Product Reviews & UGC Mod

User Guide · Odoo 18.0 & 19.0

Collect and moderate product reviews, Q&A; and photos with rich-result schema

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1. Overview

Product Reviews & UGC Moderation ==========

Add real, moderated customer reviews, questions & answers and photo uploads to your Odoo eCommerce site - with structured-data (schema.org) markup so the star ratings can show in search results.

Key features ---------- * Star reviews (1-5) with title, body and optional photo uploads, submitted from the product page by logged-in or guest shoppers. * Verified-purchase detection: reviews from customers who actually bought the product are flagged automatically by scanning confirmed sale orders. * Moderation queue with approve / reject / spam, a configurable auto-approve threshold, simple profanity screening and helpful/abuse vote counters. * Customer Q&A: shoppers ask questions on a product; staff or other customers answer; answers are moderated the same way. * Per-product aggregates: average rating and review count, recomputed on moderation, exposed on the product for sorting and display. * schema.org AggregateRating + Review JSON-LD generation for rich snippets. * A public controller exposing JSON endpoints to submit reviews/questions and to vote a review helpful, plus a moderation wizard for bulk actions.

Native Community Odoo has no solid review/UGC system; this is a complete, self-contained one.

2. Installation

Open Apps, click Update Apps List, search for “Product Reviews & UGC Mod” (technical name **gb_product_reviews_ugc_moderation**) and press Install. The module supports Odoo 18.0 and 19.0, Community and Enterprise.

3. Menus & Navigation

After install the following menus become available:

- Reviews & UGC
- Reviews
- Questions & Answers
- Analysis

4. Feature & Data-Model Reference

The app implements the following records and engines:

Model	Purpose
gb.product.review.report	Review Analysis
gb.product.review	Product Review
gb.product.question	Product Question
gb.review.moderation.wizard	Bulk Review Moderation

5. Typical Workflow

1. Open the app's Configuration menu and set up the master data / policies it needs.
2. Create the main operational record from its primary menu.
3. Use the action buttons on the form (e.g. Confirm / Compute / Post / Generate) to run the engine.
4. Review the results in the list, pivot and report views; export or post where applicable.

6. Support

Email **support@pokutsoft.com** or visit **https://pokutsoft.com**. Please include your Odoo version (18.0 / 19.0) and the module technical name.