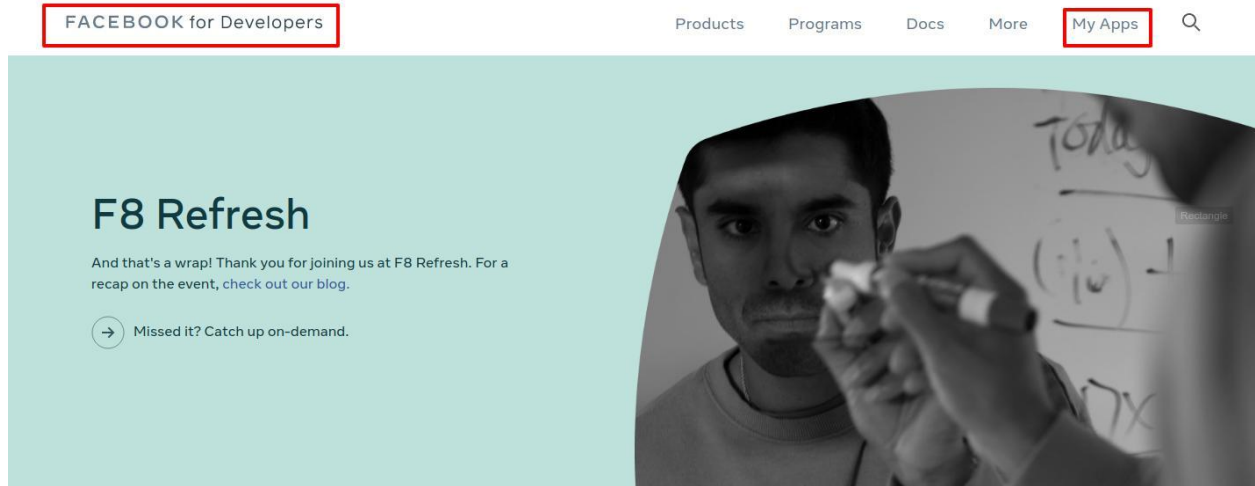


Pragtech Facebook Messenger

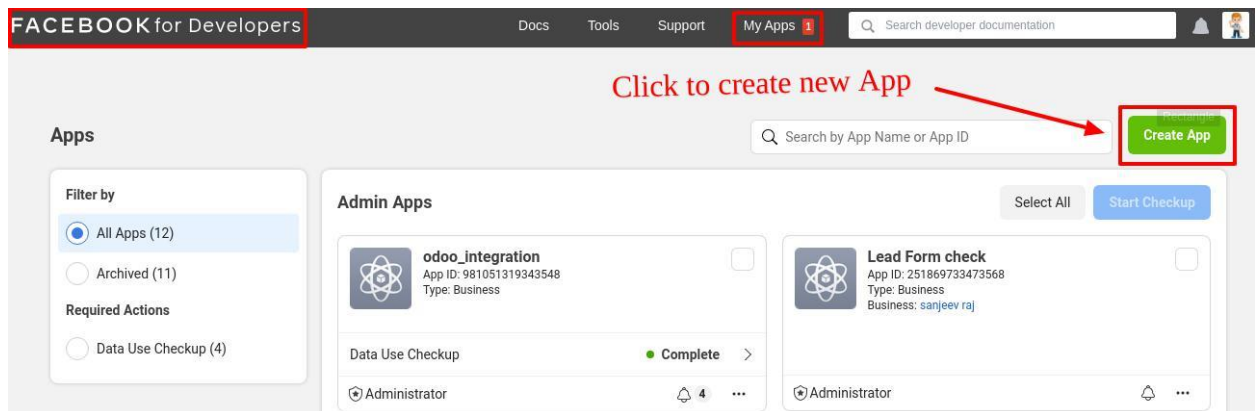
Facebook Developer Account Interface :-

Step 1 : First we have to login into the “Facebook Developer Account” using the following link <https://developers.facebook.com/>.

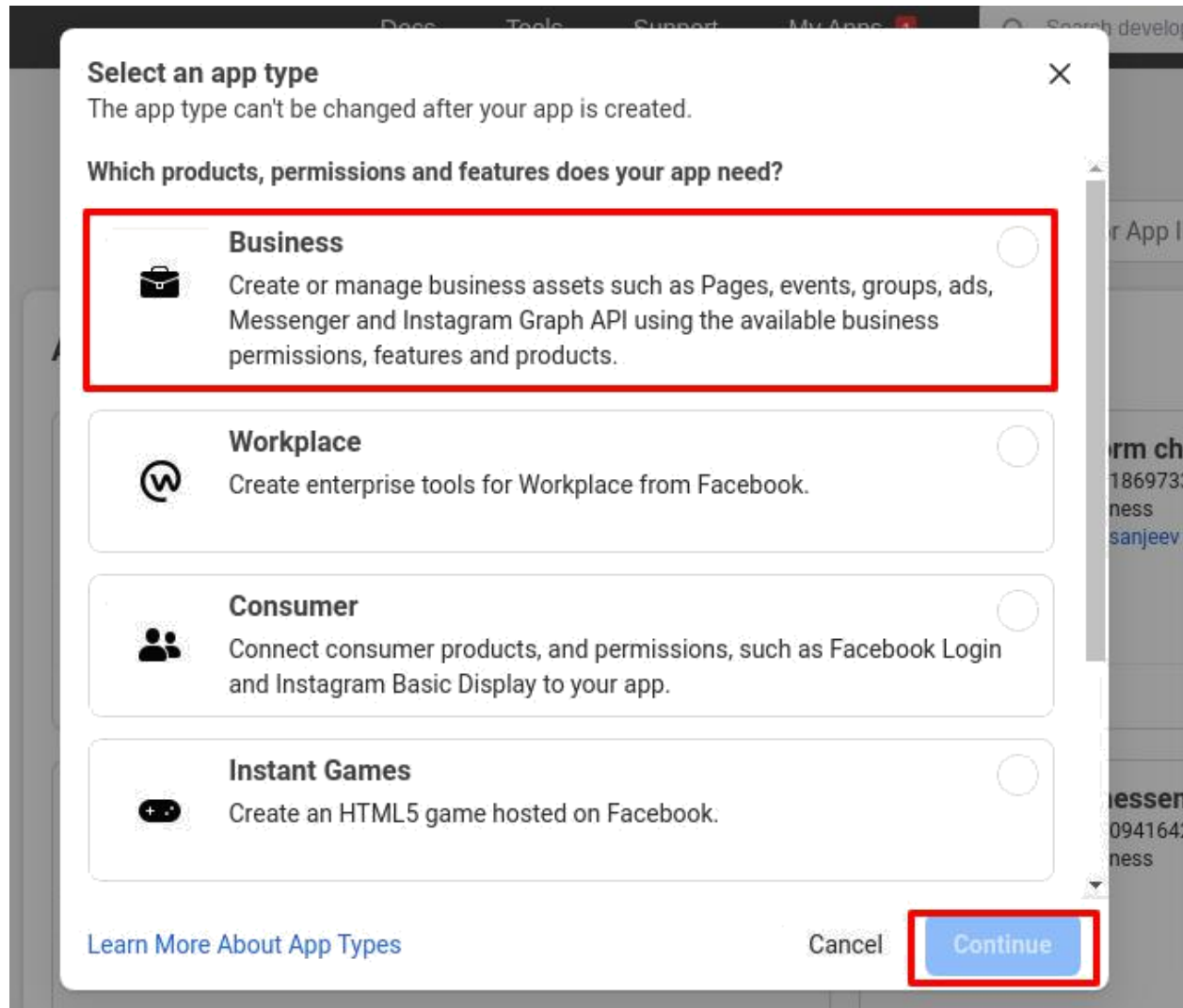
Step 2: Click on “My Apps”.



Step 3: Create an app by clicking on the “Create App” button.



Step 4 : Select an app type as “Business” and click on the continue button.



Step 5: Fill "App display Name", Contact Email and choose "App Purpose" as "Yourself or Your own Business", then Click on the "Create App" button.

Create an App

App Display Name

This is the app name associated with your app ID.

App Contact Email

This email address is used to contact you about potential policy violations, app restrictions or steps to recover the app if it's been deleted or compromised.

App Purpose

This app's primary purpose is to access and use data from Facebook's Platform on behalf of:

☒ Yourself or your own business

☐ Clients ⓘ

If you are developing an app that accesses and uses data from Facebook's Platform on behalf of clients, you are subject to [Section 5b of the Platform Terms](#).

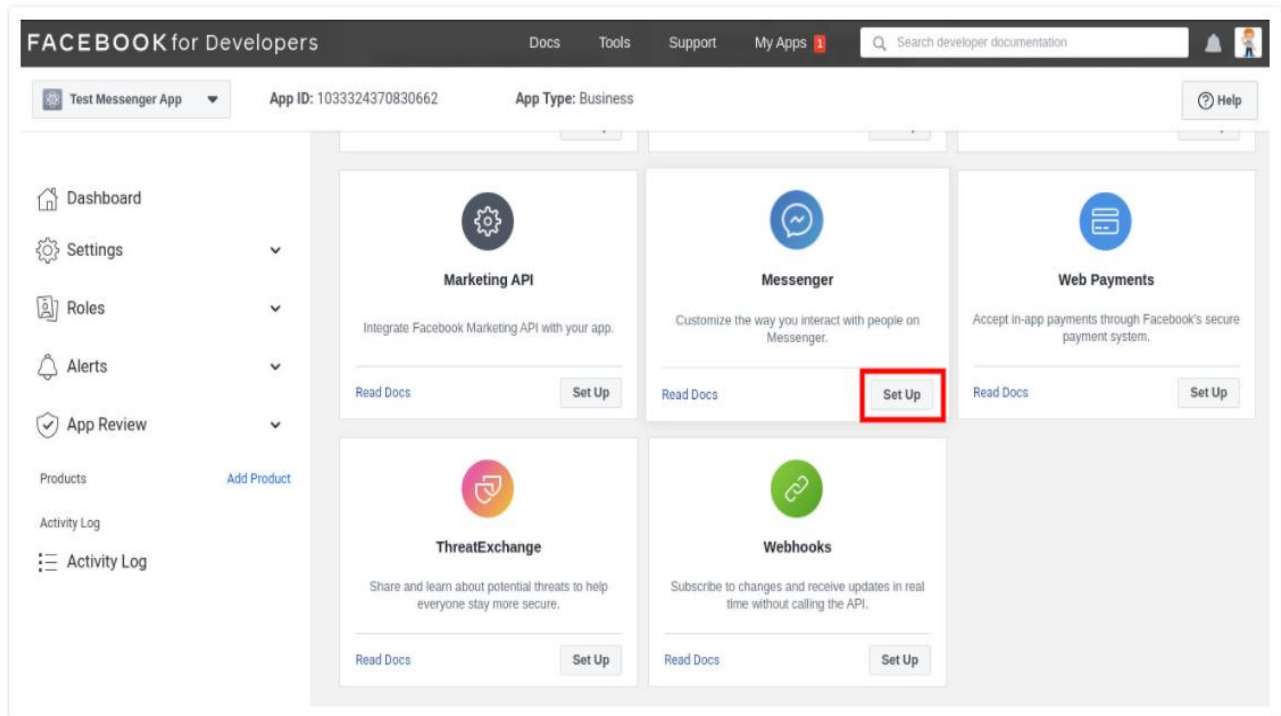
Do you have a Business Manager account? · Optional

In order to access certain aspects of the Facebook platform, apps may need to be connected to a verified Business Manager account. If you haven't yet set up an account, you can create one now or later in the process.

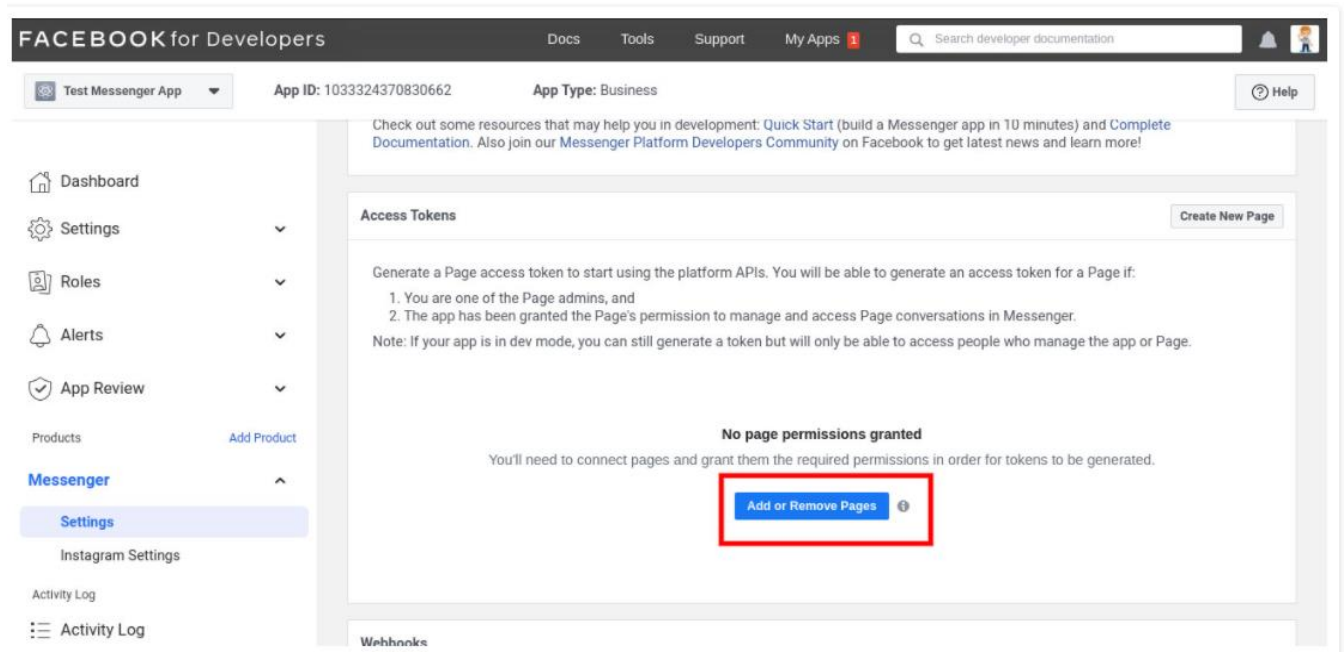
< Back

Create App

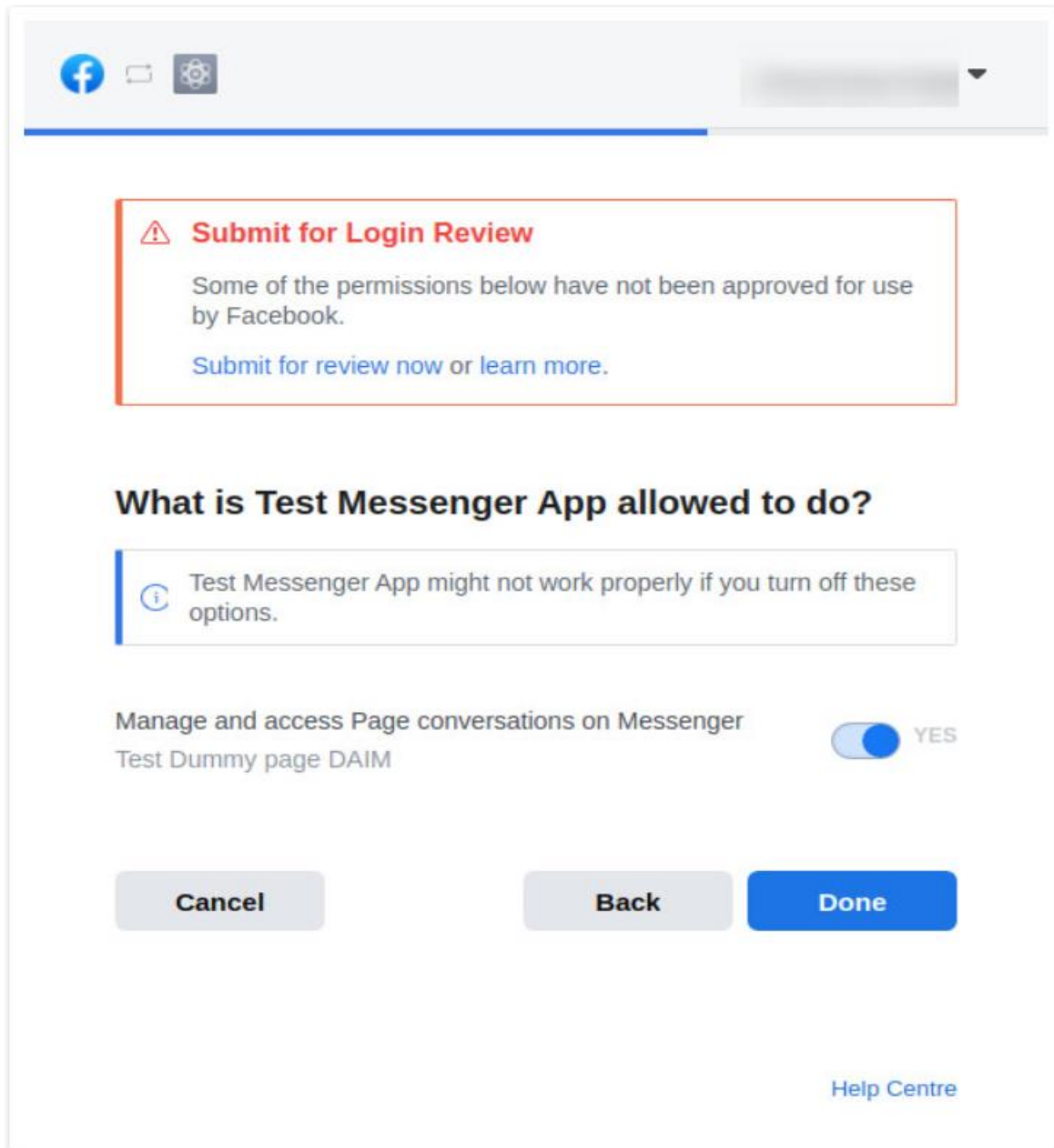
Step 6: Add Products to Your App by selecting "Messenger" , Then click on "Set Up" Button.



Step 7: Go to Facebook Developer Dashboard → Messenger → Settings of Facebook Developer account page as shown in the image below then click Add or Remove Pages.



Step 8: Once the page is selected it is submitted for login review with Facebook.



The screenshot shows a Facebook interface for submitting an app for login review. At the top, there is a navigation bar with the Facebook logo, a mobile device icon, a settings gear icon, and a search bar. Below the navigation bar, a red-bordered box contains a warning icon and the text 'Submit for Login Review'. It states that some permissions have not been approved for use by Facebook and provides links to 'Submit for review now' and 'learn more'. Below this, the heading 'What is Test Messenger App allowed to do?' is displayed. Underneath, an information icon is followed by the text 'Test Messenger App might not work properly if you turn off these options.' A toggle switch is shown for the setting 'Manage and access Page conversations on Messenger', which is currently turned on (YES). Below the toggle, the text 'Test Dummy page DAIM' is visible. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Done'. A 'Help Centre' link is located in the bottom right corner.

Submit for Login Review

Some of the permissions below have not been approved for use by Facebook.

[Submit for review now](#) or [learn more](#).

What is Test Messenger App allowed to do?

Test Messenger App might not work properly if you turn off these options.

Manage and access Page conversations on Messenger ☒ YES

Test Dummy page DAIM

Cancel **Back** **Done**

[Help Centre](#)

Step 9: In the App, in settings, there is a basic setting option from there we can get the App id & App secret and set these values in Odoo on the company in Facebook App ID & Facebook App Secret fields respectively.

FACEBOOK for Developers Docs Tools Support My Apps 1 Search developer documentation

Test Messenger App App ID: 1033324370830662 App Type: Business Help

Dashboard Settings Basic Advanced Roles Alerts App Review Products Add Product Facebook Login Messenger

App ID: 1033324370830662 App Secret: Show

Display Name: Test Messenger App Namespace:

App Domains: Contact Email: dev.demo@pragtech.co.in

Privacy Policy URL: Privacy policy for Login dialog and App Details Terms of Service URL: Terms of Service for Login dialog and App Details

App Icon (1024 x 1024): 1024 x 1024 Category: Choose a Category Find out more information about app categories here

Discard Save changes

Step 10: Next you need to copy the Page id and place it in Odoo in the Page ID field.

FACEBOOK for Developers Docs Tools Support My Apps 1 Search developer documentation

Test Messenger App App ID: 1033324370830662 App Type: Business Help

Dashboard Settings Roles Alerts App Review Products Add Product Facebook Login Messenger Instagram Settings

Get Started


Check out some resources that may help you in development: [Quick Start](#) (build a Messenger app in 10 minutes) and [Complete Documentation](#). Also join our [Messenger Platform Developers Community](#) on Facebook to get latest news and learn more!

Access Tokens Create New Page

Generate a Page access token to start using the platform APIs. You will be able to generate an access token for a Page if:

1. You are one of the Page admins, and
2. The app has been granted the Page's permission to manage and access Page conversations in Messenger.

Note: If your app is in dev mode, you can still generate a token but will only be able to access people who manage the app or Page.

Pages ↑	Tokens
 Test Dummy page ID: 187432363353381	—

Add or Remove Pages Generate Token

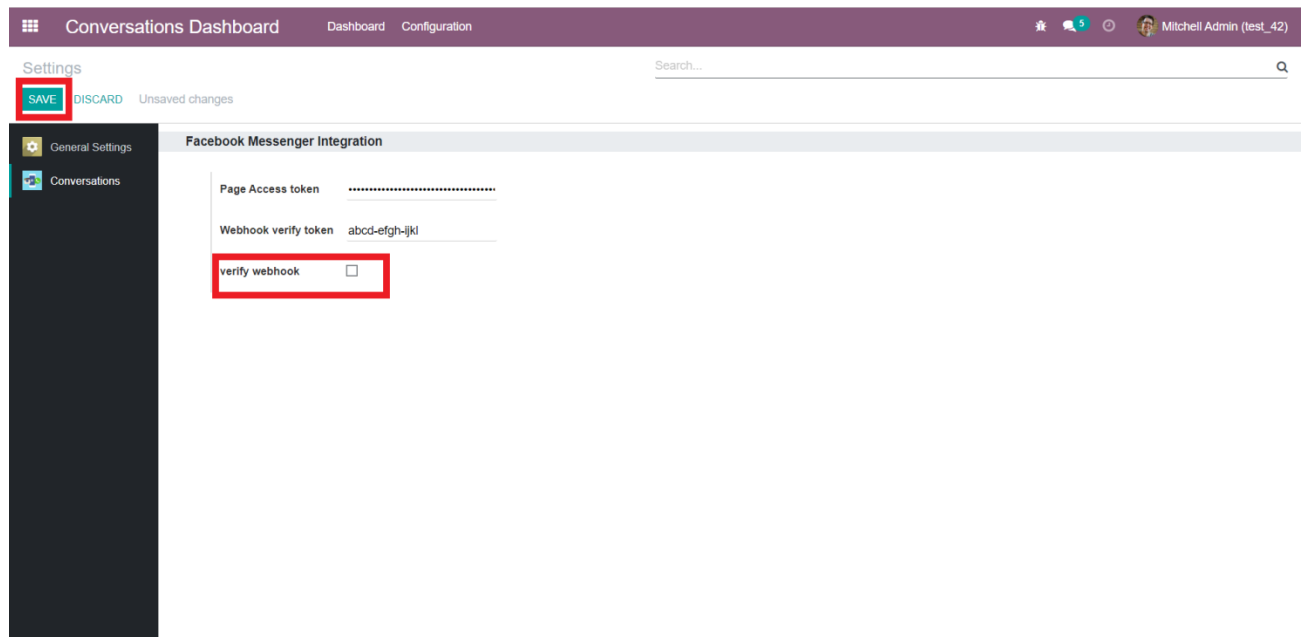
Step 11: Next you need to paste the Page access token in Odoo conversation dashboard settings in the Page Access token field

The screenshot shows the 'Conversations Dashboard' in Odoo. The left sidebar has 'General Settings' and 'Conversations'. The main area is titled 'Facebook Messenger Integration'. It contains three fields: 'Page Access token' (highlighted with a red box), 'Webhook verify token' (containing 'abcd-efgh-ijkl'), and 'verify webhook' (with an unchecked checkbox). The top bar shows 'Conversations Dashboard', 'Dashboard', 'Configuration', and a user profile 'Mitchell Admin (test_42)'. Below the top bar, there's a 'Settings' section with 'SAVE', 'DISCARD', and 'Unsaved changes' buttons, and a search bar.

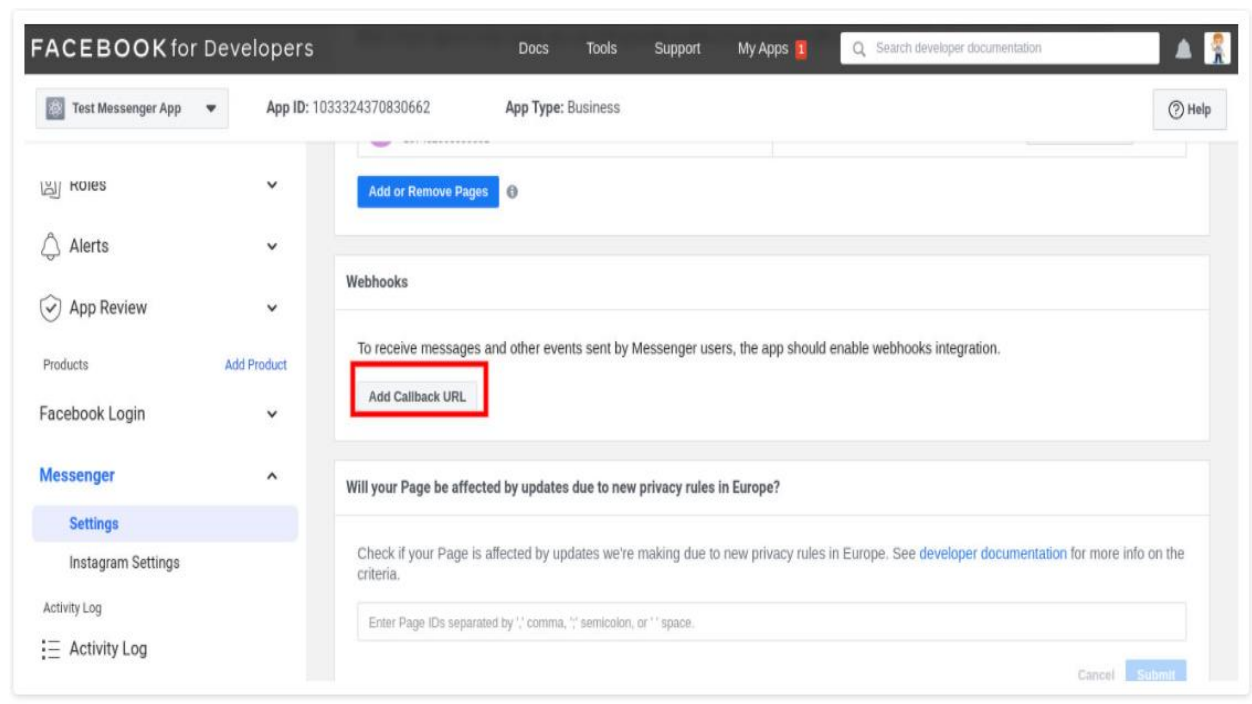
Step 12: Next you need to paste the webhook token to be used by facebook to send messages in the Webhook verify token field.

This screenshot is similar to the previous one, showing the 'Facebook Messenger Integration' settings. In this step, the 'Webhook verify token' field, which contains the value 'abcd-efgh-ijkl', is highlighted with a red box. The 'Page Access token' field is also visible but not highlighted. The rest of the interface, including the top bar, sidebar, and search bar, remains the same.

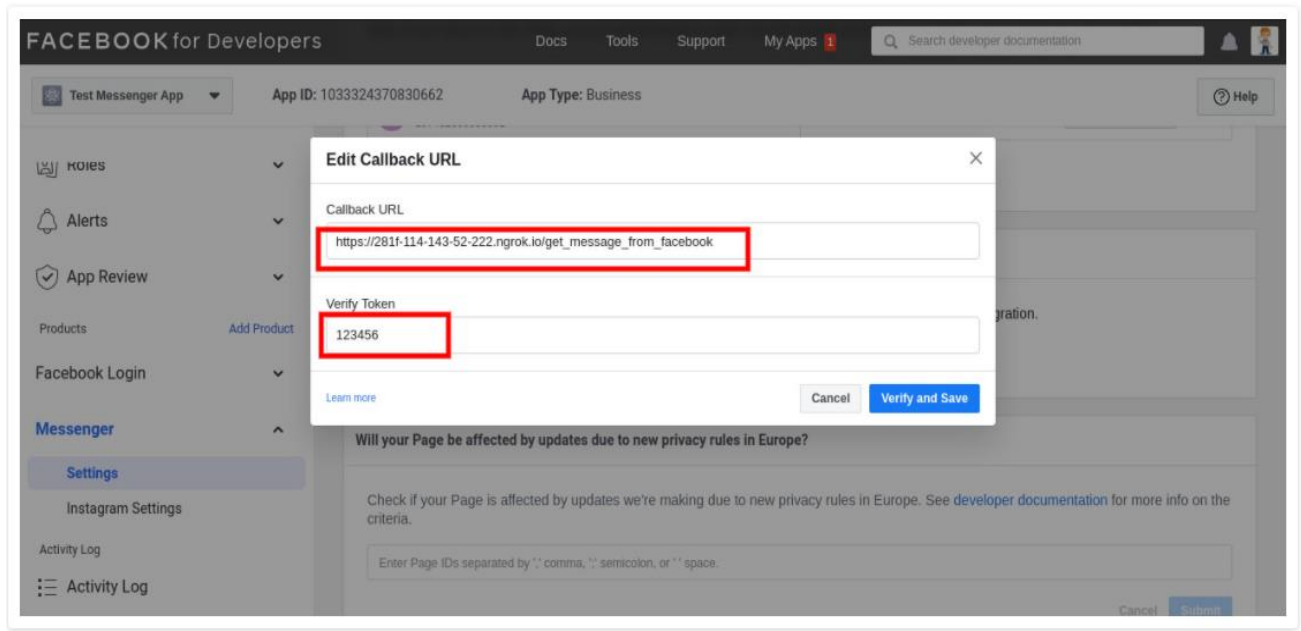
Step 13: Check the box in the verify webhook field and then save the configuration.



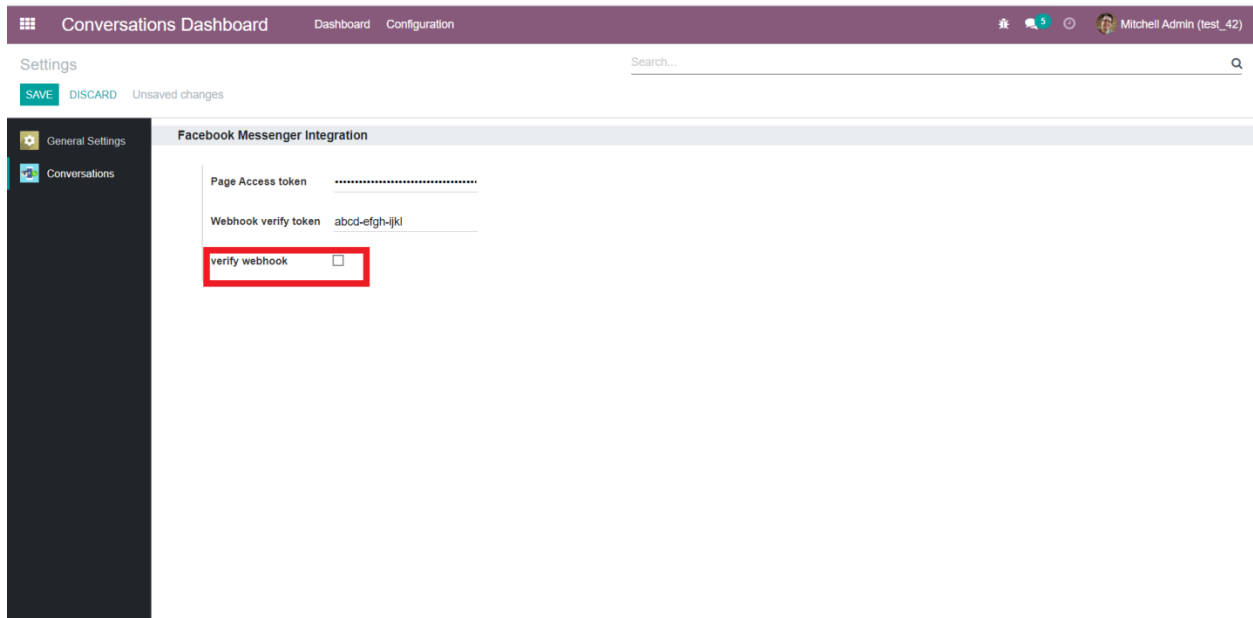
Step 14: Go back to your messenger settings in your Facebook developer account and click on the add callback option.



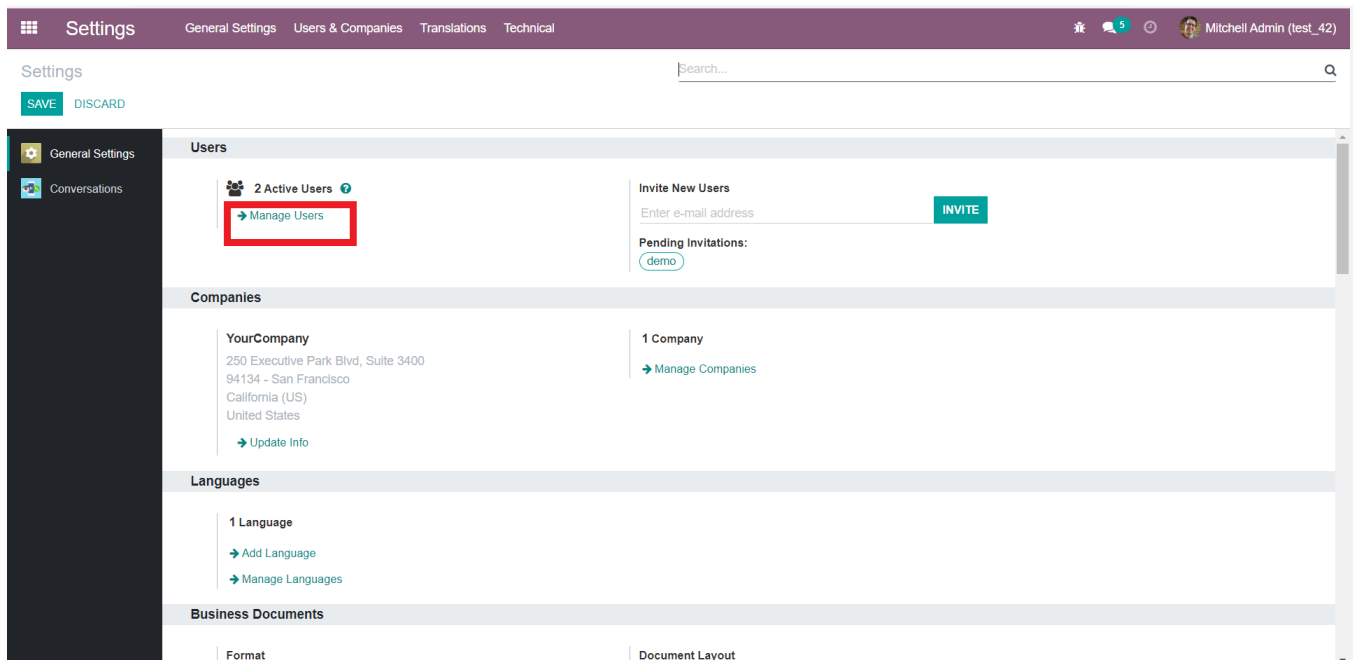
Step 15: Once you click on it it opens a popup that asks the callback URL which is the URL of your Odoo server followed by '/facebook/responce/message' and the verify token is the same custom verify token set on the conversation dashboard configuration then click verify and save.



Step 16: Return to the conversations dashboard configuration and uncheck the box for the verify webhook field and save it.



Step 17: Navigate to odoo general settings and select manage users and choose you current user settings.



Step 17: Check the box for facebook chat under the Access rights tab and save the settings.

SAVE DISCARD

2 / 2 < >

Access RightsPreferences

User Type

User types

☒ Internal User

☐ Portal

☐ Public

Administration

AdministrationSettings

Technical

Access to Private Addresses☐

Access to export feature☒

Extra Rights

Contact Creation☒

Multi Currencies☐

Multi Companies☐

Other

Facebook Chat☒

Instagram Chat☐