

Additional setup

Chat access

Version 7.17



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PRODUCTS: **ALL CREATIO PRODUCTS**

To manage Facebook Messenger and WhatsApp chat channels in Creatio on-site:

- Switch Creatio from HTTP to HTTPS. Learn more in a separate article: [Switch a Creatio website from HTTP to HTTPS](#).
- Set up access to the chat service at `https://sm-account.creatio.com/` on the application server.
- Set up an incoming connection to HTTPS protocol and protection by a valid certificate for the `sm-account.creatio.com` chat service on the application server.

To manage Telegram chat channels, make sure the application server has internet access.

If your Creatio application uses two-factor authentication, grant `FacebookOmnichannelMessagingService`, `TelegramOmnichannelMessagingService`, `WhatsappOmnichannelMessagingService` services access to incoming requests.