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Intelligent Workload Distribution Administrator's Guide

[Use Workload Manager](#)

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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:

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Universal Queue display

Workload Manager Universal Queue Dashboards Configuration

CATEGORIES

- Service Department
- Service Request - SFDC
 - Gold
 - Silver

FILTER & VIEW

Search Filter & View

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

Default

Gold

Uses lucene_query_syntax

Last 30 days

Activate Hold Resume Cancel Restart

Bulk Update Views

	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)
<input type="checkbox"/>	7488	» < <input checked="" type="checkbox"/> Completed	480	Bill	Smith		+1-555-111-92	Gold	Gold		27/01/2020, 13:40:52	
<input type="checkbox"/>	7486	» < <input checked="" type="checkbox"/> Completed	460	Anna	Sanchez		+1-555-111-90	Gold	Gold		27/01/2020, 13:40:52	
<input type="checkbox"/>	7481	» < <input checked="" type="checkbox"/> Expired	400	Anna	Harris		+1-555-111-85	Gold	Gold		27/01/2020, 13:40:52	29/01/2020, 14:40:52
<input type="checkbox"/>	7475	» < <input checked="" type="checkbox"/> Expired	400	Anna	Sanchez		+1-555-111-79	Gold	Gold		27/01/2020, 13:40:52	29/01/2020, 14:40:52
<input type="checkbox"/>	7474	» < <input checked="" type="checkbox"/> Completed	400	John	May		+1-555-111-78	Gold	Gold		27/01/2020, 13:40:53	
<input type="checkbox"/>	7472	» < <input checked="" type="checkbox"/> Expired	200	Steve	Jobs		+1-555-111-76	Gold	Gold		27/01/2020, 13:40:53	29/01/2020, 14:40:53
<input type="checkbox"/>	7471	» < <input checked="" type="checkbox"/> Expired	200	Bill	Collins		+1-555-111-75	Gold	Gold		27/01/2020, 13:40:53	29/01/2020, 14:40:53
<input type="checkbox"/>	7468	» < <input checked="" type="checkbox"/> 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.