



# Getting Started with Reviewbox

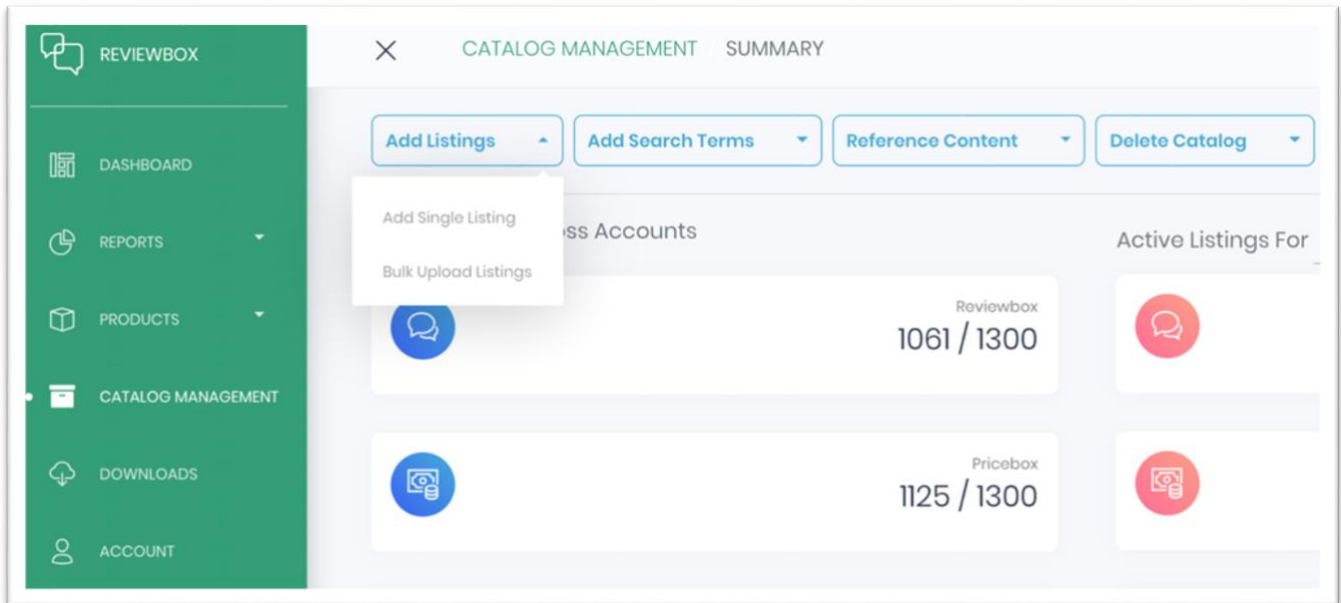
## 1.0 How to load your product listings

To use Reviewbox to monitor your product reviews, you'll first need to upload your product listings. You can add your listings individually or in bulk by uploading a CSV file. You may want to add additional columns (referred to as Custom Fields) to your product catalog to help organize, filter, and sort your product catalog. An example product catalog is shown below.

source*	id*	Manufacturer Model Number (Custom Field 1)	Manufacturer Category (Custom Field 2)
overstock	28681356-000	AT0093	Tables
walmart	696207600	AT0093	Tables
amazon	B07QN1QMQG	AT0093	Tables
overstock	36027481-000	CT0052	Bookcases
wayfair	W003135968	CT0052	Bookcases
amazon	B07N8XDBMW	CT0052	Bookcases

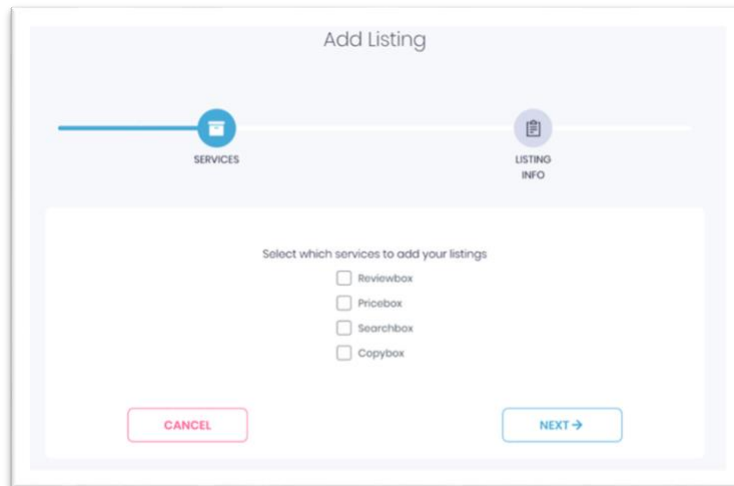
\*Note: source and id are the only required fields.

To add listings to your catalog, Click on **Catalog Management** in the green left-hand menu. You will see the **Add Listings** button at the top left. The drop-down menu provides the option to **Add Single Listing** or **Bulk Upload Listings**.



## 1. 1 Upload a single listing

Under **Add Listings** choose **Add Single Listing**. You can add the listing to one or more of the Reviewbox monitoring services. Then click **Next**.



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The next screen allows you to enter the product listing information. Choose the appropriate retail website in the **Source** field. All supported retailers are listed there.

Next enter the **Listing ID**. For Amazon.com, this ID is the ASIN. For other retailers this ID should be the specific identifier used by that retailer. Often these are specific to the color, size, or other variation of the parent product. For guidance on how to find Listing IDs for your products, see the Reviewbox Help page.

Finally, enter any **Custom Fields** that you would like to use to organize the catalog. Examples include the UPC, manufacturer model number, product category, brand, and other information.

You may add multiple custom fields by clicking on the **+**.

When all fields are complete, click **Submit**.

The screenshot shows a web form titled "Add Listing". At the top, there is a progress bar with two steps: "SERVICES" (indicated by a shopping cart icon) and "LISTING INFO" (indicated by a document icon). The "LISTING INFO" step is currently active. Below the progress bar, the form is titled "Add Listing Information". It contains the following fields:

- SOURCE**: A dropdown menu with "Select" as the current option.
- LISTING \***: A text input field with the placeholder "Enter listing ID" and a small icon on the right.
- Custom Fields**: A section with two columns: "FIELD NAME" and "FIELD VALUE".
  - FIELD NAME**: A dropdown menu with "Field Name" as the current option.
  - FIELD VALUE**: A dropdown menu with "Select" as the current option.
  - A green plus sign icon (+) is located to the right of the "FIELD VALUE" dropdown, used to add more custom fields.

At the bottom of the form, there are two buttons: a blue "← PREVIOUS" button on the left and a green "SUBMIT" button on the right.

If the listing went into your catalog, you will see a **Success** screen. Note that it may take up to 12 hours for Reviewbox to collect the product reviews.

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## 1. 2 Upload multiple listings

Often you will want to add many product listings to Reviewbox at once. Under **Add Listings** choose **Bulk Upload Listings**. You can then choose to add these listings to one or more of the Reviewbox monitoring services. Click **Next**.

On the next screen you will see instructions to upload a file containing the product listings to be added to your catalog. You will need to create a comma-delimited text (CSV) file with two required columns: 'source' and 'id'. *Note that the names of these columns are case-sensitive.* You may add additional columns for your custom fields to the right of the two required columns. A bulk upload template is provided for your convenience. Drag your csv file onto the upload screen and click **Submit**.

Bulk Upload Listings

SERVICES UPLOAD

Drag and drop to upload file  
...or click to select a file from your computer

Steps

1. Download our template to help upload your listings:
  - BULK UPLOAD TEMPLATE
2. For each listing, make sure to enter a value for **source** and **id**. These are required.
3. If you are using the **pricebox** template, the columns **min** and **max** are to specify MAP violation ranges for a listing.
4. To add new custom fields, add a new column to the right.

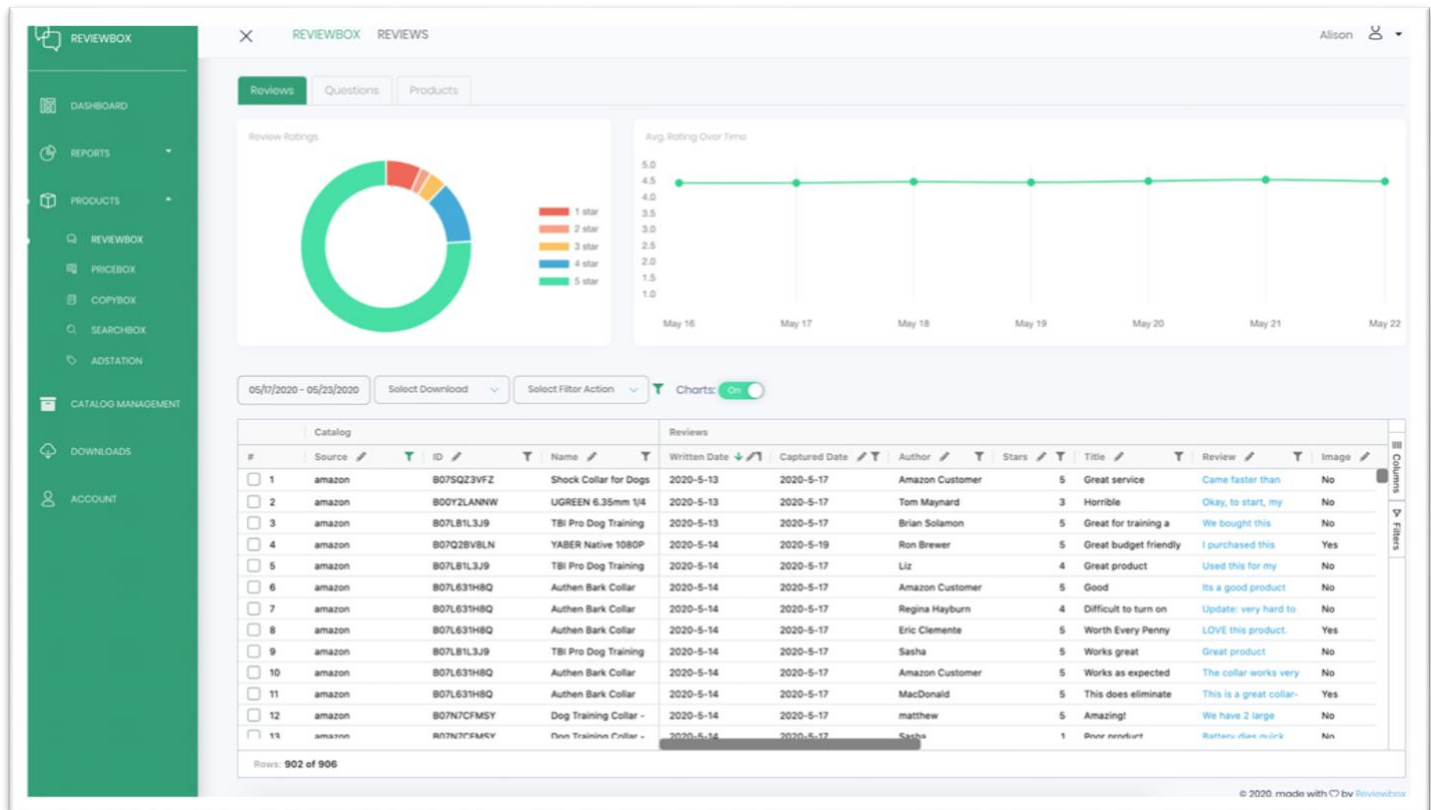
PREVIOUS SUBMIT

If the listings went into your catalog, you will see a **Success** screen. Note that it may take up to 12 hours for Reviewbox to collect the product reviews.

## 2.0 How to use Reviewbox for Review Monitoring

Once your product catalog has been entered into the Reviewbox system, it can take up to 12 hours to retrieve all the reviews and questions for your listings. Once your data has been populated, you can view and respond to reviews using the **Reviewbox** page within the Reviewbox web application.

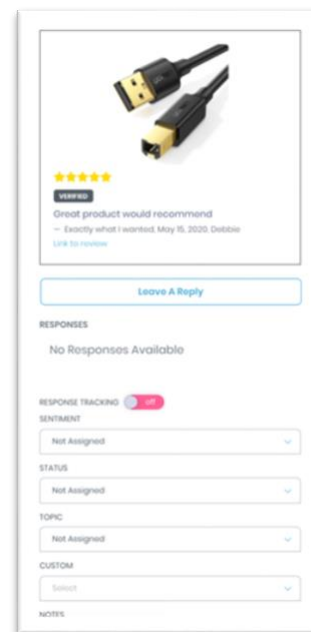
Access the Reviewbox page from the left-hand green menu by clicking on **Products** and then **Reviewbox**. The page will look something like this.



This grid interface lists all the reviews of all of your products within the specified date range. You can see the date, author, star rating, and full text of each reviews as well as whether it was a verified purchase and whether there were images or videos included with the review.

Click on the text of a review to see the details about that review and to leave a response to that review on the retail site.

This view is highly customizable. You can reorder the columns by grabbing the heading and sliding it to the right or left. You can hide columns by clicking on the **Columns** button on the far right. You can filter and sort the reviews based on any column, and you can save quick filters for later.



You can also examine the reviews by Product. Select the **Products** tab at the top of the page and you will see a list of your product listings along with a summary of all the ratings and reviews for each product.

Catalog				Reviewbox		
#	Source	ID	Name	Total Ratings	Listing Reviews	Questions
47	wayfairde	d001236369	Hollywoodschaukel Kirsch mit		13	0
46	amazon.uk	B00P0F01P0	UGREEN Printer USB Cable,	6567	659	123
45	amazon.ca	B00LM2Y2U4	UGREEN 3.5mm to 2 RCA Male	4621	262	5
44	amazon	B07X2Y64TP	Dudios True Wireless Earbuds	975	662	56
43	amazon	B07WS7XFLG	YABER Native 1080P Projector	569	1977	178
42	amazon	B07VX7GFPY	SWISSGEAR 7272 Energie	129	0	41
41	amazon	B07VSH7P4P	SWISSGEAR 7850 3-piece	1	0	2
40	amazon	B07TC6SJAZ	YABER Portable Projector with	477	1015	151
39	amazon	B07SR83Y1W	DOG CARE Dog Bark Collar -	2757	3603	139
38	amazon	B07SQ23VFZ	Shock Collar for Dogs - IPX7	1122	3889	107
37	amazon	B07R73NGC5	SWISSGEAR 7366 Hardside	95	149	29
36	amaznn	R07R4I PW37	SVORIN Duct Cleaning	1774	461	16

**Product Info:**  
 Source: Amazon  
 Brand: YABER  
 Total Ratings: 961  
 Review Count: 2996  
 Question Count: 440

**Review Ratings**

**Historical Info:**  
 Reviews this week: 0  
 Reviews last week: 26  
 Reviews this month: 106  
 Reviews last month: 76

Click on a **product ID** and you will see a panel summarizing the overall ratings and reviews for that product.

Click on a product **Name** (title) and you will go to a list of the reviews for that product. From there you can sort and filter the reviews and see a chart of the average rating over time.

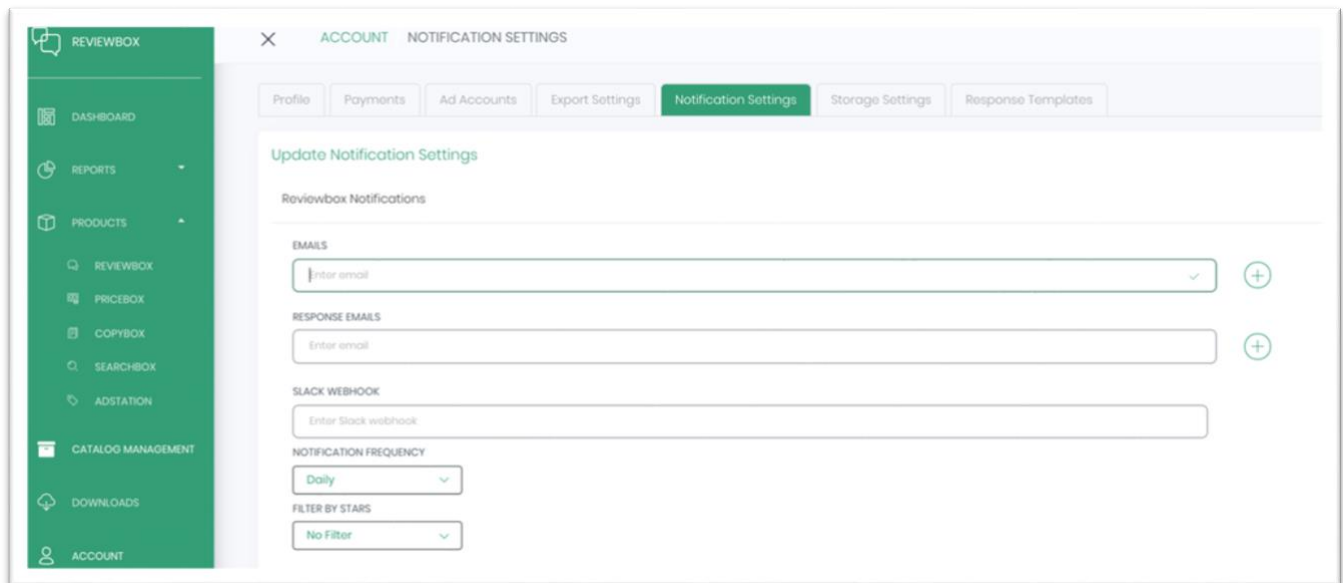
The Reviewbox interface also provides an easy way to view and respond to customer questions. Click on the **Questions** tab at the top of the page to see a list of all questions for your products. It is organized the same as the Reviews. If you click on the question text, you can see details about the question and leave a response on the retail site.

#	Source	ID	Name	Date	Question	Reply
1	amazon	B0001AB42W	PetSafe ScatMat	2020-5-26	I bought an extension	Leave a
2	amazon	B0001AB42W	PetSafe ScatMat	2020-5-26	Why do these stop	Leave a
3	amazon	B07L631H8Q	Authen Bark Collar	2020-5-26	How do i switch from	Leave a
4	amazon	B07L631H8Q	Authen Bark Collar	2020-5-26	How long is the	Leave a
5	amazon	B07L631H8Q	Authen Bark Collar	2020-5-26	Manufacturer	Leave a
6	amazon	B07L631H8Q	Authen Bark Collar	2020-5-26	Is this collar truly	Leave a
7	amazon	B07L631H8Q	Authen Bark Collar	2020-5-26	The bark collar is	Leave a
8	amazon	B07L61L3J9	TBI Pro Dog Training	2020-5-26	Does this one have	Leave a
9	amazon	B07TC6SJ4Z	YABER Portable	2020-5-26	Can you reverse the	Leave a
10	amazon	B07TC6SJ4Z	YABER Portable	2020-5-26	Do I need a "special"	Leave a
11	amazon	B07TC6SJ4Z	YABER Portable	2020-5-26	Does this projector	Leave a
12	amazon	B07WS7XFLG	YABER Native 1080P	2020-5-26	Does this have to be	Leave a
13	amazon	B00P000Y2	UGREEN USB Printer	2020-5-25	Is it compatible with	Leave a
14	amazon	B00Y2LANNW	UGREEN 6.35mm 1/4	2020-5-25	Is this a balanced	Leave a
15	amazon	B079DL32QY	Pet Fountain Cat	2020-5-25	Can I keep it on 24/7?	Leave a
16	amazon	B07CNZWD9G	DOG CARE Dog	2020-5-25	How do I get the	Leave a
17	amazon	B07DGZJX6B	Bark Collar for Dogs -	2020-5-25	The collar keeps	Leave a

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## 3.0 How to set up review notifications

Reviewbox offers automated alerts to let you know when you receive a review that requires attention. To set up notifications, go to the **Account** section on the green left-hand menu.



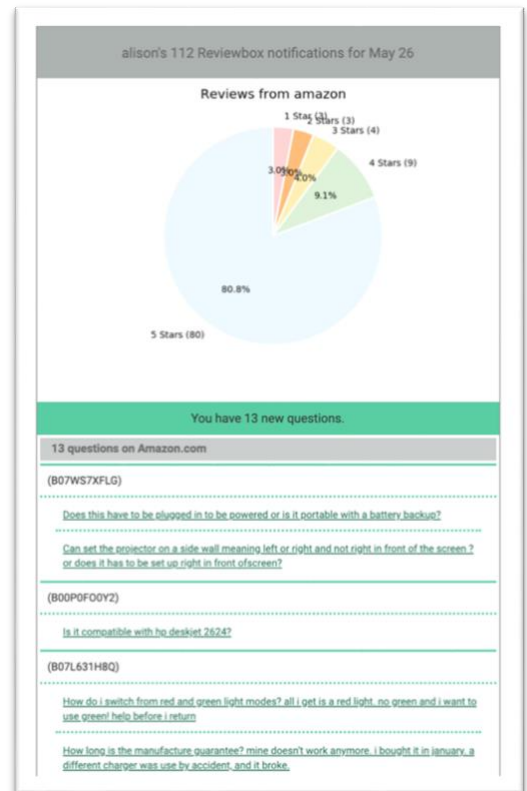
Choose the **Notification Settings** tab at the top of the page. From here, you can enter your email or a Slack channel to receive notifications. You may add multiple addresses using the + button. If you have enabled our response tracking feature, you can also enter emails to be alerted when someone has responded to one of your comments or answers.



The email notifications can be configured to be sent continuously (approximately every 8 hours), daily (early morning Eastern US time), or less frequently. One of the most useful features is the ability to filter by the star rating. If you only want to be alerted about negative reviews, choose the **'Fewer than 3 stars'** filter option. Be sure to scroll all the way down the page to save your notification settings.

Emails will look something like this, with a chart of the ratings at the top, followed by the questions and reviews that fit your filters.

To quickly respond to a question or review, just click on the review or question text within the email. There is no need to log in to the Reviewbox application.



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## 4.0 How to download your reviews

Reviewbox makes it easy to download your reviews to analyze later. From the **Reviewbox** page click on the **Select Download** button above the list of reviews. There are three options: Review & Question Details Export, All Reviews & Questions Details Export, and Current View.

### *Review & Question Details Export*

This export provides two csv files, separate files for the reviews and the questions, containing all the information about the reviews and questions within your specified date range. For more information about the specific data fields provided, please see our Data Dictionary.

### *All Reviews & Questions Details Export*

This export provides two csv files, separate files for the reviews and the questions. They are the same as the above export, but they include ALL reviews and questions ever posted for those products.

The two exports above are available from the **Downloads** page within the Reviewbox application. The latest seven exports are visible, and they will remain available for 30 days.

### *Current View*

This option allows you to download the information that is currently displayed in the page that you are viewing. For example, if you are viewing the Reviews page for a particular product, filtered to only the 1-star reviews within the past month, then the Current View would provide a csv file including only those reviews. This csv file is accessible immediately, without going to the Downloads page.

## 5.0 Set up a recurring review export

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You can also opt to receive a data export automatically each day, week, or month. Go to **Reports** on the left-hand green menu and select **+ Create**. Under Exports, choose either Review Details Export or Question Details Export.

On the next screen, enter the parameters of the data export you want to receive. Be sure to select either Daily, Weekly, or Monthly under **Recurring Export**. Then you can select the file type (CSV or Excel) that you want to receive and the email address(es) where it should be sent. *Note: the recipients of this data export do not need a Reviewbox account.* You can also have your data export pushed into a cloud storage area of your choice.