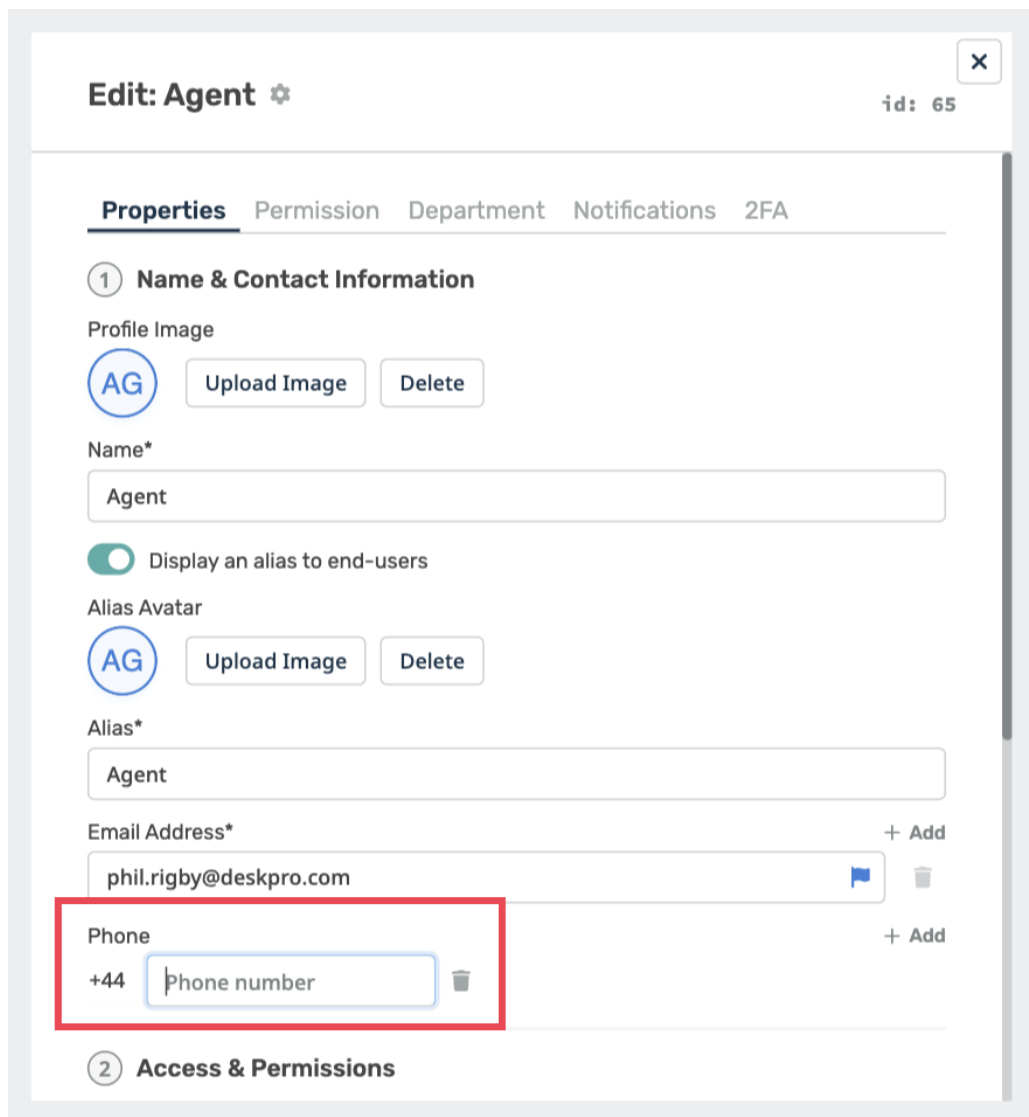


I'm having trouble with agents not receiving SMS alerts

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

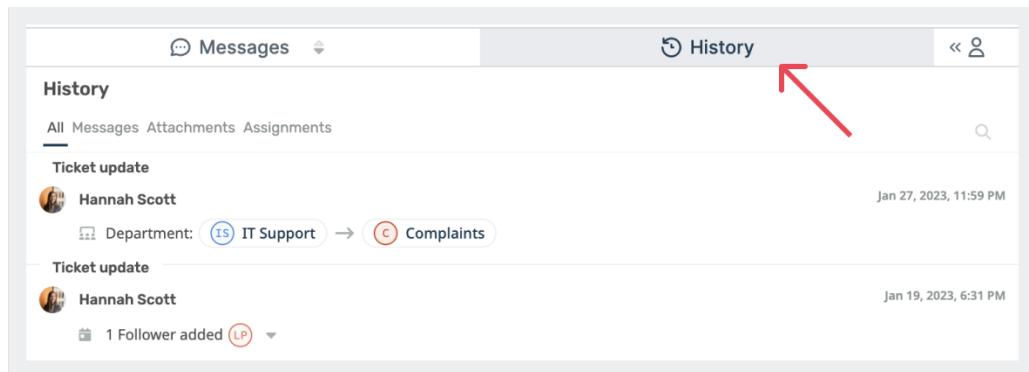
+ 🚩 🗑️

Phone + Add

+44 🗑️

2 Access & Permissions

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.