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Intelligent Workload Distribution Administrator's Guide

Use Workload Manager

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

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) |
|---------|---------------|---------------------|------------------------|----------------------|----------------------|---------------------|------------------------------------|--------------------------|-------------------|----------------------|----------------------|
| 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 |

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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.