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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**

Add: New Trigger

Properties

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

Enabled

Event

Event By User

Help Center Website Widget API
 Ticket Form Widget Email Phone
 Messenger Select... WhatsApp
 Twitter

By Agent

Agent in Phone C Messenger Twitter

Criteria

The criteria selected will trigger the trigger when the following conditions are met:

When

Or when the following conditions are met:

Date criteria

Ticket created date
Day of week
Time of day
Check business hours

Email Forwarding WhatsApp

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
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Or when the following conditions are met:

Select...	Select...
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④ Actions

These actions will apply when all of the criteria pass.

Then the following actions will run:

Set assigned team	Night Shift
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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

API

Email

Phone

SMS

WhatsApp