



**PLATFORM DEEP DIVE / Plugins / Custom Plugins / Notifications plugin / Using the plugin / sending-a-notification**

# Contents

- PLATFORM DEEP DIVE / Plugins / Custom Plugins / Notifications plugin / Using the plugin / Sending a notification
  - Configuring the process
    - Define needed Kafka topics
  - Example: send a notification from a business flow

## PLATFORM DEEP DIVE / Plugins / Custom Plugins / Notifications plugin / Using the plugin / Sending a notification

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**

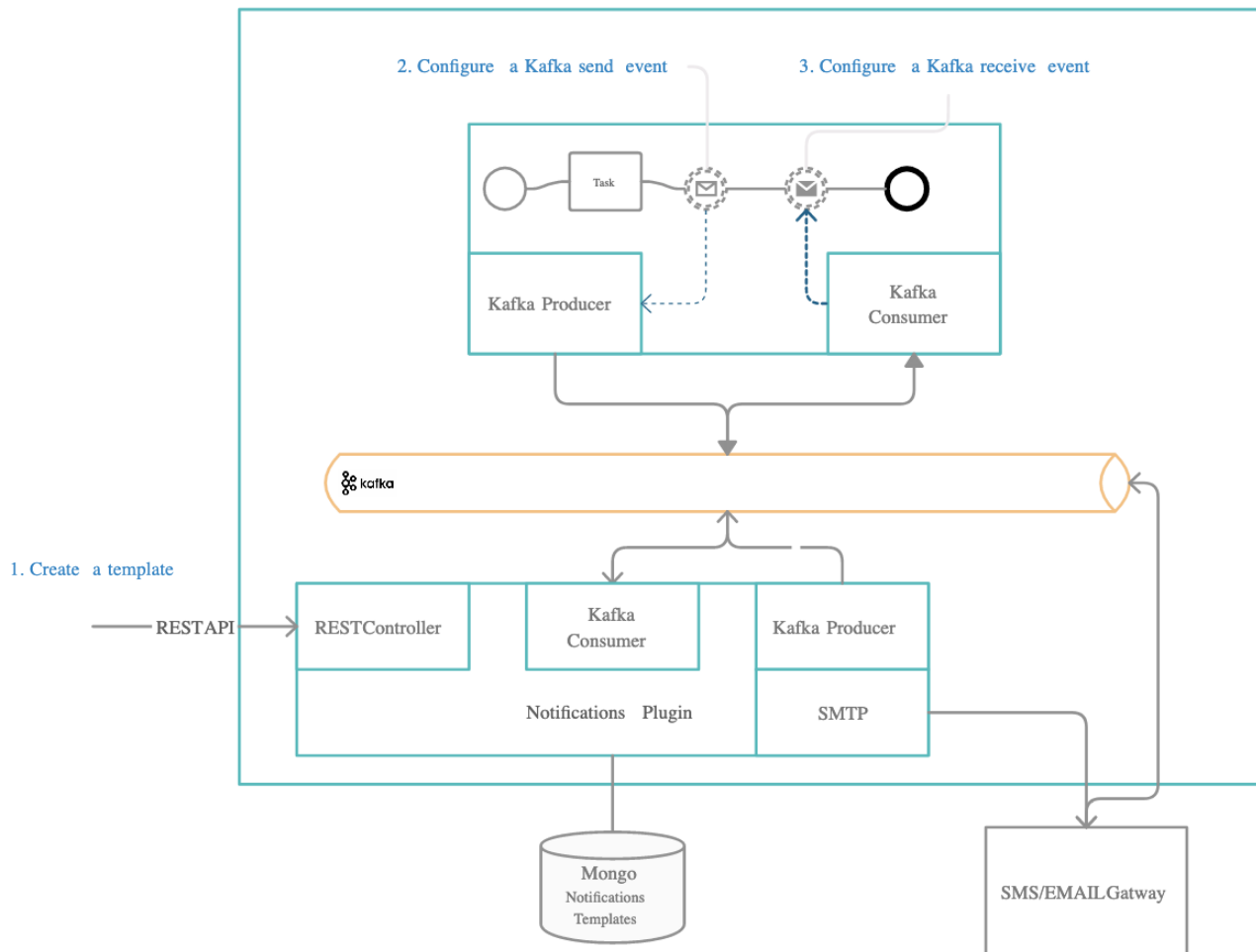
- configure the needed **actions**
- configure the request body
- configure the needed **Kafka topics**

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.

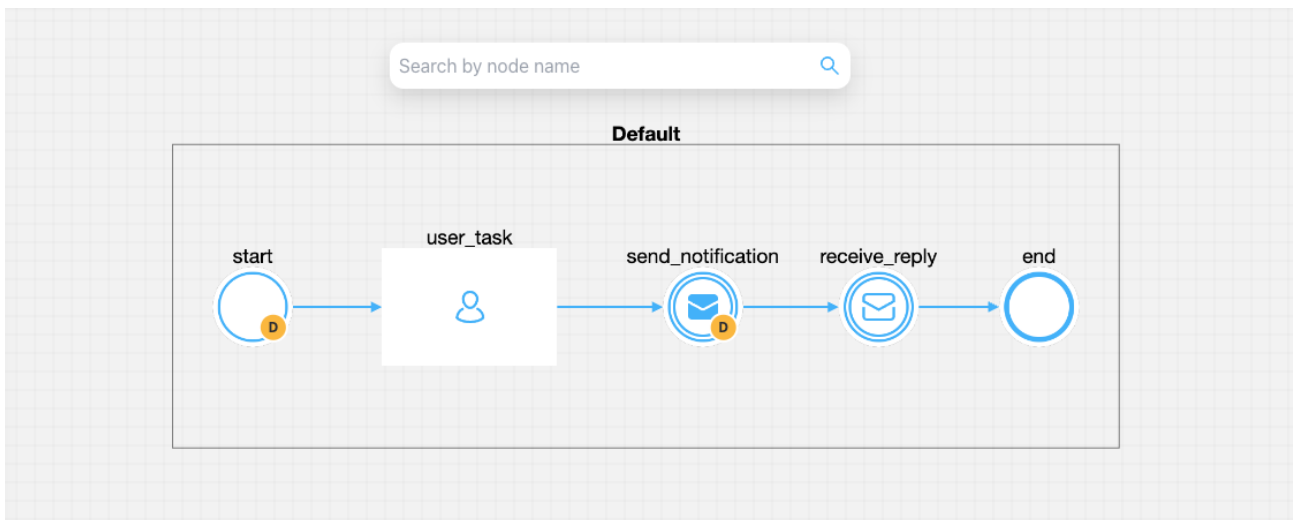


## Define needed Kafka topics

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.

# Notifications Templates - WelcomeLetter

2. Use the FLOWX.AI Designer to add a **Message send task** and a **Message received task**.
3. On the **Message send task** add a proper configuration to the action, the Kafka topic and request body message to be sent:
  - **Topics** - `KAFKA_TOPIC_NOTIFICATION_INTERNAL_IN` - `flowx-notifications-qa`

- **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

[Add stream](#)[Save](#)

- 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** ✕

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**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?**