

# Webex Connect met Facebook configureren

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## Inleiding

In dit document worden de stappen beschreven voor het configureren van Webex Connect met Facebook.

Bijgedragen door Mykola Danylchuk, Cisco TAC Engineer

## Voorwaarden

### Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Webex Contact Center (WXCC) 2.0
- Webex Connect portal met Facebook flow geconfigureerd

## Gebruikte componenten

De informatie in dit document is gebaseerd op de volgende softwareversies:

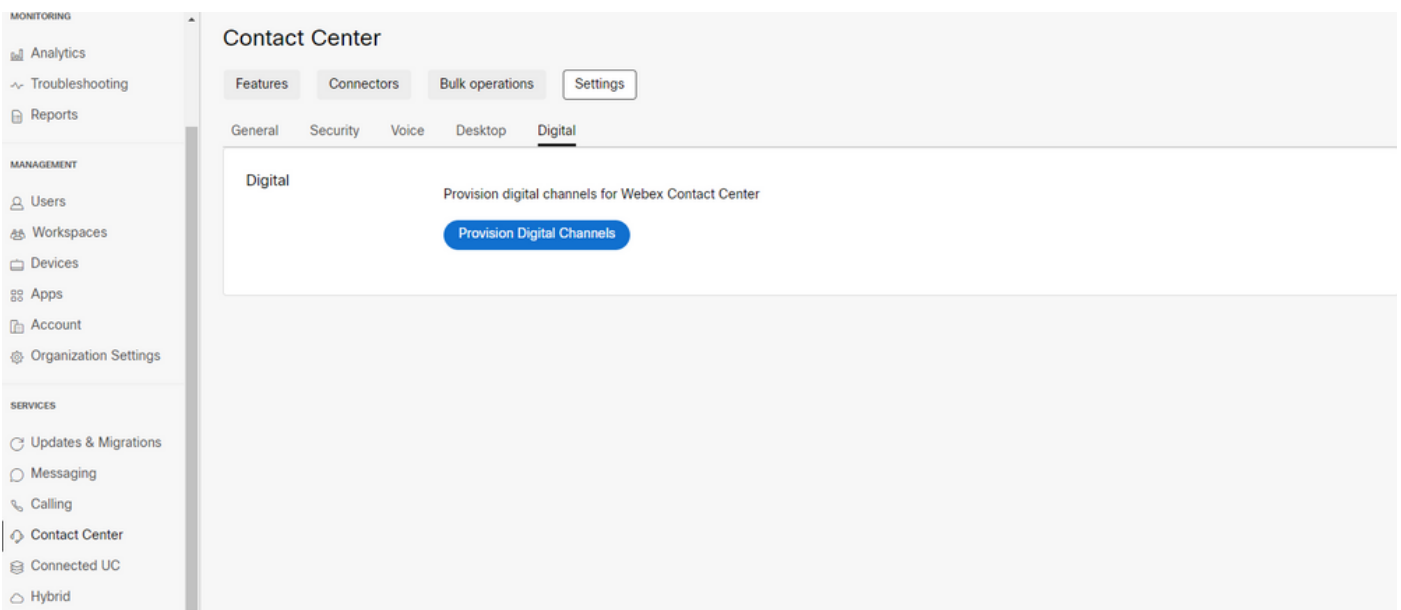
- WXc 2.0
- Webex Connect (formeel IMI)

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u zorgen dat u de potentiële impact van elke opdracht begrijpt.

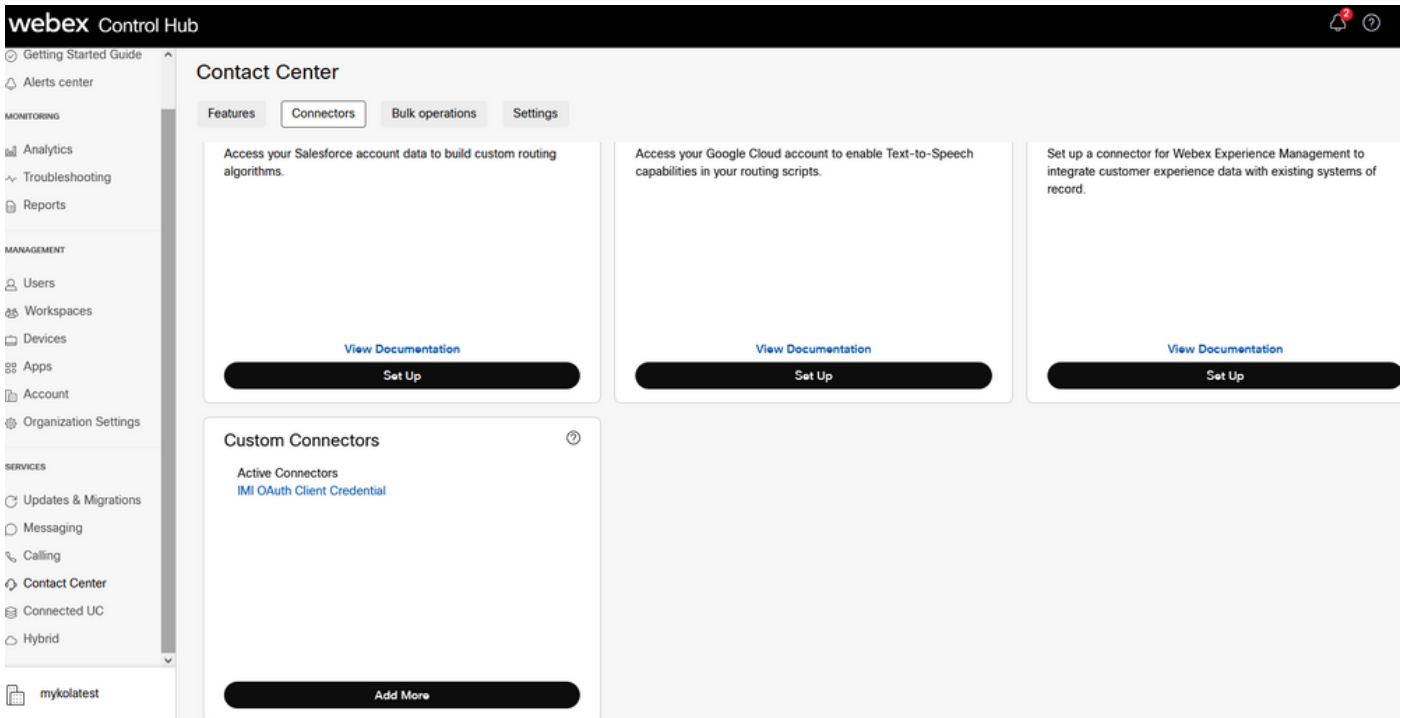
## Configureren

### Stap 1. Digitaal kanaal voor provisioning.

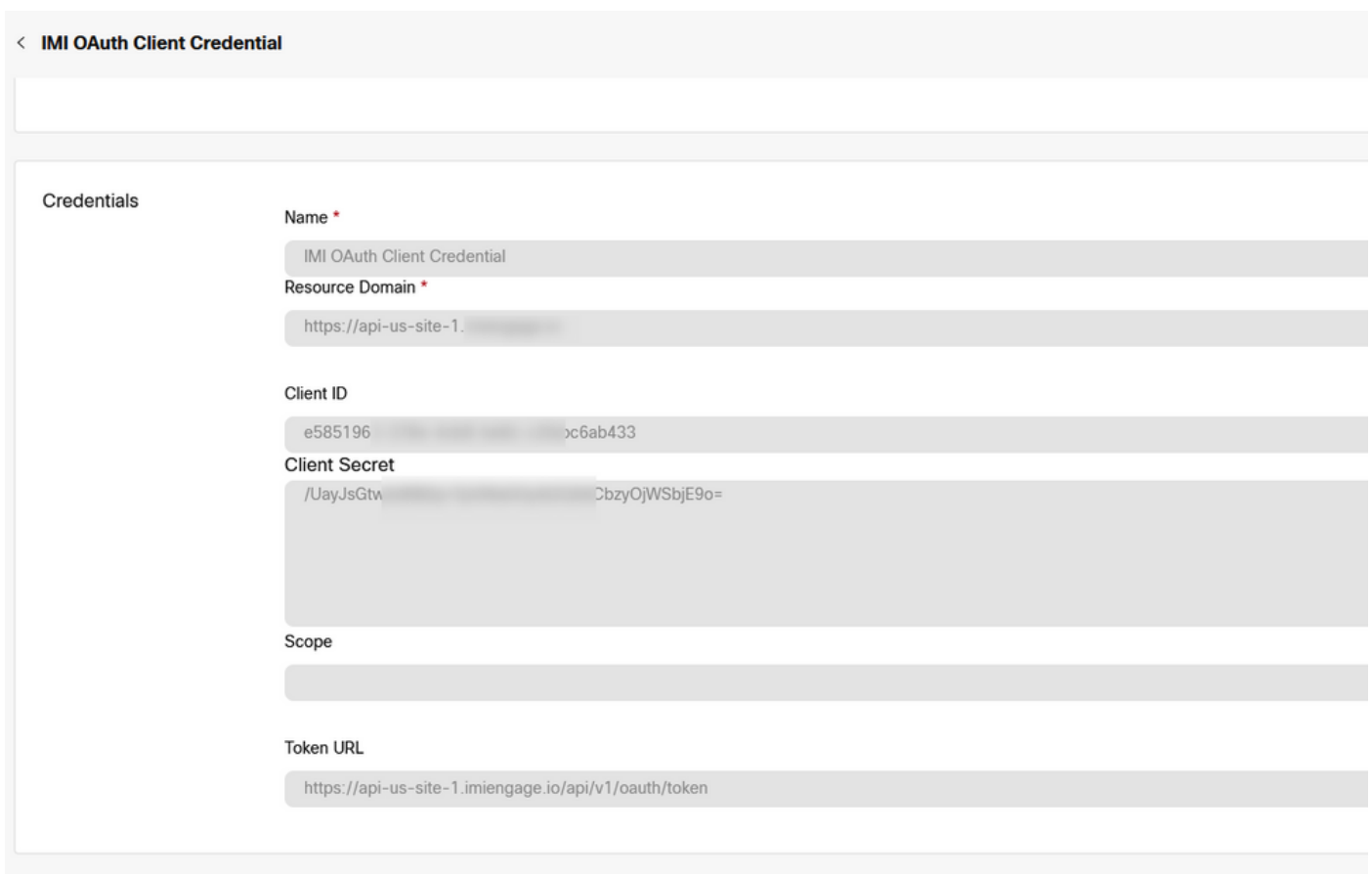
Navigeer naar **Control Hub > Contact Center > Digital**, en selecteer **Provision Digital Channels**.



Nadat de connector is meegeleverd, kunt u de digitale kanalen onder de **Custom Connectors** kaart.

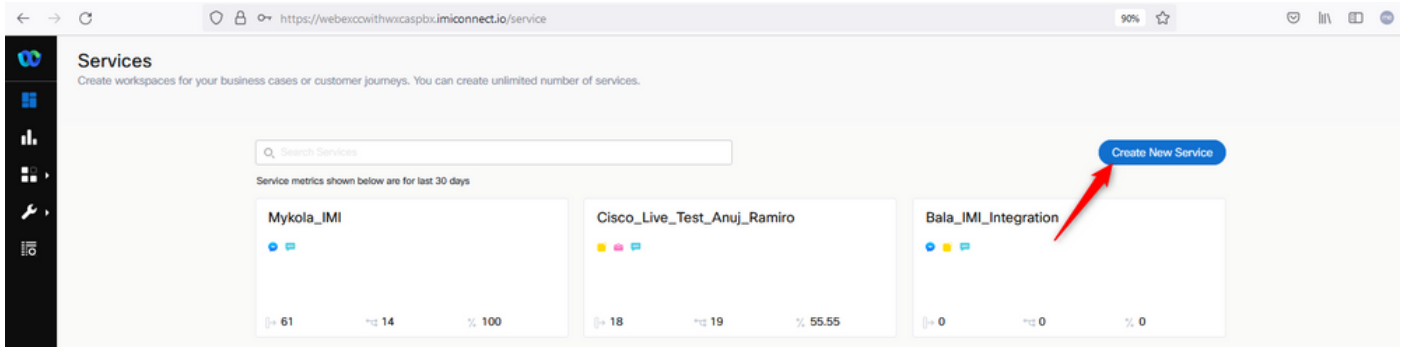


Open de connector om de verificatiedetails te zien.



## Stap 2. Maak een service aan in Webex Connect-portal.

Als u nog steeds geen services hebt gemaakt voor uw huurder of als u al uw integraties wilt scheiden van andere gebruikers, maak dan een nieuwe service aan.



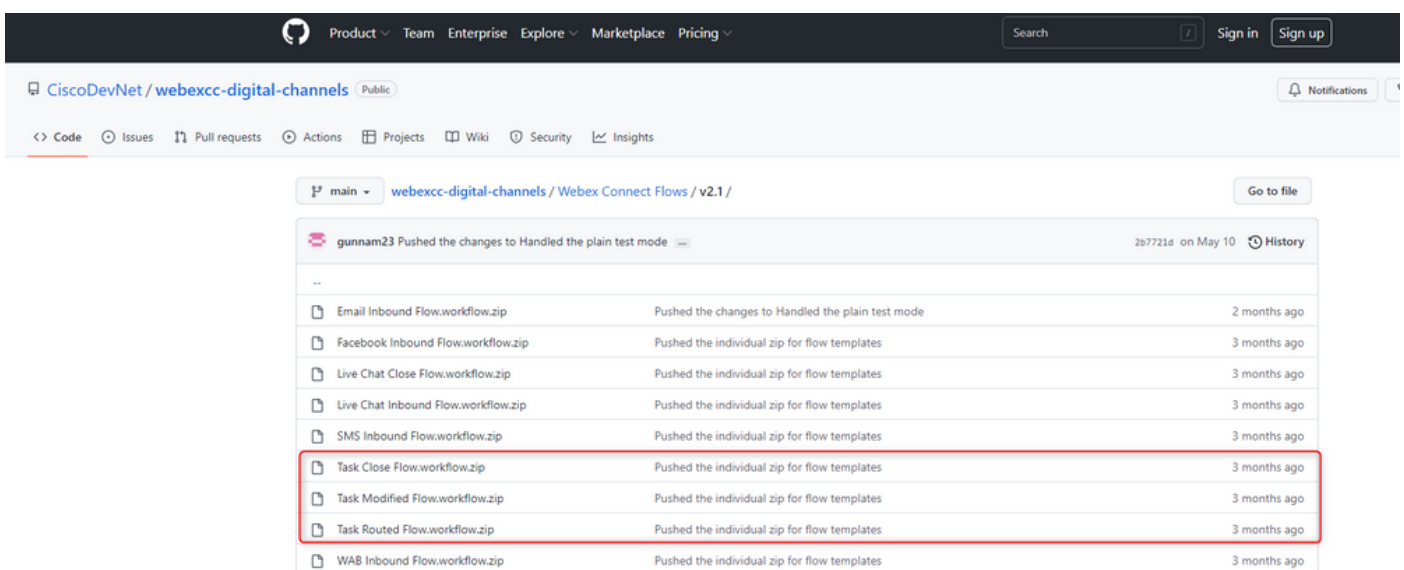
### Step 3. Download Core Task Flow.

De huurder moet worden geconfigureerd met **Core Task Flows**, zoals **Routed**, **Modified**, en **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 het core Workflows van **Github**: [Webex Connect-stromen](https://github.com/CiscoDevNet/webexcc-digital-channels).



Het wordt aanbevolen om afzonderlijke services te maken in **Webex Connect** portal en host deze stromen daar.

Services - Core Task Flows

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

Dashboard Flows Rules API Settings

Flow Builder

Flow builder is a visual designer with a library of nodes that you can drag and drop to create and test interactive customer journeys with little to no code.

Check out our guide to building flows here.

If you've got more questions after reading through it, just ask. We're always here to help.

Create Flow

Search Flows Sort By Newest Create Flow

Flow execution data shown below is for 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	

## Stap 4. Download voorgeconfigureerde flow van GitHub voor Facebook.

U hoeft de stroom niet vanaf het begin aan te maken. Er zijn een aantal vooraf ingestelde stromen die u kunt gebruiken. Navigeer naar [Webex Connect Flows](#).

en download de stroom voor Facebook integratie.

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main webexcc-digital-channels / Webex Connect Flows / v2.1 Go to file

gunnam23 Pushed the changes to Handled the plain test mode 287721d on May 10 History

..		
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

Wanneer u flow op uw PC hebt, kunt u deze uploaden naar de Flows onder uw Services.

Klik **Create Flow**.

Services - Mykola\_IMI

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

Dashboard Flows Rules API Settings

Flow Builder

Flow builder is a visual designer with a library of nodes that you can drag and drop to create and test interactive customer journeys with little to no code.

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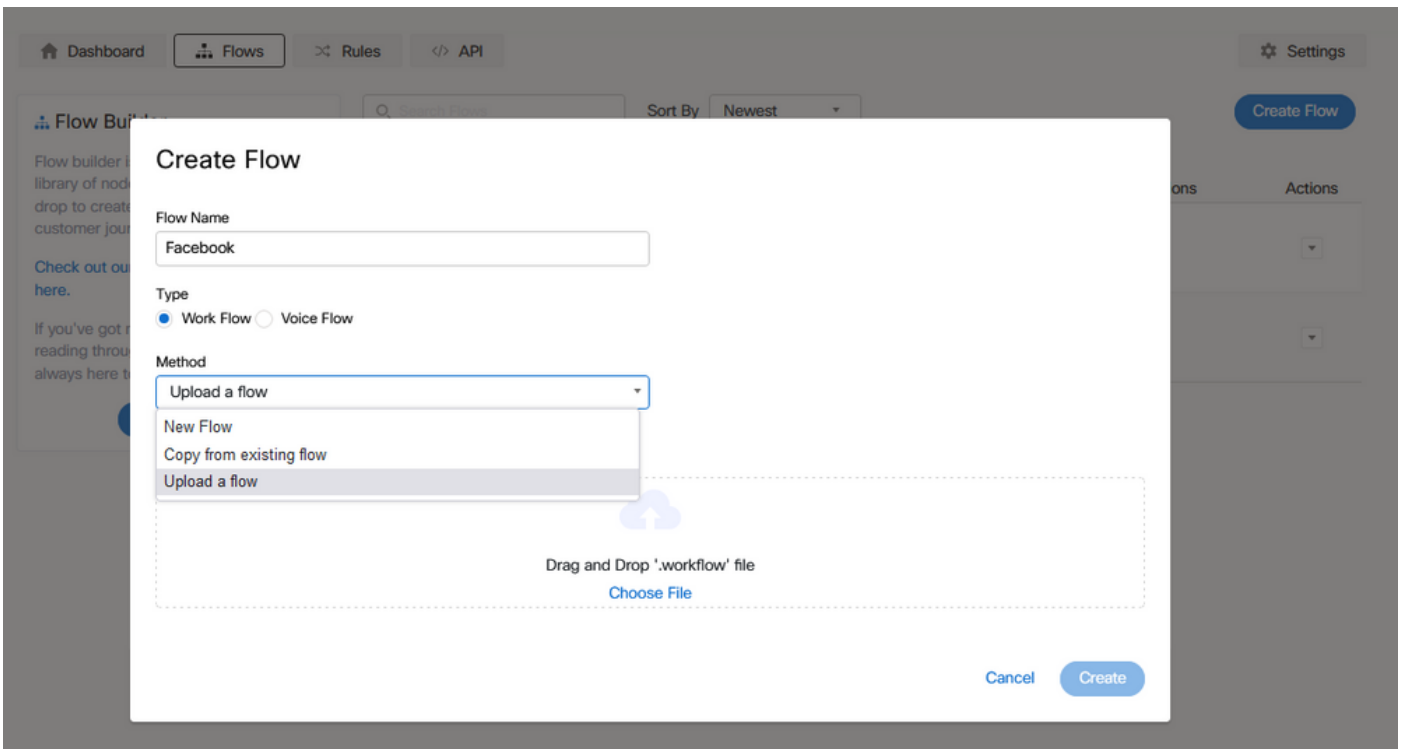
Create Flow

Search Flows Sort By Newest Create Flow

Flow execution data shown below is for last 30 days

Trigger	Flow	Status	State	Executions	Actions
	Facebook flow Mykola Flow Id:18257	Live	Enabled	14	
NA	Email Inbound 1 Flow Id:18233	Draft		0	

Sleep de vooraf ingestelde stroom om deze naar de services te uploaden.



## Stap 5. Stel autorisatie in.

Navigeer naar **Assets** en klik op **Integrations**.



Vergunning configureren onder **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](#)

Configuratie van autorisatie en genereren van een geheime sleutel 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](#)

Stap 6. Maak Facebook-app op Webex Connect portal.

App op het scherm Webex Connect Het portaal is in principe het Entry Point. Om New App, navigeren naar Assets en klik op Configure New App.

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

Search Apps

App Type: All Apps

Message data shown below is for last 30 days

Channel	Apps (37)	Messages Sent	Messages Received	Actions
	<b>FB_Mykola</b> App ID : a_637926733345030000 Service - Mykola_ILI	61	14	
	<b>RaiCiscoLive1</b> App ID : RA16165513 Service - RaiCiscoLive1	3	2	
	<b>Ciscotabuser7Chat</b> App ID : C116161920 Service - CiscoLive7 , Cisco Live	1	3	

Geef uw app een naam en **Add Messenger Page**.

< Configure New 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

Facebook test

Register To Webex CC Configure Outbound Webhooks DOCS

Messenger Page Details

You can add one of your Messenger pages in this application to send and receive Messenger messages from your customers. Learn more about messaging on Messenger in our docs.

ADD Messenger PAGE

De app kan worden toegewezen aan een specifieke Facebook-pagina. Voer de Facebook-referenties in om de app te koppelen naar een geopende Facebook-pagina.

Login to Facebook

facebook.com/login.php?next=https%3A%2F%2Fwww.facebook.com%2Fv8.0%2Fdialog%2Foauth%3Fencrypted\_query\_string%3DAeC0Pu1ZuO-V5BJDyz8S0qvNucH

Study Home Google Translate Day Day 1 Wiki MAC Google REQUIRED Training Cisco Meeting API Training-workrelated

facebook

Sign in to continue.

Login to Facebook

Sign in to continue.

dan

.....

Entrance

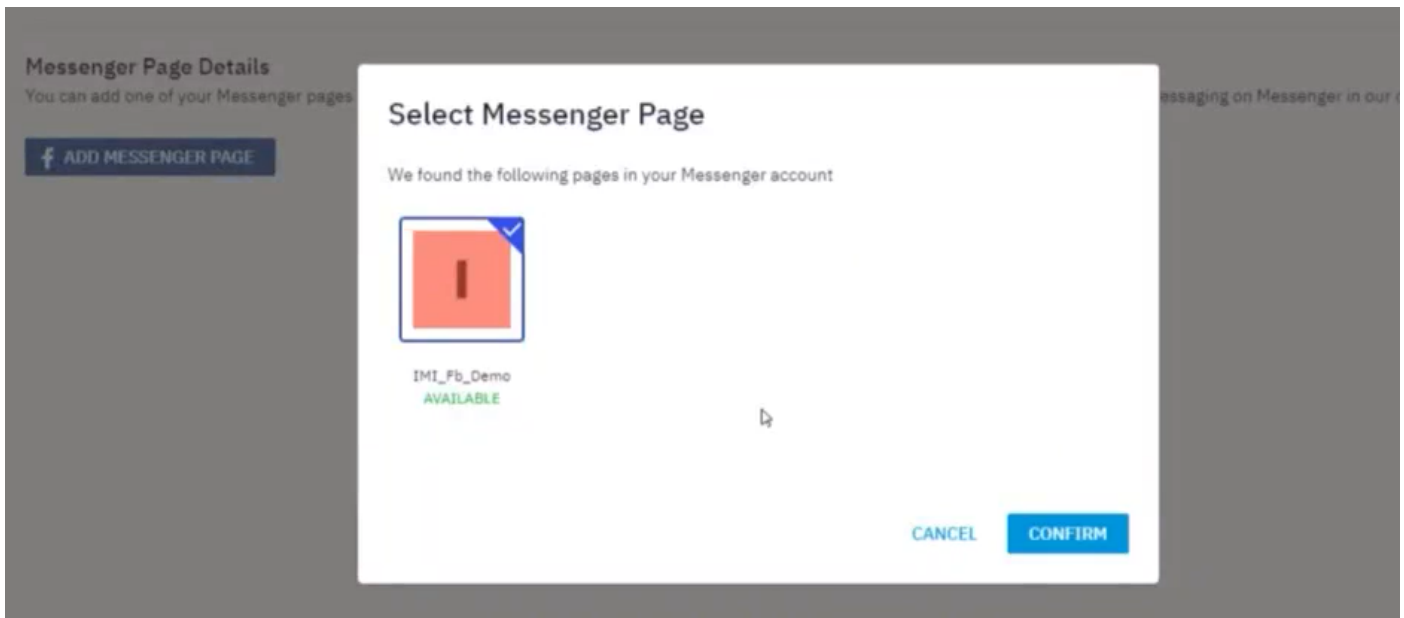
Forgot your account?

or

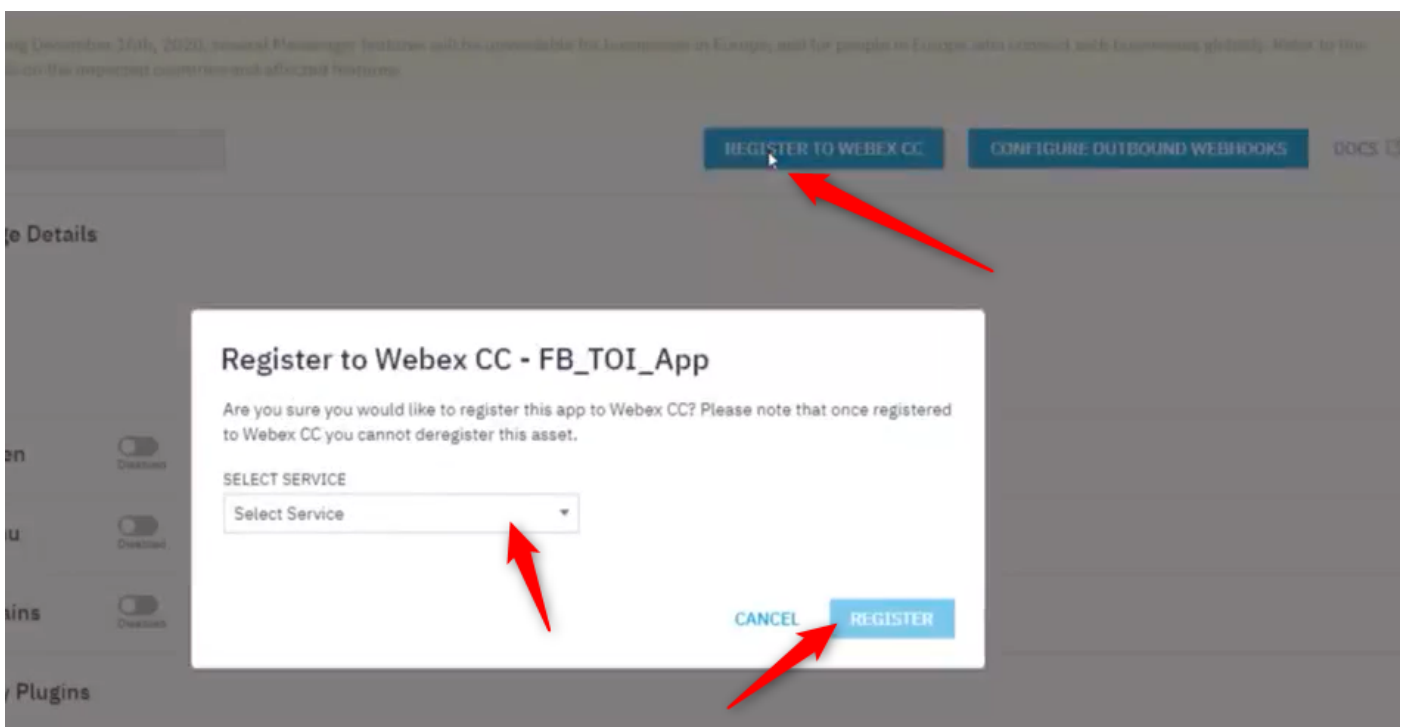
Create a new account

Selecteer welke open bronpagina u voor deze integratie wilt gebruiken.



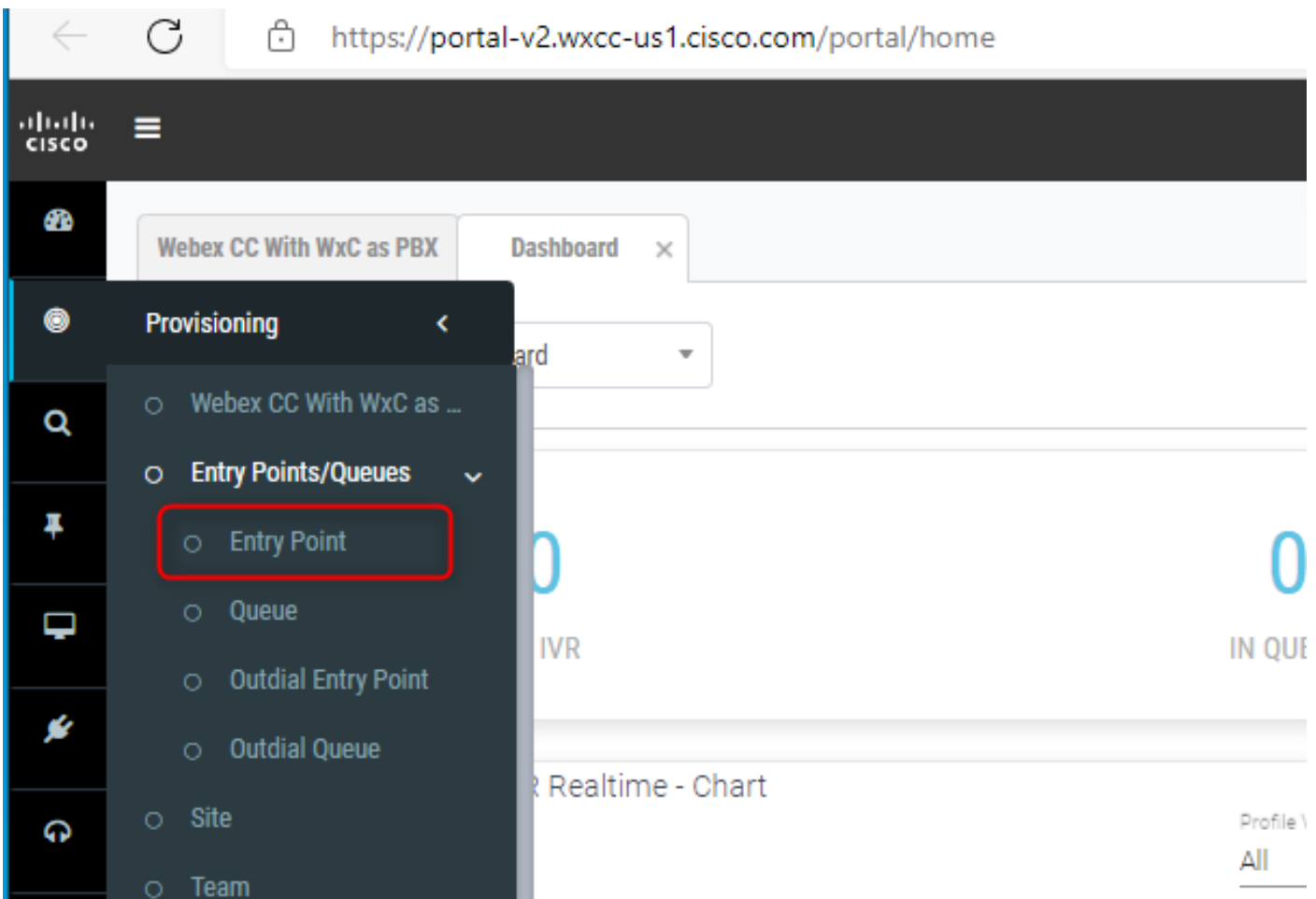


Registreer de Facebook-pagina met Webex CC om het in de Webex Contact Center beheerportal.



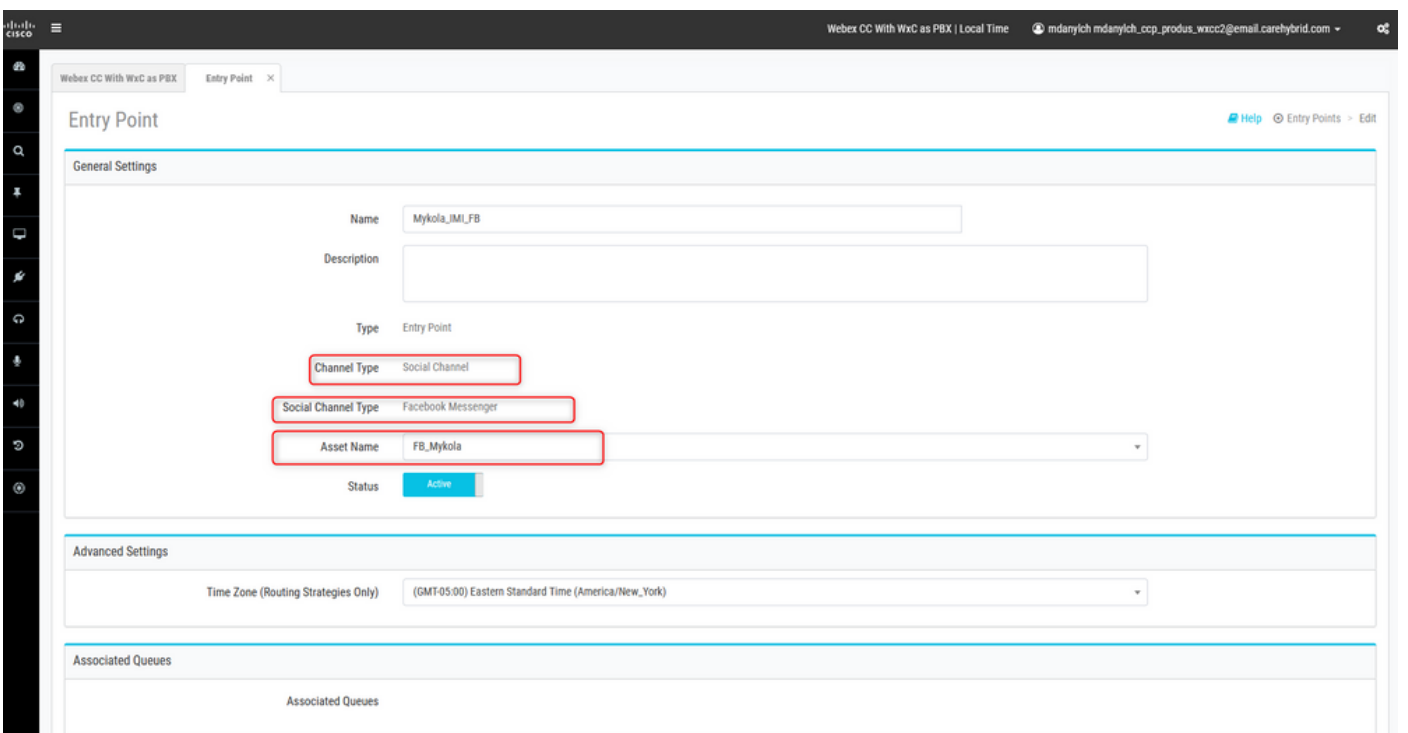
**Stap 7. Maak een entry point en wachtrij in het Webex Contact Center admin portal.**

On Webex Contact Center portal, navigeren naar Provisioning > Entry Point.



Punt van invoer maken met **Channel Type - Social Channel**, **Social Channel Type - Facebook Messenger** en de **Asset Name**.

U hoeft geen Routing Strategy te maken voor het Entry point.



Wachtrij maken met **Channel Type - Social Channel**.

Queue Routing Type kan Longest Available Agent Of Best Available Agent.

Voeg team toe aan de lijst.

The screenshot shows three sections of the configuration interface:

- General Settings:** Name: Mykola-IMI-FB-Q, Description: (empty), Type: Queue, Channel Type: Social Channel (highlighted with a red box), Status: Active.
- Contact Routing Settings:** Queue Routing Type: Longest Available Agent (highlighted with a red box). Below is a section for Conversation Distribution with an '+ Add Group' button. A table shows 'Group1' with one team: Team Name: Team\_HQ, Site Name: WashingtonDC\_HQ, Team Type: Agent Based.
- Advanced Settings:** Maximum Time in Queue: 3600 seconds, Time Zone (Routing Strategies Only): Default (Tenant Time Zone).

Stap 8. Configureer de algemene variabelen in de Webex Connect-stroom.

Open de Facebook flow die je eerder naar de portal geüpload hebt.

The screenshot shows the 'Services - Mykola\_IM1' dashboard. The 'Flows' tab is active, displaying a table of flows. A red arrow points to the 'Facebook flow Mykola' entry.

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

Klik op Instellingen

The screenshot shows the configuration screen for the 'Facebook flow Mykola'. A red arrow points to the 'Settings' gear icon in the top right corner.

Definieer de algemene variabelen onder de velden Aangepaste variabelen.

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"/>

De **FBpageid** en **appid** kan worden gevonden in de eerder gemaakte App. Open de **Assets** en selecteer de app.

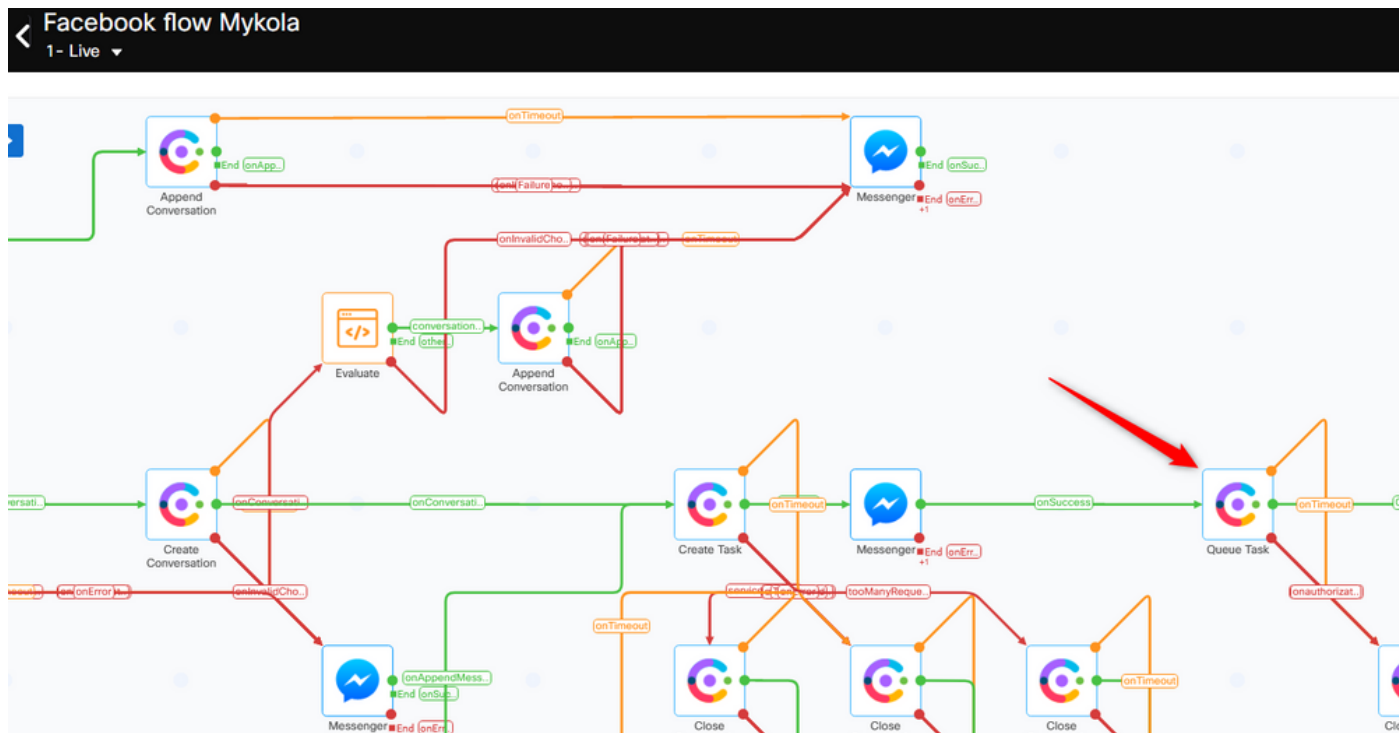
The screenshot shows the 'Apps' management page. On the left, the 'Assets' menu is open, with 'Apps' selected. In the main area, a table lists apps. The first entry is 'FB\_Mykola' with App ID 'a\_637926733345030000'. A red arrow points to the 'Assets' menu, and another red arrow points to the App ID in the table.

Wanneer u de App opent, kunt u de **appid** en **pageid** zien die u moet invoeren als de waarden van de globale variabelen.

The screenshot shows the 'Manage App - Messenger' configuration page. The 'Name' field is 'FB\_Mykola'. The 'Messenger Page Details' section shows 'Mykola Test FB page' with App ID 'a\_637926733345030000' and Page ID '104482825663424' highlighted in red. The 'Page Discovery Plugins' section shows a 'Message Us' button.

## Stap 9. Wijs de wachtrij van het portaal van het Contactcenter van Webex aan de stroom in het portaal van Webex Connect toe.

In de Facebook flow vindt u de Queue Task block (blokkeren)



Stel de Queue Name met degene die u eerder in de Webex Contact Center deuropening.

**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

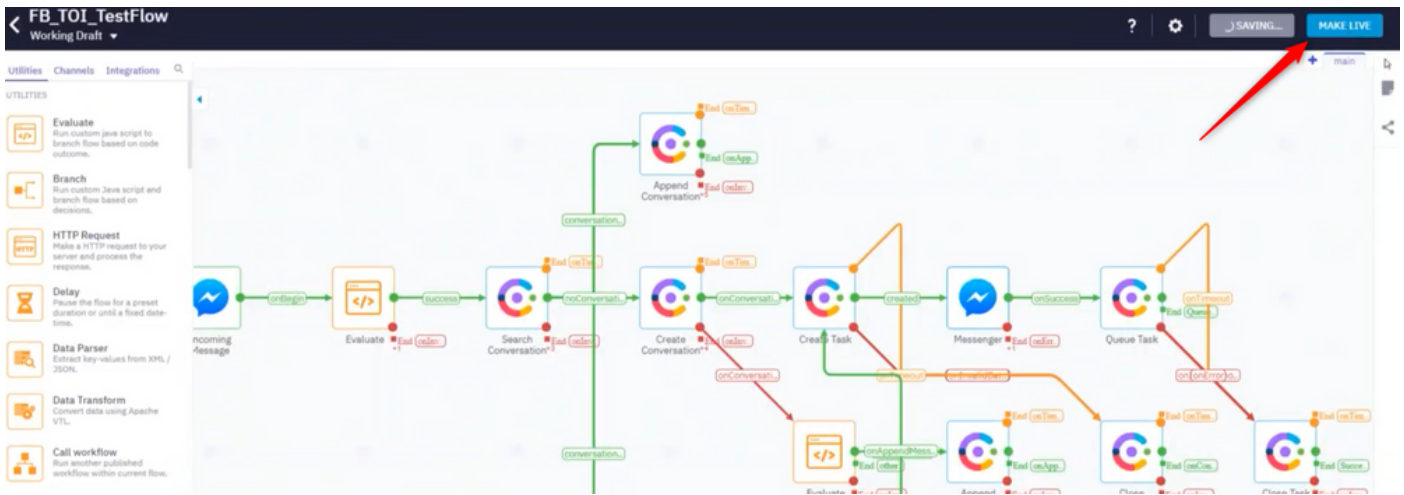
**Queue details**  
Queue Name  
Mykola-IMI-FB-Q  
Queue routing Type: Longest available agent

**Input Variables**  
List of variables available as input for this node

Search

- 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

Wanneer de stroom is ingesteld, klikt u op **Make Live** de stroom is dus bereid de taken te aanvaarden.



## Step 10. Controleer Facebook berichtstroom functionaliteit.

Als u een bericht wilt verzenden van de aangemaakte Facebook-pagina, gaat u naar **Assets** en klik op de Messenger pagina

Na inloggen op uw Facebook, kunt u berichten verzenden vanaf deze Facebook pagina

De agent kan het bericht ontvangen op de Agent-desktop.



## Over deze vertaling

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