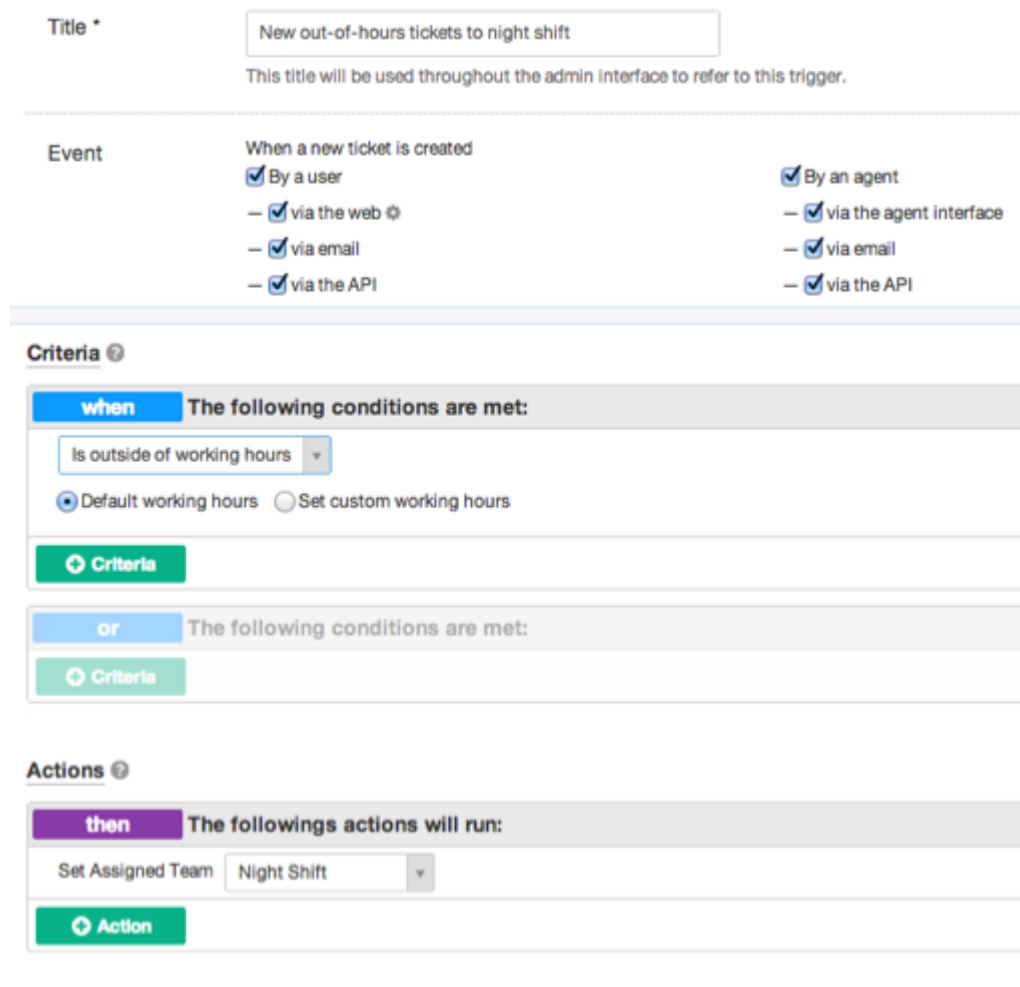


How do I assign out-of-hour tickets to a particular team?

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 interface for a trigger in Deskpro Legacy. It is divided into three main sections: Title, Event, and Criteria/Actions.

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 email
- ☒ via the API
- ☒ via the agent interface
- ☒ 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 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)

Comment (1)

Alberto

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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