



Connecting your Business Page with Nitrobots

This is a guide to set up Facebook Software Development Kit (SDK) and Customer Chat SDK on your Business Page, as part of the Nitrobots App integration.

Alternatively, you may reference the official document on [Facebook Developers](#). Example code is attached at the end of instructions.

Instructions

1. Make sure that the Nitrobots App is connected to your Business Facebook Page or a Facebook Page of your choice.
See: [Connecting your Facebook Page with Nitrobots](#)

2. **Installing the Facebook SDK**

The Facebook SDK for JavaScript doesn't have any standalone files that need to be downloaded or installed, instead you simply need to include a short piece of regular JavaScript in your HTML that will asynchronously load the SDK into your pages.

The following snippet of code will give the basic version of the SDK where the options are set to their most common defaults. You should insert it directly after the opening <body> tag on each page you want to load it:

```
(function(d, s, id) {  
  var js, fjs = d.getElementsByTagName(s)[0];  
  if (d.getElementById(id)) return;  
  js = d.createElement(s); js.id = id;  
  js.src = "https://connect.facebook.net/en_US/sdk/xfbml.customerchat.js";  
  fjs.parentNode.insertBefore(js, fjs);  
}(document, 'script', 'facebook-jssdk'));
```

See also: [Quickstart: Facebook SDK for JavaScript](#)

3. **Installing the Customer Chat SDK**

If the Facebook Javascript SDK is already included in your website, all you'll need to do is set js.src equal to https://connect.facebook.net/en_US/sdk/xfbml.customerchat.js as shown in the code snippet below:

```
(function(d, s, id) {
  var js, fjs = d.getElementsByTagName(s)[0];
  if (d.getElementById(id)) return;
  js = d.createElement(s); js.id = id;
  js.src = "https://connect.facebook.net/en_US/sdk/xfbml.customerchat.js";
  fjs.parentNode.insertBefore(js, fjs);
}(document, 'script', 'facebook-jssdk'));
```

See also: [Customer Chat SDK: Including the SDK](#)

4. Setting up the Plugin

a. Whitelist the webpage domain

For security reasons, the plugin will only render when loaded on a domain that you have whitelisted on your Facebook page:

- Click Settings at the top of your Facebook Page
- Click Advance Messaging on the left
- Edit whitelisted domains for your page in the Whitelisted Domains section

b. Include the Plugin on your webpage

To add the plugin to your webpage, include a div with the following attributes in your HTML:

```
<div class="fb-customerchat"
  page_id="<PAGE_ID>">
</div>
```

See also: [Setting up the Plugin: Option 2 - Set Up Using Developer Steps](#)

5. Customization

All customizations are set as an attribute when the [plugin is included](#) on your webpage.

To customize the attributes of the plugin, please see: [Customer Chat Plugin: Customization](#)

`greeting_dialog_display`

Optional. Sets how the greeting dialog will be displayed.

The following values are supported:

- `show`: The greeting dialog is shown and remains open on desktop and mobile after the number of seconds set by the `greeting_dialog_delay` attribute.
- `hide`: The greeting dialog is hidden until a user clicks on the plugin on desktop and mobile.
- `fade`: The greeting dialog is shown briefly after the number of seconds set by the `greeting_dialog_delay` attribute, then fades away and is hidden on desktop.

The plugin setting defaults to `show` on desktop and mobile. See the [Caching Behavior](#) section below for more.

Example Code

```
<!-- Load Facebook SDK for JavaScript -->
<div id="fb-root"></div>
<div class="fb-customerchat"
  page_id="" #page_id for client's Facebook page
</div>
<script>
  (function(d, s, id) {
    var js, fjs = d.getElementsByTagName(s)[0];
    if (d.getElementById(id)) return;
    js = d.createElement(s); js.id = id;
    js.src =
'https://connect.facebook.net/en_US/sdk/xfbml.customerchat.js#xfbml=1&ver
sion=v2.12&autoLogAppEvents=1';
    fjs.parentNode.insertBefore(js, fjs);
  }(document, 'script', 'facebook-jssdk'));
</script>
```

Example Code (customization: greeting hidden)

```
<!-- Load Facebook SDK for JavaScript -->
<div id="fb-root"></div>
<div class="fb-customerchat"
  page_id="" #page_id for client's Facebook Page
  greeting_dialog_display="hide"
</div>
<script>
  (function(d, s, id) {
    var js, fjs = d.getElementsByTagName(s)[0];
    if (d.getElementById(id)) return;
    js = d.createElement(s); js.id = id;
    js.src =
'https://connect.facebook.net/en_US/sdk/xfbml.customerchat.js#xfbml=1&ver
sion=v2.12&autoLogAppEvents=1';
    fjs.parentNode.insertBefore(js, fjs);
  }(document, 'script', 'facebook-jssdk'));
</script>
```