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Social Media Solution Guide

Configure Multiple Facebook Channels

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Configure Multiple Facebook Channels

There are several possible combinations of Facebook channels.

One Account Channel, One Service Channel

1. Configure a Facebook Account channel.
2. Log in as an administrator and save the channel.
3. Configure a Service type channel and add the pages and events you want to track. You must designate the Account channel as the default channel for the admin user (screenshot assign_default).

One Account Channel, Multiple Service Channels

This configuration is appropriate if the pages you want to track belong to the same administrator and you need to track each page on a separate service channel.

1. Configure a Facebook Account channel.
2. Configure a separate Service channel for each page. (see screenshots service1 and service2). As before, you must designate the Account channel as the default channel for the admin user.

Two or More Account Channels, Each With a Corresponding Service Channel

- Each cloud admin user must configure each pair of Account:Service channels.
- Each Account channel should be set as the default for the admin who configured it.
- For each Service channel, select the corresponding Account channel in the **Outbound channel** field.

This is very similar to configuring multiple Twitter channels. (screenshots multiple_channels1,2)