

## **Oracle® Cloud**

Using the Twilio Adapter

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This guide describes how to configure and add the Twilio Adapter to an integration in Oracle Integration Cloud Service.

Oracle Cloud Using the Twilio Adapter, Release 16.3

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# Preface

*Using the Twilio Adapter* describes how to configure the Twilio Adapter as a connection in an integration in Oracle Integration Cloud Service.

## Topics:

- [Audience](#)
- [Related Resources](#)
- [Conventions](#)

## Audience

*Using the Twilio Adapter* is intended for developers who want to use the Twilio Adapter in integrations in Oracle Integration Cloud Service.

## Related Resources

For more information, see these Oracle resources:

- Oracle Cloud  
<http://cloud.oracle.com>
- *Using Oracle Integration Cloud Service*
- *Using the Oracle Mapper*
- *Getting Started with Oracle Cloud*
- *Managing and Monitoring Oracle Cloud*

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

Convention	Meaning
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Getting Started with the Twilio Adapter

Review the following conceptual topics to learn about the Twilio Adapter and how to use it as a connection in integrations in Oracle Integration Cloud Service. A typical workflow of adapter and integration tasks is also provided.

## Topics

- [About the Twilio Adapter](#)
- [What Application Version Does the Twilio Adapter Support?](#)
- [About Oracle Integration Cloud Service](#)
- [About Oracle Integration Cloud Service Connections](#)
- [About Oracle Integration Cloud Service Integrations](#)
- [Twilio Adapter Use Cases](#)
- [Typical Workflow for Creating and Including an Adapter Connection in an Integration](#)

## About the Twilio Adapter

Use the Twilio Adapter to create a Twilio integration.

The Twilio Adapter provides the following benefits:

- Allows developers to embed voice, messaging and video directly into software applications.
- Brings voice, video, SMS, MMS, and real-time IP communications together into a single platform, available from one, common API.
- Removes the requirement for separate equipment, protocols, and software and allows developers to focus on building the right solution for the task.
- Provides a range of developer tools, helper libraries, documentation, and support services to help resolve issues quickly.

The Twilio Adapter is one of many predefined adapters included with Oracle Integration Cloud Service. You can configure Twilio Adapter as an invoke connection in an integration in Oracle Integration Cloud Service. For information about Oracle Integration Cloud Service, connections, and integrations, see the following sections:

- [About Oracle Integration Cloud Service](#)
- [About Oracle Integration Cloud Service Connections](#)
- [About Oracle Integration Cloud Service Integrations](#)

## What Application Version Does the Twilio Adapter Support?

The Twilio Adapter is compatible with the Twilio REST API version 2010-04-01.

## About Oracle Integration Cloud Service

Oracle Integration Cloud Service is a complete, secure, but lightweight integration solution that enables you to connect your applications in the cloud. It simplifies connectivity between your applications and connects both your applications that live in the cloud and your applications that still live on premises. Oracle Integration Cloud Service provides secure, enterprise-grade connectivity regardless of the applications you are connecting or where they reside.

Oracle Integration Cloud Service provides native connectivity to Oracle Software as a Service (SaaS) applications, such as Oracle Sales Cloud, Oracle RightNow Cloud, and so on. Oracle Integration Cloud Service *adapters* simplify connectivity by handling the underlying complexities of connecting to applications using industry-wide best practices. You only need to create a *connection* that provides minimal connectivity information for each system. Oracle Integration Cloud Service *lookups* map the different codes or terms used by the applications you are integrating to describe similar items (such as country or gender codes). Finally, the visual data mapper enables you to quickly create direct mappings between the trigger and invoke data structures. From the mapper, you can also access lookup tables and use standard XPath functions to map data between your applications.

Once you integrate your applications and activate the integrations to the runtime environment, the dashboard displays information about the running integrations so you can monitor the status and processing statistics for each integration. The dashboard measures and tracks the performance of your transactions by capturing and reporting key information, such as throughput, the number of messages processed successfully, and the number of messages that failed processing. You can also manage business identifiers that track fields in messages and manage errors by integrations, connections, or specific integration instances.

## About Oracle Integration Cloud Service Connections

Connections define information about the instances of each predefined configuration you are integrating. Oracle Integration Cloud Service includes a set of predefined *adapters*, which are the types of applications on which you can base your connections, such as Oracle Sales Cloud, Oracle Eloqua Cloud, Oracle RightNow Cloud, and others. A connection is based on an adapter. A connection includes the additional information required by the adapter to communicate with a specific instance of an application (this can be referred to as metadata or as connection details). For example, to create a connection to a specific RightNow Cloud application instance, you must select the Oracle RightNow adapter and then specify the WSDL URL, security policy, and security credentials to connect to it.



## About Oracle Integration Cloud Service Integrations

Integrations are the main ingredient of Oracle Integration Cloud Service. An integration includes at the least a trigger (source) connection (for requests sent to Oracle Integration Cloud Service) and invoke (target) connection (for requests sent from Oracle Integration Cloud Service to the target) and the field mapping between those two connections.



When you create your integrations, you build on the [connections](#) you already created by defining how to process the data for the trigger (source) and invoke (target) connections. This can include defining the type of operations to perform on the data, the business objects and fields against which to perform those operations, required schemas, and so on. To make this easier, the most complex configuration tasks are handled by Oracle Integration Cloud Service. Once your trigger (source) and invoke (target) connections are configured, the mappers between the two are enabled so you can define how the information is transferred between the trigger (source) and invoke (target) data structures for both the request and response messages.



[Video](#)

## Twilio Adapter Use Cases

This use case describes how the Twilio Adapter is used to allow customers to contact a vendor without exposing their permanent phone number.

- The customer makes an online service request for a home repair.
- The Twilio adapter sends the service request to the service provider.
- The service provider searches its vendor database to locate the best qualified vendor for the customer service request.
- The service provider communicates with the vendor using a Twilio-powered SMS solution and confirms the appointment, credit card payment, and insurance.
- The service provider uses the Twilio adapter to inform the customer that a vendor has been selected and provides the appointment information.
- The customer and vendor contact each other to exchange addresses and particulars about the job without exposing their permanent phone number or other sensitive data.

## Typical Workflow for Creating and Including an Adapter Connection in an Integration

You follow a very simple workflow to create a connection with an adapter and include the connection in an integration in Oracle Integration Cloud Service.

Step	Description	More Information
1	Complete the prerequisite tasks.	<a href="#">Prerequisites for Creating a Connection</a>
2	Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.	<a href="#">Creating a Connection</a>
3	Create the integration. When you do this, you add trigger and invoke connections to the integration.	<a href="#">Creating an Integration</a> and <a href="#">Adding the Twilio Adapter Connection to an Integration</a>

Step	Description	More Information
4	Map data between the trigger connection data structure and the invoke connection data structure.	Mapping Integration Cloud Service Data of <i>Using Oracle Integration Cloud Service</i>
5	(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).	Creating Lookups of <i>Using Oracle Integration Cloud Service</i>
6	Activate the integration.	Managing Integrations of <i>Using Oracle Integration Cloud Service</i>
7	Monitor the integration on the dashboard.	Monitoring Integration Cloud Services of <i>Using Oracle Integration Cloud Service</i>
8	Track payload fields in messages during runtime.	Assigning Business Identifiers for Tracking Fields in Messages and Managing Business Identifiers for Tracking Fields in Messages of <i>Using Oracle Integration Cloud Service</i>
9	Manage errors at the integration level, connection level, or specific integration instance level.	Managing Errors of <i>Using Oracle Integration Cloud Service</i>

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## Creating an Twilio Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate. The following topics describe how to define connections.

### Topics

- [Prerequisites for Creating a Connection](#)
- [Uploading an SSL Certificate](#)
- [Creating a Connection](#)
- [Editing a Connection](#)
- [Cloning a Connection](#)
- [Deleting a Connection](#)

### Prerequisites for Creating a Connection

These are the prerequisites for creating a Twilio Adapter connection:

- A Twilio security identifier (SID) and authorization token. These are provided when you create your Twilio user account. See [Creating a Twilio User Account](#).
- A trusted Twilio public certificate. Typically, the certificate is included with Oracle Integration Cloud Service. If you cannot locate the Twilio public certificate, download it from <https://api.twilio.com/2010-04-01/Accounts>. To upload the certificate, see [Uploading an SSL Certificate](#).

### Creating a Twilio User Account

A Twilio user account is required to create a Twilio Adapter connection.

To create the Twilio user account:

1. Open an Internet browser and browse to <https://www.twilio.com/>.
2. Click **Sign Up**.
3. Complete the **First Name**, **Last Name**, **Email**, **Choose a password**, and **Password, again** fields.
4. Select a product in the **What is the first product you plan to use?** list.
5. Selection an application type in the **What are you building?** list.
6. Select a language in the **Choose your language** list.

7. Click **Get Started**.
8. Complete the text or telephone verification process.
9. Click your user name in the upper corner of the screen and select **Account**.
10. Copy or record the values in the **AccountSID** and **AuthToken** fields. These values are required to create the connection in Oracle Integration Cloud Service.

Click the padlock icon to reveal the hidden AuthToken number.

## Uploading an SSL Certificate

Certificates are used to validate outbound SSL connections. If you make an SSL connection in which the root certificate does not exist in Oracle Integration Cloud Service, an exception is thrown. In that case, you must upload the appropriate certificate. A certificate enables Oracle Integration Cloud Service to connect with external services. If the external endpoint requires a specific certificate, request the certificate and then upload it into Oracle Integration Cloud Service.

To upload a certificate:

1. From the Oracle Integration Cloud Service home page, click the **Administration** tab in the upper right corner.

All certificates currently uploaded to the trust store are displayed in the Certificates dialog. The **Filter By > Type** list displays the following details:

- **Preinstalled:** Displays the certificates automatically installed in Oracle Integration Cloud Service. These certificates cannot be deleted.
- **Uploaded:** Displays the certificates uploaded by individual users. These certificates can be deleted and updated.

You can also search for certificates in the **Search** field. The search results are limited to a maximum of ten records sorted by name for performance and usability reasons. To ensure that your search results are more granular, enter as much of the certificate name as possible.

2. Click **Upload** at the top of the page.
3. In the Upload Certificate dialog box, enter a unique identifier for the certificate.

This is a name you can use to identify the certificate.

4. Click **Browse** to locate the certificate file (.cer).
5. Click **Upload**.
6. Click the certificate name to view details such as the subject of the certificate, the issuer of the certificate, the date the certificate was issued, and the date the certificate expires.

## Creating a Connection

The first step in creating an integration is to create the connections to the applications with which you want to share data.

1. In the Integration Cloud Service toolbar, click **Designer**.

2. On the Designer Portal, click **Connections**.
3. Click **New Connection**.

The Create Connection — Select Adapter dialog is displayed.

4. Select an adapter from the dialog. You can also search for the type of adapter to use by entering a partial or full name in the Search field, and clicking **Search**.

The New Connection — Information dialog is displayed.

5. Enter the information to describe the connection.
  - Enter a meaningful name to help others find your connection when they begin to create their own integrations. The name you enter is automatically added in capital letters to the **Identifier** field.
  - Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by this adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, then try to drag the adapter into the section you did not select, you receive an error (for example, configure an Oracle RightNow Cloud Adapter as only an invoke, but drag the adapter to the trigger section).
  - Enter an optional description of the connection.

**New Connection - Information**

Enter information that describes the connection. Use a meaningful name and description to help others find your connection when they create their own integrations. The Identifier must be unique and can be set only when the connection is created.

\* Connection Name: Order Status

\* Identifier: ORDER\_STATUS

Connection Role: Invoke

Description: Enter a brief description...

Create Cancel

6. Click **Create**.

Your connection is created and you are now ready to configure connection details, such as email contact, connection properties, security policies, and connection login credentials.

## Adding a Contact Email

From the Connection Administrator section of the connection, you can add a contact email address for notifications.

1. In the **Email Address** field, enter an email address to receive email notifications when problems occur.
2. In the upper right corner, click **Save**.

## Configuring Connection Security

Configure security for your Twilio Adapter connection by selecting the security policy and security token.

1. Create a connection. See [Creating an Twilio Adapter Connection](#).
2. Click **Configure Security**.

The **Security Policy** field displays **Twilio Security Policy**. This value cannot be changed.

3. Complete these field using the information you recorded when completing the prerequisites. See [Prerequisites for Creating a Connection](#):
  - a. In the **AccountSID** field, enter the Twillio security identifier (SID).
  - b. In the **AuthToken** field, enter the Twillio authorization token.
  - c. In the **Confirm AuthToken** field, enter the Twillio authorization token.
4. Click **OK**.
5. Test your connection. See [Testing the Connection](#).

## Testing the Connection

Test your connection to ensure that it is successfully configured.

1. In the upper right corner of the page, click **Test**.

If successful, the following message is displayed and the progress indicator shows 100%.

```
The connection test was successful!
```
2. If your connection was unsuccessful, an error message is displayed with details. Verify that the configuration details you entered are correct.
3. When complete, click **Save**.

## Editing a Connection

You can edit connection settings after creating a new connection.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.

3. On the Connections page, search for the connection name.
4. Select **Edit** from the connection **Actions** menu or click the connection name.



The Connection page is displayed.

5. To edit the notification email contact, change the email address in the **Email Address** field.
6. To edit the connection properties, click **Configure Connectivity**. Note that some connections do not include this button. If your connector does not include a **Configure Connectivity** button, then click the **Configure Credentials** button.

## Cloning a Connection

You can clone a copy of an existing connection. It is a quick way to create a new connection.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.
3. On the Connections page, search for the connection name.
4. Select **Clone** from the connection **Actions** menu.



The Clone Connection dialog is displayed.

5. Enter the connection information.
6. Click **Clone**.
7. Click **Edit** to configure the credentials of your cloned connection. Cloning a connection does not copy the credentials.

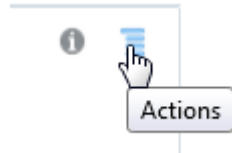
See [Editing a Connection](#) for instructions.

## Deleting a Connection

You can delete a connection from the connection menu.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.

3. On the Connections page, search for the connection name.
4. Click **Delete** from the connection **Actions** menu.



The Delete Connection dialog is displayed if the connection is not used in an integration.

5. Click **Yes** to confirm deletion.



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## Creating an Integration

Integrations use the adapter connections you created to your applications, and define how information is shared between those applications. You can view, export, create, import, edit, or delete integrations; create integrations to publish or subscribe to messages; add and remove request and response enrichment triggers; and create routing paths for different target endpoints in integrations. Click the following topics for more information.

### Topic

- [Creating Integrations \(in \*Using Oracle Integration Cloud Service\*\)](#)



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# Adding the Twilio Adapter Connection to an Integration

When you drag the Twilio Adapter into the trigger and invoke area of an integration, the Cloud Endpoint Configuration Wizard appears. This wizard guides you through configuration of the Twilio Adapter endpoint properties.

The following sections describe the wizard pages that guide you through configuration of the Twilio Adapter as a trigger or invoke in an integration.

## Topics

- [Configuring Basic Information Properties](#)
- [Configuring Twilio Adapter Invoke Operations Properties](#)
- [Reviewing Configuration Values on the Summary Page](#)

For more information about the Twilio Adapter, see [About the Twilio Adapter](#).

## Configuring Basic Information Properties

The Basic Info page appears when you drag an adapter onto the integration canvas. Review these topics to learn more about Microsoft SQL Server Adapter basic information settings.

## Topics

- [What You Can Do from the Basic Info Page](#)
- [What You See on the Basic Info Page](#)

## What You Can Do from the Basic Info Page

You can specify the following values on the Basic Info page. The Basic Info page is the initial wizard page that is displayed whenever you drag an adapter to the section of the integration canvas supported by your adapter.

- Specify a meaningful name.
- Specify a description of the responsibilities.

## What You See on the Basic Info Page

The following table describes the key information on the Basic Info page.

Element	Description
What do you want to call your endpoint?	Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following: <ul style="list-style-type: none"><li>• Blank spaces (for example, My Inbound Connection)</li><li>• Special characters (for example, #;83&amp; or righ(t)now4)</li><li>• Multibyte characters</li></ul>
What does this endpoint do?	Enter an optional description of the connection's responsibilities. For example: This connection receives an inbound request to synchronize account information with the cloud application.

## Configuring Twilio Adapter Invoke Operations Properties

Enter the Twilio Adapter source file read configuration values for your integration.

### Topics

- [What You Can Do from the Twilio Adapter Operations Page](#)
- [What You See on the Twilio Adapter Operations Page](#)

### What You Can Do from the Twilio Adapter Operations Page

The table provides definitions for the Twilio Adapter API operations that can be performed on the target. These operations are listed on the Twilio Adapter Operations page.

Operation	Description	Introduced in Release
Send SMS or MMS	Sends an SMS or MMS message.	16.2
Get all recent SMSs	Returns all inbound and outbound SMS messages.	16.2

### What You See on the Twilio Adapter Operations Page

The following table describes the key information on the Twilio Adapter Operations page.

Element	Description
Select Operation	Selects the operation that you want Oracle Integration Cloud Service to invoke when running an integration that uses this endpoint.

## Reviewing Configuration Values on the Summary Page

You can review the specified adapter configuration values on the Summary page.

### Topics

- [What You Can Do from the Summary Page](#)
- [What You See on the Summary Page](#)

### What You Can Do from the Summary Page

You can review configuration details from the Summary page. The Summary page is the final wizard page for each adapter after you have completed your configuration.

- View the configuration details you defined for the adapter. For example, if you have defined an inbound trigger (source) adapter with a request business object and immediate response business object, specific details about this configuration are displayed on the Summary page.
- Click **Done** if you want to save your configuration details.
- Click a specific tab in the left panel or click **Back** to access a specific page to update your configuration definitions.
- Click **Cancel** to cancel your configuration details.

### What You See on the Summary Page

The following table describes the key information on the Summary page.

Element	Description
Summary	<p>Displays a summary of the configuration values you defined on previous pages of the wizard.</p> <p>The information that is displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file.</p> <p>To return to a previous page to update any values, click the appropriate tab in the left panel or click <b>Back</b>.</p>



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# Creating Mappings and Lookups in Integrations

You must map data between trigger connections and invoke connections in integrations. You can also optionally create lookups in integrations.

## Topics

- Mapping Integration Cloud Service Data (in *Using Oracle Integration Cloud Service*)
- Creating Lookups (in *Using Oracle Integration Cloud Service*)





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# Administering Integrations

Oracle Integration Cloud Service provides you with the information and tools required to activate, monitor, and manage your integrations in the runtime environment.

**Topic**

- Administering Integration Cloud Service (in *Using Oracle Integration Cloud Service*)

