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Genesys Engage Workspace Web Edition Help

[Facebook](#)

Facebook

The Facebook channel enables you to handle interactions with contacts and team members on the popular social networking service.

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You must be a registered user before using the site, so that you can create a personal profile, add others as friends, and exchange messages, including automatic notifications, when friends update their profile.

Businesses use Facebook to reach their target customers, choosing their audience by location, age and interests. Businesses can also promote their Facebook page or website, use Facebook's "Like" button to increase their advertising influence, and build a community around their business.

Note: You cannot attach files or pictures to your comments.

How do I handle a Facebook interaction?



When a new inbound Facebook interaction is sent to your workstation, a preview of the interaction is displayed at the bottom right-hand corner of your desktop.

If you accept the interaction, the inbound Facebook interaction view is displayed with the original-routed post on the left margin under the Facebook interaction toolbar. Subsequent comments are indented underneath the original post.

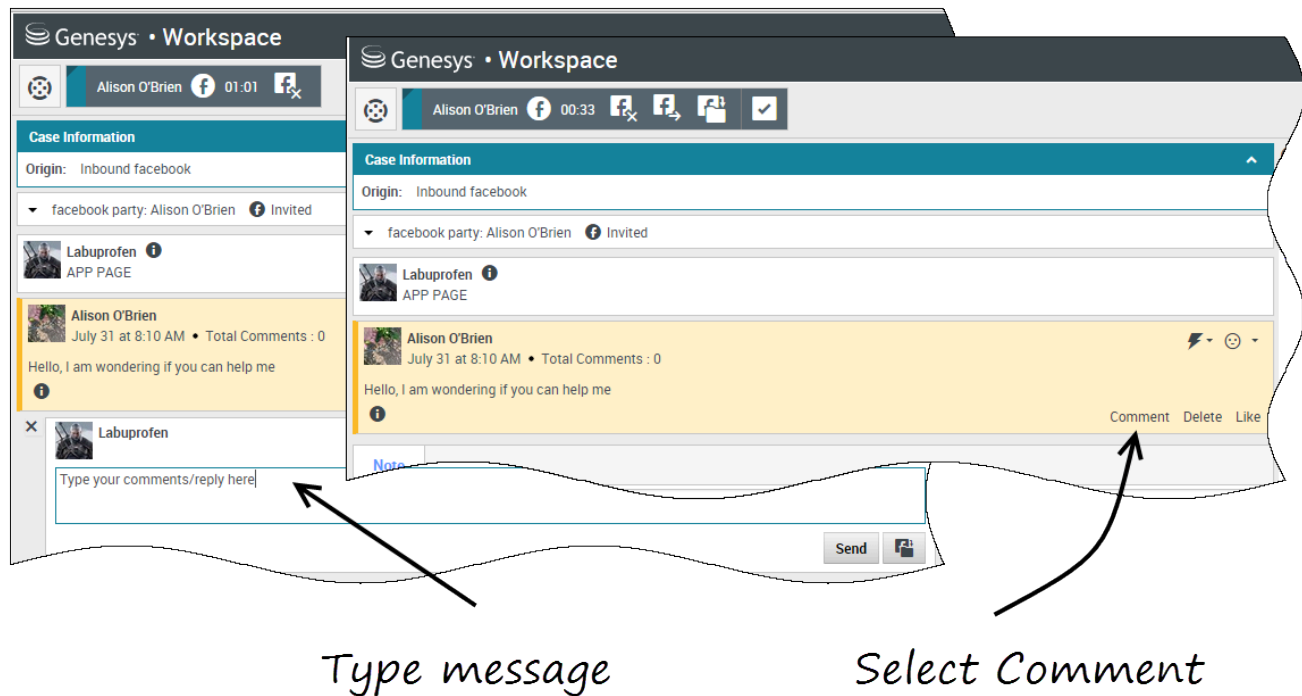
To view your Facebook contact information, select **Show Info** to open a user profile tab or select the username to open the Facebook page with user profile information.

To reply to an original post, click **Comment** on the right of the post. Your comment is attached with the post and sent to your Facebook contact.

Some of the things you can do while handling a Facebook interaction include:

- Transfer the interaction to someone else in your company.
- Start a chat conference with yourself, the customer, and someone else in your company.
- Start a voice (internal targets and contacts) or chat (an internal target only) **consultation**. If you want to perform a warm transfer or a two-step transfer, click Consult to talk to the consultation target and then click Transfer to transfer the call.
- **Call** or **email** the contact, if there is a phone number or email address in the contact database. (You can also launch a call or email from the chat transcript area by clicking an email address or phone number.)
- **Respond with another media channel**, such as voice or email.
- Reply with a **Standard Response**.
- Add a **disposition code** or **note**.
- End the interaction and mark it as done.

What actions can you take while viewing comments



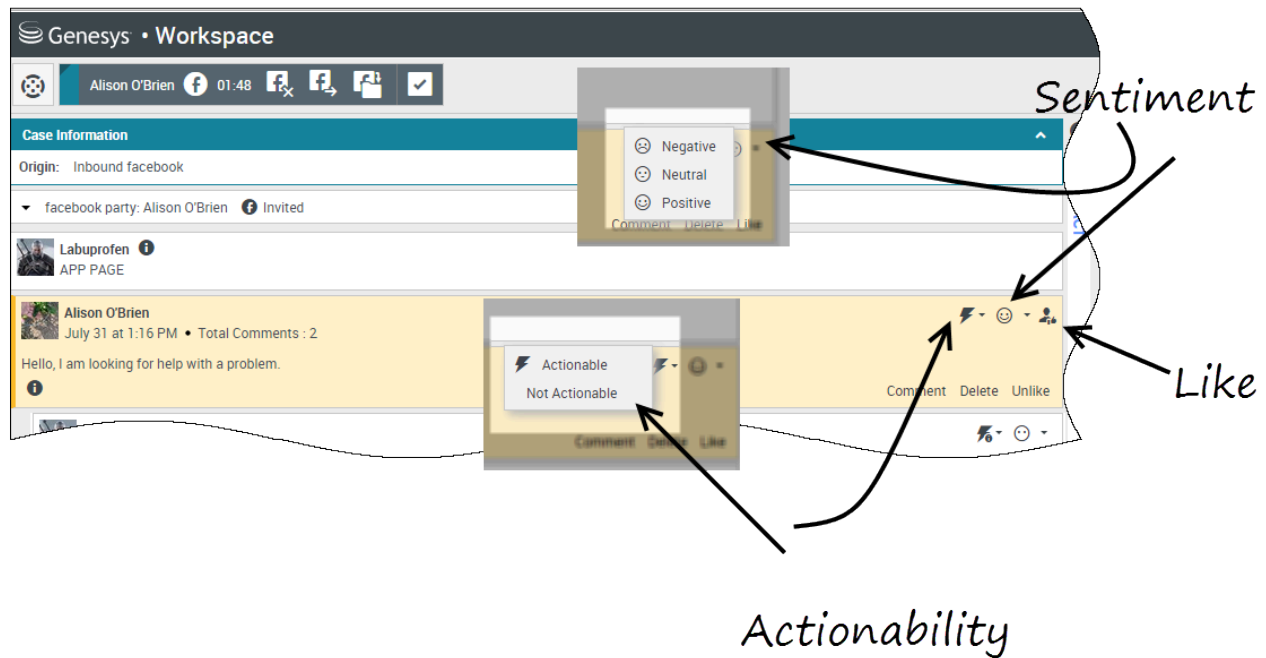
You can reply to your Facebook contact. Select "Comment" and type your message in the text box.

Select the **Show Info** button to open the user profile then select the **Post** tab to view the total comments count. Total comments also appears above the original post. Your administrator sets up the number of comments to display per page. If the number of comments exceeds the set number, **Show more** appears. Click **Show more** to view additional comments.

[+] Show more screenshots.

The screenshot displays the Genesys Workspace interface for a Facebook case. The top header shows 'Genesys • Workspace' and a user bar for 'Alison O'Brien' with a timestamp of '21:32'. The 'Case Information' section indicates the origin is 'Inbound facebook' and the party is 'Alison O'Brien' (Invited). The main content area shows a post from 'Alison O'Brien' dated 'July 31 at 8:10 AM' with 'Total Comments : 4'. The post text is 'Hello, I am wondering if you can help me'. Below the post, a metadata box for 'Alison O'Brien' provides details: 'Update Time: Jul 31 at 10:22 AM', 'Can create new Comments: true', 'Total Comments Count: 4', 'Comment Order: ranked', and 'Likes: 1'. A second post from 'Labuprofen' dated 'July 31 at 9:51 AM' with 'Total Replies : 2' is visible below, with the text 'Thanks for your call, yes I can help. Please tell me more.' and a note 'Commented By Agent1 Agent1 at 2:51 PM @alisonavobrien'. Handwritten annotations include 'Show Info' with an arrow pointing to the information icon on the first post, and 'Total Comments' with an arrow pointing to the 'Total Comments Count' field in the metadata box.

Display the actionability and sentiment



When a Facebook interaction arrives, you can see **Actionability** and **Sentiment** icons, which could have one of the following values:

- **Actionability** — Can be actionable, not actionable, or undeclared
- **Sentiment** — Can be Positive, Negative, Neutral or undeclared

Actionable Facebook posts are colored yellow and non-actionable posts are colored gray. Facebook comments are automatically expanded and colored yellow if they are actionable, and collapsed and colored gray if they are non-actionable. You can update each Facebook comment's **Actionability** and **Sentiment** icon.

If you favor an interaction, select **Like**.

Reply to comments

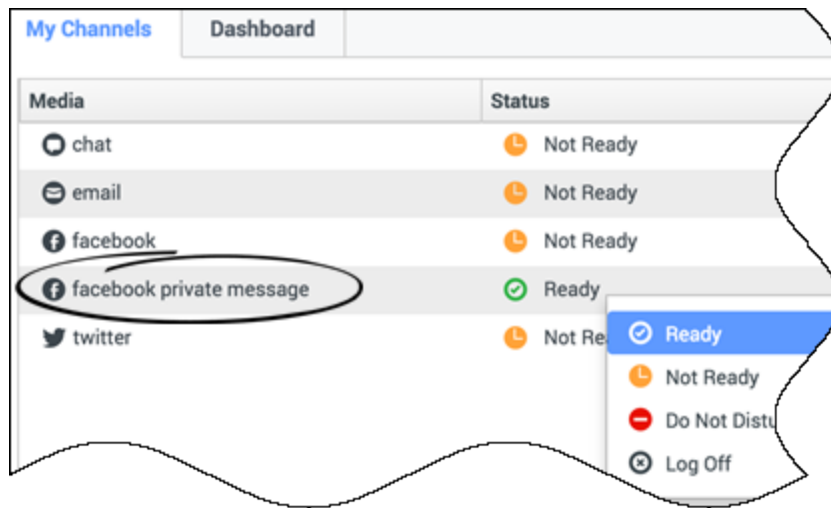
The screenshot shows the Genesys Workspace interface with a Facebook post and its comments. The post is from Alison O'Brien, dated July 31 at 8:10 AM, with 4 total comments. The comments are from Labuprofen (July 31 at 9:51 AM, 2 total replies) and Alison O'Brien (July 31 at 9:52 AM, 0 total replies). The interface includes a 'Case Information' section, a 'facebook party: Alison O'Brien' section, and a 'Labuprofen' section. Handwritten arrows point to the original post and subsequent comments.

Reply to original post

Subsequent posts

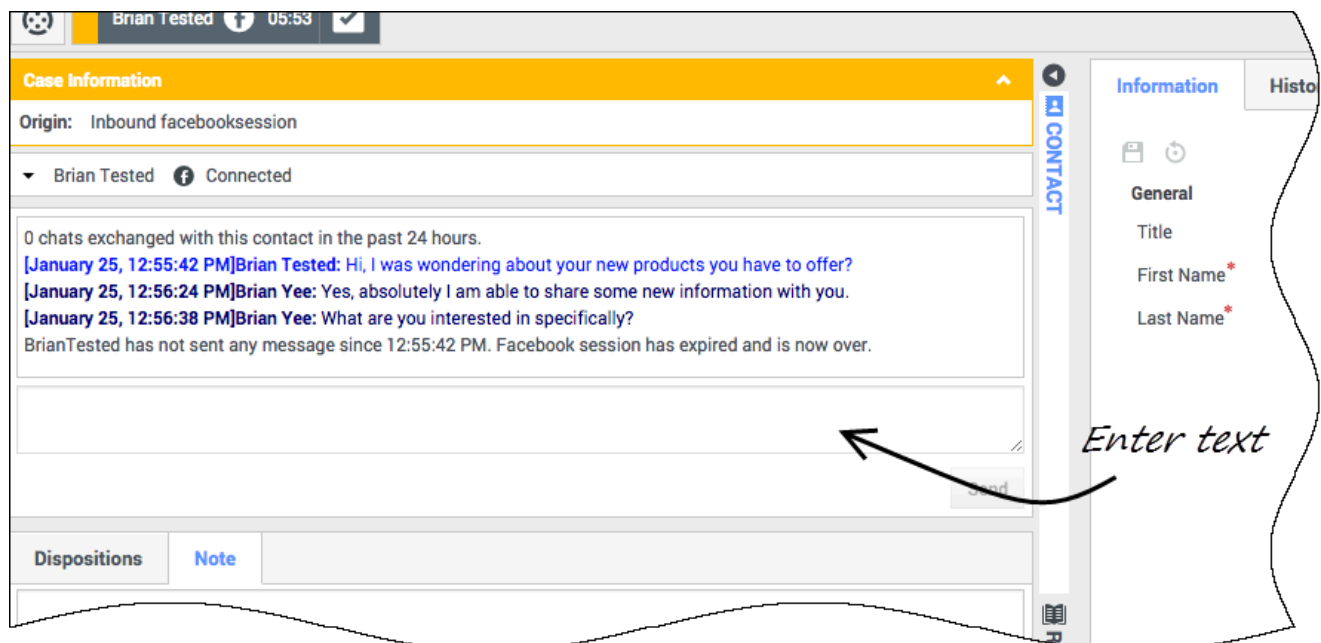
You can reply to the original routed Facebook post, or reply to a Facebook comment. The subsequent comments are indented underneath the original post. Select the applicable comment, enter your reply (you can cut and paste text), and select **Send**.

Reply to a private message: log in



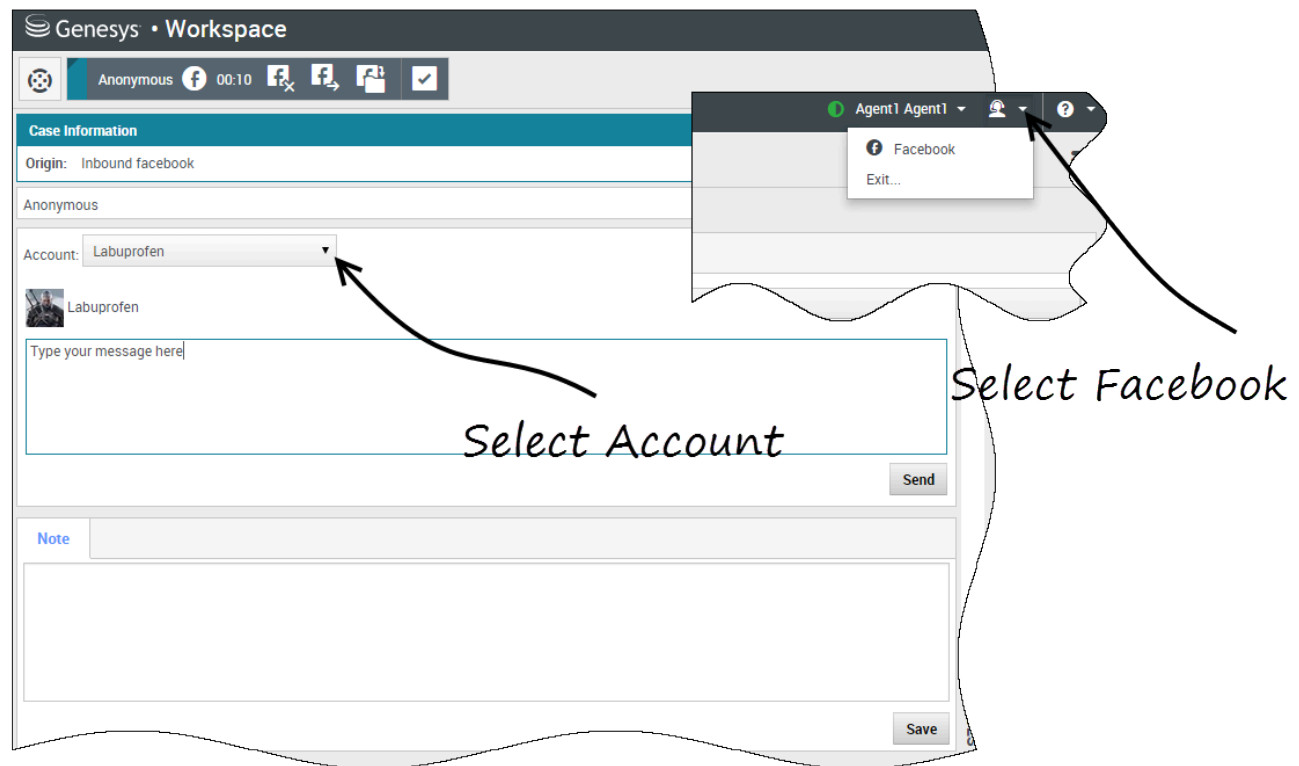
You can reply to a private message from a Facebook contact (you cannot send new private messages). To do so you must log in to a special channel called **facebook private message**.

Reply to a private message: enter your reply



Once you've logged in to the **facebook private message** channel, you can accept private message interactions and reply to them in a way very similar to the way you conduct **chat interactions**.

Post to Facebook



You can post to your Facebook contact's page. From the drop-down menu beside the **Agent** icon, select **Facebook**. Select the account to which you want to send the post. Type your message and send it to your contact.