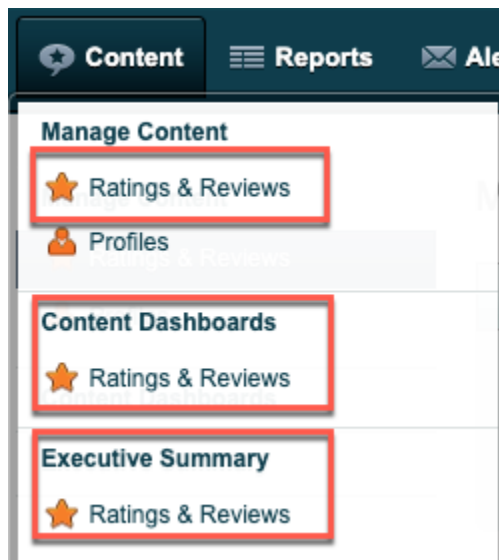


Ratings & Reviews Content Management Retirements FAQ

What is retiring?

On **October 4, 2023**, Bazaarvoice is removing access to the following Workbench tools and dashboards:

- Manage Content - Ratings and Reviews
- Content Dashboard - Ratings and Reviews
- Executive Summary - Ratings and Reviews



What is not included in this retirement?

The following will be included in future retirement projects after the replacement solutions are made accessible in Portal:

- **Analyst reports**
- **Alerts**
- **Migrate Content**
- **Manage Families**
- **Questions & Answers**
- **Remove Reviews**
- **Connections**

Why is Bazaarvoice retiring the Workbench Ratings & Reviews Content Management tools and dashboards?

We're continually innovating our UGC platform capabilities to serve our customers' needs and goals better. The new Portal experience will streamline workflows and enable you to access your data quickly and efficiently. Once all applications are migrated to Portal you'll access all your favorite tools, dashboards, and configurations in one place.

Access and Permissions

How will I get the right access and permissions in the new application?

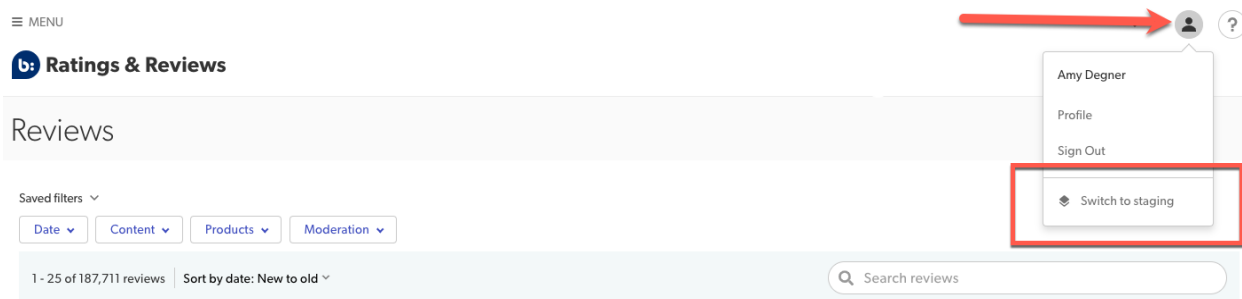
Bazaarvoice has bulk applied the solution and assigned the [same roles](#) that clients hold in Workbench. You will not need to do anything for your existing rights and permissions to be applied.

How do I access the application?

To access the new Ratings & Reviews application, sign in to the [Bazaarvoice Portal](#). Select **Ratings & Reviews** from the main menu.

How do I access the Client Staging environment for Ratings & Reviews?

Select your user profile in the upper-right corner of the screen then select **Switch to Staging**.



Exports and Reports

How can I download or export reviews?

Currently, you can schedule or download reviews directly from Portal by selecting **Portal Reports > Reports > New Report > Data Exports > Download Reviews**.

We are creating an export feature in-app and expect it to be released sometime in October.

Can I directly send Ratings & Reviews exports to anyone?

No, exports can only be sent to valid Bazaarvoice Portal users through the Reports App. However, you can download the export and send it to your stakeholders.

Product Functionality

For complete functionality details read our [Ratings & Reviews Manage Content Knowledge Base article](#).

Which languages is the application available in?

The application is currently available in English, French, and German.

Is there an export option for reviews?

Yes, you can export reviews by selecting **Reports > New Report > Data Exports**.

Can I search for reviews by keyword?

You can search by keyword, product ID, or review ID in the search bar.

Is there a function to pre-populate responses or response templates?

Not at this time, but we are exploring this capability as a future enhancement.

MODERATION

For a detailed description of moderation, please review our [Moderation Knowledge Base](#) article.

Can I approve or reject content?

Clients with the [Content Moderator](#) portal role can approve or reject content in the detail or list views.

Are rejection codes still available?

Yes, rejection codes work exactly as they do today.

Will my client codes or bespoke codes be moved into the new experience?

Yes, client codes and bespoke codes are available.

Are reviews visible on my site as soon as they are approved or rejected?

Reviews are visible on your site once they have been approved by moderation. If a review is rejected by Bazaarvoice or self-moderation, it will not display on your site.

SAVED VIEWS**Will my saved views from Workbench be moved over to the new experience?**

No, you need to rebuild your saved views in the R&R application.

Can I share saved views or filters with people on my team?

Yes, set your filter options, select save filters, and enter a unique filter name. If you check the **Share filter with all users**, anyone in your instance will be able to see the filter.

Can I save a filter for future use?

Yes, after you set your custom filters, you can name and save them.

FILTERS**What filters are available in the new experience?**

You can find the [full list of filters in our Knowledge Base](#).

Can I filter by attached content (videos or photos)?

Yes, you can filter by **attached** content by selecting **Content > Visual Content > Reviews with/without photos** or **Reviews with/without videos**

Can I filter multiple Review IDs separated by commas?

Yes, you can filter multiple review ID's separated by commas.

Can I filter reviews by category?

Yes, you can filter by category name or ID.

Can I filter by internal notes?

Not at this time.

Personally Identifiable Information (PII)

Why is Reviewer name not appearing?

Reviewer name is classified as PII and requires [PII permission](#) to view. If you believe you should be able to view PII data, contact your account administrator. They can assign the appropriate [role](#).

Why can't I see personalized badges in my Ratings & Reviews manage content solution?

Personalized badges will appear on your site. We display the badges [listed here](#) in the Ratings & Reviews manage content solution.

Who manages PII access?

Your account administrator can give you access to view PII data.

Partner Integrations

Will partner integrations (Salesforce or Khoros) be affected by the R&R workbench retirement?

No, partners will not be affected by the R&R Workbench retirement.

Alerts and Reporting

When will Analyst Reports and Alerts be available in Portal?

Analyst Reports and Alerts are not part of the Workbench Ratings & Reviews retirement. We are building the new experiences in Portal and will provide a comprehensive migration plan when ready to retire Analyst Reports and Alerts in Workbench.



Will event-triggered alerts continue to work after the Ratings & Reviews retirement?

Yes, event-triggered email links will direct you to the appropriate review in R&R Content Management in Portal. You will make changes to event-triggered alerts in Workbench.

Will recurring alerts continue to work after the Workbench Ratings & Reviews retirement?

Yes, recurring alert emails will include a list summary, but will not contain links to the products. However, you could copy and paste the product/category/brand information into Portal R&R Content Management to view the appropriate reviews. You will continue to manage or make changes to recurring alerts in Workbench. Additionally, you can find more information in Insights about your product summary data.