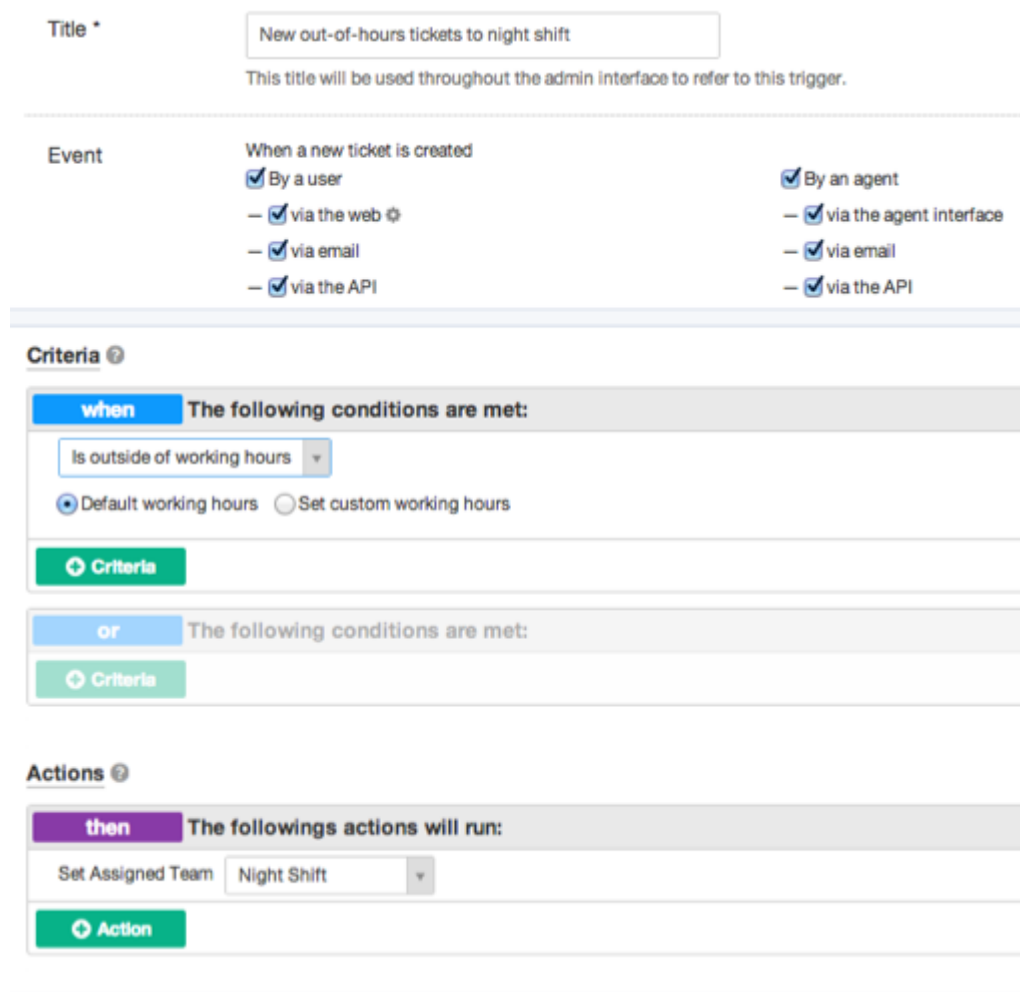


How do I assign out-of-hour tickets to a particular team?

Ben Henley - 2024-01-09 - Comments (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.

This is easy to accomplish with triggers:



The screenshot shows the configuration for a new trigger in Deskpro Legacy. The 'Title' field is set to 'New out-of-hours tickets to night shift'. Below the title, a note states: 'This title will be used throughout the admin interface to refer to this trigger.'

The 'Event' section is configured with the event 'When a new ticket is created'. It includes two columns of checkboxes for 'By a user' and 'By an agent'. Under 'By a user', the options are 'via the web', 'via email', and 'via the API', all of which are checked. Under 'By an agent', the options are 'via the agent interface', 'via email', and 'via the API', all of which are also checked.

The 'Criteria' section is divided into two parts. The first part, labeled 'when', has the condition 'The following conditions are met:' and a dropdown menu set to 'Is outside of working hours'. Below this, there are two radio buttons: 'Default working hours' (selected) and 'Set custom working hours'. A green '+ Criteria' button is present. The second part, labeled 'or', also has the condition 'The following conditions are met:' and a green '+ Criteria' button.

The 'Actions' section is labeled 'then' and has the condition 'The followings actions will run:'. It contains a dropdown menu for 'Set Assigned Team' set to 'Night Shift'. A green '+ Action' button is also present.

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

☒ By a user
☐ By an agent

☒ via the web
☒ via email
☒ via the API

Criteria ?

when

The following conditions are met:

Is outside of working hours

☒ Default working hours
☐ Set custom working hours

Criteria

or

The following conditions are met:

Criteria

Actions ?

then

The followings actions will run:

Set Assigned Team

Action

Comments (1)

Comments (1)

Alberto

9 năm trước

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