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## I'm having trouble with agents not receiving SMS alerts

Cecilia Sam - 2023-08-17 - [Commentaire \(1\)](#) - [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

Profile Security Preferences Notifications

**Profile**

Profile Image Name\*  
Lara Proud

Display an alias to end users

**Contact Information +**

Email  
lara.proud@deskpro.com

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 | List | A | Link | Table | Image

Thanks,  
Lara

Save

**Alesia Burvin**

77 | VIP | + Add

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>

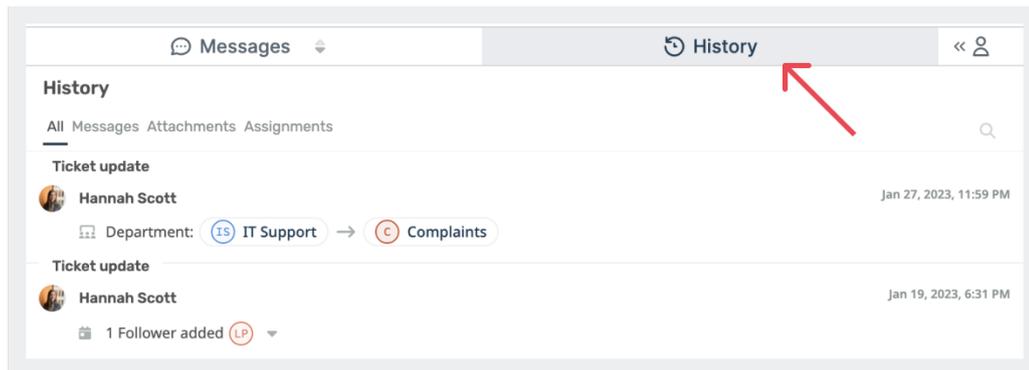
48 New Hire Request  
Alesia Burvin <alesia.burvin@deskpro.com>

**Contact Information**

Email  
Phone  
SIP

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.



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.