

Step 1: Integrate ZapDial with Cisco Webex Calling

1. Sign in to Zapier: Go to Zapier and sign in or create an account.
2. Create a Zap: Click on "Make a Zap!" and search for Cisco Webex Calling as your TriggerApp.
3. Select Trigger: Choose "Call State Changed" or "SMS Created" as the trigger.
4. Authorize Cisco Webex Calling: Authorize Cisco Webex Calling via OAuth Authentication by following the prompts.
5. Set Up Action: For the action, select "Send SMS" and configure it to send the link to the options page when the caller presses 1.

Step 2: Configure Cisco Webex Calling IVR

1. Access Cisco Webex Calling IVR Settings: Log in to your Cisco Webex Calling account and navigate to the IVR settings.
2. Add IVR Option: Add an option in your IVR menu that says, "Press 1 for a link to the options menu to be sent via text to your mobile device."
3. Link to Zapier: Configure this option to trigger the Zap you created in Zapier, which will send the SMS with the link to the options page.

Step 3: A2P 10DLC Registration

1. Create a Twilio Account: If you don't already have one, create a Twilio account.
2. Create a Twilio Starter Profile: In the Twilio Console, go to Messaging > Regulatory Compliance and create a Twilio Starter Profile¹.
3. Register a US A2P Sole Proprietor Brand: Register your brand to verify who you are with US carriers¹.
4. Register a Campaign: Register a new campaign and link it to a Messaging Service with your 10DLC phone number¹.