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Intelligent Workload Distribution Administrator's Guide

Use Workload Manager

1/17/2022

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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 displays the 'Universal Queue' interface in Workload Manager. The interface includes a left-hand navigation pane with 'CATEGORIES' (Service Department, Service Request - SFDC, Gold, Silver) and 'FILTER & VIEW' (Search Filter & View, Favorites, 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, Default). The main area shows a table of work items with the following 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 10 rows of data, including items with states like 'Completed', 'Expired', and 'Deleted'. Above the table are controls for 'Gold' (selected), search, and actions like 'Activate', 'Hold', 'Resume', 'Cancel', and 'Restart'. A 'Bulk Update' button and 'Views' dropdown are also present. The bottom right corner shows '1 - 30 of 607'.

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.