Operations · Queues

Generated Fri, Nov 6, 2026 1:58 PM · Single page

docs/operations/queues.md

Queues

Background job processing for the CRM.

Defaults

Setting	Value
Connection	`database` (`.env` `QUEUE_CONNECTION`)
Channel webhooks queue	`channels` (`CHANNELS_WEBHOOK_QUEUE`)
AI jobs queue	`ai` (`AI_QUEUE`)
Max attempts (channel config)	5
Tests	Forced `QUEUE_CONNECTION=sync` in `phpunit.xml`

Why workers matter

`WebhookIngestionService` dispatches `ProcessChannelWebhookJob` onto the `channels` queue. Without a worker:

- HTTP still returns `202 Accepted`
- Events stay `queued`
- Leads / Inbox messages do not appear

Run locally

```
php artisan queue:work --queue=channels,ai,default
```

Or via:

```
composer dev
```

(`queue:listen` is included in the concurrent `composer dev` script.)

Production

Supervise a long-running worker (Supervisor / systemd). After deploys:

```
php artisan queue:restart
```

See Deployment.

Failed jobs

Inspect `failed_jobs` table / `php artisan queue:failed`.

Channel events also store status + error on `channel_webhook_events` and connection health fields.

Related queues / mail

- Auth emails send synchronously (no worker required).
- Other notifications may queue depending on implementation — keep `default` in the worker list.
- AI foundation jobs (`ProcessAIRequestJob`) use the `ai` queue. See AI foundation.

Related

- Channels overview
- Troubleshooting