Digital Channels Administrator's Guide

Create Service Channel

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- Administrator

Create a service channel for Twitter, Facebook, and WhatsApp. Set up an account with Genesys Hub and enable channels and services.

Related documentation:
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Prerequisites

Review the **Prerequisites** table and make sure you have all the listed information before you get started. The values in this table are referenced later by the name in the Variable column.

Parameter	Variable	Type	Notes
Hub Service Channel ID	$channelId	UUID string	Your Hub service Channel ID. For setting up a service channel in Genesys Hub, see Integrate with Genesys Hub

Provision Facebook services in Digital Channels

- Log in to Platform Administration and go to **Environment > Transactions > NexusServices > Options**.

- Create a section that starts with 'chat.' for private messaging, starts with 'openmedia.' for public messaging, and includes some text. For example, `chat.facebook_private` or `openmedia.facebook_public`. Note: The 'chat.' or 'openmedia.' prefix is required and the rest of the value can be made up of letters and underscore or dashes, but not spaces.

- In this new section started with 'chat.', create the following options:
  - channelId = $channelId
  - channelType = facebook_messenger
  - interactionSubtype = FacebookPrivate
  - interactionType = Inbound
  - media = chat

- In this new section started with 'openmedia.', create the following options:
  - channelId = $channelId
  - channelType = facebook_public

- interactionSubtype = FacebookPublic

- interactionType = Inbound

- media = facebook

- Assign the service to the Designer application, follow to Applications

Provision Twitter services in Digital Channels

- Log in to Platform Administration and go to **Environment > Transactions > NexusServices > Options**.

- Create a section that starts with 'chat.' for private messaging, starts with 'openmedia.' for public messaging, and includes some text. For example, `chat.twitter_private` or `openmedia.twitter_public`. Note: The 'chat.' or 'openmedia.' prefix is required and the rest of the value can be made up of letters and underscore or dashes, but not spaces.

- In this new section started with 'chat.', create the following options:

  - channelId = $channelId

  - channelType = twitter_dm

  - interactionSubtype = TwitterPrivate

  - interactionType = Inbound

  - media = chat

- In this new section started with 'openmedia.', create the following options:

  - channelId = $channelId

  - channelType = twitter_public

  - interactionSubtype = TwitterPublic

  - interactionType = Inbound

  - media = twitter

- Assign the service to the Designer application, follow to Applications