GENESYS™

Social Media Solution Guide

Deploy Social Messaging Server with an RSS Channel

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Contents

Warning

The APIs and other features of social media sites may change with little warning. The information provided on this page was correct at the time of publication (22 February 2013).
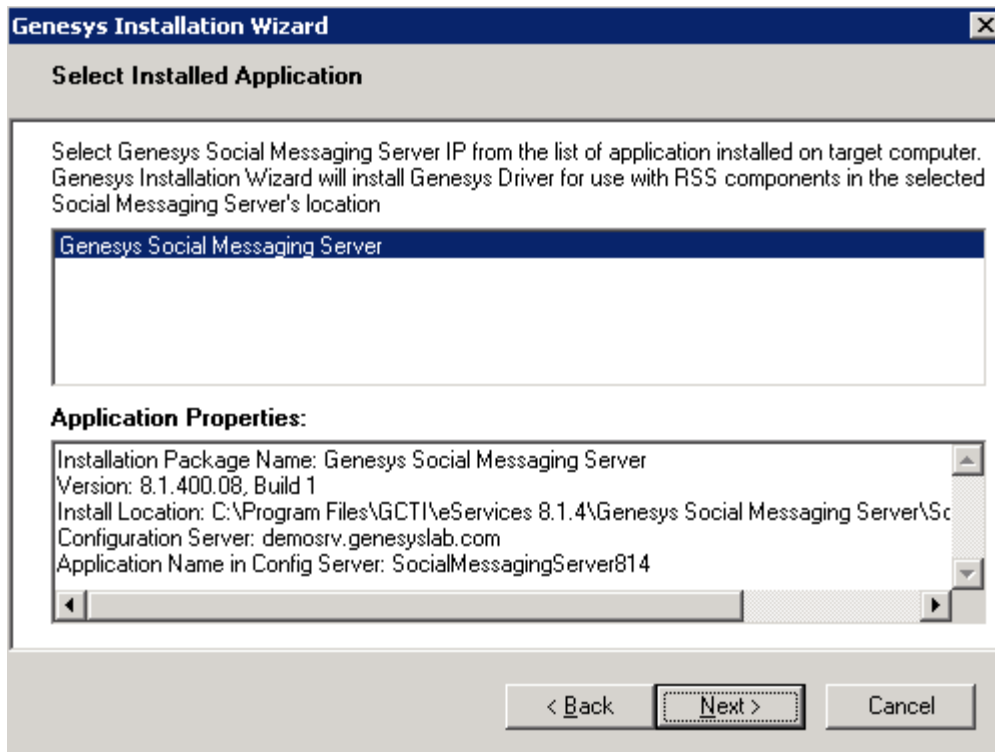
For an RSS channel, you need two installation packages: Social Messaging Server and Genesys Driver for Use with RSS. The Driver adds RSS-specific features to Social Messaging Server and does not require its own Application object in the Configuration Server database. You can also create a Custom Media Channel Driver.

Important

Unlike some other eServices components, Social Messaging Server does not require Java Environment and Libraries for eServices and UCS.

Prepare the RSS Channel

1. Deploy Social Messaging Server.
2. Run the installation for Genesys Driver for Use with RSS, selecting the desired Social Messaging Server object:

Select your Social Messaging Server Object

3. Locate the `driver-for-rss-options.cfg` configuration file in the **\<Social Messaging Server application>\media-channel-drivers\channel-rss** directory.

4. In Configuration Manager, open your Social Messaging Server Application, go to the **Options** tab, and import `driver-for-rss-options.cfg`.

Configure the Options

Set the following options:

Section	Option	Example
channel-<any name>	driver-classname	com.genesyslab.mcr.rss.driver.RssDriver
	inbound-route	101:rss_queue
	reconnection-timeout	115
	x-history-length	2500
	x-inbound-media	rss

Section	Option	Example
	x-itx-resubmit-attempts	5
	x-itx-resubmit-delay	90
	x-itx-submit-timeout	15
	x-print-rss-channel	true
	x-print-rss-items	18
	x-sampling-period	1200
channel-<any name>-monitor-<any name>	history-length	5000
	print-rss-channel	false
	print-rss-items	15
	rss-url	http://news.google.com/news?ned=usᎢic=w&output=rss ("World — Google News") http://news.google.com/news?pz=1&cf=all≠d=us&hl=enᎢic=tc&output=rss ("Technology — Google News") http://us.rd.yahoo.com/dir/RSS/xml/*http://dir.yahoo.com/rss/dir/getrss.php?comp ("What's New on Yahoo! — Computers and Internet") (Yahoo and Google also provide lists of RSS feeds at http://dir.yahoo.com/rss/dir/index.php and http://support.google.com/news/bin/answer.py?hl=en-GB&answer=59255, respectively.)
	sampling-period	1000
settings	hide-attached-data	false
	media-accounts-monitoring	true
	subject-size	40

Interaction Attributes

There are two types of interaction attributes provided by RSS Driver: media channel generic and RSS-specific. RSS-specific interaction attributes are named in accordance with this pattern: _rss<rss-specific attribute name>

Name	Description	
Generic Channel Attributes		
_umsChannel	Media channel name	
_umsChannelMonitor	Media channel monitor name	
attr_tenant_id	Tenant ID	
attr_media_type	Media type (RSS is the default; may be redefined in channel configuration)	
attr_itx_type	Interaction type	
attr_itx_subtype	Interaction subtype	
attr_is_online	Whether the media is online	
attr_queue	Queue	
attr_user_data	User data	
RSS-Specific Attributes		
_rssChannelTitle	Title	
_rssChannelCopyright	Copyright	
_rssChannelLink	Channel Link	
_rssChannelCategory	Category	
_rssChannelLanguage	Language	
_rssChannelPublishedDate	Date Published	
_rssChannelImageTitle	Title	
_rssChannelImageLink	Image Link	
_rssChannelImageUrl	Image URL	
_rssItemGuid	Globally Unique Identifier	
_rssItemTitle	Item Title	
_rssItemLink	Item Link	
_rssItemAuthor	Author	
_rssItemPublishedDate	PublishedDate	
_rssItemCategory	Category	
_rssItemFullDescription	Description	
_rssItemContent	Contents	

Next Steps

Review the sample RSS business process.