

CHATBOT WORKFLOW DOCUMENTATION

<i>Project:</i>	<i>Supreme Exterior Cleaners</i>
<i>Prepared By:</i>	<i>Abdulah Nadeem</i>
<i>Prepared For:</i>	<i>Mark</i>
<i>Date:</i>	<i>25/03/2026</i>

Scope of Document:

This document outlines the architecture, workflows, and automation logic for all chatbot systems including:

- WhatsApp Chatbot
 - SMS Chatbot
 - Website Chatbot
 - Messenger Chatbot
-

Technology Stack:

- GoHighLevel (GHL)
- n8n Automation
- OpenAI (AI Agent)
- Supabase (Vector Database)

Overall Architecture

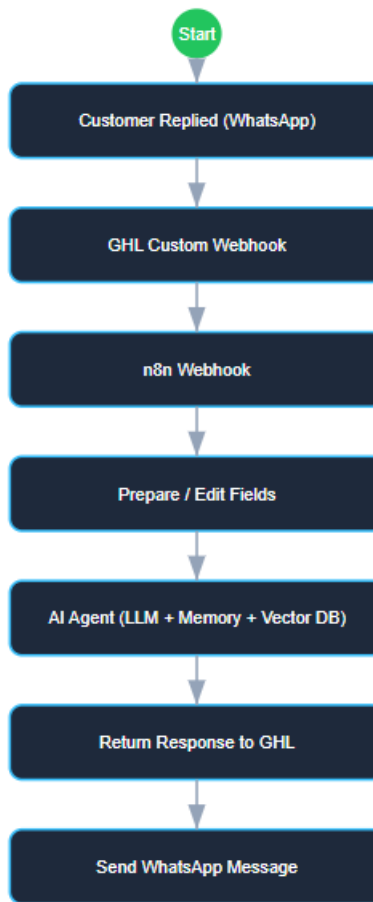
Each chatbot starts in GHL when a customer reply is received on a specific channel. GHL forwards the customer message to n8n through a Custom Webhook. Inside n8n, the incoming payload is normalized, processed by the AI Agent, enriched with memory and Supabase vector-store knowledge, and then returned back to GHL. GHL receives the generated response and sends the reply back to the customer on the same channel.

1. WhatsApp Chatbot

Summary

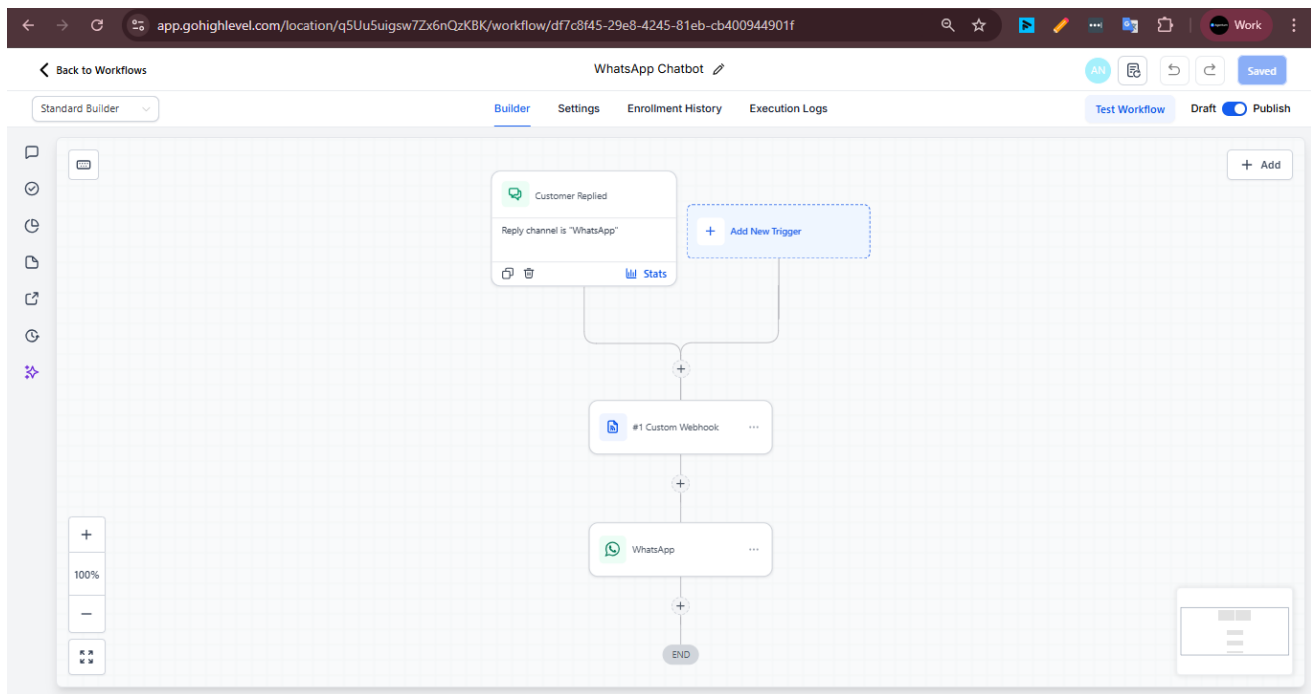
The WhatsApp chatbot is triggered when a customer replies through the WhatsApp channel in GHL. GHL passes the inbound message to n8n through the Custom Webhook. In n8n, the webhook receives the request, the Edit Fields step prepares the query, and the AI Agent generates a response by using the OpenAI chat model, conversation memory, and Supabase Vector Store knowledge base. The generated response is returned to GHL, and GHL sends the reply back through the WhatsApp send-message node.

Activity diagram



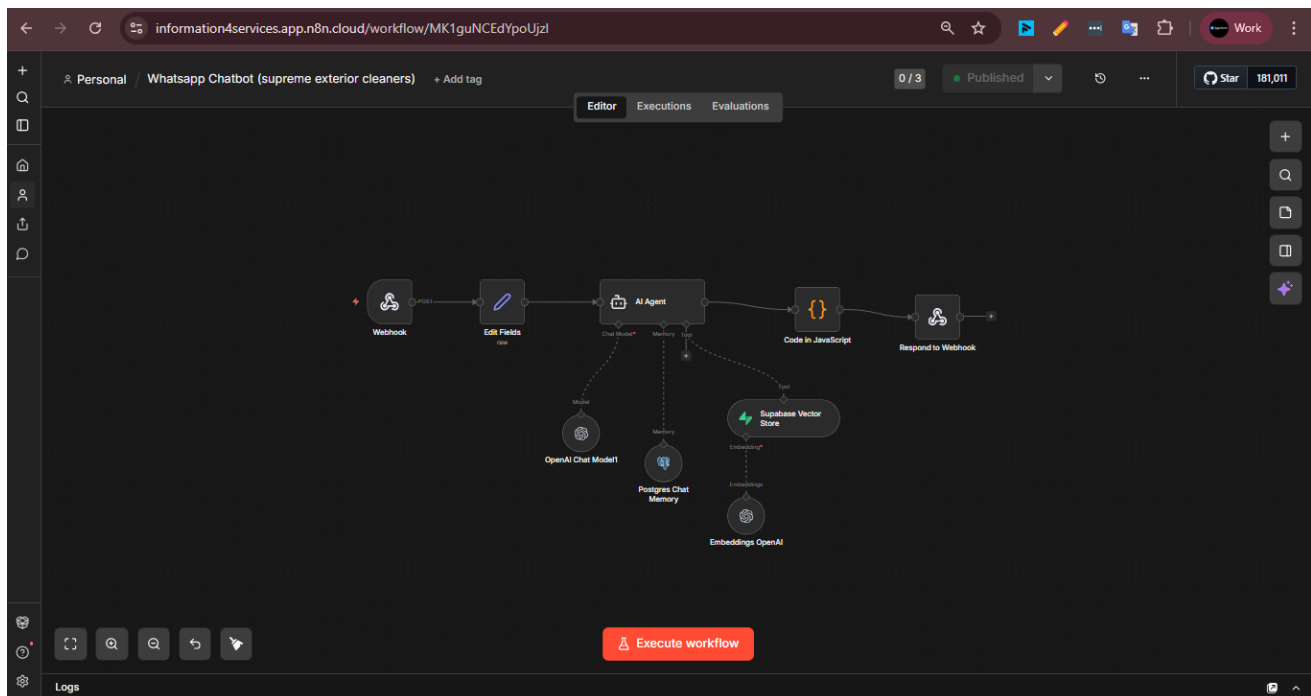
GoHighLevel Workflow Link:

<https://app.gohighlevel.com/location/q5Uu5uigsw7Zx6nQzKBK/workflow/df7c8f45-29e8-4245-81eb-cb400944901f>

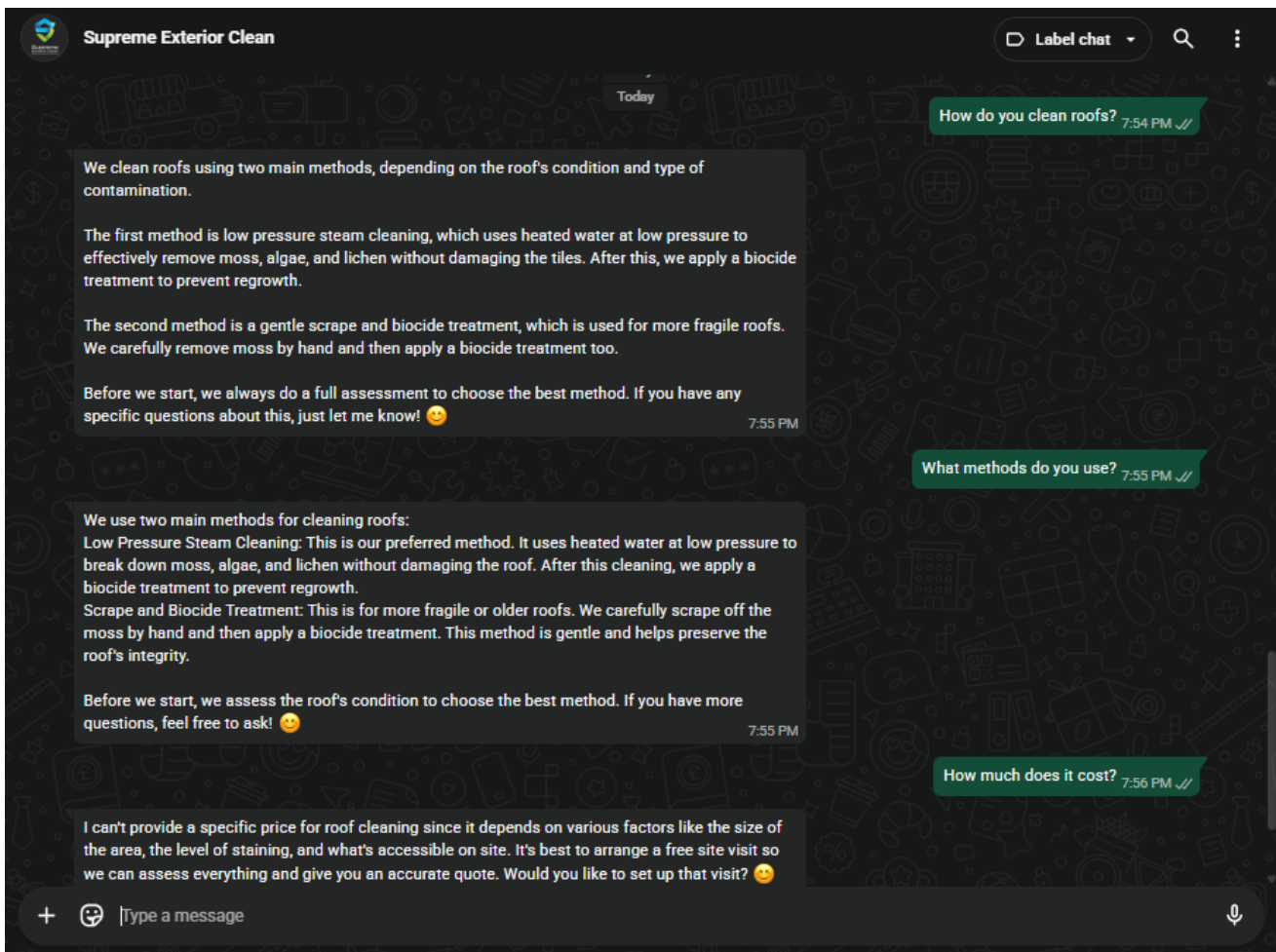


N8n Workflow Link:

<https://information4services.app.n8n.cloud/workflow/MK1guNCEdYpoUjzl>



Whatsapp Execution:

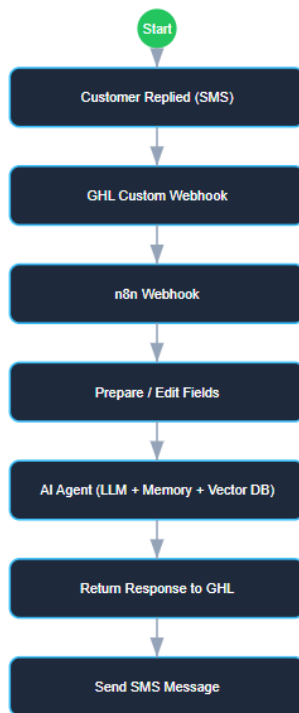


2. SMS Chatbot

Summary

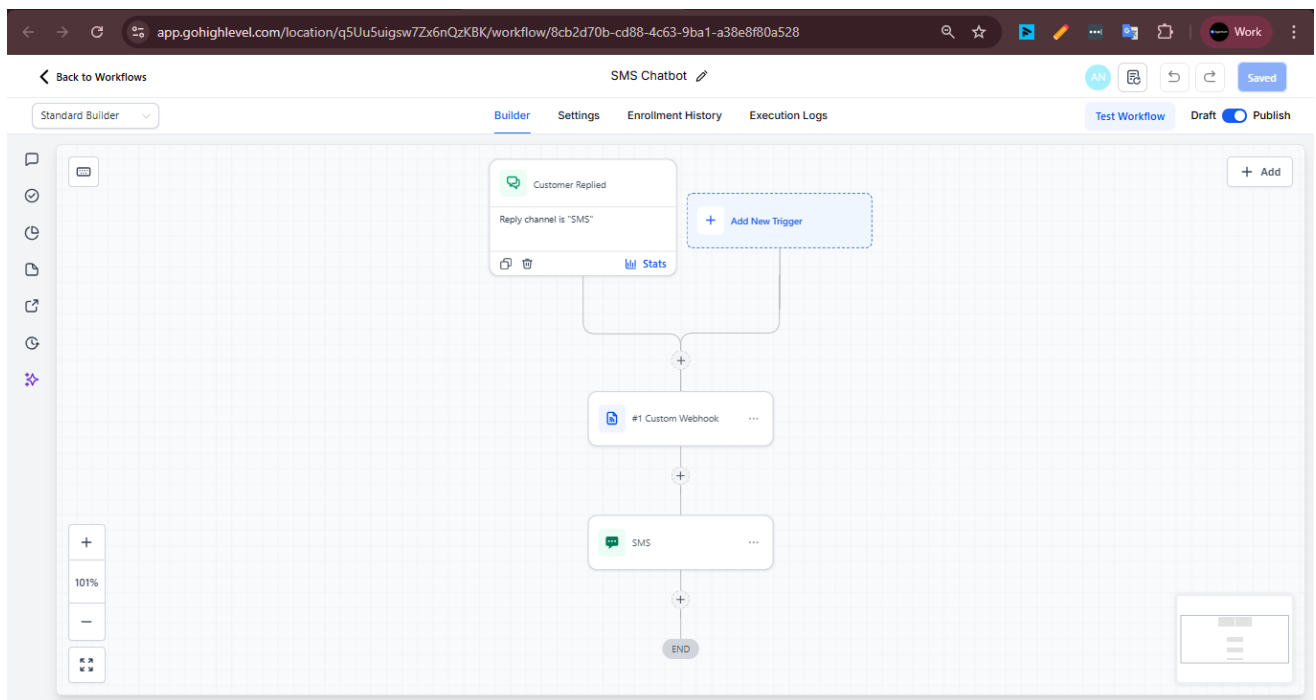
The SMS chatbot uses the same architecture as the WhatsApp chatbot. The only differences are that the GHSL trigger listens for SMS replies and the final GHSL action sends the message through the SMS node. Once triggered, GHSL forwards the request to n8n, n8n processes the message with the AI Agent and knowledge base, and the response is returned to GHSL for SMS delivery.

Activity diagram

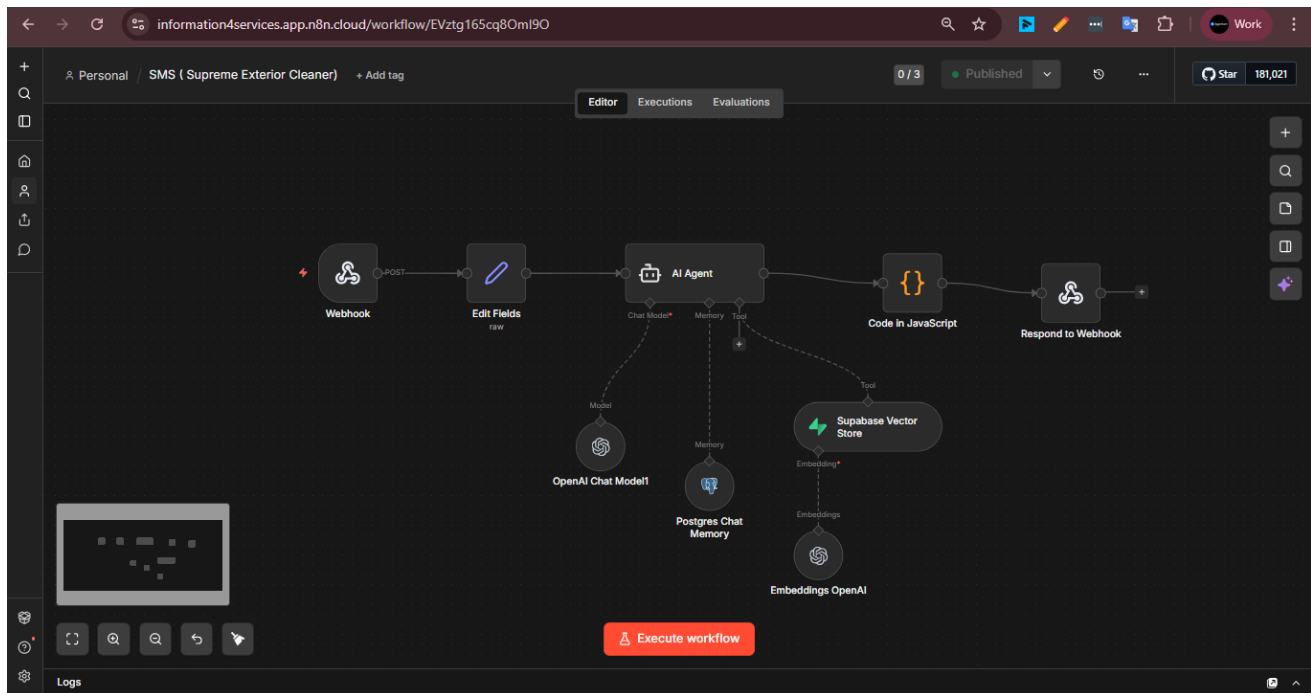


GoHighLevel Workflow Link:

<https://app.gohighlevel.com/location/q5Uu5uigsw7Zx6nQzKBK/workflow/8cb2d70b-cd88-4c63-9ba1-a38e8f80a528>



N8n Workflow Link: <https://information4services.app.n8n.cloud/workflow/EVztg165cq8OmI90>



SMS Execution:

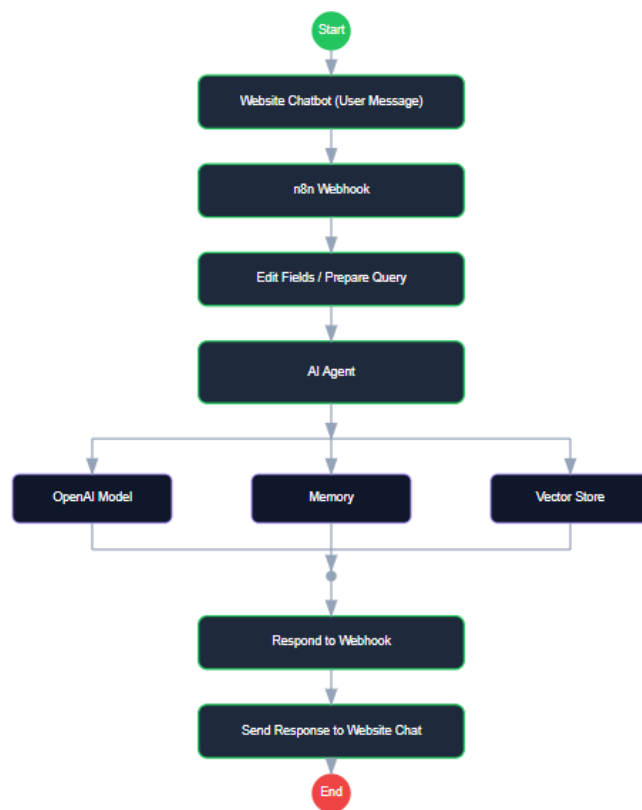
Contact	Action	Status	Executed On (GMT +00:00)	Actions
U Uzair	Removed by - End Of Workflow	Finished	Mar 25th, 2:53:15 pm	View Details
U Uzair	SMS	Executed	Mar 25th, 2:53:14 pm	View Details
U Uzair	#1 Custom Webhook	Executed	Mar 25th, 2:53:14 pm	View Details
U Uzair	Add to workflow	Added To Workflow	Mar 25th, 2:53:00 pm	View Details
# +447805357830	Removed by - End Of Workflow	Finished	Mar 25th, 2:32:56 pm	View Details
# +447805357830	SMS	Executed	Mar 25th, 2:32:55 pm	View Details
# +447805357830	#1 Custom Webhook	Executed	Mar 25th, 2:32:53 pm	View Details
# +447805357830	Add to workflow	Added To Workflow	Mar 25th, 2:32:46 pm	View Details

3. Website Chatbot

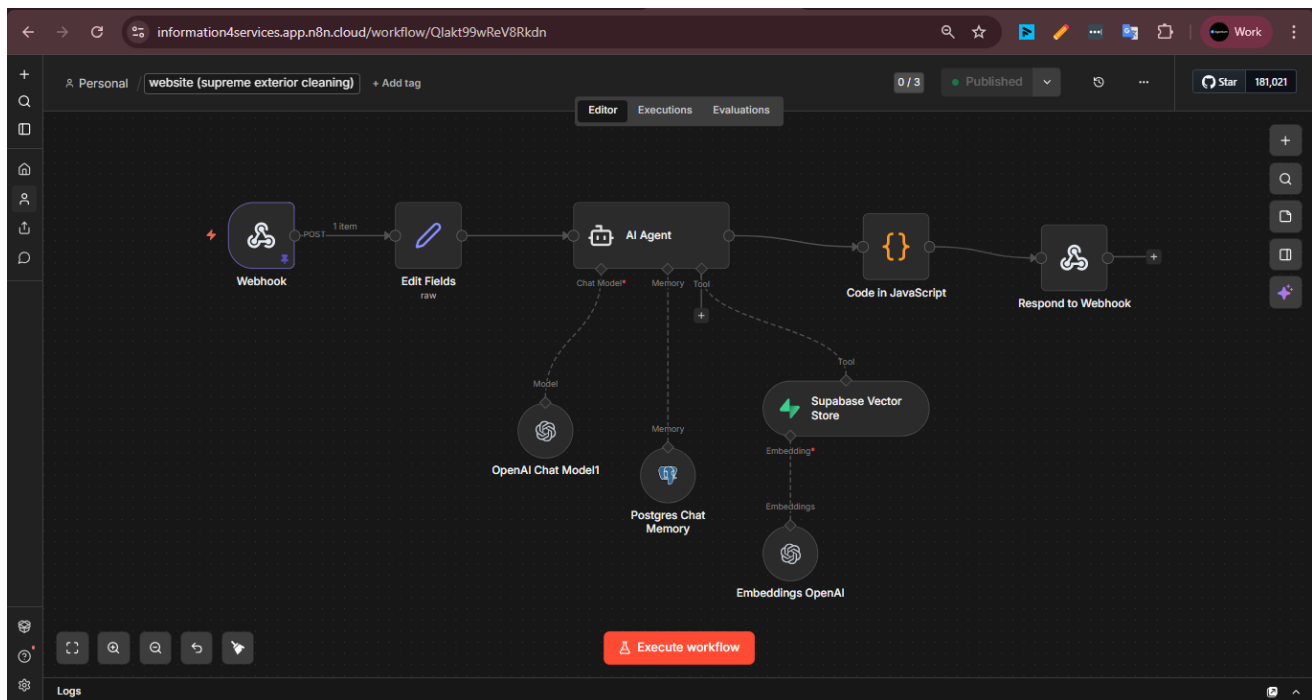
Summary

The Website chatbot is activated when a customer reply is received from the website channel it sends the message to n8n, n8n prepares the query and generates the answer, and then post to website via webhook.

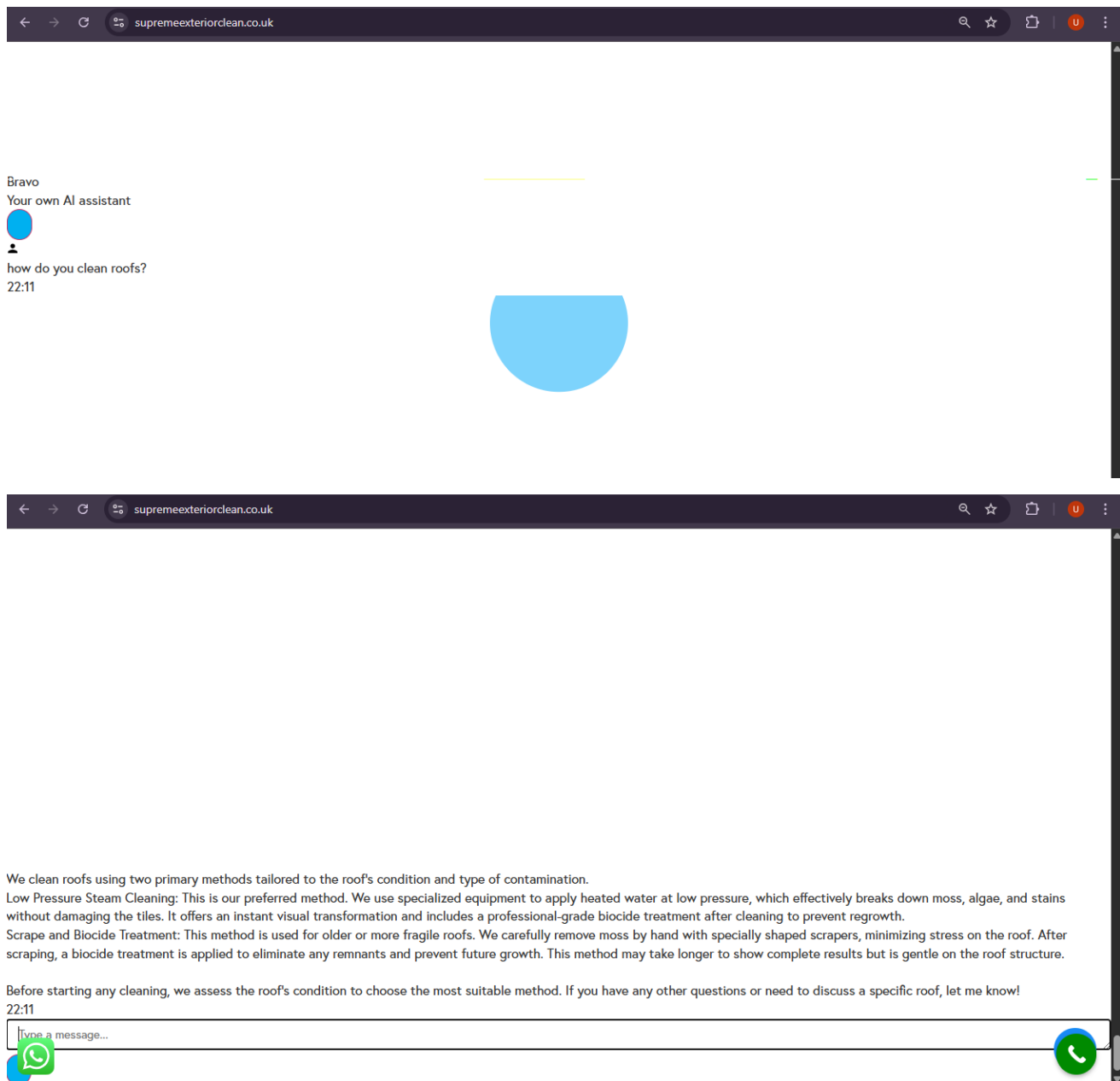
Activity diagram



N8n Workflow Link: <https://information4services.app.n8n.cloud/workflow/qlakt99wReV8Rkdn>



Website Execution:

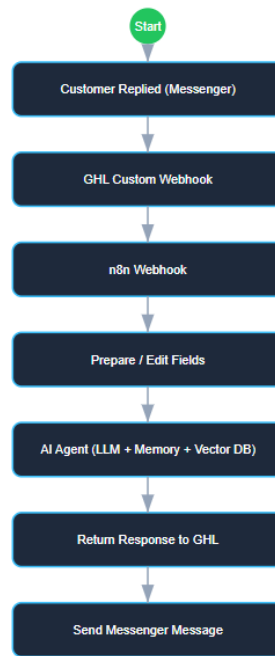


4. Messenger Chatbot

Summary

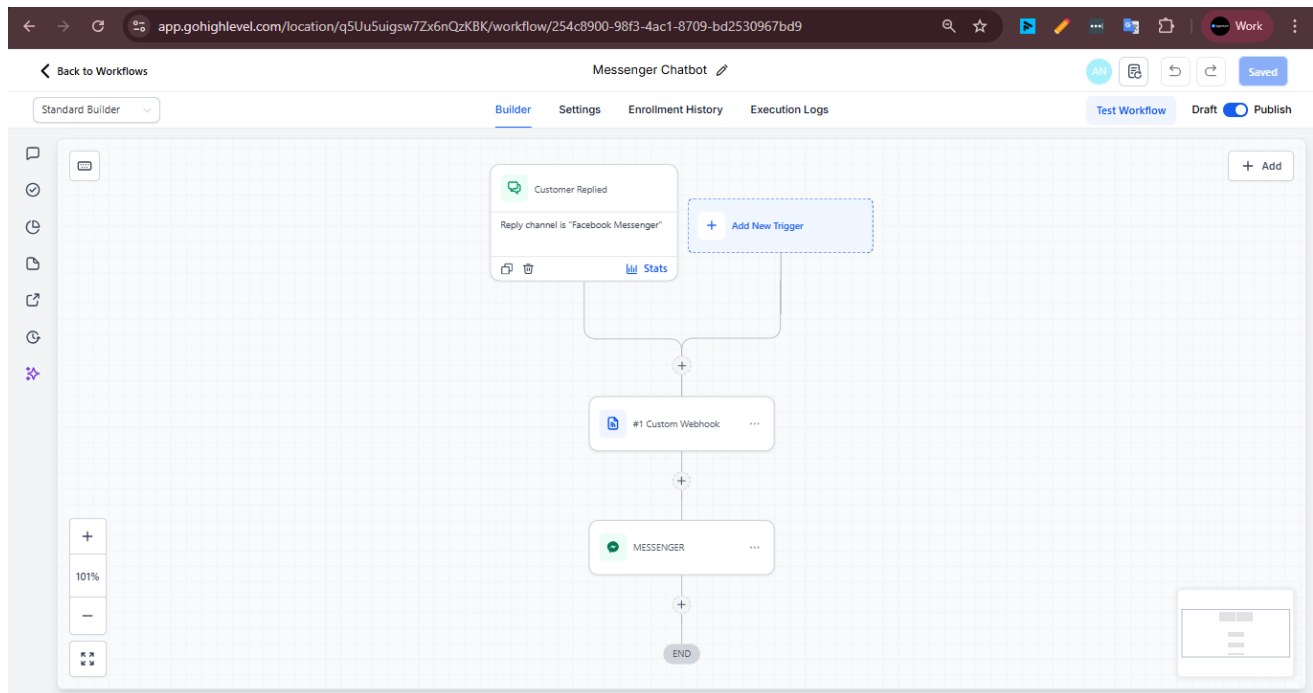
The Messenger chatbot follows the identical control flow. The trigger listens for replies from the Messenger channel, then the request is posted to n8n, processed by the AI Agent stack, returned through the webhook response, and finally sent back to the customer through the Messenger send-message node in GHL.

Activity diagram

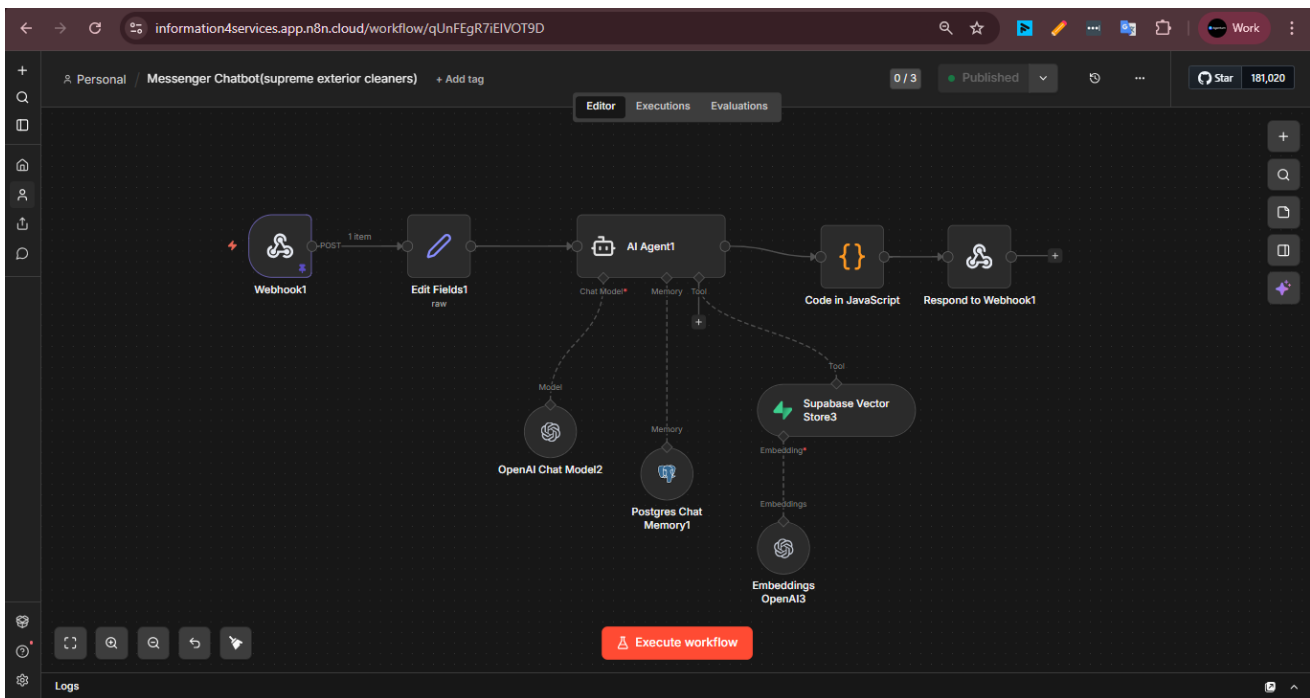


GoHighLevel Workflow Link:

<https://app.gohighlevel.com/location/q5Uu5uigsw7Zx6nQzKBK/workflow/254c8900-98f3-4ac1-8709-bd2530967bd9>



N8n Workflow Link: <https://information4services.app.n8n.cloud/workflow/qUnFEgR7iEIVOT9D>



Messenger Execution:

