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I'm having trouble with agents not receiving SMS alerts

Cecilia Sam - 2023-08-17 - [Kommentarer \(0\)](#) - [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 an agent with ID 65. The 'Name & Contact Information' section is active, showing fields for Name, Alias, Email Address, and Phone. The 'Phone' field is highlighted with a red box, indicating it is the focus of the article. The 'Phone' field contains the number '+44' followed by a text input field with the placeholder 'Phone number' and a trash icon. The 'Email Address' field contains 'phil.rigby@deskpro.com' and has a '+ Add' button. The 'Name' field contains 'Agent'. The 'Alias' field contains 'Agent'. The 'Display an alias to end-users' toggle is turned on. The 'Profile Image' and 'Alias Avatar' sections each have a circular avatar with 'AG' and 'Upload Image' and 'Delete' buttons. The 'Access & Permissions' section is partially visible at the bottom.

Preferences

Profile | Security | Preferences | Notifications

Profile

Profile Image Name*
Lara Proud

Display an alias to end users

Contact Information +

Email
lara.proud@deskpro.com

Send email notifications

Language & Locale

Timezone: UTC | Language: English

Signature

This signature will be appended automatically when you send ticket replies

Paragraph | B | I | U | S | List | A | Link | Image | Table | Embed

Thanks,
Lara

Save

Alesia Burvin

77 | VIP | + Add

Tickets +
Open (3) | Resolved (25)

416 Chat from Alesia Burvin
Alesia Burvin <alesia.burvin@deskpro.com>

353 Help me with account
Alesia Burvin <alesia.burvin@deskpro.com>

48 New Hire Request
Alesia Burvin <alesia.burvin@deskpro.com>

Contact Information

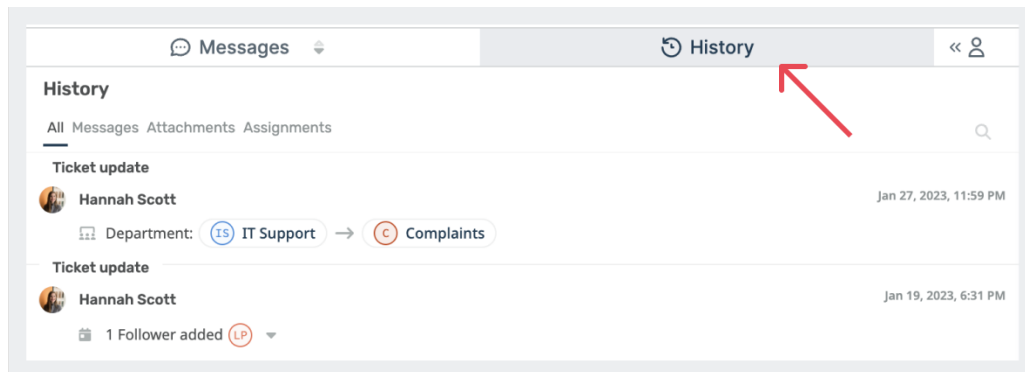
Email
alesia.burvin@deskpro.com

Phone

SIP

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.