



# 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 or network drive (viewable only by you), a share drive, SharePoint or Teams site, (accessible by multiple people) or an Outlook account. Although you can file any electronic record, only certain [file formats](#) are acceptable for Content Manager. To file emails with this method, you must drag or copy them to the linked File Explorer folder and then manually delete them from Outlook; however the recommended method for filing batches of emails is [Direct Drag-and-Drop](#).

### 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

