Streamline Your Instagram Management with Comments
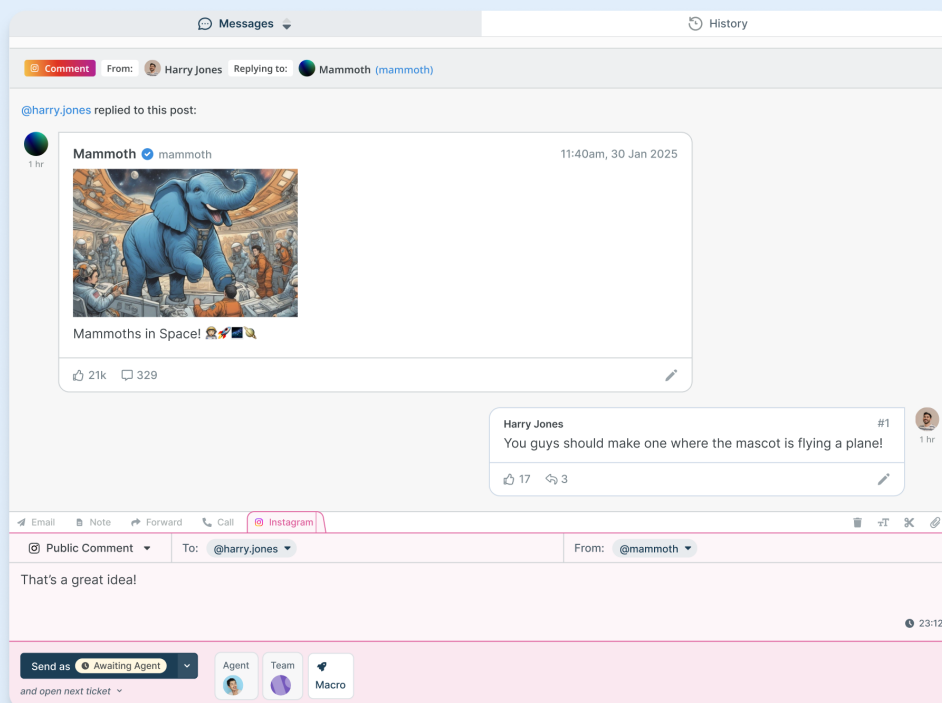
2025-01-17 - Lara Proud - Comments (0) - Product (Admin)

Your Instagram channel now supports not just DMs, but also comments.

Comments on your posts will become actionable tickets within Deskpro, allowing you to manage and respond to user interactions with both public comments and private DMs from your Deskpro interface.

This update, utilizing the latest Instagram API, also allows you to connect your account directly without needing a linked Facebook page, providing you with more flexibility and control over your social media strategy.

To connect your Instagram account and get started, you should see our new Instagram guide.