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
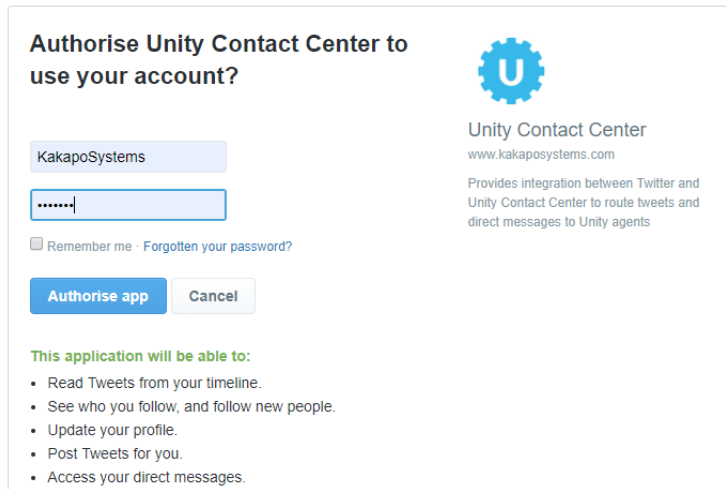
Twitter Handle	chris.test

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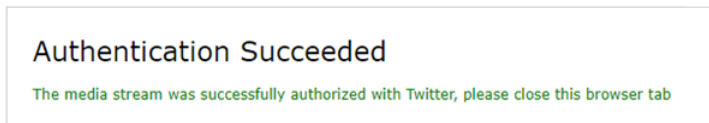
If you do not set the Twitter handle, then an authorization email will be sent to the email addresses in the Administration section (see section 3.1 of the main Unity Contact Center user guide) and prompt the addressee to complete the Twitter setup and authorization.

Twitter will then open in a new tab and ask you to authorise the app. Enter your Twitter login details and click Authorise app.
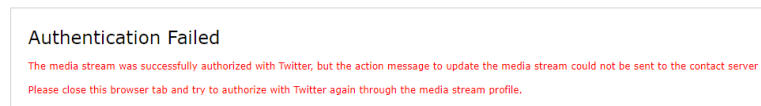
Authorise Unity Contact Center to use your account?

KakapoSystems

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☐ 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

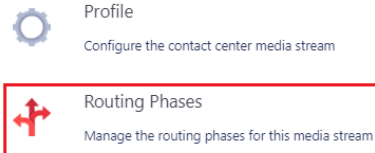This Twitter handle is already being used, please use another

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.

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.