# GENESYS™

# Web Services and Applications Configuration Guide

Twitter

5/5/2025

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# 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.