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## I'm having trouble with agents not receiving SMS alerts

[Admin](#) - [تعليقات \(0\)](#) - Cecilia Sam - 2023-08-17

If you have configured a Trigger, Escalation, or SLA to send SMS alerts, but Agents are not receiving them, here are some possible causes to check

1. The agent's profile does not have a valid cellular/mobile phone number. You can add this number either in **Admin > Agents**, in the agent's **Preferences**, or in the agent's **Contact Information**

**Edit: Agent** id: 65

**Properties** Permission Department Notifications 2FA

1 **Name & Contact Information**

Profile Image

Name\*

Display an alias to end-users

Alias Avatar

Alias\*

Email Address\*

Phone

+44

2 **Access & Permissions**

### Preferences

Profile Security Preferences Notifications

#### Profile

Profile Image Name\*  
Lara Proud

Display an alias to end users

#### Contact Information +

Email  
lara.proud@deskpro.com

Send email notifications

Phone ←

#### Language & Locale

Timezone: UTC  
Language: English

#### Signature

This signature will be appended automatically when you send ticket replies

Paragraph B I U S A [Link] [List] [List]

Thanks,  
Lara

Save

**Alesia Burvin**  
77 | VIP X | + Add

Tickets +  
Open (3) Resolved (25)

416 Chat from Alesia Burvin  
Alesia Burvin <alesia.burvin@deskpro.com>

353 Help me with account  
Alesia Burvin <alesia.burvin@deskpro.com>

48 New Hire Request  
Alesia Burvin <alesia.burvin@deskpro.com>

#### Contact Information

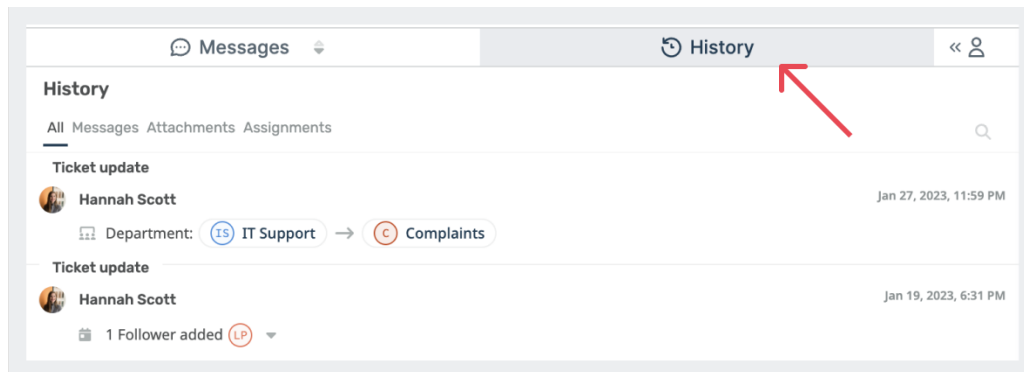
Email  
alesia.burvin@deskpro.com

Phone ←

SIP

The automation may not have run as expected. This could be due to a mistake in the criteria, or another issue. To check if/when the

automation ran, please review the **Full Log** for the affected ticket by  
.clicking on the ticket's **History** tab



Your account with the SMS provider may be experiencing issues. This .3  
could be because you have exceeded the allowed number of  
messages, or because your subscription payment has not been  
.received

Cellular service providers cannot guarantee that SMS messages will .4  
.be delivered. In some cases, messages may be lost or delayed