Shared intake queue build



We build one team queue with five request types and triage ownership.

Who it helps

Operations and systems owners

The problem to solve

Shared requests can be lost or repeated when teams receive them through unrelated channels with no triage owner.

Working through the brief

1. **Agree request types and inputs**

   Gather the agreed inputs. Current system map, test accounts, acceptance criteria and handover owners.

2. **Build the approved shared queue**

   Track “Request type” and “Required field” together so the reviewer can connect the source information to the result.

3. **Test ownership and routing**

   Use the queue to state what is needed at intake and who checks each of the five request types.

4. **Check the scope at handover**

   Platform, AI usage and connector subscriptions are separate.

Worked example

Two colleagues receive the same request. Track assignment in one queue so each can see who is responsible.

Read the service scope / AUT-026

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