

Action

Base de Conhecimento > Deskpro Legacy > How do I assign out-of-hour tickets to a particular team?

How do I assign out-of-hour tickets to a particular team? Ben Henley - 2024-01-09 - Comment (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.

Title *	New out-of-hours tickets to night shift	
	This title will be used throughout the admin	n interface to refer to this trigger.
Event	When a new ticket is created	
	🕑 By a user	Sy an agent
	— 🗹 via the web 💠	 — via the agent interface
	— 🗹 via email	— 🗹 via email
	 — Single API 	— 🗹 via the API
Criteria @		
when	The following conditions are met:	
Is outside of	f working hours v	
 Default wor 	rking hours Set custom working hours	
O Criteria		
or	The following conditions are met:	
🗘 Criteria		
Actions @		
then	The followings actions will run:	
Set Assigned	Team Night Shift +	

This is easy to accomplish with triggers:

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.	
Event	When a new reply is submitted	
	Sy a user By an ager	
	- 🗹 via the web 🗇	
	- 🗹 via email	
	- 🗹 via the API	
iteria 😡		
when	The fellowing conditions are not	
	The following conditions are met:	
Is outside of		
	working hours *	
 Default work 	working hours *	
	working hours *	
 Default work 	working hours *	
Default work Criteria or	working hours view working hours	
 Default work Criteria 	working hours view working hours	
Default work Criteria or	working hours view working hours	
Default work Criteria or	working hours view working hours	
Default work Oriteria or Oriteria tions @	working hours Set custom working hours The following conditions are met:	
Default work Criteria or Criteria	working hours view working hours	
Default work Oriteria or Oriteria tions @	working hours Set custom working hours The following conditions are met: The followings actions will run:	
Default work Oriteria or Oriteria tions @ then	working hours Set custom working hours The following conditions are met: The followings actions will run:	

Comment (1)

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Alberto

há 9 anos

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