


User Guide for Zoho Desk Twilio App




Prerequisites:

- 1. **Sign up** for a Twilio account.
- 2. Make a note of your **Account SID** and **Auth Token** unique to your Twilio account.
- 3. Purchase **Twilio phone number** to be used for SMS. You can purchase a number under the Numbers tab of your Twilio account.

 **Learn the basics of Twilio** [How does Twilio Work?](#)

My first Twilio project Dashboard

Project Info

TRIAL BALANCE	TRIAL NUMBER
\$14.50	+12058962064
	 Need more numbers?
REFERRAL PROGRAM	
Refer your network to Twilio — give \$10, get \$10. Referral Dashboard	
ACCOUNT SID	<input type="text" value=""/> 
AUTH TOKEN	<input type="text" value=""/> 

Setting up Zoho Twilio App

To install the Zoho Twilio App, click on the gear icon in the top menu.

Under Marketplace, click on All.

Search for Zoho Desk Twilio App in the marketplace and install the app.

On the settings screen, you'll need to enter the following details:

- Twilio Phone Number
- Twilio SID
- Twilio Auth Token

Click on Validate Twilio Account. Once Validation successful, proceed.

Creating SMS Templates

The Zoho Desk Twilio App lets you create SMS templates for sending auto-messages on the following events:

- When the status of a ticket is changed
- When a reply or public note is added to the ticket

You can use tags or placeholders to send personalized SMS messages to your customers.

How Does the Zoho Desk Twilio App Work?

The Zoho Desk Twilio App lets you send SMS to customers from the tickets screen. The customer's phone number needs to be saved for the agent to be able to send SMS to the customer. The SMS sent to the customer is added to the ticket thread.