

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
```

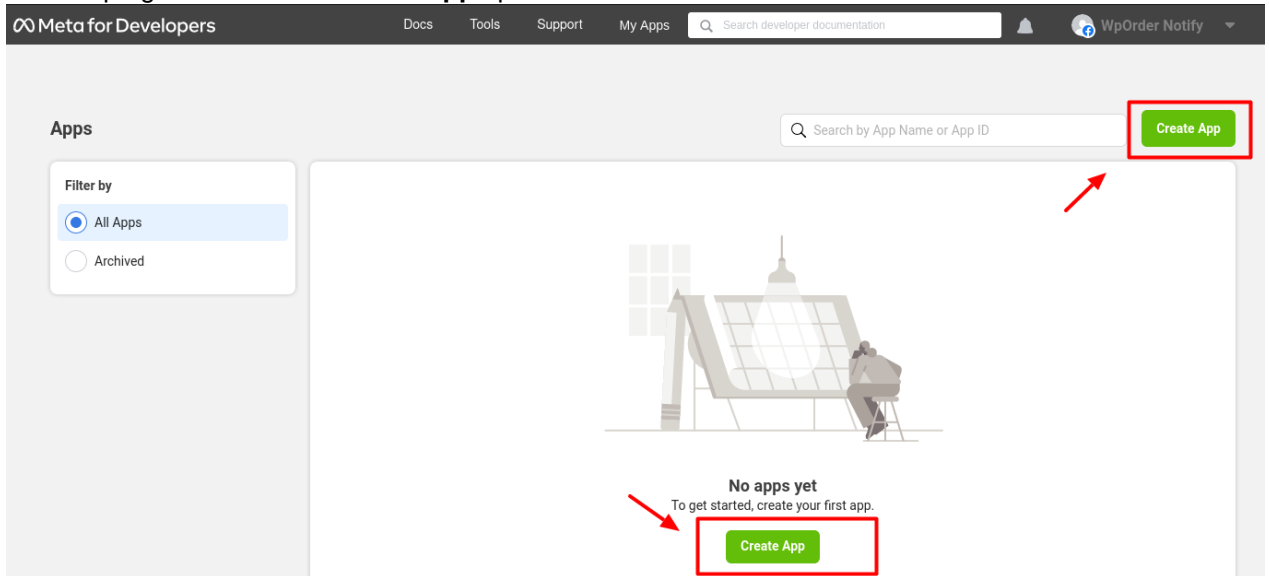
3. Retrieve Authorization Credentials

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:

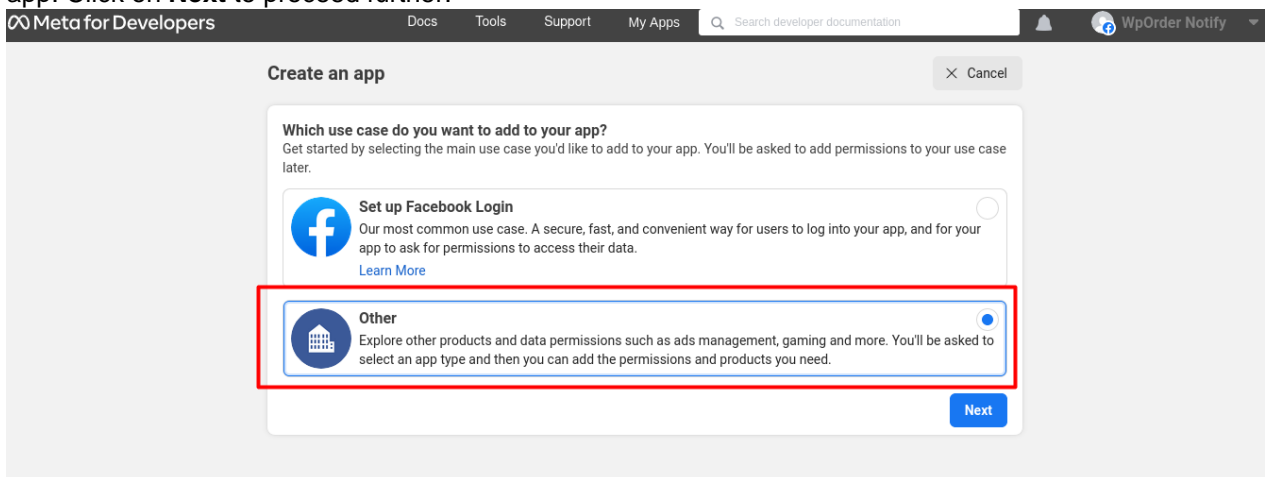
- Registering as meta developers by clicking on the link here(<https://developers.facebook.com/async/registration>)

- 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 help of following steps.

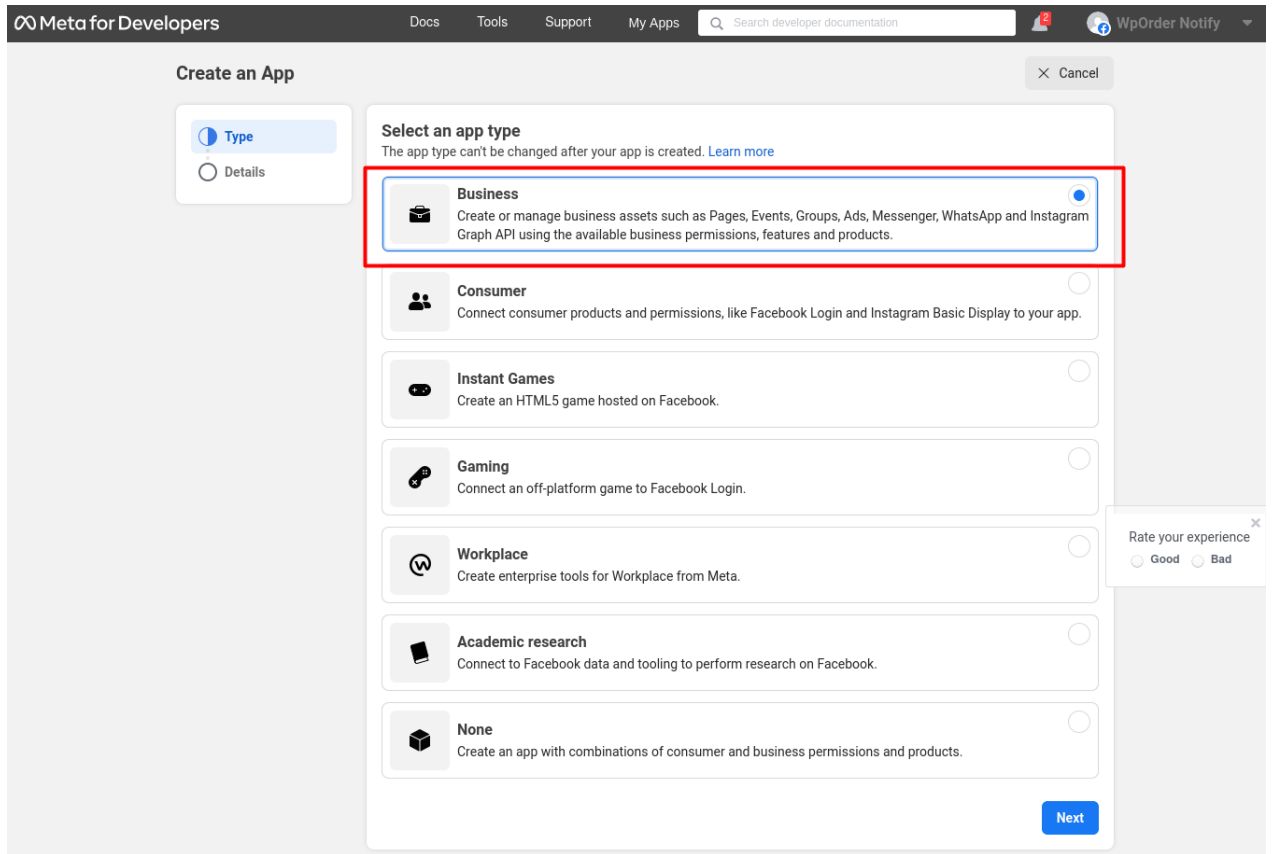
1. Go to the Meta App page (<https://developers.facebook.com/apps/>), select **All Apps** on left and then move to the top right and click on **Create App** option.



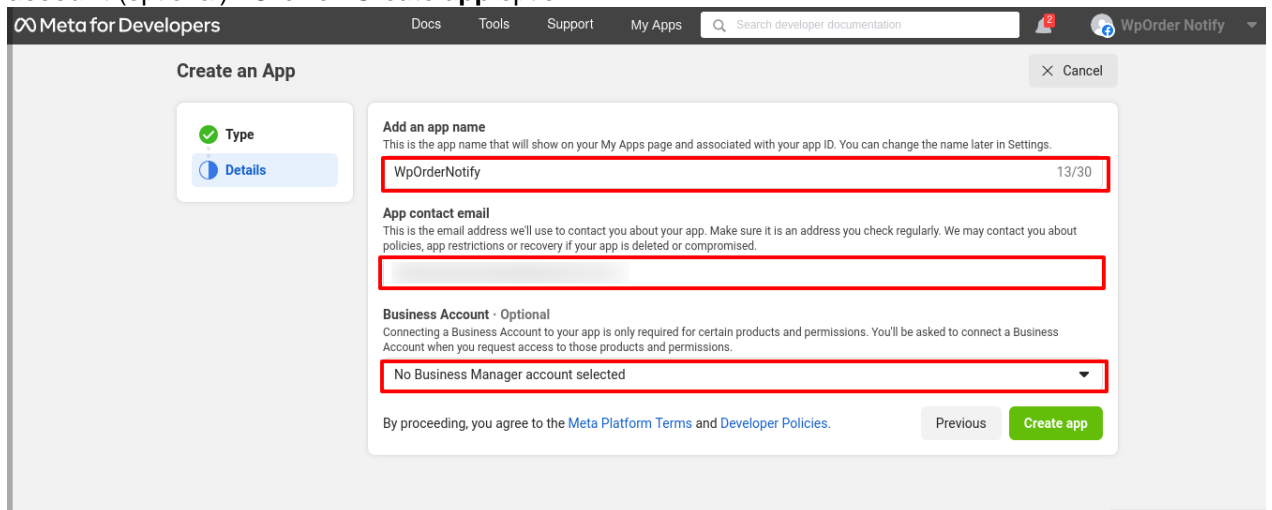
2. After creating app following page appears , which have option for selecting main use case you will like to add to your app.
3. Select the second option of **Other**, this option will add the permissions you will be asked for choose an app. Click on **Next** to proceed further.



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**.



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.



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

The screenshot shows the Meta for Developers dashboard for an app named 'WpOrderNotify'. The app ID is 216298174542899, and the app mode is set to 'Development'. The app type is 'Business'. A blue banner at the top indicates that the app is now using Facebook Login for Business.

The main section is titled 'Add products to your app'. It contains a grid of 12 product cards, each with a 'Set up' button. The 'WhatsApp' card is highlighted with a red box, and a red arrow points to its 'Set up' button. The other products include App Events, Audience Network, Fundraisers, Instagram Graph API, Jobs, Marketing API, Messenger, Web Payments, ThreatExchange, Webhooks, and Facebook Login for Business.

At the bottom of the page, there are two sections: 'Looking for something else?' with a 'Read more' button, and 'Looking for additional products and permissions?' with a 'Create a New App' button.

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**".

Meta for Developers Docs Tools Support My Apps Search developer documentation WpOrder Notify

WpOrderNotify App ID: 216298174542899 App Mode: Development Live App type: Business Help

Dashboard
Required actions
Settings
App Roles
Alerts
App Review
Products Add Product
Webhooks
WhatsApp
Quickstart

Quickstart

Welcome to the WhatsApp Business Platform

Send and receive messages to and from customers using cloud-based servers owned by Meta to host the WhatsApp Business API client.

Get started
Get set up on the Cloud API by adding a phone number and sending your first message.

[Start using the API](#)

Developer documentation
Explore documentation to learn how to build on the WhatsApp Business Platform.
[View documentation](#)

Webhooks
Configure and manage your webhook callbacks.
[Configure webhooks](#)

Phone numbers
Manage your phone numbers and see status, quality rating, and more.

Account information
See alerts, insights and more for your WhatsApp account.
[View account information](#)

Message templates
Create and update templates and explore sample templates.
[Manage message templates](#)

Action Required
This feature is not available for test numbers. [Add a phone number](#) to get started.
Learn about important API features and how to get set up.
[Watch tutorials](#)

Resources
Contact our support team, review open bug reports and support tickets. [View resources](#).

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**.

Meta for Developers | App Dashboard | Docs | Tools | Support | My Apps | Search developer documentation | WpOrder Notify

WpOrderNotify | App ID: 216298174542899 | App Mode: Development | Live | App type: Business | Help

This app is now using [Facebook Login for Business](#).

Quickstart > Getting started

Temporary access token

EAADEuNfb9DMBAPetA8D4HDxAJqvJNgfV3CxuT ... Copy Refresh This token will expire in **23 hours**.

Send and receive messages

Step 1: Select phone numbers

From
Send free messages with the provided test phone number. You can use your own phone number which is subject to limits and pricing. [Learn more](#).
Test number: +1 555 088 5127

Phone number ID: **WhatsApp Business Account ID:**

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](#).

```

1 curl -i -X POST `
2 | https://graph.facebook.com/v16.0/` messages `
3 | -H 'Authorization: Bearer
4 | EAADEuNfb9DMBAPetA8D4HDxAJqvJNgfV3CxuT4Le7psLDtVM3Y7UoKELUPHFt3qFFN0S9FEqVgbHMULy2naFauZCc7ImTZAu81bWztvYB0s6iHTFUqnZC
5 | o7ZAz88YvHXDoJFoqo05AsnMj1vJYk70FZBw103W5FHgrrsPZATNwKRzwxPMzPNfQe9GD7JZAAJgkmPqFDxwKThpu4IIkdfcPdrGVwNVc0ZD' `
6 | -H 'Content-Type: application/json' `
7 | -d '{ "messaging_product": "whatsapp", "to": "", "type": "template", "template": { "name":
8 | "hello_world", "language": { "code": "en_US" } } }'

```

Run in Postman Send message

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](#).

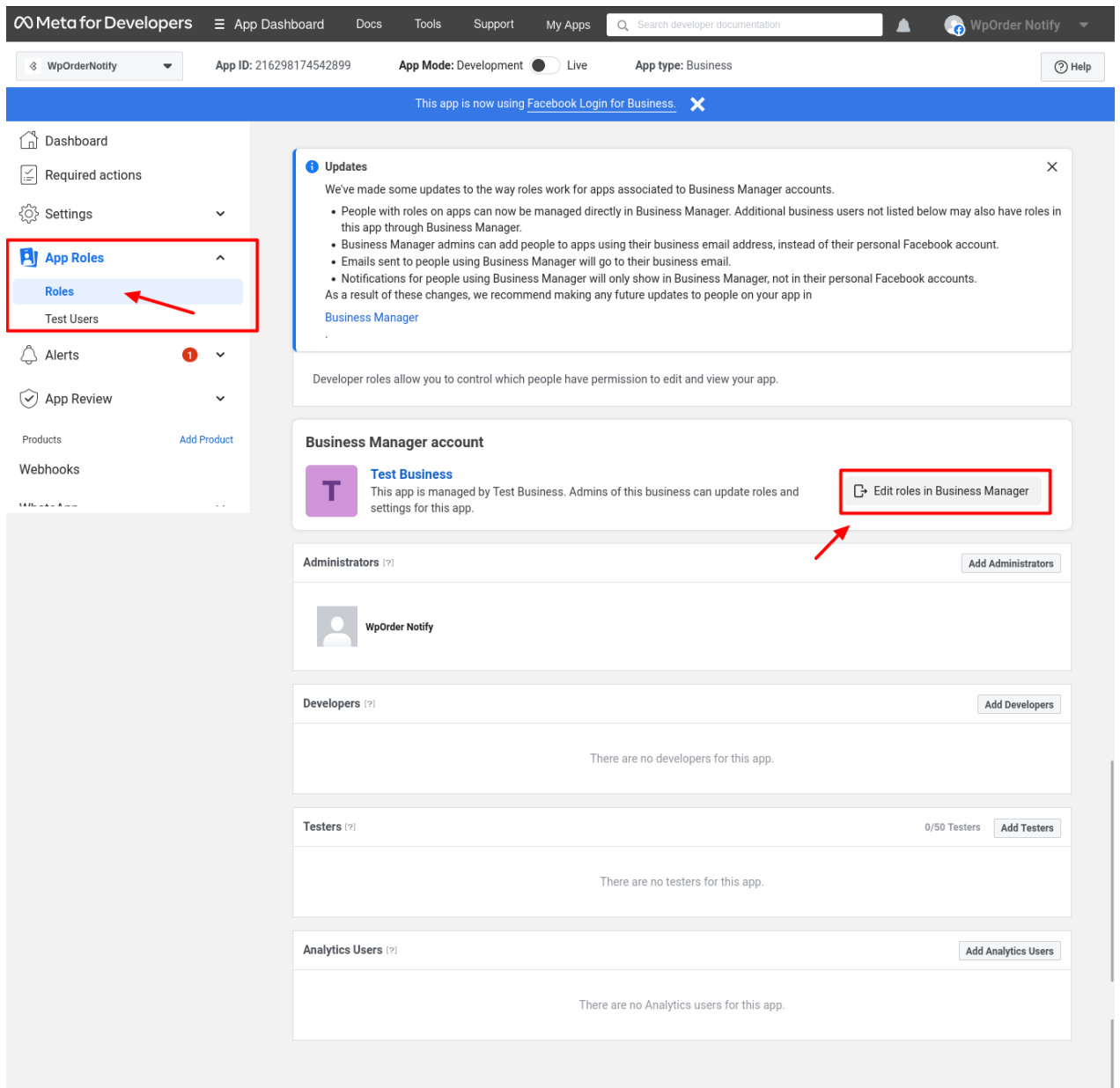
Step 5: Add a phone number

To start sending messages to any WhatsApp number, add a phone number. To manage your account information and phone number, [see the Overview page](#). Add phone number

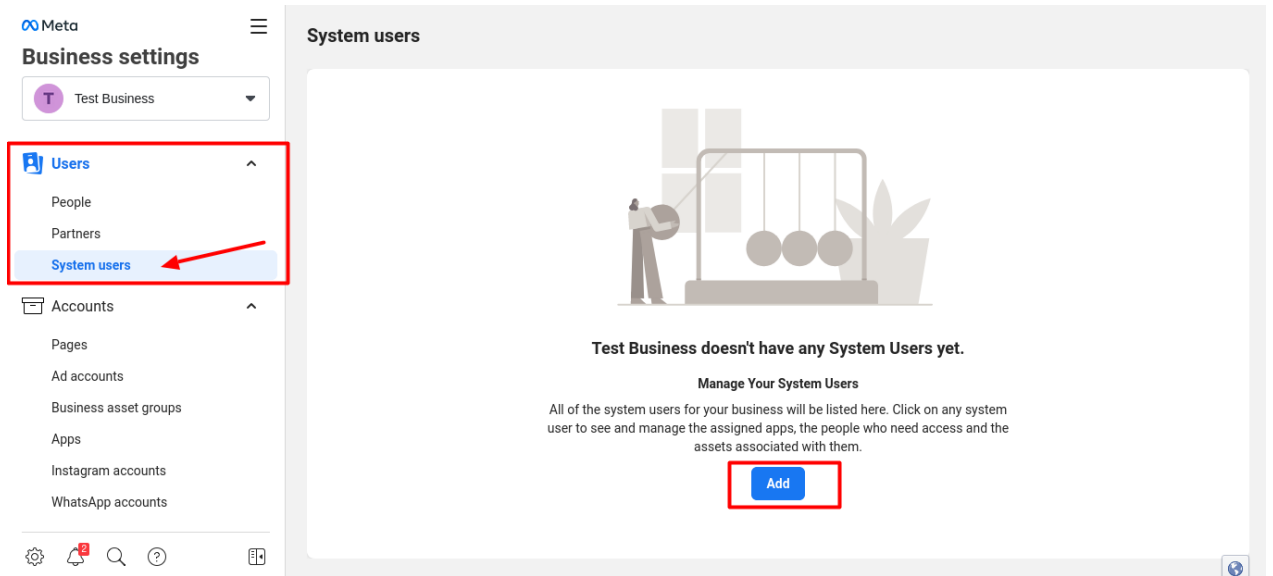
Step 6: Add payment method

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. Add payment method

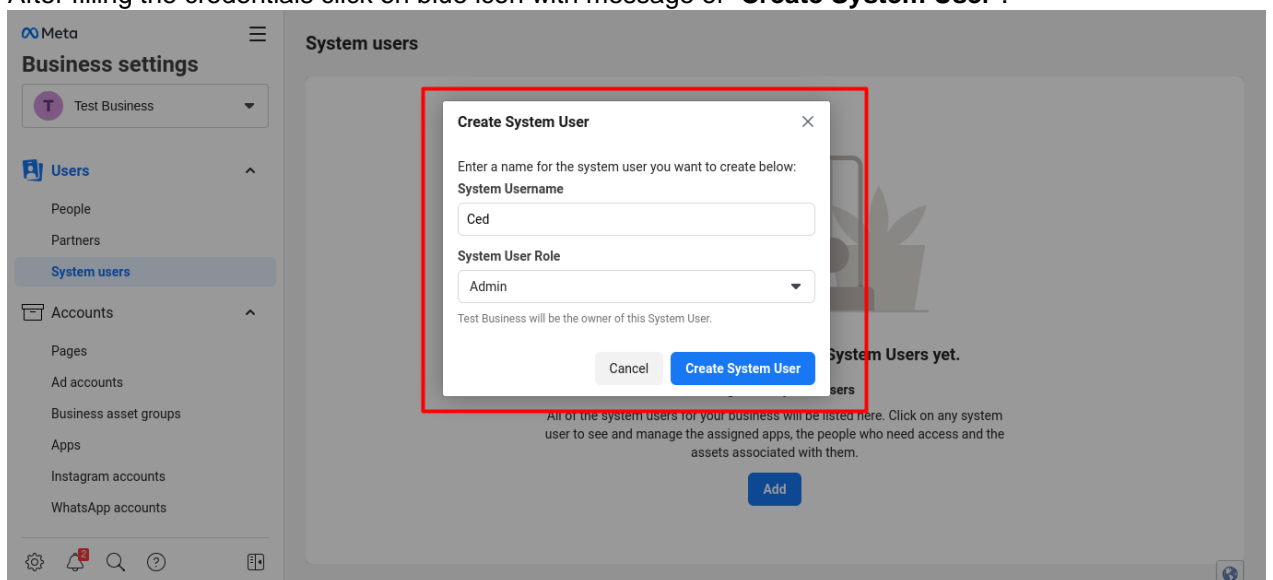
12. On left side of the dashboard click on “**App Roles**” then following page appears.
13. Then click on Business Manager Account and click on “**Edit Roles in Business Manager**”.



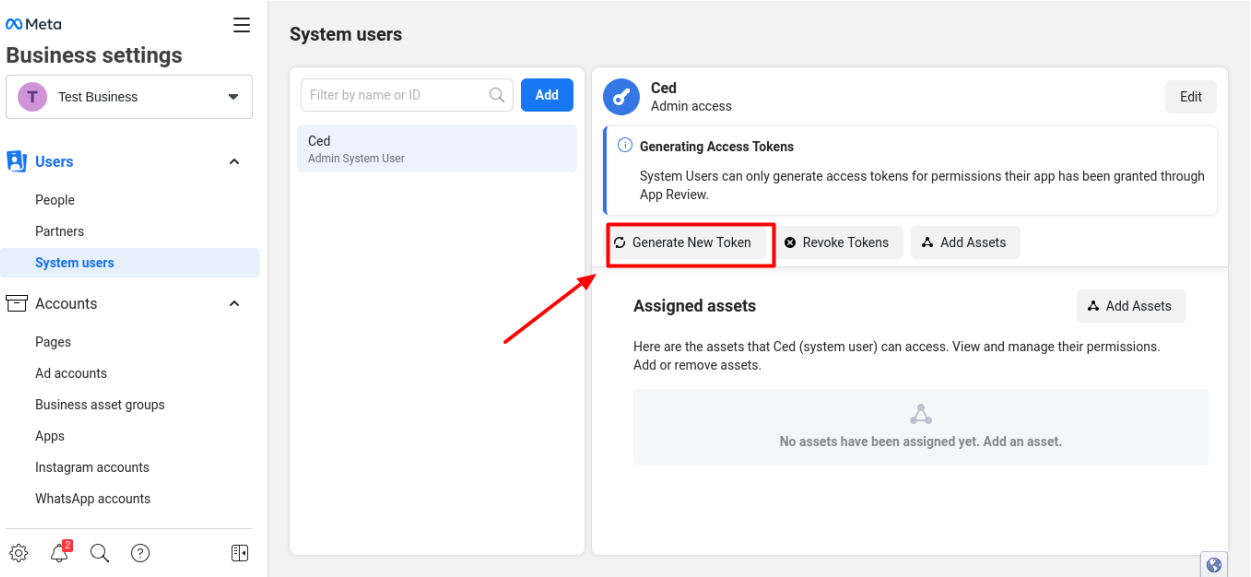
14. Next in the business page , on the left side , click on Users then on “**System Users**” then click on **Add**.



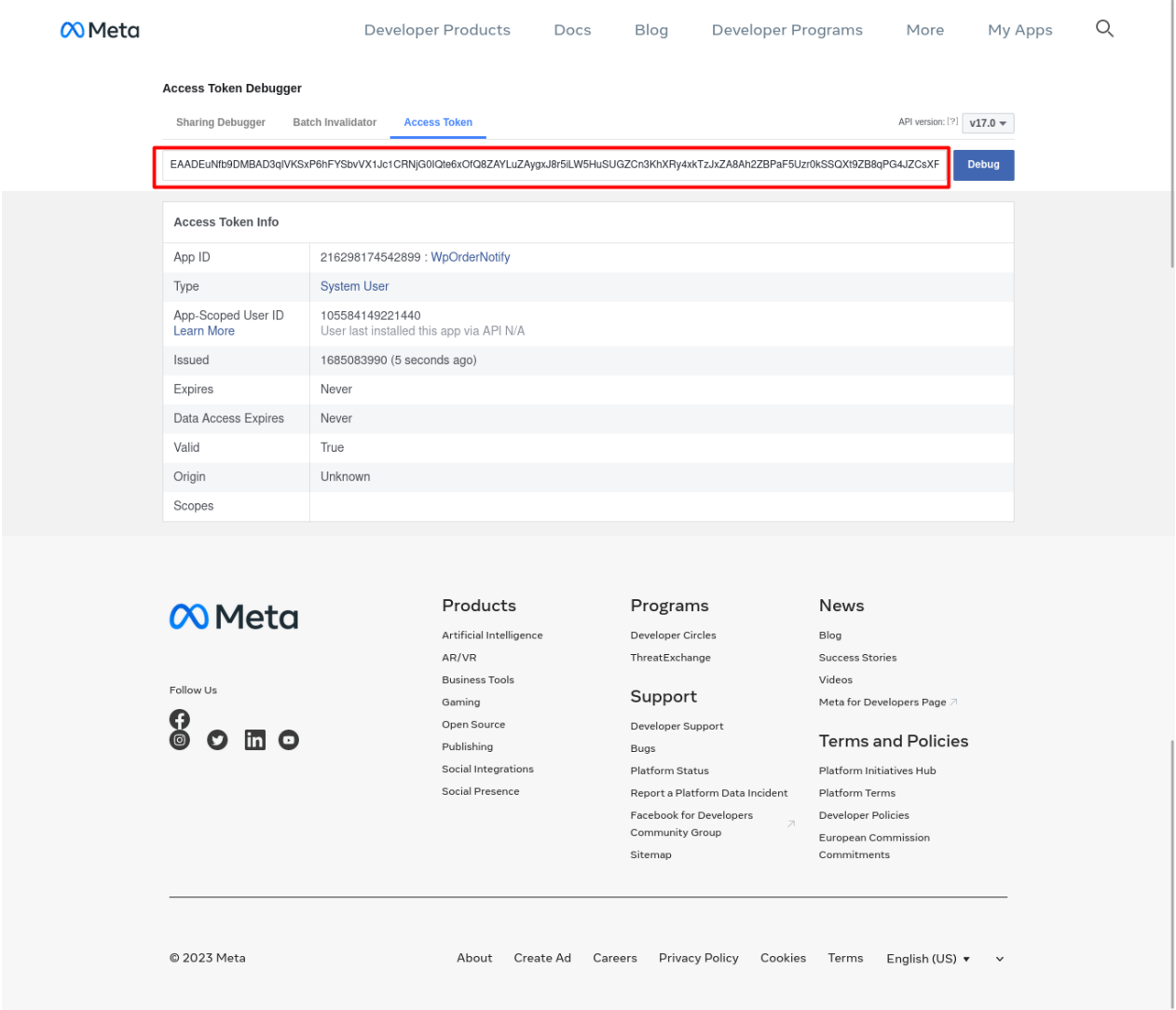
15. A pop up titled **Create System User** appears, fill in **System Username** and **System User Role**.
16. After filling the credentials click on blue icon with message of **“Create System User”**.



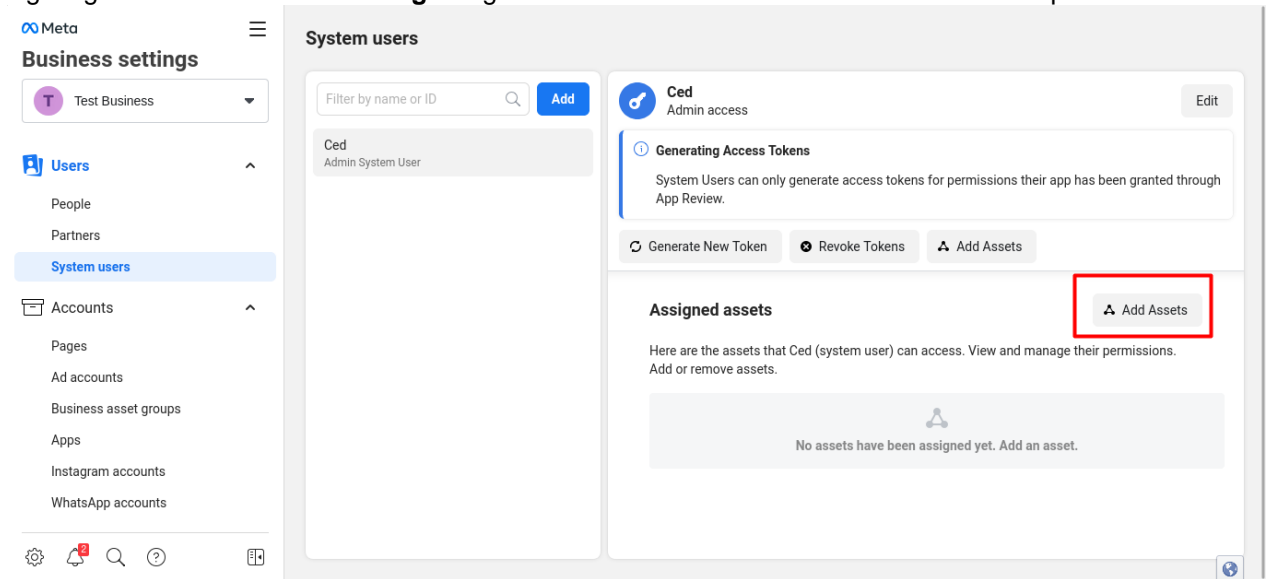
17. In the subsequent page get permanent token by clicking on **“Generate New Token”** pointed with red arrow.



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

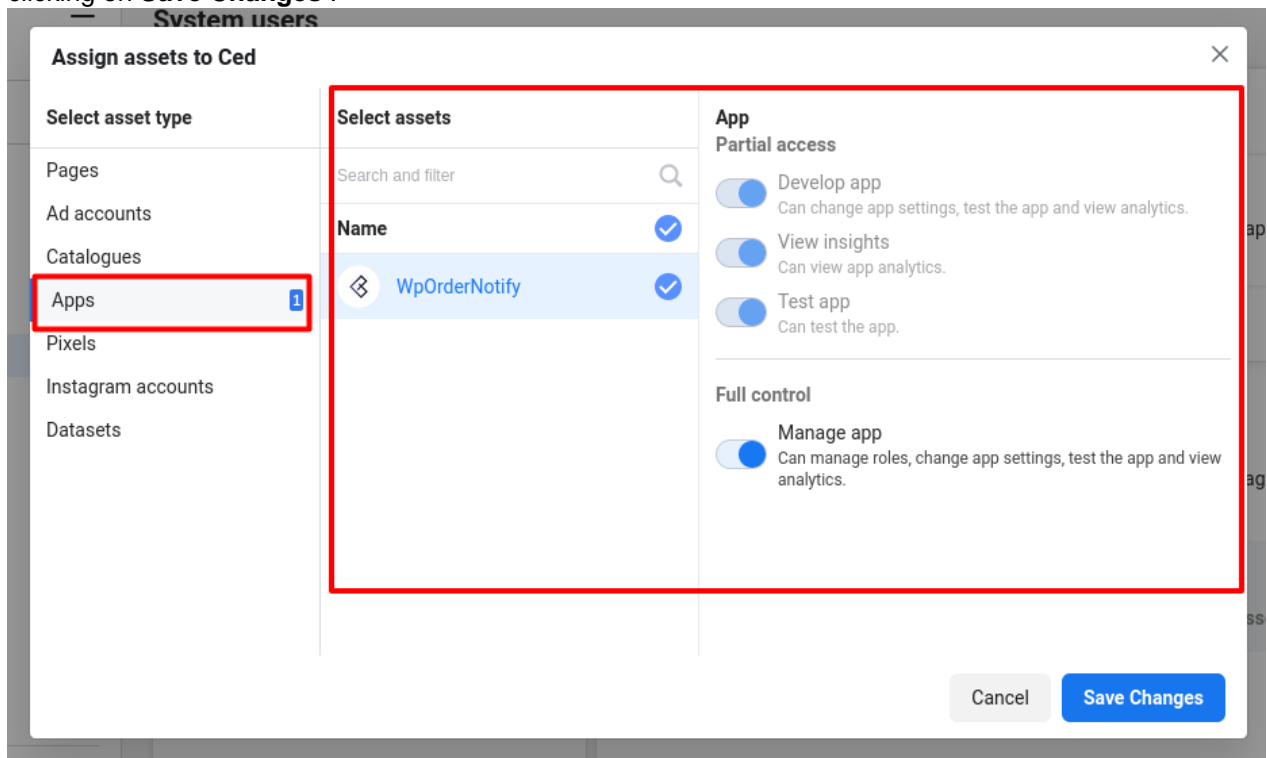


19. Again go back to **Business settings** Page and click on “**Add Assets**” enclosed in red square.

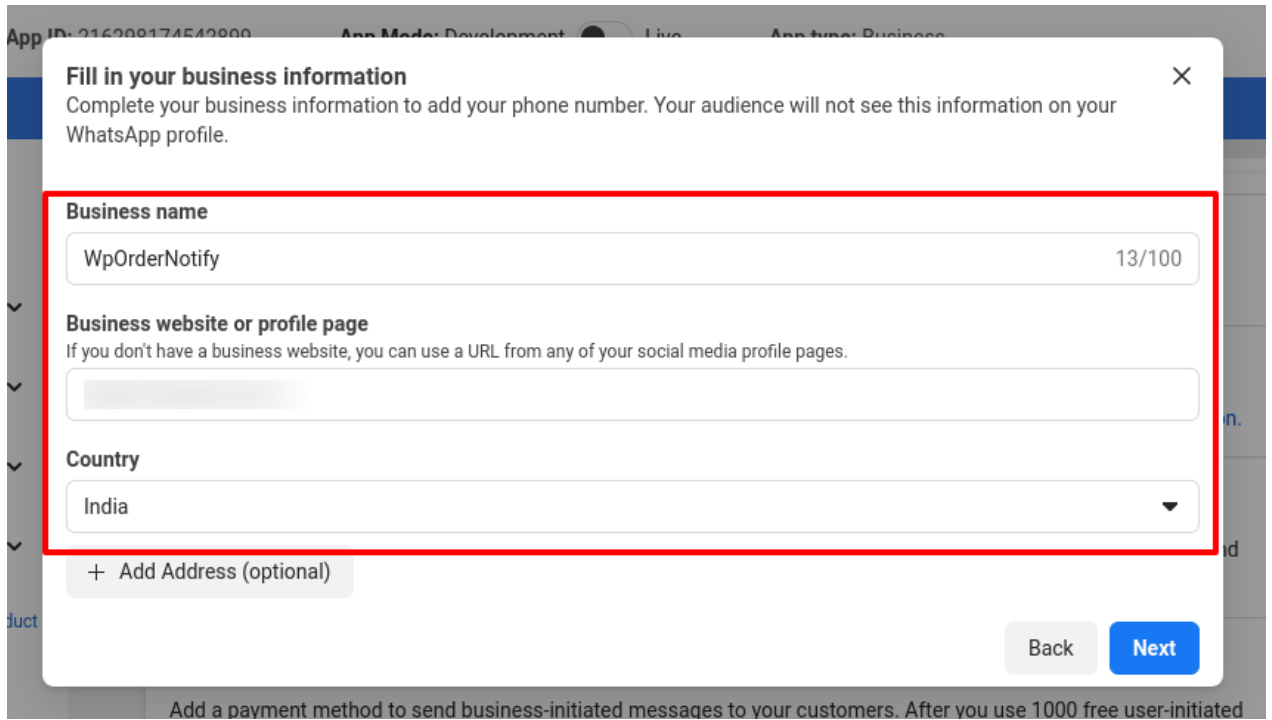


20. After clicking on Add Assets a new page opens up, on left side go to the **Select Asset Type** and then click on **Apps**.

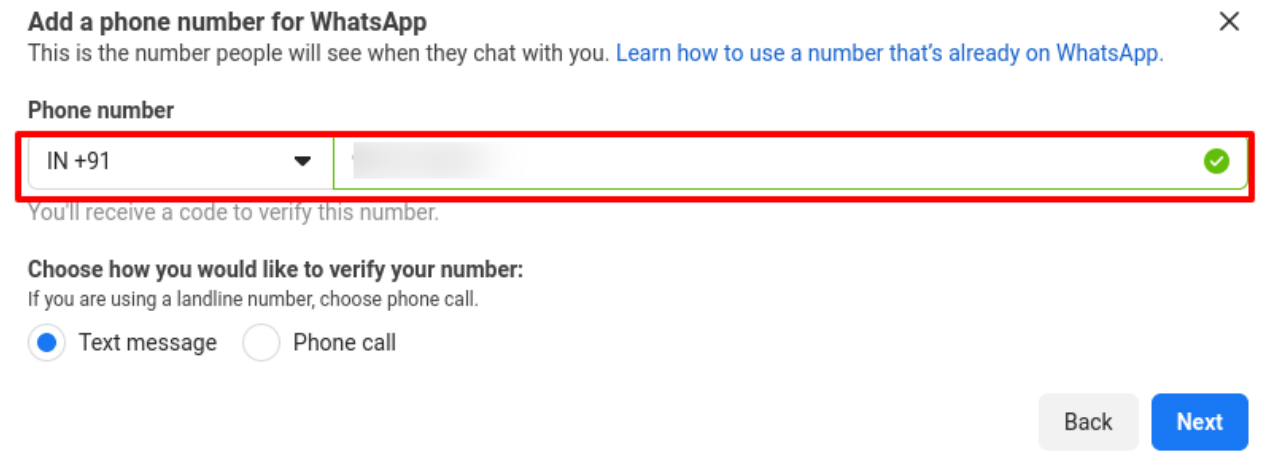
21. Select the check box and confirm the name, then enable the options and make changes accordingly by clicking on **Save Changes** .



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**.



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



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

Meta for Developers | App Dashboard | Docs | Tools | Support | My Apps | WpOrderNotify

WpOrderNotify | App ID: 216298174542899 | App Mode: Development | Live | App type: Business

This app is now using [Facebook Login for Business](#)

Required actions

You don't have any required action items to display. If any of your apps need immediate attention in the future, an item will show here.

Application Rate Limit
WpOrderNotify
App ID: 216298174542899
0% of limit used | 100% Remaining
[View Details](#)

User Rate Limit
0 Users throttled

Add products to your app

We've streamlined the app creation process by surfacing the products and permissions needed to build the app type you selected.

- App Events**: Understand how people engage with your business across apps, devices, platforms and websites. [Read Docs](#) [Set up](#)
- Audience Network**: Monetize your app and grow revenue with ads from Meta advertisers. [Read Docs](#) [Set up](#)
- Fundraisers**: Create and manage fundraisers for charities. [Read Docs](#) [Set up](#)
- Instagram Graph API**: Integrate your app with the Instagram API to let businesses use your app with their Instagram accounts. [Read Docs](#) [Set up](#)
- Jobs**: Post jobs to the Facebook platform and receive applications from users. [Read Docs](#) [Set up](#)
- Marketing API**: Integrate Facebook Marketing API with your app. [Read Docs](#) [Set up](#)
- Messenger**: Customize the way you interact with people on Messenger. [Read Docs](#) [Set up](#)
- Web Payments**: Accept in-app payments through Facebook's secure payment system. [Read Docs](#) [Set up](#)
- ThreatExchange**: Share and learn about potential threats to help everyone stay more secure. [Read Docs](#) [Set up](#)
- Facebook Login for Business**: A secure way for businesses to give your app permissions to access data. [Read Docs](#) [Set up](#)

Looking for something else? [Read more](#)
Read more in our developer documentation.

Looking for additional products and permissions?

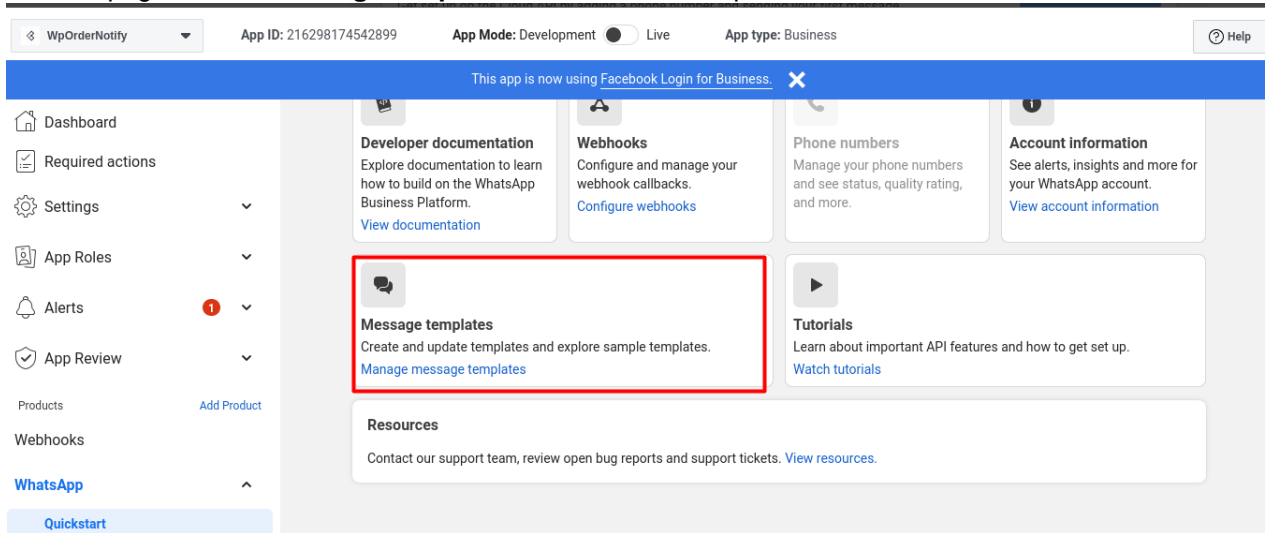
We've streamlined the app creation process by surfacing only the products and permissions needed to build your selected app type. If you need to request additional products and permissions, you can view more options by creating a new app with a different app type. [Learn More](#)

[Create a New App](#)

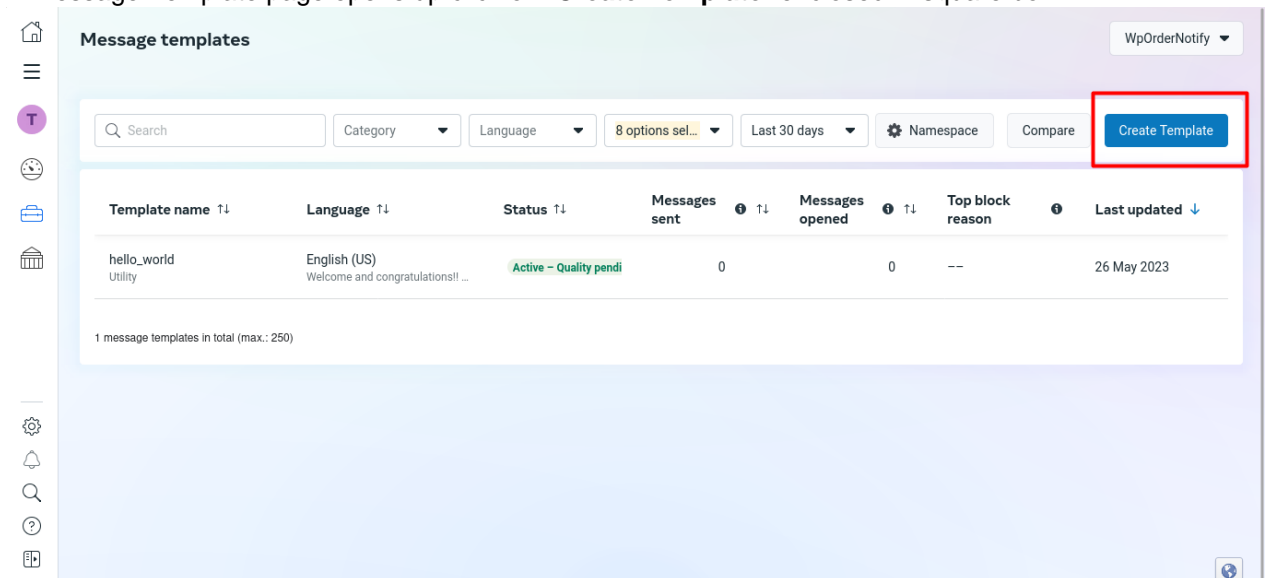
My products

- Webhooks**: Subscribe to changes and receive updates in real time without calling the API. [Read Docs](#) [Settings](#)
- WhatsApp**: Integrate with WhatsApp. [Read Docs](#) [Settings](#)

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.



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 ▾

order_create • English (US)
Utility • Updated 21 May 2023
Active - Quality pending

[Help Centre](#) [Back](#) [Delete](#)

Languages
● English (US)
Add language ▾

Edit template Submit

Header Optional
Add a title or choose which type of media you'll use for this header.

Text ▾ Hi {{1}} 8/60
[+ Add variable](#)

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}}

Body
Enter the text for your message in the language that you've selected.

Thank you for shopping at Cedcoss's Store! Your order has *Placed* and Order no is *# {{1}}* 92/1028

Characters: 88/1024 🌐 B I S </> + Add variable

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}}

Footer Optional
Add a short line of text to the bottom of your message template.

Thank You 9/60

Buttons Optional
Create buttons that let customers respond to your message or take action.

None ▾

Preview
Hi Abhimanyu
Thank you for shopping at Cedc Store! Your order has Placed at no is # 1234567898
Thank You

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.

Message templates WpOrderNotify

orders_status • English (US)
Utility • Updated 23 May 2023
Active - Quality pending

Languages
English (US)
Add language

Edit template Submit

Header *Optional*
Add a title or choose which type of media you'll use for this header.

Text 9/60
+ Add variable

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}}

Body
Enter the text for your message in the language that you've selected.

96/1032

Characters: 88/1024 🌟 B I S </> + Add variable

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}}
{{2}}

Footer *Optional*
Add a short line of text to the bottom of your message template.

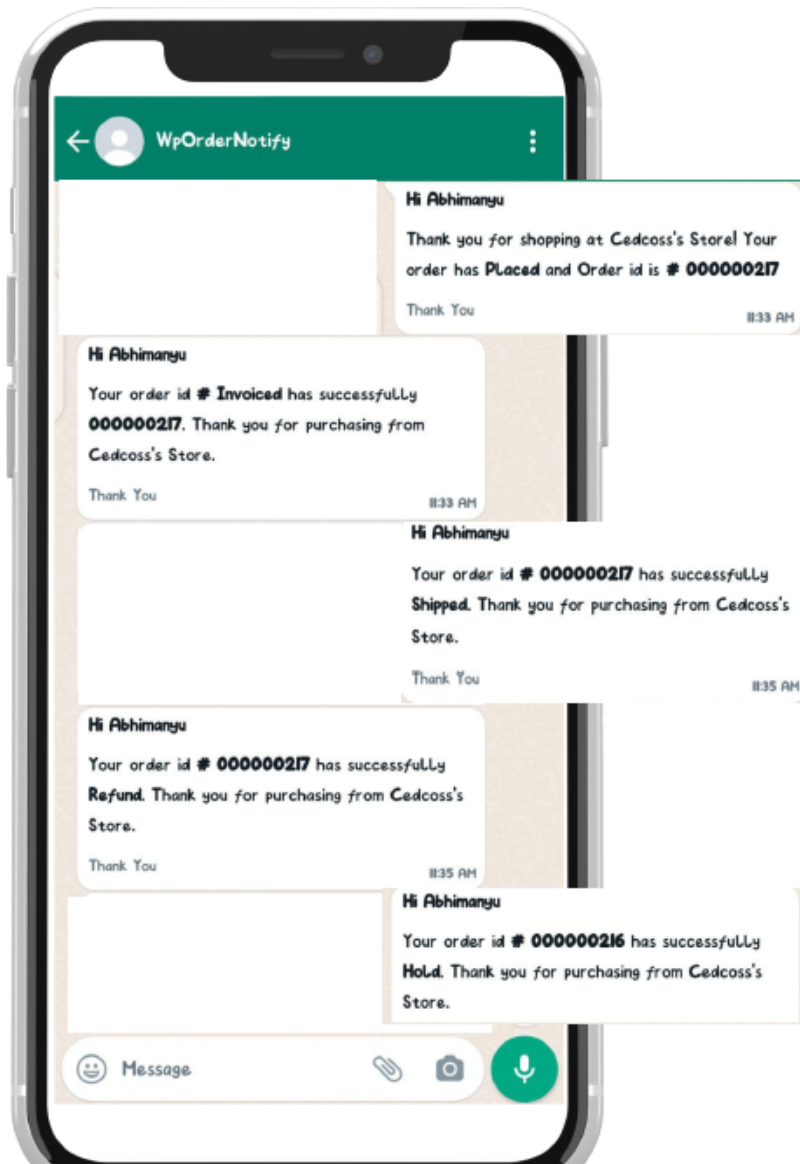
9/60

Buttons *Optional*
Create buttons that let customers respond to your message or take action.

None

Preview
Hi Abhimanyu,
Your order id # 1234567890 has successfully Placed. Thank you purchasing from Cedcoss's Store
Thank You

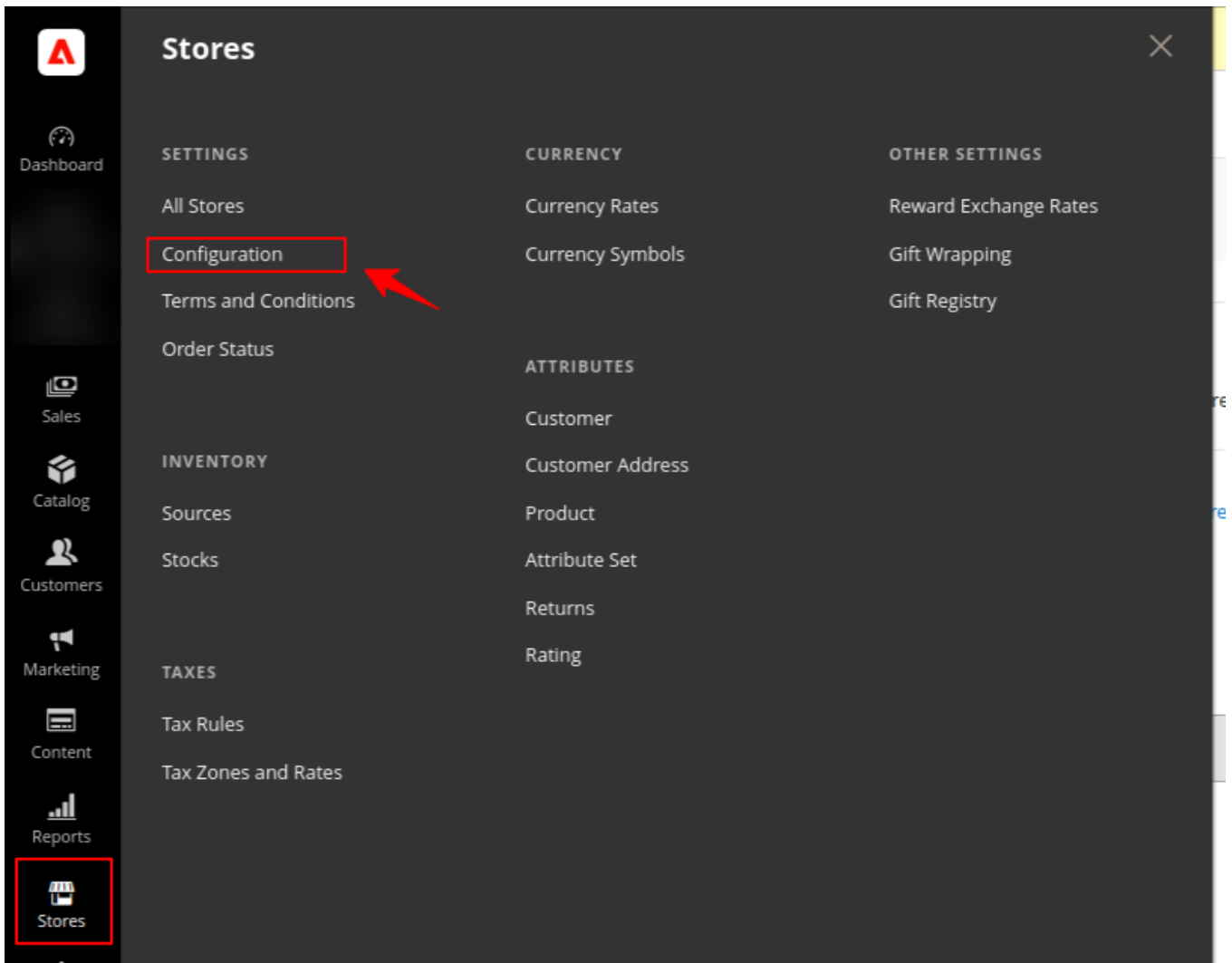
32. Now you can receive messages for all orders through WhatsApp Order Notification Module in the following format on your WhatsApp number.



4. Configuration Of WhatsApp Order Notification

For configuring the settings:

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



2. The following page appears after clicking on Configuration.

The screenshot shows the Adobe Commerce Configuration interface. At the top, a yellow banner displays a task: "Task 'Rule processing: 2': 1 item(s) have been scheduled for update." with a "View Details" link and "System Messages: 4". The main header is "Configuration" with a search icon, a notification bell with "1", and the user "admin". Below the header, the "Scope" is set to "Default Config" with a "Save Config" button. The left sidebar lists navigation options: Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and a home icon. The main content area is titled "Whatsapp Order Notification API Settings" and includes a "Delete Order Configuration" and "G Translate Configuration" section. The "Whatsapp Order Notification" option is highlighted with a red square. The settings are organized into sections: "GENERAL" (Expanded), "CATALOG", "SECURITY", "CUSTOMERS", "SALES", "ADOBE SERVICES", "SERVICES", and "ADVANCED". The "Whatsapp Order Notification API Settings" section includes: "Enabled" (set to "Yes"), "Access Token" (empty text field), "Phone Number Id" (empty text field), "WhatsApp Business Account Id" (empty text field), and "Credential Status" (displaying "INVALID" in a red box). Below this is the "Order Template Settings" section with "Order Create template" and "Order Status template" (both empty text fields). At the bottom, there is a "User Guide By Cedcommerce" section and a green informational banner: "Need help with the settings? Please consult the user guide to configure the extension properly." The footer contains "Copyright © 2023 Adobe. All rights reserved." and "Adobe Commerce ver. 2.4.6" with links for "Privacy Policy" and "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) have been scheduled for update. [View Details](#) System Messages: 4

- Dashboard
- Eav Employee
- G-Translator
- Sales
- Catalog
- Customers
- Marketing
- Content
- Reports
- Stores

Configuration

Scope: Default Config ? Save Config

- CEDCOMMERCE**
 - Delete Order Configuration
 - G Translate Configuration
 - Whatsapp Order Notification**
- GENERAL
- CATALOG
- SECURITY
- CUSTOMERS
- SALES
- ADOBE SERVICES
- SERVICES
- ADVANCED

Whatsapp Order Notification API Settings

Enabled [store view]

Access Token [global]

Phone Number Id [global]

WhatsApp Business Account Id [global]

Credential Status [global] VALID

Order Template Settings

Order Create template [global]

Order Status template [global]

User Guide By Cedcommerce

Need help with the settings? Please consult the [user guide](#) to configure the extension properly.