Bazaarvoice for SAP Hybris Extension Integration Guide

Version: 2.3

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Table of Contents

Introduction

Mapping a Hybris Environment to the Bazaarvoice Platform
- Multi-site Integrations

Requesting Bazaarvoice to Provision Hosted Services

Plugin update

Installation and Configuration
- Requirements
- Before You Begin
- Installing the Extension
- Configuring Your Installed Bazaarvoice Extension
  - Creating a New Bazaarvoice Configuration
  - Assigning the Bazaarvoice Configuration to your Hybris Website/Storefront
  - Configuring Localization
  - Creating the Product Feed Export CronJob
  - Passing Additional Product IDs to Bazaarvoice
    - Configurable UPC Data Source

Website/Storefront Modifications
- Product Details Page Integration
- Product Listing / Search Results Page Integration
- Implementing Bazaarvoice BV Pixel
- Implementing Bazaarvoice Submission container

Website/Storefront Modifications description
- Master / Page Custom Tag Changes
  - Master.tag File
  - Page.tag File
- Product Listing / Search Results Page Integration
  - 2) productListerItem.tag:
  - Removing Sort by “Top Rated” Feature
- Product Details Page Integration
    - Update productDetailsPanel.tag File
    - Update productReviewsTab.jsp File
- Implementing Bazaarvoice BV Pixel

Appendix A: Explanation of Configuration Settings
- Backoffice Control Panel Values

Local.Properties Configuration Settings
Locating your Locales Enabled within Your Bazaarvoice Instance
Locating your Deployment Zone Name
Locating your Cloud SEO Key

Version History

Introduction

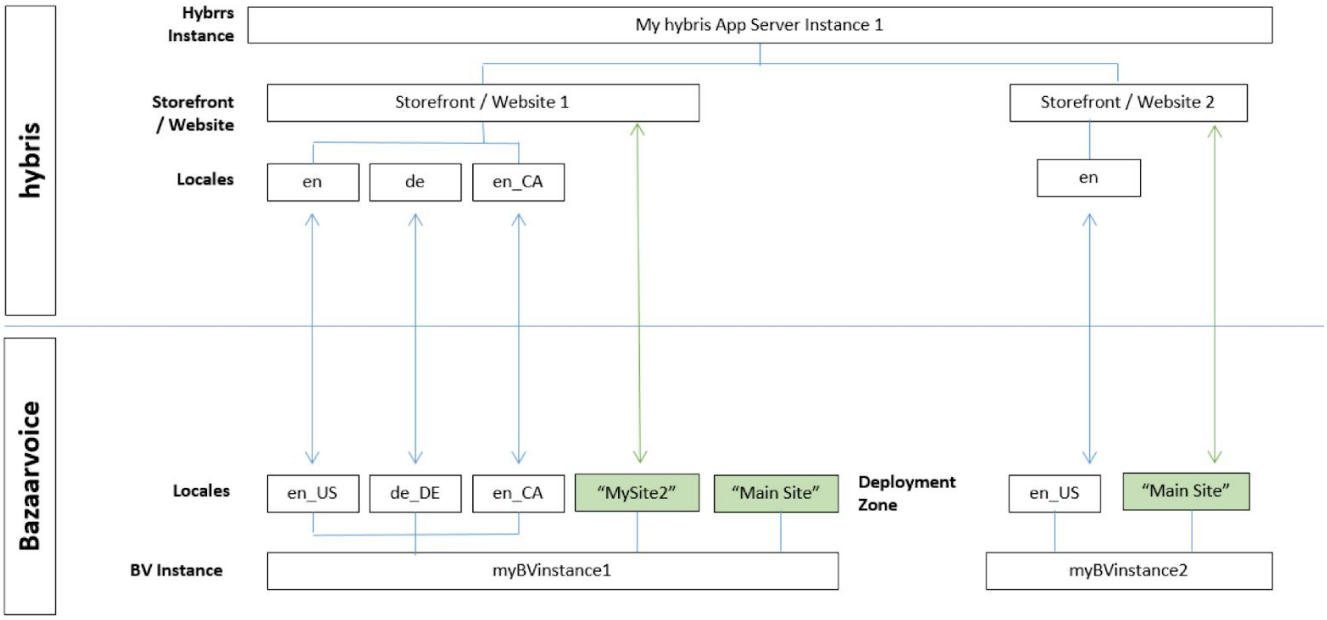
Bazaarvoice maintains a pre-built integration into the Hybris platform. This pre-built integration is delivered in the form of a Hybris extension.

The extension is supplied “as-is” and is intended to function as a starter kit for clients to implement Bazaarvoice. It includes support for commonly required integration points, but does not include pre-built functionality for the exhaustive list of Bazaarvoice features. This extension may need to be customized by the client in order to implement functionality not included in the extension.

Mapping a Hybris Environment to the Bazaarvoice Platform

The Bazaarvoice for Hybris extension is architected in the following way:

- Each Hybris Storefront/Website requires a separate Bazaarvoice instance with which to integration
- Each Bazaarvoice Instance can support n Locales and n Deployment Zones
- Locales within a given Hybris Storefront/Website can be mapped to a Locale within a particular Bazaarvoice instance
- Bazaarvoice supports only [language]_[country] locale values (e.g. en_US, fr_FR, etc.). Hybris supports both [language] (e.g. de) as well as [language]_[country] locale values (e.g. en_US, fr_FR, etc.). You can map a language-only Hybris Locale to a language-country combination for Bazaarvoice (e.g. de maps to de_DE).
- Each Hybris Storefront/Website can be mapped to a Deployment Zone within a particular Bazaarvoice instance (Note: a Deployment Zone is a mechanism to create and manage alternate displays within a given Bazaarvoice instance independent of locale configurations).
  The following diagram illustrates this concept:



Multi-site Integrations

If a Hybris client wants to integrate Bazaarvoice into multiple Hybris Sites within a single Hybris app server environment, the following considerations should be made:

- There must exist a separate Bazaarvoice instance for each Hybris Storefront/Website.
- The Backoffice control panel must be configured separately for each Hybris Storefront/Website.
- The Bazaarvoice configuration must be attached to each desired Hybris Storefront/Website.
- The product feed CronJob must be configured for each desired Hybris Storefront/Website.
- Code modifications must be made to each desired Hybris Storefront/Website

Requesting Bazaarvoice to Provision Hosted Services

Use of the Bazaarvoice for Hybris Extension by itself does not grant nor enable use of the Bazaarvoice offerings (e.g. Ratings & Reviews, etc.). Bazaarvoice must separately enable the hosted Bazaarvoice SAAS services for the offerings to available on the Hybris platform. This may require a separate agreement with Bazaarvoice.

Complete the following steps:

1. Contact a Bazaarvoice representative with the following information (for each Hybris Storefront/Website) to provision Bazaarvoice hosted services:
    a. Number of Bazaarvoice instances required
    b. Suggested Client/Brand Name (for each instance)
    c. Domain (for each instance)
    d. Locale(s) required (for each instance)
2. Request login credentials (Client Name, SFTP username and SFTP password) for each BV instance.

Purchasing Access to the Bazaarvoice Platform

You must have a contract with Bazaarvoice for access to the BV platform. Contact partner-support@bazaarvoice.com to establish a contract with Bazaarvoice.

Plugin update

In case you have installed Bazaarvoice extension 1.x version

Before updating Hybris version, also before deleting old Bazaarvoice extension version from your custom folder and substitute it by new, you need to take care about your own Bazaarvoice customizations if you have such. Find them, copy to safe place and apply again after updating.

Updating the plugin will not remove your previous hmc configuration settings, also all previous hmc configuration will appear in the Backoffice, so you do not need to reconfigure those settings (you can skip the following paragraph: “Configuring Your Installed Bazaarvoice Extension”). All other below paragraphs are worth of your attention.

In case you need to pull bug fixes

You need to substitute existing Bazaarvoice extension with new one which contains fixes, before that you need to take care about your own Bazaarvoice customizations if you have such. Find them, copy to safe place and apply again after substitution.

Installation and Configuration

This document highlights how you must install and configure the Bazaarvoice extension for Hybris.

Requirements

The following section details the requirements for the extension.

- Hybris System Requirements
    - Hybris version 6.6 or 6.7
    - Storefront accelerator - you must have a storefront installed, the extension has been tested on the Hybris B2C accelerator
- Bazaarvoice Requirements
    - Bazaarvoice Conversations

Before You Begin

The Bazaarvoice for Hybris extension assumes you are using the B2C accelerator. If you are updating a non-accelerator storefront, please look at the **/bazaarvoice/resources/impex/essentialdata_bazaarvoice.impex** file to see how to build the configurations for your specific storefront environment.

Installing the Extension

The Bazaarvoice extension requires a working installation of Hybris. If you do not have a working installation of Hybris, please install Hybris per the instructions provided on the Hybris wiki.

1. Download and unpack the Bazaarvoice extension package.
2. Copy the custom folder content within the Bazaarvoice extension download into the custom folder of your ${HYBRIS_BIN} directory. If you do not have a custom folder in your **${HYBRIS_BIN}** directory, create one, or leverage your preferred naming convention for Hybris extensions.
3. Update the **${HYBRIS_CONFIG}\localextensions.xml** for your installed Hybris instance, and add the Bazaarvoice extension as an extension following the standard:

```
<extension name="bazaarvoice" />
```

4. If you do not have any customized backoffice extension in your project, add the bvbackoffice extension to **${HYBRIS_CONFIG}\localextensions.xml** as an extension following the standard:

```
<extension name="bvbackoffice" />
```

5. If you already have your own customized backoffice extension, follow next instructions:

- Copy configuration from file:

/custom/bvbackoffice/resources/bvbackoffice-backoffice-config.xml and add it to your backoffice configuration file:
/custom/{your-backoffice-extension}/resources/{your-backoffice-extension-name}-backoffice-config.xml

- Copy all properties from:
  /custom/bvbackoffice/resources/bvbackoffice-backoffice-labels/labels.properties to the same file in your backoffice extension:
  /custom/{your-backoffice-extension}/resources/{your-backoffice-extension-name}-backoffice-labels/labels.properties

6. Modify your **extensioninfo.xml** file within your storefront extension to include the Bazaarvoice add on as shown in the code snippet below. If you are using the accelerator as a template, the storefront extension is located at **${HYBRIS_BIN}/ext-template/yacceleratorstorefront.**

```
<requires-extension name="bazaarvoice" />
```

7. Modify your **local.properties** file to define additional configuration settings used for the Product Catalog Feed CronJob. See Appendix A for an explanation of each configuration option.

```
# Bazaarvoice settings
ftpServerDirectory=/import-inbox
ftpServerPort=
xmlBaseFileName=productfeed

#add the following two properties if you want to save product feed files
in project directory
localXmlOutputDirectory=/xmlFolder
localXmlArchiveDirectory=/archiveFolder

#add the following two properties if you want to save product feed files
to some specific directory
specificXmlOutputDirectory=/path/to/dir/xmlFolder
specificXmlArchiveDirectory=/path/to/dir/archiveFolder
```

8. After configuring your Storefront/Website, you will need to build your Hybris system using the **ant all** command.

9. After the build has completed, you will need to start up your Hybris server, and then execute an **update** selecting Bazaarvoice and Bvbackoffice extension from the list of projects.

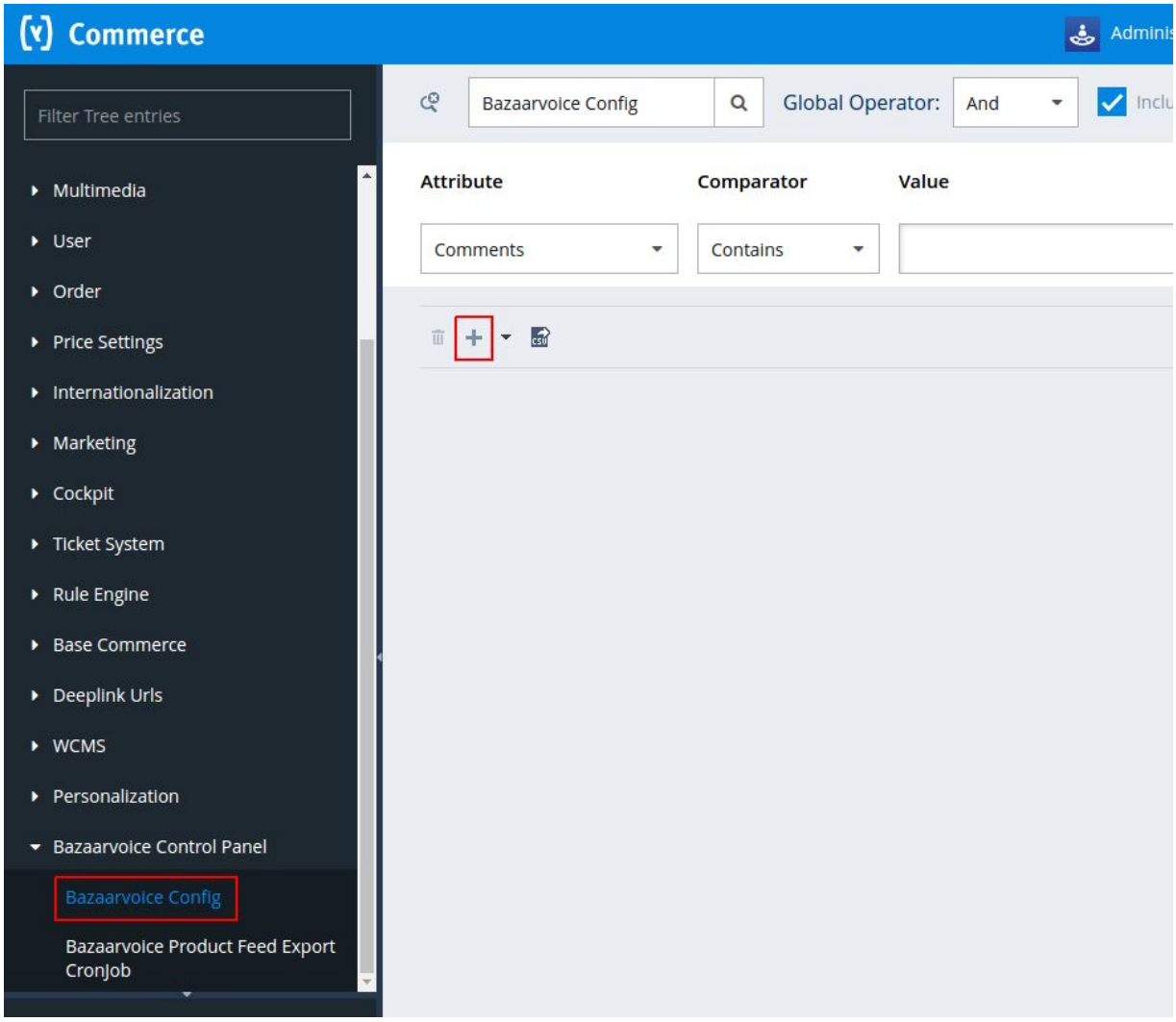
Configuring Your Installed Bazaarvoice Extension

Creating a New Bazaarvoice Configuration

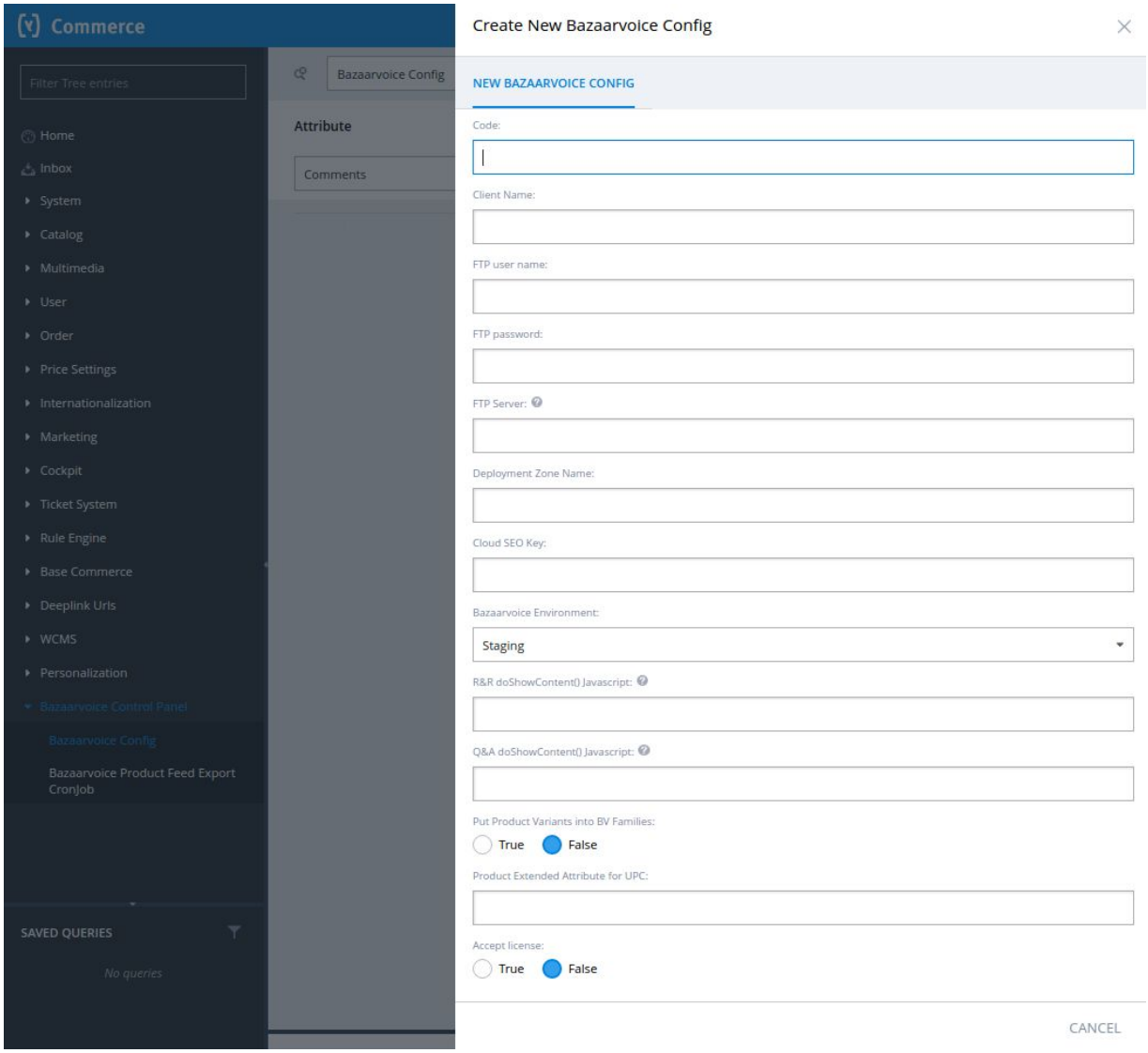
Configuration is required to configure export of products from within a Hybris catalog to the Bazaarvoice SFTP servers. The configurations within the Backoffice holds the data required to connect to the Bazaarvoice SFTP server like the username, password, server location, etc.

1. Login to the **Backoffice** of the Hybris instance with the Bazaarvoice extension installed.

2. Find **Bazaarvoice Control Panel** > **Bazaarvoice Config** > Press "**+**" button



3. Complete the form with the information provided by Bazaarvoice for your specification BV configuration (see **Appendix A** for specific instructions).



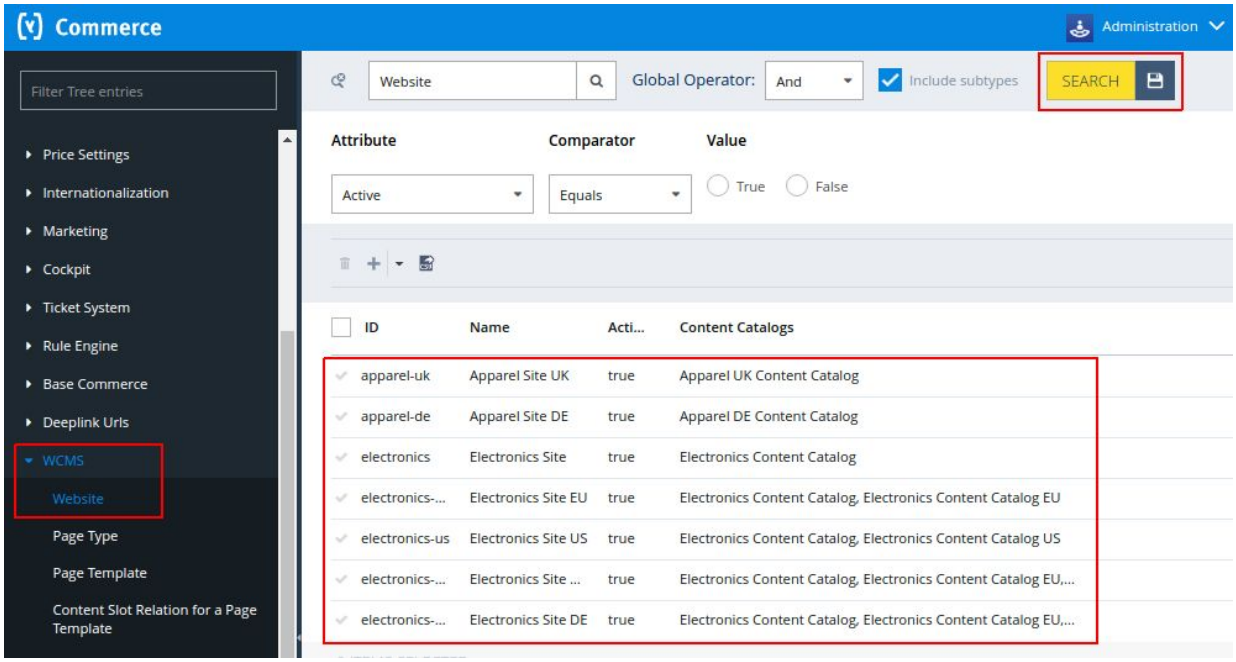
4. Check the **Accept License** option.
5. Upon completing the form, please click **DONE** to save the new configuration into the Hybris system. "**DONE"** button appears only after completing form with all required fields. Required field list: **Code, Client Name, FTP user name, FTP password, FTP Server, Deployment Zone Name, Cloud SEO Key, Bazaarvoice Environment**

Assigning the Bazaarvoice Configuration to your Hybris Website/Storefront

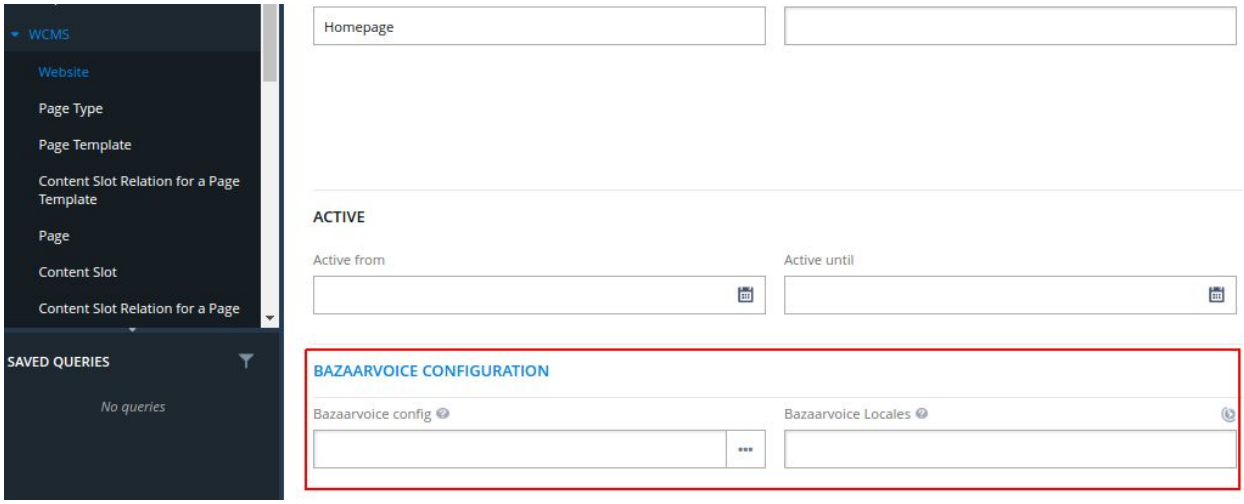
Complete the following steps to assign the Bazaarvoice configuration to your Hybris website/storefront.

1. Stay logged into **Backoffice**.
2. Click **WCMS** > **Website** (in the left navigation menu).

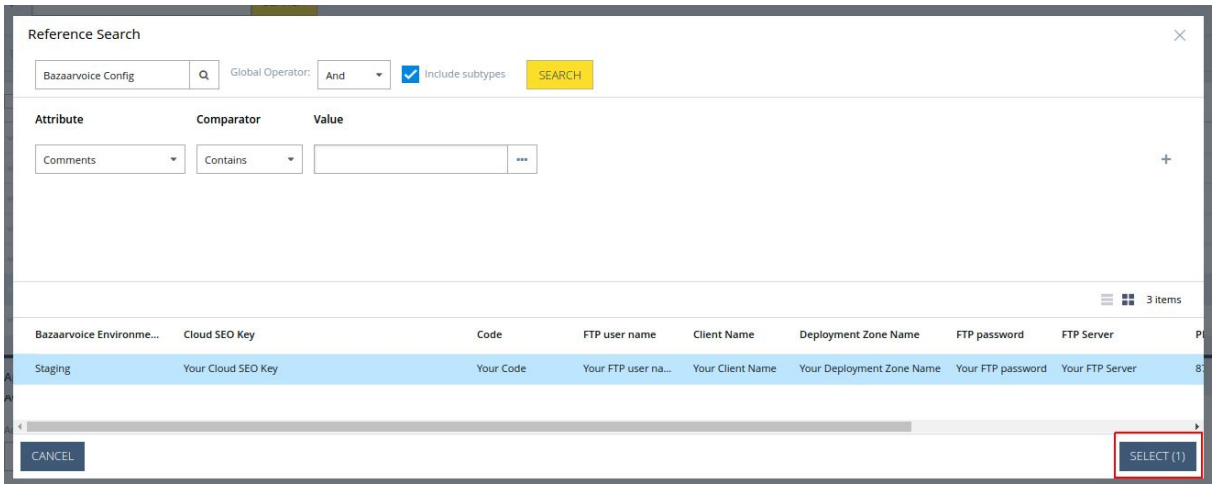
3. From the **Website** section, search for the name of the website that you want to assign to Bazaarvoice.



4. Select the desired Website to open up the Website configuration screen.
5. Click the **Properties** tab for your selected website, and navigate down to the bottom of the page to find the section entitled **Bazaarvoice Configuration**.



6. Click on the Bazaarvoice Config "**...**" button to open up the Backoffice's search interface to find the Bazaarvoice Config object you just created.

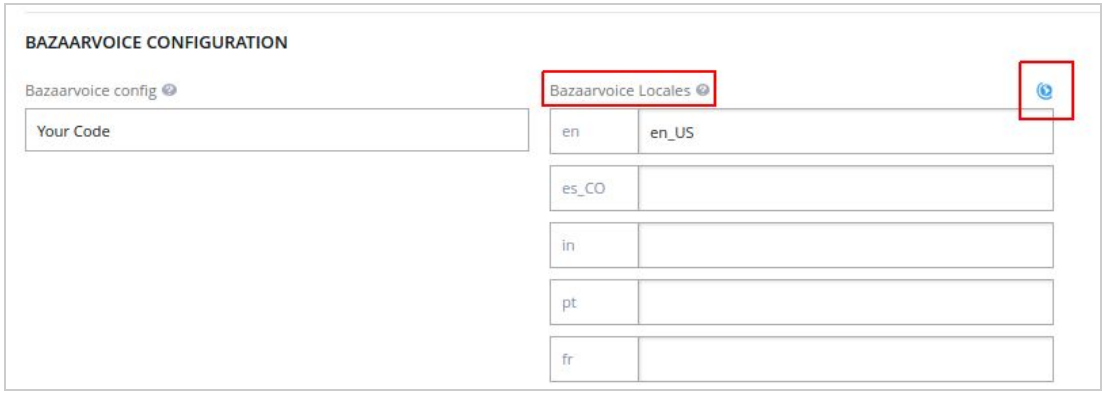


7. Select the object, and the Backoffice will attach it to the web site. After selecting a Bazaarvoice configuration object, click **SELECT**.

Configuring Localization

The Bazaarvoice for Hybris extension is built to support multi-locale implementations. Within Hybris, each Hybris Website/Storefront can be configured to support multiple locales. You must have this list of locales explicitly enabled within the corresponding Bazaarvoice instance.

1. Log into the **Backoffice**.
2. Click **WCMS** > **Website**
3. Select the desired **Website**, and click the **Properties** tab.
4. (Scroll to the bottom) Under the **Bazaarvoice Configuration** section, for each Hybris language/locale enabled, enter the desired Bazaarvoice locale. These should be [language]_[country] combination locales (e.g. en_US, fr_CA, de_DE, etc.).



IMPORTANT: Provide this list of locales to your Bazaarvoice representative so they can be enabled in the Bazaarvoice platform. See Appendix A for how to determine the locales currently enabled in the Bazaarvoice platform.

Creating the Product Feed Export CronJob

The Bazaarvoice for Hybris extension creates a new section within the Backoffice specifically for the product catalog feed required by Bazaarvoice.

1. Login to the **Backoffice**.
2. Click **Bazaarvoice Control Panel** > **Bazaarvoice Product Feed Export CronJob**.
3. Click "**+**" button (at top).
4. Fill fields according to the following:
   Code: (call it anything)
   Job definition: select **bazaarvoiceProductFeedExporter** from pull-down list

   Set the **hybris Website/Storefront** variable to be the desired Hybris Website/Storefront as the data source of the product feed.

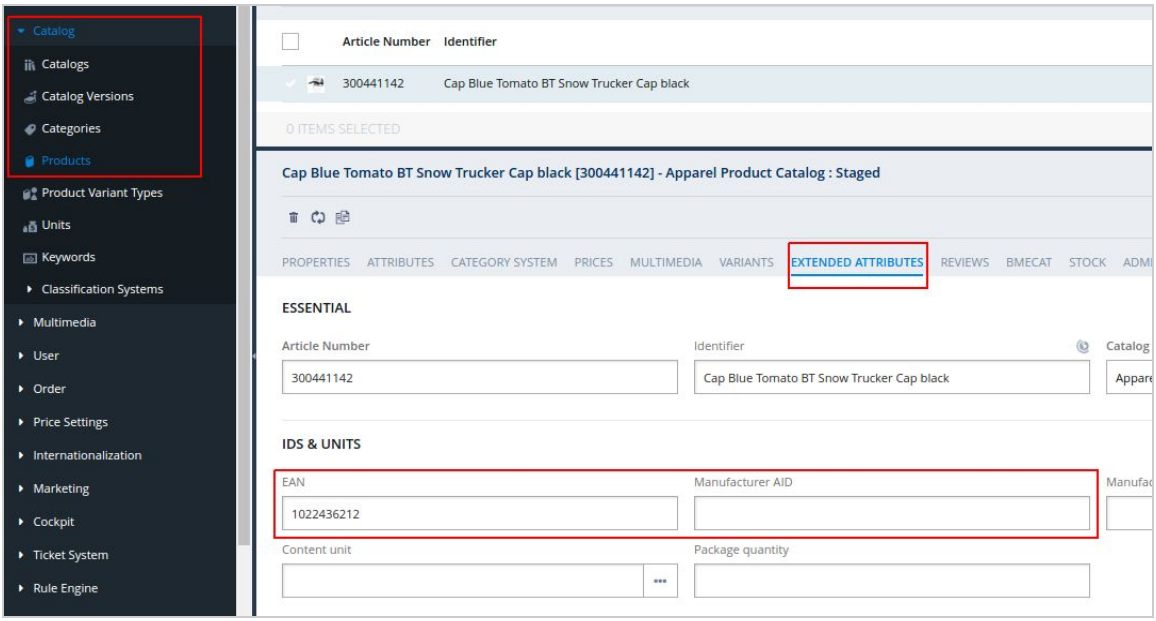
   Leave all other fields with their default values.
5. Click **DONE**.

	Recommended Time for Product Feed Exports While you can schedule your CronJob to run at any time you desire, it is recommended to have the Product Feed export run and be completed before Midnight (12:00AM) in your local region. This is when Bazaarvoice begins to process the feeds uploaded to them during that day. Contact your Bazaarvoice representative for the recommended time based on your location.

Passing Additional Product IDs to Bazaarvoice

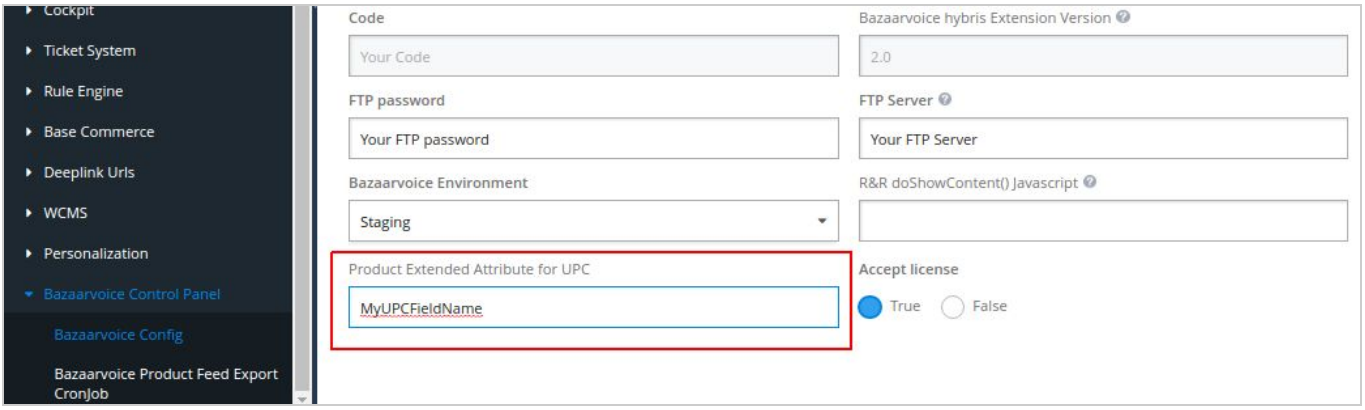
The Bazaarvoice for Hybris extension supports providing additional product IDs to Bazaarvoice (e.g EAN, Manufacturer Part Number, UPC, etc.), which can assist with enabling participation in the Bazaarvoice Network.

Hybris Source Data Field	Bazaarvoice Product Feed XML Export
EAN	EAN
Manufacturer AID	Manufacturer Part Number
(configurable)	UPC



Configurable UPC Data Source

The Hybris platform does not have a default standard field for UPC data values. A Hybris customer must insert UPC data into a custom field. The Bazaarvoice for Hybris extension can be configured to source UPC data from this custom field and insert that data into the Bazaarvoice product feed XML export as UPC. Enter the custom field name in the Bazaarvoice Config Backoffice panel “Product Extended Attribute for UPC” setting. This setting is not case sensitive.


Cockpit
Ticket System
Rule Engine
Base Commerce
Deeplink Urls
WCMS
Personalization
Bazaarvoice Control Panel
Bazaarvoice Config
Bazaarvoice Product Feed Export CronJob
Code
Your Code
Bazaarvoice hybris Extension Version
2.0
FTP password
Your FTP password
FTP Server
Your FTP Server
Bazaarvoice Environment
Staging
R&R doShowContent() Javascript
Product Extended Attribute for UPC
MyUPCFieldName
Accept license
True
False

Website/Storefront Modifications

This document is built with the assumption that the Website/Storefront being modified is the Hybris B2C accelerator storefront.

Bazaarvoice extension v2.1 does not require direct accelerator storefront modifications. Instead of this all storefront modifications have already implemented in Bazaarvoice add-on. To apply this modifications you need to execute impex scripts which located at the following folder: **bazaarvoice/resources/impex**. Before executing this impexes, please pay attention on comments which describe all of them. You may need to change some of them according to your needs. Do not forget to change catalog name according to your catalog. After executing this impexes for STAGED catalog version, do not forget to execute them for ONLINE.

Product Details Page Integration

To include Bazaarvoice capabilities on your product details pages you need to execute the following impex:
1_bazaarvoice_pdp_STAGED.impex

Product Listing / Search Results Page Integration

To include Bazaarvoice capabilities on your product listing and search result pages you need to execute the following impex files:
2_bazaarvoice_plp_STAGED.impex
3_bazaarvoice_searchresultpage_STAGED.impex

Implementing Bazaarvoice BV Pixel

To include Bazaarvoice Pixel capabilities on your checkout confirmation page you need to execute the following impex:
4_bazaarvoice_checkoutconfirmation_STAGED.impex

Implementing Bazaarvoice Submission container

To create BV Submission container page you need to execute the following impex:
5_bazaarvoice_submissioncontainer_STAGED.impex

Submission container page adds by the following url: [YourBaseSitePath]/bv/submissioncontainer

Website/Storefront Modifications description

Information below describe bv tags and modifications which have applied to Accelerator storefront from Bazaarvoice add-on.

Bazaarvoice tags description

Bazaarvoice tags enable bv functionality within storefront. Table below describes each of Bazaarvoice tag

Tag Name	Description
productPageReviewDetailsTab.tag	Includes the Bazaarvoice Ratings & Reviews detail tab onto a page
productReviewSummary.tag	Inserts the Bazaarvoice Summary content
productPageQuestionAndAnswerTab.tag	Includes the Bazaarvoice Question & Answer detail tab onto a page
cloudSeoInclude.tag	Enables BV Cloud SEO functionality onto PDP*
inlineRatings.tag	This tag allows you to include the BV Inline Ratings onto a page
trackTransactionPageView.tag	Enables BV Pixel functionality onto a page

If you have another pages which need bv functionality, you can include the Bazaarvoice code in each of the views by just placing the custom tag where you would like to see Bazaarvoice content
If you want to use bazaarvoice with your own storefront you can copy this tags to your storefront and plug them to your pages (see information below how to do that)

All this tags located in the following package:
bazaarvoice/acceleratoraddon/web/webroot/WEB-INF/tags/responsive/bazaarvoice

You can easily find where and how this tags is using. Also all storefront modifications sign by comments for easy search:

<%--BAZAARVOICE_MODIFICATION_START--%>
<%--BAZAARVOICE_MODIFICATION_END--%>

Information below describe what modifications have applied from Bazaarvoice add-on to Accelerator storefront. This info can be useful while your own storefront modifications.

Master / Page Custom Tag Changes

The Bazaarvoice add-on works best when changes are made to the master.tag and page.tag custom tags provided by the Hybris accelerator. Making changes to these pages allows the Bazaarvoice JavaScript code to reside within the <head> … </head> section of the compiled page.

Updated files

- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/tags/responsive/template/master.tag
- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/tags/responsive/template/page.tag

Master.tag File

The master.tag file updated to include the Bazaarvoice JavaScript needed by the various elements throughout the pages. The changes for this file are in the listing below:

```
<%@ tag body-content="scriptless" trimDirectiveWhitespaces="true" %>
<%@ attribute name="pageTitle" required="false" rtexprvalue="true" %>
<%@ attribute name="metaDescription" required="false" %>
<%@ attribute name="metaKeywords" required="false" %>
<%@ attribute name="pageCss" required="false" fragment="true" %>
<%@ attribute name="pageScripts" required="false" fragment="true" %>

<%@ taglib prefix="template" tagdir="/WEB-INF/tags/responsive/template" %>
<%@ taglib prefix="analytics" tagdir="/WEB-INF/tags/shared/analytics" %>
<%@ taglib prefix="addonScripts" tagdir="/WEB-INF/tags/responsive/common/header" %>
<%@ taglib prefix="generatedVariables" tagdir="/WEB-INF/tags/shared/variables" %>
<%@ taglib prefix="debug" tagdir="/WEB-INF/tags/shared/debug" %>
<%@ taglib prefix="spring" uri="http://www.springframework.org/tags" %>
<%@ taglib prefix="htmlmeta" uri="http://hybris.com/tld/htmlmeta"%>
<%@ taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core"%>
<%@ taglib prefix="fn" uri="http://java.sun.com/jsp/jstl/functions"%>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ attribute name="showBV" required="false" %>
<%@ taglib prefix="bvJavascript"
tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/template"%>
<%--BAZAARVOICE_MODIFICATION_END--%>
```

```
<spring:htmlEscape defaultHtmlEscape="true" />

<!DOCTYPE html>
<html lang="${fn:escapeXml(currentLanguage.isocode)}">
<head>
  <title>
     ${not empty pageTitle ? pageTitle : not empty cmsPage.title ?
fn:escapeXml(cmsPage.title) : 'Accelerator Title'}
  </title>
  <%--BAZAARVOICE_MODIFICATION_START--%>
  <c:if test="${showBV == 'true'}">
     <bvJavascript:bazaarvoiceHeaderJavascript />
  </c:if>
  <%--BAZAARVOICE_MODIFICATION_END--%>
```

Note: Only the lines in color have added. The lines in black are native.

Page.tag File

The page.tag file updated to include the Bazaarvoice JavaScript needed by the various elements throughout the pages. The changes for this file are in the listing below:

```
<%@ taglib prefix="common" tagdir="/WEB-INF/tags/responsive/common"%>
<%@ taglib prefix="cart" tagdir="/WEB-INF/tags/responsive/cart" %>
<%@ taglib prefix="fn" uri="http://java.sun.com/jsp/jstl/functions"%>

<spring:htmlEscape defaultHtmlEscape="true" />

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ taglib prefix="template" tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/template"%>
<%@ attribute name="showBV" required="false" %>
<%--<template:master pageTitle="${pageTitle}">--%>
<%--BAZAARVOICE_MODIFICATION_END after the next line--%>
<template:master pageTitle="${pageTitle}" showBV="${showBV}">

 <jsp:attribute name="pageCss">
   <jsp:invoke fragment="pageCss" />
 </jsp:attribute>
```

These pages create an attribute that can now be added into any template called “showBV”. This attribute allows the developer to choose what pages include the Bazaarvoice JavaScript by adding in the attribute showBV and setting it to true within the template:page tag within the accelerator. The code listing below shows an example:

```
<template:page pageTitle="${pageTitle}" showBV="true">
```

Product Listing / Search Results Page Integration

To include Bazaarvoice capabilities on product listing, and search results page, first page templates have modified to state they are going to leverage Bazaarvoice. This is done by adding in the showBV attribute to the page code as detailed in the previous section. The following pages updated to include Bazaarvoice:

- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/views/responsive/pages/category/productListPage.jsp
- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/views/responsive/pages/category/productGridPage.jsp

The code below shows this update:

```
<%--BAZAARVOICE_MODIFICATION_START--%>
<%--<%@ taglib prefix="template" tagdir="/WEB-INF/tags/responsive/template" %>--%>
<%@ taglib prefix="template"
tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/template" %>
<%--BAZAARVOICE_MODIFICATION_END--%>

<%@ taglib prefix="nav" tagdir="/WEB-INF/tags/responsive/nav" %>
<%@ taglib prefix="cms" uri="http://hybris.com/tld/cmstags" %>
<%@ taglib prefix="common" tagdir="/WEB-INF/tags/responsive/common" %>
<%@ taglib prefix="storepickup" tagdir="/WEB-INF/tags/responsive/storepickup" %>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%--<template:page pageTitle="${pageTitle}">--%>
<template:page pageTitle="${pageTitle}" showBV="true">
  <%--BAZAARVOICE_MODIFICATION_END--%>

  <div class="row">
```

To place Bazaarvoice on Product Listing Pages, the following files have updated to include the Bazaarvoice components.

Updated files:

- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/tags/responsive/product/productListerGridItem.tag
- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/tags/responsive/product/productListerItem.tag

The following code block shows how the hybris provided inline ratings replaced with the Bazaarvoice inline ratings within each of the tag files:

1) productListerGridItem.tag:

```
<%@ tag body-content="empty" trimDirectiveWhitespaces="true" %>
<%@ attribute name="product" required="true"
type="de.hybris.platform.commercefacades.product.data.ProductData" %>
<%@ taglib prefix="product" tagdir="/WEB-INF/tags/responsive/product" %>
<%@ taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ taglib prefix="spring" uri="http://www.springframework.org/tags" %>
<%@ taglib prefix="action" tagdir="/WEB-INF/tags/responsive/action" %>
<%@ taglib prefix="ycommerce" uri="http://hybris.com/tld/ycommercetags" %>
<%@ taglib prefix="fn" uri="http://java.sun.com/jsp/jstl/functions" %>

<spring:htmlEscape defaultHtmlEscape="true" />

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ taglib prefix="bazaarvoiceAction"
tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/action" %>
<%@ taglib prefix="bazaarvoice"
tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/bazaarvoice"%>
<%--BAZAARVOICE_MODIFICATION_END--%>

<spring:theme code="text.addToCart" var="addToCartText"/>
<c:url value="${product.url}" var="productUrl"/>
<c:set value="${not empty product.potentialPromotions}" var="hasPromotion"/>
<div class="product-item">
  <%--BAZAARVOICE_MODIFICATION_START--%>
  <bazaarvoice:inlineRatings product="${product}"/>
     <%--BAZAARVOICE_MODIFICATION_END--%>

  <ycommerce:testId code="product_wholeProduct">

...

      <c:set var="product" value="${product}" scope="request"/>
     <c:set var="addToCartText" value="${addToCartText}" scope="request"/>
     <c:set var="addToCartUrl" value="${addToCartUrl}" scope="request"/>
     <c:set var="isGrid" value="true" scope="request"/>
     <div class="addtocart">
        <div class="actions-container-for-${fn:escapeXml(component.uid)} <c:if
test="${ycommerce:checkIfPickupEnabledForStore() and product.availableForPickup}">
pickup-in-store-available</c:if>">
              <%--BAZAARVOICE_MODIFICATION_START--%>
            <bazaarvoiceAction:bazaarVoiceProductGridtemActions element="div"
parentComponent="${component}"/>
                    <%--BAZAARVOICE_MODIFICATION_END--%>
        </div>
     </div>
```

```
  </ycommerce:testId>
</div>
```

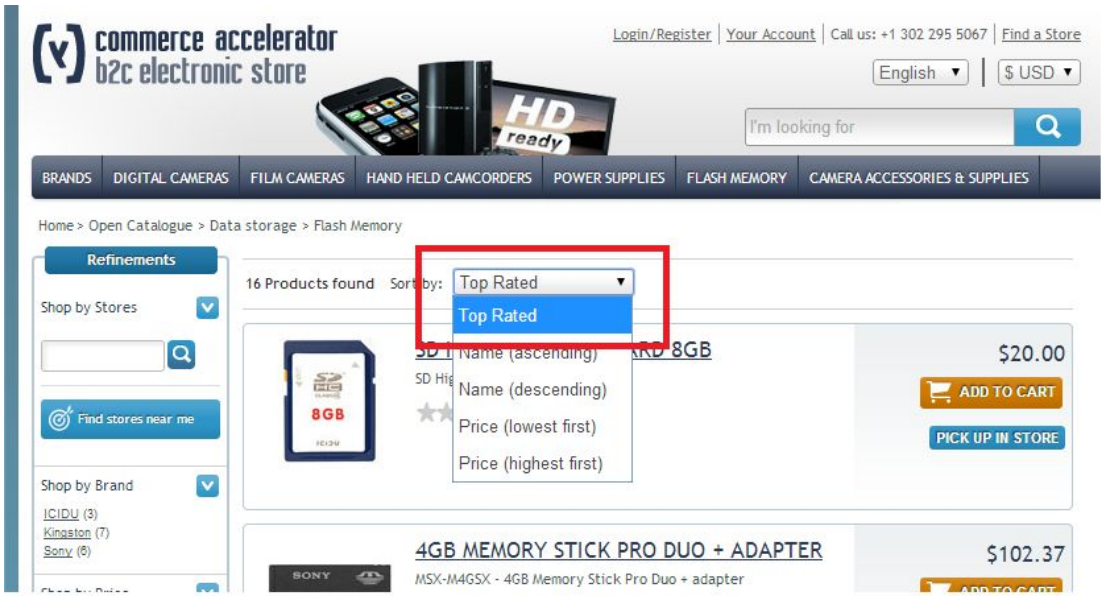
2) productListerItem.tag:

```
<%@ tag body-content="empty" trimDirectiveWhitespaces="true" %>
<%@ attribute name="product" required="true"
type="de.hybris.platform.commercefacades.product.data.ProductData" %>
<%@ taglib prefix="product" tagdir="/WEB-INF/tags/responsive/product" %>
<%@ taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ taglib prefix="spring" uri="http://www.springframework.org/tags" %>
<%@ taglib prefix="ycommerce" uri="http://hybris.com/tld/ycommercetags" %>
<%@ taglib prefix="fn" uri="http://java.sun.com/jsp/jstl/functions" %>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ taglib prefix="bazaarvoice" tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/bazaarvoice"%>
<%@ taglib prefix="bazaarvoiceAction" tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/action" %>
<%--BAZAARVOICE_MODIFICATION_END--%>

<spring:htmlEscape defaultHtmlEscape="true" />

<spring:theme code="text.addToCart" var="addToCartText"/>
<c:url value="${product.url}" var="productUrl"/>

<c:set value="${not empty product.potentialPromotions}" var="hasPromotion"/>

<li class="product__list--item">

 <%--BAZAARVOICE_MODIFICATION_START--%>
 <bazaarvoice:inlineRatings product="${product}"/>
   <%--BAZAARVOICE_MODIFICATION_END--%>

 <ycommerce:testId code="test_searchPage_wholeProduct">

...

<c:set var="product" value="${product}" scope="request"/>
    <c:set var="addToCartText" value="${addToCartText}" scope="request"/>
    <c:set var="addToCartUrl" value="${addToCartUrl}" scope="request"/>
    <div class="addtocart">
      <div id="actions-container-for-${fn:escapeXml(component.uid)}" class="row">
          <%--BAZAARVOICE_MODIFICATION_START--%>
```

```
        <bazaarvoiceAction:bazaarVoiceProductListItemActions element="div"
parentComponent="${component}"  />
                <%--BAZAARVOICE_MODIFICATION_END--%>
      </div>
    </div>

  </ycommerce:testId>
</li>
```

Removing Sort by “Top Rated” Feature

The default B2C accelerator includes an option to sort products by “Top Rated” in the Category Listing Page.



Because Bazaarvoice ratings information is not imported and indexed as part of the integration, this sort option is not possible with the default Bazaarvoice extension.

The following is the IMPEX snippet that the customer will need to run from the hybris Administration Console (hAC) to remove the sort by option. You should replace the **electronicsProductType** with the product type for your Website/Storefront.

```
$solrIndexedType=electronicsProductType
REMOVE SolrSort;&sortRefID;indexedType(identifier)[unique=true];code[unique=true]
;sortRef2;$solrIndexedType;topRated
```

Product Details Page Integration

To include Bazaarvoice capabilities on product details pages, page templates have modified to state they are going to leverage Bazaarvoice. This is done by adding in the showBV attribute to the page code as detailed earlier in this document. The following pages have updated to include Bazaarvoice:

- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/views/responsive/pages/product/productLayout1Page.jsp
- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/views/responsive/pages/product/productLayout2Page.jsp

The code below shows this update:

```
<%@ page trimDirectiveWhitespaces="true"%>
<%@ taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core"%>
<%@ taglib prefix="template" tagdir="/WEB-INF/tags/responsive/template"%>
<%@ taglib prefix="cms" uri="http://hybris.com/tld/cmstags"%>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ taglib prefix="bazaarvoice"
tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/product"%>
<%--BAZAARVOICE_MODIFICATION_END--%>

<%@ taglib prefix="product" tagdir="/WEB-INF/tags/responsive/product"%>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%--<template:page pageTitle="${pageTitle}">--%>
<template:page pageTitle="${pageTitle}" showBV="true">
  <%--BAZAARVOICE_MODIFICATION_END--%>
  <cms:pageSlot position="Section1" var="comp" element="div"
class="productDetailsPageSection1">
     <cms:component component="${comp}" element="div"
class="productDetailsPageSection1-component"/>
  </cms:pageSlot>

  <%--BAZAARVOICE_MODIFICATION_START--%>
  <bazaarvoice:bazaarvoiceProductDetailsPanel />
  <%--BAZAARVOICE_MODIFICATION_END--%>
```

Update productDetailsPanel.tag File

- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/tags/responsive/product/productDetailsPanel.tag

The following code block shows the changes within the **productDetailsPanel.tag**.

```
<%@ tag body-content="empty" trimDirectiveWhitespaces="true"%>
<%@ taglib prefix="product" tagdir="/WEB-INF/tags/responsive/product"%>
<%@ taglib prefix="cms" uri="http://hybris.com/tld/cmstags"%>
<%@ taglib prefix="ycommerce" uri="http://hybris.com/tld/ycommercetags"%>
<%@ taglib prefix="fn" uri="http://java.sun.com/jsp/jstl/functions"%>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ taglib prefix="bazaarvoice"
      tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/bazaarvoice"%>
<bazaarvoice:cloudSeoInclude product="${product}"/>
<%--BAZAARVOICE_MODIFICATION_END--%>

<div class="product-details page-title">
  <ycommerce:testId code="productDetails_productNamePrice_label_${product.code}">
    <div class="name">${fn:escapeXml(product.name)}<span class="sku">ID</span><span
class="code">${fn:escapeXml(product.code)}</span></div>
  </ycommerce:testId>

  <%--BAZAARVOICE_MODIFICATION_START--%>
  <%--<product:productReviewSummary product="${product}" showLinks="true"/>--%>
  <bazaarvoice:productReviewSummary product="${product}" />
  <%--BAZAARVOICE_MODIFICATION_END--%>
</div>
```

Update productReviewsTab.jsp File

- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/views/responsive/pages/product/productReviewsTab.jsp

```
<%@ page trimDirectiveWhitespaces="true"%>
<%@ taglib prefix="product" tagdir="/WEB-INF/tags/responsive/product"%>
<%@ taglib prefix="fn" uri="http://java.sun.com/jsp/jstl/functions" %>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ taglib prefix="bazaarvoice"
        tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/bazaarvoice" %>
<%--BAZAARVOICE_MODIFICATION_END--%>

<div id="tabreview" class="tabhead">
  <a href="">${fn:escapeXml(title)}</a> <span class="glyphicon"></span>
</div>
<div class="tabbody">
  <div class="container-lg">
```

```
    <div class="row">
       <div class="col-md-6 col-lg-4">
          <div class="tab-container">

             <%--BAZAARVOICE_MODIFICATION_START--%>
             <bazaarvoice:productPageReviewDetailsTab product="${product}" />
                <%--BAZAARVOICE_MODIFICATION_END--%>
```

Implementing Bazaarvoice BV Pixel

Updated file:

- ${HYBRIS_BIN}/ext-template/yacceleratorstorefront/web/webroot/WEB-INF/views/responsive/pages/checkout/checkoutConfirmationLayoutPage.jsp

The code below shows this update:

```
<%@ page trimDirectiveWhitespaces="true"%>
<%@ taglib prefix="cms" uri="http://hybris.com/tld/cmstags"%>

<%--BAZAARVOICE_MODIFICATION_START--%>
<%@ taglib prefix="template"
tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/template"%>
<%@ taglib prefix="bazaarvoice"
tagdir="/WEB-INF/tags/addons/bazaarvoice/responsive/bazaarvoice"%>
<%--BAZAARVOICE_MODIFICATION_END--%>

<%--BAZAARVOICE_MODIFICATION_START--%>
<template:page pageTitle="${pageTitle}" showBV="true">
   <%--BAZAARVOICE_MODIFICATION_END--%>
   <cms:pageSlot position="SideContent" var="feature" class="accountPageSideContent"
element="div">
       <cms:component component="${feature}" element="div"
class="accountPageSideContent-component"/>
   </cms:pageSlot>
   <cms:pageSlot position="TopContent" var="feature" element="div"
class="accountPageTopContent">
       <cms:component component="${feature}" element="div"
class="accountPageTopContent-component"/>
   </cms:pageSlot>
   <div class="account-section">
       <cms:pageSlot position="BodyContent" var="feature" element="div"
class="account-section-content checkout__confirmation__content">
           <cms:component component="${feature}" element="div"
class="checkout__confirmation__content--component"/>
       </cms:pageSlot>
   </div>
   <cms:pageSlot position="BottomContent" var="feature" element="div"
class="accountPageBottomContent">
       <cms:component component="${feature}" element="div"
class="accountPageBottomContent-component"/>
```

```
    </cms:pageSlot>

    <%--BAZAARVOICE_MODIFICATION_START--%>
    <bazaarvoice:trackTransactionPageView order="${orderData}"/>
    <%--BAZAARVOICE_MODIFICATION_END--%>
```

Schema structure:

Please include on product details page the schema structure shown in bold here: https://knowledge.bazaarvoice.com/wp-content/conversations/en_US/Display/display_integration.html#full-code-example

```
<div itemscope itemtype="https://schema.org/Product">
     <span itemprop="name">ProductName</span>
     <div data-bv-show="rating_summary" data-bv-productId="ProductID123”></div>
     <div data-bv-show="reviews" data-bv-productId="productID123"></div>
     <div data-bv-show="questions" data-bv-productId="productID123"></div>

</div>(Closing the div)
```

Appendix A: Explanation of Configuration Settings

Backoffice Control Panel Values

The following table describes the Backoffice control panel settings required by the Bazaarvoice for Hybris extension.

Backoffice Configuration Setting	Where to locate?	Example Value	Comment
Code	Determined by client	BV_config_electronics	Only used as unique Id for the BV configuration object w/in hybris; not used by Bazaarvoice
Client Name	Contact your Bazaarvoice representative	MyCompanyName	This value is case sensitive.
FTP user name	Contact your Bazaarvoice representative	mycompanyname	Typically the lowercase transform of the Client Name value (i.e. if Client Name is “Acme”, the

			FTP username is "acme")
FTP password	Contact your Bazaarvoice representative	mTy@378FmH99	
FTP Server	Standard BV S/FTP server host names	Staging: sftp-stg.bazaarvoice.com Production: sftp.bazaarvoice.com	Contact Bazaarvoice representative to determine if non-standard FTP server is used for your deployment (e.g. "C7" cluster)
Deployment Zone Name	Bazaarvoice Configuration Hub (see steps below)	Main Site	Default value for all BV clients is "Main Site". This should **not** be a Deployment Zone ID such as "main_site".
Cloud SEO Key	Bazaarvoice Configuration Hub (see steps below)	mycompanyname-8ff9cdaafe1738bf4d77d49e09e080da	
Bazaarvoice Environment	Determined by client	Staging/Production	Changing this value does *not* change the FTP server from Staging to Production
R&R doShowContent() Javascript	Determined by client	$("#prod_tabs").tabs({selected:2});	
Q&A doShowContent() Javascript	Determined by client	$("#prod_tabs").tabs({selected:3});	
Put Product Variants into BV Families	Determined by client's implementation	True/False	Defines BV Product Families in product feed. Should set this value when Hybris product variants are used in client catalog. See standard BV product feed documentation for details.

Local.Properties Configuration Settings

The following table describes local.properties settings required by the Bazaarvoice for Hybris extension.

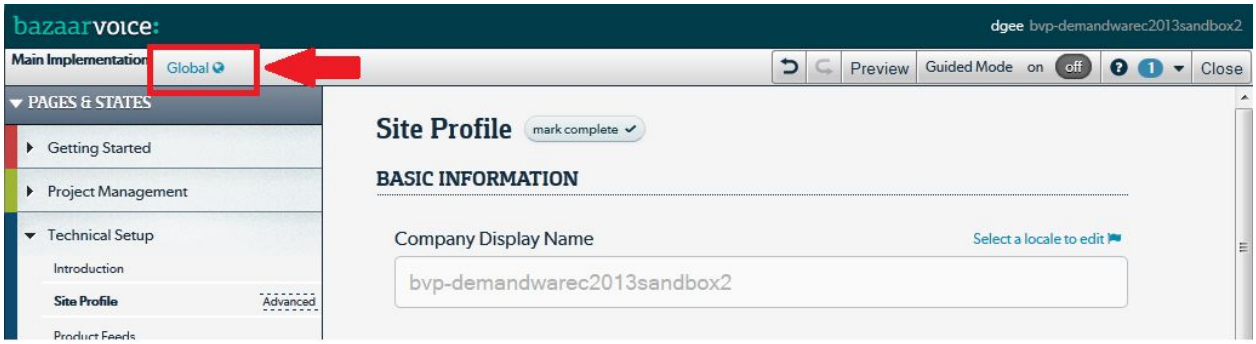
Local.Properties Configuration Setting	Example Value	Comment

ftpServerDirectory=/import-inbox	/import-inbox	This value should always be "/import-inbox" unless instructed otherwise by Bazaarvoice.
xmlBaseFileName=productfeed	productfeed	This value is concatenated with the current date to construct the product feed filename.
localXmlOutputDirectory=/xmlFolder	/xmlFolder	Need write permission to this directory; product feed is dropped to project directory after it has been created, but before it is FTP'd to BV
localXmlArchiveDirectory=/archiveFolder	/archiveFolder	Need write permission to this directory; product feed is moved to project directory after it has been FTP'd to BV
specificXmlOutputDirectory=/path/to/dir/xmlFolder	/home/username/xmlFolder	Add this property if you need to save product feed to some specific directory before it is FTP'd to BV
specificXmlArchiveDirectory=/path/to/dir/archiveFolder	/home/username/archiveFolder	Add this property if you need to save product feed to some specific directory after it has been FTP'd to BV

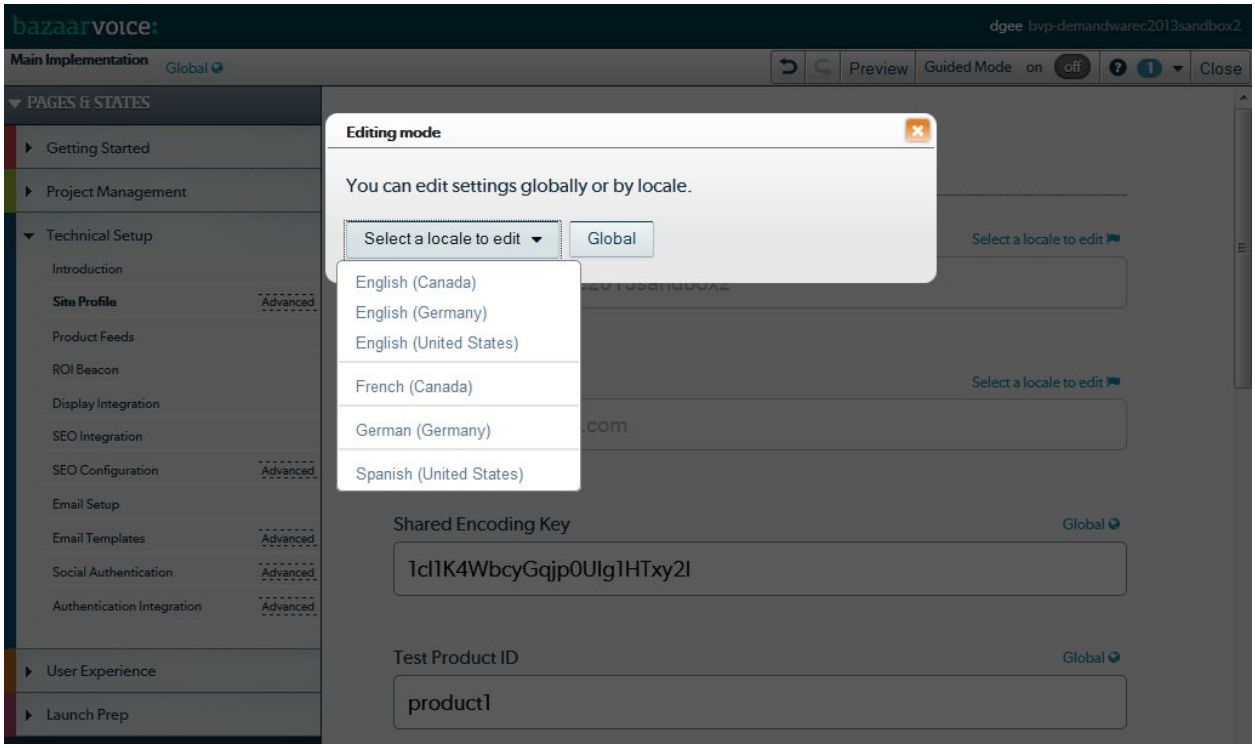
Locating your Locales Enabled within Your Bazaarvoice Instance

Complete the following steps to locate your Locales enabled within your Bazaarvoice instance.

1. Login to http://login.bazaarvoice.com.
2. Click **Settings** > **Manage Applications**.
3. You can have more than one **Deployment Zone**.
4. Select your desired **Implementation** object.
5. Select **Global** in the upper menu bar.



6. Click Select a locale to edit. The pull down list will display the enabled locales.

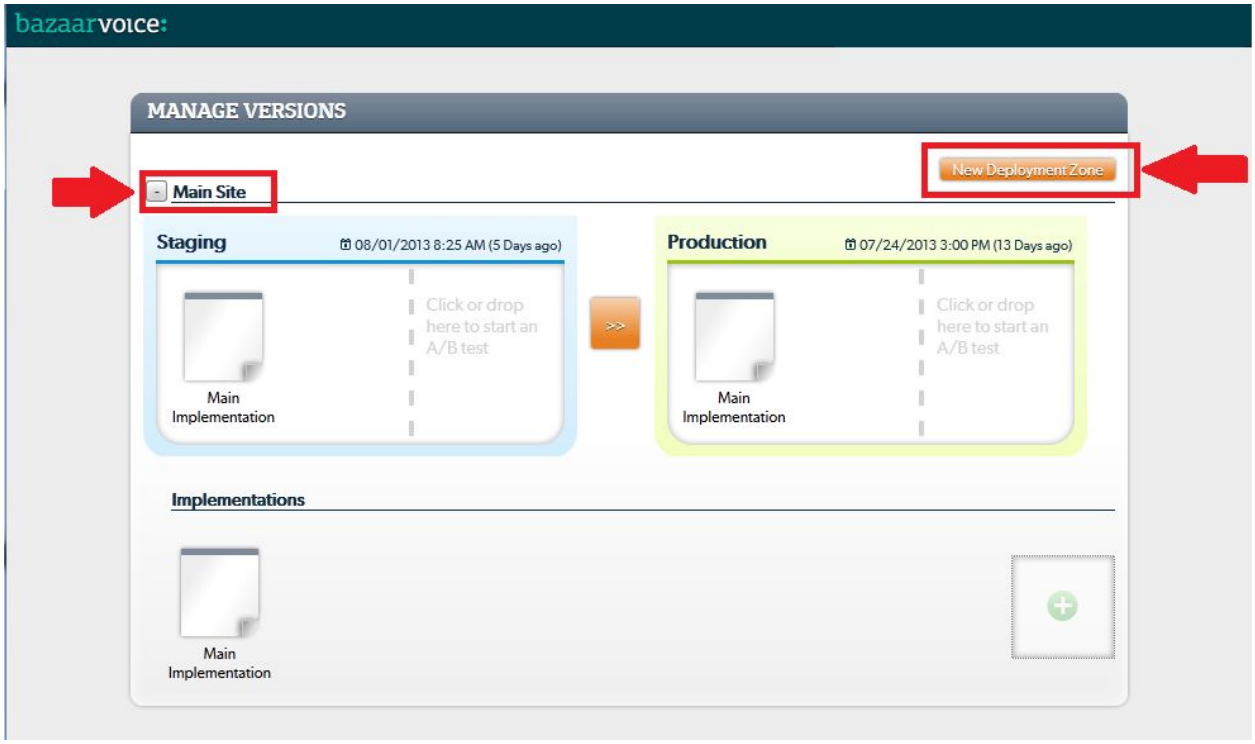


Locating your Deployment Zone Name

Complete the following steps to locate your Deployment Zone Name value.

1. Login to http://login.bazaarvoice.com.
2. Click Settings > Manage Applications.
3. Note your Deployment Zone name. The default Bazaarvoice Deployment Zone is named “Main Site”. Alternatively, you can create a new Deployment Zone by clicking New Deployment Zone.

You can have more than one Deployment Zone.

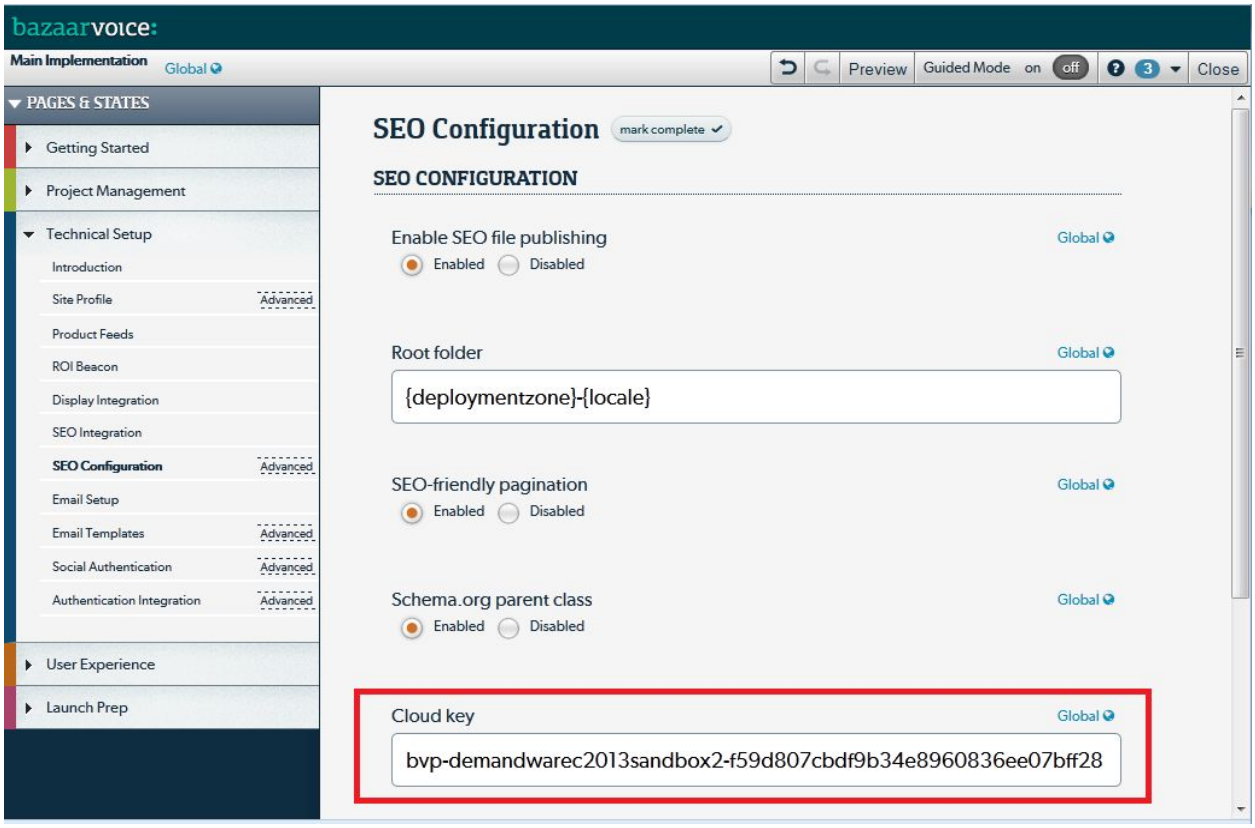


Locating your Cloud SEO Key

A Cloud SEO Key is required to implement the Bazaarvoice SEO solution. Complete the following to locate the key:

1. Login to http://login.bazaarvoice.com.
2. Click **Settings** > **Manage Applications**.
3. Select your desired **implementation**.
4. Select **Global** in the upper left menu bar.
5. Click **SEO Configuration** in the left navigation panel.
6. Ensure that **Root Folder** is set to "**{deploymentzon}-{locale}**".

7. Note the **Cloud Key** value.



Version History

Version	Release Date	Changes
2.3.0	01 OCT 2018	● Removed redundant file
2.2.0	15 MAY 2018	● Minor bug fixes
2.1.0	20 APR 2018	● Support Backoffice ● Support for Cloud Hosted Hybris ● Updates to container page canonical url ● Updates to product feed (product family update) ● Updates to documentation (Schema.org/backoffice)
2.0.0	15 FEB 2018	● Support Hybris 6.5 ● Support BV.JS on Category, PDP, and Checkout pages ● Updated SEO SDK version (v4) ● Update product feed schema version to 14.7 ● Added support for submission container page
1.1.1	10 APR 2015	● Added support for removing non-UTF8 characters from BV product feed export ● Added support for SFTP ● Fix issue non UTF-8 characters ● Fix issue for sftp port numbers always using port 21 ● Stripped out non-ascii characters from product feed export ● Remove tags that do not contain any data
1.1.0	16 Dec 2014	● Updated SEO SDK version (v2.1.0.1) ● Added support for UPC, EAN, and Manufacturer part numbers in the product feed export ● Updated documentation steps to address SEO instruction gap ● Fixed issue with hmc setting to accept license
1.0	1 May 2014	Initial release of extension

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