

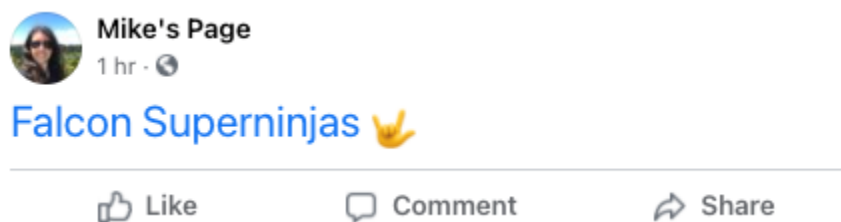
Viewing Facebook Mentions in Engage

Keep an eye on all Facebook conversations surrounding your brand, even those happening outside of your Page. In Engage, you can easily view instances where your Page has been mentioned in the caption of a post, or in the comments of a post.

Below, find out exactly what Facebook mentions you can expect to see, how they will appear, and how to set up the right Engage feed.

What Facebook mentions will I see in Engage?

On Facebook, users and Pages can choose to [mention your Page](#) in either the caption of a post or the comment to a post.



In Social Media Management, you can view and interact with instances where your Page has been mentioned. However, Facebook API limitations may impact which mentions can be indexed based on who mentioned your channel and where. Please take a moment to check out the types of mentions you can expect to see in Engage:

- When a Page mentions you in a post.
- When a user (personal profile) mentions you in a post.
- When a Page mentions you in the comment of any Page post.*
- When a user (personal profile) mentions you in the comment of any Page post.*

Only comment mentions added to the comments of any Page post (rather than a post from a personal profile) will be indexed. If your Page is mentioned in the comments of a personal profile post, it will **not be indexed.*

Before you get started in Engage, please double-check that you have enabled mentions and tags in your Facebook Page's settings as described below.

Enabling mentions and tags on Facebook

On Facebook, you can choose to limit how users can interact with your Page. This includes removing the ability to mention and tag your Page in all posts and comments.

By default, user mentions and tags should be enabled. However, any Facebook user with Manage Page access can make adjustments to this setting by following the steps below:

Classic Pages

1. While viewing the Page on Facebook, locate the **Manage Page** menu on the left.
2. Scroll to the bottom and click **Settings**.
3. From the **Settings** menu, look for **Others tagging this Page**.
4. Click **Edit**.
5. Use the checkbox to make sure all permissions are enabled.
6. Click **Save Changes**.

New Pages Experience

1. While viewing your page, click your page's **profile image** from the top right.
2. Click **Settings & Privacy** followed by **Settings**.
3. From the Settings menu, click **Privacy**.
4. Click **Page and tagging**.
5. From the list of settings, scroll to **Reviewing**.
6. Toggle settings to allow/prevent tag and mention reviews.

Setting up your Engage feed

Provided you have enabled mentions for your Page on Facebook, you can set up a new Engage feed for Facebook mentions by following the steps below:

1. In Engage, click **Create Feed** in the top-right corner of your Feed overview (or, click **Edit** on an existing feed).
2. Beside **On network(s)**, select the **Facebook icon**.
3. Beside **Of type(s)**, select **Mentions**.
4. If applicable, use the other fields to specify channels, marked as read rules, or assigned users.
5. Click **Save Feed**.

Create feed

Engage feed

Listen feed

Select a preset

ALLUNREADMY ASSIGNMENTS

OR CREATE A FEED FROM SCRATCH

On network(s)

fXiaWlinG

x

On channel(s)

SELECT CHANNELS

Of type(s)

MENTION

x

Marked as read by

MEANYBODYNOBODY

Assigned to

MEMY TEAMOTHERSNOBODY

Mentions me in notes

☐

With open case

☐

ADVANCED FILTERS

Feed name

All

CLEAR SELECTION

APPLY

SAVE FEED

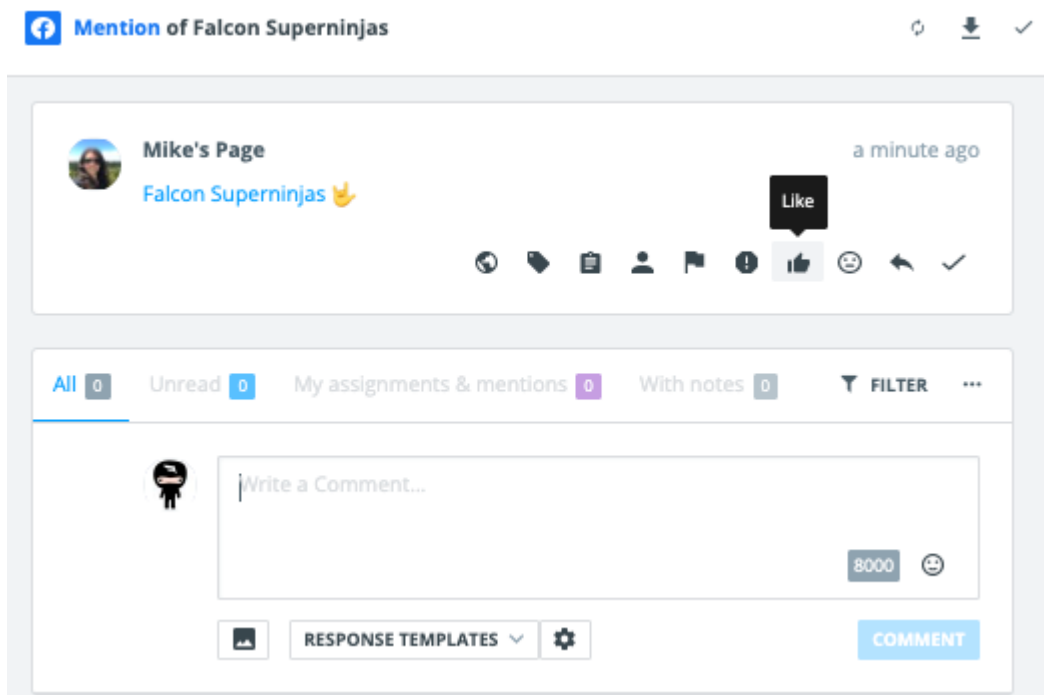
Interacting with post mentions in Engage

Posts which have mentioned your page in the caption will appear in Engage, whether posted by a Page or a user (personal profile). However, each may appear a bit differently. Find out how you can view and interact with each type of mention below:

Post mentions (posted by a Page)

When a Page mentions your Page in the caption of a post, it will appear similar to most other content in Engage — you can see the name of the Page and the full post. You can also choose to like the post and add comments.

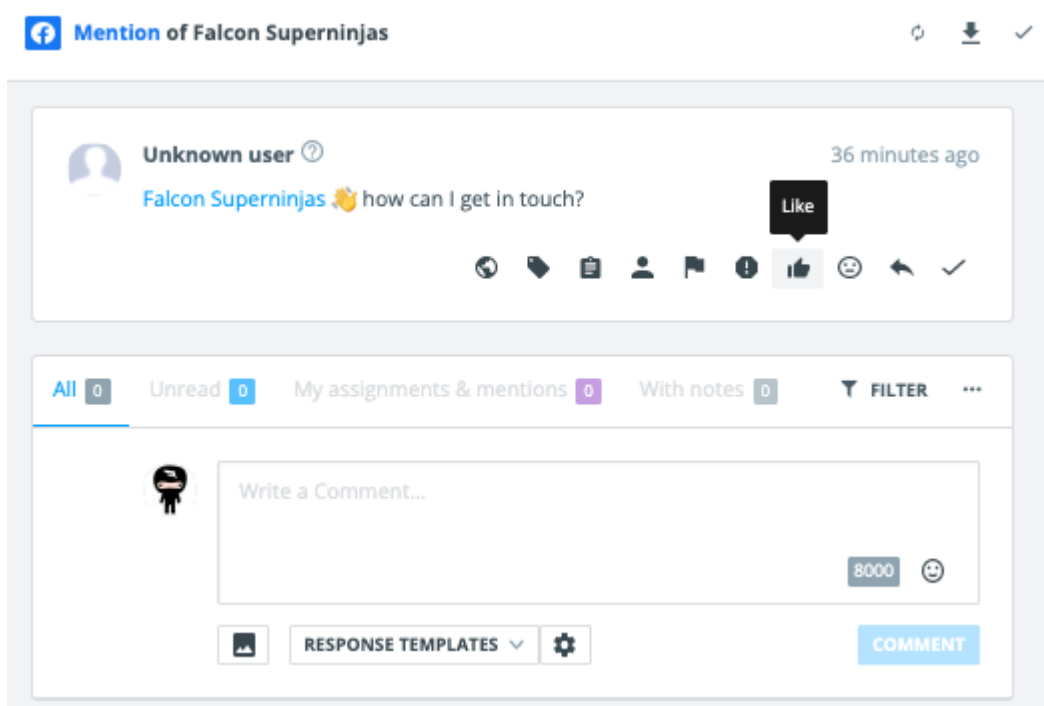
However, please bear in mind that it's not possible to view all comments on the post. Instead, you can only view any comments on the post which have also mentioned your Page.



Post mentions (posted by a personal profile)

When a personal profile mentions your Page in the caption of a post on their profile/wall, you will be able to see the post, but not the comments in Engage (even if the comment @ mentions you). You can like the post, but replying isn't possible and will have to be done natively.

The author's information is not available and will show as unknown.



Interacting with comment mentions in Engage

If either a user (i.e. personal profile) or a Page mentions you in the comments of any Page post, you can view that comment in Engage. The post in question can be posted by any Page and does not have to mention your Page. However, comment mentions on any post which was posted by a user (i.e. personal profile) will not be indexed.

When comment mentions are displayed in Engage, you can view the original Page post and the comment which has mentioned you. Personal profile author information will not be visible, though you can still choose to like or add comments.



Mike's Page

4 months ago



All **1** Unread **1** My assignments & mentions **0** With notes **0**  FILTER 



Write a Comment...

8000 



RESPONSE TEMPLATES 



COMMENT



Unknown user 

Falcon Superninjas 

now

Like

