Process for integrating Business Facebook Messenger with Omnichannel

Your customers may contact your business Facebook page for many reasons. It may be a simple curiosity to know about the brands or products; or a comparison of product features. They may even ask assistance to place an order or pour out a complaint. Whatever the reason may be, your Facebook page is a very important customer contact platform for your business.
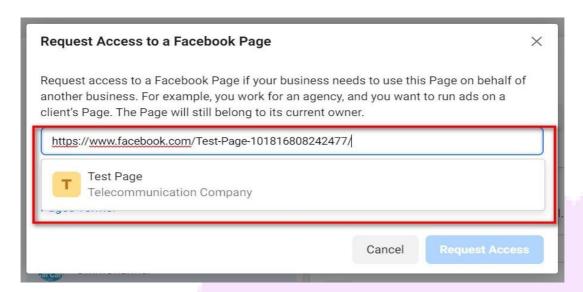
The purpose may be different but the complexities remain the same. Specially in this digital marketing era, handling various social media platforms is a time consuming and strenuous activity.

Omnichannel is the simple solution. You can now handle all your customers in a single platform. A few simple process and your Business Facebook page will be integrated with Omnichannel.

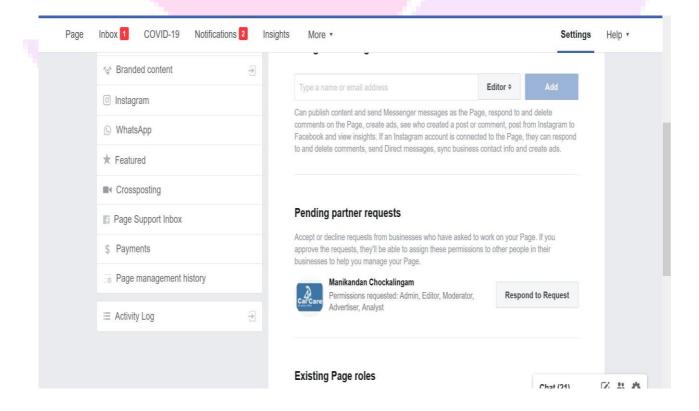**Process for integrating Client's Facebook Messenger with Omnichannel:**

● We will request you to send the Url of your Facebook Messenger page.

● Next, we will send a **Request Access** to the Url that you had sent to us.

● You will then get a notification from Facebook.

If the notification is not sent to you by Facebook, then please follow the below steps:
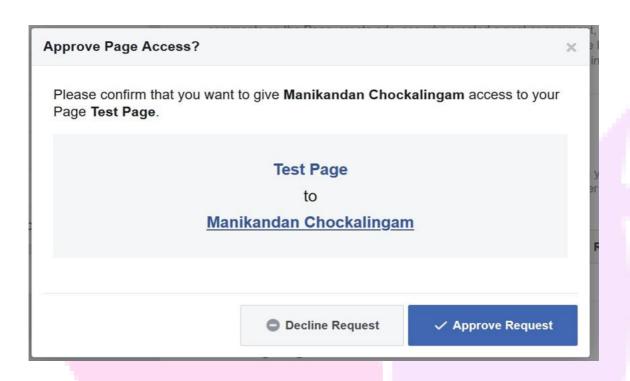
1. Go to your **Facebook Page Settings**.
2. Click on **Page Roles**.
3. In the Pending Requests, click on **Respond to our Request**.

4. It will ask for **Confirmation**.

Approve Page Access?   ✕

Please confirm that you want to give **Manikandan Chockalingam** access to your
Page **Test Page**.

Test Page
to
Manikandan Chockalingam

⊖ Decline Request   ✓ Approve Request

5. When you **Approve** the request, your Facebook page will be integrated with Omnichannel.

6. Your Facebook page will be get enabled within the time that you have specified to us.

Congratulations! From now on, you can mange your Facebook page through Omnichannel.