Social Media Solution Guide

Sample Business Process: Twitter BP - Threaded Routing

12/20/2025

Sample Business Process: Twitter BP - Threaded Routing

Twitter BP - Threaded Routing is a sample Business Process that submits grouped Twitter interactions to a configured agent group. It consists of ten strategies, four subroutines, and ten queues.

In broad terms, processing proceeds as follows:

1. **Twitter Inbound Strategy-TR**:

   1. A query is sent to Interaction Server to see if there is already an interaction with the same Twitter Group ID farther along in the strategy.

   2. Then,

      - If such an interaction is found, it is updated with the content of (merged with) the newer interaction, and the newer interaction is terminated.

      - If no such interaction is found in the strategy, then the current interaction proceeds to the buffer stage.

2. In the buffer stage, **Twitter Inbound Buffer Strategy-TR** holds the interaction for the period specified in the grouping-timeout option for the relevant Twitter channel. During this time, any other incoming interactions from this sender are added. When the specified period is up, the interaction is sent to Twitter Post Buffer Strategy-TR.

3. **Twitter Post Buffer Strategy-TR** is similar to Twitter Inbound Strategy in Twitter BP. It:

   1. Initializes the required variables.

   2. Ensures that the interactions are delivered to agents in the order they were created.

   3. Checks whether the interaction already exists in the UCS database and, if not, creates it.

   4. Associates the interaction with the correct thread.

   5. Creates contacts in UCS.

4. **TwitterCalculationOfDesktopFlagsOtherPosts-TR** calls in a cycle **TwitterCalculationOfDesktopFlags-TR** (which is similar to Twitter BP) for every item from the existing group of tweets.

5. The remaining seven strategies are the same as the strategies with the same names (minus the appended -TR) used in Twitter BP.

If the grouping-timeout option in Digital Messaging Server is missing or is set to an invalid value, Twitter BP - Threaded Routing works the same as Twitter BP.

Important

For the `MergeItxData` method in the ESP block of Twitter Inbound Strategy to work properly, the `settings/delay-updates` option in Interaction Server should be set to

`false`. With this setting, Interaction Server forces updates of interaction properties in the database each time it processes `RequestChangeProperties`.