



Twilio 101: Send Your First SMS Messages & Phone Calls

Facilitator's Guide

This facilitator's guide will help workshop leaders run the **TwilioQuest Workshop**. This guide will give you tips to get participants engaged from the get-go and clarify how to get everything up and running!

STEP 1: Create a Welcoming Environment

- Ask participants to check-in to the workshop (using the link provided in their email when they signed up for the workshop).
- Make sure that everyone has a charged cell phone (they will need it to verify their Twilio account) as well as a computer.
- Introduce yourself, and ask if anyone has been to a Localhost workshop before.
- Ask whether anyone has heard of Twilio. If they have, ask if they have used Twilio in any projects that they either have done previously or want to create.

STEP 2: Provide an Overview of the Workshop

- In this workshop participants will configure a Twilio phone number.
- They will go through two self-guided "quests" on TwilioQuest where they will learn how to set up automatic SMS and call responses from Twilio.
- But they'll need to hurry---they're racing against each other to finish the quests the fastest!

STEP 3: Provide an Overview of Twilio

Explain a bit about what Twilio is and how professionals use it in their work.

- Twilio: Twilio is a cloud-communication platform that can automate the sending and receiving of texts, calls, and video. The Twilio API is compatible with over 1,000 wireless carriers, making it so developers do not have to recode an app for each different carrier.
- Twiml: TwiML stands for "Twilio's XML" language. XML is a specific markup language that both humans and machines can use. For example, `<say>` and `<Say>` will not relate to the same thing. Twilio's API is written in TwiML.
- How developers use Twilio: Twilio makes it possible for people at Trulia to track and connect real estate agents with home buyers. Lyft and Match.com uses Twilio to allow users to communicate with each other without revealing their private numbers. Meanwhile, Coca Cola field technicians can get automated text messages when a machine needs maintenance using Twilio.

- Platform as a Service: This kind of service allows developers to build internet applications without dealing with the back-end servers that are needed to host the app. This makes it easier for smaller companies to create apps and websites that still have complex video and messaging capabilities because they can offload these aspects to Twilio.

STEP 4: Show and Explain the Demo

- Text 1-626-727-8314 (your message can be anything).
- You will receive back a call that plays the song [“Never Gonna Give You Up”](#) by Rick Astley. Interestingly, this demo is just like the very first application that Twilio’s founders created to prank Techcrunch’s founder Michael Arrington, which helped the company raise some of the first press coverage on Twilio’s capabilities.
- Talk with participants about how this demo works. What is happening on the back-end is that you sent a message to Twilio, which triggered a **webhook**. A webhook is when a call or message comes in that triggers a link to a website. In our case, the webhook that was triggered calls our app on [Glitch](#). Glitch is a community where people upload development projects that they’re working on, and then others can “remix” them to make them their own. The function on our Glitch app is the one that sends Twilio back the music file to “Rick Roll” you.

STEP 5: Sign up for Twilio

- Help participants sign up for Twilio. Navigate to the [Twilio](#) website to get started.
- Select **Sign Up**.



- Fill out the information on the **Sign-up** page.

Get started with a free Twilio account.
No credit card required.


First Name

Last Name

Email

Choose a password

Password, again

☐ I'm not a robot  reCAPTCHA
[Privacy - Terms](#)

Get Started By clicking the button, you agree to our [legal policies](#).

Already have an account? [Login](#)

- Input your number. You will then be sent a verification code on your phone. Input this verification code.

Verify Your Identity

Verify Phone Number

Please enter the verification code we sent to <2406785515>

Verification Code

Submit

[Want to verify with a Call instead of SMS?](#)

Didn't receive a code?

Resend Code (50)

- Once your identity is verified, navigate to the **Products** panel in the Dashboard and the **#Phone Numbers** option.

Create a Project

Templates

Products

Flex New

Deploy an omnichannel contact center within minutes and customize every element of the experience, including the agent desktop, channels, interaction routing, and reporting using common web frameworks like React.js and REST APIs.

APPLICATION PLATFORM

07282 727 727

07700 900684

Anne Martin

00:14

Choose all that apply

COMMUNICATIONS CLOUD

Programmable SMS

Build intelligent SMS logic and apps in web applications over local, toll-free, and short-code numbers globally from one API.

SUPER NETWORK

#

Phone Numbers

Instantly acquire local, national, mobile, and toll-free phone numbers in nearly 50 countries with one API.

Continue

- You will then be brought to your Project dashboard.

twilio

My New Custom P... trial

Dashboard

Billing

Usage

Settings

Upgrade

We are updating our online terms of service. [Learn more](#)

My New Custom Project Dashboard

Project Info

We've customized your dashboard based on the products you selected. Use the product getting started guides to get up and running.

We can't wait to see what you build!

Phone Numbers

Get a number to start sending messages and making calls with Twilio.

Get a Number

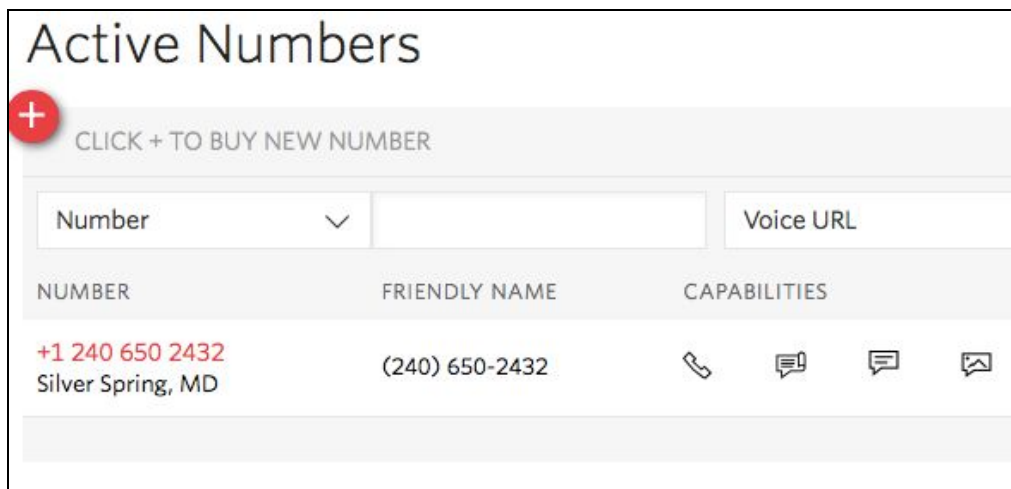
[Phone Numbers](#)

- Select **Get a Number** then **Get a Twilio number**. When you find a number you like, Select **Choose This Number**.



STEP 6: Set Up Webhook

- Navigate to the code for the app on Glitch: www.mlhlocal.host/twilioquest-code
- Select **Show Live**. This will open a new tab. Copy the link from the new tab, then navigate back to Twilio.
- In your Twilio dashboard, **Select** your highlighted number.



- You will be brought to a page to Configure your webhooks. Scroll down to "Messaging", enter the link you copied from Glitch, and press **Save**.

Messaging

CONFIGURE WITH Webhooks, TwiML Bins, Functions, Studio, or Proxy ▾

A MESSAGE COMES IN Webhook ▾ HTTP POST ▾

PRIMARY HANDLER FAILS Webhook ▾ HTTP POST ▾

Save **Cancel** [Release this Number](#)

STEP 7: Set Up TwilioQuest

- Have participants navigate to TwilioQuest: <http://twilio.com/quest>
- Select **Sign Up**.

ALREADY HAVE A TWILIO ACCOUNT? **NEED A FREE TWILIO ACCOUNT?** ✕

LOG IN **FREE SIGN UP**

- As you log in, tick “Allow others to see my progress” and Select **MLH Localhost 2019** as your event. Then display the leaderboard to participants.

Settings

☒ Allow others to view your progress

Pick a username for your profile URL:

TWILIO_QUESTER

Choose wisely, you will not be able to change this.

Pick your display name:

TQ

Twitter Username (Optional):

Select your avatar:

Customize

Skin Eyes Hair Color Hair Style

Are you at an event right now? Select your event here:

API CITY

Commence!

- Announce how much time they have to complete the **Getting Started** and **Programmable SMS** missions.
- Walk around the room and check to make sure everyone is able to work through the quest.

STEP 8: Reward the Winners!

- Award the people who finished first with some swag! But remind everyone that they all now have awesome new skills!