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Workspace Desktop Edition Help

Facebook Interaction

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Facebook Interaction

Tip

Are you looking for **tutorials** to help you learn how to use this feature? Check out the [Related Resources](#) section at the bottom of this article.

Interaction Workspace enables you to handle social media interactions from the Facebook website. This topic is also covered in the [Workspace Desktop Edition User's Guide](#).

Tip

This topic includes the Facebook Session Interaction Window, which you use when replying to a private message.


For the following actions, see:



- Mark multiple interactions as Done in [Workbin](#)
- Delete multiple outbound interactions from [Workbin](#)
- Have an [Instant Message](#) consultation
- Access [contact information](#) and [history](#)

Important

As Facebook posts and comments are not considered as live interactions, the interactions' status is always shown as **Offline** in the Facebook Interaction window.

Display Facebook User Profile Information

Click the **Show Info**  button to open a user profile tab. You can also click the user name to open the Facebook page with user profile information.

The author's gender appears in the user profile. The author's gender also displays as an icon: Male  or Female .

View Case Data

The Case Data (attached data) view provides information about an interaction—; for example, an account number or type of service. Your system administrator configures which attached data is displayed.


Display the Number of Facebook "Likes"

The number next to the thumbs up icon  indicates the number of likes.

Expand or Collapse the Comments View

You can expand the Comments by clicking **View**. After clicking **View**, the **Hide** button is displayed so you can collapse the comment. You can also select **Expand All** or **Collapse All** in the Comments view to view or hide all comments at once.








View the Total Number of Comments and Show More Comments

Click the **Show Info** button  to open the user profile, then click the **Post** tab to view the total comments count.

Total comments is also displayed with the original post. Your administrator configures the number of comments to display per page. If the number of comments exceeds the configured number, the **Show more** link is displayed. Click **Show more** to view additional comments.

Display the Actionability and Sentiment of the Facebook Interaction

When a Facebook interaction arrives, you can access Actionability and Sentiment icons, which either have one of the following values or are undeclared:

- Actionability—Possible values are **Actionable** , **Not Actionable** , or **Undeclared** .
- Sentiment—Possible values are **Positive** , **Negative** , **Neutral** , or undeclared .

Actionability and Sentiment are based on the **classification** and **screening** results obtained from Genesys Knowledge Management.

Actionable Facebook posts are colored yellow and non-actionable are colored gray or white. Facebook

comments are automatically expanded and colored yellow if they are actionable, and collapsed and colored gray or white if they are non-actionable. Each Facebook comment has its own actionability and sentiment icon, which could be updated by the agent if necessary.

Update the Actionability and Sentiment of the Facebook Interaction

While processing the interaction, you have the option to change the value of the corresponding Actionability and Sentiment key by clicking the related icon and then choosing the correct value.

Hide Post or Unhide Post

Hide a root post on the your organization's Facebook page by clicking **Hide Post** or reveal a hidden post by clicking **Unhide Post**. A hidden post is not visible to viewers of the page

Like or Unlike

Like or unlike a post or comment by clicking **Like** or **Unlike**. The Liked by Agent icon  appears on liked posts.

Reply to the Original Routed Facebook Post

The original routed post is on the left pane, under the **Case Information** area. Subsequent comments are indented underneath. To reply to the original post, click **Comment**. Enter your comment, right-click, and select **Spellchecking**. You can also copy and paste selected text. When finished, click **Send**. Workspace associates your comment with the post.

Reply to a Facebook Comment

Subsequent comments are indented underneath the original-routed post. Click the applicable Comment, enter your comment, check the spelling, then click **Send**. You can also copy and paste selected text.

Access Images and Files Attached to Private Messages

If an inbound Private Message has attached images or other files, a list of file attachments and links

to any images is appended to the message. You can:

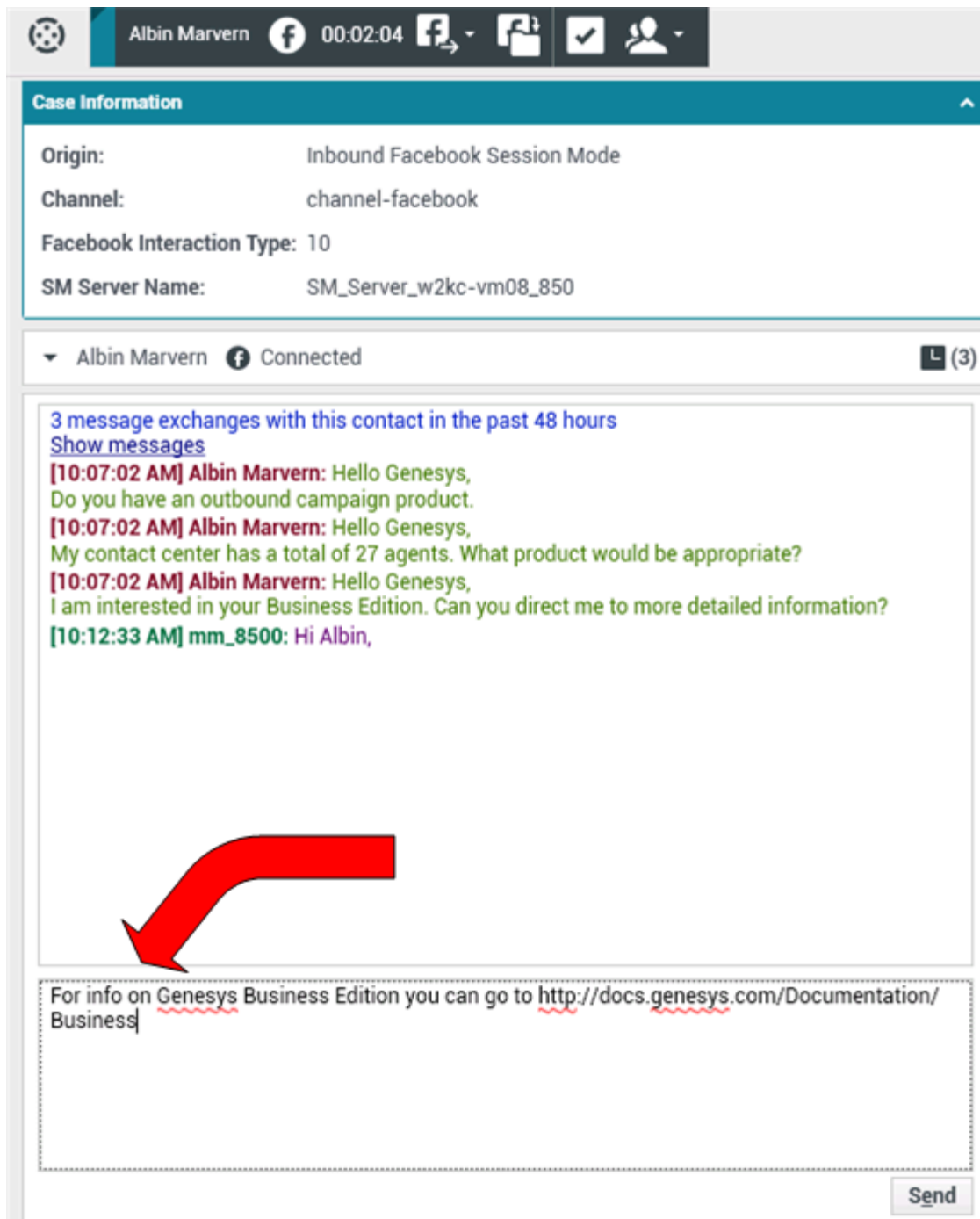
- Click a link in the message to display an image
- Click **FBPM Inbox URL** in the **Case Information** area. This takes you to a page showing all conversations for this Page, where you can display the images and download non-image files.

Replying to Private Messages

You can reply to a private message from a user (you cannot send new private messages). To do so, you must be logged in to either or both of the special channels **Facebook (Session Mode)** and **Facebook Private Message**.

Interaction is Connected

- If the interaction is in the **Connected** status, the reply area is active, enabling you to enter text as in the Figure below. When you are done, you can click **Send** in the lower right corner.





Case Information

Origin: Inbound Facebook Session Mode

Channel: channel-facebook

Facebook Interaction Type: 10

SM Server Name: SM_Server_w2kc-vm08_850

Albin Marvern  Connected  (3)

3 message exchanges with this contact in the past 48 hours
[Show messages](#)

[10:07:02 AM] Albin Marvern: Hello Genesys, Do you have an outbound campaign product.

[10:07:02 AM] Albin Marvern: Hello Genesys, My contact center has a total of 27 agents. What product would be appropriate?

[10:07:02 AM] Albin Marvern: Hello Genesys, I am interested in your Business Edition. Can you direct me to more detailed information?

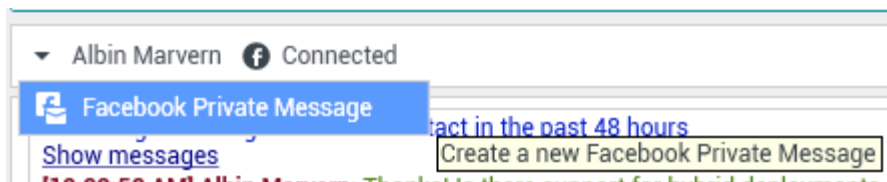
[10:12:33 AM] mm_8500: Hi Albin,

For info on Genesys Business Edition you can go to <http://docs.genesys.com/Documentation/Business>

Send

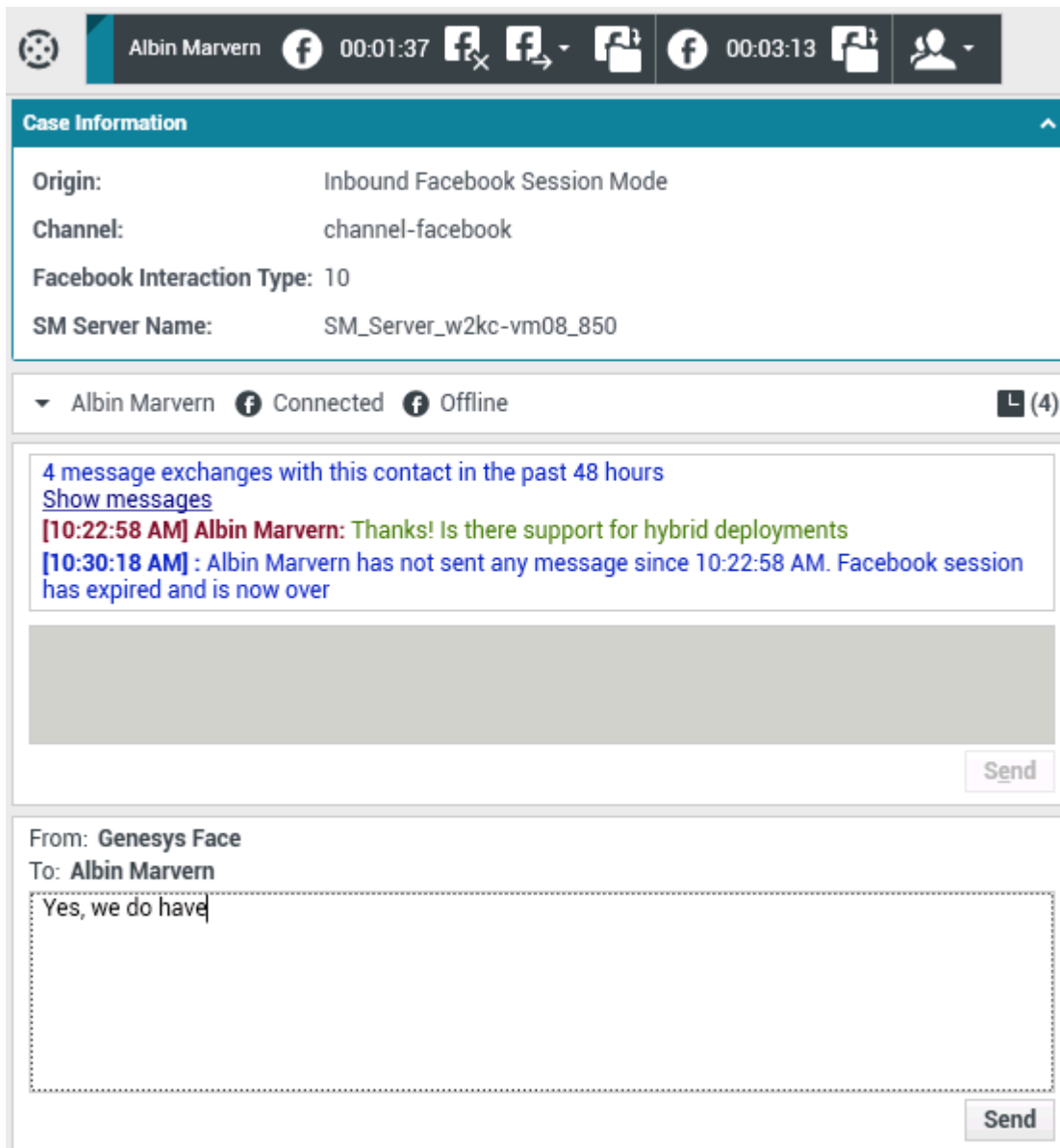
Entering Text in Reply Box

- You can also select **Facebook Private Message** from the drop-down under the contact's name, as in the following Figure:



Private Message in Drop-down.

You then have a new private message area to enter text in.




Entering Text for New Private Message.

- Finally, you can create a reply from the **History** view, as described in the next item.

Interaction is Disconnected

If the interaction is in the **Disconnected** status, you can reply in the following ways:

- By selecting **Facebook Private Message** from the pulldown under the contact's name, as described in the previous section.
- By selecting the interaction on the **History** tab, then clicking the **Reply** button . A **Reply** view opens in which you can enter text.

Channel Dependencies

- If the message has not timed out, you can reply if you are logged in to either Facebook (Session Mode) or Facebook Private Message.
- If the message has timed out, you must be logged in to Facebook Private Message to reply.

Emoji and emoticon support

Workspace supports standard Facebook emojis and emoticons.

Other Actions

- You can send further private messages as replies to an inbound private message. They are threaded with the original inbound private message as their parent.
- You can move a private message that you are working on into a **workbin**. From there you can perform the standard workbin actions.

Create a New Post

To create a new post, from the Agent Icon dropdown or Gadget dropdown,

1. Select **Post Update**, then **Facebook**. A new message window is displayed.
2. Select an account from the drop-down list.

Attach an Image

You can attach an image to an unsolicited outbound post.

To attach an image, click the **Add Picture** icon , then use the resulting dialog box to navigate to the desired file. This icon appears below the text box.

Use the Standard Response Library

When replying to a post or comment, you can insert a **standard response**. Click the vertical **Responses** button in the middle of the window to open a Standard Response library. You can search by keywords or open folders and view the responses.

When you click **Comment** or create a new post, an additional icon with the plus sign is displayed. After you click it, the standard response content is added to the message. If the standard response includes an attached image, the attachment is inserted as well. Currently you can attach images only to new unsolicited posts.


Your system might be set up to enable you to automatically insert a response by typing a pre-defined **shortcut** keyword.

Search Using a Clickable Hashtag

Facebook users can employ the # symbol, called a hashtag, to mark keywords or topics in posts, which can help you find other posts of interest. Clicking a hashtagged word in any message takes you to a Facebook page that lists all other posts in that category.

Delete

Delete an Outbound Interaction

To delete an outbound interaction, click the Delete button  on the toolbar at the top of the interaction window.

Delete a Comment or Post

To delete a comment or a post, click **Delete**.

Tip

The item can be deleted if this action is allowed by the author of the post and you have the permission to delete a post or comment.

Reply to a Facebook Interaction Using Another Media

You can reply using a voice call, email, or SMS. interaction Workspace can present a drop-down list of available channels to access a contact.


If as an agent, you learn other contact information (not Facebook-specific), such as a contact's phone number or email, you can manually enter this on the Information tab. The corresponding choice for other media channels will then appear when you click the arrow to the left of the Contact's name.

If a channel is not configured or the contact information for this channel is absent, "No possible action" is displayed.


Place Interactions in a Workbin

To place an interaction, inbound or outbound, in a **workbin**, click the **Move To Workbin** button .

Consult with Another Agent Using Voice

Click the down arrow on the **Start a Consultation** button  and select the Type of target. Click the magnifying glass to search by name or phone number.

Transfer to an Agent Group, Agent, Interaction Queue or Skill

Click the **Transfer**  button to select the Type of target. Click the magnifying glass to search by name or phone number.

Select a Disposition Code

You can select the **Dispositions** tab and choose a **Disposition code** for the original routed Facebook post.

Select Multiple Interactions of the Same Direction in a Workbin

If a workbin contains multiple interactions that are all either inbound or outbound, you can select them all and apply an action; for example, Move to Queue or Mark Done.

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- [Handle A Facebook Interaction](#)
- [Blend Different Media Into A Single Conversation](#)
- [Main Window Basics](#)
- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

Related topics

- [Functionality Overview](#)
- [Components, Features, and Controls](#)
- [Workspace Desktop Edition Help](#)

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