



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Configuration Guide

Twitter

---

## Contents

- 1 Twitter
  - 1.1 twitter.auto-answer
  - 1.2 twitter.default-queue
  - 1.3 twitter.outbound-queue
  - 1.4 twitter.ringing-bell
  - 1.5 privilege.twitter.can-use

# Twitter

Workspace Web Edition provides the following options for managing Twitter:

## twitter.auto-answer

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a Twitter interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## twitter.default-queue

- Default Value: `Twitter Outbound Init Queue`
- Valid Values: A valid name of a Script of type `Interaction Queue`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the name of the default queue in the configuration layer.

## twitter.outbound-queue

- Default Value: `Twitter Outbound Queue`
- Valid Values: A valid name of a Script of type `Interaction Queue`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

## twitter.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the `|` separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the path of the sound file Workspace plays when a Twitter interaction is ringing. For example: `'BELL|7|0'`. The value has three components that are separated by the pipe (`|`) character. The first is the sound file name (the `BELL`, `RING`, `CHORD` or `WARNING` predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
  - `-1` — play and repeat the sound until an explicit message, such as event established, causes it to

stop.

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

### privilege.twitter.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: The agent is permitted to use the Twitter channel.