

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

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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:

**Title \***


This title will be used throughout the admin interface to refer to this trigger.

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**Event** When a new ticket is created

<input checked="" type="checkbox"/> By a user	<input checked="" type="checkbox"/> By an agent
- <input checked="" type="checkbox"/> via the web 	- <input checked="" type="checkbox"/> via the agent interface
- <input checked="" type="checkbox"/> via email	- <input checked="" type="checkbox"/> via email
- <input checked="" type="checkbox"/> via the API	- <input checked="" type="checkbox"/> via the API

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**Criteria** 

**when** The following conditions are met:

Default working hours  Set custom working hours

**or** The following conditions are met:

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**Actions** 

**then** The followings actions will run:

Set Assigned Team

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

**Criteria**

**or** The following conditions are met:

**Criteria**

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**Actions** ?

**then** The followings actions will run:

Set Assigned Team  ▾

**Action**

Yorum (1)

Yorum (1)

**Alberto**

9 yıl önce

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