HTS (GENERAL) - FREQUENTLY ASKED QUESTIONS

This document provides a comprehensive list of common FAQs for High Touch Support (HTS), with a special focus on questions frequently asked during onboarding. It covers workflows related to both UFAC (Unified Fake Account Checkpoint) and Account Access, aiming to help new team members understand key processes, challenges, and protocols involved in supporting these workflows effectively.

Q: When can I respond to Paused chats with Responses Received?
A: Always keep the My cases > Actionable tab open so that you can regularly check and ensure you respond to any "Response Received" chats and your cases have the correct statuses in general. If a user responds to a paused chat while you are working on two active chat cases, wait to resume the chat until you have completed one of the active chats (Source Async Guidance)

Q: How do I proceed if the Resolution followed per protocol does not work?
A: Please refer to the Troubleshooting section of the protocol. Refer to the platform specific troubleshooting steps that correspond with the Issue Type in your case.

Q: How can I open up a Facebook account with fewer than 6 digits in the FB UID (e.g. FB UID = 253)?
A: When a FB account's UID is shorter than 6 digits, the usual bunnylol shortcut "centra FBUID" may not work to open up the account in Centra. In this case, please first open up another FB account with longer FB UID in Centra (you can use this test account 61573908608273), then in the top search box of the Centra page, enter the actual FB UID you want to look up and then click the "Find" button which should enable you to pull up the FB account with short UID.

Q: Can we support users who are asking to recover their deceased relatives or friends' accounts?
A: No we cannot support such cases. Please inform users that they should submit a request to memorialize the account via this help article:
https://www.facebook.com/help/1111566045566400/

Q: At what point should I call a User?
A: When a User requests a call, when dealing with a complex issue or bug, if we no longer have chat as a channel and feel like a phone call would resolve the issue faster than email, and in cases where a User may benefit from being walked through the recovery process live due to tech-savviness, age, or difficulty understanding the process. Note that for the Account Access queue, user must pass at least one authentication challenge before they are eligible to receive phone support - more details on phone call protocol can be found here.

Q: Do we offer support for users who are trying to gain access to a friend/family member's account?
A: We can only do this if the user is physically with the account owner and helping with their support case. The original account owner is required for the selfie video authentication step in any case.

Q: How does our phone number appear when calling users?
A: When calling from Agent Connect the phone number that shows up from the user's perspective is a randomized domestic number in their country (e.g. +1XXX XXX XXXX if calling a user in the US)

Q: How does our email appear when emailing users?
A: All emails sent from Agent Connect are sent via a temporary randomized email address with the @support.facebook.com domain and is only active for that particular support case.

Q: How many days after a case has been closed can a user reopen the case?
A: 5 Days

Q: If a user recontacts us via a new chat after being previously verified do we have to restart the verification process?
A: If the user can return to their original chat, then they don't need to restart the verification process; otherwise, they will be required to restart the verification process.

Q: What is the difference between Account Access and UFAC?
A: Account Access is a generalized queue/entry point for users who are facing login issues due to being hacked, forgotten passwords or certain checkpoint statuses. Users in Account Access are needing to LOGIN. UFAC is an entry point for users who are already LOGGED in but are facing account issues such as accounts being disabled or restricted.

Q: Do we work on accounts with Bizwiz Tools?
A: Yes! We treat accounts with Biz Wiz tools as normal accounts.

Q: How do I escalate a case?
A: Talk to a SME and have them review the case and issue. From there, if the SME was unable to resolve the issue, the SME or team lead should follow the Escalation process to escalate the case to Meta internal team to review.

Q: How do I know what checkpoints I can and can't clear?
A: If a user can pass our authentication process, we should try our best to recover their account and clear checkpoints that they may be having issues with. The only exception is the Hacked+Disabled issue, where we will first need to confirm that the account was hacked before it was disabled, before offering resolution to the user.

Q: What do I do when I get a legal threat?
A: Follow the directives here KB.

Q:What is a credible threat?
A: It is a statement or action that reasonably makes someone fear for their safety, or the safety of others, and is made with the apparent ability to carry out the harm. It's not just any threat; it's one that is believed to be genuine and likely to be enacted. If you're unsure whether you've received a Credible Threat, please confirm with your TL.

Q: What if the user and the Comp Classifier are not matching?
A: If the user's issue description matches Comp Classifier, continue with the workflow steps. If the issue description and Comp Classifier do not match, complete further investigation via Activity Timeline.

Q: Should you enter the asset ID or the user ID into Centra?
A: Attempt the asset ID first. If that does not work, attempt the User ID. Note that User ID mainly applies primarily for IG cases.

Q: How does the case move from AI to an agent?
Once a user requests human support, the AI interaction will stop and the case will enter the support queue. You will see the previous interaction between the AI and the user in the chat history. In some instances, a case summary will automatically be generated.

Q: Should the agent proactively review the AI steps taken?
A: If the AI has completed any of the authentication steps, you do not need to re-review the actions taken. Meta trusts the AI to make good decisions and it has historically performed well, so we do not repeat unnecessary actions with the user.

The only scenario in which we should re-review an AI step is during the selfie approval process.

Q: Can an agent override another agent's actions within a case?
A: This scenario has not occurred yet. Whenever an agent is picking up a case, they should start where the previous agent left off.

Q: If a case is opened within 48 hours, and it was assigned to an agent who was OOO, will that case be transferred?
A: Yes. Team Leads will have the ability to transfer cases to ensure the user experience is not interrupted.

Q: How many cases can an agent have in their queue?
A: Agents are expected to handle two active cases at all times. Cases will automatically close after 48 hours have passed if the user is non-responsive.

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Q: What should an agent do upon logging in for the day?
A: Review existing cases with Response Received in their **My cases** tab in AGC first, before setting yourself as Available.

Q: How do agents determine if something is high or medium risk?
A: The title of the case indicates what the entry point is. Some entry points are higher risk than others, and require more detailed review.

Q: How can I access Common Responses?
A: Common Responses are primarily housed in Agent Connect. They are also built into the Agent Wizard.

Q: What happens if someone submits an incorrect code during their first attempt?
A: Make a second attempt and if the user provides an incorrect code a second time, do not recover the account.

Q: What is the difference between Internal Notes and Activity Log?
A: Internal Notes are concise, internal-use notes focused on next steps and escalation reasons the agent used and must be manually entered, while the Activity Log is a broader timeline and decision log that automatically captures the case history and agent actions for review and understanding of the case journey.