

03 · Flow catalog — n8n backend

Verified live 2026-07-10. Instance `n8n.nieexpertsspain.com`, n8n 2.61.0. **38 workflows: 33 active, 5 inactive** (inactive: W16, old prototype agent set NIE_WA_Agent + GetPractice/BookAppointment/Escalate). This is the per-flow reference: what triggers each one, what it does, what it writes to Supabase (`01-data-model.md`), and how errors route to Discord. Core customer-path flows get a full block; the rest are one-liners. For the customer-facing narrative see `00-overview.md`; for Tally field details see `02-tally-forms.md`.

Core flows

W01_ContactCollection — Q0X0hnsv0v8iCLq0

- **Trigger:** webhook (Stripe order) + schedule (reminder cron).
- **Purpose:** create the order on payment + send Fase-1 invite; chase non-responders.
- **Key steps:** webhook -> Idempotency -> dedupe -> Extract Order -> Insert Order Row -> Send Phase-1 Email (LIB) -> Log -> (group-call invite branch: Wait 3min -> Email). Cron: Select Pending -> reminders exhausted? -> Mark abbandonato / Send Reminder -> increment.
- **Writes to Supabase:** orders insert; status `abandonato`; reminder counter.
- **Discord:** none (errors via global handler).

Update 2026-07-04 — smart invite timing. The Fase-1 invite no longer fires at payment. W01 now parks on a Wait node and sends when the buyer FINISHES the funnel:

- `/grazie` fires a beacon (tagged `source=beacon`) that resumes the wait instantly → invite with the FINAL tier/params (order re-read from the DB).
- The upsell pages send a presence heartbeat every 25s (`orders.funnel_last_seen`); on a timer resume W01 checks `GREATEST(updated_at, funnel_last_seen)` — buyer still present → wait another round (5-min cycles, 30-min ceiling); silent ≥ 90 s → send now.
- `orders.payer_name` is stored at insert (personalized invite + reminder).
- The reminder/abandon cron branch is multi-order safe (RETURNING + direct-input refs; fixed 2026-07-04 after the first two-order night).

W02_PracticeOpening — BgqU8XFTFAy36xnB

- **Trigger:** webhook (Fase-1 submit).
- **Purpose:** fan a group order into one practice per person, mint per-person tokens, start tier onboarding.
- **Key steps:** webhook -> Verify Tally HMAC secret (forged -> Reject) -> Idempotency -> Parse Group Members -> loop -> Insert Practice -> Insert Token -> Switch Tier -> [Digital: Mark `guide_shared` -> trigger W04] / [others: Send Phase-2 Email -> Mark `phase2_sent`]. **WA welcome no longer fires here** — it is stamped at **Fase-2** submit +~17min via W03 Stamp Welcome Due -> W07 Welcome Poller (the Fase-1 Send WA Welcome node is disabled).
- **Writes to Supabase:** practices insert; tokens insert; status `guide_shared/phase2_sent`.
- **Discord:** none.

W03_DocGeneration — Q6xqGYjWjN947mIW

- **Trigger:** webhook (Fase-2 submit).
- **Purpose:** after a randomized human-like delay, generate Tasa 790/012 + EX-18, email them, file to Drive.
- **Key steps:** webhook -> Extract Token -> Idempotency -> TokenConsume (invalid -> Reject) -> status `docs_pending` -> Calc Delays (interstitial 5-20m, docs total 45-60m) -> Wait Interstitial -> Email Interstitial -> Wait Docs -> Parse Anagrafici -> Tasa Generate (790/012) [error -> stub + Discord `tasa-790-error`, continues] -> Fetch EX-18 Template -> Doc Fill EX-18 -> Drive subfolder + upload + share -> Email Documents (LIB) -> status `docs_delivered` -> Log -> trigger W04.
- **Writes to Supabase:** practices status `docs_pending` -> `docs_delivered`; Drive ids; Store Anagrafici; Mark PDF Failed / Reset Token on failure.
- **Discord:** `tasa-790-error` (direct); `ex-18-errors` (via `DiscordError`) for PDF fail; `drive-errors` + W05 ingest for share fail.
- **Note:** docs only arrive ~45-60 min after submit, **by design**.

Update 2026-07-03 — instant guide + instant data. The guide (W04 trigger) and the anagrafici parse/store now run IMMEDIATELY at Fase-2 submit, in parallel with the delay

chain; only Tasa/EX-18 generation sits behind the 5-20m interstitial + 45-60m docs waits. Token-reject alerts are enriched (practice resolved even for used tokens).

W04_GuideSharing — IMApCnLrq6Ly6zIy

- **Trigger:** webhook (called by W02/W03/W05).
- **Purpose:** share the situation/tier guide (+ common video for non-Concierge) from Drive and email the client.
- **Writes to Supabase:** status guide_shared; clears its own idempotency row on DriveShare failure so it can retry.
- **Discord:** none.

W05_DeliveryErrors — gDwe8cq2vB07zQmQ

- **Trigger:** Resend bounce, WhatsApp fail (also routes Drive fail), Tally correction.
- **Purpose:** central delivery-failure recovery — flag failures, request corrected contact details, then re-mint tokens and re-fire the original delivery. 2-attempt cap then escalate to Discord.
- **Writes to Supabase:** status error_email/error_whatsapp; contact update; attempt reset; token invalidate + re-mint.
- **Discord:** delivery-errors (email/wa); drive-errors (drive).

W08_CartAndRejectionRecovery — dF74sBdgB0MazMuZ

- **Trigger:** cart expired, rejection.
- **Purpose:** abandoned-cart drip (3 touches with paid-rechecks that stop if converted) + post-rejection consult nudge.
- **Writes to Supabase:** logs; reads orders paid status.
- **Discord:** none.

W09_Upsell — WKQMFxs8DnW1KDoY

- **Trigger:** webhook (upsell paid).
- **Purpose:** process post-purchase upsells (priority appointment vs consultation), flag practice/order.
- **Key steps:** Idempotency -> Valid type? -> has practice_id? -> Insert Upsell Item -> Switch [appointment: set priority flag + update order] / [consult: set consult flag + update order + email Cal.com link] -> Discord upsell notify.
- **Discord:** upsell-post-purchase; missing practice_id -> technical-errors.

W12_CalCom — iwV1RuWfM6LSrjxc

- **Trigger:** webhook (Cal.com booking).
- **Purpose:** record a booked consultation/group call on the practice + notify staff.
- **Writes to Supabase:** practices appointment fields.
- **Discord:** consulenza. The Notify New Appointment node (-> new-appointments) was **disabled 2026-06-12**: W12's Cal.com consultation/group-call pings now go only to consulenza, so they don't pollute new-appointments, which is a **manual NIE-cita partner-booking channel** (see 04-integrations.md and the "Channels NOT driven by n8n" note below).

W15_OrdersNotionSync — qhMEns7SevAkfP8m

- **Trigger:** schedule every 5 min.
- **Purpose:** upsert orders into the Notion CRM DB (find by order id -> update/create).
- **Writes to Supabase:** orders.notion_page_id.
- **Discord:** none. No per-node error handling (AUDIT-FINDINGS H9).

W20_DissatisfactionEscalation — qnvYUqRFBsNI1XH4

- **Trigger:** schedule every 5 min.
- **Purpose:** poll flagged-dissatisfied clients and alert the team.
- **Discord:** cliente-insoddisfatto.

W21_IDDocRetentionPurge — ViMUDf0kNTA4vyu2

- **Trigger:** schedule daily 04:30.
- **Purpose:** GDPR retention — delete identity docs + folder past the window.
- **Note:** no own error/idempotency handling (AUDIT-FINDINGS H8).

LIB subflows (shared)

- **NIE_LIB_SendEmail** — Resend send + test override "GO-LIVE SWITCH".
- **NIE_LIB_DriveShare** — share as reader.
- **NIE_LIB_TokenConsume** — single-use token consume.
- **NIE_LIB_Idempotency** — event_id upsert; called at head of every webhook flow.
- **NIE_LIB_ErrorHandler** — global errorTrigger -> log + Discord technical-errors.
- **NIE_LIB_DiscordError** — typed router: technical -> technical-errors, ex18 -> ex-18-errors, tasa -> tasa-790-error, delivery -> delivery-errors, drive -> drive-errors.
- **NIE_LIB_NotifyAgent** — outbox -> WhatsApp agent.
- **NIE_LIB_Log** — log rows.

Other active flows (one-liners)

- **W01b_TierUpgrade** — funnel tier upgrade.
- **W06_AccessRevocation** — revoke access by status.
- **W07_WhatsAppCoord** — bridge to WhatsApp agent.
- **W10_Chargeback** — dispute -> chargeback channel.
- **W13_KPIDashboard** — daily KPI snapshot (writes kpi_snapshots).
- **W14_AppointmentsSync** — practices -> appointments view.
- **W22_LogSatisfaction** — agent tool log_satisfaction_event.
- **GeneratePaymentLink** — agent tool.
- **RequestCorrection** — agent tool nie-wa-request-correction. Lets the WhatsApp agent fix a customer's email/WhatsApp or retrigger document regeneration straight from chat: resolves the practice by phone number, confirms the full name, then either reuses the W05 correzione machine (email/whatsapp) or re-mints a Fase-2 link for a document redo (customer re-enters, W03 regenerates + emails).
- **LIB_DriveRevoke** — Drive access revocation helper.

Activation state (updated 2026-07-10)

Reactivated at go-live:

- **W11_PartnerView** — **ACTIVE** (partner writeback + rebooking re-arm).
- **W17_OutcomeSweep** (ex OutcomeCheck) — **ACTIVE, repurposed 2026-07-10**: its 15:00 "ask" branch is retired (W07's EOD eod_outcome_check does the ask, then flips appointment_booked -> awaiting_outcome in the same execution). W17 keeps only the daily 09:00 sweep: awaiting_outcome + 3 days silence -> presumed_obtained (+ W06 revoke + Christian notice), referral emails (E/C at outcome+7d, Digital at guide+10d), and the satisfaction-gated review email #09.
- **W18_Phase2Reminder** — **ACTIVE** (daily 10:00; chases phase2_sent stuck > 3 days; token filter aligned to no-expiry decision).

Inactive (do not rely on):

- **W16_RefundHandler** — **deactivated 2026-07-01** (was not-ready: placeholder Discord webhook + pending prerequisites; AUDIT-FINDINGS D3 resolved).
- **W19_AffiliateNotify** — **deleted 2026-07-01** (dead PromoteKit→Discord; affiliate pings come from the website; AUDIT-FINDINGS D5 resolved).
- **NIE_WA_Agent + GetPractice / BookAppointment / Escalate** — the OLD prototype agent set, off by design. **The live escalation path is NOT this Escalate workflow**: escalate_to_christian is served by W07's nie-wa-escalate webhook (active), and inbound tools ride W07 nie-wa-in — both live.

Error-handling model

Two layers:

1. **Passive global** NIE_LIB_ErrorHandler — any uncaught node error -> errors table + #technical-errors.
2. **Active typed** NIE_LIB_DiscordError — humanizes the error, enriches it with practice data, and routes by type.

Supporting guarantees:

- **Idempotency** via NIE_LIB_Idempotency (event_id upsert) at the head of every webhook flow. W04 clears its idempotency row on failure to allow retry. W15 uses Notion find-by-order-id upsert.
- **Tokens** single-use: mint W02, consume W03, re-mint W05.
- **Graceful degradation**: W03 Tasa stub (EX-18 still ships); LIB sends log failures instead of throwing; W05 recovery loop with a 2-attempt cap then escalate.

Discord routing (n8n side)

Source	Channel
W12	consulenza
W12 (new-appointments node)	<i>(disabled 2026-06-12 — new-appointments is a manual channel, see note below)</i>
W09	upsell-post-purchase
W09 missing practice	technical-errors
W20	cliente-insoddisfatto
W10	chargeback
W03 Tasa	tasa-790-error
W03 PDF	ex-18-errors
W03 drive	drive-errors
W05 email/wa	delivery-errors
W05 drive	drive-errors
LIB_DiscordError	typed (see above)
LIB_ErrorHandler	technical-errors

Channels NOT driven by n8n: stripe-checkouts, affiliation, affiliation-payout (website side); manual-review / whatsapp-errors (WA agent); and **new-appointments** — a **manual human channel**: Christian posts NIE **cita** requests (name, surname, city, urgency) and the external booking partner ("CITA PARÁ NIE EXTRANJERÍA") books the in-person extranjería appointment. This is why W12's new-appointments node is disabled — its automated Cal.com consultation pings would pollute the partner's manual queue.