

Action

Knowledgebase > Deskpro Legacy > How do I assign out-of-hour tickets to a particular team?

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.

Title * New out-of-hours tickets to night shift This title will be used throughout the admin interface to refer to this trigger. When a new ticket is created Event Sy an agent Sy a user - 🗹 via the web 🕸 - I via the agent interface — 🗹 via email — 🗹 via email — I via the API - 🗹 via the API Criteria 🔞 The following conditions are met: when Is outside of working hours 🔻 Default working hours
 Set custom working hours Criteria The following conditions are met: Actions The followings actions will run: then Set Assigned Team Night Shift Ψ

This is easy to accomplish with triggers:

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
	S By a user By an ag
	- 🗹 via the web 🗇
	- 🗹 via email
	- 🗹 via the API
iteria 🚱	
iteria @	
when	The following conditions are met:
	The following conditions are met.
Is outside of w	-
Is outside of w	orking hours v
	-
 Default working 	orking hours v
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Default working Oriteria	ng hours Set custom working hours
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Default working Oriteria	ng hours Set custom working hours
Default working Oriteria	ng hours Set custom working hours
Default working Oriteria Or Or Oriteria tions @	rorking hours Set custom working hours The following conditions are met:
Default working Oriteria Or Or Oriteria tions @	ng hours Set custom working hours
Default working Oriteria Or Or Oriteria tions @	rorking hours Set custom working hours The following conditions are met: The followings actions will run:
Default working Oriteria or Oriteria Criteria tions @ then	rorking hours Set custom working hours The following conditions are met: The followings actions will run:

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