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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**.

The screenshot shows the 'Edit: Agent' interface for agent ID 65. The 'Properties' tab is selected, showing the 'Name & Contact Information' section. The 'Phone' field is highlighted with a red box, indicating it is the focus of the troubleshooting step. The 'Phone' field contains the value '+44' followed by a text input box with the placeholder 'Phone number' and a trash icon. Other fields include 'Name' (Agent), 'Alias' (Agent), and 'Email Address' (phil.rigby@deskpro.com). The 'Access & Permissions' section is partially visible at the bottom.

Edit: Agent id: 65

Properties Permission Department Notifications 2FA

1 Name & Contact Information

Profile Image

Name*

☒ Display an alias to end-users

Alias Avatar

Alias*

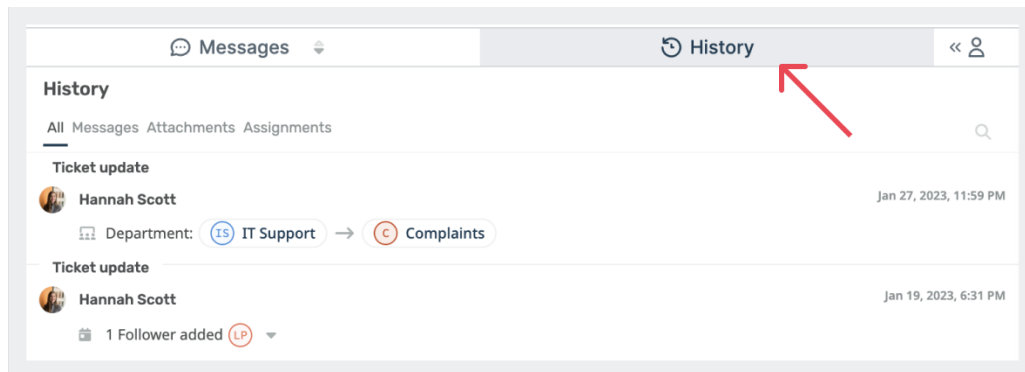
Email Address* + Add

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.