



Twilio Adapter for SAP Integration Suite

Version 1.0.0 – April 2026

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1. Introduction

1.1 Objective

This is the official guide for the Twilio Adapter for SAP Integration Suite. This guide covers all relevant information for integration developers to start working with the Twilio adapter. Read this guide carefully before using the Adapter.

1.2 Coding Samples

Any software coding and/or code lines/strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. The correctness and completeness of the Code given herein are not guaranteed.

1.3 Internet Hyperlinks

The documentation may contain hyperlinks to the Internet. These hyperlinks are intended to serve as a hint about where to find related information. The availability and the correctness of this related information or the ability of this information to serve a particular purpose are not warranted.

1.4 Overview

Twilio is a cloud-based Communications Platform as a Service (CPaaS) that offers REST APIs to integrate messaging, voice, video, email, and authentication features you're your applications.

The Twilio Adapter for SAP Integration Suite enables seamless connectivity with the Twilio platform, allowing you to access Twilio services and perform actions such as sending and receiving messages, managing voice calls, tracking communication status, and automating customer engagement workflows. The adapter interacts with Twilio's APIs, allowing developers to access and integrate Twilio components into their applications, enabling efficient management of several entities, such as messaging and calling.

1.5 Features

Twilio Adapter has the following features:

- Supports standard CRUD operations (Create, Retrieve, Update, and Delete) for various Twilio resources, such as **Messages (SMS/WhatsApp), Calls, Conversations, Participants, Media, Balance** and **Notification services**.
- Supports multiple authentication options: **API Key** and **Auth Token**.
- Supports **Basic** configuration type that provides a convenient processing capability for supported versions, whereas **Advanced** enables proficient users to perform calls with greater control while connecting to any API endpoint.
- **Pagination** support to handle and retrieve large volumes of records efficiently and **Query** for refining and improve search results.
- **Multiple response formats** are supported to accommodate varying integration requirements.
- Allows you to **Add Phone Numbers** of different countries to your account.

1.6 Quick Start



This Quick Start section outlines the minimal steps required to demo adapter usage. This does not cover all configuration scenarios, always refer to the complete documentation for complete and accurate guidance.

1. Prerequisites:
 - A Twilio account with API access enabled. (See [3.2 Application Configuration](#))
 - SAP Integration Suite tenant with Standard License.
2. Create User Credentials in SAP Integration Suite:
 - a) Navigate to Monitor > Integrations and APIs.
 - b) Go to Manage Security > Security Material.
 - c) Create a User Credentials Parameter using API Key.
3. Add Twilio Adapter to an Integration Flow:
 - a) Go to the Design workspace and create or open an Integration Flow.
 - b) Add Twilio Adapter as a Receiver.
4. Configure Connection Tab:
 - a) Address: `https://api.twilio.com`
 - b) API Key: User Credentials artifact created in step 2c.
 - c) Keep default timeout values.
5. Configure Processing Tab:
 - a) Perform a basic operation [5.1 Message: Send Message](#).


6. Deploy & Run:

- a) Save and deploy the Integration Flow.
- b) Monitor execution under Integrations and APIs.

2. Installation and Configuration

This section describes the prerequisites and procedure to install the Twilio adapter.


2.1 Prerequisites

 The Twilio adapter is available as part of your Standard license for SAP Integration Suite. For more information, see [SAP Note](#).

Before you start working with the adapter, you must deploy it to your SAP Integration Suite tenant.

2.2 Procedure

You can deploy the adapter using the following methods:

 The following installation procedure is compatible with the Apache Camel 3x environment and Edge Integration Cell (EIC) platform.

2.2.1 Adapter Installation by Creating a New Integration Flow


The Twilio adapter is available for selection in the Receiver adapter list and can be deployed in the **Design** tab directly as you use it in Integration flow.


Purpose

To install an adapter for use in your Integration flow.

Procedure

Go to the **Design** workspace and select the integration package where you want to create a new Integration flow.

1. Click **Edit** to make the package editable.
2. Go to the **Artifacts** tab. Click **Add** and select **Integration Flow**.
3. Enter **Name** and **ID** for your flow. Additionally, select **Runtime Profile** from the drop-down and choose **Sender** and **Receiver** systems from the list . Finally, click **Add** to create the integration flow.
4. Go to the newly created integration flow and click **Edit** to make it editable.

5. In the integration flow, click **End** to add a **Connector**  between the **End** and the **Receiver** Box. A drop-down with the available adapters appears.
6. Select the **Twilio Adapter** from the list.

The adapter is now imported, which *triggers* the adapter deployment. Once the adapter is deployed, a success message is displayed indicating successful deployment.

After the above steps are completed, the adapter is available in the Design workspace of the SAP Integration Suite tenant.

2.2.2 Adapter Installation without Creating a New Integration Flow



The following procedure explains how the adapter is migrated from the Discover workspace to the Design workspace of the SAP Integration tenant.

This method is useful for scenarios where integration flow packages are migrated from development to a higher environment, such as Production.

The adapter can be imported into the Design workspace without creating an integration flow. Use the Transport Management Service (TMS) to import/transport the adapter to a higher environment. Alternatively, if the TMS is not available in the landscape, the adapter package can be imported to the Design workspace by copying it from the Discover workspace.

Purpose

To copy the integration package from the Discover workspace and import the Twilio adapter to the Design workspace, follow these steps:

Procedure

1. Go to the **Discover** workspace.
2. In the search box, search for **Twilio Adapter for SAP Integration Suite** package.
3. Select the package and click **Copy**. This copies the package from the Discover workspace to the Design workspace.
4. Go to the Design workspace and select the copied **Twilio Adapter for SAP Integration Suite** package.
5. In the **Actions** tab of the selected package, click **Deploy**. This completes the adapter deployment to the Design workspace.

After the adapter deployment is complete, you can check the status in the **Monitor** section.

Purpose

To check the status of the deployed adapter.

Procedure

1. Under the **Monitor** tab, click **Integrations and APIs**. This opens the **Overview** page.
2. On the **Overview** page, go to the **Manage Integration Content** section and click **All**. This opens the **Integration Content** page with a list of all the deployed adapters.

You can check and confirm the deployment status of your adapter as shown in the screenshot below.

The screenshot displays the 'Integration Content (569)' management page. On the left, a table lists integration adapters, with the 'Twilio Integration Adapter' highlighted and its status set to 'Started'. On the right, the 'Twilio' adapter details are shown, including deployment time, version (1.0.0), and a 'Status Details' section with a green success message: 'The Integration Adapter is deployed successfully.'

Name	Status
Twilio Integration Adapter	Started

Twilio [Undeploy](#) [Download](#)

Deployed On: Apr 09, 2026, 18:42:32 ID: [REDACTED]
Deployed By: [REDACTED] Version: 1.0.0
Package: [REDACTED]

Status Details

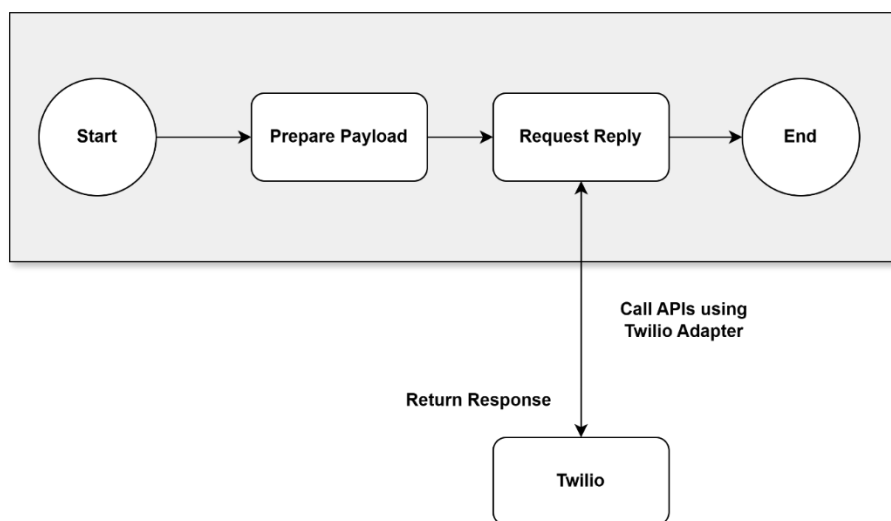
✔ The Integration Adapter is deployed successfully.

3. Getting Started: Twilio Adapter

This section explains the setup required before configuring the Twilio Adapter, you can find information about adapter architecture, application configuration, and authentication for Twilio Adapter.

3.1 Architecture Overview

How the Twilio Receiver Adapter Works:



- The Twilio Receiver adapter is designed to receive and process data from an integration flow in SAP Integration Suite and facilitate communication with Twilio application (external) using REST-based APIs.
- SAP Integration Suite acts as the initiator of the calls and sends a request to Twilio (this is the receiver system) using the adapter.
- Additionally, the adapter also handles responses and logs execution status.

3.2 Application Configuration

This section contains links to setup and configure the Twilio application. These steps are a prerequisite before you start using the adapter in an integration scenario.

Introduction:

- For an overview of Twilio, see [Twilio Overview](#).
- To create a Twilio Account, see [Twilio Account](#).

Authentication:

- For more information on creating credentials to connect to Twilio, see [Authentication](#).

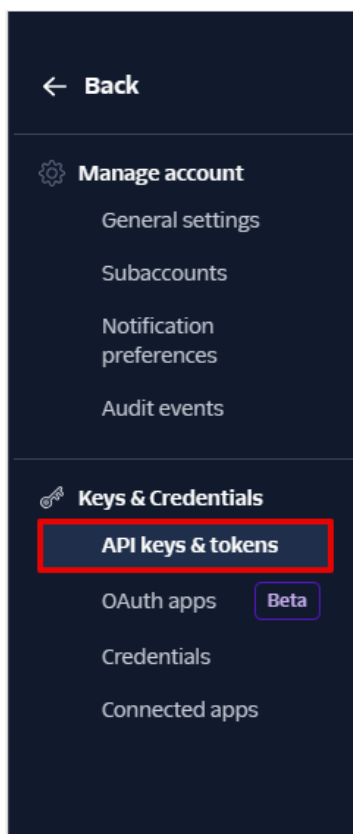
3.2.1 Creating an API Key in Twilio

Purpose

To Create an API Token in Twilio

Procedure

1. Log in to your [Twilio Account](#).
2. On your sidebar to the left, under **Keys & Credentials**, navigate to **API Keys & tokens**.



3. Click **Create new API Key**, fill in the necessary details, select the **Key Type** and click **Create**. For more information regarding the key type, see [API Keys](#).

[API keys & tokens](#)

Create new API key

API keys are revokable credentials for the Twilio API. You can use API keys to authenticate to the REST API using basic auth with "user=KeySid" and "password=KeySecret". You can also use API keys to sign access tokens which are also used by our Real-Time Communications SDKs. Access tokens are short-lived credentials that can be distributed safely to client-side applications. [Learn more about API keys.](#)

Friendly name

Enter a name for this key.

Region [Regional](#)

Key type

Standard keys *can not* manage API keys, account configuration, and sub accounts.

- Once created, save the **SID** (User) and **Secret** (Password).
- Save and copy** the API Token, which can be used in the User Credentials. For more information, see [3.2.1 Creating an API Key in Twilio](#).

3.2.2 Creating an Auth Token in Twilio

- Log in to your [Twilio Account](#).
- Open your **Admin** Tab, scroll down.
- Locate: **Account SID** and **Auth Token**.

The screenshot shows the Twilio Account Dashboard. On the left is a dark sidebar with navigation options: Account Dashboard, Develop, Monitor, Phone Numbers, Messaging, Voice, Email, Verify, Flex, Video, and Explore products. The main content area is titled 'My first Twilio account' and contains an 'Account info' section. In this section, the 'Account SID' and 'Auth Token' fields are highlighted with red boxes. The 'Auth Token' field has a 'Show' button next to it. Below the 'Auth Token' field is a warning icon and the text: 'Always store your token securely to protect your account. [Learn more](#)'. The 'My Twilio phone number' field is also visible. To the right of the 'Account info' section is a 'Helpful links' section with several links: 'How does Twilio work?', 'API documentation', 'Explore Marketplace', and 'Support help center'.

- Save and copy the Account SID and Auth Token, which can be used in the User Credentials. For more information, see [3.3.2 Creating Credentials Auth Token in Twilio](#).

3.3 Authentication

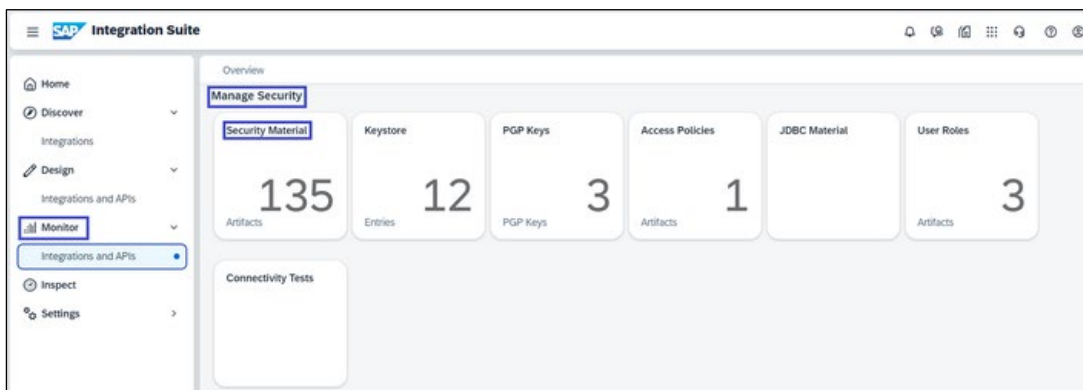
This section details the authentication mechanism supported by the Twilio Adapter in the SAP Integration Suite.

The adapter supports standard authentication such as **API Token** and **Auth Token**. You can securely store the security artifacts in SAP Security Material. This ensures that credentials can be safely provided to the Adapter.

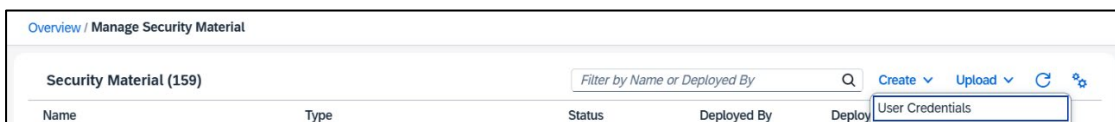
3.3.1 Creating User Credentials for API Key

The creation of credentials to support the authentication mechanism can be done by following the steps below:

1. In SAP Integration Suite, navigate to **Monitor** > **Integrations and APIs**. This opens the **Overview** page.
2. On the **Overview** page, go to **Manage Security** section and click **Security Material**.



3. On **Manage Security Material** page, click **Create** to select **User Credentials** from the dropdown.



4. In the **Create User Credentials** popup, provide the below details.

Parameter	Description
Name	Specify the name for the security artifact. The artifact name is used as an alias for the confidential data assigned by this parameter.
Description	Enter a description for the artifact (optional).

Parameter	Description
Type	Select User Credentials if creating credentials for Twilio. This allows you to configure a specific system to enable a connection with your integration flow artifact.
User	Specify the username (SID) used to invoke the receiver system. For more information, see 3.2.1 Creating an API Key in Twilio .
Password	Specify the password (Secret) against which the user must be authenticated. For more information, see 3.2.1 Creating an API Key in Twilio .

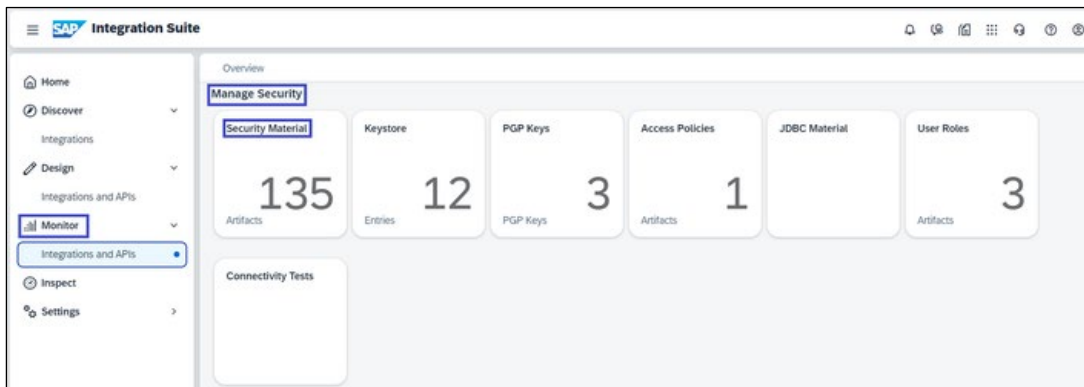
5. Click **Deploy** to complete the process.

When you refresh the **Manage Security Material** page, the new artifact is displayed (with Type **Credentials**) in the artifact table.

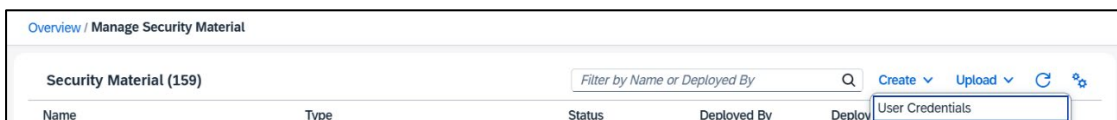
3.3.2 Creating User Credentials for Auth Token

The creation of credentials to support the authentication mechanism can be done by following the steps below:

5. In SAP Integration Suite, navigate to **Monitor** > **Integrations and APIs**. This opens the **Overview** page.
6. On the **Overview** page, go to **Manage Security** section and click **Security Material**.



7. On **Manage Security Material** page, click **Create** to select **User Credentials** from the dropdown.



8. In the **Create User Credentials** popup, provide the details below.

Parameter	Description
Name	Specify the name for the security artifact. The artifact name is used as an alias for the confidential data assigned by this parameter.
Description	Enter a description for the artifact (optional).
Type	Select User Credentials if creating credentials for Twilio. This allows you to configure a specific system to enable a connection with your integration flow artifact.
User	Specify the Username (Account SID) used to invoke the receiver system. For more information, see 3.2.2 Creating an API Key in Twilio .
Password	Specify the password (Token) against which the user must be authenticated. For more information, see 3.2.2 Creating an API Key in Twilio

6. Click **Deploy** to complete the process.

When you refresh the **Manage Security Material** page, the new artifact is displayed (with Type **Credentials**) in the artifact table.

4. Twilio Adapter Configuration

This section describes the parameters to be configured for your Twilio adapter. You need to configure the **Connection** and **Processing** tabs. A description and example usage for every field has been added.

4.1.1 Connection

The Connection tab contains connection and authentication parameters for the Twilio adapter.

A sample screenshot of the configuration for the Connection tab is given below.

The screenshot shows a configuration window titled "Twilio" with three tabs: "General", "Connection", and "Processing". The "Connection" tab is selected. Under the heading "CONNECTION DETAILS", the following fields are visible:

- Address: *
- Authentication Type: - Credential Name: *
- Reuse Connection:
- Connection Timeout (in ms):
- Response Timeout (in ms):

The connection tab contains the following fields:

Parameter	Description
Address	Specify the address to connect to Twilio. Example: https://api.twilio.com

Parameter	Description
Authentication Type	<p>Select the Authentication Type to connect to the Twilio server.</p> <ul style="list-style-type: none"> • API Key • Auth Token <p>Note: The API Key is selected by default.</p>
Credential Name	<ul style="list-style-type: none"> • When Authentication Type is set to Auth Token, specify User Credentials that store the SID and Secret. For more information on setting up an API Key, see How to Set up an API Key. • For Authentication Type set to API Key, specify the User Credentials artifacts that store the Account SID and Auth token. For more information on setting up an Auth Token, see How to Set up an Auth Token.
Reuse Connection	Enable to reuse the connection.
Connection Timeout (in ms)	<p>Specify the maximum waiting time (in milliseconds) for the connection to be established.</p> <p>Default: 60000</p>
Response Timeout (in ms)	<p>Specify the maximum waiting time (in milliseconds) for a response message.</p> <p>Default: 60000</p>

4.1.2 Processing

This section lists the processing tab configurations for the Twilio Adapter. For more information regarding operations, see [Twilio Docs](#). A sample screenshot of the configuration for the Processing tab for **List Call Events** operation is given below.

Twilio

General Connection **Processing**

PROCESSING DETAILS

Configuration Type: Basic ▾

Entity: Event ▾

Operation: List Call Events (/Accounts/:AccountSid/Calls/:CallSid/Events) ▾

Operation Parameters:


<input type="checkbox"/> Name	Value
<input type="checkbox"/> CallSid	CAa1b2c3d4e5f6a7b8c9d0e1f2a3b4c5d6
<input type="checkbox"/> AccountSid	ACa1b2c3d4e5f67890123456789abcdef


Next Page URI:

Query:

FORMAT

Response: Application/XML ▾

Parameter	Description
Configuration Type	<p>Select the required configuration type.</p> <ul style="list-style-type: none"> • Basic to use the dropdowns and parameter text fields. • Advanced to provide the relative URL. <div style="border: 1px solid #00a0e3; padding: 10px; margin-top: 10px;"> <p> For the Basic configuration type, the body must be provided in JSON.</p> <p>For the Advanced configuration type, the body must be provided in application/x-www-form-urlencoded.</p> </div>
Entity (Only available when the Configuration Type is Basic)	Select the entity based on which the operation will be performed.
Operation (Only available when the Configuration Type is Basic)	Select the desired operation from the dropdown.

Parameter	Description
Operational Parameter (Only available when the Configuration Type is Basic)	Specify the operation parameters as a key-value pair. Name: AccountSid Value: AC291a8e932b161e04aaacc159b2e86601
Next Page URI	Specify the next page URI. Example: /2010-04-01/Accounts/ACae51e13e44e77edbb110f5e968exxxx/Message.s.json?PageSize=50&PageToken=PASMxxxxx2fbxxxxxb1cf101a002exxxxxx&Page=1
HTTP Method (Only available when the Configuration Type is Advanced)	Select the required HTTP method from the available dropdown: <ul style="list-style-type: none"> • DELETE • GET • PATCH • POST • PUT
Relative URL (Only available when the Configuration Type is Advanced)	Specify the relative endpoint, excluding the Host. Example: /2010-04-01/Accounts/ACae21e13e86e52edbb110f5e968e1d526/Message.s
Send Body (Only available when the Configuration Type is Advanced)	Enable this checkbox if you want to send the body of the message with the request. For methods GET and DELETE, the body isn't sent by default.
Query	Specify the expression that contains the query parameter and its value. Example: "To=+9195523446XX" <div style="border: 1px solid #00aaff; padding: 5px; margin-top: 10px;">  When using space (), ensure you encode the query as %20. </div>

Parameter	Description
Response Format	<p>Select the payload format of the response body.</p> <ul style="list-style-type: none"> • Application/XML • Application/JSON • Text/CSV
Request Headers	<p>Enter a list of custom headers, separated by a pipe (), to be sent to the target system. Use an asterisk (*) to send all custom headers to the target system.</p> <p>All Camel-specific headers and HTTP protocol headers except "date" are excluded by default, even if you specify them. Note that this value can also be read dynamically using an exchange header or property.</p>
Response Headers	<p>Enter a list of headers, separated by a pipe (), coming from the target system's response to be received in the message. Use an asterisk (*) to receive all the headers from the target system, which is also the default value.</p> <p>All Camel-specific headers and HTTP protocol headers except "date" are excluded by default, even if you specify them. Note that this value can also be read dynamically using an exchange header or property.</p>

5. Twilio Operations

This section lists and describes some of the operations supported by the Twilio adapter.

The adapter provides two Entity: **Basic** and **Advanced**. The **Basic** entity enables you to easily select predefined operations and their corresponding endpoints. The **Advanced** entity offers greater flexibility by allowing users to work with multiple endpoints for the same operation, including endpoints that are not predefined in the adapter, thereby supporting more customized integration scenarios.

5.1 Message: Send Message

In the scenario below, we will Create a message. The operations can be performed in two ways:

1. Basic

The **Create a Message Resource** operation in Twilio Messaging API allows you to programmatically send an outbound message and create a new **Message resource** in your Twilio account. For more information, see [Create a Message resource](#).

Sample Payload for Create Message:



For the **Basic** configuration type, the body must be provided as **JSON**.

```
{
  "From": "+14155552671",
  "To": "+919876543210",
  "Body": "Hi John, your order has been shipped and will arrive tomorrow.",
  "MediaUrl": [
    "https://demo.twilio.com/owl.png"
  ],
  "StatusCallback": "https://api.example.com/twilio/status",
  "Tags": "{\"order_id\":\"ORD-78456\", \"channel\":\"whatsapp\", \"notification_type\":\"shipping_update\"}"
}
```

A sample screenshot of the configuration to create a message is provided below.

Twilio

General Connection **Processing**

PROCESSING DETAILS

Configuration Type: Basic

Entity: Message

Operation: Send Message (/Accounts/:AccountSid/Messages)

Operation Parameters:

Name	Value
AccountSid	ACa1b2c3d4e5f67890123456789abcdef

FORMAT

Response: Application/XML

For the complete list of descriptions about the fields below, refer to the [Processing](#) tab.

Parameter	Value
Configuration Type	Select Basic as the configuration type.
Entity	Select Message as the entity.
Operation	Select Send Message (/Accounts/:AccountSid/Messages) as an operation.
Operation Parameters	Specify the operation parameter as a key-value pair. Name AccountSid Value ACa1b2c3d4e5f67890123456789abcdef
Response Format	Select as response format as Application/JSON .

2. Advanced

To use the Advanced Method, follow the instructions below.

A sample screenshot of the configuration is provided below to create a message.

Sample Payload for Create Message:



For the **Advanced** configuration type, the body must be provided in **application/x-www-form-urlencoded**.

- Each key-value pair is joined with =

- Pairs are separated using &

```
From=+11458725991&To=+919458204599&Body=Hi John, your order has been shipped and will arrive tomorrow.
```

Twilio

General
Connection
Processing

PROCESSING DETAILS

Configuration Type:

HTTP Method:

Relative URL: *

Query:

HEADER DETAILS

Request Headers:

Response Headers:

For the complete list of descriptions about the fields below, refer to the [Processing](#) tab.

Parameter	Value
Configuration Type	Select Advanced as the configuration type.
HTTP Method	Select method as POST .
Relative URL	Specify as /2010-04-01/Accounts/AP1a2b3c4d5e6f7g8h9i0j1k2l3m4n5o/Messages

For more information about mandatory parameters, see [Create Message](#).

5.2 Call: List Calls

Retrieves a list of call records from **Twilio**, allowing you to view inbound and outbound voice calls, along with details such as call status, duration, start/end times, and caller and recipient numbers.

This operation helps monitor call activity, track call performance, and support reporting or troubleshooting use cases.

A sample screenshot of the configuration is provided below.

For the complete list of descriptions about the fields below, refer to the [Processing](#) tab.

Parameter	Value
Configuration Type	Select Basic as the configuration type.
Entity	Select Call as the entity.
Operation	Select List Calls (/Accounts/:AccountSid/Calls) as operation
Operation Parameters	Specify the operation parameter as a key-value pair. Name <code>AccountSid</code> Value <code>AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a</code>
Query	Specify the query as <code>To=+9195523446XX</code>
Response Format	Select the format as Application/XML .

For more information about mandatory parameters, see [Retrieve List of Calls](#).

5.3 Recording: Get Recording

The **Get Recording** allows you to fetch recordings by **Sid** and **AccountSid**. The operation can be performed in two ways:

1. Basic

A sample screenshot of the configuration is provided below.

The screenshot shows the Twilio configuration interface for the 'Get Recording' operation. The interface is divided into three tabs: 'General', 'Connection', and 'Processing'. The 'Processing' tab is active. Under 'PROCESSING DETAILS', the 'Configuration Type' is set to 'Basic', the 'Entity' is 'Recording', and the 'Operation' is 'Get Recording (/Accounts/:AccountSid/Recordings/:Sid)'. Below this, the 'Operation Parameters' section includes a table with columns for 'Name' and 'Value'. The table has three rows: 'Sid' with value 'RE3d8f9a1b2c4e5f6a7d8c9b0e1f2a3b' and 'AccountSid' with value 'AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a'. A 'Query' field is set to 'Starttime=2025-05-06'. At the bottom, the 'FORMAT' section shows the 'Response' type set to 'Application/XML'.

For the complete list of descriptions about the fields below, refer to the [Processing](#) tab.

Parameter	Value
Configuration Type	Select Basic as the configuration type.
Entity	Select Recording as the entity.
Operation	Select Get Recording (/Accounts/:AccountSid/Recordings/:Sid) as operation

Parameter	Value
Operation Parameters	Specify the operation parameter as a key-value pair. Name Sid Value RE3d8f9a1b2c4e5f6a7d8c9b0e1f2a3b Name AccountSid Value AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a
Query	Specify as StartTime=2025-05-06

2. Advanced

A sample screenshot of the configuration is provided below, and the payload can be the same as the basic operation.

The screenshot shows the Twilio interface with the 'Processing' tab selected. Under 'PROCESSING DETAILS', the following fields are visible:

- Configuration Type: **Advanced** (dropdown menu)
- HTTP Method: **GET** (dropdown menu)
- Relative URL: **/2010-04-01/Accounts/AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a/Recordings/RE3d8f9a1b2c4e5f6a7d8c9b0e1f2a3b**
- Query: (empty text input field)
- Send Body:

For the complete list of descriptions about the fields below, refer to the [Processing](#) tab.

Parameter	Value
Configuration Type	Select Advanced as the configuration type.
HTTP Method	Select GET as the entity.
Relative URL	Specify as /2010-04-01/Accounts/AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a/Recordings/RE3d8f9a1b2c4e5f6a7d8c9b0e1f2a3b

For more information about mandatory parameters, see [Retrieve a Recording](#).

5.4 Media: Get Message Media

Retrieves media files (such as images, audio, or documents) associated with a specific message from **Twilio**. This operation allows you to download and process message attachments sent or received via SMS, MMS, etc.

The screenshot shows the Twilio console interface for the 'Get Message Media' operation. It is divided into three tabs: 'General', 'Connection', and 'Processing'. The 'Processing' tab is active. Under 'PROCESSING DETAILS', the 'Configuration Type' is set to 'Basic', the 'Entity' is 'Media', and the 'Operation' is 'Get Message Media (/Accounts/:AccountSid/Messages/:MessageSid/Media/:Sid)'. Below this, the 'Operation Parameters' section lists three parameters: 'MessageSid' with value 'SMA1b2c3d4e5f6a7b8c9d0e1f2a3b4c5d6', 'Sid' with value 'RE3d8f9a1b2c4e5f6a7d8c9b0e1f2a3b', and 'AccountSid' with value 'AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a'. At the bottom, the 'FORMAT' section shows the 'Response' set to 'Application/XML'.

For the complete list of descriptions about the fields below, refer to the [Processing](#) tab.

Parameter	Value
Configuration Type	Select Basic as the configuration type.
Entity	Select Media as the entity.
Operation	Select Get Message Media (/Accounts/:AccountSid/Messages/:MessageSid/Media/:Sid) as operation

Parameter	Value
Operation Parameters	Specify the operation parameter as a key-value pair.
	Name Sid
	Value RE3d8f9a1b2c4e5f6a7d8c9b0e1f2a3b
	Name MessageSid
	Value SMa1b2c3d4e5f6a7b8c9d0e1f2a3b4c5d6
	Name AccountSid
	Value AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a
Response	Select as Application/XML .

For more information about mandatory parameters, see [Retrieve Media](#).

5.5 Participant: Create Conference Participant

The Create Conference Participant operation allows you to add a participant by specifying either a ConferenceSid or FriendlyName, which initiates an outbound call and adds the new participant to the active Conference associated with the provided ConferenceSid or FriendlyName.

A sample screenshot of the configuration is provided below.

Twilio

General Connection **Processing**

PROCESSING DETAILS

Configuration Type: Basic

Entity: Participant

Operation: Create Conference Participant (/Accounts/{AccountSid}/Conferences/{ConferenceSid}/Participants)

Operation Parameters:

<input type="checkbox"/> Name	Value
<input type="checkbox"/> ConferenceSid	CFa1b2c3d4e5f6a7b8c9d0e1f2a3b4c5d6
<input type="checkbox"/> AccountSid	AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a

FORMAT

Response: Application/XML

A sample payload is provided below.



For the **Basic** configuration type, the body must be provided as **Json**.

```
{
  "From": "+14155552671",
  "To": "+919876543210",
  "Label": "customer",
  "EarlyMedia": true,
  "Beep": "onEnter",
  "Muted": false,
  "StartConferenceOnEnter": true,
  "EndConferenceOnExit": false,
  "Record": false,
  "StatusCallback": "https://api.example.com/twilio/status",
  "StatusCallbackMethod": "POST",
  "StatusCallbackEvent": "ringing answered completed",
  "Timeout": 60,
  "TimeLimit": 3600
}
```

For the complete list of descriptions about the fields below, refer to the [Processing](#) tab.

Parameter	Value
Configuration Type	Select Basic as the configuration type.
Entity	Select Participant as the entity.
Operation	Select Create Conference Participant (/Accounts/:AccountSid/Conferences/:ConferenceSid/Participants) as operation
Operation Parameters	Specify the operation parameter as a key-value pair. Name <code>ConferenceSid</code> Value <code>CFa1b2c3d4e5f6a7b8c9d0e1f2a3b4c5d6</code> Name <code>AccountSid</code> Value <code>AC2f6c8e9a1b4d5e6f7a8b9c0d1e2f3a</code>
Response	Select as Application/XML .

For more information about mandatory parameters, see [Create a Participant](#).

6. Support

This section is used to document additional steps for Twilio.

6.1 Tip

You can monitor, debug, and analyze errors or issues by changing the Log level of your integration flow to Traces. For more information, see [Tracing](#).

6.2 Troubleshooting

A few issues that you might encounter and possible solutions for them have been documented below.

Error Message	Error Reason	Possible Solution
Error: 429 response: Too Many Requests	API enforces limits and throttling for performance optimization.	For more information, see 20429: Too many requests .