



## Bonus Training: How to Set Up the Facebook Messenger Automatic Reply Feature on Your Business Facebook Page

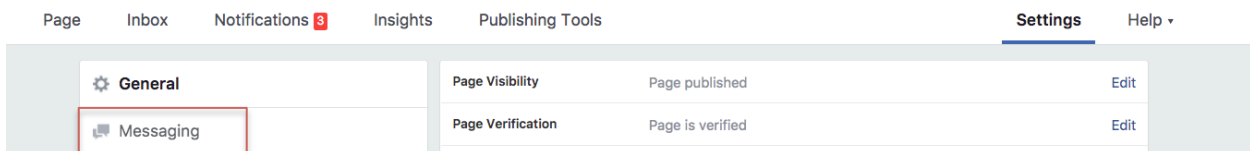
Facebook is a great tool for connecting with your audience. Activating your Messenger automatic reply feature is just another way to engage with your audience.

Set up is pretty easy.

**Login to your Business Facebook page and click Settings in the upper right corner.**



**Click Messaging in the left column.**



Under Response Assistant, click to select Yes next to Send Instant Replies to anyone who messages your Page.

Page    Inbox    Notifications 3    Insights    Publishing Tools    **Settings**    Help ▾

- General
- Messaging**
- Edit Page
- Post Attribution
- Notifications
- Messenger Platform
- Page Roles
- People and Other Pages
- Preferred Page Audience
- Partner Apps and Services
- Branded Content
- Instagram
- Featured
- Crossposting
- Page Support Inbox
- Payments
- Activity Log

### Messaging Settings

Set up how people can message your page

**Sections**

- [General Settings](#) Jump to Section
- [Response Assistant](#) Jump to Section

#### General Settings

**Use the Return key to send messages**  Yes

When you have written a message, you can tap the Return/Enter key to send it.

**Prompt visitors to send messages**  No

Page visitors may see prominent ways to start a message with you if you're online or if your Page is very responsive to messages.

#### Response Assistant

**Send Instant Replies to anyone who messages your Page**  Yes

Instant Replies are a good way to let people know that you'll respond soon

[Change](#)

*"Hi there, Lisa ! Thanks for messaging Geffner Productions. We try to be as responsive as possible. We'll get back to you soon."*

## Customize the Response Assistant to fit your needs.

- First, turn on Instant Replies. This is triggered when you are online, but can't respond.
- Next, customize the message by clicking the Change button.
- Set your Response Time by clicking the Change button in that box.
- The next section, **Stay responsive when you can't get to your computer or phone**, is triggered when you are completely offline.
- Customize the message, if needed.
- Show a Messenger Greeting will pop up anytime someone clicks on the Message Me button on your page before you even respond.

### Response Assistant

#### Send Instant Replies to anyone who messages your Page

Instant Replies are a good way to let people know that you'll respond soon

Yes

Change

*"Hi there, Lisa ! Thanks for messaging Geffner Productions. We try to be as responsive as possible. We'll get back to you soon."*

#### Response Time

Currently set to "Typically replies in a few hours"

Change

#### Stay responsive when you can't get to your computer or phone

Let customers know that you will respond soon and keep your responsiveness rating, any time you're away.

Yes

Change

*"Hi Lisa, thanks for your message. We are not here right now, but we'll get back to you soon!"*

#### Show a Messenger Greeting

Create a greeting that people will see the first time they open a conversation with you on Messenger.

Yes

Change

*"Hi Lisa! Thanks for getting in touch with us on Messenger. Please send us any questions you may have"*