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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
<input checked="" type="checkbox"/> Status is	Failed	
<input checked="" type="checkbox"/> SLA is complete (no longer running)		

Or when the following conditions are met:

Select...	Select...	
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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

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):*

To Team(s):*

To Department(s):*

To Number:* +44

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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:*

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 that is a 'Name*' field containing 'Luke Strauss'. There is a toggle switch for 'Display an alias to end-users' which is currently turned off. Below that is an 'Email Address*' field containing 'agent@example.co', with a '+ Add' button and a trash icon to its right. Below that is a 'Phone' field containing '+44 07739 991082', with a '+ Add' button and a trash icon to its right. A red arrow points to the phone number field.

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