

HubSpot Ticket #15979874 - SMS Workflow not triggered

1 message

HubSpot Support <00f3d5620c16c875000000066d4f5f2@support.hubspot.com>
Reply-To: HubSpot Support <00f3d5620c16c875000000066d4f5f2@support.hubspot.com>
To: sarah@stringcaninteractive.com

Sun, Sep 1, 2024 at 4:17 PM



New reply from Juddie.

Hi Sarah,

You are correct it is that is 100% bizarre and unfortunately the "less/ more than x days from now" filter logic do not work as expected with the meetings tools as I mentioned in my previous response with the In any case, for the filter the object will be accepted on the first midnight and the behavior of these filters is described in our [list filters kb](#). Essentially when using time ranges it includes the time of day when this was set plus the range specified in the filter. The example I shared initially for example, if it is 3 PM on 20th August and the filter is for "less than 1 day ago" we look back at the following range:

- The time now (3pm) until previous midnight (15 hours) on 20th August
- The entire prior day midnight to midnight (24 hours) on 19th August
- The entire range included in the filter would be 39 Hours (midnight 19th August until 3 PM 20th August)

[Your other ask, can we add a notification for 2 hours prior to the meeting?](#)

At the moment this is not a possibility with the workflows delay.

The Meetings tool comes with [email reminders](#) by default which the team recommends to use and select days or hours prior to the meeting for the reminder>

As for the SMS reminder this is still a feature that still not currently available for the hours and minutes prior. I also found a similar idea suggested [here](#), I'd recommend upvoting and following for updates and If you'd like to provide feedback or express this idea to the Hubspot development team, id recommend heading over to the Hubspot Ideas Forum! (Or click [here](#)) The HubSpot Ideas Forum is a place for HubSpot users to discuss feature requests with each other and the HubSpot Product Team.

I appreciate and understand this is not the ideal solution you were looking to get but I hope it helps to clarify on the possibilities within the platform and let me know if you have additional questions on this.

Best,

Juddie

Reply to this email to send a message.

[View the full conversation](#)**Did you know you have access to the HubSpot Community?**

80,000 HubSpot users are already connecting through the Community. [Get started now.](#)

