

## 2. Facebook Messenger Integration User Guide

Thank you for purchasing our extension. If you have any question that is beyond the scope of this document, do not hesitate to leave us an email.

Created: 20/09/2016 | By: Magenest | Support Portal: <https://servicedesk.izsync.com/servicedesk/customer/portal/25>

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### Introduction

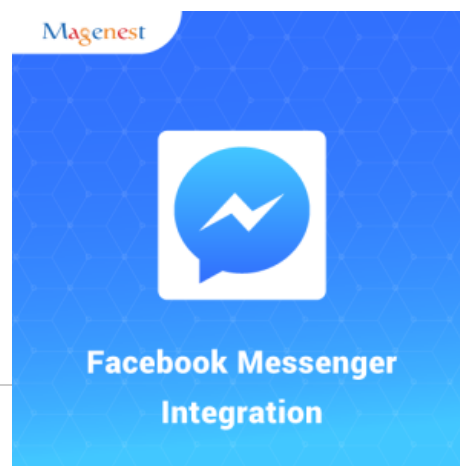
Facebook is no stranger to anyone. With almost 1.5 billion daily active users, Facebook is now the biggest social network worldwide, it's a social media channel that dominates others by audience reach and engagement. Responding to the in-time demands of the merchants, Magenest provides you with the Facebook Messenger integration extension. With this, you can now handle messages from your Facebook opportunities and sales customers in your Magento store directly. Magento 2 Facebook Messenger keeps you responsive to Facebook clients. In addition, merchants can also receive information that is supported by Facebook (including customers' names, locations, birthday, emails, age,...), and therefore, can better understand your customer groups.

### Features

- Receive messages from customers on Facebook
- Response messages directly using Facebook Messenger
- Collect customer data including name, location, email, age, etc.
- Summarize data to see trends & insight

### System Requirements

Your store should be running on Magento Community Edition version 2.1.x.



### Configuration

In order to get your extension up and running properly, we highly recommend that you make the configuration correctly from the beginning.

#### Fanpage Live Support

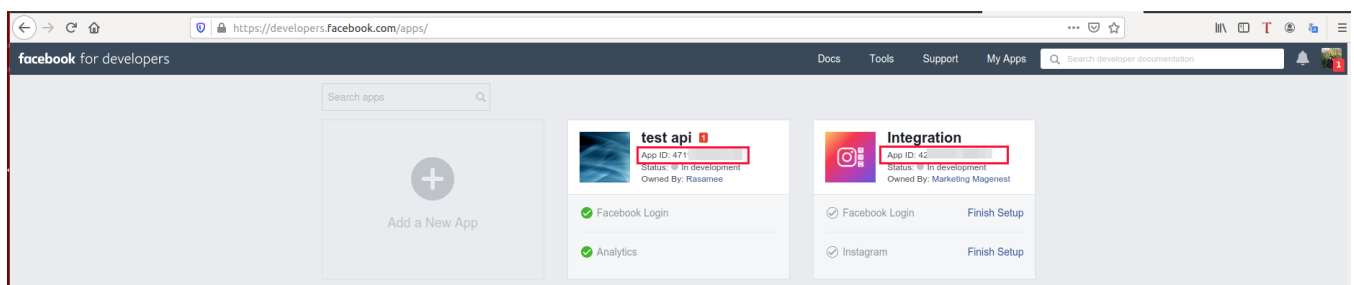
To configure the **Fanpage Live Support**, on the Admin sidebar, go to **Marketing > Messenger Live Support > Fanpage Live Support Settings**.

 On the **Fanpage Live Support Settings** page

The screenshot shows the 'Configuration' page in Magento 2. On the left is a sidebar with navigation links: DASHBOARD, MARKETING, STORES, and SYSTEM. The main content area is titled 'Configuration' and has a 'Store View: Default Config' dropdown. A 'Save Config' button is in the top right. The 'MESSENGER LIVE SUPPORT' section is expanded, showing 'Fanpage Support Configuration' and 'Messenger Live Chat Configuration'. The 'Fanpage Live Support Settings' section contains the following fields:

- Enable Fanpage Live Support** (global): A dropdown menu set to 'No'. Below it, text reads: 'Enable/Disable module block on frontend. Default: Yes'.
- Use Small Header** (global): A dropdown menu set to 'Yes'. Below it, text reads: 'Use the small version of the page header. Default: Yes'.
- Show Cover Photo** (global): A dropdown menu set to 'Yes'. Below it, text reads: 'Show cover photo in the header. Default: Yes'.
- Show Friend's Faces** (global): A dropdown menu set to 'Yes'. Below it, text reads: 'Show profile photo when friends like this. Default: Yes'.
- Facebook Page Link** (global): A text input field containing 'https://www.facebook.com/Fanpage-Trang-1103392333197446/'. Below it, text reads: 'Input your facebook page. Example: https://www.facebook.com/MagenestMessenger'.
- Facebook App ID** (global): A text input field containing '405192806873046'. Below it, text reads: 'Input your facebook app id. Create facebook app as the guide: [How to create facebook app for live chat](#). Example: 413438232494492'.
- Tabs to render on frontend** (global): A multi-select dropdown menu with 'Timeline', 'Events', and 'Messages' options. Below it, text reads: 'Select multiple tabs by pressing Ctrl button while selecting'.

- **Enable Fanpage Live Support:** Select **Yes** to enable live support on the storefront.
- **Use Small Header:** Select **Yes** to use the small version of the page header.
- **Show Cover Photo:** Select **Yes** to include the cover photo of the admin in the header.
- **Show Friend's Face:** Select **Yes** to display customers' friends profile pictures when they like a post on the timeline.
- **Facebook Page Link:** Input your Facebook page's URL.
- **Facebook App ID:** Input your Facebook App ID. To get the App ID, please navigate to this [Link](#) and create an app.



- **Tabs to render on frontend:** Select the tabs you want to display in the Facebook box.  
**Timeline:** Fanpage's timeline.  
**Events:** Fanpage's events.  
**Messages:** Live chatbox. All the replies from the admin in this chatbox will be available in Messenger.

+ Admin can also customize the extension's display on the storefront.

Customize the extension

**Title Tab** (global)  
Biophénix Chat  
Input the text for open tab.

**Tab Color** (global)  
#420702  
Select color code for tabs. Default: #1212e0

**Text Color** (global)  
#ffffff  
Select color code for text in tabs. Default: #f5f9fa

**Text Font** (global)  
Roboto  
Choose the font family to display from a collection of 6 best Google Web fonts

**Extension Box Size** (global)  
Large  
Choose the size to display of extension box

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[Account Activity](#) | [Report an Issue](#)

- **Title Tab:** Enter the title of the Facebook box.
- **Tab Color:** Select the color of the box. The Facebook color by default is #1212e0
- **Text Color:** Select the color for text in the box. The Facebook color by default is #f5f9fa
- **Text Font:** Choose a suitable font from a collection of 6 best Google Web fonts.
- **Extension Box Size:** Choose the size of the extension box. There are two sizes: **Medium** and **Large**.

## Messenger Live Chat

To configure the **Messenger Live Chat**, on the Admin sidebar, go to **Marketing > Messenger Live Support > Messenger Live Chat Settings**.

On the **Messenger Live Chat** page.

Configuration

Store View: Default Config Save Config

**MESSENGER LIVE SUPPORT**

Fanpage Support Configuration

Messenger Live Chat Configuration

**Messenger Live Chat Settings**

**Enable Messenger Live Chat** (global)  
Yes  
Enable/Disable messenger chat on frontend.  
Default: Yes

**Greeting Message** (global)  
Hi! How can we help you?  
A greeting that customer will see before deciding to chat.  
Default: "Hi! How can we help you?"

**Theme Color** (global)  
#cc00ff  
Choose colors that match your brand or website.  
Default: "#0084ff"

**Page ID** (global)  
687416115053077  
Input your facebook fanpage id  
Get facebook page id from the website: [Find your Facebook ID](#).  
Example: 982682521911150

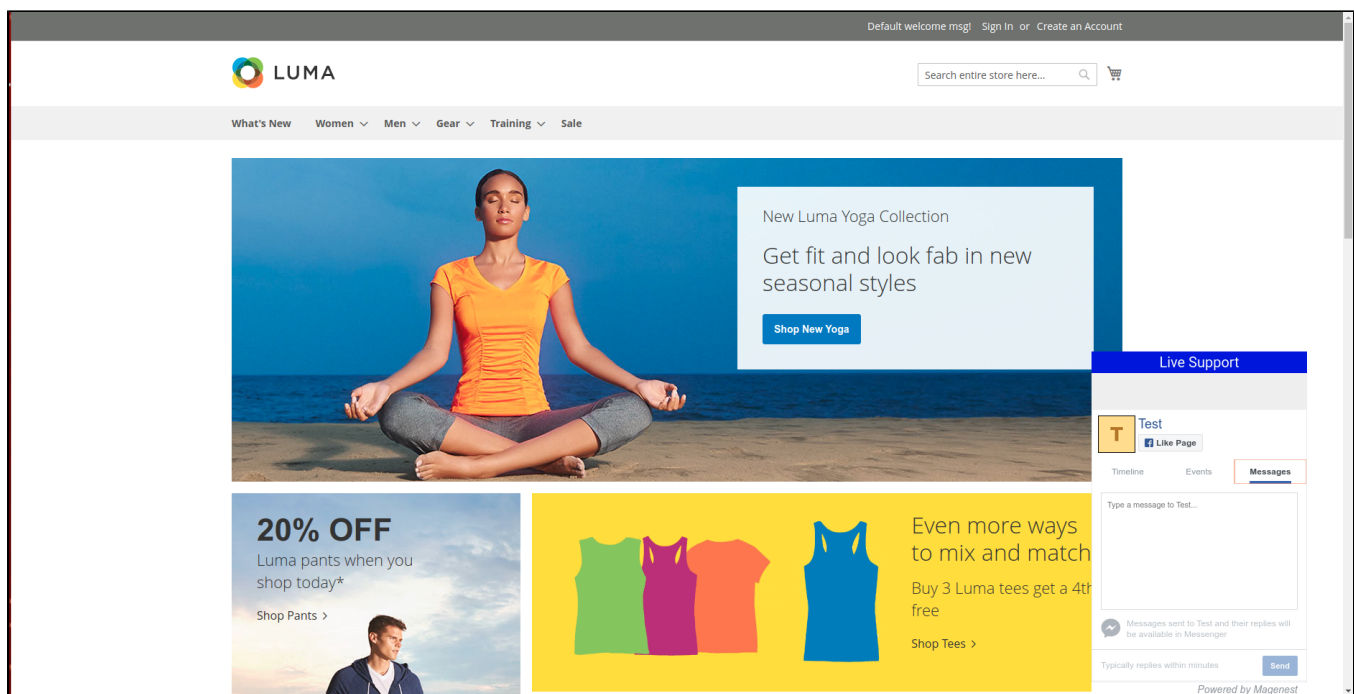
- **Enable Messenger Live Chat:** Select **Yes** to enable the live chat feature.
- **Greeting Message:** Enter the greeting message that best suits your business.
- **Theme Color:** Select the theme color for the Messenger chatbox. The Facebook color by default is #0084ff
- **Page ID:** Input your Facebook page ID. In order to get the ID, on your **Facebook page**, go to **About > Page ID**.

The screenshot shows a Facebook page for 'Magenest Test'. The left sidebar has the 'About' tab selected and highlighted with a red box. The main content area shows the 'About' section, which is also highlighted with a red box. It displays the Page ID 100725408030928 and the category 'Science, Technology & Engineering'. Other sections visible include 'BUSINESS INFO', 'CONTACT INFO', and 'TEAM MEMBERS'.

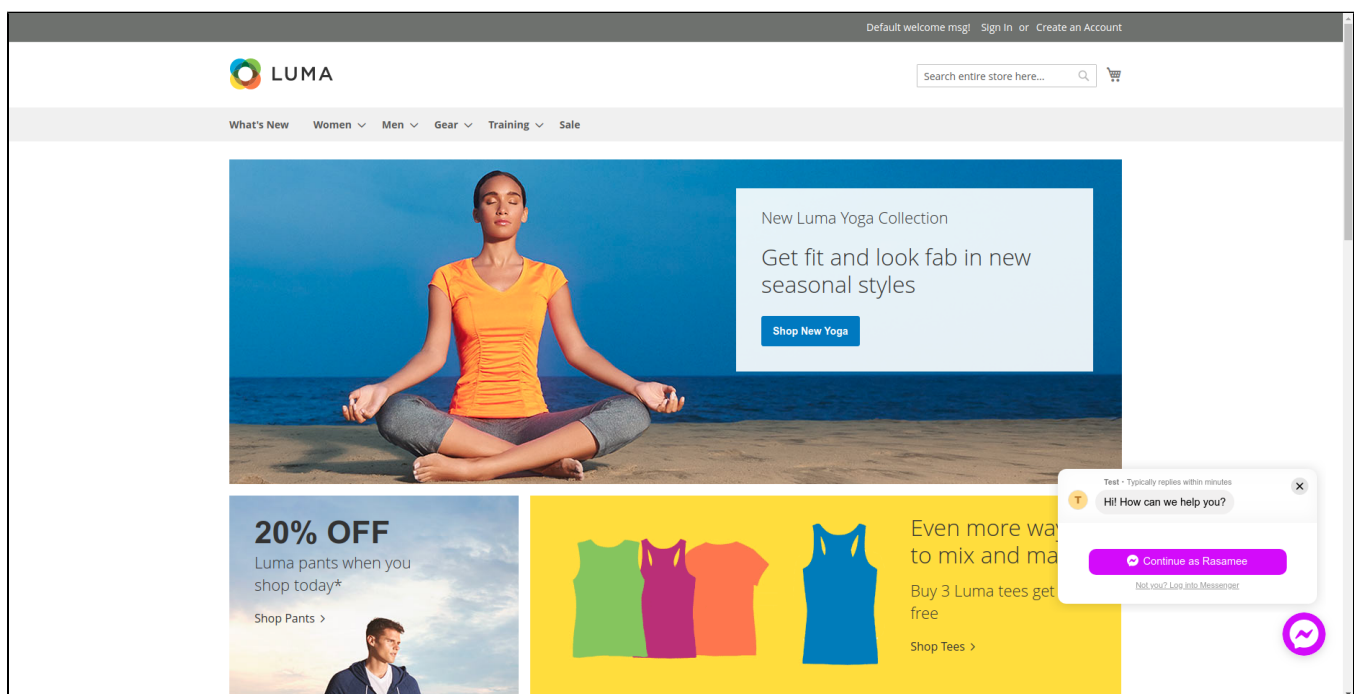
## Storefront Display

➕ After finishing the configuration, customers will be able to see the extension displayed on the frontend. This will help facilitate the sales process and make your website look more professional.

- Fanpage Live Support box display



- Messenger Live Chat box display



## Report

One great thing about our module is that it can collect the customers' data that is supported by Facebook (including customers' names, locations, birthday, emails, age,...) and with this, merchants will be able to have a good analyse on their customer flow.

- Merchants can see the customers' ages and locations rate in the chart



- Merchants can gather customers' data and therefore better their upmarket and customer service experience.

**Manage User Data**

\* Prerequisite: [Setting up the submission of facebook app to getting the user data](#)

Search by keyword

3 records found

Filters Default View Columns Export

20 per page 1 of 1

| ID | Name           | Email                   |
|----|----------------|-------------------------|
| 1  | Đỗ Hồng Sơn    | sonstephendo@gmail.com  |
| 2  | LoveinArmy Sơn | loveinarmy@gmail.com    |
| 3  | Lam Nguyen     | hoanglamn2412@gmail.com |

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## Update

- When a bug fix or new feature is released, we will provide you with the extension's new package.
- All you need to do is repeating the above installing steps and uploading the package onto your store. The code will automatically override.
- Flush the config cache. Your store and newly installed extension should be working as expected.

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## Support

- We will reply to support requests after **2 business days**.
- We will offer a **lifetime free update and 6 months of free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well in your site exactly like our demo.
- Support **DOES NOT** include other series such as customizing our products, installation and uninstallation service.