

# Backend Requirements

CHICX WhatsApp Bot Integration Checklist

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## API Access

- REST or GraphQL?
- API base URL (staging + production)
- Authentication method (API key / OAuth / JWT?)
- Rate limits?
- Postman collection or Swagger docs?
- Test/sandbox credentials

## Customer APIs

- Get customer by phone number
- Get customer by email
- Create new customer
- Get customer saved addresses

## Product APIs

- Get all products (paginated)
- Get product by ID
- Search products by name/keyword
- Filter products by category
- Check inventory/stock status
- Get product variants (size, color, SKU)
- Bulk export available? (CSV/JSON)
- Last modified timestamp on products?

## Order APIs

- Create order
- Get order by ID
- Get orders by customer
- Get order status
- Cancel order

## Cart APIs

- Who manages cart - us or backend?
- If backend: Add / Remove / Get cart APIs

## **Webhooks**

- Webhooks on order status change?
- Events: placed, confirmed, shipped, delivered, cancelled
- Webhook payload format / sample
- How to register our webhook URL?

## Ownership Clarification

Feature	Us	Backend	Notes
Cart management	?	?	
Payment (Razorpay)	-	Yes	Backend handles
Shipping (Shiprocket)	-	Yes	Backend handles
Customer creation	?	?	
Inventory deduction	?	?	On order or payment?

## Contact Details

Bot Team: \_\_\_\_\_

Backend Team: \_\_\_\_\_

*Fill during kickoff call with backend team*