Financial Services Cloud Administrator Guide

Salesforce, Summer ’18

@salesforcedocs

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CONTENTS

FINANCIAL SERVICES CLOUD 1

PLANNING CONSIDERATIONS FOR FINANCIAL SERVICES CLOUD 2
Considerations for Designing Your Implementation 2
A New Way of Working in Lightning Experience 2

LEVERAGE PERSON ACCOUNTS IN FINANCIAL SERVICES CLOUD 4
Implementation Considerations for Person Accounts in Financial Services Cloud 5
Enable Person Accounts in Financial Services Cloud 6
Configure Person Account Record Types in Financial Services Cloud 7
Set Up Lead Conversion and Referral Management for Person Accounts 7
Considerations for Transforming the Individual Data Model to Person Accounts in Financial Services Cloud 7
Transform the Individual Data Model to Person Accounts in Financial Services Cloud 8
Disable Person Accounts in Financial Services Cloud 9

THE SALESFORCE DATA MODEL FOR FINANCIAL SERVICES CLOUD 11
Data Model Overview 12
Tools for Getting Oriented to the Data Model 13
How Is a Person Modeled? 13
The Individual Model 14
The Person Account Model 15
How Are Financial Accounts Modeled? 15
How Are Identification Documents, Other Assets, Liabilities, Goals, and Revenue Modeled? . . . 17
How Are Employment and Education Modeled? 17
How Are Leads and Opportunities Modeled? 18
What Is a Group? 18
What Is a Relationship? 19
Components That Visualize Groups and Relationships 20
Control Who Sees What on the Relationship Map and Group Builder 21

CUSTOMIZE YOUR IMPLEMENTATION 22
Create Users 24
Create User Profiles for Other User Personas 25
Assign the Teller Access Permission Set (Optional) 25
Assign Financial Services Cloud Permission Set Licenses 26
Set Up a Mobile Home Page 26
Modify the Salesforce App Navigation Menu 27
Add Actions to Custom Object Page Layouts 28

Add Quick Actions in Einstein Analytics for Financial Services Cloud 28
Customize Roles for Individuals 29
Show Detailed Error Messages 29
Configure Reciprocal Roles 30
Configure Company Name Override for Leads 31
Create and Configure Custom Record Types for Individuals and Groups 31
    Create and Configure Custom Record Types for Individuals 31
    Configure Custom Record Types for Groups 32
Financial Services Cloud Alerts 33
Relationship Groups Setup 33
    Enable Multiple Relationship Groups 34
    Set Up Field Sets for Relationship Groups 34
Group Member Details Setup 35
    Create a Field Set for Group Member (Configurable) Component 36
    Customize the Group Members (Configurable) Component 36
Reorder Account and Contact Information 37
Reorder an Individual's First Name and Last Name 38
Set Up a New Lightning Page for Contact Records 38
Enable Retail Banking Features 39
    Create a Personal Banker Profile 39
    Enable Personal Banker Profile Permissions 40
    Set Object Field Permissions for the Personal Banker Profile 41
    Add the Retail Banking Field Sets 42
    Assign Page Layouts to New Financial Account Record Types 46
    Update Lightning Page Layouts for the Banking Home Page and Retail Banking Console 46
    Add Personal Banker Users 48
Rollups in Financial Services Cloud 48
    Rollup by Lookup Rules 49
    Record Rollups 49
    Rollup Operation Example 50
    Enable Rollups 50
    Force Rollup By Lookup Recalculations 56
    Temporarily Disable Rollups to Accelerate Data Loads 57
    Enable Opportunity Rollups 57
Set Up Intelligent Need-Based Referrals and Scoring 57
    Install Intelligent Need-Based Referrals and Scoring 58
    Enable the Referrer Score 59
    Referral Approval Process 59
    Create a Process Builder Flow 61
    Update the Leads Tab Name 61
    Enable Referrals Rollups for Intelligent Need-Based Referrals and Scoring 61
    Components That Track Intelligent Need-Based Referrals and Scoring 62
Enable the Insurance Console (Optional) 62

Assign the Insurance Access Permission Set (Optional) 62
Enable the Insurance Compact Layouts (Optional) 62
Enable Rollups for Total Premiums (Optional) 63
Provide Edit Access to the Total Premium Custom Field (Optional) 64
Add the Insurance Policy Component to a Lightning Page (Optional) 64
Enable the Expressed Interests Component 64
Create a Field Set for the Expressed Interests Component 64
Add the Expressed Interests Component to Account Lightning Pages 65
Enable Edit Access to the Related Account Field on Lead 65
Synchronize the Next and Last Interactions on the Account Object 65
Specify Custom Record Types for Synchronization 66
Financial Services Cloud Communities 66
Configure a Partner Community 67
Create an Advisor Partner Community User Profile 68
Enable Advisor Partner Community Permissions 68
Create an Advisor Partner User 69
Set Up a Customer Community 70
Configure a Customer Community 70
Create a Customer Community User Profile 70
Enable Customer Community Permissions 71
Create a Customer Community User 71

SYSTEMS INTEGRATION AND DATA SECURITY 73
Guidelines for Salesforce for Outlook 73
Securing Your Data with Salesforce Shield 73
Considerations for Platform Encryption 74
Considerations for Monitoring User Activity with Event Log Files 74

LOAD DATA 75
Upload Data for Individuals Using Data Loader 76
Upload Household Data Using Data Loader 79
Relate Individuals to Households Using Data Loader 80
Upload Financial Account Data Using Data Loader 81

FINANCIAL SERVICES CLOUD AVAILABILITY AND LIMITATIONS 86

INDEX 89

FINANCIAL SERVICES CLOUD

Financial Services Cloud is the platform designed for high-touch client relationship management. It empowers your advisors, personal bankers, tellers, or anyone interacting with clients to deliver the personalized, proactive service that clients expect. Accelerate user 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 users 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 to streamline implementation for financial institutions. Install the Financial Services Cloud managed package and the unmanaged extension package. Connect data from your banking, portfolio management, financial planning, and other systems. And then configure the app to suit how your users like to work.

For information about what's new in this release, see Salesforce Release Notes.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

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.

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Considerations for Designing Your Implementation

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

A New Way of Working in Lightning Experience

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

Considerations for Designing Your Implementation

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Plan ahead to make the transition easier for your user 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 other features that are 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.
- Determine if any limits or limitations affect your implementation.

A New Way of Working in Lightning Experience

EDITIONS

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

Your users are going to be working in Lightning Experience, the 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 the Setup tools in Lightning Experience. If you need 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.

Many Lightning components aren't editable because they're part of the managed package's Lightning component bundle. To see which components come in the bundle, from Setup, enter `Lightning Components` in the Quick Find box, then select **Lightning Components**.

LEVERAGE PERSON ACCOUNTS IN FINANCIAL SERVICES CLOUD

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Use person accounts to store customer information in a single record in Financial Services Cloud. Person accounts bring together fields from Account and Contact to provide a completely customizable and simplified user experience. Plus, you get the added benefits of person account capabilities, such as duplicate management, Chatter following, and single-step sharing.

Person accounts are available in Financial Services Cloud trial orgs and new installations. By default, Financial Services Cloud enables person accounts in trial orgs and enables the individual object model in new installations. However, it's easy to enable person accounts or the individual object model with a simple setup step.

If you currently use person accounts in your org, you may have the option of upgrading to Financial Services Cloud without migrating to a new org.

Note: Review your customizations (to components and triggers, for example) before upgrading to person accounts in Financial Services Cloud within your current org or in a new org.

SEE ALSO:

- Person Accounts
- Considerations for Using Person Accounts

Implementation Considerations for Person Accounts in Financial Services Cloud

You can choose either the individual object model or person accounts in Financial Services Cloud. Decide which object model is right for your company.

Enable Person Accounts in Financial Services Cloud

Before you configure person accounts for Financial Services Cloud, create a support ticket to enable person accounts for your org.

Considerations for Transforming the Individual Data Model to Person Accounts in Financial Services Cloud

Review these considerations to determine whether transforming the individual data model to person accounts in Financial Services Cloud is right for your company.

Transform the Individual Data Model to Person Accounts in Financial Services Cloud

Complete these steps before transforming the individual data model to person accounts in Financial Services Cloud.

Disable Person Accounts in Financial Services Cloud

You can choose either the individual object model or person accounts in Financial Services Cloud. If you choose the individual object model, follow these steps to disable person accounts.

Implementation Considerations for Person Accounts in Financial Services Cloud

You can choose either the individual object model or person accounts in Financial Services Cloud. Decide which object model is right for your company.

Once enabled, you cannot deactivate person accounts in your org. This Salesforce restriction is not limited to Financial Services Cloud.

Both the individual object model and person accounts are compatible with the Financial Services Cloud data model, Intelligent Need-Based Referrals and Scoring, and the relationship framework.

Feature	Individual Object Model	Person Accounts
Single object experience for creating, editing, and accessing information	**Partial** Creation—Client Profile Builder View and Edit—The custom unified profile displays distinct Account and Contact sections.	**Yes**
Fully customizable UI that permits intermixing fields from Account and Contact	**Partial** The unified client profile displays Account and Contact fields in distinct sections.	**Yes**
Single-step to follow Chatter	**No** You must follow Account and Contact separately. Contact can be followed through Contact record in Salesforce Classic only.	**Yes**
Duplicate management	**Partial** Rule-based detection and prevention are supported. Record merge is not supported.	**Yes**
Single-step to share records	**Partial** Account and Contact must be shared separately.	**Yes**
Community user enablement from Lightning Experience	**Partial** Through Contact record in Salesforce Classic only.	**Yes**
Advisor Analytics certified for use	**Yes**	**Yes**

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Feature	Individual Object Model	Person Accounts
ISV packages built on the Financial Services Cloud ecosystem	**Partial** Not all packages are built to support the individual object model.	**Partial** Not all packages are built to support person accounts.
Packaged page layouts and record types	**Yes**	**Partial** New trial orgs created after the Spring '18 release only.
Available in Advisor Partner and Customer communities	**Yes**	**Yes**
Optimized for the Salesforce mobile app	**Partial** The individual object model is displayed as distinct Account and Contact records.	**Yes**

Enable Person Accounts in Financial Services Cloud

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Before you configure person accounts for Financial Services Cloud, create a support ticket to enable person accounts for your org.

1. From **Setup**, enter `Custom Settings` in the Quick Find box, then select **Custom Settings**.
2. In the list of custom settings, click **Manage** next to the Use Person Accounts custom settings.
3. Click **Edit** next to Use Person Account. If no record exists, create a new entry and label it `Use Person Account`.

   Note: The label must be `Use Person Account` (singular), not `Use Person Accounts` (plural).

4. Click **Enable** and **Save**.
5. After Person Accounts are enabled, remove all Individual record type assignments from all profiles and enable person account record types for relevant profiles.
   a. From **Setup**, enter `Profiles` in the Quick Find box, and select **Profiles**.
   b. Select the **Advisor** profile.
   c. In Record Type Settings, click **Edit** for Accounts.
   d. Remove the Individual record type.
   e. Add the Person Account record type.
   f. Set default record type to Household.
   g. Set Business Account Default Record Type to Business.
   h. Set Person Account Default Record Type to Person Account.
   i. Save your changes.
   j. Repeat for all profiles in use.

Note: Don't deactivate the Individual record type for Account or Contact.

SEE ALSO:

- Assign Record Types to Profiles in the Original Profile User Interface
- Enable Person Accounts

Configure Person Account Record Types in Financial Services Cloud

1. From **Setup**, enter `Custom Metadata` in the Quick Find box, then select **Custom Metadata Types**.
2. In the list of custom metadata types, click **Manage Records** next to the Individual Record Type Mapper custom settings.
3. Click **New** to create the mapping record.
4. Enter `Person Account` as the label for the mapping record.

   Note: The first label you enter must be `Person Account`. You can choose the names for all subsequent record types.

5. You must have at least one mapping record using this label. This mapping is used by Financial Services Cloud to create records.
6. For **Individual Record Type Name**, enter a name for the record type. This field is for internal use only. The name can be the same as the label.
7. In the **Account Record Type** field, enter the name of a valid person account record type that you want to use in this mapping. You can use the default person account record type or one that you've created.
8. In the **Record Type Namespace (Account)** field, enter the namespace for your org.
9. Leave the **Contact Record Type** field blank. Note: Person accounts don't use the contact record type.
10. Leave the **Record Type Namespace (Contact)** field blank.
11. Save your work.

Set Up Lead Conversion and Referral Management for Person Accounts

Deactivate the company override setting in B2C Lead Conversion.

Note: Remove the Company field from your Lead and Referral page layouts to support conversion to person accounts.

1. From **Setup**, go to **Custom Settings**.
2. Click **Manage against B2C Lead Company Name Config**.
3. Select **Edit against System Administrator**. Deselect the **Override Company Name** checkbox.
4. Save your changes.
5. Repeat step 3 for all profiles configured in this custom setting, including Advisor and Personal Banker.

Considerations for Transforming the Individual Data Model to Person Accounts in Financial Services Cloud

Review these considerations to determine whether transforming the individual data model to person accounts in Financial Services Cloud is right for your company.

Review your technical architecture and the customizations that you've made to the following to ensure compatibility with person accounts:

- Triggers, flows, and workflow rules
- Components
- Reports

Before switching from the individual data model to person accounts, be aware of the following:

- Sharing—If you enable person accounts in your org, your options for Organization-Wide Defaults (OWD) sharing are limited to either Controlled by Parent on Contact or Private on Account and Contact.
- Business processes—If your org includes business accounts, contacts, and person accounts, consider whether you need to write separate business processes or workflows.
- Integration—Integrations between Salesforce and third-party systems via the API use the Account object to access person accounts. You can query and update the Contact object via the API, but person accounts are created with the Account object.
- AppExchange packages—Many applications designed for the Account and Contact objects work with person accounts. Check whether your third-party applications support person accounts.

Transform the Individual Data Model to Person Accounts in Financial Services Cloud

Complete these steps before transforming the individual data model to person accounts in Financial Services Cloud.

Note: Perform these steps in a sandbox org first. Transforming the individual data model to person accounts in your production org is irreversible.

Note: Enable person accounts in Financial Services Cloud. See Leverage Person Accounts in Financial Services Cloud.

1. Contact support to set up person accounts in your org.
2. Perform a data backup.
3. Enable person accounts in Financial Services Cloud with the Use Person Accounts custom setting.
4. Configure your Person Account record types in the Individual Record Type Mapper.
5. Validate and modify your data to meet these requirements before proceeding.
   a. Only individual accounts with single direct ACR can successfully convert to person accounts. For each person account, the account record can have only 1 contact record.
   b. The Account and Contact must have the same record owner.
   c. The Account and Contact must use the same currency value (if applicable).
   d. Both the Parent Account field on the account and the Reports To field of the contact must be blank.
   e. The account can't be the parent account of any other account records.
   f. No other contact records can report to the contact.
6. When converting, the contact name is mapped to person accounts. If you've used a middle name, salutation, and suffix, they are included in the name of your person account.

Export all individuals that you want to transform to person accounts.

Note: Perform these steps in a sandbox org first. Transforming the individual data model to person accounts in your org is irreversible.

1. Using Data Loader, export the IDs of all individual accounts. For example, you can use this query: `Select Id from Account where recordtype.name = '%Individual%'`

   Note: If you have multiple record types that you want to retain, export accounts by record type and perform the following steps for each record type. Export only the IDs of these accounts to a CSV file.

2. In the exported CSV file, add a column and title it *`PersonRecordTypeId`*. Add the Person Account Record Type ID in this column for all records.
   a. From Setup, enter *`Object Manager`*.
   b. Click **Person Account**.
   c. Click **Record Types**.
   d. Click the **Person Account** record type.
   e. In your browser address bar, copy the ID and paste it into the CSV file. Repeat for all records.

3. Using Data Loader, update the account records.

   Note: Use the update operation only. To prevent duplication, do not use the insert operation.

   a. Map Id to Id.
   b. Map PersonRecordTypeId to RecordTypeId.
   c. Update accounts using Data Loader. These individuals are now converted to person accounts.

After you have completed the transformation, validate that the records were converted.

1. Export all records to ensure that they have successfully converted to person accounts.
2. Open a converted record, and view all tabs (such as Relationships) to confirm that your data and relationships are unchanged.

Disable Person Accounts in Financial Services Cloud

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

You can choose either the individual object model or person accounts in Financial Services Cloud. If you choose the individual object model, follow these steps to disable person accounts.

Note: If you disable person accounts, you won't be able to view or leverage person account data in Financial Services Cloud.

1. Remove Person Account record types from the Individual Record Type Mapper.
   a. From **Setup**, enter *`Custom Metadata`* in the Quick Find box, then select **Custom Metadata**.
   b. Click **Manage** next to the **Individual Record Type Mapper**.
   c. Click **Delete** next to **Person Account**.

      Note: Delete all custom Person Account record type mappings in the Individual Record Type Mapper.

2. Disable the Person Account custom setting.
   a. From **Setup**, enter *`Custom Settings`* in the Quick Find box, then select **Custom Settings**.

b. In the list of custom settings, click **Manage** next to the **Use Person Account** custom settings.

c. Click **Edit** next to **Use Person Account**.

d. Click **Disable** and **Save**.

3. Assign the Individual record type to the System Administrator profile.

   a. From **Setup**, enter `Profiles` in the Quick Find box, and then select **Profiles**.

   b. Click **System Administrator**.

   c. In Record Type Settings, click **Edit** next to **Accounts**.

   d. Remove Person Account from the Selected Record Types list.

   e. Add Individual to the Selected Record Types list.

   f. Save your changes.

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 clients. New custom objects let us model client financials, relationship groups, and more.

EDITIONS

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Data Model Overview

Learn about the objects and relationships within the Financial Services Cloud data model that represent a person along with their relationships and financial activities.

Tools for Getting Oriented to the Data Model

Review the objects that come with Financial Services Cloud using Schema Builder, the data model viewing tool, along with the Object Manager and the Enterprise WSDL file generator.

How Is a Person Modeled?

Financial Services Cloud represents a person using one of two models: the individual or person account models. For some organizations, the person account model provides better support for business to consumer activities.

How Are Financial Accounts Modeled?

Custom objects are used to represent financial accounts and the parties involved with their financial accounts. In the individual model, these objects are related to the account object.

How Are Identification Documents, Other Assets, Liabilities, Goals, and Revenue Modeled?

Custom objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the account object.

How Are Employment and Education Modeled?

Custom objects represent employment and education information. In the individual model, these objects are related to the contact object.

How Are Leads and Opportunities Modeled?

Standard objects record details about new customer leads and the opportunities to provide customers with new products.

What Is a Group?

A group gives insight into a customer's financial circles, such as a household with its family members and professional connections. A group provides an overall view of its members by rolling up their information. You can extend a group with custom fields and more.

What Is a Relationship?

In addition to recording complex, multi-party relationships using groups, Financial Services Cloud also models one-to-one relationships between people and businesses. These relationships help you understand spheres of influence and spans of control.

Components That Visualize Groups and Relationships

Several components visualize groups and relationships in Lightning pages.

Control Who Sees What on the Relationship Map and Group Builder

Provide the right level of detail on the Relationship Map and Group Builder based on users' roles, such as advisor, banker, or teller. Edit Lightning pages to show or hide Related Accounts and Related Contacts.

Data Model Overview

Learn about the objects and relationships within the Financial Services Cloud data model that represent a person along with their relationships and financial activities.

The Financial Services Cloud data model has two versions, depending on whether your org uses the individual or person account model.

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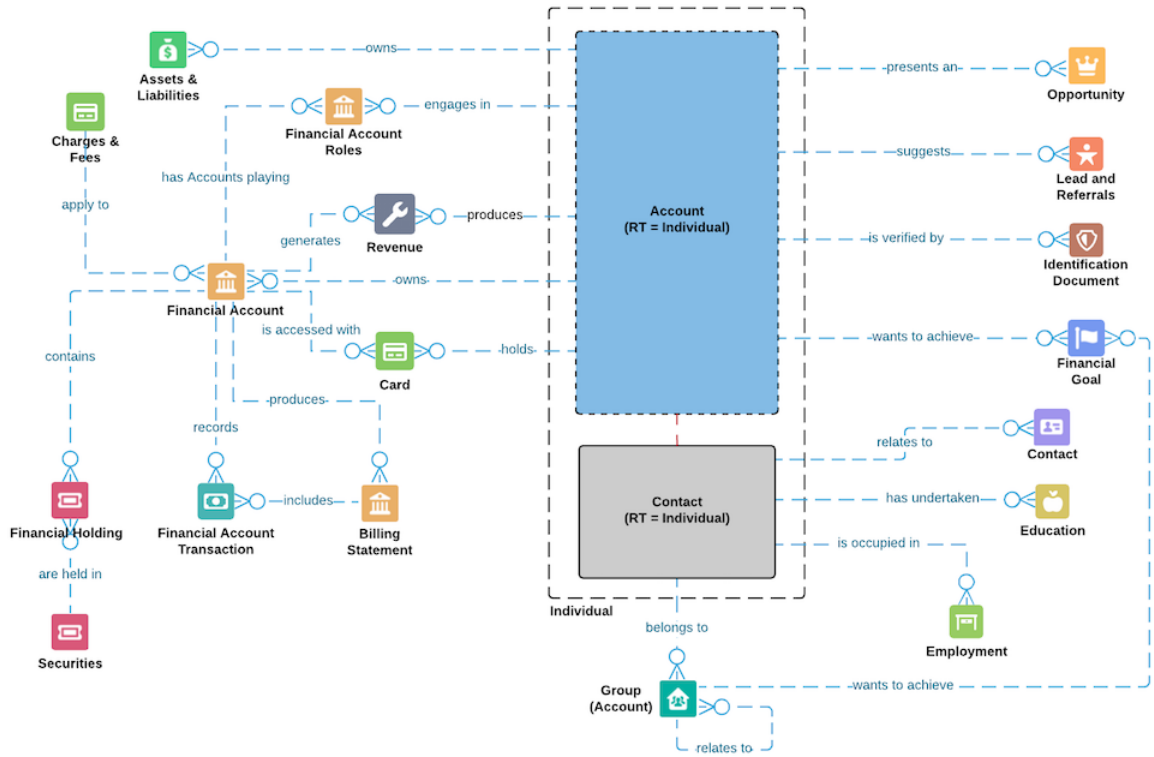
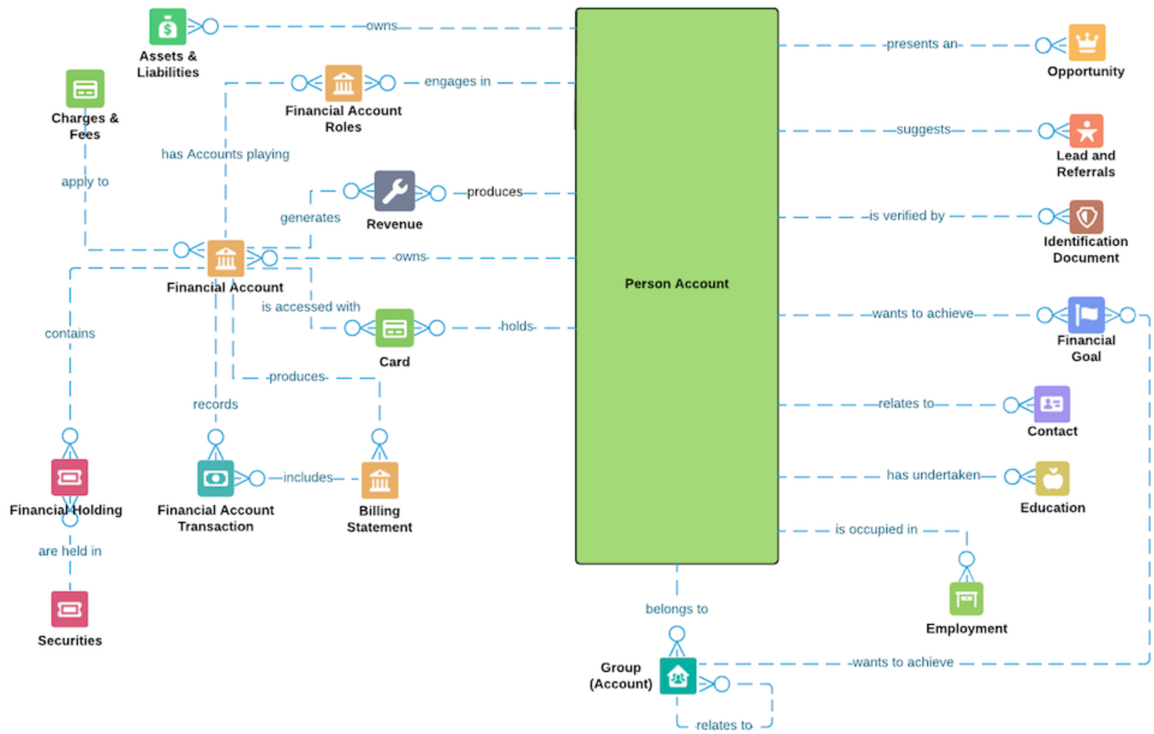
Individual Model

This is the data model when the individual model is in use:



Person Account Model

This is the data model when the person account model is in use:



Tools for Getting Oriented to the Data Model

Review the objects that come with Financial Services Cloud using Schema Builder, the data model viewing tool, along with the Object Manager and the Enterprise WSDL file generator.

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

See the Metadata API Developer Guide Quick Start for information on obtaining the Enterprise WSDL files.

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How Is a Person Modeled?

Financial Services Cloud represents a person using one of two models: the individual or person account models. For some organizations, the person account model provides better support for business to consumer activities.

The Individual Model

The individual model uses a combination of the standard Account and Contact objects, coupled in a *unified object view* of a person. The standard objects have been extended with custom fields, record types, and more.

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The Person Account Model
The person account model uses the standard Account object to hold all of the details about a person. The Account object has been extended with custom fields, record types, and more.

The Individual Model

The individual model uses a combination of the standard Account and Contact objects, coupled in a *unified object view* of a person. The standard objects have been extended with custom fields, record types, and more.

Object	Standard or Custom	Purpose	Record Types
Account	Standard	• Represents aspects of the person that pertain to dealings with your organization, such as review frequency or service tier • Related to opportunities, cases, and other Salesforce transactions	Individual
Contact	Standard	• Represents aspects of the person that pertain to personhood regardless of the person's relationship with your organization, such as birth date or tax ID number • Related to events, tasks, calls, and other Salesforce communications	Individual

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Note: Use the Individual record type when a client is a person. Use the Institutional record type when a client is a business or an institution.

When you create an individual record, Salesforce creates an account record and a contact record. The account item then records the contact item ID in the Primary Contact field to record the relationship between the two records. In addition, an Individual ID is added to Account and Contact, which enables you to reference the person with a single ID.

Usually, with the unified object view, individual records 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 record is a duplicate account and contact. Keep this structure in mind as you help your users get accustomed to working in Financial Services Cloud.

Important: Make sure that no required fields are on the Contact object. To add required fields in the individual model, create the fields on the Account object.

The Person Account Model

The person account model uses the standard Account object to hold all of the details about a person. The Account object has been extended with custom fields, record types, and more.

Object	Standard or Custom	Purpose	Record Types
Account	Standard	• Represents all aspects of the person. Data includes personhood details, such as birth date or tax ID number, and dealings with your organization, such as review frequency or service tier • Related to opportunities, cases, and other Salesforce transactions as well as events, tasks, calls, and other Salesforce communications	Person account

Note: Use the Person account record type when a client is a person. Use the Institutional record type when a client is a business or an institution.

How Are Financial Accounts Modeled?

Custom objects are used to represent financial accounts and the parties involved with their financial accounts. In the individual model, these objects are related to the account object.

Object	Standard or Custom	Represents	Record Types
Financial Account	Custom	A financial account, such as a brokerage account, bank account, or insurance policy.	• Auto Loan • Bank Account • Checking Account • Credit Card

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Object	Standard or Custom	Represents	Record Types
			• General Account • HELOC • Investment Account • Insurance Policy • Loan Account • Mortgage • Savings Account
Charges and Fees	Custom	The charges and fees taken for servicing a Financial Account. Record types differentiate between “line of credit" (Credit) and "deposit" (Debit) accounts.	• Credit • Debit
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 • Contact Role
Financial Account Transaction	Custom	The transactions that have taken place on a Financial Account.	
Billing Statement	Custom	Periodic summary of purchases, deposits, interest, fees, and charges against a Financial Account. Record types differentiate statement content and layouts between “line of credit" (Credit) and "deposit" (Debit) accounts.	• Credit • Debit
Card	Custom	The cards to access funds in a Financial Account.	
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 financial holding, such as a stock.	

How Are Identification Documents, Other Assets, Liabilities, Goals, and Revenue Modeled?

Custom objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the account object.

Object	Standard or Custom	Represents	Record Types
Assets and Liabilities	Custom	Assets, such as real estate or collectibles, and liabilities, such as a mortgage, that are not otherwise represented in the financial account.	• Asset • Liability
Financial Goal	Custom	A person's financial goal, such as retirement or home purchase.	
Identification Document	Custom	Details of documents used to verify the identity of a person.	
Revenue	Custom	Revenue generated from operating a person's financial account or by offering advisory services.	

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How Are Employment and Education Modeled?

Custom objects represent employment and education information. In the individual model, these objects are related to the contact object.

Object	Standard or Custom	Represents	Record Types
Education	Custom	Details of educational achievements.	
Employment	Custom	Details of employment history.	

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How Are Leads and Opportunities Modeled?

Standard objects record details about new customer leads and the opportunities to provide customers with new products.

Using the Referral record type on the Lead object, users can create and automatically route referrals based on a customer's expressed interest.

Note: Many other standard Salesforce objects are used to provide the features of the Financial Services Cloud. You can explore the full Salesforce data model using schema builder or learn more from the Data Model section of the SOAP API Developer Guide.

Object	Standard or Custom	Represents	Record Types
Lead	Standard	Details of leads provided by customers, employees, and associates.	• General • Referral • Retirement Planning
Opportunity	Standard	Details of the opportunities to sell customers new products or services.	• General • Opportunity (Wallet Share) • Retirement Planning

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

What Is a Group?

A group gives insight into a customer's financial circles, such as a household with its family members and professional connections. A group provides an overall view of its members by rolling up their information. You can extend a group with custom fields and more.

How Is a Group Modeled?

A group is a type of account record that people and businesses can be related to through the account contact relationship object. Financial Services Cloud includes a group record type for households. Use the household group to relate people to a household, household members to external contacts, and a household to external contacts and accounts.

You create groups by adding a record type to the account object and mapping it to the custom metadata type of Group Record Type. For more information, see Create and Configure Custom Record Types for Individuals and Groups.

What Is Group Membership?

The relationship between a group and a person or business is called group membership. Group membership defines the role of the member within the group. For example, Rachel Adams plays the role of a spouse in the Adams Household.

Group membership also defines whether:

- The member is the primary member of the group. The primary member is the person you contact first about things that affect the entire group.
- The group is the member's primary group. This status defines which group the member's information is rolled up in. Each person can only have one primary group, and the person's information isn't rolled up in any other group. You can also choose which information rolls up to the group. The options are any combination of:
  - Financial Accounts
  - Financial Goals
  - Events
  - Tasks
  - Assets and Liabilities
  - Referrals

How Is Group Membership Modeled?

Group membership is modeled using the Account Contact Relationship object. Groups can have client (direct) and business (indirect) members.

Membership Type	Object	Standard or Custom	Represents	Record Types
Direct (individual member)	Account Contact Relationship	Standard	The membership of a person in a group (for example, a household).	
Indirect (business member)	Account Contact Relationship	Standard	The membership of a business in a group, which occurs only when both these conditions are met: • The business is related to a person in the group • The business's Add to Group flag is set	

Note: Account Contact Relationship is also used to hold details of one-to-one relationships between people and businesses.

SEE ALSO:

Configure Custom Record Types for Groups

What Is a Relationship?

In addition to recording complex, multi-party relationships using groups, Financial Services Cloud also models one-to-one relationships between people and businesses. These relationships help you understand spheres of influence and spans of control.

How Is a Relationship Modeled?

You can model relationships in various ways.

Object	Standard or Custom	Represents	Record Types
Account-Account Relationship	Custom	The relationship between businesses, institutions, and groups.	
Account Contact Relationship	Standard	The relationship between a person and a business or other account.	
Contact-Contact Relationship	Custom	The relationship between two people.	
Reciprocal Role	Custom	The nature of the relationship between a person and another person, business, or other account. For example, Proprietor and Owned Business. Used on the Account-Account Relationship and Contact-Contact Relationship objects.	

Note: Account Contact Relationship is also used to hold details about the members of a group.

SEE ALSO:

Create and Configure Custom Record Types for Individuals
Configure Reciprocal Roles

Components That Visualize Groups and Relationships

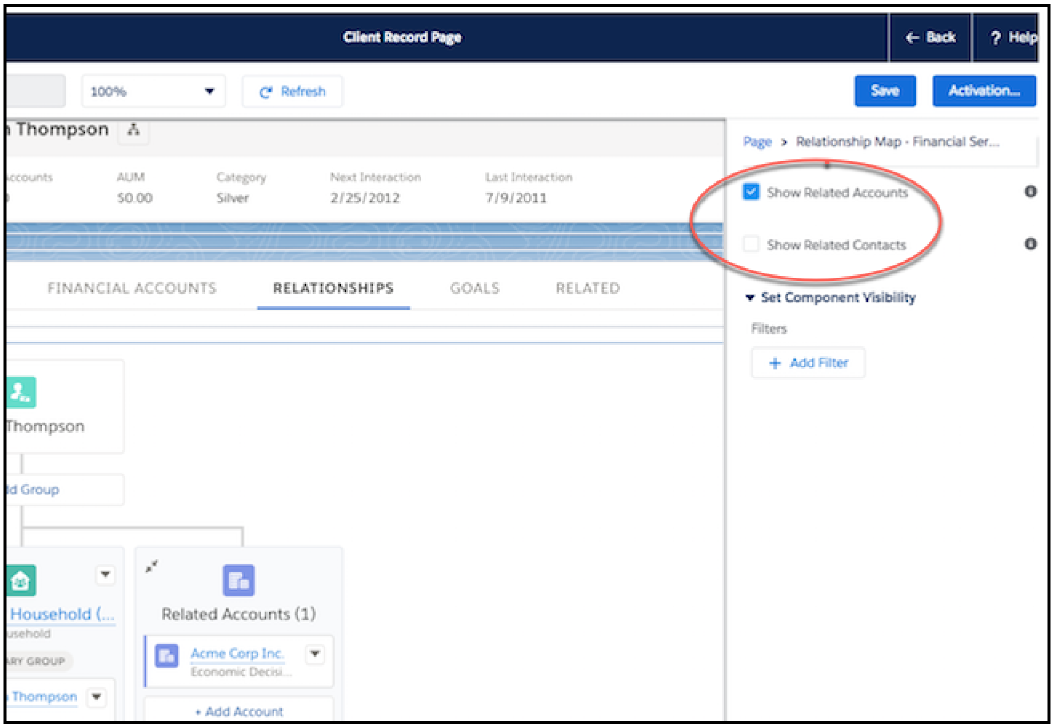
Several components visualize groups and relationships in Lightning pages.

- Relationship Map and Group Builder—Build and visualizes memberships and relationships. Use at the person and group levels.
- Group Members (Configurable)—Displays members of a person's primary group. Customize the member details displayed with account field sets. Use at the person and group levels.
- Group Members—Displays age, phone, mobile, email, and next and last interaction dates for members of a person's primary group. Use at the person and group levels.
- Relationship Group List—Displays the person's groups and group members as a related list. Use at the person level.
- Related Accounts—Displays the related accounts for a person or a group. Displays Account Contact relationships on a person's page and Account-Account relationships on a group's page.
- Related Contacts—Displays the related contacts for a person or a group.

Control Who Sees What on the Relationship Map and Group Builder

Provide the right level of detail on the Relationship Map and Group Builder based on users' roles, such as advisor, banker, or teller. Edit Lightning pages to show or hide Related Accounts and Related Contacts.

1. From **Setup**, enter `Lightning App Builder` in the Quick Find box, and then select **Lightning App Builder**.
2. Select **Edit** next to the Lightning page you want to modify, such as the Client Record Page. Or create a new page to assign to your users.
3. Select the **Relationships** tab and click **Relationship Map**. Or drag the **Relationship Map** component onto the page.
4. In the right panel, **Show Related Accounts** and **Show Related Contacts** are enabled by default. To hide **Related Accounts** or **Related Contacts**, deselect the appropriate checkbox.



5. Save your changes.
6. Optional: Activate the page for your users.

See also: Activate Lightning Experience Record Pages

CUSTOMIZE YOUR IMPLEMENTATION

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

Create Users

Create users for Financial Services Cloud and assign the required permissions using profiles and permission sets.

Create User Profiles for Other User Personas

Create profiles to define the permissions and field-level security settings for other users in your organization.

Assign the Teller Access Permission Set (Optional)

Create a teller user profile and a teller user before assigning the Teller Access permission set.

Assign Financial Services Cloud Permission Set Licenses

Use permission set licenses to give your users access to Financial Services Cloud.

Set Up a Mobile Home Page

Boost users' productivity on the go by setting up a Financial Services Cloud home page for the Salesforce app.

Modify the Salesforce App Navigation Menu

Let users access Financial Services Cloud through the Salesforce app navigation menu.

Add Actions to Custom Object Page Layouts

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

Add Quick Actions in Einstein Analytics for Financial Services Cloud

Quick actions let users take advantage of Salesforce actions from client details in Einstein Analytics for Financial Services Cloud.

Customize Roles for Individuals

Customize the roles that individuals play as members of a group.

Show Detailed Error Messages

Expedite debugging for you and your users with detailed error messages that provide insight into field-level security restrictions.

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

You can configure the company name override in Custom Settings as part of configuring the B2C lead conversion process.

Create and Configure Custom Record Types for Individuals and Groups

If your users have individuals or relationship groups that don't fit the default record type, you can create and configure a custom record type based on the default individual or group record type.

Financial Services Cloud Alerts

Financial Services Cloud provides a framework for alerts so that users can get timely alerts about clients and act as necessary.

Relationship Groups Setup

As part of the upgrade tasks, set up relationship groups to let advisors add individuals to more than one group, add businesses to groups, and visualize relationships.

Group Member Details Setup

You can set up the Group Members (Configurable) Lightning component so that users can see configured member data from one page.

Reorder Account and Contact Information

Arrange the order of the account and contact information to suit your users' needs. From Lightning App Builder, show contact details at the top of the client record page and account information at the bottom, or vice versa. You can also rearrange Account and Contact Related Lists on the Related tab.

Reorder an Individual's First Name and Last Name

You can change the order in which individuals' first name and last name appear on the details page.

Set Up a New Lightning Page for Contact Records

When you create an org default Lightning record page for contacts, include the FinServ:clientRedirect component. This component ensures that a contact assigned to an Individual record type is redirected to the individual's page.

Enable Retail Banking Features

Get a 360-degree view of customers with Retail Banking, a Financial Services Cloud Lightning app. Bankers can also easily manage high-volume transactions on one screen with the Retail Banking Console. The information bankers need is supported with new objects, fields, and record types for loans, deposits, and more.

Rollups in Financial Services Cloud

Financial Services Cloud supports rollup by lookup (RBL) summary rules and record rollups at the client and group levels. An RBL rule displays summary calculations of financial account information, such as account balances. A record rollup displays associated records for Financial Accounts, Financial Goals, Assets & Liabilities, Events, Tasks, Referrals, and Opportunities.

Set Up Intelligent Need-Based Referrals and Scoring

Intelligent Need-Based Referrals and Scoring is a referral management workflow that helps source referrals internally and externally across lines of business. Users create and automatically route referrals based on a customer's expressed interest, from savings accounts to home loans. Use Process Builder flows to create automatic email notifications that keep users up-to-date. The dashboards and reports make it a snap to identify and reward top referrers.

Enable the Insurance Console (Optional)

The Insurance Console, with custom fields for policy term and total premium, provides a customized view of insurance policyholders.

Enable the Expressed Interests Component

This component makes it easy to see all open referrals based on expressed interests on the client profile, and the potential value of referrals. Without reentering data, users can capture customer needs with a new standard action on this auto-populated referrals component.

Synchronize the Next and Last Interactions on the Account Object

Schedule an Apex job to set up a batch job for next and last interaction calculations.

Financial Services Cloud Communities

Empower partners and customers by providing access to Financial Services Cloud through Communities licenses for external users. Financial Services Cloud lets you give access to a client's profile, including account details, financial accounts, and more, with Community Cloud. An advisor, client, or customer can access client account information in a community.

Create Users

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create users for Financial Services Cloud and assign the required permissions using profiles and permission sets.

1. From Setup, enter `Users` in Quick Find, then select **Users**.
2. Create a user. Assign it the `Salesforce` user license.
3. Based on the persona of the user, assign a profile, such as System Administrator, Advisor, Personal Banker, or a custom profile. (See Create User Profiles for Other User Personas to create a custom profile.)
4. Save your changes.
5. Click **Permission Set Assignments** and then click **Edit Assignments**.
6. From Available Permission Sets, add the relevant permission sets to Enabled Permission Sets as shown below.

User Persona	Permission Sets to Add
Admin	Financial Services Cloud Standard, Advisor Access, and Personal Banker Access
Advisor	Financial Services Cloud Standard and Advisor Access
Personal Banker	Financial Services Cloud Standard and Personal Banker Access
Teller	Financial Services Cloud Basic and Teller Access

Note: You may assign custom permission sets as desired to provide additional access, as required by the user's persona.

7. Save your changes.
8. For Enterprise Editions and Unlimited Editions only, proceed with the following steps to assign Einstein Analytics for Financial Services Cloud access permissions to the Admin user.
   a. Click **Permission Set License Assignments** and then click **Edit Assignments**.
   b. Enable the **Analytics Embedded App** permission set license.
   c. Save your changes.
   d. Click **Permission Set Assignments** and then click **Edit Assignments**.
   e. From Available Permission Sets, add the relevant permission sets to Enabled Permission Sets as shown below.

User Persona	Permission Sets to Add
Admin	FSC Analytics Admin
Advisor	FSC Analytics Advisor
Personal Banker	FSC Analytics Advisor

   f. Save your changes.

Create User Profiles for Other User Personas

Create profiles to define the permissions and field-level security settings for other users in your organization.

Start by cloning the Standard User profile.

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Clone the Standard User profile.
3. Give the profile a name to identify the type of user, such as `Teller` or `Client Associate`.
4. Save your changes.
5. Click **Edit** to update the permissions and field-level security as needed.
6. Save your changes.
   You can now create new users based on this profile.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Assign the Teller Access Permission Set (Optional)

Create a teller user profile and a teller user before assigning the Teller Access permission set.

1. From **Setup**, enter `Profiles` in the Quick Find box, and then select **Profiles**.
2. Click **New** and clone the Standard User profile.
3. Give the profile a name, such as `Teller`.
4. Save your changes.
5. From **Setup**, enter `Users` in the Quick Find box, and then select **Users**.
6. Click **New** to create a new user.
7. Enter a name, such as `Teller`, and assign the Teller profile.
8. Save your changes.
9. From the Permission Set Assignment related list, click **Add**.
10. Assign the Financial Services Cloud Standard, Financial Services Cloud Basic, and Teller Access permission sets.
11. Save your changes.

Here's an overview of the Teller Access permission set.

Objects	Access
Accounts	Read, Update
Activities, Tasks	Create, Read, Update, Delete
Alerts	Read, Update
Calendar, Events	Create, Read, Update, Delete
Cases	Create, Read
Contacts	Read, Update

Objects	Access
Content	Create, Read, Update, Delete
Documents	Create, Read, Update, Delete
Employee cases	Create, Read, Update, Delete
Leads	Create, Read, Update

Note: The Teller Access permission set provides read-only access to Salesforce standard objects and Financial Services Cloud custom objects not listed in this table.

Assign Financial Services Cloud Permission Set Licenses

Use permission set licenses to give your users access to Financial Services Cloud.

Permission Set License	User Permissions	Object Permissions
Standard	Enables access to Lightning components and the standard version of Financial Services Cloud.	Provides access to the standard Salesforce objects and custom objects.
Basic	Financial Services Cloud Basic is a Financial Services Cloud Standard license with contractual restrictions.	

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

1. From **Setup**, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click a user's name.
3. Under Permission Set Assignments, click **Edit Assignments**.
4. Depending on the license that has been provisioned in your org, you'll see **Financial Services Cloud Standard** or **Financial Services Cloud Basic**. Choose the permission set available in your org.
5. Save your changes.

SEE ALSO: *Tip Sheet: Manage Bulk Permission Set License (PSL) Assignments for Financial Services Cloud*

Set Up a Mobile Home Page

Boost users' productivity on the go by setting up a Financial Services Cloud home page for the Salesforce app.

Note: Salesforce is available as a downloadable app on iOS and Android devices and as a mobile browser app in supported mobile browsers.

1. From **Setup**, enter `Lightning App Builder` in the Quick Find box, and then select **Lightning App Builder**.
2. Click **New**.
3. Select **App Page** and click **Next**.
4. Enter a label, such as `Mobile Home`.

5. Select the **One Column** layout and click **Finish**.
6. Drag components into the template to customize your mobile home page. Choose from standard and custom Financial Services Cloud components.
7. (Optional) To preview the mobile home page, click **Desktop** and then select **Phone** from the drop-down menu.
8. Save your changes.

Note: To activate mobile home pages as part of your mobile navigation, see Modify the Salesforce App Navigation Menu.

Modify the Salesforce App Navigation Menu

Let users access Financial Services Cloud through the Salesforce app navigation menu.

Note: Leverage person accounts to make the most of Financial Services Cloud in the Salesforce mobile app.

1. From Setup, enter `Mobile` in the Quick Find box, then select **Salesforce Mobile Quick Start**.
2. Click **Launch Quick Start Wizard**.
3. Click **Let's Get Started**.
4. Drag items from Available Items to the Navigation Menu.

   Here's a recommended sequence:

   - Mobile Home

     Note: See Set Up a Mobile Home Page to configure your mobile home page.

   - Today
   - Chatter
   - Tasks
   - Events
   - Dashboards
   - Reports
   - People
   - Groups
   - Smart Search Items

   Note: In Smart Search Items, users see recently viewed Salesforce objects. Here's a recommended sequence:

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

5. Click **Save & Next**.
6. Click **Arrange Global Actions**.
7. From the Layout dropdown, select **Advisor Publisher Layout**.

   Note: If you don't see the **Advisor Publisher Layout** in the dropdown, configure your own publisher layout. For details, see Add Global Actions to Publisher Layouts.

8. Click **Save & Next**.
9. Click **Create Compact Layout**.
10. In the Compact Layout for Contacts, add the following fields: Name, Account Name, Phone, and Email.
11. Click **Save & Next**.
12. Review your configuration and click **Next**.
13. (Optional) Send invitations.
14. Click **Next** and **Finish**.

Add Actions to Custom Object Page Layouts

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

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

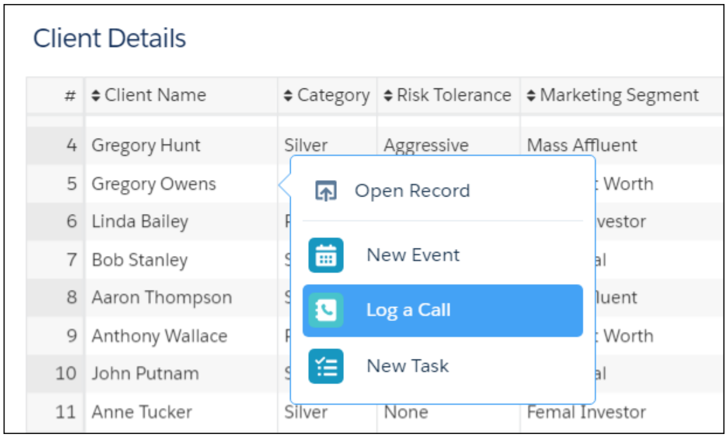
1. From the management settings for each custom object whose actions you want to manage, such as Financial Accounts, go to **Page Layouts**.
2. Select **Edit** next to each page layout you want to add actions to.
3. Select the **Mobile & Lightning Actions** category in the palette, and then drag these actions to the Salesforce Mobile 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.

Add Quick Actions in Einstein Analytics for Financial Services Cloud

Quick actions let users take advantage of Salesforce actions from client details in Einstein Analytics for Financial Services Cloud.

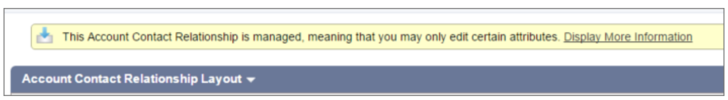
EDITIONS

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



1. From Setup, enter `Object Manager` in the Quick Find box, and then select **Object Manager**.
2. Click **Account** and then click **Page Layouts**.
3. Click **Account (Individual) Layout**.
4. Verify that you are updating the managed Account Contact Relationship layout.

   Note: The managed Account Contact Relationship layout displays a message that the layout is managed.

5. In the palette, select the **Quick Actions** category and then drag each quick action to the Quick Actions in the Salesforce Classic Publisher section and the Salesforce Mobile and Lightning Experience Actions section.
6. Save your changes.

Customize Roles for Individuals

Customize the roles that individuals play as members of a group.

1. From Setup in Object Manager open **Account Contact Relationships** and then **Fields & Relationships**.
2. Select **Roles**.
3. Add or delete roles as needed.
4. Save your changes.

EDITIONS

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

Show Detailed Error Messages

Expedite debugging for you and your users with detailed error messages that provide insight into field-level security restrictions.

A detailed error message includes information about the access type, fields, and object.

1. From Setup, enter `Custom Settings` in the Quick Find box, then select **Custom Settings**.
2. Click **Industries Application Config**.
3. Click **Manage** and then click **Edit**.

4. Select **Show Detailed Error Messages**.
5. Save your changes.

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.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

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 tabs.

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

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 roles are available only in English. To translate them into another language, delete the role records and create your own records.

SEE ALSO:

What Is a Relationship?

Configure Company Name Override for Leads

You can configure the company name override in Custom Settings as part of configuring the B2C lead conversion process.

This override replaces the value of Company Name with the lead's full name when saving a B2C lead. If the override is disabled, a B2C lead cannot be saved until the lead's full name is entered in the Company Name field. By default, the override is enabled for System Administrator, Advisor, and Personal Banker profiles.

Note: This setting is only applicable to orgs using the individual object model, it has no effect in orgs where the person account model is in use.

1. From Setup, enter `Custom Settings` in Quick Find, then select **Custom Settings**.
2. Select **B2C Lead Company Name Config** and click **Manage**.
3. Next to the profile to amend, click **Edit**.
4. To turn off the override, clear Override Company Name.

If you want to apply this custom setting to other profiles or users, add them and select Override Company Name.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create and Configure Custom Record Types for Individuals and Groups

If your users have individuals or relationship groups that don't fit the default record type, you can create and configure a custom record type based on the default individual or group record type.

Create and Configure Custom Record Types for Individuals

First create custom record types on account and contact based on the individual record types. Configure the record type mapping for the custom individual record type, then assign the record types to the user profiles that will use them.

Configure Custom Record Types for Groups

First create custom record types on account, based on the household record type. Configure the record type mapping for the custom group record types, then assign the record types to the user profiles that will use them.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create and Configure Custom Record Types for Individuals

First create custom record types on account and contact based on the individual record types. Configure the record type mapping for the custom individual record type, then assign the record types to the user profiles that will use them.

1. From Setup open Object Manager and locate Account.
2. Open **Record Types** and click **New**.
3. Under Existing Record Type select **Individual**, give your new record type a label, add a description and set it as active.
4. Save your changes.
5. Following the same steps, create a new record type on Contact.
6. From Setup, enter `metadata` in Quick Find, then select **Custom Metadata Types**.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

7. Click **Individual Record Type Mapper**and **Manage Individual Record Type Mappers**
8. Click **New**.
9. Complete the following information for the record type mapper:
   a. Enter a label.
   b. Don't change the automatically set name.
   c. Enter the name of the Account Record Type you added in step 3.
   d. Enter the account record type's namespace.
   e. Enter the name of the Contact Record Type you added in step 5.
   f. Enter the contact record type's namespace.
10. Save your changes.
11. Follow the instructions in Assign Record Types and Page Layouts in the Enhanced Profile User Interface to assign the new record types to the Personal Banker and Advisor profiles.
    When advisors and personal bankers create an account or contact, this custom record type is available to use.

SEE ALSO:

What Is a Relationship?

Configure Custom Record Types for Groups

First create custom record types on account, based on the household record type. Configure the record type mapping for the custom group record types, then assign the record types to the user profiles that will use them.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

1. From Setup open **Object Manager** and locate **Account**.
2. Open **Record Types** and click **New**.
3. Under Existing Record Type select **Household**, give your new record type a label, add a description and set it as active.
4. Save your changes.
5. From Setup, enter `metadata` in Quick Find, then select **Custom Metadata Types**.
6. Click **Group Record Type Mapper**, and then **Manage Group Record Type Mappers**.
7. Click **New**.
8. Complete the following information for the record type mapper.
   a. Enter the label of the record type created in step 3.
   b. Don't change the automatically set label.
   c. Enter Account Type as `Group`.
   d. Enter the record type's namespace.
9. Save your changes.
10. Follow the instructions in Assign Record Types and Page Layouts in the Enhanced Profile User Interface to assign the new record types to the Personal Banker and Advisor profiles.

When advisors and personal bankers create a group, this custom record type is available to use.

SEE ALSO:

What Is a Group?

Financial Services Cloud Alerts

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Financial Services Cloud provides a framework for alerts so that users can get timely alerts about clients and act as necessary.

Use the Alerts API to push financial account alerts from an external system, such as a transactional system, to Financial Services Cloud. The alert appears in Financial Services Cloud when a user views an individual's profile or a financial account page. Financial Services Cloud provides three alert types: Error, Warning, and Info. To test and validate alerts manually, add a custom Alerts tab to the user interface.

Note: Alerts are not intended to be created manually in an org.

By default, only the System Administrator profile has access to alerts, but you can give access to the Advisor and Personal Banker profiles. For users to access alerts, assign the following permissions through their profile.

- For the Alert object, select **Create**, **Read**, **Edit**, and **View All**.
- For the Alert object layout, select **Alert Layout**.
- For the Alert object's field-level security, select **Edit Access** for the Active field and **Read Access** for all other fields, except System Source Id.
- For the Alert object's custom tab settings, select **Default On**.

Relationship Groups Setup

EDITIONS

Financial Services Cloud is available in Lightning Experience in: **Professional**, **Enterprise**, and **Unlimited** Editions

As part of the upgrade tasks, set up relationship groups to let advisors add individuals to more than one group, add businesses to groups, and visualize relationships.

Enable Multiple Relationship Groups

Let advisors add a person to more than one relationship group.

Set Up Field Sets for Relationship Groups

Create custom field sets to include information about relationship groups and group members on an individual profile's Relationships tab.

Enable Multiple Relationship Groups

Let advisors add a person to more than one relationship group.

EDITIONS

Financial Services Cloud is available in Lightning Experience in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: The Multiple Relationship Groups feature is enabled by default for new orgs.

1. From Setup, enter `custom` in the `Quick Find` box, then select **Custom Settings**.
2. Next to Industries Application Config, click **Manage**.
3. Click **Edit**.
4. Select **Multiple Relationship Groups**.
5. Save your changes.

Set Up Field Sets for Relationship Groups

Create custom field sets to include information about relationship groups and group members on an individual profile's Relationships tab.

EDITIONS

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

Complete the following steps from Salesforce Classic.

1. Create an account field set to include account information on the relationship groups component on the Relationship tab.
   a. From Setup, enter `account` in the `Quick Find` box, then select **Field Sets**.
   b. Enter the field set information.
      - Field Set Label: `Relationship Groups`
      - Field Set Name: `WM_Client_Relationship_Groups`
      - Where is this used? `Client profile's Relationships tab`
   c. Save your changes.
   d. In the palette, select the **Account** category, and then drag the following fields to In the Field Set.
      - **Account Name**
      - **Last Interaction**
      - **Total Financial Accounts**
   e. In the palette, select the **Record Type ID** category, and then drag the **Name** field to under Account Name in the In the Field Set list.
   f. Save your changes.
2. Create an account field set to include account information on the relationship members component on the Relationship tab.
   a. From Setup, enter `account` in the `Quick Find` box, then select **Field Sets**.
   b. Enter the field set information.
      - Field Set Label: `Relationship Group Members`
      - Field Set Name: `WM_Client_Relationship_Group_Members`
      - Where is this used? `Client profile's Relationship Groups table`
   c. Save your changes.
   d. In the palette, select the **Account** category, and then drag the following fields to In the Field Set.

- **Account Name**
- **Category**
- **Total Financial Accounts**

e. In the palette, select the **Record Type ID** category, and then drag the **Name** field to under Account Name in the In the Field Set list.

f. Save your changes.

3. Create a contact field set to include contact information on the relationship members component on the Relationship tab.

a. From Setup, enter `contact` in the `Quick Find` box, then select **Field Sets**.

b. Enter the field set information.

- Field Set Label: `Relationship Group Members`
- Field Set Name: `WM_Client_Relationship_Group_Members`
- Where is this used? `Client profile's Relationship Groups table`

c. Save your changes.

d. In the palette, select the **Contact** category, and then drag the **Name** field to In the Field Set.

e. In the palette, select the **Record Type ID** category, and then drag the **Name** field to under Name in the In the Field Set list.

f. In the palette, select the **Account ID** category, and then drag the following fields to under Record Type ID > Name in the In the Field Set list.

- **Last Interaction**
- **Total Financial Accounts**

g. Save your changes.

Group Member Details Setup

You can set up the Group Members (Configurable) Lightning component so that users can see configured member data from one page.

Create a Field Set for Group Member (Configurable) Component

A custom field set includes information about group members and appears on the Relationships tab in an individual's profile.

Customize the Group Members (Configurable) Component

To give users member data that is configured for your business, replace the Group Members Lightning component on a custom client record page.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create a Field Set for Group Member (Configurable) Component

A custom field set includes information about group members and appears on the Relationships tab in an individual's profile.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Complete these steps from Salesforce Classic.

1. Create an Account object field set to include member details on the Member Details (Configurable) component on the Relationships tab.
   a. From Setup, enter `account` in Quick Find, then select **Field Sets**.
   b. Enter the field set information.

      Example:

      - Field Set Label—*Group Member Details*
      - Field Set Name—*WM_Client_Groups_Member_Details*
      - Where is this used?—*Client profile's Relationships tab*

   c. Save your changes.
   d. In the palette, select the **Account** category, and then drag fields to **In the Field Set**.

      Example:

      - **Account Name**
      - **Record Type ID > Name**

        Note: In the palette, select the **Record Type ID** category, and then drag the **Name** field to under Account Name in the Field Set list.

      - **Category**
      - **Total Financial Accounts**

   e. Save your changes.

Customize the Group Members (Configurable) Component

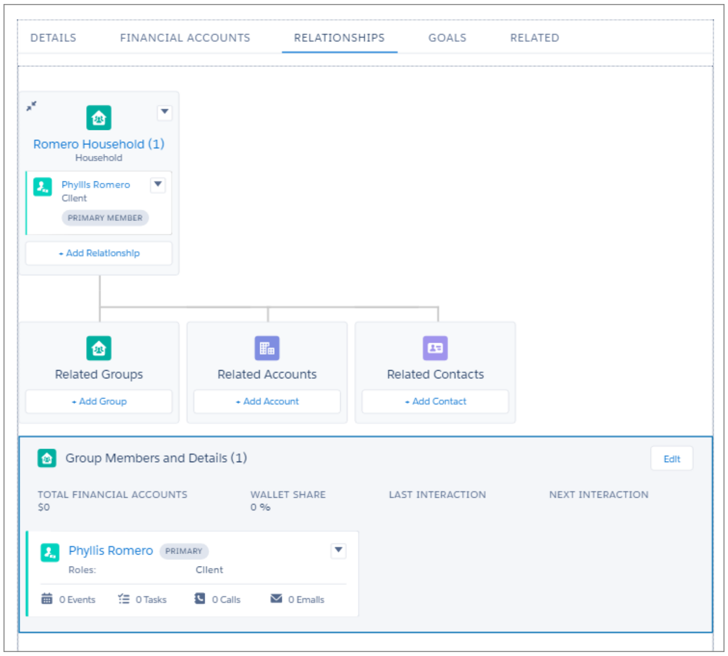
To give users member data that is configured for your business, replace the Group Members Lightning component on a custom client record page.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

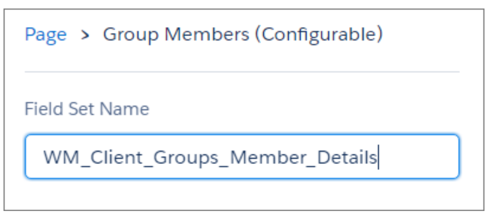
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter `Lightning` in Quick Find, then select **Lightning App Builder**.
2. Next to the Client Record Page click **Clone**. Label and save your custom client record page.
3. Next to the Client Record Page click **Edit**.
4. From the Lightning App Builder, on the client record page, click the **Relationships** tab.
5. Drag the **Group Members (Configurable)** component to the client record page under the relationship map component.



6. Enter the field set name for the Group Members (Configurable) component.

   Example



7. Under the Group Members (Configurable) component, remove the previous **Group Members** component.
8. Save your changes.
9. To exit Lightning App Builder, click **Back** and then refresh your browser.

Reorder Account and Contact Information

Arrange the order of the account and contact information to suit your users' needs. From Lightning App Builder, show contact details at the top of the client record page and account information at the bottom, or vice versa. You can also rearrange Account and Contact Related Lists on the Related tab.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

1. From Setup, enter `Lightning App Builder` in Quick Find, then select **Lightning App Builder**.
2. Click **Edit** next to your custom client record page.
3. From the **Details** tab, click the Client Record Detail component.
4. Select **Show Contact Details at Top**.
5. From the **Related** tab, click the Client Related List component.
6. Select **Show Contact Section at Top**.

7. Save your changes.

Reorder an Individual's First Name and Last Name

You can change the order in which individuals' first name and last name appear on the details page.

1. From Setup, enter `Custom Settings` in Quick Find, then select **Custom Settings**.
2. Click **Industries Application Config**.
3. Click **Manage** and then click **Edit**.
4. In Account Name Format, enter one of these supported formats.
   - `{firstname} {lastname}`
   - `{lastname} {firstname}`

   Note: If a format is not entered correctly, the {firstname} {lastname} format is applied by default.
5. Save your changes.

   The account name format is applied after you make any edit to an individual's name.
6. For {lastname} {firstname} format only, change the org's Default Locale to the appropriate locale so that the {lastname} {firstname} format appears in the Contact Details section for all individuals.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Set Up a New Lightning Page for Contact Records

When you create an org default Lightning record page for contacts, include the FinServ:clientRedirect component. This component ensures that a contact assigned to an Individual record type is redirected to the individual's page.

1. Create a contact record page for Lightning Experience.

   For details on how, see Build a Custom Record Page for Lightning Experience.
2. In the Lightning App Builder, edit the new contact record page.
3. From the Lightning Components pane, drag the **FinServ:clientRedirect** component to the top of your layout so that it's the first component on the page.

   Note: The FinServ:clientRedirect component only facilitates the redirect. It doesn't display any data.
4. Click **Save**.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Enable Retail Banking Features

Get a 360-degree view of customers with Retail Banking, a Financial Services Cloud Lightning app. Bankers can also easily manage high-volume transactions on one screen with the Retail Banking Console. The information bankers need is supported with new objects, fields, and record types for loans, deposits, and more.

Follow these steps to enable Retail Banking features.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create a Personal Banker Profile
Create a Personal Banker profile to define the permissions and field-level security settings for all personal banker users.

Enable Personal Banker Profile Permissions
Enable the permissions and field-level security setting for the Personal Banker profile.

Set Object Field Permissions for the Personal Banker Profile
New object fields provide for banker-specific data. Take these steps to ensure that the fields are visible to personal banker users.

Add the Retail Banking Field Sets
Using the Retail Banking field sets, you can customize the details displayed for various objects and record types. If you have not customized the field sets, add the Retail Banking field sets by installing the unmanaged package. However, if you have customized the field sets, add the Retail Banking field sets manually.

Assign Page Layouts to New Financial Account Record Types
The Financial Accounts object includes new record types, such as Checking Account and Auto Loan, to support banking needs. These record types have customized page layouts that optimally display information for each account type.

Update Lightning Page Layouts for the Banking Home Page and Retail Banking Console
Lightning pages designed to help personal bankers see their key data and tasks are included with Retail Banking. Follow these steps to set up these pages for various record types and the user's home page.

Add Personal Banker Users
Add Personal Banker users and assign them the Personal Banker profile and the related permission sets. Users must have these settings to access Financial Services Cloud.

Create a Personal Banker Profile

Create a Personal Banker profile to define the permissions and field-level security settings for all personal banker users.

Start by cloning the Standard User profile.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Note: To set up profiles for other bank employees, create profiles and modify the permissions to provide the appropriate level of access.

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

Enable Personal Banker Profile Permissions

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Enable the permissions and field-level security setting for the Personal Banker profile.

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Select the **Personal Banker** profile, click **Edit**, and update the following:
   - Under Custom App Settings:
     - Enable the Retail Banking Console app and set it as the default.
   - Under Tab Settings, Custom Tab Settings:
     - Education: Default Off
     - Employment: Default Off
     - Financial holdings: Default Off
     - Identification documents: Default Off
     - Securities: Default Off
   - Under Administrative Permissions:
     - Enable View Dashboards in Public Folders
     - Enable View Reports in Public Folders
   - Under General User Permissions:
     - Enable: Manage Leads
     - Enable: Report Builder
     - Enable: Transfer Leads
     - Enable: View My Team's Dashboards
3. Save your changes.
4. Under Field-Level Security, select **View next to Task**. Edit the task and enable read access for the Type field. Save your changes and go back to the profile.
5. Under Record Type Settings, verify the following:
   - Contact defaults to Individuals.
   - Events includes Advisor Event and defaults to Advisor Event.
   - Leads includes Referral and defaults to Referral.
   - Billing Statements includes Credit and Debit and defaults to Credit.
   - Financial Account Types include Auto Loan, Checking Account, Credit Card, HELOC, Loan Account, Mortgage, Savings Account, and General Account, and defaults to Checking Account.
   - Opportunities defaults to General.
   - Tasks includes Advisor Task and defaults to Advisor Task.

Set Object Field Permissions for the Personal Banker Profile

New object fields provide for banker-specific data. Take these steps to ensure that the fields are visible to personal banker users.

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Click the **Personal Banker** profile name.
3. Locate the Field-Level Security, Standard Field-Level Security section.
4. For each of the Objects in the table below, click **View**.
5. Click **Edit**.
6. Set the Read Access and Edit Access flags for the fields as indicated in the table below.
7. Save your changes.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Object	Field Name	Read Access	Edit Access
Account	External Referrer	✓	✓
Account	Individual Type	✓	
Account	Internal Referrer	✓	✓
Account	Last Transaction Date	✓	
Account	Last Transaction Date - Joint Owner	✓	✓
Account	Last Transaction Date - Primary Owner	✓	✓
Account	Number of Fin. Accounts - Joint Owner	✓	✓
Account	Number of Fin. Accounts - Primary Owner	✓	✓
Account	Total Number of Financial Accounts	✓	
Account	Total Outstanding Credit	✓	
Account	Total Outstanding Credit - Joint Owner	✓	✓
Account	Total Outstanding Credit - Primary Owner	✓	✓
Account	Total Revenue	✓	✓
Contact	Customer Timezone	✓	✓
Contact	Email Verified	✓	✓

Object	Field Name	Read Access	Edit Access
Contact	External Referrer	✔	✔
Contact	Internal Referrer	✔	✔
Contact	Marketing Opt-Out	✔	✔
Contact	Referrer Score	✔	

Add the Retail Banking Field Sets

Using the Retail Banking field sets, you can customize the details displayed for various objects and record types. If you have not customized the field sets, add the Retail Banking field sets by installing the unmanaged package. However, if you have customized the field sets, add the Retail Banking field sets manually.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Note: If you've made just a few customizations to your field sets, we recommend that you make a note of these customizations, install the unmanaged package, and then reapply the customizations.

Reinstall the Unmanaged Package

To add the Retail Banking field sets, first remove the unmanaged package from your installation and then install the latest unmanaged package.

Set Up Retail Banking Field Sets

Where you have heavily customized the field sets in your implementation you may find it easier to add the Retail Banking field sets, rather than install the unmanaged package and reapplying your customizations.

Reinstall the Unmanaged Package

To add the Retail Banking field sets, first remove the unmanaged package from your installation and then install the latest unmanaged package.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Note: If you've made just a few customizations to your field sets, we recommend that you make a note of these customizations, install the unmanaged package, and then reapply the customizations.

Install the unmanaged package as follows:

1. To remove the unmanaged package:
   a. From Setup, enter `Installed` in Quick Find, then select **Installed Packages**.
   b. Next to the Financial Services Cloud unmanaged package, click **Uninstall**.
   c. Select **Yes, I want to uninstall** and click **Uninstall**.
2. To install the unmanaged package:
   a. Locate the link to the Financial Services Cloud unmanaged package in the Product Specific Terms section of your order form.

b. Copy the URL for the unmanaged package into your browser navigation bar and press **Enter**.

c. Enter the password you received from Salesforce.

d. Select **Install for Specific Profiles...**

e. Scroll down to the Personal Banker profile. Set the Access Level to Full Access. This step maps the cloned profile that you created to the Personal Banker profile provided in the package.

f. Select **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.

g. Verify the installation of the unmanaged package.

   a. From Setup, enter `Installed Packages` in Quick Find, then select **Installed Packages**.

   b. Look for **Financial Services Ext**.

Set Up Retail Banking Field Sets

Where you have heavily customized the field sets in your implementation you may find it easier to add the Retail Banking field sets, rather than install the unmanaged package and reapplying your customizations.

Following the instructions in Creating and Editing Field Sets, add the following Retail Banking field sets:

- On Account, create this field set with the following properties:

Field Set Label	Name	Where is it used?
Financial Accounts Summary	FSC_Banker_Profile_Fin_Acct_Summary	Personal Banker profile's Financials tab

with these fields:

Label	Name
Total Bank Deposits	TotalBankDeposits
Total Outstanding Credit	TotalOutstandingCredit
Total Number of Financial Accounts	TotalNumberOfFinAccounts

- On Financial Account create the following field sets:

Field Set Label	Name	Where is this used?
Auto Loan Account	FSC_Client_AutoLoan	Client profile’s Financials tab
Checking Account	FSC_Client_CheckingAccount	Client profile’s Financials tab
Credit Card Account	FSC_Client_CreditCard	Client profile’s Financials tab
Savings Account	FSC_Client_SavingsAccount	Client profile’s Financials tab
Loan Account	FSC_Client_LoanAccount	Client profile’s Financials tab
Mortgage Account	FSC_Client_MortgageAccount	Client profile’s Financials tab
HELOC Account	FSC_Client_HELOC	Client profile’s Financials tab

with these fields:

Label	Name
Financial Account Name	Name
Type	FinancialAccountType
Owner Type	OwnerType
Date Opened	OpenDate
Balance	Balance

and these field sets:

Field Set Label	Name	Where is this used?
Auto Loan Account	FSC_Group_AutoLoan	Household profile's Financials tab
Checking Account	FSC_Group_CheckingAccount	Household profile's Financials tab
Credit Card Account	FSC_Group_CreditCard	Household profile's Financials tab
Savings Account	FSC_Group_SavingsAccount	Household profile's Financials tab
Loan Account	FSC_Group_LoanAccount	Household profile's Financials tab
Mortgage Account	FSC_Group_MortgageAccount	Household profile's Financials tab
HELOC Account	FSC_Group_HELOC	Household profile's Financials tab

with these fields:

Label	Name
Financial Account Name	Name
Primary Owner	PrimaryOwner
Type	FinancialAccountType
Date Opened	OpenDate
Balance	Balance

- On Lead create the following field set:

Field Set Label	Name	Where is this used?
LBL.Label_Field_Set_Referral_Form	FSC_Referral_Form	Used in global referral form

with these fields:

Label	Name
First Name	FirstName

Label	Name
Last Name	LastName
Experessed Interest	ExpressedInterest
Company	Company
Phone	Phone
Email	Email
Street	Street
City	City
State	State
Postal Code	PostalCode

And:

Field Set Label	Name	Where is this used?
LBL.Label_Field_Set_Referrals_Made	FSC_Referrals_Made_Community	Client profile's Referrals tab

with these fields:

Label	Name
Name	Name
Expressed Interest	ExpressedInterest
Created Date	CreatedDate

And:

Field Set Label	Name	Where is this used?
LBL.Label_Field_Set_Referrals_Made	FSC_Referrals_Made	Client profile's Referrals tab

with these fields:

Related Object	Label	Name
Lead	Name	Name
Lead	Expressed Interest	ExpressedInterest
Lead	Lead Status	Status
Converted Opportunity ID	Opportunity Name	Name

Assign Page Layouts to New Financial Account Record Types

The Financial Accounts object includes new record types, such as Checking Account and Auto Loan, to support banking needs. These record types have customized page layouts that optimally display information for each account type.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Follow these steps to assign the custom pages to record types.

1. From Setup, open **Object Manager**.
2. Open the Object as indicated in the table below and then click **Record Types**.
3. Click **Page Layout Assignment** and then **Edit Assignment**.
4. For the record type indicated in the table, select the cell for the personal banker profile or the record type column, where assigning the layout to all profiles, and assign the page layout defined in the table.
5. Save your changes.

Object	Record Type	Layout	Profiles
Account	Individual	Account (Retail Client - Individual) Layout	Personal Banker
Billing Statement	Debit	Debit Billing Statement Layout	All
Contact	Individual	Contact (Retail Client - Individual) Layout	Personal Banker
Lead	General	Lead (General) Layout	All
Lead	Retirement Planning	Lead (General) Layout	All
Opportunity	General	Opportunity (General) Layout	All
Opportunity	Wallet Share Opportunity	Opportunity (Wallet Share) Layout	Personal Banker

Update Lightning Page Layouts for the Banking Home Page and Retail Banking Console

Lightning pages designed to help personal bankers see their key data and tasks are included with Retail Banking. Follow these steps to set up these pages for various record types and the user's home page.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Assign Lightning Pages to Display Financial Services Cloud Data

You can assign different Lightning pages to the various Financial Services Cloud apps to display specific account record types. You can also choose which profiles can access the page. The two-column page layout is ideal for the Retail Banking app, the one-column layout is best suited to the Retail Banking Console, and the three-column suits both apps.

Assign the Banking Home Page Layout to a Profile

The Banking home page is tailored to the needs of personal bankers.

Assign Lightning Pages to Display Financial Services Cloud Data

You can assign different Lightning pages to the various Financial Services Cloud apps to display specific account record types. You can also choose which profiles can access the page. The two-column page layout is ideal for the Retail Banking app, the one-column layout is best suited to the Retail Banking Console, and the three-column suits both apps.

EDITIONS

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

1. From Setup, enter `Lightning App Builder` in the Quick Find box, and then select **Lightning App Builder**.
2. Click **View** next to the Lightning Page you want to assign, as shown in the table.
3. Click **Activation**.
4. Click the **App, Record Type, and Profile** tab.
5. Click **Assign to Apps, Record Types, and Profiles**.
6. Select the apps, and click **Next**.
7. Select the record type, and click **Next**.
8. Select the profiles, and click **Next**.
9. Review and save your assignments.

Lightning Page Name	App	Record Type	Profile
Client Record Page	Wealth Management	Individual	Advisor, System Admin
Client Record Page	Wealth Management	Household	Advisor, System Admin
Banking Business Account Page	Retail Banking, Retail Banking Console	Business	Advisor, Personal Banker, System Admin
Banking Business Contact Page	Retail Banking, Retail Banking Console	Business	Advisor, Personal Banker, System Admin
Banking Household Page - One Column	Retail Banking Console	Household	Advisor, Personal Banker, System Admin
Banking Household Page - Two Column	Retail Banking	Household	Advisor, Personal Banker, System Admin
Banking Individual Page - One Column	Retail Banking Console	Individual	Advisor, Personal Banker, System Admin
Banking Individual Page - Two Column	Retail Banking	Individual	Advisor, Personal Banker, System Admin

Assign the Banking Home Page Layout to a Profile

The Banking home page is tailored to the needs of personal bankers.

Assign this home page to the Personal Banker profile by following these steps.

1. From Setup, enter `Lightning App Builder` in Quick Find, then select **Lightning App Builder**.
2. Click **View** for **Banking Home**.
3. Click **Activation**.
4. Select **Assign this Home page to specific profiles** and click **Next**.
5. Select **Personal Banker** from the list of profiles and click **Next**.
6. Activate your changes.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Add Personal Banker Users

Add Personal Banker users and assign them the Personal Banker profile and the related permission sets. Users must have these settings to access Financial Services Cloud.

1. From Setup, enter `Users` in Quick Find, then select **Users**.
2. Click **New User**. Enter the user's details and assign them the Salesforce user license and then the **Personal Banker** profile.
3. Save your changes.
4. Under Permission Set Assignments, click **Edit Assignments**.
5. Under Available Permission Sets, add the Financial Services Cloud Standard and Personal Banker Access permission sets to Enabled Permission Sets.
6. Save your changes.

   You can use subsets of the Retail Banking features for other users, such as tellers. See the Financial Services Cloud Administrator Guide for details on how to set up these users.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Rollups in Financial Services Cloud

Financial Services Cloud supports rollup by lookup (RBL) summary rules and record rollups at the client and group levels. An RBL rule displays summary calculations of financial account information, such as account balances. A record rollup displays associated records for Financial Accounts, Financial Goals, Assets & Liabilities, Events, Tasks, Referrals, and Opportunities.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Rollup by Lookup Rules
When you edit a financial account record or primary group membership, the rollup by lookup (RBL) configuration updates the corresponding RBL summaries at the client and group levels. RBL rules include the RBL configuration, which provides the rollup definition, and filter criteria.

Record Rollups
All related records are displayed at the client level by default. When you enable record rollups at the group level, all corresponding records are stamped with the Primary Group in the Household__c lookup field. As a result, these records are displayed at the group level on the corresponding components or related lists.

[Rollup Operation Example](#)
Here's an example of a rollup summary calculation.

[Enable Rollups](#)
Enable rollups to display financial summary calculations and record rollups at the client and group levels.

[Force Rollup By Lookup Recalculations](#)
You can recalculate the RBL rules for your organization from the UI or by using Apex code.

[Temporarily Disable Rollups to Accelerate Data Loads](#)
Before initiating insert or update operations, you can disable rollups to speed up data loading. You can control whether rollup-by-lookup rules or record rollups are queried and calculated for your org or for a specific profile or user.

[Enable Opportunity Rollups](#)
Enable opportunity rollups to show all Primary Group member opportunities on a related list at the group level. Users can quickly take action and win opportunities from the Primary Group view.

Rollup by Lookup Rules

When you edit a financial account record or primary group membership, the rollup by lookup (RBL) configuration updates the corresponding RBL summaries at the client and group levels. RBL rules include the RBL configuration, which provides the rollup definition, and filter criteria.

RBL summaries are available only for Financial Accounts, Financial Account Roles, Assets & Liabilities, and Revenue objects.

Changes to a single Financial Account or Account Contact Relationship membership record update RBL summaries in real time. Changes made via bulk operations or the Group Builder queue the updates.

Note: Financial Services Cloud RBL rules aren't customizable.

Record Rollups

All related records are displayed at the client level by default. When you enable record rollups at the group level, all corresponding records are stamped with the Primary Group in the Household__c lookup field. As a result, these records are displayed at the group level on the corresponding components or related lists.

Object	Where to View Group Record Rollups	Type
Financial Account	Financial Account List, Financial Account Role, Bank Account, Investment Account, Insurance Policy	Component
Financial Goals	Financial Goal	Component
Assets and Liabilities	Assets and Liabilities	Component
Referrals	Referrals Expressed Interest List, Referrals Made List	Component
Events and Tasks	Activities	Related List
Opportunities	Household Opportunities	Related List

Note: You can't edit the Household__c lookup field.

Rollup Operation Example

Here's an example of a rollup summary calculation.

Rachel Adams is the primary owner of an investment account, and the Adams Household is her primary group. When you activate rollups for Financial Accounts, the Household__c lookup field on Rachel's investment account is stamped with the Adams Household. The active RBL rules for Total Financial Accounts Client Primary Owner and Total Financial Accounts Household are invoked. As a result, her investment account balance rolls up to the Total Financial Account balance for Rachel Adams and the Adams Household. Rachel's investment account is displayed on the Investment Account component.

Enable Rollups

Enable rollups to display financial summary calculations and record rollups at the client and group levels.

Here's an overview of enabling record rollups and rollup by lookup (RBL) rules.

Level	Record Rollups	RBL Rules
Client	All related records are displayed at the client level by default.	Enable RBL rules for client-level summarizations.
Group	Enable rollups for the following objects to display related records for all primary group members: • Assets & Liabilities • Events • Financial Accounts • Financial Goals • Opportunities • Referrals • Tasks	1. Enable RBL rules for group-level summarizations. 2. Enable rollups for Financial Account records to aggregate primary group members' associated financial account information.

Understand RBL Configurations

Access RBL rules through the Rollup by Lookup Configurations tab.

Active
indicates a rule is active or inactive.

From Object
indicates the object to perform rollups from.

Field to Rollup From
indicates the field to aggregate.

From Record Type (optional)
indicates a specific record type to roll up from.

Lookup Field
(most important) indicates the record (client, group) to roll up to.

Rollup Operation
indicates the type of operation, such as Sum.

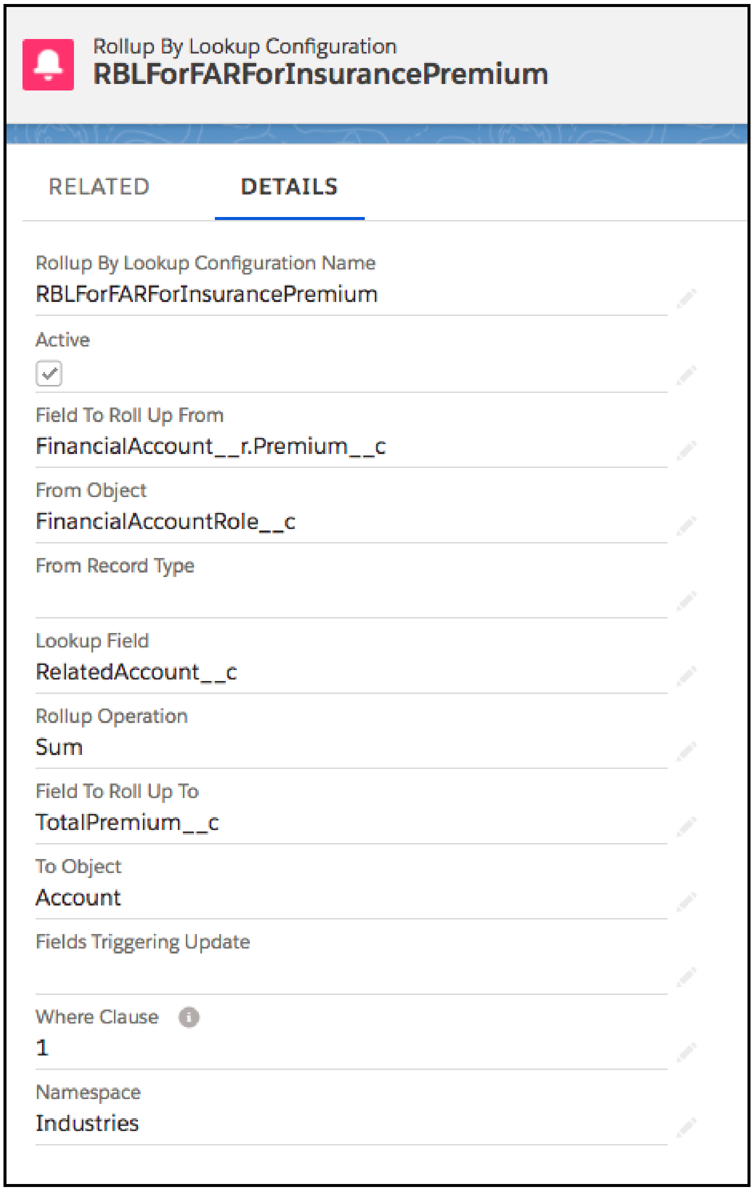
To Object
: indicates the object to summarize into.

Field to Roll Up To
: indicates the field to summarize into.

Fields Triggering Update (Optional)
: fields on the source object that might trigger the update. When left blank, any edit will invoke rollup recalculation.

Where Clause (Optional)
: filter criteria clause.

Here is an example of the Rollup By Lookup Configuration modal:



Packaged RBL Configurations

Financial Services Cloud supports the following RBL configurations in your org.

Note: All financial account (FA) type rules have corresponding financial account role (FAR) type rules to support rollup summaries for multiple joint owners. You can enable either the FA or FAR version of the RBL rule, but not both. For example, you can enable RBLForFARForFinAcctsClientPrimaryOwner instead of RBLForFinAcctsClientPrimaryOwner.

Note: All group or household (HH) type rules support RBL summary calculations for the Primary Owner's Primary Group only. See: What is a Group?

Rule	Type	Object	Description
RBLForFinAcctsHHTotal	HH	Financial Account	Group-level aggregation of all Financial Account balances.
RBLForInvestmentsHH	HH	Financial Account	Group-level aggregation of all Financial Account balances with record type Investment Account.
RBLForBankingHH	HH	Financial Account	Group-level aggregation of all Financial Account balances with record type Banking Account, Checking Account, and Savings Account.
RBLForInsuranceHH	HH	Financial Account	Group-level aggregation of all Financial Accounts balances with record type Insurance Policy.
RBLforAUMHH	HH	Financial Account	Group-level aggregation of all Financial Accounts balances with Managed set to True. Denotes assets under management.
RBLForFinAcctsHHHeldAway	HH	Financial Account	Group-level aggregation of all Financial Accounts balances with Held Away set to True.
RBLForTotalOutstandingCreditBankerHH	HH	Financial Account	Group-level aggregation of total outstanding credit balances of all Financial Accounts with record type Credit Card, Mortgage, HELOC, LoanAccount, or AutoLoan.
RBLForFARForLastTransactionDateHH	HH	Financial Account	Group-level summary of the Last Transaction Date for all associated Financial Accounts.
RBLForTotalNumberOfAccountsBankerHH	HH	Financial Account	Group-level summary of the number of all associated Financial Accounts.
RBLForLiabilitiesHH	HH	Assets and Liabilities	Group-level summary of all non-financial liabilities.
RBLForNonfinAssetsHH	HH	Assets and Liabilities	Group-level summary of all non-financial assets.
RBLForFinAcctsClientPrimaryOwner	FA	Financial Account	Client-level aggregation of all Financial Account balances where Client is Primary Owner on the Financial Account.
RBLForFinAcctsClientJointOwner	FA	Financial Account	Client-level aggregation of all Financial Account balances where Client is Joint Owner on the Financial Account. One Joint Owner only.

RBLForInvestmentsClientPrimaryOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with record type Investment Account where Client is Primary Owner on the Financial Account.
RBLForInvestmentsClientJointOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with record type Investment Account where Client is Joint Owner on the Financial Account. One Joint Owner only.
RBLForBankingClientPrimaryOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is Primary Owner on the Financial Account.
RBLForBankingClientJointOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is Joint Owner on the Financial Account. One Joint Owner only.
RBLForInsuranceClientPrimaryOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with record type Insurance Policy where Client is Primary Owner on the Financial Account.
RBLForInsuranceClientJointOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with record type Insurance Policy where Client is Joint Owner on the Financial Account. One Joint Owner only.
RBLforAUMClientPrimaryOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with Managed set to True where Client is Primary Owner on the Financial Account. Denotes Assets under Management.
RBLforAUMClientJointOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with Managed set to True where Client is Joint Owner on the Financial Account. One Joint Owner only.
RBLForFinAcctsClientHeldAwayPrimaryOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with Held Away set to True where Client is Primary Owner on the Financial Account.
RBLForFinAcctsClientHeldAwayJointOwner	FA	Financial Account	Client-level aggregation of all Financial Accounts with Held Away set to True where Client is Joint Owner on the Financial Account. One Joint Owner only.
RBLForFARForFinAcctsClientPrimaryOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts balances where Client is designated as the Primary Owner on Financial Account Role.
RBLForFARForFinAcctsClientJointOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts balances where Client is designated as a Joint

			Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForInvestmentsClientPrimaryOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is designated as the Primary Owner on Financial Account Role.
RBLForFARForInvestmentsClientJointOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForTotalBankDepositsPrimaryOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with record type Investment Account where Client is designated as the Primary Owner on Financial Account Role.
RBLForFARForTotalBankDepositsJointOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with record type Investment Account where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForInsuranceClientPrimaryOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with record type Insurance Policy where Client is designated as the Primary Owner on Financial Account Role.
RBLForFARForInsuranceClientJointOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with record type Insurance Policy where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARforAUMClientPrimaryOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with Managed set to True where Client is designated as the Primary Owner on Financial Account Role. Summary denotes Assets under Management.
RBLForFARforAUMClientJointOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with Managed set to True where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForFinAcctsClientHeldPrimaryOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with Held Away set to True where Client is designated as the Primary Owner on Financial Account Role.
RBLForFARForFinAcctsClientHeldJointOwner	FAR	Financial Account Role	Client-level aggregation of all Financial Accounts with Held Away set to True where Client is

			designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForInsurancePremium	FAR	Financial Account Role	Client-level aggregation of all premiums for all Financial Accounts with record type Investment Account where Client is designated as the Related Account on Financial Account Role.
RBLForFARForTotalOutstandingCreditPrimaryOwner	FAR	Financial Account Role	Client-level aggregation of total outstanding credit balances of all Financial Accounts with record type Credit Card, Mortgage, HELOC, LoanAccount, AutoLoan where Client is designated as a Primary Owner on Financial Account Role.
RBLForFARForTotalOutstandingCreditJointOwner	FAR	Financial Account Role	Client-level aggregation of total outstanding credit balances of all Financial Accounts with record type Credit Card, Mortgage, HELOC, LoanAccount, AutoLoan where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForTotalNumberOfAccountsPrimaryOwner	FAR	Financial Account Role	Client-level summary of the number of all associated Financial Accounts where Client is designated as a Primary Owner on Financial Account Role.
RBLForFARForTotalNumberOfAccountsJointOwner	FAR	Financial Account Role	Client-level summary of the number of all associated Financial Accounts where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForLastTransactionDatePrimaryOwner	FAR	Financial Account Role	Client-level summary of the Last Transaction Date for all associated Financial Accounts where Client is designated as a Primary Owner on Financial Account Role.
RBLForFARForLastTransactionDateJointOwner	FAR	Financial Account Role	Client-level summary of the Last Transaction Date for all associated Financial Accounts where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.
RBLForFARForLastTransactionDateHH	FAR	Financial Account Role	Group-level summary of the Last Transaction Date for all associated Financial Accounts.
RBLForLiabilitiesClientPrimaryOwner	-	Assets and Liabilities	Client-level summary of all non-financial liabilities where Client is Primary Owner.
RBLForLiabilitiesClientJointOwner	-	Assets and Liabilities	Client-level summary of all non-financial liabilities where Client is Joint Owner.
RBLForNonfinAssetsClientPrimaryOwner	-	Assets and Liabilities	Client-level summary of all non-financial assets where Client is Primary Owner.

RBLForNonfinAssetsClientJointOwner	-	Assets and Liabilities	Client-level summary of all non-financial assets where Client is Joint Owner.
RBLForTotalRevenueBanker	-	Revenue	Client-level summary of all Revenues.

Force Rollup By Lookup Recalculations

You can recalculate the RBL rules for your organization from the UI or by using Apex code.

Note: To recalculate rollup summaries for a small subset of data, either modify the underlying Financial Accounts or modify the Account Contact Relationship.

To recalculate the RBL summaries from the UI.

1. In App Launcher, click **Rollup By Lookup Configurations**.
2. Change the list view to **All**.
3. Click **List View Controls** .
4. Click **Select Fields to Display**.
5. Under Available Fields, select **Active**, and add the selected field to **Visible Fields**.
6. Save your changes.
7. Select RBL rule(s) to be re-calculated from the list view

   Note: Note: Activate RBL rules before you run them.

8. Click **Run Rules**.

To recalculate the RBL summaries using Apex code.

1. Call a global class with the global constructor RollupRecalculationBatchable through Apex code.

   Note: When running the RBL rules through Apex code, your list must not:

   - Be null or empty
   - Contain inactive, invalid, or duplicate RBL configuration IDs

2. Create a list of IDs of your active Rollup By Lookup Configuration objects in the order that you want them to run.
3. Create an instance of RollupRecalculationBatchable, and pass your list of IDs to it.
4. Execute the batch job with Database.executeBatch. After you execute this batch job, future rollups are automatically executed.

Here's sample Apex code:

```
// Create your list of IDs
List<Id> rollupsToRun = new List<Id>();
List<FinServ__RollupByLookupConfig__c> queriedRollups = [SELECT Id FROM
FinServ__RollupByLookupConfig__c WHERE FinServ__Active__c = true];
for (FinServ__RollupByLookupConfig__c rollup : queriedRollups) {
rollupsToRun.add(rollup.Id);
}

// Create an instance of RollupRecalculationBatchable
FinServ.RollupRecalculationBatchable job = new
```

```
FinServ.RollupRecalculationBatchable(rollupsToRun);

// Run the rollups
Database.executeBatch(job);
```

SEE ALSO: Batch Apex

Temporarily Disable Rollups to Accelerate Data Loads

Before initiating insert or update operations, you can disable rollups to speed up data loading. You can control whether rollup-by-lookup rules or record rollups are queried and calculated for your org or for a specific profile or user.

1. From Setup, enter `Custom Settings` in the Quick Find box, then select **Custom Settings**.
2. Next to Wealth Application Config, click **Manage**.
3. Click **Edit** to modify the Default Organization Level Value setting.

   Note: If a Default Organization Level isn't defined, click **New** to define a new Default Organization Level Value.

4. Deselect **Enable Rollup Summary** and **Enable Group Record Rollup**.
5. Save your changes.

   Note: You can create or modify user- or profile-level settings in the Setup Owner related list below the Default Organization Level Value.

Enable Opportunity Rollups

Enable opportunity rollups to show all Primary Group member opportunities on a related list at the group level. Users can quickly take action and win opportunities from the Primary Group view.

Add Opportunities as a picklist value to the Rollup__c field on Account Contact Relationship.

1. From **Setup**, enter `Object Manager` in the Quick Find box, and then select **Account Contact Relationship**.
2. Select **Fields & Relationships**, and then click **Roll-Ups**.
3. In the Values section, click **New**.
4. Enter `Opportunities` in the Roll-Ups field.
5. Save your changes.

Set Up Intelligent Need-Based Referrals and Scoring

Intelligent Need-Based Referrals and Scoring is a referral management workflow that helps source referrals internally and externally across lines of business. Users create and automatically route referrals based on a customer's expressed interest, from savings accounts to home loans. Use Process Builder flows to create automatic email notifications that keep users up-to-date. The dashboards and reports make it a snap to identify and reward top referrers.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Install Intelligent Need-Based Referrals and Scoring

Install the unmanaged extension package for Intelligent Need-Based Referrals and Scoring (Financial Services Referral Ext) to provide access to referral dashboards and reports. The dashboards help users strengthen their referral networks, nurture relationships, and identify and reward top referrers.

Enable the Referrer Score

A referrer score, from 0 to 100, represents the conversion rate for an individual referrer. You can use the score to identify and reward top referrers.

Referral Approval Process

A referral approval process is an automated process that you can use to approve referrals in Financial Services Cloud. You can specify the steps necessary for a referral to be approved and who must approve it at each step.

Create a Process Builder Flow

Optionally, use a Process Builder flow to initiate the referral approval process and to generate emails when people create, update, or reassign referrals.

Update the Leads Tab Name

Change the Leads tab name to `Leads & Referrals`. Changing the tab name changes Lead score to Lead & Referral score.

Enable Referrals Rollups for Intelligent Need-Based Referrals and Scoring

If there isn't an option to add referrals to rollups, enable referral rollups so users can see all the referrals for members of a group.

Components That Track Intelligent Need-Based Referrals and Scoring

Help users stay on top of their referral activity with these custom components.

Install Intelligent Need-Based Referrals and Scoring

Install the unmanaged extension package for Intelligent Need-Based Referrals and Scoring (Financial Services Referral Ext) to provide access to referral dashboards and reports. The dashboards help users strengthen their referral networks, nurture relationships, and identify and reward top referrers.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Note: The package includes two dynamic dashboards. To install the package, your org must be under your Salesforce reports and dashboards limit. If you need to extend your limit, contact Salesforce.

1. Copy

   `http://industries.force.com/financialservicescloudextensionrb` into your browser and press Enter.
2. If you received a password from Salesforce, enter it.
3. Select **Install for Specific Profiles**.
4. Scroll to the Advisor profile, and 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. Repeat for the Personal Banker profile and any other relevant profiles.
6. Select **Install**.

   If the installation takes a while, you can click **Done** and the installation completes in the background. Check your email for confirmation that the installation was successful.

If the package installation fails, see Why did my installation or upgrade fail?

SEE ALSO:

Dashboard Limits, Limitations, and Allocations

Enable the Referrer Score

A referrer score, from 0 to 100, represents the conversion rate for an individual referrer. You can use the score to identify and reward top referrers.

1. From Setup, enter `Custom Settings` in the Quick Find box, and then select **Custom Settings**.
2. Select **Manage** next to Wealth Application Config.
3. Click **New**.
4. Select **Enable Referrer Score**.
5. Save your changes.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Referral Approval Process

A referral approval process is an automated process that you can use to approve referrals in Financial Services Cloud. You can specify the steps necessary for a referral to be approved and who must approve it at each step.

Create a Lead Queue for Referral Approvers
Use a Lead Queue to provide approvers with easy access to the referrals requiring approval.

Create an Approval Process
Use an Approval Process to automate the way referrals are approved.

SEE ALSO:

Set Up an Approval Process

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create a Lead Queue for Referral Approvers

Use a Lead Queue to provide approvers with easy access to the referrals requiring approval.

1. From Setup, enter `Queues` in the Quick Find box, and then select **Queues**.
2. Click **New**.
3. For Label, enter `Referral Approvers`.
4. Accept the unique name.
5. Add the Lead object to Selected Objects.
6. Save your changes.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create an Approval Process

Use an Approval Process to automate the way referrals are approved.

Before starting this step, create email templates for referral assignment notification and referral update notification emails. For details on how to create email templates, see the Email Templates in Lightning Experience help article.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

1. From Setup, enter `Approval Processes` in the Quick Find box, and then select **Approval Processes**.
2. For Manage Approval Processes For, select **Lead**.
3. Select **Create New Approval Process | Use Jump Start Wizard**.
4. For Name, enter `Referral Approval Process`.
5. Accept the unique name.
6. For Approval Assignment Email Template, enter the name of the referral assignment notification email template you created.
7. For Select Approve, select **Automatically assign to queue**.
8. Select the Referral Approvers queue.
9. Save your changes.
10. Click **View Approval Process Detail Page**.
11. Under Final Approval Actions:
    a. Click **Add New | Email Alert**.
    b. For Description, enter `Approval Alert Email`.
    c. Accept the unique name.
    d. For Email Template, enter the name of the referral update notification email template you created.
    e. In Recipient Type search select **User**, and then click **Find**.
    f. Add the recipients.
    g. Save your changes.
    h. Click **Add New | Field Update** to change the owner to Referral Approvals queue.
    i. For Name, enter `Approved Referral Owner`.
    j. Accept the unique name.
    k. Choose the field to update.
    l. Save your changes.
12. Under Final Rejection Actions:
    a. Click **Add New | Field Update**.
    b. For Name, enter `Rejection Action`.
    c. Accept the unique name.
    d. For Field To Update, choose **Lead Status**.
    e. For Picklist Options, select **A specific value** and choose **Closed - Not Converted**.

f. Save your changes.

SEE ALSO:

Email Templates in Lightning Experience

Create a Process Builder Flow

Optionally, use a Process Builder flow to initiate the referral approval process and to generate emails when people create, update, or reassign referrals.

Create a process flow that meets your organization's business requirements. See Lightning Process Builder and Create a Process with Process Builder.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Update the Leads Tab Name

Change the Leads tab name to `Leads & Referrals`. Changing the tab name changes Lead score to Lead & Referral score.

Note: Changing the Leads tab name affects all users, even if they're not using Intelligent Need-Based Referrals and Scoring.

SEE ALSO:

Rename Object, Tab, and Field Labels

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Enable Referrals Rollups for Intelligent Need-Based Referrals and Scoring

If there isn't an option to add referrals to rollups, enable referral rollups so users can see all the referrals for members of a group.

Follow these steps to add the picklist value to enable referral rollups.

1. From Setup, click **Object Manager**, and then select **Account Contact Relationship**.
2. Select **Fields & Relationships**, and then click **Roll-Ups**.
3. In the Values section, click **New**.
4. Enter `Referrals` in the Roll-Ups field.
5. Save your changes.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Components That Track Intelligent Need-Based Referrals and Scoring

Help users stay on top of their referral activity with these custom components.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

- My Top Referrers (Component name: Referrals Top Referrers - Financial Services Cloud)—Displays ranked list of individuals who've made referrals.
- Referrals Assigned to Me (#) (Component name: Referrals Assigned List - Financial Services Cloud)—Displays referrals assigned to a user.
- Referrals Assigned to Me (Component name: Referrals Assigned Summary - Financial Services Cloud)—Displays summary of referrals assigned to a user.
- New Referral (Component name: Referrals Create Form - Financial Services Cloud)—Form for creating a referral.
- Referrer Summary (Component name: Referrals Made Summary - Financial Services Cloud)—Displays summary of referrals made by a user.
- Referral Performance (Component name: Referrals Made Chart - Financial Services Cloud)—Displays conversion rate of a user's referrals.
- Referrals Made (Component name: Referrals Made List - Financial Services Cloud)—Displays status of a user's referrals.
- Expressed Interests (Component name: Referrals Expressed Interest List - Financial Services Cloud)—Displays a referral's interest, such as a checking account or a mortgage.

Enable the Insurance Console (Optional)

The Insurance Console, with custom fields for policy term and total premium, provides a customized view of insurance policyholders.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Note: Follow these optional setup steps if you'd like to give users access to the Insurance Console.

Assign the Insurance Access Permission Set (Optional)

The Insurance Access permission set provides access to the Insurance Console.

1. From **Setup**, enter `Permission Sets` in the Quick Find box, and then select **Permission Sets**.
2. Select **Insurance Access**.
3. Select **Manage Assignments**.
4. Select the users to whom you want to assign the permission set.
5. Save your changes.

Enable the Insurance Compact Layouts (Optional)

Enable the insurance compact layouts for the relevant record types.

1. From **Setup**, enter `Object Manager` in the Quick Find box, select **Account** and then select **Compact Layouts**.
2. In the **Compact Layout Assignment** modal, select the **Individual Insurance Compact Layout** for the **Individual Record Type**. Select the **Household Insurance Compact Layout** for the **Household Record Type**.

3. Save your changes.

Enable Rollups for Total Premiums (Optional)

1. Create a configuration for client rollups.
   a. In **App Launcher**, select *Rollup By Lookup Configurations*.
   b. Click **New**.
   c. In Rollup By Lookup Configuration Name, enter *RBLForFARForInsurancePremium*.
   d. Deselect the **Active** checkbox.
   e. In Field To Roll Up From, enter *FinancialAccount__r.Premium__c*.
   f. In From Object, enter *FinancialAccountRole__c*.
   g. In Lookup Field, enter *RelatedAccount__c*.
   h. In Rollup Operation, select *Sum*.
   i. In Field To Roll Up To, enter *TotalPremium__c*.
   j. In To Object, enter *Account*.
   k. In Where Clause, enter *1*.
   l. Save your changes.
   m. From the **Related** Tab, click **New** in the Rollup By Lookup Filter Criteria related list.
   n. In Field Name, enter *FinancialAccount__r.RecordTypeName__c*.
   o. In Operator, select **equals**.
   p. In Field Value, enter *InsurancePolicy*.
   q. Save your changes.
   r. In the App Launcher, select **Rollup by Lookup Configurations**.
   s. Click on **RBLForFARForInsurancePremium**, and then click **Edit**.
   t. Select the **Active** checkbox.
   u. Save your changes.
2. Create a configuration for group rollups.
   a. In the App Launcher, select **Rollup by Lookup Configurations**.
   b. Click **New**.
   c. In Rollup By Lookup Configuration Name, enter *RBLForInsurancePremiumHH*.
   d. Select the **Active** checkbox.
   e. In Field To Roll Up From, enter *Premium__c*.
   f. In From Object, enter *FinancialAccount__c*.
   g. In From Record Type, enter *InsurancePolicy*.
   h. In Lookup Field, enter *Household__c*.
   i. In Rollup Operation, select *Sum*.
   j. In Field To Roll Up To, enter *TotalPremium__c*.

k. In To Object, enter `Account`.

l. Save your changes.

Provide Edit Access to the Total Premium Custom Field (Optional)

1. From **Setup**, enter `Profiles` in the Quick Find box, and select **Profiles**.
2. Select **System Administrator**.
3. Click **View** near Account for FLS.
4. Click **Edit**.
5. Provide Read and Edit access for Total Premium.
6. Save your changes.
7. Repeat these steps for any other profiles in use, such as Advisor and Personal Banker.

Add the Insurance Policy Component to a Lightning Page (Optional)

Follow these steps to add the Insurance Policy component to a Lightning page.

1. In Lightning **App Builder**, select a page layout, such as **Banking Individual Page - One Column**.
2. Select the **Financials** tab.
3. Drag the **Insurance Policy - Financial Services Cloud** component onto the page layout.
4. Save your changes.

Enable the Expressed Interests Component

This component makes it easy to see all open referrals based on expressed interests on the client profile, and the potential value of referrals. Without reentering data, users can capture customer needs with a new standard action on this auto-populated referrals component.

Note: If you haven't made modifications to the unmanaged extension package, uninstall and reinstall it. No additional setup steps are required. If you have made modifications to unmanaged extension package, follow these setup steps.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Create a Field Set for the Expressed Interests Component

Note: Complete these steps in Salesforce Classic.

1. From **Setup**, enter `Object` in the Quick Find box, select **Objects**, and then select the **Lead** object.
2. From the management settings for the **Lead** object, go to **Field Sets**, and then click **New**.
3. Enter a **Field Set Label**: *LBLLabel_Field_Set_Referrals_Expressed_Interest*.
4. Enter a **Field Set Name**: *FSC_Referrals_Expressed_Interest*.
5. In the **Where is this used?** area, provide a description: *Client profile's Referrals tab*.

6. Save your changes.
7. Drag the following fields from the object palette and drop them in the field set container: **Name, Expressed Interest, Potential Value, Lead Status**, and **Last Modified Date**.
8. Save your changes.

Add the Expressed Interests Component to Account Lightning Pages

Note: Complete these steps in Lightning Experience.

1. Update an Account Lightning page.
   a. In Lightning App Builder, select a page layout, such as **Banking Individual Page - Two Column**.
   b. Select the **Referrals** tab.
   c. Drag the **Referrals Expressed Interest List - Financial Services Cloud** component onto the page layout. If you like, you can retitle it.
   d. Select the number of records you want to show.
   e. The default field set displayed is **FSC_Referrals_Expressed_Interest**.
   f. Save your changes.
2. Update the Referral Record layout.
   a. In **Setup**, enter *Object Manager*.
   b. Select **Lead**.
   c. Select **Page Layouts**.
   d. Choose **Lead (Referral) Layout**.
   e. Click **Edit**.
   f. In the Quick Find box in the **Page Layouts** modal, enter *Related Account*.
   g. Drag the **Related Account** field set to the **Referral Information** section.

Enable Edit Access to the Related Account Field on Lead

Financial Services Cloud permission sets provide access to the Related Account field. To give a user profile access to the Expressed Interests component, add edit access to the Related Account field on Lead.

Synchronize the Next and Last Interactions on the Account Object

Schedule an Apex job to set up a batch job for next and last interaction calculations.

1. From **Setup**, enter *apex* in the Quick Find box, then select **Apex Classes**.
2. Click **Schedule Apex**.
3. Enter a job name.
4. For Apex Class, look up and select **ContactInteractionSchedulable**.
5. Select the batch job.

6. Enter today's date as the start and end date.
7. Choose the start time. The batch job will now run every 15 minutes.
8. Save your changes.

Specify Custom Record Types for Synchronization

Specify custom record types to synchronize next and last interactions on Account.

1. From **Setup**, enter `Custom Metadata Types` in the Quick Find box, and then select **Custom Metadata Types**.
2. Click **Manage Records** next to InteractionFieldUpdate.

   Note: By default, AdvisorEventRecordType and AdvisorTaskRecordType configurations are available. These records include AdvisorEvent and AdvisorTask record types for calculation in next and last interaction dates.

3. Click **New**.
4. Enter a label.
5. Specify the Object Name, such as Event.
6. Specify the Record Type Name, such as ClientAssociateEvent.
7. Save your changes.

Financial Services Cloud Communities

Empower partners and customers by providing access to Financial Services Cloud through Communities licenses for external users. Financial Services Cloud lets you give access to a client's profile, including account details, financial accounts, and more, with Community Cloud. An advisor, client, or customer can access client account information in a community.

Note: To set up Financial Services Cloud Communities, make sure that you have user licenses for Financial Services Cloud and Communities.

Configure a partner community, a customer community, or both, depending on your users' needs.

If you configure a single community and provide access to partner and customer community users, create page variations for each user profile. Members of this community will use the same URL, but partner and community users will see different home pages, each tailored with the Financial Services Cloud components relevant to their needs.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Configure a Partner Community

The Financial Services Cloud managed package includes an Advisor Partner Community profile and permission set to let you expose account details and financial accounts information to your independent advisors. You can then create custom pages for your community with Community Builder so that independent advisors can access Financial Services Cloud information.

Create an Advisor Partner Community User Profile

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

Enable Advisor Partner Community Permissions

Enable required permissions and field-level security settings for the Advisor Partner Community User profile so independent advisors can access Financial Services Cloud features.

Create an Advisor Partner User

Configure a contact as an advisor partner user so that the contact can access the Financial Services Cloud community.

Set Up a Customer Community

Empower customers with Financial Services Cloud communities.

Configure a Customer Community

The Financial Services Cloud managed package includes Customer Community profiles and a permission set to let you expose account details and financial accounts information to community users. You can then create custom pages for your community, with Community Builder, so that community users can access Financial Services Cloud information.

Create a Customer Community User Profile

Create a profile for community users by cloning a community user profile. This cloned profile becomes the baseline that grants community users access to Financial Services Cloud features.

Enable Customer Community Permissions

Enable the Customer Community Read Only permission set to provide the permissions and field-level security settings that customer community users need to access Financial Services Cloud.

Create a Customer Community User

Create a Customer Community user and assign the required permissions to enable access to Financial Services Cloud Customer Communities.

Configure a Partner Community

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

The Financial Services Cloud managed package includes an Advisor Partner Community profile and permission set to let you expose account details and financial accounts information to your independent advisors. You can then create custom pages for your community with Community Builder so that independent advisors can access Financial Services Cloud information.

Before you begin, make sure that you have a community to configure for Financial Services Cloud. Follow these steps to activate the Advisor Partner Community profile and the relevant permission set.

1. From Setup, enter `communities` in the Quick Find box, then select **All Communities**.
2. Next to your community name, click **Workspaces**.
3. From Community Workspaces, click **Administration** and then click **Members**.
4. From Search, select **Portal**.
5. From the Available Profiles list, select one of the following based on your community user license:
   - **Advisor Partner Community**

     For Partner Community user license
   - **Advisor Partner Community Login**

     For Partner Community Login user license
   - Your custom Partner Community profile
6. Click **Add**.
7. From the Available Permission Sets list, select **Advisor Partner Community** and then click **Add**.
8. Save your changes.

9. Click **Settings** and then click **Activate Community**.

Create an Advisor Partner Community User Profile

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

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Next to Partner Community User profile or Partner Community Login User profile click **Clone**.

   The user profile is based on your Communities user license.
3. Give it a name, such as `Advisor Partner Community User` or `Advisor Partner Community Login User`.
4. Save your changes.

Enable Advisor Partner Community Permissions

Enable required permissions and field-level security settings for the Advisor Partner Community User profile so independent advisors can access Financial Services Cloud features.

Financial Services Cloud provides an Advisor Partner Community permission set. Make sure to assign both the Advisor Partner Community User profile and the Advisor Partner Community permission set to your independent advisors.

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

You can edit the Advisor Partner Community User profile because you created it. You can't edit the Advisor Partner Community permission set. If you want to add permissions to the Advisor Partner Community permission set, create another permission set for the extra permissions. Keeping them separate helps ensure that future upgrades to the Advisor Partner Community permission set don't affect your additions.

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Click **Advisor Partner Community User** or **Advisor Partner Community Login User**.
3. Enable these permissions.
   - Import Leads
   - Manage Leads
   - Transfer Cases
   - Transfer Leads
4. Save your changes.
5. 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 Find Settings..., 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 and Edit for the `Type` field.
6. Verify the record type settings for these objects.
   - Events include and default to `Advisor Event`
   - Leads include General and Retirement Planning and defaults to `Retirement Planning`

- Opportunities include General, Retirement Planning, and Opportunity (Wallet Share) and defaults to `Opportunity (Wallet Share)`
- Tasks include and defaults to `Advisor Task`

Create an Advisor Partner User

Configure a contact as an advisor partner user so that the contact can access the Financial Services Cloud community.

Before you can configure a contact as an advisor partner user, the owner of the contact record must have a role assigned.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Note: Complete these steps in Salesforce Classic.

1. Assign a role to the owner of the contact record.
   a. From Setup, enter `user` in Quick Find, then select **Users** > **Users**.
   b. Next to the owner of the contact record, click **Edit**.
   c. From the General Information section, select a role, such as CEO.
   d. Save your changes.
2. Enable the contact and the contact's related account as external partner users.

   Note: The contact must have a standard related account.

   a. From the contact record page, click the account name in Related Accounts.
   b. Select **Manage External User** > **Enable Partner User**.
   c. From the New User page, in the General Information section, select the following:
      - User License—**Partner Community**
      - Profile—**Advisor Partner Community**
   d. Save your changes.
   e. From the contact record page, select **Manage External User** > **Enable Partner User**.
   f. From the New User page, in the General Information section, select the following:
      - User License—**Partner Community**
      - Profile—**Advisor Partner Community**
   g. Save your changes.
3. Assign a permission set.
   a. From the contact's user page, click **Permission Set Assignments** and then click **Edit Assignments**.
   b. From Available Permission Sets, select **Advisor Partner Community** then click **Add**.
   c. Save your changes.
      If the community is activated, an email is sent to the advisor partner user with community access information.

Next, you can configure Financial Services Cloud Lightning components in your community with Community Builder.

Set Up a Customer Community

Empower customers with Financial Services Cloud communities.

To set up a customer community, create a new user and assign it a user profile, a permission set license, and the Customer Community Read Only permission set. The four out-of-the-box customer community profiles map to the customer community licenses: Client Customer Community, Client Customer Community Plus, Client Customer Community Login, and Client Customer Community Plus Login.

Configure a Customer Community

The Financial Services Cloud managed package includes Customer Community profiles and a permission set to let you expose account details and financial accounts information to community users. You can then create custom pages for your community, with Community Builder, so that community users can access Financial Services Cloud information.

Note: The Leads and Opportunities components aren't available in Customer Community user licenses.

Before you begin, make sure that you have a community to configure for Financial Services Cloud. Follow these steps to activate Community profiles and the Customer Community Read Only permission set.

1. From Setup, enter `communities` in Quick Find, then select **All Communities**.
2. Next to your community name, click **Workspaces**.
3. From Community Workspaces, click **Administration** and then click **Members**.
4. From Search, select **Portal**.
5. From the Available Profiles list, select one of the following based on your community user license:
   - Client Customer Community
   - Client Customer Community Plus
   - Client Customer Community Login
   - Client Customer Community Plus Login

   For Customer Community user license:
   - Customer Community
   - Customer Community Plus

   For Customer Community Login user license:
   - Customer Community Login
   - Customer Community Plus Login
6. Click **Add**.
7. From the Available Permission Sets list, select **Customer Community Read Only** and then click **Add**.
8. Save your changes.
9. Click **Settings** and then click **Activate Community**.

Create a Customer Community User Profile

Create a profile for community users by cloning a community user profile. This cloned profile becomes the baseline that grants community users access to Financial Services Cloud features.

Follow these steps to clone a profile:

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Next to the user profile that maps to your customer communities license, click **Clone**
3. Give it a name, such as *`Banking Customer Community User`*.
4. Save your changes

Enable Customer Community Permissions

Enable the Customer Community Read Only permission set to provide the permissions and field-level security settings that customer community users need to access Financial Services Cloud.

Note: Community Cloud is available for an extra cost in Enterprise and Unlimited Editions.

Follow these steps to enable the Customer Community Read Only permission set:

1. From Setup, enter *`Manage Users`* in Quick Find, then select **Users**.
2. Select a user name.
3. Select the **Permission Set Assignments** related list.
4. Click **Edit Assignments**.
5. Select **Customer Community Read Only** in Available Permission Sets and add it to Enabled Permission Sets.
6. Save your changes.

Tip: To assign permission sets to multiple users, from Setup, enter *`Permission Sets`* in Quick Find, then select **Permission Sets** and then select the relevant permission set. When you're ready to assign the permission set to customer community users, select **Manage Assignments**.

Note: You can't edit the Customer Community Read Only permission set. If you want to grant additional permissions, create a new permission set and use it with the Customer Community Read Only permission set; any future upgrades to the out-of-the box permission set is applied. If you want to remove permissions, clone the Customer Community Read Only permission set and then make the required changes.

Create a Customer Community User

Create a Customer Community user and assign the required permissions to enable access to Financial Services Cloud Customer Communities.

Before you can create a customer community user, the owner of the contact record must have a role assigned.

Note: Complete these steps in Salesforce Classic:

1. Assign a role to the owner of the contact record.
   a. From Setup, enter *`user`* in Quick Find, then select **Users > Users**.
   b. Next to the owner of the contact record, click **Edit**.
   c. From the General Information section, select a role, such as **CEO**.
   d. Save your changes.
2. Enable the contact and the contact's related account as external partner users.

Note: The contact must have a standard related account.

a. From the contact record page, click the account name in Related Accounts.

b. Select **Manage External User > Enable User**

c. From the New User page, in the General Information section, select the following:

   User License

   - Client Customer Community
   - Client Customer Community Plus
   - Client Customer Community Login
   - Client Customer Community Plus Login

   Profile

   - Client Customer Community
   - Client Customer Community Plus
   - Client Customer Community Login
   - Client Customer Community Plus Login

d. Save your changes.

e. From the contact record page, select **Manage External User > Enable User**

f. From the New User page, in the General Information section, select the following:

   User License

   - Client Customer Community
   - Client Customer Community Plus
   - Client Customer Community Login
   - Client Customer Community Plus Login

   Profile

   - Client Customer Community
   - Client Customer Community Plus
   - Client Customer Community Login
   - Client Customer Community Plus Login

g. Save your changes

3. Assign a permission set:

   a. From the contact's user page, click **Permission Set Assignments** and then click **Edit Assignments**.

   b. From Available Permission Sets, select **Customer Community Read Only** and then click **Add**.

   c. Save your changes.

If the community is activated, an email is sent to the customer community user with community access information.

Next, you can configure Financial Services Cloud Lightning components in your community with Community Builder.

SYSTEMS INTEGRATION AND DATA SECURITY

Security guidelines for integrating with Outlook and protecting your data.

Guidelines for Salesforce for Outlook
If your firm uses Salesforce for Outlook, consider these guidelines when syncing contacts, events, tasks, and email.

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, remember these considerations when securing your confidential client data using Platform Encryption, event monitoring, and Field Audit Trail.

Guidelines for Salesforce for Outlook

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

- Your users can create and sync contacts, events, and tasks in both directions.
- An individual's record created in Salesforce sync with Outlook in both directions.

  Note: Creating an individual's record in Outlook isn't currently supported.

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

  Tip: Sometimes, the side panel displays an individual'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 individual.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

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, remember 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.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

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. Financial Services Cloud is fully compliant with the Winter '18 release of Salesforce Shield.

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.

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. Financial Services Cloud is fully compliant with the Winter '18 release of Salesforce Shield.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

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.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

LOAD DATA

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Integrating data from custodians, banking systems, 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.

When uploading the data:

- Maintain consistent naming conventions for the account and contact parts of individual clients.
- Don't upload financial transaction data that could override fields that are automatically calculated in Financial Services Cloud, doing so will affect other field values and roll-up summaries.

We recommend this sequence for uploading individual, group, and financial account data.

1. Individuals
2. Identification documents
3. Employment
4. Education
5. Relationship groups
6. Individuals' relationships to groups
7. Charges and Fees
8. Financial accounts
9. Cards
10. Financial account transactions
11. Billing statements
12. Securities
13. Financial Holdings

Continue with the remaining objects in any sequence.

Upload Data for Individuals Using Data Loader

Start by uploading data about individuals using Data Loader. First upload Account data, then Contact data. You can then add identification documents, employment, and education details that you hold for individuals.

Upload Household Data Using Data Loader

Upload data about households using Data Loader.

Relate Individuals to Households Using Data Loader

Relate individuals to households using Data Loader.

Upload Financial Account Data Using Data Loader

Add data about individuals' financial accounts using Data Loader.

Upload Data for Individuals Using Data Loader

Start by uploading data about individuals using Data Loader. First upload Account data, then Contact data. You can then add identification documents, employment, and education details that you hold for individuals.

Before you start, we recommend that you:

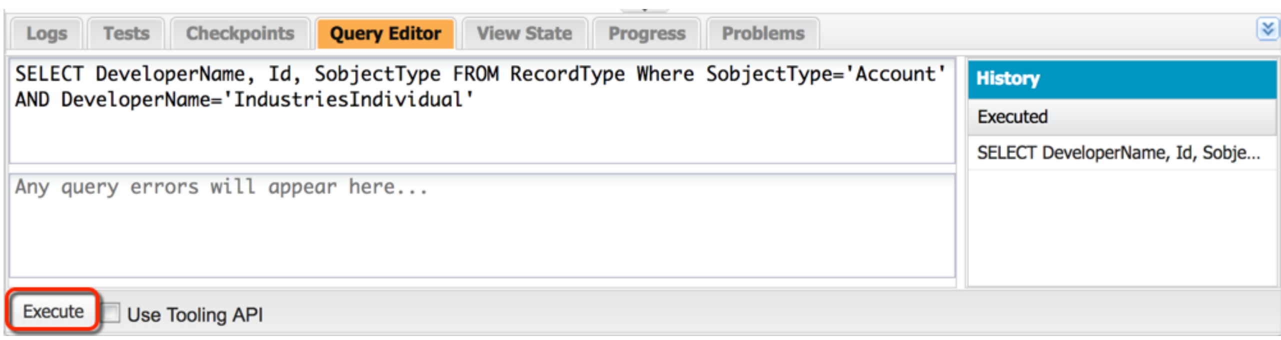
- Ensure that you've identified all the picklist values in use for each object so that you load only valid values for picklist or multi-select picklist fields.
- Run the latest version of Data Loader, which is always available in Salesforce.

EDITIONS

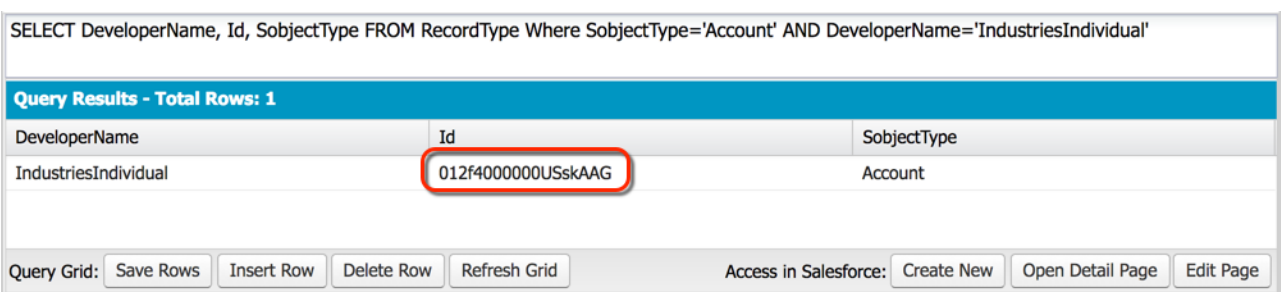
Financial Services Cloud is available in Lightning Experience.

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

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



   d. **Execute** the query.
   e. From the query results, copy the `Id` from the record.



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

   We recommend that you:

   - Export the data to a new CSV file. Use 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 record that you upload.

Important: Every 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 individuals' data to upload data for the account part of each individual.

   Remember these guidelines.

   - As records are created, the value of `OwnerID` defaults to your user ID. To assign another team member as owner, set the `OwnerID` to the person's user ID.
   - Ensure that dates are formatted to match the date format specified for your org.

5. In the Data Loader, use Insert and identify that you are uploading data to the Account object with the data from your updated `account.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

   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 records for individuals to verify the upload of Account data.
7. In Data Loader, export the Contact object to a CSV file.

   We recommend that you:

   - Export the data to a new CSV file. Use 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 data for individuals that will update data for the contact part of each individual, such as mailing address and email.

   Important: Do not edit these fields as they uniquely identify each Contact record and its relationship with the Account record for the individual.

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

9. In Data Loader, use Update and identify that you are updating the Contact object with the data from your updated `client_contact.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
10. In your org, check for the updated individual records to verify your upload of Contact data.
11. If you have identification documents to upload:

    a. In Data Loader, export the Identification Document object to a CSV file.
       We recommend that you:

       - Export the data to a new CSV file.
       - Use the file name `id_docs.csv`.
       - Choose **Select all fields** when creating your SOQL query.

    b. In the resulting `id_docs.csv` file, delete these columns:

       - Id

- IsDeleted
- CreatedDate
- CreatedById
- LastModifiedDate
- LastModifiedById
- SystemModStamp
- LastActivityDate
- LastViewedDate
- LastReferencedDate

c. In the `id_docs.csv` file, enter your data for identification documents.

   Note: Use `client_contact.csv` to look up the AccountId for each record and add it to `FSCWMMAIN__ACCOUNT__C`.

d. In Data Loader, use Insert and identify that you are updating the Identification Documents object with the data from your updated `id_docs.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

e. In your org, check for the identify document for individuals to verify the load.

12. If you have employment data to upload:

a. In the Data Loader, export the Employment object to a CSV file.
   We recommend that you:

   - Export the data to a new CSV file.
   - Use the file name `employment.csv`.
   - Choose **Select all fields** when creating your SOQL query.

b. In the resulting employment.csv file, delete these columns:

   - Id
   - IsDeleted
   - CreatedDate
   - CreatedById
   - LastModifiedDate
   - LastModifiedById
   - SystemModStamp
   - LastActivityDate
   - LastViewedDate
   - LastReferencedDate
   - `FSCWMMAIN__LENGTHOFEMPLOYMENT__C`

c. In the `employment.csv` file, enter your data for employment records.

   Note: Use `client_contact.csv` to look up the Contact ID for each record and add it to `FSCWMMAIN__CONTACT__C`

d. In Data Loader, use **Insert** and identify that you are updating the Employment object with the data from your updated `employment.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

e. In your org, check for the employment records for individuals to verify the load.

13. If you have education data to upload:
    a. In Data Loader, export the Education object to a CSV file.
       We recommend that you:
       - Export the data to a new CSV file.
       - Use the file name `education.csv`.
       - Choose **Select** all fields when creating your SOQL query.
    b. In the resulting `employment.csv` file, delete these columns:
       - Id
       - IsDeleted
       - CreatedDate
       - CreatedById
       - LastModifiedDate
       - LastModifiedById
       - SystemModStamp
       - LastActivityDate
       - LastViewedDate
       - LastReferencedDate
    c. In the **education.csv** file, enter your data for education records.

       Note: Use `client_contact.csv` to look up the Contact ID for each record and add it to `FSCWMMAIN__CONTACT__C`.
    d. In Data Loader, use **Insert** and identify that you are updating the Education object with the data from your updated `education.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
    e. In your org, check for the education records for individuals to verify the load.

Upload Household Data Using Data Loader

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Upload 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 Developer Console.
    b. Select Query Editor.
    c. Enter this SOQL query: `SELECT DeveloperName, Id, SobjectType FROM RecordType Where SobjectType='Account' AND DeveloperName='IndustriesHousehold'`.

       Tip: As you queried for the `Id` in an earlier step when you uploaded individual data, check the History pane. If your previous query is listed, reuse it.
    d. **Execute** the query.

e. From the query results, copy the `Id` from the record.

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

   We recommend that you export the data to a new CSV file and use the file name `household.csv`.

3. In the resulting `household.csv` file, delete all columns except:
   - `FinServNotes__c`
   - `Name`
   - `RecordTypeId`
   - `OwnerId` (Required only if you want to change `OwnerID` values so that 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 Data Loader, use **Insert** and identify that you are updating the Account object with the data from your updated `household.csv` file. Choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

7. In your org, check for the household records to verify your upload of Account data.

Relate Individuals to Households Using Data Loader

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

Relate individuals to households using Data Loader.

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

   We recommend that you:
   - Export the data to a new CSV file using 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 an individual 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 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)`*.
   - Export the data to a new CSV file using 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 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 `AccountId` column of the `acr.csv` file.
7. In the `acr.csv` file, enter the rest of your data to relate individuals to groups.

   Remember 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 group member, set `FinServPrimary__c` to `true`.
   - In `FinServPrimary__c`, include the items that you want to be summarized at the group level.
   - If the group is the individual's primary group, set `FinServPrimaryGroup__c` to true.
   - If the individual is including a related business entity (for example, a business account) in the group, set `FinServIncludeInPrimaryGroup` to true for the business account.

8. In Data Loader, use **Insert** and select **Show all Salesforce objects**, then identify that you are updating the Account Contact Relationship (`AccountContactRelation`) object with the data from your updated `acr.csv` file. Select **Create or Edit a Map** and choose **Auto-Match Fields to Columns**. Upload your data.
9. In your org, check the membership information in some households to verify your upload of `AccountContactRelation` data.

Upload Financial Account Data Using Data Loader

Add data about individuals' financial accounts using Data Loader.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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

1. In Data Loader, export the Charges and Fees object to a CSV file.

   We recommend that you:

   - Export the data to a new CSV file.
   - Use the file name `charge_fee.csv`.
   - Choose **Select all fields** when creating your SOQL query.

2. In the resulting **charge_fee.csv** file, delete these columns:

   - `Id`
   - `IsDeleted`
   - `CreatedDate`
   - `CreatedById`
   - `LastModifiedDate`
   - `LastModifiedById`
   - `SystemModStamp`

- LastActivityDate
- LastViewedDate
- LastReferencedDate

3. In the charge_fee.csv file, enter your data for Charges and Fees records.

   Note: As records are created the value of OwnerID defaults to your user ID. To assign another team member as owner, set the OwnerID to the person's user ID.

4. In Data Loader, use **Insert** and identify that you are updating the Charges and Fee object with the data from your updated charge_fee.csv file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
5. In Data Loader, use the **Export** option to download the content or the Charges and Fees object. Call the exported file loaded_charge_fee.csv. You use this file to identify the ID of charges and feeds items related to Financial Accounts.
6. 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.
7. In Data Loader, export the FinancialAccount object to a CSV file.

   We recommend that you:

   - Export the data to a new CSV file.
   - Use the file name financialaccount.csv.
   - Choose **Select all fields** when creating your SOQL query.

8. In the resulting financialaccount.csv file, delete these columns:

   - Id
   - CreatedDate
   - CreatedById
   - LastModifiedDate
   - LastModifiedById
   - SystemModStamp
   - LastActivityDate
   - LastViewedDate
   - LastReferencedDate
   - FinServHousehold__c

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

   We recommend that you:

   - Use the loaded_charge_fee.csv to determine the ID of Charges and Fees items and add that ID to the fscwmmain__FinancialAccountChargesAndFees__c column.
   - 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.
   - 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.

10. In Data Loader, use **Insert** and identify that you are updating the Financial Accounts object with the data from your updated `financialaccount.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
11. In your org, check for the new financial account records to verify your upload.
12. In Data Loader, export the FinancialAccount object to a CSV file. Choose the file name `loaded_financial_accounts.csv`. This export file is used later to relate cards, billing statements, financial account transactions, and financial holdings to financial accounts.
13. If you have card data to upload:
    a. In Data Loader, export the Card object to a CSV file.
       We recommend that you:
       - Export the data to a new CSV file.
       - Use the file name `card.csv`.
       - Choose **Select all fields** when creating your SOQL query.

    b. In the resulting `card.csv` file, delete these columns:
       - `Id`
       - `IsDeleted`
       - `CreatedDate`
       - `CreatedById`
       - `LastModifiedDate`
       - `LastModifiedById`
       - `SystemModStamp`
       - `LastActivityDate`
       - `LastViewedDate`
       - `LastReferencedDate`

    c. In the `card.csv` file, enter your data for Card records.
       To add the relevant references:
       - Update `fscwmmain__AccountHolder__c` with the card owner's accountID, which you can look up in the `client_contact.csv` file.
       - Update `fscwmmain__FinancialAccount__c` with the financial account's ID, which you can look up in the `loaded_financial_accounts.csv` file.

    d. In Data Loader, use **Insert** and identify that you are updating the Card object with the data from your updated `card.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
    e. In your org, check for the new card records to verify your upload.

14. If you have billing statements to upload:
    a. In Data Loader, export the Billing Statement object to a CSV file.
       We recommend that you:
       - Export the data to a new CSV file.
       - Use the file name `statement.csv`.
       - Choose **Select all fields** when creating your SOQL query.

b. In the resulting `statement.csv` file, delete these columns:
   - `Id`
   - `IsDeleted`
   - `CreatedDate`
   - `CreatedById`
   - `LastModifiedDate`
   - `LastModifiedById`
   - `SystemModStamp`
   - `LastActivityDate`
   - `LastViewedDate`
   - `LastReferencedDate`

c. In the `statement.csv` file, enter your data for billing statement records.

   To add the relevant references, update `fscwmmain__FinancialAccount__c` with the financial account's ID, which you can look up in the `loaded_financial_accounts.csv` file.

d. In Data Loader, use **Insert** and identify that you are updating the Billing Statement object with the data from your updated `statement.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

e. In your org, check for the statement records to verify your upload.

15. If you have financial account transactions to upload:

a. In Data Loader, export the Billing Statement object to a new CSV file using the file name `loaded_statements.csv`. This export file is used to find the details needed to relate financial account transactions to billing statements.

b. In Data Loader, export the Financial Account Transaction object to a CSV file.

   We recommend that you:
   - Export the data to a new CSV file.
   - Use the file name `transactions.csv`.
   - Choose **Select all fields** when creating your SOQL query.

c. In the resulting `transactions.csv` file, delete these columns:
   - `Id`
   - `OwnerID` (unless you wish to assign ownership of the record to a team member other than yourself)
   - `IsDeleted`
   - `CreatedDate`
   - `CreatedById`
   - `LastModifiedDate`
   - `LastModifiedById`
   - `SystemModStamp`
   - `LastActivityDate`
   - `LastViewedDate`
   - `LastReferencedDate`

d. In the `transactions.csv` file, enter your data for account transactions records.

To add the relevant references:

- Update `fscwmmain__FinancialAccount__c` with the ID of the financial account the transaction is for. Look up financial account's ID in the `loaded_financial_accounts.csv` file.
- Update `fscwmmain__BillingStatements__c` with the ID of the statement the transaction appears on. Look up the statement ID in the `loaded_statements.csv` file.
- Update `OwnerID` with the user ID of the team member who owns the transaction.

e. In Data Loader, use **Insert** and identify that you are updating the Financial Account Transaction object with the data from your updated `transactions.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

f. In your org, check for the transaction records to verify your upload.

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 users start to work in it.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available 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.

- Microsoft Edge isn't supported by 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 other Sales Cloud or Service Cloud functionality may not be possible or may require additional configuration steps.

Features Not Supported with Financial Services Cloud

- Accessibility features aren't incorporated.
- Shared Activities aren't supported in group roll-up summaries.

Feature Limitations

General Limitations

Note: These limitations apply to person accounts and the individual object model.

- The number of Financial Account records you can associate with an Account record is limited. Exceeding the number of Financial Account records may cause a query row governor limit error, "System.LimitException: FinServ:Too many query rows: 50001", to occur.
- When users create or edit group memberships, group roll-up summaries are updated automatically, except when a person is made a member of multiple groups. Group roll-up summary data is reflected only for the primary group.
- Lead conversion is not supported for Group record types, including the Household account record type.
- 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 organization's active currencies.

- Localization in Danish, Dutch, French, German, Italian, Japanese, Portuguese (Brazil), and Spanish are provided, with the following exceptions.
  - The names of the packaged Advisor, Personal Banker, and Client Associate profiles are only in English.
  - Financial Services Cloud custom tab labels on the individual and group profile pages are only in English. To change tab labels on the profile pages, edit the labels from a custom client record page in the Lightning App Builder.
- Activity roll-up fields to a group are not supported when **Allow Users to Relate Multiple Contacts to Tasks and Events** is enabled.
- Roll-up summary fields aren't available in a Partial Copy sandbox. To use roll-up summary fields in a Partial Copy sandbox, create a Full sandbox or install the Financial Services Cloud managed package in a Partial Copy sandbox.
- When you create a CCR or AAR record using the external ID, Salesforce creates an inverse CCR or AAR record and appends "_inverse" to the inverse record's external id. External IDs can be a maximum of 56 characters.
- If you deactivate an Account Contact Relationship between a business and an individual, you can't create a new Account Contact Relationship between them. Instead, reactivate the original Account Contact Relationship.
- Financial Services Cloud installation is not supported on an org with a previously installed version of the Wealth Management app.
- Financial Services Cloud custom components aren't fully supported in the Salesforce mobile app.

Individual Data Model Limitations

- To follow an individual, make sure that you explicitly follow the individual's account and contact records. To follow both account and contact records automatically, contact your Salesforce representative.
- In Financial Services Cloud, the unified object view of an individual relies on the Contact redirect. In the Retail Banking console, this redirect might be disabled in your org. To enable the redirect, see Set Up a New Lightning Page for Contact Records.
- When you create an individual account, the name fields on Account and Contact are synchronized. Financial Services Cloud account names don't include salutations, middle names, or suffixes. For example, Dr. John Michael Smith Jr. appears as John Smith.
- Duplicate Management isn't fully supported. Detection and prevention are supported; record merge isn't supported.
- Access to individual and group profiles on the Salesforce mobile app is not fully supported. For more information, see Modify the Salesforce App Navigation Menu on page 27.
- Deleting an individual via Salesforce Inbox is not supported.
- Creating a client record via Salesforce Inbox is not supported.

Person Accounts for Financial Services Cloud Limitations

- Client Profile Builder component is not supported.
- Person accounts are displayed as contacts in the Salesforce Inbox sidebar.
- Creating a client record via Salesforce Inbox is not supported.

Advisor Analytics Limitations

- Available only in Lightning.
- Financial Services Cloud grants you the ability to use Advisor Analytics 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 Analytics preconfigured dataset.
  - Include more than 25 million rows of data in Advisor Analytics. Contact your representative if you need more capacity.
  - Create custom Advisor 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 Advisor 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 Analytics 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 an Advisor 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 Analytics dashboards. Encrypted data is not visible if the integration user has decrypted access to the data.
- Search in filters is 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 Advisor Analytics.

Communities Limitations

- Partner Communities, Customer Communities Plus (CCP), or Customer Communities licenses required. Community Cloud license restrictions and limitations apply.
- Customer Communities are certified only for read access.
- For advanced sharing use cases (for example, sharing financial account records across multiple owners), Partner Communities or CCP licenses are required.
- CCP licenses are limited to 800,000 maximum users per Financial Services Cloud org, irrespective of how many communities the org has.
- Manual provisioning must be completed in Salesforce Classic.
- There is a known limitation in Financial Services Cloud wherein the guest self-registration fails if the org enforces private sharing setting on account and contact and owner is changed on the account.
- Other provisioning methods are not officially supported.
- Financial Services Cloud components are not compatible with Lightning Out.

INDEX

A

Alerts 33

B

Banker Users
- create profiles for other banker users 25

C

Communities
- configure community members 67
- configure customer user 69

Contact records
- Set up new contact record page in Lightning Experience 38

Custom Settings
- show detailed error messages 29, 57

Customization tasks
- configure client record page layout 37
- reorder first and last names 38

D

Data Loader
- recommended data upload sequence 75
- relate individuals to groups 80
- upload data for individuals 76
- upload financial account data 81
- upload household data 79

Data model
- assets 17
- diagram 12
- goals 17
- group 18–20
- individual client 13–15
- individual's employment and education 17
- individual's financials 15
- leads and opportunities 18
- liabilities 17
- revenue 17
- view with Schema Builder 13

F

Financial Services Cloud
- implementation considerations 2

Financial Services setup 26

L

Leads
- configure company name override for leads 31

Lightning Components 2

Lightning Experience 2

Limitations 86

N

Navigation
- modify Salesforce app navigation menu 27

P

Page Layout
- add actions to custom object page layouts 28

Post-installation tasks
- Update Leads tab 58–61

R

Record type
- configure custom record type 31
- configure custom record type for groups 32
- configure custom record type for individuals 31

Relationship Groups
- configure group members component 36
- enable multiple relationship groups 34
- member details setup 35
- set up field set for member details 36
- set up field sets 34

Roles
- configure Reciprocal Roles 30
- customize roles for individuals 29

Rollups 48–50, 56

S

Salesforce Classic 2

Salesforce Shield
- event log files 74
- event monitoring considerations 74
- Platform Encryption considerations 74

Systems integration
- Salesforce for Outlook 73

U

Users
- create users 24