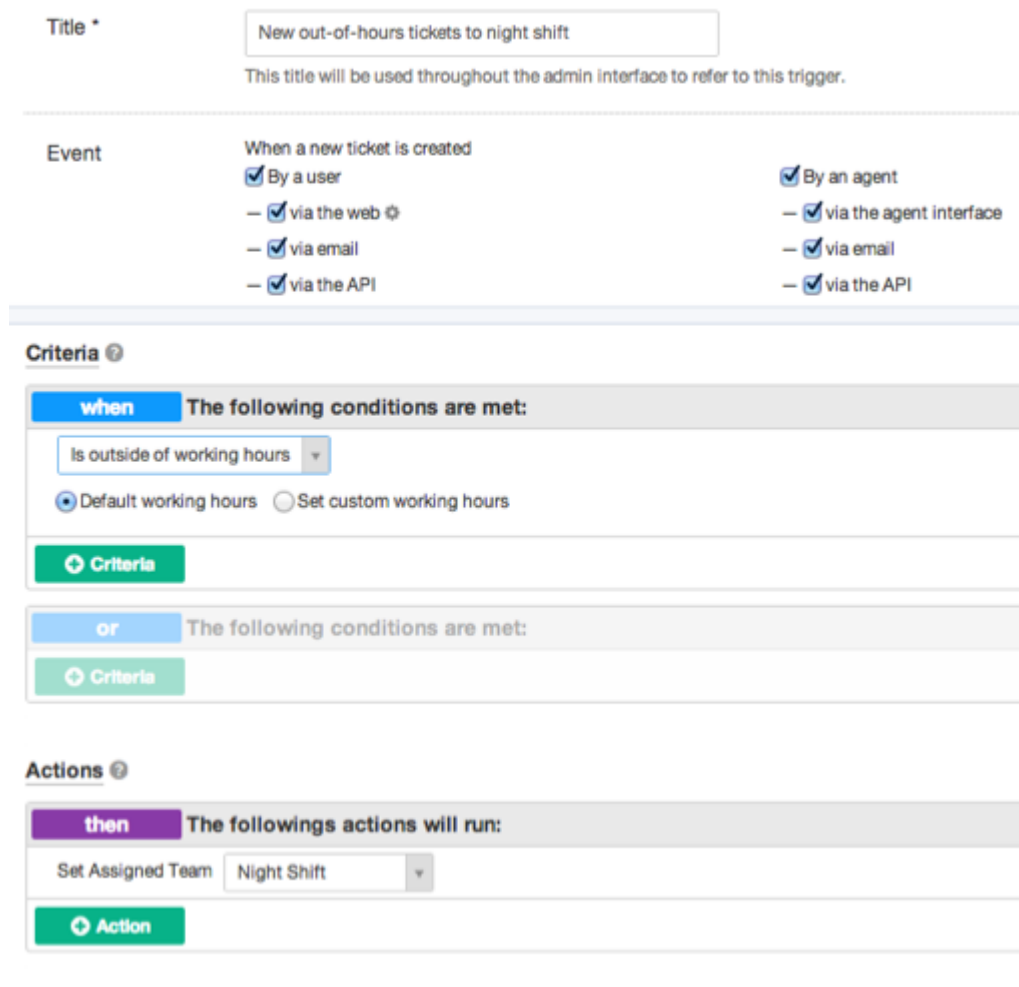


How do I assign out-of-hour tickets to a particular team?

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:



The screenshot shows the configuration for a new trigger in Deskpro Legacy. The 'Title' field is set to 'New out-of-hours tickets to night shift'. Below this, the 'Event' section is configured with 'When a new ticket is created'. Under 'By a user', all options are checked: 'via the web', 'via email', and 'via the API'. Under 'By an agent', all options are also checked: 'via the agent interface', 'via email', and 'via the API'. The 'Criteria' section has a 'when' condition: 'Is outside of working hours', with 'Default working hours' selected. The 'Actions' section has a 'then' action: 'Set Assigned Team' to 'Night Shift'.

Title *

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:

☒ 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

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)

Comment (1)

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