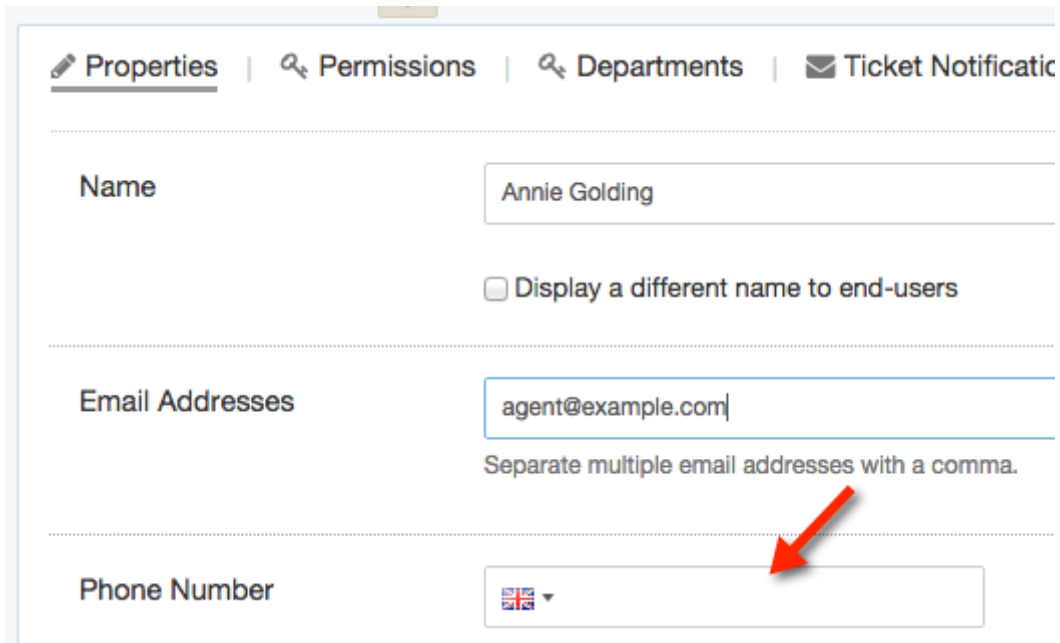


I'm having trouble with agents not receiving SMS alerts

Deskpro Legacy - تعليقات (0) - Ben Henley - 2023-08-31

If you have configured a trigger, escalation or SLA to send SMS alerts, but agents are not receiving them, check all of these possible causes

The agent does not have a valid cellular/mobile phone number set up in their profile. This must be added either through **Admin > Agents** or through the agent's **Preferences**, but not through the agent CRM app



The screenshot shows the 'Properties' tab of an agent profile. The 'Name' field is filled with 'Annie Golding'. Below it is a checkbox labeled 'Display a different name to end-users'. The 'Email Addresses' field contains 'agent@example.com' with a note 'Separate multiple email addresses with a comma.' The 'Phone Number' field is empty, and a red arrow points to it, indicating it is the focus of the troubleshooting step.

The automation did not run when you expected (for example, because of a mistake in the criteria). Check the **Full Log** for an affected ticket to see if/when it ran

There is a problem with your account with the SMS provider - for example, you have exceeded the allowed number of messages or a subscription payment has not been received

Cellular service providers do not guarantee SMS delivery and may occasionally fail to deliver an SMS message altogether