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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.