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## Genesys Engage Digital (eServices)

channel-twitter-\*any-name\* Section

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### allowed-content-types

**Default Value:** Twitter-Channel

**Valid Values:** comma-separated list of mime types

**Changes Take Effect:** Immediately

Lists the MIME types supported as attachments, in a comma-separated format. For example, "image/png, image/jpeg, application/pdf". If the value is not set, all media types (MIME standard) are downloaded. This option is valid only when the "fetch-image" option is set to true.

### compliance-enabled

**Default Value:** true

**Valid Values:** *true, false*

**Changes Take Effect:** Immediately

When set to *true*, the Digital Messaging Server handles Twitter compliance events. Otherwise it ignores and confirms it on HUB immediately

**Note:** Although you can enable or disable the compliance feature, you must always configure it to meet the **Twitter Compliance**. Genesys recommends that you enable this feature, otherwise you may

be in violation of Twitter's policy.

## confirm-failed-messages

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.018.01

Specifies whether a message must be confirmed if it cannot be processed during the fetch process.

## driver-classname

**Default Value:** com.genesyslab.mcr.smsserver.channel.twitter.cloud.TwitterCloudDriver

**Valid Values:** com.genesyslab.mcr.smsserver.channel.twitter.cloud.TwitterCloudDriver

**Changes Take Effect:** After restart

Specifies the class name of the media driver for a specific media service. The class name of the Genesys Driver for GSA cloud Twitter Channel is:

com.genesyslab.mcr.smsserver.channel.twitter.cloud.TwitterCloudDriver

## fetch-image

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

When set to *true*, the Digital Messaging Server downloads images attached to inbound messages. When this option has value *false*, an http link to a remote location storing message attachments is added to inbound messages.

## group-by-channel

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After restart

**Introduced:** 9.0.017.03

Specifies if new incoming Tweets are grouped together with any other Tweets of the same type from the same user via the same channel that are currently in the interaction queue. If this option is set to true, then Tweets are grouped in one post only if they are from the same channel. If it is set to false (default), then Tweets are grouped in one post even if they are from different channels.

## grouping-timeout

**Default Value:** No default value

**Valid Values:** Any integer from 0 to 3600 (one hour)

**Changes Take Effect:** After restart

**Modified:** 9.0.012.35

Specifies the time span (in seconds) within which Tweets must arrive in order to be grouped together. New incoming Tweets are grouped together with any other Tweets of the same type from the same user that are currently in the interaction queue. If this option has an invalid value (including none) or the option is missing, grouping is not done. The Twitter interactions are grouped under the following Tweet types:

- direct messages (DM)
- replies
- retweets
- public tweets

For example, if a user sends three public Tweets within the timeout, all three Tweets are grouped in one post. However, there separate groups are formed if a user sends a public Tweet, a reply, and another Tweet within the timeout. Note that the group ID contains Twitter user ID (or sorted user IDs in case of DM) and a post ID that initiated the grouping. The oldest post of the same author and type within the grouping interval is selected as the group initiating post.

## gsa-account-name

**Default Value:**

**Valid Values:** Any valid GSA cloud account name string

**Changes Take Effect:** After restart

**Discontinued:** 9.0.017.06

Specifies Genesys Social Analytics cloud account name that is used by the driver to access a Twitter service. Contact Genesys Customer Care to configure an account in Genesys Social Analytics cloud platform.

## gsa-api-key

**Default Value:**

**Valid Values:** Any valid GSA cloud API key string

**Changes Take Effect:** After restart

Specifies an access key that is used by the driver to access a Genesys Social Analytics cloud API. Contact Genesys Customer Care to obtain the value of this option.

## gsa-batch-limit

**Default Value:** 200

**Valid Values:** 1,500

**Changes Take Effect:** Immediately

Specifies maximum number of Twitter posts retrieved by the driver from GSA cloud API in a single request.

## gsa-batch-reserve-time

**Default Value:** 60

**Valid Values:** 10-3600

**Changes Take Effect:** Immediately

Specifies a period of time, in seconds, for which an inbound message is removed from the GSA cloud channel queue after it was fetched by the Digital Messaging Server. If the Digital Messaging Server does not send confirmation to the GSA cloud channel that the message was successfully processed within this period, it will be placed back into the queue.

## gsa-channel-id

**Default Value:**

**Valid Values:** Any valid GSA cloud channel ID string

**Changes Take Effect:** After restart

Specifies a channel ID in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option.

## gsa-channel-name

**Default Value:**

**Valid Values:** Any valid GSA cloud channel name string

**Changes Take Effect:** After restart

**Discontinued:** 9.0.017.06

Specifies a name associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

## gsa-url-base

**Default Value:**

**Valid Values:** Any valid URL string

**Changes Take Effect:** After restart

Specifies a Genesys Social Analytics cloud platform URL. Contact Genesys Customer Care to configure the value of this option.

## gsa-user-name

**Default Value:**

**Valid Values:** Any valid email address string

**Changes Take Effect:** After restart

Specifies a user's email address associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

## gsa-user-password

**Default Value:**

**Valid Values:** Any string

**Changes Take Effect:** After restart

**Discontinued:** 9.0.007.07 (renamed to password)

Specifies a user's password to access Genesys Hub. Contact Genesys Customer Care to configure the value of this option.

## inbound-route

**Default Value:**

**Valid Values:** \*tenant id\* : \*access point name\*

**Changes Take Effect:** After restart

Specifies the access point that is used to place submitted interactions for incoming messages.

## itx-resubmit-attempts

**Default Value:** 3

**Valid Values:** 0-9

**Changes Take Effect:** Immediately

Number of times that Digital Messaging Server attempts to resubmit an interaction. With a value of 0, no resubmit attempts are made. See "itx-submit-timeout" for a full description of the submission process.

## itx-resubmit-delay

**Default Value:** 30  
**Valid Values:** 1-120  
**Changes Take Effect:** Immediately

Time, in seconds that Digital Messaging Server waits between attempts to resubmit an interaction. See "itx-submit-timeout" for a full description of the submission process.

## itx-submit-timeout

**Default Value:** 10  
**Valid Values:** 1-60  
**Changes Take Effect:** Immediately

This option and the next two ones control the way that Digital Messaging Server submits interactions. The server submits a request with an inbound message to Interaction Server and waits itx-submit-timeout seconds for a positive response from the server. If the expected response has not been received within this time period, the server repeats the submit request up to itx-resubmit-attempts times, with a delay of itx-resubmit-delay seconds between successive attempts.

## max-attachment-size

**Default Value:** 0  
**Valid Values:** 0-50  
**Changes Take Effect:** After restart  
**Modified:** 9.0.012.12

Specifies the maximum allowed attachment size, in megabytes. Attachments that exceed this size limit are not downloaded. If the value is not set or the value is 0, the attachment limit is capped at 50 megabytes. This option is valid only when the "fetch-image" option is set to true.

## reconnection-timeout

**Default Value:** 180  
**Valid Values:** Any positive integer greater than or equal to 10  
**Changes Take Effect:** Immediately

Specifies the delay, in seconds, before the server starts the reconnection procedure to GSA cloud platform for this media channel if the connection was lost.

## sampling-period

**Default Value:** 10

**Valid Values:** 1-3600

**Changes Take Effect:** Immediately

**Discontinued:** 9.0.012.09

Specifies how frequently, in seconds, data-fetching from a Genesys Social Analytics cloud platform will occur.

## x-debug-mode

**Default Value:**

**Valid Values:** Any valid string with a consumer key secret

**Changes Take Effect:** After restart

If set to true, an extended form of logging is set for the driver. If set to false, a reduced form of logging is set for the driver.

## x-inbound-media

**Default Value:** twitter

**Valid Values:** Any valid string.

**Changes Take Effect:** Immediately

Specifies the media type that is assigned to interactions that are submitted to Interaction Server on incoming Twitter messages.

## x-sampling-period

**Default Value:** 10

**Valid Values:** 1-3600

**Changes Take Effect:** Immediately

**Introduced:** 9.0.012.09

Specifies how frequently, in seconds, data-fetching from a Genesys Social Analytics cloud platform will occur.

## x-source-nick-name

**Default Value:** Twitter-Channel

**Valid Values:** Any string

**Changes Take Effect:** Immediately

The option is used to add a description in a submitted interaction.



## x-submit-own-all

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

Specifies whether inbound messages that originate from the media account that is associated with this channel (“own” messages) are submitted to Interaction Server.