# Twilio Notification Module

## User Guide

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# Introduction

The Kymera Twilio Notification module allows for integration with the Twilio API for the sending of SMS and voice notifications when alarms are triggered. In addition, the module exposes the ability to manually send SMS messages via scripting, and exposes the ability to script custom handling for calls.

# Setup

Go to the **Twilio > Profiles** menu in the Configuration section of your gateway

Enter your Twilio credentials, (Account SID & API Auth Token) and the phone number registered with your Twilio account that you want to send messages/calls from.

The External Hostname parameter is optional, but must be set to a publically accessible address in order to send/receive calls, as well as receive messages. Sending messages will work regardless however.

Create a TwilioMessageNotificationProfile or a TwilioVoiceNotificationProfile in the **Alarming > Notification** menu, choosing your Twilio credentials from the specified dropdown.

In order to receive notifications, Users must have SMS (for messages) and Phone (for calls) Contact Infos associated with their account. These numbers must be in the format "+12223334444".

In order to acknowledge notifications, the Users will need to have a value in their Pin extended properties.

# Scripting : Twilio Notifications

The following scripting functions are available in the system scope:

# system.twilio.sendMessage()

**Description**

Sends a message with the specified body to the specified phone number.

**Syntax**

```
system.twilio.sendMessage(number, message)
```

**Parameters**

String number – The number to send the message to.

String message – The message to be sent.

**Returns**

boolean –  Whether or not the message was successfully sent.

**Scope**

Client

**Examples**

The following snippet sends a message to a number.

```
system.twilio.sendMessage("+12223334444", "Hello World!")
```

# system.twilio.getUser()

**Description**

Get usage statistics about a specific user.

**Syntax**

```
system.twilio.getUser(id)
```

**Parameters**

long `id` – The user's ID within Twilio.

**Returns**

TwilioUser – An object containing the user's Twilio statistics.

**Scope**

Client

**Examples**

The following snippet prints the number of messages that have been sent to a user.

```
userInfo = system.twilio.getUser(0)
print(userInfo.getMessagesSent())
```

# Scripting : TwilioUser

The following functions are available on the TwilioUser object.

# getUsername()

**Description**

Returns the username of the user represented by the TwilioUser object.

**Syntax**

`getUsername()`

**Parameters**

**Returns**

String – The TwilioUser's username.

**Scope**

Client

# getPhoneNumber()

**Description**

Returns the phone number of the user represented by the TwilioUser object.

**Syntax**

```
getPhoneNumber()
```

**Parameters**

**Returns**

String – The TwilioUser's phone number.

**Scope**

Client

# getMessagesReceived()

**Syntax**

```
getMessagesReceived()
```

**Parameters**

**Returns**

int  – The total number of messages that have been received from the user.

**Scope**

Client

# getMessagesSent()

**Syntax**

```
getMessagesSent()
```

**Parameters**

**Returns**

int – The total number of messages that have been sent to the user.

**Scope**

Client

# getCallsReceived()

**Syntax**

```
getCallsReceived()
```

**Parameters**

**Returns**

int – The total number of calls that have been received from the user.

**Scope**

Client

# getCallsSent()

**Syntax**

```
getCallsSent()
```

**Parameters**

**Returns**

int – The total number of calls that have been sent to the user.

**Scope**

Client

# getCallMinutesReceived()

**Syntax**

```
getCallMinutesReceived()
```

**Parameters**

**Returns**

int – The total number of minutes on calls received from the user.

**Scope**

Client

# getCallMinutesSent()

**Syntax**

```
getCallMinutesSent()
```

**Parameters**

**Returns**

int – The total number of minutes on calls sent to the user.

**Scope**

Client

# Tags : Twilio Notifications

The Twilio Notifications module includes tags at the following paths:

**System/Gateway/Twilio/CallMinutesReceived**
>   **Description:** The total call minutes from incoming calls from users.
>   **Type:** Int4

**System/Gateway/Twilio/CallMinutesSent**
>   **Description:** The total call minutes from outgoing calls to users.
>   **Type:** Int4

**System/Gateway/Twilio/CallsReceived**
>   **Description:** The total calls received from users.
>   **Type:** Int4

**System/Gateway/Twilio/CallsSent**
>   **Description:** The total calls made to users.
>   **Type:** Int4

**System/Gateway/Twilio/MessagesReceived**
>   **Description:** The total messages received from users.
>   **Type:** Int4

**System/Gateway/Twilio/MessagesSent**
>   **Description:** The total messages sent to users.
>   **Type:** Int4

**System/Gateway/Twilio/UserStatistics**
>   **Description:** A dataset containing statistics grouped on a per user basis.
>   **Type:** Dataset