



## Custom Work Queues

Custom Work Queues allow you to capture consumer inquiries and requests across your digital channels and bring them all into one centralized tool that ensures they are being routed to the right people.

### Why Custom Work Queues

SilverCloud offers Custom Work Queues that comes with up to 3 forms that can be used across your digital channels. These can be all kinds of queues from lead generation, skip a pay, customer complaints, update address, update name and more. We offer 3 unique forms per queue knowing that the form fields may vary based on channel (aka a different form fields on your website and your mobile or online banking) or type of account (retail deposit, retail loan or business).

The Custom Work Queues package includes:

- One queue with up to 3 custom forms
- Submission work queue notices assigned to a specific user group
- Submission work queue reporting

These forms are not intended for full workflow or process automation, but as a light case management tool.

- ✓ Capture consumer inquiries and requests across your digital channels
- ✓ Centrally manage all consumer questions in one easy-to-use admin area
- ✓ Properly route all requests and inquiries to the right people

