

# Twilio Integration

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## What is SMS Integration with Twilio?

SMS Integration with Twilio is an add-on feature your company may choose to purchase from Wurk. It can help increase the adoption of the WurkMobile app, HCM ToGo, by enabling company announcements and notifications to go out to employees via SMS (text messages). If you wish to add this feature, contact your Wurk Account Manager. Once enabled, Administrators can set whether Company Notifications and Announcements go out as text messages in the SMS Message area (example below).

The screenshot shows the 'würk' notification configuration interface. It is divided into several sections:

- Notification Description:** Includes fields for System (ACCOUNT\_CREATED), Event (Created), Name\* (Login Instructions), and Description. An 'Active' checkbox is checked, with a callout box stating: "Set to **Active** once you want this Notification to be sent to users and available to other Admins".
- Recipients:** A list of recipients with checkboxes. 'Employee' is checked, and its email 'dhuffman@enjoywurk.com' is displayed. Other options include 'Account's Manager 1 (Manager 1)', 'Account's Manager 2 (Manager 2)', 'Account's HR Director (Manager 3)', and 'Group:'. A search icon is present next to the Group field.
- When:** A checkbox is checked, and the text 'When Event Occurs' is displayed. A note below reads: '\* Last Scheduled Run Was At 03/27/2020 12:00a'.
- Conditions (Optional):** A checkbox is unchecked, and the text 'Employee In All Accounts' is displayed with a search icon.
- Email/Mailbox Message:** Includes an 'Enabled' checkbox (checked), 'From\*' (AccountCreated@enjoywurk.com), and 'Subject\*' (Please Log Into Your Wurk Account). A rich text editor contains the message body: "(FULL\_NAME), A Wurk account has been created for you. To login follow this link (LOGIN) Username: (USER\_NAME) Password: Last 4 of your SS# Let your Company Administrator know if you have any questions. Message Thank you!". A 'TAGS' list on the right includes (ACCOUNT\_CUSTOM\_1) through (ACCOUNT\_CUSTOM\_5) and (ACCOUNT\_CUSTOM\_DATE\_1) through (ACCOUNT\_CUSTOM\_DATE\_3). An 'Attachments' button labeled 'ADD' is at the bottom.
- SMS Message:** Includes an 'Enabled' checkbox (checked). The message body contains: "(FULL\_NAME), A Wurk account has been created for you. To login with the mobile application, download HCMToGo from your mobile devices app store. Company Shortname: HCMImpSandbox". A 'TAGS' list on the right includes (ACCOUNT\_CUSTOM\_1) through (ACCOUNT\_CUSTOM\_3).

Your new notification will now display in the list of Company Notifications.

Once you have SMS Integration with Twilio, you can also set whether the message will go out as a text message (for a small extra SMS fee) in an additional window displays where you set up the text message (example below).

## SMS Message

*This widget displays when your company has purchased SMS Integration with Twilio*



Enabled

Message

{FULL\_NAME},

A Wurk account has been created for you. To login with the mobile application, download HCMToGo from your mobile devices app store.

Company Shortname: HCMImpSandbox

Username: {USER\_NAME}

Password: Last 4 of your SS#

Let your Company Administrator know if you have any questions.

Thank you!

TAGS

[Download Tags](#)

{ACCOUNT\_CUSTOM\_1}

{ACCOUNT\_CUSTOM\_2}

{ACCOUNT\_CUSTOM\_3}

{ACCOUNT\_CUSTOM\_4}

{ACCOUNT\_CUSTOM\_5}

{ACCOUNT\_CUSTOM\_DATE\_1}

{ACCOUNT\_CUSTOM\_DATE\_2}

{ACCOUNT\_CUSTOM\_DATE\_3}