How can I send automatic SMS notifications to agents?

Ben Henley - 2023-09-15 - Comments (0) - Deskpro Legacy

You can send alerts with SMS text messages for important ticket events. For example, you could receive an alert when a ticket fails an SLA, or send an SMS to your VIP accounts team when a key client submits a ticket.

To set this up:

1. Sign up for a Twilio or Clickatell Developer's Central account.

2. Install the Twilio or Clickatell app in **Admin > Apps**.

3. Ensure that the agents who need to receive SMS messages have a mobile/cellular phone number added to their profiles in **Admin > Agents** (or have them add their own numbers through **Preferences** in the agent interface).

4. You will now have a Send SMS action available for use with Deskpro's automatic triggers, escalations and SLAs.

5. Create the trigger, escalation or SLA that will run in the circumstances when you want the message to be sent. See the Triggers chapter in the admin manual for details.

6. Add the Send SMS action. You can choose to send to an agent, team or department (ie group of agents with full access to that department), or a mobile number, or any combination of these.

You can use variables in the message to customize it based on ticket details, e.g.

```
ALERT: #{{ ticket.id }} {{ ticket.subject }} has failed SLA
```

For further details, see the section Sending SMS alerts in the admin manual.