

eDesk Feedback | Trustpilot

The Trustpilot integration allows clients to add their Trustpilot account as a channel in eDesk and then integrate this with other channels (Shopify, BigCommerce, Cdiscount, Magento, FNAC and Prestashop) in order to request feedback based on the orders from those channels.




















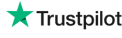

- [Onboarding](#)
 - [Add Trustpilot as a channel inside eDesk](#)
 - [Associate the channel with the marketplace or web store](#)
 - [Create a Feedback rule for the marketplace/webstore](#)
- [Dashboard](#)
- [Full onboarding flow \(screen recording\)](#)

Onboarding

Add Trustpilot as a channel inside eDesk

Get Connected!

It takes just a couple of minutes to connect eDesk to your marketplace or web store. That way all your support issues from all your sales channels will be centralised in one place.

Marketplace							>
Webstore							
Support email				 Email			
Social media			 Instagram				
Reviews & Feedback							

 Need help?

Authorize

You're almost done. Click Authorize eDesk below to connect your store.
Your messages will also continue to be delivered to their original destination. You can remove this connection at any time.



Authorize eDesk

You will be redirected to Trustpilot.
Follow the steps before returning to eDesk

Log in to Trustpilot Business

[Forgot your password?](#)

[Show password](#)

Log in

Or

Do you use Google Apps for work?



Log in with Google

Don't have a Trustpilot account? [Sign up for free now.](#)

[Cookie preferences](#)

Connect your Trustpilot account

Step 1.

Copy and Paste your Domain name from your Trustpilot account

Domain name: *

[< Back](#)

[Next](#)

e



Congratulations, Trustpilot is set up for Feedback

It may take a couple of hours for your orders to start appearing in Feedback.

[Contact Support](#) if your orders do not appear after this time.

Start Feedback



Associate the channel with the marketplace or web store

Go to Mailbox Settings Channels select the channel Integrations Trustpilot

Integrations

Trust Pilot

Trustpilot Account

Trustpilot Test



Domain name

xsellco.tp-testing.com

Create a Feedback rule for the marketplace/webstore

Include the snippet `trustpilot_link` in the message (available for Shopify, BigCommerce, Cdiscount, Magento, FNAC and Prestashop)

The generated link depends on the client's Trustpilot account:

1) A Trustpilot Enterprise account means we have access to the customer information (name, location and email). A custom link will be generated for the customer which directs them to the rating page.

2) When the client doesn't have an enterprise account, the link will be a generic link to the rating page (ex:<https://www.trustpilot.com/review/www.xsellco.com>). This version will include the name entered by the customer only.

Message

56 days after dispatched

B *I* | *I*_x |  |  |  |  |  | Font ▾ | Size ▾ |  |  Source |  | 

[Click here to review](#)

We really value your feedback, as it will help other customers to make an informed decision and it will help our Eyebrow serum stand out amongst the crowd!

Give us a review in our Trustpilot page, <https://www.trustpilot.com/evaluate-link/a3e44c582143a77909f1af9d7c98b3df>

THANK YOU!

Kind regards,

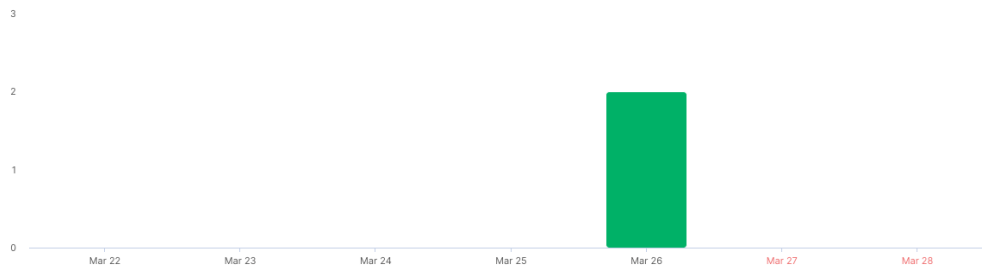
Dashboard

Reviews & feedback

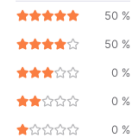
All Channels ▾ | < Mar 22, 2021 - Mar 29, 2021 ▾ | >

Feedback on eBay, Google My Business Reviews and Trustpilot

● POSITIVE ● NEUTRAL ● NEGATIVE



2 Reviews





Feedback across your stores

★  xselco.tp-testing.com

Scheduled next seven days

We couldn't find anything to show for
March 22nd - March 29th

Feedback received

★★★★☆  xselco.tp-testing.com	Mar 26 at 02:18 PM
I recommend this company	
★★★★★  xselco.tp-testing.com	Mar 26 at 04:54 PM
This is another test review for this company test	
Show more...	

We will display positive/neutral/negative ratings and the star rating

We will show the scheduled messages

We will show any comments that have been left and the associated star rating

Full onboarding flow (screen recording)

1. Connecting the Trustpilot account to eDesk
2. Enabling Trustpilot for the channel you want to request the review for - In this case, Shopify.
3. Creating the review request message with the Trustpilot link enabled.

Once set up, when a Shopify order arrives in eDesk, the review request will be triggered and the message sent.

4. This shows the Reviews & Feedback dashboard within eDesk. This is a test account so there is not a huge amount of data but hopefully it will give you an idea of how it will look.

1 - Adding Trustpilot to eDesk.mov2 - Connecting to Shopify.mov3 - Rule with the Trustpilot link.mov4 - Reviews Dashboard.mov

Clients using the integration: Client IDs 31342, 77678