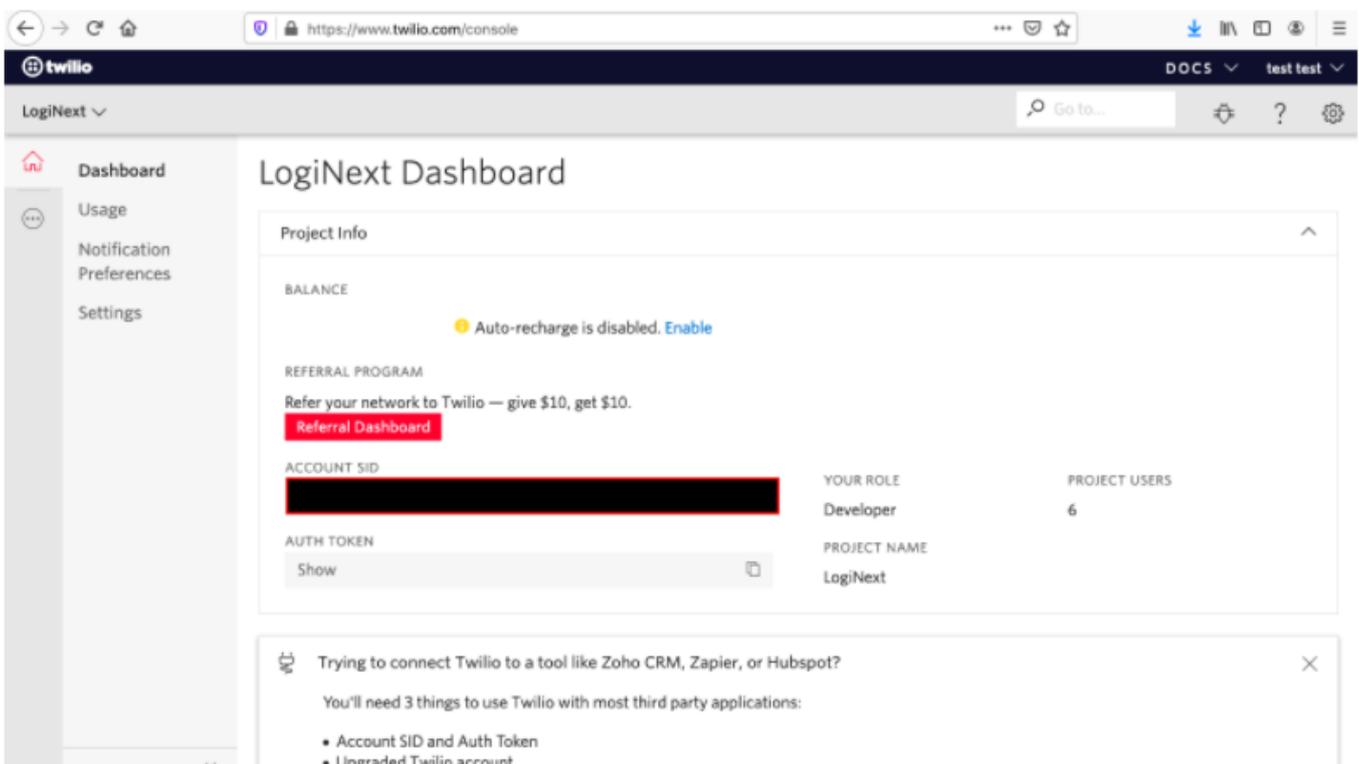
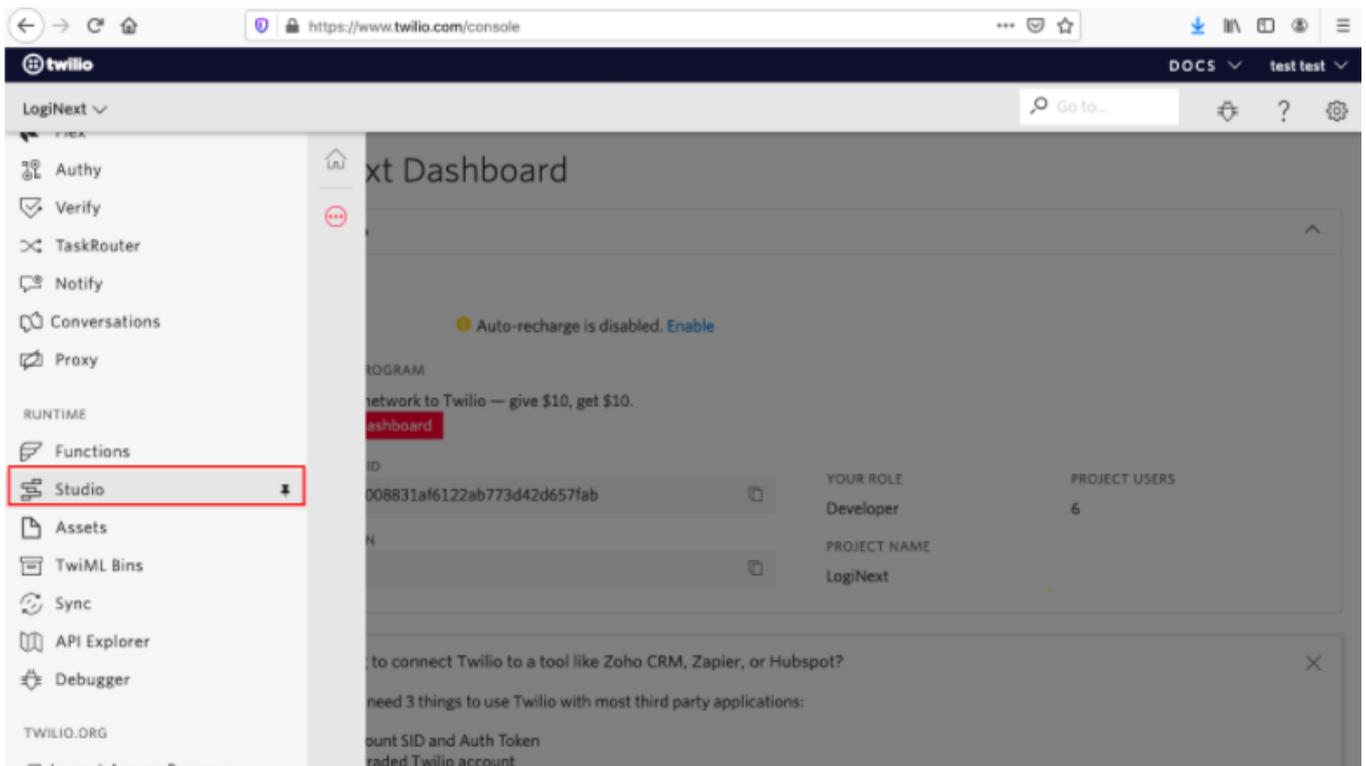


Below are the steps for the Twilio IVR configuration and integration with the LogiNext Alerts Module:

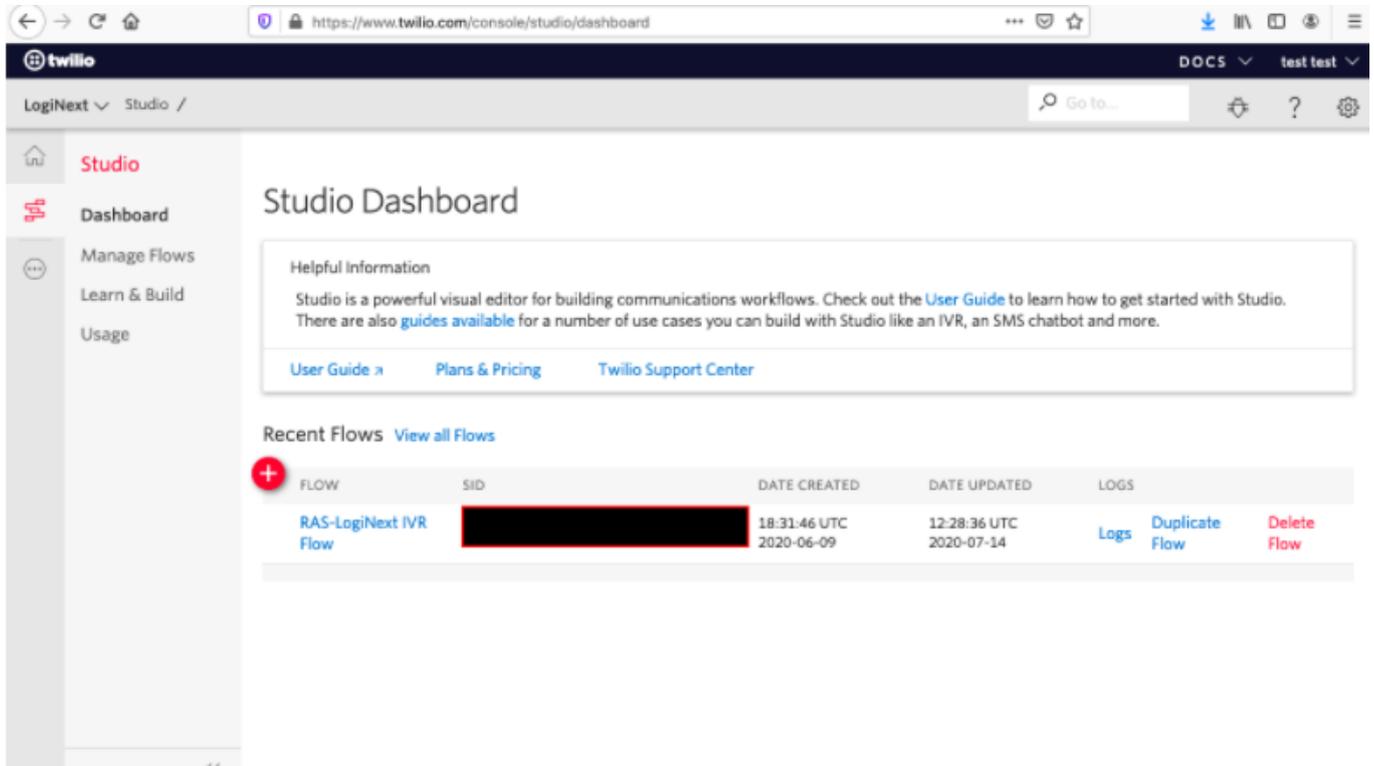
1. Create a Free Twilio Trial Account and Login to Dashboard.



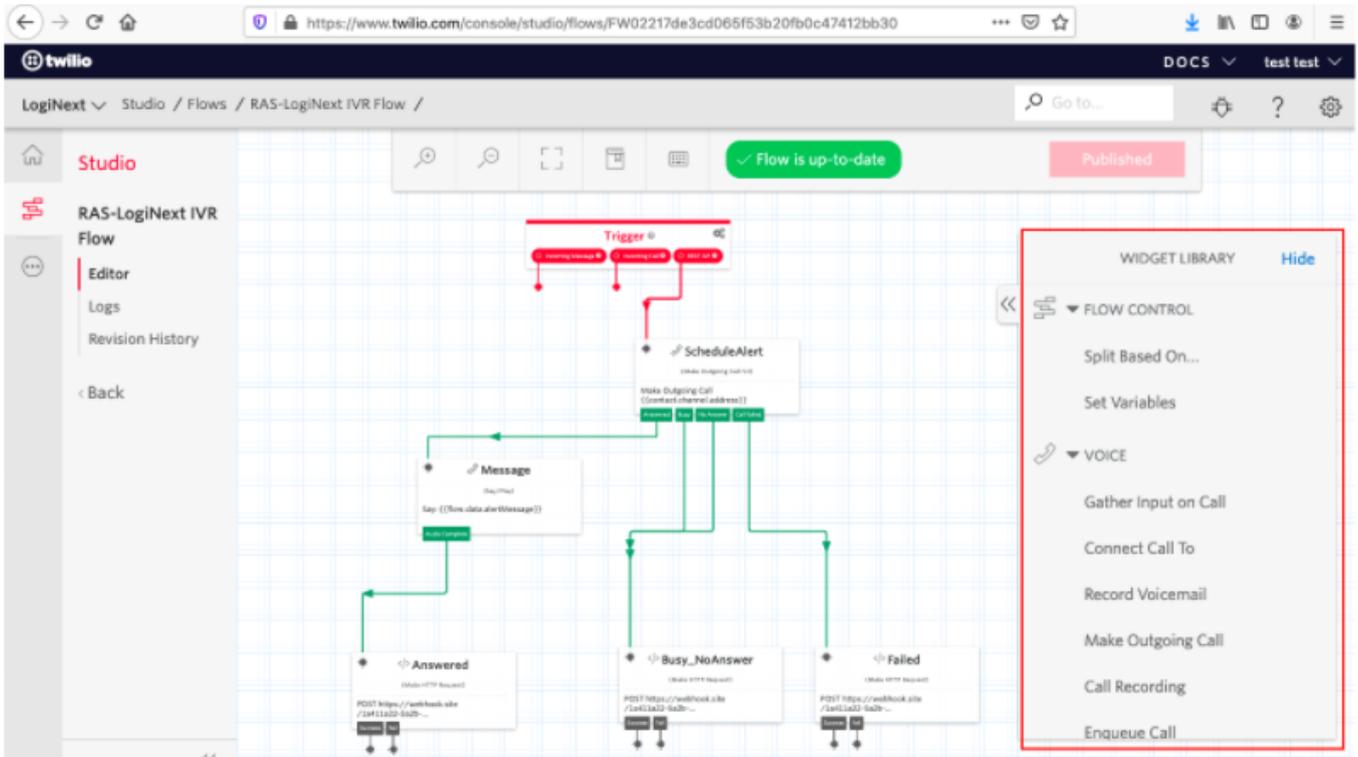
2. Click on Left Panel and go to 'Twilio Studio' Dashboard.



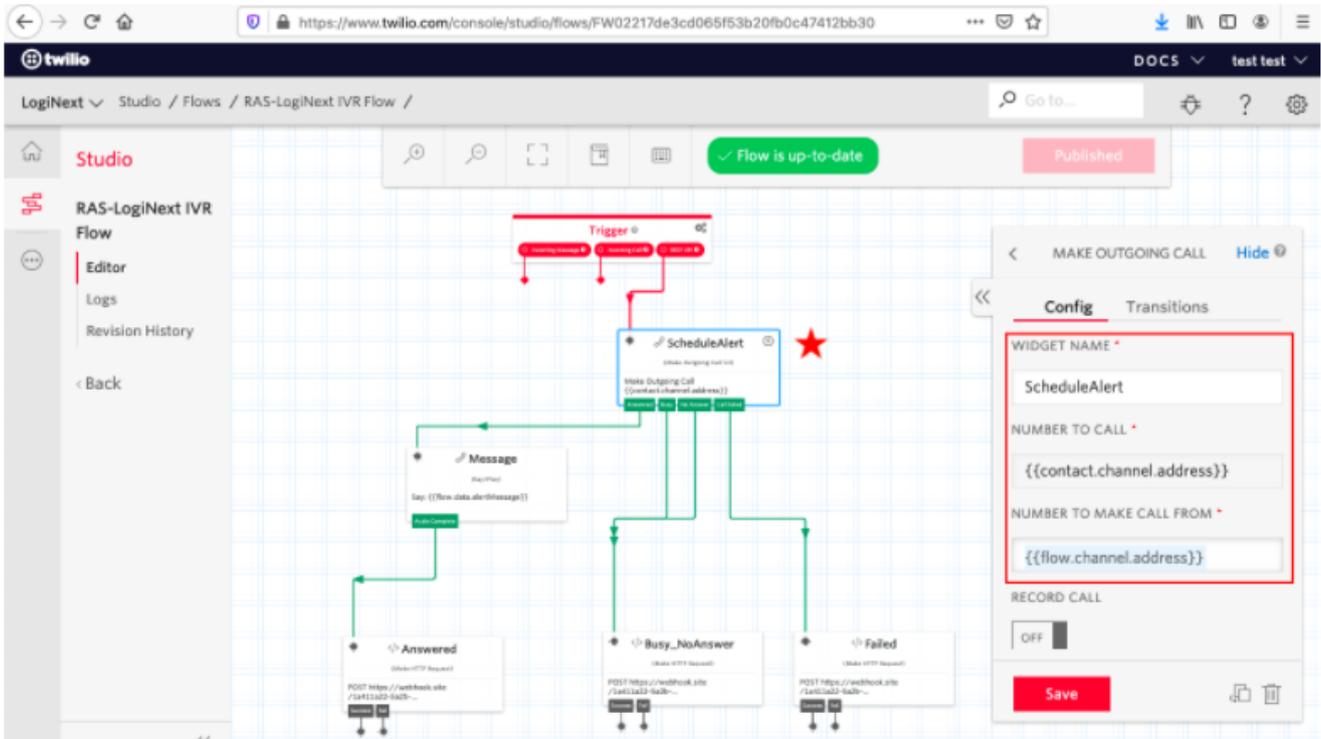
3. Once in the 'Twilio Studio' Dashboard click to create a new 'Flow'.



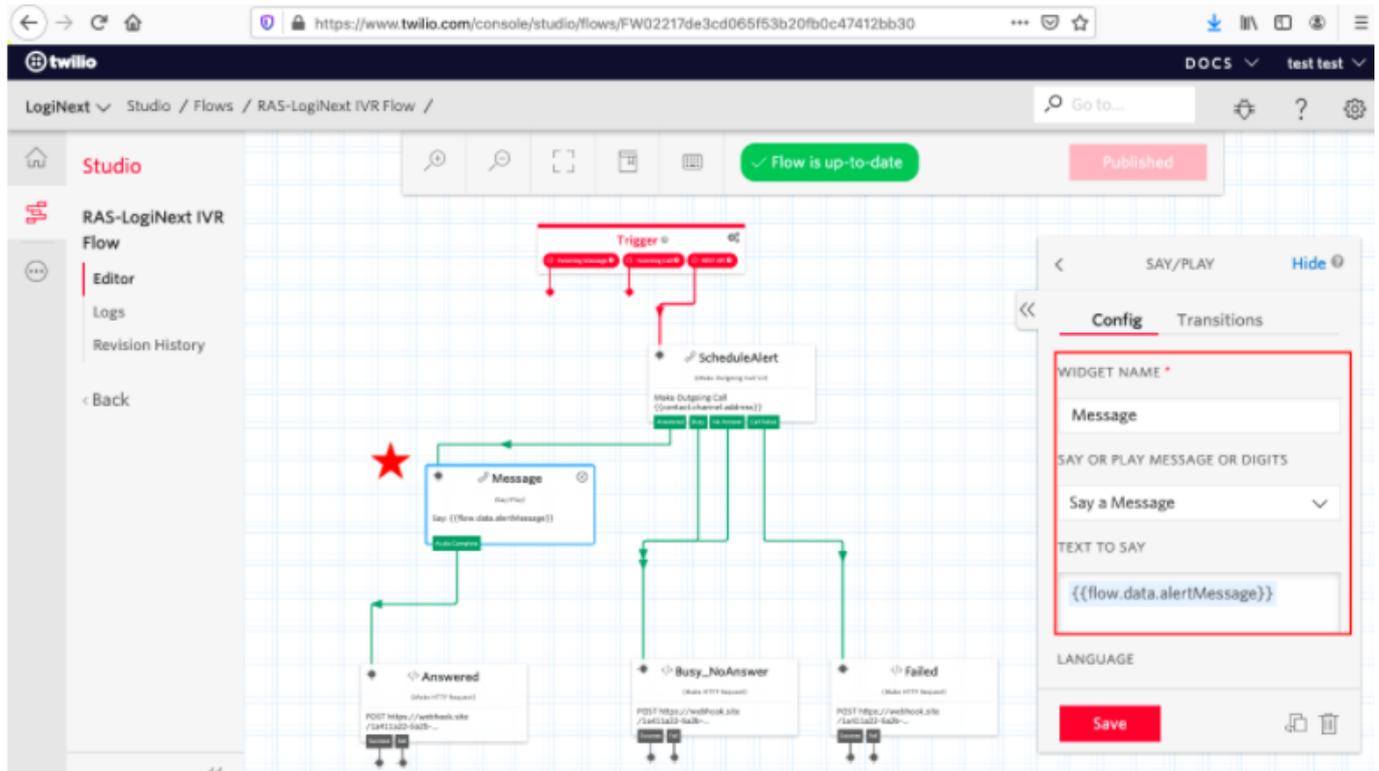
4. A 'Flow' is Twilio talk for a Workflow that is configured using Widgets through a Drag n Drop Designer, this 'Flow' determines how your IVR Tree Logic works so please design it carefully, below is an example of a simple Flow triggered by API.



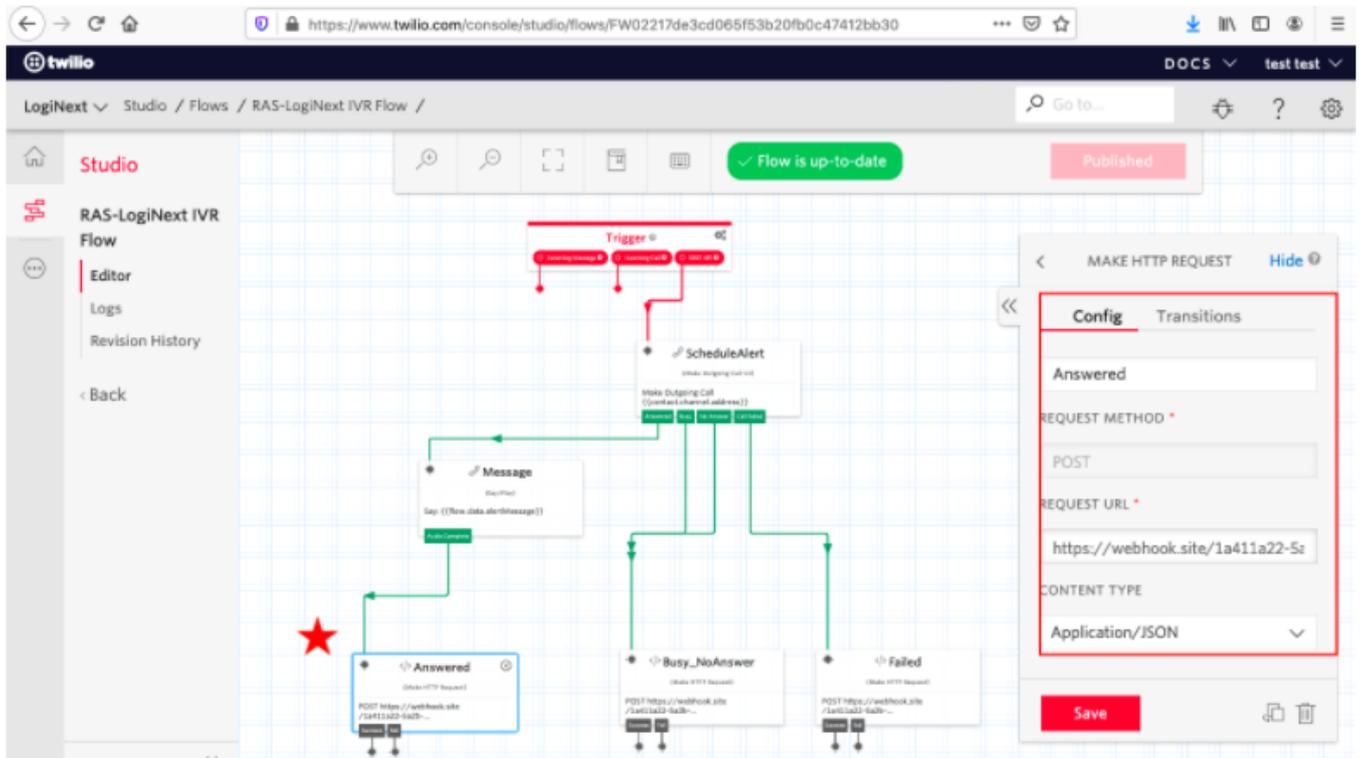
5. The Following Images show how Widgets can be configured, starting with the custom created 'Schedule Alert' widget which is a native Twilio widget to trigger an outbound IVR Call and needs configuration with Twilio Variables that pass key parameters like - "To" and "From" phone numbers that participate in the IVR calls. These variables are passed to Twilio through the API detailed later in this document.

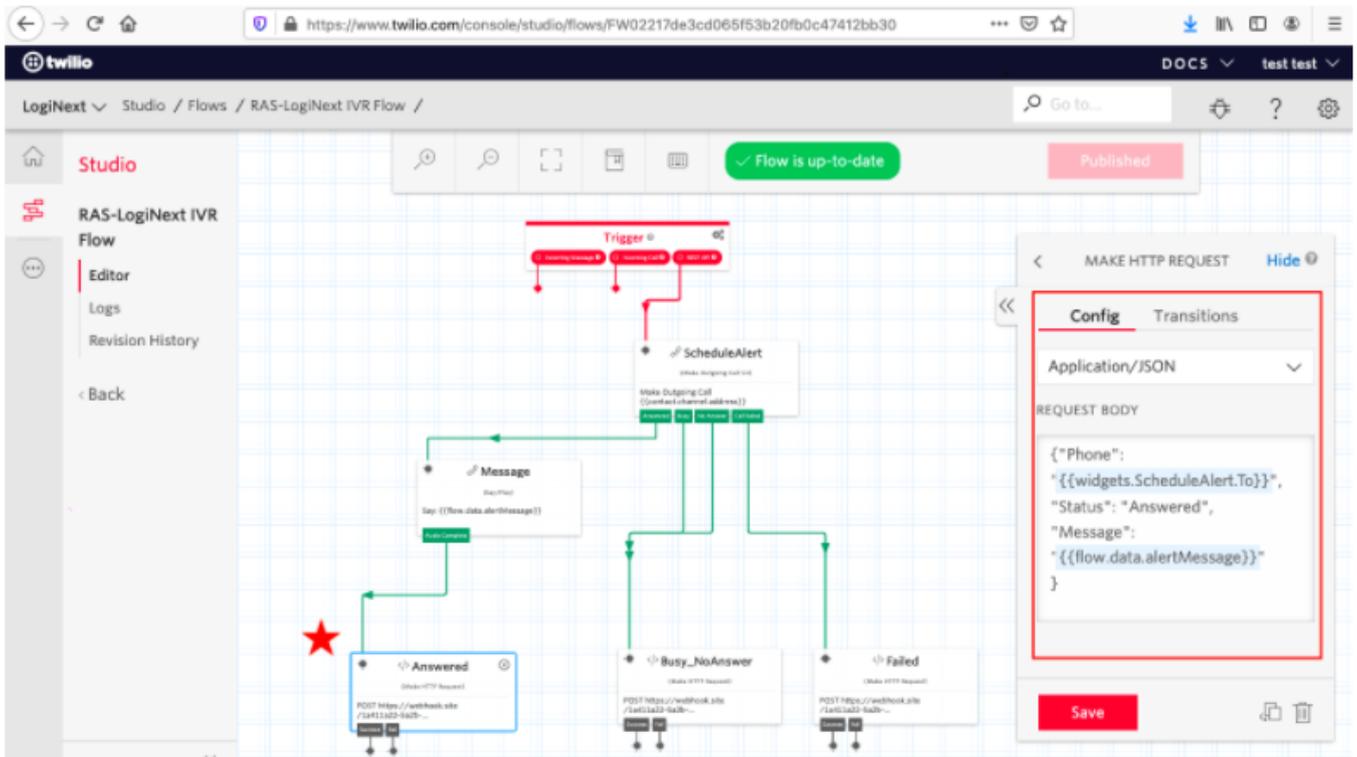


6. The Next Widget in the flow is “Play Message” which plays the actual message to be read out by the IVR System. This has to be configured with a variable within Twilio with the value being passed through the API. The companion step to this one is in LogiNext where you have to set the message copy in the IVR Alerts Section.

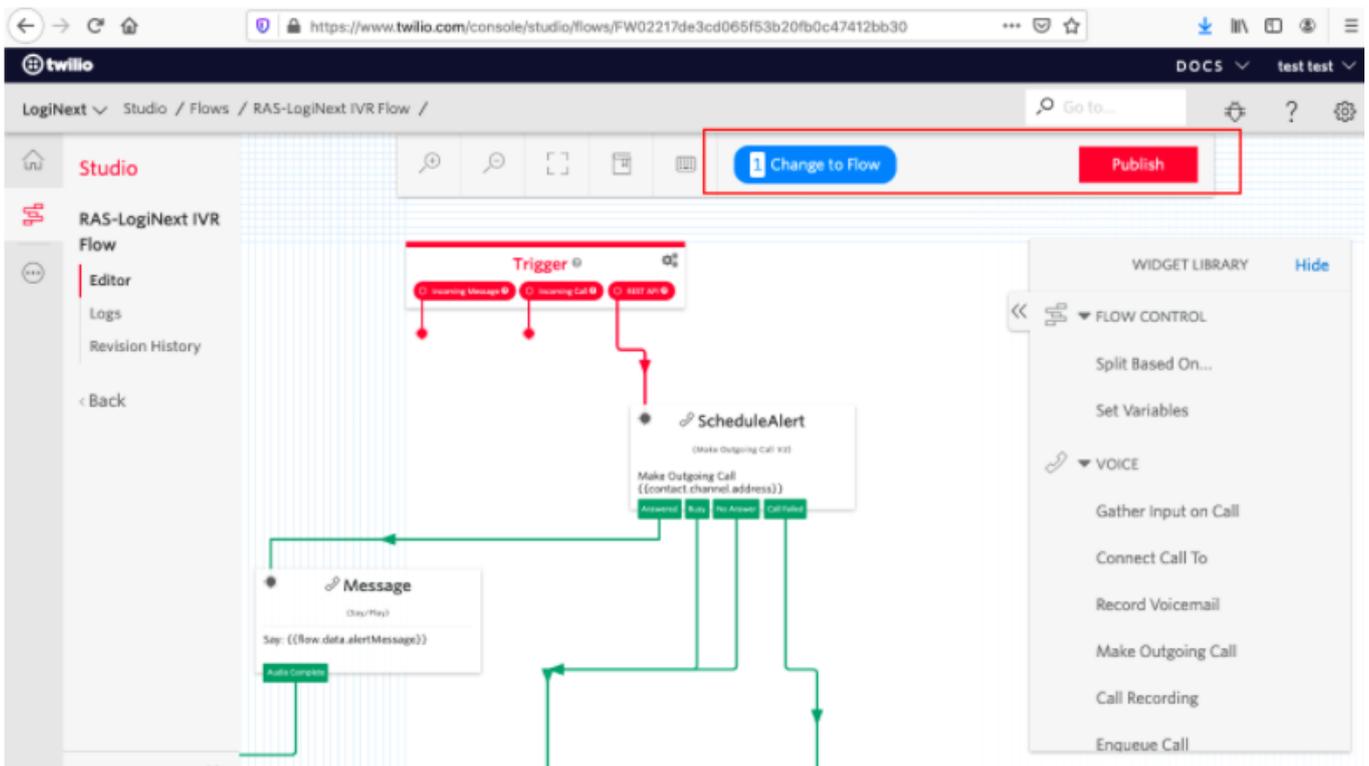


7. This is an optional step that allows you to POST the status of the IVR call to a 3rd Party System. Twilio allows us to configure a “Webhooks” Widget, which is shown below for an event when the IVR call was answered by the recipient.

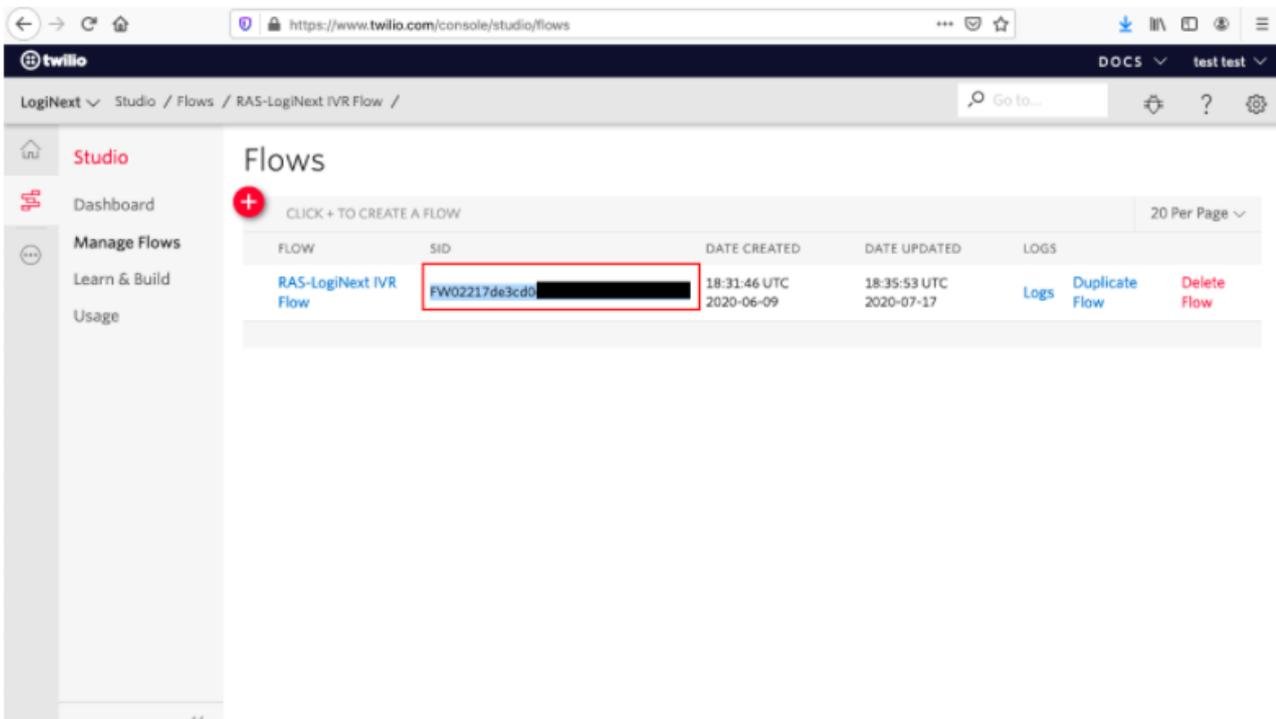




8. Once your Flow Design is completed, go ahead and Publish it.



9. Go back to the Twilio Studio Dashboard and note down the Flow ID.



10. Now it's time to test your Flow, to ensure the Twilio Setup is working, so take the help of your favorite REST API Client that can generate HTTP POST requests and make an API call to trigger your Flow in Twilio, below are details of the API call and the parameters along with an image of what this request looks like in POSTMAN-

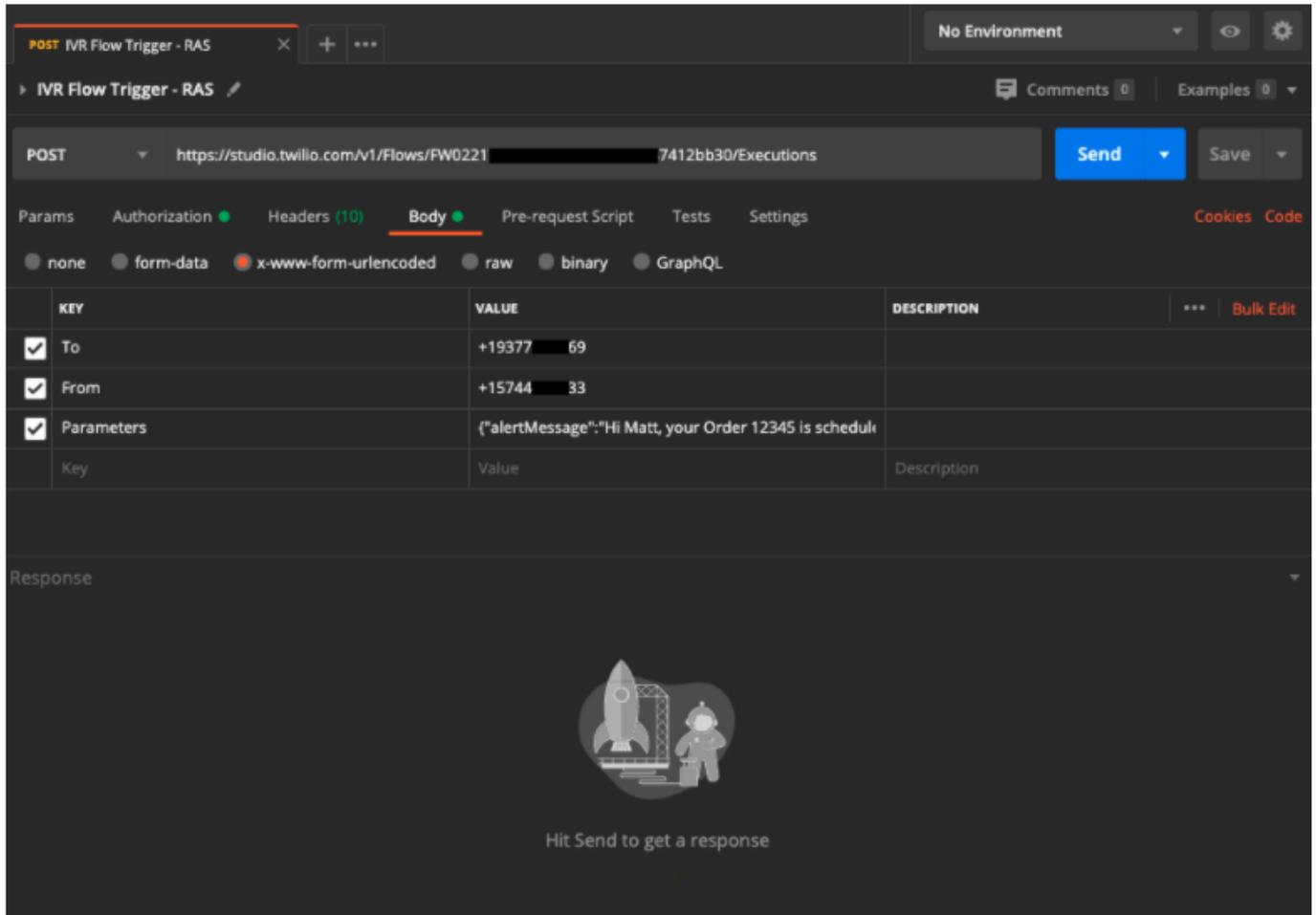
API Endpoint - <https://studio.twilio.com/v1/Flows/{FLOWID}/Executions>

Http Method - POST

Parameters-

1. "To" - Contact number of End Customer to whom alert is triggered
2. "From"- Twilio number of the Client Account
3. "Parameters"- The message set in LogiNext against the Alert Event

Authentication - Please See Twilio documentation for Authentication Mechanism



11. Triggering this API successfully will initiate an IVR call to the number passed in the “To” parameter and the message played will be the one passed as “Alert Message”. At this stage your Twilio Flow Design and Setup is complete, now LogiNext has to be configured to trigger these API calls automatically as part of the Alerts and Notifications Module.

12. Next Step is to Enable the IVR option for your desired Alerts in your Client’s LogiNext Mile instance and configure the Alert Message (Step 6).

13. The next step is to raise a Support Ticket to connect the Twilio Flow with your Client’s LogiNext, please share the following information with the team- Twilio Flow ID, Twilio From

Number, Twilio SID and Token.

14. Once Team confirms Twilio is connected, you can initiate the relevant Alert event and test the overall workflow.