

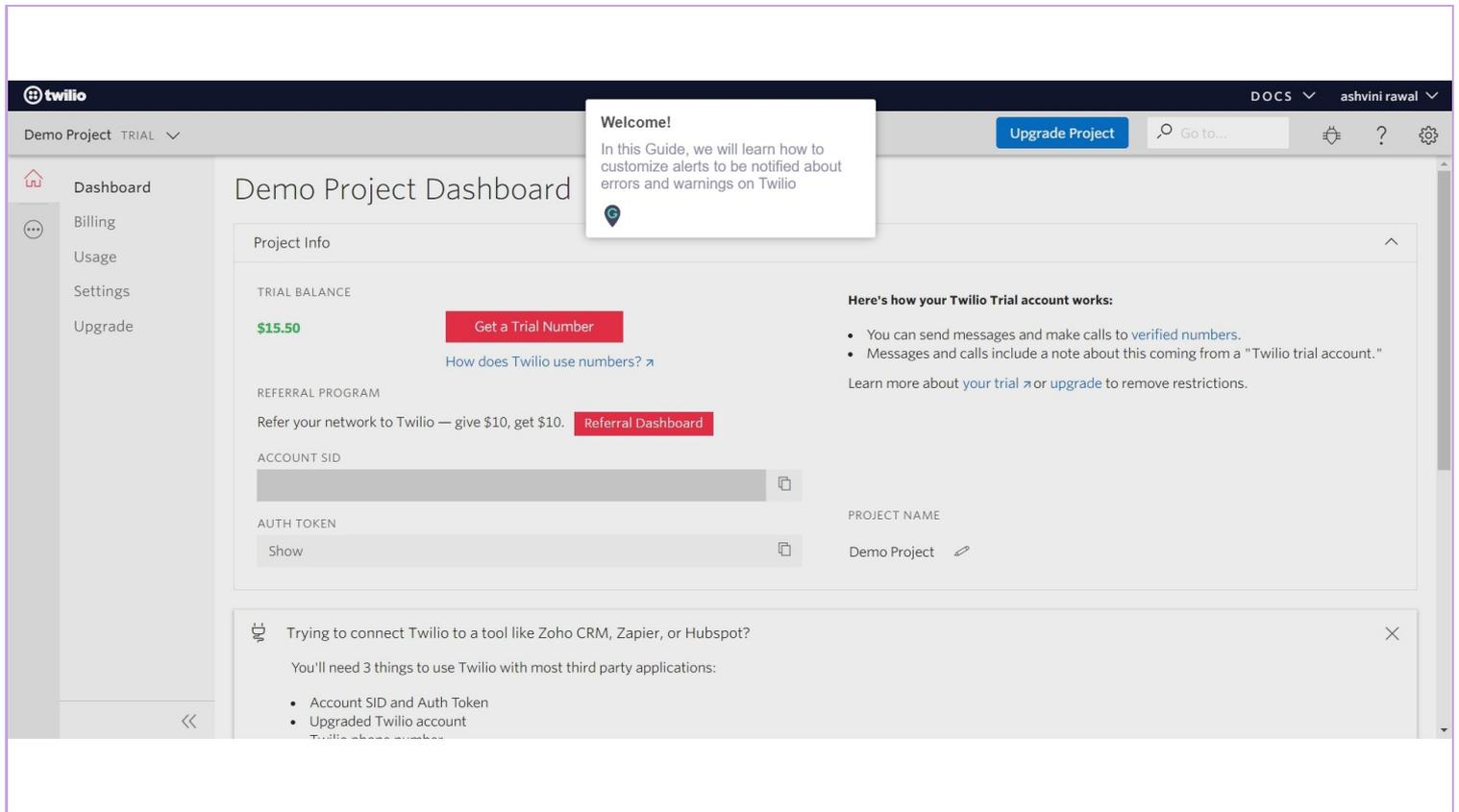


How to customize alerts to be notified about errors and warnings on Twilio

# Step: 01

## Welcome!

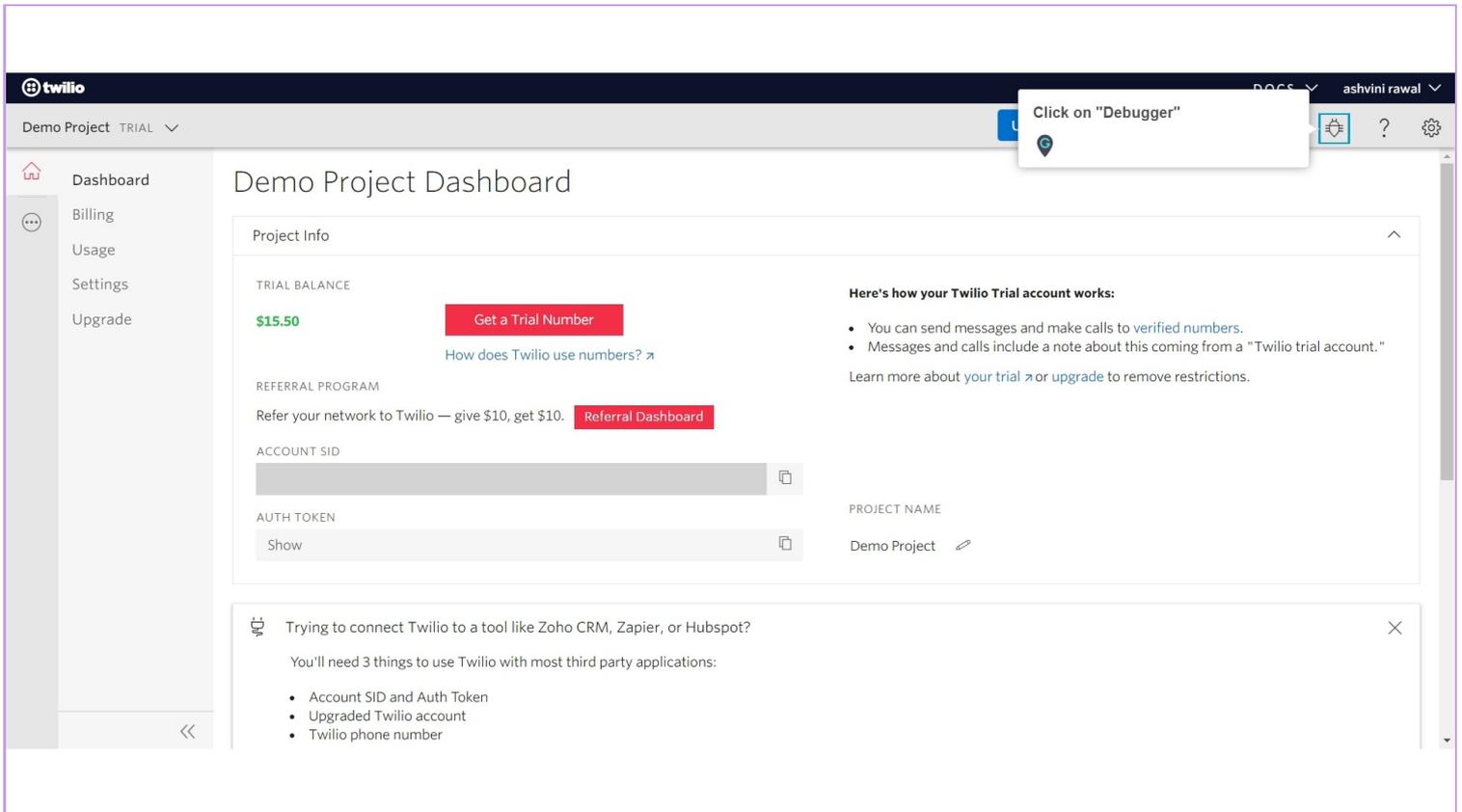
In this Guide, we will learn how to customize alerts to be notified about errors and warnings on Twilio



The screenshot shows the Twilio Demo Project Dashboard. A white welcome message box is overlaid on the top right, stating: "Welcome! In this Guide, we will learn how to customize alerts to be notified about errors and warnings on Twilio". The dashboard includes a sidebar with navigation options: Dashboard, Billing, Usage, Settings, and Upgrade. The main content area is titled "Demo Project Dashboard" and contains several sections: "Project Info" with a "TRIAL BALANCE" of \$15.50 and a "Get a Trial Number" button; a "REFERRAL PROGRAM" section with a "Referral Dashboard" button; "ACCOUNT SID" and "AUTH TOKEN" fields with copy icons; and a "PROJECT NAME" field with the value "Demo Project". A bottom section titled "Trying to connect Twilio to a tool like Zoho CRM, Zapier, or Hubspot?" lists requirements: "Account SID and Auth Token" and "Upgraded Twilio account".

## Step: 02

### Click on "Debugger"

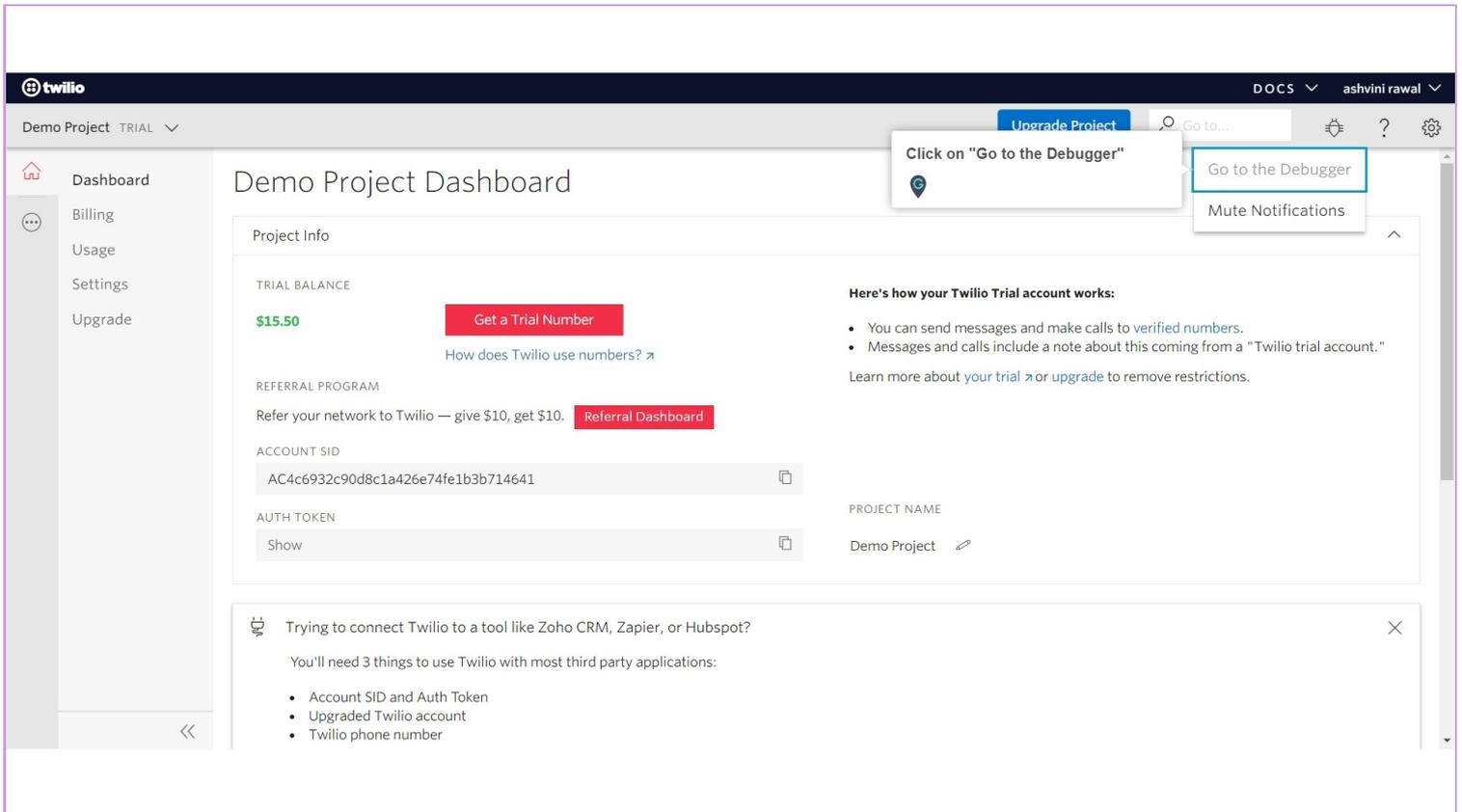


The screenshot shows the Twilio Demo Project Dashboard. A callout box with a location pin icon and the text "Click on 'Debugger'" points to the "Debugger" icon in the top right navigation bar. The dashboard content includes:

- Project Info** section with:
  - TRIAL BALANCE:** \$15.50 (green text), with a red "Get a Trial Number" button and a link "How does Twilio use numbers? ↗".
  - REFERRAL PROGRAM:** "Refer your network to Twilio — give \$10, get \$10." with a red "Referral Dashboard" button.
  - ACCOUNT SID:** A greyed-out field with a copy icon.
  - AUTH TOKEN:** A field with "Show" and a copy icon.
  - PROJECT NAME:** "Demo Project" with an edit icon.
- Helpful Information:**
  - Here's how your Twilio Trial account works:**
    - You can send messages and make calls to [verified numbers](#).
    - Messages and calls include a note about this coming from a "Twilio trial account."
  - Learn more about your trial ↗ or upgrade to remove restrictions.
- Integration Tip:** "Trying to connect Twilio to a tool like Zoho CRM, Zapier, or Hubspot?" with a list of requirements:
  - Account SID and Auth Token
  - Upgraded Twilio account
  - Twilio phone number

## Step: 03

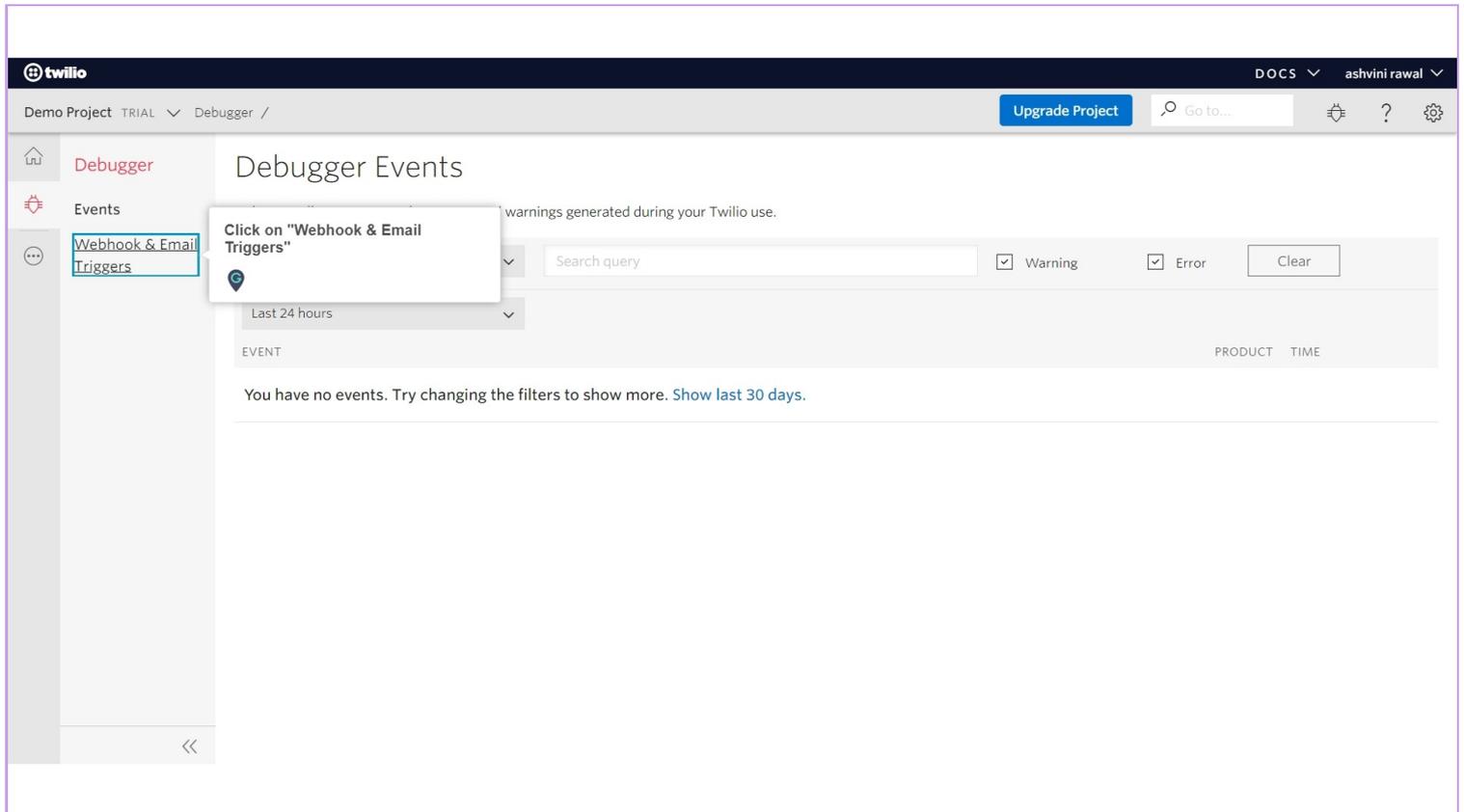
Click on "Go to the Debugger"



The screenshot shows the Twilio Demo Project Dashboard. The top navigation bar includes the Twilio logo, 'Demo Project TRIAL', 'Upgrade Project', and a search bar. A callout box with a location pin icon and the text 'Click on "Go to the Debugger"' points to a 'Go to the Debugger' button in the top right. Below this, a dropdown menu shows 'Go to the Debugger' and 'Mute Notifications' options. The main content area is titled 'Demo Project Dashboard' and contains several sections: 'Project Info' with 'TRIAL BALANCE' at '\$15.50' and a 'Get a Trial Number' button; 'REFERRAL PROGRAM' with a 'Referral Dashboard' button; 'ACCOUNT SID' and 'AUTH TOKEN' fields with copy icons; and 'PROJECT NAME' set to 'Demo Project'. A bottom section titled 'Trying to connect Twilio to a tool like Zoho CRM, Zapier, or Hubspot?' lists requirements: Account SID and Auth Token, Upgraded Twilio account, and Twilio phone number.

## Step: 04

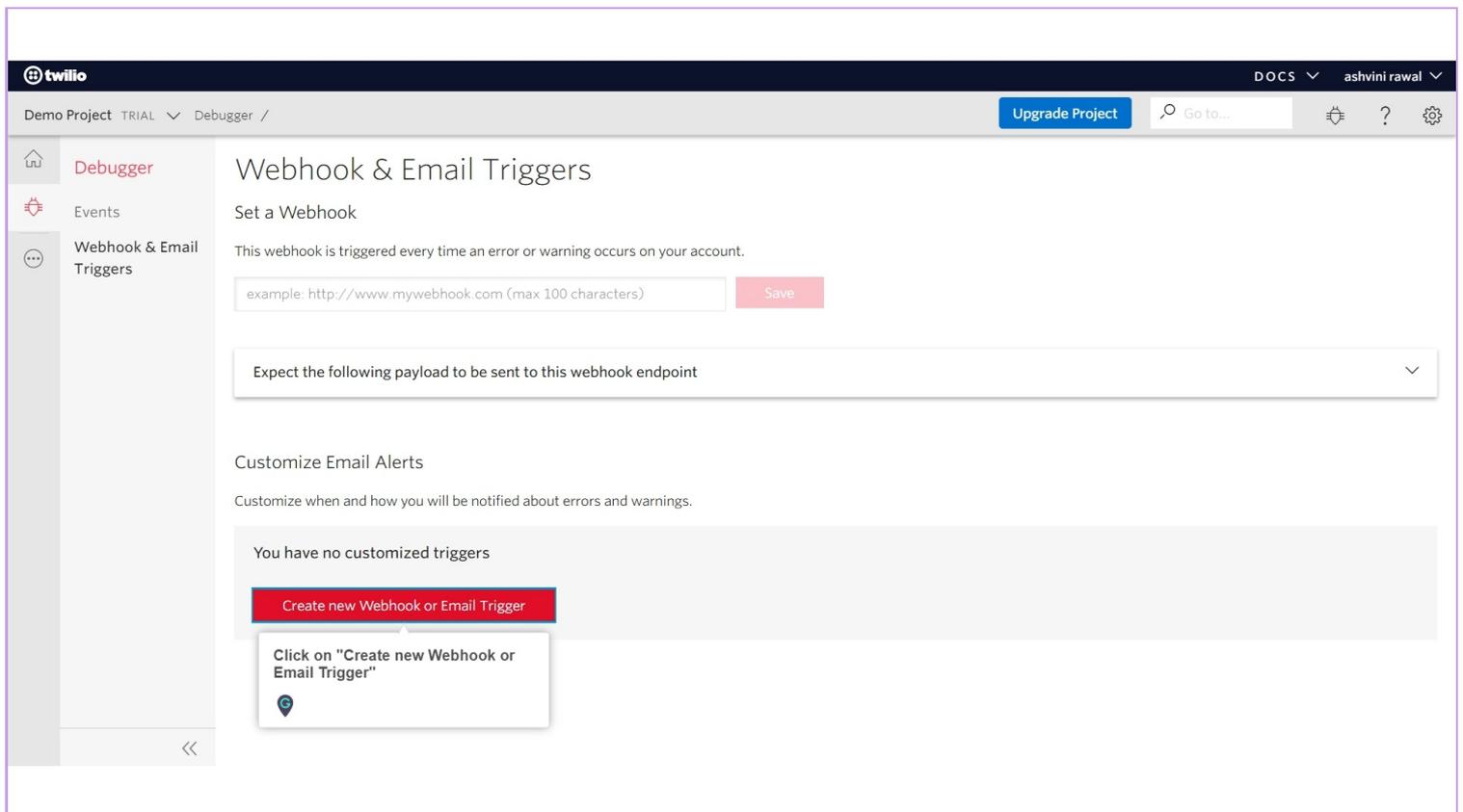
Click on "Webhook & Email Triggers"



The screenshot shows the Twilio Debugger interface. The top navigation bar includes the Twilio logo, 'Demo Project TRIAL', 'Debugger /', an 'Upgrade Project' button, a search bar, and user information 'DOCS' and 'ashvini rawal'. The left sidebar contains a 'Debugger' section with a sub-section 'Events'. Under 'Events', the menu item 'Webhook & Email Triggers' is highlighted with a blue box. A white callout box with a location pin icon points to this menu item, containing the text 'Click on "Webhook & Email Triggers"'. The main content area is titled 'Debugger Events' and displays a message: 'warnings generated during your Twilio use.' Below this is a search bar labeled 'Search query', filter checkboxes for 'Warning' and 'Error', and a 'Clear' button. A dropdown menu shows 'Last 24 hours'. The main area contains a table header with 'EVENT' and 'PRODUCT TIME' columns. Below the table, a message states: 'You have no events. Try changing the filters to show more. [Show last 30 days.](#)'

## Step: 05

Click on "Create new Webhook or Email Trigger"



The screenshot shows the Twilio Developer Console interface. The top navigation bar includes the Twilio logo, 'Demo Project TRIAL', 'Debugger /', 'Upgrade Project' button, and a search bar. The left sidebar contains navigation options: 'Debugger', 'Events', and 'Webhook & Email Triggers'. The main content area is titled 'Webhook & Email Triggers' and contains the following sections:

- Set a Webhook:** A text input field with the placeholder 'example: http://www.mywebhook.com (max 100 characters)' and a 'Save' button.
- Expect the following payload to be sent to this webhook endpoint:** A dropdown menu.
- Customize Email Alerts:** A section with the text 'Customize when and how you will be notified about errors and warnings.' Below this, a grey box states 'You have no customized triggers' and contains a red button labeled 'Create new Webhook or Email Trigger'.

A red callout box with a white background and a location pin icon points to the 'Create new Webhook or Email Trigger' button. The text inside the callout box reads: 'Click on "Create new Webhook or Email Trigger"'. A double-left arrow icon is visible at the bottom left of the sidebar.

## Step: 06

Add name of alert trigger, error code, value at which trigger should fire and recurring period

twilio DOCS ashvini rawal

Demo Project TRIAL Debugger / Upgrade Project Go to...

### Create new Alert Trigger

Add name of alert trigger, error code, value at which trigger should fire and recurring period

Properties

FRIENDLY NAME

ERROR CODE Any Alert  The error the trigger watches.

TRIGGER VALUE  The value at which the trigger will fire. Must be a positive numeric value.

TIME PERIOD Day  A trigger will only fire once during each recurring period. Recurring periods are in UTC.

Action

TYPE  SEND AN EMAIL  TRIGGER A WEBHOOK

EMAIL ADDRESS  Twilio will alert this email address when the trigger fires.

Save Cancel

# Step: 07

## Choose "Action"

The screenshot displays the Twilio 'Create new Alert Trigger' configuration page. The interface includes a sidebar with navigation options like 'Debugger', 'Events', and 'Webhook & Email Triggers'. The main content area is titled 'Create new Alert Trigger' and contains the following sections:

- Properties:**
  - FRIENDLY NAME:** An empty text input field.
  - ERROR CODE:** A dropdown menu currently showing 'Any Alert'. A tooltip explains: 'The error the trigger watches.'
  - TRIGGER VALUE:** An empty text input field. A tooltip explains: 'The value at which the trigger will fire. Must be a positive numeric value.'
  - TIME PERIOD:** A dropdown menu currently showing 'Day'. A tooltip explains: 'A trigger will only fire once during each recurring period. Recurring periods are in UTC.'
- Action:**
  - TYPE:** Two radio buttons are present: 'SEND AN EMAIL' (which is selected) and 'TRIGGER A WEBHOOK'.
  - EMAIL ADDRESS:** An empty text input field. A tooltip explains: 'Twilio will alert this email address when the trigger fires.'

At the bottom of the form, there are two buttons: a red 'Save' button and a grey 'Cancel' button. A tooltip titled 'Choose "Action"' is positioned over the radio buttons in the 'Action' section.

## Step: 08

Click on "Save" and you're done!

The screenshot displays the Twilio 'Create new Alert Trigger' configuration interface. The page title is 'Create new Alert Trigger'. The left sidebar shows navigation options: 'Debugger', 'Events', and 'Webhook & Email Triggers'. The main content area is divided into 'Properties' and 'Action' sections.

**Properties:**

- FRIENDLY NAME: Demo
- ERROR CODE: Any Error (dropdown menu)
- TRIGGER VALUE: 10
- TIME PERIOD: Month (dropdown menu)

**Action:**

- TYPE:  SEND AN EMAIL,  TRIGGER A WEBHOOK
- EMAIL ADDRESS: [Redacted]

At the bottom, there are 'Save' and 'Cancel' buttons. A tooltip bubble with a location pin icon contains the text: 'Click on "Save" and you're done!'.

# Thank You!

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