


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.


WhatsApp Connector for Jira (Twilio)

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



Twilio


Twilio account : -



Request Type

Name : Get IT help

Discription : Get assistance for general IT problems and questions.



Resolution Status

Name : Resolved

Discription : Get assistance for general IT problems and questions.

Edit

Unlink

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



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**

Console
My first Twilio account Trial: \$10.8565 Upgrade

Develop Monitor

WhatsApp enabled senders

To use your own phone number and brand name with WhatsApp, your account must be approved by WhatsApp. This approval is provided only for brands that your company owns.

You need to request access to WhatsApp

If you would like to use your Twilio number with WhatsApp, please follow the link below to request access.

[Sign up to request access](#)

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

WhatsApp senders /

WhatsApp Sender: Phone Number

Status

✓ Approved by WhatsApp

Endpoint configuration

Configure WhatsApp to work with your application. All sent and received messages will hit these endpoints.

How would you like to configure this sender?

☐ Use a Messaging Service (recommended) [Learn more](#)

☒ Use webhooks

Webhook URL for incoming messages - Optional

Webhook method for incoming messages URL
HTTP Post

Fallback URL for incoming messages - Optional

Webhook method for fallback URL
HTTP Post

For when the incoming messages URL cannot be reached or there is a runtime exception

Status callback URL - Optional

Webhook method for status callback URL
HTTP Post

For delivery status updates from API sends. [Learn more](#)

Only HTTP Post method available

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

Twilio Sandbox for WhatsApp


Sandbox Configuration

To send and receive messages from the Sandbox to your Application, configure your endpoint URLs. [Learn more](#)

WHEN A MESSAGE COMES IN HTTP Post

STATUS CALLBACK URL HTTP Post

Sandbox Participants

Invite your friends to your Sandbox. Ask them to send a **WhatsApp message** to  **+1 415 523 8886** with code **join bottle-one**.

USERID

Sandbox Message Templates

Use these templates to send messages in your Sandbox outside of the 24-hour window.

MESSAGE

Your {{1}} code is {{2}}

Your appointment is coming up on {{1}} at {{2}}

Your {{1}} order of {{2}} has shipped and should be delivered on {{3}}. Details: {{4}}

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.

WhatsApp Connector for Jira (Twilio)

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

- 1 Authenticate with Twilio
- 2 Select a Default Request Type
- 3 Select Resolution Status
- 4 Confirmation

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

Twilio Phone Number

Twilio SID

Twilio Token

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](#)