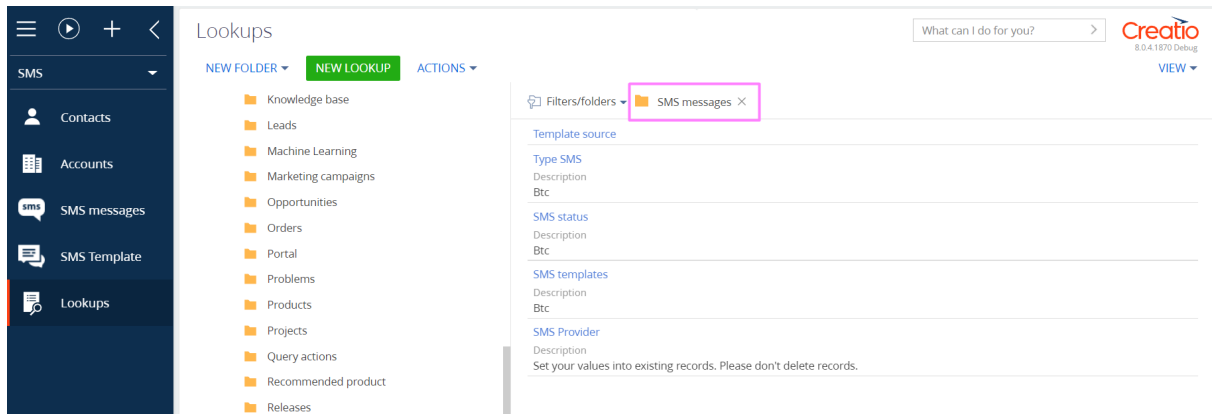
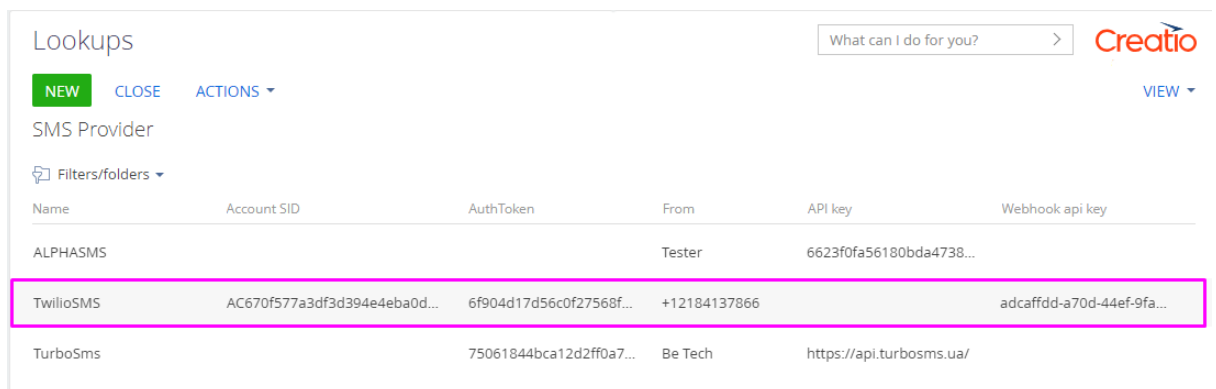


Installing packages

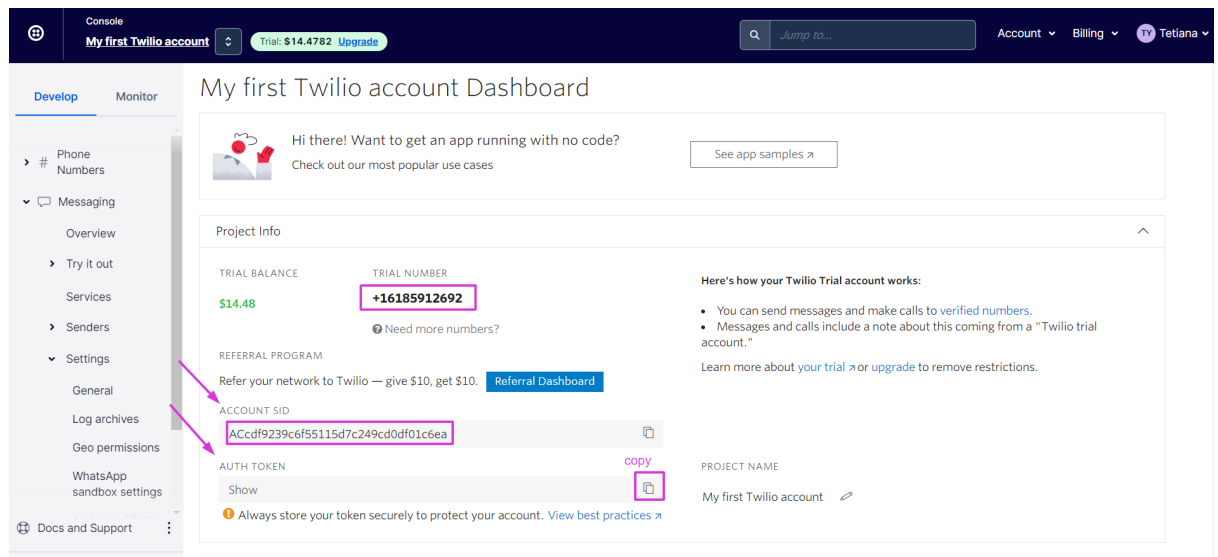
1. Register in your personal account **TWILIO**
<https://www.twilio.com/login>
2. Create an Active number from which you will send SMS
3. Install packages from <https://marketplace.creatio.com/>
4. Open Lookups



5. In the SMS Provider lookup, do not delete the data and fill in the line with the name TwilioSMS



6. In the SMS Provider lookup, add an entry and fill it in as follows:
 - ☐ Name - TwilioSMS
 - ☐ Account SID - a unique immutable user ID, located in the personal office.
 - ☐ AuthToken – Current authorization token, located in the personal office



- ☐ From – The number from which you will send SMS
- ☐ Description - TwilioSMS

TwilioSMS

What can I do for you?

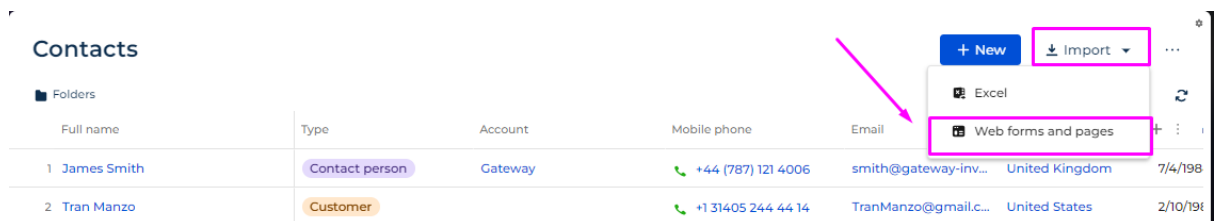
3.0.4.1870

VIEW

CLOSE

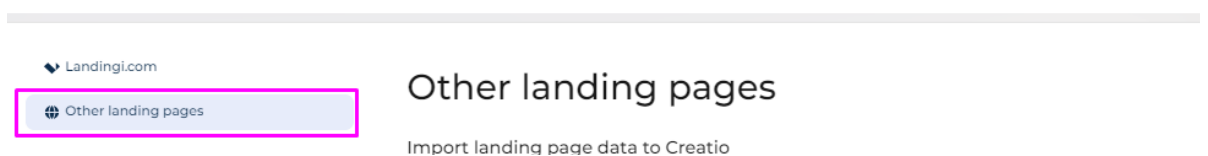
| | | | |
|-------------|-----------------------------------|---------------|--------------|
| Name* | TwilioSMS | From | +16185912692 |
| API key | | Manage number | |
| Account SID | ACcd9239c6f55115d7c249cd0df01c6ea | Password | |
| AuthToken | 008abae1eb2a98dca775ded13fd337ee | Description | TwilioSMS |

- To receive SMS from clients, you need to set a webhook URL in Twilio.
To get a webhook, go to the Creatio system with Freedom UA version.
Go to the Contacts section.
Click the Import button and select Web Forms and Pages



Select Other Landing Pages

← Web forms and pages



Click below to copy the Webhook

← Web forms and pages

📌 Landingi.com

🌐 Other landing pages

Other landing pages

Import landing page data to Creatio

Use the guide below to connect your web form to Creatio:

- 1 Create a new or use an existing landing page with a web form on your website.
- 2 Map the web form fields to the Creatio object fields. [Learn more.](#)
- 3 Get the Webhook URL and use it to send submitted form data to Creatio. [Learn more.](#)

Click to get your Webhook URL

Webhook URL

<https://webhooks.creatio.com/webhooks/5cc84910-54e3-44df-94d0-7c5...>



Paste the copied Webhook in the Twilio account and in the Creatio

In the Twilio office there is a section with your active number. Click on the number to which customers will send a reply.

The screenshot shows the Twilio console interface. On the left, the 'Develop' tab is active, and the 'Phone Numbers' section is expanded, with 'Active numbers' selected. The main area displays a table of active numbers. The first number, +1 218 413 7866, is highlighted with a pink arrow. The table columns are Number, Friendly Name, Capabilities (Voice, SMS, MMS, Fax), and Active Configuration. The configuration for this number shows 'Voice' and 'Messaging' with their respective Webhook URLs.

| Number | Friendly Name | Capabilities | Active Configuration |
|-----------------|-----------------------------------|----------------------|--|
| +1 218 413 7866 | (218) 413-7866 Babbitt, MN, US | Voice, SMS, MMS, Fax | Voice: Webhook to POST: https://demo.twilio.com/welcome/voice/ Messaging: Webhook to POST: https://webhooks.creatio.com/webhooks/ |

Paste the Webhook URL below in the Messaging Configuration. And save the changes

The screenshot shows the Twilio Messaging Configuration form. The 'Messaging Service' is set to 'Select a Messaging Service'. The 'Configure with' dropdown is set to 'Webhook, TwiML Bin, Function, Studio Flow, Proxy Service'. The 'A message comes in' section has 'Webhook' selected, and the 'URL' field contains the Creatio webhook URL. The 'Primary handler fails' section also has 'Webhook' selected. The 'Save configuration' button is highlighted with a pink arrow.

Messaging Service
Select a Messaging Service

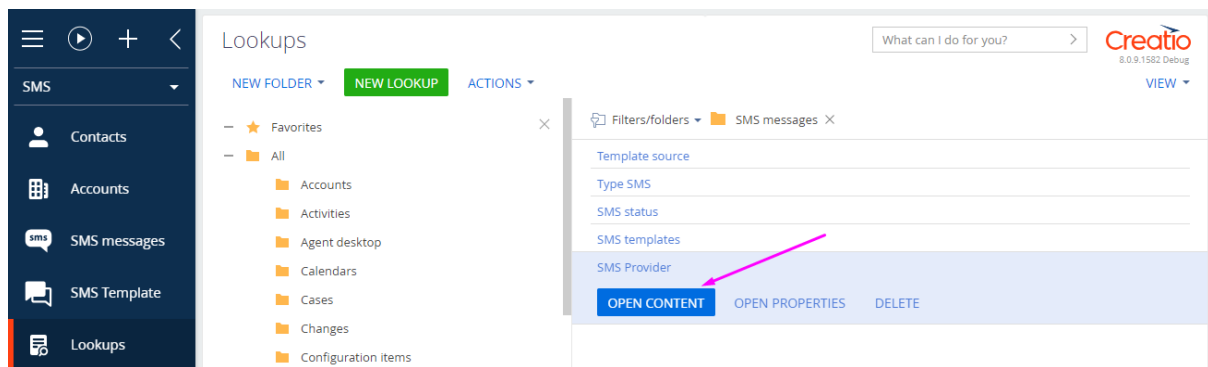
Configure with
Webhook, TwiML Bin, Function, Studio Flow, Proxy Service

A message comes in
Webhook
URL: https://webhooks.creatio.com/webhooks/5cc84910-54e3-44df-94d0
HTTP: HTTP POST

Primary handler fails
Webhook
URL:
HTTP: HTTP POST

Save configuration Return to Active Numbers

In Creatio, go to the Lookups section. Select a lookup SMS Provider



Enter the numbers starting with the word "webhook"

<https://webhooks.creatio.com/webhooks/5cc84910-54e3-44df-94d0-7c5b8cb34a9e>

The screenshot shows the Creatio interface with the 'Lookups' section selected in the left sidebar. The main area displays a table of SMS Providers. The 'TwilioSMS' row is highlighted, and a pink box highlights the 'Webhook api key' column. A pink arrow points to the 'Webhook api key' column header. The top right corner shows the Creatio logo and version 8.0.9.1582 Debug.

| Name | Account SID | AuthToken | From | API key | Webhook api key |
|-----------|------------------------------|-------------------------|--------------|--------------------------|---------------------------|
| ALPHASMS | | | Tester | 6623f0fa56180bda4738... | |
| TwilioSMS | AC670f577a3df3d394e4eba0d... | 6f904d17d56c0f27568f... | +12184137866 | | adcaffdd-a70d-44ef-9fa... |
| TurboSms | | 75061844bca12d2ff0a7... | Be Tech | https://api.turbosms.ua/ | |