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Manage your Contact Center in Agent Setup

Twitter channel options

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- Administrator

Learn about the Twitter channel options available in Agent Setup.

Related documentation:

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| Twitter | |
|---|--------------------|
| <input type="checkbox"/> Twitter Auto Answer | |
| <input type="checkbox"/> Prompt for Done | |
| <input type="checkbox"/> Twitter Ringing Bell | <div> Bell ▼</div> |
| <input checked="" type="checkbox"/> Can Decline | |
| <input checked="" type="checkbox"/> Can Mark Done | |
| <input checked="" type="checkbox"/> Can One Step Transfer | |
| <input checked="" type="checkbox"/> Can Set Interaction Disposition | |

In the **Twitter** section under **Desktop Options**, configure the following options:

- **Twitter Auto Answer** automatically accepts a Twitter interaction when an Invite event is received.
- **Prompt for Done** prompts a confirmation message when the agent clicks **Done**.
- **Twitter Ringing Bell** specifies the sound played when a Twitter interaction is ringing.
- **Decline** allows the agent to decline an incoming interaction. This option depends on the Channels option for Twitter.
- **Mark Done** allows the agent to mark an interaction as **Done** with further processing. This option depends on the Channels option for Twitter.
- **One-step transfer** allows the agent to use one-step transfer.
- **Set Interaction Disposition** allows the agent to set a disposition code before marking an interaction as **Done**. This option depends on the Channels option for Twitter.