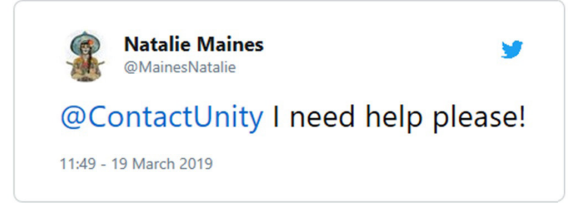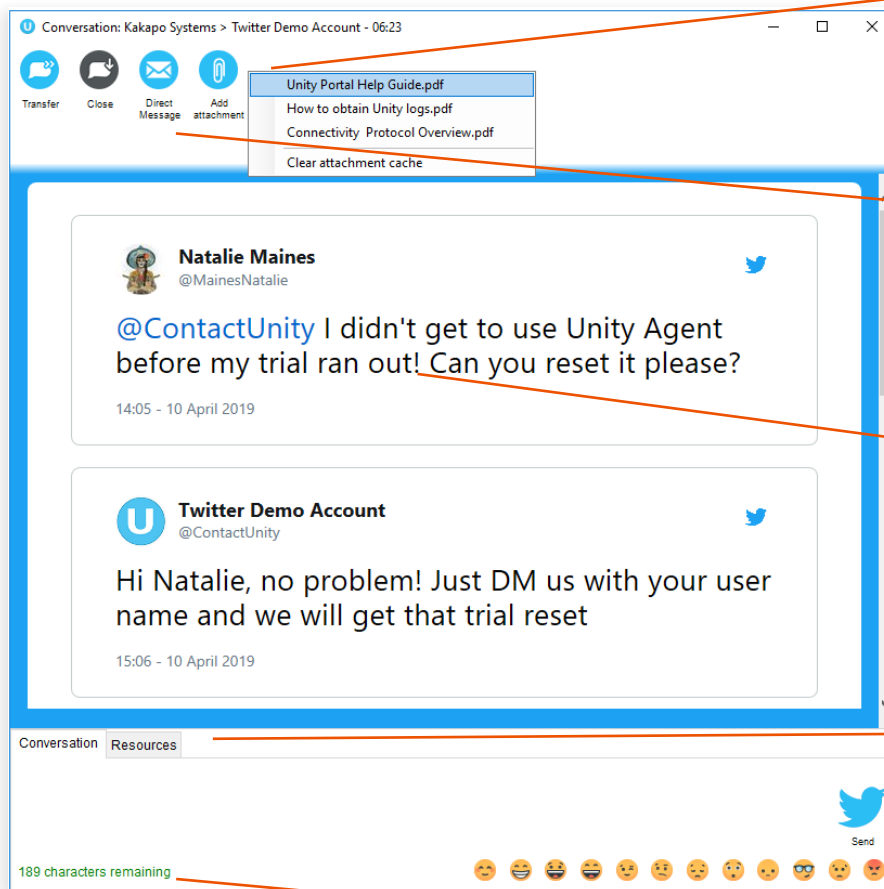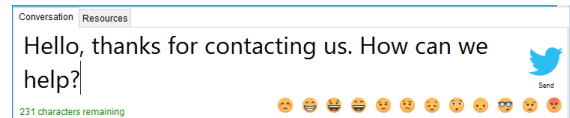# TWITTER QUEUES - UNITY CONTACT CENTER

Deliver Great Customer Service on Social Media

Engage on your customer's terms by providing great customer service no matter where they are.

Adding Twitter to your customer service offering allows Agents to respond to Tweets, Direct Messages, praise and rants of frustration quickly, all from within Unity Contact Center.

Natalie Maines
@MainesNatalie

@ContactUnity I need help please!

11:49 - 19 March 2019

Conversation | Resources

Hello, thanks for contacting us. How can we help?

231 characters remaining

Send

Add Attachments and Store Them in the Cache

Send Direct Message Requests

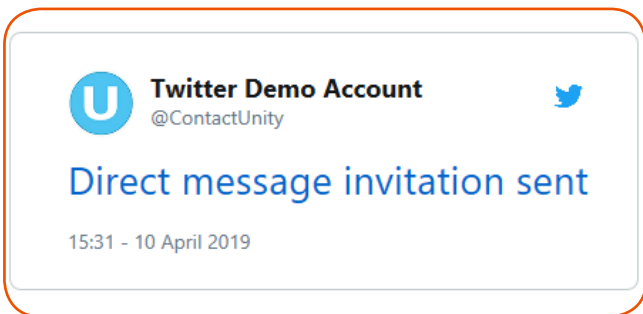Reopen Tweet Conversations

Canned Responses

Communication History, Including Callbacks and Star Ratings
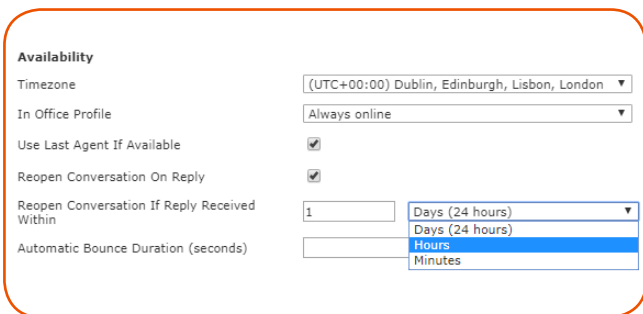
TWITTER QUEUES - UNITY CONTACT CENTER

Tweet Like You're on Twitter

Respond to all incoming Tweets, view and add attachments and images all within the one Contact Center interface.
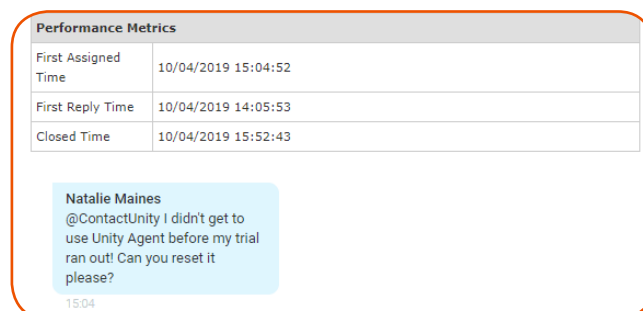
Direct Messages

Some tweets only require a public response, while others require a private chat. Keep the conversation going by sending a DM request.

Reopen Tweet Conversations

If a customer replies to the thread the next day then Unity will open it as part of the existing conversation, routing it back to the same Agent.

Conversation History

Drill-in to transcripts of all historical Twitter conversations with anonymity options for GDPR compliance.