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Web Services and Applications Configuration Guide

Twitter Interactions

4/13/2025

Twitter Interactions

Workspace supports the following functionality for Twitter interactions:

- Accept an interaction
- Reject an interaction
- Ignore an interaction
- Mark Done an interaction
- One-Step Transfer an interaction
- Set Interaction Disposition

You use the following options in the **[interaction-workspace]** section to configure Twitter interactions:

- privilege.twitter.can-use Enables agent to use the Twitter channel.
- twitter.default-queue Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the the name of the default queue in the configuration layer.
- twitter.outbound-queue Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.
- interaction.disposition.is-mandatory Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy.
- interaction.disposition.is-read-only-on-idle Prevents changes to the disposition code after the interaction has been released. This option can be overridden by a routing strategy.
- interaction.disposition.key-name The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy.
- interaction.disposition.use-attached-data Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy.
- interaction.disposition.value-business-attribute A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code. This option can be overridden by a routing strategy.