

HowTo-New Facebook Review

Product	HNET V5-6	Version Document	0.3
Category	Integration	Date Version	03-2019
Version	V5-6	Approbation	Product Manager (FPO)

Revisions history

Document version	Date	Revision Description
3.0	29-03-2019	[FPO] Update with New Facebook Review Process

Overview

After the tests on a Facebook campaign has been ended and prior to take it online available for public, the Facebook's app associated to the campaign should pass the "App Review"
Mainly, this step is necessary because our request to authorize app on the hermes campaign asks for the next permissions: `manage_pages`, `read_page_mailboxes`, `publish_pages`
These are he required perms to allow our agents to comment messages posted in the pages' walls, read direct messages, collect all posts done in the walls and identify the poster in every case.

Request Permissions and Features

To start we should point to <https://developers.facebook.com/> apps and choose the App linked to our campaign.

There we'll find the left menu option "App Review" that is the starting point.

There we'll engage a "Start Submission" and system will ask us for the permissions requested : `manage_pages`, `read_page_mailboxes`, `publish_pages`

We can see the pending to validate permissions and the Approved Items at the bottom of this page.
To pass the review we will check with the links on this page all the requirements.

Requested Permissions and Features	
<input checked="" type="checkbox"/> Tell us how you'll use <code>publish_pages</code>	 
<input checked="" type="checkbox"/> Tell us how you'll use <code>read_page_mailboxes</code>	 
<input checked="" type="checkbox"/> Tell us how you'll use <code>manage_pages</code>	 

Tell us how you'll use `publish_pages`

You must:

- Check the checkbox to validate use of the permission for your account
- Fill text box "Tell us how you're using this permission or feature (*see template below*)
- Activate platform used : WEB
- Fill text box "Web" (*see template below*)
- Upload Video describing Facebook app usage.

- 1 Overview
- 2 Request Permissions and Features
 - 2.1 Tell us how you'll use `publish_pages`
 - 2.2 Tell us how you'll use `read_page_mailboxes`
 - 2.3 Tell us how you'll use `manage_pages`
- 3 COMPLETE APP VERIFICATION AND SETTINGS
 - 3.1 Provide verification details
 - 3.2 Wait Facebook validation
- 4 Business Verification Process
 - 4.1 Start Business validation
 - 4.2 Check Document validation status
- 5 Send Facebook contract Agreement

publish_pages

Grants your app permission to **publish** posts, comments, and like Pages managed by a person using your app. Your app must also have **manage_pages** to publish as a Page.

Allowed Usage

- ✓ Allow people to explicitly publish content from your app to any of the Facebook Pages they manage from within a custom composer.
- ✓ Seamlessly like and comment from your app on behalf of the Pages a person manages.

Disallowed Usage

- ✗ Automatically publish stories without the person being aware or having control.
- ✗ Pre-fill the message parameter of posts with content a person didn't create, even if the person can edit or remove the content before sharing.
- ✗ Publish to a Page as an individual personal account.

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

Tell us how you're using this permission or feature

As a software editor specializing in customer relations, we want to provide our customers (brands) with the opportunity to view post made on their Facebook pages and give them the opportunity to comment on it.

Demonstrate how your selected platforms will use this permission or feature

Select applicable platforms and provide detailed step-by-step instructions on how a review team member can experience this permission or feature the same way people using your app would.

Web (?) Mobile (?) Other (?)

Note: If your app doesn't use a platform or isn't customer facing, refer to the [Server-to-Server Apps](#) document for review step guidance.

Web

As described in the video, the access to face book is:
 - Vocalcom user create it facebook page with its facebook account.
 - One this is done he connect to Vocalcom CTI and create facebook customer service campaign.
 - To connect Vocalcom CTI to Facebook he fill in the FR_APP_ID and secret key, then connect to facebook to activate the connectivity.

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. Clearly demonstrate how your app uses the permissions or features you're requesting
2. Show how to log into your app
3. Make sure your use of the permissions meet our [review criteria](#) and [Facebook policies](#)

View uploaded screencast

Drag a new file here to replace the current screencast

or

Template description provided to Facebook :**Tell us how you're using this permission or feature**

As a software editor specializing in customer relations, we want to provide our customers (brands) with the opportunity to view post made on their Facebook pages and give them the opportunity to comment on it.

!! This is generic, but add more details about you actual use case (from business side)

Demonstrate how your selected platforms will use this permission or feature

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- One this is done he connect to Vocalcom CTI and create facebook customer service campaign.
 - To connect Vocalcom CTI to Facebook he fill in the FB APP ID and secret key, then connect to facebook to activate the connectivity.
- One this is done, vocalcom CTI can retrieve customer page posts and respond to it.

Tell us how you'll use read_page_mailboxes

You must:

- Check the checkbox to validate use of the permission for your account
- Fill text box "Tell us how you're using this permission or feature (see *template below*)
- Activate platform used : WEB
- Fill text box "Web" (see *template below*)
- Upload Video describing Facebook app usage.

Details for read_page_mailboxes ✕

read_page_mailboxes

Grants an app permission to manage and access your Pages' messaging conversations. This permission is often used alongside the [manage_pages](#) permission.

Allowed Usage

- ✓ Allow someone to manage the mailboxes of their Pages through your app.

Disallowed Usage

- ✗ This permission does not let your app read the page owner's mailbox. It only applies to the page's mailbox.

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

Tell us how you're using this permission or feature

As a software editor specializing in customer relations, we want to provide our customers (brands) with the opportunity to view post made on their Facebook pages and give them the opportunity to comment on it.

Demonstrate how your selected platforms will use this permission or feature

Select applicable platforms and provide detailed step-by-step instructions on how a review team member can experience this permission or feature the same way people using your app would.

On Web (?)
 Off Mobile (?)
 Off Other (?)

Note: If your app doesn't use a platform or isn't customer facing, refer to the [Server-to-Server Apps](#) document for review step guidance.

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As discribed in the video, the access to face book is:

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Template description provided to Facebook :

Tell us how you're using this permission or feature

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One this is done, vocalcom CTI can retrieve customer page posts and respond to it.

Tell us how you'll use manage_pages

You must:

- Check the checkbox to validate use of the permission for your account
- Fill text box "Tell us how you're using this permission or feature (see template below)
- Activate platform used : Server-to-Server
- Fill text box "Server-To-Server" (see template below)
- Upload Video describing Facebook app usage.

Details for manage_pages

manage_pages

Grants an app permission to retrieve Page Access Tokens for the Pages and Apps that the person administers.

Apps need both **manage_pages** and **publish_pages** to be able to publish as a Page.

Allowed Usage

- ✓ Publish content to Pages owned by the people who use your app. Publishing also requires the **publish_pages** permission.
- ✓ Help people manage the posts, comments and likes published to their Pages.

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

Tell us how you're using this permission or feature

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Demonstrate how your selected platforms will use this permission or feature

Select applicable platforms and provide detailed step-by-step instructions on how a review team member can experience this permission or feature the same way people using your app would.

Off Web [?]

Off Mobile [?]

On Server-to-Server

Off Other [?]

Note: If your app doesn't use a platform or isn't customer facing, refer to the [Server-to-Server Apps](#) document for review step guidance.

Server-to-Server

As described in the video, the access to face book is:
- Vocalcom user create it facebook page with its facebook account.
- One this is done he connect to Vocalcom CTI and create facebook customer service campaign.
- To connect Vocalcom CTI to Facebook he fill in the FB APP ID and secret key, then connect to facebook to activate the connectivity

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. Clearly demonstrate how your app uses the permissions or features you're requesting
2. Show how to log into your app
3. Make sure your use of the permissions meet our [review criteria](#) and [Facebook policies](#)

View uploaded screencast

Drag a new file here to replace the current screencast

or

Screencast - 3/13/19, 2:27 AM

Template description provided to Facebook :

Tell us how you're using this permission or feature

As described in the video, the access to face book is:

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- One this is done he connect to Vocalcom CTI and create facebook customer service campaign.
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One this is done, vocalcom CTI can retrieve customer page posts and respond to it.

COMPLETE APP VERIFICATION AND SETTINGS

Complete App Verification and Settings

- Provide verification details →
- Review your app settings →

Provide verification details

You must:

- Make sure the checkbox "Use Facebook Login" is unchecked
- Provide Face book user to make test (test user must be granted in your app setting)
- Fill text box "Testing Credentials" to tell Facebook how to test your app
- Check confirmation checkbox to finish the process

Does your app use Facebook Login? (Optional)

Select this option if your app doesn't use Facebook Login so the App Review team doesn't look for a login button in your screencast or test app.

My app doesn't use Facebook Login

Test User (Optional)

Our review team will use a Test User associated with this app to reproduce the items in your submission. [?]

Fred Fredtest

Testing Credentials (Optional)

Please enter any details such as **username and password** that will be required for Facebook reviewers to log into your app or website to test and verify that you are following our policies.

Find below the step by step process to test **facebook** activation in our app

- 1- start app https://hnet-adm01.vocalcom.ovh/hermes_net_v5/
- 2- Log using
 - a. Login : [FacebookReview](#)
 - b. Pwd : [F@c3b00kR3v13w](#)
- 3- Clic on administration
- 4- Select Service menu\social network campaign
- 5- Select Facebook campaign "[FreeApp](#)"
- 6- Use login button to access Facebook account (using Facebook credential page with test user : "Fred [Fredtest](#)")
- 7- Process with **facebook** validation forms
- 8- At the end you are redirected to [hermes](#) validation page

Here a video to guide you in the process above : <https://youtu.be/dL7OE335Q3Q>

Facebook use overview : <https://youtu.be/8CCsej0TS7s>

Confirm you completed all required steps

Your app will be rejected by the review team if they can't load or access your app or website for testing. Please confirm that you verified the following:

- App is functional and accessible
- Necessary access and testing credentials are provided
- Facebook Login button follow brand guidelines, and is clearly visible in app or screencast if applicable

I confirm I've completed the required steps.

Last Edited by you - Today at 12:18 PM

Cancel Save

Template Test procedure provided to Facebook :

Find below the step by step process to test facebook activation in our app

- 1.start app https://hnet-adm01.vocalcom.ovh/hermes_net_v5/ **!! To be replace by your plf**
 - 2.Log using
 - a. Login : [FacebookReview](#) **!! To be replace by your credentials**
 - b. Pwd : **** **!! To be replace by your credentials**
 3. Clic on administration
 - 4.Select Service menu\social network campaign
 - 5.Select Facebook campaign "FreeApp" **!! To be replace by your app**
 - 6.Use login button to access Facebook account (using Facebook credential page with test user : "Fred Fredtest") **!! To be replace by your test user**
 - 7.Process with facebook validation forms
 - 8.At the end you are redirected to hermes validation page
- Here a video to guide you in the process above :

- <https://youtu.be/dL7OE335Q3Q>

Facebook use overview : <https://youtu.be/8CCsej0TS7s>

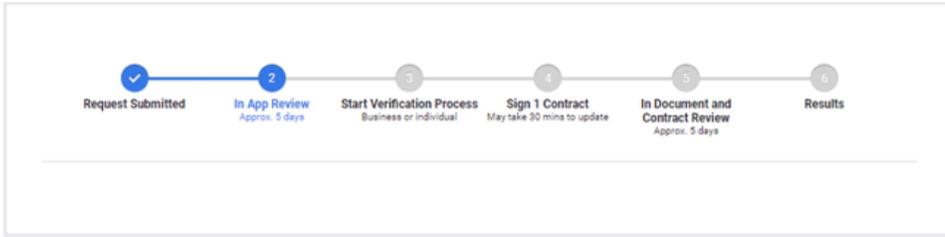
Wait Facebook validation

When all the items have been filled we'll see the "Submit" button enabled and can continue with the review process

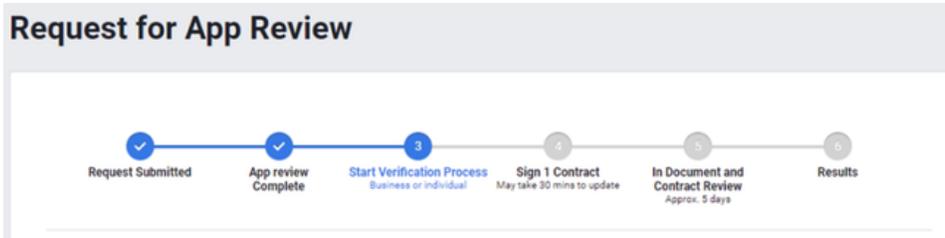
The App Review page will show since this moment the message: "Submitted by you - Today at 11:32am. Thanks for submitting your app for review. We will notify you once the review is complete. To make changes to this submission, click the Cancel Submission button."

Further progress will be shown on this form or you'll contacted by Facebook support team if more info is needed.

Then you need to wait facebook feedback



Business Verification Process



Once, the permissions and features review for your app is complete. Next, you will need to verify your identity as either a business or an individual.

To verify as a business, you will need to provide business details, upload an approved business document and sign required contracts.

To verify as an individual, you will need to provide a valid email address, upload an approved personal legal document, and sign a contract.

Start Business validation

Further Verification Required
 Facebook is committed to keeping our users and platform safe. As a result, we now require additional verification to use most permissions. If you can provide the required business documents, proceed with business verification. If you don't own or run a business, you can verify as an individual with limited access to some permissions or features.

Verify Your Business
 You will need to associate your app to a verified business in order to access certain Facebook APIs.

- Connect your app to a business**
 Sign in or create a Business Manager account and connect your app.
- Provide business details**
 Add business information and upload business documents.

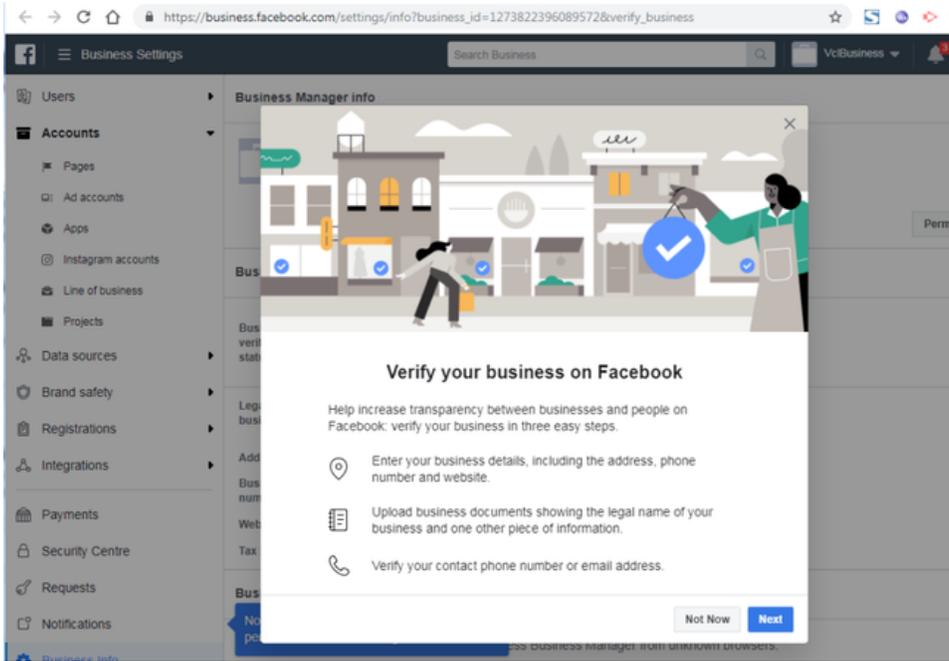
Sign Contract
 In addition to business verification, you will also need to appoint a business representative who can review and sign a Supplemental Terms Contract on behalf of your business.

- Send contract to business signatory**
 Name a representative to sign the Supplemental Terms.
- Contract signed**
 Contract signing is complete.

OR

Verify as an Individual
 To verify your identity you will need to provide contact details, upload an approved legal document, and sign a contract.
[Learn More.](#)

- Click on Provide business details, you will be redirected to Facebook Business Portal : <https://business.facebook.com>



- Fill you company details (this should be the company owner of the Facebook page)

Enter your business details ✕

Please provide the following business details. These details will be used to verify your business.

Legal name of business

Country

Street address ⁱ

Street address 2/locality

Town/City **County/Region**

Postal code **Business phone number ⁱ**

Website

This website domain name will be used to verify your email later.

Back Next

- Provide official document of you company as requested bellow

Verify your legal business name ✕

Upload a standard official document that matches the legal business name that you entered:

VOCALCOM

Documents accepted for legal name include: [See more examples](#)

- Business licence
- Certificate of formation or incorporation
- Tax or VAT registration certificate

Drag and drop multiple files here

You can also [upload from your folders](#)

Back

Next

- (again) Provide official document of you company as requested bellow

Verify your business address or phone number ✕

Upload a document showing the legal name of your business along with the postal address or phone number that you entered.

Address

25, Rue Balzac
PARIS, France 75008, France

Phone number

+33609376727

Documents accepted for address/phone include: [See more examples](#)

- Utility bill, i.e. electricity or phone
- Bank statement with address
- Business licence with address or phone

Drag and drop multiple files here

You can also [upload from your folders](#)

KBIS-VOCALCOM France (25RB).pdf ✕

Back

Next

- Get you activation code using one of the 2 method bellow

Get a verification code



Choose one which can be used to contact you

My business contact phone number:

+33609376727

Call Me Now

Language

English (UK) ▼

My business contact email address:

Send Email

You may be verified faster if you use an email address associated with your website's domain.

Back

Validate your business contact phone number



Please answer the phone and enter the code provided.

Confirmation code

94378

Verify

Haven't received the code? [Get us to call again](#)

Back



Thank you for submitting your business verification details.

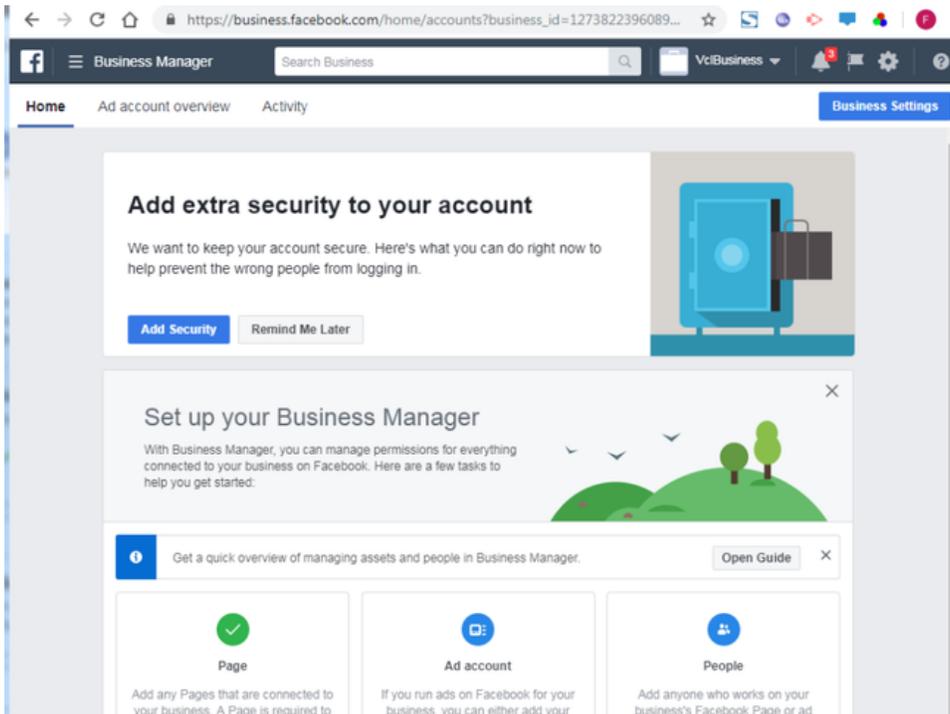
We will review your submission and notify you once the review is complete.

Done

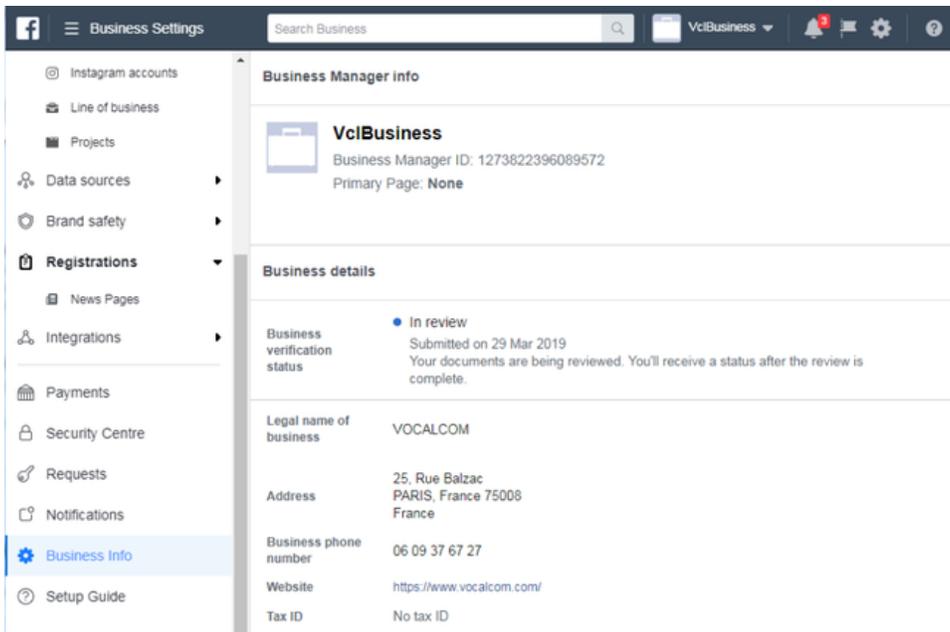
Check Document validation status

The company document review might take up to 5 days, you can follow up status from business portal : <https://business.facebook.com/>

- Go to setting



- Then, select "Business Info" to display Business details.



Send Facebook contract Agreement

In // of the business document review, you can go ahead to validate the contract agreement of Facebook

- Go to the developer portal: <https://developers.facebook.com>
- Select "send contract to business signatory"

Request for App Review

Request Submitted App review Complete Documents Uploaded Sign 1 Contract May take 30 mins to update In Document and Contract Review Approx. 5 days Results

Verify Your Business Check Status

- Reviewing business details

Your documents are under review and your status will be updated upon completion.

Sign Contract

In addition to business verification, you will also need to appoint a business representative who can review and sign a Supplemental Terms Contract on behalf of your business.

- Send contract to business signatory
Name a representative to sign the Supplemental Terms.
- Contract signed
Contract signing is complete.

- Provide Business Signatory contact details

Add a Business Signatory ✕

The last step in your App Review submission is to sign the Supplemental Terms.

The Supplemental Terms will be sent to a Business Signatory to sign.

Please identify someone for your business who has the authority to sign a contract on behalf of and bind your business (for example, an officer at your business).

Signatory Name

Signatory Job Title

Signatory Email

- Once submitted, a mail is sent to the contact

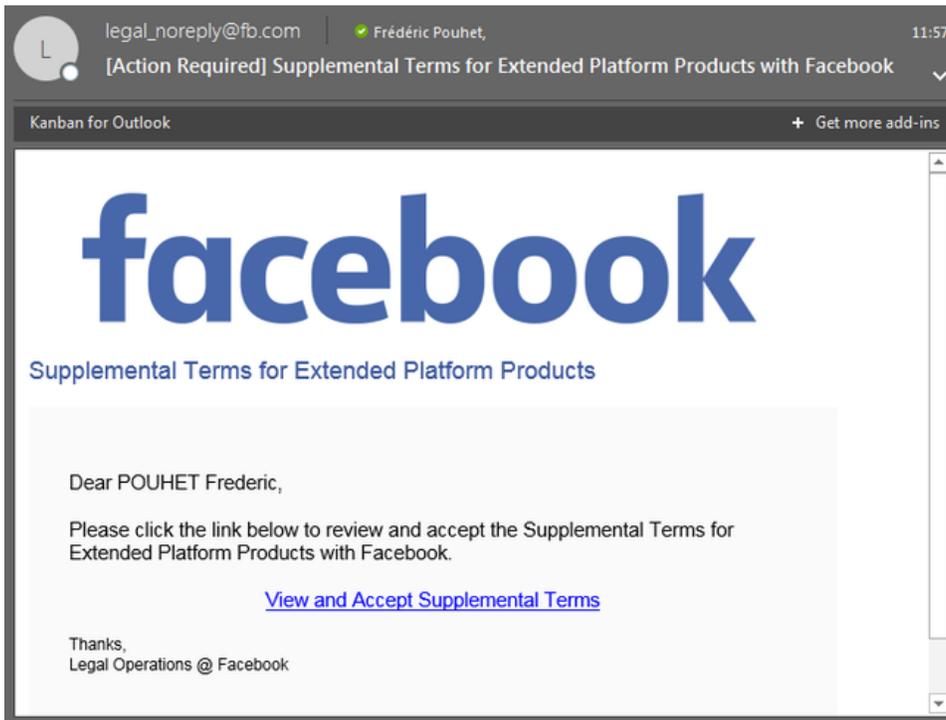


Thank you for submitting your business verification details. We have sent the Supplemental Terms to f.pouhet@vocalcom.com to sign. [Edit email address.](#)

We will review your submission and notify you once the review is complete.

Done

- The business signatory will receive a mail and must click on the link "view and Accept Supplemental Termes.



- The link brings you to a webpage where you need to review terms and validated those.



us). You may be represented in your dealings with us through any of the people you authorize to have access to your account(s) with us (e.g., your Developer account or Business Manager account). We may rely upon the representations of these authorized users and, by granting them authorized access, the you appoint them as your representative, including in connection receipt of notice and/or execution of any supplements, modifications or amendments to these Supplemental Terms.

I accept the Supplemental Terms above *

Date
03/29/2019

Full Corporate Name ("Company")
VOCALCOM

Name
POUHET Frederic

Title
VP Product Manager

By clicking "I Agree" below, you accept and agree to be bound by the Supplemental Terms above. If you are clicking "I Agree" on behalf of a corporation or other legal entity, you represent and warrant that you are an authorized representative of such corporation or entity with the full right, power, and authority to enter into these Supplemental Terms on behalf of such corporation or entity and to bind such corporation or entity to these Supplemental Terms.

I Agree

facebook

Thank you for accepting the Supplemental Terms. A copy of the Supplemental Terms and your acceptance will be emailed to you.

- Once validated, you will receive the terms validated by email.

legal_noreply@fb.com | Frédéric Pouhet, 1 12:01

Signed Supplemental Terms with Facebook

Agreement.pdf
314 KB

Kanban for Outlook + Get more add-ins

facebook

Dear POUHET Frederic,

Thank you for accepting the Supplemental Terms. Here is a copy of the Supplemental Terms and your acceptance.

Thanks,
Legal Operations @ Facebook



i **Verify Your Business** Check Status

- Reviewing business details
Your documents are under review and your status will be updated upon completion.

Sign Contract

- Reviewing signed contract
Your contract is under review and your status will be updated upon completion.

- Once you documents are uploaded AND terms signed, nothing to do than be patient. 😊