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:

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)

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A **Alberto**

10 ár síðan

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