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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*

Agent

☒ Display an alias to end-users

Alias Avatar

Upload Image Delete

Alias*

Agent

Email Address* + Add

phil.rigby@deskpro.com

Phone + Add

+44


2 Access & Permissions

Preferences

ProfileSecurityPreferencesNotifications

Profile

Profile Image



Name*

Lara Proud

☐

Display an alias to end users

Contact Information +

Email

☒lara.proud@deskpro.com

EmailPhone

☐

Send email notifications

Language & Locale

Timezone

UTC

Language

English

Signature

This signature will be appended automatically when you send ticket replies

Paragraph

B*I*U~~S~~


≡

A

Thanks,

Lara

Save



Alesia Burvin

77

VIP

+ Add

Alesia Burvin is an agent

Summary +

Contact Information

alesia.burvin@deskpro.com

PhoneSIP

Organization

Tickets +

Open (3)

Resolved (25)

416 Chat from Alesia Burvin

Alesia Burvin <alesia.burvin@deskpro.com>

353 Help me with account

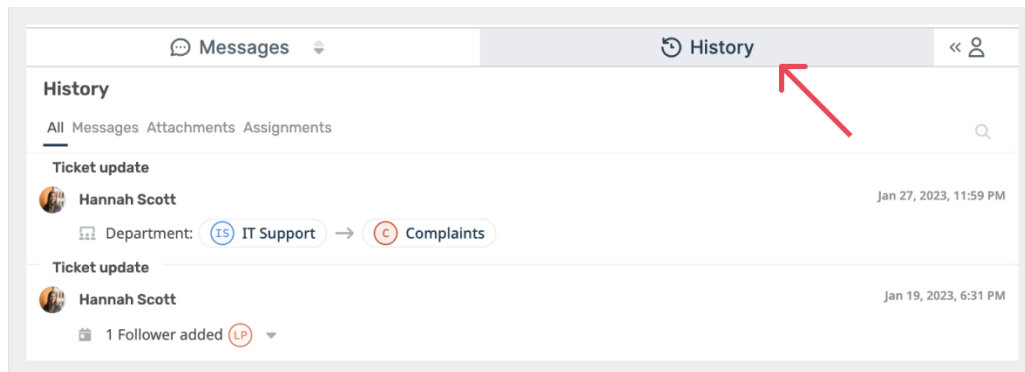
Alesia Burvin <alesia.burvin@deskpro.com>

48 New Hire Request

Alesia Burvin <alesia.burvin@deskpro.com>

- 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.



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.