**🧺 Queues in Salesforce**

A **Queue** is a collection of records **without an owner**.  
It acts as a **temporary holding area** for records until they are assigned to a user.  
Any user with access to the queue can **view** and **claim ownership** of the records.

🧠 **Example:**  
In a support organization, when new *Cases* come in, they are placed in a “Support Queue.”  
Available agents can pick cases from the queue to work on.

**🎯 Purpose of Queues**

Queues help to:

* Prioritize records waiting for attention.
* Distribute workloads efficiently among team members.
* Ensure no record remains unassigned for long.
* Improve response time for leads, cases, and other objects.

**⚙️ Supported Objects**

Salesforce provides native support for Queues on:

**Standard Objects:**

* Leads
* Cases
* Service Contracts

**Custom Objects:** Any custom object where the “Queue” option is enabled in its object settings.

**👥 How Queues Work**

Records are placed into a queue when:

* Their **Owner** is changed manually to the queue, or
* An **Assignment Rule** automatically assigns them based on criteria.

Records remain in the queue until:

* A user **claims** (takes ownership of) the record, or
* The record is **automatically reassigned** by a rule or process.

Only **queue members** or users **higher in the role hierarchy** can claim ownership.

**🔧 Who Can Modify Queues**

* System Administrators
* Users with **“Manage [Object Name]”** permission for the respective object

**🧍‍♂️ Queue Members**

A queue can include:

* Individual Users
* Roles
* Public Groups
* Roles and Subordinates
* Territories

🧠 **Tip:** Use **Public Groups** to simplify queue member management.

**🔐 Access to Records in Queues**

Access to records in queues depends on the **Organization-Wide Default (OWD)** sharing model of the object.

|  |  |
| --- | --- |
| **OWD Sharing Model** | **Access Behavior** |
| **Public Read/Write/Transfer** | All users can view and take ownership of any queue record. |
| **Public Read/Write** or **Public Read-Only** | Users can view all queues but can only claim records from queues they are a member of, or if they are higher in role hierarchy than a member. |
| **Private** | Users can only view and claim records from queues they belong to, or if they are higher in the role hierarchy than a member. |

**⚠️ Permissions Required**

To **take ownership**, a user must have **Edit permission** on the object.

**System Admins**, users with **“Modify All”** object permission, or **“Modify All Data”** system permission can:

* View any queue
* Claim records from any queue
* Ignore sharing model restrictions

**🧹 Before Deleting a Queue**

✅ Reassign its records to another owner  
✅ Remove the queue from any **assignment rules**  
(Otherwise, records may become unassigned or inaccessible)