

Queues

Give Every Inbound Conversation an Owner



Two Ways to Organize Your Team's Work

1 Team Workgroup Model

Lets teams take in and work cases together, whatever the volume.

2 Triage and Assign Model

Routes each case to one owner.

High Message Volume, No Clear Way to Divide the Work

When inbound messages pile up, teams have no structured way to divide the work or ensure every policyholder receives a response. Work piles up unevenly. Some cases sit unanswered, supervisors can't see what's waiting, and response times slip.

The Queues Impact

Queues, part of Hi Marley's Intelligent Communication Platform, gives teams a shared, structured way to triage and assign inbound conversations. Admins build queues with configurable eligibility rules, and operators pull or receive cases in priority order, so the most important work always surfaces first.

The result is communication that keeps work moving. Policyholders stay in a single, trusted conversation while the team coordinates behind the scenes.

With Queues, Your Teams Will:

- Know what to work on next, with the highest-priority cases surfacing automatically.
- Stop missing messages, because unaddressed cases stay visible until they're handled.
- Give supervisors real-time workload visibility without manual tracking.
- Distribute work fairly across the team without a supervisor routing every case by hand.



Minimal Custom Development Required

Queues is configurable with minimal custom development. Eligibility rules, team names, auto-replies, and API integrations are built in, so larger teams and contact center operations can scale on Hi Marley without added engineering work.

How Queues Work

Hi Marley's Queues fits into your existing teams' workflows. Because Queues are built natively into Hi Marley, they connect to the features teams already rely on, including Unaddressed, Groups, Auto Replies, Insights, and the Public API. It is a purpose-built part of the platform. No separate tool or integration required.

1. An admin creates a queue and sets one of two eligibility rules: oldest unaddressed message first for the team workgroup model, or oldest creation date for the triage and assign model.
2. Inbound cases are assigned to a queue on case creation either through the Hi Marley Intelligent Communication Platform or API.
3. Operators pull or receive the next case in priority order, so the most urgent work is always first.
4. Queue-level auto-replies keep policyholders informed with personalized messaging, using team-based tokens like team name and team phone.
5. Unaddressed cases stay visible in the queue until an operator handles them, so nothing slips through.
6. Supervisors track queue health in real time through Insights, and Hi Marley logs every queue change in the Audit tab.

A Glimpse Into Queue Management

A supervisor can view every active queue at a glance, including how many cases are waiting, assigned, and still need a response. Operators see one prioritized list of what cases to work next, without switching between systems or chasing updates across the team.

The screenshot displays the Hi Marley Queues interface. On the left, a sidebar lists several queues: 'Claims working group' (8 cases, 2 unaddressed), 'Auto FNOL triage' (12 cases, 4 unaddressed), 'Property CAT team' (21 cases, 7 unaddressed), 'Total loss' (5 cases, 0 unaddressed), and 'Policy service' (9 cases, 1 unaddressed). The main panel shows a detailed view of the 'Claims working group' queue, which is set to show 5 of 8 cases, ordered by oldest unaddressed message first. A summary bar at the top of the main panel provides key metrics: Total Cases (8), Unassigned (5), Assigned (3), Unaddressed (2), % Addressed (75%), % Assigned (37.5%), and Active Operators (1). Below this, a table lists the cases in the queue, including contact names, last messages, waiting times, assigned operators, and status (Unaddressed or Addressed).

Contact	Last message	Waiting	Assigned to	Status
Jordan Ellis Case: CL-20931	Can someone call me back today?	2h 14m	Unassigned	Unaddressed
Priya Shah Case: CL-20944	Here are the photos of the damage	1h 02m	Unassigned	Unaddressed
Marcus Lee Case: CL-20876	Thanks, that works for me	38m	Kate B.	Addressed
Ana Torres Case: CL-20952	When will the adjuster arrive?	21m	Unassigned	Addressed
Sam Okafor Case: CL-20911	Got it, I'll upload the estimate	9m	Kate B.	Addressed

Want to learn more about Hi Marley Queues?

Schedule a demo today at himarley.com/demo.