You're not receiving tickets after connecting your Twilio account?

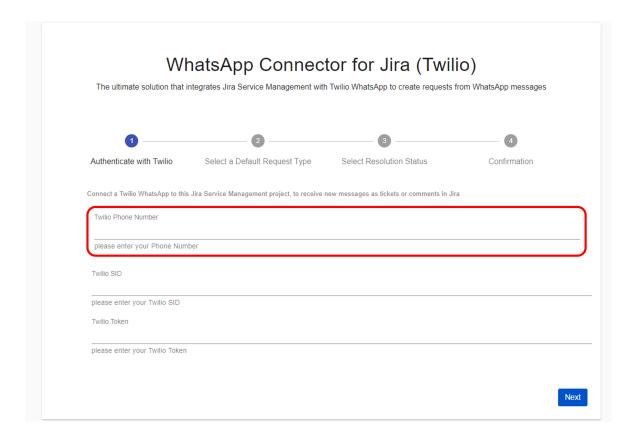
Case

this issue happens when you finish connecting your Twilio account to your Project in Jira Service Management, you text the number and you don't receive a new ticket in Jira.



Reason

The number used in the configuration is the wrong one, the number entered in the configuration page should be the sandbox number. where you set the HTTP POST calls.



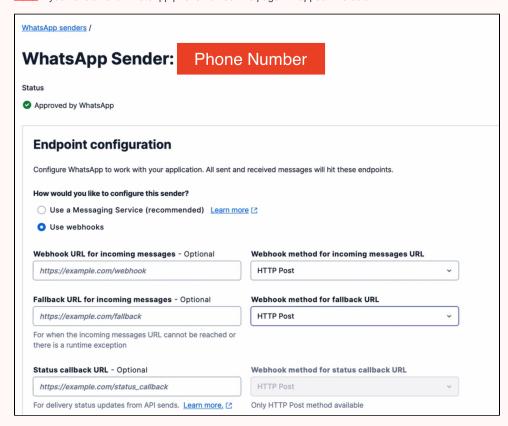
Solution

The below steps are for testing purposes, where we are using the test WhatsApp sandbox provided by Twilio If you have a subscription with Twilio, you can find your number under WhatsApp Senders

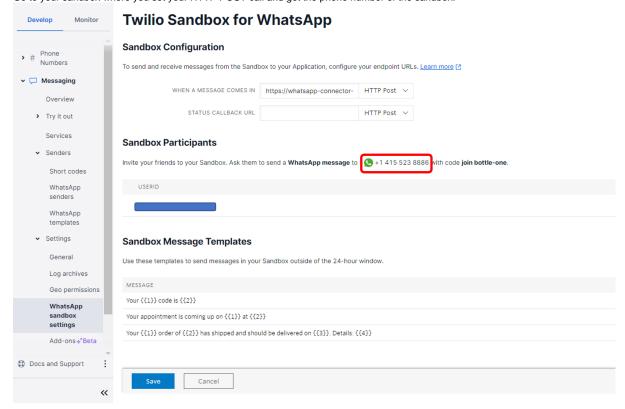
⊕ Account v Billin My first Twilio account 0 Trial: **\$10.8565** <u>Upgrade</u> Monitor WhatsApp enabled senders To use your own phone number and brand name with WhatsApp, your account must be approved by WhatsApp. This approval Phone > # is provided only for brands that your company owns. Numbers Messaging You need to request access to WhatsApp Overview If you would like to use your Twilio number with WhatsApp, please follow the link below to request access. > Try it out Sign up to request access → Services ✓ Senders Short codes WhatsApp senders WhatsApp templates > Settings Docs and Support

Note: If you have a valid WhatsApp phone number the page will appear like below

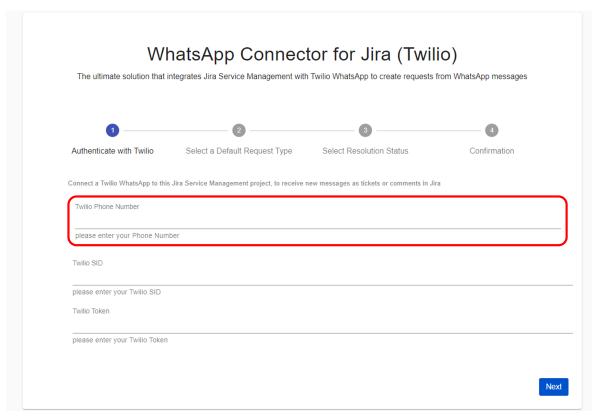
‹‹



Go to your sandbox where you set your HTTP POST call and get the phone number of the sandbox.



then go to your project settings and link Twilio account and add the number above in the Twilio phone number then continue with your settings and then text the entered mobile phone and you'll receive a ticket in Jira.



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?

- 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