

FACEBOOK INTEGRATION CONFIGURATION

Facebook Setup

Step 1: Create a new application on [Facebook](#) or log in to an existing one. Go to the [Graph API Explorer](#) webpage, then save the Access Token and Page ID to use for authentication in your ServiceNow instance.

Graph API Explorer Application: [?] Mynowfeedback App ▾

Access Token: Get Token ▾

GET ▾ → /v3.2 ▾ /me?fields=id,name ★ Submit ▶

Learn more about the Graph API syntax

Node: me

- ☒ id
- ☒ name
- + Search for a field

```
{
  "id": "105779153965746",
  "name": "SN Demo"
}
```

Response received in 66 ms

Copy Debug Information </> Get Code Save Session

Tip: To create a long lasting User Access Token you will need to copy the token and paste into the [Facebook Access Token Debugger](#), click Debug and then Extend Access Token.

ServiceNow Instance Setup

Step 2: Next, go the REST Message application in your own instance. Make sure the endpoint is the same as the Page ID and the following parameter is “visitor_posts”.

REST Message
Facebook Integration | sys_rest_message

UpdateDelete

Name | name

Facebook Integration

Application | sys_scope

Global

Accessible from | access

This application scope only | package_pr

Description | description

Endpoint | rest_endpoint

https://graph.facebook.com/v3.3/214309025254648/visitor_posts

Authentication

HTTP Request

REST Messages support the following Authentication types:
Basic authentication
Mutual (two-way authentication)
OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.
[More info](#)

Authentication type | authentication_type

No authentication | no_authentication

Use mutual authentication | use_mutual_auth

Update

Delete

HTTP Methods

New

Search

for text | ztextsearchyy

Search

1 to 1 of 1

REST Message = Facebook Integration

Name | function_name

HTTP method | http_method

Endpoint | rest_endpoint

Default GET

GET

https://graph.facebook.com/v3.3/21430902...

Actions on selected rows... | x

1 to 1 of 1

Click the HTTP Method - Default GET which will take you to the next page

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Facebook Integration | sys_rest_message

UpdateDelete

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Application | sys_scope

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Accessible from | access

This application scope only | package_pr

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REST Message = Facebook Integration

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☐

Default GET

GET

https://graph.facebook.com/v3.3/21430902...

☐

Actions on selected rows... | x

1 to 1 of 1

Click HTTP Request tab – Under HTTP Headers, add “Content-Type” in the Name field and “application/json” in the value field. Under HTTP Query Parameters, add “fields” to the first Name field and “create_time,message” to the first Value field. Add a second Query Parameter with the Name “access_token” and the Value should be **your own Access Token that we got from Step 1.**

REST Message | **rest_message** | Facebook Integration | Application | **sys_scope** | Global

* Name | function_name | Default GET

* HTTP method | http_method | GET | get

Endpoint | rest_endpoint | https://graph.facebook.com/v3.3/214309025254648/visitor_posts

Authentication | HTTP Request

Use MID Server | use_mid_server | [Search]

HTTP Headers

Name	Value
Content-Type	application/json

HTTP Query Parameters

Name	Value	Order
fields	create_time,message	100
access_token	EAAhCs0otTUBAMjsodW3CyyDep7LWWxr8C7eGoZ...	100

Update | Delete

Step 3 (optional): In the Scheduled Jobs list find Facebook Integration then click Execute Now to run the API. The Scheduled job will run the API every 5 minutes. To change the run period, edit the Repeat Interval field.

Scheduled Script Execution | Facebook Integration | sysauto_script

Name | name | Facebook Integration

Active | active | ☒

Run | run_type | Periodically | periodically

Application | sys_scope | Global

* Repeat Interval | Days | 0 | Hours | 00 | 05 | 00

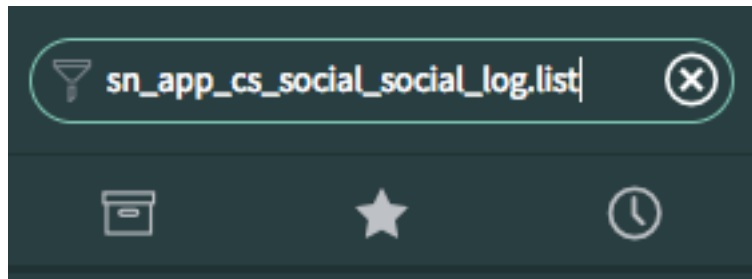
Starting | run_start | 2019-06-24 14:01:12

Conditional | conditional | ☐

Run this script | script | [Icons]

Update | **Execute Now** | Delete

Step 4: Check the Social Log list to see the new posts created. You can either go to All Cases module or type the table into the Application Navigator.



Social Logs		New	Search	Created	Search	1 to 60 of 60	
All	Agent	Document	Social Message URL		Social Profile	Social Message	Created
Search	Search	Search	Search		Search	Search	Search
<input type="checkbox"/>	i (empty)	(empty)	https://www.facebook.com/353709651938635/posts/354680741841526		siakhuang.yeo (Facebook)	On my god. It was close! The driver shou...	26/04/2019 15:29:26
<input type="checkbox"/>	i (empty)	(empty)	https://www.facebook.com/353709651938635/posts/354680351841565		siakhuang.yeo (Facebook)	Was greeted by the driver this morning. ...	26/04/2019 12:59:55
<input type="checkbox"/>	i (empty)	CS0052957	https://www.facebook.com/353709651938635/posts/354598285183105		353709651938635 (Facebook)	The bus driver is very rude. I felt so o...	26/04/2019 07:59:55
<input type="checkbox"/>	i (empty)	(empty)	https://www.facebook.com/353709651938635/posts/354568278519439		353709651938635 (Facebook)	Still no improvements on the issue of th...	26/04/2019 06:09:53
<input type="checkbox"/>	i (empty)	CS0052956	https://www.facebook.com/353709651938635/posts/354456348530632		353709651938635 (Facebook)	I am pretty angry about how your service...	26/04/2019 00:02:41

Step 5: View the Social Log record that was automatically created!

Social Log

The bus driver is very rude. I felt so offended and he needs to be re-trained on customer service.

Update

Delete

Agent

Social Message URL

<https://www.facebook.com/353709651938635/posts/354598285183105>

Social Message

The bus driver is very rude. I felt so offended and he needs to be re-trained on customer service.

Social Message ID

353709651938635_354598285183105

Social Created Time

25/04/2019 08:00:00

Social Profile

353709651938635 (Facebook)

Document

CS0052957

Tones

Anger

0.59

Sadness

Fear

Joy

Analytical

Confident

0.84

Tentative

Update

Delete

Enjoy your new Facebook integration!

