

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

Ben Henley - 2024-01-09 - Comment (1) - Deskpro Legacy

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:

Title *

New out-of-hours tickets to night shift

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

Event

When a new ticket is created

☒ By a user

☒ By an agent

☒ via the web ⚙

☒ via the agent interface

☒ via email

☒ via email

☒ via the API

☒ via the API

Criteria ?

when

The following conditions are met:

Is outside of working hours ▾

☒ Default working hours ☐ Set custom working hours

+ Criteria

or

The following conditions are met:

+ Criteria

Actions ?

then

The followings actions will run:

Set Assigned Team

Night Shift ▾

+ Action

Note that the "working hours" used will be those **Default Working Hours** in **Tickets > Settings** - 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:

Title *

Out-of-hours replies

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

Event

When a new reply is submitted

☒ By a user
☐ By an agent

☒ via the web
☒ via email
☒ via the API

Criteria ?

when

The following conditions are met:

Is outside of working hours

☒ Default working hours
☐ Set custom working hours

Criteria

or

The following conditions are met:

Criteria

Actions ?

then

The followings actions will run:

Set Assigned Team

Action

Comment (1)

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Alberto

9 years ago

Hi and thank you for your psot, but i cannot find any entry "is outside of workingshours" in my triggers. Where do i find them, what i have to do? Thank you