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Web Services API Reference

CometD notifications

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CometD notifications

You can subscribe to the **/v2/me/twitter** topic to receive **CometD** notifications for the Twitter API. This topic provides messages related to Twitter interactions, including changes Twitter interaction state, updates to Twitter interaction data, and updates to Twitter account following. It supports the following message types:

- **TweetStateChangeMessage**
- **TweetOperationResponse**

TweetStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case TweetStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the twitter interaction has changed. • PropertiesUpdated — The twitter data has changed. • TweetSaved — The twitter interaction has been saved. • Error — This is sent when an operation on the twitter resource fails.
data.tweet	A twitter resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
  "data": {
    "messageType": "TweetStateChangeMessage",
    "notificationType": "StatusChange",
    "referenceId": 139,
    "tweet": {
      "capabilities": [
```

```
    "Reply",
    "Retweet",
    "Transfer",
    "AddComment",
    "AttachUserData",
    "UpdateUserData",
    "DeleteUserData",
    "SetDisposition",
    "SetInFocus",
    "Complete",
    "MarkFavorite",
    "RemoveFavorite"
  ],
  "contactId": "0000Ka96XNNU4488",
  "from": "vitaliy_onv(Oleg Witcher)",
  "id": "01QN0QJNKK73600V",
  "message": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
  "receivedDate": "2015-07-10 13:26:58.000+0300",
  "revelantResponseTemplateGroups": [

  ],
  "state": "Processing",
  "subject": "On 12:58:9 11/5/2013, P created a pos...",
  "suggestedQueueUri": [

  ],
  "tweetType": "Inbound",
  "twitterCreatedAt": "2013-11-05T10:58:12Z",
  "twitterFromAddr": "vitaliy_onv",
  "twitterFromUserId": "2175525290",
  "twitterIsFavorited": "false",
  "twitterIsRetweet": "false",
  "twitterMsgId": "85262302",
  "twitterMsgPlainText": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
  "twitterMsgType": "Status",
  "twitterQueryName": "stream-user",
  "twitterRetweetCount": "0",
  "twitterSource": "<a href="http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
  "twitterToAddr": "vitaliy_onv",
  "twitterUserCreatedAt": "2013-11-05T06:56:43Z",
  "twitterUserFollowersCount": "0",
  "twitterUserFriendsCount": "0",
  "twitterUserId": "2175525290",
  "twitterUserImageURL": "http://abs.twimg.com/sticky/default_profile_images/default_profile_1_normal.png",
  "twitterUserIsFollower": "false",
  "twitterUserIsFriend": "false",
  "twitterUserLanguage": "r",
  "twitterUserName": "Oleg Witcher",
  "twitterUserScreenName": "vitaliy_onv",
  "twitterUserStatusesCount": "2",
  "twitterUserUtcOffset": "-1",
  "uri": "http://192.168.83.25:8090/api/v2/tweet/01QN0QJNKK73600V",
  "userData": {
    "CBR-IT-path_DBIDs": "",
    "CBR-Interaction_cost": "",
    "CBR-actual_volume": "",
    "CBR-contract_DBIDs": "",
    "ClassifiedAndScreened": "1",
    "Classify_Actionability_CtgId": "",
    "Classify_Actionability_CtgName": "",
    "Classify_Actionability_CtgRelevancy": ""
  }
}
```

```
"Classify_Sentiment_CtgId": "",
"Classify_Sentiment_CtgName": "",
"Classify_Sentiment_CtgRelevancy": "",
"ContactCreated": "false",
"ContactId": "0000Ka96XNNU4488",
"ContactIdList": "0000Ka96XNNU4488",
"CustomerSegment": "default",
"FirstName": "Oleg",
"FromAddress": "vitaliy_onv(Oleg Witcher)",
"IxnAlreadyCreatedInUCS": "1",
"KloutId": "",
"LastName": "Witcher",
"NumberOfContactsFound": "1",
"PegAGSocial Media Agent Group": 1,
"RRequestedSkillCombination": "",
"RRequestedSkills": None,
"RStrategyDBID": "985",
"RStrategyName": "Twitter Agent Delivery Strategy",
"RTargetAgentGroup": "Social Media Agent Group",
"RTargetAgentSelected": "a1",
"RTargetObjSelDBID": "117",
"RTargetObjectSelected": "Social Media Agent Group",
"RTargetPlaceSelected": "a1",
"RTargetRequested": "Social Media Agent Group",
"RTargetRuleSelected": "",
"RTargetTypeSelected": "2",
"RTenant": "Environment",
"RVQDBID": "",
"RVQID": "",
"RouterData70": "( "t="1383649092 0")",
"Screen_Actionability_CtgName": "",
"Screen_Actionability_CtgRelevancy": "",
"Screen_Actionability_ScreenRuleName": "",
"Screen_Sentiment_CtgName": "",
"Screen_Sentiment_CtgRelevancy": "",
"Screen_Sentiment_ScreenRuleName": "",
"ServiceObjective": 0,
"ServiceType": "default",
"Subject": "On 12:58:9 11/5/2013, P created a pos...",
"_umsChannel": "channel-twitter",
"_umsChannelInfo": {
  "_twitterSourceNickName": "Twitter Application SmServer-1",
  "_twitterUserId": "2175525290",
  "_twitterUserImageURL": "http://abs.twimg.com/sticky/default_profile_images/default_profile_1_normal.png",
  "_twitterUserName": "Oleg Witcher",
  "_twitterUserScreenName": "vitaliy_onv"
},
"_umsChatPossible": "false",
"_umsFromAddr": "vitaliy_onv",
"_umsInboundIxnSubmittedBy": "Cloud_localhost",
"_umsMediaAccount": "2175525290",
"_umsMediaType": "twitter",
"_umsMsgPlainText": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
"_umsRequestId": "14",
"desktop_actionable": "1",
"desktop_expand": "1",
"desktop_sentiment": "Neutral"
}
}
}
```

TweetOperationResponse

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case TweetOperationResponse.
data.success	Specifies whether the tweet operation was successful. The possible values are true or false.
data.errorMessage	If the success property has a value of false, then the notification will contain the errorMessage property with details about the error.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

Success

```
{
  "data":{
    "messageType":"TweetOperationResponse",
    "referenceId":1,
    "success":"true"
  }
}
```

Failure

```
{
  "data":{
    "messageType":"TweetOperationResponse",
    "referenceId":1,
    "success":"false",
    "errorMessage":"Unable to perform twitter operation"
  }
}
```