

EDUCATION SESSION

# Understand and Create a Workfront Request Queue

# Session speaker

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## OBJECTIVES

- Learner will be able to create their own request management solution
- Learner will be able to list queue topics and routing rules
- Learner will be able to identify 3 steps to complete before setting up queues



# Session agenda

- Create a request queue
- Organize requests with queue topics and topic groups
- Assign incoming requests with routing rules





# Request Queues in Action

Make a request ... and click Submit



## How do others use request queues?

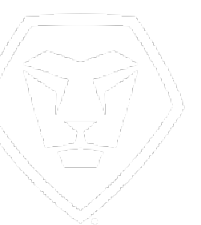
- Project ideas
- Deliverable creation
- Campaign requests
- Creative requests
- IT issues
- Help requests
- And at Workfront — so HR knows our T-shirt size





# Request Queue Structure

What it looks like on the backend





# Project

Task



Task



Task



Issue



Issue

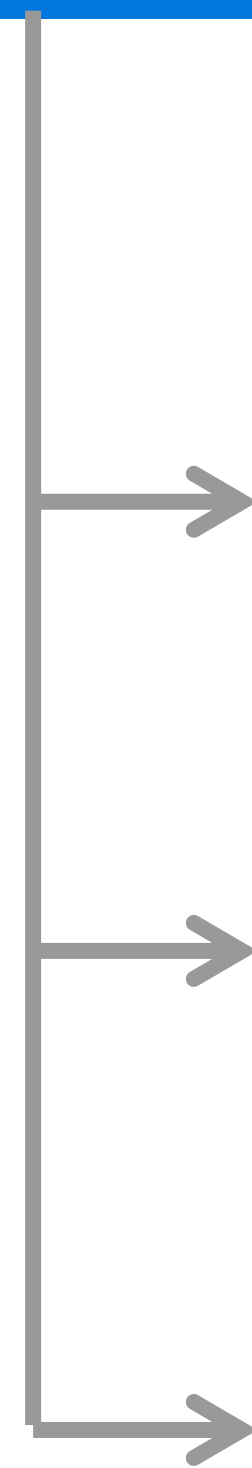


Issue





# Request Queue



Issue



Issue



Issue



# Project

- Build the structure of the request queue in a project
- Houses requests



# Queue topics and Topic Groups

- Organize requests
- Helps users make the right request

# Routing rules

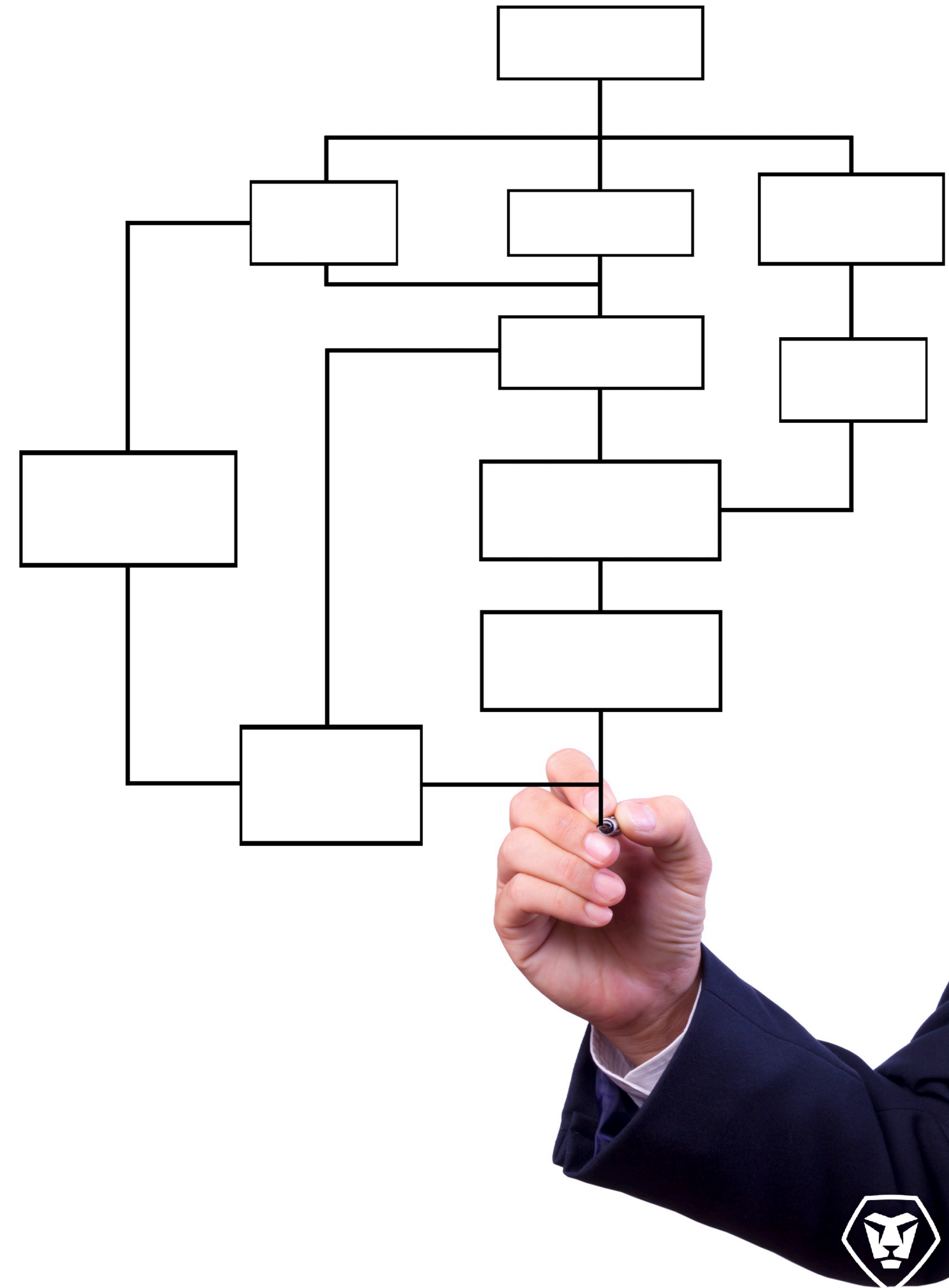
- Send requests to the right people



# Organize before you build

## Sketch it out

- What topics do I need?
- Who should they be assigned to?
- Do the topics need further organization?



# Creating a Request Queue

Build a simple queue to manage incoming creative requests





REQUEST QUEUE

TOPIC GROUP

TOPIC GROUP

QUEUE TOPIC

QUEUE TOPIC

QUEUE TOPIC

QUEUE TOPIC





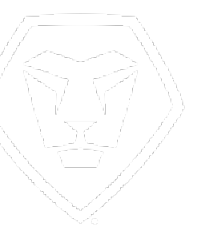
# Creating Routing Rules

Automatically assign incoming requests to the right person



# Creating Queue Topics

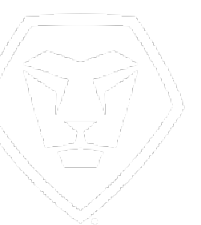
Manage multiple request types or group similar requests





# Creating Topic Groups

Organize queue topics to make them easy to use



QUEUE TOPIC



Creative Team



QUEUE TOPIC



Marc Lewis



QUEUE TOPIC



Joan Harris



QUEUE TOPIC



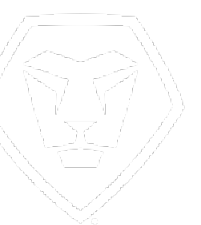
Joan Harris



# Questions?

# What did we learn today?

Queue Management





## TAKEAWAYS

# Understand and Create a Workfront Request Queue

- Simplify and standardize incoming work requests
- Get work assigned to the right people
- Eliminate the chaos



LEAP