Intelligent Workload Distribution Administrator's Guide

FAQs

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Contents

FAQs, hints, tips and best practices for your IWD implementation.

Related documentation:
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Q: Can I submit priority as a string?

A: No, priority must be an integer. Priorities submitted as strings are treated as zeros. Read this topic.

Q: What happens when a work item already contains a value in the Priority field?

A: If a work item contains a priority when it is being ingested through the API, that priority is added to the priority assigned to it by the Prioritization schema for its Category. Effectively, it serves as a booster.

For example, if you submit a new work item with a priority of **7** for the category **Gold**, the work item is created with the default starting value for the **Gold** category plus the value in the submission. Thus, if the starting priority for **Gold** is **5**, the new work item's priority is boosted to **12** (5+7)**.**