

SocialMiner User Interface - Duplicate Twitter Social Contacts Display in Campaign

Problem Summary	The same social contact is displayed multiple times in the campaign results on the Home tab.
Error Message	None
Possible Cause	Twitter may allow duplicate direct messages, retweets, and replies to be sent even though an error is reported to the user.
Recommended Action	Disposition the contacts to the same state as the original contact. For example, if the original contact was transitioned to handled, transition the duplicate contacts to handled.
Release	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None