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.

WhatsApp Connector for Jira (Twilio)

The ultimate solution that integrates Jira Service Management with Twilio WhatsApp to create requests from WhatsApp messages

1 ———————— **2** ———————— **3** ———————— **4**

Authenticate with Twilio   Select a Default Request Type   Select Resolution Status   Confirmation

Connect a Twilio WhatsApp to this Jira Service Management project, to receive new messages as tickets or comments in Jira

Twilio Phone Number

please enter your Phone Number

Twilio SID

please enter your Twilio SID

Twilio Token

please enter your Twilio Token

Next

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**

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.

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