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The plugin can be used for sending many kinds of notifications such as emails or SMS notifications. It can be easily integrated in one of your business processes.

Configuring the process

To configure a business process that sends notifications you must follow the next steps:

- use
The fallback content to display on prerendering web app to create/edit a **notification template**
- use
The fallback content to display on prerendering to add a **Message send task** and a **Message received task**

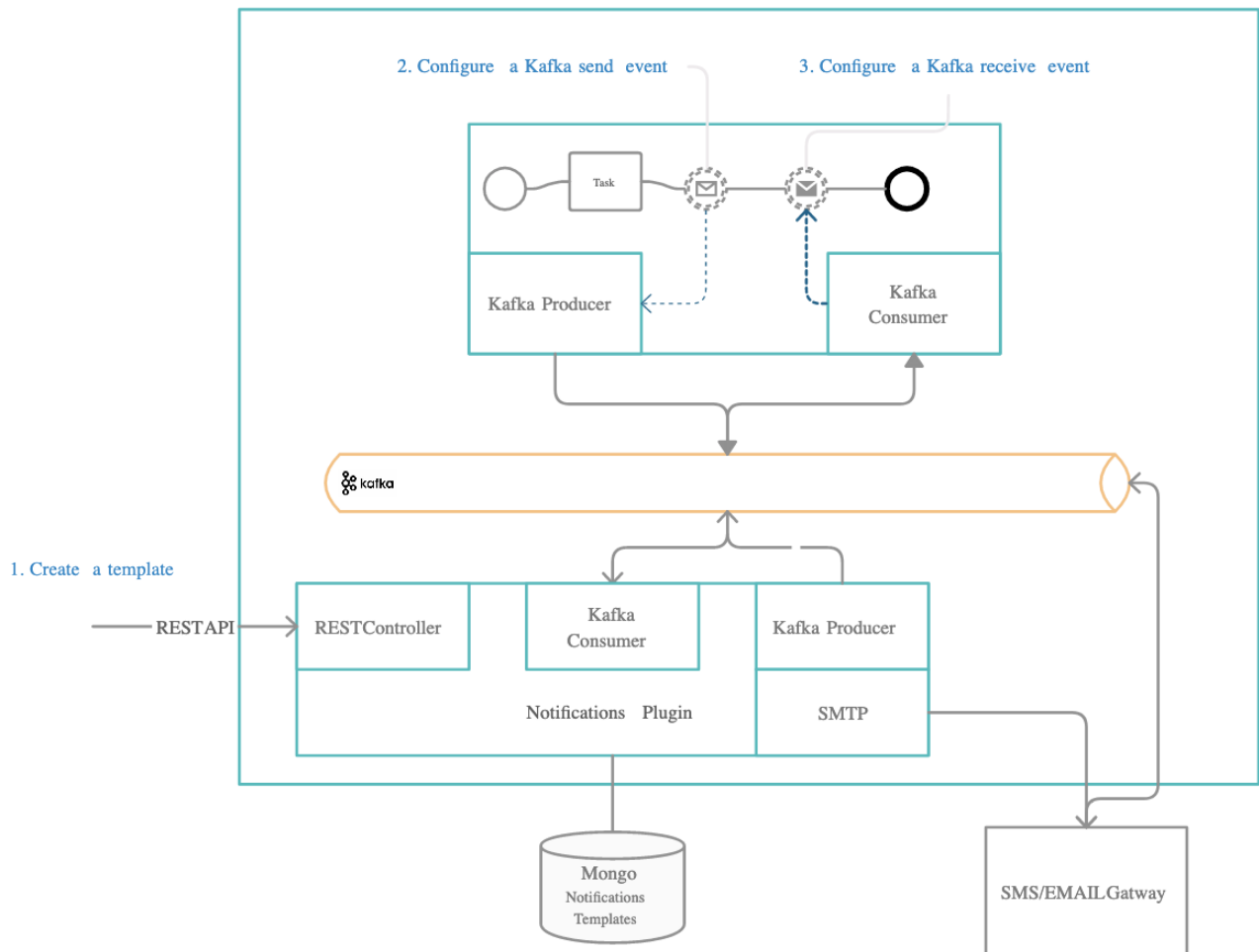
- configure the needed **actions**
- configure the request body
- configure the needed **Kafka topics**

The following values are expected in the request body:

Key	Definition	
language	The language that should be used	Mandatory
templateName	The name of the notification template that is used	Mandatory
channel	Notification channel: SMS/MAIL	Mandatory
receivers	Notification receivers: email/phone number	Mandatory
senderEmail	Notification sender email	Optional
senderName	Notification sender name	Optional
attachments	Attachments that are sent with the notification template (only used for MAIL notifications)	Optional

INFO

Check the detailed example below.

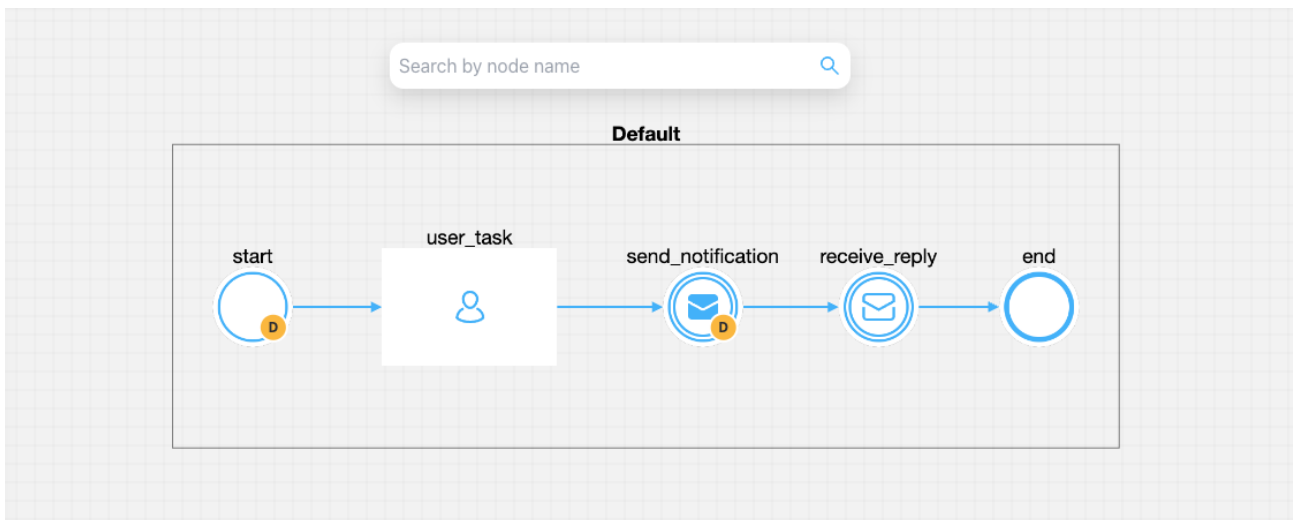


Define needed Kafka topics

Kafka topic names can be set by using environment variables:

- `KAFKA_TOPIC_NOTIFICATION_INTERNAL_IN` - topic used to trigger the request to send a notification
- `KAFKA_TOPIC_NOTIFICATION_INTERNAL_OUT` - topic used for sending replies after sending the notification

Example: send a notification from a business flow



Let's pick a simple use-case, say we need to send a new welcome letter when we onboard a new customer. The steps are the following:

1. Configure the template that you want to use for the welcome email, see the previous section, [Managing notification templates](#) for more information.

- **Message** (expected parameters):
 - templateName
 - channel
 - language
 - receivers
- **Headers** - it is always `{"processInstanceId":
${processInstanceId}}`

Kafka Send Action

☒ Automatic

☐ Manual

☒ Mandatory

☐ Optional

☐ Repeatable

Autorun Children? ☐

Parameters

Custom

From integration

Topics

flowx-notifications-qa

Message

```
1  {
2    "templateName" : "welcomeLetter",
3    "channel": "MAIL",
4    "language": "en",
5    "receivers" : ["john_doe@email.com"]
6  }
7
8
```

Advanced configuration

Show Headers ☒

```
1  {"processInstanceId": "${processInstanceId}}
```

Save

4. On the **Message received task** add the needed topic to receive the kafka response - `KAFKA_TOPIC_NOTIFICATION_INTERNAL_OUT - ai.flowx.updates.qa.notification.request.v1`.

Node: **generate_notif_receive** (ID: 743211)

Node Config

General Config

Node name

Can go back? ☒

Swimlane

Response Timeout

Data stream topics

☒ Custom☐ From integration

Topic Name

Key Name



- Run the process and look for the response (you can view it via the **Audit log**) or checking the responses on the Kafka topic defined at `KAFKA_TOPIC_NOTIFICATION_INTERNAL_OUT` variable.

Audit log details ✕

Event: process instance, message receive, 19 Oct 2022 at 5:24 PM

Url: ai.flowx.updates.qa.notification.request.v1

Body:

```
1 {"identifier":null,"templateName":"welcomeLetter","language":"en","error":null}
```

7b89870...

Audit Log

Process Instance	Message send	57b89870-dc1c-4e6e-87f0-3ff7442261f
		7442261f
		7442261f
		7442261f
		7442261f

Response example at KAFKA_TOPIC_NOTIFICATION_INTERNAL_OUT:

```
{
  "identifier": null,
  "templateName": "welcomeLetter",
  "language": "en",
  "error": null
}
```

Was this page helpful?