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.
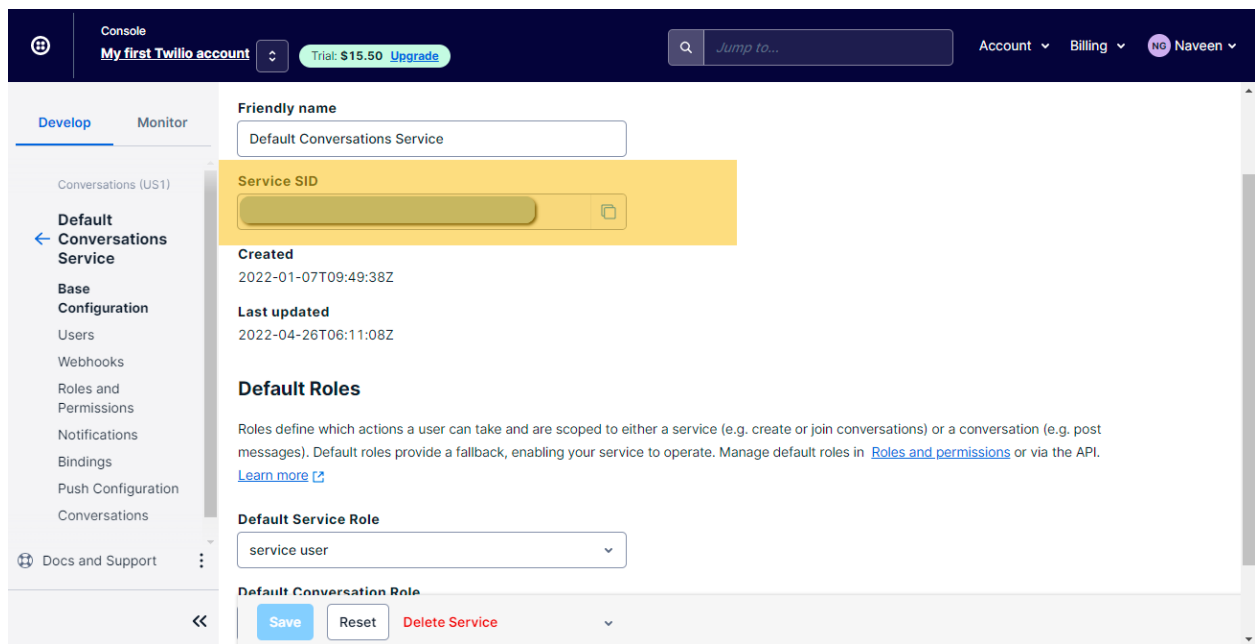
Screenshot:

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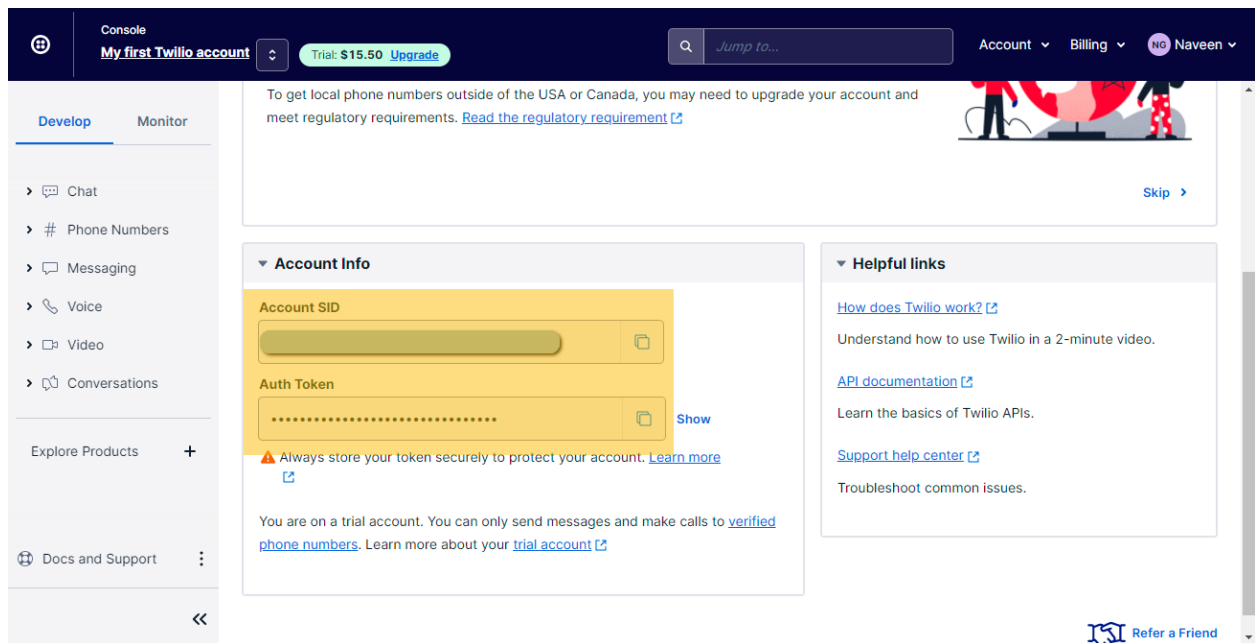
- * Your Account's Conversations Service Sid `ISXXX` SID which is attached to your Conversations Service

- 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.

- 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.

Develop   Monitor

Conversations (US1)

← Default
Conversations
Service

Base Configuration

Users

Webhooks

**Roles and
Permissions**

Notifications

Bindings

Push Configuration

Conversations

Docs and Support   ⋮

«

Roles and Permissions /

☑ **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' attributes

☑ **deleteAnyMessage**

Delete any message

Save   Cancel