

Twilio Widget

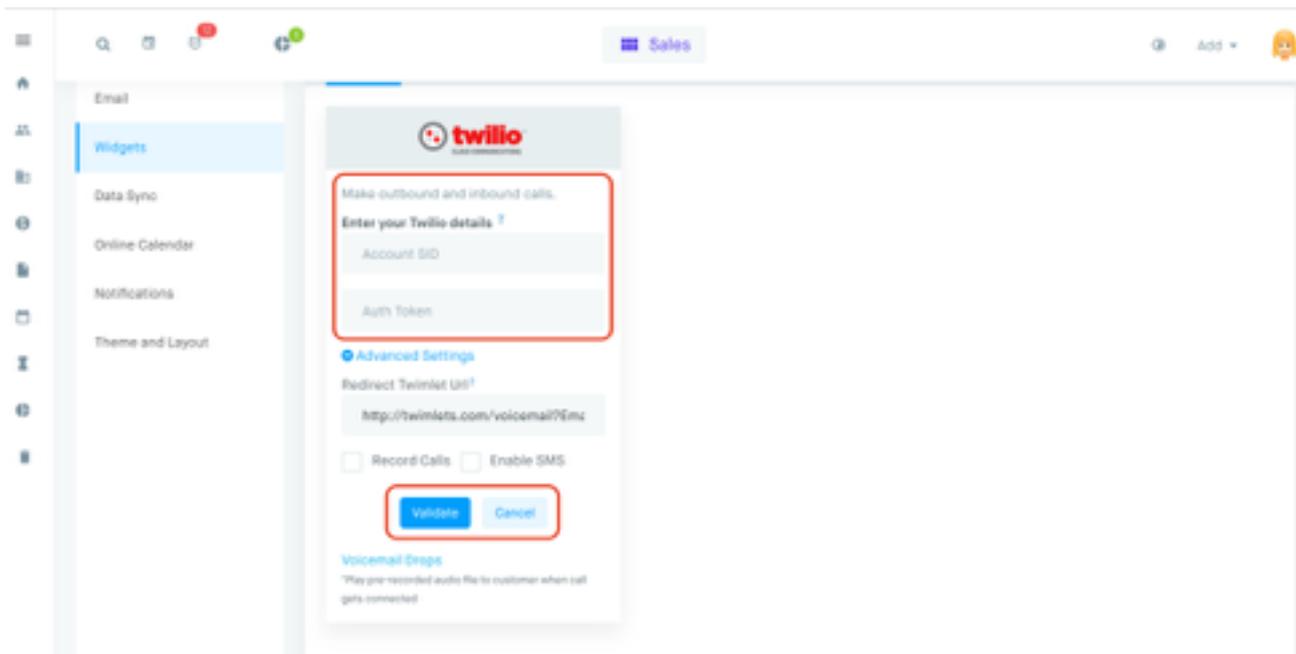
Feature Highlights

1. Receive Calls
2. Make Calls
3. Call Campaigns
4. Transfers Calls
5. Call Conference
6. Record Calls
7. Drop Voice Mails
8. Send SMS
9. Missed Calls Notification
10. Call Log
11. Call History
12. Call Reports

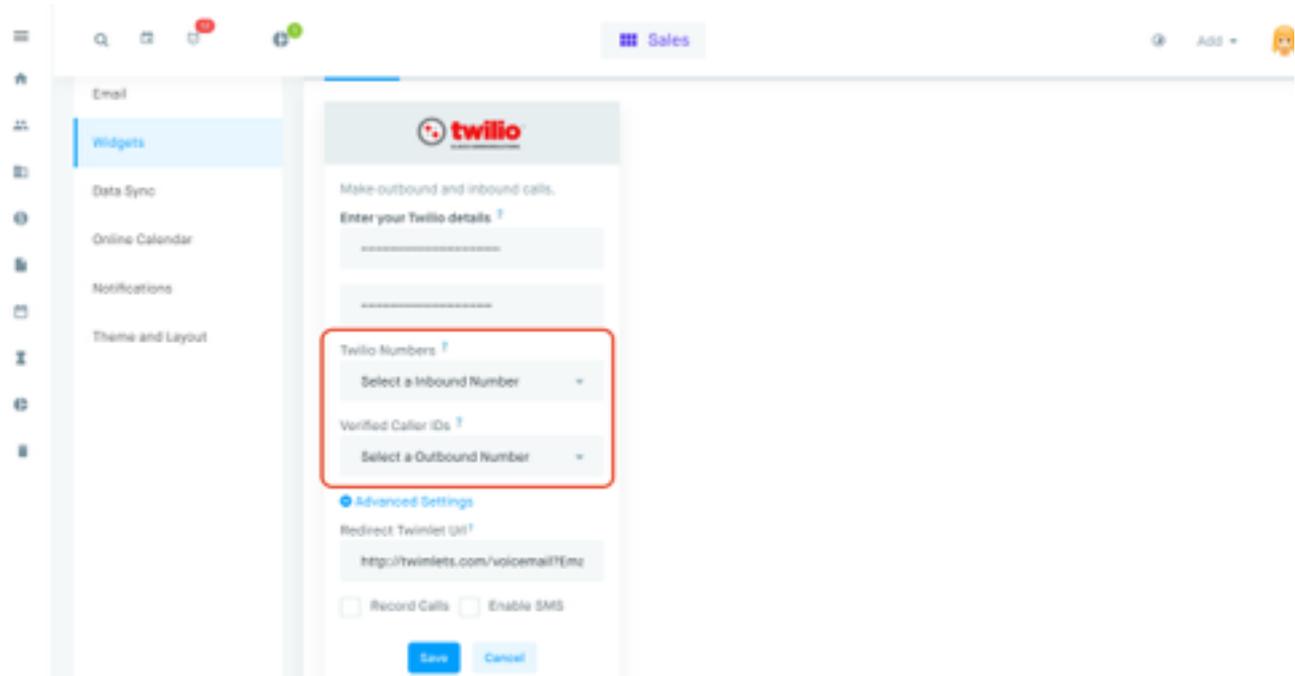
Setup Twilio Widget

Step1 : Enter Twilio SID and Auth Token

Both SID and Auth Token are available in Twilio Dashboard of customer account. Click on Validate button to verify credentials provided.

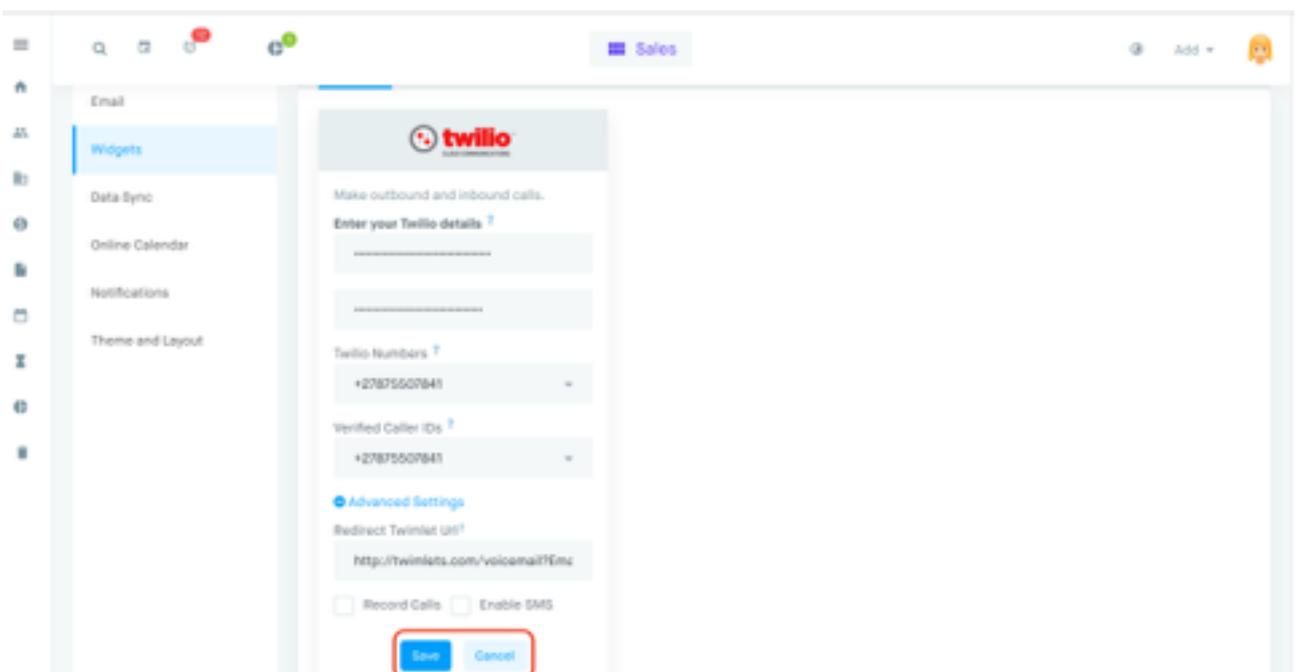


Step2 : Select Outbound and Inbound numbers



Outbound and Inbound numbers are listed based on list available from Twilio.

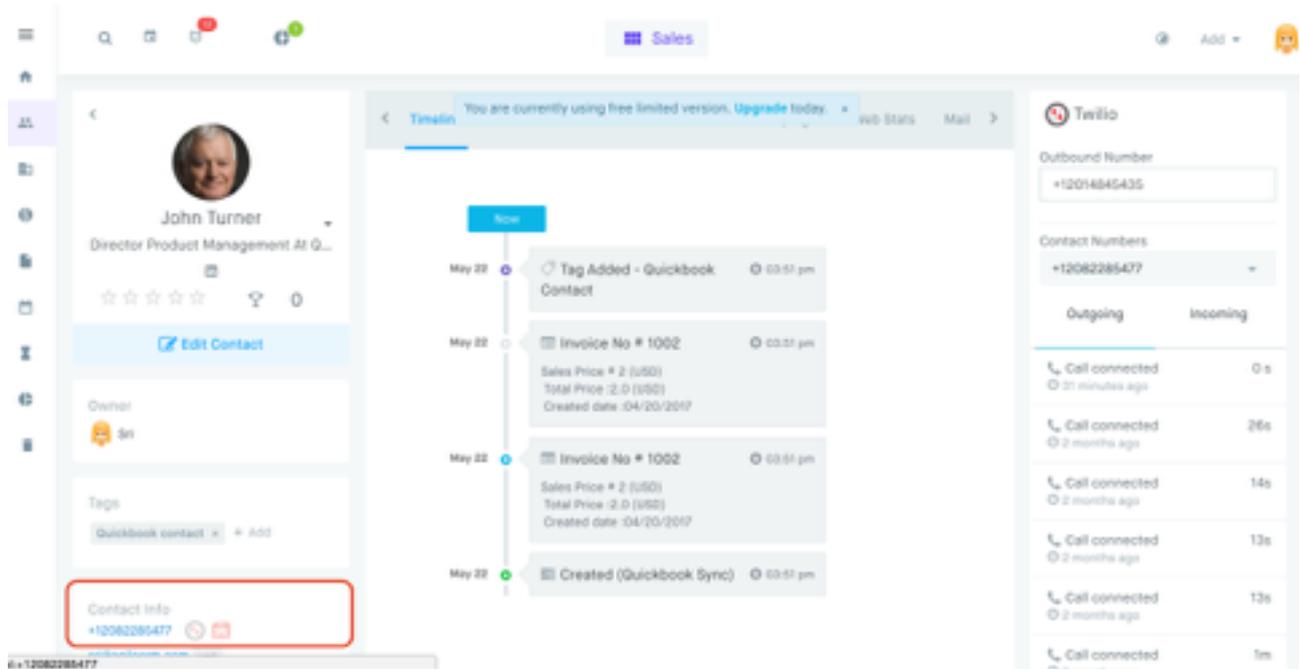
Step3: Save Twilio widget



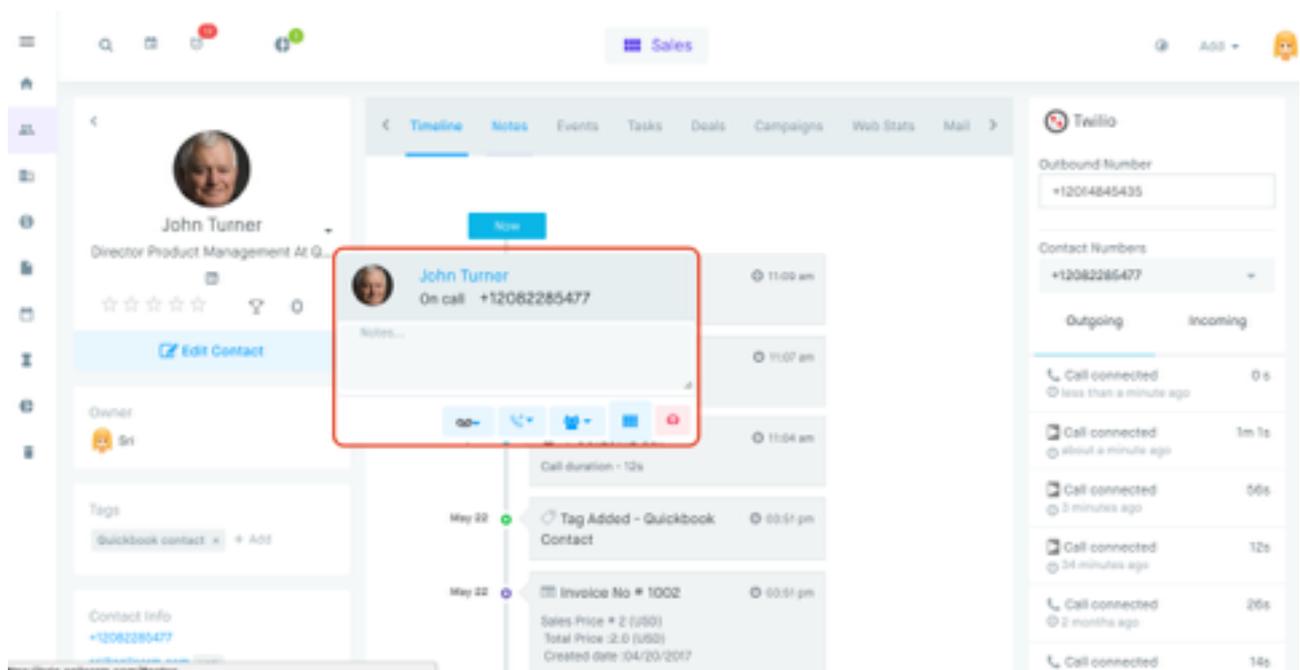
Make Outbound Calls : Calls can be made from Contact View and Dialpad

1. Call from Contact View

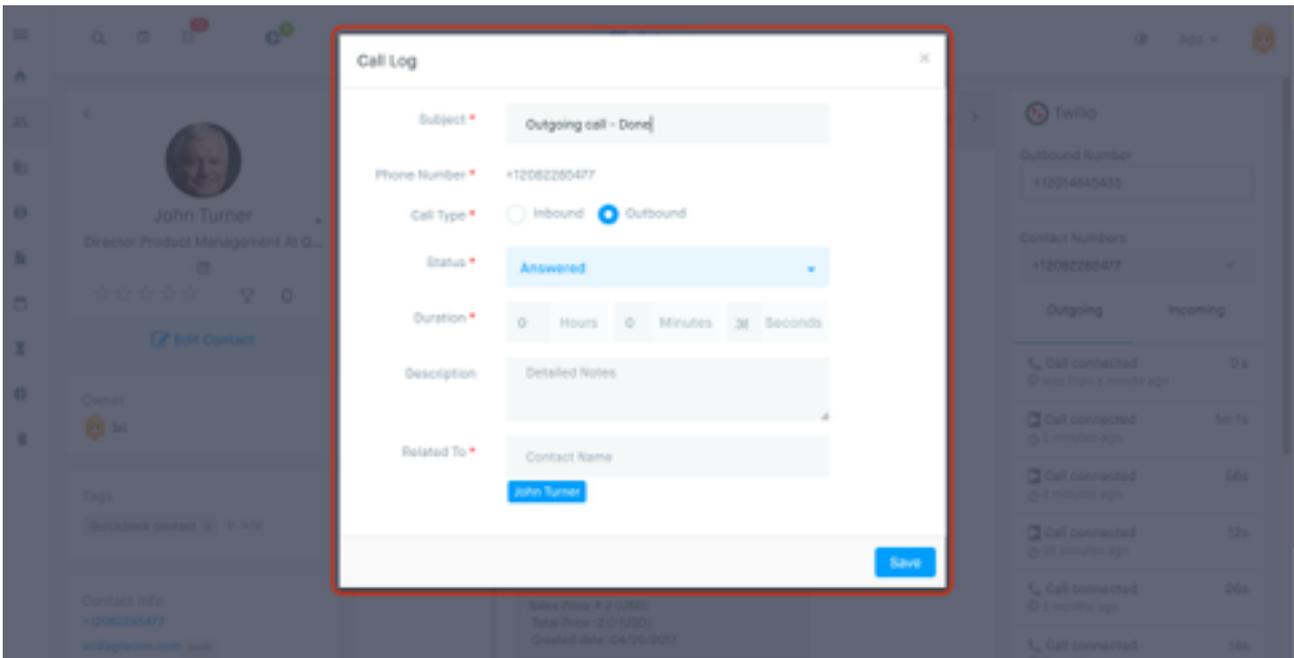
- On popover of phone number in contact view, Twilio call icon is shown.



- Call Popup on click of Twilio icon

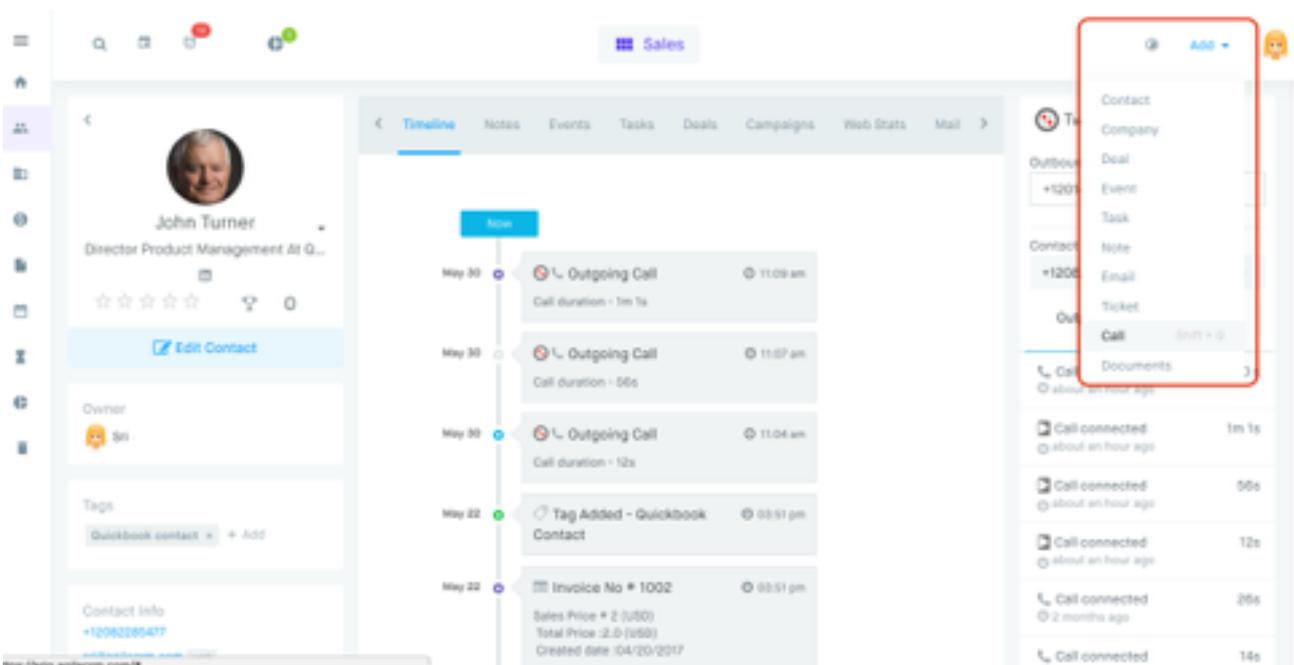


● Call log after completion of call

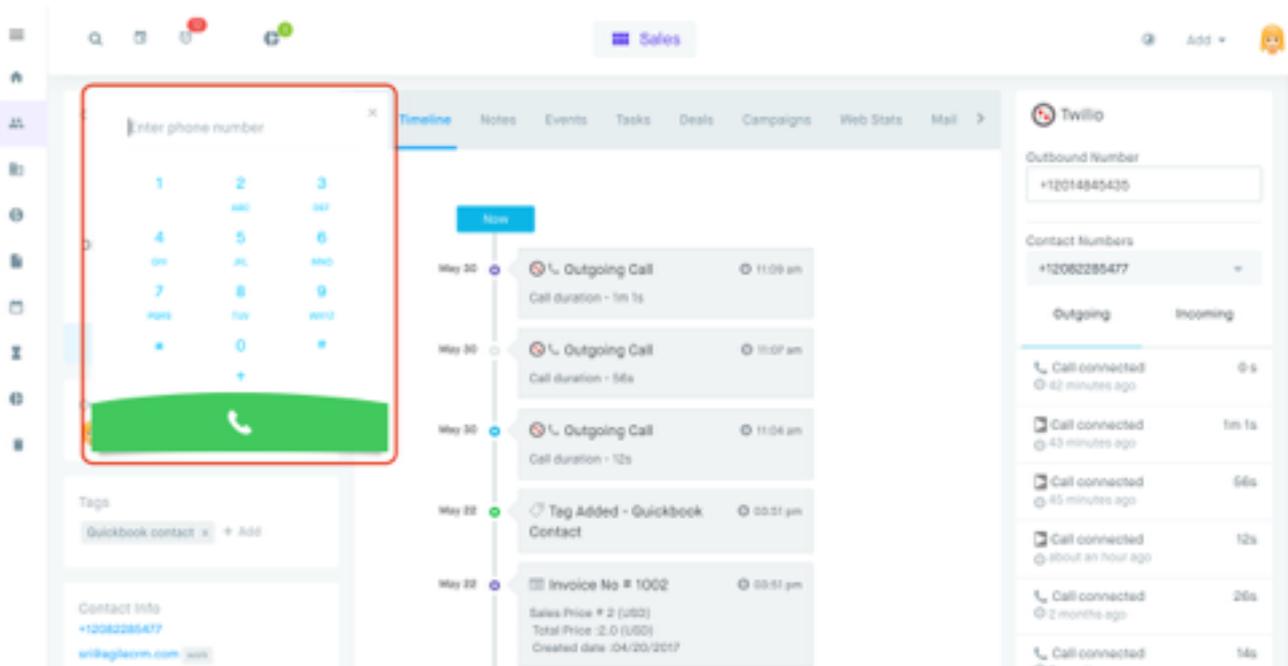


2. Call from Dialpad

● Using Add & Call option, call can be made to any number directly.

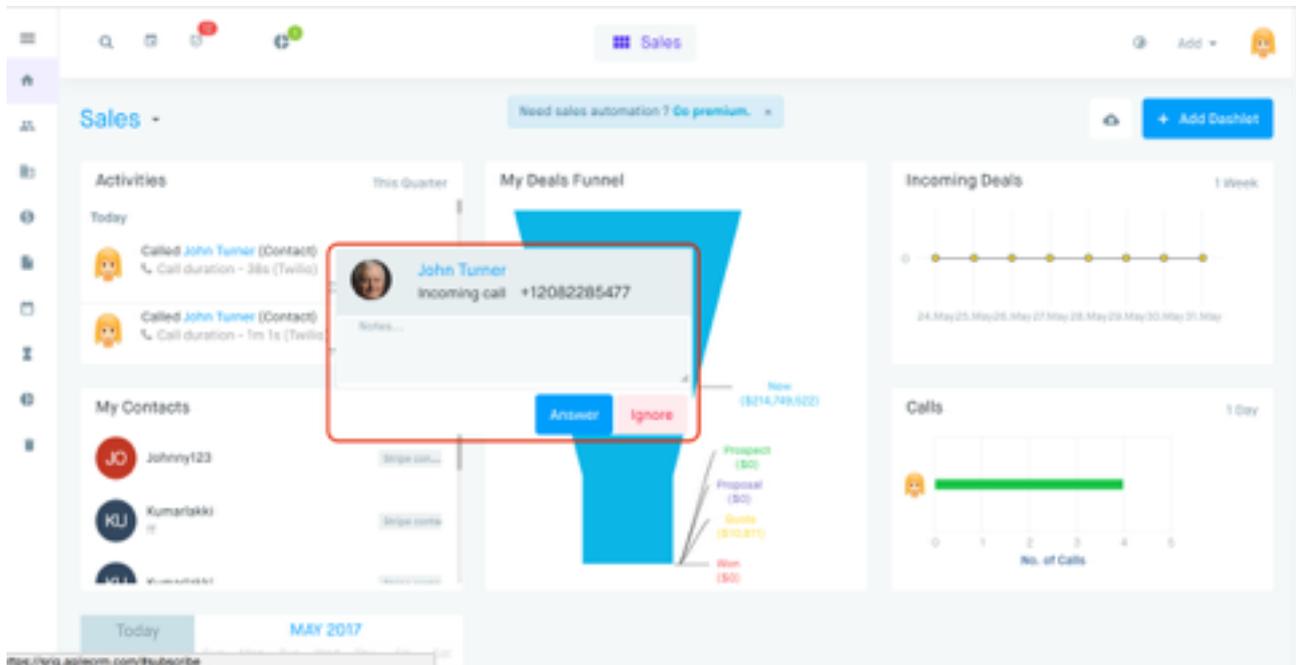


● Enter direct number from Dialpad

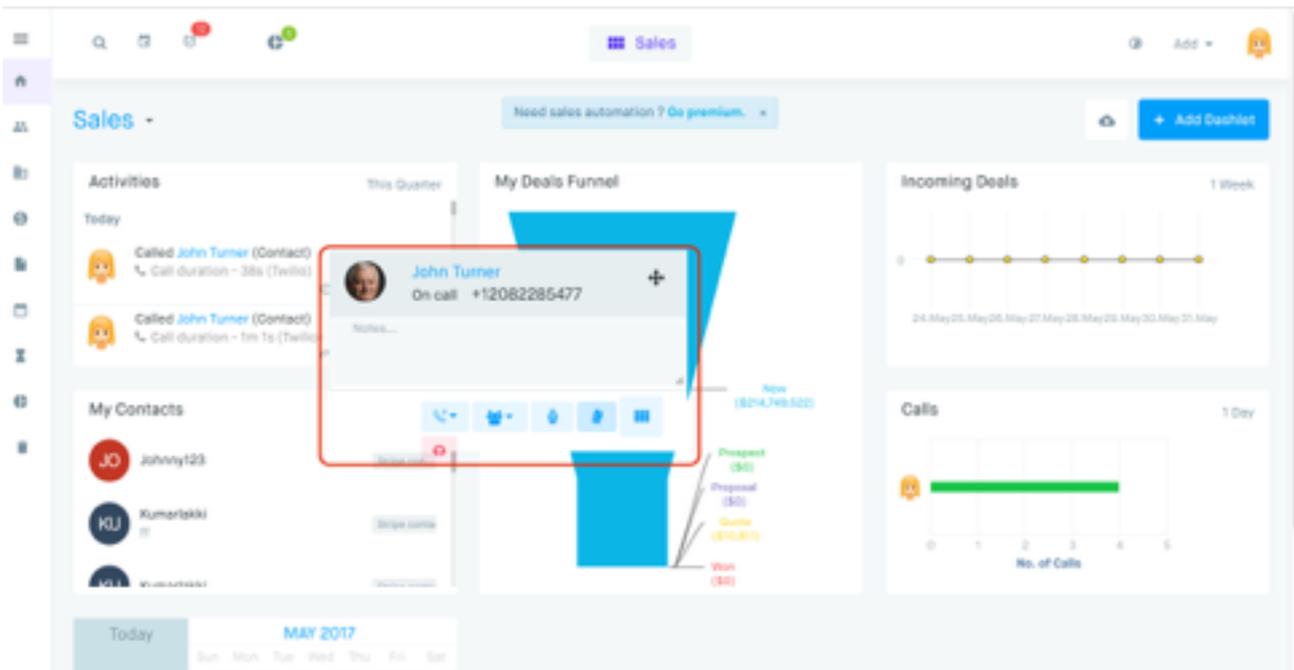


Receive Inbound Calls

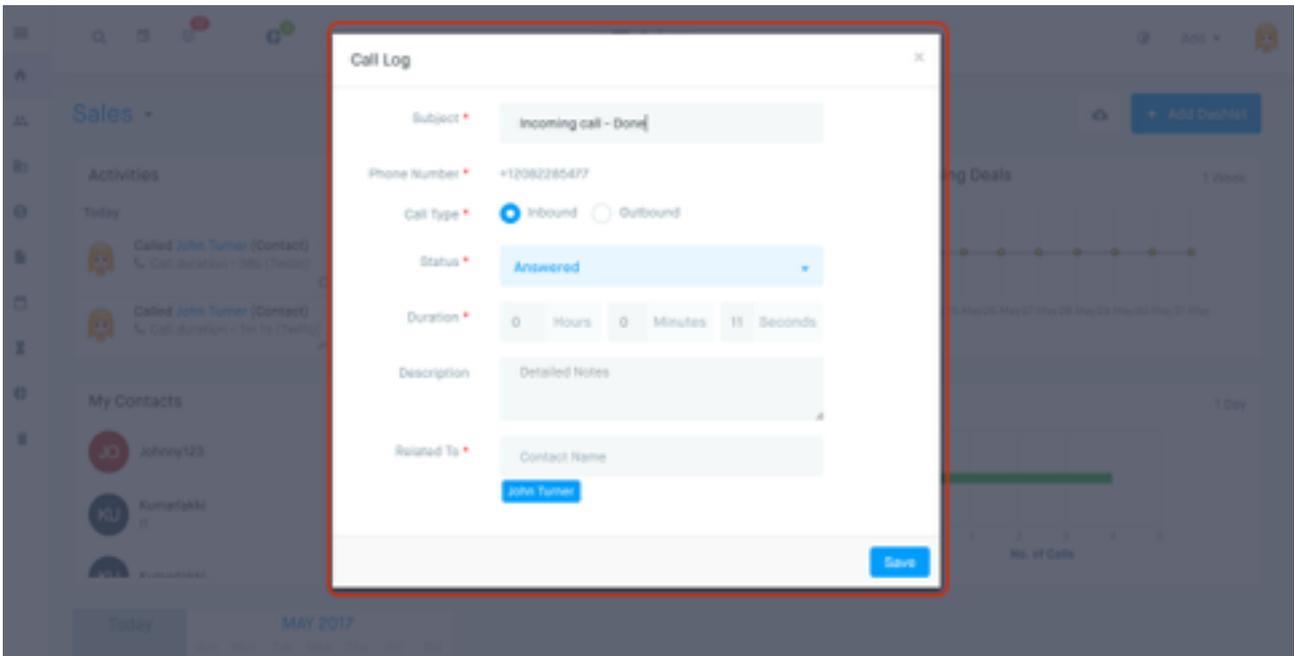
● Inbound call popup



● Accepted Inbound call popup

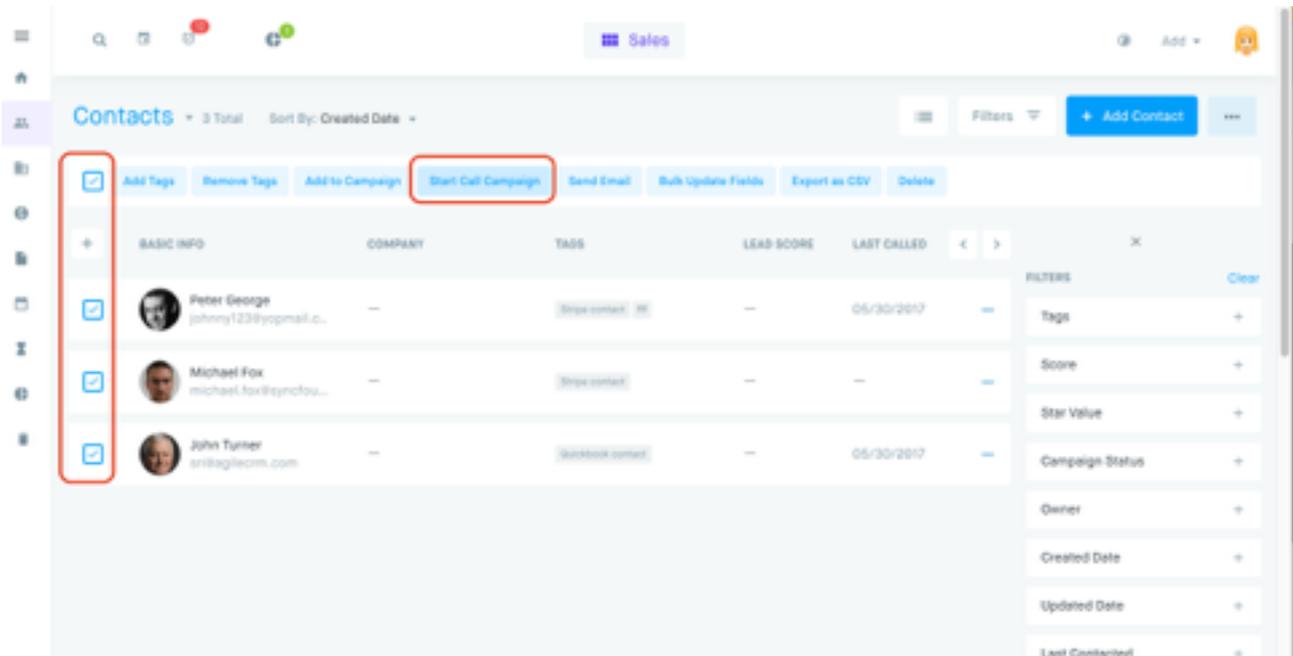


● Call log after call is completed

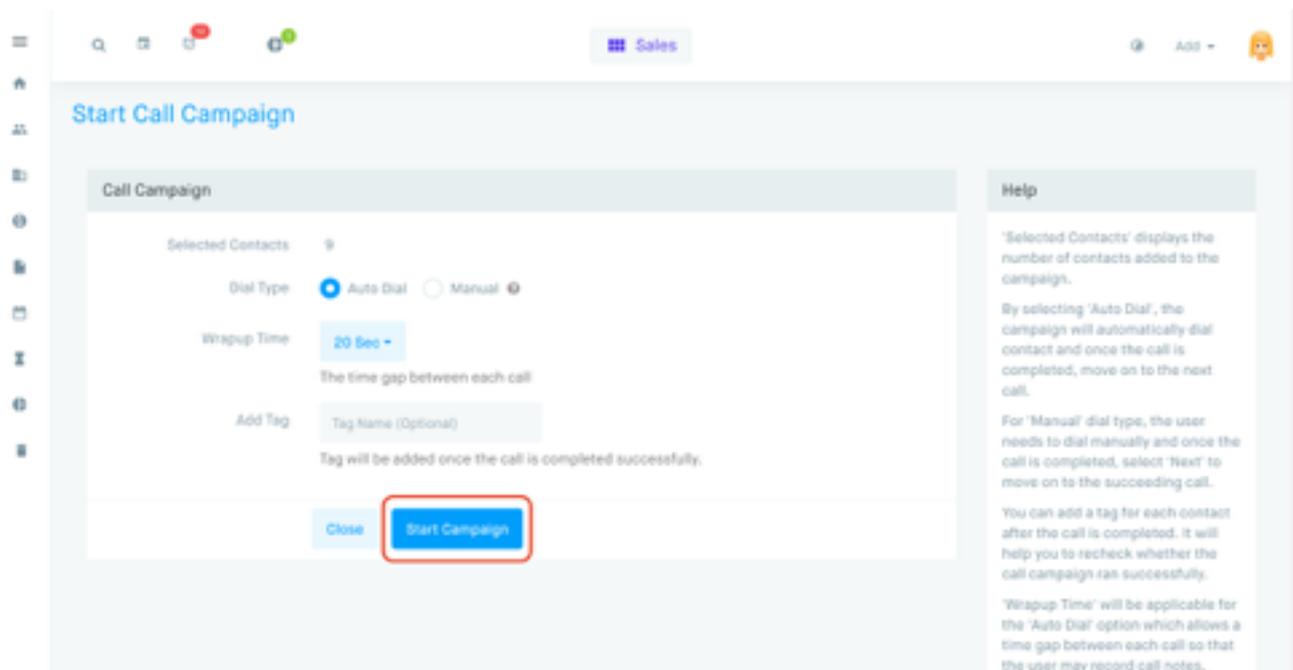


Call Campaigns : Call Campaigns can be exercised against list of contacts either Automatically or Manually.

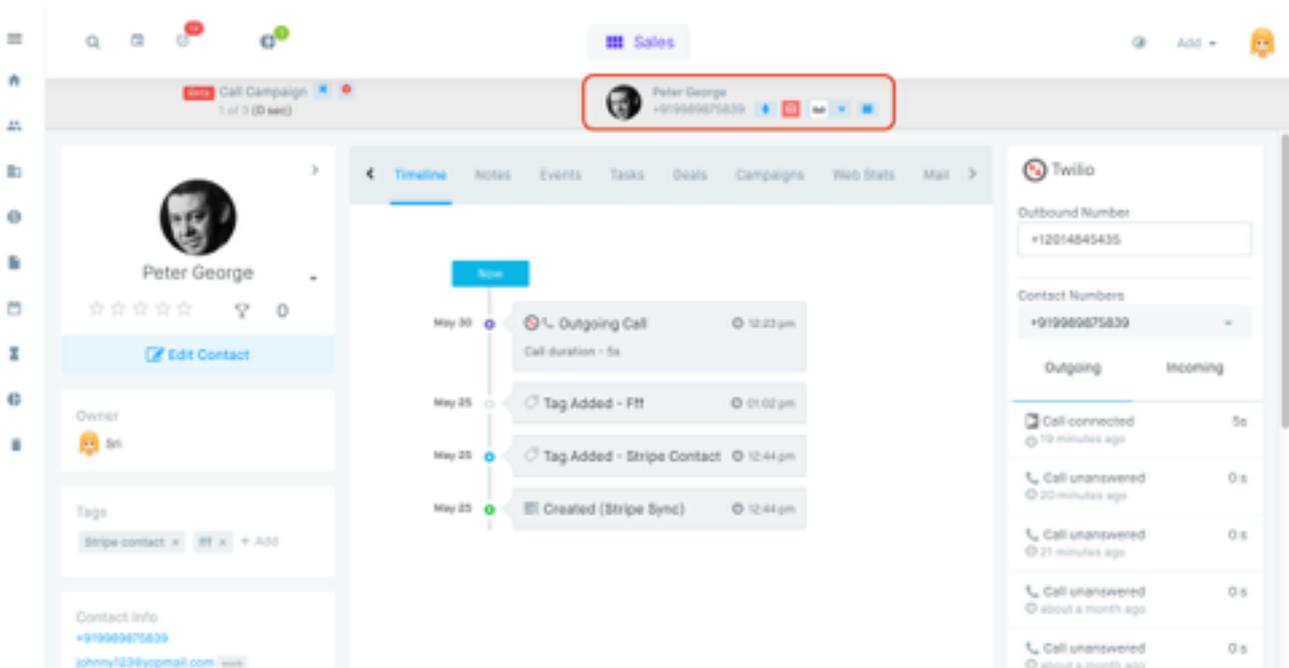
● **Select Contacts based on filter criteria**



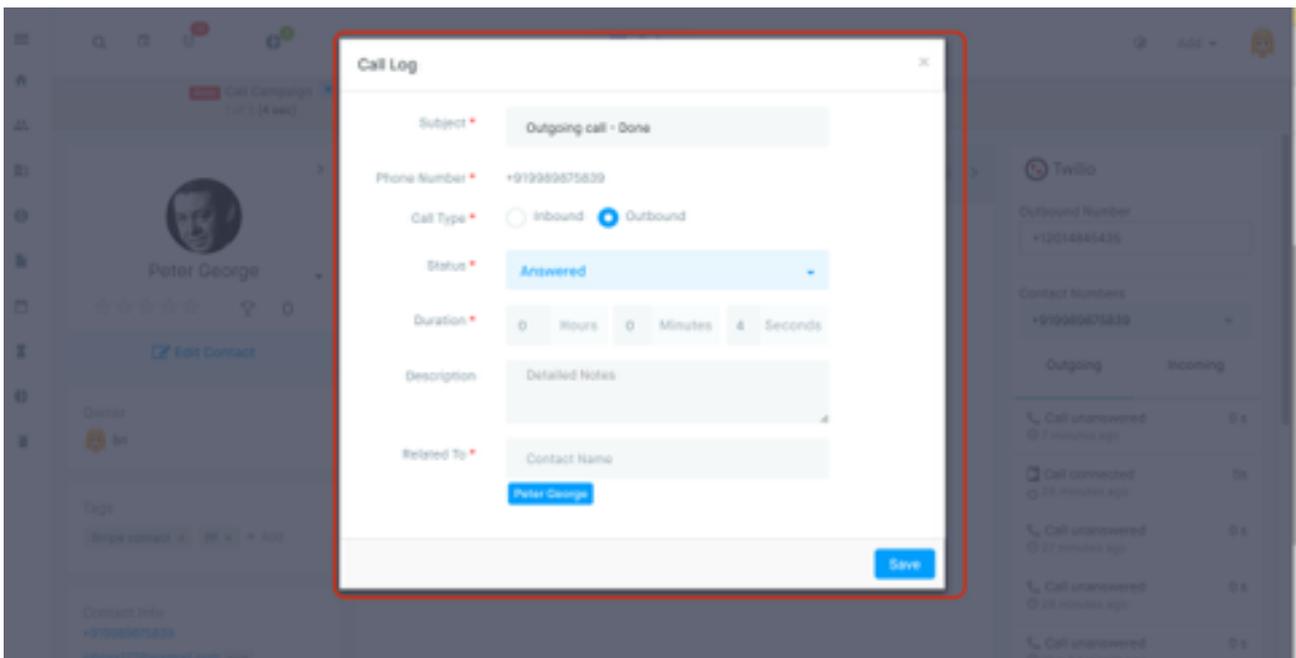
● **Configure Campaign Settings**



● **Call with Contact**

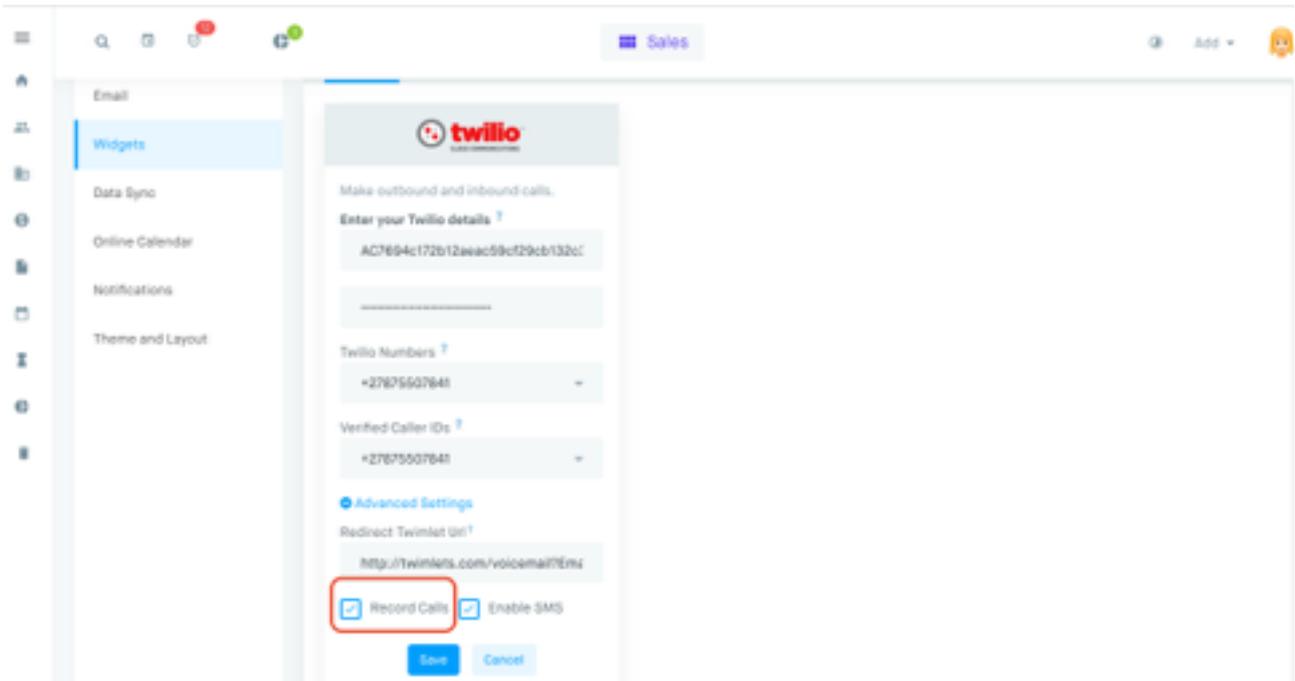


● **Call Log after Call is Completed**

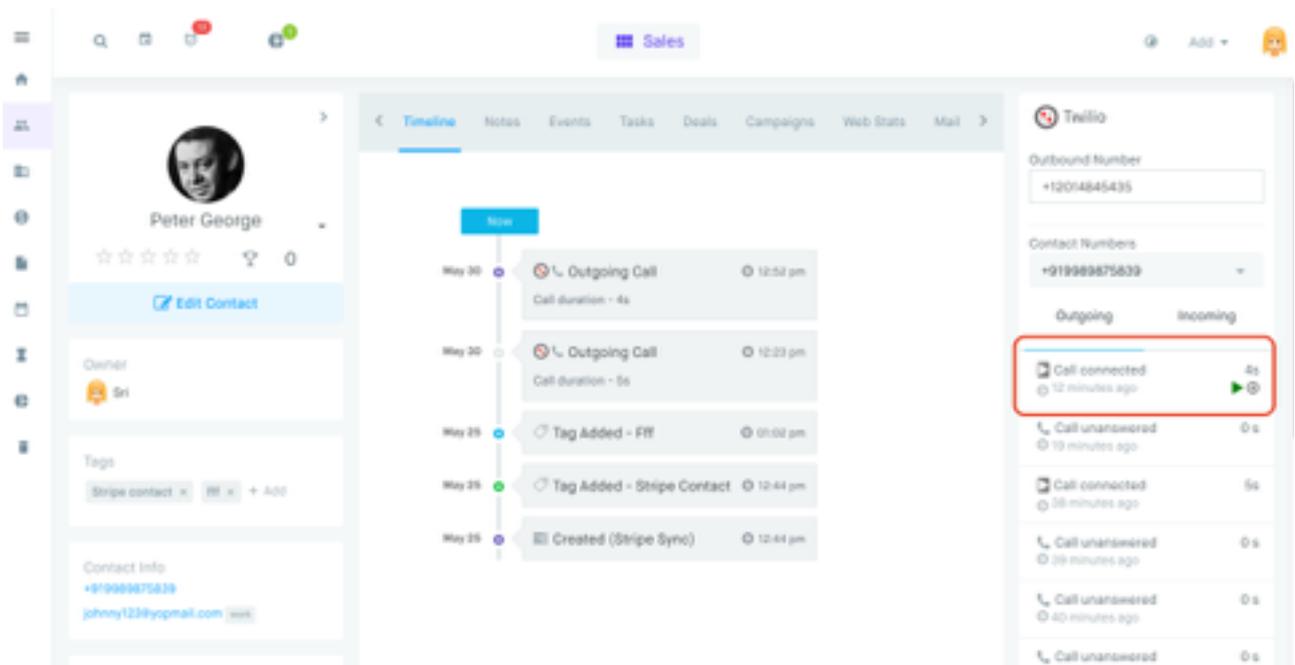


Call Recording :

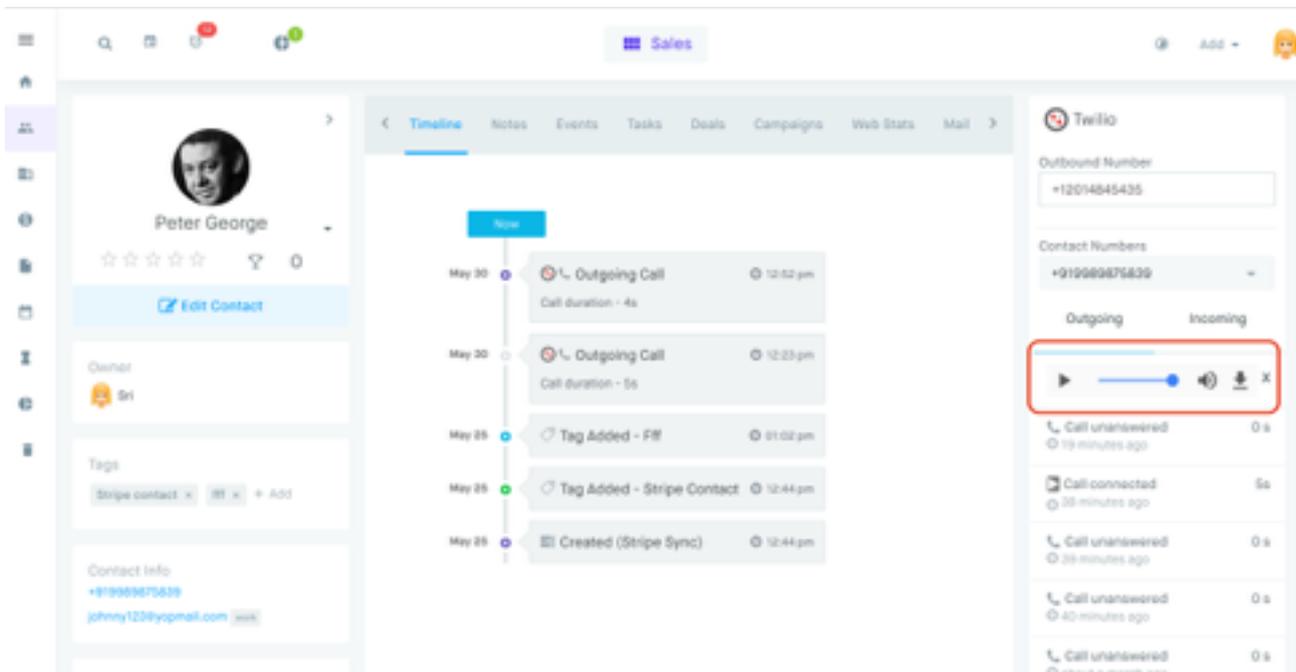
- **Call Recording can be enabled in Twilio widget settings**



● Call history to display recording

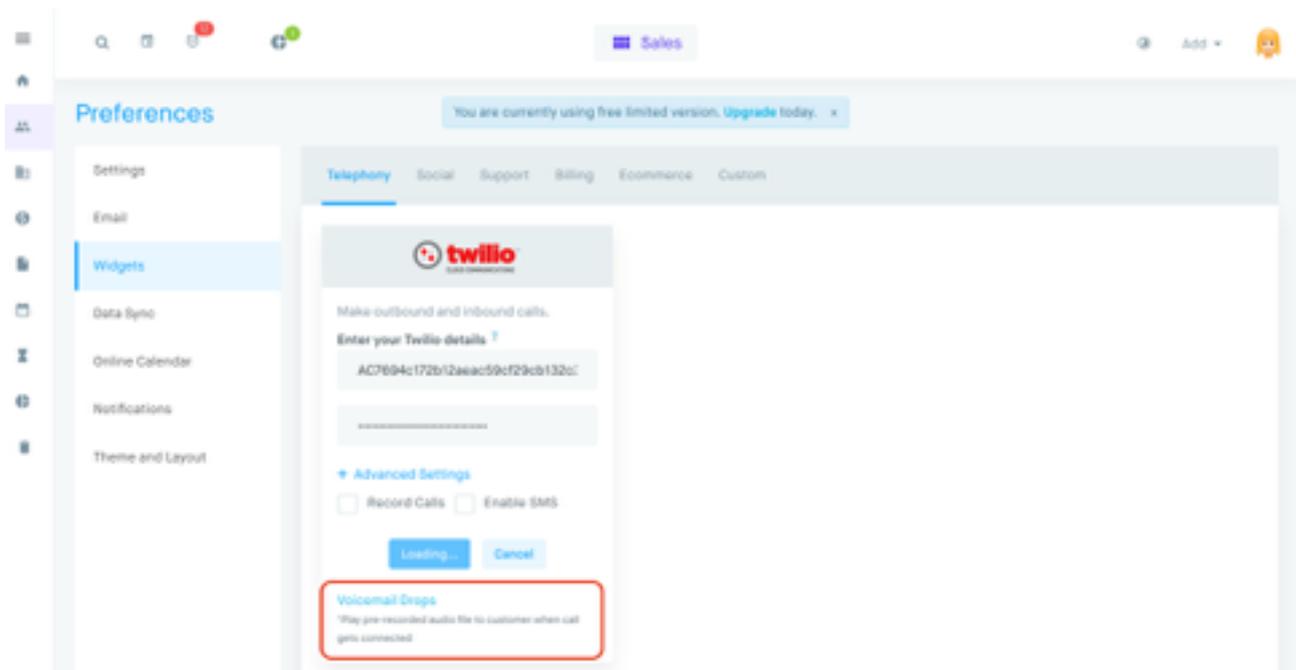


● Playing call recording

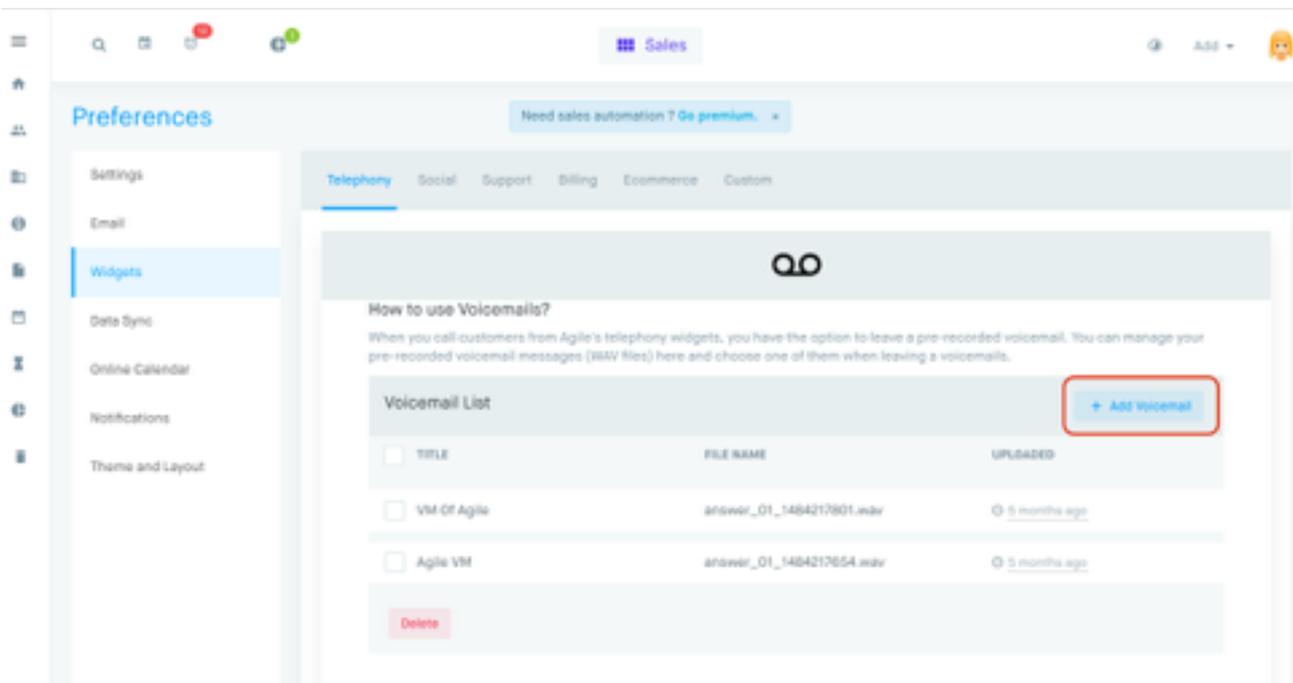


Voice Mail Drops :

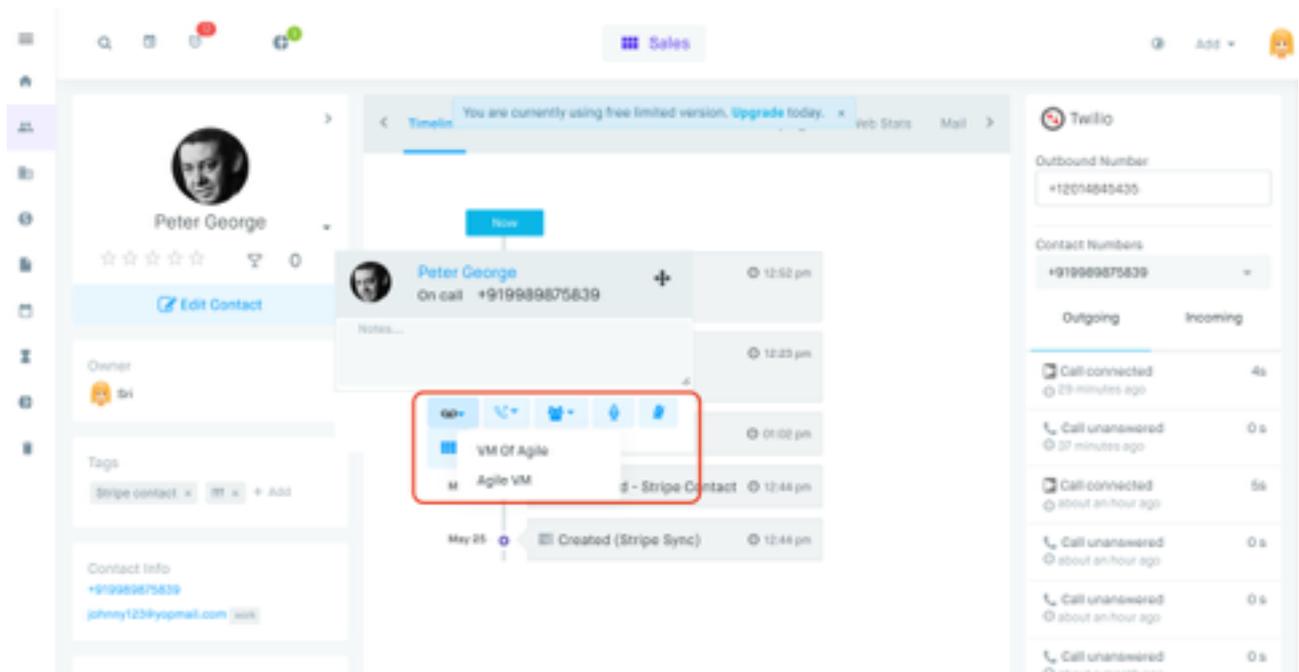
● Configure Voice Mail Drop Widget



● Upload Audio File



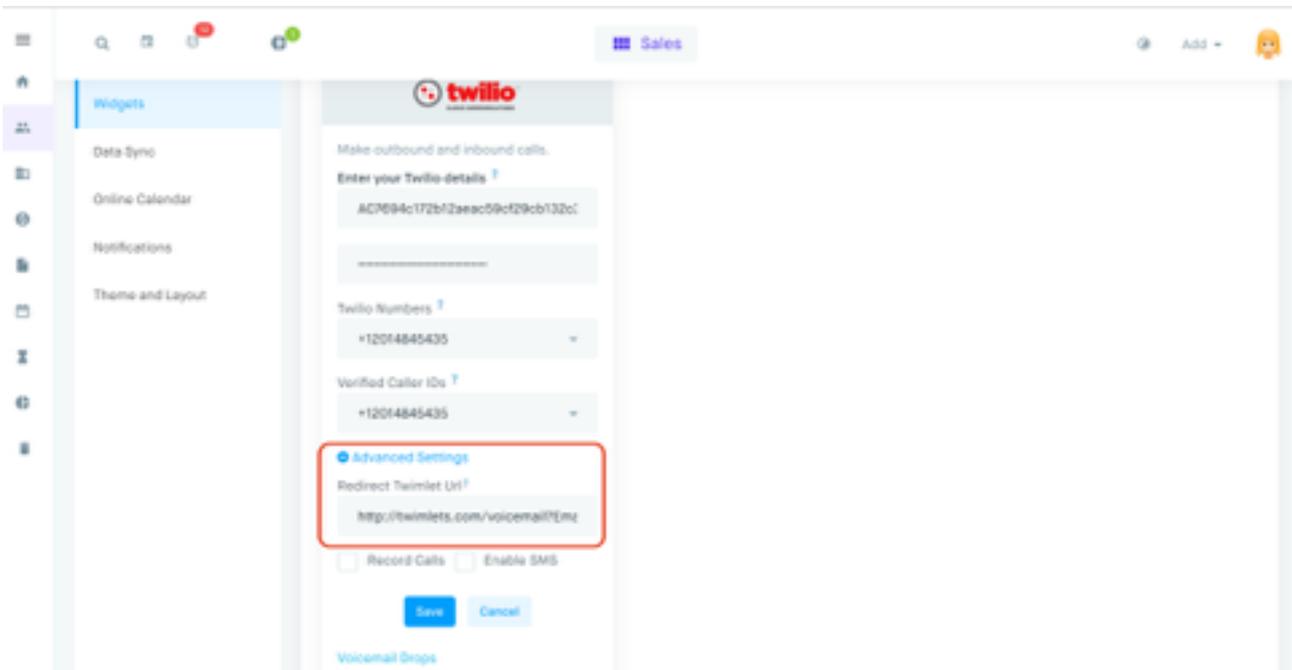
● **Select VM Drop in Call popup**



Email Of Missed Calls : Receive Email notification of Missed calls.

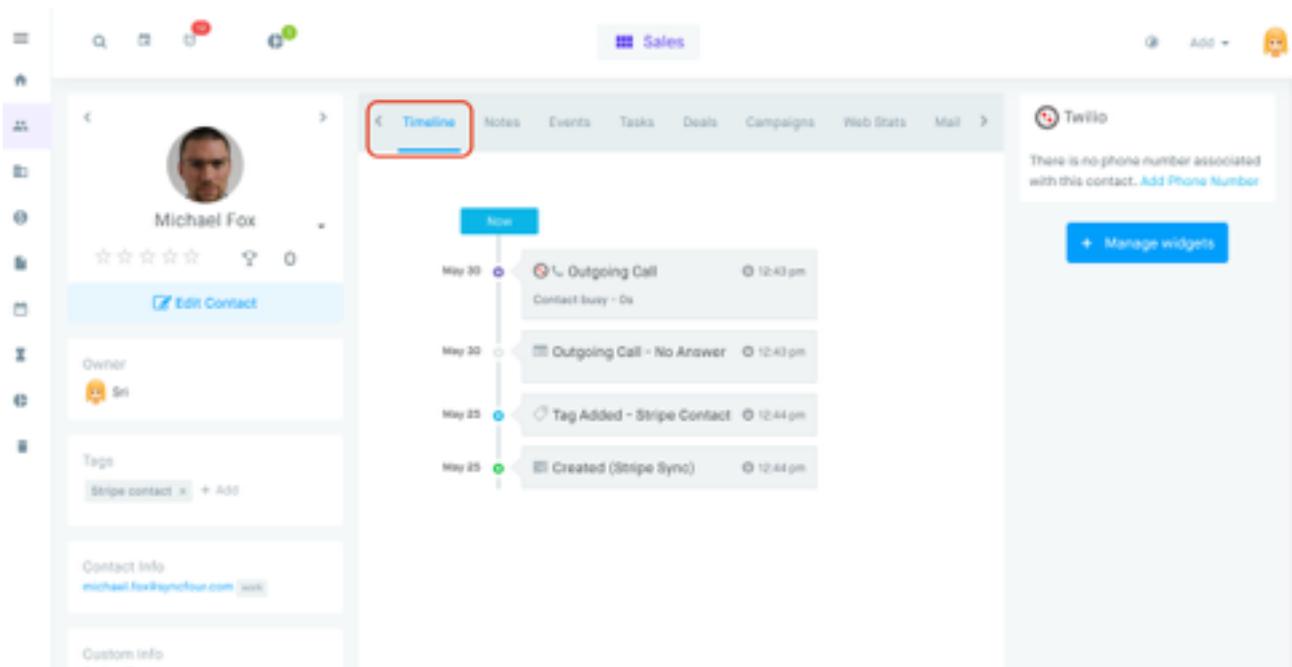
● **Configure Twimlet URL in Twilio settings**

AgileCRM automatically creates a Twilio Twimlet URL with Default email which can be modified.

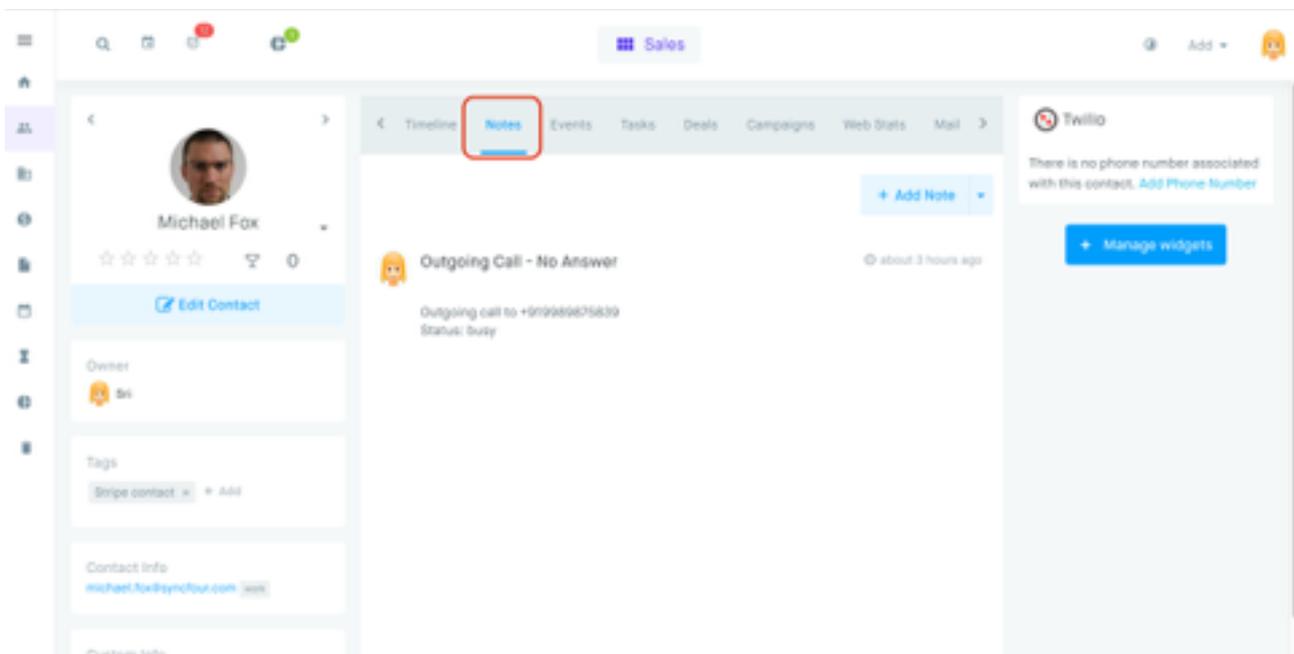


Call History : Comprehensive call history is being provided by Agile CRM.

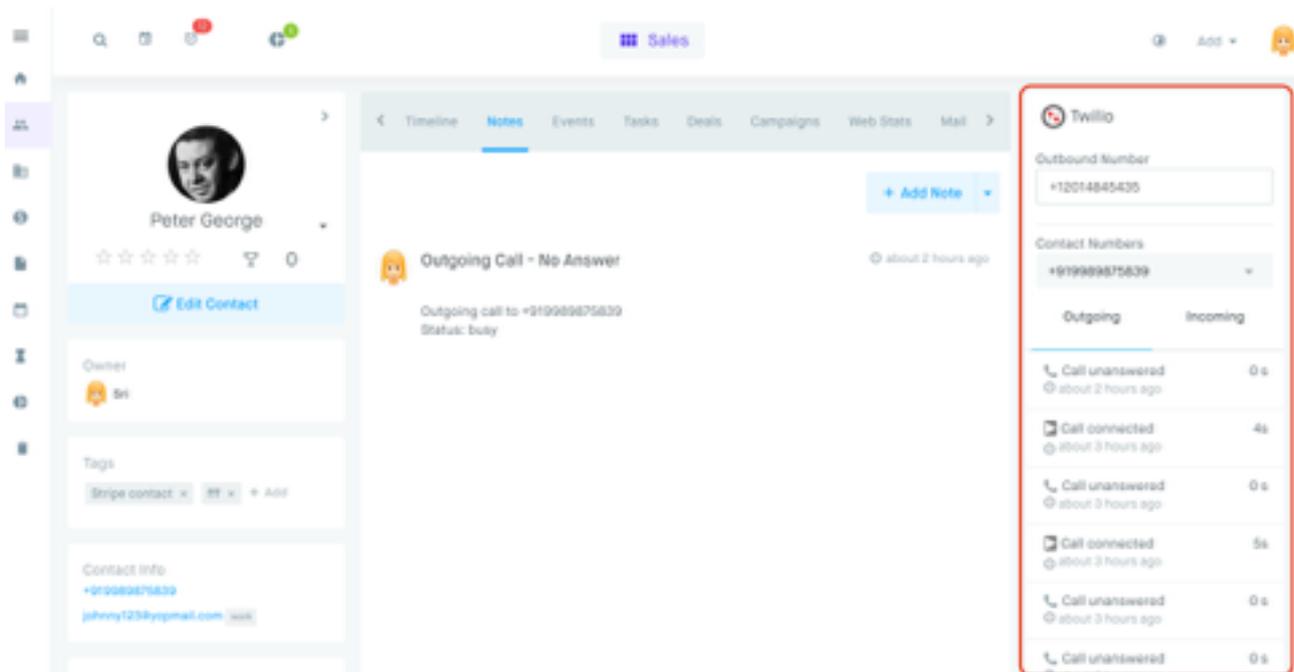
● Timeline View of Call history



● Call Log History



● Call Log from Twilio



● Activities

The screenshot shows the 'User Activities' page for a user in the 'Sales' department. The page displays a list of call activities for the date 'Today'. The activities are as follows:

Activity	Time
Called Peter George (Contact) ↳ Contact busy - 0s (Twilio)	about 2 hours ago
Called Peter George (Contact) ↳ Call duration - 4s (Twilio)	about 2 hours ago
Called michael fox (Contact) ↳ Contact busy - 0s (Twilio)	about 3 hours ago
Called Johnny123 (Contact) ↳ Call duration - 5s (Twilio)	about 3 hours ago
Called kumarakki (Contact) ↳ Contact busy - 0s (Twilio)	about 3 hours ago
Called kumarakki (Contact) ↳ Contact busy - 0s (Twilio)	about 3 hours ago
Call from John Turner (Contact) ↳ Call duration - 11s (Twilio)	about 3 hours ago
Called John Turner (Contact) ↳ Call duration - 38s (Twilio)	about 4 hours ago

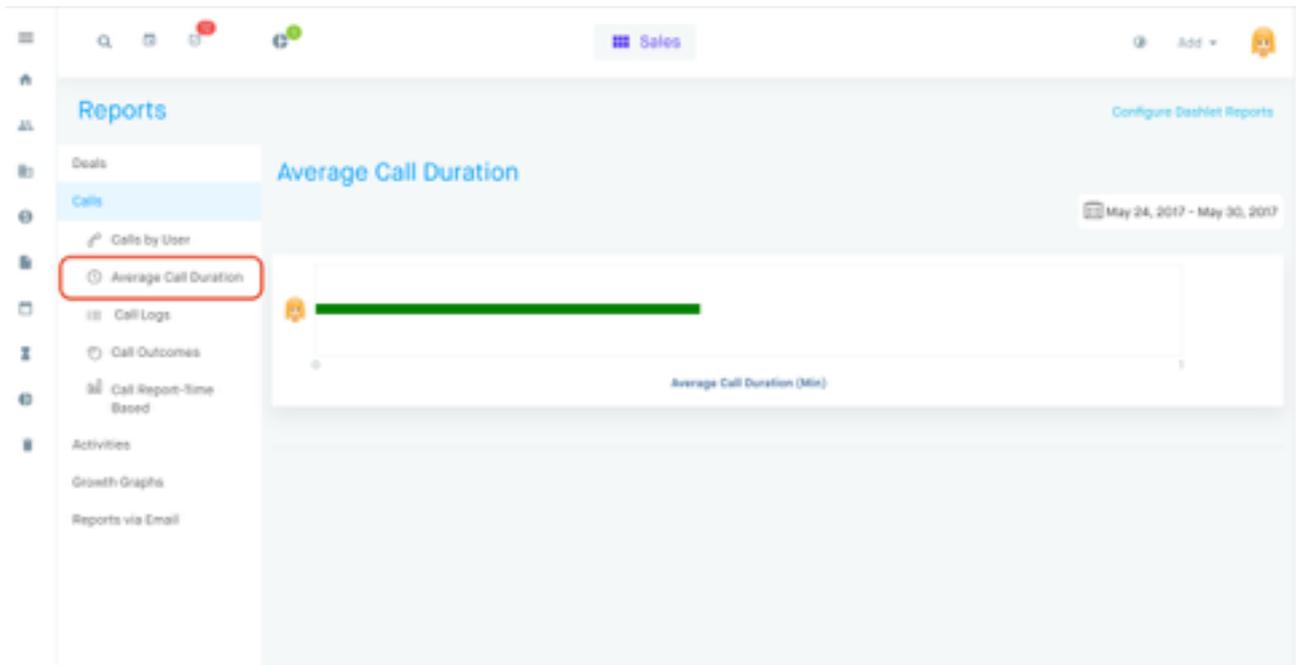
Call Reports :

● Calls by User

The screenshot shows the 'Reports' page in the CRM system. The 'Calls' menu item is highlighted in the left sidebar. The 'Calls by User' report is selected, and the report is displayed as a horizontal bar chart for the period 'May 24, 2017 - May 30, 2017'. The chart shows the total number of calls for a user, broken down by call outcome. The legend indicates the following categories:

- Answered (Green)
- Busy (Blue)
- Failed (Red)
- Missed (Yellow)
- Unanswered (Purple)

● Average Call Duration



● Call Outcomes

