

Documentation

eCom Labs: «Orders info via Telegram Bot» 1.0

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1. Overview

The “**Orders info via Telegram Bot**” add-on allows customers to receive order information via the store’s Telegram bot.

1.1 Support

This add-on is developed and published by eCom Labs, a CS-Cart developer. If you need help to install, set-up or customize it, please contact us via Helpdesk (helpdesk@ecom-labs.com).

1.2 Compatibility

The add-on is compatible with CS-Cart и Multi-Vendor **4.12.x — 4.19.x**.

1.3 Buy now

<https://www.ecom-labs.com/ready-to-use-add-ons/cs-cart-orders-info-via-telegram-bot-add-on.html>

2. Installing the add-on

The installation package will be available for download on the Order detail page.

1. Log in the administration panel and go to the **Add-ons -> Manage add-ons** page
2. Use the **Upload & install add-on** button on the top of the page to install the add-on
3. Make sure that the status of the add-on is **Active** after the installation is finished

If you have any problems with add-on installation or turning it on, please contact us:

helpdesk@ecom-labs.com

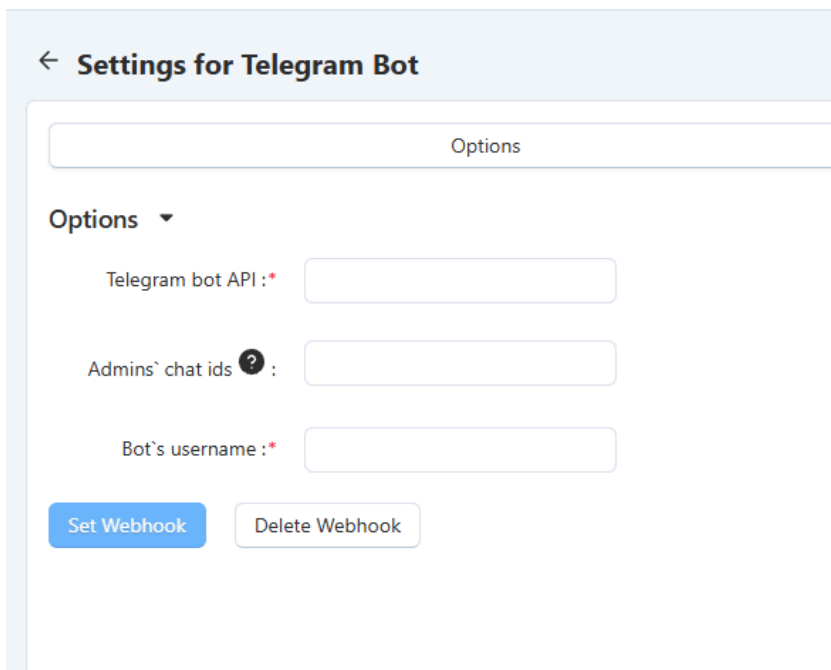
3. Registering bot

- 1) Open a chat with @BotFather <https://t.me/BotFather>;
- 2) Enter or select the /newbot command from the list;
- 3) Send the desired name for the bot. For example: Online store “Everything and everything” ;
- 4) Write a bot username that will be used to find it through a search. You must have the word "bot" or "_bot" at the end of your username. For example, MyShopBot;
- 5) You can immediately customize the full or short description and avatar.
- 6) As a result of registration, we receive our token format —
12345678:YWERGrhsdfhwrWHRFTEFRHehdf.

Be careful: never show the token to anyone.

Getting the Administrator's chatId:

- 1) Open a chat with the created bot in telegram
- 2) Send a message /chatId and the chatId will be received in response
- 3) Paste it into the field and save it (you can specify multiple administrators separated by commas without spaces)



The screenshot shows the 'Settings for Telegram Bot' interface. At the top, there is a back arrow and the title 'Settings for Telegram Bot'. Below this is a section titled 'Options' with a dropdown arrow. Under 'Options', there are three input fields: 'Telegram bot API : *', 'Admins` chat ids ? :', and 'Bot`s username : *'. At the bottom of the form, there are two buttons: 'Set Webhook' (in blue) and 'Delete Webhook' (in light blue).

After entering the data, click the “Set Webhook” button.

4. Addon settings

On the Template tab, you can customize your bot's text responses and messages using placeholders to substitute any dynamic data. The list of available placeholders is located in the right sidebar.

Settings for Telegram Bot

All

on chat

on chat

Save

Options

Template

Main commands

/start command: Welcome, \$FIRST_NAME, to our bot. To view the order, enter /order.

/chatId command: \$CHAT_ID

Text when message is unknown: To view the order information, enter /order

Text when command is unknown: Unknown command. To view the order information, enter /order

Login commands

/regist command. Email \$FIRST_NAME, enter your email address:

Settings for Telegram Bot

Variables are available for substitution:

\$USERNAME - user's username in the Telegram

\$FIRST_NAME - user's the name in the Telegram

\$LAST_NAME - user's last name in the Telegram

\$CHAT_ID - user's chat id in the Telegram

\$CONTACT - the contact that is filled in the bot

\$ORDER_ID - Order ID

\$STATUS - order status

\$STATUS_TO - changed order status

\$STATUS_FROM - previous order status

\$NOTES - comments on the order

\$COMPANY_ID - the company's ID

\$TOTAL - the final cost of the order

\$SUBTOTAL - the cost of the order excluding discounts and shipping

\$SUBTOTAL_DISCOUNT - discount on the order

\$PAYMENT_SURCHARGE - additional collecting the payment

\$PAYMENT_METHOD - payment method

\$SHIPPING_COST - shipping cost

\$SHIPPING_METHOD - shipping method

\$TIMESTAMP - the date of the order

\$FIRSTNAME - the name of the account where the order was placed

\$LASTNAME - the last name of the

5. Usage example

Home / Your order has been received

Order

Congratulations! Your order has been successfully placed. Order details

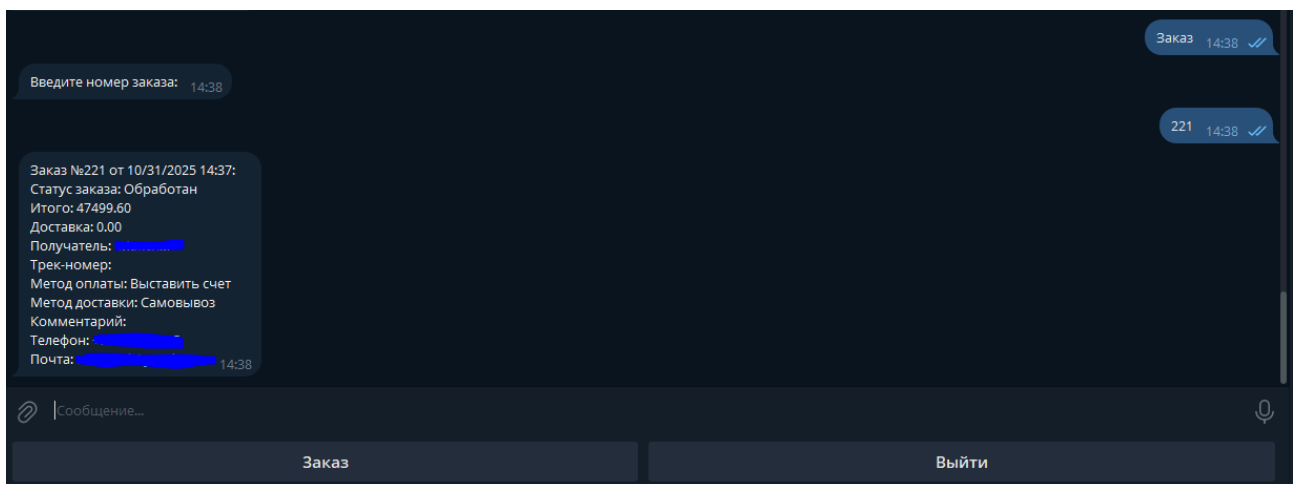
← RECEIVE ORDER INFORMATION THROUGH OUR TELEGRAM BOT

ORDER DETAILS

VIEW ORDERS

CONTINUE SHOPPING

After placing an order, the buyer will be asked to log into the bot to receive information about their orders. During the transition, authorization in the bot occurs automatically.



Getting order information in the bot.

The buyer automatically receives notifications about the creation / modification of the order, as well as when the status changes.

The administrator(s) receive notifications about all new orders.