



Twilio cheat sheet

General

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| Ctrl + Shift + S | Toggle status menu |
| Ctrl + Shift + A | Accept task. Call tasks will always be accepted first |
| Ctrl + Shift + R | Reject incoming task. Call tasks will always be rejected first |
| Ctrl + Shift + T | Navigate up the task list |
| Ctrl + Shift + Y | Navigate down the task list |
| Ctrl + Shift + M | Toggle mute on active call |
| Ctrl + Shift + H | Toggle hold on active call |

If there are more than two participants in the call, this shortcut will do nothing and a notification will appear.

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| Ctrl + Shift + 0 | Logout |
| Ctrl + Shift + 1 | End the currently selected task |

The second keypress (or if the task is already in "wrap up" mode) will complete the task.

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| Ctrl + Shift + C | Return to active call |
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More information: defkey.com/fa/twilio-shortcuts

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