

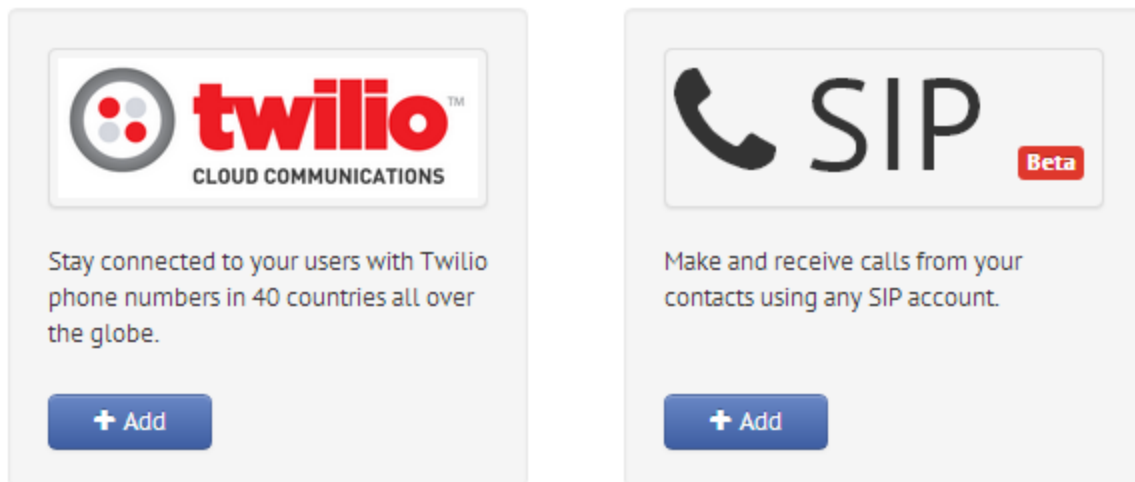
## Twilio:

Agile CRM integrates with Twilio to bring you a complete telephony suite for your business needs. No downloads, no installation, only a one-time integration with the Twilio widget and you can start calling your customers directly from Agile.

### 1. Locate the Widget

Go to the Preferences page and locate the Twilio integration under the Widgets tab and click +Add button. Then click 'Link Your Twilio' button to integrate Agile with your Twilio account.

## Calling Make & Receive calls from Agile



The image shows two integration options side-by-side. The left option is for Twilio, featuring the Twilio logo (a circle with four dots) and the text 'twilio™ CLOUD COMMUNICATIONS'. Below the logo is the text 'Stay connected to your users with Twilio phone numbers in 40 countries all over the globe.' and a blue '+ Add' button. The right option is for SIP, featuring a telephone handset icon and the text 'SIP Beta'. Below the icon is the text 'Make and receive calls from your contacts using any SIP account.' and a blue '+ Add' button.

### 2. Set up an account or Sign In:

This will take you to the Twilio account setup page. Create a new account if you don't have an account in Twilio or go to the 'Sign In' link if you have one already and Sign In.

Already have a Twilio account? [Sign in](#)

## SETUP BILLING WITH TWILIO

<input type="text" value="Credit card number"/>	<input type="text" value="MM"/>	<input type="text" value="YYYY"/>	<input type="text" value="CVV"/>
<input type="text" value="First name"/>	<input type="text" value="Last name"/>		
<input type="text" value="Street address"/>		<input type="text" value="Postal code"/>	
<input type="text" value="United States"/>			
<input type="text" value="Email address"/>			

Don't have a Twilio account? [Sign up](#)

## TWILIO SIGN IN

<input type="text" value="Email address"/>
<input type="password" value="Password"/>
<input type="button" value="Sign In"/> <a href="#">Forgot your password?</a>

### 3. Choose An Account:

Choose an existing account to link to your Agile CRM account or create a new account with the necessary settings.

## Choose an account



Create a new account




AgileCRM

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Trial

#### 4. Verify Your Number:


Enter the phone number (with country code) you want to get verified by Twilio and click on 'Verify'. You will get a 6 digit verification code that should be entered when you receive a call from Twilio through IVRS. Once the code is entered and the confirmation is given on the IVRS, your number is ready to be used as your Caller ID for your out-going calls in Agile CRM.



Enter number

You will receive a verification call asking for a code. Enter the code you see after clicking verify.

Verify

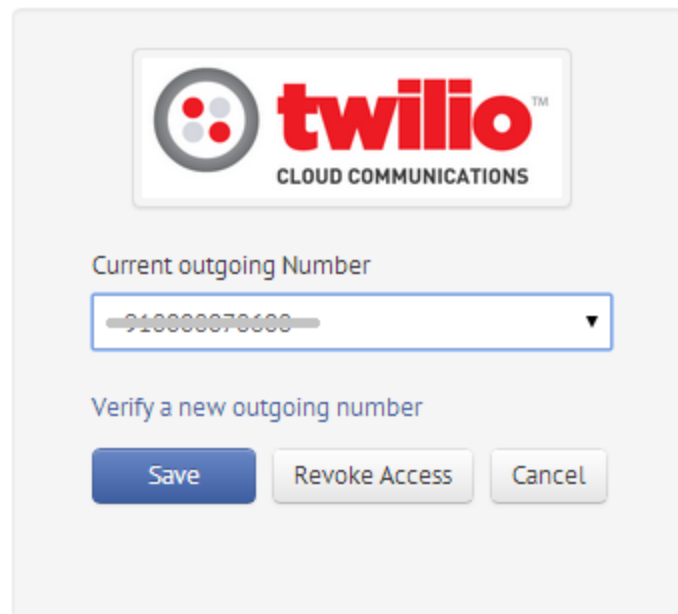


Please enter this code **990510** to verify your number after you receive a call from Twilio.

Proceed

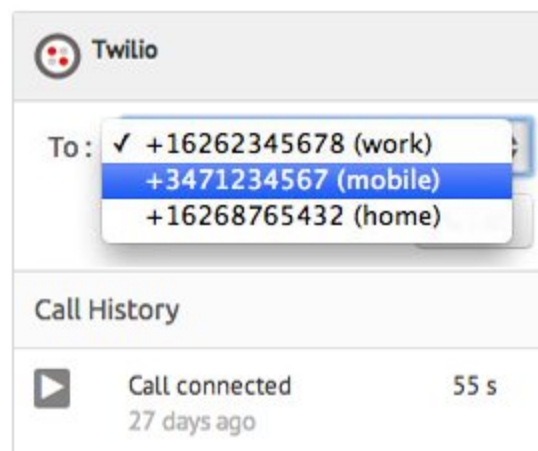
### 5. Select Your Number:

Select the number you want to use as your Caller ID for your out-going calls and 'Save' to start calling from Agile.



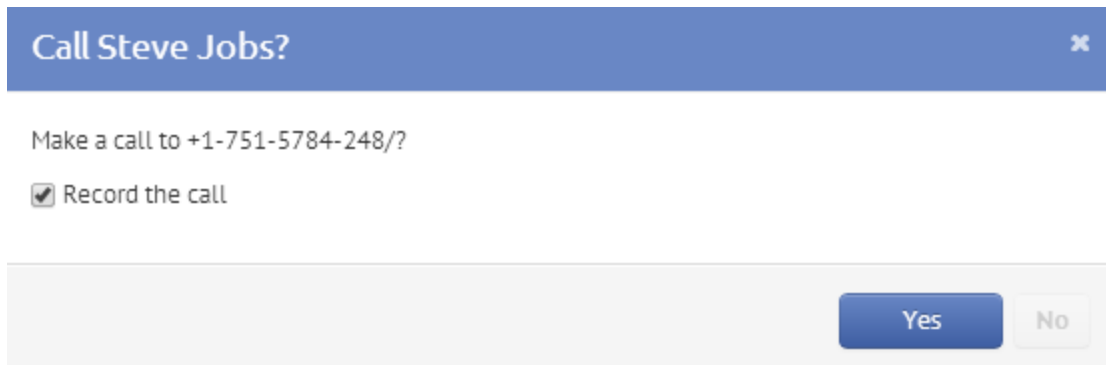
### 6. Call from Agile:

To make a call directly from Agile, got to the Twilio widget on the contact's page, choose the number you want to make a call to click on Call to make a call to your contact.



## 7. Record:

You can also record your calls in Twilio for future reference. Just check the box 'Record the call' in the popup that pops up when you hit the call button.



A screenshot of a Twilio call confirmation popup. The title bar is blue and contains the text "Call Steve Jobs?" and a close button (✕). Below the title bar, the text "Make a call to +1-751-5784-248/?" is displayed. Underneath, there is a checkbox labeled "Record the call" which is checked. At the bottom right of the popup, there are two buttons: "Yes" (highlighted in blue) and "No" (disabled).

## Related Links

- [Twilio - Agile CRM Telephony Integration](#)
- [VoIP - Agile CRM Telephony Integration](#)
- [VoIP now in Agile CRM \(Blog\)](#)