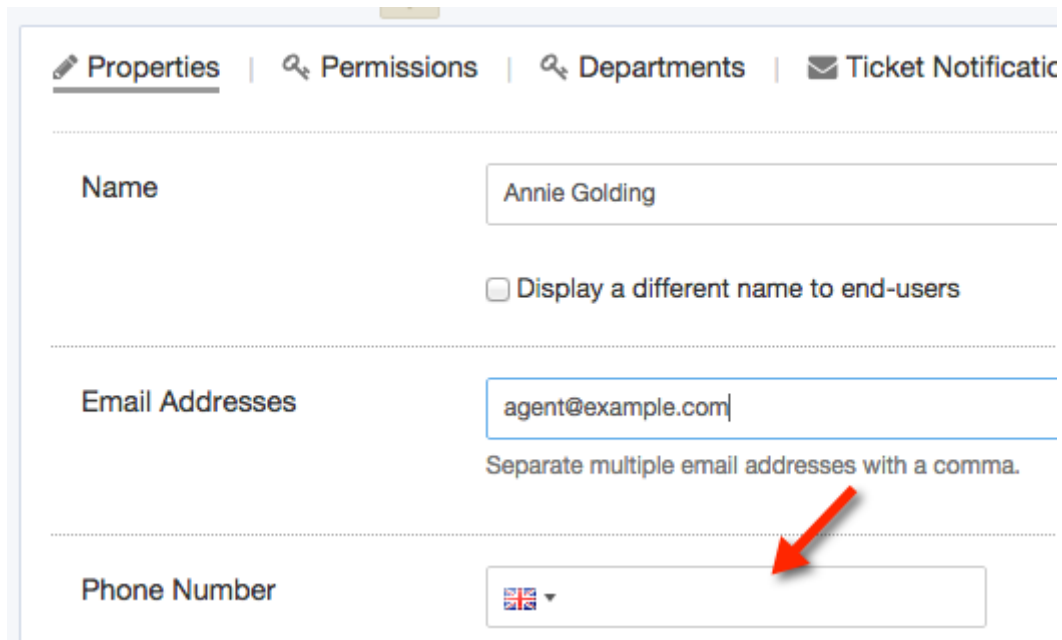


I'm having trouble with agents not receiving SMS alerts

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 profile in Deskpro Legacy. The 'Name' field is filled with 'Annie Golding'. Below it, there is a checkbox labeled 'Display a different name to end-users' which is unchecked. The 'Email Addresses' field contains 'agent@example.com', with a note below it saying '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. The 'Ticket Notifications' tab is also visible at the top right.

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.