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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.

Prerequisites

- Workspace Desktop Edition 8.5.1 or later.

Outline of Deployment

You can install the plugin for Workspace Desktop Edition using ClickOnce deployment or non-ClickOnce deployment procedure.

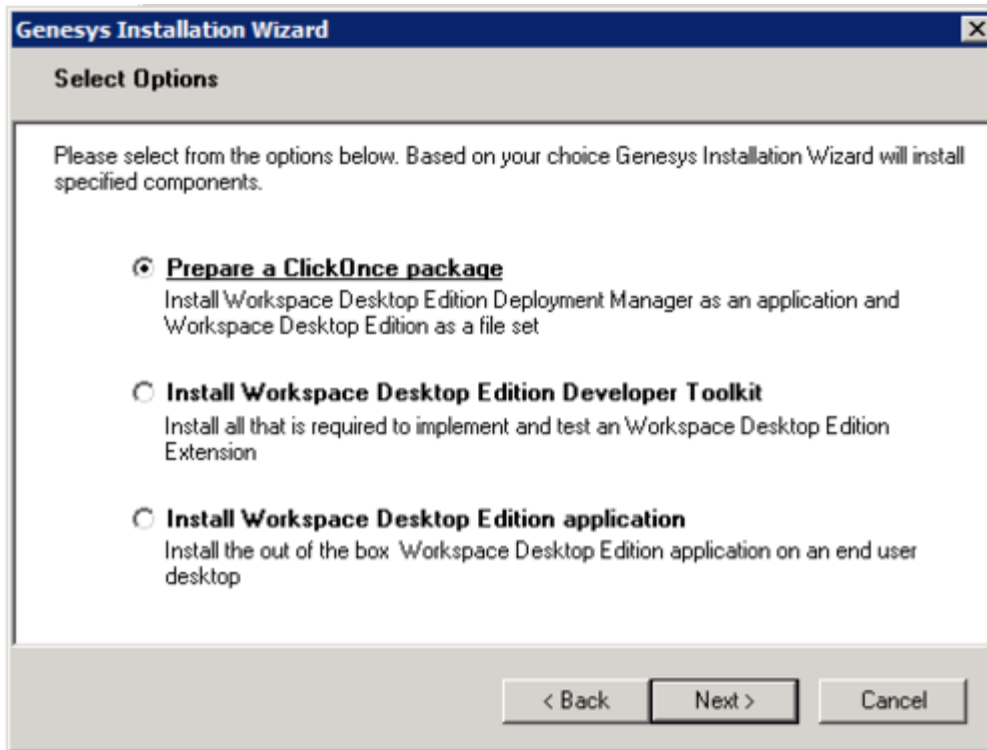
Important

- When installing Persistent Agent 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 [Digital Messaging Server](#), then a mandatory upgrade of the latest version of WDE, Social Media Plug-in for WDE, [Genesys Cloud API Driver for Facebook](#), and [Genesys Cloud API Driver for Twitter](#) is required.

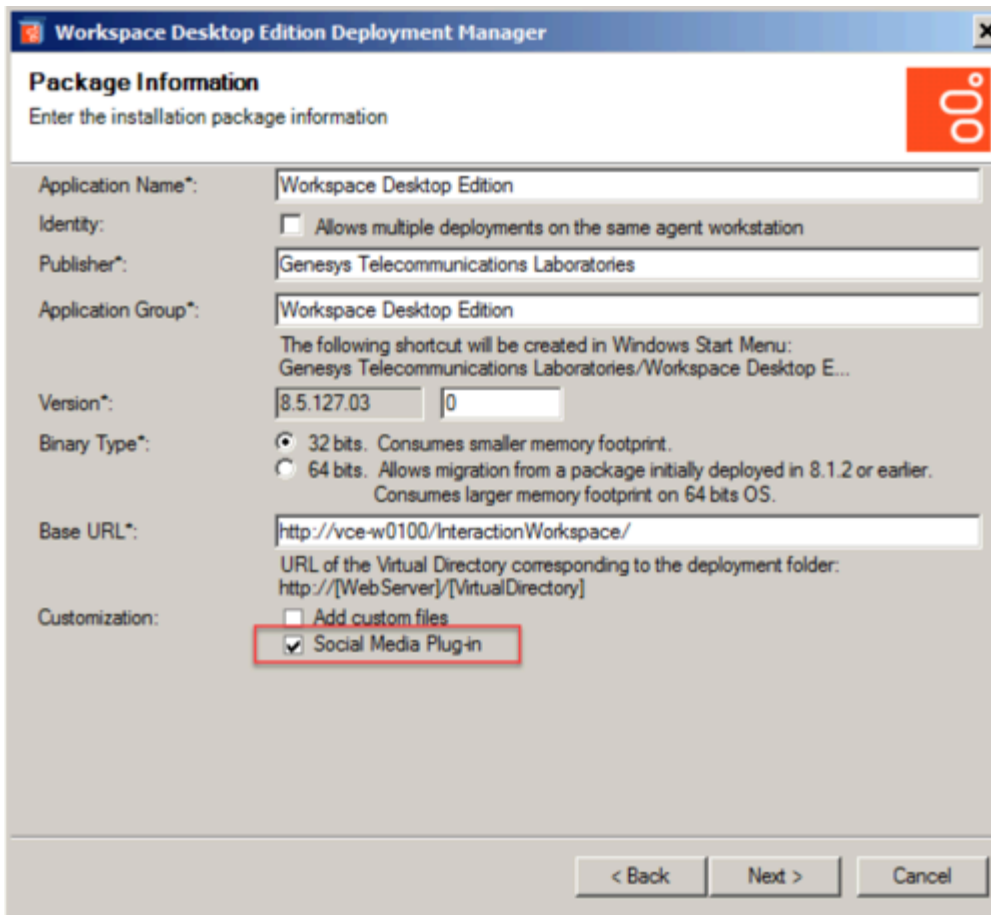
ClickOnce Deployment

Installation

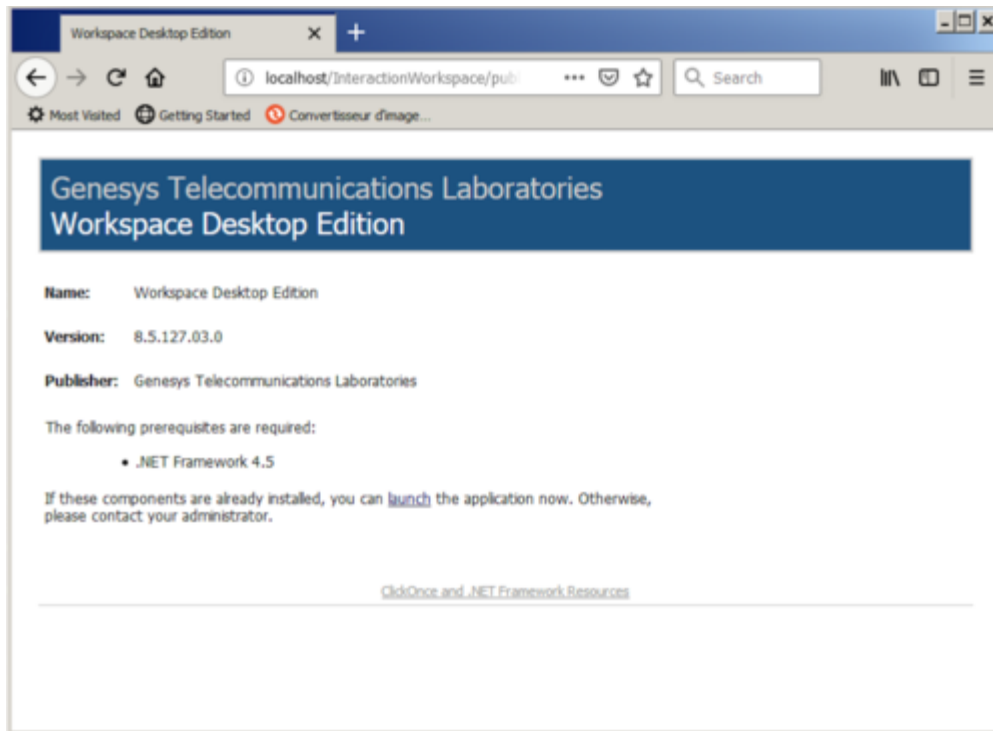
1. Install WDE using the **Prepare a ClickOnce package** option. For detailed information on ClickOnce deployment of WDE, see [WDE Deployment Procedures](#).



2. Install Social Media Plugin for Workspace Desktop Edition.
3. Select **Social Media Plug-in** when creating deployment package using Workspace Desktop Edition Deployment Manager.



4. Deploy Workspace Desktop Edition and Social Media Plugin for Workspace Desktop Edition via the published page.



Upgrade

1. Uninstall the existing Social Media Plugin for WDE.
2. Install the new plugin.
3. Select **Social Media Plug-in** when creating deployment package using Workspace Desktop Edition Deployment Manager.
4. Deploy Workspace Desktop Edition and Social Media Plugin for Workspace Desktop Edition via the published page.

Uninstall

1. Uninstall the existing Social Media Plugin for WDE.
2. Create deployment package using Workspace Desktop Edition Deployment Manager without selecting **Social Media Plug-in**.
3. Deploy Workspace Desktop Edition via the published page.

Non-ClickOnce Deployment

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."
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.
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.

Configuration Options

Refer to the **interaction-workspace** section to learn about the configuration options for the Social Media plugin in detail. This section provides an outline of the options. Click the option for the description in the pop-up.

Queue Options (mandatory)

You must set a value for these options.

- facebook.default-queue
- twitter.default-queue
- facebook.outbound-queue
- twitter.outbound-queue

Regex Options

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

- facebook.url-regex
- twitter.url-regex
- facebook.hashtag-regex
- twitter.hashtag-regex
- twitter.mention-regex

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
- facebooksession.background-color-client
- facebooksession.background-color-error
- facebooksession.background-color-external

Workbin Options

- workbin.facebook.draft
- workbin.twitter.draft

Media Filters in WDE

- contact.history.media-filters

Important

To support filtering of all types of Facebook and Twitter interactions in WDE, add the values facebook, facebooksession, facebookprivatemessage, twitter, and twitterdirect to the above option.

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.

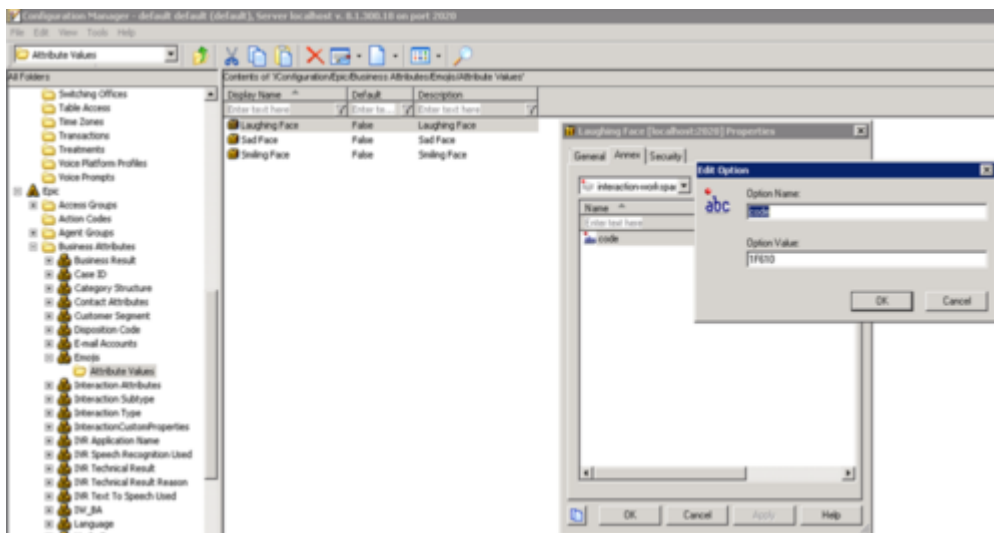
Changes take effect: At the next interaction.

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

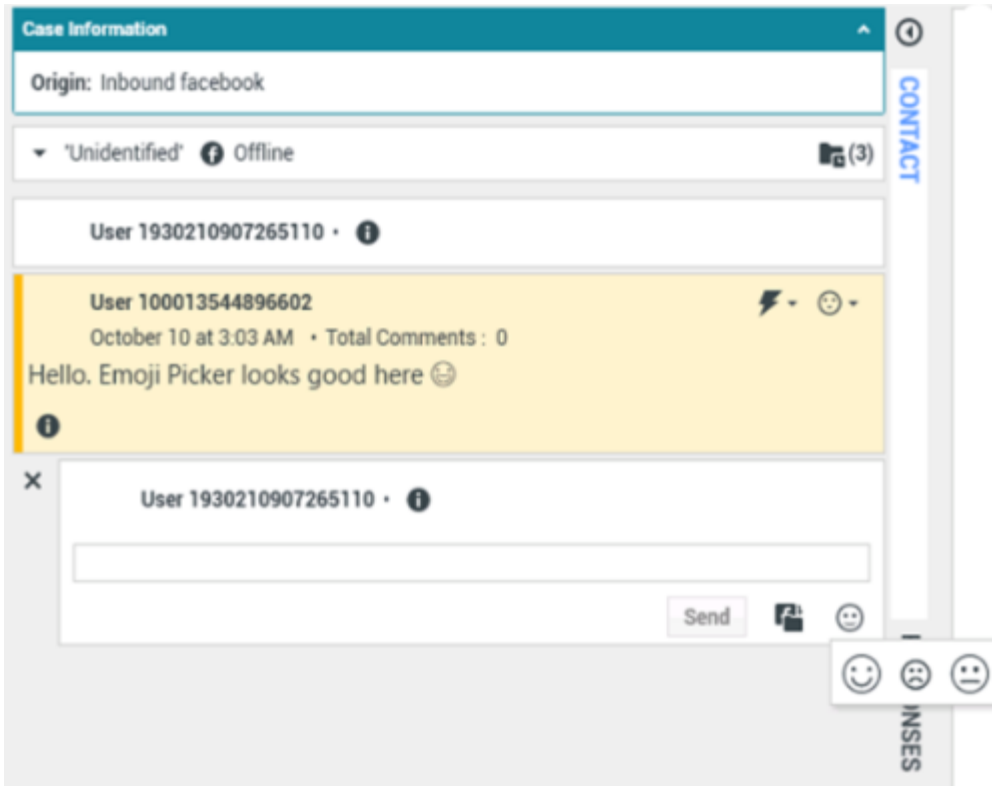
1. Create a new **Business Attribute** with a name (for example "Emojis"). This is the Business Attribute that you set as the value of the `chat.emojis-business-attribute` option.
2. In the **Attribute Value** tab of the **Business Attribute**, create one value for each emoji Unicode character that you 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 Digital 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.

Installing codecs for video and audio attachments

1. Install the latest K-Lite codec pack using the link: https://codecguide.com/download_kl.htm .
2. Install the latest QuickTime from Apple using the link: <https://support.apple.com/downloads/quicktime> .
3. Ensure that you have Windows Media Player installed. Otherwise, install it using the link: <https://support.microsoft.com/en-us/help/14209/get-windows-media-player> .
4. If you are on a Windows Server edition, turn on Desktop Experience.
5. Reboot your OS.