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

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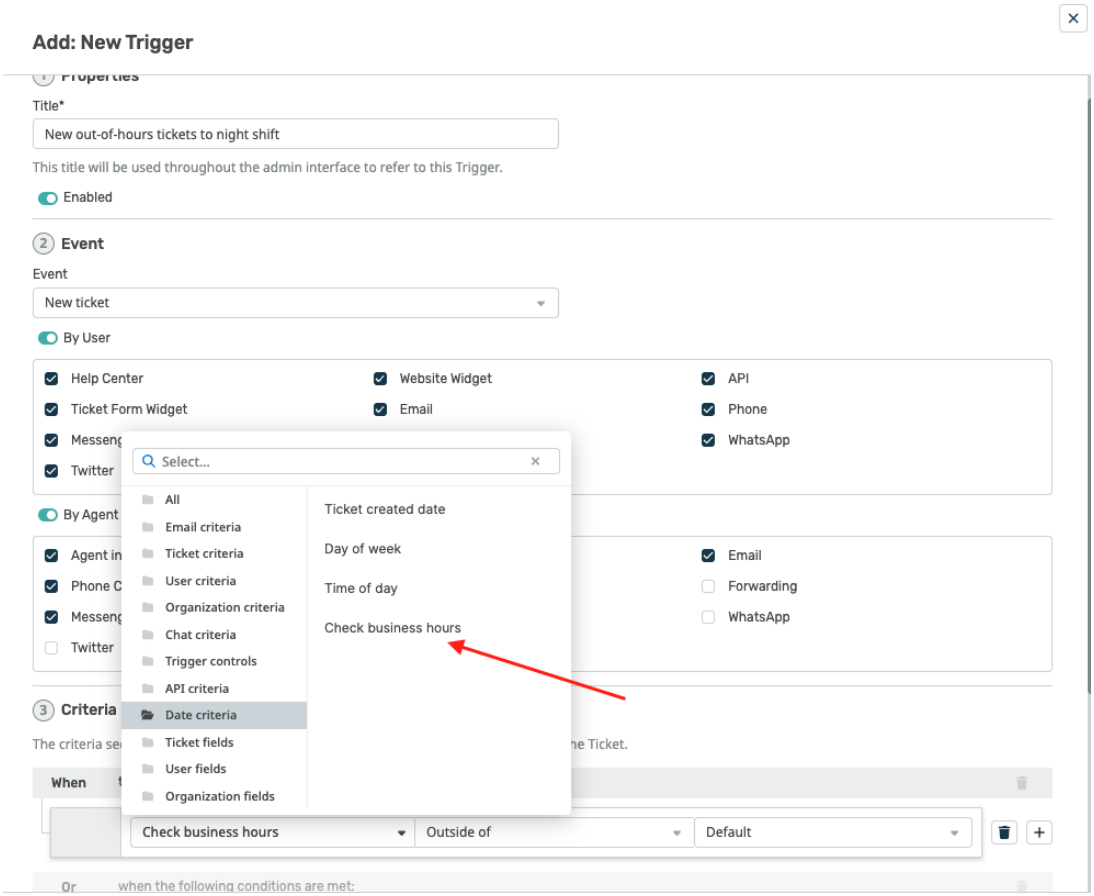
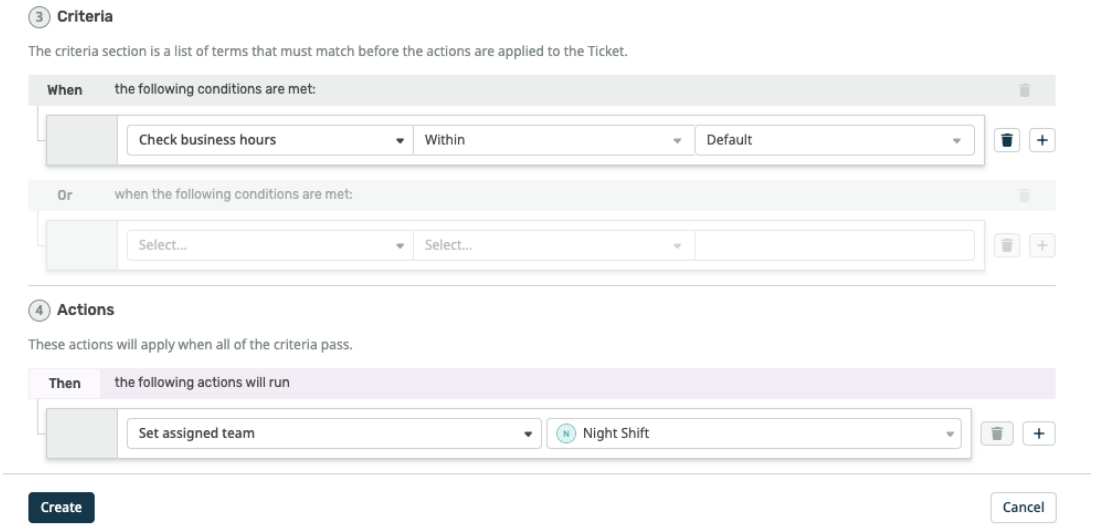
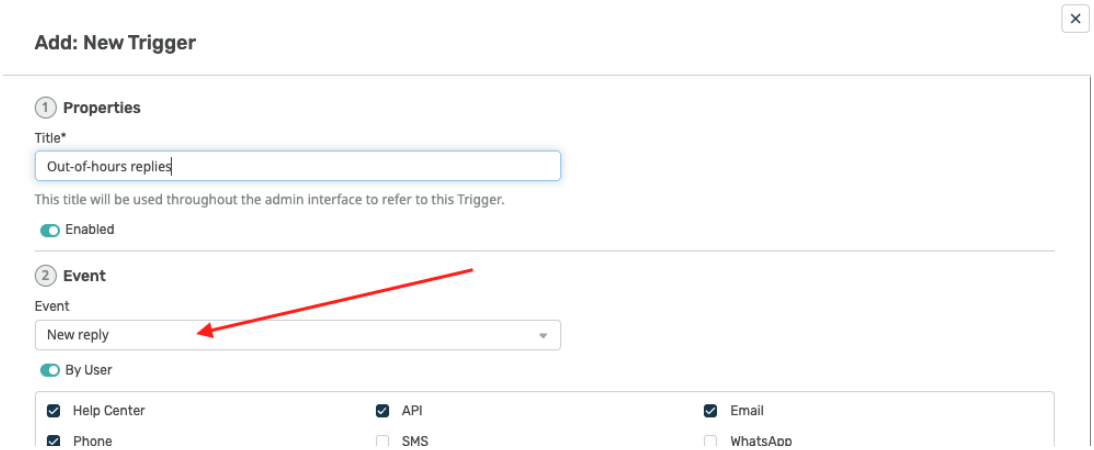
Suppose you want to treat incoming tickets differently if they are created outside of working hours. In this example, we'll show how to assign them to a night shift team.

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**





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**