WhatsApp Order Notification Extension
User Manual

Magento 2 WhatsApp Order Notification Extension by MageComp helps sending personalized Order Notifications directly to your customer's WhatsApp number.

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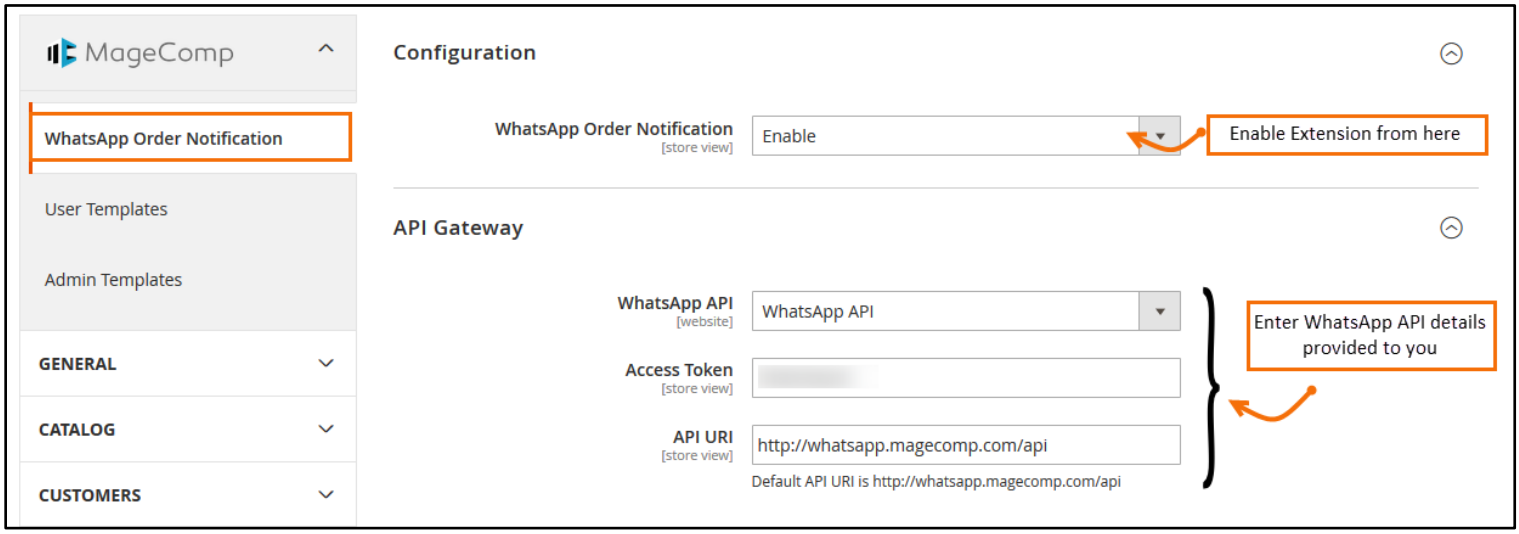
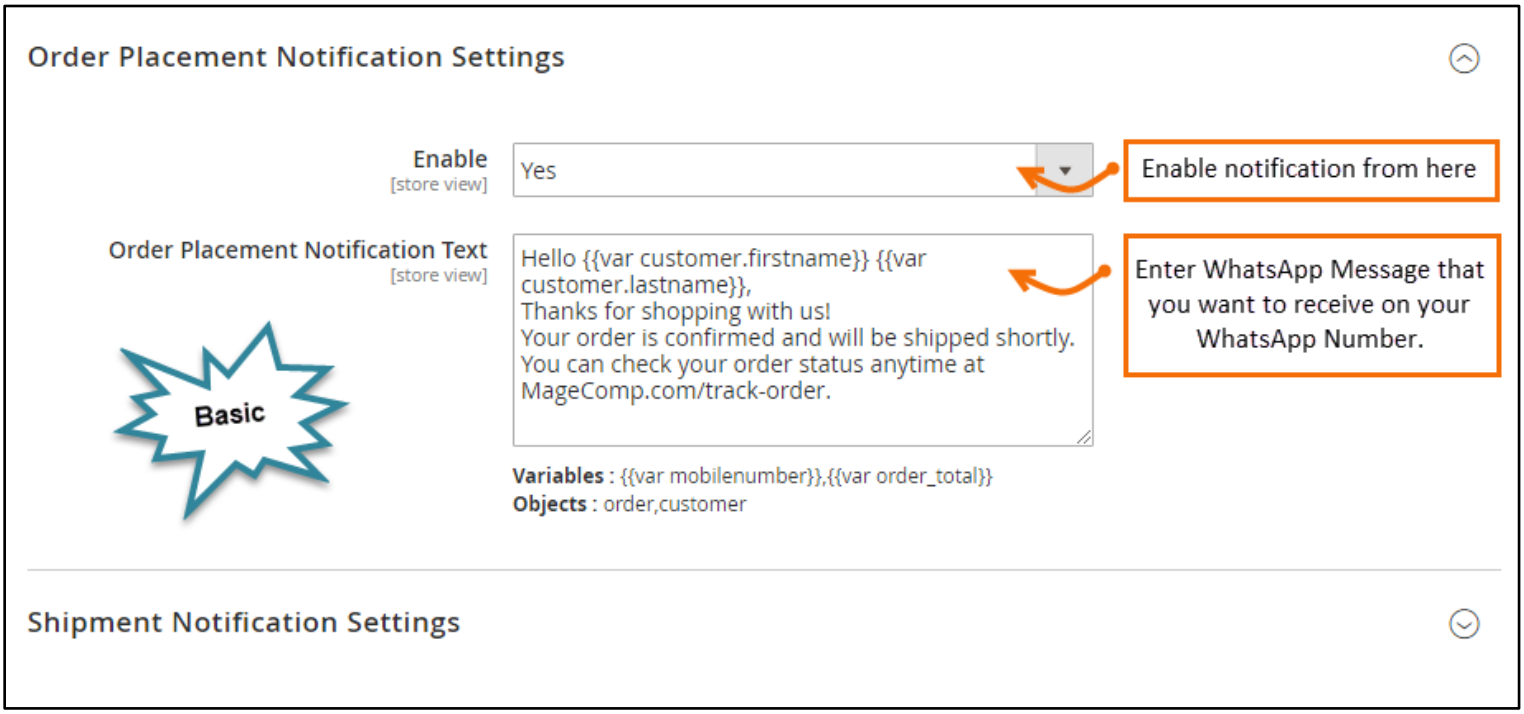
1. **Configuration**
   Once you have successfully installed the extension, go to **Stores → Configuration** to configure the extension for use. Here you can find various settings for the extension.

   - **WhatsApp Order Notification:** Enable or disable extension from here.
   - **API Gateway:** After selecting WhatsApp API as gateway just fill required API details provided to you.



2. **Order Notification**
   Once you are done with WhatsApp API configuration, you have to set custom message for order placement & shipment notification to send your customers.



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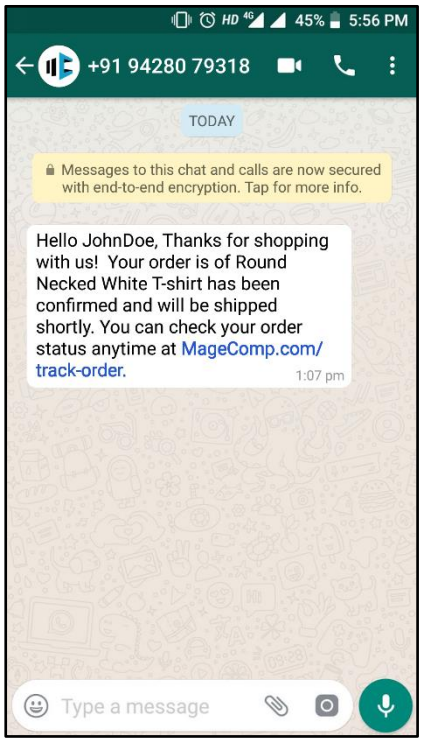
Order Notification

Enable: Set YES to enable notification to send your users when they places an order.
Notification Text: Enter notification text to notify your customer about order success.

Shipment Notification

Notification: Set YES to enable notification to users when their orders get shipped.
Notification Text: Enter notification text to send to users when their orders get shipped.

3. **Order Placement Notification to customers**
   Once you have configured WhatsApp API Gateway, your customers will able to receive WhatsApp notifications for order placement to shipment.



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4. **Deactivation of Extension in Case of Emergency**
   Go to **app → etc → config.php** and find **' Magecomp_Whatsappbasic' => 1,** and replace 1 with 0.
   If something goes wrong, please contact us at support@magecomp.com

- If extension is installed using composer from Magento Marketplace, then you can disable the extension by running below command.

  bin/magento module:disable Magecomp_ Whatsappbasic

5. **FAQs**

- **Why Order Confirmation Notification is not working for my Magento store?**
  Well, you must need to enable "Mobile Confirmation" first for your store, otherwise "Order Confirmation" notification will not worked for your registered store customers.

- **Which WhatsApp gateways are supported with current extension?**
  Right now we have integrated this extension with MageComp WhatsApp API Gateway.

- **Can I use my WhatsApp number and send notifications from same number?**
  Yes! You can use WhatsApp Business on your phone and can use same number for sending WhatsApp Notifications but for that purpose you need to register your own number with our WhatsApp API.
  More information are available on **WhatsApp Number Purchase**.

- **How can I send all Order information from my Own Number?**
  For that purpose, you need to register your own number with our WhatsApp API.
  More information are available on **WhatsApp Number Purchase**.

- **My Credits got empty, what to do?**
  You can purchase more credit using **this WhatsApp Credit Purchase link** at any time.

  For more information visit our **Official WhatsApp Page** or **Contact us**.

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