

Facebook Chatbot Extension for Magento 2 User Guides

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, please feel free to contact us via support@magenest.com

By: Magenest | Support Portal: <https://servicedesk.izysync.com/servicedesk/customer/portal/158>

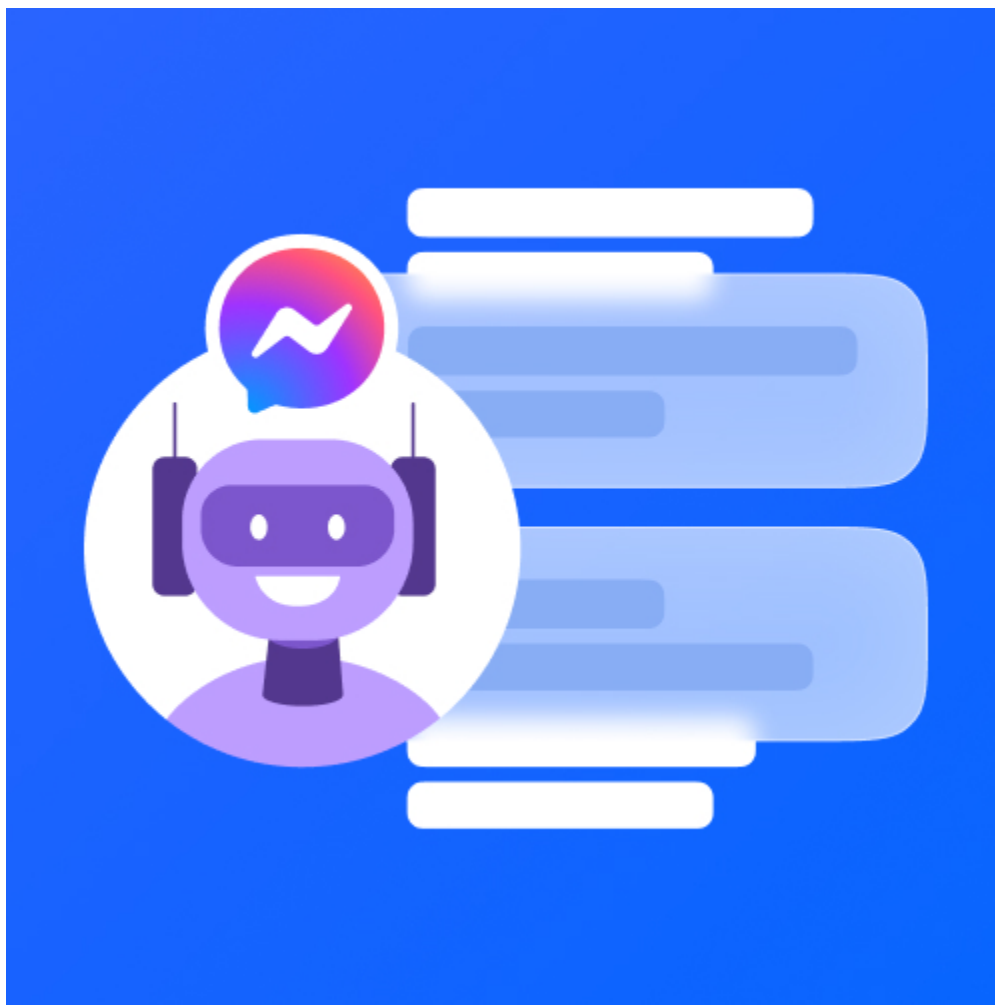
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Introduction

In the time of growing competition between businesses, customer communication has been playing a decisive role in increasing sales and strengthening business-customer relationships. And in order to achieve this, business owners need to adopt a digital-first business strategy - Chatbot.

Magenest Chatbot extension could help engage customers 24/7 and effectively improve customer experience. This is a scalable tool to manage customer requests with instant responses and boost customer satisfaction.

Highlight Features



For Admin

- Enable or Disable chatbot extension.
- Enable or Disable human support.
- Build custom auto-messages with different trigger rules to correspond to the user's needs.
- Display and link products and categories list from Magento store in Facebook messenger.
- Add multiple items to the persistent menu.
- Display call-To-Action buttons for each product option.

For User

- Customers can directly add products to cart from Messenger.
- Create Order: start the order creation process [NEW]
- Cancel Order Creation: cancel order creation [NEW]
- Customers can request for human support

System Requirements

Your store should be running on **Magento 2 version 2.2.x; 2.3.x.**

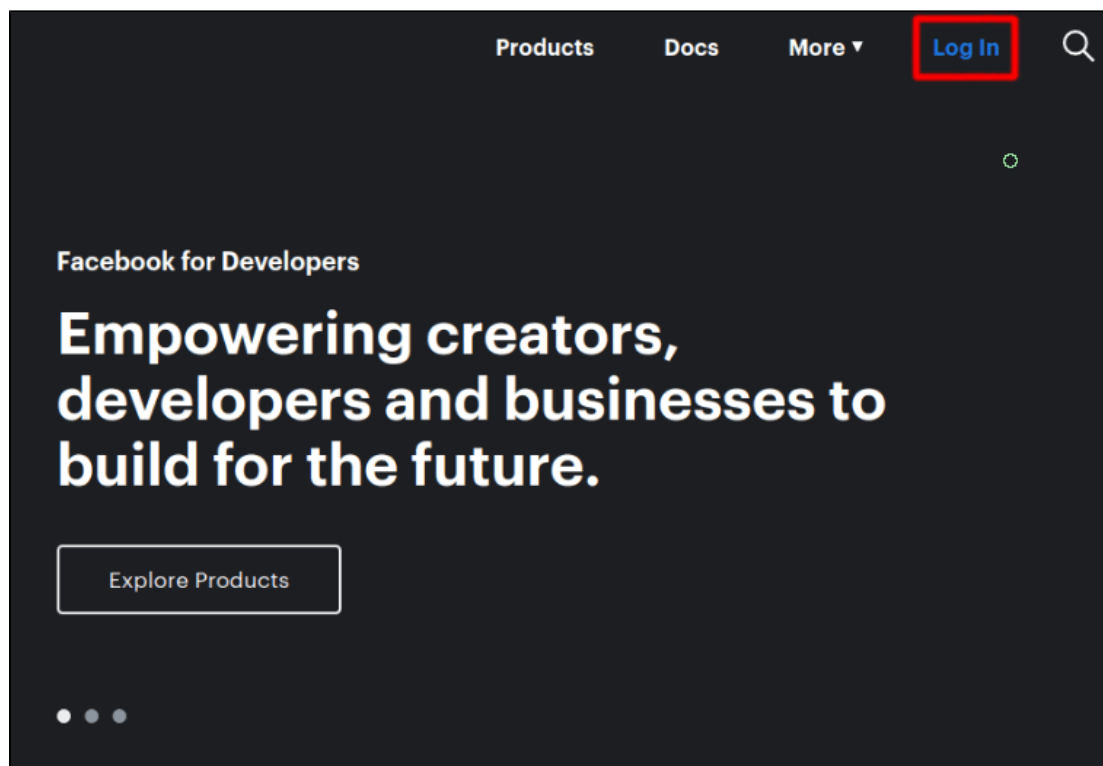
Connect your Magento website with Facebook Messenger

Requirement

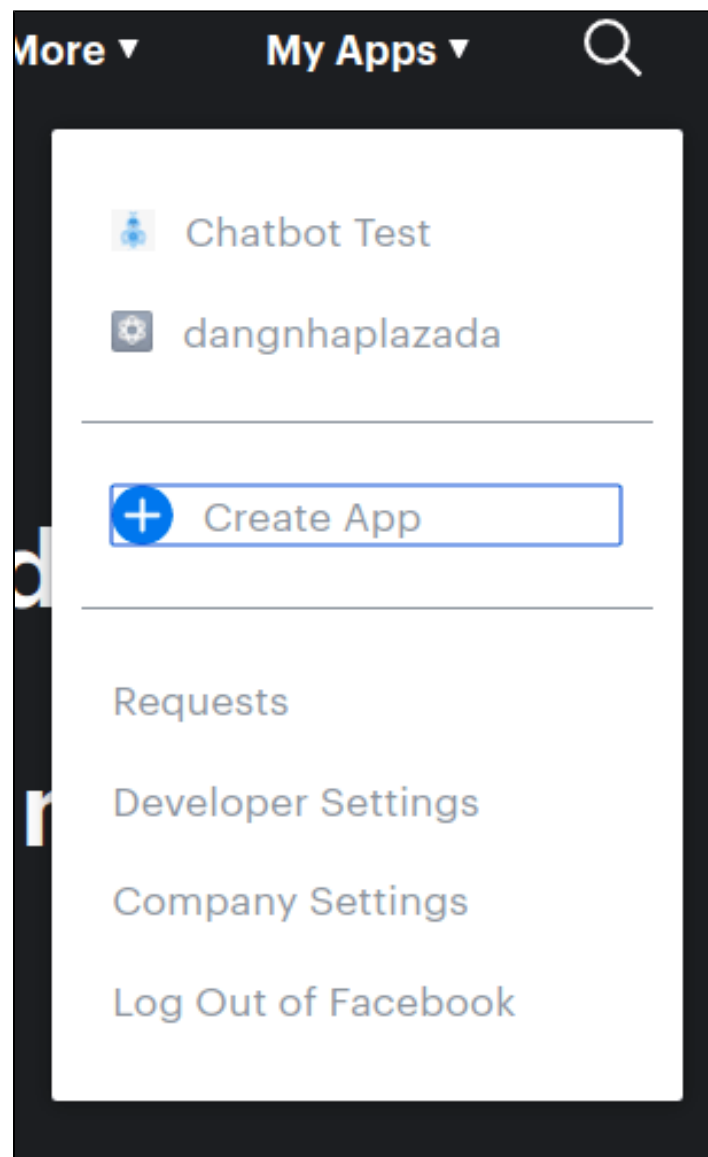
You would need a **Facebook Page**. Please navigate here to create a Facebook Page <https://www.facebook.com/pages/create>

Then follow these steps to generate a Facebook Token for the connection:

1. Redirect here <https://developers.facebook.com/> to login to your **Facebook Developers** (Using your Facebook account)



2. Click on the Create App option



3. Then enter the App Display Name and add contact email to create New App ID

Create a New App ID

Get started integrating Facebook into your app or website

Display Name

Test

Contact Email

example@gmail.com

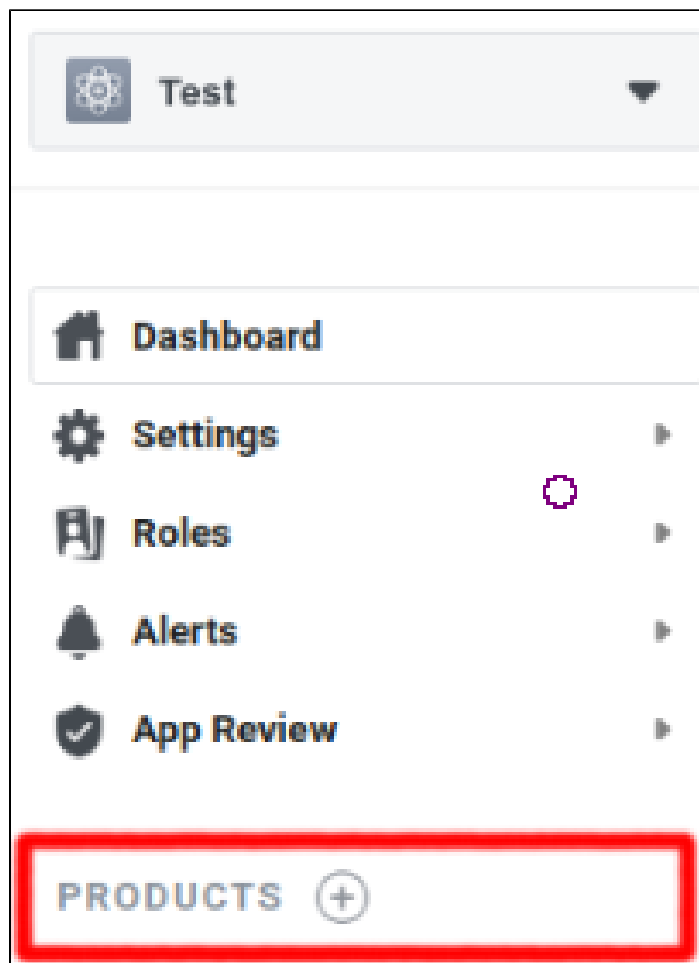
This email address is used to contact you about potential policy violations, app restrictions or steps to recover the app if it's been deleted or compromised.

By proceeding, you agree to the [Facebook Platform Policies](#)

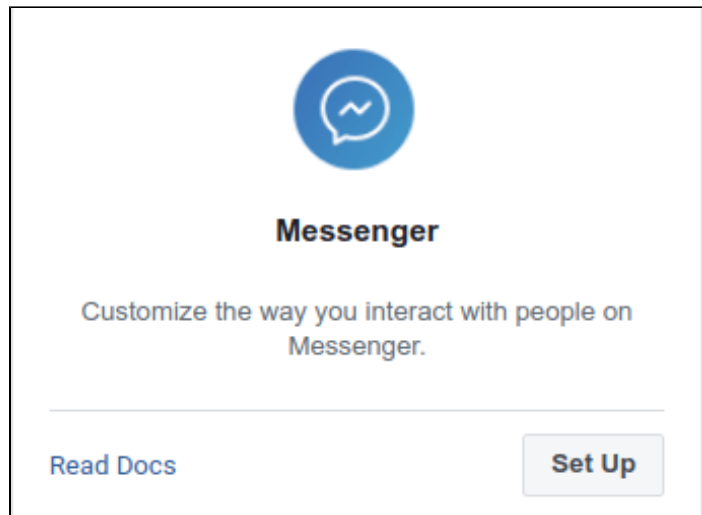
Cancel

Create App ID

4. On the left menu navigation bar: Click **Add Products**



5. Choose Messenger: Click **Set up**



6. Scroll down to see the **Access Tokens** section to add the newly created page

Access TokensCreate New Page

Generate a Page access token to start using the platform APIs. You will be able to generate an access token for a Page if:

1. You are one of the Page admins, and
2. The app has been granted the Page's permission to manage and access Page conversations in Messenger.

Note: If your app is in dev mode, you can still generate a token but will only be able to access people who manage the app or Page.


No page permissions granted

You'll need to connect pages and grant them the required permissions in order for tokens to be generated.

[Add or Remove Pages](#) ⓘ

Generate Token

➕ After adding your page, continue to generate a **Token** to start using the API

Pages ↑	Tokens
 Fb Chatbot Test 109229170719700	— <div>Generate Token</div>

Token Generated

F

Fb Chatbot Test
109229170719700

To protect your security, ONLY share this token with app developers you trust.

This token will only be shown once, so keep it safe. If it gets lost, you'll need to create a new one. Anyone could potentially use this token to impersonate this page, depending on the privacy settings of your app. If you wish to revoke all previously generated tokens from a page, you can remove this page from the app using the button below the table.

☒ I Understand

EAAKH3agzGaMBADivd40QiZBAgHoUJmVwaoDSWb2J6UA64BtqdaCNtXZCxOM...

Copy

Done

After generating the Facebook Token as instructed, click on **Copy** to get the Token for your Magento store connection.

+ On your Magento **Admin sidebar**, go to **Facebook chatbot menu > Configuration**.

+ On the **Facebook Connection** section.

DASHBOARD

SALES

CATALOG

MARKETING

CONTENT

FACEBOOK CHATBOT

STORES

SYSTEM

Configuration

Scope: Default Config

Save Config

MAGEPAL

DOTDIGITAL

MAGENEST

Facebook Chatbot

Facebook Connection

Enable Chatbot

Yes

Access Token

Enter Your Page Access Token here

Verification Token

chatbot123

Human Support

Default Message

Display Chat Popup

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Magento ver. 2.4.1

[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

- **Enable Chatbot:** Select **Yes** to enable the Facebook Chatbot extension.
- **Access Token:** Fill in this field with the Access Token that you've copied in the previous step.
- **Verification Token:** Define your own Verification Token

+ After finishing the above steps, click on the **Save Config** button. Then open your Facebook App again, in the **Webhook** section, click **Add Callback URL**.

Edit Callback URL

Callback URL

https://dev10.izysync.com/chatbot/webhook/subscribe

Verify Token

123

[Learn more](#)

Cancel

Verify and Save

- **Callback URL:** your_url/chatbot/webhook/subscribe
- **Verify Token:** Enter the verification token that you've defined previously.
- Click on **Verify** and **Save**

+ After the verification step, you'll be able to see this page. Click on the **Add Subscription** button.

Webhooks

To receive messages and other events sent by Messenger users, the app should enable webhooks integration.

Callback URL

Verify Token

Validation requests and Webhook notifications for this object will be sent to this URL.

Token that Facebook will echo back to you as part of callback URL verification.

Edit Callback URL

Show Recent Errors

Pages ↑	Webhooks
<div><div>F</div><div>Fb Chatbot Test 109229170719700</div></div>	<div>0 Fields —</div> <div>Add Subscriptions</div>

Add or Remove Pages

i

> Webhook Field Version Controls

- Then, choose at least 2 options: **messages** and **messaging_postbacks**

Edit Page Subscriptions

F

Fb Chatbot Test

109229170719700

Subscription Fields

☒ messages

☐ message_deliveries

☐ messaging_pre_checkouts

☐ messaging_referrals

☐ standby

☐ message_reactions

☒ messaging_postbacks

☐ message_reads

☐ messaging_checkout_updates

☐ message_echoes

☐ messaging_handovers

☐ inbox_labels

☐ messaging_optins

☐ messaging_payments

☐ messaging_account_linking

☐ messaging_game_plays


☐ messaging_policy_enforcement

[Learn more](#)

Cancel

Save

Human Support Configuration

 In the development mode, redirect to this link to Add Permissions for Human Support <https://developers.facebook.com/tools/explorer/v2/>

Access Token



EAAKIN1JMb3YBAI4etkWkQfmT6iXeiovA4btTfSoluaiWdZBPptnPBQRnZAL5PDZCp



Generate Access Token

Facebook App



Chatbot Test



User or Page



Fb Chatbot Test



Permissions



× manage_pages

× pages_show_list

× publish_pages

× business_management

× pages_messaging

public_profile



Add a Permission

5 options selected



After that, please follow the confirmation steps here <https://developers.facebook.com/tools/debug/accesstoken/>

Configuration

On the Admin sidebar, go to **Store > Configuration > Magenest > Facebook Chatbot**

- DASHBOARD
- SALES
- CATALOG
- MARKETING
- CONTENT
- FACEBOOK CHATBOT
- STORES
- SYSTEM

Configuration

Scope: Default Config
Save Config

MAGEPAL
DOTDIGITAL
MAGENEST
Facebook Chatbot

Facebook Connection

Human Support

Enable Human Support (website) Yes
Human Support Email (website) jenick2000@gmail.com

Default Message

Greeting Message (store view) Hi {{user_first_name}}! Welcome to our page. Click "Get Started" to shop with us.
☒ Use system value

Display Chat Popup

Manually set up a Facebook chat popup on front end. Learn how to enable your facebook page chat [here](#). Alternatively, you can generate code snippet from [Facebook's setup tool](#).

Enable FacebookSupportLive (website) No
Enable/Disable popup. Default: Yes

- **Human Support:** Select **Yes** to enable the human support feature
- **Human Support Email:** Fill in the email of your human support. This provided email will receive a notification when the user submits a request.
- **Greeting Message:** Specify the greeting message that customers will see when they first open the chat.
- **Enable Facebook Support Live:** choose Yes to enable Facebook Support Live

Manually set up a Facebook chat popup on front end. Learn how to enable your Facebook page chat [here](#). Alternatively, you can generate code snippet from [Facebook's setup tool](#).

Default welcome msg! Sign In or Create an Account Default Store View

Search entire store here...

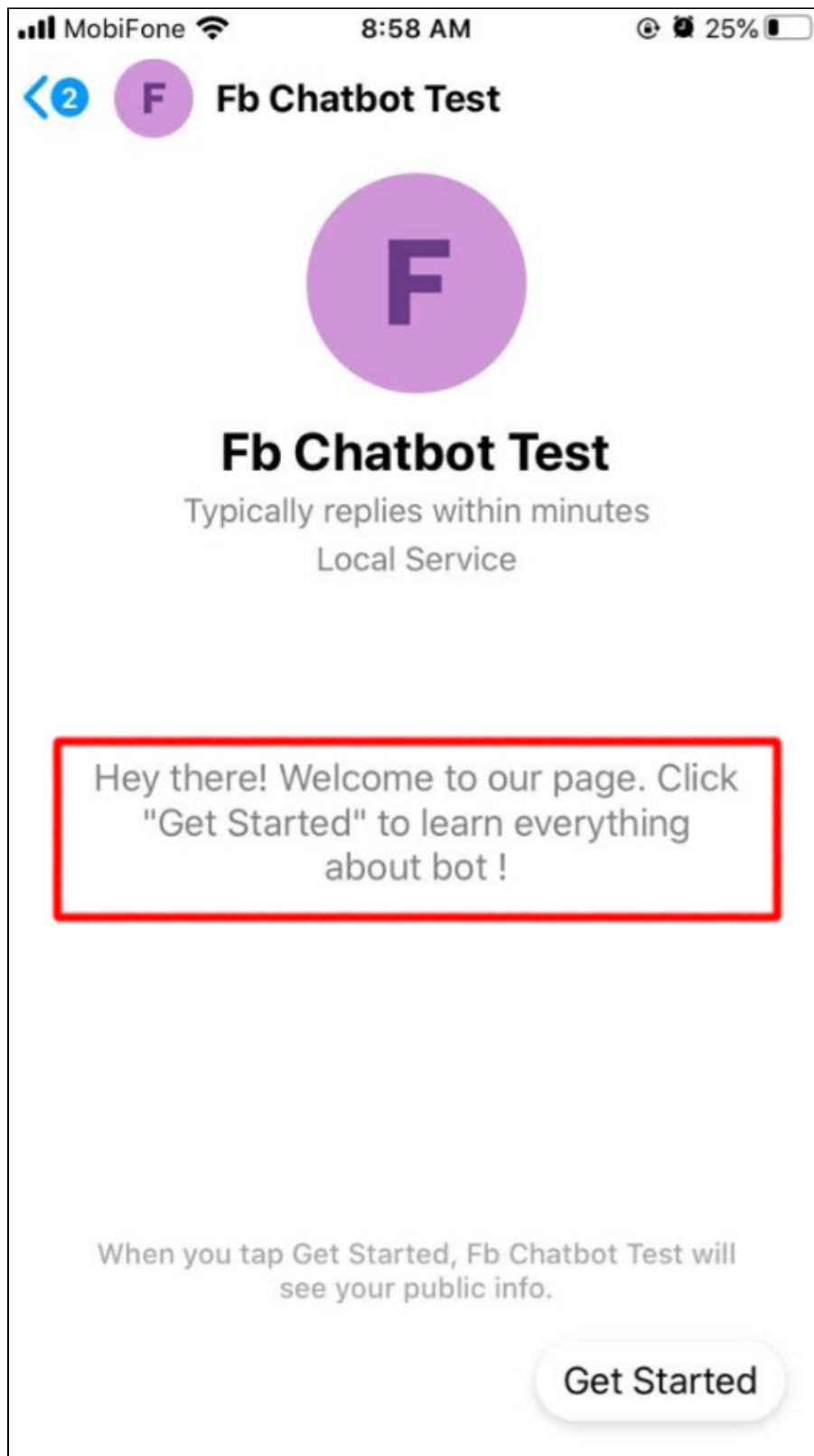
What's New Women Men Gear Training Sale

New Luma Yoga Collection
Get fit and look fab in new seasonal styles
Shop New Yoga

20% OFF
Luma pants when you shop today*
Shop Pants

Even more ways to mix and match
Buy 3 Luma tees get a free
Shop Tees

Chat with Chatbot Demo
Hello world
Log into Messenger
Continue as Guest

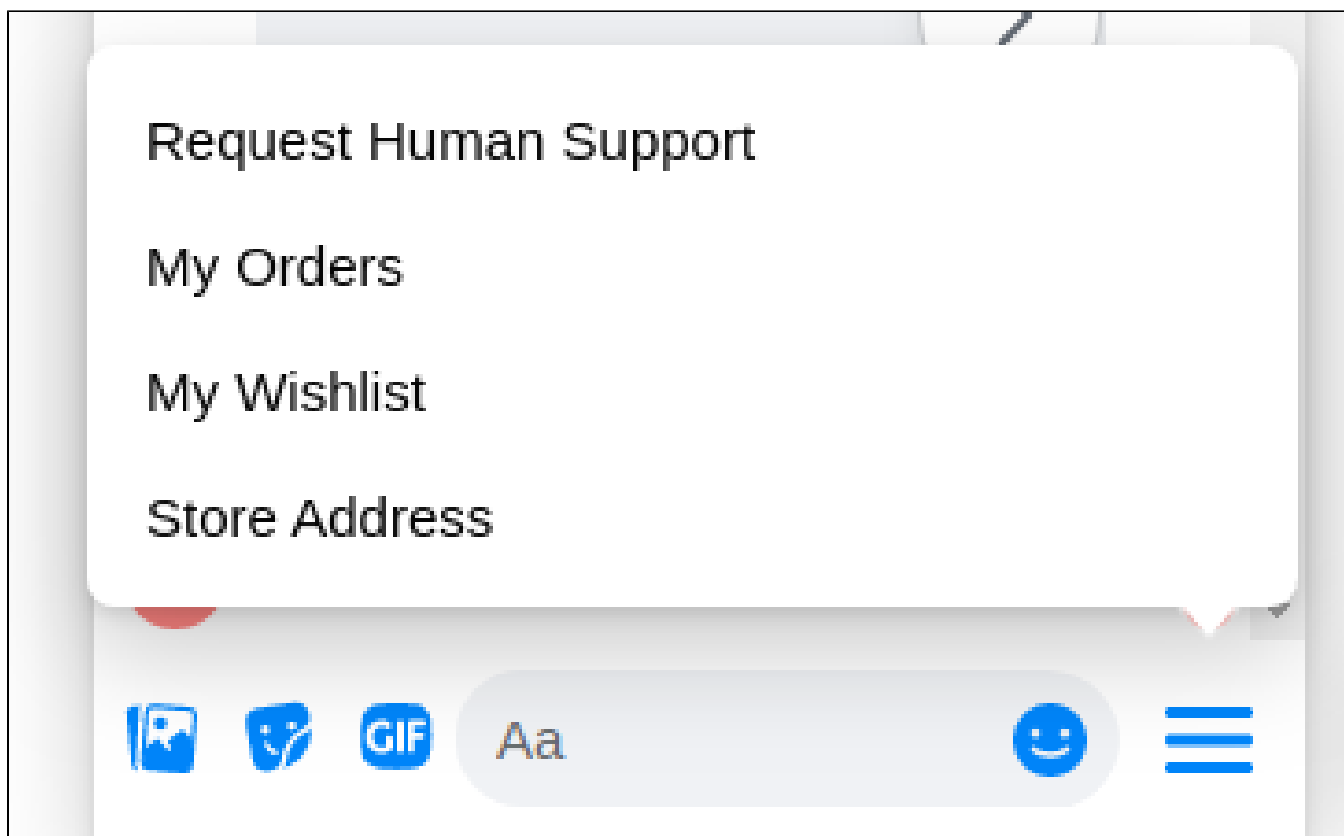


Create Persistent Menu

+ On the Admin Sidebar, go to **Facebook Chatbot > Persistent Menu**

+ On the **Persistent Menu** page, you will see some default menu such as **Request Human Support**, **My order** and **My Wishlist**.

Please note that you won't be able to change the name of **Request Human Support** menu, or delete it.



Create Message

+ On the Admin Sidebar, go to **Facebook Chatbot > Automated messages from Bots**

+ On the **Messages** page:

Messages

Add new Bot's message

Filters
Default View
Columns

Search by keyword

Actions
16 records found
20 per page
1 of 1

ID	Message Name	description	Action
1	Default Message		Select
2	Get Started		Select
3	Show Categories		Select
4	Continue with Bot		Select
5	Request Human Support		Select
6	View Address		Select
7	About Us		Select
8	What would you like to do ?		Select
9	Show Product Buttons	This message is for retrieving the buttons when showing the product from category	Select
10	My Orders	This message will display the last 5 orders of the customer	Select
11	My Wishlist	This message will display the last 5 wishlist of the customer	Select
12	Create Order	This message will create an ordering process on the bot	Select

- There are **12** default messages when you first install the module. Please note that you cannot delete and change the message name for the Message ID: 1, 2, 4, 5.

- Click on **Add new Bot's message** on the New Message page:

Message Information

- **Name:** Fill in a title for the message to better management on the backend
- **Description:** Describe the content of the message

Sender Actions

- **Show typing time:** Switch to Yes to allow the bot to delay the message
- **Bot's typing time(s):** Enter the time (measured in seconds) you want to let the customer aware that his message is received and an answer is being processed

New Message

← Back Reset Save and Continue Edit Save

Message Information

Name * Testing Demo

Description Description: Describe the content of the message

Sender Action

Show typing time * ☒ Yes

Bot's typing time (s) 2

Message Content

Create the message variations.

Add Message

Message Content

Create the message variations.

Add Message

< 1 of 1 >

New Message

Message Name

Include Buttons ☒

Message Type * Product Display

Product Name

Button *	Action *	Button Label *
Add Button		

+ Message Content

Message Name: Only used to describe the message content item.

Message Type: You will be able to see 1 of 8 message types.

Message Content

Create the message variations.

Add Message

< 1 of 1 >

New Message

Message Name

Include Buttons ☒

Message Type *

- Product Display
- Product Display
- Category Display
- Text
- Text & Image
- View Order
- View Wishlist
- Create Order
- Cancel Order Creation

Product Name

Button Label *

- **Product display:** show product list.

Product Name: will display products whose names like the value in this field. If not entered, product random will be displayed.

New Message

Message Name

Include Buttons ☒

Message Type *

Product Display

Product Name

Button *

Action *

Button Label *

Add Button

- **Categories:** display categories by level

New Message

Message Name

Include Buttons ☒

Message Type *

Category Display

Category Level *

- Level 0
- Level 0
- Level 1
- Level 2
- Level 3
- Level 4

Button *

Action *

Add Button

- **Text:** display message as text

New Message

Message Name

Include Buttons ☒

Message Type *

Text

Text *

Button *

Action *

Button Label *

Add Button

- **Text & Image:** Display image and text

Image: upload image from local or gallery

The screenshot shows a 'New Message' form. At the top, there's a 'Message Name' field and an 'Include Buttons' checkbox. Below, the 'Message Type' is set to 'Text & Image'. There's a 'Text' field and an 'Image' section with 'Upload' and 'Select from Gallery' buttons. A note states: 'Maximum file size: 4 MB. Allowed file types: JPG, JPEG, GIF, PNG.' Below the image section is a camera icon with the text 'Browse to find or drag image here'. At the bottom, there's a table-like structure with columns 'Button', 'Action', and 'Button Label', and an 'Add Button' button.

- **View Order:** display 5 previous orders generated by bot
- **View Wishlist:** display 5 item of customer's wishlist
- **Create Order:** start the order creation process [NEW]
- **Cancel Order Creation:** cancel order creation [NEW]

★ **Note:** The default message script in the bot can be changed by updating the csv file available in the module Fbchatbot/i18n/en_US.csv

```
"Your postCode invalid please enter again", "Your postCode invalid please enter again"
"Your country invalid please enter again", "Your country invalid please enter again"
"Your shipping address: ", "Your shipping address: "
"re-enter the address", "re-enter the address"
"Choose shipping method", "Choose shipping method"
"Do you have a coupon code?", "Do you have a coupon code?"
"Enter your coupon code", "Enter your coupon code"
"Choose payment method", "Choose payment method"
"Confirm your order", "Confirm your order" → content will show on bot
```

+ Include Button

To include buttons in the message (In addition to **Text** and **Text & Image** message type, all must include buttons), click **Add Button**.

This screenshot shows the 'New Message' form with 'Product Display' selected as the message type. It includes a 'Product Name' field. Below, there's a table for buttons with columns 'Button', 'Action', and 'Button Label'. The 'Button' column has a dropdown menu showing 'Show next message'. The 'Action' column has a dropdown menu showing 'Default Message' and a note 'Select a message name'. The 'Button Label' column has a text input field. At the bottom left, the 'Add Button' button is highlighted with a red box.

- **Button:** Select a button type enclosed in the message. There are 4 Button Types:

The screenshot shows the 'New Message' form. The 'Button' dropdown is open, displaying four options: 'Show next message' (highlighted), 'Show URL', 'Phone number', and 'Take action'. The 'Action' dropdown is set to 'Default Message'. The 'Button Label' field is empty.

- **Action:** this field depends on the field Button

Select **Show next message** to select one of the corresponding options.

The screenshot shows the 'New Message' form with the 'Action' dropdown open. It displays a list of message names: 'Default Message' (highlighted), 'Get Started', 'Show Categories', 'Continue with Bot', 'Request Human Support', 'View Address', 'About Us', 'What would you like to do?', 'Show Product Buttons', 'My Orders', 'My Wishlist', 'Show Promotion', 'example', 'asdasd', 'test', 'aaaaa', 'hello', 'test1', 'test2', and 'hi'. The 'Button' is set to 'Show next message' and the 'Button Label' is empty.

Select **URL** to enter a redirect link.

The screenshot shows the 'New Message' form with the 'Button' set to 'Show URL'. The 'Action' field is empty and has a placeholder text: 'Insert a link or (\${baseUrl}) to get store URL here'. The 'Button Label' is empty.

Select **Telephone** to enter a hotline.

The screenshot shows the 'New Message' form with the 'Button' set to 'Phone number'. The 'Action' field is empty and has a placeholder text: 'Insert a phone number or (\${storeTelephone}) here. Format must have "+" prefix followed by the country code. For example +84 987681234'. The 'Button Label' is empty.

Select **Take Action** to choose one of the corresponding actions.

Button *	Action *	Button Label *
<div>Take action</div> <div>Add Button</div>	<div>View Product Detail</div> <div>View Product Detail</div> <div>Add To Cart</div> <div>Write a product review</div>	<div></div>

- **Button Label:** display label for button

Configure Your Facebook App

+ You are required to provide the following basic information in the app console under **Settings > Basic**:

- App Icon
- Privacy Policy URL
- Category
- Business Use

Dashboard
Settings
Basic
Advanced
Roles
Alerts
App Review
PRODUCTS
Messenger
Activity Log

App ID

1946676304937259

App Secret

●●●●●●●● Show

Display Name


Messenger Platform

App Domains

Privacy Policy URL

https://www.example.com/yourprivacypolicy

App Icon (1024 x 1024)



Business Use

This app uses Facebook tools or data to

☒ Support my own business
☐ Provide services to other businesses

Namespace

Contact Email

youremail@example.com

Terms of Service URL

Terms of Service for Login dialog and App Details

Category

Messaging

Find out more information about app categories [here](#)


+ In order to allow Users to Message Your Page, you must enable messaging on your Page. Go to **Page Settings > General**.

- In the '**Messages**' section, click the '**Edit**' button.
- Select the 'Allow people to contact my Page privately by showing the Message button' checkbox.
- Click 'Save Changes'

Page Inbox Notifications 17 Insights Publishing Tools **Settings** Help ▾

General	Shortcuts	Page is not pinned to shortcuts	Edit
Messaging	Page Visibility	Page published	Edit
Edit Page	Visitor Posts	Anyone can publish to the Page Anyone can add photos and videos to the Page	Edit
Post Attribution	Audience Optimization for Posts	The ability to select a preferred audience and restrict the audience for your posts is turned off	Edit
Notifications	Messages	People can contact my Page privately.	Edit
Messenger Platform	Tagging Ability	Only people who help manage my Page can tag photos posted on it.	Edit
Messenger Reviews	Others Tagging this Page	People and other Pages can tag my Page	Edit

+ Then, please **Activate** Your app in Live Mode

App ID: 744606975946614

Live

+ In order to add more permissions, please sign in to your **App Dashboard** and click on your app. Under Products, click **Messenger > Settings**. (If Messenger does not appear under Products, click the + icon and add it.)

Chatbot Test App ID: 744606975946614 Live [View Analytics](#) [Help](#)

Dashboard
 Settings
 Roles
 Alerts
 App Review

PRODUCTS +

Webhooks
 Messenger
 Settings

App Analytics
 Activity Log

Messenger Platform

Welcome to the Messenger Platform!

The Messenger Platform offers a rich set of APIs, web plug-ins, and a complete webview that give you everything you need to build awesome experiences. Reach people across every device and platform they use, support multiple communication channels, create hybrid experiences that incorporate automated and live chat, and more, all in Messenger.

To ensure quality and prevent abuse of the Platform, all Messenger apps must be submitted for review before they can interact with everyone on Messenger. During development you will be able to send messages to anyone that has been granted either the Administrator, Developer or Tester role for your app.

To get started, check out our [developer documentation](#) for complete details on what the Platform has to offer, and be sure to read our [Platform Policies](#) for information on allowed usage and terms of use.

Increase Traffic to Messenger
[Learn more](#)

Get started

Check out some resources that may help you in development: [Quick Start](#) (build a Messenger app in 10 minutes) and [Complete Documentation](#). Also join our [Messenger Platform Developers Community](#) on Facebook to get latest news and learn more!

+ Scroll down to the **App Review** for Messenger section, then click the **Add to Submission** button for the pages_messaging permission.

Built-in NLP (Natural Language Processing) parses the messages your Page receives to help detect meaning and extract information about dates, time and more. To automatically integrate built-in NLP, start by choosing a Page. [Learn more.](#)

Subscribe a Page first under the "Webhooks" section to use Built-In NLP

App Review for Messenger

To use Messenger Platform, your app needs to be approved for the Send API (pages_messaging)



pages_messaging


Enables your app to send and receive messages using a Facebook Page.



pages_user_gender

This grants the app access to a user's gender through the Page your app is connected to.

Add to Submission

 Then, to **Describe Data Usage**, you could follow the steps below

pages_messaging

The **pages_messaging** permission allows your app to manage and access Page conversations in Messenger. You can use this permission to create user-initiated interactive experiences, send customer support messages or to confirm bookings or purchases and orders.

Allowed Usage

- Create interactive experiences initiated by a User.
- Confirm customer interactions such as purchases, orders, and bookings.
- Send customer support messages.

☒ I agree to Facebook's permission and feature usage guidelines.

Tell us about the use case(s) for your app will use the permission for

- ☒ Send / respond to messages in Messenger automatically.
- ☐ Involved business integration to support live chat by humans.
- ☐ Send / respond to comments or visitor posts for a Page automatically. This requires `manage_pages` too.
- ☐ Others, please further elaborate your use cases:

Describe the Messenger experience you'll enable from this integration.

Test and reproduce the functionality of your integration

As part of the review process, we will check that the functionality of the app experience is working as intended. If you provide a Page management surface to users, provide us with a temporary test account so we can test it.

Fb Chatbot Test ▾

Step 1: Go to the test Page with (m.me) link, and Get Started.
Step 2: Click "Show Categories" Button.
Step 3: Click "Show Products" button to bring products information from my website

Show us how you're using this permission or feature

Provide a detailed step-by-step video walkthrough of how your app will use this permission or feature so we can confirm the permission is used correctly and it does not violate our policies. [Learn more about screencasts.](#)

Screencast requirements:

1. How a person sees this feature used in your app.

Drag and Drop Your File

 Upload File

Before you can submit for review, complete the following:

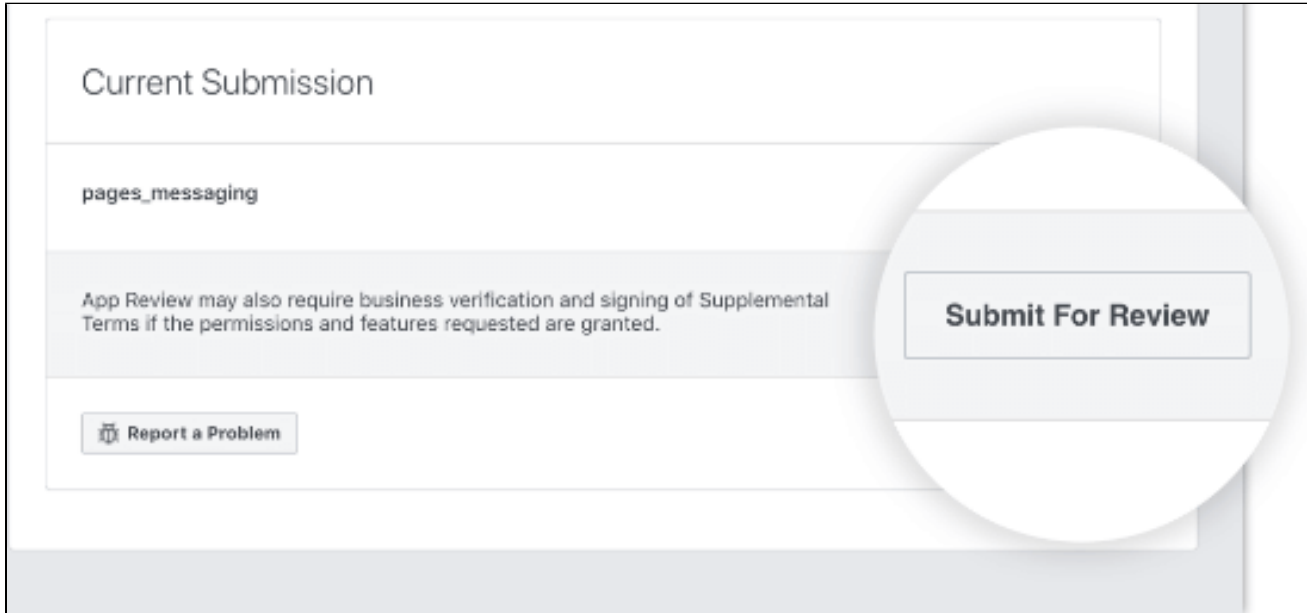
- Please accept permission or feature usage guidelines.
- Please provide a reason for why you are using this feature.
- Please provide instructions for how to reproduce this feature.
- Please provide a screencast that shows how this feature is used in your app.

Cancel

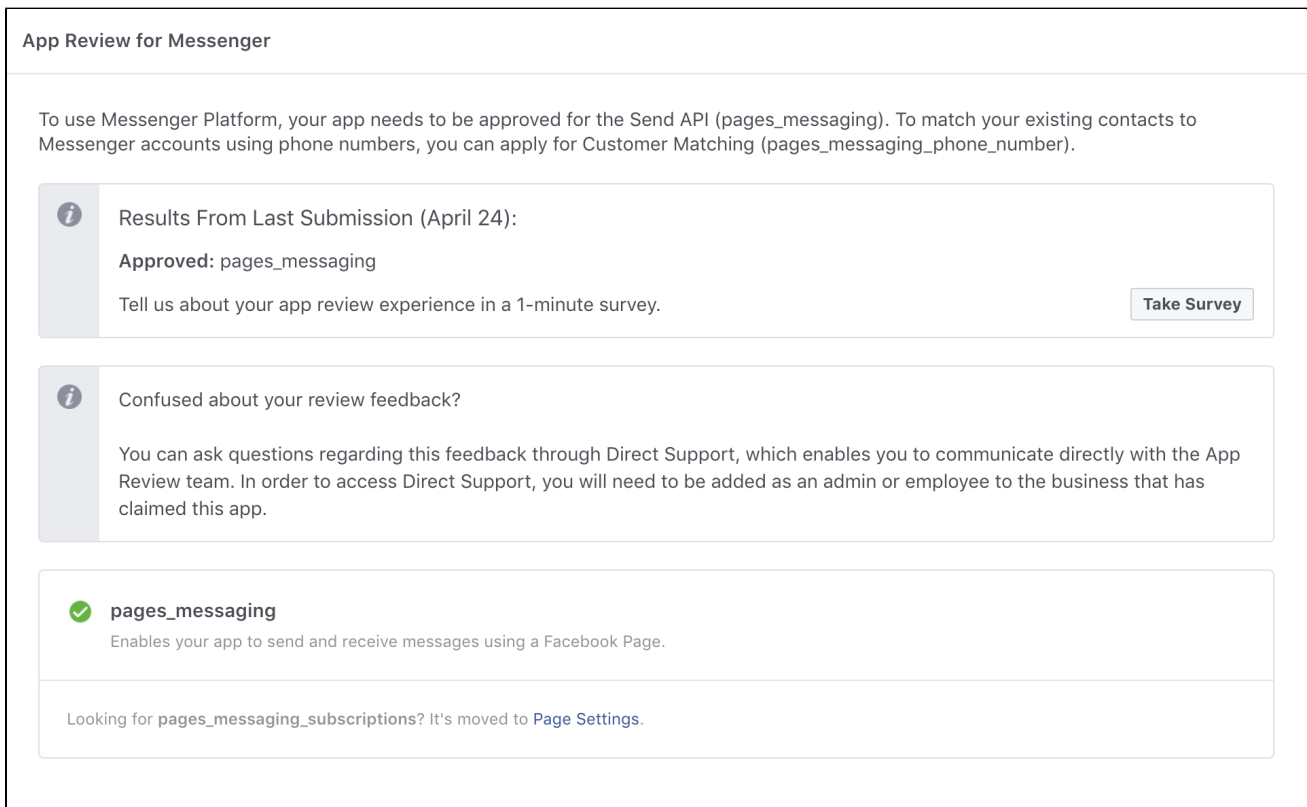
Save

+ Download file and drag into screencast requirements: [File](#)

After providing all the necessary information, you will need to have a reviewer to verify that your app uses the `pages_messaging` permission correctly, click **Submit For Review**.



+ When approved, a green checkmark will also appear next to the `pages_messaging` permission under '**App Review for Messenger**'.

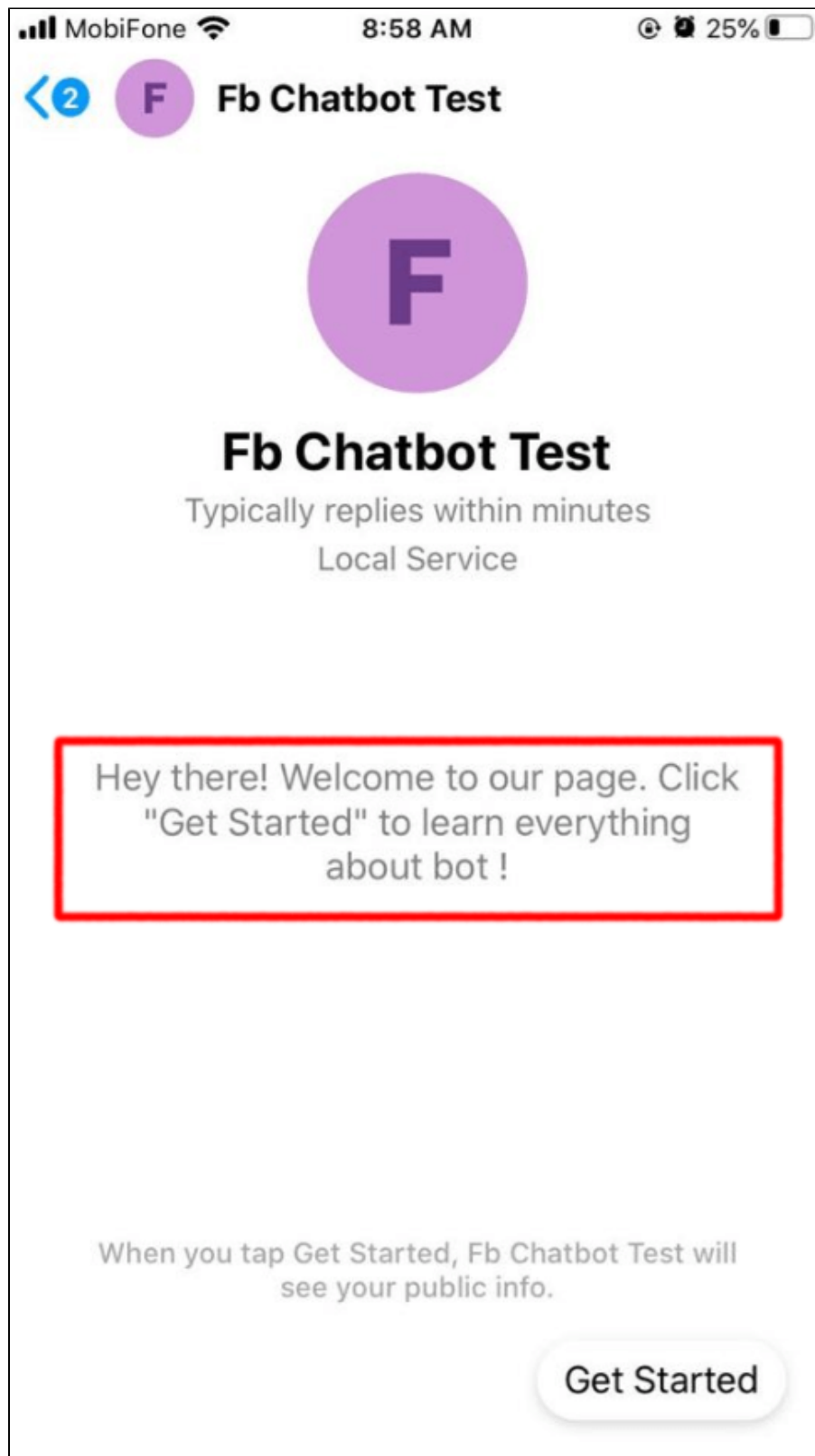


+ In rare cases that your app is not approved, click the 'Add to Submission' button next to '`pages_messaging`' to see the feedback from Facebook review team.

If you have any questions, you can communicate directly with the review team to clarify how you can update your app by using the 'Ask a Question' button below the rejection notice.

Live Facebook Chatbot

+ After finishing all the required configurations, you could see your Bot ready to serve the customer and boost your business.



F Fb Chatbot Test

F Fb Chatbot Test
Quan Pham likes this
Local Service

1:43 PM

Get Started

Welcome to Dev10

What we can do to help you today

Shop now

Show Categories

Show Categories

Bags

View Category Detail

Show Products

Fitness Equipment

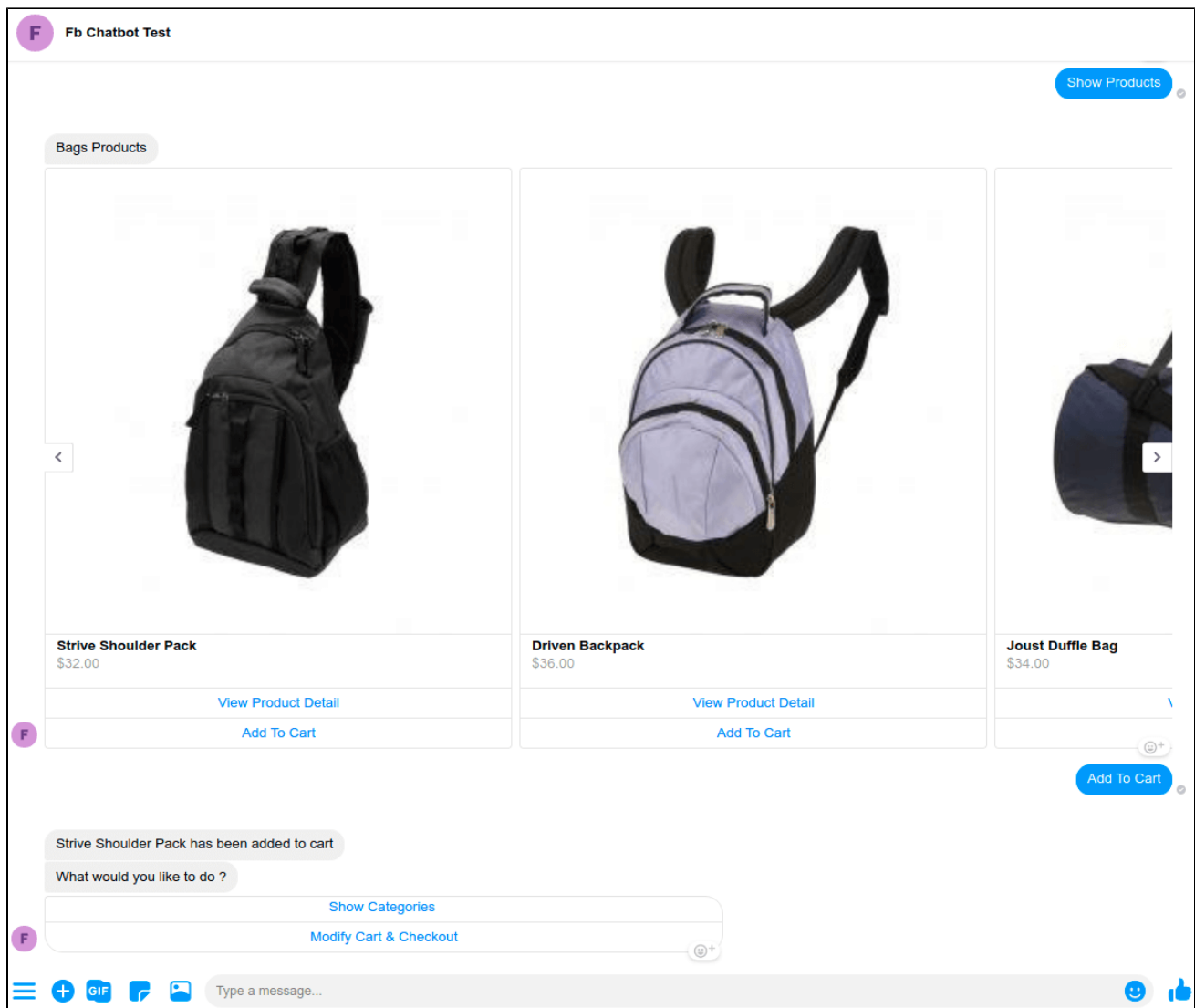
View Category >

Show Products



Type a message...





Update

- When a bug fix or new feature is released, we will provide you with the module's new package.
- All you need to do is repeating the above installing steps and uploading the package onto your store. The code will automatically override.
- Flush the config cache. Your store and newly installed module should be working as expected.

Support

- We will reply to support requests within **2 business days**.
- We will offer a **lifetime free update and 6 months of free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well in your site exactly like our demo.
- Support **DOES NOT** include other services such as customizing our products, installation, and uninstallation service.