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I'm having trouble with agents not receiving SMS alerts

Cecilia Sam - 2023-08-17 - [Komentarze \(0\)](#) - [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 with the following details:

- Title:** Edit: Agent (with a gear icon) and id: 65 (with a close icon).
- Tabs:** Properties (selected), Permission, Department, Notifications, 2FA.
- Section 1: Name & Contact Information**
 - Profile Image:** A circular avatar with 'AG' and buttons for 'Upload Image' and 'Delete'.
 - Name*:** A text input field containing 'Agent'.
 - Display an alias to end-users:** A checked toggle switch.
 - Alias Avatar:** A circular avatar with 'AG' and buttons for 'Upload Image' and 'Delete'.
 - Alias*:** A text input field containing 'Agent'.
 - Email Address*:** A text input field containing 'phil.rigby@deskpro.com' with a '+ Add' button and a trash icon.
 - Phone:** A text input field containing '+44' and 'Phone number' with a '+ Add' button and a trash icon. This field is highlighted with a red box.
- Section 2: Access & Permissions**

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 | | A | | |

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>

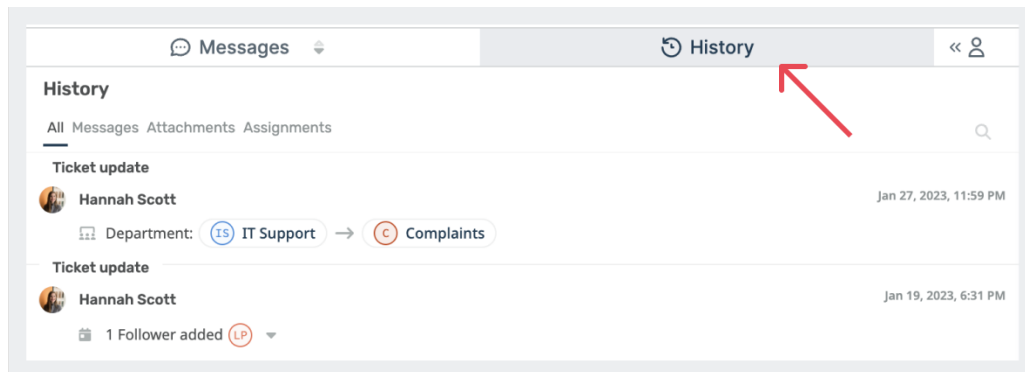
Contact Information

alesia.burvin@deskpro.com

Phone

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.