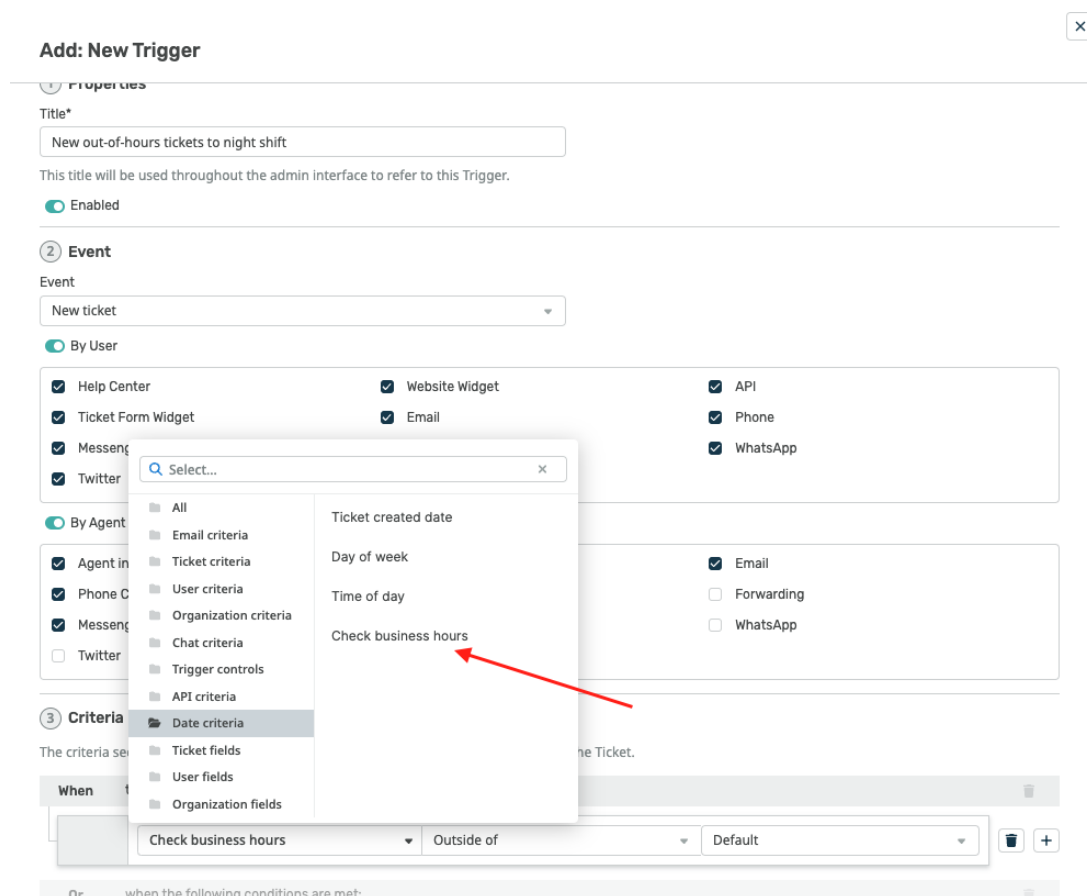


## How do I assign out-of-hours tickets to a particular team

Triggers - تعليقات (0) - Manu Marquez - 2024-01-09

Suppose you want to treat incoming tickets differently if they are created outside of working hours. In this example, we'll show how to assign them to a night shift team

This is easy to accomplish with triggers. Go to **Admin > Business Rules > Triggers**, add a new Trigger, select the **Event** type and the **Criteria: Date Criteria > Check Business Hours**



### 3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

**When** the following conditions are met:

Check business hours Within Default

Or when the following conditions are met:

Select... Select...

### 4 Actions

These actions will apply when all of the criteria pass.

**Then** the following actions will run:

Set assigned team Night Shift

Create

Cancel

Note that the "business hours" used will be those **Default Working Hours** in **Admin > Configuration > Business Hours** - but you could choose to specify custom hours just for .this trigger

You'd probably also want the same team to receive *replies* to tickets from users, not just new tickets. To achieve this, create a new Trigger with the event **New Reply**

### Add: New Trigger

**1 Properties**

Title\*  
Out-of-hours replies

This title will be used throughout the admin interface to refer to this Trigger.

Enabled

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**2 Event**

Event  
New reply

By User

Help Center  API  Email  
 Phone  SMS  WhatsApp