



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.

Genesys Cloud API Driver for Twitter

9.0.006.07

12/22/2025

9.0.006.07

Genesys Cloud API Driver for Twitter Release Notes

9.x Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/12/19	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Inbound media attachments in Twitter direct messages and public Tweets are now saved in the Universal Contact Server (UCS) database. (SMD-5907, SMD-5906)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [eServices](#)

Genesys Products

- [List of Release Notes](#)

Important

Configure the Twitter driver Configuration Options **ucs-in-use** to true and **fetch-image** to true to view the images and other media attachments successfully on WDE.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

- The current release of Cloud API Driver for Twitter (9.0.006.07) is compatible only with Social Media Plugin for WDE release 9.0.006.21 or higher and DMS release 9.0.002.06 or higher.
- If you plan to upgrade both Cloud API Driver for Twitter and Social Media Plugin for WDE, ensure the following upgrade order:
 1. Upgrade Social Media Plugin for WDE on all agent workstations.
 2. Upgrade Cloud API Driver for Twitter in DMS.