



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Intelligent Workload Distribution Administrator's Guide

Use Workload Manager

7/27/2024

---

## Contents

- [1 Universal Queue display](#)

Learn the layout and controls of Workload Manager's universal work item queue on the **Universal Queue** tab.

## Related documentation:

## Universal Queue display

ID (id)	State (state)	Priority (priority)	First Name (FirstName)	Last Name (LastName)	Email (EmailAddress)	Phone (PhoneNumber)	Customer Segment (CustomerSegment)	Category (category_path)	Subject (Subject)	Created (created)	Due Date (dueDate)
7488	Completed	480	Bill	Smith		+1-555-111-92	Gold	Gold		27/01/2020, 13:40:52	
7486	Completed	460	Anna	Sanchez		+1-555-111-90	Gold	Gold		27/01/2020, 13:40:52	
7481	Expired	400	Anna	Harris		+1-555-111-85	Gold	Gold		27/01/2020, 13:40:52	29/01/2020, 14:40:52
7475	Expired	400	Anna	Sanchez		+1-555-111-79	Gold	Gold		27/01/2020, 13:40:52	29/01/2020, 14:40:52
7474	Completed	400	John	May		+1-555-111-78	Gold	Gold		27/01/2020, 13:40:53	
7472	Expired	200	Steve	Jobs		+1-555-111-76	Gold	Gold		27/01/2020, 13:40:53	29/01/2020, 14:40:53
7471	Expired	200	Bill	Collins		+1-555-111-75	Gold	Gold		27/01/2020, 13:40:53	29/01/2020, 14:40:53
7468	Deleted	0	Steve	Harris		+1-555-111-72	Gold	Gold		27/01/2020, 13:40:53	29/01/2020, 14:40:53

### Important

You can only view and/or use features and functions in Workload Manager if you have the appropriate roles and privileges assigned to you. On-screen features that are grayed out are not available. Contact your administrator to update your privileges.