

# Supported SIP Providers

The below providers are supported for use with the Escalator add-on. Configuration for each provider can be found on the [Escalator Admin](#) page.



Please note that while only one provider is required in order for the Escalator add-on to work you can enter the configuration info for multiple providers to ensure that alerts are sent out even when one of the SIP providers is unavailable. One last thing to note is that, if multiple SIP Providers are configured simultaneously escalations will go out via all providers effectively doubling the alerts being sent by the Escalator add-on.

## Twilio

Twilio Account Sid

Twilio OAuth Token

Twilio From Number\*

Field	Field Value
Twilio Account Sid	Account Sid provided by Twilio and required in order to use third-party integrations with Twilio
Twilio OAuth Token	OAuth Token provided by Twilio and required in order to use third-party integrations with Twilio
Twilio From Number	Telephone number alerts should be sent from

## E4 SIP

E4 API Key

E4 From Number\*

Field	Field Value
E4 API Key	API Key provided by E4 SIP and required in order to use third-party integrations with E4 SIP
E4 From Number	Telephone number alerts should be sent from

## Additional Notes

Provider	Avaulability	Value Length	Special Formatting Requirements
E4SIP	US Numbers Only	10 Digits	
Twilio	US & International Numbers	10+ Digits	Must conform to E.164 formatting - <a href="https://support.twilio.com/hc/en-us/articles/223183008-Formatting-International-Phone-Numbers">https://support.twilio.com/hc/en-us/articles/223183008-Formatting-International-Phone-Numbers</a>