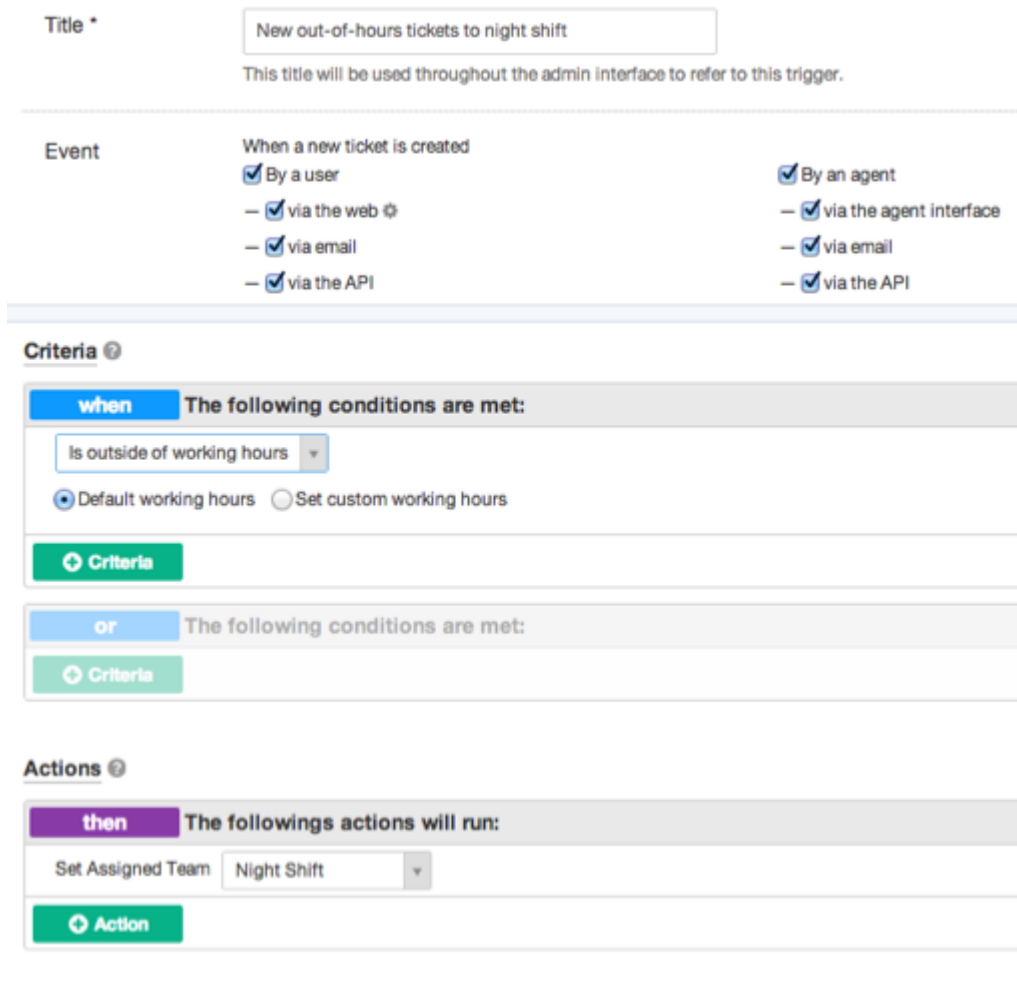


How do I assign out-of-hour tickets to a particular team?

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 trigger in Deskpro. It is divided into three main sections: Title, Event, and Actions.

- Title:** A text input field contains "New out-of-hours tickets to night shift". Below it, a note states: "This title will be used throughout the admin interface to refer to this trigger."
- Event:** The event is "When a new ticket is created". It has two columns of checkboxes:
 - Left column: By a user, with sub-options: via the web, via email, and via the API.
 - Right column: By an agent, with sub-options: via the agent interface, via email, and via the API.
- Criteria:** A section with a "when" header and "The following conditions are met:" text. It contains a dropdown menu set to "Is outside of working hours". Below the dropdown are two radio buttons: "Default working hours" (selected) and "Set custom working hours". A green "+ Criteria" button is at the bottom of this section.
- or:** A section with an "or" header and "The following conditions are met:" text. It contains a green "+ Criteria" button.
- Actions:** A section with a "then" header and "The followings actions will run:" text. It contains a dropdown menu for "Set Assigned Team" set to "Night Shift". A green "+ Action" button is at the bottom of this section.

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)

Comment (1)

Alberto

10 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