Can Deskpro send SMS text notifications?

Ben Henley - 2023-09-08 - Comments (0) - Deskpro Legacy

Yes, you can integrate Deskpro with an account with a third-party SMS service, enabling you to alert agents by SMS.

Supported services are:

- Twilio
- Clickatell

Sending SMS is configured with our powerful automation system, so it's easy to specify the exact circumstances when an alert is needed.

In Admin > Apps, install the Twilio app or Clickatell app and enter your account information.

You will then be able to send SMS messages to your agents using triggers, escalations and other Deskpro automation.

Make sure that the agent's mobile number is entered in the Phone Number field accessible from the agent's Preferences or **Admin > Agents** (*not* their record in the CRM section of the agent interface).

See the admin manual section Sending SMS alerts for more details.