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.

2   Setting Up Twitter

From within the Queue click "Add Media Stream"

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 the provide 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.

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

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:

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	1
Name	First Phase
Routing	Longest Idle at Agent ▼

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

Phase Duration (seconds)	600
Automatic Bounce Duration (seconds)	60
Include Agents From Previous Phases	ON
Loop Through Agents Until Duration Elapsed	ON

Agents

All Agents (Staff Group)
Arjun Harikumar (extn8004@kakaposystems.com)
Athul (extn8005@kakaposystems.com)
Bifin Jose (extn8006@kakaposystems.com)
DESKTOP-EJM8E0O (080027D1A821-762)

Add
Add All
Remove

Steve Tutt (stevetutt@kakaposystems.com)
Chris Tutt (christutt@kakaposystems.com)
Jenna Wimshurst (jenna.wimshurst@kakaposystems.com)

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.