

Vocalcom Cloud Contact Center

Hermes Social Media

Passing the Facebook Review of our App



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About this Publication

This document describes how we should prepare the Facebook Review of our Social Media Applications for Hermes.Net.

Audience

Developers and product owner.

Revision History

Doc Release	Date	Description of Revisions
1.0	19/06/2018	Creation of document

Referent Document

Document	Date	Description

1. PREPARING THE REVIEW

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`, `user_birthday`, `publish_pages`

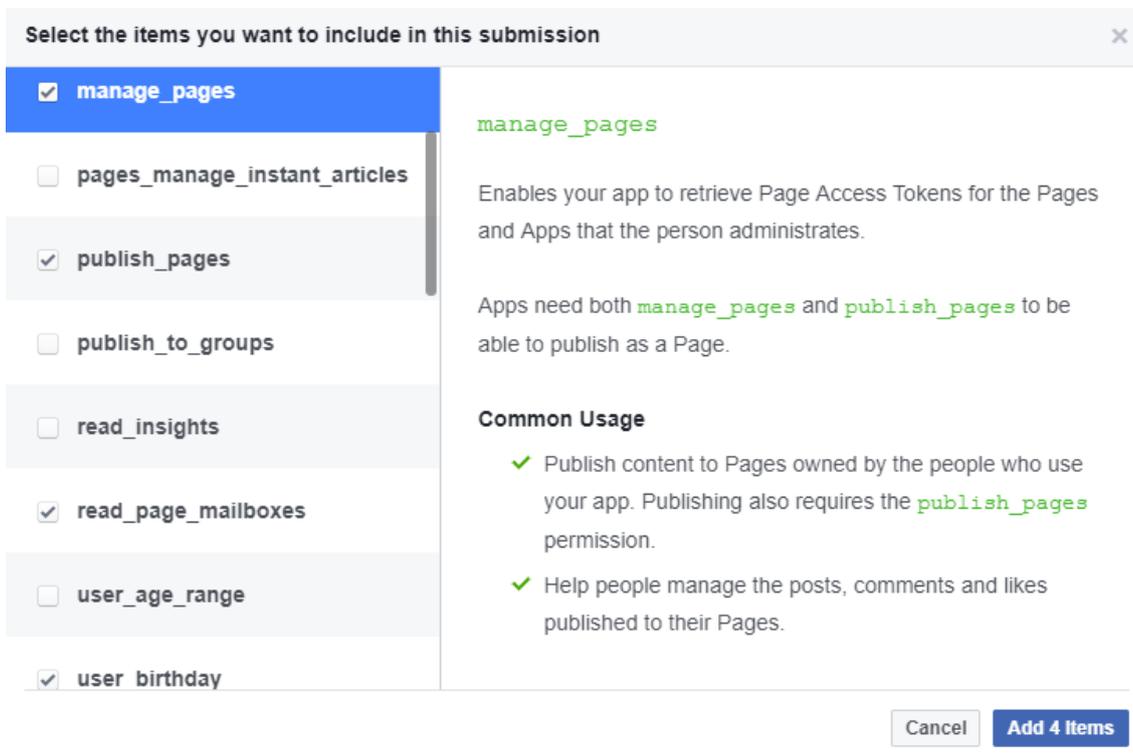
These are he required perms to allow our agents to comment messages posted in the pages’ walls, read direct messages, collect all posts done in the walls and identify the poster in every case.

1.1 FACEBOOK DEVELOPERS INTERFACE

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



On the image we can see the 4 required by Hermes permissions selected. After the form is validated we’ll proceed to a page were all the requirements for every permission needs are explained.

1.2 FILLING THE SUBMISSION

Current Submission
Start Over
+ Add Items

 **publish_pages** [?]
Complete the [details](#) for this item before submitting.

 **user_birthday** [?]
Complete the [details](#) for this item before submitting.

 **read_page_mailboxes** [?]
Complete the [details](#) for this item before submitting.

 **manage_pages** [?]
Complete the [details](#) for this item before submitting.

 **App Verification**

[Add Details](#) 

[Add Details](#) 

[Add Details](#) 

[Add Details](#) 

[Edit Details](#)

Before you can submit for review, complete the following:

- Complete each of the items above.
- Your app must have Business Use set. Please visit [Settings](#) to add one.

Submit For Review

Approved Items [?]

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. Starting from for example: `publish_pages` we'll go to the next form.

Details for publish_pages x

How is your app using publish_pages?

Lets people publish content or respond to posts and comments as a Page (also requires manage_pages)
 Publishes content to Facebook automatically
 Lets people post to Facebook with a message pre-filled by the app
 Other

CTI Agents will be able to publish comments to posts done by general public

What platforms does your app use publish_pages on?

off Web [?]
 off Mobile [?]
 off Other [?]

Upload screencast

We need to see your app using publish_pages so we can see that it doesn't violate our policies. Upload a video screencast walkthrough using any method, (even recording with your phone).

You must show:

- How a person logs in with Facebook
- How a person sees this permission used in your app

Drag your screencast file here to upload
 Choose a file to upload...

[Need help with screencasts? See examples and instructions here](#)

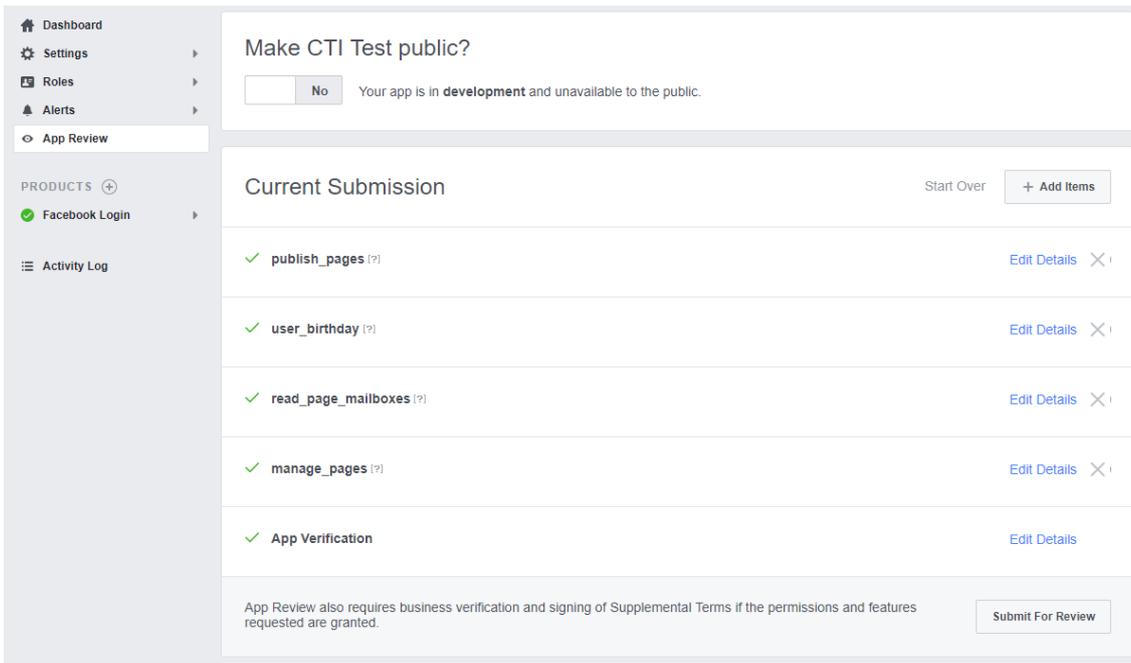
Before you can submit for review, complete the following:

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

On the explanation should be clear to fb staff that general public won't authorize the app, it's only for cti management.

The short video requested should contain a screencast of the WebAdmin Campaign authorization and some cast of an agent workspace receiving posts or direct messages and answering it.

This document has a sample screencast attached. Of course, every business implementation should create its own video showing the related App on it.



When all the items has 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.

