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# Quick Actions Implementation Guide

Salesforce, Spring '18





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# QUICK ACTIONS

Actions enable users to do more in Salesforce and in the Salesforce mobile app. For example, you can let users create or update records and log calls directly in their Chatter feed or from their mobile device.

Create actions and add them to the Chatter publisher on the home page, on the Chatter tab, in Chatter groups, and on record detail pages. Choose from standard actions, such as create and update actions, or create actions based on your company's needs.

In Salesforce Classic, actions appear in the Chatter publisher. In Lightning Experience, actions appear in different areas of the user interface, depending on the action's type. In the Salesforce mobile app, actions appear in the action bar, its associated action menu, and as list-item actions.

## EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Quick actions available in: **Group, Professional, Enterprise, Performance, Unlimited, Contact Manager, Database.com,** and **Developer** Editions


Custom canvas actions available in: **Professional** (with Canvas enabled), **Enterprise, Performance, Unlimited,** and **Developer** Editions

# DEFAULT ACTIONS

Default actions are Salesforce predefined actions to get you and your users started using actions in your organization. Add default actions to publisher layouts to make them available to your users in the full Salesforce site and the action bar in the Salesforce mobile app.

Each default action has a predefined set of fields. Use the page layout editor or global publisher layout to remove actions or to change the order in which the actions appear.

This table lists the available default actions. Italicized actions are standard Chatter actions.

 **Note:** In organizations that are created after Winter '14, Salesforce adds default actions to the global publisher layout and to the publisher layout on account, case, contact, lead, and opportunity objects. In organizations that were created before Winter '14, default actions are available in the palette on the page layout editor, but they're not automatically added to publisher layouts.

## EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

Layout Page	Default Actions
Global layout (also applies to custom objects)	<ul style="list-style-type: none"><li>• <i>Post</i></li><li>• <i>File</i></li><li>• New Event</li><li>• New Task</li><li>• New Contact</li><li>• Log a Call (logged calls are saved as completed tasks)</li><li>• New Opportunity</li><li>• New Case</li><li>• New Lead</li><li>• <i>Thanks</i></li><li>• <i>Link</i></li><li>• <i>Poll</i></li><li>• <i>Question</i></li></ul>
Account	<ul style="list-style-type: none"><li>• <i>Post</i></li><li>• <i>File</i></li><li>• New Event</li><li>• New Task</li><li>• New Contact</li><li>• New Case</li><li>• Log a Call (logged calls are saved as completed tasks)</li><li>• New Note</li></ul>

## Default Actions

### Layout Page

---

### Default Actions

- New Opportunity
  - *Thanks*
  - *Link*
  - *Poll*
  - *Question*
- 

### Case

- *Post*
  - *File*
  - New Child Case
  - Log a Call (logged calls are saved as completed tasks)
  - New Task
  - New Event
  - *Thanks*
  - *Link*
  - *Poll*
  - *Question*
- 

### Contact, Lead, and Opportunity

- *Post*
  - *File*
  - New Task
  - Log a Call (logged calls are saved as completed tasks)
  - New Case
  - New Note
  - New Even
  - *Thanks*
  - *Link*
  - *Poll*
  - *Question*
- 



**Note:** Using record types in your organization can affect the availability of global default actions for your users. For more information, see [Quick Actions and Record Types](#) on page 21.

## Default Action Fields

Each default action includes a pre-defined set of fields, which lets you make actions available to your users without spending a lot of time on setup.

These fields are included on each default action and appear in the action layout in the order listed.

Action	Fields
Log a Call	<ul style="list-style-type: none"> <li>• Subject (default value: Call)</li> <li>• Comment (description)</li> <li>• Name</li> <li>• Related To</li> </ul>
New Case and New Child Case	<ul style="list-style-type: none"> <li>• Contact Name</li> <li>• Status</li> <li>• Subject</li> <li>• Description</li> </ul>
New Contact	<ul style="list-style-type: none"> <li>• Name</li> <li>• Email</li> <li>• Phone</li> <li>• Account Name</li> <li>• Title</li> </ul>
New Event	<ul style="list-style-type: none"> <li>• Subject</li> <li>• Start</li> <li>• End</li> <li>• All-Day Event</li> <li>• Name</li> <li>• Related To</li> <li>• Assigned To</li> <li>• Location</li> </ul>
New Lead	<ul style="list-style-type: none"> <li>• Name</li> <li>• Email</li> <li>• Phone</li> <li>• Company</li> <li>• Title</li> </ul>
New Note	<ul style="list-style-type: none"> <li>• Title</li> <li>• Public (checkbox)</li> </ul>

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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




Action	Fields
New Opportunity	<ul style="list-style-type: none"><li data-bbox="813 254 906 289">• Body</li><li data-bbox="813 331 1040 367">• Opportunity Name</li><li data-bbox="813 373 943 409">• Account</li><li data-bbox="813 415 1300 451">• Close Date (default value: 30 days from today)</li><li data-bbox="813 457 911 493">• Stage</li><li data-bbox="813 499 938 533">• Amount</li></ul>
New Task	<ul style="list-style-type: none"><li data-bbox="813 583 932 619">• Subject</li><li data-bbox="813 625 948 661">• Due Date</li><li data-bbox="813 667 915 703">• Name</li><li data-bbox="813 709 959 745">• Related To</li><li data-bbox="813 751 976 787">• Assigned To</li><li data-bbox="813 793 915 821">• Status</li></ul>

You can change the fields that appear on each action layout using the action layout editor.

# MOBILE SMART ACTIONS

Mobile smart actions are quick actions that are available for account, case, contact, lead, and opportunity pages and on the global publisher layout in the Salesforce mobile app. You can use them to set up quick actions for mobile users with little effort.

 **Note:** Mobile smart actions don't appear in the full Salesforce site, regardless of which page layouts you add them to. They appear only to users in the Salesforce mobile app.

Mobile smart actions are populated with all your organization's required fields on the relevant object, regardless of how many fields there are. For example, the New Case action in the mobile smart action bundle includes all required case fields. You can't edit the fields on mobile smart actions. The fields that appear change only if you change which fields on an object are required.

You also can't change which actions are included as part of a mobile smart actions bundle—removing New Event or adding a custom action, for example. To create a more customized set of actions, create the actions you want, add them to the relevant page layouts, and remove the mobile smart actions bundle.

Mobile smart actions appear as a single action element in the page layout editor. However, they appear in the action bar and action menu in the Salesforce app as distinct create actions. These distinct actions allow users to create records directly from the action bar.

Here's what the mobile smart action element on each supported object expands to include. (The actions appear in the action bar and menu in the order shown.)

## EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

### Layout

### Actions Included in Mobile Smart Action Bundle

Global layout (also applies to custom objects)

- New Task
- New Contact
- Log a Call (logged calls are saved as completed tasks)
- New Opportunity
- New Case
- New Lead

Account

- New Task
- New Contact
- New Case
- Log a Call (logged calls are saved as completed tasks)
- New Note
- New Opportunity

Case

- New Child Case
- Log a Call (logged calls are saved as completed tasks)
- New Task
- New Event

**Layout**

**Actions Included in Mobile Smart Action Bundle**

---

Contact

- New Task
- Log a Call (logged calls are saved as completed tasks)
- New Case
- New Note
- New Event

---

Lead

- New Task
- Log a Call (logged calls are saved as completed tasks)
- New Case
- New Note
- New Event

---

Opportunity

- New Task
  - Log a Call (logged calls are saved as completed tasks)
  - New Case
  - New Note
  - New Event
-

# SETTING UP QUICK ACTIONS

1. Enable feed tracking for the objects for which you want to make actions available.
2. Enable actions in the publisher if you want to see both standard actions and non-standard actions in the Chatter publisher.
3. Optionally, enable feed updates for related records to display feed items on a record detail page when related records are created.
4. Create object-specific actions or global actions.
5. Customize the action layout with the fields that you want users to see when they use the action.
6. Add the actions to page layouts or global publisher layouts.

Salesforce automatically adds default actions to the page layouts for account, case, contact, lead, and opportunity, and to the global publisher layout in organizations that were created after Winter '14.

## USER PERMISSIONS

To set up actions:

- Customize Application


## Enable Actions in the Chatter Publisher

Enabling actions in the publisher lets you add actions you've created to Chatter publishers on the Home page, on the Chatter tab, in Chatter groups, and on record detail pages.

By default, the Chatter publisher includes the standard actions Post, File, Link, Poll, Question, and Thanks. With the actions in the publisher setting enabled, you can include nonstandard actions in the Chatter publisher too. Nonstandard actions include Create, Update, Log a Call, custom actions, and Mobile Smart Actions.

In organizations created after the Winter '14 release, actions in the publisher is enabled automatically.

1. From Setup, enter *Chatter Settings* in the *Quick Find* box, then select **Chatter Settings**.
2. Click **Edit**.
3. Select **Enable Actions in the Publisher**.
4. Click **Save**.

 **Note:** You don't need to enable actions in the publisher in order to use them in the Salesforce app or in third-party apps. See [Actions with and without Chatter](#) for more information.

## EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

## USER PERMISSIONS

To enable actions in the Chatter publisher:

- Customize Application

## Enable Feed Updates for Related Records

Show feed updates on a record's detail page whenever someone creates related records. Feed updates for related records let you track the creation of related records from the parent record.

1. From Setup, enter *Feed Tracking* in the **Quick Find** box, then select **Feed Tracking**.
2. Click the object for which you want to enable feed updates for related records.
3. Click **All Related Objects**.

If you don't see this option, make sure that actions in the publisher are enabled. The All Related Objects option is available only on these objects:

- Account
- Campaign
- Case
- Contact
- ContentNote
- Custom objects
- Group
- Lead
- Opportunity

4. Save your changes.



**Example:** If you enable feed updates for related records on accounts, the account feed includes:

- Feed updates for all activity on the account
- Feed updates announcing new related records

## Custom Quick Actions

*Custom actions* are actions that you create and customize yourself, such as Create a Record, Send Email, or Log a Call actions. They can also invoke Lightning components, flows, Visualforce pages, or canvas apps with functionality that you define. For example, you can create a custom action so that users can write comments that are longer than 5,000 characters, or create one that integrates a video-conferencing application so that support agents can communicate visually with customers.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

### USER PERMISSIONS

To change feed tracking settings

- Customize Application

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

## Visualforce Pages as Object-Specific Custom Actions

Visualforce pages added as custom actions on an object are invoked in the context of a record of that object type. The custom action has a specific record ID handed to it—the record the user was looking at when they clicked the custom action. Design the page to act on that specific record type.

Visualforce pages you create to use as object-specific actions must use a standard object controller. Use controller extensions to add custom code, including `@RemoteAction` methods you can call using JavaScript remoting.

Your custom code could do more than make updates to the originating record. For example, the Create Quick Order custom action searches for matching merchandise. It then creates an invoice and line item, all as part of creating an order for a part. That logic occurs in the context of the originating account record—the invoice is associated to the account record where the quick order action was invoked.

When the action completes, redirect the user to a page related to the originating record.

The following code sample shows a page designed to be used as a custom action on the account object, so it uses the standard Account controller. This action lets users create cases from account detail pages, and it has a different user interface from standard create actions.

```
public with sharing class CreateCaseExtension {
    private final SObject parent;
    public Case theCase {get; set;}
    public String lastError {get; set;}

    public CreateCaseExtension2(ApexPages.StandardController controller) {
        parent = controller.getRecord();
        theCase = new Case();
        theCase.accountId = parent.id;
        lastError = '';
    }

    public PageReference createCase() {
        createNewCase();
        theCase = new Case();
        theCase.accountId = parent.id;
        return null;
    }

    private void createNewCase() {
        try {
            insert theCase;

            FeedItem post = new FeedItem();
            post.ParentId = ApexPages.currentPage().getParameters().get('id');
            post.Body = 'created a case';
            post.type = 'LinkPost';
            post.LinkUrl = '/' + theCase.id;
            post.Title = theCase.Subject;
            insert post;
        } catch (System.Exception ex) {
            lastError = ex.getMessage();
        }
    }
}
```

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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



- Reference the publisher JavaScript file: `<script type='text/javascript' src='/canvas/sdk/js/publisher.js' />`. (Creating custom Visualforce actions doesn't require the Canvas SDK.)
- Include this JavaScript call: `Sfdc.canvas.publisher.publish({name : 'publisher.refresh', payload : {feed:true}});`.

## Prerequisites for Using Canvas Apps as Custom Actions

Using canvas apps as custom actions makes it easy to give users access to the functionality of your apps in Chatter and elsewhere in Salesforce.

You can use as a custom action any canvas app that uses Publisher as a location. For example, you might use an expense report app as a custom action to make it easy for salespeople to submit expense reports directly from feeds. A custom action that includes a video conferencing canvas app could help support agents communicate with customers visually for easier troubleshooting of technical issues.

Before creating a custom action with a canvas app, be sure the app uses Publisher as a location, and be sure to give the users you want to be able to use the action access to the app.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Quick actions available in: **Group, Professional, Enterprise, Performance, Unlimited, Contact Manager, Database.com,** and **Developer** Editions

Custom canvas actions available in: **Professional** (with Canvas enabled), **Enterprise, Performance, Unlimited,** and **Developer** Editions

## Create Object-Specific Quick Actions

Object-specific actions let users create records that have automatic relationships to other records, make updates to specific records, and interact with records in ways that you define.

1. From the management settings for the object for which you want to create an action, go to Buttons, Links, and Actions.
2. Click **New Action**.
3. Select the type of action to create.
4. Customize the action.
  - For a Create a Record action, select the type of object to create.
    - If the object has more than one record type, select the one you want to use for records created through this action.
    - If the object for which you're creating the action has more than one relationship with the target object, select the field you want to populate when a record is created. If the two objects have a master-detail relationship, you can't select which field to populate. The master-detail `Relationship` field is selected by default, and you can't change this setting.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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


### USER PERMISSIONS

To create actions:

- Customize Application



- For a Custom Visualforce action, select the Visualforce page, and then specify the height of the action window. The width is fixed.
  - For a Lightning Component action, select the component called by the action.
  - For a flow action, select the flow to render.
5. Enter a label for the action. Users see this label as the name of the action.
 

 **Tip:** If you're creating a Create a Record, Send Email, or Log a Call action, choose an option from the `Standard Label Type` list to have Salesforce generate the label. For the labels in this list that include "Record" and "Record Type", Salesforce fills in the type of object or the record type the action creates. For example, if you choose the Create New "Record" standard label on a create contact action, the generated label is Create New Contact.
  6. If necessary, change the name of the action.  
This name is used in the API and managed packages. It must begin with a letter and use only alphanumeric characters and underscores, and it can't end with an underscore or have two consecutive underscores. Unless you're familiar with working with the API, we suggest not editing this field.
  7. Type a description for the action.  
The description appears on the detail page for the action and in the list on the Buttons, Links, and Actions page. The description isn't visible to your users. If you're creating several actions on the same object, we recommend using a detailed description, such as "Create Contact on Account using New Client record type."
  8. For a Create a Record or Log a Call action, select whether you want a feed item to be created when the action is completed.
  9. For a Create a Record, Update a Record, or Log a Call action, you can add a custom success message that displays after the action executes successfully.
  10. Optionally, click **Change Icon** to select a different icon for the action.  
Custom images used for action icons must be less than 1 MB in size.
  11. Click **Save**.

After you create a quick action, customize its layout, [add predefined values](#), and then [add the action to page layouts](#).

 **Note:** If you delete an action, the action is removed from all layouts that it's assigned to.

## Create Global Quick Actions

You can add global actions to any page that supports actions, like the Home page, the Chatter tab, object pages, and custom Lightning app pages. For example, add a Log a Call action to global layouts to let users record call details right from a Chatter thread.


1. From Setup, enter `Actions` in the `Quick Find` box, then select **Global Actions**.
2. Click **New Action**.
3. Select the type of action to create.
4. Customize the action.
  - For a Create a Record action, select the type of object to create. If the object has more than one record type, select the one you want to use for records created through this action.
  - For a Custom Visualforce or Custom Canvas action, select a Visualforce page or canvas app, and then specify the height of the action window. The width is fixed.
  - For a Lightning Component action, select the component to be called by the action.

### USER PERMISSIONS

To create actions:


- Customize Application

- Enter a label for the action. Users see this label as the name of the action.

 **Tip:** If you're creating a Create a Record, Send Email, or Log a Call action, choose an option from the `Standard Label Type` list to have Salesforce generate the label. For the labels in this list that include "Record" and "Record Type", Salesforce fills in the type of object or the record type the action creates. For example, if you choose the Create New "Record" standard label on a create contact action, the generated label is Create New Contact.

- If necessary, change the name of the action.  
This name is used in the API and managed packages. It must begin with a letter and use only alphanumeric characters and underscores, and it can't end with an underscore or have two consecutive underscores. Unless you're familiar with working with the API, we suggest not editing this field.
- Type a description for the action.  
The description appears on the detail page for the action and in the list on the Buttons, Links, and Actions page. The description isn't visible to your users. If you're creating several actions on the same object, we recommend using a detailed description, such as "Create Contact on Account using New Client record type."
- For a Create a Record or Log a Call action, select whether you want a feed item to be created when the action is completed.
- For a Create a Record, Update a Record, or Log a Call action, you can add a custom success message that displays after the action executes successfully.
- Optionally, click **Change Icon** to select a different icon for the action.  
Custom images used for action icons must be less than 1 MB in size.
- Click **Save**.

After you create a quick action, customize its layout, [add predefined values](#), and then [add the action to page layouts](#).


 **Tip:** If you delete an action, the action is removed from all layouts that it's assigned to.

## Set Predefined Field Values for Quick Action Fields

When you create actions, use predefined field values to set a value for a field. Predefined values can help ensure consistency and make it faster and easier for users to create records.

When you configure action layouts, it's better to use fewer fields. Most users, especially mobile users, don't like to fill in a lot of required fields. They want to get things done and move on to their next task. A good way to use fewer fields in action layouts is to set predefined values for as many fields as possible. The more fields you can set predefined values for, the more you can remove from the layout and make the action easier and quicker to use. Balance ease of use with the need for required information. However, don't remove required fields from an action layout without setting a predefined value for those fields, or when a user applies that action, the record won't save properly.

If you set predefined values for fields on object records created through an action, you don't need to add those fields to the action layout. For example, when you configure an action that lets users create opportunities, set Prospecting as the predefined value for the `Stage` field. All new opportunities users create through that action are automatically assigned to the prospecting stage. You can remove the `Stage` field from the action's layout, because the field is going to be assigned a value automatically.

 **Tip:** Predefined values for fields on actions are different from default values that you can set for fields on records. If a field is included in an action, it can have both a predefined value set for the action *and* a default value set.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

### USER PERMISSIONS

To set predefined field values:

- Customize Applications

To set predefined field values:

1. Click the name of an action in the Buttons, Links, and Actions list or the Global Actions list.
2. On the action detail page, click **New** in the Predefined Field Values list.
3. Select the field you want to predefine a value for.
4. Specify the value for the field.
5. Click **Save**.



**Tip:** On object-specific actions, the predefined value can include references to the source object and its related objects.

## Notes on Predefined Field Values for Quick Actions

Setting predefined field values for quick actions is especially important if you remove required or `Always on Layout` fields from the action layout.

- You can set predefined values for any field available in the action layout editor, with these exceptions.
  - Multi-select picklists
  - Read-only field types like auto-number, formula, and roll-up summary fields
- You can't use a dependent picklist to set a predefined value.
- If a field on an action has both a predefined value and a default value set, the action uses the predefined value, not the default value.
- If you set a predefined value for a field and leave it on the action layout, that value displays as the default value for the field.
- If you have a required field with a predefined value, and remove the field from the action layout, if you later delete the field's predefined value you need to add the required field back to the action layout. Otherwise, users can't save the record.
- Formulas can't reference fields on external objects, so you can't reference an external object field to set a predefined field value for a quick action.
- To set the value for an email action's recipient, predefine the To, CC, or BCC fields. You can use ID fields, such as `Contact.Id`, or string fields, such as `Contact.custom_email_field` to predefine the value.
  - Contact, lead, and person account IDs are supported.
  - Use an ID field if you want to log the email on the recipient's record.
  - Use a string field to predefine an email recipient for a custom object or custom field.
  - If you use a string field, the email isn't logged on the recipient's record.


### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

## Customize Actions with the Enhanced Page Layout Editor

Use the page layout editor to customize which actions show up in Salesforce and in the Salesforce mobile app.

 **Tip:** To manage the actions for global pages, such as Home, Chatter Home, and Chatter groups, see [Global Publisher Layouts](#).

From the management settings for the object whose actions you want to manage, go to Page Layouts.

You can add actions to two sections on a page layout:


### Quick Actions in the Salesforce Classic Publisher

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

### Salesforce Mobile and Lightning Experience Actions


This section can contain actions only from the Mobile & Lightning Actions category in the palette. On object page layouts, the Mobile & Lightning Actions category contains all available types of actions for the object, including quick actions, productivity actions, Lightning component actions, and standard and custom buttons. Actions in this section appear in the action bar and action menu in the Salesforce mobile app and in various areas of Lightning Experience.

 **Tip:** Hover over an action in the palette to see its label, API name, and action type.

- To override the action defaults for an action section that you haven't customized, either click the override text or hover over the section and click .

If you haven't customized the Quick Actions in the Salesforce Classic Publisher section of a page layout, the actions that appear in the publisher for that object default to the actions that are assigned to the global publisher layout. Upon overriding, the actions default to the standard actions—Post, File, Link, Poll, Question, and Thanks—regardless of what actions were assigned to the global publisher layout.

If you haven't customized the Salesforce Mobile and Lightning Experience Actions section of a page layout, the actions for that object default to a set of predefined actions. If you have customized actions in the Quick Actions in the Salesforce Classic Publisher section, and have saved the layout, the Salesforce Mobile and Lightning Experience Actions section inherits the actions from the Quick Actions in the Salesforce Classic Publisher section, plus any standard or custom buttons present on the layout, when you click to override.

- To revert the actions in either section to the defaults for that section, hover over the section and click .

SEE ALSO:

[Salesforce Help: Find Object Management Settings](#)

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

### USER PERMISSIONS

To create actions:

- Customize Application

To customize action layouts and page layouts:

- Customize Application


To view page layouts:

- View Setup

# GLOBAL PUBLISHER LAYOUTS

Global publisher layouts determine the global actions that appear in the various Salesforce interfaces. In Salesforce Classic and Lightning Experience, these layouts customize the actions on global pages (like the Home page) and on the Chatter page. Lightning Experience also uses these layouts to populate the Global Actions menu. And in the Salesforce app, these layouts drive the actions that appear in the action bar on the Feed and People pages. Global publisher layouts can include global actions only.

In Salesforce for Outlook, global publisher layouts drive the actions that Group, Contact Manager, and Professional Edition users see when they click the Salesforce Side Panel Publisher. Salesforce for Outlook users working in all other editions can [set up their side panel publishers using Outlook Side Panel Publisher Layouts](#).

 **Note:** Chatter groups without customers display the global publisher layout by default, unless you override it with a customized group publisher layout. In Chatter groups that allow customers, the publisher displays standard actions only, such as Post, File, Link, and Poll.

You can assign different global publisher layouts to different user profiles to customize which actions users see by default on global pages.

 **Note:** Changes to user layouts override the global publisher layout on user profile pages and the Chatter home page.

These are the steps involved in working with global publisher layouts.

## EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

## USER PERMISSIONS

To create actions:

- Customize Application

To customize action layouts and page layouts:

- Customize Application

To view page layouts:

- View Setup

## Create Global Publisher Layouts

Global publisher layouts determine the global actions that appear in the various Salesforce interfaces. In Salesforce Classic and Lightning Experience, these layouts customize the actions on global pages (like the Home page) and on the Chatter page. Lightning Experience also uses these layouts to populate the Global Actions menu. And in the Salesforce app, these layouts drive the actions that appear in the action bar on the Feed and People pages. Global publisher layouts can include global actions only.

1. From Setup, enter *Publisher Layouts* in the Quick Find box, then select **Publisher Layouts**.
2. To create a new global publisher layout, click **New**.
3. To clone a publisher layout, select one from the Existing Global Publisher Layout drop-down list.
4. Enter a name for the new global publisher layout.
5. Click **Save**.

## Add Actions to Global Publisher Layouts

Actions you add to the global publisher layouts appear on pages such as the Home and Chatter pages, and the action bar and action menu on the Feed and People pages in the Salesforce mobile app.

Arrange the actions so that the frequently used actions appear first in each list.

You can add actions to two sections on a page layout:

### Quick Actions in the Salesforce Classic Publisher

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

### Salesforce Mobile and Lightning Experience Actions

This section can contain actions only from the Mobile & Lightning Actions category in the palette. On object page layouts, the Mobile & Lightning Actions category contains all available types of actions for the object, including quick actions, productivity actions, Lightning component actions, and standard and custom buttons. Actions in this section appear in the action bar and action menu in the Salesforce mobile app and in various areas of Lightning Experience.

 **Note:** Changes to user layouts override the global publisher layout on user profile pages and the Chatter home page.

1. From Setup, enter *Publisher Layouts* in the Quick Find box, then select **Publisher Layouts**.
2. To add or remove actions, drag them to and from the palette. To reorder actions, select an action and drag it to a new position.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

### USER PERMISSIONS

To create actions:

- Customize Application

To customize action layouts and page layouts:

- Customize Application

To view page layouts:

- View Setup

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

### USER PERMISSIONS

To create actions:

- Customize Application

To customize action layouts and page layouts:


- Customize Application

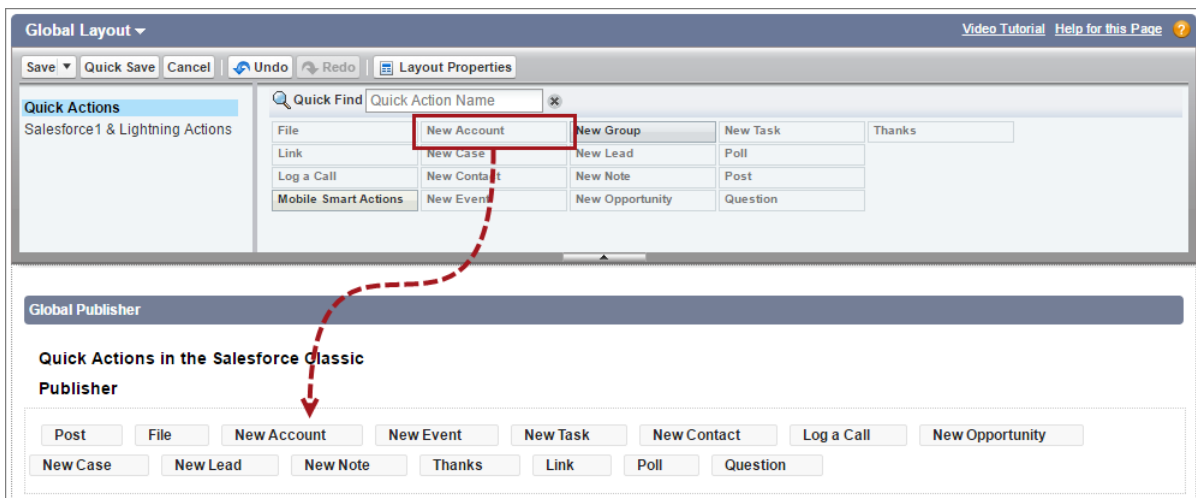
To view page layouts:

- View Setup

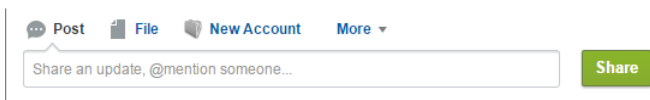
- Click **Save** when you're done, or click **Quick Save** to save your changes and continue working on the layout.


If you navigate away without saving, you lose your changes.

-  **Example:** Let's add the New Account action to the publisher on the Home and Chatter pages in Salesforce Classic, so users can create an account directly from the publisher. Drag the **New Account** action to the Quick Actions in the Salesforce Classic Publisher section and save your changes.



Go to the Chatter tab in Salesforce Classic. Now the New Account action shows up in the publisher.



-  **Note:** The Chatter page in Lightning Experience supports only the standard Chatter actions Post, Poll, and Question, and if you have Groups, the Announcement action.

## Assign Global Publisher Layouts to User Profiles

Once you finish creating a global publisher layout, you can assign it to different user profiles. For example, a Marketing User and a Standard User might need different actions in the Chatter publisher or in the Salesforce mobile app. Create multiple global publisher layouts and assign them to different user profiles to customize the actions for each profile.

1. From Setup, enter *Publisher Layouts* in the **Quick Find** box, then select **Publisher Layouts**.
2. Click **Publisher Layout Assignment**.
3. Click **Edit Assignment**.
4. Select a user profile by clicking anywhere on its row in the table.
5. From the Publisher Layout to Use drop-down, select the global publisher layout that you want to assign to the highlighted profile.
6. Save the layout.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

### USER PERMISSIONS

To create actions:

- Customize Application

To customize action layouts and page layouts:

- Customize Application

To view page layouts:

- View Setup



# QUICK ACTIONS AND RECORD TYPES

Using record types in your organization can affect the availability of quick actions for your users.

If users don't have access to a particular record type, actions that are assigned to that record type aren't available to them. For example, let's say that you have a page layout that contains a mix of actions—some have no record type assigned and some are assigned to Record Type A. Users without access to Record Type A see only the nonassigned actions when they visit the page.

**!** **Important:** Don't assign actions to the Master record type. The Master record type is a placeholder record type that's assigned when your organization is created.

## Default Global Actions: A Special Case

If you have default global actions in your organization and you're using record types, your users might not be able to see all the default actions that are assigned to a page layout.

Default global actions are assigned to the Master record type, which isn't accessible to most profiles. As a result, default global actions with the Master record type that are associated with target objects that have record types configured aren't available for most users. To fix this issue, edit the default global actions associated with those objects and reassign them to a different record type.

For example, the New Contact default global action has Contact as its target object. Let's say you have record types set up for the Contact object, and you add the New Contact default global object to a page layout. Users who visit records based on that page layout don't see the New Contact action because the action is assigned to the Master record type by default. Editing the New Contact default global action and assigning it to a record type other than Master makes it available for all users who have access to its assigned record type.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Quick actions available in: **Group, Professional, Enterprise, Performance, Unlimited, Contact Manager, Database.com,** and **Developer** Editions

Custom canvas actions available in: **Professional** (with Canvas enabled), **Enterprise, Performance, Unlimited,** and **Developer** Editions

# ACTIONS BEST PRACTICES

Use these tips as you set up actions.

## Tips for Creating Actions

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- Action labels longer than approximately 12–14 characters are shortened when they're displayed in the Chatter publisher. Keep names short and descriptive.
- Give your actions task-oriented names that tell your users what they do. Use terms such as New, Create, Share, Update, or Import.
- Use the `Description` field to create notes for yourself about each action. Notes are especially useful if you're creating several similar actions for different record types, for example. The description appears in the list of buttons, links, and actions for object-specific actions, or in the list of global actions, as well as on the detail page for the action. Your notes aren't visible to users.
- When creating custom actions that are going to be displayed in the Chatter publisher, limit their height to 400 pixels so that they are displayed correctly.

### EDITIONS

Actions available in: both Salesforce Classic and Lightning Experience

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Publisher available in: Salesforce Classic

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Available in: **Essentials, Group, Professional, Enterprise, Performance, Unlimited, Contact Manager, Database.com,** and **Developer** Editions


## Tips for Laying Out Actions

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- When customizing action layouts, consider what your users will do with them. Minimalism is key. Include only the fields that are necessary for them and for whomever handles the cases, calls, or records that result from those actions.
- To create a single-column layout, such as for display on mobile devices, add fields only in the left column.
- Use predefined field values to set standard values for common fields. For example, when you configure an action that lets users create opportunities, set `Prospecting` as the predefined value for the `Stage` field. All new opportunities users create through that action are automatically assigned to the prospecting stage. You can remove the `Stage` field from the action's layout, because the field is going to be assigned a value automatically. If you set predefined values for fields on object records created through an action, you don't need to add those fields to the action layout.
- Use the **Preview As** button on the Action Layout Editor to see how an action layout appears to different user profiles.

## Tips for Adding Actions to Publishers

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- Because adding too many actions can cause the page to load slowly, we recommend including no more than nine actions total in each publisher, including any standard actions.
- In Salesforce Classic, if you include five or more actions in the actions section of a page layout, three are shown and the rest are added to the publisher's **More** menu. If you include four or fewer actions, they're all shown.
- In the Salesforce mobile app, the first four actions show up in the action bar, and the full set of actions are accessed by tapping .

# TROUBLESHOOTING ACTIONS

## I don't see feeds on record detail pages for a certain object.

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Feeds appear only for objects for which you've enabled feed tracking.

## I see the feed on a record detail page, but I don't see a publisher.

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If there are no actions in the Quick Actions in the Salesforce Classic Publisher section on a page layout, the publisher in Salesforce Classic doesn't appear. Add at least one action to the page layout for the publisher to appear.

### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

## I can create actions, but I can't add them to publishers.

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[Enable actions in the publisher](#) to add nonstandard actions to publishers in Salesforce Classic.

## I'm using Internet Explorer 10 and all the actions I've created appear in the publisher with the same icon, even though the actions are for different types of objects.

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Internet Explorer version 10 doesn't support the techniques Salesforce uses to show icons that correspond to the type of object an action is associated with. Consider using Chrome, Firefox, Safari, or an earlier version of Internet Explorer.

## I've added an action to a page layout, but a user assigned to the profile that uses that page layout can't see the action.

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Be sure that the user has both Read and Edit permissions on the action's relationship field. The relationship field is the field that's automatically populated on the target object when a user creates a record using an action. For example, for an action on a case that lets users create child cases, the default relationship field is `Parent Case`. To be sure that users can see the Create Child Case action, check that they have both Read and Edit permissions on the `Parent Case` field.

## I don't see a relationship field on my global create actions.

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Relationship fields apply only to object-specific create actions, not to global actions.

## I don't see some of the actions in my Chatter groups.

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Which actions you see depends on your role in the group, the type of group, and how your administrator has configured the publisher layout for groups. Chatter groups without customers display the global publisher layout by default, unless you override it with a customized group publisher layout. In Chatter groups that allow customers, the publisher displays standard actions only, such as Post, File, Link, and Poll.