Salesforce.com Spring '13 Release Notes

Last updated: April 19, 2013

Table of Contents

Help and Training..126

About the Release Notes

The Release Notes are a comprehensive user guide for the latest release of Salesforce. Unlike a traditional release notes document that includes only a simple list of enhancements, the Salesforce Release Notes give you everything you need to get up and running with the new features and enhancements in the latest release.

What's Included in the Release Notes

For every major enhancement, the Release Notes provide:

* A brief, high-level description of the functionality
* Implementation tips to help you get started with setup and administration
* Best practices to help you maximize the benefit
* Complete end-to-end instructions

The Additional Enhancements sections provide a list and brief description of every other enhancement or functional change included in the latest release—everything from email, to new report types, to security and packaging.

Let the Release Notes be your guide to success with the latest release from salesforce.com!

Your Feedback Matters

We know how important the Release Notes, online help, and documentation are to your company's success with Salesforce. To continually improve the content we deliver to you, we want to know what works and what doesn't. Let us know!

* Feedback forms—Every HTML documentation page, both in the online help and in our developer guides at Developer Force, includes a feedback form for you to submit your suggestions, corrections, and feedback about the documentation. Let us know what you think!
* IdeaExchange—We're listening to your ideas too. Spring '13 includes some of your top ideas. Visit IdeaExchange for a complete list of ideas coming in Spring '13.

Want to be notified whenever we publish new documentation or make significant updates to existing documentation? Follow us on Twitter: @salesforcedocs.

Release Notes Changes

Welcome to the Release Notes Change Log. Anything that's changed with each new iteration of the release notes is right here, with the newest updates at the top.

Date	What's New	Description
April 24, 2013	Chatter Desktop Version 3.2	Updated the section to include information about the latest Chatter Desktop release.
March 20, 2013	Creating Trialforce Signups using the API—Pilot	Added a note recommending ISVs use their business org for creating Trialforce signups.
March 20, 2013	Salesforce Touch	Announcing the general availability of the new Salesforce Touch downloadable app v1.1 from the Apple App Store and AppExchange Mobile. Also announcing the beta release of the Salesforce Touch mobile browser app for Apple iPhone devices.
March 13, 2013	Increased Limits for Unlimited and Enterprise Edition Organizations	Added updated information about increased limits for Streaming API.
March 13, 2013	Multi-Select Picklist Fields Are Auto-Sized in Edit Mode	Updated the section to describe the behavior of the multi-select picklist field in the full Salesforce site user interface.
March 6, 2012	Frames in Self-Service Portal	Removed information describing a restriction on using iframe elements for Self-Service portal login pages. iframes are supported in the Spring '13 release.
March 6, 2013	Salesforce for Outlook now supported using Microsoft® Windows® 8	Added details about all operating systems we support.
March 6, 2013	Changes to Platform App Licenses	Added information about Force.com - One App, Salesforce Platform, Salesforce Platform One, and Force.com App Subscription user licenses.
March 6, 2013	Change in Global Search URL	Added information about a change in the global search URL format.
March 1, 2013	Chatter Desktop Version 3.2	Added information about the installer certificate update in Chatter Desktop 3.1.1.
February 20, 2013	Trialforce Signup using API—Pilot	Added information on new standard object for creating Trialforce signups using API.
February 20, 2013	Web Services Connector Available on GitHub	Added information on new location for Force.com Web Services Connector (WSC).
February 15, 2013	Force.com IDE 27.0—Released	Upgraded the Force.com IDE to support Metadata API version 27.0 and added the latest documentation to the help contents.
February 13, 2013	Expiration Date on Data.com Clean Jobs in Sandbox Environments	Added information about expiration of Data.com Clean jobs in sandbox environments.
February 6, 2013	Connected Apps Overview	Corrected the upgrade release for existing applications in Developer Edition organizations to Spring '13.

Date	What's New	Description
February 6, 2013	Chatter API	Improved the "Uploading Binary Files" topic.
February 6, 2013	Chatter API	Added the `mySubscription` property to the Files response body to correct a documentation error.
February 6, 2013	Chatter API	In the User Files, General resource (`chatter/users/`***`userId`***`/files`), changed the request parameter `description` to `desc` to correct a documentation error. Made the same correction in the File Input request body.
February 6, 2013	Chatter API	In the Attachment Input: Feed Poll request body, changed `choices` to `pollChoices` to correct a documentation error.
February 6, 2013	Compile-Time Checking for Custom Component Attribute Names	Changed the description of when the new compile-time check is enabled.
February 1, 2013	New names for Data.com prospecting products.	Data.com Corporate and Data.com Premium have been renamed Data.com Corporate Prospector and Data.com Premium Prospector, respectively.
January 31, 2013	Security	Removed the note about answers to security questions being hidden. This functionality is not part of the Spring '13 release.
January 31, 2013	Escaped Error Messages for `addError`	Added section for the error message escaping change for the `addError` method.
January 31, 2013	Tests Started from the Apex Classes Page Run Asynchronously	Added details about how to access debug log and code coverage information for asynchronous Apex tests.
January 31, 2013	Visualforce Support in Salesforce Touch	Added details about Visualforce tab support in Salesforce Touch.
January 31, 2013	Multi-Select Picklist Fields Are Auto-Sized in Edit Mode	Added an enhancement about editing multi-select picklist fields inline.
January 31, 2013	Auto-Save on Lookup Searches for Exact Matches	Updated the release notes entry and included an example to further clarify what changed in lookup auto-saves.
January 23, 2013	Setting `Id` Fields on sObjects for Updates	Updated release notes entry and code sample to clarify main use case.
January 23, 2013	Salesforce Side Panel Available in Professional Edition	Added Professional Edition to the list of available editions.
January 23, 2013	Login Links for New Users Work Only Once	Changed the interval that login links are valid from 24 hours to six months.
January 18, 2013	New and Changed Objects	Added enhanced SOQL query functionality for the ContentDocumentLink object.
January 18, 2013	Help and Training	Added the Help and Training section, which lists videos and documents that are new or updated for Spring '13.
January 7, 2013	Sorting User in List Views	Added information on how to access a user list view and moved the topic to the General Enhancements section.
January 7, 2013	Force.com General Enhancements	Platform App Licenses note removed.
January 3, 2013	Force.com General Enhancements	Combines the Connected Apps and Platform App Licenses notes.

Summary of Spring '13 Features and Impact on Salesforce Users

Spring '13 has features that immediately impact all users after the release. You may want to communicate these changes to your users beforehand so they are prepared. Other features require direct action by an administrator before users can benefit from the new functionality.

These release notes describe the new and modified features available in this release. For visibility into known salesforce.com issues, please refer to the Known Issues Site.

The following table summarizes the Spring '13 features and their impact on users. Review the feature details for the applicable Salesforce editions.

General Enhancements

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
User-Focused Help	✅			
Browser Enhancements	✅			
Updates to Danish and Simplified Chinese Terminology	✅			
Multi-Select Picklist Fields Are Auto-Sized in Edit Mode	✅			
Sorting User in List Views	✅			

Chatter

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Tasks Now Appear in Record Feeds (Chatter Tasks)	✅			

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Create Tasks Faster—Beta (Chatter Tasks)			✅	
Searching in Group Feeds	✅			
Public Groups Post	✅			
New Preview Links	✅			
Email Replies to Like Posts and Comments	✅			
More Feed Items in Digest	✅			
Enhanced People List	✅			
User Status Removed from Chat History	✅			
Smaller Chatter Messenger When Minimized	✅			
Feed Search Label Change	✅			
Chatter API	✅			
Connect in Apex—Developer Preview				✅
Chatter Desktop Version 3.2			✅	

Sales

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Tasks Now Appear in Record Feeds (Chatter Tasks)	✅			
Create Tasks Faster—Beta (Chatter Tasks)			✅	

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Improved Forecasts Column Data Visibility	✅			
Forecast Using Partner Opportunities			✅	
Quarterly Forecasting Now Available		✅		
Select Which Items or Quotas to View in Forecasting Reports	✅			
Progressive Display In Forecasts Settings		✅		
Viewing Salesforce Records in Microsoft® Outlook®			✅	
New Controls for Sending Email		✅		
Sender ID Compliance Not Automatically Enabled		✅		
Create Workflow Rules for Opportunity Teams			✅	
Add a Single Contact to a Shared Activity			✅	
Use Formula Fields to Access Person Account Contact Fields	✅			
Track Contract History for all Statuses		✅		
Display Content Packs for Salesforce CRM Content	✅			

Service

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Chatter Answers for Developers			✅	

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Changes to the Availability of the Live Agent Console			✅	
New Email Object Available for Cases Custom Report Type			✅	
Open CTI: New Method			✅	
CTI (Call-Telephony Integration) Popup Window			✅	
Service Cloud Console Integration Toolkit: Console Buttons			✅	
Salesforce Knowledge Enhancements	✅			

Analytics

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Touch Dashboards Now Available	✅ Users must have Salesforce Touch enabled.			
Add Report Types Faster in Joined Reports	✅			

Mobile

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Help for Mobile Products	☑			
Salesforce Touch			☑	
Shared Activities in Salesforce Mobile			☑	
Salesforce Mobile SDK	☑			
Chatter for Android – Version 2.6 Generally Available			☑	
Chatter for iPhone and iPad – Version 2.5 Generally Available			☑	

Data.com

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Utilize expanded global account data to find more account records (available the weekend of February 8, 2013)				
Improved Location Selector, including ability to search by city	☑			
Records export to the Files tab	☑			
Get clearer identification of Data.com records that have already been purchased	☑			
Manually clean Inactive records	☑			
Account records are rematched using the D-U-N-S Number field	☑			

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
(Data.com Clean Product) D&B DUNSRight™ matching service available for account records—Beta (available the weekend of February 8, 2013)				
(Data.com Clean Product) Improved Clean Jobs page	✅			
(Data.com Premium) A number of D&B Company fields are searchable	✅			
(Data.com Premium) The `Number of Employees—Global Indicator` field has changed to `Number of Employees—Total Indicator`	✅			

Site.com

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Improved Performance with Caching	✅			
Enhanced Ability to Take Sites Offline	✅			
CSS3 Support	✅			
Extended Field Support for Forms	✅			
Data Connection Troubleshooting	✅			
Improved Export for Large Sites	✅			
New `Connected to` Property	✅			
Form Theme Styles Renamed	✅			

Force.com

Critical Updates

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Invalid URLs Blocked			☑	
HTML Markup Escaped in Page Layout Custom Section Names			☑	
Visualforce PDF Rendering Engine Improvements			☑	
Single View State Enhancement			☑	

Force.com General Enhancements

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Connected Apps		☑		
Trialforce Signup using API—Pilot				☑

Search

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Auto-Save on Lookup Searches for Exact Matches	✅			
Clickable Column Headers in Search Results	✅			
Change in Global Search URL	✅			
Accessing SharePoint Data via Sunlight Search — Pilot				✅

Sharing

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Granting Access to User Records—Pilot				✅

Security

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Login Links for New Users Work Only Once	✅			
Login Session Reuse	✅			

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Identity Provider Log and Report	✅			

Developer Console

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
New Progress Tab	✅			
Show My Current Logs Only and Show My Current Heap Dumps Only	✅			
Developer Console Button and Link Added	✅			

Visualforce

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
`liveAgent:clientChatAlertMessage` and `liveAgent:clientChatStatusMessage` Components			✅	
New Label Attribute on Live Agent Components			✅	
Dependent Picklists Require Controlling Field on the Page		✅		

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Custom Component Descriptions are Escaped		✅		
Compile-Time Checking for Custom Component Attribute Names			✅	

Force.com IDE

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Force.com IDE Enhancements	✅			

Apex Code

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
New Classes and Methods		✅		
Connect in Apex—Developer Preview				✅
Triggers for `CollaborationGroup` and `CollaborationGroupMember`		✅		
Setting `Id` Fields on sObjects for Updates		✅		
Tests Started from the Apex Classes Page Run Asynchronously		✅		
Escaped Error Messages for `addError`		✅		

API

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
Chatter API Objects	✅			
Tooling API — Generally Available	✅			
Metadata API	✅			
Bulk API Compressed Responses	✅			
New WITH Clause in SOSL to Filter by Community ID	✅			
SOSL Support for Hidden Fields in Communities	✅			
New UPDATE Clauses in SOSL and SOQL to Report on Salesforce Knowledge Article Searches and Views — Pilot				✅
Streaming API	✅			
REST API: Search Scope and Order	✅			
Force.com Canvas This feature is visible to all users in new Development Edition organizations. To enable this feature in existing Development Edition organizations or other organizations, contact salesforce.com.	✅			
Metadata API Organization Settings Changes	✅			

Additional Force.com Enhancements

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact salesforce.com to enable this feature.
State and Country Picklists—Beta			✅	
Irish (Ireland) Help for Supported Locales	✅			
Login History for New Browsers and Platforms		✅		
Record Type Available as a Cross-Object Reference		✅		
Field History Tracking Deletion		✅		
Sandbox Email Deliverability Default		✅		
Restoring Deleted Custom Object Records	✅			

GENERAL ENHANCEMENTS

User-Focused Help

You asked for it! This enhancement is from an idea on the IdeaExchange.

You spoke, we listened: we know it can be difficult to find the information you need in our online help. So with Spring '13, we've reorganized help and created a series of new downloadable PDFs. Whether you're an administrator, a user, or a developer, and no matter which Salesforce features you work with, there's a guide designed for you, and you can now browse online help more efficiently.

Here's what's different:

- Topics in help are now organized by feature area, user type, and task, so you won't be distracted by information about other features or by topics that are targeted at other kinds of users.

  For example, prior to Spring '13, an administrator looking for information on setting up Salesforce would find it among a long and varied list of topics. In contrast, with Spring '13, this information is consolidated in one area, so it's significantly easier to browse:

- There are 14 new downloadable guides, each corresponding to a section of help. These guides have several advantages over "How to Be Successful with Salesforce":

  ◊ They're divided by role, Salesforce product area, and experience level, so users can download only the guides that are relevant to them.
  ◊ They're significantly shorter and smaller, making them easier to download, search, and print.
  ◊ It's easy to create customized learning paths with these guides by compiling the ones you want into larger PDFs.

Finding the Information You Need

The table below outlines the new structure of help and includes suggestions on which areas to focus on depending on the type of user you are.

If You Want to...	Check Out...	Which Includes Information on...
Get to know Salesforce	Salesforce Basics	Personal setup, navigation, and common Salesforce tasks
	Set Up and Maintain Your Salesforce Organization	Setting up your organization and users
Configure and customize Salesforce for your users	Set Up and Maintain Sales Tools	Getting your organization ready to support sales departments
	Set Up and Maintain Customer Support Tools	Setting up service-related features
	Set Up and Maintain Collaboration Tools	Enabling and customizing Chatter and related features
Explore and understand the Salesforce features you work with	Sell to Your Customers	Understand and making the most of sales-related tools and features
	Support Your Customers	Working with cases and service-related features
	Collaborate with Everyone	Using Chatter
	Analyze Your Salesforce Data	Understanding and using reports and dashboards
Extend Salesforce using advanced setup options or code	Extend Salesforce with Point and Click Tools	Customizing your organization with the options available in Settings
	Enhance Salesforce with Code	Extending and customizing Salesforce programmatically
	Package and Distribute Your Apps	Creating apps for the Salesforce AppExchange
Understand Salesforce terminology and limits	Salesforce Glossary	Salesforce-related terms.
	Salesforce Limits	Governor and storage limits, feature dependencies, and limitations.

Tip: With Adobe Acrobat, you can combine multiple PDFs to create a customized guide, such as one for new users that includes both Salesforce Basics and the Salesforce Glossary. For more information on combining PDFs, see this topic in Adobe's online help.

Browser Enhancements

Salesforce now supports Microsoft® Internet Explorer® 10.

Additional browser support updates include:

- Google Chrome Frame™ plug-in for Microsoft® Internet Explorer® 7 is supported.
- Apple® Safari® version 5.1.x is supported on Mac OS X.
- Apple Safari on iOS is not supported.
- Microsoft Internet Explorer 10 is not supported for the Service Cloud console.

See "Supported Browsers" in the online help for details on browser support.

Updates to Danish and Simplified Chinese Terminology

With Spring'13, Salesforce has updated some terminology, including tab and field names for our Danish, Hebrew, Hungarian, and Simplified Chinese language users. For each term, we provide the English version and the corresponding previous and new translation. You can find details about the changes made by reviewing knowledge article number 000170832 available on the salesforce.com Customer Support site (URL: https://help.salesforce.com/apex/HTViewSolution?urlname=Spring-13-Updates-to-Translated-Terminology&language=en_US).

To keep the current tab and field labels, your system administrator can change the name back using our rename tabs and labels functionality. For more information, see Renaming Tab and Field Labels andConsiderations for Renaming Tab and Field Labels in the Salesforce online help.

Multi-Select Picklist Fields Are Auto-Sized in Edit Mode
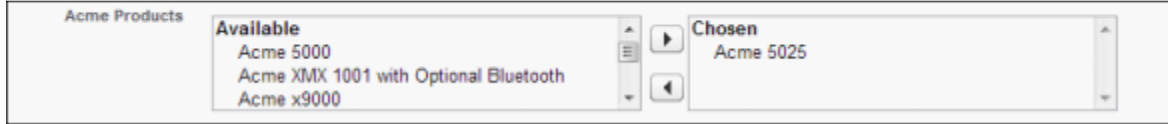
When you edit multi-select picklist fields in the full Salesforce site, you may notice a stylistic change in the user interface. The page automatically resizes picklist fields to accommodate values both short and long.

Long Picklist Values

Sorting User in List Views

Available in: **All** editions

List views are sorted alphanumerically. However, in organizations with more than 2 million users, list views that display users are not sorted after Spring '13 to improve loading performance. List views that display users can be accessed at **Your Name** > **Setup** > **Manage Users** > **Users**. You can continue to use the SOAP API to view sorted lists of users if your organization has more than 2 million users.

Note: Organizations with more than 2 million users can contact salesforce.com to reenable sorting.

CHATTER

Tasks Now Appear in Record Feeds (Chatter Tasks)

You asked for it! This enhancement is from an idea on the IdeaExchange.

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** Editions

More customers and users are realizing the power of collaboration in Chatter. Tasks are a key collaboration point, so it makes sense to show tasks where collaboration happens—in the feed.

Now Salesforce shows tasks when and where you need to see them to track work effectively. As soon as a task is created on a record such as a lead, an account, or a custom object, the task appears right in the Chatter feed for that record:

Turn on task generation in record feeds in Chatter settings:

If you turn on task generation in feeds, you can also let users work more efficiently by creating tasks right in a record feed.

For more details on task generation in feeds, see:

- Feed Item Generation for New Tasks
- Viewing Tasks in a Feed
- Considerations for Task Item Generation in Record Feeds

Create Tasks Faster—Beta (Chatter Tasks)

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** Editions

You asked for it! This enhancement is from an idea on the IdeaExchange.

More customers and users are realizing the power of collaboration in Chatter. Tasks are a key collaboration point, so it makes sense to create tasks where collaboration happens—right in the feed.

Now Salesforce lets you create a task when and where you need it. In the publisher above the Chatter feed for a for a lead, account, or other record, enter the task subject and an optional due date, then click **Share**:

The task is automatically related to the record, appearing in the record's feed:

Turn on the task publisher in Chatter settings (it's available when `Generate Feed Items for Tasks` is selected):

Note: This release of the task publisher is a beta release, and its functionality has known limitations. To provide feedback on the task publisher, go to IdeaExchange.

For more details, see:

• Enabling and Disabling the Task Publisher—BetaCreating a Task in a Feed—BetaConsiderations for Using the Task Publisher

Searching in Group Feeds

Use the feed search on a group's page to look for information in that group.

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

Searching for items in a specific group is helpful when you want to confirm or check if something was once discussed in the group. You can search all public groups as well as any private groups that you're a member of.

1. On the group page, above the feed, click 🔍.
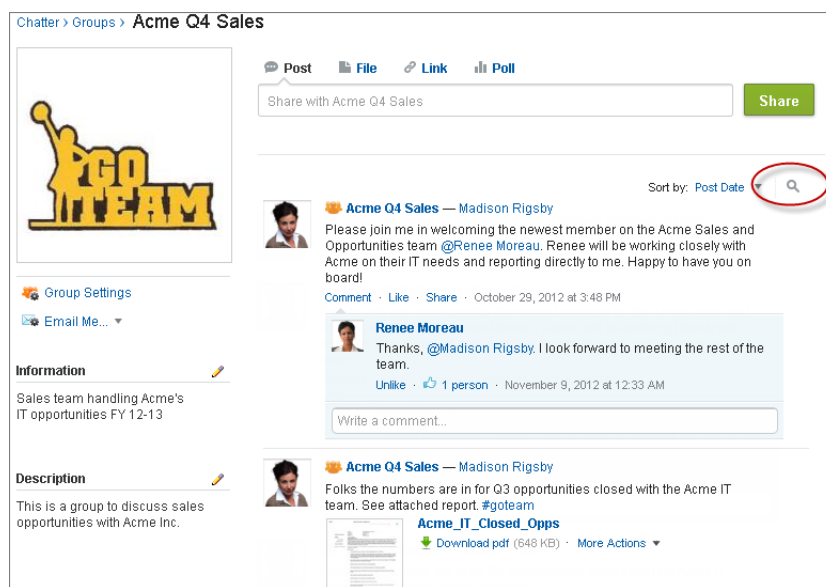
2. Type your search terms and press ENTER or click 🔍.

You can search for hashtag topics, mentions, and files posted in the group, or refine your search using wildcards, operators, and quotation marks to match on exact phrases.

Search results display with matching terms highlighted.

Click ⊗ to clear your search results and return to the group feed.

Public Groups Post

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

Starting with Spring '13, you can make a post on any public group, including groups you are not a member of.

When you post on a public group you're not a member of, everyone can see your post on the group feed and the All Company feed. Group members also see your post in their What I Follow feed.

When someone comments on your post, the post and comment display in your feed and your All Company feed. If you enabled your Chatter email settings for comments, Chatter also sends you an email when someone comments on your post.

New Preview Links

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

In Spring '13, we support even more previews of linked content. The previews are powered by Embed.ly, a third-party service, and include thumbnails, descriptions, and video players for links to videos. In addition to previews for links to content on YouTube, Vimeo, Mashable, Techcrunch, NYTimes, ReadWriteWeb, and SoundCloud, we now also display previews for links to content on

- businessinsider.com
- economist.com
- finance.yahoo.com
- forbes.com
- online.wsj.com
- reuters.com
- slideshare.net
- ted.com
- thenextweb.com
- venturebeat.com
- washingtonpost.com
- wired.com

We don't share any content, user, organization, or account data with Embed.ly. We only share the URLs that are on the domain whitelist. Additionally, all of our URL requests pass through a Salesforce proxy, meaning Embed.ly never receives calls directly from the client and therefore doesn't have information about who's making the URL request.

Email Replies to Like Posts and Comments

You asked for it! This enhancement is from an idea on the IdeaExchange.

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

Chatter notification emails now let you reply to like a post or comment. Similar to replying to an email to post a comment, you can reply with the word `like` in the body of the email. Replies to like posts and comments must contain only the word `like` (case insensitive). If you include extra white spaces or the original message that some email applications automatically include, we ignore them and process the reply as a like. However, if you include any other text in the body, such as `Like!` or `Like this?`, we process your reply as a comment rather than a like.

More Feed Items in Digest

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

See more of what you're following in your email digests. Your personal and group daily digests now include up to 50 recent feed items (increased from 25).

Chatter Desktop Version 3.2

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

The Chatter Desktop 3.2 release continues to provide several enhancements to help you collaborate efficiently outside your web browser. Starting in April, you can use Chatter Desktop to:

- Configure desktop alerts for new feed posts and comments
- Configure Chatter Desktop to always display in the foreground
- Delete feed posts if you have access
- Post in all public groups

In addition, this release supports scrolling and active links in group descriptions and addresses bugs related to negative like counts, names displayed twice for likes, and broken hash tag topic links.

ADDITIONAL CHATTER ENHANCEMENTS

Enhanced People List

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

To make navigation easier, most users now see Recently Viewed People by default when viewing People in Chatter. Your organization's size determines what you see in the people list. For example, in the largest organizations, we no longer display any users until you start searching for a person's name. We count all Salesforce user license types when calculating the total number of users, including internal users, portal users, and all Chatter users.

Number of users	Defaults to view	All People filter defaults to
25 or fewer	All People	Everyone in the organization
26 to 25,000	Recently Viewed People	People whose profiles you've recently viewed

Number of users	Defaults to view	All People filter defaults to
More than 25,000	Recently Viewed People	No one until you start searching

User Status Removed from Chat History

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

The Chat history in Chatter Messenger no longer stores a user's status information (such as Available or Offline). Changes in user status display briefly only in active chat conversations and then fade out.

Smaller Chatter Messenger When Minimized
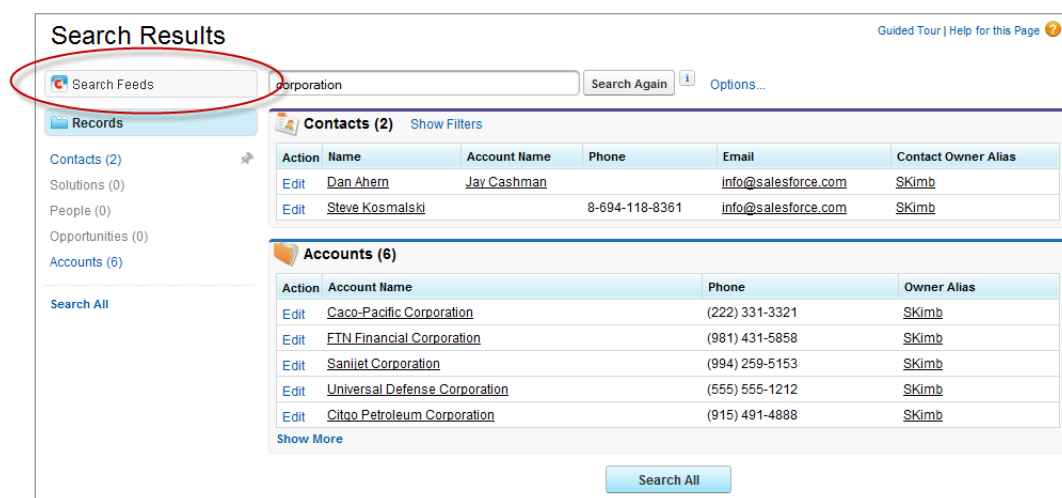
Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** editions

We've reduced the size of the minimized Chatter Messenger window to free up on-screen space. Additionally, you can click ↗ directly from the minimized view to pop the messenger open in a separate browser window.

Feed Search Label Change

Available in: **All** Editions except **Database.com**

We've renamed the **Search Chatter Feeds** label to **Search Feeds** on the global search results page.

Chatter API

Available in: All Editions except **Personal** Edition

Spring '13 (Chatter API version 27.0) improvements:

- General Updates
- New and Changed Resources
- New and Changed Response Bodies
- New and Changed Request Bodies
- Connect in Apex—Developer Preview

> ⚠️ **Attention:** Resources, parameters, and response bodies change from release to release. We strongly recommend testing your application in a test environment before deploying it to production.

General Updates

- Feed item templates are new in Spring '13. The Feed Item Attachment: Basic Template is currently used for feed items that announce the creation of a group (the `CollaborationGroupCreated` feed item type). However, Salesforce may reflect other events in the Basic Template in the future.
- Use the `exclude` and `include` query parameters to filter a response body when making a request. The query value is a bar (`|`) delimited list of properties. URL encode the bar as `%7C`. For example, the response body for this request includes only the `aboutMe` and the `address` properties: `/chatter/users/me?include=/aboutMe%7C/address`.
- To access resources in the default community, use the new `internal` shortcut as the community Id: `/connect/communities/internal`. The returned response body URLs include `/connect/communities/internal`. This format enables you to perform string interpolation when referencing communities. You can use the `internal` shortcut even if communities are not enabled. You may want to do this if you're developing applications for multiple organizations and you don't know whether communities are enabled in all of them.
- HTML pages that aren't hosted on Salesforce have had difficulty displaying user and group images and posting file attachments in forms. The reason is that URLs for these assets require authentication, which is provided with a session cookie when pages are hosted on Salesforce. Pages not hosted on Salesforce don't have access to the session cookie. Also, it isn't possible to pass an OAuth token from the HTML contexts `<img>`, `<a>`, and `<form>`. To solve this problem, request self-authenticating *bearer token URLs*. A bearer token URL is a Chatter API resource with an appended bearer token that provides access to the resource. Use bearer token URLs in `<img>`, `<a>`, and `<form>` tags to do the following:

  ◊ Request static Chatter API assets such as Chatter user profile images, files, and file and dashboard previews.
  ◊ Post form requests to Chatter API when files are attached, for example, feed items or comments with a file attachment, or user profile photo updates.

  To request static assets or post form requests, request a resource that returns a bearer token URL and pass the `X-Connect-Bearer-Urls` request header with a value of `true`. Then use the bearer token URL to request the resource. The following response body properties return bearer token URLs:

  ◊ Photo—`largePhotoUrl`, `smallPhotoUrl`, url*
  ◊ Feed Item Attachment-Dashboard—`fullSizeImageUrl`, `thumbNailUrl`
  ◊ Comment Page—`currentPageUrl`*

◊ Feed Item—`photoUrl`

◊ Feed—`feedItemsUrl`*

◊ Feed Item Attachment-Content—`downloadUrl, renditionUrl`

◊ File Summary—`downloadUrl, renditionUrl`

◊ File Detail—`downloadUrl, renditionUrl`

*Use to POST or PUT for new items that include binary files: for example, a feed item or comment with a file attachment.

• The "Uploading Binary Files" section of the Chatter REST API Developer's Guide has been improved to include complete information about the required HTTP headers and parameters.

New and Changed Resources

• Group Member Request is a new resource that enables the context user to request to join a private group. You can also use the resource to get the status of all requests to join a specified group. The resource is `/chatter/groups/`***`groupId`***`/members/requests`.

• Group Membership Requests is a new resource that provides information about a request to join a private group. Use this resource to update the status of a request or get information about a request. The resource is `/chatter/group-membership-requests/`***`requestId`***.

• Group Memberships—Batch is a new resource that provides user summary information for group members. The resource is `/chatter/group-memberships/batch/`***`membershipIds`*** where ***`membershipIds`*** is a comma separated list of membership IDs. Each membership ID is associated with a specific group which means the group members don't have to belong to the same group.

• Group Settings is a new resource that provides information about the context user's Chatter settings for a specified group. The resource is `/chatter/groups/`***`groupId`***`/my-settings`. In Spring '13, the only setting is the frequency with which a user receives email from a specified group.

• Motifs is a new resource that returns URLs for small, medium, and large icons that identify the record type. The resource is `/connect/motifs/`***`idOrPrefix`***.

• Batch Motifs is a new resource that returns URLs for small, medium, and large icons that identify the record types for a list of IDs and key prefixes. You can mix IDs and key prefixes in the same request. The resource is `/connect/motifs/batch/`***`idOrPrefixList`***.

• Record Feed has a new `q` parameter that you can use in GET requests to search a record feed.

• In the User Files, General resource (`chatter/users/`***`userId`***`/files`), changed the request parameter `description` to `desc` to correct a documentation error.

• User Settings is a new resource that provides information about the context user's global Chatter settings. The resource is `/chatter/users/`***`userId`***`/settings`. In Spring '13, the only setting is the default frequency with which a user receives email from groups they join. This setting doesn't affect groups the user already belongs to.

• The `description` parameter was added to the following resources to replace the `desc` parameter which is no longer supported in version 27.0:

◊ Feed-Items Comments

◊ News Feed Items

◊ Record Feed Items

◊ To Feed Items

◊ User-Profile Feed Items

• The `q` parameter was added to the following resources to filter results:

◊ Group Files

◊   User Files, General
◊   User Files, Filtered by Group
◊   User Files, Filtered by Sharing

New and Changed Response Bodies

- Support for bearer token URLs has been added to the following response body properties:

  ◊   Photo—`largePhotoUrl`, `smallPhotoUrl`, `url`*
  ◊   Feed Item Attachment-Dashboard—`fullSizeImageUrl`, `thumbNailUrl`
  ◊   Comment Page—`currentPageUrl`*
  ◊   Feed Item—`photoUrl`
  ◊   Feed—`feedItemsUrl`*
  ◊   Feed Item Attachment-Content—`downloadUrl`, `renditionUrl`
  ◊   File Summary—`downloadUrl`, `renditionUrl`
  ◊   File Detail—`downloadUrl`, `renditionUrl`

     *Use POST and PUT for new items that include binary files: for example, a feed item or comment with a file attachment.

  To request static assets or post form requests from an HTML page not hosted by Salesforce, request a resource that returns a bearer token URL and pass the `X-Connect-Bearer-Urls` request header with a value of `true`. Then use the bearer token URL to request the resource. A bearer token URL is a Chatter API resource with an appended bearer token which provides access to the resource.

- The Comments response body has a new `likesMessage` property that contains a new Likes Message Body response body.
- The Features response body has a new `chatter` property that indicates whether Chatter is enabled for an organization or not.
- The Feed Item response body `attachment` property can contain a new value, `Approval`, which is a Feed Item Attachment: Approval response body.
- The Feed Item response body `attachment` property can contain a new value. `BasicTemplate`, which is a Feed Item Attachment: Basic Template response body.
- The Feed Item response body has a new `canShare` property that indicates whether a feed item can be shared or not.
- The Feed Item response body has a new `likesMessage` property that contains a new Likes Message Body response body.
- The Feed Item response body has a new `preamble` property that contains a new Feed Item Preamble Message Body response body.
- The Feed Item response body `type` property can contain the value: `ActivityEvent`. The Winter '13 documentation incorrectly listed the value as `ActivityType`.
- The Feed Item response body `type` property can contain a new value, `BasicTemplateFeedItem`, which corresponds to a feed item attachment of type Feed Item Attachment: Basic Template.
- Feed Item Attachment: Approval is a new response body. It contains two properties: `id`, which is the ID of a work item, and `status`, which is the status of the approval.
- Feed Item Attachment: Basic Template is a new response body. The Feed Item Attachment: Basic Template is currently used for feed items that announce the creation of a group (the `CollaborationGroupCreated` feed item type). However, Salesforce may reflect other events in the Basic Template in the future.
- The Feed Item Page response body has a new `isModifiedUrl` property that contains a News Feed Is-Modified resource with a *since* request parameter that contains an opaque token that describes when the feed was last modified. Returns `null` if feed is not a news feed. Use the News Feed Is-Modified resource to poll a news feed for updates.

- An `isModifiedToken` property was added to the following response bodies:

  ◊ Feed Item Page
  ◊ Feed Modified Info

  This property contains a polling token to be used in the `since` parameter of the News Feed Is-Modified resource.
- Feed Item Preamble Message Body is a new response body that contains message segments that compose the title of a post. It also contains a `text` property that contains a renderable text summary of all the message segments.
- Added the `mySubscription` property to the Files response body to correct a documentation error.
- Group Chatter Settings is a new response body. It contains a user's Chatter settings for a specific group. In Spring '13, the only setting is `emailFrequency` which is the frequency with which a user receives email from a specific group.
- Group Membership Request is a new response body that contains information about a request to join a private group.
- Group Membership Request Collection is a new response body that contains information about all requests to join a private group.
- Icon is a new response body that contains information about the icon in the basic feed item template, including a URL available to unauthenticated users.
- The Like response body has a new `likedItem` property that contains a reference to the liked comment or feed item.
- Likes Message Body is a new response body that describes who likes a comment or feed item. The description includes a text string, for example, "Renee Moreau, Gordon Johnson, and Pam Jones like this." It can also contain links to the user profiles and motif icons.
- Motif is a new response body. Each property in the motif response body contains a URL to a small, medium, or large icon that indicates the Salesforce record type. Common record types in Chatter are files, users, and groups, but all record types have a set of motif icons. Custom object records use their tab style icon. All icons are available to unauthenticated users so that, for example, you can display the motif icons in an email.
- A `motif` property was added to the following response bodies:

  ◊ File
  ◊ Group
  ◊ Message Segment: Entity Link
  ◊ Record Summary
  ◊ User Detail
  ◊ User Summary

  The `motif` property contains a reference to the Motif response body.
- The following properties were added to the Photo response body:

  ◊ `fullEmailPhotoUrl`—A temporary URL to the large profile picture. The URL expires after 30 days and is available to unauthenticated users.
  ◊ `standardEmailPhotoUrl`—A temporary URL to the small profile picture. The URL expires after 30 days and is available to unauthenticated users.
  ◊ `url`—A resource that returns a Photo object: for example, /services/data/v27.0/chatter/users/005D0000001LL8OIAW/photo.

- The Phone Number response body has a new `phoneNumber` property. Use the `phoneNumber` property instead of the `number` property, which is not supported as of version 27.0.
- User Chatter Settings is a new response body. It contains a user's global Chatter settings. In Spring '13, the only setting is `defaultGroupEmailFrequency` which is the default frequency with which a user receives email from a group when they join. This property does not affect groups a user is already a member of.
- User Settings has a new `approvalPosts` property that indicates whether a user can approve or reject approval requests from Chatter posts.

New and Changed Request Bodies

- The following request bodies have a new `attachmentType` property that contains a string indicating the attachment type:

  ◊ Attachment Input: Existing Content—`ExistingContent`
  ◊ Attachment Input: Feed Poll—`Poll`
  ◊ Attachment Input: Link—`Link`
  ◊ Attachment Input: New File Upload—`NewFile`

  > **Note:** The `attachmentType` is inferred in v26.0 and required in v27.0 and later.

- The Attachment Input: New File Upload request body has a new `description` property. Use the `description` property instead of the `desc` property which is not supported as of version 27.0.
- In the File Input request body, changed `description` to `desc` to correct a documentation error.
- Group Chatter Settings Input is a new request body. It describes the context user's Chatter settings for a specific group. The root XML tag is `<groupChatterSettings>`. In Spring '13, the only Chatter setting is `emailFrequency` which is the frequency with which the context user receives email from a group.
- Group Membership Request Update Input is a new request body that describes the status of a request to join a private group. The root XML tag is `<groupMembershipRequestUpdate>`.
- In the Attachment Input: Feed Poll request body, changed `choices` to `pollChoices` to correct a documentation error.
- User Chatter Settings Input is a new request body. It describes the context user's global Chatter settings. The root XML tag is `<userChatterSettings>`. In Spring '13, the only global Chatter setting is `defaultGroupEmailFrequency`. This setting specifies the default frequency with which a user receives email from a group when they join. This setting does not affect groups a user is already a member of.

Connect in Apex—Developer Preview

Available in: **Developer** Editions

Connect in Apex is currently available as a Developer Preview and is automatically available in all Developer Edition organizations. For information on enabling Connect in Apex in other editions, contact Salesforce.

Connect in Apex exposes many Chatter API resources as objects in Apex. Use Connect in Apex to build Chatter integrations and custom UI on Force.com without making HTTP callouts to the Chatter API.

Spring '13 (Connect in Apex version 27.0) improvements:

- Connect in Apex General Updates
- New and Changed Classes
- New and Changed Input Classes
- New and Changed Output Classes
- New and Changed Enums

The following documentation is available for Connect in Apex:

- The complete Connect in Apex documentation is available in the *Chatter REST API Developer's Guide* from developerforce.com.
- Connect in Apex recipes are available in the Force.com Cookbook.

> **Attention:** Classes, enums, and other language elements change from release to release. We strongly recommend testing your application in a test environment before deploying it to production.

Connect in Apex General Updates

- Versioning in Connect in Apex follows these rules:

  ◊ A Connect in Apex method call executes in the context of the version of the class that contains the method call. The use of version is analogous to the /v$\boldsymbol{XX.X}$ section of a Chatter REST API URL.
  ◊ If a Connect in Apex method returns an output object, that object exposes a `getBuildVersion` method. This method returns the version under which the method that created the output object was invoked.
  ◊ When interacting with input objects, Apex can access only properties supported by the version of the enclosing Apex class.
  ◊ Input objects passed to a Connect in Apex method may contain only non-null properties that are supported by the version of the Apex class executing the method. If the input object contains version-inappropriate properties, an exception is thrown.
  ◊ The `toString` method only returns properties that are supported in the version of the code interacting with the object. For output objects, the returned properties must also be supported in the build version.
  ◊ Apex REST, `JSON.serialize`, and `@RemoteAction` serialization match Chatter REST API serialization, which includes only version-appropriate properties.
  ◊ Apex REST, `JSON.deserialize`, and `@RemoteAction` deserialization match Chatter REST API deserialization, which rejects properties that are version-inappropriate.

- Equality checking in Connect in Apex follows these rules:

  ◊ Input objects—properties are compared.
  ◊ Output objects—properties and build versions are compared. For example, if two objects have the same properties with the same values but have different build version numbers, the objects are not equal. To get the build version, call `getBuildVersion`.

- Connect in Apex objects can now be used in sets.
- Feed item templates are new in Spring '13. Feed item templates make feed items easier to render by defining their layout. The `BasicTemplateAttachment` is currently used for feed items that announce the creation of a group (the `CollaborationGroupCreated` feed item type). However, Salesforce may reflect other events in the Basic Template in the future.
- Pass the new `'internal'` shortcut as the *communityId* parameter to access resources in the default community. The URLs in the returned objects use the format `/connect/communities/internal/`***resource***. This format may be useful if you want to embed the URLs in a Visualforce page or use the URLs in Apex callbacks.

  You can still pass `null` for the *communityId* parameter. The URLs in the returned objects use the format `/connect/`***resource*** or `/chatter/`***resource***.

- In Winter '13, logging for Connect in Apex objects contained properties of the form `internal<property name>`. As of Spring '13, logging for Connect in Apex objects is empty. To get a serialization of version-appropriate properties that can be used for logging, call `toString` on objects.
- Most governor limits have been removed. In Spring '13, every call to a delete, add, and post method costs 1 DML statement.
- Connect in Apex method calls are subject to rate limiting. Connect in Apex has a per user, per namespace, per hour limit. Managed packages (which use namespaces) have their own limits that are separate from code that doesn't use a namespace.

When you exceed the rate limit, a `ConnectApi.RateLimitException` is thrown. Catch and handle this exception in Apex.

- Connect in Apex JSON serialization produces the same JSON outputs as the Chatter REST API. Connect in Apex deserialization consumes the same JSON inputs as the Chatter REST API. Connect in Apex supports serialization and deserialization in the following Apex contexts:

  ◊ `JSON` and `JSONParser` classes—serialize Connect in Apex outputs to JSON and deserialize Connect in Apex inputs from JSON.
  ◊ Apex REST with `@RestResource`—serialize Connect in Apex outputs to JSON as return values and deserialize Connect in Apex inputs from JSON as parameters.
  ◊ JavaScript Remoting with `@RemoteAction`—serialize Connect in Apex outputs to JSON as return values and deserialize Connect in Apex inputs from JSON as parameters.

  Connect in Apex follows these rules for serialization and deserialization:

  ◊ Only output objects can be serialized..
  ◊ Only top-level input objects can be deserialized. Currently, the only top-level objects that can be deserialized are `FeedItemInput` and `CommentInput`.
  ◊ Enum values and exceptions cannot be serialized or deserialized.

- `RateLimitException` is a new exception thrown when you exceed the rate limit. This exception is equivalent to receiving a 503 Service Unavailable error with Chatter API in REST.

New and Changed Classes

- `ChatterFeeds.isModified` is a new method that polls a news feed and returns information about whether the news feed has been modified.
- `ChatterFeeds.postComment(`**`communityId`**`, `**`feedItemId`**`, `**`subjectId`**`, `**`text`**`, `**`feedItemFileUpload`**`)` has been removed. This method has two other signatures that are supported.
- `ChatterFeeds.postFeedItem(`**`communityId`**`, `**`feedType`**`, `**`subjectId`**`, `**`text`**`, `**`feedItemFileUpload`**`)` has been removed. This method has two other signatures that are supported.
- `ChatterFeeds.searchFeedItemsInFeed` is a new method that searches feed items in a specified feed type.
- `ChatterFeeds.setTestSearchFeedItemsInFeed` creates a feed item page to use for testing. After you create the page, use the corresponding `ChatterFeeds.searchFeedItemsInFeed` method to access the test page and run your tests.
- `ChatterGroups.getGroupMembershipRequest` is a new method that returns information about a specific request to join a private group.
- `ChatterGroups.getGroupMembershipRequests` is a new method that returns information about all requests to join a specific private group.
- `ChatterGroups.getMyChatterSettings` and `ChatterGroups.updateMyChatterSettings` are new methods that return and update the context user's Chatter settings for a specific group. In Spring '13, the only setting is the frequency with which the user receives email from the specified group.
- `ChatterGroups.requestGroupMembership` is a new method that requests membership in a private group for the context user.
- `ChatterGroups.updateRequestStatus` is a new method that updates a request for membership in a private group.
- `ChatterUsers.getChatterSettings` and `ChatterUsers.updateChatterSettings` are new methods that return and update the context user's global Chatter settings. In Spring '13, the only setting is the default frequency with which a user receives email from groups they join. This setting doesn't affect groups a user already belongs to.
- `Records` is a new class with one method, `getMotif`, which returns a `Motif` object that contains the URLs for a set of small, medium, and large motif icons. Each Salesforce record type has its own set of motif icons.

New and Changed Input Classes

- There are no new or changed input classes.

New and Changed Output Classes

- The `ActorWithId` output class has a new `motif` property that contains a reference to the `Motif` output class.
- `ApprovalAttachment` is a new output class that is a subclass of `FeedItemAttachment`. It has an `id` property that contains a work item ID and a `status` property that contains the status of the workflow process.
- `BasicTemplateAttachment` is a new output class that is a subclass of `FeedItemAttachment` and is a feed item template. Feed item templates make feed items easier to render by defining their layout. The `BasicTemplateAttachment` is currently used for feed items that announce the creation of a group (the `CollaborationGroupCreated` feed item type). However, Salesforce may reflect other events in the Basic Template in the future.
- The `ChatterComment` output class has a new `likesMessage` property that describes who likes the comment, for example, "You like this." or "Renee Moreau, Gordon Johnson, and Pam Jones like this."
- The `ChatterLike` output class has a new `likedItem` property that contains a reference to the liked comment or feed item.
- The `ChatterGroup.visibility` property type is `GroupVisibilityType` enum.
- The `Collection` class is a new abstract class that does not have a no-argument constructor. It is the super class for `ChatterGroupPage` and `UserPage`.
- The `EntityLinkSegment` output class has a new `motif` property that contains a `Motif` object. Each property in the `Motif` object contains a URL to an icon that indicates the actor type. Files, users, and groups each have their own set of small, medium, and large icons. Records have different sets of motif icons depending on the record type.
- The `Feed` output class has a new `isModifiedUrl` property that contains a URL to use in your next polling request to `ChatterFeeds.isModified`
- The `FeedItem` output class has a new `canShare` property that contains a boolean value indicating whether a feed item can be shared or not.
- The `FeedItem` output class has a new `likesMessage` property that describes who likes the comment, for example, "You like this." or "Renee Moreau, Gordon Johnson, and Pam Jones like this."
- The `FeedItem` output class has a new `preamble` property that contains message segments that compose the title of a post.
- The `FeedItemPage` output class has a new `isModifiedToken` property that contains a string to use in the *since* parameter of `ChatterFeeds.isModified`. It also has a new `isModifiedUrl` property..
- `FeedModifiedInfo` is a new output class returned by `ChatterFeeds.isModified`. The properties tell you whether a news feed has been modified and the token to use as the *since* parameter in a call to `ChatterFeeds.isModified`.
- `GroupChatterSettings` is a new output class that represents a user's Chatter settings for a specific group. In Spring '13, the only property is `emailFrequency`, which is the frequency with which a user receives email from a group. This class is returned by `ChatterGroup.getMyChatterSettings` and `ChatterGroup.updateMyChatterSettings`.
- `GroupMembershipRequest` is a new output class that represents a request to join a private group.
- `GroupMembershipRequests` is a new output class that represents all the requests to join a private group.
- `Icon` is a new output class that represents an icon image in a `BasicTemplateAttachment` object.
- `Motif` is a new output class. Each property in the motif class contains a URL to a small, medium, and large icon that indicates the Salesforce record type. Common record types in Chatter are files, users, and groups, but all record types have a set of motif icons. Custom object records use their tab style icon. All icons are available to unauthenticated users so that, for example, you can display the motif icons in an email.
- The `Photo` output class has the following new properties:

◊ `fullEmailPhotoUrl`—A temporary URL to the large profile picture. The URL expires after 30 days and is available to unauthenticated users.

◊ `standardEmailPhotoUrl`—A temporary URL to the small profile picture. The URL expires after 30 days and is available to unauthenticated users.

◊ `url`—A resource that returns a Photo object: for example, `/services/data/v27.0/chatter/users/005D0000001LL8OIAW/photo`.

• `ResourceLinkSegment` is a new output class that contains a URL to a resource. It's a child of `MessageSegment`

• `UserChatterSettings` is a new output class that represents a user's global Chatter settings. In Spring '13, the only property is `defaultGroupEmailFrequency`, which is the frequency with which a user receives email when they join a group. This property doesn't affect groups a user already belongs to. This class is returned by `ChatterUsers.getChatterSettings` and `ChatterUsers.updateChatterSettings`.

• The data types of the following properties have changed from String to Datetime:

◊ `ChatterGroup.lastFeedItemPostDate`

◊ `CaseComment.createdDate`

◊ `Comment.createdDate`

◊ `DashboardComponentAttachment.lastRefreshDate`

◊ `FeedFavorite.lastViewDate`

◊ `FeedItem.createdDate`

◊ `FeedItem.modifiedDate`

◊ `FileSummary.modifiedDate`

New and Changed Enums

• `FeedItemAttachmentType` has a new value, `Approval`, which corresponds to an attachment of type `ApprovalAttachment`.

• `FeedItemAttachmentType` has a new value, `BasicTemplate`, which corresponds to an attachment of type `BasicTemplateAttachment`.

• `FeedItemType` has a new value, `ApprovalPost`, which corresponds to an attachment of type `ApprovalAttachment`.

• `FeedItemType` has a new value, `BasicTemplateFeedItem`, which corresponds to an attachment of type `BasicTemplateAttachment`.

• `GroupEmailFrequency` is a new enum whose values define the frequency with which a user receives email from a group.

• `GroupMembershipRequestStatus` is a new enum whose values define the status of a request to join a private group.

• `GroupVisibilityType` is a new enum whose values define whether a group is private or public.

• `MessageSegmentType` has a new value: `ResourceLink`.

• `WorkflowProcessStatus` is a new enum whose values define the status of a workflow process.

Tasks Now Appear in Record Feeds (Chatter Tasks)

You asked for it! This enhancement is from an idea on the IdeaExchange.

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** Editions

More customers and users are realizing the power of collaboration in Chatter. Tasks are a key collaboration point, so it makes sense to show tasks where collaboration happens—in the feed.

Now Salesforce shows tasks when and where you need to see them to track work effectively. As soon as a task is created on a record such as a lead, an account, or a custom object, the task appears right in the Chatter feed for that record.

Turn on task generation in record feeds in Chatter settings:

If you turn on task generation in feeds, you can also let users work more efficiently by creating tasks right in a record feed.

Enabling and Disabling Feed Item Generation for New Tasks

User Permissions Needed	
To enable feed item generation for new tasks:	"Customize Application"

Note:

- Feeds show only new tasks, not task recurrences or updates to existing tasks. If a record is related to a task after the task is created, the task doesn't appear in the record feed.
- On cases, feeds don't include email tasks or call logging tasks.

1. Click *Your Name* > **Setup** > **Customize** > **Chatter** > **Settings**.
2. Click **Edit**.
3. Under Tasks in Feeds, select `Generate Feed Items for New Tasks`.
   When this setting is enabled, a feed item is generated each time a task is created on a record, regardless of how the task is created (in the task publisher, on a task detail page, or automatically).
4. Click **Save**.

Viewing Tasks in a Feed

1. To view tasks related to a record, go to the detail page for a record, or click the Chatter tab if you follow the record.
2. To edit or add details to a task in the feed, click the task subject to open the task detail page.

Whenever a task related to a record such as a lead or an account is manually created or automatically generated, the task is added to the feed for that record.

Note:

- Feeds show only new tasks, not task recurrences or updates to existing tasks. If a record is related to a task after the task is created, the task does not appear in the record feed.
- On cases, feeds don't include email tasks or call logging tasks.

Considerations for Task Item Generation in Record Feeds

- If a task related to two records is created, two separate feed items are generated—one for each record. Users who follow both records see two (different) feed items for the same task.
- If a task is related to two records and a user has permission to see only one of the records, the feed shows the task's creator, the task creation date, and comments and likes on the task, but not the subject of the task. The user can comment on the task or like it, but can't share it.
- If shared activities is used to relate a task to multiple contacts, the task appears only in the feed for the primary contact related to the task.

- If a task is reassigned to a different record, the feed item isn't updated or moved to reflect the change. If a task is created without being related to a record, the task isn't added to the feed if it's related to a record later.
- In communities, task feed items are always internal even when a task is created with external visibility.
- If a recurring task is created, the feed shows the task only once, for the series.
- Tasks created using mass email don't appear in a record feed.
- In a feed, the subject of an email task begins with "Email." The subject of a call logging task begins with "Call."
- Details of task feed items aren't searchable in Chatter.

Create Tasks Faster—Beta (Chatter Tasks)

You asked for it! This enhancement is from an idea on the IdeaExchange.

More customers and users are realizing the power of collaboration in Chatter. Tasks are a key collaboration point, so it makes sense to create tasks where collaboration happens—right in the feed.

Now Salesforce lets you create a task when and where you need it. In the publisher above the Chatter feed for a for a lead, account, or other record, enter the task subject and an optional due date, then click **Share**:

The task is automatically related to the record, appearing in the record's feed:

Turn on the task publisher in Chatter settings (it's available when `Generate Feed Items for Tasks` is selected):

Note: This release of the task publisher is a beta release, and its functionality has known limitations. To provide feedback on the task publisher, go to IdeaExchange.

Enabling and Disabling the Task Publisher—Beta

User Permissions Needed	
To enable the task publisher:	"Customize Application"

The task publisher setting is available when `Generate Feed Items for New Tasks` is selected.

Note: This release of the task publisher is a beta release, and its functionality has known limitations. To provide feedback on the task publisher, go to IdeaExchange.

1. Click *Your Name* > **Setup** > **Customize** > **Chatter** > **Settings**.
2. Click **Edit**.
3. Under Tasks in Feeds, select `Allow Task Entry in Feeds`.
4. Click **Save**.

Creating a Task in a Feed—Beta

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** Editions

User Permissions Needed	
To create tasks:	"Edit Tasks"

Note: This release of the task publisher is a beta release, and its functionality has known limitations. To provide feedback on the task publisher, go to IdeaExchange.

The task publisher is available on the detail page for a record. To use the task publisher, you may need to ask your administrator to turn on task entry in feeds.

1. On the detail page for a record, in the publisher above the feed, click **Task**.

   (If you don't see **Task** on a detail page, ask your administrator to turn on task entry in feeds.)
2. In the `Subject` field, type a task (required).
3. In the `Due Date` field, choose a date (optional).
4. To post the task, click **Share**.
   The new task appears in the feed for that record, both on the record detail page and (if you follow the record) on the Chatter tab.

   Note: Your Chatter tab shows all tasks on records you follow, but you can't create a task in the Chatter tab—only on the detail page for a record.

Considerations for Using the Task Publisher

- When the task publisher is turned on, the Link and Poll options appear to the right under a More link with a downward arrow.
- If your organization has applied validation rules to fields not included in the task publisher or made other fields required, users may not be able to use the task publisher. Either remove the rules or turn off the task publisher.

FORECASTS

Quarterly Forecasting Now Available

Available in: **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To enable Forecasts users:	"Manage Users"
	AND
	"Customize Application"

Note: This information applies to the Forecasts product beginning with the Winter '12 release and not to Customizable Forecasts.

Users can now forecast by quarters! You can forecast up to 12 months or eight quarters in the future or past. In the forecasts page, the period selected by default in the rollup table is the current month or quarter if your forecast range includes the current month or quarter. If not, then the first month or quarter is selected by default in the rollup table instead.

Important: If you change the period setting from monthly to quarterly or quarterly to monthly, all adjustments and quotas are lost.

To update your organization's period setting:

1. Click *Your Name* > **Setup** > **Customize** > **Forecasts** > **Settings**.
2. Under Forecast Range, use the drop-down lists to select a beginning period and the number of periods you want to display.
3. Click **Save**.

Once your organization's forecast period is set, from a forecast a user can click **Change** to open the Forecast Range selection box and update the starting and ending period to display.

Forecast Using Partner Opportunities

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To enable Forecasts users:	"Manage Users"
	AND
	"Customize Application"
To assign partner profiles to partner portals:	"Customize Application"

You asked for it! This enhancement is from the following idea on the IdeaExchange: Partner forecasting.

Note: This information applies to the Forecasts product beginning with the Winter '12 release and not to Customizable Forecasts.

If your organization works with partners, you can include the figures from partner user opportunities in users' forecasts. Follow these steps to add partner portal users to the forecast hierarchy.

1. Click *Your Name* > **Setup** > **Manage Users** > **Users** and select the partner portal contact you created.
2. Make sure that the Active and Allow Forecasting checkboxes are selected.
3. Enable the partner portal user in the forecast hierarchy and make sure the person is assigned to an active forecast manager.

Opportunities that a partner portal user creates can roll up to the forecast of the account owner; note that the account owner must be the person's forecast manager in the forecast hierarchy for the opportunities to roll up into the forecast. For example, say Gordon Johnson:

- Owns a partner account called Acme
- Has an Acme contact named Anne Smith
- Anne is a partner portal user
- Anne reports to Gordon in the forecasts hierarchy

If Anne adds opportunities in her portal, Gordon sees those opportunities in his forecast; because Gordon is Anne's forecast manager, Gordon can adjust forecast amounts based on her opportunities and see how she's tracking against her quota. However, it's important to note that partner portal users don't have access to the Forecasts tab or any of its functionality.

Improved Forecasts Column Data Visibility

Available in: **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

Note: This information applies to the Forecasts product beginning with the Winter '12 release and not to Customizable Forecasts.

Truncation in forecast pane columns is indicated by ellipses at the end numbers. Previously, truncation occurred at the start of numbers. You can now also adjust column widths. Hover and click on a column boundary and adjust the width to view data more easily.

Quota	Closed	Commit	Best Case	Pipeline
$350,000.00	$380,000.00 108.6%	$367,000.00 104.9%	$205,000.00 58.6%	$255,000.00 72.9%
$350,000.00	$380,000.00 108.6%	$367,000.00 104.9%	$205,000.00 58.6%	$255,000.00 72.9%

Select Which Items or Quotas to View in Forecasting Reports

Available in: **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To create or update custom report types:	"Manage Custom Report Types"
To delete custom report types:	"Modify All Data"

Note: This information applies to the Forecasts product beginning with the Winter '12 release and not to Customizable Forecasts.

When creating reports, users can use the Show drop-down menu to control which forecasting and quota items appear in the report. For example, users can select:

- Their own forecasting items
- All forecasting items
- Their own forecasting quotas
- All forecasting quotas

Previously, this menu did not appear in reports created from Forecasting report types.

Progressive Display In Forecasts Settings

Available in: **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To enable Forecasts users:	"Manage Users"
	AND
	"Customize Application"
To manage quotas:	"Customize Application"

Note: This information applies to the Forecasts product beginning with the Winter '12 release and not to Customizable Forecasts.

If Forecasts is disabled, you won't see any Forecasts setting options in *Your Name* > **Setup** > **Customize** > **Forecasts** > **Settings** other than the Forecasts enablement checkbox. Previously, if Forecasts was disabled, Forecasts setting options still displayed.

Salesforce for Outlook

For Spring '13, Salesforce for Outlook includes the Salesforce Side Panel for Outlook, which is now generally available. We've also included performance improvements to the sync process, as well as security improvements.

Learn about	In
The Salesforce Side Panel for Outlook	Viewing Salesforce Records in Microsoft® Outlook®
Performance improvements to the sync process	Learning about Improvements to Sync Performance
Security improvements	Understanding Security Improvements
Supported operating systems	New Supported Operating System on page 45

Viewing Salesforce Records in Microsoft® Outlook®

> Available in: **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To display the Salesforce Side Panel in Outlook:	"Side Panel"
To add Outlook emails to Salesforce:	"Email to Salesforce" AND "Add Email"
To add email attachments to Salesforce:	"Always save email attachments" in your Email to Salesforce settings

When your users select emails in Outlook, they can view contact and lead details in the new Salesforce Side Panel, which is now generally available. This side panel displays up to a total of four contacts and leads from the **From**, **To**, and **Cc** fields in your users' emails.

In addition, your users can:

- See up to a total of four open and past activities and opportunities related to the contacts and leads that appear in the side panel.
- Manually add emails to either one contact and one account or opportunity, or one lead only.
- See whether Salesforce encounters duplicate contacts or leads, and choose the most appropriate ones to display in the side panel.
- Search for additional contacts, leads, accounts, and opportunities.
- Use the blue text links to view details directly in Salesforce.
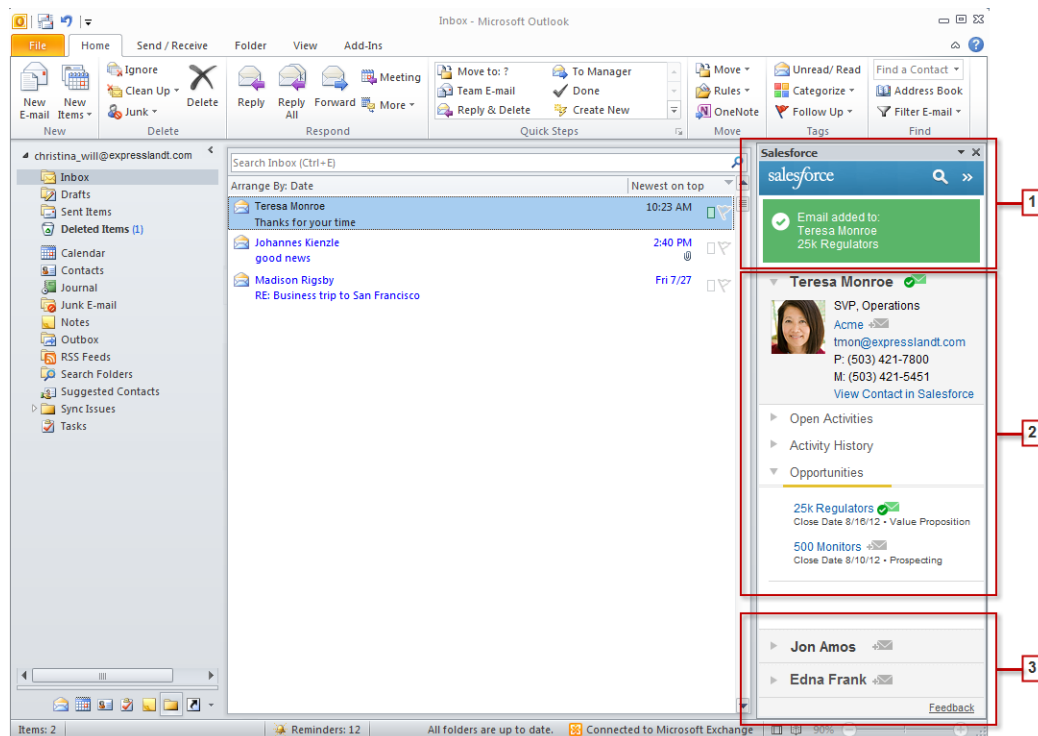
1. Users can see the contacts, leads, activities, and opportunities to which they've added emails. Your users can also click the search icon (🔍) to find other contacts, leads, accounts, and opportunities, and then add emails to them. There's even a collapse icon (⟫) to hide the side panel.

2. The side panel displays contacts and leads based on the order they appear in the **From**, **To**, and **Cc** fields in your users' emails. Users can view:

   • Contacts and their related activities and opportunities
   • Leads and their related activities

3. Additional contacts and leads from your users' emails appear, which they can select to display contact and lead details along with related activities and opportunities.

Considerations for Using the Salesforce Side Panel

It's important that you understand the following details before you enable the side panel for your users.

• When you enable the Salesforce Side Panel, the **Add Emails** button no longer appears directly in Outlook. Instead, your users can click ✉ to add emails to either one contact and one account or opportunity, or one lead only.

   In addition, the **Send and Add** button no longer appears in individual Outlook emails that your users send. But users can select emails in the Sent Items folder, and add sent emails the same way as they add received emails.

• Supported browsers include Microsoft Internet Explorer® 8 or later.
• The DELETE function in the search box is inactive. To modify search entries, users can either press BACKSPACE, or click **Done** and then search again.

Enabling the Salesforce Side Panel

1. Click **Your Name** > **Setup** > **Desktop Administration** > **Outlook Configurations**.
2. Either create a new Outlook configuration, or edit an existing one.
3. Select **Side Panel**.
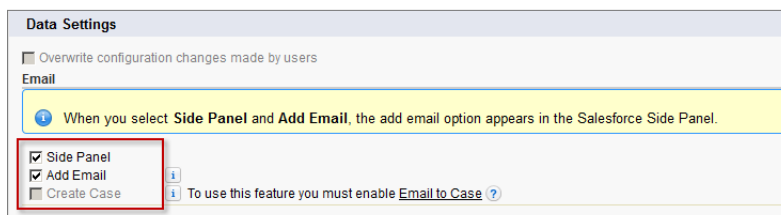
4. Select any other options that apply to your Outlook configuration.
5. Click **Save**.
6. If you don't yet have a remote site configured for your organization, create one now. To do so, click **Your Name** > **Setup** > **Security Controls** > **Remote Site Settings**.
7. Click **New Remote Site**.
8. Add a remote site name. Then, add a remote site URL, which is your organization's Salesforce URL.

9. Click **Save**.

Learning about Improvements to Sync Performance

We changed the frequency by which Salesforce for Outlook syncs contacts. Instead of syncing contacts automatically every 10 minutes, Salesforce for Outlook now syncs contacts automatically every hour. This improves the overall speed of the sync process, because contacts don't sync as often compared with previous releases.

Your users can, of course, manually sync as often as they'd like.

Understanding Security Improvements

We increased security to prevent others from logging into Salesforce using the Salesforce for Outlook icon (⊙) that appears in your Microsoft Windows system tray.

If you don't have your browser logged in to Salesforce, you'll now receive a prompt to log in to Salesforce when you click **My Unresolved Items** or **Outlook Configuration** from the system tray icon.

Keep in mind that if you have multiple logins, and you have a browser logged in to Salesforce using a different user name or URL compared with the ones in your Salesforce for Outlook Settings, you won't receive a prompt to log in. Instead, the system tray icon directs you to the active login within your browser. To access the same login as Salesforce for Outlook, we recommend you close any other logins within your browser.

New Supported Operating System

We now support using Salesforce for Outlook with Microsoft® Windows® 8. In our system requirements, you'll now see that we support the following operating systems on Microsoft Exchange, along with the latest versions of hot fixes.

- Windows 8
- Windows 7
- Windows Vista® (32-bit)
- Windows XP (32-bit)

We don't support Apple® Macintosh® operating systems.

EMAIL

New Controls for Sending Email

Available in: **All** Editions except **Database.com**

User Permissions Needed	
To configure email deliverability:	"Customize Application"

We've added a way for you to control the type of email your organization sends, with the new `Access level` setting in **_Your Name_** > **Setup** > **Email Administration** > **Deliverability**. While you typically won't change this setting day-to-day, these options can be useful when you need to temporarily suspend outbound email or when you're working with sandboxes, for example.

- `No access>`: Prevents all outbound email to and from users.
- `System email only`: Allows only automatically generated emails, such as new user and password reset emails.
- `All email>`: Allows all types of outbound email. Default for new, non-sandbox organizations.

> **Tip:** The `System email only` setting is especially useful for controlling email sent from sandboxes so that testing and development work doesn't send test emails to your users.
>
> - Newly created sandboxes default to `System email only`.
> - Sandboxes created before 'Spring 13 default to `All email`.

You may not be able to edit the `Access level` if salesforce.com has restricted your organization's ability to change this setting.

Sender ID Compliance Not Automatically Enabled

Available in: **All** Editions except **Database.com**

User Permissions Needed	
To configure email deliverability:	"Customize Application"

We no longer automatically enable Sender ID compliance for new organizations. Previously, the `Enable Sender ID compliance` checkbox was selected by default in **_Your Name_** > **Setup** > **Email Administration** > **Deliverability**. With Sender ID compliance enabled, every email sent from Salesforce automatically populates `no-reply@salesforce.com` in the envelope's `Sender` field. We now disable it by default.

46

The new default applies only to organizations created after Spring '13. Existing organizations aren't affected. We recommend enabling Sender ID compliance only if you have recipients using the Sender ID email authentication protocol, which isn't widely used.

ADDITIONAL SALES ENHANCEMENTS

Create Workflow Rules for Opportunity Teams

Available in: **Enterprise**, **Unlimited**, **Developer**, and **Database.com** Editions

Tasks, Sites, and Email Alerts are not available in **Database.com**

User Permissions Needed	
To create or change workflow rules and actions:	"Customize Application"

Administrators can create workflow rules for opportunity teams. Previously, this wasn't possible.

Add a Single Contact to a Shared Activity

💡 You asked for it! This enhancement is from an idea on the IdeaExchange.

Available in: **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To create tasks:	"Edit Tasks"
To create events:	"Edit Events"

With Shared Activities enabled, you can now add a single contact to an activity by typing the name in the `Name` field. Previously, this wasn't possible.

Use Formula Fields to Access Person Account Contact Fields

> Business accounts available in: **All** Editions except **Database.com**
>
> Person accounts available in: **Enterprise**, **Unlimited**, and **Developer** Editions

When creating custom formula fields for person accounts, all contact fields can now be accessed. Previously, this wasn't possible.

Track Contract History for all Statuses

You asked for it! This enhancement addresses an idea on the IdeaExchange.

> Available in: **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To change contract settings:	"Customize Application"

With Spring '13, you can now track contract history for contracts in **Draft** status. The default is to track history for contracts with a status of either **In Approval Process** or **Activated**. To track contract history for all statuses:

1. Click `Your Name` > **Setup** > **Customize** > **Contracts** > **Settings**.
2. Select the `Track history for all statuses` option.
3. Click **Save**.

Display Content Packs for Salesforce CRM Content

> Available in: **Contact Manager**, **Group**, **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

When viewing the detail pages for Salesforce CRM Content, you can now click the Content Packs subtab to see which content packs include the content. Administrators can remove content from content packs using this subtab.

SERVICE

CHATTER ANSWERS

Chatter Answers for Developers

Available in: **Enterprise**, **Developer**, and **Unlimited** Editions

With Spring '13, Chatter Answers is available in Developer Edition organizations. Now administrators and developers can set up and test Chatter Answers in communities before deploying to production environments.

SUPPORT CUSTOM REPORT TYPES

New Email Object Available for Cases Custom Report Type

Available in: **All** editions except **Database.com**

Starting with Spring '13, when you create a custom report type, **Emails** is available under **Cases** as a child object . Add Emails under any primary object as long as you can relate the primary object's relationship to Cases. For example, in a custom report type with Accounts as the primary object, you can relate Accounts to Cases, and then select Emails under Cases, as shown:
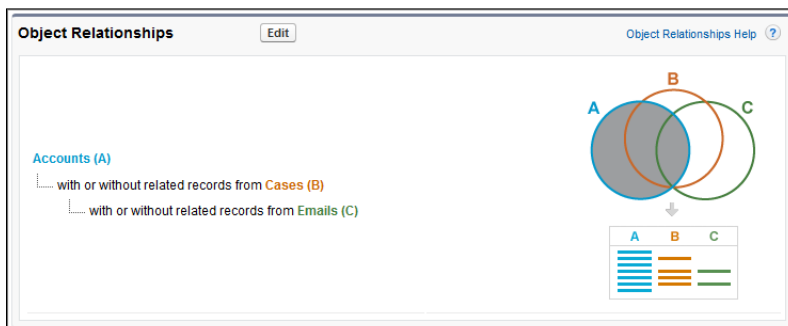
Using a custom report type that has the Email object, you can track case activities closely and help your support team resolve cases in a timely manner. For example, you can monitor:

- Which cases have draft emails that should be sent to customers.
- How many emails have been sent, received, and replied-to on a case.
- When the last email communication occurred for an open case.

When you create a new report based on the custom report type containing the Email object, the following Email fields appear in the report builder field tree.

- `BCC Address`
- `CC Address`
- `Created By: Full Name`
- `Created Date`
- `EmailMessage ID`
- `From Address`
- `From Name`
- `Has Attachment`
- `Headers`
- `HTML Body`
- `Is Incoming`
- `Last Modified By: Full Name`
- `Last Modified Date`
- `Message Date`
- `Message Size`
- `Status`
- `Subject`
- `Text Body`
- `To Address`

SALESFORCE KNOWLEDGE

Salesforce Knowledge Enhancements

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions

In Spring '13, Salesforce Knowledge has the following enhancements.

- Asian characters (Japanese, Chinese, Korean, etc) now display correctly when you convert Salesforce Knowledge articles to PDF attachments using email templates in the same language.

> **Note:** Both the article and the knowledge base must be in the same language. For example, if your knowledge base language is English but you want a Japanese article converted into a PDF, change your knowledge base language to Japanese (*Your Name* > **Setup** > **Customize** > **Knowledge** > **Settings** > **Edit**) before converting the article.

- In accordance with Field History Tracking Deletion, when article history tracking is enabled, article events are tracked for up to 18 months.
- New UPDATE clauses in SOSL and SOQL to report on Salesforce Knowledge article searches and views — Pilot:

  ◊ The UPDATE VIEWSTAT clause was added to the Salesforce Object Query Language (SOQL) and the Salesforce Object Search Language (SOSL). It allows developers to use the API to update an article's view statistics.
  ◊ The UPDATE TRACKING clause was added to the Salesforce Object Search Language (SOSL). It allows developers to use the API to track the keywords used in the Salesforce Knowledge article search.

  > **Note:** UPDATE VIEWSTAT and UPDATE TRACKING are available through a pilot program. To participate, contact your salesforce.com representative.

LIVE AGENT

Changes to the Availability of the Live Agent Console

Available in: **Enterprise** and **Unlimited** Editions, and **Developer** Edition organizations created after June 14, 2012

The Live Agent console is a dedicated console used by customer service agents to manage Live Agent chats. Agents can answer chat requests, conduct live chats, and interact with Salesforce records and Salesforce Knowledge articles. Starting with Spring '13, the Live Agent console isn't available for new Live Agent customers. Existing customers will continue to have access to the Live Agent console, and both new and existing customers can use Live Agent in the Service Cloud console.

For information about adding Live Agent to a Service Cloud console app, see "Adding Live Agent to the Service Cloud Console" in the online help.

ADDITIONAL SERVICE ENHANCEMENTS

Open CTI: New Method

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with the Service Cloud

Salesforce CRM Call Center seamlessly integrates Salesforce with third-party computer-telephony integration (CTI) systems. Before the introduction of Open CTI, Salesforce users could only use the features of a CTI system after they installed a CTI adapter program on their machines. Yet such programs often included desktop software that required maintenance and didn't get the benefits of cloud architecture. Open CTI lets developers:

- Build CTI systems that integrate with Salesforce without the use of CTI adapters.
- Create customizable SoftPhones (call-control tools) that function as fully integrated parts of Salesforce and the Service Cloud console.
- Provide users with CTI systems that are browser and platform agnostic, for example, CTI for Chrome, Firefox, or Internet Explorer on Mac, Linux, or Windows machines.

Developers use Open CTI in JavaScript to embed API calls and processes; Open CTI is only available for use with JavaScript pages. To use Open CTI, developers should have a basic familiarity with:

- CTI
- JavaScript
- Visualforce
- Web services
- Software development
- The Service Cloud console
- Salesforce CRM Call Center

For information (English only) on customizing and building CTI systems with Open CTI, see the *Open CTI Developer's Guide*.

With Spring '13, the following new method is available.

Method	Description
getSoftphoneLayout()	Returns the SoftPhone layout as a JSON string. For more information on SoftPhone layouts, see "Designing a Custom SoftPhone Layout" in the Salesforce online help.

CTI (Call-Telephony Integration) Popup Window

Salesforce CRM Call Center integrates third-party computer-telephony integration (CTI) systems with Salesforce. Now, support agents using CTI adapters built with version 4.03 of the CTI Toolkit will see a a new popup window when using Firefox or Chrome browsers. This popup window must display on agents machines to keep them connected to Salesforce CRM Call Center. If your agents are using Firefox or Chrome, we recommend that you tell your agents about the new popup window and let them know that they should disable any popup blockers that prevent the window from displaying.

Here's what the new popup window looks like:
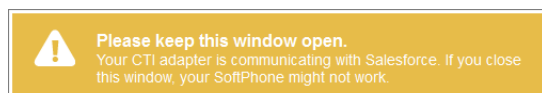
For more information about Salesforce CRM Call Center, see "Call Center Overview" in the online help.

Service Cloud Console Integration Toolkit: Console Buttons

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions with the Service Cloud

The Service Cloud Console Integration Toolkit is an API that uses browsers to display pages as tabs in the console. It provides advanced administrators and developers programmatic access to the console so they can extend it to meet your business needs. For example, developers can use the toolkit to open and close tabs in the console to streamline a business process.

With Spring '13, the following new methods are available.

Method	Description
`blinkCustomConsoleComponentButtonText()`	Blinks a button's text on an application-level custom console component that's on a page. This method is only available in API version 25.0 or later.
`scrollCustomConsoleComponentButtonText()`	Scrolls a button's text on an application-level custom console component that's on a page. This method is only available in API version 25.0 or later.

For more information (English only) about the toolkit, see the *Service Cloud Console Integration Toolkit Developer's Guide*.

ANALYTICS

Touch Dashboards Now Available

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** Editions.

Salesforce Platform licenses are also supported.

User Permissions Needed	
To view and refresh dashboards:	"Run Reports" AND access to dashboard folder

You can now view dashboards in Salesforce Touch. Access the Dashboards tab from the tab pane in the navigation view.
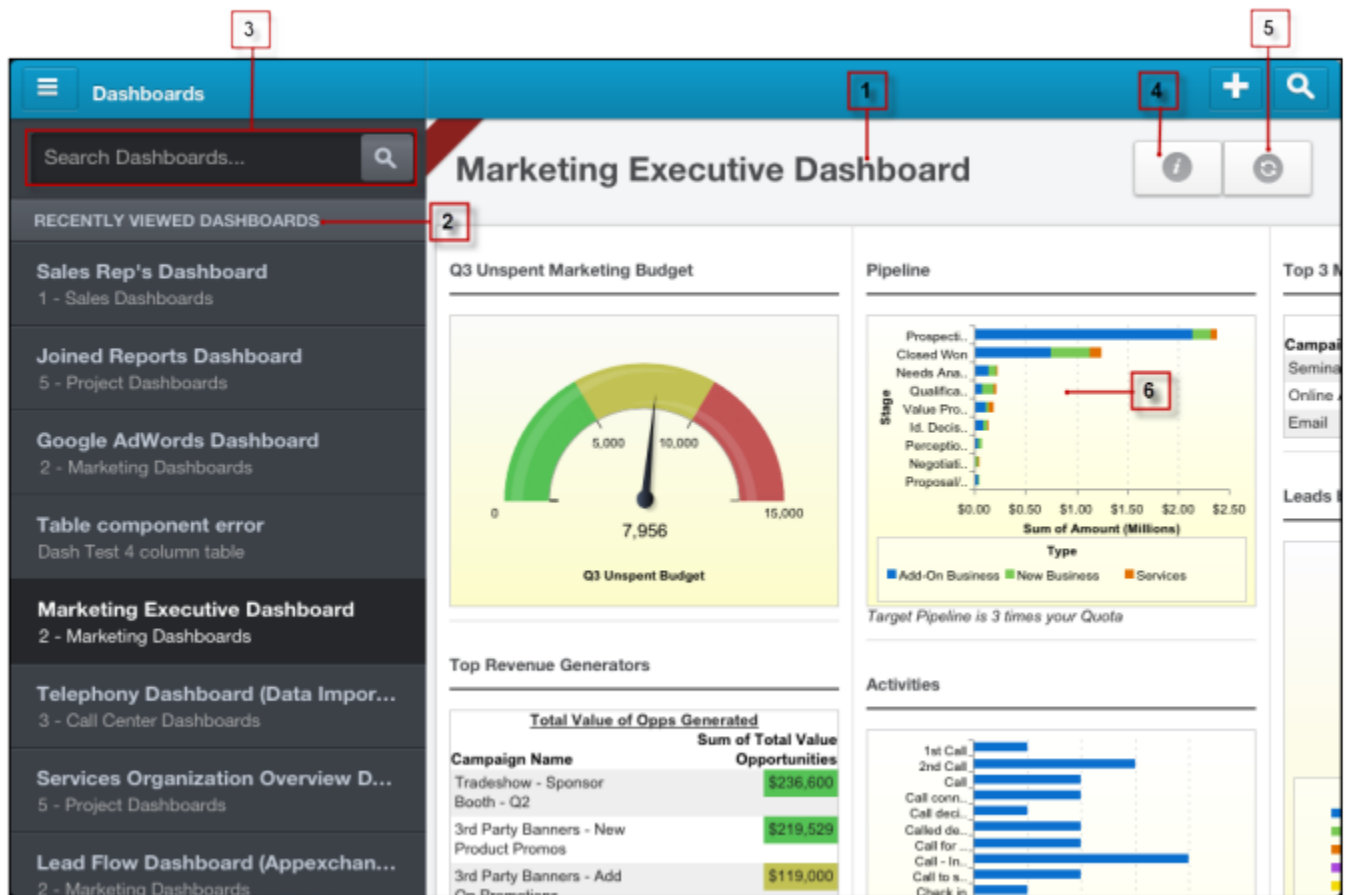
Using dashboards in Salesforce Touch, you can:

1. See the last dashboard you viewed on any device.
2. Browse up to 15 recently viewed dashboards at a time. Tap **Show More** to see others.
3. Search to find dashboards.
4. Get information about a dashboard, such as the running user or the last refresh date.
5. Refresh a dashboard to see the most recent data.
6. Tap a dashboard component to see its details. Swipe within the view to see all the data for large components.

Note:

Using dashboards in Salesforce Touch is a little different from the full Salesforce site. Source reports, dashboard filters, and Visualforce components aren't displayed. Dynamic dashboards let you see data as yourself only. And Chatter posts and feed tracking for dashboards aren't available.

Add Report Types Faster in Joined Reports

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To create, edit, and delete reports:	"Create and Customize Reports"
	AND
	"Report Builder"

In the Spring '13 release, we're enabling users to add report types to joined reports more quickly.

When you add a block to a joined report, you select a report type for the block. Each block's report type must contain one or more fields in common with the other blocks in the joined report. To reduce the time it takes to display the available report types, Salesforce no longer filters out the ineligible report types ahead of time. Instead, if you select a report type that doesn't contain common fields you are prompted to select a different report type. See "Add a Report Type to a Joined Report" in the online help.
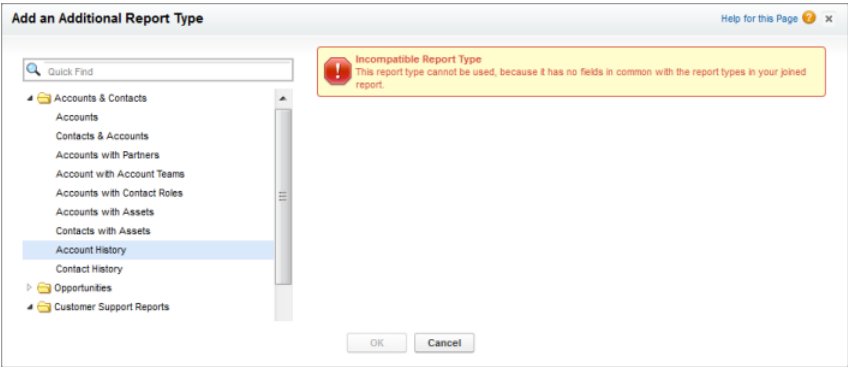
MOBILE

Help for Mobile Products

Using the reorganized online help that we're introducing in Spring '13, administrators can find content about enabling and configuring Salesforce mobile apps in these help sections.

For this App...	Check Out...
Chatter Mobile	"Set Up and Maintain Collaboration Tools"
Mobile Dashboards for iPad Salesforce Mobile Salesforce Touch	"Set Up and Maintain Your Salesforce Organization"

Your users can easily get started installing and using Salesforce mobile apps with information in these help sections.

For this App...	Check Out...
Chatter Mobile	"Collaborate with Everyone"
Mobile Dashboards for iPad	"Analyze Your Salesforce Data"
Salesforce Mobile Salesforce Touch	"Salesforce Basics"

We've also made several improvements to the online help to assist mobile administrators and users.

• The Salesforce Mobile setup help was revised to differentiate and clarify initial implementation tasks from the tasks that administrators may need to perform for ongoing management of an organization's Salesforce Mobile deployment.
• There's a new mobile overview topic in "Salesforce Basics" so your users can learn about all of the Salesforce mobile apps that can help them stay connected and productive while on the go.

Product	Description	Supported Salesforce Editions	Supported Mobile Devices	Offline Support?
Chatter Mobile	Collaborate in Chatter from your mobile device without having to use a browser. You can monitor your feed, post updates and comments, and upload photos, files, and links. You can also email, call, or text people directly from their Chatter profiles. And the app gives you instant notifications to keep you up-to-date on important activities.	Free for customers using: ◊ Group Edition ◊ Professional Edition ◊ Enterprise Edition ◊ Unlimited Edition	◊ Android phones and tablets ◊ Apple iPad ◊ Apple iPhone ◊ Apple iPod Touch ◊ BlackBerry smartphones	No. However, Android and Apple devices retain a cached version of your feed. You can also access any data previously downloaded from the app.
Mobile Dashboards for iPad	Access your dashboards and their source reports from your iPad. You can see any dashboard you have access to, as well as view individual dashboard components, highlight their values, and drill into reports for each. You can also email a dashboard or component to others, and post and comment on dashboard Chatter feeds.	Free for customers using: ◊ Enterprise Edition ◊ Unlimited Edition ◊ Developer Edition ◊ Any organization with REST API enabled	◊ Apple iPad	Limited. Dashboards and reports that you access from the app are cached and available for offline viewing only.
Salesforce Mobile	Access and update Salesforce data from your smartphone. You can view your dashboards, run simple reports, log calls and	A free, limited version is available for all Salesforce customers except for Database.com organizations Full version requires mobile licenses and is available for:	◊ Android phones ◊ Apple iPhone ◊ BlackBerry smartphones	Yes

Product	Description	Supported Salesforce Editions	Supported Mobile Devices	Offline Support?
	emails, keep track of your activities, and create, edit, and delete records. Most standard Sales objects and some Service objects are available. And if you're using the full version, custom objects and configurations are also supported.	◊ Professional Edition ◊ Enterprise Edition ◊ Unlimited Edition ◊ Developer Edition		
Salesforce Touch	Access and update Salesforce data from an interface that's optimized for navigating and working on your touchscreen mobile device. You can view, edit, and create records, manage your activities, view your dashboards, and use Chatter. Salesforce Touch supports several standard Sales objects, Cases, and all of your organization's custom objects. And you can change between apps, just like in the full Salesforce site.	Free for customers using: ◊ Group Edition ◊ Professional Edition ◊ Enterprise Edition ◊ Unlimited Edition ◊ Contact Manager Edition ◊ Developer Edition	◊ Apple iPad and iPad mini	No

Salesforce Touch

Available in: **Group**, **Professional**, **Enterprise**, **Unlimited**, **Contact Manager**, and **Developer** Editions.

Salesforce Platform licenses are also supported.

Salesforce Touch—a version of Salesforce that's designed specifically for touchscreen mobile devices—is now generally available! Using Salesforce Touch, you have real-time access to the same information that you see in the office, but organized for working while on the go.

> **Note:**
>
> The Spring '13 release doesn't have all of the functionality of the full Salesforce site. See Differences from the Full Salesforce Site for more details.
>
> In this release, Salesforce Touch is available for iPad devices only.

Salesforce Touch provides these benefits over using the full Salesforce site on your mobile device:

- An intuitive interface that is optimized for easy navigation and data interaction on a touchscreen, so you can scroll, tap, and swipe through records to quickly find the information you need
- Automatic updates and enhancements, so you're always using the most current version
- Support for many of your organization's Salesforce customizations

There are two versions of Salesforce Touch:

- A downloadable app that is available from the Apple App Store or AppExchange Mobile and installs directly on iPad devices
- A mobile browser app that runs in the Safari® for iPad web browser

The downloadable app offers the convenience and time savings of maintaining your Salesforce session, so you don't need to log in every time you access Salesforce Touch. Use the mobile browser version if you don't want to bother with installing an app on your device.

Salesforce Touch Enhancements in this Release

You asked for it! Salesforce Touch addresses the following idea on the IdeaExchange: remove the Chatter requirement.

Salesforce Touch was generally available in the Winter '13 release. And now with Spring '13, the Salesforce Touch experience gets even better! This release includes these enhancements.

- The downloadable and mobile browser apps are supported on iPad mini, iPad 2, and iPad with Retina display models. The required iOS version is now 5.1.1 or higher.
- Chatter is no longer a requirement for using Salesforce Touch.

- You can access all of your standard and custom apps, not just the Sales app.
- Dashboards are available. You can view recent dashboard data, see components in detail, and search for dashboards. See Touch Dashboards Now Available for more details.
- In addition, the Cases and Leads tabs are also available. You can view, edit, and create records for these objects.
- Visualforce tabs are supported in the mobile browser app—see Visualforce Support in Salesforce Touch for more details. Visualforce tab support in the downloadable app will be available later this spring.

  Other programmatic customizations aren't available in this release.

- Several other objects are now supported, including:

  ◊ Person accounts
  ◊ Opportunity Line Item (read-only)

- There are several improvements to the user interface.

  ◊ There's a new navigation interface for accessing tabs and apps. The list pane is now one of three stacked panes in the new navigation view. The navigation view also includes a new tab pane (which replaces the tab bar at the top of the interface) and a My Salesforce pane, where users access the **Apps** menu.
  ◊ The **Settings** icon was removed from the toolbar and the **Settings** menu items—including access to the *Salesforce Touch FAQ* and the log out option—are now available on the My Salesforce pane in the navigation view.
  ◊ The Person Account History related list is now correctly named. Previously this related list was called "Account History."

- In anticipation of future support for additional device types—including the iPhone and Android tablets—the Salesforce Touch Settings page in the full Salesforce site was re-designed. You now enable the downloadable or mobile browser apps by selecting the types of devices that are allowed to access Salesforce Touch. To disable either or both versions of Salesforce Touch, you deselect all device options. The new Settings page also allows you to enable Visualforce for Salesforce Touch.

Salesforce Touch Requirements

These are the requirements for using both the downloadable and mobile browser versions of Salesforce Touch.

Devices:

Apple iPad 2 and later models (including the iPad mini), with iOS® version 5.1.1 or higher.

Browsers:

The default iPad browser, Safari.

Private Browsing must be turned off. Tap the iPad **Settings** icon, then select **Safari** and set **Private Browsing** to **Off**.

Salesforce:

You must have an active Salesforce account and be able to access accounts and contacts.

Chatter customers aren't able to use Salesforce Touch.

Wireless Connection:

A Wi-Fi® or cellular network connection is required to communicate with Salesforce. For the best performance, we recommend using Wi-Fi. If you use Salesforce Touch on a 3G cellular network, data rates may apply and you may incur roaming charges while traveling.

Offline use of Salesforce Touch isn't currently supported.

Language and Locale:

Salesforce Touch works with almost all of the Salesforce-supported locales and the fully-supported and end user languages. The exception is right-to-left locales and languages (including Arabic, Hebrew, and so forth), which aren't currently supported.

Advanced currency management isn't currently supported.

Setting Up Salesforce Touch

User Permissions Needed	
To view Salesforce Touch settings:	"View Setup and Configuration"
To modify Salesforce Touch settings:	"Customize Application" "Modify All Data"
To use the Web Services API:	"API Enabled" "Manage Users"

To enable and configure Salesforce Touch for your organization:

1. Click *Your Name* > **Setup** > **Mobile Administration** > **Salesforce Touch** > **Settings**.
2. In the `Downloadable App Settings` section, enable the Salesforce Touch downloadable app for all users in your organization by selecting the mobile devices that can access the app. (In the Spring '13 release, Apple® iPad® is the only available option.) Disable access to this app by deselecting all of the devices in this section.

   The downloadable app is enabled by default. If you disable this app, users can still install the app but they can't use it to log in to their Salesforce accounts.
3. In the `Mobile Browser App Settings` section, enable the Salesforce Touch mobile browser app for all users in your organization by selecting the mobile devices that can access the app. (In the Spring '13 release, iPad is the only available option.) Disable access to this app by deselecting all of the devices in this section.

   The mobile browser app is disabled by default. If you enable this option, users who log in to Salesforce from the Safari® on iPad web browser are automatically redirected to Salesforce Touch.

   > **Note:**
   >
   > If users prefer to access the full Salesforce site from Safari instead, they can turn off the mobile browser app redirection for themselves, either from the app or from the full site by deselecting the **Touch User** checkbox at *Your Name* > **Setup** > **My Personal Information** > **Personal Information**.
   >
   > Alternately, you can use the Web Services API to quickly turn automatic redirection to the mobile browser app off (or on) for users. When the mobile browser version of Salesforce Touch is enabled, the `UserPreferencesOptOutOfTouch` field is added to the User object. By default, this field is set to `false`—which

turns on automatic access to the mobile browser app—for all user records. Change this field to `true` to turn the redirection off for desired users. See the User section in the *Web Services API Developer's Guide* for more information.

4. Select `Enable Visualforce in Salesforce Touch` to allow the use of Visualforce pages in Salesforce Touch.

In the Spring '13 release, Visualforce tabs are the only supported component.

5. Click **Save**.

If you enable both the downloadable and mobile browser apps, users can access either version of Salesforce Touch interchangeably.

Accessing Salesforce Touch

The way users access Salesforce Touch depends on the versions that you've enabled for your organization.

- **Salesforce Touch Downloadable App**: If you opt to keep the downloadable version of Salesforce Touch enabled, users can download and install the app from the Apple App Store or AppExchange Mobile. Once installed, they can launch the app from the iPad Home screen and log in to their Salesforce accounts as they would normally. By default, the downloadable app connects to your production environment.

  Note: If you disable the downloadable version of Salesforce Touch, your users aren't blocked from downloading or installing the app. Any attempts to log in to Salesforce from the app, however, will fail with an error message.

- **Salesforce Touch Mobile Browser App**: If you enable the mobile browser version of Salesforce Touch, users simply access the mobile browser app by logging in to their Salesforce accounts from the Safari web browser. Login sessions from iPad devices are automatically redirected to the mobile browser app.

  Note: If a user sees the full site instead of the mobile browser app, verify that the **Touch User** checkbox in the user's Personal Information settings is selected. You can access this information by selecting *Your Name* > **Setup** > **Manage Users** > **Users**, then clicking **Edit** next to the user's name.

If you enable both versions of Salesforce Touch, users can access either option interchangeably.

Using Salesforce Touch

To learn about using Salesforce Touch, see the *Salesforce Touch FAQ* that's available in the app, on the My Salesforce pane in the navigation view.

Differences from the Full Salesforce Site

Salesforce Touch doesn't have all of the functionality of the full Salesforce site. Users can work with their accounts (including person accounts), cases, contacts, dashboards, leads, opportunities, tasks, and all custom tabs, and they can view any events that are accessible from Open Activities or Activity History related lists. With a few exceptions, all of the standard and custom fields for these objects are available. Additionally, users can see their Chatter data, including People, Groups, and feeds.

Note: Salesforce Touch uses user profiles and permission sets, so users have access to the same tabs, record types, fields, page layouts, and object permissions that they do when working in the full site. However, any user interface customizations that your organization implemented programmatically (for example, using Visualforce, JavaScript, and so forth) aren't accessible in this release. The one exception is Visualforce tabs, which are supported.

Salesforce Touch Limits

Salesforce Touch has these limits when displaying data:

- **Chatter Groups and People:** 15 records displayed initially, expandable to 200 maximum
- **Recent Items:** 15 records displayed initially, expandable to 100 maximum
- **Related Lists:** 30 records displayed initially, not expandable
- **Search Results:** top 5 results per object displayed, not expandable
- **Tasks:** 15 records displayed initially; expandable to 100 maximum

Salesforce Customizations

Salesforce Touch displays custom Visualforce tabs, which allow you to open associated Visualforce pages in a new mobile browser window. For more details, see Visualforce Support in Salesforce Touch.

All other programmatic customizations to the Salesforce interface, however, aren't currently supported in Salesforce Touch, including:

- Custom buttons and links
- Web tabs
- Visualforce components (other than Visualforce tabs, which are supported)
- S-controls

Salesforce Data

Salesforce Touch doesn't support some of the data that you can access in the full site, including:

- Objects other than those mentioned in this section
- Standard list views and custom object lists
- A few record fields, including:

    ◊ division fields
    ◊ rich text area fields
    ◊ territory management fields

- Some related lists and some related list fields
- Shared Activities for tasks or events
- Archived activities
- Search on objects other than those supported in Salesforce Touch
- Advanced currency management

Note:

Unsupported fields and related lists include links to the full site, where you can see the missing information. Links to unsupported objects also take you to the full site. In addition, the **Actions** menu on a record detail pane allows you to switch to the full site so you can perform tasks not currently available in Salesforce Touch.

Salesforce.com provides these links for your convenience but using the full site from Salesforce Touch isn't officially supported.

Dashboards

Using dashboards in Salesforce Touch is a little different from the full Salesforce site. Source reports, dashboard filters, and Visualforce components aren't displayed. Dynamic dashboards let you see data as yourself only. And Chatter posts and feed tracking for dashboards aren't available.

Create or Edit Records

There are some differences from the full site when creating or editing records in Salesforce Touch:

Category	Issue	Creating Records	Editing Records
Any Record	You can't modify a record's owner or its record type. Switch to the full site to make these changes.		✔
	If territory management is enabled, you can't assign or modify a record's territory rules.	✔	✔
Accounts and Contacts	The **Copy Billing Address to Shipping Address** and **Copy Mailing Address to Other Address** links aren't available.	✔	✔
	If territory management is enabled, the **Evaluate this account against territory rules on save** option isn't available when editing account records.		✔
Events	You can't create or edit event records in Salesforce Touch.	✔	✔
Opportunities	You can't edit the `Probability` or `Forecast Category` fields. However, values are automatically added to these fields (based on the value of the `Stage` field) when you save the record. You can manually override the values for these fields by editing the record in the full site.	✔	✔
	If you make an opportunity private, you don't get a warning that you're removing all sharing from the record.		✔
Tasks	If you set the `Name` field to `Lead`, the `Related To` field shouldn't be available but it's editable in Salesforce Touch. You'll get a validation error if there's data in `Related To` when you save the record.	✔	✔
	The `Email` and `Phone` fields for an associated contact aren't displayed.	✔	✔
	You can't use Shared Activities to relate multiple contacts to a task.	✔	✔
	You can't create recurring tasks or change the details for recurring tasks.	✔	✔
	Spell-checking the `Comments` fields isn't available.	✔	✔
	You can't add attachments.	✔	✔
	You can't send notification emails.	✔	✔
	You can't set task reminders.	✔	✔

Category	Issue	Creating Records	Editing Records
Lookup Fields	Enhanced lookups aren't supported, so you can't use wildcards in lookup searches and you can't sort, filter, and page through search results.	✔	✔
	Dependent lookups aren't supported.	✔	✔
	Lookup filters aren't respected, so lookup search results aren't restricted in any way. You may wind up selecting an item that isn't valid for your organization, resulting in an error message when you save your record.	✔	✔
Phone Number Fields	Salesforce Touch doesn't apply any formatting to numbers entered in phone number fields, so if you enter `4155551212`, that's how the phone number is displayed when you view the record.	✔	✔
Picklist Fields	Controlling and dependent picklists are supported, but Salesforce Touch doesn't display indicators on create and edit pages for these fields. To determine if a picklist field is dependent, and which picklist field controls it, switch to the full site.	✔	✔
Text Area Fields	Text area fields aren't scrollable in this release. To access text that isn't visible in the field, tap the field to display the keyboard, then touch and hold to bring up the magnifying glass. Slowly drag the magnifying glass through the field until you see the desired text.	✔	✔

Chatter

When using Chatter in Salesforce Touch, you can't:

- Create or update profile information, or upload profile pictures
- See the Followers, Following, Groups, and Files Owned lists on profiles
- See Chatter activity statistics or Chatter influence status
- Receive Chatter recommendations
- See trending topics
- Invite coworkers to sign up for Chatter
- Update group settings and information
- Create new groups
- View members of groups or lists of group files
- Invite Chatter customers to join private groups
- Upload, share, or preview files
- View or download files that were uploaded via the Files tab from the full site, or that were uploaded to a comment. (Note that you can view files that were attached to a post on a Chatter feed. The Salesforce Touch downloadable app can display these file types only: `.doc`, `.docx`, `.pdf`, `.ppt`, `.pptx`, `.xls`, `.xlsx`, and all image files, including `.gif`, `.jpg`, and `.png` formats.)
- Find or follow files
- Send or view Chatter messages
- Bookmark posts
- View the list of people who liked a Chatter update
- Share public posts

- Add or view Chatter favorites
- Add topics to posts and comments
- Search for data in any Chatter feeds, including Groups, People, and Files
- View the full Chatter feed (as with the **Feed** filter in the full site)
- Filter or follow records
- Use Chatter as a moderator

Shared Activities in Salesforce Mobile

Free version available in: **All** editions except **Database.com**

Full version available in: **Unlimited** and **Developer** Editions, and for an additional cost in: **Professional** and **Enterprise** Editions

In the Winter '13 release, Shared Activities was expanded to let your users relate as many as 10 contacts to a single non-recurring event. One contact is the primary contact and all others are secondary contacts. This allows your users to easily track the overall activity and the individual contact activities for the event. It also allows your users to generate useful and accurate activity metrics reports that include the number of contacts related to an event.

Shared Activities for events is now available in the Salesforce Mobile app for BlackBerry smartphones, which previously supported shared activities for tasks only. The other versions of Salesforce Mobile previously supported Shared Activities for events and tasks.

> **Note:** Add the Name related list to the task detail and event detail page layouts so users can see all contacts on an activity from the record detail page or the main menu in the Salesforce Mobile app.

Salesforce Mobile SDK

The Salesforce Mobile SDK is an open source suite of developer technologies that simplify the development of mobile applications.

The Mobile SDK provides the following:

- Native OAuth implementations for Android and iOS that work out-of-the-box
- OAuth access token management, including persistence and refresh capabilities
- App containers for building hybrid applications

Using the Salesforce Mobile SDK, you can create three types of mobile applications:

- **Native** — Native apps are coded using a mobile platform's native capabilities. Typically, these apps are more difficult to develop, but they also offer the best performance. In this workbook, we show how to construct native applications for iOS and Android.
- **HTML5** — HTML5 apps are built using HTML5, CSS and JavaScript. These lightweight server-side pages typically offer the most portability, but don't have access to native platform features. HTML5 apps aren't OS-specific, so the same app will run on an iOS, Android, Windows Mobile, or other device.

- **Hybrid** — Hybrid apps use a JavaScript bridge in a native container to merge the portability of HTML5 with native device capabilities, such as the camera or address book.

Because the Mobile SDK is new technology, with many rapid changes expected over the coming year, the most recent release notes can be found at http://wiki.developerforce.com/MobileSDK.

Chatter for Android – Version 2.6 Generally Available

Chatter for Android v2.6 is now generally available. This release includes several enhancements to the Chatter mobile app:

Sharing Posts

With the latest version of Chatter for Android, you can share public Chatter posts to your followers, groups, or as a link via email.

To share a post:

1. In your feed, tap the post you want to share.
2. Tap **Share**.
3. Tap either **Share to my followers**, **Share to a group**, or **Send as a link**.
4. Tap **OK**

New "All Company" and Bookmarked" Feed Views

This release makes it easier to collaborate from the mobile app by providing you by the "All Company" and "Bookmarked" feed views.

Installing the App

Salesforce Chatter is available for download from Google Play. To use the Chatter for Android v2.6 mobile app, your Android device must be running Android OS version 2.2 or greater, and it must be connected to a WiFi or cellular network.

Upgrading the App

You can upgrade to the latest version of Chatter for Android by installing the pending update that appears in Google Play on your Android device.

Chatter for iPhone and iPad – Version 2.5 Generally Available

Chatter for iPhone and iPad v2.5 is now generally available. This release optimizes the speed of your Chatter feeds along with other features in the app.

For more information about using Chatter on your device, open the Chatter mobile app on your iPhone or iPad, and tap

, then **Help**.

Installing the App

Salesforce Chatter is available for download in the Apple App Store. To use the Chatter for iOS v2.5 mobile app, your iPhone or iPad must be running iOS 5.0 or higher, and it must be connected to a WiFi or cellular network.

Upgrading the App

You can upgrade to the latest version of Chatter for iOS by installing the pending update that appears in the App Store on your iPhone or iPad.
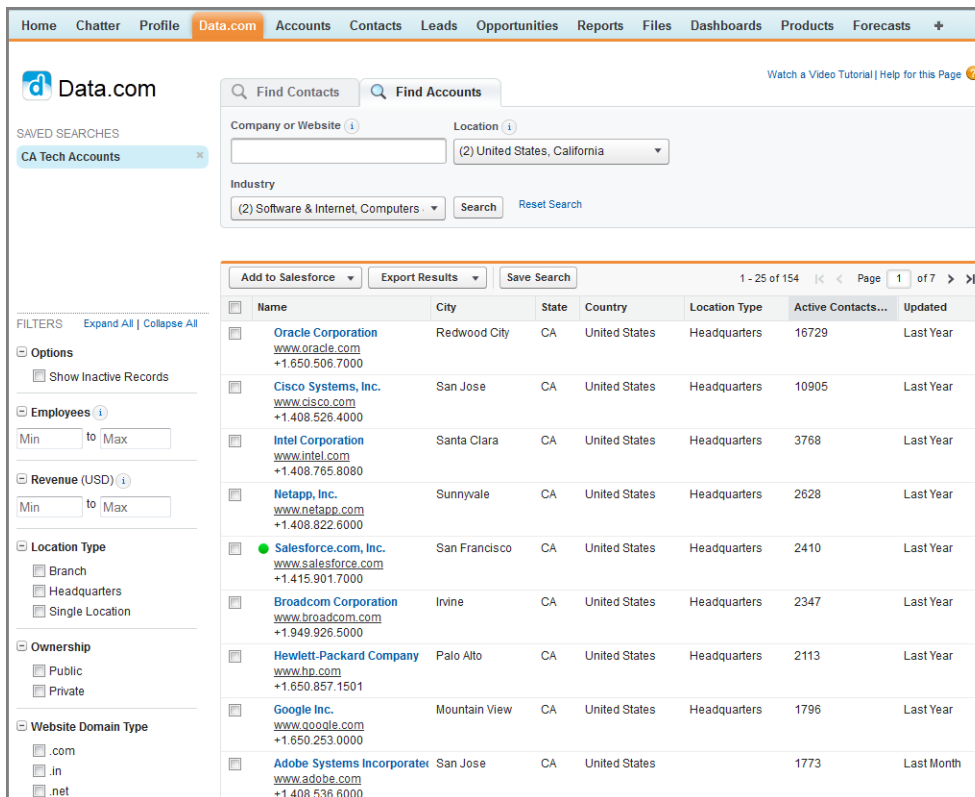
Note: iPad users who have an old version of the Chatter for iPad app – Chatter for iPad v2.0 or earlier – must download the app from the App Store. Those users won't see a pending update on their device.

DATA.COM

Data.com Product Suite Overview

Watch a Demo: ▶ Finding Data.com Accounts and Contacts and Adding Them to Salesforce (3:37 minutes)

Data.com is a leading provider of business information and data, combining 35 million crowd-sourced business contacts from the Data.com community with accounts from Dun & Bradstreet (D&B) to deliver the best data source inside of Salesforce. Within Salesforce, you can search for Data.com accounts and contacts right on the Data.com tab, and if you have a Data.com license, you can add records to Salesforce. You can add your contact search results as either contacts *or* leads. It's remarkably easy to find the accounts and contacts you need, and using Data.com is a great way to plan your sales territories, segment campaigns, find new accounts to engage, and get new contacts to quickly expand your sales network. The Data.com product suite includes Data.com Corporate Prospector and Data.com Premium Prospector, as well as related products Data.com Clean and Data.com Reports. This topic describes them all, and explains how they work together.

New in Spring '13: Expanded Global Data from D&B (available the weekend of February 8, 2013)

In Spring '13, Data.com continues to deliver more company profiles from D&B, including expanded global account data. Select from over 200 countries on the enhanced Location Selector to find Data.com accounts from around the world. Data.com Clean uses this expanded global data when cleaning your Salesforce account records.

Data.com Corporate Prospector

With Data.com Corporate Prospector (formerly Data.com Corporate), all Salesforce users can search Data.com for accounts and contacts. Users with Data.com licenses can:

- Add accounts and contacts to Salesforce, and add contacts as leads.
- Add contacts for an account directly from the account record.
- Access the basic set of D&B fields provided for accounts.
- Manually clean Salesforce account, contact, and lead records, whether they were added from Data.com or not.

Starting December 16, 2011, all organizations purchasing Data.com received the Data.com Corporate Prospector product. Organizations using previous versions have a limited set of fields.

Data.com Premium Prospector licenses can not be purchased for Salesforce organizations that already have Data.com Corporate Prospector licenses. If you want to purchase Data.com Premium Prospector licenses, you'll need to convert your Data.com Corporate Prospector licenses.

Data.com Premium Prospector

Data.com Premium Prospector (formerly Data.com Premium) is an upgrade to Data.com Corporate Prospector. With Premium Prospector, you get all the features and D&B fields available to Corporate Prospector, plus over 70 additional D&B fields for accounts you add to Salesforce from Data.com. These fields are grouped in a D&B Company record that's linked to the account, and accessible on the D&B Companies tab.

Data.com Corporate Prospector licenses can not be purchased for Salesforce organizations that already have Data.com Premium Prospector licenses. If you want to purchase Data.com Corporate Prospector licenses, you'll need to convert your Data.com Premium Prospector licenses.

Data.com Clean

Data.com Clean is an important part of Salesforce's Data.com product suite, offering both manual and automated cleaning for your account, contact, and lead records. To get automated cleaning, you must purchase Data.com Clean for every Salesforce user.

With Data.com Clean, users can manually clean Salesforce accounts, contacts, and leads, and you can configure jobs to flag field value differences on Salesforce records or automatically fill blank fields.

Data.com Reports

Want to analyze the impact of Data.com data on your business? Use the Data.com Reports AppExchange package. It offers several preconfigured Data.com reports and a corresponding impact dashboard. Use these tools to find out how many records are sourced from Data.com, who has added them and when, and how they contribute to your sales forecast and revenue.

Important Notice to Jigsaw for Salesforce Users

We're retiring and discontinuing support for Jigsaw for Salesforce in Summer '14. If your organization still uses Jigsaw for Salesforce, you'll need to migrate to the built-in Data.com product suite for your prospecting and cleaning needs. For information on migration, contact your Salesforce account manager.

> **Important:** You should not attempt to migrate to any of the built-in Data.com products without having first purchased them through your Salesforce account manager. If, for example, you attempt to enable Data.com Clean without

purchasing it, you'll see an error message: `Your organization does not currently have the permission to run Clean jobs.`

DATA.COM

Data.com Administrator

Spring '13 brings the following change to Data.com administration.

• Change to how additional Data.com user licenses are purchased.

Change to How to Purchase Additional Data.com User Licenses

Salesforce.com is in the process of making improvements to how you purchase additional Data.com user licenses, and, as a result, the `Purchase More` button is currently unavailable. If you need to purchase additional licenses for Data.com users, contact your salesforce.com account executive.

Data.com User

Data.com offers several enhancements for users in Spring '13.

• Expanded global account data from D&B offers more accounts from around the world.
• Enhancements to the Location Selector make searching for accounts and contacts easier than ever.
• Records are now exported to the Files tab.
• A new icon next to records in your search results will help you distinguish between records you've already purchased and records that are already in Salesforce.

Expanded Global Account Data from D&B (available the weekend of February 8, 2013)

Data.com account data now includes expanded global data from D&B. Select from over 200 countries on the enhanced Location Selector to find Data.com accounts from around the world. Data.com Clean uses this expanded global data when cleaning your Salesforce account records.

Enhanced Location Selector

When you search for accounts or contacts, the Data.com Location Selector lets you add location criteria to your search query. Spring '13 brings these key improvements.

- You can now enter cities as part of your search criteria.
- Expanded account data from D&B (available the weekend of February 8, 2013) gives you over 200 counties to choose from for account searches.
- You can easily navigate through the `Country`, `State`, and `Metro Area` picklists by typing the first few letters of what you're looking for.
- The redesigned user interface makes it easier than ever to enter location search criteria.

Data.com Location Selector Fields

Data.com available in: **Contact Manager** (no Lead object), **Developer**, **Enterprise**, **Group**, and **Professional** Editions

Data.com available for an additional cost in: **Unlimited** Edition

Data.com Clean available in: **Developer**, **Enterprise**, and **Professional** editions

Data.com Clean available for an additional cost in: **Unlimited** Edition

When searching for accounts and contacts in Data.com, use the location selector to add location criteria to your search query. Here are the fields available with the location selector.

Field	Definition
Country	The country or countries where you want to find accounts or contacts. There are over 200 countries available for account searches. There is a limited number of countries available for contact searches. To jump to a country in the list, type the first few letters of the country you're looking for.
State	The state or states where you want to find accounts or contacts. This field also includes counties, provinces, and other distinct

Field	Definition
	geographical regions. You must select a single country first. Not all countries have states. To jump to a state in the list, type the first few letters of the state you're looking for.
City	The city or cities, where you want to find accounts or contacts. You must select a single country first. If the country you selected has states available, you can narrow the city search to include all available states or one specific state. You can use search modifiers in this field to target and narrow your results.
Metro Area	The metro area or areas where you want to find accounts or contacts. Metro areas are available for the United States and Canada only. You can't use a metro area in a search with a city or a state. To jump to a metro area in the list, type the first few letters of the metro area you're looking for.
Postal/ZIP Code	The postal or ZIP code(s) where you want to find accounts or contacts. You can use search modifiers in this field to target and narrow your results.
Area Code	The area code(s) where you want to find accounts or contacts. You can use search modifiers in this field to target and narrow your results.
	To find area codes outside the United States and Canada, add the country calling code as a prefix. For example, the United Kingdom's country calling code is 44, and London's area code is 20, so to find accounts or contacts in London by area code, enter 4420 in the Area Code field.
	Tip: When using country calling codes, you should also select a country. This will ensure you're getting only the results you want.

Data.com Records Now Exported to the Files Tab

When you export records from Data.com, you can now find the export file (.csv) on the Files tab. This change makes it easier to retrieve and view the exported records. For example, if you export fewer than 200 records, you'll see a message with a link to the export file on the Files tab. If you export 200 records or more, you'll receive an email with a link to the export file on the Files tab.

Note: To use the Files tab, you must have Chatter enabled. If you don't, and you export any number of records, you'll receive an email with the export file attached.

Better Identification of Already Purchased Data.com Records

In the previous release of Salesforce, the green dot icon (●) next to records in your Data.com search results represented records that were:

- Already in Salesforce *and*
- Already purchased from Data.com.

With Spring '13, we now have two record icons that provide a clear distinction between records that are *already in Salesforce* and ones that have been *purchased by a Data.com user*.

A green dot (●) next to records in your Data.com search results indicates that *the record is already in Salesforce*. Either of these conditions represents a record that is already in Salesforce.

- The record was added to Salesforce from the Data.com tab. In the process, it was purchased from Data.com and counted against your monthly addition limit.
- The record was manually created in Salesforce and later matched by Data.com Clean.

A blue checkmark (✔) next to records in your Data.com search results indicates that *the record was already purchased from Data.com*. Either of these conditions represents a record that has been purchased from Data.com.

- The record was added to Salesforce from the Data.com tab. In the process, it was purchased from Data.com and counted against your monthly addition limit.
- The record was exported from Data.com. In the process, it was purchased from Data.com and counted against your monthly addition limit.

A record that has been added to Salesforce from the Data.com tab will have *both* icons because it has been purchased *and* it's in Salesforce.

DATA.COM CLEAN

Data.com Clean Administrator

Spring '13 offers these new Clean features.

- D&B DUNSRight™ matching for account records is available as a beta feature.
- Expiration Date on Data.com Clean Jobs in Sandbox Environments.

D&B DUNSRight™ Matching Service for Account Records—Beta in Spring '13 (available the weekend of February 8, 2013)

With Spring '13, we're introducing a new matching service that you can use to clean your account records. D&B DUNSRight™ matching uses Dun & Bradstreet's proprietary data-quality technology to match account records to Data.com records and keep your data up to date. Organizations that use Data.com Corporate Prospector or Data.com Premium Prospector and clean

their account records with Data.com Clean, can select either the D&B DUNSRight matching service or the Data.com matching service.

Selecting a Data.com Clean Matching Service for Account Records—Beta

Data.com Clean available in: **Developer**, **Enterprise**, and **Professional** Editions

Data.com Clean available for an additional cost in **Unlimited** Edition.

User Permissions Needed	
To implement Data.com:	"Customize Application"

Note: This release contains a beta version of D&B DUNSRight™ matching that is production quality but has known limitations. You can provide feedback for D&B DUNSRight on the IdeaExchange.

To enable D&B DUNSRight matching, contact salesforce.com Customer Support.

Before you begin, make sure you understand the Data.com Clean matching services and how they work.

1. Click *Your Name* > **Setup** > **Data.com Administration** > **Clean** > **Preferences**.
2. Select the matching service your organization will use to clean account records.
3. If you select the D&B DUNSRight matching service, you can adjust the Confidence Code.
   The Confidence Code is a numeric code used to group similar quality matches. The higher the code, the better quality matches you'll see.

Understanding Data.com Clean Matching Services

Data.com Clean available in: **Developer**, **Enterprise**, and **Professional** Editions

Data.com Clean available for an additional cost in **Unlimited** Edition.

Note: This release contains a beta version of D&B DUNSRight™ matching that is production quality but has known limitations. You can provide feedback for D&B DUNSRight on the IdeaExchange.

If you use Data.com Clean, you can select the matching service your organization uses to clean account records. Here are your options.

- Data.com matching is the default matching service used by Data.com Clean. Matches are based on the following fields: `Account Name`, `Billing Address`, `Website`, and `Phone`.
- D&B DUNSRight™ matching is Dun & Bradstreet's proprietary data-quality technology that uses a rigorous quality process to match account records. The process includes a match threshold, represented by the Confidence Code, which allows you to adjust how similar two records need to be in order to be considered a match. For complete details about how D&B DUNSRight matching works, see *D&B Entity Matching*.

Before selecting a Data.com Clean matching service, consider the following.

- If you'll be cleaning account records from non-English-speaking countries, we recommended you use D&B DUNSRight matching.
- Data.com Clean always uses the `D-U-N-S Number` field to match (or look up) accounts records. Any account record without a D-U-N-S Number will be matched using whichever matching service was selected (either Data.com matching or D&B DUNSRight matching). Changing the matching service might affect your match rates.
- If, after changing matching services, you want to do a one-time rematch using the new matching service, you can manually remove the D-U-N-S Number on account records to force the matching service to rematch the records. Be aware that this might affect your match rates.
- If you use DUNSRight matching, you cannot set custom field mapping or skip mapping for the `D-U-N-S Number` field.
- After you select D&B DUNSRight matching, the initial match operation will take approximately one second per record. If your organization has a large number of account records without a D-U-N-S Number, it may take several days to complete the process.
- If you use D&B DUNSRight matching, a full sync will be run on account records once per month. If you use Data.com matching, a full sync will be run on account records every two weeks.
- To improve match rates when using DUNSRight matching, be sure to include a valid state or province for US- and Canadian-based account records.

Expiration Date on Data.com Clean Jobs in Sandbox Environments

To improve performance, Data.com Clean jobs that are scheduled in sandbox environments will expire after 30 days. Previously, there was no expiration on these jobs.

Data.com Clean User

Check out these new Data.com Clean user features for Spring '13.

- Ability to manually clean `Inactive` records.
- Account records are rematched using the `D-U-N-S Number` field.
- Improved Clean Jobs page.

Manually Clean Inactive Records

You can now manually clean records that have the Data.com Clean `Inactive` status. Clean the record just as you would a record with any other status. The record's fields are updated, but its status remains `Inactive`.

A Data.com `Inactive` status includes any of the following.

- The record contains out-of-date or inaccurate information, such as an invalid email address.
- The company associated with the account or contact record is no longer in business.
- The company associated with the account record has been classified by D&B as *non-marketable*. A non-marketable company, as defined by D&B, is one that is out of business or has requested exclusion from the D&B database. It also includes companies whose D&B record has not been updated in the past 24 months or does not include a complete business name, a valid physical or mailing address, a valid phone number, or an SIC code.

Account Records Are Now Rematched Using the D-U-N-S Number

The first time a Salesforce record is cleaned—either manually or via an automated job—the Data.com matching service examines the values in a number of key fields to find a match in Data.com. In previous releases, subsequent cleanings used this same method to rematch account, contact, and lead records.

In Spring '13, the value in the `D-U-N-S Number` field is used to rematch (or look up) *account* records. If a D-U-N-S Number is not present, the matching service will again examine the values in a number of key fields to find a match. The `Job Type` column of the Clean Jobs History page shows which type of account job ran: `Account (Data.com Matching)` or `Account (D-U-N-S Number Lookup)`.

> **Note:**
>
> If you prefer to have your account records rematched using the Data.com matching service, regardless of whether a D-U-N-S Number is present, please contact salesforce.com Customer Support. You should be aware, however, that using the Data.com matching service to rematch account records may cause some to have the Data.com Clean `Not Found` status. If you've remapped or skipped mapping for the `D-U-N-S Number` field, or if your organization purchased Data.com prior to December 16, 2011, the Data.com matching service will automatically be used to rematch account records (as in releases prior to Spring '13).

In Spring '13, there is no change to matching for contact and lead records.

Improved Clean Jobs Page

The Data.com Clean Jobs page has been improved in Spring '13 with more accurate labels in the History section. For example, the `Job Type` column now distinguishes between account jobs that matched (or rematched) records using the Data.com matching service and jobs that matched (or rematched) records using the `D-U-N-S Number` field.

Also, if you encounter errors at the entity (record) level, you'll now see `Entity` listed as the error type in the Error column. This label is more accurate and aligns with the error types you'll find on the job log.

Viewing Data.com Clean Job History

Data.com available in: **Contact Manager** (no Lead object), **Developer**, **Enterprise**, **Group**, and **Professional** Editions
Data.com available for an additional cost in: **Unlimited** Edition
Data.com Clean available in: **Developer**, **Enterprise**, and **Professional** editions
Data.com Clean available for an additional cost in: **Unlimited** Edition

User Permissions Needed	
To schedule Data.com Clean jobs and view job history:	"Customize Application"

The Clean Jobs History table lists recent clean jobs and provides related details.

If you schedule jobs for at least one day of the week, jobs will process *all records of enabled CRM objects (accounts, contacts, and leads)* once every two weeks, *even if no records have changed*. This is called a *full sync*. In between these full syncs, based on the schedule you select, jobs will process *only records of enabled objects that have* `Not Compared` *clean status* (likely because Salesforce records have changed since the previous job was run). This is called an *incremental sync*.

If a job processes any records—*with* or *without* errors—we provide a job log for you to view. Job logs provide details about the number of records processed and matching results, or errors the jobs encountered at either the batch or entity (record) level. Job logs are always produced after full syncs. We store job logs for seven days.

> **!** **Important:** If you use the Do Not Auto-Update validation rule to prevent selected records from being automatically updated by Data.com Clean jobs, make sure you understand its effects on Clean job logs. The rule generates entries and related messages in job logs, but your jobs may generate other entries and errors, as well, so make sure you examine your job logs carefully. The validation rule is available in the Data.com Reports AppExchange package. We don't provide a `Job Log` link if no records were processed.

1. Click *Your Name* > **Setup** > **Data.com Administration** > **Clean** > **Jobs**.
2. View job details in the Clean Jobs History section. This table defines each column.

Column Heading	Definition
Date	The date the job was run.
Time Submitted	The time the job was submitted to the job queue. Jobs run independently, so this might not be the exact time the job was run.
Job Type	The type of job: for Accounts, D&B Companies, Contacts, or Leads.
	There are multiple types of account jobs.
	`Account (Data.com Matching)`: the Data.com matching service was used to match the account records.
	`Account (D-U-N-S Number Lookup)`: the `D-U-N-S Number` field, if present, was used to rematch (or look up) the account records.
Job Status	The status of the job:
	`Queued`: the job is in the queue to run. For jobs in this status, the `Time Submitted` column displays a dash (–).
	`Preparing`: the job is being prepared to run.
	`Processing`: the job is in process.
	`Completed`: the job has finished running (with or without errors).
	`Failed`: the job failed to run.
	`Aborted`: the job was aborted before or while it ran.
Errors	The type of error or errors, if any, the job had while it ran. If a job encounters errors at the *entity* (record) level, you'll see `Entity` in this column. If the job encounters a *batch*

Column Heading	Definition
	error, you'll see `Batch`. A dash indicates either no errors or no data.
`Job Log`	A link to the job log, if any, which is a .csv file you can download and open. This column displays a dash (–) if no job has run.

3. If the job processed one or more records, *with* or *without* errors, you can click the **View** link in the Job Log column to download the job log .csv file.

The first four columns provide data about the number of records processed and the match results. The last four provide information about batch and entity (record) errors, if any. If the job had a batch error, you'll see a single line with details. If the job had entity errors, each record that produced an error will appear on its own line.

Column Heading	Definition and Troubleshooting Guidelines
`Records in batch`	The number of Salesforce records processed by the job.
`Matched count`	The number of Salesforce records matched to Data.com records during the job.
`Unmatched count`	The number of Salesforce records not matched to Data.com records during the job.
`Inactive count`	The number of Salesforce records matched to inactive Data.com records.
`Batch error`	The explanation of a batch error, if any.
`Error`	`Batch` indicates a batch error. `Entity` indicates an entity error.
`Entity ID`	The unique ID of a record that produced an error during the job. To open the record, append the 15-digit ID to the URL of your salesforce instance. For example: `https://na1.salesforce.com/`*`0013000000hKBTq`*.
`Entity error`	An explanation of any entity error that was produced because a record failed to save—for example, because of a validation rule failure. Entity errors usually result from validation rule failures or required field violation. If an explanation exists, it will appear.

D&B COMPANIES

D&B Companies User

Here are the new user features for D&B Companies.

- Searchable D&B Company fields.
- The `Number of Employees—Global Indicator` field on the D&B Company object has been changed to `Number of Employees—Total Indicator`.

D&B Companies Overview

Data.com available in: **Contact Manager** (no Lead object), **Developer**, **Enterprise**, **Group**, and **Professional** Editions

Data.com available for an additional cost in: **Unlimited** Edition

Data.com Clean available in: **Developer**, **Enterprise**, and **Professional** editions

Data.com Clean available for an additional cost in: **Unlimited** Edition

Dun & Bradstreet (D&B) is the world's leading source of commercial information and insight on businesses, enabling companies to Decide with Confidence® for over 170 years. D&B's global database contains the world's largest source of business records, and is backed by D&B's proprietary DUNSRight® quality assurance process, ensuring you that company information is complete and accurate.

As part of Salesforce's Data.com solution, D&B gives users integrated access to its trusted global database of millions of companies and corporate structures, and over 70 fields of company information, such as D-U-N-S Number and NAICS industry codes, directly in Salesforce.

D&B Companies is available to organizations that purchase Data.com Premium Prospector. Here's how it works.

When you add an account or lead from Data.com, a corresponding D&B Company record is automatically created and linked to that record via its `D&B Company` field. Just click the link to open the D&B Company record and view the rich set of D&B data, including a `Company Description` field, plus sections like Primary Data and Firmographic Data. If the D&B Company record is linked to an account, the Accounts related list on the page links back to the account record.

For example, if you add an account record for Starbucks, when you open its record, the `D&B Company` field value is `Starbucks Corporation`. The value is underlined to identify it as a link. Just click the link to open the Starbucks Corporation D&B Company record.

For accounts and leads not added from Data.com (those created manually, for example), if a corresponding D&B Company record exists, it is added to Salesforce and linked to the account or lead record the first time that record is cleaned.

If your company also uses the Data.com Clean product, you can use automated jobs to update your D&B Company records.

D&B Company Fields Searchable Within Salesforce

Several of the fields on account records that are searchable in Salesforce are now also searchable for D&B Company records. The searchable D&B Company fields are:

- `Company Description`
- `D-U-N-S Number`
- `Facsimile Number`
- `Mailing Address`
- `Primary Address`
- `Primary Business Name`
- `Telephone Number`
- `Ticker Symbol`
- `URL`

`Number of Employees—Total Indicator` Field Has Changed

The `Number of Employees—Global Indicator` field on the D&B Company object has been changed to `Number of Employees—Total Indicator` in order to be more consistent with D&B's data.

SITE.COM

Improved Performance with Caching

> Available for purchase in: **Enterprise** and **Unlimited** Editions
>
> Available (with limitations) in: **Developer** Edition

With Spring '13, caching lets you improve the performance and page rendering of your website when working with data repeaters, data tables, and data functions. Caching determines how often a page containing a data connection requests data from Salesforce. Using the `Cache Duration (Minutes)` field in the Properties tab, you can control the length of time to cache data that's retrieved at runtime.

See "Improving Performance Using Caching" in the online help.

Enhanced Ability to Take Sites Offline

You asked for it! This enhancement is from the following ideas on the IdeaExchange: unpublishing a site and deleting a published site.

> Available for purchase in: **Enterprise** and **Unlimited** Editions
>
> Available (with limitations) in: **Developer** Edition

When you take a site offline, you can now release its Site.com Published Site license to reuse it to publish another site. When you remove the last domain from the Domains view on the Overview tab, a new popup window lets you unpublish the site to release the Published Site license. Alternatively, you can use the **Unpublish** button on the Overview tab. After the site is unpublished, the **Unpublish** is replaced with the **Publish** button.

Additionally, after you unpublish a site, you can now delete it from the list of sites on the Site.com tab.

See "Taking a Site Offline" in the online help.

CSS3 Support

Available for purchase in: **Enterprise** and **Unlimited** Editions

Available (with limitations) in: **Developer** Edition

The Spring '13 release sees the introduction of CSS3 support in Site.com. CSS3 is the latest WC3 specification for CSS, which adds new capabilities and extends features defined in CSS2. For example, CSS3 lets you remove a style for all elements in a specific class, apply a style to an element if it has a specific attribute, or alter the opacity of an element.

You can't preview at-rules, such as media queries (@media) or keyframes (@keyframes) in the Style Preview section when a style sheet is open.

Note: Because some browsers haven't yet fully implemented CSS3 features, ensure you preview and fully test your site in each browser that you want it to support.

Extended Field Support for Forms

Available for purchase in: **Enterprise** and **Unlimited** Editions

Available (with limitations) in: **Developer** Edition

Forms now support the following additional field types, which are available in the Page Elements pane in Site.com Studio:

Page Element	Description
Currency	Lets users enter a currency amount on a form or page.
Date	Lets users enter a date on a form or page. If the field's Date/Time Selector property is set to Popup Calendar, the user can pick the date from a popup calendar.
Date/Time	Lets users enter a date and time on a form or page. If the field's Date/Time Selector property is set to Popup Calendar, the user can pick the values from a popup calendar.
Multi-Select Picklist	Lets users select one or more values from a list on a form or page.
Percent	Lets users enter a percent amount on a form or page.
Rich Text Area	Lets users enter up to 32,768 characters on a form or page. Supports any combination of letters, numbers, or symbols. Users can format the text, and add images and hyperlinks.

See "Adding Input Fields to Forms or Pages" and "Site.com Page Elements" in the online help.

Data Connection Troubleshooting

Available for purchase in: **Enterprise** and **Unlimited** Editions

Available (with limitations) in: **Developer** Edition

Spring '13 makes it easier to find and repair broken data connections in forms, data repeaters, data tables, and data functions. A new dialog box lets you know when there's a problem and offers possible solutions. Just hover over the ⓘ icon beside a broken connection to learn how to resolve the problem.
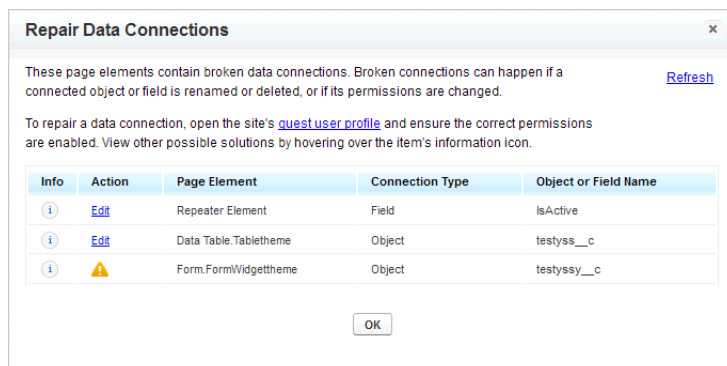
See "Repairing Data Connections" in the online help.

Improved Export for Large Sites

Available for purchase in: **Enterprise** and **Unlimited** Editions

Available (with limitations) in: **Developer** Edition

Exporting sites that are larger than 100 MB can take time to process. Rather than waiting for the .site file to download to your computer, you'll now receive an email when the export process has completed. Simply click the link in the email to download the exported .site file.

Sites that are smaller than 100 MB download directly to your hard drive as before.

See "Exporting a Site.com Site" in the online help.

New Connected to Property

> Available for purchase in: **Enterprise** and **Unlimited** Editions
>
> Available (with limitations) in: **Developer** Edition

The new `Connected to` property lets you see at a glance which object a data repeater, data table, data function, or form is connected it. To access the property, select the page element and open the Properties pane.

Form Theme Styles Renamed

> Available for purchase in: **Enterprise** and **Unlimited** Editions
>
> Available (with limitations) in: **Developer** Edition

Several of the styles available for form themes have been renamed. To change a form's theme, select an option in the Theme section in the Properties pane. Then to access the theme's styles, open the Style pane and ensure `Class` is selected.

In the Style drop-down list, we changed:

- "Form Field Row" (Salesforce.com theme) and "Form Field Row Container" (default theme) to "Field rows"
- "Form Field Label" to "Field labels"
- "Form Field" to "Fields"
- "Form Required Text" to "Required symbol"
- "Form Error Message" to "Error message"

Also, all options in the default theme now work correctly. See "Styling Forms" in the online help.

FORCE.COM

CRITICAL UPDATES

Invalid URLs Blocked

Available in: **All** editions except **Database.com**

User Permissions Needed	
To create or change custom buttons or links:	"Customize Application"

This critical update blocks custom links or custom buttons from rendering invalid URLs when their content source is of type `URL`. It doesn't affect custom links or custom buttons whose content source is either `OnClick JavaScript` or `Visualforce Page`. You can locate the update under *Your Name* > **Setup** > **App Setup** > **Critical Updates**.

Prior to Spring '13, we rendered all custom link and custom button URLs even those with invalid markup. However, with this update, when you create or edit the URLs, we display an error if the URL is invalid. In the user interface, custom links and buttons defined with invalid URLs display as disabled and show an error message on hover.

> **Note:** URLs should be valid and well-formed. They can be a relative URL or an absolute `http://`, `https://`, `file://`, `ftp://`, or `mailto:` address.

The update affects the following types of custom links or custom buttons.

Type of custom link or custom button	Configured under
Bookmark-style links defined in the standard custom links home page component	*Your Name* > **Setup** > **Customize** > **Home** > **Home Page Components**
Full-featured custom links included in custom home page components	*Your Name* > **Setup** > **Customize** > **Home** > **Custom Links**
Full-featured custom links or custom buttons on standard objects	*Your Name* > **Setup** > **Customize** > *Object Name* > **Buttons and Links**
Full-featured custom links or custom buttons on custom objects	*Your Name* > **Setup** > **Create** > **Objects**

Activate this update after you have corrected any invalid URLs, whether by providing valid URLs or otherwise reconfiguring link definitions.

HTML Markup Escaped in Page Layout Custom Section Names

Available in: **All** editions except **Database.com**

A Critical Update for rendering custom section names on page layouts is available in affected organizations. This update changes how custom section names in page layouts are rendered, to escape HTML tags and other markup.

Prior to the Spring '13 release, custom section names in page layouts weren't escaped, allowing the use of HTML markup and other tags. This wasn't an intended feature, and the Escape Page Layout Section Names update corrects this behavior. With this update, tags in section names are escaped, and aren't interpreted as markup in the browser. For example, the left angle bracket character, "<" is rendered as "<" and displays as a visible "<" in the browser.

This Critical Update only appears in existing organizations that have markup in section names, whether for styling such as font size or color, or to execute JavaScript. These section names need to be fixed. To fix them, edit the section name in the Section Properties panel, and remove all HTML and other markup.

When you have modified any affected custom section names, you should activate this Critical Update.

Visualforce PDF Rendering Engine Improvements

Available in: **Contact Manager**, **Group**, **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

An update to the Visualforce PDF rendering engine is available in the Critical Update Console. This update improves the consistency of how the Visualforce PDF engine processes page resources, such as images and CSS files.

Prior to the Spring '13 release, some images and CSS files would not display properly on Visualforce pages rendered as a PDF document.

This update improves the PDF rendering engine to ensure better compatibility.

You should test this update in a sandbox or Developer Edition account first to verify your PDFs are generated correctly.

Single View State Enhancement

Available in: **Contact Manager**, **Group**, **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

The Visualforce single view state performance enhancement was made Generally Available in the Summer '12 release. Some organizations requested additional time to complete their validation processes, and didn't receive the enhancement. For those organizations, single view state is now available in the Critical Update Console. This update decreases Visualforce page size, and improves loading time and rendering efficiency.

Prior to the Spring '13 release, Visualforce pages with more than one `<apex:form>` tag would generate multiple copies of the view state in the HTML markup.

This update simplifies the page by generating only one view state instance per page, regardless of the number of `<apex:form>` tags.

You should test this update in a sandbox or Developer Edition account first to verify your Visualforce pages behave exactly the same.

GENERAL FORCE.COM ENHANCEMENTS

CONNECTED APPS—GENERALLY AVAILABLE

Connected Apps Overview

> Available for developers in: **Developer** Editions
>
> Available for installation in: **All** editions except **Database.com**

A Connected App is an application that integrates with salesforce.com using Identity and Data APIs, such as SOAP API or REST API. Connected Apps use the standard OAuth 2.0 protocol to authenticate, provide Single Sign-On, and provide tokens for use with Salesforce APIs. In addition to standard OAuth capabilities, Connected Apps allow Administrators explicit control over who may use the application, and various security policies which should be enforced.

Connected Apps begin with a developer defining OAuth metadata about the application, including:

*   Basic descriptive and contact information for the Connected App
*   The OAuth scopes and callback URL for the Connected App
*   Optional IP ranges where the Connected App might be running
*   Optional information about mobile policies the Connected App can enforce

In return, the developer is provided an OAuth client Id and client secret, as well as an install URL for the Connected App. The developer can then provide this URL to a Salesforce administrator.

Connected Apps should be developed on a Developer Edition organization because you must use a Developer Edition organization to publish a Connected App.

The administrator can install the Connected App into their organization and use profiles, permission sets, and IP range restrictions to control which users can access the application. Management is done from a detail page for the Connected App. The administrator can also uninstall the Connected App and install a newer version. When the app is updated, the developer can notify administrators that there is a new version available for the app—their existing installation URL installs the new version.

Existing applications in Developer Edition organizations will be upgraded to Spring '13 Connected Apps after the Spring '13 release.

Installing a Connected App

You install a Connected App with the installation URL provided by the Connected App developer. The easiest way to install the app in your organization is

1. Log into your Salesforce organization.
2. Paste the URL into your browser to start the installation process.

    You'll see a confirmation screen with the app name, its description and logo, and information about how to control user access to the app after it's installed.

3. Click **Install** to complete the installation.

If you are logged into more than one Salesforce organization, the installation will select one. Check the **username** shown in the upper right corner to make sure that the app will be installed in the correct organization. If the **username** shown isn't the correct one, click **Not you?** to log out and stop the installation.

If any version of the Connected App is already installed in your organization you'll see an error message telling you this. Uninstall your current version and then install the new version.

After installing a Connected App, you're shown the detail page for the app. You can edit the app policies from this page.

Editing a Connected App

You can edit, uninstall, and review information about a Connected App from this page.

*   Click `Edit` to make changes to the app on the Edit page.

    `App Policies` are available for every Connected App.

    ◊ `Permitted Users` determines who can run the app.

    -   `All Users`, the default, allows anyone in the organization to self-authorize the app. This means each user has to approve the app the first time they access it. If you switch from `All Users` to `Admin-approved users`, anyone currently using the app loses their access unless they belong to a permission set you have specified for the app.
    -   `Admin-approved users` limits access to those users with the permission set or sets specified, but these users don't need to approve the app before they can access it. You manage permission sets for the app from the Detail page.

    ◊ `IP Restrictions` refers to the IP restrictions that the users of this Connected App are subject to. An administrator can choose to either enforce or bypass these restrictions by choosing one of the following options.

    -   `Enforce IP Restrictions` – Default. A user running this app is subject to the organization's IP restrictions, such as IP ranges set in the user's profile.
    -   `Relax IP Restrictions with Second Factor` – A user running this app bypasses the organization's IP restrictions if either of these conditions are true:

        -   The app has IP ranges whitelisted and is using the Web server OAuth authentication flow. Only requests coming from the whitelisted IPs are allowed.
        -   The app has no IP range whitelist, is using the Web server or user-agent OAuth authentication flow, and the user successfully completes Identity Confirmation.

- `Relax IP Restrictions` – A user running this app is not subject to any IP restrictions.

◊ `Start URL` is used if the Connected App uses single sign-on. In this case, set the URL to the page where the user starts the authentication process. This location will also appear in the application switcher menu.

◊ `Require Users to Log In` specifies how frequently a user must log in to maintain the permissions their client application needs from the Connected App. You may specify that they only need to log in the first time they use the app, every time they use it, after a certain period of inactivity, or after a certain period of time.

◊ `Mobile Integration` settings are available for any Connected App that's a mobile application.

- `Session Timeout` specifies how much time can pass while the app is idle before the app locks itself and requires the PIN before continuing. Allowable values are none (no locking), 1, 5, 10, and 30 minutes.

- `Pin Length` sets the length of the identification number sent for authentication confirmation. The length can be from 4 to 8 digits, inclusive.

- Uninstall the Connected App by clicking `Uninstall`. Click `OK` to confirm the uninstallation. You have to uninstall an app before you can install a new version.
- If the app has been deleted by its developer, `Remove` is the only action available, and removes the app from the list.

Upgrading a Connected App

When a new version is available for an installed Connected App, you must "uninstall" in the online help the current version before you can install the new one. Use the same Installation URL you used previously to install the app on page 90.

Monitoring Usage for a Connected App

To view information on the usage of any Connected Apps in the organization, click *Your Name* > **Setup** > **Manage Apps** > **Connected Apps Usage**. For each Connected App in use, the table shows the name of the app, available actions, and the number of active users. Connected Apps that are installed but not yet used don't appear in the table.

Click the number of active users to see usage information for that Connected App. For each user you'll see:

- When they first used the app
- The last time they used the app
- The number of times they've used the app

You can revoke access for individual users with the `Revoke` action on the user's row. Click the `Revoke All` button at the top of the report to revoke access for everyone using the Connected App.

Changes to Platform App Licenses

As of March 2013, salesforce.com no longer sells Force.com - One App, Salesforce Platform, and Salesforce Platform One user licenses to new customers. These user licenses have been superseded by the Force.com App Subscription user license. Until further notice, current Force.com - One App, Salesforce Platform, and Salesforce Platform One customers can continue to use their licenses and will be able to renew their licenses.

The Force.com App Subscription user license grants users access to one or more Force.com Light Apps or Force.com Enterprise Apps, neither of which include CRM functionality.

A Force.com Light App has up to 10 custom objects and 10 custom tabs, read-only access to accounts and contacts, and object-level and field-level security. A Force.com Light App doesn't have access to the Bulk API or Streaming API.

A Force.com Enterprise App has up to 10 custom objects and 10 custom tabs. In addition to the permissions of a Force.com Light App, a Force.com Enterprise App supports record-level security, can use the Bulk API and Streaming API, and has read/write access to accounts and contacts.

Force.com Canvas

Available in: **Developer** Editions

This feature is visible to all users in new Development Edition organizations. To enable this feature in existing Development Edition organizations or other organizations, contact salesforce.com.

Note: The Force.com Canvas feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

Force.com Canvas enables you to easily integrate a third-party application in Salesforce. Force.com Canvas is a set of tools and JavaScript APIs that you can use to expose an application as a canvas app. This means you can take your new or existing applications and make them available to your users as part of their Salesforce experience.

Spring '13 enhancements include:

- Limits on the number of calls and Heroku Quick Start apps
- SDK versioning
- SDK Object and Field Changes
- Support for Internet Explorer version 8
- Canvas App Previewer enhancements
- Ability to expose a canvas app on a Visualforce page

For more information, see the Force.com Canvas Developer's Guide.

Force.com Canvas Limits

Note: The Force.com Canvas feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

This release introduces two new limits:

- **Number of calls per day per user:** 5,000. This includes SDK calls to get context and signed request calls. Note that when you call a SignedRequest method, there are actually two calls that are made—one call for the method and one call for internal logging.

• **Heroku Quick Start calls per day per user:** 100. Heroku accounts have their own limits on the number of calls you can make.

Force.com Canvas SDK Versioning

> **Note:** The Force.com Canvas feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

Starting in Spring '13, the Force.com Canvas SDK is now versioned. The SDK version matches the API version, and is 27.0 in this release. You can get the version information by calling the `version` method.

> **Note:** Changes to the SDK are not backward compatible in this release. If you have a previous version of the Force.com Canvas SDK, you must upgrade to the latest version. In addition, you'll need to make any necessary changes to your code as a result of object and field changes listed below.

SDK Object and Field Changes

> Available in: **Developer** Editions
>
> This feature is visible to all users in new Development Edition organizations. To enable this feature in existing Development Edition organizations or other organizations, contact salesforce.com.

> **Note:** The Force.com Canvas feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

The following changes have been made to the objects and fields in the Force.com Canvas SDK. If you have any existing canvas apps, you must update your code to reflect these changes.

• The Environment object now contains a Version object that returns information about the release running on the Salesforce server.

```
"version":
{
    "api": "27.0",
    "season": "SPRING"
},
```

• The Parameters object has moved from the CanvasRequest object to the Environment object.

- The signed request now contains a new Client object that contains contextual information about the canvas app in the Salesforce environment.

```
"client":
    {"instanceId":"06Px000000002JZ",
     "clientId":"3MVG9lKcPoNINVBIgmbJifuYwqe_DoOCP8WnZ16IZUalQ",
     "targetOrigin":"http://instance.salesforce.com:8080",
     "instanceUrl":"http://instance.salesforce.com:8080",
     "oauthToken":"00Dx0000X00Or4J!ARQAQJ34YLUq54RMTrQbxVoWUgorjFi3"
    }
```

- The following fields have moved from the CanvasRequest object to the CanvasRequest.Client object:

  ◊ clientId
  ◊ instanceUrl
  ◊ oauthToken

Support for Internet Explorer Version 8

Note: The Force.com Canvas feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

Force.com Canvas now supports Internet Explorer version 8. The full list of supported browsers is:

- Mozilla® Firefox® (preferred)
- Google Chrome™
- Microsoft® Internet Explorer® version 8
- Apple® Safari® (be sure to set the Block Cookies setting to Never)

Canvas App Previewer Enhancements

Note: The Force.com Canvas feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

Canvas App Previewer is a development tool that lets you see what your canvas apps will look like before you publish them. The following changes have been made in this release:

- Canvas App Previewer now displays canvas apps that were installed in the organization as well as canvas apps that were created in the organization.
- The list of canvas apps is no longer displayed in a tab.
- Canvas app links are no longer displayed in "oval bubbles."

Expose a Canvas App on a Visualforce Page

Note: The Force.com Canvas feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

You can now expose a canvas app on a Visualforce page by using the `<apex:canvasApp>` component. This means you can display a canvas app anywhere you can display a Visualforce page.

Developers can use Visualforce pages to:

- Override standard buttons, such as the New button for accounts, or the Save button for contacts
- Override tab overview pages, such as the Accounts tab home page
- Define custom tabs
- Embed components in detail page layouts
- Create dashboard components or custom help pages
- Customize, extend, or integrate the sidebars in the Service Cloud console (custom console components)

To host a canvas app on a Visualforce page, use the `<apex:canvasApp>` component.

Visualforce Page Code Examples

You can display a canvas app on a Visualforce page in a number of ways. These examples show the different ways to reference the canvas app using `applicationName`, `developerName`, and `namespacePrefix`.

Object Detail Page

The following code snippet is an example of how to display a canvas app on an Account page. The code specifies the size of the canvas app to be 400 pixels high and 750 pixels wide. This examples specifies the canvas app using the `applicationName` and `namespacePrefix`.

```
<apex:page standardController="Account">

    <apex:canvasApp applicationName="Test Inline Visualforce"
        namespacePrefix="testorg"
        height="400px" width="750px"/>
</apex:page>
```

Standard Page

The following code snippet is an example of how to display a canvas app on a Visualforce page. The code specifies the size of the canvas app to be 1,000 pixels high and 800 pixels wide. In addition, the code passes three custom parameters to the canvas app. This examples specifies the canvas app using the `developerName` and `namespacePrefix`.

```
<apex:page>

    <apex:canvasApp developerName="Test_Standard_Visualforce"
        namespacePrefix="testorg" height="1000px" width="800px"
        parameters="{p1:'value1',p2:'value2',p3:'value3'}"/>

</apex:page>
```

Standard Page with a Border and Scrolling

The following code snippet is an example of how to display a canvas app with some additional UI enhancements on a Visualforce page. The code specifies the size of the canvas app to be 100 pixels high and 500 pixels wide. In addition, the code specifies that there should be a border of 2 pixels around the canvas app and that scrolling should be enabled. This examples specifies the canvas app using only the `applicationName` (this is only valid in the organization in which the canvas app was created, and if that organization doesn't have a `namespacePrefix`.

```
<apex:page>

    <apex:canvasApp applicationName="Test Scrolling Visualforce"
        height="100px" width="500px"
        border="2" scrolling="yes"/>

</apex:page>
```

Visualforce Considerations

Keep the following considerations in mind when using the `<apex:canvasApp>` component:

- The `<apex:canvasApp>` component is available only in organizations that have Force.com Canvas enabled and in Visualforce pages at version 27.0 or higher.
- Only one `<apex:canvasApp>` component can be used per page. This includes adding more than one inline Visualforce page to the same detail page layout.
- The `<apex:canvasApp>` component can't be used inside of an `<apex:repeat>` component.
- Packaging of a Visualforce page that contains a canvas app isn't currently supported. The page that contains an `<apex:canvasApp>` component can be packaged. However, if you attempt to install the package into an organization that doesn't have Force.com Canvas enabled and the correct canvas app installed, you'll receive an error.
- To expose a canvas app on a Visualforce page, you need to add the Salesforce instance as a remote site. For example, if your organization is on the NA1 instance, you would create a new remote site for `https://na1.salesforce.com`. See Configuring Remote Settings in the online help.
- If you include a canvas app on an object detail layout, you must provide the height of the canvas app in the page layout as well as in the `<apex:canvasApp>` component.

apex:canvasApp Component

This component is used to display a canvas app on a Visualforce page. The following table lists the component attributes.

Attribute	Type	Description
applicationName	String	Name of the canvas app. Either applicationName or developerName is required.
border	String	Width of the canvas app border, in pixels. If not specified, defaults to 0 px.
containerId	String	An HTML element ID in which the canvas app is rendered. If not specified, defaults to null
developerName	String	Developer name of the canvas app. This name is defined when the canvas app is created and can be viewed in the Canvas App

Attribute	Type	Description
		Previewer. Either developerName or applicationName is required
height	String	Canvas app window height, in pixels. If not specified, defaults to 900 px.
id	String	Unique identifier that allows the `<apex:canvasApp>` component to be referenced by other components on the page.
namespacePrefix	String	Namespace value of the Developer Edition organization in which the canvas app was created. Optional if the canvas app wasn't created in a Developer Edition organization. If not specified, defaults to null.
parameters	String	Object representation of parameters passed to the canvas app. This should be supplied in JSON format or as a JavaScript object literal. Here's an example of parameters in a JavaScript object literal: `{param1:'value1',param2:'value2'}`. If not specified, defaults to null.
rendered	Boolean	Specifies whether the component is rendered on the page. If not specified, defaults to true.
scrolling	String	Specifies whether the canvas app window should use scroll bars. If not specified, defaults to no.
width	String	Canvas app window width, in pixels. If not specified, defaults to 800 px.

Trialforce Signup using API—Pilot

Note: This feature is currently available through a pilot program. For information on enabling it for your organization, contact salesforce.com.

In Spring '13, you can use API calls to the new SignupRequest object to create trial organizations for prospective customers. Previously, you could only create trial organizations using a web form and there was no way to customize the signup process or track its status. Using the API enables you to collect and analyze information on all signups from your Trialforce Management Organization (TMO). This gives you more control over the signup process and enhanced visibility into your prospective customers. For example, you can:.

• Run reports and collect metrics, such as the number of signups per day or the number of signups in different countries.
• Customize the SignupRequest object to add fields of special interest to your company.
• Create triggers to initiate specific actions, such as sending an email notification, whenever a new signup request is made.
• Enable signups from a wide range of client applications and devices, so you have additional channels for customer acquisition.

To start creating new signups using the API:

1. Create a Trialforce Source Organization (TSO) from your TMO.
2. Install your app in the TSO, along with any sample data that might be useful for the trial.
3. Configure the TSO as you want your customers to experience it, including specifying any custom branding.

4. Create a Trialforce template from the TSO.

5. File a case in the Partner Portal, specifying the Organization ID of your TSO and the template ID of the Trialforce template.

You'll be notified by email once the template is approved. It can then be used to create new signups by making API calls to the SignupRequest object. See the Object Reference for Salesforce and Force.com for details of this object.

Search

Available in: **All** Editions except **Database.com**

In Spring '13, we bring you the following search enhancements.

Auto-Save on Lookup Searches for Exact Matches

If you enter a value in a lookup text box and save without clicking the lookup icon (🔍), Salesforce auto-saves the record when it finds an exact match, even if it also finds other partial matches. For example, if you enter `account1` in the lookup field and save the record, and the lookup search matches account1 (exact), account11 (partial), and account12 (partial), Salesforce automatically saves account1 and no longer prompts you to select it from the list of all matches. Prior to Spring '13, Salesforce required you to manually select account1.

Clickable Column Headers in Search Results

You can now click column headers on the global search results page to sort results for each object.

Change in Global Search URL

The global search URL format has changed from:

```
https://instance_name/_ui/common/search/client/ui/UnifiedSearchResults?query_string
```

To:

```
https://instance_name/_ui/search/ui/UnifiedSearchResults?query_string
```

> **Important:** URL formats are likely to change without prior notice or supporting documentation. Salesforce recommends that you avoid any direct dependencies on URL formats and build your integrations using only standard API calls.

Accessing SharePoint Data via Sunlight Search — Pilot

Available in: **Enterprise**, **Unlimited**, **Developer** Editions

Note: Sunlight Search is available through a pilot program. To participate, contact your salesforce.com representative.

With Sunlight Search, you can search and access SharePoint data in Salesforce via external objects, which function much like custom objects. External objects let you integrate content from separate content systems, providing a single access point for your data. Within the Salesforce interface, you can search across repositories from SharePoint 2010, SharePoint 2007, and SharePoint Online. Authentication options let administrators and users store unique credentials for each system.

To get started with Sunlight Search, complete these essential steps:

1. In SharePoint, configure scope and metadata properties to reveal information you want to access in Salesforce.
2. In Salesforce, define an external data source that connects to your SharePoint instance.
3. Validate the data source to establish the connection, and select the tables you want to access.
4. Sync the data source to automatically create an external object for each selected table.

For detailed instructions, see "Integrating with SharePoint" and "Defining External Data Sources" in the online help.

Important: To include external data in searches, Chatter must be enabled for your organization.

SHARING

Granting Access to User Records—Pilot

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions

User Permissions Needed	
To grant access to your own user record:	"Read" on the user with whom you're sharing
To grant access to any other user record:	"Manage Users"

Note: This feature is part of the User Sharing pilot program. For information on enabling it for your organization, contact salesforce.com. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

Granting access to a user record makes the user's detail page visible to others, and the user will be visible in lookups, list views, search, and so on.

Previously, you needed the "View All Users" permission to share your own user record via the User Detail page. With Spring '13, you can grant access to your user record without this permission to other users for whom you have Read access.

However, you still need the "Manage Users" permission if you are sharing a user record that's not your own. You have Read access to other users below you in the role hierarchy even if the organization-wide default for the User object is set to Private.

To grant access to a user record:

1. Click **Sharing** on the user record you want to share.

    The Sharing Detail page lists the users, groups, roles, and territories that have access to the user record.

2. Click **Add**.
3. From the drop-down list, select the group, user, role, or territory to share with.
4. Choose which users will have access by adding them to the Share With list.
5. Select the access level for the record you are sharing.

    Possible values are Read/Write or Read Only, depending on your organization-wide defaults for users. You can only grant a higher access than your organization-wide default.

6. Click **Save**.

Users inherit the same access as users below them in the role hierarchy. For example, if your subordinate gains Read access to a user who's not in your role hierarchy, you automatically gain Read access to that user. Additionally, you may gain access to other users through the organization-wide default, user sharing rule, role hierarchy, or the "Manage Users" or "View All Users" permission. The higher level of access is maintained if you gain access through more than one method.

For more information, refer to the Understanding User Sharing (Pilot) tip sheet.

Security

Available in: **All** Editions

Spring '13 introduces several new features that enhance security.

Login Links for New Users Work Only Once

A new user receives an email message with a link that logs them in so they can set their password. Prior to Spring '13, that link was valid until the new user set their password. Now the link is valid for only one use or six months, whichever comes first. A user who follows the link without setting a password, or lets the link expire, must have an administrator reset their password before they can log in.

Login Session Reuse

Before Spring '13, if you logged into a Salesforce instance, like `https://na1.salesforce.com`, visiting the instance again would ask you to log back in. Now you are automatically sent into the application on the instance as long as your browser remains active since your first login and you don't exceed your organization's Session Timeout value.

Identity Provider Log and Report

The Identity Provider log now tracks Service Provider-initiated and Identity Provider-initiated single sign-on attempts where your organization is acting as an Identity Provider. You can filter by successful attempts, failed attempts, or both. The log records the 50 most recent events, but you can retrieve more by creating a report.

Developer Console

Available in: **Unlimited**, **Developer**, **Enterprise**, and **Database.com** Editions

User Permissions Needed	
To use the Developer Console:	"View All Data"

The Developer Console includes the following enhancements in Spring '13. For detailed information on these enhancements, refer to the Developer Console section in the online help.

New Progress Tab

The new **Progress** tab in the Developer Console includes a panel that displays all asynchronous requests in real time. To see only the operations that are in progress, select **Hide Finished Runs**. To terminate any deployments that haven't finished, click **Cancel All Deployments**.

> **Note:** When you terminate a deployment, a residual polling thread appears in the Progress panel with a short delay. To clear the polling task immediately, refresh the Developer Console.

Show My Current Logs Only and Show My Current Heap Dumps Only

On the Logs tab, select **Show My Current Logs Only** (previously called **This Session Only**) to display only logs generated by you since opening the Developer Console. Deselect to see all debug logs saved for your organization, including newly-generated system logs created by other users.

On the Heap Dumps tab, select **Show My Current Heap Dumps Only** (previously called **This Session Only**) to display only heap dumps generated by you since opening the Developer Console. Deselect to see all heap dumps saved for your organization, including newly-generated heap dumps created by other users.

Developer Console Button and Link Added

For your convenience, you can now launch the Developer Console by clicking the new **Developer Console** button on the Apex Classes and Apex Triggers pages in *Your Name* > **Setup** > **Develop**. You can also access the Developer Console from the Tools page in *Your Name* > **Setup** > **Develop**.

You can still launch the Developer Console from any page by clicking *Your Name* > **Developer Console**.

Force.com IDE Enhancements

Available in: **Unlimited**, **Developer**, **Enterprise**, and **Database.com** Editions

The Spring '13 release of the Force.com IDE contains the following enhancements:

- Support for Metadata API version 27.0
- All documentation includes Spring '13 content

The Force.com IDE is available as a standalone application or as an Eclipse plug-in.

- To install the latest version of the Force.com IDE standalone application or Eclipse plug-in, download an installer from `wiki.developerforce.com/page/Force.com_IDE_Installation`.
- To upgrade to the latest version of the Force.com IDE Eclipse plug-in, follow the directions at `wiki.developerforce.com/page/Updating_the_Force.com_IDE`.

After you install the Spring '13 Force.com IDE, you can upgrade your projects. To upgrade a Force.com project:

1. Right click a project and choose **Force.com** > **Upgrade Project** to open the Project Upgrade wizard. (This option only appears if an upgrade is available.)
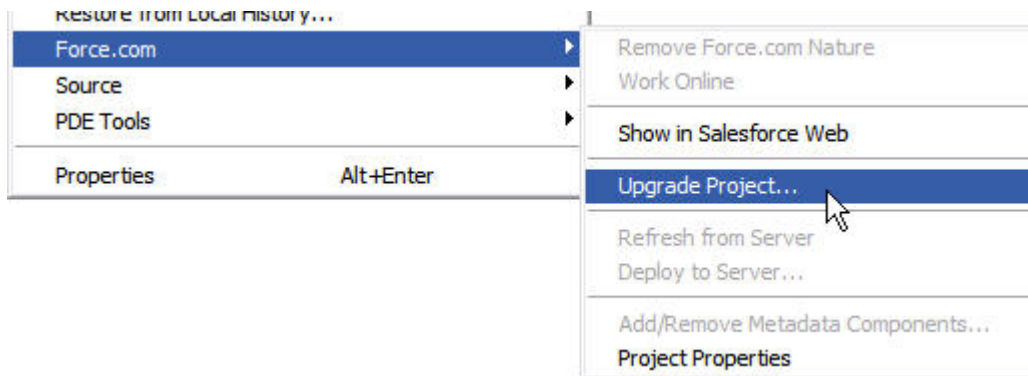
2. On the first page of the wizard, review the information and click **Next** to continue.
3. On the second page of the wizard, review the full details of what will be changed. If you don't want to upgrade all of these components, click **Cancel**. Otherwise click **Finish**.
4. On the final page of the wizard, review your changes.
5. Click **Finish** to retrieve the specified components.

> **Note:** Force.com IDE releases prior to Winter '09 were "Developer Preview" releases. To migrate to the latest Force.com IDE from a "Developer Preview" release, delete all Force.com projects from your workspace, uninstall the older IDE plug-in from Eclipse, and install the latest release.

Visualforce

Available in: **Contact Manager**, **Group**, **Professional**, **Enterprise**, **Unlimited**, and **Developer** Editions

Visualforce includes the following enhancements in Spring '13. For detailed information on these enhancements, refer to the *Visualforce Developer's Guide*.

`liveAgent:clientChatAlertMessage` and `liveAgent:clientChatStatusMessage` Components

Spring '13 introduces two new Live Agent Visualforce components, `liveAgent:clientChatAlertMessage` and `liveAgent:clientChatStatusMessage`.

The `liveAgent:clientChatAlertMessage` component lets you customize the alert messages that appear in your Live Agent chat window. For example, you can specify alerts that inform your customers when support agents are unavailable to chat, or if a local connection error prevents the customer from connecting to Live Agent.

The `liveAgent:clientChatStatusMessage` component lets you customize system status messages that appear in your Live Agent chat window. You can specify messages that inform your customers when the system connection is disrupted – for example, "You've been disconnected from the agent. Please wait while we attempt to re-establish the connection."

For more information about using these components, see the Visualforce Developer's Guide and the Live Agent Developer's Guide.

New Label Attribute on Live Agent Components

Spring '13 introduces a `label` attribute on several Live Agent components, allowing you to specify the text that appears. The `label` attribute is available on the following components:

- `<liveAgent:clientChatAlertMessage>`
- `<liveAgent:clientChatEndButton>`
- `<liveAgent:clientChatLog>`
- `<liveAgent:clientChatSaveButton>`
- `<liveAgent:clientChatSendButton>`
- `<liveAgent:clientChatStatusMessage>`

Dependent Picklists Require Controlling Field on the Page

Pages must include the controlling field for a dependent picklist. Failing to include the controlling field on the page causes a runtime error when the page displays.

For example, if `Location.city` is dependent on `Location.state`, you must include both in your markup:

```
<apex:form>
    <apex:outputField value="{!Location.state}"/>
    <apex:outputField value="{!Location.city}"/>
</apex:form>
```

This change is versioned, and you must update your Visualforce pages to API version 27.0 to enable the new behavior.

Previously, when the controlling field was missing, the dependent picklist would simply show all possible values. To preserve this behavior, keep the page version set to API version 26.0 or earlier.

Custom Component Descriptions are Escaped

Beginning in the Spring '13 release, the **Description** field for custom Visualforce components is escaped when it's displayed in the component reference, and when viewing the component definition.

Previously, the **Description** field for custom components wasn't escaped, making it possible to add HTML and other markup to the **Description** field. This wasn't an intended feature, and is now explicitly prevented.

Custom components with markup in the **Description** need to be fixed. To fix them, edit the component and remove all HTML and other markup from the **Description** field.

Compile-Time Checking for Custom Component Attribute Names

In the Spring '13 release, there is a new compile-time check that prevents giving custom Visualforce component attributes the same name as the `assignTo` value (which can refer to a property or method in the component's controller). This checking prevents a number of programming errors (bugs) that can result in runtime errors.

This change is versioned, and you must update your Visualforce components or the pages that contain them to API version 27.0 to enable the new behavior.

Previously, it was possible to create a custom component with an attribute that had the same name as the `assignTo` value. For example:

```
<apex:component>
    <apex:attribute name="currentpagename" type="string"
            assignTo="{!currentpagename}"
        description="This component can't be saved."/>
    This component is no longer allowed.
</apex:component>
```

To make this component compile under API version 27.0, change either the attribute name or the `assignTo` value (which might require you to also change a controller method or property). For example:

```
<apex:component>
    <apex:attribute name="thepagename" type="string"
            assignTo="{!currentpagename}"
        description="This component saves just fine."/>
    This component is OK!
</apex:component>
```

> **Note:** The new compile-time check is enabled if either the component or a page that contains it is updated to API version 27.0.

Visualforce Support in Salesforce Touch

In Spring '13, you can enable Visualforce tabs to display in the mobile browser version of Salesforce Touch, allowing users to access associated Visualforce pages directly from the Salesforce Touch interface. Visualforce tab support in the Salesforce Touch downloadable app will be available later this spring.

> **Note:** Other forms of Visualforce, including inline Visualforce, overridden Visualforce pages, and standard Visualforce buttons and links, aren't supported in the Spring '13 release of Salesforce Touch.

Visualforce tabs in Salesforce Touch are indicated by the ⬙ icon. Tapping the icon opens the tab—and the associated Visualforce page—in a new mobile browser window outside of the Salesforce Touch interface. The Visualforce page functions the same as if you were viewing it in the full Salesforce site.

> **Note:** When Visualforce tabs are accessed from the downloadable version of Salesforce Touch, the Visualforce page is rendered with `showHeader=false` so all header and sidebar navigation is suppressed. In the mobile browser app, the header and sidebar do display and can be used to navigate within Salesforce.

You enable the display of Visualforce tabs in Salesforce Touch using the new boolean metadata field on the ApexPage object, `isAvailableInTouch`. The "Author Apex" user permission is required. Edit the `isAvailableInTouch` field through the metadata API or through the Salesforce setup interface. In Salesforce, click *Your Name* > **Setup** > **Develop** > **Pages**, edit the desired page, then select the `Available in Touch` checkbox. `isAvailableInTouch` is available for API version 27.0 and above.

After you enable a Visualforce page for Salesforce Touch, any tabs that are associated with the page will display in Salesforce Touch. You can enable any Visualforce page for Salesforce Touch but if the page isn't associated with a Visualforce tab, users won't be able to access the page from Salesforce Touch.

In addition to enabling the desired Visualforce tabs, you need to turn on Visualforce support in Salesforce Touch from the Salesforce Touch Settings page.

Here are some notes about Visualforce tab support in this release of Salesforce Touch:

- Standard object tabs that are overridden with a Visualforce page aren't supported in Salesforce Touch. The Visualforce page is shown for full site users but Salesforce Touch users will see the default Salesforce Touch page for the entity instead. This restriction exists to maintain the Salesforce Touch experience for standard objects.

- Other Visualforce pages that are accessed from a Salesforce Touch-enabled Visualforce page don't need to have `isAvailableInTouch` enabled.

- The `Mobile Ready` checkbox on Visualforce Tab setup pages is for the Salesforce Mobile app only and has no effect on Visualforce in Salesforce Touch.

Apex Code

Available in: **Unlimited**, **Developer**, **Enterprise**, and **Database.com** Editions

Apex includes the following enhancements in Spring '13. For detailed information on these enhancements, refer to the *Force.com Apex Code Developer's Guide*.

New Classes and Methods

These Apex classes have been added.

- Cases
- TimeZone

Also, new UserInfo methods have been added.

Cases Class

Usage

Use the `Cases` class to interact with case records.

Methods

The following is the static method of the `Cases` class.

Method	Arguments	Return Type	Description
getCaseIdFromEmailThreadId	String *emailThreadId*	ID	Returns the case ID corresponding to the specified email thread ID. The *emailThreadId* argument should have the following format: `_00Dxx1gEW._500xxYktg`. Other formats, such as `ref:_00Dxx1gEW._500xxYktl:ref` and `[ref:_00Dxx1gEW._500xxYktl:ref]`, are invalid.

Cases Example

The following example uses an email thread ID to retrieve the related case ID.

```
public class GetCaseIdController {

    public static void getCaseIdSample() {
        // Get email thread ID
```

```
        String emailThreadId = '_00Dxx1gEW._500xxYktg';
        // Call Apex method to retrieve case ID from email thread ID
        ID caseId = Cases.getCaseIdFromEmailThreadId(emailThreadId);

    }
}
```

TimeZone Methods

Represents a time zone. Contains methods for creating a new time zone and obtaining time zone properties, such as the time zone ID, offset, and display name.

Usage

You can use the methods in this class to get properties of a time zone, such as the properties of the time zone returned by `UserInfo.getTimeZone`, or the time zone returned by `getTimeZone` of this class.

Methods

The following is the static method of the `Timezone` class.

Method	Arguments	Return Type	Description
getTimeZone	String *Id*	TimeZone	Returns the time zone corresponding to the specified time zone ID. The time zone values you can use for the *Id* argument are any valid time zone values that the Java TimeZone class supports. Example: ```TimeZone tz =\n TimeZone.getTimeZone(\n 'America/Los_Angeles');\nSystem.assertEquals(\n 'Pacific Standard Time',\n tz.getDisplayName());```

The following are instance methods of the `Timezone` class.

Method	Arguments	Return Type	Description
getDisplayName		String	Returns this time zone's display name.
getID		String	Returns this time zone's ID.
getOffset	Datetime *date*	Integer	Returns the time zone offset, in milliseconds, of the specified date to the GMT time zone. The *date* argument is the date and time to evaluate. **Note:** The returned offset is adjusted for daylight saving time if the *date* argument

Method	Arguments	Return Type	Description
			falls within daylight saving time for this time zone.
toString		String	Returns the string representation of this time zone.

Sample

This example shows how to get properties of the current user's time zone and displays them to the debug log.

```
TimeZone tz = UserInfo.getTimeZone();
System.debug('Display name: ' + tz.getDisplayName());
System.debug('ID: ' + tz.getID());
// During daylight saving time for the America/Los_Angeles time zone
System.debug('Offset: ' + tz.getOffset(DateTime.newInstance(2012,10,23,12,0,0)));
// Not during daylight saving time for the America/Los_Angeles time zone
System.debug('Offset: ' + tz.getOffset(DateTime.newInstance(2012,11,23,12,0,0)));
System.debug('String format: ' + tz.toString());
```

The output of this sample varies based on the user's time zone. This is an example output if the user's time zone is America/Los_Angeles. For this time zone, daylight saving time is -7 hours from GMT (-25200000 milliseconds) and standard time is -8 hours from GMT (-28800000 milliseconds).

```
Display name: Pacific Standard Time

ID: America/Los_Angeles

Offset: -25200000

Offset: -28800000

String format: America/Los_Angeles
```

New `UserInfo` Methods

The UserInfo class has the following two new methods:

Name	Return Type	Description

getTimeZone	System.TimeZone	Returns the current user's local time zone.
		
		Example:
		
		``TimeZone tz =
		  UserInfo.getTimeZone();
		System.debug(
		  'Display name: ' +
		  tz.getDisplayName());
		System.debug(
		  'ID: ' +
		  tz.getID());```

Name	Return Type	Description
getUserEmail	String	Returns the current user's email address. Example: ``` String emailAddress = UserInfo.getUserEmail(); System.debug('Email address: ' + emailAddress); ```

Connect in Apex—Developer Preview

Note: Connect in Apex is currently available as a Developer Preview and is automatically available in all Developer Edition organizations. For information on enabling Connect in Apex in other editions, contact Salesforce.

Connect in Apex exposes Chatter API data as Apex objects. Use classes in the `ConnectApi` namespace to develop Chatter applications on the Force.com platform without using Apex callouts

The following documentation is available:

- To find out what's new in Connect in Apex in Spring '13, see Connect in Apex—Developer Preview.
- The complete Connect in Apex documentation is available in the *Chatter REST API Developer's Guide* from developerforce.com.
- Connect in Apex recipes are available in the Force.com Cookbook.

Triggers for `CollaborationGroup` and `CollaborationGroupMember`

Triggers are now available for `CollaborationGroup` and `CollaborationGroupMember` sObjects. You can create the triggers by clicking *Your Name* > **Setup** > **Customize** > **Chatter** > **Triggers**, and then selecting **CollaborationGroup Triggers** or **CollaborationGroupMember Triggers**.

Note the following for the `CollaborationGroup` and `CollaborationGroupMember` objects:

- When CollaborationGroupMember is updated, CollaborationGroup is automatically updated as well to ensure that the member count is correct. As a result, when CollaborationGroupMember `update` or `delete` triggers run, CollaborationGroup `update` triggers run as well.
- `CollaborationGroup` and `CollaborationGroupMember` objects can't be undeleted. Triggers marked only as `after undelete` will not be executed.

Setting `Id` Fields on sObjects for Updates

Starting with Apex code saved using Salesforce.com API version 27.0, the `Id` field is now writeable on sObject instances for all sObject types—standard objects, custom objects, and generic sObjects—for update operations. The sObject instances for which you have set an ID can only be updated; attempting to insert these sObject instances results in an error.

This change allows more flexibility in how you set the ID of an sObject instance. Previously, you could set the ID only when the sObject is created in the constructor. Now, you can you set the ID after the sObject instance has been created using dot notation.

```
// Account a has some fields set
a.Phone = '(415) 555-1212';
// Also, set its Id field
a.Id = '00199000002JMim';
update a;
```

One of the cases where the ability to set IDs comes in handy is when you want to update Salesforce records from data received from an external data source. Because external data sources typically don't contain Salesforce record IDs, it is up to you to get the IDs and set them before updating the records. When the data from the external source is deserialized into sObjects, you can set the appropriate ID values on these sObjects and update them. You can find the IDs of the corresponding records by using queries that make use of custom matching logic.

Note that there are several ways to update Salesforce records from external data, for example, you can use the `upsert` statement with an external ID. However, you might not always be able to use an external ID, and this is when you typically set the sObject instances' Salesforce ID for update.

Example

This example shows how you can update an existing contact in Salesforce from an external contact, which doesn't have a Salesforce record ID, using a unique custom field to match the records. This example requires a custom text field, preferably marked as unique, on Contact named SocialSecurity. The sample first inserts a contact. This contact is the existing record that will be updated later. Next, the sample deserializes a contact from a JSON string—this is the external contact. It runs a query to find a matching record in the database based on the SocialSecurity field. In this case, it finds the record just inserted earlier. It gets the record ID and sets this ID on the external contact obtained from the JSON input. It updates this contact and verifies that all fields on the external contact result in updates.

```
static final String JSONStr =
    '{' +
      '"FirstName":"Joe",' +
      '"LastName":"Smith",' +
      '"Phone":"(415) 555-1213",' +
      '"Department":"Finance",' +
      '"SocialSecurity__c":"111-22-3333"' +
    '}';

// Set up existing contact record
Contact firstContact = new Contact(
    FirstName='Joe',
    LastName='Smith',
    Phone='(415) 555-1212',
    SocialSecurity__c='111-22-3333');
insert firstContact;

// Get new sObject by deserializing JSON
Contact externalContact = (Contact)JSON.deserialize(JSONStr, Contact.class);

// Find a matching contact in the DB
```

```
// This is the same contact as firstContact
Contact[] contactsInDB = [SELECT Id FROM Contact
                          WHERE SocialSecurity__c=:externalContact.SocialSecurity__c];
if (contactsInDB.size() > 0) {
    // Only one contact should be returned because of the unique
    // SocialSecurity field.
    Contact conInDB = contactsInDB[0];

    // Set the ID of the sObject to the ID of the corresponding existing record
    externalContact.Id = conInDB.Id;

    // Update existing record with fields from external contact
    update externalContact;

    // Query the updated record
    Contact updatedContact =
        [SELECT FirstName,LastName,Phone,Department,SocialSecurity__c FROM Contact
          WHERE Id=:externalContact.Id];

    // Verify that all new and changed fields have been updated
    System.assertEquals('(415) 555-1213', updatedContact.Phone);
    System.assertEquals('Finance', updatedContact.Department);
    // Verify field updates with identical new and old values
    System.assertEquals('Joe', updatedContact.FirstName);
    System.assertEquals('Smith', updatedContact.LastName);
    System.assertEquals('111-22-3333', updatedContact.SocialSecurity__c);
}
```

Tests Started from the Apex Classes Page Run Asynchronously

Tests started using **Run All Tests** or **Run Test** no longer run synchronously. When you run tests by clicking *Your Name* > **Setup** > **Develop** > **Apex Classes**, and then either click **Run All Tests** from the Apex Classes page or **Run Test** from a class page, your test results are displayed in the Apex Test Execution page and the Developer Console This means that you won't be blocked by the test run; you can do other work in the Salesforce user interface and you can access the Apex Test Execution page at a later time to verify if the tests have completed execution.

All tests started through the Salesforce user interface now run asynchronously. Tests that are run as part of a deployment, a package install, or a package upload still run synchronously.

After running tests using **Run All Tests** or **Run Test**, you no longer get the Apex Test Result page, and hence, you no longer have access to debug log link and code coverage information, which were previously displayed on this page. However, you can get the debug log and code coverage information in the following ways.

To view and download the debug log after tests have finished running, do one of the following before starting the tests:

- Set up debug log monitoring in *Your Name* > **Setup** > **Monitoring** > **Debug Logs**. After the test run completes, you can view and download the debug log from the Debug Logs page.
- Open the Developer Console by clicking *Your Name* > **Developer Console**. When the Developer Console is open, it collects log information of running tests. After the test run completes, you can view and download the debug log in the Logs tab.

To access code coverage information for classes and triggers after tests have finished running:

- For individual code coverage of classes and triggers, click **Apex Classes** to view code coverage for each class, and click **Apex Triggers** to view code coverage for each trigger. You can also view code coverage information for each class and trigger in the Developer Console in the Tests tab.

- For overall code coverage of all classes and triggers after you have run all tests using **Run All Tests**, click **Apex Classes**, and then click **Estimate your organization's code coverage**.

Alternatively, you can run tests using the Developer Console. When you run tests in the Developer Console, you can view and download the test run logs in the Logs tab. To run individual tests, click **Tests** > **New Run**. After the test run completes, code coverage by each test class is displayed in the Class Code Coverage pane. To run all tests, click **Tests** > **Run All**. After the test run for all tests completes, the overall code coverage displays in the Overall Code Coverage pane. For more information about the Developer Console, see the Salesforce online help.

Escaped Error Messages for `addError`

Starting with Apex saved using Salesforce.com API version 27.0, the error message specified in the `addError` method on sObjects and fields is now escaped in the Salesforce user interface. For earlier API versions, the error message set by the `addError` method is unescaped.

For example, if you create a trigger for Account using API version 27.0 with the following content:

```
trigger EscapedAddErrorTrigger on Account (before insert, before update) {
    trigger.new[0].addError(
        'Link in an error message: <a href="http://salesforce.com">Salesforce.com Link</a>');
}
```

And if you create or update an account, the error message displayed on the account's page contains the HTML markup escaped as text, such as:

Link in an error message: Salesforce.com Link

In previous API versions, the error message isn't escaped and is displayed in the user interface with a link rendered from the HTML markup.

The error message added by the `addError` method is escaped for errors that appear in the Salesforce user interface, but not for errors returned in the API.

API

Available in: **Enterprise**, **Unlimited**, **Developer**, and **Database.com** Editions

Spring '13 (API version 27.0) improvements:

Changes across the API layer:

- New and Changed Objects
    - ◊ Chatter API Objects
- SOSL

Changes to individual APIs:

- Tooling API — Generally Available
- SOAP API

- REST API
- Metadata API
- Bulk API
- Streaming API

New and Changed Objects

For information about new and changed Chatter objects, see Chatter API Objects.

New Objects

For the Sunlight Search pilot, these objects have been added in API version 27.0.

- The ExternalDataSource object lets Salesforce access data from an external system, such as SharePoint®.
- The ExternalDataUserAuth object stores authentication settings for users accessing the external data source.

For the Trialforce Signup using API pilot, this object has been added in API version 27.0.

- The SignupRequest object represents a request for a new Trialforce signup.

Changed Objects

These objects have changed in API version 27.0.

- (Beta) State and country picklist fields are available in the Account, Contact, Contract, Lead, Organization, and User objects.
- The Account object has the following changes:

  ◊ The maximum size of the `BillingCountry` field has been increased from 40 to 80 characters.
  ◊ The maximum size of the `BillingState` field has been increased from 20 to 80 characters.
  ◊ The maximum size of the `ShippingCountry` field has been increased from 40 to 80 characters.
  ◊ The maximum size of the `ShippingState` field has been increased from 20 to 80 characters.

- The Contact object has the following changes:

  ◊ The maximum size of the `MailingCountry` field has been increased from 40 to 80 characters.
  ◊ The maximum size of the `MailingState` field has been increased from 20 to 80 characters.

- The DandBCompany object now supports the `search ()` call.
- The Idea object has the following changes:

  ◊ The field `RecordTypeId` has been added.
  ◊ The field `IsLocked` has been renamed to `IsMerged`.
  ◊ The field `CommunityId` is no longer `nillable`.
  ◊ The field `NumComments` can be `defaultedOnCreate`.

- The ForecastingItem object has the following changes:

  ◊ The fields `AmountWithoutAdjustments`, `AmountWithoutManagerAdjustment`, `ForecastAmount`, and `OwnerOnlyAmount` are now nillable.

- The Lead object has the following changes:

◊   The maximum size of the `Country` fields has been increased from 40 to 80 characters.

◊   The maximum size of the `State` field has been increased from 20 to 80 characters.

•   The User object has the following changes:

◊   The field `JigsawImportLimitOverride` has been added.

◊   The field `UserPreferencesJigsawListUser` has been added.

•   The field `EndDateTime` has been added to the ActivityHistory and OpenActivity objects.

•   The following fields on the Network object are now updateable:

◊   `Description`
◊   `Name`
◊   `OptionsInvitationsEnabled`
◊   `OptionsSendWelcomeEmail`
◊   `Status`
◊   `UrlPathPrefix`

•   The field `ViewCount` has been added to the KnowledgeArticleViewStat object.

•   The field `Checksum` has been added to the ContentVersion object.

•   The ContentDocumentLink object now allows SOQL queries that include both an object and document ID. For example, the following query returns a particular document shared with a Chatter group:

```
SELECT ContentDocument.title FROM ContentDocumentLink WHERE ContentDocumentId =
'069D00000000so2' AND LinkedEntityId = '0D5000000089123'
```

Chatter API Objects

Changed Objects

These objects have changed in API version 27.0.

•   The FeedItem and TaskFeed objects have the following change:

◊   The `ActivityEvent` value on the `Type` field now applies to any event generated whenever a user adds a Task associated with a feed-enabled parent record (excluding email tasks on cases) or when a user adds or updates a Task or Event associated with a case record (excluding email and call logging).

> **Note:** For a recurring Task with CaseFeed disabled, one event is generated for the series only. For a recurring Task with CaseFeed enabled, events are generated for the series and each occurrence.

•   The NewsFeed object is no longer available. In API version 27.0 and later, use the Chatter REST API to access recent changes to records that a user is following.

•   The UserProfileFeed object is no longer available. In API version 27.0 and later, use the Chatter REST API to track user actions on records that can be tracked in a feed.

SOSL

Use the Salesforce Object Search Language (SOSL) to perform text searches using Salesforce APIs. In Spring '13 the following enhancements were implemented.

New WITH Clause in SOSL to Filter by Community ID

The optional `WITH NETWORK = 'NetworkId'` clause allows you to filter user and feed search results by a community, represented by a `NetworkId`. For objects other than users and feeds, search results include matches across all communities and internal company data, even if you use network filtering in your query.

- You can filter search results by only one community at a time.
- You can run searches against multiple objects in the same community.
- You cannot run scoped and unscoped searches in the same query. For example, you cannot search users from a community along with accounts from the entire organization.

For example, the following query searches the NetworkId community for users and feed items containing the string "test". It also sorts the feed items from the newest to the oldest.

```
FIND {test} RETURNING User (id),
                      FeedItem (id, ParentId WHERE CreatedDate = THIS_YEAR Order by
CreatedDate DESC)
            WITH NETWORK = 'NetworkId'
```

SOSL Support for Hidden Fields in Communities

SOSL now supports searching for hidden user fields in communities and upholds any visibility restrictions that apply for external users (with a portal profile). Searches for hidden field values by external users do not return any matches. In addition, searches on other fields on a user's profile also do not return hidden field values in the search results. Internal users from your organization who belong to the same community, however, can both search for and see hidden field values in search results.

New UPDATE Clauses in SOSL and SOQL to Report on Salesforce Knowledge Article Searches and Views — Pilot

Two new UPDATE clauses were added in Spring '13.

- The UPDATE VIEWSTAT clause was added to the Salesforce Object Query Language (SOQL) and the Salesforce Object Search Language (SOSL). It allows developers to use the API to update an article's view statistics.
- The UPDATE TRACKING clause was added to the Salesforce Object Search Language (SOSL). It allows developers to use the API to track the keywords used in the Salesforce Knowledge article search.

> **Note:** UPDATE VIEWSTAT and UPDATE TRACKING are available through a pilot program. To participate, contact your salesforce.com representative.

Tooling API — Generally Available

New in API version 27.0, Tooling API provides SOAP and REST interfaces that allow you to build custom development tools for Force.com applications. For example, you can:

- Add features and functionality to your existing Force.com tools.
- Build dynamic modules for Force.com development into your enterprise integration tools.
- Build specialized development tools for a specific application or service.

For details, see the Force.com Tooling API Developer's Guide.

SOAP API

Updates

These calls have been updated in API version 27.0.

- `describeLayout()`: When using this call with Account, the correct metadata is now returned for the Account Name column found in the RelatedAccountContactRoleList detail page layout.
- `describeLayout()`: As part of the DescribeLayoutResult metadata returned, `lookupId` is an optional value available for the RelatedListColumn type. Where available, `lookupId` shows the ID value for the related list column link.

New Error Code

This error code is new in API version 27.0.

- The `WEBLINK_URL_INVALID` error code is returned when the WebLink URL failed the URL string validation check.

New SOAP Header

This SOAP header is new in API version 27.0.

- The `OwnerChangeOptions` header specifies the owner of attachments, notes, and open activities when object ownership is transferred.

Web Services Connector Available on GitHub

The Force.com Web Services Connector (WSC) is now available on GitHub at `https://github.com/forcedotcom/wsc`.

REST API

Spring '13 includes the following REST API enhancements.

Search Scope and Order

The new `scopeOrder` call in the REST API returns an ordered list of objects in the default global search scope of a logged-in user. Global search keeps track of which objects the user interacts with and how often and arranges the search results accordingly. Objects used most frequently appear at the top of the list.

The returned list reflects the object order in the user's default search scope, and does not account for any pinned objects on the user's search results page. This call is useful if you want to implement a custom search results page using the optimized global search scope. The search string must be URL-encoded.

URI

    /v**XX.X**/search/scopeOrder

Formats

    JSON, XML

HTTP Method

    GET

Authentication

    Authorization: Bearer **token**

Metadata API

Organization Settings Changes

In Spring '13, several Metadata API types have been updated or added to improve support for organization settings. For the declarative file-based API, organization settings types are accessed via the Settings name and setting component member. For example, the following excerpt from the package manifest file accesses SecuritySettings inforrmation:

```
<types>
    <members>Security</members>
    <name>Settings</name>
</types>
```

SecuritySettings and MobileSettings are no longer available in API versions 25.0 and 26.0. The following excerpt uses API version 26.0 syntax for SecuritySettings and will fail if used in a retrieve or deploy:

```
<types>
    <members>*</members>
    <name>SecuritySettings</name>
</types>
```

You must remove the SecuritySettings and MobileSettings from your `package.xml` file or use the new API version 27.0 syntax..

Each organization settings component gets stored in a single file in the `settings` directory of the corresponding package directory.

The following organization settings components are new for Spring '13:

- AddressSettings
- CaseSettings (includes Email-to-Case and Web-to-Case settings)
- ChatterAnswersSettings
- CompanySettings
- ContractSettings
- EntitlementSettings
- IdeasSettings
- KnowledgeSettings

The following organization settings components have been changed in Spring '13 to match the access methods described above:

- MobileSettings (folder and file suffix have changed in Spring '13, no longer available in API versions 25.0 and 26.0)
- SecuritySettings (folder and file suffix have changed in Spring '13, no longer available in API versions 25.0 and 26.0)

For more information, see the Metadata API Developer's Guide.

New Metadata Types

These metadata types are new in API version 27.0.

Metadata Type	Description
AddressSettings (beta)	Represents the configuration of country and state picklists. Country and state picklists and the AddressSettings metadata type are in beta release in Spring '13.
AssignmentRules	Represents assignment rules that allow you to automatically route cases to the appropriate users or queues.
AuthProvider	Represents an Authentication Provider (or Auth Provider) in your organization. An Auth Provider enables users to log into your Salesforce organization using their login credentials from an external service provider such as Facebook© or Janrain©.
AutoResponseRules	Represents an auto-response rule that sets conditions for sending automatic email responses to lead or case submissions based on the attributes of the submitted record.
CallCenter	Represents the Call Center definition used to integrate Salesforce with a third-party computer-telephony integration (CTI) system.
CaseSettings	Represents an organization's case settings, such as the default case owner, which case-related features are enabled, and which email templates are used for various case activities.
ChatterAnswersSettings	Represents the metadata used to manage settings for Chatter Answers.
Community	Represents a portal community. Communities are shared by the Ideas, Answers, and Chatter Answers features, allowing you to view and create communities from those locations.
CompanySettings	Represents global settings that affect multiple features in your organization.
ContractSettings	Represents contract settings.
EntitlementProcess	Represents the settings for an entitlement process.

Metadata Type	Description
EntitlementSettings	Represents an organization's entitlement settings.
EscalationRules	Represents case escalation rules to escalate cases automatically if they are not resolved within a certain period of time.
IdeasSettings	Represents the metadata used to manage settings for Ideas.
KnowledgeSettings	Represents the metadata used to manage settings for Salesforce Knowledge.
MilestoneType	Represents the name and description of a milestone.

> **Note:** New Metadata types listed above are not currently available in Change Sets.

Updated Metadata

These metadata fields have been added or changed in API version 27.0.

Metadata Type or Related Object	Field	Change	Description
ApexPage	isAvailableInTouch	New	Indicates if Visualforce tabs associated with the Visualforce page can be used in Salesforce Touch. This field is available in API version 27.0 and later. See Visualforce Support in Salesforce Touch for more information.
CustomField	inlineHelpText	Changed	Help text for standard picklist fields is now supported.
CustomObject	searchLayouts	Changed	Now supports the ability to modify search layouts for standard objects (except events and tasks) in addition to custom objects.
CustomPageWebLink	encodingKey	Changed	Now supports encoding.
CustomSite	chatterAnswersForgotPasswordConfirmPage	New	The name of the Visualforce page to be displayed that informs the user that an email has been sent to them with a temporary password. This field is available if

Metadata Type or Related Object	Field	Change	Description
			Chatter Answers is enabled for your organization.
CustomSite	chatterAnswersForgotPasswordPage	New	The name of the Visualforce page to be displayed when a user clicks the link to retrieve a forgotten password. This field is available if Chatter Answers is enabled for your organization.
CustomSite	chatterAnswersHelpPage	New	The name of the Visualforce page to be displayed when the user clicks the help link. This field is available if Chatter Answers is enabled for your organization.
CustomSite	chatterAnswersLoginPage	New	The name of the Visualforce page to be displayed to allow users to log in to the portal. This field is available if Chatter Answers is enabled for your organization.
CustomSite	chatterAnswersRegistrationPage	New	The name of the Visualforce page to be displayed to allow users to register themselves and access the portal.
CustomSite	siteType	New	Identifies whether the site is a Visualforce (Force.com Sites) or a Site.com site. If the Salesforce Communities pilot is enabled for your organization, the site could also be a ChatterNetwork (Force.com Sites) or ChatterNetworkPicasso (Site.com) site.
Flow	expression (an existing field on FlowFormula)	Changed	Now supports the following system-defined $Flow variables: • $Flow.CurrentDate • $Flow.FaultMessage

Metadata Type or Related Object	Field	Change	Description
Flow	`formulaExpression` (an existing field on FlowInputValidationRule)	Changed	Now supports the following system-defined $Flow variables: • $Flow.CurrentDate • $Flow.FaultMessage
PicklistValue	All	Changed	You can't set a picklist value as inactive, but if the picklist value is missing and you invoke an `update()` call, the missing value becomes inactive. Picklist values are added, updated and deleted as part of a deploy of a custom field in API version 27.0
Weblink	`encodingKey`	Changed	Now supports encoding.

Bulk API

Compressed Responses

You can now request gzip-compressed responses from Bulk API, which reduces network traffic and improves response time. Any request that uses the `Accept-Encoding` header with a value of `gzip` returns a gzip-compressed response body, along with a response header of `Content-Encoding: gzip`. See Using Compression for Responses in the *Bulk API Developer's Guide* for more details.

Streaming API

Tasks Supported

Tasks are now supported in PushTopic queries.

Increased Limits for Unlimited and Enterprise Edition Organizations

Streaming API now has increased limits for Unlimited Edition and Enterprise Edition organizations. The new limits are:

• The maximum number of clients per topic is 100 for Unlimited Edition organizations, 20 for Enterprise Edition organizations, and 10 for all other organizations.

- The maximum number of concurrent clients across all topics is 100 for Unlimited Edition organizations, 20 for Enterprise Edition organizations, and 10 for all other organizations.
- The maximum number of events per day is 100,000 for Unlimited Edition organizations, 20,000 for Enterprise Edition organizations, and 10,000 for all other organizations except free organizations, where the maximum is 1000.

ADDITIONAL FORCE.COM ENHANCEMENTS

State and Country Picklists—Beta

Available in: **All** Editions except Database.com

State and country picklists allow users to select states and countries from predefined, standardized lists, instead of entering state and country data into text fields. State and country picklists allow for faster and easier data entry and help to ensure cleaner data that can be leveraged for other uses—in reports and dashboards, for example—with more dependable results. The state and country names in the picklists are based on ISO-3166 standard values, making them compatible with other applications as well.

> **Note:** This release contains a beta version of state and country picklists that is production-quality but has known limitations. To provide feedback on state and country picklists, go to IdeaExchange.

This beta release of state and country picklists makes the picklists available in the shipping, billing, mailing, and "other" address fields in the Salesforce standard objects Account, Contact, Contract, Lead, Person Accounts, Quotes, and Service Contracts. The picklists are also available for managing users and companies in Administration Setup. First choose the country and then choose from the options that automatically populate the state or province picklist. For the beta release, 249 countries are supported, as well as the states and provinces of the US and Canada.

In this beta release, you can access and use the new picklists in most places that state and country fields are available in Salesforce, including:

- Record edit and detail pages
- List views, reports, and dashboards
- Filters, functions, rules, and assignments

In some cases, you'll see both the old, text-based state and country fields, as well as the new picklists. If a state or country field is appended with `(text only)`, it refers to the state or country from an old, unconverted text field. If it is appended with `Code`, as in ShippingCountryCode, it refers to a new picklist field.

State and country picklists can also be searched.

State and Country Picklist Beta Limitations

In this beta release, state and country picklists do not work with:

- Campaign Members
- Translation Workbench
- Salesforce to Salesforce

- Salesforce Touch or Salesforce Mobile
- Visual Workflow, packaging, or partner portals
- Custom indexes or outbound messages

Implementing State and Country Picklists

The process of transitioning from text-based state and country fields to state and country picklists involves five steps.

1. Configure the state and country picklists in the Metadata API. This step is optional but recommended. For more information, read about the AddressSettings component in the Metadata API Developer's Guide.
2. Scan your organization's data and customizations to see how they'll be affected by the switch. You probably need to convert data and update such customizations as list views, reports, and dashboards so they continue to work with the new data type.
3. Convert existing data. The conversion process lets you map the various values in your organization to standard picklist values. For example, U.S., USA, and United States all map to US.

> **Note:** New organizations include sample account and contact data that you should delete prior to implementing state and country picklists. Choose **Setup** > **Data Management** > **Mass Delete Records**. Then choose the option to **Mass Delete Accounts** or **Mass Delete Contacts**.

4. Turn on the picklists for your users.
5. Optionally, rescan and fix customizations that might still need updating so that they work with the new picklists.

Irish (Ireland) Help for Supported Locales

Online help available in: **All** Editions
Irish (Ireland) locale available in: **Group, Professional, Enterprise, Unlimited, Database.com,** and **Developer** Editions

The Supported Locales help page now includes Irish (Ireland) among the list of supported locales. The help topic lists the name, code, currency, and date, time, name, and number formats used by the Irish (Ireland) locale.

Login History for New Browsers and Platforms

Available in: **All** Editions

Login history now supports logging for new browsers and platforms. New browser logging support includes support for mobile browsers, such as Internet Explorer 10 Mobile for Windows Phone 8. New platform logging support includes support for Windows Phone 8 and Windows RT (Microsoft Surface). You can access the Login History page by clicking *Your Name* > **Setup** > **Manage Users** > **Login History**.

In addition, these are further changes to the browser and platform fields.

- Only major versions of browsers are logged. For example, new logins in Safari 5.0 and Safari 5.1 will now both be logged as Safari 5. Login data prior to Spring '13 remains unchanged and won't have its minor versions removed.
- Windows is no longer abbreviated for some Windows platforms as Win. For example, WinVista is now logged as Windows Vista. This field value change impacts all login history data, not just new data.

These changes also affect return values of SOQL queries that retrieve field values from `LoginHistory`.

Record Type Available as a Cross-Object Reference

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions

`$RecordType` is no longer available as a global merge field in the formula editor, except for default value formulas. Instead, an object's record type is now available as a cross-object reference, which allows you to access the name and other record type information on related objects (for example, `Account.RecordType.Name`). Existing formulas that use `$RecordType` will continue to work.

Field History Tracking Deletion

Available in: **Contact Manager**, **Group**, **Professional**, **Enterprise**, **Unlimited**, **Developer**, and **Database.com** Editions

Standard Objects are not available in **Database.com**

Salesforce.com is now offering customers a way to better manage data storage. Beginning with the Summer '13 release, Salesforce.com will automatically delete old field history data for certain organizations. Field history data can take up a great deal of space over time, and is often unnecessary and unused.

If your organization was created after 12:00 A.M. on June 2, 2011, you will always have 18 months worth of field history data available. If your organization was created before this, automatic field history deletion does not apply.

If your organization was created on or after June 2, 2011, and you would like to request retaining field history data for more than 18 months, simply contact salesforce.com support to log a case, and Salesforce.com will adjust the period of your field history retention.

Sandbox Email Deliverability Default

Available in: **Enterprise** and **Unlimited** Editions

In the Spring '13 release, newly created sandboxes default to the `System email only` email deliverability setting. See .

Restoring Deleted Custom Object Records

Available in: **Contact Manager**, **Group**, **Professional**, **Enterprise**, **Unlimited**, **Developer** and **Database.com** Editions.

Starting with Spring '13, you can recover deleted custom object records after you restore or undelete the record's custom object. Say you've deleted a record from a custom object and subsequently deleted the custom object itself. Now, if you undelete the object, you can recover the deleted record, too.

Help and Training

Videos

- Data Import: This video series covers the essentials of importing data into Salesforce.

  - ◊ Data Import Overview (1:38 minutes)
  - ◊ Preparing Your Data for Import (4:54 minutes)
  - ◊ Cleaning and Preparing Your Data Using Excel (11:27 minutes)
  - ◊ Should I Use Data Loader (6:34 minutes)
  - ◊ Importing Your Data in the Right Order (7:49 minutes)
  - ◊ Best Practices for Importing Data (2:47 minutes)

- Learning about Sync Directions (2:16 minutes)

  Learn how to view your sync direction settings in Salesforce for Outlook, and find out whether you have permissions to change them.

- Finding Data.com Accounts and Contacts and Adding Them to Salesforce (3:37 minutes)

  Learn how to find Data.com accounts and contacts and add them to Salesforce. Check out the Account Card.

Tip Sheets and Implementation Guides

- The Sunlight Search tip sheet shows you how to access SharePoint data in Salesforce.

  Note: Sunlight Search is available through a pilot program. To participate, contact your salesforce.com representative.

Developer Guides

- The new Force.com Tooling API Developer's Guide describes SOAP and REST interfaces that allow you to build custom development tools for Force.com applications. For more information, see Tooling API — Generally Available on page 116.