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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.

The screenshot displays the Deskpro interface for managing Instagram comments. At the top, there are tabs for 'Messages' and 'History'. Below this, a specific comment from 'Harry Jones' is shown, replying to a post from 'Mammoth (mammoth)'. The comment content is: 'Mammoths in Space! 🚀🚀🚀'. Below the comment, there are engagement metrics: 21k likes and 329 comments. A reply from 'Harry Jones' is visible, stating: 'You guys should make one where the mascot is flying a plane!', with 17 likes and 3 comments. The interface includes standard Deskpro tools like 'Email', 'Note', 'Forward', 'Call', and 'Instagram'. At the bottom, there are buttons for 'Send as' (set to 'Awaiting Agent'), 'Agent', 'Team', and 'Macro'. The timestamp '23:12' is also present.

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.