

# Receive responses from customers | Developer Documentation

## Receive responses from customers

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After receiving single- or multi-product messages, WhatsApp users can ask for more information about a product or place an order. These actions are communicated via the [messages](#) webhook.

### Sent message status

Sent message statuses (sent, delivered, read) are described in [status messages webhooks](#).

### Asking for information

Whenever a WhatsApp user receives a single- or multi-product message, they can ask for more information by sending you a text message in an existing WhatsApp thread, or by tapping a **Message business** or **Message** button when viewing a specific product.

Messages sent after tapping a **Message business** or **Message** button are described in [text messages webhooks](#) and a `context` property will be included, whose value is an object describing the product the user was viewing when they tapped the button.

### Orders

When a WhatsApp user adds one or more products to their WhatsApp shopping cart and places an order, the [order messages webhook](#) is triggered, describing the contents of the order. Use the order contents to fulfill the order.

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