

Žinių bankas > Deskpro Legacy > How can I send automatic SMS notifications to agents?

How can I send automatic SMS notifications to agents?

Ben Henley - 2023-09-15 - Comments (0) - Deskpro Legacy

You can send alerts with SMS text messages for important ticket events. For example, you could receive an alert when a ticket fails an SLA, or send an SMS to your VIP accounts team when a key client submits a ticket.

To set this up:

- 1. Sign up for a Twilio or Clickatell Developer's Central account.
- 2. Install the Twilio or Clickatell app in **Admin > Apps**.
- 3. Ensure that the agents who need to receive SMS messages have a mobile/cellular phone number added to their profiles in **Admin > Agents** (or have them add their own numbers through **Preferences** in the agent interface).
- 4. You will now have a Send SMS action available for use with Deskpro's automatic triggers, escalations and SLAs.
- 5. Create the trigger, escalation or SLA that will run in the circumstances when you want the message to be sent. See the <u>Triggers</u> chapter in the admin manual for details.
- 6. Add the Send SMS action. You can choose to send to an agent, team or department (ie group of agents with full access to that department), or a mobile number, or any combination of these.

You can use variables in the message to customize it based on ticket details, e.g.

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

For further details, see the section <u>Sending SMS alerts</u> in the admin manual.