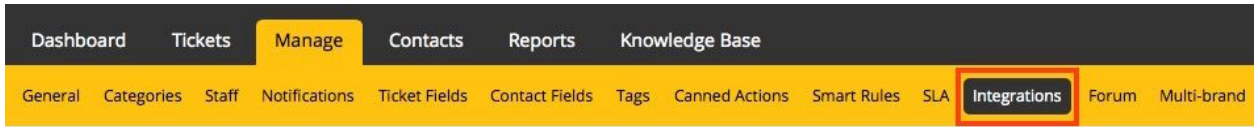


Enable Integration with Twitter

To integrate your "Happyfox" account with a "Twitter" account, you will be able to do so, only by associating it to a non-email integrated category.

To setup the integration, you will need to do the following:

- 1. Navigate to "Manage >> Integrations" page.



- 2. From the "External" section, click on the "Configuration" link, across the "Twitter Login" section.

X	Remote Desktop	Allows staff remote access to users' computers to troubleshoot problems.	configure
X	Twitter Login	If active, enables your contacts to login using Twitter	configure
✓	Facebook Login	If active, enables your contacts to login using Facebook	configure
✓	Google Login	If active, enables your contacts to login using Google	configure

- 3. In the resultant page, scroll down to the "Twitter setup" section, and click on "add Twitter account"

Twitter Setup

Integrate with a Twitter account

No Twitter accounts registered yet. [Add Twitter Account](#)



Add new Twitter account

4. You will be re-directed to Twitter for your HappyFox application authorization. On the twitter authorization page, click on "Authorise App".

Note: If you are not signed in, you will have to sign in with the twitter handle you wish to use for the integration.



Authorize HappyFoxApp to use your account?

Authorize app

Cancel

This application will be able to:

- Read Tweets from your timeline.
- See who you follow, and follow new people.
- Update your profile.
- Post Tweets for you.
- Access your direct messages.

Will not be able to:

- See your Twitter password.



HappyFoxApp

By HappyFox Inc.

happyfox.com

Customer support/Helpdesk web application

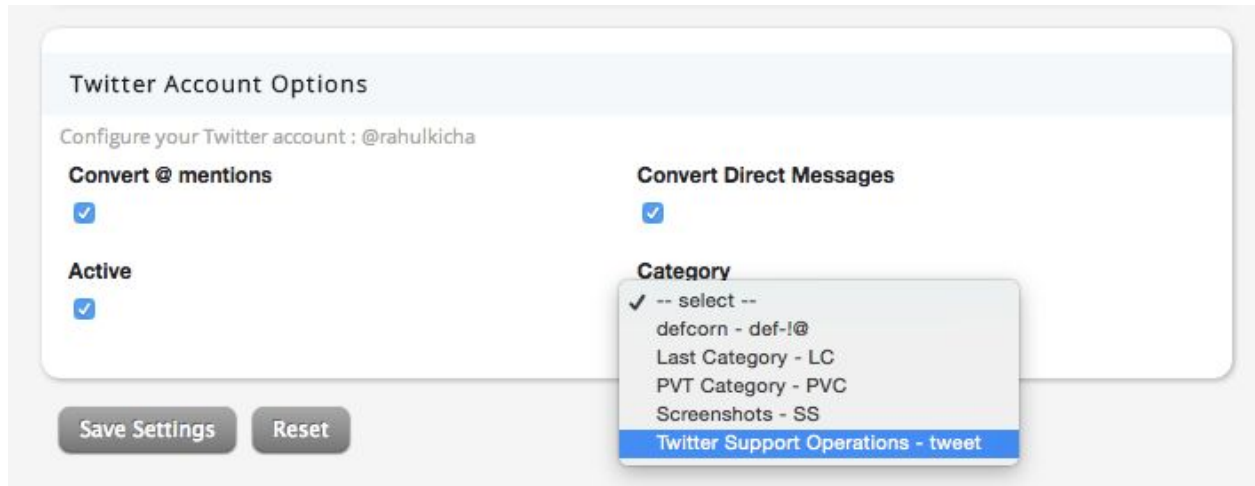
The areas of your Twitter account that HappyFox will access will be listed out on the "Authorization Request" page.

5. Once the authorization is complete, your Twitter handle is ready to be used from HappyFox.

Twitter account options:

1. HappyFox supports converting "Twitter mentions" and "Direct Messages" into tickets.

2. You can choose to convert "@mentions", or convert "Direct Messages", or both of these channels to get new tickets into HappyFox.



Note: HappyFox checks for new tweets/DMs once every 10 minutes. All new data from the last 10 minutes will then be pulled in.

3. Enable the "Active" checkbox, and select a non-email integrated category from the category dropdown and click on "Save Settings".

4. "Mentions"/"Messages" from Twitter will be created in a category of your choice in your HappyFox account.

5. Once the ticket has been created, you can add a reply from the ticket directly and this reply is sent to the customer.

6. When a staff replies to a ticket in this category, a 140 character limit in the reply and number of characters remaining will show up on the bottom right corner of the

textbox. This reply will be posted as a reply to the tweet and the customer will be able to see it on their Twitter account.

Add Update

Add CC | Add BCC | [Add Subscribers](#) | [Change Reply Subject](#) | [Quote Reply](#) Draft saved.

@G2CrowdReviews @G2Crowd Hey thanks!

104 characters remaining

update contact : Yes	status : Open	priority : Normal	assigned to : JL	time spent (min) : 	set due date : 	add new tags :
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Update Ticket Reset Discard Draft Cancel

Note: The twitter usernames mentioned in the initial message along with the linked account will be auto populated in the add update field.