Digital Messaging Server Guide

Deploy DMS with a Twitter Channel

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For a Twitter channel, you need two installation packages:

- Digital Messaging Server
- Genesys Cloud API Driver for Twitter

The Driver adds Twitter-specific features to DMS and does not require its own Application object in the Configuration Server database.

You can also create a Custom Media Channel Driver.

> ### Important
> Tweets from a customer who has a protected twitter account will not enter DMS even if the business twitter account is authenticated to view the protected tweets from the customer's twitter account.

Prepare the Twitter Channel

1. Deploy DMS.
2. Run the installation for Genesys Driver for Use with Twitter, selecting the desired DMS object.
3. Locate the **driver-for-twitter-options.cfg** configuration file in the **\<Digital Messaging Server application>\media-channel-drivers\channel-twitter** directory.
4. In Genesys Administrator Extension, open your Digital Messaging Server Application, go to the **Options** tab, and import **driver-for-twitter-options.cfg**, selecting **No** in response to **Do you want to overwrite the existing data?**

Configure the Options

Refer to the Genesys Cloud API Driver for Twitter page in the eServices Options Reference.