

# 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.**

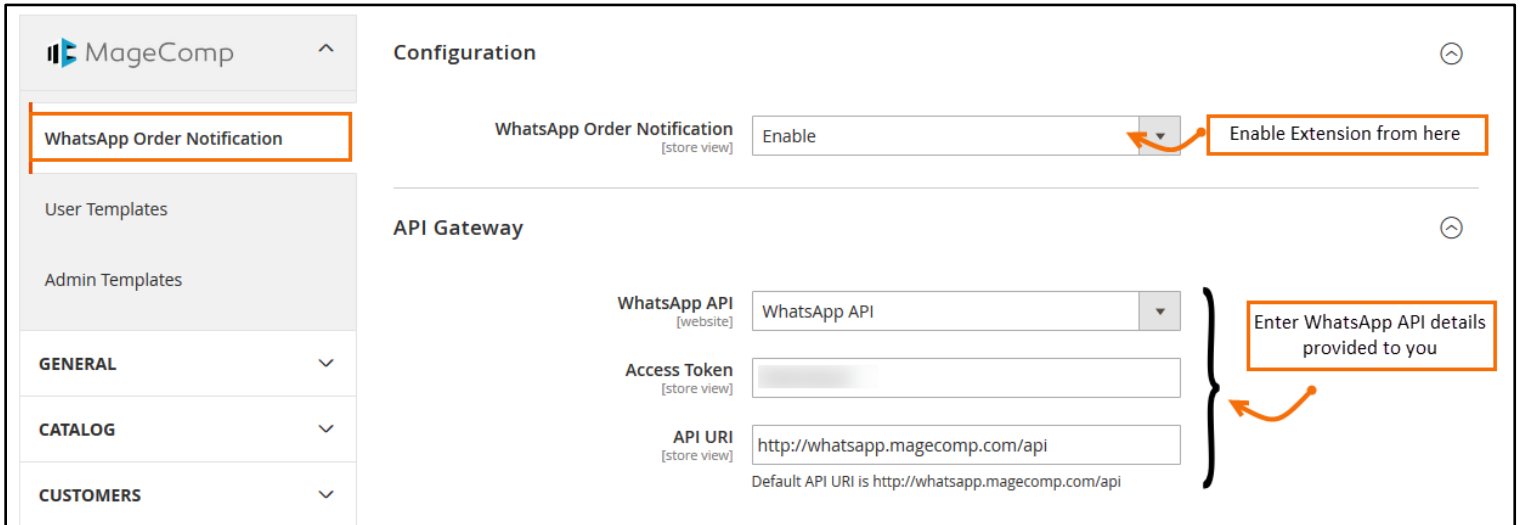
## Table of Content

1. [Configuration](#)
2. [User Templates](#)
3. [Admin Templates](#)
4. [Order Notification to customers](#)
5. [Order Notification to admin](#)
6. [Deactivation of Extension in Case of Emergency](#)
7. [FAQs](#)

## 1. Configuration

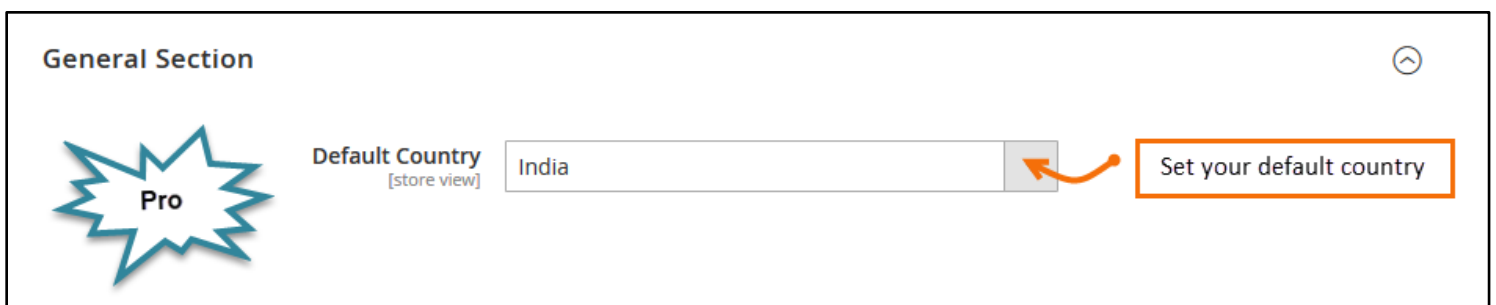
Once you have successfully installed the extension, go to **Stores** → **Configuration** to configure the extension for use. Here you can find various settings for the extension.

- **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.



The screenshot shows the MageComp Configuration page. On the left sidebar, 'WhatsApp Order Notification' is highlighted. The main content area is divided into two sections: 'Configuration' and 'API Gateway'. In the 'Configuration' section, the 'WhatsApp Order Notification' dropdown is set to 'Enable', with an orange box and arrow pointing to it labeled 'Enable Extension from here'. The 'API Gateway' section contains three fields: 'WhatsApp API' (set to 'WhatsApp API'), 'Access Token' (blurred), and 'API URI' (set to 'http://whatsapp.magecomp.com/api'). A bracket on the right side of these three fields is labeled 'Enter WhatsApp API details provided to you'.

### General Section



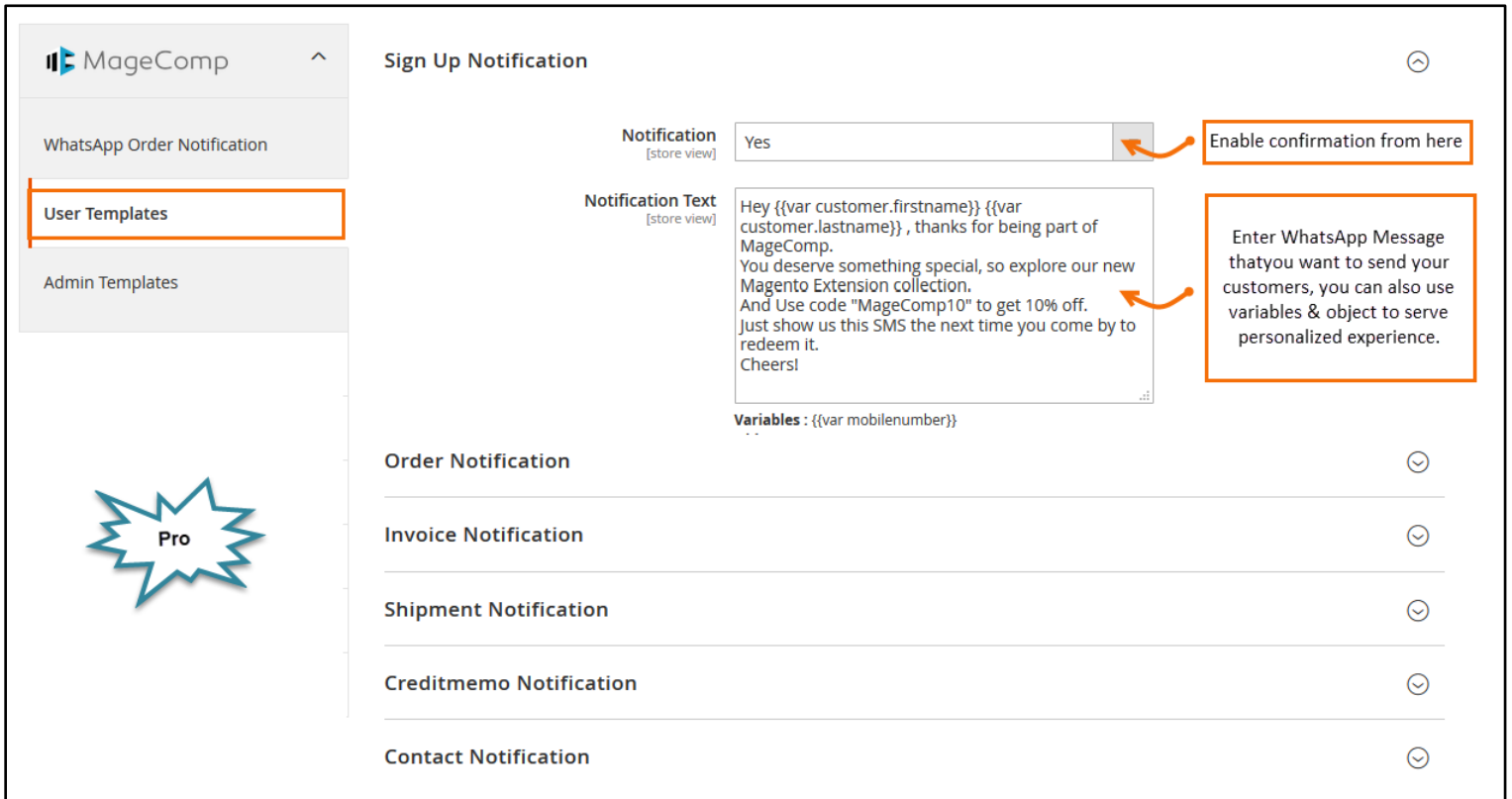
The screenshot shows the 'General Section' of the configuration page. On the left, there is a 'Pro' badge. The 'Default Country' dropdown is set to 'India', with an orange box and arrow pointing to it labeled 'Set your default country'.

- **Default Country:** Set your default WhatsApp country from here.

## 2. User Templates

Once you are done with API configuration, you have to set custom message for various order events notification message for various store activities.

For that purpose, click on “**User Templates**” from the left sidebar. Here you can find various user templates notification settings.



The screenshot displays the 'Sign Up Notification' configuration page in the MageComp Admin Panel. The left sidebar contains 'WhatsApp Order Notification', 'User Templates' (highlighted), and 'Admin Templates'. The main content area shows the 'Sign Up Notification' settings. The 'Notification' dropdown is set to 'Yes', and the 'Notification Text' field contains a personalized message template. A 'Pro' badge is visible in the bottom left corner of the interface.

**Notification** [store view]: Yes

**Notification Text** [store view]: Hey {{var customer.firstname}} {{var customer.lastname}}, thanks for being part of MageComp. You deserve something special, so explore our new Magento Extension collection. And Use code "MageComp10" to get 10% off. Just show us this SMS the next time you come by to redeem it. Cheers!

**Variables**: {{var mobilenumber}}

Order Notification

Invoice Notification

Shipment Notification

Creditmemo Notification

Contact Notification

### Signup Notification

**Notification:** Set YES to enable notification to users for their sign ups.

**Notification Text:** Enter notification text to send your users while they sign up.

### 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.

### Invoice Notification

**Notification:** Set YES to enable notification to users when admin generated invoice for users' orders.

**Notification Text:** Enter notification text to send to users while invoice for their orders get generated.

### 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.

### Credit Memo Notification

**Notification:** Set YES to enable notification to users when they cancel orders.

**Notification Text:** Enter notification text to send to users when they cancel orders & credit memo is generated.

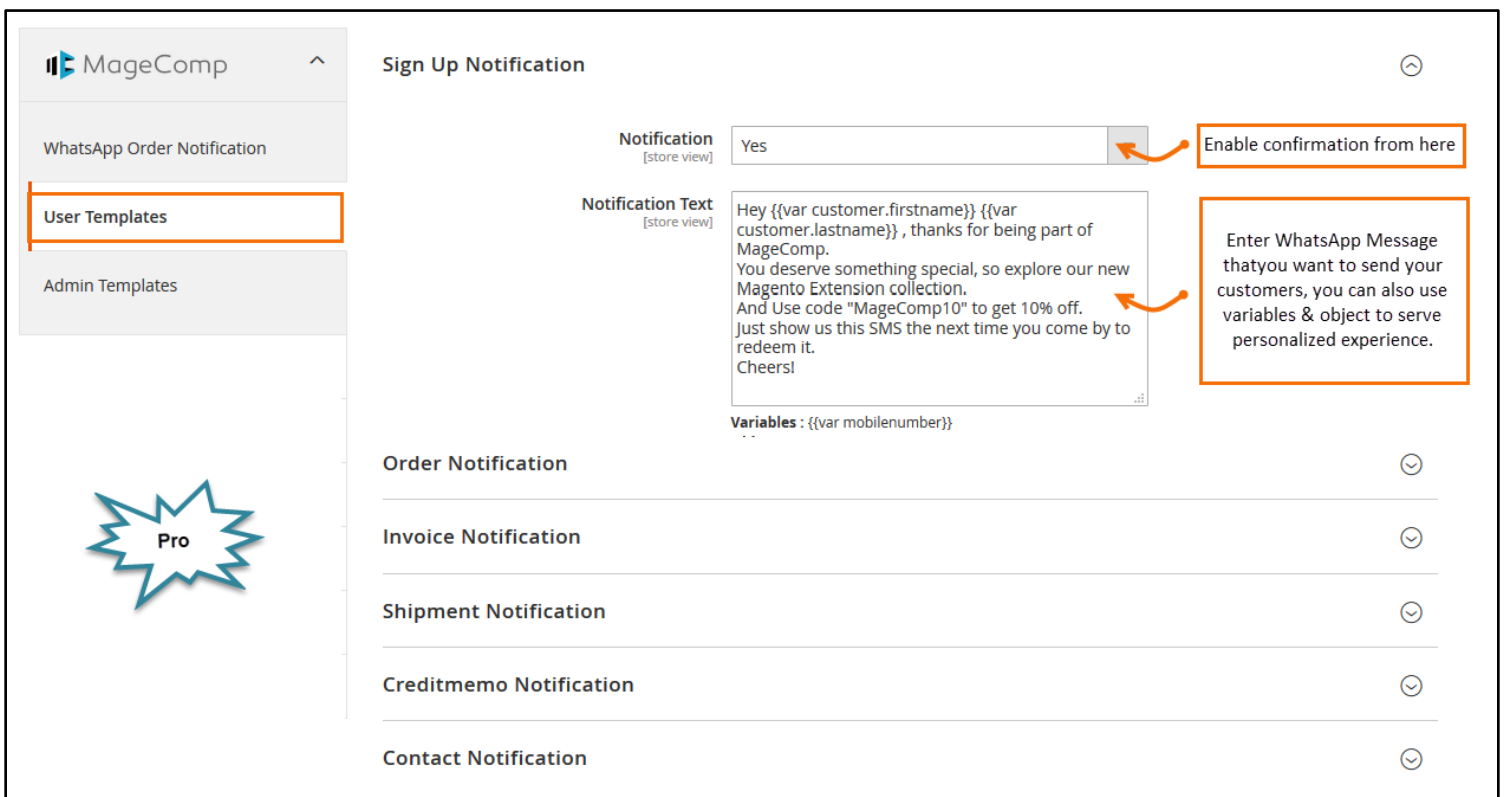
### Contact Notification

**Notification:** Set YES to enable notification to users when they fill up store contact form.

**Notification Text:** Enter notification text to send to users when they are trying to reach you.

## 3. Admin Templates

The extension facilitates to send notification text to admin as well for various order activities. For that, click “**Admin templates**” from the left sidebar where you can find various admin notification template settings.



The screenshot shows the MageComp admin interface. On the left sidebar, 'User Templates' is highlighted with an orange box. The main content area is titled 'Sign Up Notification' and contains the following settings:

- Notification** [store view]: A dropdown menu set to 'Yes'. An orange arrow points to this dropdown with a callout box that says 'Enable confirmation from here'.
- Notification Text** [store view]: A text area containing the message: 'Hey {{var customer.firstname}} {{var customer.lastname}}, thanks for being part of MageComp. You deserve something special, so explore our new Magento Extension collection. And Use code "MageComp10" to get 10% off. Just show us this SMS the next time you come by to redeem it. Cheers!'. An orange arrow points to this text area with a callout box that says 'Enter WhatsApp Message that you want to send your customers, you can also use variables & object to serve personalized experience.' Below the text area, it says 'Variables : {{var mobilenumber}}'.

Below these settings is a list of other notification templates, each with a dropdown arrow:

- Order Notification
- Invoice Notification
- Shipment Notification
- Creditmemo Notification
- Contact Notification

A 'Pro' badge is visible in the bottom left corner of the interface.

### **Signup Notification**

**Notification:** Set YES to enable notification for admin when any user sign ups to store.

**Notification Text:** Enter WhatsApp notification text to send admin when users register to the website.

### **Order Notification**

**Notification:** Set YES to enable notification for admin when any user places order from the website.

**Notification Text:** Enter WhatsApp notification text to send admin when users place orders from the website.

### **Invoice Notification**

**Notification:** Set YES to enable invoice generation notification to admin.

**Notification Text:** Enter WhatsApp notification text to send admin when invoice is generated using store backend.

### **Shipment Notification**

**Notification:** Set YES to enable notification for admin when order is shipped to customer.

**Notification Text:** Enter WhatsApp notification text to send admin when order is successfully shipped to store customer.

### **Credit Memo Notification**

**Notification:** Set YES to enable notification for admin when order is shipped to customer.

**Notification Text:** Enter WhatsApp notification text to send admin when credit memo is generated successfully.

### **Contact Inquiry Notification Settings**

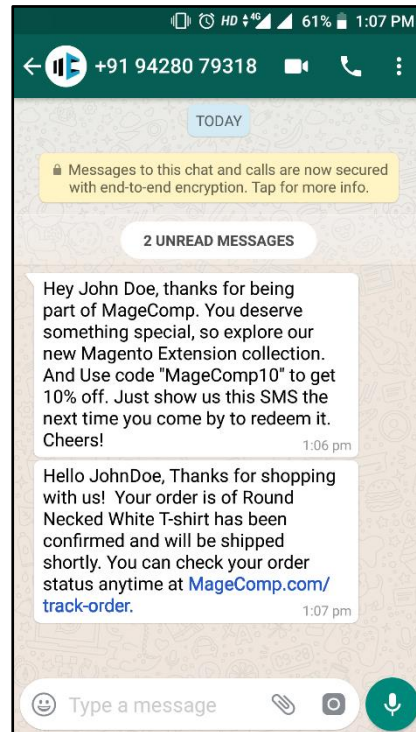
**Notification:** Set YES to enable notification for admin when any user contacts through contact us page.

**Notification Text:** Enter WhatsApp notification text to send to admin when users contact through contact us page.

**You can use various objects & variables inside Notification text. For more information you can refer guide that provided inside package.**

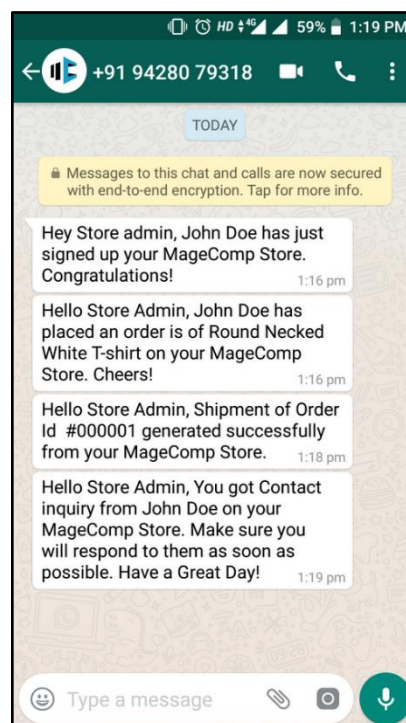
#### 4. Order Notification to customers

After WhatsApp verification, customers get notification in their mobile phone for each order activity from order placement to cancellation.



#### 5. Order Notification to admin

At the time of each order activity by customers, admin even gets notification in his mobile phone through WhatsApp.



## 6. Deactivation of Extension in Case of Emergency

Go to **app** → **etc** → **config.php** and find ' **Magecomp\_Whatsappro**' => **1**, and replace 1 with 0.

If something goes wrong, please contact us at [support@magecomp.com](mailto: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_Whatsappro
```

## 7. 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](#).