Media\SocialNetwork\Twitter\TwitterApp Setup

Create Twitter application

Note: This step is only relevant if you want to build your own twitter app.

Connect with dedicated account

To start we should point to https://developer.twitter.com/en/apps to create your own twitter App.
At first connection, you will be ask to use a Twitter account, you will be redirected to developer account after.

Provide business information

When you first open twitter developer account, you be be asked to fullfill your business informations:
Process and sample is described bellow :

Global business info

Intended use info

Vocalcom template words:
As a software editor specializing in customer relations, we want to provide our customers (brands) with the opportunity to view post made on their twitter account or linked to their brand and give them the opportunity to comment on it.

Vocalcom template words:
Tweet matching search rules (brand account/User/keywords) are collected to be raised to an agent of our customer (users of our solution).
Agent can then review tweet and get opportunity to post retweet and/or reply on direct msg.

Vocalcom template words:
Yes as discribed above : Tweet matching search rules (brand account/User/keywords) are collected INTO OUR SYSTEM to be raised to an agent of our customer (users of our solution).
Agent can then review tweet and get opportunity to post retweet and/or reply on direct msg.

Data & terms validation

Setup Application details

App details

Fulfill standard information for this specific APP :

We provide our customers (brands) with the opportunity to view post made on their twitter account or linked to their brand and give them the opportunity to comment on it.

As a software editor specializing in customer relations, we want to provide our customers (brands) with the opportunity to view post made on their twitter account or linked to there brand and give them the opportunity to comment on it.
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Keys and Tokens

This step requires to collect keys and tokens generated by Twitter. That information will be used for HermesNet platform setup.

Permissions

Make sure "Read, Write, and Direct Messages" access permission is setup.

Apps > **VocalcomQA**

App details   **Keys and tokens**   **Permissions**

Permissions

Edit

Changes to the app permissions will be reflected in access tokens generated after the permissions are saved. You will need to regenerate existing access tokens to alter permissions levels.

Access permission

Read, write, and Direct Messages

Additional permissions

None