



Twilio cheat sheet

General

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.

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.	
Ctrl + Shift + C	Return to active call

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More information: defkey.com/ur/twilio-shortcuts

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