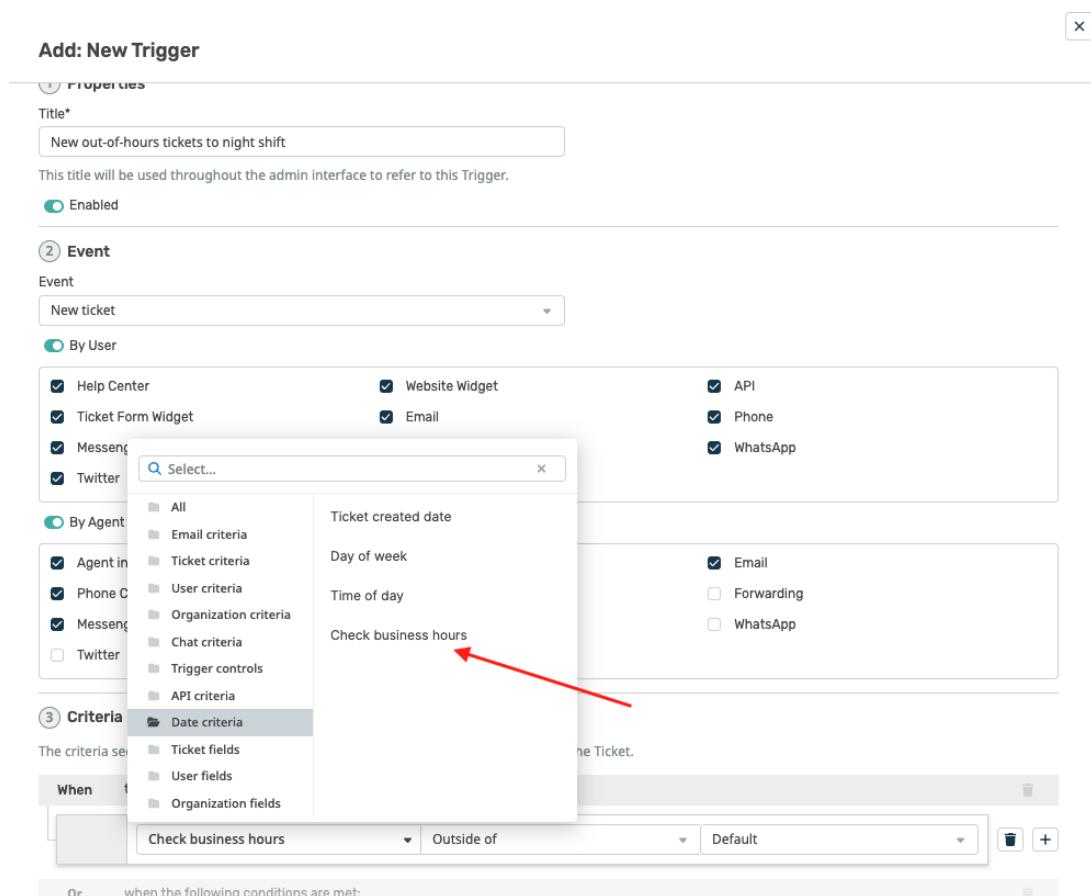


How do I assign out-of-hours tickets to a particular team?

Manu Marquez - 2024-01-09 - Comments (0) - Triggers

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. Go to **Admin > Business Rules > Triggers**, add a new Trigger, select the **Event** type and the **Criteria: Date Criteria > Check Business Hours**



The screenshot displays the 'Add: New Trigger' configuration window. The 'Event' section is set to 'New ticket' and 'By User'. A list of channels is shown with checkboxes for 'Help Center', 'Ticket Form Widget', 'Message', 'Twitter', 'Website Widget', 'Email', 'API', 'Phone', and 'WhatsApp'. The 'Criteria' section is expanded to 'Date criteria', and the 'Check business hours' option is selected. A red arrow points to this option. The 'When' section shows 'Check business hours' selected, with 'Outside of' and 'Default' as options.

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Check business hours Within Default

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run:

Set assigned team Night Shift

Create

Cancel

Note that the "business hours" used will be those **Default Working Hours** in **Admin > Configuration > Business Hours** - 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. To achieve this, create a new Trigger with the event **New Reply**

Add: New Trigger

1 Properties

Title*

Out-of-hours replies

This title will be used throughout the admin interface to refer to this Trigger.

Enabled

2 Event

Event

New reply

By User

Help Center

Phone

API

SMS

Email

WhatsApp