

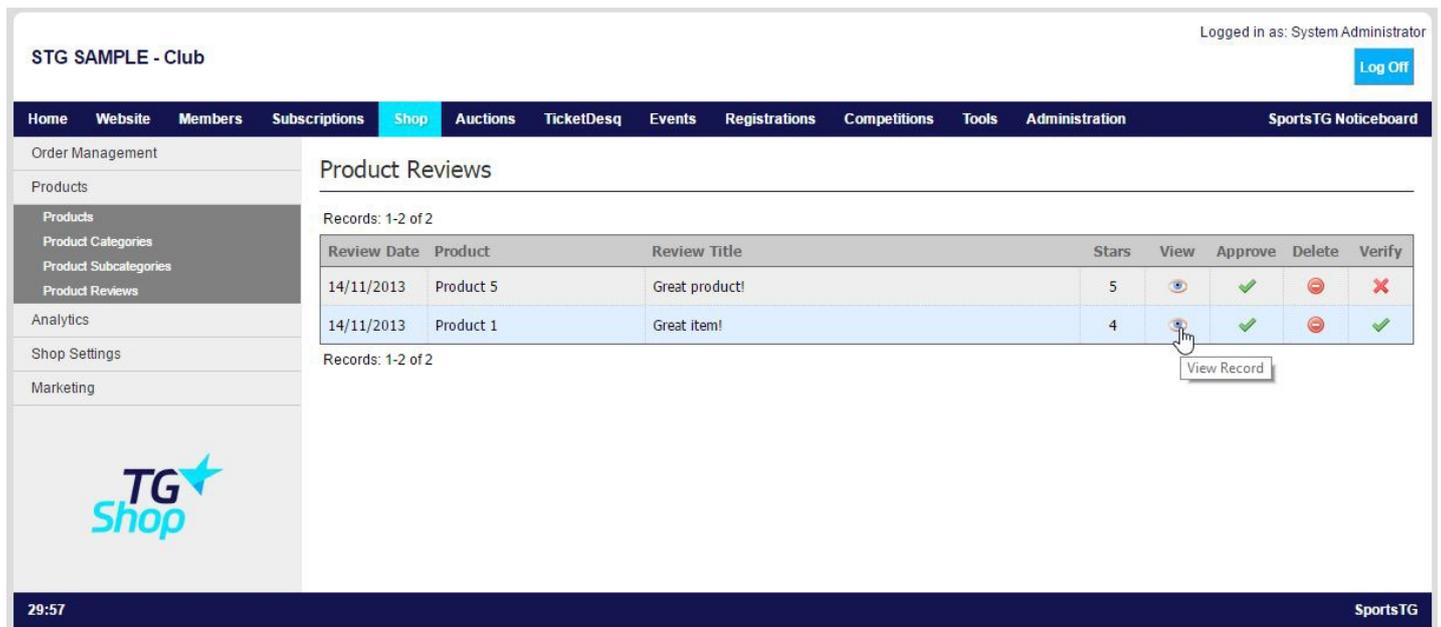
Responding to Product Reviews

Last Modified on 29/09/2016 9:37 am AEST

Quick Steps: Shop > Products > Product Reviews

Product Reviews allow customers to rate products, as well as create reviews of products. Shop also gives administrators to respond to product reviews, allowing them to add additional comment to both positive and negative feedback to further customer information.

1. Within the Management Console, select **Shop** from the top menu, then **Products** from the left menu.
2. Select **Product Reviews** from the expanded left menu.
3. Click **View** next to the review that you wish to add a response to.



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Order Management

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Product Reviews

Records: 1-2 of 2

Review Date	Product	Review Title	Stars	View	Approve	Delete	Verify
14/11/2013	Product 5	Great product!	5				
14/11/2013	Product 1	Great item!	4				

Records: 1-2 of 2

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4. Select **Write Response** from the top of the page.

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Product Reviews

[Listing](#) [Write Response](#)

Product: Product 1

Review Headline: Great item!

Rating: 4 Stars

Sizing: Feels true to size

Pros: Authentic Design,Breathable,Comfortable

Cons: Weak Seams

Best Uses: Around Town,At The Game,School

Describe Yourself: Not Into Sports,Stylish,Casual Fan

Comments: Love it!

Nickname: STG123

Location: Melbourne

Bottom Line: Yes, I would recommend this to a friend

Verification Email: support@shop.com

Orders Found with this Email: No matching orders with this email.

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If you have already written a response to this review, this button will show as **Edit Response**.

5. Write your response to the review, then click **Save**. The response will now be visible next to the review on the Shop page.

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Product Reviews

Organisation Response: ♦

[Save](#) [Cancel](#)

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Additional Information: Research suggests that customers are more likely to trust a product that has been positively reviewed, and this gives you a way for customers provide that feedback and encourage other purchasers.

Related Articles

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