Facebook Sharing not showing results/user info

Posted by AlignToDivineHealth - 2017/07/17 22:04

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I created a new trivia quiz and required it to be shared on Facebook to see results.
When clicking that link to share it, it doesn't ask for any info and the post does not show results, just the name of the quiz with the pic to click to take the quiz.
I haven't changed anything regarding "I got {{userScore}} out of {{maxScore}}. What about you?" in the settings. And I acquired and added in the Facebook App ID.
It also doesn't give me any info on the person in the results section on the Wordpress back end.

This is the same for the personality quiz I created, sharing on Facebook does not show results, just the name of the quiz with the picture to click to take the quiz. The personality quiz was created for email opt-in and that is working. But when they "share on Facebook" again, no results show.

Did I skip a step somewhere? I've been pouring over the instructions but don't see what I'm doing wrong. http://www.ari-soft.com/images/fbfiles/images/arisoft_help_800x450-6e7212f042136fef2114ff86ed8b8fb0.jpg

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Re:Facebook Sharing not showing results/user info

Posted by admin - 2017/07/19 14:15

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Hello,

Could you provide a link to a quiz where the problem occurs? If it is private, you can send the link by email.

Regards,
ARI Soft

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Re:Facebook Sharing not showing results/user info

Posted by AlignToDivineHealth - 2017/07/19 17:24

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Yes, the quiz that requires Facebook Share to see results is:
http://spiritualyouniversity.com/chakra-quiz-2/

The one that requires email opt-in (which also does not show results when shared on Facebook) is:
http://spiritualyouniversity.com/chakra-quiz/

Thank you!

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Re:Facebook Sharing not showing results/user info

Posted by admin - 2017/07/21 10:32

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This is the same problem which is described before for a trivia quiz. We are working on improved sharing functionality and release new version of the plugin next Monday (24th July).

Regards,
ARI Soft

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Re:Facebook Sharing not showing results/user info

Posted by admin - 2017/07/26 18:21

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Hello,

"ARI Stream Quiz PRO" v. 1.5.0 is released. It is compatible wth Facebook API v. 2.9 and share result title/content/image

in post on Facebook.

Regards,
ARI Soft

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Re:Facebook Sharing not showing results/user info
Posted by AlignToDivineHealth - 2017/07/26 19:31

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Thank you. I just checked it and it appears to be working on the personality quiz now - if they share to their facebook page after opt-in. So that is nice!

However, for the trivia quiz it does not show results. Just a link to the quiz as it was before.

Also, (as this trivia quiz is set to see their results after they share it to their facebook page) does it supply us with any of their info such as email address or name? Or does it just show anonymous with the results to us on our backend in Wordpress?

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Re:Facebook Sharing not showing results/user info
Posted by admin - 2017/07/26 19:42

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"Share on Facebook to see results" option is used to stimulate users share links to quizzes. It is not used to collect user's data. For this purpose use parameters from "Collect users' data" section.

About the problem with a trivia quiz, could you provide a link to a quiz where the problem occurs (v. 1.4.21 is installed on spiritualyouniversity.com site)?

Regards,
ARI Soft

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Re:Facebook Sharing not showing results/user info
Posted by AlignToDivineHealth - 2017/07/26 20:05

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Thank you for the info on the results. That is what I thought, but just wanted to make sure.
The link is http://spiritualyouniversity.com/chakra-quiz-2/
Yes I have v 1.4.21 installed. I see when I checked that there is an update. That may be why? I will go update now.
Thank you for your quick reply!

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Re:Facebook Sharing not showing results/user info
Posted by AlignToDivineHealth - 2017/07/26 20:08

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Just updated, took the quiz again and it's still the same. Not showing with results.

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Re:Facebook Sharing not showing results/user info
Posted by admin - 2017/07/26 20:15

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"Share this quiz to see results" button is used to share a link to a quiz, not quiz results. Results can be shared if click "Facebook" button on quiz results page:

http://www.ari-soft.com/images/fbfiles/images/results-eb4665e32de8e3ffa7d4f9a1120844d7.jpg

Regards,
ARI Soft

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Re:Facebook Sharing not showing results/user info
Posted by AlignToDivineHealth - 2017/07/26 20:42

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Excellent, thank you! That makes sense. I appreciate your reply!

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