

Enable Integration with Facebook

HappyFox's integration with "Facebook" converts all Posts or Private Messages sent to your Facebook page(s) into tickets in your Happyfox account. This allows you to interact with your customers on Facebook, from within your Happyfox account.

You can link from 1, up to a maximum of 7 pages depending on the plan you are currently subscribed to:

- Mighty - 3 Pages
- Fantastic - 5 Pages
- Enterprise - 7 Pages

To integrate Facebook with HappyFox:

1. Go to "Manage" >> "Integrations" >> "Configure" (Next to '*Facebook integration*', under '*External*')

Active	Name	Description	
✓	Facebook Integration	Enables you to manage and reply to Facebook Posts and Messages via HappyFox.	configure
✗	Twitter Integration	Automatically convert your Mentions and Direct Messages into Tickets	configure

2. Click on the 'Link to Facebook' button to be redirected to Facebook for authentication.

Facebook Integration [Back to Integrations](#)

Basic Facebook Settings

Facebook integration status and information.

You haven't linked your Facebook Account yet, click below to begin the process:

[Link to Facebook](#)

Facebook Pages

Setup your Facebook pages and their associated categories here.

Page Name	Posts	Messages	Category
No Pages integrated yet.			

3. Once you've authenticated, you'll be redirected back to Happyfox, where you can choose the page(s) you want to integrate, along with the category associated with each page.

Facebook Integration

[Back to Integrations](#)

Basic Facebook Settings

Facebook integration status and information.

Facebook Integration active:




Yes

Linked to **Tmstaff Staff**.

[Unlink](#)

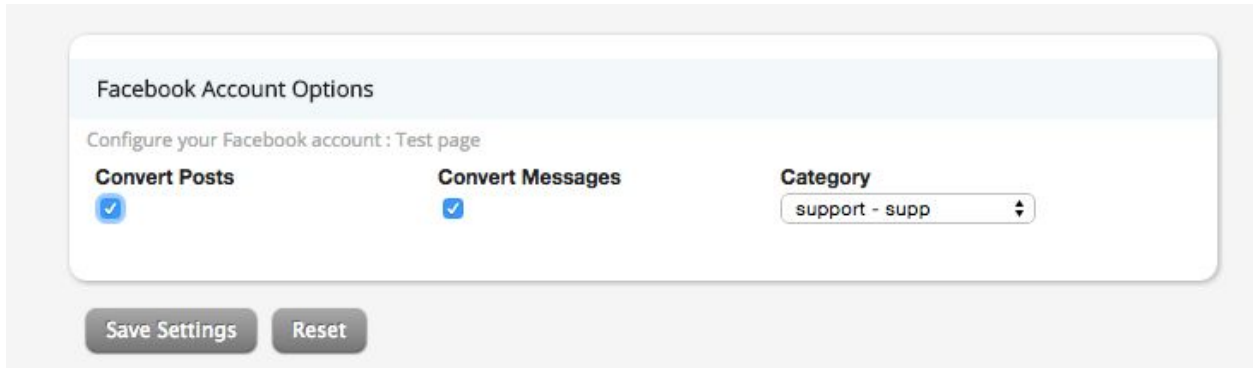
Facebook Pages

Setup your Facebook pages and their associated categories here.

Page Name	Posts	Messages	Category	
 Acme Widgets Co	✓	✓	Default Category	
 Technology	✓	✓	support	
 Test page	✓	✓	Default Category	edit

4. If you have already integrated Private messages with HappyFox, you can go here and click 'edit', to convert Posts from the same as tickets.

5. All Facebook posts and messages will be created as tickets in the respective HappyFox category, associated with the Facebook page. You can link more than one Facebook page to a category.



6. You can change the active status of individual pages by toggling the checkboxes right next to them.


7. When a page is set to "Active", new Posts/Messages from your Facebook page will be converted into new tickets on your HappyFox instance. The replies sent to the Posts/Messages will be added as subsequent ticket updates within the thread.

8. You can also choose to reply to them from HappyFox, which will reflect as new updates in the posts and messages as well.

POSTS --> Tickets:

Once the integration is set up, whenever a Facebook user posts in the Facebook page, a ticket gets created for the same, with the 'Page Name - content of the Facebook post' as

the subject. 'Raised by' Name carries the name of the contact, who posted on the Facebook page.

#DC00000021 **Acnewidgets Co - Hello. I would like to know the pricing details for your app. Awaiting your response. Thanks!**  last updated 3 minutes ago

NEW

Hello! Do you accept payment via credit card?

assigned to ~ raised by Jean Dupont priority Normal category Default Category due date: Not Set

Note: The Facebook logo next to the ticket subject links to the Facebook page, where the post was added.

Subsequent comments and replies are threaded within HappyFox, preserving the same hierarchy as they are in the Facebook page.

Facebook Page:

The image shows a Facebook post from Jean Dupont to the group AcmeWidgets Co. The post asks for pricing details. Below it are several comments: John Smith asks about credit card payments, AcmeWidgets Co replies affirmatively, AcmeWidgets Co posts a link to pricing details, and Jean Dupont thanks them. Each comment has a text input field for a reply.

Jean Dupont ▸ **AcmeWidgets Co**
22 mins · 🌐

Hello. I would like to know the pricing details for your app. Awaiting your response. Thanks!

Like · Comment · Share

Top Comments ▾

Write a comment...

John Smith Hello! Do you accept payment via credit card?
Like · Reply · 10 mins

AcmeWidgets Co Hi John. Yes, we accept payment through credit cards 😊
Like · 4 mins

Write a reply...

AcmeWidgets Co Hi Jean, Thanks for your interest in our app. You can go through the pricing details here >> <http://www.rotoruanzl.com/pricing>
Like · Reply · Commented on by Happyfox [?] · 15 mins

Jean Dupont Thank you very much
Like · 14 mins

Write a reply...

Notice that the comments posted by the HappyFox staff via HappyFox or via Facebook, goes in the name of the group only.

Happyfox Ticket:

Jean Dupont
21 minutes ago
🔗 Permalink

Hello. I would like to know the pricing details for your app. Awaiting your response. Thanks!

Ticket created by Contact **Jean Dupont**, Status set to **New**, priority set to **Normal**

← other recipients: None | attachments: None

admin
14 minutes ago
🔗 Permalink

Hi Jean, Thanks for your interest in our app. You can go through the pricing details here >> <http://www.rotoruanzl.com/pricing>

Sent update to customer

← 📄 📖 other recipients: None | attachments: None

Jean Dupont
13 minutes ago
🔗 Permalink

Thank you very much

other recipients: None | attachments: None

John Smith
9 minutes ago
🔗 Permalink

Hello! Do you accept payment via credit card?

← other recipients: None | attachments: None

Facebook Page
3 minutes ago
🔗 Permalink

Hi John. Yes, we accept payment through credit cards :)

📄 📖 other recipients: None | attachments: None

Current Status : **NEW** | [Add Update](#) | [Add Private Note](#) | [Add Related Ticket](#) | [Delete](#)

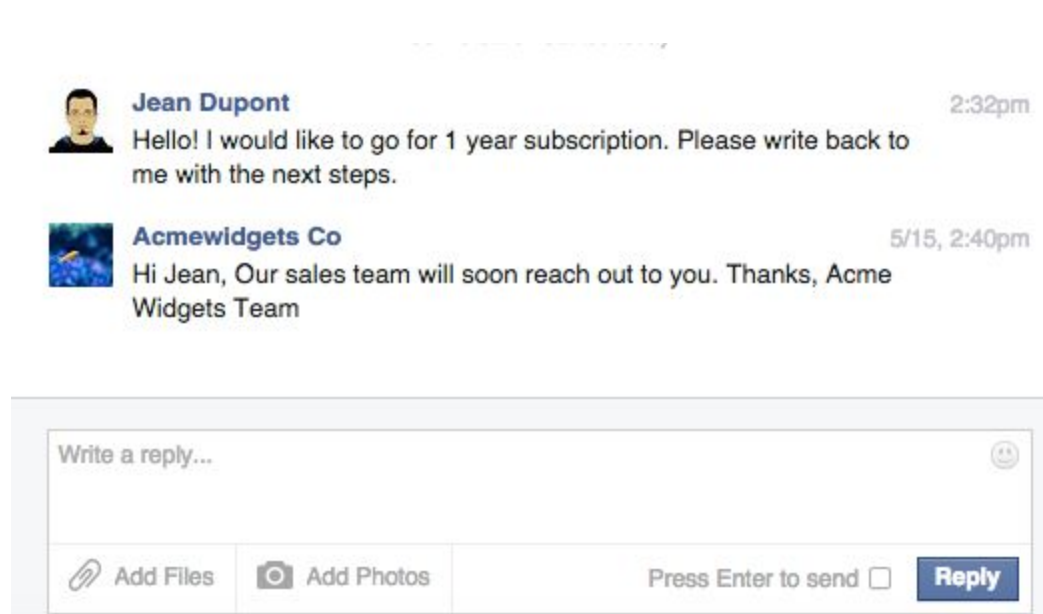
Here,

1. The name of the sender is admin in the first staff comment. This is because the comment was made by the staff(with the username 'admin') via HappyFox.
2. The name of the sender is 'Facebook Page' in the staff comment. This is because the comment was made by the admin via Facebook.

- Clicking on 'Add Update' button adds a comment in the post. While, clicking on the Reply arrow icon on the message box adds a second level reply to that Comment.

MESSAGES as Tickets

Facebook Message:



The screenshot displays a Facebook message thread. At the top, a message from Jean Dupont is shown with a timestamp of 2:32pm. The message reads: "Hello! I would like to go for 1 year subscription. Please write back to me with the next steps." Below this, a response from Acme Widgets Co is shown with a timestamp of 5/15, 2:40pm. The response reads: "Hi Jean, Our sales team will soon reach out to you. Thanks, Acme Widgets Team". At the bottom of the screenshot is a reply input area with the placeholder text "Write a reply...". To the right of the input area is a smiley face icon. Below the input area are two buttons: "Add Files" (with a paperclip icon) and "Add Photos" (with a camera icon). To the right of these buttons is the text "Press Enter to send" followed by a small square icon. At the far right of the input area is a blue "Reply" button.

HappyFox Ticket:

#DC0000022

Conversation from Facebook Page - Acme Widgets Co (2)

last updated
55 seconds ago

NEW

Hello! I would like to go for 1 year subscription. Please write back to me with the next steps.

← 👤 ★

assigned to
~

raised by
Jean Dupont

priority
Normal

category
Default Category

due date:
Not Set

●

Contact Information

No custom fields

Additional Information edit

fb field ~	date val ~	dd depends on a ~	multiple depends on b ~
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Customer Info from Insightly CRM

No data available for this contact

Messages [Expand All](#)

Jean Dupont
6 minutes ago
 Hello! I would like to go for 1 year subscription. Please write back to me with the next steps.

admin
55 seconds ago
 Hi Jean, Our sales team will soon reach out to you. Thanks, Acme Widgets Team
🔗 Permalink

Sent update to customer

← 👤 📖

other recipients
None

attachments
None

Current Status :

NEW

Add Update

Add Private Note

[Add Related Ticket](#) [Delete](#)

Note: It may take a few minutes(1-15 minutes) for each Post or Message to be imported from Facebook to Happyfox, as the polling happens once in every 15 minutes.

To unlink your Facebook page from the Happyfox account, use the "Unlink" option under Manage >> Integrations >> Facebook Integrations.

Basic Facebook Settings

Facebook integration status and information.

Facebook Integration active:

Yes

Unlink

Unlinking the Facebook account, will deactivate the integration with all the Facebook Pages, until the account is linked again.