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Can Deskpro send SMS text notifications?

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You can automatically send SMS text messages to Agents using a Trigger, Escalation, or SLA. This is useful for alerting Agents to important events, such as high-priority tickets being created or an SLA failure. In order to do this you will need an account with the third-party SMS service Twilio.

Go to the relevant menu for the automation you want to create, which will be in **Admin > Business Rules**.

In this example, of a Trigger for the 1st Response SLA failing, you will need to set the Criteria that you want to be met for the SMS alert to be sent.

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Check ticket SLAs

contains

1st Response SLA

☒ Status is Failed

☒ SLA is complete (no longer running)

Or when the following conditions are met:

Select...

Select...

Then you will add the Action, **Send SMS with Twilio** and you will be prompted to enter your Twilio credentials:

- Twilio Account SID (from **Account Settings** on the Twilio site)
- Twilio Auth Token (from **Account Settings** on the Twilio site) - click the padlock icon to reveal it
- From Number (must be a phone number registered with Twilio)

4 Actions

These actions will apply when all of the criteria pass.

Then	the following actions will run
	Send SMS with Twilio Twilio SID:* Auth Token:* From Number:* +44 Phone number

In the Action, you can choose to send an SMS to individual Agents, Agent Teams, or Departments (i.e. all agents with full permission to access that department), or to a specified number.

To Agent(s):*	Q Search ☐  Assigned agents ☐  Following agents ☐  Admin ☐  Hannah Scott ☐  Sherlock Holmes ☐  John Watson ☐  Leticia Hudson
To Team(s):*	Q Search ☐ Assigned Team ☐ Senior Management ☐ SC Team ☐ Sales ☐ PDF Team ☐ IT Support ☐ Customer Support Manager
To Department(s):*	Q Search ☐ Customer Support ☐ Customer Support - EU ☐ Customer Support - AUS ☐ Customer Support - USA ☐ Complaints ☐ IT Support ☐ ...
To Number:*	+44 Phone number

And it is obviously a lot more useful if the SMS message contains details of the specific ticket. So you can add the message that will be sent to the Agent. This uses the same variables as Snippets to automatically populate ticket information into the message.

Message:*

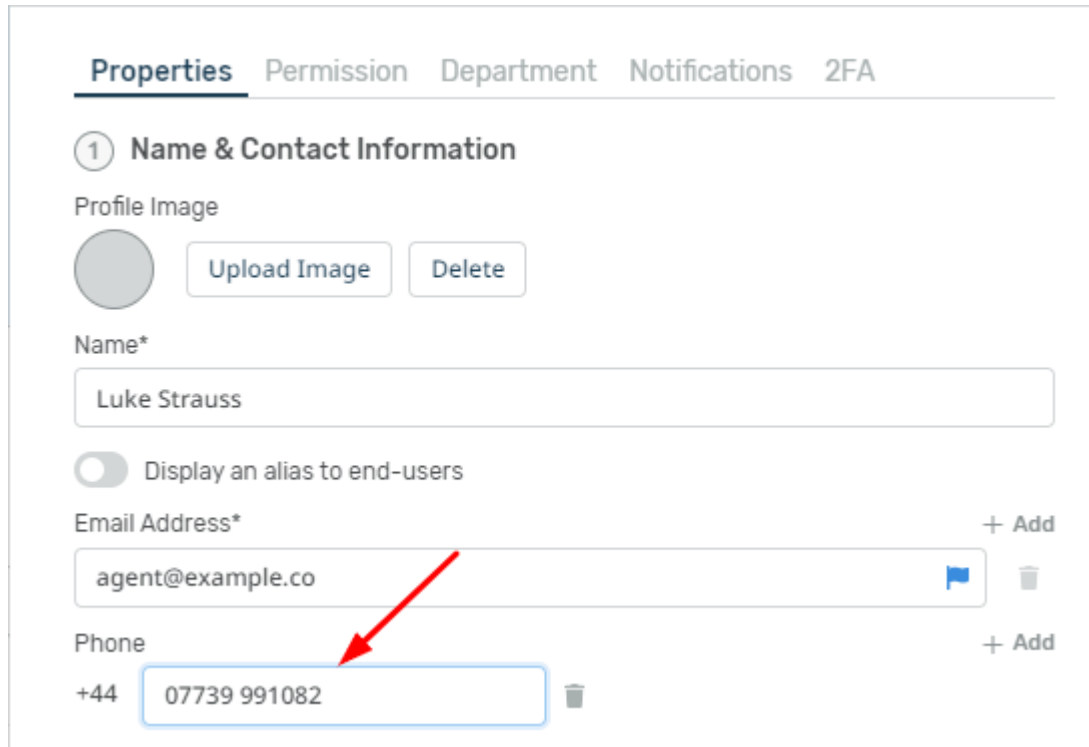
ALERT: #{{ ticket.id }} {{ticket.subject }} has failed SLA.

In this case, the message will provide the Ticket ID and Subject when the message is sent.

For an agent to receive SMS messages, you need to make sure there is a

mobile phone number saved for them in the Properties tab of their details in **Admin > Agents**.

Agents can also enter their mobile numbers through the Agent interface in **Preferences > Profile**.



The screenshot shows the 'Properties' tab of an agent's profile. At the top, there are tabs for 'Properties', 'Permission', 'Department', 'Notifications', and '2FA'. The 'Properties' tab is selected. Below the tabs, there is a section titled '1 Name & Contact Information'. Under this section, there is a 'Profile Image' area with a circular placeholder, an 'Upload Image' button, and a 'Delete' button. Below the image area is a 'Name*' field containing the text 'Luke Strauss'. Under the name field is a toggle switch labeled 'Display an alias to end-users', which is currently turned off. Below the toggle is an 'Email Address*' field containing 'agent@example.co'. To the right of the email field are two icons: a blue flag and a trash can, and a '+ Add' button. Below the email field is a 'Phone' field containing '+44 07739 991082'. To the right of the phone field is a trash can icon and a '+ Add' button. A red arrow points to the phone field.

- [Címkék](#)
- [Text Notifications](#)
- [Twilio](#)

Kapcsolódó tartalom

- [How can I receive text alerts with ticket information?](#)