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Social Media Solution Guide

Social Media Plugin for Workspace Desktop Edition

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Social Media Plugin for Workspace Desktop Edition

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Overview

Genesys provides a plugin that adds functionality to Workspace Desktop Edition, enabling agents to handle social media interactions.

Outline of Deployment

Important

The 8.5.0 release of Social Media Plugin for Workspace Desktop Edition for Social Media requires Workspace 8.5.1 or later.

Important

- When installing Persistent Chat for Facebook, a mandatory upgrade of the latest version of [Workspace Desktop Edition \(WDE\)](#), and [Social Media Plug-in for Workspace Desktop Edition](#) is required.
- If you are using DMS then a mandatory upgrade of the latest version of WDE, Social Media Plug-in for WDE, and [Genesys Cloud API Driver for Facebook](#) is required.
- When installing a new Twitter media type twitterdirect for Twitter direct messages, a mandatory upgrade of the latest version of WDE, Social Media Plug-in for WDE, and [Genesys Cloud API Driver for Twitter](#) is required.

1. [Configure Interaction Workspace](#). Note that to use role-based access control, you must use Genesys Administrator to configure Workspace Desktop Edition and the plugin.
2. Install Interaction Workspace using the [non-ClickOnce deployment](#) procedure, also known as "installing the Interaction Workspace Application."

Tip

The social media plugin does not support ClickOnce deployment.

3. [Configure and install](#) the social media plugin, being sure that your configuration procedure includes importing the template and metadata for the plugin (see [Genesys Administrator 8.1 Help](#) for information on importing metadata). This makes roles and other required items available.

Important

Currently, only the "default" Social Media Plug-in theme for WDE is supported for Persistent Chat.

4. Assign privileges, if you are using role-based access control.
 - You must assign all Workitem privileges. The plugin does not support unassigned Workitem privileges.
 - Assign <socialmedia> privileges.
5. Provide values for the configuration options that you added to your Interaction Workspace Application, as described in the next section of this page.

TwitterDirect

[Added: 8.5.405.16]

Twitter direct messages now have their own separate media type called `twitterDirect`. All inbound or outbound interactions related to Twitter direct messages are processed by `twitterDirect` handler.

To enable `twitterDirect`:

1. Add new Media Type `twitterdirect` to Business attributes.
2. Add new Media Type `twitterdirect` to `Default_Social_Media_Capacity_rule` or any other custom capacity rule being used.
3. Import the template file `Social_plugin_Workspace_Desktop_Edition_854.tpl`; this template file has the following new attributes added which are specific to the `twitterdirect` media type:

```
twitterdirect.default-queue=*queue name*
twitterdirect.outbound-queue=*queue name*
workbin.twitterdirect.in-progress=Twitter Workbin InProgress
workbin.twitterdirect.draft=Twitter Workbin Draft
twitterdirect.hashtag-regex=(?: (?<=\\s) | ^) # (\\w*[A-Za-z_]+\\w*)
twitterdirect.max-chars=140
twitterdirect.direct-message-max-chars=10000
twitterdirect.mention-regex=@(\\w+)
twitterdirect.direct-message-disable-reply=true
twitterdirect.use-esp-broadcast=false
twitterdirect.response-wait-time=10000
twitterdirect.shortened-url-char-length=23
twitterdirect.toast-information-key=Subject
twitterdirect.url-regex=(http|https|ftp)\\:\\\\/[a-zA-Z0-9\\-\\.]+\\. [a-zA-Z]{2,3} (: [a-zA-Z0-9\\-\\.\\_?\\,\\'\\/\\\\+&%$#!=~\\)\\(\\*) * [^\\^\\u2026\\<\\\"\\.\\,\\)\\(\\s]
twitterdirect.sentmessages-image-max-height=60
twitterdirect.auto-answer=false
twitterdirect.prompt-for-done=false
intercommunication.twitterdirect.queue=
intercommunication.twitterdirect.routing-base-actions=
intercommunication.twitterdirect.routing-based-targets=
```

4. Once imported, correct the following attributes to:

```
twitterdirect.default-queue=*queue name*
twitterdirect.outbound-queue=*queue name*
```

5. If role base security is enabled, `security.disable-rbac = false`, then `Social_plugin_Workspace_Desktop_Edition_854.xml` must be imported into Genesys Administrator and must allow all privileges related to twitterdirect media channel.

Setting Options

This section provides an outline of the options for the Social Media plugin. Full descriptions of all options can be found in the [eServices 8.5 Reference Manual](#). Some options are similar enough for all media that they can be described together. In the following descriptions, `<media-type>` substitutes for twitter, facebook, facebooksession, or rss. For example, `<media-type>.response-wait-time` stands for `facebook.response-wait-time`, `facebooksession.response-wait-time`, `rss.response-wait-time`, and `twitter.response-wait-time`. All options are located in the `interaction-workspace` section.

Queue Options (mandatory)

You must set a value for these options.

- `<media-type>.default-queue`—Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses. In the [sample business processes](#) that are provided with Genesys Social Engagement, the names are:
 - Facebook Outbound Init Queue
 - Twitter Outbound Init Queue
- `<media-type>.outbound-queue`—Specifies the name of the queue in which an outbound interaction is to be placed when an agent is done editing it.

Regex Options

These options allow for certain strings to be highlighted and made clickable when interactions are displayed.

- `<media-type>.url-regex`—Highlights URLs and makes them clickable. Default value: `(http|https|ftp)\:\/\/[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\/?([a-zA-Z0-9\-\._?'\'\'\'\+&%$#!\= ~\)\(*)*[\^\^\u2026\<\"'\.\,)\(\s]`
- `<media-type>.hashtag-regex`—Highlights hashtags and makes them clickable. Default value: `(?:(?<=\s)|^)#(\w*[A-Za-z_]+\w*)`
- `twitter.mention-regex`—Highlights mentions in Twitter and makes them clickable.

Color Options

These options allow messages to be displayed in different colors in the Facebook Session view using Hexadecimal color codes.

- `facebooksession.background-color-agent`—Specifies the background color for agent messages.
- `facebooksession.background-color-client`—Specifies the background color for client messages.
- `facebooksession.background-color-error`—Specifies the background color for error messages.
- `facebooksession.background-color-external`—Specifies the background color for external messages.

Workbin Options

- `workbin.<media-type>.draft`

This option specifies the name of the workbin in which outbound interactions are placed. Outbound interactions are placed in the Draft workbin; for example, `workbin.facebook.draft` = Facebook Workbin Draft.

Other Options

- `<media-type>.response-wait-time`—Specifies the length of time that Workspace Desktop Edition waits for a response to a request to Interaction Server.
- `<media-type>.toast-information-key`—This is an instance of a more general Workspace Desktop Edition option. See, for example, [email.toast-information-key](#).
- `<media-type>.auto-answer`—Specifies whether the interaction is automatically accepted, and joined if necessary, when an Interaction Server Invite event is received.
- `<media-type>.subject-max-chars`—Specifies a maximum length of characters for an outbound interaction subject.
- `facebooksession.font-size-text`—Specifies the font size for message text in transcript.
- `facebooksession.get-transcript-interactions`—Specifies whether the main interaction window does (`true`) or does not (`false`) show transcripts of past interactions with the contact.
- `facebooksession.reconnect-attempts`—Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.
- `facebooksession.reconnect-timeout`—Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of connection loss.
- `facebooksession.show-system-messages-in-history`—Specifies whether system messages (such as joined/left session, error messages, and so on) are (`true`) or are not (`false`) shown when displaying previous chat sessions.
- `facebooksession.transcript-interactions-count`—Specifies the number of previous chat sessions that are shown when the Agent clicks "See older messages..."
- `facebook.comments-order-direction`—Specifies the order that comments are shown in, top to bottom. Possible values are:
 - ASC (the default)—older first
 - DESC—newer first
- `facebook.comments-pagination-size`—Specifies the number of comments (a) shown initially and (b) added when `show more` is clicked.
- `facebook.image-attachment-max-size`—Specifies the maximum size, in kilobytes, of a picture that is

attached to a post.

- `facebook.use-esp-broadcast`—Specifies whether the ESP request `GetChannelsDescription` is sent in broadcast mode.
- `intercommunication.<media-type>.queue`—Use this option as a template for any specific workitem media-type to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type. The following attached data are added by Interaction Worskpace: `IW_RoutingBasedOriginalEmployeeId`, `IW_RoutingBasedTargetId`, `IW_RoutingBasedTargetType`, `IW_RoutingBasedRequestType`.
- `keyboard.shortcut.interaction.facebooksession.transfer`—Specifies a valid shortcut key. For example: `'Win+A'`, `'D1'`, `'SPACE'`, `'Ctrl+Alt+V'`, `'Ctrl+Shift+Alt+V'`.
- `log.filter-data._facebookPictureBody`—Specifies whether the value of `_facebookPictureBody` in attached data is printed in log files.
- `twitter.direct-message-disable-reply`—Disables (true) or enables (false, the default) the **Reply** and **Replay All** buttons in Direct Message tweets. Added in release 8.5.300.03.
- `twitter.image-attachment-char-length`—Specifies the length, in characters, of the shortened URL Twitter uses to replace all images in the outbound message text.
- `twitter.image-attachment-max-size`—Specifies the maximum size, in kilobytes, of a picture that is attached to a tweet.
- `twitter.max-chars`—Specifies the maximum number of characters allowed per tweet or direct message.
- `twitter.sentmessages-image-max-height`—Specifies the maximum height, in pixels, of attached images in the History pane. The default value is 260, valid values are 50-1000, and changes take effect immediately. Added in release 8.5.300.03.
- `twitter.shortened-url-char-length`—Specifies the length to which Twitter shortens URLs.
- `twitter.use-esp-broadcast`—Specifies whether the ESP request `GetChannelsDescription` is sent in broadcast mode.

Emoji Picker

Enabling Emoji Picker

Tip

For more information about emojis in Genesys solutions, see this [article](#).

Social Media Plugin for Workspace Desktop Edition uses the following configuration options to display emojis in inbound interactions and in emoji picker:

- `facebook.font-name`
- `twitter.font-name`

To connect the emoji picker for Facebook and Twitter we have to add in WDE configuration settings in existing `interaction-workspace` section keys:

- facebook.emojis-business-attribute
- twitter.emojis-business-attribute

Set the value of the these attributes options to the name of a Business Attribute that defines the emojis that you want to support. It can be one common attribute, for example "Emojis", per both facebook and twitter mediatypes or different like for example "FacebookEmojis" and "TwitterEmojis".

Valid Values: The name of a Business Attribute that defines a set of emojis.

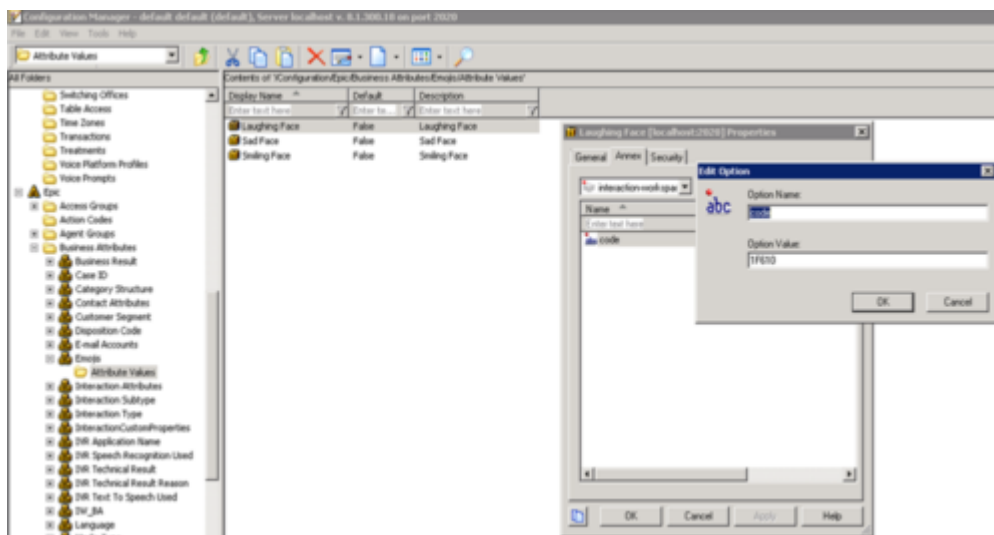
Changes take effect: At the next interaction.

Use the following steps to create a Business Attribute that defines the emojis that your agent can send:

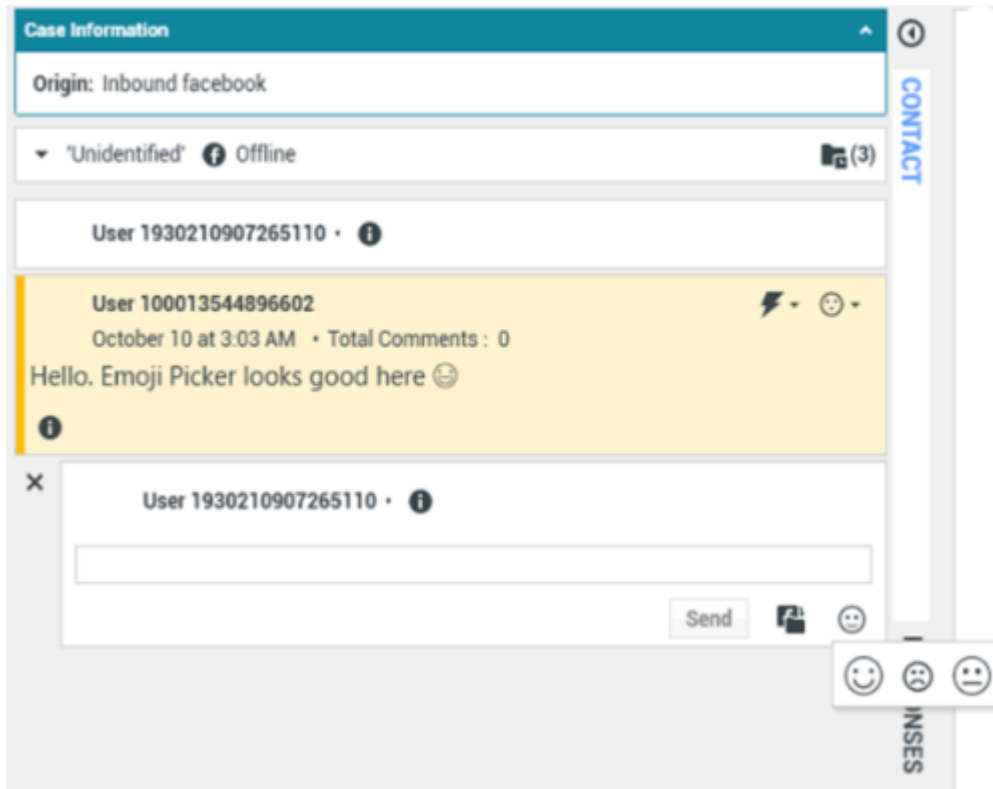
1. Create a new **Business Attribute** with a name (for example "Emojis"). This is the Business Attribute that you set as the value of the chat.emojis-business-attribute option.
2. In the **Attribute Value** tab of the **Business Attribute**, create one value for each emoji Unicode character that you want to support.
3. Name each value with a unique name, such as the number of the Unicode character that you want to support. The Display Name that you define is displayed in a tooltip when an agent hovers their mouse pointer over an emoji before selecting it from the chat text field tools.
4. For each attribute value, configure the code option and assign to it the value of the emoji Unicode character. The value of the Unicode emoji format is 1F6nn where nn are digits in hex format; for example: 1F607

The following procedure explains how to set up a sample laughing face emoji that has a Unicode = 1F610:

1. Under the *Emojis* business attribute, create a new Business Attribute Value.
2. Update the fields in the **General** tab with relevant information.
3. Create a new section called interaction-workspace in the **Annex** tab.
4. In the interaction-workspace section, create a new option with **Option Name** = code, and **Option Value** = 1F610



5. Save this Business Attribute Value. This configured emoji will appear in Emoji Picker now.



Enabling Emojis in WDE

Twitter and Facebook interactions support Unicode 6 emojis from an installed font such as Segoe UI Emoji. To enable emojis, you must:

1. Add the following parameters to the Social Messaging Server init file **JavaServerStarter.ini** under the [JavaArgs] section:
 - Dfile.encoding=UTF-8
 - Dfile.client.encoding=UTF-8
 - Dclient.encoding.override=UTF-8

Important

To avoid data corruption, you must ensure that all components in the chain of communication use UTF-8 encoding.

2. Install the font Segoe UI Emoji from <https://www.dafontfree.net/freefonts-segoe-ui-emoji-f63785.htm>.
3. Set the font name and font size for Twitter inbound interaction text and the font name for Twitter outbound interaction text by adding these options to the WDE configuration settings under the "interaction-workspace" section:

```
twitter.font-name="Segoe UI Emoji"
```

```
twitter.font-size=[specify font size if you need to change the default of 14]
```

4. Set the font name and font size for Facebook inbound interaction text and font name for Facebook outbound interaction text by adding these options to the WDE configuration settings under the `interaction-workspace` section:

```
facebook.font-name="Segoe UI Emoji"
```

```
facebook.font-size=[specify font size if you need to change the default of 14]
```

The related map between emoticons and emojis is defined in the file **EmoticonsEmojis.xml**, where you can add, update, or remove emoticon-emoji pairs. After editing this file, you must restart WDE.