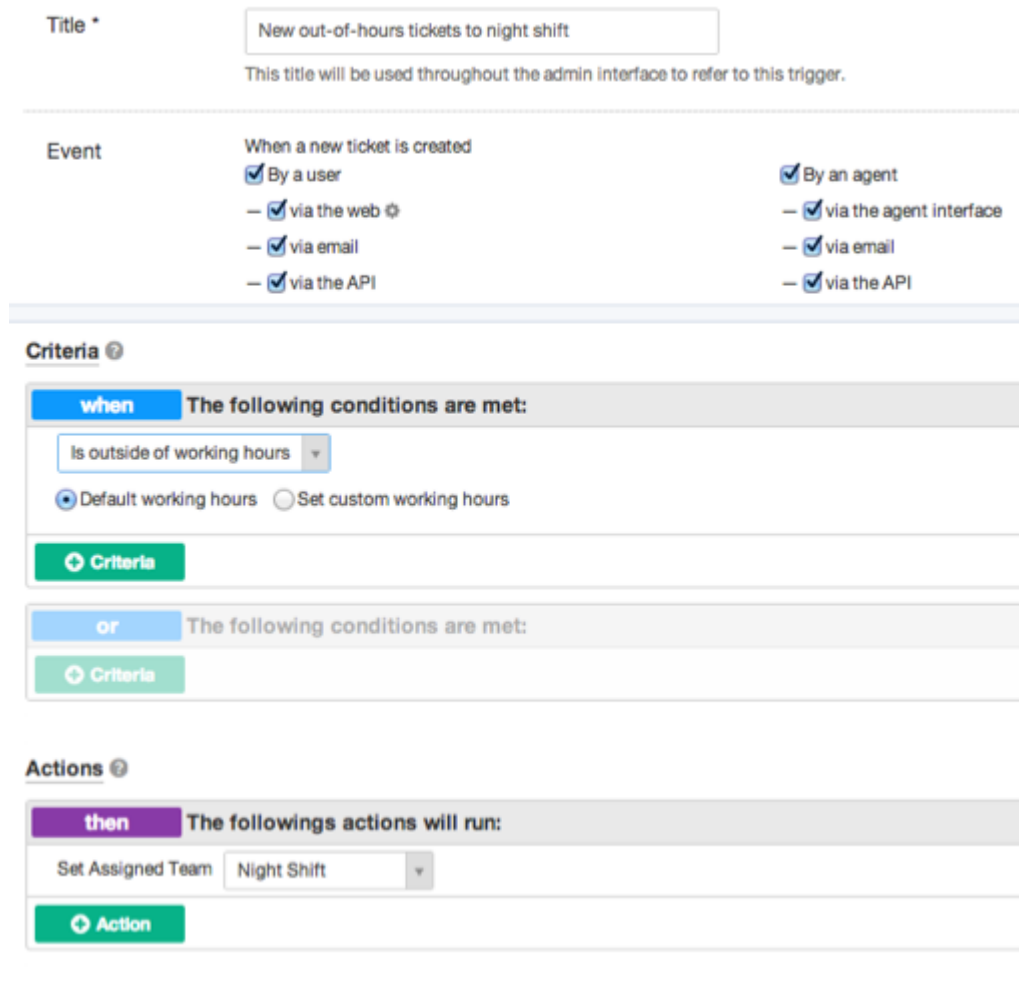


## How do I assign out-of-hour tickets to a particular team?

Ben Henley - 2021-09-02 - Comment (1) - Using Deskpro

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 three main sections: Title, Event, and Actions.

- Title \***: A text input field contains "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**: The event is "When a new ticket is created". It has two columns of checkboxes:
  - Left column:  By a user,  via the web,  via email,  via the API.
  - Right column:  By an agent,  via the agent interface,  via email,  via the API.
- Criteria**:
  - when**: "The following conditions are met:"
    - Dropdown: "Is outside of working hours"
    - Radio buttons:  Default working hours,  Set custom working hours
    - Green button: "+ Criteria"
  - or**: "The following conditions are met:"
    - Green button: "+ Criteria"
- Actions**:
  - then**: "The followings actions will run:"
    - Dropdown: "Set Assigned Team" with "Night Shift" selected
    - Green button: "+ 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 \***

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

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**Criteria** ?

**when** The following conditions are met:

Default working hours  Set custom working hours

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**or** The following conditions are met:

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**Actions** ?

**then** The followings actions will run:

Set Assigned Team

Tags

2018

Comment (1)

Comment (1)

**Alberto**

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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