

<u>지식 베이스</u> > <u>Using Deskpro</u> > <u>Admin</u> > <u>I'm having trouble with agents not receiving SMS alerts</u>

I'm having trouble with agents not receiving SMS alerts

Cecilia Sam - 2023-08-17 - <u>댓글 (0)</u> - <u>Admin</u>

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:

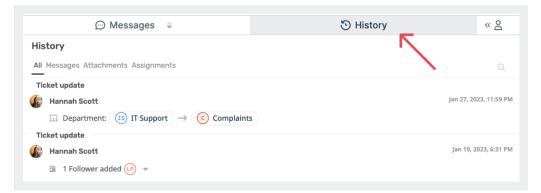
 The agent's profile does not have a valid cellular/mobile phone number. You can add this number either in Admin > Agents, in the agent's Preferences, or in the agent's Contact Information.

Edit: Agent 🌣	id: 65
Properties Permission Department Notifications 2FA	
1 Name & Contact Information	
Profile Image	
AG Upload Image Delete	
Name*	
Agent	
Display an alias to end-users Alias Avatar AG Upload Image Delete Alias*	
Agent	
Email Address*	+ Add
phil.rigby@deskpro.com	P
Phone +44 Phone number	+ Add
2 Access & Permissions	

Preferences	
Profile Security Preferences Notif	fications
Profile	
Profile Image	Name*
2	Lara Proud 3
Display an alias to end users	
Contact Information + Email Email	
🖾 lara.proud@deskpi 🤳 Phone 🧲	
Send email notificati	
Language & Locale	
Timezone UTC	Language
	English
Signature This signature will be appended automatically whe	
¶ Paragraph → B I 型 ÷ ⊡ ⊡ □ 199 P □ □ □ ↓ Thanks, Lara	
	Save
Alesia Burvin	
2 77 VIP × + Add	
() = (³) (³) (¹)	Tickets +
	Open (3) Resolved (25)
	416 Chat from Alesia Burvin
Alesia Burvin is an agent 🔅	Alesia Burvin <alesia.burvin@deskpro.com></alesia.burvin@deskpro.com>
Summary +	353 Help me with account
Contact Information	Alesia Burvin <alesia.burvin@deskpro.com></alesia.burvin@deskpro.com>
	48 New Hire Request
	DUIVIT ACCILICATION AND ACCILICATION
Organization	

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.