



Vertrieb für D-A-CH:

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SMS Gateway

We offer an SMS gateway service that plugs into your SupportSuite or eSupport installation, enabling you to configure real-time SMS alerts for your staff and support agents. Wherever you are, you can be alerted to certain events based on sophisticated rule criteria.

The service is available to more than 550 networks in more than 170 countries. Messages are intelligently routed, ensuring they are delivered almost instantly. View the current list of [supported countries and networks](#) (we are frequently adding more!).

Key features

- Configure intelligent 'ticket alert rules' (global or per-staff) to trigger an SMS alert on a certain event (such as a new ticket, a ticket update, a ticket reassignment and so on) based on a number of context-specific criteria (such as department, ticket status, ticket priority).
- Only one setting change is required to get up and running.
- SMS credits are affordable, starting from \$0.07 per message.
- Top up your SMS credits in your Kayako customer area.

Purchasing SMS credits

To purchase SMS credits, log in to the [members' area](#) and click on the 'SMS Gateway' tab.

Enabling SMS ticket alerts

1. Log into your SupportSuite or eSupport administrator control panel.
2. Navigate to 'Settings', and then to the 'CPU Optimization & Server Settings' section.
3. Enter your members' area credentials (username and password) as instructed and enable the 'SMS Gateway' option.
4. Click on the 'Update' button to save your settings.

Configuring SMS ticket alerts

1. Log into your SupportSuite or eSupport staff control panel.

2. Click on the 'Preferences' menu on the top navigation bar. Then, click on the 'Settings' menu option.
3. Enter your mobile phone number (with no leading symbols such as a '+').
4. To create a ticket alert:
 1. Click the 'Tickets' menu on the top navigation bar. Then, click on the 'Alerts' menu option.
 2. Create a new ticket alert, specifying when you wish to receive the alert and under what criteria.
 3. Set the alert type to 'SMS'. Remember that a 'Public' alert will send an alert to all of your staff users, whereas a 'Private' alert will send the alert only to yourself.

Es gelten unsere AGB. Alle Angaben ohne Gewähr.