

新闻 > Product > Product (Admin) > Introducing the new Facebook Channel in Deskpro

## Introducing the new Facebook Channel in Deskpro

2023-01-24 - Lara Proud - Comments (0) - Product (Admin)

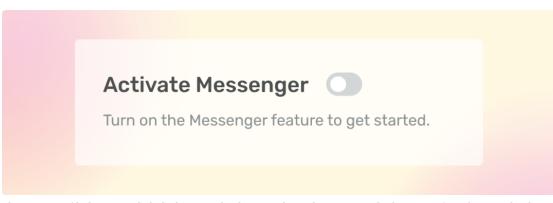
Providing omnichannel support with our newest social media channel has never been easier. Our Facebook integration allows users to contact your agents through the Messenger app for quick help and support, enabling smooth two-way communication with users.

Hi Daniel, thanks for your message. We are open on Saturday and Sunday from 9am - 5pm, but we are closed on Monday. Thanks for your help! I'll stop by on Sunday then Not to worry. Let me know if there's anything else I can help you with? No that's all, thanks! I there is not a solution of the else is a solution of the else is a solution. No that's all, thanks! I the else is a solution of the else is a solution. I the else is a solution of the else is a solution. I	
Hit Carle your opening rooms on the long Weekender      Hit Daniel, thanks for your message. We are open on Saturday and Sunday from 9am - 5pm, but we are closed on Monday.      Thanks for your help! I'll stop by on Sunday then      Amm     Not to worry. Let me know if there's anything else I can help you with?      No that's all, thanks!      To: Daniel Roberts ×      Form: Mammoth Ltd.      Glad we could be of assistance, Daniel.      Send as      Recover      Agent     Tam	
Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Thanks for your help! I'll stop by on Sunday then         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Thanks for your help! I'll stop by on Sunday then         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday from 9am - 5pm, but we are closed on Monday.         Image: Staturday and Sunday	11 min
Image: Second	
A min Concerned of perturbation in the set of a prime of the set o	S min
Imail     Note     Proverd     Call     FB Messenger       To:     Daniel Roberts ×     From:     Mammoth Ltd.       Glad we could be of assistance, Daniel.	
To: Daniel Roberts × From: Mammoth Ltd.  Glad we could be of assistance, Daniel.  Send as  Resolved  Agent Team	S min
Glad we could be of assistance, Daniel.	x o
Send as < Resolved  Agent Team	
Send as 🗸 Resolved V Agent Team 🖌	
	<b>0</b> 23:12
and open next ticket - 😵 🕔 Macro	

You can link your Facebook business page to your helpdesk to route messages you receive from Facebook Messenger into your helpdesk.

Due to Meta's rules, when a user sends a message to your connected Facebook account, your agents will have a 24-hour window you can reply in, which counts down in the bottom left-hand corner of the reply box. After this window has passed, an agent can only send one message to the User until they message again.

Go to **Channels > Facebook Messenger** and Activate Messenger to begin connecting your Facebook Page with Deskpro.



The process of linking your helpdesk to Facebook varies depending on your deployment. If you have a Cloud helpdesk, follow the <u>Cloud Set Up Guide</u>. Or if you have an On-Premise instance, follow the <u>On-Premise Set Up Guide</u>.