

# Reviews

An in-platform Product Review system.

- [Summary](#)

# Summary

Use this section to manage your Reviews.


Customers are able to leave reviews on [Product Detail Pages](#), and they will also be prompted to do so after they complete a purchase in a [review chaser](#).

By default, new Reviews will be disabled and flagged as Awaiting Action. These must be approved before they are published.

## Key to Icons

 = ~~live~~ is live or type unknown

 = ~~Not Live~~ is disabled

 = ~~edit~~ or type unknown

 = delete

## Editing a Review

To publish a review, you must approve the entry.

Field	Purpose
Name	<i>The name of the reviewer</i>
Email	<i>The email address of the reviewer</i>
Stars	<i>The star rating given by the reviewer</i> <i>This can not be edited</i>
Review	<i>The text of the review</i>
Response	<i>Use this to add a response to the review</i> <i>This will be visible on the Product Detail Page</i>

Field	Purpose
Publish Date	<i>The date the review was left</i>
Approve Entry	<i>Toggle to 'yes' to publish the entry</i> <div style="background-color: #e0f2f7; padding: 5px; border: 1px solid #0070c0; margin-top: 5px;"><i>Must be set to 'yes' to be visible</i></div>
Staff Review	<i>Use this to show that the review was left by a member of staff</i>

## FAQs

### What if I am using a third party review service like Trustpilot or Feefo?

If you are using a third party review service, please notify Iconography and ensure that your [review chaser](#) is disabled.