

Configurar o Webex Connect com o Facebook

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Introduction

Este documento descreve as etapas para configurar o Webex Connect com o Facebook.

Contribuição de Mykola Danylchuk, engenheiro do Cisco TAC

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Webex Contact Center (WxCC) 2.0
- Portal Webex Connect com fluxo do Facebook configurado

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software:

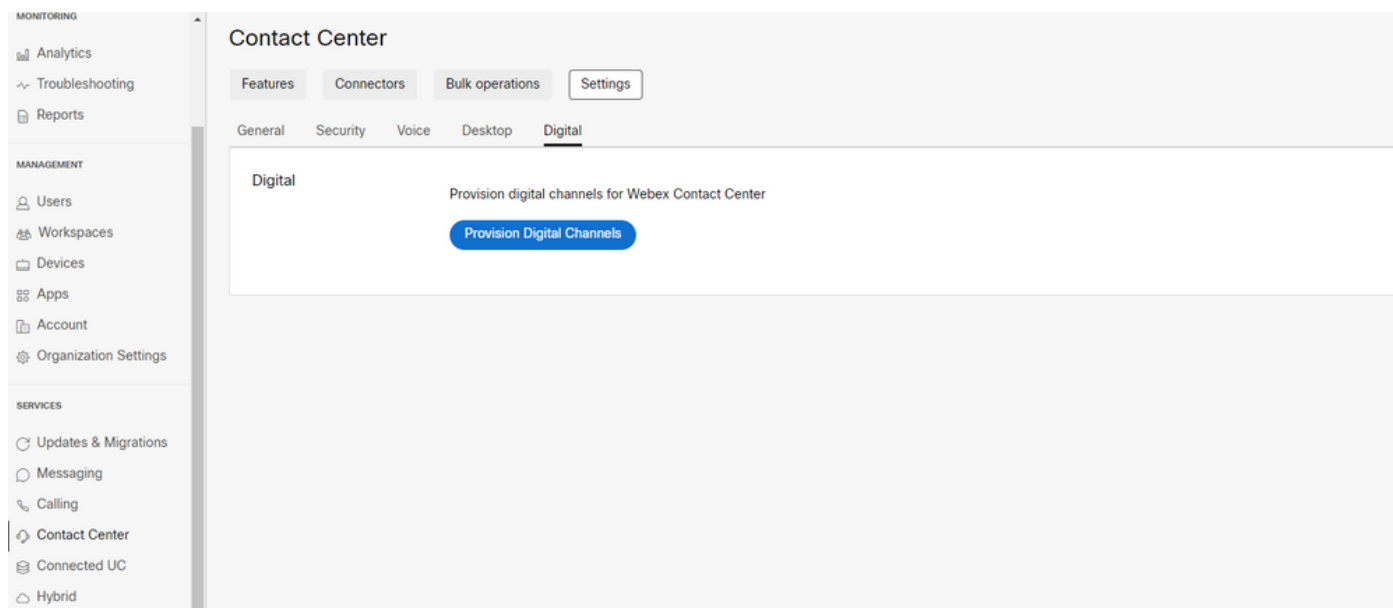
- WxCC 2.0
- Webex Connect (formalmente IMI)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

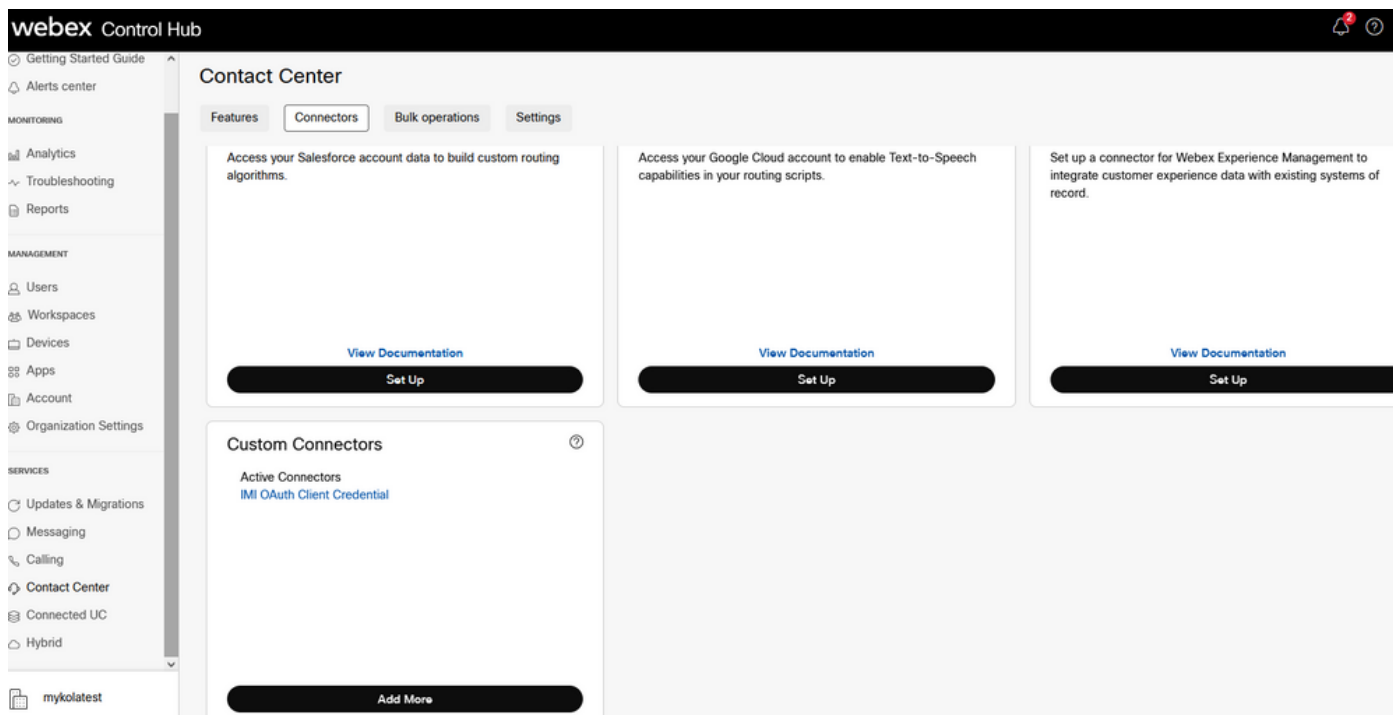
Configurar

Etapa 1. Provisionar Canal Digital.

Navegue até **Control Hub > Contact Center > Digital** e selecione **Provision Digital Channels**.



Após o fornecimento do conector, você poderá ver os canais digitais sob o **Custom Connectors** placa.



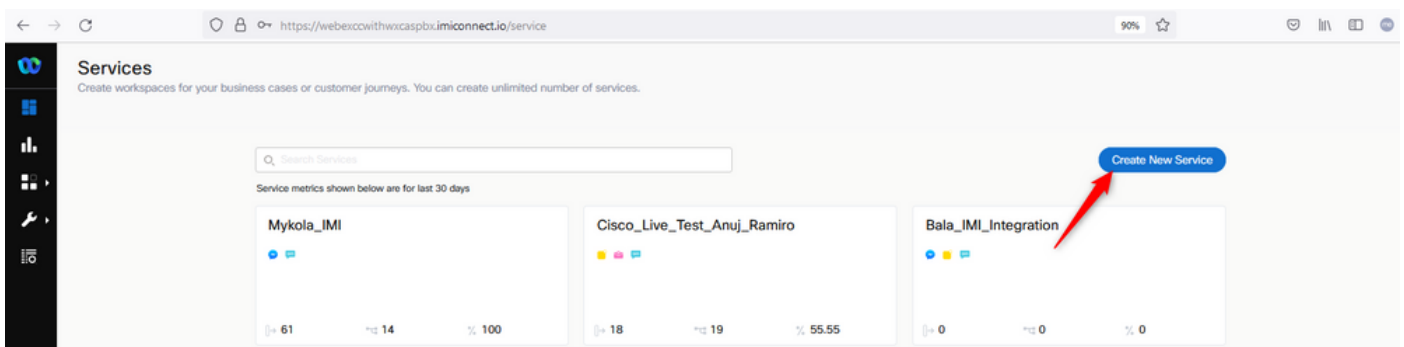
Abra o conector para ver os detalhes da autenticação.

The screenshot shows the configuration page for an IMI OAuth Client Credential. The page has a header with a back arrow and the title "IMI OAuth Client Credential". Below the header is a "Credentials" section with the following fields:

- Name ***: IMI OAuth Client Credential
- Resource Domain ***: https://api-us-site-1.
- Client ID**: e585196...c6ab433
- Client Secret**: /UayJsGtw...CbzyOjWSbjE9o=
- Scope**: (empty field)
- Token URL**: https://api-us-site-1.imiengage.io/api/v1/oauth/token

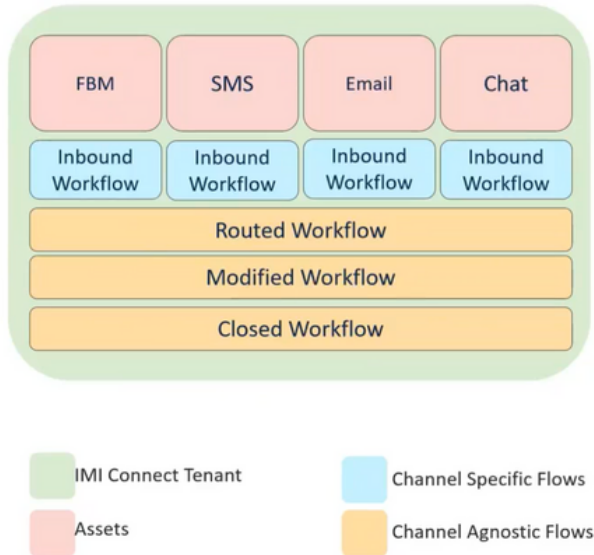
Etapa 2. Criar serviço no portal Webex Connect.

Se você ainda não tiver nenhum serviço criado para seu espaço ou se quiser separar todas as integrações de outros usuários, crie um novo serviço.



Etapa 3. Faça download dos fluxos de tarefas principais.

O espaço deve ser configurado com Core Task Flows, COMO Routed, Modified, e Closed Workflows.



Workflows Overview:

- Channel specific **inbound** workflows needs to be created per channel/trigger
- **Routed** workflow is 1 per instance and gets triggered when an agent clicks 'Accept' button in WxCC desktop.
- **Modified** workflow is 1 per instance and gets triggered when an agents attempts transfer/conference in WxCC desktop.
- **Closed** workflow is 1 per instance and is triggered when agents click on 'End' button in WxCC desktop.
- Routed, Modified, Closed workflows are readily available and can be uploaded to the tenant and then updated with the tenant specific configuration.

Faça o download do **Core Workflows** de **Github**: [Webex Connect Flows](#).

The screenshot shows the GitHub repository page for CiscoDevNet/webexcc-digital-channels. The repository is public and contains a directory named 'Webex Connect Flows / v2.1'. A list of files is displayed, including various workflow templates. Three files are highlighted with a red box: 'Task Close Flow.workflow.zip', 'Task Modified Flow.workflow.zip', and 'Task Routed Flow.workflow.zip'. Each file has a commit history entry dated 3 months ago.

File Name	Description	Pushed
Email Inbound Flow.workflow.zip	Pushed the changes to Handled the plain test mode	2 months ago
Facebook Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Live Chat Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Live Chat Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
SMS Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Task Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Task Modified Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Task Routed Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
WAB Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago

É recomendável criar serviços separados no **Webex Connect** e hospedar esses fluxos lá.

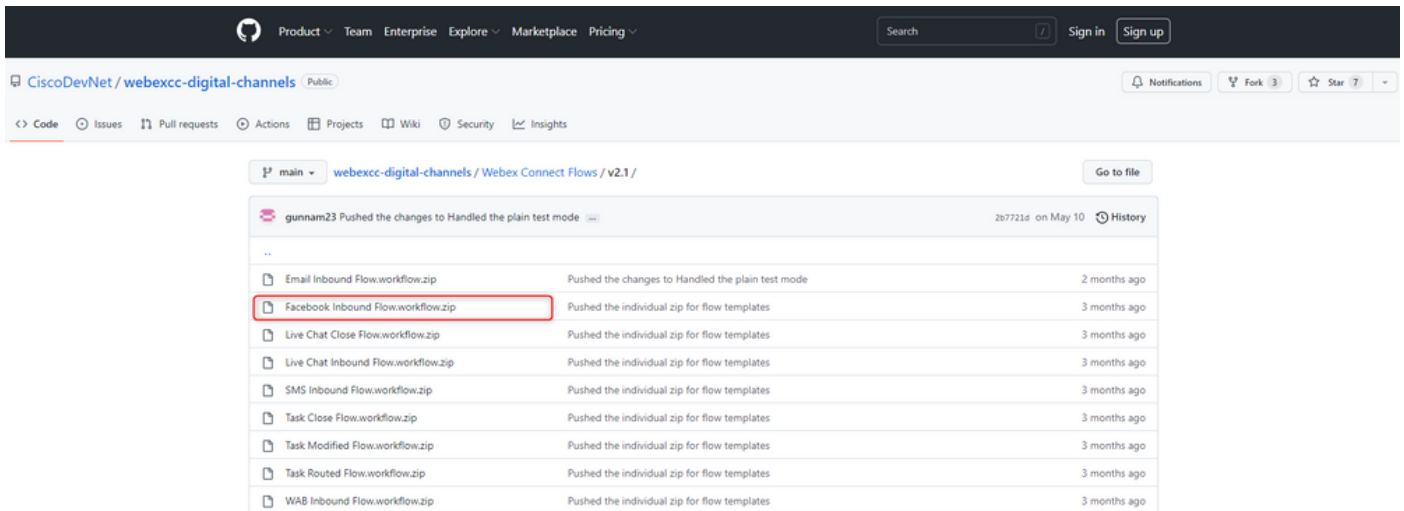
The screenshot shows the Webex Connect dashboard for 'Services - Core Task Flows'. The dashboard includes a 'Flow Builder' section and a table of flow execution data. The table has columns for Trigger, Flow, Status, State, Executions, and Actions. Three flows are listed: 'Close_Flow' (Flow Id: 14579), 'Modified_Flow' (Flow Id: 14578), and 'Routed_Flow' (Flow Id: 14577). All flows are in 'Live' status and 'Enabled' state.

Trigger	Flow	Status	State	Executions	Actions
	Close_Flow Flow Id:14579	Live	Enabled	166	
	Modified_Flow Flow Id:14578	Live	Enabled	1	
	Routed_Flow Flow Id:14577	Live	Enabled	163	

Etapa 4. Baixe o fluxo pré-configurado do GitHub para Facebook.

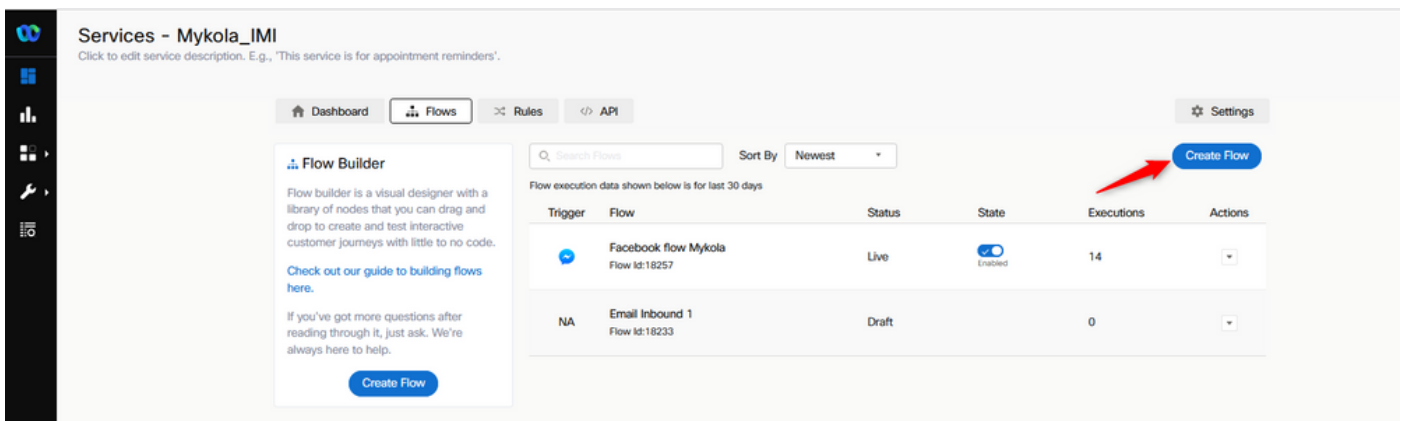
Não é necessário criar o fluxo desde o início. Há alguns fluxos pré-configurados que podem ser usados. Navegue até [Webex Connect Flows](#).

e faça o download do fluxo para integração com o Facebook.

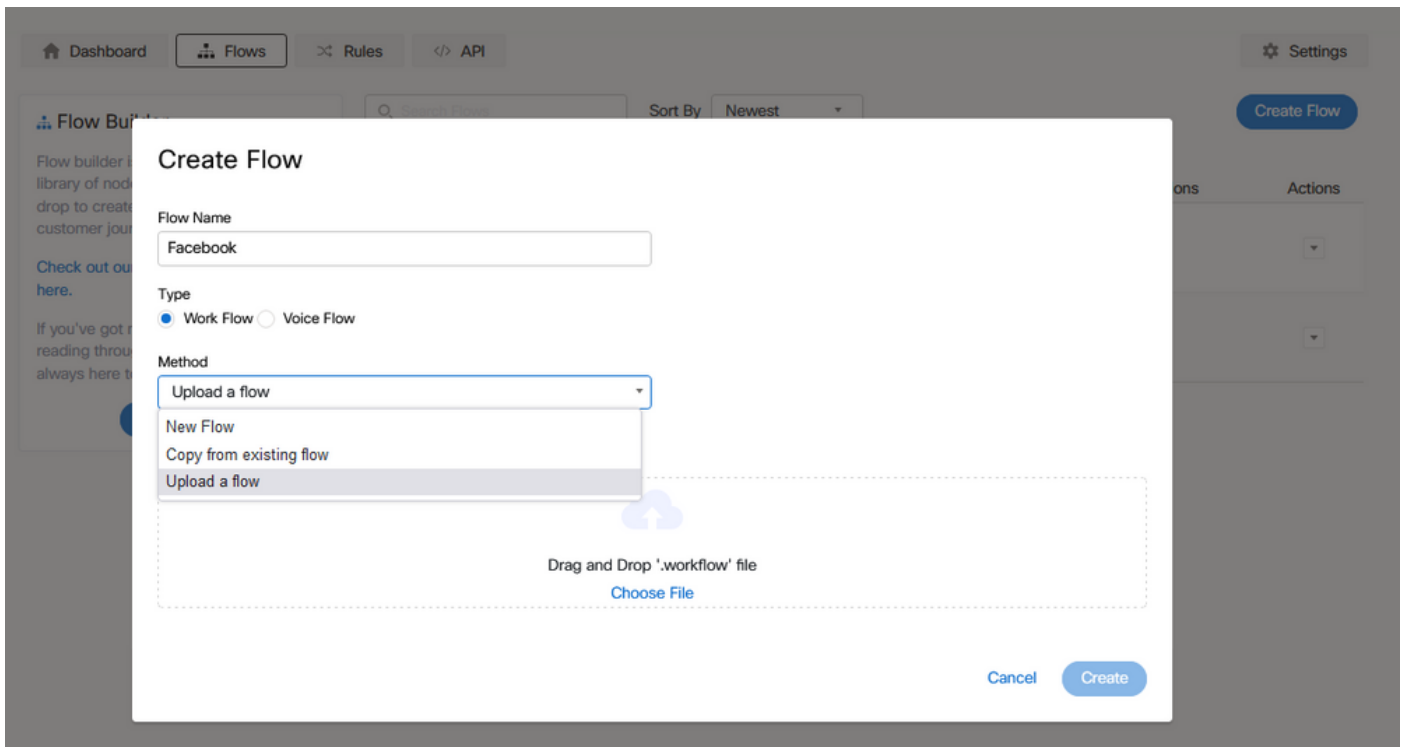


Quando você tiver fluxo no seu PC, carregue-o no Flows em seu Services.

Clique em **Create Flow**.



Arraste e solte o fluxo pré-configurado para carregá-lo nos serviços.



Etapa 5. Configure a Autorização.

Navegue até Assets e clicar em Integrations.



Configurar autorização sob Webex CC Engage integration.

< Manage Integration - Prebuilt Integration
Integration Details

Integration Details

Name : Webex CC Engage

Description : CRUD for imiengage test12223

Service : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock

Flows : Routed_Flow, Modified_Flow, Close_Flow, Email_Flow, Facebook_Flow, LiveChat_Inbound, LiveChat_Close, bhusures_fb_flow, bhusures_imi_email_flow, bhusures_imi_chat_flow, bhusures_imi_chat_close_flow, Social_check, SMS_working_flow, Jeevan_IMI_Chat_Flow, TAC_LiveChat_Dock3, Fb_Flow, Bala_chat_flow, Cisco_Live_Chat_Flow_v1, gmailemailoauth2_Flow, Facebook flow Mykola, Email_inbound

Rules : NA

Tenant Identifier : [Redacted]

Validate Signature : Disabled

Authorization for Inbound events

Authorization : Disabled

Node Authorizations

Authorization	Auth Type	Grant Type	Status	Action
> WxCC Engage Authorisation	oauth2	client_credentials	Authorized	[Dropdown]

Nodes

Node

[Add Authorization](#)

Configure a autorização e gere uma chave secreta no **Webex CC Task integration**.

< Manage Integration - Prebuilt Integration
Integration Details

Integration Details

Name : **Webex CC Task**

Description : Make CRUD operations on WxCC task APIs

Service : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock

Flows : Routed_Flow, Modified_Flow, Close_Flow, Email_Flow, Facebook_Flow, LiveChat_Inbound, LiveChat_Close, bhusures_fb_flow, bhusures_imi_email_flow, bhusures_imi_chat_flow, bhusures_imi_chat_close_flow, Social_check, SMS_working_flow, Jeevan_IMI_Chat_Flow, TAC_LiveChat_Dock3, Fb_Flow, Bala_chat_flow, Cisco_Live_Chat_Flow_v1, gmailemailoauth2_Flow, Facebook flow Mykola, Email_inbound

Rules : NA

Tenant Identifier : [Redacted]

Validate Signature : Enabled

Secret Key	Created On	Created By	Status	Action
[Redacted]	02-08-2022 10:58 UTC -0400	Admin	Active	Discard

[Create Secret Key](#)

Authorization for Inbound events

Authorization : Disabled

Node Authorizations

Authorization	Auth Type	Grant Type	Status	Action
> WxCC Authorisation	oauth2	authorization_code	Authorized	[Dropdown]

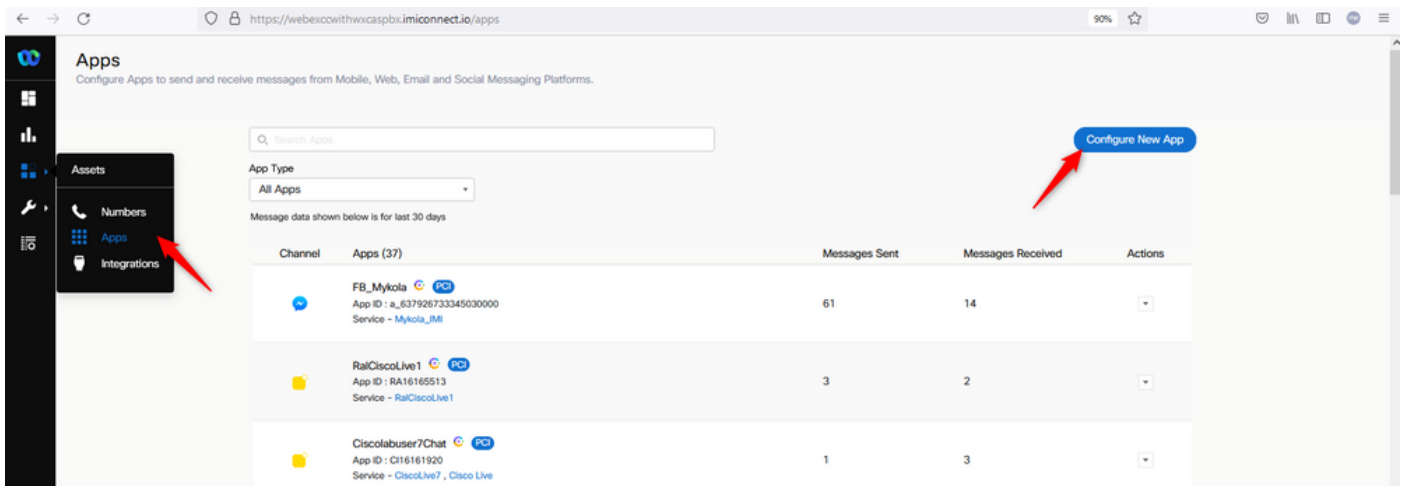
Nodes

Node

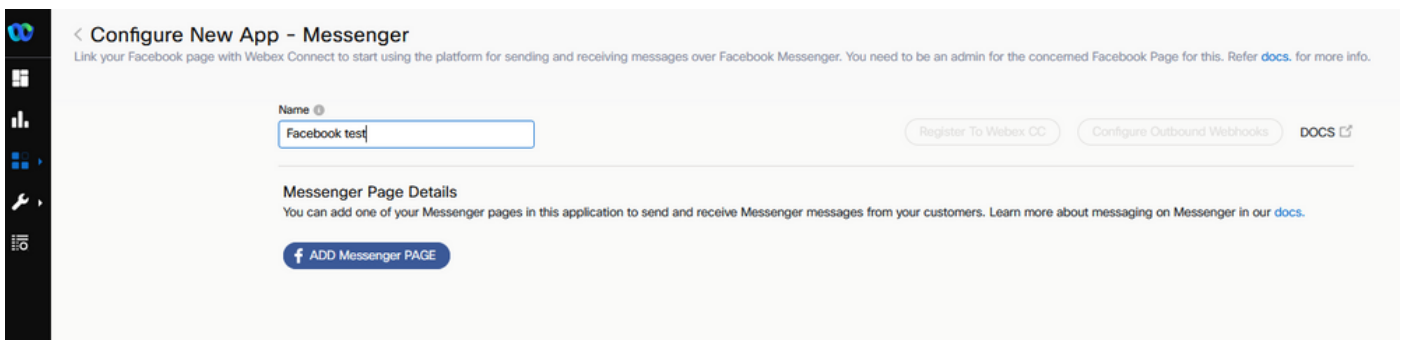
[Add Authorization](#)

Etapa 6. Crie o aplicativo Facebook no portal Webex Connect.

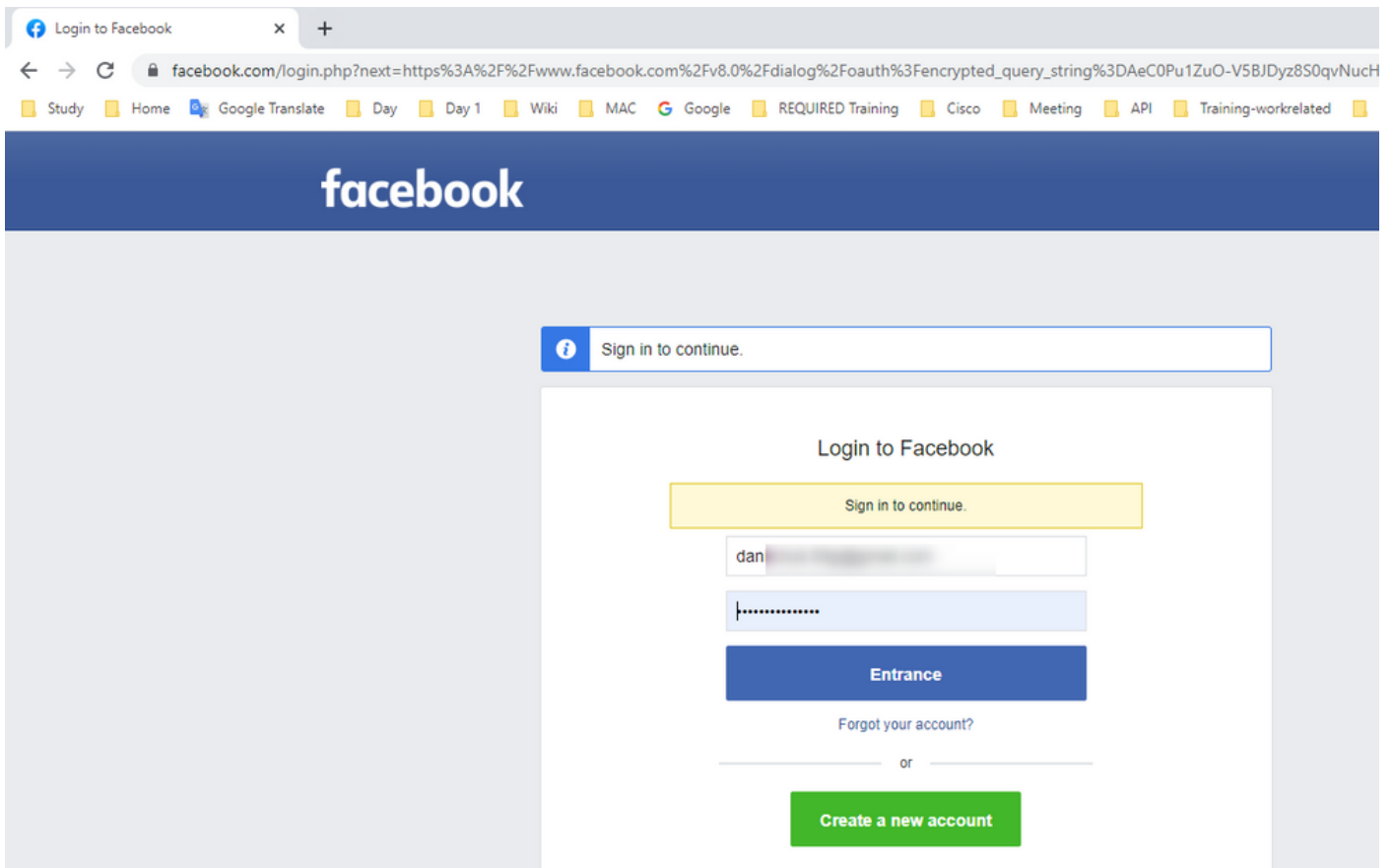
Aplicativo no **Webex Connect** é basicamente o ponto de entrada. Para criar **New App**, navegue até **Assets** e clicar em **Configure New App**.



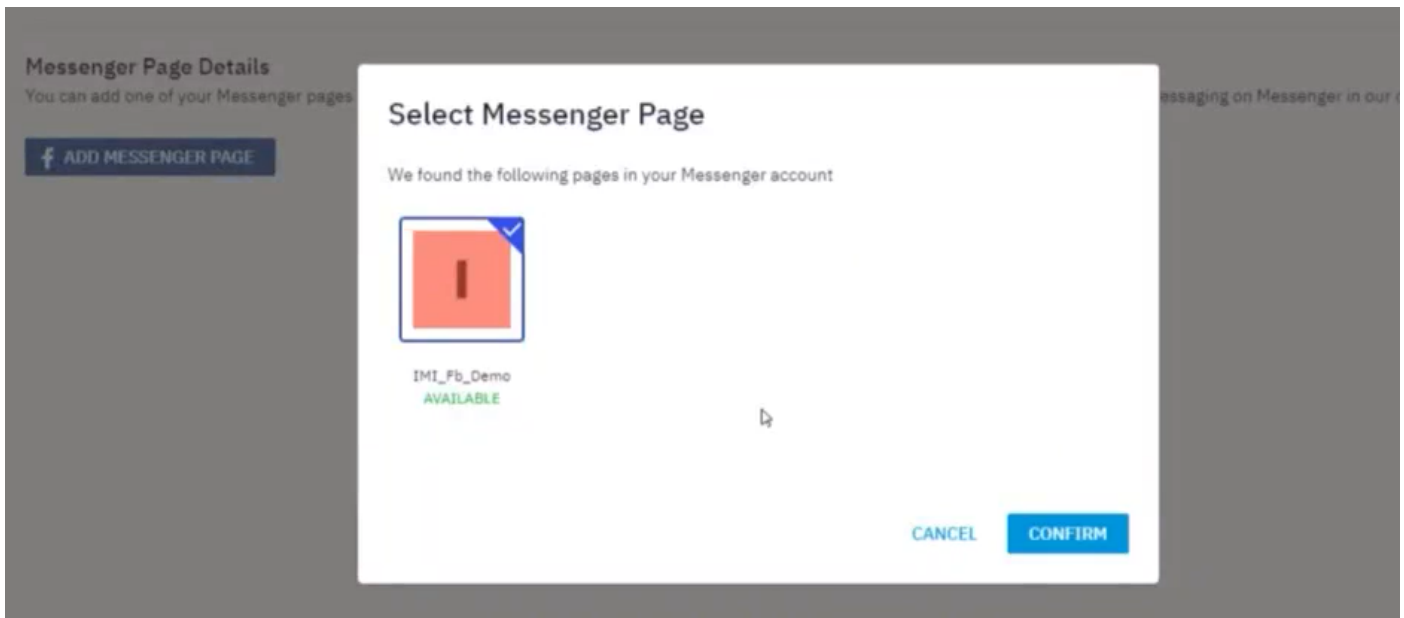
Dê um nome ao seu aplicativo e **Add Messenger Page**.



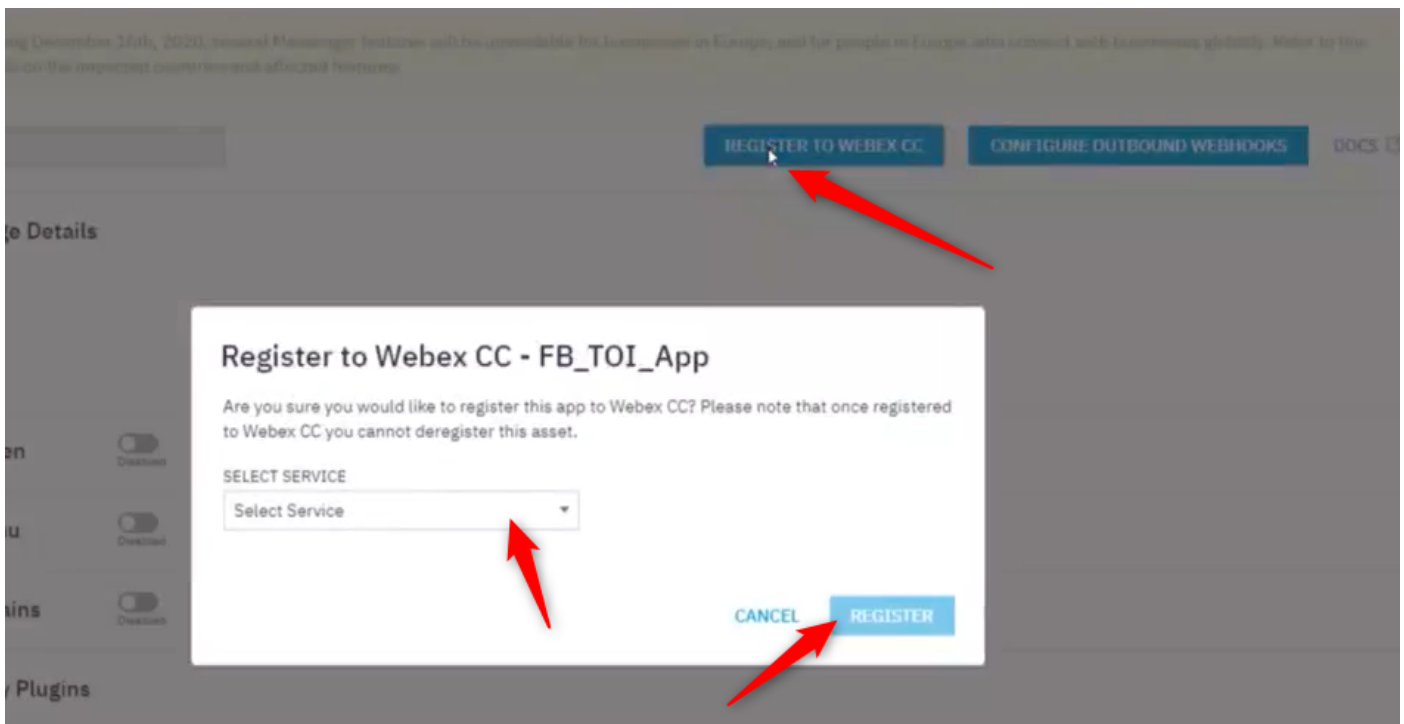
O aplicativo pode ser mapeado para uma página específica do Facebook. Insira as credenciais do Facebook para mapear o aplicativo para uma página aberta do Facebook.



Selecione qual página de código aberto você deseja usar para esta integração.

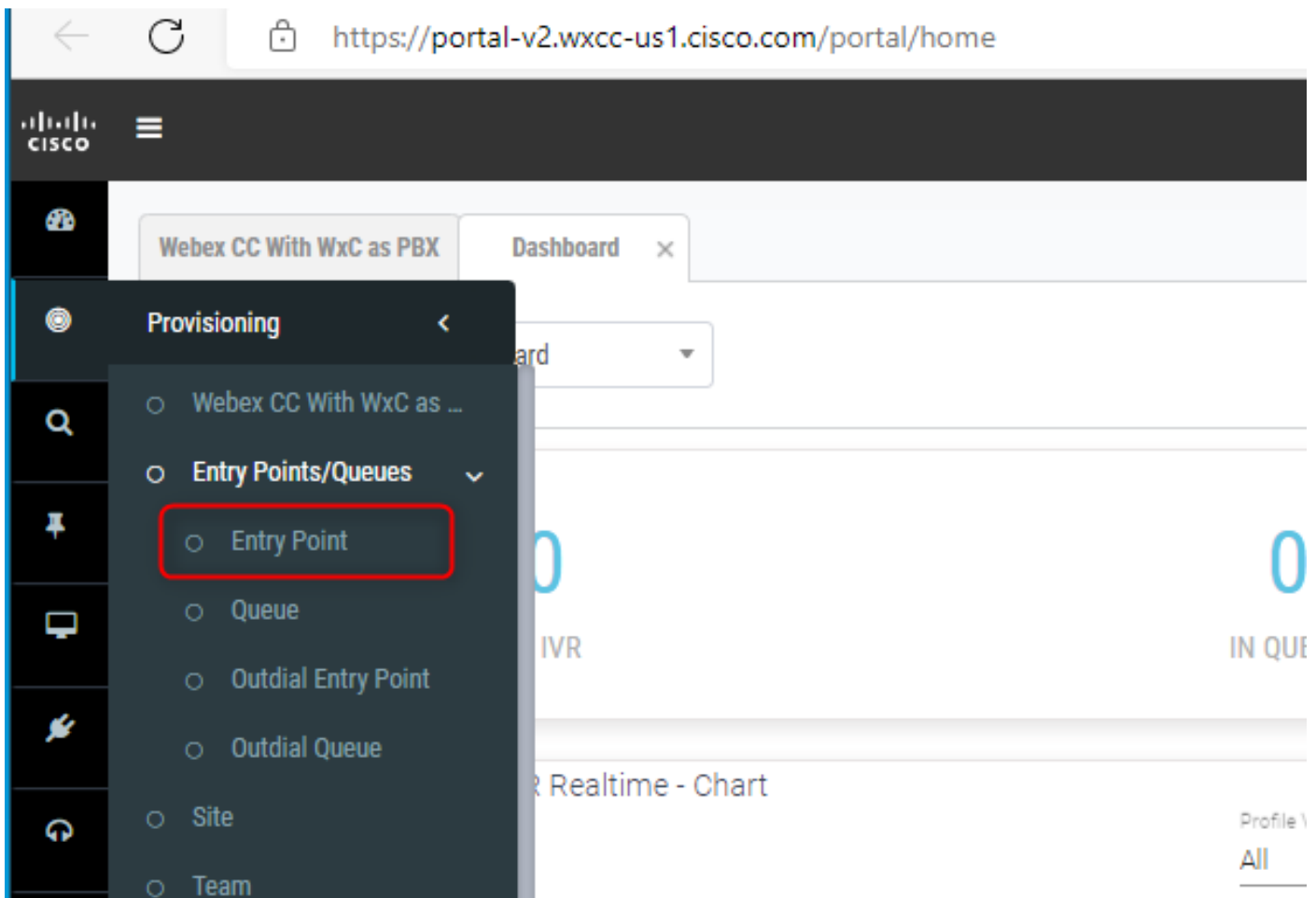


Registre a página do Facebook com Webex CC para vê-lo no Webex Contact Center portal do administrador.



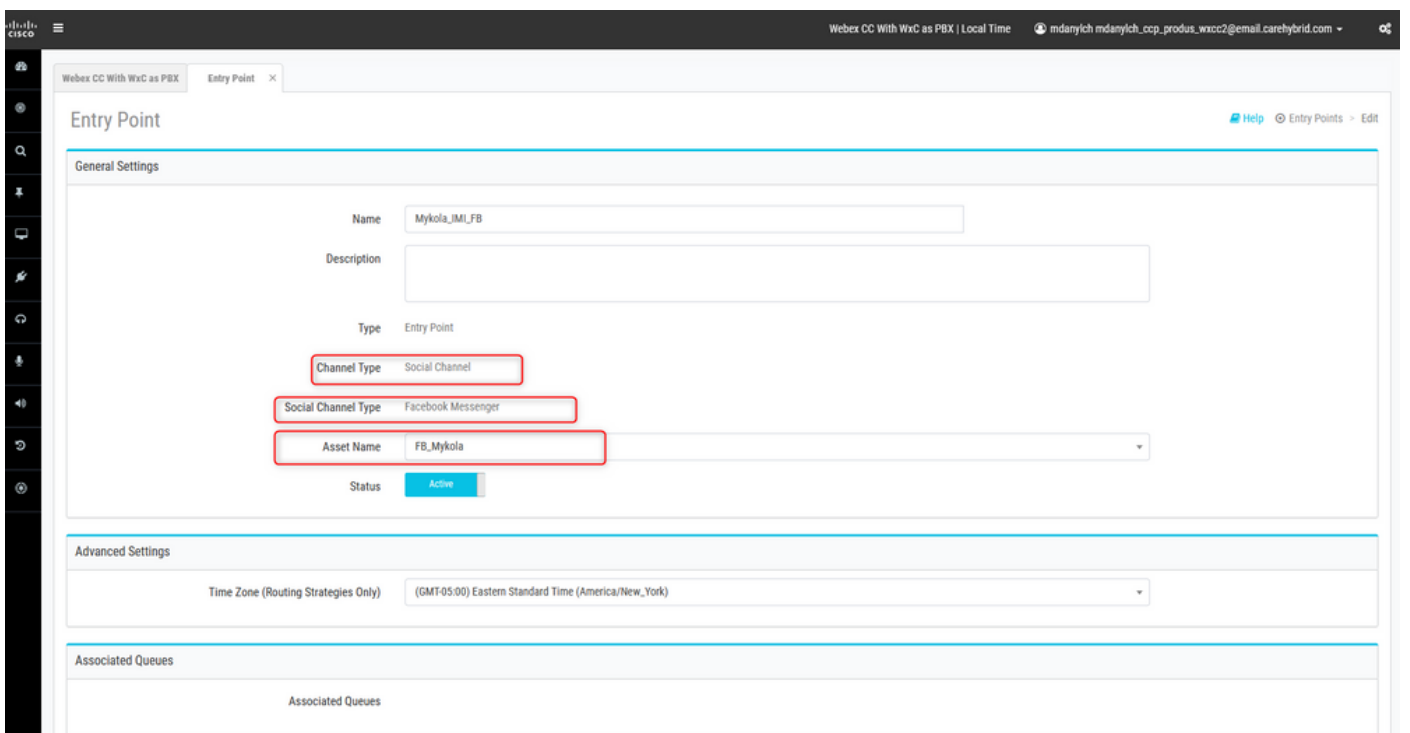
Etapa 7. Crie um ponto de entrada e uma fila no portal do administrador do Webex Contact Center.

Ligado Webex Contact Center portal, navegue até Provisioning > Entry Point.



Criar ponto de entrada com Channel Type - Social Channel, Social Channel Type - Facebook Messenger e O Asset Name.

Você não precisa criar nenhuma Estratégia de roteamento para o ponto de entrada.



Criar fila com Channel Type - Social Channel.

Queue Routing Type pode ser Longest Available Agent Or Best Available Agent.

Adicionar equipe à lista.

The image shows three sections of the Webex Connect configuration interface:

- General Settings:** Name: Mykola-IMI-FB-Q, Description: (empty), Type: Queue, Channel Type: Social Channel (highlighted with a red box), Status: Active.
- Contact Routing Settings:** Queue Routing Type: Longest Available Agent (highlighted with a red box). Below is a section for Conversation Distribution with an '+ Add Group' button. A table shows 'Group1' with one team: Team Name: Team_HQ, Site Name: WashingtonDC_HQ, Team Type: Agent Based.
- Advanced Settings:** Maximum Time in Queue: 3600 seconds, Time Zone (Routing Strategies Only): Default (Tenant Time Zone).

Etapa 8. Configure variáveis globais no fluxo do Webex Connect.

Abra o fluxo do Facebook que você carregou no portal anteriormente.

The screenshot shows the 'Services - Mykola_IMI' dashboard. The 'Flows' tab is active, displaying a table of flows. A red arrow points to the 'Facebook flow Mykola' entry.

Trigger	Flow	Status	State	Executions	Actions
	Facebook flow Mykola Flow id:18257	Live	Enabled	15	

Clique em Configurações

The screenshot shows the configuration page for the 'Facebook flow Mykola'. A red arrow points to the 'Settings' gear icon in the top right corner. The main area displays a flow diagram with various nodes and connections.

Defina as Variáveis globais nos campos Variáveis personalizadas.

General Flow Outcomes **Custom Variables**

Define values for custom variables you have created in the flow.

Variable Name	Default Value (Optional)	Externalize
FBpageid	104482825663424	<input type="checkbox"/>
appid	a_637926733345030000	<input type="checkbox"/>
messengerPayloadObject		<input type="checkbox"/>
messagetext		<input type="checkbox"/>
attachmentURL		<input type="checkbox"/>
nonPCIComplianceReasonObject		<input type="checkbox"/>
conversationId		<input type="checkbox"/>
isPCValidationDone		<input type="checkbox"/>
isPCCompliance	false	<input type="checkbox"/>
dropCountAttachments	0	<input type="checkbox"/>

FBpageid e appid foram encontrados no aplicativo criado anteriormente. Abra o Assets e selecione o aplicativo.

Apps
Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.

Search Apps

Configure New App

App Type: All Apps

Message data shown below is for last 30 days

Channel	Apps (37)	Messages Sent	Messages Received	Actions
	FB_Mykola App ID - a_637926733345030000 Service - Mykola_ML	62	15	

Ao abrir o aplicativo, você pode ver o appid e o pageid que você deve inserir como os valores das Variáveis globais.

< Manage App - Messenger
Link your Facebook page with Webex Connect to start using the platform for sending and receiving messages over Facebook Messenger. You need to be an admin for the concerned Facebook Page for this. Refer docs, for more info.

Name
FB_Mykola

Register To Webex
Configured on 2022-07-06 03:03:05.0 and assigned to Mykola_ML

Configure Outbound Webhooks DOCS

Messenger Page Details
Messenger page
Mykola Test FB page
ADMIN
Nick Danilchuk
Added By
Nick Danilchuk

Welcome Screen Disabled
Persistent Menu Disabled
Whitelist Domains Disabled

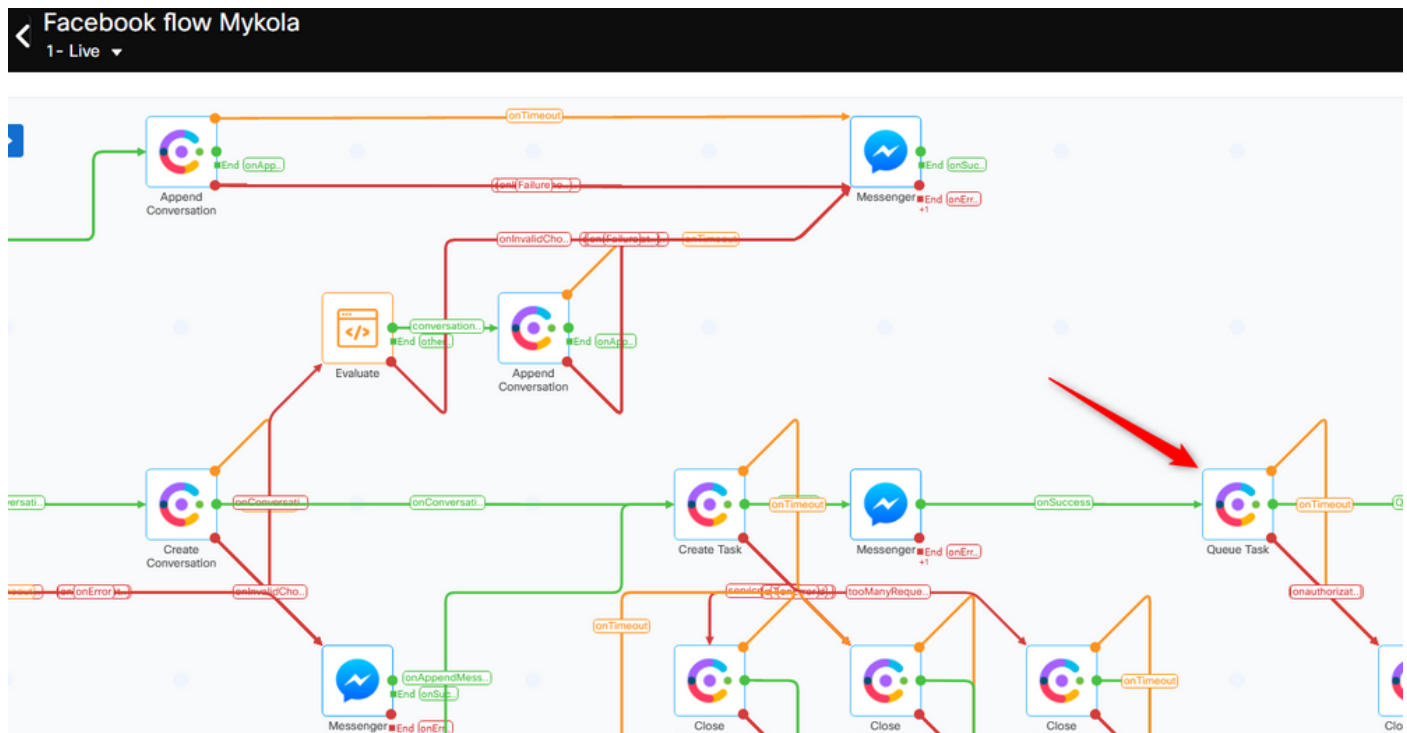
Page Discovery Plugins
Message Us

Message us plugin renders a button which when clicked on, redirects the users to the messenger and opens a conversation with your page immediately. You must include the Messenger's JS SDK and the code snippet below to use this plugin on your website.

```
<div class="fb-messengermessageus"
messenger_app_id="1822598121398487"
page_id="104482825663424"
color="blue | white">
size="standard | large | xlarge">
</div>
```

Etapa 9. Atribua a fila do portal Webex Contact Center ao fluxo no portal Webex Connect.

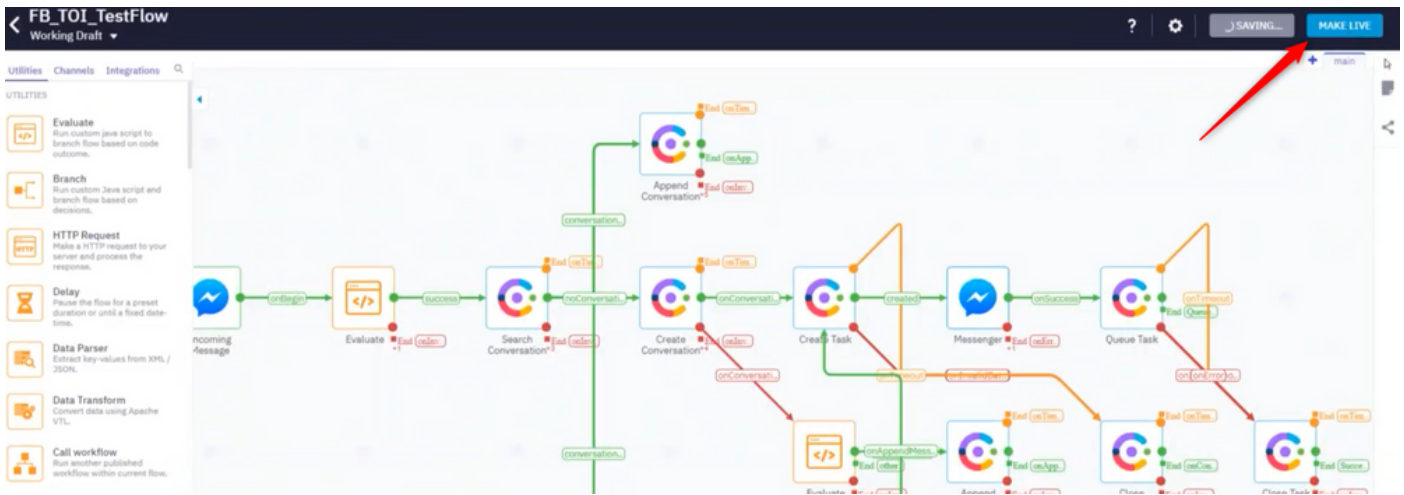
No fluxo do Facebook, localize o Queue Task bloqueio



Configure o Queue Name com o que você criou anteriormente no Webex Contact Center portal.

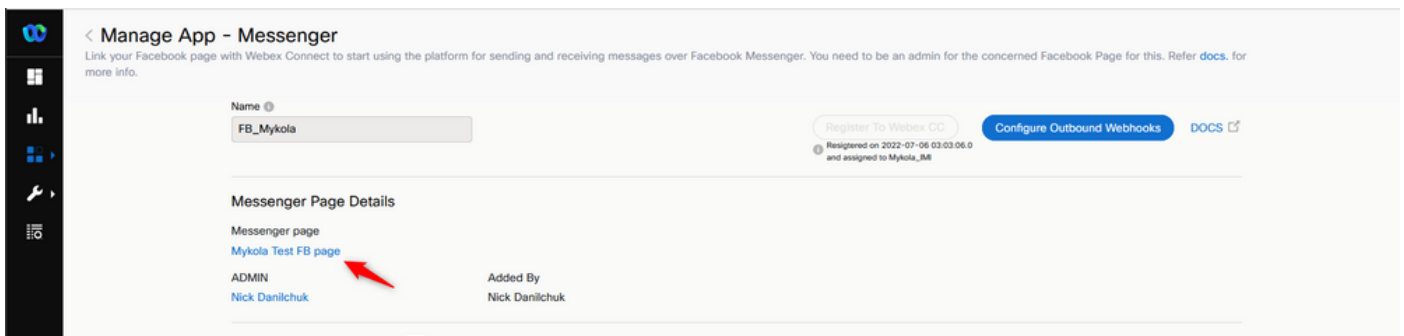
The screenshot shows the configuration page for a 'Queue Task' node. The 'Queue Name' field is highlighted with a red box and contains the value 'Mykola-IMI-FB-Q'. The 'Queue routing Type' is set to 'Longest available agent'. Other configuration fields include 'Method Name' (Queue task), 'NODE RUNTIME AUTHORIZATION' (WxCCTacRootConnect), 'Task ID' (\$fid), 'Conversation ID' \$(conversationId), 'Media Type' (Social), and 'MEDIA CHANNEL' (Facebook Messenger). The 'Input Variables' section on the right lists variables available for input, including Custom Variables [F18257], Start (Node ID: 2), Evaluate (Node ID: 9), Messenger (Node ID: 23), Search Conversation (Node ID: 1687), Create Conversation (Node ID: 1688), Re-open Conversation (Node ID: 1691), Append Conversation (Node ID: 1693), and Create Task (Node ID: 1697).

Quando o fluxo estiver configurado, clique em Make Live portanto, o fluxo está pronto para aceitar as tarefas.

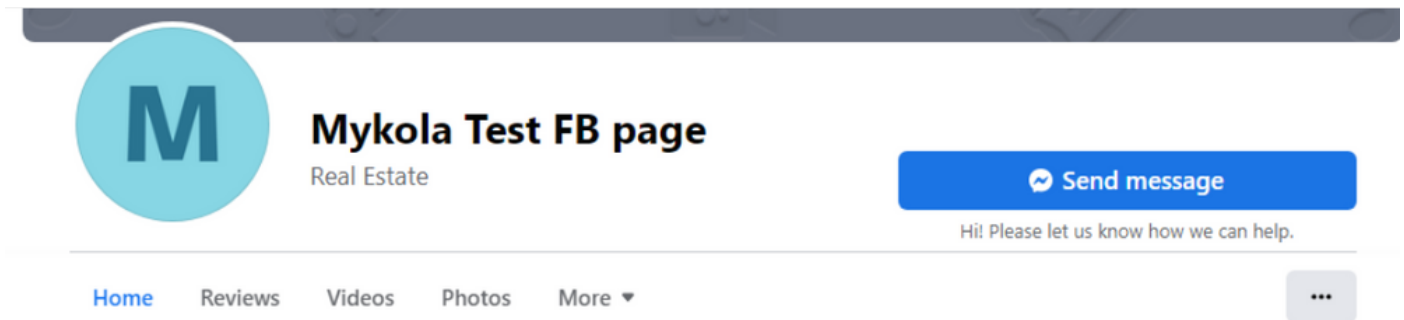


Etapa 10. Verifique a funcionalidade do fluxo de mensagens do Facebook.

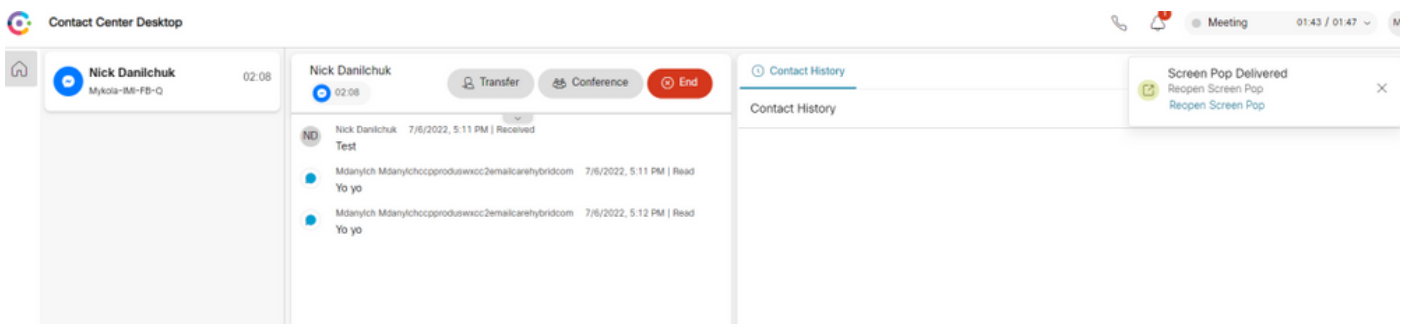
Para enviar uma mensagem da página criada no Facebook, navegue até **Assets** e clique na página **Messenger**



Depois de fazer login no Facebook, você pode enviar mensagens desta página do Facebook



O agente pode receber a mensagem na Área de trabalho do agente.



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