Customer's new messages Chat-Bot service Organic and ads traffic Organic and ads traffic

NEW CLIENT TOUCHED

CRM UI & SHOPIFY API

NEW ORDER CREATED

WEBHOOK, GMAIL, UI ORDER FORM SERVICES & BIGQUERY API

Get and parse a webhook and send new

order's data it to the CRM's database

LISTENER

Both delivery services have no API, when new order

is created, they send an email to the shop owner

Shopify

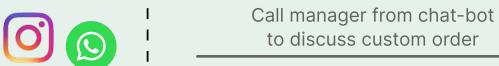
webhook

receive a webhook

with order's data from Shopify on new order created

NEW ORDER RECEIVED

MANYCHAT API

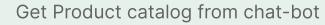




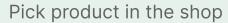


Shopify API create request order created

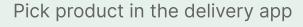
Manager creates custom order using CRM UI and sends direct link to the order to the customer, customer fulfills personal data in Shopify



Client picks an option from product catalog sent by the chat-bot and goes to the selected product's page



Client is redirected from social media source or ads to the shop



Client is redirected from delivery search or ads to the delivery profile

Discuss order with manager



CRM UI

order details &



Manager creates custom order using CRM UI, manager fulfills personal data in CRM UI





CRM UI

Receive and parse an email, get order data and send it to the CRM's database





is created, a new order creation email is sent to the shop owner's Gmail

Receive order data from CRM UI



form

CRM APP

Manual order service

read order fields and make BigQuery API call

BIGQUERY DB

> DB update success

| CRM APP |

Send New Order Created notifications to managers using ManyChat API (Facebook messenger)



Manychat API with order details message

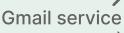












Webhook

service

parse webhook,

WEBHOOK get order's data, and make BigQuery API call

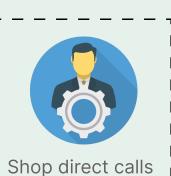
parse email's HTML, get order's data, and make BigQuery API call

Both delivery services have no API, when new order

and send it to the CRM's database







and visits