A2019 Twitter Package

Readme

Version 1.0

3/4/2021

Table of Contents

1. Introduction

This document contains all essential information for the user to make full use of this A2019 Package. It includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the Package.

1.1 Overview

The Twitter package includes 5 actions that allow RPA developers to interface with their Salesforce environment to read, write, update, and delete both standard and custom Salesforce objects.

1.2 Use cases

The Salesforce Package include 8 actions for interfacing with Twitter

Using these actions, bots can take most any operation that a user would take through using the Twitter UI – without the need to rely on the Twitter user interface. While using this package to help automate operations of an organization's social accounts is an obvious option for its use, consider how your organization may leverage the Twitter package as a means for a bot to get in touch with support by keeping a bot's tweets private and having the bot @ mention a user in the support team when errors occur.

2. Requirements & Prerequisites

2.1 System Requirements

Enterprise A2019 (Cloud deployed) and Community Edition device requirements.
Review the machine hardware specifications, operating system versions, and browser types supported by Automation Anywhere Enterprise for creating and running bots and command packages as an Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

This package leverages the Twitter API – as such, a Twitter developer account and application configuration are required for proper use of this package. See topic 2.3 below on how to establish a developer account and register an application.

2.2 Prerequisites

Automation Anywhere Enterprise A2019

Windows Bot Runner

Salesforce Env with API v49+ (older versions may work, but have not been explicitly tested)

Salesforce Connected App (with client ID and client secret)

Note: This package can be used with the Salesforce dev account, so even in the absence of trying it out on your organization's Salesforce env, you can use it with a dev account as that's how it was originally developed/tested.

2.3 Creating a Connected App in Twitter

Access to the Twitter API requires a developer account as well as the creation of a Twitter "app" – where "app" is just a configuration + permission set that enables the use of Tweeting and potentially messaging on the behalf of your account. To set both up:

1. Login to your Twitter account at https://twitter.com/
2. Once logged in, Navigate to https://developer.twitter.com/
3. Click the link in the menu that says "Apply" – to apply for access to the twitter developer program. (It's free, they just do this to try to limit the amount of bots – *irony not lost here* – that gain access to the API and make operations
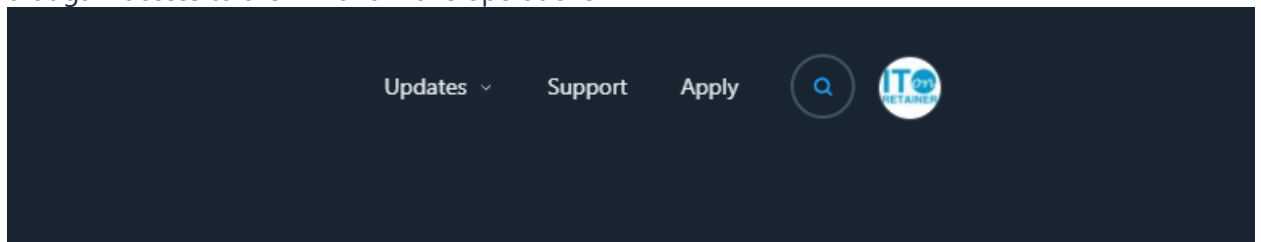
4. On the apply page, click the button to Apply for a developer Account

Get started with Twitter APIs and tools

Apply for access

All new developers must apply for a developer account to access the Twitter developer platform. Once approved, you can begin to use our new Twitter API v2, or our v1.1 standard and premium APIs.

Apply for a developer account   **Restricted use cases >**

5. Twitter will ask a few questions on how you plan to use the Twitter developer platform. I'll admit that I honestly haven't tried EVERY response combination so I don't know if some of them limit your access (I highly doubt it, its likely just for data gathering). But regardless, choose the answers that most fit your use case and click the *Get started* button to continue.

Which best describes you?

This is how you intend to use the Twitter developer platform

Professional   Hobbyist   Academic

Making a bot   Building tools for Twitter users   Exploring the API

Standard application

Submit a standard application for access to the Twitter developer platform.

Get started

6. Continue through their questionnaire answering questions about who you are, your intended use, etc.
7. You will eventually get to a point where you review the terms and conditions of the developer Agreement and submit an application for a developer account. Submit your application. Twitter will send an email to the address on file for the account to verify the Developer

Account access request. Upon clicking the link in said email, the Developer Portal should be available (meaning your access was approved).

8. Navigate to https://developer.twitter.com/ (if you aren't there already from the "validate email" and click the *Projects and Apps* link on the left hand menu.
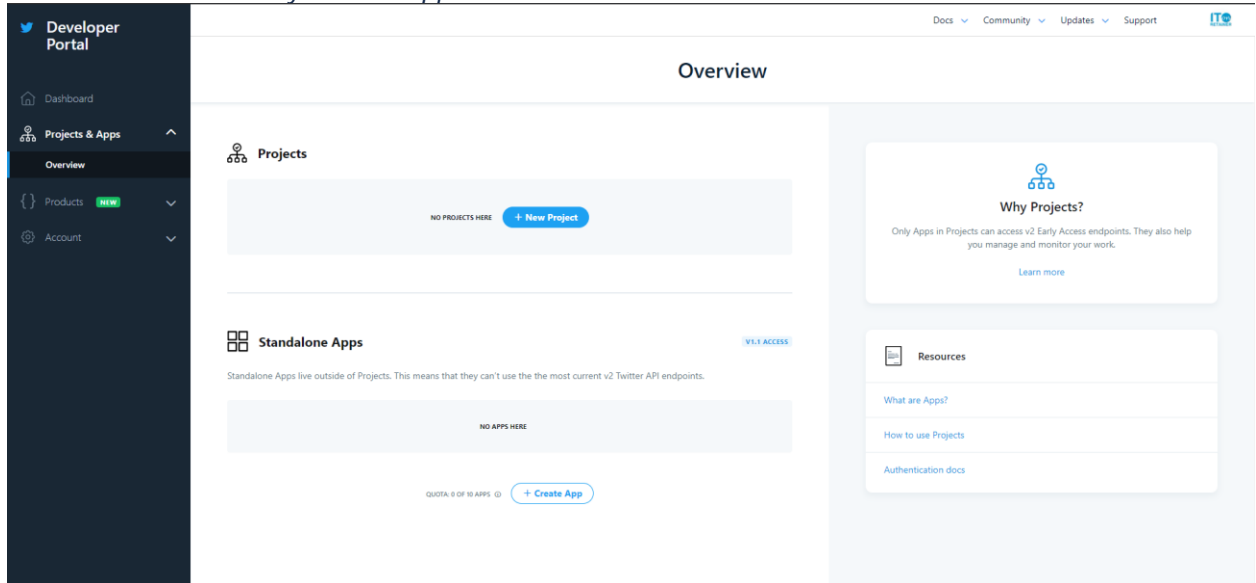
9. We'll need to create an app in order to generate the keys needed for the package to connect with the API, so click the button that says *New Project*.

10. You'll be prompted to give your project a name, write a brief description about what your project is for, and finally you'll be asked to give your app a name. None of this really matters for the sake of connecting to the API, so give whatever values you want for these questions.

11. You'll need a total of 4 values to connect to the Twitter API from the Twitter package. The first two values are displayed right after creating the project. Copy these values to a notepad document (temporarily) or copy them directly to your Control Room Credential Vault for use by the bot:
    a. API Key (provided right after you create the app)
    b. API Secret Key (provided right after you create the app)
12. The other two values come after you've set the app up. Click the App Settings button to continue:

API key ⓘ

LIUcU1EYKxKwUmKVWkqo8Nq

API secret key ⓘ

7BRi9Lygn7s18AAyIQOBJtBky59Ae4FR8CzDXkkIUcU5MxC,

Bearer token ⓘ

AAAAAAAAAAAAAAAAAAAAAOkDNQEAAAAA%2F%2BHiZUt8tENVa6hh
Luvwcq1sA%3Dkyb8gpITgLzIvc2FZeIF5zYt49cd564G0W7xlDGUrYULoDYF.

Setup your App

Your app settings page will allow you to enable 3rd party authentication, get user tokens and more.

App settings

No thanks, go to dashboard

13. On the Package page itself, you should see the App we just created showing up. Click the gear on the App's card to start configuring its permissions

14. Click the Edit Button next to the App Permissions towards the bottom of the App Settings page

Automation Anywhere Package

Settings   Keys and tokens

App Details   ✎ Edit

NAME
Automation Anywhere Package

APP ICON

APP ID
20251625

DESCRIPTION
This app was created to use the Twitter API.

This information will be visible to people who've authorized your app

App permissions   ✎ Edit

Read Only

Read Tweets and profile information

15. From this page, you can control exactly what this app would give the bot access to do on your behalf. By default, the permission granted is read-only. For the purposes of this documentation, we'll be changing the permissions to Read + Write + Direct Message as the actions available in the Twitter package expose most of this functionality. Click the *Save* button to apply the changes

and return to the previous screen.

Automation Anywhere Package

Settings   Keys and tokens

↩︎ **Edit app permissions**

○ **Read**
Read Tweets and profile information

○ **Read and Write**
Read and Post Tweets and profile information

◉ **Read + Write + Direct Messages**
Read + Write + Read and post direct messages

Learn more about app permissions.

Cancel   Save

16. The last thing needed for the package to work is the access token and access secret. Click the "Keys and tokens" link at the top of the App Settings page to generate and view these required values.

17. Under the *Authentication Tokens* subheading, click the *Generate* button to generate these values.
    a. A pop-up modal will appear on screen with both values. Make sure you copy them down and save them as they can't be retrieved again (though they could be re-generated)

b. Again, store these values temporarily in a Notepad document or ideally to your Control Room Credential Vault.
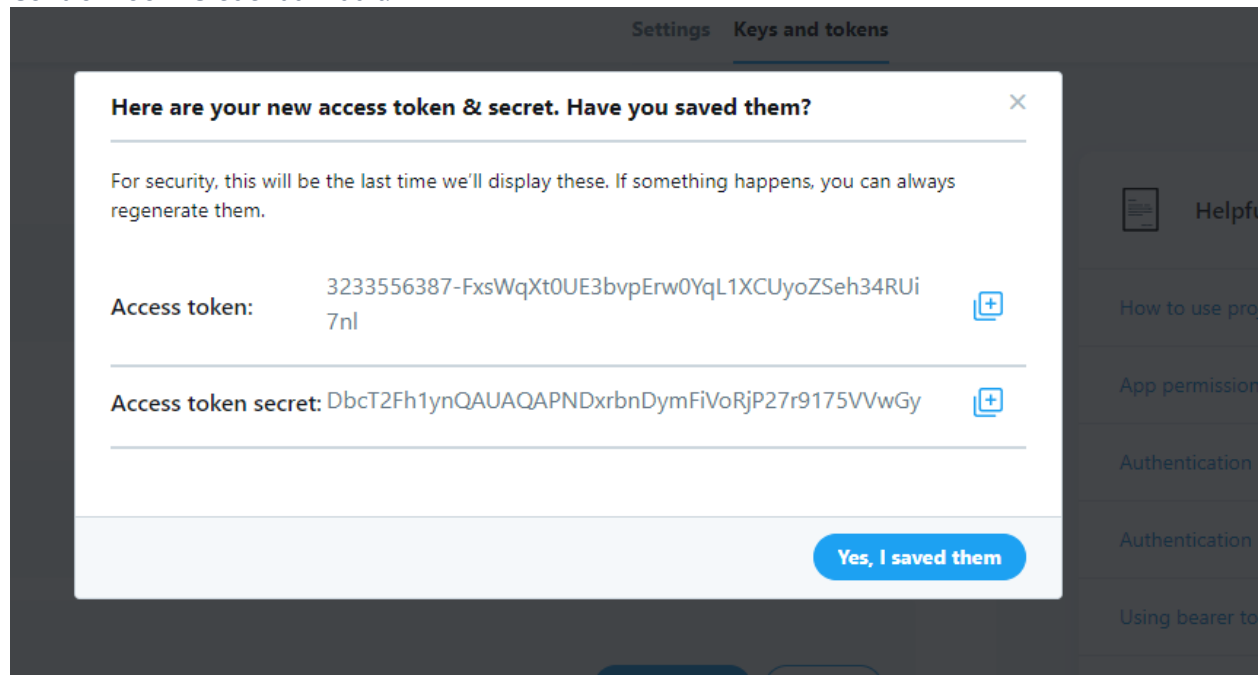
18. That's it! Now you have all the values needed to properly run the Twitter Package in Enterprise A2019.

3. Getting Started

3.1 Quick Start

3.1.1 Setup

1. Install the package from Bot Store into your Control Room
2. Validate/Enable the package named **Twitter** and set as default.

a. Note: it may auto-enable itself – just check to be sure before using.

3.1.2 Configuration and Use

There are 11 actions that make up this package:

1. **Create Session**: This action must ALWAYS be the first action used when connecting to your Twitter account. Its used for establishing your session with a particular application endpoint. This action requires the following values:

    a. Session Name: Name of the session you're using…not terribly important unless you are using multiple Twitter sessions from within the same bot.

    b. Consumer Key, Consumer Secret, Access Token, Token Secret: All of these values come from the registration that was done during the Twitter App creation process covered in section 2.3 of this guide.

    c. Session Creation Outcome (Output value) – "Successfully Created Session" is the String outcome when the session creation step runs successfully.

2. **Comment on Tweet**: This action enables the bot to reply to an existing tweet based on knowing the ID of an existing tweet (typically found as the result of the search or see users timeline actions)

    a. Session Name: Name of the session associated with the Create Session action
    b. Comment Body: Text area for adding content for the comment
    c. Comment Media: Optional field for providing a file to be used in the comment – either from the local machine, control room, or through a variable (which could reference a shared server location or mapped drive)
    d. Comment Result: "Successfully commented on tweet" + statusID of the comment will be provided when a comment was successful.

3. **Follow User**: This action enables the bot to follow another user based on providing that user's Twitter handle. This would again typically be used as the result of a search unless a list of users to follow had been provided.

    a. Session Name: Name of the session associated with the Create Session action

b. Twitter Handle for User to Follow: Twitter handle can be provided with or without the "@" sign to follow a user

c. Follow Result: "Now Following " + Twitter Handle upon success

4. **Like Tweet**: This action enables the bot to like/favorite an existing Tweet by supplying the Tweet's Status ID (again, typically coming from the result of a keyword search or user timeline query result)

a. Session Name: Name of the session associated with the Create Session action

b. Status ID of Tweet to Like: the GUID of the Tweet to like. This can come from the full URL of the Tweet or from the search result/user timeline query result.

c. Liked Tweet Result: "Status Liked Successfully " + statusID of the Tweet will be provided when a comment was successful.

5. **Retweet**: This action enables the bot to retweet an existing tweet based on knowing the ID of an existing tweet (typically found as the result of the search or see users timeline actions)

a. Session Name: Name of the session associated with the Create Session action

b. Status ID of Tweet to Like: the GUID of the Tweet to like. This can come from the full URL of the Tweet or from the search result/user timeline query result.

c. Retweet Result: "Retweeted Successfully " + statusID of the Tweet will be provided when a comment was successful.

6. **Retweet With Comment**: This action enables the bot to retweet an existing tweet based on knowing the ID/URL of an existing tweet (typically found as the result of the search or see users timeline actions) with a comment – as a way to promote the original tweet

a. Session Name: Name of the session associated with the Create Session action

b. Status ID of Tweet to Like: the GUID of the Tweet to like or the full tweet's URL. This GUID can come from the full URL of the Tweet or from the search result/user timeline query result.

c. Retweet Comment: The comment to appear above the original tweet which is being retweeted

d. Retweet Result: "Retweeted Successfully " + statusID of the Tweet will be provided when a comment was successful.

7. **Search for Tweets**: This action enables the bot to execute a search query to find any matching tweets based on a hashtag, topic, or mention – or any combination of those values.

a. Session Name: Name of the session associated with the Create Session action

b. Search Query: Provide the hashtag, topic, keywords, or Twitter handles to search for

c. Max Search Result: Supports up to 100 returned tweets at a time

d. Search Results Table: The result of the search is a datatable (variable) of the results of the search. Each row is a search result, and each column represents a different data element of the search

   i. Columns Include (in order):

1. CreatedAt: Date/time tweet was created
2. Twitterhandle: User to whom the tweet belongs
3. Name: Name of the user (as defined on their twitter profile)
4. UserID: ID of the user as a numerical key
5. Followers Count: Count of followers of the user who posted the matching tweet
6. ID: Status ID of the tweet for this row – can be used for liking/commenting
7. Text: Tweet body that matched the search result
8. IsRetweetedByMe: true/false value as string to see if this particular Tweet was retweeted yet or not
9. RetweetCount: Count of retweets this tweet has received
10. IsFavorited: true/false value as string to see if this particular tweet has been liked/favorited yet
11. favoriteCount: Total count of likes/favorites on the tweet in question
12. isPossiblySensitive: If twitter detected this as a tweet of mature content
13. language: The language the tweet is presented in (i.e. English, Spanish, etc)

8. **Tweet**: This action enables the bot to Tweet ("update status" as is referred to in the Twitter API). Tweets can be provided as text only, or may be created with optionally supporting image/media files.

   a. Session Name: Name of the session associated with the Create Session action
   b. Tweet Body: Text area for adding body of the tweet itself.
   c. Tweet Media: Optional field for providing a file to be used in the comment – either from the local machine, control room, or through a variable (which could reference a shared server location or mapped drive)
   d. Tweet Result: "Status updated successfully" + statusID of the tweet/status will be provided when a tweet is successful.

4.   Support & FAQs

4.1   Support

Free bots are not officially supported through Automation Anywhere.   You can get access to Community Support through the following channels:

- You can get access to Community Support, connecting with other Automation Anywhere customers and developers on APeople – the Bot Building Forum, the Bot Store Support Forum, or the Developers Everywhere Group.
- Automation Anywhere also provides a Product Documentation portal which can be accessed for more information about our products and guidance on Enterprise A2019.
- Additionally, the source code for most Automation Anywhere free bots is included on our GitHub page.

4.2   FAQs

For questions relating to Enterprise A2019: See the Enterprise A2019 FAQs.

Appendix A: Record of Changes

No.	Version Number	Date of Change	Author	Notes
1.0	*1.0*	*03/04/2021*	*Micah Smith*	*Initial Twitter Package Release*

Appendix B: References

No.	Topic	Reference Link
1	Overview of Enterprise A2019	Click here
2	Guidance: Building basic A2019 bots	Click here
3	Guidance: Building A2019 action packages	Click here
4	APeople Community Forum	Click here
5	Automation Anywhere University	Click here