

Configure Webex Connect with Facebook

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Configure](#)

[Step 1. Provision Digital Channel.](#)

[Step 2. Create Service in Webex Connect portal.](#)

[Step 3. Download Core Task Flows.](#)

[Step 4. Download preconfigured flow from GitHub for Facebook.](#)

[Step 5. Set up Authorization.](#)

[Step 6. Create Facebook App on Webex Connect portal.](#)

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

[Step 8. Configure Global Variables in the Webex Connect flow.](#)

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

[Step 10. Check Facebook message flow functionality.](#)

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:

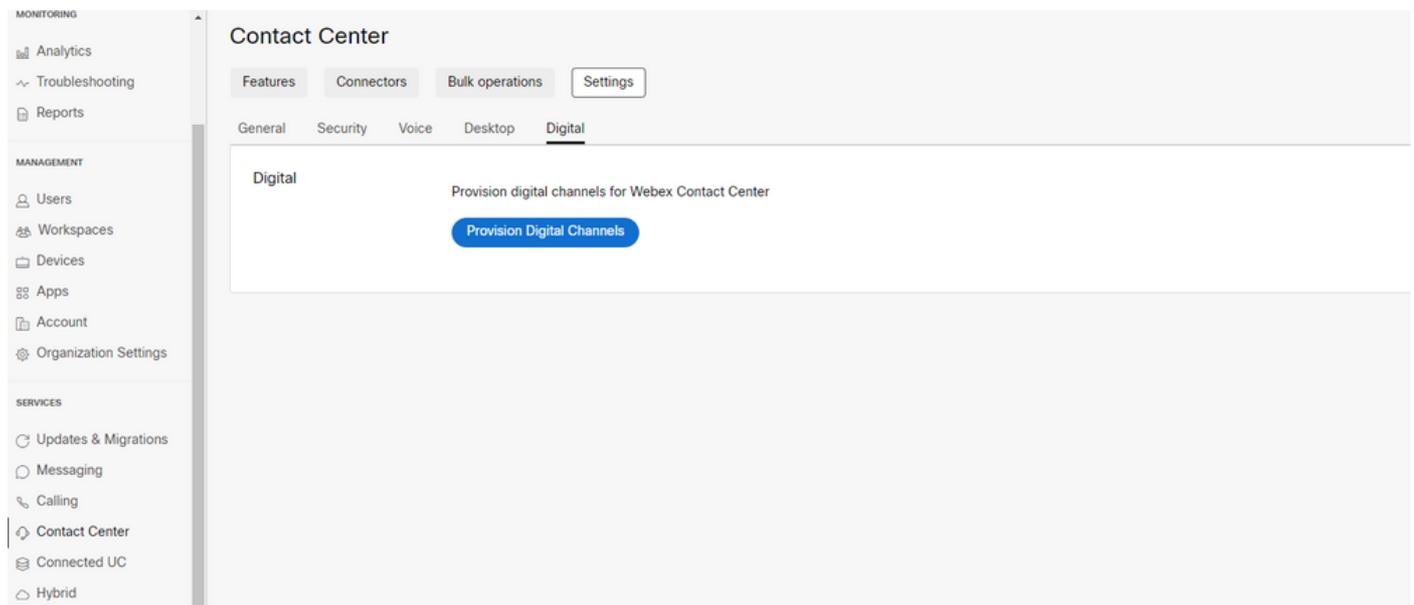
- WxCC 2.0
- Webex Connect (Formally IMI)

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.

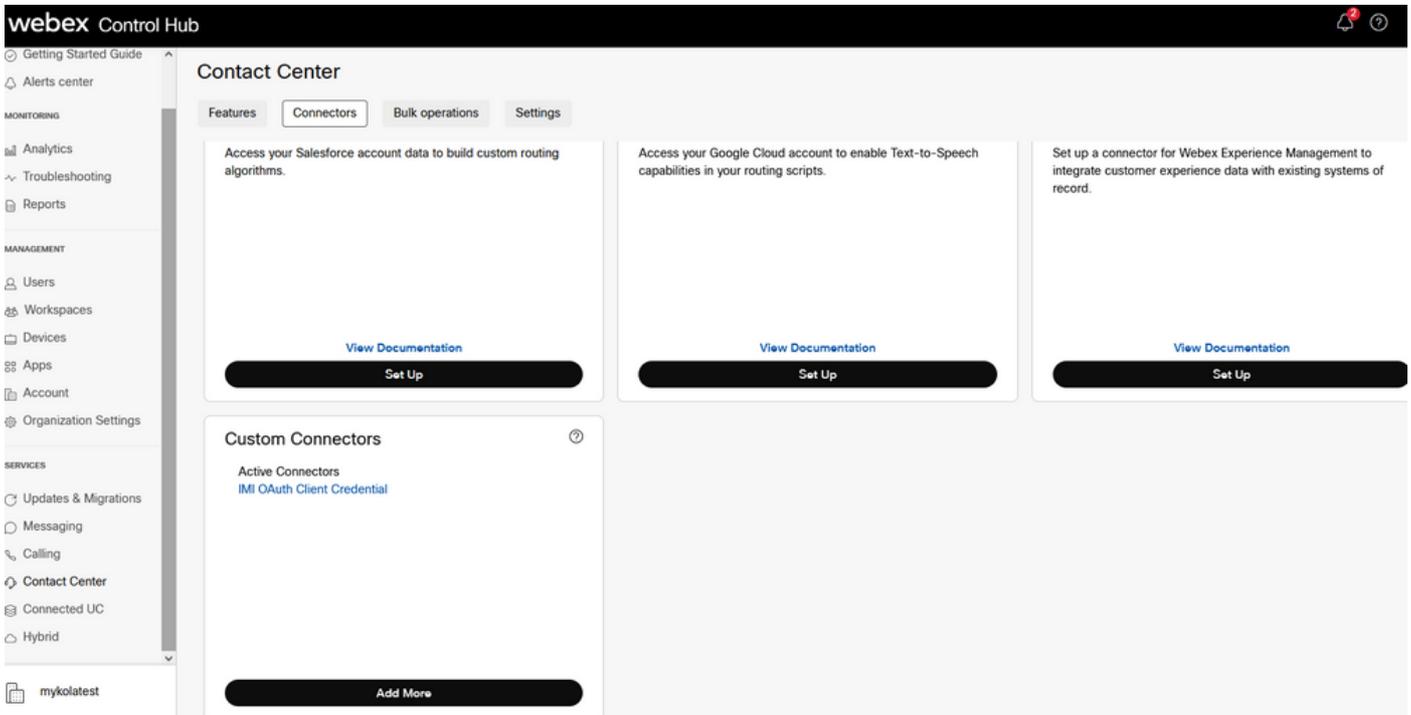
Configure

Step 1. Provision Digital Channel.

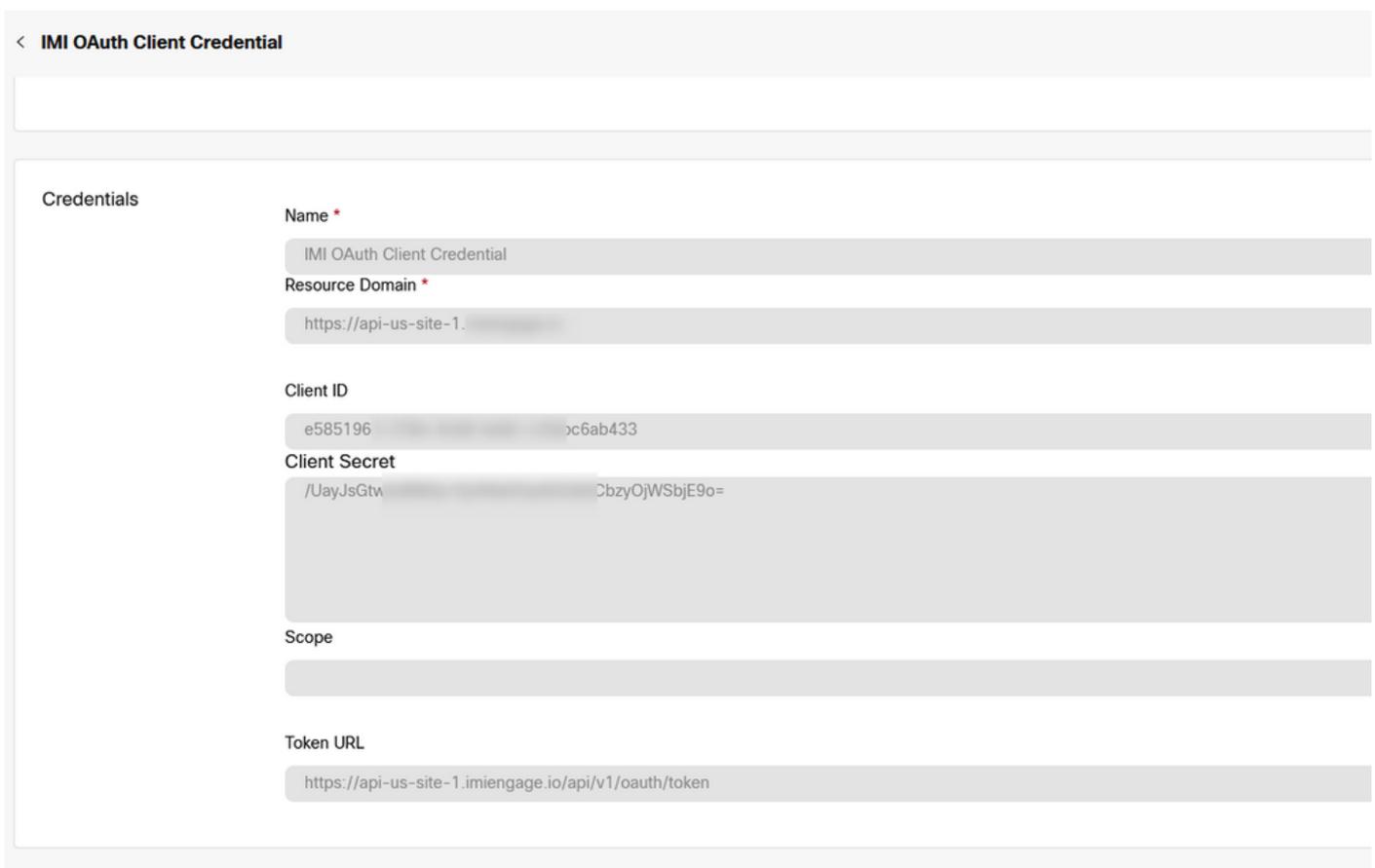
Navigate to **Control Hub > Contact Center > Digital**, and select **Provision Digital Channels**.



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

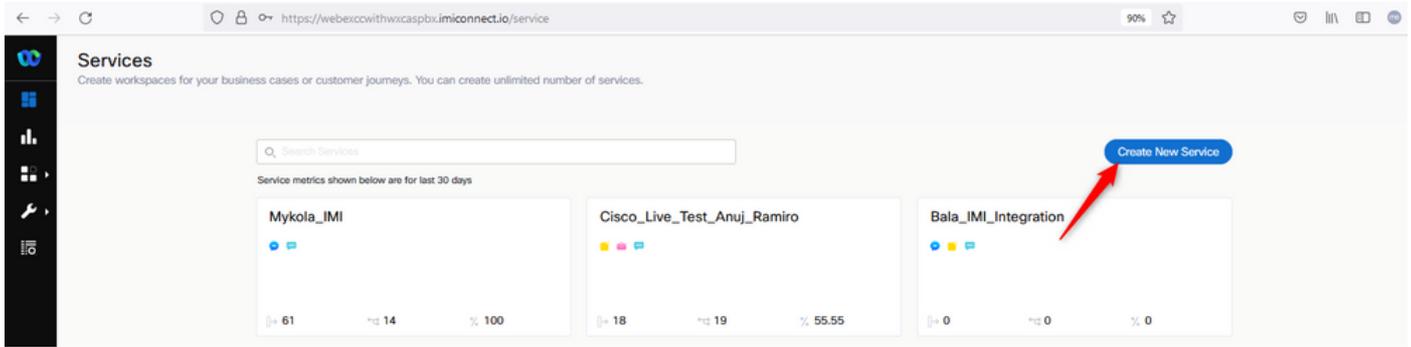


Open the connector in order to see authentication details.



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.



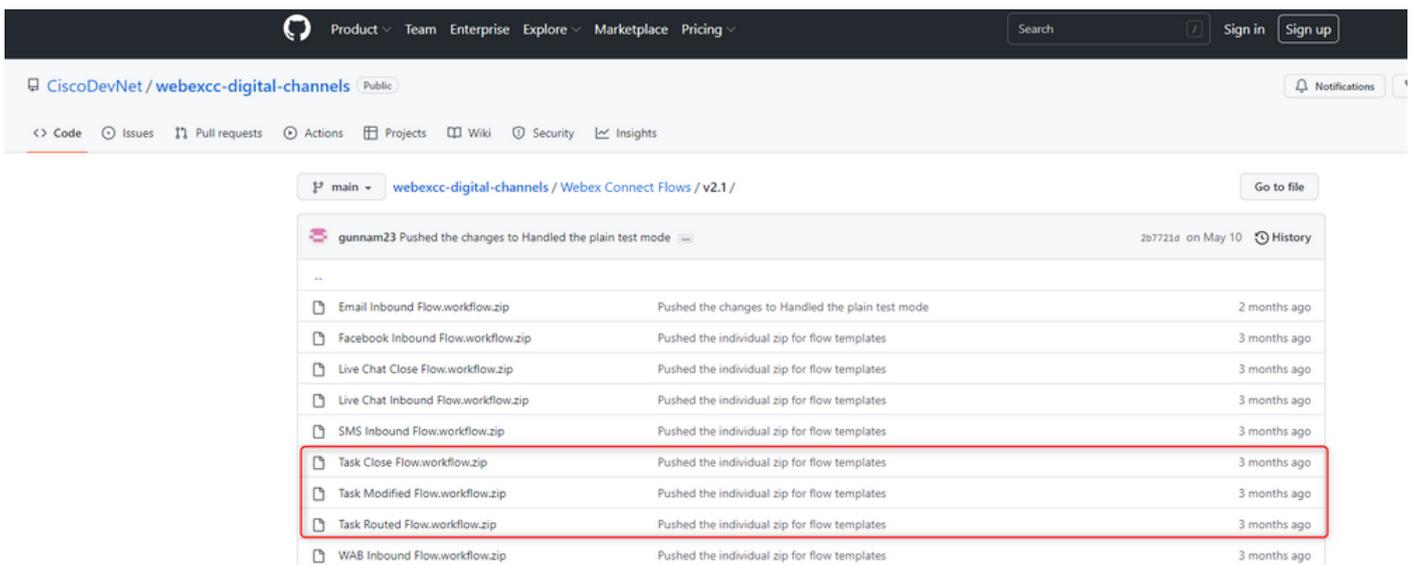
Step 3. Download Core Task Flows.

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

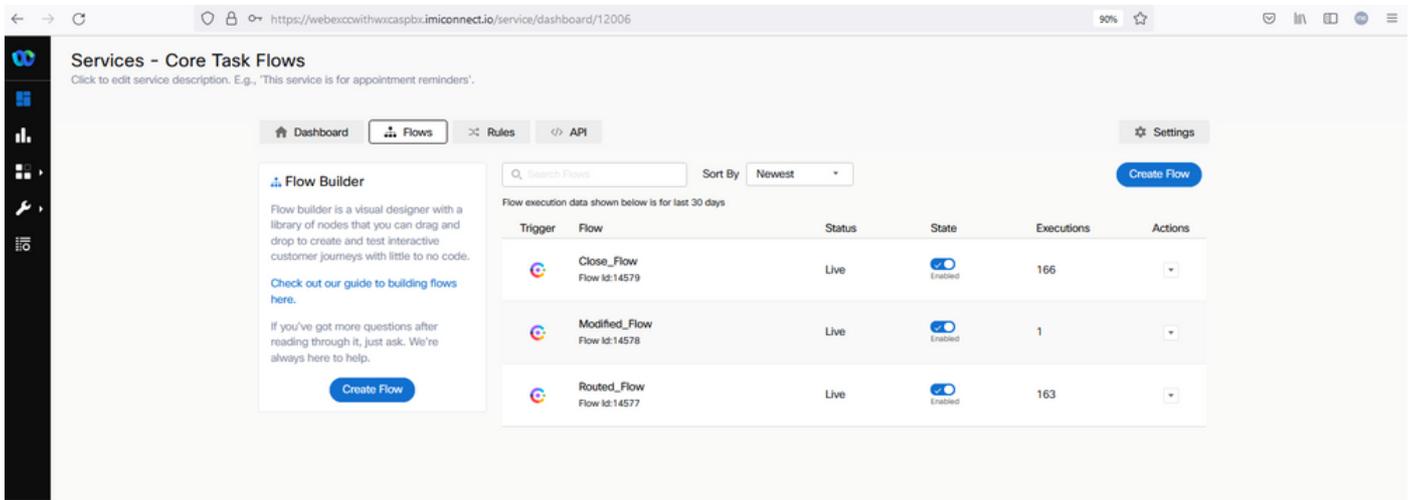
Workflows Overview:

- Channel specific **inbound** workflows needs to be created per channel/trigger
- **Routed** workflow is 1 per instance and gets triggered when an agent clicks 'Accept' button in WxCC desktop.
- **Modified** workflow is 1 per instance and gets triggered when an agents attempts transfer/conference in WxCC desktop.
- **Closed** workflow is 1 per instance and is triggered when agents click on 'End' button in WxCC desktop.
- Routed, Modified, Closed workflows are readily available and can be uploaded to the tenant and then updated with the tenant specific configuration.

Download the **Core Workflows** from **Github**: [Webex Connect Flows](https://github.com/CiscoDevNet/webexcc-digital-channels).



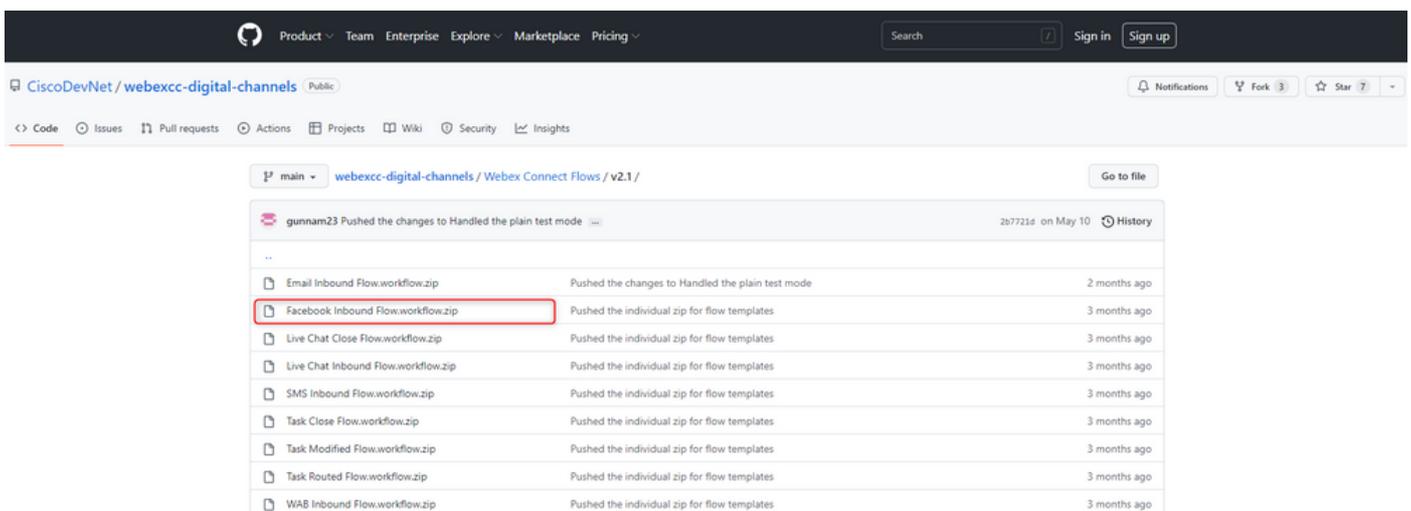
It is recommended to create separate **Services** in **Webex Connect** portal and host these flows there.



Step 4. Download preconfigured flow from GitHub for Facebook.

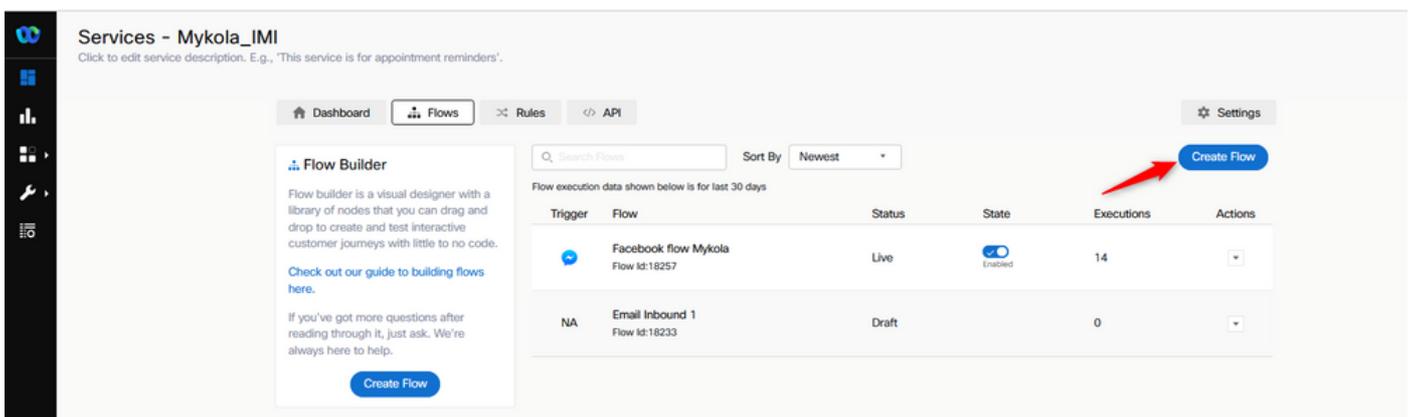
You do not have to create the flow from the start. There are some pre-configured flows that you can use. Navigate to [Webex Connect Flows](#).

and download the flow for Facebook integration.

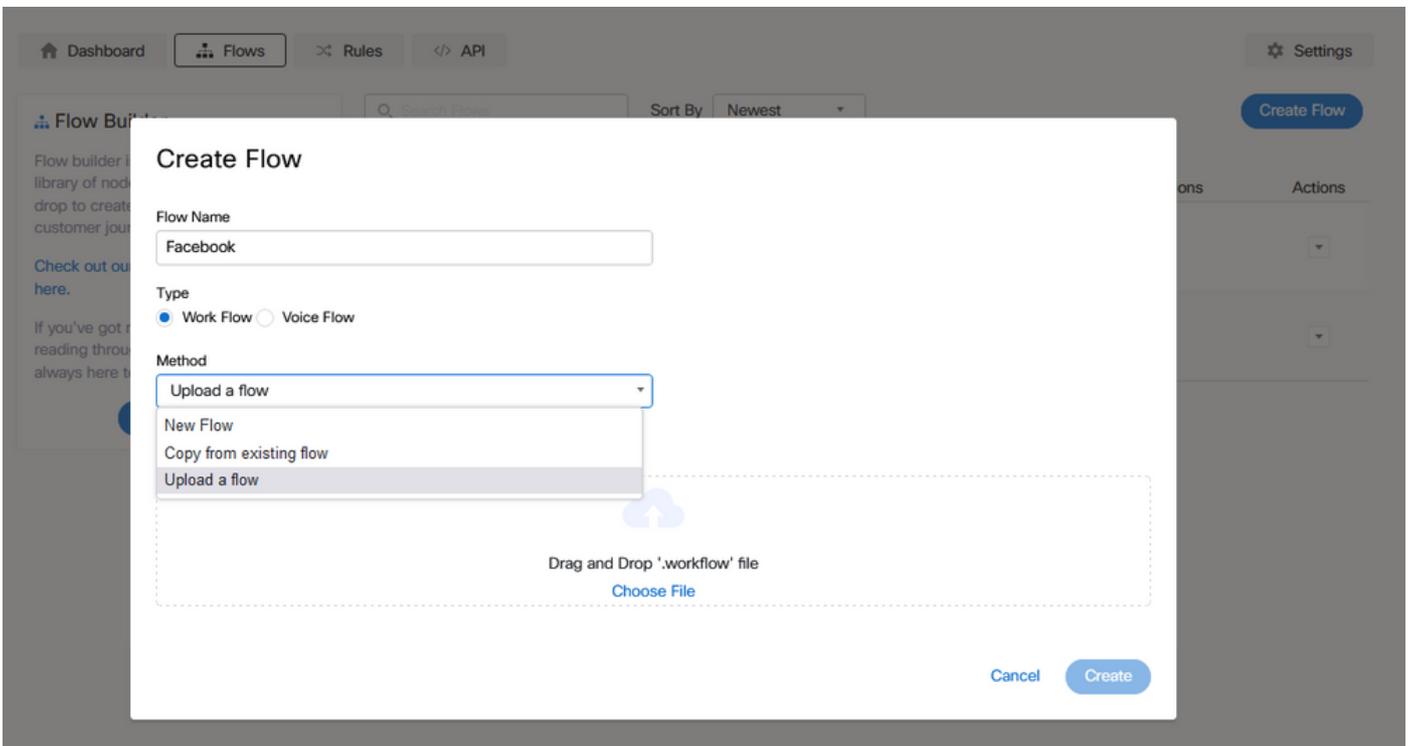


When you have flow on your PC, upload it to the **Flows** under your **Services**.

Click **Create Flow**.



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



Step 5. Set up Authorization.

Navigate to **Assets** and click on **Integrations**.



Configure authorization under **Webex CC Engage** integration.

< Manage Integration - Prebuilt Integration

Integration Details

Integration Details

Name : Webex CC Engage

Description : CRUD for imiengage test12223

Service : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock

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 : NA

Tenant Identifier : [Redacted]

Validate Signature : Disabled

Authorization for Inbound events

Authorization : Disabled

Node Authorizations

Authorization	Auth Type	Grant Type	Status	Action
> WxCC Engage Authorisation	oauth2	client_credentials	Authorized	[Dropdown]

Nodes

Node

[Add Authorization](#)

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

< Manage Integration - Prebuilt Integration

Integration Details

Integration Details

Name : **Webex CC Task**

Description : Make CRUD operations on WxCC task APIs

Service : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock

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 : NA

Tenant Identifier : [Redacted]

Validate Signature : Enabled

Secret Key	Created On	Created By	Status	Action
[Redacted]	02-08-2022 10:58 UTC -0400	Admin	Active	Discard

[Create Secret Key](#)

Authorization for Inbound events

Authorization : Disabled

Node Authorizations

Authorization	Auth Type	Grant Type	Status	Action
> WxCC Authorisation	oauth2	authorization_code	Authorized	[Dropdown]

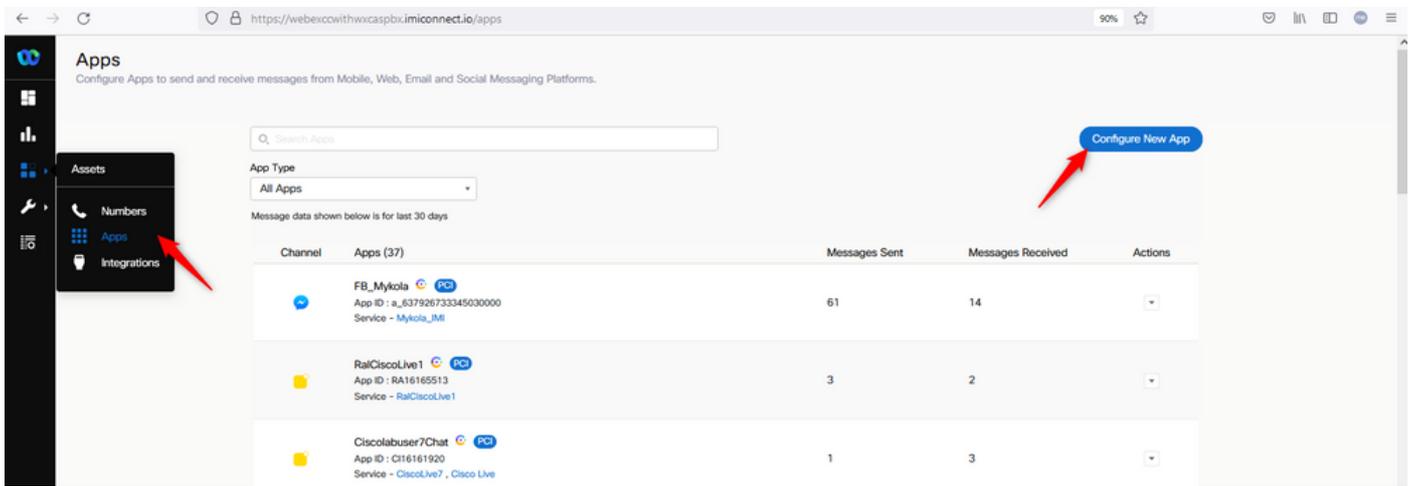
Nodes

Node

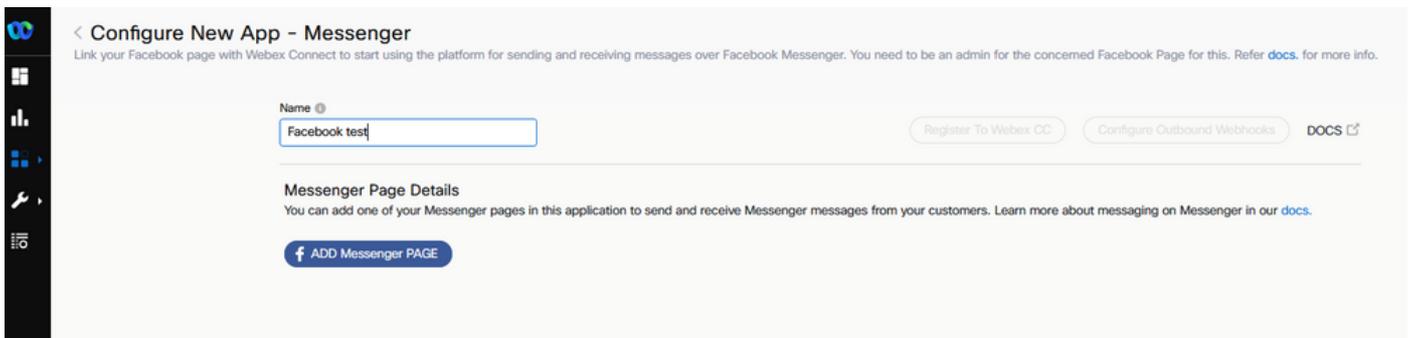
[Add Authorization](#)

Step 6. Create Facebook App on Webex Connect portal.

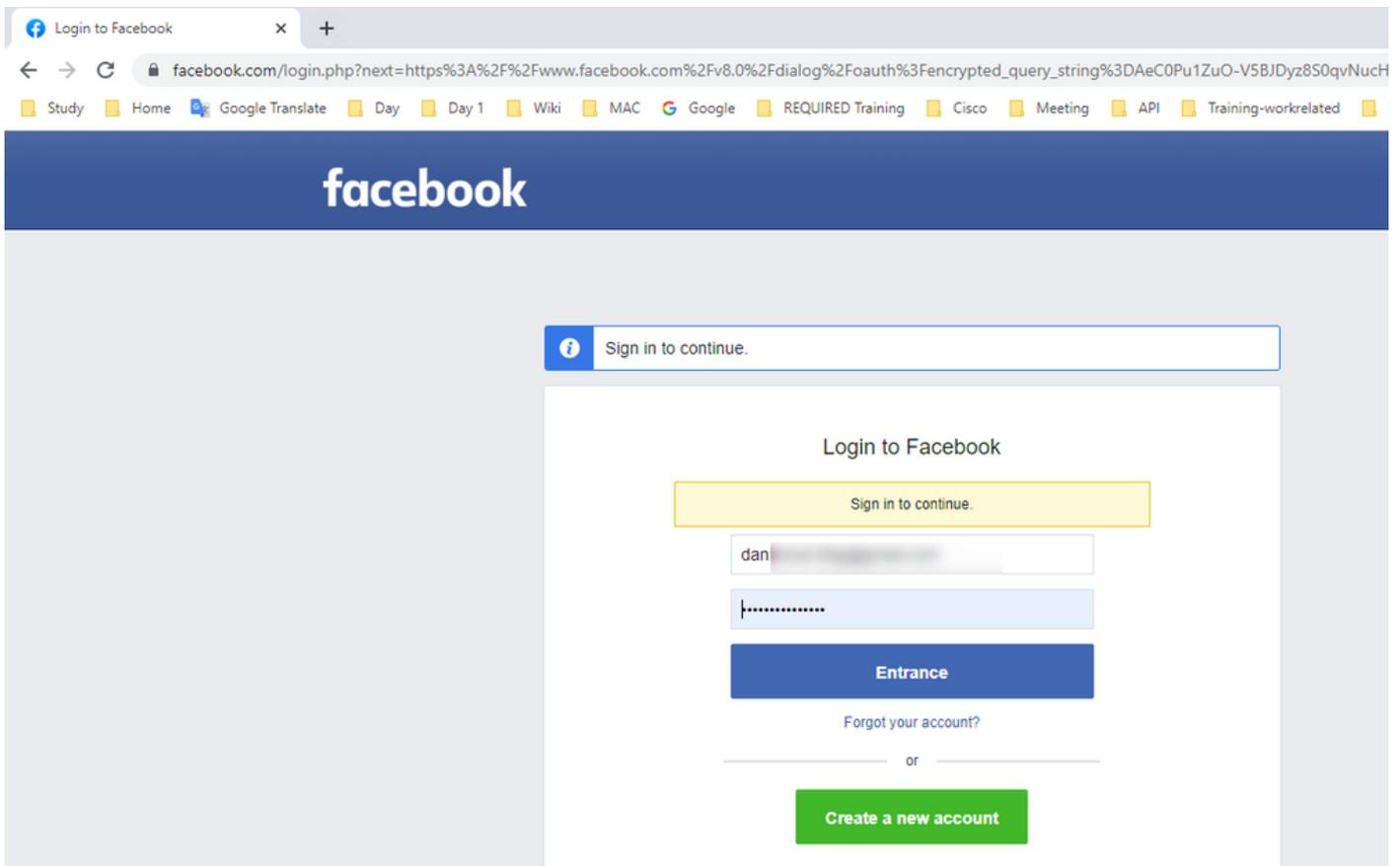
App on the **Webex Connect** portal is basically the Entry Point. In order to create **New App**, navigate to **Assets** and click on **Configure New App**.



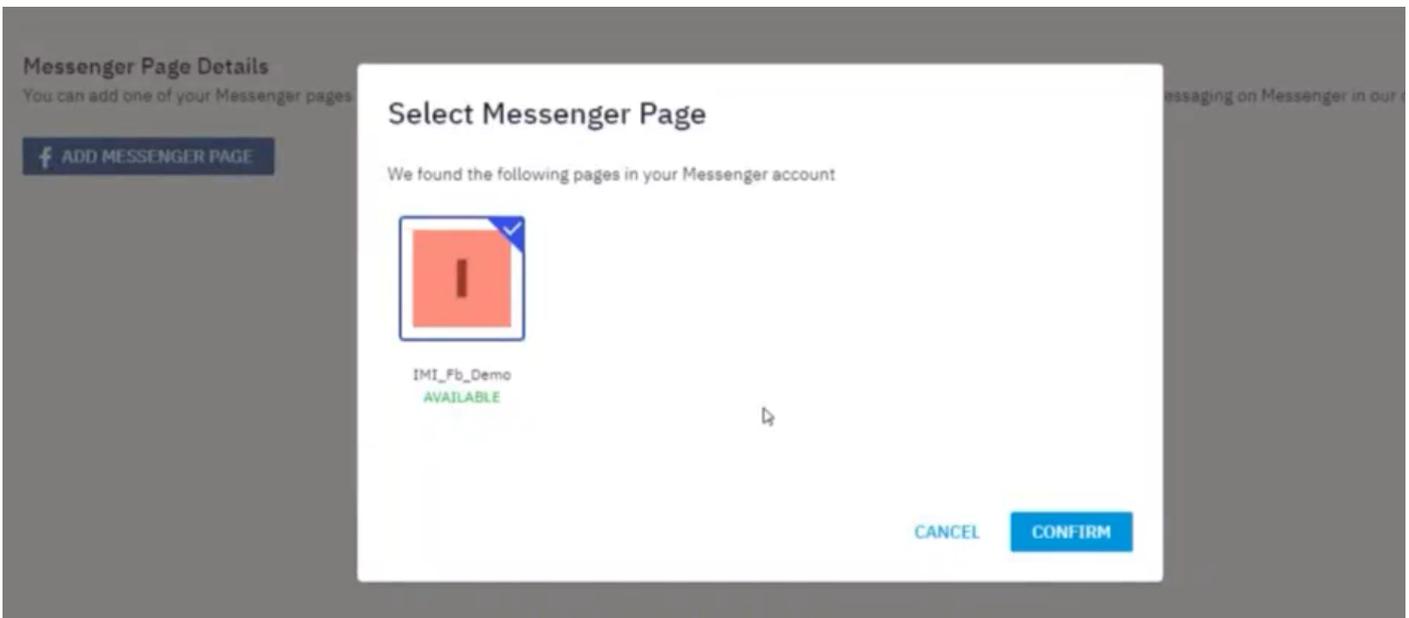
Give your app a name and **Add Messenger Page**.



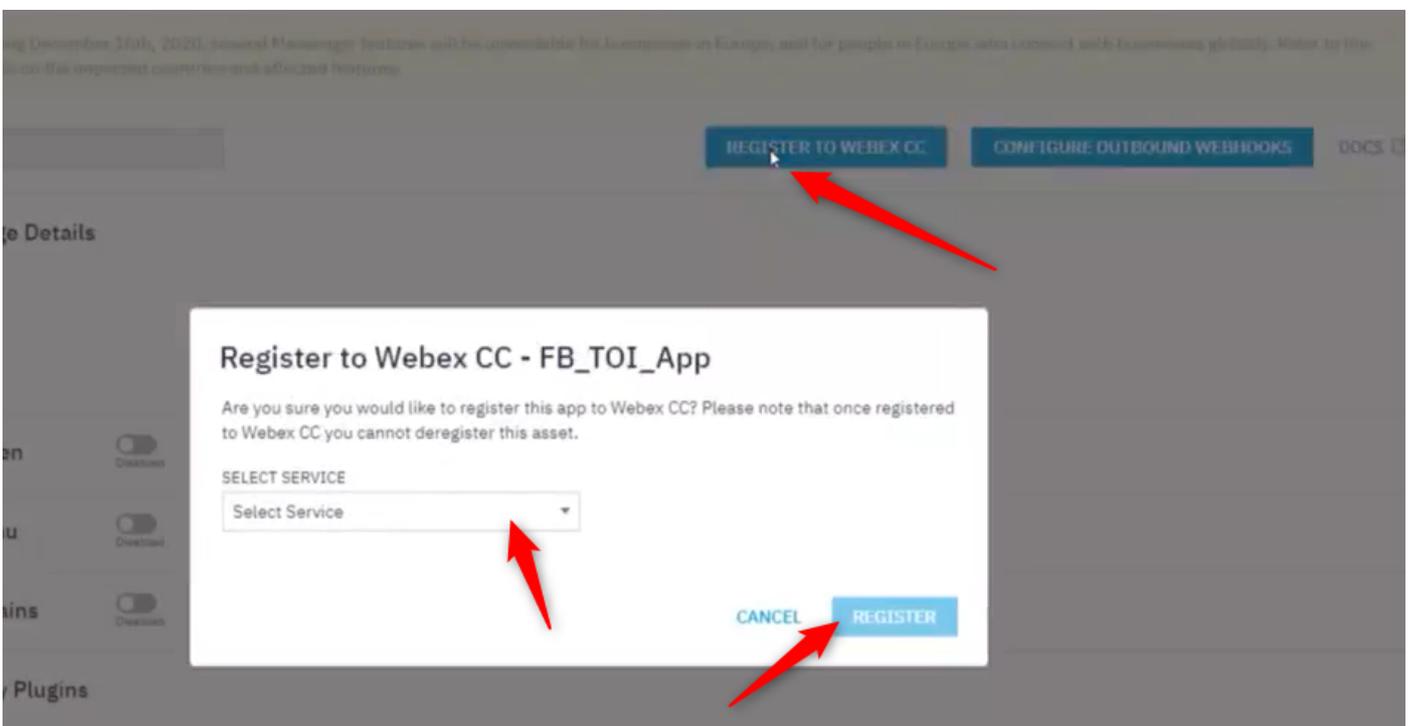
The App can be mapped to a specific Facebook page. Enter the Facebook credentials to map the app to an open Facebook page.



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

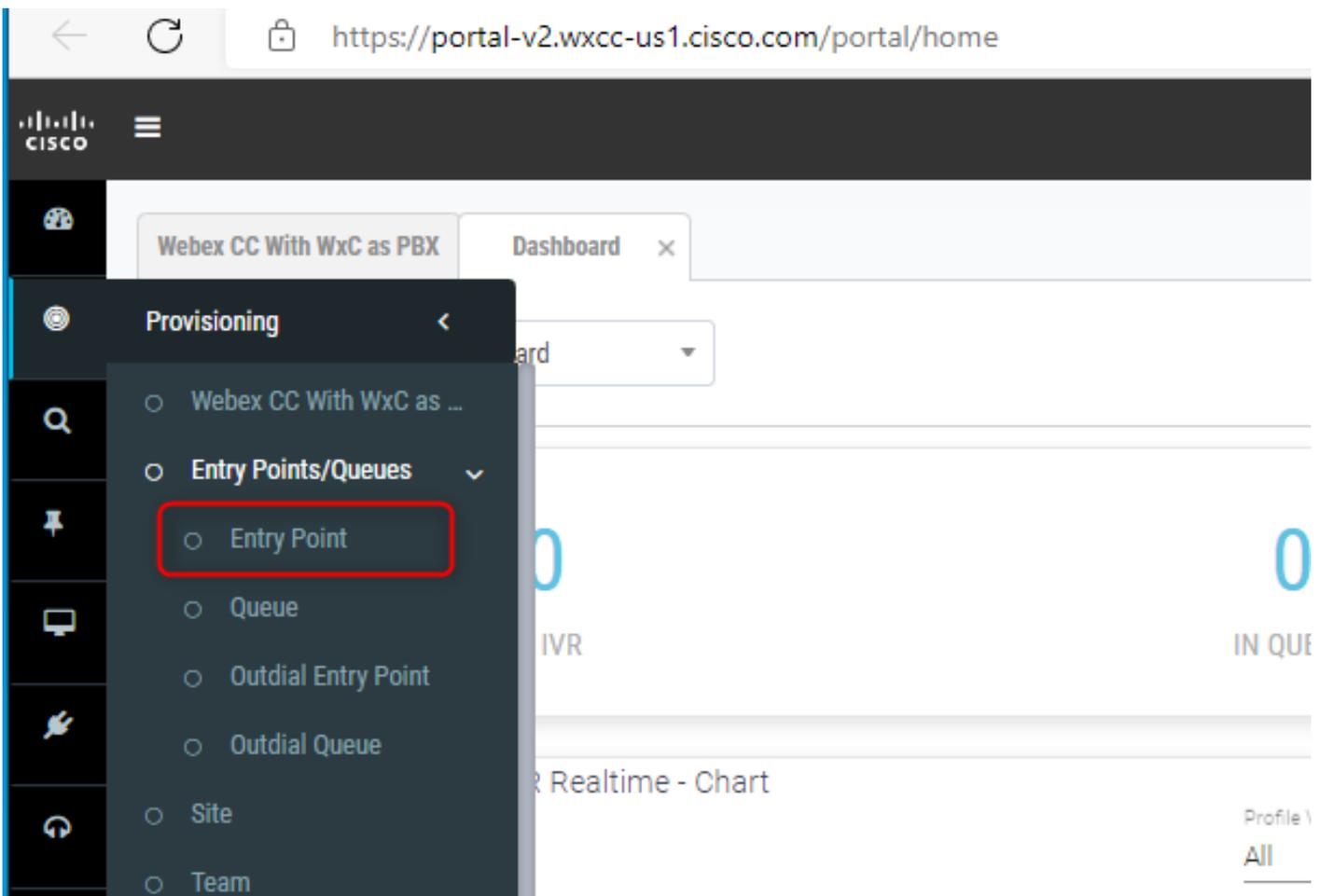


Register the Facebook page with Webex cc in order to see it in the Webex Contact Center admin portal.



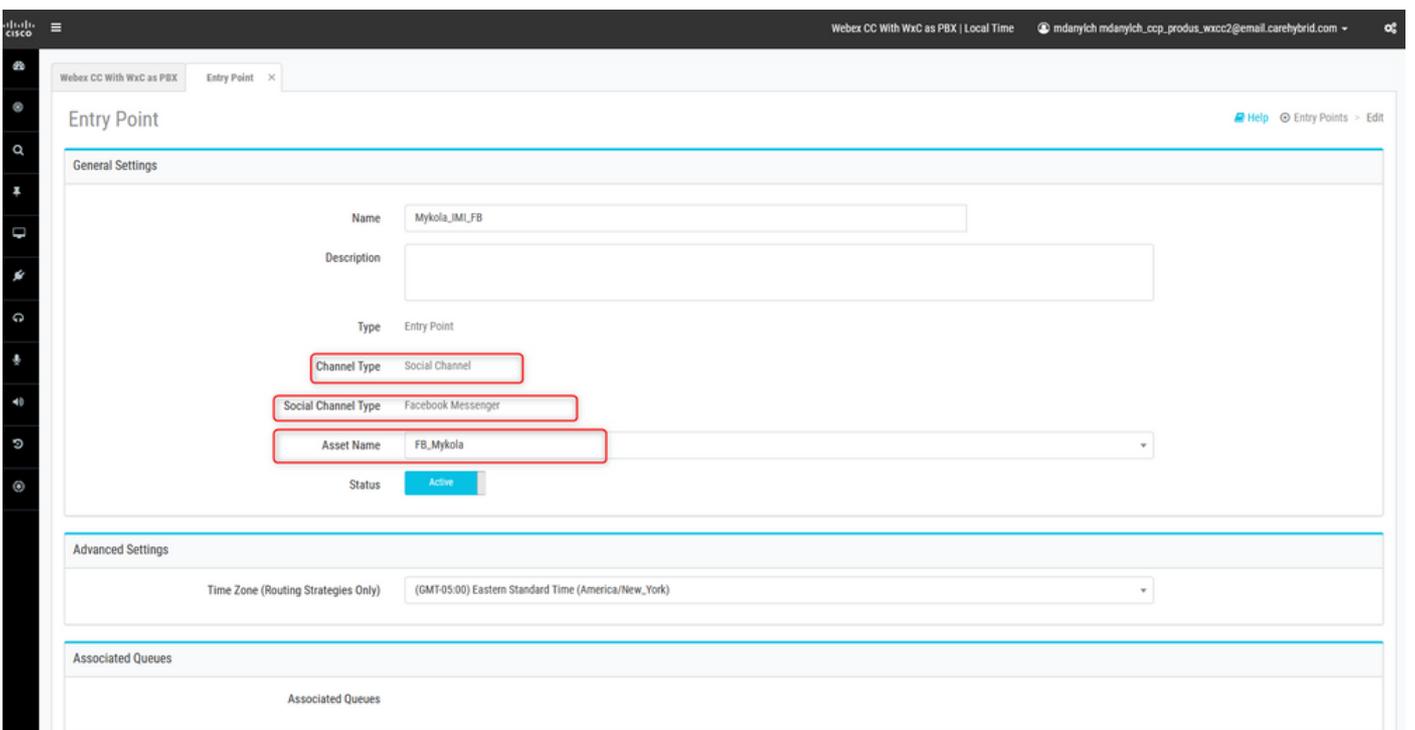
Step 7. Create an Entry Point and Queue in the Webex Contact Center admin portal.

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



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

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



Create queue with Channel Type - Social Channel.

Queue Routing Type could be Longest Available Agent OR Best Available Agent.

Add team to the list.

General Settings

Name: Mykola-IMI-FB-Q

Description:

Type: Queue

Channel Type: Social Channel

Status: Active

Contact Routing Settings

Queue Routing Type: Longest Available Agent

Conversation Distribution: Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses.

+ Add Group

Team Name	Site Name	Team Type
Team_HQ	WashingtonDC_HQ	Agent Based

Advanced Settings

Maximum Time in Queue: 3600 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.

Services - Mykola_IMI

Click to edit service description. E.g., 'This service is for appointment reminders'.

Dashboard | Flows | Rules | API | Settings

Flow Builder

Flow execution data shown below is for last 30 days

Trigger	Flow	Status	State	Executions	Actions
	Facebook flow Mykola Flow ID: 18257	Live	Enabled	15	

Click on Settings

Facebook flow Mykola

1 - Live

Settings

Define the Global Variables under the Custom Variables fields.

General Flow Outcomes **Custom Variables**

Define values for custom variables you have created in the flow.

Variable Name	Default Value (Optional)	Externalize
FBpageid	104482825663424	<input type="checkbox"/>
appid	a_637926733345030000	<input type="checkbox"/>
messengerPayloadObject		<input type="checkbox"/>
messagetext		<input type="checkbox"/>
attachmentURL		<input type="checkbox"/>
nonPCComplianceReasonObject		<input type="checkbox"/>
conversationId		<input type="checkbox"/>
isPCValidationDone		<input type="checkbox"/>
isPCCompliance	false	<input type="checkbox"/>
dropCountAttachments	0	<input type="checkbox"/>

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

Apps
Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.

Search Apps

Configure New App

App Type: All Apps

Message data shown below is for last 30 days

Channel	Apps (37)	Messages Sent	Messages Received	Actions
	FB_Mykola App ID - a_637926733345030000 Service - Mykola_ML	62	15	

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

< Manage App - Messenger

Link your Facebook page 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. Refer docs, for more info.

Name: FB_Mykola

Register To Webex
Registered on 2022-07-06 03:03:06.0 and assigned to Mykola_ML

Configure Outbound Webhooks DOCS

Messenger Page Details

Messenger page: Mykola Test FB page

ADMIN: Nick Danilchuk
Added By: Nick Danilchuk

Welcome Screen: Disabled

Persistent Menu: Disabled

Whitelist Domains: Disabled

Page Discovery Plugins

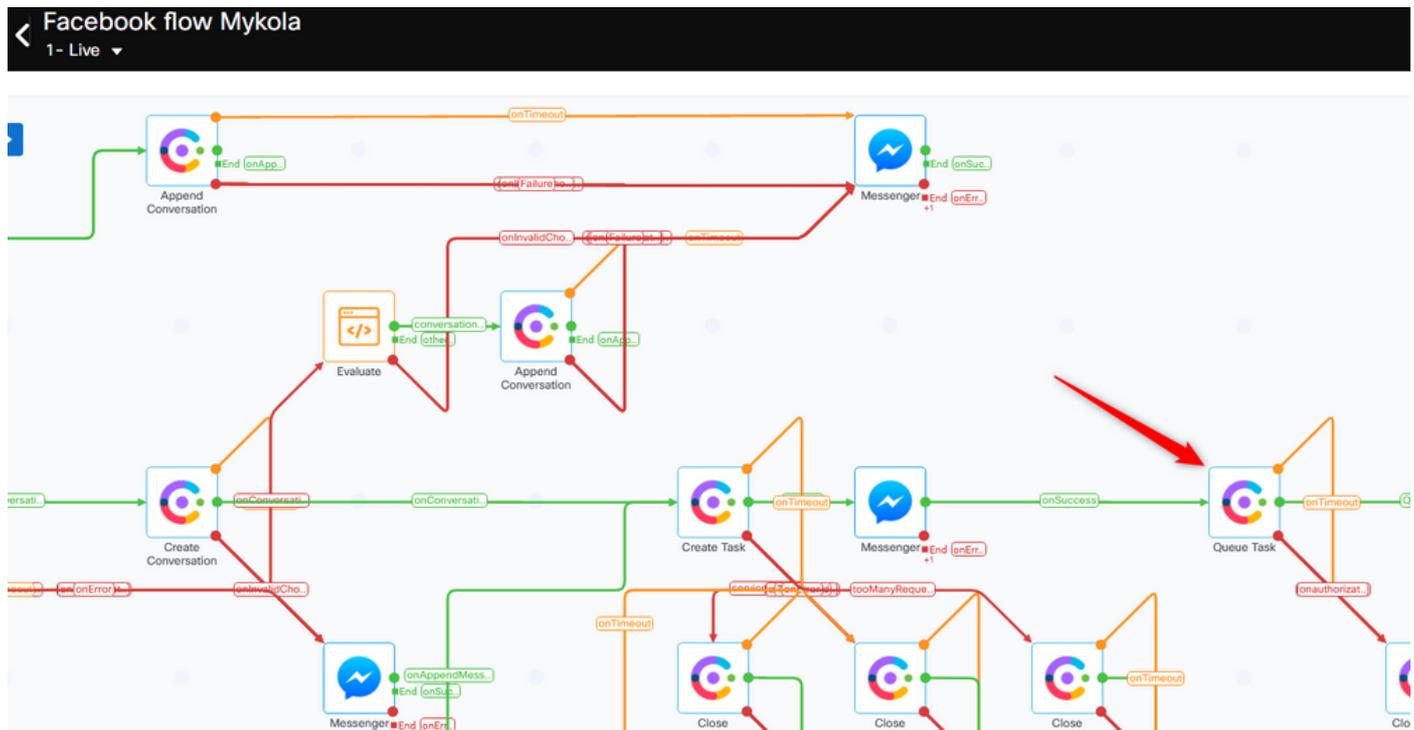
Message Us

Message us plugin renders a button 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 SDK and the code snippet below to use this plugin on your website.

```
<div class="fb-messengermessageus"
messenger_app_id="1822698121398487"
page_id="104482825663424"
color="blue | white"
size="standard | large | xlarge">
</div>
```

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

Configuration Transition Actions (Optional)

Method Name: Queue task

NODE RUNTIME AUTHORIZATION: WxCCTacRootConnect

Task ID: \$(fid)

Conversation ID: \$(conversationId)

Media Type: Social

MEDIA CHANNEL: Facebook Messenger

Queue details

Queue Name: Mykola-IMI-FB-Q

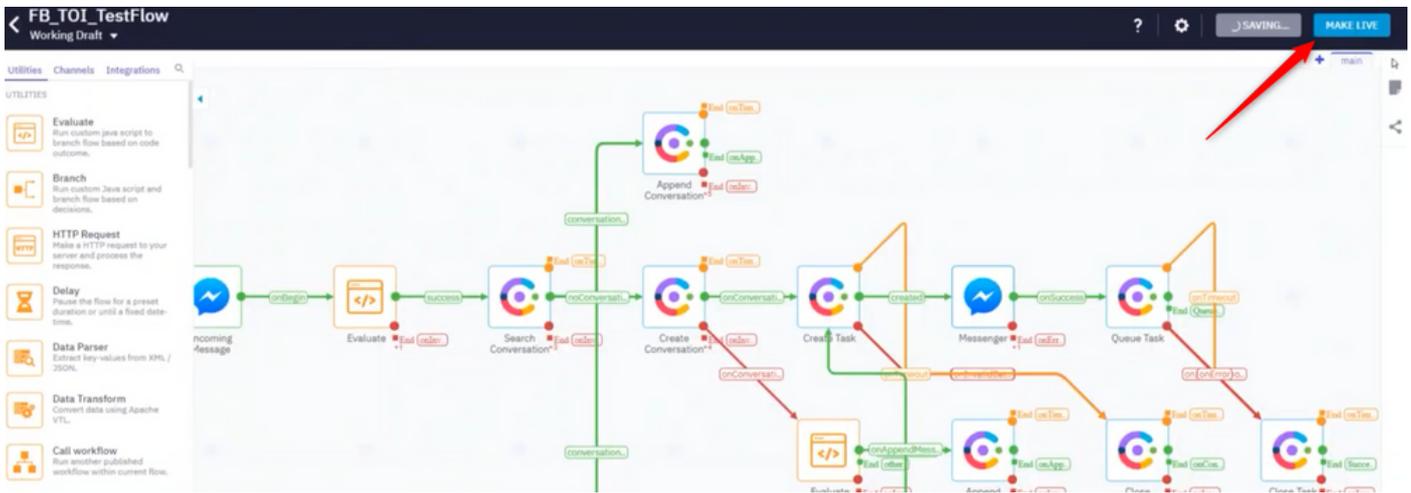
Queue routing Type: Longest available agent

Input Variables

List of variables available as input for this node

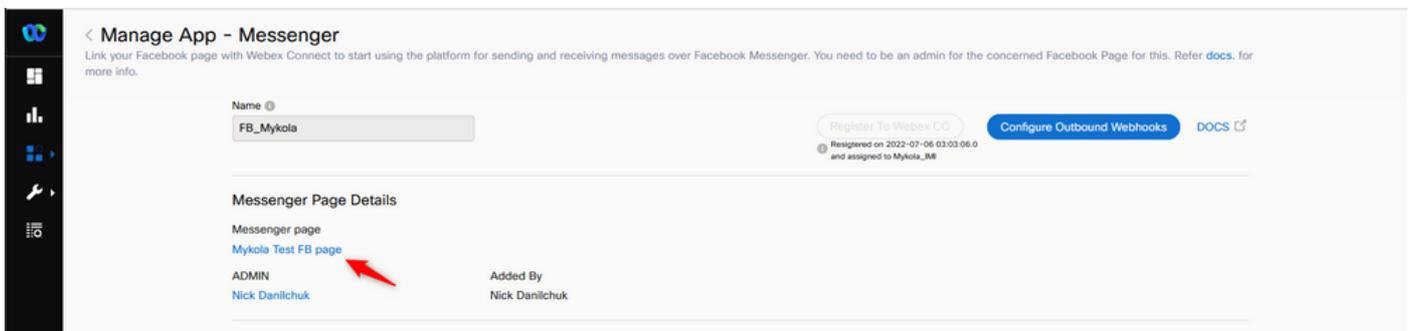
- Custom Variables [F18257]
- Start Node ID: 2
- Evaluate Node ID: 9
- Messenger Node ID: 23
- Search Conversation Node ID: 1687
- Create Conversation Node ID: 1688
- Re-open Conversation Node ID: 1691
- Append Conversation Node ID: 1693
- Create Task Node ID: 1697

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



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



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



The agent can receive the message on the Agent Desktop.

