

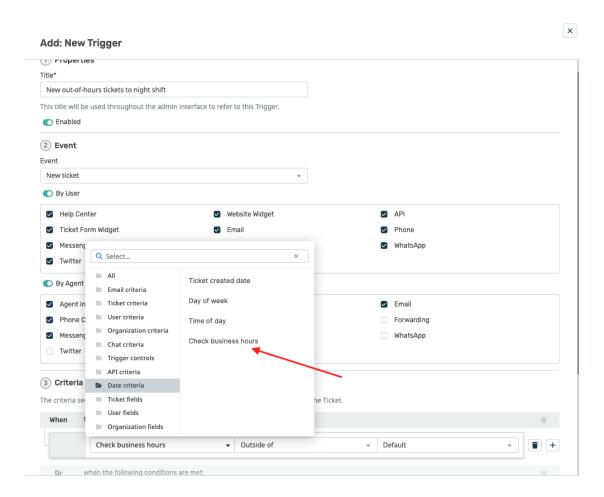
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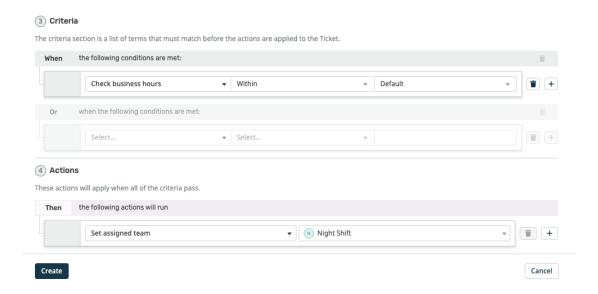
How do I assign out-of-hours tickets to a particular team?

Manu Marquez - 2024-01-09 - Komentarjev (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**





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**

