



Exotel MCP Server

1. [Give Your AI a Voice](#)
2. [Quick Start – Your First Agentic Call in 5 Minutes](#)
3. [Exotel MCP – Overview](#)
4. [Credentials Guide](#)
5. [Available Tools](#)
6. [Troubleshooting](#)
7. [Model Context Protocol](#)

1. Give Your AI a Voice

Imagine typing:

```
"Call Priya and ask her if the onboarding report is ready"
```

Your AI client calls Priya, has the conversation, and comes back with:

```
"Priya says the report will be ready by 3pm. She's waiting on one number from Finance."
```

That's what Exotel MCP enables. This guide gets you there in 60 seconds – no installations, no config files. Just paste your credentials and go.

What You'll Need

Three things from your Exotel account:

1. **API Key** – from my.exotel.com → Settings → API Settings
2. **API Secret** – same page
3. **Account SID** – same page
4. **Your Exotel number** – from Numbers in the sidebar (e.g. `08046800979`)

That's it. You don't need to know what Base64 encoding is. You don't need to touch a terminal.

Step 1 – Paste This into Your AI Client

Open Claude, Cursor, or any MCP-compatible AI client and send this message – fill in your actual values:

Set up Exotel MCP for me.

My Exotel credentials:

- API Key: [YOUR_API_KEY]
- API Secret: [YOUR_API_SECRET]
- Account SID: [YOUR_ACCOUNT_SID]
- Exotel number: [YOUR_NUMBER, e.g. 08046800979]
- API domain: https://api.in.exotel.com

Please install mcp-remote via npm if needed, update the MCP config with these credentials.


Globally-hosted accounts: If your dashboard is at `my.exotel.com` (not `my.in.exotel.com`), use `https://api.exotel.com` as the API domain instead.

The AI will:

- Run `npm install -g mcp-remote` if needed
- Build your Base64 token from the key and secret
- Write the correct config block to your MCP settings file
- Tell you exactly when to restart

Step 2 – Restart Your AI Client

Once the AI says it's done, restart the client completely (quit and reopen).

After restarting, you should see Exotel tools available. In Claude Desktop, look for the  icon in the chat input.

Step 3 – Make Your First Agentic Call

Type this:

Call +91XXXXXXXXXX and ask them **if** they're available **for** a quick catch-up tomorrow

That's it. The AI calls the number, a VoiceBot conducts the conversation, and the AI comes back with what the person said.

What Just Happened

Your AI client is now connected to your Exotel account. It can:

- **Make calls** – place outbound calls, have a VoiceBot carry the conversation, return the answer
- **Send SMS** – single messages or bulk
- **Pull transcripts** – from any VoiceBot call
- **Check call status** – look up any call by number or SID
- **Run quality analysis** – on call recordings

All through plain language. No API calls, no code.

If Something Didn't Work

Tools not showing after restart

Run `npm list -g mcp-remote` to confirm the install succeeded. If it's missing, run `npm install -g mcp-remote` and retry.

Authentication error

Ask your AI client: *"Show me the current Exotel MCP config"* – it will show you exactly what's in the file so you can spot any typo.

Not sure which API domain to use

Check your Exotel dashboard URL. `my.in.exotel.com` → use

`https://api.in.exotel.com` . `my.exotel.com` → use `https://api.exotel.com` .

More detail in [Troubleshooting](#) →

Want to Understand What Was Set Up?

[Quick Start](#) → – the same setup, step by step, with explanations of what each piece does.

Questions? developer.exotel.com/api/exotel-mcp-server | [Exotel Support](#)

2. Quick Start – Your First Agentic Call in 5 Minutes

Imagine typing:

```
"Call Priya and ask her if the onboarding report is ready"
```

Claude calls Priya, has the conversation, and comes back with:

```
"Priya says the report will be ready by 3pm. She's waiting on one number from Finance."
```

That's what Exotel MCP enables. This guide gets you there in under 5 minutes.

What You'll Need

Requirement	Details
AI Client	Any MCP-compatible client – Claude Desktop, Cursor, Codex, etc. This guide uses Claude Desktop as the example.
Node.js	v18 or later – nodejs.org
Exotel Account	Active account with API credentials

Step 1 – Install MCP Remote

Open your terminal and run:

```
npm install -g mcp-remote
```

Verify:

```
npm list -g mcp-remote  
# Should show: mcp-remote@x.x.x
```

Step 2 – Get Your Exotel Credentials

You need three things from your Exotel Dashboard.

1. API Key and Secret → your token

Log into my.exotel.com → **Settings** → **API Settings**.

[SCREENSHOT: API Settings page showing API Key and API Secret fields]

Copy your **API Key** and **API Secret**, then run this in your terminal to create your token:

```
echo -n "YOUR_API_KEY:YOUR_API_SECRET" | base64
```

Save the output. That's your `token`.

2. Account SID

Still on the API Settings page – copy your **Account SID**.

3. Your Exotel Number

Go to **Numbers** in the sidebar. Pick any active India number – this is what people will see when they receive your call.

[SCREENSHOT: Numbers page showing registered phone numbers]

Step 3 – Configure Claude Desktop

Open Claude Desktop settings:

- **Mac:** Claude menu → Settings → Developer → Edit Config
- **Windows:** File → Settings → Developer → Edit Config

Add the Exotel server inside `mcpServers`:

```
{
  "mcpServers": {
    "exotel": {
      "command": "npx",
      "args": [
        "mcp-remote",
        "https://mcp.exotel.com/mcp",
        "--header",
        "Authorization:${AUTH_HEADER}"
      ],
      "env": {
        "AUTH_HEADER": "{\"token\": \"YOUR_BASE64_TOKEN\", \"from_number\": \"YOUR_EXOTEL_NUMBER\"}"
      }
    }
  }
}
```

Replace:

Placeholder	Replace with
<code>YOUR_BASE64_TOKEN</code>	The Base64 string from Step 2
<code>YOUR_EXOTEL_NUMBER</code>	Your number from the Numbers page (e.g. <code>08046800979</code>)
<code>YOUR_ACCOUNT_SID</code>	Your Account SID from API Settings


Globally-hosted accounts: If your Exotel dashboard is at `my.exotel.com` (not `my.in.exotel.com`), use `https://api.exotel.com` as `api_domain`.

[SCREENSHOT: Claude Desktop Developer settings with the Exotel config pasted in]

Save the file.

Step 4 – Restart Claude Desktop

Quit Claude Desktop completely and reopen it.

Once connected, you'll see a  tools icon in the chat input. Click it – you should see Exotel tools listed.

[SCREENSHOT: Claude Desktop showing the tools icon expanded with Exotel tools listed – voice_call_initiate, voicebot_place_call, etc.]

Step 5 – Make Your First Agentic Call

Type this in Claude:

Call +91XXXXXXXXXX and ask them **if** they're available **for** a quick catch-up tomorrow

Claude will:

1. Ask permission to use the Exotel tool – click **Allow**
2. Dial the number using your Exotel caller ID
3. The VoiceBot will identify itself as calling on your behalf and deliver the message
4. When the call ends, Claude returns with what the person said

[SCREENSHOT: Claude chat showing the result – "They said tomorrow works, preferably after 11am."]

You can also use a name instead of a number:

Call Priya and ask her **if** the onboarding report is ready

Claude will look up Priya's number from your contacts and make the call.

What Just Happened

When you asked Claude to make that call, it:

1. Identified the intent and selected the right Exotel tool
2. Passed your credentials securely from the `AUTH_HEADER` to the Exotel MCP server
3. The MCP server placed an outbound call using your Exotel number
4. A VoiceBot conducted the conversation – identifying itself, asking your question, listening to the response
5. The transcript came back to Claude, which distilled the answer and reported it to you

No code. No API calls. Just natural language – and a real conversation happened.

More Things to Try

Call `+91XXXXXXXXXX` and tell them the meeting is shifted to 4pm

Call the team lead and check **if** yesterday's deployment went through

Send an [SMS](#) to +91XXXXXXXXXX saying "Running 10 minutes late"

Check the status [of](#) my last call

What's Next

- [Available Tools](#) → – Full list: voice calls, SMS, VoiceBot management, conversation analytics
- [Credentials Guide](#) → – Step-by-step screenshots for every credential
- [Troubleshooting](#) → – Top errors and how to fix them

Troubleshooting

Tools icon not showing after restart

- Run `npm list -g mcp-remote` to confirm installation
- Validate your JSON config – no trailing commas, all quotes properly escaped
- Update Claude Desktop to the latest version

"Authentication failed" error

- Regenerate your Base64 token: `echo -n "api_key:api_secret" | base64`
- Confirm there is no space or newline in the token
- Check your Account SID matches what's in API Settings

Call placed but no answer from bot

- Verify your Exotel number has outbound calling enabled (Dashboard → Numbers)

- Check your account has sufficient balance
 - Ensure the destination number is in international format (`+91XXXXXXXXXX`)
-

Questions? developer.exotel.com/api/exotel-mcp-server / [Exotel Support](#)

3. Exotel MCP – Overview

Exotel MCP connects Claude to your Exotel account. Once connected, you talk to Claude in plain language – Claude handles the API calls.

What It Is

MCP (Model Context Protocol) is an open standard that lets AI assistants use external tools. Exotel MCP is a server that exposes your Exotel account as a set of tools any MCP-compatible AI client can call directly – Claude, Cursor, Codex, or others.

You install it once. After that, anything you could do with the Exotel API – placing calls, sending SMS, managing VoiceBots, pulling transcripts, running quality analytics – you can ask your AI client to do in a sentence.

What You Can Do

Make Agentic Calls

This is the flagship use case. Claude places a call, a VoiceBot conducts the conversation, and Claude brings the answer back to you.

"Call Priya and ask if the onboarding report is ready"

"Call +91XXXXXXXXXX and tell them the meeting is shifted to 4pm"

"Call the team lead and check if yesterday's deployment went through"

The person on the other end hears a natural AI voice. Your AI client returns what they said.

Send SMS

"Send an SMS to +91XXXXXXXXXX saying 'Running 10 minutes late'"

"Send a bulk SMS to the numbers in this list with today's update"

Monitor Calls

"Check the status of my last call"

"Get the transcript of the call with +91XXXXXXXXXX from this morning"

Manage VoiceBots

"Update my VoiceBot's greeting message"

"Create a new VoiceBot for handling delivery confirmation calls"

Run Quality Analytics

"Analyze this call recording for sentiment and compliance"

"Show me the top issues from calls this week"

How It Works

You → Claude → Exotel [MCP Server](#) → Exotel [API](#)
↓
Your [credentials](#)
(stored locally)

1. You type a request in your AI client
2. The AI picks the right Exotel tool and calls it
3. The MCP server authenticates with your Exotel credentials and hits the Exotel API
4. The result comes back to the AI, which interprets and reports it to you

Your credentials live in your AI client's local config – they never go anywhere except to Exotel's API.

What's Included

Category	What you can do
Voice Calls	Place calls, connect numbers, get call status, search by number
VoiceBot	Create bots, update prompts, place bot calls, fetch transcripts
SMS	Send single or bulk messages, check delivery status
CQA	Ingest recordings, run quality analysis, fetch results
Account	Look up number metadata, manage configurations

Full reference: [Available Tools](#) →

Requirements

Requirement	Details
AI Client	Any MCP-compatible client – Claude Desktop, Cursor, Codex, etc.
Node.js	v18 or later – nodejs.org
Exotel Account	Active account with API credentials

Get Started

[Quick Start – make your first agentic call in 5 minutes](#) →

Regions

Account type	API Domain
India-hosted accounts	<code>https://api.in.exotel.com</code>
Globally-hosted accounts	<code>https://api.exotel.com</code>

Set the `api_domain` field in your config to match your account. Check your Exotel dashboard URL – if it's `my.in.exotel.com`, you're on India-hosted.

Questions? developer.exotel.com/api/exotel-mcp-server / [Exotel Support](#)

4. Credentials Guide

Everything you need from your Exotel account to configure the MCP.

Where to Find Each Credential

1. API Key and API Secret → your `token`

Where: my.exotel.com → Settings → API Settings

[SCREENSHOT: API Settings page – API Key and API Secret fields highlighted]

Copy your **API Key** and **API Secret**. These are the same credentials used for the Exotel REST API.

Now create your Base64 token. Open a terminal and run:

```
echo -n "YOUR_API_KEY:YOUR_API_SECRET" | base64
```

Example:

```
echo -n "37c81d77abc123:76ecf80adef456" | base64  
# Output: MzdjODFkNzdhYmMxMjM6NzZlY2Y4MGFkZWY0NTY=
```

This output is your `token`. Save it – you'll paste it into the config.

Common mistake: Don't add a space between the key and secret, and don't copy any newlines. The token must be a single clean string.

2. Account SID

Where: Same page – **Settings** → **API Settings**

[SCREENSHOT: API Settings page – Account SID field highlighted]

The Account SID looks like `ameyo5m` or similar. Copy it exactly.

3. Your Exotel Number

Where: my.exotel.com → **Numbers** (in the left sidebar)

[SCREENSHOT: Numbers page – list of registered numbers with status column]

Pick any number with **Active** status that has outbound calling enabled. Use the local format – e.g. `08046800979`, not `+918046800979`.

This number appears as the caller ID when your calls go out.

Building the Config

Once you have all three, build the `AUTH_HEADER` value:

```
{
  "token": "YOUR_BASE64_TOKEN",
  "from_number": "YOUR_EXOTEL_NUMBER",
  "caller_id": "YOUR_EXOTEL_NUMBER",
  "account_sid": "YOUR_ACCOUNT_SID",
  "api_domain": "https://api.in.exotel.com",
  "exotel_portal_url": "https://my.exotel.com"
}
```

This goes into your AI client's MCP config as a single-line JSON string under

`env.AUTH_HEADER`.

See [Quick Start Step 3](#) for the full config block (shown for Claude Desktop; other clients follow the same structure).

Credential Reference


Field	Where to find it	Format
<code>token</code>	API Settings → Key + Secret → Base64 encode	Base64 string
<code>from_number</code>	Numbers page → any active India number	<code>08XXXXXXXX</code> (local format)
<code>caller_id</code>	Same as <code>from_number</code>	<code>08XXXXXXXX</code>
<code>account_sid</code>	API Settings → Account SID	Short string e.g. <code>ameyo5m</code>
<code>api_domain</code>	Based on your region (see below)	URL

Regions

Account type	<code>api_domain</code>
India-hosted accounts	<code>https://api.in.exotel.com</code>
Globally-hosted accounts	<code>https://api.exotel.com</code>

How to tell: If your Exotel dashboard URL is `my.in.exotel.com`, you're on India-hosted. If it's `my.exotel.com`, use the global domain.

Verifying Your Credentials

After restarting your AI client, you should see Exotel tools available. In Claude Desktop, click the  tools icon in the chat input to confirm.

[SCREENSHOT: Tools icon expanded showing exotel tools – voice_call_initiate, voicebot_place_call, etc.]

If the tools aren't there, see [Troubleshooting](#) →.

If you see tools but get an error when you try to use them, the most common cause is an incorrect token. Regenerate it:

```
echo -n "api_key:api_secret" | base64
```

Check there's no space before or after the colon, and no newline at the end.

Security Notes

- Your credentials are stored locally in your AI client's config file on your machine
 - They're sent only to Exotel's API – never to Claude's servers or anywhere else
 - Treat the Base64 token like a password – don't paste it into emails, Slack, or shared docs
 - If credentials are compromised, regenerate them in API Settings
-

Questions? developer.exotel.com/api/exotel-mcp-server / [Exotel Support](#)

5. Available Tools

Every tool exposed by Exotel MCP, with example prompts you can use with Claude.

Voice Calls

Place a call between two numbers

Connect any two phone numbers through your Exotel account.

```
Connect +91XXXXXXXXXX and +91XXXXXXXXXX
```

```
Call my number +91XXXXXXXXXX from 08046800979
```

Initiate an outbound call

Place a call from your Exotel number to a destination, routing it through a call flow.

```
Call +91XXXXXXXXXX using my IVR flow
```

Get call status

Look up the status, duration, and recording of any call by its SID.

What's the status of call SID XXXXXXX?

Get details of my last call

Search calls by number

Find recent calls to or from a phone number.

Show me all calls from +91XXXXXXXXXX in the last 7 days

Get bulk call details

Fetch details for multiple calls at once.

Get the details of all calls placed today

VoiceBot

Place an agentic call

This is the flagship tool. Claude calls a number using your VoiceBot, the bot conducts the conversation, and Claude returns what was said.

Call Priya and ask **if** the onboarding report is ready

Call **+91XXXXXXXXXX** and tell them the meeting is shifted to 4pm

Call the team lead and check **if** yesterday's deployment went through

Get VoiceBot details

Look up a bot's current configuration, assistant ID, and settings.

Show me the details **of** my Manager Check-In bot

List all VoiceBots

See all bots in your account.

What VoiceBots **do I** have?

Create a VoiceBot

Build a new bot from scratch.

Create a VoiceBot **for** handling delivery confirmation calls

Update bot prompt

Change what the bot says and does on calls.

Update my VoiceBot's instructions to ask about project status instead **of** report readiness

Update bot config

Change settings like greeting message, interruption behavior, language.

Update my bot's **greeting to say it's** calling on behalf **of** the operations team

Get call transcript

Fetch the full conversation from a VoiceBot call.

Get the transcript **of** the last VoiceBot call

Show me what was said on the call **with** session ID **XXXXXXX**

Check VoiceBot call status

Look up whether a bot call is in progress, completed, or failed.

Is the VoiceBot call to +91XXXXXXXXXX done yet?

List phone numbers

See which numbers are attached to your bots.

Which numbers are assigned to my VoiceBots?

SMS

Send a single SMS

Send an SMS to +91XXXXXXXXXX saying "Running 10 minutes late"

Text +91XXXXXXXXXX: your appointment is confirmed for tomorrow at 3pm

Send bulk SMS – same message

Send this message to all numbers in this list: [paste list]

Send bulk SMS – personalized

Send personalized messages to these contacts: [paste list with names + numbers]

Check SMS delivery status

Did the SMS to +91XXXXXXXXXX go through?

Get the delivery status of message SID XXXXXXX

Conversation Quality Analytics (CQA)

Ingest a recording

Submit a call recording for quality analysis.

Analyze this recording: [recording URL]

Ingest a batch

Submit multiple recordings at once.

Run quality analysis on all calls from today

Get analysis results

Fetch the quality scores, sentiment, and flags for an analyzed call.

What were the quality scores for call `XXXXXXX`?

Get interaction details

Pull the full interaction data including transcript, scores, and metadata.

Show me the full analysis of the call with session ID `XXXXXXX`

Track job status

Check whether a batch analysis job is complete.

Is the batch analysis job `XXXXXXX` done?

Account

Get number metadata

Look up the details and capabilities of any Exotel number.

What are the capabilities of number `08046800979`?

Setup guide

Get step-by-step help configuring your Exotel MCP.

Help me **set** up Exotel **MCP**

Tips

Use names, not numbers – Claude will look up names from your contacts if you've connected a contacts source.

Chain actions – Claude can do multi-step tasks in one request:

Call **+91XXXXXXXXXX**, ask **if** the Blue Dart deployment is done,
then send me an **SMS** summary **of** what they say

Ask about past calls – Claude can search, filter, and summarize call history:


Summarize all VoiceBot calls from **this** week

Questions? developer.exotel.com/api/exotel-mcp-server | [Exotel Support](#)

6. Troubleshooting

Setup Issues

Tools icon not showing after restart

The  icon in Claude Desktop's chat input should appear once the MCP server connects. If it doesn't:

1. Confirm mcp-remote is installed

```
npm list -g mcp-remote  
# Should show: mcp-remote@x.x.x
```

If missing: `npm install -g mcp-remote`

2. Validate your JSON config

Open your config file:

- Mac: `~/Library/Application Support/Claude/claude_desktop_config.json`
- Windows: `%APPDATA%\Claude\claude_desktop_config.json`

Common mistakes:

- Trailing comma after the last item in an object
- Missing closing brace `}`
- Unescaped double quotes inside the `AUTH_HEADER` string

Validate with:

```
cat ~/Library/Application\ Support/Claude/claude_desktop_config.json | python3 -m json.tool
```

If it errors, it'll show you the line number.

3. Update Claude Desktop

Go to Claude menu → Check for Updates. The MCP integration requires a recent version.

4. Check the logs

Mac: `~/Library/Logs/Claude/mcp-server-exotel.log`

"Authentication failed" or 401 error

Your token is wrong or expired.

Regenerate the token:

```
echo -n "YOUR_API_KEY:YOUR_API_SECRET" | base64
```

Common causes:

- Space or newline in the token string
- Copied API Key but not API Secret (or vice versa)
- Account SID doesn't match the credentials

Verify the Account SID – log into my.exotel.com → API Settings. The SID in your config must match exactly.

Check the AUTH_HEADER format – it must be a valid JSON string with all fields:

```
{
  "token": "...",
  "from_number": "...",
  "caller_id": "...",
  "account_sid": "...",
  "api_domain": "https://api.in.exotel.com",
  "exotel_portal_url": "https://my.exotel.com"
}
```

Call Issues

Call placed but phone doesn't ring

Check outbound calling is enabled – log into the dashboard → Numbers. The number you're calling FROM needs outbound calling active.

Check account balance – prepaid accounts need credit. Dashboard → Billing.

Check the destination format – the number being called must be in international format:

- ✓ +919XXXXXXXXXX
- ✗ 9XXXXXXXXXX
- ✗ 09XXXXXXXXXX

Call rings but no bot voice / bot goes silent immediately

Enable greeting interruption is off – if the bot cuts out right after dialing, it's likely being interrupted by silence detection or IVR prompts. Ask Claude to update the bot config:

```
Update my VoiceBot to disable greeting interruption
```

IVR screener – some mobile numbers play "record your name" before connecting. The bot needs explicit instructions to handle this. Ask Claude:

```
Update my VoiceBot's instructions to handle IVR screeners –  
respond with name and purpose, then wait for connection
```

Account balance – insufficient balance can cause the call to connect but the VoiceBot session to fail silently.

Call completed but Claude returns no transcript

The transcript takes a few seconds to appear after the call ends. Wait 10–15 seconds and ask:

```
Get the transcript of my last VoiceBot call
```

If it's still missing:

- The call may have ended before the bot said anything (destination rejected, immediate busy)
 - Check the recording URL from the call details – if there's a recording, there's a transcript
-

Bot gives wrong answer / goes off-topic

The bot's instructions need updating. Tell Claude what the bot should do differently:

```
Update my VoiceBot: only ask about the delivery status,  
nothing else. If asked anything else, say  
"I'll pass that to the team" and end the call.
```

SMS Issues

SMS not delivered

Check the DLT registration – in India, SMS requires DLT (Distributed Ledger Technology) registration. Templates must be pre-approved. Transactional SMS to unregistered templates will fail.

Check the number format – destination must be `+91XXXXXXXXXX` .

Check sender ID – your sender ID (the name that appears on the SMS) must be registered.

SMS delivered but content is wrong / truncated

SMS has a 160-character limit per segment. Longer messages are sent as multi-part SMS and may appear truncated on some handsets. Keep messages under 160 characters or confirm multi-part delivery is enabled on your account.

Region Issues

"Invalid domain" or connection errors

Make sure your `api_domain` matches your account type:

Account type	<code>api_domain</code>
India-hosted	<code>https://api.in.exotel.com</code>
Globally-hosted	<code>https://api.exotel.com</code>

How to tell: Check your Exotel dashboard URL. If it's `my.in.exotel.com` you're India-hosted. If it's `my.exotel.com` , use the global domain. Using the wrong one will cause authentication or connection failures.

Getting More Help

Check your logs first – `~/Library/Logs/Claude/mcp-server-exotel.log` often has the exact error from the API.

Exotel Developer Docs – developer.exotel.com/api/exotel-mcp-server

Exotel Support – support.exotel.com

When contacting support, include:

- Your Account SID
- The exact error message from the logs
- The tool you were trying to use

7. Model Context Protocol

<https://developer.exotel.com/api/exotel-mcp>