

UNITY CONTACT CENTER – TWITTER SETUP

1 Choose a Queue

Media Streams are created within Queues. From within the portal select the Queue that you want this Media Stream to be created within.

Details Automatic Assignment Branding Portal User Accounts License Details Users History Log User Templates **Contact Center** CPaaS Numbers

kakaposystems Contact Center Queues

Multi-media queues currently used by this group.

Wildcards are automatically added when searching.

Name	Timezone	Agents Joined
Android Support	India Standard Time	4/5
Charter Test	Eastern Standard Time	2/2
Chris Lab	GMT Standard Time	14/24
Dashboard Support	India Standard Time	9/14
Development Queue	GMT Standard Time	5/19
Dynamic Sales	GMT Standard Time	1/1
Holidays	GMT Standard Time	1/1
Identifier Test One	GMT Standard Time	0/0
Identifier Test Two	GMT Standard Time	0/0
Kakapo IndiaContact	India Standard Time	9/19
Kakapo Live Streams	GMT Standard Time	6/17
Kakapo Sales	GMT Standard Time	6/9
Kakapo Support Channels	GMT Standard Time	8/17
Kakapomarketing@kakaposystems.com	GMT Standard Time	0/0

2 Setting Up Twitter

From within the Queue click “Add Media Stream”



New Media Stream

Add or update a media stream to the queue, each media stream represents an entry point into the queue through a media type

Name

Language

Media Type

Conversation Can Be Transferred

Availability

- Callback
- Email
- SMS
- Twitter
- Web Chat

Timezone Daylight savings from Sunday 27/03/2022 at 01:00 until Sunday 30/10/2022 at 02:00

In Office Profile

Use Last Agent If Available OFF

Reopen Conversation On Reply OFF

Twitter Configuration

Twitter Handle

If one or more email addresses has been entered in the Administration section (See section 3.1 of the main Unity Contact Center user guide) then when creating a Twitter Media Stream, you only need to provide a name – you won't need to provide a Twitter handle.

If you set the Twitter handle and then click "Add Media Stream" then you will get the option to complete the authorization yourself, or send the authorization email to the email addresses in the Administration section (see section 3.1 of the main Unity Contact Center user guide).

If you do not set the Twitter handle, then an authorization email will be sent to the email addresses in the Administration section (see section 3.1 of the main Unity Contact Center user guide) and prompt the addressee to complete the Twitter setup and authorization.

Twitter will then open in a new tab and ask you to authorise the app. Enter your Twitter login details and click Authorise app.

Authorise Unity Contact Center to use your account?

KakapoSystems

.....

Remember me · [Forgotten your password?](#)

Authorise app Cancel

This application will be able to:

- Read Tweets from your timeline.
- See who you follow, and follow new people.
- Update your profile.
- Post Tweets for you.
- Access your direct messages.



Unity Contact Center
www.kakaposystems.com

Provides integration between Twitter and Unity Contact Center to route tweets and direct messages to Unity agents

The portal will then show the below message if it has been successful:

Authentication Succeeded

The media stream was successfully authorized with Twitter, please close this browser tab

If the authentication is unsuccessful (if you are using a Twitter Handle that is already being used by another Twitter Media Stream) then the portal will show this message:

Authentication Failed

The media stream was successfully authorized with Twitter, but the action message to update the media stream could not be sent to the contact server

Please close this browser tab and try to authorize with Twitter again through the media stream profile.

New Media Stream

Add or update a media stream to the queue, each media stream represents an entry point into the queue through a media type

This Twitter handle is already being used, please use another

If you enter an incorrect Twitter handle, then the app will authenticate but will not be configured with the relevant details and will therefore not work.

3 Adding a Routing Phase

A routing phase is a rule that instructs the Contact Center who to alert when a new Twitter conversation comes in. Routing phases are managed through the Contact Center Media Stream menu, as shown below.

Twitter Support

Manage this contact center media stream using the components below



Profile

Configure the contact center media stream



Routing Phases

Manage the routing phases for this media stream

To add a new routing phase click “Add Phase”, fill in the required fields, add the desired users and then click Add Phase.

First Phase

Phases are used to configure routing rules for a media stream when a new message is received

Phase Number

Name

Routing

Phase Duration (seconds)

Automatic Bounce Duration (seconds)

Include Agents From Previous Phases

Loop Through Agents Until Duration Elapsed

Agents will be ordered based on the longest overall idle time for all media streams, regardless of the order given below

Agents

All Agents (Staff Group) Arjun Harikumar (extrn8004@kakaposystems.com) Athul (extrn8005@kakaposystems.com) Bifin Jose (extrn8006@kakaposystems.com) DESKTOP-EJM8E00 (080027D1A821-762)	Steve Tutt (stevetutt@kakaposystems.com) Chris Tutt (christutt@kakaposystems.com) Jenna Wimshurst (jenna.wimshurst@kakaposystems.com)
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You have now successfully created a Twitter Media Stream, the Agents assigned to the Queue in the routing phase should now restart their Unity client. Once they have done that the new Queue/Twitter Media Stream will be available in the Personal Wallboard.

Please refer to the full-length user guide for more information and in-depth instructions on setting up and using Unity Contact Center.