

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

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

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**

Add: New Trigger

1 Properties

Title*

New out-of-hours tickets to night shift

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

Enabled

2 Event

Event

New ticket

By User

Help Center

Ticket Form Widget

Messenger

Twitter

Website Widget

Email

API

Phone

WhatsApp

By Agent

Agent in

Phone C

Messenger

Twitter

Email

Forwarding

WhatsApp

3 Criteria

The criteria selected for this Trigger.

When

All

Email criteria

Ticket criteria

User criteria

Organization criteria

Chat criteria

Trigger controls

API criteria

Date criteria

Ticket fields

User fields

Organization fields

Ticket created date

Day of week

Time of day

Check business hours

Check business hours

Outside of

Default

Or when the following conditions are met:

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

2 Event

Event

New reply

☒ By User

☒ Help Center

☒ Phone

☒ API

☐ SMS

☒ Email

☐ WhatsApp