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Web Services and Applications Configuration Guide

Twitter

Contents

- 1 Twitter
 - 1.1 twitter.auto-answer
 - 1.2 twitter.default-queue
 - 1.3 twitter.outbound-queue
 - 1.4 twitter.ringing-bell
 - 1.5 privilege.twitter.can-use

Twitter

Workspace Web Edition provides the following options for managing Twitter:

twitter.auto-answer

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a Twitter interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

twitter.default-queue

- Default Value: `Twitter Outbound Init Queue`
- Valid Values: A valid name of a Script of type `Interaction Queue`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the name of the default queue in the configuration layer.

twitter.outbound-queue

- Default Value: `Twitter Outbound Queue`
- Valid Values: A valid name of a Script of type `Interaction Queue`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

twitter.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the `|` separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the path of the sound file Workspace plays when a Twitter interaction is ringing. For example: `'BELL|7|0'`. The value has three components that are separated by the pipe (`|`) character. The first is the sound file name (the `BELL`, `RING`, `CHORD` or `WARNING` predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
 - `-1` — play and repeat the sound until an explicit message, such as event established, causes it to

stop.

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

privilege.twitter.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: The agent is permitted to use the Twitter channel.