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## Manage your Contact Center in Agent Setup

Facebook channel options

8/4/2025



• Administrator

Learn about the Facebook channel options available in Agent Setup.

## **Related documentation:**

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Facebook	
E Facebook Auto Answer	
Prompt for Done	
E Facebook Ringing Bell	Bell 🗸
Can Decline	
☑ Can Mark Done	
☑ Can One Step Transfer	
☑ Can Set Interaction Disposition	

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.