

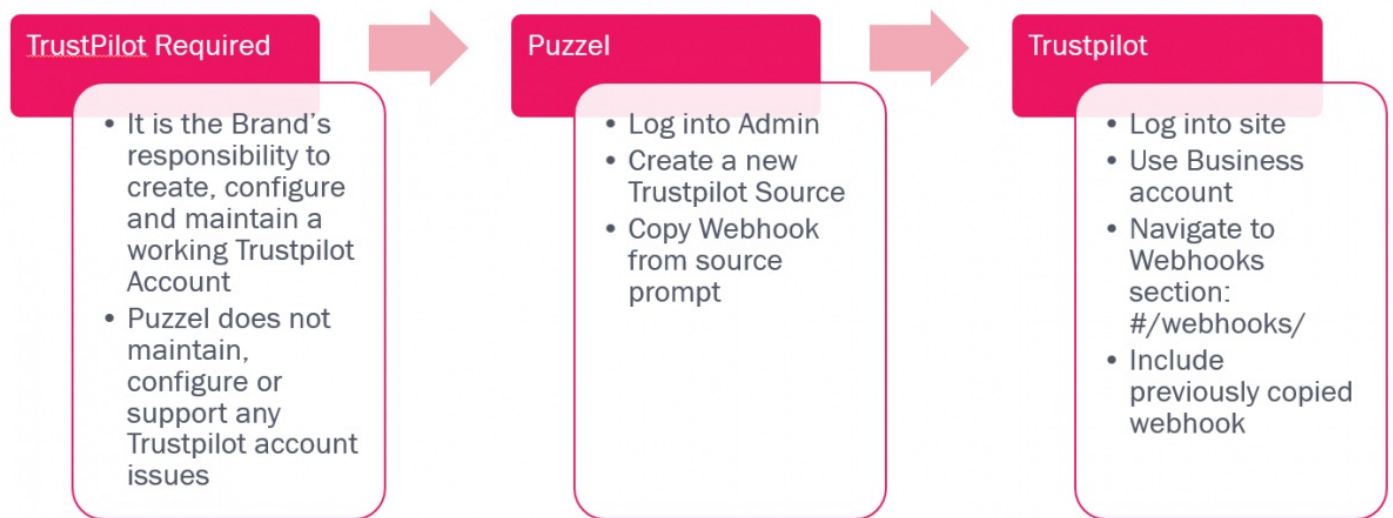
Adding a Trustpilot Source

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.

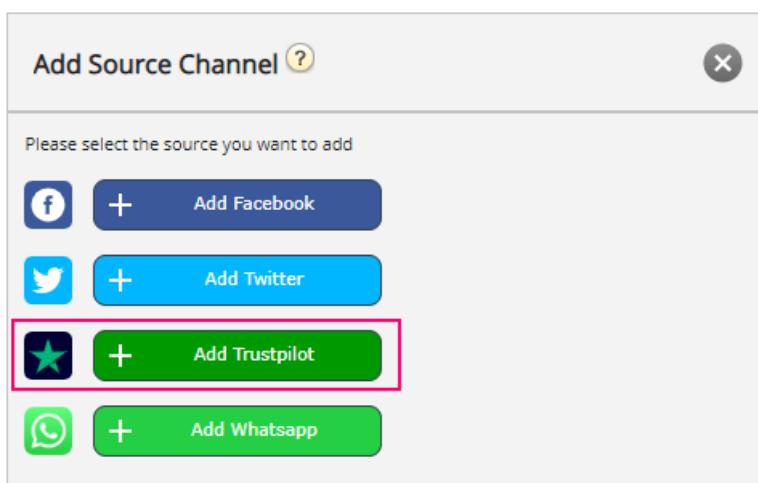
The general flow for setting up a Trustpilot source is demonstrated in the diagram below:



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:



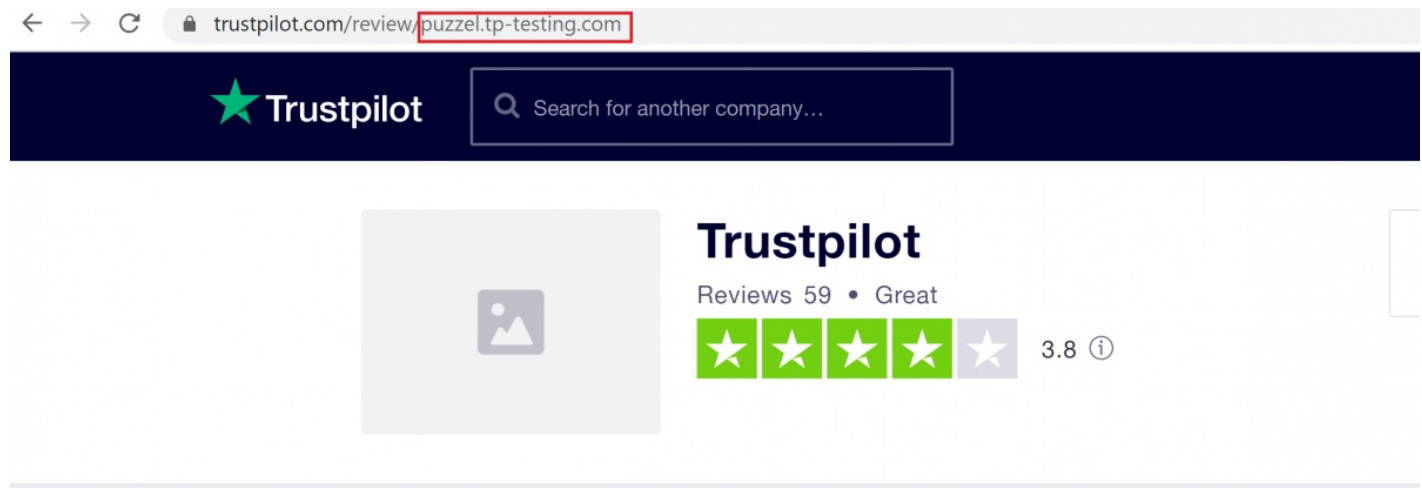
Clicking on the Add Trustpilot link will provide you with a simple popup, where one needs to enter the URL to the site, which needs to be added. This looks like this:

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

puzzel.innovation@gmail.com

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:

Add Source Channel ?

Trustpilot site

Create

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

puzzel.
Home
Real-time
Users
Services
Statistics
Catalog
Archive
Widget
SMS

Time
Audio
Service Variables
KPI Alarm
Silent Monitoring
Queues
Dialer
Services
Call Flow
Consent
Editor
Lists
Social

Home » Services » Social

Add Trustpilot Source ?

Select Service

Select Queue

Description

Create

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:

Important Information

Please add URL <https://social-msg-plat-dev.azurewebsites.net/api/TrustpilotWebhookHandler/5beef439d3db7b0001a0e7d9> under integrations/webhooks - <https://businessapp.b2b.trustpilot.com/#/webhooks/> for both "New Review", "Review Deleted" and "Review Updated" before creating Trustpilot source

Copy Url
Ok

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

https://social-msg-plat-dev.azurewebsites.net/api/TrustPilotWebhookHandler/5beef439d3db7b0001a0e7d9

Enabled

Test

Remove ✕

Add new subscription

Save changes

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

Review Deleted

Subscriptions

https://social-msg-plat-dev.azurewebsites.net/api/TrustPilotWebhookHandler/5beef439d3db7b0001a0e7d9

Enabled

Test

Remove ✕

Add new subscription

Save changes

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

Review Updated

Subscriptions

https://social-msg-plat-dev.azurewebsites.net/api/TrustPilotWebhookHandler/5beef439d3db7b0001a0e7d9

Enabled

Test

Remove ✕

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
<div>Save changes</div> <div>Undo changes</div>		