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Web Services and Applications Configuration Guide

Twitter

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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.