

# Structure Your Request Queue

The Request Queue provides a way to “ask” the Requestor a series of questions, in order to acquire the information required to successfully execute the deliverable. Its structured as an information hierarchy, and can be as complex or as simple as is required.

## Request Queue

Where users can enter requests that are not planned work on a project.

## Topics Groups

The next level down in a Request Queue. You can have up to 10 Topic Groups per Queue.

## Queue Topics

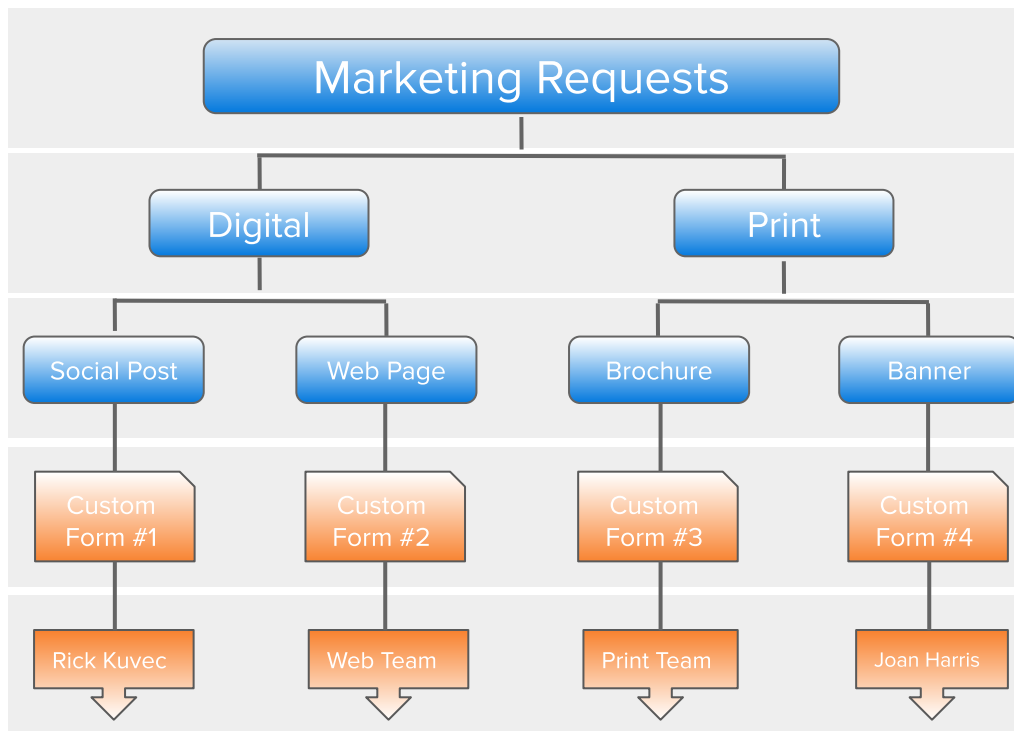
Below Topic Groups. Important, as this is where you attach custom forms and routing rules.

## Custom Forms

Provide almost limitless ways to collect specific request details.

## Routing Rules

Send requests to specific users, teams, or job roles best equipped to resolve the submitted request.



# Structure Your Request Queue

The Request Queue allows you to take in work requests both internally and externally, this includes identifying who will be making requests, what information needs to be captured, and who need to review these requests. Let's make sure you've set it up correctly.

## Request Queue

Start here at the top >>> by deciding what TYPE of intake queue you need— e.g., project requests, business cards, collateral etc.,

## Topic Groups

Think of these as parent categorizations from which smaller child or sub topics cascade from.

## Queue Topics

These are the subtopics that nest under the topic group. QT's are like menu items that route to specific people or teams.

## Custom Forms

These forms, commonly known as intake forms or briefs, can be appended to each individual queue topic to capture your unique data.

## Routing Rules

Who should this go to? Create a Routing Rule. Set it then forget it. Let Workfront route the work for you.

