WhatsApp Order Notification

WhatsApp Order Notification

by CedCommerce Products Documentation

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1. Overview

WhatsApp Order Notification extension for Magento 2, by CedCommerce updates customers via WhatsApp message about order status and order confirmation. This module facilitates store owners to add prominent messaging service features to their Magento store. Once the extension is configured properly, it will automatically send order status notification 24x7 directly to the customers.

To enable the WhatsApp Order Notification, the store admin must have a developer's Meta (Facebook) account (Read more about meta account from

https://developers.facebook.com/apps/(https://developers.facebook.com/apps/)

). The seller must enter the Phone number, WhatsApp business account, and Access token generated through the Meta developers account. In order to configure the module, it is mandatory to fill in the details in the template for enabling the extension.

Key Features of WhatsApp Order Notification Extension

- 1. Provides 1000 free monthly messages.
- 2. Sellers get notifications regarding:
- Order creation.
- Order cancellation.
- Order on hold.
- Invoice generation.
- Shipment of order.
- Generation of credit memo/refund.

2. Installation Of WhatsApp Order Notification

For installation of extension

- Log in the ftp, and then go to the Magento 2 root folder (generally present under the public_html folder).
- Create a new folder named code under the app folder; under code folder, create a folder named Ced.
 - a. Upload or Drag and Drop app/code/Ced directory.
 - b. After successfully uploading the directory, the extension will be installed/upgraded.
 - c. Now run the following upgrade command in cmd

php bin/magento setup:upgrade php bin/magento setup:di:compile php bin/magento setup:static-content:deploy -f php bin/magento index:reindex php bin/magento cache:flush

3. Retrieve Authorization Credentials

For successful installation of the WhatsApp Order Notification extension for Magento 2, sellers has to enter the authorization details. But before acquiring the authorization details sellers must create a meta developer account by:

 Registering as meta developers by clicking on the link here(https://developers.facebook.com/async/registration)

- Enabling two-factor authentication for their accounts by clicking the link here(https://www.facebook.com/help/148233965247823?cms_platform=www&helpref=platform_switcher)
 - . After successfully creating a meta developer account proceed further with the hep of following steps.
- 1. Go to the Meta App page (https://developers.facebook.com/apps/), select **All Apps** on left and then move to the top right and click on **Create App** option.

∞ Meta for Developers	Docs Tools	Support	My Apps Q Search developer documentation	🔺 🛛 🎧 WpOrder Notify 🔫
Apps			Q Search by App Name or App II	D Create App
Filter by				1
 All Apps 				· · · · · · · · · · · · · · · · · · ·
Archived				
			No apps yet To get started, create your first app. Create App	

- 2. After creating app following page appears, which have option for selecting main use case you will like to add to you app.
- 3. Select the second option of **Other**, this option will add the permissions you will be asked for choose an app. Click on **Next** to proceed further.



- 4. Following page appears, after clicking on Next.
- 5. On the top left side click on **Type** and then choose **Business Option** and then again click on **Next**.

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	Create an App							× Car	icel
	Type Details	Select an The app type	app type can't be cha Business Create or m Graph APL u	anged after you anage busines	ir app is create s assets such	d. Learn more	, Ads, Messenger, WhatsApp a	and Instagra	n
		*	Consumer Connect cor	nsumer produc	ts and permis	sions, like Facebook Logir	n and Instagram Basic Display	to your app	
		•	Instant Ga Create an H	m es TML5 game ho	osted on Faceb	ook.			
		P	Gaming Connect an	off-platform ga	ame to Facebo	ok Login.			
		ଭ	Workplace Create enter	e rprise tools for	Workplace fro	m Meta.			Rate your experience Good Bad
			Academic Connect to I	research Facebook data	and tooling to	perform research on Fac	ebook.		
		•	None Create an ai	pp with combin	nations of cons	sumer and business permi	issions and products.		
								Nex	

6. Then move to top left side ,click on **Details** , then add **app name**, **app contact email**, and **business account** (optional) . Click on **Create app** option.

∞ Meta for Developers	Docs Tools Support My Apps Q Search developer	r documentation 🖉 🚱 WpOrder Notify 🔻
Create an App		imes Cancel
📀 Туре	Add an app name This is the app name that will show on your My Apps page and associated with your app	ID. You can change the name later in Settings.
Details	WpOrderNotify	13/30
	App contact email This is the email address we'll use to contact you about your app. Make sure it is an addre policies, app restrictions or recovery if your app is deleted or compromised. Business Account - Optional Connecting a Business Account to your app is only required for certain products and perr Account when you request access to those products and permissions. No Business Manager account selected	ress you check regularly. We may contact you about missions. You'll be asked to connect a Business
	By proceeding, you agree to the Meta Platform Terms and Developer Policies	s. Previous Create app

7. In the following page add products to your app by selecting **WhatsApp** Set Up.



- 8. After clicking on Set Up following page appears, go to the left side and select **WhatsApp** option and then select **Quickstart**.
- 9. Click on blue icon with the message "Start using the API".



- 10. After selecting the blue icon you can have access to **Temporary Access token**, valid for 23 hours.
- 11. Get Phone number ID, and WhatsApp Business Account ID and then click on Add Phone Number and then click on Add Payment Method.

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Construint Construint	WpOrderNotify	- Арр	ID: 216298174542899	App Mode: Development	Live	App type: Business	⑦ Hel	lp
Bathbard Propund actions Durbbard Propund actions Durbbard				This app is now using	Facebook Logir	n for Business. 🗙		
Product actions Outlocktart > Outlockt	Dashboard							
Statings Dependent	$\stackrel{\checkmark}{=}$ Required actions		Quickstart >	Getting started				
A partie A derte A herte	<û Settings	~	Temporary ac	cess token				
Arts Arts Approximation	App Roles	~	EAADEuNfb90	MBAPetA8D4HDxAJqvJNgf	V3CxuT [Copy O Refresh This token will expire in	23 hours.	
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Products Md Product We bhooks WateApp Ouicktatet Pione number 1D: WhatsApp Business Account ID: Image: See 2: Send messages with the API To end a set message, copy this command, paste 1 into Terminal, and press enter. To create your own message template, click here. Image: See 2: Send messages with the API To end a set message, copy this command, paste 1 into Terminal, and press enter. To create your own message template, click here. Image: See 2: Send messages with the API To end a set message, copy this command, paste 1 into Terminal, and press enter. To create your own message template, click here. Image: See 2: Send messages with the API To end a set message, copy this command, paste 1 into Terminal, and press enter. To create your own message template, click here. Image: Set 2: Send messages with the API To end a set message, copy this command, paste 1 into Terminal, and press enter. To create your own message template, click here. Image: Set 2: Send messages with the API To end a set message, copy this command, paste 1 into Terminal, and press enter. To create your own message template, click here. Image: Set 2: Send messages upplate into (Your)	App Review	~	Step 1: Select p	hone numbers				
WhatsApp Phone number 10: WhatsApp Business Account ID: ID Juckstatet To Step 2: Send messages with the API To send a test message, copy this command, paste it into Terminal, and press enter. To create your own message template, click here. I gift 1: 1: X POST I gift 1: 1: X POST <tr< td=""><td>Products Webhooks</td><td>Add Product</td><td>From Send free mess Test number:</td><td>ages with the provided test p +1 555 088 5127</td><td>hone number. Y</td><td>You can use your own phone number which is subject t</td><td>o limits and pricing. Learn more.</td><td></td></tr<>	Products Webhooks	Add Product	From Send free mess Test number:	ages with the provided test p +1 555 088 5127	hone number. Y	You can use your own phone number which is subject t	o limits and pricing. Learn more.	
Duckstart B Sep 2: Send messages with the API Control of the send a text message, copy this command, paste if into Terminal, and press enter. To create your own message template, click here. 1 1	WhatsApp	^	Phone number	D: D	WhatsApp B	usiness Account ID:		
Step 2: Send messages with the API To send a test message, copy this command, paste it into Terminal, and press enter. To create your own message template, click here. 	Quickstart		То		•			
Step 3: Configure webhooks to receive messages Create a custom webhook URL or use services that help you setup an endpoint. Configure webhooks. Step 4: Learn about the API and build your app Review the developer documentation to learn how to build your app and start sending messages. See documentation. Step 5: Add a phone number To start sending messages to any WhatsApp number, add a phone number. To manage your account information and phone number, see the Overview page. Step 6: Add payment method Add a payment method to send business-initiated messages to your customers. After you use 1000 free user-initiated depayment method.			To send a test n 1 curl 3 htt 3 HE EAADE 07Zaz 4 -H 5 -H 5 -H	<pre>-i -X POST ` -i -X POST ` ps://graph.facebook.com/ white/argaph.facebook.com/ ' Authorization: Bearer Nhf500HBareKab4HDA3(aya) B8V+HX00UFoq065AsnHjIxJYI ' (\'messaging_product\" '(\'messaging_product\" lo_world\", \"language\":</pre>	, paste it into Tr (16.0/ IgfV3CxuTW4Le7 (70F28w103W5FT (70F28w103W5FT (70F28w103W5T) (70F38w103W5T) (70F38w103	<pre>erminal, and press enter. To create your own message messages ` PpsLDtVM3Y7UoKELUPHFt3qFFN059FEqVgbHMUly2naFauZ HgrsPZATNwKR2WxPM2PNfqUe9GD73ZAAJgkmPqFDxWkTHp ', \'to\': \'\", \"type\": \"template\", \"temp \"en_US\" } }'</pre>	template, click here. CC7ImTZAu&ibWztVYB0s6iHtFUgnZC u4IIKdFCPfDrGVxNVcQZD' ` date\": { \"name\": Postman Send message	
Step 4: Learn about the API and build your app Review the developer documentation to learn how to build your app and start sending messages. See documentation. Step 5: Add a phone number To start sending messages to any WhatsApp number, add a phone number. To manage your account information and phone number, see the Overview page. Step 6: Add payment method Add a payment method to send business-initiated messages to your customers. After you use 1000 free user-initiated Add payment method.			Step 3: Configu Create a custon	re webhooks to receive mess webhook URL or use servic	sages es that help you	i setup an endpoint. Configure webhooks.		
Step 5: Add a phone number To start sending messages to any WhatsApp number, add a phone number. To manage your account information and phone number, see the Overview page. Step 6: Add payment method Add a payment method to send business-initiated messages to your customers. After you use 1000 free user-initiated conversations each month, you will also need to have a payment method.			Step 4: Learn at Review the deve	out the API and build your a loper documentation to learn	pp 1 how to build y	our app and start sending messages. See documentat	ion.	
Step 6: Add payment method Add a payment method to send business-initiated messages to your customers. After you use 1000 free user-initiated conversations each month, you will also need to have a payment method.			Step 5: Add a pl To start sending phone number, :	none number messages to any WhatsApp see the Overview page.	number, add a	phone number. To manage your account information a	and Add phone number	
			Step 6: Add pay Add a payment conversations e	ment method method to send business-init ach month, you will also nee	iated message d to have a payı	s to your customers. After you use 1000 free user-initia ment method.	ated Add payment method	

- 12. On left side of the dashboard click on "App Roles" then following page appears.
 13. Then click on Business Manager Account and click on "Edit Roles in Business Manager".

		board bocs i	oois Support	My Apps	Q Search developer documentation	📕 💽 WpC	rder Notify
⊗ WpOrderNotify ▼	App ID: 216298	3174542899 App	Mode: Development	Live	App type: Business		(?) H
		Т	his app is now using	Facebook Logi	n for Business. 🗙		
 Dashboard Required actions Settings App Roles Roles Test Users Alerts App Review 	× • •	Updates We've made some (People with role this app through Business Manage Emails sent to p Notifications for As a result of these Business Manager . Developer roles allow	updates to the way ro s on apps can now bo I Business Manager. Jeer admins can add p eople using Business people using Busines changes, we recomm you to control which	les work for ap managed dire eople to apps t Manager will g ss Manager wi nend making a people have pe	ps associated to Business Manager accounts ctly in Business Manager. Additional busines: using their business email address, instead of jo to their business email. I only show in Business Manager, not in their ny future updates to people on your app in rmission to edit and view your app.	s. is users not listed below may also f their personal Facebook account personal Facebook accounts.	X have roles in
roducts Add P 'ebhooks		Administrators (?) WpOrder Not	r account iness s managed by Test Bu or this app.	usiness. Admin	s of this business can update roles and	Etit roles in Business M	anager
		Developers (?)		Th	ere are no developers for this app.	Ad	d Developers
		Testers [?]				0/50 Testers	Add Testers
					There are no testers for this app.		
		Analytics Users [?]		Ther	e are no Analytics users for this app.	Add Ar	alytics Users

14. Next in the business page , on the left side , click on Users then on "System Users" then click on Add.

∾ ^{Meta} Business settings	≡	System users	
Test Business	•		
People Partners System users	^		
Pages		Test Business doesn't have any System Users yet.	
Ad accounts		Manage Your System Users	
Business asset groups Apps Instagram accounts WhatsApp accounts		All of the system users for your business will be listed here. Click on any system user to see and manage the assigned apps, the people who need access and the assets associated with them.	
\$\$ 4 ⁴ Q 7	•		

A pop up titled Create System User appears, fill in System Username and System User Role.
 After filling the credentials click on blue icon with message of "Create System User".

🙉 Meta	≡	System users	
Business settings			
Test Business	-	Create System User ×	
Users	^	Enter a name for the system user you want to create below: System Username	
People		Ced	
Partners		System Liser Bole	
System users			
Accounts	^	Test Business will be the owner of this System User.	
Pages		Cancel Create System User System Users yet.	
Ad accounts		sers	
Business asset groups		All of the system users for your business will be listed nere. Click on any system	
Apps		user to see and manage the assigned apps, the people who need access and the assets associated with them.	
Instagram accounts			
WhatsApp accounts		Add	
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17. In the subsequent page get permanent token by clicking on "Generate New Token" pointed with red arrow.

WhatsApp Order Notification

∾ ^{Meta} Business settings	≡	System users			
Test Business	•	Filter by name or ID	Q Add	Ced Admin access	Edit
People Partners	^	Ced Admin System User		Generating Access Tokens System Users can only generate access tokens for permissions their app has been granted App Review. App Review.	through
System users				Generate New Token Generate New Token A Add Assets	
 Accounts Pages Ad accounts 	^			Assigned assets Add Ass Here are the assets that Ced (system user) can access. View and manage their permissions Add or remove assets.	ets
Business asset groups Apps Instagram accounts WhatsApp accounts				No assets have been assigned yet. Add an asset.	
\$\$ 🗘 Q (?)	=				6

18. In this page, click on **Access Token** and get access to token information.

Sharing Debugger B	Batch Invalidator Access Token			API version: [?] v17.0 -
EAADEuNfb9DMBAD3qlVK3	SxP6hFYSbvVX1Jc1CRNjG0lQte6xOfQ8ZAYLuZAy	gxJ8r5iLW5HuSUGZCn3KhXRy4xk	TzJxZA8Ah2ZBPaF5Uzr0kSSQXt9ZB8	3qPG4JZCsXF Debug
Access Token Info				
App ID	216298174542899 : WpOrderNotify			
Туре	System User			
App-Scoped User ID Learn More	105584149221440 User last installed this app via API N/A			
Issued	1685083990 (5 seconds ago)			
Expires	Never			
Data Access Expires	Never			
Valid	True			
Origin	Unknown			
Scopes				
Follow Us	Products Artificial Intelligenc AR/VR Business Tools Gaming Open Source Publishing Social Integrations Social Presence	e Developer Circ ThreatExchan Support Developer Sup Bugs Platform Stat Report a Platf Facebook for Community G Sitemap	IS News cles Blog ge Success St Videos Meta for Do opport us Platform In form Data Incident Platform In Developers Developer I European C Commitme	ories and Policies itiatives Hub erms Policies Soommission nts

∾ ^{Meta} Business settings	≡	System users	
T Test Business	•	Filter by name or ID Q Add	Ced Edit
People	^	Ced Admin System User	Generating Access Tokens System Users can only generate access tokens for permissions their app has been granted through App Review.
Partners System users			C Generate New Token O Revoke Tokens A Add Assets
Accounts Pages Advectures	^		Assigned assets Here are the assets that Ced (system user) can access. View and manage their permissions. Add or remove assets.
Au accounts Business asset groups Apps			A no assets have been assigned yet. Add an asset.
Instagram accounts WhatsApp accounts			
\$\$ 4 ^{\$} Q 0	•		

19. Again go back to Business settings Page and click on "Add Assets" enclosed in red square.

- 20. After clicking on Add Assets a new page opens up, on left side go to the **Select Asset Type** and then click on **Apps**.
- 21. Select the check box and confirm the name, then enable the options and make changes accordingly by clicking on **Save Changes**.

Assign assets to Ced		×
Select asset type	Select assets	App Partial access
Pages Ad accounts	Search and filter Q	Develop app Can change app settings, test the app and view analytics.
Catalogues	Name	View insights Can view app analytics. Test app Can test the app.
Pixeis Instagram accounts Datasets		Full control Manage app Can manage roles, change app settings, test the app and view analytics.
		Cancel Save Changes

22. In the next page fill in business information like **Business name**, **Business website** or **profile page**, **Country name** and **address** (optional), then click on **Next**.

WhatsApp profile.	nation to add your phone number. Your audience will not see this information on your	
WpOrderNotify	1	3/100
Business website or profile pag	ge	
if you don't have a business website,	e, you can use a URL from any of your social media profile pages.	
Country		
India		•
India		
+ Add Address (optional)		

23. Add **Phone number for WhatsApp** and then verify the number using text message or phone call, then on **Next**.

Add a phone numb This is the number pe	er for WhatsApp ople will see when they chat with you. Learn how to us	se a number that's already on WhatsApp.	×
Phone number			
IN +91	▼		Ø
You'll receive a code	verify this number.		
Choose how you wou If you are using a landlin	d like to verify your number: number, choose phone call.		
 Text message 	Phone call		

24. After verifying WhatsApp number move to the left side grid and click on **WhatsApp**, click on **Quickstart**, pointed with arrow.





25. On next page click on Message templates enclosed in red square box.

26. A Message Template page opens up click on "Create Template" enclosed in square box.

Ĝ	Mes	sage templates								WpOrderNotify 👻
=										
	0	Search	Category - L	anguage 🔻 <mark>8 op</mark>	otions sel ▼ Las	t 30 days ▼	🌣 Nam	nespace	Compare	Create Template
₽	т	Template name ↑↓	Language ↑↓	Status ↑↓	Messages 6 ↑↓ sent	Messages opened	6 ↑↓	Top block reason	0	Last updated $ \downarrow $
â	h U	ello_world ttility	English (US) Welcome and congratulations!!	Active – Quality pendi	0		0			26 May 2023
	1 me	essage templates in total (max.: 250)							
ŝ										
¢										
Q										
?										
•										•

- 27. In subsequent page select Languages option and add language of your choice.
- 28. The same page have option to **Edit Template**, fill in the required information in header, body and footer with the necessary details.

☐ =	Message templates		WpOrderNotify 💌
= T	order_create • English (US) • Utility • Updated 21 May 2023 Active - Quality pending		Help Centre Back Delete
	Active - Quality pending	Edit template Edit Header opional Add at title or choose which type of media you'll use for this header. If (1)) Text + (1)) 8/6 Add variable + Add variable Samples for header content - To help us review your content, provide examples of the variables or media in the header. Do not inparameters to protect the security and integrity of our services. (1)) Abhimanyu (1)) Abhimanyu Edey Eter the text for your message in the language that you've selected. (1))* Characters: 88/102 (a) 1 5 + Add variable Characters: 88/102 (a) I 5 + Add variable Samples for body content (a) I 5 + Add variable Samples for body content (b) I 5 + Add variable Sady (1) 1234557898 (1) 1234557898 (1) 1234557898	Preview Hi Abhimanyu Thank you for shopping at Ceck Store Your order has Placed at no is # 1244567898 Thank You
		Thank You 9/6 Buttons optional Create buttons that let customers respond to your message or take action.	
ш	¢		Ø

29. You can see the message preview on the the top right side of the page and view the order status. For example there are two template formats – order_create and order_status.

30. For order_create :

Header : Hi {{1}},

Body : Thank you for shopping at STORE_NAME Store! Your order has Placed and Order no is # {{1}} **Footer** : Thank You

31. For orders_status :

Header : Hi {{1}},

Body : Your order id # {{1}} has successfully {{2}}. Thank you for purchasing from STORE_NAME Store. Footer : Thank You

**Note: STORE_Name is the name of your store.

Gi ⊟	Message templates		WpOrderNotify 💌
T	orders_status • English (US) • Utility • Updated 23 May 2023 Active – Quality pending		Help Centre Back Delete
	Languages	Edit template Subm	Preview
	English (US)	Hades Stind	Hi Abhimanyu, Your order id # 1234567890 has
	Add language	Add a title or choose which type of media you'll use for this header.	purchasing from Cedcoss's Stor
		Text ▼ Hi ((1)), 9/6	0 Thank You
		Samples for header content. To help us review your content, provide examples of the variables or media in the header. Do not include any customer information. Cloud API hosted by Meta reviews templates and variable parameters to protect the security and integrity of our services. {(1)} Abhimanyu Body Enter the text for your message in the language that you've selected. Your order id *# {(1)}* has successfully *{(2)}*. Thank you for purchasing from Cedcoss's 96/103 Store. Characters: 88/1024 Body Characters: 88/1024 Body text the security and integrity of our services. Body = I 5 Samples for body content To help us review your message template, please add an example for each variable in your body text. Do not use real customer information. Cloud API hosted by Meta reviews templates and variable parameters to protect the security and integrity of our services. Body (1) 1234567890 (2) Placed	2
		{{2}} Placed	
		Footer Optional Add a short line of text to the bottom of your message template.	
		Thank You 9/6	
		Buttons Optional Create buttons that let customers respond to your message or take action. None	
w	۲		

32. Now you can receive messages for all orders through WhatsApp Order Notification Module in the following format on your WhatsApp number.



4. Configuration Of WhatsApp Order Notification

For configuring the settings:

1. Go to the Admin panel then go to Store and click on Configuration.

WhatsApp Order Notification



2. The following page appears after clicking on Configuration.

Task "Rule processing: 2": 1 item	(s) have bee	en scheduled for update.		View Details	System Messages: 4 🔻
Configuration				Q	📫 💄 admin 🗸
Scope: Default Config 🔹 👔					Save Config
CEDCOMMERCE	^	Whatsapp Order Notification API Sett	ings		\odot
Delete Order Configuration		Enabled [store view]	Yes	•	
G Translate Configuration		Access Token [global]			
Whatsapp Order Notification				4	
GENERAL	~	Phone Number Id [global]			
CATALOG	~	WhatsApp Business Account Id [global]			
SECURITY	~	Credential Status [global]	INVALID		
CUSTOMERS	~	Order Template Settings			6
SALES	~	Order Create template		_	
ADOBE SERVICES	~	[global]			
SERVICES	~	[global]			
ADVANCED	~	User Guide By Cedcommerce			0
		Need help with the settings? Please	consult the user guide to configure the extension properly.		
Copyright © 2023 Adobe. All rights rese	rved.			Ad Privacy F	obe Commerce ver. 2.4 Policy Report an Issue

3. On the left side of the grid select **WhatsApp Order Notification** enclosed in square bracket. 4. In API settings enable the setting by selecting **Yes** from the drop down box.

5. Enter **Phone Number Id**, **WhatsApp Business Account Id** and **Token** credentials from the Meta developer's account.

6. After entering the credentials click on **Save Config** (Configuration) present on the top right corner.

Task "Rule processing: 2": 1 item(s) h	ve been scheduled for update.	View Details	System Messages: 4 🔹
Configuration		Q	📫 👤 admin 🗸
Scope: Default Config 👻 🕜			Save Config
CEDCOMMERCE	 Whatsapp Order Notification API Settings 		\odot
Delete Order Configuration	Enabled [store view] Yes	*	
G Translate Configuration	Access Token [global]) :	
Whatsapp Order Notification			
GENERAL	Phone Number Id [global]		
CATALOG	V WhatsApp Business Account Id		
SECURITY	V Credential Status [global]	VALID	
CUSTOMERS	Order Template Settings		
SALES	v		0
ADOBE SERVICES	✓ Order Create template [global] order	r_create	
SERVICES	✓ Order Status template [globai] order	rs_status	
ADVANCED	Vulser Guide By Cedcommerce		\odot
	Need help with the settings? Please consult	the user guide to configure the extension properly.	