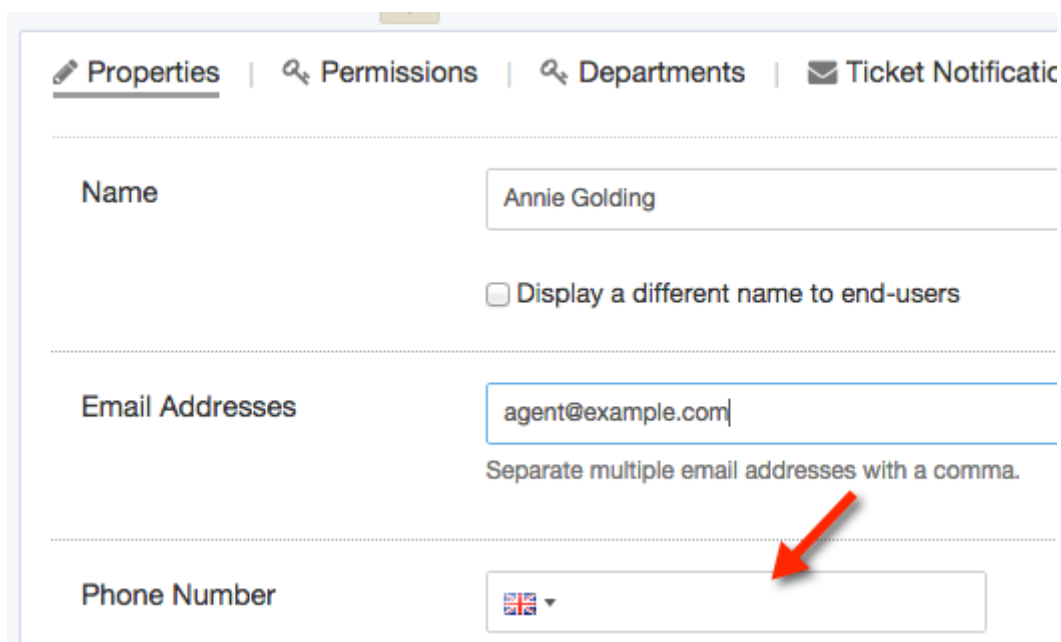


I'm having trouble with agents not receiving SMS alerts

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

If you have configured a trigger, escalation or SLA to send SMS alerts, but agents are not receiving them, check all of these possible causes:

1. The agent does not have a valid cellular/mobile phone number set up in their profile. This must be added either through **Admin > Agents** or through the agent's **Preferences**, but not through the agent CRM app.



The screenshot shows the 'Properties' tab of an agent's profile. The 'Name' field contains 'Annie Golding'. Below it is a checkbox for 'Display a different name to end-users'. The 'Email Addresses' field contains 'agent@example.com' with a note: 'Separate multiple email addresses with a comma.' The 'Phone Number' field is empty, and a red arrow points to it, indicating it is the focus of the troubleshooting step.

2. The automation did not run when you expected (for example, because of a mistake in the criteria). Check the **Full Log** for an affected ticket to see if/when it ran.

3. There is a problem with your account with the SMS provider - for example, you have exceeded the allowed number of messages or a subscription payment has not been received.

4. Cellular service providers do not guarantee SMS delivery and may occasionally fail to deliver an SMS message altogether.