

## 1. WhatsApp API Use Cases in Kuzi

Use Case	User Type	Purpose
Vendor Availability Ping	Vendor	Confirm item availability
Rider Order Alert	Rider	Alert for nearby order delivery
Customer Support	Customer	Status updates, inquiries, receipts

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## 2. Vendor Availability Ping Workflow

### Trigger:

Customer selects an item > System queries vendors in proximity > Vendors are pinged.

### WhatsApp Message (Sent Automatically):

Hello, do you currently have the following item in stock?

 Item: [Product Name]  
 Quantity needed: [Qty]  
 Order Location: [Customer Area]

Please reply:

- ☐ 1 Yes - In stock
- ☐ 2 No - Not available
- ☐ 3 Available - Only [X] left

### System Response Logic:

- “1” → Item confirmed available
- “2” → Vendor skipped
- “3” → Partial availability recorded
- If no response in 2 minutes, ping next nearby vendor set

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### 3. Rider Dispatch Workflow

#### Trigger:

Order confirmed and paid > System identifies nearby riders > Pings via WhatsApp


#### WhatsApp Message:

 New Delivery Request 

 Pickup Location: [Vendor/Store Area]

 Delivery Location: [Customer Address or Area]

 Payment: [Paid/Pay on Delivery]

 Deadline: [Time window]

Please reply:

 Accept

 Decline


#### System Response Logic:


- First rider to respond with “Accept” gets assigned
- Backup pings triggered if no rider responds in 2–3 minutes


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### 4. Customer Notifications via WhatsApp (Optional/Hybrid Support)

- Order Confirmation:

Thank you for your order on Kuzi! 



 Items: [Short summary]

 ETA: 35–45 mins

 Tracking ID: [#12345]

- **Order Dispatched:**

Your order is on the way! 🚚

 Rider: James  
 Phone: 0801XXXXXXX  
ETA: 25 mins

- **Delivery Complete:**

✅ Your Kuzi order has been delivered.

Need help? Reply here or type “Support.”

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## How Backend Tracks It

Event	WhatsApp Trigger	Action Logged in DB
Vendor replies	Yes/No/Partial	Item status per vendor
Rider accepts order	Accept	Assign rider + mark order
Customer messages	Any input	Routed to support dashboard

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## Tools Needed

- WhatsApp Business API provider (Twilio, 360dialog, Gupshup)
  - Middleware or backend service (Node.js, Firebase Cloud Functions, etc.)
  - Webhook endpoint to receive and respond to messages
  - Admin interface to monitor conversations/logs
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