

Action

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## 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 inter	rface to refer to this trigger.
Event	When a new ticket is created	
	🗹 By a user	S By an agent
	— 🗹 via the web 🕸	<ul> <li>— Solution of the agent interface</li> </ul>
	— 🗹 via email	— 🗹 via email
	— 🗹 via the API	— 🥑 via the API
Criteria 🔞		
when	The following conditions are met:	
Is outside of	working hours +	
<ul> <li>Default work</li> </ul>	king hours Oset custom working hours	
O Criteria		
or	The following conditions are met:	
O Criteria		
Actions @		
then	The followings actions will run:	
Set Assigned 1	Team Night Shift +	

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	
	Sy a user 📃 By an age	
	— 🗹 via the web 🕸	
	— 🗹 via email	
	<ul> <li>— Si via the API</li> </ul>	
iteria 🚱		
when		
	The following conditions are met:	
-		
Is outside of	working hours v	
Is outside of		
Is outside of	working hours v	
Is outside of • Default work	working hours v	
Is outside of • Default work	working hours v	
Is outside of Default work Criteria or	working hours view working hours	
Is outside of <ul> <li>Default work</li> </ul> <li>Criteria</li>	working hours view working hours	
Is outside of Default work Criteria or Criteria	working hours view working hours	
Is outside of Default work Criteria or Criteria	working hours view working hours	
Is outside of Default work Criteria or	working hours Set custom working hours The following conditions are met:	
Is outside of Default work Criteria or Criteria Criteria ctions @ then	working hours Set custom working hours The following conditions are met: The followings actions will run:	
Is outside of Default work Criteria or Criteria Criteria	working hours Set custom working hours The following conditions are met: The followings actions will run:	

Comment (1)

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## 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