

Bażi tal-għarfien > Using Deskpro > Admin > Business Rules > Triggers > How do I assign out-of-hours tickets to a particular team?

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**

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tle*					
New out-of-ho	ours tickets to night shift				
is title will be u	used throughout the admin	interface to refer to this Trigger.			
Enabled					
Event					
vent					
New ticket					
O By User					
Help Cente	er	 Website Widget 	•	API	
Ticket Form	m Widget	🗹 Email		Phone	
Messeng				WhatsApp	
✓ Twitter	Q Select	×			
By Agent	All	Ticket created date			
	Email criteria	Day of week	_		
Agent in	 Ticket criteria User criteria 			Email	
Phone C	 Organization criteria 	Time of day		Forwarding	
Messeng	Chat criteria	Check business hours		WhatsApp	
Twitter	Trigger controls				
Critoria	API criteria				
Criteria	Date criteria				
e criteria se	 Ticket fields User fields 		he Ticket.		
When t	 Organization fields 				Ť
	Check business hours	 Outside of 	• D	efault	

3 Criteria

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

	Check business hours	✓ Within		•
Or	when the following conditions are me	ıt:		
		a ta t		
Action:	Select s s will apply when all of the criteria pas	 Select S. 	Ŧ	
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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			
O By User			
Help Center	API	Email	
Phone	SMS	WhatsApp	