Is anyone else frustrated with Facebook developer support?

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2

Our app has been experiencing a bug with the Facebook/Instagram API where the time usage spikes to 100% with minimal usage. We're not alone, many other developers are experiencing the same problem with their apps as well. It's been a couple months of going back and forth with support, with no real action taking place.

"Ahmad" has said a couple times, that "engineering" is working on it. Then a few weeks later, more questions, and more suggestions that, "now it's been sent to a team to work on it". What happened to the previous "we're working on it" efforts?

Now after responding to a request for more information, I provided that information in a confidential reply. Then the confidential reply was deleted, and the bug report is summarily closed with no additional information. All this after we've shown extreme patience, and responsiveness in the face of delay and obfuscation.

This experience combined with other anecdotal information about the state of affairs within Facebook leads to a picture of a company struggling on many fronts. </soapbox>

Other

ai Liza
Asked **4 years ago**

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As a follow up, I was able to get my bug re-opened, and it appears to be back in the "investigating" stage. I provided the requested information again, making sure to post using the identity that originally created the bug report.

This might have been an issue previously, so watch for that when interacting with your bug reports, that you post with the correct ID if you have different accounts for different purposes.

ai Liza Apr 19, 2021 at 2:44 PM

2Answers

1

YES!!!! I have been trying to get help for days and days and have been given a massive run around.

Apr 15, 2021 at 2:09 PM

Upvote this reply if this answer helped you!

Sorry to hear. Maybe with enough "squeaky wheels", we can get some attention to our respective issues!

ai Liza Apr 15, 2021 at 6:05 PM

Agreed!!

Tara Apr 15, 2021 at 6:26 PM

Write a comment **Post Comment**

1

since the time i have shifted to this annoying CAPI, my pixel went cold now when i shifted back to pixel. IM GETTING Purchase Events May Be Dropped Due to Missing Event Source URL Parameter

ITS BEEN 3 WEEKS BEEN MAILING FACEBOOK AND ASKING QUESTIONS TO THE DEVELOPER NO ANSWER.

Also out of excitment they ask everyone to shift to CAPI without giving the know how ??? Every client uses different platforms like shopify woo comerce every intergation is different.

Apr 15, 2021 at 2:38 PM

Yash

Yash, did you write a bug report? Do this under the Support link in the developers site, if you have not done that yet.

ai Liza Apr 19, 2021 at 2:45 PM

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Status	Unresolved
Posted	4 years ago
Last Answered	4 years ago
Type	Platform Feedback/Rants

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