2-Way SMS text with SMSWorks

Requirements

- Account with SMSWorks
- Incoming numbers configured at SMSWorks
- In the IQX database, the following functions and procedures are needed: IQXLocalConversation, IQXLocalConversationContactClasses, IQXLocalConversationInsert, IQXLocalConversationSendURL, OutgoingSMSCETypes, IQXLocalConversationSendURL
- In Maintenance | Database Setup | Web Pages the following items are needed: conversation.html, conversation.css, conversation.ctrl.js, paging.svc.js

Setting Up

- Generate API key, secret & token in SMSWorks account website
- Choose a UserName (normally SMSWorks) and Password that will be used by SMSWorks to call a WebHook provided by IQXHub that will receive and process incoming text messages from SMSWorks.
- Populate the SMSWorksConfig table with the Token (from SMSWorks) and the UserName, Password chosen above.
- Configure the functions OutgoingSMSCETypes & CustomSMSHTTPRequest
- Upload the IncomingSMS.xml job to Maintenance | Databases Setup | System Jobs and Reports
- Use the Create Hub For Web Services button in Maintenance | IQXWeb Setup | Profiles to create a User (normally SMSWorks as above) and User Class for a user matching the details (including password) set up in SMSWorksConfig above.
- Add IncomingSMS to the permitted jobs for the new user class
- In the SMSWorks Account | Reply Numbers - set the response URL eg: https://pizza.iqxanywhere.net/job/IncomingSMS, and the Username and Password as set up in IQX Web Setup for each response number
- In IQX Maintenance | Agency Setup - ensure that Contact Event Types are set up for SM / text messaging - you probably want incoming and outgoing.
- Check that the Applicant and other phone types for mobile numbers include the **S** Capability.

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