Manage your Contact Center in Agent Setup

Facebook channel options

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- Administrator

Learn about the Facebook channel options available in Agent Setup.

Related documentation:
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In the **Facebook** section under **Desktop Options**, configure the following options:

- **Facebook Auto Answer** automatically accepts a Facebook interaction when an Invite event if received.
- **Prompt for Done** prompts a confirmation message when the agent clicks **Done**.
- **Facebook Ringing Bell** specifies the sound played when a Facebook interaction is ringing.
- **Decline** allows the agent to decline an incoming interaction. This option depends on the Channels option for Facebook.
- **Mark Done** allows the agent to mark an interaction as **Done** with further processing. This option depends on the Channels option for Facebook.
- **One-step transfer** allows the agent to use one-step transfer.
- **Set Interaction Disposition** allows the agent to set a disposition code before marking an interaction

as **Done**. This option depends on the Channels option for Facebook.