# **Configure Webex Connect with Facebook**

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## Introduction

This document describes the steps to configure Webex Connect with Facebook.

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## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex Connect portal with Facebook flow configured

## **Components Used**

The information in this document is based on these software versions:

- WxCC 2.0
- Webex Connect (Formally IMI)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Configure

#### Step 1. Provision Digital Channel.

Navigate to Control Hub > Contact Center > Digital, and select Provision Digital Channels.

MONITORING	
In Analytics	Contact Center
∽ Troubleshooting	Features Connectors Bulk operations Settings
Reports	General Security Voice Desktop Digital
MANAGEMENT	Digital
ය Users	Provision digital channels for Webex Contact Center
去 Workspaces	Provision Digital Channels
🗀 Devices	
88 Apps	
Account	
Organization Settings	
SERVICES	
C Updates & Migrations	
O Messaging	
% Calling	
Ontact Center	
Connected UC	
→ Hybrid	

After the connector is provisioned you can see the digital channels under the Custom Connectors card.



Open the connector in order to see authentication details.

< IMI OAuth Client Cre	dential
Credentials	Name *
	IMI OAuth Client Credential
	Resource Domain *
	https://api-us-site-1.
	Client ID
	e585196 xc6ab433
	Client Secret
	/UayJsGtw CbzyOjWSbjE9o=
	Scope
	Token URL
	https://api-us-site-1.imiengage.io/api/v1/oauth/token

#### Step 2. Create Service in Webex Connect portal.

If you still do not have any services created for your tenant or if you want to separate all your integrations from other users, please create a new service.

$\leftarrow \  \  \rightarrow$	C	08	Or https://webex	ccwithwxcaspbx.imi		90%			⊡	11	0						
œ	Services																
	Create workspaces for your business cases or customer journeys. You can create unlimited number of services.																
ıl.			O Search Servicer									Create	New Service				
<b>1</b> 2 •			Service metrics shown	below are for last 30 d	ays												
۶.			Mykola_IMI			Cisco_Live_	Test_Anuj_Ram	iro	Bal	a_IMI_Inte	gration						
			• •			• • •			•	-							
			]→ 61	rd 14	% 100	0+ 18	°d 19	% 55.55	[)⇒ 0		•re 0	% 0					

#### Step 3. Download Core Task Flows.

The tenant must be configured with Core Task Flows, such as Routed, Modified, and Closed Workflows.



Download the core Workflows from Github: Webex Connect Flows.

	Product 🗸 Team Enterprise Explore 🗸 Marki	etplace Pricing $\vee$	Search 7 Sign in Sign up						
GiscoDevNet/webexcc-digital-	CiscoDevNet/webexcc-digital-channels (Public)								
<> Code ③ Issues \$\$ Pull requests (	⊙ Actions 🗄 Projects 🖽 Wiki ① Security 🗠 In	sights							
	1 main - webexcc-digital-channels / Webex Con	anect Flows / v2.1 /	Go to file						
	gunnam23 Pushed the changes to Handled the plain te	2b7721d on May 10 🕥 History							
	C Email Inbound Flow.workflow.zip	Pushed the changes to Handled the plain test mode	2 months ago						
	Pacebook Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						
	Live Chat Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						
	Live Chat Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						
	SMS Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						
	Task Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						
	Task Modified Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						
	Task Routed Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						
	WAB Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago						

It is recommended to create separate Services in Webex Connect portal and host these flows there.

$\leftarrow \  \   \rightarrow$	C	O A •• https://webexccwit	thwacaspba.imiconnect.	io/service/dashb	oard/12006				90%		${igsidential}$	lin 🗊	٢	=
00 11	Services - Core Click to edit service descri	e Task Flows iption. E.g., 'This service is for ap	pointment reminders'.											
ıl.		A Dashboard	A Flows	Rules 🚸	API					Settings				
····		# Flow Builder		Q, Search I	data shown below is for	Sort By Newest	•			Create Flow				
		Flow builder is a vis library of nodes tha drop to create and	sual designer with a at you can drag and test interactive	Trigger	Flow		Status	State	Executions	Actions				
10		customer journeys Check out our guid here.	with little to no code.	C	Close_Flow Flow ld:14579		Live	Enabled	166	•				
		If you've got more of reading through it, always here to help	questions after just ask. We're o.	C	Modified_Flow Flow ld:14578		Live	Enabled	1	×				
		Crea	Ite Flow	C	Routed_Flow Flow ld:14577		Live	Enabled	163	•				

#### Step 4. Download preconfigured flow from GitHub for Facebook.

You do not have to create the flow from the start. There are some pre-configured flows that you can use. Navigate to <u>Webex Connect Flows</u>.

and download the flow for Facebook integration.

	Product	place Pricing ~	Search 📝 Sign in Sign	gn up
CiscoDevNet / webexcc-digital-	channels (Public)			A Notifications Y Fork 3 A Star 7 -
↔ Code ⊙ Issues 1 Pull requests (	⊙ Actions 🖽 Projects 🖽 Wiki ③ Security 🗠 Insig	hts		
	1 main - webexcc-digital-channels / Webex Conn	ect Flows / v2.1 /	Ge to fil	e
	gunnam23 Pushed the changes to Handled the plain test	mode	2b7721d on May 10 🕥 Histo	ny
	Email Inbound Flow.workflow.zip	Pushed the changes to Handled the plain test mode	2 months a	go
	Facebook Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months a	90
	Live Chat Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months a	90
	Live Chat Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months a	90
	SMS Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months a	90
	Task Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months a	go
	Task Modified Flow.workflow.zip	Pushed the individual zip for flow templates	3 months a	90
	Task Routed Flow.workflow.zip	Pushed the individual zip for flow templates	3 months a	90
	WAB lobound Flow workflow zip	Pushed the individual zip for flow templates	3 months a	20

When you have flow on your PC, upload it to the Flows under your Services.

#### Click Create Flow.

0	Services - Mykola_IMI	"his sandra is for annointment reminders"							
	onex to concast the operation radii i	па антиска то пррополнители голонала .							
		♠ Dashboard	Rules	API				Settings	
•		.t Flow Builder	Q, Search F	Sort By Newes	•			Create Flow	
۶,		Flow builder is a visual designer with a library of nodes that you can drag and	Flow execution	data shown below is for last 30 days	Status	State	Executions	Actions	
0		customer journeys with little to no code. Check out our guide to building flows here.	customer journeys with little to no code. Check out our guide to building flows	۵	Facebook flow Mykola Flow Id:18257	Live	Enabled	14	٠
		If you've got more questions after reading through it, just ask. We're always here to help.	NA	Email Inbound 1 Flow ld:18233	Draft		0	٠	
		Create Flow							

Drag and drop the preconfigured flow in order to upload it to the services.

low Bui'			Create Flow
builder i	Create Flow	ons	Actions
to create	Flow Name Facebook		
ve got r	Type  Work Flow Voice Flow		
ig through	Method		•
s nere t	Upload a flow *		
	New Flow Copy from existing flow		
	Upload a flow		
	Drag and Drop '.workflow' file		
	Choose File		
	Cancel Create		

## Step 5. Set up Authorization.

Navigate to Assests and click on Integrations.

	Assets ation Type All Integrations
، عر	Numbers
	Apps
	Integrations regration ID: a_1660169606185243 Service -

Configure authorization under Webex CC Engage integration.

•••	< Manage Integration Deta	e Integ	gration - Pre	bui	t Integration			
		Integrati Name Descripti Service Flows	ion Details	:	Webex CC Engage CRUD for imiengage test12223 Core Task Flows, Anuj_imi_service_V2, bhusur Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, Ne Routed_Flow, Modified_Flow, Close_Flow, Emu bhusures_imi_email_flow, bhusures_imi_chat_ DAL_HisoChat_Dock3_En_Enw_Release.	es_IMI_New_Integration, Jeevan_Test_; w_TAC_Email_Dock all_Flow, Facebook_Flow, LiveChat_Inbo flow, bhusures_imi_chat_close_flow, So w_Close_Inte_Chat_Elow_id_emeileme	Service, TAC_Dock3, Bala_IMI_In und, LiveChat_Close, bhusures_ Icial_check, SMS_working_Now,	tegration, b_flow, Jeevan_IMI_Chat_Flow, deal_Email_isbound
		Rules Tenant Id	Jentifier	:	NA ⊗ D	w, cisco_cive_chat_piow_v1, gmailema	iloautitz_Flow, Pacebook ilow My	,kola, email_inooung
		Validate : Authoriza	Signature ation for Inbound ev ation	: vents :	Disabled			
		Node Au	Authorizations		Auth Type	Grant Type	Status	Action
		> Nodes	WxCC Engage Au Node	thoris	ation oauth2	client_credentials	Authorized	Add Authorization

Configure authorization and generate a secret key in Webex CC Task integration.

< Manage Integra Integration Details	ation - Prebuilt Int	egr	ation							
	Integration Details									
	Name	:	Webex CC Task							
	Description	:	Make CRUD opera	tions on WxCC task APIs						
	Service	:	Core Task Flows, / Cisco_Live_Test_/	Anuj_imi_service_V2, bhusures_IMI_Ne Anuj_Ramiro, Mykola_IMI, New_TAC_Er	w_Integration, Jeevan_Test_Service, T nail_Dock	AC_Dock3, Bala_IMI_Integration	on,			
	Flows : Routed_Flow, Modified_Flow, Close_Flow, Email_Flow, Facebook_Flow, LiveChat_Inbound, LiveChat_Close, bhusures_fb_flow, bhusures_imi_email_flow, bhusures_imi_chat_flow, bhusures_imi_chat_close_flow, Social_check, SMS_working_flow, Jeevan_IMI_Chat_Flow, TAC_LiveChat_Dock3, Fb_Flow, Bala_chat_flow, Cisco_Live_Chat_Flow_v1, gmailemailoauth2_Flow, Facebook flow Mykola, Email_inbound									
	Rules	5	NA							
	Tenant Identifier	÷	····· & 0							
	Validate Signature	1	Enabled							
	Secret Key			Created On	Created By	Status	Action			
	•••••	••••	••••• & O	02-08-2022 10:58 UTC -0400	Admin	Active	Discard			
	Create Secret Key									
	Authorization for Inbound ev	/ents								
	Authorization	:	Disabled							
	Node Authorizations									
	Authorization			Auth Type	Grant Type	Status	Action			
	> WxCC Authorisati	on		oauth2	authorization_code	Authorized				
	Nodes					Add A	luthorization			
	Node									

## Step 6. Create Facebook App on Webex Connect portal.

App on the Webex Connect portal is basically the Entry Point. In order to create New App, navigate to Assets and click On Configure New App.

$\leftarrow \   \rightarrow$	C	08	https://webexcowi	ithwxcaspbx.imiconnect.io/apps		9	× 1	$\odot$	<u>   </u> /	•	ē.
00 11	Apps Configure Apps to send	and receive	e messages from N	Nobile, Web, Email and Social Messaging Platforms.							^
ıl.			Q, Search Apps			0	nfigure New App				
<b>**</b> •	Assets		Арр Туре								
. عر	Numbers		All Apps Message data shown	v below is for last 30 days							I
10	ITO III Apps Integrations		Channel	Apps (37)	Messages Sent	Messages Received	Actions				
			0	FB_Mykola © 100 App ID : a_637926733345030000 Service - Mykola_IMI	61	14	۲				
				•	RalCiscoLive 1 C (C) App ID : RA16165513 Service - RalCiscoLive1	3	2	•			
				Ciscolabuser7Chat C (P3) App ID : C116161920 Service - CiscoLive7 , Cisco Live	1	3	٠				

#### Give your app a name and Add Messenger Page.

00 Ii	< Configure New App - Link your Facebook page with Webex C	Messenger onnect to start using the platform for sending and receiving messages	over Facebook Messenger. You need to be an admin for the cond	emed Facebook Page for this. Refer <b>docs.</b> for more info.
ıl.	Na	ne 🕕		Configure Outbound Webhooks DOCS C
• • •	N	essenger Page Details		
	Y	u can add one of your Messenger pages in this application to send and ADD Messenger PAGE	receive Messenger messages from your customers. Learn more	about messaging on Messenger in our docs.

The App can be mapped to a specific Facebook page. Enter the Facebook credentials to map the app to an open Facebook page.

() Login to Facebook × +	
← → C 🔒 facebook.com/login.php?t	next=https%3A%2F%2Fwww.facebook.com%2Fv8.0%2Fdialog%2Foauth%3Fencrypted_query_string%3DAeC0Pu1ZuO-V5BJDyz8S0qvNucH
📙 Study 📙 Home 隆 Google Translate 📑	Day 📃 Day 1 📃 Wiki 🛄 MAC 💪 Google 📃 REQUIRED Training 📃 Cisco 📃 Meeting 📃 API 📃 Training-workrelated 📃
fa	icebook
	Sign in to continue.
	Login to Facebook
	Sign in to continue.
	dan
	Entrance
	Forgot your account?
	or
	Create a new account

Select which open source page you want to use for this integration.

Messenger Page Details You can add one of your Messenger page	Select Messenger Pag	essaging on Messenger in our i			
	IMI_Fb_Demo AVAILABLE	₽.			
			CANCEL	CONFIRM	

Register the Facebook page with webex cc in order to see it in the Webex Contact Center admin portal.

ng Desarrata is no University		
e Details		REGISTER TO WEBEX CC CONFIGURE OUTBOUND WEBHOOKS DOCS D
ŧn	Contract of	Register to Webex CC - FB_TOI_App Are you sure you would like to register this app to Webex CC? Please note that once registered to Webex CC you cannot deregister this asset. SELECT SERVICE
u	Destinat.	Select Service
líns	Constants.	CANCEL REGISTER
Plugins		

# Step 7. Create an Entry Point and Queue in the Webex Contact Center admin portal.

On Webex Contact Center portal, navigate to Provisioning > Entry Point.



Create Entry point with Channel Type - Social Channel, Social Channel Type - Facebook Messanger and the Asset Name.

You do not have to create any Routing Strategy for the Entry point.

sco	=		Webex CC With WxC as PBX   Local Time	Image: Marylch_ccp_produs_wxcc2@email.ca	rehybrid.com 🗸 🛛 😋
3	Webex CC With WxC as PBX Entry Point ×				
Ð	Entry Point			🖴 Help	Entry Points > Edit
a,	General Settings				
<b>F</b>	Name	Mykola_JML_FB			
- *	Description				
G	Туре	Entry Point			
ŀ	Channel Type	Social Channel			
40	Social Channel Type	Facebook Messenger			
Э	Asset Name	FB_Mykola		*	
۲	Status	Active			
	Advanced Settings				
	Time Zone (Routing Strategies Only)	(GMT-05:00) Eastern Standard Time (America/New_York)		×	
	Associated Queues				
	Associated Queues				

Create queue with Channel Type - Social Channel.

#### Queue Routing Type COUID be Longest Available Agent Of Best Available Agent.

Add team to the list.

General Settings					
Name	Mykola-IMI-FB-Q				
Description					
Туре	Queue				
Channel Type	Social Channel				
Status	Active				
018103					
Contact Routing Settings					
Queue Routing Type	Longest Available Agent				
Conversation Distribution	Add a Conversation Distribution Group	o to associate one or more teams with this queue	Add multiple groups to distribute conversations to more teams as time in o	ueue	
	progresses.				
	+ Add Group				
	Crewel				
	Gioapi			- / 0	
	Teams				
	Team Name	Site Name	Team Type		
	Team_HQ	WashingtonDC_HQ	Agent Based		
Advanced Settings					
	2/22			[	
Maximum Time in Queue	3000			seconds	
Time Zone (Routing Strategies Only)	Default (Tenant Time Zone)			*	

## Step 8. Configure Global Variables in the Webex Connect flow.

Open up the Facebook flow which you uploaded to the portal earlier.

00 11	Services - Mykola_IMI Click to edit service description. E.g., "This service is for appointment reminders".							
d.	🏦 Dashboard 📑 Flows 🖂	Rules 0	API					\$\$ Settings
<b>::</b> •	4. Flow Builder	Q, Search		Sort By Ne	west *			Create Flow
۶.	Flow builder is a visual designer with a library of nodes that you can drag and	Flow execution	on data shown below is for last 30	) days	Status	State	Executions	Actions
	drop to create and test interactive customer journeys with little to no code.		Facebook flow Mykola		Live		15	
	Check out our guide to building flows here.		Flow Id:18257		-	Enabled		

#### **Click on Settings**

<	Facebook flov	w Mykola							?   0	Edit	
Þ										main	-
							• [	Append Convertation			ŧ
						(conversation)				C	

Define the Global Variables under the Custom Variables fields.

#### Flow Settings

General Flow Outcomes	Custom Variables		
Define values for custom variables yo	bu have created in the flow.		
Variable Name	Default Value (Optional)	Externalize 0	
FBpageid	104482825663424		0
appid	a_637926733345030000		8
messengerPayloadObject			۵
messagetext			۵
attachmentURL			0
nonPCIComplianceReasonObject			8
conversationId			0
isPCIValidationDone			8
isPCICompliance	false		8
dropCountAttachments	0		8

The **FBpageid** and **appid** could be found in the App created earlier. Open the Assets and select the App.

00 #i	Apps Configure Apps to send and receive mes	ssages from Mobile, Web, Email and Social Messaging Platforms.		
սե		Q, Search Apps		Configure New App
<b>::</b> •	Assets	Арр Туре		
. بر	Numbers     Apps	All Apps * Message data shown below is for last 30 days		
5		Channel Apps (37)	Messages Sent Messages Received	Actions
	magnoto S	FB_Mykola © 😨 App10 + a_53792673334500000 Service - Mykola_JMi	62 15	٠

When you open the App, you can see the **appid** and **pageid** which you must enter as the values of the Global Variables.

Name © FB_Mykola	
Name  FB_Mykola	
FB_Mykola	
	Register To Webex CC Configure Outbound Webhooks DOCS ET
10 ×	Besigned to 3022-07-06.03.03.06.0     and assigned to Mykola, Mi
۲۰۰ Messenger Page Details	3
Messenger page	
Mykola Test FB page	
ADMIN	Added By
Nick Danilchuk	Nick Danilchuk
Welcome Screen	Disposed
Persistent Menu	Daubier
Whitelist Domains	Daabled
Page Discovery Plugins	
Message Us	
Message us plugin renders a b SDK and the code snippet belo	utton which when clicked on, redirects the users to the messenger and opens a conversation with your page immediately. You must include the Messenger's JS w to use this plugin on your website.
<pre>div class="fb-messenge Gessenger app id=15226 Gaage_id="14449222565322 color="cbine   white&gt;" size="ctandard   large </pre>	rmessagguus" MIIII300407" *   xlarges">

# Step 9. Assign the queue from Webex Contact Center portal to the flow in the Webex Connect portal.

In the Facebook flow, find the Queue Task block



Set up the Queue Name with the one you created earlier in the Webex Contact Center portal.

📀 Queue Task		Input Variables List of variables available as input	t for this node
Configuration Transition Actions (Optional)		Q Search	
Method Name		Custom Variables	[F18257]
Queue task 👻		Start	Node ID: 2
NODE RUNTIME AUTHORIZATION		Evaluate	Node ID: 9
WxCCTacRootConnect *		Messenger	Node ID: 23
Task ID	Conversation ID	Search Conversation	
\$(fiid)	\$(conversationId)		Node ID: 1687
Media Type 💿	MEDIA CHANNEL	Create Conversation	Node ID: 1688
Social	Facebook Messenger	Re-open Conversation	Node ID: 1691
Queue details Queue Name		Append Conversation	100610.1031
Mykola-IMI-FB-Q			Node ID: 1693
Queue routing Type: Longest available agent		Create Task	Node ID: 1697
	_		

When the flow is configured, click on Make Live so the flow is ready to accept the tasks.

< FI w	B_TOI_TestFlow orking Draft		? 🌣 JSAVING MAKE LIVE
Utilities	Channels Integrations Q		+ main b
<b>ep</b>	Evaluate Run custom java script to branch flow based on code outcome.		
•[	Branch Run custom Java script and branch flow based on decisions.	Append * Fait (main)	
	HTTP Request Make a HTTP request to your server and process the response.		
X	Delay Pause the flow for a preset duration or until a fixed date- time.		
	Data Parser Extract key-values from XML / 250N.	nooming Assage Evaluate for and the Conversation Conversa	Ad main Queue Task
•	Data Transform Convert data using Apache VTL		
•	Call workflow Run another published workflow within current flow.		

## Step 10. Check Facebook message flow functionality.

To send a message from the created Facebook page, navigate to Assets and click on the Messenger page

00 II	< Manage App Link your Facebook page v more info.	- Messenger with Webex Connect to start using the platform	for sending and receiving messages over Facebook Messenger.	You need to be an admin for the	concerned Facebook Page for this. Re	fer docs. for	
il. :::>		Name  FB_Mykola		Register To Webex CC Resignered on 2022-07-06 03:03:06.0 and assigned to Mykola_M	Configure Outbound Webhooks	DOCS If	
<b>₽</b> •		Messenger Page Details Messenger page Mykola Test FB page ADMIN Ničk Danilchuk	Added By Nick Danilchuk				

After log in to your Facebook, you can send messages from this Facebook page

Mykola Test FB page Real Estate	Send message		
	Hi! Please let us know how we can help.		
Home Reviews Videos Photos More 🔻			
e agent can receive the message on the Agent Desktop.			
Contact Center Desktop	🗞 🖉 💿 Meeting 🛛 01:43 / 01)		

Ċ.	Contact Center Desktop					
Ŵ	Nick Danilchuk 02:08	huk         02.08         Nick Danilchuk         Q. Transfer         S Conference         O End         O Contact History           Q         Vick Desideke         76/0022         E11.041         Beneard         Contact History	Contact History     Contact History	Constraints Screen Pop Delivered Reopen Screen Pop X Reopen Screen Pop		
		Test     Mdanytch Mdanytchccpproduswwcc2emailcarehybridcom 7/6/2022, 5:11 PM   Read				
		Yo yo     Mdanylch Mdanylchccpproduswxcc2emailcarehybridcom 7/6/2022, 5:12 PM   Read     Yo yo				