

GENESYS

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Web Services API Reference

Twitter Resource

Twitter Resource

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The Twitter resource includes properties that describe the current state of the Twitter interaction and the available operations, given the current state. Twitter interactions are returned from GET requests to /api/v2/me/tweets?fields=*.

Sample Data

```
"id": "01QHAK2MYW30A00C",
      "contactId": "0000MaACGF0J000K",
     "message": "Hello world!",
"parentId": "01QHAK2MYW30A00B",
"state": "Composing",
      "twitterType": "Outbound",
"uri": "http://localhost:8081/api/v2/tweet/01QHAK2MYW30A00C",
      "userData": {
            "To": "some_twitter_account",
"_twitterInReplyToStatusId": "80884709",
"_twitterMsgType": "status",
"_umsChannel": "channel-twitter"
     },
"capabilities": [
"Capabilities": [
            "Send",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Transfer"
}
```

Resource Details

Field	Description
id	The Twitter interaction's unique identifier.
contactId	A unique identifier for a contact record within Universal Contact Server (UCS).
message	The Twitter message text.
parentld	The parent interaction identifier, if it exists.
state	The Twitter interaction's current state. Possible values: "Invited (Inbound)", "Processing (Inbound)", "Composing (Outbound)", "Completed".
twitterType	The type of Twitter interaction. Possible values: "Inbound", "Outbound".
capabilities	Operations that are possible with the current interaction state. Possible valid values are all Twitter-related API actions.

Field	Description
userData	A map of custom values that do not always belong within the Twitter interaction itself.