

 04.05.2016

 04.05.2016

Troubleshooting

Our eKomi headquarters in Berlin is the best place to start if you need help with this plugin. There our technical support team will get you up and running in time. You can book assistance at:

<http://ssi.ekomi.com/booking>

Plugin information

- Maintenance status: Minimally maintained
- Development status: Stable
- Downloads: 0

· Last modified: 14 July, 2018

Downloads

Recommended releases

Version	Download	Date
1.0.0	zip (23.3 kB)	14 July, 2018