

Receiving SMS and routing to an email

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

There are two ways to receive SMS. You can receive them as SIP MESSAGE, or you can have them delivered from your provider using an API.

SIP MESSAGE

As first step, please check if your system can receive messages using SIP protocol. In sip.conf check if you have the following rows:

```
accept_outofcall_message=yes
outofcall_message_context=astsms
auth_message_requests = yes
```

Add if not, then add this to the [general] section of sip.conf and reload the sip module

In your DID, configure the protocol SIP MESSAGE and its destinations

400px

Custom API

In your SMS Provider, configure the URL <https://.../pbx/> the related application page

400px

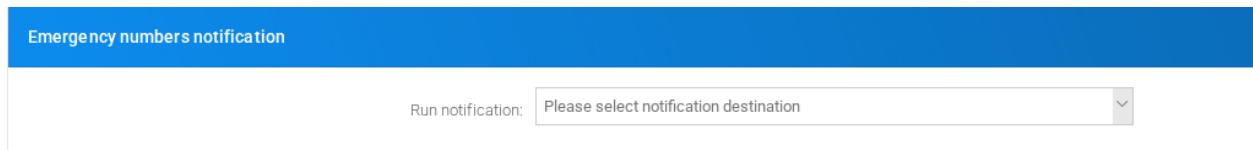
So when your provider needs to deliver you a SMS, it will call your URL and provide all data.

In your DID you need to configure which fields are mapped with each info:

400px

If your provider is Twilio, you can use their protocol, in this case the fields are already mapped and there is no other need.

400px



Emergency numbers notification

Run notification: Please select notification destination

Canistracci OIL example screen for Receiving SMS and routing to an email.

Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

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