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.

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

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

Make a call to +1-751-5784-248/?
☑️ Record the call

Related Links
● Twilio - Agile CRM Telephony Integration
● VoIP - Agile CRM Telephony Integration
● VoIP now in Agile CRM (Blog)