



A2019 Twilio SMS and Voice Call Integration Package Readme

Version 1.0

10/12/2020

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1. Introduction

This document contains all essential information for the user to make full use of this A2019 package. It includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the Bot.

1.1 Overview

Use the A2019 SMS and Voice Call Integration Package to improve automation reliability and validate RPA return on investment by sending SMS notifications and placing voice calls to your human workforce and customers using Twilio.

1.2 Use cases

The key use cases for this package include:

- Send status updates on Bot Processing directly from the bot itself
- Have high priority bots send text notifications or place voice calls to support personnel if data inconsistencies or anomalies are detected
- Get buy-in for your automation projects with key savings metrics and weekly updates.
- Include notifications as a part of a bot shell error handling to alert the bot owner that an issue may have occurred.
- Escalate support tickets which may have passed a particular time threshold by SMS or voice calls.
- Send notes out to a client after a meeting
- Remind customers of an upcoming appointment with a friendly reminder of what documents they may need to bring.

2. Requirements & Prerequisites

2.1 System Requirements

Below are the minimum system requirements for running bots as an Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

Hardware Requirements

Device	Processor	RAM	Storage (Free Space)	Network
Machine	Intel Core i5 2.6 GHz	4 GB minimum 8 GB recommended	32 GB	1 GbE
Bot Creator and Bot Runner	No additions to the machine requirements	No additions to the machine requirements	Add 100 through 150 KB per Automation Anywhere script Add 40 through 50 GB per long-term project	No additions to the machine requirements

Browser Requirements

The user interface for Automation Anywhere Enterprise is through a browser. Login to your device then login to Enterprise Control Room through a browser.

Browser	Browser Version	Automation Anywhere plug-in version ²	Supported bot functions by Bot agent version		
Google Chrome ¹	57 or later	11 or 12	2.0.2	1.0.2	1.0.1
Microsoft Internet Explorer	11	N/A	None	Debugger only	All except Credential Vault

(1) Google Chrome re-verification

CAUTION: Google Chrome requires re-verification of permissions when the Automation Anywhere Google Chrome extension (Version 11.3.3 or later) is updated. If prompted, click **Enable this item** in the Google Chrome message. Alternatively, re-enable the extension through [chrome web store](#). Similarly, if you are deploying your Bot Runners from a master image, accept the permission from within that image.

(2) Google Chrome plug-in versions

A2019 supports Chrome plug-in version 11. If you have other versions installed, you might not be able to record tasks using the **Record** feature or **Capture** action. To resolve this issue, do the following:

1. Rename the automation.chrome.agent registry key to automation.chrome.agent.old. The registry key is available at: Computer\HKEY_CURRENT_USER\Software\Google\Chrome\NativeMessagingHosts
2. Disable all other Google Chrome plug-in versions you have installed, except for version 11.

2.2 Prerequisites

This package uses A2019 and the Twilio API. Prior to use of the package, a Twilio account trial or paid, needs to be established for the creation of an SID, Auth Token, and establishing an outbound SMS and voice call number. (again, all outlined in the Quick Start section of this guide)

3. Getting Started

3.1 Quick Start

3.1.1 Setup

Twilio

The package is dependent on the Twilio Platform. If you don't already have a Twilio account, set up a trial account here: Sign up for a free trial account here:

<https://www.twilio.com/docs/usage/tutorials/how-to-use-your-free-trial-account>

You'll need several pieces of data from the Twilio platform which will be mapped as mandatory input for the package to work properly.

1. SID Twilio String Identifier:
 - a. Refer to this page on what an SID is and how to access yours on your trial/full account: <https://www.twilio.com/docs/glossary/what-is-a-sid>
2. Twilio Auth Token:
 - a. Refer to this page on how to access or change your Auth Token: <https://support.twilio.com/hc/en-us/articles/223136027-Auth-Tokens-and-How-to-Change-Them>
3. From Number:
 - a. With a Twilio paid account, you actually buy an outgoing number that's used to send and receive text messages and place voice calls
 - b. For trial accounts, the number you can use for outbound messages can be found here: <https://www.twilio.com/console/sms/getting-started/build>
 - i. Note: on trial accounts, all messages are prefixed with something like "Trial message from Twilio:" – this wouldn't appear when an account is upgraded beyond trial.
4. To Number:
 - a. On a trial account, you can only send text messages and place voice calls to confirmed phone numbers (presumably your own)
 - i. Be sure to verify your number with Twilio before attempting to send a test message. Use the following page to send yourself a test message before using the bot to send a message: <https://www.twilio.com/console/sms/getting-started/build>
 - b. On a full account, you can send text messages and place voice calls to any number that Twilio supports.

3.1.2 Configuration

Review and setup the variables which are assigned in the “Set Variables” step of the Twilio_Integration_Bot. There are 5 required input values, and 1 output value:

INPUT VARIABLES: Input Variables to be mentioned in this Table				
Variable Name	Type	Mandatory	Purpose	Example Input
cSID	Credential	Yes	Twilio String Identifier – see link above on where to access	AC87b6cfa2b18e82af283XXXc6e8609e (This isn't a real one, but they are similar to this format)
cAuth	Credential	Yes	Authorization Token required for sending a message	7e8d7394acbc954d6d9d7ac19fa42cb (again, not real, but similar format)
sToNumber	String	Yes	The number you intend to send a message to. Must be a string, and must be prefixed with a + and the country code.	+19372416946
sFromNumber	String	Yes	The number you are sending a message from. Must be a string, and must be prefixed with a + and the country code	+12152416946
sMessageBody	String	Yes	Message body being sent as a text – can be combination of literal characters	For SMS: Go Be Great! For voice Calls: <Response><Say>This is a call from your Automation Anywhere bot. You successfully used a package that can place phone calls. Well done. Go be Great!</Say></Response>

			<p>and or variables. (For SMS)</p> <p>For voice: See the next column for details about the required format</p>	<p>OR</p> <p>http://demo.twilio.com/docs/voice.xml</p>
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OUTPUT VARIABLES: Output Variables to be mentioned in this Table.				
Variable Name	Type	Mandatory	Purpose	Example Output
prompt-assignment	String	-	<p>The resulting message from the send_message function call. Should be receiving a SID number on success and 'Error message' on error.</p>	<p>7e8d7394acbc954d6d9d7ac19fa42cb (again, not real, but similar format)</p>

4. Support & FAQs

4.1 Support

Free packages are not officially supported. You can get access to Community Support through the following channels:

- You can get access to Community Support, connecting with other Automation Anywhere customers and developers on [APeople](#) – the [Bot Building Forum](#), the [Bot Store Support Forum](#), or the [Developers Everywhere Group](#).
- Automation Anywhere also provides a [Product Documentation portal](#) which can be accessed for more information about our products and guidance on [Enterprise A2019](#).

4.2 FAQs

Q: Can I make changes to this package?

A: Absolutely. Free packages are for you to make use of, customize, and/or include in your builds as you see fit. Steps to [build this package](#) is published in Developer portal along with the source code link.

For questions relating to Enterprise A2019: See the [Enterprise A2019 FAQs](#).

Appendix A: Record of Changes

No.	Version Number	Date of Change	Author	Notes
1	1.0.0.0	10/12/2020	Arjun S Meda	Initial release of package

Appendix B: References

No.	Topic	Reference Link
1	Overview of Enterprise A2019	Click here
2	Guidance: Building basic A2019 bots	Click here
3	Guidance: Building A2019 action packages	Click here
4	APeople Community Forum	Click here
5	Automation Anywhere University	Click here