



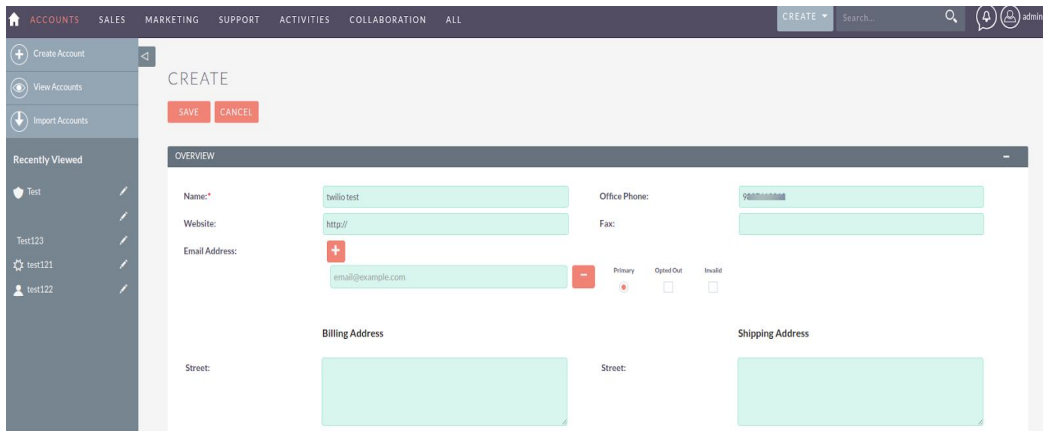
SuiteCRM Twilio Call

User Guide

User Guide:-

1. Go to the module list page (For which you want to click to call/sms functionality).

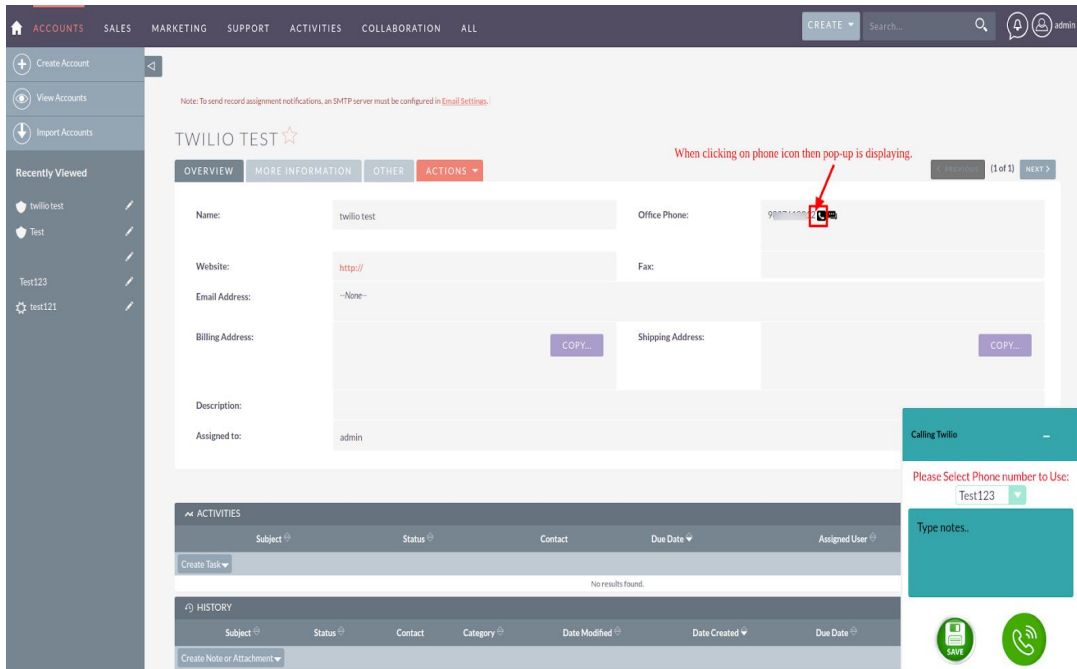
1.1 Create and save a record and to fill with phone number.



1.2 Now, click here to call.

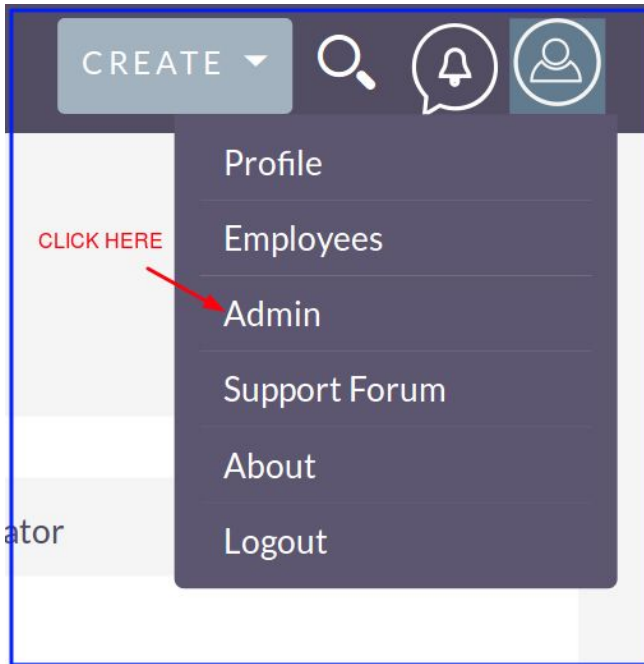


1.3 While clicking on call icon ,pop-up will appear.

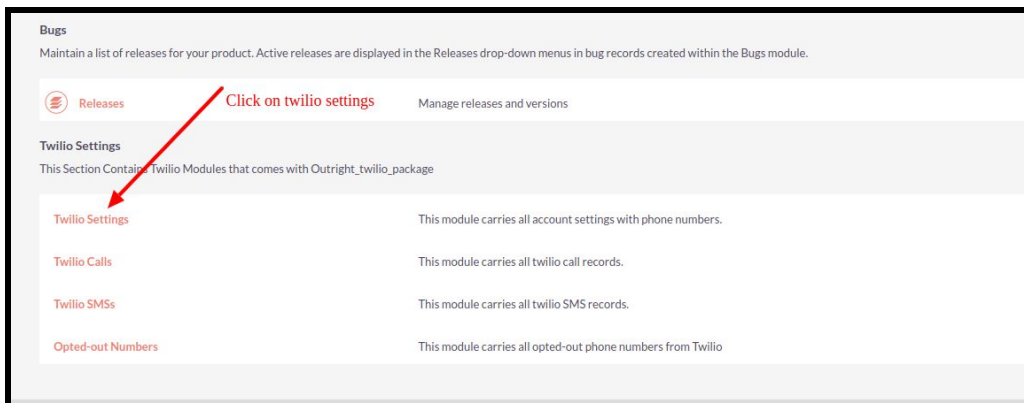


Configuration Guide:-

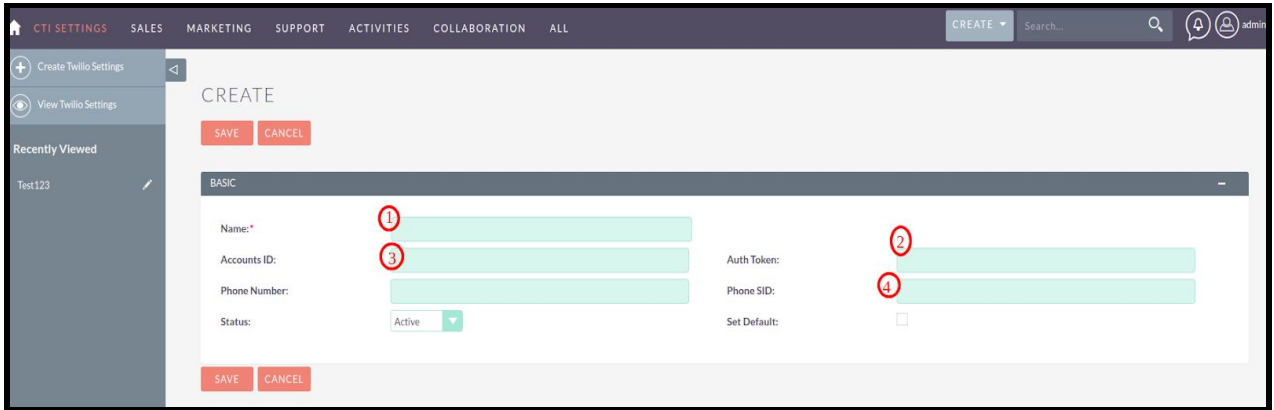
1. Go to the Administration page.



2. Click on Twilio settings.

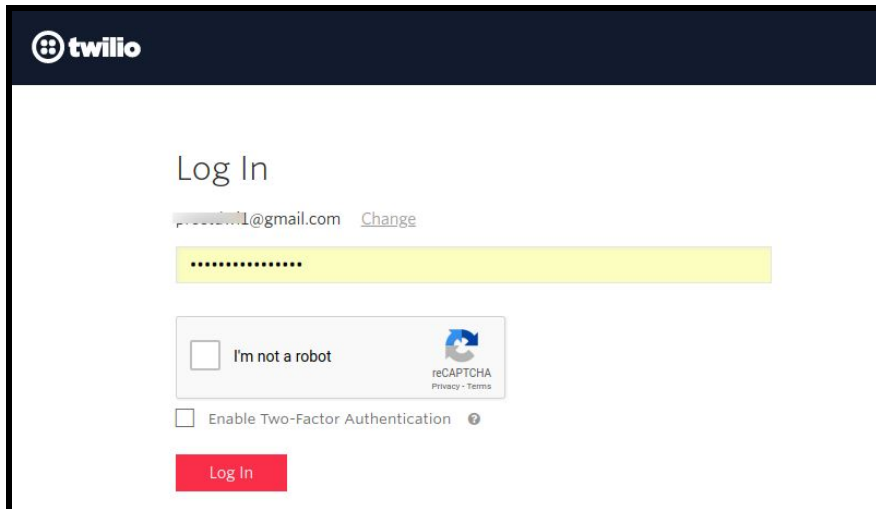


3. Create record in Twilio Settings.



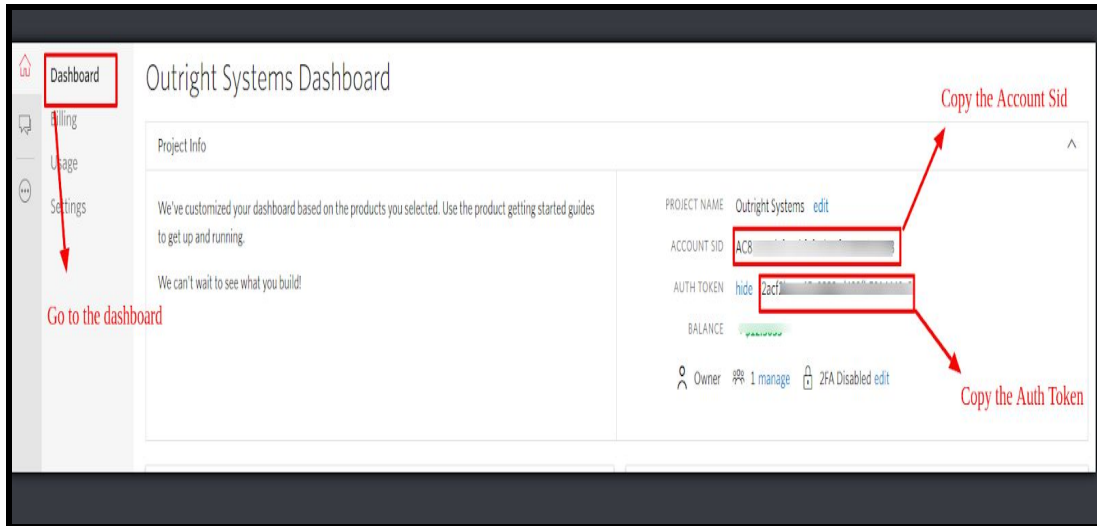
- 3.1 Enter the Name.
- 3.2 Enter the Account ID from twilio account.
- 3.3 Enter the Auth key from twilio account.
- 3.4 Enter phone number from twilio account.
- 3.5 Enter phone SID from twilio account.

4. Log into <http://www.twilio.com> using your Twilio Account.

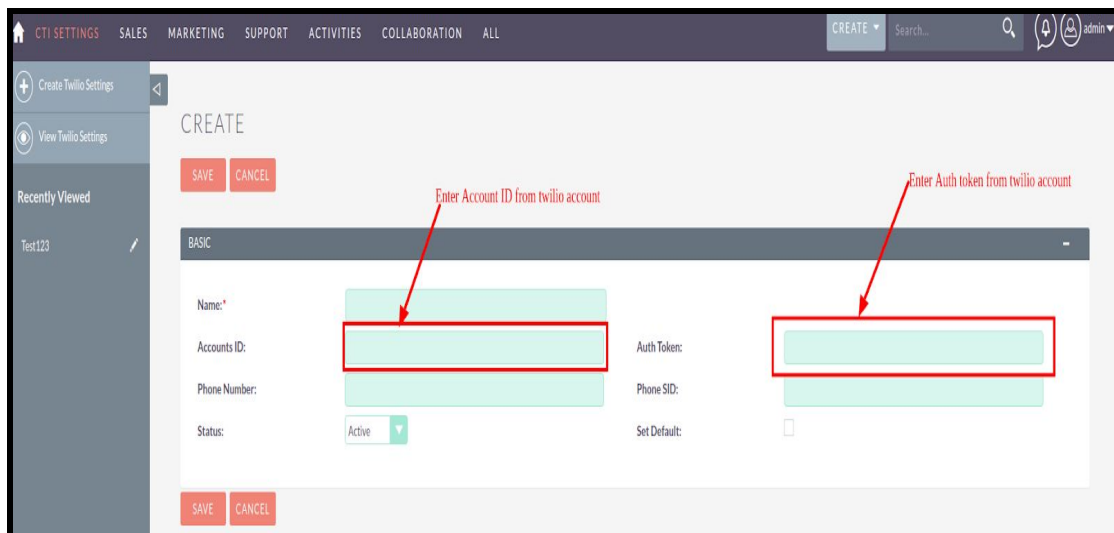


5. Go to the Dashboard.

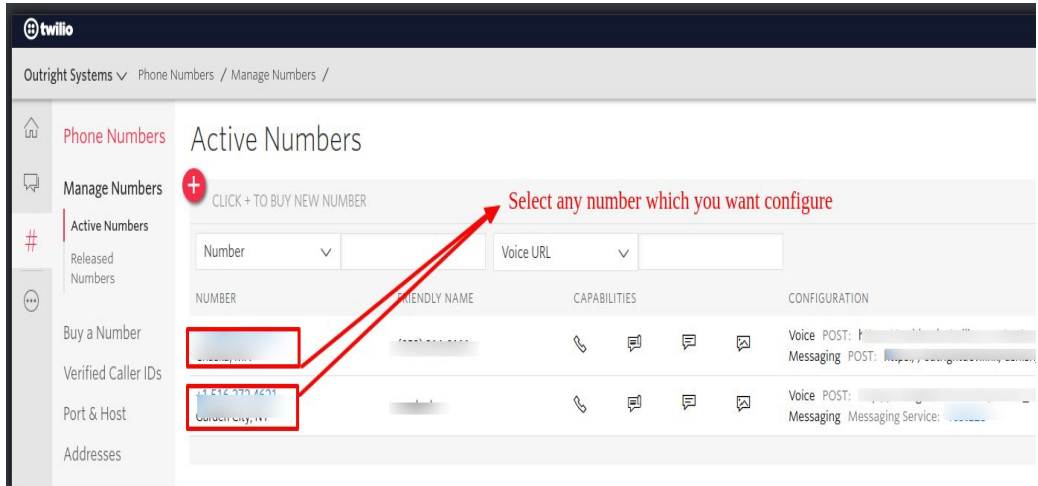
5.1 Copy and paste “Account SID” and “Auth Token” from the dashboard.



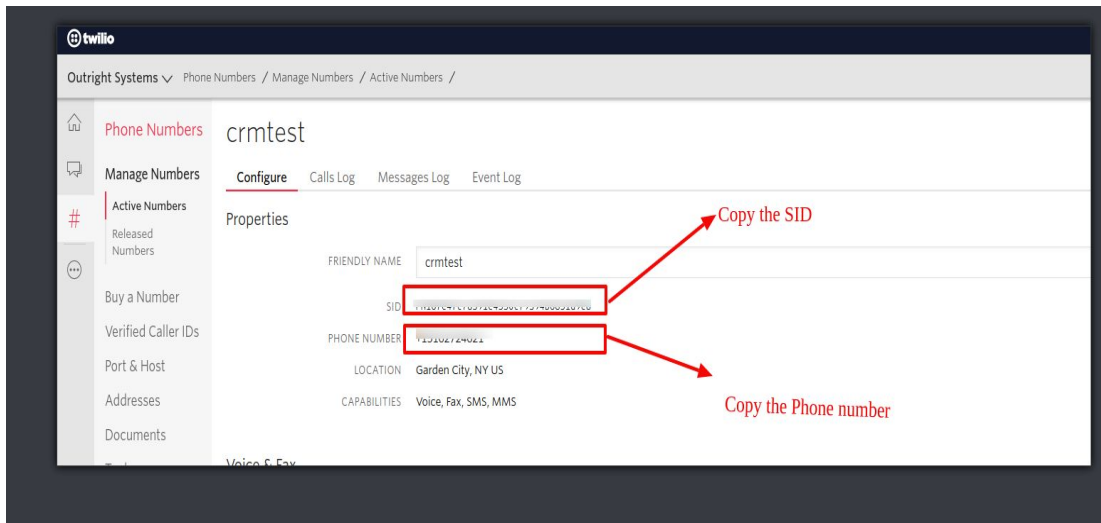
5.2 Paste Account ID and Auth key into CTI settings.



5.3 Select any number which you want to configure.



5.4 Copy and paste “phone SID” and “Phone number” from the dashboard.



5.5 Add phone number and phone SID into CTI settings.

