Node Guide: Send Message (WhatsApp)

Overview

The **Send Message (WhatsApp)** node is used to send a text message directly to a user via WhatsApp. It is typically used at the end of a workflow to notify or respond to users.

You can either send a **custom typed message** or pass a **message stored in a variable** from earlier steps in the workflow.

How It Works

When this node is triggered:

- It takes a **text message** (manual or from a variable)

- Uses your **WhatsApp configuration** to deliver the message

- The message is then sent to the **target user's WhatsApp account**

Configuration Details

1. **Text Message**

   - You can either type a message directly or pass a variable that contains the message content.

2. **WhatsApp Configuration**

   - Use a WhatsApp setup that has already been added under **Global Configurations**.

   - This configuration handles the authentication and delivery.

Inputs

- **Message Content**:
  The actual text you want to send. This can be:

    - A custom typed message (e.g., "Hello, your request has been processed")

    - A message saved in a variable from another node

Outputs

- **No Data Output**
  The purpose of this node is to **send** a message.
  It does **not return any value or result** for further processing.

When to Use

Use this node when:

- You want to send a final update, confirmation, or alert via WhatsApp

- You need to communicate with users who interact through WhatsApp

- You want to include dynamic content in messages using variables

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Example Flow: Notify Customer on Ticket Update

Scenario

A customer logs a support ticket. Once the issue is resolved, the system should send an update on WhatsApp.

Flow Steps

1. **Ticket Processing**
   Handle and resolve the user's ticket using earlier nodes.

2. **Create Message**
   Prepare a message like:
   ```
   "Hi {{userName}}, your support ticket #{{ticketId}} has been
   resolved."
   ```

3. **Send Message (WhatsApp) Node**

   ○ Input the message using variables or type it manually

   ○ Use the global WhatsApp configuration to send it

Summary of the Flow

● Simple and direct way to communicate with users on WhatsApp

● Final message step at the end of workflows

● Can send static or dynamic messages