

TWILIO

Programmable sms and Voice API –
Usage at DASC

Capabilities

- Send text (sms and mms) messages
- Receive text messages
- Make and receive phone calls
- Collect input from phone calls
 - Press 1 for Yes, 2 for No etc.

What we use it for:

- Notifications:
 - Server not responding
 - NextGen 911 outage notification (Text message and Phone call)
 - Security (Login notification)
- Restarting services:
 - ArcGIS server
 - Application servers (Coldfusion)
 - Virtual Machines

Sample – sending a text

```
<cfhttp
  url="https://api.twilio.com/2010-04-01/Accounts/Messages.json"
  username="#userName#"
  password="#password#"
  method="post">
  <cfhttpparam
    type="formfield"
    name="From"
    value="+1785xxxxxxx">
  <cfhttpparam
    type="formfield"
    name="To"
    value="#PhoneNumber#">
  <cfhttpparam
    type="formfield"
    name="Body"
    value="Hi, Thanks for logging into the portal. Have a super day! :)>
</cfhttp>
```

Sample – making a call and playing an audio file

```
<cfhttp
  url="https://api.twilio.com/2010-04-01/Accounts/Calls"
  username="#UserName#"
  password="#Password#"
  method="post">
  <cfhttpparam type="formfield" name="From" value="+1785xxxxxxx">
  <cfhttpparam type="formfield" name="To" value="#Phone Number#">
  <cfhttpparam type="formfield" name="Url" value="http://maps.kgs.ku.edu/test.xml">
</cfhttp>

<!--Test.xml-->
<Response>
<Say>This is a message from DASC.</Say>
<Play>http://maps.kgs.ku.edu/Audio_File_to_be_Played.wav</Play>
  <Gather action="http://maps.kgs.ku.edu/portal/aud/tw2.cfm" numDigits="1">
    <Say>To Confirm that you have received this message, Press 1.</Say>
    <Say>To repeat this message, Press 2.</Say>
  </Gather>
</Response>
```

Receiving Messages

When Twilio receives a text message, it makes a synchronous HTTP request to a url configured in the account settings. The Parameters sent in the request are shown in the image:

Twilio sends the following parameters with its request as POST parameters or URL query parameters, depending on which HTTP method you've configured:

Request parameters

PARAMETER	DESCRIPTION
MessageSid	A 34 character unique identifier for the message. May be used to later retrieve this message from the REST API.
SmsSid	Same value as MessageSid. Deprecated and included for backward compatibility.
AccountSid	The 34 character id of the Account this message is associated with.
MessagingServiceSid	The 34 character id of the Messaging Service associated with the message.
From	The phone number or Channel address that sent this message.
To	The phone number or Channel address of the recipient.
Body	The text body of the message. Up to 1600 characters long.
NumMedia	The number of media items associated with your message

Pricing – 1,000 messages for \$7.50

We pay about \$10-20 a month



UNITED STATES

PAY-AS-YOU-GO

SMS pricing is based on the destination and type of message you're sending. Our pay-as-you-go pricing gives you a fair price no matter what you build.



Pay-as-you-go SMS pricing

NUMBER USED	TEXT MESSAGES		PICTURE MESSAGES		COPILOT INTELLIGENT SERVICES *
	TO SEND **	TO RECEIVE **	TO SEND **	TO RECEIVE **	
LOCAL AND TOLL-FREE NUMBERS	\$0.0075	\$0.0075	\$0.0200	\$0.0100	INCLUDED
SHORT CODES	\$0.0075	\$0.0075	\$0.0200	\$0.0100	INCLUDED