

?Can Deskpro send SMS text notifications

Ben Henley - 2023-09-08 - Comment (1) - 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