GENESYS

Web Services API Reference

Twitter Resource

12/12/2025

Twitter Resource

Contents

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": [
        "Cancel",
        "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.
parentId	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.