# Magenest Facebook Livestream Integration extension - User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, do not hesitate to leave us an email via support@magenest.com

By: Magenest | Support Portal: https://servicedesk.izysync.com/servicedesk/customer/portal/160

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### Introduction

In the competition between businesses these days, Live-streaming may be a key trend to make the difference. There is an increasing range of brands and people trying the streaming platform in efforts to boost reach and get audience engagement. Magenest Facebook Livestream Integration is a welldeveloped tool to improve your site's interaction, reach the targeted customer, and upgrade your business from other traditional marketing campaigns.



### **Highlight Features**

- [NEW] Allow customer to share live stream to other social networks
- [NEW] Email notifications to customer who subscribed for incoming live stream session
- Integrate your Facebook live stream session to your Magento site
- Synchronize customers' comments on your live stream on Facebook to your site
- Schedule a streaming session from your Magento backend
- Offer coupon codes to customers who join the session
- · Allow customers to directly add products to cart
- Receive a report of the streaming session's performance

### Requirement

Your store should be running on Magento Community Edition version 2.2.x, 2.3.x, 2.4.x

### **Connect your Magento website with Facebook Messenger**

#### Requirement

🐈 You would need a Facebook Page. Please navigate here to create a Facebook Page https://www.facebook.com/pages/create

• Then follow these steps to generate a Facebook Token for the connection:

• On the Admin sidebar, go to Store > Configuration > Magenest > Facebook Live Streaming, you will see 2 required fields for the Facebook - Magento connection, Page ID and Permanent Page Access Token

	Configuration					<b>#</b> ®	L magenest ▼
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	MAGENEST	^	General				$\odot$
	Facebook Live Streaming		Facebook Live Streaming				6
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SYSTEM			Permanent Page Access Tok	ken ibal]	EAAmOIrStRWUBAMIdtG4ReM8umMLCAgHBQiZCBkAMRrm1ohAR3yNQbZA1VWie Get Permanent Page Access Token Reference link	Use system value	
			$\odot$ Claim Coupon Button				
			Comment				$\odot$
			Stream Status				$\odot$
			Email Notification				$\odot$
	👔 Copyright © 2021 Magento Commerce Inc. All rights	reserved	L			Privacy Policy   Account Activit	Magento ver. 2.3.6 <u>y</u>   <u>Report an Issue</u>

• To get the Page ID, on your Facebook page, go to About > Page ID > Copy

Page Inbox 2 Notificat	ions 1 Manage Shop Insights Publishi	ing Tools N	lore • Edit Page Info 5 Settings 5 Help •
	🖞 Like 🔊 Follow 🏟 Share \cdots		+ Add a Button
$\boldsymbol{\mathcal{O}}$	Category Entertainment Website	Edit	
	Name LiveStreaming	Edit	
magenest	Username @streamingMagento2	Edit	<b>E</b>
<b>Hogeneer</b>	PAGE INFO		
	Fedit Start Date		
LiveStreaming	6 Edit business types		Our Story
@streamingMagento2	CONTACT INFO		+ Tell people about your business
Home	0 - Enter phone pumber		
Posts			TEAM MEMBERS
Events	m.me/streamingMagento2		These people manage the LiveStreaming Page and have chosen to
Reviews	I + Enter email		have the Page appear on their profile and their name and profile picture shown on the Page.
Videos	+ Enter website		Add yourself as a team member
Photos	Edit Other Accounts		
About	MORE INFO		
Community	6 Edit About		
Groups	6 Edit Impressum		
Promote	Edit Products		
Visit Ad Center	Edit Privacy Policy		
	Page ID     108065240782545     Entertainment Website		

• Paste the Page ID from the 2nd step to the Page ID field, then click on Reference Link to get the Access Token

DASHBOARD	Configuration		📫 🧘 magenest 🗸
CATALOG	Scope: Default Config 👻 👔		Save Config
	MAGENEST	General	$\odot$
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SYSTEM	DOTDIGITAL	Page id [[0065240782545	Use system value
		Permanent Page Access Token [costal] Get Permanent Page Access Token Reference Int	Use system value
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		Stream Status	$\odot$
		Email Notification	$\odot$
	€ Copyright © 2021 Magento Commerce Inc. All rights rese	ed. B	Magento ver. 2.3.6 rivacy.Policy   Account Activity   Report an Issue

• You will be redirected to Facebook Developer page, scroll down to see the Get Token via Graph API Explorer section and click on Graph API Explorer

FACEBOOK for Developers		Docs	Tools	Support	My Apps Q Search devel	loper documentation	🛛 🔺 🙍 î
				~	On This Page		
	Authentication				Access and Authentication		
					Access		
					Dev Tier		
	Access lokens				Ads Management Standard Access		
	Both Graph API and Marketing API calls require an access token to be passed as a param	eter in each	API call. To	learn	Limits		
	more, see our Access Token documentation.				Authentication		
					Access Tokens		
					Get token via Graph API Explorer		
	Get token via Graph API Explorer				Get token manually		
	Get a test user access token with Graph API Explorer				Store Token		
	Get a test dser access token with orapin API Explorer.				Permissions		
	Obtain a Short-Lived User Access Token						
	1. Go to Graph API Explorer.						
	2. In Application, select an app used to obtain the access token.						
	3. Click Get Token > Get User Token.						
	<ol><li>Under Events, Groups &amp; Pages, Check pages_read_engagement.</li></ol>						
	5. Click Get Access Token.						
	6. Click I in the access token field.						
	7. Click Open in Access Token Tool to see the token in Access Token Debugger.						
	Check Properties in Access Token Debugger						
	Paste the access token copied in the last step above to the text field and click Debug but	ton. Please	check:				
	App ID: The app id mentioned in the prerequisite section.						
	• User ID: You, a person who has admin right to the Facebook Page mentioned in the	prerequisi	te section.				
	<ul> <li>Expires: A time stamp. A short-lived token expires in an hour or two</li> </ul>						
	Scope: Should contain the "pages_read_engagement" permission.						
	Exchange for Long-Lived Access Token						
	1. Click Extend Access Token to get a long-lived token.						
	2. Copy the long-lived token.					Activate Windows	×
	3. Check the properties of this access token in Access Token Debugger. It should have	re a longer	time, such a	as 60		Go to Settin Was this document	helpful?
	days, or Never under Expires. See Long-Lived Access Token.					⊖ Yes ⊖ Yes, but	🔿 No
							×

• You will be redirected to a page to generate a Token. Please follow the image below to click on the button in the instructed order and select the demonstrated option.

FACEBOOK for Developers	Docs	Tools	Support	My Apps	Q Search developer documentation	<b>≜</b> ( <u>@</u>
Graph API Explorer						
GET ▼ →/ v6.0 ▼ / me?felds=id,name     GET ▼ →/ v6.0 ▼ / me?felds=id,name						× 🛧 Submit
Copy Debug Information 40 Get Code Sav	e Session	5   3 1 2	Access Token Anotistar Anotistar Anotistar Access Token Anotistar Anotistar Access Token Access	MUBALF1cWuU ngagement metadata s_content s_ads _engagement cted	NXUH4BISTRIRZCCZEK4JSJUIC/MyCZEBOAK	

• After clicking on the More information icon, you will see a popup. Click on **Open in Access Token Tool** 

FACE	BOOK for Developers							Docs	Tools	Support	My Apps	Q Search developer documentation	<b>A</b>
Graph API	Explorer												
	GET ▼ → / v6.0 ▼ / me?field	ds=id,name											× 🛧 Submit
									Â	ccess Token			
Access Tol	ken Info									EAAmOIrStR	VUBAOhedZBM	dgJRfDc4xHwQQwi1v7k2extYnCryVKrn3cUz	L3JqfV7pk6zmyZBh67TX;
App	2690052717888869 : LiveStreaming											Generate Access Token	
User	189130622497359 : Nuguri Nguyễn												
Valid	True								E	acebook App			_
Expiration Time	1594810800 (Wed Jul 15 2020 18:00	00 GMT+0700 (Indochina	īme))							Live Streaming			•
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Scopes	read_insights, publish_video, catalog pages_messaging, pages_messagin groups_access_member_info, leads pages_manage_posts, pages_manai	_management, pages_man g_phone_number, pages_m retrieval, whatsapp_busine ge_engagement, public_pro	age_cta, pages_manage_ir assaging_subscriptions, in: s_management, attributior lle, basic_info	istant_articles, pages_shi tagram_basic, instagram _read, pages_read_enga	how_list, read_page_i n_manage_comment: agement, pages_mar	mailboxes, ads_management, a s, instagram_manage_insights, j nage_metadata, pages_read_us	ds_read, business_mar publish_to_groups, er_content, pages_mar	nagement, nage_ads,	Р	ermissions 0			5 Ē
Graph	Easeheek								×	pages_read_e	ngagement		
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										42 options sele	cted		•
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						Copy Debug Information	Get Code	Save Session					
									Ŧ			Activate Win	Idows
													activate Windows.

#### • Scroll down and click on the Extend Access Token to get the Permanent Access Token.

FACEBOOK for Developers			Products	Programs	Docs	More	My Apps	Q	^
bus	siness_management	Applies to all objects							
pag	ges_messaging	Applies to all objects							
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pub	blish_to_groups	Applies to all objects							
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Exte	end Access Token					Go to !	settings to activate	Windows.	Ţ

#### • Click on Debug

FACEBOOK for Developers			Products	Programs	Docs	More	My Apps	Q
	motogram_paoro	гариот о ин оброго						
	instagram_manage_co mments	Applies to all objects						
	instagram_manage_insi ghts	Applies to all objects						
	publish_to_groups	Applies to all objects						
	groups_access_membe r_info	Applies to all objects						
	leads_retrieval	Applies to all objects						
	whatsapp_business_m anagement	Applies to all objects						
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						Activ Go to	vate Windows Settings to activat	e Windows.

#### Copy the Permanent Access Token and paste it to your Magento configuration

FACEBOOK for Developers			Products	Programs	Docs	More	My Apps	۹
		New Facebook Platform Terms and Developer Policies take effect on August 31, 2020	Learn More 🗙					
	Access Token Debugger Sharing Debugger Bate	h Invalidator Access Token		API Version: [?] v7.0 v				
	EAAmOirStRWUBAEpf3m5jz8	MBLsjVHhsn1gm2e0ZBdiC38VXBPYMAFAhZCseegWdj4HEWO2isp3MyNCH2MzZc79ZClUY541Tz	BOO - P 20	Dahua			Win+Period	n l
	Access Token Info				Ctrl+X Ctrl+C			
	App ID	2690052717888869 : LiveStreaming	Paste Paste as plain text				Ctrl+V Ctrl+Shift+V	
	App-Scoped User ID Learn More	User 189130622497359 : Nuguri Nguyễn User last installed this app via API N/A	Select all Search Google for Brint	"EAAmOIrStRWUBAEpf3n	15jz8MBLsjVHhsn	1gm2e0ZBdiC38V	Ctrl+A XB*	
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	Data Access Expires	1602581011 (in about 3 months)	Inspect				Ctrl+Shift+I	
	Valid	True						-
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	Granular Scopes							
	Applies to all objects							
	pages_manage_instant Applies to all objects							
	pages_show_list	108065240782545 : LiveStreaming						

• After saving the configuration, please clear the cache of the below fields

	Cacl	he Management			2 上 magenest 🕻
				Flush Cache Storage Flush	Magento Cache
5	Refres	sh 💌 Submit 16 records found (2 selec	ted)		
	- ¥	Cache Type	Description	Tags	Status
	<b>~</b>	Configuration	Various XML configurations that were collected across modules and merged	CONFIG	ENABLED
		Layouts	Layout building instructions	LAYOUT_GENERAL_CACHE_TAG	ENABLED
		Blocks HTML output	Page blocks HTML	BLOCK_HTML	ENABLED
		Collections Data	Collection data files	COLLECTION_DATA	ENABLED
		Reflection Data	API interfaces reflection data	REFLECTION	ENABLED
		Database DDL operations	Results of DDL queries, such as describing tables or indexes	DB_DDL	ENABLED
		Compiled Config	Compilation configuration	COMPILED_CONFIG	ENABLED
		EAV types and attributes	Entity types declaration cache	EAV	ENABLED
		Customer Notification	Customer Notification	CUSTOMER_NOTIFICATION	ENABLED
		Integrations Configuration	Integration configuration file	INTEGRATION	ENABLED
		Integrations API Configuration	Integrations API configuration file	INTEGRATION_API_CONFIG	ENABLED
		Google Product Cache	Caches products data not to do additional requests to Google service	GOOGLE_PRODUCT	ENABLED
	~	Page Cache	Full page caching	FPC Activate Wine	ENABLED
		Web Services Configuration	REST and SOAP configurations, generated WSDL file	WEBSERVICE Go to Settings to a	divateENABLEDs.
		Translations	Translation files	TRANSLATE	ENABLED

## Configuration

To configure the Facebook Livestream integration extension, on the Admin sidebar: Streaming - Configuration

#### General

- Enable: Choose Yes to enable the module on your site
- Enable Header Link: Choose Yes to enable
- Header Link Text: Choose Yes to enable
- Streaming Page Link: Change live stream page link
- Live Streaming Page: This field is auto-fill after you save the Access Token
- Highlight Time (in seconds): Time interval for changing product highlight in streaming product widget
  Show Viewer Count: Show viewer count or not in streaming page

Contraction Contraction	Configuration					14 👤 magenest 🗸
CATALOG	Scope: Default Config 👻 👔					Save Config
	MAGENEST	^	General			$\odot$
	Facebook Live Streaming		Enable [giobal]	Yes 🔹	Use system value	
¢.	DOTDIGITAL	~	Enable Header Link [giobal]	Yes 🔹	Use system value	
JIJICH			Header Link Text [global]	LIVE NOW!	Use system value	
			Streaming Page Link (website)	streaming Specify your livestreaming page url, always start with your website url.	Use system value	
			Live Streaming Page [global]	https://livestream.lzysync.com/streaming/		
			Highlight Time (in seconds) [global]	25		
				This value is the default for all sessions, if you want to set for a specifying session you can change the value in that session.		
			Show Viewer Count [global]	Yes v	✓ Use system value	

Facebook Live Streaming > Claim Coupon Button

• Coupon Text: Enter the Coupon content

- Coupon Color: Setup for claim coupon button color ٠
- Text Size: Enter a text size.
- Allow Guest Claim Coupon: Choose Yes to allow audience guest to claim coupon

Facebook Live Streaming			$\odot$
Page Id [global]	108065240782545	Use system value	
Permanent Page Access Token [global]	EAAmOIrStRWUBAJLX4LuDrWT9dmdO2lhBjekQIm51VarXBxsbECBJ4JZBcHZAaIxSD	Use system value	
🔿 Claim Coupon Button	det Permanent Page Access Token heierende mik		
Coupon Te [glot	кt Вземи 15% отстъпка СЕГА	Use system value	
Coupon Col [giot	anj #FFFFFF	✓ Use system value	
Text Si [glot	e 15	Use system value	
Allow Guest Claim Coupr [glot	n Yes 💌	Use system value	

#### Comment

- Allow Guest Post Comment: Choose Yes to allow guest customer to leave a comment
  Allow Fetch Comments to Website: Choose Yes to enable
- Fetch comments per millisecond: Set the delay time to fetch new comments
- Number of comments per fetch: Set a number of comments for a fetch

	$\odot$
Yes 🔹	Use system value
Yes 🔻	✓ Use system value
	Use system value
complume interval for updating comment and stream views	
10	Use system value
****	✓ Use system value
Image: State of the Week (0 - 6; Sunday to Saturday.)         Image: Image: State of the Week (0 - 6; Sunday to Saturday.)         Image: Image: Image: State of the Week (0 - 6; Sunday to Saturday.)         Image: Image: Image: Image: State of the Week (0 - 3; State of the Week (0 - 2; State of the Week (0 - 2; State of the Week (0 - 3; State of the	
	Yes       *         Yes       *         Sooo       *         Config time interval for updating comment and stream views       *         10       *         *****       *         ****       *     <

#### Stream Status

- Allow Update Facebook Live Status: Automatically check if there is any active live stream in Facebook
- Time Interval for Fetch Live Status: Using for cron job

#### Email Notification

- · Show Subscriber Option: Show subscriber block in stream waiting page, allow customer to subscribe for stream notification
- Email Sender: Email sender to send email notification
- Email Template: Template for email
- **Time Send Before:** Specify time to send notification, before the live stream start
- · Allow Send Email Continuously: Continuously send notification for next live stream session, not only the current session when subscribed

Stream Status			$\odot$
Allow Update Facebook Live Status [global]	Yes 🔹	✓ Use system value	
Time Interval for Fetch Live Status [global]	****	✓ Use system value	
	*****          + Day of the Week (0 - 6; Sunday to Saturday.)   + Day of the Month (1 - 12)  + Boay of the Month (1 - 31) + Hour (0 - 23) +Hour (0 - 23) Example: 11 *** - At 01:01am every day. Try out cron expressions - here Specify the interval that pull comment from Facebook. Please check your api call limit of Facebook application for suitable interval period.		
Email Notification			$\odot$
Show Subscriber Option [global]	Yes v Enable option to display subscriber block and send email for subscriber when streaming is live. If this option is turn off, subscriber will no longer receive notification email.	☑ Use system value	
Email Sender [global]	General Contact 🔹	✓ Use system value	
Email Template [global]	Notify streaming (Default)	✓ Use system value	
Time Send Before [global]	5 Time send email before streaming started in minutes	✓ Use system value	
Allow Send Email Continuously [global]	Yes v Allow continuing to send an email reminder for upcoming sessions.	☑ Use system value	

# **Streaming Session**

### **Create a Streaming Session**

In order to add products to a Streaming Session, you would need to create a **Streaming Widget** first.

Go to Content >	Elements >	Widget >	Add	Widget
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DASHBOARD	Widgets		📫 🚹 magenest 👻
CATALOG			← Back Reset
	WIDGET	Settings	
	Settings 🖌	Type * Products Live Streaming List *	
SYSTEM		Design Theme * Magento Luma 💌	
		Continue	
	() Copyright © 2021 Magento Commerce Inc. All rights reserved.		Magento ver. 2.3.6 Privacy Policy   Account Activity   Report an Issue

- Type: Products Live Streaming List
  Design Theme: Select your theme

After clicking on **Continue**, you will be able to configure the widget



â			
DASHBOARD	Widgets		😰 1. magenest •
CATALOG			← Back Reset Save and Continue Edit Save
MARKETING			
	WIDGET	Storefront Properties	
	Storefront Properties	Туре	Products Live Streaming List *
SYSTEM	Widget Options	Design Package/Theme	Magento Luma 🛛 👻
		Widget Title 🔸	
		Assign to Store Views *	All Store Views Main Website Main Website Store Default Store View Sort Order of widget instances in the same container
		Layout Updates	
		Add Layout Update	
	n Copyright © 2021 Magento Commerce Inc. All rights reserved.		Magento ver. 2.3.6 Privacy Policy   Account Activity   Report an issue

Widget Title: Add the title for the streamed product widget
Assign to Store Views: Select a store view

Widget Options

Widgets			😥 上 magenest 🗸
		← Back Reset Sav	e and Continue Edit Save
WIDGET	Widget Options		
Storefront Properties 📝	Title	Summer Sale!	
Widget Options 🖌	Display Page Control	Yes 💌	
	Number of Products per Page  *	5	
	Number of Products to Display *	10	
	Cache Lifetime (Seconds)	5 Time in seconds between the widget updates. If not set equals to 86400 seconds (24 hours). To update widget instantly, go to Cache Management and clear Blocks HTML Output cache	
	Product attributes to show *	Name Image Price Add to Cart Add to Compare	
		Add to Wishlist	
	Conditions *	If ALL of these conditions are TRUE : Category is 20, 11	
		Image: State (S)           Image: State (S)	
		۲	

- Title: Add the title for the streamed product widget
- Display Page Control: Choose Yes to see the page control options
  Number of Products per Page: Set the number of products that will be displayed per page
- Number of Products to Display: Set the maximum number of products that could be displayed
- Cache Lifetime (Seconds): Set the time between widget updates •
- ٠ Product attributes to show: Select the product information to be displayed. You can select more than one at a time
- ٠
- Buttons to show: Select Call-to-action buttons for customers. You can select more than one buttons at a time Condition: Choose the conditions of the products displayed in the widget. (E.g: You could select Category and choose product categories • you want to show during the stream)

### **Manage Streaming Session**

Go to Streaming > Streaming Session > Create New Session

Ŵ					
DASHBOARD	New Streaming Session			🙌 👤 magenest	•
CATALOG		← Back	Delete	Save and Continue Edit Save	
	Streaming Information				
	Session Name *				
SYSTEM	Live Status	Scheduled Pending			
	Product Widget	- Please Select 🔹			
	Highlight Product Time (in seconds)	25			
	Start Time *				
	End Time				
	Description				
	Pre-Session Image	Upload Select from Gallery Maximum file type 4 MB Allower file tones IPG GIF PNG.			
		Browse to find or drag image here			
	Coupon Code			e	Э
	Shopping Cart Price Rule	Please Select-     Edit Rule   Create New Rule     A card price rule using for get or generate coupon code when viewers click claim coupon. Each session should have a unique coupon code. In case a code is     applied for many sessions, the generated orders will be counted for the newest session			
	Stream Popup			e	) )
	Enable Subscribe	No No			
	Time of Appearance *	Set Timeout on Subscribe *		Actions	
	Add Record				
	Enable Notification	No No			
	Time of Appearance *	Set Timeout on Notification *	Content	Actions	
	AUU RECOTO				
	n Copyright © 2021 Magento Commerce Inc. All rights reserved.			Magento ver. 2. Privacy Policy   Account Activity   Report an Is	.3.6 <u>sue</u>

- Session Name: Enter a name for the streaming session
- Product Widget: Select the widget you've set in the previous step
- Highlight Product Time: For auto change product highlight in product widget, specific for each session. If empty, general configuration will be used instead.
- Start time: Select the start time of the session. You can set the time up to the second scale
- End time: Select the end time of the session. You can set the time up to the second scale
- **Description**: Write a session description
- Pre session image: Choose an image to display before the session starts. Note: Maximum file size: 2 MB. Allowed file types: JPG, GIF, PNG.
- Shopping Cart Price Rule: Select a suitable cart price rule if you're offering coupon codes to your customers
- Stream Popup: Switch to Enable if you want to display Popup during the session. You can set when this popup is shown after the live start in mm:ss

+ There are two kinds of Stream Popup:

- Subscriber Popup: to push customer subscribe newsletter
- Notification: specific your own notification

### Streaming Subscriber

Manage list of subscribers in your store, admin can delete or unsubscribe each customer. Customers cannot unsubscribe from their customer dashboard.

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DASHEOARD	Streaming Subscriber			Q 📫 L chang 🗸
\$ SALES				▼ Filters ● Default View ▼ 📩 Export ▼
	Actions			20 ▼ per page 〈 1 of 1 >
ŧ	∎ ID ↓	Email	Status	
CUSTOMERS	1	test@abc.com	Subscribed	
MARKETING				
CONTENT	👔 Copyright © 2021 Magento Commerce Inc. All rights reser	red.		Magento ver. 2.3.6
REPORTS				Privacy Policy.   Account Activity.   Report an Issue
STORES				

### Report

Con the Magento backend, you will receive a report on the session's effectiveness and performance. Go to Streaming > Streaming Report.

You will see your total audience, and know how many products sold during the stream, how many coupons were claimed and used.

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d.						

### Storefront

Subscribe for stream notifications via email: Customer can subscribe to receive email notifications from website whenever a live stream is starting or before a period of time.



Customers will be able to leave comments both on your Store's stream and on your Facebook's stream. The comments your customers leave on Facebook will also be synced to the session on your Magento Store

• When the session starts, notification will display on your site



• Livestream will be streamed on both your store and Facebook at the same time

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• When a customer leaves a comment from Facebook, it will be synced to store

Click to watch Daily streaming now LIVE NOW!	Default welcome msgl Sign In or Create an Account
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• When the customer clicks on the Get Voucher Now button, they will be able to claim the coupon code instantly.

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• Under the streaming session, customers will also see the product widget that you've configured. They will be able to directly add products to cart, be redirected to the product page, or add products to the wishlist.

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Customer to share live stream to other social networks



### Update

- When a new update is available, we will provide you with a new package containing our updated extension.
- You will have to delete the module directory and repeat the installation steps above.

### Support

- We will reply to support requests within 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.

Once again, thank you for purchasing our extension. If you have any questions relating to this extension, please do not hesitate to contact us for support.