



## Social Channel

---

The Social Channel enables you to interact with your customers on Facebook Messenger and SMS.



---

**Note** This Social Channel option appears only if you've a Social Channel subscription.

---

- [Set Up a Social Channel Connector and Map to an Entry Point, on page 1](#)

## Set Up a Social Channel Connector and Map to an Entry Point

To set up Social Channels:

### Procedure

---

- Step 1** Configure the Social Channel connector on Control Hub. For details, see [Set Up Social Channel Connectors for Cisco Webex Contact Center](#)
  - Step 2** Create an Entry Point and select the Social Channel Type. For details, see [Create an Entry Point or an Outdial Entry Point](#).
  - Step 3** Map an Entry Point to a Social Channel connector. For details, see [Map an Entry Point](#).
-

