



Messenger Platform: Customer Chat Plugin

The Messenger Platform's customer chat plugin allows you to integrate your Messenger experience directly into your website. This allows your customers to interact with your business anytime with the same personalized, rich-media experience they get in Messenger.

The customer chat plugin automatically loads recent chat history between the person and your business, meaning recent interactions with your business on messenger.com, in the Messenger app, or in the customer chat plugin on your website will be visible. This helps create a single experience for your customers, and enables you to continue the conversation even after they have left your webpage. No need to capture their information to follow up, just use the same conversation in Messenger.

Whitelist the domain of your website.

For security reasons, the plugin will only render when loaded on a domain that you have whitelisted.

Domains must meet the following requirements to be whitelisted:

- Served over HTTPS
- Use a fully qualified domain name, such as `https://www.messenger.com/`. IP addresses and localhost are not supported for whitelisting.

To whitelist a domain, do the following:

Whitelisted Domains

Third-party domains that are accessible in the Messenger webview for use with the Messenger Extensions SDK, and for Messenger plugins.

`https://www.facebook.com` X Enter list of domains

Save

1. Click Settings at the top of your Page
2. Click Messenger Platform on the left
3. Edit whitelisted domains for your page in the **Whitelisted Domains** section





Using the Setup Tool

For Page Admins, the Messenger Platform also provides an easy setup tool for customizing your customer chat plugin. To use the setup tool, do the following:

1. Go to Page Settings > Messenger Platform.
2. In the 'Customer Chat Plugin' section, click the 'Set Up' Button

The setup tool provides a simple UI for customizing the greeting message, theme color, displayed response time, and setting the whitelisted domains for the plugin.

On completion, the setup tool automatically generates the code snippets that you can copy/paste to include the customer chat plugin in your webpage. So we copy the page_id from the code and insert it into the field: Facebook Page ID of the form.

