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# Intelligent Workload Distribution Administrator's Guide

[Use Workload Manager](#)

6/4/2026

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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'. The left sidebar shows a tree view under 'Service Department' with 'Service Request - SFDC' expanded, and 'Gold' selected. Below this is a 'FILTER & VIEW' section with search filters and favorites. The main area features a search bar with 'Gold' entered, a 'Uses lucene query syntax' link, and a 'Last 30 days' filter. Action buttons include 'Activate', 'Hold', 'Resume', 'Cancel', and 'Restart'. A 'Bulk Update' button and a 'Views' dropdown are also present. The table below lists 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'. 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.