Deskpro

How can I receive text alerts populated with ticket information?

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For some organizations, it's useful to set up SMS notifications to send text message alerts regarding important or timely ticket updates.

If you use SMS and text messages as part of your support operation, it's useful to be able to receive texts from Deskpro that reveal specific data, like ticket ID, subject, user, and a range of other properties.

This is why we've developed Deskpro with the ability for you to render variables within triggers, and more importantly, the ability to render variables within text messages sent using Deskpro triggers.

This article will explain how to create a new reply trigger that sends an SMS to a number containing ticket information.

This can be achieved fairly simply using nothing more than Deskpro, and our integrations with SMS service Twilio.

Firstly, please refer to [this article](#) to get set up with a Twilio integration if you haven't done so already.

Once you have installed the Twilio app within Deskpro:

1. Go to **Admin > Tickets > New Reply Triggers**

2. Click the **+ Add** button

3. Enter the **Title** of your New Reply Trigger

4. Select the **Event** properties. We've selected whenever a new reply is submitted by a user.

5. Now select the **Criteria** conditions to be met for the trigger to run. We've selected when ticket Urgency is 9 or above, but you can use other criteria. For example, if the organization has a VIP label.

6. Under **Actions > Other Actions**, select **Send a Twilio SMS message**.

7. Determine the message you would like to be sent via SMS in the **Message** text box. To display ticket information in the SMS, you will need to determine the ticket properties using variables. In this example, we've used ticket subject and

organization. You can find more options for properties to display in variables in our [field reference](#).

8. Enter the number you want the message to be sent to. This must be a number you already own and have associated with your Twilio account.

9. Click **Save**.

Title *	Text Alert
	This title will be used throughout the admin interface to refer to this trigger.

Event — When a new reply is submitted
- ☑ By a user
  - ☑ via the web ⚙
  - ☑ via email
  - ☑ via the API
- ☐ By an agent

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:

Urgency >= 9 ⊗

➕ Criteria

or The following conditions are met: ▣

➕ Criteria

Actions

These actions will apply when all of the criteria pass. ✕

then The following actions will run: ⊗

Send SMS
via Twilio SMS App

Message: New reply to '{ticket.subject}' from {organization}

51 characters

To Agent(s):
- ☐ Assigned Agent
- ☐ Following Agents
- ☐ Amie West
- ☐ Aron Mills
- ☐ Bettie Langworth
- ☐ Chadd Rosenbaum
- ☐ Corporate Content
- ☐ Dedric Mertz
- ☐ Elijah Cormier
- ☐ John Doe

To Team(s):
- ☐ Assigned Team
- ☐ Level 1
- ☐ Level 2
- ☐ Support

To Department(s):
- ☐ Support
- ☐ Sales
- ☐ Widgets
- ☐ Regulation and Control of Magical Creatures > Regulation
- ☐ Regulation and Control of Magical Creatures > Control
- ☐ Hotdogs

To Number: 🇺🇸 ▾ (201) 555-5555

➕ Action

Save   Delete

Now, whenever a user replies to a ticket with an urgency of 9 or above, the number defined in the trigger will receive a text that says 'New reply to 'Example Subject' from Example Organization'.