GENESYS™

Social Media Solution Guide

Deploying Facebook Private Messaging

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Deploying Facebook Private Messaging

Genesys Social Engagement supports Facebook Private Messaging in which messages can be exchanged between a user and a Facebook page.

Prerequisites

- Management Framework (Configuration Layer)
- Universal Routing Server and Interaction Routing Designer
- Interaction Server
- Chat Server
- Digital Messaging Server, deployed with a Facebook channel. The value of inbound-route option must match the endpoint that you configure for Chat Server.

This procedure assumes that Chat Server is used for Facebook private messaging.

Procedures

Setting Options for Facebook Channel

Set **skip-private** to `false`. This indicates that private messages should be included into the fetch response of HUB fetch API call.

Configure Chat Server

1. Install Business Process for Use with Facebook.
2. Open Chat Server Application properties.
3. Go to the **Options** tab.
4. Create or open endpoint:<you tenant ID> section
5. Create a new key-value pair with name = FacebookInboundQueue and value = Facebook Inbound Queue
6. Open Business process in Interaction Routing Designer, navigate to Facebook BP, and connect **FacebookInboundQueue** of Chat Server with **Facebook Inbound Queue** of Facebook BP.
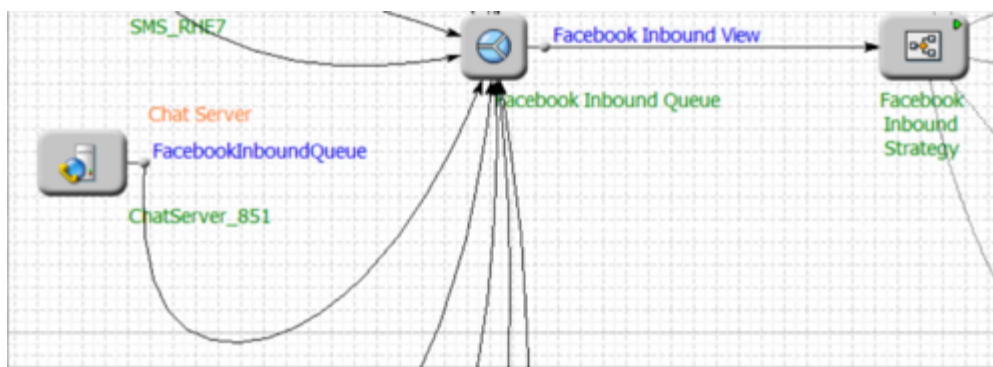
7. Save the changes and activate strategies from Facebook BP.

As an alternative, the default Chat Server business process can also be used.

Related articles

- Setting Up Social Engagement
- Deploy DMS with a Facebook Channel
- Genesys Configuration Options
    - Cloud API Driver for Facebook
    - Digital Messaging Server
    - Social Media Plug-in for use with Workspace Desktop Edition