

GENESYS

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Intelligent Workload Distribution Administrator's Guide

Use Workload Manager

Contents

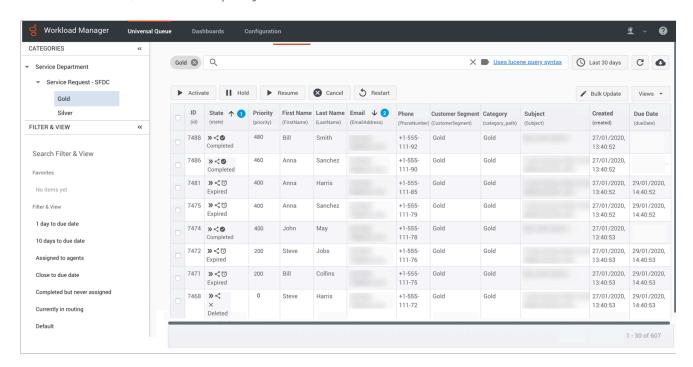
• 1 Universal Queue display

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

Related documentation:

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Universal Queue display



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.