

GENESYS

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Manage your Contact Center in Agent Setup

Twitter channel options



Administrator

Learn about the Twitter channel options available in Agent Setup.

Related documentation:



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

- Twitter Auto Answer automatically accepts a Twitter interaction when an Invite event if 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.