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## Intelligent Workload Distribution Administrator's Guide

[Use Workload Manager](#)

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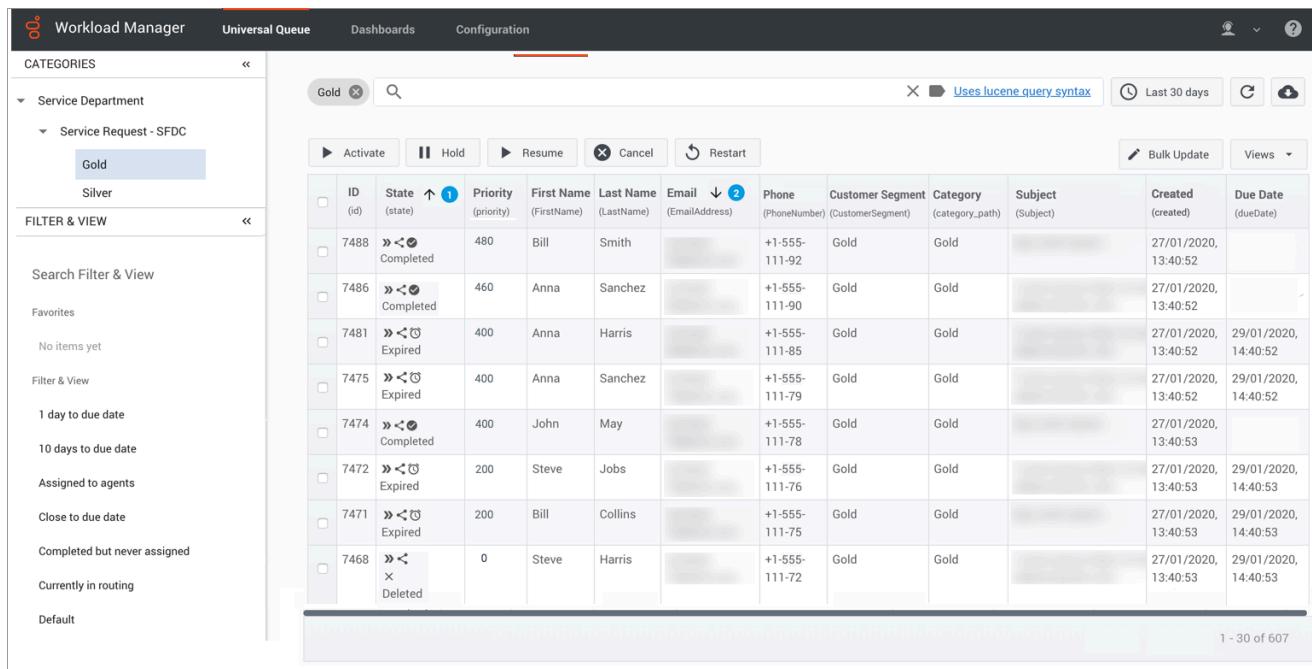
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- [1 Universal Queue display](#)

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

## Related documentation:

## Universal Queue display



The screenshot shows the Workload Manager interface with the 'Universal Queue' tab selected. On the left, there's a sidebar with 'CATEGORIES' and 'FILTER & VIEW' sections. The 'CATEGORIES' section shows 'Service Department' with 'Service Request - SFDC' expanded, showing 'Gold' and 'Silver' categories. The 'FILTER & VIEW' section shows various filter options like 'Favorites', 'No items yet', 'Filter & View', '1 day to due date', '10 days to due date', 'Assigned to agents', 'Close to due date', 'Completed but never assigned', 'Currently in routing', and 'Default'. The main area displays a table of work items with columns: 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), and Due Date (dueDate). The table contains 8 rows of data, with the last row being 'Deleted'. Action buttons for 'Activate', 'Hold', 'Resume', 'Cancel', and 'Restart' are at the top of the table, along with 'Bulk Update' and 'Views' buttons. A search bar and a filter bar are also present at the top.

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.