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Genesys Engage cloud Supervisor's Guide

Facebook (v8)

Facebook (v8)

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

The Facebook channel enables you to handle interactions with contacts and team members on the popular social networking service.

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Businesses use Facebook to reach their target customers, choosing their audience by location, age and interests. Businesses can also promote their Facebook page or website, use Facebook's "Like" button to increase their advertising influence, and build a community around their business.

Important

- Some Workspace Agent Desktop features are not available in all environments. You might not have this channel available in your environment. Check with your system administrator if you are assigned this channel but do not see it in the **My Channels** tab.
- You cannot attach files or pictures to your comments.

How do I handle a Facebook interaction?



When a new inbound Facebook interaction is sent to your workstation, a preview of the interaction is displayed at the bottom right-hand corner of your desktop.

If you accept the interaction, the inbound Facebook interaction view is displayed with the original-routed post on the left margin under the Facebook interaction toolbar. Subsequent comments are indented underneath the original post.

To view your Facebook contact information, select **Show Info** to open a user profile tab or select the username to open the Facebook page with user profile information.

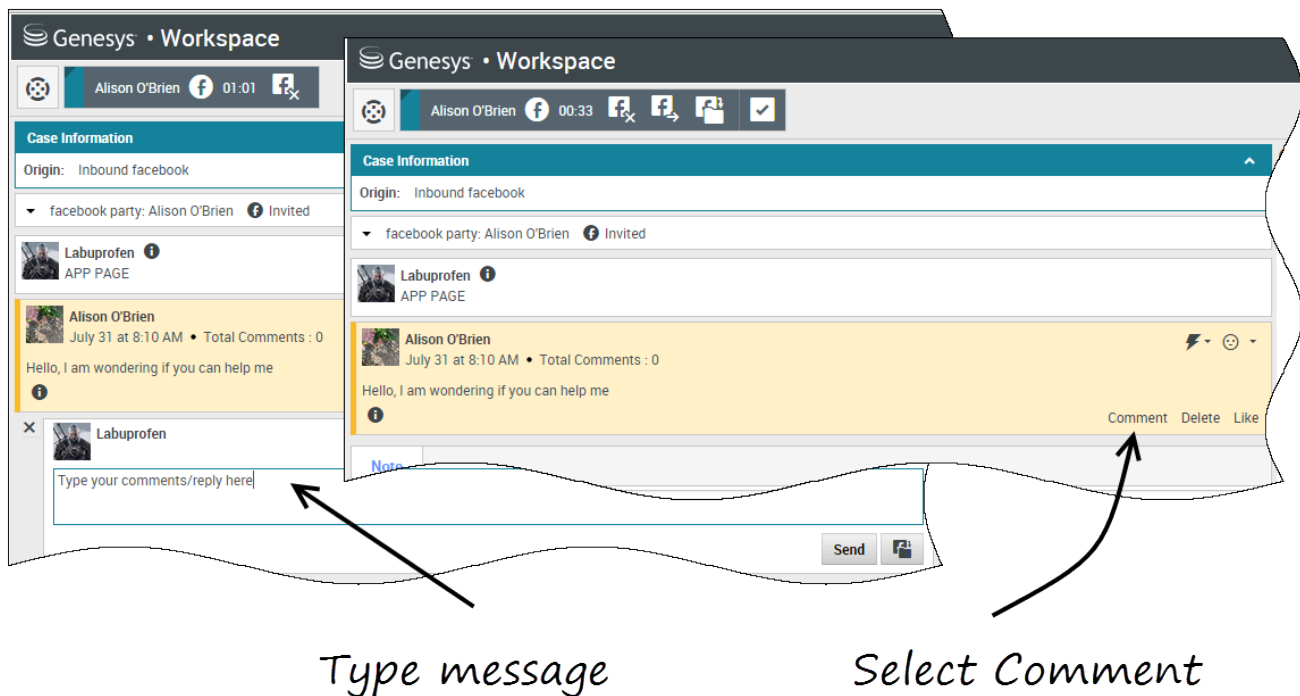
To reply to an original post, click **Comment** on the right of the post. Your comment is attached with the post and sent to your Facebook contact.

Some of the things you can do while handling a Facebook interaction include:

- Transfer the interaction to someone else in your company.

- Start a chat conference with yourself, the customer, and someone else in your company.
- Start a voice (internal targets and contacts) or chat (an internal target only) **consultation**. If you want to perform a warm transfer or a two-step transfer, click Consult to talk to the consultation target and then click Transfer to transfer the call.
- **Call** or **email** the contact, if there is a phone number or email address in the contact database. (You can also launch a call or email from the chat transcript area by clicking an email address or phone number.)
- **Respond with another media channel**, such as voice or email.
- Reply with a **Standard Response**.
- Add a **disposition code** or **note**.
- End the interaction and mark it as done.

What actions can you take while viewing comments



You can reply to your Facebook contact. Select "Comment" and type your message in the text box.

You can also select **View**, **Hide**, **Expand All**, or **Collapse All** to manage the appearance of the comments.

Select the **Show Info** button to open the user profile then select the **Post** tab to view the total comments count. Total comments also appears above the original post. Your administrator sets up the number of comments to display per page. If the number of comments exceeds the set number, **Show more** appears. Click **Show more** to view additional comments.

[+] Show more screenshots.

The screenshot displays the Genesys Workspace interface for a Facebook chat. The chat history shows messages from Alison O'Brien and Labuprofen. Handwritten annotations with arrows point to specific UI elements:

- Collapse All comments:** Points to the "Collapse All" link in the first message's comment section.
- Expand All comments:** Points to the "Expand All" link in the second message's comment section.
- Show comments:** Points to the "Show" link in the third message's comment section.
- Hide comments:** Points to the "Hide" link in the fourth message's comment section.

The interface includes a top bar with the Genesys logo and "Workspace" title, a contact header for "Alison O'Brien", and a sidebar with "CONTACT" and "RESPONSE" tabs. The chat messages are displayed in a list, each with a timestamp, a "Total Comments" or "Total Replies" count, and a "Show" or "Hide" link. The bottom of the interface features a "Note" field.

Genesys • Workspace

Alison O'Brien 21:32

Case Information

Origin: Inbound facebook

facebook party: Alison O'Brien Invited

Labuprofen APP PAGE

Alison O'Brien
July 31 at 8:10 AM • Total Comments : 4

Hello, I am wondering if you can help me

Comments : 2 of 2 • Collapse All

Comment Delete Unlike

Alison O'Brien Post

Update Time: Jul 31 at 10:22 AM

Can create new Comments: true

Total Comments Count: 4

Comment Order: ranked

Likes: 1

Labuprofen
July 31 at 9:51 AM • Total Replies : 2

Thanks for your call, yes I can help. Please tell me more.

Hide • Comments : 2 of 2 • Expand All

Comment Delete Like

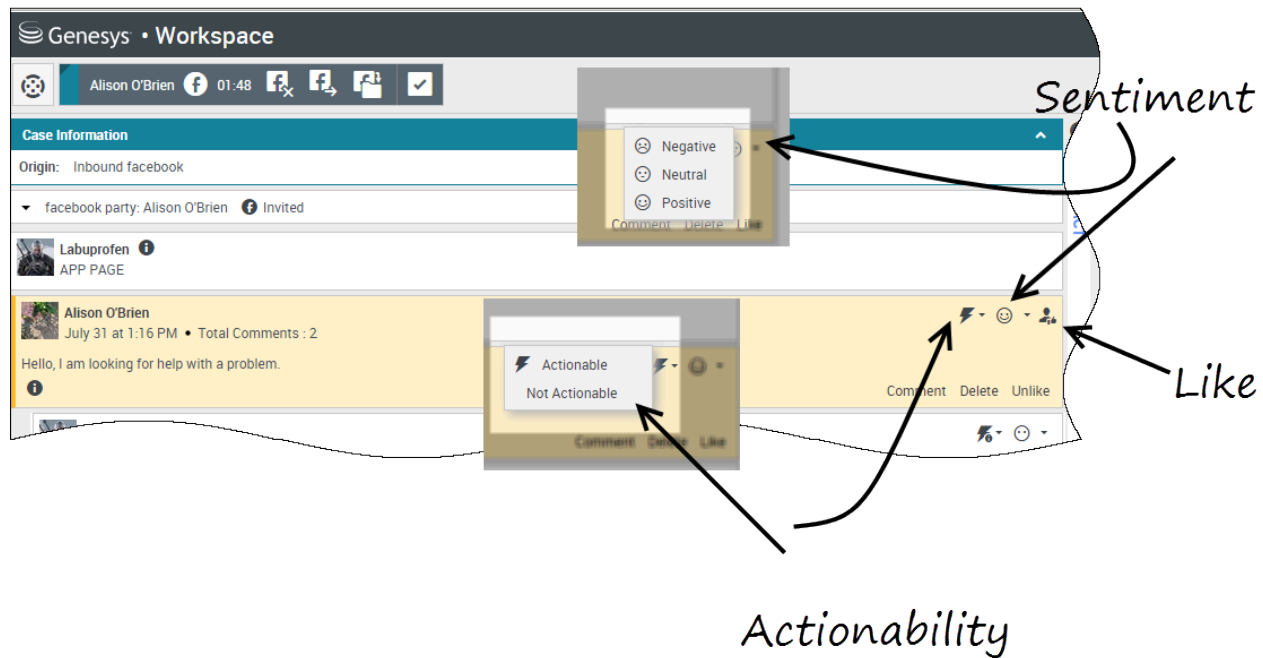
Commented By Agent1 Agent1 at 2:51 PM
@alisonavobrien

Alison O'Brien July 31 at 9:52 AM • Total Replies : 0 • Show

Show Info

Total Comments

Display the actionability and sentiment



When a Facebook interaction arrives, you can see **Actionability** and **Sentiment** icons, which could have one of the following values:

- **Actionability** — Can be actionable, not actionable, or undeclared
- **Sentiment** — Can be Positive, Negative, Neutral or undeclared

Actionable Facebook posts are colored yellow and non-actionable posts are colored gray. Facebook comments are automatically expanded and colored yellow if they are actionable, and collapsed and colored gray if they are non-actionable. You can update each Facebook comment's **Actionability** and **Sentiment** icon.

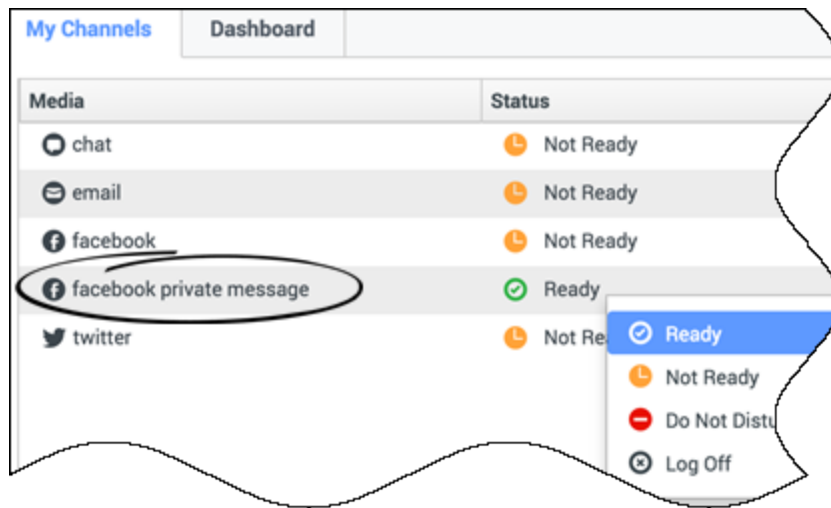
If you favor an interaction, select **Like**.

Reply to comments

The screenshot shows the Genesys Workspace interface with a Facebook post and its comments. The post is from Alison O'Brien, dated July 31 at 8:10 AM, with 4 total comments. The comments are from Labuprofen (July 31 at 9:51 AM, 2 total replies) and Alison O'Brien (July 31 at 9:52 AM, 0 total replies). The interface includes a 'Case Information' section, a 'CONTACT' sidebar, and a 'Note' field at the bottom. Handwritten annotations include 'Reply to original post' pointing to the 'Comment' button on the original post, and 'Subsequent posts' pointing to the 'Comment' buttons on the subsequent comments.

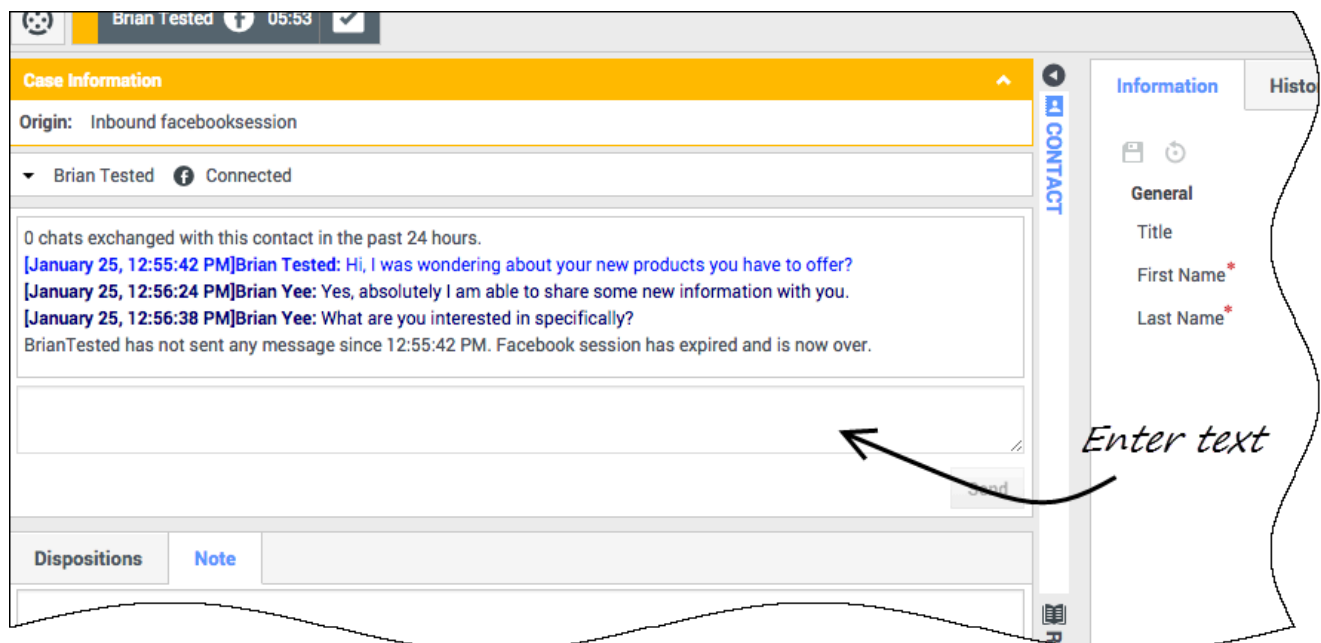
You can reply to the original routed Facebook post, or reply to a Facebook comment. The subsequent comments are indented underneath the original post. Select the applicable comment, enter your reply (you can cut and paste text), and select **Send**.

Reply to a private message: log in



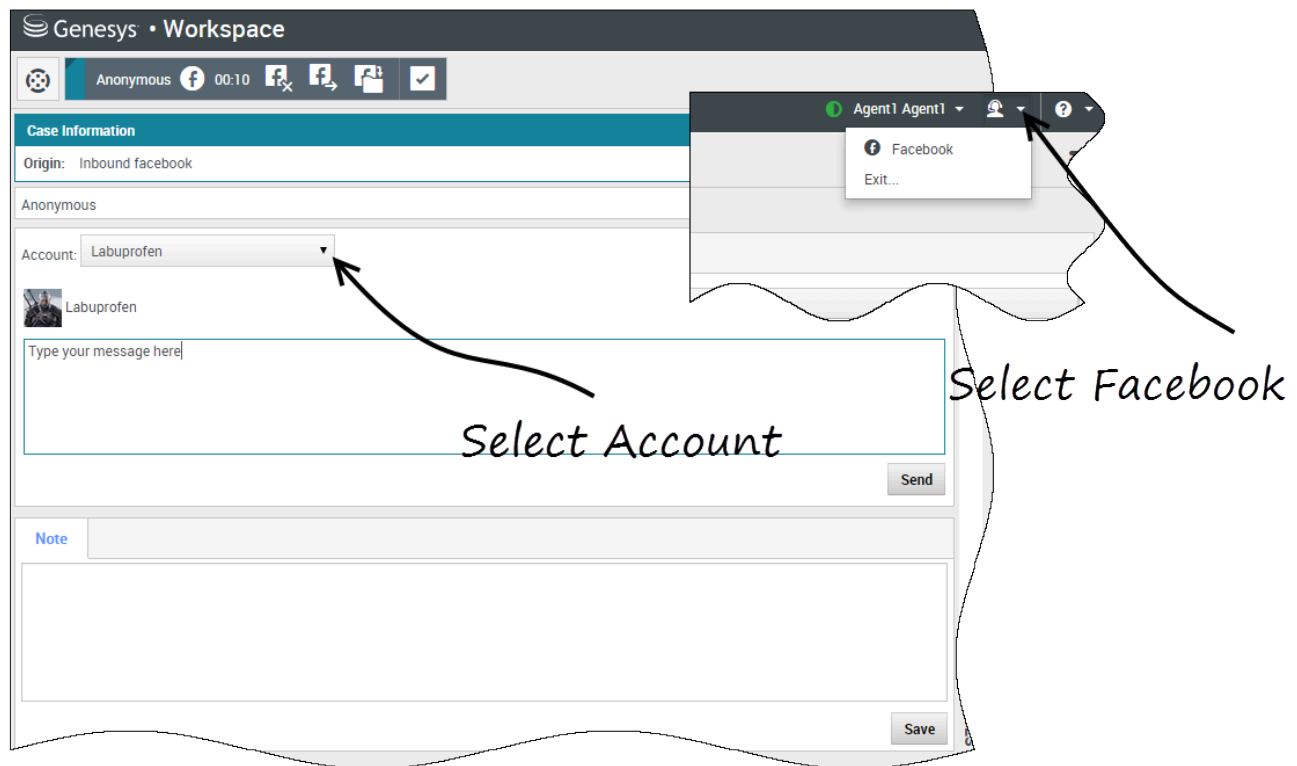
You can reply to a private message from a Facebook contact (you cannot send new private messages). To do so you must log in to a special channel called **facebook private message**.

Reply to a private message: enter your reply



Once you've logged in to the **facebook private message** channel, you can accept private message interactions and reply to them in a way very similar to the way you conduct **chat interactions**.

Post to Facebook



You can post to your Facebook contact's page. From the drop-down menu beside the **Agent** icon, select **Facebook**. Select the account to which you want to send the post. Type your message and send it to your contact.