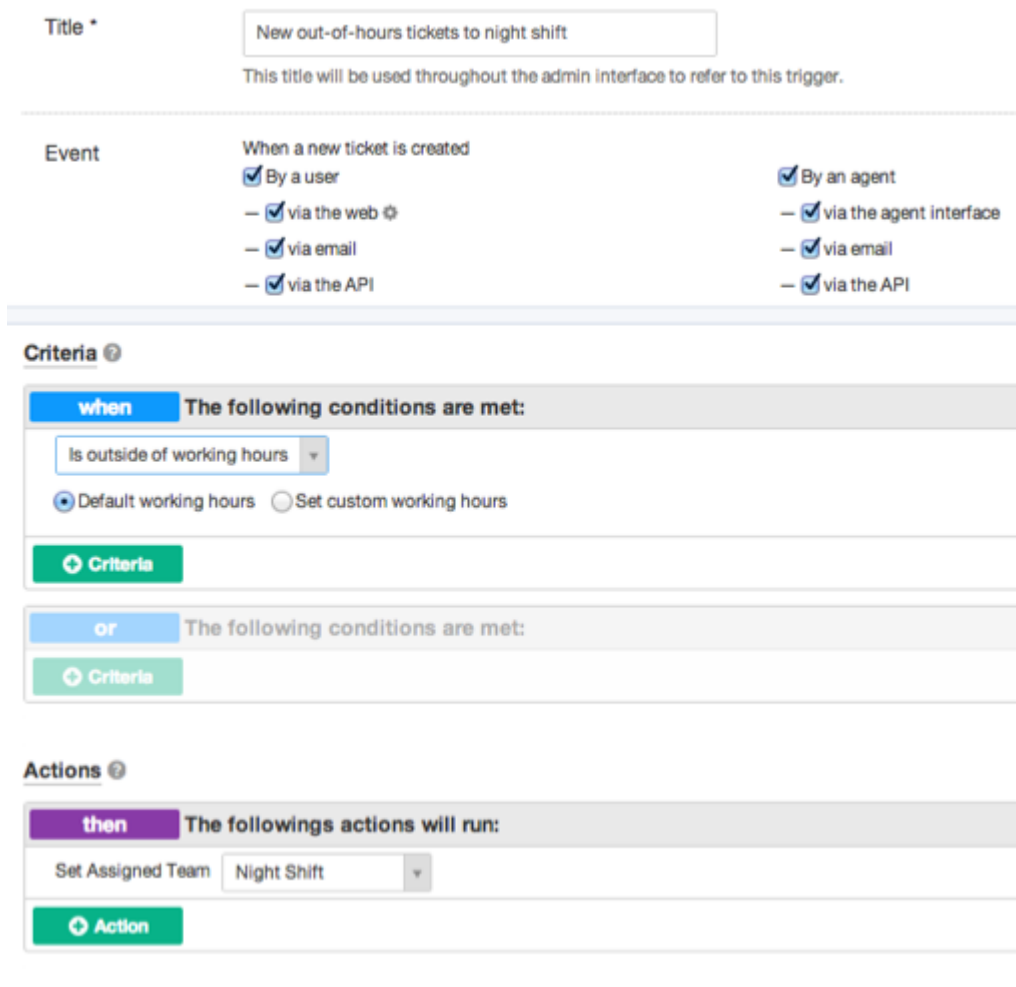


How do I assign out-of-hour tickets to a particular team?


Ben Henley - 2024-01-09 - Komentarz (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 for a trigger in Deskpro. It is divided into several sections:

- Title ***: A text input field containing "New out-of-hours tickets to night shift". Below it, a note states: "This title will be used throughout the admin interface to refer to this trigger."
- Event**: A section titled "When a new ticket is created". It includes two columns of options:
 - By a user**: (with a sub-option via the web )
 - By an agent**: (with sub-options via the agent interface, via email, and via the API)
- Criteria**: A section with a "when" tab and the text "The following conditions are met:". It contains a dropdown menu set to "Is outside of working hours" and two radio buttons: "Default working hours" (selected) and "Set custom working hours". A green "+ Criteria" button is at the bottom.
- or**: A section with the text "The following conditions are met:" and a green "+ Criteria" button.
- Actions**: A section with a "then" tab and the text "The followings actions will run:". It contains a dropdown menu for "Set Assigned Team" set to "Night Shift". A green "+ Action" button is at the bottom.

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.

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:

▾

Default working hours Set custom working hours

or The following conditions are met:

Actions ?

then The followings actions will run:

Set Assigned Team

Komentarz (1)

Komentarz (1)

Alberto

10 lat temu

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