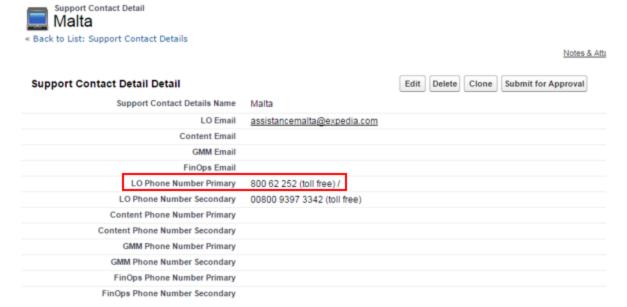# Twilio callback service

Twilio is a call back service that enables hotelier and countries which don't have the ability or infrastructure to dial free phone numbers to receive a free call from Expedia. Currently the service can only by accessed from the structured intake/Contact Us page on EPC Help page. The following countries are set up with the Twilio service

- Aruba
- Bahamas
- Bonaire,Sint Eustatius and Saba
- Gambia
- Ghana
- Haiti
- Malta
- Netherlands Antillies
- Nigeria
- Qatar, State of
- St Martin
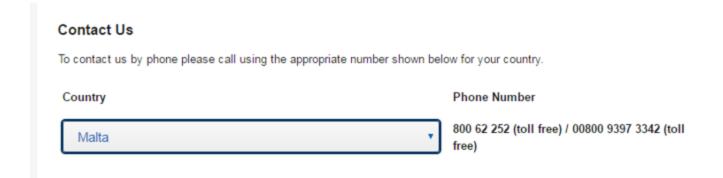- St. Barthelemy
- Tunisia
- U.S. Virgin Islands

Below is a highlevel overview on how we add new countries to the service with the Salesforce integration on the EPC Contact Us form

Part 1: Enabling the country for telephone support

1. **Within Salesforce Staging environment go to Setup/List Support Contact Details**

2. **Add or ensure a support number is entered into LO Primary Phone Number**

3. If not, add the phone number obtained from the telpehony team, save and check the Contact Us form on https://expediagso.secure.force.com/kb/?cu=1&fs=ContactUs&l=en_US
4. You should see the country listed as well as phone number entered in step 2

Contact Us

To contact us by phone please call using the appropriate number shown below for your country.

Country	Phone Number
Malta ▾	800 62 252 (toll free) / 00800 9397 3342 (toll free)

Part 2: Enabling the Expedia phone number on the Twillio service

1. Generate the Twillio SID using the primary support number
2. Go to https://www.twilio.com/console/dev-tools/twiml-bins
3. Select the '+ 'graphic to create a new country
4. For Friendly Name field, enter the country name making sure it matches exactly what you entered in Part 1
5. Copy and paste the following code into the Configuration-> TWIML box and enter the phone number you entered in step 2
6. <?xml version="1.0" encoding="UTF-8"?>

    <Response>

    <Dial>

    <Number>[Enter Phone Number]</Number>

    </Dial>

    </Response>

Configuration

FRIENDLY NAME

Malta

TWIML

```
1  <?xml version="1.0" encoding="UTF-8"?>
2  <Response>
3    <Dial>
4      <Number>800 62 252</Number>
5    </Dial>
6  </Response>
```

1. This will generate a Twillio SID as per highlighted below

TwiML Bin

Properties

SID	EH95a8656054b902923812bd0eed368184	DATE CREATED	2016-08-12 13:16:21
URL	https://handler.twilio.com/twiml/EH95a8656054b9	DATE UPDATED	2016-08-12 13:18:10

Part 3: Enabling Contact Us page for Twilio callback

1. Go to Setup / Build / Develop / Custom Settings
2. Select **Structured Intake Callback Countries**
3. Select **Manage**
4. Select **New** to add the new country
5. Enter the name of the country you want to enable
6. Enter the Twilio SID from above into the Twilio SID field below and select **Save**

Structured Intake Callback Countries Edit

Provide values for the fields you created. This data is cached with the application.

Edit Structured Intake Callback Countries	Save Save & New Cancel

Structured Intake Callback Countries Information

Name	
Twilio SID	

Part 4: Verify the Call Back feature is enabled

1. Visit the Contact Us page https://expediagso.secure.force.com/kb/?cu=1&fs=ContactUs&l=en_US
2. Select the country from the drop down menu

You should now see the below option which the hotelier will enter their phone number and a call back will happen from the Twilio service, which will contact them to Expedia with a free phone call

Contact Us

To contact us by phone please call using the appropriate number shown below for your country.

Country	Phone Number
Bahamas ▼	855 716 1776 (toll free) - mobile access available via BTC network

Your phone number

[   ]

Call me now