

## 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:

**Title \***

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

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**Event** When a new ticket is created

<input checked="" type="checkbox"/> By a user	<input checked="" type="checkbox"/> By an agent
- <input checked="" type="checkbox"/> via the web ⚙	- <input checked="" type="checkbox"/> via the agent interface
- <input checked="" type="checkbox"/> via email	- <input checked="" type="checkbox"/> via email
- <input checked="" type="checkbox"/> via the API	- <input checked="" type="checkbox"/> via the API

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**Criteria** ⓘ

**when** The following conditions are met:

▾

Default working hours  Set custom working hours

---

**or** The following conditions are met:

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**Actions** ⓘ

**then** The followings actions will run:

Set Assigned Team  ▾

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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.

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**Event** When a new reply is submitted

By a user  By an agent

- via the web ⚙
- via email
- via the API

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**Criteria** ?

**when** The following conditions are met:

▾

Default working hours  Set custom working hours

---

**or** The following conditions are met:

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**Actions** ?

**then** The followings actions will run:

Set Assigned Team

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