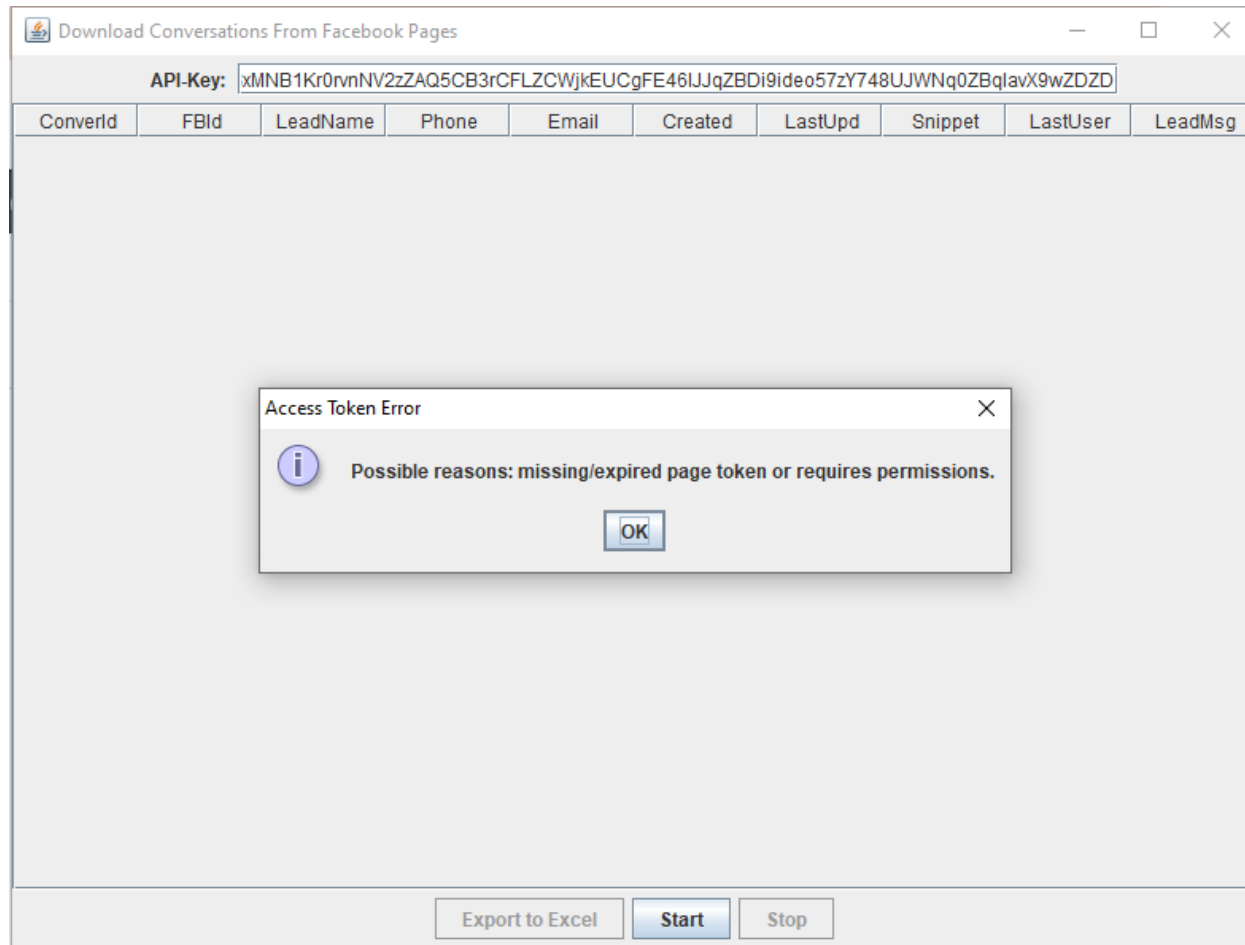


Tips and Common Errors

Notes and Comments

Common Errors



This is a common error and it means there is something wrong with the extraction, here are the common situations:

- **Page token expired:** The tokens/apis generated by Facebook has a life time of an hour. If you want to extend the life of a token go to: https://developers.facebook.com/tools/debug/access_token/
- **No data found:** There are no conversations in the page
- **No a page token:** You are using a user token and not a page token.
- **No permissions:** You are using a page token but you don't have the permissions (page_messaging).

How to use the tool Conversave?

- You can use the tool by collecting data every day or every two days.
 - Copy-paste the data that you extracted to an Excel file. So you can apply filters to the data.
 - Use the data to send reminders or special messages to your users.
 - You can compute metrics suchs as turnaround times or phone conversion rate.
 - You can visualize the data in Tableau or Power Bi.
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- Any questions or comment, do not hesitate and send us a message to **info@matchkraft.com**