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Intelligent Workload Distribution Administrator's Guide

Use Workload Manager

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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 top navigation bar includes 'Workload Manager', 'Universal Queue', 'Dashboards', and 'Configuration'. On the left, there are 'CATEGORIES' (Service Department, Service Request - SFDC) and 'FILTER & VIEW' options. 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 action buttons: Activate, Hold, Resume, Cancel, and Restart. A search bar at the top right contains the text 'Gold' and a link to 'Uses lucene query syntax'. The bottom right corner shows '1 - 30 of 607'.

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.