**Freshservice Work Item Priority**

First Display work item(s) where Status = Open in the following order

1. Release – Display work item(s) where Status = Open and Priority = Urgent
2. Change – Display work item(s) where Status = Open and Priority = Urgent
3. Problem – Display work item(s) where Status = Open and Priority = Urgent
4. Incident – Display work item(s) where Status = Open and Priority = Urgent
5. Service Requests – Display work item(s) where Status = Open and Priority = Urgent
6. Release – Display work item(s) where Status = Open and Priority = High
7. Change – Display work item(s) where Status = Open and Priority = High
8. Problem – Display work item(s) where Status = Open and Priority = High
9. Incident – Display work item(s) where Status = Open and Priority = High
10. Incident – Display work item(s) where Status = Open and Priority = Overdue (medium or low priority ONLY)
Service Requests – Display work item(s) where Status = Open and Priority = High
11. Service Requests – Display work item(s) where Status = Open and Priority = Overdue (medium or low priority ONLY)
12. Tasks - Display work item(s) where Status = Open and Priority = Overdue
13. Release – Display work item(s) where Status = Open and Priority = Medium
14. Change – Display work item(s) where Status = Open and Priority = Medium
15. Problem – Display work item(s) where Status = Open and Priority = Medium
16. Incident – Display work item(s) where Status = Open and Priority = Medium (not overdue)
17. Service Requests – Display work item(s) where Status = Open and Priority = Medium (not overdue)
18. Incident – Display work item(s) where Status = Open and Priority = Low (not overdue)
19. Tasks – Display work item(s) where Status = Open and Priority = Not (Overdue)
20. Service Requests – Display work item(s) where Status = Open and Priority = Low (not overdue)
21. Problem – Display work item(s) where Status = Open and Priority = Low
22. Change – Display work item(s) where Status = Open and Priority = Low
23. Release – Display work item(s) where Status = Open and Priority = Low

 Then display work items Where Status = Backlogged in the following order

1. Release – Display work item(s) where Status = Backlogged and Priority = Urgent
2. Change – Display work item(s) where Status = Backlogged and Priority = Urgent
3. Problem – Display work item(s) where Status = Backlogged and Priority = Urgent
4. Incident – Display work item(s) where Status = Backlogged and Priority = Urgent
5. Service Requests – Display work item(s) where Status = Backlogged and Priority = Urgent
6. Release – Display work item(s) where Status = Backlogged and Priority = High
7. Change – Display work item(s) where Status = Backlogged and Priority = High
8. Problem – Display work item(s) where Status = Backlogged and Priority = High
9. Incident – Display work item(s) where Status = Backlogged and Priority = High
10. Incident – Display work item(s) where Status = Backlogged and Priority = Overdue (medium or low priority ONLY)
Service Requests – Display work item(s) where Status = Backlogged and Priority = High
11. Service Requests – Display work item(s) where Status = Backlogged and Priority = Overdue (medium or low priority ONLY)
12. Tasks - Display work item(s) where Status = Backlogged and Priority = Overdue
13. Release – Display work item(s) where Status = Backlogged and Priority = Medium
14. Change – Display work item(s) where Status = Backlogged and Priority = Medium
15. Problem – Display work item(s) where Status = Backlogged and Priority = Medium
16. Incident – Display work item(s) where Status = Backlogged and Priority = Medium (not overdue)
17. Service Requests – Display work item(s) where Status = Backlogged and Priority = Medium (not overdue)
18. Incident – Display work item(s) where Status = Backlogged and Priority = Low (not overdue)
19. Tasks – Display work item(s) where Status = Backlogged and Priority = Not (Overdue)
20. Service Requests – Display work item(s) where Status = Backlogged and Priority = Low (not overdue)
21. Problem – Display work item(s) where Status = Backlogged and Priority = Low
22. Change – Display work item(s) where Status = Backlogged and Priority = Low
23. Release – Display work item(s) where Status = Backlogged and Priority = Low