

How to give your apps WhatsApp messaging, share your ChatFlow plan, and control access and limits – with a clear picture of what your app owners see on their side.

Need a ChatFlow plan?

WhatsApp sending is powered by ChatFlow, purchased separately from your AppMinCMS license.

1 What this module does

- Every app on your platform can send **WhatsApp messages to its own customers** – confirmations, offers, announcements.
- Each app connects to its **own WhatsApp number** by scanning a QR code – just like WhatsApp Web.
- Sending is powered by **ChatFlow** (chatflow.oxtocode.com), a separate service with its own plans.

Two roles, clearly separated

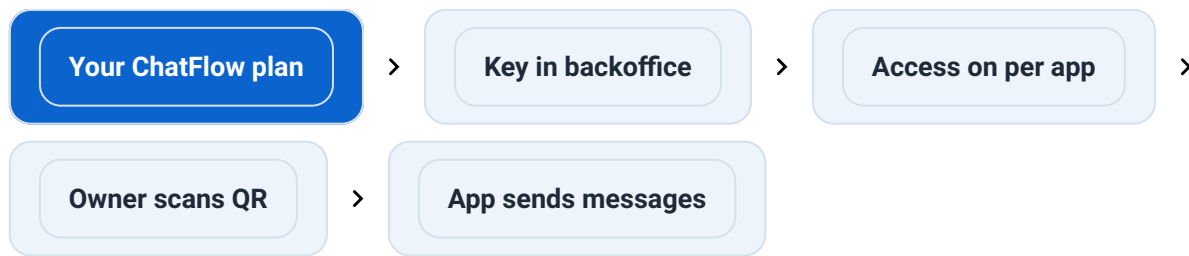
Role	Where	Controls
You – Super Admin	Backoffice → WhatsApp module settings	The shared ChatFlow key, which apps get access, each app's monthly limit
App owner	Their app → Settings → Notifications	Connecting their number, sending messages, templates, logs

2 How it works

An app can get WhatsApp in one of two ways.

Route A – Your platform plan (recommended)

- You buy **one ChatFlow plan** and paste its key into the backoffice once.
- You switch access on **per app** – those apps need no key at all.
- You set each app's monthly message limit and can cut access any time.



Route B — The app's own plan

- An app owner buys their **own ChatFlow plan** and pastes their own key in their app's settings.
- Those apps don't use your plan — you see them in your table as **Own key**, not managed by your limits.

💡 **Why share your plan?** Your clients get "WhatsApp included" without buying anything, you keep central control, and one upgrade on your side scales everyone.

3 Setup in 10 minutes

1. **Get a ChatFlow plan** at chatflow.extracode.com and copy your platform API key.
2. **Paste the key** in Backoffice → Application Management → Modules → **WhatsApp module settings** → Save.
3. **Set a default limit** for new apps (a number like 3,000 messages/month, or Unlimited).
4. **Switch Access on** for the apps that should use your plan.
5. **Tell each app owner to connect:** Settings → Notifications → Connect WhatsApp → scan the QR with their business phone.

📌 **No platform key yet?** The backoffice shows a setup screen instead of the table. Apps can still connect with their **own** keys in the meantime.

4 Your backoffice screen

The overview cards

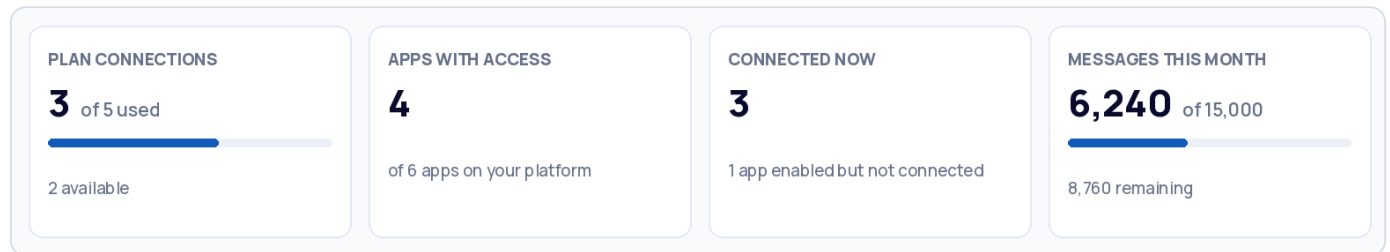


Figure 1. Your plan's capacity at a glance.

- **Plan connections** — how many apps are linked at the same time. Full = no new app can connect until one leaves or you upgrade.
- **Apps with access** — apps you switched on (connected or not).
- **Connected now** — live connections right now. Lower than "apps with access"? Someone hasn't scanned yet.
- **Messages this month** — total sent through your key against your plan's volume. Own-key apps don't count here.

The apps table

APP	ACCESS	CONNECTION	KEY	USAGE THIS MONTH	MONTHLY CAP
Kitchen #23	☒	Connected	Platform	2,140 / 3,000	Default (3,000)
Belas slaooon #24	☒	Connected	Platform	4,100 / 5,000	Custom: 5,000
Dental Plus #27	☒	Not connected yet	Platform	0 / 3,000	Default (3,000)
Testing #15	☐	Connected	Own key	Own plan	Not managed
Gym Hero #31	☐	No access	—	—	—

Figure 2. One row per app — the four situations an app can be in.

- **Access** — the master switch for sharing your key with that app.
- **Connection** — **Connected** sending works, **Not connected yet** switched off.
- **Key** — **Platform** = your shared plan. **Own key** = the app's own plan.
- **Usage & cap** — messages sent this month against the app's limit. Resets on the 1st.

- ⚠ Switching **Access** off stops that app's WhatsApp sending immediately. No templates and logs are kept, and switching back on restores everything. Own-key apps are never affected by this switch.

5 Access & message limits

- Each platform key app has a **monthly cap**: Default, Unlimited, or a Custom number.
- **Default follows your platform setting line.** Change the default from 3,000 to 5,000 and every Default app moves with it – only Custom and Unlimited apps keep their own value.
- When an app reaches its cap, sending pauses until the monthly reset, a cap increase, or a move to their own key. The app owner sees a clear notice – it's never a silent failure.

💡 **Good practice:** start with a modest default (2,000–3,000/month), use Custom for bigger clients, and move heavy senders to their own ChatFlow plan.

- ⚠ Both you and the app owner see a warning as an app approaches its limit, so the pause never comes as a surprise.

6 What app owners see

App owners never see technical details – no API fails, no session names. Their connection screen is one simple card that changes with the situation.

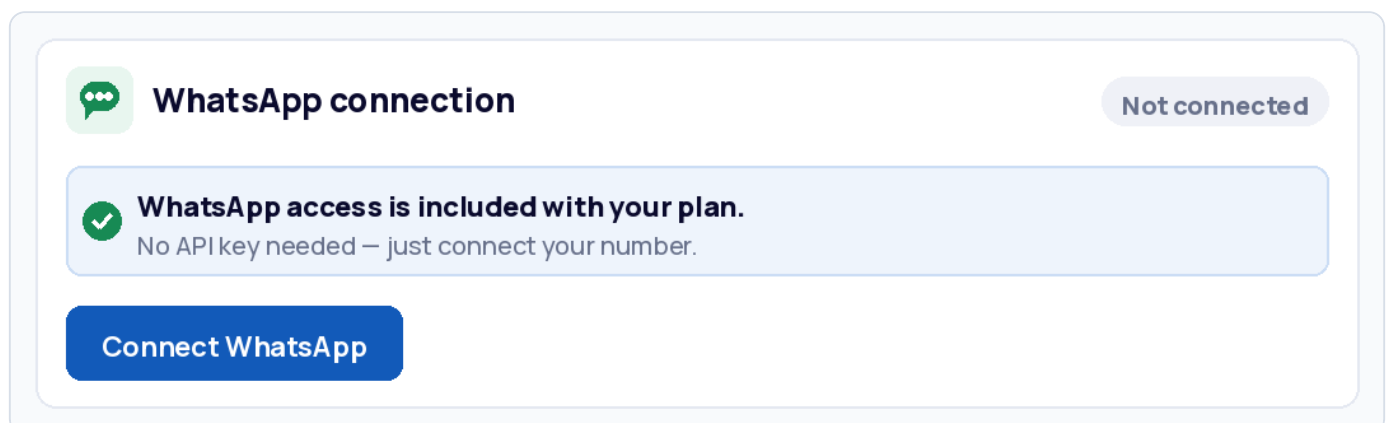


Figure 3. An app you granted access to: one field, one button.

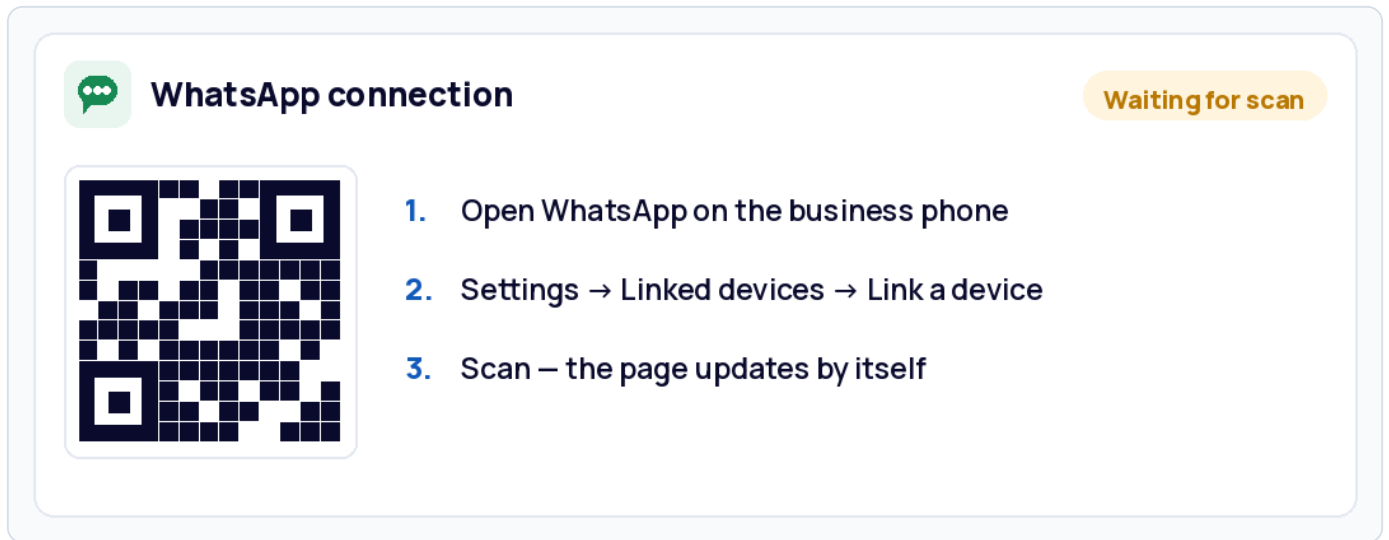


Figure 4. Connecting works like WhatsApp Web – scan with the phone that holds the app's business number.

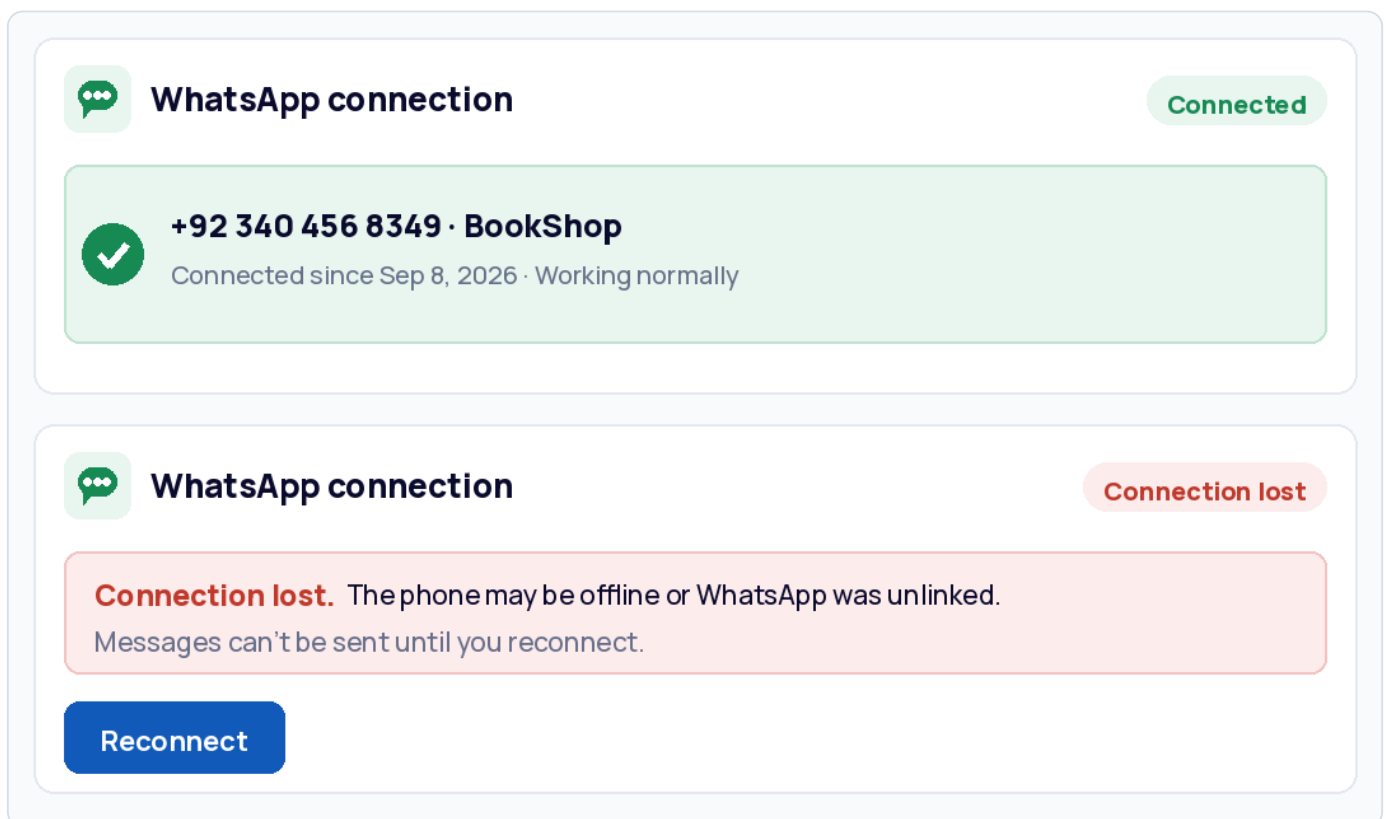


Figure 5. Connected (top) and connection lost (bottom) – the same connection card, two states.

💡 If you haven't granted access, the same card asks for the app's own ChatFlow key instead – with a link to buy a plan. Everything other than the QR state is identical.

7 Sending, templates & logs

Once connected, app owners get three tabs in the WhatsApp module.

- **Send message** — pick up to **100 customers** per send, write or start from a template, and personalise with tags like `{{customer_name}}` that fill in each customer's real details.
- **Templates** — saved messages (name + text) to reuse when sending.
- **Message logs** — every message with its delivery status: Sent, Delivered, Read, or failed with the reason.

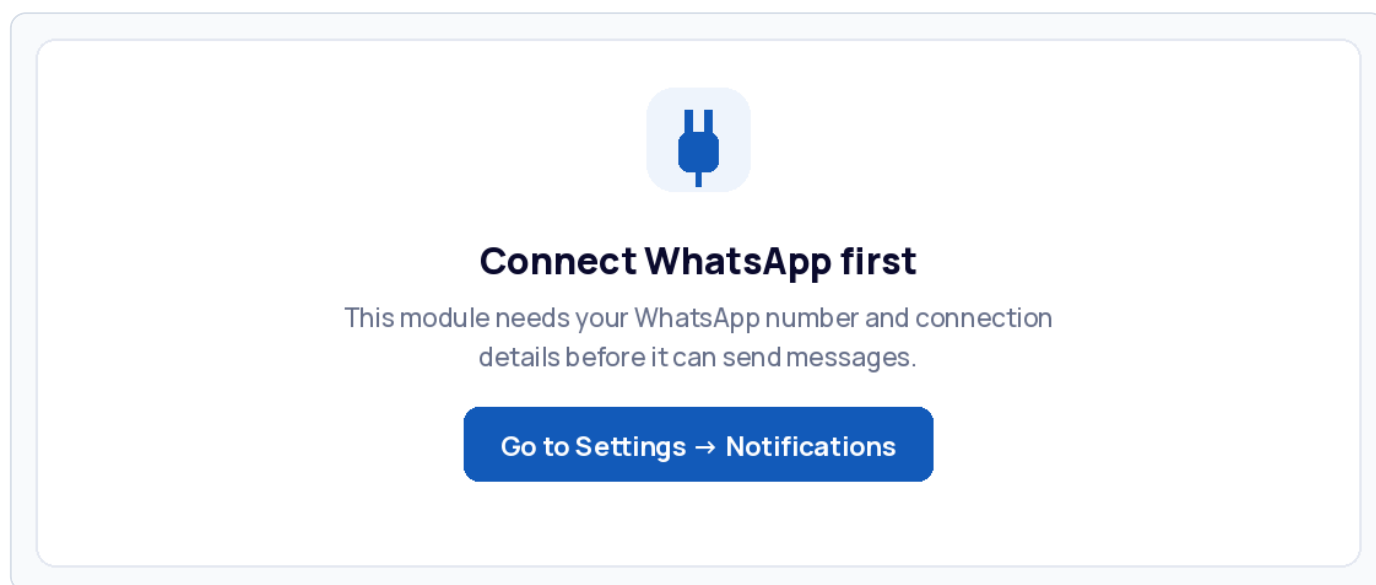


Figure 6. Until connected, the module shows the same empty state — a soft nudge, no error.

8 Modules that send through WhatsApp

The WhatsApp module is also the sending engine for other modules. When an app uses these, the WhatsApp connection above **must be set up first** — their WhatsApp notifications go out through it.

Appointment Pro

Sends booking confirmations, reminders and cancellation notices to customers on WhatsApp.

[Learn more](#)

Funnel

Coming soon

Trigger automated scheduled messages via WhatsApp, Push, and Email — using the WhatsApp connection and templates you already have.

[Learn more](#)



Good to know for support — if a client says "appointment reminders aren't arriving on WhatsApp", check the WhatsApp connection and the app's message limit first — those modules send through this one.

💡 Messages sent by these modules count toward the app's monthly cap, the same as manual sends.

9 Common scenarios

You want to...	Do this
Give a new client WhatsApp	Switch their Access on — they connect in Settings → Notifications.
Cut off an app now	Switch Access off — sending stops at once, nothing is deleted.
Give one client a bigger limit	Change their cap to Custom with a new number.
Raise limits for everyone on Default	Change the platform default value — all Default apps follow.
Move a heavy client to their own plan	They buy their own ChatFlow plan and reconnect — switch your Access off for them — your connection frees up.
Connect more apps than the plan allows	Upgrade on chatflow.oxtracode.com , or move an app to its own key.
Change plan or billing	Always on chatflow.oxtracode.com — the backoffice only holds the key. Use Replace key if a new one is issued.

10 Troubleshooting

Symptom	Likely cause	Fix
"Not connected yet" for weeks	Owner never scanned the QR	Ask them to connect in Settings → Notifications with the business phone.
Was working, now "Connection lost"	Business phone offline, or device unlinked in WhatsApp	Owner presses Reconnect and re-scans. Keep the business phone charged and online.
Message failed — "number not on WhatsApp"	Customer's phone number is wrong or has no WhatsApp	Owner corrects the number in the Accounts module.
An app suddenly can't send	Cap reached, Access off, or plan volume used up	Check the app's Usage and Access, then your "Messages this month" card.
Appointment reminders not arriving on WhatsApp	WhatsApp connection or cap issue — Appointment Pro sends through this module	Check the connection status and the app's limit first.
New app can't connect at all	Plan connections full	Upgrade the plan or move an app to its own key.
Whole platform can't send	Platform key invalid or plan expired	Check your ChatFlow dashboard; use Replace key if a new one is issued.

💡 **First question for any ticket:** is the app on the Platform key or its own key? Own-key issues live in that client's ChatFlow account, not in your backoffice.

11 Glossary

ChatFlow	The service that delivers the WhatsApp messages. Plans are bought at chatflow.oxtracode.com , separately from your AppMinCMS license.
Platform key	The ChatFlow API key you paste once in the backoffice and share with the apps you switch Access on for.
Own key	A ChatFlow key an app owner buys and pastes in their own app settings. Not counted against your plan and not managed by your limits.

Access	The switch that shares your platform key with a single app. Off means that app cannot send through your plan.
Plan connection	One linked WhatsApp number. Your ChatFlow plan allows a fixed number of connections at the same time.
Monthly cap	How many messages one app may send in a calendar month — Default, Custom or Unlimited. Resets on the 1st.
Connection	The live link between an app and its WhatsApp number, created by scanning the QR code with the business phone.
Template	A saved message (name + text) an app owner reuses when sending.
Tag	A placeholder such as {{customer_name}} that fills in each customer's real details at send time.