



WHATSAPP NOTIFICATION

MAGENTO 2

Mageants Whatsapp Notifications – Magento 2

USER MANUAL

Supported Version: 2.2, 2.3,2.4

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Preface

Mageants Whatsapp Notifications, sends WhatsApp notifications to customers, updating them about their store activities on order placement and shipment. Customers get notification in WhatsApp number, when they place order and when shipment ready.

Installation

There are two ways of installing extension in magento2.

- Using COMMAND LINE.
- Manually Install extension.

Option 1: Magento 2 install extension using COMMAND LINE (Recommended)

Follow below steps to install extension from the command line.

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory If code Directory does not exists then create.

Step 3: Run "composer require twilio/sdk" from CLI to use Twilio.

Step 4: Disable the cache under System -> Cache Management.

Step 5: Enter the following at the command line:

```
Php bin/magento setup:upgrade
```

```
Php bin/magento setup:static-content:deploy -f
```

Step 6: Once you complete above steps log out and log in back to the admin panel and switch to Menu **Store → Configuration → Mageants → WhatsApp Notification**, the module will be displayed in the admin panel.

Option 2: Magento 2 install extension manually

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory If code Directory does not exists then create.

Step 3: Run "composer require twilio/sdk" from CLI to use Twilio.

Step 4: Disable the cache under System -> Cache Management Edit app/etc/config.php file and add one line code:
'Mageants_Whatsappnotifications' => 1

Step 5: Disable the cache under System -> Cache Management

Step 6: Once you complete above steps log out and log in back to the admin panel and switch to Menu **Store → Configuration → Mageants → WhatsApp Notification**, the module will be displayed in the admin panel.

Backend Example:

After Installation of Extension login to magento admin panel to set configuration of the extension.

Extension Configuration

As per below screen shot you can set all the settings here.

You can find configuration at Stores -> Configuration → MAGEANTS -> WhatsApp Notification .

Scope: Default Config ?

Save Config

MAGEANTS

General Configuration

API Settings

Country Flag Settings

Whatsapp Notification

Customer Notifications

Admin Notifications

GENERAL

Here Admin can Enable/Disable extension & can set redirect URL after login

Here apply configuration according to Customer notification

Here apply Account SID, Auth Token & Twilio Number to get notifications

Here admin can Enable/Disable Country Flag & choose Dfault country which display on frontend

Here apply configuration according to Admin notification

Twilio Registration

To use Twilio to send WhatsApp notifications, you need to register with Twilio to get Account SID, Auth Token and Twilio Phone Number.

- First of all, [Sign Up](#) for the Twilio account. Add the details and click to start your free trial.

Get started with a free Twilio account.
No credit card required.

WITH TWILIO YOU CAN BUILD:

- ✓ SMS marketing
- ✓ Omnichannel contact center
- ✓ Call tracking
- ✓ Web chat
- ✓ Push notifications
- ✓ Alerts and notifications
- ✓ Phone verification

First Name *

Last Name *

Email *

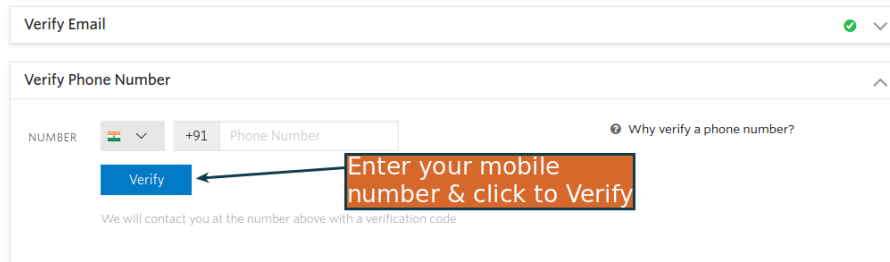
Password (16+ Characters) *

I accept the [Twilio Terms of Service](#) and have read the [Twilio Privacy Statement](#). If I am a micro- or small enterprise or a not-for-profit organization in the EEA or UK, I agree to the [European Electronic Communications Code Rights Waiver](#).

Start your free trial

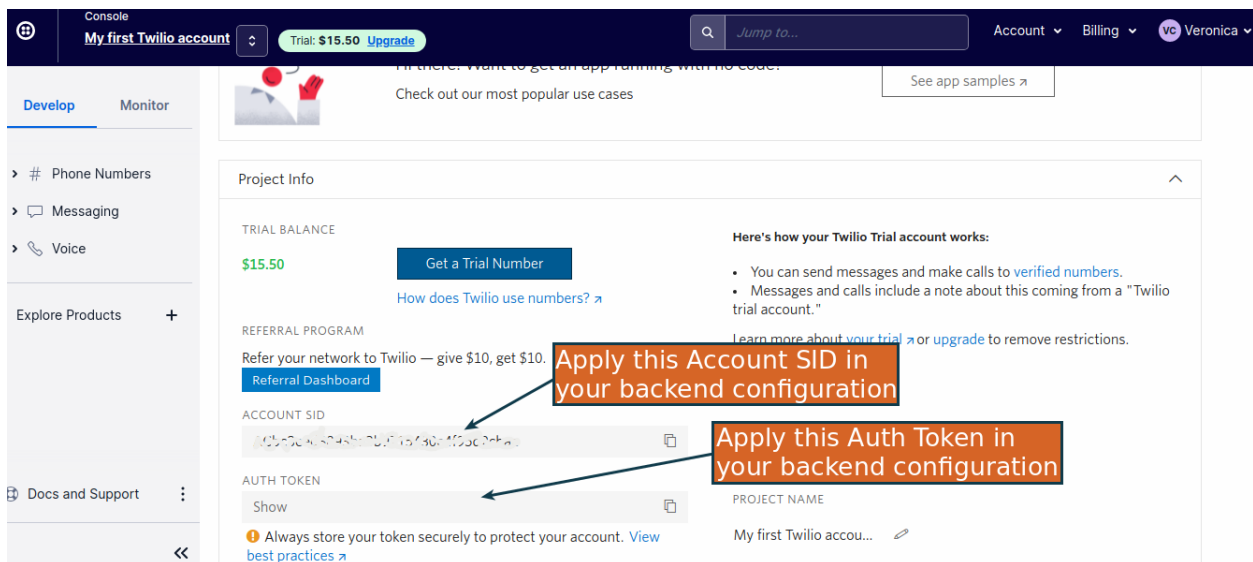
- After the Email verification, enter your mobile number and click to “Verify”.

Verify you're a human to start your free trial



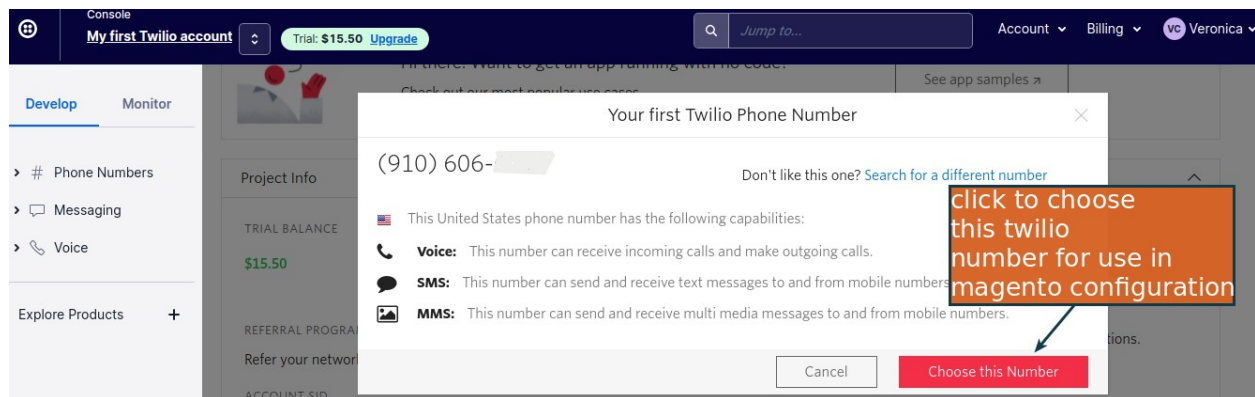
The screenshot shows the Twilio verification interface. It has two main sections: "Verify Email" (with a green checkmark) and "Verify Phone Number". The "Verify Phone Number" section includes a "NUMBER" field with a dropdown menu showing a flag and "+91", and a "Phone Number" input field. A blue "Verify" button is positioned below the input fields. An orange callout box with a black border and arrow points to the "Verify" button, containing the text "Enter your mobile number & click to Verify". Below the input fields, there is a link "Why verify a phone number?" and a note: "We will contact you at the number above with a verification code".

- Once you click “Verify”, you will get an OTP on the added mobile number. Enter the OTP and verify the mobile number. Now move to **Settings->General** where you can see API details both for live and testing. Copy the **Account SID** and **Auth Token** to use them in Magento 2 backend configuration for Twilio account.



The screenshot shows the Twilio Project Info page. The top navigation bar includes "Console", "My first Twilio account", "Trial: \$15.50 Upgrade", "Jump to...", "Account", "Billing", and "Veronica". The left sidebar has "Develop" and "Monitor" tabs, and a menu with "Phone Numbers", "Messaging", "Voice", "Explore Products", and "Docs and Support". The main content area is titled "Project Info" and contains several sections: "TRIAL BALANCE" with a green "\$15.50" and a "Get a Trial Number" button; "REFERRAL PROGRAM" with a "Refer your network to Twilio — give \$10, get \$10." and a "Referral Dashboard" button; "ACCOUNT SID" with a masked value and a copy icon; "AUTH TOKEN" with a "Show" button and a copy icon; and "PROJECT NAME" with the value "My first Twilio accou...". An orange callout box with a black border and arrow points to the "ACCOUNT SID" field, containing the text "Apply this Account SID in your backend configuration". Another orange callout box with a black border and arrow points to the "AUTH TOKEN" field, containing the text "Apply this Auth Token in your backend configuration".

- From here, you can get Twilio phone number to use for sending the SMSs. Click on the **“Get a Trial Number”** button.
- You will get a number to choose. Click **“Choose This Number”**.



- Once you click the button, you will get a [Twilio phone number](#). Copy this number and set it in the Magento 2 backend configuration for Twilio account.

WhatsApp Notification configuration:

To configure the extension, move in to Magento backend, move to **Stores->Configuration->WhatsApp Notifications** where you can find various settings to configure the extension.

General Configuration :

WhatsApp Notification Enable : Here you can enable and disable module from back end.

Redirect URL After login : Here you can set url to redirect after login for customers.



Api Settings :

Twilio Account SID : Here you Enter Twilio SID received while registration with Twilio.

Twilio Auth Token : Here Enter Twilio Auth token received while registration with Twilio.

Twilio Mobile Number : Here Enter Twilio number received while registration with Twilio.

API Settings

NOTE [store view] Run 'composer require twilio/sdk' from CLI to use Twilio.

Enter Twilio Number from registered twilio account

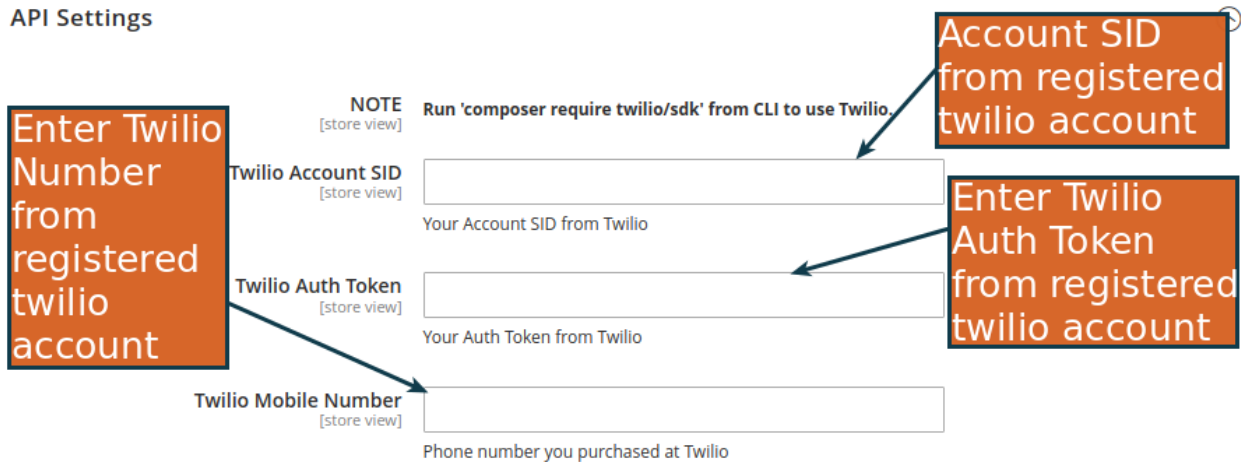
Twilio Account SID [store view]
Your Account SID from Twilio

Twilio Auth Token [store view]
Your Auth Token from Twilio

Twilio Mobile Number [store view]
Phone number you purchased at Twilio

Account SID from registered twilio account

Enter Twilio Auth Token from registered twilio account



Country Flag Settings :

Country Flag : Here Enable country flag with country code on checkout shipping Address forms.

Default Country : Here set default country to show the default selected flag on checkout shipping Address forms.

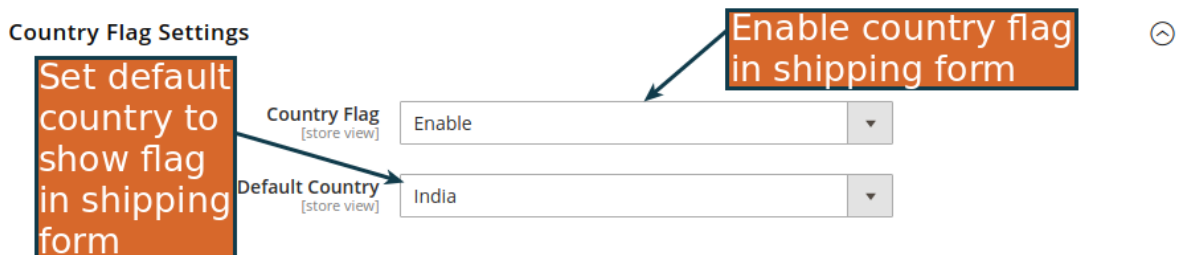
Country Flag Settings

Set default country to show flag in shipping form

Country Flag [store view]

Default Country [store view]

Enable country flag in shipping form



CUSTOMER NOTIFICATIONS CONFIGURATION :

Customer Registration Notification Settings :

Enable : Here enable Registration WhatsApp notifications to customers.

Registration Notification Text : Here enter the order placement WhatsApp notification text to send to customers.

Customer Registration Notification Settings ⌵

Enable [store view] Enable/Disable receiving notification for customer after Registration

Registration Notification Text [store view] Add text for customer to get after Registration

Variables : You can use for Registration {firstname},{lastname}, {email},{customer_id},{created_at}

Login Notification Settings :

Enable : Here enable Login WhatsApp notifications to customers.

Login notification Text : Here enter the Login WhatsApp notification text to send to customers.

Customer Login Notification Settings

The screenshot shows the 'Customer Login Notification Settings' configuration page. It features two main fields: 'Enable' and 'Login Notification Text'. The 'Enable' field is a dropdown menu currently set to 'Yes'. The 'Login Notification Text' field is a text area containing the text: 'You can use in Login{firstname},{lastname},{email},{customer_id}'. Below the text area, there is a 'Variables' section listing the available placeholders: '{firstname}', '{lastname}', '{email}', and '{customer_id}'. Two orange callout boxes with arrows point to the 'Enable' dropdown and the 'Login Notification Text' field, providing instructions on how to use these settings.

Enable/Disable receiving notification for customer after Login

add text for customer to get after Login

Enable [store view] Yes

Login Notification Text [store view] You can use in Login{firstname},{lastname},{email},{customer_id}

Variables : You can use in Login {firstname},{lastname},{email},{customer_id}

Customer ContactUs Notification Settings :

Enable : Here enable Registration WhatsApp notifications to customers.

ContactUs Notification Text : Here enter the contactus WhatsApp notification text to send to customers.

Customer ContactUs Notification Settings

The screenshot shows the 'Customer ContactUs Notification Settings' configuration page. It features two main fields: 'Enable' and 'ContactUs Notification Text'. The 'Enable' field is a dropdown menu currently set to 'Yes'. The 'ContactUs Notification Text' field is a text area containing the text: 'You can use In ContactUs{name},{telephone},{email},{comment}'. Below the text area, there is a 'Variables' section listing the available placeholders: '{name}', '{telephone}', '{email}', and '{comment}'. Two orange callout boxes with arrows point to the 'Enable' dropdown and the 'ContactUs Notification Text' field, providing instructions on how to use these settings.

Enable/Disable receiving notification for customer after Contact

Add text for customer to get after Contact

Enable [store view] Yes

ContactUs Notification Text [store view] You can use In ContactUs{name},{telephone},{email},{comment}

Variables : You can use in ContactUs {name},{telephone},{email},{comment}

Order Placement Notification Settings :

Enable : Here enable Registration WhatsApp notifications to customers.

Order Placement Notification Text : Here enter the order placement WhatsApp notification text to send to customers.

Order Placement Notification Settings

Enable/Disable receiving notification for customer after Orderplacement

Enable [store view] Yes

Order Placement Notification Text [store view] You can use for Order Placement {storeName}, {firstname},{lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}

Add text for customer to get after Orderplacement

Variables : You can use for Order Placement {storeName}, {firstname},{lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}

Sales Order Notification Settings :

Enable : Here enable Sales Order WhatsApp notifications to customers.

Sales Order Notification Text : Here enter the Sales Order WhatsApp notification text to send to customers.

Sales Order Notification Settings

Enable/Disable receiving notification for customer after Salesorder

Enable [store view] Yes

Sales Order Notification Text [store view] You can use for Sales Order {storeName},{firstname}, {lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}

Add text for customer to get after Salesorder

Variables : You can use for Sales Order {storeName},{firstname}, {lastname},{countryCode},{totalPrice},{customerEmail}, {orderNumber}

Shipment Notification Settings :

Enable : Here enable Shipment WhatsApp notifications to customers.

Shipment Notification Text : Here enter the Shipment WhatsApp notification text to send to customers.

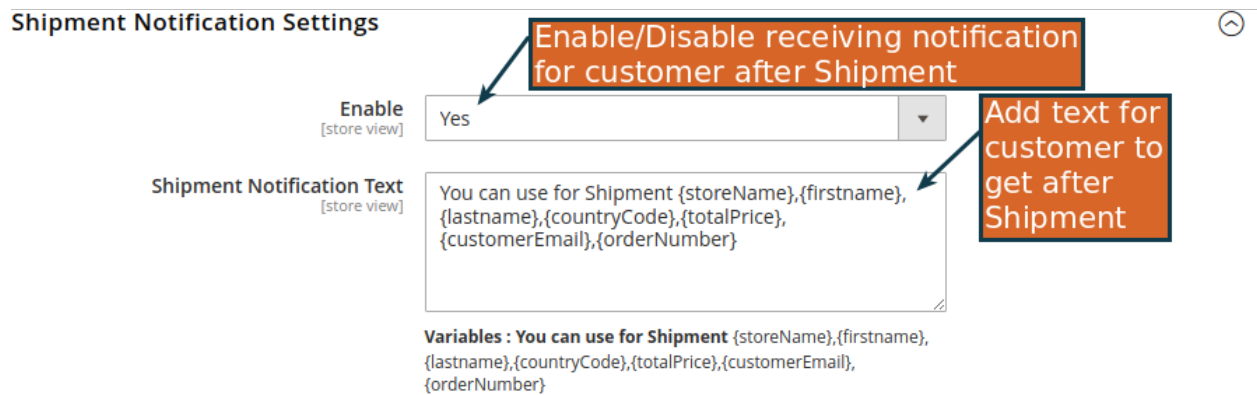
Shipment Notification Settings ⌵

Enable [store view] Yes

Shipment Notification Text [store view]

You can use for Shipment {storeName},{firstname}, {lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}

Variables : You can use for Shipment {storeName},{firstname}, {lastname},{countryCode},{totalPrice},{customerEmail}, {orderNumber}



Invoice Notification Settings:

Enable : Here enable Invoice WhatsApp notifications to customers.

Invoice Notification Text : Here enter the Invoice WhatsApp notification text to send to customers.

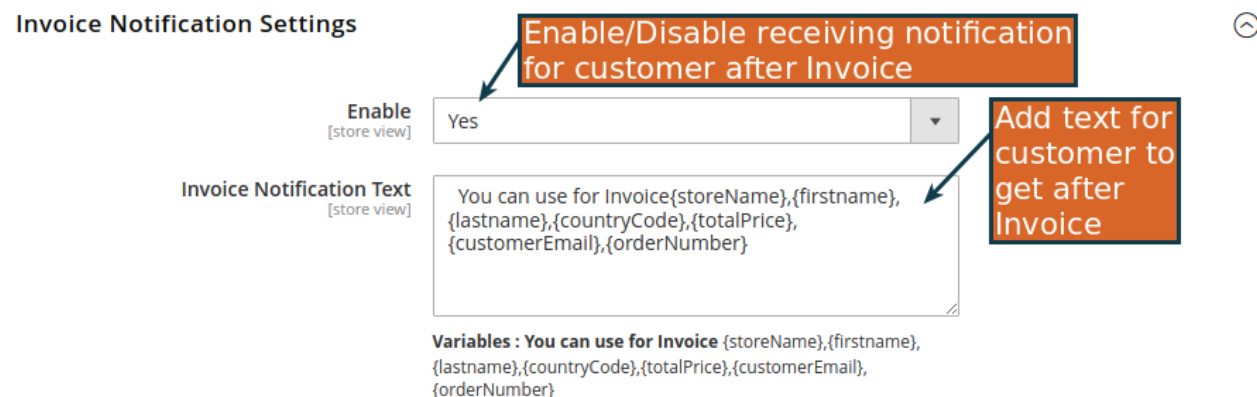
Invoice Notification Settings ⌵

Enable [store view] Yes

Invoice Notification Text [store view]

You can use for Invoice {storeName},{firstname}, {lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}

Variables : You can use for Invoice {storeName},{firstname}, {lastname},{countryCode},{totalPrice},{customerEmail}, {orderNumber}



Customer Order Cancel Notification Settings:

Enable : Here enable Order Cancel WhatsApp notifications to customers.

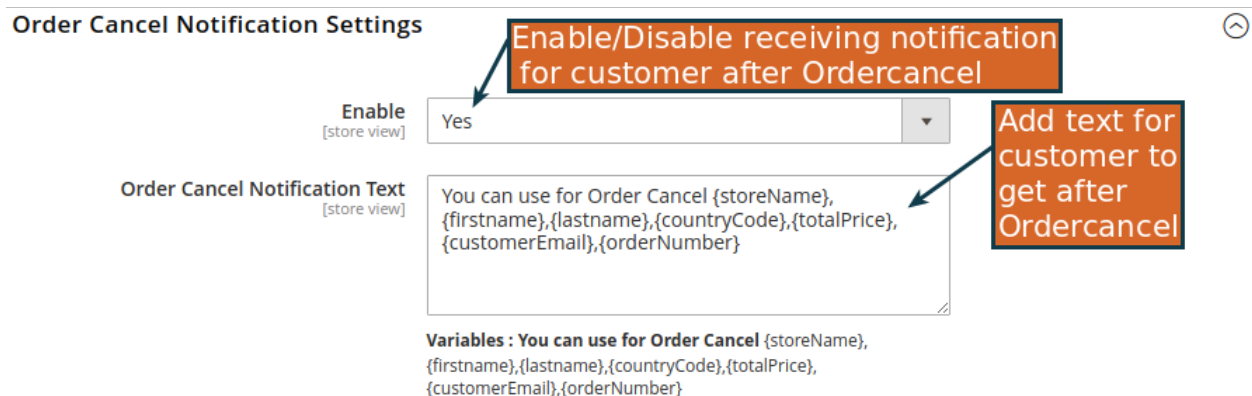
Order Cancel Notification Text : Here enter the order cancel WhatsApp notification text to send to customers.

Order Cancel Notification Settings ⌵

Enable [store view]

Order Cancel Notification Text [store view]

Variables : You can use for Order Cancel {storeName}, {firstname},{lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}



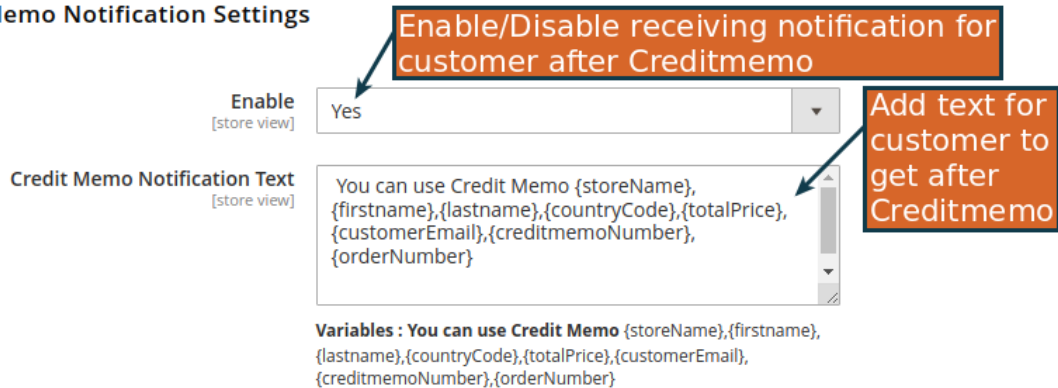
The screenshot shows the 'Order Cancel Notification Settings' form. The 'Enable' field is a dropdown menu set to 'Yes'. The 'Order Cancel Notification Text' field is a text area containing the text: 'You can use for Order Cancel {storeName}, {firstname},{lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}'. Below the text area, there is a list of variables: 'Variables : You can use for Order Cancel {storeName}, {firstname},{lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}'. Two orange callout boxes with arrows point to the 'Enable' dropdown and the 'Order Cancel Notification Text' text area. The first callout says 'Enable/Disable receiving notification for customer after Ordercancel'. The second callout says 'Add text for customer to get after Ordercancel'.

Customer Credit Memo Notification Settings:

Enable : Here enable CreditMemo WhatsApp notifications to customers.

Credit Memo Notification Text : Here enter the order placement WhatsApp notification text to send to customers.

Credit Memo Notification Settings



Enable/Disable receiving notification for customer after Creditmemo

Enable [store view] Yes

Credit Memo Notification Text [store view]

You can use Credit Memo {storeName}, {firstname}, {lastname}, {countryCode}, {totalPrice}, {customerEmail}, {creditmemoNumber}, {orderNumber}

Add text for customer to get after Creditmemo

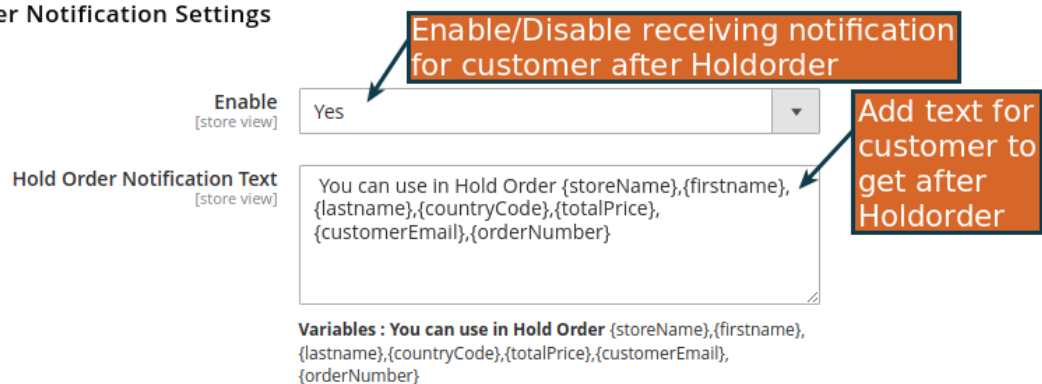
Variables : You can use Credit Memo {storeName}, {firstname}, {lastname}, {countryCode}, {totalPrice}, {customerEmail}, {creditmemoNumber}, {orderNumber}

Hold Order Notification Settings :

Enable : Here enable order placement WhatsApp notification to customers.

Place Order Notification Text : Here enter the order placement WhatsApp notification text to send to customers.

Hold Order Notification Settings



Enable/Disable receiving notification for customer after Holdorder

Enable [store view] Yes

Hold Order Notification Text [store view]

You can use In Hold Order {storeName}, {firstname}, {lastname}, {countryCode}, {totalPrice}, {customerEmail}, {orderNumber}

Add text for customer to get after Holdorder

Variables : You can use in Hold Order {storeName}, {firstname}, {lastname}, {countryCode}, {totalPrice}, {customerEmail}, {orderNumber}

Unhold Order Notification Settings :

Enable : Here enable Unhold order WhatsApp notification to customers.

Unhold Order Notification Text : Here enter the Unhold order WhatsApp notification text to send to customers.

UnHold Order Notification Settings ⌵

Enable
[store view]

UnHold Order Notification Text
[store view]

Variables : You can use in UnHold Order {storeName}, {firstname},{lastname},{countryCode},{totalPrice}, {customerEmail},{orderNumber}

ADMIN NOTIFICATIONS CONFIGURATION :

Admin Notifications Settings :

Enable : Here enable/disable WhatsApp notifications for Admin.

Admin Mobile Number : Here enter the Admin's WhatsApp Number to get notifications to Admin.

The screenshot shows the 'Admin Notifications Settings' configuration page. It features two main settings:

- Enable [store view]:** A dropdown menu currently set to 'Yes'. An orange callout box with an arrow pointing to the dropdown contains the text: 'Enable/Disable notifications for Admin from here'.
- Admin Mobile Number [store view]:** An empty text input field. An orange callout box with an arrow pointing to the input field contains the text: 'Add Admin's mobile number to get notifications to Admin'.

The page title 'Admin Notifications Settings' is at the top left, and a collapse icon is at the top right.

Customer Order Placement Notification Settings :

Enable : Here enable Registration WhatsApp notifications to customers.

Order Placement Notification Text : Here enter the order placement WhatsApp notification text to send to customers.

Customer Sales Order Notification Settings :

Enable : Here enable Sales Order WhatsApp notifications to customers.

Sales Order Notification Text : Here enter the Sales Order WhatsApp notification text to send to customers.



Customer Shipment Notification Settings :

Enable : Here enable Shipment WhatsApp notifications to customers.

Shipment Notification Text : Here enter the Shipment WhatsApp notification text to send to customers.

Customer Invoice Notification Settings :

Enable : Here enable Invoice WhatsApp notifications to customers.

Invoice Notification Text : Here enter the Invoice WhatsApp notification text to send to customers.

Customer Order Cancel Notification Settings :

Enable : Here enable Order Cancel WhatsApp notifications to customers.

Order Cancel Notification Text : Here enter the order cancel WhatsApp notification text to send to customers.

Customer Credit Memo Notification Settings :

Enable : Here enable CreditMemo WhatsApp notifications to customers.

Credit Memo Notification Text : Here enter the order placement WhatsApp notification text to send to customers.

Hold Order Notification Settings :

Enable : Here enable order placement WhatsApp notification to customers.

Hold Notification Text : Here enter the order placement WhatsApp notification text to send to customers.

UnHold Order Notification Settings :

Enable : Here enable order placement WhatsApp notification to customers.

UnHold Order Notification Text : Here enter the hold order WhatsApp notification text to send to customers.

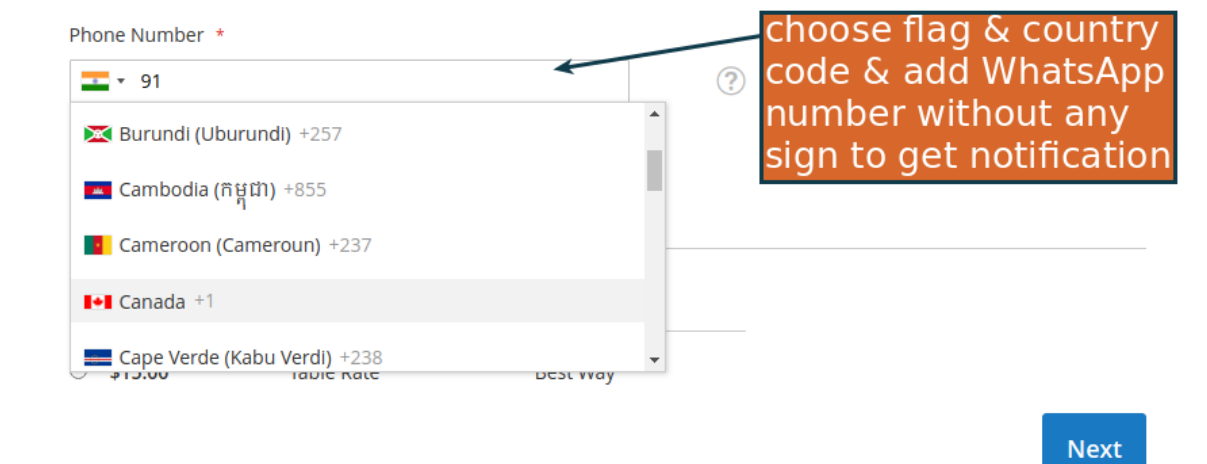
Configuration

Save Config

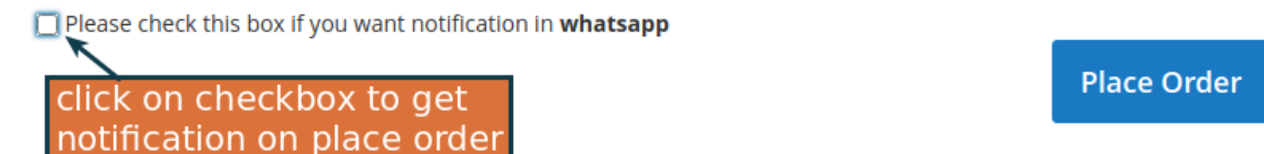
Whatsapp Notification	Admin Mobile Number <small>[store view]</small>	<input type="text"/>
Customer Notifications	Order Placement Notification Settings	Enable/Disable receiving notification & Add text to get after Orderplacement for Admin
Admin Notifications	Sales Order Notification Settings	Enable/Disable receiving notification & Add text to get after Salesorder for Admin
CATALOG	Shipment Notification Settings	Enable/Disable receiving notification & Add text to get after Shipment for Admin
SECURITY	Invoice Notification Settings	Enable/Disable receiving notification & Add text to get after Invoice for Admin
CUSTOMERS	Order Cancel Notification Settings	Enable/Disable receiving notification & Add text to get after Ordercancel for Admin
SALES	Credit Memo Notification Settings	Enable/Disable receiving notification & Add text to get after Creditmemo for Admin
YOTPO	Hold Order Notification Settings	Enable/Disable receiving notification & Add text to get after Holdorder for Admin
DOTDIGITAL	UnHold Order Notification Settings	Enable/Disable receiving notification & Add text to get after Unholdorder for Admin
MAGEANTS		

Frontend Example:

On **Shipping Address**, Customers can choose country flag & country code to input WhatsApp number without any sign(+) for get notification as per below screenshot.



On **Place Order**, Customers can check/uncheck for whatsapp notification as per below screenshot.



On **Create New Customers Account**, Customers can choose country flag & country code to input WhatsApp number without any sign(+) for get notification on registration & login as per below screenshot. Customers can choose by click or unclick checkbox for notification.

Please check this box if you want notification in **whatsapp** for Registration & Login

WhatsApp Number

On create new customer account click checkbox & choose flag country code without any sign(+)

Create an Account

On **Contact**, Customers can choose country flag & country code to input WhatsApp number without any sign(+) for get notification as per below screenshot.

The screenshot shows a contact form with the following elements:

- Phone Number:** A dropdown menu showing the Indian flag and the country code '91'. An arrow points from an orange callout box to this dropdown.
- What's on your mind? ***: A large text input field.
- Notification:** A checkbox labeled 'Please check this box if you want notification in **Whatsapp**'. An arrow points from an orange callout box to this checkbox.
- Submit:** A blue button.

Two orange callout boxes provide instructions:

- Box 1: "On Contact us page choose flag to get country code without any sign(+) & add whatsapp number" (with an arrow pointing to the phone number dropdown).
- Box 2: "Click on check box to get whatsapp notification" (with an arrow pointing to the notification checkbox).



Thank you!

Should you have any questions or feature suggestions, please contact us at:
<http://mageants.com/contactus>

Your feedback is absolutely welcome!