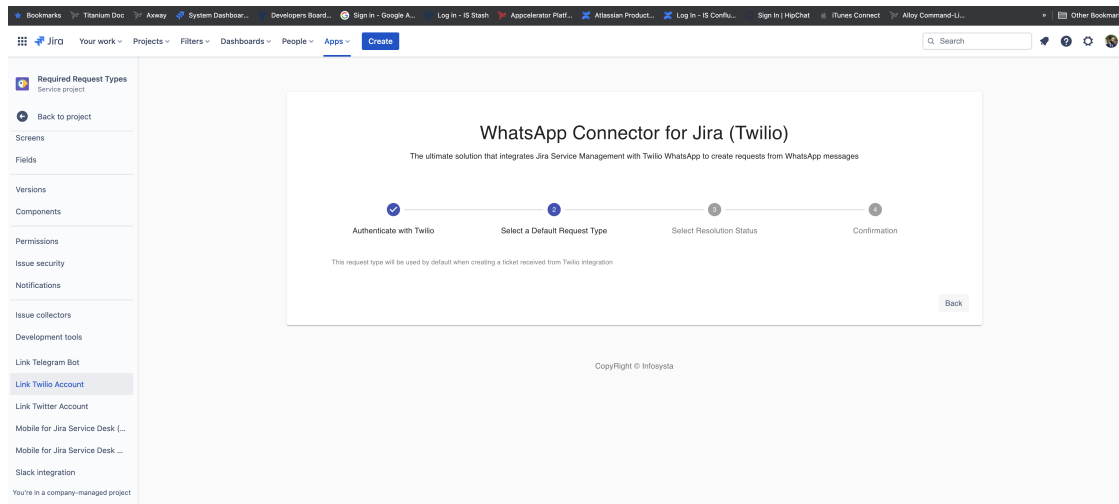# Why there isn't request type to select?

Case

This issue appears in **Link Twilio Account** wizard while in **Select a Default Request Type** stage as below

Reason

WhatsApp Connector for Jira acts as Email Requests in Jira Service Management, where you can't link a request type with required fields other than summary and description, for which the app filters request types and displays only suitable ones for integration

Solution

You can either create a request type dedicated for this integration, or you can double check required fields on your screen and disable the required confirmation

Related Pages

- How to send CSAT using custom notification when status is Resolved?
- Where to Find Your Webhook
- How much Twilio service costs?
- Do I need to have a phone number?
- Buy and configure a Twilio Phone number
- Attachments are not loading ?
- Can several agents use it with a single phone number?
- You're not receiving tickets after connecting your Twilio account?
- Custom Request types don't show up in the addon setup
- You're receiving Whatsapp tickets in your project from different users
- Do I need to be subscribe to Jira Service Management?
- Resolution status
- Where to find your sandbox Join code
- How to solve "Something's gone wrong" error while clicking on "Link WhatsApp Account"
- Why there isn't request type to select?
- Where to find your WhatsApp phone number?
- Where to Find Your Twilio Credentials