

I'm not a bot























Everyone knows what instant messaging is and how to use it, right? But if you try using Facebook Messenger for business, it turns out to be a whole different story. It may feel like being warped into another dimension where everything you took for granted doesn't hold true any longer. Do Facebook chat features for your business pages work like private messages? Can you integrate a live chat powered by Facebook into your regular website too? How to do it, and what are some of the pros and cons of Facebook Messenger live chat solutions? Live chat is a tool that allows customers to message businesses in real-time through a chat widget. If you don't have a live chat on your website, customers can probably visit your Facebook page instead and chat with you via their Facebook Messenger. But what are the differences between chats and other messaging channels? Here are the most important terms that we should understand: Live chat. Any kind of a widget that allows you to chat with customers. Facebook Chat. The general chat functionality available to desktop and mobile users of Facebook. Facebook Messenger. A mobile app (but you can also download a desktop version if you really want to) for instant messaging powered by Facebook. Now Things get tricky. You can use a live chat app and integrate it with your Facebook account. Or you can use Facebook Business Suite and integrate Messenger into your website. Additionally, Messenger that you use on a regular basis as a private user can be a little bit different than Messenger for business. First of all, you need to set it up via Facebook Business Suite instead of simply using the Messenger app on your mobile. Here is an explanation of the differences between the two options: So if you are a business owner, you have two basic options to chat with your customers: Facebook Business Suite Inbox. Allows you to manage your Instagram and Facebook comments and direct messages, as well as incoming messages from your website Messenger chat plugin. It can be your main customer communication dashboard, with the main focus on your social media. Integrated customer service platform. Facebook Messenger live chat integration powered by a third-party platform gives you more control. It allows you to manage your conversations on social media, customer service chatbots, your live chat, emails, and other communication channels. It can be your primary customer communication tool if you want to control all channels and build an independent contact list in your own customer database software. The second option is used by the majority of successful businesses. There are many reasons for using a live chat connected to Facebook Messenger on a website. Lets take a closer look at some of them. Facebook has almost 3 billion active monthly users. Every third person in the world has an account, visits Facebook, or uses it for instant messaging. And even though the usage of Facebook by Gen Z in the US had declined by 13% since 2019 it is still the most popular social media platform in the world. Not surprisingly, businesses want to be where their customers are. The main benefits of connecting Facebook Messenger with a live chat platform are: Reaching more customers. There are over 20 billion messages exchanged between Facebook business pages and customers every month. Building trust. About 69% of US customers trust businesses more if they can write to them via Messenger. Increasing customer satisfaction. Troubleshooting the issues of your website visitors in real-time is essential for every modern business. But you can use an advanced Messenger platform to monitor customer success metrics and collect customer feedback too. Using conversational marketing techniques. You can use many live chat scripts, message templates, and formats such as product recommendations for online stores. They are much more effective than popups. This is especially useful for e-commerce businesses. Automating your support with chatbots. About 48% of consumers expect a response to their questions asked via social media within 24 hours. Facebook chatbots can send automatic replies to frequent questions instantly or send custom notifications to your chat agents via a mobile app. They can give you a huge competitive advantage. So, to summarize you can use Facebook to build customer relationships, increase your conversion rates, and gain trust. Plus, integrating Messenger with your live chat support also allows you to create advanced automation and use chatbots. But Developing Messenger bots on your own is not that easy. Just have a look at the video below: Dont panic, though. There are many third-party chatbot solutions. You can use them to add and integrate chatbots with your Facebook page instantly. For example, you can read our case study about Pare Circure, a business that uses Messenger chatbots powered by a third-party chatbot platform for giving discounts to customers. The integration was seamless and easy to set up. Read more: Best Chatbot Examples & Projects When it comes to Facebook customer support solutions, you can use one of two installation options. Or you can resign from a customer chat plugin on your website altogether and just use the default Facebook page. Default Option 1 (Better) Option 2 (Best) Setup Facebook Page + no widget Facebook Page + Messenger plugin for websites Facebook Page + live chat + Facebook Chat integration Business type MakeShift solution for businesses that dont mind the limitations Small businesses which dont mind that their support runs on Facebook tools All types of businesses that want to have control Benefits for customers Customers can chat with you only when they visit your Facebook page Customers can write messages through your Facebook Page or the Messenger widget on your website Customers can write messages through your Facebook Page, a live chat widget on your website, or other channels Technology powered by: Facebook Facebook Facebook + 3rd party app (e.g. Tidio) Channels Facebook/Instagram messages Facebook/Instagram messages Website chat widget Facebook/Instagram messages Website chat widget Email inbox OK Knowing your options is one thing, but to actually be able to use them you must know how to install them. And this is what youre about to see. The default setup, obviously, requires no specifics what you get when you create a business page on Facebook. It is definitely the solution that takes the least amount of effort. Unfortunately, this will limit the number of people who contact your business. Only those who explicitly and deliberately visit your FB page, navigate through the menu, and choose to send you a message will be able to get your page. Now if you do want to use a live chat widget integrated with Messenger, you have two options: Option 1 Option 2 All conversations, including the live chat widget on your website, are powered by Messenger and need to be handled via Facebook Inbox All conversations, including your Messenger chats, can be handled via the Tidio live chat panel. Go to your Facebook business page. 2. Click the Facebook/Meta Business Suite panel on the left. 3. Go to the Inbox/Chat Plugin section. 4. Set language and domain name. 5. Generate a code snippet or install a WordPress/Shopify chat plugin. 1. Create a free Tidio account. 2. Follow the steps of the tour and provide your website address. 3. Go to Settings/Channels and connect your Facebook account Here are step-by-step guides for both ways: If you are interested in the first option (Facebook Page + Messenger plugin for a website), the installation is very simple. To add the Messenger chat plugin on a website: 1. Go to your Facebook business page. 2. Click the Facebook/Meta Business Suite panel on the left. 3. Go to the Inbox/Chat Plugin section. 4. Set language and domain name. 5. Generate a code snippet or install a WordPress/Shopify chat plugin. 6. Paste the code to your website You can download the official Messenger Customer Chat plugin for websites from the WordPress plugin repository. Here is the official guide to adding Facebook Messenger chat on a website. If you are interested in the second option (Messenger live chat integration), the one that gives you more control over all customer support channels, it is even simpler. To connect live chat with Facebook Messenger: 1. Create a free Tidio account. 2. Follow the steps of the tour and provide your website address. 3. Go to Settings/Channels and connect your Facebook account Visit our Knowledge Base to learn more about Tidio Messenger integration. You can also find out more about the best Messenger-compatible live chat options for WordPress and Shopify stores here: Best WordPress Chat Plugins Compared Best Shopify Live Chat Apps in 2022 Businesses that engage with customers on social media and provide help via Messenger are in a much better position than those that dont. Starting a conversation with your store or website visitor gives you an opportunity to make a great impression, greet new customers, and show them that you care about them. Customers see that immediately and are more likely to give you 5 stars and make another purchase sooner. There are three ways to connect with your social media users: Use the default chat functionality available to all FB pages Add a chat widget powered by Facebook on your website Try one omnichannel customer service platform on your website, social media, and other channels to streamline your processes You can get one of the most advanced tools for chatting with visitors right now. If you still want to learn more about Messenger, we encourage you to check out official resources such as the Meta Blueprint course: Introduction to Messenger. For basic information, you can also read our list of frequently asked questions about Facebook live chat. Does Facebook have live chat support? As of January 2022, Facebook/Meta doesnt offer live chat support. Recently the ability to chat with Facebook customer service was launched for a test group of customers in selected countries. It is unclear at this time whether it will be offered to all users. Are Chat and Messenger the same on Facebook? Messenger is primarily a mobile app for instant messaging whereas Facebook Chat could be treated as one of Facebooks functionalities. For example, when one person uses the desktop version of Facebook Chat and the other has only the Messenger app on their phone, they can still exchange messages. It is the same communication channel that can be accessed through different apps, technologies, and devices. How does Messenger live chat work? You can add a widget on your website and chat with your customers via Facebook Business Suite Inbox. Your website visitors will be able to start conversations after signing into their Facebook account or joining conversations as guests. Alternatively, you can use a third-party live chat service that will allow you to chat with every visitor of your website. This solution will still let you use Messenger, but it will be one of multiple channels. What is the best Facebook Messenger plugin for websites powered by WordPress? Apart from the official plugin from Facebook, which gets very mixed reviews, the most popular solution is Tidio. You can visit the official website with WordPress plugins, search for live chat and compare reviews. Currently, Tidio Live Chat for WordPress has the highest number of installations and positive reviews. It also has a built-in Messenger integration. When customers visit your website, they want quick and reliable answers. Adding Facebook live chat integration is one of the best ways to meet this expectation. With billions of users on Facebook and the Messenger app, businesses can tap into a familiar communication channel to boost engagement and improve customer support. In this guide, well show you how to seamlessly integrate Facebook Messenger into your website. Youll also discover tips for managing incoming messages, offering quick replies, and leveraging the full potential of this tool to connect with your audience. Whether youre running a Facebook business page, a fan page, or a full-fledged e-commerce site, this step-by-step tutorial is for you. What Is Facebook Live Chat Integration? Facebook live chat integration allows businesses to embed the Messenger app directly onto their website. This creates a seamless way for visitors to start conversations, ask questions, and get instant live support without leaving your site. It bridges the gap between your Facebook page and your website, giving customers a reliable communication channel. The chat plugin works by syncing with your Facebook business page or fan page, ensuring all incoming messages are stored in one place. This means your customer support team can easily manage and respond to queries using familiar tools, whether on mobile or desktop. Here are a few reasons why businesses use this integration: Persistent Conversations: Chats continue across devices, so customers can switch from desktop to their phone without losing progress. Brand Recognition: The chat tool comes with a recognizable Facebook Messenger icon, helping customers feel comfortable. Efficiency: Features like quick replies and chatbots enhance response times and improve the customer experience. Whether youre looking to improve live chat support on your e-commerce store or provide better service to your Facebook fans, this integration offers the flexibility and convenience you need. Why Use Facebook Live Chat for Your Website? Integrating Facebook live chat into your website offers more than just a communication tool. Its a way to enhance the customer experience, boost engagement, and streamline your support process. Lets explore some key benefits: Build Instant Connections with Customers Customers expect immediate responses when they reach out to businesses. With Facebook Messenger, you can provide live chat support that makes them feel heard. The familiarity of the Messenger app reduces friction, helping users comfortably start conversations with your team. Enhance Customer Support Efficiency By linking your Facebook business page with your website, all incoming messages are consolidated in one place. This allows your customer service agents to quickly respond to questions using features like: Quick Replies: Pre-written responses for FAQs, chatbots: Automated tools that handle basic inquiries. Additionally, Facebook credentials make it easy for users to log in and chat, cutting down on unnecessary steps. Increase Engagement and Retention When visitors interact with the live chat feature, theyre more likely to stay on your site longer and explore your offerings. Whether theyre interested in your services, products, or want to learn about your company, real-time engagement helps foster trust. Plus, the integration works across devices, ensuring a seamless experience on mobile and desktop. Leverage Familiar Technologies The Facebook Messenger plugin is built on reliable Meta technology, making it a trusted tool for businesses worldwide. Its integration with social media platforms like Instagram adds even more value, especially for e-commerce businesses that rely on multi-channel customer interactions. By adding live support through Messenger, youre not just creating a communication channel. Youre showing your customers that their concerns are a priority. Steps to Integrate Facebook Live Chat on Your Website How to use Facebook live chat integration into your website - Setting up Facebook live chat integration on your website is straightforward. Follow these steps to connect your Facebook business page with your site and start managing conversations effectively. Step 1: Prepare Your Facebook Page Before adding the chat plugin, ensure your Facebook page is ready. Log in to your Facebook account with the necessary admin access. Go to your business page or fan page settings. Navigate to the Messaging section under settings. Enable messaging features like Show a greeting to display a friendly message when users visit. Pro Tip: Use your Facebook credentials to test the settings and confirm theyre working properly. Step 2: Set Up the Messenger Chat Plugin The Messenger app chat plugin is the bridge between your website and your Facebook page. Heres how to set it up: In the Messaging section of your business page, look for the Add Messenger to your website option. Click Get Started to begin the setup process. Customize the chat plugin: Add a personalized greeting like Hi there! How can we help? Choose your plugins language, color scheme, and position on the site (left or right corner). Save your settings to generate the code snippet. Step 3: Add the Plugin Code to Your Website To make the Messenger app visible on your website, youll need to embed the provided code. Copy the code snippet from your Facebook page. Open your websites HTML or CMS editor (e.g., WordPress, Shopify, etc.). Paste the code snippet just above the closing tag on every page where you want the live chat to appear. Save and refresh your website to ensure the chat widget displays correctly. Note: Test the widget on both mobile and desktop devices to confirm it works as expected. Step 4: Test and Optimize Once the live chat feature is active, test its functionality: Send a message using the chat widget. Check if the incoming messages appear on your Facebook business page or in your Messenger inbox. Test features like quick replies and automated responses. With these steps, your Facebook live chat integration will be up and running. The Messenger icon will help customers easily identify the tool, enabling smooth communication. Best Practices for Facebook Live Chat Integration How to use Facebook live chat integration into your website - Setting up Facebook live chat is just the first step. To get the most out of it, you need to optimize how it works and interacts with your visitors. Here are some tips to make your live chat support shine. 1. Keep Chat Responses Prompt and Personalized Customers expect quick replies, so make sure your team monitors incoming messages regularly. Use a friendly tone that reflects your brand, whether on your fan page or website. Pro Tip: Set up automated greetings to welcome users as soon as they start a chat. 2. Use Chatbots for Common Questions Save time by programming a chatbot to handle FAQs or repetitive queries. Tools like the Messenger app support bots that can provide quick replies, such as: What are your business hours? How can I track my order? 3. Allow Chat Design with Your Branding Customize the chat plugin to match your websites design. Use colors, logos, and greetings that represent your Facebook business page and make the chat feel cohesive. 4. Train Your Customer Support Team Educate your agents on how to manage live chat efficiently. Encourage them to share information clearly and keep conversations professional yet approachable. 5. Test Across Devices Ensure the chat works on all devices, including mobile, desktop, and tablets. A responsive chat tool ensures users can connect anytime, anywhere. 6. Monitor Data and Feedback Use insights from your Facebook business page to see how users are interacting with your live chat. Analyze metrics like response time, message volume, and user satisfaction. Add a visible Messenger icon to your site and mention it in your social media posts. Encourage customers to use the live chat feature for support or inquiries. By following these practices, your Facebook live chat integration will not only function smoothly but also become a valuable tool for building customer relationships. Troubleshooting Common Issues Even with proper setup, issues with Facebook live chat integration can arise. Heres a quick guide to resolving common problems and ensuring the plugin works properly. Cause: The code snippet may not be installed correctly. Solution: Double-check that the plugin code is placed above the closing tag on your websites HTML. If youre using a CMS like WordPress or Shopify, ensure the plugin is activated. 2. Messages Are Not Appearing in Messenger Cause: The Facebook credentials used to set up the plugin might not have admin access to the linked Facebook business page. Solution: Log in with an account that has admin or editor rights. Confirm the page is properly linked to your Messenger. 3. Chat Plugin Doesnt Work on Mobile Cause: Device compatibility issues or plugin settings. Solution: Ensure the plugin is responsive by testing it on various devices. Check the Display on mobile option in the plugin settings. Cause: Messaging settings may be disabled on your Facebook page. Solution: Go to the page settings of the Messenger icon. Consistent branding helps build trust and familiarity with your audience. Yes, Messenger can be integrated with third-party tools using the Messenger API. This allows you to use chatbots, automate responses, and even connect with CRM systems to manage customer support more effectively. While Messenger is popular, other options include: WhatsApp Business: Great for personal and small-scale communication. LiveChat: A versatile tool with advanced analytics and integrations. Zendesk Chat: Excellent for larger customer service operations. There are a bazillion ways to utilize and connect chat on Facebook. Lets simplify this social phenomenon for those still trying to figure out how to chat on Facebook for personal or business use. Bookmark this article now, so you have a cheat sheet for all the ways you can connect chat on Facebook for personal and business. Its never too late to learn a new-fangled trick on the interwebs and space book. Speaking of tricks, if you are already Facebook chat savvy, then skip ahead to the section of this article where well uncover some time-saving, sales-driving tips inside Facebook Messenger for business. Were going to walk through all of the different ways to how to connect chat on Facebook. Heres our agenda: From how to talk to Facebook chat contacts from Messenger to how to join a live chat on Facebook and how to connect chat on Facebook to your website and Facebook business page, its all here. How to connect chat on Facebook privately with your friends in real-time via Facebook chat. Its easy! Find the chat box or tab in the bottom right corner of your Facebook mobile home screen or the Messenger logo on the top right corner of your Facebook desktop web app. You will see a profile photo and name of each friend currently online and available for a private live chat session. Tap the person you want to message. Type your message in the chat window that appears. If you dont find who youre looking for in the chat box on the bottom of your Facebook screen, then click the lightning bolt Messenger logo at the top of your screen. You can send private direct messages or start a group chat with multiple friends. On any given day, 1.3 billion people are using Facebook Messenger. The vast majority of them probably dont fully understand all of its uses. We could write a novella on using Messenger for marketing purposes alone. Have you ever wondered how to connect chat on Facebook to your chat contacts? One of the most convenient ways to use Facebook chat is with Facebook Messenger for mobile. However, you can do a lot more with Messenger, and it can even connect to your website for a seamless cross-channel messaging experience. Facebook for Business Tip: Why connect Facebook Messenger to your website? When a visitor starts a chat on your website, because its tied to Facebook, you will instantly capture their contact data and be able to remarket to them from automated messaging in Messenger, to email capture, to Facebook ad remarketing. You can even use an easy plug-and-play WordPress widget and get your Messenger live chat up and running on your site in minutes. To connect your Facebook chat contacts to your Messenger, you dont even have to be friends! Hooray for introverts! Once youve downloaded and logged into the Facebook Messenger mobile app, your current Facebook friends automatically sync. Open Messenger. Click the Compose Message button from the top right of the Chats screen. Start typing the persons name you want to chat with. Type your message and hit send. If someone youd like to chat with uses Messenger, you can still connect despite not being Facebook friends. Heres how: Open Messenger and tap your profile photo. Scroll down to where it says Username and click the link. Tap share link. You have the option to send the link via email, SMS text, etc. Once the recipient has clicked the link, youll be connected on Messenger. From the Chats screen, tap your profile photo in the top left. Tap People. Tap Upload Contacts, which will automatically sync any new phone contacts in the future. If you turn this off later, you will lose the uploaded contacts from Messenger. So youve got their digits how do you reach out to Facebook Messenger? Or perhaps you dont want to sync all of your contacts but would like to add one in particular to Messenger. Heres what you do: From the Chats screen in Messenger, tap the People icon on the bottom. Tap Add People in the top right corner. Tap the + plus sign. Enter the phone number when prompted. Tap Save and then Add On Messenger. If you are with a person you want to connect with on Messenger, do the following: Tap your profile picture in Messenger. You have a handy user code made up of blue lines and dots around your profile photo. Have the other person open their Messenger and tap People. Have them tap the + plus sign in the top right, followed by the Scan Code button. Like how a QR code works if Messenger has access to their camera, they can now hold their phone over yours to automatically add each other to Messenger chat. Or Register for a Free Replay Learn all about NEW 100% Meta-Approved Automation Tools from Customers.ai with a spotlight on features to 10x Instagram & Facebook Engagement and turn social media into a revenue driver for your business. Did you know you can integrate the power of Facebook Messenger into your website? Yes! When a visitor engages with Facebook website chat, you instantly capture their data for your email and ad campaigns because its tied to Facebook. Start connecting with your customers for superior customer support with a 24/7 chatbot with a live chat takeover feature. Utilize trigger keywords to alert your team when a live agent should step in for the bot. With Customers.ai OmniChat, you can manage all of your Facebook pages from one dashboard as well as any other messaging platform. Whether you are receiving messages from your fans, prospects, or customers on Facebook, Instagram, SMS, or native wechat, you can see and reply from one place. Maybe you already know the Facebook chat and Messenger ropes but want to take advantage of its business prowess. Here are some secret tricks you can use. Are you suffering from a case of text-neck? Or trying to hide your phone at work? Head over to Messenger.com! Log into Facebook with your favorite computer browser and drag and drop or upload attachments to your chat windows. Heads up: The Messenger mobile app lacks this functionality so youll need to use the Messenger desktop app or Messenger web app. Start a group conversation with your friends and send them each a poll to your burning questions that require a group decision, like which bar to go to. You can manage your group chats much like a Slack channel or Google Doc. Tap the icon to view and manage settings such as: change the group name, turn on member requests, generate a shareable link, request money, and more. For a poll, tap the plus + icon on the left and tap Create Poll. Most popular music streaming apps like Spotify, Apple Music, and Amazon Music have a Share to Messenger functionality. It will send a clip of the song you choose to your contacts. Whatever the nature of your conversation, keep it from falling into the wrong hands with the Secret Conversations feature. First, enable Secret Conversations on your device by tapping your profile photo and then Settings, where you can toggle Secret Conversations to ON. Now, when you start a new conversation, you can tap the Secret message. If youd like to turn an existing conversation into a secret conversation, tap the persons name at the top of the chat and tap Go To Secret Conversation, which becomes a separate thread. For marketing, sales, and support connected to Facebook chat, there is no better way to go than Customers.ai. Heres how to connect chat to a Facebook business page. Sign up for Customers.ai Free Forever Special Edition. The free edition has the tools you need to connect chat to a Facebook Page, Facebook posts, and your website for free. After signing in with Facebook, connect your Facebook Page or Pages to Customers.ai. Use the Facebook Page Welcomer to set up a chatbot that automatically responds to people who message your Facebook page. Send Customers.ai a message from our Facebook Page to experience it yourself. Bonus: You can embed Facebook chat on your website with the free forever special edition of Customers.ai, too. What is Customers.ai OmniChat? From Customers.ai on Vimeo. One of the positive side effects of utilizing a chatbot to automate your Facebook Business Page messaging is to receive the Very Responsive Badge. The next step you may want to consider is creating a Q&A template with Messenger for frequently asked questions. There is so much more, and Facebook keeps adding some time unexpected cool features to the Messenger app and Facebook chat. Whether you want to re-engage potential customers, upgrade your customer support, or reach your target audience one-to-one, using Facebook Messenger for Business is a smart choice. Now that youve learned how to connect chat on Facebook to an automated chat messaging service for your Facebook Business Page, here are some of the unicorn advantages to expect: You get all of the contact information as soon as someone engages your chatbot. Anyone who interacts with your chatbot has automatically opted in. You can send follow-ups and drip campaigns as push notifications. Remarket with Facebook ads. Not to mention that, according to Facebook: 53% of people are more likely to buy from a business they can message. 56% of people prefer to message instead of calling customer service. Upgrade your Instagram and Facebook with 100% Meta-approved comment and DM automation to grow your audience, engagement and sales. InstaChamp is free for Creators this week! Join the Customers.ai Facebook group to get and give help on chatbot marketing. We have over 40,000 members and counting. Do yourself a favor by signing up for Customers.ai blog updates. We only send the most actionable and high-impact marketing tactics to your inbox. 4 min read updated: Mar 20, 2025 Receive messages from your Facebook pages right in the LiveChat app. Keep all your communication in one place, to make your team more effective and provide better customer support Other benefits of our integration with Facebook Messenger: Connect multiple Facebook pages to your LiveChat account if you run a couple of Facebook pages, you might want to link all of them to one LiveChat account. To make sure that you always know which fan page your messages are coming from, you can assign each page to a specific group Send rich messages to your fansuse cards, product carousels, quick replies and suggested responses thanks to our integration with ChatBot. Rich messages are displayed both in Facebook Messenger and the LiveChat appConnect LiveChat to FacebookThe installation takes only a few minutes. Log in to LiveChat and follow these steps: 1 Go to the Facebook Messenger page in our Marketplace. Then, select get in the top right corner. 3 Select Connect to Facebook. 4 Provide your Facebook credentials and Log in. 5 Choose Continue as [your name]. 6 Choose pages you want to connect to LiveChat and pick Next. 7 Make sure all options are on and select Done. 9 In the last step, you can choose which group should receive chats coming from a particular page (optionally). To finalize, select Connect Page. Repeat this step for all the pages you want to connect. Owing to the Facebook/WhatsApp policy, you have 24 hours to respond to a message. After that time, the chat will be archived and you wont be able to reply. This policy is in place to protect against spamming. When the integration is complete, a Facebook Message bot is added to your Chatbots list in the Agents tab. This bot is there, but needs to stay disabled in order for the integration to work properly. An Opt-in is a type of message that you can share with customers to gain their consent to send them marketing campaigns at any time. The LiveChat integration with Messenger introduces an easy-to-use configurator for setting up and customizing your opt-in messages. Heres how to set them up: 1. Enter your Messenger integration page in the LiveChat Apps section. 2. Select Opt-in message. 3. Edit the text and add an image to your template. Save when youre done. Your agents can now start sharing opt-in messages while chatting with your customers. They can do so with a single click. Heres how: 1. During an active chat with a customer contacting you via Messenger, select the Messenger icon in the Details column. 2. Select Send. Heres how the message will look on the agents end: And heres how it looks on the customers end: The only thing left to do is to start sharing those opt-ins. Give them a shot! Troubleshooting it can sometimes happen that despite installing the integration with Facebook Messenger, the messages still dont come through to LiveChat. This may be because LiveChat has to be set as the primary receiver in the handover protocol on Facebook. The primary receiver is the app that handles all incoming messages when two different apps are integrated with a Facebook page. This section is a step by step guide on how to check it and set it up. Please note that the integration doesnt support Facebook Chat Plugin. 1 Log into your Facebook Business page. 2 Select the button with your shops avatar in the top right corner of the page. 3 In the next menu pick New Pages Experience. 6 Finally, select Advanced Messaging. 7 There you should see LiveChat-Messenger among your Connected Apps. Under Handover Protocol, pick Configure next to Messenger receiver. 8 In the pop-up, set the Primary receiver for the handover protocol. Pick LiveChat from the drop-down menu under Select button. Now that LiveChat is set as your primary receiver, the messages from Facebook Messenger should appear in the LiveChat Agent App. Disconnect Facebook from LiveChatTo disconnect the Messenger app from your LiveChat simply go to Settings>Manage Apps>Facebook Messenger in the Agent App, choose the ... button next to Facebook Messenger and pick Uninstall. Once youve done it, your fan pages will be disconnected and the app uninstalled. You can connect Facebook again by following the tutorial above. If you're locked out of your Facebook account, the process of getting back in isn't easy. Thankfully, Meta is streamlining things a bit by rolling out a customer service chat that can help you get back into your social media account. A lot of the customer service work Meta-owned Facebook is doing is aimed at creators on the platform. However, the company did announce that the Facebook app has a customer service chat in testing that'll be available to English-speaking users. The company wasn't clear on exactly who will actually have access, though, so if you've been locked out of your account, you can give it a try. "On the Facebook App specifically, we've also started testing live chat help for some English-speaking users globally, including creators, who've been locked out of their accounts," said Meta in a blog post. "This first test focuses on those who cannot access their accounts due to unusual activity or whose accounts have been suspended due to a violation of Community Standards. This will be the first time Facebook has offered live help for people locked out of their accounts." Meta also announced that it's improving comment moderation for content creators on the platform. "We're adding more controls to help you manage the conversation around your content like blocking a user and new accounts they create, and improving how you hide unwanted comments on your posts," said the company. 4 min read updated: Mar 20, 2025 Receive messages from your Facebook pages right in the LiveChat app. Keep all your communication in one place, to make your team more effective and provide better customer support Other benefits of our integration with Facebook Messenger: Connect multiple Facebook pages to your LiveChat account if you run a couple of Facebook pages, you might want to link all of them to one LiveChat account. To make sure that you always know which fan page your messages are coming from, you can assign each page to a specific group Send rich messages to your fansuse cards, product carousels, quick replies and suggested responses thanks to our integration with ChatBot. Rich messages are displayed both in Facebook Messenger and the LiveChat appConnect LiveChat to FacebookThe installation takes only a few minutes. Log in to LiveChat and follow these steps: 1 Go to the Facebook Messenger page in our Marketplace. Then, select get in the top right corner. 3 Select Connect to Facebook. 4 Provide your Facebook credentials and Log in. 5 Choose Continue as [your name]. 6 Choose pages you want to connect to LiveChat and pick Next. 7 Make sure all options are on and select Done. 9 In the last step, you can choose which group should receive chats coming from a particular page (optionally). To finalize, select Connect Page. Repeat this step for all the pages you want to connect. Owing to the Facebook/WhatsApp policy, you have 24 hours to respond to a message. After that time, the chat will be archived and you wont be able to reply. This policy is in place to protect against spamming. When the integration is complete, a Facebook Message bot is added to your Chatbots list in the Agents tab. This bot is there, but needs to stay disabled in order for the integration to work properly. An Opt-in is a type of message that you can share with customers to gain their consent to send them marketing campaigns at any time. The LiveChat integration with Messenger introduces an easy-to-use configurator for setting up and customizing your opt-in messages. Heres how to set them up: 1. Enter your Messenger integration page in the LiveChat Apps section. 2. Select Opt-in message. 3. Edit the text and add an image to your template. Save when youre done. Your agents can now start sharing opt-in messages while chatting with your customers. They can do so with a single click. Heres how: 1. During an active chat with a customer contacting you via Messenger, select the Messenger icon in the Details column. 2. Select Send. Heres how the message will look on the agents end: And heres how it looks on the customers end: The only thing left to do is to start sharing those opt-ins. Give them a shot! Troubleshooting it can sometimes happen that despite installing the integration with Facebook Messenger, the messages still dont come through to LiveChat. This may be because LiveChat has to be set as the primary receiver in the handover protocol on Facebook. The primary receiver is the app that handles all incoming messages when two different apps are integrated with a Facebook page. This section is a step by step guide on how to check it and set it up. Please note that the integration doesnt support Facebook Chat Plugin. 1 Log into your Facebook Business page. 2 Select the button with your shops avatar in the top right corner of the page. 3 In the next menu pick New Pages Experience. 6 Finally, select Advanced Messaging. 7 There you should see LiveChat-Messenger among your Connected Apps. Under Handover Protocol, pick Configure next to Messenger receiver. 8 In the pop-up, set the Primary receiver for the handover protocol. Pick LiveChat from the drop-down menu under Select button. Now that LiveChat is set as your primary receiver, the messages from Facebook Messenger should appear in the LiveChat Agent App. Disconnect Facebook from LiveChatTo disconnect the Messenger app from your LiveChat simply go to Settings>Manage Apps>Facebook Messenger in the Agent App, choose the ... button next to Facebook Messenger and pick Uninstall. Once youve done it, your fan pages will be disconnected and the app uninstalled. You can connect Facebook again by following the tutorial above.

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