

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 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 and then select the Queue name to add Media Streams.

Identifier	Name	Current State
boltsales@unity.com	Bolt Sales and Returns	Online
KakapoLiveStreams@KakapoSystems.com	Kakapo Live Streams	Online
contactmsq@kakapoindia	KakapoindiaContact	Online
ProductionStreams@KakapoSystems.com	Production Streams	Online
steve@steve.com	Steve CC	Online

2 Setting Up Twitter

To log in to a Twitter Media Stream simply enter the Twitter handle and click “Add Media Stream”.

Twitter Configuration

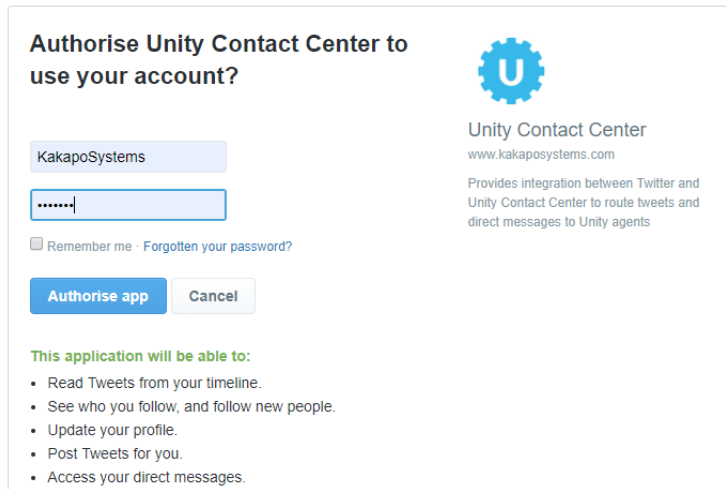
Twitter Handle

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).

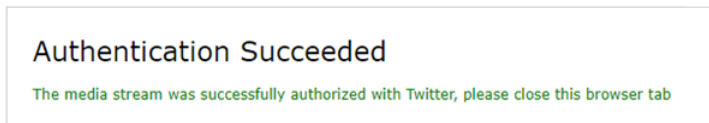
If you do not set the Twitter handle, then an authorization email will be sent to the email addresses in the Administration section (see section 3.1 of the main Unity Contact Center user guide) and prompt the addressee to complete the Twitter setup and authorization.

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



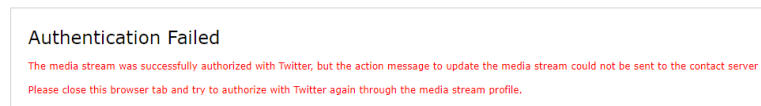
The screenshot shows a Twitter authorization window. On the left, it asks to 'Authorise Unity Contact Center to use your account?' and shows the app name 'KakapoSystems' and a password field. Below the password field is a 'Remember me' checkbox and a link for 'Forgotten your password?'. There are 'Authorise app' and 'Cancel' buttons. On the right, there is a blue gear icon with a white 'U' inside, followed by the text 'Unity Contact Center' and the website 'www.kakaposystems.com'. Below that, it states 'Provides integration between Twitter and Unity Contact Center to route tweets and direct messages to Unity agents'. At the bottom, it lists permissions: '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:



The screenshot shows a message box with the title 'Authentication Succeeded' and the text '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:



The screenshot shows a message box with the title 'Authentication Failed' and the text '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

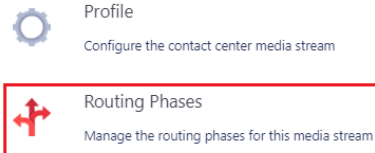
If you enter an incorrect Twitter handle, then the app will authenticate but will not be configured with the relevant details and will therefore not work.

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):

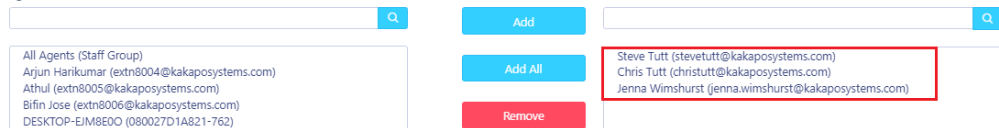
Automatic Bounce Duration (seconds):

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)

Add
Add All
Remove

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.