Deskpro

Social Media Integration- Twitter Finished

- Lauren Cumming
- 论坛名称: #Feature Request

Ability to connect your Twitter account to Deskpro as another channel, and reply to private messages/posts from your users.

Comments (4)

Ben

7 years ago

What about now? Any closer to more specific ETA on twitter and facebook integration - we are currently using deskpro and we would really like to use this part of it aswell. Thank you!

Colin Dunn

7 years ago

Hello Ben, We do not have a speciifc ETA at the moment, there are a lot of things to consider while building this to ensure it is made reliably, and not over complicated. We are looking at this implementation, and it is something we will be adding to the helpdesk. You can sign up to receive information on our Beta by following the link: https://deskpro.com/product/social

Matt Goldfarb

3 years ago

Hi, any updates on Twitter and FB social media integration? The last update was 4 years ago?

Lara Proud

1 year ago

Deskpro's Twitter (X) channel is now available as a communication channel for your helpdesk. This integration lets you connect your account to your helpdesk, incoming messages will be converted into tickets for agents to respond to from Deskpro's interface. For information about setting up this integration, see our Admin Guide:

https://support.deskpro.com/en-US/guides/admin-guide/setting-up-twitter-on-deskpro