

# Bring Your Own Provider

Customers already using messaging providers such as Twilio, Nexmo, RingCentral etc., can continue using your provider and use Native SMS-Magic Application on Salesforce, Zoho, and other CRMs together and give your businesses the best of both worlds. This separation of Application and the underlying messaging provider gives businesses all the features and benefits of the application you know, but use a trusted provider at the messaging layer too.

BYOP enables you to use a phone number provided by an external provider without losing the functional benefits of the SMS-Magic Application. With BYOP, the provider remains the same and you can retain your number and pricing benefits provided by your provider.

## **BYOP Checklist:**

- You have an existing account with a provider such as Twilio, Nexmo, or any local provider or dialer, etc. for text messaging or for calling services.
- You continue your billing relationship with your existing Provider. You pay for SMS-Magic license fees only.
- Messages originated or received from SMS-Magic app are routed through your provider
- Your SMS Provider will be responsible for the delivery of messages (received or transmitted) to them. SMS-Magic will produce the sent reports to the provider and publish the delivery statuses returned by the provider.
- SMS-Magic will not be responsible for resolving message delivery related problems

Here is a visual representation of how your provider fits into our ecosystem.



## **Steps for BYOP:**

1. Signup with SMS-Magic Account
2. Raise requests with the SMS-Magic support team by writing to [care@screen-magic.com](mailto:care@screen-magic.com) with your Account ID
3. If SMS-Magic has already integrated with your vendor, you will need to provide API Keys & required additional information applicable for your provider
4. If SMS-Magic doesn't have integration, you will need to manage communication with your vendor to provide required API documentation & credentials to the SMS-Magic Development team
5. After receiving API Docs & Credentials, the SMS-Magic support team will communicate the estimated time of implementation in the SMS-Magic Platform
6. After approval from the Customer, our team will complete the integration

7. Customers need to work with the QA team of SMS-Magic to test the service
8. Once the Integration is tested, customers can configure it with SMS-Magic Applications

#### **Customer needs to take care of following things:**

- Ensure that they have sufficient credits
  - Interact with Vendors' Customer issues for any delivery related issues
  - Inform SMS-Magic team if you make any configuration changes like changes in API Key or any API credentials
  - Inform the SMS-Magic Support Team if your vendor is making any changes in their technology
  - Any changes in the integration may be chargeable.
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## **TPI Integration with Twilio**

### **Overview**

SMS-Magic is a single-window service for all your messaging needs. To start messaging, you can buy SMS credits, Virtual mobile numbers, shortcodes/longcodes via SMS-Magic, and experience power of messaging solution.

In Addition, SMS-Magic has two offerings – **BYOP & BYON** which will be helpful for customers who want to adopt SMS-Magic by purchasing user licenses and continue using their existing phone numbers or telecom connections.

“Bring Your Own **Provider**” or BYOP – This offering is for the customers who are already using SMS Aggregator in a standalone way or with Dialers and have long term contracts. They can start using SMS-Magic without discontinuing the existing services. They can connect their existing SMS Provider with the SMS-Magic Platform.

BYOP enables you to use a phone number provided by an external provider without losing the functional benefits of the SMS-Magic Application.

Customers already connected with messaging providers such as Twilio, can continue using Native SMS-Magic Application on Salesforce, Zoho, and other CRMs together and give your businesses the best of both worlds. This separation of Application and the underlying messaging provider gives businesses all the features and benefits of the application you know, but use a trusted provider at the messaging layer too.

### **TPI Integration with Twilio**

SMS-Magic offers a third-party API Integration feature. When an SMS-Magic customer wants to use his own account at SMS Provider like Twilio and wants

to use the SMS-Magic App on Salesforce, TPI Integration helps.

The following sections talk about how SMS-Magic TPI integration works with Twilio:

## Requirements

Before you start TPI Integration of Twilio with SMS-Magic, answer the following questions:

1. Is it SMS integration Or WhatsApp Integration?
2. Is MMS enabled for the incoming numbers that you are going to use for different countries?
3. Are you going to send messages only in the USA or other countries as well?
4. If your numbers belong to the master account at Twilio then we need Account SID & Auth token.  
(<https://www.twilio.com/console/project/settings>)
5. If your numbers belong to sub-account at Twilio then we need the following information:
  1. Account SID of master account
  2. Credentials of the sub-account i.e.
    1. Account SID of sub-account
    2. AuthToken of sub-account
    3. <https://www.twilio.com/console/project/subaccounts>

## Twilio Setup to be done by Customer

As a Customer, you need to make sure that the Incoming URL is set up correctly at your Twilio account for all numbers so that you can receive the responses.

Delivery reports of outgoing SMS sent will be synced with CRM as and when received from Twilio.

For Twilio number, Incoming URL should be set to below -:

If the customer is using, SMS Magic USA Server -:

- Primary URL <https://api.sms-magic.com/v1/sms/incoming/twilio>

If the customer is using, SMS Magic EU Server -:

- Primary URL <https://eu.api.sms-magic.com/v1/sms/incoming/twilio>



Once the incoming URL is set, any incoming message terminating at number should get listed under message logs on Twilio console.

For Twilio-WhatsApp -:

Please configure the Answer URL as follows:

## 1. SMS-Magic US Server:

- Answer URL: <https://api.sms-magic.com/messages/incoming/whatsapp/twilio>
- Status URL: <https://api.sms-magic.com/messages/status/whatsapp/twilio>

## 2. SMS-Magic EU Server:

- Answer URL: <https://eu.api.sms-magic.com/messages/incoming/whatsapp/twilio>
- Status URL: <https://eu.api.sms-magic.com/messages/status/whatsapp/twilio>

### **SMS-Magic Setup to be done by our CS**

For further assistance and to make sure that TPI Integration is working properly, contact our Customer Care Team at [care@sms-magic.com](mailto:care@sms-magic.com).

You need to share the Account SID & Auth token with the Customer Success Agent of SMS-Magic. They will set a specific route for that customer on the SMS-Magic Server. Please share information in a secure way, using a key base.

SMS-Magic Customer Support Agent will test incoming and outgoing on a test number to make sure TPI integration is working fine.

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# **TPI Integration with Infobip**

## **Overview**

SMS-Magic is a single-window service for all your messaging needs. To start messaging, you can buy SMS credits, Virtual mobile numbers, shortcodes/longcodes via SMS-Magic, and experience power of messaging solution.

In Addition, SMS-Magic has two offerings – **BYOP & BYON** which will be helpful for customers who want to adopt SMS-Magic by purchasing user licenses and continue using their existing phone numbers or telecom connections.

“Bring Your Own **Provider**” or BYOP – This offering is for the customers who are already using SMS Aggregator in a standalone way or with Dialers and have long term contracts. They can start using SMS-Magic without discontinuing the existing services. They can connect their existing SMS Provider with the SMS-Magic Platform.

BYOP enables you to use a phone number provided by an external provider without losing the functional benefits of the SMS-Magic Application.

Customers already connected with messaging providers such as Infobip, can continue using Native SMS-Magic Application on Salesforce, Zoho, and other

CRMs together and give your businesses the best of both worlds. This separation of Application and the underlying messaging provider gives businesses all the features and benefits of the application you know, but use a trusted provider at the messaging layer too.

## **TPI Integration with Infobip**

SMS-Magic offers a third-party API integration feature. When an SMS-Magic customer wants to use his own account at SMS Provider like Infobip and wants to use the SMS-Magic App on Salesforce, TPI Integration helps.

We use below API -:

<https://dev.infobip.com/#section/Authentication/APIKeyHeader>

The following sections talk about how SMS-Magic TPI integration works with Infobip:

### **Requirements**

Before you start TPI integration of Infobip with SMS-Magic, answer the following questions:

1. Is MMS enabled on the incoming numbers that you are going to use for different countries?
2. Are you going to send messages only in the USA or any other countries as well?

### **Infobip Portal Setup**

As a Customer, you need to make sure that the following IP's are whitelisted on Infobip portal:

"34.197.69.171", "52.45.151.171", "34.197.238.88", "34.234.244.188",  
"34.197.38.71", "35.153.214.4", "52.45.55.11"

Make sure that the Incoming URL is set up correctly at your Infobip so that you can receive incoming responses and delivery reports of outgoing SMS sent.

For SMS, being sent from SMS-Magic USA Server -:

Incoming URL should be -:

<https://api.sms-magic.com/v1/sms/incoming/infobip?Receiver=%receiver%&Sender=%sender%&MessageId=%id%&Text=%text%>

Delivery receipt URL should be set to below -:

<http://delivery.sms-magic.com/reports/infobip>

For SMS, being sent from SMS-Magic EU Server -:

Incoming URL should be -:

<https://eu.api.sms-magic.com/v1/sms/incoming/infobip?Receiver=%receiver%&Sender=%sender%&MessageId=%id%&Text=%text%>

Delivery receipt URL should be set to below -:  
<http://eu.delivery.sms-magic.com/reports/infobip>

### **SMS-Magic Setup to be done by our CS**

For further assistance and to make sure that TPI Integration is working properly, contact our Customer Care Team at [care@sms-magic.com](mailto:care@sms-magic.com).

You need to share the API Key with the Customer Success Agent of SMS-Magic. They will set a specific route for that customer on the SMS-Magic Server. Please share information in a secure way, using a key base.

SMS-Magic Customer Support Agent will test incoming and outgoing on a test number to make sure TPI integration is working fine.

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## **TPI Integration with Nexmo/Vonage**

### **Overview**

SMS-Magic is a single-window service for all your messaging needs. To start messaging, you can buy SMS credits, Virtual mobile numbers, shortcodes/longcodes via SMS-Magic, and experience power of messaging solution.

In Addition, SMS-Magic has two offerings – **BYOP & BYON** which will be helpful for customers who want to adopt SMS-Magic by purchasing user licenses and continue using their existing phone numbers or telecom connections.

“Bring Your Own **Provider**” or BYOP – This offering is for the customers who are already using SMS Aggregator in a standalone way or with Dialers and have long term contracts. They can start using SMS-Magic without discontinuing the existing services. They can connect their existing SMS Provider with the SMS-Magic Platform.

BYOP enables you to use a phone number provided by an external provider without losing the functional benefits of the SMS-Magic Application.

Customers already connected with messaging providers such as Nexmo, can continue using Native SMS-Magic Application on Salesforce, Zoho, and other CRMs together and give your businesses the best of both worlds. This separation of Application and the underlying messaging provider gives businesses all the features and benefits of the application you know, but use a trusted provider at the messaging layer too.

### **TPI Integration with Nexmo**

SMS-Magic offers a third-party API integration feature. When an SMS-Magic

customer wants to use his own account at SMS Provider like Nexmo and wants to use the SMS-Magic App on Salesforce, TPI Integration helps.

The following sections talk about how SMS-Magic TPI integration works with Nexmo:

## Requirements

We use below API -: <https://developer.nexmo.com/messaging/sms/overview>

To be able to send a message via TPI integration with Nexmo, we need the following:

- API Key – Your Nexmo API key
- API secret – Your Nexmo API secret. You can get this via Keybase or send an email to <security@screen-magic.com>
- Incoming Number – This number belongs to Nexmo which the customer is going to use

## Nexmo Setup to be done by Customer

Customers need to set default Webhook URLs to below URLs so that we receive DLR and incoming SMS at the SMS-Magic side.

### SMS-Magic USA Server -:

Delivery Receipts: <http://delivery.sms-magic.com/reports/nexmo>

Inbound Messages: <https://api.sms-magic.com/v1/sms/incoming/nexmo>



### SMS-Magic EU Server

Delivery Receipts – <http://eu.delivery.sms-magic.com/reports/nexmo>

Inbound Messages – <https://eu.api.sms-magic.com/v1/sms/incoming/nexmo>

## SMS-Magic Setup to be done by our CS

For further assistance and to make sure that TPI Integration is working properly, contact our Customer Care Team at [care@sms-magic.com](mailto:care@sms-magic.com).

You need to share the API Key with the Customer Success Agent of SMS-Magic. They will set a specific route for that customer on the SMS-Magic Server. Please share information in a secure way, using a key base.

SMS-Magic Customer Support Agent will test incoming and outgoing on a test number to make sure TPI integration is working fine.

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# TPI Integration with Aerialink

SMS-Magic offers a third-party API integration feature. When an SMS-Magic customer wants to use his own account at an SMS Provider like Aerialink and wants to use the SMS-Magic App on Salesforce, TPI Integration helps.

We use the below API – <https://developer.aerial.com/messaging/sms/overview>

The following sections talk about how SMS-Magic TPI integration works with Aerialink:

## Requirements

Before you start TPI integration of Aerialink with SMS-Magic, answer the following questions:

1. Is MMS enabled on the incoming numbers that you are going to use for different countries?
2. Are you going to send messages only in the USA or any other countries as well?

To send a message via TPI integration with Aerialink, we need the following:

<b>API key</b>	: Your Aerialink API key
<b>API secret</b>	: Your Aerialink API secret. You can get this via Keybase or send an email to <a href="mailto:security@screen-magic.com">security@screen-magic.com</a>
<b>Incoming number</b>	: This number belongs to Aerialink which the customer is going to use

## Aerialink portal setup

As a customer, you need to make sure that the following IPs are whitelisted on the Aerialink portal:

	<b>For incoming traffic</b>	<b>For outgoing traffic</b>
<b>US</b>	52.45.55.11,35.153.214.4,34.197.38.71,52.200.2.29	52.204.1.222,3.214.91.12
<b>EU</b>	52.30.211.105,63.35.106.12,34.250.41.120	34.255.173.194,34.248.20.41
<b>AUS</b>	52.65.37.119,3.105.153.146	13.55.63.172,54.66.19.186

Make sure that the Incoming URL is set up correctly at your Aerialink so that you can receive incoming responses and delivery reports of outgoing SMS sent.

Customers need to set default Webhook URLs to the below URLs so that we receive DLR and incoming SMS at the SMS-Magic side.

## SMS-Magic US Server

**Incoming Messages** <https://api.sms-magic.com/v1/sms/incoming/aerial>  
**Delivery Receipts** <http://delivery.sms-magic.com/reports/aerial>



## SMS-Magic EU Server

Incoming Messages <https://eu.api.sms-magic.com/v1/sms/incoming/aerial>

Delivery Receipts <http://eu.delivery.sms-magic.com/reports/aerial>

## SMS-Magic AUS Server

Incoming Messages <https://aus-api.sms-magic.com/v1/sms/incoming/aerial>

Delivery Receipts <https://aus-dlr.sms-magic.com/reports/aerial>

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# TPI Integration with Aicross

SMS-Magic offers a third-party API integration feature. When an SMS-Magic customer wants to use his own account at an SMS Provider like Aicross and wants to use the SMS-Magic App on Salesforce, TPI Integration helps.

We use the below API – <https://developer.aicross.com/messaging/sms/overview>

The following sections talk about how SMS-Magic TPI integration works with Aicross:

## Requirements

Before you start TPI integration of Aicross with SMS-Magic, answer the following questions:

1. Is MMS enabled on the incoming numbers that you are going to use for different countries?
2. Are you going to send messages only in the USA or any other countries as well?

To send a message via TPI integration with Aicross, we need the following:

<b>API key</b>	: Your Aicross API key
<b>API secret</b>	: Your Aicross API secret. You can get this via Keybase or send an email to <a href="mailto:security@screen-magic.com">security@screen-magic.com</a>
<b>Incoming number</b>	: This number belongs to Aicross which the customer is going to use

## Aicross portal setup

As a customer, you need to make sure that the following IPs are whitelisted on Aicross portal:

**For incoming traffic**

**US** 52.45.55.11,35.153.214.4,34.197.38.71,52.200.2.29

**For outgoing traffic**

52.204.1.222,3.214.91.12

**EU** 52.30.211.105,63.35.106.12,34.250.41.120

34.255.173.194,34.248.20.41

**AUS** 52.65.37.119,3.105.153.146

13.55.63.172,54.66.19.186

Make sure that the Incoming URL is set up correctly at your Aicross so that you can receive incoming responses and delivery reports of outgoing SMS sent.

Customers need to set default Webhook URLs to the below URLs so that we receive DLR and incoming SMS at the SMS-Magic side.

### **SMS-Magic US Server**

**Incoming Messages** <https://api.sms-magic.com/v1/sms/incoming/aicross>

**Delivery Receipts** <http://delivery.sms-magic.com/reports/aicross>

### **SMS-Magic EU Server**

**Incoming Messages** <https://eu.api.sms-magic.com/v1/sms/incoming/aicross>

**Delivery Receipts** <http://eu.delivery.sms-magic.com/reports/aicross>

### **SMS-Magic AUS Server**

**Incoming Messages** <https://aus-api.sms-magic.com/v1/sms/incoming/aicross>

**Delivery Receipts** <https://aus-dlr.sms-magic.com/reports/aicross>