

使用Facebook配置Webex Connect

目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[設定](#)

[步驟1.調配數字通道。](#)

[步驟2.在Webex Connect門戶中建立服務。](#)

[步驟3.下載核心任務流。](#)

[步驟4.從GitHub for Facebook下載預配置的流。](#)

[步驟5.設定授權。](#)

[步驟6.在Webex Connect門戶上建立Facebook應用。](#)

[步驟7.在Webex客服中心管理門戶中建立入口點和隊列。](#)

[步驟8.在Webex Connect流中配置全域性變數。](#)

[步驟9.將來自Webex客服中心門戶的隊列分配給Webex Connect門戶中的流。](#)

[步驟10.檢查Facebook消息流功能。](#)

簡介

本文介紹使用Facebook配置Webex Connect的步驟。

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必要條件

需求

思科建議您瞭解以下主題：

- Webex客服中心(WxCC)2.0
- 已配置Facebook流的Webex Connect門戶

採用元件

本檔案中的資訊是根據以下軟體版本：

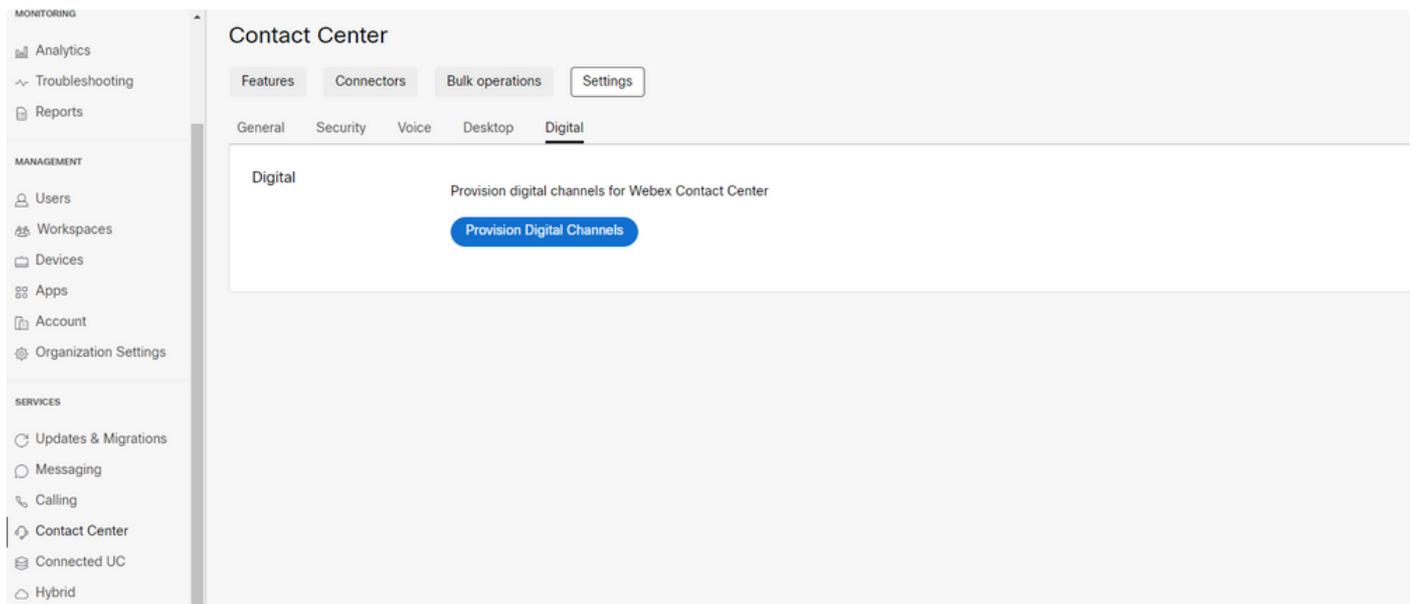
- WxCC 2.0
- Webex Connect (正式名稱為IMI)

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 (預設) 的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

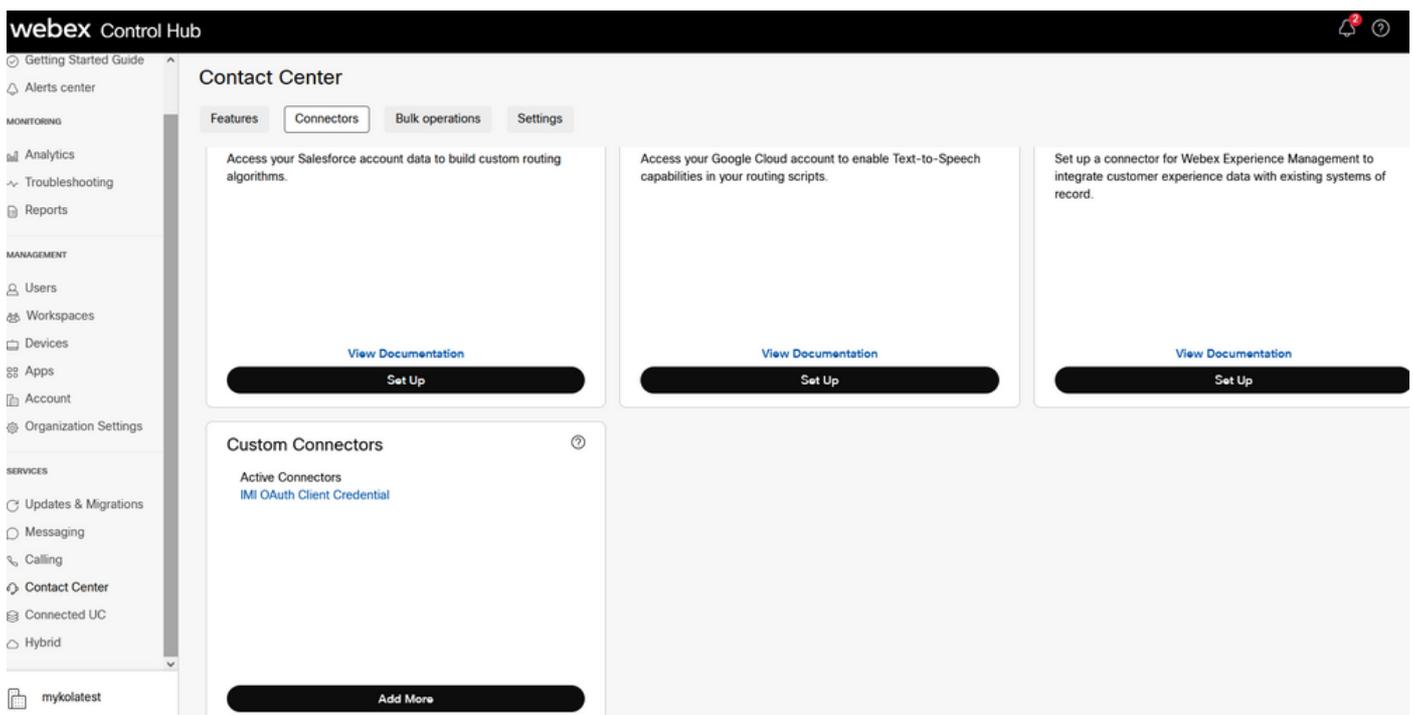
設定

步驟1.布建數位通道。

導航至 **Control Hub > Contact Center > Digital**，然後選擇 **Provision Digital Channels**。



在設定連結器後，您可以看到 **Custom Connectors** 卡。



開啟連結器以檢視身份驗證詳細資訊。

< IMI OAuth Client Credential

Credentials

Name *

IMI OAuth Client Credential

Resource Domain *

https://api-us-site-1.

Client ID

e585196 c6ab433

Client Secret

/UayJsGtw CbzyOjWSbjE9o=

Scope

Token URL

https://api-us-site-1.imiengage.io/api/v1/oauth/token

步驟2.在Webex Connect門戶中建立服務。

如果您仍然沒有為租戶建立任何服務，或者希望將您的所有整合與其他使用者分開，請建立一個新服務。

Services

Create workspaces for your business cases or customer journeys. You can create unlimited number of services.

Search Services

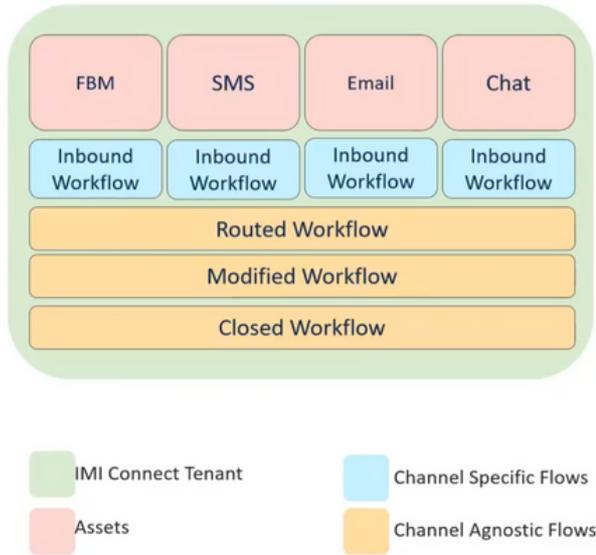
Service metrics shown below are for last 30 days

Service Name	Count	Count	Percentage
Mykola_IMI	61	14	100
Cisco_Live_Test_Anuj_Ramiro	18	19	55.55
Bala_IMI_Integration	0	0	0

Create New Service

步驟3.下載核心任務流。

必須使用 Core Task Flows例如 Routed, Modified, 和 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.

下載 Core Workflows 來自 Github: [Webex Connect Flows](https://github.com/CiscoDevNet/webexcc-digital-channels).

The screenshot shows the GitHub repository page for CiscoDevNet/webexcc-digital-channels. The repository contains several workflow files, with three files highlighted in a red box:

File Name	Description	Pushed
Email Inbound Flow.workflow.zip	Pushed the changes to Handled the plain test mode	2 months ago
Facebook 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

建議在中建立單獨的服務 Webex Connect 門戶並託管這些流量。

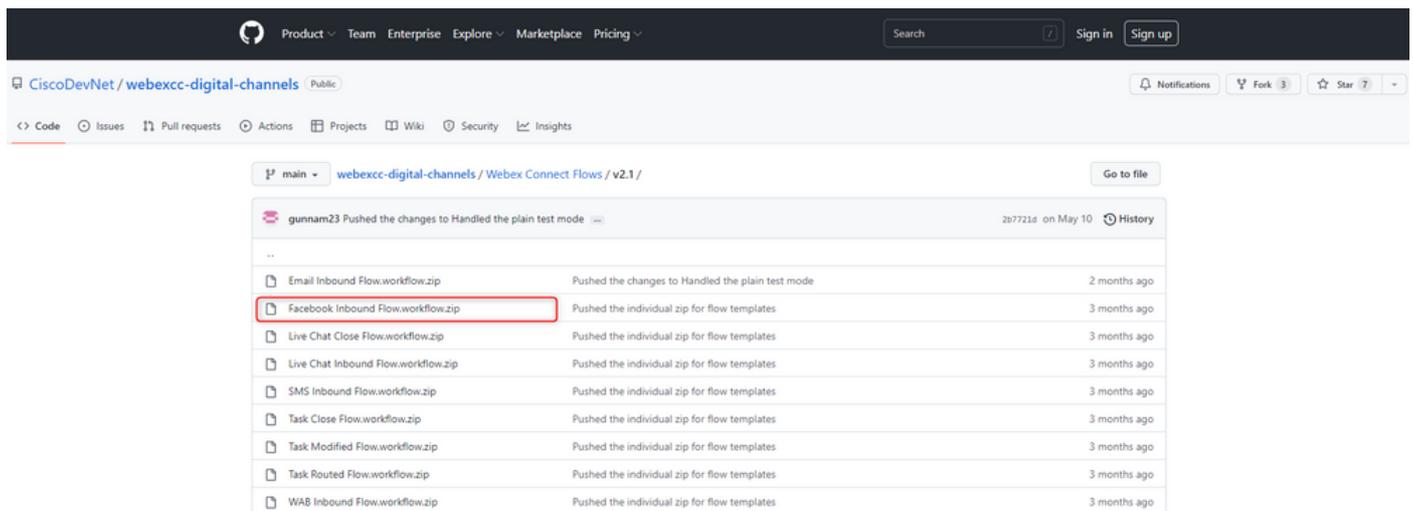
The screenshot shows the Webex Connect dashboard for Core Task Flows. The dashboard displays a table of flow execution data for the last 30 days:

Trigger	Flow	Status	State	Executions	Actions
	Close_Flow Flow Id:14579	Live	Enabled	166	
	Modified_Flow Flow Id:14578	Live	Enabled	1	
	Routed_Flow Flow Id:14577	Live	Enabled	163	

步驟4.從GitHub for Facebook下載預配置的流。

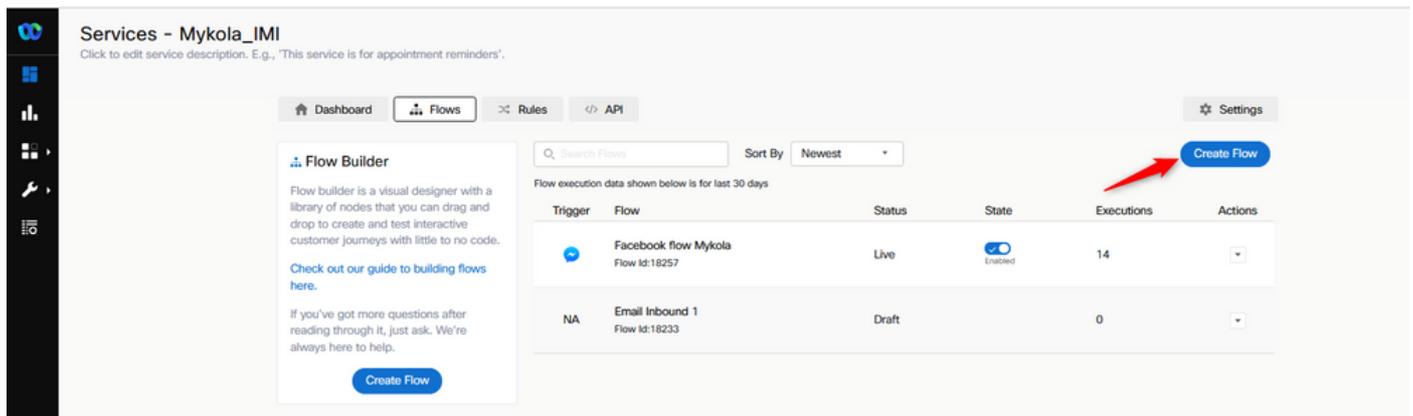
您不必從頭開始建立流。有一些預配置的流可以使用。導覽至[Webex Connect Flows](#)。

下載用於Facebook整合的流程。

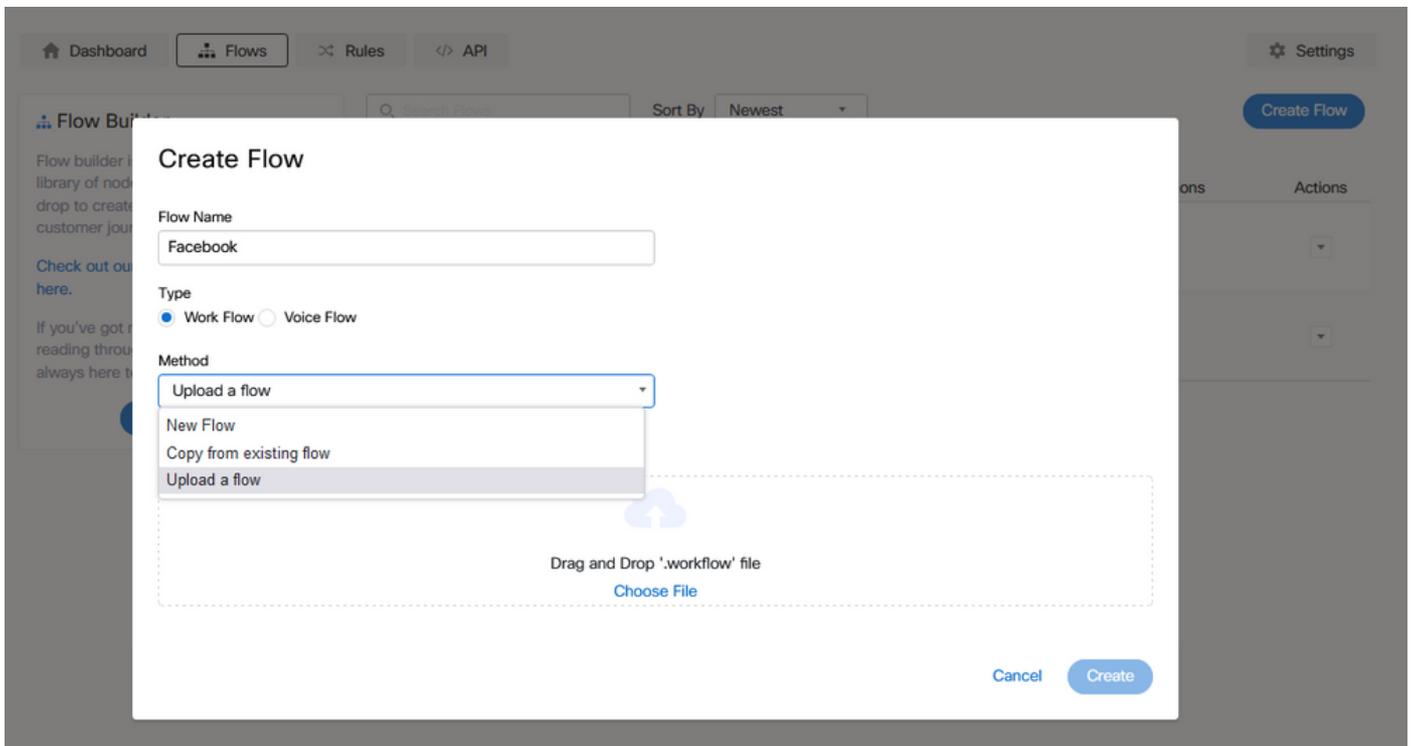


當您的PC上有流量時，請將其上傳到 **Flows** 在 **Services**。

按一下 **Create Flow**。

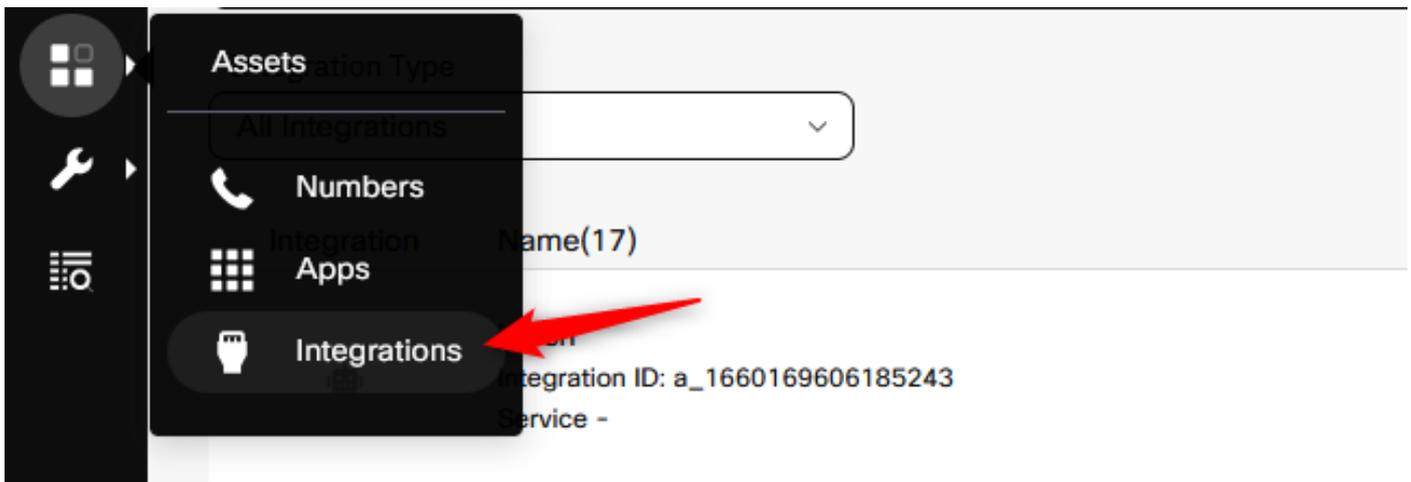


拖放預配置的流，以便將其上傳到服務。



步驟5.設定授權。

導航至 **Assets** 然後點選 **Integrations**。



配置授權 **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](#)

在中配置授權並生成金鑰 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]

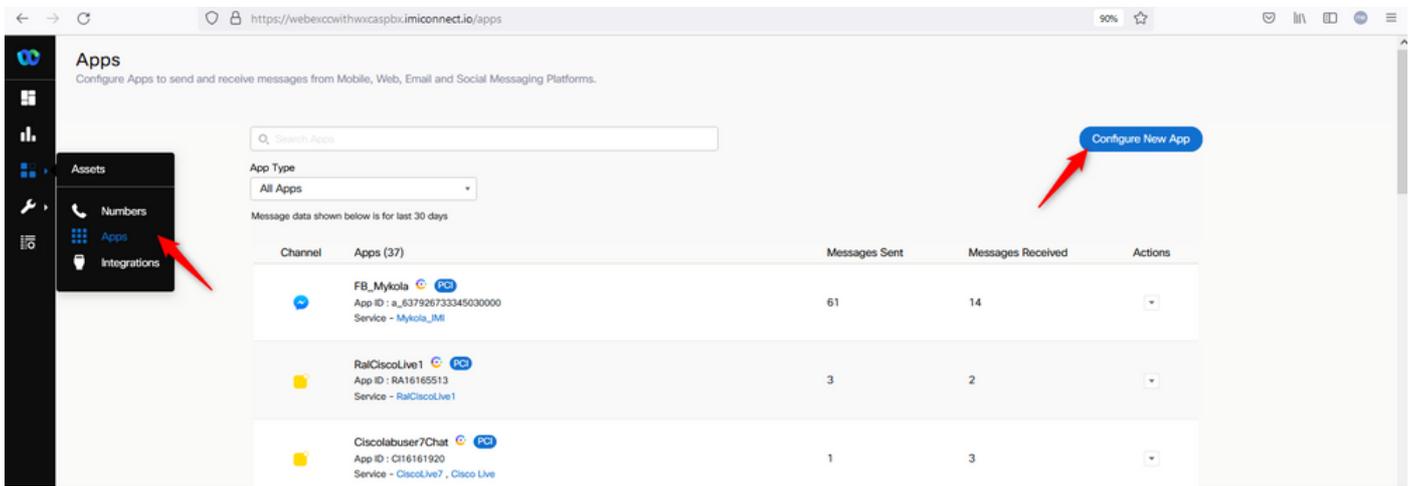
Nodes

Node

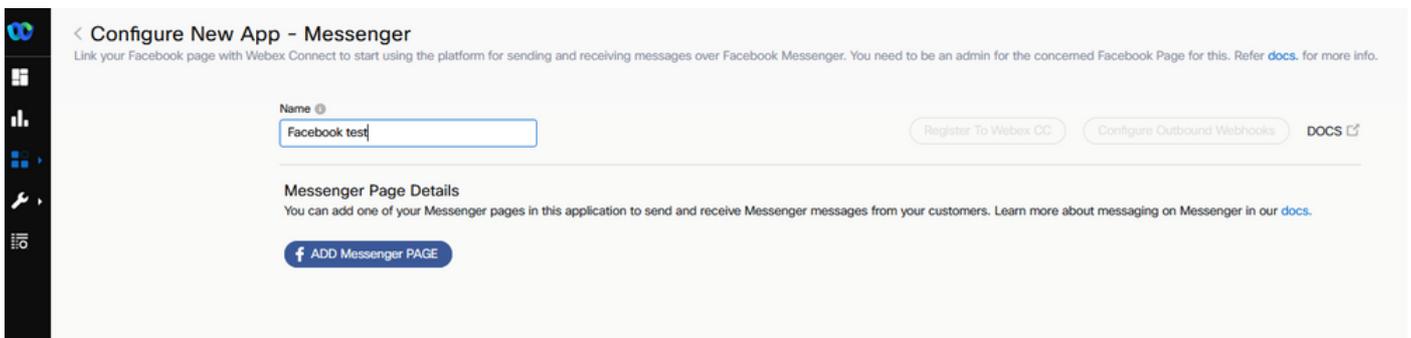
[Add Authorization](#)

步驟6.在Webex Connect門戶上建立Facebook應用。

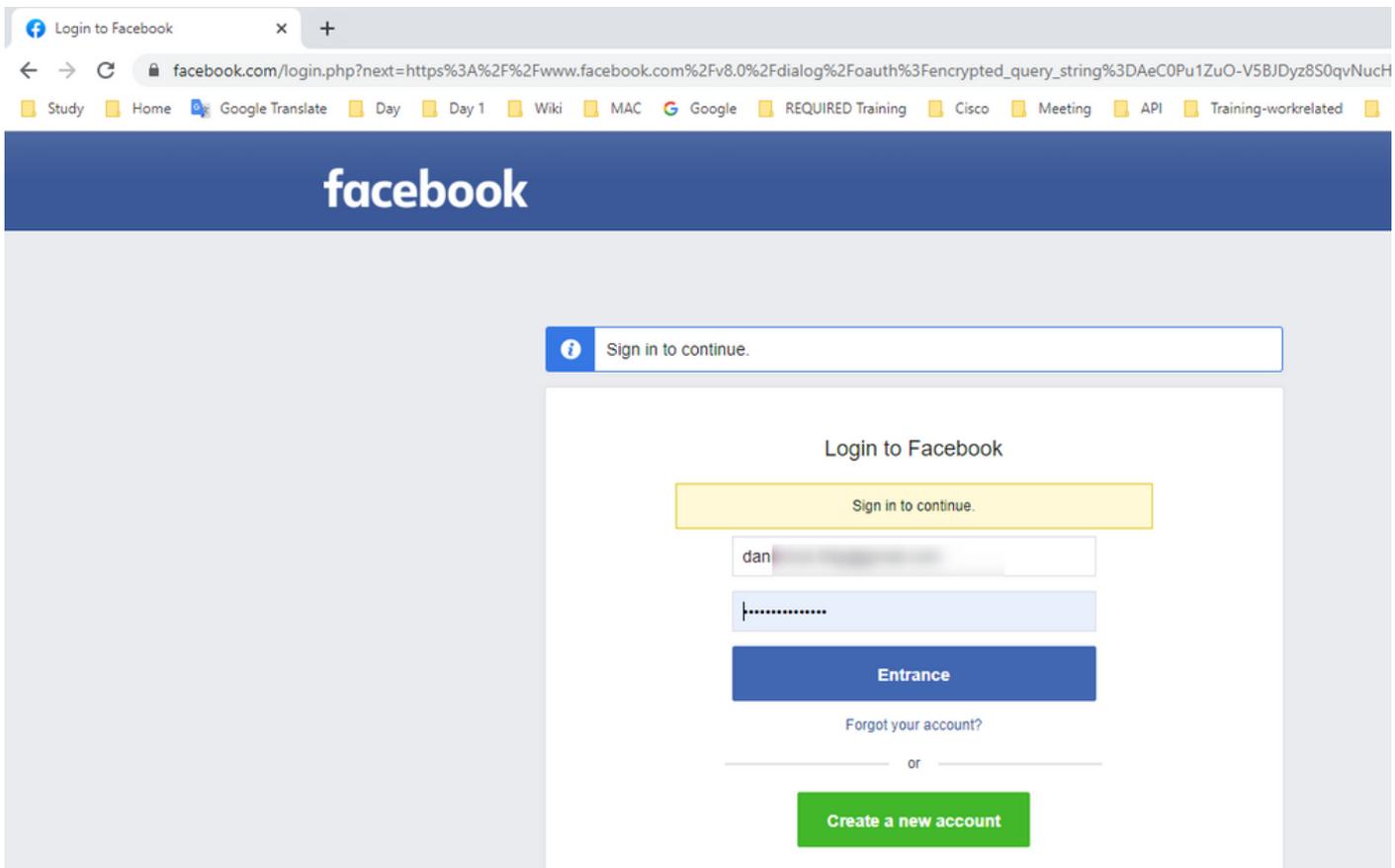
上的應用 Webex Connect 門戶基本上是入口點。為了建立 New App , 導航至 Assets 然後點選 Configure New App.



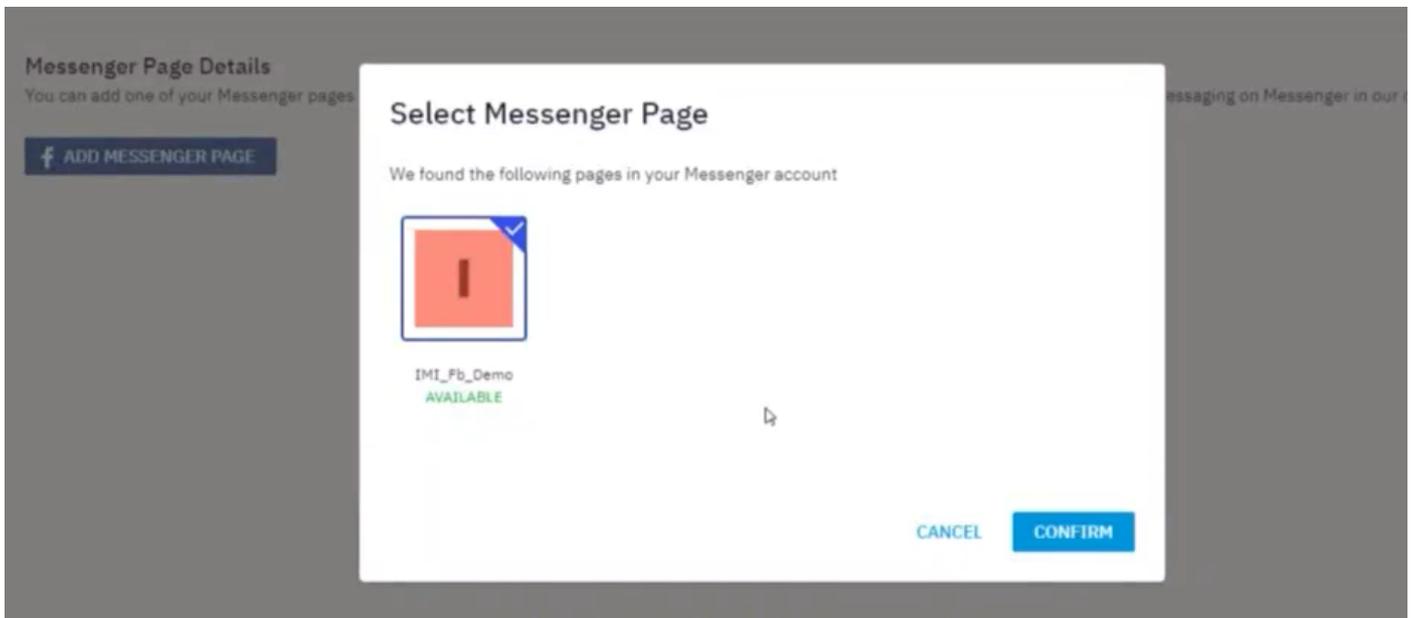
為您的應用提供名稱和 **Add Messenger Page**.



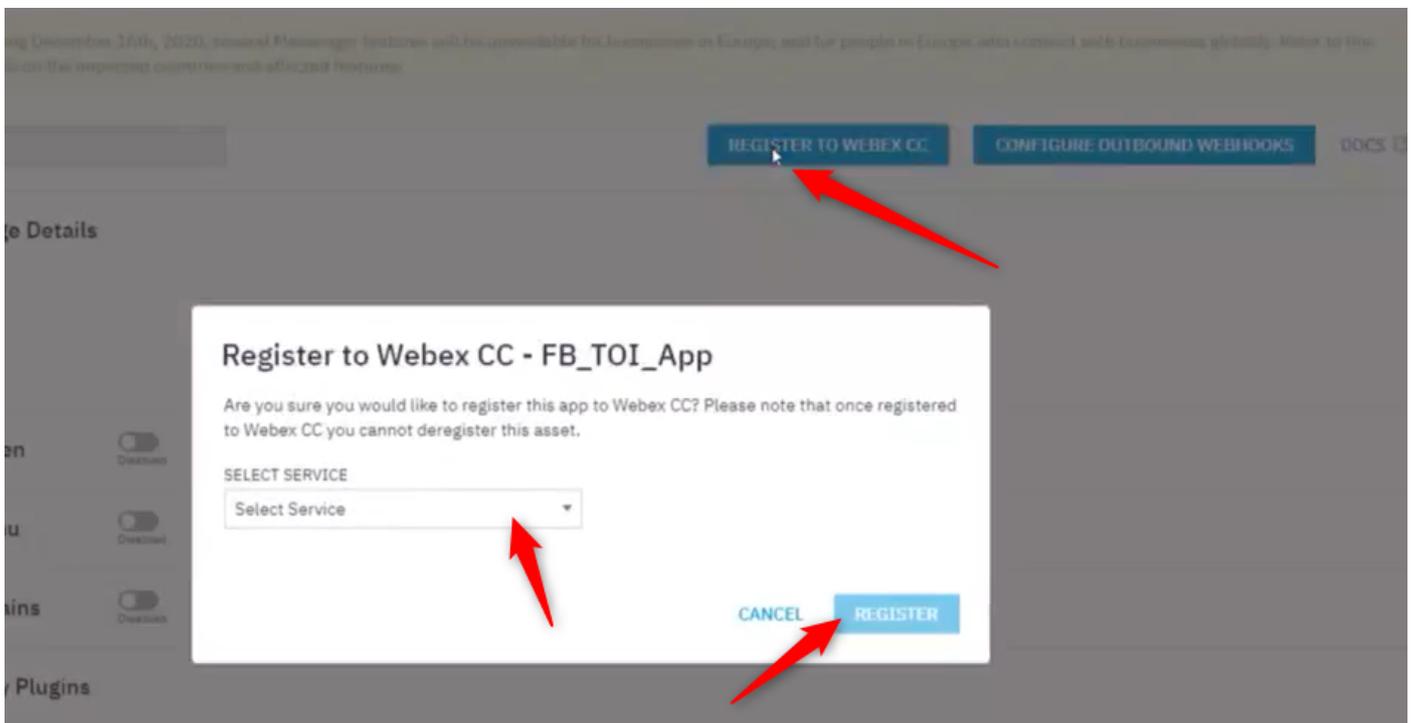
該應用可以對映到特定的Facebook頁面。輸入Facebook憑據以將應用對映到開啟的Facebook頁面。



選擇要用於此整合的開源頁面。

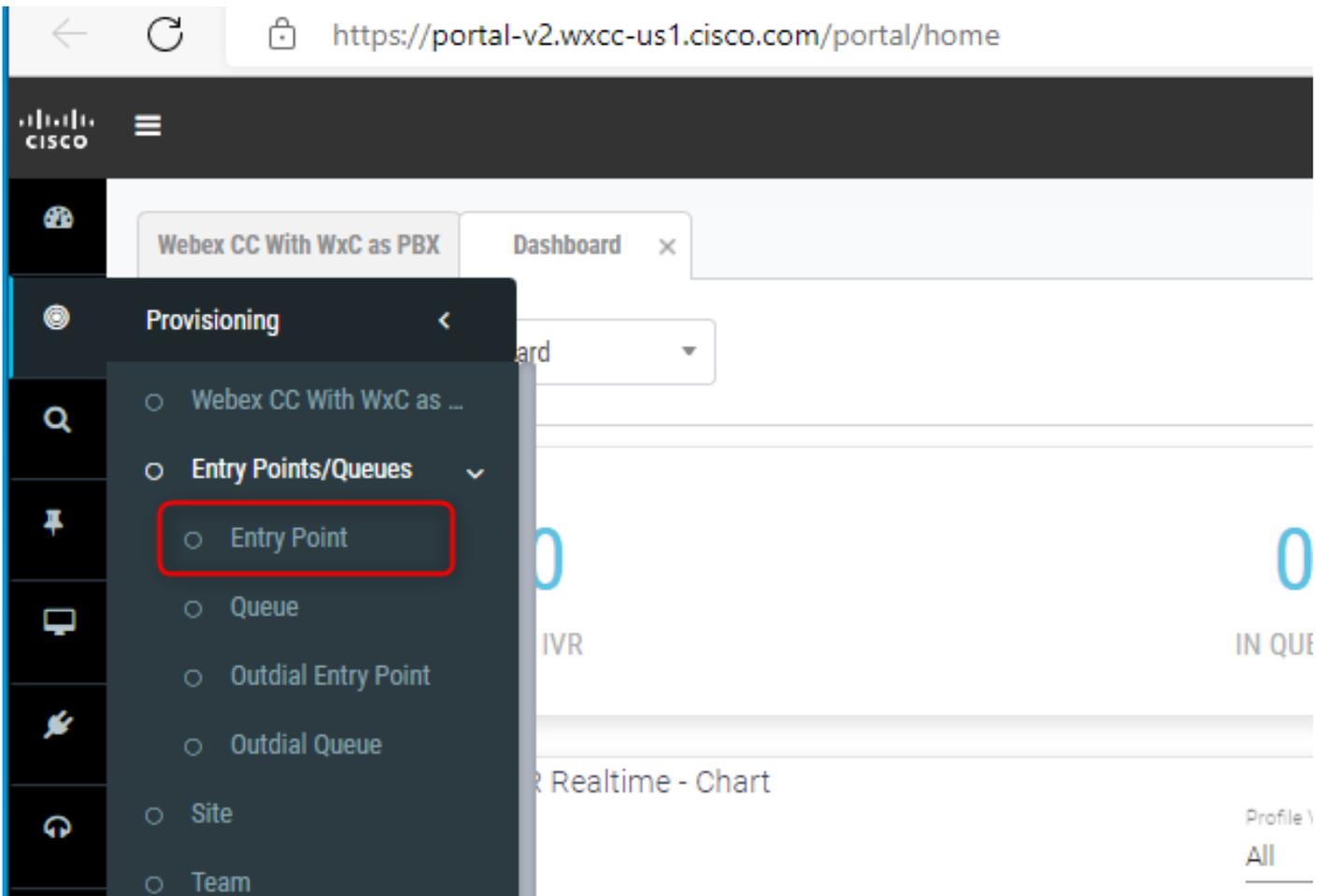


註冊Facebook頁面 Webex CC 以便在 Webex Contact Center 管理員門戶。



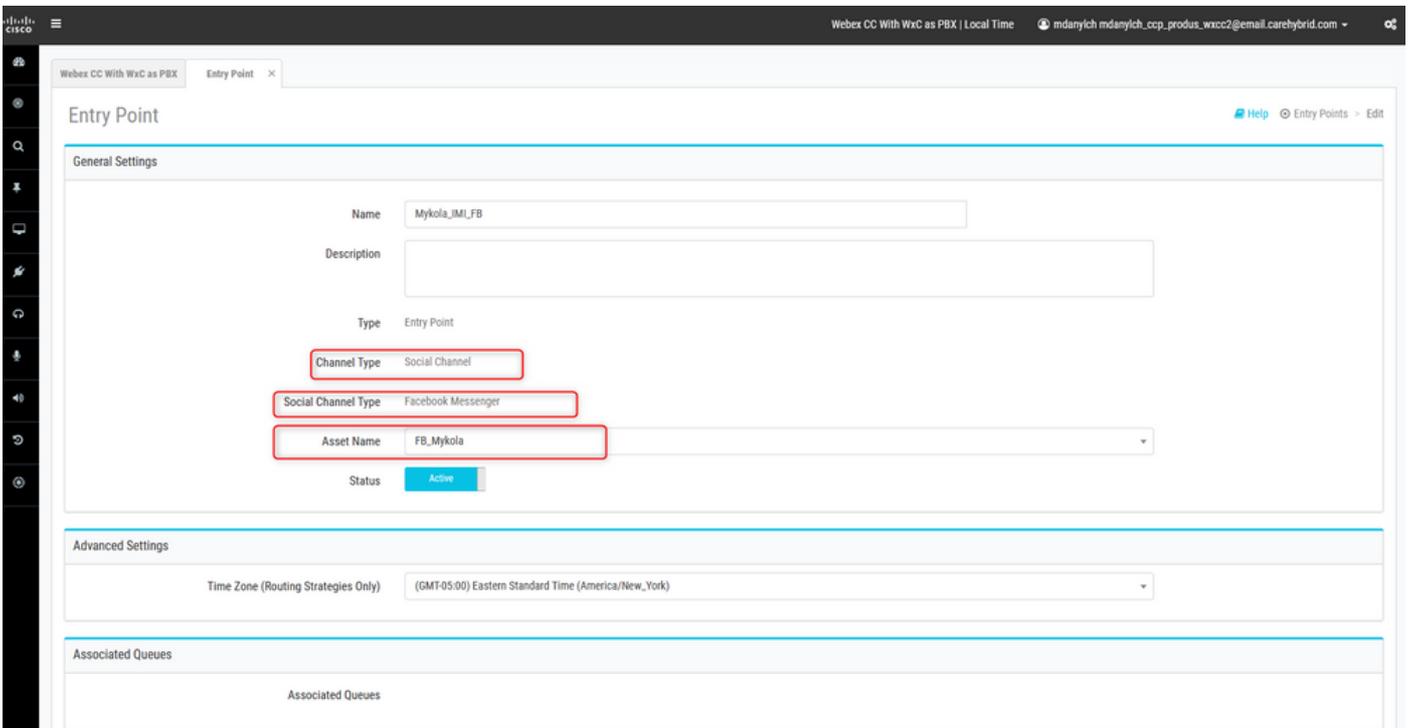
步驟7.在Webex客服中心管理門戶中建立入口點和隊列。

於 Webex Contact Center 門戶，導航至 Provisioning > Entry Point.



建立入口點 Channel Type - Social Channel, Social Channel Type - Facebook Messenger 和 Asset Name.

您不必為入口點建立任何路由策略。



建立隊列 Channel Type - Social Channel.

Queue Routing Type 可能是 Longest Available Agent 或 Best Available Agent.

將團隊新增到清單。

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

Group1

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)

步驟8.在Webex Connect流中配置全域性變數。

開啟之前上載到門戶的Facebook流。

Services - Mykola_IMI

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

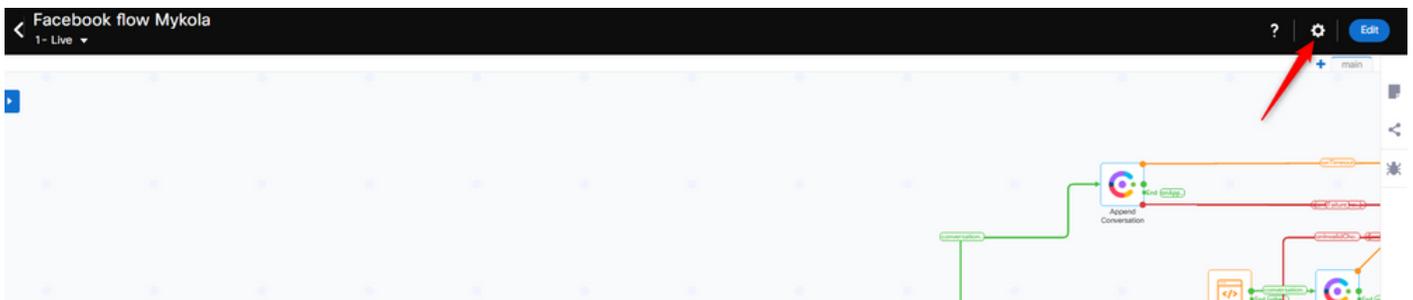
Dashboard | Flows | Rules | API | Settings

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	

按一下「Settings (設定)」



在自定義變數欄位下定義全域性變數。

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"/>
nonPCIComplianceReasonObject		<input type="checkbox"/>
conversationId		<input type="checkbox"/>
isPCIValidationDone		<input type="checkbox"/>
isPCICompliance	false	<input type="checkbox"/>
dropCountAttachments	0	<input type="checkbox"/>

在之前建立的應用程式中可找到FBpageid和appid。開啟 Assets 並選擇應用。

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_IM	62	15	

開啟應用時，可以看到必須輸入作為全域性變數值的appid和pageid。

< 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 Connect

Configure Outbound Webhooks

DOCS

Registered on 2022-07-06 03:03:06.0 and assigned to Mykola_IM

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

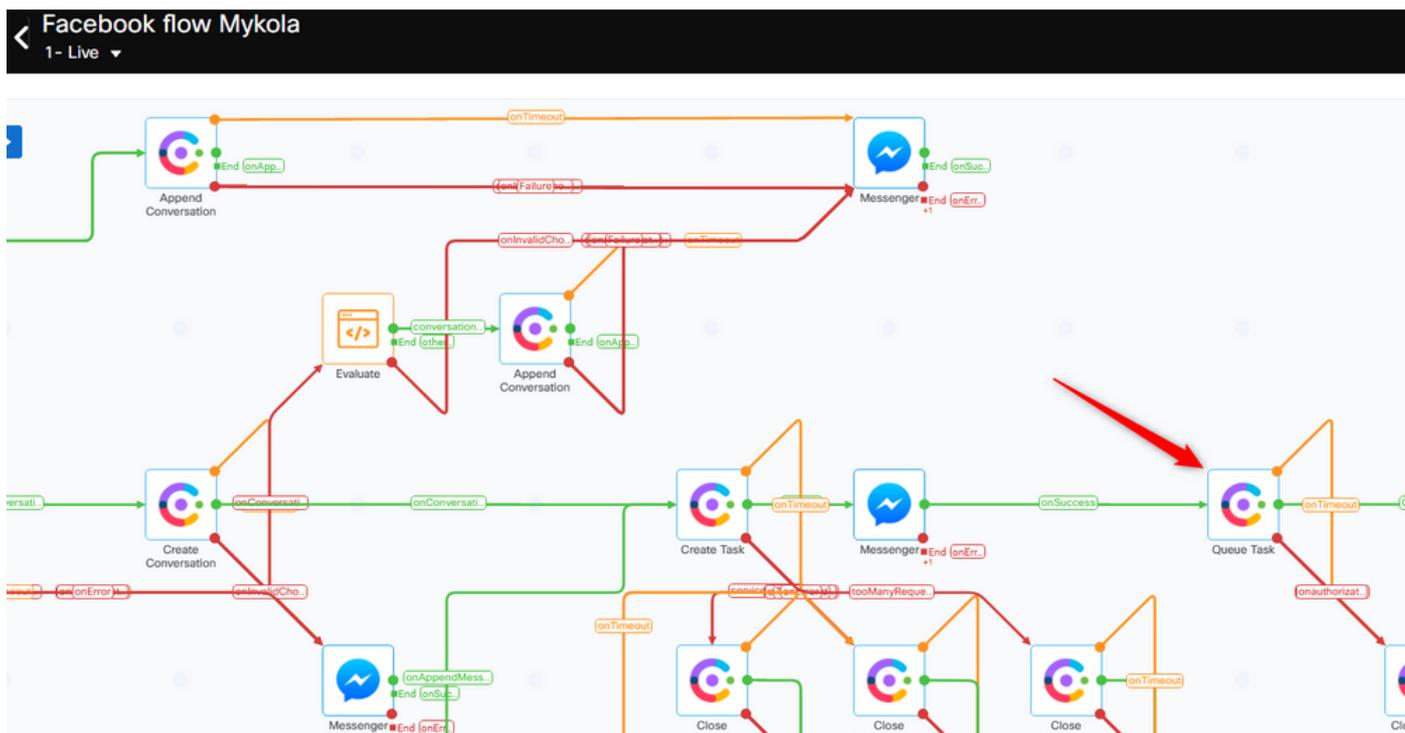
Message Us

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="1822598121398407"
page_id="104482825663424"
color="blue | white"
size="standard | large | xlarge">
</div>
```

步驟9.將來自Webex客服中心門戶的隊列分配給Webex Connect門戶中的流。

在Facebook流中，查詢 Queue Task 封鎖



設定 Queue Name 您之前在 Webex Contact Center 門戶。

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

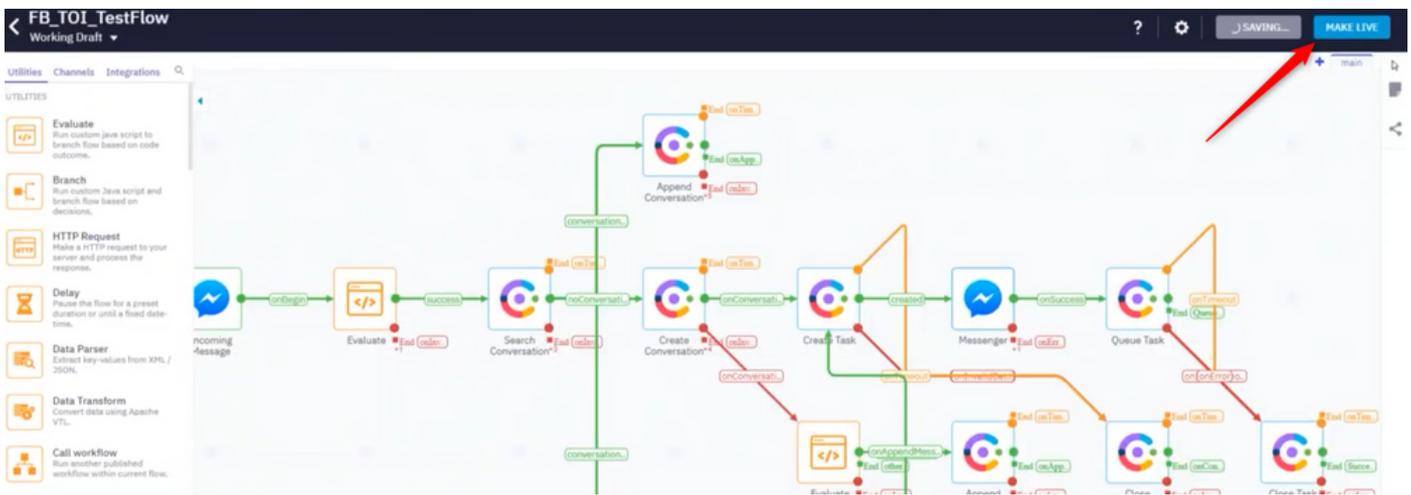
Queue routing Type: Longest available agent

Input Variables

List of variables available as input for this node

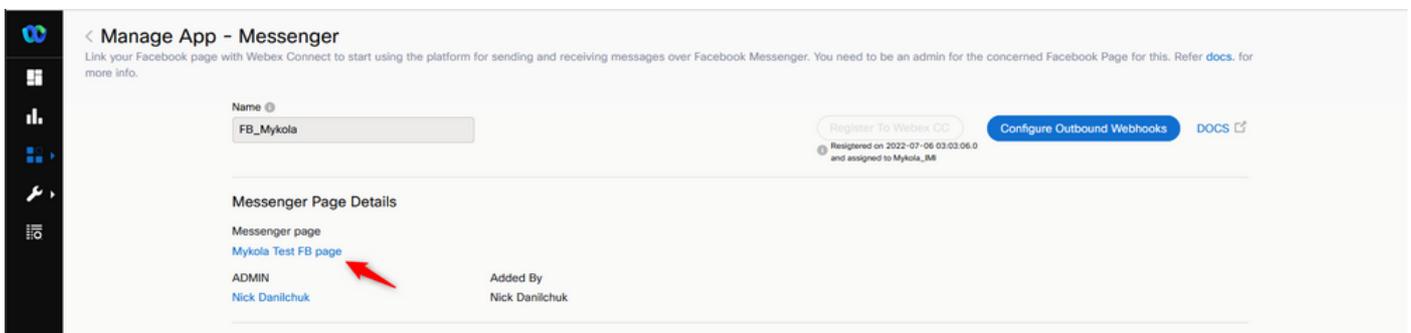
- Custom Variables [F18257]
- Start Node ID: 2
- Evaluate Node ID: 9
- Messenger Node ID: 23
- Search Conversation Node ID: 1687
- Create Conversation Node ID: 1688
- Re-open Conversation Node ID: 1691
- Append Conversation Node ID: 1693
- Create Task Node ID: 1697

配置流後，按一下 Make Live 因此，流程已準備好接受任務。



步驟10.檢查Facebook消息流功能。

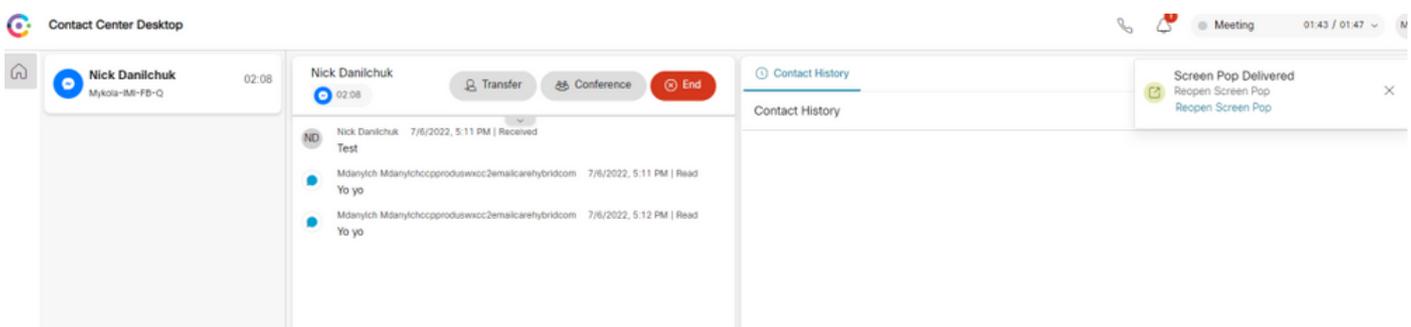
要從建立的Facebook頁面傳送消息，請導航至 **Assets** 並按一下Messenger頁面



登入您的Facebook後，您可以從此Facebook頁面傳送消息



代理可以在Agent Desktop上接收消息。



關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。