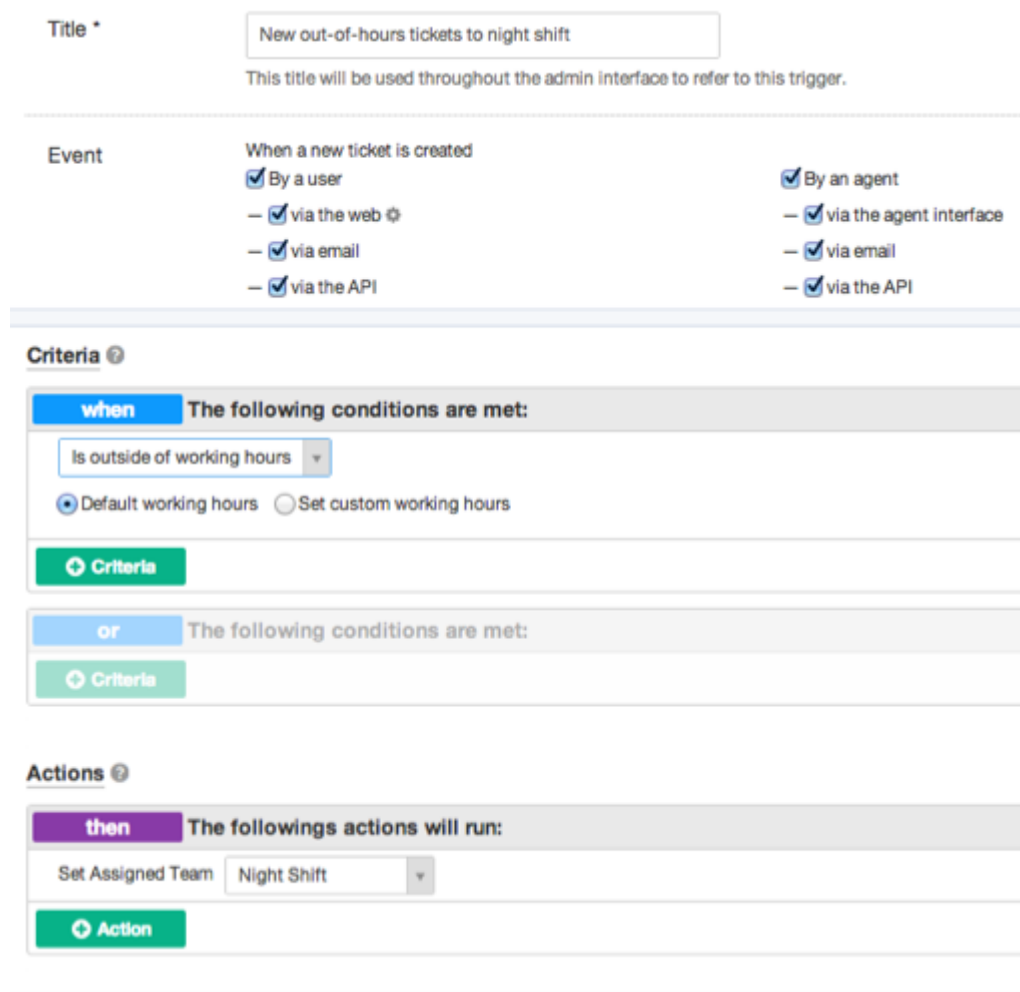


## How do I assign out-of-hour tickets to a particular team?

Ben Henley - 2024-01-09 - Kommentar (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  
☒ By an agent  
- ☒ via the web   
- ☒ 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.

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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

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

## Kommentar (1)

Kommentar (1)

**Alberto**

9 år siden

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