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Manage your Contact Center in Agent Setup

Facebook channel options



Administrator

Learn about the Facebook channel options available in Agent Setup.

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Error creating thumbnail: Unable to save thumbnail to destination 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.