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Digital Messaging Server Guide

Twitter Interaction Attributes

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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"
```