

Queues

It is a collection of records that doesn't have any owner. Users who have access to the queue can examine every record that is in it and claim ownership of one's they want.

Queues help to prioritize, distribute, and assign records to teams who share workloads.

Queues are traditionally used in sales and support organizations to distribute new leads and support cases to the employees who have the most availability because the platform natively supports queues for leads, cases, service contracts and any custom objects.

Records can be added in queue manually by changing the record's owner. Also assignment rules can add cases or leads to a queue based on a criteria.

Records remain in a queue until they are assigned an owner or a queue member volunteers to own them. Any queue member or users higher in the role hierarchy can take ownership of records in a queue.

Users of queue can be changed by

1. Admin
2. Person with "Manage [Object Name]" permission privileges

The OWD sharing model for an object determine the access users have to that object's records in queues.

- **Public Read/Write/Transfer**

Users can view & take ownership of records from any queue.

- **Public Read/Write or Public Read-Only**

Users can view any queue but only take ownership of records from queue of which they are a member or depending on the sharing setting if they are higher in a role hierarchy than a queue member.

- **Private**

Users can only view and accept records from Queues of which they are a member or depending on sharing settings if they are higher in the role hierarchy than a queue member.

Note:

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Regardless of the sharing model users must have the edit permissions to take ownership of records in queues of which they are the member.

Note:

Admin, users with “Modify All” object level permission for the respective object and users with “Modify All Data” permission can view and take records from any queue regardless of the sharing model or their membership in queue.

Note:

Before deleting a queue, reassign its records to another owner and remove it from any assignment rules.

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