

Salesforce Summer '15 Release Notes

Salesforce, Summer '15





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SALESFORCE SUMMER '15 RELEASE NOTES

Summer '15 turns your reps into their own marketers with detailed activity tracking and tailored campaigns. You can easily preview dynamic and personalized emails directly from Sales Cloud and Service Cloud. In the call center, you can deliver smarter service by pushing the right cases to the right agents at the right time. And much more!

IN THIS SECTION:

How to Use the Release Notes

The release notes give you brief, high-level descriptions of new Salesforce features and enhancements to existing features. You also get setup information, implementation tips to help you get started, and best practices to ensure your continued success.

How and When Do Features Become Available?

Some features in Summer '15 affect all users immediately after the release goes live. 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.

Salesforce Overall: Easier Setup and Data Import

The new Setup Assistant makes it easier than ever to put Salesforce to work for your users. You can also import data more easily, and you can do it from a Mac. And it's easier than ever to find the information you need in the Release Notes.

Analytics: More Value From Your Data, Fast

Wave, the Salesforce Analytics Cloud, enables everyone in your organization to get immediate access to powerful data insights through its intuitive point-and-click visual interface. Whether you're on a desktop browser or an iOS mobile device—even the new Apple Watch™—you can get the answers you need from your data to run your business. Our latest round of features and enhancements makes it even easier to get value out of your data, fast.

Mobile: Do More on the Go

For the Salesforce1 app, Summer '15 is primarily focused on improving your sales reps' mobile experience through performance and trust improvements. There are other goodies for your users too, like streamlining workflow with a rich-text note-taking tool (beta). Or growing revenue pipelines by converting qualified leads to contacts, complete with the ability to create new accounts as part of the process (now generally available). And to help empower your users to do what's needed in the field, you can now customize the selection and arrangement of actions in the Salesforce1 action bar. Summer '15 also marks the removal of the Chatter Mobile app from Google Play and the end of support for the Mobile Dashboards for iPad app.

Communities: New Community Management Options, Community Case Feed

Summer '15 brings you enhancements to community analytics, improved Community Management tools, the ability to edit your conversations, associating records to groups, development of our self-service templates with a brand new case feed built on Chatter, and much more.

Sales: Enterprise Territory Management, Forecasts, and More

Easily assign territories to opportunities, give sales teams a clearer view of monthly and quarterly total sales numbers, and learn about our latest email integration developments.

Work.com: Enhanced Goals, More Thanks and Skills Features

Help your sales managers and teams learn faster and perform better with a suite of sales-management and service-management tools that boost performance. We've introduced more Thanks and Skills features, along with the Enhanced Feedback and Enhanced Performance Summaries pilot features. We're also bringing Enhanced Goals to all Work.com users.

Data.com: Prospecting Insights, "Firmographic" Fields

Deliver leading business data for your sales teams with new Prospecting Insights. Data.com is the solution for delivering leading business data inside Salesforce. Get the most up-to-date business data for contacts, leads, and accounts.

Service: More Opportunities for Support, Increased Agent Productivity

Summer '15 includes smarter service by pushing the right cases to the right agents at the right time. You can also embed support into mobile apps for live guidance, and go beyond plain text to dynamically interact with your customers. Supercharge your agents' productivity with enhanced shortcuts and bulk macros, and solve cases faster by leveraging multiple agents in one chat session.

Chatter: Reporting, Question-to-Case, Records in Groups

Summer '15 enables you to report on Chatter activity in your organization, add records to groups, and create cases from Chatter Questions. There are also several improvements to files, feeds, and unlisted groups functionality.

Marketing

Salesforce Marketing Cloud is a unified social marketing suite that allows companies to listen to and engage customers, publish content, optimize social advertising, measure campaigns, and integrate social insights with customer data.

Salesforce 1 Reporting: Save, Clone, and Delete Reports from the Reporting API

Reporting REST API enhancements enable you to delete dashboards, save, clone, and delete reports, as well as give you access to new report properties. Apex enhancements enable you to get and set more report properties. These enhancements don't apply to dashboards or reports in the Salesforce1 mobile app.

Deployment: Better Sandbox Performance, Testing, Migration

You now have new ways to deploy changes to your organization.

Customization: Adapt Salesforce with Clicks and Code

Customization features enable you to expand your organization by enhancing your objects, data, and fields, customizing your organization's look and feel, augmenting your business processes, creating websites, and creating apps—all by using point-and-click tools and maybe some code. Customization features also include tools to administer and secure your organization.

Development: Create Your Own Salesforce App

Force.com helps you develop new applications and integrations to help your organization or for resale to other organizations.

Security and Identity

We've made the powerful security features in Salesforce even stronger, while adding simplicity of management and ease of use. Now you can encrypt sensitive data for regulatory compliance, manage user accounts on other services based on changes to your own user accounts, and much more.

Critical Updates

This release includes updates that improve the performance, logic, and usability of Salesforce but might affect your existing customizations.

Help and Training: Walkthroughs, Trailhead, Developer Cookbook

We added walkthroughs, created a cookbook for Service Cloud developers, and updated instructional videos and some of our trust and compliance documents. We're also introducing Trailhead modules!

Other Salesforce Products: Desk.com, Heroku

Desk.com and Heroku have release notes you can consult separately.

SEE ALSO:

Video: Top Features in Summer '15

How to Use the Release Notes

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You can choose from PDF and HTML versions.



Note: Until the new Salesforce release is available in your production organization, links from release notes to the Salesforce Help, implementation guides, developer guides, and other documentation won't work or will point to materials for the previous Salesforce release. Some developer guides have preview versions available several weeks before the Salesforce release. To access the preview versions of developer guides on Salesforce Developers, select Preview from the Documentation Version drop-down list.

Other Resources

In addition to these release notes, we provide other resources to get you up to speed quickly.

- Release Readiness community. Join a community of Salesforce experts.
- Release demos. Get quick video overviews of what's coming this release.

Known Issues

These release notes are about new and modified features, not known issues. For information about known issues, check out the Salesforce Known Issues Site.

Updates Via Twitter

When you follow @salesforcedocs on Twitter, you receive notices whenever we publish new documentation or make significant updates to existing documentation.

Your Feedback Matters

We know how important our documentation is to your company's success. We want to know what works for you and what doesn't.

- **Feedback forms:** As you're working with our documentation—whether it's in the Salesforce Help, release notes, or developer guides at Salesforce Developers—look for the feedback form and vote up or down. Add comments if you have them.
- Twitter: Tweet us at @salesforcedocs.

IN THIS SECTION:

You Asked for It!

We delivered the features you asked for on IdeaExchange.

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Release Notes Changes

Read about changes to the release notes.

You Asked for It!

We delivered the features you asked for on IdeaExchange.

IdeaExchange	Feature delivered
General Enhancements	
Data Loader for Mac	Data Loader for Mac
Mobile	
Please SFDC: Include Rich Text in Notes!	Increase Productivity with Rich Text Meeting Notes (Beta) (partially
Attach Notes and Attachments to Multiple Records	delivered)
Salesforce1 - Need Ability to Convert Leads	Convert Leads to Contacts (Generally Available)
Customize Salesforce1 Record Actions Bar	Customize Actions in the Salesforce1 Action Bar
Support State and Country Picklists in Salesforce1	Access State and Country Picklists
Add/Remove Group Members in Salesforce1	Manage Group Members from Related Lists
Communities	
Allow Topic Merging and Deleting	Merge, Rename, or Delete Topics in Communities
Allow Customization of Chatter Recommendations	Create Custom Recommendations
$Make \verb \{! Community_URL \} Available in Visual force Email Templates$	Merge Fields in Visualforce Email Templates for Communities
{!Community_URL} Merge Field Should Point To Custom Community Pages	Used and Expired Links in Text-Based Community Emails Redirect Correctly
Campaign Read/Write Access for Partner Community	Partner Users Can Now Read, Create, and Edit Campaigns
Partner Portal - Report Options	Report Management for Partner and Customer Users—Create and Edit Reports
Ability to publish Site.com Community in Sandbox	Publish a Community from the Sandbox
Sales	
Please SFDC: Include Rich Text in Notes!	Notes (Beta) (partially delivered)
External ID on the Territory Object	Integrate Territory ID Information from External Systems
Work.com	
Transfer Goal Ownership, and Sharing Rules for Goals	Upgrade to Enhanced Goals (Generally Available)
Create Goal for a Group	
Work.com Goals: Custom Fields	
Change Goal Metric Filter Option on Coaching Record	
Copy Objectives	
List of Team Goals, All Goals	
"View All Goals" in Work.com	

Ability to Edit a Chatter Post After Posting

Feature delivered **IdeaExchange** Add WYSIWYG Editor to Comment/Task Boxes Assign Goals View Only Sharing for Goals Sorting the Key Results by Priority Option to Have Validation Rules for Work.com Objects Goal Default Setting as Private in Work.com Reword 'Goal Settings' on Work.com Settings **Unlock Goals** Defaulting Private Goals within Work.com Work.com - Disable Feed Update on Metric Fields Filter by "All Updates" and "Fewer Updates" in Chatter for Goals Work.com: Notes for Goals and Metrics Add a Group to a Goal Delegate Access for Objective Creation No Private Goals View Goals by Quarter Goal Folders for Work.com Ability to Set a Default Visibility When Creating a New Objective **Labeling Objectives** Rename "Goals" Tab in Task Bar **HPD Goal Text Boxes** Performance Feedback Reminders Use New Tools to Manage Performance Summary Cycles (Pilot) Service Case Assignment Checkbox - Hidden But Selected Enable Case Assignment Rules More Intuitively Email-to-Case: Display Images Properly on HTML Email Email Feed Items Now Display HTML Formatting and Inline Images Signature on Reply to Emails (partially delivered) Append User Signatures After Replies in Emails Chat Conference - Open All Related Records for Conferenced Agent Transfer a Workspace with a Chat Transfer or Conference Return 'Attach' & 'Attach and Return To Case' buttons to full view Attach an Article to a Case from the Article Detail Page of an Article Knowledgebase: improve attach article to case interface Share Knowledge Articles on social media. (Linked In, Facebook, Link to an Article in Social Customer Service Twitter, etc) Chatter

Edit Feed Posts and Comments

IdeaExchange	Feature delivered
Sync Content Libraries via Salesforce Files Sync	Sync Content Files
@mentions in Comments when Sharing a File to a Group	Include @Mentions When Sharing Files with Groups
Increase the Character Limit on the "Information" Box in Chatter Groups	Group Information Field Now Allows 4000 Characters
Cutting through the Chatter - One Digest for all Community Groups	Unified User Digest (Beta) (partially delivered)
Make Chatter Feeds on Records Reportable	Report on Record Feeds
Deployment	
Sandbox Refresh Progress	Improved Sandbox Copy Engine for Full Sandboxes (Generally Available)
Activate the Feature License without Refreshing Sandbox	Match Production Licenses to Sandbox without a Refresh
Run All Internal Tests (Ignore Installed Packages)	Run Local Tests in a Sandbox Deployment
Force.com Customization	
Login AsAny Role, Any Profile	Login Access Policy Changed
Support ISNEW Formula Functions in Process Criteria	Compare and Return Values in Formulas
Support Updating Picklist Fields Using Formulas	Compare and Return Values in Formulas
Support Relative Date Functions When Updating a Date Field	Update Fields Using Formulas and Date Functions
Remove the 12-Hour Wait When Deleting a Process	Immediately Delete a Process
Why do I have to wait for 12 hours to delete inactive flow?	Immediately Delete a Flow Version
Security and Identity	
Control Logout URL	Choose the Logout Page for Salesforce Users
Customize logout url instead of salesforce logout page	
Add TLS 1.2 Support for Outbound HTTPS Callouts/Encryption Requests	Test and Use Advanced Networking Protocols
Force.com Development	
Allow us to specify an icon for apex:mapMarker in VisualForce	Customize Visualforce Maps with Custom Markers
Configure Apex REST Services to Accept Multiple Records in Requests (POST / PUT)	Composite Resources - Batch
Creating or Updating Multiple Objects through REST API	Composite Resources - Batch
	Composite Resources - SObject Tree

IdeaExchange	Feature delivered
Custom Metadata Types	Configure Apps with Custom Metadata Types (Generally Available)

SEE ALSO:

How and When Do Features Become Available?

Other Resources

In addition to these release notes, we provide other resources to get you up to speed quickly.

- Release Readiness community. Join a community of Salesforce experts.
- Release demos. Get quick video overviews of what's coming this release.
- Summer '15 Release Training for Certified Professionals. Take online training to check out Summer '15 features and enhancements and to prepare for certification release exams.

Release Notes Changes

Read about changes to the release notes.

August 29, 2015

End of Support for Salesforce1 on Android 4.2 and 4.3 Coming in Winter '16

Pre-announcing end of support for Salesforce1 on devices running Android 4.2 and 4.3.

Quoted Tweets Available and Longer Direct Message on page 191

We've added more Twitter functionality with Social Customer Service.

August 12, 2015

Get More Relevant Search Results

We've improved the way the search engine stores your org's information and matches it to your users' search terms.

July 22, 2015

What's New in the Latest Salesforce1 Downloadable Apps

Version 7.3 of the Salesforce1 downloadable apps for iOS and Android are targeted to be available for download the week of July 20, 2015.

Extract More Data for Your Datasets

We've added details about the sfdcDigest transformation and newly supported objects for data extracts in the Analytics Cloud.

Slimmed Down the JavaScript API Doc

The JavaScript API section of the reference doc app has been filtered to only show the methods that you need to build Lightning components.

General Administration

Removed entry regarding enabling guest access to the Knowledge API. It was added to the release notes in error.

July 15, 2015

New in Summer `15 Plus

We've updated the Summer '15 release of Wave, the Analytics Cloud, with a variety of new features and enhancements—all part of the Summer '15 Plus release.

Install Salesforce for Outlook for Either One User or All Users Sharing a Computer

Added installer type options Me only and Everyone who logs in to this computer to the table to help you understand which installer type to choose based on the experience you want your users to have.

July 8, 2015

Other Resources

Added release training link.

New Search Results for Primary Campaign Source

Added details for search results of primary campaign sources on opportunity detail pages.

July 1, 2015

Push Work to Qualified, Available Support Agents with Omni-Channel (Beta)

Clarified which Salesforce objects are supported in Omni-Channel.

June 17, 2015

Useful Links

Added "See Also" links on many release notes pages to relevant videos, IdeaExchange records, and other resources.

June 10, 2015

Add In-App Support to Your Mobile App with SOS Video Chat and Screen-Sharing (Generally Available)

Changed the status of the SOS feature set to "Generally Available."

Use a Permission Set to Grant Additional Permissions for Contact Manager, Group, and Professional Editions

Added a topic that announces permission set access in Contact Manager, Group, and Professional Editions.

Salesforce Engage

Changed references to "Sales Cloud Engage" to the product's new name, "Salesforce Engage."

Engage for Salesforce1

Clarified how this product works and how to set it up, and changed references to "Sales Cloud Engage" to the product's new name, "Salesforce Engage."

Edit Feed Posts and Comments

Clarified that the Edit option is available on text posts, but not on posts with link or file attachments.

Upgrade to Enhanced Goals (Generally Available)

Clarified which features require a Work.com license.

Tooling API

Added information about SOQL limits on some objects in the Tooling API WSDL.

Added information about Standard Action and Service Field Data Type.

June 3, 2015

What's New in the Latest Salesforce1 Downloadable Apps

Salesforce1 for iOS, version 7.2 is targeted to be available from the App Store the week of June 1, 2015. This release includes bug fixes and performance enhancements only; it doesn't include new or enhanced features.

Salesforce Adoption Manager Available in More Regions

Salesforce Adoption Manager is now available for organizations based in the U.K. and Australia, and the United States.

Install Salesforce for Outlook for Either One User or All Users Sharing a Computer

Added a column to the upgrade specifications table describing which users could upgrade to v2.8 without first uninstalling earlier versions of Salesforce for Outlook.

Use App Templates to Customize Startup Screen for Custom Apps

You can now customize the startup screen on your apps by extending aura:template.

Cache Additional Web Resources Using AppCache

You can now cache JavaScript files, CSS stylesheets, and other web resources using AppCache.

May 27, 2015

Help and Training: Walkthroughs, Trailhead, Developer Cookbook

Added a section with our new walkthroughs, updated videos, updated trust and compliance documents, and our new cookbook.

Install Salesforce for Outlook for Either One User or All Users Sharing a Computer

Added an important note for customers installing Salesforce for Outlook v2.8 using the msi installer.

Added an upgrade specifications table to describe which users must first uninstall earlier versions of Salesforce for Outlook before upgrading to v2.8.

Salesforce1 Enhancements in This Release

Announcing the release of the Salesforce 1 downloadable app for Android devices, version 7.2. The app is now available for download from Google Play.

New in version 7.2:

- Access to centralized approval items and paused flow interviews from the Salesforce1 navigation menu
- Support for URL schemes, which allow users to access specific pages in the Salesforce1 app from external applications
- Performance improvements and bug fixes

Get Salesforce 1 Notifications on the Apple Watch

Added information about Salesforce1 push notifications displaying on the Apple Watch.

Salesforce 1 No Longer Supported on iOS 7 Devices

Updated the note to announce that Version 7.3 of Salesforce1 will be available on the App Store shortly after the completion of the Summer '15 release. The release of Version 7.3 marks the formal end of support for Salesforce1 on iOS 7 devices.

Associate Price Books with Opportunities in Salesforce1

Added information about creating a quick action to associate price books with opportunities, leveraging the Price Book field that's now available for opportunity records.

Metadata API Call: deploy()

Clarified the description of the RunLocalTests test level.

Edit Feed Posts and Comments

Added information about how administrators can also use permission sets to assign the feed post editing permissions to users.

Append User Signatures After Replies in Emails

Updated note to clarify that the user signature setting is only supported for Case Feed.

Prospecting Insights for Accounts

Added important note about D&B firmographics financial details and delinquency risk.

Changes to Design Files for Lightning App Builder Components

Added information about changes to supported fields and attributes in design files.

Use Custom Labels in Lightning Components

Use custom labels in Lightning components with the \$Label global value provider.

May 20, 2015

Setup Assistant for Newly Activated Organizations

Updated note to clarify that the Setup Assistant is available to customers in late June 2015.

Tooling API

Added information about custom fields and User in the Tooling API.

Added information about querying FullName and Metadata fields.

Salesforce Engage

Added information about Pardot Engage, which lets sales reps send marketing-approved content to prospects and track the effectiveness of the messages.

Engage for Salesforce1

Added information about features in Salesforce1, available through Pardot Engage, that let sales reps filter for relevant prospects and add prospects to nurture programs.

UserProvisioningRequest Object

Added ManagerId as a new field.

Salesforce1 Enhancements in This Release

Clarified Salesforce1 support for data that's encrypted using Platform Encryption.

May 13, 2015

Setup Assistant for Newly Activated Organizations

Added a note to clarify that availability of the Setup Assistant is planned for June or July 2015.

Marketing

Added a section for the Marketing Cloud.

See Apex Method Parameters at a Glance

Added a release note explaining formatting changes to the Force.com Apex Code Developer's Guide.

Salesforce Console for Service

Added a release note for Assets and Service Contracts support on the highlights panel.

Metadata Types and Fields

Updated the actionType field with new supported enumeration value: contentWorkspaceEnableFolders.

May 6, 2015

Reorder Your Batch Jobs in the Flex Queue Programmatically

Removed the release note for Apex flex queue methods, as those methods aren't currently available.

Supported Login Flow Types

Added a release note for login flow support for Flow type only.

New Objects

Updated the release note to include the new ListViewChartInstance object.

Standalone Lightning Apps (Generally Available)

Lightning components in standalone apps (.app resources) are generally available. Integrating Lightning components with Salesforce1 remains in a beta release.

External Communities Users Can View Social Posts

Added information on giving external communities users access to social posts.

New Field on Social Persona Object

Added information on new field on newly created Social Persona objects.

April 29, 2015

Reduced Access for Apex Classes Using with sharing Keyword

Updated the release note with more specific terminology to be more precise and clear about when this change affects your organization.

Data Residency Option (DRO) Feature Retirement

Added a notification that the Data Residency Option is being retired on August 15, 2015. Support for new and existing DRO installations will be discontinued after that date.

Choose Which Tests to Run in a Deployment

Updated information about deploying deactivated triggers.

Event Object Field Name Changes

Updated field names for fields related to JunctionIdList are more intuitive.

Task Object Field Name Changes

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How and When Do Features Become Available?

Some features in Summer '15 affect all users immediately after the release goes live. 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.

When will you start seeing Summer '15 changes on your instance? The best way to find out is to check the Major Release Schedule section of the Salesforce trust site at trust.salesforce.com/trust/maintenance/.

This series of tables summarizes the Summer '15 features and their impact on users. Review the feature details for the applicable Salesforce editions.

IN THIS SECTION:

How and When General Enhancements Become Available

The new Setup Assistant makes it easier than ever to put Salesforce to work for your users. You can also import data more easily, and you can do it from a Mac. And it's easier than ever to find the information you need in the Release Notes.

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Deliver leading business data for your sales teams with new Prospecting Insights. Data.com is the solution for delivering leading business data inside Salesforce. Get the most up-to-date business data for contacts, leads, and accounts.

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Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Updated Link Behavior for the Data Import Wizard	~			
Data Loader for Mac		~		
Setup Assistant for Newly Activated Organizations (available in late June 2015)		~		

How and When Analytics Cloud Features Become Available

Wave, the Salesforce Analytics Cloud, enables everyone in your organization to get immediate access to powerful data insights through its intuitive point-and-click visual interface. Whether you're on a desktop browser or an iOS mobile device—even the new Apple Watch™—you can get the answers you need from your data to run your business. Our latest round of features and enhancements makes it even easier to get value out of your data, fast.



Note: Your organization must be provisioned with Wave to access its features. Wave requires the Analytics Cloud Wave Platform license.

		Enabled for administrators/	Requires administrator	Contact Salesforce to
Feature	Enabled for users	developers	setup	enable
Mobile Analytics				
Analytics for iOS: New in v1.4*	~			
Add Your Data with the Wave Mobile Connector (v1.3)	✓			
Create and Edit Dashboards (v1.3)	~			
Support for Apple Watch [™] (v1.2)	~			
Other Enhancements to Analytics for iOS (v1.2)	✓			
Wave Apps				

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Sales Wave App: Bring The Power of Wave to Your Sales Cloud Data (Pilot) *				~
Analytics Everywhere				
Add Dashboards to Page Layouts (Generally Available)			~	
Add a Dashboard to a Visualforce Page*			~	
Post Images of Lenses and Dashboards to Chatter*	~			
Link from Lens and Dashboard Tables and Charts			~	
Add Custom Menus to Create Salesforce Actions and Link to Records from Dashboards and Lenses*			~	
Integrate Data				
Create Datasets from your App	~			
Preview Metadata to Load CSV Data Correctly	~			
Clean Up Your Apps by Deleting Unnecessary Datasets	~			
Augment Transformation Offers More Support for Multiple Matches	~			
Extract More Data for Your Datasets*	~			
Access More Information with the External Data API*	~			
Improved Usability*	~			
Shorter Dataset Field Names Recommended*	~			
Explore Data				
Explore Dimensions with New Filter Operators	~			
Explore Measures with New Filter Operators	~			
Group Dates by Fiscal Periods: Fiscal Year, Fiscal Quarter, and Fiscal Year-Quarter	~			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Search Dimensions with Case-Insensitive, Partial-String Search*	<u>~</u>			
Explore Dates by Week and Year-Week*	~			
Delete Unnecessary Apps*	~			
Engage Your Team with Dashboards				
Wave Look and Feel Enhanced by Changes to CSS for Fonts and Widgets*	~			
Unique Range Selector Steps*	~			
Wave REST API (Pilot)				
Wave REST API (Pilot): Build New Functionality				~
Wave REST API (Pilot): Access More Data*				~
SAQL				
Salesforce Analytics Query Language (Generally Available)*		~		
Enhance Your SAQL Queries With Open-Ended Dates Support (Pilot)		~		
Maximum Number of Rows Returned Per Query*		~		
min() and max() Functions Only Take Measures as Arguments*		~		
Can't Have Same Stream on Both Sides of a cogroup*		~		
Can't Reference a Preprojection ID in a Postprojection order*		~		
Can't Have Two Consecutive order Statements on the Same Stream*		~		
Quotation Mark Rules Applied Consistently*		~		
Changes to foreach Statement*		~		
count() Function Takes Grouped Source Stream as an Argument*		~		
SAQL Queries Must Be Compositional*		~		

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Filtering an Empty Array Returns an Empty Result *		~		
Explicit Stream Assignment Required*		~		
Out of Order Range Filters Return false*		~		

^{*} New in Summer '15 Plus

How and When Mobile Features Become Available

For the Salesforce1 app, Summer '15 is primarily focused on improving your sales reps' mobile experience through performance and trust improvements. There are other goodies for your users too, like streamlining workflow with a rich-text note-taking tool (beta). Or growing revenue pipelines by converting qualified leads to contacts, complete with the ability to create new accounts as part of the process (now generally available). And to help empower your users to do what's needed in the field, you can now customize the selection and arrangement of actions in the Salesforce1 action bar. Summer '15 also marks the removal of the Chatter Mobile app from Google Play and the end of support for the Mobile Dashboards for iPad app.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Salesforce1				
Salesforce1 No Longer Supported on iOS 7 Devices	~			
End of Support for Salesforce1 on Android 4.2 and 4.3 Coming in Winter '16	~			
Customize Actions in the Salesforce1 Action Bar		~		
Create Custom App Pages with the Lightning App Builder (Generally Available) (available within 24 hours after the Summer '15 release)		✓		
Navigate More Quickly with New Swipe Gestures	~			
Hide the Action Header for Visualforce Custom Actions		~		
Increase Productivity with Rich Text Meeting Notes (Beta)			~	
Associate Price Books with Opportunities in Salesforce1			~	

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Convert Leads to Contacts (Generally Available)			~	
Engage for Salesforce1				~
Create Tasks from Notes with a Swipe (Beta)			~	
Access Salesforce Knowledge Articles with Salesforce1 for Android (Beta)	~			
Access and Share External Microsoft and Google Files			~	
Edit Microsoft Office 365 Files			~	
View All Pending Approval Requests in One Location	~			
View All Paused Flow Interviews in One Location			~	
Receive Notifications about Posts to Groups			~	
Other Changes in Salesforce1				
Salesforce Adoption Manager Available in More Regions			~	
Obsolete Publisher Icon Field Removed from Salesforce1 Branding Pages		~		
Get Salesforce1 Notifications on the Apple Watch	~			
Access State and Country Picklists			~	
Access External Data with Lightning Connect			~	
Scroll More Easily and with Better Context When Viewing Long Lists (Tablets Only)	~			
Open Most Salesforce URLs Directly in a Salesforce1 Downloadable App		~		
Page Scrolling for Assistive Technology Users Has Changed to Buttons	~			
Call or Log Action Renamed	~			
Google Map Images Replace the Map Productivity Action			~	

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Account News Replaces the Read News Productivity Action			~	
Use Global Search to Find Information in Feed Posts	~			
Key Fields Automatically Update When Changing an Opportunity's Stage	~			
Track Goals and Metrics with Enhanced Goals			~	
See File Fields on Articles	✓			
Dismiss Recommendations in Feeds	~			
Add Multiple Topics to a Post	~			
Manage Group Members from Related Lists	~			
Focus on Useful Information in Group List Views	~			
Approve or Reject Approval Requests from Approval Related Lists On Records in Communities			<u>~</u>	
Add Records to Chatter Groups in Communities			~	
Create Custom Recommendations in Community Feeds from a Different Location in Community Management			~	
See Improved Visual Feedback During Page Loading	~			
Offline Settings Link on the Salesforce1 Setup Page Renamed		~		
Connected App IP Relaxation and Continuous IP Enforcement		~		
Comply with Data Protection Requirements Using Platform Encryption (Generally Available)				✓
Experience Faster App Loading	~			
Additional Salesforce1 Information				
Access the Salesforce1 Mobile App	~			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Salesforce 1 Differences from the Full Salesforce Site	✓			
Salesforce1 App Development Overview		~		
Additional Mobile Information				
Chatter Mobile for Android No Longer Supported as of Summer '15	~			
Mobile Dashboards for iPad App No Longer Supported as of Summer '15	~			

How and When Communities Features Become Available

Summer '15 brings you enhancements to community analytics, improved Community Management tools, the ability to edit your conversations, associating records to groups, development of our self-service templates with a brand new case feed built on Chatter, and much more.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Community Management				
Streamlined Community Management Overview Page		~		
More Intuitive Community Management Navigation		~		
Create Custom Recommendations			~	
Merge, Rename, or Delete Topics in Communities			✓	
Customize Your Community's Change Password and Forgot Password Pages			✓	
Override Default Community Pages in Community Management			✓	
Customize Visualforce Error Pages For Authenticated Users			~	
Community Builder				
Publish a Community from the Sandbox		~		
Community Templates				

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
View All Case Interactions in the Community Case Feed (Generally Available) (available within 24 hours after the Summer '15 release)			✓	
Display Custom Recommendations in Napili Communities			~	
See Knowledgeable People with the Napili Template			~	
Select Files from Self-Service Communities in Question and Answer Posts	~			
Contact Information Visibility Setting Added to Napili Template		~		
Email Notifications Option Removed from User Profile Detail on Napili Template		~		
Napili "Ask the Community" Component Renamed, Moved to Top of Page	<u>~</u>			
New Look for Case List View in Community Templates	~			
User Profile Details and Cases List Available in Koa and Kokua Templates		~		
New Feed Detail Page in Self-Service Templates		~		
Reporting				
Report Management for Partner and Customer Users—Create and Edit Reports			~	
Enhanced Dashboards, Reports, and Metrics Added to the Communities Dashboards Package			~	
Other Communities Changes				
Communities Members Can Now Add Records in Groups			~	
Edit Posts and Comments in Your Community			~	
Guest Access Available on More Contact Fields	~			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
New Apex Method for Creating Community Users		~		
Merge Fields in Visualforce Email Templates for Communities		~		
Used and Expired Links in Text-Based Community Emails Redirect Correctly	~			
Emails Sent for Approval Requests, Workflow Alerts, and Cases Now Include a Link to the Community		<u>~</u>		
External Users Can Now Directly Approve or Reject Approvals from the Approval History Related List on Records			~	
Partner Users Can Now Read, Create, and Edit Campaigns			~	
Partner and Customer Users Can Now Read, Create, and Edit Ideas			~	
Zero In on Community Search Results with Improved SEO	~			
Enjoy Seamless Redirection from Community Emails	✓			
Enable Case and Lead Assignment Rules More Intuitively			~	
Specify a Custom Forgot Password Page for Your Community in Site.com Studio		~		

How and When Sales Features Become Available

Easily assign territories to opportunities, give sales teams a clearer view of monthly and quarterly total sales numbers, and learn about our latest email integration developments.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Leads and Contacts				
Get Alerts When Prospects Are Active				~
Add a Prospect to a Campaign from Anywhere				✓

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Use Dashboards and Reports to Monitor Campaigns				▽
Use Gmail to Launch Campaigns				~
Enterprise Territory Management				
Assign Territories to Opportunities More Efficiently (Generally Available)			~	
Assign Any Territory to an Opportunity		~		
Use Chatter to Collaborate on Territory Models			~	
Associate Assignment Rules to Territories More Efficiently		₹		
Buttons and Links Now Available for Territory Model and Territory Pages			~	
Integrate Territory ID Information from External Systems			~	
Collaborative Forecasts				
Give Sales Teams a Clearer View of Their Outlook with Cumulative Forecast Rollups			~	
Email Connect				
Sync All-Day Events with Exchange Sync			~	
Salesforce for Outlook				
Install for Either One User or All Users Sharing a Computer	✓			
We've Made Sync Settings Easier for Users to Understand	~			
Choose the Default Sync Setting and Prevent Users from Changing It			~	
Activities				
JunctionIdList Fields on Event and Task Objects		~		
Notes				
Let Users Add Rich Text Notes to Records			~	
Set Up Notes			~	

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Guidelines for Using Notes			~	
Duplicate Management				
Implement Duplicate Management for Your Custom Applications			~	
Duplicate Management Available for Organizations with Force.com Licenses			~	
Salesforce Console				
Salesforce Console for Sales			~	

How and When Work.com Features Become Available

Help your sales managers and teams learn faster and perform better with a suite of sales-management and service-management tools that boost performance. We've introduced more Thanks and Skills features, along with the Enhanced Feedback and Enhanced Performance Summaries pilot features. We're also bringing Enhanced Goals to all Work.com users.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Upgrade to Enhanced Goals (Generally Available)			~	
Set Up Enhanced Goals			~	
Customize Feedback to Fit Your Organization (Pilot)				✓
Use New Tools to Manage Performance Summary Cycles (Pilot)				~
Customize More Features for Thanks, Rewards, and Skills		~		
Other Changes in Work.com				
See Who Has Received Thanks Badges			~	
Add a Chatter Feed to Thanks Badges, User Skills, and Endorsements			~	

How and When Data.com Features Become Available

Deliver leading business data for your sales teams with new Prospecting Insights. Data.com is the solution for delivering leading business data inside Salesforce. Get the most up-to-date business data for contacts, leads, and accounts.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Prospecting Insights for Accounts	~		✓	
Get Prospecting Insights Fast with New Fields from the Data.com Search API		~		

How and When Service Features Become Available

Summer '15 includes smarter service by pushing the right cases to the right agents at the right time. You can also embed support into mobile apps for live guidance, and go beyond plain text to dynamically interact with your customers. Supercharge your agents' productivity with enhanced shortcuts and bulk macros, and solve cases faster by leveraging multiple agents in one chat session.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Omni-Channel				
Push Work to Qualified, Available Support Agents with Omni-Channel (Beta)			~	
SOS				
Push Work to Qualified, Available Support Agents with Omni-Channel (Beta)			~	
Highlight Externally Visible Feed Items in Case Feed on page 192			~	
Append User Signatures After Replies in Emails			~	
Email-to-Case Settings for Thread IDs Have Been Renamed	✓			
Quickly Search Salesforce Knowledge and Attach Articles to Cases Using Macros		~		
Post to Social Networks Using Macros		~		
Replace Field Values in a Case Using Macros		~		
Insert Field Values into a Case Using Macros	~			
New User Permission for Creating and Running Macros That Users Can't Undo			~	
Enhancements to Searching for Macros	~			
Macros List Shows Most Recently Used Macros	~			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Cases				
Enable Case Assignment Rules More Intuitively			~	
Knowledge				
Attach an Article to a Case from the Article Detail Page	✓			
Link to an Article in Social Customer Service	~			
Articles Suggested for Cases are More Relevant (Generally Available)	✓			
Thumbs Up or Down Ratings (Beta)			~	
Other Changes for Salesforce Knowledge	✓			
Live Agent				
Transfer a Workspace with a Chat Transfer or Conference	✓			
Conference Multiple Agents into Chats			~	
Block Unwelcome Chat Visitors by IP Address			~	
Updates to Live Agent Browser Support	~			
Automatically Set Agents' Status to Away When a Chat Request Times Out			~	
New Button Lets Customers Cancel a Pending Chat Request	~			
Extreme Makeover: Live Agent Edition	~			
Salesforce Console				
Add Report Charts to Console Sidebars		~		
Reopen Last-Closed Tabs	✓			
Pin Primary Tabs	✓			
Bookmark Primary Tabs	✓			
Most Recent Tabs Component Renamed History	~			
New API Methods for the Console Integration Toolkit		~		

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Assets and Service Contracts Fields Now Supported in Highlights Panel		✓		
Service Communities				
Give Agents More Options with the Community Case Feed (Generally Available) (available within 24 hours after the Summer '15 release)			▼	
External Users Now See Case Emails in the Feed			~	
Social Customer Service				
Basic Business Rules		~		
Improved Twitter Direct Message Experience	~			
Case Creation Option with the Starter Pack		~		
Additional Social Post Fields			~	
Delete Outbound Posts on Google+ and Sina Weibo (Pilot)	<u>~</u>			
Delete Inbound Post Errors		~		
Other Changes for Social Customer Service			~	
Assets				
High-Volume Sharing Available for Assets			~	
Organization Sync				
Metadata Now Supported in Organization Sync (available within 24 hours after the Summer '15 release)			~	
Organization Sync Enhancements			~	
Documentation				
Improve Your Service Cloud Implementation with Code: Introducing the Service Cloud Cookbook		~		

How and When Chatter Features Become Available

Summer '15 enables you to report on Chatter activity in your organization, add records to groups, and create cases from Chatter Questions. There are also several improvements to files, feeds, and unlisted groups functionality.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Feeds				
Edit Feed Posts and Comments	~			
Enable Feed Post Editing in User Profiles or Permission Sets			~	
Disable Feed Post Editing for All Users		~		
Report on Record Feeds			~	
Files				
Share Any File with a Library			~	
Share Private Content Files in Chatter	~			
Sync Content Files	✓			
Sync Files to Folders	~			
Distribute a Managed Version of Salesforce Files Sync				~
Include @Mentions When Sharing Files with Groups	~			
Connect to Content in Google Drive			~	
Focus Search on a Single External Data Source	~			
Streamline Authentication with External Systems	~			
Reveal External Data Sources to Specific Users			~	
Access Custom Fields from External Data Sources			~	
Lookup Relationships Supported for Files Connect External Objects			~	
Sync up to 10,000 Files	✓			
Share File Message Field Limit Increased to 5,000 Characters	~			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Content Deliveries Default Bandwidth Increased to 10GB Every 24 Hours	~			
Personal Library Renamed to Private Library	~			
Improved User Experience for Password-Protected Content Deliveries	~			
Groups				
Manage Which Custom Object Records Can Be Added to Groups			~	
Group Information Field Now Allows 4000 Characters	~			
Unlisted Groups Allow Non-Unique Names	~			
Group Email Enhancements	~			
Customize Groups Actions for Salesforce1 Layouts			~	
Email Notifications				
Unified User Digest (Beta)				~
Other Chatter Changes				
More Preview Links Added	~			
Improved Profile Photo Upload Time	~			
API Enhancements				
ConnectApi (Chatter in Apex)				
SOAP API				

How and When Salesforce1 Reporting Features Become Available

Reporting REST API enhancements enable you to delete dashboards, save, clone, and delete reports, as well as give you access to new report properties. Apex enhancements enable you to get and set more report properties. These enhancements don't apply to dashboards or reports in the Salesforce1 mobile app.

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
New Reporting REST API Resources		~		

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Changed Salesforce1 Reporting REST API Request and Response Bodies		▼		
New Apex Methods		~		

How and When Deployment Features Become Available

You now have new ways to deploy changes to your organization.

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Improved Sandbox Copy Engine for Full Sandboxes (Generally Available) (available on a rolling basis during the Summer '15 release)		~		
Choose Which Tests to Run in a Deployment		~		
Run Local Tests in a Sandbox Deployment		~		
Match Production Licenses to Sandbox without a Refresh		~		
Force.com Migration Tool Enhancements		~		

How and When Customization Features Become Available

Customization features enable you to expand your organization by enhancing your objects, data, and fields, customizing your organization's look and feel, augmenting your business processes, creating websites, and creating apps—all by using point-and-click tools and maybe some code. Customization features also include tools to administer and secure your organization.

IN THIS SECTION:

General Administration

Data Customization

Lightning Connect

Process Builder

Visual Workflow

Globalization

Monitoring

Cross-Organization Data Sharing

General Administration

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Login Access Policy Changed		~		
Number of Custom Profiles Allowed		~		
Create Lookup Filters for Distance			~	
Use a Permission Set to Grant Additional Permissions for Contact Manager, Group, and Professional Editions		~		
End of Support for JavaScript, iFrames, CSS, and Other Advanced Markup in HTML Area Home Page Components		~		

Data Customization

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Keep All Your Customer Data with BigObjects (Pilot) on page 218				~
Manage Customer Data with Data Pipelines (Pilot) on page 218		`		~

Lightning Connect

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Access Data Across Multiple Organizations with the Lightning Connect Salesforce Connector			~	
Access Any Data Anywhere with the Lightning Connector Apex Framework			~	
Access Government and Health Data with the OData 2.0 Adapter for Lightning Connect			~	
Increased Limits for the OData 2.0 Adapter for Lightning Connect		~		

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Enable Server-Driven Paging for an External Data Source			~	
Control Whether to Request Total Row Counts in OData Queries			~	
Customize Search Layouts with the Name Field for External Objects		~		
View Names of Parent Records in Lookup Relationship Fields on External Objects	~			
Removed Select All Checkbox for Syncing an External Data Source		~		

Process Builder

Feature	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Compare and Return Values in Formulas	~		
Update Fields Using Formulas and Date Functions	~		
Reference System-Provided Values	~		
Use Multi-Select Picklists in More Places	~		
Define Additional Conditions When Updating Records	~		
Update Fields With More Value Types	~		
Immediately Delete a Process	~		
Process Builder User Interface Enhanced	~		

Visual Workflow

Feature	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Verify Picklist Values in a Flow	✓		
Verify Multi-Select Picklist Values in a Flow	✓		
Immediately Delete a Flow Version	~		

Feature	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Reference Global Variables in a Flow	~		
See the Path That a Flow Interview Took Before It Failed (Beta)	~		

Globalization

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Display Currency Symbols in Multi-Currency Organizations with Only One Currency			~	
Choose from 59 New Locales		~		

Monitoring

		Enabled for administrators/	Requires administrator	Contact Salesforce to
Feature	Visible to users	developers	setup	enable
Updates to the Event Monitoring Feature		~		
Enhancements and Data Loss for Login Forensics (Pilot)				~
Track Your Organization's Apex Transactions with Apex Limit Events (Pilot)				~
Monitor Data Loss With Data Leakage Detection (Pilot)				~

Cross-Organization Data Sharing

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Cross-Organization Data Sharing Pilot No Longer Available		<u>~</u>		

How and When Security and Identity Features Become Available

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Encryption				
Comply with Data Protection Requirements Using Platform Encryption (Generally Available)			✓	<u>~</u>
Data Residency Option (DRO) Feature Retirement			~	
Authentication				
Block Login from Users in Restricted Countries	~	<u>~</u>		
Continuously Enforce IP Addresses in Login IP Ranges		~		
Track Geographic Location of User Logins	~	~		
Track Authentication Service by ID with Login History		~		
Simplified OAuth Flows for External Data Sources and Named Credentials	~			
Log In Once for Concurrent Apps That Use OpenID Connect	~	~		
Create Single Sign-On Settings from a File or URL		<u>~</u>		
Access SAML Metadata URL for a Community or Custom Domain		~		
Edit Endpoints for Google and LinkedIn Authentication Providers		~		
Choose the Logout Page for Salesforce Users		~		
Test and Use Advanced Networking Protocols		~		
SMS for Identity Confirmation Renamed in Session Settings		<u>~</u>		
Comply with FedRAMP Standards by Setting Minimum Password Length at 15 Characters		~		

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Supported Login Flow Types		~		
Two-Factor Authentication Available for Contact Manager, Group, and Professional Editions Through Permission Sets		~		
Identity				
User Provisioning for Connected Apps (Generally Available)		<u>~</u>		
Connected App Improvements for Finer Control and Easier Administration		<u>~</u>		
Get a Delegated Approver Using SCIM (System for Cross-Domain Identity Management)		~		
My Domain				
Test Your My Domain Login Page Settings Before You Deploy the Domain to All Users		<u>~</u>		
Get Quicker Updates on My Domain Name Propagation		<u>~</u>		

How and When Development Features Become Available

Force.com helps you develop new applications and integrations to help your organization or for resale to other organizations.

IN THIS SECTION:

Developer Console

Visualforce

Apex Code

Lightning Components

API

ISVForce

Custom Metadata Feature Impact

Developer Console

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Work with More Precise Numbers and Locations		~		
View Query Plan Notes		~		
Retrieve Query Plans for Reports and List Views		~		

Visualforce

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Visualforce Development				
Customize Visualforce Maps with Custom Markers		~		
Enrich Visualforce Maps with Info Windows		~		
Other Changes in Visualforce				
Add an Analytics Cloud Dashboard to a Visualforce Page			~	
New < live Agent: client Chat Cancel Button > Component		~		
New Attribute for < liveAgent:clientChatAlertMessage>		~		
Accessibility: "*" Annotation in Labels for Required Fields Restored	~			
Remote Action Response Encoding Includes Single Straight Quotation Marks		<u>~</u>		
Enable Clickjack Protection for Visualforce Pages Even When Headers Are Disabled			~	
Reduced Access for Apex Classes Using with sharing Keyword			~	
Serve Static Resources from the Visualforce Domain			~	

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
PageReference getContent() and getContentAsPDF() Methods Behave as Callouts			✓	

Apex Code

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
New Code Coverage Calculation for Multiline Statements		~		
Iteration Order for Maps and Sets Is Now Predictable		~		
Receive Debug Logs Predictably		~		
Location and Distance Variables Allowed in SOQL and SOSL Queries in Apex		~		
Reduced Access for Apex Classes Using with sharing Keyword			~	
See Apex Method Parameters at a Glance	~	~		
New and Changed Apex Classes		~		
ConnectApi (Chatter in Apex)		~		

Lightning Components

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Lightning Components Development				
Standalone Lightning Apps (Generally Available)		~		
Lightning Components		~		
Lightning Events		<u>~</u>		
Other Changes in Lightning Componer	nts			

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Use My Domain with Lightning Components		~		
Use Custom Labels in Lightning Components		~		
New empty() Expression Function		~		
Create Picklists for Lightning App Builder Components		~		
Changes to Design Files for Lightning App Builder Components		~		
Referential Integrity Validation Expanded		~		
Default Namespace Usable in More Contexts		~		
Use App Templates to Customize Startup Screen for Custom Apps		~		
Cache Additional Web Resources Using AppCache		~		
Slimmed Down the JavaScript API Doc		~		

API

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
New Objects		~		
Changed Objects		~		
SOQL				
Nested Semi-joins for TopicAssignment		~		
APIs				
SOAP API		~		
REST API		~		
Chatter REST API		~		
Salesforce1 Reporting REST API		~		
Data.com API		~		

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Tooling API		~		
Metadata API		~		
Salesforce Console API (Integration Toolkit)		~		
Open CTI API		~		

ISVForce

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Request Metadata API Access in Professional Edition				✓
Streamline Managed Packages by Deleting Unused Components		~		
See Which Apps, Tabs, and Objects Count Toward Organization Limits		~		

Custom Metadata Feature Impact

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 to enable this feature.
Configure Apps with Custom Metadata Types (Generally Available) (available within 24 hours after the Summer '15 release)		✓		

How and When Critical Updates Become Available

This release includes updates that improve the performance, logic, and usability of Salesforce but might affect your existing customizations.

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Serve Static Resources from the Visualforce Domain			~	

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
PageReference getContent() and getContentAsPDF() Methods Behave as Callouts			✓	
Set Up Enhanced Goals			~	

Salesforce Overall: Easier Setup and Data Import

The new Setup Assistant makes it easier than ever to put Salesforce to work for your users. You can also import data more easily, and you can do it from a Mac. And it's easier than ever to find the information you need in the Release Notes.

IN THIS SECTION:

Release Notes Usability Improvements

We've added filters to the release notes so you can zero in on the news that matters most. Instead of scrolling through screen after screen, now you can get right to the release notes that affect you.

Get More Relevant Search Results

We've improved the way the search engine stores your org's information and matches it to your users' search terms. The search engine's more precise matching rules make it easier for your users to find the information they're looking for when they search for terms that include punctuation, such as website addresses and file paths.

Setup Assistant for Newly Activated Organizations

If you're planning to set up Salesforce without consulting an implementation partner, Setup Assistant is here to help. Its wizards and targeted assistance help you complete basic configurations and get critical sales data into Salesforce, so you can get your sales teams up and running quickly.

Updated Link Behavior for the Data Import Wizard

We've updated the Data Import Wizard user interface to ensure that your data import experience is seamless.

Data Loader for Mac

The Data Loader, an easy-to-use graphical tool that helps you import, export, update, and delete Salesforce data, is now available for Mac OS X.

Supported Browsers

Support for Microsoft® Internet Explorer® versions 7 and 8 is discontinued as of Summer '15. Salesforce Customer Support will not investigate issues related to Internet Explorer 7 and 8 after this date.

SEE ALSO:

How and When General Enhancements Become Available

Release Notes Usability Improvements

We've added filters to the release notes so you can zero in on the news that matters most. Instead of scrolling through screen after screen, now you can get right to the release notes that affect you.

IN THIS SECTION:

Focus on the Right Information with Release Note Filters (Generally Available)

The new filters narrow down the list of release notes on the right side of your screen, never the content on the left. If you prefer searching to browsing, use the new filters to further narrow down your search results.

Visual Enhancements to the HTML Release Notes

We've made a few changes to the HTML release notes. We updated the look-and-feel and added the ability to change the language that you're reading in.

Focus on the Right Information with Release Note Filters (Generally Available)

The new filters narrow down the list of release notes on the right side of your screen, never the content on the left. If you prefer searching to browsing, use the new filters to further narrow down your search results.

Edition

Which of the feature enhancements for Summer '15 are available to you depends on your edition. Narrow down the list of release notes so it shows only enhancements that are available in your edition.

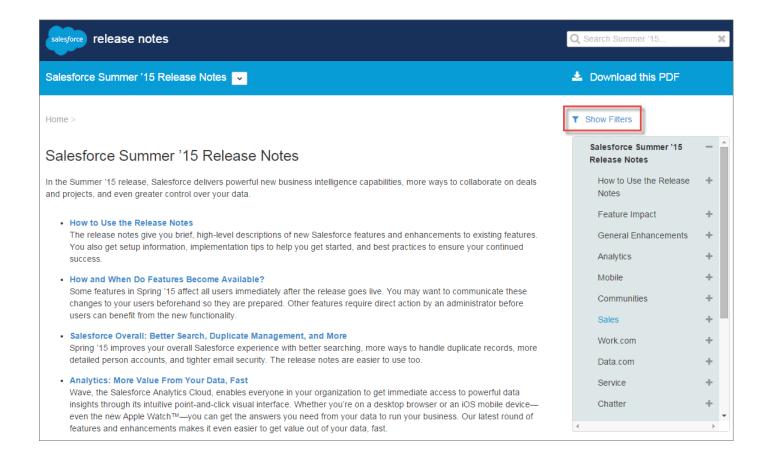
Feature Impact

Every release includes some features that you need to turn on or configure before users can start getting the benefits. As an administrator, you can now filter the release notes to focus on, or hide, just those features. Or maybe you want to see only the features that are enabled for your users automatically.

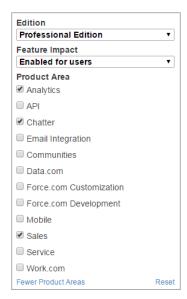
Product Area

Narrow down the list of release notes to see only the products that your organization uses. If your organization does sales but not support, set up your release notes so that only the sales-related news appears.

To narrow down the list of release notes, click **Show Filters** on the right side of the screen.



Example: Your Professional Edition organization uses Sales Cloud, Chatter, and Analytics Cloud. First you want to see all relevant release notes that your users will have immediate access to when Summer '15 is released. Do just that with these filters.



Once you've selected filters, you can share your narrowed-down list of release notes with anyone. Simply copy the URL after you select filters, and then distribute that URL however you want. The corresponding URL for the previous example is:

http://releasenotes.docs.salesforce.com/en-us/summer15/release-notes/salesforce_release_notes.htm? edition=pe&impact=autouser&cloud%5B%5D=analytics&cloud%5B%5D=chatter&cloud%5B%5D=sales

Visual Enhancements to the HTML Release Notes

We've made a few changes to the HTML release notes. We updated the look-and-feel and added the ability to change the language that you're reading in.

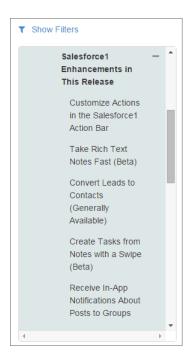
Updated Skin

We updated the HTML release notes to reflect our updated look.

Relocated and Contextualized the List of Release Notes

We moved the list of release notes from the left side of the screen to the right, so you can focus on the content of the release notes.

Because the list of release notes is contained in a smaller box, you always know where in the list you are. The release note that you're currently viewing is always visible; more often than not, it's at the top of the list.



Select the Language You Want to Read

By default, your browser's language settings determine the language we show you in the HTML release notes. Now you can easily change the language that you're viewing the release notes in. Scroll to the footer at the bottom of the page, click **Change Language**, and select a language.

Before Summer '15, the only way to view the release notes in a different language was to manually change the language key in the URL. For example, if you were viewing the release notes in German and wanted to view them in English, you'd change de-de in the URL to en-us.

Get More Relevant Search Results

We've improved the way the search engine stores your org's information and matches it to your users' search terms. The search engine's more precise matching rules make it easier for your users to find the information they're looking for when they search for terms that include punctuation, such as website addresses and file paths.



Available in all editions

Typically, the search engine ignores certain punctuation symbols from both the search index and the search term used to search. In most cases, ignoring punctuation symbols returns the most meaningful results, and your users are able to find the information they're looking for. However, in some instances, removing punctuation symbols returns irrelevant results.

The search engine now handles punctuation differently in instances when doing so gives your users more relevant results.



Example: When users search for the following terms, they could find records with these corresponding terms in the results.

Search Term	Results Added	Results Removed
SKU-A1B1	a1b1	skua
acme.com	www.acme.com	No results
sysmail.xml	z:\app/sysmail.xml sysmailxm	zapp

These improvements are available on a rolling basis, after Summer '15 is released, and before the Winter '16 release is rolled out.

IN THIS SECTION:

Get Better Search Results in Japanese

When users search for a term in Japanese Hiragana, they can now find corresponding matching search results in Japanese Katakana, and vice versa. The search engine recognizes the two scripts as interchangeable.

Get Better Search Results in Japanese

When users search for a term in Japanese Hiragana, they can now find corresponding matching search results in Japanese Katakana, and vice versa. The search engine recognizes the two scripts as interchangeable.





Example: When users enter the search term あいうえお (the first five letters of the alphabet—a, i, u, e, and o) in Japanese Hiragana, they find a record that contains the same list, アイウエオ, in Japanese Katakana.

Available in all editions

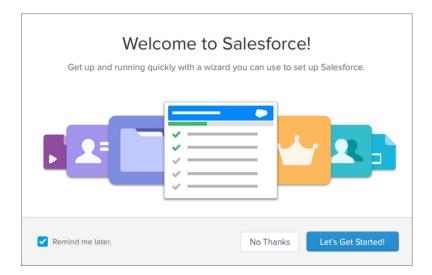
Setup Assistant for Newly Activated Organizations

If you're planning to set up Salesforce without consulting an implementation partner, Setup Assistant is here to help. Its wizards and targeted assistance help you complete basic configurations and get critical sales data into Salesforce, so you can get your sales teams up and running quickly.



Note: Setup Assistant is planned for release in late June 2015.

Setup Assistant helps you import data and customize your sales stages—all through easy-to-use wizards. And we've included helpful videos to get you and your teams on the way to increasing sales in Salesforce.



EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

For the first ninety days in newly activated Salesforce organizations, you see a prompt to get you started. If you're not ready, you can access Setup Assistant anytime from Salesforce Setup.

Updated Link Behavior for the Data Import Wizard

We've updated the Data Import Wizard user interface to ensure that your data import experience is seamless.

We modified text in the Data Import Wizard user interface and made sure that the links in the interface function properly.

EDITIONS

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

Data Loader for Mac

The Data Loader, an easy-to-use graphical tool that helps you import, export, update, and delete Salesforce data, is now available for Mac OS X.

To download the Mac version, from **Setup**, click **Data Management** > **Data Loader**.

EDITIONS

Available in:

- Enterprise
- Professional
- Performance
- Unlimited
- Developer



Note: The Data Loader command-line interface is supported for Windows only.

If you were previously using LexiLoader to import and export your data, Salesforce recommends that you uninstall it before installing the Data Loader.

SEE ALSO:

IdeaExchange: Data Loader for Mac

Supported Browsers

Support for Microsoft® Internet Explorer® versions 7 and 8 is discontinued as of Summer '15. Salesforce Customer Support will not investigate issues related to Internet Explorer 7 and 8 after this date.

Accessing the full site in any mobile browser isn't supported. Instead, we recommend using the Salesforce1 app when you're working on a mobile device. To see the mobile browsers that are supported for Salesforce1, check out "Requirements for the Salesforce1 Mobile App" in the Salesforce Help.

Microsoft® Internet Explorer® versions 9, 10, and 11

If you use Internet Explorer, we recommend using the latest version that Salesforce supports. Apply all Microsoft software updates. Note these restrictions.

- The full Salesforce site is not supported in Internet Explorer on touch-enabled devices for Windows. Use the Salesforce 1 mobile browser app instead.
- The Salesforce1 Setup page and the Salesforce1 Wizard require Internet Explorer 9 or later.
- The HTML solution editor in Internet Explorer 11 is not supported in Salesforce Knowledge.
- The Compatibility View feature in Internet Explorer isn't supported.
- The Metro version of Internet Explorer 10 isn't supported.
- Internet Explorer 11 isn't supported for the Developer Console.
- Internet Explorer 11 isn't supported for Salesforce CRM Call Center built with CTI Toolkit version 4.0 or higher.
- Community Templates for Self-Service supports Internet Explorer 9 and above for desktop users and Internet Explorer 11 and above for mobile users.
- Internet Explorer 9 isn't supported for Salesforce Analytics Cloud.
- Internet Explorer 9 and 10 aren't supported for the Lightning App Builder.

For configuration recommendations, see "Configuring Internet Explorer" in the Salesforce Help.

Mozilla® Firefox®, most recent stable version

Salesforce makes every effort to test and support the most recent version of Firefox.

Mozilla Firefox is supported for desktop users only for Community Templates for Self-Service.

For configuration recommendations, see "Configuring Firefox" in the Salesforce Help.

Google Chrome[™], most recent stable version

Google Chrome applies updates automatically; Salesforce makes every effort to test and support the most recent version. There are no configuration recommendations for Chrome.

Chrome isn't supported for:

- The Add Google Doc to Salesforce browser button
- The Console tab (The Salesforce console is supported.)

Apple Safari versions 5.x, 6.x and 7.x on Mac OS X

There are no configuration recommendations for Safari. Apple Safari on iOS isn't supported for the full Salesforce site.

Safari isn't supported for:

- The Salesforce console
- Salesforce CRM Call Center built with CTI Toolkit versions below 4.0
- Salesforce Analytics Cloud

Analytics Cloud Supported Browsers

Browser support is available for Microsoft Internet Explorer versions 10 and 11, Mozilla Firefox (the most recent stable version), and Google Chrome (the most recent stable version).

Recommendations and Requirements for All Browsers

- For all browsers, you must enable JavaScript, cookies, and TLS 1.0.
- The minimum screen resolution required to support all Salesforce features is 1024 x 768. Screen resolutions smaller than 1024 x 768 may not properly display Salesforce features such as Report Builder and Page Layout Editor.
- For Mac OS users on Apple Safari or Google Chrome, make sure the system setting Show scroll bars is set to Always.
- Some third-party Web browser plug-ins and extensions can interfere with the functionality of Chatter. If you experience malfunctions or inconsistent behavior with Chatter, disable all of the Web browser's plug-ins and extensions and try again.

Certain features in Salesforce—as well as some desktop clients, toolkits, and adapters—have their own browser requirements. For example:

- Internet Explorer is the only supported browser for:
 - Standard mail merge
 - Installing Salesforce Classic on a Windows Mobile device
 - Connect Offline
- Firefox is recommended for the enhanced page layout editor.
- Chrome, with machines with 8 GB of RAM, is recommend for the Salesforce console.
- Browser requirements also apply for uploading multiple files on Chatter.

Analytics: More Value From Your Data, Fast

Wave, the Salesforce Analytics Cloud, enables everyone in your organization to get immediate access to powerful data insights through its intuitive point-and-click visual interface. Whether you're on a desktop browser or an iOS mobile device—even the new Apple Watch™—you can get the answers you need from your data to run your business. Our latest round of features and enhancements makes it even easier to get value out of your data, fast.

EDITIONS

Available for an extra cost in: **Enterprise**, **Performance**, and **Unlimited** Editions



IN THIS SECTION:

New in Summer `15 Plus

We've updated the Summer '15 release of Wave, the Analytics Cloud, with a variety of new features and enhancements—all part of the Summer '15 Plus release.

Analytics for iOS: Add Your Data, Create and Edit Dashboards, Apple Watch™ Support

You've explored your data from the road. Now you can also import new data files, create and edit dashboards, and check data on your Apple Watch whether you're here, there, or anywhere in between.

Integrate Data: Preview Metadata and Delete Datasets

Preview metadata settings before uploading a CSV file and delete datasets to clean up your apps.

Explore Data: Group and Filter Dimensions, Measures, and Fiscal Periods

Quickly focus your visualizations with the new filter operators for dimensions, measures, and fiscal periods.

Curate Data: Add Dashboards to Page Layouts, Link from Tables and Charts

Expand your audience by including fully interactive Analytics Cloud dashboards in page layouts and by linking to Salesforce records or external records directly from dashboards.

Wave REST API (Pilot): Build New Functionality

You can now access Analytics Cloud datasets and lenses programmatically by using the Wave REST API.

SAQL Enhancements (Pilot): Build More Powerful Queries

Use the Salesforce Analytics Query Language (SAQL) in Wave REST API requests and in Dashboard JSON to return exactly the Analytics Cloud data you're looking for.

SEE ALSO:

How and When Analytics Cloud Features Become Available

Video: What's New in Analytics in Summer '15

New in Summer 15 Plus

We've updated the Summer '15 release of Wave, the Analytics Cloud, with a variety of new features and enhancements—all part of the Summer '15 Plus release.

The new features and enhancements become available on the following schedule.

- July 13–Analytics Cloud shared resource
- July 14–All CS instances
- July 15–All NA and EU instances
- July 16–All AP instances

All customers receive Analytics Cloud shared resource updates on the same schedule, regardless of instance. Related core updates happen by instance on the specified schedule.

IN THIS SECTION:

Analytics for iOS: New in v1.4

Now you can add data from XLSX and TSV files, use two groupings in line charts, filter measures and dimensions with advanced operators, and much more.

Sales Wave App: Bring The Power of Wave to Your Sales Cloud Data (Pilot)

The first Salesforce Wave app—Sales Wave Analyics—gets you started fast with Analytics Cloud and provides a ready-built path through your Sales Cloud data on any device. You get everything you need in one place to uncover key insights to help you grow your business.

Analytics Everywhere: Deliver Collaborative Analytics Throughout Your Business

Build Wave into your org, wherever it can best empower your team. Integrate and share lenses and dashboards, and add customized action menus to tables and charts, enabling collaboration and action on insights gained through Wave.

Explore Data: Search Dimensions, Filter by Weeks, and Delete Apps

Exploring gets easier with case-insensitive search, additional options for filtering calendar dates, and a new interface for deleting apps.

Dashboard Builder Enhancements: Improved Widget Appearance and Behavior

To improve the Wave builder experience, we've made dashboard widget appearance more consistent and fixed behavior inconsistencies caused by range selectors.

Integrate Data: Run More Jobs and Access More Information

New limits allow you to run more jobs. You can also access more information with the External Data API.

Wave REST API (Pilot): Access More Data

You can now access more Analytics Cloud data by using the Wave REST API.

Salesforce Analytics Query Language (Generally Available)

The Salesforce Analytics Query Language, or SAQL, is now generally available.

SAQL Enhancements: Use More Robust Syntax

Use the Salesforce Analytics Query Language (SAQL) in Wave REST API requests and in Dashboard JSON to return exactly the Analytics Cloud data that you're looking for.

Analytics for iOS: New in v1.4

Now you can add data from XLSX and TSV files, use two groupings in line charts, filter measures and dimensions with advanced operators, and much more.

Download Analytics for iOS

For the latest enhancements, download Salesforce Analytics for iOS from the App Store. Analytics for iOS is available for Apple iPhone 4 and later models running iOS 7 and later.

USER PERMISSIONS

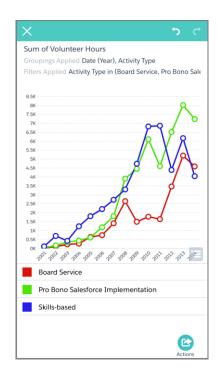
To log in to Salesforce from Analytics for iOS:

"Use Analytics Cloud"

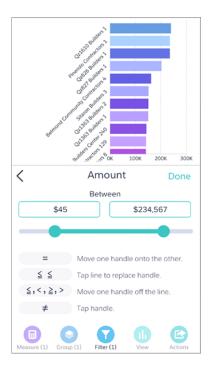


New in Analytics for iOS v1.4:

- Add data from TSV and XLSX files. Data you add in Analytics for iOS is kept locally on your device in the playground. It isn't available in Analytics Cloud on the Web.
- Show two groupings in line charts as different colored lines.
- Display legends alongside line and bar charts.



- Use advanced filter operators in measures and dimensions: Contains, Equal To, Not Equal To, Between, Greater Than, Greater Than Or Equal To, Less Than, Less Than Or Equal To
- Aggregate filters using measures: Sum, Minimum, Maximum, Average, Count



- Link to Salesforce1 and external sites from tables and charts.
- Disable unwanted sharing options for your organization.
- When you share from Analytics for iOS to Chatter, a link to the shared asset is included in your Chatter post.
- When editing dashboard JSON files, use a new chart type: normalized stacked bar.
- Line and bar charts support multimetrics.
- When you visit another dashboard using a link, the measures, groups, and filters you've set are preserved and sent to the linked dashboard. If a measure, group, or filter can't be applied to the linked dashboard, then it is discarded.
- Customize how dashboards appear when shown on an external display in Presentation Mode by editing the layouts section in the dashboard's JSON file.
- Basic Mobile Device Management support.

Sales Wave App: Bring The Power of Wave to Your Sales Cloud Data (Pilot)

The first Salesforce Wave app—Sales Wave Analyics—gets you started fast with Analytics Cloud and provides a ready-built path through your Sales Cloud data on any device. You get everything you need in one place to uncover key insights to help you grow your business.



Note: The Sales Wave app is currently in pilot. Contact your Salesforce account executive to learn more about Sales Wave.

USER PERMISSIONS

To use Wave apps:

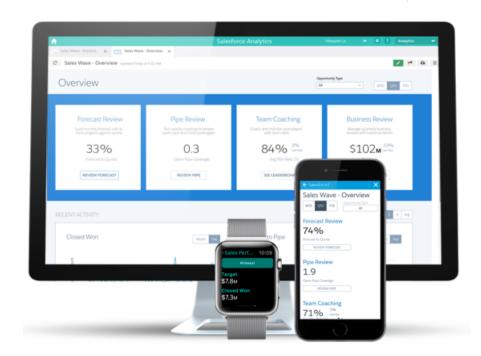
 "Use Analytics Cloud Templated Apps"

To use Sales Wave app:

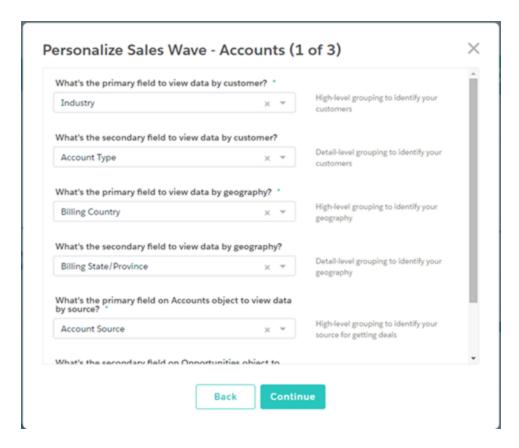
 "Access Sales Cloud Analytics Templates and Apps"

To create and manage Wave apps:

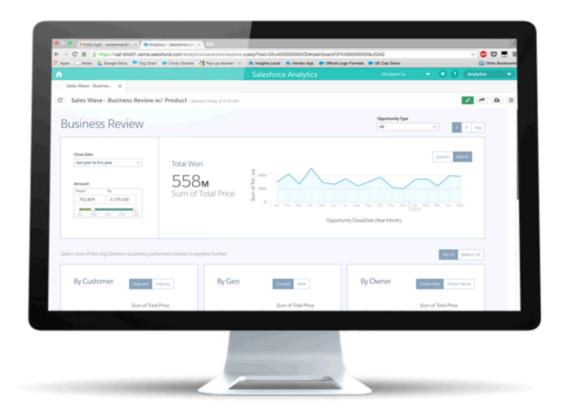
 "Manage Analytics Cloud Templated Apps"



With the Sales Wave Analytics app, you don't need to be a business intelligence guru to get what you need out of your sales data. Through an easy-to-use configurator, just answer a few questions about how your company prefers to view data for your sales organization. Wave takes care of the rest, building a self-service sales analytics app along with best practices and KPIs your whole team can use right away.



Sales Wave's ten-plus best practice dashboards lead you through your sales data so you can identify new opportunities and trends quickly. Directly from Sales Wave, you can create a task, log a ticket, change a close date, share insights, or collaborate on any device. And you can do it all without hunting through disconnected spreadsheets or navigating fragmented analytics tools.



To learn more and read about how to get started, see "The Sales Wave Analytics App" in the Salesforce Help.

Analytics Everywhere: Deliver Collaborative Analytics Throughout Your Business

Build Wave into your org, wherever it can best empower your team. Integrate and share lenses and dashboards, and add customized action menus to tables and charts, enabling collaboration and action on insights gained through Wave.

USER PERMISSIONS

To use Analytics Cloud collaborative features:

"Use Analytics Cloud"

IN THIS SECTION:

Add a Dashboard to a Visualforce Page

By embedding an Analytics Cloud dashboard into a Visualforce page, users can drill down and explore the data that's presented, either within the frame on the Visualforce page or by linking to an Analytics Cloud window.

Post Images of Lenses and Dashboards to Chatter

When posting a link to Chatter, you can now include a snapshot of your lens, dashboard, or app's icon in the post.

Add Custom Menus to Create Salesforce Actions and Link to Records from Dashboards and Lenses

Wave users now have more control over their Salesforce experience through custom menus you add to charts and tables that can take advantage of both actions and links to Salesforce records.

Add a Dashboard to a Visualforce Page

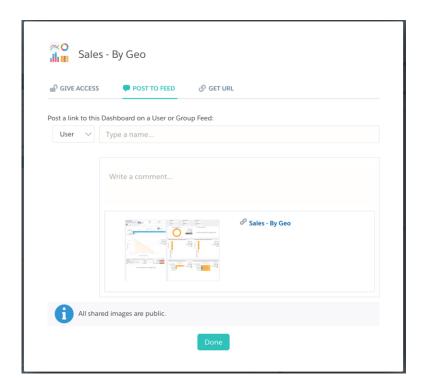
By embedding an Analytics Cloud dashboard into a Visualforce page, users can drill down and explore the data that's presented, either within the frame on the Visualforce page or by linking to an Analytics Cloud window.

You can add one dashboard per Visualforce page. However, the dashboard can include links to other dashboards and Analytics Cloud assets. For more information, see the Visualforce topic in these Release Notes.

Post Images of Lenses and Dashboards to Chatter

When posting a link to Chatter, you can now include a snapshot of your lens, dashboard, or app's icon in the post.

Click for the share dialog box. Under **Post To Feed**, you can post an image and a link, or you can remove the image from your post by hovering over it and clicking the **x**.



Sharing an image makes it public, but colleagues need access to your lens, dashboard, or app to use the link and explore it in Analytics Cloud. You can set up levels for sharing access under **Give Access**.

Add Custom Menus to Create Salesforce Actions and Link to Records from Dashboards and Lenses

Wave users now have more control over their Salesforce experience through custom menus you add to charts and tables that can take advantage of both actions and links to Salesforce records.

With new custom actions menus, members of your team can use quick actions that have been added to Salesforce objects—directly from Wave dashboards and lenses. Users can also access records from Salesforce or elsewhere on the Web through the menus. A developer or administrator on your team adds a dimension section to a dataset's Extended Metadata (XMD) file to add a custom menu with actions and links to records to a chart or table. They also need to add an organizations section for links from datasets with records from multiple Salesforce org instances. For more details about XMD, see the Salesforce Extended Metadata (XMD) Overview.



Once you've added a custom menu, a user hovers over the label or a value in a chart or a table to see if the menu is available and then clicks to view the menu contents. The user can then use the menu to perform the available actions. Currently, menus only support create actions (see "Create Object-Specific Quick Actions" in the Salesforce Help). Other actions will be supported in future releases.

As before, menus also support links to records in Salesforce and external websites. Previously, the link functionality only worked on datasets with records from a single Salesforce org. Now, the new XMD organizations section enables menu links to work with datasets that span multiple orgs.

Explore Data: Search Dimensions, Filter by Weeks, and Delete Apps

Exploring gets easier with case-insensitive search, additional options for filtering calendar dates, and a new interface for deleting apps.

USER PERMISSIONS

To explore data:

"Use Analytics Cloud"

IN THIS SECTION:

Search Dimensions with Case-Insensitive, Partial-String Search

With the new search capabilities for dimensions, you can easily find what you need to customize your filters.

Explore Dates by Week and Year-Week

Now you can filter calendar date groups by Week and Year-Week, in addition to the year, quarter, month, and day options.

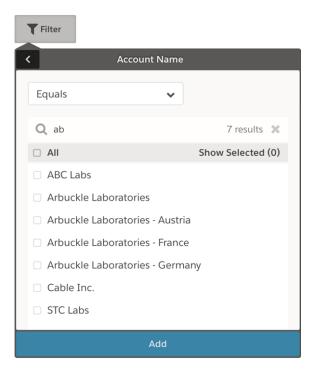
Delete Unnecessary Apps

If you have Manager access to an app, you can delete it. Deleting an app permanently removes all of its lenses, dashboards, and datasets from Analytics Cloud.

Search Dimensions with Case-Insensitive, Partial-String Search

With the new search capabilities for dimensions, you can easily find what you need to customize your filters.

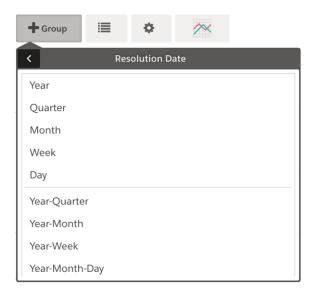
Enter two or more case-insensitive characters in the filter search box. The query returns all matches, not just entries that start with the characters.



Explore Dates by Week and Year-Week

Now you can filter calendar date groups by Week and Year-Week, in addition to the year, quarter, month, and day options.

Select **scale** for a date group. You can use date groups filtered by Week or Year-Week in all charts except the Calendar Heat Map.



Delete Unnecessary Apps

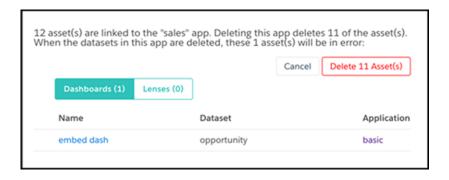
If you have Manager access to an app, you can delete it. Deleting an app permanently removes all of its lenses, dashboards, and datasets from Analytics Cloud.

1. Open the app, and then click **Delete**.



Warning: You can't recover a deleted app.

If applicable, Analytics Cloud lists the lenses and dashboards outside of your app that will be affected. When the datasets belonging to your app are deleted, any lens or dashboard that references those datasets becomes unusable.



- (1) Important: Only lenses and dashboards to which you have access appear in the list. If you don't have access to them, lenses and dashboards aren't listed even though they have references to datasets in your app.
- 2. Click Delete Asset(s).

Dashboard Builder Enhancements: Improved Widget Appearance and Behavior

To improve the Wave builder experience, we've made dashboard widget appearance more consistent and fixed behavior inconsistencies caused by range selectors.

IN THIS SECTION:

Wave Look and Feel Enhanced by Changes to CSS for Fonts and Widgets

To make the Wave user interface up-to-date and consistent, we've made changes to font and widget CSS.

Unique Range Selector Steps

To fix overall widget behavior, steps that are attached to a range selector can no longer be attached to other widgets.

Wave Look and Feel Enhanced by Changes to CSS for Fonts and Widgets

To make the Wave user interface up-to-date and consistent, we've made changes to font and widget CSS.

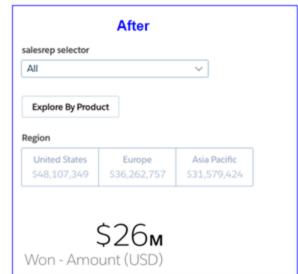
Next time you log in to Analytics Cloud, you'll see updated font and widget appearance. We've enhanced the CSS that controls them.



To create and edit Wave dashboards:

 "Create and Edit Analytics Cloud Dashboards"





We've updated fonts in the following areas.

- List, Date, Toggle, Scope, Range, Text, Link, and Number widgets
- Dashboard titles

We've also updated the CSS in these widgets.

- List and Date widgets now include a down arrow and a different button when they're in their collapsed state, use a new border color, and no longer have a background color.
- The Toggle widget and Link button have a new border color and no longer use a background color.
- In the number widget, if Shorten Number is enabled, the suffix appears in half size.



Note: You may need to clear your browser cache for CSS changes to take effect on dashboards.

Unique Range Selector Steps

To fix overall widget behavior, steps that are attached to a range selector can no longer be attached to other widgets.

Previously, creating a step and assigning it to a range selector and other widgets caused the widgets to behave unpredictably. To fix that, a range selector can now only have its own step. A step that's attached to a range selector can no longer be attached to any other widget, and steps that are attached to other widgets can't be attached to a range selector.

Integrate Data: Run More Jobs and Access More Information

New limits allow you to run more jobs. You can also access more information with the External Data API.

IN THIS SECTION:

Updates to Analytics Cloud Limits

New Analytics Cloud limits enable you to run more jobs in a 24-hour period.

Extract More Data for Your Datasets

The sfdcDigest transformation now extracts data from more standard Salesforce objects, so you can include more data in your datasets than ever before.

Access More Information with the External Data API

You can now access more information about InsightsExternalData objects.

Improved Usability

Now you'll experience improved usability when uploading external data.

Shorter Dataset Field Names Recommended

With Summer '15 Plus, we recommend that field names in datasets use no more than 40 characters. That way, you can reduce the likelihood of exceeding character limits when you augment datasets.

Updates to Analytics Cloud Limits

New Analytics Cloud limits enable you to run more jobs in a 24-hour period.

Review the following changes to Analytics Cloud limits:

Limit	Old Limit	New Limit
Maximum number of dataflows jobs in a rolling 24-hour period	10	24
Maximum number of external data uploads in a rolling 24-hour period	20	50
Maximum amount of external data that you can upload in a rolling 24-hour period	N/A	50 GB

Extract More Data for Your Datasets

The sfdcDigest transformation now extracts data from more standard Salesforce objects, so you can include more data in your datasets than ever before.

Work.com objects are now supported.

These Event objects are now supported.

- AcceptedEventRelation
- DeclinedEventRelation
- Event
- EventFeed
- EventRecurrenceException
- EventRelation
- EventTag
- EventWhoRelation
- UndecidedEventRelation

These Task objects are now supported.

- Task
- TaskFeed
- TaskRecurrenceException
- TaskRelation
- TaskTag

TaskWhoRelation

These objects are now supported.

- Calendar
- ForecastingQuota

Access More Information with the External Data API

You can now access more information about InsightsExternalData objects.

The following fields have been added to the InsightsExternalData object.

Field	Description
Dataflow	Туре
	String
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	For dataflows that are created in v34.0 and later. Unique ID of the system job that's used to create the dataset. You can use this field to get the status of the system job. This system field isn't editable.
	For dataflows that were created before v34.0, use the WorflowId field.
Description	Type String
	Properties
	Create, Filter, Nillable, Sort, Update
	Description Description of the dataset. Used only when creating the dataset. Disregarded otherwise.
FileName	Type String
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description Description of the external data file, such as the file name. A unique value isn't required. It can contain only underscores and alphanumeric characters. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. Maximum file name is 255 characters.
	Note: Analytics Cloud doesn't populate this field. You can manually update it via the External Data API.
StatusMessage	Type String

Field	Description	
	Properties Create, Nillable, Update	
Description Reason for failure of the system job. This system field isn't editable.		
SubmittedDate	Type String	
	Properties Create, Filter, Nillable, Sort, Update	
	Description Time when the upload was submitted or set to Process. This system field isn't editable.	

Improved Usability

Now you'll experience improved usability when uploading external data.

Analytics Cloud comes with the following usability enhancements.

- The System Jobs field in the data monitor is now called File Uploads.
- The data monitor is now called the dataset manager.
- External data uploads have the following new statuses:

Queued

Indicates that the external data file has been uploaded and the job is queued.

Warning

Indicates that the job was completed, but some rows failed to load. You can click a link to download an error log that provides details about the failed rows. To ensure data security, only the user who uploads the CSV file can view the related error log.

Shorter Dataset Field Names Recommended

With Summer '15 Plus, we recommend that field names in datasets use no more than 40 characters. That way, you can reduce the likelihood of exceeding character limits when you augment datasets.

Long field names increase the likelihood of exceeding character limits when you augment datasets, because names are appended. Field names longer than 40 characters are currently supported, but we recommend shortening them to avoid issues. Field name character limits may be changed in a future release.

Wave REST API (Pilot): Access More Data

You can now access more Analytics Cloud data by using the Wave REST API.



Note: We provide this feature to selected customers through a pilot program that requires agreement to specific terms and conditions. To be nominated to participate in the program, contact Salesforce. Because pilot programs are subject to change, we can't guarantee acceptance. This pilot feature isn't generally available, as referenced in this document or in press releases or public statements. We can't guarantee that it will become generally available within any particular time frame or at all. Make your purchase decisions only on the basis of generally available features. Services provided by the Wave REST API are subject to change. Support is not provided.

New Resources

The following resources have been added to the Wave REST API in Summer `15 Plus.

Resource	Description	Supported HTTP Method	Resource URL
XMD List	Returns a list of extended metadata (XMD) resources for a version of a dataset.	GET	/services/data/v34.0/wave/ datasets/ <dataset id="">/ versions/<version id="">/xmds</version></dataset>
XMD	Returns the XMD for a version of a dataset.	GET	/services/data/v34.0/wave/ datasets/ <dataset id="">/versions/ <version id="">/xmds/<xmd type=""></xmd></version></dataset>
Dependencies	Returns the dependencies for an application (folder).	GET	services/data/v34.0/wave/ dependencies/ <folder id=""></folder>
Folders List	Creates an Analytics Cloud application.	POST	/services/data/v34.0/wave/folders
Folder	Returns the representation for an Analytics Cloud application.	GET	/services/data/v34.0/wave/ folders/ <folder id=""></folder>
Versions List	Returns a collection of dataset versions for a particular dataset.	GET	/services/data/v34.0/wave/ datasets/ <dataset id="">/versions</dataset>

New Methods

The following methods have been added to the Wave REST API in Summer `15 Plus.

- PATCH on the Lens (/wave/lenses/<lens ID>) resource
- PATCH and DELETE on the Dataset (/wave/datasets/<dataset ID>) resource

New Properties

The following properties have been added to the Wave REST API in Summer `15 Plus.

- xmdMain in the Version (/wave/datasets/<dataset ID>versions/<version ID>) resource response body
- xmdsUrl in the Version (/wave/datasets/<dataset ID>versions/<version ID>) resource response body

For a complete list of the Wave REST API resources, see Wave REST API (Pilot): Build New Functionality.

Salesforce Analytics Query Language (Generally Available)

The Salesforce Analytics Query Language, or SAQL, is now generally available.

To learn more, see the Analytics Cloud SAQL Reference.

SAQL Enhancements: Use More Robust Syntax

Use the Salesforce Analytics Query Language (SAQL) in Wave REST API requests and in Dashboard JSON to return exactly the Analytics Cloud data that you're looking for.



(1) Important: This release introduces more robust syntax to prevent errors when executing SAQL code. Some of these changes may break existing SAQL code. Update existing code to use the new syntax and rules.

IN THIS SECTION:

Maximum Number of Rows Returned Per Query

Each query returns a maximum of 10,000 rows by default.

min() and max() Functions Only Take Measures as Arguments

If you pass a dimension to a SAQL min () or max () function, the code throws an error.

Can't Have Same Stream on Both Sides of a cogroup

You can't have the same stream on both sides of a cogroup operation. If you do, the code throws an error.

Can't Reference a Preprojection ID in a Postprojection order

You can't reference a preprojection ID in a postprojection order operation. If you do, the code throws an error. (Projection is another term for a foreach operation.)

Can't Have Two Consecutive order Statements on the Same Stream

To order a stream by multiple attributes, use a new syntax.

Quotation Mark Rules Applied Consistently

In the previous release, SAQL handled quotation marks inconsistently for projected labels as input for order, filter, group and alias.

Changes to foreach Statement

The behavior of a foreach operation (also called *projection*) has changed.

count() Function Takes Grouped Source Stream as an Argument

The count () function operates on streams that were inputs to the group or cogroup statements. It doesn't operate on the newly grouped stream or on an ungrouped stream.

SAQL Queries Must Be Compositional

SAQL is compositional—every statement has an input dataset, an operation, and a result dataset, and you can chain statements together to operate on data sequentially. The order of SAQL statements is enforced according to how the operations in the statements change the results.

Filtering an Empty Array Returns an Empty Result

When in operates on an empty array in a filter operation, everything is filtered and the results are empty. In the previous release, the operation didn't filter anything.

Explicit Stream Assignment Required

You can no longer assign streams to query lines implicitly. Assign streams explicitly.

Out of Order Range Filters Return false

Range filters that are out of order (for example, ["Z" .. "A"]) always evaluate to false.

Maximum Number of Rows Returned Per Query

Each guery returns a maximum of 10,000 rows by default.

To set a different value, use the SAQL limit statement.

min() and max() Functions Only Take Measures as Arguments

If you pass a dimension to a SAQL min() or max() function, the code throws an error.

[] Important: This change may break existing SAQL code. Update existing code to use this new behavior.

The SAQL in bold is a min () function with a dimension argument. This statement throws an error.

```
a = load "0Fbxx00000002qCAA/0Fcxx000000002WCAQ";
a1 = group a by (destination);
q = foreach a1 generate destination as destination, min(destination) as minDestination;
limit q 20;
```

Can't Have Same Stream on Both Sides of a cogroup

You can't have the same stream on both sides of a cogroup operation. If you do, the code throws an error.

(1) Important: This change may break existing SAQL code. Update existing code to use this new behavior.

To perform a cogroup operation on the same dataset, you can load the dataset into two different streams.

```
a = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
b = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
b = cogroup a by ClosedDate, b by CreatedDate;
c = foreach b generate sum(a.Amount) as Amount;
```

You can also filter the dataset into two different streams:

```
a = load "0Fbxx00000002qCAA/0Fcxx000000002WCAQ";
a = filter a by "region" in ["West"];
a = filter a by "status" in ["closed"];
b = filter a by "year" in [2014];
c = filter a by "year" in [2015];
d = cogroup b by ("state"), c by ("state");
d = foreach d generate "state" as "state", sum(b.Amount) as "Amount_2014", sum(c.Amount) as "Amount_2015";
```

This code throws an error because it performs a cogroup operation on a single stream, a:

```
a = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
b = cogroup a by ClosedDate, a by CreatedDate;
c = foreach b generate sum(a.Amount) as Amount;
```

Can't Reference a Preprojection ID in a Postprojection order

You can't reference a preprojection ID in a postprojection order operation. If you do, the code throws an error. (*Projection* is another term for a foreach operation.)

(1) Important: This change may break existing SAQL code. Update existing code to use this new behavior.

This code throws an error:

```
q = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
q = group q by 'FirstName';
q = foreach q generate sum('mea_mm10M') as 'sum_mm10M';
q = order q by 'FirstName' desc;
```

This code is valid:

```
q = load "0Fbxx00000002qCAA/0Fcxx000000002WCAQ";
q = group q by 'FirstName';
q = foreach q generate 'FirstName' as 'User_FirstName', sum('mea_mm10M') as 'sum_mm10M';
q = order q by 'User_FirstName' desc;
```

Can't Have Two Consecutive order Statements on the Same Stream

To order a stream by multiple attributes, use a new syntax.

(1) Important: This change may break existing SAQL code. Update existing code to use this new behavior.

In the previous release, two consecutive order statements could operate on the same stream:

```
a = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
b = group a by (year, month);
c = foreach b generate year as year, month as month;
d = order c by year desc;
e = order d by month desc;
```

That statement order is no longer valid. Rewrite to use this syntax:

```
a = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
b = group a by (year, month);
c = foreach b generate year as year, month as month;
d = order c by (year desc, month desc);
```

Quotation Mark Rules Applied Consistently

In the previous release, SAQL handled quotation marks inconsistently for projected labels as input for order, filter, group and alias.

(1) Important: This change may break existing SAQL code. Update existing code to use this new behavior.

These quotation mark rules are now applied consistently in all cases.

- Strings use double quotation marks.
- Identifiers use single quotation marks or no quotation marks.

This example uses valid syntax:

```
accounts = load "0Fbxx00000002qCAA/0Fcxx00000002wCAQ";
opps = load "0Fbaa00000002qCAA/0Fcaa00000002wCAQ";
c = group accounts by 'Year', opps by 'Year';
d = foreach c generate opps.Year as 'Year';
e = filter d by Year == "2002";
```

In the following examples, the code in bold throws an error:

```
accounts = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
opps = load "0Fbaa00000002qCAA/0Fcaa00000002WCAQ";
c = group accounts by "Year", opps by "Year";
```

```
d = foreach c generate opps.Year as 'Year';
e = filter d by Year == "2002";

accounts = load "0Fbxx000000002qCAA/0Fcxx000000002wCAQ";
opps = load "0Fbaa000000002qCAA/0Fcaa000000002wCAQ";
c = group accounts by Year, opps by Year;
d = foreach c generate opps."Year" as Year;
e = filter d by Year == "2002";

a = load "0Fbyy000000002qCAA/0Fcuu000000002wCAQ";
a = filter a by "year" == "1970";
a = group a by 'year';
a = foreach a generate 'year', count() as 'count';

a = load "0Fbxx000000002qCCC/0Fcxx000000002wCtr";
a = group a by year;
a = foreach a generate year as "year", count() as "count";
```

Changes to foreach Statement

The behavior of a foreach operation (also called projection) has changed.

(1) Important: This change may break existing SAQL code. Update existing code to use this new behavior.

Unique Names Required in a Projection

Using a name multiple times in a projection throws an error.

In the previous release, this query produced only the last projected alias in the result set. In this release, the last line is invalid and throws an error:

```
l = load "0Fbxx00000002qCAA/0Fcxx000000002WCAQ";
r = load "0Fbyy000000002qCAA/0Fcyy000000002WCAQ";
l = foreach l generate 'value'/'divisor' as 'value', category as category;
r = foreach r generate 'value'/'divisor' as 'value', category as category;
cg = cogroup l by category right, r by category;
cg = foreach cg generate r.category as 'category', sum(r.value) as sumrval, sum(l::value)
as sumrval;
```

Consistent Projection of Constants

In this release, constant projection is consistent between preprojection and postprojection. A foreach operation returns rows based on filtered dataset size.

For example, this query returns all the rows in the loaded dataset:

```
q = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
q = foreach q generate 1 as num;
```

In the previous release, it returned one row.

count () Function Takes Grouped Source Stream as an Argument

The count () function operates on streams that were inputs to the group or cogroup statements. It doesn't operate on the newly grouped stream or on an ungrouped stream.

Important: This change may break existing SAQL code. Update existing code to use this new behavior.

The count () function operates on the stream a that group operated on:

```
a = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
al = group a by (Year);
q = foreach al generate count(a) as countYear, count() as count, Year as year;
q = limit q 20;
```

Note: The source stream argument can be grouped or cogrouped.

In the previous release, you could also pass a 1 to count (), but this example now throws an error:

```
a = load "0Fbxx00000002qCAA/0Fcxx00000002WCAQ";
al = group a by (Year);
q = foreach al generate count(al) as countYear, count() as count, Year as year;
q = limit q 20;
```

👔 Tip: You can still use count () with no arguments on ungrouped data.

SAQL Queries Must Be Compositional

SAQL is compositional—every statement has an input dataset, an operation, and a result dataset, and you can chain statements together to operate on data sequentially. The order of SAQL statements is enforced according to how the operations in the statements change the results.

(1) Important: This change may break existing SAQL code. Update existing code to use this new behavior.

The statement order rules are:

- The order of filter and order can be swapped because it doesn't change the results.
- offset must follow filter and order
- offset must come before limit
- There can be no more than 1 offset statement after a foreach statement.

Filtering an Empty Array Returns an Empty Result

When in operates on an empty array in a filter operation, everything is filtered and the results are empty. In the previous release, the operation didn't filter anything.

() Important: This change may break existing SAQL code. Update existing code to use this new behavior.

The second statement filters everything and returns empty results:

```
a = load "OFbxx00000002qCAA/OFcxx000000002WCAQ";
a = filter a by Year in [];
c = group a by ('Year', 'Name');
d = foreach c generate 'Name' as 'group::AName', 'Year' as 'group::Year',
sum(accounts::Revenue) as 'sRev';
```

Explicit Stream Assignment Required

You can no longer assign streams to query lines implicitly. Assign streams explicitly.

Important: This change may break existing SAQL code. Update existing code to use this new behavior.

Assign query lines to a variable. The only exception to this rule is the last line in the query, which doesn't need to be assigned explicitly.

```
q = load "0Fbxx000000002qCAA/0Fcxx000000002WCAQ";
q = filter q by OrderDate > "2015-10-31" and OrderDate < "2015-12-31";
q = foreach q generate OrderDate as od, Amount;
q = order q by Amount desc;
limit q 10;
```

In the previous release, this query worked to apply an order and limit. In this release, the line in bold throws an error.

```
q = load "0Fbxx000000002qCAA/0Fcxx000000002WCAQ";
q = filter q by OrderDate > "2015-10-31\" and OrderDate < "2015-12-31\";
q = foreach q generate OrderDate as od, Amount;
order q by Amount desc;
limit q 10;
```

Out of Order Range Filters Return false

Range filters that are out of order (for example, ["Z" .. "A"]) always evaluate to false.

Important: This change may break existing SAQL code. Update existing code to use this new behavior.

In the previous release, if the guery had range filters in reverse order, the results were calculated by reversing the parameters. In this release, the parameters are not reversed. For example, this query used to return dates in range ["20 years ago" .. "2016-01-11"]. Now it returns empty results.

```
q = load "0Fbxx000000002qCAA/0Fcxx000000002WCAQ";
q = foreach q generate OrderDate as od, sum(Amount) as sum;
q = filter q by od in ["2016-01-11".."20 years ago"];
q = order q by sum desc;
limit q 10;
```

This query used to return the letters from A through Z. Now it returns empty results:

```
a = load "0Fbxx000000002qCAA/0Fcxx000000002WCAQ";
a1 = group a by dest;
a2 = foreach a1 generate dest as dest;
a2 = filter a2 by dest in ["Z" .. "A"];
limit a2 10;
```

Analytics for iOS: Add Your Data, Create and Edit Dashboards, Apple Watch[™] Support

You've explored your data from the road. Now you can also import new data files, create and edit dashboards, and check data on your Apple Watch whether you're here, there, or anywhere in between.

USER PERMISSIONS

To log in to Salesforce from Analytics for iOS:

"Use Analytics Cloud"

Download Analytics for iOS Today

Download Salesforce Analytics for iOS on the App Store. Analytics for iOS is available for Apple iPhone 4 and later models running iOS 7 and later.



IN THIS SECTION:

Add Your Data with the Wave Mobile Connector (v1.3)

By importing it as a dataset, you can quickly explore the data you already have on your mobile device.

Create and Edit Dashboards (v1.3)

Create and edit dashboards from datasets on your mobile device.

Support for Apple Watch[™] (v1.2)

Check your data on your wrist from an Apple Watch.

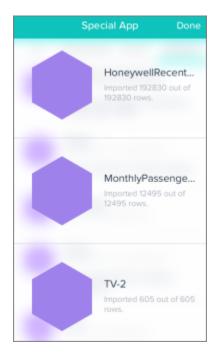
Other Enhancements to Analytics for iOS (v1.2)

These other updates improve your mobile Analytics experience.

Add Your Data with the Wave Mobile Connector (v1.3)

By importing it as a dataset, you can quickly explore the data you already have on your mobile device.

In iOS, there are many places from which you can import a CSV data file, such as an email app or a Web browser. Depending on where you import a CSV data file from, the way in which you access it differs. Look for prompts to **Open in...** or for sharing icons (in). These prompts and icons allow you to open the CSV data file in Analytics for iOS, which launches the data import process.



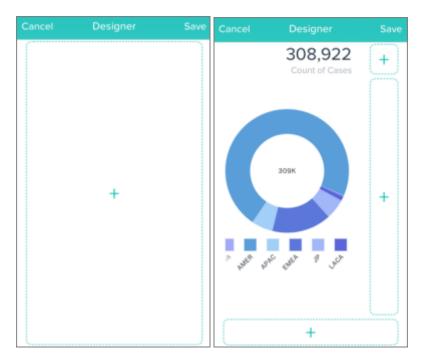
As you prepare to import data, keep these limits and tips in mind:

- Only CSV files and ZIP files containing CSV files can be imported as datasets.
- Imported datasets aren't available in Analytics Cloud on the Web. They are only available on your local device in the playground.
- Imported datasets aren't encrypted.

Create and Edit Dashboards (v1.3)

Create and edit dashboards from datasets on your mobile device.

To launch the dashboard designer, swipe from right to left on a dataset or dashboard and tap **Create** or **Edit**. Alternatively, touch and hold on a dataset or dashboard.



As you prepare to create and edit dashboards, keep these limits and tips in mind:

- On iPhone, dashboards you make are limited to a width of two columns.
- On iPad, dashboards you make are limited to a width of six columns.
- When created in Analytics for iOS via the user interface, a dashboard can have only one dataset. Add more datasets by editing the dashboard's JSON file.
- When created in the mobile playground, dashboards can be edited in Analytics for iOS.
 When created in your Salesforce organization, dashboards can only be edited in Analytics Cloud on the Web.
- These widgets are not available: Raw Data Table, Box, Link.

Support for Apple Watch[™] (v1.2)

Check your data on your wrist from an Apple Watch.



Salesforce Analytics for iOS is compatible with Handoff $^{\text{\tiny{M}}}$.

When Salesforce Analytics for iOS is viewed at a glance, the last opened dashboard or lens is shown. If a dashboard is shown, a number is displayed which is the first number widget present in the dashboard. If no number widget is present in the dashboard, then no number is shown.

Before heading out the door with your data "at hand," be aware of a few watch-specific limits and notes.

Apple Watch Limitations

Feature	Limitations
Connection	Salesforce Analytics for iOS on Apple Watch is always connected to the same organization that the paired iPhone app is connected to. To switch organizations, do so from your phone.
Lists	Only the last 10 opened dashboards are listed.
	Only the last 10 opened lenses are listed.
	Note: You can open any of your dashboards and lenses, even if they're not listed, by searching for them by name using Siri®.
Dashboards	Dashboards support only one page, one column. Rows can only have one cell.
	Note: If a dashboard seems to be missing widgets on Apple Watch, it's most likely for one of two reasons. Either a grid layout hasn't been set for the dashboard or the missing widgets aren't supported.
Dashboard Designer	The Dashboard Designer isn't available.
Widgets	Only these widgets are supported: Chart, Table, Number, Toggle, List, Text, and Scope.
	• Charts show 10 elements (bars, slices, etc.).
	• Tables show 10 rows.
	 Lists show 10 values, but you can use Siri® to search for more items by name.

Feature	Limitations
Datasets	Datasets can't be opened and aren't available in list views.
Wave Data Connector	The Wave Data Connector isn't available on Apple Watch.

Other Enhancements to Analytics for iOS (v1.2)

These other updates improve your mobile Analytics experience.

New chart type: stacked bar

Visualize your data as a horizontal or vertical stacked bar chart.

Standard bar charts show up to two groupings

Show more granularity by adding more groupings to a standard bar chart.

The date widget is now supported

While reading dashboards, you can now explore data by date.

Easily return to Salesforce1

After opening Analytics for iOS from a link in Salesforce1, tap back to return to Salesforce1.

Scale axes to fit data in line charts

In the dashboard's JSON file, add the fit parameter to the chart widget. For more information, see the Widget Parameters Property Reference in the Analytics Cloud Dashboard JSON Reference guide.

Compound filters are now supported

Filter, filter, filter away!

Toggle and list widgets support the shortened number format

If configured, they display 1,043 as 1k.

Dashboard bindings support the field() operation

For more information, see Bindings in the Analytics Cloud Dashboard JSON Reference guide.

Analytics for iOS is even faster

For improved performance, multi-page dashboards only run queries on the current page.

Bug fixes

Analytics for iOS runs even more reliably thanks to miscellaneous bug fixes.

Integrate Data: Preview Metadata and Delete Datasets

Preview metadata settings before uploading a CSV file and delete datasets to clean up your apps.

IN THIS SECTION:

Create Datasets from your App

Access dataset creation options from the Analytics Cloud App page.

Preview Metadata to Load CSV Data Correctly

Use the interface to view and change required metadata attributes in the file that's generated when uploading a CSV.

Clean Up Your Apps by Deleting Unnecessary Datasets

Remove unnecessary datasets from your My Private App or shared apps on which you have at least Editor access. Removing datasets reduces clutter and helps you avoid reaching your org's limit for rows across registered datasets.

Augment Transformation Offers More Support for Multiple Matches

Control the augment transformation's behavior in a new way when it encounters multiple matches. Previously, Analytics Cloud returned results from all matched rows. Now, the augment transformation can return results from one of the matched rows—which is the new default behavior—or from all matched rows.

Create Datasets from your App

Access dataset creation options from the Analytics Cloud App page.

Now it's easier to associate datasets with your apps. Integrate your customized data directly into your app using the new **Create** button on the App page.

USER PERMISSIONS

To create datasets from the App page:

 "Edit Analytics Cloud Dataflows"

Preview Metadata to Load CSV Data Correctly

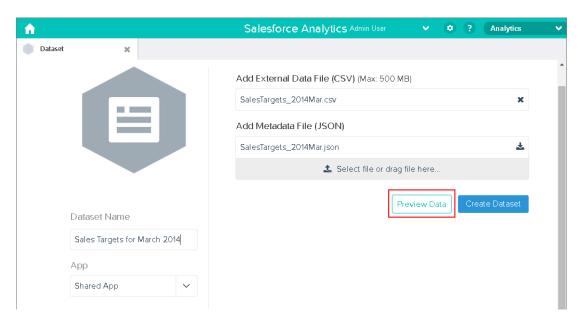
Use the interface to view and change required metadata attributes in the file that's generated when uploading a CSV.

1. When you upload a CSV file to create or edit a dataset, the **Preview Data** button appears.

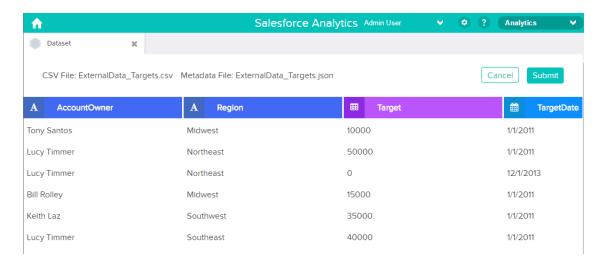
USER PERMISSIONS

To preview metadata when uploading external data:

 "Upload External Data to Analytics Cloud"

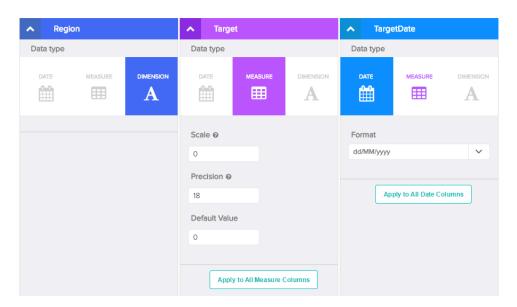


- Note: The **Preview Data** button is disabled if you upload your own metadata file.
- **2.** Click **Preview Data** to view and change the required metadata attributes. You can change the optional metadata attributes later.



3. For each column:

- **a.** Click a column name to change it. The column name is the display name in the dataset.
- **b.** Click the column header to change other required metadata attributes. You can change attributes for dates and measures.
 - Note: No metadata is required for dimensions.



- 4. Click **Submit** to apply the metadata changes in the preview page to the metadata file.
 - Note: The **Submit** button is grayed out if there are errors.
- **5.** Click **OK** to close the confirmation message.
- **6.** To change optional metadata attributes—which are not visible in the preview page—click **1** to download the metadata file, edit the file, and then upload it.

- 7. Click Update Dataset.
- 8. Click Continue to dismiss the confirmation message.

Clean Up Your Apps by Deleting Unnecessary Datasets

Remove unnecessary datasets from your My Private App or shared apps on which you have at least Editor access. Removing datasets reduces clutter and helps you avoid reaching your org's limit for rows across registered datasets.

Before you can delete a dataset created by a dataflow, you must remove all references to the dataset in all dataflows.

USER PERMISSIONS

To delete a dataset:

 "Edit Analytics Cloud Dataflows"



Warning: You can't recover a deleted dataset.

- 1. On the home or app page, click the **Datasets** tab.
- 2. Hover over the dataset that you want to delete, and then click Edit.
- 3. Click Delete Dataset.

If applicable, Analytics Cloud shows a list of all lenses and dashboards that reference the dataset and that you have access to view. After you delete the dataset, any lens or dashboard that reference the dataset will become unusable.

4. Click **Delete Permanently** and confirm.

Augment Transformation Offers More Support for Multiple Matches

Control the augment transformation's behavior in a new way when it encounters multiple matches. Previously, Analytics Cloud returned results from all matched rows. Now, the augment transformation can return results from one of the matched rows—which is the new default behavior—or from all matched rows.

For each record in the left dataset, the augment transformation performs a lookup to find a matching record in the right dataset. If the left dataset has a one-to-many relationship with the right dataset, Analytics Cloud might find multiple matches for a left record. How Analytics Cloud handles multiple matches depends on the specified augment operation. You can specify the LookupSingleValue or LookupMultiValue operation in the augment transformation. If you don't specify an operation, Analytics Cloud treats the augment as if you specified the LookupSingleValue operation.



Note: The default behavior changes in this release. Analytics Cloud might produce different results based on the new default behavior. To revert back to the default behavior of the previous release, set the operation to <code>LookupMultiValue</code>.

LookupSingleValue Operation

Use the LookupSingleValue operation to force the augment transformation to return results from a single row when multiple matches are found. Analytics Cloud randomly selects one row from the list of matched rows.



Note: Each time you run the dataflow, Analytics Cloud can return a different result depending on the returned row.

For example, you apply the augment transformation on the following datasets, set the relationship to "Price," and match them based on the Id and ProdId fields.

Product				
Id	Name			
Prod1	Table			
Prod2	Chair			
Prod3	Bench			

Price					
Prodid	Pricebook	UnitPrice			
Prod1	Standard	1000			
Prod2	Standard	450			
Prod3	Custom	800			
Prod3	Standard	700			

Although there are multiple rows for Prod3, Analytics Cloud randomly chooses one matching row and returns values based on that row. Here's the resulting dataset after the augment if Analytics Cloud chooses the first Prod3 row.

```
{ "id":"Prod1", "Name":"Table", "Price.Pricebook":"Standard", "Price.UnitPrice":1000 }, 
{ "id":"Prod2", "Name":"Chair", "Price.Pricebook":"Standard", "Price.UnitPrice":450 }, 
{ "id":"Prod3", "Name":"Bench", "Price.Pricebook":"Custom", "Price.UnitPrice":800 }
```

LookupMultiValue Operation

Use the LookupMultiValue operation to force the augment transformation to return results from all matching rows when multiple matches are found. When multiple matches are found, Analytics Cloud creates multiple dimension values and sums measure values in the resulting dataset record. For example, you apply the augment transformation on the following datasets, set the relationship to "Price," and match them based on the Id and ProdId fields.



Price				
Prodld Pricebook UnitPrice				
Standard	1000			
Standard	450			
Custom	800			
Standard	700			
	Pricebook Standard Standard Custom			

Because the lookup returns multiple rows for Prod3, the Price.Pricebook field in the resulting dataset appears twice, once for each match. The measure field Price.UnitPrice contains 1500, which is the sum of 800 and 700. Here's the resulting dataset after the augment.

```
{ "id":"Prod1", "Name":"Table", "Price.Pricebook":"Standard", "Price.UnitPrice":1000 }, { "id":"Prod2", "Name":"Chair", "Price.Pricebook":"Standard", "Price.UnitPrice":450 }, { "id":"Prod3", "Name":"Bench", "Price.Pricebook":"Custom", "Price.Pricebook":"Standard", "Price.UnitPrice":1500 }
```

Operation Example

You specify the operation in the augment transformation as shown in the following dataflow snippet.

```
"BillingAddress"

]
}
```

Explore Data: Group and Filter Dimensions, Measures, and Fiscal Periods

Quickly focus your visualizations with the new filter operators for dimensions, measures, and fiscal periods.

USER PERMISSIONS

To explore data:

"Use Analytics Cloud"

IN THIS SECTION:

Explore Dimensions with New Filter Operators

With the new filter operators for dimensions—Equals, Does Not Equal, and Contains—you can more easily narrow the focus of your lens and customize your data visualizations.

Explore Measures with New Filter Operators

With the new comparison operators—Between, Greater Than, Greater Than Or Equal To, Less Than, Less Than Or Equal To, Equals, and Does Not Equal—you can more easily arrange data visualizations with relevant measures.

Group Dates by Fiscal Periods: Fiscal Year, Fiscal Quarter, and Fiscal Year-Quarter

Now you can group or filter by fiscal dates and date ranges.

Explore Dimensions with New Filter Operators

With the new filter operators for dimensions—Equals, Does Not Equal, and Contains—you can more easily narrow the focus of your lens and customize your data visualizations.

A dimension is a qualitative value, like region, product name, and model number. Dimensions are handy for grouping and filtering your data. Now you can select dimension filter operators from a new drop-down list.

Explore Measures with New Filter Operators

With the new comparison operators—Between, Greater Than, Greater Than Or Equal To, Less Than, Less Than Or Equal To, Equals, and Does Not Equal—you can more easily arrange data visualizations with relevant measures.

A measure is a quantitative value, like revenue and exchange rate. You can do math on measures and filter by numerical comparison. Now you can select measure comparison operators from a new drop-down list.

Group Dates by Fiscal Periods: Fiscal Year, Fiscal Quarter, and Fiscal Year-Quarter

Now you can group or filter by fiscal dates and date ranges.

Using the **Group** button, you can click a fiscal date option to access the scale selections: Fiscal Year, Fiscal Quarter, and Fiscal Year-Quarter. Once a group is selected, the lens filters your data so that only the selected range appears.

Be aware of these limitations:

- Fiscal Month and Fiscal Year-Month filters aren't available.
- Range selection by clicking and dragging on a timeline isn't available.

Curate Data: Add Dashboards to Page Layouts, Link from Tables and Charts

Expand your audience by including fully interactive Analytics Cloud dashboards in page layouts and by linking to Salesforce records or external records directly from dashboards.

IN THIS SECTION:

Link from Lens and Dashboard Tables and Charts

You've presented your data in a lens or a dashboard, and now you want more detail. Your team can create custom links from tables and charts in Analytics Cloud lenses and dashboards to corresponding records in Salesforce (like Accounts, Cases, and Opportunities) or external websites.

USER PERMISSIONS

To design dashboards:

 "Create and Edit Analytics Cloud Dashboards"

To view dashboards:

"Use Analytics Cloud"

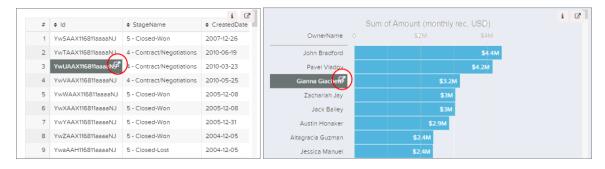
Add Dashboards to Page Layouts (Generally Available)

Analytics Cloud dashboards can now be added to detail page layouts. On an account detail page, for example, show your users a dashboard of service issues associated with the account. Users can drill in, apply filters, and explore in the dashboard as if they were viewing it in an Analytics Cloud window.

Link from Lens and Dashboard Tables and Charts

You've presented your data in a lens or a dashboard, and now you want more detail. Your team can create custom links from tables and charts in Analytics Cloud lenses and dashboards to corresponding records in Salesforce (like Accounts, Cases, and Opportunities) or external websites.

Links can pass specific bits of data, such as Salesforce account IDs, from lenses or dashboards to the records that contain them. For example, a link from an account name in a dashboard could be configured to pass the related account ID to Salesforce; when a user clicks the link, the appropriate account record opens in a new tab. Custom links can also look up employees in Workday or expense reports in Concur. Any website can be linked to as long as it uses the https protocol.



For information about how to set up linking from dashboards, see Link to Salesforce Records or External Websites in the Analytics Cloud help.

Add Dashboards to Page Layouts (Generally Available)

Analytics Cloud dashboards can now be added to detail page layouts. On an account detail page, for example, show your users a dashboard of service issues associated with the account. Users can drill in, apply filters, and explore in the dashboard as if they were viewing it in an Analytics Cloud window.

Enhancements to this feature have been added since the Spring '15 pilot release:

• The Show title checkbox gives you control over the visibility of the dashboard title.

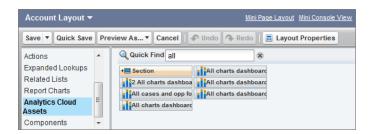
USER PERMISSIONS

To customize page layouts:

"Customize Application"

- The Hide on error checkbox gives you control over whether an Analytics Cloud asset appears if there is an error (such as the dashboard can't be found).
- Dashboards now include the date and time when they were last refreshed.

In the enhanced page layout editor, look for a new category of user interface elements called Analytics Cloud Assets, in the left column of the palette.



Select the Analytics Cloud Assets category and then drag an item from the list of available dashboards to a detail section on the page layout. After the dashboard is positioned in the layout, you can change properties such as height and width by double-clicking the element or clicking the wrench icon next to it ().

For information about field mapping and working with the enhanced page layout editor, see Customizing Page Layouts with the Enhanced Page Layout Editor.

Be aware of these limits and limitations:

- You can add one dashboard per page layout.
- Analytics Cloud dashboards aren't supported in the original page layout editor. If you use the original page layout editor to open a
 layout that was created in the enhanced page layout editor, the original page layout editor will delete any dashboard element as
 soon as you save the layout.
- In a Visualforce page, adding a detail page component that contains an Analytics Cloud dashboard isn't supported.

Wave REST API (Pilot): Build New Functionality

You can now access Analytics Cloud datasets and lenses programmatically by using the Wave REST API.



Note: We provide this feature to selected customers through a pilot program that requires agreement to specific terms and conditions. To be nominated to participate in the program, contact Salesforce. Because pilot programs are subject to change, we can't guarantee acceptance. This pilot feature isn't generally available, as referenced in this document or in press releases or public statements. We can't guarantee that it will become generally available within any particular time frame or at all. Make your purchase decisions only on the basis of generally available features. Services provided by the Wave REST API are subject to change. Support is not provided.

Using the Wave REST API, you can:

- Send gueries directly to the Wave Platform.
- Access datasets that have been imported into the Wave Platform.
- Retrieve Analytics Cloud lenses.
- Access XMD information.
- Retrieve a list of dataset versions.
- Create and retrieve Analytics Cloud applications.
- Retrieve a list of dependencies for an application.

The Wave REST API has the following resources.

Resource	Description	Supported HTTP Method	Resource URL
Wave	Lists the top-level Analytics Cloud resources.	GET	/services/data/v34.0/wave
Query	Executes a query written in the Salesforce Analytics Query Language (SAQL).	POST	/services/data/v34.0/wave/query
Datasets List	Returns a list of Analytics Cloud datasets.	GET	/services/data/v34.0/wave/datasets
Dataset	Returns the Analytics Cloud dataset with the specified ID.	GET	/services/data/v34.0/wave/datasets/ <dataset id=""></dataset>
Versions List	(New in Summer `15 Plus) Returns a collection of dataset versions for a particular dataset.	GET	/services/data/v34.0/wave/ datasets/ <dataset id="">/versions</dataset>
Version	Returns an Analytics Cloud dataset version (GET), or updates the predicate (PATCH).	GET, PATCH	/services/data/v34.0/wave/datasets/ <dataset id="">/versions/<version id=""></version></dataset>
File	Provides access to the files that make up a dataset.	GET	/services/data/v34.0/wave/ datasets/ <dataset id="">/versions/ <version id="">/files/<file id=""></file></version></dataset>
Lenses List	Returns a list of Analytics Cloud lenses (GET), or creates a lens (POST).	GET, POST	/services/data/v34.0/wave/lenses
Lens	Returns the Analytics Cloud lens with the specified ID (GET), or deletes a lens (DELETE).	GET, DELETE	/services/data/v34.0/wave/lenses/ <lens id=""></lens>
XMD List	(New in Summer `15 Plus) Returns a list of extended metadata (XMD) resources for a version of a dataset.	GET	/services/data/v34.0/wave/ datasets/ <dataset id="">/ versions/<version id="">/xmds</version></dataset>
XMD	(New in Summer `15 Plus) Returns the XMD for a version of a dataset.	GET	/services/data/v34.0/wave/ datasets/ <dataset id="">/versions/ <version id="">/xmds/<xmd type=""></xmd></version></dataset>
Dependencies	(New in Summer `15 Plus) Returns the dependencies for an application (folder).	GET	services/data/v34.0/wave/ dependencies/ <folder id=""></folder>
Folders List	(New in Summer `15 Plus) Creates an Analytics Cloud application.	POST	/services/data/v34.0/wave/folders
Folder	(New in Summer `15 Plus) Returns the representation for an Analytics Cloud application.	GET	/services/data/v34.0/wave/ folders/ <folder id=""></folder>

For more information about these resources, see the Wave REST API Developer's Guide (Pilot).

SAQL Enhancements (Pilot): Build More Powerful Queries

Use the Salesforce Analytics Query Language (SAQL) in Wave REST API requests and in Dashboard JSON to return exactly the Analytics Cloud data you're looking for.

Use the SAQL real-time query language to access data that's stored in datasets. SAQL is compositional—every statement has a result, and you can chain statements together. Analytics Cloud uses SAQL behind the scenes in lenses, dashboards, and explorer to gather data for visualizations.



Note: SAQL is currently available through a pilot program. 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.

IN THIS SECTION:

Enhance Your SAQL Queries With Open-Ended Dates Support (Pilot)

SAQL now supports open-ended ranges for absolute and relative dates filters.

SEE ALSO:

SAOL Reference

Enhance Your SAQL Queries With Open-Ended Dates Support (Pilot)

SAQL now supports open-ended ranges for absolute and relative dates filters.

With open-ended date ranges, Salesforce Analytics Query Language (SAQL) now enables you to build queries like "List all opportunities closed after 12/23/2014" and "Get a list of marketing campaigns from before 04/2/2015."

Open-ended relative date filters look like this:

```
a = filter a by date('year','month','day')in[.."current month"]
```

New SAQL date functions in this release are the following:

- **now ()**: Returns current date time in UTC (GMT calendar).
- **toDate** (*dateStr*, [formatStr]): Converts a string to a date. If no format string is specified, uses default format yyyy-MM-dd HH:mm:ss.
- **toDate** (*epoch_sec*)::Converts Unix epoch seconds to a date. *Note*: If epoch seconds is 0, toDate (*epoch_sec*) returns '1970-01-01 00:00:00'.
- daysBetween (date1, date2b): Returns the number of days between two dates as an integer.
- **toString** (date, formatStr): Converts a date to a string.

Mobile: Do More on the Go

For the Salesforce1 app, Summer '15 is primarily focused on improving your sales reps' mobile experience through performance and trust improvements. There are other goodies for your users too, like streamlining workflow with a rich-text note-taking tool (beta). Or growing revenue pipelines by converting qualified leads to contacts, complete with the ability to create new accounts as part of the process (now generally available). And to help empower your users to do what's needed in the field, you can now customize the selection and arrangement of actions in the Salesforce1 action bar. Summer '15 also marks the removal of the Chatter Mobile app from Google Play and the end of support for the Mobile Dashboards for iPad app.

IN THIS SECTION:

Salesforce1

The Salesforce1 mobile app lets users stay up to date on their most-important records, activities, conversations, and dashboards and reports—from wherever they are. Summer '15 continues to improve life for sales reps in the field, with a focus on performance and trust improvements.

Chatter Mobile for Android No Longer Supported as of Summer '15

Shortly after completion of the Summer '15 release, Chatter Mobile for Android, version 3.4 will be removed from Google Play and will no longer be supported by Salesforce. To ensure uninterrupted mobile access to your Salesforce data, we recommend that your users switch to the Salesforce1 downloadable app for Android as soon as possible.

Mobile Dashboards for iPad App No Longer Supported as of Summer '15

With the Summer '15 release, the Mobile Dashboards for iPad app will be removed from the App Store and will no longer be supported by Salesforce. We encourage customers who currently use the Mobile Dashboards for iPad app to switch to the Salesforce1 mobile app instead.

SEE ALSO:

How and When Mobile Features Become Available

IdeaExchange: Salesforce1 Mobile Ideas Delivered in Summer '15

Salesforce1

The Salesforce1 mobile app lets users stay up to date on their most-important records, activities, conversations, and dashboards and reports—from wherever they are. Summer '15 continues to improve life for sales reps in the field, with a focus on performance and trust improvements.

IN THIS SECTION:

Access the Salesforce 1 Mobile App

Your users have several options for accessing Salesforce1 on mobile devices.

Salesforce1 Enhancements in This Release

Our latest round of new and improved Salesforce1 features makes it easier to access Salesforce on the go.

Salesforce 1 Differences from the Full Salesforce Site

The Salesforce 1 app doesn't have all of the functionality of the full Salesforce site, and in some cases includes features that aren't available in the full site.

Salesforce1 App Development Overview

Several Force.com platform enhancements support Salesforce1 development.

Access the Salesforce1 Mobile App

Your users have several options for accessing Salesforce1 on mobile devices.

- Install the Salesforce1 downloadable app on Android [™] and Apple[®] mobile devices. Users can download the app from the App Store
 or Google Play[™].
- Access the Salesforce1 mobile browser app from a supported mobile browser on supported devices, including Android, Apple, and Windows 8.1 phones and tablets. This option doesn't require anything to be installed.

See "Requirements for the Salesforce1 Mobile App" in the Salesforce Help for more details about supported devices and browsers.

Salesforce1 Enhancements in This Release

Our latest round of new and improved Salesforce1 features makes it easier to access Salesforce on the go.

The Salesforce 1 mobile app is available for all editions, except Database.com, without an additional license. Your organization's Salesforce edition and licenses, as well as a user's assigned profile and permission sets, determines the Salesforce data and features that are available to each Salesforce 1 user.



Note: You've probably noticed that some features are available only in the Salesforce1 mobile browser app. Fear not—many of these enhancements will be in future updates to the Salesforce1 downloadable apps for Android and iOS. Check back here for details when new downloadable app versions are released on Google Play and the App Store.

The latest release of the Salesforce1 downloadable apps for Android and iOS is version 7.3. For the list of enhancements in this release, see What's New in the Latest Salesforce1 Downloadable Apps.

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Setup and Rollout Enhancements				
Customize the selection and arrangement of actions in the Salesforce1 action bar and for list item actions.	~	✓	✓	✓
action but and for its item actions.	(As of v7.0)	(As of v7.0)		
Use the point-and-click Lightning App Builder to create home pages for custom apps, which you can expose to users in the Salesforce1 navigation menu. (Generally Available)		*	*	~
Use Salesforce Adoption Manager in the U.K. and Australia, as well as the United States.				~
The obsolete Publisher Icon field was removed from Salesforce1 branding pages in Setup.				~
Device and Browser Support				
Support for Salesforce1 on iOS 7 devices is discontinued and iOS 8 or		✓	✓	
later is now required.		(As of v7.3)		
Support for Salesforce1 on Android 4.2 and 4.2 operating systems ends	✓			
with the Winter '16 release.	(As of v8.0)			
Get Salesforce1 push notifications on the Apple Watch.		✓		
Supported Data Enhancements				
Use state and country picklists when creating or editing records.	~	✓	✓	~
Access more external data with Lightning Connect.		✓	✓	~
Navigation and Actions Enhancements				
Use fast swipe gestures to open the navigation menu and go back to		✓		
previously viewed pages.		(As of v7.3)		

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Navigate more easily through object home pages, list views, and search results when working on a tablet.			✓	
Open most Salesforce URLs directly in Salesforce1.	~	✓		
	(As of v7.2)	(As of v7.0)		
Use scrolling buttons with iOS assistive technology products.		✓		
		(As of v7.3)		
When creating Visualforce pages for use as custom actions, hide the action header so the standard buttons don't compete with buttons specified for the page.	*	*	*	*
Access the former Call or Log productivity action by its new name, Call .	✓	✓	~	
	(As of v7.0)	(As of v7.0)		
Google Maps images in standard address fields have replaced the Map productivity action, which is no longer available in the Salesforce 1 action bar.	*	✓	*	*
Account News has replaced the Read News productivity action, which is no longer available in the Salesforce1 action bar.	✓	✓	*	~
Search Enhancements				
Use global search to find posts in the "All Company" feed.			✓	
Sales Productivity Enhancements				
Streamline workflow and increase productivity with rich text meeting notes that are fast to create and easy to relate to other records. (Beta)	✓	✓	✓	
Automatically update key related fields when changing an opportunity's stage.	✓	✓	✓	
Associate price books with opportunities.	✓	✓	~	✓
Convert qualified leads to contacts and create accounts for them. When converting, select lead sources and prevent creating duplicate contacts or accounts. (Generally Available)	*	*	✓	*
Filter for relevant prospects and add prospects to nurture programs using Salesforce Engage, an add-on to Salesforce Pardot.	~	✓	~	~
Activities Enhancements				
Create tasks directly from items in notes, with a swipe of the finger. (Beta)	✓	✓	✓	
Work.com Enhancements				

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Precisely track goals and metrics related to work with Enhanced Goals. (Generally Available)	✓	~	~	~
Customer Service Tools Enhancements				
Access Salesforce Knowledge Articles.	✓		~	
	Beta			
	(As of v7.3)			
See file field content when viewing articles.	~		~	
	(As of v7.3)			
Chatter Enhancements				
Dismiss recommendations so they no longer appear in feeds.			~	
Add multiple topics to posts.			✓	
Manage group members directly from Members related lists.	✓	✓	✓	
See more focused information on group list views.	✓	✓	✓	
Access and share files from Microsoft SharePoint, OneDrive for Business,		✓	~	~
and Google Drive.		(As of v7.3)		
Edit Microsoft Office 365 files.		~		~
		(As of v7.3)		
Salesforce Communities Enhancements				
Approve or reject approval requests from approval related lists on records in communities.	~	~	~	*
Add records to Chatter groups in communities.	✓	✓	~	
Create custom recommendations in Community feeds from a different location in Community Manager.			~	~
Business Logic and Process Automation Enhancements				
View the status of pending approvals and approve or reject approval	✓	✓	✓	~
requests, all from a central place.	(As of v7.2)	(As of v6.0)		
Resume or delete paused flow interviews.	~		~	~
	(As of v7.2)			
Notifications Enhancements				
Receive notifications about posts to groups.	✓	✓	~	~

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Offline Enhancements				
See improved visual feedback when pages load.	✓	✓	✓	
Access the former Offline Sync link on the Salesforce1 Setup page by its new name, Offline Cache .				~
Security Enhancements				
Learn how the new continuous IP enforcement setting interacts with current security policies for Salesforce1 downloadable app users.	~	✓		~
View sensitive data that's encrypted by the Platform Encryption feature.	✓	✓	~	~
Other Enhancements				
App loading times are improved via a different handling of the loading splash screen. The display of custom branding resources on initial login may be affected.		(As of v7.3)		

What's New in the Latest Salesforce1 Downloadable Apps

Salesforce1 for iOS

The latest release of the Salesforce1 downloadable app for iOS is version 7.3. This release is targeted to be available on the App Store the week of July 20, 2015.



Note: Version 7.3 will install only on iOS devices running iOS 8 or later. This release marks the formal end of support for Salesforce1 on iOS 7 devices and for older versions of the Salesforce1 downloadable app for iOS.

At a glance, here is what's new in Salesforce1 for iOS, version 7.3.

- Navigate More Quickly with New Swipe Gestures
- Access and Share External Microsoft and Google Files
- Edit Microsoft Office 365 Files
- Receive Notifications about Posts to Groups
- Page Scrolling for Assistive Technology Users Has Changed to Buttons
- Experience Faster App Loading

Salesforce1 for Android

The latest release of the Salesforce1 downloadable app for Android is version 7.3. It will gradually be rolled out to users on Google Play starting the week of July 20, 2015.

At a glance, here is what's new in Salesforce1 for Android, version 7.3.

- Access Salesforce Knowledge Articles with Salesforce1 for Android (Beta)
- Receive Notifications about Posts to Groups

Salesforce No Longer Supported on iOS 7 Devices

Version 7.3 of the Salesforce1 downloadable app for iOS installs only on devices running iOS 8 or later. The release of version 7.3 marks the formal end of support for Salesforce1 on iOS 7 devices and for older versions of Salesforce1 for iOS. To ensure a smooth transition for your organization, we recommend that your users' devices are updated to iOS 8 before attempting to install version 7.3.

iOS 8 can be installed for free on all of the iOS devices that are supported for Salesforce1 use. For help upgrading devices, see Update the iOS software on your iPhone, iPad, and iPod touch on the Apple Support site. For the full list of iOS devices that Salesforce1 supports, see "Requirements for the Salesforce1 Mobile App" in the Salesforce Help.

While users can continue to use previously installed, older versions of Salesforce1 on devices running iOS 7, Salesforce will no longer provide support for any issues encountered.

With Summer '15, the Salesforce1 mobile browser app is supported on devices running iOS 8 or later. Users aren't prevented from accessing the mobile browser app on iOS 7 devices but may encounter performance or other issues that won't be addressed by Salesforce.

End of Support for Salesforce1 on Android 4.2 and 4.3 Coming in Winter '16

To ensure your users have an optimal experience using Salesforce1, we will be removing support for the older Android 4.2 and 4.3 operating systems. Shortly after the completion of the Winter '16 release, version 8.0 of the Salesforce1 downloadable app for Android will be available from Google Play. This version will install only on Android phones running 4.4 or later. The release of Salesforce1 for Android, version 8.0 marks the formal end of support for Salesforce1 on pre-4.4 operating systems and for older versions of the Salesforce1 for Android downloadable app. To ensure a smooth transition for your organization, we recommend that your users update their devices to Android 4.4 or later before attempting to install Salesforce1 for Android, version 8.0.

While users can continue to run previously installed, older versions of Salesforce1 on devices running Android 4.2 or 4.3, Salesforce will no longer provide support in the form of bug fixes or enhancements for any issues users may encounter.



Note: A quick reminder that the Salesforce1 downloadable app for Android is supported on phones only. While Google Play doesn't prevent users from installing the downloadable app on Android tablets, customers should recognize that this app is designed for phones and doesn't offer an ideal user experience on tablets. Salesforce doesn't provide support for any problems encountered when using Salesforce1 for Android on tablets. As an alternative, the Salesforce1 mobile browser app is supported on Android tablets.

With Winter '16, the Salesforce1 mobile browser app is supported on Android phones and tablets running Android 4.4 or later. Users aren't prevented from accessing the mobile browser app on older operating systems but may encounter performance or other issues that Salesforce won't address.

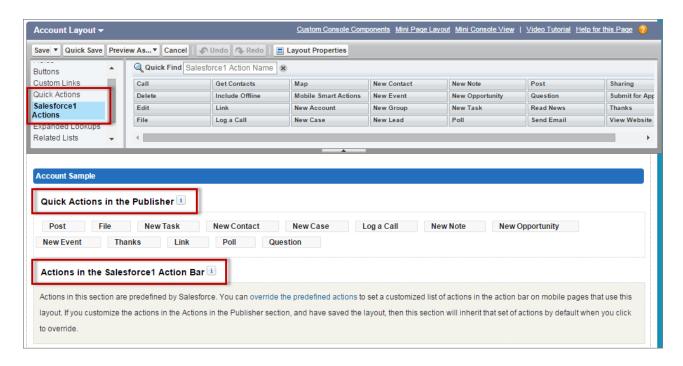
Customize Actions in the Salesforce Action Bar

Focus your mobile users on what they need to do in the field by assigning a different set of actions in the Salesforce1 mobile app than you have in Salesforce. For all of the Salesforce1 apps, you can customize the selection and order of quick actions, productivity actions, and standard and custom buttons, in the action bar and for list item actions, on an object-by-object basis.

To enable this customization, we added a new section to the global publisher layout and to object page layouts, and have renamed the existing actions section. The former Actions category in the palette is now Quick Actions, and we added a new category called Salesforce Actions.

EDITIONS

Customized actions available in: **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, **Contact Manager**, and **Developer** Editions



You can now add actions to:

Quick Actions in the Publisher

This section can contain actions only from the Quick Actions category in the palette. Actions in this section appear in the Chatter publisher in the full Salesforce site.

Actions in the Salesforce1 Action Bar

This section can contain actions only from the Salesforce1 Actions category in the palette. On object page layouts, the Salesforce1 Actions category contains all available types of actions for the object, including quick actions, productivity actions, and standard and custom buttons. Actions in this section appear in the action bar and action menu in Salesforce1.

If you customize the actions in the Quick Actions in the Publisher section, but don't customize the action bar section, then the Salesforce 1 action bar inherits its quick actions from the Quick Actions in the Publisher section.

(1) Important: Customizations you made in the old "Actions in the Publisher" section on the global publisher layout and object layouts continue to populate the Salesforce1 action bar until you choose to customize the new Actions in the Salesforce1 Action Bar section.

If you don't customize the actions in either section, then the action bar inherits a default set of actions predefined by Salesforce. The sets of actions differ between objects, based on the most common or typical activities required for each object. For a complete breakdown of default action ordering in the Salesforce1 action bar, see "How Predefined Actions Are Ordered in the Salesforce1 Action Bar and List Item Actions" in the Salesforce Help.

If you do customize the Actions in the Salesforce 1 Action Bar section on a layout, then Salesforce 1 users see only the actions you selected, in the order you added them, when working on that object or page in Salesforce 1.

SEE ALSO:

IdeaExchange: Customize Salesforce1 Record Actions Bar

Create Custom App Pages with the Lightning App Builder (Generally Available)

The Lightning App Builder is a point-and-click tool that makes it easy to create custom app pages for Salesforce1. With the Lightning App Builder, you can combine various components on a single app home page to give your Salesforce1 users what they need all in one place. You can create App Home pages for custom mobile apps and add them to the Salesforce1 navigation menu, which gives your users quick access to the most important objects or items in an app. Lightning Pages, including custom App Home pages, are supported in all of the Salesforce1 apps.

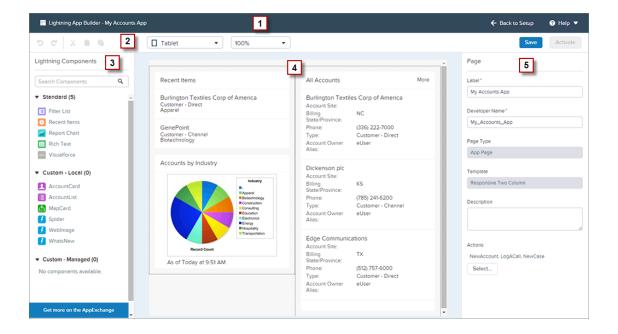
EDITIONS

Lightning App Builder available in: **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

With the Lightning App Builder, you can build App Home pages like this:

- Single-page applications that drill down into standard pages
- Dashboard-style applications, such as apps to track top sales prospects or key leads for the quarter
- "Point" applications to solve a particular task, such as an expense app for users to enter and monitor expenses

You can access the Lightning App Builder in Setup, in the Build section. The Lightning App Builder's user interface makes creating app pages for Salesforce1 easy. Here's a breakdown of the parts of the tool.



Header (1)

The header shows you the label of your Lightning Page. It also gives you the opportunity to return to Setup without saving or to view additional help.

Toolbar (2)

Use the buttons in the toolbar to cut (χ), copy (\blacksquare), and paste (\blacksquare) page content; and to undo (\circlearrowleft), redo (\circlearrowleft), save, or activate your App Home page. You can also view your page in different formats and adjust the canvas size to fit your view.

Lightning Components Pane (3)

The components pane contains all standard and custom Lightning components that are supported for your App Home page. Click and drag a component to add it to the page.

You can also access third-party custom components on the AppExchange using the button at the bottom of the pane.

Canvas (4)

The canvas area is where you build your page.

Properties Pane (5)

Depending on what you select on the page, the properties pane shows either the overall page properties or the properties of the component that you've selected.

Lightning Pages are the underlying technology for the Lightning App Builder. Lightning Pages are built using Lightning components—compact, configurable, and reusable elements that you can drag and drop into the Lightning App Builder.

You can use standard, custom, and third-party components in the Lightning App Builder.

Standard Components

Standard components are Lightning components built by Salesforce. The Lightning App Builder supports these standard Lightning components.

- Filter List (List View)
- Recent Items
- Report Chart
- Rich Text
- Visualforce Page

Custom Components

Custom components are Lightning components that you or someone else have created. With some modifications, custom Lightning components can work in the Lightning App Builder. For more information, see the *Lightning Components Developer's Guide*.

Third-Party Components on AppExchange

The AppExchange provides a marketplace for Lightning components. You can find packages containing components already configured and ready to use in the Lightning App Builder.

Actions add interactivity to your app. You can add global actions to an App Home page in the Lightning App Builder. When users visit your page in Salesforce1, the assigned global actions appear in the page's action bar.

For complete instructions on using the Lightning App Builder, see the Salesforce Help.

Navigate More Quickly with New Swipe Gestures

Version 7.3 of the Salesforce1 downloadable app for iOS includes two new swipe gestures for quickly opening the navigation menu and returning to previously viewed pages.

Users can now open the navigation menu from any page, even pages that don't display the eight anywhere on the header.

We've also made it easier to return to previously viewed pages. Just swipe to the right anywhere along the left edge of the screen. This is especially convenient on larger devices like the iPhone 6 Plus, where it can be harder to reach the \leftarrow icon in the header.

Neither gesture is available when working on an action that requires saving or submitting, like creating a record, posting to Chatter, or logging a call.

Hide the Action Header for Visualforce Custom Actions

When creating a Visualforce page to use as a custom action, you can choose to hide the action's header. Hiding the action header helps prevent user confusion, especially if you have your own buttons specified in the Visualforce page.

To hide the header, add showQuickActionVfHeader="false" to the <apex:page> tag of the custom action's Visualforce page. When the Visualforce custom action renders in Salesforce 1, the header and the Cancel and Save buttons are hidden. Using this attribute doesn't affect how the action displays in the full Salesforce site.

If you don't specify showQuickActionVfHeader, its value defaults to true.

The showQuickActionVfHeader attribute isn't supported in communities.

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Contact Manager
- Database.com
- Developer

Increase Productivity with Rich Text Meeting Notes (Beta)

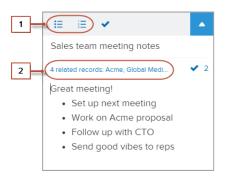
Streamlining mobile user workflow is one of the most important things you can do to help your organization increase productivity and get the most out of Salesforce 1. That's why we're excited to introduce Notes, an enhanced version of the original Salesforce note-taking tool that lets your mobile users take better notes faster. Notes is available in the Salesforce1 mobile browser app (except on BlackBerry devices), the Salesforce1 downloadable app for Android devices, version 6.0 and later, and the Salesforce1 downloadable app for iOS devices, version 6.0.2 and later.



Note: This release contains a beta version of Notes that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community.

With Notes, it's a breeze for your users to:

- Create notes by tapping in the action bar.
- Add bulleted and numbered lists to notes using the icons (1) in the Notes toolbar.
- Relate notes to other records by tapping **Relate Records**. To change the related records, tap the names of the related records (2).
- Create tasks and work with related tasks directly from notes.
- View and search notes by selecting **Notes** in the Salesforce1 navigation menu.



For more information on what your users can do with Notes, check out the video: How to Use Notes (1:34).



EDITIONS

Notes available in: Group, Professional, Enterprise, Performance, Unlimited, Contact Manager, and **Developer** Editions

To enable and set up Notes for use in Salesforce1, see Set Up Notes on page 141 for information.

SEE ALSO:

IdeaExchange: Rich Text in Notes

IdeaExchange: Attach Notes and Attachments to Multiple Records

Associate Price Books with Opportunities in Salesforce1

Your sales reps can now add or change a price book for an opportunity while on the go. Because the Price Book field is now available on opportunities, you can create a quick action that allows users to add this information, using any version of the Salesforce1 mobile app.

Adding the option to associate price books from Salesforce1 involves these steps.

- Create a quick action, selecting Update a Record as the action type. See "Create Object-Specific Quick Actions" in the Salesforce Help.
- **2.** Add the Price Book field to the action layout. To keep the action focused on price books, remove any other fields that aren't appropriate. See "Customize Actions with the Action Layout Editor" in the Salesforce Help.
- **3.** Add the new action to the Salesforce1 action bar on your opportunity page layouts. See "Customize Actions with the Enhanced Page Layout Editor" in the Salesforce Help.

Convert Leads to Contacts (Generally Available)

Sales representatives on the go can convert qualified leads to contacts, as well as create accounts and opportunities. This option is available in all versions of Salesforce1.

In addition to identifying duplicate contacts for the leads your sales representatives want to convert, your reps can create accounts during the lead conversion process. This way, your sales teams aren't limited to selecting from only accounts already in Salesforce when converting leads to contacts.

It's easy to make this option available to your sales reps. From Setup in the full Salesforce site, click **Customize** > **Leads** > **Settings**, and then select the option to enable conversions on the Salesforce1 app.

EDITIONS

EDITIONS

Price books available in: **Professional, Enterprise**,

Performance, Unlimited,

and **Developer** Editions

Lead conversion available in: **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Choose Lead Sources When Converting Leads

When sales reps use Salesforce1 to convert leads to existing contacts, they can choose to keep lead sources from the existing contacts or replace the lead sources with the ones from the converted leads.

Prevent Duplicates When Converting Leads

Depending on the duplicate rules you set up for Duplicate Management, sales reps using Salesforce1 can now receive alerts of possible duplicates for accounts and contacts when converting leads. Sales reps can then decide to either save the records that could create duplicates or select other records to avoid duplicates altogether. For more information, see "Duplicate Management Overview" in the Salesforce Help.

SEE ALSO:

IdeaExchange: Convert Leads in Salesforce1

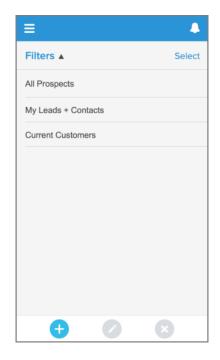
Engage for Salesforce1

Engage for Salesforce1 keeps your sales reps informed about prospect activity in real time. A rep can filter prospects and then add any prospect to a nurture program. You add Engage to the Salesforce1 navigation menu and the Add Prospects action to page layouts. Salesforce Engage is an add-on to Salesforce Pardot. Engage for Salesforce1 is available for all versions of Salesforce1.

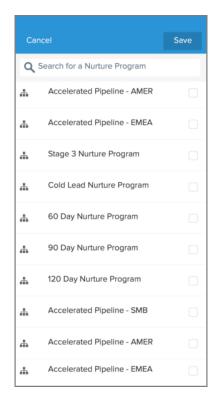
To narrow a list of prospects, a rep can use the predefined filters or filters that you define.

EDITIONS

Engage for Salesforce1 available in: **Professional**, **Enterprise**, and **Unlimited** Editions



A rep can choose any prospect and add it to a nurture program on the spot.



For more information, see Engage for Salesforce1 in the Pardot User Guide.

SEE ALSO:

Salesforce Engage

About Salesforce Engage for Pardot

Create Tasks from Notes with a Swipe (Beta)

Using Notes, the new note-taking tool in the Salesforce1 mobile app, users can quickly turn list items into tasks, with a simple swipe. Notes is available in the Salesforce1 mobile browser app (except on BlackBerry devices), the Salesforce1 downloadable app for Android, version 6.0 and later, and the Salesforce1 downloadable app for iOS, version 6.0.2 and later.



Note: This release contains a beta version of Notes that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community.

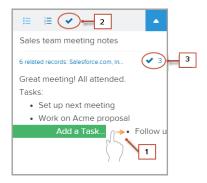
Users can instantly create a task from a note.

- Swipe any line, bulleted item, or numbered item (1) in the note.
- Or tap a line or highlight some text, and then tap \checkmark (2) in the toolbar.

The line, item, or highlighted text automatically becomes the subject of a new task, and the task is related to the note. Users can click (3) in the related records area to view related tasks and mark those tasks complete. Users can also work with these tasks from their task list.

EDITIONS

Notes available in: **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, **Contact Manager**, and **Developer** Editions



To set up Notes, see Set Up Notes on page 141 for information.

Access Salesforce Knowledge Articles with Salesforce1 for Android (Beta)

A beta version of Salesforce Knowledge is now available in version 7.3 of the Salesforce1 downloadable app for Android. Users can search for and read knowledge articles, see articles related to cases, and read comments in article feeds. The Salesforce1 mobile browser app has included Salesforce Knowledge support (generally available) since the Summer '14 release.



Note: Salesforce1 for Android, version 7.3 contains a beta version of Salesforce Knowledge that is production quality but has limited functionality. For a list of limitations when using articles in Salesforce1 for Android, see Salesforce1 Differences from the Full Salesforce Site on page 102.

Users access articles from the Recent section of the Salesforce1 navigation menu. Look for **Knowledge Article Versions** in Salesforce1 for Android or **Articles** in the mobile browser app. To locate this item, it may be necessary to expand the Recent section by tapping **Show More**.

Salesforce Knowledge is automatically included in the navigation menu as part of the Smart Search Items element. See "Salesforce1 Mobile App Navigation Menu" in the Salesforce Help for information about how the navigation menu is populated.

EDITIONS

Salesforce Knowledge is available in **Performance** and **Developer** editions.

Salesforce Knowledge is available for an additional cost in **Enterprise** and **Unlimited** editions.

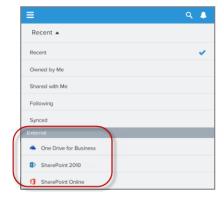
Access and Share External Microsoft and Google Files

If Salesforce Files Connect is set up for your organization, your mobile users can get more business-critical content at their fingertips. With version 7.3 of the Salesforce1 for iOS downloadable app, users can seamlessly access files in Microsoft SharePoint, OneDrive for Business, and Google Drive. Access to external data sources was previously available in the Salesforce1 mobile browser app only.

When browsing the Files list, attaching files to records, or sharing files with groups or in the feed, users can access external files just as they do files stored in Salesforce. Relevant external files appear in the Files list when these filters are applied: Recent, Owned by Me, Shared with Me, or Following. If the Files list is collapsed, an External section lets users navigate directly to outside files.

EDITIONS

Files Connect available in: Enterprise, Performance, Unlimited, and Developer Editions



External file sources are included in the Files list if your organization has Files Connect set up and you have connected file sources. See Access and Share External Microsoft and Google Files on page 95 for more details.

Edit Microsoft Office 365 Files

If Salesforce Files Connect is set up for your organization, your mobile sales reps can seamlessly access and edit Microsoft Office 365 files stored in SharePoint or OneDrive for Business—without having to leave Salesforce1. This feature is available only in the Salesforce1 for iOS download app, version 7.3.

Users can access Office 365 files from the Files list. Excel, Word, and PowerPoint files are opened directly in the appropriate Office 365 mobile app and when the user finishes editing the document, she can switch right back to Salesforce1 with a tap.

Office 365 files are included in the Files list if your organization has Files Connect set up and you have connected file sources. See Access and Share External Microsoft and Google Files on page 95 for more details.

View All Pending Approval Requests in One Location

Salesforce1 lists all pending approval requests in one central place, making it easy for users to keep track of pending approvals and respond to requests while on the go. This feature is now available in the Salesforce1 downloadable app for Android devices, version 7.2. It was previously released in the Salesforce1 downloadable app for iOS devices, version 6.0 and the Salesforce1 mobile browser app.

To view an approval request, open the Salesforce1 navigation menu and tap **Approvals** (or **Approval Requests** in the iOS downloadable app). A list of pending approvals for the current user displays. Tap a specific approval request to view the request details and then tap **Approve** or **Reject**.

Approvers can also tap notifications to open an approval request, view request details, and approve or reject requests.

This item is included in the navigation menu by default. The layout can be configured using the **Setup** menu in the full site.

For more information, see "Approvals in Salesforce1: Limits and Differences from the Full Salesforce Site" in the Salesforce Help.

EDITIONS

Files Connect available in: Enterprise, Performance, Unlimited, and Developer Editions

EDITIONS

Approvals are available in: **Professional, Enterprise, Performance, Unlimited,**and **Developer** Editions

View All Paused Flow Interviews in One Location

For users who work with flows, Salesforce1 lists all paused flow interviews in one central place and makes it easy to resume interviews when out of the office. This feature is now available in the Salesforce1 downloadable app for Android devices, version 7.2. And it's also available in the Salesforce1 mobile browser app.

A *flow* is an application that can execute logic, interact with the Salesforce database, call Apex classes, and collect data from users. You can build flows by using the Cloud Flow Designer. For example, a flow can step support representatives through a call script that provides different questions based on selections that the user makes earlier in the call. This way, the support



Flows are available in:

Enterprise, Performance,
Unlimited, and Developer
Editions

representative doesn't try to sell a product to the customer when she already has the product. A *flow interview* is a running instance of a flow.

To view a paused interview in Salesforce1, select **Paused Flow Interviews** from the navigation menu. A list displays the flow interviews that the current user paused. The user can tap a specific interview to view details and then tap **Resume** or **Delete**. Any valid values that users entered before they paused are saved with the interview, so they don't have to reenter that information when they resume.

The **Paused Flow Interviews** item is included in the Salesforce1 navigation menu by default. You can customize where this item appears in the navigation menu. From Setup in the full Salesforce site, click **Salesforce1 Setup** > **Mobile Navigation**.

Receive Notifications about Posts to Groups

Mobile users can learn about new posts in groups they're members of—even if they aren't specifically mentioned—with a new notification type. These alerts are available as in-app notifications for all versions of Salesforce1 and also as push notifications in version 7.3 of the Salesforce1 downloadable apps. Mentions and new comments in group feeds don't trigger notifications.

Group notifications indicate the name of the colleague who posted and the group posted to. If multiple people post to a group in the same day, each new notification reflects the total number of posts so far.

EDITIONS

Groups available in: **Professional, Enterprise, Performance, Unlimited,** and **Developer** Editions

To make group notifications available to your users, Salesforce1 in-app and push notifications must be turned on. From Setup in the full Salesforce site, click **Salesforce1 Setup** > **Notification Options**.

Users enable group notifications for themselves from the full Salesforce site by selecting the **email every post** option on each desired group's page. This option now turns on the Salesforce1 group notification type in addition to standard email notifications.

If users find group post push notifications too distracting, they can easily opt out while continuing to see in-app notifications about these activities in the notifications list. In the Salesforce1 navigation menu, tap **Settings** > **Push Notification Settings** then turn off **Posts to a group**



Note: Group notifications aren't supported in communities.

Other Changes in Salesforce1

Learn about other changes in the Salesforce1 app.

Other Salesforce Setup and Rollout Enhancements

Salesforce Adoption Manager Available in More Regions

Salesforce Adoption Manager is now available for organizations based in the U.K. and Australia, as well as those in the United States.

Obsolete Publisher Icon Field Removed from Salesforce1 Branding Pages

The Publisher Icon field has been removed from the Salesforce1 Branding pages, which are accessible in Setup by clicking **Salesforce1 Setup** > **Branding**. The publisher icon was removed from the Salesforce1 mobile browser app in Winter '15 and from the downloadable apps starting with version 7.0. Because earlier versions of the downloadable apps are no longer supported, the Publisher Icon field is now obsolete.

Other Device and Browser Support Enhancements

Get Salesforce 1 Notifications on the Apple Watch

When used on iPhones devices, the Salesforce1 for iOS app delivers all Salesforce1 push notifications to the Apple Watch, so a mobile user can see alerts and key updates simply by turning her wrist.

Other Supported Data Enhancements

Access State and Country Picklists

State and country picklists are now available in all versions of Salesforce1. State and country picklists allow users to select states and countries from predefined, standardized lists, instead of directly typing state and country data into text fields. You must enable state and country picklists for your organization first. For more information, see "Enable and Disable State and Country Picklists" in the Salesforce Help.

Access External Data with Lightning Connect

With Lightning Connect, users of the Salesforce1 downloadable app for iOS and the Salesforce1 mobile browser app can view and search data that's stored outside your organization. Lightning Connect accesses the external data in real time via Web service callouts and represents the data in Salesforce external objects. (Lightning Connect is available in Developer Edition and for an extra cost, in Enterprise, Performance, and Unlimited Editions.)

Previously, you could access only Open Data Protocol—exposed data on external systems. Now you can access more types of external systems, so all your users—including Salesforce1 users—get a more complete view of your business. For more information, see Lightning Connect on page 219.

Other Navigation and Actions Enhancements

Scroll More Easily and with Better Context When Viewing Long Lists (Tablets Only)

When using the Salesforce1 mobile browser app on a tablet, it's easier to work with the information displayed on object home pages and in listviews and search results. Users can scroll seamlessly through long lists of records instead of using navigation buttons to switch between multiple pages. And column headings remain at the top of the page when scrolling, so users can always identify the categories of data they're looking at.

Open Most Salesforce URLs Directly in a Salesforce1 Downloadable App

The Salesforce 1 downloadable app for Android, version 7.2 now supports URL schemes, same as the Salesforce 1 for iOS app. When a user taps a Salesforce URL hyperlink, or enters a Salesforce URL into a browser address bar on a mobile device, she's taken directly to that page in Salesforce 1. This saves users from having to manually navigate to desired information in the app.

For example, a user can email a Salesforce URL for an account to some coworkers. Simply by tapping the link in the email, a coworker using a Salesforce1 downloadable app can automatically open the account record in the app.

An administrator or developer can customize a URL scheme to perform a specific action when Salesforce1 launches. See *Salesforce1 Mobile URL Schemes* for more information.

Page Scrolling for Assistive Technology Users Has Changed to Buttons

For assistive technology users, scrolling in the Salesforce 1 for iOS downloadable app is now done with buttons instead of three-finger swiping. Buttons are located at the top and bottom of the page for vertical scrolling and on the left and right for horizontal scrolling

regions. We've replaced three-finger scrolling with scrolling buttons to improve performance and to provide users with a consistent scrolling experience throughout the app.

Call or Log Action Renamed

The **Call or Log** productivity action is now named **Call**. We made this change to clarify the primary use of the action and to differentiate it from the **Log a Call** quick action. The functionality of the **Call** action hasn't changed— it's still possible to use **Call** to log a note on a record without making a phone call first. But it's usually faster to use the **Log a Call** action for this sort of activity. This change is available in the Salesforce1 mobile browser app and in version 7.0 or later of the downloadable apps.

Google Map Images Replace the Map Productivity Action

With a map now appearing in standard address fields, users can see account or contact locations directly on record detail pages. (For a map to display, an address must include the street, city, and either the state, postal code, or country.)

The Google Maps image feature that was released in Spring '15 is replacing the **Map** productivity action. With a map image now appearing in standard address fields, users can see account or contact locations directly on record detail pages. (For a map to display, an address must include the street, city, and either the state, postal code, or country.) Tapping a map image opens the address in a map app, where users can see more details or get directions. See "Maps and Location Services" in the Salesforce Help for more information.

The old 🔕 action is no longer included in the Salesforce1 action bar on accounts, contacts, or person accounts.

Account News Replaces the Read News Productivity Action

The Account News feature that was released in Spring '15 is replacing the **Read News** productivity action. Now sales reps can keep current with personalized, up-to-date news about their accounts directly from Account related information pages. Make sure Account News is enabled—from Setup, click **Salesforce1 Setup** > **Account News**. See "Turn On Account News for the Salesforce1 Mobile App" in the Salesforce Help for more information.



Note: Accounts News is curated using technology provided by Data.com. Account News is available in English only, and only to users in the United States.

For most accounts, Salesforce provides articles from our own news processing platform, which collects news from third-party news providers. On occasion, if a match isn't found in our database, we may search a third-party news provider for news specific to your account, using the account name you've listed in Salesforce. Queries performed by Salesforce are performed using secure protocols and are not linked to individual Salesforce users.

The old 📵 action is no longer included in the Salesforce1 action bar on accounts or person accounts.

Other Search Enhancements

Use Global Search to Find Information in Feed Posts

Salesforce1 mobile browser app users can now use global search in the header () to find posts in the "All Company" Chatter feed. Swipe to the end of the search scope bar and tap **Feeds**.

Searching the feed with global search is a little different than searching other objects. The search page doesn't show a list of recently viewed posts, the app doesn't start looking for matching posts while a user is typing keywords in the search box, and the action bar doesn't display at the bottom of the search results page.

Other Sales Productivity Enhancements

Key Fields Automatically Update When Changing an Opportunity's Stage

Updating the sales stage, either in the Opportunity record or the Sales Path, automatically updates the Forecast Category and Probability %. Previously, users needed to manually refresh the page for these fields to update. This enhancement is available in all Salesforce1 apps. (Opportunities are available in Group, Professional, Enterprise, Performance, Unlimited, and Developer Editions.)

Other Work.com Enhancements

Track Goals and Metrics with Enhanced Goals

Help your sales teams precisely track goals and metrics related to their work with Enhanced Goals. Salesforce1 users can review, edit, and create goals and metrics on the go. See Upgrade to Enhanced Goals (Generally Available) on page 144 for details and help setting up Enhanced Goals. (Enhanced Goals is available in Professional, Enterprise, Performance, Unlimited, and Developer Editions.)

Other Customer Service Tools Enhancements

See File Fields on Articles

Agents and customers can now see file field content when viewing articles in the Salesforce1 for Android and Salesforce1 mobile browser apps. This is especially useful when an article references something in an attached file that isn't well understood without accessing the file. (Salesforce Knowledge is available in Performance and Developer Editions, and for an additional cost in Enterprise and Unlimited Editions.)

Other Chatter Enhancements

Dismiss Recommendations in Feeds

Salesforce 1 mobile browser app users can now dismiss recommendations so they no longer appear in feeds, including community feeds. This applies to all recommendation types, including custom recommendations and the Salesforce Today recommendation.

Add Multiple Topics to a Post

While adding topics to posts, Salesforce1 mobile browser app users can quickly separate multiple topic names with commas or the Tab key. (Topics are available in Group, Professional, Enterprise, Performance, Unlimited, Contact Manager, and Developer Editions.)

Manage Group Members from Related Lists

Using Salesforce 1, group owners and managers can do more to manage group members directly from Members related lists. Swipe left on a name to remove the member or change their role from member to manager. (Groups are available in Professional, Enterprise, Performance, Unlimited, and Developer Editions.)

Focus on Useful Information in Group List Views

To help mobile users focus on the most relevant information, Salesforce1 no longer clutters up group list views with the date and time of the last activity on the feed. And the archived status field is no longer displayed—previously this information was included in group list views when accessed on a tablet. (Groups are available in Professional, Enterprise, Performance, Unlimited, and Developer Editions.)

Other Salesforce Communities Enhancements

Salesforce Communities are available in Enterprise, Performance, Unlimited, and Developer Editions.

Approve or Reject Approval Requests from Approval Related Lists On Records in Communities

You can now assign role-based external users as approvers on records. In all of the Salesforce1 apps, these users can see and take action on records through the My Approvals and Approval History related lists. Role-based external users with Customer Community, Customer Community Plus, and Partner Community licenses, and Portal users who are a member of a Salesforce community, can use Salesforce1. Users with high-volume licenses, such as High Volume Customer Portal and Authenticated Website, can't approve records.

External users can't submit requests for approval in Salesforce1.

See External Users Can Now Directly Approve or Reject Approvals from the Approval History Related List on Records on page 123 for more information.

Add Records to Chatter Groups in Communities

Increase collaboration on the go by allowing communities members to add records to groups. This option is available in all versions of Salesforce 1. For more information, see Communities Members Can Now Add Records in Groups on page 121.

Create Custom Recommendations in Community Feeds from a Different Location in Community Management

Drive engagement with your mobile community users by adding custom recommendations to community feeds. Custom recommendations are supported in the Salesforce1 mobile browser app for any community using the Salesforce Tabs + Visualforce template. You now create custom recommendations for communities from a different location in Community Management, by clicking **Recommendations** > **Recommendations**.

To clarify some misinformation in the Salesforce Spring '15 Release Notes, communities using the Napili template do not support custom recommendations in the Salesforce1 mobile browser app. We don't recommend using Salesforce1 to access communities that use Napili or any other Community Builder template because these communities contain rich styling that doesn't display in the mobile app. See "Access to Communities Using Salesforce1" in the Salesforce Help for more information.

Other Offline Enhancements

See Improved Visual Feedback During Page Loading

All Salesforce1 users now experience a smoother transition while pages are loading. We've added placeholder images and an activity bar to improve transitions between pages and increase the overall responsiveness of the app.

Offline Settings Link on the Salesforce1 Setup Page Renamed

In Setup in the full site, on the Salesforce 1 Setup page, the **Offline Sync** link has been renamed **Offline Cache** to match terminology used on the Salesforce 1 Offline Settings page.

Other Security Enhancements

Connected App IP Relaxation and Continuous IP Enforcement

There's a new security setting that continuously restricts Salesforce access—including login requests from connected apps like the Salesforce1 downloadable apps—to only the IP addresses that are defined in Login IP Ranges. If you previously relaxed IP restrictions for any of the downloadable apps then decide to turn on the Enforce login IP ranges on every request option, user access to the mobile apps may change. See Continuously Enforce IP Addresses in Login IP Ranges on page 314 for more information about this new setting. And see Connected App IP Relaxation and Continuous IP Enforcement to learn how connected app IP relaxation settings interact with continuous IP enforcement.

For other connected app enhancements, see Connected App Improvements for Finer Control and Easier Administration on page 321.

Comply with Data Protection Requirements Using Platform Encryption (Generally Available)

Data that's encrypted with Platform Encryption is supported in all versions of Salesforce1. See Comply with Data Protection Requirements Using Platform Encryption (Generally Available) on page 311 for more information.

When Salesforce1 users interact with encrypted data, keep in mind:

- Search can't find data in encrypted fields.
- Related lists on Accounts and Contacts are empty when the Name field is encrypted.
- File encryption indicators don't display in the app.
- Records cloned by users who don't have the "View Encrypted Data" permission include masked data for encrypted fields.

Other Miscellaneous Enhancements

Experience Faster App Loading

We've improved performance of the Salesforce1 downloadable app for iOS, version 7.3 by changing how the app looks and behaves when it's loading.

• When logging in to Salesforce1 for iOS the first time, the user now sees a gray splash screen with a blue header until custom or default branding resources, such as logo and background color, finish downloading. It's possible this login session may complete

before there's time to display any branding. When the app loads on subsequent logins, the user sees a branded splash screen—which includes any custom branding applied to the app by your organization. See "Custom Branding for the Salesforce1 Mobile App" in the Salesforce Help..

• Whenever the user backgrounds or foregrounds the app, your organization's custom-branded splash screen displays, as before.

But for organizations using the default Salesforce1 branding, the app simply blurs the screen during backgrounding and foregrounding.

Salesforce Differences from the Full Salesforce Site

The Salesforce 1 app doesn't have all of the functionality of the full Salesforce site, and in some cases includes features that aren't available in the full site.

For features introduced or updated in Summer '15, these areas have differences:

Supported Salesforce Data

Salesforce1 users can't add products with revenue or quantity schedules to opportunities. If this is attempted, the product appears on the opportunity, but the schedule isn't created. Users also can't reestablish a product schedule from an opportunity.

Notes (Beta)

- Salesforce1 users can access all of their notes from the **Notes** item in the Salesforce1 navigation menu. The full site doesn't include a **Notes** tab. Instead, notes are accessed from the **Files** tab.
- Users can't relate a note to multiple records in the full site.

Work.com Enhanced Goals

When using Enhanced Goals in Salesforce1, users can't:

- Share goals and metrics
- Link metrics to reports
- Refresh metrics that are linked to reports
- Link parent goals and subgoals
- Add goal images

Salesforce Knowledge

When using Salesforce Knowledge in Salesforce1:

- Articles can't be created, edited, translated, or archived.
- Only published articles are available—not draft or archived articles.
- Articles can't be linked to cases.
- Videos and tables are cut off on the right side when included in article rich text fields.

These issues also exist when searching for articles in Salesforce1 for Android, version 7.3:

- Search results show up to three articles only.
- The type ahead and snippets and highlighting features aren't available.
- Only articles in the user's language are returned and only if that language is an active Knowledge language (from Setup,
 Customize > Knowledge > Knowledge Settings). To see articles in another language, users can change to an active Knowledge language—from My Settings, use the Quick Find search box to locate the Language & Time Zone page.
- The article promoted search term feature only works on the user's language and only if that language is an active Knowledge language.

Salesforce1 Reporting

Summary and matrix reports that use conditional highlighting can't be viewed in Salesforce1.

Chatter Feeds

Salesforce1 users can't edit feed posts or comments. Feed items edited in the full site do appear in Salesforce1.

Salesforce Communities

Role-based external users can approve or reject approval requests from Approval related lists on records in communities. But they can't use Salesforce1 to submit requests for approval.

Security

If Salesforce1 users interact with data encrypted by Platform Encryption, keep in mind:

- Search can't find data in encrypted fields.
- Related lists on Accounts and Contacts are empty when the Name field is encrypted.
- File encryption indicators don't display in the app.
- Records cloned by users who don't have the "View Encrypted Data" permission include masked data for encrypted fields.

For complete details about the Salesforce features that are different in Salesforce1, see "Salesforce1 Limits and Differences from the Full Salesforce Site" in the Salesforce Help in the Salesforce online help.

Salesforce 1 App Development Overview

Several Force.com platform enhancements support Salesforce1 development.

- Lightning Components
- Visualforce
- API Support

Lightning Components

You can now render string fields as picklists in custom Lightning components you've configured for the Lightning App Builder. For more information see Create Picklists for Lightning App Builder Components on page 271.

See Lightning Components on page 268 for other enhancements to the Lightning Component framework.

Visualforce

Custom marker icons let you add style or branding to a map. You can also use custom markers to show different kinds of locations on the same map. For details, see Customize Visualforce Maps with Custom Markers on page 250.

You can add information related to a location to Visualforce maps with info windows. Info windows appear when the user clicks or taps on a map marker. For details, see Enrich Visualforce Maps with Info Windows on page 250.

API Support

The Force.com APIs support Salesforce1 development. Unless otherwise noted, these enhancements for Salesforce1 development were made available in API version 34.0.

Chatter REST API

There's a new enabled parameter for the /connect/scheduled-recommendations and /connect/scheduled-recommendations/**scheduledRecommendationId** resources, to indicate whether a recommendation is scheduled.

There's a new actionUrlName parameter for the /connect/recommendation-definitions and /connect/recommendation-definitions/**recommendationDefinitionId** resources, to customize the label for recommendations.

These recommendations appear directly in the feed when using the Salesforce1 mobile browser app. For more information, see New and Changed Chatter REST API Resources on page 286.

Metadata API

A new field, platformActionList, was added to the FlexiPage and Layout Metadata types. PlatformActionList represents the list of actions, and their order, that display in the Salesforce1 action bar for the respective context: Lightning Page or page layout. For more information, see Metadata Types and Fields on page 298.

Chatter Mobile for Android No Longer Supported as of Summer '15

Shortly after completion of the Summer '15 release, Chatter Mobile for Android, version 3.4 will be removed from Google Play and will no longer be supported by Salesforce. To ensure uninterrupted mobile access to your Salesforce data, we recommend that your users switch to the Salesforce1 downloadable app for Android as soon as possible.

Users who have already installed Chatter Mobile can continue to use the app after Salesforce support ends. But Salesforce will no longer provide assistance in the form of enhancements, investigations, or bug fixes for any issues that your users encounter. After Chatter Mobile is removed from Google Play, it won't be possible to reinstall the app, nor will users be able to do a new installation of the app on any Android device.

Customers are highly encouraged to migrate to the Salesforce1 downloadable app for Android. We are focused on making Salesforce1 the mobile experience that best serves your needs. Salesforce1 contains the functionality of the Chatter Mobile app, plus a broad range of productivity and CRM features: access to Salesforce objects and records, activity management with tasks, notes, and events, and progress monitoring with dashboards and reports. Plus you can customize Salesforce1 with mobile-optimized Visualforce pages, custom quick actions, and custom or third-party apps.

The Salesforce1 downloadable app for Android currently supports Android phones with Android 4.2 or later. See "Requirements for the Salesforce1 Mobile App" in the Salesforce Help for more information.

Mobile Dashboards for iPad App No Longer Supported as of Summer '15

With the Summer '15 release, the Mobile Dashboards for iPad app will be removed from the App Store and will no longer be supported by Salesforce. We encourage customers who currently use the Mobile Dashboards for iPad app to switch to the Salesforce1 mobile app instead.

Users who have the app installed on an iPad device can continue to use it, but if the app is deleted, it won't be possible to reinstall it. And it won't be possible to install the app on new iPad devices.

We are focusing our mobile development resources on the Salesforce1 mobile app. Salesforce1 is available for iPad devices and has similar functionality to the Mobile Dashboards for iPad app, in addition to other enhanced analytics features. With Salesforce1, users can view filtered and dynamic dashboards, drill down into reports, and share dashboard snapshots in feeds.

Communities: New Community Management Options, Community Case Feed

Summer '15 brings you enhancements to community analytics, improved Community Management tools, the ability to edit your conversations, associating records to groups, development of our self-service templates with a brand new case feed built on Chatter, and much more.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

IN THIS SECTION:

Community Management

Managing your community just got easier. Community managers can now create custom recommendations to drive engagement, manage topics more easily, and customize their

community pages in one place. A list of resources directly in Community Management ensures they'll have what they need to be successful.

Community Builder

Community Builder now lets you publish from the sandbox.

Community Templates

With all self-service templates in Summer '15, users can attach community files to question and answer posts and see a helpful case list view. The new community case feed lets community users and support agents view all case interactions in a unified, Chatter-based design. And the Napili template now highlights topic experts and lets users make their profiles public.

Community Reporting

Community reporting just got awesome! Now you can grant partner and customer users permissions to create and edit reports. In addition, shortly after the Summer '15 release you'll be able to install an updated version of the Communities Dashboards package on AppExchange. This package will include an updated Licenses dashboard, additional report filters for users, and reports on feed editability.

Other Changes in Communities

Other important changes to Communities include community member access to records in groups, the ability to share more contact information with guests, a new Apex method for creating Communities users, improved SEO for more targeted searching, and email redirection improvements.

SEE ALSO:

How and When Communities Features Become Available

Video: What's New in Communities in Summer '15

IdeaExchange: Communities Ideas Delivered in Summer '15

Community Management

Managing your community just got easier. Community managers can now create custom recommendations to drive engagement, manage topics more easily, and customize their community pages in one place. A list of resources directly in Community Management ensures they'll have what they need to be successful.

IN THIS SECTION:

Streamlined Community Management Overview Page

The Community Management Overview page provides only the most relevant information you need. Links to best practices, release information, and groups in the Success Community ensure that community managers have what they need to be successful.

More Intuitive Community Management Navigation

Some of the Administration nodes and links in Community Management have been renamed or moved.

Create Custom Recommendations

Create recommendations to drive engagement for your community, encouraging users to watch videos, take trainings, and more. Edit these recommendations in Community Management, where they're supported in feeds in the Salesforce1 mobile browser app and in any community using the Summer '15 or later version of the Napili template.

Merge, Rename, or Delete Topics in Communities

As the number of topics in your community grows, curate them to improve usability. In Community Management, you can merge, rename, and delete topics in one convenient location. In Summer '15, topic merging is fully featured, now including topic-following and endorsement data.

Customize Your Community's Change Password and Forgot Password Pages

Use a custom Community Builder (Site.com Studio) or Visualforce page instead of the default Change Password and Forgot Password pages.

Override Default Community Pages in Community Management

You can replace the standard Community Home page and Service Not Available page with custom company-branded pages directly in Community Management.

Customize Visualforce Error Pages For Authenticated Users

You can use custom Visualforce error pages for authenticated users instead of the default Visualforce error pages.

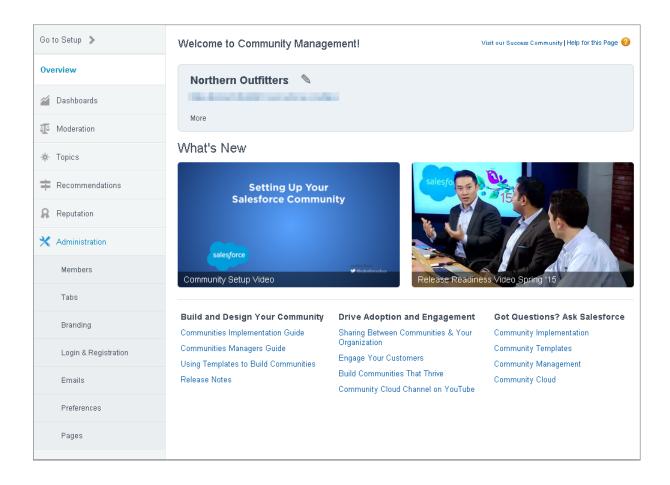
Other Changes in Community Management

Other important changes in Community Management include what happens when you change your community template and where you can flag files.

Streamlined Community Management Overview Page

The Community Management Overview page provides only the most relevant information you need. Links to best practices, release information, and groups in the Success Community ensure that community managers have what they need to be successful.

- A list of community resources give you quick access to documentation, playbooks, and groups in the Success Community.
- Videos provide relevant release information right at your fingertips.
- Click **More** to access your community status and template options.
- Ouick Links have been removed.
- The Force.com and Site.com Studio links under **Advanced Customization** are now on the **Administration** > **Pages** node.



More Intuitive Community Management Navigation

Some of the Administration nodes and links in Community Management have been renamed or moved.

We made the following changes:

- The Administration > Miscellaneous node has been renamed to Preferences.
- The Advanced Customization links to Force.com and Site.com Studio are now on the Administration > Pages node. Previously, these links appeared on the Overview page.

Create Custom Recommendations

Create recommendations to drive engagement for your community, encouraging users to watch videos, take trainings, and more. Edit these recommendations in Community Management, where they're supported in feeds in the Salesforce1 mobile browser app and in any community using the Summer '15 or later version of the Napili template.

In Community Management, select **Recommendations** > **Recommendations**. For instructions on creating recommendations, see Customize Recommendations in Communities in the Salesforce Help.

In the Salesforce1 mobile browser app, recommendations appear directly in the feed. In communities using the Summer '15 or later version of the Napili template, recommendations appear by default on the right side of the home page. Recommendations don't appear in other communities.

Chatter REST API and Chatter in Apex also support custom recommendations.

SEE ALSO:

IdeaExchange: Allow Customization of Chatter Recommendations

Merge, Rename, or Delete Topics in Communities

USER PERMISSIONS

To access the Community Management page:	"Manage Communities"	
	OR	
	"Create and Set Up Communities"	
To create topics:	"Create Topics"	
To merge topics:	"Merge Topics"	
To delete topics:	"Delete Topics"	
To rename topics:	"Edit Topics"	

As the number of topics in your community grows, curate them to improve usability. In Community Management, you can merge, rename, and delete topics in one convenient location. In Summer '15, topic merging is fully featured, now including topic-following and endorsement data.

- 1. From the community, click in the global header.
- 2. At left, click **Topics** > **Topic Management**.
- **3.** Do any of the following:
 - To create a topic (often with a plan to merge existing ones into it), click **New**.
 - To combine existing topics, click Merge. (Merging a topic automatically redirects existing hashtags in posts.)
 - To rename or delete a topic, click
 - 1 Tip: If you don't see a topic you want to rename or delete, either search for it or click **Show More** below the topic list.

SEE ALSO:

IdeaExchange: Allow Topic Merging and Deleting'

Customize Your Community's Change Password and Forgot Password Pages

Use a custom Community Builder (Site.com Studio) or Visualforce page instead of the default Change Password and Forgot Password pages.

In Community Management, go to **Administration** > **Login & Registration** to change your page assignments. You can use a custom Community Builder (Site.com Studio) or Visualforce page to override the default pages.

The Forgot Password page can be customized in Community Builder or Visualforce. If you want to use a custom Community Builder Forgot Password page, first publish your page in Community Builder.

The Change Password page can only be customized in Visualforce.

Page selections made in Community Management override previous page selections specified in the Site.com and Force.com site settings. For more information, see *Use Custom Change Password and Forgot Password Pages in Your Community* in the Salesforce Help.

Override Default Community Pages in Community Management

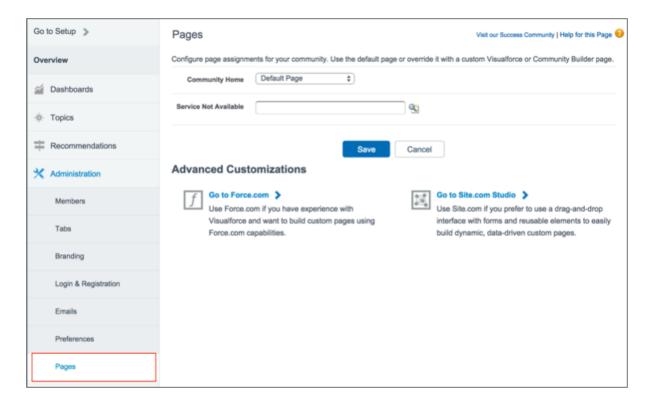
You can replace the standard Community Home page and Service Not Available page with custom company-branded pages directly in Community Management.

The Community Home page is shown to unauthenticated users in a public community and it allows you to specify a landing page for guest users without setting up redirects. Previously, the Community Home page was set in Visualforce or you had to create URL redirects to specify a Site.com page.

The Service Not Available page is shown when the community is not available due to a service outage. Previously, the Service Not Available page was set in Force.com. Use a static resource file to override the Service Not Available page.

In Community Management, go to **Administration** > **Pages** to customize your community page assignments. Select a Community Builder (Site.com Studio) or Visualforce page to override the Community Home page.

Page selections made in Community Management override previous page selections specified in the Site.com and Force.com site properties. For more information, see Override Default Pages in Your Community with Custom Pages in the Salesforce Help.



Customize Visualforce Error Pages For Authenticated Users

You can use custom Visualforce error pages for authenticated users instead of the default Visualforce error pages.

In Community Management, select **Administration** > **Preferences**, and then select Use custom Visualforce error pages. Then in **Administration** > **Pages**, click **Go to Force.com** to specify your custom page.

When Use custom Visualforce error pages is selected, users who are logged in to the community will only see your custom Visualforce error pages. When Use custom Visualforce error pages is not selected, users logged in to the community see the default Visualforce error pages. Guest users who aren't logged in to the community will always see the custom Visualforce error pages, regardless of whether or not you select the Use custom Visualforce error pages option.

Other Changes in Community Management

Other important changes in Community Management include what happens when you change your community template and where you can flag files.

Changing Your Community Template Doesn't Change Your Community Pages

If you change your community template, make sure that your community pages are still the best choice for your updated community template.

For example, if you previously had a Salesforce Tabs + Visualforce template and switched to a Community Builder-based template, consider updating your pages to use Community Builder pages instead of Visualforce pages. If required, customize your community in Community Builder and publish the changes.

Flagging Files Not Available in the UI for Communities Created with Community Builder-based Templates

You can't flag files in communities created with a Community Builder-based template in the user interface, instead you must use the API. Even if Allow members to flag content is enabled, you won't see the **Flagged Files** node in Community Management.

Community Builder

Community Builder now lets you publish from the sandbox.

IN THIS SECTION:

Publish a Community from the Sandbox

Communities that were created using one of the three self-service templates (Koa, Kokua, or Napili) require publication to be available to users. Previously, you could only publish such a community in production. Now you can use the sandbox to test your changes before they go live.

Publish a Community from the Sandbox

Communities that were created using one of the three self-service templates (Koa, Kokua, or Napili) require publication to be available to users. Previously, you could only publish such a community in production. Now you can use the sandbox to test your changes before they go live.

For a community to be published from the sandbox, it must have a Force.com domain as the basis for its URL. Now communities built using self-service templates are configured so you can publish them for testing purposes, regardless of their original domains.

To publish a community from your sandbox, click the **Publish** button in the Community Builder toolbar.



Community Templates

With all self-service templates in Summer '15, users can attach community files to question and answer posts and see a helpful case list view. The new community case feed lets community users and support agents view all case interactions in a unified, Chatter-based design. And the Napili template now highlights topic experts and lets users make their profiles public.

IN THIS SECTION:

View All Case Interactions in the Community Case Feed (Generally Available)

With the community case feed, agents and community users in Summer '15 see the life cycle of a case from start to finish: all case interactions appear in a unified, chronological Chatter case feed. Community users benefit from the added functionalities of Chatter, while new features on the support side make it easier for agents to provide more efficient, personalized support.

Display Custom Recommendations in Napili Communities

Recommendations drive engagement for your community, encouraging users to watch videos, take trainings, and more.

See Knowledgeable People with the Napili Template

Highlight topic experts so the community can direct questions straight to them. The Knowledgeable People component displays up to 5 experts, chosen based on factors such as best answers, mentions, or likes on questions and posts.

Select Files from Self-Service Communities in Question and Answer Posts

When attaching files in question and answer posts in self-service communities built on the Napili template, users can now choose whether to select a file from the community, or upload a file from their computer or mobile device.

Contact Information Visibility Setting Added to Napili Template

Users can now choose to show their contact information details to quest users who aren't logged in to the community.

Email Notifications Option Removed from User Profile Detail on Napili Template

We removed the Receive email notifications component from the User Profile Detail view.

Napili "Ask the Community" Component Renamed, Moved to Top of Page

We heard your feedback! The "Ask the Community" component has a new label and location.

New Look for Case List View in Community Templates

Users in communities that are built on the self-service templates now have an easily scannable, compact list view of their cases.

User Profile Details and Cases List Available in Koa and Kokua Templates

The Profile Home component on the My Cases page in the Koa and Kokua templates has been replaced with the User Profile Header, User Profile Details, and My Cases components. Users in communities created with these templates can now see profile details and a list of their cases when viewing their profile.

New Feed Detail Page in Self-Service Templates

Users in self-service communities where the community case feed is enabled can access the Feed Detail page, which displays an individual case feed item and any comments on it. Users reach the page by clicking a feed item's time stamp.

View All Case Interactions in the Community Case Feed (Generally Available)

With the community case feed, agents and community users in Summer '15 see the life cycle of a case from start to finish: all case interactions appear in a unified, chronological Chatter case feed. Community users benefit from the added functionalities of Chatter, while new features on the support side make it easier for agents to provide more efficient, personalized support.

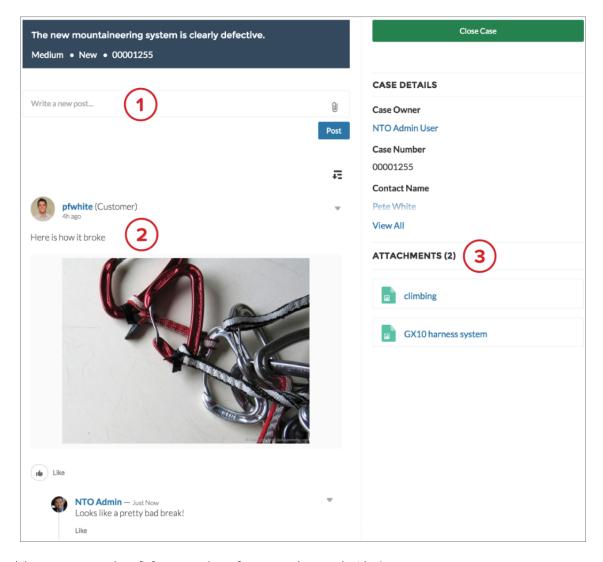
The community case feed gives users in communities built on the self-service templates an intuitive, versatile environment where they can manage their cases. Users can:

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

- See all case interactions in a unified feed, including Chatter posts, questions related to the case, and case emails
- Create Chatter posts and attach files to cases (1)
- Bookmark, like, and comment on posts, and mention other users
- View images and comments inline, making it easy to scan the feed for details (2)
- View all case attachments in the Attachments sidebar (3)



Meanwhile, support agents benefit from several new features on the console side. Agents can:

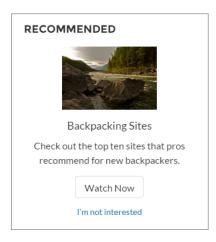
- View all case interactions in the console case feed
- Use the Community action in the case feed to create Chatter posts on customer cases and respond to community questions
- Edit the visibility of published case posts

The community case feed is available in all communities built on the self-service community templates, as well as those built on the Salesforce Tabs + Visualforce template. It can be added to new communities created after the Summer '15 release or to communities that have been upgraded to the Summer '15 templates. To learn more, see Give Agents More Options with the Community Case Feed (Generally Available).

Display Custom Recommendations in Napili Communities

Recommendations drive engagement for your community, encouraging users to watch videos, take trainings, and more.

If no recommendations have been created for your community, you can configure the Recommendations component. However, the component doesn't appear on the Home page until a recommendation is created. Create recommendations using Community Management.



See Knowledgeable People with the Napili Template

Highlight topic experts so the community can direct questions straight to them. The Knowledgeable People component displays up to 5 experts, chosen based on factors such as best answers, mentions, or likes on questions and posts.



Communities created in Summer '15 and later will see the Knowledgeable People component automatically. For older communities, complete these steps to add the component:

- **1.** From the community, click in the global header.
- 2. Click Administration > Preferences, and select Enable knowledgeable people on topics.
- **3.** Click **Administration** > **Pages**, and go to Site.com Studio.
- **4.** In the Site Pages section, double-click the **main** page.
- 5. In the Views tab at left, double-click Napili Topic View.
- 6. Click the Page Elements tab 🗼, and search for the Knowledgeable People component.
- 7. Right-click the component, and place it in the div.cSecondaryContent section.

For more details, see the Community Templates for Self-Service Implementation Guide.

Select Files from Self-Service Communities in Question and Answer Posts

When attaching files in question and answer posts in self-service communities built on the Napili template, users can now choose whether to select a file from the community, or upload a file from their computer or mobile device.

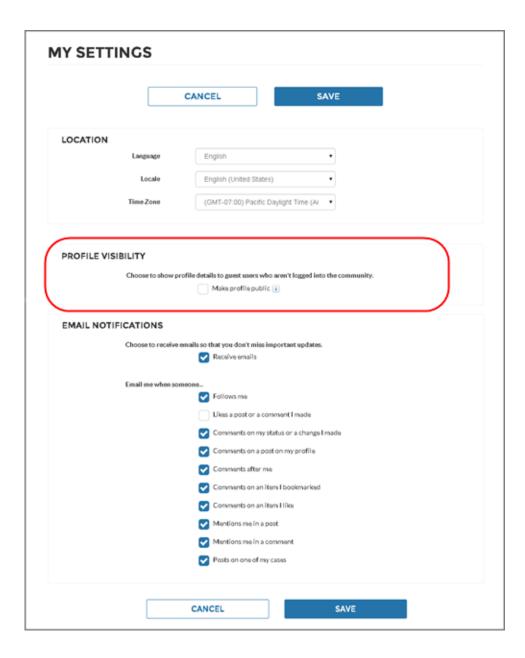
When attaching a file to a question or answer post, users can choose **Select a File** to browse or search for a file to share.



Contact Information Visibility Setting Added to Napili Template

Users can now choose to show their contact information details to guest users who aren't logged in to the community.

The My Settings page has a new Profile Visibility section that includes the Make profile public checkbox. Selecting the checkbox shows user contact information details to guest users in the community. If unchecked, only internal community members see details. The Name or Nickname and About Me fields are always visible to guest users, regardless of this setting.



Email Notifications Option Removed from User Profile Detail on Napili Template

We removed the Receive email notifications component from the User Profile Detail view.

Your users can easily update their email notification settings in the My Settings menu. The menu is available in the Profile Header as long as the Show User Settings in Menu checkbox is selected in the Profile Header properties. For more information, see the Community Templates for Self-Service Implementation Guide.

Napili "Ask the Community" Component Renamed, Moved to Top of Page

We heard your feedback! The "Ask the Community" component has a new label and location.

Users in communities built on the Napili template now see the **Ask a Question** button in the top-right corner of the Home and Topic View pages.



The button still appears at the bottom of the pages for convenience.

New Look for Case List View in Community Templates

Users in communities that are built on the self-service templates now have an easily scannable, compact list view of their cases.

ACTIVITY CA	SES					
MY CASES						Create Case
Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
00001256	Pete White	Rain fly coming loose	New	Medium	3/27/2015 9:26 AM	NUser
00001255	Pete White	The new mountaineering sy	New	Medium	3/26/2015 10:33 PM	NUser
00001254	Pete White	What do you recommend fo	New	Medium	3/26/2015 3:56 PM	NUser
00001253	Pete White	Down leak from sleeping ba	New	Medium	3/26/2015 3:20 PM	NUser

Users in Napili template communities reach the case list view by clicking the Cases tab on their profile. For Koa and Kokua community users, the case list view is visible on their profile page.

Users can view details for a case by clicking the case number, and sort a column by clicking the column header.



Note: In the Napili case list view, only case numbers and case owner names are clickable. In the Koa and Kokua case list views, only case numbers are clickable.

The case list view change applies for desktop and tablet only.

Customizing the Case List View

The order and type of the case list view columns are determined by which fields are exposed in the list view assigned to that component.

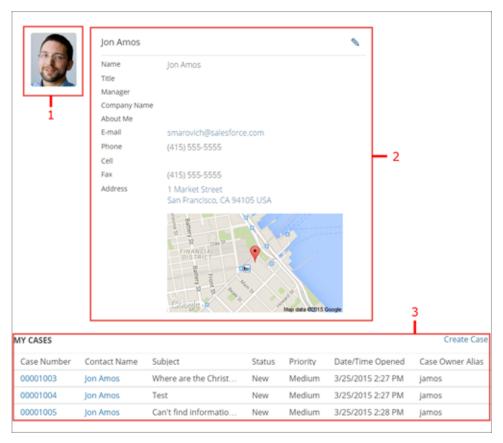
- In Napili templates, the case list view is part of the User Profile Tabs component on the Profile page.
- In Koa and Kokua templates, the case list view is part of the **My Cases** component of the **My Cases** page.

To customize the columns that appear in the case list view, either edit the assigned list view or assign a custom list view. By default, the template uses the AllOpenCases view.

User Profile Details and Cases List Available in Koa and Kokua Templates

The Profile Home component on the My Cases page in the Koa and Kokua templates has been replaced with the User Profile Header, User Profile Details, and My Cases components. Users in communities created with these templates can now see profile details and a list of their cases when viewing their profile.

The User Profile Header component (1) allows you to upload your profile photo. The User Profile Details component (2) allows you to edit profile details. The My Cases component (3) lets you view a list of your cases and create a new case.

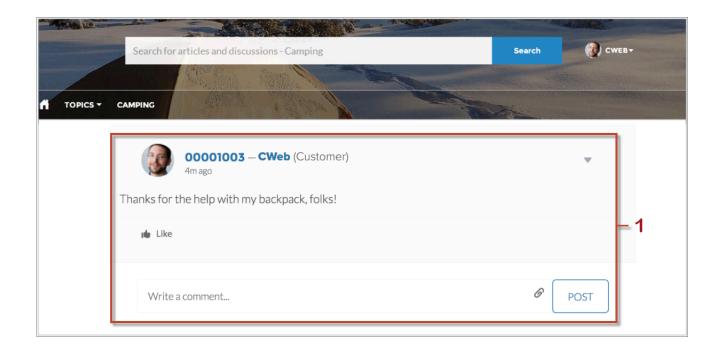


For more information about the case list view, see New Look for Case List View in Community Templates.

New Feed Detail Page in Self-Service Templates

Users in self-service communities where the community case feed is enabled can access the Feed Detail page, which displays an individual case feed item and any comments on it. Users reach the page by clicking a feed item's time stamp.

The Feed Detail page contains the Feed Item Detail component (1). The component displays the detailed view of an individual post or comment in the case feed, and isn't configurable.



Community Reporting

Community reporting just got awesome! Now you can grant partner and customer users permissions to create and edit reports. In addition, shortly after the Summer '15 release you'll be able to install an updated version of the Communities Dashboards package on AppExchange. This package will include an updated Licenses dashboard, additional report filters for users, and reports on feed editability.

IN THIS SECTION:

Report Management for Partner and Customer Users—Create and Edit Reports

Community partner and customer users can now create and edit reports in their own personal folder or in a privately shared folder if they have sufficient permissions. You can grant partner and customer users permissions to create and edit reports through their profiles or by using permission sets. After you grant the required permissions, they can use the drag-and-drop Report Builder tool.

Enhanced Dashboards, Reports, and Metrics Added to the Communities Dashboards Package

An updated version of the Salesforce Communities Dashboards package will be available on AppExchange shortly after the Summer '15 release. You get an improved License dashboard, the ability to filter your reports by user detail, and report on record feeds.

Report Management for Partner and Customer Users—Create and Edit Reports

Community partner and customer users can now create and edit reports in their own personal folder or in a privately shared folder if they have sufficient permissions. You can grant partner and customer users permissions to create and edit reports through their profiles or by using permission sets. After you grant the required permissions, they can use the drag-and-drop Report Builder tool.

To allow partner and customer users to create and edit reports, turn on the "Create and Customize Reports," "Report Builder," and "Edit My Reports" permissions through custom profiles or permission sets. These permissions were added to the following external user licenses that already have the "Run Reports" permission:

- Customer Community Plus
- Customer Community Plus Login
- Partner Community

- Partner Community Login
- Gold Partner
- Silver Partner
- Customer Portal Manager
- Customer Portal Manager Custom



Note: Permissions to create and edit reports aren't available for high-volume licenses, such as Customer Community or High Volume Customer Portal.

Considerations and Limitations

- If your organization existed before the Summer '13 release, you must first turn on enhanced sharing for reports and dashboards before granting role-based users permissions. See Analytics Folder Sharing.
- Data visibility is based on two main things: the account role the partner or customer belongs to and your organization's sharing rules. Your organization's field-level security is respected meaning that if a field is not visible for external users, a partner or customer user won't see it in Report Builder.
- If you want your external users to create or edit reports in a privately shared folder, grant them "Viewer" access on the folder.
- If you want your external users to export report data, grant them the "Export Reports" permission.
- External users can't create, edit, or view reports in the Unfiled Public Reports folder.
- Depending on what objects, fields, and categories your external users have access to, they might see custom report types in the UI when creating a new report. Custom report types are visible if a user has read access on any fields or objects included in the custom report type.

For more information about setting up report management for external users, see Set Up Report Management for External Users—Create and Edit Reports in the Salesforce Help.

SEE ALSO:

IdeaExchange: Partner Portal - Report Options

Enhanced Dashboards, Reports, and Metrics Added to the Communities Dashboards Package

An updated version of the Salesforce Communities Dashboards package will be available on AppExchange shortly after the Summer '15 release. You get an improved License dashboard, the ability to filter your reports by user detail, and report on record feeds.

The updated package provides:

Improved Licenses Dashboard

The License dashboard now provides daily tracking of license usage and enhanced visualization of the licenses used and allocated. For login-based community licenses, you can track login usage for the current month compared to your allocated monthly logins. You can determine if there are any trends in your login usage and see any possible overages using the monthly trend report. You can also now easily track how many users are members of multiple communities. In order to use this improved dashboard, you'll need to specify your community license limits. For more information, see the *Communities Managers Guide*.

Report on Record Feeds

You can monitor record feed engagement on standard and custom objects by creating a custom report type from Object>ObjectFeeds. This custom report type allows you to report on feed activity for all standard objects that have feed tracking enabled, such as accounts, cases, leads, opportunities, and custom objects. You'll also be able to track the number of feed

edits and see what type of users are editing feeds. This package provides an Account Feeds dashboard that you can use as an example to create your own customized dashboards.

Filter By User Detail

The **Network Members** custom report type gives you access to the following lookup fields: lastLoginDate, Department, Country, Role, and Profile. These lookup fields can help you gain deeper insights into your data. To display these additional fields in your reports, edit the custom report type layout and click **Add fields related via lookup**.

With access to user detail, you could re-purpose member reports to report on other things such as accounts. For example, you can make a copy of a member report and then add the User. Account field through the **Network Members** lookup fields. This approach allows you to take the Top 10 Members By Contribution report to create a new report called Top 10 Accounts by Contributor report. You could customize reports to provide data on:

- Number of accounts by type (customer or partner)
- Top accounts by number of logins over a specific time range
- Top inactive accounts

Other Changes in Communities

Other important changes to Communities include community member access to records in groups, the ability to share more contact information with guests, a new Apex method for creating Communities users, improved SEO for more targeted searching, and email redirection improvements.

IN THIS SECTION:

Communities Members Can Now Add Records in Groups

Community members can now collaborate over records as a team by adding them to Chatter groups in their communities.

Edit Posts and Comments in Your Community

Users in communities created with either the Salesforce Tabs + Visualforce template or the Napili template can now edit their posts and comments. As the administrator, you determine which users can edit posts by using two new profile permissions and a Chatter setting.

Guest Access Available on More Contact Fields

Share more contact information with guest users in communities. You can set the visibility of Email, Fax, Manager, Mobile Phone, Street Address, and Work Phone fields to Public to share the information with guest users, who aren't required to log in to view a community.

New Apex Method for Creating Community Users

Use the new Site.createExternalUser() Apex method to create community users. This method has improved exception handling and error messages compared to the Site.createPortalUser() method.

Merge Fields in Visualforce Email Templates for Communities

Use the new global merge field type, \$Network, and its properties in Visualforce email templates for your communities. Visualforce email templates allow you to customize your emails with rich company branding.

Used and Expired Links in Text-Based Community Emails Redirect Correctly

Used and expired links in emails now correctly redirect to the community login page instead of the standard Salesforce login page. These emails use the default text-based email templates created for each community.

Emails Sent for Approval Requests, Workflow Alerts, and Cases Now Include a Link to the Community

Emails created from a text email template with the $\{! < any_object > . Link\}$ merge field now include a link to the community when the email is sent to external users. Previously, the link directed external users to the internal organization.

External Users Can Now Directly Approve or Reject Approvals from the Approval History Related List on Records

You can now assign role-based external users, such as users with a Customer Community Plus or Partner Community license, as approvers on records. You can also add all role-based external users directly to queues and use the queue to assign approvals if you don't want to assign approvals directly to individual users.

Partner Users Can Now Read, Create, and Edit Campaigns

You can now assign users with a Partner Community license read, create, and edit permission on campaigns. Previously, partner users could only read campaigns.

Partner and Customer Users Can Now Read, Create, and Edit Ideas

You can now assign users with Customer Community, Customer Community Plus, and Partner Community licenses read, create, and edit permission on ideas. Previously, partner and customer users could only read and create ideas.

Zero In on Community Search Results with Improved SEO

Enjoy enhanced search functionality and performance in communities with improvements to crawling and generation of search results. Search-related crawling is now automatically enabled for communities, so you don't need to build a Visualforce solution to benefit

Enjoy Seamless Redirection from Community Emails

In communities based on a self-service template (Koa, Kokua, or Napili), emails generated by the community now link directly to the relevant page.

Enable Case and Lead Assignment Rules More Intuitively

The options available for the **Case Assignment Checkbox** and **Lead Assignment Checkbox** now respect both the Default setting and the Show on edit page checkbox independently. Previously, these options were not independent of each other.

Specify a Custom Forgot Password Page for Your Community in Site.com Studio

You can now configure your community to use a custom Community Builder (Site.com Studio) page from the Site.com site settings for your community. The Forgot Password page allows users to recover or reset a forgotten community password.

Communities Members Can Now Add Records in Groups

Community members can now collaborate over records as a team by adding them to Chatter groups in their communities.

Community members must have at least Read access to the record and access to the group to add a record. For example, only a group member or users with special permissions, such as "Modify All Data," can add records to a private group, but anyone can add a record to a public group.



Note: Record visibility in communities depends on user licenses, profiles, and sharing access. When a record is added to a group, everyone in the group with the necessary access can see it, but Chatter Free users don't see any records.

This feature is enabled by default for all organizations, but some additional setup is required:

- Include the Add Record action in the group publisher layout to allow users to add records.
- Optionally, include the Groups related list in record layouts for your organization.

Doing this setup makes the functionality available in both the internal organization and in all your communities.

For more information on setup, see Allow Users to Add Records to Chatter Groups in the Salesforce Help.

Edit Posts and Comments in Your Community

Users in communities created with either the Salesforce Tabs + Visualforce template or the Napili template can now edit their posts and comments. As the administrator, you determine which users can edit posts by using two new profile permissions and a Chatter setting.

For users that have the required user profile permissions, the ability to edit is available from the emenu on the top right corner of text posts and comments, questions, and answers. In the Napili template, this menu is available in the Feed Item Detail component.

For more information, see Edit Feed Posts and Comments and Enable Feed Post Editing in User Profiles or Permission Sets.

Guest Access Available on More Contact Fields

Share more contact information with guest users in communities. You can set the visibility of Email, Fax, Manager, Mobile Phone, Street Address, and Work Phone fields to Public to share the information with guest users, who aren't required to log in to view a community.

For more information on contact field visibility, see Share Personal Contact Information within Communities in the Salesforce Help.

New Apex Method for Creating Community Users

Use the new Site.createExternalUser() Apex method to create community users. This method has improved exception handling and error messages compared to the Site.createPortalUser() method.

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

Merge Fields in Visualforce Email Templates for Communities

Use the new global merge field type, \$Network, and its properties in Visualforce email templates for your communities. Visualforce email templates allow you to customize your emails with rich company branding.

For example, when you add members to a community, you can use Visualforce to customize the appearance of the Welcome email they receive. Previously, Communities did not support merge fields for Visualforce email templates. For more information, see Understanding Global Variables and Merge Fields for Communities in the Salesforce Help.

SEE ALSO:

IdeaExchange: Make {ICommunity_URL} Available in Visualforce Email Templates

Used and Expired Links in Text-Based Community Emails Redirect Correctly

Used and expired links in emails now correctly redirect to the community login page instead of the standard Salesforce login page. These emails use the default text-based email templates created for each community.

SEE ALSO:

IdeaExchange: {!Community_URL} Merge Field Should Point To Custom Community Pages

Emails Sent for Approval Requests, Workflow Alerts, and Cases Now Include a Link to the Community

Emails created from a text email template with the {!<any_object>.Link} merge field now include a link to the community when the email is sent to external users. Previously, the link directed external users to the internal organization.

Only the following scenarios include a link to the community:

- Approval requests using the {!<any object>.Link} merge field (sent to approvers and delegated approvers)
- Workflow email alerts using the {!<any object>.Link} merge field
- Case comment notifications to contacts and owners using the {!Case.Link} merge field

• Case creation and update notifications to contacts using the {!Case.Link} merge field. These emails are sent when **Send** contact notification is selected in Setup from **Case** > **Support Settings**.

To find out if your text email template uses these merge fields, from Setup, click **Communication Templates** > **Email Templates**, and then click **Edit** next to any email template. These merge fields don't apply to Visualforce email templates.

If the user receiving the email is a member of multiple active communities, the link directs the user to the oldest active community. If the user is in context of a community, the link directs the user to that community. If the user is not a member of any community, the link directs to the internal organization.



Example: When an external user who is a member of a community receives an email for an approval request notification, the link in the email is a direct link to the approval request within the community. This link is controlled by the {!<any object>.Link} merge field within the email template.

External Users Can Now Directly Approve or Reject Approvals from the Approval History Related List on Records

You can now assign role-based external users, such as users with a Customer Community Plus or Partner Community license, as approvers on records. You can also add all role-based external users directly to queues and use the queue to assign approvals if you don't want to assign approvals directly to individual users.

Role-based external users can see and take action through the My Approvals and Approval History related lists on the record. Approvals can also be triggered directly from the Chatter feed. Previously, role-based external users couldn't be assigned as an approver and they couldn't see the My Approvals related list on records. They had to be members of a queue that the record was assigned to in order to approve the record.



Note: Users with high volume licenses, such as High Volume Customer Portal and Authenticated Website, can't approve.

If you set up email notifications for your approval workflows, the links provided in the email point users directly to the approval within the community.

In Salesforce 1, users can see and take action from the Approval History related list, but they can't submit requests for approval. To submit requests for approvals, the user must do so from the full Salesforce site.

Partner Users Can Now Read, Create, and Edit Campaigns

You can now assign users with a Partner Community license read, create, and edit permission on campaigns. Previously, partner users could only read campaigns.

You can also assign permission to legacy partner portal licenses, however they can only create or edit campaigns in communities, not in portals.

By default, create and edit permissions are turned off. Manage permissions for your partner users through their profiles or by using permission sets. Sharing rules apply.

To work with campaigns in the UI, partner users must also be given the "Marketing User" permission to read, create, and edit campaigns. A partner user with the "Marketing User" permission and create and edit permissions can:

- Search for and add their contact or leads as campaign members
- Access reports on their campaigns
- Mass-email and mass-assign their contacts and leads on a campaign

SEE ALSO:

IdeaExchange: Campaign Read/Write Access for Partner Community

Partner and Customer Users Can Now Read, Create, and Edit Ideas

You can now assign users with Customer Community, Customer Community Plus, and Partner Community licenses read, create, and edit permission on ideas. Previously, partner and customer users could only read and create ideas.

You can also assign permission to legacy portal licenses. By default, edit permission is turned off. Manage permissions for your partner and customer users through their profiles or by using permission sets. Sharing rules apply.

Zero In on Community Search Results with Improved SEO

Enjoy enhanced search functionality and performance in communities with improvements to crawling and generation of search results. Search-related crawling is now automatically enabled for communities, so you don't need to build a Visualforce solution to benefit.

This change enhances search results with more topic-related URLs, particularly for topics related to articles. Users get complete and targeted search results when searching for specific content.

Each community has a unique association with a robots.txt file that's shared by all communities. Previously, Visualforce was required to enable robot crawling. Now robots.txt is activated by default. This file works in conjunction with a scalable sitemap.xml file, which informs search engines about community pages.

You can still use Visualforce to further optimize community searching.

Enjoy Seamless Redirection from Community Emails

In communities based on a self-service template (Koa, Kokua, or Napili), emails generated by the community now link directly to the relevant page.

Emails can be generated from Chatter activity in a community, as well as from cases (for example, in the Salesforce Console). Now the URLs that are generated along with emails dynamically route users to the source of the email. A community user simply clicks a link in the email message to view the referenced content.

This redirection works with all community templates. Users are routed to community content as expected even if you change a community's template.



Note: Emails generated from communities based on the Aloha template direct users to the organization's Aloha portal.

Enable Case and Lead Assignment Rules More Intuitively

The options available for the **Case Assignment Checkbox** and **Lead Assignment Checkbox** now respect both the Default setting and the Show on edit page checkbox independently. Previously, these options were not independent of each other.

To update the case assignment checkbox, edit the Layout Properties of the case page layout.



Example: To force case assignment rules, select <code>Default</code> under <code>Case Assignment Checkbox</code>. This means end users won't see any option to turn off case assignment when editing a case. You can also decide to include the <code>Assign using active assignment rules</code> checkbox by selecting <code>Show on edit page</code>. If you select both options, the assignment checkbox is displayed and is checked by default. The default setting will force the assignment rule to run unless you also display the checkbox and a user manually deselects the checkbox.

Specify a Custom Forgot Password Page for Your Community in Site.com Studio

You can now configure your community to use a custom Community Builder (Site.com Studio) page from the Site.com site settings for your community. The Forgot Password page allows users to recover or reset a forgotten community password.

Note that you can also specify a Forgot Password page in Community Management under **Administration** > **Login & Registration**, which automatically overrides and updates your Forgot Password page selection in Site.com.

Sales: Enterprise Territory Management, Forecasts, and More

Easily assign territories to opportunities, give sales teams a clearer view of monthly and quarterly total sales numbers, and learn about our latest email integration developments.

IN THIS SECTION:

Salesforce Engage

Salesforce Engage lets marketing share content with sales to boost your company's selling power. Sales reps can use marketing-approved content to reach out to prospects at the right moment and track the effectiveness of the messages. Salesforce Engage is an add-on to Salesforce Pardot.

Enterprise Territory Management

Enterprise Territory Management gives you more options for assigning territories to opportunities and makes the process easier with a filter-based assignment job. And there's more: your team members can now use Chatter to collaborate on territory model development, and you can add useful customizations that enhance territory records and provide richer data. Read on!

Collaborative Forecasts

Predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout the organization with Collaborative Forecasts.

Email Connect

We've continued development on our new product area—Email Connect. It includes our latest email integration features to sync your users' contacts and events between Exchange-based email systems and Salesforce, and lets sales folks create Salesforce contacts, or view them and other sales-related records directly in Microsoft® Outlook Web App (OWA) Outlook® 2013.

Salesforce for Outlook

Give your sales professionals a streamlined Salesforce for Outlook experience with features that give you more control with setup, so users can be more focused on selling. Manage how you'd like to install Salesforce for Outlook on your users' workstations and decide how users sync their Microsoft® Outlook® items to Salesforce.

Connect for Outlook

We're retiring Connect for Outlook in Winter '16. Don't wait any longer to migrate to one of our latest email integration features!

Activities

Events and tasks are the building blocks of sales productivity. We've made enhancements that boost your sales teams' edge over the competition, along with updates to improve performance and usability.

Notes (Beta)

We're excited to introduce Notes, an enhanced version of the Salesforce note-taking tool that lets your users take better notes faster.

Duplicate Management

Maintaining clean and accurate data is one of the most important things you can do to help your organization get the most out of Salesforce. With Data.com Duplicate Management, you can control whether and when you allow users to create duplicate records inside Salesforce; customize the logic that's used to identify duplicates; and create reports on the duplicates you do allow users to save.

Salesforce Console for Sales

The Salesforce Console for Sales gives you easy access to sales intelligence. Use a dashboard to get contextual data with fewer clicks and less scrolling.

Other Changes in the Sales Cloud

Learn about other changes we've made to improve usability.

SEE ALSO:

How and When Sales Features Become Available

Video: What's New in the Sales Cloud in Summer '15

IdeaExchange: Sales Cloud Ideas Delivered in Summer '15

Salesforce Engage

Sales force Engage lets marketing share content with sales to boost your company's selling power. Sales reps can use marketing-approved content to reach out to prospects at the right moment and track the effectiveness of the messages. Salesforce Engage is an add-on to Salesforce Pardot.

IN THIS SECTION:

Get Alerts When Prospects Are Active

Don't let sales reps miss the moment when a prospect is interested in your company's product

or service. With Engage Alerts, a rep can configure which prospect activities to watch for, such as form completion or page views, and receive desktop alerts. A rep can view up to four days of a prospect's actions. Engage Alerts is now available only with Salesforce Engage.

Add a Prospect to a Campaign from Anywhere

With Engage Campaigns, a sales rep can add prospects to marketing campaigns from the web, the desktop, or Salesforce1. A rep can send individual or bulk emails, easily customize messages, and preview emails before sending. You can help keep campaigns out of spam filters by limiting the number of emails a salesperson can send per day. In Salesforce1, a rep can also add a lead or a contact to a nurture program.

Use Dashboards and Reports to Monitor Campaigns

A sales rep can use Engage Reports to monitor the success of marketing campaigns. Interactive dashboards graph clicks, pages opened, and overall click-through rates. Filters let reps see all emails created with or without a template. A rep can view a list of all emails sent through Salesforce Engage, with key data like the date sent and time opened.

Use Gmail to Launch Campaigns

With the Engage for Gmail plug-in, a sales rep can launch an Engage campaign right from Gmail with one click. Each email is logged in its respective prospect/lead record in Salesforce. Engage for Gmail is now available only with Salesforce Engage.

SEE ALSO:

Engage for Salesforce1

About Salesforce Engage for Pardot

EDITIONS

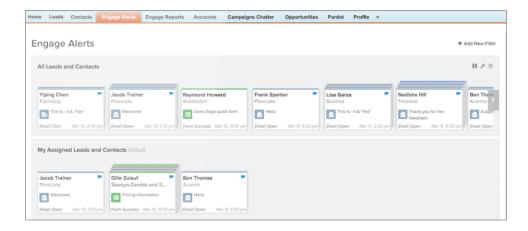
Engage for Salesforce1 available in: **Professional**, **Enterprise**, and **Unlimited** Editions

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Engage for Salesforce1 available in: **Professional**, **Enterprise**, and **Unlimited** Editions



For more information, see Using Engage Alerts.

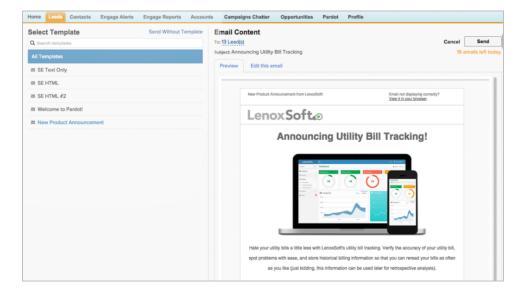
SEE ALSO:

Engage for Salesforce1

About Salesforce Engage for Pardot

Add a Prospect to a Campaign from Anywhere

With Engage Campaigns, a sales rep can add prospects to marketing campaigns from the web, the desktop, or Salesforce1. A rep can send individual or bulk emails, easily customize messages, and preview emails before sending. You can help keep campaigns out of spam filters by limiting the number of emails a salesperson can send per day. In Salesforce1, a rep can also add a lead or a contact to a nurture program.



For more information, see Sending Engage Emails and Changing Engage Campaign Send Limit. For information about adding prospects to campaigns in Salesforce1, see Engage for Salesforce1 on page 93.

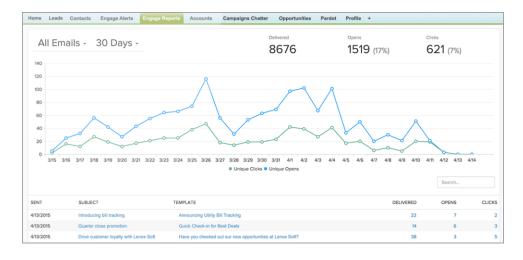
SEE ALSO:

Engage for Salesforce1

About Salesforce Engage for Pardot

Use Dashboards and Reports to Monitor Campaigns

A sales rep can use Engage Reports to monitor the success of marketing campaigns. Interactive dashboards graph clicks, pages opened, and overall click-through rates. Filters let reps see all emails created with or without a template. A rep can view a list of all emails sent through Salesforce Engage, with key data like the date sent and time opened.



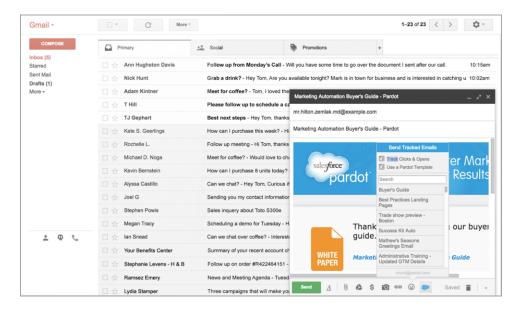
For more information, see Engage Reporting Overview.

SEE ALSO:

Engage for Salesforce1
About Salesforce Engage for Pardot

Use Gmail to Launch Campaigns

With the Engage for Gmail plug-in, a sales rep can launch an Engage campaign right from Gmail with one click. Each email is logged in its respective prospect/lead record in Salesforce. Engage for Gmail is now available only with Salesforce Engage.



For more information, see Using Engage Alerts.

SEE ALSO:

Engage for Salesforce1
About Salesforce Engage for Pardot

Enterprise Territory Management

Enterprise Territory Management gives you more options for assigning territories to opportunities and makes the process easier with a filter-based assignment job. And there's more: your team members can now use Chatter to collaborate on territory model development, and you can add useful customizations that enhance territory records and provide richer data. Read on!

For complete details on implementing Enterprise Territory Management, including instructions for setting up these new features, see *Enterprise Territory Management Implementation Guide*.



Available in:

- Enterprise
- Performance
- Unlimited
- Developer

IN THIS SECTION:

Assign Territories to Opportunities More Efficiently (Generally Available)

Filter-Based Opportunity Territory Assignment lets you use a simple job to assign territories to opportunities. We provide code for an Apex class that you can use as-is or modify as needed based on our guidelines. After you create and deploy the class, run the job to complete the assignment process. Job options include making assignments within date ranges and assigning territories to open opportunities only. You can also configure your settings to run the job every time an opportunity is created.

Assign Any Territory to an Opportunity

Now your organization can assign any territory within the active territory model to an opportunity—either manually, from the opportunity record; automatically, using filter-based opportunity territory assignment; or programmatically, via the API. Your organization is no longer restricted to assigning only a territory that is also assigned to the opportunity's account. Manual assignments made by users are controlled by users' sharing access to the opportunity's assigned (parent) account.

Use Chatter to Collaborate on Territory Models

If your organization uses Chatter, your team can now use it to collaborate on territory model development.

Associate Assignment Rules to Territories More Efficiently

Now it's easier to choose the assignment rules you want to assign to territories. On the page where you assign rules, hover over a rule name to view its criteria.

Buttons and Links Now Available for Territory Model and Territory Pages

Give your team easy access to territory-related features, tools, and data within Salesforce by defining buttons and links and adding them to territory model and territory page layouts.

Integrate Territory ID Information from External Systems

Store, search for, and report on territory IDs you maintain in external systems.

Assign Territories to Opportunities More Efficiently (Generally Available)

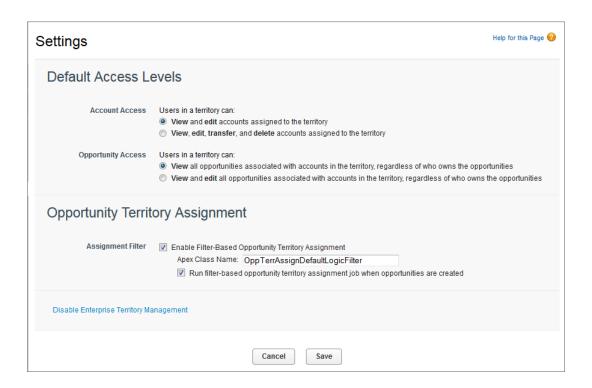
Filter-Based Opportunity Territory Assignment lets you use a simple job to assign territories to opportunities. We provide code for an Apex class that you can use as-is or modify as needed based on our guidelines. After you create and deploy the class, run the job to complete the assignment process. Job options include making assignments within date ranges and assigning territories to open opportunities only. You can also configure your settings to run the job every time an opportunity is created.

Opportunity territory assignment is enabled for qualified organizations by default.

The Apex class code Salesforce provides assigns territories to opportunities based on a number of factors.

- Is the opportunity excluded from filter-based territory assignment? If so, no territory is assigned.
- Does the opportunity have an account assigned and does that account have a territory assigned from the active territory model? If so, the account's territory is assigned to the opportunity. If not, no territory is assigned.
- Does the opportunity's assigned account have multiple territories from the active model assigned? If so, the job can use a priority value from the Territory2type object or other criteria to determine which territory (if any) to assign to the opportunity.

For complete instructions on setting up and deploying filter-based opportunity territory assignment, see *Enterprise Territory Management Implementation Guide*. For details about the Apex class you need to create and deploy, see New and Changed Apex Classes on page 260.



Assign Any Territory to an Opportunity

Now your organization can assign any territory within the active territory model to an opportunity—either manually, from the opportunity record; automatically, using filter-based opportunity territory assignment; or programmatically, via the API. Your organization is no longer restricted to assigning only a territory that is also assigned to the opportunity's account. Manual assignments made by users are controlled by users' sharing access to the opportunity's assigned (parent) account.

When a territory is assigned to an opportunity, that opportunity is shared with all Salesforce users assigned to that territory's parent in the territory model hierarchy.

For manual territory assignment (from the Territory field on the opportunity record), territory assignment is based on a user's sharing access for the opportunity's account. Users who *have* sharing access to that account can assign *any* active territory to the opportunity. Users who *do not* can assign *only* a territory that is *also* assigned to the opportunity's account.

For manual territory assignments, Salesforce still suggests opportunities assigned to the territory's account. Users with sharing access can search for and assign any territory in the active territory model.



Example: Utel.com has six opportunities and two territories (East Coast and West Coast). They can assign East Coast, West Coast, or any other territory within the active model to any or all of those six opportunities. One of their sales reps has sharing access to the account assigned to *one* of the opportunities, so she can assign *any* territory to that opportunity. For the other five opportunities, she *does not* have sharing access to assigned accounts. So for each of those opportunities, she can only assign a territory that is already assigned to the opportunity's assigned account.

Use Chatter to Collaborate on Territory Models

If your organization uses Chatter, your team can now use it to collaborate on territory model development.

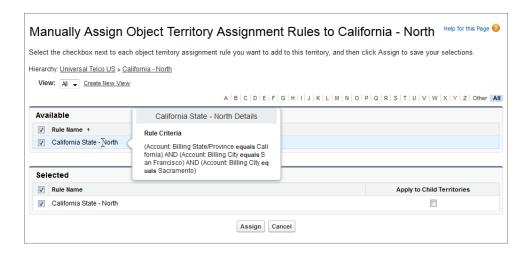
After you enable and configure Chatter Feed Tracking, anyone with access to a territory model record can use Chatter to collaborate on that model. Those who follow the record will get notifications in their own Chatter feeds when model states change and tracked fields

are updated. Make sure to tell others who maintain territory models that they can now use Chatter to follow and collaborate on territory models directly from model records.

For details on enabling the Chatter feed for the Territory Model object, see the Enterprise Territory Management Implementation Guide.

Associate Assignment Rules to Territories More Efficiently

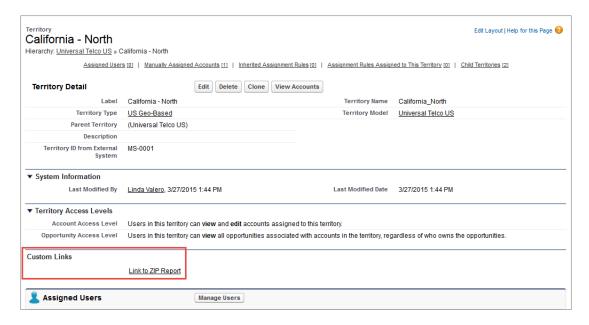
Now it's easier to choose the assignment rules you want to assign to territories. On the page where you assign rules, hover over a rule name to view its criteria.



Buttons and Links Now Available for Territory Model and Territory Pages

Give your team easy access to territory-related features, tools, and data within Salesforce by defining buttons and links and adding them to territory model and territory page layouts.

For more information about working with buttons and links—including more examples—see "Actions, Buttons, and Links Overview" in the Salesforce Help. When you create a button or link, make sure to add it to your Territory Model or Territory page layouts, as appropriate. Let your users know it's there and how to use it.





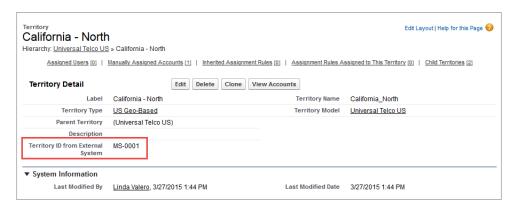
Example: Utel.com's active territory model includes geo-based, named account, and overlay territories. They have a custom report that shows territories that have assigned accounts, grouped by Account object's Billing ZIP/Postal Code field. Their administrator creates a custom link to that report and adds the link to the Territory page layout. Now, those who manage or administer territories can quickly access the report and get a list of all territories within a ZIP code, regardless of territory dimension.

Integrate Territory ID Information from External Systems

Store, search for, and report on territory IDs you maintain in external systems.

Enterprise Territory Management now supports the ExternalID type of custom field on the Territory2 object. This means you can create a custom field that appears on territory records and use that field to store external IDs. Query and report on that field within Salesforce.

For details on creating custom fields, see "Create Custom Fields" and "Custom Field Attributes" in the Salesforce Help. Make sure to add your custom field to Territory record page layouts, and let your team know how to use it.





Example: For territory modeling purposes, Utel.com maintains some of their territory data in an external system. They create a custom external ID field to map and track that data within their Salesforce territory records.

SEE ALSO:

IdeaExchange: External ID on the Territory Object

Collaborative Forecasts

Predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout the organization with Collaborative Forecasts.

Give Sales Teams a Clearer View of Their Outlook with Cumulative Forecast Rollups

On the Forecasts tab, Cumulative Forecast Rollup amounts combine the rollups of opportunities from multiple forecast categories. These rollups give users a clearer view of their total monthly or quarterly sales numbers.



Available in:

- Professional
- Enterprise
- Performance
- Unlimited
- Developer

Now, you can choose between two methods of rolling up opportunities into forecasts for your sales teams.

- The original method, which rolls up the opportunities from each *individual* forecast category into separate forecast amounts for each category.
- The new method, which rolls up opportunities from more than one forecast category into *cumulative* forecast amounts.

When you choose Cumulative Forecast Rollups in Setup, the way opportunities roll up to forecast amounts changes, along with the names of the columns on the Forecasts tab. See the differences for yourself.

Category rollup method	Column name in the Forecasts tab	Opportunities that roll up to it
Individual	Pipeline	Pipeline
	Best Case	Best Case
	Commit	Commit
	Closed	Closed
Cumulative	Open Pipeline	PipelineBest CaseCommit
	Best Case Forecast	Best CaseCommitClosed
	Commit Forecast	CommitClosed
	Closed Only	Closed

Advantages of Cumulative Forecast Rollups

With individual forecast category rollups, each total and subtotal represents opportunities from only one of the individual forecast categories. This type of rollup means that if forecast users want to know the total that they're going to actually bring for the month or quarter, they need to add the Best Case, Commit, and Closed forecast amounts together themselves.

Example: Individual forecast rollup				
Forecast amounts	Closed	Commit	Best Case	Pipeline
	\$50	\$100	\$150	\$200
Opportunities	Closed	Commit	Best Case	Pipeline
	\$50	• \$50	• \$50	• \$50
		• \$50	• \$50	• \$50
			• \$50	• \$50
				• \$50

With Cumulative Forecast Rollups, the forecast columns show cumulative amounts from the opportunities in the named forecast category, as well as subsequent categories in your sales funnel. This view makes it easier for sales teams to see the total numbers they're likely to bring in, saving them from combining the category totals themselves.

For example, this table shows the cumulative forecast rollup amounts when there are four Pipeline, three Best Case, two Commit, and one Closed opportunity, each worth \$50.

Example: Cumulative forecast rollup					
Forecast amounts	Closed Only	Commit Forecast	Best Case Forecast	Open Pipeline	
	\$50	\$150	\$300	\$450	
Opportunities	Closed	Commit	Best Case	Pipeline	
	\$50	• \$50	• \$50	• \$50	
		• \$50	• \$50	• \$50	
			• \$50	• \$50	
				• \$50	



Note: Forecast Historical Trending can't be used in organizations that use Cumulative Forecast Rollups.

Enable Cumulative Forecast Rollups for Sales Reps and Managers

Your organization can use either Cumulative Forecast Rollup columns or individual forecast category columns.

Be aware that changing the forecast column display purges all adjustments to Commit and Best Case forecast amounts, but not quota data.

- 1. From Setup, click Customize > Forecasts > Settings.
- 2. Enable Cumulative Forecast Rollups.

USER PERMISSIONS

To view Forecast Setup:

 "View Setup and Configuration"

To edit Forecast Settings:

"Customize Application"

Identify the Source of Your Forecast Amounts

Tell your sales teams the origin of their forecast amounts. In the report builder, create your custom report types (CRTs) including the field ForecastingItemCategory.

Add the ForecastingItemCategory field when you create CRTs based on Forecasting Items, Forecasting Adjustments, or Forecasting Owner Adjustments. This field indicates whether each forecast amount is from a cumulative forecast rollup or an individual forecast category rollup.

Possible values for ForecastingItemCategory			
For organizations using individual forecast category rollups:	PipelineOnly	Rollup from Pipeline opportunities only.	
	BestCaseOnly	Rollup from Best Case opportunities only.	
	CommitOnly	Rollup from Commit opportunities only.	
	ClosedOnly	Rollup from Closed opportunities only.	
For organizations using cumulative forecast rollups:	OpenPipeline	Rollup from Pipeline + Best Case + Commit opportunities.	

Possible values for ForecastingItemCategory			
BestCaseForecast	Rollup from Best Case + Commit + Closed opportunities.		
CommitForecast	Rollup from Commit + Closed opportunities.		
ClosedOnly	Rollup from Closed opportunities only.		

For complete details about the ForecastingItemCategory field, see API Changes for Cumulative Forecast Rollups.

API Changes for Cumulative Forecast Rollups

Understand which type of forecast rollup each of your forecast amounts and adjustments belong to when you use the API.

API

Beginning with API version 34.0, the ForecastingItem, ForecastingAdjustment, and ForecastingOwnerAdjustment objects each include a new field: ForecastingItemCategory. This field indicates which type of forecast rollup the forecasting item or adjustment belongs to. With the addition of the Cumulative Forecast Rollups feature, you have these possible values for the ForecastingItemCategory field.

Forecast Rollup Method	Value	Description
Individual forecast category rollups	PipelineOnly	Rollup from Pipeline opportunities only.
	BestCaseOnly	Rollup from Best Case opportunities only. Adjustable.
	CommitOnly	Rollup from Commit opportunities only. Adjustable.
Cumulative forecast rollups	OpenPipeline	Rollup from Pipeline + Best Case + Commit opportunities.
	BestCaseForecast	Rollup from Best Case + Commit + Closed opportunities. Adjustable.
	CommitForecast	Rollup from Commit + Closed opportunities. Adjustable.
Either cumulative or individual forecast category rollups	ClosedOnly	Rollup from Closed opportunities only.

The ForecastingItemCategory field differs from the existing ForecastCategoryName field.

- The ForecastCategoryName field represents the forecast category of the *underlying opportunities* rolling up to forecast amounts. In organizations using Cumulative Forecast Rollups, the ForecastCategoryName field can be null because the cumulative forecast amounts include opportunities from multiple forecast categories.
- The new ForecastingItemCategory field represents the type of rollup a forecast amount or adjustment is from. In
 organizations using individual forecast category columns, it contains the individual forecast rollup categories. In organizations using
 Cumulative Forecast Rollups, it contains the cumulative rollup categories.

When inserting manager or owner adjustments, the values you insert for ForecastCategoryName and ForecastingItemCategory must be compatible with each other. In organizations using Cumulative Forecast Rollups, the ForecastCategoryName is nullable. These are the valid pairs.

Forecast Rollup Method	ForecastCategoryName	ForecastingItemCategory
Individual forecast category rollups	BestCase	BestCaseOnly
	Commit	CommitOnly
Cumulative forecast rollups	null	BestCaseForecast
	null	CommitForecast

Metadata API

For complete details about how Cumulative Forecast Rollups change the Metadata API, see the ForecastingSettings entry in Metadata Types and Fields.

Email Connect

We've continued development on our new product area—Email Connect. It includes our latest email integration features to sync your users' contacts and events between Exchange-based email systems and Salesforce, and lets sales folks create Salesforce contacts, or view them and other sales-related records directly in Microsoft® Outlook Web App (OWA) Outlook® 2013.

Exchange Sync (Beta)

Keep the contacts and events in your users' Exchange-based email systems in sync with contacts and events in Salesforce without asking users to install and maintain software on their workstations.



Note: Exchange Sync is currently available as a beta feature, which means it's a high-quality feature with known limitations. Check out our Exchange Sync Implementation Guide to set up the feature at your company.

Sync All-Day Events with Exchange Sync

Now your users can keep more records in sync between Salesforce and your Microsoft® Exchange-based email system, because Exchange Sync—our latest cloud-based email integration feature—is syncing all-day events.

If you've set up your users to sync events already, you don't need to enable anything else—all-day events start syncing within 24 hours of your upgrade to Summer '15! To set up event sync for your users, check out "Define Sync Settings for Exchange Sync Users" in the Exchange Sync Implementation Guide.

Salesforce for Outlook

Give your sales professionals a streamlined Salesforce for Outlook experience with features that give you more control with setup, so users can be more focused on selling. Manage how you'd like to install Salesforce for Outlook on your users' workstations and decide how users sync their Microsoft® Outlook® items to Salesforce.



Available in all editions

Before we share the latest enhancements, we urge you to upgrade any team members still working with Connect for Outlook to Salesforce for Outlook or Email Connect (Beta). That way, you'll avoid the rush of migrating your teams before Connect for Outlook's retirement in Winter '16. At that time, Salesforce ends support for the feature, and Connect for Outlook will no longer sync contacts, events, and tasks with Salesforce.

Now let's take a look at the latest enhancements to Salesforce for Outlook.

IN THIS SECTION:

Install for Either One User or All Users Sharing a Computer

When users install Salesforce for Outlook v2.8, they're prompted to install it for just themselves or everyone who can log in to their computer.

We've Made Sync Settings Easier for Users to Understand

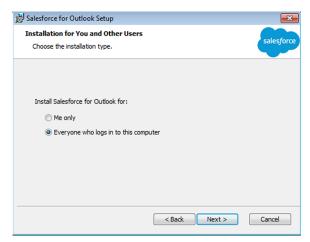
In users' Salesforce for Outlook settings, we've renamed two key settings to help your users sync their Outlook items with less support from you. Automatic is now Sync All Outlook Items and Manual is now Sync Only the Outlook Items I Select.

Choose the Default Sync Setting and Prevent Users from Changing It

We've added two preferences that give you greater control over how users sync their Microsoft® Outlook® items to Salesforce.

Install for Either One User or All Users Sharing a Computer

When users install Salesforce for Outlook v2.8, they're prompted to install it for just themselves or everyone who can log in to their computer.



If your users are already working with earlier versions of Salesforce for Outlook, learn whether they need to uninstall those versions before installing v2.8.

If users are upgrading from	And they're installing v2.8 for	They need to first uninstall the previous version	They can upgrade to v2.8 without uninstalling the previous version	By selecting the installation type
v2.5 or later	Just themselves		~	Me only
	Everyone who can log in to their computer	~		Everyone who logs in to this computer
v2.4.2 or earlier	Just themselves	~		Me only
	Everyone who can log in to their computer		✓	Everyone who logs in to this computer

Specify the Installation Type for Using the .msi Installer



(1) Important: Before you upgrade users, you may need to uninstall their earlier versions based on our upgrade specifications. Otherwise, you risk some users having two installations on their systems.

By default, the .msi installer installs v2.8 for everyone who can log in to that computer. But if you want to change that default so that v2.8 installs for just individual users, you need to install using this command line.

msiexec /i SalesforceForOutlook.msi /log SalesforceForOutlook.log /quiet MSIINSTALLPERUSER=1

We've Made Sync Settings Easier for Users to Understand

In users' Salesforce for Outlook settings, we've renamed two key settings to help your users sync their Outlook items with less support from you. Automatic is now Sync All Outlook Items and Manual is now Sync Only the Outlook Items I Select.

Users are prompted to review their sync settings when they install, upgrade, or check their settings from their Microsoft® Windows® system tray by right-clicking the Salesforce for Outlook logo (\odot), and then clicking **Settings**. These sync settings let users choose how their Microsoft® Outlook® items sync to Salesforce.

Sync All Outlook Items creates the category Don't Sync with Salesforce for the user in Outlook. Users can add the category to individual Outlook items to prevent items from syncing to Salesforce. Otherwise, Salesforce for Outlook automatically syncs all Outlook items that fall within the sync settings you set up in Outlook configurations.

Sync Only the Outlook Items I Select creates the category Sync with Salesforce for the user in Outlook. Users can add the category to individual Outlook items to sync those items to Salesforce.

Both users who upgrade to Salesforce for Outlook v2.8. and users working in earlier versions of Salesforce for Outlook will see these new setting names.

Choose the Default Sync Setting and Prevent Users from Changing It

We've added two preferences that give you greater control over how users sync their Microsoft® Outlook® items to Salesforce.

When users install or upgrade, Sync Only the Outlook Items I Select is selected by default in their Salesforce for Outlook settings.

Now you can change the default sync setting to Sync All Outlook Items and prevent users from changing this sync setting later. You'll set these preferences from users' Outlook configurations.

- **1.** From Salesforce Setup, click **Desktop Administration** > **Outlook Configurations**.
- 2. Edit the Outlook configuration for which you want users to change the default setting.
- 3. Select Set default sync setting to Sync All Outlook Items.
- 4. Select Don't let users change their sync setting to prevent users from changing their default setting. Note that even when Overwrite configuration changes made by users is selected, users still can change their default sync setting.
- 5. Click Save.

Note that users' Salesforce for Outlook sync setting reverts to the default every time users upgrade. If you continue letting users change their sync setting, alert upgrading users that they must set their preferred sync setting after every upgrade.

EDITIONS

Available in:Personal

Group Professional

Enterprise

Unlimited

Performance

Contact Manager

Connect for Outlook

We're retiring Connect for Outlook in Winter '16. Don't wait any longer to migrate to one of our latest email integration features!

Connect for Outlook is Retiring in Winter '16

Your Connect for Outlook users can be even more productive when they migrate to one of our latest email integration features: Salesforce for Outlook or Email Connect (Beta).

To offer you the most robust Salesforce and Microsoft® email integration features, we're retiring Connect for Outlook to focus our efforts on developing new features for Salesforce for Outlook and Email Connect.

This means that starting in Winter '16, Salesforce will no longer support Connect for Outlook and the application will no longer sync your contacts, events, and tasks between Outlook and Salesforce, But don't worry—if your company uses Connect for Outlook, Salesforce is here to help!

Prepare your organization to migrate to the product that best fits your needs by checking out these resources.

- Connect for Outlook End of Life Frequently Asked Questions
- Which Microsoft® Email Integration Feature Is Right for My Company?

Activities

Events and tasks are the building blocks of sales productivity. We've made enhancements that boost your sales teams' edge over the competition, along with updates to improve performance and usability.

JunctionIdList Fields on Event and Task Objects

Easily and safely create junction relationships using the JunctionIdList field type. With this field type, you're able to manipulate the many-to-many relationship of an entity directly, instead of manipulating the underlying junction entity records. With the JunctionIdList field type, you're just a single API call away from creating or updating many-to-many simple junction relationships while preserving data integrity. We've implemented JunctionIdList fields in the Event and Task objects. Create many-to-many relationships on the Event or Task object with contacts, leads, or users in the API. For usage details see, Task Usage or Event Usage



Important: Some JunctionIdList fields are only present when the Shared Activities feature is enabled.

Notes (Beta)

We're excited to introduce Notes, an enhanced version of the Salesforce note-taking tool that lets your users take better notes faster.



Note: This release contains a beta version of Notes that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community.

SEE ALSO:

IdeaExchange: Include Rich Text in Notes

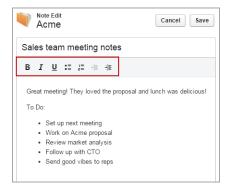
EDITIONS

Available in:

- Contact Manager
- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

Let Users Add Rich Text Notes to Records

With Notes, our enhanced note-taking tool, your users can add bulleted lists, numbered lists, and text formatting to notes. Just use the buttons on the toolbar.



Set Up Notes

To let your users take rich text notes, you'll need to set up Notes for your organization.

Consider these items before setting up Notes.

- Once Notes is enabled for your organization, any new notes are created using Notes.
- Notes is not available for users with a Partner Portal and Customer Portal license.
- Notes created with the old note-taking tool open in the old note-taking tool.
- Make sure that Chatter is enabled. From Setup, click Customize > Chatter > Settings. Then, make sure Enable is selected under Chatter Settings.
- 2. Make sure that Notes is enabled. From Setup, click **Customize** > **Notes** > **Settings**. Then, make sure Enable Notes is selected.
- **3.** Make sure that the **Note** quick action—*not* the **New Note** quick action—is added to the Quick Actions in the Publisher and Actions in the Salesforce1 Action Bar sections on the global publisher layout so that your users can take notes from the Chatter publisher and from the Salesforce1 action bar.
- **4.** If you've overridden the global publisher layout on any of your object page layouts, add the **Note** quick action to your custom layouts, too.
- **5.** Complete a few additional steps to let your users easily take notes in Salesforce1.
 - a. Make sure your users can create tasks from notes in Salesforce1. From Setup, click Setup > Customize > Activities > Activity Settings and select Allow Creation of Tasks from Notes.
 - Make sure that Notes appears in your organization's Salesforce1 navigation menu. From Setup, click Mobile Administration >
 Mobile Navigation and move Notes from the Available list to the Selected list. We recommend putting it above Smart Search Items.

Guidelines for Using Notes

To help your users get the most out of Notes, make sure your users are aware of these guidelines.

- Use the Chatter publisher to quickly take notes.
- Add notes to a record the same way that you're used to. Just click New Note in the Notes & Attachments related list.
- Manage notes on records from the Notes & Attachments related list.

USER PERMISSIONS

To view page layouts:

"View Setup"

To edit page layouts:

"Customize Application"

To customize action layouts and page layouts:

"Customize Application"

- Access and search notes you create by going to the Files tab.
- Create private, standalone notes from the Files tab. Click All Notes in the files menu, and then click New Note.
- Only unrelated notes created from the Files tab are private. If you relate a note to a record, the note has the same level of access as the record.
- Notes is built on Files, so reports on your files include notes. Reports don't include notes created with the old note-taking tool.



Note:

- Create tasks from notes only in the Salesforce1 app. See Create Tasks from Notes with a Swipe (Beta) for details.
- Relate notes to multiple records only in the Salesforce1 app. See Increase Productivity with Rich Text Meeting Notes (Beta) for details.

Duplicate Management

Maintaining clean and accurate data is one of the most important things you can do to help your organization get the most out of Salesforce. With Data.com Duplicate Management, you can control whether and when you allow users to create duplicate records inside Salesforce; customize the logic that's used to identify duplicates; and create reports on the duplicates you do allow users to save.



Note: Duplicate Management uses Data.com technology, but does *not* require a Data.com license.

For more information about duplicate management, including limitations and how to create matching and duplicate rules, see *Managing Duplicate Records in Salesforce*.

EDITIONS

Available in:

- Professional
- Enterprise
- Performance
- Unlimited
- Developer

IN THIS SECTION:

Implement Duplicate Management for Your Custom Applications

Previously, we added a bunch of Apex classes and methods that let you implement duplicate management features for your custom applications. Now, we're excited to introduce new data types that let you do the same thing using the SOAP API.

Duplicate Management Available for Organizations with Force.com Licenses

If your organization has users assigned Force.com licenses, you can now control whether your users can create duplicate records.

Implement Duplicate Management for Your Custom Applications

Previously, we added a bunch of Apex classes and methods that let you implement duplicate management features for your custom applications. Now, we're excited to introduce new data types that let you do the same thing using the SOAP API.

For example, you have a custom application that lets users add a lead. When a user tries to save a lead, you detect whether the record already exists in Salesforce. If it's a duplicate, you can display an alert with a list of the duplicates.

For more information on the new duplicate management data types, see New Data Types.

Duplicate Management Available for Organizations with Force.com Licenses

If your organization has users assigned Force.com licenses, you can now control whether your users can create duplicate records.

You'll need to set up matching and duplicate rules for your accounts, contacts, and custom objects.

Here are some resources to get you started.

- For general information, including limitations and how to create matching and duplicate rules, see *Managing Duplicate Records in Salesforce*.
- For information on using the SOAP API to manage duplicates for custom applications, see New Data Types.
- For information on using Apex to manage duplicates for custom applications, see the Force.com Apex Code Developer's Guide.

Salesforce Console for Sales

The Salesforce Console for Sales gives you easy access to sales intelligence. Use a dashboard to get contextual data with fewer clicks and less scrolling.

The Salesforce Console for Sales and the Salesforce Console for Service share new features that make for a smarter and simpler console. For more information, see Salesforce Console for Service.

Other Changes in the Sales Cloud

Learn about other changes we've made to improve usability.

Enable Lead Assignment Rules More Intuitively

Separately choose whether to automatically assign leads using assignment rules and let users turn the rule on or off when editing or creating leads. Previously, these options depended on each other.

To include the Assign using active assignment rule checkbox in page layouts for leads, select Default or Show on edit page under **Lead Assignment Checkbox**. For more information, see "Notes on Using the Enhanced Page Layout Editor" in the Salesforce Help.

EDITIONS

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

Available in: **Performance** and **Developer** Editions with the Sales Cloud

Available in: **Enterprise** and **Unlimited** Editions with the Sales Cloud for an additional cost

New Search Results for Primary Campaign Source

On opportunity detail pages, when sales reps search for a primary campaign source without entering content in the search field, sales reps now see the most recent campaigns, instead of the first 100 active campaigns.

New Apex Interface for Enterprise Territory Management

The TerritoryMgmt.OpportunityTerritory2AssignmentFilter interface lets you define filter logic for assigning territories to opportunities. Implement the method in this interface by creating your own class. The implemented method will be called by an Opportunity Territory Assignment job to assign territories to opportunities.

Work.com: Enhanced Goals, More Thanks and Skills Features

Help your sales managers and teams learn faster and perform better with a suite of sales-management and service-management tools that boost performance. We've introduced more Thanks and Skills features, along with the Enhanced Feedback and Enhanced Performance Summaries pilot features. We're also bringing Enhanced Goals to all Work.com users.

IN THIS SECTION:

Upgrade to Enhanced Goals (Generally Available)

Help your sales teams precisely track goals and metrics related to their work with Enhanced Goals! The new Goals appear faster and are customizable like other objects. Your teams can

also manage their goals on the go using Salesforce1. All organizations using goals will need to upgrade to Enhanced Goals during the Summer '15 release.

EDITIONS

Work.com is available for an additional cost in **Professional, Enterprise, Unlimited**, and **Developer** editions, and is included in **Performance** edition.

Set Up Enhanced Goals

All organizations using Work.com Goals will be automatically upgraded to Enhanced Goals on Friday, August 21. You can choose to upgrade as soon as the release is available to use the new features and give your organization more time to migrate your goals customizations.

Customize Feedback to Fit Your Organization (Pilot)

Your sales teams can now manage feedback offers, feedback requests, and feedback related to performance summaries all in one place! The Enhanced Feedback feature lets you customize feedback in your organization, including creating custom fields and layouts related to feedback requests.

Use New Tools to Manage Performance Summary Cycles (Pilot)

The Performance tab is now your one-stop shop for creating and managing performance summary cycles! The Enhanced Performance Summaries feature lets you easily gather insights about the people in your company with a custom questionnaire, and new features like uploading users in bulk with a CSV file make it even easier to use.

Customize More Features for Thanks, Rewards, and Skills

Use more features for Thanks, Rewards, and Skills, including customizable field sets and validation rules.

Other Changes in Work.com

We've made other important changes in Work.com.

SEE ALSO:

How and When Work.com Features Become Available IdeaExchange: Work.com Ideas Delivered in Summer '15

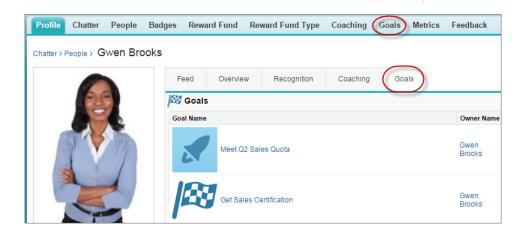
Upgrade to Enhanced Goals (Generally Available)

Help your sales teams precisely track goals and metrics related to their work with Enhanced Goals! The new Goals appear faster and are customizable like other objects. Your teams can also manage their goals on the go using Salesforce1. All organizations using goals will need to upgrade to Enhanced Goals during the Summer '15 release.

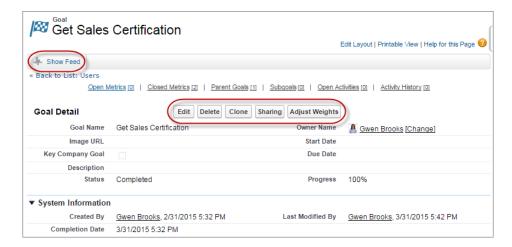
Access the new goals from the Goals tab or the Goals subtab on your Chatter profile. Enhanced Goals look, feel, and act more like other Salesforce objects, and users can leverage additional Salesforce features. For example, administrators can create customizable fields, layouts, actions, and list views related to goals.

EDITIONS

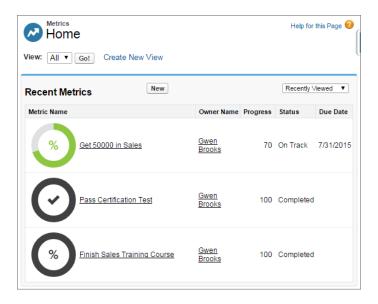
Goals require a Work.com license, which is available for an additional cost in **Professional, Enterprise, Unlimited**, and **Developer** editions, and is included in **Performance** edition.



The goal detail page lists the metrics, activities, and other information related to a particular goal. Align goals with others by linking your goals with parent goals or subgoals. There's more control over sharing settings than before. For example, you can choose between read-only and read/write access to better control how you collaborate.



Users can create standalone metrics or tie them to individual goals, and users can share metrics or create activities for individual metrics. Anyone with read/write access to metrics can now refresh metric values. Metrics also appear in relevant coaching spaces and performance summaries, and you can customize metrics to meet your organization's needs.



Goals and metrics are also available on Salesforce1, where users can review, edit, and create goals and metrics.

Note the following limitations:

- No default list views are defined. You should create filters (such as Key Company Goals or My Goals) that are suitable for your organization.
- The Percent metric type has been replaced with the Progress metric, which allows users to track numerical progress, including percentages.

SEE ALSO:

IdeaExchange: Work.com Goals and Objectives

Set Up Enhanced Goals

All organizations using Work.com Goals will be automatically upgraded to Enhanced Goals on Friday, August 21. You can choose to upgrade as soon as the release is available to use the new features and give your organization more time to migrate your goals customizations.

For more detailed instructions, see the Goals Upgrade Guide.



Note: During the second part of the upgrade, existing goals functionality will be read only. You may want to communicate this and other changes about the new Goals feature to your users in advance.

In Summer '15, administrators will see new Critical Update tasks for migrating to the new Goals functionality.

EDITIONS

Goals require a Work.com license, which is available for an additional cost in **Professional, Enterprise, Unlimited**, and **Developer** editions, and is included in **Performance** edition.

USER PERMISSIONS

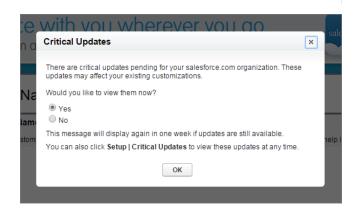
To view critical updates:

 "View Setup and Configuration"

To activate critical updates:

"Modify All Data"
 AND

"Customize Application"



- 1. From Setup, click **Critical Updates**. You can also navigate to the page from the Critical Updates popup.
- 2. Click Activate for Goals Update 1 of 2.

This enables the new Goals functionality in read-only mode. Existing goals functionality is still fully available, and custom fields (except for formula fields) are automatically created for new goals.

- Note: Any new customizations added to the old goals objects after this point aren't copied over to the new goals objects.
- 3. Migrate existing Apex, Visualforce pages, triggers, external code, reports, and packages from existing goals to new goals.
- 4. Click Activate for Goals Update 2 of 2.

This migrates data from existing goals into new goals. Both existing and new goals are read only during this time. After data migration is completed, the new Goals functionality is fully available and replaces the existing Goals functionality.

Customize Feedback to Fit Your Organization (Pilot)

Your sales teams can now manage feedback offers, feedback requests, and feedback related to performance summaries all in one place! The Enhanced Feedback feature lets you customize feedback in your organization, including creating custom fields and layouts related to feedback requests.

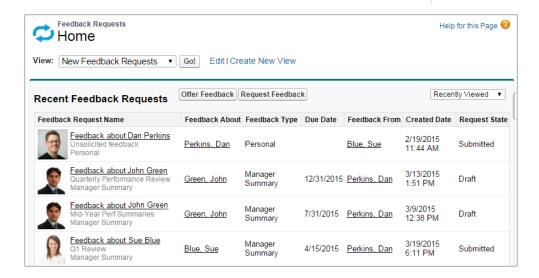


Note: Enhanced Feedback and Enhanced Performance Summaries are currently available through a single pilot program. For more information on enabling these features, contact Salesforce.

The Feedback tab displays the recent feedback a user has viewed, and they can filter to see different types of feedback records. For example, users can select **New Feedback Requests** to see feedback records that require their input. You can also create custom list views with different filter options.

EDITIONS

Feedback requires a Work.com license, which is available for an additional cost in **Professional**, **Enterprise**, **Unlimited**, and **Developer** editions, and is included in **Performance** edition.



Sharing works the way it does for other Salesforce objects. You can also customize the look of feedback records and display custom fields and layouts, if desired.

Note the following limitations:

- The pilot is limited to only sandbox organizations.
- Salesforce1 is not currently supported.
- The Enhanced Feedback and Enhanced Performance Summaries features are available through a single pilot program. See additional performance summary limitations in Use New Tools to Manage Performance Summary Cycles (Pilot).

Use New Tools to Manage Performance Summary Cycles (Pilot)

The Performance tab is now your one-stop shop for creating and managing performance summary cycles! The Enhanced Performance Summaries feature lets you easily gather insights about the people in your company with a custom questionnaire, and new features like uploading users in bulk with a CSV file make it even easier to use.

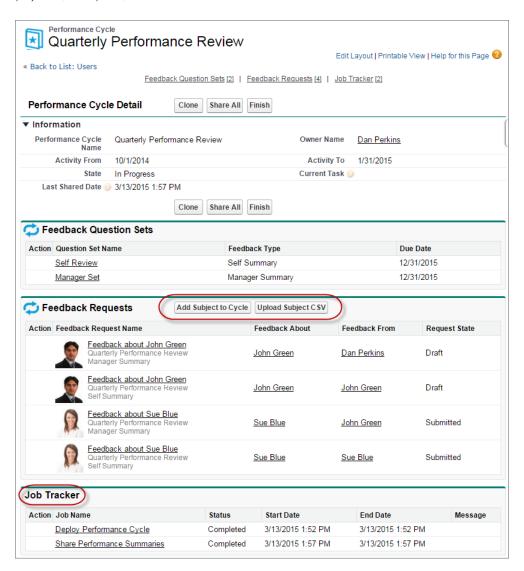


Note: Enhanced Feedback and Enhanced Performance Summaries are currently available through a single pilot program. For more information on enabling these features, contact Salesforce.

The performance cycle detail page lists the question sets, individual performance summary requests, and other information related to a performance cycle. Administrators can now easily upload CSV files containing user IDs or usernames. Additionally, the Job Tracker tracks and displays processes such as cycle deployment, CSV upload, and Share All.



Performance summaries require a Work.com license, which is available for an additional cost in **Professional, Enterprise, Unlimited,** and **Developer** editions, and is included in **Performance** edition.



Enhanced Performance Summaries look, feel, and act more like other Salesforce objects, and you can make additional customizations to suit your organization. For example, you can create custom fields, layouts, and list views for different performance summaries.

Note the following limitations:

- The pilot is limited to only sandbox organizations.
- Salesforce1 is not currently supported.
- Pulling in recent work (such as thanks, coaching, and feedback) is not currently supported.
- The Enhanced Feedback and Enhanced Performance Summaries features are available through a single pilot program.

SEE ALSO:

IdeaExchange: Performance Feedback Reminders

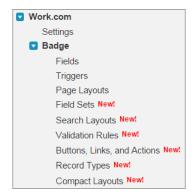
Customize More Features for Thanks, Rewards, and Skills

Use more features for Thanks, Rewards, and Skills, including customizable field sets and validation rules.

You can find the new features in Setup under **Work.com**.



Rewards require a
Work.com license, which is
available for an additional
cost in **Professional**, **Enterprise**, **Unlimited**, and **Developer** editions, and is
included in **Performance**edition.



Several additional platform features are now available:

- Field Sets—Present a group of related fields on a Visualforce page in different ways without modifying code.
- Search Layouts—Modify the fields that display for users in search results.
- Validation Rules—Verify that the data a user enters meets standards you specify before a record can be saved.
- Button, Links, and Actions—Integrate Salesforce data with external websites and services with custom buttons and links. Add features to the Chatter publisher and Salesforce 1 with actions.
- Record Types—Offer different business processes, picklist values, and page layouts to different users by creating different record types.
- Compact Layouts—Display a record's key fields at a glance in Salesforce1.

Object	New Features
Badge	Field Sets Search Layouts Validation Rules Buttons, Links, and Actions Record Types Compact Layouts
Badge Received	Field Sets Buttons and Links
Endorsements	Field Sets Record Types Search Layouts
Reward	Field Sets Validation Rules Buttons, Links, and Actions Record Types Compact Layouts
Reward Fund	Field Sets Search Layouts Validation Rules Buttons, Links, and Actions Record Types Compact Layouts
Reward Fund Type	Field Sets Search Layouts Validation Rules Buttons, Links, and Actions Record Types Compact Layouts
Skills	Field Sets Record Types
Skill Users	Field Sets Record Types

Object	New Features
	Search Layouts
Thanks	Field Sets
	Buttons and Links

Other Changes in Work.com

We've made other important changes in Work.com.

See Who Has Received Thanks Badges

You can now see everyone who has received a specific thanks badge from the badge's detail page. To see Badges Received on badge detail pages, from Setup, click **Customize** > **Work.com** > **Badge** > **Page Layouts**, and add the Recognition related list.

Add a Chatter Feed to Thanks Badges, User Skills, and Endorsements

You can now enable a Chatter feed for badges, user skills, and endorsements. To enable feeds, from Setup, click **Customize** > **Chatter** > **Feed Tracking**, and select **Enable Feed Tracking** for Badge, Skill User, or Endorsement.

Data.com: Prospecting Insights, "Firmographic" Fields

Deliver leading business data for your sales teams with new Prospecting Insights. Data.com is the solution for delivering leading business data inside Salesforce. Get the most up-to-date business data for contacts, leads, and accounts.



Note: The Data.com database does not contain data from all the countries where Salesforce is used. Data.com documentation may be translated into languages used in countries not represented in the Data.com database.

IN THIS SECTION:

Prospecting Insights for Accounts

Are your sales reps spending more time hunting for prospect information than on the phone actually connecting with potential customers? Help is here. Data.com Prospecting Insights give your reps access to existing and new fields from Data.com. We've combined D&B company details and industry intelligence on one page to help your reps start smarter conversations with their prospects and customers.

Get Prospecting Insights Fast with New Fields from the Data.com Search API

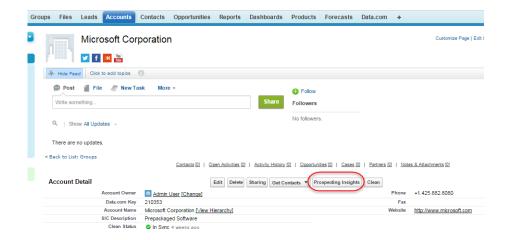
We've added new "firmographic" fields to the DatacloudCompany and DatacloudDandBCompany objects, which are accessible from the Data.com Search API. The new fields allow your organization to further improve its ability to segment and assign prospects.

Prospecting Insights for Accounts

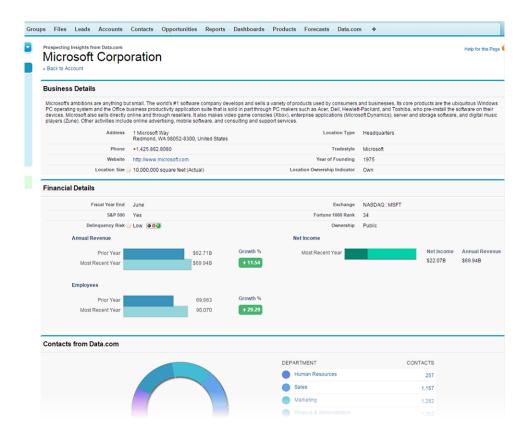
Are your sales reps spending more time hunting for prospect information than on the phone actually connecting with potential customers? Help is here. Data.com Prospecting Insights give your reps access to existing and new fields from Data.com. We've combined D&B company details and industry intelligence on one page to help your reps start smarter conversations with their prospects and customers.

The Prospecting Insights snapshot gives reps quick insights into a company's business, financial, competitive, and industry details—all integrated into the Sales Cloud. Enable Prospecting Insights by adding the **Prospecting Insights** button to the account detail page layout. Sales reps click the button to see key business details for account records, including the new D&B fields.

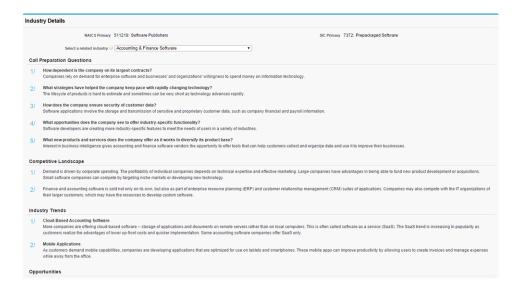
Prospecting Insights are available only for records that were imported from, or cleaned by, Data.com. If a rep clicks **Prospecting Insights** for an account whose insights aren't available, a message recommends cleaning the record.



Prospecting Insights show key business and financial details, and give reps direct access to contacts at the company.



Prospecting Insights show industry details and identify trends and opportunities, giving your reps the account and industry information they need to make effective prospect calls.



Clicking the **Prospecting Insights** button on the account record page provides view-only insights for reps who have Data.com Prospector Corporate and Premium licenses. The Prospecting Insights page delivers information in real time from Data.com.

Company details	 Address, phone, and website Location size⁽¹⁾, location type, and location ownership Tradestyle, if any Year of founding
Financial details	 Fiscal year end⁽¹⁾ Stock market exchange and symbol S&P 500 flag⁽¹⁾ Fortune 1000 rank⁽¹⁾ Delinquency risk, which predicts the likelihood of this company paying 90 or more days late over the next 12 months⁽¹⁾ Important: Use this information for marketing pre-screening purposes only. Annual revenue for the most recent and prior year, and growth percentage⁽¹⁾ Net income for the most recent year^(1,2) Employee number for the most recent and prior year, and growth percentage⁽¹⁾
Industry details	 NAICS and SIC primary classifications Industry selector, for access to related industries based on the company's primary NAICS and SIC classifications Call prep questions to help reps tailor conversation topics⁽¹⁾ Competitive landscape analysis^(1,2) Industry trends^(1,2) Industry opportunities^(1,2)

	• Industry websites ⁽¹⁾
Contacts from Data.com	Direct access to contacts, grouped by department
Top competitors	• Links to websites for up to eight of the company's top competitors, listed by revenue ⁽¹⁾

⁽¹⁾New ⁽²⁾Available only with a Premium license

IN THIS SECTION:

Set Up Prospecting Insights

Add the Prospecting Insights button to your Account page layout so your sales reps can use the new data today.

Set Up Prospecting Insights

Add the Prospecting Insights button to your Account page layout so your sales reps can use the new data today.

- 1. From Setup, click Customize > Accounts > Page Layouts.
- 2. From the list of page layouts, click **Edit** next to the layouts your Data.com Prospector reps use.
- 3. Click Buttons.
- **4.** Drag the Prospecting Insights button to the Account Detail section.
- **5.** Save your changes and let your sales reps know that Prospecting Insights is available.

Get Prospecting Insights Fast with New Fields from the Data.com Search API

We've added new "firmographic" fields to the DatacloudCompany and DatacloudDandBCompany objects, which are accessible from the Data.com Search API. The new fields allow your organization to further improve its ability to segment and assign prospects.

The new fields include information on:

- Fortune® 1000 rank
- S&P 500[®] presence
- Location size
- Employee growth
- Sales growth

The new fields are included with a Data.com Prospector Corporate and Premium license.

For more information about the Data.com APIs and the new fields, see Data.com API Developer's Guide.

Service: More Opportunities for Support, Increased Agent Productivity

Summer '15 includes smarter service by pushing the right cases to the right agents at the right time. You can also embed support into mobile apps for live guidance, and go beyond plain text to dynamically interact with your customers. Supercharge your agents' productivity with enhanced shortcuts and bulk macros, and solve cases faster by leveraging multiple agents in one chat session.

IN THIS SECTION:

Push Work to Qualified, Available Support Agents with Omni-Channel (Beta)

Omni-Channel is the Service Cloud's comprehensive customer service solution that pushes work to agents in real time, right from the Salesforce console!

Add In-App Support to Your Mobile App with SOS Video Chat and Screen-Sharing (Generally Available)

Want to connect with your customers in a whole new way? We're excited to introduce SOS, the Service Cloud's mobile support solution. With SOS, you can add a help button to your native iOS or Android mobile application that lets your customers connect with agents over a one-way video and two-way audio chat.

Case Feed

Case Feed gives support agents a more streamlined way of creating, managing, and viewing cases. It includes publishers, which let agents create case notes, log calls, change the status of cases, and communicate with customers in a Chatter-like feed.

Email-to-Case

Email-to-Case helps your company efficiently receive and resolve cases via email.

Macros Increase Efficiency

Support agents who use Case Feed can use macros to complete repetitive tasks—such as selecting an email template, sending an email to a customer, and updating the case status—all in a single click. Macros save time and add consistency to support agents' work.

Enable Case Assignment Rules More Intuitively

You can now separately choose whether to force case assignment rules and allow end-users to turn the rule on or off when editing or creating a case. Previously, these options were not independent of each other.

Entitlement Management

Entitlement Management lets you and your support agents verify and fulfill customers' support contracts.

Knowledge

Salesforce Knowledge is your Knowledge Centered Support certified knowledge base.

Live Agent

Live Agent lets service organizations connect with customers or website visitors in real time through a Web-based, text-only live chat.

Salesforce Console for Service

The Salesforce Console for Service is an app that's designed for users in fast-paced environments who need to find, update, and create records quickly to support their customers.

Service Communities

Summer '15 brings new opportunities for support agents with the community case feed, which gives agents and users in self-service communities a comprehensive view of all case interactions—including case emails—in a unified, Chatter-based feed.

Social Customer Service

Social Customer Service is the next-generation integration between Social Studio (Radian6) and the Salesforce Service Cloud. Customer service agents can engage with their customers by responding to cases created from Twitter and Facebook. Salesforce Administrators can customize how the inbound social content is processed using an Apex class and they can configure who in their organization has permission to respond using social accounts.

Assets

The Assets object tracks products that your customers own. Assets can include your company's products and competitors' products.

Organization Sync

Organization Sync lets you set up a secondary, synced Salesforce organization that users can access when your primary organization is undergoing maintenance. Summer '15 improvements to Organization Sync include auto-published fields, the option to sync metadata, the ability to write reports and triggers for the Organization Sync log, and a new video, "How Organization Sync Works".

Improve Your Service Cloud Implementation with Code: Introducing the Service Cloud Cookbook

Are you a developer who's looking to take a Service Cloud implementation to the next level? Are you a savvy admin who wants to try your hand at improving a Service Cloud implementation with some simple code? Then check out the new Service Cloud Cookbook, a collection of simple, impactful code samples that you can add to your organization.

SEE ALSO:

How and When Service Features Become Available Video: What's New in the Service Cloud in Summer '15 IdeaExchange: Service Cloud Ideas Delivered in Summer '15

Push Work to Qualified, Available Support Agents with Omni-Channel (Beta)

Omni-Channel is the Service Cloud's comprehensive customer service solution that pushes work to agents in real time, right from the Salesforce console!

First, let's get some legal jargon out of the way: This release contains a beta version of Omni-Channel that is production quality but has known limitations. You can provide feedback and suggestions for Omni-Channel on the IdeaExchange. For information on enabling this feature for your organization, contact Salesforce. Now, on to the fun stuff!

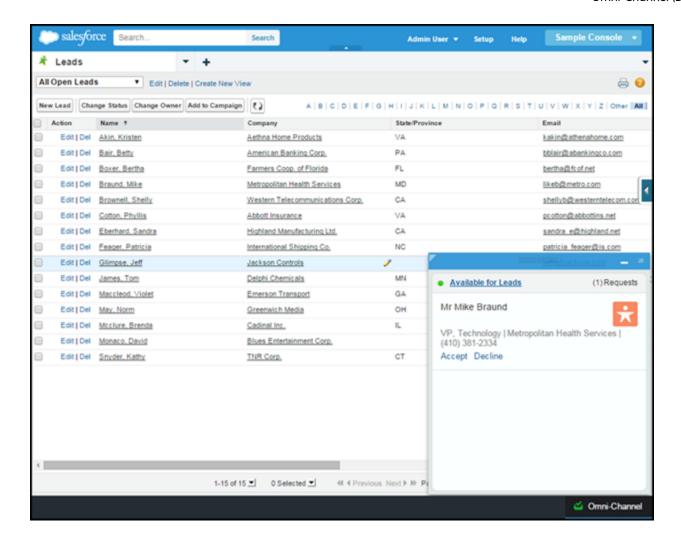
Use Omni-Channel to create work items from Salesforce records and route them to the most qualified, available agents in your organization. That's right: You can automatically route most Salesforce objects in a Salesforce Queue—including cases, leads, chats, and SOS video calls—to your agents.

With Omni-Channel, you can set the priority of work items to make sure that critical assignments get taken care of quickly. You can manage your agents' capacity and availability for work to ensure that they're given only the number of assignments that they can handle. You can also define which agents can work on different types of assignments. Best of all, agents no longer have to pick and choose work items manually from a queue, and managers no longer have to triage or dispatch work to agents. Work is served to the most qualified available agent in real time!

Omni-Channel integrates seamlessly into the Salesforce console, so it's easy for your support agents to use. Agents can accept work assignments right from the Omni-Channel widget in the console.

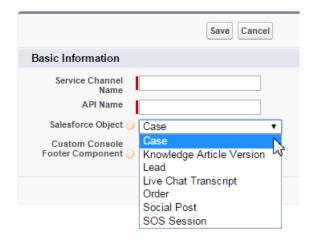


Omni-Channel is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions



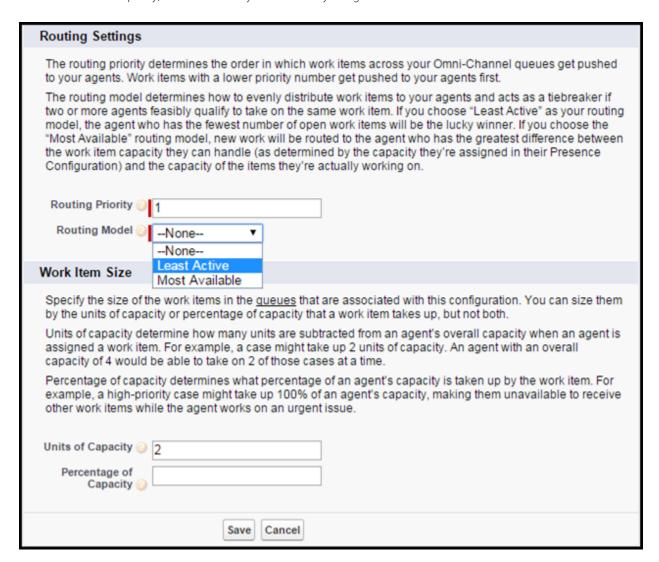
Turn a Salesforce Record into a Work Item with Service Channels

Service Channels let you turn most Salesforce objects such as a case, lead, SOS session, or even a custom object into a work item. Omni-Channel then plucks these work items from their Queues—like flowers from the garden of agent productivity—and routes them to your agents in real time.



Define How Work Items Are Pushed to Agents with Routing Configurations

Routing Configurations determine how work items are routed to agents. They let you prioritize the relative importance and size of work items across your Omni-Channel Queues. Since not all work items take the same amount of effort, use Routing Configurations to control the relative size of items in your queues so agents can give the right amount of attention to their work. That way, the most important work items are handled quickly, and work is evenly distributed to your agents.



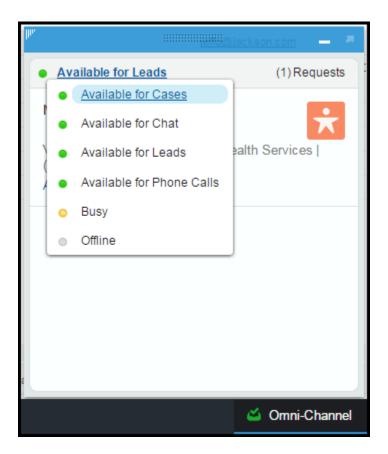
Assign Users and Routing Configurations to Queues to Start Pushing Work Items to Agents

Associate routing configurations with a Salesforce Queues. The items in that Queue are pushed to your agents based on the settings in the Routing Configuration. You can integrate existing Queues into Omni-Channel.

Available? Offline? Busy? Let Agents Define Their Availability with Presence Statuses

Presence Statuses indicate how "present" your agents are to receive work while they're signed into Omni-Channel. Create statuses to indicate whether an agent is away or available to receive incoming work items.

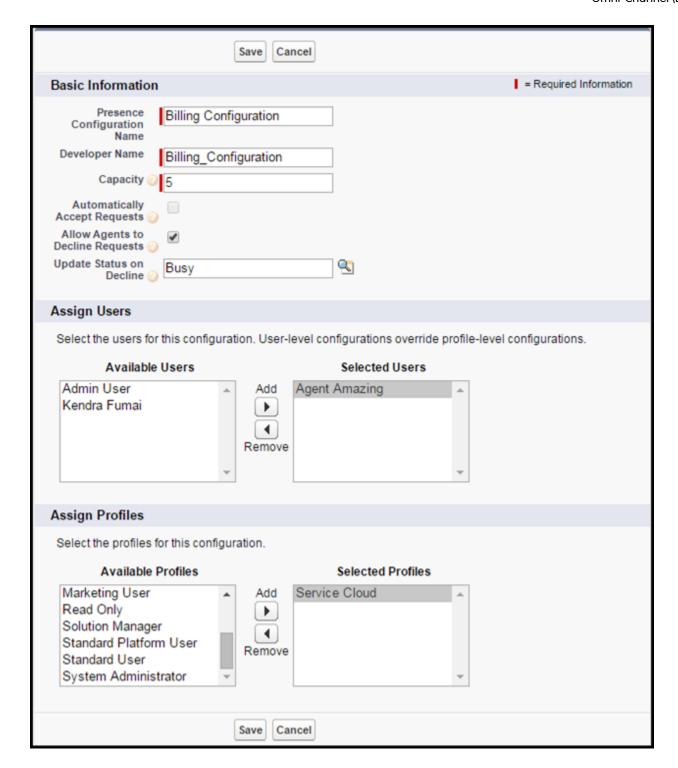
Presence Statuses are associated with one or more Service Channels. Agents who are signed in with online statuses can receive work items from those channels. If you have agents who can handle different work items at the same time, those agents can log in with a Presence Status that's associated with both of those channels.



Define Agents' Omni-Channel Settings with Presence Configurations

Presence Configurations determine how much work agents can take on and what Omni-Channel behaviors they can access while they assist customers. You can have multiple configurations for different types or groups of agents who handle different work. Each agent can be assigned to only one Presence Configuration. Unless you assign them to another configuration, all your agents are assigned to the Default Presence Configuration, which Salesforce creates for you automatically to get you started quickly.

Use Presence Configurations to specify your agents' overall capacity for work items that is, the amount of work an agent can take on at a time. You can also indicate how agents can interact with work that's assigned to them, such as whether they can decline assignments.



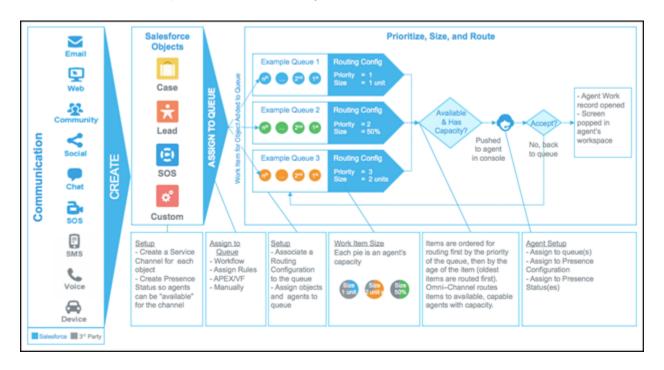
Run Reports on Your Agents' Availability and Work Assignments

Gain insight into your Omni-Channel agents' activities with custom reports. You can run reports on your agents' Presence Statuses and their work assignments.

Want to know how much time your agents spend in a certain state or make sure they're meeting compliance standards? Run a report or create a dashboard on the User Presence object. The User Presence object tracks your agents' statuses throughout their Omni-Channel sessions.

Maybe you want to take a peek at how your agents are managing their work assignments. Create reports on the Agent Work object to see how many work items your agents accept and decline, their average speed to answer, or average handle times.

Here's an overview of how all the pieces of Omni-Channel fit together.



To learn more about setting up Omni-Channel and efficiently pushing work items to your agents, see Set UpOmni-Channel.

Add In-App Support to Your Mobile App with SOS Video Chat and Screen-Sharing (Generally Available)

Want to connect with your customers in a whole new way? We're excited to introduce SOS, the Service Cloud's mobile support solution. With SOS, you can add a help button to your native iOS or Android mobile application that lets your customers connect with agents over a one-way video and two-way audio chat.

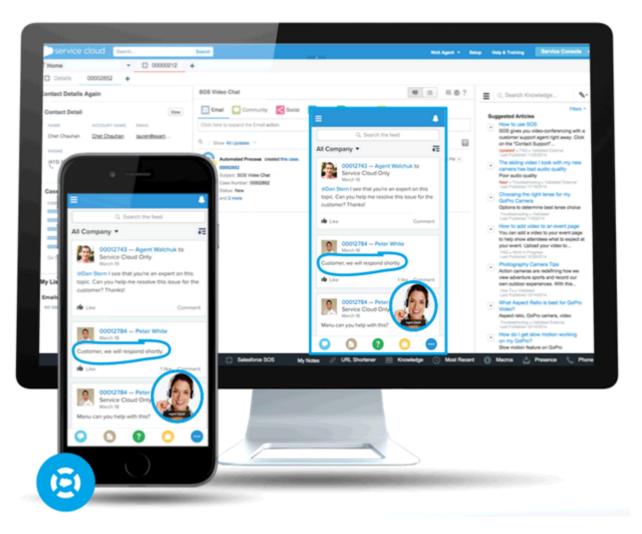
Phew. Now back to the fun stuff!

Gone are the days when your customers had to connect with a nameless, faceless agent over a phone call. With just one click, your customers can see the agents they're speaking to while your agents provide personalized, in-app guidance with video chat, screen-sharing, and agent annotations.

EDITIONS

SOS is available for an additional cost in:

Enterprise, Performance,
Unlimited, and Developer
Editions



SOS is integrated into the Salesforce console for the Service Cloud. Your agents can access cases, account records, and customer information quickly and easily during their video calls. Agents can also draw on customers' screens during an SOS session, giving your customers in-app guidance to solve their problems. Your customers get a comprehensive, personal support experience, and your agents have the information they need in the console to solve customer issues.

Even better, SOS is fully integrated into Omni-Channel, the Service Cloud's routing engine that allows you to customize how work items—including SOS video calls—are routed to your agents. SOS calls are routed to the most available, capable agents in your organization in real time. Omni-Channel routing is built right into the Service Cloud and the Salesforce console, so your SOS calls are routed to your agents automatically—no third-party routing engine required!

For more information on integrating SOS into your mobile applications, ask your Salesforce account team about the SOS iOS SDK. For more information on configuring SOS, see Set Up SOS Video Chat and Screen-Sharing.

Case Feed

Case Feed gives support agents a more streamlined way of creating, managing, and viewing cases. It includes publishers, which let agents create case notes, log calls, change the status of cases, and communicate with customers in a Chatter-like feed.

IN THIS SECTION:

Edit Posts and Comments in Case Feed

Previously, Case Feed posts and comments couldn't be modified. Now, users can edit posts and comments, making it easy to fix typos and add information.

Highlight Externally Visible Feed Items in Case Feed

You can highlight feed items in Case Feed that are visible to external users. Now support agents can easily distinguish between feed items that are visible only to internal users and items that are visible to external users.

Edit Posts and Comments in Case Feed

Previously, Case Feed posts and comments couldn't be modified. Now, users can edit posts and comments, making it easy to fix typos and add information.

See Edit Feed Posts and Comments.

EDITIONS

Available in: Enterprise Performance

Unlimited

Developer

- Performance
- Unlimited
- Developer

Highlight Externally Visible Feed Items in Case Feed

You can highlight feed items in Case Feed that are visible to external users. Now support agents can easily distinguish between feed items that are visible only to internal users and items that are visible to external users.

By default, Case Feed doesn't distinguish feed items according to who can see them.

You must enable both the Enable Community Case Feed and Highlight Externally Visible Feed Items settings for the highlighting to work properly.

When the Enable Community Case Feed and Highlight Externally Visible Feed Items settings are enabled, the following feed items are highlighted in the case feed:

- Public emails sent to or received from the email address for contact person on a case
- Public case comments
- All social posts (such as Facebook posts)
- **Ouestions escalated from Communities**
- Tasks that have the All with Access or Public settings
- Events that have the All with Access or Public settings
- Chatter posts that have the All with Access or Public settings

When only Highlight Externally Visible Feed Items is enabled, then the following feed items are highlighted in the case feed:

Incoming and outgoing email feed items that are sent to, or received from, the email address for the contact person on a case

EDITIONS

Available in:

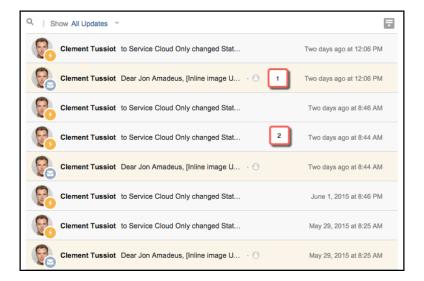
- **Enterprise**

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

When only Enable Community Case Feed is enabled, then no feed items are highlighted. This setting is only available for compact feed.



- 1. Feed items that are highlighted in orange are visible to external users, such as customers.
- 2. Feed items that are not highlighted are visible only to internal users, such as support agents.

Enable the **Highlight Externally Visible Feed Items** setting to change the background of externally visible feed items to orange. From Setup, click **Customize** > **Cases** > **Page Layouts**. Select the feed-based page layout that you want to edit, and click **Edit**. Scroll to the Feed View settings and select **Highlight Externally Visible Feed Items**.

To enable the Enable Community Case Feed setting, see Enable the Community Case Feed.

Email-to-Case

Email-to-Case helps your company efficiently receive and resolve cases via email.

Available in: Professional, Enterprise, Performance, Unlimited, and Developer Editions.

IN THIS SECTION:

Email Feed Items Now Display HTML Formatting and Inline Images

Previously, email feed items in the Salesforce Console for Service were displayed only in plain text and inline images in emails were displayed as attachments. Now, email feed items in the compact feed layout can be displayed in HTML, allowing support agents to easily see inline images in customer emails.

Append User Signatures After Replies in Emails

By default, user signatures in emails sent from Case Feed are always appended at the bottom of outgoing email threads. You can now insert the user signature so it appears after the support agent's reply, but before the email thread.

Email-to-Case Settings for Thread IDs Have Been Renamed

We've renamed the email-to-case settings for inserting thread IDs into email subjects and email body text.

Email Feed Items Now Display HTML Formatting and Inline Images

Previously, email feed items in the Salesforce Console for Service were displayed only in plain text and inline images in emails were displayed as attachments. Now, email feed items in the compact feed layout can be displayed in HTML, allowing support agents to easily see inline images in customer emails.

HTML formatting and images in email feed items are available only in the compact feed layout. If customers or support agents send emails containing HTML formatting and inline images, the email feed item displays the formatting and images. Images up to 2 MB are loaded only on the first email feed item. Images larger than 2 MB or that are in other email feed items are rendered as an icon. When you click the icon, the image is rendered on the feed.

EDITIONS

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

Previously, mailto links in the email body were disabled and rendered as plain text. Now, when you click a mailto link, such as an email address, Salesforce loads the standard email action with the values specified in the mailto link.

To enable HTML in email feed items, from Setup, click **Customize** > **Cases** > **Email-to-Case** and select Enable HTML Email in the Email-to-Case Settings page.

SEE ALSO:

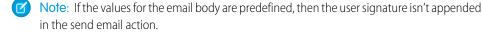
IdeaExchange: Display Images Properly on HTML Email in Email-to-Case

Append User Signatures After Replies in Emails

By default, user signatures in emails sent from Case Feed are always appended at the bottom of outgoing email threads. You can now insert the user signature so it appears after the support agent's reply, but before the email thread.

This feature is only supported in the Email Publisher in Case Feed. It is not available when sending emails from a related list, such as the Emails related list, on a case.

Previously, user signatures weren't shown in the standard email publisher, email Apex publisher, and send email action, so users didn't see their signature in emails. Now users can see their signatures in emails sent from Case Feed.



- 1. From Setup, click **Customize** > **Cases** > **Email-to-Case**.
- **2.** Select **Place User Signatures before Email Threads**. If you don't select the checkbox, the user signature is appended at the end of the email by default.
- 3. Click Save.

SEE ALSO:

IdeaExchange: Signature on Reply to Emails

EDITIONS

Available in:

- Professional
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To set up Email-to-Case:

"Customize Application"

Email-to-Case Settings for Thread IDs Have Been Renamed

We've renamed the email-to-case settings for inserting thread IDs into email subjects and email body text.

The Insert Thread ID in the Email Subject setting used to be called Email Subject.

The Insert Thread ID in the Email Body setting used to be called Email Body.

EDITIONS

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

Macros Increase Efficiency

Support agents who use Case Feed can use macros to complete repetitive tasks—such as selecting an email template, sending an email to a customer, and updating the case status—all in a single click. Macros save time and add consistency to support agents' work.

You can create macros to perform multiple actions on the Case Feed. You also can use bulk macros to perform the same actions on multiple records at the same time.



Note: Macros are supported only on Feed-based layouts for Accounts, Contacts, Leads, and Cases Objects.

EDITIONS

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with a Service Cloud license

IN THIS SECTION:

Create a Bulk Macro

A bulk macro is a macro that you can run on multiple records at the same time. Only macros that meet certain criteria can be run as bulk macros.

Run Bulk Macros on Multiple Records at the Same Time

Previously, a support agent could run a macro only on one record at a time. Now, agents can run a bulk macro on multiple records at the same time. Bulk macros let agents easily address spikes in customer cases involving the same issue.

Quickly Search Salesforce Knowledge and Attach Articles to Cases Using Macros

In the Summer 15 release, you can create macros to automatically run keyword searches for Salesforce Knowledge articles and attach articles to cases. Using macros makes it easier and faster for support agents to find and provide relevant support articles about common customer issues.

Post to Social Networks Using Macros

You now can create and run macros to automatically post to social networks such as Twitter or Facebook.

Replace Field Values in a Case Using Macros

You can use macros to automatically replace field values in a case, making it simple to change the content in a record. Replace instructions tell the macro to clear the existing value in a field and replace it with the value specified in the macro. The macro replaces the field with an empty string when no value is specified.

Insert Field Values into a Case Using Macros

You can use macros to automatically insert field values into fields, making it simple to add additional information to a record. Add and Insert instructions tell the macro to add the specified field values to the existing values in a field.

New User Permission for Creating and Running Macros That Users Can't Undo

Some macros perform actions that can't be undone, such as sending outbound emails to customers or updating a case status. Previously, any administrator or support agent with the Create Macros permission could create and run macros that performed irreversible actions. Now, administrators and agents must have the Manage Macros Users Can't Undo user permission to create, edit, and run macros that contain instructions for performing irreversible actions.

Enhancements to Searching for Macros

Previously, the macros search list only displayed a maximum of 400 macros. This limitation has been removed in Summer 15.

Macros List Shows Most Recently Used Macros

Previously, if the macros search box was empty, the macros list showed all existing macros. Now, if the macros search box is empty, the macros list shows the user's 25 most recently used macros.

Create a Bulk Macro

A bulk macro is a macro that you can run on multiple records at the same time. Only macros that meet certain criteria can be run as bulk macros.

Bulk macros are supported for the:

- Email Publisher in Case Feed on the Salesforce Console for Service
- All Quick Actions except for Social Quick Actions

Bulk macros are not supported for:

- Salesforce Knowlege Actions
- Community actions
- Social post actions
- "Add" and "Insert" instructions (such as the Add to Subject instruction or the Insert into HTML Body instruction for the Email Publisher)

If the bulk macro interacts with the Email Publisher, it can contain only one Email Publisher action.

A bulk macro must contain at least one Submit Action instruction.



Example: Suppose that your company has a service outage and lots of customers have contacted customer support. You want support agents to send an email to customers who have opened cases about the outage telling them when the service outage will end. You can create a bulk macro that uses an email template to create and send an email to these customers. See "Create a Bulk Macro" in the Salesforce Help for steps on how to recreate this example in your organization.

Run Bulk Macros on Multiple Records at the Same Time

Previously, a support agent could run a macro only on one record at a time. Now, agents can run a bulk macro on multiple records at the same time. Bulk macros let agents easily address spikes in customer cases involving the same issue.

User Permissions Needed

"Read" on Macros
"Create" and "Edit" on Macros
"Manage Macros That Users Can't Undo"
"Run Macros on Multiple Records"

EDITIONS

Available in: Enterprise, Performance, Unlimited, and **Developer** Editions with a Service Cloud license

EDITIONS

Available in: Enterprise, Performance, Unlimited, and **Developer** Editions with a Service Cloud license

You can run bulk macros records from the Accounts, Cases, Contacts, and Leads objects. However, you can run a bulk macro only on records in one object list view at a time. For example, you can run a bulk macro on multiple cases in the Cases list view, but not on cases and accounts at the same time.

An icon showing a green lightning bolt with two underlines (₹) indicates whether a macro is a bulk macro.

Bulk macros are processed in increments of 10 macros at a time. You can run a bulk macro on more than 10 cases, but the system processes the macro in groups of 10 at a time.

- In the Case list view, select the cases that you want to run the macro on.
 You can filter the cases to identify which cases you want to run the macro on.
- 2. In the Macro widget, select the macro and click **Run**.
- 3. In the confirmation window, click **OK** to continue.

 The macro runs on the selected cases. In the list view, the cases on which the macro ran successfully are highlighted in green and denoted by a green check mark icon. Cases that the macro didn't run successfully on are highlighted in red and denoted by a red X icon. To see an explanation about why the macro didn't work on a case, hover over the red X icon.
- **Example:** Suppose that there's an increase in customer cases about the same issue. You can use a macro to email these customers, assuring them that your company is aware of the issue and is working to fix it. Select the cases that you want to apply the macro to. In each case, the macro applies an email template to a new email, addresses the email to case contact, and sends the email.

Quickly Search Salesforce Knowledge and Attach Articles to Cases Using Macros

In the Summer 15 release, you can create macros to automatically run keyword searches for Salesforce Knowledge articles and attach articles to cases. Using macros makes it easier and faster for support agents to find and provide relevant support articles about common customer issues.

Salesforce Knowledge must be set up before you can use macros to search and attach articles.

Now support agents can use macros to:

- Search for Salesforce Knowledge articles by keyword and by article number
- Attach the most relevant article to the case
- Attach an article as a PDF or as HTML to an email in Case Feed
- Insert an article into a case as HTML

Example: You can create and run a macro to automatically select an article and attach it to a reply email to a customer. For example, suppose customers often contact support for information about resetting their passwords. You can create a macro that selects the "How to Reset Your Password" article and inserts it into the support agent's reply email. This macro saves the agent time spent searching for articles and copying and pasting them into emails.

Post to Social Networks Using Macros

You now can create and run macros to automatically post to social networks such as Twitter or Facebook.

Social Customer Service must be set up before you can use macros to post to social networks.

(3)

Example: You can create a macro to insert Quick Text into a social post. In social post actions, the "Insert" instruction is useful because you can retain the @mention and add text after it.



Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with a Service Cloud license and with a Salesforce Knowledge

EDITIONS

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with a Service Cloud license

Replace Field Values in a Case Using Macros

You can use macros to automatically replace field values in a case, making it simple to change the content in a record. Replace instructions tell the macro to clear the existing value in a field and replace it with the value specified in the macro. The macro replaces the field with an empty string when no value is specified.



Example: You can use a macro to provide a standardized email response to a customer. You can create and run a macro that replaces the subject field and the email body in an email feed item. The macro clears any existing values in an email feed item, and replaces them with the specified subject and text.

EDITIONS

Available in: Enterprise, Performance, Unlimited, and **Developer** Editions with a Service Cloud license

Insert Field Values into a Case Using Macros

You can use macros to automatically insert field values into fields, making it simple to add additional information to a record. Add and Insert instructions tell the macro to add the specified field values to the existing values in a field.

Add and Insert instructions append the specified value or text to the field, but do not delete any values or text already in the field.

When a macro runs an **Add** or **Insert** instruction on a single-line field, the new value is appended to the existing values. When the field is a multi-line field, such as an email body field, the macro inserts the specified value at the cursor position in the field.

EDITIONS

Available in: Enterprise, Performance, Unlimited, and **Developer** Editions with a Service Cloud license



Example: You can create a macro to insert Quick Text into a Community post. In Community actions, the "Insert" instruction is useful because you can retain the @mention and add text after it.

New User Permission for Creating and Running Macros That Users Can't Undo

Some macros perform actions that can't be undone, such as sending outbound emails to customers or updating a case status. Previously, any administrator or support agent with the Create Macros permission could create and run macros that performed irreversible actions. Now, administrators and agents must have the Manage Macros Users Can't Undo user permission to create, edit, and run macros that contain instructions for performing irreversible actions.

EDITIONS

Available in: Enterprise, Performance, Unlimited, and **Developer** Editions with a Service Cloud license

The Manage Macros Users Can't Undo user permission controls whether users (including administrators) can create, edit, and run macros that contain instructions that perform

irreversible actions. Administrators and agents without this permission can still share, clone, or delete macros that contain such instructions, as long as they have the required permissions for these actions. Administrators and agents without this permission can still create and edit macros that don't contain instructions for performing irreversible actions, provided they have the required permissions for creating and editing.

To enable this user permission, from Setup, click Administer > Manage Users > Permission Sets. Under App Permissions > Call Center section, select Manage Macros Users Can't Undo.

Enhancements to Searching for Macros

Previously, the macros search list only displayed a maximum of 400 macros. This limitation has been removed in Summer 15.

We changed the search from client-side to server-side in order to remove the 400-macro display limit. As a result, searches can take longer because they are running on the server. For best performance, the maximum number of macros that a user can access is 5,000 macros.

EDITIONS

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with a Service Cloud license

Macros List Shows Most Recently Used Macros

Previously, if the macros search box was empty, the macros list showed all existing macros. Now, if the macros search box is empty, the macros list shows the user's 25 most recently used macros.

A macro is considered to be "recently used" if the user has run the macro or has viewed the macro's detail page.

EDITIONS

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with a Service Cloud license

Enable Case Assignment Rules More Intuitively

You can now separately choose whether to force case assignment rules and allow end-users to turn the rule on or off when editing or creating a case. Previously, these options were not independent of each other.

To force case assignment rules, select <code>Default</code> under <code>Case Assignment Checkbox</code>. This option prevents end-users from turning off case assignment when editing or creating a case. To allow end-users to turn on or off case assignment rules, select <code>Show on edit page</code> under <code>Case Assignment Checkbox</code>. If you select both options, the assignment checkbox is displayed and is checked by default. The <code>Default</code> setting forces the assignment rule to run, unless you also display the checkbox and a user manually deselects the checkbox.

To update the case assignment checkbox, edit the Layout Properties of the case page layout.

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

SEE ALSO:

IdeaExchange: Case Assignment Checkbox Hidden But Selected

Entitlement Management

Entitlement Management lets you and your support agents verify and fulfill customers' support contracts.

IN THIS SECTION:

Track Remaining Time on Milestones in Actual Hours Instead of in Business Hours

Previously, if your organization had business hours enabled on its entitlements, the milestone tracker showed that the remaining time before a milestone was due in business hours. Now, you can track the remaining time in actual hours, even if business hours are enabled.

EDITIONS

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

Track Remaining Time on Milestones in Actual Hours Instead of in Business Hours

Previously, if your organization had business hours enabled on its entitlements, the milestone tracker showed that the remaining time before a milestone was due in business hours. Now, you can track the remaining time in actual hours, even if business hours are enabled.

The remaining time for a milestone is the difference between the present time and when the milestone is due. If business hours are set for milestones, the time remaining is shown in business hours by default.

Enable entitlement management and business hours before setting how the milestone tracker displays the remaining time.

EDITIONS

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

To use actual hours instead of business hours, from Setup, click **Build > Customize > Entitlement Management > Settings**. Under the Milestone Tracker section, select the checkbox for **Show the time remaining in actual hours, not business hours** and click **Save**.



Example: If the remaining time is shown in business hours: For example, suppose that business hours are from 9:00 AM to 5:00 PM. Right now, it's 4:30 PM and the support agent has a milestone due at 11:00 AM the next day. In this case, the milestone tracker shows the remaining time in business hours, so the remaining time is 2.5 hours. (4:30-5:00 PM today and 9:00-11:00 AM tomorrow.)

If the remaining time is shown in actual hours: However, if you set the milestone tracker to show time in actual hours, the milestone tracker ignores the business hours. Instead, the milestone tracker shows the remaining time using the full amount of time between the present time and when the milestone is due. So, if it's 4:30 PM now and the milestone is due at 11:00 AM tomorrow, the remaining time would be 18.5 hours. (4:30 PM today through 11:00 AM tomorrow.)

Knowledge

Salesforce Knowledge is your Knowledge Centered Support certified knowledge base.

IN THIS SECTION:

Attach an Article to a Case from the Article Detail Page

Agents can now search for articles, view the article detail page, and then attach the article to the case directly from the detail page, rather than having to go back to the article list.

Link to an Article in Social Customer Service

With the Summer '15 release, Social Customer Service agents can insert a link to an publicly available article in the Social action in the case feed.

Articles Suggested for Cases are More Relevant (Generally Available)

To reduce time-to-resolution for agents and customers, enable one-click access to suggested articles when they search and create cases. Suggestions appear in the Salesforce Console for Service and in portals and communities.

Thumbs Up or Down Ratings (Beta)

With this beta program, you can choose to rate internal articles with the existing star rating system or the new thumbs up or down rating method.

Other Changes for Salesforce Knowledge

Learn about other changes that affect your Salesforce Knowledge users.

Attach an Article to a Case from the Article Detail Page

Agents can now search for articles, view the article detail page, and then attach the article to the case directly from the detail page, rather than having to go back to the article list.

EDITIONS

Salesforce Knowledge is available in **Performance** and **Developer** editions.

Salesforce Knowledge is available for an additional cost in **Enterprise** and **Unlimited** editions.

In the past, an agent could only attach an article to a case from the Article Search Results list. However, they most often have to drill into the detail page of the article to determine if it is the right article to attach. If they have to go back to the list, it may be frustrating to determine which article in the list is the one they were just viewing.

When searching for an article from a case, not in the Service Console, an agent can click **Attach to case** or **Attach and Return to case**.



After the agent clicks **Attach to case** or **Attach and Return to case**, they become **Detach from case** and **Detach and Return to case**.

When in Service Console, there is only **Attach to case**. **Attach and Return to case** is not needed, as you can just go to the case tab in the Service Console.



You can also detach the article once it is attached in the Service Console.

If the agent initiates the article search from a case, they can attach and detach the article from the article detail view.



Note: These options are not available unless the agent is coming from a case article search. For example, agents must start from a specific case that they need to attach or detach an article.

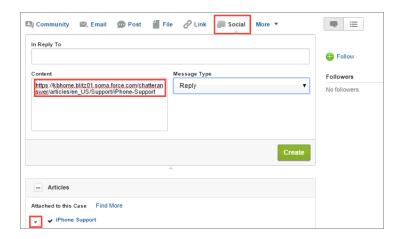
SEE ALSO:

IdeaExchange: Return 'Attach' and 'Attach and Return To Case' buttons to full view of an Article IdeaExchange: Knowledgebase: improve attach article to case interface

Link to an Article in Social Customer Service

With the Summer '15 release, Social Customer Service agents can insert a link to an publicly available article in the Social action in the case feed.

While using the Social action in the Service Console, agents can choose the Share Article Link on a public article (either the article search widget, the attached articles, or the Knowledge sidebar). The link is pasted in the content of the Social action.





Note: Inserting an article link into Social Customer Service isn't supported in Internet Explorer 7.

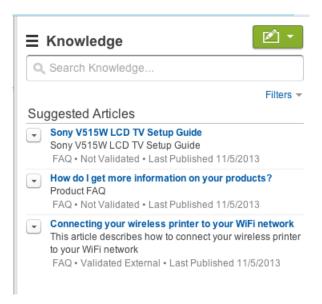
SEE ALSO:

IdeaExchange: Share Knowledge Articles on social media. (Linked In, Facebook, Twitter, etc)

Articles Suggested for Cases are More Relevant (Generally Available)

To reduce time-to-resolution for agents and customers, enable one-click access to suggested articles when they search and create cases. Suggestions appear in the Salesforce Console for Service and in portals and communities.

The search engine now looks for articles with similar content to the case subject and description based on the frequency and distribution of matching search terms. The search engine also looks for articles that were attached to other cases with the same keywords in the subject and description.



To enable, from Setup go to **Customize** > **Knowledge** > **Settings**, under Knowledge One check Suggest articles for cases considering case content.

Thumbs Up or Down Ratings (Beta)

With this beta program, you can choose to rate internal articles with the existing star rating system or the new thumbs up or down rating method.



Note: This release contains a beta version of thumbs up or down rating that is production quality but has known limitations and is not supported in Internet Explorer 8. You can provide feedback and suggestions and get information on enabling this feature for your organization by contacting Salesforce.

Thumbs up or down voting makes ratings easier and should encourage agents to vote more.

 $From \ Setup, go \ to \ \textbf{Customize} > \textbf{Knowledge} > \textbf{Settings} \ \text{and} \ select \ \texttt{Enable} \ \ thumbs \ up \ or \ down \ voting \ for \ article.$

If articles already have star ratings when thumbs up or down voting is activated, their previous votes are retained. Three, four, or five stars convert to thumbs up. One and two stars convert to thumbs down. If thumbs up or down is converted back to stars, thumbs up equals five stars and thumbs down equals one star.

Knowledge users vote on the Article Detail page. If a user votes thumbs up, it shows up green. If a user votes thumbs down, it shows up red.



Note: At this time, you can't change your vote, thumbs up or down voting is not reflected in vote statistics, the metadata API doesn't retain the setting, and this beta program is not available for Salesforce1or Communities.



Votes are shown in article detail page based on the current channel and the article search list shows total votes across all channels.



Other Changes for Salesforce Knowledge

Learn about other changes that affect your Salesforce Knowledge users.

Synonym Group Limit Increased

You can now add up to 1,000 synonym groups. Previously, you could add only 300.

Article File Fields in Salesforce1 and Communities

Agents and customers can now see attachments in the file field of an article in Salesforce1 and Communities. This is especially important when the content references something in an attached file that is not well understood without accessing the file.

Editor Upgrade

The CKEditor was upgraded across all objects, including articles, to version 4.4.6.

Live Agent

Live Agent lets service organizations connect with customers or website visitors in real time through a Web-based, text-only live chat.

IN THIS SECTION:

Transfer a Workspace with a Chat Transfer or Conference

When an agent transfers a chat or starts a conference, any records attached to the chat transcript will now open in the other agent's workspace when another agent accepts the chat. This way, the agent who accepts the transferred chat has all the information to start assisting the customer right away, without having to search for related records.

EDITIONS

Live Agent is available in: **Performance** Editions and **Developer** Edition

organizations that were

created after June 14, 2012

Live Agent is available for an additional cost in: **Enterprise** and **Unlimited** Editions

Conference Multiple Agents into Chats

We've delivered one of our most-requested enhancements! You can now include multiple agents in a single chat to help your customers get the solutions they need more quickly.

Block Unwelcome Chat Visitors by IP Address

Help your agents avoid troublesome customers by blocking chats from specified IP addresses.

Updates to Live Agent Browser Support

As Live Agent has gotten bigger and better, certain features won't work with some versions of IE.

Automatically Set Agents' Status to Away When a Chat Request Times Out

It's hard to believe, but sometimes agents forget to update their status! We added a new option that lets you set your agents' Live Agent status to Away automatically when a chat request that's been assigned to them times out. This can help you improve your chat routing by removing unavailable agents from the gueue.

New Button Lets Customers Cancel a Pending Chat Request

Your customers now have a button to cancel a chat request while they're waiting in a queue. When a customer clicks the Cancel button, the chat ends immediately, which improves accuracy of the Abandoned After time.

Extreme Makeover: Live Agent Edition

Live Agent has a fresh look to help you read chats and find actions faster.

Enabling Omni-Channel with Your Existing Live Agent Implementation

So you've decided to take your customer service to the next level with Live Agent. That's great! If you're already supporting your customers with Live Agent chat, there are a few things you need to know before you start managing chat traffic with Live Agent in Omni-Channel.

Transfer a Workspace with a Chat Transfer or Conference

When an agent transfers a chat or starts a conference, any records attached to the chat transcript will now open in the other agent's workspace when another agent accepts the chat. This way, the agent who accepts the transferred chat has all the information to start assisting the customer right away, without having to search for related records.

If an agent tries to transfer a chat, but has open records that are unsaved or unattached to the chat transcript, the first agent will be prompted to save those changes before completing the chat transfer. This way, the agent who accepts the transfer will see the most up-to-date details about the customer.

For more information on transferring workspaces, see Transfer Chats and "Send a Chat Conferencing Request" in the Salesforce Help.

Conference Multiple Agents into Chats

We've delivered one of our most-requested enhancements! You can now include multiple agents in a single chat to help your customers get the solutions they need more quickly.

If an agent needs extra help solving a customer's problem, the agent can now invite additional agents to join the chat without disrupting the flow of the conversation. Instead of transferring the chat to another agent (who may or may not be able to solve the customer's problem), agents can work together in the same chat to assist the customer more efficiently.

Supervisors can also monitor chat conferences in the Supervisor Panel and send whisper messages, just as they can monitor normal chats.

For more information, see "Chat Conferencing" in the Salesforce Help.

Block Unwelcome Chat Visitors by IP Address

Help your agents avoid troublesome customers by blocking chats from specified IP addresses.

You can enable your agents to block chat requests from specified IP addresses while they work in the console. For example, if a customer is using abusive language or sending spam messages, the agent can block that user from starting a new chat.

As an administrator, you can block either individual IP addresses or IP ranges on the Block Visitors setup page.

Blocked visitors will see a message indicating that chat isn't available.

If a customer attempts to request a chat from a blocked IP address, the chat won't enter a queue, nor will it be routed to agents. In addition, you can modify or delete blocking rules.

For more information on blocking chats, see ""Let Your Agents Block Visitors by IP Address" in the Salesforce Help" and "Create an IP Blocking Rule" in the Salesforce Help.

Updates to Live Agent Browser Support

As Live Agent has gotten bigger and better, certain features won't work with some versions of IE.

As of Summer '15, we no longer support Live Agent functionality in the Salesforce console for agents using IE 8 and below.

Also with Summer '15, we no longer support customer-facing functionality on IE 6 or IE 7. Don't worry—we won't prevent functionality from working, we're just no longer fixing bugs and issues related to those browser versions. Additionally, we don't support animations for automatic chat invitations on versions below IE 10 (due to browser version limitations).

For more information, see Supported Browsers on page 45.

Automatically Set Agents' Status to Away When a Chat Request Times Out

It's hard to believe, but sometimes agents forget to update their status! We added a new option that lets you set your agents' Live Agent status to Away automatically when a chat request that's been assigned to them times out. This can help you improve your chat routing by removing unavailable agents from the queue.

Previously, you could only set agents' status to Away automatically if they declined a chat, using the Auto Away on Decline feature. Now, in addition to the Auto Away on Decline feature, we added the ability to set agents' status to Away if they don't respond to a request within the time specified by the Push Time-Out setting.

This option applies only when agents are assigned to chat buttons or invitations that use push routing. This option isn't available if your organization uses Choice routing to route chats to your agents.

The Auto Away feature works only on chats that are routed through the Live Agent footer widget. It's not supported in the new Omni-Channel widget.

For more information on Push Time-Out, see "Live Agent Configuration Settings" in the Salesforce Help.

New Button Lets Customers Cancel a Pending Chat Request

Your customers now have a button to cancel a chat request while they're waiting in a queue. When a customer clicks the Cancel button, the chat ends immediately, which improves accuracy of the Abandoned After time.

Your customers can now cancel a chat request while they're waiting in a queue by clicking **Cancel Chat**. When they cancel the chat, Live Agent:

- Removes the chat from the gueue.
- Logs a Canceled by Visitor transcript event, recording when the customer clicked Cancel.
- Logs a Visitor Left transcript event, recording when the customer abandoned the chat.

• Logs the time in the transcript's Abandoned After field.

You can even customize the Cancel Chat button in your custom chat window with the liveAgent:clientChatCancelButton>
Visualforce component.

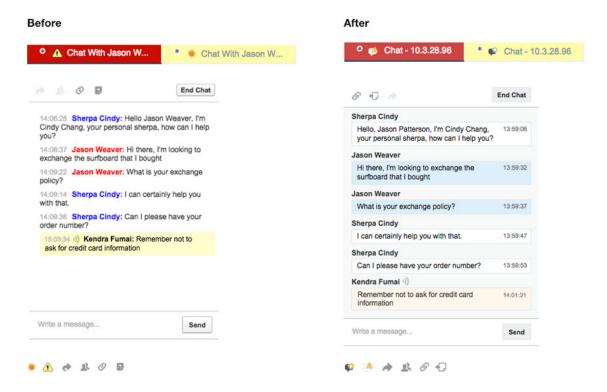
Extreme Makeover: Live Agent Edition

Live Agent has a fresh look to help you read chats and find actions faster.

A few highlights:

- Different-colored text backgrounds to help you distinguish each participant in the chat.
- A rearranged interaction pane, bringing the most-used actions closer to the left.
- Updated icons and colors on the chat tabs.
- Shortened tab text to help you quickly tell chats apart.

(Don't worry, there aren't any functional changes with this visual update, so all your agents' tools work the same.)



Enabling Omni-Channel with Your Existing Live Agent Implementation

So you've decided to take your customer service to the next level with Live Agent. That's great! If you're already supporting your customers with Live Agent chat, there are a few things you need to know before you start managing chat traffic with Live Agent in Omni-Channel.

As you know, Live Agent is powered by Live Agent Configurations, which control the behaviors and settings that are available to Live Agent users. Similarly, Omni-Channel uses Presence Configurations to control the behaviors and settings that are available to Omni-Channel users. You can integrate Live Agent with Omni-Channel. That way, chats are routed just like other work items, and your agents are able to accept or reject chat requests from the Omni-Channel widget. In that case, your Live Agent users also become Omni-Channel users, so your chat agents need to be associated with both a Live Agent Configuration and a Presence Configuration.

Luckily, Salesforce does some of the heavy lifting for you when you enable Omni-Channel with your current Live Agent implementation. For each Live Agent Configuration that you already have in your organization, Salesforce creates a corresponding Presence Configuration for you. If you have multiple Live Agent Configurations in place, Salesforce creates a different Presence Configuration for each Live Agent Configuration.

Let's say you already have Live Agent enabled, and you have 20 agents who handle chats. These agents are assigned to a Live Agent Configuration.

EDITIONS

Omni-Channel is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

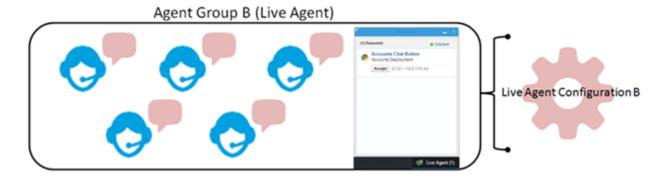
EDITIONS

Live Agent is available in: **Performance** Editions and **Developer** Edition

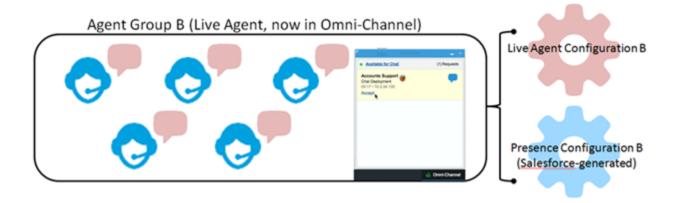
organizations that were

created after June 14, 2012

Live Agent is available for an additional cost in: **Enterprise** and **Unlimited** Editions



When you enable Omni-Channel, Salesforce creates a new Presence Configuration for you that corresponds to your Live Agent Configuration. Salesforce automatically assigns all 20 of your chat agents to the new Presence Configuration. That way, there's no disruption to your agents' workflow when you enable Omni-Channel, and they can start accepting chats through the Omni-Channel widget in the console right away.



Salesforce Console for Service

The Salesforce Console for Service is an app that's designed for users in fast-paced environments who need to find, update, and create records quickly to support their customers.

IN THIS SECTION:

Add Report Charts to Console Sidebars

Adding analytics to a Salesforce console just got easier.

Salesforce Console: Simple Tab Management

We've made it easier for console users to find, access, and update tabs.

New API Methods for the Console Integration Toolkit

Access API methods to customize a console programmatically.

Assets and Service Contracts Fields Now Supported in Highlights Panel

Previously, it wasn't possible to show fields from asset records and service contract records in a Salesforce console's highlights panel. In Summer 15, you can add fields from the assets and service contracts objects to the highlights panel. Support agents can easily see information about customers' assets and service contracts in the highlights panel.

EDITIONS

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

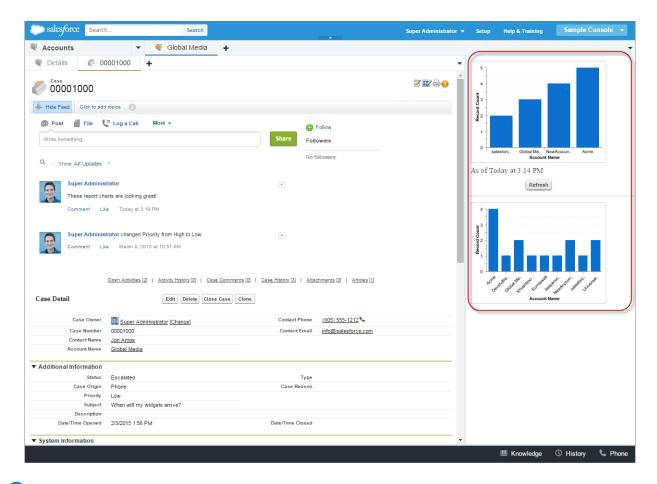
Available in: **Performance** and **Developer** Editions with the Sales Cloud

Available in: **Enterprise** and **Unlimited** Editions with the Sales Cloud for an additional cost

Add Report Charts to Console Sidebars

Adding analytics to a Salesforce console just got easier.

With a few clicks, you can add any existing report charts to a console component so that users can see relevant charts next to records without clicking a thing.



Note: Report chart sidebar components are not available to developers using the Salesforce Metadata API or for migration between sandbox and production instances.

IN THIS SECTION:

Add a Report Chart to a Console Component

To add a report chart to the sidebars of a Salesforce console, edit the page layout of the records from which to display the chart.

Add a Report Chart to a Console Component

To add a report chart to the sidebars of a Salesforce console, edit the page layout of the records from which to display the chart.

Before you add a report chart component, make sure that the source report:

- Is in a folder that's shared with users who need access.
- Is a summary or matrix report.
- Contains a chart.
- The report chart is added to the page layout. See "Adding a Report Chart to a Page Layout" in the Salesforce Help.
- 1. Go to the page layout editor for the object you're adding the report component to.
 - For a standard object, from Setup, click Customize > Object > Page Layouts.
 - For a custom object, from Setup, click **Create** > **Objects**, and then choose the object.



To add custom console components:

"Customize Application"

- 2. Click Edit next to the layout.
- 3. Click Custom Console Components.
- **4.** Next to the sidebar in which you want to add your component, choose how to display and organize your components. See "Sidebar Styles for Console Components" in the Salesforce Help.
- **5.** Specify the size of the sidebar in the console. When the height or width of the sidebar is below 150 pixels, report charts automatically hide because they become too difficult to read.
- **6.** Under Type, specify Report Chart.
- 7. Choose a report chart that's been added to the page layout.
 - Since page layouts are limited to two report charts, you can add up to two report charts to a sidebar. You can add up to five components to a sidebar and a maximum of eight components to a page layout. You can also hide report charts from pages where they appear as components to prevent duplicate information from showing.
- **8.** Under Label, type the name for your component as it should display to console users from the sidebar. If you don't type a label for a report chart, the report chart's name is used.
- **9.** Specify the size of the component in the sidebar by selecting height or width, and typing its percentage or number of pixels. If you don't specify a height or width, the component is automatically sized to appear correctly in a console.
- 10. Click Save.

Salesforce Console: Simple Tab Management

We've made it easier for console users to find, access, and update tabs.

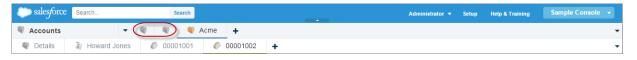
Reopen Last-Closed Tabs

Your users can now reopen any primary tabs that they closed accidentally by clicking a button or by pressing a keyboard shortcut.

From the tab bar, click and select **Reopen last-closed tab**, or press SHIFT + C. Users can reopen up to ten closed tabs.

Pin Primary Tabs

Now your users can pin their favorite or most frequently visited tabs to the tab bar for instant access. Pinning a tab is easy. From the tab bar, click and select next to a tab. When a tab is pinned, it's moved to the front of the tab bar, and its text is removed to provide more screen space.



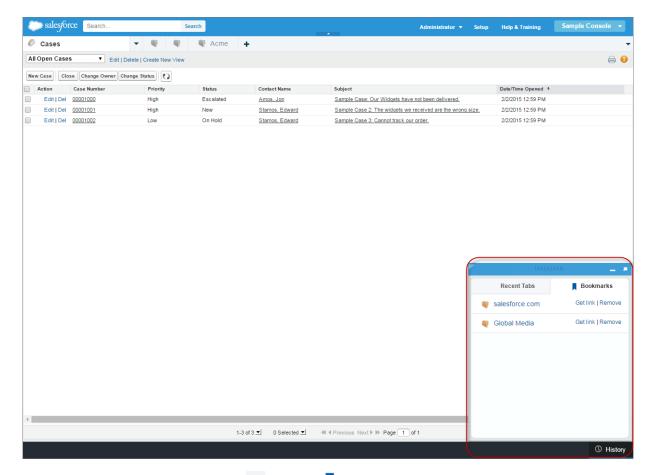
Unpinning a tab is easy too. Click 💌 and select 🕺 . To rearrange pinned tabs, drag them to any location on the tab bar before

the first unpinned tab. Users can't pin tabs for new-unsaved records or new tabs that appear by clicking • . Pinned tabs are unavailable for Internet Explorer® 7 and 8.

To save users' pinned tabs after they close their browsers or log out of a Salesforce console, check Save User Sessions for each console. See "Save User Sessions for a Salesforce Console" in the Salesforce Help.

Bookmark Primary Tabs

Users can now bookmark their favorite or occasionally visited tabs for quick access. Bookmarking a tab is simple. From the tab bar, click and select next to a tab. When a tab is bookmarked, it's moved to the History component in the footer (formerly named Most Recent Tabs).



Removing a bookmarked tab is easy too. Click and select , or click **Remove** next to the tab in the History component. Additionally, from the History component, your users can click **Get link** to share the URL of the bookmarked tab with other Salesforce users. Bookmarked tabs are unavailable for Internet Explorer® 7 and 8.

Most Recent Tabs Component Renamed History

Most Recent Tabs has been renamed to History and bookmarks were added to it to give your users a more streamlined experience for finding and retrieving tabs. The History component is unavailable for Internet Explorer® 7 and 8, but Most Recent Tabs is still available for those browsers.

New API Methods for the Console Integration Toolkit

Access API methods to customize a console programmatically.

New and updated methods help developers and advanced administrators customize Live Agent or console sidebar components. For more information, see Salesforce Console API (Integration Toolkit) on page 305.

Assets and Service Contracts Fields Now Supported in Highlights Panel

Previously, it wasn't possible to show fields from asset records and service contract records in a Salesforce console's highlights panel. In Summer 15, you can add fields from the assets and service contracts objects to the highlights panel. Support agents can easily see information about customers' assets and service contracts in the highlights panel.

EDITIONS

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

Available in: **Performance** and **Developer** Editions with the Sales Cloud

Available in: **Enterprise** and **Unlimited** Editions with the Sales Cloud for an additional cost

Service Communities

Summer '15 brings new opportunities for support agents with the community case feed, which gives agents and users in self-service communities a comprehensive view of all case interactions—including case emails—in a unified, Chatter-based feed.

IN THIS SECTION:

Give Agents More Options with the Community Case Feed (Generally Available)

With the community case feed, agents and community users in Summer '15 see the life cycle of a case from start to finish: all case interactions appear in a unified, chronological Chatter case

feed. Community users benefit from the added functionalities of Chatter, while new features on the support side make it easier for agents to provide more efficient, personalized support.

External Users Now See Case Emails in the Feed

When you enable the community case feed, case emails appear in the community case feed for external users who have access to the case. Case emails in the feed list the email's author, recipients, text, and time sent.

Give Agents More Options with the Community Case Feed (Generally Available)

With the community case feed, agents and community users in Summer '15 see the life cycle of a case from start to finish: all case interactions appear in a unified, chronological Chatter case feed. Community users benefit from the added functionalities of Chatter, while new features on the support side make it easier for agents to provide more efficient, personalized support.

The community case feed gives community users an intuitive, versatile environment where they can manage their cases. Using the publisher (1), users create posts and attach files to the case. The feed (2) comes fully equipped with Chatter's collaboration tools: users can bookmark, like, and comment on posts, and mention other users. Images and comments appear inline, making it easy to scan the feed for details. The Attachments sidebar (3) displays all case attachments.

EDITIONS

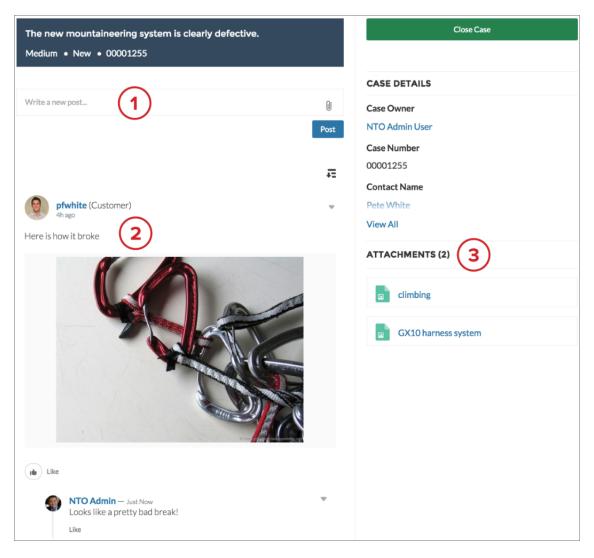
Available in:

- Enterprise
- Performance
- Unlimited
- Developer

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer



The following interactions appear in the community case feed:

- Chatter text, file, and link posts
- Questions in Chatter that are associated with the case
- Case emails



If the Salesforce administrator exposes read-only social posts on cases, these also appear in the community case feed.

The community case feed is available in all communities built on the self-service community templates, as well as those built on the Salesforce Tabs + Visualforce template. It can be added to new communities created after the Summer '15 release or to communities that have been upgraded to the Summer '15 templates.

New Features for Support Agents

Support agents using the community case feed can scan case interactions and collaborate with customers and other agents without leaving the console.

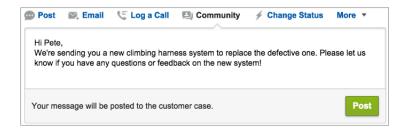
Post to Cases or Community Questions in the Console

The Community action in the case feed makes it easy for agents make Chatter posts on cases, answer community questions, and adjust the visibility of posts.



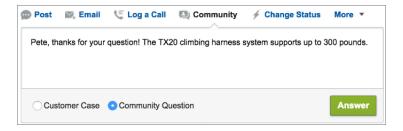
Note: Prior to Summer '15, agents used the Community action to make case comments and specified who could see the comment by selecting **Customer** or **Everyone**.

Posting on a case with the Community action makes the post visible to all internal and external users with access to the case:



If a case originates from a question in the community, the Community action displays two options:

- Select **Customer Case** to make a post visible to all internal and external users with access to the case.
- Select **Community Question** to post a public answer on the community user's question.



Note: You can still use the Post, File, and Link actions in the console to communicate with external users on a case. Just be sure to select **All with Access** in the audience drop-down menu.

Edit the Visibility of Published Case Posts

When necessary, agents can change the external visibility of a published text, link, or file post on a case. This option is available only if the compact case feed is enabled.



In the post's drop-down menu in the compact case feed, agents can select **Make Public** to make an internal post visible to external users with access to a case. Conversely, selecting **Make Private** makes a post visible to internal users only. Making a post private means a customer no longer sees the post in their case feed. However, keep in mind that the customer could have been notified by email when it was first posted.

To edit Chatter posts on a case, agents need the "Edit My Own Posts" and "Edit Posts on Records I Own" user permissions.

IN THIS SECTION:

Set Up the Community Case Feed

To set up the community case feed in your community, enable the feature in Salesforce and add two out-of-the-box components to your case page in Site.com Studio.

Set Up the Community Case Feed

To set up the community case feed in your community, enable the feature in Salesforce and add two out-of-the-box components to your case page in Site.com Studio.



Note: These steps are necessary for both new and existing communities.

- 1. Enable the community case feed.
 - **a.** From Setup in Salesforce, select **Customize** > **Cases** > **Support Settings**.
 - b. Click Edit.
 - c. Select Enable Community Case Feed.
 - d. If desired, select Enable Email Notifications for Case Posts (recommended).

This preference, which appears when the community case feed is enabled, notifies the case contact by email when someone makes an externally visible post on their case. Users can comment on the post by replying to the email. Users in communities built on the Napili template can turn off these notifications in their email notification settings.



Note: If you're already using custom email notification settings, such as those triggered by workflows, selecting this preference can create duplicate email notifications.

- e. Click Save.
- **2.** Add new components to the Case page.

The community case feed includes two new components that let users view and create Chatter posts on cases. Add the components to your community's Case page in Site.com Studio.

- The Case Chatter Publisher component lets users create Chatter posts in the community case feed. It replaces the Case Publisher component.
- The Case Feed component makes case Chatter posts and emails visible to customers. It replaces the Case Comments component.

For instructions and best practices for switching out the components, see "Set Up the Community Case Feed" in the Salesforce Help.

External Users Now See Case Emails in the Feed

When you enable the community case feed, case emails appear in the community case feed for external users who have access to the case. Case emails in the feed list the email's author, recipients, text, and time sent.

If the case contact is the email author or recipient, the email is visible in the case feed for all users who are associated with the case, including external users. However, emails between agents aren't visible to external users.



Note: For an external user to view the case, their profile must include access to cases in the community.

USER PERMISSIONS

To enable the community case feed:

"Customize Application"

To build, edit, and manage Site.com sites:

- Site.com
 Publisher User
 field enabled on the user
 detail page
- Site administrator or designer role assigned at the site level

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

Suppose Rita, an external user, posts a question in a community. The question remains unresolved, and a community moderator creates a case from it using the Question-to-Case action. If the support agent assigned to the case emails Rita from the email publisher, Rita and all other users with access to the case will see the email in their case feed. Users with access include the assigned support agent, case contact, and any partners.

You can write an Apex trigger to set the visibility of case emails to external users who have access to the case, regardless of whether you've enabled the community case feed. The IsExternallyVisible field of the EmailMessage object controls the visibility of email messages. When the field is set to true—its default value—email messages are visible to external users. To hide case emails from external users, write a trigger that sets the IsExternallyVisible field to false when an email message is created.

Social Customer Service

Social Customer Service is the next-generation integration between Social Studio (Radian6) and the Salesforce Service Cloud. Customer service agents can engage with their customers by responding to cases created from Twitter and Facebook. Salesforce Administrators can customize how the inbound social content is processed using an Apex class and they can configure who in their organization has permission to respond using social accounts.

The new Social Customer Service video, Support Your Customers on Their Social Networks (2:58), provides a brief overview on getting started with Social Customer Service.

EDITIONS

Social Customer Service is available in **Enterprise**, **Performance**, and **Unlimited** editions.

IN THIS SECTION:

Basic Business Rules

Customize your Social Customer Service Apex class within the setup interface and without making time-consuming code modifications.

Improved Twitter Direct Message Experience

Agents now have better information when they switch from a public to private Twitter conversation.

Case Creation Option with the Starter Pack

If you use the Starter Pack, you can now control which social accounts create cases on each inbound social post.

Additional Social Post Fields

If you are using the full Social Customer Service version, not the Starter Pack, and classifiers in Social Studio (Radian6) Social Hub, four more fields are available on the social post object: Analyzer Score, Language, Classification, and Engagement Level.

Delete Outbound Posts on Google+ and Sina Weibo (Pilot)

Agents can now delete outbound comments in Google+ and Sina Weibo.

Delete Inbound Post Errors

You can now delete and clear error posts to ensure your Social Hub rules continue to process other inbound posts.

Improved Inbound Processing

Inbound posts that encounter errors are now automatically retried once, and when processing child posts, Salesforce checks to ensure that parent posts are present before child posts are written as records.

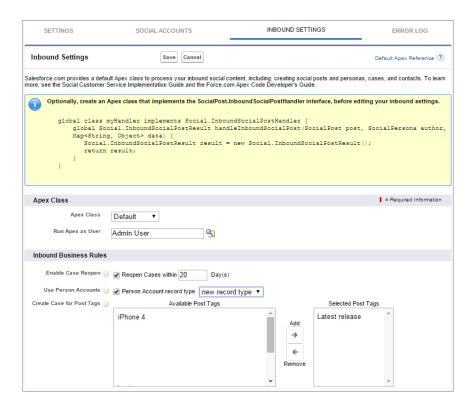
Other Changes for Social Customer Service

Learn about other changes that affect your Social Customer Service users.

Basic Business Rules

Customize your Social Customer Service Apex class within the setup interface and without making time-consuming code modifications.

On the Social Customer Service Inbound Settings tab, administrators can select business rules for how inbound social data is handled.





Note: Inbound Business Rules are not available if you are using a custom Apex class.

Enable Case Reopen

If a new post, from the same social persona, is associated to a closed case, the case is reopened within the designated number of days. The number must be greater than or equal to 1 and less than or equal to 3000.

Use Person Accounts

Assign a person account of the selected type for the social persona parent record.

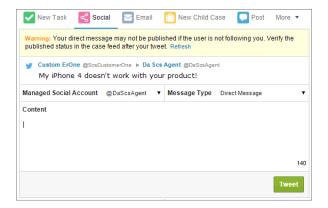
Create Case for Post Tags

Override the social hub's case creation rules and create a case when selected post tags are present on a social post. Post Tags are used to answer the question "What is the topic of this one post?". Post tags, set in Social Studio (Radian6) Social Hub, help to provide further context to what the individual post is about.

Improved Twitter Direct Message Experience

Agents now have better information when they switch from a public to private Twitter conversation.

Direct messaging is the best practice for exchanging non-public information with a customer on social networks. Agents can transition from public to private conversations on Twitter easily; increasing productivity and decreasing errors, creating smoother conversations with customers and better service experiences.

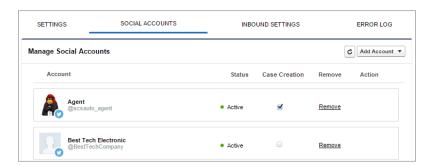


On Twitter, two parties must be mutually following each other. The new Social action shows agents if one or both of the parties need to follow the other. This help agents follow and request to be followed and, therefore, direct message more efficiently.

Case Creation Option with the Starter Pack

If you use the Starter Pack, you can now control which social accounts create cases on each inbound social post.

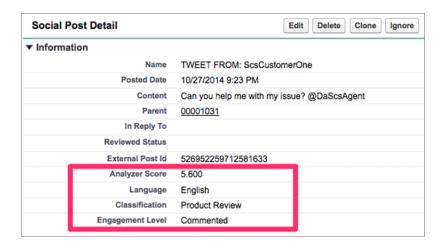
Not all posts require a case, for example, a complimentary tweet or post does not need agent assistance. The full Social Customer Service version allows administrators to control which posts create cases in the Social Studio (Radian6) Social Hub. Now, Starter Pack administrators can decide whether they want cases created automatically or not when posts come from a particular social account.



For example, if you have two Twitter handles, one for support and one for marketing or brand-focused information, you can have cases created automatically only from the support handle. The tweets from the marketing handle go in a social post queue for review. See "Managing Social Posts" in the Salesforce Help.

Additional Social Post Fields

If you are using the full Social Customer Service version, not the Starter Pack, and classifiers in Social Studio (Radian6) Social Hub, four more fields are available on the social post object: Analyzer Score, Language, Classification, and Engagement Level.



Analyzer Score

Analyzer Score lets you score the relevance and importance of a social post. You can set up your own custom relevancy system using all the conditions available in the Social Hub including number of followers, strong wording, library and proximity. You then define and weigh each of your criteria, add and subtract to a score you associate to the post. Once in Salesforce, agents can make routing and priority decisions based on this score.

Language

Language identifies which language the social post is written in.

Classification

Classification helps answer the question: "Why are they posting?" and separates posts into themes.

Engagement Level

Engagement level reflects the workflow status of the post at the time it was sent.

With these fields, agents have the information they need to route social posts and cases to the correct teams. You can also customize your Apex class to assign cases appropriately.

Delete Outbound Posts on Google+ and Sina Weibo (Pilot)

Agents can now delete outbound comments in Google+ and Sina Weibo.



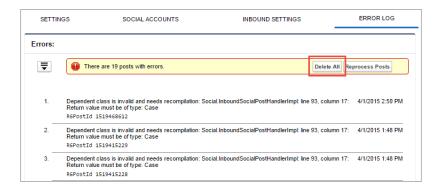
Note: Google+ and Sina Weibo for Social Customer Service are currently available to select customers through a pilot program. To be nominated to join this pilot program, contact Salesforce. Additional terms and conditions may apply to participate in the pilot program. Please note that pilot programs are subject to change, and as such, we cannot guarantee acceptance into this pilot program or a particular time frame in which this feature can be enabled. Any unreleased services or features referenced in this document, 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.

Agents can protect brand messaging and image by allowing Google+ comments and Sina Weibo replies and comments that contain mistakes or inappropriate language to be deleted.



Delete Inbound Post Errors

You can now delete and clear error posts to ensure your Social Hub rules continue to process other inbound posts.



In Social Customer Service Settings, on the Error Log tab, you can click **Delete All** to clear the error log and keep future posts processing.

Improved Inbound Processing

Inbound posts that encounter errors are now automatically retried once, and when processing child posts, Salesforce checks to ensure that parent posts are present before child posts are written as records.

These improvements decrease error states and confusing post ordering problems that need intervention, saving time and increasing Social Customer Service performance.

Other Changes for Social Customer Service

Learn about other changes that affect your Social Customer Service users.

External Communities Users Can View Social Posts

Administrators can now give social post read access to external community and portal users, giving their customers a complete history of their cases directly in the community. There are three requirements to make social posts available in communities and portals.

- 1. Ensure the user has access to cases in the community.
- 2. Give users read permission to social posts on their profiles.
- 3. On your organization's Social Post object, enable visibility to individual fields through the field level security settings.
- Note: Once these requirements are met, external users can see all social posts exposed to them. For example, if a case or lead feed is exposed externally, all social posts in the feed are visible. There is currently no way to limit visibility at the social post object level.

New Field on Social Persona Object

There is a new field on newly created Social Personas to indicate which social network created the persona. This field is set on creation and is not updateable. Social personas created prior to Summer 15 do not have this field.



Note: If your organization uses custom Apex, you need to update it to use this field. Keep in mind that personas created before the Summer 15 release do not have the field.

New Functionalilty for Quoted Tweets.

Quoted Tweets have two parts: the original source tweet and the added comments by the retweeter. Salesforce can match by keyword on both the original tweet and the retweet comments. However, currently only the retweeter's comments are visible in Social Customer Service. Therefore, it is possible for an agent to receive a quoted tweet to work on for no obvious reason, and the agent must view the post natively on the Twitter website to get the full context.

Longer Twitter Direct Messages

You can now send direct message of up to 10000 characters. That's equivalent to a seven-page essay.

Assets

The Assets object tracks products that your customers own. Assets can include your company's products and competitors' products.

IN THIS SECTION:

High-Volume Sharing Available for Assets

Previously, sharing for high-volume customer portal users and community users wasn't supported for asset records. Now, you can use sharing sets to assign asset records to high-volume portal and community users.

EDITIONS

Assets are available in: **Professional, Enterprise, Performance, Unlimited,** and **Developer** Editions

High-Volume Sharing Available for Assets

Previously, sharing for high-volume customer portal users and community users wasn't supported for asset records. Now, you can use sharing sets to assign asset records to high-volume portal and community users.

See Granting High-Volume Portal or Community Users Access to User Records.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

Organization Sync

Organization Sync lets you set up a secondary, synced Salesforce organization that users can access when your primary organization is undergoing maintenance. Summer '15 improvements to Organization Sync include auto-published fields, the option to sync metadata, the ability to write reports and triggers for the Organization Sync log, and a new video, "How Organization Sync Works".

EDITIONS

Organization Sync is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

IN THIS SECTION:

Metadata Now Supported in Organization Sync

For data to remain synced in Organization Sync, the metadata in your primary Salesforce organization must match the metadata in your secondary organization. You can now choose to have certain types of metadata changes synced daily between your organizations.

Organization Sync Enhancements

Organization Sync has been enhanced to include some new user assistance, auto-published fields, auto-synced users, and the ability to write reports and triggers for the Organization Sync log.

Metadata Now Supported in Organization Sync

For data to remain synced in Organization Sync, the metadata in your primary Salesforce organization must match the metadata in your secondary organization. You can now choose to have certain types of metadata changes synced daily between your organizations.

Inserts and updates of the following types of metadata are synced daily in one direction—from the primary to the secondary organization.

- Apex classes, components, and pages
- Custom fields
- Custom objects
- External objects
- Layouts
- Permission sets
- Record types
- Roles
- User profiles

The following actions on supported metadata aren't synced and must be repeated in both organizations:

- Creating or updating metadata in the secondary organization
- Deleting metadata in either organization

For example, if a user in the primary organization creates or updates a permission set, the change is applied to the secondary organization within 24 hours. However, if the permission set is updated in the secondary organization, the update doesn't flow back to the primary organization, and the update in the secondary organization is overwritten in the next sync.

Customers can opt to sync metadata by selecting the **Sync Metadata** option when setting up a replication connection. For customers with existing replication connections, this option is on the Connection Detail page of your connection. See "Duplicate Your Metadata" in the Salesforce Help to learn best practices for syncing metadata.

Organization Sync Enhancements

Organization Sync has been enhanced to include some new user assistance, auto-published fields, auto-synced users, and the ability to write reports and triggers for the Organization Sync log.

The Fun Stuff

To learn about Organization Sync, check out this short video:



How Organization Sync Works (3 minutes, English only)

EDITIONS

Organization Sync is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Organization Sync is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Auto-Published Fields

If you publish an object to the linked organization in your replication connection, that object's fields are automatically published. You can still edit which fields are published via the Connection Detail page. This change just saves you some clicking time. The following field types aren't supported:

- Rich text area (RTA) fields
- Formula fields
- Roll-up summary fields
- Fields that have a lookup to an unpublished object
- Note: This change doesn't apply to standard Salesforce to Salesforce connections.

Automatic User Sync

Users are now automatically synced in Organization Sync. As soon as you create a replication connection, all users with Standard user licenses are copied to the secondary organization. When a user is created, updated, or deactivated, that change is automatically applied to both organizations.

Note: If you choose not to sync metadata in Organization Sync, add users to the secondary organization by clicking **Bulk**Sync Users at the top of the Connection Detail page.

Create Triggers and Reports for the Organization Sync Log

The Organization Sync Log lists data and metadata that failed to sync. You can write Apex triggers for the log to notify you or others about log entries. For example:

- Write a trigger that emails the administrator if more than 10 new entries appeared in the log in the past 24 hours.
- If an entry appears in the log for an account, trigger a workflow rule that flags the account with a "Needs Review" flag.

To create triggers for the Organization Sync Log, from Setup, select Salesforce to Salesforce > Org Sync Log > Triggers.

You can also create custom report types to monitor the health of your Organization Sync environment. Use the Org Sync Log object as the primary object or as the secondary object to any object supported in Organization Sync (for example, Accounts or Contacts). For example:

- Create a custom report on the Case object that shows all log entries for records related to a case in the last month.
- Create a dashboard with reports that show:
 - The number of log entries in the past 24 hours
 - The number of log entries by field type
- Note: Because the log displays outgoing syncing failures, the same report shows different results depending on which organization you're working in.

Improve Your Service Cloud Implementation with Code: Introducing the Service Cloud Cookbook

Are you a developer who's looking to take a Service Cloud implementation to the next level? Are you a savvy admin who wants to try your hand at improving a Service Cloud implementation with some simple code? Then check out the new Service Cloud Cookbook, a collection of simple, impactful code samples that you can add to your organization.

Want to improve how cases are organized? Add customizations to a Salesforce console? Personalize your Live Agent chat window? The *Service Cloud Cookbook* includes code samples you can use right out of the box to solve these problems and many more.

Check out how code can help you take your customer service to the next level with the Service Cloud Cookbook

Chatter: Reporting, Question-to-Case, Records in Groups

Summer '15 enables you to report on Chatter activity in your organization, add records to groups, and create cases from Chatter Questions. There are also several improvements to files, feeds, and unlisted groups functionality.

IN THIS SECTION:

Feeds

Chatter Feeds now allow users to edit posts and comments, and report on record feeds.

Files

Salesforce Files in Summer '15 lets you share and sync any file in Salesforce, increases various limits, supports folders, and provides deeper integration with external files and data sources.

Groups

Chatter groups provide increased security for unlisted groups, more control over which custom object records are allowed in groups, the ability to share more information, and a few formatting improvements to group emails.

Email Notifications

Join the unified user digest beta to get an improved, more mobile-friendly email digest.

Other Changes in Chatter

Smaller changes that improve your experience with Chatter.

SEE ALSO:

How and When Chatter Features Become Available IdeaExchange: Chatter Ideas Delivered in Summer '15

Feeds

Chatter Feeds now allow users to edit posts and comments, and report on record feeds.

IN THIS SECTION:

Edit Feed Posts and Comments

Ensure that your feed posts are accurate and up-to-date with feed post editing.

Report on Record Feeds

You can monitor record feed engagement on standard and custom objects by creating a custom report type from Object>ObjectFeeds. With this custom report type, you can track the number of Chatter feed edits and see what type of users are editing feeds.

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Contact Manager
- Developer

Edit Feed Posts and Comments

Ensure that your feed posts are accurate and up-to-date with feed post editing.

Now your users can edit their own feed posts. Record owners can edit any post on records they own, no matter who created the post. Administrators can edit posts and grant editing rights to specific individuals. We added two profile permissions and an option in Chatter Settings that let administrators control which users can edit posts and comments.

Use the Allow users to edit posts and comments option in Chatter Settings to enable or disable the Edit Feed Post feature for your organization. This option is enabled by default. All users that are assigned a standard profile can edit their own posts and comments immediately, except for Chatter Free, Chatter External, and Customer Portal users. For users that are assigned custom profiles, enable the permissions in their custom profile or permission sets.

The "Edit My Own Posts" permission allows users to edit their own posts. This permission is enabled on standard profiles, except Chatter External, Chatter Free, and Customer Portal User profiles. To allow Chatter External, Chatter Free, or Custom Portal users to edit their own posts, clone the profiles and enable the "Edit My Own Posts" permission in the enhanced user profile interface. Assign the cloned profiles to the users.

The "Edit Posts on Records I Own" permission allows users to edit posts and comments on records they own, including other people's posts and comments. For example, a group owner or manager can edit all posts on the group's feed. A manager for a particular record type can edit all posts on the record. This permission is available on standard and custom profiles, but it is disabled by default.

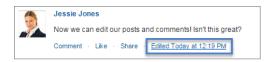
This table summarizes the user permissions and their default settings.

User Permission	Description	Available in	Default Setting
Edit My Own Posts	Allows users to edit their own text posts	 Standard profiles., except Chatter External User Chatter Free User High Volume Customer Portal User Partner Community User Profile 	Enabled in all new and existing organizations in this release
		Note: To enable the permission for users that are assigned one of these profiles, clone the profile and select the permission in the enhanced user profile interface.	
		Custom profiles	Disabled in all new and existing organizations
Edit Posts on Records I Own	Allows record owners to modify their own posts and posts other users made on groups and record detail pages.	Custom profiles	Disabled in all new and existing organizations. However, Chatter moderators, community moderators, and users with "Modify All Data" permission can always edit all posts and comments.

The Allow users to edit posts and comments option in Chatter Settings is enabled by default. For users that have the required user profile permissions, the Edit option is available from the drop-down menu on text posts, comments, questions, and answers. It opens a separate Edit window, where users can modify the text.



After users save their edited version of the post, it shows an Edited time stamp to indicate that the original post was modified.



If users edit a post or comment and mention new people or groups, those people and groups receive email notifications. People and groups who were mentioned in the original post or comment don't receive a new email notification. Email notifications for edited posts or comments show the Edited time stamp.

The Edit option isn't available on posts with link or file attachments and system-generated posts like feed tracked record updates. For community users, feed post editing is only available if the community was created using Salesforce Tabs + Visualforce or the Napili template.

Chatter REST API and Chatter in Apex also support feed post editing.

SEE ALSO:

IdeaExchange: Edit a Chatter Post After Posting

Enable Feed Post Editing in User Profiles or Permission Sets

By default, feed post editing is disabled on all custom profiles. Enable the permissions in custom profiles or permission sets.

Here's how you enable the permissions in a permission set.

- 1. From Setup, click Manage Users > Permission Sets.
- **2.** Click an existing permission set or create a permission set.
- 3. In the System Permissions section, click Edit.
- **4.** Select the edit feed post permissions you want to enable.
 - Select Edit My Own Posts to allow users that are assigned this permission set to edit their own posts and comments.
 - Select Edit Posts on Records I Own to allow users that are assigned this permission set to edit posts and comments
 on records they own, including posts and comments made by other users.
- 5. Click Save.

USER PERMISSIONS

To create and edit permission sets:

 "Manage Profiles and Permission Sets"

To assign permission sets

"Assign Permission Sets"

6. Assign the permission set to the users who need the permissions.

Disable Feed Post Editing for All Users

By default, all users who are assigned a profile that has the feed post editing permissions enabled can edit their posts and comments. You can disable feed post editing for all users in your organization, regardless of their assigned user profile.

- 1. From Setup, click Customize > Chatter > Settings.
- 2. Click Edit.
- **3.** In the Post and Comment Modification section, deselect *Allow users to edit posts and comments*.

USER PERMISSIONS

To enable or disable features in Chatter Settings:

"Customize Application"

Post and Co	nment Modification
	the post or comment, the record owner, a Chatter moderator, and a moderator in this community have permission to modify the text. sers to edit posts and comments

4. Click Save.

The feed post editing feature is disabled for your entire organization. Users can no longer edit posts and comments.

Report on Record Feeds

You can monitor record feed engagement on standard and custom objects by creating a custom report type from Object>ObjectFeeds. With this custom report type, you can track the number of Chatter feed edits and see what type of users are editing feeds.

You can also report on feed activity for all standard objects that have feed tracking enabled, such as accounts, cases, leads, opportunities, and custom objects.

SEE ALSO:

IdeaExchange: Make Chatter Feeds on Records Reportable

Files

Salesforce Files in Summer '15 lets you share and sync any file in Salesforce, increases various limits, supports folders, and provides deeper integration with external files and data sources.

IN THIS SECTION:

Share Any File with a Library

Share Chatter files and external files with a library.

Share Private (Personal) Content Files in Chatter

Share private content files (previously known as personal content files) in Chatter. All content files, whether in a library or not, can now be shared in Chatter.

Sync Content Files

All your files from content libraries, including private files, can be synced in Chatter.

Sync Files to Folders

When you sync a file in Chatter, now you can sync it to a folder.

Distribute a Managed Version of Salesforce Files Sync (Beta)

The Managed Version feature of Salesforce Files Sync that was piloted in the Spring '15 release is now in beta for Summer '15. This feature allows IT Administrators to deploy the Salesforce Files Sync desktop client at scale.

Include @Mentions When Sharing Files with Groups

When you share a file with groups in Chatter, now you can @mention people and groups in your message.

Files Connect

Summer '15 extends support to Google Drive, lets you access custom fields, and speeds up authentication and searching.

Other Changes in Salesforce Files

Salesforce Files has increased limits, improved content deliveries, and other changes.

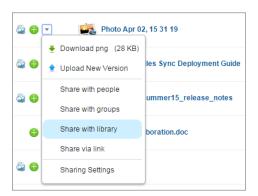
Share Any File with a Library

Share Chatter files and external files with a library.

To leverage the permission-setting capabilities in content libraries, you are no longer limited to uploading files from your computer. You can now share any file in Chatter with one or multiple libraries:

- Files you own
- Files that have been shared with you or with a group you belong to
- External files

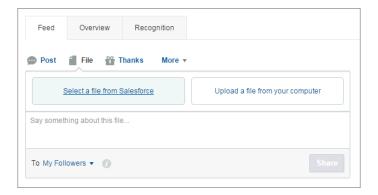
Anywhere in Chatter that you can share a file, you can now share it with a library.



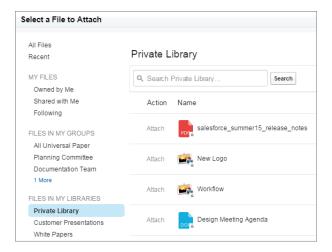
The ability to share Chatter files with libraries is set at the organization level with the preference **Chatter Files can be published into Content Libraries**. This preference is turned off by default. Enable it in **Setup** > **Build** > **Customize** > **Salesforce Files** > **Settings** > **Salesforce CRM Content**.

Share Private (Personal) Content Files in Chatter

Share private content files (previously known as personal content files) in Chatter. All content files, whether in a library or not, can now be shared in Chatter.



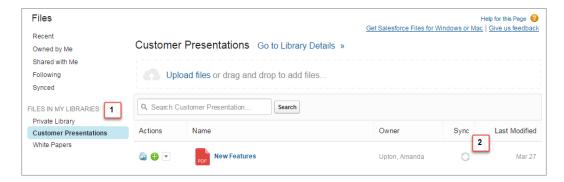
When you use the **Select a file from Salesforce** option to attach a file to a post or comment in Chatter, you can now choose a file from a private (personal) library.



Sync Content Files

All your files from content libraries, including private files, can be synced in Chatter.

On the **Files** tab, in feeds, and anywhere you can sync files in Chatter, content files can now be synced. Whether a file started as a Chatter file or in a content library, it can be synced in Chatter. Find your content files on the **Files** tab under **Files in my Libraries**.



- Files in my Libraries (1) lists all of your libraries.
- The **Sync** column and icon (2) are now available for all files in libraries.



Note: Salesforce Files Sync must be enabled for your organization.

Sync Files to Folders

When you sync a file in Chatter, now you can sync it to a folder.

Keeping your synced files organized has never been easier! Now, when you sync a file from anywhere in Chatter (feeds, **Files** tab, file lists on profiles, and file detail page), sync it directly to a folder in your Salesforce Files directory on your local drive.



- 1. Sync a file from anywhere in Chatter.
- 2. Choose a folder to sync it to. By default, the file syncs to the top-level Salesforce Files folder on your desktop. Or, choose one of your subfolders.



3. Sync! Now you can quickly find your synced files just by going to the folder on your desktop where you synced them.

Distribute a Managed Version of Salesforce Files Sync (Beta)

The Managed Version feature of Salesforce Files Sync that was piloted in the Spring '15 release is now in beta for Summer '15. This feature allows IT Administrators to deploy the Salesforce Files Sync desktop client at scale.



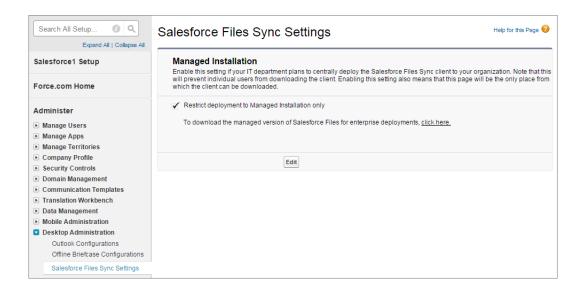
Note: The Managed Version of Salesforce Files Sync is in beta and has known limitations. We welcome your feedback on the Idea Exchange.

Managed Version can be deployed in an organization by IT Administrators using a Group Policy or Configuration Management Software. Enabling the Managed Version disables all user-accessible download links and banners for the Files Sync Client in Salesforce, so IT Administrators become the only ones who can deploy and upgrade Files Sync.

What's New in the Beta Version?

Pilot customers gave us feedback while using this feature. Now in beta, Managed Version installs the Salesforce Files Sync client in the users' *Program Files* directory instead of in \users.

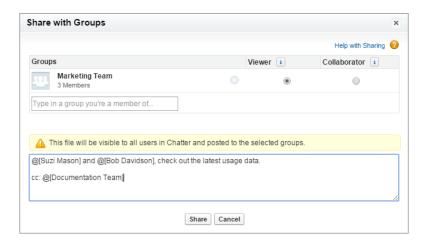
Access the Managed Version settings in **Setup** > **Administer** > **Desktop Administration** > **Salesforce Files Sync Settings**.



Include @Mentions When Sharing Files with Groups

When you share a file with groups in Chatter, now you can @mention people and groups in your message.

When you use **Share with Groups** to share a file from anywhere in Chatter, you can now include @mentions in your message. This notifies the @mentioned people and groups that you have shared the file.



Files Connect

Summer '15 extends support to Google Drive, lets you access custom fields, and speeds up authentication and searching.

IN THIS SECTION:

Connect to Content in Google Drive

With Files Connect, Salesforce users can access and share content from Google's popular cloud-based system. Fully integrate external content by including it in Salesforce searches.

Focus Search on a Single External Data Source

With Files Connect, users can now directly search external content from sources like Google Drive and SharePoint.

EDITIONS Available in: **Enterprise**

- Performance
- Unlimited
- Developer

Streamline Authentication with Files Connect Data Sources

If you choose per-user authentication for an external data source like SharePoint, users need to provide their external credentials in Salesforce. When they first access the data source, or when their credentials for it expire, Files Connect displays automatic prompts that make authentication quick and easy.

Reveal External Data Sources to Specific Users

Prior to Summer '15, users for whom Files Connect was enabled could access all of your organization's external data sources. Now you can customize visibility for each data source.

Access Custom Fields from External Data Sources

Files Connect could previously access only standard fields from external data sources. But in Summer '15, you can add any custom fields and display them in unique search layouts.

Lookup Relationships Supported for Files Connect External Objects

Until now, Files Connect external objects primarily existed to let users search external data sources. But in Summer '15, you can link fields in external objects to standard and custom objects, integrating external data into related lists and other areas throughout Salesforce.

Connect to Content in Google Drive

With Files Connect, Salesforce users can access and share content from Google's popular cloud-based system. Fully integrate external content by including it in Salesforce searches.

The following online Help topics outline the setup process. (When Summer '15 is released, these will include additional configuration details for Google Drive.)

- 1. Enable Files Connect for your organization.
- 2. Let users access Google Drive.
- **3.** Create an authentication provider for Google Drive.
- **4.** Define an external data source for Google Drive.
- **5.** To let users access external data in Salesforce searches, create an external object and give users access to its fields. This is an optional step, but highly recommended to best integrate external data with Salesforce.
- **6.** Ask users to provide their data source credentials. Now they can download and share external files via the Files tab and feed, and search for them right alongside their Salesforce content.

Focus Search on a Single External Data Source

With Files Connect, users can now directly search external content from sources like Google Drive and SharePoint.

While global searches that combine external and Salesforce content require you to first create an external object, users can immediately search on specific data sources with these quick steps:

- 1. In the left column of the Chatter or Files tab, click the data source name.
- 2. In the search box that appears for the data source, enter search terms such as document title or author. (The specific information you can search for depends on the configuration of the external data source.)

Files in Sharepoint Online Q Search Sharepoint Online Search

USER PERMISSIONS

To enable Files Connect, create an external data source, and include that data source in search:

"Customize Application"

USER PERMISSIONS

To access cloud-based data sources:

"Files Connect Cloud"

To access on-premises SharePoint 2010 or 2013:

 "Files Connect On-premises"

Streamline Authentication with Files Connect Data Sources

If you choose per-user authentication for an external data source like SharePoint, users need to provide their external credentials in Salesforce. When they first access the data source, or when their credentials for it expire, Files Connect displays automatic prompts that make authentication guick and easy.

For detailed steps, direct users to Provide Your Credentials for External Data Sources in the Salesforce Help.

Reveal External Data Sources to Specific Users

Prior to Summer '15, users for whom Files Connect was enabled could access all of your organization's external data sources. Now you can customize visibility for each data source.

- 1. From Setup, click Manage Users > Permission Sets or Manage Users > Profiles.
- 2. Click a permission set or profile in which you enabled Files Connect.
- **3.** Do one of the following:
 - For a permission set, click External Data Source Access in the Apps section.
 - For a profile, scroll down to the **Enabled External Data Source Access** list.
- 4. Click Edit. Then add the data sources you want users to access and authenticate with, and click Save.

Access Custom Fields from External Data Sources

Files Connect could previously access only standard fields from external data sources. But in Summer '15, you can add any custom fields and display them in unique search layouts.

Give Users Access to Custom Fields

- 1. From Setup, click Manage Users > Permission Sets or Manage Users > Profiles.
- 2. Click a permission set or profile in which you enabled Files Connect.
- 3. In the Apps section, click **Object Settings**.
- **4.** Click the name of the external object.
- 5. Click **Edit**, and enable Read permissions for all fields you want to reveal in Salesforce.
- 6. Click Save.

Choose the Layout for Global Search Results

By default, Files Connect external objects use the standard search results layout for Chatter and the Files tab. If you want to display customized search layouts for these objects, complete the quick steps below.

- 1. From Setup, click **Customize** > **Salesforce Files** > **Settings** > **Files Connect**.
- 2. Select Use External Object Search Layout.

Lookup Relationships Supported for Files Connect External Objects

Until now, Files Connect external objects primarily existed to let users search external data sources. But in Summer '15, you can link fields in external objects to standard and custom objects, integrating external data into related lists and other areas throughout Salesforce.

USER PERMISSIONS

To set permissions:

"Customize Application"

USER PERMISSIONS

To create an external object and provide access to its fields:

"Customize Application"

External objects support lookup relationships similar to custom objects. However, because external data doesn't always contain the 18-character Salesforce IDs required to associate related records, two additional types of relationships are available for external objects: external lookups and indirect lookups.

For details, see External Object Relationships in the Salesforce Help.

Other Changes in Salesforce Files

Salesforce Files has increased limits, improved content deliveries, and other changes.

Sync up to 10,000 Files

Now sync up to 10,000 files from your computer to Salesforce!

Share File Message Field Limit Increased to 5,000 Characters

When using **Share with People** or **Share with Groups** to share a file with individual users or groups, enter up to 5,000 characters in the message field, instead of the previous 255 character limit.

Content Deliveries Default Bandwidth Increased to 10 GB Every 24 Hours

We've increased the default delivery bandwidth for content deliveries from 1 GB to 10 GB per rolling 24-hour window.

Personal Library Renamed to Private Library

Personal Files and Personal Library have been renamed to Private Files and Private Library. The tab in content libraries that was named **Personal Files** is now **Private Files**. On the **Files** tab in Chatter, Personal Library is renamed to Private Library.

Improved User Experience for Password-Protected Content Deliveries

Content deliveries that are set to require a password have an improved experience for recipients who are accessing the content.

Groups

Chatter groups provide increased security for unlisted groups, more control over which custom object records are allowed in groups, the ability to share more information, and a few formatting improvements to group emails.

IN THIS SECTION:

Manage Which Custom Object Records Can Be Added to Groups

Starting with Summer '15, you can choose which custom object records users can add to groups. Previously, all custom object records were allowed. This feature gives you more control over the type and number of custom object records that users can add to groups going forward.

Group Information Field Now Allows 4000 Characters

The character limit for the Information field in groups is 4,000 characters. The previous limit was 1,000 characters.

Unlisted Groups Allow Non-Unique Names

For increased privacy and security, you no longer need to use unique names for unlisted groups. Public and private groups must continue to use unique names.

Group Email Enhancements

Email notifications from groups have been upgraded to use FreeMarker Template Language with some formatting improvements.

Customize Groups Actions for Salesforce1 Layouts

Overriding the default Salesforce1 actions in the Groups page layout now gives you more flexibility by allowing you to customize the appearance and location of the Edit Group, Join Group, and Leave Group actions.

EDITIONS

Available in all editions

Manage Which Custom Object Records Can Be Added to Groups

Starting with Summer '15, you can choose which custom object records users can add to groups. Previously, all custom object records were allowed. This feature gives you more control over the type and number of custom object records that users can add to groups going forward.

For each custom object you want to manage, select the **Allow in Chatter Groups** option on the custom object detail page, under Optional Features.



Note: Custom object records added to a group prior to Summer '15 won't be removed and will continue to appear in the Group Records list. Be sure to enable this feature for each existing custom object that you want to allow in groups.

Group Information Field Now Allows 4000 Characters

The character limit for the Information field in groups is 4,000 characters. The previous limit was 1,000 characters.

This increase in characters allows you to share more information with group members and nonmembers looking for details on the group page.

SEE ALSO:

IdeaExchange: Increase the Character Limit on the "Information" Box in Chatter Groups

Unlisted Groups Allow Non-Unique Names

For increased privacy and security, you no longer need to use unique names for unlisted groups. Public and private groups must continue to use unique names.

Previously, if users tried to create a group with the same name as an unlisted group, they would be asked to use a different and unique name, and would inadvertently discover the name of an unlisted group they don't have access to. To prevent this, we no longer require unique names for unlisted groups. This is important for group names that contain sensitive information, such as Acme Merger.

Group Email Enhancements

Email notifications from groups have been upgraded to use FreeMarker Template Language with some formatting improvements.

Customize Groups Actions for Salesforce1 Layouts

Overriding the default Salesforce1 actions in the Groups page layout now gives you more flexibility by allowing you to customize the appearance and location of the Edit Group, Join Group, and Leave Group actions.

From the Groups page layout, in the Actions in Salesforce1 Action Bar section, click **override the predefined actions**. You can then drag the Edit Group, Join Group, and Leave Group actions to different locations in the action bar or remove them.

Email Notifications

Join the unified user digest beta to get an improved, more mobile-friendly email digest.

IN THIS SECTION:

Unified User Digest (Beta)

Get the redesigned user digest email that's more mobile friendly, better organized, and better coordinated with group digests.

Unified User Digest (Beta)

Get the redesigned user digest email that's more mobile friendly, better organized, and better coordinated with group digests.

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Contact Manager
- Developer

Note: This release contains a beta version of unified user digest that is production quality but has known limitations. For information on enabling this feature for your organization, contact Salesforce.

The unified user digest gives your users:

- A new format that's easier to read on mobile devices
- Posts organized by priority so the most critical information comes first
- Posts organized under their parent group or object
- Group pictures for easier recognition
- Field values on records to summarize the status of the account, contact, case, or custom object
- Reduced overlap with group digests by excluding posts already included in group digests

Contact your account executive or open a case with Support to enable the unified user digest beta. After it's enabled, go to Setup and click Customize > Chatter > Email Settings and select Enable User Digest Beta.

The unified user digest uses an object's primary compact layout to determine which fields are displayed. In most cases, the System Default compact layout contains the most useful set of fields, but you can improve the user experience by creating a custom compact layout and setting it as the primary. We recommend limiting the total number of fields to four or fewer. Users see only fields that they have access to. Note the following field value limitations:

- Field values are not localized
- Some data types, such as checkboxes, are not rendered optimally

For more information, see Compact Layout Overview in the Salesforce Help.



Tip: Enabling the beta doesn't change users' email settings. To take advantage of the beta and to streamline email volume for your users, we recommend:

- Setting the personal digest frequency to daily
- Changing daily and weekly group digests to never
- Keeping email on each post group digests the same

SEE ALSO:

IdeaExchange: One Digest for All Community Groups

Other Changes in Chatter

Smaller changes that improve your experience with Chatter.

More Preview Links Added

Salesforce provides rich media support for various URLs to make your users' experience even better. Previews are powered by Embed.ly, a third-party service, and include thumbnails, descriptions, and video players for links to videos. In this release, we've added support for

- app.devhv.com
- app.stghv.com
- edition.cnn.com
- flickr.com
- hirevue.com, app.hirevue.com
- money.cnn.com
- on.aol.com
- streamlike.com

Improved Profile Photo Upload Time

Uploading your profile photo just got faster! Profile photo upload is now a synchronous process, decreasing the amount of time you have to wait for your photo to upload and appear.

Marketing

Salesforce Marketing Cloud is a unified social marketing suite that allows companies to listen to and engage customers, publish content, optimize social advertising, measure campaigns, and integrate social insights with customer data.

Marketing Cloud is the premier platform for delighting customers with 1:1 customer journeys. It enables you to build a single view of your customer-leveraging data from any source, and plan and optimize unique customer journeys based on your business objectives. Deliver personalized content across every channel and device at precisely the right time, and measure the impact of each interaction on your business so you can optimize your approach in real time and deliver better results.

See the separate Marketing Cloud Release Notes for deetailed feature news.

SEE ALSO:

Video: What's New in the Marketing Cloud in Summer '15 Marketing Cloud April Release Notes Salesforce Marketing Cloud Facebook Page

Salesforce1 Reporting: Save, Clone, and Delete Reports from the Reporting API

Reporting REST API enhancements enable you to delete dashboards, save, clone, and delete reports, as well as give you access to new report properties. Apex enhancements enable you to get and set more report properties. These enhancements don't apply to dashboards or reports in the Salesforce1 mobile app.

Also, to learn how to stay on top of your business with report notifications, check out the new Report Notifications video.



SEE ALSO:

Salesforce1 Reporting REST API

New and Changed Apex Classes

How and When Salesforce 1 Reporting Features Become Available

IdeaExchange: Salesforce1 Reporting Ideas Delivered in Summer '15

Deployment: Better Sandbox Performance, Testing, Migration

You now have new ways to deploy changes to your organization.

IN THIS SECTION:

Improved Sandbox Copy Engine for Full Sandboxes (Generally Available)

We've rebuilt our sandbox copy engine to optimize performance, scalability, and customer success. The new engine impacts Full sandboxes as they are created and existing Full sandboxes as they are refreshed.

Match Production Licenses to Sandbox without a Refresh

You can match provisioned licenses in production to your sandbox organization without having to refresh your sandbox, saving you time.

Change Sets

The Flow Definition component replaces the Flow component, which is no longer listed.

General Deployment Enhancements

Deployment enhancements shorten your deployment times to production and give you more control over test execution in sandbox deployments. Also, the Force.com Migration Tool has expanded support for deploying recent validations and canceling deployments. These deployment enhancements don't apply to change sets.

Improved Sandbox Copy Engine for Full Sandboxes (Generally Available)

We've rebuilt our sandbox copy engine to optimize performance, scalability, and customer success. The new engine impacts Full sandboxes as they are created and existing Full sandboxes as they are refreshed.

Several enhancements to the copy engine make sandbox creation and refresh faster and minimize sandbox inconsistencies. These improvements are available on a rolling basis during the Summer '15 release.

Intelligent Routing

The copy engine selects the best instance for your sandbox based on available storage space, CPU consumption, and import activity on each sandbox instance.

New Data Copy Framework

The copy engine divides your organization's data into small chunks for exporting and copying to the sandbox. Copying is faster, because chunks are processed in parallel. Importing begins as soon as the first data chunk is exported. Export and import are independent, so the system is robust and flexible.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Database.com

New Post-Copy Framework

If a production organization changes during sandbox creation or refresh, the sandbox can contain data inconsistencies. The new automated post-copy process quickly fixes these inconsistencies after copying is complete and tracks the fixes.

Progress Tracking

You can monitor the progress of your sandbox creation or refresh. From Setup, click **Sandboxes** or **Data Management** > **Sandboxes** to view a list of your sandboxes. The list displays a progress bar for sandboxes in the queue, in process, or recently completed. Hover over the progress bar to view the percentage completed of a copy in progress. Click a name to go to a detail page showing information about the sandbox, including how much time before the next available refresh. If your sandbox is suspended or stopped for more than 1 hour, contact Salesforce Customer Support.

SEE ALSO:

IdeaExchange: Sandbox Refresh Progress

Match Production Licenses to Sandbox without a Refresh

You can match provisioned licenses in production to your sandbox organization without having to refresh your sandbox, saving you time.

Matching updates sandbox license counts to match the counts in production, adds licenses that are in production but not in sandbox, and deletes licenses that aren't in production.

To match licenses to a sandbox organization, log in to your sandbox. From Setup, click **Company Profile** > **Company Information** > **Match Production Licenses**. You get an alert when the matching process has started. After all licenses have been matched in sandbox, you receive a confirmation email. The confirmation email is sent to the user who initiates the license copy.



Available in:

- Enterprise
- Performance
- Unlimited

Matching production licenses requires that your sandbox and production organizations are on the same Salesforce release. If your sandbox has been upgraded to the next release—for example, during sandbox preview—but your production organization hasn't, you can't match production licenses.

The Match Production Licenses tool isn't available in trial organizations. To use the tool, you must have the "Modify All Data" permission.

SEE ALSO:

IdeaExchange: Activate the Feature License without Refreshing Sandbox

Change Sets

The Flow Definition component replaces the Flow component, which is no longer listed.

EDITIONS

Available in **Enterprise**, **Performance**, **Unlimited**, and **Database.com** Editions

Available in **Professional** Edition with a sandbox purchase.

General Deployment Enhancements

Deployment enhancements shorten your deployment times to production and give you more control over test execution in sandbox deployments. Also, the Force.com Migration Tool has expanded support for deploying recent validations and canceling deployments. These deployment enhancements don't apply to change sets.

See related Metadata API changes in Metadata Types and Fields.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

IN THIS SECTION:

Choose Which Tests to Run in a Deployment

Test levels enable you to have more control over which tests are run in a deployment. To shorten deployment time to production, run a subset of tests when deploying Apex components. The default test execution behavior in production has also changed. By default, if no test level is specified, no tests are executed, unless your deployment package contains Apex classes or triggers.

Run Local Tests in a Sandbox Deployment

You can now choose which tests to run in sandbox deployments to match the test run behavior in production. Previously, if you enabled tests in your sandbox deployment, you couldn't exclude managed package tests.

Force.com Migration Tool Enhancements

The Force.com Migration Tool has been enhanced to support deploying recent validations, canceling a deployment, and authenticating with a session ID.

Choose Which Tests to Run in a Deployment

Test levels enable you to have more control over which tests are run in a deployment. To shorten deployment time to production, run a subset of tests when deploying Apex components. The default test execution behavior in production has also changed. By default, if no test level is specified, no tests are executed, unless your deployment package contains Apex classes or triggers.

As part of this change, the runAllTests deployment option is now replaced with testLevel. You can choose which tests to run in a deployment by setting the desired test level. For a description of all test levels, see test levels for the deploy() call. In particular, to run a subset of tests in a deployment, set testLevel to the RunSpecifiedTests value and specify the tests to run in the runTests option.

When running a subset of tests, code coverage is computed for each class and trigger individually and is different than the overall coverage percentage. If your deployment package contains Apex classes and triggers, the executed tests must cover each class and trigger for a minimum of 75% code coverage.

If the code coverage of an Apex component in the deployment is less than 75%, the deployment fails. If one of the specified tests fails, the deployment also fails. We recommend that you test your deployment in sandbox first to ensure that the specified tests cover each component sufficiently. Even if your organization's overall code coverage is 75% or more, the individual coverage of the Apex components being deployed can be less. If the code coverage requirement isn't met, write more tests and include them in the deployment.

This change is in the Metadata API and is exposed in tools that are based on Metadata API, such as the Force.com Migration Tool.

Specify Tests in the Force.com Migration Tool

To run a subset of tests in the Force.com Migration Tool, add the testLevel="RunSpecifiedTests" parameter to the deploy target. Specify each test class to run for a deploy target in a <runTest> </runTest> child element within the sf:deploy element. Add the test class name within the <runTest> </runTest> tags. Add as many runTest tags as you need, one for each test class

This deploy target example shows three test classes. Salesforce runs these test classes when deploying this package.

Specify Tests in Metadata API

To run a subset of tests by using the Metadata API, set the RunSpecifiedTests test level on the DeployOptions object. Next, specify each test class to run in DeployOptions. Finally, pass DeployOptions as an argument to the deploy () call. The following example performs those steps to run only the specified test classes.

```
// Create the DeployOptions object.
DeployOptions deployOptions = new DeployOptions();

// Set the appropriate test level.
deployOptions.setTestLevel(TestLevel.RunSpecifiedTests);

// Specify the test classes to run.
// String array contains test class names.
String[] tests = {"TestClass1", "TestClass2", "TestClass3"};
// Add the test class names array to the deployment options.
deployOptions.setRunTests(tests);

// Call deploy() by passing the deployment options object as an argument.
AsyncResult asyncResult = metadatabinding.deploy(zipBytes,deployOptions);
```

Considerations for Running Specific Tests

- You can only specify test classes. You can't specify individual test methods.
- We recommend that you refactor test classes to include the minimum number of tests that meet code coverage requirements.

 Refactoring your test classes can contribute to shorter test execution times, and as a result, shorter deployment times.
- You can deactivate a trigger in the target organization by deploying it with an inactive state. However, the trigger must have been previously deployed with an active state.

Default Test Execution in Production

When no test level is specified in the deployment options, the default test execution behavior depends on the contents of your deployment package. When deploying to production, all tests, except those that originate from managed packages, are executed if your deployment package contains Apex classes or triggers. If your package doesn't contain Apex components, no tests are run by default.

In API version 33.0 and earlier, tests were run for components that required tests, such as custom objects, and not only for Apex components. For example, if your package contains a custom object, all tests are run in API version 33.0 and earlier. In contrast, starting with API version 34.0, no tests are run for this package. The API version corresponds to the version of your API client or the version of the tool you're using (Force.com Migration Tool).

You can run tests for a deployment of non-Apex components. You can override the default test execution behavior by setting the test level in your deployment options. Test levels are enforced regardless of the types of components present in your deployment package. We recommend that you run all local tests in your development environment, such as sandbox, prior to deploying to production. Running tests in your development environment reduces the amount of tests needed to run in a production deployment.

Run Local Tests in a Sandbox Deployment

You can now choose which tests to run in sandbox deployments to match the test run behavior in production. Previously, if you enabled tests in your sandbox deployment, you couldn't exclude managed package tests.

As part of this change, the runAllTests deployment option has been replaced with testLevel. For a description of all test levels that you can use in your development environment, see test levels for the deploy() call. For example, to run local tests in a deployment and to exclude managed package tests, set testLevel to the RunLocalTests value.



Note: The RunLocalTests test level is enforced regardless of the contents of the deployment package. In contrast, tests are executed by default in production only if your deployment package contains Apex classes or triggers. You can use RunLocalTests for sandbox and production deployments.

If you're using the Force.com Migration Tool, add the testLevel="RunLocalTests" parameter to the deploy target, as shown in this example.

If you're using Metadata API, set the test level on the DeployOptions object to TestLevel.RunLocalTests and then pass this object as an argument to the deploy() call as follows.

```
// Create the DeployOptions object.
DeployOptions deployOptions = new DeployOptions();

// Set the appropriate test level.
deployOptions.setTestLevel(TestLevel.RunLocalTests);

// Call deploy() by passing the deployment options object as an argument.
AsyncResult asyncResult = metadatabinding.deploy(zipBytes,deployOptions);
```

Force.com Migration Tool Enhancements

The Force.com Migration Tool has been enhanced to support deploying recent validations, canceling a deployment, and authenticating with a session ID.

Deploy a Recent Validation

To deploy a recent validation, add the <sf:deployRecentValidation> task to your target and specify the validation ID in the recentValidationId parameter. The validation must have run successfully within the last four days. For more information, see Quick Deployments in the Salesforce Help.

```
recentValidationId="${sf.recentValidationId}"/>
</target>
```

Support for <sf:deployRecentValidation> starts with version 34.0 of the Force.com Migration Tool.

Cancel a Deployment

You can now cancel a deployment that's in progress or queued with the Force.com Migration Tool. To do so, add the <sf:cancelDeploy> task to your target. Specify the ID of the deployment in the requestId parameter.

Support for sf:cancelDeploy starts with version 34.0 of the Force.com Migration Tool.

Use a Session ID for Authentication

When you run the Force.com Migration Tool to perform a migration, you can authenticate with a session ID instead of a username and password. Using session ID authentication provides more flexibility. The Force.com Migration Tool build.properties file has been updated to include the sf.sessionId property. Similarly, the sample targets in the build.xml file have been updated to include the sessionId parameter.

To use the session ID for authentication, uncomment this property in build.properties and add a value for the session ID. In addition, comment out the sf.username and sf.password property pair. Both properties can't be present at the same time. The following is the session ID property in build.properties.

```
sf.sessionId = <Insert your Salesforce session ID here.>
```

This sample target contains the <sf:deploy> task with the sessionId parameter.

Support for session ID authentication is available in all new versions of the Force.com Migration Tool and in older versions since version 17.0.

Customization: Adapt Salesforce with Clicks and Code

Customization features enable you to expand your organization by enhancing your objects, data, and fields, customizing your organization's look and feel, augmenting your business processes, creating websites, and creating apps—all by using point-and-click tools and maybe some code. Customization features also include tools to administer and secure your organization.

IN THIS SECTION:

General Administration

Administration helps you manage your organization to suit your business needs.

Keep All Your Customer Data with BigObjects (Pilot)

BigObjects is a new capability to let you store and manage data at scale on the Salesforce platform. This feature helps you engage directly with customers by preserving all your historical customer event data.

Manage Customer Data with Data Pipelines (Pilot)

We're continuing the pilot availability of Data Pipelines, a new capability to leverage all your customer data for intelligence and actionable information. We've now added error logging to help you when your jobs don't execute. Error messages are available via the Tooling API and also appear with the Job Run information in the Developer Console.

Lightning Connect

We've expanded your options for seamlessly interacting with data that's stored outside your Salesforce organization. Now you can provide your users with a complete view of the business—on demand, in real time, and without copying data into your organization.

Process Builder: More Ways to Use Your Data

We expanded your options for automating business processes with improved support for formulas, new formula functions, and more options for updating fields. You can now use multi-select picklists in more places and delete a process without the 12-hour wait. We also updated the user interface to make it easier to manage versions, find and reference fields, and create Chatter messages.

Visual Workflow: New Variables and Formulas, Easier to Delete

We removed the 12-hour wait before you can delete a deactivated flow, and you can now validate picklist and multi-select picklist values. In addition, we've added details to the flow fault email to help you troubleshoot what happened in your flow.

Globalization

Globalization tools help administrators manage resources that vary from country to country, such as currencies, languages, and translated content.

Monitoring

Updates to Event Monitoring and Login Forensics improve your ability to track user activity in your organization. We've also introduced two new pilot programs: Apex Limit Events and Data Leakage Detection.

Cross-Organization Data Sharing

Cross-organization data sharing is superseded by the Salesforce adapter for Lightning Connect.

SEE ALSO:

How and When Customization Features Become Available IdeaExchange: Customization Ideas Delivered in Summer '15

General Administration

Administration helps you manage your organization to suit your business needs.

IN THIS SECTION:

Login Access Policy Changed

Administrators with "Modify All Data" permission and delegated administrators with "View Setup and Configuration" permission can log in as any user without asking end users to grant access. The **Administrators Can Log in as Any User** setting on the **Setup** > **Security Controls** > **Login Access Policies** page is available by default. Previously, this option was only available when organizations explicitly requested it from Salesforce.

Number of Custom Profiles Allowed

To ensure better performance, your organization can have up to 1,500 custom profiles per user license type. If your organization has too many custom profiles, consider using permission sets to grant additional permissions and access settings to the users who need them.

Use a Permission Set to Grant Additional Permissions for Contact Manager, Group, and Professional Editions

Contact Manager, Group, and Professional Edition organizations can now create one permission set per organization. Use the permission set to grant additional permissions to select users.

Create Lookup Filters for Distance

You can now create lookup filters with distance criteria for location and address data types with the Metadata API. To improve user productivity and data quality, use lookup filters to restrict the valid values and lookup dialog results for lookup, master-detail, and hierarchical relationship fields.

End of Support for JavaScript, iFrames, CSS, and Other Advanced Markup in HTML Area Home Page Components

We are now enforcing the ban on unsupported code in HTML Area home page components. JavaScript, CSS, iframes, and other unsupported markup is now removed when you edit and save an HTML Area home page component. A cleaned version is saved, and all unsupported content is lost.

Login Access Policy Changed

Administrators with "Modify All Data" permission and delegated administrators with "View Setup and Configuration" permission can log in as any user without asking end users to grant access. The

Administrators Can Log in as Any User setting on the Setup > Security Controls > Login Access Policies page is available by default. Previously, this option was only available when organizations explicitly requested it from Salesforce.

If you don't want the **Administrators Can Log in as Any User** setting to be available for your organization, contact Salesforce to remove it.

If Salesforce removes the **Administrators Can Log in as Any User** feature from your organization,

a user must grant login access before an administrator can log in to that user's account for troubleshooting. For the steps a user takes to grant access, see "Grant Login Access" in the Salesforce Help.

SEE ALSO:

IdeaExchange: Login As Any Role, Any Profile

Number of Custom Profiles Allowed

To ensure better performance, your organization can have up to 1,500 custom profiles per user license type. If your organization has too many custom profiles, consider using permission sets to grant additional permissions and access settings to the users who need them.

Because each profile is associated with a user license type, this limit applies to each user license type.



Example: Let's say your organization has 200 users with the Salesforce user license and 50 users with the Force.com App Subscription user license. In this case, you can have up to 1,500 custom profiles with the Salesforce user license and 1,500 custom profiles with the Force.com App Subscription user license.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

Use a Permission Set to Grant Additional Permissions for Contact Manager, Group, and Professional Editions

Contact Manager, Group, and Professional Edition organizations can now create one permission set per organization. Use the permission set to grant additional permissions to select users.

For example, the "Two-Factor Authentication for User Interface Logins" permission isn't enabled in standard profiles. To grant this permission to certain users, enable it in a permission set and assign it to those users.

In Group, Professional, Enterprise, Performance, Unlimited, Developer, and Database.com editions, organizations can have more permission sets if they're added as part of an installed managed package that's publicly listed on AppExchange. In this case, organizations can have up to 1,500 permission sets.

EDITIONS

Available in:

- Contact Manager
- Group
- Professional

Create Lookup Filters for Distance

You can now create lookup filters with distance criteria for location and address data types with the Metadata API. To improve user productivity and data quality, use lookup filters to restrict the valid values and lookup dialog results for lookup, master-detail, and hierarchical relationship fields.

You can filter based on distances that are within or not within given ranges.

You can't create distance-based lookup filters in the Salesforce user interface. Instead, use the Metadata API's lookupFilter field on the CustomField metadata type. For information on lookupFilter fields and their subfields, see "CustomField" in the Metadata API Developer's Guide.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

For information about the benefits of lookup filters, see "About Lookup Filters" in the Salesforce Help.

End of Support for JavaScript, iFrames, CSS, and Other Advanced Markup in HTML Area Home Page Components

We are now enforcing the ban on unsupported code in HTML Area home page components. JavaScript, CSS, iframes, and other unsupported markup is now removed when you edit and save an HTML Area home page component. A cleaned version is saved, and all unsupported content is lost.



Available in all editions

In Summer '14, we replaced the rich text editor in HTML Area home page components and notified you that we would start removing unsupported code in Summer '15. (See "Home Page Components" in the Summer '14 release notes.)

At runtime, HTML Area home page components that contain unsupported markup are dynamically stripped upon rendering.

To use JavaScript or other advanced HTML elements in a home page component, we recommend that you use a Visualforce Area component instead.

Keep All Your Customer Data with BigObjects (Pilot)

BigObjects is a new capability to let you store and manage data at scale on the Salesforce platform. This feature helps you engage directly with customers by preserving all your historical customer event data.

It's easy to integrate BigObjects with your live Salesforce data. You can process BigObjects with SOQL, Bulk, REST and SOAP APIs, and Data Pipelines, a powerful tool for batch-processing massive volumes of data.



Note: We provide this feature to selected customers through a pilot program that requires agreement to specific terms and conditions. To be nominated to participate in the program, contact Salesforce. Because pilot programs are subject to change, we can't guarantee acceptance. This pilot feature isn't generally available, as referenced in this document or in press releases or public statements. We can't guarantee general availability within any particular time frame or at all. Make your purchase decisions only on the basis of generally available features.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

The BigObjects feature initially targets the following use cases.

- Customer 360—Store point-of-sale data, orders and line items, guest relationship data, and guest interactions in Big Objects and then process and correlate that data with your core CRM data.
- Data archive—Orchestrate records from production storage to an archival data store, such as for FINRA compliance, without moving the data out of Salesforce's trusted platforms.
- Data lake—Store massive data in its native format until you need it.
- Email event ingest—Preserve email for customer interaction history, segmentation, and sentiment analysis.

In the initial pilot, you can use the Metadata API to define BigObjects, which can include lookups to standard or custom sObjects. Once they're defined, you can populate BigObjects via the Bulk API or the SOAP API. After you create them, BigObjects are read-only.

To learn more about the pilot, see the BigObject Implementation Guide.

For more information about joining the pilot, contact your account team or Salesforce Customer Support.

Manage Customer Data with Data Pipelines (Pilot)

We're continuing the pilot availability of Data Pipelines, a new capability to leverage all your customer data for intelligence and actionable information. We've now added error logging to help you when your jobs don't execute. Error messages are available via the Tooling API and also appear with the Job Run information in the Developer Console.

Data Pipelines helps you engage with customers and build data-driven applications. With Data Pipelines, you can use the power of custom Apache Pig scripts on Hadoop to process large-scale data that's stored in Salesforce.



Note: We provide this feature to selected customers through a pilot program that requires agreement to specific terms and conditions. To be nominated to participate in the program, contact Salesforce. Because pilot programs are subject to change, we can't guarantee acceptance. This pilot feature isn't generally available, as referenced in this document or in press releases or public statements. We can't guarantee general availability within any particular time frame or at all. Make your purchase decisions only on the basis of generally available features.

To learn more about the pilot, see the *Data Pipelines Implementation Guide*.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

For more information about joining the pilot, contact your account team or Salesforce Customer Support.

Lightning Connect

We've expanded your options for seamlessly interacting with data that's stored outside your Salesforce organization. Now you can provide your users with a complete view of the business—on demand, in real time, and without copying data into your organization.

IN THIS SECTION:

Access Data Across Multiple Organizations with the Lightning Connect Salesforce Connector

Collaborate more effectively and improve processes by sharing data across your Salesforce organizations. Provide users with a seamless view of data in your other organizations so that they have a complete view of the business. Setting up the Salesforce adapter for Lightning Connect is quick and easy with point-and-click tools.

EDITIONS

Available in: **Developer** Edition

Available for an extra cost in: **Enterprise**, **Performance**, and **Unlimited** Editions

Access Any Data Anywhere with the Lightning Connector Apex Framework

Use the Apex Connector Framework to develop your own custom adapter when the other available Lightning Connect adapters aren't suitable for your needs. The custom adapter can retrieve data from external systems and synthesize data locally. Lightning Connect then represents that data in Salesforce external objects, which your users and the Force.com platform interact with.

Access Government and Health Data with the OData 2.0 Adapter for Lightning Connect

Lightning Connect can now access data from endpoints that are backed by Socrata Open Data Portal[™]. Socrata Open Data Portal is commonly used for sharing health data and for collaboration between governments and their citizens.

Increased Limits for the OData 2.0 Adapter for Lightning Connect

We doubled a few of our limits to let you integrate with even more external systems.

Enable Server-Driven Paging for an External Data Source

It's common for Lightning Connect queries of external data to have a large result set that's broken into smaller batches or pages. Enable server-driven paging to let the external system control the page sizes and batch boundaries. You can optimize the external system's paging settings to provide data to your organization more efficiently than client-driven paging.

Control Whether to Request Total Row Counts in OData Queries

Some external systems don't support the \$inlinecount=allpages system query option. When you try to access their data via the OData 2.0 adapter for Lightning Connect, you receive errors or notice long load times. If needed, you can now exclude that system query option from OData queries for a specified external data source.

Customize Search Layouts with the Name Field for External Objects

Previously, you couldn't change whether or where a search layout included the name field for an external object. Now you can customize your search layouts to display an external object's name field in a specified position.

View Names of Parent Records in Lookup Relationship Fields on External Objects

Previously, a lookup relationship field on an external object record displayed the record ID of the parent record. Now the lookup relationship field displays the parent record name, which is more relevant to your users.

Removed Select All Checkbox for Syncing an External Data Source

Many administrators accidentally reached the organization limit of 100 external objects because they selected all the tables that were available for syncing from the external system. Now, when you click **Validate and Sync** on an external data source, select each table that you want to sync. The checkbox for selecting all tables is no longer available.

Access Data Across Multiple Organizations with the Lightning Connect Salesforce Connector

Collaborate more effectively and improve processes by sharing data across your Salesforce organizations. Provide users with a seamless view of data in your other organizations so that they have a complete view of the business. Setting up the Salesforce adapter for Lightning Connect is guick and easy with point-and-click tools.

The Salesforce adapter for Lightning Connect uses the Force.com REST API to access the data in other organizations. Your users and the Force.com platform interact with the other organizations' data via external objects. See the Salesforce Help for details about the Salesforce adapter for Lightning Connect.



Example: Suppose you store your inventory of products in one Salesforce organization. Perhaps you want your regional and local branch offices, who have their own organizations, to see the latest information about your stock. With the Salesforce adapter for Lightning Connect, those other organizations can easily access your data while respecting access restrictions that you control.

Access Any Data Anywhere with the Lightning Connector Apex Framework

Use the Apex Connector Framework to develop your own custom adapter when the other available Lightning Connect adapters aren't suitable for your needs. The custom adapter can retrieve data from external systems and synthesize data locally. Lightning Connect then represents that data in Salesforce external objects, which your users and the Force.com platform interact with.

The data that you expose as external objects from Apex can come from anywhere. For example:

- Retrieve data via Apex callouts, Web service callouts, SOQL, and SOSL
- Manipulate or generate data programmatically

To create a custom adapter for Lightning Connect, create two Apex classes.

- 1. Create a DataSource.Connection class that accesses the external system with these methods.
 - sync obtains the metadata schema of the external system so that the administrator can select which external tables to convert into Salesforce external objects.
 - query obtains data from the external system when a user views an external object in Salesforce or when a SOQL query is executed on an external object.
 - search obtains data from the external system when a user performs a Salesforce global search or when a SOSL query is executed on an external object.
- 2. Create a DataSource. Provider class that declares:
 - The types of authentication that can be used to access the external system, such as OAuth or basic password authentication
 - The functional capabilities that the external system supports, such as SOQL queries, search and SOSL queries, total row counts, or server-driven paging
 - Whether the external data source requires an endpoint URL
 - Whether the endpoint URL must start with https://
 - The associated DataSource. Connection class

Once your Apex classes compile correctly, define the external data source. For the Type field, select the DataSource. Provider class name. Then sync to create the external objects and enable user access.



Note: See the following documents for details about Lightning Connect custom adapters and the Apex Connector Framework. Some of this documentation is available only in English until Winter '16.

- "Access External Data with a Custom Adapter for Lightning Connect" in the Salesforce Help
- "Get Started with the Apex Connector Framework" in the Force.com Apex Code Developer's Guide

"DataSource Namespace" in the Force.com Apex Code Developer's Guide



Example: These sample classes illustrate how to use a callout and OAuth to access an external system. In a real-world implementation, you'd request offline access when setting up OAuth so that Salesforce can obtain and maintain a refresh token for your connections.

Sample DataSource.Connection Class

```
Extends the DataSource.Connection class to enable
    Salesforce to sync the external system's metadata schema
    and to handle queries and searches of the external data.
 **/
global class DriveDataSourceConnection extends
   DataSource.Connection {
   private DataSource.ConnectionParams connectionInfo;
        Constructor for DriveDataSourceConnection.
    **/
   global DriveDataSourceConnection(
    DataSource.ConnectionParams connectionInfo) {
    this.connectionInfo = connectionInfo;
    /**
        Called when the administrator clicks "Validate and Sync"
        in the user interface for the external data source.
    **/
   override global List<DataSource.Table> sync() {
        List<DataSource.Table> tables =
        new List<DataSource.Table>();
   List<DataSource.Column> columns;
   columns = new List<DataSource.Column>();
   columns.add(DataSource.Column.text('title', 255));
   columns.add(DataSource.Column.text('description',255));
   columns.add(DataSource.Column.text('createdDate',255));
   columns.add(DataSource.Column.text('modifiedDate',255));
   columns.add(DataSource.Column.url('selfLink'));
   columns.add(DataSource.Column.url('DisplayUrl'));
   columns.add(DataSource.Column.text('ExternalId', 255));
   tables.add(DataSource.Table.get('googleDrive','title',
        columns));
   return tables;
    /**
        Called to query and get results from the external
        system for SOQL queries, list views, and detail pages
        for an external object that's associated with the
        external data source.
        The queryContext argument represents the query to run
         against a table in the external system.
```

```
* Returns a list of rows as the query results.
**/
override global DataSource. TableResult query (
DataSource.QueryContext c) {
DataSource.Filter filter = c.tableSelection.filter;
String url;
if (filter != null) {
   String cName = filter.columnName;
    if (cName != null && cName.equals('ExternalId'))
       url = 'https://www.googleapis.com/drive/v2/'
        + 'files/' + filter.columnValue;
    else
       url = 'https://www.googleapis.com/drive/v2/'
       + 'files';
   url = 'https://www.googleapis.com/drive/v2/'
       + 'files';
}
/**
   Filters, sorts, and applies limit and offset clauses.
List<Map<String, Object>> rows =
    DataSource.QueryUtils.process(c, getData(url));
return DataSource. TableResult.get(true, null,
   c.tableSelection.tableSelected, rows);
}
/**
    Called to do a full text search and get results from
    the external system for SOSL queries and Salesforce
    global searches.
    The searchContext argument represents the query to run
    against a table in the external system.
   Returns results for each table that the searchContext
    requested to be searched.
**/
override global List<DataSource.TableResult> search(
   DataSource.SearchContext c) {
List<DataSource.TableResult> results =
    new List<DataSource.TableResult>();
for (Integer i =0; i < c.tableSelections.size();i++) {</pre>
    String entity = c.tableSelections[i].tableSelected;
    String url = 'https://www.googleapis.com/drive/v2/files'+
       '?q=fullText+contains+\''+c.searchPhrase+'\'';
   results.add(DataSource.TableResult.get(
       true, null, entity, getData(url)));
return results;
```

```
/**
   Helper method to parse the data.
   The url argument is the URL of the external system.
   Returns a list of rows from the external system.
public List<Map<String, Object>> getData(String url){
HttpResponse response = getResponse(url);
List<Map<String, Object>> rows =
    new List<Map<String, Object>>();
Map < String, Object > m = (
    Map<String, Object>) JSON.deserializeUntyped(
    response.getBody());
/**
 * Checks errors.
Map<String, Object> error =
    (Map<String, Object>)m.get('error');
if (error!=null) {
   List<Object> errorsList =
        (List<Object>)error.get('errors');
    Map<String, Object> errors =
        (Map<String, Object>)errorsList[0];
    String ms = (String)errors.get('message');
    throw new DataSource.OAuthTokenExpiredException(ms);
}
List<Object> fileItems=(List<Object>)m.get('items');
if (fileItems != null) {
    for (Integer i=0; i< fileItems.size(); i++) {</pre>
       Map<String, Object> item =
            (Map<String, Object>) fileItems[i];
       rows.add(createRow(item));
    }
} else {
   rows.add(createRow(m));
}
return rows;
}
/**
     Helper method to populate the External ID and Display
     URL fields on external object records based on the 'id'
    value that's sent by the external system.
    The item argument maps to the data that
    represents a row.
    Returns an updated map with the External ID and
```

```
* Display URL values.
 **/
public Map<String, Object> createRow(
    Map<String, Object> item) {
Map<String, Object> row = new Map<String, Object>();
for ( String key : item.keySet() ){
    if (key == 'id') {
        row.put('ExternalId', item.get(key));
    } else if (key=='selfLink') {
        row.put(key, item.get(key));
        row.put('DisplayUrl', item.get(key));
    } else {
    row.put(key, item.get(key));
return row;
}
/**
    Helper method to make the HTTP GET call.
    The url argument is the URL of the external system.
    Returns the response from the external system.
 **/
public HttpResponse getResponse(String url) {
Http httpProtocol = new Http();
HttpRequest request = new HttpRequest();
request.setEndPoint(url);
request.setMethod('GET');
request.setHeader('Authorization', 'Bearer '+
    this.connectionInfo.oauthToken);
HttpResponse response = httpProtocol.send(request);
return response;
```

Sample DataSource.Provider Class

```
/**
    Extends the DataSource.Provider base class to create a
    custom adapter for Lightning Connect. The class informs
   Salesforce of the functional and authentication
   capabilities that are supported by or required to connect
   to an external system.
**/
global class DriveDataSourceProvider
   extends DataSource.Provider {
   /**
        Declares the types of authentication that can be used
        to access the external system
    **/
   override global List<DataSource.AuthenticationCapability>
       getAuthenticationCapabilities() {
   List<DataSource.AuthenticationCapability> capabilities =
   new List<DataSource.AuthenticationCapability>();
```

```
capabilities.add(DataSource.AuthenticationCapability.OAUTH);
capabilities.add(
    DataSource.AuthenticationCapability.ANONYMOUS);
return capabilities;
/**
    Declares the functional capabilities that the
    external system supports.
override global List<DataSource.Capability>
    getCapabilities() {
List<DataSource.Capability> capabilities =
   new List<DataSource.Capability>();
capabilities.add(DataSource.Capability.ROW QUERY);
capabilities.add(DataSource.Capability.SEARCH);
return capabilities;
/**
     Declares the associated DataSource.Connection class.
override global DataSource.Connection getConnection(
    DataSource.ConnectionParams connectionParams) {
    return new DriveDataSourceConnection(connectionParams);
}
```

Access Government and Health Data with the OData 2.0 Adapter for Lightning Connect

Lightning Connect can now access data from endpoints that are backed by Socrata Open Data Portal™. Socrata Open Data Portal is commonly used for sharing health data and for collaboration between governments and their citizens.

External data sources of type "Lightning Connect: OData 2.0" now have a Special Compatibility field. If you set this field to Socrata, Lightning Connect adjusts how it accesses the external data to accommodate Socrata-specific requirements. See "Socrata" Considerations for Lightning Connect—OData 2.0 Adapter" in the Salesforce Help.

Increased Limits for the OData 2.0 Adapter for Lightning Connect

We doubled a few of our limits to let you integrate with even more external systems.

	Previous Limit	New Limit
Maximum HTTP request size for OData	4 MB	8 MB
Maximum HTTP response size for OData	4 MB	8 MB
Maximum OData result set size	8 MB	16 MB

Enable Server-Driven Paging for an External Data Source

It's common for Lightning Connect queries of external data to have a large result set that's broken into smaller batches or pages. Enable server-driven paging to let the external system control the page sizes and batch boundaries. You can optimize the external system's paging settings to provide data to your organization more efficiently than client-driven paging.

The external system's paging settings can optimize the external system's performance and improve the load times for external objects in your organization. Also, the external data set can change while your users or the Force.com platform are paging through the result set. Typically, server-driven paging adjusts batch boundaries to accommodate changing data sets more effectively than client-driven paging.

When you enable server-driven paging on an external data source, the external system ignores any specified batch or page sizes in queries. How you enable server-driven paging depends on the Lightning Connect adapter.

- The Salesforce adapter always uses server-driven paging.
- To enable server-driven paging for the OData 2.0 adapter, select Server Driven Pagination on the external data source.

 By default, the OData 2.0 adapter uses client-driven paging, specifically by using the \$top and \$skip system query options in OData requests.
- To enable server-driven paging for custom adapters, which you create with the Apex Connector Framework, declare the QUERY_PAGINATION_SERVER_DRIVEN capability on the getCapabilities method in the adapter's DataSource.Provider class. Also, the Apex code must generate a query token for fetching the next batch of results.
 - By default, custom adapters don't automatically support paging of any kind. If you can't implement server-driven paging, implement client-driven paging by using LIMIT and OFFSET clauses to page through result sets. For more information about custom adapters, see Access Any Data Anywhere with the Lightning Connector Apex Framework on page 220.

Control Whether to Request Total Row Counts in OData Queries

Some external systems don't support the \$inlinecount=allpages system query option. When you try to access their data via the OData 2.0 adapter for Lightning Connect, you receive errors or notice long load times. If needed, you can now exclude that system query option from OData queries for a specified external data source.

By default, Salesforce sends each OData request with the \$inlinecount=allpages system query option. The response then includes the total row count after applying the \$filter system query options that were in the request.

To disable \$inlinecount=allpages, deselect Request Row Counts on the external data source. If you do so, however, the external data source and its associated external objects don't support the SOQL COUNT() aggregate function, which requires the total row count.

Customize Search Layouts with the Name Field for External Objects

Previously, you couldn't change whether or where a search layout included the name field for an external object. Now you can customize your search layouts to display an external object's name field in a specified position.

By default, the External ID standard field on the external object is the name field. You can, however, select the Is Name Field attribute on a different field to set that field as the name field for the external object.

View Names of Parent Records in Lookup Relationship Fields on External Objects

Previously, a lookup relationship field on an external object record displayed the record ID of the parent record. Now the lookup relationship field displays the parent record name, which is more relevant to your users.

Removed Select All Checkbox for Syncing an External Data Source

Many administrators accidentally reached the organization limit of 100 external objects because they selected all the tables that were available for syncing from the external system. Now, when you click **Validate and Sync** on an external data source, select each table that you want to sync. The checkbox for selecting all tables is no longer available.

Process Builder: More Ways to Use Your Data

We expanded your options for automating business processes with improved support for formulas, new formula functions, and more options for updating fields. You can now use multi-select picklists in more places and delete a process without the 12-hour wait. We also updated the user interface to make it easier to manage versions, find and reference fields, and create Chatter messages.

IN THIS SECTION:

Compare and Return Values in Formulas

Use newly supported functions to compare and return values in the Process Builder.

Update Fields Using Formulas and Date Functions

When your process updates fields, you can now use formulas and date functions as the value.

Reference System-Provided Values

Use system variables in formulas to easily reference information in your organization.

Use Multi-Select Picklists in More Places

Previously, multi-select picklists were supported only when creating and updating records. Now you can also use multi-select picklists in process criteria, formulas, and quick actions.

Define Additional Conditions When Updating Records

When you update records in your process, you can now filter the records you're updating using conditions.

Update Fields With More Value Types

We added more options for updating fields and made it easier to specify value types.

Immediately Delete a Process

After you deactivate a process, you no longer have to wait 12 hours before you delete it.

Process Builder User Interface Enhanced

We've improved the Process Builder user interface so it's easier to manage versions, find and reference fields, create Chatter messages and more.

Compare and Return Values in Formulas

Use newly supported functions to compare and return values in the Process Builder.

These new functions are now available to use in formulas.

- INCLUDES
- ISCHANGED
- ISNEW
- ISPICKVAL
- PRIORVALUE

For example, check whether a case's contact changed by using <code>ISCHANGED([Case].ContactId)</code>. If this formula evaluates to true, your process executes the associated actions.



Note: Picklist fields are no longer evaluated as text fields in formulas. If your process uses a formula to reference a picklist field (for example, [Account].Industry = 'Agriculture'), we recommend changing the formula to use TEXT or ISPICKVAL instead (for example, ISPICKVAL ([Account].Industry) = 'Agriculture').

SEE ALSO:

IdeaExchange: Support ISNEW Formula Functions in Process Criteria IdeaExchange: Update Picklist Fields Using Formulas

Update Fields Using Formulas and Date Functions

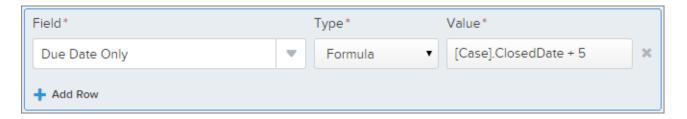
When your process updates fields, you can now use formulas and date functions as the value.

For example, you can:

- Use mathematical formulas to calculate values like pricing discounts, commission rates, and shipping costs.
- Use relative date functions—like NOW() and TODAY()—when populating a date field, or set a date in the future when creating a record.

For example, check whether a case's contact changes by using <code>ISCHANGED([Case].ContactId)</code>. If this formula evaluates to true, your process executes the associated actions.

This example shows how a formula is used to update the due date field on a task record related to a case. The task due date is set for five days after the case closes.



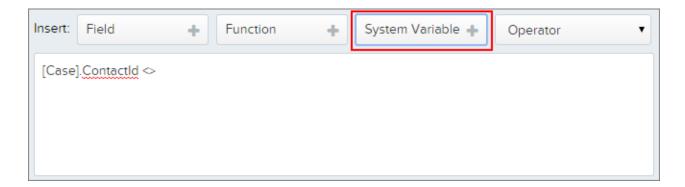
SEE ALSO:

IdeaExchange: Support Relative Date Functions When Updating a Date Field

Reference System-Provided Values

Use system variables in formulas to easily reference information in your organization.

To add a system variable, click **System Variable** when you build your formula.



You can use these system variable types in your formula:

- \$API
- \$Organization
- \$Profile
- \$System
- \$User
- \$UserRole



Example: Your process notifies the owner of a contact record if it's changed by another user. Use a system variable in your formula criteria to reference the user value.

```
[Case].ContactId <> $User.ContactId
```

If this formula evaluates to true, your process notifies the contact record's owner.

For more information, see "Understanding Global Variables" in the Salesforce Help.

Use Multi-Select Picklists in More Places

Previously, multi-select picklists were supported only when creating and updating records. Now you can also use multi-select picklists in process criteria, formulas, and guick actions.

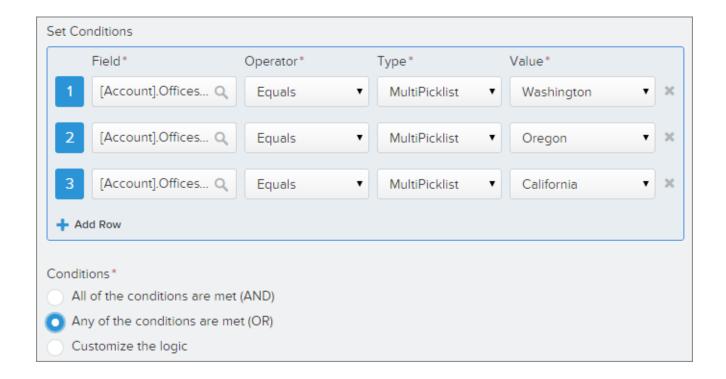
Let's say your process checks whether changes were made to an account's office locations. If any of the office locations are in Washington, Oregon, or California, the process notifies the West Coast Sales Manager.

Check whether an account's office locations include any of these multi-select picklist values by:

• Using a formula.

```
INCLUDES ( [Account].Offices__c, "Washington" ) || INCLUDES ( [Account].Offices__c,
"Oregon" ) || INCLUDES ( [Account].Offices__c, "California" )
```

Or setting conditions in your process criteria.

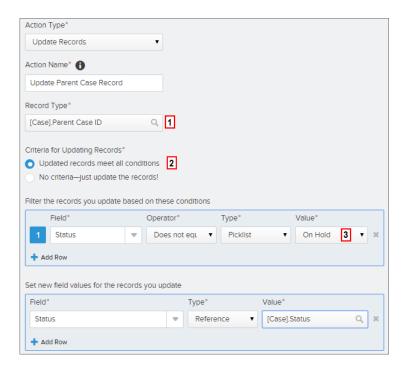


Define Additional Conditions When Updating Records

When you update records in your process, you can now filter the records you're updating using conditions.

To add conditions in an **Update Records** action:

- 1. Select the **Updated records meet all conditions** option.
- 2. Set the conditions that you want to use to filter the updated records.
- **Example:** Let's say your process updates the status of a parent case when the status of the child case is changed. You can now specify conditions (2) so that, for example, you won't update the parent case (1) if its status is set to On Hold (3).

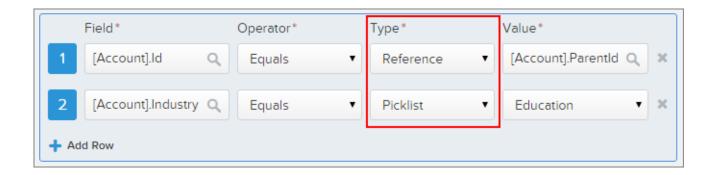


Update Fields With More Value Types

We added more options for updating fields and made it easier to specify value types.

The available value types depend on the field you've selected and include:

- Currency—manually enter a currency value.
- **Boolean**—choose a true/false boolean value.
- **DateTime** or **Date**—manually enter a date/time or date value.
- Formula—create a formula expression.
- Global Constant—choose a global constant to set a value to null or an empty string—for example, choose \$GlobalConstant.Null.
- **ID**—manually enter a Salesforce ID value, for example, 00300000003T2PGAA0.
- MultiPicklist—choose one or more multi-select picklist values.
- Number—manually enter a number value.
- **Picklist**—choose a picklist value.
- **Reference**—choose a field on the record or on a related record.
- **String**—manually enter a string value.
- Example: Choose the Reference value type to reference a parent account field, or choose the Picklist value type to select a picklist value.



Immediately Delete a Process

After you deactivate a process, you no longer have to wait 12 hours before you delete it.

Now you can delete a process, as long as it:

- Isn't active
- Doesn't have any pending scheduled actions

If the process has pending scheduled actions, wait for those actions to execute or delete them.

SEE ALSO:

Immediately Delete a Flow Version

Salesforce Help: Delete a Process Version

IdeaExchange: Remove the 12-Hour Wait When Deleting a Process

Process Builder User Interface Enhanced

We've improved the Process Builder user interface so it's easier to manage versions, find and reference fields, create Chatter messages and more.

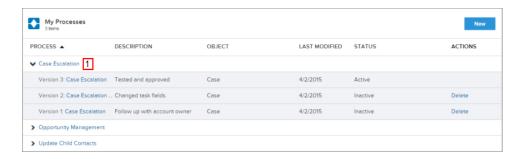
Welcome Page Updated

We updated the welcome page with more resources to help you get started. The welcome page appears only when you have no processes, so check out these resources before you start creating processes

Manage Versions More Easily

You can now view, open, and delete versions of a process by expanding the version list directly on the process management page.

Process versions are listed from newest to oldest and include a version number to help you identify the order in which they were created. Click anywhere on the process name (1) to expand the list and open or delete a process.



Show and Hide Advanced Options

We moved advanced options to an expandable area of the side panel so you can focus on the essential settings in your process. Click **Advanced** to show or hide advanced options.

Advanced options are available when you:

- Add objects to your processes
- Add criteria to your processes



We separated these options because we think it's important to consider the ways they can affect your process. In fact, we highly recommend reviewing the Salesforce Help to make sure that you understand these options before choosing them.

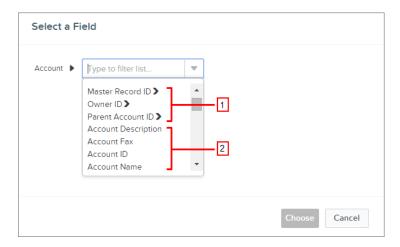
"Was Set" Operator Removed

The "was set" operator is no longer available when you define conditions. We removed this operator because it can cause inconsistent results when used in process criteria.

Find and Reference Fields More Easily

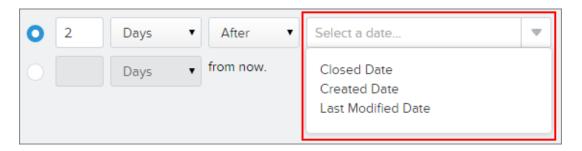
We've made finding fields a whole lot easier by grouping:

- Fields that reference related records (1)
- Fields on the current record (2)



Select Dates for Scheduled Actions with a Drop-Down List

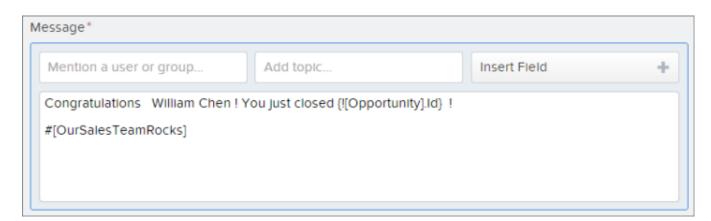
We simplified how you select a time for your scheduled actions. You can now select dates from the list instead of a separate dialog. You can even type in the field to filter the list of available values.



Post to Chatter Action Updated

When you create Chatter messages in a Post to Chatter action, you'll see a slightly new design. We made it more straightforward to insert mentions, merge fields, and topics.

Here's how the Post to Chatter message area looked in Spring '15.



Here's the message area updated for Summer '15.



Also, your mentions now display in blue text in the message field.

New Video Added to Explain How to Avoid Unwanted Actions in a Process

We added a video to provide more information about avoiding unwanted actions in your process. To watch the video, hover over the information bubble and click **video** when you define criteria in your process. This option is located in the **Advanced** area of the side panel.



Visual Workflow: New Variables and Formulas, Easier to Delete

We removed the 12-hour wait before you can delete a deactivated flow, and you can now validate picklist and multi-select picklist values. In addition, we've added details to the flow fault email to help you troubleshoot what happened in your flow.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

IN THIS SECTION:

Verify Picklist Values in a Flow

You can now create flow variables to represent picklist values. Consequently, we added support for the ISPICKVAL () function in flow formulas.

Verify Multi-Select Picklist Values in a Flow

You can now create flow variables to represent multi-select picklist values. Consequently, we added support for the INCLUDES () function in flow formulas.

Immediately Delete a Flow Version

After you deactivate a flow version, you no longer have to wait 12 hours before you delete can it. Now you can delete a flow version as long as it isn't active and doesn't have paused or waiting interviews.

Reference Global Variables in a Flow

Visual Workflow now supports a subset of Salesforce global variables. Reference a global variable to access information about your organization or the user who's running flow without using a query. Previously, you could access some of this information through lookup elements. However, unlike lookup elements, global variables don't count against SOQL guery limits.

See the Path That a Flow Interview Took Before It Failed (Beta)

When a flow interview fails, the flow creator receives an email with the subject "Unhandled process fault occurred...". The email provides a message describing what went wrong. We added a list of every flow element that the interview executed so that you can see the exact path the interview took.

Verify Picklist Values in a Flow

You can now create flow variables to represent picklist values. Consequently, we added support for the ISPICKVAL () function in flow formulas.

To create a picklist variable, create a variable like usual. For Data Type, select Picklist. This data type isn't available for collection variables, and it doesn't support default values.

ISPICKVAL () requires the following format, where <code>picklist_value</code> is a reference to a picklist variable or a picklist field on an sObject variable and <code>string</code> is a manually entered value.

```
ISPICKVAL ( picklist_value, "string" )
```



Example: The following formula expression checks whether an opportunity is an existing business and the deal was lost.

```
ISPICKVAL ( {!varOpptyType}, "Existing Business" )
&& ISPICKVAL ( {!varOpptyStage}, "Closed Lost" )
```

Verify Multi-Select Picklist Values in a Flow

You can now create flow variables to represent multi-select picklist values. Consequently, we added support for the INCLUDES () function in flow formulas.

To create a multi-select picklist variable, create a variable like usual. For Data Type, select Picklist (Multi-Select). This data type isn't available for collection variables, and it doesn't support default values.

INCLUDES () requires the following format, where msp_value is a reference to a multi-select picklist variable or a multi-select picklist field on an sObject variable and string is a manually entered value.

```
INCLUDES ( msp_value, "string" )
```



Example: The following formula expression checks whether a multi-select picklist resource contains "yellow", "blue", and "green".

```
INCLUDES ( {!mspvar} , "yellow" )
&& INCLUDES ( {!mspvar} , "blue" )
&& INCLUDES ( {!mspvar} , "green" )
```

Immediately Delete a Flow Version

After you deactivate a flow version, you no longer have to wait 12 hours before you delete can it. Now you can delete a flow version as long as it isn't active and doesn't have paused or waiting interviews.

If a flow version has paused or waiting interviews, wait for those interviews to finish or delete them.

SEE ALSO:

Immediately Delete a Process Salesforce Help: Delete a Flow

Reference Global Variables in a Flow

Visual Workflow now supports a subset of Salesforce global variables. Reference a global variable to access information about your organization or the user who's running flow without using a query. Previously, you could access some of this information through lookup elements. However, unlike lookup elements, global variables don't count against SOQL query limits.

The following global variables and their merge fields are available in flow formulas.

- \$Api
- \$Label—available only if custom labels exist in your organization
- \$Organization
- \$Permission—available only if custom permissions exist in your organization
- \$Profile
- \$Setup—available only if hierarchy custom settings exist in your organization
- \$System
- \$User
- \$UserRole

To add a global variable to a flow formula from the Cloud Flow Designer, open the Resources drop-down list and expand the GLOBAL AND SYSTEM VARIABLES section.



Example: Your flow greets the user who's running the flow by name.

Before, you would add ?userId={!User.Id} to the end of the flow URL and then reference that ID in a Record Lookup to get the FirstName and LastName field values.

With global variables, you instead create a formula with the following expression.

```
{!$User.FirstName} & " " & {!$User.LastName}
```

See the Path That a Flow Interview Took Before It Failed (Beta)

When a flow interview fails, the flow creator receives an email with the subject "Unhandled process fault occurred...". The email provides a message describing what went wrong. We added a list of every flow element that the interview executed so that you can see the exact path the interview took.

For example, if your flow includes a Decision element, use this list to figure out which route the interview took.



Note: This release contains a beta version of the flow fault email that is production quality but has known limitations. We welcome your feedback on IdeaExchange.

The beginning of the email identifies the errors that occurred and the element where each error occurred. If the flow uses fault connectors, multiple errors can occur before the interview finishes.

The email also includes details about the flow and the interview that failed, as well as a list of the elements that the interview executed.

- If the element that failed has a fault connector, the interview continues until the next error or until there are no more elements to execute. The failed element isn't necessarily the last one in the list. In fact, multiple elements could have failed.
- If the element that failed doesn't have a fault connector, the interview stops at that element. The failed element is the last element that's listed in the email.

Use the list of elements to determine exactly which path the flow interview took. For example, determine which way a Decision element routed your interview.



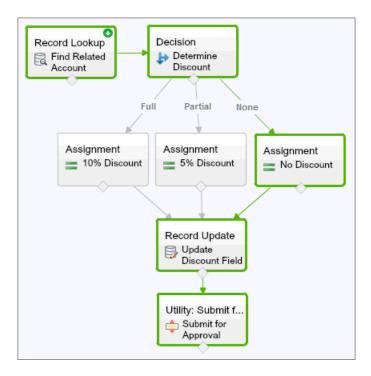
Example: Your flow calculates the discount for an opportunity based on its account's annual revenue. You run an interview of that flow, and it fails. The fault email that you receive begins with the following error message.

```
An error occurred at element Submit_Record.
No applicable approval process was found.
```

Then it lists the elements that the interview executed.

```
Record Lookup: Find_Acct
Decision: Determine_Discount
Assignment: No_Discount
Record Update: Update_Discount_Field
Subflow: Submit_for_Approval
Submit for Approval: Submit_Record
```

Through this list, you see that the interview followed the path that we've highlighted in green. The interview failed in the flow that's referenced by the "Submit_for_Approval" Subflow element.



Globalization

Globalization tools help administrators manage resources that vary from country to country, such as currencies, languages, and translated content.

IN THIS SECTION:

Display Currency Symbols in Multi-Currency Organizations with Only One Currency

Choose whether to use ISO codes or currency symbols in organizations that have multiple currencies enabled but are using only one currency. Organizations with multiple currencies enabled see ISO codes instead of currency symbols. However, if you have only one currency in your multi-currency organization, you can set a preference to display currency symbols.

Choose from 59 New Locales

Your locale settings determine the display formats for date and time, users' names, addresses, and whether to use commas or periods in numbers. For single-currency organizations, locale names with a country in parentheses also set the default currency for the organization when they're selected in the Currency Locale picklist on the Company Information page. Salesforce now offers a broader range of locales.

Display Currency Symbols in Multi-Currency Organizations with Only One Currency

Choose whether to use ISO codes or currency symbols in organizations that have multiple currencies enabled but are using only one currency. Organizations with multiple currencies enabled see ISO codes instead of currency symbols. However, if you have only one currency in your multi-currency organization, you can set a preference to display currency symbols.

To display currency symbols, search Setup for <code>User Interface</code>, and then select <code>Show currency symbols instead of ISO codes</code> in the Currency Display Settings section of the User Interface settings page. If you later enable more currencies in your organization, ISO codes display and this preference are no longer available. This preference applies only in the standard Salesforce user interface.

To learn about using multiple currencies in your organization, see "Manage Multiple Currencies" in the Salesforce Help.

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer
- Database.com

Choose from 59 New Locales

Your locale settings determine the display formats for date and time, users' names, addresses, and whether to use commas or periods in numbers. For single-currency organizations, locale names with a country in parentheses also set the default currency for the organization when they're selected in the Currency Locale picklist on the Company Information page. Salesforce now offers a broader range of locales.

To change your organization's locale, search Setup for *Company Information*. On the Company Information page, click **Edit**, select a locale from the Default Locale drop-down menu, and then click **Save**. The following locales have been added.

ISO Code	Locale Name
en_UG	English (Uganda)
en_KY	English (Cayman Islands)
en_TT	English (Trinidad and Tobago)
ta_LK	Tamil (Sri Lanka)
en_SH	English (Saint Helena)
so_DJ	Somali (Djibouti)

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer
- Database.com

ISO Code	Locale Name	
dz_BT	Dzongkha (Bhutan)	
fr_HT	French (Haiti)	
en_SX	English (Sint Maarten (Dutch part))	
en_SL	English (Sierra Leone)	
en_SC	English (Seychelles)	
en_FK	English (Falkland Islands)	
en_MW	English (Malawi)	
en_ER	English (Eritrea)	
en_PG	English (Papua New Guinea)	
en_AG	English (Antigua and Barbuda)	
en_Gl	English (Gibraltar)	
en_RW	English (Rwanda)	
fa_IR	Persian (Iran)	
en_BW	English (Botswana)	
en_BS	English (Bahamas)	
en_VU	English (Vanuatu)	
ti_ET	Tigrinya (Ethiopia)	
en_FJ	English (Fiji)	
pt_ST	Portuguese (São Tomé and Príncipe)	
fr_WF	French (Wallis and Futuna)	
en_JM	English (Jamaica)	
en_MG	English (Madagascar)	
fr_MR	French (Mauritania)	
en_WS	English (Samoa)	
rn_Bl	Rundi (Burundi)	
fr_KM	French (Comoros)	
fr_GN	French (Guinea)	
en_SB	English (Solomon Islands)	
my_MM	Burmese (Myanmar [Burma])	
pt_CV	Portuguese (Cape Verde)	

ISO Code	Locale Name
en_KE	English (Kenya)
nl_AW	Dutch (Aruba)
pt_MZ	Portuguese (Mozambique)
yo_BJ	Yoruba (Benin)
en_LR	English (Liberia)
en_MU	English (Mauritius)
en_BZ	English (Belize)
lu_CD	Luba-Katanga (Congo - Kinshasa)
es_CU	Spanish (Cuba)
en_GM	English (Gambia)
en_CM	English (Cameroon)
uz_Latn_UZ	Uzbek (LATN,UZ)
en_GY	English (Guyana)
ps_AF	Pashto (Afghanistan)
ne_NP	Nepali (Nepal)
en_NA	English (Namibia)
so_SO	Somali (Somalia)
lo_LA	Lao (Laos)
en_SZ	English (Swaziland)
en_TO	English (Tonga)
en_TZ	English (Tanzania)
ko_KP	Korean (North Korea)
sr_RS	Serbian (Serbia)

For a complete list, see "Supported Locales" in the Salesforce Help.

Monitoring

Updates to Event Monitoring and Login Forensics improve your ability to track user activity in your organization. We've also introduced two new pilot programs: Apex Limit Events and Data Leakage Detection.

IN THIS SECTION:

Updates to the Event Monitoring Feature

Event monitoring now includes even more functionality for tracking and analyzing events in your organization. You can monitor CPU time and database request time to analyze performance and check whether bottlenecks are occurring in the database or in your code.

Enhancements and Data Loss for Login Forensics (Pilot)

Fortunately, you can now relate multiple events to a single user session in your organization. Unfortunately, Login Forensics data created before the Summer '15 release is no longer stored in Salesforce.

Track Your Organization's Apex Transactions with Apex Limit Events (Pilot)

The Apex Limit Events Pilot allows you to monitor occurrences of non-zero governor limits in your organization.

Monitor Data Loss With Data Leakage Detection (Pilot)

Companies continue to view data loss as a major concern. Data leakage, when left undetected, makes it difficult to identify when a specific employee removes data from Salesforce for their own purposes. The Data Leakage Detection pilot is designed so administrators can monitor and detect when users access data through the Salesforce platform.

Updates to the Event Monitoring Feature

Event monitoring now includes even more functionality for tracking and analyzing events in your organization. You can monitor CPU time and database request time to analyze performance and check whether bottlenecks are occurring in the database or in your code.

In addition, the new log line QUEUED_EXECUTION_EVENT lets you track queued jobs in your organization—batch Apex jobs, for example.

For details on how you can enhance your organization's monitoring capabilities, see Supported Event Types in the EventLogFile object reference.

EDITIONS

Available in:

- Developer
- Enterprise
- Performance
- Unlimited

Enhancements and Data Loss for Login Forensics (Pilot)

Fortunately, you can now relate multiple events to a single user session in your organization. Unfortunately, Login Forensics data created before the Summer '15 release is no longer stored in Salesforce.

The addition of the LoginHistoryId field to the LoginEvent object allows you to track user activity to a specific login instance. This enhancement increases your forensic capabilities, making it easier to understand user behavior in your organization.

As a result of modifications made to this pilot, existing LoginEvent tables have been dropped from the database. Moving forward, you can continue to collect and query Login Forensics data as usual.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer



Note: Login Forensics is currently available through a pilot program. Any unreleased services or features referenced in this or other press releases or other public statements aren't currently available and might not be delivered on time or at all. Customers who purchase our services should make their decisions based upon features that are currently available. You may need to purchase additional services or subscriptions to use this feature. For pricing details, please contact your Salesforce account executive.

UnlimitedDeveloper

EDITIONS

Available in:EnterprisePerformance

Track Your Organization's Apex Transactions with Apex Limit Events (Pilot)

The Apex Limit Events Pilot allows you to monitor occurrences of non-zero governor limits in your organization.

Apex is a strongly typed, object-oriented programming language. It allows developers to execute flow and transaction control statements on the Force.com Platform server along with calls to the Force.com API.

Apex runs in a multitenant environment. The runtime engine strictly enforces limits to ensure that any one organization's Apex code doesn't monopolize shared resources. If a piece of Apex code ever exceeds a limit, the associated governor issues a runtime exception that can't be handled.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

It's frustrating to hit these limits because it can cause mission-critical apps to fail. But what if you could monitor these limits in a production environment?

The Apex Limit Events pilot provides API access to a stream of near real-time tracking of Apex executions that hit a governor limit. You can also access hourly roll-up summary metrics that help you monitor the ongoing health of your organization's Apex executions.



Note: This pilot only supports monitoring of hard Apex limits, not the newer soft limits.



Note: Apex Limit Events is currently available through a pilot program. Any unreleased services or features referenced in this document, 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 may need to purchase additional services or subscriptions to use this feature. For pricing details, please contact your Salesforce account executive.

Monitor Data Loss With Data Leakage Detection (Pilot)

Companies continue to view data loss as a major concern. Data leakage, when left undetected, makes it difficult to identify when a specific employee removes data from Salesforce for their own purposes. The Data Leakage Detection pilot is designed so administrators can monitor and detect when users access data through the Salesforce platform.

Users can access data through a programmatic interface such as the API or through a web interface like a browser.

The initial pilot of Data Leakage Detection tracks queries in near real time in the SOAP, REST, and Bulk APIs. Because greater than half of all data accessed on the platform is performed via these APIs, organizations can gain greater insights into:

- Who saw what data
- When they saw that data
- Where they accessed the data
- What fields they accessed
- How long a query took
- How many records they accessed

When combined with the Login Forensics Pilot, you can also track every query back to a unique login to identify anomalies in user behavior.



Note: Data Leakage Detection is currently available through a pilot program. Any unreleased services or features referenced in this or other press releases or public statements aren't currently available and might not be delivered on time or at all. Customers

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

who purchase our services should make their purchase decisions based on features that are currently available. You may need to purchase additional services or subscriptions to use this feature. For pricing details, please contact your Salesforce account executive.

Cross-Organization Data Sharing

Cross-organization data sharing is superseded by the Salesforce adapter for Lightning Connect.

EDITIONS

Available in:

Developer

IN THIS SECTION:

Cross-Organization Data Sharing Pilot No Longer Available

Starting in Summer '15, the cross-organization data sharing pilot program isn't available for new organizations. Its functionality is superseded by the Salesforce adapter for Lightning Connect. Organizations that are already using cross-organization data sharing continue to have access, but are encouraged to transition to Lightning Connect.

Cross-Organization Data Sharing Pilot No Longer Available

Starting in Summer '15, the cross-organization data sharing pilot program isn't available for new organizations. Its functionality is superseded by the Salesforce adapter for Lightning Connect. Organizations that are already using cross-organization data sharing continue to have access, but are encouraged to transition to Lightning Connect.

For more information, see Access Data Across Multiple Organizations with the Lightning Connect Salesforce Connector on page 220.

Development: Create Your Own Salesforce App

Force.com helps you develop new applications and integrations to help your organization or for resale to other organizations.

IN THIS SECTION:

Developer Console

Use improved Developer Console features to more easily manage code in your organization.

Visualforce

Develop apps that combine Visualforce and maps, including Salesforce1 and other mobile apps.

Apex Code

Apex enhancements enable you to rely on the debug log's order of precedence, and use location and distance bind variables. Also, enhancements include code coverage changes and new classes and methods.

Lightning Components

The Lightning Component framework powers Salesforce 1. Use the framework to build mobile apps and pages faster than ever.

AP

Access more metadata types and data objects in API version 34.0.

ISVforce

Summer '15 includes packaging enhancements.

Configure Apps with Custom Metadata Types (Generally Available)

Use custom metadata types to define configurations and create reusable app components and features that you can package and deploy. You and others can then create custom metadata that uses the characteristics of the custom type.

SEE ALSO:

How and When Development Features Become Available IdeaExchange: Development Ideas Delivered in Summer '15

Developer Console

Use improved Developer Console features to more easily manage code in your organization.

IN THIS SECTION:

Work with More Precise Numbers and Locations

You can now view and save latitude, longitude, and number fields with up to 18 decimal places in the Developer Console's Query Editor. Previously, when you navigated between fields or saved a record, these fields were rounded to two decimal places.

EDITIONS

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

View Query Plan Notes

You can now view notes on your query plans in the Developer Console's Query Editor. Salesforce displays all notes that are available for your highest-ranked query plan.

Retrieve Query Plans for Reports and List Views

You can view query plans for your reports and list views in the Developer Console's Query Editor. Discover why your slow-to-run reports and list views take a long time to load.

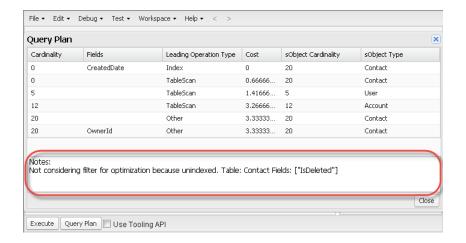
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View Query Plan Notes

You can now view notes on your query plans in the Developer Console's Query Editor. Salesforce displays all notes that are available for your highest-ranked query plan.

To enable the Query Plan button in the Query Editor, click **Help** > **Preferences**, set Enable Query Plan to true, and then click **Save**. The Notes pane displays in your Query Plan results.



Retrieve Query Plans for Reports and List Views

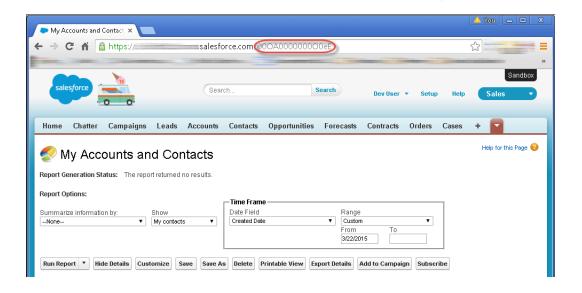
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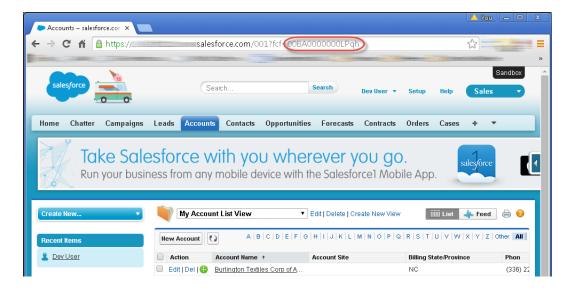
1. Find the ID of your report or list view in its URL.

USER PERMISSIONS

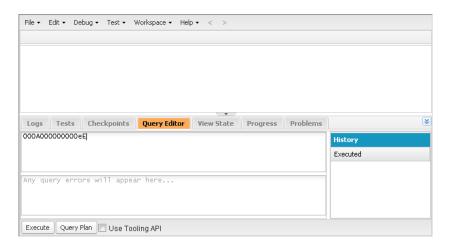
To use the Developer Console:

"View All Data"

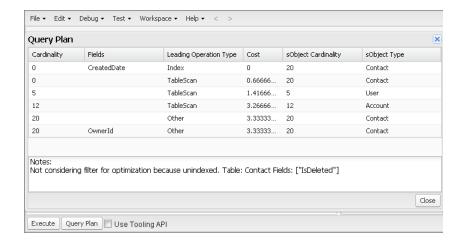




- 2. To enable the Query Plan button in the Query Editor, click **Help** > **Preferences**, set Enable Query Plan to true, and then click **Save**.
- 3. Enter the report or list view ID in the Query Editor, and then click Query Plan.



4. Inspect the query plan for your report or list view. If custom indexes are available for your organization, use query plans to help you decide when to request a custom index from Salesforce Support.



Visualforce

Develop apps that combine Visualforce and maps, including Salesforce1 and other mobile apps.

Visualforce language and feature improvements make app development easier. Enhancements in this release are focused on improving the experience of developing apps that combine Visualforce, JavaScript, and location-based data. These release notes explain new features, and include concise code samples showing how these features can be used.

For further information on features affected by these enhancements, refer to the *Visualforce Developer's Guide*.

EDITIONS

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

IN THIS SECTION:

Add an Analytics Cloud Dashboard to a Visualforce Page

By embedding a Wave dashboard into a Visualforce page, you can provide an interactive presentation of your data. Users can drill down and explore the dashboard within the frame on the Visualforce page or in a new window in the Analytics Cloud. You can also set filters to be applied at run time, control the visibility of the dashboard's title, and specify whether the dashboard appears on the page, if an error occurs.

Customize Visualforce Maps with Custom Markers

Custom marker icons let you add style or branding to a map. You can also use custom markers to show different kinds of locations on the same map.

Enrich Visualforce Maps with Info Windows

You can add information related to a location to Visualforce maps with info windows. Info windows appear when the user clicks or taps on a map marker.

New < live Agent: client Chat Cancel Button > Component

The liveAgent:clientChatCancelButton is a new component available in API versions 34.0 and later. It provides a button within a Live Agent chat window that a visitor can click to cancel a chat request before an agent accepts it.

New Attribute for < liveAgent:clientChatAlertMessage>

The liveAgent:clientChatAlertMessage component supports a new attribute, chatBlockedLabel, in API versions 34.0 and later. This attribute specifies the message that appears to a customer when an agent blocks that customer from a chat.

Accessibility: "*" Annotation in Labels for Required Fields Restored

Visualforce adds a "*" character to the labels of required input fields to improve accessibility in screen readers. This feature was inadvertently disabled and is now restored.

Remote Action Response Encoding Includes Single Straight Quotation Marks

String values in a remote action response are encoded to escape characters, such as "<" and ">", that have special meaning in HTML. Encoding now includes the single straight quotation mark character ('). Encoding response string values makes them safe to handle in your Visualforce pages, with or without your own explicit encoding.

Enable Clickjack Protection for Visualforce Pages Even When Headers Are Disabled

Clickjack protection secures your Visualforce pages against user interface redress attacks. You can enable clickjack protection for Visualforce pages that suppress the standard header. The setting is global to your organization and applies to all your Visualforce pages.

Reduced Access for Apex Classes Using with sharing Keyword

Apex classes defined with the with sharing keyword no longer have unfiltered access to the User object if it's set to private by the organization's sharing rules.

Serve Static Resources from the Visualforce Domain

This critical update changes the way that your static resources, such as images, JavaScript, and CSS files, are served from Salesforce. To avoid broken references to static resources, make sure that you review our recommended best practices.

PageReference getContent() and getContentAsPDF() Methods Behave as Callouts

This critical update changes the way calls made to the PageReference methods getContent() and getContentAsPDF() are treated and improves the semantics of the transaction for the calling page.

Add an Analytics Cloud Dashboard to a Visualforce Page

By embedding a Wave dashboard into a Visualforce page, you can provide an interactive presentation of your data. Users can drill down and explore the dashboard within the frame on the Visualforce page or in a new window in the Analytics Cloud. You can also set filters to be applied at run time, control the visibility of the dashboard's title, and specify whether the dashboard appears on the page, if an error occurs.

EDITIONS

Available for an extra cost in: **Enterprise**, **Performance**, and **Unlimited** Editions

To add a dashboard to your Visualforce page, configure the <wave:dashboard> component. With the filter attribute, you can use a JSON notation to filter dataset fields at run time. With

the openLinksInNewWindow attribute, you can specify where links from the dashboard to other assets are opened.

Here are two examples. Note that the dashboard is identified by the dashboard, which is an 18-character code beginning with 0FK. You can find the dashboardld at the end of the URL when viewing a dashboard.

```
<apex:page sidebar="true" standardController="account">
    <wave:dashboard dashboardId="0FKB000000006Y70AI"</pre>
```



Note: Only dimensions that have a list selector on the dashboard can be included in the filter attribute JSON.

You can add one dashboard per Visualforce page. However, the dashboard can include links to other dashboards or Analytics Cloud assets.

Customize Visualforce Maps with Custom Markers

Custom marker icons let you add style or branding to a map. You can also use custom markers to show different kinds of locations on the same map.

To customize a marker's icon, set the icon attribute to an absolute or fully qualified URL to the graphic to use. You can reference any image on the Web, for example, if your graphics are distributed in a CDN. You can also use graphics stored in a static resource. If you use images from a static resource, use the URLFOR() function to obtain the image URL. For example:

EDITIONS

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

```
<apex:mapMarker title="{! Account.Name }"
   position="{!Account.BillingStreet}, {!Account.BillingCity}, {!Account.BillingState}"
   icon="{! URLFOR($Resource.MapMarkers, 'moderntower.png') }" />
```

Use a common graphics format, such as PNG, GIF, or JPEG. The preferred marker size is 32×32 pixels. Other sizes are scaled, which doesn't always produce ideal results.

SEE ALSO:

IdeaExchange: Allow Us to Specify an Icon for apex:mapMarker in VisualForce

Enrich Visualforce Maps with Info Windows

You can add information related to a location to Visualforce maps with info windows. Info windows appear when the user clicks or taps on a map marker.

To add an info window to a map marker, add an <apex:mapInfoWindow> component as a child component of the associated <apex:mapMarker>. The body of the

 $\verb|\apex:mapInfoWindow|| component is displayed in the info window when users click or tap the marker, and can be Visualforce markup, HTML and CSS, or plain text.$

This complete page uses Visualforce markup for the contents of the info window.

EDITIONS

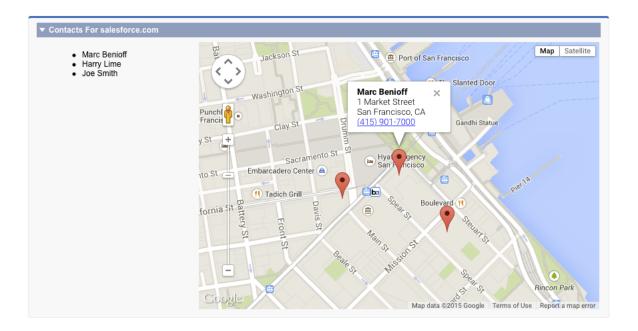
Available in: Contact Manager, Group, Professional, Enterprise, Performance, and Unlimited Editions

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

<!-- This page must be accessed with an Account Id in the URL. For example:
         https://<salesforceInstance>/apex/AccountContactsCustomMarker?id=001D000000JRBet
-->
```

```
<apex:pageBlock >
   <apex:pageBlockSection title="Contacts For {! Account.Name }">
      <apex:dataList value="{! Account.Contacts }" var="contact">
        <apex:outputText value="{! contact.Name }" />
      </apex:dataList>
      <apex:map width="600px" height="400px" mapType="roadmap"</pre>
 center="{!Account.BillingStreet},{!Account.BillingCity},{!Account.BillingState}">
      <!-- Add markers for account contacts -->
      <apex:repeat value="{! Account.Contacts }" var="ct">
        <apex:mapMarker title="{! ct.Name }"</pre>
          position="{! ct.MailingStreet },{! ct.MailingCity },{! ct.MailingState }">
          <!-- Add info window with contact details -->
          <apex:mapInfoWindow >
            <apex:outputPanel layout="block" style="font-weight: bold;">
              <apex:outputText>{! ct.Name }</apex:outputText>
            </apex:outputPanel>
            <apex:outputPanel layout="block">
              <apex:outputText>{! ct.MailingStreet }</apex:outputText>
            </apex:outputPanel>
            <apex:outputPanel layout="block">
             <apex:outputText>{! ct.MailingCity }, {! ct.MailingState }</apex:outputText>
            </apex:outputPanel>
            <apex:outputPanel layout="block">
              <apex:outputLink value="{! 'tel://' + ct.Phone }">
                  <apex:outputText>{! ct.Phone }</apex:outputText>
              </apex:outputLink>
            </apex:outputPanel>
          </apex:mapInfoWindow>
        </apex:mapMarker>
      </apex:repeat>
      </apex:map>
    </apex:pageBlockSection>
 </apex:pageBlock>
</apex:page>
```

This code produces the following map.



New liveAgent:clientChatCancelButton> Component

The liveAgent:clientChatCancelButton is a new component available in API versions 34.0 and later. It provides a button within a Live Agent chat window that a visitor can click to cancel a chat request before an agent accepts it.

The clientChatCancelButton attribute lets you customize the text of the button. The default English label is "Cancel Chat." This corresponds to our new Cancel Chat feature.

EDITIONS

Live Agent is available in: **Performance** Editions and **Developer** Edition

organizations that were

created after June 14, 2012

Live Agent is available for an additional cost in: **Enterprise** and **Unlimited** Editions

New Attribute for liveAgent:clientChatAlertMessage>

The liveAgent:clientChatAlertMessage component supports a new attribute, chatBlockedLabel, in API versions 34.0 and later. This attribute specifies the message that appears to a customer when an agent blocks that customer from a chat.

With this release, agents can now block chat customers from chatting with them. For example, if a customer is verbally abusive to an agent, the agent can protect themselves and other agents by blocking that user's IP address from starting a new chat. The chatBlockedLabel attribute lets you customize the message that appears to customers in the chat window after they've been blocked. This corresponds to our new Block Unwelcome Chat Visitors by IP Address feature.

EDITIONS

Live Agent is available in: **Performance** Editions and **Developer** Edition

organizations that were

created after June 14, 2012

Live Agent is available for an additional cost in: **Enterprise** and **Unlimited** Editions

Accessibility: "*" Annotation in Labels for Required Fields Restored

Visualforce adds a "*" character to the labels of required input fields to improve accessibility in screen readers. This feature was inadvertently disabled and is now restored.

This change affects the <label> tags added by all Visualforce input components. The "*" annotation is added to required fields regardless of why the field is required—whether it's required by the data model, layout, or Visualforce markup.

The "*" character doesn't appear when Visualforce pages are viewed in a standard Web browser. For sighted users, there's no visible change in the way required fields are indicated.

Remote Action Response Encoding Includes Single Straight Quotation Marks

String values in a remote action response are encoded to escape characters, such as "<" and ">", that have special meaning in HTML. Encoding now includes the single straight quotation mark character ('). Encoding response string values makes them safe to handle in your Visualforce pages, with or without your own explicit encoding.

This change affects string values in the response, whether the response is a primitive single string, an sObject, or a collection of values.

Enable Clickjack Protection for Visualforce Pages Even When Headers Are Disabled

Clickjack protection secures your Visualforce pages against user interface redress attacks. You can enable clickjack protection for Visualforce pages that suppress the standard header. The setting is global to your organization and applies to all your Visualforce pages.

To enable clickjack protection for Visualforce pages that suppress the standard header, select **Enable clickjack protection for customer Visualforce pages with headers disabled** under **Setup** > **Security Controls** > **Session Settings**.

Clickjack protection is implemented by adding a X-Frame-Options: SAMEORIGIN header to Visualforce pages. When headers are suppressed by setting showHeader="false" on a page, this header isn't added to the page, and clickjack protection is disabled.

Normally, suppressing headers is the desired behavior because it strips out unnecessary resources and provides a clean slate for your Visualforce pages. This new session setting lets you turn only the clickjack protection functionality back on, which adds the required header to your Visualforce pages.

Enabling clickjack protection for Visualforce pages has some side effects. When this header is activated, only pages served from the Visualforce domain can wrap Visualforce pages in an <iframe>, or otherwise embed Visualforce pages.

Some existing Salesforce features embed Visualforce in frames. If you enable clickjack protection for Visualforce pages, these features no longer work. Examples include custom console components in the Salesforce Console, custom dashboards that embed Visualforce pages, and other features you have extended using Visualforce. We recommend that you test clickjack protection in a sandbox or Developer Edition organization to verify the behavior before enabling it in your production organization.

If your organization displays Visualforce pages within a frame or <iframe>, it's possible that the clickjack-protected pages display either as a blank page or without the frame. The behavior varies depending on your browser and its version. Although there are reasons to frame pages, hackers can abuse framed pages.

You have two options for handling existing framed Visualforce pages.

- Discontinue displaying these pages within a frame or <iframe>. This solution is recommended.
- Don't enable clickjack protection for your Visualforce pages. This option allows you to continue framing Visualforce pages, but the pages are vulnerable to clickjack attacks. This option isn't recommended.
- Note: Along with this new setting, labels for the existing clickjack protection settings are updated for consistency and clarity across all four clickjack settings. The behavior of the existing settings is unchanged.

Reduced Access for Apex Classes Using with sharing Keyword

Apex classes defined with the with sharing keyword no longer have unfiltered access to the User object if it's set to private by the organization's sharing rules.

This keyword is often used in custom Visualforce controllers and controller extensions. For more information, see Reduced Access for Apex Classes Using with sharing Keyword on page 259.

This change also applies to the Visualforce standard controller. Since this is documented behavior, this change shouldn't affect pages that use standard controllers.

Serve Static Resources from the Visualforce Domain

This critical update changes the way that your static resources, such as images, JavaScript, and CSS files, are served from Salesforce. To avoid broken references to static resources, make sure that you review our recommended best practices.

Prior to this release, some static resources, such as images and CSS files, were loaded from the Salesforce Domain. With this update, all static resources are loaded from the Visualforce Domain. Changing the origin domain can cause absolute references to static resources to break.

It's a best practice to reference static resources by using the \$Resource global variable and the URLFOR() function instead of static strings. For example:

- <apex:includeScript value="{!\$Resource.MyJavascriptFile}"/>
- <apex:image url="{!URLFOR(\$Resource.TestZip, 'images/Bluehills.jpg')}" width="50"
 height="50"/>

These references are safe to use regardless of your organization's settings.

We recommend that you test this update in a sandbox or Developer Edition organization to verify correct behavior of your pages before enabling it in your production organization.

To activate this critical update:

- 1. From Setup, click Critical Updates.
- 2. Click Activate for "Serve Static Resources from the Visualforce Domain."

PageReference getContent() and getContentAsPDF() Methods Behave as Callouts

This critical update changes the way calls made to the PageReference methods getContent() and getContentAsPDF() are treated and improves the semantics of the transaction for the calling page.

A PageReference is a reference to an instantiation of a Visualforce page. The getContent() and getContentAsPDF() instance methods return the content of a rendered page as HTML and PDF, respectively. With this update, calls made to these methods behave as callouts, and the calls are tracked against the limits of the calling transaction.

We recommend that you test this update in a sandbox or Developer Edition organization to verify correct behavior of your pages before enabling it in your production organization.

To activate this critical update:

- 1. From Setup, click Critical Updates.
- 2. Click Activate for "PageReference getContent() and getContentAsPDF() Methods Treated as Callouts."

Apex Code

Apex enhancements enable you to rely on the debug log's order of precedence, and use location and distance bind variables. Also, enhancements include code coverage changes and new classes and methods.

For detailed information about these enhancements, refer to the *Force.com Apex Code Developer's Guide*.

EDITIONS

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

IN THIS SECTION:

New Code Coverage Calculation for Multiline Statements

Code coverage has changed for statements that are written on multiple lines. Each line that contains an expression is now included in the code coverage calculation for covered and uncovered code. Previously, a multiline statement was calculated as one line of code in code coverage. This change affects all API versions.

Iteration Order for Maps and Sets Is Now Predictable

The order of elements in unordered collections (Map and Set) is now the same each time your code is run. Previously, the order of elements in unordered collections was arbitrary, and you couldn't rely on the order of elements in maps and sets.

Receive Debug Logs Predictably

Debug log levels now have a clear order of precedence. Previously, it was difficult to predict whether some events would be logged.

Location and Distance Variables Allowed in SOQL and SOSL Queries in Apex

You can now use location and distance variables within bind expressions in Apex. Bind expressions let you reference Apex variables in SOQL and SOSL queries.

Reduced Access for Apex Classes Using with sharing Keyword

Apex classes defined with the with sharing keyword no longer have unfiltered access to the User object if it's set to private by the organization's sharing rules. In previous releases, the User object was exempt from the with sharing keyword. Because organization-wide sharing defaults for the User object default to public read-only, this behavior had no effect in most organizations. However, if an organization sets the organization-wide sharing defaults for the User object to private, the with sharing keyword could produce unexpected results.

See Apex Method Parameters at a Glance

Method topic titles in the Force.com Apex Code Developer's Guide now include sample parameter names. Previously, topic titles for Apex methods stated the data types of the parameters to be passed to the methods. However, we received feedback that headings like methodName (String, String, Boolean, String) aren't useful.

New and Changed Apex Classes

These classes, methods, annotations, and interfaces are new or have changed in this release.

New Code Coverage Calculation for Multiline Statements

Code coverage has changed for statements that are written on multiple lines. Each line that contains an expression is now included in the code coverage calculation for covered and uncovered code. Previously, a multiline statement was calculated as one line of code in code coverage. This change affects all API versions.

As a result of this change, code coverage numbers can sometimes be calculated differently from the calculation done in Summer '15. The new calculation can be higher or lower, depending on the scenario. When multiline statements are present, more lines are counted as part of the code coverage calculation. Therefore, if those lines are covered, they can contribute to a higher coverage. Similarly, if those lines aren't covered, they can contribute to a lower coverage.

This example shows how code coverage can be higher. The following code snippet results in six lines that are counted toward code coverage. Those lines are Integer n = getSomeNumber1(), + getSomeNumber2(), + getSomeNumber2(), + getSomeNumber3(), + getSomeNumber4();, if (myVar==true) {, and notCovered();. In this example, only the notCovered(); statement isn't covered, so the total number of covered lines is five. The code coverage is 5/6 or 83%.

Previously, three lines of code were counted, because all the expressions in the first assignment statement (Integer n =) were counted as one line. The code coverage was 2/3 or 66%.

This next example shows how code coverage can be lower. The expressions in the if condition result in three lines that are counted toward code coverage. Because fooReturnsFalse() returns a false value, the remaining expressions in the condition aren't evaluated, and therefore aren't covered. The code coverage is 1/3 or 33%.

Previously, all three expressions in the if condition were counted as one line for code coverage, and the code coverage was 1/1 or 100%.

```
if (fooReturnsFalse() &&
    neverInvoked1() &&
    neverInvoked2())
{
}
```



- If a statement consists of multiple expressions and is written on one line, it's counted as one line for code coverage. If one part of this statement is covered and other parts aren't, the entire statement is counted as a covered line because it counts as one line total.
- The Apex compiler sometimes optimizes expressions in a statement. For example, if multiple string constants are concatenated with the + operator, the compiler replaces those expressions with one string constant internally. If the string concatenation expressions are on separate lines, the additional lines aren't counted as part of the code coverage calculation after optimization.

To illustrate this point, a string variable is assigned to two string constants that are concatenated. The second string constant is on a separate line.

The compiler optimizes the string concatenation and represents the string as one string constant internally. The second line in this example is ignored for code coverage.

```
String s = 'Hello World!';
```

SEE ALSO:

Understanding Expressions
Testing and Code Coverage

Iteration Order for Maps and Sets Is Now Predictable

The order of elements in unordered collections (Map and Set) is now the same each time your code is run. Previously, the order of elements in unordered collections was arbitrary, and you couldn't rely on the order of elements in maps and sets.

Ideally, you don't want your code to depend on the order of elements in unordered collections. If you have such code, it could sometimes fail before this change. This change makes your code more robust because the iteration order in maps and sets is always the same.

This example illustrates how the iteration order is deterministic in a map. A map is created with two elements. Next, the for loop iterates over the map elements and writes the key and value of each element to the debug log. Each time you execute this snippet, the iteration order of the elements in the for loop is the same.



Note: A critical update for this change (Predictable Iteration Order for Apex Unordered Collections) was added before Summer '15. This update provided you time to test your applications to ensure that the change caused no failures or to fix failures that occurred. In rare cases, the change causes your order-dependent logic to fail. This update is now applied to all organizations and API versions.

Receive Debug Logs Predictably

Debug log levels now have a clear order of precedence. Previously, it was difficult to predict whether some events would be logged. The order of precedence for debug log levels is:

1. Trace flags set in the Developer Console override all other logging logic. The Developer Console sets a trace flag when it loads, and that trace flag remains in effect until it expires.

- To access your trace flags and their expiration times, open the Developer Console and click Debug > Change Log Levels.
- To add trace flags for a class or trigger, click **Add**, select a class or trigger, and then click **Add**. Double-click fields to adjust your log levels.
- Note: Setting trace flags doesn't cause logs to be generated or saved. Trace flags override other logging levels, but they don't cause logging to occur. If logging is enabled when classes or triggers execute, logs are generated at the time of execution.
- 2. If you don't have active trace flags, synchronous and asynchronous Apex tests execute with the default logging levels. Default logging levels are:

DB

INFO

APEX CODE

DEBUG

APEX PROFILING

INFO

WORKFLOW

INFO

VALIDATION

INFO

CALLOUT

INFO

VISUALFORCE

INFO

SYSTEM

DEBUG

- **3.** If no relevant trace flags are active, and no tests are running, your API header sets your logging levels. API requests that are sent without debugging headers generate transient logs—logs that aren't saved—unless another logging rule is in effect. For more information, see "DebuggingHeader" in the *Force.com Apex Code Developer's Guide*.
- **4.** If you enable system logs for a user, you get debug logs for that user's next 20 requests. To learn how to set up user-based debug logs, see "Monitoring Debug Logs" in the Salesforce Help.
- **5.** If your entry point sets a log level, that log level is used. For example, Visualforce requests can include a debugging parameter that sets log levels.

If none of these cases apply, logs aren't generated or persisted. For more information on debug log levels, see "Working with Logs in the Developer Console" in the Force.com Apex Code Developer's Guide.

Location and Distance Variables Allowed in SOQL and SOSL Queries in Apex

You can now use location and distance variables within bind expressions in Apex. Bind expressions let you reference Apex variables in SOQL and SOSL queries.

SOQL and SOSL statements in Apex can reference Apex code variables and expressions if they're preceded by a colon (:). This use of a local code variable within a SOQL or SOSL statement is called a *bind*. The Apex parser first evaluates the local variable in code context before executing the SOQL or SOSL statement.

These queries are now allowed.

```
Double myLatitude = 10;
Double myLongitude = 10;
List<Account> accountList =
    [SELECT Id, Name, BillingLatitude, BillingLongitude
    FROM Account
    WHERE DISTANCE(My_Location_Field_c, GEOLOCATION(:myLatitude, :myLongitude), 'mi') < 10];</pre>
```

```
Location myLocation = Location.newInstance(10, 10);
Double myDistance = 100;
List<Account> accountList =
   [SELECT Id, Name, BillingLatitude, BillingLongitude
   FROM Account
   WHERE DISTANCE(My_Location_Field_c, :myLocation, 'mi') < :myDistance];</pre>
```

Apex bind variables aren't supported for the units parameter in DISTANCE or GEOLOCATION functions. This query doesn't work.

```
String units = 'mi';
List<Account> accountList =
   [SELECT ID, Name, BillingLatitude, BillingLongitude
   FROM Account
   WHERE DISTANCE(My_Location_Field_c, GEOLOCATION(10,10), :units) < 10];</pre>
```

Reduced Access for Apex Classes Using with sharing Keyword

Apex classes defined with the with sharing keyword no longer have unfiltered access to the User object if it's set to private by the organization's sharing rules. In previous releases, the User object was exempt from the with sharing keyword. Because organization-wide sharing defaults for the User object default to public read-only, this behavior had no effect in most organizations. However, if an organization sets the organization-wide sharing defaults for the User object to private, the with sharing keyword could produce unexpected results.

By default, Apex code runs in the system context and has full access to all of an organization's data. The with sharing keyword tells the class to take the sharing rules for the current user into account when accessing data. For more information, see "Using the with sharing or without sharing Keywords" in the Force.com Apex Code Developer's Guide.

Beginning in API version 34.0, the User object is no longer exempt from the additional filtering that results from the with sharing keyword. This change is versioned. Update your code to API version 34.0 or later to access the new behavior.

If you have code that depends on the old behavior, you have two options to preserve compatibility.

- Don't update affected Apex classes beyond API version 33.0.
- Change the affected classes to use without sharing and implement any filtering based on the context user yourself.

See Apex Method Parameters at a Glance

Method topic titles in the Force.com Apex Code Developer's Guide now include sample parameter names. Previously, topic titles for Apex methods stated the data types of the parameters to be passed to the methods. However, we received feedback that headings like methodName (String, String, Boolean, String) aren't useful.

We've also standardized our parameter name format and clarified some parameter names. To see the new method headings, check out the Reference chapter of the Summer '15 version of the Force.com Apex Code Developer's Guide.

New and Changed Apex Classes

These classes, methods, annotations, and interfaces are new or have changed in this release.

New Methods

The following existing classes have new methods.

Auth.AuthConfiguration Class

getForgotPasswordUrl()

Returns the URL for the standard or custom Forgot Password page that is specified for a community or portal by the administrator.

Reports.ReportMetadata Class

These methods enable you to get or set report properties, such as the division, whether the report has detailed data, whether the report includes the record count, the scope of the data, the field used for sorting, standard date filters, and default filters. The new methods are:

- getDivision
- getHasDetailRows
- getHasRecordCount
- getScope
- getSortBy
- getStandardDateFilter
- getStandardFilters
- setDivision
- setHasDetailRows
- setHasRecordCount
- setScope
- setSortBy
- setStandardDateFilter
- setStandardFilters

The Reporting REST API also exposes report metadata properties. See Changed Salesforce 1 Reporting REST API Request and Response Bodies.

System.Search Class

find(String)

Performs a search using a dynamic SOSL query that can include a WITH SNIPPET clause. Snippets provide context for Salesforce Knowledge article search results so that users can identify the content they're looking for.

suggest(String, String, Search.SuggestionOption)

Returns a list of records or Salesforce Knowledge articles whose names or titles match the user's search query string. Use this method to provide users with shortcuts to navigate to relevant records or articles before they perform a search.

System.Site Class

Use the createExternalUser() methods instead of the createPortalUser() for better error handling. Each method creates a new community or portal user and associates them with the specified account in a community or portal. Each method throws Site.ExternalUserCreateException when user creation fails.

createExternalUser(name, accountId)

Creates a community or a portal user for the given account and associates it with the community.

createExternalUser(name, accountId, password)

Creates a community or a portal user for the given account and associates it with the community. This method sends an email with the specified password to the user.

createExternalUser(name, accountId, password, sendEmailConfirmation)

Creates a community or portal user and associates it with the given account. This method sends the user an email with the specified password as well as a new user confirmation email.

System.String Class

equals(stringOrId)

Returns true if the passed-in object is not null and represents the same binary sequence of characters as the current string. Use this method to compare a string to an object that represents a string or an ID.

The new equals (Object) method replaces equals (String), which is deprecated. Previously, you could compare a string to an ID by using the equals (String) method, because the Apex runtime converts IDs to strings. The new equals (Object) method compares the current string to any object, including a string or an ID. This new method provides more robust handling of string-to-ID comparisons.

Changed Methods

The following classes have changed methods.

System. Date Class

valueOf(fieldValue)

In API version 33.0 or earlier, if you call <code>Date.valueOf</code> with an object that represents a <code>Datetime</code>, the method returns a <code>Date</code> value that contains the hours, minutes, and seconds. In version 34.0 and later, <code>Date.valueOf</code> converts the object to a valid <code>Date</code> without the time information. To convert a variable of type <code>Datetime</code> to a <code>Date</code>, use the <code>Datetime</code>.date method.

New Properties

The following classes have new properties.

DMLOptions.DuplicateRuleHeader Class

includeRecordDetails

Set to true to get fields and values for records detected as duplicates. Set to false to get only record IDs for records detected as duplicates.

runAsCurrentUser

Set to true to make sure that sharing rules for the current user are enforced when duplicate rules run. Set to false to use the sharing rules specified in the class for the request. If no sharing rules are specified, Apex code runs in system context and sharing rules for the current user are not enforced.

New Classes

The following classes have been added.

Classes in the DataSource Namespace

A new namespace, DataSource, and classes have been added for the Apex Connector Framework. Those classes enable you to create a custom adapter for Lightning Connect to access data that's stored outside your Salesforce organization. See Access Any Data Anywhere with the Lightning Connector Apex Framework on page 220.

Classes in the Search Namespace

A new namespace, Search, and classes have been added.

These classes support the System.Search.find(String) method, which performs dynamic SOSL queries that can include the WITH SNIPPET clause:

- Search.SearchResult—A wrapper object that contains an sObject and search metadata. This class has these methods:
 - getSObject() —Returns an sObject from a SearchResult object.
 - getSnippet() —Returns a snippet from a SearchResult object based on the default field.
 - getSnippet (String) —Returns a snippet from a SearchResult object based on the specified field name.
- Search.SearchResults—Wraps the results returned by the Search.find (String) method. This class has one method:
 - get (String) Returns a list of Search. SearchResult objects that contain an sObject of the specified type.

These classes support the System. Search. suggest (String, String, Search. Suggestion Option) method, which returns a list of records or Salesforce Knowledge articles whose names or titles match the user's search query string:

- Search.KnowledgeSuggestionFilter—Filter settings that narrow the results from a call to System.Search.suggest(searchQuery, sObjectType, options) when the SOSL search query contains a KnowledgeArticleVersion object. This class has these methods:
 - addArticleType (String) —Adds a filter that narrows suggestion results to display the specified article type. This filter is optional.
 - addDataCategory (String, String) Adds a filter that narrows suggestion results to display articles in the specified data category. This filter is optional.
 - setChannel (String) —Sets a channel to narrow the suggestion results to articles in the specified channel. This filter
 is optional.
 - setDataCategories (Map) —Adds filters that narrow suggestion results to display articles in the specified data categories. Use this method to set multiple data category group and name pairs in one call. This filter is optional.
 - setLanguage (String) —Sets a language to narrow the suggestion results to display articles in that language. This
 filter value is required in calls to System. Search. suggest (String, String,
 Search. SuggestionOption).
 - setPublishStatus (String) Sets a publish status to narrow the suggestion results to display articles with that status. This filter value is required in calls to System. Search. suggest (String, String, Search. SuggestionOption).
 - setValidationStatus (String) Sets a validation status to narrow the suggestion results to display articles with that status. This filter is optional.
- Search.SuggestionOption—Options that narrow record and article suggestion results returned from a call to System.Search.suggest (String, String, Search.SuggestionOption). This class has these methods:
 - setFilter (Search.KnowledgeSuggestionFilter) Set filters that narrow Salesforce Knowledge article results in a call to System.Search.suggest (String, String, Search.SuggestionOption).
 - setLimit (Integer) —The maximum number of record or article suggestions to retrieve.
- Search.SuggestionResult—A wrapper object that contains an sObject. This class has this method:
 - getSObject()—Returns the sObject from a SuggestionResult object.
- Search.SuggestionResults—Wraps the results returned by the Search.suggest (String, String, Search.SuggestionOption) method. This class has these methods:

- getSuggestionResults()—Returns a list of SuggestionResult objects from the response to a call to Search.suggest(String, String, Search.SuggestionOption).
- hasMoreResults() —Indicates whether a call to System. Search. suggest (String, String, Search. SuggestionOption) has more results available than were returned.

New Interfaces

The following interfaces have been added.

TerritoryMgmt.OpportunityTerritory2AssignmentFilter Interface

A new namespace, TerritoryMgmt, and an interface have been added for Enterprise Territory Management. Implement the interface to define filter logic for a job that assigns territories to opportunities based on a territory priority value. The interface supports the getOpportunityTerritory2Assignments (List<Id>) method. The implemented method will be called by an Opportunity Territory Assignment job to assign territories to opportunities. Input is a list of up to 1,000 opportunitylds that have IsExcludedFromTerritory2Filter=false. The method returns a map of OpportunityId to Territory2Id, which is used to update the Territory2Id field on the Opportunity object. We provide a sample class that we recommend you use or modify. For details, see "OpportunityTerritory2AssignmentFilter Interface" in the Force.com Apex Code Developer's Guide.

IN THIS SECTION:

ConnectApi (Chatter in Apex)

Use Chatter in Apex to create custom experiences in Salesforce. This release you can edit feed posts and comments, associate records with groups, find enhanced support for custom recommendations, and more.

ConnectApi (Chatter in Apex)

Use Chatter in Apex to create custom experiences in Salesforce. This release you can edit feed posts and comments, associate records with groups, find enhanced support for custom recommendations, and more.

Many Chatter REST API resource actions are exposed as static methods on Apex classes in the ConnectApi namespace. These methods use other ConnectApi classes to input and return information. The ConnectApi namespace is referred to as *Chatter in Apex*.

In Apex, it's possible to access some Chatter data using SOQL queries and objects. However, ConnectApi classes expose Chatter data in a much simpler way. Data is localized and structured for display. For example, instead of making many calls to access and assemble a feed, you can do it with a single call.



Note: To integrate mobile apps, intranet sites, and third party Web applications with Chatter and Communities, use Chatter REST API.

IN THIS SECTION:

General Updates to Chatter in Apex

New and Changed Chatter in Apex Classes

New and Changed Chatter in Apex Input Classes

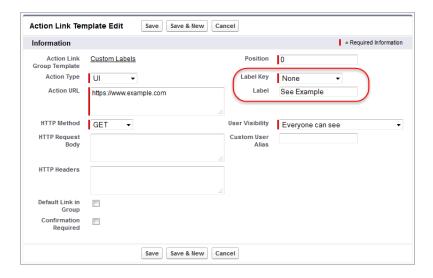
New and Changed Chatter in Apex Output Classes

New and Changed Chatter in Apex Enums

General Updates to Chatter in Apex

Create Custom Labels for Action Links

If the labels in the Label Key drop-down list don't make sense for an action link, set Label Key to **None** and enter a custom label in the Label field. You can create a custom label only in an action link template.



Action links have four statuses: NewStatus, PendingStatus, SuccessStatus, and FailedStatus. These strings are appended to the label for each status:

- label
- label Pending
- label Success
- label Failed

For example, if the value of label is "See Example," the values of the four action link states are: See Example, See Example Pending, See Example Success, and See Example Failed.

New and Changed Chatter in Apex Classes

Feeds

These methods are in the ConnectApi.ChatterFeeds class.

Determine if a post or comment is editable by the context user

- isCommentEditableByMe (communityId, commentId) Indicates whether the context user can edit a comment.
- isFeedElementEditableByMe (communityId, feedElementId) —Indicates whether the context user can edit a feed element. Feed items are the only type of feed element that can be edited.

Edit a post or comment

- updateComment(communityId, commentId, comment)—Edits a comment.
- updateFeedElement(communityId, feedElementId, feedElement)—Edits a feed element. Feed items are the only type of feed element that can be edited.

Groups

These methods are in the ConnectApi. ChatterGroups class.

Associate a record with a group

addRecord(communityId, groupId, recordId)—Associates a record with a group.

Get information about a group record

getRecord (communityId, groupRecordId) —Returns information about a record associated with a group.

Remove a group record

removeRecord (communityId, groupRecordId) —Removes the association of a record with a group.

Get group records in communities

These methods now support group records in communities:

- getRecords (communityId, groupId)
- getRecords (communityId, groupId, pageParam, pageSize)

Recommendations

These methods are in the ConnectApi. Recommendations class.

Reject a static recommendation

• rejectRecommendationForUser(communityId, userId, action, objectEnum)—Rejects the static recommendation for the context user.

Get custom recommendations

These existing methods can now be used to get custom recommendations:

- getRecommendationForUser(communityId, userId, action, objectId)
- getRecommendationsForUser(communityId, userId, contextAction, contextObjectId, maxResults)
- getRecommendationsForUser(communityId, userId, action, contextAction, contextObjectId, maxResults)
- getRecommendationsForUser(communityId, userId, action, objectCategory, contextAction, contextObjectId, maxResults)

Reject a custom recommendation

This existing method can now be used to reject a custom recommendation.

rejectRecommendationForUser(communityId, userId, action, objectId)

New and Changed Chatter in Apex Input Classes

Groups

ConnectApi.GroupRecordInput

This new class has one property, recorded, that is the ID of the record to associate with the group.

New and Changed Chatter in Apex Output Classes

Action Links

ConnectApi.ActionLinkDefinition

This class has one new property, label, which specifies a custom label to display on an action link button.

Action links have four statuses: NewStatus, PendingStatus, SuccessStatus, and FailedStatus. These strings are appended to the label for each status:

- label
- label Pending
- label Success
- label Failed

For example, if the value of label is "See Example," the values of the four action link states are: See Example, See Example Pending, See Example Success, and See Example Failed.

An action link can use either label or labelKey to generate label names, it can't use both. If label has a value, the value of labelKey is None. If labelKey has a value other than None, the value of label is null.

Communities

ConnectApi.UserSettings

This class has one new property, canViewCommunitySwitcher, that specifies whether the user can see the community switcher menu.

Feeds

ConnectApi.CommentCapabilities

This output class has this new property:

• edit—If a comment has this capability, users who have permission can edit it.

ConnectApi.EditCapability

This new output class has these properties:

- isEditRestricted—Specifies whether editing this feed element or comment is restricted. If true, the context user can't edit this feed element or comment. If false, the context user may or may not have permission to edit this feed element or comment. To determine if a feed element or comment is editable by the context user, use the isFeedElementEditableByMe(String, String) or isCommentEditableByMe(String, String) method.
- isEditableByMeUrl—The URL to check if the context user is able to edit this feed element or comment.
- lastEditedBy—Who last edited this feed element or comment.
- lastEditedDate—The most recent edit date of this feed element or comment.
- latestRevision—The most recent revision of this feed element or comment.
- relativeLastEditedDate—Relative last edited date, for example, "2h ago."

ConnectApi.FeedElementCapabilities

This output class has this new property:

edit—If a feed element has this capability, users who have permission can edit it.

ConnectApi.FeedEntityIsEditable

This new output class has these properties:

- feedEntityUrl—URL of the feed element or comment.
- isEditableByMe—true if the context user can edit the feed element or comment, false otherwise.

Files

ConnectApi.UserSettings

This output class has one new property, hasFileSyncManagedClientAutoUpdate, that indicates whether the administrator for the user's organization allows file sync clients to update automatically.

Maintenance

ConnectApi.MaintenanceInfo

This new class represents information about upcoming scheduled maintenance for an organization and has these properties:

- description—Description of the maintenance.
- maintenanceTitle—Title of the maintenance.
- maintenanceType—Specifies the type of maintenance. One of the following:
 - Downtime—Downtime maintenance.
 - GenerallyAvailable—Maintenance with generally available mode.
 - MaintenanceWithDowntime—Scheduled maintenance with downtime.
 - ReadOnly—Maintenance with read-only mode.
- messageEffectiveTime—Effective time when users start seeing the maintenance message.
- messageExpirationTime—Expiration time of the maintenance message.
- scheduledEndDowntime—Scheduled end of downtime. null for GenerallyAvailable and ReadOnly maintenance types.
- scheduledEndMaintenanceTime—Scheduled end of maintenance. null for Downtime maintenance type.
- scheduledStartDowntime—Scheduled start of downtime. null for GenerallyAvailable and ReadOnly
 maintenance types.
- scheduledStartMaintenanceTime—Scheduled start time of maintenance. null for Downtime maintenance type.

ConnectApi.OrganizationSettings

This class has one new property, maintenanceInfo, that provides information about a list of upcoming scheduled maintenances for the organization.

Motif

ConnectApi.Motif

This output class has a new svgIconUrl property, which is the URL to an icon in SVG format that represents a record type.

Recommendations

ConnectApi.AbstractRecommendation

This abstract class has these new properties:

platformActionGroup—A platform action group instance with state appropriate for the context user.

url—URL for the recommendation.

ConnectApi.Actor

This abstract class is a superclass of the new ConnectApi. RecommendedObject class, and its type property now supports the recommendedObject value.

ConnectApi.EntityRecommendation

The entity property of this output class can now contain a ConnectApi. RecommendedObject, which represents a custom recommendation.

ConnectApi.NonEntityRecommendation

This output class isn't used in version 34.0 and later, and the ConnectApi. EntityRecommendation class is now used for all recommendations.

ConnectApi.RecommendedObject

This new output class represents custom recommendations and has these properties:

- idOrEnum—ID of a recommendation definition for a custom recommendation.
- motif—Motif of the recommended object.

New and Changed Chatter in Apex Enums

For complete information about these enums, see "ConnectApi Enums" in Apex Code Developer's Guide.

ConnectApi.FeedElementCapabilityType

This enum has a new Edit value that indicates whether users who have permission can edit the feed element.

ConnectApi.MaintenanceType

This new enum has these values:

- Downtime—Downtime maintenance.
- GenerallyAvailable—Maintenance with generally available mode.
- MaintenanceWithDowntime—Scheduled maintenance with downtime.
- ReadOnly—Maintenance with read-only mode.

ConnectApi.RecommendedObjectType

This new enum has this value:

Today—Static recommendations that don't have an ID, for example, the Today app recommendation.

Lightning Components

The Lightning Component framework powers Salesforce 1. Use the framework to build mobile apps and pages faster than ever.

Use out-of-the-box components or build your own components with JavaScript, HTML, CSS, Apex, or any web-enabled code.

The AppExchange for Components enables you to install components created by Salesforce partners or publish your own components.

For more information, refer to the Lightning Components Developer's Guide.

EDITIONS

Available for use in: Contact Manager, Group, Professional, Enterprise, Performance, Unlimited, and Developer Editions

Create Lightning components using the UI in **Enterprise, Performance, Unlimited, Developer** Editions or a sandbox.

IN THIS SECTION:

Standalone Lightning Apps (Generally Available)

Lightning components in standalone apps (.app resources) are generally available. Integrating Lightning components with Salesforce1 is in a beta release that is production quality but has some limitations.

Lightning Components

Components help you build apps faster. Use them in your Lightning apps or in Salesforce 1.

Lightning Events

Events add a layer of interaction to your components.

Other Changes in Lightning Components

We've made additional changes in Lightning Components.

Standalone Lightning Apps (Generally Available)

Lightning components in standalone apps (.app resources) are generally available. Integrating Lightning components with Salesforce is in a beta release that is production quality but has some limitations.

Lightning components in standalone apps are available by default. You can enable Lightning components in Salesforce1 from Setup by navigating to **Develop** > **Lightning Components**.

Lightning Components

Components help you build apps faster. Use them in your Lightning apps or in Salesforce1.

Changed Components

The following components now have simpler body structures that improve performance. These performance enhancements enable components to load faster, especially in apps or pages with large numbers of input and output components, such as the record edit page in Salesforce1.

ui:input

You can no longer pass a body into an input component that extends ui:input. For example, you can no longer pass a body in ui:inputCheckbox to override the body that ui:inputCheckbox provides.

ui:outputEmail

The root element of this component is now a tag. The client-side controller for ui:outputEmail now contains the logic that appends a mailto: prefix to a given text value, which renders like the following example.

ui:outputPhone

The client-side controller for ui:outputPhone now contains the logic that appends a tel: prefix to a given value on mobile devices. This change is a performance enhancement and doesn't affect your implementation.

ui:outputURL

The client-side controller for ui:outputURL now contains the logic that builds the body of the <a> tag, based on whether the iconClass attribute is used. This change is a performance enhancement and doesn't affect your implementation.

Lightning Events

Events add a layer of interaction to your components.

The following ui events are now available.

Event Name	Description
ui:clearErrors	Indicates that any validation errors should be cleared.
ui:validationError	Indicates that the component has validation errors.

Other Changes in Lightning Components

We've made additional changes in Lightning Components.

IN THIS SECTION:

Use My Domain with Lightning Components

Lightning components now work if you use custom domains with My Domain.

Use Custom Labels in Lightning Components

Use custom labels in Lightning components with the \$Label global value provider.

New empty() Expression Function

The empty (v.attributeName) function returns true if the argument is empty.

Create Picklists for Lightning App Builder Components

You can now render string fields as picklists in custom Lightning components you've configured for the Lightning App Builder.

Changes to Design Files for Lightning App Builder Components

We made two changes to what design files support for Lightning App Builder components.

Referential Integrity Validation Expanded

An expanded range of changes to Lightning components and component dependencies are validated when saved to ensure that the changes don't break existing code.

Default Namespace Usable in More Contexts

The default namespace, "c", which was introduced in the previous release, is available in additional contexts. You can use the default namespace to refer to resources using <aura:dependency>.

Use App Templates to Customize Startup Screen for Custom Apps

You can create custom templates for an app by creating a Lightning component that extends the default aura: template template.

Cache Additional Web Resources Using AppCache

In addition to the default AppCache resources, you can cache additional resources like JavaScript files, CSS stylesheet files, and image files.

Slimmed Down the JavaScript API Doc

The JavaScript API section of the reference doc app has been filtered to only show the methods that you need to build Lightning components.

Use My Domain with Lightning Components

Lightning components now work if you use custom domains with My Domain.

For more information about My Domain, see the online help.

Use Custom Labels in Lightning Components

Use custom labels in Lightning components with the \$Label global value provider.

Custom labels are custom text values that can be translated into any language Salesforce supports. Custom labels enable developers to create multilingual applications by automatically presenting information (for example, help text or error messages) in a user's native language.

Use this syntax to access custom labels in Lightning components:

- \$Label.c.**labelName** for the default namespace
- \$Label.namespace.labelName if your org has a namespace

Here are some examples.

Label in a markup expression using the default namespace

{!\$Label.c.labelName}

Label in JavaScript code if your org has a namespace

\$A.get("\$Label.namespace.labelName")



Note: Custom labels referenced in a Lightning component are not automatically added when you create a package containing the Lightning component. To include a custom label in a package, another member of the package, such as a Visualforce page, must reference the custom label.

New empty () Expression Function

The empty (v.attributeName) function returns true if the argument is empty.

This function works for arguments of type String, Array, Object, List, Map, or Set.

An empty argument is undefined, null, an empty array, or an empty string. An object with no properties is not considered empty.



Example: {! !empty(v.myArray)} evaluates faster than {!v.myArray && v.myArray.length > 0} so we recommend empty () to improve performance.

Create Picklists for Lightning App Builder Components

You can now render string fields as picklists in custom Lightning components you've configured for the Lightning App Builder.

To render a field as a picklist, add a datasource onto the attribute in the design resource, like this:

```
<design:attribute name="Name" datasource="value1, value2, value3" />
```

Any string attribute with a datasource in a design resource is treated as a picklist. How the Lightning App Builder renders it depends on the data type that you define in the component. For example:

- <aura:attribute name="Name" type="String" /> renders as a picklist
- <aura:attribute name="Name" type="String[]" /> renders as a multi-select picklist

Changes to Design Files for Lightning App Builder Components

We made two changes to what design files support for Lightning App Builder components.

Design files no longer support the type field. Define attribute types in the component file, then expose the attributes in the design file.

In addition, a design file now supports only attributes of type int, string, or boolean.

Referential Integrity Validation Expanded

An expanded range of changes to Lightning components and component dependencies are validated when saved to ensure that the changes don't break existing code.

You can reference component names, custom object and field names, class names, and so on in your Lightning components markup. When they change—for example, if you change the name of a custom component—code that references the changed item also needs to change. In some cases—for example, changing the name of a custom object—these changes are made automatically and happen behind the scenes. In other instances, you need to make code changes manually. In those cases, you receive a compilation error when you try to save the incompatible change.

Referential integrity checking is expanded to include explicit dependency references using <aura:dependency> and references that extend through an inheritance hierarchy. References to custom fields are also validated and updated more thoroughly.

Referential integrity validation still has a few gaps, mostly to do with references within JavaScript code and inside of expressions. Even complete validation can't prevent many kinds of errors. Nevertheless, this validation makes it easier to refactor and grow your code, and gives you confidence as you do it.

Default Namespace Usable in More Contexts

The default namespace, "c", which was introduced in the previous release, is available in additional contexts. You can use the default namespace to refer to resources using <aura:dependency>.

Here's an example of an explicit dependency using the default namespace.

```
<aura:dependency resource="markup://c:myComponent" />
```

Previously, if your organization had a namespace set, you were required to use the full namespace.

It remains a best practice to always use your organization's namespace if it's set. These changes make it easier to reuse code that's shared in articles, GitHub repositories, and so on.

Use App Templates to Customize Startup Screen for Custom Apps

You can create custom templates for an app by creating a Lightning component that extends the default aura: template template. For a sample app, this looks like:

```
<aura:component isTemplate="true" extends="aura:template">
  <aura:set attrivute="title" value="Doc Sample"/>
    ...
</aura:component>
```

Cache Additional Web Resources Using AppCache

In addition to the default AppCache resources, you can cache additional resources like JavaScript files, CSS stylesheet files, and image files.

To specify these resources, add the additional AppCacheURLs system attribute to the aura: application tag in your .app file. The additional AppCacheURLs attribute value holds the URLs of the additional resources.



Note: The useAppCache="true" attribute must also be set to enable caching.

Slimmed Down the JavaScript API Doc

The JavaScript API section of the reference doc app has been filtered to only show the methods that you need to build Lightning components.

Previously, the JavaScript API doc was showing many objects and methods that should only be used internally in the framework code so it was promoting anti-patterns for developers. You should limit your code to only use the set of supported methods. Existing code that uses other methods will not break in this release but we are not guaranteeing support for these methods in future releases.

Access the reference doc app at:

https://<mySalesforceInstance>.lightning.force.com/auradocs/reference.app, where <mySalesforceInstance> is the name of the instance hosting your org; for example, na1.

API

Access more metadata types and data objects in API version 34.0.

IN THIS SECTION:

New and Changed Objects

These objects are new or have changed.

API Status Code Changes

A new, more accurate error code replaces INVALID READ ONLY USER DML.

SOOI

New nested semi-joins for the TopicAssignment object allow queries on Knowledge articles assigned to specific topics.

SOSL

REST API

REST API includes new and changed resources.

Chatter REST API

Use Chatter REST API to integrate mobile apps, intranet sites, and third-party web applications with Salesforce. This release you can edit feed posts and comments, associate records with groups, find enhanced support for custom recommendations, and more.

Salesforce1 Reporting REST API

The Reporting REST API includes new resources and properties.

Data.com API

The Data.com APIs provide access to the most up-to-date Data.com records. You can search, match, and purchase company and contact records.

Tooling API

Tooling API provides SOAP and REST interfaces that allow you to build custom development tools for Force.com applications.

SOAP API

SOAP API includes new data types and changed calls.



Available in:

- Developer
- Enterprise
- Unlimited
- Performance

Metadata API

Use the Metadata API to manage customization information, such as custom object definitions and page layouts, for your organization.

Salesforce Console API (Integration Toolkit)

The toolkit includes new and updated methods that let you customize a console programmatically.

Open CTI API

Open CTI includes a new method that helps you customize and integrate Salesforce with Computer-Telephony Integration (CTI) systems.

Invocable Actions

Invocable Actions represent the actions that can be accomplished on Salesforce with APIs.

New and Changed Objects

These objects are new or have changed.

IN THIS SECTION:

New Objects

These objects are new.

Changed Objects

These objects have changed.

New Objects

These objects are new.

AgentWork

Represents a work assignment that has been routed to an agent.

ContentFolder

Represents a folder in a ContentWorkspace for adding files (ContentDocuments).

ContentFolderLink

In a ContentWorkspace that has folders enabled, defines the association between the ContentWorkspace and its root ContentFolder.

ContentFolderMember

Defines the association between a ContentDocument and a ContentFolder.

Custom Metadata Type__mdt

Represents a custom metadata record.

FeedRevision

Holds the revision history of a specific feed item or comment, including a list of attributes that changed for each revision.

ListViewChartInstance

Retrieves metadata for all standard and custom charts for a given entity in context of a given list view.

LiveChatBlockingRule

Represents a rule for blocking chat visitors' IP addresses from starting new chats with agents.

LoginGeo

Represents the geographic location of the user's IP address for a login event. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) may vary.

NetworkPageOverride

Represents information about custom pages used to override the default pages in communities.

NetworkSelfRegistration

Represents the account that self-registering community members are associated with by default.

PresenceUserConfig

Represents a configuration that determines a presence user's settings.

PresenceUserConfigProfile

Represents a configuration that determines the settings that are assigned to presence users who are assigned to a specific profile. User-level configurations override profile-level configurations.

PresenceUserConfigUser

Represents a configuration that determines the settings that are assigned to a presence user. These user-level configurations override profile-level configurations.

ProfileSkillEndorsementFeed

Represents a single feed item in the feed displayed on the detail page for a ProfileSkillEndorsement record.

ProfileSkillUserFeed

Represents a single feed item in the feed displayed on the detail page for a ProfileSkillUser record.

QueueRoutingConfig

Represents the settings that determine how work items are routed to agents.

ServiceChannel

Represents a channel of work items that are received from your organization—for example, cases, chats, or leads.

ServiceChannelStatus

Represents the status that's associated with a specific service channel.

ServicePresenceStatus

Represents a presence status that can be assigned to a service channel.

SOSDeployment

Represents the general settings for deploying SOS video call capability in a native mobile application.

SOSSession

This object is automatically created for each SOS session and stores information about the session.

SOSSessionActivity

Captures information about specific events that occur during an SOS video call, such as when an SOS call begins or ends.

SOSSessionHistory

This object is automatically created for each SOS session and stores information about changes made to the session.

SOSSessionOwnerSharingRule

Represents the rules for sharing an SOS session record with users other than the record owner.

SOSSessionShare

Represents a sharing entry on an SOS session.

TenantSecret

This object stores an encrypted organization-specific key fragment that is used to produce organization-specific data encryption keys.



Note: This information applies to Platform Encryption and not to Classic Encryption. See the Salesforce Online Help for more information.

UserProvisioningConfig

Represents information for a flow to use during a user provisioning request process, such as the attributes for an update. The values of this object are read-only.

User Provisioning Request Owner Sharing Rule

Represents a rule for sharing a UserProvisioningRequest object with users other than the owner.

UserProvisioningRequestShare

Represents a sharing entry on a UserProvisioningRequest record.

WorkFeedbackTemplate

This object is reserved for future use.

Work Feedback Template Share

This object is reserved for future use.

Changed Objects

These objects have changed.

ActionLinkTemplate

Label—A custom label to display on the action link button. If none of the LabelKey values make sense for an action link, use a custom label. Set the LabelKey field to None and enter a label name in the Label field.

AppMenuItem

A new field, CanvasOptions, has been added. It indicates the enabled options for a canvas connected app.

Attachment

You can set audit field values on the Attachment object. If you import Attachment data and want to set the value for an audit field, such as CreatedDate, contact Salesforce.

IsEncrypted—



Note: This information applies to Platform Encryption and not to Classic Encryption. See the Salesforce Online Help for more information.

Indicates whether the attachment is encrypted using Platform Encryption (true) or not (false).

AuthSession

LoginGeo indicates the geographic location of the user's IP address for a login event. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) varies.

CollaborationGroupRecord

NetworkId stores information about the community that the group belongs to.

ContentDocument

ContentDocument can now be SOQL-queried by high-volume portal users.

ContentDocumentLink

Share all types of files with a library by creating links to ContentWorkspace in the SObject API.

ContentNote

IsReadOnly indicates whether the note is read only.

ContentVersion

IsEncrypted—



Note: This information applies to Platform Encryption and not to Classic Encryption. See the Salesforce Online Help for more information.

Indicates whether the document is encrypted using Platform Encryption (true) or not (false).

TagCsv Field lets those with sufficient permissions add tags as metadata to all files.

ContentVersion can now be SOQL-queried by high-volume portal users.

DatacloudCompany

These fields represent Firmographic data used in Prospecting Insights with Data.com Prospector.

- EmployeeQuantityGrowthRate—The yearly growth rate of the number of employees in a company expressed as a decimal percentage. The data includes the total employee growth rate for the past two years.
- FortuneRank—The numeric value of the company's Fortune 1000 ranking. A null or blank value means that the company isn't ranked as a Fortune 1000 company.
- IncludedInSnP500— A true or false value. If true, the company is listed in the S&P 500 Index. If false, the company isn't listed in the S&P 500 Index.
- PremisesMeasure—A numeric value for the measurement of the premises.
- PremisesMeasureReliability—A descriptive accuracy of the measurement such as actual, estimated, or modeled.
- PremisesMeasureUnit—A descriptive measurement unit such as acres, square meters, or square feet.
- SalesTurnoverGrowthRate—The increase in annual revenue from the previous value for an equivalent period expressed as a decimal percentage.

DatacloudDandBCompany

These fields represent Firmographic data used in Prospecting Insights with Data.com Prospector.

- EmployeeQuantityGrowthRate—The yearly growth rate of the number of employees in a company expressed as a decimal percentage. The data includes the total employee growth rate for the past two years.
- FortuneRank—The numeric value of the company's Fortune 1000 ranking. A null or blank value means that the company isn't ranked as a Fortune 1000 company.
- IncludedInSnP500— A true or false value. If true, the company is listed in the S&P 500 Index. If false, the company isn't listed in the S&P 500 Index.
- PremisesMeasure—A numeric value for the measurement of the premises.
- PremisesMeasureReliability—A descriptive accuracy of the measurement such as actual, estimated, or modeled.
- PremisesMeasureUnit—A descriptive measurement unit such as acres, square meters, or square feet.
- SalesTurnoverGrowthRate—The increase in annual revenue from the previous value for an equivalent period expressed as a decimal percentage.

Event

- AcceptedEventInviteeIds—A string array of contact or lead IDs who accepted this event. This JunctionIdList is linked to the AcceptedEventRelation child relationship.
- DeclinedEventInviteeIds—A string array of contact, lead, or user IDs who declined this event. This JunctionIdList is linked to the DeclinedEventRelation child relationship.
- EventWhoIds—A string array of contact or lead IDs used to create many-to-many relationships with a shared event. EventWhoIds is available when the shared activities setting is enabled. The first contact or lead ID in the list becomes the primary WhoId if you don't specify a primary WhoId.
- UndecidedEventInviteeIds—A string array of contact, lead, or user IDs who are undecided about this event. This JunctionIdList is linked to the UndecidedEventRelation child relationship.

EmailMessage

IsExternallyVisible, a new field, controls the external visibility of email messages in communities, and is accessible only if the community case feed is enabled. When this field is set to true—its default value—email messages are visible to external users in the case feed.

EntitlementTemplate

NamespacePrefix specifies the namespace, if any, for the field.

FeedComment

The FeedComment object now supports update () and upsert () calls. The CommentBody field supports the Update property. The following fields were also added.

- LastEditById—ID of the user who last edited the feed comment.
- LastEditDate—The date the feed comment was last edited.
- Revision—The revision number of the comment.

FeedItem

The Feedltem object now supports update () and upsert () calls. The Body field supports the Update property. The Title field can only be updated on Question posts. The Visibility field can only be updated on record posts. The following fields were added.

- LastEditById—ID of the user who last edited the feed item.
- LastEditDate—The date the feed item was last edited.
- Revision—The revision number of the feed item.

ForecastingAdjustment

- A new field, ForecastingItemCategory, has been added. This field indicates which forecast rollup the forecast adjustment belongs to. For complete details, see API Changes for Cumulative Forecast Rollups.
- The ForecastCategoryName field is now nillable.

ForecastingItem

- A new field, ForecastingItemCategory, has been added. This field indicates which forecast rollup the forecasting item belongs to. For complete details, see API Changes for Cumulative Forecast Rollups.
- The ForecastCategoryName field is now nillable.

ForecastingOwnerAdjustment

A new field, ForecastingItemCategory, has been added. This field indicates which forecast rollup the forecast adjustment belongs to. For complete details, see API Changes for Cumulative Forecast Rollups.

Goal

The Progress field no longer supports the Create or Update properties.

Group

- Query the Group object to retrieve its name using Related. Name. Related. Name is supported for public groups, user roles, territories, manager groups, and user names.
- The Type field has new picklist values: Manager and ManagerAndSubordinatesInternal. These groups are read-only.
 - Manager—Public group that includes a user's direct and indirect managers.
 - ManagerAndSubordinatesInternal—Public Group that includes a user and the user's direct and indirect reports.

LiveChatTranscript

The Status field has a new available picklist value: Blocked. This value applies when an agent or administrator blocks an IP address

LiveChatTranscriptEvent

The Type field has two new available picklist values. AgentBlocked applies when an agent blocks an IP address during a chat. CancelBlocked applies when and existing Blocking Rule blocks a chat request.

LiveChatUserConfig

- OptionsHasChatConferencing specifies whether your chat agents can invite more agents into customer chats. Use it to turn your agents' boring customer chats into veritable support parties!
- OptionsHasVisitorBlocking specifies whether your agents can block visitors by IP address.
- OptionsIsAutoAwayOnPushTimeout specifies whether agents' status automatically change to Away when a chat request that's been pushed to them times out.

LoginHistory

- AuthenticationServiceId indicates the authentication service for a login event. Use it to create reports that identify the SAML or authentication provider configuration with which a user logged in.
- LoginGeoId indicates the geographic location of the user's IP address for a successful or unsuccessful login event. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) varies.

Metric

CurrentValue, InitialValue, and TargetValue support the property Default on create.

MetricDataLink

The Name field supports the properties Autonumber and Defaulted on create, but the field no longer supports the Create, Update, and Group properties.

Network

The FirstActivationDate field indicates the date the community was first activated. If the community was activated or inactive before the release of API version 34.0, this field returns the date the community was created.

OauthToken and ThirdPartyAccountLink

These objects were enhanced to help manage high instance counts. A query() call returns up to 500 rows. A queryMore() call returns 500 more, up to 2500 total. No more records are returned after 2500. To make sure that you don't miss any records, issue a COUNT() query in a SELECT clause for the object. This query gives you the total number of records. If there are more than 2500 records, divide your query by filtering on fields, like UserId, to return subsets of less than 2500 records.

Opportunity

The Pricebook2 field can be used in Opportunity page layouts.

PartnerNetworkConnection

The ConnectionStatus field has a new value, BulkSyncMetadata. The connection status displays this value when metadata is being synced from the primary to the secondary Salesforce organization. It applies only for Salesforce to Salesforce replication connections whose administrators have opted to sync metadata.

PartnerNetworkSyncLog

- The PartnerNetworkSyncLog object now supports the search () call.
- The LocalRecordId field was replaced by the LocalRecord field, which represents the record being inserted or updated in a Salesforce to Salesforce replication connection.

ProfileSkillEndorsement

The ProfileSkillEndorsement object supports the search() call.

ProfileSkillUser

The ProfileSkillUser object supports the search () call.

Ouote

The Discount field uses values .01 to 1 instead of 1 to 100 to express a percentage when used in a formula.

Task

TaskWhoIds—A string array of contact or lead IDs related to this task. This JunctionIdList field is linked to the TaskWhoRelations child relationship. TaskWhoIds is only available when the shared activities setting is enabled. The first contact or lead ID in the list becomes the primary WhoId if you don't specify a primary WhoId.

TopicAssignment

The EntityKeyPrefix field is case-sensitive, letting you precisely identify object types with three-character IDs. Unless you have older reports that rely on this field, however, use the EntityType field, which uses standard object names such as "FeedItem" and "Account."

User

These fields determine a Guest user's access to information on a user's profile in a community.

- UserPreferencesShowEmailToGuestUsers
- UserPreferencesShowFaxToGuestUsers
- UserPreferencesShowManagerToGuestUsers
- UserPreferencesShowMobilePhoneToGuestUsers
- UserPreferencesShowStreetAddressToGuestUsers
- UserPreferencesShowWorkPhoneToGuestUsers

UserProvisioningRequest

- ManagerId is the Salesforce ID of the user who manages the user specified in the SalesforceUserId field. If an approval process is configured for the user provisioning request. this value allows the manager to approve the request.
- UserProvConfigId identifies the associated UserProvisioningConfig object.

WorkBadge

The WorkBadge object supports the describeLayout () call.

WorkFeedbackRequest

- AdHocFeedback—The content of the feedback.
- AdHocQuestion—The content of the feedback question.
- IsDeployed—If true, the feedback is part of a deployed performance summary cycle.
- IsUnsolicited—If true, the feedback request is unsolicited feedback offered to another user.
- SharingScope—The users that see the feedback.
- TemplateId—The ID of the associated feedback template.

The FeedbackType field includes the Unspecified picklist value.

WorkFeedbackQuestion

The Type field has the Rating picklist value.

API Status Code Changes

A new, more accurate error code replaces INVALID READ ONLY USER DML .

Available in version 34.0:

INSERT_DELETE_UPDATE_NOT_ ALLOWED_DURING_MAINTENANCE The message for this status code:

EDITIONS

Available in:

- Developer
- Enterprise
- Unlimited
- Performance

Updates can't be made during maintenance. Try again when maintenance is complete.

This error code replaces INVALID READ ONLY USER DML, which is still available for backward compatibility.

DUPLICATES DETECTED

Used when your organization has active duplicate rules and duplicate records have been detected.

Used when a record is saved and there's an Error object with a data type of DuplicateError. For more information on these data types, see New Data Types

SOQL

New nested semi-joins for the TopicAssignment object allow queries on Knowledge articles assigned to specific topics.

For example:

```
SELECT parentId FROM KnowledgeArticleViewStat
WHERE parentId in (SELECT KnowledgeArticleId FROM KnowledgeArticleVersion
WHERE publishStatus = 'Online' AND language = 'en_US'
AND Id in (select EntityId from TopicAssignment where TopicId ='0T0xx0000000xxx'))
ORDER by NormalizedScore DESC LIMIT 900
```

SOSL

Use the Salesforce Object Search Language (SOSL) to perform text searches using Salesforce APIs.

SOSL Support for the ContentDocument and ContentNote Objects

SOSL searches now support the ContentDocument and ContentNote objects.

For example:

```
FIND {5551212} IN ALL FIELDS RETURNING ContentNote
```

Previously, the only content object SOSL supported was ContentVersion. You can't use the ContentDocument or ContentNote objects in the same RETURNING clause as the ContentVersion object. For example, this search () call is invalid:

 ${\tt FIND} \ \{ {\tt 5551212} \} \ {\tt IN} \ {\tt ALL} \ {\tt FIELDS} \ {\tt RETURNING} \ {\tt ContentNote}, \ {\tt ContentVersion}$

REST API

REST API includes new and changed resources.

New Resources

Composite Resources

Salesforce introduces two composite resources for improving your application's performance by minimizing the number of round trips between client and server.

Batch

```
vXX.X/composite/batch
```

The Batch resource lets you execute a sequence of independent subrequests. For example, you can update the name on an account and get the account's field values in a single request.

The response contains the status codes of each subresponse and the responses themselves.

The Batch resource supports batching for the following resources and resource groups.

Versions

/

Resources by Version

```
vXX.X
```

Limits

vXX.X/limits

SObject resources

vXX.X/sobjects/

Query

vXX.X/query/?q=soql

QueryAll

vXX.X/queryAll/?q=soq1

Search

vXX.X/search/?q=sos1

Connect resources

vXX.X/connect/

Chatter resources

vXX.X/chatter/

SObject Tree

vXX.X/composite/tree



Note: The SObject Tree resource is available through a pilot program. For information on enabling this resource for your organization, contact Salesforce.

The SObject Tree resource lets you create multiple sObject trees that share a root record type. An sObject tree is a collection of nested, parent-child records with a single root record. Once the request is processed, the records are created and parents and children are automatically linked by ID. In the request data, you supply the record hierarchies, required and optional field values, each record's type, and a reference ID for each record.

```
"records" :[{
    "attributes" : {"type" : "Account", "referenceId" : "ref1"},
    "name" : "SampleAccount",
    "phone": "1234567890",
    "website" : "www.salesforce.com",
    "numberOfEmployees" : "100",
    "type" : "Analyst",
    "industry" : "Banking",
    "Contacts" : {
      "records" : [{
         "attributes" : {"type" : "Contact", "referenceId" : "ref2"},
         "lastname" : "Smith",
         "title" : "President",
         "email" : "sample@salesforce.com"
         },{
         "attributes" : {"type" : "Contact", "referenceId" : "ref3"},
         "lastname" : "Evans",
         "title" : "Vice President",
         "email" : "sample@salesforce.com"
         } ]
    },{
    "attributes" : {"type" : "Account", "referenceId" : "ref4"},
    "name" : "SampleAccount2",
    "phone": "1234567890",
    "website" : "www.salesforce2.com",
    "numberOfEmployees" : "100",
    "type" : "Analyst",
    "industry" : "Banking"
     } ]
}
```

Upon success, the response contains the IDs of the created records.

```
"hasErrors" : false,
"results" : [{
    "referenceId" : "ref1",
    "id" : "001D000000K0fXOIAZ"
    },{
        "referenceId" : "ref2",
        "id" : "001D000000K0fXPIAZ"
    },{
        "referenceId" : "ref3",
        "id" : "003D000000QV9n2IAD"
    },{
        "referenceId" : "ref4",
        "id" : "003D000000QV9n3IAD"
    }]
}
```

If an error occurs while creating a record, the entire request fails and the response contains only the reference ID of the record that caused the error and the error information.

A single request can contain up to 200 records. Because an sObject tree can contain a single record, you can use this resource to create up to 200 unrelated records of the same type.

Changed Resources

Describe Global

/vXX.X/sobjects

The If-Modified-Since HTTP request header is now supported, enabling you to determine if an object's metadata has changed. You can include the If-Modified-Since header with a date in EEE, dd MMM yyyy HH:mm:ss z format when you use the Describe Global resource. If you do, response metadata is returned only if an available object's metadata has changed since the provided date. If no metadata has been modified since the provided date, a 304 Not Modified status code is returned with no response body.

Suggest Article Title Matches

/vXX.X/search/suggestTitleMatches

The Suggest Article Title Matches resource now suggests Salesforce Knowledge articles whose titles contain the entire query string, except stopwords, such as "a," "for," and "the." Results now include articles if their titles contain words from the query string in a different order.

SEE ALSO:

IdeaExchange: Configure Apex REST Services to Accept Multiple Records in Requests (POST / PUT) IdeaExchange: Creating or Updating Multiple Objects through REST API

Chatter REST API

Use Chatter REST API to integrate mobile apps, intranet sites, and third-party web applications with Salesforce. This release you can edit feed posts and comments, associate records with groups, find enhanced support for custom recommendations, and more.



Note: To create custom Chatter and Communities experiences in Salesforce, use ConnectApi (Chatter in Apex).

IN THIS SECTION:

General Updates to Chatter REST API

New and Changed Chatter REST API Resources

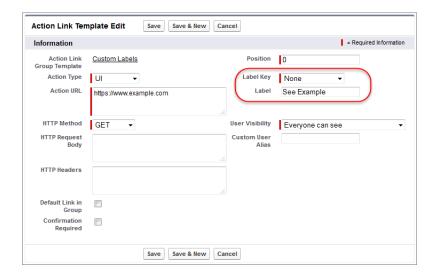
New and Changed Chatter REST API Request Bodies

New and Changed Chatter REST API Response Bodies

General Updates to Chatter REST API

Create Custom Labels for Action Links

If the labels in the Label Key drop-down list don't make sense for an action link, set Label Key to **None** and enter a custom label in the Label field. You can create a custom label only in an action link template.



Action links have four statuses: NewStatus, PendingStatus, SuccessStatus, and FailedStatus. These strings are appended to the label for each status:

- label
- label Pending
- label Success
- *label* Failed

For example, if the value of label is "See Example," the values of the four action link states are: See Example, See Example Pending, See Example Success, and See Example Failed.

New and Changed Chatter REST API Resources

Communities

Get a user profile feed that includes only feed elements scoped to a community

Feed elements that have a User or Group parent record type are always scoped to a community. Feed elements with other parent record types (such as Account) are visible across all communities. To get a user profile feed that contains only feed elements scoped to a community, pass a new filter parameter with the value CommunityScoped to these resources:

 /connect/communities/communityId/chatter/feeds/user-profile /userId/feed-elements?filter=CommunityScoped

This resource contains feed elements from the community specified in the community Id.

/chatter/feeds/user-profile/userId/feed-elements?filter=CommunityScoped
 This resource contains feed elements from the internal community.

Feeds

Edit a comment

Make a PATCH request to the existing /chatter/comments/comments/comment resource with the Comment Input to edit a comment.

Determine if a comment is editable by the context user

Make a GET request to the new /chatter/comments/commentId/capabilities/edit/is-editable-by-me resource to determine if a comment is editable by the context user.

Edit a post

Make a PATCH request to the existing /chatter/feed-elements/**feedElementId** resource with the Feed Item Input to edit a post.

Determine if a post is editable by the context user

Make a GET request to the new

/chatter/feed-elements/**feedElementId**/capabilities/edit/is-editable-by-me resource to determine if a post is editable by the context user.

Groups

Associate a record with a group

Make a POST request to the existing /chatter/groups/groupID/records resource to associate a record with a group.

Get group records in communities

Make a GET request to the new /connect/communities/communityId/chatter/groups/groupID/records resource to get a list of group records in a community.

Get information about a group record or remove the association between a record and group

Make a GET or DELETE request to the new /chatter/group-records/groupRecordId resource to get information about a group record or to remove the association between a record and a group.

Recommendations

Get and delete static recommendations

Make a GET or DELETE request to the new /chatter/users/userId/recommendations/action/objectEnum resource, where action is view and objectEnum is Today, to get or delete a static recommendation that doesn't have an id.

Get custom recommendations

Make a GET request to these existing resources to get custom recommendations:

- /chatter/users/userId/recommendations
- /chatter/users/userId/recommendations/view
- /chatter/users/userId/recommendations/view/custom
- /chatter/users/userId/recommendations/view/ORD
- /chatter/users/userId/recommendations/view/customRecommendationId

Delete custom recommendations

Make a DELETE request to the existing /chatter/users/users/userId/recommendations/action/objectID resource, where action is view and objectId is customRecommendationId, to delete a custom recommendation.

Schedule a recommendation

Make a POST request to the existing /connect/scheduled-recommendations resource or a PATCH request to the existing /connect/scheduled-recommendations/**scheduledRecommendationId** resource with the new enabled parameter to indicate whether a recommendation is scheduled.

Only community managers (users with the "Create and Set Up Communities" or "Manage Communities" permission) and users with the "Modify All Data" permission can access, create, and delete recommendation definitions and scheduled recommendations. These recommendations appear directly in the feed in communities in the Salesforce1 mobile browser app. They also appear, by default, on the right side of the home page in communities using the Summer '15 or later version of the Napili template.

Customize the button label for recommendations

Make a POST request to the existing /connect/recommendation-definitions resource or a PATCH request to the existing /connect/recommendation-definitions/**recommendationDefinitionId** resource with the new actionUrlName parameter to customize the label for recommendations.

Only community managers (users with the "Create and Set Up Communities" or "Manage Communities" permission) and users with the "Modify All Data" permission can access, create, and delete recommendation definitions and scheduled recommendations. These recommendations appear directly in the feed in communities in the Salesforce1 mobile browser app. They also appear, by default, on the right side of the home page in communities using the Summer '15 or later version of the Napili template.

New and Changed Chatter REST API Request Bodies

Groups

Group Record Input

This new request body has one property, recordId, that is the ID of the record to associate with the group.

Recommendations

Recommendation Definition Input

This request body has one new property, actionUrlName, that is the text label of the action URL in the user interface.

Scheduled Recommendation Input

This request body has one new property, enabled, that indicates whether the recommendation is scheduled.

New and Changed Chatter REST API Response Bodies

Action Links

Action Link Definition

This response body has one new property, label, which specifies a custom label to display on an action link button.

Action links have four statuses: NewStatus, PendingStatus, SuccessStatus, and FailedStatus. These strings are appended to the label for each status:

- label
- label Pending
- label Success
- label Failed

For example, if the value of label is "See Example," the values of the four action link states are: See Example, See Example Pending, See Example Success, and See Example Failed.

An action link can use either label or labelKey to generate label names, it can't use both. If label has a value, the value of labelKey is None. If labelKey has a value other than None, the value of label is null.

Communities

User Settings

This response body has one new property, canViewCommunitySwitcher, that specifies whether the user can see the community switcher menu.

Feeds

Comment Capabilities

This response body has this new property:

• edit—If a comment has this capability, users who have permission can edit it.

Edit Capability

This new response body has these properties:

- isEditRestricted—Specifies whether editing this feed element or comment is restricted. If true, the context user can't edit this feed element or comment. If false, the context user may or may not have permission to edit this feed element or comment. To determine if the context user can edit a feed element or comment, use the Feed Elements, Editability or the Comment Capability, Editability resource.
- isEditableByMeUrl—The URL to check if the context user is able to edit this feed element or comment.
- lastEditedBy—Who last edited this feed element or comment.
- lastEditedDate—The most recent edit date of this feed element or comment.
- latestRevision—The most recent revision of this feed element or comment.
- relativeLastEditedDate—Relative last edited date, for example, "2h ago."

Feed Element Capabilities

This response body has this new property:

• edit—If a feed element has this capability, users who have permission can edit it.

Feed Entity Is Editable

This new response body has these properties:

- feedEntityUrl—URL of the feed element or comment.
- isEditableByMe—true if the context user can edit the feed element or comment, false otherwise.

Files

User Settings

This response body has one new property, hasFileSyncManagedClientAutoUpdate, that indicates whether the administrator for the user's organization allows file sync clients to update automatically.

Maintenance

Maintenance Information

This new response body represents information about upcoming scheduled maintenance for an organization and has these properties:

- description—Description of the maintenance.
- maintenanceTitle—Title of the maintenance.
- maintenanceType—Specifies the type of maintenance. One of the following:
 - Downtime—Downtime maintenance.
 - GenerallyAvailable—Maintenance with generally available mode.
 - MaintenanceWithDowntime—Scheduled maintenance with downtime.
 - ReadOnly—Maintenance with read-only mode.
- messageEffectiveTime—Effective time when users start seeing the maintenance message.
- messageExpirationTime—Expiration time of the maintenance message.
- scheduledEndDowntime—Scheduled end of downtime. null for GenerallyAvailable and ReadOnly
 maintenance types.
- scheduledEndMaintenanceTime—Scheduled end of maintenance. null for Downtime maintenance type.
- scheduledStartDowntime—Scheduled start of downtime. null for GenerallyAvailable and ReadOnly maintenance types.
- scheduledStartMaintenanceTime—Scheduled start time of maintenance. null for Downtime maintenance type.

Organization

This response body has one new property, maintenanceInfo, that provides information about a list of upcoming scheduled maintenances for the organization.

Motif

Motif

This response body has a new sygIconUrl property, which is the URL to an icon in SVG format that represents a record type.

Recommendations

Non-Entity Recommendation

This response body is no longer used in version 34.0 and later. In version 34.0 and later, the Recommendation response body is used for all recommendations.

Recommendation

The entity property can now contain a Recommended Object response body, which represents a custom recommendation.

In addition, the Recommendation response body has these new properties:

- platformActionGroup—A platform action group instance with state appropriate for the context user.
- url—URL for the recommendation.

Recommendation Definition

This response body has one new property, actionUrlName, that is the text label to the action URL in the user interface.

Recommendations Capability

The items property of this response body no longer includes Non-Entity Recommendations. In version 34.0 and later, the Recommendation response body is used for all recommendations.

Recommended Object

This new response body represents custom recommendations and has these properties:

- idOrEnum—ID of a recommendation definition for a custom recommendation.
- motif—Motif of the recommended object.
- name—Name of the recommended object.
- type—RecommendedObject

Scheduled Recommendation

This response body has one new property, enabled, that indicates whether the recommendation is scheduled.

Salesforce1 Reporting REST API

The Reporting REST API includes new resources and properties.

IN THIS SECTION:

New Reporting REST API Resources

You can now save, clone, and delete reports, and delete dashboards using the new Reporting REST API resources.

Changed Salesforce 1 Reporting REST API Request and Response Bodies

Salesforce 1 Reporting REST API includes new reportMetadata properties for the request and response bodies for the Describe, Execute Sync, and Execute Async resources.

New Reporting REST API Resources

You can now save, clone, and delete reports, and delete dashboards using the new Reporting REST API resources.

The Reporting REST API has the following new REST resources.

Resource	Description	Supported HTTP Method	Resource URL
Save	Saves changes to the report.	PATCH	/services/data/v34.0/analytics/reports/ <reportid></reportid>
Clone	Creates a copy of a report, which can be a custom, standard, or public report.	POST	/services/data/v34.0/analytics/reports?cloneId≪reportID>
Delete	Deletes the report. Deleted reports are moved to the Recycle Bin.	DELETE	/services/data/v34.0/analytics/reports/ <reportid></reportid>

Resource	Description	Supported HTTP Method	Resource URL
Delete	Deletes the dashboard. Deleted dashboards are moved to the Recycle Bin.	DELETE	/services/data/v34.0/analytics/dashboards/ <dashboardid></dashboardid>

For more information about these resources, see the Salesforce1 Reporting REST API Developer's Guide.

Changed Salesforce1 Reporting REST API Request and Response Bodies

Salesforce 1 Reporting REST API includes new reportMetadata properties for the request and response bodies for the Describe, Execute Sync, and Execute Async resources.

reportMetadata contains the following new properties.

Property	Description
division	Determines the division of records to include in the report. For example, West Coast and East Coast.
	Available only if your organization uses divisions to segment data and you have the "Affected by Divisions" permission. If you do not have the "Affected by Divisions" permission, your reports include records in all divisions.
standardDateFilter	Standard date filters available in reports. Each standard date filter contains the following properties:
	 column—API name of the date field on which you filter the report data.
	 durationValue—The range for which you want to run the report. The value is a date literal or 'CUSTOM.'
	• startDate–Start date.
	• endDate–End date.
standardFilters	List of filters that show up in the report by default. The filters vary by report type. For example, standard filters for reports on the Opportunity object are Show, Opportunity Status, and Probability. This list appears as name-value string pairs.
hasDetailRows	Indicates whether to include detailed data with the summary data.
	Note: This property is not new for the response bodies for Execute Sync and Execute Async resources.
folderId	Folder ID.
	Note: When the report is in the My Personal Custom Reports folder, folderId = userId. When the report is in the Unfiled Public Reports folder, folderId = orgId.
sortBy	API name of the field on which the report is sorted and the direction of the sort (asc or desc).

Property	Description
scope	Defines the scope of the data on which you run the report. For example, you can run the report against all opportunities, opportunities you own, or opportunities your team owns. Valid values depend on the report type.
name	Report name. Note: This property is not new for the Describe response body, Execute Sync request body, and Execute Async response body.
currency	Report currency, such as USD, EUR, GBP, for an organization that has Multi-Currency enabled. Value is null if the organization does not have Multi-Currency enabled. Note: This property is not new for the Execute Sync request body and Execute Async response body.

For more information about these resources, see the Salesforce1 Reporting REST API Developer's Guide.

Data.com API

The Data.com APIs provide access to the most up-to-date Data.com records. You can search, match, and purchase company and contact records.

New Firmographics fields in the DatacloudCompany Object

Represents the fields for Data.com company records. This object is available in API version 30.0 or later.

New Firmographics fields in the DatacloudDandBCompany Object

Represents a set of read-only fields that are used to return D&B company data from Data.com API calls.

EDITIONS

Available in: **Developer** Edition, **Professional** Edition (add-on), **Enterprise** Edition, and **Unlimited** Edition.

Tooling API

Tooling API provides SOAP and REST interfaces that allow you to build custom development tools for Force.com applications.

New Features

Strongly typed WSDL

You can now use a strongly typed WSDL for Tooling API.

POST JSON arrays of test methods to runTestsAsynchronous

You can now POST a JSON array of test methods to the runTestsAsynchronous endpoint. Formerly, in POST methods, the runTestsAsynchronous endpoint accepted only comma-separated lists of class IDs.

Format:

```
POST
/runTestsAsynchronous/
Body:
{"tests":<tests array>}
```

Example <tests array>:

```
[{
  "classId" : "<classId 1>",
  "testMethods" : ["testMethod1","testMethod2","testMethod3"]
},{
  "classId" : "<classId 2>",
  "testMethods" : ["testMethod1","testMethod2"]
}];
```

New Objects

EntityLimit

Represents the limits on an object that are displayed in the Setup UI.

EntityParticle

Represents the distinct parts of an object that can be individually presented in a describe call, with one field for every field in the describe call. In contrast, FieldDefinition represents the distinct parts of a type that are defined in the Metadata API.

FieldDefinition

FieldDefinition represents the fields of an object defined in the Metadata API. FieldDefinition has one field for every field in the Metadata API. In contrast, EntityParticle represents the parts of an object that are individually presented in a describe call.

Flow

Represents the metadata associated with a flow.

FlowDefinition

The parent of all versions of a particular flow.

LookupFilter

Previously unavailable in the Tooling API.

Publisher

Indicates who has published the object: Salesforce, a managed package, or a user.

RelationshipDomain

Represents the relationships an object has with other objects.

UserEntityAccess

Represents the running user's access to an object.

SearchLayout

Represents a search layout.

UserEntityAccess

Represents the running user's access to an object.

Webl ink

Previously unavailable in the Tooling API.

New and Changed Fields

All fields are new unless otherwise noted.

CustomTab

- ContentId—The ID of the item that the custom tab points to. For Lightning components, this field's value is the ID of the component bundle. For custom object tabs, this field's value is null.
- EncodingKey—The type of encoding assigned to the URL called by the tab.

• MotifName—The name of the tab style assigned to the custom tab.

EntityDefinition

More than 30 new fields have been added in support of data and metadata objects that are now available in the Tooling API WSDL.

SymbolTable

- Previously, only the STATIC and TEST modifiers were reported in symbol tables. Now, in all API versions, available values for modifiers fields include:
 - abstract
 - final
 - global
 - override
 - private
 - protected
 - public
 - static
 - testMethod (now has camel-case capitalization)
 - transient
 - virtual
 - webService (now has camel-case capitalization)
 - with sharing
 - without sharing
- Modifiers can now include more values than those values explicitly specified in classes and methods. All relevant modifiers, including implicit ones, are now returned. For example, all webservice methods have an implicit global modifier. Also, because fields and methods are private unless otherwise specified, the private modifier is returned by default.
- The testMethod modifier is now returned when either the testMethod modifier or the IsTest annotation is used.
- An annotations field is now available on the constructors, external References, methods, properties, table Declaration, and variables fields. Available annotations include:
 - Deprecated
 - Future
 - HttpDelete
 - HttpGet
 - HttpPatch
 - HttpPost
 - HttpPut
 - InvocableMethod
 - InvocableVariable
 - IsTest
 - ReadOnly
 - RemoteAction
 - TestSetup
 - TestVisible

- RestResource
- A new parentClass field returns parents of inner classes and extending classes.
- The interfaces field for inner classes and interfaces is now populated accurately. Previously, the implemented interfaces in inner classes and interfaces were sometimes reported incorrectly.
- Because the available modifiers now contain all possible visibility combinations, the visibility field—which erroneously combined PROTECTED with PRIVATE—is no longer available.

User

We unintentionally exposed custom fields on User in previous releases. This behavior has been corrected, and custom fields can't be retrieved in the Tooling API.

FullName and Metadata Fields

New Header

AllOrNoneHeader

Enables the rollback of all record changes when some of the records in a call result in failures. When this header is set to true, changes are saved only when all records are processed successfully.

The AllOrNoneHeader header is available for the Tooling API requests that create, update, or delete records.

Documentation Changes

CompactLayoutItemInfo

Information about CompactLayoutItemInfo is available.

CompactLayoutInfo

Information about CompactLayoutInfo is available.

Metadata

More information about metadata exposed by Tooling API is available.

QueryResult

Information about QueryResult is available.

Scontrol

Information about Scontrol is available.

ServiceFieldDataType

Information about ServiceFieldDataType is available.

StandardAction

Information about StandardAction is available.

FullName and Metadata Fields

Query these fields only if the query result contains no more than one record. Otherwise, an error is returned. If more than one record exists, use multiple queries to retrieve the records. This limit protects performance.

SOQL Limitations

The following objects in Tooling API don't support SOQL operations COUNT(), GROUP BY, LIMIT, LIMIT OFFSET, OR, and NOT.

- CompactLayoutInfo
- CompactLayoutItemInfo
- DataType

- EntityDefinition
- EntityLimit
- EntityParticle
- FieldDefinition
- PicklistValueInfo
- Publisher
- RelationshipDomain
- RelationshipInfo
- SearchLayout
- ServiceFieldDataType
- StandardAction
- UserEntityAccess
- UserFieldAccess

Resources

The Force.com Tooling API Developer's Guide contains all Tooling API information.

SOAP API

SOAP API includes new data types and changed calls.

New Data Types

Duplicate Management

Here are new data types you can use to manage duplicate records. When you create or update a record, you get a SaveResult object. If you have active duplicate rules and a duplicate is detected, SaveResult will contain an Error object with a data type of DuplicateError. Use DuplicateError and its constituent data types to manage duplicate records. For more information and code examples, check the SOAP API Developer's Guide.

DuplicateRule

Represents a duplicate rule for detecting duplicate records.

DuplicateRuleHeader

Determines options for using duplicate rules to detect duplicate records. Duplicate rules are part of the Duplicate Management feature.

DuplicateError

Contains information about an error that occurred when an attempt was made to save a duplicate record. Use if your organization has set up duplicate rules, which are part of the Duplicate Management feature.

The new StatusCode of DUPLICATES DETECTED is used for an Error with a data type of DuplicateError.

DuplicateResult

Represents the details of a duplicate rule that detected duplicate records and information about those duplicate records.

MatchResult

Represents the duplicate results for a matching rule.

MatchRecord

Represents a duplicate record detected by a matching rule.

AdditionalInformationMap

Represents other information, if any, about matched records.

FieldDiff

Represents the name of a matching rule field and how the values of the field compare for the duplicate and its matching record.

JunctionIdList Junction Relations

JunctionIdList is a new field type.

JunctionIdList Field Type

Starting in API version 34.0, the JunctionIdList field type lets you manipulate the many-to-many relationship of an entity directly. You no longer need to manipulate underlying junction entity records. JunctionIdList fields can be queried and updated like any other field on the entity. Queries or updates to JunctionIdList fields act as queries or updates to the underlying junction entity records. Fields of type JunctionIdList appear in the WSDL as an unbounded array of type ID.

Changed Calls

describeFlexiPages() and DescribeFlexiPageResult

The following field has been added:

• region—This field is reserved for future use.

describeLayout() and DescribeLayoutResult

The following fields have been added:

- feedView—Feed view related layout data for a feed-based layout. This field is null for page layouts that are not feed-based.
- DescribeLayoutFeedFilter—Represents an individual feed filter option that you can use to filter the feed.
- DescribeLayoutFeedView—Represents the layout of the feed view for a feed-based page layout.

The following type has been added to LayoutComponentType:

AnalyticsCloud—An Analytics Cloud dashboard on the page layout.

describeSObjects() and DescribeSObjectResult

The following field has been added to the Field object:

encrypted—Indicates whether this field is encrypted using Platform Encryption. This value is available in API version 31.0
and later for backwards compatibility. For more information, see Comply with Data Protection Requirements Using Platform
Encryption (Generally Available).

Metadata API

Use the Metadata API to manage customization information, such as custom object definitions and page layouts, for your organization.

IN THIS SECTION:

Metadata API Calls

Metadata API calls were modified or added in version 34.0.

Metadata Types and Fields

Metadata types and fields were modified or added in version 34.0.

Metadata API Calls

Metadata API calls were modified or added in version 34.0.

Updated Metadata Calls

The following Metadata API calls changed.

createMetadata(), updateMetadata(), upsertMetadata(), and deleteMetadata()

The default behavior for creating and updating sets of metadata components changed. In API version 33.0 and earlier, the createMetadata(), updateMetadata(), and upsertMetadata() calls saved all records only when there are no failures in any record in the call. Starting in API version 34.0, the default behavior allows saving a partial set of records for records that have no errors. The deleteMetadata() call allows saving a partial set of records in all API versions.

Also, createMetadata(), updateMetadata(), upsertMetadata(), and deleteMetadata() now support a new header, AllorNoneHeader. This header enables the rollback of all metadata changes when some of the records in a call result in failures. When this header is set to true, changes are saved only when all records are processed successfully.

createMetadata(), readMetadata(), updateMetadata(), and deleteMetadata() For custom metadata types only, the metadata argument now has a limit of 200.

checkRetrieveStatus()

The checkRetrieveStatus (ID id, boolean includeZip) call now accepts a second boolean parameter. Use this parameter to indicate whether to retrieve the zip file. This optional parameter enables you to retrieve the zip file in a background service. By default, checkRetrieveStatus() returns the zip file on the last call when the retrieval is completed (RetrieveResult.isDone() == true) and deletes the file from the server. Subsequent calls to checkRetrieveStatus() for the same retrieve operation can't retrieve the zip file after it has been deleted. By using the includeZip parameter, you can retrieve the zip file in a separate process after the retrieval operation is completed. After the zip file is retrieved by passing true to the boolean parameter, it is deleted from the server. For example, a background file transfer service can call checkRetrieveStatus(id, true) to retrieve the zip file. This service is separate from another process that polls the retrieval status by calling checkRetrieveStatus(id, false) in a loop.

describeValueType() (ValueTypeField)

ValueTypeField contains the new field valueRequired. This field indicates whether the described value type field must have a value (true) or can be null (false). ValueTypeField is contained within DescribeValueTypeResult, which is the result that describeValueType() returns.

deploy()

A new deployment option, testLevel, has been added. This option enables you to specify which tests to run in the deploy () call. The values of the TestLevel enumeration are:

- NoTestRun—No tests are run. This test level applies only to deployments to development environments, such as sandbox, Developer Edition, or trial organizations. This test level is the default for development environments.
- RunSpecifiedTests—Only the tests that you specify in the runTests option are run. Code coverage requirements differ from the default coverage requirements when using this test level. Each class and trigger in the deployment package must be covered by the executed tests for a minimum of 75% code coverage. This coverage is computed for each class and trigger individually and is different than the overall coverage percentage.
- RunLocalTests—All tests in your organization are run, except the ones that originate from installed managed packages. This test level is the default for production deployments that include Apex classes or triggers.
- RunAllTestsInOrg—All tests are run. The tests include all tests in your organization, including tests of managed packages.

The runAllTests deployment option in the DeployOptions object has been removed and is replaced by testLevel.

Metadata Types and Fields

Metadata types and fields were modified or added in version 34.0.

New Metadata Types

Custom Metadata Types (CustomObject)

Represents the metadata associated with a custom metadata type.

CustomMetadata

Represents a record of a custom metadata type.

FlowDefinition

Represents a flow's version number and description. You can now activate and deactivate a flow with the activeVersionNumber field.

PathAssistant

Represents Sales Path records for Opportunity.

PathAssistantSettings

Represents the Sales Path preference setting.

Updated Metadata Types and Fields

These metadata types have changed, or have fields that have been added or changed in API version 34.0.

ActionLinkTemplate

The following field has been added:

label

A custom label to display on the action link button. If none of the LabelKey values make sense for an action link, use a custom label. Set the LabelKey field to None and enter a label name in the Label field.

CustomApplication

The following fields have been added:

enableCustomizeMyTabs

Indicates if a Salesforce console app has Customize My Tabs enabled, which lets users hide, display, and organize items in the navigation tab.

enablePinTabs

Indicates if a Salesforce console app has pinned tabs enabled, which lets users pin primary tabs to the tab bar for quick access.

CustomField

The following field has been updated:

type

ExternalLookup and IndirectLookup have been added to the supported FieldType enumeration values.

The following field is new:

encrypted

Indicates whether this field is encrypted (true) or not (false).



Note: This information applies to Platform Encryption and not to Classic Encryption. See the Salesforce Online Help for more information.

CustomObject

The following fields have been added:

allowInChatterGroups

Indicates whether records of this custom object type can be added to Chatter groups.

visibility

When this field is present, this component is not a custom object, but a custom setting or custom metadata type. This field returns the visibility of the custom setting or custom metadata type.

The following field has been removed:

```
customSettingsVisibility
```

The visibility field replaces customSettingsVisibility.

CustomSite

The following field as been added:

forgotPasswordPage

The name of the Visualforce page to be displayed when a user clicks the Forgot Password link on the site's login page. This field is only applicable for Communities sites.

ExternalDataSource

The following field has been updated:

customConfiguration

This JSON-encoded configuration string has the following new parameters, listed with their corresponding fields in the user interface.

For an external data source of type SfdcOrg:

- apiVersion—API Version
- environment—Connect to

For an external data source of type OData:

- compatibility—Special Compatibility
- inlineCountEnabled—Request Row Counts
- pagination—Server Driven Pagination

The following field has been updated:

type

ExternalDataSourceType has enumeration values for the new Lightning Connect adapters.

- SfdcOrg—Salesforce adapter
- ApexClassId—DataSource.Provider class that defines the custom adapter created via the Apex Connector Framework

FlexiPage

The following field has been added:

 ${\tt platformActionList}$

The list of actions, and their order, that display in the Salesforce1 action bar for the Lightning Page.

FlexiPage now contains these child subtypes: PlatformActionList and PlatformActionListItem.

Flow

The following fields have been updated:

dataType

The dataType field for the FlowVariable subtype has these new values:

- Picklist
- Multipicklist

These new data types don't support default values.

operator

The operator field for the FlowAssignmentItem subtype has this new value:

AddItem

This operator is supported only if the assignToReference refers to a Multipicklist variable or a multi-select picklist field on an sObject variable. The operator automatically adds the semi-colon required to mark a new selected item.

The following field of the FlowAction subtype has been updated:

actionType

A new action type enumeration value is now supported: contentWorkspaceEnableFolders. This type of action enables folders in a library.

ForecastingSettings

forecastingTypeSettings

The following fields have been added to the forecastingTypeSettings subtype:

forecastedCategoryApiNames

This field appears four times to specify the four forecast rollup categories used in the organization, for either Cumulative Forecast Rollups, or individual forecast category rollups.

Valid values for organizations using Cumulative Forecast Rollups:

- openpipeline
- bestcaseforecast
- commitforecast
- closedonly

Valid values for organizations using individual forecast category rollups:

- pipelineonly
- bestcaseonly
- committonly
- closedonly

Changing from one set of four values to the other changes the organization setting for Enable Cumulative Forecast Rollups in Setup. If this field is omitted, the setting is not changed.

displayedCategoryApiNames

This read-only field appears four times to specify the four forecast rollup categories displayed in the Forecasts tab, for either Cumulative Forecast Rollups, or individual forecast category rollups. Always use the same 4 values for both displayedCategoryApiNames and forecastedCategoryApiNames.

Valid values for organizations using Cumulative Forecast Rollups:

- openpipeline
- bestcaseforecast
- commitforecast
- closedonly

Valid values for organizations using individual forecast category rollups:

- pipelineonly
- bestcaseonly
- committenly

closedonly

managerAdjustableCategoryApiNames

This read-only field appears twice to specify the two forecast rollup categories that forecast managers can adjust in the organization for either Cumulative Forecast Rollups or individual forecast category rollups. This field can only be used when the enableAdjustments field contains a value of true. If both the managerAdjustableCategoryApiNames and ownerAdjustableCategoryApiNames fields are being used, they must contain the same two values. Their values must also be consistent with the values of the enableAdjustments and enableOwnerAdjustments fields.

Valid values for organizations using Cumulative Forecast Rollups:

- bestcaseforecast
- committorecast

Valid values for organizations using individual forecast category rollups:

- bestcaseonly
- committonly

ownerAdjustableCategoryApiNames

This read-only field appears twice to specify the two forecast rollup categories that forecast owners can adjust in the organization, for either Cumulative Forecast Rollups, or individual forecast category rollups. This field can only be used when the enableOwnerAdjustments field contains a value of true. If both the

managerAdjustableCategoryApiNames and ownerAdjustableCategoryApiNames fields are being used, they must contain the same two values. Their values must also be consistent with the values of the enableAdjustments and enableOwnerAdjustments fields.

Valid values for organizations using Cumulative Forecast Rollups:

- bestcaseforecast
- commitforecast

Valid values for organizations using individual forecast category rollups:

- bestcaseonly
- committonly

enableOwnerAdjustments

This field is a subfield of the adjustmentsSettings field. Set this subfield to true to enable the forecast users to adjust their own forecast amounts.

forecastingCategoryMappings

This subtype appears eight times within the ForecastingSettings type. Each occurrence includes fields that specify a type of forecast category rollup, which forecast categories each rollup includes, and the weight of each forecast category in the rollup. Organizations using either Cumulative Forecast Rollups or individual forecast category columns must include all eight occurrences of this subtype. Each forecastingCategoryMappings subtype contains the following fields.

forecastingItemCategoryApiName

This field specifies the API name of the rollup type. The valid values are:

- openpipeline
- bestcaseforecast
- commitforecast
- pipelineonly
- bestcaseonly

- committonly
- closedonly
- omittedonly

weightedSourceCategories

This field can occur more than once when specifying more than one forecast category to include in the rollup type. Each occurrence contains two subfields that specify a forecast category to include in the forecast rollup type and its weight. Some rollup types include more than one forecast category. This table shows the forecast categories that are included in each rollup type.

Rollup Type	Forecast Categories
openpipeline	pipeline, best case, commit
bestcaseforecast	best case, commit, closed
commitforecast	commit, closed
pipelineonly	pipeline
bestcaseonly	best case
commitonly	commit
closedonly	closed
omittedonly	omitted

$\verb"sourceCategoryApiName"$

This subfield of weightedSourceCategories specifies the API name of a forecast category to include in the rollup type. The valid values are.

- pipeline
- best case
- commit
- closed
- omitted

weight

This subfield of weightedSourceCategories specifies the weight given to the forecast category when calculating the forecast for the rollup type. The only supported value is 1.0.

Layout

The following field has been added:

platformActionList

The list of actions, and their order, that display in the Salesforce1 action bar for the layout.

Layout now contains these child subtypes: PlatformActionList and PlatformActionListItem

The following field has been added to the Layoutltem subtype:

analyticsCloudComponent

Refers to an Analytics Cloud dashboard that you can add to a standard or custom object page.

LiveChatAgentConfig

The following fields have been added to the LiveChatAgentConfig object:

enableAutoAwayOnPushTimeOut

Indicates whether an agent appears as "away" (true) or not (false) when a chat request that's been pushed to the agent times out.

enableChatConferencing

Indicates whether chat conferencing is enabled for agents (true) or not (false).

enableVisitorBlocking

Indicates whether an agent can block a visitor by IP address (true) or not (false).

SecuritySettings

The following field has been added to the IpRange subtype:

description

The description of the trusted IP range. Use this field to identify the range, such as which corporate network corresponds to this range.

The following fields have been added to the SessionSettings subtype:

enableClickjackNonsetupUserHeaderless

Indicates whether clickjack protection for customer Visualforce pages with standard headers turned off is enabled (true) or disabled (false).

enforceIpRangesEveryRequest

If true, the IP addresses in Login IP Ranges are enforced when a user accesses Salesforce (on every page request), including access from a client application. If false, the IP addresses in Login IP Ranges are enforced only when a user logs in. This field affects all user profiles that have login IP restrictions.

logoutURL

The URL to which users are redirected when they log out of Salesforce.

The following enumeration value has been added to the minPasswordLength field in the PasswordPolicies subtype:

FifteenCharacters

Requires at least fifteen characters in a valid password.

XOrgHub and XOrgHubSharedObject

These types are no longer available. See Cross-Organization Data Sharing Pilot No Longer Available on page 244.

Salesforce Console API (Integration Toolkit)

The toolkit includes new and updated methods that let you customize a console programmatically.

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

The following methods are new or have changed in API version 34.0.

acceptAgentWork

Accepts an Omni-Channel work item that's assigned to an agent.

closeAgentWork

Changes the status of a work item to "Closed" and removes it from the list of work items in the Omni-Channel widget.

declineAgentWork

Declines an Omni-Channel work item that's assigned to an agent.

focusSidebarComponent()

Focuses the browser on a sidebar component. Use this method to focus on a component with the tab or accordion sidebar style.

getAgentWorks

Returns a list of Omni-Channel work items that are currently assigned to an agent and open in the agent's workspace.

getServicePresenceStatusChannels

Retrieves the service channels that are associated with a Omni-Channel user's presence status.

getServicePresenceStatusId

Retrieves an Omni-Channel agent's current presence status.

login

Logs an agent into Omni-Channel with a specific presence status.

logout

Logs an agent out of Omni-Channel.

setServicePresenceStatus

Sets an Omni-Channel agent's presence status to a status with a particular ID.

Open CTI API

Open CTI includes a new method that helps you customize and integrate Salesforce with Computer-Telephony Integration (CTI) systems.

For more information (English only) about Open CTI, see the Open CTI Developer's Guide.

The following method is new in API version 34.0.

reloadFrame()

Reloads the frame that contains the page making the call.

EDITIONS

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

Available in: **Performance** and **Developer** Editions with the Sales Cloud

Available in: **Enterprise** and **Unlimited** Editions with the Sales Cloud for an additional cost

EDITIONS

Available in:

- Professional
- Enterprise
- PerformanceUnlimited
- · Orinirine
- Developer

Invocable Actions

Invocable Actions represent the actions that can be accomplished on Salesforce with APIs.

All invocable actions are invoked using a common request object so you don't have to interface with different SOAP objects or REST JSON body shapes. Invocable actions provide "describe" support so you can programmatically learn what each action's valid input parameters are, as well as an action's output values.

Invocable actions are available only through the REST API and provide the following attributes:

- Dynamic input and output values
- Programmatic describe support
- Consistent invocation interface

The following Standard actions are new for Summer '15. These actions can be invoked as-is and don't need any setup or creation of an instance.

- Enable Folders for a Content Library
- Refresh Metric Value

For more information on invocable actions, see Invocable Actions in the REST API Developer's Guide.

ISVforce

Summer '15 includes packaging enhancements.

IN THIS SECTION:

Request Metadata API Access in Professional Edition

As an ISV partner, you can request Metadata API access to Professional Edition organizations for your certified apps. After Metadata API access is granted, your app can make Metadata API calls to customers' Professional Edition organizations.

Streamline Managed Packages by Deleting Unused Components

When updating a managed package, you can now delete permission sets and custom settings. By removing components that are no longer used by the app, you reduce its complexity and help create a more streamlined user experience for your customers. The ability to delete these components builds on similar functionality that was introduced in the Summer '15 release.

See Which Apps, Tabs, and Objects Count Toward Organization Limits

The number of custom apps, tabs, and objects that you can create or install in your organization depends on your edition and set of products purchased. You can now easily track how many you've used in your installed packages and how close you are to the limit for each.

Request Metadata API Access in Professional Edition

As an ISV partner, you can request Metadata API access to Professional Edition organizations for your certified apps. After Metadata API access is granted, your app can make Metadata API calls to customers' Professional Edition organizations.

To be eligible for Metadata API access to Professional Edition organizations, your app must pass the AppExchange security review. To request Metadata API access:

1. Submit your app for security review. See Steps in the Security Review.

EDITIONS

Available in:

- Professional
- Enterprise
- Performance
- Unlimited
- Developer

EDITIONS

Available in:

- Professional
- Developer

2. After your app is approved, log a case in the Partner Community in **AppExchange and Feature Requests** > **API Token Request**, and specify SOAP for the type of token.

To make calls to the Metadata API, add an API token (client ID) in your app. Append this API token to the Calloptions SOAP header in API calls. This special key enables your app to make calls to Professional Edition organizations even if the customer doesn't have API access.

Streamline Managed Packages by Deleting Unused Components

When updating a managed package, you can now delete permission sets and custom settings. By removing components that are no longer used by the app, you reduce its complexity and help create a more streamlined user experience for your customers. The ability to delete these components builds on similar functionality that was introduced in the Summer '15 release.



Available in:

Developer



Note: This feature is available to eligible Salesforce partners. For more information on the Partner Program, including eligibility requirements, visit www.salesforce.com/partners.

In complex packages, the number of components can grow very large over multiple release cycles. Deleting unused managed components allows you to keep your app clutter-free while you maintain and upgrade it.

(!) Important:

- Deleting a component permanently deletes the data that exists in that component, deletes tracked history data, and changes integrations that rely on the component, such as assignment or escalation rules. When you delete a component in a managed package, you can't restore it or create another component with the same API name.
 - However, no data or metadata is ever deleted in a subscriber organization without specific action by the customer. Subscribers who upgrade to the new package version still have the deleted components available in their organization. They're displayed in the Unused Components section of the Package Details page. Keeping the components ensures that subscribers have the opportunity to export data and modify custom integrations that involve those components before explicitly deleting them.
- It's your responsibility to educate your customers about the potential impact of any components that you delete. Salesforce
 recommends that you list all deleted custom components and notify customers of required actions in the release notes for
 your upgrade package.

The following restrictions apply when deleting managed components.

• If a component is referenced by other metadata, such as workflow rules, validation rules, or Apex classes, you can't delete that component.

You can delete managed components declaratively from the user interface or programmatically using the Metadata API. In the latter case, specify the components you want to delete in a destructiveChanges.xml manifest file and then use the standard deploy() call. The process is identical to that for deleting components that aren't managed. For more information about the API, see the Metadata API Developer's Guide. For more information about deleting components in managed packages, see the ISVforce Guide.

See Which Apps, Tabs, and Objects Count Toward Organization Limits

The number of custom apps, tabs, and objects that you can create or install in your organization depends on your edition and set of products purchased. You can now easily track how many you've used in your installed packages and how close you are to the limit for each.

Not all items are counted as part of the limit. The custom apps, tabs, and objects in certain managed packages—including most of those available on the AppExchange—don't count toward the limits. Previously, you couldn't see which counted and which didn't. We've added new user interface details to reveal this information. The list view in **Setup** > **Installed Packages** now shows how many apps, tabs, and objects each package includes (2). If the package contents count toward your organization's limits, a check mark appears in the Limits column (1).

ard your

EDITIONS

Available in:Group

Professional

Performance

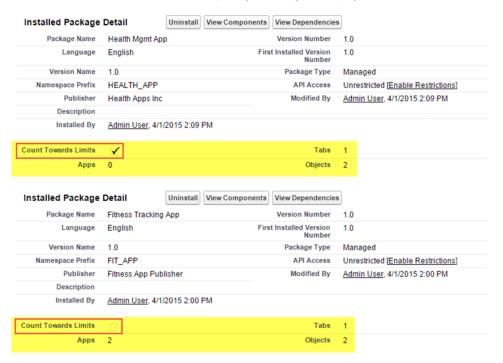
Enterprise

Unlimited

Developer



You can also find this information on each package's Package Detail page.



Configure Apps with Custom Metadata Types (Generally Available)

Use custom metadata types to define configurations and create reusable app components and features that you can package and deploy. You and others can then create custom metadata that uses the characteristics of the custom type.

Platform developers commonly use custom settings or custom objects to define configurations and create reusable app components and features. But because these entities' records are data and not metadata, you can't package, deploy, upgrade, and customize these types in a manageable way. With custom metadata types, you can build apps defined and driven by your own types of metadata.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer
- Database.com

With custom metadata types, you can:

- Speed your development by 25% by writing fewer deployment tools.
- Use just a few custom metadata types to accomplish what previously took tens of thousands of lines of code.
- Upgrade installed apps up to 50% faster.

The essential tasks for custom metadata types are:

- Create custom metadata types and records.
- Create a user interface to accommodate the process of creating, editing, and deleting custom metadata records.
- Package custom metadata types and records in unmanaged packages, managed packages, or managed package extensions.
- Deploy packages that contain custom metadata types and records to Professional, Developer, Enterprise, Performance, Unlimited, and Database.com Edition organizations.
- Use change sets to deploy custom metadata types and records from a sandbox.
- Use all field types that are available in custom settings, except for currency fields, in custom metadata types.
- Use SOQL queries to retrieve data from custom metadata types and their records. Unlike other Apex transactions, you can make unlimited SOQL queries for custom metadata types and records.

For more information.

- Read this blog post on developer.salesforce.com
 - Note: This post is in English only.
- See the Custom Metadata Types Implementation Guide

SEE ALSO:

IdeaExchange: Custom Metadata Types

Security and Identity

We've made the powerful security features in Salesforce even stronger, while adding simplicity of management and ease of use. Now you can encrypt sensitive data for regulatory compliance, manage user accounts on other services based on changes to your own user accounts, and much more.

IN THIS SECTION:

Comply with Data Protection Requirements Using Platform Encryption (Generally Available)

Platform Encryption encrypts sensitive data for compliance with common regulatory requirements.

Data Residency Option (DRO) Feature Retirement

We are retiring the Data Residency Option solution on August 15, 2015. After that date, we will no longer support new installations, and we will discontinue support for existing installations. While you can continue to use the DRO solution, we can't guarantee it will be compatible with future Salesforce releases.

Block Login from Users in Restricted Countries

To comply with U.S. export control and economic laws and regulations, and Salesforce's corporate policies, users with IPs from restricted countries can't log in to Salesforce.

Continuously Enforce IP Addresses in Login IP Ranges

The Enforce login IP ranges on every request Session Settings option restricts the IP addresses from which users can access Salesforce to only the IP addresses defined in Login IP Ranges. This option affects all user profiles that have login IP restrictions.

Track Geographic Location of User Logins

You can now track the geographic location of the IP addresses of user logins from the Login History or Session Management pages, or by querying the LoginGeo object.

Track Authentication Service by ID with Login History

The authentication service ID is now associated with a user's login history. For example, this addition allows developers to create reports that track the SAML or authentication provider configuration for a login event.

Simplified OAuth Flows for External Data Sources and Named Credentials

Previously, OAuth flows for external data sources and named credentials sometimes required users to click **Allow** on two consent screens—one for the external system and one for Salesforce. The Salesforce consent screen no longer appears, simplifying the authentication process.

Log In Once for Concurrent Apps That Use OpenID Connect

After users log in and authorize an application to access their Salesforce user data, they aren't prompted to log in again when they authorize other applications. This behavior applies to single sign-on using OpenID Connect (or OAuth, if a user logs in to another Salesforce app).

Create Single Sign-On Settings from a File or URL

You can configure SAML for single sign-on by importing the settings from an XML file or public URL, instead of having to specify them manually. This streamlines setup and lets you use settings from your identity provider easily.

Access SAML Metadata URL for a Community or Custom Domain

You can share the SAML configuration information for a community or custom domain with your service provider via a public URL. The URL points to metadata that your service provider can conveniently use to configure single sign-on settings to connect to Salesforce.

Edit Endpoints for Google and LinkedIn Authentication Providers

When you set up a Google or Linkedln authentication provider, you can now edit the Authorize Endpoint URL and Token Endpoint URL. In addition, you can edit the Google User Info Endpoint URL.

Choose the Logout Page for Salesforce Users

Direct users to a specific logout destination that maintains your own branding experience after they log out of Salesforce. Or, send them to a specific authentication provider's page.

Test and Use Advanced Networking Protocols

Apex callouts, workflow outbound messaging, delegated authentication, and other HTTPS callouts now support Transport Layer Security (TLS) version 1.2, TLS 1.1, and server name indication (SNI). HTTPS callouts continue to support TLS 1. We recommend that you test your callouts for compatibility in a sandbox before the upgrade.

SMS for Identity Confirmation Renamed in Session Settings

In Session Settings, under Identity Confirmation, the Enable SMS-based identity confirmation setting is renamed. The new name is Enable the SMS method of identity confirmation.

Comply with FedRAMP Standards by Setting Minimum Password Length at 15 Characters

We've added the option to set the minimum password length for your organization at 15 characters. Requiring this minimum length puts your organization in compliance with United States Federal Risk and Authorization Management Program (FedRAMP) and Defense Information Systems Agency (DISA) security standards. Previously, the longest minimum password length you could require was 12 characters.

Supported Login Flow Types

When you connect a login flow to a profile in your organization, only flows of type Flow are supported.

Two-Factor Authentication Available for Contact Manager, Group, and Professional Editions Through Permission Sets

You can now enable two-factor authentication in the Contact Manager, Group, and Professional editions by assigning a permission set to users.

User Provisioning for Connected Apps (Generally Available)

Automatically create, update, and delete user accounts on services, such as Google and Box, based on changes to user accounts in your Salesforce organization or Active Directory service. This feature dramatically reduces the time required to on-board new users, update user accounts, or deactivate accounts. It also provides a centralized view of all user accounts across applications and services.

Connected App Improvements for Finer Control and Easier Administration

Salesforce introduces several changes to the administration of connected apps for quick adjustments to a connected app's configuration.

Get a Delegated Approver Using SCIM (System for Cross-Domain Identity Management)

Developers can use the REST API to get the ID and display name of the assigned approver for an approval process from Salesforce.

Get Quicker Updates on My Domain Name Propagation

The time Salesforce takes to check the status of the DNS propagation of a new domain decreased from 10 minutes to 30 seconds. This change means you can receive notification that your new domain propagation is complete sooner than in previous releases.

Test Your My Domain Login Page Settings Before You Deploy the Domain to All Users

Previously, you deployed a new domain to your users to test the login settings. Now, you can set up a new domain and test the login page settings without deploying the domain to all users.

Comply with Data Protection Requirements Using Platform Encryption (Generally Available)

Platform Encryption encrypts sensitive data for compliance with common regulatory requirements.



Note: You may need to purchase additional services or subscriptions to use this feature. For pricing details, please contact your Salesforce account executive. Platform Encryption is not available if your instance is in the Government Cloud.

Platform Encryption lets customers encrypt data stored throughout Salesforce, whether in the Sales Cloud, Service Cloud, or even custom apps. Encrypt sensitive, confidential, and private data at rest on the Salesforce 1 Platform to help meet privacy policies, regulatory requirements, and contractual obligations for handling private data.

Salesforce Platform Encryption sets up in minutes, with no additional hardware or software, and uses native strong, standards-based encryption. Platform Encryption provides an extra layer to

EDITIONS

Available in: Enterprise, Performance, and **Unlimited** Editions. Available in **Developer** Edition at no charge for organizations created in Summer '15 and later.

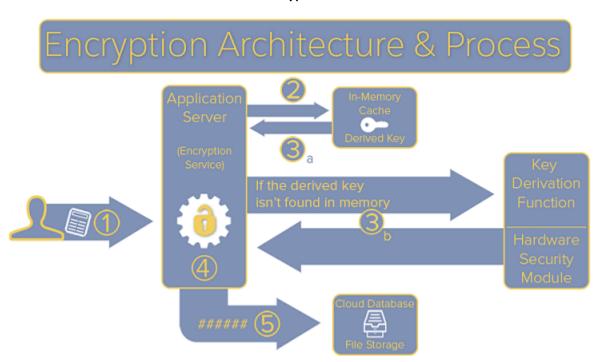
Salesforce's security while enabling customers to enjoy business critical Platform features, such as search, workflow, and validation rules.

You can:

- Encrypt files and attachments.
- Encrypt certain standard and custom fields.
- Use an advanced key management system.

With Platform Encryption, sensitive field data is masked to limit who can see information. Controls help to protect your data. These controls include the use of derived data encryption keys and customer-controlled key rotation, generation, and destruction processes.

Platform Encryption Process Flow



The encryption process follows these steps:

- **1.** Data is sent to the application server.
- **2.** The application server checks if the data encryption key exists in memory.
- **3.** One of the following occurs:
 - **a.** If the data encryption key is found in the cache, the application server retrieves it.
 - **b.** If the data encryption key is not found, the application server reads the organization's encrypted active tenant secret from the database. The application server then requests a key from the key derivation server with accompanying information such as the encrypted tenant secret and release version. The key derivation server derives the key in the HSM using the master secret and the tenant secret and provides it to the application server.
- **4.** The encryption service encrypts the data on the application server.
- **5.** The encrypted data is stored.

What's the Difference Between Classic Encrypted Custom Fields and Platform Encryption?

The following table compares Classic Encrypted Custom Fields and Platform Encryption solutions.

Feature	Classic Encrypted Custom Fields (included in base user license)	Platform Encryption (additional fee applies)
Encryption at Rest	✓	✓
Native Solution (No Hardware or Software is Required)	✓	✓
Encryption Algorithm	128-bit Advanced Encryption Standard (AES)	256-bit Advanced Encryption Standard (AES)
HSM-based Key Derivation		✓
"Manage Encryption Keys" Permission		✓
Generate, Export, Import, and Destroy Keys	✓	✓
PCI-DSS L1 Compliance	✓	
Text (Encrypted) Field Type	✓	
	(Dedicated custom field type, limited to 175 characters)	
Masking	✓	✓
Mask Types and Characters	✓	
"View Encrypted Data" Permission is Required to Read Encrypted Field Values	✓	✓
Email Template Values Respect "View Encrypted Data" Permission		✓
Encrypted Standard Fields		√ *
Encrypted Attachments, Files, and Content		✓
Encrypted Custom Short Text, Long Text Area, Phone, Email, and URL Fields		✓
Encrypt Existing Fields for Supported Custom Field Types		✓
Search (UI, Partial Search, Lookups)		✓
API Access	✓	✓
Available in Workflow Rules and Workflow Field Updates		✓
Available in Approval Process Entry Criteria and Approval Step Criteria		✓

*On the Account object, you can encrypt Account Name. On the Contact object, you can encrypt Email, Fax, Home Phone, Mailing Address (Mailing Street and Mailing City), Mobile, Name (First Name, Middle Name, and Last Name), Other Phone, and Phone.

Data Residency Option (DRO) Feature Retirement

We are retiring the Data Residency Option solution on August 15, 2015. After that date, we will no longer support new installations, and we will discontinue support for existing installations. While you can continue to use the DRO solution, we can't guarantee it will be compatible with future Salesforce releases.

If you have specific and strict data residency requirements (for example, data cannot leave your firewall or country borders), we encourage you to evaluate the options offered on the AppExchange. If you have questions about this change, please contact your account manager.

EDITIONS

Available in:

Unlimited

Block Login from Users in Restricted Countries

To comply with U.S. export control and economic laws and regulations, and Salesforce's corporate policies, users with IPs from restricted countries can't log in to Salesforce.

For details about restricted countries, see http://trust.salesforce.com/trust/blocked.

EDITIONS

Available in all editions

Continuously Enforce IP Addresses in Login IP Ranges

The Enforce login IP ranges on every request Session Settings option restricts the IP addresses from which users can access Salesforce to only the IP addresses defined in Login IP Ranges. This option affects all user profiles that have login IP restrictions.

- 1. From Setup, click **Security Controls** > **Session Settings**.
- 2. Select Enforce login IP ranges on every request.

This option enforces the IP addresses in Login IP Ranges for all Salesforce access requests, including logins from client applications. If this option is not selected, login IP ranges are enforced only when users log in.

EDITIONS

Available in all editions

USER PERMISSIONS

To set session security:

"Customize Application"

Track Geographic Location of User Logins

You can now track the geographic location of the IP addresses of user logins from the Login History or Session Management pages, or by querying the LoginGeo object.

When a user attempts to log in to Salesforce, geographic information about the login attempt is captured in the LoginGeo object. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) may vary. For details about the LoginGeo object, see New Objects.

EDITIONS

Available in all editions

Track Authentication Service by ID with Login History

The authentication service ID is now associated with a user's login history. For example, this addition allows developers to create reports that track the SAML or authentication provider configuration for a login event.

This value is included as a field in the LoginHistory standard object. For more information, see Changed Objects.

EDITIONS

Available in all editions

USER PERMISSIONS

To set session security:

"Customize Application"

Simplified OAuth Flows for External Data Sources and Named Credentials

Previously, OAuth flows for external data sources and named credentials sometimes required users to click **Allow** on two consent screens—one for the external system and one for Salesforce. The Salesforce consent screen no longer appears, simplifying the authentication process.

Now the behavior is as follows. During the OAuth flow, the external system prompts the user to log in. Some external systems require the user to click **Allow** on a consent screen. Then the user returns to the Salesforce organization, unless the external system redirects the user elsewhere upon login.

External data sources that use the Salesforce adapter for Lightning Connect have a slightly longer OAuth flow. The same browser session is used to log in to the external system, which in this case is another Salesforce organization. After successfully logging in to that *provider organization*, the user is prompted to log out and log back in to the original *subscriber organization*. See the Salesforce Help for details about the Salesforce adapter for Lightning Connect.

EDITIONS

Named credentials are available in: **All** Editions.

Lightning Connect external data sources are available in: **Developer** Edition and for an extra cost in: **Enterprise**, **Performance**, and **Unlimited** Editions.

Files Connect external data sources are available in: **Enterprise, Performance, Unlimited**, and **Developer** Editions.

Log In Once for Concurrent Apps That Use OpenID Connect

After users log in and authorize an application to access their Salesforce user data, they aren't prompted to log in again when they authorize other applications. This behavior applies to single sign-on using OpenID Connect (or OAuth, if a user logs in to another Salesforce app).

There are times when users must log in again, such as when:

- The other application explicitly requires a login
- The other application is configured to bypass IP restrictions
- The user's session times out

Even if users don't need to log in again, they are still prompted to allow an application to access their data. For example, a user visits an application and is prompted to log in to Salesforce to authorize access to their Salesforce user information. After the user authorizes the application, the user visits another third-party application that requires access to their Salesforce data. The user isn't prompted to log in to Salesforce again, but the user still allows or denies access to their data.

EDITIONS

Available in all editions

USER PERMISSIONS

To manage, create, edit, and delete OAuth applications:

 "Manage Connected Apps"

Create Single Sign-On Settings from a File or URL

You can configure SAML for single sign-on by importing the settings from an XML file or public URL, instead of having to specify them manually. This streamlines setup and lets you use settings from your identity provider easily.

The XML file must contain SAML 2.0 settings from your identity provider. If you use a URL, it must be public, point to a valid XML file, and be listed in **Security Controls** > **Remote Site Settings**. For more information, see Configuring SAML Settings for Single Sign-On in the Salesforce Help.



Access SAML Metadata URL for a Community or Custom Domain

USER PERMISSIONS		EDITIONS
To read:	"Customize Application"	Connected Apps can be
To create, update, or delete:	"Customize Application" AND either "Modify All Data" OR "Manage Connected Apps"	created in: Group , Professional , Enterprise , Performance , Unlimited , and Developer Editions
To update all fields except Profiles, Permission Sets, and Service Provider SAML Attributes:	"Customize Application"	Connected Apps can be installed in: All Editions
To update Profiles, Permission Sets, and Service Provider SAML Attributes:	"Customize Application" AND "Modify All Data"	
To uninstall:	"Download AppExchange Packages"	

You can share the SAML configuration information for a community or custom domain with your service provider via a public URL. The URL points to metadata that your service provider can conveniently use to configure single sign-on settings to connect to Salesforce.

The Connected App detail page displays the URL of the SAML configuration metadata. The URL appears only if your organization is enabled as an identity provider, and only with connected apps that use SAML.

- 1. From Setup, click Manage Apps > Connected Apps.
- 2. Click the name of a connected app to view its detail page.
- 3. In the SAML Login Information section, copy the URL in Metadata Discovery Endpoint and share it with your service provider.

The Identity Provider page now also includes SAML identity provider information for your custom domain and each community.

- 1. From Setup, click Security Controls > Identity Provider.
- 2. In SAML Metadata Discovery Endpoints, select the URL you want to share with your service provider. Only the URLs that apply to your org appear. For example, if you don't have a community in your org, a community URL doesn't display.
 - Salesforce Identity URL of identity provider metadata for your custom domain in My Domain.
 - Community Name Community Identity URL of identity provider metadata for the named community.

Edit Endpoints for Google and LinkedIn Authentication Providers

When you set up a Google or LinkedIn authentication provider, you can now edit the Authorize Endpoint URL and Token Endpoint URL. In addition, you can edit the Google User Info Endpoint URL.

To enter endpoint URLs, from Setup, click **Security Controls > Auth. Providers** and then create a Google or LinkedIn authentication provider. Enter the appropriate endpoint information from your own third-party application. You also must specify values for the Consumer Key and Consumer Secret.



Example: You can add query string parameters to the base URL in Authorize Endpoint URL. For example, to get a refresh token from Google for offline access, use https://accounts.google.com/o/cauth2/auth?access type=offline&approval prompt=force In this example, the additional approval prompt parameter is necessary to ask the user to accept the refresh action so that Google continues to provide refresh tokens after the first one.

EDITIONS

Available in:

- Professional
- **Enterprise**
- Unlimited
- Performance
- Developer

Choose the Logout Page for Salesforce Users

Direct users to a specific logout destination that maintains your own branding experience after they log out of Salesforce. Or, send them to a specific authentication provider's page.

From Setup, go to Security Controls > Session Settings. Set the Logout Page Settings to provide the URL of the custom logout page. If none is provided, the default is

https://login.salesforce.com/unless/MyDomain is enabled. If My Domain is enabled, the default is https://customdomain.my.salesforce.com.

SEE ALSO:

IdeaExchange: Control Logout URL

IdeaExchange: Customize Logout URL Instead of Salesforce Logout Page

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Unlimited
- Performance
- Developer

Test and Use Advanced Networking Protocols

Apex callouts, workflow outbound messaging, delegated authentication, and other HTTPS callouts now support Transport Layer Security (TLS) version 1.2, TLS 1.1, and server name indication (SNI). HTTPS callouts continue to support TLS 1. We recommend that you test your callouts for compatibility in a sandbox before the upgrade.



Available in all editions

Endpoints running older software sometimes fail to negotiate with TLS when TLS 1.2 or SNI are present in the connection request. A TLS negotiation failure prevents the callout from working. Ensure compatibility with your HTTPS callout endpoints before Salesforce upgrades your production instance to keep your HTTPS callouts functional.

If your instance is NA21 or your sandbox is CS32 or CS33, only TLS 1.2 is enabled in HTTPS callouts.

SEE ALSO:

IdeaExchange: Add TLS 1.2 Support for Outbound HTTPS Callouts/Encryption Requests

SMS for Identity Confirmation Renamed in Session Settings

In Session Settings, under Identity Confirmation, the Enable SMS-based identity confirmation setting is renamed. The new name is Enable the SMS method of identity confirmation.

The setting was renamed to clarify that SMS delivery can be enabled or disabled, but the email method of identity confirmation can't be disabled.

EDITIONS

Available in: Personal, Contact Manager, Group, Professional, Enterprise, Performance, Unlimited, Developer, and Database.com Editions

USER PERMISSIONS

To set session security:

"Customize Application"

Comply with FedRAMP Standards by Setting Minimum Password Length at 15 Characters

We've added the option to set the minimum password length for your organization at 15 characters. Requiring this minimum length puts your organization in compliance with United States Federal Risk and Authorization Management Program (FedRAMP) and Defense Information Systems Agency (DISA) security standards. Previously, the longest minimum password length you could require was 12 characters.

Set the minimum length and specify other password requirements for your organization from Setup in **Security Controls** > **Password Policies**.

EDITIONS

Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer
- Contact Manager
- Database.com

USER PERMISSIONS

Supported Login Flow Types

When you connect a login flow to a profile in your organization, only flows of type Flow are supported.

For more information, see Connect a Login Flow to a Profile in the Salesforce Help.

EDITIONS

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To open, edit, or create a flow in the Cloud Flow Designer:

"Manage Force.com Flow"

Two-Factor Authentication Available for Contact Manager, Group, and Professional Editions Through Permission Sets

You can now enable two-factor authentication in the Contact Manager, Group, and Professional editions by assigning a permission set to users.

For more information, see Permission Set Access for Contact Manager, Group, and Professional Editions on page 217. To set up two-factor authentication, see the video Enhancing Security with Two Factor Authentication.

EDITIONS

Available in:

- Contact Manager
- Group
- Professional

User Provisioning for Connected Apps (Generally Available)

To read: To create, update, or delete: "Customize Application" AND either "Modify All Data" OR "Manage Connected Apps" To update all fields except Profiles, Permission Sets, and Service Provider SAML Attributes: To update Profiles, Permission Sets, and Service Provider SAML Attributes: "Customize Application" "Customize Application" AND "Modify All Data" To uninstall: "Download AppExchange Packages"

EDITIONS

Connected Apps can be created in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions
Connected Apps can be installed in: **All** Editions

Automatically create, update, and delete user accounts on services, such as Google and Box, based on changes to user accounts in your Salesforce organization or Active Directory service. This feature dramatically reduces the time required to on-board new users, update user accounts, or deactivate accounts. It also provides a centralized view of all user accounts across applications and services.



User provisioning for connected apps captures user events (such as creating a user, assigning a permission set or profile, or changing user information) in a Salesforce organization and applies updates to the corresponding account on a third-party service.

For example, you can configure user provisioning for a Google Apps connected app in your organization. Then assign the profile "Employees" to that connected app. When a new user is created in your organization and assigned the "Employees" profile, the user is automatically provisioned in Google Apps. Additionally, when the user is deactivated, or the profile assignment changes, the user is automatically de-provisioned from Google Apps. You can also configure an approval process to request a manager's approval before a provisioning or de-provisioning action.

Add Salesforce Identity Connect to capture events in an Active Directory installation and apply user provisioning updates to an external application. Identity Connect is an on-premise add-on that provides Active Directory integration with Salesforce. It synchronizes Active Directory with your Salesforce user accounts. User provisioning for connected apps can capture Active Directory changes through Identity Connect to provision or de-provision users on a third-party system or application.

User Provisioning for Connected Apps Benefits

A wizard for quick configuration

Run the User Provisioning Wizard to configure user provisioning.

Support for approval processes

Include an approval process to give management control over new user accounts and user account changes.

Stronger security

Automatically disable user accounts in third-party applications when a user leaves the company.

Auditing and compliance

Discover and manage the apps your users use. You can get a centralized view of all the accounts a user has across all connected apps. Run reports and set up alerts.

IT efficiency

Reduce maintenance time on user accounts and save time provisioning users for applications.

Customization

Apex and Visual Workflow support for full customization.

User Provisioning for Connected Apps Requirements

A connected app for the third-party service

Any connected app can support user provisioning, including a "bookmark" connected app.

Named credentials

Named credentials identify the third-party system and its authentication settings. Calls to the third-party system, such as creating, editing, or deleting accounts, use the third-party authentication settings in the named credential. For the named credential, you specify a Named Principal, which can be an account on the third-party system or an OAuth authorization for an existing Auth. Provider in your organization. The User Provisioning Wizard asks for this named credential.

A flow created with the Flow Designer

Flows manage provisioning requests to the third-party system. Salesforce provides a connectors package on the AppExchange containing pre-configured flows to simplify your user provisioning setup process. You associate one of these flows with the connected app using the User Provisioning Wizard.

For more information, see User Provisioning for Connected Apps in the online help.

Connected App Improvements for Finer Control and Easier Administration

Salesforce introduces several changes to the administration of connected apps for quick adjustments to a connected app's configuration.

The following changes improve the administration and usability of connected apps.

Session Timeout for OAuth connected apps

Set a Timeout Value for individual OAuth connected apps when you edit the connected app settings. The Timeout Value sets the expiration of the access tokens for the connected app's session. If you don't set a Timeout Value or *None* is selected (the default), Salesforce uses the Timeout Value in the user's profile. If the profile has no value set, Salesforce uses the Timeout Value in the organization's Session Settings.

EDITIONS

Connected Apps can be created in: **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Connected Apps can be installed in: **All** Editions

Edit user provisioning for connected apps account linkage settings on the user's detail page or connected app detail page

User provisioning for connected apps links a Salesforce user account with their account on a third party system, such as Google Apps. Once linked, you can edit the account link settings in two places:

- (New) The user's detail page in the User Provisioning Accounts section. From Setup, click Manage Users > Users.
- The connected app detail page. From Setup, click Manage Apps > Connected Apps and click the connected app name.

Get a Delegated Approver Using SCIM (System for Cross-Domain Identity Management)

Developers can use the REST API to get the ID and display name of the assigned approver for an approval process from Salesforce.

Salesforce supports the open-standard SCIM specification 1.1 and provides extensions so that you can edit and manage user properties using the REST API. When a developer requests identity information from a Salesforce SCIM endpoint, Salesforce returns the data in JSON format.



Available in all editions

The returned values now include the Delegated Approver's ID and display name under the uniform resource name (URN): urn:scim:schemas:extension:enterprise:1.0.

For more information, see "Use the System for Cross-Domain Identity Management" in the online help.



```
Example: "urn:scim:schemas:extension:enterprise:1.0":{
   "organization":"00DD00###########", "delegatedApprover":{
   "delegatedApproverId":"005D00#############", "displayName":"Renee Moreau" } }
```

Get Quicker Updates on My Domain Name Propagation

The time Salesforce takes to check the status of the DNS propagation of a new domain decreased from 10 minutes to 30 seconds. This change means you can receive notification that your new domain propagation is complete sooner than in previous releases.

Before you can log in and test your new domain, Salesforce propagates the new name to its servers. Previously, Salesforce checked the status of the DNS propagation every 10 minutes. Salesforce now checks on the status of the propagation every 30 seconds, possibly decreasing your wait time for notification that the process is complete.

DNS propagation is not the same as deploying the domain to your users. Deploying your custom domain is a separate process. For more information, see My Domain Overview.

EDITIONS

Available in:

- Performance
- Unlimited
- **Enterprise**
- Developer
- Professional
- Group

Test Your My Domain Login Page Settings Before You Deploy the Domain to All Users

Previously, you deployed a new domain to your users to test the login settings. Now, you can set up a new domain and test the login page settings without deploying the domain to all users.

Customize the appearance of the login page before deploying a new custom domain to your users. Test the login page and confirm the authentication services. You can then roll out the configuration with your initial deployment to your users. For more information, see Set Up a Domain Name.

EDITIONS

Available in:

- Performance
- Unlimited
- Enterprise
- Developer
- Professional
- Group

Critical Updates

This release includes updates that improve the performance, logic, and usability of Salesforce but might affect your existing customizations.

To ensure a smooth transition, each critical update has an opt-in period, which ends on the auto-activation date that's displayed on the Critical Updates page in Setup. During this period, you can manually activate and deactivate the update as often as you need to evaluate the impact on your organization and modify affected customizations. After the opt-in period has passed, the update is automatically activated. For more details, see "Critical Updates Overview" in the Salesforce Help.

Serve Static Resources from the Visualforce Domain

This critical update changes the way that your static resources, such as images, JavaScript, and CSS files, are served from Salesforce. To avoid broken references to static resources, make sure that you review our recommended best practices.

PageReference getContent() and getContentAsPDF() Methods Behave as Callouts

This critical update changes the way calls made to the PageReference methods getContent() and getContentAsPDF()are treated and improves the semantics of the transaction for the calling page.

Set Up Enhanced Goals

All organizations using Work.com Goals will be automatically upgraded to Enhanced Goals on Friday, August 21. You can choose to upgrade as soon as the release is available to use the new features and give your organization more time to migrate your goals customizations.

Help and Training: Walkthroughs, Trailhead, Developer Cookbook

We added walkthroughs, created a cookbook for Service Cloud developers, and updated instructional videos and some of our trust and compliance documents. We're also introducing Trailhead modules!

IN THIS SECTION:

Trailhead Modules

Looking for a good way to get started with Salesforce or dive into a new feature? Meet Trailhead, a fun, guided, and interactive tool to learn Salesforce. You can follow guided learning paths for admins or developers, or choose your own adventure with self-paced modules.

Walkthroughs

A walkthrough is a series of interactive steps that guides you through a task or feature. We created some walkthroughs to introduce you to different features in Salesforce, and more are on the way!

Introducing the Service Cloud Cookbook Developer Guide

Are you a developer who's looking to take a Service Cloud implementation to the next level? Are you a savvy admin who wants to try your hand at improving a Service Cloud implementation with some simple code? Then check out the new *Service Cloud Cookbook*, a collection of simple, impactful code samples that you can add to your organization.

Videos

We created and updated a number of instructional videos to help your users learn about new and improved Salesforce features.

Trust and Compliance Documentation

The Salesforce Trust and Compliance Documents have undergone seasonal updates.

Trailhead Modules

Looking for a good way to get started with Salesforce or dive into a new feature? Meet Trailhead, a fun, guided, and interactive tool to learn Salesforce. You can follow guided learning paths for admins or developers, or choose your own adventure with self-paced modules.

Check out Trailhead at https://developer.salesforce.com/trailhead and find the right trail for you. We offer these modules, with more on the way.

Apex Basics & Database

Use Apex to add business logic and manipulate your Force.com data.

Apex Testing

Write robust code by executing Apex unit tests.

Apex Triggers

Write Apex triggers to perform custom database actions.

Application Lifecycle Management

Learn best practices for team app development and lifecycle management.

Change Management

Safely deploy changes by developing them like apps.

Process Automation

Save time across your organization by using our point-and-click tools to automate repetitive business processes.

Chatter Basics

Develop a Chatter rollout strategy and help your users get started with enterprise social collaboration.

UI Customization

Customize your app's user interface without code.

Data Management

Import and export data in Force.com.

Data Modeling

Give your data structure with objects, fields, and relationships.

Data Security

Control access to data using point-and-click security tools.

Lightning App Builder

Build Salesforce 1 mobile apps quickly with point-and-click tools.

Lightning Components

Build modern apps faster with reusable UI components.

Lightning Connect

Access, display, and integrate data from an external data source in real time.

Formulas & Validations

Tailor your apps without writing code by using point-and-click logic.

Reports & Dashboards

Build real-time reports and charts to visualize key business metrics.

Salesforce1 Mobile Basics

Customize your mobile experience with Salesforce1.

Salesforce Platform Basics

Get introduced to the platform, navigate use cases, and build your first app.

Visualforce Basics

Use Visualforce to build custom user interfaces for mobile and web apps.

Visualforce Mobile

Use Visualforce to customize and expand your Salesforce1 mobile experience.

Walkthroughs

A walkthrough is a series of interactive steps that guides you through a task or feature. We created some walkthroughs to introduce you to different features in Salesforce, and more are on the way!

Before you start a walkthrough, make sure you have the correct user permissions and license associated with the feature so you can access the proper pages in Salesforce. Bon voyage!

Important: Keep in mind that walkthroughs guide you through your own Salesforce account, so you're actually making changes to the data in your organization as you walk through the steps. If you're concerned about making these changes, follow the walkthrough in a sandbox account or other test environment first.

Feature	Walkthroughs	You'll need
Case Feed	Case Feed Setup	ChatterFeed tracking on casesPublisher Actions

Feature	Walkthroughs	You'll need	
Chatter Groups	Allow Users to Add Records to Chatter Groups	"Customize Application" and "View Setup" permissions	
	Add the Groups Related List to Records		
Consoles	Create a Salesforce Console App	Service Cloud User feature license or "Sales Console" permission	
Lightning Process Builder	Create an Automated Follow-Up Task	"Interaction (Flow)" and "View All Data" permissions	
Notes	Set Up Notes	"Customize Application" and "View Setup" permissions	
Organization Sync	Explore the Connection Detail Page	Salesforce to Salesforce replication connection"Manage Connections" permission	
Permission Sets	Create, Edit, and Assign a Permission Set	"Manage Profiles and Permission Sets" and "Assign Permission Sets" permissions	
Platform Encryption	Create an Encrypted Custom Field	 Platform Encryption "Customize Application" and "View Setup" permissions "View Encrypted Data" permission (for viewing encrypted field values) 	
Reporting	♣ Create a Knowledge Search Activity Report Type	"Manage Custom Report Types" and "Manage Public Reports" permissions	
Sales Path	Set Up a Sales Path	 Sales Path enabled "View Setup" permission "Modify All Data" permission "Customize Application" permission 	
Salesforce1	Customize the Salesforce1 Navigation Menu	"Customize Application" permission	
	Create a Global Quick Action		
	Customize Global Publisher Layouts		

SEE ALSO:

What's a walkthrough?

Introducing the Service Cloud Cookbook Developer Guide

Are you a developer who's looking to take a Service Cloud implementation to the next level? Are you a savvy admin who wants to try your hand at improving a Service Cloud implementation with some simple code? Then check out the new Service Cloud Cookbook, a collection of simple, impactful code samples that you can add to your organization.

Want to improve how cases are organized? Add customizations to a Salesforce console? Personalize your Live Agent chat window? The *Service Cloud Cookbook* includes code samples you can use right out of the box to solve these problems and many more.

Check out how code can help you take your customer service to the next level with the Service Cloud Cookbook.

Videos

We created and updated a number of instructional videos to help your users learn about new and improved Salesforce features.

- Organization Sync lets you set up a secondary, synced Salesforce organization that users can access when your primary organization is undergoing maintenance. To learn about Organization Sync, check out this short video: How Organization Sync Works
- The new Social Customer Service video, Support Your Customers on Their Social Networks, provides a brief overview on getting started with Social Customer Service.
- The new Avoid Unwanted Actions in Your Process video shows you how to set options in the Process Builder so you can, for example, avoid sending a bunch of emails to the VP every time a high-value opportunity is updated.
- The new Report Notifications video shows you how to set up report notifications to stay on top of your business.
- The new Who Sees What: Record Types video shows you how to organize and gather data for the same object, in different ways, using record types.
- The new Searching in Salesforce video walks you through searching in Salesforce, and within Chatter, so you can locate files, posts, records, and topics quickly.
- The new How to Search In Help video shows you how to fine tune your search settings and luse the filters so that you can find exactly what you need, every time.
- The new Formulas: Tips and Gotchas video gives you some best practices, such as writing your formula in plain language and using formatting to organize the formula so its easy to read. We also cover how to handle blank fields in both addition or subtraction, and division.
- The new Custom Fields: Picklists video walks you through creating a picklist field as well as adding new values to the field, and deleting old values.

Trust and Compliance Documentation

The Salesforce Trust and Compliance Documents have undergone seasonal updates.

Notices and Licenses

The following changes have been made in the **Notices and Licenses Documentation**:

Salesforce

Updated third party notices to reflect current product offerings, including adding new third party content providers.

Updated "Distributed Software" section to include licenses for Salesforce Authenticator for iOS and Android.

Updated open source table.

Analytics Cloud

Updated open source table.

Pardot

Updated open source table.

Removed notices applicable to integrations that are no longer available.

ExactTarget

Updated Restricted Uses of Information section.

Updated third-party notices to reflect current product offerings, including adding new third-party services.

Removed notices applicable to products that are no longer available.

Marketing Cloud

Updated third-party notices to reflect current product offerings, including adding new third-party services.

Predictive Intelligence

Updated third-party notices to reflect current product offerings, including adding new third-party services.

Desk.com

Updated "Third-Party Applications" sections to include the following apps: AMC Technology, Amity, AnswerDash, DataHero, FullStory, GetFeedback, HelplQ, Helppier, NewVoiceMedia, OneReach, Quisbee, RingCentral, Slack, Swiftype, Teckst, and ThinkCS

Updated "Third-Party Applications" sections to remove the following app: Lexity.

Heroku

Clarified that the Heroku Toolbelt and the Heroku Command Line Interface are each licensed pursuant to the MIT license.

Security, Privacy, and Architecture

The following changes have been made in the **Security**, **Privacy**, and **Architecture Documentation**:

Salesforce

Audits and Certifications: Clarified that the SOC 1 report is performed under both the American SSAE 16 standard and international ISAE 3402 standard.

Audits and Certifications: Added a link to Help & Training to provide additional background on Encrypted Custom Fields.

Security Procedures, Policies, and Logging: Clarified that the cryptographic technology used to protect user passwords is a one-way salted hash.

Work.com on Salesforce

Security Procedures, Policies, and Logging: Clarified that the cryptographic technology used to protect user passwords is a one-way salted hash.

Reliability and Backup: Added information on replication of Customer Data, clarifying that it is replicated to the disaster recovery site.

Reliability and Backup: Clarified differences between data backup periods for production and Sandbox environments.

Analytics Cloud

Security Procedures, Policies, and Logging: Clarified that the cryptographic technology used to protect user passwords is a one-way salted hash.

Reliability and Backup: Added information on replication of Customer Data, clarifying that it is replicated to the disaster recovery site.

Pardot

User Authentication: Clarified the user authentication may be supported by means other than a user ID and password combination, such as a single sign-on system (SSO).

ExactTarget

Audits and Certifications: Updated information to reflect that SOC reports now cover broader aspects of Salesforce's information security control environment and are not limited to Salesforce's data centers.

Security Controls: Updated information noting controls related to secure transport, customer configurable security, and customer configurable roles and permissions.

Reliability and Backup: Added additional information to reflect that backups on backup media are encrypted.

Predictive Intelligence

Reliability and Backup: Added clarifications that data is protected via replication in three zones.

Radian6

Salesforce.com Infrastructure/Audits and Certifications: Removed information on Softlayer, reflecting Salesforce's discontinued use of Softlayer in providing the Radian6 Services.

Audits and Certifications: Updated information to reflect that the Radian6 Services' information security management system is within the scope of an ISO 27001 certification.

Audits and Certifications: Updated information to reflect that the information security control environment applicable to the Radian6 Services now undergoes an independent evaluation in the form of a SOC 2 report.

Reliability and Backup: Added additional disclosures relating to redundant configurations that support the Radian6 Services.

Reliability and Backup: Added additional disclosures that backups are verified for integrity and stored in Salesforce data centers.

Data Encryption: Updated information on the encryption of social account OAuth tokens.

Buddy Media

Audits and Certifications: Updated information to reflect that the Buddy Media Services' information security management system is within the scope of an ISO 27001 certification.

Audits and Certifications: Updated information to reflect that the information security control environment applicable to the Buddy Media Services now undergoes an independent evaluation in the form of a SOC 2 report.

Reliability and Backup: Added disclosures relating to redundant configurations that support the Buddy Media Services.

Viruses: Provide background on scanning by Buddy Media Services of uploaded images and videos for known viruses, which do not store images and videos found to contain a virus.

Social.com

Salesforce Infrastructure: Added description of the infrastructure used to host Customer Data submitted to the Social.com Services, reflecting transition from Softlayer to infrastructure owned or controlled by Salesforce.com.

Third-Party Infrastructure: Removed information on Softlayer and other references to third-party infrastructure to reflect the transition from Softlayer to Salesforce infrastructure in providing the Social.com Services.

Deletion of Customer Data: Updated to reflect data deletion periods associated with Salesforcec infrastructure.

SEE ALSO:

Salesforce.com Trust and Compliance Documents

Other Salesforce Products: Desk.com, Heroku

Desk.com and Heroku have release notes you can consult separately.

desk.com

Desk.com is an all-in-one customer support app for small businesses and growing teams.

For information on new features, go to the Desk.com Product Updates Blog.

Heroku

Heroku is a cloud-based application platform for building and deploying web apps.

For information on new features, go to the Heroku Changelog.