# Financial Services Cloud Implementation Guide

Salesforce, Winter '17


@salesforcedocs

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# FINANCIAL SERVICES CLOUD

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Financial Services Cloud is the platform designed for high-touch client relationship management. Empower your advisors to deliver the personalized, proactive service that clients expect. Accelerate advisor productivity with technology that helps them engage with clients like never before, and build deeper, lasting, more profitable relationships.

We've done the hard part. Your advisors get the tools that let them focus on high-value client activities instead of routine, administrative tasks. As an admin, you get the trusted power, security, and scalability of the Salesforce platform—tailored for advisory firms to streamline implementation. Install the Financial Services Cloud managed package and the unmanaged extension package. Connect data from your portfolio management, financial planning, and other systems of record. And then configure the app to suit how your advisors like to work.

# THE SALESFORCE DATA MODEL FOR FINANCIAL SERVICES CLOUD

Learn how we've adapted the Salesforce data model to create a foundation for industries that require a structured, flexible B2C data model. New custom fields on the Account and Contact standard objects let us model an individual client. New custom objects let us model client financials, household relationships, and more.

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Data Model Overview

Learn about the objects and relationships that represent an individual person within the Financial Services Cloud data model.

Tools for Getting Oriented to the Data Model

For reviewing the objects that come with Financial Services Cloud, you have choices. You can use Schema Builder, the data model viewing tool, along with the Object Manager, and the Enterprise WSDL.

How Is an Individual Client Modeled?

Financial Services Cloud represents a client using a combination of the standard Account and Contact objects, coupled in what is called a *unified object view* of an individual person. These objects have been extended with custom fields, records types, and more.

How Are a Client's Financial Accounts Modeled?

Custom objects represent individual clients' financial accounts and the parties involved with their financial accounts. These objects are related to the account part of the individual.

How Are a Client's Other Assets, Liabilities, Goals, and Revenue Modeled?

Custom objects represent individual clients' other assets, liabilities, and goals. These objects are related to the account part of the individual.

How Is a Household Modeled?

A household represents a group of clients who live together and whose financials are summarized at the household level. A household is an account with the Household record type. The household is related to the contact part of the individual using the Account Contact Relationship standard object, which we've extended with custom fields.

Does the Data Model Implement a Party Model?

We support the concepts of party and party relationships. We don't currently support the concept of party role. If a person was originally created as a business contact and later becomes a client (account and contact coupled), the contact and client remain as two separate entities. We don't recognize that both entities represent the same individual in distinct roles. Nor do we support deduplicating or merging of both sets of data for the same individual.

## Data Model Overview

Learn about the objects and relationships that represent an individual person within the Financial Services Cloud data model.

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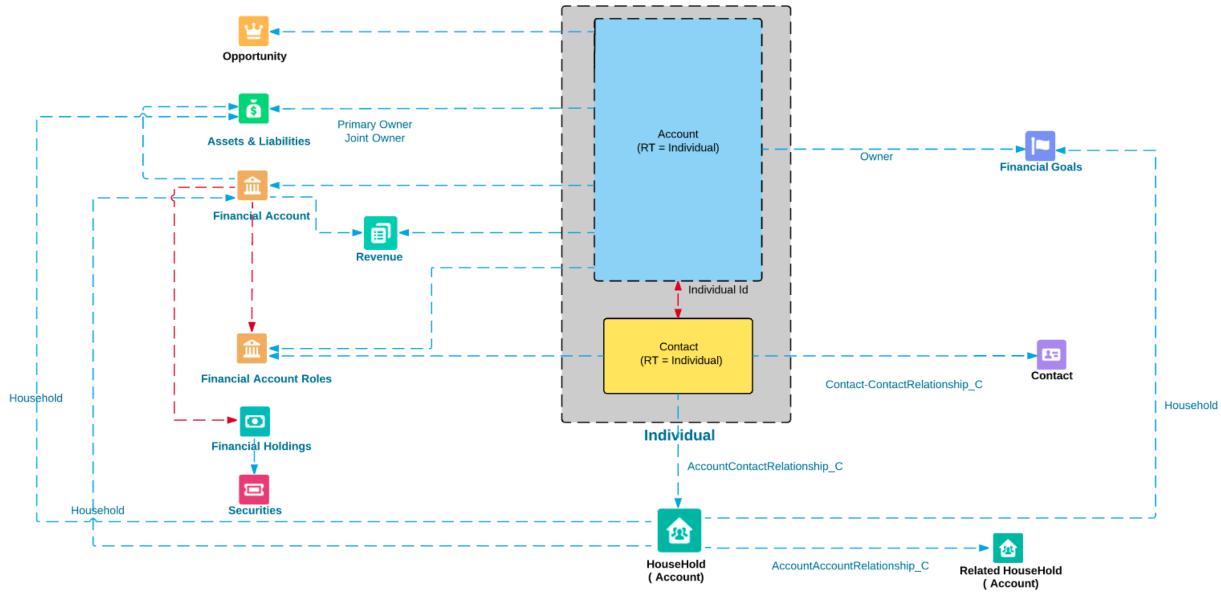


## Tools for Getting Oriented to the Data Model

For reviewing the objects that come with Financial Services Cloud, you have choices. You can use Schema Builder, the data model viewing tool, along with the Object Manager, and the Enterprise WSDL.

From Setup, enter either `Object Manager`, `Schema Builder`, or `API` in the `Quick Find` box. Then select either **Object Manager**, **Schema Builder**, or **API**. You can also use a describe call from the API to see the complete list of fields for an object.

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## How Is an Individual Client Modeled?

Financial Services Cloud represents a client using a combination of the standard Account and Contact objects, coupled in what is called a *unified object view* of an individual person. These objects have been extended with custom fields, records types, and more.

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| Object | Standard or Custom | Purpose | Record Types |
|---|---|---|---|
| Account | Standard | • Represents aspects of the client that pertain to dealings with your firm, such as review frequency or service tier<br>• Related to opportunities, | Individual |

| Object | Standard or Custom | Purpose | Record Types |
|---|---|---|---|
| | | cases, and other Salesforce transactions | |
| Contact | Standard | • Represents aspects of the client that pertain to personhood regardless of the client's relationship with your firm, such as birth date or tax ID number<br>• Related to events, tasks, calls, and other Salesforce communications | Individual |

When you create an individual client, Salesforce creates both an account record and a contact record that are related by the custom field, Individual ID. This custom field on both Account and Contact lets you reference the individual with a single ID.

Usually, with the unified object view, clients appear in Salesforce as a person, not as separate account and contact records. But not always. The structure under the hood sometimes surfaces in an account-only context or a contact-only context, such as in list views of accounts or contacts. In global search results, it can appear as though one individual is a duplicate account and contact. Keep this structure in mind as you help your advisors get accustomed to working in Financial Services Cloud.

Important: Make sure that no required fields are on the Contact object. To add required fields for a client, create the fields on the Account object.

## How Are a Client's Financial Accounts Modeled?

Custom objects represent individual clients' financial accounts and the parties involved with their financial accounts. These objects are related to the account part of the individual.

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| Object | Standard or Custom | Represents | Record Types |
|---|---|---|---|
| Financial Account | Custom | A client's financial account, such as a brokerage account, bank account, or insurance policy. | • Bank Account<br>• General Account<br>• Investment Account<br>• Insurance Policy |
| Financial Account Role | Custom | The role occupied by a person or organizational entity that is involved with a financial account, such as a beneficiary or trustee. | • Account Role<br>• Contact Role |

| Object | Standard or Custom | Represents | Record Types |
| --- | --- | --- | --- |
| Financial Holding | Custom | A holding in an investment account, such as 10,000 shares of Salesforce (CRM). | |
| Securities | Custom | An asset that is part of a client's financial holding, such as a stock. | |

# How Are a Client's Other Assets, Liabilities, Goals, and Revenue Modeled?

Custom objects represent individual clients' other assets, liabilities, and goals. These objects are related to the account part of the individual.

| Object | Standard or Custom | Represents | Record Types |
| --- | --- | --- | --- |
| Assets and Liabilities | Custom | A client's assets, such as real estate or collectibles, and liabilities, such as a mortgage, that are not otherwise represented in the financial account. | • Asset<br>• Liability |
| Financial Goals | Custom | A client's financial goal, such as retirement or home purchase. | |
| Revenue | Custom | Revenue generated from a client's financial account or advisory services. | |

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# How Is a Household Modeled?

A household represents a group of clients who live together and whose financials are summarized at the household level. A household is an account with the Household record type. The household is related to the contact part of the individual using the Account Contact Relationship standard object, which we've extended with custom fields.

We can also relate individual household members to external contacts, and relate a household to external contacts and accounts. Custom objects represent relationships with other professional advisors, business entities, and other households.

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| Object | Standard or Custom | Represents | Record Types |
|---|---|---|---|
| Account | Standard | The household entity. | Household |
| Account-Account Relationship | Custom | The relationship between two accounts, such as between a household and a business account, or between two households. | |
| Account Contact Relationship | Standard | The relationship between the contact part of an individual and the household that the individual belongs to. | |
| Contact-Contact Relationship | Custom | The relationship between the contact part of the individual and a business contact. | |
| Reciprocal Role | Custom | Represents the complementary role implied by the relationship of an individual to another individual or entity. For example, Proprietor and Owned Business. | |

# Does the Data Model Implement a Party Model?

We support the concepts of party and party relationships. We don't currently support the concept of party role. If a person was originally created as a business contact and later becomes a client (account and contact coupled), the contact and client remain as two separate entities. We don't recognize that both entities represent the same individual in distinct roles. Nor do we support deduplicating or merging of both sets of data for the same individual.

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# SECURING YOUR DATA WITH SALESFORCE SHIELD

Salesforce Shield—a set of security tools that helps you protect data at rest, monitor usage, and prevent malicious activity—is fully supported. If you implement Shield, keep in mind these considerations when securing your confidential client data using Platform Encryption, event monitoring, and Field Audit Trail.

We strongly recommend that you first review the Salesforce online help to understand how the Salesforce Shield security tools work. Use that information along with these important considerations when implementing security for Financial Services Cloud.

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## Considerations for Platform Encryption

Platform Encryption gives your data a whole new layer of security while preserving critical platform functionality. The data you select is encrypted at rest, to help your firm confidently comply with privacy policies, regulatory requirements, and contractual obligations for handling private data. Consider these important pre-installation and post-installation requirements.

Before you install Financial Services Cloud, ensure that these fields are not encrypted and have never been encrypted previously.

- Account object: `Name` field
- Contact object: `Name` field
- Contact object: `Mailing Address` field

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**Important:** If any of these fields are—or have ever been—encrypted, you can't install the managed package. To proceed, contact your Salesforce account representative to request a new org.

Even after successful installation, these fields can't be encrypted.

SEE ALSO:

Protect Your Salesforce Data with Shield Platform Encryption

## Considerations for Monitoring User Activity with Event Log Files

Event log files contain the granular details of user activity. Information about these user activities, known as *events*, let you swiftly identify abnormal behavior and safeguard data. Refer to these considerations when retrieving event log files that are stored in the EventLogFile API object.

All Financial Services Cloud activities are tracked as standard event types.

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# GET READY TO USE FINANCIAL SERVICES CLOUD

In the org where you are installing Financial Services Cloud, first plan your implementation and then perform prerequisite tasks.



## Planning Considerations for Financial Services Cloud

Before implementing Financial Services Cloud, it's important to determine the design. You also want to be familiar with working in Lightning Experience.



## Considerations for Designing Your Implementation

Plan ahead to make the transition easier for your advisory teams, partners, and clients. To help ensure successful rollout and adoption, determine how you want to support client interactions and services.

We recommend implementation in a new Salesforce org, rather than in an existing org with production data.

- Review the out-of-the-box capabilities and compare them to your current needs. How do you want to change default configurations? Evaluate modifications to fields, picklists, layouts, and everything else that's required to support your business processes.
- Plan for integrations with transactional systems, external data sources, custodians, and any other platforms that your business relies on.
- Beyond the pre-configured settings, evaluate whether you need advanced customizations.
- Estimate the size of your user base and determine your licensing requirements.

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- Determine if any limits or limitations affect your implementation.

SEE ALSO:

Financial Services Cloud Availability and Limitations

## A New Way of Working in Lightning Experience

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Your advisors are going to be working in Lightning Experience, the freshly redesigned user experience for Salesforce apps. Financial Services Cloud is one of the first apps built exclusively for Lightning Experience.

Tip: If you're new to Lightning Experience, to get oriented quickly and earn some fun Trailhead badges, complete the Admin Trail, Getting Started with Lightning Experience.

You can complete nearly all tasks described in this guide using Setup tools in Lightning Experience. If you're required to switch to Salesforce Classic for a specific task, go to your profile photo in the header and switch. When you're ready to return to Lightning Experience, select your name in the header and switch back.

While Lightning components aren't editable because they're part of the managed package's Lightning component bundle, you can view which components come in the bundle. From Setup, enter *`Lightning Components`* in the `Quick Find` box, then select **Lightning Components**.

SEE ALSO:

Find Your Way Around Lightning Experience

# Pre-Installation Tasks for Accounts and Advisor Profile

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Set up accounts and the advisor profile before installing Financial Services Cloud.

1. Verify That Contacts to Multiple Accounts Is Enabled
   The Contacts to Multiple Accounts feature must be enabled to support the Financial Services Cloud data model.
2. Create an Advisor User Profile
   Create a profile for advisors by cloning the Standard User profile. This cloned profile becomes the baseline that grants advisors access to Financial Services Cloud features.

## Verify That Contacts to Multiple Accounts Is Enabled

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The Contacts to Multiple Accounts feature must be enabled to support the Financial Services Cloud data model.

1. From Setup, enter *`Account Settings`* in the `Quick Find` box, then select **Account Settings**.
2. Ensure that `Allow users to relate a contact to multiple accounts` is selected.

# Create an Advisor User Profile

Create a profile for advisors by cloning the Standard User profile. This cloned profile becomes the baseline that grants advisors access to Financial Services Cloud features.

When you install the Financial Services Cloud packages, you're required to map this cloned profile to the Advisor custom profile that's provided in each package.

1. From Setup, enter *Profiles* in the `Quick Find` box, then select **Profiles**.
2. **Clone** the Standard User profile.
3. Give it a name, such as *Advisor*.
4. Save your changes.

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# Pre-Installation Tasks for Lightning Experience

Financial Services Cloud is built for Lightning Experience. You must configure Lightning Experience before installing the packages.

1. Register a My Domain Subdomain
   Register a subdomain with the My Domain wizard and then deploy it. To use Lightning components, you must have My Domain enabled.
2. Enable Notes (Optional)
   Accelerate users' productivity by giving them access to Notes, the enhanced note-taking tool. We recommend enabling this supporting feature before you enable Lightning Experience.
3. Enable Lightning Experience
   Lightning Experience must be enabled because Financial Services Cloud is supported only in Lightning Experience.

EDITIONS

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# Register a My Domain Subdomain

Register a subdomain with the My Domain wizard and then deploy it. To use Lightning components, you must have My Domain enabled.

1. From Setup, enter *My Domain* in the `Quick Find` box, then select **My Domain**.
2. Enter the subdomain name you want to use within the sample URL.

   The subdomain appears in your firm's login URL as `https://`*`subdomain`*`.my.salesforce.com/`. It can't contain these reserved words:

   - www
   - salesforce
   - heroku

   And, you can't start the domain name with:

   - root
   - status

3. Select **Check Availability**. If your name is already taken, choose a different one.
4. Select **Register Domain**.

EDITIONS

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You can refresh the page to check the registration status, or wait for the confirmation email. It can take up to 3 minutes.

After registration is confirmed, your domain is ready for testing and deployment.

5. Select **Click here to login**.
6. (Optional) Continue with mobile phone registration.
7. If you land on the Salesforce home page, return to **My Domain** in Setup.
8. Select **Deploy to Users**, and then confirm that you want to make the permanent change of deploying the custom domain to users.

# Enable Notes (Optional)

Accelerate users' productivity by giving them access to Notes, the enhanced note-taking tool. We recommend enabling this supporting feature before you enable Lightning Experience.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Enable Notes.
   a. From Setup, select **Lightning Experience**.
   b. Select **Set Up Notes**.
   c. Select **Edit Notes Settings**.
   d. Select `Enable Notes`.
   e. Save your changes.
2. Make sure that the Notes related list is included on your page layouts.
3. Make sure that users can take notes from the Chatter publisher, the Global Actions menu, and the Salesforce1 action bar. Verify that the global publisher layout includes the **New Note** quick action in the Salesforce Classic Publisher and Salesforce1 and Lightning Experience Actions sections.

SEE ALSO:

Set Up Notes

Configure Page Layouts for Notes

Enable Lightning Experience

# Enable Lightning Experience

Lightning Experience must be enabled because Financial Services Cloud is supported only in Lightning Experience.

EDITIONS

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1. From Setup, select **Lightning Experience**.
2. Review and consider enabling the recommended supporting features before you enable Lightning Experience.

   Important: Duplicate Management is not supported with Financial Services Cloud. We don't recommend enabling this feature.

3. Select the **Lightning Experience** toggle to enable.

SEE ALSO:

Enable Notes (Optional)

# FINANCIAL SERVICES CLOUD PACKAGES

Financial Services Cloud functionality is available via two packages. The managed package delivers most of the features, while the unmanaged extension package delivers field sets.

EDITIONS

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Note: You can locate the links to the Financial Services Cloud packages within the Product Specific Terms section of your order form.

Install the Managed Package

The managed package contains most of the functionality, including custom fields and objects, list views and profiles of clients and households, and administrative configurations. Install it from the AppExchange.

Install the Unmanaged Extension Package

The unmanaged extension package delivers field sets that configure the display of fields within the client and household profiles. After you've installed the managed package, install the unmanaged package.

## Install the Managed Package

The managed package contains most of the functionality, including custom fields and objects, list views and profiles of clients and households, and administrative configurations. Install it from the AppExchange.

EDITIONS

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1. Paste the URL for the managed package into your browser navigation bar and press **Enter**.
2. Enter the password you received from Salesforce.
3. Select **Install for Specific Profiles...**.
4. Scroll down to the Advisor profile. Set the Access Level to `Advisor`.

   This step maps the cloned profile that you created (as a pre-installation task) to the Advisor profile provided in the package.

5. Select **Install**.

   If it takes a while, you can select **Done** and move on to do something else while installation finishes. Check your email for confirmation that installation was successful.

6. Verify installation of the managed package.
   a. From Setup, enter `Installed Packages` in the `Quick Find` box, then select **Installed Packages.**
   b. Look for Financial Services Cloud.

# Install the Unmanaged Extension Package

EDITIONS

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The unmanaged extension package delivers field sets that configure the display of fields within the client and household profiles. After you've installed the managed package, install the unmanaged package.

1. Paste the URL for the unmanaged package into your browser navigation bar and press **Enter**.
2. Enter the password you received from Salesforce.
3. Select **Install for Specific Profiles...**.
4. Scroll down to the Advisor profile. Set the Access Level to `Full Access`.

   This step maps the cloned profile that you created (as a pre-installation task) to the Advisor profile provided in the package.

5. Select **Install**.

   If it takes a while, you can select **Done** and move on to do something else while installation finishes. Check your email for confirmation that installation was successful.

6. Verify installation of the unmanaged package.
   a. From Setup, enter `Installed Packages` in the `Quick Find` box, then select **Installed Packages.**
   b. Look for Financial Services Cloud Ext.

# THE LAST LAP: POST-INSTALLATION TASKS

After you've installed both packages, complete the Financial Services Cloud post-installation with these setup and configuration tasks.



## Navigation Setup

Let advisors get around easily in Financial Services Cloud.

EDITIONS

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1. Configure Navigation to Client Profiles

   Standard URLs in the user interface that ordinarily point to account and contact detail pages require a different navigation path for client information. When advisors interact with detail page links, you want them to navigate to a client or household profile—not the client's account or contact record. Configure overrides to redirect these URLs.

2. Configure the Assets and Liabilities Tab

   Financial Services Cloud advisors need this navigation tab to access details about their cleints' assets and liabilities.

## Configure Navigation to Client Profiles

Standard URLs in the user interface that ordinarily point to account and contact detail pages require a different navigation path for client information. When advisors interact with detail page links, you want them to navigate to a client or household profile—not the client's account or contact record. Configure overrides to redirect these URLs.

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1. From the management settings for Contacts, go to **Buttons, Links, and Actions**.
2. Next to View, select **Edit**.

3. Override the view action with a Visualforce Page, and then select **ContactDetailRedirect [FinServ_ContactDetailRedirect]** from the drop-down list.
4. Save your changes.

## Configure the Assets and Liabilities Tab

Financial Services Cloud advisors need this navigation tab to access details about their cleints' assets and liabilities.

1. From Setup, enter `tabs` in the `Quick Find` box, then select **Tabs**.
2. Next to Assets and Liabilities, click **Edit**.
3. For the tab style, select **Scales**.
4. Save your changes.
   The Assets and Liabilities tab now appears on the navigation bar.

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# Lightning Pages Setup

Give advisors the most important information about their books of business.

1. Configure the Home Page
   Configure the Home page to include the appropriate Lightning Experience components.
2. Configure the Client Page
   Financial Services Cloud now uses Lightning pages for client and household pages. Configure the client record page for clients and households, so advisors can access client and household pages. Optionally, you can also customize the layout of components on client and household pages.

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## Configure the Home Page

Configure the Home page to include the appropriate Lightning Experience components.

1. From Setup, enter `Lightning` in the `Quick Find` box, then select **Lightning App Builder**.
2. Next to Home, click **View**.
3. In Lightning App Builder - Home, click **Activation**.
4. If you are assigning the page to specific profiles, select the profiles and then click **Next**.
5. After you finish activation, click **Back** to exit Lightning App Builder and then refresh your browser.
   This Lightning page is upgradeable by Financial Services Cloud. If you want to add or remove Lightning components from this page, you must clone it. Click **Clone** in Lightning App Builder.

   Note: Financial Services Cloud can't upgrade a cloned page.

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# Configure the Client Page

Financial Services Cloud now uses Lightning pages for client and household pages. Configure the client record page for clients and households, so advisors can access client and household pages. Optionally, you can also customize the layout of components on client and household pages.

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1. From Setup, enter `Lightning` in the `Quick Find` box, then select **Lightning App Builder**.
2. Next to Client Record Page, click **View**.
3. Click **Activation**.
4. If you chose to assign the page to specific apps, select one or more apps and then click **Next**.
5. Save your changes.
6. After you finish activation, click **Back** to exit Lightning App Builder and then refresh your browser.

   If you want to modify the Lightning page to meet your business needs, click **Clone** from Lightning App Builder, and add or remove Lightning components.

   Note: Financial Services Cloud can't upgrade cloned pages automatically. If you want your page to get upgraded automatically, use the default Lightning page.

# B2C Lead Conversion Setup

Let advisors convert B2C leads to clients from Financial Services Cloud.

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1. Configure B2C Lead Record Types
   We've packaged the Retirement Planning lead record type to represent a commonly used B2C lead. Refer to this example as you create your own record types for managing your firm's B2C business.
2. Map Lead Fields for Lead Conversion
   Specify how to convert information from custom lead fields to custom contact fields when converting a lead to a contact.
3. Create Lead Status Picklist Values
   Add picklist values to the Lead Status field to allow advisors to track contacted leads.

## Configure B2C Lead Record Types

We've packaged the Retirement Planning lead record type to represent a commonly used B2C lead. Refer to this example as you create your own record types for managing your firm's B2C business.

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1. From Setup, enter `Leads` in the `Quick Find` box, then select **Record Types**.
2. Review the properties of the Retirement Planning record type, then use it as a model for creating your own B2C lead record types.

## Map Lead Fields for Lead Conversion

Specify how to convert information from custom lead fields to custom contact fields when converting a lead to a contact.

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1. From Setup, enter `Leads` in the `Quick Find` box, then select **Fields**.
2. In the custom fields section, click **Map Lead Fields**.
3. For Created from Lead, select the custom field, `Contact.Created from Lead`.
4. For Employer, select the custom field, `Contact.Current Employer`.
5. Save your changes.

## Create Lead Status Picklist Values

Add picklist values to the Lead Status field to allow advisors to track contacted leads.

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Note: Make sure you're in Salesforce Classic.

1. From Setup, enter `Leads` in the `Quick Find` box, then select **Fields**.
2. Select **Lead Status**.
3. Create picklist values for `Working - Contacted` and then for `Nurturing - Contacted`.
   a. Click **New**.
   b. For **Lead Status**, enter `Working - Contacted`.
   c. Save your changes.
   d. Repeat these steps and enter `Nurturing - Contacted`.
4. Configure **Lead Status** picklist values from `Lead Process`.
   a. From Setup, enter `Lead Process` in the `Quick Find` box, then select `Lead Process`.
   b. Select `Lead Process`.
   c. Add at least one (Converted) value from left to right.
   d. Select the default value: New
   e. Save your changes.

# Wallet Share Opportunities Setup

Let advisors manage their Opportunities from Financial Services Cloud.

1. Create Opportunity Stage Picklist Values
   Add picklist values to the Stage field to allow advisors to track open client opportunities.

# Create Opportunity Stage Picklist Values

Add picklist values to the Stage field to allow advisors to track open client opportunities.

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1. From Setup, enter `Opportunities` in the `Quick Find` box, then select **Fields**.
2. Select **Stage**.
3. Create picklist values for *`Assessment Needed`*, *`Develop Proposal`*, *`Client Presentation`*, and *`Initiate Transfer`*.
   a. From Opportunity Stages Picklist Values, click **New**.
   b. Give the stage a name.
   c. Enter the probability that the stage represents.
      We recommend these percentages:
      - Assessment Needed—25
      - Develop Proposal—50
      - Client Presentation—75
      - Initiate Transfer—90
   d. Select `Sales Processes`:
      - Opportunity Process
      - Wallet Share
      - Other values (optional)
   e. Save your changes.

# Profiles and Permissions Setup

Give advisors the necessary permissions to manage their books of business from Financial Services Cloud.

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1. Enable Advisor Profile Permissions
   Enable required permissions and a field-level security setting for the Advisor profile. Also enable them as required for the System Administrator profile.
2. Create a User with the Advisor Profile and Permission Set
   Create a user and assign it the Advisor profile and Advisor Access permission set. Then verify that you can view the app when logged in as an advisor.

# Enable Advisor Profile Permissions

Enable required permissions and a field-level security setting for the Advisor profile. Also enable them as required for the System Administrator profile.

Financial Services Cloud provides both an Advisor profile and an Advisor Access permission set. Make sure to assign both the profile and the permission set to your advisors.

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Tip: To access permission sets, from Setup, enter `Permission Sets` in the `Quick Find` box, then select **Permission Sets**. Later, when you're ready to assign the permission set to your advisors, select **Manage Assignments**.

You can edit the Advisor profile because you created it and mapped it to the packaged Advisor profile that we provide. You can't edit the Advisor Access permission set. If you want to add permissions, leave the Advisor Access permission set as is, and create another permission set for the extra permissions. Keeping them separate helps ensure that future upgrades to the Advisor Access permission set don't affect your additions.

Note: Be sure to make your edits to—or clone from—the Advisor profile (not the Standard User profile). The Standard User profile doesn't have access to packaged features.

1. From Setup, enter `Profiles` in the `Quick Find` box, then select **Profiles**.
2. Select the Advisor profile.
3. Enable these permissions.
   - Drag-and-Drop Dashboard Builder
   - Edit Case Comments
   - Import Leads
   - Manage Cases
   - Manage Leads
   - Transfer Cases
   - Transfer Leads
   - View My Team's Dashboards
   - View Reports in Public Folders
   - View Dashboards in Public Folders
4. For both the Advisor and System Administrator profiles, set field permissions for the `Type` field in the Task object. Depending on which interface you're using, do one of the following:
   - Permission sets or enhanced profile user interface—In the `Find Settings...` box, enter `Task` and select **Tasks** from the list. Edit the task and enable Read and Edit for the `Type` field.
   - Original profile user interface—In the Field-Level Security section, select **View** next to Task. Edit the task and enable read access on the `Type` field.
5. For both the Advisor and System Administrator profiles, verify the record type settings for these objects.
   - Events default to `Advisor Event`
   - Leads default to `Retirement Planning`
   - Opportunities default to `Opportunity (Wallet Share)`
   - Tasks default to `Advisor Task`

# Create a User with the Advisor Profile and Permission Set

Create a user and assign it the Advisor profile and Advisor Access permission set. Then verify that you can view the app when logged in as an advisor.

1. From Setup, enter `Users` in the `Quick Find` box, then select **Users**.
2. Create a user. Assign it the `Salesforce` user license and the `Advisor` profile.
3. Save your changes.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

4. From Setup, enter `Permission Sets` in the `Quick Find` box, then select **Permission Sets**.
5. Select the permission set that you cloned from the Advisor Access permission set, and then select **Manage Assignments**.
6. Select **Add Assignments**.
7. Select the checkbox next to the user's name, and then select **Assign**.
8. Dismiss the confirmation message.
9. Log in as the new user and confirm that you start on the Home landing page.

# Page Layouts and Global Actions Setup

Give advisors access to actions and related lists from accounts and contacts in Financial Services Cloud.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Add Related Lists to Account and Contact Page Layouts
   You can add related lists to account and contact detail pages so that advisors can see all the clients and households that an entity has relationships with. A related list complements the relationship information that's shown on client and household profiles, helping advisors more easily cultivate new business through centers of influence.
2. Add Global Actions to Publisher Layouts
   Enable global actions so that advisors can easily record details about client tasks, events, and calls, by simply launching an action from the Salesforce header.

# Add Related Lists to Account and Contact Page Layouts

You can add related lists to account and contact detail pages so that advisors can see all the clients and households that an entity has relationships with. A related list complements the relationship information that's shown on client and household profiles, helping advisors more easily cultivate new business through centers of influence.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Add the Related Contacts related list to the Contact layout.
   a. In the Contact management settings, go to **Page Layouts**.
   b. Next to Contact (Individual) Layout, select **Edit**.
   c. In the palette, select the **Related Lists** category and then drag **Related Contacts** to the Related Lists section.
   d. Double-click the tabbed portion of the new related list, and verify the selected fields. We recommend these selections in this order.
      - Contact
      - Related Role
      - End Date
      - Active
   e. Save your changes.

   The Related Contacts related list is added to the contact detail page.
2. Add the Related Accounts related list to the Account layout by repeating the following steps for Account (Business) Layout, Account (Individual) Layout, and Account (Household) Layout.

a. In the Account management settings, go to **Page Layouts**.

b. Next to Account (Business) Layout, select **Edit**.

c. In the palette, select the **Related Lists** category and then drag **Account Account Relations (Account)** to the Related Lists section.

Tip: To avoid data inconsistencies, confirm that you're choosing the correct item by hovering over it in the palette. Don't choose the similarly labeled **Account Account Relations (Related Account)** option.

d. Double-click the tabbed portion of the new related list, and verify the selected fields. We recommend these selections in this order.

- Account
- Related Role
- End Date
- Active

e. Save your changes.

The Related Accounts related list is added to the account detail page for business, individual, and household accounts.

## Add Global Actions to Publisher Layouts

Enable global actions so that advisors can easily record details about client tasks, events, and calls, by simply launching an action from the Salesforce header.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Replace the default actions available to advisors in Salesforce1 and Lightning Experience Actions.

   a. From Setup, enter `Global Actions` in the `Quick Find` box, then select **Publisher Layouts**.

   b. Select **New**.

   c. Give the publisher layout a name, such as `Advisor Publisher Layout`.

   d. Save your changes.

   e. Select the override option in the Salesforce1 and Lightning Experience Actions section.

   f. Remove these actions: **New Event**, **New Task**, and **Log a Call**.

   g. Select the **Salesforce1 & Lightning Actions** category in the palette, and then drag these actions to the Salesforce1 and Lightning Experience Actions section.

   - **NewEventAdvisor**
   - **NewTaskAdvisor**
   - **LogACallAdvisor**

   h. Save your changes.

2. Assign the Advisor Publisher Layout to the Advisor profile.

   a. From the list of Global Publisher Layouts, select **Publisher Layout Assignment**.

   b. Select **Edit Assignment**.

   c. In the table, select the cell for the Advisor profile.

   If other profiles need this layout assigned as well, select them now.

d. Choose `Advisor Publisher Layout` from the drop-down list.

e. Save your changes.

# The Finish Line: Final Setup Tasks

Let advisors get the most out of Financial Services Cloud by completing these final post-installation tasks.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Configure Client Roles

   When advisors create a client record, they specify the client's role within the household. For example, client, spouse, domestic partner, or dependent. These roles are picklist values for the Role field on the Account Contact Relationship object. Define roles that represent the types of household members that your firm tracks.

2. Configure Dashboard Components

   The packaged dashboards contain components that require configuration before they're ready for use.

## Configure Client Roles

When advisors create a client record, they specify the client's role within the household. For example, client, spouse, domestic partner, or dependent. These roles are picklist values for the Role field on the Account Contact Relationship object. Define roles that represent the types of household members that your firm tracks.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup (in Salesforce Classic only), enter `Contact Relationships` in the `Quick Find` box, then select **Fields** under Contact Relationships.
2. Select `Roles`.
3. Delete the standard Salesforce roles and add roles as needed.

   We recommend these roles:

   - Client
   - Dependent
   - Domestic Partner
   - Spouse
   - Other

4. Save your changes.

## Configure Dashboard Components

The packaged dashboards contain components that require configuration before they're ready for use.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Configure the Closed Opportunities by Source component.

   a. Go to the Reports list and select the Closed Opportunities by Source report (in the Advisor Reports folder).

   b. Select **Customize**.

c. Add the Marketing Segment field to the report. Set the primary grouping to Lead Source and the secondary grouping to Marketing Segment.

d. Save your changes to the report.

e. Verify that this component displays data in the My Book of Business - Sales & Opportunities dashboard.

# THE EXTRA MILE: CUSTOMIZE YOUR IMPLEMENTATION

Are you ready for more? These tasks can take you far in Financial Services Cloud.

Modify the Salesforce1 Navigation Menu

Let advisors access Financial Services Cloud through the Salesforce1 mobile navigation menu.

Add Actions to Custom Object Page Layouts

Enable clone, delete, and edit actions for Financial Services Cloud custom objects so that advisors can access them on record detail pages in Lightning Experience.

Configure Reciprocal Roles

Within a relationship, a reciprocal role describes the role of one entity relative to another entity. For example, Client and Power of Attorney, or Proprietor and Business. We've provided a set of commonly used reciprocal role records. You can edit them to specify more granular roles for extended families, specific types of attorneys, or various professional affiliations.

Configure Company Name Override for Leads

Configure the company name override in Custom Settings as part of configuring the B2C lead conversion process. By default, the override is enabled for System Administrator and Advisor Profiles.

Configure Chatter Feed Tracking

If your firm has approved Chatter for use, configure feed tracking to allow advisors to use the Chatter feed on client and household profiles. The feed makes it easy for the advisory team to provide collaborative service and advice. Chatter isn't required for any packaged functionality except the Chatter feed on the Collaborate tab.

Configure Custom Record Types for Individuals and Households

Financial Services Cloud gives you the flexibility to configure custom individual client and household record types. If your advisors have an individual client or a household that don't fit the default record type, you can configure a custom record type based on the default individual or group record type provided by Financial Services Cloud.

## Modify the Salesforce1 Navigation Menu

Let advisors access Financial Services Cloud through the Salesforce1 mobile navigation menu.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter *`Salesforce1 Navigation`* in the `Quick Find` box, then select **Salesforce1 Navigation**.
2. Ensure that only supported items are included in the Selected menu items list.

   We recommend:

   - Accounts
   - Contacts
   - Financial Accounts
   - Financial Goals
   - Financial Holdings
   - Assets and Liabilities
   - Leads

- Opportunities
- Tasks
- Notes
- Events
- Dashboards
- Reports
- Feed
- People
- Groups
- Smart Search

3. Save your changes.

Note: Account pages display as Salesforce Classic account pages. The Home page doesn't work with Salesforce1 or mobile browsers.

SEE ALSO:

What's Not Available in the Salesforce1 Mobile App

# Add Actions to Custom Object Page Layouts

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Enable clone, delete, and edit actions for Financial Services Cloud custom objects so that advisors can access them on record detail pages in Lightning Experience.

1. From the management settings for each custom object whose actions you want to manage, such as Financial Accounts, go to **Page Layouts**.
2. Select **Edit** next to each page layout you want to add actions to.
3. Select the **Salesforce1 & Lightning Actions** category in the palette, and then drag these actions to the Salesforce1 and Lightning Experience Actions section.
    - **Clone**
    - **Delete**
    - **Edit**
4. Save your changes.
5. Repeat these steps for each custom object's page layout, as needed.

# Configure Reciprocal Roles

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Within a relationship, a reciprocal role describes the role of one entity relative to another entity. For example, Client and Power of Attorney, or Proprietor and Business. We've provided a set of commonly used reciprocal role records. You can edit them to specify more granular roles for extended families, specific types of attorneys, or various professional affiliations.

1. Switch to Salesforce Classic and go to the Reciprocal Roles tab.

Tip: If the tab isn't visible in the tab bar, select the All Tabs icon to show the full list of available tabs.

2. In the View drop-down list, select **All**, and then select **Go** to view the reciprocal roles.

| Role | Inverse |
|---|---|
| Accountant | Client |
| Lawyer | Client |
| Parent | Dependent |
| Dependent | Parent |
| Ex-Spouse | Ex-Spouse |
| Grandparent | Grandchild |
| Grandchild | Grandparent |
| Power of Attorney | Client |
| Extended Family | Extended Family |
| Business | Proprietor |
| Sibling | Sibling |
| Spouse | Spouse |

3. Edit these reciprocal roles as needed. If you add a reciprocal role record and select **Create Inverse Role**, Salesforce creates a corresponding record that has the values for Role and Inverse swapped.

Note: The predefined reciprocal role are available only in English. To translate them into another language, delete the role records and create your own records.

# Configure Company Name Override for Leads

Configure the company name override in Custom Settings as part of configuring the B2C lead conversion process. By default, the override is enabled for System Administrator and Advisor Profiles.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter *`Custom Settings`* in the `Quick Find` box, then select **Custom Settings**.
2. Select **B2C Lead Company Name Config**.
3. Click **Manage** and then edit **System Administrator** or **Advisor**.
4. To turn off the override, clear `Override Company Name`.
5. If you want to apply this custom setting to other profiles or users, add them and make sure that `Override Company Name` is selected for each one.

# Configure Chatter Feed Tracking

If your firm has approved Chatter for use, configure feed tracking to allow advisors to use the Chatter feed on client and household profiles. The feed makes it easy for the advisory team to provide collaborative service and advice. Chatter isn't required for any packaged functionality except the Chatter feed on the Collaborate tab.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Verify that Chatter is enabled.
   a. From Setup, enter *Chatter Settings* in the Quick Find box, then select **Chatter Settings**.
   b. In the Chatter Settings section, verify that Enable is selected.
2. From Setup, enter *Feed Tracking* in the Quick Find box, then select **Feed Tracking**.
3. To enable the Chatter feed on the client profile, configure feed tracking for the Contact object. To enable the Chatter feed on the household profile, configure feed tracking for the Account object.
   a. Select the object.
   b. Select Enable Feed Tracking.
   c. Save your changes.

# Configure Custom Record Types for Individuals and Households

Financial Services Cloud gives you the flexibility to configure custom individual client and household record types. If your advisors have an individual client or a household that don't fit the default record type, you can configure a custom record type based on the default individual or group record type provided by Financial Services Cloud.

To configure a custom individual record type, you must first create a custom account record type using the Account (Individual) Layout and create a custom contact record type using the Contact (Individual) Layout. To configure a custom household record type, you must first create a custom account record type using the Account (Household) Layout.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter *custom* in the Quick Find box, then select **Custom Metadata Types**.
2. To configure an individual record type, click **Individual Record Type Mapper**. To configure a household record type, click **Group Record Type Mapper**.
3. Depending on your record type, click either **Manage Individual Record Type Mappers** or **Manage Group Record Type Mappers**.
4. Click **New**.
5. Complete the following information for the record type mapper.

   Note: The required information depends on the record type.

   a. Enter the label for your custom record type mapper.
      The Individual Record Type Mapper Name is filled automatically based on this label. Keep it the same as the label.
   b. For Account Record Type, enter your custom account record type name.
      This name is the same as your custom record type.
   c. Enter the account namespace for your custom record type's org.

   d. For Contact Record Type, enter your custom contact record type name.
   e. Enter the contact namespace for your custom record type's org.
   f. For Account Type, enter either `Individual` or `Group`, depending on your custom record type.

6. Save your changes.
   When advisors create a new account, this custom record type is available to use.

SEE ALSO:

Create Record Types

# DEFAULT CONFIGURATIONS

## Dashboard Defaults

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Packaged dashboards help your advisors monitor their engagements with existing clients, spot trends, and identify opportunities to bring in more business.

The default dashboards are based on the underlying reports in the Advisor Reports folder. They're also based on these custom report types.

- Clients - Dashboards
- Households - Dashboards

If you want to customize any packaged dashboard, we recommend that you clone an existing dashboard rather than modifying it directly. We also recommend that you edit dashboards in Salesforce Classic only, because of limitations when using dashboards in Lightning Experience.

## Client Address Defaults

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Four addresses are supported per client: permanent, mailing, seasonal, and one other address. Users can designate one of them as primary. Addresses aren't supported at the household level.

Here's how we use address fields from the account and contact parts of the individual.

| Object | Address Fields | Used As |
|---|---|---|
| Account | Mailing | Mailing |
| Account | Other | Other |
| Contact | Billing | Permanent |
| Contact | Shipping | Seasonal |

## Custom Tabs' Icon Defaults

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Some icons are considered Lightning Component Tabs built specifically for Financial Services Cloud, while others are considered Custom Object Tabs. Either way, you can edit the default tab icons.

From Setup, enter *`Tabs`* in the `Quick Find` box, then select **Tabs**.

Keep in mind that the icons' appearance in Setup shows how they appear in Salesforce Classic. They're styled differently in Lightning Experience. But rest assured that any icon changes that you make in Setup are automatically reflected in the Lightning Experience navigation menu and application pages.

# Client and Household Roll-Up Summary Defaults

Clients' financial accounts, assets, and liabilities are automatically totaled for each individual client, and multiple individuals' totals can be summarized at the household level. Review the default roll-up summaries and roll-up configurations to determine whether you want to change how roll-ups work.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Client Roll-Ups to Households

Advisors decide client-by-client which items to include in the household roll-up summary: financial accounts, goals, assets and liabilities, and Salesforce essentials such as tasks and events.

Client and Household Roll-Up Summaries by Lookup Fields

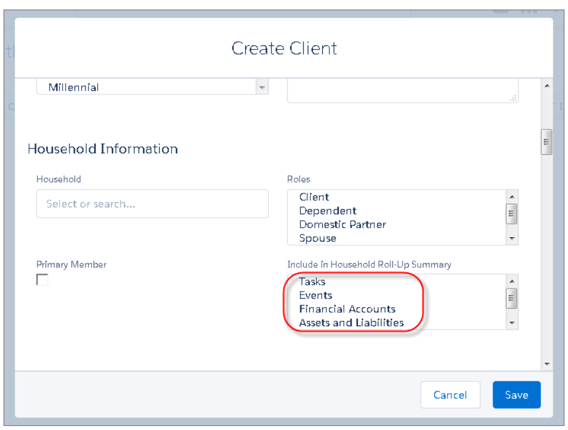
Roll-up summaries for individual clients' and households' financial accounts, assets, and liabilities are defined by the custom objects, Rollup By Lookup Config and Rollup By Lookup Filter Criteria. These objects enable calculation of roll-up summaries based on lookup field relationships between objects, rather than master-detail relationships. Customization of roll-up configurations isn't currently supported.

## Client Roll-Ups to Households

Advisors decide client-by-client which items to include in the household roll-up summary: financial accounts, goals, assets and liabilities, and Salesforce essentials such as tasks and events.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions




In the Create Client dialog box, the `Include in Household Roll-Up Summary` field offers options for summarizing the client's information at the household level. The options correspond to picklist values in the Roll-Ups field on the Account Contact Relationship object. To view the default configurations for client roll-ups to households, from Setup (in Salesforce Classic only), enter *`Contact Relationships`* in the `Quick Find` box, then select **Fields** under Contact Relationships. Select the `Roll-Ups` field.

# Client and Household Roll-Up Summaries by Lookup Fields

Roll-up summaries for individual clients' and households' financial accounts, assets, and liabilities are defined by the custom objects, Rollup By Lookup Config and Rollup By Lookup Filter Criteria. These objects enable calculation of roll-up summaries based on lookup field relationships between objects, rather than master-detail relationships. Customization of roll-up configurations isn't currently supported.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

# SYSTEMS INTEGRATION

## Guidelines for Salesforce for Outlook

If your firm uses Salesforce for Outlook, keep in mind these guidelines when syncing contacts, events, tasks, and email.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

- Your users can create and sync contacts, events, and tasks in both directions.
- Client records created in Salesforce sync with Outlook in both directions.

  Note: Creating client records in Outlook isn't currently supported.

- Using the Salesforce for Outlook side panel, your users can add emails, events, and tasks to clients. When emailing a client, users can add the email to the client record. When sending or receiving email about a client, users can associate the email with one or more of the clients involved. Associating clients with Outlook calendar events and Outlook tasks works similarly.
- Added emails, events, and tasks and are displayed in the Activity tab of the client profile.
- Emails, tasks, and events are associated with the contact part of the client record.

  Tip: Sometimes, the side panel displays a client's name twice. The Add icon appears next to both, with no indication that one is the account record while the other is the contact record. Instruct your users to select the name on top, to properly associate the item with the contact part of the client.

## Considerations for Integrating Data

Integrating data from custodians, financial planning, portfolio management, asset aggregation, and all the other platforms that support your front- to back-office is a major implementation task.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

If you're uploading data using the Data Loader, APIs, or third-party integrations, check for structural integrity and consistency between systems.

- Maintain consistent naming conventions for the account and contact parts of individual clients.
- Prevent uploaded financial transaction data from overriding fields that are automatically calculated in Financial Services Cloud by default, which affects other fields or roll-up summaries.

## Recommended Data Upload Sequence for Data Loader

Integrating data from custodians, financial planning, portfolio management, asset aggregation, and all the other platforms that support your front- to back-office is a major implementation task. If you use Data Loader to bulk import data, we recommend a sequence for exporting and importing the initial objects.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

We recommend this sequence for uploading client, household, and financial account data.

1. Clients
2. Households

3. Clients' relationships to households
4. Financial accounts

Continue with the remaining data in any sequence, except where noted.

- Financial goals
- Assets and liabilities
- Securities followed by financial holdings
- Contact-contact relationships



# Upload Client Data Using Data Loader

Start the process of uploading data using Data Loader by uploading data about clients. First upload Account data, then Contact data.

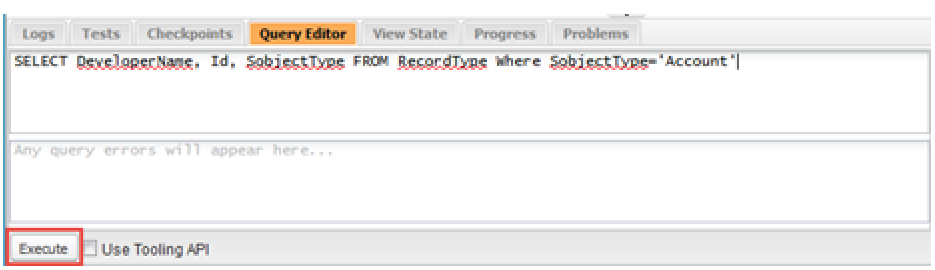
EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Before you start, we recommend that you:

- Ensure that you've identified all the picklist values in use for each object so that you load only valid values for picklist or multi-select picklist fields.
- Run the latest version of Data Loader, which is always available in Salesforce.

1. In the Developer Console, look up the `Id` for the `IndustriesIndividual` record type for the Account object.
   a. From the Salesforce header, open the Developer Console.
   b. Select the Query Editor tab.
   c. Enter this SOQL query: `SELECT DeveloperName, Id, SobjectType FROM RecordType Where SobjectType='Account'`.




   d. **Execute** the query.
   e. From the query results, copy the `Id` for the record that shows `IndustriesIndividual` in the `DeveloperName` field.

| Query Results - Total Rows: 3 | | |
|---|---|---|
| DeveloperName | Id | SobjectType |
| IndustriesBusiness | 012B000000019PMIA0 | Account |
| IndustriesHousehold | 012B000000019PNIA0 | Account |
| IndustriesIndividual | 012B000000019POIA0 | Account |

2. In the Data Loader, after you've logged in, export the Account object to a CSV file.

   We recommend that you:

   - Choose to export the data to a new CSV file. Let's say that you choose the file name `account.csv`.
   - Choose **Select all fields** when creating your SOQL query.

3. In the resulting `account.csv` file, paste the `Id` value that you copied from your earlier query into the `RecordTypeId` field for every client record that you upload.

   Important: Every client record must have this same `RecordTypeId` value. The `FinServIndividualType__c` field also shows the value, Individual, which confirms that the record type corresponds to an individual.

4. In the `account.csv` file, enter the rest of your client data to upload data for the account part of each client.

   Keep in mind these guidelines.

   - For newly created records, the value of `OwnerID` defaults to your user ID. If you want to change `OwnerID` values so that various advisory team members are assigned ownership of client records, do so now.
   - Ensure that dates are formatted to match the date format specified for your org.

5. In the Data Loader, insert the data from your updated `account.csv` file. **Create or Edit a Map** and choose the option to **Auto-Match Fields to Columns**.

   Tip: For every account record that has the Individual `RecordTypeId`, Salesforce automatically creates a primary contact record for each account record. In a later step, you perform another data upload to update these contact records.

6. In your org, check for the newly created client records to verify your upload of Account data.

7. In the Data Loader, export the Contact object to a CSV file.

   We recommend that you:

   - Choose to export the data to a new CSV file. Let's say that you choose the file name `client_contact.csv`.
   - Choose **Select all fields** when creating your SOQL query. Specify the condition that the `FinServIndividualType__c field = Individual`.

8. In the `client_contact.csv` file, enter your client data to update data for the contact part of each client, such as mailing address and email.

   Important: Do not edit these fields that uniquely identify each contact record and its relationship with the account part of the client.

   - `RecordTypeId`
   - `Id`
   - `FinServIndividualId__c`
   - `FinServIndividualType__c`
   - `AccountId`

9. In the Data Loader, update the data from your updated `client_contact.csv` file. **Create or Edit a Map** and choose the option to **Auto-Match Fields to Columns**.

**10.** In your org, check for the updated client records to verify your upload of Contact data.

# Upload Household Data Using Data Loader

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Continue uploading data about households using Data Loader.

1. In the Developer Console, look up the `Id` for the `IndustriesHousehold` record type for the Account object.
   a. From the Salesforce header, open the Developer Console.
   b. Select the Query Editor tab.
   c. Enter this SOQL query: `SELECT DeveloperName, Id, SobjectType FROM RecordType Where SobjectType='Account'`.

      Tip: Since you already queried for the `Id` in an earlier step when you uploaded client data, check the History pane. If your previous query is listed, select it for quick reuse.

   d. **Execute** the query.
   e. From the query results, copy the `Id` for the record that shows `IndustriesHousehold` in the `DeveloperName` field.
2. In the Data Loader, export the Account object to a CSV file.

   We recommend that you:

   - Choose to export the data to a new CSV file. Let's say that you choose the file name `household.csv`.
3. In the resulting `household.csv` file, delete all columns except for these columns.
   - `FinServNotes__c`
   - `Name`
   - `RecordTypeId`
   - `OwnerId` (Required only if you want to change `OwnerID` values so that various advisory team members are assigned ownership of household records.)
   - Any custom fields that you've added.
4. In the `household.csv` file, paste the `Id` value that you copied from your earlier query into the `RecordTypeId` field for every household record that you upload.
5. In the `household.csv` file, enter the rest of your household data.
6. In the Data Loader, insert the data from your updated `household.csv` file. **Create or Edit a Map** and choose the option to **Auto-Match Fields to Columns**.
7. In your org, check for the newly created household records to verify your upload of Account data.

# Relate Clients to Households Using Data Loader

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

Relate clients to households from your previous uploads of Account and Contact data, using Data Loader.

1. In the Data Loader, export the Account object to a CSV file.

   We recommend that you:

   - Choose to export the data to a new CSV file. Let's say that you choose the file name `households.csv`.

- Choose **Select all fields** when creating your SOQL query. Specify the condition that the value of `RecordTypeId__c = Record Type ID`, where *`Record Type ID`* corresponds to the value for `IndustriesHousehold`.

2. In your org, add a member to any household. Make sure to select all values in the `Include in Household Roll-Up Summary` field so that you load only valid values for this picklist field.
3. In the Data Loader, export the AccountContactRelation object to a CSV file.

   We recommend that you:

   - Select `Show all Salesforce objects`, and then select *`Account Contact Relationship (AccountContactRelation)`*.
   - Choose to export the data to a new CSV file. Let's say that you choose the file name `acr.csv`.
   - Choose **Select all fields** when creating your SOQL query. Specify the condition that `IsDirect = false AND FinServRollups__c includes ('Tasks')`.

4. In the resulting `acr.csv` file, delete all columns except for these columns.
   - `CreatedDate`
   - `CreatedById`
   - `LastModifiedDate`
   - `LastModifiedById`
   - `SystemModStamp`

5. In the `client_contact.csv` file that you exported during client data upload, copy all the values from the `Id` column and paste them into the `ContactId` column of the `acr.csv` file.
6. For each unique contact ID in the `client_contact.csv` file, determine which household the contact belongs to. Map the corresponding household ID to that contact in the `acr.csv` file. Based on this mapping, copy the values from the `Id` field in the `households.csv` file and paste them into the `ContactId` column of the `acr.csv` file.
7. In the `acr.csv` file, enter the rest of your data to relate clients to households.

   Keep in mind these guidelines.

   - `Roles` define an individual's role within the household, such as client, spouse, or dependent.
   - The value of `IsDirect` must be `false` for all records.
   - If the individual is the primary household member, set `FinServPrimary__c` to `true`.
   - In `FinServPrimary__c`, include the items that you want to be summarized at the household level.

8. In the Data Loader, insert the data from your updated `acr.csv` file.
   a. Select `Show all Salesforce objects`, and then select *`Account Contact Relationship (AccountContactRelation)`*.
   b. **Create or Edit a Map** and choose the option to **Auto-Match Fields to Columns**.
9. In your org, check the membership information in some household profiles to verify your upload of AccountContactRelation data.

# Upload Financial Account Data Using Data Loader

Continue uploading data about financial accounts using Data Loader.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. In your org, create an initial financial account record for each type of financial account, associated with any client: investment account, bank account, and insurance policy. On one of the financial accounts, designate the client as a joint owner.
2. In the Data Loader, export the FinancialAccount object to a CSV file.

   We recommend that you:

   - Choose to export the data to a new CSV file. Let's say that you choose the file name `financialaccount.csv`.
   - Choose **Select all fields** when creating your SOQL query.

3. In the resulting `financialaccount.csv` file, delete these columns.
   - `CreatedDate`
   - `CreatedById`
   - `LastModifiedDate`
   - `LastModifiedById`
   - `SystemModStamp`
   - `LastActivityDate`
   - `LastViewedDate`
   - `LastReferencedDate`
   - `Id`
   - `FinServHousehold__c`

4. In the `financialaccount.csv` file, enter the rest of your financial account data.

   We recommend that you:

   - In the `client_contact.csv` file that you exported during client data upload, copy the values from the `AccountId` column and paste them into the `FinServPrimaryOwner__c` column of the `financialaccount.csv` file.
   - For any jointly owned financial account, make sure that you enter the correct `FinServJointOwner__c` value from the `AccountId` column in the `client_contact.csv` file.
   - Ensure that you enter the correct value for `FinServOwnership__c`, using the valid ownership values retrieved in your initial export of financial account data.

5. In the Data Loader, insert the data from your updated `financialaccount.csv` file. **Create or Edit a Map** and choose the option to **Auto-Match Fields to Columns**.
6. In your org, check for the newly created financial account records to verify your upload of FinancialAccount data.
7. In the Data Loader, export the FinancialAccount object to a CSV file. Let's say that you choose the file name `financial_accounts_export.csv`.

   This export file is used later to relate financial holdings to financial accounts.

# WAVE FOR FINANCIAL SERVICES CLOUD

Wave for Financial Services Cloud is a Financial Services Cloud app that you can install after you complete the Financial Services Cloud implementation tasks. Wave for Financial Services Cloud includes embedded dashboards full of insight for advisors so that they can analyze financial accounts and securities in a book of business, learn how client interactions impact their revenue, and more!

Complete the following tasks to configure Wave for Financial Services Cloud and let advisors start using it today.

EDITIONS

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

Note:

- Available in English only. Localization is not supported. All users see the same date, time, and number formats, regardless of their own locale and language settings.
- Multicurrency is not supported. When Wave Analytics extracts your org's default currency, it uses the currency for monetary values and doesn't convert to another currency. Labels with the `'$'` symbol are not converted to reflect the default currency.

Get Ready to Use Wave for Financial Services Cloud

In the org where you are installing Advisor Wave, perform these prerequisite tasks.

Install Financial Services Cloud - Wave

The Financial Services Cloud - Wave managed package contains functionality for the embedded Wave dashboards in Financial Services Cloud.

Post-Installation Tasks

After you've installed the Financial Services Cloud - Wave package, complete these post-installation tasks.

## Get Ready to Use Wave for Financial Services Cloud

In the org where you are installing Advisor Wave, perform these prerequisite tasks.

EDITIONS

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

Enable Wave Analytics

To get started with configuring Wave for Financial Services Cloud, enable Wave Analytics from Financial Services Cloud.

Enable a Permission Set License for the Admin

Enable the Wave Analytics permission set license to create a new permission set for Financial Services Cloud administrators.

Create a Permission Set for the FSC Wave Admin

After you've enabled the Wave Analytics permission set license, create a permission set to assign to the Financial Services Cloud admin user.

Assign the FSC Wave Admin Permission Set

Assign the FSC Wave Admin permission set to give your Financial Services Cloud admin access to all Wave for Financial Services Cloud functionality.

Set Up the Wave Analytics Integration User Profile

Enable read and edit access on the Type field for the task object so that the integration user can access the necessary Salesforce data.

Configure Role Hierarchy

Set up the role hierarchy for Wave for Financial Services Cloud so that the integration user can apply role-based security.

SEE ALSO:

Financial Services Cloud Availability and Limitations

# Enable Wave Analytics

EDITIONS

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

To get started with configuring Wave for Financial Services Cloud, enable Wave Analytics from Financial Services Cloud.

All Financial Services Cloud implementation tasks must be completed before starting the Wave for Financial Services Cloud implementation.

1. From Setup, enter `Wave` in the `Quick Find` box, then select **Wave Analytics** > **Getting Started**.
2. Click **Enable Analytics**.

# Enable a Permission Set License for the Admin

EDITIONS

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

Enable the Wave Analytics permission set license to create a new permission set for Financial Services Cloud administrators.

1. From Setup, enter `Users` in the `Quick Find` box, then select **Users**.
2. Click the user name with the System Administrator profile.
3. Click **Permission Set License Assignments** and then click **Edit Assignments**.
4. Enable the **Wave Embedded App** permission set license.
5. Save your changes.

# Create a Permission Set for the FSC Wave Admin

EDITIONS

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

After you've enabled the Wave Analytics permission set license, create a permission set to assign to the Financial Services Cloud admin user.

1. From Setup, enter `Permission` in the `Quick Find` box, then select **Permission Sets**.
2. Click **New**.
3. Enter the following information.
   - Label—FSC Wave Admin (the API name uses the label name)
   - Description—Give users full access to manage Wave for Financial Services Cloud
4. For License, select **None**.
5. Save your changes.
6. On the FSC Wave Admin permission set page, click **System Permissions**.

7. Select **Manage Wave Analytics**.
8. Save your changes.

# Assign the FSC Wave Admin Permission Set

Assign the FSC Wave Admin permission set to give your Financial Services Cloud admin access to all Wave for Financial Services Cloud functionality.

1. From Setup, enter *`Permission`* in the `Quick Find` box, then select **Permission Sets**.
2. Click **FSC Wave Admin** and then click **Manage Assignments**.
3. Click **Add Assignments**.
4. Select the checkbox next to User, Admin.
5. Click **Assign** and then click **Done**.

EDITIONS

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

# Set Up the Wave Analytics Integration User Profile

Enable read and edit access on the Type field for the task object so that the integration user can access the necessary Salesforce data.

1. From Setup, enter *`Profile`* in the `Quick Find` box, then select **Profiles**.
2. Click **Analtyics Cloud Integration User**.
3. In the Field-Level Security section, next to Task, click **View**.
4. Click **Edit**.
5. For Type, select **Read Access** and **Edit Access**.
6. Save your changes and then click **Back to Profile**.

EDITIONS

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

# Configure Role Hierarchy

Set up the role hierarchy for Wave for Financial Services Cloud so that the integration user can apply role-based security.

1. From Setup, enter *`Role`* in the `Quick Find` box, then select **Roles**.
2. Under CEO, click **Add Role**.

   Note: Role hierarchy must have at least two levels, including Analytics Integration User. If needed, add another role, like CEO.

3. For Label, enter *`Wave Analytics Integration`*.

   Note: This role reports to CEO.

4. Save your changes.
5. Click **Assign Users to Role**.
6. For Available Users Search, select **All Unassigned**.
7. From the All Unassigned Active box, add **Integration User** to the Users for Wave Integration box.
8. Save your changes.

EDITIONS

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

# Install Financial Services Cloud - Wave

The Financial Services Cloud - Wave managed package contains functionality for the embedded Wave dashboards in Financial Services Cloud.

EDITIONS

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

1. Paste the URL for the managed package into your browser navigation bar and press Enter.
2. Enter your Salesforce admin password.
3. Select **Install for Admins only** and then click **Install**.

   If it takes a while, you can select **Done** and move on to do something else while the installation finishes. Check your email for confirmation that the installation was successful.
4. Verify the installation of the managed package.
   a. From Setup, enter `Installed Packages` in the `Quick Find` box, then select **Installed Packages.**
   b. Look for Financial Services Cloud - Wave.

# Post-Installation Tasks

After you've installed the Financial Services Cloud - Wave package, complete these post-installation tasks.

EDITIONS

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

Configure the FSC Wave Admin Permissions

Configure the FSC Wave Admin permission set so that the Financial Services Cloud admin can access the Advisor Wave tab from the navigation bar. Then configure the permission set so that the admin can assign the View All permission.

Create a Permission Set for the FSC Wave Advisor

Create the FSC Wave Advisor permission set for the Financial Services Cloud advisor user.

Enable the Advisor Wave Tab for FSC Wave Advisors

The Advisor Wave tab lets advisors access it from Financial Services Cloud.

Assign the FSC Wave Advisor Permission Set

Assign the FSC Wave Advisor permission set to give Financial Services Cloud advisors access to Wave for Financial Services Cloud functionality.

Assign the FSC Wave Integration Permission Set

To give Wave for Financial Services Cloud access to all your Salesforce org data, assign the FSC Wave Integration permission set to the integration user.

Confirm Field-Level Security

The Analytics Cloud Integration User profile requires read permission on specific object fields so that Wave for Financial Services Cloud can access data from your Salesforce org.

Enable Field-Level Security for the Analytics Cloud Security User

The Analytics Cloud Security User profile needs read access on the FSC Wave Permissions field to apply the view all permissions.

Assign View All Permissions to the FSC Wave Admin

By default, users can view data in Wave for Financial Services Cloud only if they own records or through a role hierarchy configuration. If needed, you can give Financial Services Cloud admins View All permissions to view all the org's data in Wave.

Set Up the Navigation Bar for Advisor Wave

The navigation bar gives advisors easy access to the Advisor Wave tab.

Enable View Access for the Salesforce Org

Enable access for the entire Salesforce org to view Wave for Financial Services Cloud. Users who are assigned an FSC Wave permission set can then access Wave for Financial Services Cloud.

Set Up and Start Dataflow

Schedule and start the dataflow so that your data can be refreshed daily in Wave for Financial Services Cloud.

Set Up Dashboards

Upload extended metadata (XMD) files to make sure that all custom colors, labels, and quick actions are available for dashboards in Wave for Financial Services Cloud.

# Configure the FSC Wave Admin Permissions

Configure the FSC Wave Admin permission set so that the Financial Services Cloud admin can access the Advisor Wave tab from the navigation bar. Then configure the permission set so that the admin can assign the View All permission.

EDITIONS

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

1. From Setup, enter *Permission* in the `Quick Find` box, then select **Permission Sets**.
2. Click **FSC Wave Admin** and then click **Object Settings**.
3. Click **Advisor Wave** and then click **Edit**.
4. Select the checkboxes for the Available and Visible columns.
5. Save your changes.
6. Click **Object Settings**.
7. Click **Users** and then click **Edit**.
8. Select the checkboxes for the Read Access and Edit Access columns.
9. Save your changes.

# Create a Permission Set for the FSC Wave Advisor

Create the FSC Wave Advisor permission set for the Financial Services Cloud advisor user.

EDITIONS

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

1. From Setup, enter *Permission* in the `Quick Find` box, then select **Permission Sets**.
2. Click **New**.
3. Enter the following information.
   - Label—FSC Wave Advisor (the API name uses the label name)
   - Description—Give advisors read permissions to access Wave for Financial Services Cloud
4. For License, select **None**.
5. Save your changes.
6. On the FSC Wave Advisor page, click **System Permissions**.
7. Select **Use Wave Analytics** and **Download Wave Analytics Data**.
8. Save your changes.

# Enable the Advisor Wave Tab for FSC Wave Advisors

EDITIONS

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

The Advisor Wave tab lets advisors access it from Financial Services Cloud.

1. From Setup, enter `Permission` in the `Quick Find` box, then select **Permission Sets**.
2. Click **FSC Wave Advisor** and then click **Object Settings**.
3. Click **Advisor Wave** and then click **Edit**.
4. Select the checkboxes for the Available and Visible columns.
5. Save your changes.

# Assign the FSC Wave Advisor Permission Set

EDITIONS

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

Assign the FSC Wave Advisor permission set to give Financial Services Cloud advisors access to Wave for Financial Services Cloud functionality.

1. From Setup, enter `Permission` in the `Quick Find` box, then select **Permission Sets**.
2. Click **FSC Wave Advisor** and then click **Manage Assignments**.
3. Click **Add Assignments**.
4. Select which users you want to give access to Wave for Financial Services Cloud.
5. Click **Assign** and then click **Done**.

# Assign the FSC Wave Integration Permission Set

EDITIONS

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

To give Wave for Financial Services Cloud access to all your Salesforce org data, assign the FSC Wave Integration permission set to the integration user.

1. From Setup, enter `Permission` in the `Quick Find` box, then select **Permission Sets**.
2. Click **FSC Wave Integration** and then click **Manage Assignments**.
3. Click **Add Assignments**.
4. Select the checkbox next to User, Integration.
5. Click **Assign** and then click **Done**.

# Confirm Field-Level Security

EDITIONS

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

The Analytics Cloud Integration User profile requires read permission on specific object fields so that Wave for Financial Services Cloud can access data from your Salesforce org.

1. From Setup, enter `Profiles` in the `Quick Find` box, then select **Profiles**.
2. Click **Analytics Cloud Integration User**.
3. In the Field-Level Security section, next to Account, click **View**.
4. Confirm that **Read Access** is selected for all fields. If any fields aren't selected, click **Edit** and select **Read Access** for those fields.
5. Save your changes, and then click **Back to Profile**.
6. Confirm that the following objects also have read access.
   - Contact
   - Revenue

- Event
- Financial Account
- Financial Goal
- Financial Holding
- Opportunity
- Task

## Enable Field-Level Security for the Analytics Cloud Security User

EDITIONS

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

The Analytics Cloud Security User profile needs read access on the FSC Wave Permissions field to apply the view all permissions.

1. From Setup, enter `Profiles` in the `Quick Find` box, then select **Profiles**.
2. Click **Analytics Cloud Security User**.
3. In the Field-Level Security section, next to User, click **View**
4. Click **Edit**.
5. For the FSC Wave Permissions field, select **Read Access**.
6. Save your changes and then click **Back to Profile**.

## Assign View All Permissions to the FSC Wave Admin

EDITIONS

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

By default, users can view data in Wave for Financial Services Cloud only if they own records or through a role hierarchy configuration. If needed, you can give Financial Services Cloud admins View All permissions to view all the org's data in Wave.

1. From Setup, enter `Objects` in the `Quick Find` box, then select **Object Manager**.
2. Click **User**.
3. In the User Page Layouts section, click **User Layout**.

   Note: If there are multiple layouts, click the layout assigned to the System Administrator profile.

4. In the palette, drag **FSC Wave Permissions** under the Additional Information section.

   Note: If the Additional Information section is not present, drag a new section from the Reports Charts palette to create one.

5. Save your changes.
6. From Setup, enter `Users` in the `Quick Find` box, then select **Users** > **Users**.
7. Repeat the following steps for all admin users who need to view all the org's data in Wave.
   a. Click the full name of your org's admin user and then click **Edit**.
   b. For FSC Wave Permissions, enter the text: `View All`
   c. Save your changes.

# Set Up the Navigation Bar for Advisor Wave

The navigation bar gives advisors easy access to the Advisor Wave tab.

EDITIONS

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

1. From Setup, enter `App Manager` in the `Quick Find` box, then select **App Manager**.
2. For Financial Services Cloud Classic (Managed), select **Edit** from the dropdown list.
3. In the Available Tabs list, select **Advisor Wave** and then click **Add**.
4. In the Selected Tabs list, select **Advisor Wave** and move it under Financial Accounts.
5. In the Assign to Profiles section, next to Advisor, select the checkbox for the Visible column.
6. Save your changes.
   Refresh your browser to check that the Advisor Wave tab appears on the Financial Services Cloud navigation bar.

# Enable View Access for the Salesforce Org

Enable access for the entire Salesforce org to view Wave for Financial Services Cloud. Users who are assigned an FSC Wave permission set can then access Wave for Financial Services Cloud.

EDITIONS

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

Note: Always allow popups in your browser for your org domain so that the Wave Analytics app can open.

1. From the App Launcher menu, click **Wave Analytics**.
2. From **Apps**, hover over **Advisor Wave** and click **Share** from the dropdown list.
3. Next to **Entire Organization**, select **Viewer** from the dropdown list.
4. Save your changes.

# Set Up and Start Dataflow

Schedule and start the dataflow so that your data can be refreshed daily in Wave for Financial Services Cloud.

EDITIONS

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

Important: If your org is already using the default data flow for another Wave application, you will need to merge the content of the FinServWaveExt data flow into the default data flow.

1. Open Dataflow View.
   a. From the App Launcher menu, click **Wave Analytics**.
   b. From the Wave Analytics Setup menu ( ), click **Data Monitor**.
   c. From the dropdown list, select **Dataflow View**.
2. Schedule the dataflow.
   a. Next to the FinServWaveExt dataflow, select **Download** from the dropdown list.
   b. Next to the dataflow without a namespace prefix, click **Upload** from the dropdown list.

      Note: The namespace prefix is followed by two underscores.

   c. Choose the dataflow file you downloaded and then click **Upload**.
   d. After upload has completed, click **Done**.

   e. Next to the dataflow without a namespace prefix, select **Schedule** from the dropdown list.
   f. Schedule the dataflow for every 1 day at 4 AM, or as needed (hourly or daily).
   g. Save your changes and click **Done**.

3. Next to the dataflow without a namespace prefix, select **Start** from the dropdown list.
   Dataflow is now running and could take time to finish depending on the size of the Wave datasets. Data must be present in the org for dataflow to work. Use the same dataflow if you need to start another dataflow manually.

# Set Up Dashboards

Upload extended metadata (XMD) files to make sure that all custom colors, labels, and quick actions are available for dashboards in Wave for Financial Services Cloud.

EDITIONS

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

Important: Before starting this task, the dataflow must have finished running at least once.

1. Download the XMD files.
   a. From Financial Services Cloud Setup, enter `Static` in the `Quick Find` box, then select **Static Resources**.
   b. Click **finservwaveresources**.
   c. To download the resources .zip file, click **View File**.
   d. Extract the .zip file of XMD files.

      Note: Record the location of the extracted files.

2. Update the datasets.
   a. From the App Launcher menu, select **Wave Analytics**.
   b. Click **Advisor Wave** and then click **Datasets**.
   c. Next to Account_Contact dataset, hover and select **edit** from the dropdown list.
   d. Under Add Extended Metadata File (JSON), click **Select file or drag here**.
   e. From the downloaded and extracted zip folder, upload the Account_Contact.xmd file.

      Note: The XMD file name corresponds with the dataset name. For example, the Account_Contact dataset corresponds with Account_Contact.xmd.

   f. Click **Update Dataset**.

3. Repeat the update steps by uploading the XMD files for the following datasets.
   - Event_Account_Contact
   - Task_Account_Contact
   - FinancialHoldings
   - FinGoal_Account_Contact
   - FinAcc_Account_Contact
   - Account_Revenue

# FINANCIAL SERVICES CLOUD AVAILABILITY AND LIMITATIONS

Financial Services Cloud works differently from other Salesforce features. Learn about the issues to expect as you implement the app and as your advisors start to work in it.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

## Supported Browsers

Financial Services Cloud supports Apple® Safari® version 8.x and 9.x on Mac OS X and Microsoft® Edge for Windows® 10. The most recent stable versions of Mozilla® Firefox® and Google Chrome™ are also supported. Support for Microsoft® Internet Explorer® version 11 to access Lightning Experience is being retired beginning in Summer '16.

- Microsoft Edge isn't supported for the Developer Console.

## General Sales Cloud and Service Cloud Compatibility

The Financial Services Cloud documentation describes the Sales Cloud and Service Cloud functionality with which the Financial Services Cloud features work. Salesforce makes no representation regarding Financial Services Cloud features functioning with any other Sales Cloud and Service Cloud functionality not expressly stated in the Financial Services Cloud documentation. Use of Financial Services Cloud features with such other Sales Cloud or Service Cloud functionality may not be possible or may require additional configuration steps.

## Features Not Supported with Financial Services Cloud

- Duplicate Management is not supported.
- Accessibility features aren't incorporated.

## Feature Limitations

- For upgrades, custom fields on Client Details are not carried over from the previous release. The following fields on Client Details are now managed from page layouts.
  - Fields managed from the Account (Individual) Layout
    - Client Services
    - Know Your Client
    - Address 1
  - Fields managed from the Contact (Individual) Layout
    - Address 2
    - Phone and Email
    - Contact Information
    - Employment Information

- When users create or edit clients' household memberships, household roll-up summaries are updated automatically, except when the following occurs.
  - If the household membership is updated via APIs, Data Loader, or other methods, roll-up summary data is not updated to reflect the change. In the user interface, if a user changes the household that a client belongs to, household roll-up summary data is updated automatically.
  - The user interface enforces a validation rule that a client can't be a member of multiple households. This validation rule doesn't apply to data uploads via APIs, Data Loader, or other methods.
  - If a client is made a member of multiple households, household roll-up summary data is reflected for one household only.
- When users convert a lead and select a record type for the account to create, valid values are a Business account or an Individual account. Lead conversion is not supported for the Household account record type.
- Access to client and household profiles on the Salesforce1 mobile app is not fully supported. For more information, see Modify the Salesforce1 Navigation Menu.
- When multicurrency is enabled, note the following limitations.
  - Advanced currency management is not available.
  - The `Currency Iso Code` field must be included on page layouts that have a currency field.
  - For each user, the user currency must correspond to the default currency for the user's locale.
  - When filtering by currency values in reports or list views, users must specify a currency ISO code, such as USD or GBP, before the value. For example, *GBP100000*. The ISO code must be one of your firm's active currencies.
- Localization in French, German, Japanese, Portuguese (Brazil), and Spanish is supported, with the following exceptions.
  - The names of the packaged Advisor and Client Associate profiles are only in English.
  - For Opportunities, the names of the General record type and Opportunity Process are only in English.
  - For Leads, the names of the General record type and Lead Process are only in English.
  - All record type descriptions are only in English.
- Person accounts are not supported with Financial Services Cloud.
- Financial Services Cloud installation is not supported on an org with a previously installed version of the Wealth Management app.
- The Birthdays card and the Upcoming RMDs card on the Home page don't work properly if their default list views are deleted.
- Activity roll-up fields to a household are not supported when **Allow Users to Relate Multiple Contacts to Tasks and Events** is enabled.

# Advisor Wave Limitations

- Available only in Lightning Experience.
- Financial Services Cloud grants you the ability to use Advisor Wave with restrictions. The following features require an extra license. Contact your Salesforce representative for details.
  - Bring in data from external data sources.
  - Bring in data from Salesforce standard objects that are not part of the Advisor Wave preconfigured dataset.
  - Include more than 25 million rows of data in Wave Analytics. Contact your representative if you need more capacity.
  - Create custom Wave Analytics applications.
- Available in English only. Localization is not supported. All users see the same date, time, and number formats, regardless of their own locale and language settings.

- Multicurrency is not supported. When Wave Analytics extracts your org's default currency, it uses the currency for monetary values and doesn't convert to another currency. Labels with the `'$'` symbol are not converted to reflect the default currency.
- Each field on an Advisor Wave dashboard must have a value in at least one record.
- Sharing rules and field-level security that were implemented in a Salesforce object aren't preserved when the data is loaded into a Wave Analytics dataset.

  Note: The record-level security predicate is applied when users can only view records owned by themselves or their subordinates.

- Encrypted data is visible if Shield encryption is enabled on fields and exposed in Advisor Wave dashboards. Encrypted data is not visible if the integration user has decrypted access to the data.
- Search in filters is both case-sensitive and accent-sensitive. For example, using the filter "Andre" does not return "André" in the results.
- At least one event and one task connected with an opportunity are required to run dataflows.
- Sorting data within datasets might not work as expected.
- Accessibility features haven't been incorporated into Wave Analytics.

# UPGRADES

## Post-Upgrade Tasks

If you're upgrading from Financial Services Cloud Summer '16 to Winter '17, complete these setup and configuration tasks.

1. Navigation Setup for Upgrades
   Let advisors get around easily in Financial Services Cloud.
2. Lightning Pages Setup for Upgrades
   Give advisors the most important information about their books of business.
3. Final Upgrade Tasks
   Complete these tasks to finish the Financial Services Cloud upgrade.

## Navigation Setup for Upgrades

Let advisors get around easily in Financial Services Cloud.

### Remove Account Redirect Override

Edit the view action for account and remove the account redirect override so that advisors can see client detail pages.

1. From Setup, enter `Object Manager` in the `Quick Find` box, then select **Object Manager**.
2. Click **Account** and then click **Buttons, Link, and Actions**.
3. Next to AccountDetailRedirect (Visualforce Page), select **Edit** from the drop-down list.
4. Select **No Override (use default)**.
5. Save your changes.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

### Configure the Navigation Bar

Show the Lightning Experience navigation bar.

1. From Setup, enter `App Manager` in the `Quick Find` box, then select **App Manager**.
2. From the list of apps, click **Edit** next to Financial Services Cloud Classic (Managed).
3. From Selected Tabs, remove **Clients** and **Households** tabs.
4. Save your changes.
5. Click **App Launcher** and then click **Financial Services Cloud**.
   The Clients and Households tabs are now replaced with Client and Household list views on the Accounts tab.

EDITIONS

Available in Lightning Experience for an extra cost in: **Professional**, **Enterprise**, and **Unlimited** Editions

## Configure the Assets and Liabilities Tab

Part of the upgrade process involves configuring the Assets and Liabilities tab and giving Financial Services Cloud advisors access.

To configure the Assets and Liabilities tab, see Configure the Assets and Liabilities Tab.

Note: Be sure to continue the upgrade after this task.

EDITIONS

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# Lightning Pages Setup for Upgrades

Give advisors the most important information about their books of business.

## Configure the Home Page

Add the new Required Minimum Distribution (RMD) card to the advisor Home page. The RMD card shows clients with upcoming RMD dates.

1. On the Home page, select **Setup** > **Edit Page**.
2. Under Upcoming Events, drag the **FSC RMD Card** component.
3. Save your changes.
4. Click **Back** to exit Lightning App Builder and then refresh your browser.

EDITIONS

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## Configure the Client Page

As part of the upgrade process, give advisors the default client record page built for Financial Services Cloud.

To upgrade the default client record page, see Configure the Client Page.

Note: Be sure to continue the upgrade after this task.

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EDITIONS

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SEE ALSO:

Financial Services Cloud Availability and Limitations

# Final Upgrade Tasks

Complete these tasks to finish the Financial Services Cloud upgrade.

## Update Admin and Advisor Profiles

Part of the upgrade process is updating the available record types for Financial Services Cloud admins and advisors.

EDITIONS

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Repeat these steps for both the Advisor and System Administrator profiles.

1. From Setup, enter `Profiles` in the `Quick Find` box, then select **Profiles**.
2. Click one of the following profiles that you haven't completed yet:
   - **System Administrator**
   - **Advisor**
3. In the Record Type Settings section, click **Edit** next to Accounts.
4. Drag **Business**, **Household**, **Individual**, and **Institution** to Selected Record Types.
5. Select **Business** as the default record type.
6. Save your changes.

## Update Page Layouts

Part of the upgrade process is updating the account and contact page layouts for Financial Services Cloud.

EDITIONS

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1. To add the Related Accounts related list to the Account layout, repeat the following steps for Account (Individual) Layout and Account (Household) Layout.
   a. From Setup, enter `Object Manager` in the `Quick Find` box, then select **Object Manager**.
   b. Click **Account** and then click **Page Layouts**.
   c. Click a layout to upgrade.
      - Account (Individual) Layout
      - Account (Household) Layout
   d. In the palette, select the **Related Lists** category, and then drag **Account Account Relations (Account)** to the Related Lists section.

      Tip: To avoid data inconsistencies, confirm that you're choosing the correct item by hovering over it in the palette. Don't choose the similarly labeled **Account Account Relations (Related Account)** option.
   e. Save your changes.
2. To add related lists for financial information, repeat the following steps for all Account layouts.
   a. From Setup, enter `Object Manager` in the `Quick Find` box, then select **Object Manager**.
   b. Click **Account**, and then click **Page Layouts**.
   c. Click a layout.
      - Account (Individual) Layout
      - Account (Household) Layout
      - Account (Business) Layout
   d. In the palette, select the **Related Lists** category, and then drag the following related lists to the Related Lists section.

- Household Financial Holdings
- Financial Account Primary Owner
- Financial Account Joint Owner
- Financial Account Roles

e. Save your changes.

3. To update fields for the Account (Individual) Layout:
   a. From Setup, enter `Object Manager` in the `Quick Find` box, then select **Object Manager**.
   b. Click **Account** and then click **Page Layouts**.
   c. Click **Account (Individual) Layout**.
   d. In the Know Your Client section, remove **Annual Revenue**.
4. To update fields for the Contact (Individual) Layout:
   a. From Setup, enter `Object Manager` in the `Quick Find` box, then select **Object Manager**.
   b. Click **Contact** and then click **Page Layouts**.
   c. Click **Contact (Individual) Layout**.
   d. In the palette, select the **Fields** category, and then drag **Annual Income** to the Contact Information section under Birthdate.
5. To assign the managed Account Contact Relationship layout to the Advisor profile:
   a. From Setup, enter `Object Manager` in the `Quick Find` box, then select **Object Manager**.
   b. Click **Account Contact Relationship** and then click **Page Layouts**.
   c. From the Page Layouts section, click **Page Layout Assignment**.
   d. Click **Edit**.
   e. For Profiles, click **Advisor**.
   f. For Page Layout To Use, select **Account Contact Relationship Layout (Installed Package: Financial Services Cloud)**.
   g. Save your changes.

## Automatically Assign All New Clients Prospect Status

Configure the default value for the Status field. For example, when an advisor adds a client, the default status is Prospect.

EDITIONS

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1. From Setup, enter `Object Manager` in the `Quick Find` box, then select **Object Manager**.
2. Click **Account**, and then click **Record Types**.
3. Click **Individual**.
4. Next to Status, click **Edit**.
5. Select **Prospect** as the default status.
6. Save your changes.
   When you create individual clients, they are given the Prospect status by default.

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