

Twilio SMS Integration to Allow Fields Collecting Feedback

SL Sana Lakdawala •

اسم المنتدى: # Feature Request

Currently, the Twilio SMS integration in Deskpro allows only for a hard-coded phone number. My project is working to send SMS messages to users, but we cannot do so because of the way the Twilio integration works in Deskpro. It would be really awesome if you guys could allow us to also include field variables that we could encode by ID. Though it is possible to do via webhook, we have come across a lot of complications, and this !would be a really helpful tool. Thanks