



Content Manager Guidance

Document Queues – Overview

What is Document Queue?

A document queue is a direct link from a folder in File Explorer (aka Windows Explorer) to a folder in Content Manager. When this link is set up, it allows for seamless filing to Content Manager that is quicker for larger batches of records. Users must first create a document queue before filing to it.



What records can I file using Document Queues?

You can file **any** electronic record that exists in OneDrive (viewable only by you), a share drive (accessible by your coworkers) or an Outlook account. Although you can file any electronic record, only certain [file formats](#) are acceptable for Content Manager. To file emails, you must drag or copy them to the linked File Explorer folder and then manually delete them from Outlook.

What about Dropzone or Direct Drag-and-Drop?

Document Queues will probably be most useful for users that need to file large batches of records, especially if their records have the same retention requirements and are going into a small number of folders in Content Manager. It's also better for users with only one monitor, and users filing records already in File Explorer (including shared drives and OneDrive).

Benefits of Document Queue

- filing is considerably faster (at least 2-3 times quicker)
- all filing takes place within the Content Manager application, so users can continue to do their work while filing

Benefits of Dropzone

- simpler and less time-consuming to set up
- better for smaller batches of records

Benefits of Direct Drag-and-Drop

- better for larger batches of records, especially emails
- better for staff with multiple monitors

