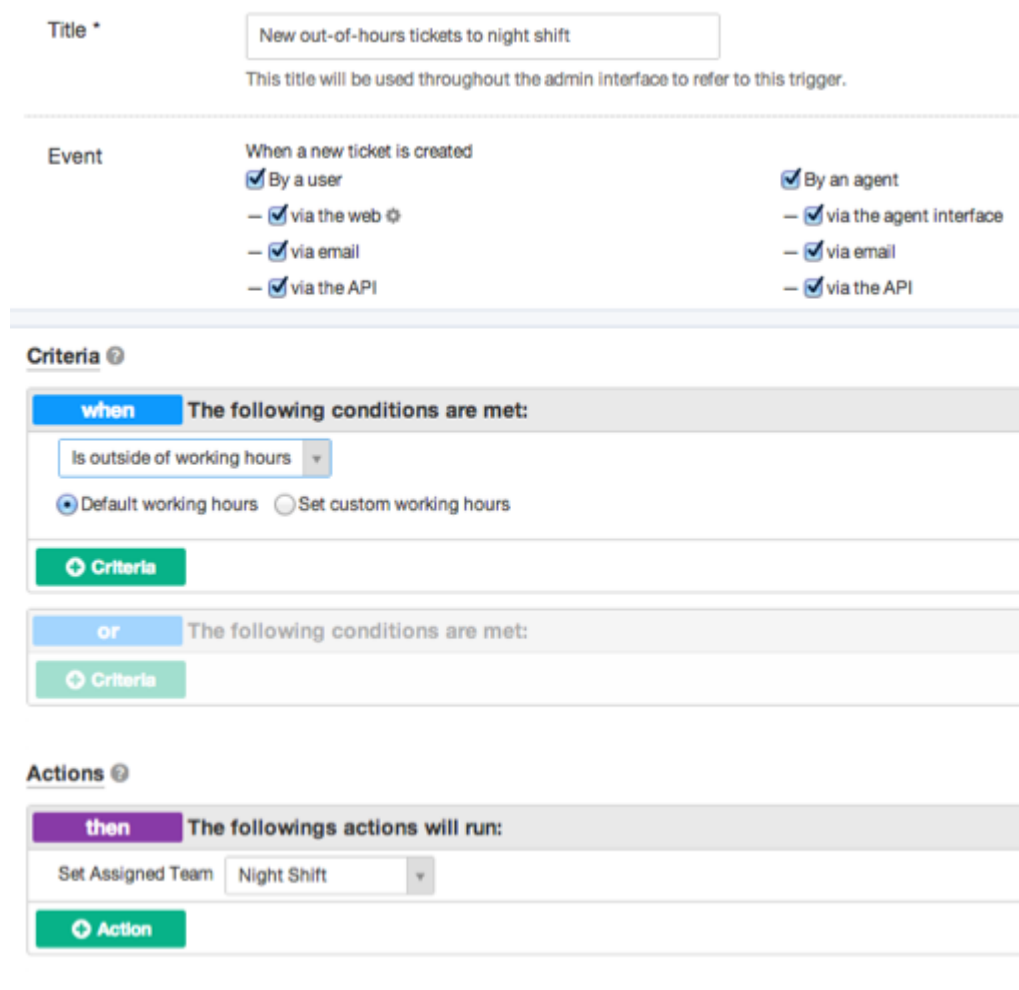


How do I assign out-of-hour tickets to a particular team?

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:



The screenshot shows the configuration interface for a trigger in Deskpro Legacy. It is divided into three main sections: Title, Event, and Criteria/Actions.

Title *

New out-of-hours tickets to night shift

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

Event

When a new ticket is created

- ☒ By a user
 - ☒ via the web
 - ☒ via email
 - ☒ via the API
- ☒ By an agent
 - ☒ via the agent interface
 - ☒ 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 Night Shift

+ 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

Comment (1)

Comment (1)

Alberto

9 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