



Review & Rating Add-on

Realtyna Inc.

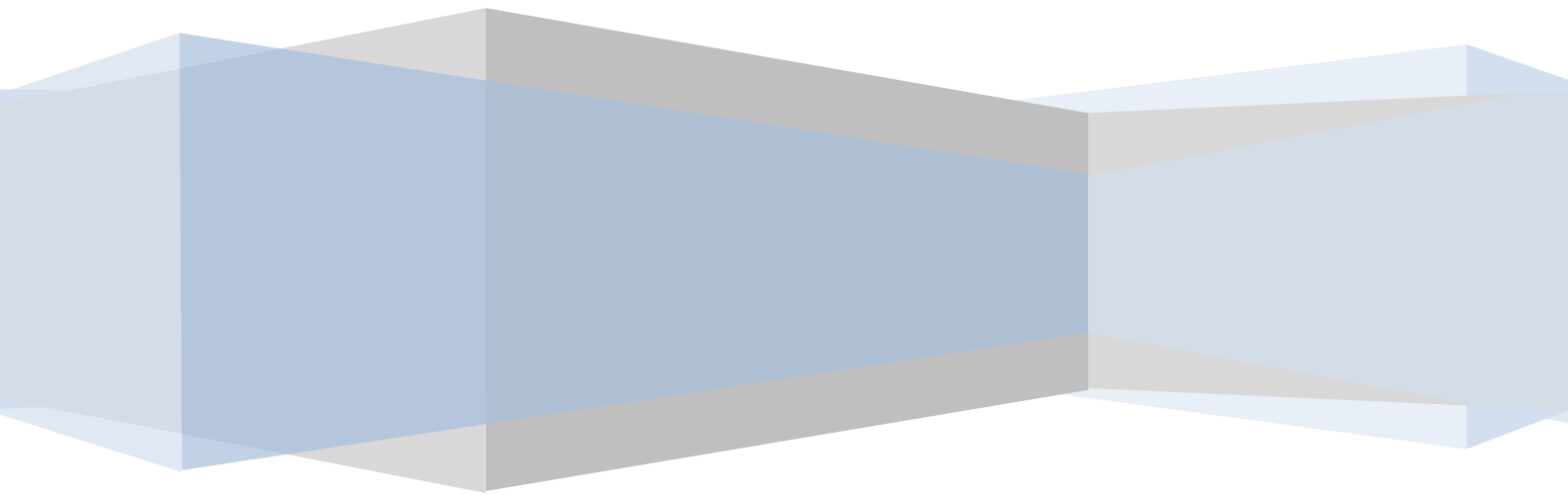


Table of Contents

Introductiona	3
Setup and Settings	4
Access Level	4
Nested Reply	5
Reviews Order	5
Bad Word Restrictions	5
Maximum Chars of a Review	5
Auto Publishing	5
Rating Types	6
Reviews Management.....	7
Module Options and Front-View	8
Front-View	8
Module Options	9
Layout & Class Suffix	9
Only Rating/Only Review	9
Listing Type Base Review	9
CSS Style	9
Star Colors.....	9

Introduction

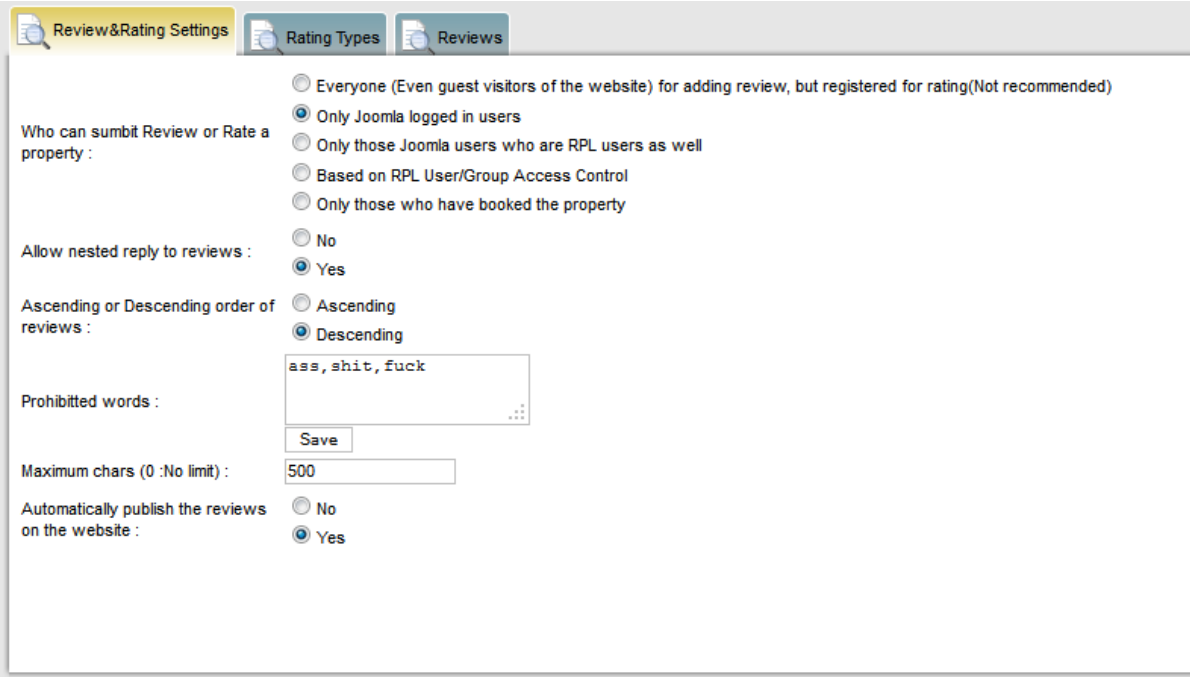
Community is a fast growing concept in the IT world. One of the main concepts all the communities offer is sharing ideas and commenting or rating different aspects of what they experienced. Nothing is more reliable than what user reviews say about properties. “Every peddler praises his need!”

Based on this need, Realtyna developed a specialized Rating & Review add-on for RPL to give the ability of having reviews as well as rating a property. Like RPL itself, it is developed in a way to meet most customer needs and can be customized based on different business needs. For instance – as it is explained later in details – one can add as many rating types as he needs and can easily manage them through the backend. For example, if ratings are needed for hotels, ratings such as room-service and breakfast can be added.

The commenting section also has the great capability of replying to replies (nested reply) and also words filtering, etc.

Setup and Settings

Like other RPL add-ons, you can simply install the package from Joomla. After installation a new tab in your backend of RPL will appear entitled “Review Add-on” and a new module is installed as well. From the tab in RPL backend you can change the basic settings of Reviews & Ratings, manage review type, read reviews written, and manage them.



Access Level

The first and most important setting is the access level for submitting reviews and doing the rating. The top choice it is the most unrestricted option and as the list goes down the solutions become more restricted

It worth mentioning that the first option allows all guest visitors of your website only to submit “text” reviews. The rating option is ignored as a user should be logged in to your website to be able to rate a property. This restriction comes from the fact that each person should only rate a property once and if we allow all not-logged users to vote this cannot be controlled.

The difference between the second and third option is the registration of a Joomla user in RPL. It is possible that your website has users (Joomla users) who are not registered in RPL.

The forth option is added to give the maximum capability for you to choose who can rate and submit reviews for properties. After installation of review add-on, a new access level is added to RPL in the user details named review. If you need to enable groups of users (or single users) to rate a property, you can simply allow/disallow them by this access. For more information about access levels study the main [RPL Manual](#).

The last item will only be shown if you have the booking add-on. It will allow you to only give the ability of rating to those who have already booked the property.

Nested Reply

You may have seen forums or question and answer services where one can reply to another reply. This feature is also available in the add-on and you can enable it by allowing nested reply to comments.

Reviews Order

You can choose whether to show the last submitted reviews on top or vice versa. Ascending means to have latest at the end.

Bad Word Restrictions

Like most review software, you can restrict bad words included in a review. RPL checks user comments before they are posted. If it contains any combination of the restricted words, it does not allow the user to post that review; it will ask him to correct them and use appropriate words. If you add a word like 'X' then no word containing 'X' can be added like 'yyX' or 'yyXyy' or 'Xyy'.

Maximum Chars of a Review

If you need to restrict users comments to a certain amount of characters, you can set it here also. While the user enters his comment, a dynamic word count will run and show the amount of characters left.

Auto Publishing

You can choose whether to publish reviews automatically or first check them yourself and then publish them. You can see and manage reviews submitted from the "Reviews" panel.

Rating Types

As mentioned in the introduction, you can add rating types based on your needs. The interface is very similar to other settings in RPL. You can add rating types, delete or disable them, and sort them.

Enab	Name	Keyword	Del	Move
✓	Communication	Keyword: COMMUNICATION		
✓	Location	Keyword: LOCATION		
✓	Value	Keyword: VALUE		
✓	Accuracy	Keyword: ACCURACY		
✓	Cleanliness	Keyword: CLEANLINESS		

Other than these rating types, an overall rating option is always shown for a property. It allows users to give their overall satisfaction rate for a property with their own criteria.

Reviews Management

ID	MLS_ID	USER	Review	Activate	Added time	PARENT
<input type="checkbox"/> 1	1000	admin (42) max@reatyna.com	This is a very excelent <script>alert('ggg');</script>		2012-09-18 03:02:26	0
<input type="checkbox"/> 5	1002	admin (42) max@reatyna.com	This property is amazing! I really liked it and it worth price		2012-09-20 10:22:05	0
<input type="checkbox"/> 6	1002	test (43) test@test.com	Liked too, but yet think it is a little overpriced!		2012-09-20 10:23:07	5

Filter: Go Reset Delete

Display # 20

In the reviews tab, all reviews submitted to the website are available. You can sort them based on your needs. For instance, you can sort them by their activate status to have the inactive on top and keep track of them. To active/deactive a comment, simply click on red circle/green check icons.

Pay attention as each review has a parent number. If you have enabled the nested reply feature some of the reviews may have non-zero parents. The parent number is the ID of the parent review.

You can browse the property that reviews have been submitted for by clicking on the hyperlink MLS number of it.

To deletereviews, simply check the checkbox near their IDs and the press the “delete” button on the top near the reset button.

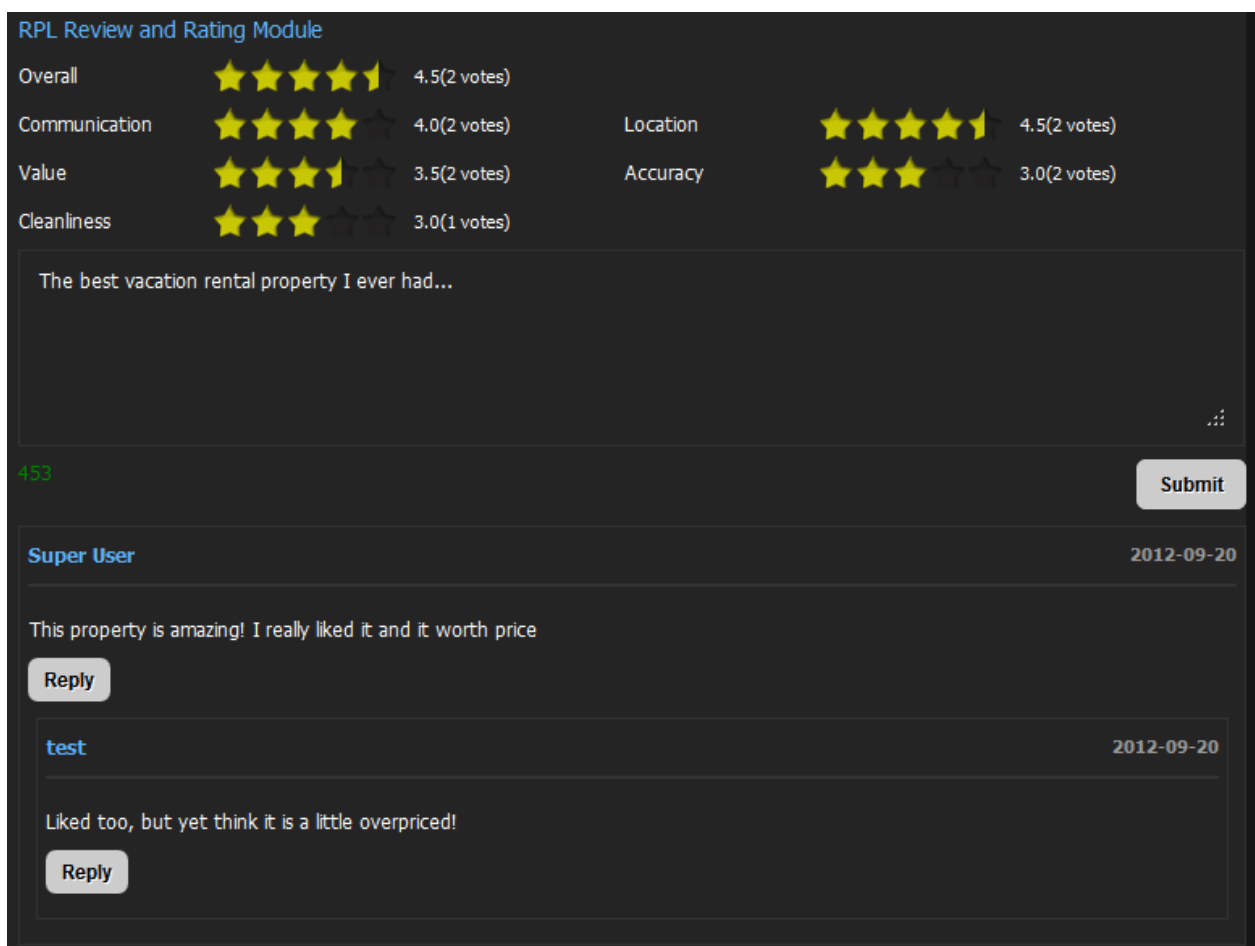
The filter and searching is possible for the “text” of the review. If you want to search for reviews having certain words or sentences just type them in filter text-box and press “Go”.

Module Options and Front-View

Front-View

To give the maximum customizability and to follow Joomla rules, the frontend interface is manifested through a module. After the review add-on installation, the review module is automatically created and it is assigned to the RPL_Pshow_left position which is the left position on propertyshow.

The following image shows the module in the frontend. The limit of characters is set to 500; you can see that 453 characters are left which is displayed in green. When the character limit is reached the number becomes negative (counting number of characters exceeded limit) and the color becomes red. Also in this image, the nested reply is allowed and for each review or review reply there is a reply button and when clicked a textbox is shown.



On the top you can see the rating types and rating amount users have made.

You can customize the design and feel of this by CSS overriding or layout overriding which your developer or designer should know about, or you can order a webmastering package to have them matched with your template or your own design. There are two general layouts of light and dark which are designed to be matched with most templates and you can configure them.

Module Options

In the Joomla backend there are several module options.

Layout & Class Suffix

As usual in RPL modules you can choose the layout of module and set module class suffix. Use of the class suffix is known to CSS & Joomla developers.

Only Rating/Only Review

In case you need to use only review or only rating there are both options available. Choose the one you would like to disable/display and set it to “No”.

Listing Type Base Review

You can restrict the display of the Rate & Review module to specific listing types. You can do this by setting “Show for Listing Types”. For instance, if you have both for sale and for rent properties on your website, you may only want them to be shown for rent properties.

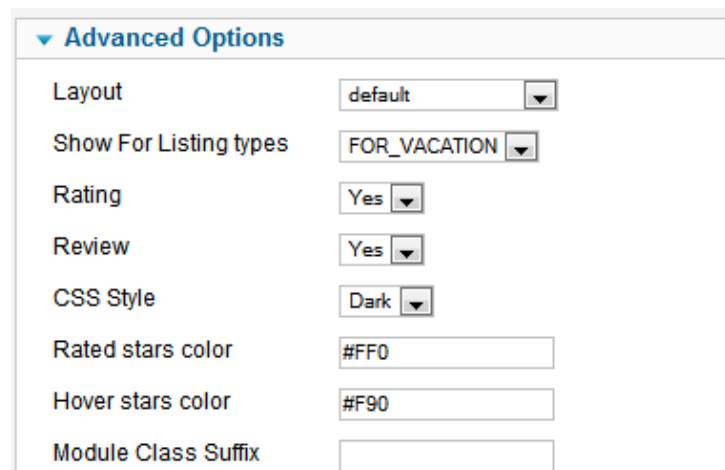
Important Remark: If you need the module to be shown for two or more listing types but not for the rest you can simply create multiple modules, one for each. For instance if you have three listing types of “For Sale”, “For Rent” and “For Vacation” and you need only rate and review for the last two; create two modules and in one set “For Rent” and the other set “For Vacation”.

CSS Style

As mentioned before, you can choose between two general designs for displaying the module in your website: dark and light. This can be achieved through this option.

Star Colors

Coloring of stars is a feasible option from CSS overriding, to give you an option over it without any knowledge of CSS, you are provided with two coloring options. You can enter the Hexadecimal code of the color prefixed with “#” for each case. The “Rated stars color” is the color of stars as is seen by default in the page. The next “Hover stars color” refers to the color change of stars when one wants to rate and he moves his mouse over the stars. When he does the color of the stars are changed up to the rating level he chooses.



The screenshot shows the 'Advanced Options' section of a Joomla! module configuration. It contains the following settings:

Advanced Options	
Layout	default
Show For Listing types	FOR_VACATION
Rating	Yes
Review	Yes
CSS Style	Dark
Rated stars color	#FF0
Hover stars color	#F90
Module Class Suffix	