

Project Guide for Apex SMM WhatsApp Automation Bot

Overview

This document provides an in-depth look at the architecture and operational flow of the Apex SMM WhatsApp Automation Bot. The bot automates handling user complaints via WhatsApp based on specific criteria and time rules.

System Components

1. **Endpoint**: Receives incoming messages from users. All messages will send to router file.
2. **Router**: Directs the incoming complaints to the appropriate handler files based on the type of complaint (e.g., refill, speedup, cancel).
3. **Handlers**:
 - ``handler files``: Processes new complaints or those not addressed within three hours.
 - ``second_time_handler files``: Handles complaints that are revisited or flagged for follow-up.
4. **API Integration**:
 - Communicates with external APIs ``/api.php`` to update the database with new orders.
 - Checks order status and updates customer records accordingly.
5. **Response Generation**:
 - Based on the order status and type of complaint, generates appropriate messages to send back to users.
 - Notifies the providers' group about the actions taken or required.

Operational Flow

1. **Message Reception**: Messages are received at the Endpoint and passed to the Router.

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2. **Complaint Routing**: Depending on the content, the Router identifies the complaint type and forwards it to the respective handler.
3. **Processing Logic**:
 - If a complaint is marked as in-progress within the last three hours, the user is informed accordingly.
 - New or older complaints are processed to initiate or follow up on actions.
4. **Database Interaction**:
 - All complaint data is logged.
 - Order statuses are updated and checked against the database.
5. **Feedback to Users**:
 - Responses are crafted based on the latest order status and sent back via WhatsApp.
6. **Action to Provider**:
 - Responses are crafted based on the order to provider for action via WhatsApp.

Handler Files

First Time Handlers

- **Refill Handler**: `refill_handler.php`
 - Handles initial complaints regarding refill issues.
- **Speed Up Handler**: `speed_up_handler.php`
 - Manages complaints aimed at speeding up ongoing processes.
- **Cancel Handler**: `cancel_handler.php`
 - Processes requests to cancel existing orders.
- **Less Delivery Handler**: `less_delivery_handler.php`

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- Addresses complaints about less delivery than ordered.
- ****Not Started Handler****: `not_started_handler.php`
 - Deals with complaints about services not starting as expected.

Second Time Handlers

- ****Cancel Complaint****: `handle_second_time_complaint_cancel.php`
 - Manages follow-up requests for cancellation.
- ****Less Complaint****: `handle_second_time_complaint_less.php`
 - Addresses repeated concerns about less delivery.
- ****Not Started Complaint****: `handle_second_time_complaint_not.php`
 - Handles additional complaints regarding services not starting.
- ****Refill Complaint****: `handle_second_time_complaint_refill.php`
 - Manages second-time refill-related complaints.
- ****Speed Complaint****: `handle_second_time_complaint_speed.php`
 - Processes follow-up complaints about speeding up services.

Contact Information

For more detailed information or inquiries, please contact:

****Mr. Farhan****

Email: roarfarhan@gmail.com

Feel free to reach out with any questions or if you need further clarification on the operational

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aspects of the WhatsApp Automation Bot.