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Social Media Integration- Facebook Finished

- Lauren Cumming
- **Forum name:** #Feature Request

Ability to connect your Facebook account to Deskpro as another channel, and reply to private messages/posts from your users.

Comments (3)

frank dage

7 years ago

any ETA on this please?

Colin Dunn

7 years ago

We do not have a specific ETA on this just yet, however this is something in development and we will be implementing this, along with twitter integration (and other social media). You can sign up to receive information on our Beta by following the link:

<https://deskpro.com/product/social>

Lara Proud

8 months ago

Deskpro's Facebook channel is now available as a communication channel for your helpdesk. This integration lets you connect your Business Facebook account to your helpdesk, incoming messages will be converted into tickets for agents to respond to from Deskpro's interface. For information about setting up this integration, see our Admin Guide:

<https://support.deskpro.com/en-US/guides/admin-guide/introduction-to-facebook-messenger-f-or-deskpro>