Ratings and Reviews

Overview

A migration to the Gigya platform is performed by exporting data from your current system to a JSON file and sending it to Gigya to import. This guide will help you develop an export schema that will seamlessly import into our platform.

The native Gigya Ratings and Reviews import file format is a JSON file containing information for each category, stream, author, and comment (we will refer to a rating/review as a "comment" in this guide). The information included about authors depends largely on whether the comments will be imported with associated users in the Gigya database or as guest comments.

In addition to our native JSON format, Gigya supports a number of export formats from other commercial vendors. Please check with your Implementation Consultant to determine whether the vendor from which you are migrating is supported out of the box.

JSON Structure

In most cases, you may only have a single category. Categories are used primarily to distinguish between distinct settings for different streams or limit the scope of moderation for different moderators. If all of your streams will use the same settings and moderators, there is no reason to break them up into separate categories.

The **settings** object must be at the top of the file. It should be followed by **categories**, **streams**, **users**, **comments**, and **votes** (specifically in that order, though **users** may alternatively be listed before **categories**).

Parameters with empty values for any given object may be omitted. Separate each object (e.g. comment) by a line break. Lines breaks are not necessary between individual parameters within an object.

There is no limit to the file size, so all of your data can be in a single file.

Ratings Range

Gigya supports only integer ratings from 1 to 5. Half ratings and zero ratings will be ignored. If a comment does not have either a valid rating or a non-empty value for **commentText**, it will be rejected.

Tying Comments to Users

In most cases, if the comment authors are users who registered on your site, you will want to tie their comments to their login identity. If the users already exist in the Gigya database or are being imported in a separate task, you only need to include the UID of the user as it exists in Gigya. For any use you have not already imported, you should include either **firstName** and **lastName** or a **nickname** so that it will be displayed as the person who commented. Otherwise the commentor will be displayed as "anonymous". Including **email** will allow you to link users logging in socially with their existing UID.

Guest Comments

In the case where you do not have users records in the system to represent the comment authors, you can import them as guest comments. In this case, you must set **guestName** and **guestEmail**. You can also choose to set **profileURL** and **photoURL**, which will be used in the display of the comment.

Caveats

Replies to reviews cannot contain **ratings** or **commentTitle**, but *must* contain **commentText**. Whether **commentTitle** or **commentText** are shown and required on the initial review, is determined by the category settings available in the Gigya Dashboard.

Combining Comments and Ratings & Reviews

All Comments and Ratings & Reviews data for a single site should be included in a single file that can be imported in a single run. Please see the Gigya Comments Import Guide for more information on the data structures and fields for non-R&R comments.

Object Fields

Please note that ALL parameters are CASE SENSITIVE, just like the Gigya API.

Settings

Required	Field Name	Type	Description
	apiKey	string	The apiKey into which the content is to be imported.
	importFormat	string	The format of the file you are providing. This should be **gigya-comments-combined-json**.
	totalCategories	integer	The number of categories included in the file.
	totalStreams	integer	The number of streams included in the file.
	totalUsers	integer	The number of new users to import in the file.
	totalComments	integer	The number of comments included in the file.
	totalVotes	integer	The number of votes included in the file.

Categories

Required	Field Name	Type	Description
	categoryID	string	The identifier of the comments category. Streams and comments within this category must contain a categoryID exactly matching an ID listed in the categories array.
	operationMode	string	The operation mode determines whether the category contains Comments or Ratings & Reviews.

Streams

Required	Field Name	Type	Description
	categoryID	string	The identifier of the comments category to which the stream of discussion belongs.
	streamID	string	The unique ID of the stream to which you would like to set information. Note: the string is limited to 150 characters and is case-sensitive.
	streamTitle	string	The title assigned to the commenting stream. This title you assign here will be assigned to each comment posted to be used for RSS & HTML outputs.
	streamURL	string	The stream URL assigned to the commenting stream (usually the URL of the page where the commenting stream is presented). This URL you assign will be assigned to each comment posted to be used for RSS & HTML outputs. This URL will link back from the RSS or HTML page to the original post where the comment was added. **Note**: Gigya will verify that the streamURL belongs to your site (as configured for your API key in the Dashboard section on on Gigya's website).
	createDate	integer	The date the stream was created as a unix timestamp in milliseconds.
	streamTags	string or array	Either a comma-separated list or an array of tags (strings) that should be associated with the stream. The tags you assign here will be assigned to each comment posted to be used for RSS and HTML outputs.

	moderationMode	string	The values accepted for the moderation mode are: • **inherit** - the stream will use the category moderation mode settings (this is the default if not set) • **pre** - all comments will be pending moderator approval • **post** - all comments will be approved automatically (per spamming & other auto moderation rules) • **guest** - all comments submitted by guests will remain hidden until moderation
	readOnly	boolean	Determines whether the stream is read only or not. The default value is 'false', meaning not read only.
	disabled	boolean	Determines whether the stream is disabled or enabled. The default value is 'false', meaning enabled.

Users

Required	Field Name	Type	Description
	UID	string	The unique ID of a logged-in user, with which this method call is associated. See User.UID for more information. If the user is not a guest (*guestName* parameter is not defined) this field is **Required**. **Note:** If you are using account linking then the UID would be your site user ID. To learn more about Social Login with account linking (best practice), please refer to the Login Implementation guide.
	firstName	string	The first name of the user who commented. This field is only necessary when the user does not already exist in the Gigya database, and you are not including **nickname**.
	lastName	string	The last name of the user who commented. This field is only necessary when the user does not already exist in the Gigya database, and you are not including **nickname**.
	nickname	string	The display name of the user who commented. This is shown as the commenter's name in place of **firstName** and **lastName**. This field is only necessary when the user does not already exist in the Gigya database, and you are not including **firstName** and **lastName**.
	email	string	The email of the user who commented. This field is only necessary when the user does not already exist in the Gigya database. If that is the case, it is necessary for account linking if the user subsequently logs in socially.
	photoURL	string	The photo of the commenter.
	profileURL	string	The profile URL of the commenter.

Comments

Required	Field Name	Type	Description
	categoryID	string	The identifier of the comments category to which the stream of discussion belongs.
	streamID	string	The unique ID of the stream to which you would like to set information. Note: the string is limited to 150 characters and is case-sensitive.
	ID	string	The unique identifier for the comment.
	commentText	string	The message body of a comment. The text may be maximum 5,000 characters long. * This parameter is **Required** given the following conditions: • If you are posting to a categoryID that is defined with 'Operation mode: Rating & Reviews'. • And, in the Comments Settings of the relevant categoryID, 'Enable Comment Body:' is set to 'Show' and 'Required. • Or, the parentID parameter is specified (i.e. you are posting a comment to a review). In any other case the **commentText** is irrelevant and is ignored.
	commentTitle	string	A title for the comment. The title may be maximum 250 characters long. * This parameter is **Required** given the following conditions: • If you are posting to a categoryID that is defined with 'Operation mode: Rating & Reviews'. • And, in the Comments Settings of the relevant categoryID, 'Enable Comment Titles:' is set to 'Enable'. • And, the parentID parameter is not specified (i.e. you are posting a Review and not a comment to a review). In any other case the **commentTitle** is irrelevant and is ignored.

	ratings	JSON object	An object that defines user ratings for this stream. The object structure is: **{"_overall": ratingValue, "dim1ID": dim1RatingValue}**, where the **ratingValue** and **dim1RatingValue** are integers between 1-5, and **dim1** is the ID of a ratings dimension defined in the category settings. * This parameter is **Required** given the following conditions: • If you are posting to a categoryID that is defined with 'Operation mode: Rating & Reviews'. • And, in the Comments Settings of the relevant categoryID, 'Enable Ratings:' is set to 'Enable'. • And, the parentID parameter is not specified (i.e. you are posting a Review and not a comment to a review). In any other case the **ratings** is irrelevant and is ignored. **Note**: Rating a stream is permitted only for a logged in user, which hasn't rated this stream before (each user may rate each stream only once). This method will return an error to a forbidden rating attempt.
	UID	string	The unique ID of a logged-in user, with which this method call is associated. See User.UID for more information. If the user is not a guest (*guestName* parameter is not defined) this field is **Required**. **Note:** If you are using account linking then the UID would be your site user ID. To learn more about Social Login with account linking (best practice), please refer to the Login Implementation guide.
	guestName	string	Guest user name. This field is relevant if the user who posted this comment is a guest user, in which case this field is **Required**.
	guestEmail	string	Guest user email. This field is relevant if the user who posted this comment is a guest user, in which case this field is **Required**.
	parentID	string	The identifier of the parent comment. In case this comment is a reply to another comment, this field is the ID of the comment to which this comment replies.
	cid	string	A string of maximum 100 characters length. This string is associated with each transaction and will later appear on reports generated by Gigya in the "Context ID" combo box. The cid allows you to associate the report information with your own internal data. For example, to identify a specific widget or page on your site/application. The "Context ID" combo box lets you filter the report data by site/application context.
	tags	array	This parameter is a strings array representing a list of tags, e.g.: ["tag_a","tag_b"]. Each tag in the array is assigned to the posted comment. Tags can be used to filter comments when calling comments.getComments, to get only comments that match the tag.
	state	string	The state of the comments for import. The optional values for this parameter are: 'approved' (default), 'pending', or 'rejected'.
	createDate	integer	The date the comment was created as a unix timestamp in milliseconds.
	ip	string	The IP address from which the comment was posted.
	photoURL	string	The photo of the commenter.
	profileURL	string	The profile URL of the commenter.

JSON Samples

The sample provided below represents a variety of possible combinations of fields depending on the structure of your existing data. Please see above to identify which fields are required and which are optional. Your existing data may only represent a subset of the fields shown in the samples so long as the required fields are present. We encourage you to reach out to your Implementation Consultant for more information and to review.

Flat JSON

```
{
 "settings": {
  "apiKey": "<YOUR--API--KEY>",
        "importFormat": "gigya--comments--combined-json",
        "totalCategories": 1,
        "totalStreams": 2,
        "totalUsers": 1,
        "totalComments": 3 },
     "categories": [ {
```

```
      "categoryID": "Restaurants",
      "operationMode": "Ratings & Reviews" } ],
"streams": [ {
      "streamID": "849273",
      "categoryID": "Restaurants",
      "streamTitle": "Siam Thai",
      "streamURL": "http://mysite.com/reviews/siam--thai.html",
      "streamTags": ["thai","asian"],
      "moderationMode": "inherit",
      "status": "enabled",
      "createDate": 1297087491153 },
      {
      "streamID": "820742",
      "categoryID": "Restaurants",
      "streamTitle": "Corner Grill",
      "streamURL": "http://mysite.com/reviews/corner--grill.html" } ],
"users": [ {
      "UID": "127472534",
      "firstName": "Jason",
      "lastName": "Smith",
      "email": "jason.smith@commentor.com"  } ],
"comments": [ {
      "ID": "7812397",
      "streamID": "849273",
      "categoryID": "Restaurants",
      "UID": "127477523",
      "ratings": {"_overall": 4, "food": 5, "atmosphere": 3},
      "commentTitle": "Great place!",
      "commentText": "This was sooo yummy!",
      "cid": "website",
      "state": "approved",
      "tags": ["mytags","rating"],
      "createDate": 1297087491153 },
      {
      "ID": "7812399",
      "parentID": "7812397",
      "streamID": "849273",
      "categoryID": "Restaurants",
      "guestName": "Suzzie Song",
      "guestEmail": "suzzie@acme.com",
      "photoURL": "http://cdn.socialnetwork.com/avatars/1234567",
      "commentText": "I totally agree!",
      "state": "approved",
      "createDate": 1297087491153 },
      {
      "ID": "7812582",
      "streamID": "849273",
      "categoryID": "Restaurants",
      "UID": "127472534",
      "ratings": {"_overall": 4},
      "commentTitle": "Not bad.",
      "commentText": "It was pretty good and had great service",
```

```
        "state": "approved",
        "createDate": 1297087491153 } ]
}
```