

Set up your queues

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Queue rules decide which documents need a person and who gets them. They start with sensible settings, so you only need to change what doesn't suit you.

Before you start

You need to be an admin in Desk to change queue rules. Everyone else can see them but not change them.

1 Open Queue rules

Go to **Settings**, then **Queue rules**.

2 Decide what happens after a check

Under **What happens after a check**, choose for each result whether it should **Close on its own** or **Send to a person**. Out of the box, anything that needs a look, failed or couldn't be read goes to a person.

3 Choose who gets new documents

Under **Assign new items**, share them out in turn among people marked available, send them all **To one person**, or **Leave unassigned** so people pick them up themselves.

4 Set the timing

Choose how many hours a document can wait before Desk nudges, and after how many days a document waiting on the customer closes.

5 Save

Press **Save**. Your changes apply to documents that come in from now on.

Queues inside a work stream

Each work stream can also have its own named queues, such as one for a single stage or for matters with a date coming up. You'll find them under **Queues in this work stream** when you open the work stream in **Settings**. See [Create a work stream](#).

Anyone can mark themselves **Away** under **Settings**, then **Team and seats**, so round-robin passes them by while they're out.

If something goes wrong

Documents closed on their own when we wanted to see them.

Switch that result to **Send to a person** and press **Save**. Documents that already closed stay closed, so open them from **Closed** in your queue if you need to look again.