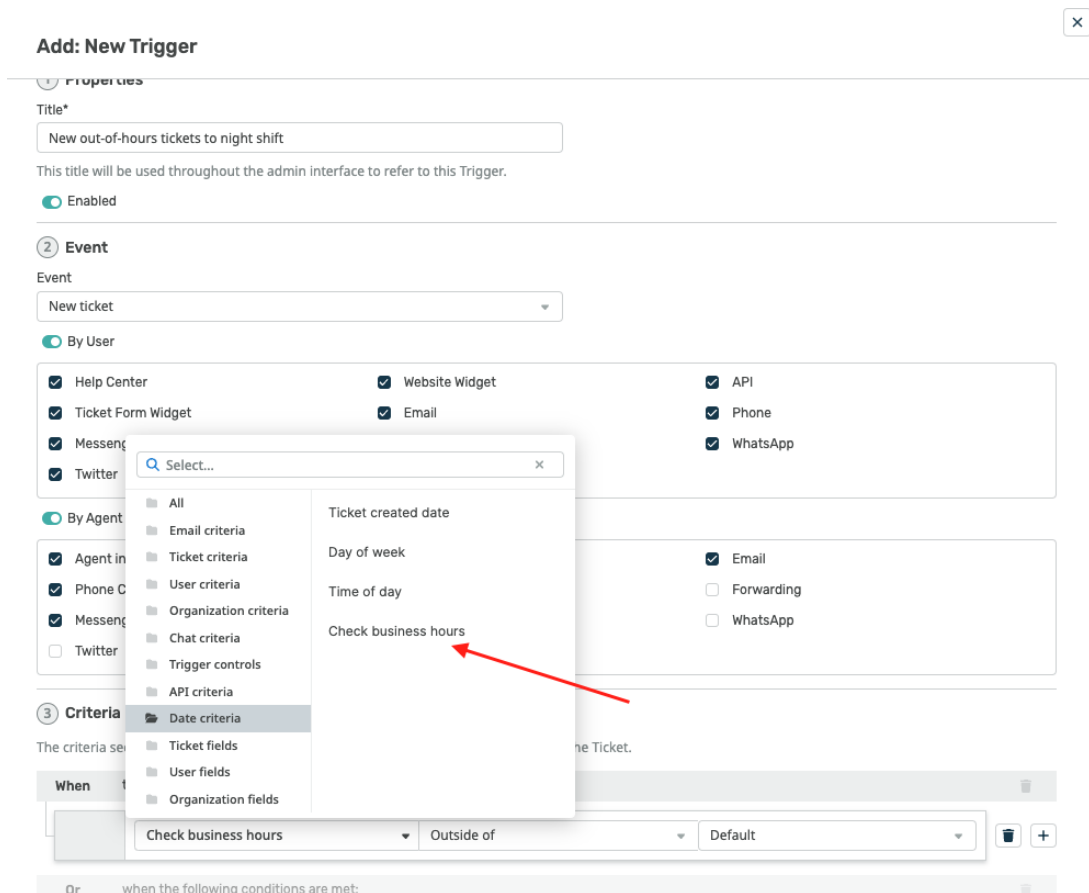


How do I assign out-of-hours tickets to a particular team?

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



Add: New Trigger

1 Properties

Title*

New out-of-hours tickets to night shift

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

Enabled

2 Event

Event

New ticket

By User

Help Center Website Widget API

Ticket Form Widget Email Phone

Messenger WhatsApp

Twitter

By Agent

Agent in Email

Phone C Forwarding

Messenger WhatsApp

Twitter

3 Criteria

The criteria set

When

Check business hours

Outside of

Default

Or when the following conditions are met:

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Check business hours Within Default

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run:

Set assigned team Night Shift

Create

Cancel

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**

Add: New Trigger

1 Properties

Title*

Out-of-hours replies

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

Enabled

2 Event

Event

New reply

By User

Help Center

Phone

API

SMS

Email

WhatsApp