

UNITY CONTACT CENTER – TWITTER SETUP

1 Setting up a Queue

In the Kakapo Portal go to Contact Center and then click Queues and Add Queue then enter an identifier and a name for the queue. The identifier is not seen by customers and cannot be modified so please make sure the correct identifier is used.

Select from the list of restrictions and set the time zone for that queue. Click “Add Queue”. To then make changes in that queue select “View” against the queue name.

	Identifier	Name	Current State
<input type="button" value="View"/>	bolt.sales@unityclient.com	Bolt Sales	Online
<input type="button" value="View"/>	Website@kakaposystems.com	Kakapo Systems	Online

2 Setting Up Twitter

Click Add Media Stream, select Twitter from the drop down menu and input the relevant Twitter handle without the @ sign.

Details Automatic Assignment Branding Portal User Accounts License Details Users History Log User Templates

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

Conversation Can Be Escalated

Availability

Timezone

In Office Profile

Use Last Agent If Available


Reopen Conversation On Reply

Twitter Configuration

Twitter Handle

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?



Unity Contact Center
www.kakaposystems.com

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

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.

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

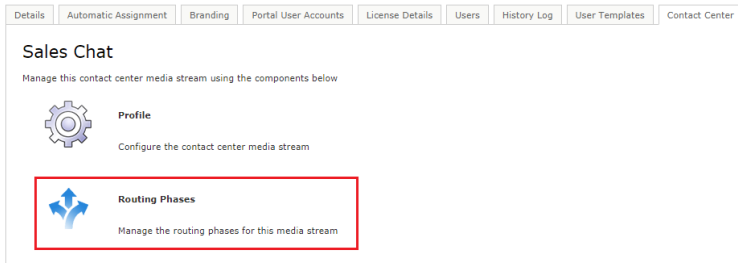
Name

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:

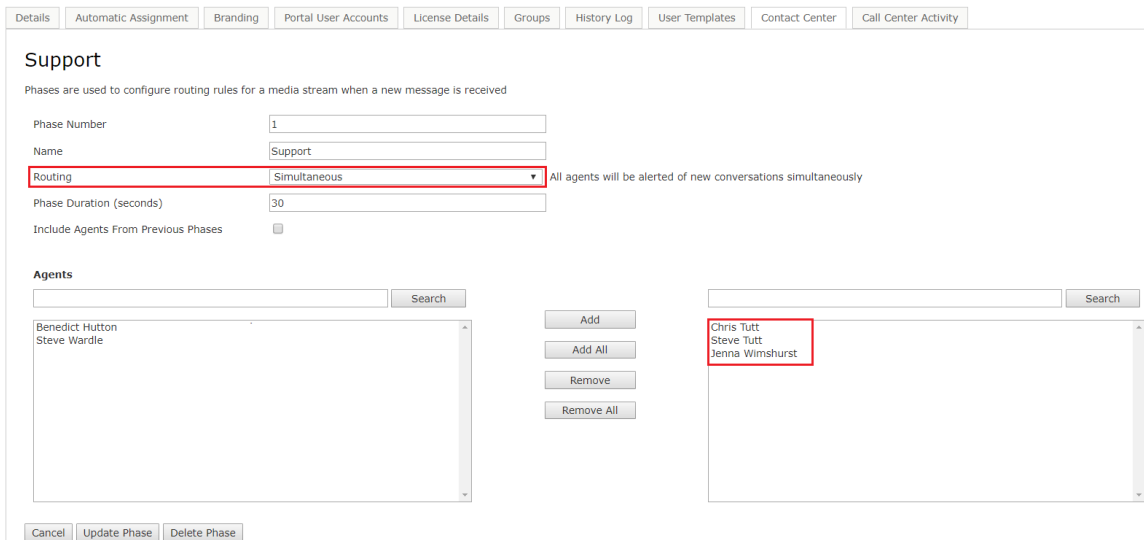
Twitter Configuration	
Twitter Handle	<input type="text" value="kakapohelp1233"/>
Twitter Access Token	<input type="text"/>
Twitter Verification Code	<input type="text"/>
Twitter Account ID	<input type="text"/>

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.



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



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.