INTRODUCTORY GUIDELINE FOR USING TWILIO PROGRAMMABLE MESSAGING AND PROGRAMMABLE VOICE SERVICES

DR. HIDAIA MAHMOOD ALASSOULI

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Introductory Guideline for Using Twilio Programmable Messaging and Programmable Voice Services

By

Dr. Hidaia Mahmood Alassouli

Hidaia_alassouli@hotmail.com

1. Introduction:

Twilio.com is an American cloud communications platform. Twilio allows software developers to programmatically make and receive phone calls, send and receive text messages, and perform other communication functions using its web service APIs.

Twilio uses Amazon Web Services to host telephony infrastructure and provide connectivity between HTTP and the public switched telephone network (PSTN) through its APIs

Twilio has very complicated system to understand and use. Its services mainly provided for qualified software developers. But in this report, I will provide introductory guideline for using the Twilio Programmable Messages and Programmable Voices services for simple use without the need to have deep knowledge in Programming. The report consists from the following sections:

1. Opening a Twilio Account and get a Twilio Trial Number
2. Upgrading the Twilio account
3. Twilio guideline for sending and receiving SMS
4. TwiML™ for Programmable SMS
5. TwiML™ for Programmable Voice
6. Basic steps to build Programmable Voice
7. Using TwiML Bins functions
8. Xampp and Ngrok web server setup for Twilio development
9. Sending messages from the dashboard of the Twilio account
10. Auto Dialer for Twilio Platform
11. Summary of testing Programmable Voice using different options
12. Summary of testing Programmable Messaging through different options

13. Creating free website to save the files on it
14. Making voice call using Twilio in browser

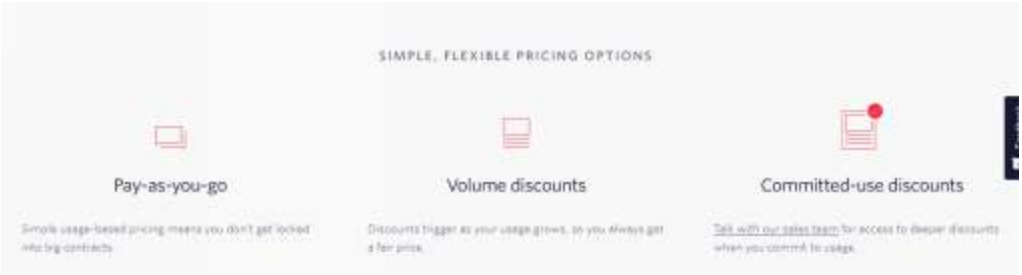
2. Opening a Twilio Account and get a Twilio Trial Number

1. Signup for Twilio Free Trial Account from the link https://www.twilio.com/try-twilio. You need your phone number to verify the account. You will be given a trial balance 15.5 USD. The trial account has limitations and restricts as:

2. Trial projects can only use your project's Twilio number, or a verified caller-ID, as the caller-ID (From number) when making outgoing calls. You can send messages and make calls to verified numbers. Messages and calls include a note about this coming from a "Twilio trial account." All trial calls are limited to a maximum of 10 minutes - both outbound and inbound. Trial projects are limited to a maximum of 1 Elastic SIP Trunk. Trial projects are limited to a maximum of 1 Phone Number. Trial SIP trunks can only be used to place calls using your project's Twilio number, or a Verified Caller-ID, as the Caller-ID/From number for all calls. You can see all limitations of trial account from

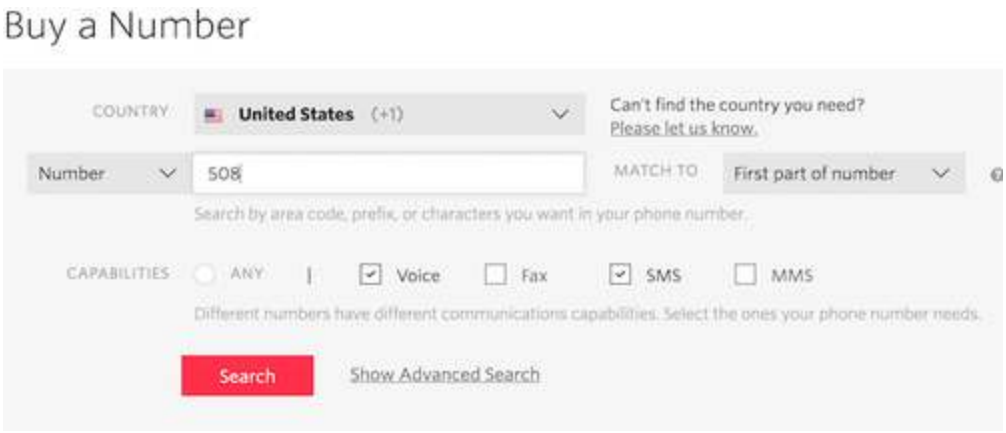
https://www.twilio.com/docs/usage/tutorials/how-to-use-your-free-trial-account

3. There are three options of pricing can be seen from https://www.twilio.com/pricing: Pay-as-you-go, Volume-discounts, Committed-to-use-discounts.

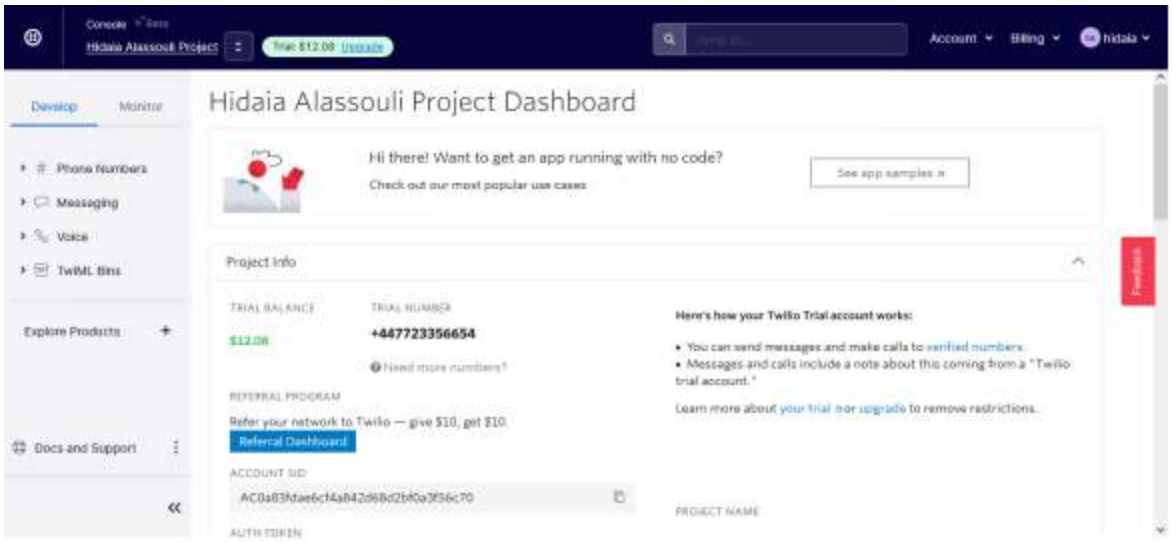


4. Twilio has the following types of services you can pay for. You can find them at https://www.twilio.com/pricing. Programmable Voice, Programmable SMS, Twilio SendGrid Email API, Twilio API for WhatsAPP, Elastic SIP Trunking , Twilio Conversations, Programmable Video, Programmable Wireless. Twilio Flex, Twilio SendGrid Marketing Campaigns, Twilio for Salesforce , Twilio Studio , Autopilot, Task Router, Notify, Authy , Verify, Proxy

5. Get Yourself a Twilio Number. Find a suitable number then hit the 'Buy' box. You'll have to confirm your purchase. My phone no was: 00447723356654



6. This is how my console shows up after buying the phone number.


Console
Hidaia Alassouli Project
Trial: $12.08 Upgrade
Account
Billing
hidaia
Develop
Monitor
Phone Numbers
Messaging
Voice
TwiML Bins
Explore Products
Docs and Support
Hidaia Alassouli Project Dashboard
Hi there! Want to get an app running with no code?
Check out our most popular use cases
See app samples
Project Info
TRIAL BALANCE
$12.08
TRIAL NUMBER
+447723356654
Need more numbers?
REFERRAL PROGRAM
Refer your network to Twilio — give $10, get $10
Referral Dashboard
ACCOUNT SID
AC0a83fdae6cf4a842d6bd2bf0a3f56c70
AUTH TOKEN
Here's how your Twilio Trial account works:
• You can send messages and make calls to verified numbers.
• Messages and calls include a note about this coming from a * Twilio trial account.*
Learn more about your trial or upgrade to remove restrictions.
PROJECT NAME
Feedback