





Social Media Customer Support

GUIDE.SUMMARY What eBay offers customer service on Facebook, Twitter and Instagram for Buy, Sell, M2M, e2M and Authenticity Guarantee via both public and private messaging. Our official pages can be recognized by a verification checkmark (typically blue or gold)

on all Social Media platforms*.



 This article covers

Social Media Pages, Talking Points, Customer Service Teams and Distribution

- RELATED LINKS
- Facebook
 - US - facebook.com/ebay
 - eBay for Business US - (Region-locked and only available to US registered Facebook users) - facebook.com/eBayforBusiness
 - CA - facebook.com/eBayCanada
 - UK - facebook.com/eBay.co.uk/
 - eBay for Business UK - (Region-locked and only available to UK registered Facebook users) - facebook.com/eBayforBusinessUK
 - DE - facebook.com/eBay.de
 - eBay Austria - <https://www.facebook.com/eBayAustria/>
 - AU - facebook.com/eBay.com.au

<https://www.facebook.com/eBay.ie/> - <https://www.facebook.com/eBayFrance>
<https://www.facebook.com/eBayFrance> - <https://www.facebook.com/eBay.it>
<https://www.facebook.com/eBay.it> - <https://www.facebook.com/ebayforbusinessitalia>
<https://www.facebook.com/ebayforbusinessitalia> - <https://www.facebook.com/eBayEspana>
<https://www.facebook.com/eBayEspana> - <https://www.facebook.com/eBayGlobalMX>
<https://www.facebook.com/eBayGlobalMX> - <https://www.facebook.com/eBayLatAm>
<https://www.facebook.com/eBayLatAm> - [@AskeBay](https://www.facebook.com/eBayUS) - [@eBayCanada](https://www.facebook.com/eBayCanada)
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[@eBay_Italia](https://www.facebook.com/eBay_Italia) - [@eBayESP](https://www.facebook.com/eBayESP) - [@eBay_Mexico](https://www.facebook.com/eBay_Mexico) - https://www.facebook.com/eBay_Mexico

Sneakers (@ebaysneakers) - <http://twitter.com/ebaysneakers>

Instagram <http://instagram.com/ebay> <http://instagram.com/ebaysneakers>

US - <http://instagram.com/ebaycanada>

CA - <http://instagram.com/ebayau>

AU - <http://instagram.com/ebayau>

GUIDE.TALKING_POINTS What support is NOT available through Social Media Channels? Social Media CS cannot assist with account-specific Payments-related concerns, Guest account purchases, some account suspensions or any topic requiring Hard Verification like ATO. How can I confirm that the account I'm contacting on Social Media is actually eBay? Most official eBay Social Media accounts have a blue verified checkmark. If you visit the homepage of the account you will see our logo along with a blue checkmark that denotes its official. Having that checkmark shows that we've passed strenuous verification facilitated by the platform.

If you find they're visiting a page that appears to be unofficial, please gather the page name, profile name or handle and report it to your Team Lead.

Are the people I'm talking to on (eBay Social Media page) actual eBay employees? Yes. Our goal is to offer customer service in as many places as possible. Any help you're receiving from an official eBay social media page are eBay employees. I was talking to someone from eBay on (eBay Social Media page) and they told me to go through the Contact Us link on your website for assistance.

There are times that our Social media team may need to redirect a member to other means of contacting us, as their issue is something that needs to be resolved through chat, email or phone for security reasons.

Social Media CS cannot assist with account-specific Payments-related concerns, Guest account purchases, some account suspensions or any topic requiring Hard Verification like ATO.

Reassure the member they've done the right

thing by getting in touch with you and you'd be happy to help. I saw eBay has some Social Media pages. Can I just reach out to you through there next time? Absolutely! We can help with most any issue on most of our Social Media pages. Don't hesitate to post on our wall, tag us in a tweet or shoot us a private message on Facebook, Twitter or Instagram. Just be sure it's the eBay account with a blue checkmark. Do you support different languages on your Social Media Pages? Yes. We offer support in English, French, Italian, Spanish, German on the related Social Media pages. For example, we offer French support on our @ebay.fr Twitter account and our eBay France Facebook page. </h2></h2>

GUIDE.DETAILED_INFORMATION Social Media Teams

US Social Media Team provides support on all US and CA pages, UK Facebook and Twitter, AU Instagram and eBay Mexico and LatAm Facebook pages. Dublin Social Media Team provides service on all UK, FRITES and CA pages along with US Facebook and Twitter and eBay Ireland Facebook. AU Social Media Team provides service to AU Facebook and Twitter accounts.

Documentation

Currently, the Social Media teams do not use Communicator so their activity on accounts is not documented in SRs. They use a tool called Sprinklr to engage with members and within that tool there are Case IDs associated with the member contact. Any time action is taken on a member's account by a Social Media agent, a corresponding MAC note or note within an eMBG case would be made.

Social Media Marketing

We also have our Social Marketing Teams that create public content to drive engagement while gaining insight about the business through the eyes of our members. They create everything from Facebook wall posts, Tweets, Reels, Stories and Shorts that make our Social Media pages an interactive and educational place for all buyers and sellers to visit. The Social Marketing Teams content can be viewed by visiting the Homepage of any of our Social Media accounts. You will see our Marketing Team engaging with members on their public posts along with asking members to send private messages in certain situations (contests, sweepstakes, feedback about eBay, etc.) on any of our eBay pages. </h2>