

Overview

The Twilio Voicemail plugin provides a way to upload an audio file that will play automatically when people make a call to a Twilio SMS number connected to Rock. This plugin allows for different audio files to be chosen on a per-number basis by adding an attribute to the “SMS Phone Numbers” defined type.

Setup

After installing the plugin from the Rock Shop, go to “Admin Tools > Communications > SMS Phone Numbers”. Clicking on a listed phone number will allow you to upload an MP3 file to the attribute “Voicemail Message MP3”.

Edit defined value for SMS Phone Numbers

Value *

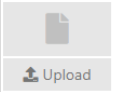
+16025550110

Description

Main SMS Number

Active

Voicemail Message MP3 ?



Response Recipient ?



Enable Response Recipient Forwarding ?

Yes

Launch Workflow On Response Received ?



Save

Cancel

Then, head over to Twilio and find the same number under “All Products & Services (3 dots) > Phone Numbers”. Select the same phone number, and under “Voice & Fax > A Call Comes In” select “Webhook” and type in “[**your rock domain**]/Pillars/TwilioVoicemail.ashx”. For example, “**https://rock.rocksolidchurchdemo.com/Pillars/TwilioVoicemail.ashx**”.

A CALL COMES IN

Webhook

https://rock.rocksolidchurchdemo.com/Pillars/TwilioVoicemail.ashx

HTTP POST

Repeat this process for each phone number which you’d like to have a voicemail message for.

Usage

After performing the steps in setup for a given phone number, people who call that phone number will now hear that MP3 file play.