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

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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**

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le*				
New out-of-hours tickets to night shift				
is title will be used throughout the ad	min interface to refer to this Trigger.			
D Enabled				
Event				
vent				
New ticket		•		
D By User				
Help Center	Website Widget		API	
 Ticket Form Widget 	🗹 Email	\checkmark	Phone	
Messeng			WhatsApp	
Twitter		×		
D By Agent	Ticket created date			
Email criteria	Day of week			
Organization criteri	Time of day		Forwarding	
Messenç Chat criteria	Check business hours		WhatsApp	
Twitter Trigger controls				
API criteria	_			
Criteria 🖀 Date criteria				
e criteria se 📄 Ticket fields		ne Ticket.		
When t User fields Organization fields				Ξ.
Check business hours	 Outside of 	* D	efault	• • +

3 Criteria

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

	Check business hours	✓ Within		•
Or	when the following conditions are me	ıt:		
		a ta t		
Action:	Select s s will apply when all of the criteria pas	 Select S. 	Ŧ	
se action:	s s will apply when all of the criteria pas			
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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			
O By User			
Help Center	API	Email	
Phone	SMS	WhatsApp	