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Digital Messaging Server Guide

Deploy DMS with a Twitter Channel

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For a Twitter channel, you need two installation packages:

- Digital Messaging Server
- Genesys Cloud API Driver for Twitter

The Driver adds Twitter-specific features to DMS and does not require its own Application object in the Configuration Server database.

You can also create a [Custom Media Channel Driver](#).

Important

Tweets from a customer who has a protected twitter account will not enter DMS even if the business twitter account is authenticated to view the protected tweets from the customer's twitter account.

Prepare the Twitter Channel

1. [Deploy DMS](#).
2. Run the installation for Genesys Driver for Use with Twitter, selecting the desired DMS object.
3. Locate the **driver-for-twitter-options.cfg** configuration file in the \<Digital Messaging Server application>\media-channel-drivers\channel-twitter directory.
4. In Genesys Administrator Extension, open your Digital Messaging Server Application, go to the **Options** tab, and import **driver-for-twitter-options.cfg**, selecting **No** in response to **Do you want to overwrite the existing data?**

Configure the Options

Refer to the [Genesys Cloud API Driver for Twitter](#) page in the [eServices Options Reference](#).