

Twilio Helper Servlet

The Twilio Helper Servlet plugin is used to generate Twilio JWT auth token for the logged-in user and create new users in Twilio.

Also used to generate JWT token for audio channel in the Twilio Chat component.

This plugin needs to be installed along with the Twilio Chat component.

Note:

This servlet plugin requires data from the Secure Credential Store. Please configure the Third-Party Credentials in your environment in the Admin Console as shown below,

Identity (key): twiliochat

Credentials (key):

- apikey
- apisecret
- authtoken
- accountsid
- servicesid

Please make sure that the above identity and credentials keys should match with the provided. Provide the values for these fields that you got from Twilio.

Also, add this plugin to the list of plugins that have access to these credentials (Refer below screenshot - **Plug-ins List**).

FAQ:

How to get the above credentials from Twilio?

Please follow the steps given below to get the credentials from Twilio.

Screenshot:

The screenshot shows the Appian Administration Console interface. The left sidebar contains navigation links for DEVOPS, INTEGRATION, and MONITORING. The main content area is titled 'Edit Third-Party Credentials' and is divided into three sections: Identity, Credentials, and Plug-ins List.

Identity Section:

- Name ***: twiliochat
- Key**: twiliochat
The auto-generated unique identifier of this external system
- Description**: (Empty text area)

Credentials Section:

Field name	Key	Value	Mask	
apikey	apikey	<input type="password"/>	<input type="checkbox"/>	✗
apisecret	apisecret	<input type="password"/>	<input type="checkbox"/>	✗
authtoken	authtoken	<input type="password"/>	<input type="checkbox"/>	✗
accountsid	accountsid	<input type="password"/>	<input type="checkbox"/>	✗
servicesid	servicesid	<input type="password"/>	<input type="checkbox"/>	✗

+Add field

☐ Allow users to set personal credential field values on the Third-Party Credentials settings page

Plug-ins List Section:

Choose which plug-ins are allowed to access the site-wide and individual credentials for this external system

Plug-ins

Twilio Helper ✕

Type to search for the plug-in name or key

Test Connection Section:

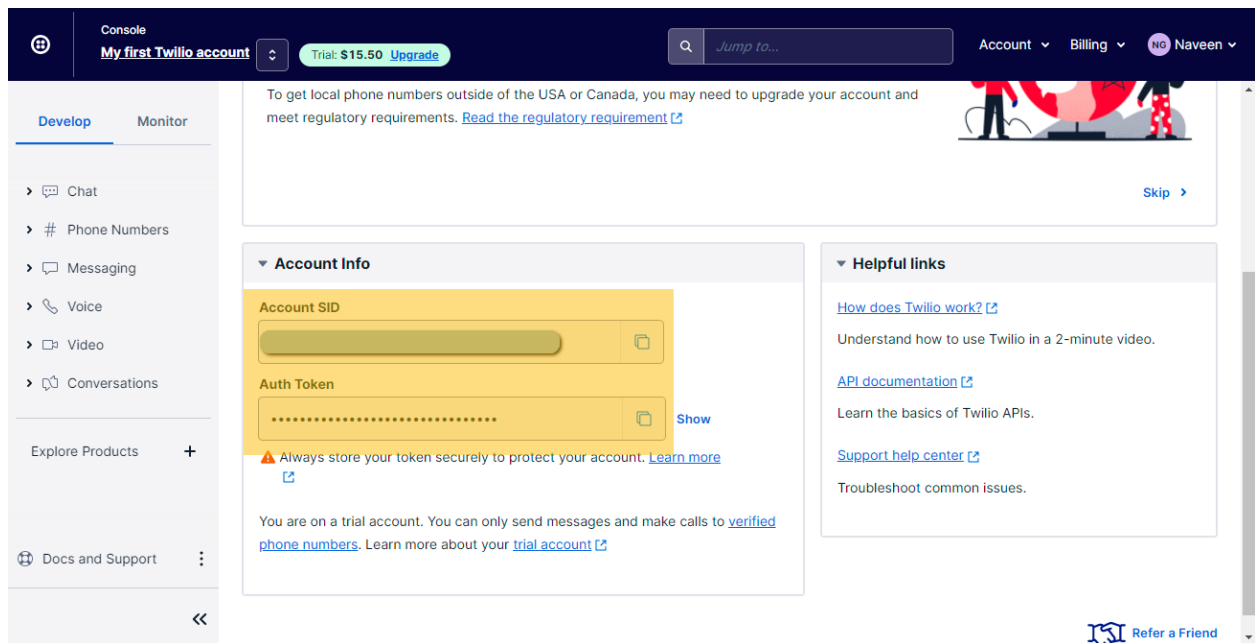
Provide an expression that returns true if the connection was successful and false otherwise

Expression

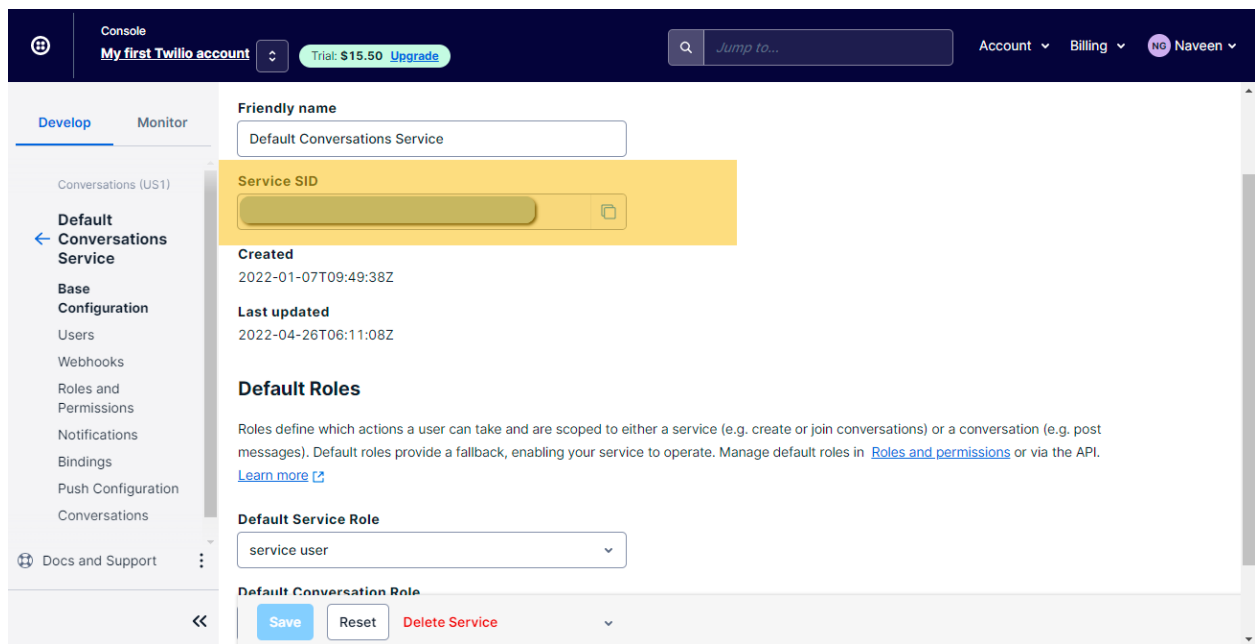
Steps to get credentials from Twilio:

This requires a Twilio account and a working Conversations Service SID.

- You'll need to collect some credentials from the [Twilio Console](https://www.twilio.com/console):
- * Your Account SID (`ACXXX`) and Auth Token, both accessible from the [Dashboard](https://twilio.com/console/dashboard)



- * Your Account's Conversations Service Sid `ISXXX` SID which is attached to your Conversations Service



- Create an API key Value Pair from <https://console.twilio.com/us1/account/keys-credentials/api-keys>
- Under Twilio Console -> Chat -> Manage -> Services -> Choose the conversation SID for the chat and under Basic Configuration check the Reachability Enabled checkbox.

Console
My first Twilio account Trial: \$15.50 Upgrade Jump to... Account Billing Naveen

Develop Monitor

Chat (US1)

Default Conversations Service

Base Configuration

Webhooks

Roles and Permissions

Notifications

Bindings

Users

Push Configuration

Channels

Docs and Support

DEFAULT CHANNEL CREATOR ROLE channel admin

Service Limits

CHANNEL MEMBERS LIMIT 1000 Maximum allowed value: 1,000

USER CHANNELS LIMIT 1000 Maximum allowed value: 1,000

Additional Settings

REACHABILITY ENABLED ☒

MESSAGE READ STATUS ☒

LOG NOTIFICATIONS ☒

CONSUMPTION REPORT TIMEOUT 10

TYPING INDICATOR TIMEOUT 5

Save Cancel Delete this Chat Service

- Under Twilio Console -> Chat -> Manage -> Services -> Choose the conversation SID for the chat and click Roles and Permissions and choose both channel user and service user and provide all permissions and close.

Console
My first Twilio account Trial: \$15.50 Upgrade Jump to... Account Billing Naveen

Develop Monitor

Conversations (US1)

Default Conversations Service

Base Configuration

Users

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Roles and Permissions /

General Permission

Select all permissions you would like this role to have.

- ☒ deleteConversation Destroy a channel
- ☒ addNonChatParticipant Invite a member to a channel
- ☒ addParticipant Add a member
- ☒ removeParticipant Remove a member from a channel
- ☒ editConversationName Edit channel's name
- ☒ editConversationAttributes Edit channel's attributes
- ☒ sendMessage Send messages to channel
- ☒ sendMediaMessage Send media messages to channel
- ☒ leaveConversation Leave a channel

Edit Own Information

Select all permissions you would like this role to have.

- ☒ editOwnParticipantAttributes Edit own member's attributes
- ☒ editOwnMessage Edit own message
- ☒ editOwnMessageAttributes Edit own message's attributes
- ☒ deleteOwnMessage Delete own message

Save Cancel

Console

My first Twilio account

Trial: \$15.50 Upgrade

Jump to...

Account

Billing

NO Naveen

Develop

Monitor

Conversations (US1)

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☒ editNotificationLevel

Edit notification level

Edit Any User's Information

Select all permissions you would like this role to have.

☒ editAnyParticipantAttributes

Edit any member's attributes

☒ editAnyMessage

Edit any message

☒ editAnyMessageAttributes

Edit any message's attributes

☒ deleteAnyMessage

Delete any message

Save

Cancel

https://console.twilio.com/us1/service/conversations/ISd78763f745c8416d98df4a2d62121ff6/conversation-service-roles?frameUrl=%2Fconsole%2Fconversations%2Fservices%2FISd78763f745c8416d98df4a2d62121ff6%2Froles%3F_overri...