

Student WhatsApp Assistant User Guide

Complete walkthrough on daily meal ordering, menu checks, remaining days tracking, delivery OTP verification, 1-tap renewals, and kitchen feedback directly via WhatsApp.

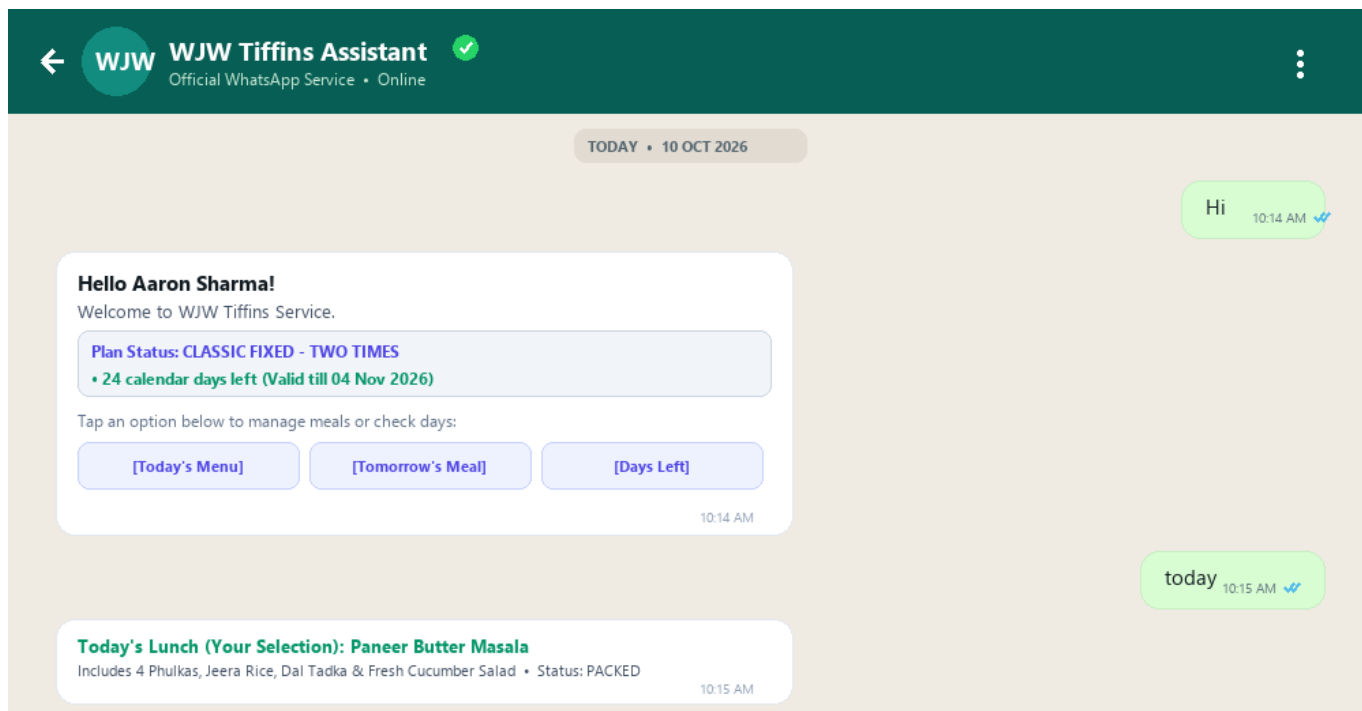
Key Benefits of the WhatsApp Assistant:

- **Zero App Installation Required:** Manage everything inside WhatsApp on any smartphone, tablet, or web browser.
- **Personalized Daily Meals:** Tap dish selection buttons or text your choice (e.g. *Biryani*, *Paneer*).
- **Proactive Expiry Reminders:** Automatic alert 2 days before your subscription ends with 1-tap extension.
- **Secure Handover:** Verify your food handover with on-demand 4-digit Delivery OTPs.

1. Getting Started in 2 Easy Steps

Step 1	Match Registered Number: Ensure you message from the phone number registered in your student profile. If updated, notify kitchen management.
Step 2	Send a Greeting: Send Hi , Hello , Start , or Menu . The bot greets you with active plan status and interactive buttons.

Visual Walkthrough: Welcome Greeting, Plan Status & Today's Menu Check



2. Daily Meal Management & Kitchen Cut-Off Hours

- **Today's Menu Check:** Text **today**, **menu**, or tap **[Today's Menu]**. Displays your chosen meal with all side items (Rotis, Rice, Dal, Salad) and packing status. Otherwise displays the standard homestyle menu.
- **Tomorrow's Meal Selection:** Text **tomorrow**, **order**, or tap **[Tomorrow's Meal]**. Tap any interactive dish button or text the dish name directly (e.g. *Biryani*, *Paneer*) to lock in your lunch or dinner preference.
- **Kitchen Cut-Off Hours:** Orders must be placed before scheduled deadlines: **Cut-Off: 09:00 PM**. If no choice is made, the chef prepares your default plan specialty.

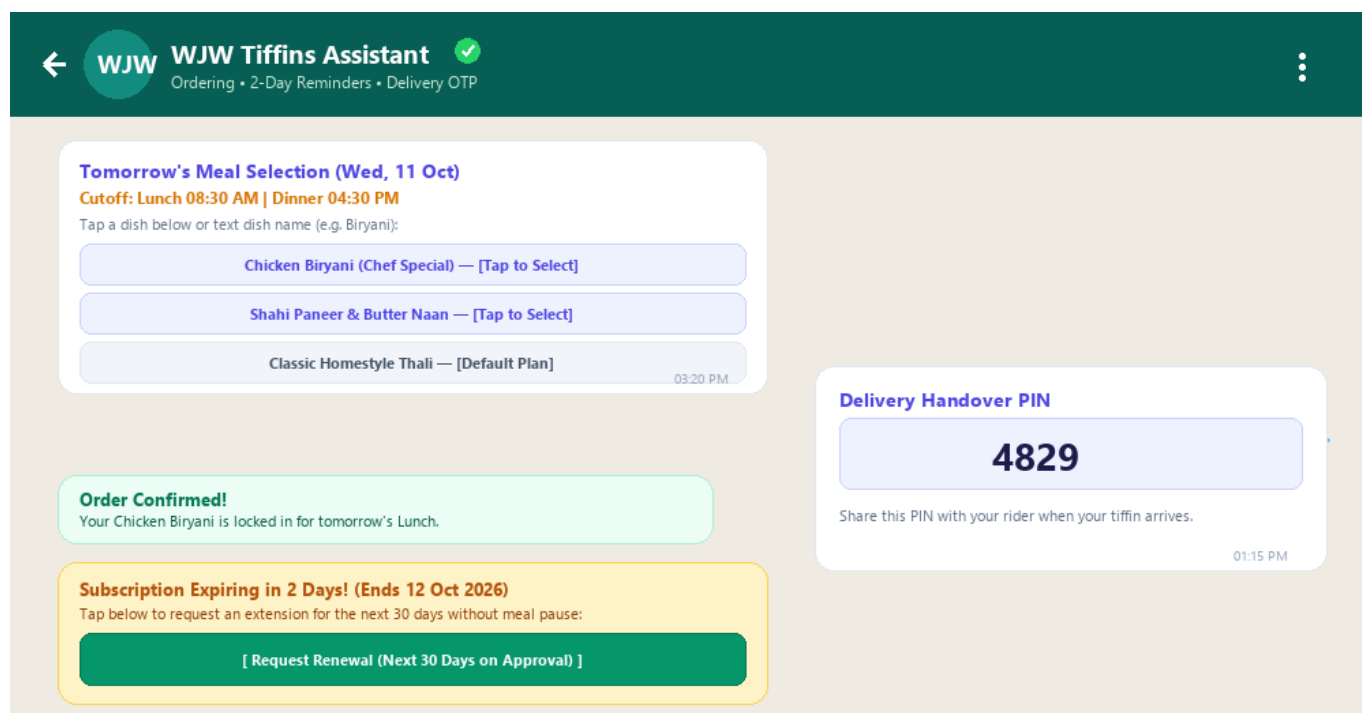
3. Subscription Days Left & Plan Summary

Check your plan validity anytime by texting **plan**, **days**, **sub**, **valid**, **balance**, or tapping **[Days Left]**. The bot returns: Plan Name (Classic/Premium), calendar days remaining, expiration date, and delivery room address.

4. Automated 2-Day Reminders, 1-Tap Renewals & Delivery PIN

- **Proactive Expiry Reminders:** Exactly **2 days before your subscription ends**, the bot alerts you on WhatsApp with a 1-tap **[Request Renewal]** button or you can text **renew** to extend for 30 days on approval.
- **Secure Handover PIN:** When the delivery rider arrives, text **otp** to receive your unique 4-digit handover PIN. Share the PIN with the rider to verify your hot tiffin box.

Visual Walkthrough: Tomorrow's Dish Ordering, 2-Day Renewal Alert & Handover PIN



5. Direct Kitchen Feedback, Suggestions & Complaints

Type	Message Format (Text to WhatsApp)	Routing & Handling
Meal & Rider Rating	rate 5 Loved the food and fast delivery! or tap 🟩 buttons	Chef & Delivery Fleet
Dish Suggestion	suggest: Please include Paneer Butter Masala this Friday	Menu Planning Team
Service Complaint	complaint: Lunch arrived lukewarm today in Room 412	Supervisors & Delivery Fleet
General Feedback	feedback: Loved the chicken biryani lunch today!	Admin Review Board

6. Notification Preferences (Mute / Unmute Broadcasts)

- **Mute Broadcasts:** Send **stop**, **optout**, **unsubscribe**, or **mute** to silence promotional announcements.
- **Resume Broadcasts:** Send **optin**, **subscribe**, or **unmute** anytime to re-enable special chef notices.
- *Note: Essential 1-on-1 messages (OTPs, order confirmations, renewal alerts) always arrive even when broadcasts are muted.*

7. Master WhatsApp Command Reference Cheat Sheet

Keep this complete quick reference for all automated features and instant actions:

Command Keyword	Synonyms / Aliases	Action / Response Summary
hi	hello, start, help	Opens Assistant Welcome Menu with remaining days & action buttons.
today	menu, today menu	Displays today's lunch & dinner, your chosen dish, and kitchen packing status.
tomorrow	order, select, choose	Opens interactive ordering with dish selection buttons for tomorrow.
[dish name]	e.g. <i>Biryani, Paneer</i>	Immediately locks in that dish for tomorrow's lunch or dinner.
plan	days, sub, valid, balance	Shows remaining days count, plan type, expiry date & delivery room.
renew	restart, extend	Submits a 30-day subscription renewal request to administration.
otp	pin, code	Generates your 4-digit delivery verification code to share with the rider.
suggest: [msg]	suggestion: [msg]	Submits a menu recommendation directly to kitchen management.
complaint: [msg]	issue: [msg]	Files a priority service complaint for manager investigation.
stop	optout, unsubscribe	Mutes promotional announcements and campaign broadcasts.
optin	subscribe, unmute	Resumes all broadcast updates and special chef announcements.

8. Frequently Asked Questions & Helpdesk Support

- **Q: What if the bot says 'Unregistered Number'?**

Ensure your WhatsApp number matches your student profile. If your number has changed, ask your hostel manager or admin to update it on the portal.

- **Q: What if I forgot to select my dish before cutoff time?**

No worries! Our chef automatically prepares the default high-nutrition specialty of the day assigned to your diet preference (Veg / Non-Veg).

- **Q: Can I pause meal deliveries when travelling?**

If you will be away from the hostel, you can pause your daily meal delivery on the web portal or submit a request via complaint: Out of town from Friday to Sunday.

- **Q: Need human assistance or room updates?**

For delivery address changes, room number updates, or special dietary allergies, reach out to the kitchen support desk or your hostel administrator.