

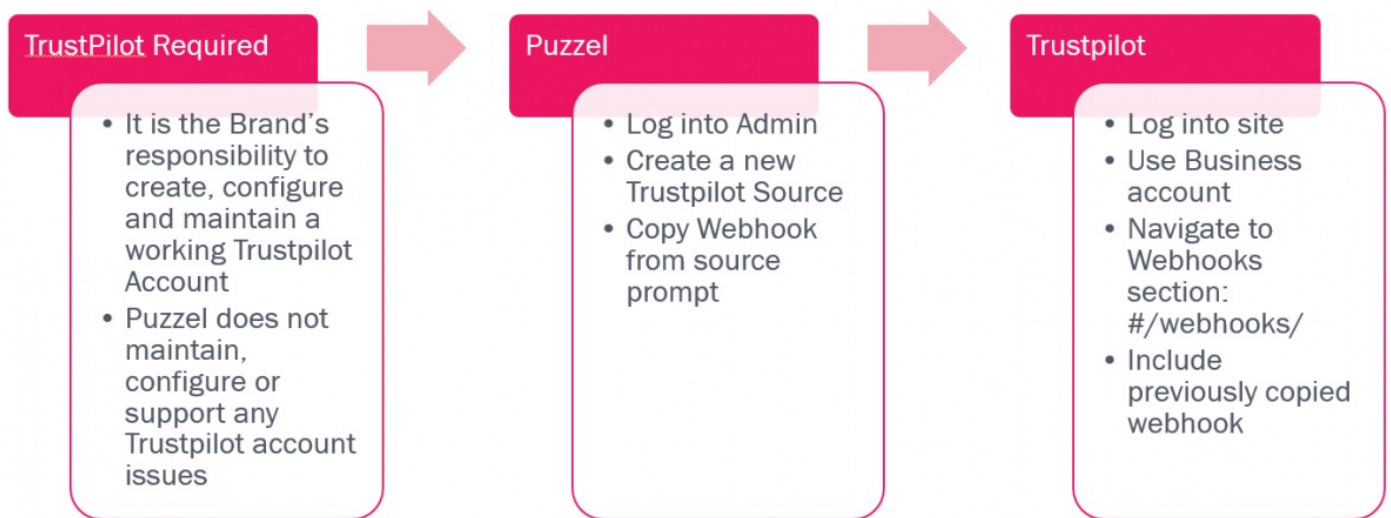
Adding a Trustpilot Source

Debuted in the April 2019 Release is support for Trustpilot as a Social Media Source. This is another powerful integration, which allows a direct interface towards a Social media Source in this case, Trustpilot.

Prerequisites

Each customer, which wants to connect to a Trustpilot account, must have an enterprise account at Trustpilot to use this solution, as Trustpilot webhooks is only supported in their enterprise product.

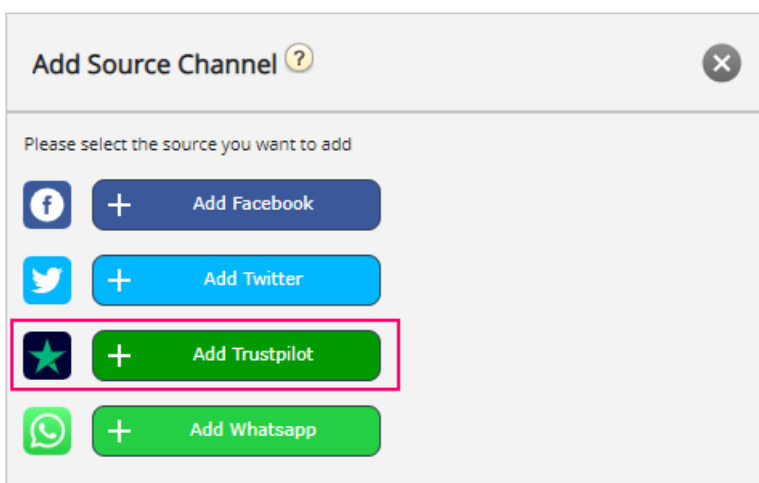
The general flow for setting up a Trustpilot source is demonstrated in the diagram below:



As mentioned above, once a Brand has secured a Trustpilot account, it can then be integrated in the NAA Social Media Widget. The steps below provide details on the required steps.

Adding a new Source

Adding a new Trustpilot source is similar to all other sources. This is initiated via the Add New Source button, located in the admin section, under Services->Social:



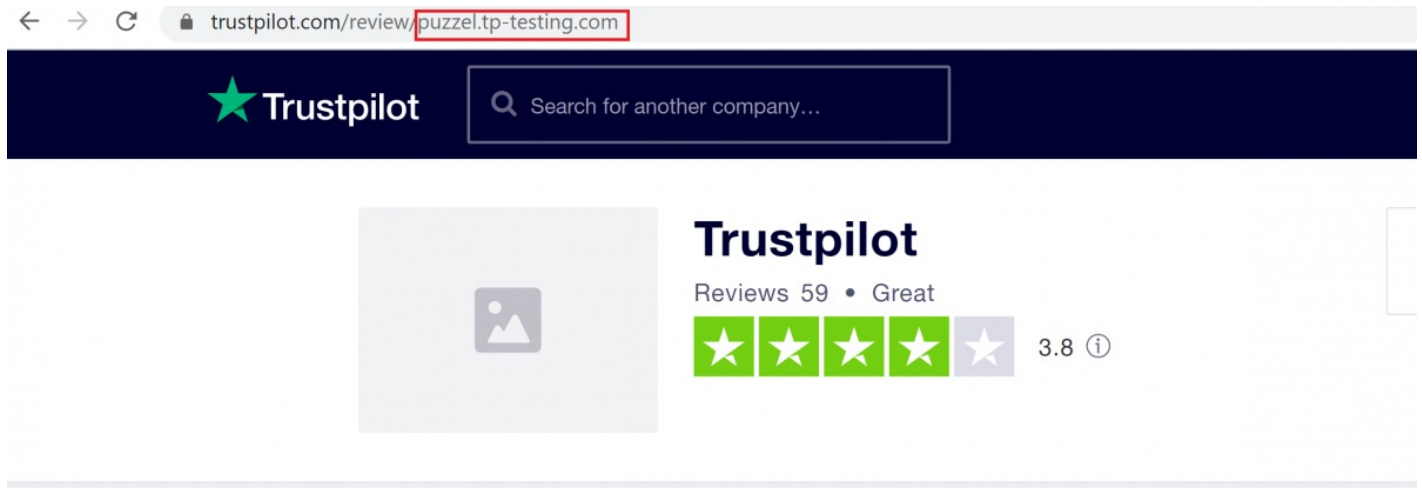
Clicking on the Add Trustpilot link will provide you with a simple popup, where one needs to enter the URL to the site, which needs to be added. This looks like this:

Add Source Channel ? ✕

Trustpilot site

Create

The sitename / URL is your company URL that appears in Trustpilot as shown in the below example:



If you are currently not logged into your Trustpilot account, you will be prompted to do so:

Log in to Trustpilot Business

Work Email


Password

[Forgot your password?](#) [Show password](#)

Log in

Or

Do you use Google Apps for work?

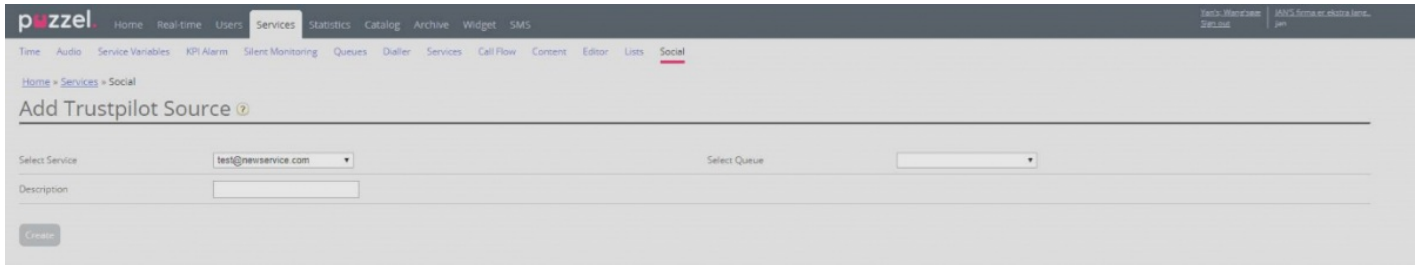
 [Log in with Google](#)

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

If you are logged in, you can directly enter the URL section, which corresponds to your company, as shown below:



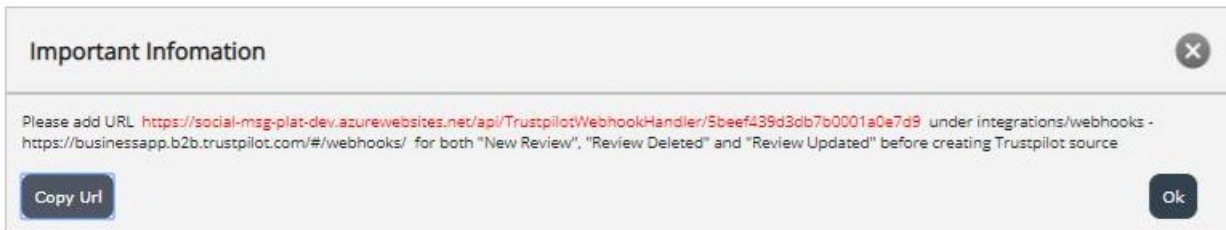
Once this is done, you will be taken to the last section of the configuration, which looks like this:



It has the following modifiable fields:

1. Select Queue this gives you the opportunity to point to a predefined Queue, where the messages will be received.
2. Description this is a text field, where one can enter a meaningful description for the source.

Additionally, there is a very important message, which requires customer/user action, to complete the setup. This information is popped up, as soon as this step of the configuration is completed:



Essentially, this requires that the URL, which is generated and explicitly cited, as in the text above, need to be added to integrations/webhooks section, within your account for Trustpilot. A sample setup looks like this:

Event

New Review

Subscriptions

Enabled Test Remove x

[Add new subscription](#)

[Save changes](#)

Want to know what the data looks like when you receive it? [See event payload example](#)

Review Deleted

Subscriptions

Enabled Test Remove x

[Add new subscription](#)

[Save changes](#)

Want to know what the data looks like when you receive it? [See event payload example](#)

Review Updated

Subscriptions

Enabled Test Remove x

[Add new subscription](#)

[Save changes](#)

Want to know what the data looks like when you receive it? [See event payload example](#)

Once the Source is fully configured and its configuration is finalized via the Create button, the source is added to the list of sources in the Social section:

SoMe_5beef439d3db7b0001a0e7d9_Q_Trustpilot	Status Connected	Service Number 21492939	
Description Trustpilot - puzzel tp-testing.com	Mapped Queue PIL Public	Message type	
Save changes	Undo changes		