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

Manu Marquez - 2024-01-09 - [Komentarze \(0\)](#) - [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**

**Add: New Trigger**

**Properties**

**Title\***  
New out-of-hours tickets to night shift  
This title will be used throughout the admin interface to refer to this Trigger.

**Enabled**

**Event**

**Event**  
New ticket

**By User**

Help Center  Website Widget  API  
 Ticket Form Widget  Email  Phone  
 Messenger  Select...  WhatsApp  
 Twitter

**By Agent**

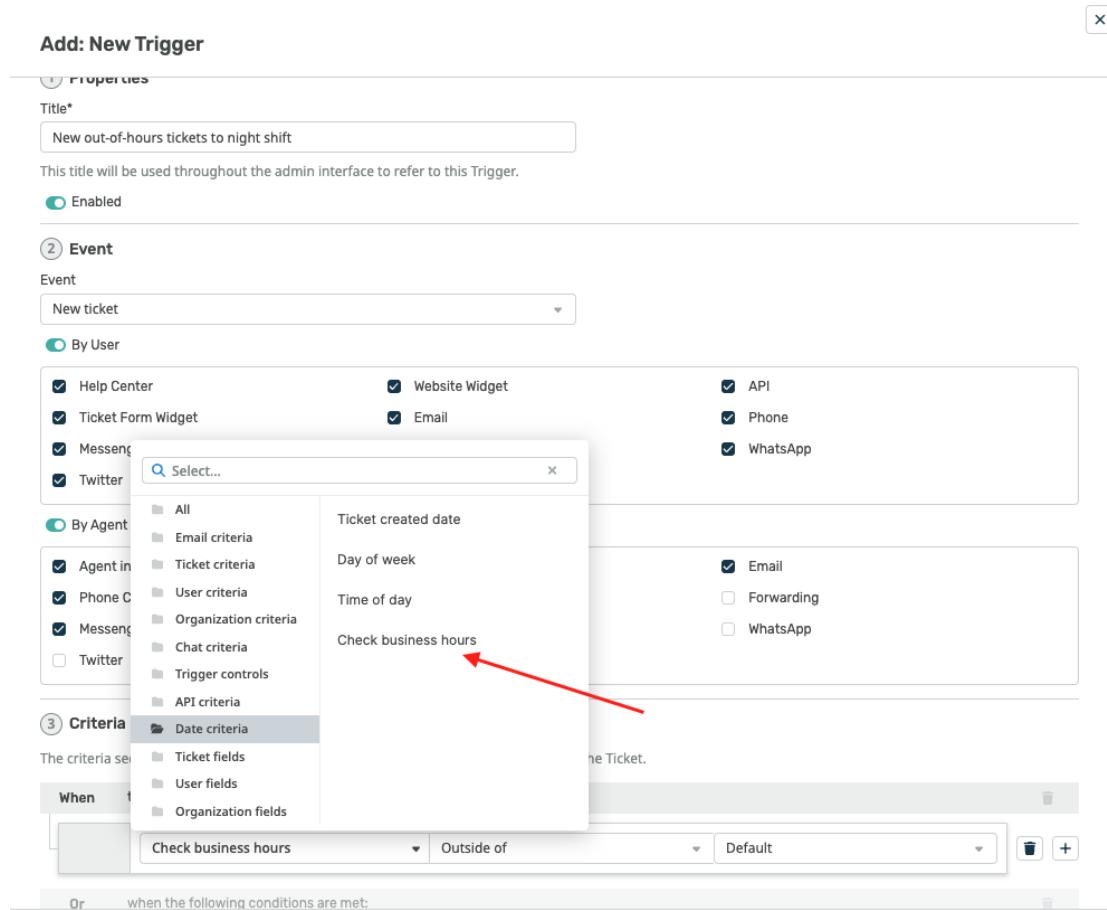
Agent in  Phone C  Email  
 Messenger  Select...  WhatsApp  
 Twitter

**Criteria**

**Date criteria**

**When**  
Check business hours  Outside of  Default

**Or** when the following conditions are met:



### ③ Criteria

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

When the following conditions are met:

|                      |        |         |
|----------------------|--------|---------|
| Check business hours | Within | Default |
|----------------------|--------|---------|

Or when the following conditions are met:

|           |           |
|-----------|-----------|
| Select... | Select... |
|-----------|-----------|

### ④ Actions

These actions will apply when all of the criteria pass.

Then the following actions will run:

|                   |             |
|-------------------|-------------|
| Set assigned team | Night Shift |
|-------------------|-------------|

**Create** **Cancel**

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

By User

Help Center

API

Email

Phone

SMS

WhatsApp