How do I set up Rush Processing in ILLiad?

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Symptom

• You want to set up Rush Processing for ILLiad

Applies to

• ILLiad

Resolution

To set up Rush Processing for ILLiad, you will need to set up the following:

1. Set up a routing rule that has the match string something like t.Rush = 'Rush' and t.RequestType = 'Article' for an Article. More information is at Configuring Routing rules.

2. Set up a Custom Queue so it matches the New Transaction Status you set up in the Routing rule such as "Rush Request Processing."

3. Set up a Billing Service Level for Rush. Information on this is found at Billing Service Levels.