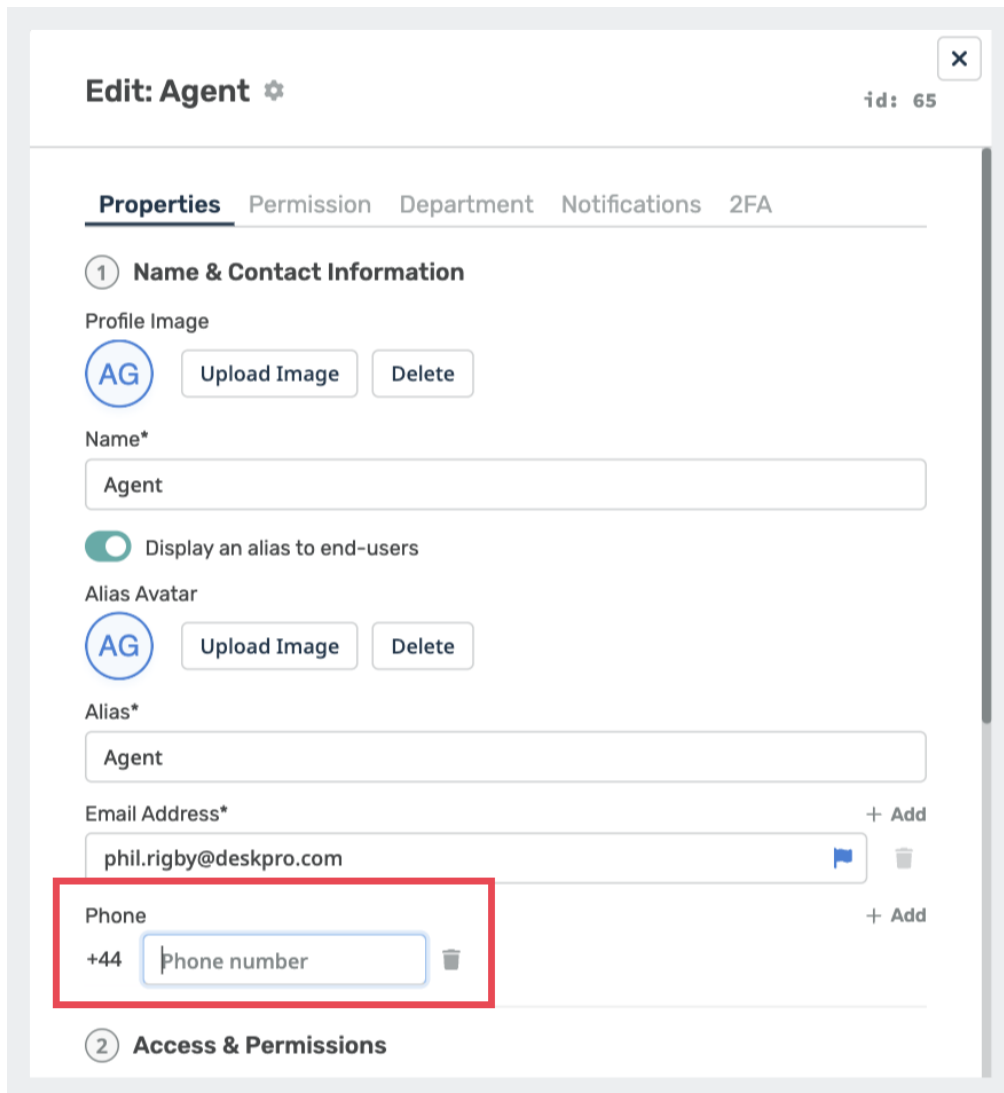


I'm having trouble with agents not receiving SMS alerts

Cecilia Sam - 2023-08-17 - Comments (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**.




Edit: Agent id: 65

Properties | Permission | Department | Notifications | 2FA

1 Name & Contact Information


Profile Image



Name*

Display an alias to end-users

Alias Avatar



Alias*

Email Address* + Add

Phone + Add

+44

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

Email

Phone ←

Language & Locale

Timezone: UTC Language: English

Signature

This signature will be appended automatically when you send ticket replies

Paragraph B I U S A [Icons]

Thanks,
Lara

[Save](#)

Alesia Burvin

77 | VIP + Add

Info Documents 3 Refresh Deskpro 1

Share Xero

Alesia Burvin is an agent Settings

Summary +

Contact Information

Email alesia.burvin@deskpro.com

Phone ←

SIP

Tickets +

Open (3) **Resolved (25)**

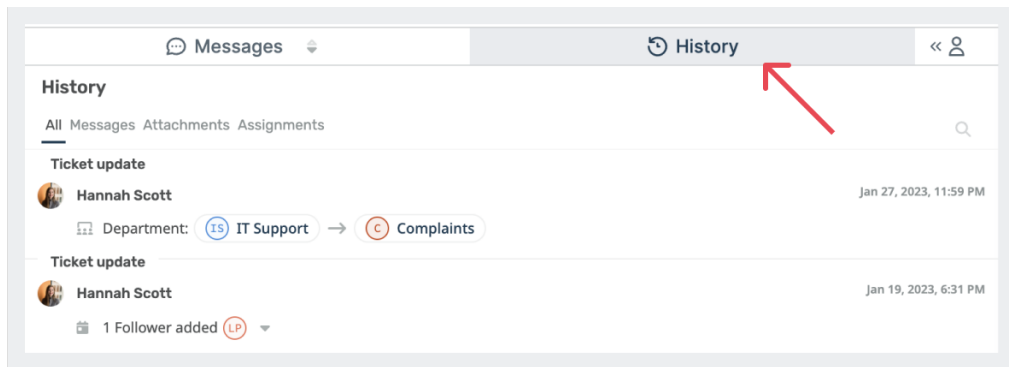
416 Chat from Alesia Burvin
Alesia Burvin <alesia.burvin@deskpro.com>

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

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

- 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.