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**

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

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