Salesforce Commerce Cloud LINK Cartridge SFRA Implementation Guide v19.1.0

Bazaarvoice

Exported on 03/25/2019

Table of Contents

1 Overview 3
2 Before you begin 4
3 Task Sequence 7
4 Requesting Bazaarvoice to Provision Hosted Services 8
5 Getting a Copy of the LINK Cartridge 9
6 Installing the LINK Cartridge 10
7 General Bazaarvoice Setup 12
7.1 Adding Brands to the Product Feed 19
7.2 Configure BV Pixel Site Preferences 19
7.3 Purchase Feed Export Custom Site Preference: 19
8 Ratings & Reviews Display 21
8.1 Configuring Ratings & Review Site Preferences 21
9 Question and Answer Display 22
10 Submission 23
11 Advanced Topics 24

1 Overview

Bazaarvoice maintains a pre-built integration into the Salesforce Commerce Cloud (SFCC) platform. This pre-built integration is delivered in the form of a SFCC LINK cartridge.

The cartridge 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 cartridge may need to be customized by the client in order to implement functionality not included in the cartridge.

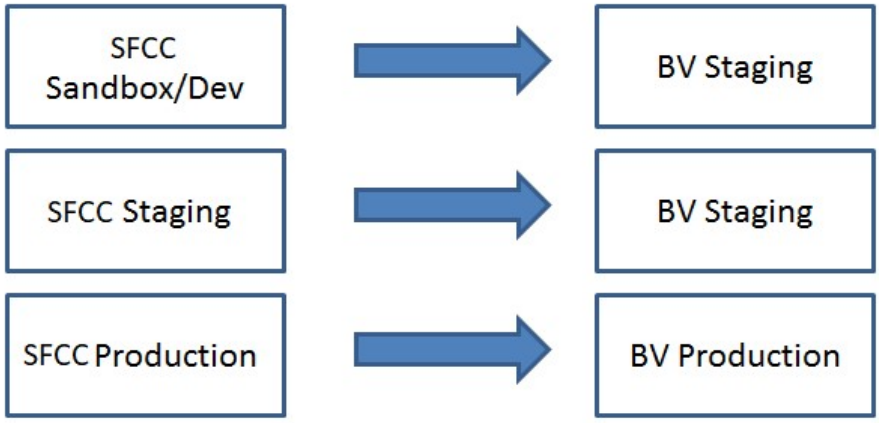
2 Before you begin

You should consider the following topics before implementing the Bazaarvoice LINK cartridge:

- Mapping SFCC environments (development/staging/production) to Bazaarvoice environments (staging/production)
- Mapping SFCC Sites to Bazaarvoice Instances.

Mapping SFCC Instance Types to Bazaarvoice Environments

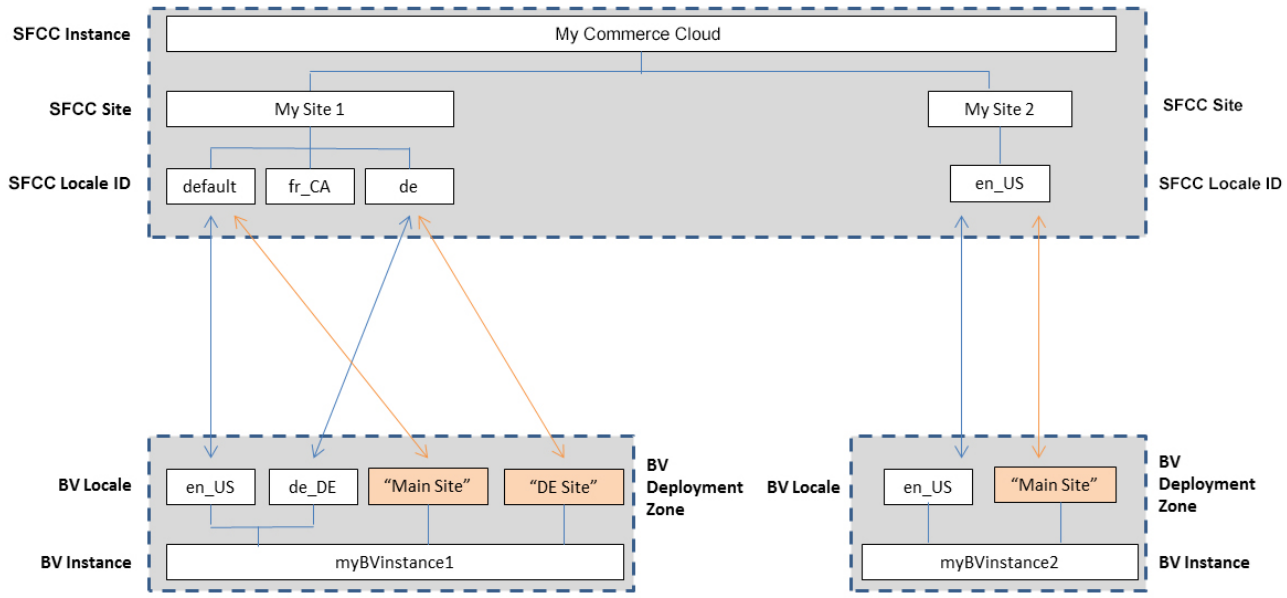
The following diagram illustrates how SFCC and Bazaarvoice environments map.



Mapping SFCC Sites and Locales to Bazaarvoice Instances and Locales

- The Bazaarvoice SFCC LINK cartridge is architected in the following way:
- Each SFCC Site requires a separate Bazaarvoice instance with which to integrate
- Each Bazaarvoice Instance can support n Locales and n Deployment Zones
- Locales within a given SFCC Site can be mapped to a Locale + Deployment Zone combination within a particular Bazaarvoice instance
- Bazaarvoice supports only [language]_[country] locale values (e.g. en_US, fr_FR, etc.). SFCC 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 SFCC Locale to a language-country combination for Bazaarvoice (e.g. de maps to de_DE).

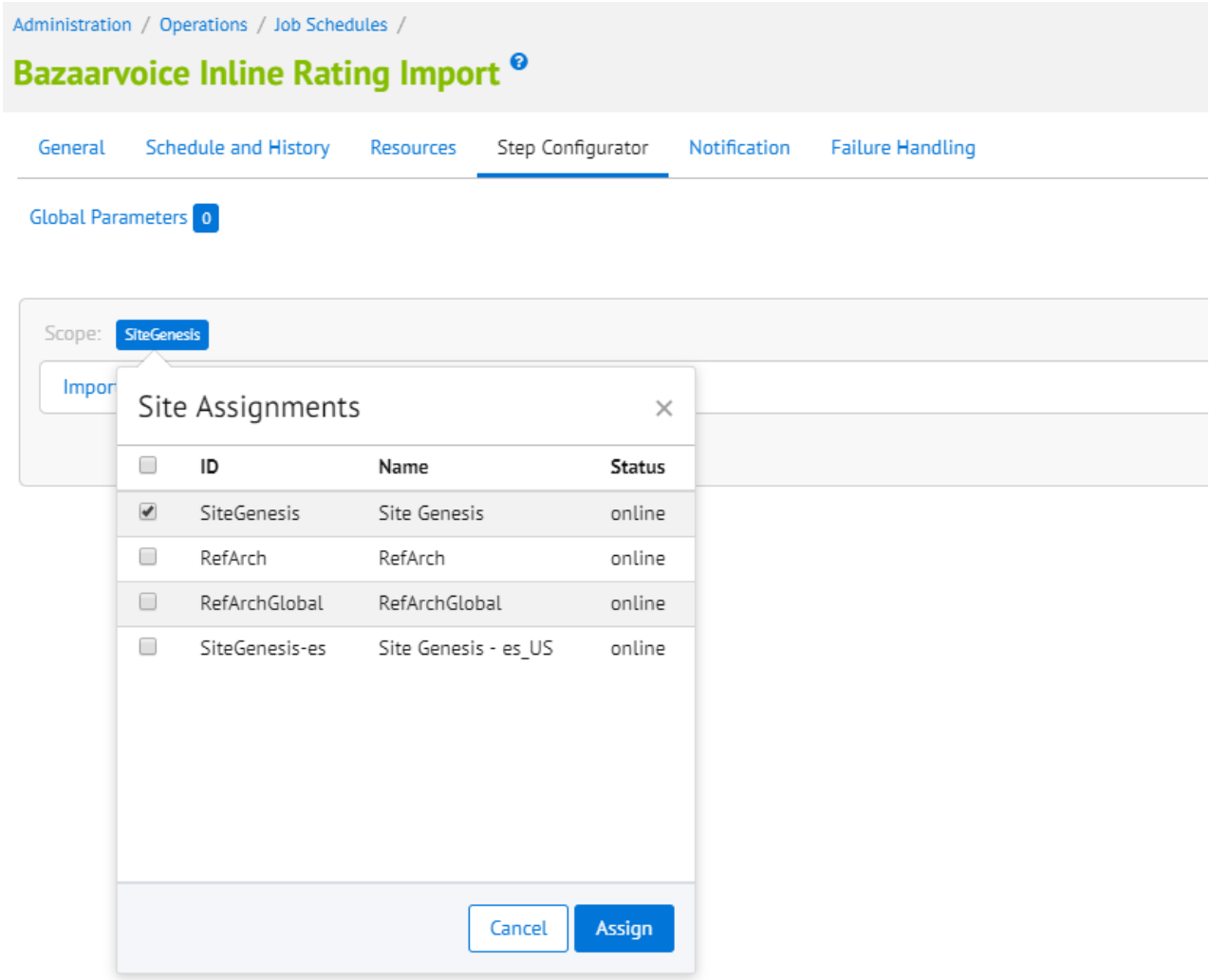
The following diagram illustrates this concept:



Multi-site Integrations

If a SFCC client wants to integrate Bazaarvoice into multiple SFCC Sites within a single SFCC instance, the following considerations should be made:

- There must exist a separate Bazaarvoice instance for each SFCC Site.
- Custom Site Preferences must be configured separately for each SFCC Site.
- The Bazaarvoice LINK Cartridge must be associated with each desired SFCC Site.
- Scheduled jobs only need to be created once, but must be associated with each SFCC Site. See the following illustration.


Administration / Operations / Job Schedules /
Bazaarvoice Inline Rating Import
General
Schedule and History
Resources
Step Configurator
Notification
Failure Handling
Global Parameters 0
Scope:
SiteGenesis
Site Assignments
ID
Name
Status
SiteGenesis
Site Genesis
online
RefArch
RefArch
online
RefArchGlobal
RefArchGlobal
online
SiteGenesis-es
Site Genesis - es_US
online
Cancel
Assign

3 Task Sequence

The following is the typical sequence of tasks.

- Determine how your SFCC environment should map to Bazaarvoice (see section above); determine how many Bazaarvoice instances are required and which locales should be enabled for each Bazaarvoice instance
- Request Bazaarvoice Hosted Services be enabled, and retrieve required settings from Bazaarvoice
- Request a copy of the Bazaarvoice SFCC LINK cartridge
- Install the cartridge
- Register the cartridge with appropriate SFCC Sites
- Configure Custom Site Preferences (“Bazaarvoice Settings”)
- Create scheduled jobs
    - Product Feed Export
    - Purchase Feed Export (if applicable)
- Resolve any template conflicts in your custom integration layer
- Run product feed export process
- Contact BV to generate test content in staging
- Test

4 Requesting Bazaarvoice to Provision Hosted Services

Use of the Bazaarvoice SFCC LINK cartridge 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 SFCC platform. This may require a separate agreement with Bazaarvoice.

Complete the following steps:

1. Contact a Bazaarvoice representative with the following information (for each SFCC Site) 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 and FTP password) for each BV instance.

5 Getting a Copy of the LINK Cartridge

Contact Bazaarvoice for the latest LINK cartridge. Though the SFCC LINK marketplace lists the cartridge, by sourcing the cartridge through Bazaarvoice, Bazaarvoice can track the usage of the cartridge and issue fixes to clients using potentially affected version of the cartridge.

6 Installing the LINK Cartridge

Complete the following steps to install the cartridge.

Initial Install

See the SFCC documentation for adding a cartridge to your storefront:

Note: You must also register the cartridge with the Business Manager site in order to run the Bazaarvoice jobs. Navigate to **Administration > Sites > Manage Sites > Business Manager > Settings tab**.

Registering the Cartridge with Individual SFCC Sites

1. Navigate to Administration > Sites > Manage Sites > [SiteName] > Settings tab.
2. Add ":int_bazaarvoice_sfra:bc_bazaarvoice" to the effective cartridge path.
3. Click "Apply".

Importing Metadata

Complete the following steps to import the Bazaarvoice metadata.

1. Navigate to **Administration** > **Site Development** > **Import & Export**
2. In the **Import & Export Files** section,

1. Select **Upload**.
2. Browse to the file "metadata/bazaarvoice_metadata_19_1_0.xml", and click **Upload**.

- Click **Back** to get back to the **Import & Export** screen.
- Click **Import** in the Meta Data section.
- The bv metadata file is displayed in the list.
- Select the option button for the bv metadata file.
- Click **Import**.
  After import, these system definition attributes and custom definition attributes should appear in the system.

System object definitions

- Order:
- bvSentInPPEFeed - Whether or not the order was already sent in Bazaarvoice PPE feed

- Product:
  - bvAverageRating – Average rating for the product
  - bvRatingRange – Rating Range, or highest possible rating
  - bvReviewCount – Total number of reviews for the product

Site preferences

- Bazaarvoice Settings – Bazaarvoice Settings
  - bvEnvironment_C2013
  - bvCustomerName_C2013
  - bvDeploymentZone_C2013
  - bvLocaleMapping_C2013
  - bvEnableRR_C2013
  - bvEnableInlineRatings_C2013
  - bvQuickViewRatingsType_C2013
  - bvEnableAA_C2013
  - bvEnableBVPixel_C2013
  - bvEnableCloudSEO_C2013
  - bvCloudSEOKey_C2013
  - bvProductImageType_C2013

- bvOrderImageType_C2013
- bvPurchaseFeedTriggeringEvent_C2013
- bvAdminEmail_C2013

7 General Bazaarvoice Setup

A set of general steps must be completed regardless of which Bazaarvoice feature (e.g. Ratings & Reviews, Question & Answer) is being implemented.

Enable BV SWAT Technology

The SFCC LINK Cartridge now utilizes the new BV SWAT Technology for display features. Contact your Bazaarvoice representative to enable all SWAT features in your client record. Display functionality will not work (Inline Ratings, Ratings & Reviews, and Questions & Answers) if these features are not enabled.

Configuring Custom Site Preferences for Client Name

Complete the following steps.

1. Navigate to **Site** > (select desired SFCC Site) > **Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**
2. Select the appropriate Instance (**Sandbox/Development**, **Staging**, **Production**), and click **Apply**.
3. Select the appropriate Bazaarvoice **Environment** value (**Staging** or **Production**).
4. Set the following using the values as provided by your Bazaarvoice representative:
    a. **Client Name**
5. Click **Apply**.

Importing HTTP and SFTP services

Site specific SFTP services and credentials

For the sftp services and their credentials to be site specific, the service name and credential names must have a suffix of the Site ID for the site in which they apply. The service definition import file supplied in the metadata folder assumes a Site ID of “SiteGenesis”. After importing the service definitions, the Site ID must be changed from “SiteGenesis” to your specific Site ID.Keep in mind this also applies to each additional site in your realm that integrates Bazaarvoice.For example, if you have 2 sites with IDs of “Site1” and “Site2”, then you should have the following services and credentials defined:

Services:

bazaarvoice.sftp.export.Site1

bazaarvoice.sftp.import.Site1

bazaarvoice.sftp.export.Site2

bazaarvoice.sftp.import.Site2

Credentials:

bazaarvoice.sftp.stg.Site1

bazaarvoice.sftp.prd.Site1

bazaarvoice.sftp.stg.Site2

bazaarvoice.sftp.prd.Site2

Complete the following steps.

1. Navigate to **Administration > Operations > Import & Export**
2. In the **Import & Export Files** section,
    a. Select **Upload**.
    b. Browse to the file “metadata/bazaarvoice_services_19_1_0.xml”, and click Upload.
3. Click **Back** to get back to the Import & Export screen.

4. Click **Import** in the **Services**
5. The BV services import file is displayed in the list.
6. Select the option button for the BV services file and click **Next**.
7. Click **Next**, then click **Import**.
8. Navigate to **Administration > Operations > Services**
    a. Click on the **Credentials** tab
    b. Click **sftp.stg.SiteGenesis** and set the following values
        i. Name:
            1. Replace **SiteGenesis** with your Site ID. For example “bazaarvoice.sftp.stg.SiteID”
        ii. User:
            1. **Client Name** supplied by your Bazaarvoice representative
        iii. Password:
            1. **FTP Password** supplied by your Bazaarvoice representative
    c. Click **Apply** to save the credentials. Click **Back to List**.
    d. Click **sftp.prd.SiteGenesis** and set the following values
        i. Name:
            1. Replace **SiteGenesis** with your Site ID. For example “bazaarvoice.sftp.stg.SiteID”
        ii. User:
            1. **Client Name** supplied by your Bazaarvoice representative
        iii. Password:
            1. **FTP Password** supplied by your Bazaarvoice representative
    e. Click **Apply** to save the credentials. Click **Back to List**.
    f. Click on the **Services**
    g. Click **sftp.export.SiteGenesis** and set the following values
        i. Name:
            1. Replace **SiteGenesis** with your Site ID. For example “bazaarvoice.sftp.export.SiteID”
    h. Click **Apply** to save the service. Click **Back to List**.
    i. Click **sftp.import.SiteGenesis** and set the following values
        i. Name:
            1. Replace **SiteGenesis** with your Site ID. For example “bazaarvoice.sftp.export.SiteID”
    j. Click **Apply** to save the service. Click **Back to List**.

Import Job Schedules

Purchase Feed

For most merchants, the Purchase Feed is not required, because purchase data received by Bazaarvoice via the BV Pixel feature can replace the need to enable the purchase feed export. Contact Bazaarvoice for more details.

Complete the following steps:

1. Navigate to **Administration > Operations > Import & Export**
2. In the **Import & Export Files** section,
    a. Select **Upload**.
    b. Browse to the file "metadata/bazaarvoice_jobs_19_1_0.xml", and click Upload.
3. Click **Back** to get back to the Import & Export screen.
4. Click **Import** in the **Job Schedules**
5. Select the option button for the "bazaarvoice_jobs_19_1_0.xml" file and click **Next**.
6. Click **Next**, then click **Import**.
7. Navigate **to Administration > Operations > Job Schedules**
8. You should see the following job schedules defined**:**
    a. Bazaarvoice Product Feed (Script Based)
    b. Bazaarvoice Purchase Feed (Script Based)
    c. Bazaarvoice Inline Rating Feed (Script Based)
9. For each job schedule, be sure to configure the following:
    a. **Step Configurator:** Change the Scope to your specific Site. All three jobs should run in a Site context.
    b. **Schedule and History**: Adjust the schedules as needed. Refer to the next section to determine instance specific job schedules.

Instance Specific Job scheduled and Services

Bazaarvoice recommends scheduling jobs as follows:

1. **Sandboxes:**

1. **Description:** On sandboxes, you can test each of the jobs by running them manually. Each job should be connecting to the BV staging server.
2. **Job Triggers:**
    a. Inline Ratings - Once
    b. Product Feed - Once
    c. Purchase Feed - Once
3. **Service Configuration (Service --> Credentials):**
    a. bazaarvoice.sftp.export.SiteID --> bazaarvoice.sftp.stg.SiteID
    b. bazaarvoice.sftp.import.SiteID --> bazaarvoice.sftp.stg.SiteID

- **Staging:**
    a. **Description:** On staging, you need to import production inline ratings into the products, so the data can be replicated to production. Product and Purchase Feeds can be run manually for testing purposes.
    b. **Job Triggers**
        i. Inline Ratings – Recurring Interval every 24 hour
        ii. Product Feed - Once
        iii. Purchase Feed - Once
    c. **Service Configuration (Service --> Credentials):**
        i. bazaarvoice.sftp.export.SiteID --> bazaarvoice.sftp.stg.SiteID
        ii. bazaarvoice.sftp.import.SiteID --> bazaarvoice.sftp.prd.SiteID

- **Production**
  a. **Description:** In production, you need to export the production product feed (and purchase if needed).
  b. **Job Triggers:**
    i. Inline Ratings - Disabled
    ii. Product Feed – Recurring Interval every 24 hours
    iii. Purchase Feed – recurring interval every 24 hours
  c. **Service Configuration (Service --> Credentials):**
    i. bazaarvoice.sftp.export.SiteID --> bazaarvoice.sftp.prd.SiteID
    ii. bazaarvoice.sftp.import.SiteID --> bazaarvoice.sftp.prd.SiteID

FTP Hostname Override for C7 Clients

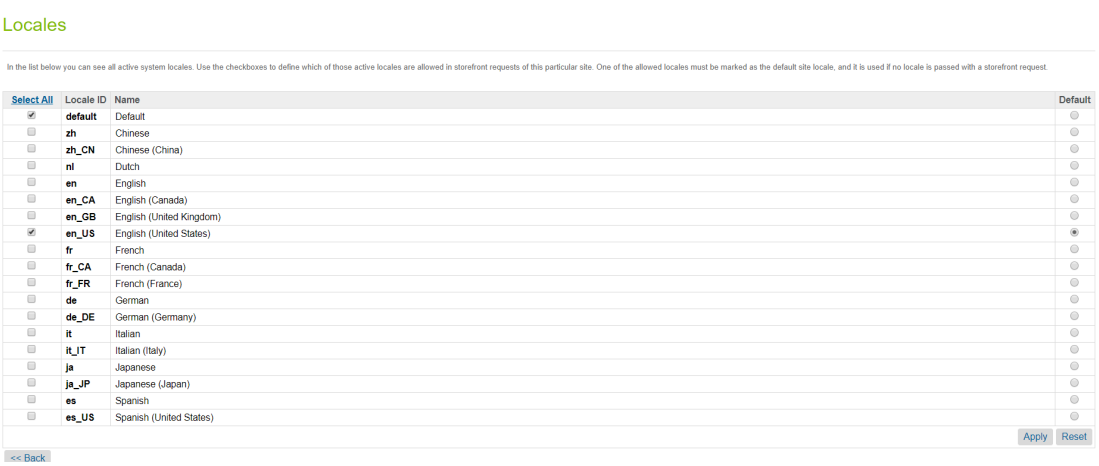
By default, the SFCC cartridge attempts to upload feeds to sftp.bazaarvoicecom (production) and sftp-stg.bazaarvoice.com[1] (staging).

Bazaarvoice clients provisioned on custer #7 (i.e. c7) must configure an override to connect to C7 SFTP servers. See the section “Advanced Topics” for details

Configuring Locale Mappings and Deployment Zone

Complete the following steps:

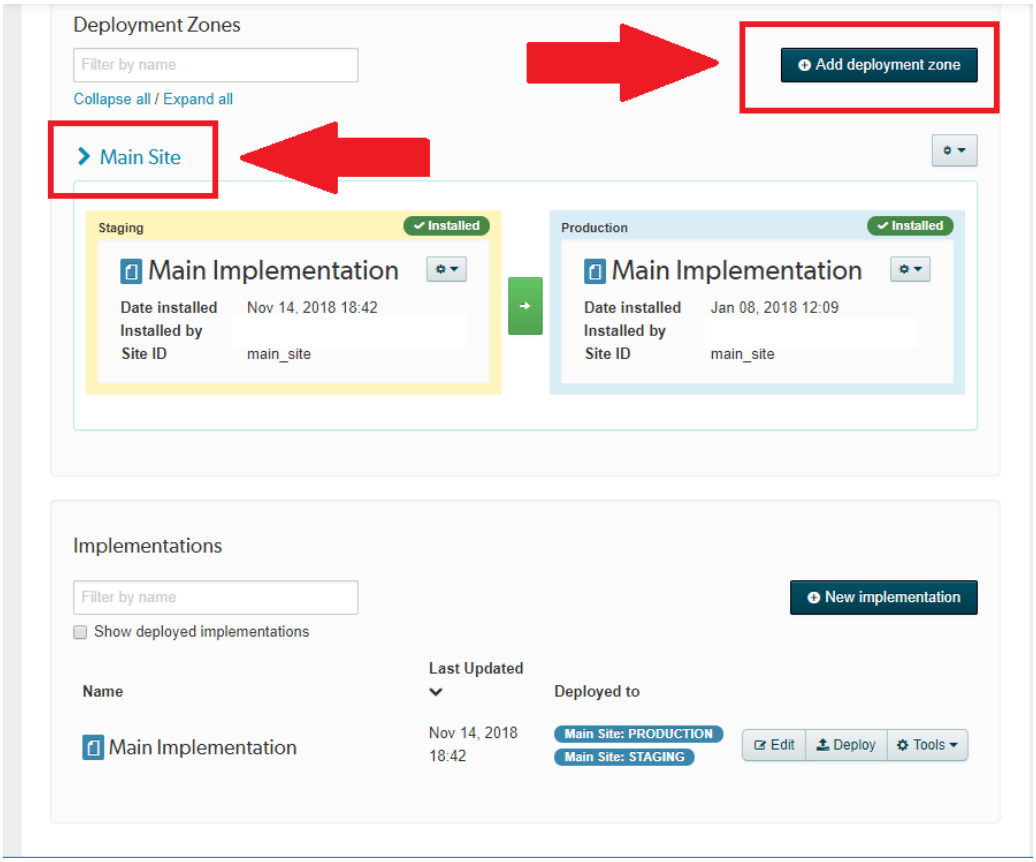
1. Determine the list of SFCC Locale IDs that should be integrated with Bazaarvoice.
   a. In the SFCC Business Manager, click **Sites** > [select desire Site] > **Site Preferences** > **Locales**.
   b. Note the desired SFCC Locale IDs:



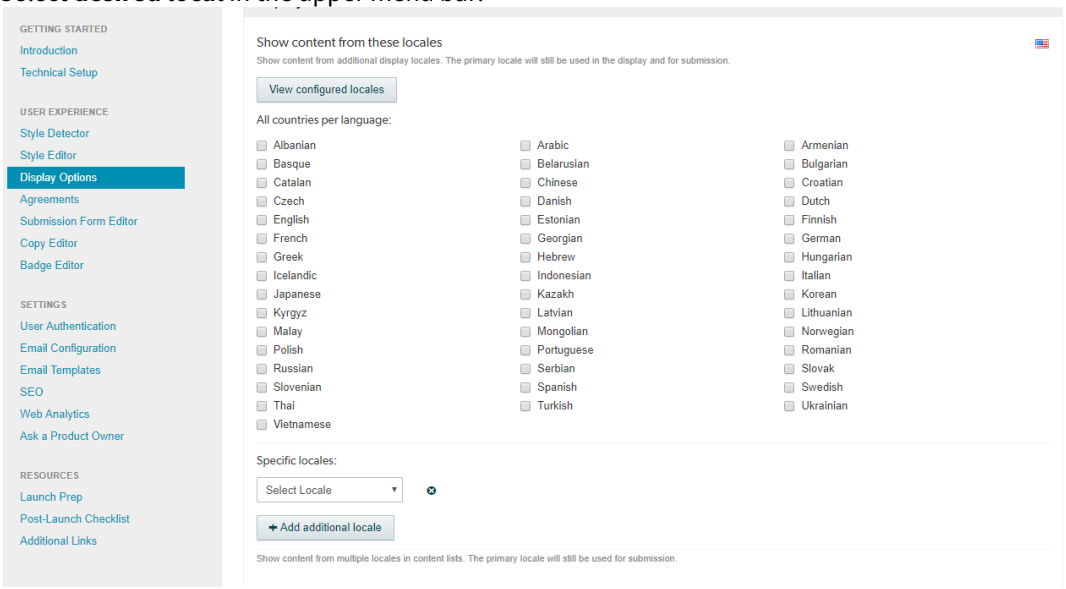
2. Determine the **Deployment Zone** and **Locales** enabled in the Bazaarvoice platform:
   a. Login to http://login.bazaarvoice.com.
   b. Click **Settings** > **Manage Applications**.
   c. Note your **Deployment Zone** The default Bazaarvoice Deployment Zone is named “**Main Site**”. Alternatively, you can create a new Deployment Zone by clicking **New Deployment Zone**. You can have more than one Deployment Zone

1 http://sftp-stg.bazaarvoice.com

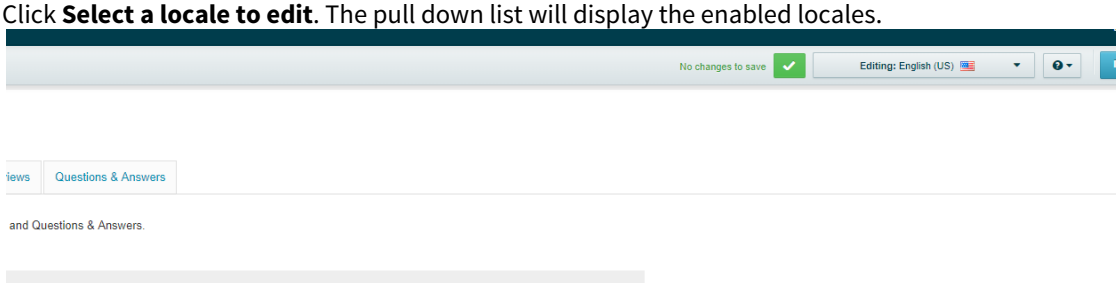
i.



d. Complete the following steps to identify the list of enabled locales.
e. Select your desired Implementation.
f. Select **desired local** in the upper menu bar.



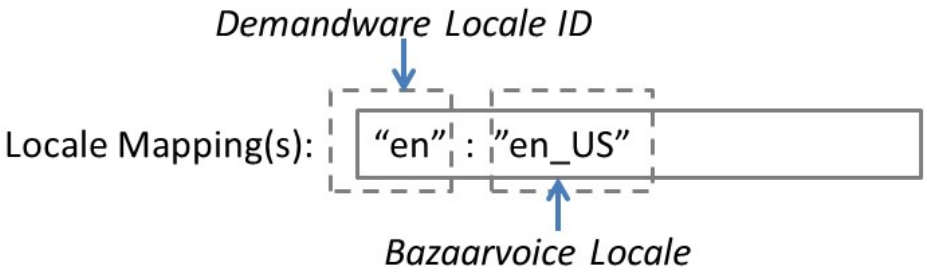
g. Click **Select a locale to edit**. The pull down list will display the enabled locales.



h. Contact your Bazaarvoice representative if you need additional locales enabled.

3. Determine your mappings. Example:

4. Navigate to **Site** > (select desired SFCC Site) > **Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**.
5. Enter your **Deployment Zone**.
6. Configure a **Locale Mapping** for each desired mapping (click **Add Another Value** to create additional mappings) using the following format



7. Click **Apply**

Follow the remainder of the documentation to configure the remaining custom site preferences.

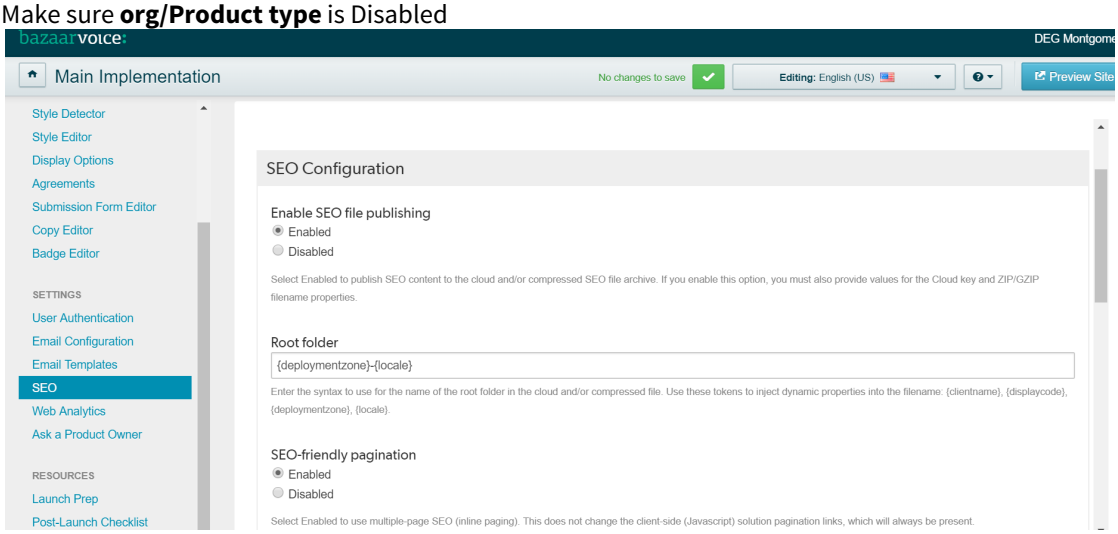
Bazaarvoice SEO

Complete the following steps to enable the Bazaarvoice SEO solution. The SFCC LINK cartridge utilizes the Cloud SEO method.

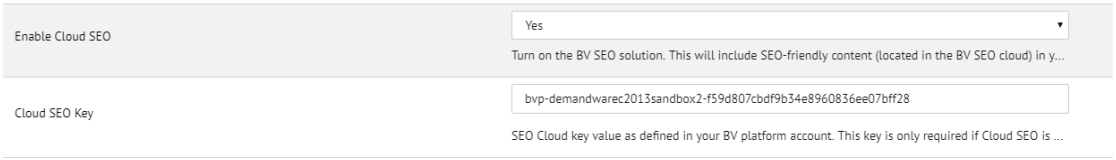
A Cloud SEO Key is required to implement the Bazaarvoice SEO solution. Complete the following to locate the key:

1. A Cloud SEO Key is required to implement the Bazaarvoice SEO solution. Complete the following to locate the key:
   a. Login to http://login.bazaarvoice.com.
   b. Click **Settings** > **Manage Applications**.
   c. Select your desired implementation.
   d. Click **Settings > SEO** in the left navigation panel.
   e. Ensure that **Root Folder** is set to "**{deploymentzone}-{locale}**".
   f. Note the **Cloud Key**

g. Make sure **org/Product type** is Disabled



2. Configure the custom site preferences:
   a. Navigate to **Site** > (select desired SFCC Site) > **Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**
   b. Select the appropriate Instance (**Sandbox/Development**, **Staging**, **Production**), and click **Apply**.
   c. Select "Yes" from the **Enable Cloud SEO dropdown**
   d. Enter your **Cloud SEO Key**
   e. Click **Apply**.



Product Catalog Feed Export Custom Site Preferences

Complete the following steps to configure the Product Feed Export Custom Site Preferences.

1. Navigate to **Site > (select desired SFCC Site) > Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**
2. Select the appropriate **Instance** (Sandbox/Development, Staging, Production), and click **Apply**.
3. Enter **Product Feed Image Type**. Typical values are “large”, “medium”, and “small”. The value must match an existing image size type defined in SFCC.
4. Click **Apply**

FTP Hostname Override for C7 Clients

By default, the SFCC cartridge attempts to upload feeds to sftp.bazaarvoicecom (production) and sftp-stg.bazaarvoice.com[2] (staging).

Bazaarvoice clients provisioned on custer #7 (i.e. c7) must configure an override to connect to C7 SFTP servers. See the section “Advanced Topics” for details.

2 http://sftp-stg.bazaarvoice.com

7.1 Adding Brands to the Product Feed

As a best practice, Brands should be included in the Bazaarvoice Product Feed. For the Brands to populate, there must be a search refinement on the storefront catalog for the 'brand' attribute. If brand refinements are not used on the storefront, you may need to hide the refinement on your PLP left navigation bar.

BV Pixel

Complete the following steps to enable the BV Pixel. The SFCC LINK cartridge implements the pixel version intended for online transaction orders.

7.2 Configure BV Pixel Site Preferences

Complete the following steps.

1. Navigate to **Site** > (select desired SFCC Site) > **Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**
2. Select the appropriate Instance (**Sandbox/Development**, **Staging**, **Production**), and click **Apply**.
3. Check the **Enable BV Pixel**
4. Click **Apply**.

Purchase Feed Export

The following sections describe the steps the purchase feed export process.

- Set Custom Site Preferences for Purchase Feed Export

Note: purchase data received by Bazaarvoice via the BV Pixel feature can replace the need to enable the purchase feed export. Contact Bazaarvoice for more details.

7.3 Purchase Feed Export Custom Site Preference:

Complete the following steps to configure the Purchase Feed Export Custom Site Preferences.

1. Navigate to **Site > (select desired SFCC Site) > Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**
2. Select the appropriate **Instance** (Sandbox/Development, Staging, Production), and click **Apply**.
3. Set the following:

1. **Purchase Feed Triggering Event**, select Purchase or Shipping.
2. Enter **Purchase Feed Image Type**. Typical values are “large”, “medium”, and “small”. The value must match an existing image size type defined in SFCC.

- Click **Apply**.

FTP Hostname Override for C7 Clients

By default, the SFCC cartridge attempts to upload feeds to sftp.bazaarvoicecom (production) and sftp-stg.bazaarvoice.com[3] **(staging).**

Bazaarvoice clients provisioned on custer #7 (i.e. c7) must configure an override to connect to C7 SFTP servers. See the section "Advanced Topics" for details.

3 http://sftp-stg.bazaarvoice.com

8 Ratings & Reviews Display

This section describes the steps required to setup the display of Ratings & Reviews.

Note:

Complete General Setup First!

Complete the steps detailed in the "**General Bazaarvoice Setup**" section of this document before completing this section.

Adding Ratings & Reviews to the Product Page

The following sections describe the steps to implement R&R on the product page.

8.1 Configuring Ratings & Review Site Preferences

Complete the following steps.

1. Navigate to **Site** > (select desired SFCC Site) > **Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**
2. Select the appropriate Instance (**Sandbox/Development**, **Staging**, **Production**), and click **Apply**.
3. Check the **Enable Ratings & Reviews**
4. Click **Apply**.

Note: you must also complete the steps in section "*Mapping* SFCC *Locales to Bazaarvoice Deployment Zones and Locales*"

9 Question and Answer Display

This section describes the steps required to setup the display of Question & Answers.

Note:

Complete General Setup First!

Complete the steps detailed in the "**General Bazaarvoice Setup**" section of this document before completing this section. Note that the Bazaarvoice Submission Container page setup is included in these previously covered sections.

Configuring Question and Answer Site Preferences

Complete the following steps.

1. Navigate to **Site** > (select desired SFCC Site) > **Site Preferences** > **Custom Preferences** > **Bazaarvoice Settings**
2. Select the appropriate Instance (**Sandbox/Development**, **Staging**, **Production**), and click **Apply**.
3. Check the **Enable Question & Answer**
4. Click **Apply**.
5. Note: you must also complete the steps in section "*Mapping* SFCC *Locales to Bazaarvoice Deployment Zones and Locales*"

10 Submission

The Bazaarvoice LINK cartridge supports the following best practice submission-related features:

- Bazaarvoice hosted authentication
- Bazaarvoice submission page (pop-up page without a SFCC-created submission container page)

A controller **Bazaarvoice-Container** is maintained in the cartridge to facilitate submission containers from the PIE email links, and from mobile content. The URL to this pipeline must be added to the Bazaarvoice workbench. To add the container URL to the workbench:

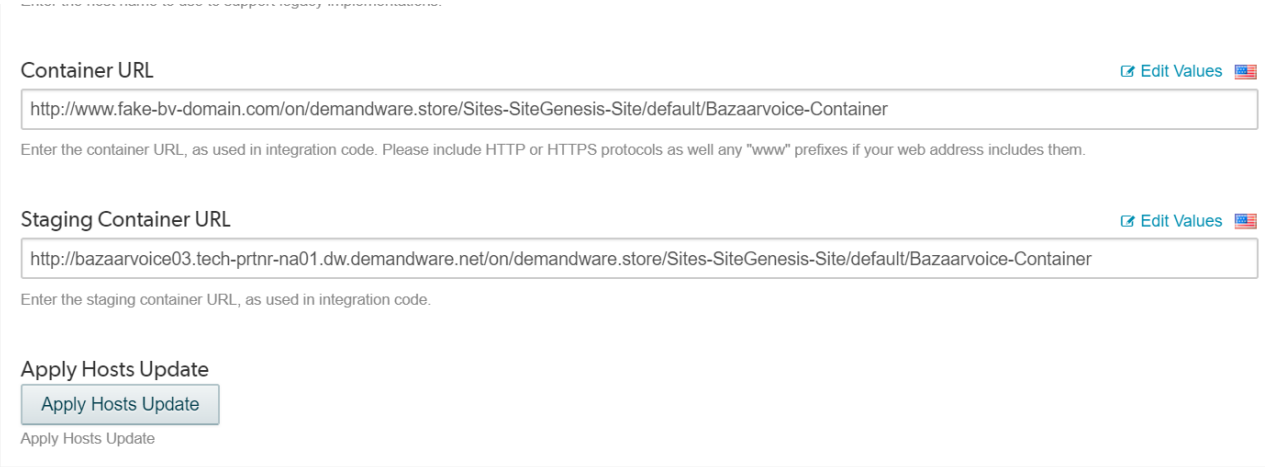
1. Login to http://login.bazaarvoice.com.
2. Click **Settings** > **Manage Applications**.
3. Select your desired implementation.
4. Click **Getting Started > Technical Setup** in the left navigation panel.
5. Scroll down to find **Container URL**, and **Staging Container URL**.
    a. Enter the full url to the pipeline Bazaarvoice-Container. It should look like:

Container URL:

http://<SFCC domain>/on/demandware.store/Sites-<SFCC Site>-Site/<locale>/Bazaarvoice-Container

Staging Container URL:

http://<instance name>-<realm>-<customer name>.demandware.net/on/demandware.store/Sites-<SFCC Site>-Site/<locale>/Bazaarvoice-Container



11 Advanced Topics

The following are special considerations to be aware of.

Upgrading from a previous Bazaarvoice LINK Cartridge Version

The following are the recommended steps to upgrade to a newer version of the Bazaarvoice LINK cartridge.

Complete the following steps in sandbox/staging (making changes in staging will not affect production until replication):

1. Disable replication.
2. Completely delete the cartridge from the Site.
3. Completely delete the exisiting Bazaarvoice-related metadata on the Site.
4. Delete all existing Bazaarvoice-related Scheduled Jobs.
5. Install the new cartridge (including importing the new metadata and setting up the new Scheduled Jobs) to the site according to the Bazaarvoice documention.
6. Test the new cartridge functionality (sandbox/staging).

To push changes to production:

1. In each of the appropriate Custom Site Preferences, select an instance type "production" and enter the appropriate settings.
2. Execute data replication.
3. Execute code replication.

FTP Hostname Override for C7 Clients

By default, the SFCC cartridge attempts to upload feeds to sftp.bazaarvoicecom (production) and sftp-stg.bazaarvoice.com[4] (staging).

Bazaarvoice clients provisioned on the C7 cluster must complete the following steps:

Open the file "int_bazaarvoice/cartridge/scripts/lib/libConstants.ds" and edit the two variables defined on lines 15 and 16:

- FTPHostStaging = "sftp7-stg.bazaarvoice.com[5]";
- FTPHostProduction = "sftp7.bazaarvoice.com[6]";

Additionally, the service framework urls must be updated. Navigate to **Administration > Operations > Services** and click on the credentials tab. Change the urls for each of the following credentials:

- sftp.stg.SiteID
  - URL: "sftp7-stg.bazaarvoice.com[7]"
- sftp.prd.SiteID
  - URL: “sftp7.bazaarvoice.com[8]”

Product Family Override

By default, the SFCC cartridge attempts collect and distribute content at the master product level. This can cause problems with cloud SEO when color slicing is used, or variations are assigned to the same category as their master.

Bazaarvoice clients who wish to display color sliced product tiles must complete the following steps to enable the use of product families:

---

4 http://sftp-stg.bazaarvoice.com
5 http://sftp7-stg.bazaarvoice.com
6 http://sftp7.bazaarvoice.com
7 http://sftp7-stg.bazaarvoice.com
8 http://sftp7.bazaarvoice.com

Open the file "int_bazaarvoice_sfra/cartridge/scripts/lib/libConstants.ds" and edit the two variables defined on lines 49 and 51:

- EnableProductFamilies = true;
- UseVariantID = true;

Importing Ratings Data Using the Bazaarvoice Ratings Feed

Bazaarvoice provides a nightly ratings feed for clients who wish to import the ratings statistical data (overall rating, number of reviews) into their Salesforce Commerce Cloud environment. Bazaarvoice clients who wish to import the ratings data must complete the following steps:

Enable the job schedule “Bazaarvoice Inline Rating Import” described above in the section “**Import Job Schedules**”. The inline rating import job needs to be run on the staging instance in order to import production data into the catalog.