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Web Services API Reference

SetDisposition

5/10/2025

SetDisposition

This operation is part of the [Twitter API](#) section of the [Web Services API](#).

Overview

This request sets the disposition for the specified Twitter interaction using the provided parameters. It is processed by updating the key in the UserData.

Request URL	/api/v2/me/tweets/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the Twitter disposition.
dispositionKey	An optional string value to be used for the UserData key to denote the Twitter disposition. If not specified, the disposition key configured for the server is used.

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05J
{
  'operationName': 'SetDisposition',
  'dispositionKey': 'DISP_KEY',
  'disposition': 'resolved'
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 44
}
```

CometD Response

Message for Processing a Twitter Interaction

```
{
  "messageType": "TwitterStateChangeMessage",
  "notificationType": "PropertiesUpdated",
  "referenceId": 44,
  "twitter": {
    "capabilities": [
      "Reply",
      "Transfer",
      "AddComment",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetDisposition",
      "SetInFocus",
      "Complete"
    ],
    "contactId": "0000Ka96XNNU4488",
    "from": "vitaliy_onv(Oleg Witcher)",
    "id": "01QQQG2MU214P05K",
    "message": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
    "receivedDate": "2015-03-02 12:26:14.000+0200",
    "revelantResponseTemplateGroups": [

    ],
    "state": "Processing",
    "subject": "On 12:58:9 11/5/2013, P created a pos...",
    "suggestedQueueUris": [

    ],
    "twitterType": "Inbound",
    "uri": "http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05K",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ClassifiedAndScreened": "1",
      "Classify_Actionability_CtgId": "",
      "Classify_Actionability_CtgName": "",
      "Classify_Actionability_CtgRelevancy": "",
      "Classify_Sentiment_CtgId": "",
      "Classify_Sentiment_CtgName": "",
      "Classify_Sentiment_CtgRelevancy": "",
      "ContactCreated": "false",
      "ContactId": "0000Ka96XNNU4488",
      "ContactIdList": "0000Ka96XNNU4488",
      "CustomerSegment": "default",
      "DISP_KEY": "resolved",
      "FirstName": "Oleg",
      "FromAddress": "vitaliy_onv(Oleg Witcher)",
      "IxnAlreadyCreatedInUCS": "1",
      "KloutId": "",
      "LastName": "Witcher",
      "NumberOfContactsFound": "1",
      "PegAGSocial Media Agent Group": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "985",
    }
  }
}
```

```
"RStrategyName": "Twitter Agent Delivery Strategy",
"RTargetAgentGroup": "Social Media Agent Group",
"RTargetAgentSelected": "a1",
"RTargetObjSelDBID": "117",
"RTargetObjectSelected": "Social Media Agent Group",
"RTargetPlaceSelected": "a1",
"RTargetRequested": "Social Media Agent Group",
"RTargetRuleSelected": "",
"RTargetTypeSelected": "2",
"RTenant": "Environment",
"RVQDBID": "",
"RVQID": "",
"RouterData70": "(t="1383649092 0")",
"Screen_Actionability_CtgName": "",
"Screen_Actionability_CtgRelevancy": "",
"Screen_Actionability_ScreenRuleName": "",
"Screen_Sentiment_CtgName": "",
"Screen_Sentiment_CtgRelevancy": "",
"Screen_Sentiment_ScreenRuleName": "",
"ServiceObjective": 0,
"ServiceType": "default",
"Subject": "On 12:58:9 11/5/2013, P created a pos...",
"_twitterCreatedAt": "2013-11-05T10:58:12Z",
"_twitterFromAddr": "vitaliy_onv",
"_twitterFromUserId": "2175525290",
"_twitterIsFavorited": "false",
"_twitterIsRetweet": "false",
"_twitterMsgId": "63493545",
"_twitterMsgPlainText": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
"_twitterMsgType": "Status",
"_twitterQueryName": "stream-user",
"_twitterRetweetCount": "0",
"_twitterSource": "<a href="http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
"_twitterToAddr": "vitaliy_onv",
"_twitterUserCreatedAt": "2013-11-05T06:56:43Z",
"_twitterUserFollowersCount": "0",
"_twitterUserFriendsCount": "0",
"_twitterUserId": "2175525290",
"_twitterUserImageUrl": "http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
"_twitterUserIsFollower": "false",
"_twitterUserIsFriend": "false",
"_twitterUserLanguage": "r",
"_twitterUserName": "Oleg Witcher",
"_twitterUserScreenName": "vitaliy_onv",
"_twitterUserStatusesCount": "2",
"_twitterUserUtcOffset": "-1",
"_umsChannel": "channel-twitter",
"_umsChannelInfo": {
  "_twitterSourceNickName": "Twitter Application SmServer-1",
  "_twitterUserId": "2175525290",
  "_twitterUserImageUrl": "http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
  "_twitterUserName": "Oleg Witcher",
  "_twitterUserScreenName": "vitaliy_onv"
},
"_umsChatPossible": "false",
"_umsFromAddr": "vitaliy_onv",
"_umsInboundIxnsSubmittedBy": "Cloud_localhost",
"_umsMediaAccount": "2175525290",
"_umsMediaType": "twitter",
"_umsMsgPlainText": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
```

```
        "_umsRequestId": "14",
        "desktop_actionable": "1",
        "desktop_expand": "1",
        "desktop_sentiment": "Neutral"
    }
}
```

Message for Composing a Twitter Interaction

```
{
  "messageType": "TwitterStateChangeMessage",
  "notificationType": "PropertiesUpdated",
  "referenceId": 32,
  "twitter": {
    "capabilities": [
      "Cancel",
      "Send",
      "AddComment",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetDisposition",
      "SetInFocus",
      "Transfer"
    ],
    "id": "01QQQG2MU214P05J",
    "state": "Composing",
    "twitterType": "Outbound",
    "uri": "http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05J",
    "userData": {
      "DISP_KEY": "resolved"
    }
  }
}
```