

WhatsApp Alert Plugin — Customer Documentation

Introduction

WhatsApp Alert is a powerful WordPress plugin that automatically sends WhatsApp notifications to your customers when their WooCommerce order status changes.

This helps improve customer satisfaction and reduce support inquiries through **real-time communication**.

♦ Key Benefits

-  **Automatic Notifications** — Send alerts for order status changes
 -  **Real-time Updates** — Keep customers instantly informed
 -  **Professional Communication** — Maintain brand consistency
 -  **Easy Setup** — Simple API integration
 -  **Customizable Messages** — Fully editable templates
 -  **Reliable Delivery** — Powered by **SMSIdea WhatsApp API**
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Plugin Overview

What Does This Plugin Do?

The plugin automatically sends WhatsApp messages when:

- Orders are **processed**, **completed**, or **cancelled**
- **Payment fails** or **refunds** occur
- Orders are **on-hold** or **pending payment**

Who Is It For?

Ideal for:

- WooCommerce store owners
- Businesses wanting to automate communication
- Online retailers improving customer experience
- Companies reducing support workload

Requirements

- WordPress **5.8+**
 - WooCommerce (active)
 - PHP **7.4+**
 - SMSIdea WhatsApp API account
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Installation & Setup

Step 1: Install the Plugin

1. Go to **Plugins** → **Add New**
2. Click **Upload Plugin**
3. Choose the WhatsApp Alert **.zip** file
4. Click **Install Now**
5. After installation, click **Activate Plugin**
 - A new “**Whats Alert**” menu will appear in your sidebar

Step 2: Create an SMSIdea Account

1. Visit <https://wa.smsidea.com/>
2. Click **Register / Sign Up**
3. Complete registration and email verification
4. Get your **API Key** from your SMSIdea dashboard under *API Settings*

Step 3: Configure the Plugin

1. Go to **Whats Alert** → **Setup**
 2. Enter your **API Key** and click **Save Settings**
 3. Click **Test Connection** to verify successful setup
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Getting Started



Initial Setup Checklist

- Install and activate the plugin
- Create SMSIdea account and obtain API key
- Configure API key in plugin
- Test API connection
- Send test message
- Enable notifications
- Customize message templates



First-Time Setup Walkthrough

1. Go to **Whats Alert** → **Setup**
2. Enter your API Key and save
3. **Test Connection**
4. **Send Test Message** to a number like **+91XXXXXXXXXX**
5. Configure notifications under the **Notifications** tab

Configuration Guide

Setup Tab

- **API Key** → Paste your SMSIdea API Key
- **Test Connection** → Verify connection with SMSIdea servers
- **Send Test Message** → Confirm successful delivery (format: **+91XXXXXXXXXX**)

Notifications Tab

Enable notifications for these WooCommerce order statuses:

Status	Trigger	Example Message
Processing	Order moves to processing	Order #{order_number} is now PROCESSING.
Completed	Order fulfilled	Order #{order_number} is COMPLETED. Thank you!
Cancelled	Order cancelled	Order #{order_number} has been CANCELLED.
Failed	Payment failed	Payment FAILED for Order #{order_number}.
Refunded	Order refunded	Order #{order_number} has been REFUNDED.
On-hold	Waiting for payment	Order #{order_number} is ON HOLD.
Pending	Payment pending	Order #{order_number} is PENDING payment.

☒ **Enable/Disable** each notification using checkboxes, then click **Save Changes**

Message Templates

Template Placeholders

Placeholder	Description	Example
<code>{order_number}</code>	Order number	#1234
<code>{order_total}</code>	Total amount	\$25.99
<code>{status}</code>	Current status	Processing
<code>{billing_name}</code>	Customer name	John Smith

Example Templates

Basic Template

Hi `{billing_name}`! Your order `{order_number}` is now `{status}`. Total: `{order_total}`.

Detailed Template

Hello `{billing_name}`,

Your order `{order_number}` has been updated to: `{status}`

Order Total: `{order_total}`

Thank you for your business!
– Your Store Team

Simple Template

Order `{order_number}` is `{status}`. Total: `{order_total}`.

Best Practices

- Keep messages concise
 - Use placeholders for personalization
 - Always include the order number
 - End politely ("Thank you!")
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Phone Number Requirements

Critical Rule

All phone numbers **must include a country code**.

Valid Formats

Country	Format	Example
 India	+91XXXXXXXXXX or 91XXXXXXXXXX	+919876543210
 USA /  Canada	+1XXXXXXXXXX	+14155551234
 UK	+44XXXXXXXXXX	+442071234567
 Australia	+61XXXXXXXXXX	+61412345678

Invalid Examples:

-  9876543210 (missing code)
 -  +91 98765 43210 (spaces not allowed)
 -  +919876543210 (correct)
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WooCommerce Integration

How It Works

1. Plugin monitors order status changes

2. Automatically sends WhatsApp messages
3. Logs results in order notes

Data Used

- Billing phone
- Billing name
- Order number
- Order total

Requirements

- WooCommerce **active and configured**
 - Orders created within WooCommerce
 - Status changes handled via WooCommerce hooks
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Testing Your Setup

Step-by-Step

1. Go to **Setup** → **Test Connection**
 2. Send a **Test Message**
 3. Create a test order and change its status
 4. Confirm message received on WhatsApp
 5. Verify order note logged
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Troubleshooting

Common Problems

Issue	Possible Cause	Solution
API Connection Failed	Invalid key / network issue	Verify API key, retry
Test Message Not Received	Invalid phone / not on WhatsApp	Check format and app status
No Notifications Sent	Notifications disabled / invalid phone	Re-enable, recheck number
Placeholders not replaced	Syntax error	Use <code>{order_number}</code> , not <code>[order_number]</code>

Advanced Diagnostics

- Check **WordPress error logs**
- Review **order notes**
- Verify **SMSIdea dashboard** for API status
- Test with multiple phone numbers



Support & Contact

Email: support@smsidea.co.in

Response Time: 24–48 hours

Contact Page: <https://www.smsidea.biz/#contact>

When contacting support, include:

- WordPress + WooCommerce versions
- Plugin version
- Error messages
- Steps to reproduce
- Screenshots if available

Provider:

KONCEPTWISE DIGITAL MEDIA PRIVATE LIMITED

Website: <https://www.smsidea.biz/>

API Dashboard: <https://wa.smsidea.com/>

Legal:

[Terms & Conditions](#)

[Privacy Policy](#)

Conclusion

The **WhatsApp Alert Plugin** provides an efficient and automated way to communicate with customers via WhatsApp for WooCommerce order updates.

Key Takeaways

- Always include **country codes**
- Test thoroughly before launch
- Customize messages for branding
- Keep API keys secure

For assistance:

 support@smsidea.co.in

Documentation maintained by Konceptwise Digital Media Pvt. Ltd. — for the latest version, refer to the plugin documentation tab or contact support.