



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.

Digital Messaging Server Guide

Twitter Interaction Attributes

4/26/2025

Contents

- 1 Twitter Interaction Attributes
 - 1.1 Basic Attributes
 - 1.2 _umsChannelInfo Attributes
 - 1.3 _twitterUtterances Attributes
 - 1.4 Sample Interactions

Twitter Interaction Attributes

Basic Attributes

Genesys Cloud API Driver for Twitter adds the following attributes to the user data of a Twitter interaction.

Key name	Value type	Description
_twitterMsgType	UTF string	Message type Values: DirectMessage, Status.
_twitterQueryName	String	Query name of the channel monitor.
_twitterCreatedAt	UTC Time Zone	Message creation date and time.
_twitterMsgId	String	Message ID.
_twitterIsFavorited	String	Indicates whether the Tweet has likes (formerly known as favorites) or not.
_twitterFavoriteCount	Integer	Number of likes received by the Tweet.
_twitterUserName	String	Full name of the user who posted the Tweet.
_twitterFirstName	String	First name of the user.
_twitterLastName	String	Last name of the user.
_twitterUserId	String	Twitter user ID.
_twitterUserScreenName	String	Screen name of the user.
_twitterUserCreatedAt	UTC Time Zone	The UTC date and time when the user account was created on Twitter.
_twitterUserLanguage	String	Language code in the user's profile.
_twitterUserImageURL	String	URL of the user profile image (also known as avatar).
_twitterUserTimeZone	String	Time zone of the Twitter user.
_twitterUserUtcOffset	String	UTC offset for the user's time zone.
_twitterUserFollowersCount	String	The user's current number of followers.
_twitterUserFriendsCount	String	The number of other users this user is currently following.
_twitterUserStatusesCount	String	The number of Tweets (including

Key name	Value type	Description
		Retweets) posted by the user.
_twitterFromAddr	String	Screen name of the message author.
_twitterFromUserId	String	User ID of the message author.
_twitterUserIsFollower	String	Indicates whether the user is a follower of the channel's account or not.
_twitterUserIsFriend	String	Indicates whether the channel's account is following the user or not.
_twitterToAddr	String	Screen name of the message addressee.
_twitterToUserId	String	User ID of the message addressee.
_twitterMsgPlainText	String	Message content in plain text format.
Subject	String	Message subject.
_twitterMsgLanguage	String	Language code of the Tweet.
_twitterSource	String	Source of the message.
_twitterIsRetweet	String	Indicates whether the message is a Retweet of another message.
_twitterEntities	Key-value list	URL entities expressed as a key-value pairs list with URL and Media attributes.
_umsChannel	String	Channel name.
_umsMediaAccount	String	Twitter account ID of the channel.
_umsChannelInfo	Key-value list	The list of key-value pairs provided in _umsChannelInfo Attributes below.
_twitterUtterances	Key-value list	The list of key-value pairs provided in _twitterUtterances Attributes below.
_twitterTopics	String	Keywords in Tweets.
_twitterTimeFrame	String	Timeout for the group ID, in seconds. A new group ID is assigned after this timeout.
_twitterGroupId	String	Twitter group ID assigned to a group of Tweets from the same sender.

_umsChannelInfo Attributes

Key name	Value type	Description
_twitterUserId	String	Twitter account ID of the channel.
_twitterUserScreenName	String	Screen name of the channel's Twitter account.
_twitterUserName	String	The brand name which is the same as the channel's Twitter user name.
_twitterUserImageURL	String	URL of the brand's Twitter profile image (also known as avatar).
_twitterSourceNickName	String	Value retrieved from the x-source-nick-name configuration parameter.
_twitterSentiment	String	Sentiment polarity of the Tweet. It can be Positive, Neutral, or Negative.
_twitterSentimentScore	String	A numerical representation of the sentiment polarity of the Tweet.
_twitterSentimentConfidence	String	Confidence score of sentiment extractor.
_twitterActionability	String	A score determined by the number of Tweets that are accepted and rejected by agents. The default value is 50.

_twitterUtterances Attributes

Key name	Value type	Description
content	String	A speech act, usually a sentence from the received message/ Tweet. The initial message is divided into speech acts using punctuation patterns.
intention_type	String	Result of intention classifier.
intention_type_confidence	String	Confidence score of intention classifier.
sentiment	String	Sentiment polarity of the speech act. It can be Positive, Neutral, or Negative.
sentiment_score	String	A numerical representation of the sentiment polarity of the current speech act.
sentiment_confidence	String	Confidence score of sentiment extractor.

Key name	Value type	Description
topic_confidence	String	Confidence score of topic extractor.
topics	String	Noun phrases from the speech acts.

Sample Interactions

Public Tweet

```
'_twitterQueryName' [str] = "Public"
'_twitterCreatedAt' [str] = "2017-12-18T10:22:10Z"
'_twitterMsgType' [str] = "Status"
'_twitterMsgId' [str] = "942701514744672256"
'_twitterIsFavorited' [str] = "false"
'_twitterFavoriteCount' [int] = 0
'_twitterUserName' [str] = "Shruti Mishra"
'_twitterFirstName' [str] = "Shruti"
'_twitterLastName' [str] = "Mishra"
'_twitterUserId' [str] = "834289359406915584"
'_twitterUserScreenName' [str] = "shruti14111"
'_twitterUserCreatedAt' [str] = "2017-02-22T14:30:58Z"
'_twitterUserLanguage' [str] = "en"
'_twitterUserImageURL' [str] = "http://abs.twimg.com/sticky/default_profile_images/default_profile_normal.png"
'_twitterUserTimeZone' [str] = "New Delhi"
'_twitterUserUtcOffset' [str] = "19800.0"
'_twitterUserFollowersCount' [str] = "12"
'_twitterUserFriendsCount' [str] = "33"
'_twitterUserStatusesCount' [str] = "2071"
'_twitterFromAddr' [str] = "shruti14111"
'_twitterFromUserId' [str] = "834289359406915584"
'_twitterUserIsFollower' [str] = "true"
'_twitterUserIsFriend' [str] = "true"
'_twitterInReplyToUserId' [str] = "868003715545931776"
'_twitterToUserId' [str] = "868003715545931776"
'_twitterInReplyToScreenName' [str] = "Sparrow11071"
'_twitterToAddr' [str] = "Sparrow11071"
'_twitterMsgPlainText' [str] = "@Sparrow11071 Text Tweet to brand"
'_Subject' [str] = "@Sparrow11071 Text Twe..."
'_twitterMsgLanguage' [str] = "en"
'_twitterSource' [str] = "<a href='\"http://twitter.com\"' rel='\"nofollow\"'>Twitter Web Client</a>"
'_twitterIsRetweet' [str] = "false"
'_twitterEntities' [lst] = KVLList:
'Media' [lst] = KVLList:
'Url' [lst] = KVLList:
'_umsChannel' [str] = "channel-twitter-Test"
'_umsMediaAccount' [str] = "868003715545931776"
'_umsChannelInfo' [lst] = KVLList:
'_twitterUserId' [str] = "868003715545931776"
'_twitterUserScreenName' [str] = "Sparrow11071"
'_twitterUserName' [str] = "Sparrow Products"
'_twitterUserImageURL' [str] = "http://abs.twimg.com/sticky/default_profile_images/default_profile_normal.png"
'_twitterSourceNickName' [str] = "*set value*"
'_twitterSentiment' [str] = "Neutral"
```

```
'_twitterSentimentScore' [str] = "0.0"
'_twitterSentimentConfidence' [str] = "5.0"
'_twitterActionability' [str] = "50.0"
'_twitterUtterances' [lst] = KVList:
'_utterance-0' [lst] = KVList:
  'content' [str] = "@Sparrow11071 Text Tweet to brand"
  'intention_type' [str] = "JUNK"
  'intention_type_confidence' [str] = "3.0"
  'sentiment' [str] = "Neutral"
  'sentiment_score' [str] = "0.0"
  'sentiment_confidence' [str] = "5.0"
  'topic_confidence' [str] = "74.0"
  'topics' [str] = "text tweet,sparrow11071"
'_twitterTopics' [str] = "text tweet,sparrow11071"
'_twitterTimeFrame' [str] = "60.0"
'_twitterGroupId' [str] = "834289359406915584:5977904549637487079"
```

Direct Message

```
'_twitterQueryName' [str] = "User"
'_twitterCreatedAt' [str] = "2017-12-18T10:24:57Z"
'_umsMediaType' [str] = "twitterdirect"
'_twitterMsgType' [str] = "DirectMessage"
'_twitterMsgId' [str] = "942702217122824196"
'_twitterUserName' [str] = "Shruti Mishra"
'_twitterFirstName' [str] = "Shruti"
'_twitterLastName' [str] = "Mishra"
'_twitterUserId' [str] = "834289359406915584"
'_twitterUserScreenName' [str] = "shruti14111"
'_twitterUserCreatedAt' [str] = "2017-02-22T14:30:58Z"
'_twitterUserLanguage' [str] = "en"
'_twitterUserImageURL' [str] = "http://abs.twimg.com/sticky/default_profile_images/default_profile_normal.png"
'_twitterUserTimeZone' [str] = "New Delhi"
'_twitterUserUtcOffset' [str] = "19800.0"
'_twitterUserFollowersCount' [str] = "12"
'_twitterUserFriendsCount' [str] = "33"
'_twitterUserStatusesCount' [str] = "2071"
'_twitterFromAddr' [str] = "shruti14111"
'_twitterFromUserId' [str] = "834289359406915584"
'_twitterUserIsFollower' [str] = "true"
'_twitterUserIsFriend' [str] = "true"
'_twitterToAddr' [str] = "Sparrow11071"
'_twitterToUserId' [str] = "868003715545931776"
'_twitterMsgPlainText' [str] = "TEST DM"
'_Subject' [str] = "TEST DM"
'_umsChannel' [str] = "channel-twitter-Test"
'_umsMediaAccount' [str] = "868003715545931776"
'_umsChannelInfo' [lst] = KVList:
  '_twitterUserId' [str] = "868003715545931776"
  '_twitterUserScreenName' [str] = "Sparrow11071"
  '_twitterUserName' [str] = "Sparrow Products"
  '_twitterUserImageURL' [str] = "http://abs.twimg.com/sticky/default_profile_images/default_profile_normal.png"
'_twitterSourceNickName' [str] = "*set value*"
'_twitterEntities' [lst] = KVList:
'_Media' [lst] = KVList:
'_Url' [lst] = KVList:
'_twitterSentiment' [str] = "Neutral"
'_twitterSentimentScore' [str] = "0.0"
'_twitterSentimentConfidence' [str] = "5.0"
'_twitterActionability' [str] = "50.0"
```

```
'_twitterUtterances' [lst] = KVList:
'utterance-0' [lst] = KVList:
  'content' [str] = "TEST DM @Sparrow11071"
  'intention_type' [str] = "RECOMMENDATION"
  'intention_type_confidence' [str] = "24.0"
  'sentiment' [str] = "Neutral"
  'sentiment_score' [str] = "0.0"
  'sentiment_confidence' [str] = "5.0"
  'topic_confidence' [str] = "75.0"
  'topics' [str] = "sparrow11071"
'_twitterTopics' [str] = "sparrow11071"
'_twitterTimeFrame' [str] = "60.0"
'_twitterGroupId' [str] = "834289359406915584_868003715545931776:5977904549637654629"
```