

Twilio Guide

Add web service endpoint.

Register Twilio endpoint in Creatio as anonymous service. for example.

<https://xxx.Creatio.com/0/ServiceModel/SMTwilioCallback.svc>

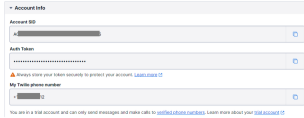
This is the corresponding svc file  SMTwilioCallback.svc .

for more reference, please visit the following link.

[Custom web services](#)

Add Twilio account information.

Fill in below system settings.

Name	Code	Description
Twilio Callback Url (SM)	SMTwilioCallbackUrl	Address to service < https://xxx.Creatio.com/0/ServiceModel/SMTwilioCallback.svc/ReceiveSmsStatusUpdate >. You should configure anonymous access to it and set up security token in SMTwilioIncomeToken sys setting.
Twilio Account Id (SM)	SMTwilioAccountId	 Account SID from Twilio Account\API Key & tokens page
Twilio Auth Token (SM)	SMTwilioAuthToken	Auth Token from Twilio Account\API Key & tokens page
Twilio income token	SMTwilioIncomeToken	Secure token that you create by yourself and add to webhook URL on Twilio side. It helps us secure requests to anonymous service.
Twilio sender number (SM)	SMSenderNumber	Phone number that should be used in Twilio

Callback Url

Please provide callback url in the Creatio system settings SMTwilioCallbackUrl for message status updates.

<https://xxx.Creatio.com/0/ServiceModel/SMTwilioCallback.svc/ReceiveSmsStatusUpdate>

For receiving SMS/MMS, the following endpoint needs to be updated in Twilio account

<https://xxx.Creatio.com/0/ServiceModel/SMTwilioCallback.svc/ReceiveSMS?apiKey=<value of SMTwilioIncomeToken system setting>>

Routing

Regional

United States (US1) Region message routing is: **Active**

Messaging Service

Default Messaging Service for Conversations

[Default Messaging Service for Conversations](#) will handle incoming messages to this phone number, using the Messaging Service configuration. Remove this phone number from [Default Messaging Service for Conversations](#)

Configure with

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

A message comes in

Webhook

URL

https://xxxxx.Creatid.com/0/ServiceModel/SMTwilioCallback.svc/Reci

HTTP

HTTP POST

Primary handler fails

Webhook

URL

HTTP

HTTP POST

Save configuration

Return to Active Numbers