

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 *

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

Event When a new ticket is created

- By a user
 - via the web
 - via email
 - via the API
- By an agent
 - via the agent interface
 - via email
 - via the API

Criteria

when The following conditions are met:

Default working hours Set custom working hours

or The following conditions are met:

Actions

then The followings actions will run:

Set Assigned Team

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 *

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:

Default working hours Set custom working hours

or The following conditions are met:

Actions ?

then The followings actions will run:

Set Assigned Team

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