

Can Deskpro send SMS text notifications?

Kimberley Wilson - 2023-09-15 - Comments (0) - Business Rules

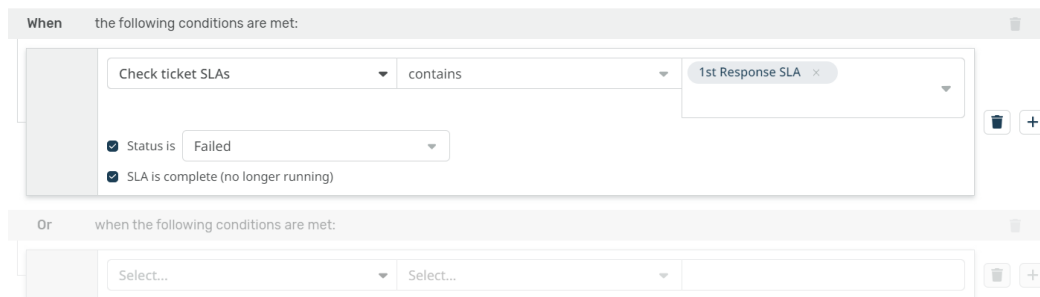
You can automatically send SMS text messages to Agents using a Trigger, Escalation, or SLA. This is useful for alerting Agents to important events, such as high-priority tickets being created or an SLA failure. In order to do this you will need an account with the third-party SMS service Twilio.

Go to the relevant menu for the automation you want to create, which will be in **Admin > Business Rules**.

In this example, of a Trigger for the 1st Response SLA failing, you will need to set the Criteria that you want to be met for the SMS alert to be sent.

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.



The screenshot shows the 'Criteria' configuration section in Deskpro. It is divided into two main parts: 'When' and 'Or'. The 'When' section is currently selected and shows a list of conditions that must be met. The first condition is 'Check ticket SLAs' which 'contains' '1st Response SLA'. Below this, there are two checked checkboxes: 'Status is Failed' and 'SLA is complete (no longer running)'. The 'Or' section is currently empty, showing 'when the following conditions are met:' with 'Select...' dropdowns. Each condition box has a trash icon and a plus icon for adding or removing conditions.

Then you will add the Action, **Send SMS with Twilio** and you will be prompted to enter your Twilio credentials:

- Twilio Account SID (from **Account Settings** on the Twilio site)
- Twilio Auth Token (from **Account Settings** on the Twilio site) - click the padlock icon to reveal it
- From Number (must be a phone number registered with Twilio)

4 Actions

These actions will apply when all of the criteria pass.

Then	the following actions will run
	<div><div>Send SMS with Twilio</div><div>Twilio SID:* Auth Token:* From Number:* +44 Phone number</div></div>

In the Action, you can choose to send an SMS to individual Agents, Agent Teams, or Departments (i.e. all agents with full permission to access that department), or to a specified number.

To Agent(s):*	<div><div>Search</div><div><input type="checkbox"/> Assigned agents <input type="checkbox"/> Following agents <input type="checkbox"/> Admin <input type="checkbox"/> Hannah Scott <input type="checkbox"/> Sherlock Holmes <input type="checkbox"/> John Watson <input type="checkbox"/> Leticia Hudson</div></div>
To Team(s):*	<div><div>Search</div><div><input type="checkbox"/> Assigned Team <input type="checkbox"/> Senior Management <input type="checkbox"/> SC Team <input type="checkbox"/> Sales <input type="checkbox"/> PDF Team <input type="checkbox"/> IT Support <input type="checkbox"/> Customer Support Manager</div></div>
To Department(s):*	<div><div>Search</div><div><input type="checkbox"/> Customer Support <input type="checkbox"/> Customer Support - EU <input type="checkbox"/> Customer Support - AUS <input type="checkbox"/> Customer Support - USA <input type="checkbox"/> Complaints <input type="checkbox"/> IT Support <input type="checkbox"/> LBP</div></div>
To Number:*	+44 Phone number

And it is obviously a lot more useful if the SMS message contains details of the specific ticket. So you can add the message that will be sent to the Agent. This uses the same variables as Snippets to automatically populate ticket information into the message.

Message:*	ALERT: #{{ ticket.id }} {{ticket.subject }} has failed SLA.
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In this case, the message will provide the Ticket ID and Subject when the message is sent.

For an agent to receive SMS messages, you need to make sure there is a mobile phone number saved for them in the Properties tab of their details

in **Admin > Agents**.

Agents can also enter their mobile numbers through the Agent interface in **Preferences > Profile**.

Properties **Permission** **Department** **Notifications** **2FA**

1

Name & Contact Information

Profile Image

Upload Image

Delete

Name*

Luke Strauss

☐

Display an alias to end-users

Email Address*

agent@example.co

+ Add

Phone

+44 07739 991082

+ Add

Tags

Text Notifications

Twilio

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