



I'm having trouble with agents not receiving SMS alerts

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

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  [Upload Image](#) [Delete](#)

Name*

Display an alias to end-users

Alias Avatar  [Upload Image](#) [Delete](#)

Alias*

Email Address* [+ Add](#)  

Phone [+ Add](#) 

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** Phone 

Send email notifications

Language & Locale

Timezone **UTC** Language **English**

Signature

This signature will be appended automatically when you send ticket replies

Thanks,
Lara

Save

Alesia Burvin

 77 VIP

Alesia Burvin is an agent 

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

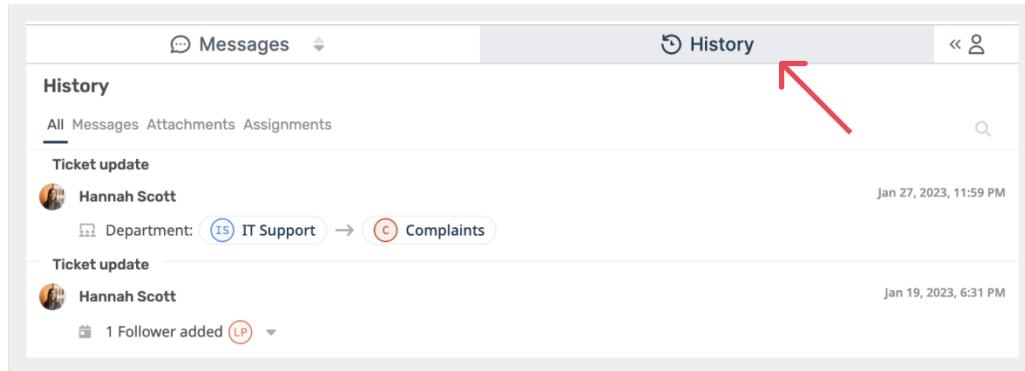
 Email **alesia.burvin@deskpro.com** 

 Phone  SIP

Organization

2. 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.



A screenshot of a ticket history page. At the top, there are tabs for 'Messages' and 'History'. A red arrow points to the 'History' tab. Below the tabs, there is a search bar and a link to 'All Messages Attachments Assignments'. The main area shows two ticket update entries. The first entry is for a 'Ticket update' by 'Hannah Scott' on 'IT Support' to 'Complaints' on 'Jan 27, 2023, 11:59 PM'. The second entry is for another 'Ticket update' by 'Hannah Scott' on 'Jan 19, 2023, 6:31 PM' with a note '1 Follower added'.

3. Your account with the SMS provider may be experiencing issues. This could be because you have exceeded the allowed number of messages, or because your subscription payment has not been received.
4. Cellular service providers cannot guarantee that SMS messages will be delivered. In some cases, messages may be lost or delayed.