

## 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.

### Request Access to a Facebook Page

Request access to a Facebook Page if your business needs to use this Page on behalf of another business. For example, you work for an agency, and you want to run ads on a client's Page. The Page will still belong to its current owner.

T

Test Page  
Telecommunication Company

CancelRequest Access

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**.

Page

Inbox 1

COVID-19

Notifications 2

Insights

More

Settings

Help

Branded content

Instagram

WhatsApp

★ Featured

◀ Crossposting

Page Support Inbox

Payments

Page management history

Activity Log

Type a name or email address

Editor +

Add

Can publish content and send Messenger messages as the Page, respond to and delete comments on the Page, create ads, see who created a post or comment, post from Instagram to Facebook and view insights. If an Instagram account is connected to the Page, they can respond to and delete comments, send Direct messages, sync business contact info and create ads.

### Pending partner requests

Accept or decline requests from businesses who have asked to work on your Page. If you approve the requests, they'll be able to assign these permissions to other people in their businesses to help you manage your Page.

CalCare

**Manikandan Chockalingam**  
Permissions requested: Admin, Editor, Moderator, Advertiser, Analyst

Respond to Request

### Existing Page roles

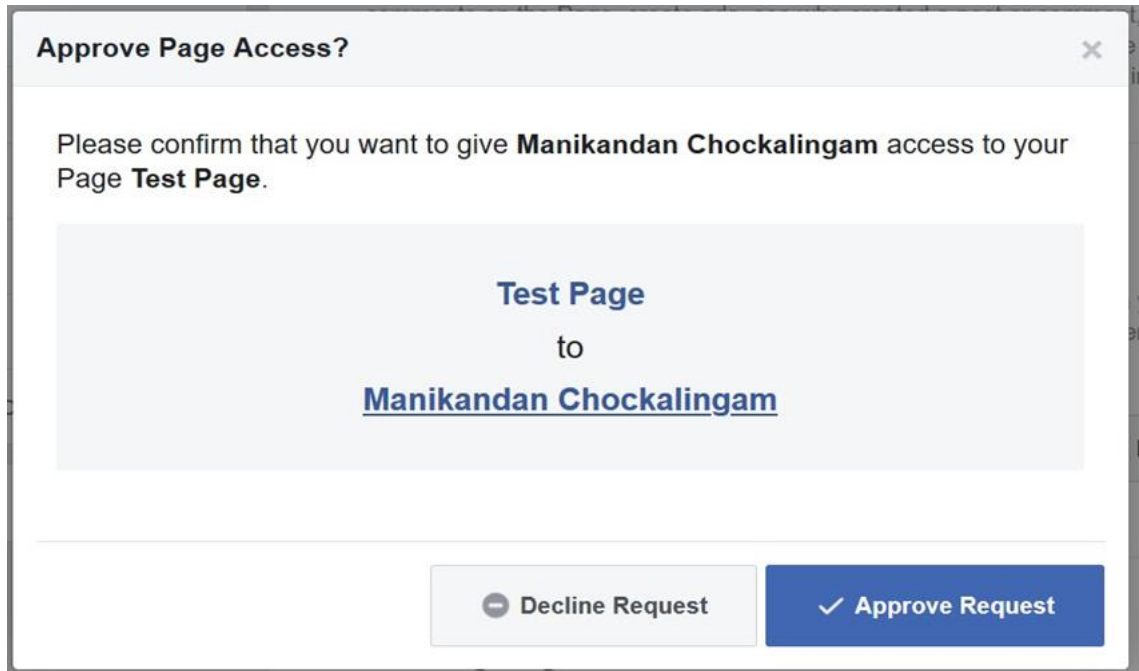
[www.mconnectapps.com](http://www.mconnectapps.com)

[sales@mconnectapps.com](mailto:sales@mconnectapps.com)

Phone : +65 63401005

Address: 118, Aljunied Avenue 2, Singapore 380118

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



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 manage your Facebook page through Omnichannel.