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Web Services and Applications Configuration Guide

Twitter Interactions

Twitter Interactions

Workspace supports the following functionality for Twitter interactions:

- Accept an interaction
- Reject an interaction
- Ignore an interaction
- Mark Done an interaction
- One-Step Transfer an interaction
- Set Interaction Disposition

You use the following options in the **[interaction-workspace]** section to configure Twitter interactions:

- `privilege.twitter.can-use` — Enables agent to use the Twitter channel.
- `twitter.default-queue` — Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the the name of the default queue in the configuration layer.
- `twitter.outbound-queue` — Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.
- `interaction.disposition.is-mandatory` — Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy.
- `interaction.disposition.is-read-only-on-idle` — Prevents changes to the disposition code after the interaction has been released. This option can be overridden by a routing strategy.
- `interaction.disposition.key-name` — The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy.
- `interaction.disposition.use-attached-data` — Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy.
- `interaction.disposition.value-business-attribute` — A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code. This option can be overridden by a routing strategy.