

Queue Management

Hope you enjoyed Leap 2018! We know we covered a lot of ground in a short amount of time. A review of the key takeaways and processes you learned from the Workfront Training team can be found in this reference packet. We hope you picked up some new skills and information to help you tackle and tame your work chaos.

We would love to stay in contact! Email us at training@workfront.com with any questions or feedback.

Hope to see you at Leap 2019!

Sincerely,
The Training Team





Request Queues

Request queues are an ideal way to consolidate where and how work requests are made. Having a standardized process for incoming requests and ideas helps eliminate the work chaos. **Requests queues** also can ensure work is routed to the right people.

FOR A REQUEST QUEUE TO BE VISIBLE

<p>1 Project Status must be Current</p>	<p>2 Publish as a Help Request Queue</p>	<p>3 Click Save</p>
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REQUEST QUEUE SETUP

<p>Queue Details</p>	<p>Where to set and select the desired fields for the Request Queue Form.</p>
<p>Routing Rules</p>	<p>Depending on the Topic that is selected, submitted requests are routed to the right person(s), job role, team, or project by setting up Routing Rules.</p>
<p>Queue Topics</p>	<p>It's recommended to create Topic Groups before creating Queue Topics. Queue Topics can be assigned to a Topic Group (optional). Queue Topics that have a Topic Group will only show in the dropdown if its Topic Group is selected first.</p> <p>Queue Topics without a Topic Group will take you right to the form.</p> <p>Multiple Queue Topics can have the same Topic Group.</p>
<p>Topic Groups</p>	<p>Topic Groups are used to categorize similar topics. This allows you to set up cascading parameters in the Request Queue.</p> <p>Topic Groups can be created from the Topic Groups subtab or as Queue Topics are created.</p> <p>In order to get to the Request Queue Form, the lowest-level Topic Group must have a Queue Topic assigned to it.</p>
<p>Parent Topic Group</p>	<p>Multiple Topic Groups can use the same Parent Topic Group.</p> <p>You can have Parent Topic Groups up to 10 levels deep.</p>



More Information: Request Queues

Detailed information about creating request queues, queue topics, and more can be found on the Workfront help center at support.workfront.com.

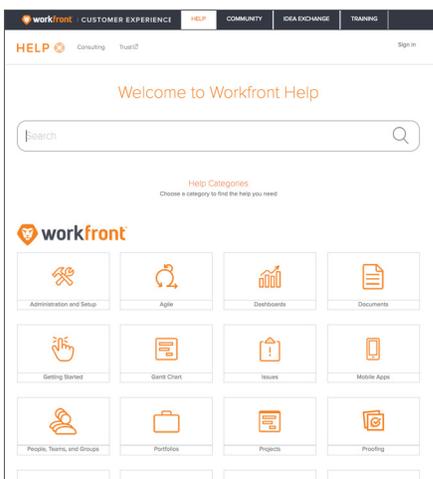
THINGS TO KNOW ABOUT REQUEST QUEUES

<p>Getting Started</p>	<p>Before you start creating requests queues, make sure to review the prerequisites. You must have a Plan license to create queues.</p>
<p>Setting Up Queues</p>	<p>Requests queues are housed in a Workfront project. Use the Queue Setup option under the More menu on the project's landing page to do the basic queue setups.</p>
	<p>Queue topics allow you to sort requests that come through the same queue. These will help you organize by grouping similar requests together.</p> <p>If you have queue topics that you want grouped together — for example, putting all the print asset requests together — you can put them in a topic group.</p>
<p>Making Requests</p>	<p>Make sure the people who need to be submitting requests have access to the request queue.</p>
	<p>Educating Workfront users on how to submit requests is a snap. Refer them to the Workfront help center to read an article, or send them to the Workfront Training Center to watch a short video for Workfront collaborators.</p> <p>Mobile app users can submit requests while on the go.</p>



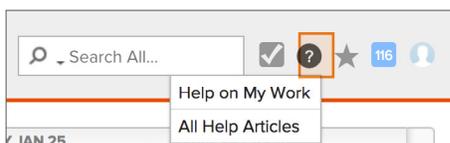
Workfront Help & Training

Find answers to software questions on the Workfront Help website. Complete self-paced training in Workfront Ascent and the Workfront Training Center.

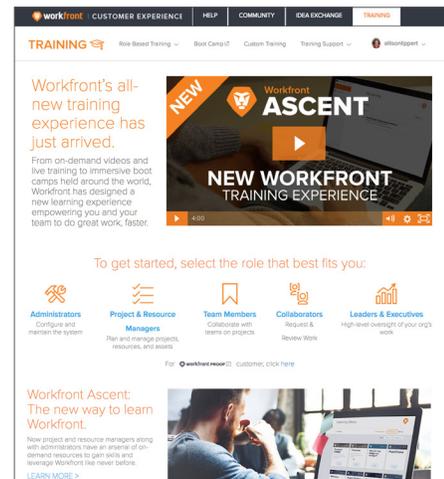


Workfront Help website support.workfront.com

- Search for articles about Workfront software features
- View collections of articles about specific topics with the Help Categories
- Keep up with new product features in the Product Announcements area (bottom of the window)



- Click the Help icon in the global navigation bar inside Workfront to view Help articles specific to the Workfront area you're on or to access the overall Help website.



Workfront Training Center training.workfront.com

- Project managers can find additional training in Workfront Ascent. Click the Project & Resource Managers icon to sign in.
- Team members and collaborators (request and review users) can find training through the Workfront Training Center. Click the appropriate icon to access short videos.
- Click the Training Support link at the top of the window to access a variety of articles about Workfront's training program, including a list of all courses offered.



Workfront Training PDU Credits

Many of the Workfront Training courses offered at Leap count toward PDUs (Professional Development Units) at PMI (Project Management Institute). Project Manager Fundamentals is a prerequisite for all PDU-eligible courses.

WORKFRONT COURSE NAME	PDUs	ACTIVITY CODE
Boredom vs. Burnout: Managing Your Team's Workload	1	W-009
Driving User Adoption	1	W-013
Essential Skills for Getting Stuff Done	1	W-012
Get Strategic with People Management	1	W-008
Helpful Reports to Get You from Demand to Delivery	1	W-019
Introduction to Agile Work Management	1	W-014
Manage Reviews & Approvals in Workfront	1	W-017
Moving from Legacy to New Resource Management Solutions	1	W-011
Project Time Management	1	W-016
Queue Management	1	W-018
Review & Approval Administration, Part 1	1	000-039
Review & Approval Administration, Part 2	1	000-040
Scrum and Kanban in Workfront	1	W-015
Setting Up Workfront for Better People Management	1	W-010

Claim your PDUs

Occasionally Workfront will retire course codes at PMI. Activity codes for Leap courses will expire at the end of 2018, so be sure to claim them before then. To verify an activity code is still active or claim a credit, go to:

<http://www.pmi.org/> > Certifications > Maintain Certification > Visit CCRs > Search Activities > Search for Workfront



Workfront Training

Ensuring users receive thorough and appropriate training on how to use Workfront is a vital part of a successful implementation and continued adoption. The Workfront Training team offers a variety of training options to fit your organization's needs throughout your Workfront experience.

THE WORKFRONT TRAINING CENTER

Team members and collaborators can access sessions in the Workfront Training Center to prepare for launch. Anyone who will be using Workfront needs to attend training.

- Included with your Workfront purchase
- No registration or login required for Workfront Training Center
- Training available for Work license users (team members, executives/leaders), Collaborator license users, and Workfront Proof users
- Online learning and live courses available
- Print-ready resources for review and additional learning

Get started at training.workfront.com

WORKFRONT ASCENT

Your core team can prepare for your Workfront implementation by taking training through Workfront Ascent.

- Included with your Workfront purchase
- Online, self-paced learning focuses on the needs of project managers, resource managers, system administrators, and others with Plan licenses
- Option to take live courses to supplement online learning
- Print-ready resources for review and additional learning

Get started at training.workfront.com/ascent

SYSTEM ADMINISTRATOR BOOT CAMP

New and beginner-level Workfront system administrators are invited to spend time at Workfront headquarters in Lehi, Utah. Or join us at varying locations across the country.

- Administrator-specific standard training courses
- Courses designed specifically for the system administrators attending Boot Camp, based on pre-session surveys and phone calls
- Not intended for experienced, long-time Workfront system administrators or back-end developers

For dates of upcoming sessions or to register, visit the [Boot Camp](#) webpage

CUSTOM TRAINING

Custom Training is a collaborative process between your organization's core team and the Workfront Training team. Our goal is to empower users with the knowledge, skills, and resources they need to get the most value from Workfront.

This collaboration leads to successful training and development of custom documentation — and ultimately a successful Workfront launch.

Dedicated Standard Course

- Dedicated course date/time for users
- Virtual or on-site course delivery
- No content customization
- Course taught with Workfront test drives

Dedicated Custom Course

- Dedicated course date/time for users
- Virtual or on-site course delivery
- Course topic selection; customer workflows can be incorporated
- Course taught using customer's live or sandbox environment

Custom Documentation

- Documentation captures your processes and workflows within Workfront's feature functionality
- Custom documentation can be added to custom training purchase or purchased separately

Train the Trainer

- Training consultation and/or working session with Workfront trainer
- Customized course training outline for team members or project managers
- Customer delivers training to end-users

Contact your Workfront sales representative for details.