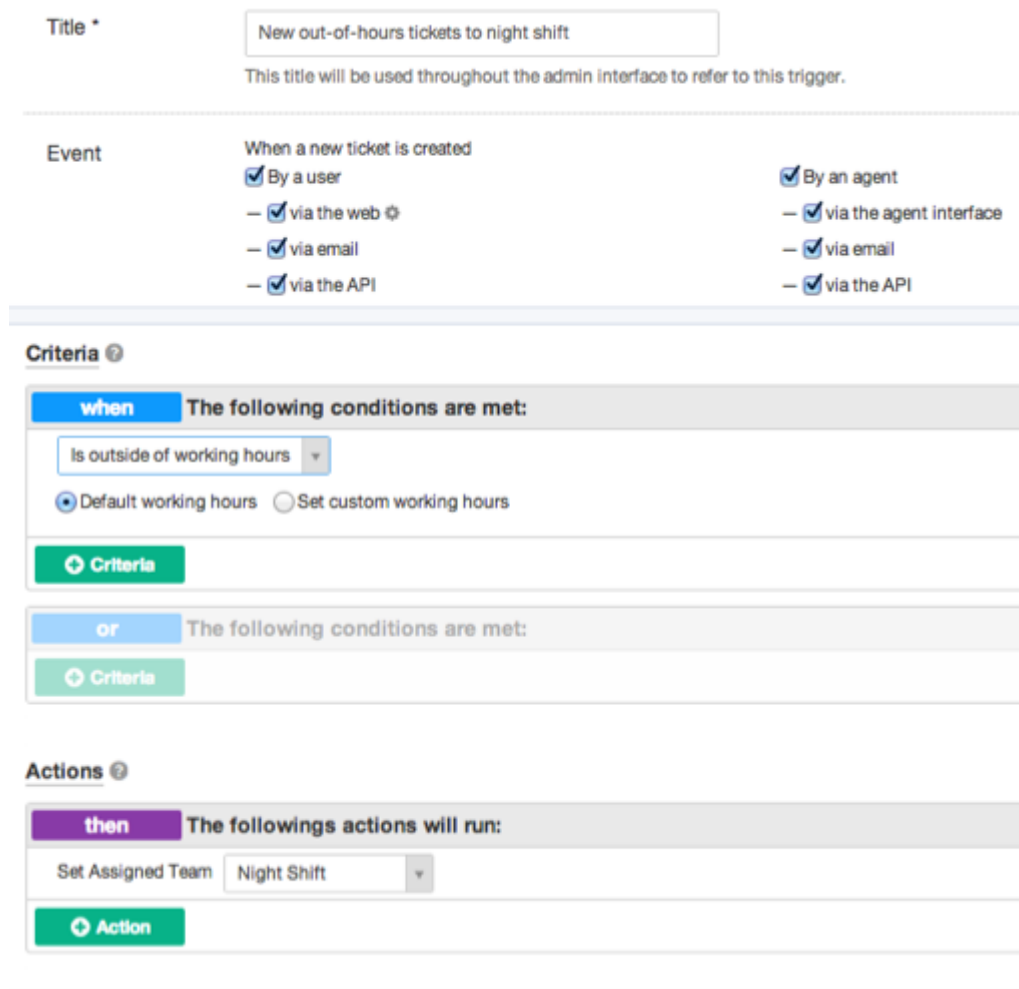


## How do I assign out-of-hour tickets to a particular team?

Ben Henley - 2024-01-09 - Comments (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 new trigger in Deskpro Legacy. The 'Title' field is set to 'New out-of-hours tickets to night shift'. Below this, the 'Event' section is configured with 'When a new ticket is created' and several checkboxes for 'By a user' and 'By an agent', each with sub-options for 'via the web', 'via email', and 'via the API'. The 'Criteria' section is set to 'when' with the condition 'Is outside of working hours' and 'Default working hours' selected. The 'Actions' section is set to 'then' with the action 'Set Assigned Team' and 'Night Shift' selected.

**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 ☒ By an agent

— ☒ via the web ☒ via the agent interface

— ☒ via email ☒ via email

— ☒ via the API ☒ via the API

---

**Criteria ?**

**when** The following conditions are met:

☒ 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**

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

## Comments (1)

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**Alberto**

9 년 전

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