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Workspace Desktop Edition Help

[Twitter Interaction](#)

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Twitter Interaction

Tip

Are you looking for **tutorials** to help you learn how to use this feature? Check out the [Related Resources](#) section at the bottom of this article.

Interaction Workspace enables you to handle social media interactions from the Twitter website.

For the following actions, see:

- Have an [Instant Message](#) consultation
- Mark multiple inbound interactions as Done in [Workbin](#)
- Delete multiple outbound interactions in [Workbin](#)
- Add a [Note](#)
- Access [contact information](#) and [history](#)
- Mark an interaction as Done

Display Twitter User Profile Information

Click the **Show Info**  button to see the user profile information. You can also click the user name to open the Twitter page with user profile information.

Display the Number of Twitter User Tweets

The **Statuses Count** icon  2625 indicates the number of user Tweets.

Display the Actionability and Sentiment of the Twitter Interaction

When a Twitter interaction arrives, you can access **Actionability** and **Sentiment** icons, which could have one of the following values or be undeclared:

- Actionability—Possible values are **Actionable** , **Not Actionable** , or **undeclared** .
- Sentiment—Possible values are Positive , Negative , Neutral , or undeclared .

Actionable tweets are colored in yellow, and non-actionable in gray or white.

Actionability and Sentiment are based on the **classification** and **screening** results obtained from Genesys Knowledge Management.

Update the Actionability and Sentiment of the Twitter Interaction

While processing the interaction, you have the option to change the value of the corresponding Actionability and Sentiment key by clicking the related icon and then choosing the correct value.

Display the Followers Count

The number after the **Followers Count** icon  938 indicates the number of Twitter users following this account.

Display Designation that User is a Follower

The **Twitter**  icon indicates that the user is a Twitter follower.

Follow/Unfollow a Twitter User

You can become or stop being a follower of an author of the Twitter message.

Click the **Followed** button  to unfollow this account. A menu appears where you can select **Unfollow**:



The button changes to **Not Followed** . Or, in case you change your mind, click the **Not Followed** button. The menu re-appears where you can select **Follow**:



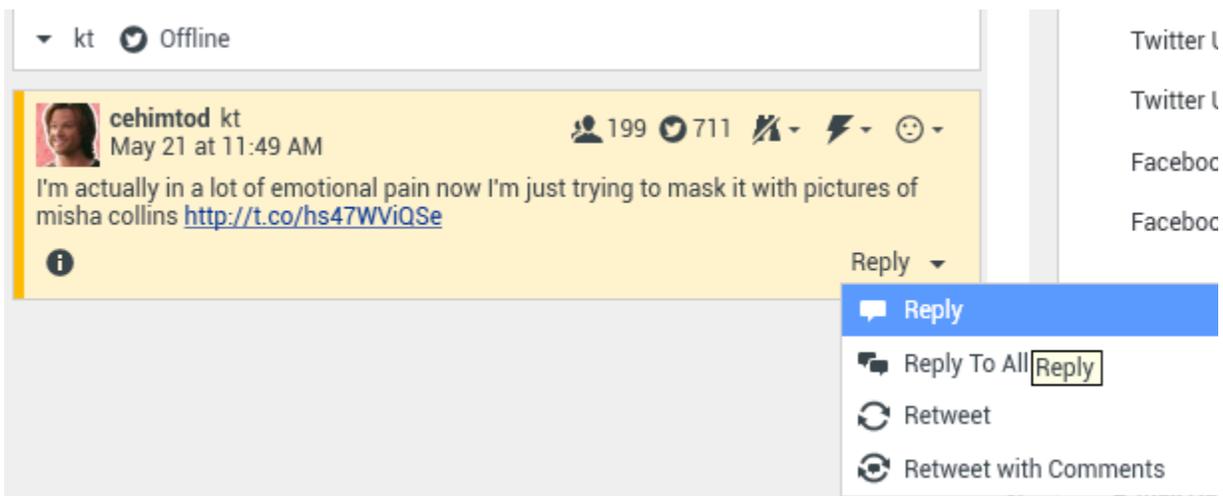
Automatic Insertion of "Mentions"

A mention (@ + <username>) is automatically inserted into replies, Reply All, Retweet w/ Comments, and new tweets with Mention. This @<username> becomes a clickable link to the contact's Twitter profile once the interaction arrives at Twitter.

If you type @<username> into any message, and <username> corresponds to a Contact, this mention also becomes a link to the contact's Twitter profile once the interaction arrives at Twitter.

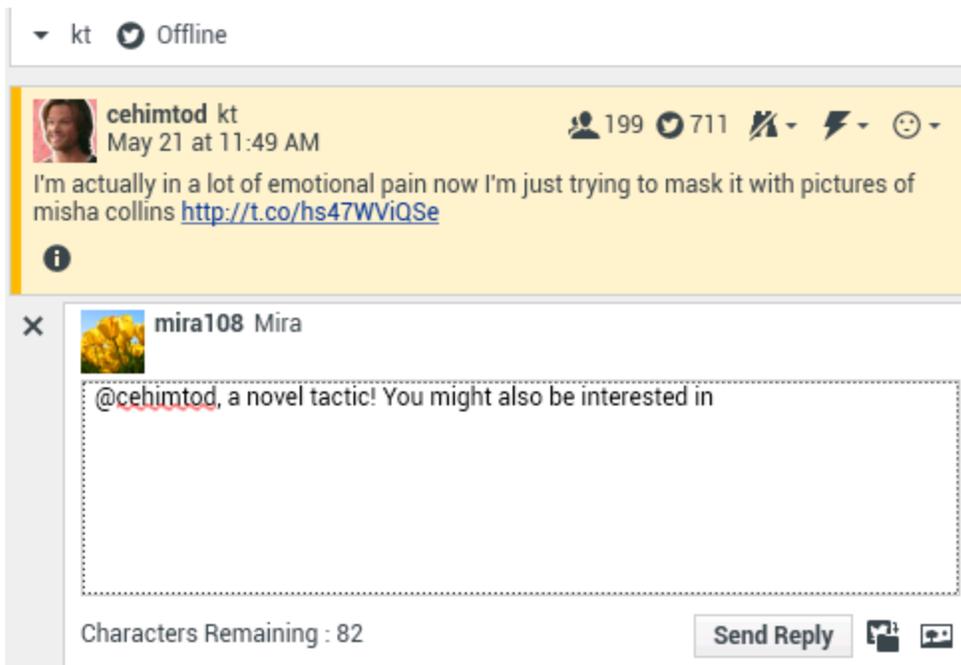
Reply to the Original-Routed Tweet

The original-routed Tweet appears in the left margin under the **Case Information** area. To reply to the Tweet, click **Reply**, or click the down arrow after **Reply**. A menu drops down. Select a reply type (see figure below).



Replying to a Tweet

A text box opens. Select a Twitter handle from which you want to send your reply to the Twitter user. Enter your text. The text size is limited by the `twitter.max-chars` option value (the default value is 140). To automatically spell-check your reply, right-click and select **Spellchecking**. You can also copy and paste selected text. When done, click the button to send the reply (see figure below).



Enter Reply Text.

Reply to all Participants in the Current Tweet Thread

Click the down arrow after **Reply**. A menu drops down. Select **Reply to All**.

Reply by Direct Message

When the Twitter message author is a follower, you can send a direct message to the author as a form of reply.

Retweet

Click the down arrow after **Reply**, select **Retweet** from the menu, and then click the **Retweet** button.

Retweet with Comments—Initiate a New Tweet with Reply to Sender

You can make a new Tweet and reply to the sender of the current message, including the text of this message, and add additional comments. You can also copy and paste selected text. A Retweet indicator (RT) is automatically inserted at the start of the message text. Click down arrow after **Reply**, select **Retweet with Comments**, enter the text, and click **Send Retweet with Comments**.

New Unsolicited Tweets and Messages

The Workspace User's Guide describes how to [create and send outbound unsolicited messages to a Twitter user](#).

Emoji and emoticon support

Workspace supports standard emojis and emoticons, both inbound and outbound. You see best results when the **Segoe UI Emoji** font is installed on your system.

Use the Standard Response Library

When replying to a Tweet or creating a new unsolicited Tweet, you can insert a standard response. Click the vertical **Responses** button in the middle of the window to open a Standard Response library. You can search by keywords or open folders and access the responses.

If the standard response includes an attached image the attachment is inserted as well, as long as the message allows attached images.

Your system might be set up to enable you to automatically insert a response by typing a pre-defined [shortcut](#) keyword.

Attach an Image

You can attach an image to a new unsolicited Tweet, a reply, a Reply to All, or a Retweet with Comments. (You cannot attach an image to a retweet or any type of direct message).

To attach an image, click the **Add Picture** button , then use the resulting dialog box to navigate to the desired file. This icon appears below the text box in replies and Retweets with Comments; it appears below the text box in unsolicited Tweets.

The following image formats are supported:

- JPEG
- JPG
- PNG
- GIF

Access Case Data

The Case Information (attached data) area provides information about a Twitter interaction. Your system administrator configures which attached data is displayed; examples are Message type, Query name, and User location.

Delete an Outbound Interaction

To delete an outbound interaction, click the **Delete** button  on the toolbar at the top of the interaction window.

Reply to a Twitter Interaction Using Another Media

You can reply using a voice call, email, or SMS. The Workspace can present a drop-down list of available channels to access a contact.

If as an agent, you learn other contact information (not Twitter-specific), such as a contact's phone number or email, you can manually enter this on the Information tab. The corresponding choice for the available media channels will then appear when you click the arrow just above the button used to transfer (near the user name).

If a channel is not configured or the contact information for this channel is absent, No possible action is displayed.

Place Interactions in a Workbin

To place an interaction, inbound or outbound, in a workbin, click the **Move To Workbin** button .

Consult with Another Agent Using Voice

Click the down arrow on the **Start a Consultation** button  and select the Type of target. Click the magnifying glass to search by name or phone number.

Transfer to an Agent Group, Agent, Interaction Queue, or Skill

Click the **Transfer**  button to select the Type of target. Click the magnifying class to search by name or phone number.

Open a Clickable Shortened URL

Twitter messages are limited to 140 characters. If you enter a URL in a Twitter message, a lot of the available characters for your reply are already taken. To overcome this problem, Twitter in its web interface for creating messages converts very long URLs into short URLs. In a short URL, the "long" URL is being replaced by a shorter URL in the form of an automatically generated combination of letters and digits. Interaction Workspace uses such shortened clickable URLs.

Open a Twitter User Profile Page Using Clickable Mentions

The @ sign is used to call out usernames in Tweets, like this: Hello @JoeBelow! Click a username preceded by the @ sign to link to a Twitter user profile.

Perform a Search in Twitter Using a Clickable #hashtag

Twitter uses the # symbol, called a hashtag, to mark keywords or topics in a Tweet. Hashtags help you find Tweets of interest. You can use the hashtag symbol # before relevant keywords in their Tweet to categorize those Tweets to show more easily in Twitter Search. Clicking on a hashtagged word in any message shows you all other Tweets in that category. Hashtags can occur anywhere in the Tweet

Display In-Reply-to Tweet

If the delivered Tweet interaction is a reply to another Tweet, Interaction Workspace allows you to access the original Tweet by clicking the user name located after **In Reply to**. An opened browser window displays the parent Tweet in Twitter.

Select a Disposition Code

You can select the **Dispositions** tab and choose a Disposition code for the original routed Twitter interaction. For more information about how to configure and use selected Dispositions, see [Workspace Desktop Edition Help](#).

Select Multiple Interactions of the Same Direction in Workbin

If a workbin contains multiple interactions that are all either inbound or outbound, you can select them all and apply an action; for example, Move to Queue or Mark Done.

Respond to tweets from My History

You can respond to tweets, retweet, and add tweets to favorites from the My History tab, enabling you to act on interactions marked as done.

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- [Handle A Twitter Interaction](#)
- [Blend Different Media Into A Single Conversation](#)
- [Main Window Basics](#)
- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

Related topics

- [Functionality Overview](#)
- [Components, Features, and Controls](#)
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