

Here's a detailed, step-by-step overview of how your WhatsApp eSIM Support Automation workflow operates, based on your workflow structure and node connections:

1. WhatsApp Webhook Trigger

Node: WhatsApp Webhook Trigger

Purpose: Listens for incoming WhatsApp messages from customers regarding eSIM support.

Output: Triggers the workflow with the incoming message data.

2. Extract WhatsApp Data

Node: Extract WhatsApp Data (Code)

Purpose: Extracts key fields (from, message, profileName) from the WhatsApp payload for easier downstream use.

3. Extract NSCE and MSISDN

Node: Extract NSCE and MSISDN (Code)

Purpose: Parses the message to extract NSCE and MSISDN values using regex. Also stores the original message.

4. Check NSCE & MSISDN Present

Node: Check NSCE & MSISDN Present (If)

Purpose: Checks if both NSCE and MSISDN were found in the message.

Yes: Proceeds to approval request.

No: Requests missing info from the customer.

5. Request NSCE & MSISDN from Customer

Node: Request NSCE & MSISDN from Customer (WhatsApp)

Purpose: Asks the customer to provide NSCE and MSISDN if missing.

6. Wait for Customer Response

Node: Wait for Customer Response (Wait)

Purpose: Waits up to 12 hours for the customer to reply with the required info.

After Wait: Re-extracts NSCE and MSISDN from the new message.

7. Send Ticket Draft for Approval

Node: Send Ticket Draft for Approval (WhatsApp)

Purpose: Sends a draft ticket to an approver/group for human approval, including NSCE, MSISDN, and issue details. Requests a YES/NO reply.

8. Wait for First Approval

Node: Wait for First Approval (Wait)

Purpose: Waits up to 12 hours for the first human approval via WhatsApp.

9. Check if Approval Received

Node: Check if Approval Received (If)

Purpose: Checks if an approval response was received.

Yes: Extracts the approval response.

No: Sets status to pending and notifies the approver.

10. Extract Approval Response

Node: Extract Approval Response (Code)

Purpose: Extracts and normalizes the approval response (YES/NO).

11. Check First Approval

Node: Check First Approval (If)

Purpose: Checks if the approval was YES.

Yes: Proceeds to email Orange Support.

No: Sends a pending status HTTP request and logs the ticket as pending.

12. Send Email to Orange Support

Node: Send Email to Orange Support (Gmail)

Purpose: Sends an email to Orange Support with the ticket details.

13. Store Message-ID

Node: Store Message-ID (Set)

Purpose: Stores the email's message ID for tracking replies.

14. Wait for Orange Reply

Node: Wait for Orange Reply (Wait)

Purpose: Waits up to 12 hours for a reply from Orange Support.

15. Is Orange Reply for This Ticket?

Node: Is Orange Reply for This Ticket? (If)

Purpose: Checks if the reply is for the correct ticket by matching the message ID.

Yes: Proceeds to fetch the reply.

No: Sends a reminder to Orange Support and waits again.

16. Wait for Orange Reply1

Node: Wait for Orange Reply1 (Gmail)

Purpose: Fetches unread replies from Orange Support matching the message ID.

17. Extract Orange Reply

Node: Extract Orange Reply (Code)

Purpose: Extracts the actual reply content from Orange Support.

18. Send Orange Reply for Second Approval

Node: Send Orange Reply for Second Approval (WhatsApp)

Purpose: Sends Orange's reply to the approver/group for a second human approval.

19. Wait for Second Approval

Node: Wait for Second Approval (Wait)

Purpose: Waits up to 12 hours for the second approval.

20. Is Second Approval Received?

Node: Is Second Approval Received? (If)

Purpose: Checks if a second approval response was received.

Yes: Extracts the second approval.

No: Notifies about the timeout and waits again.

21. Extract Second Approval

Node: Extract Second Approval (Code)

Purpose: Extracts and normalizes the second approval response (YES/NO).

22. Check Second Approval

Node: Check Second Approval (If)

Purpose: Checks if the second approval was YES.

Yes: Sends Orange's reply to the customer.

No: Sends a failure message to the customer.

23. Send Orange's Reply to Customer

Node: Send Orange's Reply to Customer (WhatsApp)

Purpose: Notifies the customer with Orange's reply and update.

24. Log Ticket (Success) to Google Sheets

Node: Log Ticket (Success) to Google Sheets

Purpose: Logs the successful ticket and all relevant details to Google Sheets.

25. Send Failure Message to Customer

Node: Send Failure Message to Customer (WhatsApp)

Purpose: Notifies the customer that no update is available and to contact support.

26. Log Ticket (Pending) to Google Sheets

Node: Log Ticket (Pending) to Google Sheets

Purpose: Logs the pending ticket status to Google Sheets.

27. Notify Pending Status to Approver

Node: Notify Pending Status to Approver (WhatsApp)

Purpose: Notifies the approver that no approval was received within 12 hours.

28. Send Reminder to Orange Support

Node: Send Reminder to Orange Support (Gmail)

Purpose: Reminds Orange Support if no reply is received within 12 hours.

29. Notify Second Approval Timeout

Node: Notify Second Approval Timeout (WhatsApp)

Purpose: Notifies the approver/group if no second approval is received within 12 hours.

30. Log Ticket (Pending) to Google Sheets Logs pending ticket to Google Sheets Google Sheets2 Log Ticket (Final) to Google Sheets

Node: (Google Sheets)

Purpose: Appears to be a duplicate or misnamed node for logging ticket status.

Summary

The workflow automates eSIM support via WhatsApp, requiring two levels of human approval before sending customer issues to Orange Support and relaying their response.

It handles missing information, timeouts, and logs all actions to Google Sheets for tracking.

All approvals and notifications are managed via WhatsApp, while communication with Orange Support is via email.

[1] WhatsApp Webhook Trigger

|
v

[2] Extract WhatsApp Data

|
v

[3] Extract NSCE and MSISDN

|
v

[4] Check NSCE & MSISDN Present

[Yes]	[No]
v	v



