Sending SMS updates to users using Zapier and Twilio

Matthew Wray - 2024-08-21 - [Kommentarer (0)](#) - [Using Deskpro](#)

Deskpro has Clickatell and Twilio SMS apps to allow you to send ticket update notifications to Agents.

You can also leverage the third party integration app *[Zapier](#)* alongside these platforms to send SMS updates directly to users.

In this example we're going to run through using Zapier to link Deskpro to Twilio and allow you to send out ticket replies as SMS messages.

1) Create accounts for Zapier and Twilio

You can create accounts for both platforms on their websites:

 https://zapier.com

https://www.twilio.com/

Both these companies offer a free trial period so you can setup and test out the integration before you need to sign up to a full account of either.

They are premium apps so there may be a cost associated to using them. You can check out their pricing structures on their websites as well.

https://www.twilio.com/pricing

https://zapier.com/app/billing/plans

2) Open up Zapier and go to the 'Zap' editor

Once you've signed up, log into Zapier and Hit 'Make a Zap' in the top right corner of your home page (a 'Zap' is a term Zapier use to describe each integration you create):

Once selected you will be taken to the Zap creation page.

It's structured along the lines of **Trigger > Action**

In this instance, we would like an occurrence in Deskpro to instigate an action in Twilio so we will setup the Deskpro side of the integration first.

3) Setup the Deskpro Integration

a) Choose app & event (Deskpro Event)

 In this example, we're going to use a 'New ticket Reply' to instigate our SMS message but there are also options to send a message when a new ticket or person are created.

b) Choose Account

Choose 'Add new account' and you'll then be taken to an authentication page:

Specify your helpdesk URL and your api key (there's information on generating api keys in our Guides if needed).

c) Find data

Once you've chosen your account you'll be given the option to Find Data. This step is important as it pulls sample data from your helpdesk into Zapier and defines the options that are available when setting up the Twilio side of the integration.

Hit Test and contine if you want to test the connection . Hit test and review if you want to take a look at the kind

of data that's being pulled across or you want to Get more samples (you can read more about samples in Zapier's own documentation if you are interested):
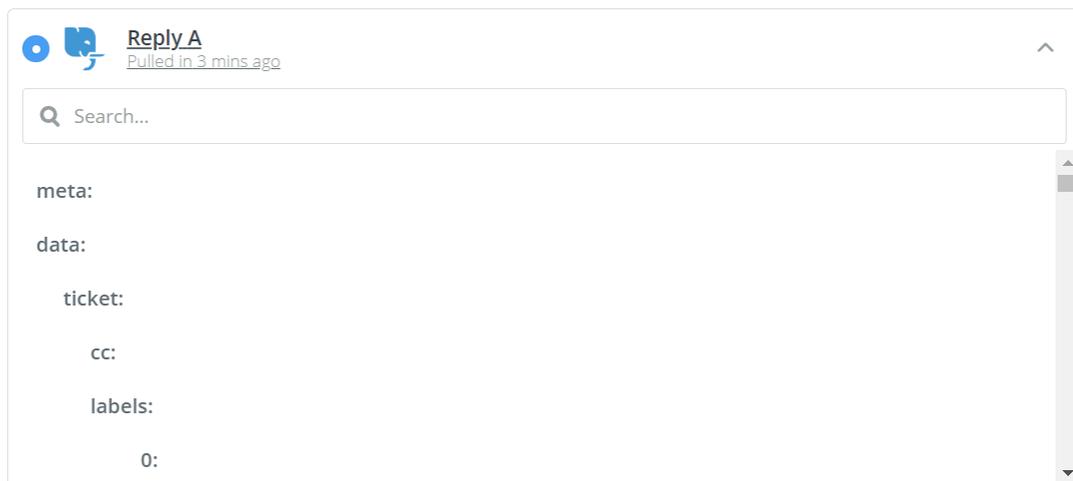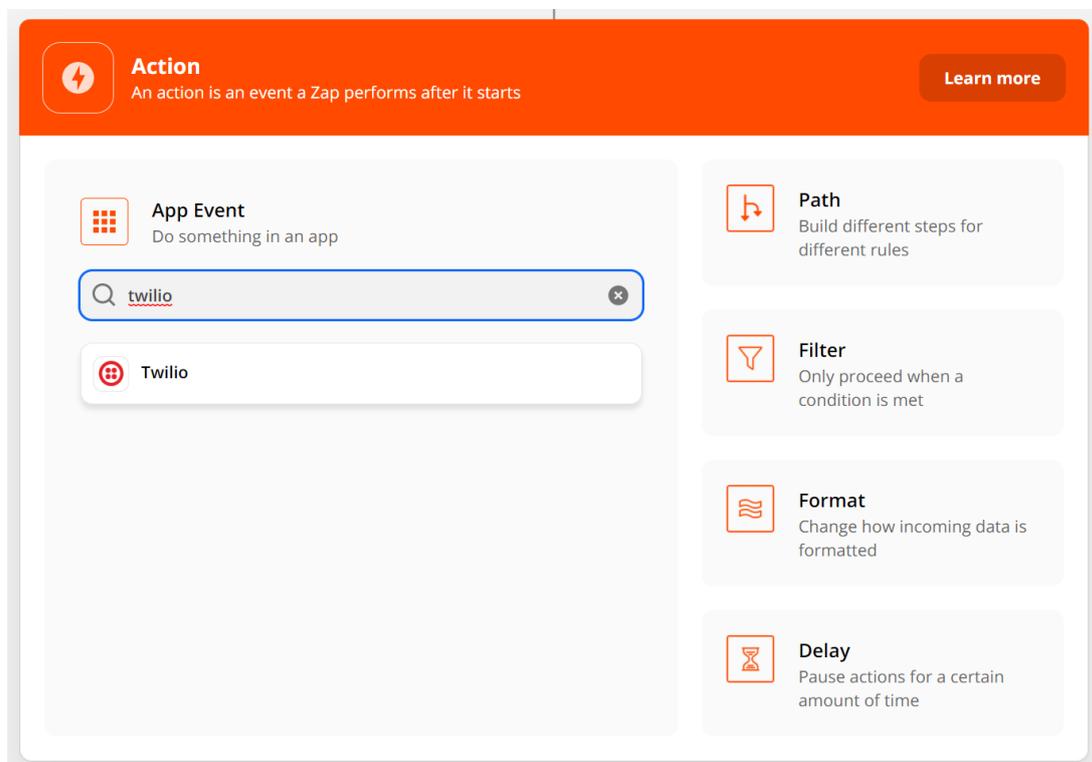

If all is well with your test you have completed the Deskpro side of the integration :-)

3) Setup the Twilio Integration

Once the test has been completed, click on 'Continue' and you'll be taken to the **Action** element of the integration. This is where you can select Twilio:

a) Choose app & event (Twilio Event)

Once the test has been completed, click on 'Continue' and you'll be taken to the **Action** element of the integration. This is where you can select Twilio:

b) Choose Account

Click on 'Sign in to Twilio'.

You'll then be taken to an authentication page to key in Account SID and Auth TOken which can be found on your [Twilio](#) account

c) Set up action