

使用Facebook配置Webex Connect

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简介

本文档介绍使用Facebook配置Webex Connect的步骤。

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先决条件

要求

Cisco 建议您了解以下主题：

- Webex联系中心(WxCC)2.0
- 配置了Facebook流的Webex Connect门户

使用的组件

本文档中的信息基于以下软件版本：

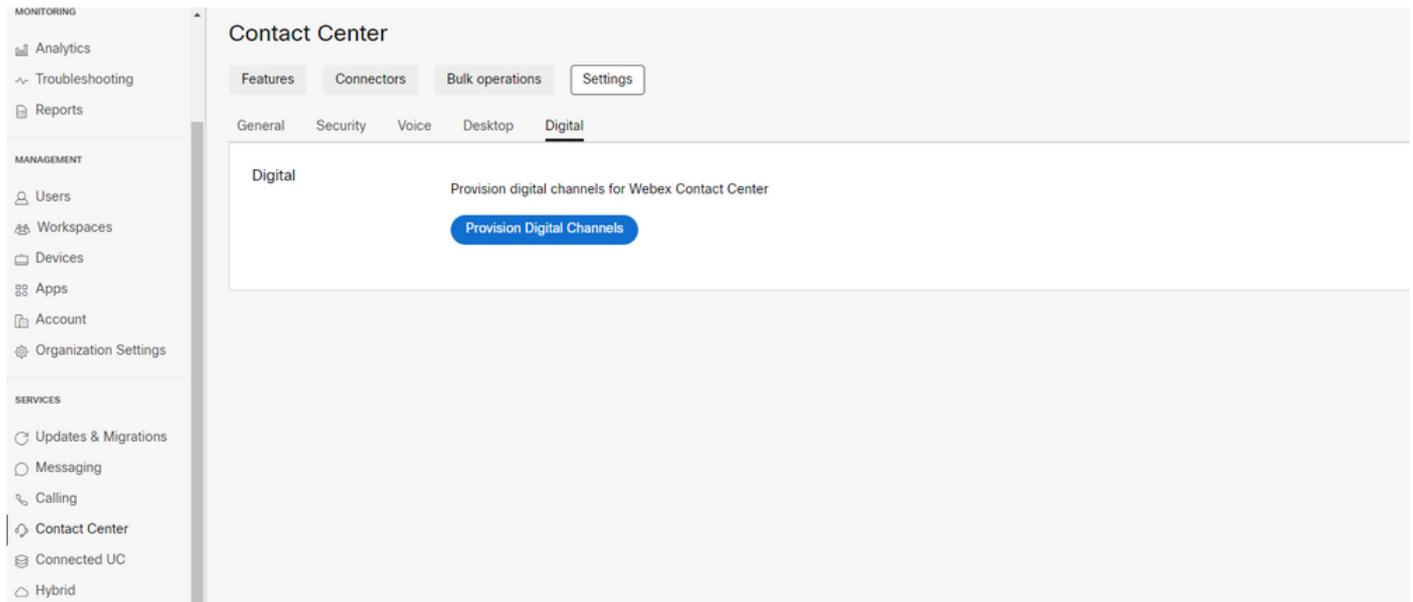
- WxCC 2.0
- Webex Connect (正式名称为IMI)

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

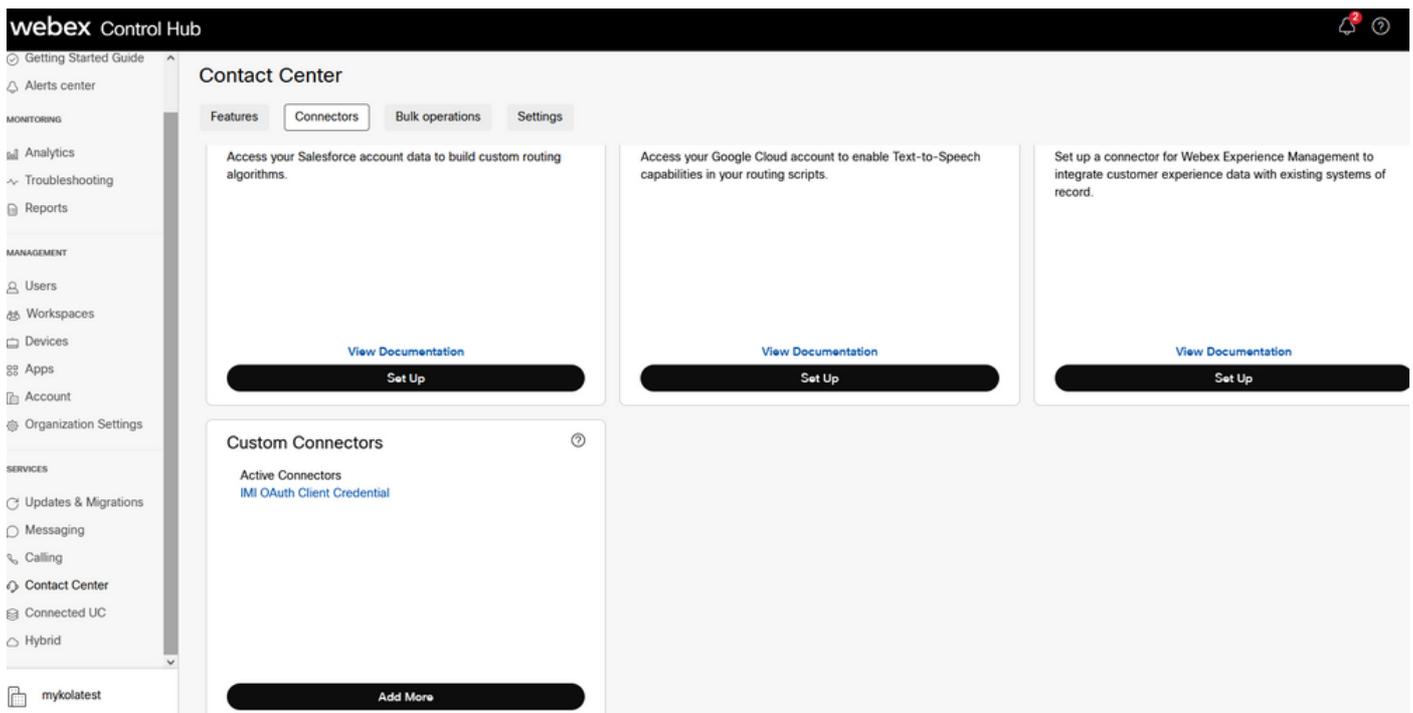
配置

步骤1.调配数字通道。

导航至 **Control Hub > Contact Center > Digital**, 并选择 **Provision Digital Channels**。



在调配连接器后,您可以看到 **Custom Connectors** 卡。



打开连接器以查看身份验证详细信息。

< IMI OAuth Client Credential

Credentials

Name *

IMI OAuth Client Credential

Resource Domain *

https://api-us-site-1.

Client ID

e585196 >c6ab433

Client Secret

/UayJsGtw >CbzyOjWSbjE9o=

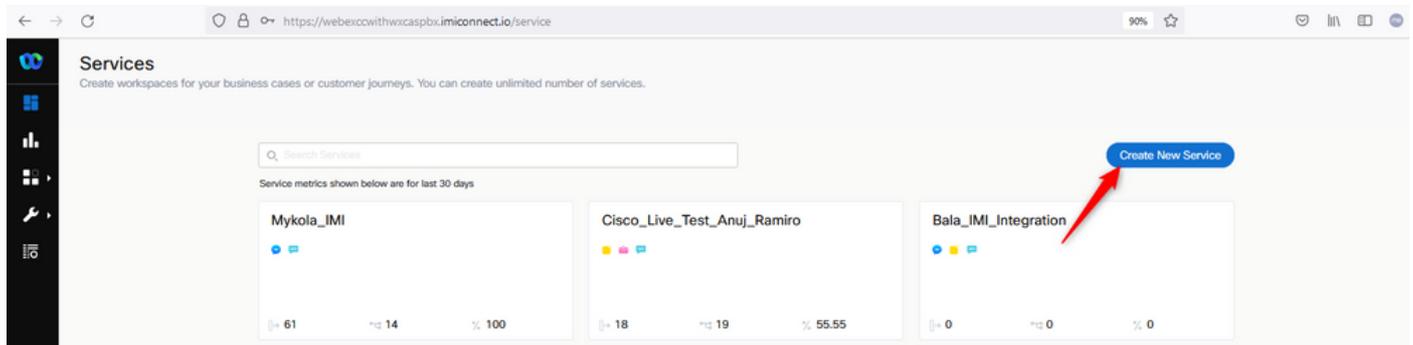
Scope

Token URL

https://api-us-site-1.imiengage.io/api/v1/oauth/token

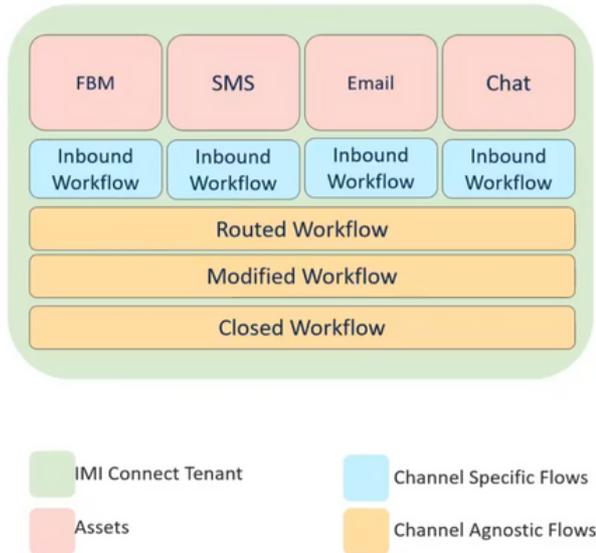
步骤2.在Webex Connect门户中创建服务。

如果您仍然没有为租户创建任何服务，或者您想要将您的所有集成与其他用户分开，请创建新服务。



步骤3.下载核心任务流。

必须使用 Core Task Flows例如 Routed, Modified, 和 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.

立即下载 Core Workflows 来自Github:[Webex Connect Flows](https://github.com/CiscoDevNet/webexcc-digital-channels)。

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

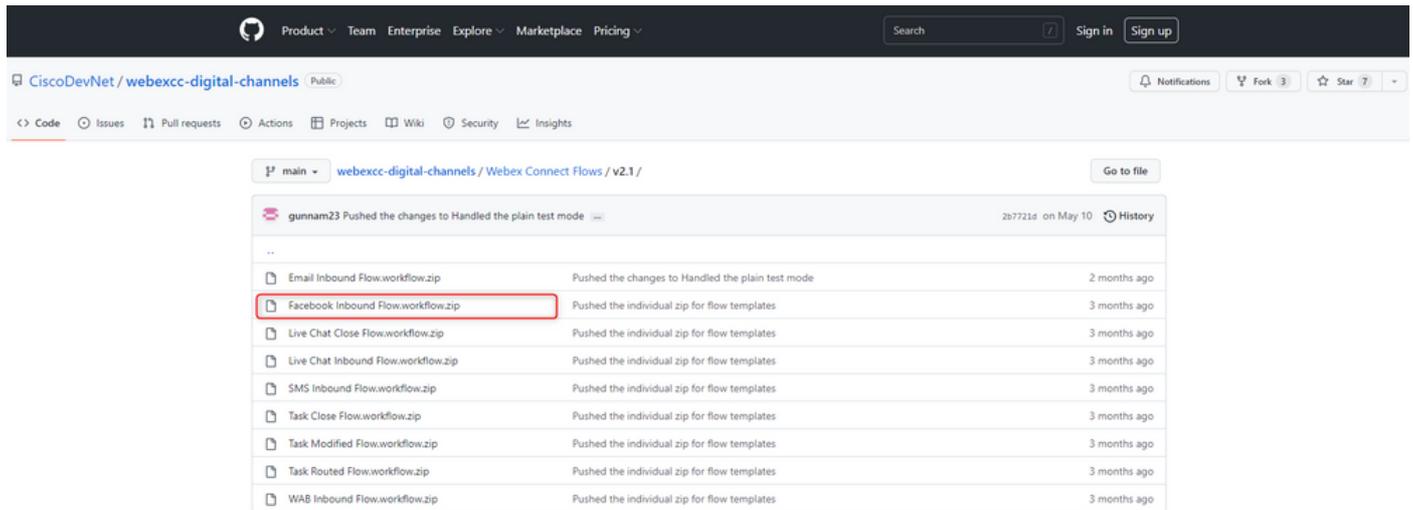
建议在中创建单独的服务 Webex Connect 将这些流量传送至门户并托管于那里。

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	

步骤4.从GitHub for Facebook下载预配置的流。

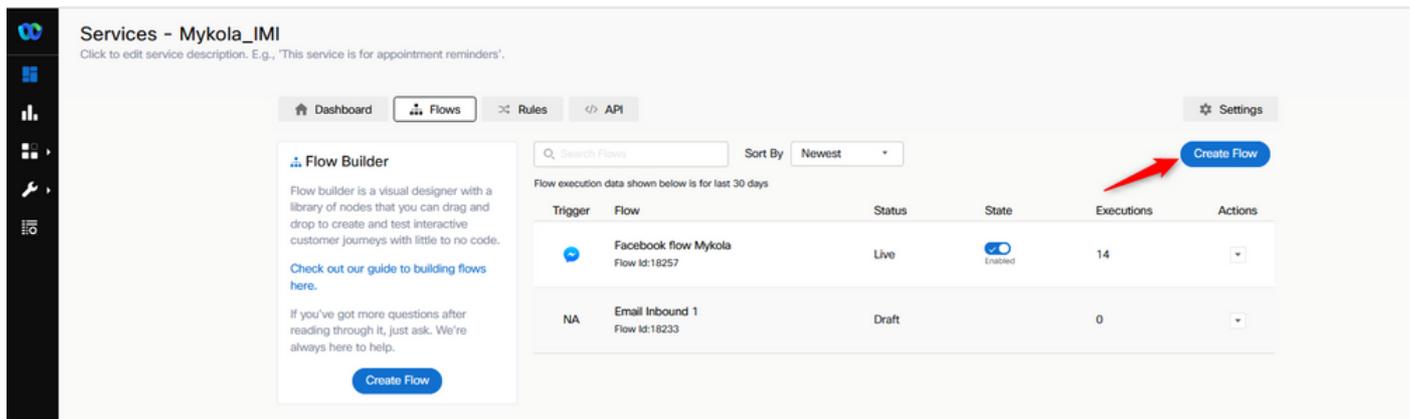
您不必从头开始创建流。您可以使用一些预配置的流。导航至[Webex Connect Flows](#)。

并下载Facebook集成流程。

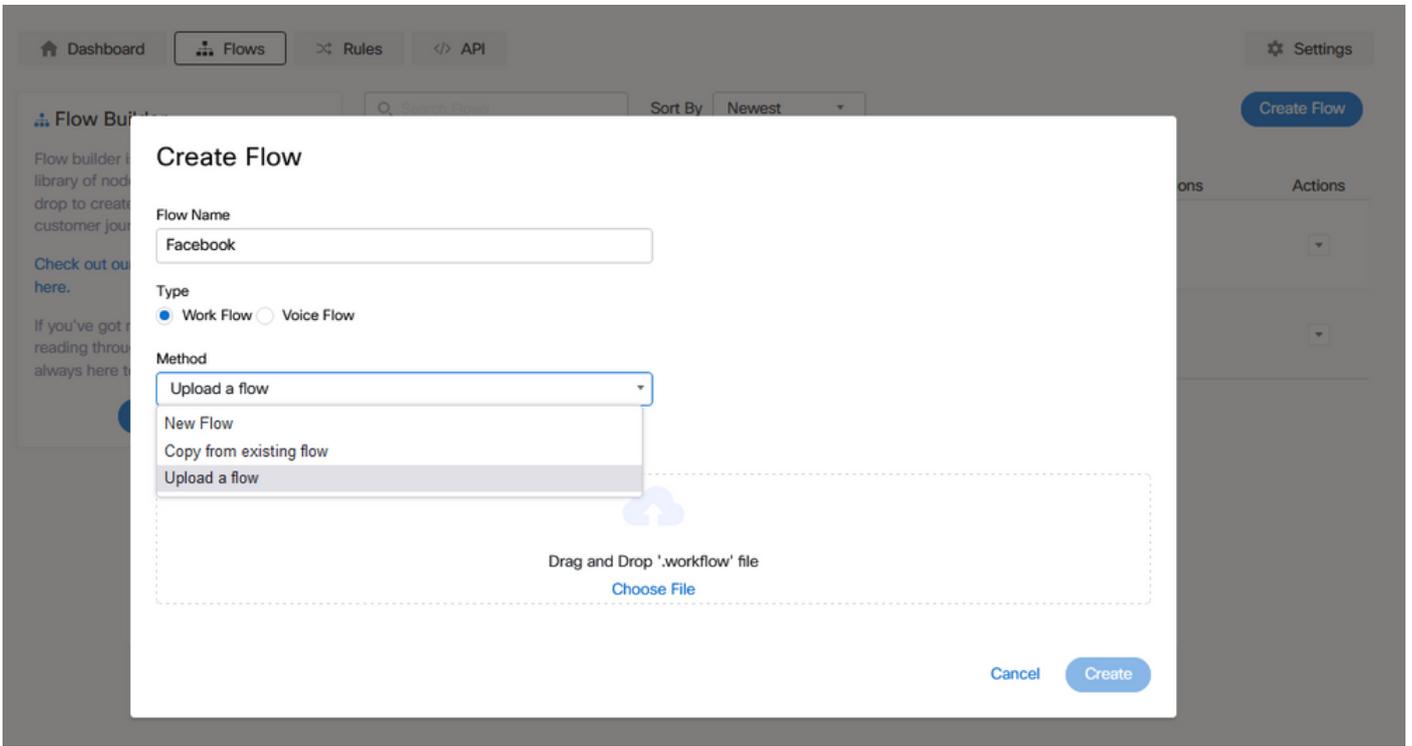


当您的PC上有流量时，请将其上传到 **Flows** 在 **Services**。

点击 **Create Flow**。

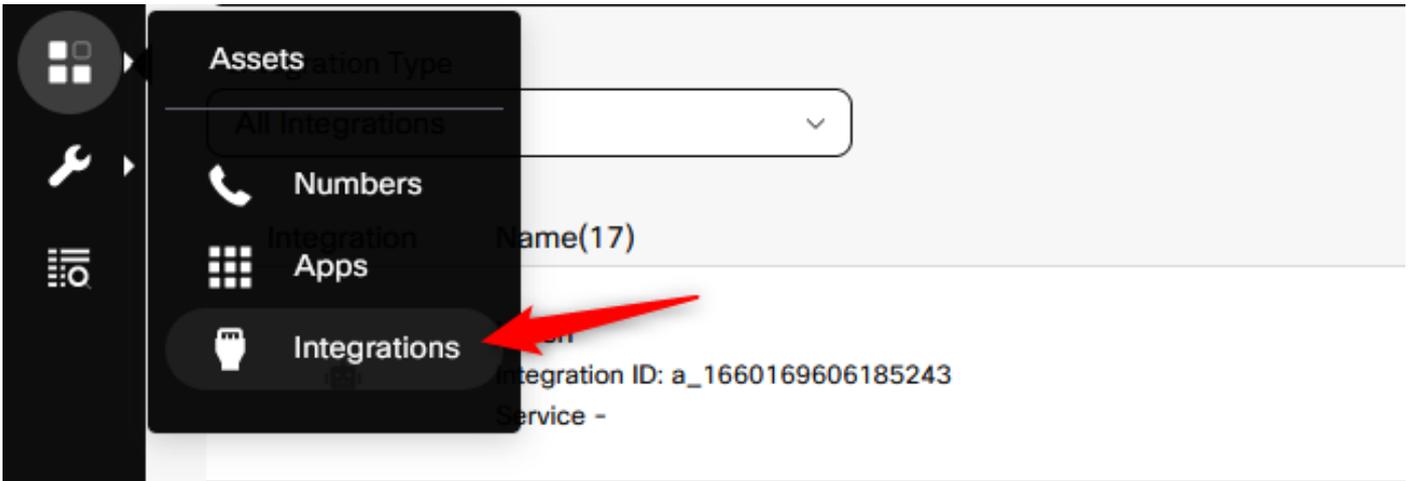


拖放预配置的流，以便将其上传到服务。

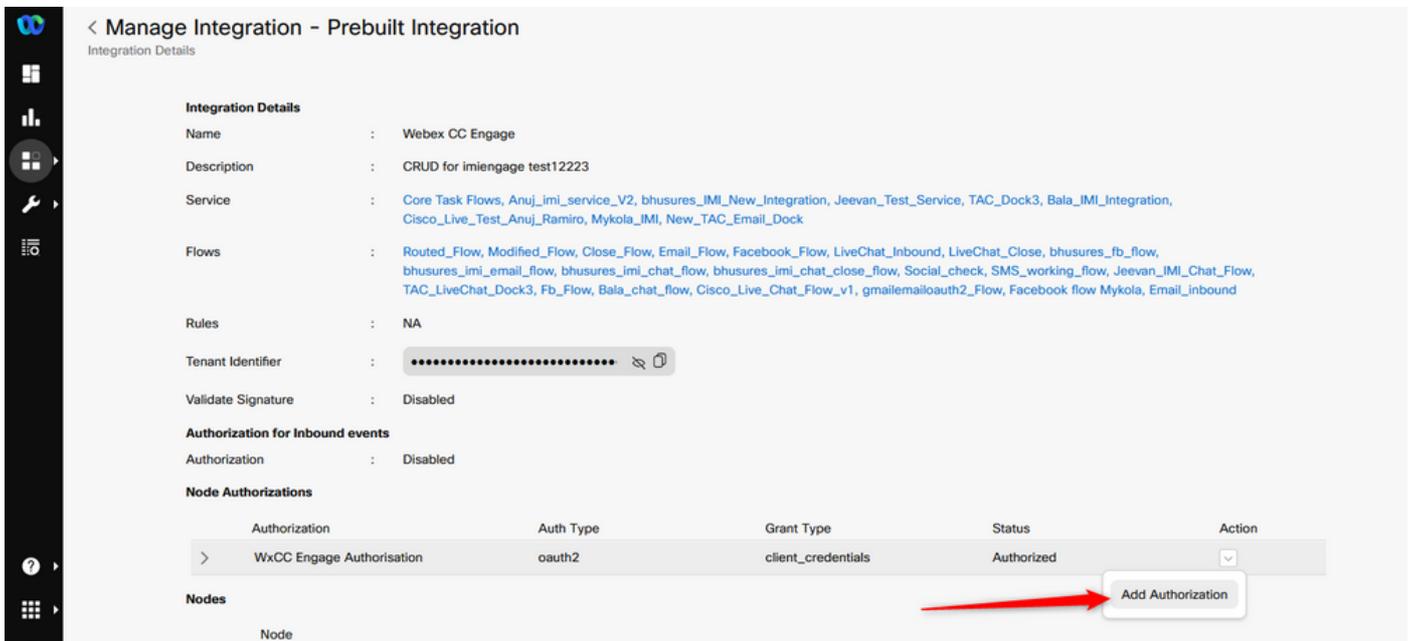


步骤5.设置授权。

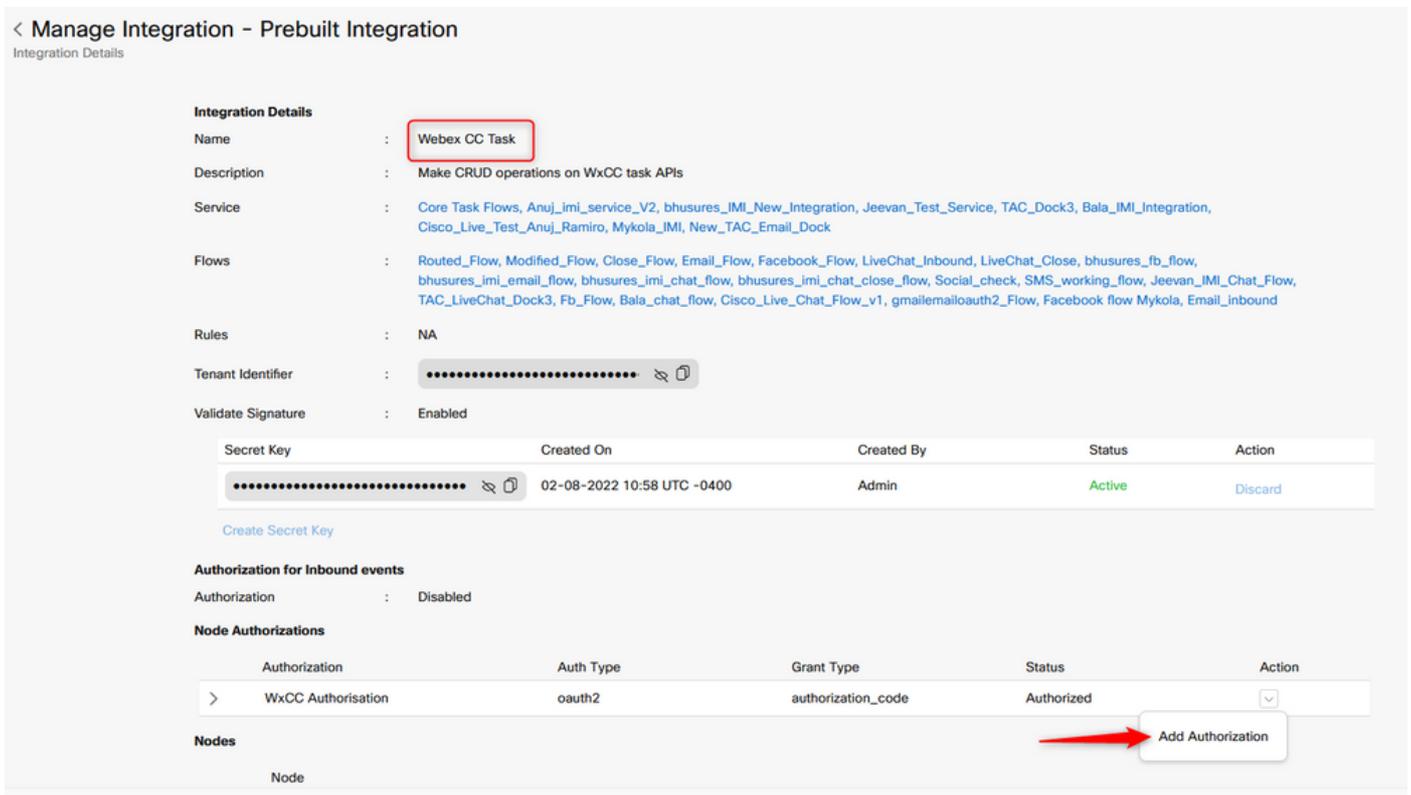
导航至 **Assets** 并点击 **Integrations**。



配置授权 **Webex CC Engage integration**。

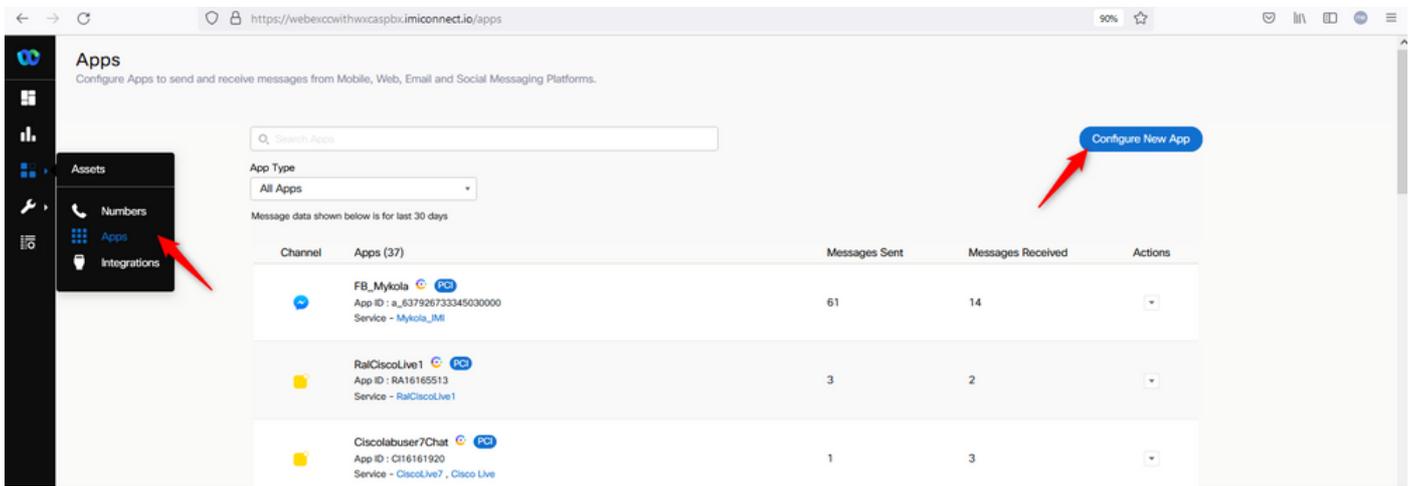


在中配置授权并生成密钥 Webex CC Task integration.

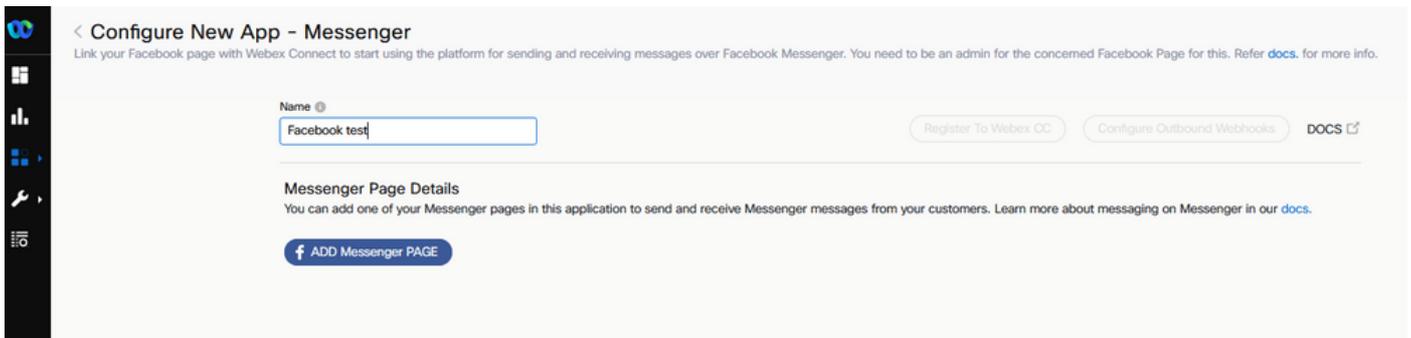


步骤6.在Webex Connect门户上创建Facebook应用。

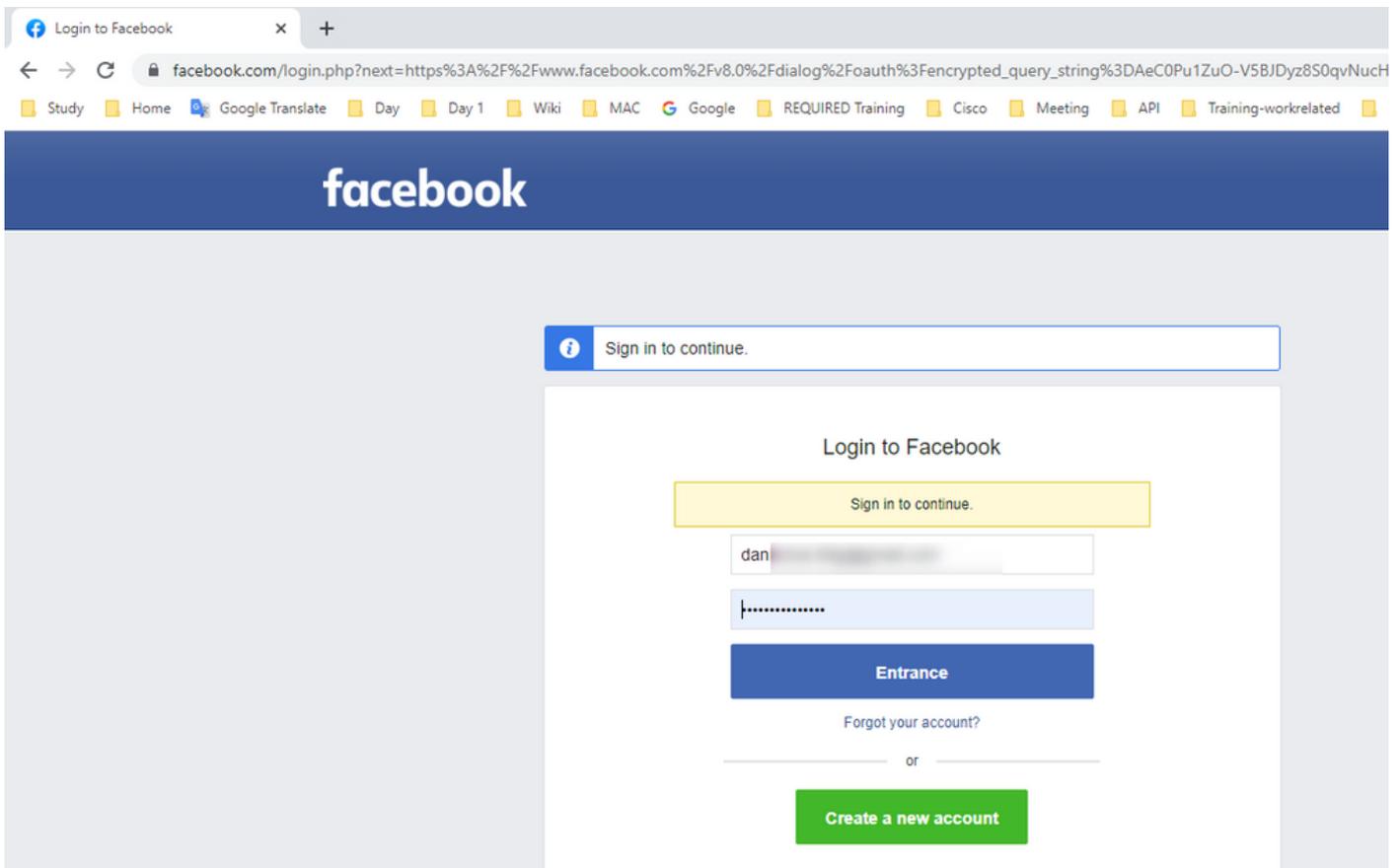
上的应用 Webex Connect 门户基本上是入口点。为了创建 New App ，导航至 Assets 并点击 Configure New App.



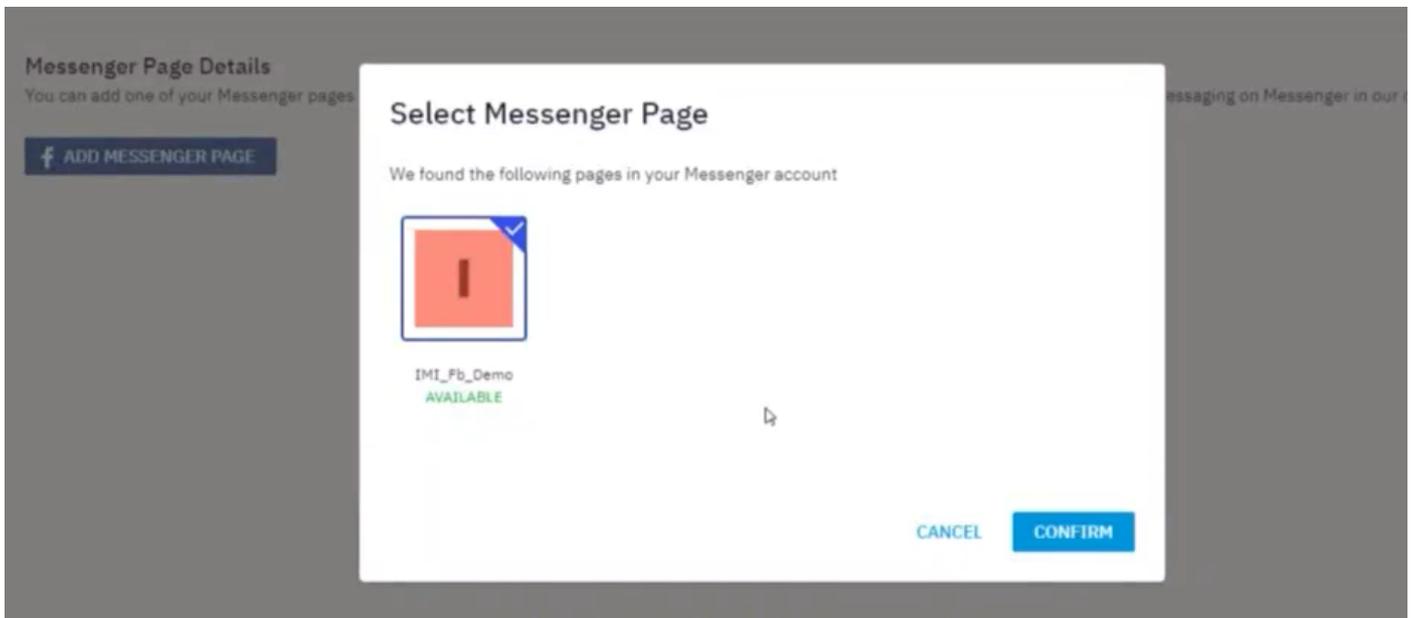
为您的应用命名 **Add Messenger Page**.



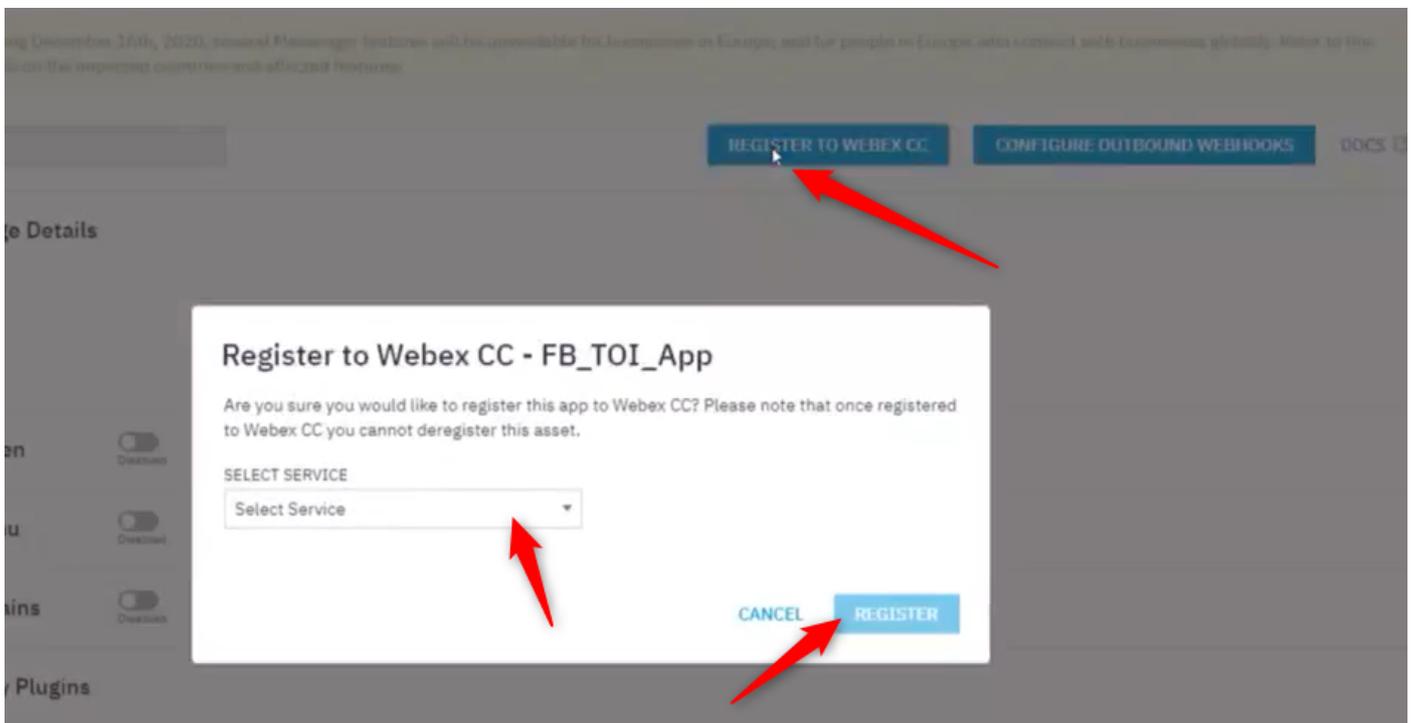
该应用可以映射到特定Facebook页面。输入Facebook凭证以将应用映射到打开的Facebook页面。



选择要用于此集成的开源页面。

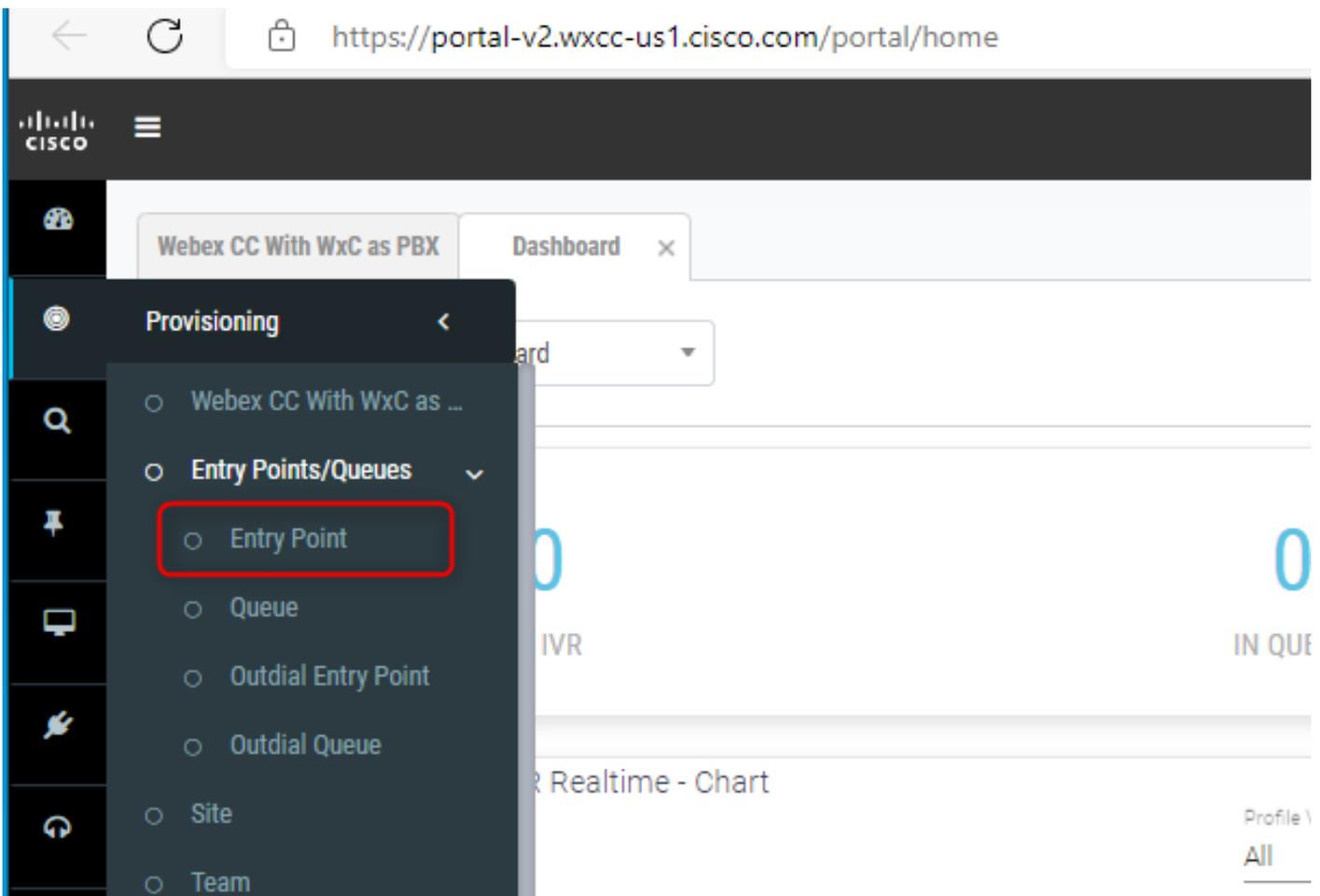


注册Facebook页面 Webex CC 以便在 Webex Contact Center 管理员门户。



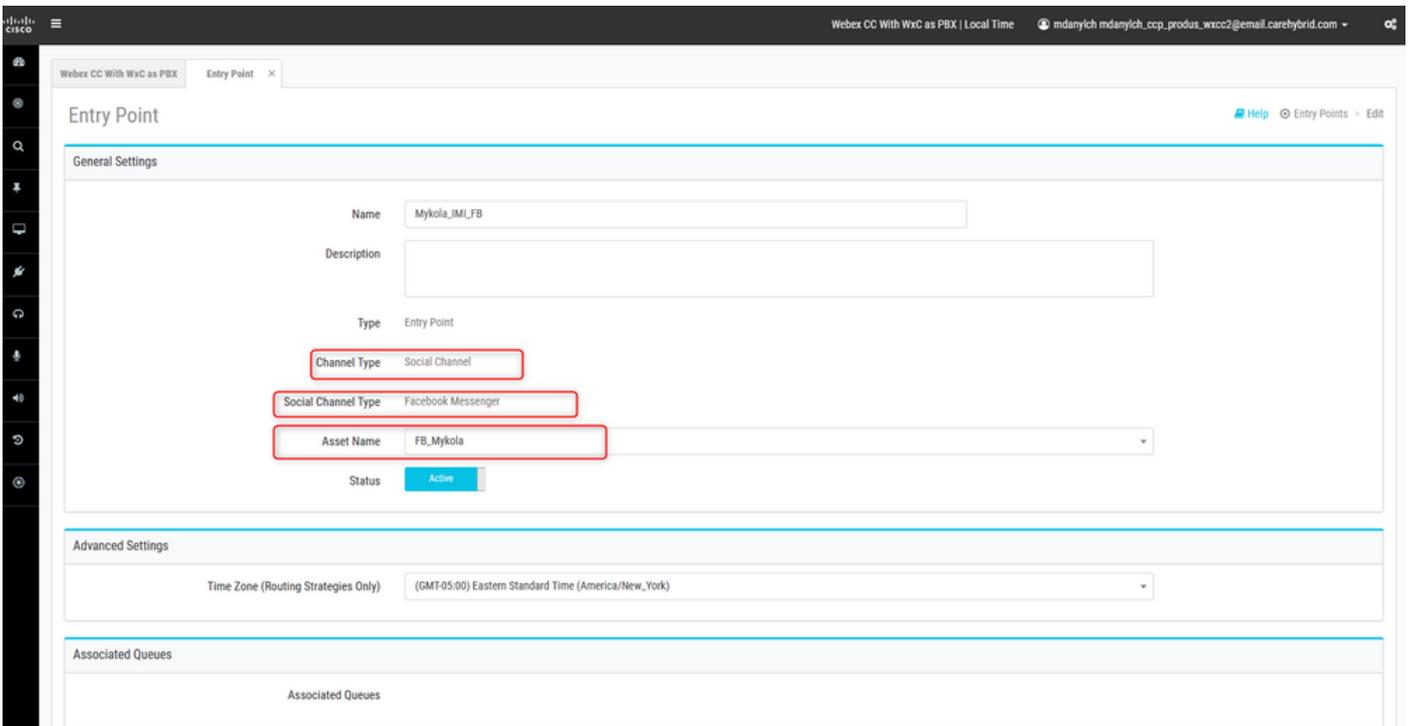
第7步：在Webex联系中心管理员门户中创建入口点和队列。

开启 Webex Contact Center 门户，导航至 Provisioning > Entry Point.



创建入口点 Channel Type - Social Channel, Social Channel Type - Facebook Messenger 和 Asset Name.

您无需为入口点创建任何路由策略。



创建队列 Channel Type - Social Channel.

Queue Routing Type 可能是 Longest Available Agent 或 Best Available Agent.

将团队添加到列表。

General Settings

Name: Mykola-IMI-FB-Q

Description:

Type: Queue

Channel Type: Social Channel

Status: Active

Contact Routing Settings

Queue Routing Type: Longest Available Agent

Conversation Distribution: Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses.

+ Add Group

Group1

Team Name	Site Name	Team Type
Team_HQ	WashingtonDC_HQ	Agent Based

Advanced Settings

Maximum Time in Queue: 3600 seconds

Time Zone (Routing Strategies Only): Default (Tenant Time Zone)

步骤8.在Webex Connect流程中配置全局变量。

打开之前上传到门户的Facebook流。

Services - Mykola_IMI

Click to edit service description. E.g., "This service is for appointment reminders".

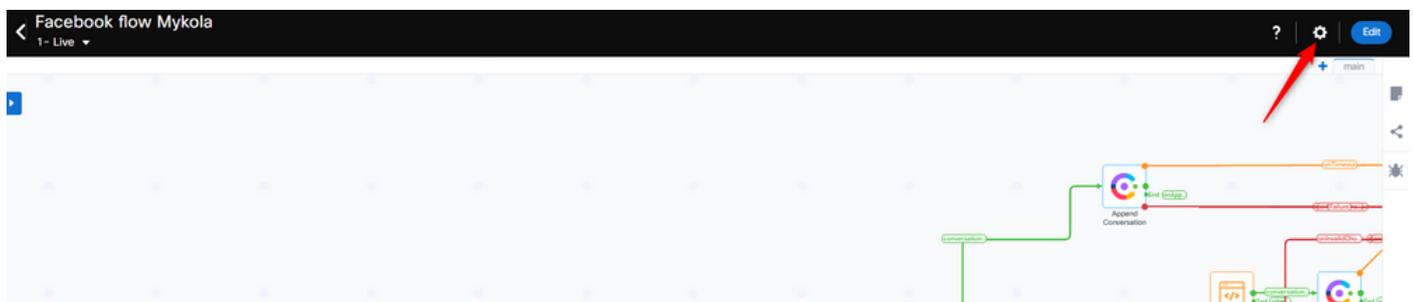
Dashboard | Flows | Rules | API | Settings

Flow Builder

Flow execution data shown below is for last 30 days

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

点击“设置”



在自定义变量字段下定义全局变量。

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"/>
nonPCComplianceReasonObject		<input type="checkbox"/>
conversationId		<input type="checkbox"/>
isPCValidationDone		<input type="checkbox"/>
isPCCompliance	false	<input type="checkbox"/>
dropCountAttachments	0	<input type="checkbox"/>

在之前创建的应用程序中可找到FBpageid和appid。打开 Assets 并选择应用。

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

Search Apps

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_IM	62	15	

当您打开应用时，您可以看到appid和pageid，您必须将其输入为全局变量的值。

< 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

Configure Outbound Webhooks

DOCS

Registered on 2022-07-06 03:03:06.0 and assigned to Mykola_IM

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

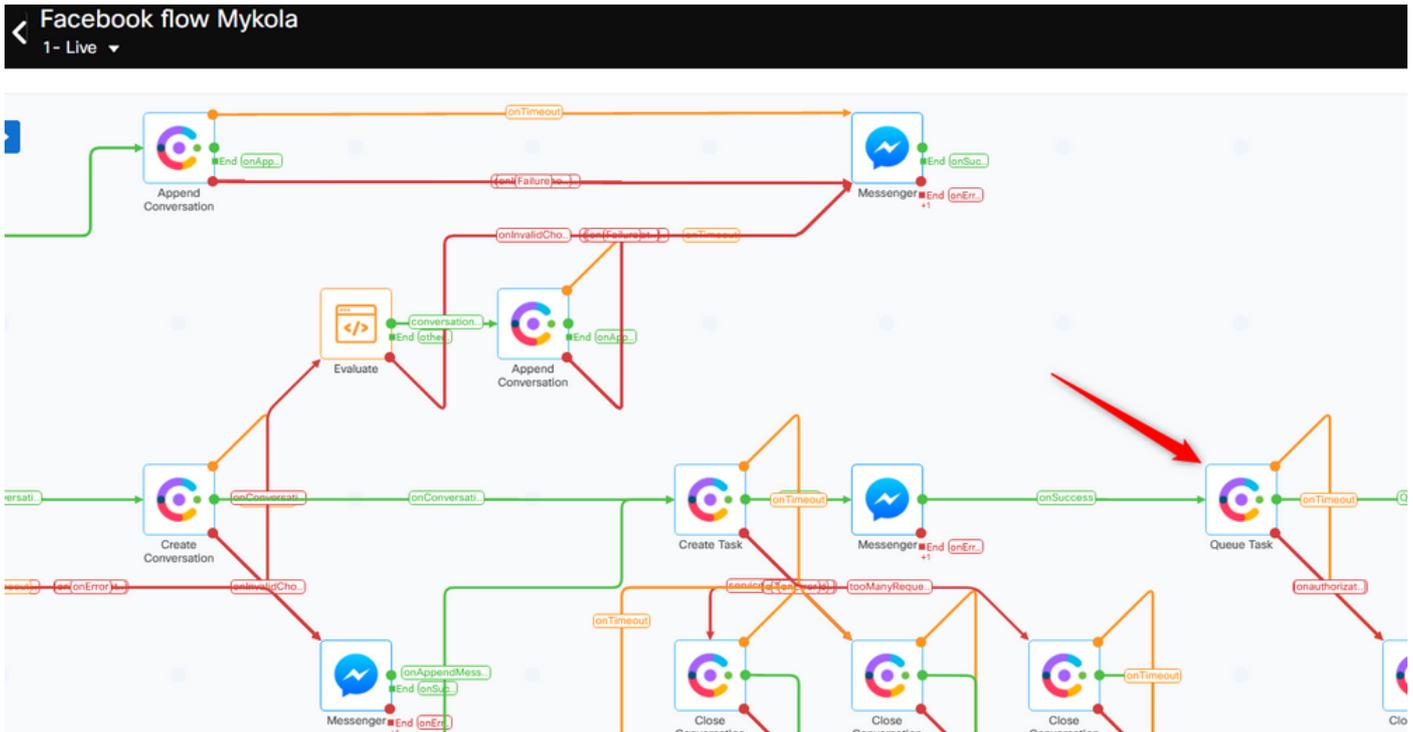
Message Us

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="1822698121398407"
page_id="104482825663424"
color="blue | white"
size="standard | large | xlarge">
</div>
```

步骤9.将队列从Webex联系中心门户分配到Webex Connect门户中的流。

在Facebook流中，查找 Queue Task 阻止



设置 Queue Name 与您之前在 Webex Contact Center 门户。

Queue Task

Configuration Transition Actions (Optional)

Method Name: Queue task

NODE RUNTIME AUTHORIZATION: WxCCTacRootConnect

Task ID: \${fclid}

Conversation ID: \${conversationId}

Media Type: Social

MEDIA CHANNEL: Facebook Messenger

Queue details

Queue Name: Mykola-IMI-FB-Q

Queue routing Type: Longest available agent

Input Variables

List of variables available as input for this node

- 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
- Create Task Node ID: 1697

配置流后，点击 Make Live 因此流程已准备好接受任务。

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

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