salesforce

Salesforce Winter '15 Release Notes

Salesforce, Winter '15

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ABOUT THE RELEASE NOTES

The release notes provide information about new major Salesforce features and major enhancements to existing features.

You can choose from PDF and HTML versions. The release notes include:

- Brief, high-level descriptions of the functionality
- Setup information
- Implementation tips to help you get started
- Best practices to ensure your continued success

The release notes also identify all other changes and provide details about how those changes might affect your organization.

IN THIS SECTION:

Stay Informed about Updates
Use Twitter to get documentation updates.

Browse the Top Winter '15 Features in the New Release Notes Spotlight
Excited about Winter '15 but too busy to page through the whole Release Notes? We're here to help. The new Release Notes Spotlight gives you just the most important facts about what's new and what's changed in Salesforce.

You Asked for It!
We delivered the features you asked for on IdeaExchange.

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

Links in the Release Notes May Not Work before the Salesforce Release
Some links to the Salesforce Help, implementation guides, tip sheets, and developer guides won't work until the Salesforce release itself is available in your sandbox or production organization.

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

Release Notes Changes
Monitor this list to keep track of changes to the release notes.

Stay Informed about Updates

Use Twitter to get documentation updates.

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

Browse the Top Winter '15 Features in the New Release Notes Spotlight

Excited about Winter '15 but too busy to page through the whole Release Notes? We're here to help. The new Release Notes Spotlight gives you just the most important facts about what's new and what's changed in Salesforce.

The Release Notes Spotlight is available as a beta with the Winter '15 release. Use it for a quick overview of the most important new features and updates in this release, then dive into the full Release Notes knowing just what you're looking for.

📝 **Note:** The Release Notes Spotlight is in beta. Its content may lag slightly behind the latest updates to the full Release Notes.

You Asked for It!

We delivered the features you asked for on IdeaExchange.

IdeaExchange	Idea delivered
Salesforce1 - Need ability to convert leads	Convert Leads to Contacts (Beta)
Allow Products / Pricebooks to be displayed in Salesforce1 app	Create an Action to Add Products to Opportunities (*partially delivered*)
Ability to filter out certain attachments with Salesforce for Outlook	Let Users Select Specific Email Attachments to Add to Salesforce
Support of CORS (Cross-Origin Resource Sharing) in RESTful API	Use CORS (Cross-Origin Resource Sharing) to Access Chatter REST API
Track Export History	Use Event Monitoring to Understand Organization Trends (Generally Available)
Login / Logout History	Use Event Monitoring to Understand Organization Trends (Generally Available)
Access To Transactional Logs for Your Organization	Use Event Monitoring to Understand Organization Trends (Generally Available)
API Calls Report - More Depth	Use Event Monitoring to Understand Organization Trends (Generally Available)
Tracking Users' Activities	Use Event Monitoring to Understand Organization Trends (Generally Available)
Logging How Many Times a Report Is Used	Use Event Monitoring to Understand Organization Trends (Generally Available)
Salesforce.com Needs Better Logging Support	Use Event Monitoring to Understand Organization Trends (Generally Available)

IdeaExchange	Idea delivered
Track Who Viewed Content in Preview and Full Screen Mode	Use Event Monitoring to Understand Organization Trends (Generally Available)
History Object to Hold Report Usage	Use Event Monitoring to Understand Organization Trends (Generally Available)
Breakdown API Usage	Use Event Monitoring to Understand Organization Trends (Generally Available)
Allow Tracking of API Usage Per User	Use Event Monitoring to Understand Organization Trends (Generally Available)
Report Usage	Use Event Monitoring to Understand Organization Trends (Generally Available)
Option to Only Enforce Two-Factor Authentication Outside of Trusted IP Ranges Add Time Based Setting to Two-Factor Authentication	Customize and Manage User Authentication with Login Flows
Delegated Admin Reset Time-Based Tokens for Two Factor Authentication	TwoFactorInfo object
Enable Hover Links in Feed-Based Layout	Use Hover Links to Quickly Access Related Lists on Feed-Based Layout Detail Views
Copy all recipients on auto-response replies to cases generated by email-to-case	Include Additional Email Addresses on Email-to-Case Auto-Response Messages
Ability to Upload Chatter Profile Photo Via Salesforce1	Edit Profile Pictures in All Versions of the Salesforce1 App

Your Feedback Matters

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

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

Links in the Release Notes May Not Work before the Salesforce Release

Some links to the Salesforce Help, implementation guides, tip sheets, and developer guides won't work until the Salesforce release itself is available in your sandbox or production organization.

Other Resources

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

- Release Readiness community. Join a community of Salesforce experts.

- Release demos. Get quick video overviews of what's coming this release.
- Winter '15 Training. Take online training to check out Winter '15 features and enhancements and to prepare for certification release exams.

Release Notes Changes

Monitor this list to keep track of changes to the release notes.

December 30, 2014

Other Changes in Files

Added an entry for a change to the Google Doc URL field when attaching a Google doc to a record.

December 24, 2014

Salesforce Chatter Mobile Version 3.1 for Android No Longer Available

Added information that Chatter Mobile version 3.1 for Android has been removed from Google Play.

December 3, 2014

Sync Shared Files with Salesforce Files Sync on page 189

Added a release note about the new sync shared files feature.

Metadata Types and Fields

Added a change to the `apiKey` field on the ExternalDataSource type.

Duplicate Management (Closed Beta)

Added information to clarify that this feature has been released in a *closed* beta program for Winter '15. Due to high demand for participation in the closed beta program, we have reached our capacity and are not taking new nominations. For complete details about expected general availability (Safe Harbor applies), see the "Duplicate Management (Closed Beta)" topic.

Submit and Monitor Jobs for Asynchronous Execution with the Queueable Interface

Corrected the testing sample and removed information about job delay that doesn't apply.

November 20, 2014

Salesforce1 Enhancements

Salesforce1 Downloadable Apps for iOS and Android Version 7.0 Generally Available

What's new in version 7.0:

- Support for iOS 8, and for Apple iPhone 6 and 6 Plus devices (iOS only)
- Support for Android OS 5.0 (Android only)
- Do most actions with the new Salesforce1 action bar and list item actions
- See up to 200 list views
- Sort and filter list views
- Open most Salesforce URLs directly in the Salesforce1 downloadable app (iOS only)
- Create contacts from mobile contact lists

- Create an action to add products to opportunities
- See profile pictures for opportunity team members
- Make updates to tasks without opening task records
- See a weekly view of Salesforce events
- See more data in Today, including recently accessed records
- Share dashboards in the feed
- Bug fixes and performance improvements

The Salesforce1 Downloadable App for iOS version 7.0 is currently available for download in the Apple App Store.

The Salesforce1 Downloadable App for Android version 7.0 will be available soon on Google Play. When the release is announced, the app will be gradually rolled out to users over the course of several days.

November 19, 2014

Other Changes in Salesforce1

The Salesforce1 mobile browser app is now generally available on Windows 8.1 phones.

November 12, 2014

Send Email from an Organization-Wide Email Address

Added information about changes to the Send Email element in Visual Workflow.

Deploy Your Components in Less Time (Pilot)

Clarified note about when quick deployments are supported.

November 5, 2014

Access External Data with Lightning Connect

Changed the feature name from Platform Connect to Lightning Connect throughout the release notes and other documentation.

Environment Hub Setup Simplified

Added Developer Edition to the list of editions that no longer require My Domain deployment.

October 29, 2014

Chatter for SharePoint 2010—Generally Available

Added information about a new feature available in Winter '15, Chatter for SharePoint 2010.

Manage Thanks Badges with the Badges Tab

Changed information about allowing community users to access company badges.

Retirement of Support for the Salesforce CTI Toolkit

Added information about the retirement of support for all versions of the CTI Toolkit.

Ask Questions in the Chatter Feed with Chatter Questions (Generally Available)

Added information about Similar Questions, a Chatter Questions Beta feature.

Let Your Users Control Task Notifications Globally

- Clarified information about `triggerUserEmail` for notifications.
- Clarified information about how to hide user settings.

Changed Objects

Updated sort order constraints and examples for the following objects.

- ActivityHistory
- LookedUpFromActivity
- OpenActivity

October 22, 2014

Other Changes in Chatter

Added information about Topic Assignments custom report type, and removed dated information about redesigned email notifications.

Get Data.com Contacts for an Account

Added information about the new Data.com Get Contacts for Salesforce1 AppExchange package.

October 18, 2014

Introducing Wave, the Analytics Cloud

Added information about Salesforce Analytics Cloud.

Visually Automate Your Business Processes (Beta)

Added information about the Process Builder.

Differences in using Chatter with Salesforce1 Mobile Browser App

You can't upload files in Salesforce1 mobile browser app using the Good Access™ secure mobile browser.

Limits on Numbers of Territory Models, Territories, and Assignment Rules

Added information about the default number of territories allowed per territory model.

October 8, 2014

Lightning Components (Beta)

Added information about the Lightning Components (Beta). The Lightning Component framework powers Salesforce1. You can use it to create your own Lightning components and make them available to Salesforce1 users.

Indexing Changes for Global Search and SOSL

Removed information about the option to exclude custom objects that your users aren't actively searching from the search index. This change was not included in this release.

Manage Thanks Badges with the Badges Tab

Added information about changes to the Chatter publisher and company badges.

October 1, 2014

Let Your Users Control Task Notifications Globally

Corrected the information about tasks that are generated by the `triggerUserEmail` field: If you don't expose the user setting, then the `triggerUserEmail` field continues to support sending an email when a task is created or modified.

Labels Changed in User Settings

Corrected the information about changes to the labels in the user settings. In My Settings, **Calendar and Reminders** was not changed between Summer '14 and Winter '15. Under **Calendar and Reminders**, the Reminders page has been renamed Reminders & Alerts.

Salesforce1 Enhancements

Salesforce1 Downloadable App for Android Version 6.0 Generally Available

What's new in version 6.0:

- View Salesforce data with Offline Cache
- Quickly switch between accounts in multiple organizations and communities
- Bug fixes and performance improvements

The Salesforce1 Downloadable App for Android Version 6.0 will available on Google Play for all users a few days after the initial release date.

Other Changes in Salesforce1

Temporary known issue that the **View Comment** button in notification emails no longer correctly directs users of the Salesforce1 Downloadable App for iOS.

Salesforce1 Enhancements

Removed information about being able to see more list views from an object's record search page in Salesforce1. This change was not included in this release.

Ask Questions in the Chatter Feed with Chatter Questions (Generally Available)

Clarified how to enable Chatter Questions.

Other Changes in Service Cloud

Added information about a change that prevents Self-Service Portal pages from redirecting to non-Salesforce domains. This action will eliminate the risk of users unknowingly being diverted to sites by an unauthorized third party.

Community Templates for Self-Service (Generally Available)

Removed a note indicating that the Napili template isn't available in sandbox organizations. **This template is now available in all Winter '15 organizations, including sandboxes.**

Let Customers Ask Questions and Find Articles in Your Support Community

Removed a note indicating that the Napili template isn't available in sandbox organizations. **This template is now available in all Winter '15 organizations, including sandboxes.**

September 24, 2014

Indexing Changes to Help Your Users Search Faster for Global Search and SOSL

Added information about a new option to remove custom objects that your users aren't actively searching from the search index. This change provides faster indexing and search response times via global search and SOSL.

September 17, 2014

REST API

Added that the Post to Chatter standard invocable action can include @mentions and topics.

Tooling API

The following objects are not available but were earlier listed as new in the *Tooling API Developer's Guide*.

- CompactLayoutInfo
- CompactLayoutItemInfo
- Name
- ValidationRuleMember

Submit and Monitor Jobs for Asynchronous Execution with the Queueable Interface

Clarified the documentation about the maximum stack depth for chaining queueable jobs.

Deploy with Active Jobs

Updated the label text of the new deployment option.

Other Changes in Chatter

Added information about using attachments in email posts to groups.

New and Changed Apex Classes

Updated the `Auth.AuthConfiguration` class methods. These methods now support custom domains that are created using My Domain.

New Names for Reporting Products and Features

Added information about changes to text in the user interface. Added references to mobile analytics features previously mentioned only in the Mobile section.

Salesforce1 Enhancements

Added information about an easier way to see more list views in Salesforce1. Removed information about the Salesforce Today app displaying a new avatar for matched users records that don't have a profile image. This change was not included in this release.

New Look and Feel for the Salesforce Console

Added information about how users can refresh all primary tabs with Visualforce pages.

September 10, 2014

API Access Change for Connected Apps

Added information about an API access change for some Salesforce and partner connected apps, including Salesforce1, Salesforce for Outlook, and Connect for Outlook. All users of connected apps affected by this change must have the "API Enabled" profile permission turned on to allow access to all features.

Salesforce1 Enhancements

Updated information in the " Work with More Objects Offline on page 87" topic about support for the Salesforce Today app when offline; corrected It's Easier to Update Tasks in a List on page 79 to indicate the enhancement is available in the Salesforce1 mobile browser app only; refined the topics about the action bar and list item actions (formerly called row-level actions); and added several new screenshots.

New and Changed Chatter REST API Response Bodies

The `reputation` property has been added to the User Summary response body. It was previously available only in the User Detail response body.

New and Changed Chatter in Apex Output Classes

The `reputation` property has been moved from the `ConnectApi.UserDetail` class to the abstract `ConnectApi.User` class. The `ConnectApi.User` class is the superclass of the `ConnectApi.UserDetail` and the `ConnectApi.UserSummary` classes.

New and Changed Apex Classes

Added the `Auth.CommunitiesUtil` class.

New Names for Reporting Products and Features

Added a release note detailing changes to the names of some reporting products and features.

Community Templates for Self-Service (Generally Available)

Added a note indicating that the Napili template isn't available in sandbox organizations.

Let Customers Ask Questions and Find Articles in Your Support Community

Added a note indicating that the Napili template isn't available in sandbox organizations.

New Look and Feel for Documentation PDF Files

Added a release note describing the new PDF design for salesforce.com documentation.

September 3, 2014

SOQL query filtering with the new `USING LOOKUP` **clause**

Removed the `USING LOOKUP` section because the `USING LOOKUP` feature has been removed from this release.

Help & Training Search Includes Success Community Content

Added information about improvements to Help & Training search.

Updates to Translated Terminology

Added information about updated terminology for Hebrew and Korean language users.

Use CORS (Cross-Origin Resource Sharing) to Access Chatter REST API

To enable CORS support for Chatter REST API, contact your Salesforce representative.

New and Changed Apex Classes

Added these new Apex methods for the `System.Network` class: `getLoginUrl(String)`, `getLogoutUrl(String)`, and `getSelfRegUrl(String)`.

Display More Public Community Content

Added info about new objects accessible for guest users in communities.

Salesforce1 Enhancements

Added expanded information about offline support and about group and Today recommendations; these features are now covered in their own sections.

The new Approvals item in Salesforce1 is also supported in the Salesforce1 downloadable app for iOS devices, version 6.0 and later.

New Look and Feel for the Salesforce Console

Changed the section name from Other Changes in the Salesforce Console to New Look and Feel for the Salesforce Console, and updated the screenshot of the new console user interface.

August 27, 2014

More Streamlined Look for the Rich Text Editor

Corrected the screenshot of the Rich Text Editor to reflect the updates to the toolbar.

Security and Identity Enhancements for Communities

Added information about security and identity enhancements that benefit communities.

New and Changed Apex Classes

Added the new `getReferenceTargetField()` method for the `Schema.DescribeFieldResult` class.

Added the new `headers` properties for the `Messaging.InboundEmail.BinaryAttachment` and `Messaging.InboundEmail.TextAttachment` classes.

Added the new `loadAllPackageDefaultNetworkDashboardSettings()` method for the `System.Network` class.

Apex Method Change Removed

The section for the `toString()` method change in `System.Type` has been removed from the release notes, because this change has been removed.

SOAP API

Added the "Changed Types" section, which includes changes to the `Field` type for `DescribeSObjectResult`.

Adding and Removing Case Feed Highlights Panel from the Salesforce Console Has Changed

Added a release note about changes to the highlights panel on feed-based case page layouts.

Include Additional Email Addresses on Email-to-Case Auto-Response Messages

The `Send response to all recipients` option now lets you send auto-responses to addresses on the To line of the original message.

Custom HTTPS Domains Supported for Communities

Added information about how your domain name affects the target of your CNAME.

It's Easier to Create a Task

Added information about limitations of the simpler New Task page in Salesforce1. If users in your organization need to create tasks of more than one record type, consider disabling the new page, because the page doesn't let users choose a record type when they create a task. Also, the new page requires the global task create action in the global action layout.

Metadata Types and Fields

Added the `isContainerAutoSizeEnabled` field to the Container subtype of Layout.

New Look and Feel for the Salesforce Console

Added information about the console's new look and feel, how stacked components autosize vertically, and the warning message on navigation tab setup.

Ask Questions in the Chatter Feed with Chatter Questions (Generally Available)

Added information about Chatter Questions.

Use Action Icons to Perform User Tasks

Added information about the new action bar and action icons in SalesforceA.

Companies with a Wrongly Created D-U-N-S Number No Longer Shown in Data.com

Corrected information about which companies are no longer shown in Data.com.

FEATURE SUMMARY AND USER IMPACT

Winter '15 has features that immediately affect all users after the release. You may want to communicate these changes to your users beforehand so they are prepared. Other features require direct action by an administrator before users can benefit from the new functionality.

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

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

This table summarizes the Winter '15 features and their impact on users. Review the feature details for the applicable Salesforce editions.

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General Enhancements

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
New Look and Feel for Documentation PDF Files	✅			
API Access Change for Connected Apps	✅			
Help & Training Search Includes Success Community Content	✅			
Introducing Duplicate Alerts and Blocking (Beta)				✅

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Updates to Translated Terminology	✅			
More Streamlined Look for the Rich Text Editor	✅			

Analytics Cloud

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Introducing Wave, the Analytics Cloud				✅

Mobile

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Salesforce1				
Set Up Salesforce1 with the Salesforce1 Wizard		✅		
Quickly Access Salesforce1 Setup Tasks from a Single Page		✅		
View and Search Data That's Stored Outside Salesforce			✅	
Sort List Views	✅			
Filter List Views to See Just What's Needed	✅			
Add Lightning Components to the Navigation Menu in Salesforce1			✅	
Open Most Salesforce URLs Directly in the Salesforce1 Downloadable App for iOS Devices	✅			
Do Most Actions from the Salesforce1 Action Bar	✅			
Work with Records Directly from Lists	✅			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
How Actions Are Ordered in the Salesforce1 Action Bar and List Item Actions	✅			
See Chatter Recommendations in Salesforce1	✅			
Attach Files to Comments on Feed Posts	✅			
See Where External Files Originate			✅	
Stay in Context When Searching	✅			
Narrow Global Search to a Recently Accessed Object	✅			
Find the Right Record While Typing Keywords	✅			
Prevent Duplicate Records (Beta)			✅	
Log Calls Faster	✅			
Create Contacts from Mobile Contact Lists	✅			
Convert Leads to Contacts (Beta)			✅	
Create an Action to Add Products to Opportunities			✅	
Find Thanks Badges to Give to Coworkers	✅			
View All Pending Approval Requests in One Location	✅			
It's Easier to Create a Task	✅			
Add New Task Update Actions to Salesforce1			✅	
It's Easier to Update Tasks in a List	✅			
Make It Easier to Change a Task's Due Date			✅	
See Salesforce Events in a Weekly View	✅			
Manage the Day Effectively with More Key Information in Salesforce Today	✅			
Share a Dashboard in Chatter	✅			
Drill Down from a Dashboard to a Matrix Report	✅			
Filter Dashboard Components	✅			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
See Truncated Text in Report Columns	✅			
Stay in Context When Viewing Reports with Floating Headers	✅			
Access Reports More Quickly With Descending or A-Z Sort Order	✅			
Work with More Objects Offline	✅			
Get Data.com Contacts for an Account			✅	
Other Changes in Salesforce1				
Device and Browser Support	✅			
See More List Views on Record Search Pages	✅			
Show Nicknames for Community Members			✅	
Get Faster Access to Tagged Topics	✅			
Get Answers with Chatter Questions (Generally Available)	✅			
See User Profiles if Chatter Is Disabled	✅			
Edit Profile Pictures in All Versions of the Salesforce1 App	✅			
See the "Following" Related List on User Profiles	✅			
Collaborate More Privately with Unlisted Chatter Groups	✅			
Use Additional Filters to Find the Right Salesforce Files Sync	✅			
Find Information More Easily When Viewing Records	✅			
Clone Contact Records	✅			
Do More with the Twitter Component	✅			
See Profile Pictures for Opportunity Team Members	✅			
Add New Skills and Endorse Other Users' Skills	✅			
Use Reward Funds and Reward Fund Types	✅			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Additional Salesforce1 Information				
Salesforce1 Differences from the Full Salesforce Site	✅			
Salesforce1 App Development Overview			✅	
SalesforceA				
View System Status from SalesforceA		✅		
Switch between Accounts in Multiple Organizations		✅		

Communities

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Customization				
Customize Your Community with Community Designer (Beta)		✅		
Create Self-Service Communities with Templates		✅		
Template to Configure Identity Features for Community Users			✅	
Add Custom Login, Logout, and Self-Registration Pages		✅		
Administration				
Improved Navigation and Label Updates in Setup, Community Management, and Community Designer		✅		
Display Member Nicknames Instead of Full Names			✅	
Custom HTTPS Domains Supported for Communities		✅		
Security and Identity Enhancements for Communities		✅		

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Apex Triggers Supported on the NetworkMember Object			✅	
Display More Public Community Content			✅	
Community Management				
Access More Functionality from the Community Management Page	✅			
Organize Self-Service Communities with Topics	✅			
Moderate Flagged Posts Directly on the Community Management Page	✅			
Dashboards				
New Dashboards, Reports, and Metrics Added to the Communities Dashboards Package			✅	
Upgrade to the New Salesforce Communities Dashboards Package		✅		
Dashboard Enhancements		✅		
Report Enhancements		✅		
Map Unique Dashboards per Community		✅		
Reputation				
Configure Reputation Points for Questions and Answer Actions			✅	
Custom Level Icons for Reputation Levels			✅	
Level-Up Notifications for Increases in Reputation Levels	✅			
Developer Enhancements and Apex Triggers for Reputation			✅	
Chatter Questions				
Promote Community Collaboration with Chatter Questions (Generally Available)	✅			
Other Changes in Communities				
Improve Performance with HTML Page Caching in Site.com for Communities		✅		

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Added Default Force.com Error Page for Service Unavailability	✅			
Enable Reporting Options for External Users		✅		
Assign Tasks to Users with Customer Community Plus Licenses	✅			

Sales

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Sales Cloud on Salesforce1				
Manage Sales on the Go!			✅	
Territory Management 2.0 (Generally Available)				
Territory Management 2.0 (Generally Available)			✅	
Clone a Territory Model to Test Out Different Structures and Scenarios			✅	
Define an Assignment Rule Once, Use It in Multiple Territories			✅	
Assign and View Territories Directly from an Account			✅	
Run Territory Rules Directly from the Territory Hierarchy			✅	
Identify Territory Users by Territory Role			✅	
Track Territory Model Changes in the Setup Audit Trail			✅	
Apex Triggers Added to the Territory2 and UserTerritory2Association Objects			✅	
Limits on Numbers of Territory Models, Territories, and Assignment Rules		✅		
Metadata API Support		✅		
API and API Documentation Enhanced		✅		
Collaborative Forecasts and Opportunity Splits				

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Sales Managers Can Track Revenue from Supporting Sales Roles with Overlay Splits Forecasts (Generally Available)			✅	
Give Your Sales Teams Added Flexibility for Predicting Revenue with Custom Field Forecasts (Generally Available)			✅	
Forecast Managers Can Now Add Context to Adjustments with Adjustment Notes	✅			
Edit Multi-Line Layouts for Opportunity Splits and Give Users Quick Access to Custom Fields			✅	
Duplicate Management (Beta)				
Manage Duplicate Records				✅
Prevent Users from Saving Duplicates				✅
Define the Logic Used to Identify Duplicates				✅
Create Custom Report Types for Duplicates (available within 24 hours after the Winter '15 release)				✅
Salesforce for Outlook				
It's Easier to Set up Side Panel Users to Add Outlook Items to Salesforce Records			✅	
Let Users Select Specific Email Attachments to Add to Salesforce			✅	
Specify Your Users' Outlook Sync Folders			✅	
Side Panel Users Can Do More with Outlook Tasks	✅			
Activities				
Add Custom Lookup Fields on Activities (Beta)				✅
Let Your Users Control Task Notifications Globally	✅	✅		
Salesforce Console for Sales				
Salesforce Console Enhancements			✅	
Other Changes in the Sales Cloud				

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Person Accounts Can Be Included in Packages		✓		
New Associated Items Transferred with Changes in Record Ownership	✓			
Field Added to Order Object			✓	
`Account` and `Contract` Fields on Orders Can Be Updated	✓			
Labels Changed in User Settings	✓			
Interaction Flow Changed for Private Events	✓			
Resources Released When Events Are Deleted	✓			
In Enterprise Edition, Create New Custom Split Types to Better Reflect Your Business Process			✓	

Work.com

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Manage Thanks Badges with the Badges Tab	✓			
Deploy Performance Summary Cycles More Effectively	✓			
Suggest Skills Automatically to Users			✓	
Measure Your Work Better with Enhanced Goals (Pilot)				✓
Other Changes in Work.com				
Get More Out of Salesforce1	✓			
Display Multi-Language Text and Local Dates and Numbers	✓			
Manage Performance Summaries with the API	✓			
Unendorse Skills from Chatter Profiles	✓			

Data.com

Feature	Enabled for users	Enabled for administrators/developers	Requires administrator setup	Contact Salesforce to enable
Companies with a Wrongly Created D-U-N-S Number No Longer Shown in Data.com	✅			
Data.com API Enhanced		✅		

Service

Feature	Enabled for users	Enabled for administrators/developers	Requires administrator setup	Contact Salesforce to enable
Case Feed				
Show Agents More Case Information in Less Space with Compact Feed			✅	
Add and Work with Addresses More Easily in Case Feed Email Messages	✅			
Rename the Email and Community Case Feed Actions		✅		
Case Feed Files Component Supports Drag-and-Drop	✅			
Email Feed Filter Has Been Renamed	✅			
Portal Action Has Been Renamed	✅			
Feed View Settings Page for Feed-Based Case Page Layouts Has Been Reorganized		✅		
Case Management				
Customize Web-to-Case Email Notifications	✅			
The Web-to-Case HTML Generator Has a New Location in Setup	✅			
Email-to-Case				
Include Additional Email Addresses on Email-to-Case Auto-Response Messages			✅	
Knowledge				
Monitor Salesforce Knowledge Search Activity	✅			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Next-Gen Knowledge Search Gives Users More Relevant Article Search Results (Generally Available)	✅			
Search Highlights and Snippets			✅	
Promoted Knowledge Results Give Knowledge Managers More Control over Articles in Search Results (Generally Available)		✅		
Send Article Content via Email (Pilot)				✅
Rich Text Editor Upgrade	✅			
Improved Look and Feel for Knowledge One	✅			
Salesforce CTI Toolkit				
Retirement of Support for the Salesforce CTI Toolkit			✅	
Salesforce Console				
Salesforce Console Integration Toolkit: New Methods			✅	
Articles Suggested for Cases are More Relevant (Beta)			✅	
Users Get the Latest Search Capabilities	✅			
Add the Files and Case Experts Tools as Salesforce Console Components			✅	
Adding and Removing Case Feed Highlights Panel from the Salesforce Console Has Changed	✅			
Brand Your Salesforce Console with Custom Colors (Pilot)			✅	
Lookup Component Enhanced to Display Multiple Columns	✅			
Users Can Hover Over Related List Items to Get Details	✅			
Users Can Easily Edit Fields in the Lookup Component	✅			
Stacked Components Autosize Vertically	✅			

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Warning Message on Navigation Tab Setup		✅		
Updated User Interface for the Console	✅			
Users Can Refresh All Primary Tabs with Visualforce Pages	✅			
Service Communities				
Enhance Service with Chatter Questions (Generally Available)	✅			
Community Templates for Self-Service (Generally Available)			✅	
Let Customers Ask Questions and Find Articles in Your Support Community			✅	
Social Customer Service				
Social Customer Service Starter Pack (Pilot)				✅
Google+ Social Customer Service (Pilot)				✅
Sina Weibo Social Customer Service (Pilot)				✅
Common Setup Defaults		✅		
Social Account Authentication within Salesforce		✅		

Salesforce1 Reporting

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
New Names for Reporting Products and Features	✅			
Salesforce1 Mobile Reporting Enhancements	✅			

Chatter

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Files				
Access and Share External Files with Files Connect			✅	
Search for External Files with Files Connect			✅	
Run a Report about Publicly Shared Links to Files	✅			
Users Have More Options in the File Sharing Settings Menu	✅			
Users Can Delete Files That Are Part of Content Deliveries	✅			
Most Recent Version of Files Shown in Content Deliveries	✅			
Sync Shared Files with Salesforce Files Sync	✅			
Google Doc URL Field on Record Does Not Require Domain Name in URL	✅			
Third-Party Integration				
Chatter for SharePoint 2010—Generally Available			✅	
Groups				
Enable Users to Collaborate More Privately in Unlisted Groups			✅	
Updated User Search in the Add/Remove Group Member Dialog	✅			
Feeds				
Add Action Links to Posts (Pilot)				✅
Ask Questions in the Chatter Feed with Chatter Questions (Generally Available)	✅			
Other Changes in Chatter				
Mobile User Context Switching from Emails	✅			
API Enhancements				
Chatter REST API		✅		

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
ConnectApi (Chatter in Apex)		✅		

Force.com Customization

IN THIS SECTION:

General Administration

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Access Additional Recent Items on the Force.com Home Page (Beta)		✅		
Search for Additional Items in Setup (Beta)		✅		
View the Parent Object of a Field in Setup Search Results (Beta)		✅		
Advanced Setup Search (Beta) Automatically Enabled in All Organizations		✅		
Delegated Administrators Can Assign Permission Sets		✅		
Manage Access to Custom Processes and Apps (Generally Available)		✅		
Reference Custom Permission Access with the $Permission Global Variable		✅		

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Show More Information in Less Space with Compact Feeds on Feed-Based Layouts			✅	
Use Hover Links to Quickly Access Related Lists on Feed-Based Layout Detail Views	✅			
Interact with More Publisher Actions Programmatically		✅		
Enable External HTTPS for Domains		✅		
Require Secure Connections (HTTPS) for Salesforce Communities, Site.com Sites, and Force.com Sites		✅		
Update Auto-Response Message Sender Addresses to Meet New Security Requirements		✅		

Data

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Access External Data with Lightning Connect (available within 24 hours after the Winter '15 release)			✅	
Retain Field History Data (Pilot)				✅
Manage Customer Data with Data Pipelines (Pilot)				✅

Business Logic and Process Automation

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Critical Updates				
Behavior Changed for Default Values in Flow Screen Fields			✅	
Receive Email for Each Unhandled Fault			✅	
Process Builder				

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Visually Automate Your Business Processes (Beta)				✅
Visual Workflow				
Automate Time-Based Processes		✅		
Store Multiple Values Together in a Flow		✅		
Submit Records for Approval from a Flow (Generally Available)		✅		
Post to Chatter from a Flow		✅		
Identify Recipients More Flexibly in the Send Email Element		✅		
Send Email from an Organization-Wide Email Address		✅		
Deploy Flows That Contain Email Alerts		✅		
Debug Flows That Contain Loop Elements and Action Calls		✅		
User Interface Changes to the Cloud Flow Designer		✅		
Approvals				
Approval Response Enhanced	✅		✅	
Specify a Submitter for an Approval Process		✅		
Workflow				
Notify Assignee Checkbox Removed from Workflow Tasks When You Expose New Notification Setting	✅	✅		

Security and Identity

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Administration				
Set Session Timeout and Password Policies for Individual Profiles		✅		

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Use Event Monitoring to Understand Organization Trends (Generally Available)				✅
Security Tokens Required for API Logins from Callouts		✅		
Some Settings Changed for Managing File Upload and Download Behavior		✅		
Authentication				
Customize and Manage User Authentication with Login Flows		✅		
Export and Import Authentication Certificates between Organizations for Flexible Certificate and Key Management		✅		
Configure a LinkedIn Authentication Provider		✅		
Configure a Twitter Authentication Provider		✅		
Give Community Users Button Icons to Log in with their Third-party Accounts		✅		
A Custom Logout URL is Available for Community Users		✅		
View and Download SAML Login Metadata for Communities and Custom Domains		✅		
Internet Explorer 6 Logins Removed from the Organization Login History Page		✅		
View an Optimized OAuth Connected Apps List on the User Detail Page		✅		
Include the Organization ID to Identify Users from Different Salesforce Auth. Providers		✅		
Identity URL and UserInfo Endpoint Redirect Response Removed		✅		
OAuth 2.0 JWT Bearer Token Support Expands to Meet the Current Standards		✅		
Identity				
New External Identity License Expands Your Community User License Choices		✅		
Add Bookmark Apps to the App Launcher		✅		

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Use the System for Cross-domain Identity Management (SCIM), a Standards-based User Management API		✅		
Identity Features Added to More License Types		✅		

Sharing

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Disable Customizable Forecasting and Territory Management				✅
Automatic Recalculation Added for Large Operations		✅		

Globalization

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Supported Languages Changed and Added	✅			
Process Changed for Enabling Multiple Currencies		✅		
Inactive Multiple-Language Features Removed from Single-Language Organizations		✅		
Non-Currency Locales Removed from Currency Locale Lists		✅		
New Value Allowed for Gender Metadata Field Type		✅		

Site.com

Feature	Enabled for users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Add Flexibility to Your Page Templates with Custom Properties		✅		
Site.com Workbook Discontinued		✅		

Critical Updates

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Behavior Changed for Default Values in Flow Screen Fields			✅	
Receive Email for Each Unhandled Fault			✅	
Serve Static Resources from the Visualforce Domain			✅	
Add New Task Update Actions to Salesforce1			✅	

Additional Customization

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
User Interface Change to Enabling State and Country Picklists		✅		

Force.com Development

IN THIS SECTION:

Change Sets and Deployment

Force.com Canvas

Visualforce

Apex Code

Lightning Components (Beta)

Change Sets and Deployment

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
CORS Whitelist Origin Available in Change Sets		✅		
Deploy with Active Jobs		✅		
Deploy Your Components in Less Time (Pilot)				✅

Force.com Canvas

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
SDK Object and Field Changes	✅			

Visualforce

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Visualforce Development				
Add Data Access to Your Visualforce Pages with Remote Objects (Generally Available)		✅		
Other Changes in Visualforce				
Standard Style Sheets Combined by Visualforce		✅		
Preserve sObject Field Encryption in Visualforce Expressions			✅	
Serve Static Resources from the Visualforce Domain			✅	

Apex Code

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Submit and Monitor Jobs for Asynchronous Execution with the Queueable Interface		✅		
Run More Future Methods and Callouts		✅		
Run More Tests in Sandbox and Developer Organizations		✅		
Apex Supported for the SearchPromotionRule sObject		✅		
New and Changed Apex Classes		✅		
ConnectApi (Chatter in Apex)		✅		
Apex Triggers Supported for the Territory2 Object		✅		
Apex Triggers Supported for the UserTerritory2Association Object		✅		

Lightning Components (Beta)

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Lightning Components (Beta)			✅	
Work with Lightning Resources in the Developer Console			✅	
Enable Lightning Components and Debug Mode			✅	
Add Lightning Components to the Navigation Menu in Salesforce1			✅	

API

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
New and Changed Objects		✅		

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
SOQL		✅		
SOSL		✅		
APIs				
REST API		✅		
SOAP API		✅		
Chatter REST API		✅		
Tooling API		✅		
Metadata API		✅		
Data.com API		✅		
Publisher.js API		✅		
Salesforce Console API (Integration Toolkit)		✅		

ISVForce

Feature	Visible to users	Enabled for administrators/ developers	Requires administrator setup	Contact Salesforce to enable
Partner Community	✅			
Environment Hub Setup Simplified		✅		
Create Trialforce Source Organizations in the Environment Hub				✅
Environment Hub Included with Platform License		✅		
Refresh Licenses using the License Management App (LMA)		✅		
View More Subscriber Information in the LMA		✅		
Package External Data Integrations		✅		
Package Lightning Components		✅		

Other Changes in Force.com Development

Feature	Automatically visible to all users. No setup required.	Automatically visible to all administrators. No setup required.	Not automatically visible. Feature is available but requires some setup.	Contact Salesforce to enable this feature.
Make Your Own Improvements to the Force.com IDE			✅	
Person Accounts Are Now Packagable		✅		

GENERAL ENHANCEMENTS

General enhancements affect many users.

IN THIS SECTION:

API Access Change for Connected Apps

With the current release, all users of approved connected apps must have the "API Enabled" profile permission turned on to allow access to all features.

New Look and Feel for Documentation PDF Files

Our documentation PDF files got a makeover! The fresh new design features intuitive page layouts, a new color scheme, and easily scannable text.

Help & Training Search Includes Success Community Content

Help & Training search now returns valuable content from more sources to make it easier to find what you're looking for.

Introducing Duplicate Alerts and Blocking (Beta)

Now you can maintain clean and accurate data with Data.com Duplicate Management. Control whether and when you allow users to create duplicate records inside Salesforce, customize the logic that's used to identify duplicates, and create reports on the duplicates you do allow users to save.

Updates to Translated Terminology

We've updated some terminology, including tab and field names for our Hebrew and Korean language users. You can find details about the changes made by reviewing the knowledge article available from the Salesforce Customer Support site. For each term, we provide the English version and the corresponding previous and new translations.

More Streamlined Look for the Rich Text Editor

The Rich Text Editor, also known as the HTML Editor, that's available in most rich text area fields has a new look, better performance, bug fixes, improved styling for pasted data, improved handling for pasted images, and increased compatibility with newer browsers. The updated editor is also available in rich text area custom fields on records and more.

API Access Change for Connected Apps

With the current release, all users of approved connected apps must have the "API Enabled" profile permission turned on to allow access to all features.

In Winter '14 we introduced a program that allows specific approved, security-reviewed connected apps from Salesforce and our partners to integrate with Salesforce using a process that lets the connected app establish an API connection regardless of user profile settings. To ensure your users' access to data is consistent with the permissions you have enabled, these apps will be required to respect user profile permissions for API access.

With this change, users who don't have the "API Enabled" profile permission turned on will no longer be able to use the affected connected apps. The list of affected connected apps from Salesforce includes:

- Salesforce1 downloadable apps for iOS and Android devices
- Salesforce for Outlook
- Connect for Outlook
- Connect for Office

This change affects all Salesforce, Chatter, and Communities users. For the complete list of affected apps and expected changes in app behavior for different types of users, see the API Access Change for Connected Apps Knowledge article.

If you want your users to continue to have access to the affected connected apps, turn on the "API Enabled" permission. You can accomplish this through either a profile update or an appropriate permission set. Keep in mind that this will grant users API access to your organization and its data.

If you decide not to grant access, you should notify end users who do not have the "API Enabled" profile permission that they will not be able to use the affected connected apps.

If you are using an affected connected app developed by a Salesforce partner or ISV, you should contact the app provider for details on the potential impact. A list of affected partner connected apps is available in the API Access Change for Connected Apps Knowledge article.

Your data is protected by security tools in the application, including org-wide sharing settings, object-level security, and field-level security. This applies regardless of how users are accessing data, whether through the API or an application, to ensure that users don't have improper access to data. For further information on application security settings, see Securing Data Access in the Salesforce Help.

New Look and Feel for Documentation PDF Files

Our documentation PDF files got a makeover! The fresh new design features intuitive page layouts, a new color scheme, and easily scannable text.

Features of the new PDF design include:

Edition & User Permission Sidebar
Salesforce editions and user permission requirements are now presented in an easily scannable right-hand sidebar.

New Icons
Our new Note, Tip, Warning, Important, and Example icons use a streamlined, eye-catching design.

New Table Design
Tables use an appealing, minimal design that's easy to read.

New Fonts
The new design features sleek, readable sans serif fonts.

Check out the improved PDF files in the Salesforce Help and on the Salesforce Developers site.

## Help & Training Search Includes Success Community Content

Help & Training search now returns valuable content from more sources to make it easier to find what you're looking for.

The search improvements let you:

- See Q&A, Ideas, and Known Issues from the Success Community
- Use additional filters to quickly refine search results
- Save your filter choices for a more consistent experience
- View suggested content across all new sources

To try the new search yourself, go to http://help.salesforce.com.

New Success Community filters and results
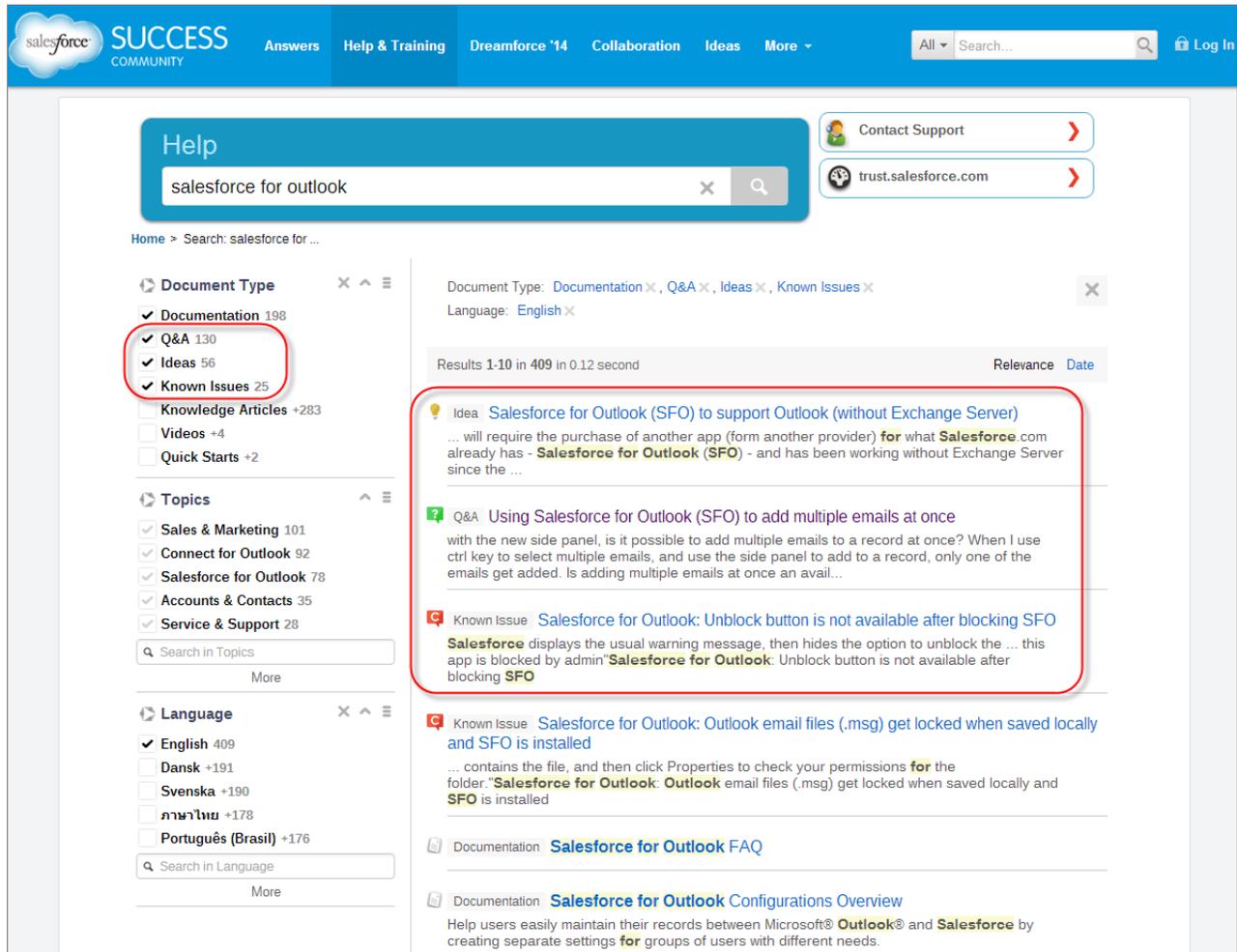
Option to save your filter settings
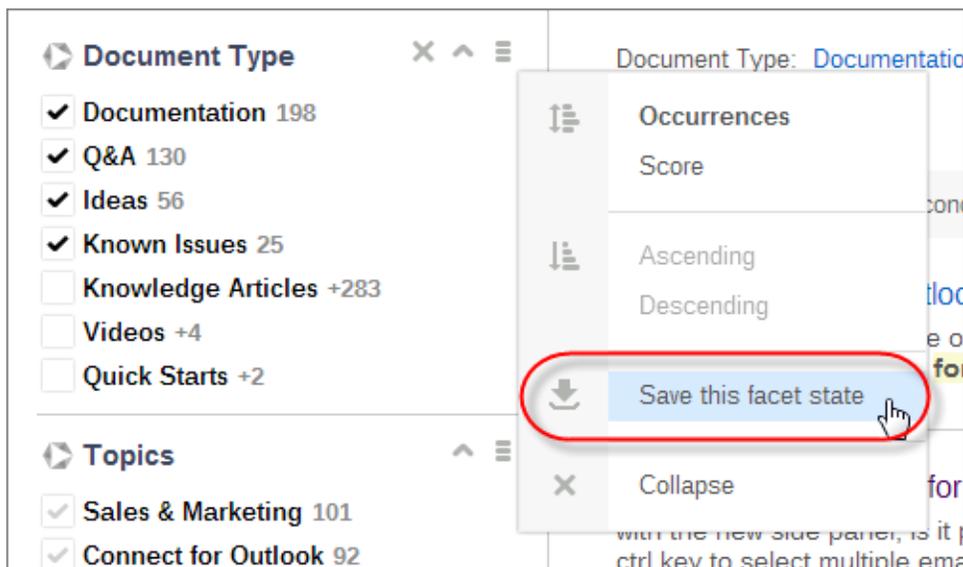
Introducing Duplicate Alerts and Blocking (Beta)

Now you can maintain clean and accurate data with Data.com Duplicate Management. Control whether and when you allow users to create duplicate records inside Salesforce, customize the logic that's used to identify duplicates, and create reports on the duplicates you do allow users to save.

Note: This release contains a beta version of Data.com Duplicate Management that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community. For information on enabling this feature for your organization, contact Salesforce.

For more information about how Data.com Duplicate Management works, see Duplicate Management (Closed Beta) on page 128.

Updates to Translated Terminology

We've updated some terminology, including tab and field names for our Hebrew and Korean language users. You can find details about the changes made by reviewing the knowledge article available from the Salesforce Customer Support site. For each term, we provide the English version and the corresponding previous and new translations.

You can find the complete list of term changes in knowledge article number 000199278 (URL: https://help.salesforce.com/apex/HTViewSolution?urlname=Winter-15-Updates-to-Translated-Terminology&language=en_US) on the Salesforce Customer Support site.

These terminology changes are available to all organizations. To keep your current tab and field labels, system administrators can change the name back using our rename tabs and labels functionality. For more information, see "Renaming Tab and Field Labels" and "Considerations for Renaming Tab and Field Labels" in the Salesforce Help or contact Customer Support.

For more information about supported languages, see "What languages does Salesforce support?" in the Salesforce Help.

More Streamlined Look for the Rich Text Editor

The Rich Text Editor, also known as the HTML Editor, that's available in most rich text area fields has a new look, better performance, bug fixes, improved styling for pasted data, improved handling for pasted images, and increased compatibility with newer browsers. The updated editor is also available in rich text area custom fields on records and more.

The rich text editor lets users quickly and easily format text in rich text fields and in tools such as the Knowledge article editor, questions in Chatter Answers, and the Case Feed Email action.

Here's what the updated editor's toolbar looks like:
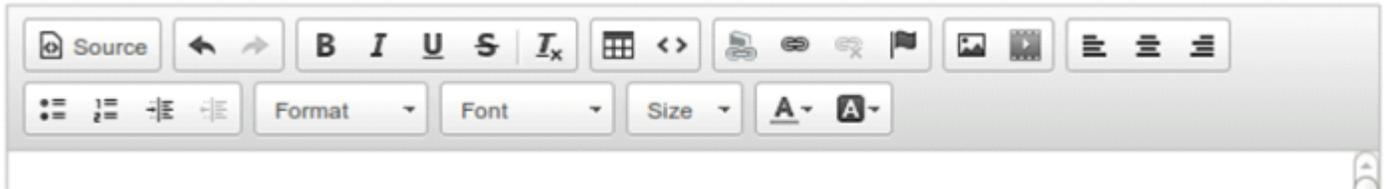
The updated rich text editor has the same features and functionality it did previously.

Microsoft® Internet Explorer® 6 and 7 continue to use the previous version of the editor for all rich text area fields for compatibility reasons.

INTRODUCING WAVE, THE ANALYTICS CLOUD

The Salesforce Analytics Cloud is a powerful business intelligence platform that makes it easy to bring in data from any source, explore and visualize, and share and collaborate through dashboards and the iOS mobile app—all within the trusted, secure Salesforce environment.

Bring in All Your Data

Your data lives everywhere: Salesforce, data warehouses, CRM and ERP systems, log files, CSV files, and more. Bring it all together into Salesforce Analytics.

Let Your Data Tell Its Story

Valuable insights are already in your data—you just need to find them. Explore and ask questions through rich, interactive visualizations. Find answers you didn't even know you were looking for.

Drive Action Through Your Discoveries

The purpose of analysis is action. Easily share your findings and collaborate across your team and organization through dashboards, Chatter, and the iOS mobile app.

Move Fast, Maintain Control

Because Salesforce Analytics lives in the cloud, you can get started in a fraction of the time of traditional business intelligence implementations. Keep your data safe and secure using the Salesforce tools you know and trust.

Finally, business intelligence for the rest of us! You don't have to be a business analyst, a data scientist, or a developer to start conversing with and learning from your data.

IN THIS SECTION:

Find the Value in Your Data

Now everyone can have a conversation with their data through interactive visualizations. Salesforce Analytics rewards your curiosity with fast, responsive answers. Exploring any type and combination of data is now fun, easy, and powerful.

Analytics Cloud gives you a fast, fluid way to drill through it, discover compelling insights, and share the right visuals to tell your data story. Datasets, lenses, dashboards, and apps are collections of data that represent different levels of refinement—everything from raw data uploaded from your source systems to highly curated, packaged views of your data.

- A *dataset* is a set of source data, specially formatted and optimized for interactive exploration. It can be Salesforce data, external data, or a combination, such as a mashup of account data and product usage data.

- A *lens* is a particular view into a dataset. It's where you explore using interactive visualizations. A *visualization* is commonly a chart or graph, such as a bar chart, donut chart, timeline, or heatmap. It can also be data in tabular form, such as a comparison table or pivot table. Every visualization has an underlying query, which is how Analytics Cloud retrieves information from the source data.

- A *dashboard* is a curated set of charts, metrics, and tables based on the data in one or more lenses. Dashboards are interactive. You can tap on charts, buttons, and other elements to dynamically filter and drill into data.

- An *app* contains dashboards, lenses, and datasets in any combination that makes sense for sharing your data analyses with colleagues. Analytics Cloud apps are like folders, allowing users to organize their own data projects—both private and shared—and control sharing.

Explore Data Anywhere with Salesforce Analytics for iOS

Your data is always close at hand with Salesforce Analytics for iOS. Keep tabs on your business no matter where you are: check in on this quarter's customer cases, track progress toward sales goals, and instantly share learnings with your team.

Access Everything on Your Phone
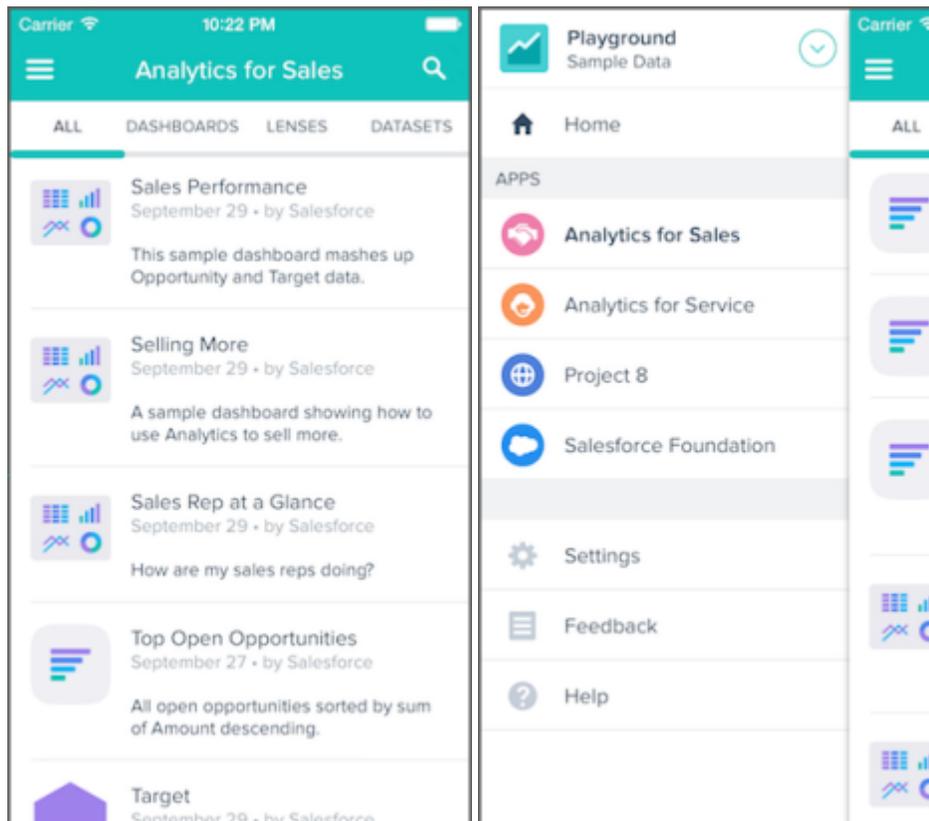
Your entire collection of apps, dashboards, lenses, and datasets is only a tap or two away. Leave the laptop at home—you have everything on your phone.

Interact with Dashboards and Lenses
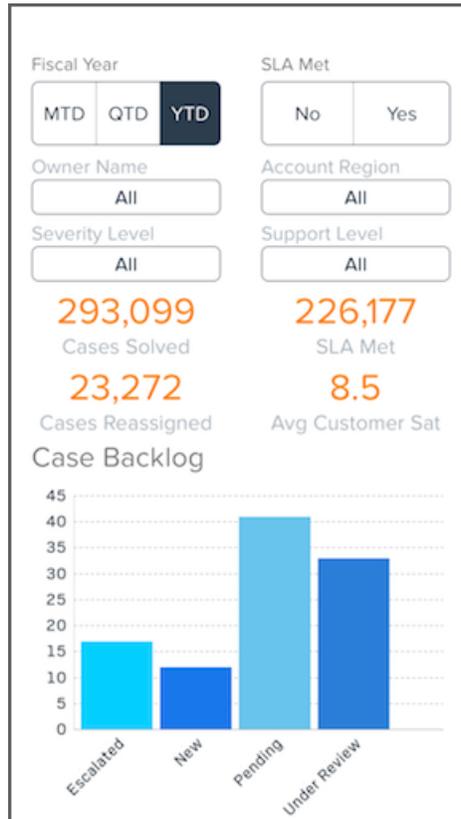
Dashboards and lenses aren't static; go ahead and tap around. Notice how data updates in real time. Apply filters and drill into specific data points to learn even more, like what's behind those escalated cases.

Share Findings with the Team
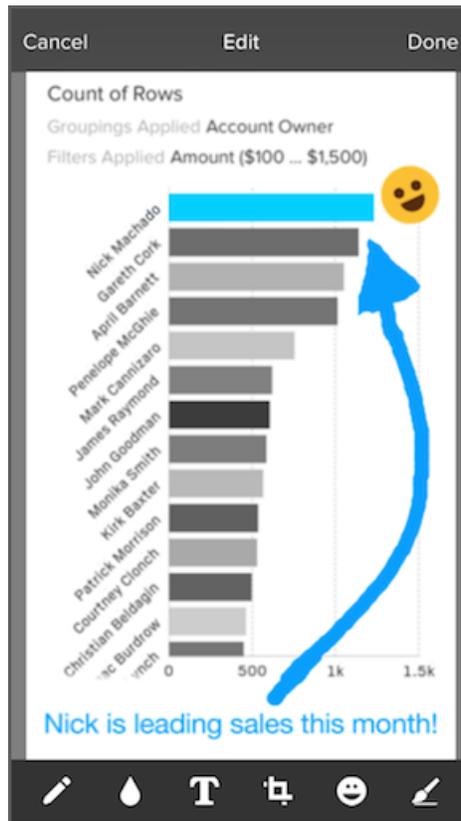
When you're ready to share discoveries with the team, you can annotate your visualization by adding text, drawing, highlighting important data points, and more.

Download It Today

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

SEE ALSO:

Analytics for iOS Help

Rich Data Visualization in Your Web Browser

A dashboard is a collection of lenses that interact with each other. Drill into one and watch the others change to help you shape the questions you're asking. Don't just look at the visuals; use the tools on the dashboard to dive deeper into the data you care about. Go ahead, click around and explore!

You read a Salesforce Analytics dashboard interactively, by clicking the widgets displayed. Every widget is a live, filtered database query.

- A selector is a dropdown list that lets you filter down to a particular value that matters to you. Selectors are often tied to each other in sequence so you can progressively drill deeper.

- A rich variety of charts shows you data from multiple angles. Many parts of a chart are interactive. For example, click a bar in a bar chart and watch what happens.

- Some information is best presented by a single number. Some number widgets can be affected by filtering actions you take on charts or selectors.

- A range widget is a controller for filtering other widgets on the dashboard. In this example, you can set the maximum and minimum sliders to make the dashboard show you only amounts within a specific range.

Explore with Powerful Visualization Tools

Get to know the boundaries and shape of your data. Use explorer's interactive visualization tools to play with different views, zoom in and zoom out, and see what you get with different charting options.

Choose from a selection of rich, colorful visualizations to see which views of your data tell the most compelling story.
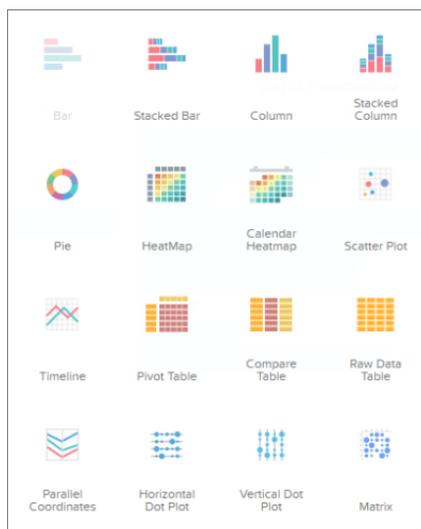
Every visualization in Analytics Cloud is based on at least one *measure*, which is anything that can be represented by a number. Measures are typically aggregated in some way. For example, you can chart two measures side-by-side, showing both the sum of a revenue amount and the average of expected revenue. Measures define the type and scope of your visualization as you explore a dataset.

Visualizations often involve dimensions in addition to measures. A *dimension* is anything qualitative that's not represented by a number, such as company name, region, and product. Dimensions are handy for grouping your data into useful categories, such as viewing revenue numbers by stage name. They're also handy for filtering unnecessary data out of a visualization, to unclutter your chart and narrow your focus to what's most relevant.

Exploring your data can lead you down many paths. Not all of them will be fruitful and that's okay. Explorer keeps a full history of your activity in a lens. If you've changed your lens in undesired ways, use history to quickly backtrack to a previous state in your visualization.
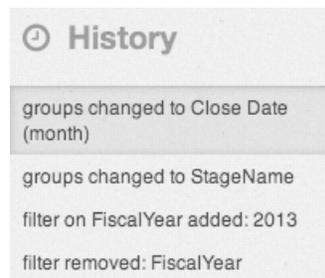
Share your visualizations with other Analytics Cloud users.

- Give colleagues access to a specific dashboard, lens, or app via a unique URL.
- Share the app itself, with users, groups, or roles.
- Post to Chatter the link to a dashboard, lens, or app.
- Save a visualization as an image file.

SEE ALSO:

Exploring and Sharing Analytics Cloud Data

Build Powerful Queries Using SAQL (Pilot)

Use the Salesforce Analytics Query Language (SAQL) to make sure that your lenses return exactly the data you're looking for. SAQL is a real-time query language that enables ad hoc analysis of data that's stored in datasets.

SAQL is compositional—every statement has a result, and you can chain statements together. Analytics Cloud uses SAQL behind the scenes in lenses, dashboards, and explorer to gather data for visualizations.

> ✒ **Note:** SAQL is currently available through a pilot program. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

SEE ALSO:

> SAQL Reference

Dashboards Help Users Help Themselves

A dashboard is your vehicle for telling a specific, focused story about data that people can learn from and act on. It consists of a curated set of charts, metrics, and tables based on the data in one or more lenses.

Dashboards help engage team members in active discussion and collaboration around your data, regardless of where your team members are. Drop charts into a dashboard, size for any form factor, and watch the lightbulbs turn on.

When you share Analytics Cloud data via a dashboard, you're setting up your end users to do some exploring of their own, without turning them loose on the whole dataset.

IN THIS SECTION:

> Create Dashboards Fast with the Dashboard Builder
>
> The dashboard builder is a visual interface for quickly and easily creating dashboards that tell a story about data for a particular set of readers. You capture the data you want to work with in lenses. These live, fully-synced views of your data are displayed in containers called widgets. You design widgets that work together to tell a data story from different angles.
>
> Represent Dashboard Data in JSON
>
> It's easy to design dashboards in the builder, but you can also use JSON to directly manipulate the data in a dashboard.

SEE ALSO:

> Share Analytics Cloud Data with Dashboards

Create Dashboards Fast with the Dashboard Builder

The dashboard builder is a visual interface for quickly and easily creating dashboards that tell a story about data for a particular set of readers. You capture the data you want to work with in lenses. These live, fully-synced views of your data are displayed in containers called widgets. You design widgets that work together to tell a data story from different angles.

Widgets that come from the same dataset are faceted by default. This means that when you filter one widget, all the related widgets are filtered in the same way. You can turn faceting on or off for each widget.

You can use widgets to present data in all the standard ways: Line graphs, bar charts, pie charts, drop-down selection lists. The important thing is that these graphics don't just display information. Each chart is itself a live query, which a user can drill into at will for more focused knowledge.

Represent Dashboard Data in JSON

It's easy to design dashboards in the builder, but you can also use JSON to directly manipulate the data in a dashboard.

Work with JSON for more control over advanced dashboard features, such as specifying SAQL queries, setting query limits, and creating manual bindings between values.

SEE ALSO:

Dashboard JSON Reference

Integrate Data from Anywhere

In your business, you have data everywhere: warehouses, spreadsheets, logs, and in Salesforce. With Analytics Cloud, it's easy to integrate data from any of these sources, including external data else, such as SAP or Oracle data, mobile app data, or product sensor data.

You integrate data into datasets. A dataset is an collection of data that's been specially formatted and optimized for interactive exploration in Analytics Cloud. Datasets can contain Salesforce data, external data, or a combination. You can register datasets to enable users to explore data within them.

IN THIS SECTION:

Integrate Salesforce Data

Would you like to explore your Salesforce data? Use a dataflow to load it into a dataset. A dataflow is a reusable set of instructions that defines how to extract data from Salesforce and load it into datasets.

Bring in External Data

Salesforce Analytics Cloud can handle data from anywhere, not just inside Salesforce. You can upload external data using the application, or you can get more control by using the pilot External Data API.

Integrate Salesforce Data

Would you like to explore your Salesforce data? Use a dataflow to load it into a dataset. A dataflow is a reusable set of instructions that defines how to extract data from Salesforce and load it into datasets.

You can also use a dataflow to break down barriers between disconnected data. Still have those spreadsheets with information that complements your Salesforce data? Use a dataflow to connect those two sources in the same dataset.
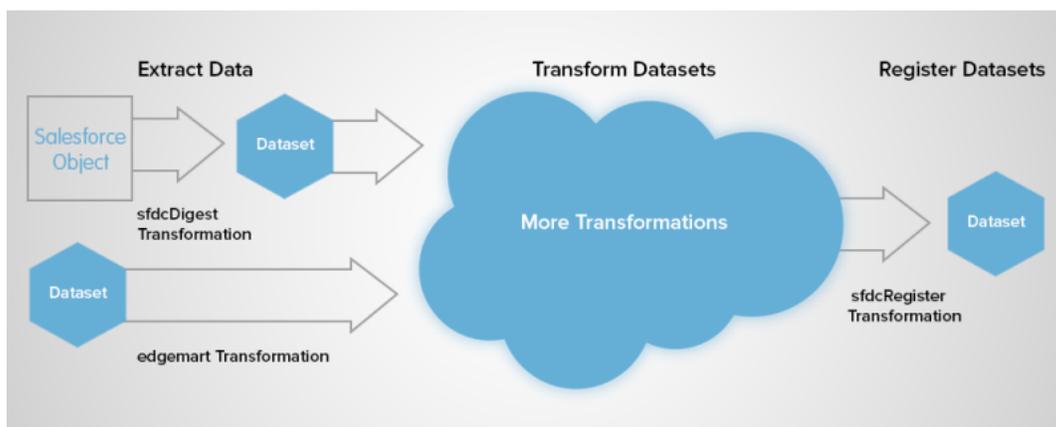
Dataflows also support transformations that let you create, transform, and optimize datasets for different kinds of analysis. For example, you can join two different datasets, pull existing datasets into the dataflow, set up security on datasets, and register datasets to make them available for querying. When the dataflow runs, Analytics Cloud processes each transformation sequentially.

After you configure the dataflow, you upload it to Analytics Cloud and run it to create the datasets.

The dataflow runs daily to keep data synchronized. Worried that your dashboard won't contain the latest data for your 10 a.m. meeting? Don't worry! You can also start a dataflow on demand to capture the latest data.

SEE ALSO:

Data Integration Guide

Bring in External Data

Salesforce Analytics Cloud can handle data from anywhere, not just inside Salesforce. You can upload external data using the application, or you can get more control by using the pilot External Data API.
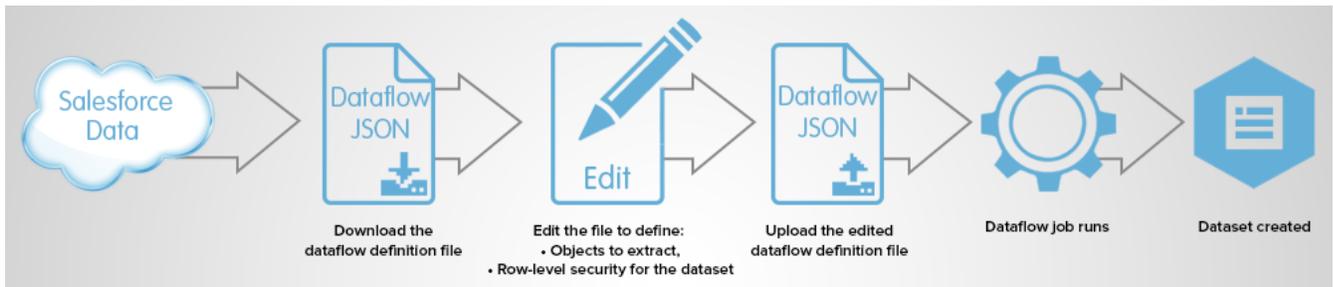
Analytics Cloud includes new Salesforce sObjects to help you upload your external data programmatically. You can work with these objects to upload data using any of the familiar Salesforce APIs, such as the SOAP API, REST API, or Apex.

To upload external data with the API, you prepare your data in CSV format and create a metadata JSON file to specify the structure of the data. Then you configure the InsightsExternalData object with the name of the dataset, the format of the data, and the operation to perform on the data. Upload your data using InsightsExternalDataPart objects. From there, just monitor the InsightsExternalData object for status updates and confirm the successful uploading of files.
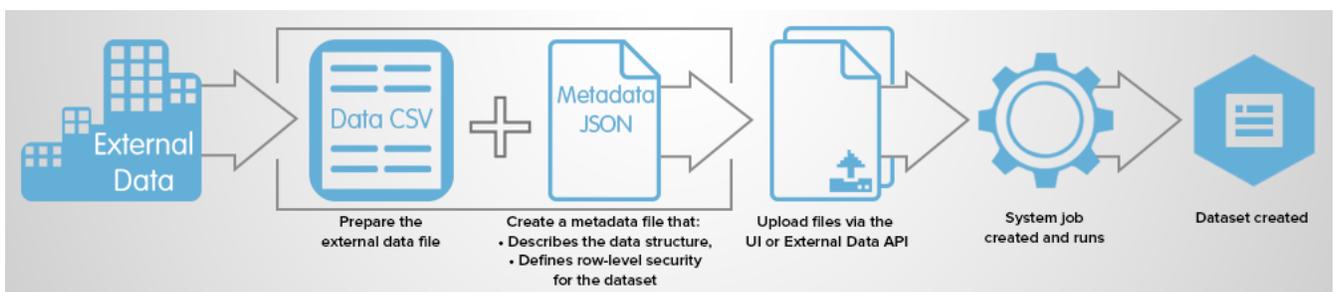
> 📝 **Note:** The Analytics Cloud External Data API is currently available through a pilot program. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

SEE ALSO:

External Data API Reference

Get Up and Running Fast

Setup is simple and familiar. You can enable Analytics Cloud from the Setup menu. Enable, configure, and establish access control and security just like you would for other Salesforce products.

IN THIS SECTION:

Salesforce-Strong Security

Analytics Cloud can pull in tons of data from different sources and make it available for queries through the explorer and builder. However, not all users may need access to all data. Analytics Cloud offers multiple levels of access control that can be implemented to ensure that the right user has access to the right information.

Analytics Cloud Limitations

Analytics Cloud works differently from other Salesforce features in some ways.

Salesforce-Strong Security

Analytics Cloud can pull in tons of data from different sources and make it available for queries through the explorer and builder. However, not all users may need access to all data. Analytics Cloud offers multiple levels of access control that can be implemented to ensure that the right user has access to the right information.
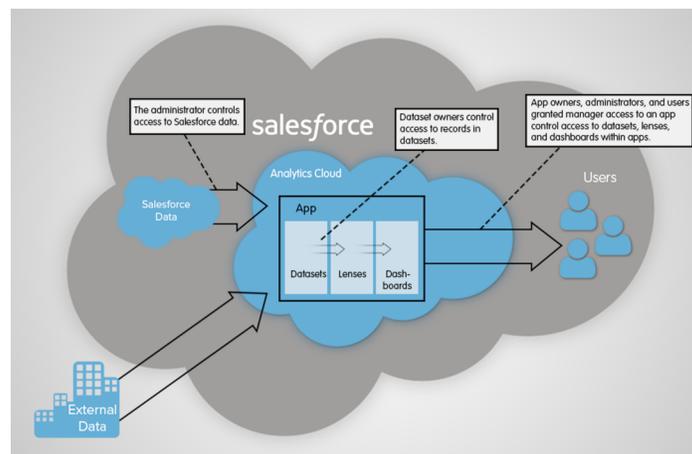
Control Access to Salesforce Data

The administrator can restrict which Salesforce data can be loaded into datasets in Analytics Cloud. The administrator can also define sharing access within each dataset, using role hierarchies or other means of mapping users to data. Salesforce Analytics Cloud does not replicate Field Level Security settings in datasets, but administrators can create multiple datasets with various fields and give access to audiences according to their rights.

Control Access to Datasets, Lenses, and Dashboards

App owners, administrators, and users granted manager access to an app control access to datasets, lenses, and dashboards within apps. Keep them in your private app to hide them from others. Add them to the Shared App to share them with everyone.

Control Access to Dataset Records

Dataset owners can implement row-level security on each dataset that they create to restrict access to its records.

SEE ALSO:

Security Guide

Analytics Cloud Limitations

Analytics Cloud works differently from other Salesforce features in some ways.

Releases Are Not Staggered

All Analytics Cloud customers will receive releases of new Analytics Cloud features at the same time, and not on the normal staggered schedule for core releases—regardless of instance. Analytics Cloud releases may occur on a different schedule than major releases.

Rapid Innovation and Deployment

Analytics Cloud releases may happen on a more frequent schedule than major releases. This means that customers will see the product undergo rapid innovation, which may include more frequent changes to end-user functionality. Release timing will be communicated to all customers.

Copy to Sandbox is Not Supported

Customers currently can preview or test new Analytics Cloud features in Sandbox before enabling them in production, but assets can't be migrated between Sandbox and production environments.

No Localization or Internationalization

User interface labels and product documentation for Analytics Cloud will be available in English only. Translated labels and documentation will not be provided.

Analytics Cloud does not support multi-currency. Analytics does not convert the currency field on behalf of the user. As a result, users who want to analyze multiple currencies simultaneously should convert them into a single currency master before analysis.

Accessibility Features Are Not Supported

Accessibility features haven't been incorporated into Analytics Cloud.

Packaging and Metadata API Are Not Supported

The use of the Metadata API is not supported for Analytics Cloud. You cannot package or version Analytics Cloud applications. Migrating Analytics Cloud data, objects, and applications from Sandbox to Production orgs must be done manually. The Default Org Template (DOT) is not supported for org duplication.

Limited Field-Level Security

Field-Level security is not available for external data uploaded via files. Field-level security implemented in the original database or Salesforce object is not preserved when the data is loaded into an Analytics Cloud dataset. For more information, see the Security Implementation Guide for Analytics Cloud.

Supported Browsers

Browser support is available for: Microsoft® Internet Explorer® versions 10 and 11; Mozilla® Firefox®, most recent stable version; and Google Chrome™, most recent stable version.

MOBILE

Not in the office? No worries! Salesforce mobile apps help you stay productive no matter where you are.

IN THIS SECTION:

Salesforce1

The Salesforce1 app lets users stay up to date on their most-important records, activities, conversations, and dashboards—from wherever they are.

SalesforceA

Manage users and view information for Salesforce organizations from your mobile device.

Salesforce Chatter Mobile Version 3.1 for Android No Longer Available

The Salesforce Chatter Mobile app version 3.1 for Android is no longer available for download from Google Play.

Salesforce1

The Salesforce1 app lets users stay up to date on their most-important records, activities, conversations, and dashboards—from wherever they are.

IN THIS SECTION:

Access the Salesforce1 App

There are several options for accessing Salesforce1 on mobile devices.

Salesforce1 Enhancements

Our latest round of new and improved Salesforce1 features further expands the utility of the downloadable and mobile browser apps, making it even easier to access Salesforce on the go.

Salesforce1 Differences from the Full Salesforce Site

The Salesforce1 app doesn't have all of the functionality of the full Salesforce site, and in some cases includes features that aren't available in the full site.

Salesforce1 App Development Overview

There are several Force.com platform enhancements that support Salesforce1 development.

Access the Salesforce1 App

There are several options for accessing Salesforce1 on mobile devices.

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

See "Requirements for Using the Salesforce1 App" in the Salesforce Help for the complete list of supported devices and browsers.

Salesforce1 Enhancements

Our latest round of new and improved Salesforce1 features further expands the utility of the downloadable and mobile browser apps, making it even easier to access Salesforce on the go.

Use of the Salesforce1 app is supported for all editions (except Database.com Edition) without any additional licenses. The Salesforce data and features that are available in Salesforce1, however, are determined by your organization's Salesforce edition and licenses and by a user's assigned profile and permission sets.

> 📝 **Note:** At a glance, here is what's new in version 7.0 of the Salesforce1 downloadable apps for iOS and Android devices.
>
> - Support for iOS 8, and for Apple iPhone 6 and 6 Plus devices (iOS only)
> - Support for Android OS 5.0 (Android only)
> - Do most actions with the new Salesforce1 action bar and list item actions
> - See up to 200 list views (iOS only)
> - Sort and filter list views
> - Open most Salesforce URLs directly in the Salesforce1 downloadable app (iOS only)
> - Create contacts from mobile contact lists
> - Create an action to add products to opportunities
> - See profile pictures for opportunity team members
> - Make updates to tasks without opening task records
> - See a weekly view of Salesforce events
> - See more data in Today, including recently accessed records
> - Share dashboards in the feed
> - Bug fixes and performance improvements

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Device and Browser Support				
Use Salesforce1 on more devices—including iPhone 6 and 6 Plus phones, Android 5 devices, and the mobile browser app on select Windows 8.1 smartphones (generally available).	✔ (As of version 7.0)	✔ (As of version 7.0)	✔	
General Salesforce1 Setup Enhancements				
Do basic Salesforce1 setup with the new Salesforce1 Wizard.	✔	✔	✔	✔
Quickly access Salesforce1 setup pages and documentation, all from one place.	✔	✔	✔	✔
Available Data and Navigation Enhancements				
Switch between accounts in multiple organizations and communities.	✔ (As of version 6.0)	✔ (As of version 6.0)		

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
View and search for data that's stored outside of Salesforce.		✔ (As of version 6.0)	✔	✔
See up to 200 list views directly on object record search pages.		✔ (As of version 7.0)		
Sort list views.	✔ (As of version 7.0)	✔ (As of version 6.0)	✔	
Filter list views by user-specified criteria to display the desired records.	✔ (As of version 7.0)	✔ (As of version 7.0)	✔	
Add Lightning components to the Salesforce1 navigation menu.			✔	✔
Open most Salesforce URLs directly in Salesforce1.		✔ (As of version 7.0)		
Actions Enhancements				
Do actions from a centralized place with the new action bar.	✔ (As of version 7.0)	✔ (As of version 7.0)	✔	
Act on specific records directly from lists.	✔ (As of version 7.0)	✔ (As of version 7.0)	✔	
Understand how actions are arranged on the action bar and in lists.	✔ (As of version 7.0)	✔ (As of version 7.0)	✔	✔
Salesforce Communities Enhancements				
Enable nickname display for all the members in a community, so that users' first and last names are hidden.			✔	✔
Chatter Enhancements				
See recommendations in the feed about useful groups to join and about using the Today app.			✔	✔

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Access topic detail pages directly from topics tagged to feed items.			✔	
Ask questions and get answers in the feed (generally available).			✔	
Access the People item from the navigation menu even when Chatter is turned off.	✔ (As of version 6.0)	✔ (As of version 6.0)	✔	
Upload photos to use as profile pictures.	✔	✔ (As of version 5.1)	✔	
See who co-workers are following in Chatter.	✔	✔ (As of version 5.0)	✔	
Collaborate with more privacy in unlisted Chatter groups.			✔	
Access Shared with Me and Following filters in Salesforce Files Sync list views.	✔ (As of version 5.0)	✔ (As of version 5.0)	✔	
Attach files to comments in feed posts.	✔ (As of version 5.0)	✔ (As of version 5.0)	✔	
Identify files that are connected to Salesforce from other sources, such as Microsoft® SharePoint®, when browsing feeds and Salesforce Files Sync list views.			✔	
Search Enhancements				
Do global searches directly from the Salesforce1 header.			✔	
Scope global search results to find records by the type of object.			✔	
While typing a search term, see matching results for all accessible records instead of just those recently viewed.			✔	✔
Relationship and Data Management Enhancements				
Find information in a record view more easily with new tabs and an improved swipe experience.	✔	✔	✔	
Prevent the creation of duplicate records. (Beta)	✔	✔	✔	✔
Log calls faster using a page that shows only key fields.	✔	✔	✔	

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Create contacts directly from mobile device contact lists.	✔ (As of version 7.0)	✔ (As of version 7.0)		
Get new contacts for an account from the Data.com Get Contacts for Salesforce1 AppExchange package.	✔	✔	✔	✔
Clone contact records.	✔	✔	✔	
See more Twitter details on contact records.	✔	✔	✔	
Convert qualified leads to contacts. (Beta)	✔	✔	✔	✔
Add products to opportunities.	✔	✔	✔	✔
See profile pictures for opportunity team members.	✔	✔	✔	
Add new skills and endorse users.	✔		✔	
Work with reward funds and reward fund types.	✔	✔	✔	
Search for thanks badges to use for showing appreciation to colleagues.	✔	✔	✔	
Approvals Enhancements				
View the status of pending approvals and approve or reject approval requests, all from a central place.		✔ (As of version 6.0)	✔	
Activities Enhancements				
Create tasks faster using a New Task page that's focused on key task fields.	✔	✔	✔	✔
Add several new update actions for tasks via a critical update.	✔	✔	✔	✔
Update task lists with a swipe and a tap.	✔ (As of version 7.0)	✔ (As of version 7.0)	✔	
Update task due dates more easily with the new due date selector.	✔	✔	✔	
Let users decide whether to receive email notifications for tasks assigned to them.	✔	✔	✔	✔
See Salesforce events in a weekly view, with events lists for specific days—including previous days.	✔	✔	✔	
Today Enhancements				

Salesforce1 Enhancement	Android Downloadable App	iOS Downloadable App	Mobile Browser App	Setup in the Full Site
Manage the day better from Today, with centralized access to more key information.	✔	✔		
Analytics Enhancements				
Share dashboards in the feed.	✔ (As of version 7.0)	✔ (As of version 7.0)	✔	
Drill down from a dashboard component to see matrix reports, as well as tabular and summary reports.	✔	✔	✔	
Apply field filters and scope filters to a report to see the desired data.	✔	✔	✔	
View all of the data in a truncated column on a report.	✔	✔	✔	
Stay in context when scrolling through a report because the header row always displays at the top of the page.	✔	✔	✔	
Access report records more quickly with the new default sort order.	✔	✔	✔	
Offline Enhancements				
Work Offline with Salesforce1	✔ (As of version 6.0)	✔ (As of version 6.0)		✔
View more cached data when working offline.	✔	✔		

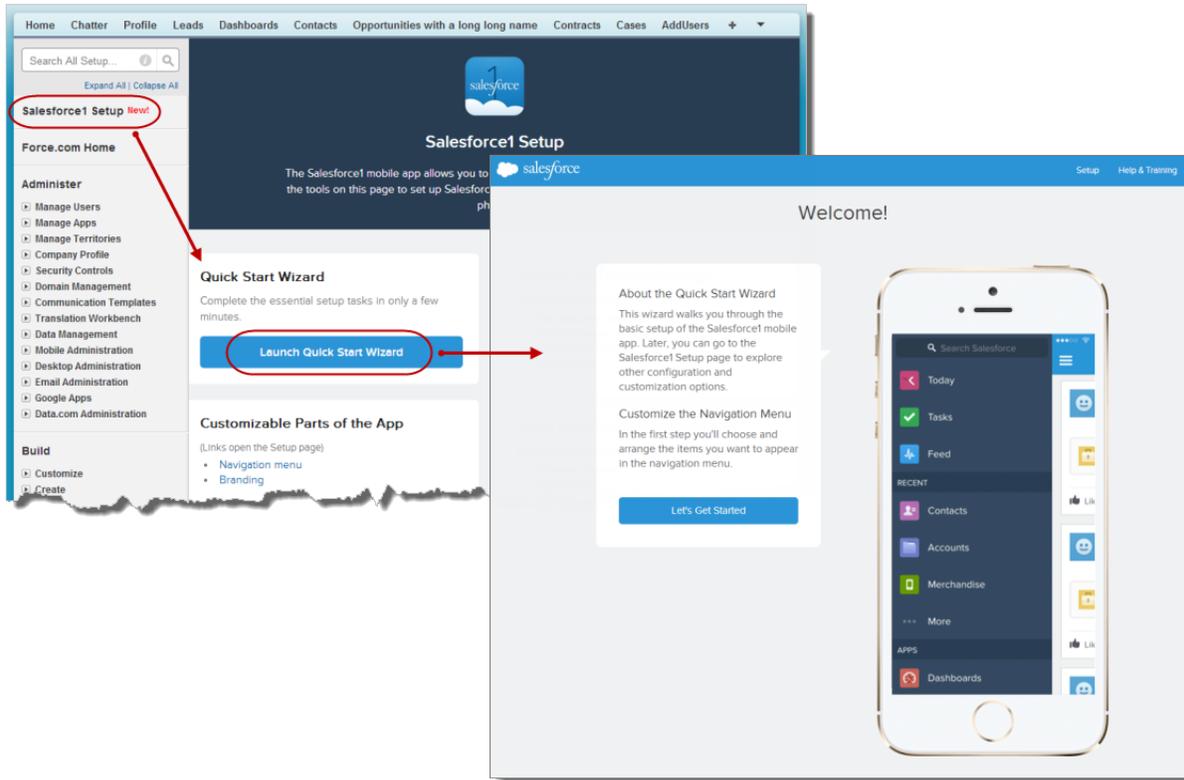## Set Up Salesforce1 with the Salesforce1 Wizard

The Salesforce1 Wizard provides an easy way to complete the essential setup tasks for the Salesforce1 mobile app. The wizard is ideal for you if you're new to Salesforce1 and would like a visual tour of its key point-and-click settings.

When you walk through the Salesforce1 Wizard, you'll configure the following Salesforce1 settings, which will apply to all users in your organization.

- Specify which items appear in the navigation menu
- Organize global actions
- Create a custom compact layout for contacts

To use the Salesforce1 Wizard, from Setup, click **Salesforce1 Setup**. Then, on the Salesforce1 Setup page, click **Launch Quick Start Wizard**.

> Note: We recommend using Google Chrome for the Salesforce1 Setup page and the Salesforce1 Wizard. Microsoft Internet Explorer 9 or later and Mozilla Firefox are also supported.

Note: Although the Salesforce1 Wizard gets you up and running with basic setup tasks, it doesn't include all Salesforce1 setup tasks. For example, the wizard shows you how to make a compact layout for contacts to introduce you to that process. You have to configure compact layouts for accounts, opportunities, and other objects elsewhere on their respective setup pages. You can access and learn more about these additional settings in the Salesforce1 Setup page.

Quickly Access Salesforce1 Setup Tasks from a Single Page

The Salesforce1 Setup page gives you quick access to Salesforce1-related settings and documentation, so you can tackle your mobile configuration tasks from a single place.

To access the Salesforce1 Setup page, from Setup, click **Salesforce1 Setup**.

Note: We recommend using Google Chrome for the Salesforce1 Setup page. Microsoft Internet Explorer 9 or later and Mozilla Firefox are also supported.
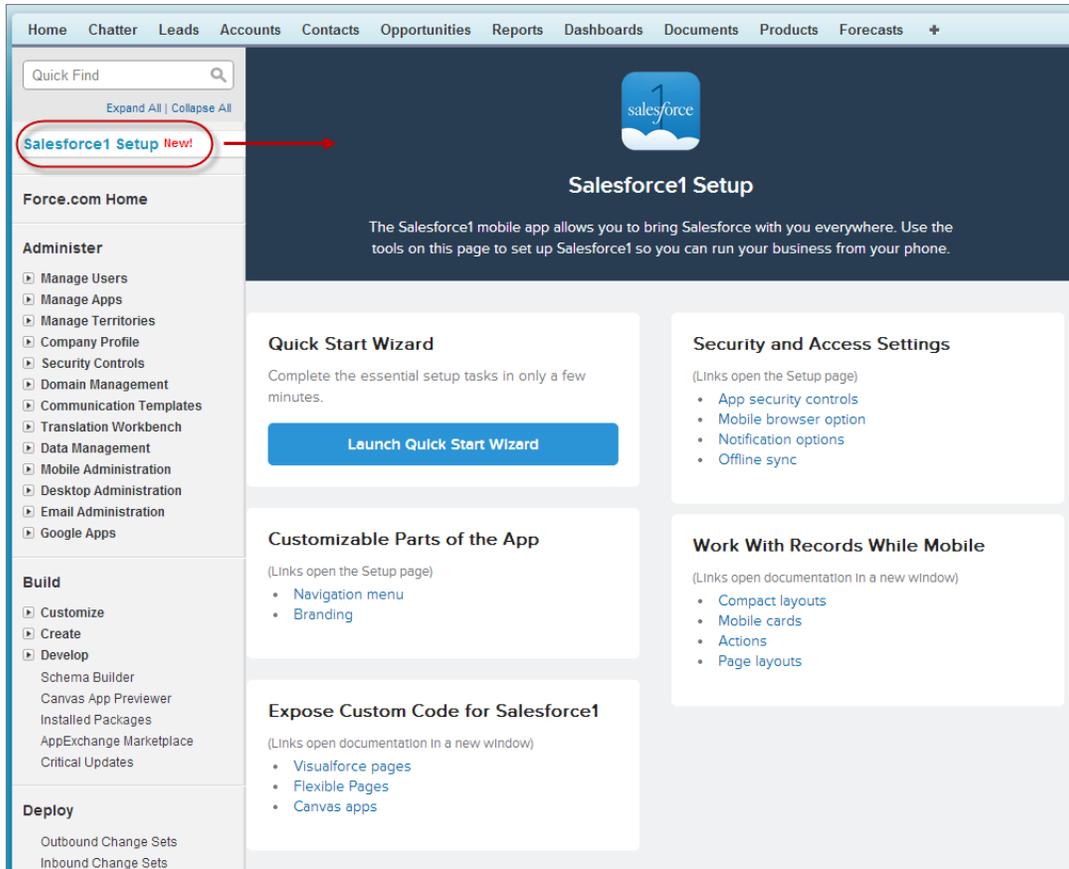
For settings that are configured on a single page, the Salesforce1 Setup page directly links to those pages. In cases where a setting requires work on multiple pages, we've provided links to relevant documentation that will guide you through the necessary steps.

Switch Between Accounts in Multiple Organizations and Communities

Users of the Salesforce1 downloadable app for Android, as well as those using the downloadable app for iOS, can now access their accounts in different organizations and communities without having to log out and re-log in to each account. Users can stay logged into multiple accounts in different organizations, and this saves users time by letting them easily switch to the accounts they need to access.

Users can tap ▼ next to their avatar and name at the top of the navigation menu to access the account drop-down menu. To add a new account, users tap ✚ and they'll be redirected to the familiar Salesforce1 login page to enter their user name and password credentials. Once their user name and password are authenticated, they can open the account drop-down menu to see and access their accounts. The items your users see in the navigation menu changes based on the selected account. To remove an account from the account drop-down menu, simply log out of that organization.

Users can view and switch between communities and their internal organization. The communities your users see and have access to changes based on the selected account. Members of your communities who have Customer Community, Partner Community, or other supported portal licenses can use the account drop-down menu to access and switch between their communities.

Communities in Salesforce1 work similarly to the full Salesforce site with some minor differences. See Communities in Salesforce1: Limits and Differences from the Full Salesforce Site in the Salesforce Help.

View and Search Data That's Stored Outside Salesforce

Salesforce1 users can view and search records that are stored in external systems with Lightning Connect, so they can seamlessly interact with all relevant data. This feature is available in the Salesforce1 mobile browser app and version 6.0 or later of the Salesforce1 downloadable app for iOS devices.

For example, some of your data may be in an enterprise resource planning (ERP) system. Salesforce represents that data in *external objects* and accesses the data in real time via Web service callouts to the external data source. External objects are read only both in Salesforce1 and in the full Salesforce site.

As long as the following conditions are true, external objects are automatically included in the Recent section of the Salesforce1 navigation menu as part of the Smart Search Items element. Users may need to tap **More** to see these items. In addition, when these conditions are true, related lists for external objects appear in Salesforce1 when users view the parents of those external objects.

- As with custom objects, the external objects must be deployed and assigned to tabs that the users can access, and object permissions must be granted via profiles or permission sets.
- The external objects' associated external data sources must have the `High Data Volume` checkbox deselected.
- For the Salesforce1 downloadable app for iOS devices, the external data sources must have the `Include in Salesforce Searches` checkbox selected.

To find these checkboxes, from Setup in the full Salesforce site, click **Develop** > **External Data Sources**, then click the name of the external data source.

For more information about Lightning Connect, see Access External Data with Lightning Connect on page 206.

Sort List Views

Locate data in list views faster by controlling how information is sorted and displayed. This option is now available in the Salesforce1 downloadable app for Android, versions 7.0 and later. Sorting has been available in the mobile browser app since the Summer '14 release and in the downloadable app for iOS as of version 6.0—but in both of these cases, the Sort icon is now located in the action bar.

On a list view, tap to see the sort options. Tap the column name by which to sort. Tap the column name again to alternate between sorting in an ascending and descending order. Tap **Apply** to sort the list view.
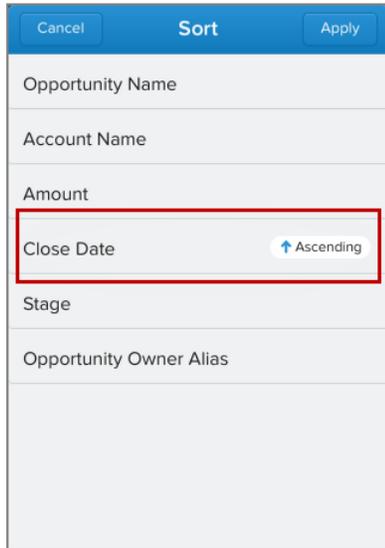
Filter List Views to See Just What's Needed

Salesforce1 users can filter existing list views to see just the records they need, instead of cluttering up Salesforce with even more list views. This option is available in the Salesforce1 mobile browser app and the Salesforce1 downloadable apps, versions 7.0 and later.
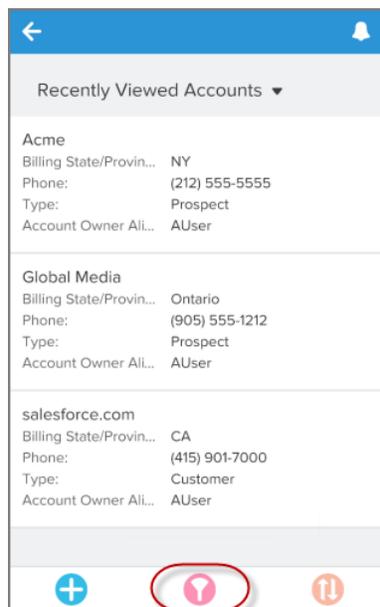
Salesforce1 list view filters let a user fine-tune the data that's displayed in a list view without affecting how the list view appears to other people in the organization. While viewing a list view, tap . The Filter page shows any existing filters, which can be cleared if the user wants to start over. To add a new filter, tap , select the field by which to filter, and tap **Apply**. Then enter the filter criteria for the selected field and tap **Apply** to filter the list view.
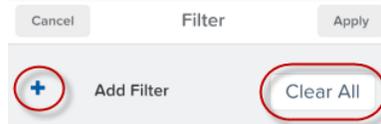
The way to enter filter criteria varies, depending on the type of field.

- **For text fields**, enter the first few characters that match the records to display. For example, to see accounts whose names start with ``A,'' create an Account Name filter on an accounts list view and type A in the field.
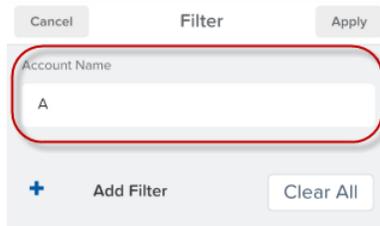
- **For date fields**, set a start date and an end date to specify a date range. Only results within those dates will appear in the list view.
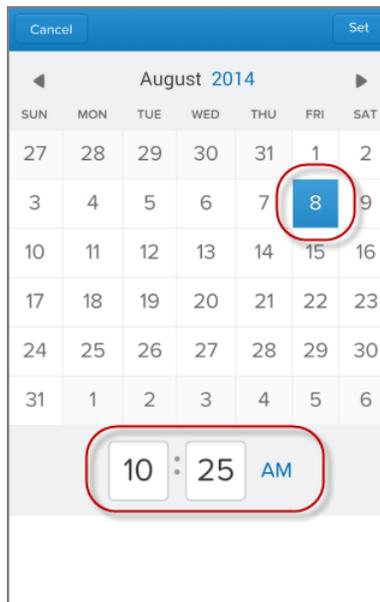
- **For number fields**, enter a minimum and maximum value. Only results in that range will appear in the list view. For example, to see only accounts with a certain number of employees, create an Employees filter on an accounts list view, and enter numbers to create the desired range.
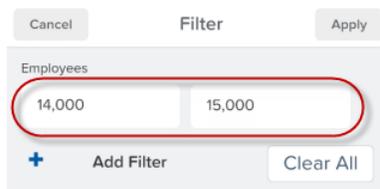
> **Note:** It's possible to accidentally create a filter that displays no results if the filter criteria is inconsistent with the list view's parameters. For example, creating a filter that shows only opportunities between $5,000 and $10,000 for a list view that displays opportunities over $20,000 returns no results. If a filter has no results, the user should check to see if the filter is screening out all results.

Add Lightning Components to the Navigation Menu in Salesforce1

The Lightning Component framework powers Salesforce1. You can use it to create your own Lightning components and make them available to Salesforce1 users.

From Setup, click **Create** > **Tabs** to create a Lightning Component tab. Creating a custom tab is a prerequisite to enabling your component in the Salesforce1 navigation menu, but accessing your Lightning component from the full Salesforce site is not supported. An administrator has to add the custom tab to the navigation menu in Salesforce1 by clicking **Mobile Administration** > **Mobile Navigation** from **Setup**. For more information, see "Adding Lightning Components to Salesforce1" in the Salesforce Help.

For more information on Lightning components, see Lightning Components (Beta) on page 288.

Open Most Salesforce URLs Directly in the Salesforce1 Downloadable App for iOS Devices

When users of the Salesforce1 downloadable app for iOS tap a Salesforce URL hyperlink, or enter a Salesforce URL into a browser address bar on a mobile device, they're taken directly into the Salesforce1 app. This saves users time from having to manually navigate to desired information in the app.

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

Do Most Actions from the Salesforce1 Action Bar

Now, users of the Salesforce1 downloadable apps, version 7.0 or later, as well as Salesforce1 mobile browser app users, have a one-stop place to find actions so there's no more confusion about where to go to do something. We've consolidated actions from different places in Salesforce1 into a new home: the action bar.

Record actions (1), standard and custom record buttons (2), and actions from the publisher (3) are now located in the action bar (4) or

in the action ⬤⬤⬤ menu (5), which displays all actions that are available on a given page. The images displayed on action icons have been redesigned.

Salesforce1 Actions Have Moved from Various Locations to the Action Bar and Action Menu
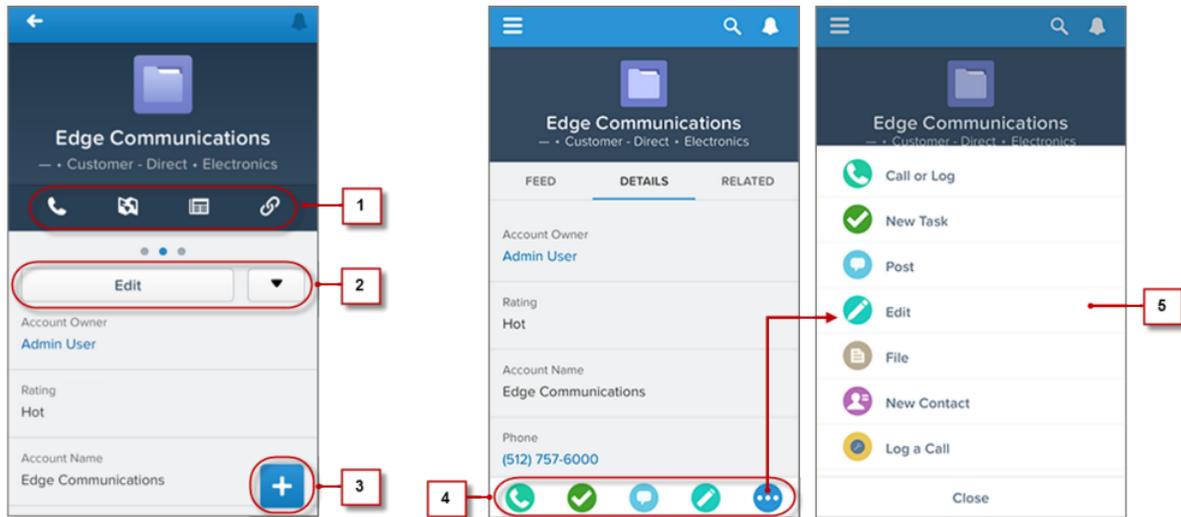
The action bar is present on the feed, groups, user profiles, dashboards, and standard and custom object record views. The actions that are available depend on where a user is in Salesforce1, and to some extent on how you've configured page layouts and publisher layouts for your organization.

Users may see some or all of these kinds of actions in the action bar (including the action menu).

- Record actions—These actions are available on accounts, contacts, leads, opportunities, person accounts, and mobile calendar events in Salesforce Today. They've moved from the highlights area to fixed positions in the action bar.

- Custom and standard buttons—Buttons (such as Edit, Delete, or Clone) that are included on an object's page layout are available for records in Salesforce1 as actions in the action bar. With the exception of the Edit button, which is in a fixed position, the order of these actions in the action bar is determined by the order of the buttons on the page layout.

- Publisher actions—These actions have moved from the publisher action tray to the action bar. If you add, remove, or reorder actions in either the global publisher layout or on an object's page layout, these changes are reflected in Salesforce1. However, depending on the object, some publisher actions are in a fixed position in the action bar.

- Standard Chatter publisher actions—Actions unique to Chatter, such as Post, File, Link, or Poll, have also moved from the publisher action tray to the action bar. For some objects, the Post action is in a fixed position that overrides your publisher layouts.

For more information about which actions are displayed, and in which order, see How Actions Are Ordered in the Salesforce1 Action Bar and List Item Actions on page 67.

What are the exceptions?

- On record feeds, the **Follow**/**Unfollow** button remains at the top of the page.

- On public group feeds, the **Join Group** button remains at the top of the page, but the **Leave Group** button is in the action bar. On private group feeds, the **Ask to Join**/**Leave Group** buttons are in the action bar.

- On record search pages for objects, the **New** button remains at the top of the page.

What does this mean for custom branding?

Because the publisher ( ) doesn't exist anymore in the mobile browser app or in version 7.0 or later of the downloadable apps, it's no longer applicable to configure a custom publisher icon for these apps. However, if you set a custom background color for Salesforce1, the action bar displays that color.

> **Note:** The publisher icon is still available in versions 5.x and 6.x of the downloadable apps and it's still possible to customize the image that's used for the icon in these earlier apps.

There can be only one version of a custom icon. Custom action icons you created prior to Winter '15 are still supported, but they will look truncated in the action bar. To optimize your custom action icons for display in the action bar, use these guidelines.

- The icon should be 72 x 72 pixels. Use the full pixel area for the image—don't leave spacing around the image like before.
- Make the image a PNG with a transparent background, with a file size that is less than 10k.
- Have a resolution of 72 dpi.
- The icon graphic should be white, or lighter than the background color.
- Avoid heavy inner or outer shadows.
- Use simple and flat styling resembling the Salesforce1 icon family.

Work with Records Directly from Lists

Salesforce1 users can now update records without having to open them. This huge time-saver comes in the form of list item actions—a version of the action bar that's available for items in list views, task lists, and related record lists.

To access list item actions, navigate to a list view or task list or open a related list from an object's related information page. Then swipe left on the desired record. For example, here's how it works for the Opportunities related list on an account.

Here's the Opportunities related list on an account.

Swipe a list item to the left to reveal list item actions.

Tap ⦁⦁⦁ to show the action menu, with the full list of actions available for the list item.
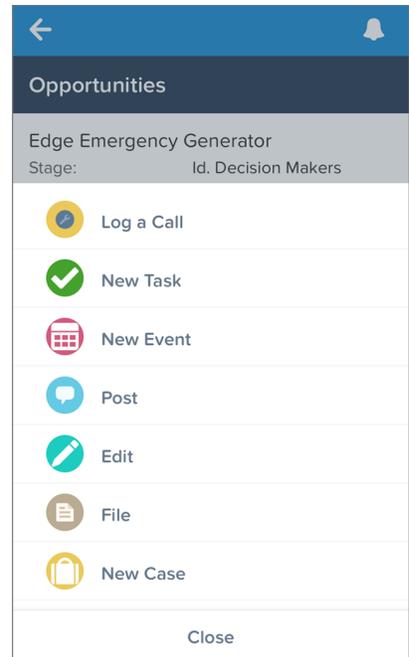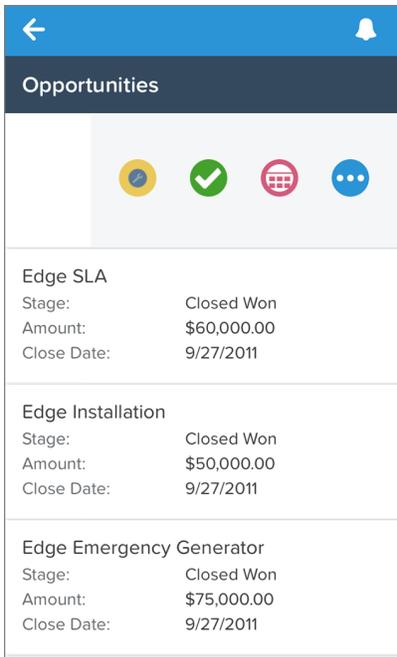
Hide list item actions by swiping the list item back to the right or by tapping another item in the list.

List item actions show the same actions that are available in the action bar when viewing the actual record. In other words, using the example above, a user sees the same set of actions, in the same order, in the list item actions (and action menu) for the Edge Emergency Generator list item and in the action bar (and action menu) after navigating to the Edge Emergency Generator opportunity record.

Same as with the Salesforce1 action bar, some list item actions are fixed in their positions, while some actions respect the ordering you've established for standard and custom buttons on page layouts and publisher actions in the global publisher layout and on object page layouts. For a complete breakdown of the order of actions, see

How Actions Are Ordered in the Salesforce1 Action Bar and List Item Actions

The order in which actions appear in the Salesforce1 action bar and list item actions is partly controlled by your organization's page layouts and publisher layouts. But in some cases, the location of key actions is predefined by Salesforce to make these actions easily accessible.

The actions in the action bar, list item actions, and associated action menus are divided up into groups. The arrangement of these groups is fixed, but the order of actions within the groups can vary based on the object and the actions that are present on the global publisher layout or on an object's page layout.

Table 1: Action Groups and the Order They Display In

Action Group 1	Action Group 2	Action Group 3	Action Group 4	Action Group 5	Action Group 6
Set of actions predefined by Salesforce. These can vary depending on the page the user is viewing.	Set of actions predefined by Salesforce. For most objects, this set contains only the **Edit** standard button.	Remaining publisher actions, in the order defined on either the global publisher layout or the object page layout.	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	Remaining record actions.

Not every object or page displays every group. Action groups 3, 4, and 5 respect the ordering of the actions as defined by the global or object page layouts, with a few exceptions, as you'll see in the next table.

Here's the breakdown of which actions are contained in each group for each object or page.

Object or Page	Action Group 1	Action Group 2	Action Group 3	Action Group 4	Action Group 5	Action Group 6
Account	1. Call, 2. Task, 3. New Event, 4. Post	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	Send Email, Map, Read News, View Website
Case	First three publisher actions in the order defined on the page layout, 4. Post	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	

Object or Page	Action Group 1	Action Group 2	Action Group 3	Action Group 4	Action Group 5	Action Group 6
Contact	1. Call, 2. Send Email, 3. Task, 4. New Event	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	Map
Custom Object	First four actions in the order defined on the page layout	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	
Event	1. Quick Message, 2. Conference Call, 3. Map	4. Edit				
Feed	Publisher actions in the order defined on the global publisher layout	Sort				
Flexible Page	Actions in the order defined in the Flexible Page					
Group	First four actions in the order defined on the global publisher layout	Remaining publisher actions in the order defined on the page layout	Edit	Leave Group		
Lead	1. Call, 2. Task, 3. Lead Convert, 4. Post	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	Send Email
List View	1. New `<object>`, 2. Filter, 3. Sort					
Opportunity	1. Log-a-Call, 2. Task, 3. Event, 4. Post	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	

Object or Page	Action Group 1	Action Group 2	Action Group 3	Action Group 4	Action Group 5	Action Group 6
Person Account	1. Call, 2. Send Email, 3. Task, 4. New Event	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	Map, Read News, Website
Task	1. Edit Comment, 2. Defer, 3. Change Status, 4. Change Priority	5. Edit	Remaining publisher actions in the order defined on the page layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	
User	1. Call, 2. Send Email, 3. Post	4. Edit	Remaining actions in the order defined on the global publisher layout	Custom buttons, in the order defined on the page layout.	Remaining standard buttons, in the order defined on the page layout.	

As we mentioned, some actions are in fixed positions. In places where you see a numbered list in the table, this is the fixed order that those actions appear in on the action bar, list item actions, and in the respective action menus.

For example, for the Account object, the standard Chatter Post action is fixed in the fourth position. Regardless of where you put the Post action in the Publisher Actions section of the account page layout, Post always displays in the fourth position when viewing accounts in Salesforce1.

However, deletion of actions is always respected. So in our example, if you delete the Post action from the account page layout, the remaining actions move up and you see Edit in the fourth position.

See Chatter Recommendations in Salesforce1

In the Salesforce1 mobile browser app, the Chatter feed now includes recommendations to help your users take advantage of useful options. The feed suggests public groups to join and recommends using the Salesforce Today app for event preparation and management.

Group Recommendations

Group recommendations appear in feeds in your internal Salesforce organization and in Salesforce Communities. Chatter suggests public groups that a user hasn't already joined and staggers recommendations over time to avoid cluttering up feeds. Group recommendations can't be disabled.

Salesforce Today Recommendation

The Today recommendation appears in your internal organization's feeds only. Today is an app that helps users plan for and manage their daily meetings, and includes time-saver options like instant access to conference calls, quick logging of events, and more. Today is available in the Salesforce1 downloadable apps only—users who tap the recommendation card are directed to the App Store or Google Play, where they can install the downloadable app and then try out Today.

The Today recommendation is turned on by default and displays twice in users' feeds, spaced out over a week. If desired, you can disable this recommendation for your organization from Setup. Click **Setup** > **Customize** > **Chatter** > **Settings**, then deselect the `Allow Today Recommendations` checkbox. If disabled, all existing Today recommendations are removed from your users' feeds.

Attach Files to Comments on Feed Posts

It's now possible to attach files directly to comments on feed posts using the Salesforce1 mobile browser app, as well as the Salesforce1 downloadable apps. Users can attach files from Salesforce or files stored on a mobile device.

To attach a file to a comment, tap 🔗 . A preview of the attached file displays in a new comment on the post.
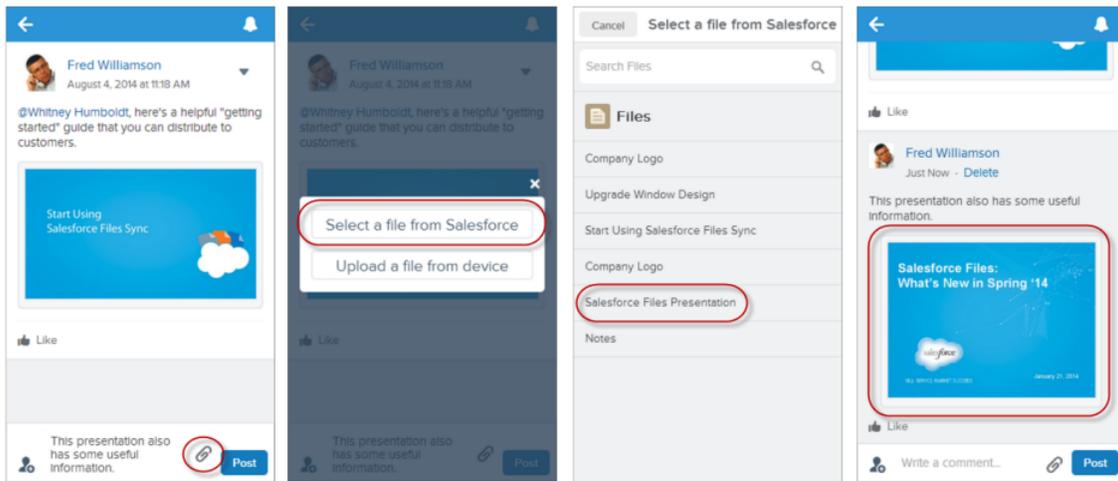
See Where External Files Originate

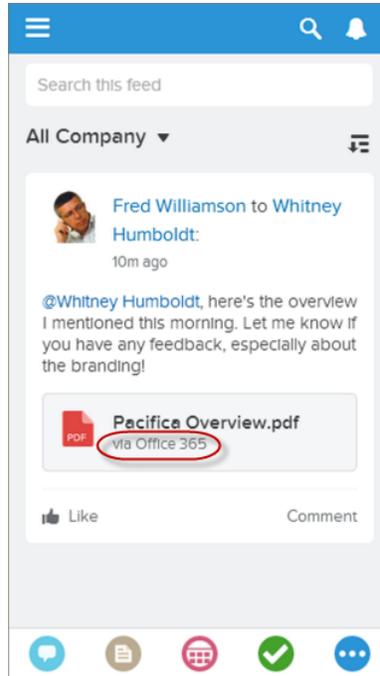If Salesforce Files Connect is set up for your organization, Salesforce1 mobile browser app users can see if files originate from outside sources, such as Microsoft® SharePoint®.

In feeds and Files list views, external data source names appear below file names. For example, if a file originates from a SharePoint data source an administrator named "Office 365," that appears below the file name.

This information appears only if your organization is set up to reference external files, rather than copy them. For details, see Set Up Salesforce Files Connect.

Stay in Context When Searching

To make it easier for users to search for information without having to switch away from their work to the navigation menu, the global search box is now accessible directly from the header. This enhancement is currently provided in the Salesforce1 mobile browser app only, but will be included in a future update of the downloadable apps for Android and iOS devices.
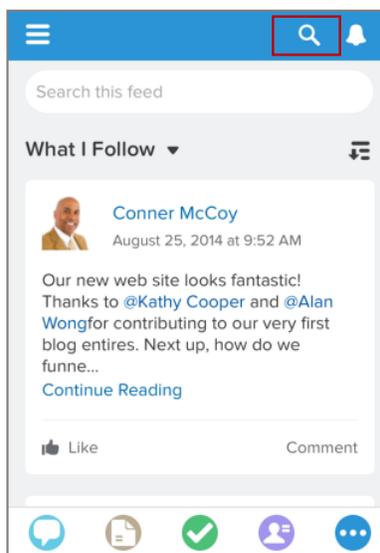
Tap to open the search box. This icon displays in the header when viewing the feed, Approvals, Events, and Tasks.

Object-specific search boxes continue to display at the top of the record search pages—the pages that are accessed by selecting objects such as Contacts, Groups, or Dashboards from the navigation menu. And searching in the main feed is unchanged.

Narrow Global Search to a Recently Accessed Object

Users can now scope global searches to just find records for a specific object. This enhancement is currently provided in the Salesforce1 mobile browser app only, but will be included in a future update of the downloadable apps for Android and iOS devices.

Tapping in the Salesforce1 header opens the global search box. Then select the type of records to find by tapping an object in the search scope bar below the search box. The search scope bar contains the same objects that users see in the Recent section of the navigation menu. To see all of the objects, swipe to the left on the bar.
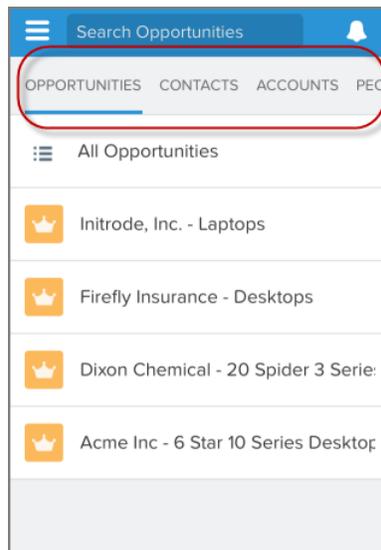
It can take up to 15 days for the objects that users work with regularly in the full Salesforce site to appear in the Recent section. To make objects appear under Recent sooner, users can pin them from the search results screen in the full site.

If an object doesn't appear in the search scope bar, users can do object-specific searches directly from the object's record search page. Tap the item in the navigation menu to access the object-specific search box.

Find the Right Record While Typing Keywords

Salesforce1 now helps users quickly find and access all records they have permission to view without having to finish typing the keywords for the search. Using the small, touch keypads on mobile phones is often error-prone, so the less typing the better! This enhancement is currently provided in the Salesforce1 mobile browser app only, but will be included in a future update of the downloadable apps for Android and iOS devices.

When users begin typing in a search box, a list below the box shows recently accessed records and list views that match the characters entered so far. As three or more characters are entered, the list continues to filter matching recently accessed items and also starts to show all other matching records that the user has permission to access for the object.

When the desired item shows in the list, tap it to open it. If the right record doesn't show up in the list by the time all keywords are entered, start the full search from the keyboard or by tapping **Search for** `keywords`.

> **Note:** This feature is automatically available for all objects supported in the Salesforce1 mobile browser app, with the exception of Salesforce Files Sync and Salesforce Knowledge. For Files, only matching recently accessed records are displayed in the list.
>
> To make this option available for Knowledge searches, in Setup, click **Customize** > **Knowledge** > **Settings**. In the Knowledge One section, select the `Auto-complete title search` checkbox.

Prevent Duplicate Records (Beta)

Data.com Duplicate Management lets you control whether and when you allow users to create duplicate records inside Salesforce. Set up duplicate rules in the full Salesforce site and you can also manage whether Salesforce1 users can save records that are identified as possible duplicates.

Duplicate rules tell Salesforce what action to take when users attempt to create records that may duplicate existing Salesforce records. For example, the duplicate rule could block users from saving the possible duplicate record or allow them to save it anyway.
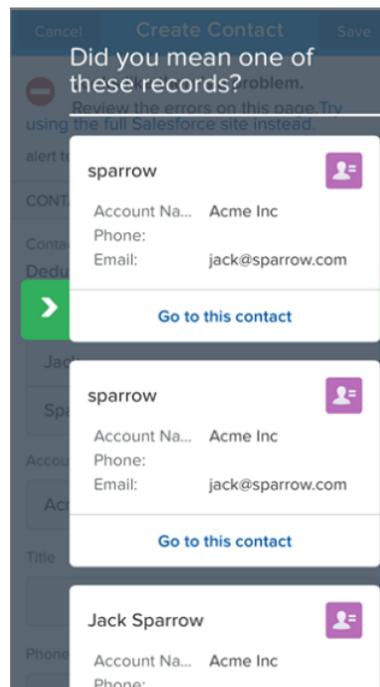
By default, duplicate rules run when users save records. You can change this behavior for Salesforce1 so that duplicate rules run as users complete fields on the record instead. This reduces data entry time, which is always desirable on a mobile device. In the full Salesforce site, from Setup, click **Mobile Administration** > **Salesforce1** > **Settings**. In the Duplicate Rule Settings section, select `Run duplicate rules when users complete fields`.

For more information about duplicate rules, including how to set them up, see the Duplicate Management entry in the Sales Cloud section of these release notes.

Log Calls Faster

Your sales reps no longer need to fiddle with all the fields in a task record when they're simply trying to log a call. The Log a Call action available on leads, contacts, and accounts now displays only key fields. Just add notes about the call and move on to the next one. All versions of Salesforce1 include this enhancement.
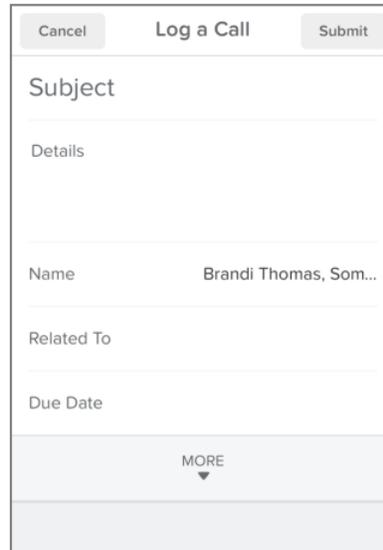
Create Contacts from Mobile Contact Lists

Sales reps can save time and eliminate typos by using the Salesforce1 app to import contacts from mobile device contact lists directly into Salesforce. This feature is only available in the Salesforce1 downloadable apps.

With the tap of a button, a user can map the fields for an existing contact in a mobile contact list to the Salesforce1 create page for contacts. Start by creating a new contact and tap **Import from Device** to open the device's contact list, then select the contact to add to Salesforce.

Get Data.com Contacts for an Account

The Data.com Get Contacts for Salesforce1 AppExchange package lets your Salesforce1 users quickly add new contacts for accounts while on their phone or tablet. It's a great way to expand networks and find new customers while on the go.

You need to install the package for your organization and complete a few setup steps. Then, any users with a Data.com Prospector license can get started adding new Data.com contacts simply by tapping **Get Contacts** on an account record and selecting which contacts to add.
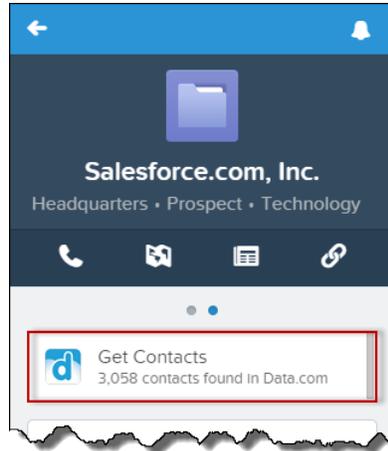
Convert Leads to Contacts (Beta)

Sales representatives on the go can now convert qualified leads to contacts and create opportunities, which helps sales representatives grow their revenue pipeline. This option is available in all versions of Salesforce1.

> 📝 **Note:** The Lead Conversions feature in Salesforce1 is a beta version that is production quality but has known limitations. You can provide feedback and suggestions for Lead Conversions on the IdeaExchange.

It's easy to make this option available to your sales reps. From Setup in the full Salesforce site, click **Customize** > **Leads** > **Settings**. Then, select the option `Enable Conversions on the Salesforce1 App`.

To convert qualified leads to contacts and create opportunities using the Salesforce1 mobile browser app, open the lead record and tap

🔶 on the action bar. Because the Salesforce1 downloadable apps do not have the action bar yet, swipe to the Details page on the lead record, tap ▼, then select **Convert**.

Create an Action to Add Products to Opportunities

Improve your sales reps' productivity in the field by creating an action for adding products to opportunity records. This type of action is supported in all versions of Salesforce1.

Create this new action from Setup, by clicking **Customize** > **Opportunities** > **Buttons, Links, and Actions** > **New Action**. Populate the Target Object and Standard Label Type fields so they match the settings in (1) and (2).

Then add the new action to the Publisher Actions section on the opportunity page layout. From Setup, click **Customize** > **Opportunities** > **Page Layouts**.

In Salesforce1, the action is available from the action menu on opportunity records. In versions of the downloadable apps that don't have the new action bar, users access the action from the publisher. The action is also available in the full Salesforce site, from the publisher on opportunities.

Find Thanks Badges to Give to Coworkers

When recognizing coworkers with a public "thank you" in the feed, it's now easier to find the right kind of badge to go along with the Thanks post. This enhancement is available in all versions of Salesforce1.
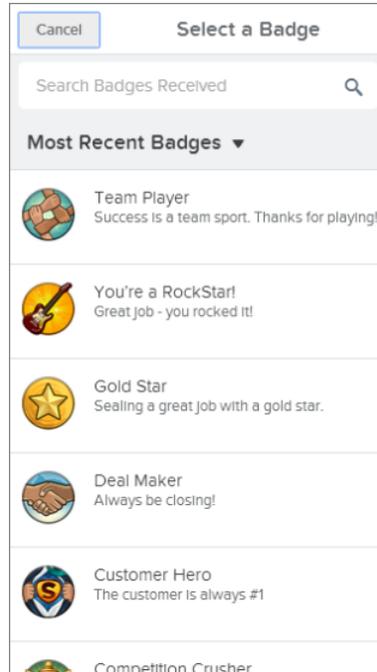
Using the new badge selector, users can search for badges based on the badge name, description, and owner. It's also possible to filter badges by **Most Recent Badges**, **Company Badges**, **Badges I Created**, and **All Badges**.

View All Pending Approval Requests in One Location

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

To view an approval request, tap **Approvals** in the mobile browser app navigation menu or **Approval Requests** in the iOS downloadable app navigation menu. A list of pending approvals for the current user displays. Tap a specific approval request to view the request details and then tap **Approve** or **Reject**. Approvers can also tap notifications to open an approval request, view request details, and approve or reject requests.

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

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

EDITIONS

Approvals are available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions, and for an additional cost in: **Professional** Edition

It's Easier to Create a Task

No need for your sales reps to scroll through a page of fields just to add to their to-do lists—now the New Task page displays key task fields first. Tap **More** to see additional fields. This simpler page is available to varying degrees in all versions of the Salesforce1 app. Prefer to use a different layout in your organization? Use Setup to specify that layout instead. If your users apply record types to tasks, keep in mind that the simpler page has limitations in regard to task record types.

Where Users See the New Page

- In the Salesforce1 downloadable app for Android devices and the Salesforce1 mobile browser app, all task creation actions open the new page, including the **New Task** button on task lists and New Task publisher actions.

- In the Salesforce1 downloadable app for iOS devices, only the **New Task** button on task lists opens the new page. New Task publisher actions continue to open the standard task creation page.

Disable the New Page and Show a Different Layout

In the full Salesforce site, from Setup, click **Customize** > **Activities** > **Activity Settings** and deselect the checkbox **Show simpler New Task form in Salesforce1**.

Limitations of the Simpler New Task Page

Users Can't Choose a Record Type

The new page is applied to the global task create action, which can be associated with only one task record type at a time. If you've defined a record type in your organization, users won't see the new page when they create a task unless you change the record type in the global task create action. Change the value of the `Record Type` field from the default, *master*, to the record type that you've defined.

If your Salesforce1 users need to create tasks of two or more task record types, consider disabling the new page, because the page doesn't let users choose a record type when they create a task.

Any tasks created before you change the value of the `Record Type` field in the global task create action retain the record type value *master*.

Global Task Create Action Required in Global Action Layout

The global action layout must include the global task create action. Otherwise, tapping New Task displays the full New Task page.

Add New Task Update Actions to Salesforce1

Your organization receives notifications about the "Add New Task Update Actions to Salesforce1" critical update only if the default task layout in your organization has been modified. When you activate this critical update, four new update actions are added to all task page layouts, including custom layouts, and are available in all versions of Salesforce1. The update actions are: Edit Comment (edit the task description), Change Date (change the due date), Change Status, and Change Priority.

You can activate this critical update from Setup, by clicking **Critical Updates** and then clicking **Activate** for "Add New Task Update Actions to Salesforce1."

For more information, see It's Easier to Update Tasks in a List on page 79.

It's Easier to Update Tasks in a List

Do your users want to add details to a task? Push out the due date? Change the status or priority? There's no need to open a task and scroll through a page full of fields while editing the record. In a task list, just swipe left on a task and tap an option. Four new update actions—Edit Comment (description), Change Date, Change Status, and Change Priority—make it simple for your users to keep their task lists up-to-the-minute. (Tap the last icon in the row to see all available options.) This feature is available in the Salesforce1 mobile browser app, and the Salesforce1 downloadable apps, versions 7.0 and later. In some organizations, this feature requires a critical update.

For more information, see Work with Records Directly from Lists on page 66. If the default task layout in your organization has been changed, this feature requires a critical update; for details, see Add New Task Update Actions to Salesforce1 on page 79.

Make It Easier to Change a Task's Due Date

Give all your Salesforce1 users a simple way to change a task's due date. On any task update action, you can replace the regular calendar date picker with a new due date selector that displays common due date choices first.
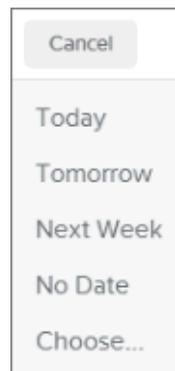
To use the new date selector, in Setup, create a task update action or edit an existing action. Prepend "Defer" to the contents of the `Name` field (then save the action and add it to a task layout).

For example, suppose you have an action with the label "Sales Task" and the name "Sales_Task". Insert "Defer" at the beginning of the name.

For more information, see "Create Object-Specific Actions" and "Customize Actions with the Action Layout Editor" in the Salesforce Help.

See Salesforce Events in a Weekly View

Viewing Salesforce events in Salesforce1 has gotten easier. Events are now available in a weekly view, allowing users to see an event list for a specific day—including previous days—instead of having to scroll through a single list of all events. And it's now possible to create new events directly from the Events page. (The action bar for Events is available in the Salesforce1 mobile browser app and the Salesforce1 downloadable apps, versions 7.0 and later.)

Tap **Events** in the Salesforce1 navigation menu to open the new events weekly view.
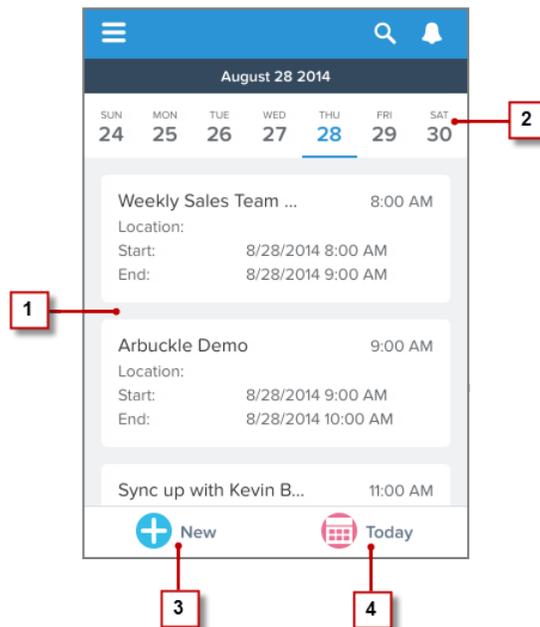
The events list for the current day (1) displays, using the same sorting rules as in Summer '14. Events are shown by start time, with all-day and multi-day events displayed at the top of the list.

To see events for a different day, tap a date in the date bar (2). Swipe left on the date bar to see the next week; swipe right to see the previous week. The date bar shows up to four future weeks and four previous weeks.

Note: Salesforce1 mobile browser app users on Windows 8.1 devices can see the current week only.

Same as before, tap an event in a list to open the event record.

Users can create new events (3) and quickly return to the events list for the current day (4).

Notes about Salesforce events in Salesforce1:

- As in the Summer '14 release, events lists use the active event compact layout to determine the fields that are displayed for each event. But because events lists are now shown on a day-by-day basis and to make the lists easier to read, each event no longer includes its date or the event icon.

- Lists now show a maximum of 20 events per day.

- Lists don't automatically refresh to show new or edited events. Pulling down on a list refreshes the events for the current day only. The list does automatically refresh if an event is deleted from Salesforce1.

- The ⊕ icon launches the first create action for events that is in your organization's global publisher layout. This allows you to override the default New Event action, if desired.

Manage the Day Effectively with More Key Information in Salesforce Today

To ensure that Salesforce Today is the one-stop place where sales reps can manage their day, we've redesigned the main Today view to include more key information instead of forcing users to navigate around Salesforce1 to find what they need. In addition to mobile calendar events, users can also see important tasks and recently accessed Salesforce records.

No longer just an event list, the main Today view now shows these cards, in this fixed order:

- Current Event (1)
- Agenda (2)
- My Tasks (3)
- My Recent Records (4)
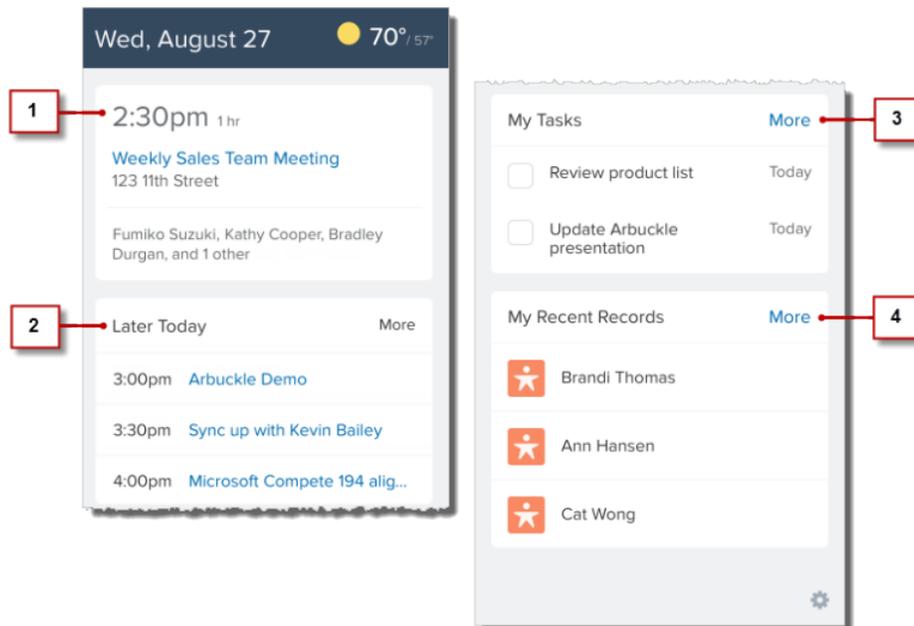
Users can still tap current and future mobile calendar events to see details, including invitees with matching Salesforce contacts and accounts, and to access the conference call dialer, quick message, and log this event actions. And now users can just as easily tap to manage tasks and other relevant Salesforce records.

Current Event card

- This card puts the focus on the user's current or next meeting, highlighting key details like the starting time, duration, location, and number of invitees.

- A *current* event is one that starts 15 minutes before and up to 15 minutes after the current time. If there are multiple meetings scheduled in this window, each one is displayed in a separate Current Event card.

- If there aren't any events in the current time window, the Current Event card shows the next event scheduled for the day.

- All-day events and multi-day events that have already started aren't displayed in this card.

Agenda card

- As the day progresses, this card evolves to show upcoming events or earlier events so users can prepare for what is most relevant at the moment. Users can toggle the card to show all mobile calendar events scheduled for the day.

- The Later Today state shows all upcoming events for the day. This state applies when at least one event has concluded and there are other upcoming events. The **More** link expands the card to show the complete list of events for the day.

- The Earlier Today state shows all of the concluded events for the day. This state appears when all events are finished or the last event of the day is displaying in the Current Event card.

- The Agenda state appears if the only event for the day is an all-day event or a multi-day event that's in progress. (Today indicates in-progress multi-day events by showing "Starts" or "Ends" in connection with the event's time.)

- This card doesn't display if there are no events for the day.

My Tasks card

- This card includes up to three of the user's most important tasks that are due on the current day, so it's easier to keep activities updated before and after meetings.

- Priority tasks show first, followed by other tasks. In each of these categories, tasks are sorted by creation date in descending order.

- The **More** link opens the user's full Task list.

- This card doesn't display if the user doesn't have any tasks due on the current day.

My Recent Records card

- This card gives users a quick way to access recently viewed Salesforce records, which may be related to a user's meetings for the current day. Accessing these records from Today also makes it faster to do quick updates after a meeting or wrap up to-do items at the end of the day.

- The card only shows records for objects that are available in the Salesforce1 app and that are supported in a Salesforce most recently used (MRU) items list. For example, because Salesforce Files Sync records aren't supported as recently used items, recently viewed files aren't included in this card.

- The card displays up to three records; tap **More** to see the My Recent Records list of the 15 most recently accessed records.

All of the Today cards update every time a user accesses Today—either from the navigation menu or when tapping ⬅ to return to Today from the Task list, the My Recent Records list, or an event or other record that was opened from Today. In addition, the Current Event and Agenda cards auto-refresh as the day proceeds. The pull-to-refresh gesture doesn't work on the Today main view.

Share a Dashboard in Chatter

Salesforce1 users can post a snapshot of a dashboard component to Chatter by mentioning a group or a user. The feed shows a thumbnail preview of the component, along with the comment. Other users reading the feed can tap the thumbnail to open the full dashboard. This option is available in the Salesforce1 mobile browser app and the Salesforce1 downloadable apps, versions 7.0 and later.

EDITIONS

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

1. Tap the Sharing button to get a snapshot of the chart.

2. Tap **Share** to post the snapshot. The recipient can tap the snapshot to go to the dashboard.

Drill Down from a Dashboard to a Matrix Report

When viewing a dashboard in any version of the Salesforce1 app, users can tap a dashboard component to see the report that's delivering the data to the dashboard. This is now available for matrix reports as well as tabular and summary reports.

Groupings in matrix reports are shown as columns. Swipe right or left to see all the columns.

Users can see a maximum of 2,000 records. To see all records, log into the full Salesforce site.

⊘ **Important:** When users drill from a dashboard to a report, they may see slightly different data in the report view from what they saw in the dashboard view. That's because the data displayed in a dashboard is from the last dashboard refresh (the date and time of which are shown in the dashboard header), but drilling down to a report actually runs the report, so in that case the user is seeing the most current report data.

EDITIONS

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

Reports available in: **All** editions except **Database.com**

Filter Dashboard Components

Users can apply field filters and scope filters to a report by tapping the related chart. Users can tap the **Filters** button to see which report filters have been applied to the report. This enhancement is available in all versions of Salesforce1, except for the Salesforce1 mobile browser app when used on a Windows 8.1 phone.

Tap a section of the chart (1) to filter by that value. The filter button shows how many filters are applied.

Tap the filter button (2) to see which filters are applied.
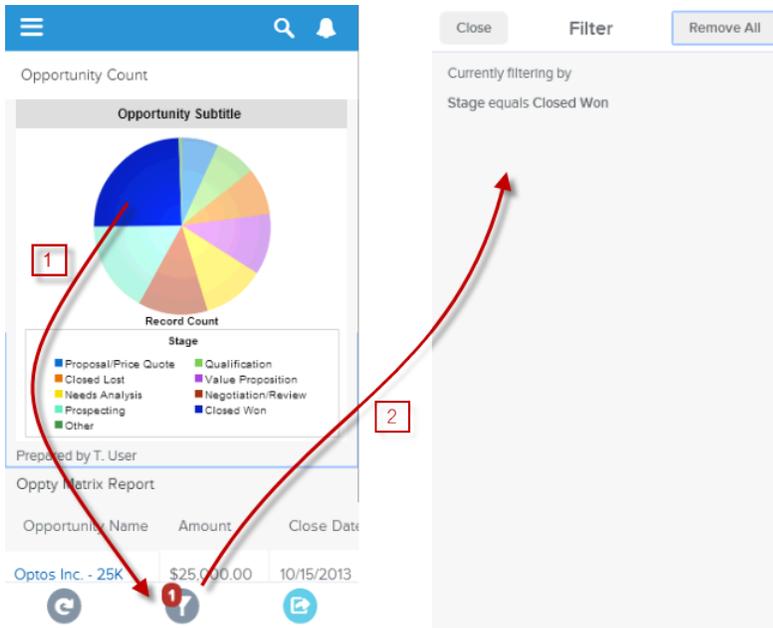
In this release, users can filter by date, but not by a date range.

See Truncated Text in Report Columns

To fit multiple columns on a small mobile screen, parts of the content of a field (the middle words of a text field or the trailing digits for a numeric field) may be dropped out. Salesforce1 users can now tap the field to see the full text in a pop-up, then tap the pop-up to go to the record.

EDITIONS

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

Reports available in: **All** editions except **Database.com**

EDITIONS

Reports available in: **All** editions except **Database.com**

1. Tap an abbreviated table cell to see it spelled out in full.

2. Tap **Go to Record** to see the underlying data.

Stay in Context When Viewing Reports with Floating Headers

When users scroll down to read a report, the header rows at the top stay visible.
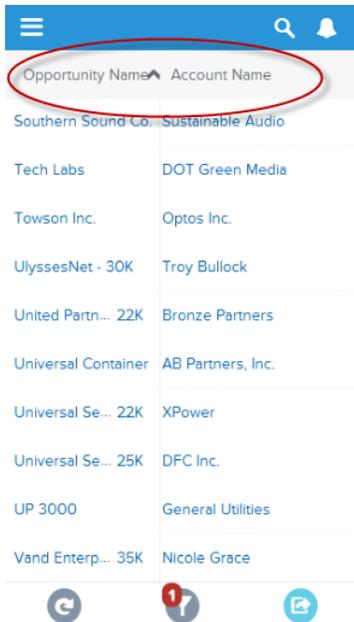
Access Reports More Quickly With Descending or A-Z Sort Order

The default sort order in all versions of the Salesforce1 app helps most users get to the report records they want with one less tap. When a user taps to sort a numeric field, it sorts in descending order first. The next time the user taps the field, the order is reversed. When a user taps to sort a text field, it sorts from A to Z first, then from Z to A.

EDITIONS

Reports available in: **All** editions except **Database.com**

Work Offline with Salesforce1

Users of the Salesforce1 downloadable app for Android, as well as those using the downloadable app for iOS, can now view much of their Salesforce data when their mobile devices are offline.

Offline access is enabled by default when you install one of the Salesforce1 downloadable apps. You can manage this setting in Setup from **Salesforce1 Setup** > **Offline Sync**.

When offline access is enabled, data is downloaded to each user's mobile device based on the objects in the Recent section of the Salesforce1 navigation menu, and on the user's most recently viewed records. Data is encrypted and stored in a secure, persistent cache. This table lists the elements that are available offline.

Salesforce1 Element	Available for Offline Use
Navigation Menu	Yes
Global Search	Previous searches only
Notifications	Previously viewed only
Feeds, Groups, and People	Previously viewed only
Today	Recent Event and Agenda cards on the main view; individual mobile event records available if previously viewed
Salesforce Events	Previously viewed only
Recent Objects	Yes (top five)
Other Objects	No
Record Details	Yes (15 most recent records)
Related Records	Previously viewed only
List Views	No
Tasks	Only tasks from the first page of the My Tasks list (up to 10 tasks), and only if the list was previously viewed or after the user syncs
Dashboards	Yes (top five)
Approvals (submit, approve, or reject)	No
Visualforce pages	No
Canvas Apps	No
Flexible Pages	No
Settings	Yes

When users switch to Salesforce1, their data is cached, which refreshes the local data store. When a user switches to another app, the user's data is cached automatically if the existing cache is over one hour old.

Users can manually cache their data and refresh that cache at any time (for example, before switching into airplane mode or entering an area with no service), from **Settings** > **Offline Caching** in the Salesforce1 navigation menu.

> **Note:** The cache is saved for two weeks. Users can clear the cache by logging out of the Salesforce1 app.

Work with More Objects Offline

Offline support in the Salesforce1 downloadable apps is expanded to include access to dashboards and events, and partial access to the Salesforce Today app. This enhancement is new for current Salesforce1 for iOS users who have been using offline support for the past few months. Salesforce1 for Android users also receive these offline support enhancements in the version 6.0 general availability release.

The Salesforce1 downloadable apps now automatically cache a user's five most recently accessed dashboards. This includes dashboards viewed in the full Salesforce site, as well as in Salesforce1. For these dashboards, the view page is available offline but not the single-component view. In addition, other dashboards that a user views during a Salesforce1 session are also stored for offline viewing.

Previously viewed Salesforce events are available offline too.

On the main Today view, the Current Event and Agenda cards are automatically cached but none of the other cards are available offline. Individual mobile events are available if viewed before going offline.

For details about the complete set of Salesforce data that's available when offline, see "Configure Offline Access to Salesforce1" in the Salesforce Help.

Other Changes in Salesforce1

Learn about other changes in the Salesforce1 app.

Device and Browser Support

More iOS and Apple Device Support

Salesforce1 is supported on iOS 8, and on iPhone 6 and iPhone 6 Plus devices.

More Android OS Support

Salesforce1 is supported on Android 5.0.

Salesforce1 Mobile Browser App on Windows 8.1 Phones (Generally Available)

The Salesforce1 mobile browser app is now generally available for use in the Microsoft® Internet Explorer® 11 browser on Nokia™ Lumia™ 1020 and HTC™ 8X phones running Windows® 8.1. Salesforce1 isn't supported on mobile phones with Windows 8.0 or on Windows tablets.

Salesforce1 Mobile Browser App on Android Tablets

The Salesforce1 mobile browser app is supported on Google® Nexus 7™ and Nexus 10™ tablets running Android™ 4.2 or later, as well as Android phones.

Other Navigation Enhancements

See More List Views on Record Search Pages

Users of the Salesforce1 downloadable app for iOS devices, versions 7.0 and later, can see up to 200 list views for an object, not just the ones they've accessed recently. Tap **More List Views** on the object's record search page. This enhancement makes it possible to access more list views without having to first open a specific list view.

Other Salesforce Communities Enhancements

Show Nicknames for Community Members

If an administrator or community manager has enabled nickname display for the members in a community, users' first and last names are hidden in the Salesforce1 mobile browser app, as well as the full site. See "Show Nicknames Instead of Full Names in the Community" in the Salesforce Help for more information.

Other Chatter Enhancements

Get Faster Access to Tagged Topics

In the Salesforce1 mobile browser app, tapping a topic tagged to a feed item takes users directly to the topic detail page. (Previously, the full list of tagged topics was displayed, requiring an extra tap to access the detail page.)

Get Answers with Chatter Questions (Generally Available)

The Chatter Questions feed in the Salesforce1 mobile browser app is now generally available. The interface for asking questions and getting answers is unchanged from the Beta release in Summer '14.

See User Profiles if Chatter Is Disabled

If Chatter is turned off, users are still able to access the **People** item from the Salesforce1 navigation menu.

Edit Profile Pictures in All Versions of the Salesforce1 App

In the Salesforce1 mobile browser app and the Salesforce1 downloadable app for Android devices, users can now upload photos to use as their profile pictures. Administrators can edit users' profile pictures if they have the proper permissions. A profile picture is editable if a pencil icon displays in the lower-right corner of the image. This feature has been available in the Salesforce1 downloadable app for iOS devices as of version 5.1.

See the "Following" Related List on User Profiles

The Following related list is now available in the Salesforce1 mobile browser app and the Salesforce1 downloadable app for Android devices. Users can see who others are following from the related information page on a user's profile. This feature has been available in the Salesforce1 downloadable app for iOS devices as of version 5.0.

Collaborate More Privately with Unlisted Chatter Groups

Salesforce1 mobile browser app users can create and access unlisted groups. Unlisted groups offer more privacy than private groups. Only members and users with the "Manage Unlisted Groups" permission can access unlisted groups in list views, feeds, and search results in the mobile browser app.

Use Additional Filters to Find the Right Salesforce Files Sync

The Salesforce1 mobile browser app now includes two additional filters for Files list views: Shared with Me and Following. Previously, mobile browser app users had to switch to the full site to use these filters. (The downloadable apps have included the Shared with Me filter as of version 5.0, but don't offer the Following filter.)

Other Relationship and Data Management Enhancements

Find Information More Easily When Viewing Records

The record view in all versions of Salesforce1 has been updated to display tabs for the feed, details, and related information pages, instead of the dots that were previously used to represent these pages. Users can access record view pages by tapping a tab, or by swiping right or left on the page. The performance of the swiping experience has been improved.

Clone Contact Records

For all versions of Salesforce1, the **Clone** action is now available on contacts. This action isn't available for other objects like accounts, however.

Do More with the Twitter Component

All versions of Salesforce1 include new options for using Twitter on contact records. Users can see more details about people in common, more easily read handle lists with new pagination, and log out of Twitter.

See Profile Pictures for Opportunity Team Members

In all versions of Salesforce1, users can now see profile pictures for members of an opportunity team. Tap a picture to see the team member's profile page or to call or email the person.

Add New Skills and Endorse Other Users' Skills

Users can add new skills and endorse other users' skills in the Salesforce1 mobile browser app and the Salesforce1 downloadable app for Android devices. To add new skills, open the Skills page from the navigation menu then tap **New**. Add endorsements when viewing a user's skill.

Use Reward Funds and Reward Fund Types

Users can now see, edit, and create reward funds and reward fund types directly in all versions of Salesforce1. This item is automatically included in the Recent section of the Salesforce1 navigation menu as part of the Smart Search Items element. Users may need to tap **More** to see the item.

Tap **New** on the Reward Fund or Reward Fund Type page to create a new record of that type. Tap **Edit** on a detail page to edit an existing reward fund or reward fund type. Additionally, users can search for specific reward funds and reward fund types.

Temporary Known Issues

Tapping the View Comment button in a notification email no longer directs users to the intended post in the Salesforce1 downloadable app for iOS.

For a short period of time in Winter '15, when users get an email notification about a feed post, tapping the **View Comment** button in the email doesn't direct them to the actual post in the Salesforce1 downloadable app for iOS. Instead, users are directed to their feed with the `What I Follow` filter selected.

This known issue is temporary and only affects users on the Salesforce1 downloadable app for iOS. Users on the Salesforce1 mobile browser app and Salesforce1 downloadable app for Android do not see this issue.

We apologize for this known issue, which will resolve soon in upcoming releases of the Salesforce1 downloadable app for iOS.

Salesforce1 Differences from the Full Salesforce Site

The Salesforce1 app doesn't have all of the functionality of the full Salesforce site, and in some cases includes features that aren't available in the full site.

For complete details about the Salesforce features that are different in Salesforce1, see "Salesforce1 Limits and Differences from the Full Salesforce Site" in the Salesforce Help. For features introduced or updated in Winter '15, there are differences in these areas:

- Using Chatter
- Finding information
- Preventing the creation of duplicate records
- Using Salesforce events
- Converting leads
- Using dashboards
- Working in Salesforce Communities

Differences in Using Chatter

- When using topics in the Salesforce1 mobile browser app, if the list of tagged topics extends to the edge of the mobile display, a **More** link leads to the full list of topics.
- When using the Good Access™ secure mobile browser, you can't upload files.

Differences in Finding Information

In this release, it's not possible to search across multiple objects in global search. Instead, users select an object from the bar beneath the search box to scope the search to that object.

Differences in Duplicate Management (Beta)

- Each possible duplicate is shown on a "duplicate card." Salesforce1 shows a maximum of 15 duplicates, even if there are more.

- A duplicate card displays three fields, which are derived from the search results format defined for the organization, not from the associated matching rule.

- A user can tap a duplicate card to view the possible duplicate record's complete details, but that action erases the information the user entered in the new or updated record. The user must re-enter that information before the record can be saved or additional duplicate cards can be viewed.

- By default, duplicate rules run when users save records. You can change this setting in Salesforce1 so that duplicate rules run as users complete fields on the record. In the full Salesforce site, from Setup, just click **Mobile Administration** > **Salesforce1** > **Settings**. In the Duplicate Rule Settings section, select `Run duplicate rules when users complete fields`.

Differences in Using Salesforce Events

- When viewing Salesforce events from the **Events** item in the Salesforce1 navigation menu, the date bar always begins on Sunday and ends on Saturday, regardless of your device and Salesforce locale settings.

- Salesforce events respect the user's Salesforce time zone settings, not the time zone setting on the user's mobile device.

- If a user is viewing the current day's event list at 11:59pm, the list doesn't automatically refresh to the next day at Midnight.

- Users can't add invitees to events or remove them from events.

Differences in Converting Leads

- Users can select accounts, but can't create them.

- Users can create opportunities, but not select existing ones.

- If duplicate management rules identify a contact as a duplicate, the rules prevent the conversion, regardless of the duplicate management settings.

- Users can't select lead sources.

- Users can't create related tasks during the conversion, but they can create tasks from the contact record.

- Users can't automatically notify owners of converted leads.

Differences in Using Dashboards

In some situations, data displayed in a dashboard component can get out of sync with data in the report that's displayed on the same page. When a dashboard component's data doesn't match the report, one of these things is happening:

- The dashboard is being refreshed as the configured user or the running user, while a report is always run as the current user.

- The report was refreshed more recently than the dashboard. A report is refreshed every time a user looks at it (if the user isn't offline), but a dashboard component is only refreshed when the dashboard it belongs to is refreshed.

The same temporary mismatch can occur in the full site, but there users see reports and dashboard charts on separate pages. In Salesforce1, users see the report and the dashboard chart on the same page.

Differences in Working in Salesforce Communities

Notifications in Salesforce1 show first and last names, even if nickname display is enabled in the community.

Salesforce1 App Development Overview

There are several Force.com platform enhancements that support Salesforce1 development.

- Flexible Pages
- Force.com Canvas
- Lightning Components
- API Support

Flexible Pages

Flexible Pages now support three new components.

- `flexipage:reportChart`—Enables you to include a single chart from a report in your Flexible Page.
- `flexipage:richText`
- `flexipage:visualforcePage`

For more information about these components and their properties, see New Components for Flexible Pages.

Force.com Canvas

Use new methods to smoothly integrate navigation between a canvas app and the Salesforce1 app, without using Visualforce. The methods are events that reside in the JavaScript library within the Force.com Canvas framework. When you call one of the navigation methods from your canvas app code, you send an event into Salesforce1 that reads the payload and directs the user to the specified destination. For more information, see "Salesforce1 Navigation Methods for Use with Canvas Apps" in the Force.com Canvas Developer's Guide.

Lightning Components

Lightning Components (Beta)

The Lightning Component framework powers Salesforce1. You can use it to create your own Lightning components and make them available to Salesforce1 users. For more information, see Lightning Components (Beta) on page 288.

Salesforce1 Mobile Browser App URL Update

If you enable Lightning components, the URL for accessing Salesforce1 with a mobile browser changes from
`https://instance.salesforce.com/one/one.app` to
`https://instance.lightning.force.com/one/one.app`. If you navigate to the old URL, it redirects to the new URL. Entering the URL manually in a supported mobile browser can be useful to quickly test changes during development. For more information, see Enable Lightning Components and Debug Mode on page 289.

API Support

The Force.com APIs support Salesforce1 development. Unless otherwise noted, these enhancements for Salesforce1 development were made available in API version 32.0.

SOAP API

The `describeSoqlListViews()` call returns information about the specified list view, including the ID, the columns, and the SOQL query.

The `executeSoqlListView()` call executes the SOQL query for the list view and returns the resulting data and presentation information.

REST API

The List View Resource returns basic information about the specified list view.

The List View Describe Resource returns information about a list view, including the ID, the columns, and the SOQL query.

The List View Results Resource executes the SOQL query for the list view and returns the resulting data and presentation information.

The List Views Resource returns a list of list views for the specified sObject.

The Recent List Views Resource returns the list of recently used list views for the specified sObject type.

New Components for Flexible Pages

Three new components are now available for use with Flexible Pages.

For information on how to use Flexible Pages and their components, see the *Salesforce1 App Developer Guide*.

`flexipage:reportChart`

The Report Chart component gives you the ability to include a chart from a report in your Flexible Page.

Properties:

- label: If you leave this property blank, the component label is taken from the label of the report instead.
- reportName: the API name of the report

This component is supported in API version 32.0 and later and won't work with reports that are located in the My Personal Custom Reports folder. If you include them in a package, Report Chart components that refer to reports in the Unfiled Public Reports folder aren't deployable.

`flexipage:richText`

The Rich Text component gives you the ability to add text and simple HTML markup to your Flexible Page.

Properties:

- richTextValue: the HTML or text to display

  Note: JavaScript, CSS, iframes, and other advanced markup aren't supported in the Rich Text component. If you need to use advanced HTML elements in a component, we recommend that you use a Visualforce page component.

The Rich Text component is limited to 4,000 characters. This component is supported in API version 32.0 and later.

`flexipage:visualforcePage`

The Visualforce Page component gives you the ability to include a Visualforce page in your Flexible Page.

Properties:

- label: the component label. If you leave this property blank, the component label is taken from the label of the Visualforce page.
- pageName: the API name of the Visualforce page to render

- height: the height of the Visualforce page in pixels. This value must be a whole number, and not negative. If this property is left blank, a default height of 300 pixels is assigned.

This component is supported in API version 32.0 and later.

A Visualforce page that you want to include as a component must have the `Available for Salesforce mobile apps` checkbox selected so that it will appear in Salesforce1. This checkbox is available for pages that are set to API version 27.0 and later.

SalesforceA

Manage users and view information for Salesforce organizations from your mobile device.

IN THIS SECTION:

View System Status from SalesforceA

Access the Salesforce system status site (trust.salesforce.com) from SalesforceA. This site provides real-time information on system performance, alerts for current and recent phishing and malware attempts, and tips on best security practices for your organization.

Switch between Accounts in Multiple Organizations

Now you can easily access multiple accounts in different organizations without having to log out and log in each time you need to switch to a different account.

Use Action Icons to Perform User Tasks

In SalesforceA, user task buttons are now displayed as action icons and are available from the action bar at the bottom of the page. Action icons are compact, intuitive images, making it easy for you to find and perform tasks such as changing passwords, assigning permission sets, editing, freezing, and deactivating users, and so on.

View System Status from SalesforceA

Access the Salesforce system status site (trust.salesforce.com) from SalesforceA. This site provides real-time information on system performance, alerts for current and recent phishing and malware attempts, and tips on best security practices for your organization.

To access the Salesforce system status site from SalesforceA, do one of the following.

- From the home screen under the Scheduled Maintenance section, tap **Go to trust.salesforce.com**.
- From the navigation menu, tap **System Status**.

Switch between Accounts in Multiple Organizations

Now you can easily access multiple accounts in different organizations without having to log out and log in each time you need to switch to a different account.

> **Note:** The account switcher is available only in the SalesforceA mobile app. It's not available if you access SalesforceA from a browser.

To add a user account:

1. Tap ☰ to open the navigation menu.
2. Tap ⌄ to show the account drop-down menu.
3. Tap **Add account**.

4. Enter your username and password to log in. If you've saved one or more usernames, select a username or tap **Login with a different user name**.

Note:

- If you switch to an account that's in an organization using the Summer '14 release, the account switcher won't be available. To return to an account in an organization using the Winter '15 release, log out, and then log in again.

- iOS users: With version 2.0 of the downloadable SalesforceA mobile app, tap the gear icon on the login screen to set your login host (production, sandbox, or custom). Earlier versions required you to set your login host from your iOS system settings. With version 2.0, these iOS system settings are ignored. Optionally, you can delete and reinstall the SalesforceA mobile app to clear the old host settings from your device.

After you've added multiple accounts, you can quickly switch between them.

1. From the navigation menu, tap .

2. Tap the account that you want to access.

For each account, the switcher shows your Chatter picture, email address, and organization information.
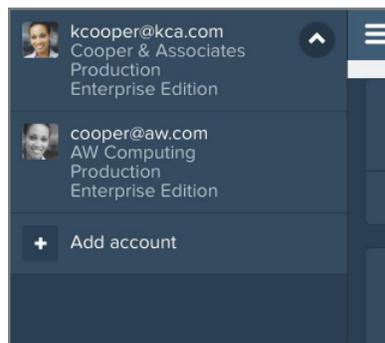
To remove an account:

1. Switch to the account that you want to remove.

2. From the navigation menu, tap to close the account drop-down menu.

3. Scroll to the bottom of the navigation menu, and then tap **Log Out**.

Use Action Icons to Perform User Tasks

In SalesforceA, user task buttons are now displayed as action icons and are available from the action bar at the bottom of the page. Action icons are compact, intuitive images, making it easy for you to find and perform tasks such as changing passwords, assigning permission sets, editing, freezing, and deactivating users, and so on.
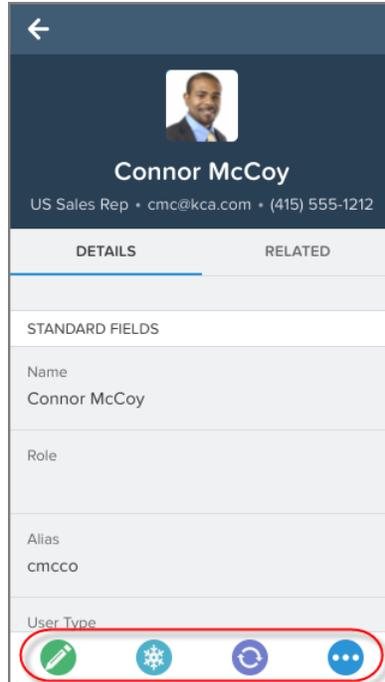
The available action icons depend on the user and organization. To open the action menu with all available actions for the current user, tap the More Actions (ellipsis) icon.

The icons represent the following actions.

Action Icon	Action
	Edit the user record
	Freeze or unfreeze the user account
	Reset the user's password
	Deactivate or activate the user account
	Assign permission sets to the user
	Email the user
	Call the user or log a call made outside of the SalesforceA app.

Salesforce Chatter Mobile Version 3.1 for Android No Longer Available

The Salesforce Chatter Mobile app version 3.1 for Android is no longer available for download from Google Play.

COMMUNITIES

Communities helps companies share information with their customers and partners.

IN THIS SECTION:

Customization

We've built a new Community Designer that allows you to create self-service communities and configure single sign-on access portals using templates. You can also add custom pages to your community for login, logout, and self-registration.

Administration

Enable nicknames, configure custom domains and Apex triggers, and use the simplified navigation scheme to quickly administer and manage your communities.

Community Management

In Winter '15, we've added more functionality to the Community Management page, simplified the UI, and added some quick navigation links to the Setup and Community Designer. You can also organize the content in your community with featured and navigational topics.

Dashboards

We've made additional dashboards, reports, and metrics available for community managers to track the health of their community.

Reward Community Members with New Reputation Enhancements

Configure reputation points for questions and answers in the feed, customize reputation level images, view level-up notifications for reputation level changes, and use Apex triggers to create custom events driven by changes in reputation points.

Promote Community Collaboration with Chatter Questions (Generally Available)

Promote collaboration in your communities by allowing users to ask and answer questions in Chatter.

Other Changes in Communities

Learn about other changes that affect Communities.

Customization

We've built a new Community Designer that allows you to create self-service communities and configure single sign-on access portals using templates. You can also add custom pages to your community for login, logout, and self-registration.

IN THIS SECTION:

Customize Your Community with Community Designer (Beta)

Community Designer in conjunction with community templates for self-service lets you create, brand, and publish a custom community site that looks great on any mobile device! Choose from four templates to quickly start your site, and then easily style the pages to match your company's branding.

Create Self-Service Communities with Templates

The Community Designer provides three templates that you can use to create self-service communities out of the box.

Template to Configure Identity Features for Community Users

Give community users Salesforce Identity features, including their own App Launcher, so they can have access to useful applications from other service providers in one view.

Create custom login, logout, and self-registration pages with your own company's branding and associate them with your community.

Customize Your Community with Community Designer (Beta)

Community Designer in conjunction with community templates for self-service lets you create, brand, and publish a custom community site that looks great on any mobile device! Choose from four templates to quickly start your site, and then easily style the pages to match your company's branding.

🔲 **Note:** This release contains a beta version of Community Designer that's production quality but has known limitations.

Access the Community Designer

From Setup, click **Communities** > **All Communities**. You can access Community Designer by clicking the **Community Designer** link, which was previously named **Site.com**.

If you're setting up a custom community site for the first time, when you click **Community Designer**, you can choose from one of four templates to create your site before being brought to Community Designer. (If you don't want to use the templates, you can skip the template selection to access Site.com directly.)

🔲 **Note:** When you access a community site that existed before Winter '15, you're brought to Community Designer. However, Community Designer doesn't support branding for sites that weren't created by using one of the four templates. Instead, you must use Site.com Studio. To open Site.com Studio, click **Go to Site.com Studio** in the Communities drop-down.

After you're in Community Designer, you can customize the community template to update your community's branding and fonts.
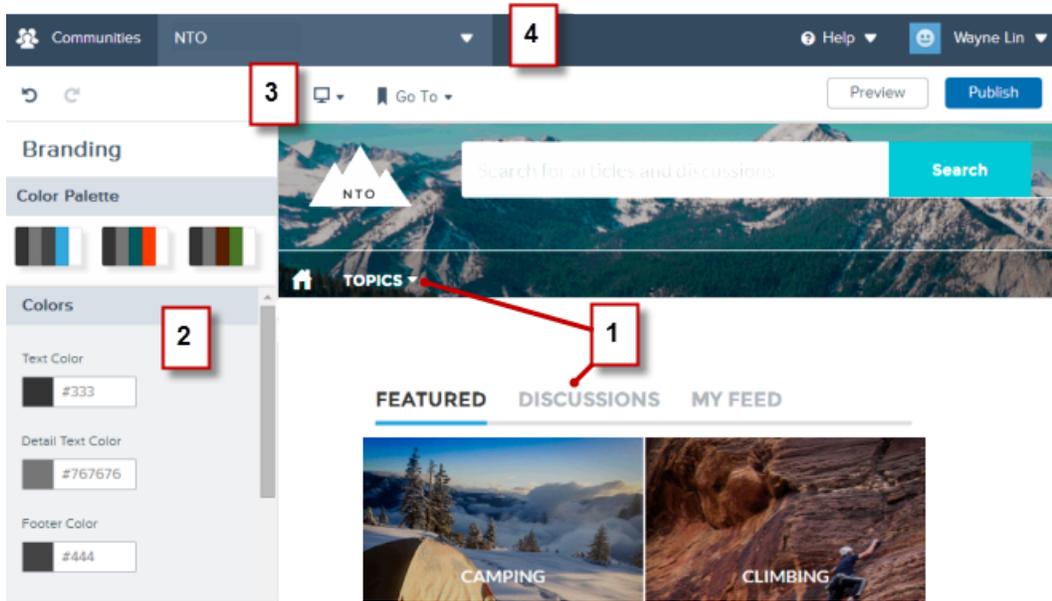
- Navigate (1) to the view that you want to style by clicking links and menu items.
- Brand the community (2) to match your organization's style and see your changes immediately appear on the page (1).
- Use the toolbar (3) to see how your community appears on different devices, access views that aren't easy to navigate to (such as error and login views), and preview and publish the community.
- Use the Communities menu (4) to go to Site.com Studio to make advanced customizations to your community pages, open Community Management to manage topics, reputation, and for community dashboards and moderation, and access Community Setup to update community membership, login, and other settings.

Known Limitations

- Community Designer doesn't support branding for sites that weren't created by using one of the four available templates.
- With Community Designer, you can brand only the site's default home page. To try out a different template, you must set the new page as the site's home page in Site Configuration in Site.com Studio. But don't worry—you can always switch back to the original home page.

Create Self-Service Communities with Templates

The Community Designer provides three templates that you can use to create self-service communities out of the box.

These templates are bundled with the Community Templates for Self-Service (Generally Available) feature available in Winter '15.

Kokua

Kokua is a visually rich, self-service template that presents users with Knowledge articles that are organized by data categories. Users can also submit cases to get help from agents.

Koa

Koa is a text-based, self-service template that's optimized for mobile devices. It lets users search for and view articles by text categories and contact support if they can't find what they're looking for.

Napili

Napili is a powerful template for support communities that lets users post questions to the community, search for and view articles, and contact support agents by creating cases.
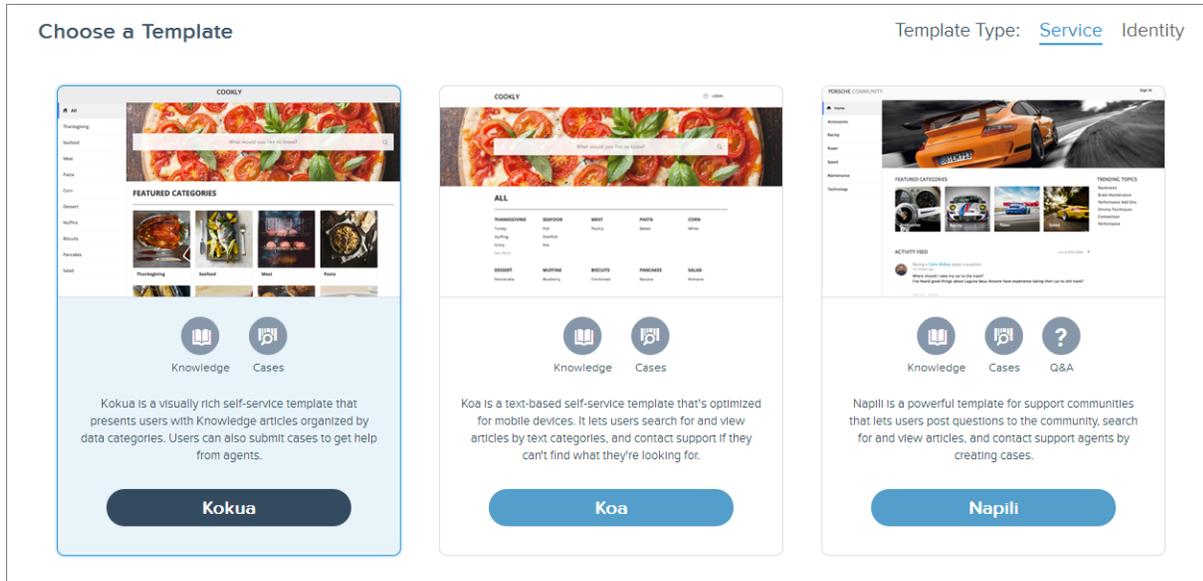
With each template, you also have the option to create a custom Login page, which adds login, password reset, and self-registration functionality to your community. Selecting a login page with a template automatically associates it with the community. You can view and override the login page in the community's Administration Settings in the Login & Registration section.

Each template creates a *single-page application*, which is a Web app that loads a single HTML page. Unlike a traditional website, which comprises several pages that the user navigates between. A single-page application consists of multiple *views* with dynamic components that allow user interaction. You can customize and rebrand all the components in the templates and the login, password reset, and self-registration functionality using the Community Designer and Site.com Studio.

To learn more about using the Kokua, Koa, and Napili templates, see the Community Templates for Self-Service Implementation Guide.

Template to Configure Identity Features for Community Users

Give community users Salesforce Identity features, including their own App Launcher, so they can have access to useful applications from other service providers in one view.

Select **Identity** for the Template Type in the Community Designer, and then use the Aloha template to provide a configurable App Launcher experience to your communityusers. It lets them quickly link to applications configured as connected apps in the organization.

The template creates a *single-page application*, which is a Web app that loads a single HTML page. Unlike a traditional website, which comprises several pages for the user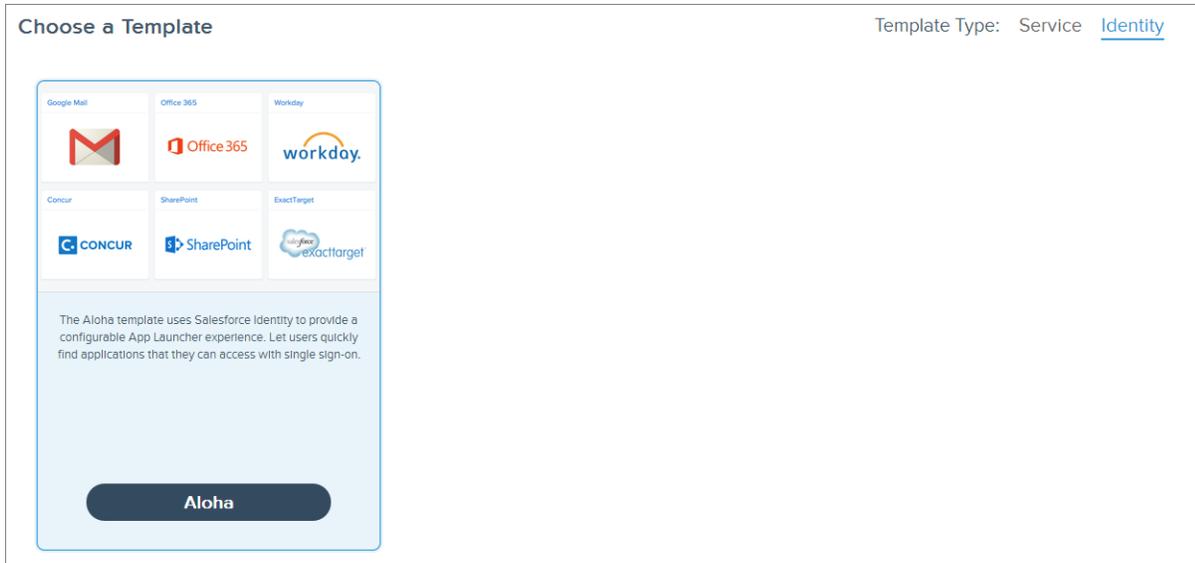 to navigate. A single-page application consists of multiple *views* with dynamic components that allow user interaction. You can customize and re-brand all the views and components in the templates and the login, password reset, and self-registration functionality using the Community Designer and Site.com Studio.

For more information about Identity features, see the *Salesforce Identity Implementation Guide*. And, for information about a new license type that includes Identity features, see New External Identity License Expands Your Community User License Choices.

Add Custom Login, Logout, and Self-Registration Pages

Create custom login, logout, and self-registration pages with your own company's branding and associate them with your community.

Previously, communities allowed you to customize the standard login and self-registration page for your community. You can now override this page with a Site.com or Visualforce page in one of two ways:

- Specify a custom login page in the community's Administration Settings in the Login & Registration section.
- Add a custom login page while selecting a community template in the Community Designer.

  Custom login pages created using the Community Designer are automatically associated with the community. The URLs for these pages display in the Login & Registration settings in the community's Administration Settings.

Users who use single sign-on to log in to the community bypass the login screens.

For detailed instructions on customizing your community, see the *Getting Started with Communities* guide.

Administration

Enable nicknames, configure custom domains and Apex triggers, and use the simplified navigation scheme to quickly administer and manage your communities.

IN THIS SECTION:

Improved Navigation and Label Updates in Setup, Community Management, and Community Designer

Community managers and administrators can easily navigate easily between Setup, the Community Management page, and Community Designer with the improved navigation scheme. We've also updated the labels of some of the links and areas of the application to more accurately reflect what they contain.

Display Member Nicknames Instead of Full Names

Enabling nickname display in your community allows more privacy and protects member identities. This is especially helpful in a public community where unregistered visitors can access member profiles.

Custom HTTPS Domains Supported for Communities

You can now set up a custom domain with HTTPS so that your community URLs reflect your company brand.

Security and Identity Enhancements for Communities

The following new security and identity features expand your control over community authentication and management.

Apex Triggers Supported on the NetworkMember Object

The NetworkMember object now supports Apex triggers. You can use this to drive custom events and notifications based on changes to NetworkMember records.

Display More Public Community Content

In addition to groups, topics, feeds, and user profiles are now available for guest user access in public communities via Chatter in Apex.

Improved Navigation and Label Updates in Setup, Community Management, and Community Designer

Community managers and administrators can easily navigate easily between Setup, the Community Management page, and Community Designer with the improved navigation scheme. We've also updated the labels of some of the links and areas of the application to more accurately reflect what they contain.

- **In Setup**

  1. The "Manage Communities" link in the Setup navigation has been renamed to "All Communities".

  2. The page with the list of all the communities in your organization has been renamed from "Manage Communities" to "Communities".

  3. The "Edit" link next to the community name has been replaced with a drop-down button with links to your community's administration settings and the Community Management page.

  4. The link to Site.com has been replaced with a link to the new Community Designer. You can access the Site.com Studio functionality from within Community Designer.

- **In Community Management**

  Quickly access the Setup page with the list of communities and the Community Designer.
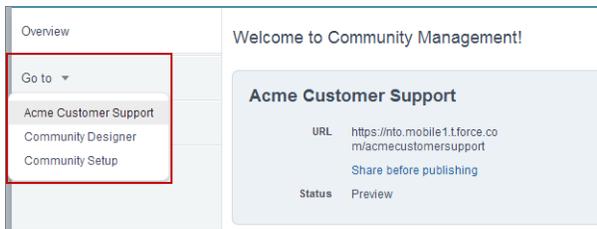
- **In Community Designer**

  Navigate easily to the Setup page, the Community Management page, and the Site.com Studio functionality.
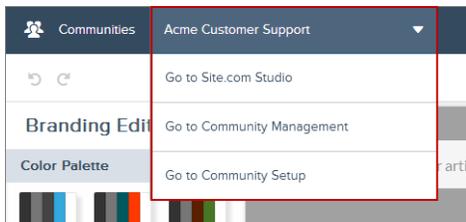
Display Member Nicknames Instead of Full Names

Enabling nickname display in your community allows more privacy and protects member identities. This is especially helpful in a public community where unregistered visitors can access member profiles.

You can enable nickname display from the community's Administration Settings in the Miscellaneous section. All users have nicknames by default, which they can modify by going to *Your Name* > **Edit Contact Info** in the global header or from their Chatter user profile.

Nicknames are shown in place of first and last names in almost all locations in the community, including in feeds, list views, groups, search results, recommendations, and on user profiles and files. Additionally, Salesforce1 and any community sites published using community templates show nicknames as well.

For details on enabling nicknames and the limitations that apply to them, see "Show Nicknames Instead of Full Names in the Community" in the Salesforce Help.

Custom HTTPS Domains Supported for Communities

You can now set up a custom domain with HTTPS so that your community URLs reflect your company brand.

As of Winter '15, new Salesforce Communities require secure connections by default. Existing Salesforce Communities will continue to not require HTTPS for all connections by default. Authenticated requests in a Salesforce Community continue to require secure connections when the organization requires secure connections in the session settings.

> **Note:** Before you switch the CNAME of your domain name to point to a new target name, ensure that the new target name exists in the DNS by using `dig` or `nslookup`. When you created your domain names affects the target of your CNAME:
>
> - Domain names that were added before Summer '13, typically need to have their CNAME adjusted to point to the fully qualified domain followed by `.live.siteforce.com` instead of to the organization's `force.com` sub-domain. For example, if your pre-Summer '13 domain is `www.example.com`, then the target of its CNAME will need to be `www.example.com.live.siteforce.com` instead of `example.force.com` before HTTPS will work.
>
> - Domain names that were added in or before Summer '13, don't have the 18-character organization ID in the CNAME target.
>
> - Domain names that were added in or after Summer '13, already point to the proper place for setting up HTTPS in a custom domain.
>
> - Domain names that were added in or after Winter '14, use a CNAME that points to the fully qualified domain followed by your organization's 18-character ID and `.live.siteforce.com`. For example, if your domain name is `www.example.com` and your 18-character organization ID is `00dxx0000001ggxeay`, then the target of its CNAME will need to be `www.example.com.00dxx0000001ggxeay.live.siteforce.com`.

Security and Identity Enhancements for Communities

The following new security and identity features expand your control over community authentication and management.

- New External Identity License Expands Your Community User License Choices
- Customize and Manage User Authentication with Login Flows
- A Custom Logout URL is Available for Community Users
- Configure a LinkedIn Authentication Provider
- Configure a Twitter Authentication Provider
- Give Community Users Button Icons to Log in with their Third-party Accounts
- View and Download SAML Login Metadata for Communities and Custom Domains
- Security Fix Protects Organization Data from Guest Users

Apex Triggers Supported on the NetworkMember Object

The NetworkMember object now supports Apex triggers. You can use this to drive custom events and notifications based on changes to NetworkMember records.

For example, you can directly update reputation points for a community member, or create triggers to send custom notifications based on changes to reputation points.

Display More Public Community Content

In addition to groups, topics, feeds, and user profiles are now available for guest user access in public communities via Chatter in Apex.

You can use the Chatter in Apex methods to expose public community content with custom Visualforce pages to make it available for guest users. Alternatively, you can also use a template in the Community Designer that allows you to display public community content.

Community Management

In Winter '15, we've added more functionality to the Community Management page, simplified the UI, and added some quick navigation links to the Setup and Community Designer. You can also organize the content in your community with featured and navigational topics.

IN THIS SECTION:

Access More Functionality from the Community Management Page

The Community Management Page provides Community Managers with insights into the health of their Communities, as well as the level of adoption and engagement. The Community Management page exposes Communities dashboards (members, activity, groups, licenses) with trending capabilities that can be installed from the AppExchange. We've made many improvements to the Community Management page to make it easier for community managers to do their jobs.

Organize Self-Service Communities with Topics

Topics are available in all communities. But when you set up a self-service community with the Napili template, you can use the Community Management page to quickly guide visitors to key navigational and featured topics.

Moderate Flagged Posts Directly on the Community Management Page

View and take action on all the flagged posts and comments in your community from the Flagged Posts feed in Community Management.

Access More Functionality from the Community Management Page

The Community Management Page provides Community Managers with insights into the health of their Communities, as well as the level of adoption and engagement. The Community Management page exposes Communities dashboards (members, activity, groups, licenses) with trending capabilities that can be installed from the AppExchange. We've made many improvements to the Community Management page to make it easier for community managers to do their jobs.

"Community Engagement Console" Renamed to "Community Management"

The Community Engagement Console is now called Community Management, also referred to as the Community Management page, to more accurately represent the wide array of management features it provides access to.

New Functionality Added to the Community Management Page

We've added more functionality and moved things around in the navigation on the left side of the Community Management page, providing easier access to everything you need to manage your community.

- **Dashboards**: If you've mapped dashboards to a community, you see the Dashboards menu, and under it, the links to each mapped dashboard. Previously, the dashboards were accessed from the drop-down list on the Overview page.

- **Moderation**: The Moderation section contains the Flagged Posts feed, which shows all the posts and comments that were flagged as inappropriate by community members.

- **Settings**: Under the Settings menu, you can map unique dashboards for each community, configure reputation levels and reputation points that can be earned by community members, and define navigational and featured topics to organize information in the community.

Organize Self-Service Communities with Topics

Topics are available in all communities. But when you set up a self-service community with the Napili template, you can use the Community Management page to quickly guide visitors to key navigational and featured topics.

On the Community Management page, you choose navigational topics to provide a consistent map of your site, and featured topics to highlight current, popular conversations. In the community itself, member-created topics let users organize information for each other, creating a personalized experience that boosts community engagement.

In a self-service community, the Napili template specifies the layout and design of navigational, featured, and member-created topics. Below are visual examples of each type in a published community.

> 💡 **Tip:** To add navigational and featured topics to other types of communities, Apex developers can use the ConnectApi.ManagedTopics class in a Visualforce page.

Navigational topics

On every page of a self-service community, navigational topics are available from the Topics menu at upper left.
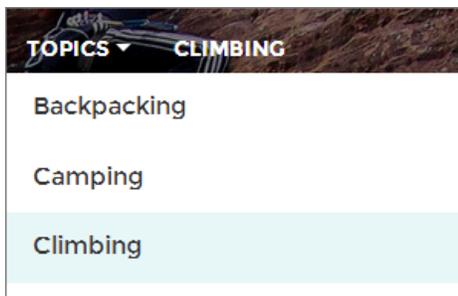
When visitors choose a navigational topic, the banner image you selected for it appears at the top of the page.
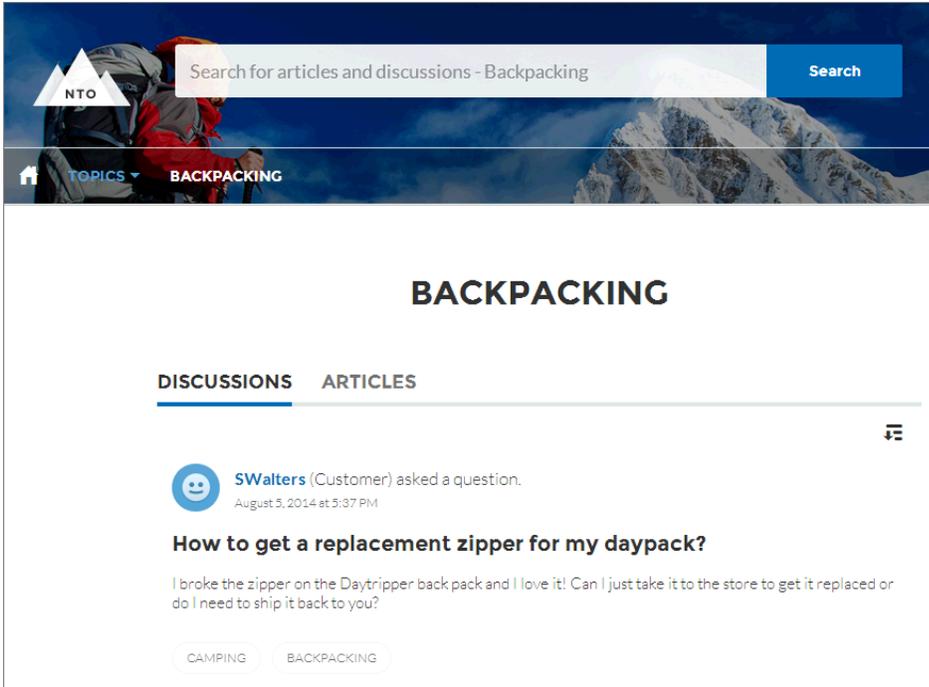
Featured topics

Featured topics are accessible from the body of your community home page. Thumbnail images you select for featured topics uniquely identify them. (These unique thumbnails appear only on the home page; at the top of all featured topic pages, the default banner image specified in Community Designer appears.)
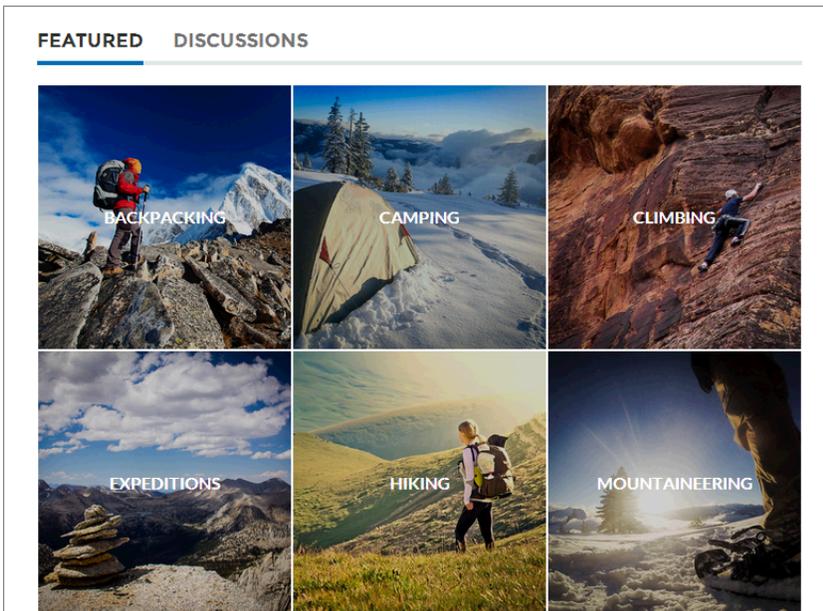
Member-created topics

When posting questions, community members create topics by using hashtags in body text, or typing in the topic suggestions box below.
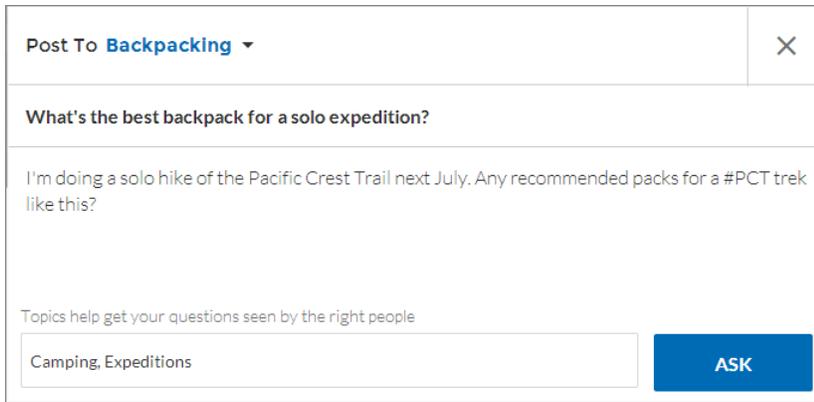
If any suggested topics are poor matches for the post, members can simply click to delete them.

💡 **Tip:** Member-created topics can be accessed via search, or highlighted as featured topics in Community Management.

IN THIS SECTION:

Set Up Navigational Topics

Navigational topics provide consistent entry points to key community areas that people often return to. If your organization uses data categories, community managers add current Salesforce Knowledge articles with those categories to the topic page. (If data categories aren't enabled, administrators add articles to each topic using the Chatter REST API.)

Set Up Featured Topics

Featured topics highlight current, popular community conversations. Change them regularly to keep community members up-to-date and engaged.

Set Up Navigational Topics

Navigational topics provide consistent entry points to key community areas that people often return to. If your organization uses data categories, community managers add current Salesforce Knowledge articles with those categories to the topic page. (If data categories aren't enabled, administrators add articles to each topic using the Chatter REST API.)

> 📝 **Note:** You can create a maximum of 25 navigational topics.

1. From Setup, choose **Build** > **Customize** > **Topics** > **Topics for Objects**, and enable topics for all the article types you want to include.

   > 📝 **Note:** Enabling topics disables public tags on articles. Personal tags aren't affected.

2. From the community, click ⚙ in the global header.

3. At left, click **Settings** > **Navigational Topics**.

4. In the text box at right, enter a topic name, and click **Add**.

5. If your organization uses data categories, in the "Add articles" overlay, select a Data Category Group. Then select the categories you want to add to the topic, and click **Add Articles & Close Window**.

   > 🚫 **Important:** This process adds only current articles to a topic. To add new articles, return to Community Management, hover over the navigational topic name, and click ➕.

6. Hover over a topic name, and click ⚙. Then click **Upload Image**, and select a topic banner image. (Images are scaled to 1400 x 180 pixels. To prevent distortion, create image files with those dimensions.)

7. Repeat steps 4-6 to create several navigational topics for your community, and then click **Save**.

Set Up Featured Topics

Featured topics highlight current, popular community conversations. Change them regularly to keep community members up-to-date and engaged.

> 📝 **Note:** You can create a maximum of 25 featured topics.

1. From the community, click ⚙ in the global header.

2. At left, click **Settings** > **Featured Topics**.

3. From the pop-up menu at right, select a navigational or member-created topic you want to feature. Then click **Add**.

   > 💡 **Tip:** Using the Chatter REST API, you can create unique featured topics, separate from navigational or member-created ones.

4. Hover over a topic name, and click ⚙. Then click **Upload Image**, and select a topic thumbnail image. (Images are scaled to 250 x 250 pixels. To prevent distortion, create image files with those dimensions.)

5. Repeat steps 3-4 to create several featured topics for your community, and then click **Save**.

To quickly edit existing navigational or featured topics, simply hover over a topic name, and do any of following:

- To move topics up or down, click the arrows at left.
- To rename or delete topics, or change their images, click ⚙.

Moderate Flagged Posts Directly on the Community Management Page

View and take action on all the flagged posts and comments in your community from the Flagged Posts feed in Community Management.

All community managers with the "Moderate Communities Feeds" permission can now view the Flagged Posts feed under **Moderation** > **Flagged Posts** and take action on those flagged items. Community managers can remove flags and delete posts directly from the Community Management page.

Dashboards

We've made additional dashboards, reports, and metrics available for community managers to track the health of their community.

IN THIS SECTION:

New Dashboards, Reports, and Metrics Added to the Communities Dashboards Package
The Salesforce Communities Dashboards 2.0 package will be available on the AppExchange shortly after the Winter '15 release. The updated package provides additional dashboards, reports, and metrics. The previous version of this package was called Salesforce Communities Analytics.

Upgrade to the New Salesforce Communities Dashboards Package
If you installed the Salesforce Communities Analytics Summer '14 package, you can upgrade to the new Salesforce Communities Dashboards 2.0 package when it becomes available on the AppExchange shortly after the Winter '15 release.

Dashboard Enhancements
We've made enhancements to dashboards in communities that provide additional capability to community managers.

Report Enhancements
We've made enhancements to reports in communities that provide additional capability to community managers.

Map Unique Dashboards per Community
You can map different dashboards in Community Management for different communities. Previously, the same dashboard mappings applied to all the communities in your organization.

New Dashboards, Reports, and Metrics Added to the Communities Dashboards Package

The Salesforce Communities Dashboards 2.0 package will be available on the AppExchange shortly after the Winter '15 release. The updated package provides additional dashboards, reports, and metrics. The previous version of this package was called Salesforce Communities Analytics.

New Self-Service, Topics, and Moderation Dashboards

Additional dashboards are now available in the Salesforce Communities Dashboards package.

- The Self-Service dashboard provides reports and metrics about questions, answers, discussions, public page views, unique visitors, and contributors in your community. This dashboard uses data from the Questions and Answers in the feed.

- The Topics dashboard provides reports and metrics about the topics in your community, including the topic creators and assigners.

- The Moderation dashboard provides reports and metrics about your communities flagged content, including metrics about users who flag content and your moderators activity.

For detailed information, including a list of the reports provided in each dashboard, see the *Salesforce Communities Managers Guide*.

Updates to Existing Dashboards

- The Overview dashboard now provides trending metrics on daily page views.

- The Activity dashboard now provides metrics on posts with the most likes and comments.

- The Groups dashboard now provides additional reports on the group members and contributions.

For detailed information, see the *Salesforce Communities Managers Guide*.

Redesigned Dashboards

Dashboards have been redesigned to use titles and headers that group related metrics and reports, so you can identify your data more easily.

Upgrade to the New Salesforce Communities Dashboards Package

If you installed the Salesforce Communities Analytics Summer '14 package, you can upgrade to the new Salesforce Communities Dashboards 2.0 package when it becomes available on the AppExchange shortly after the Winter '15 release.

For detailed steps on how to upgrade, including links to the packages on the AppExchange, see the *Salesforce Communities Managers Guide*.

Dashboard Enhancements

We've made enhancements to dashboards in communities that provide additional capability to community managers.

Manual Dashboard Refresh Added to the Community Management Page

You can now manually refresh dashboards on the Community Management page by clicking **Refresh** on the appropriate dashboard page. If you access the dashboard after it has been recently refreshed, the dashboard displays the globally cached data from the last refresh. If the dashboard has not been refreshed for 24 hours, it is refreshed automatically when you access it from the Community Management page.

Community Management Displays Dashboards Instead of Reports

Previously on the Community Management page you could only display report components. Now the Community Management page displays dashboard components instead of report components.

📝 Note: This change might impact how reports display on the Community Management dashboards page, because now the dashboard component controls the user interface.

To specify the dashboards to display for a community, on the Community Management page, click **Settings** > **Dashboards**.

Report Enhancements

We've made enhancements to reports in communities that provide additional capability to community managers.

New Custom Report Types

Reports and dashboards that are based on the *Networks* primary object show community-specific information on the Community Management page. You can now create custom report types for the following data:

Report Type	Possible Use	B (Child Object)	C (Child Object, If Applicable)
Network Chatter Messages	Create reports on the private message activity in your community. **Note:** To report on Chatter Messages, you must have the "Manage All Data" or "Manage Communities" permissions.	Chatter Messages	
Network Login History	Create reports on the login activity in your community.	Network Members	Login History
Network Public Usage Daily Metrics	Create reports on your community's daily public usage.	Network Public Usage Daily Metrics	
Topics	Create reports on the topic activity in your community.	Topics	
Topic Assignments	Create reports on the topic assignments in your community.	Topic Assignments	

Create and Customize Reports Using the Networks Object

You can now create and customize reports with Networks (Communities) custom report types. You can then add your custom report to a dashboard and map that dashboard in Community Management. When viewing reports on a dashboard from the Community Management page, custom reports using the Networks object now automatically display data specific to the community you're accessing the report from. This means you can create one custom report and use it across all your communities.

Note: When you view the same report in your internal organization, it shows data from all of your communities.

Tabular Reports Supported on the Community Management Page

You can now use tabular reports on the Community Management page.

Map Unique Dashboards per Community

You can map different dashboards in Community Management for different communities. Previously, the same dashboard mappings applied to all the communities in your organization.

Pre-existing org-level dashboard mappings are automatically ported to each community and are available to customize.

To specify the dashboards to display for a community, on the Community Management page, click **Settings** > **Dashboards**. Your mapped dashboards then appear under **Dashboards**.

For detailed steps on mapping dashboards, see the *Salesforce Communities Managers Guide*.

Reward Community Members with New Reputation Enhancements

Configure reputation points for questions and answers in the feed, customize reputation level images, view level-up notifications for reputation level changes, and use Apex triggers to create custom events driven by changes in reputation points.

IN THIS SECTION:

Configure Reputation Points for Questions and Answer Actions

Reward members who post questions and provide helpful answers in the community.

Custom Level Icons for Reputation Levels

Personalize reputation levels to meet your company's needs. Community managers can now upload custom images to represent reputation levels. Click the default image and browse to an image of your choice to associate it with the reputation level.

Level-Up Notifications for Increases in Reputation Levels

With Community Reputation, you can motivate community members to collaborate by assigning reputation levels and points. Now, with Level-Up Notifications, community users will receive a notification in their feed when they reach a new reputation level.

Developer Enhancements and Apex Triggers for Reputation

Customize and control your community's reputation using Apex triggers and the Salesforce Chatter REST API.

Configure Reputation Points for Questions and Answer Actions

Reward members who post questions and provide helpful answers in the community.

Configure reputation points for:

- Asking a question
- Answering a question
- Receiving an answer
- Marking an answer as best
- People marking your answer as best

Questions and answers in the community feed are not to be confused with the Chatter Answers functionality.

> **Note:** In organizations with reputation enabled prior to the Winter '15 release, actions associated with questions and answers will be available at the time of the release and their default point values will be set to 0. Existing user reputation points will not be affected by the release, and users won't accrue points from these actions until you configure point values for them.

Custom Level Icons for Reputation Levels

Personalize reputation levels to meet your company's needs. Community managers can now upload custom images to represent reputation levels. Click the default image and browse to an image of your choice to associate it with the reputation level.

You can't revert to the default image from the UI; use the Salesforce Chatter REST API to do this.

Level-Up Notifications for Increases in Reputation Levels

With Community Reputation, you can motivate community members to collaborate by assigning reputation levels and points. Now, with Level-Up Notifications, community users will receive a notification in their feed when they reach a new reputation level.

Developer Enhancements and Apex Triggers for Reputation

Customize and control your community's reputation using Apex triggers and the Salesforce Chatter REST API.

Developers can now directly update the users's point total using sObject API; write Apex triggers based on the user's point total allowing them to create custom notifications and events; and utilize the Salesforce Chatter REST API for reputation level, icons, and points.

Promote Community Collaboration with Chatter Questions (Generally Available)

Promote collaboration in your communities by allowing users to ask and answer questions in Chatter.

For more information about Chatter Questions, see Ask Questions in the Chatter Feed with Chatter Questions (Generally Available) on

Other Changes in Communities

Learn about other changes that affect Communities.

Improve Performance with HTML Page Caching in Site.com for Communities

HTML caching lets you improve the performance and page rendering of your community's Site.com site by controlling how often the generated markup of the page is reloaded.

In Site.com Studio, use the `Cache Duration (Minutes)` field in the Cache section of the Properties tab to specify the length of time to cache the page. By default, the caching duration of a page is set to 30 minutes. To disable caching, set the page's caching duration to 0.

The caching duration applies only to community pages that are accessed by guest users. When a user logs in to access the page, caching is disabled.

Added Default Force.com Error Page for Service Unavailability

Communities now supports a default Force.com error page for service unavailability. You can choose to update this page assignment in Setup. Click **Customize** > **Communities** > **All Communities**, then click **Force.com** next to the community name. For instructions on changing Force.com page assignments, see "Assigning Force.com Site Error Pages" in the online help.

Enable Reporting Options for External Users

Allow external users with Partner Community or Customer Community Plus licenses that have the "Run Reports" permission, to view and modify report options so that they can summarize and filter reports.

From Setup, click **Customize** > **Communities** > **Settings**, then select `Enable report options for external users`.

Assign Tasks to Users with Customer Community Plus Licenses

You can now assign tasks to all users with a Customer Community Plus license. When creating a task, you can filter the **Assigned To** field for Customer Portal users. Any user with a Community Success Portal license can be assigned a task. However, only Customer Community Plus users with the "Edit Task" permission (which is on by default) can edit the task assigned to them. Customer Community Plus users with the "Edit Task" permission can also create tasks.

SALES

Salesforce is the world's #1 sales and CRM application. Our latest features help your sales reps close bigger deals with even more efficiency.

IN THIS SECTION:

Manage Sales on the Go!

With the Salesforce1 app, your users can stay current on their most important records, activities, and conversations while out of the office.

Territory Management 2.0 (Generally Available)

Territory Management 2.0 lets you model your sales territories into a logical and flexible structure that connects sales reps to the accounts they sell to.

Opportunities and Collaborative Forecasts

Track all the deals in your sales pipeline with Opportunities. Predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout the organization with Collaborative Forecasts.

Duplicate Management (Closed Beta)

Maintaining clean and accurate data is one of the most important things you can do to help your organization get the most out of Salesforce, so we're excited to introduce Data.com Duplicate Management. Now you can control whether and when you allow users to create duplicate records inside Salesforce; customize the logic that's used to identify duplicates; and create reports on the duplicates you do allow users to save.

Salesforce for Outlook

You'll discover new Salesforce Side Panel features to help your users get more Salesforce work done directly from Microsoft® Outlook®. We've also improved setup so you can help new users hit the ground running quickly, and added helpful customizations in Outlook configurations to keep you in control.

Activities

Events and tasks are the building blocks of sales productivity. We've made enhancements that boost your sales teams' edge over the competition, along with updates to improve performance and usability.

Salesforce Console for Sales

The Salesforce Console for Sales gives you easy access to sales intelligence in a dashboard that means more access to contextual data with fewer clicks and less scrolling.

Other Changes in the Sales Cloud

We've made additional changes to Sales cloud features to improve usability.

Manage Sales on the Go!

With the Salesforce1 app, your users can stay current on their most important records, activities, and conversations while out of the office.

The Salesforce1 app helps sales professionals manage Salesforce records like tasks, contacts, and opportunities—all from their mobile devices. In addition, Today, an app that helps sales team members plan for and manage their day, integrates calendar events from their mobile devices with their Salesforce tasks, contacts, person accounts, user records, and other key CRM data. Learn about the latest mobile features in Salesforce1.

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Territory Management 2.0 (Generally Available)

Territory Management 2.0 lets you model your sales territories into a logical and flexible structure that connects sales reps to the accounts they sell to.

Salesforce's original territory management feature lets you grant users access to accounts based on criteria such as postal code, industry, revenue, or a custom field relevant to your business. Territory Management 2.0 builds upon the original feature by introducing territory types, territory models, and territory model states. These components let you create and preview multiple territory structures and strategies before you activate and implement the one that works best. Custom reports help you organize your territory model for optimum coverage, assess territory effectiveness, and modify your model if necessary.

Territory Management 2.0 builds on a successful pilot and "goes G.A." with several important new features, which you'll learn about here. Here's how to get it.

- Starting with Winter '15, Territory Management 2.0 is ready to be enabled by administrators in *new* Salesforce organizations.

- Organizations created *before* Winter '15 need to call salesforce.com to enable the feature.

Territory Management 2.0 *cannot* be enabled in existing organizations that have Customizable Forecasting enabled.

For administrators and others who maintain territory models, we've provided complete, step-by-step setup information in the Salesforce Help and our PDF guide, *Implementing Territory Management 2.0*. We also invite you to join our active success community, Official: Territory Management, where you can interact with our development team and post questions and comments. Find us at https://success.salesforce.com/.

IN THIS SECTION:

Clone a Territory Model to Test Out Different Structures and Scenarios

Cloning lets you copy a territory model so you can safely explore alternative modeling options. Use the new model to try out variations on the original's territories, hierarchy, assignment rules, users, and manually assigned accounts. If you identify changes you want to implement, you can adjust the original model or activate the new, cloned one.

Define an Assignment Rule Once, Use It in Multiple Territories

A single rule can now be assigned to multiple territories. If you start from a territory record, you can also apply the rule to the territory's descendants.

Assign and View Territories Directly from an Account

Sometimes it makes sense to assign or view territories directly from a specific account. The Assigned Territories related list on the Account record lets you do just that. Only territories that belong to models in `Planning` or `Active` state can be assigned to accounts.

Run Territory Rules Directly from the Territory Hierarchy

In response to user feedback, we've added a **Run Rules** option for each territory in the hierarchy. Now you can run rules for individual territories without leaving the context of the hierarchy.

Identify Territory Users by Territory Role

Territory roles can help assigned users identify colleagues, collaborators, and other key resources to help close deals. Territory users can even have different roles in different territories. The `RoleInTerritory` field is also exposed for developer use in the UserTerritory2Association object in the SOAP API (version 32.0).

Track Territory Model Changes in the Setup Audit Trail

Flexible modeling is a key feature of Territory Management 2.0, and now you can track changes to rules, assignments, and the model itself from the Setup Audit Trail, where you'll see what changes were made, when, and by which user.

Apex Triggers Added to the Territory2 and UserTerritory2Association Objects

Territory Management 2.0 offers triggers on the Territory2 and UserTerritory2Association objects. Use them to automate actions related to record changes on those objects.

Limits on Numbers of Territory Models, Territories, and Assignment Rules

Winter '15 includes limits on the number of territory models, territories, and assignment rules you can create. The territory model limit is a default.

Metadata API Support

Territory Management 2.0 joins the Metadata API (version 32.0) with five new metadata types.

API and API Documentation Enhanced

The Territory Management 2.0 Beta release, in Summer '14, provided a full set of API objects. For Winter '15 (API version 32.0), we've enhanced the API and added more detail to our API documentation.

Clone a Territory Model to Test Out Different Structures and Scenarios

Cloning lets you copy a territory model so you can safely explore alternative modeling options. Use the new model to try out variations on the original's territories, hierarchy, assignment rules, users, and manually assigned accounts. If you identify changes you want to implement, you can adjust the original model or activate the new, cloned one.

Only models in `Planning`, `Active`, or `Archived` state can be cloned, and archived models cannot be reactivated. The model state changes to `Cloning` while Salesforce processes your request. Cloning may take some time, depending on the size and complexity of your model. When the process is complete, we'll send you an email to let you know. The new territory model will be in `Planning` state.

USER PERMISSIONS

To clone a territory model:
- "View Setup and Configuration"

  AND

  "Manage Territories"

Your organization's Salesforce edition determines the number of territory models you can create in production and sandbox orgs, and that limit includes models created by cloning. Edition-based limits are listed in Limits on Numbers of Territory Models, Territories, and Assignment Rules on page 121.

To clone a model: open the model you want to clone and click **Clone**.

Define an Assignment Rule Once, Use It in Multiple Territories

A single rule can now be assigned to multiple territories. If you start from a territory record, you can also apply the rule to the territory's descendants.

> 💡 **Tip:** It's a best practice *not* to assign a rule to a territory if that rule is a child of another rule *already assigned* to the territory. To find out what rules apply to a territory, just open the territory's record detail page and look at the Assignment Rules Assigned to this Territory related list. If a rule has `Apply to Child Territories` selected, do not assign the rule separately to child territories.

To view a territory's detail page: open the model the territory belongs to, then click **View Hierarchy**, then click the name of the territory. To assign rules: click **Assign Rules**.

USER PERMISSIONS

To create assignment rules:
- "Customize Application"AND

  "Manage Territories"

Assign and View Territories Directly from an Account

Sometimes it makes sense to assign or view territories directly from a specific account. The Assigned Territories related list on the Account record lets you do just that. Only territories that belong to models in `Planning` or `Active` state can be assigned to accounts.

Make sure you add the Assigned Territories related list to Account page layouts so that you can assign territories to accounts and users can view territories for their own accounts.

USER PERMISSIONS

To assign territories manually within your accounts:
- "View Setup and Configuration"

  AND

  "Manage Territories"

To view assigned territories on an account:
- "Read" on Accounts

Run Territory Rules Directly from the Territory Hierarchy

In response to user feedback, we've added a **Run Rules** option for each territory in the hierarchy. Now you can run rules for individual territories without leaving the context of the hierarchy.

You can run account assignment rules for any territory that has rules defined and belongs to a territory model in `Planning` or `Active` state. If your territory is in `Planning` state, running rules lets you *preview* account assignments. If your territory is in `Active` state when you run rules, accounts are assigned to territories according to your rules.

USER PERMISSIONS

To run rules for territories:
- "Customize Application"

  AND

  "Manage Territories"

Identify Territory Users by Territory Role

Territory roles can help assigned users identify colleagues, collaborators, and other key resources to help close deals. Territory users can even have different roles in different territories. The `RoleInTerritory` field is also exposed for developer use in the UserTerritory2Association object in the SOAP API (version 32.0).

Administrators need to create a custom picklist so that territory roles can be assigned on territory records. For complete instructions on creating the picklist and assigning roles, see "Identify Territory Users by Territory Role" in the Salesforce Help or *Implementing Territory Management 2.0*.

👁 **Example:** For example, you might create roles like Territory Owner, Sales Manager, Product Specialist, or Sales Representative.

Track Territory Model Changes in the Setup Audit Trail

Flexible modeling is a key feature of Territory Management 2.0, and now you can track changes to rules, assignments, and the model itself from the Setup Audit Trail, where you'll see what changes were made, when, and by which user.

👁 **Example:** For example, you and your organization's sales operations managers all have the "Manage Territories" permission. You create and activate a territory model. One of the sales operations managers creates a new territory in that model and then assigns users and gives them territory roles. Later, another manager creates and activates rules for that territory and manually assigns two accounts. All of this activity appears in the Setup Audit Trail so that territory managers can track it and work together to manage the model.

USER PERMISSIONS

To implement Territory Management 2.0:
- "Manage Territories"

To view the Setup Audit Trail:
- "View Setup and Configuration"

Apex Triggers Added to the Territory2 and UserTerritory2Association Objects

Territory Management 2.0 offers triggers on the Territory2 and UserTerritory2Association objects. Use them to automate actions related to record changes on those objects.

Find more information in Apex Code on page 253 and code samples in the Salesforce *Apex Code Developer's Guide*.

USER PERMISSIONS

To define Apex triggers:
- "Author Apex"

Build

⬇ Customize
- ▶ **Tab Names and Labels**
- ▶ **Home**
- ▶ **Activities**
- ▶ **Campaigns**

- ▶ **Assets**
- ⬇ **Territories**
  - Fields
  - Page Layouts
  - Triggers **New!**
- ▶ **Territory Models**
- ⬇ **User Territory Associations**
  - Fields **New!**
  - Triggers **New!**
- ▶ **Object Territory Assignment Rules**
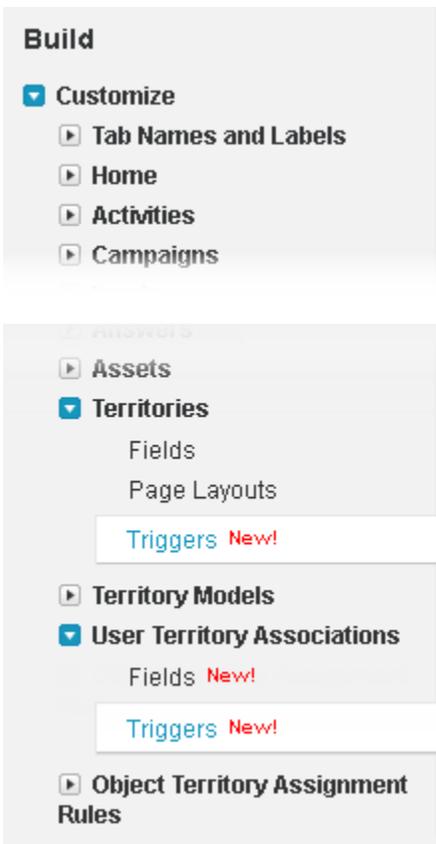
👁 **Example:** For example, you might create a trigger to automatically notifications to your organization's sales managers when users are assigned to or removed from territories.

Limits on Numbers of Territory Models, Territories, and Assignment Rules

Winter '15 includes limits on the number of territory models, territories, and assignment rules you can create. The territory model limit
is a default.

Territory Model Limits

Your organization's Salesforce edition determines the number of territory models you can create in production and sandbox orgs. This
limit includes models created by cloning.

Edition	Number of Models in Production Orgs	Number of Models in Sandbox Orgs
Developer	4	4
Enterprise	2	2
Performance	4	4
Unlimited	4	4

Territory Default Limit

By default, each territory model can have up to 1,000 territories.

Assignment Rule Limit

Territories can have up to 15 assignment rules each.

Metadata API Support

Territory Management 2.0 joins the Metadata API (version 32.0) with five new metadata types.

Through the metadata API, developers can now export and import territory definitions, including all associated objects, from one
organization to another—for example, from sandbox to production. Find descriptions of these types in Metadata Types and Fields on
page 333. Find complete details in the Salesforce *Metadata API Developer's Guide*.

API and API Documentation Enhanced

The Territory Management 2.0 Beta release, in Summer '14, provided a full set of API objects. For Winter '15 (API version 32.0), we've
enhanced the API and added more detail to our API documentation.

The API now supports the ability to define territory user roles, with a `RoleInTerritory` picklist on the UserTerritory2Association
object.

We've also included a Territory Management 2.0 Objects entity relationship diagram.

Find more information on the new picklist at Changed Objects on page 292. Find complete picklist details and the new object diagrams
in the Salesforce *SOAP API Developer's Guide*

Opportunities and Collaborative Forecasts

Track all the deals in your sales pipeline with Opportunities. Predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout the organization with Collaborative Forecasts.

IN THIS SECTION:

Sales Managers Can Track Revenue from Supporting Sales Roles with Overlay Splits Forecasts (Generally Available)

Sales managers can track revenue from sales team members who help close opportunities but are not directly responsible for them. By tracking this kind of revenue, sales managers can see the contributions of their overlay sales teams.

Give Your Sales Teams Added Flexibility for Predicting Revenue with Custom Field Forecasts (Generally Available)

Let your sales teams forecast on custom opportunity currency fields that matter to your organization. That way, sales teams are no longer limited to the standard `Revenue` and `Quantity` fields.

Forecast Managers Can Now Add Context to Adjustments with Adjustment Notes

Forecast managers can now add a brief note along with each adjustment they make to forecast amounts, allowing others to understand the reason for the adjustment.

Edit Multi-Line Layouts for Opportunity Splits and Give Users Quick Access to Custom Fields

Customize the fields displayed in the Multi-Line Layout to let users access those fields quickly.

Sales Managers Can Track Revenue from Supporting Sales Roles with Overlay Splits Forecasts (Generally Available)

Sales managers can track revenue from sales team members who help close opportunities but are not directly responsible for them. By tracking this kind of revenue, sales managers can see the contributions of their overlay sales teams.

Your sales managers may already be using Revenue splits to credit team members who are directly responsible for opportunities. To provide more flexibility in how credits for opportunities are assigned, we've added overlay splits, which help sales managers and other team members allocate credit to overlay sales roles for working on opportunities. Overlay splits can add up to any percentage of the opportunity amount, sometimes exceeding 100%. For example, a sales team may include sales engineers, product specialists, or partners who help close deals, but are not directly responsible for them.

EDITIONS

Available in:
- Performance
- Unlimited
- Enterprise
- Developer

Overlay Forecasts let sales managers predict revenue from overlay splits. Forecast amounts roll up through the role hierarchy based on the opportunity's `Amount` field and the overlay team member's split percentage.

Here we can see that sales representative Scott owns an opportunity (1), which includes a 50% overlay split for sales engineer Owen (2), who's working with Scott to close the deal. For Scott, the opportunity Amount field will roll into his opportunity revenue forecast.

In addition to the opportunity revenue forecast, Owen's manager can view the overlay splits forecast (1) where he can see the deal to which Owen is contributing, along with all of the other opportunities his sales engineer team is working on. Owen's manager can see that Owen is receiving a 50% credit (2) for this deal, which contributes $198,000 (3) to a total of $948,000 revenue in his Best Case forecast (4). If Owen's manager thinks the deal will ultimately close for a higher amount, he can adjust the Best Case forecast amount upward.

For more details, see "Overlay Splits Forecasts Overview" and "Enable Overlay Splits Forecasts for Sales Managers" in the Salesforce Help.

Give Your Sales Teams Added Flexibility for Predicting Revenue with Custom Field Forecasts (Generally Available)

Let your sales teams forecast on custom opportunity currency fields that matter to your organization. That way, sales teams are no longer limited to the standard `Revenue` and `Quantity` fields.

Now, your sales teams can forecast on custom currency fields on opportunities. For example, your sales teams might use a custom field such as `Margin`, `Monthly Recurring Revenue`, `Annual Contract Value`, or any other currency field that your organization requires. You can easily set up a forecast based on any of those custom fields, which your sales managers can then view in the Forecasts tab like any other forecast.

If you use opportunity splits with your custom field, your forecast incorporates those splits. You can use a custom field forecast by itself or in addition to other forecasts, such as an opportunity-revenue forecast based on the opportunity `Amount` field.

> 📝 **Note:** To enable a custom field forecast, you must first enable:
>
> - A custom opportunity currency field
> - Opportunity Splits
> - A custom split type for the custom field (You must enable the split type even if you don't intent to use splits with the custom field.)
>
> If the forecast manager or sales rep viewing the forecast does not have access to the custom opportunity field, they can see forecast amounts but they won't be able to see any of the custom field values in the opportunity list.

Forecasting on Annual Contract Value-a Simple Custom Field Forecast

Here we see an example of an opportunity owned by sales rep Anna Bressan (1). Anna's organization has a lot of multi-year deals, so they use a custom `Annual Contract Value` field (2) to track the revenue received from the deal each year.

Here we see the Forecasts tab for Anna (1). The `Annual Contract Value` field in all of Anna's opportunities rolls up into her Annual Contract Value forecast (2), which appears in the Forecasts tab along with any other forecasts that you set up. The Forecasted Amount (3) is the value of the `Annual Contract Value` field that rolls up into Anna's forecast. Anna's Acme – Premium Support opportunity (4) appears in the list at the bottom of the page.

Note: To enable a custom field forecast, your administrator also has to enable opportunity splits for the custom field. However, the opportunity owner automatically receives a 100% split for the field, so if your organization doesn't plan to use splits with the field, the rollup is the same as if there were no splits.

A Custom Field Forecast with Opportunity Splits

If you use opportunity splits on your custom fields, your custom field forecasts roll up those splits. For example, here we can see that sales representative Anna owns an opportunity (1), which includes the `Annual Contract Value` field (2) and a custom split on the `Annual Contract Value` field for Kevin (3), a sales engineer responsible for increasing overall Annual Contract Value for the company. In this case, Kevin's 25% split will roll up into his Annual Contract Value forecast.

Kevin's manager can view the Annual Contract Value forecast (1) where he can see the deal to which Kevin is contributing, along with all of the other opportunities his sales engineer team is working on. Kevin's manager can see that Kevin is receiving a 25% credit (2) for all of his opportunities, which contribute to a total of $1,026,000 revenue in his Best Case forecast. If Kevin's manager thinks the deal will ultimately close for a higher amount, his manager can adjust the Best Case forecast amount upward. When Anna's manager views his forecast, he can see Anna's 75% split.

Forecasts with the Expected Revenue Field

If your organization uses the standard `Expected Revenue` field, you can set up a forecast for it as well. The `Expected Revenue` field is useful for opportunities that are likely to produce more or less revenue than indicated in the `Amount` field.

For complete details about Custom Opportunity Field Forecasts, see "Custom Opportunity Field Forecasts Overview" and "Enable Custom Field Forecasts for Sales Managers" in the Salesforce Help.

Forecast Managers Can Now Add Context to Adjustments with Adjustment Notes

Forecast managers can now add a brief note along with each adjustment they make to forecast amounts, allowing others to understand the reason for the adjustment.

When your forecast managers make adjustments to their immediate subordinates' forecast amounts, they can include a note of up to 140 characters with each adjustment to provide information about the nature of or reason for the adjustement. When a forecast manager includes a note with an adjustment, a blue triangle (▰) appears next to the forecast amount.

Each type of forecast you enable maintains its own adjustment data, including notes. Adjustment notes do not appear in reports.

Edit Multi-Line Layouts for Opportunity Splits and Give Users Quick Access to Custom Fields

Customize the fields displayed in the Multi-Line Layout to let users access those fields quickly.

Just as you can customize layouts for Opportunities, you can customize the page layout for Opportunity Splits. Click **Edit Multi-Line Layout** and choose which fields you'd like to use as well as the order they appear on the page.
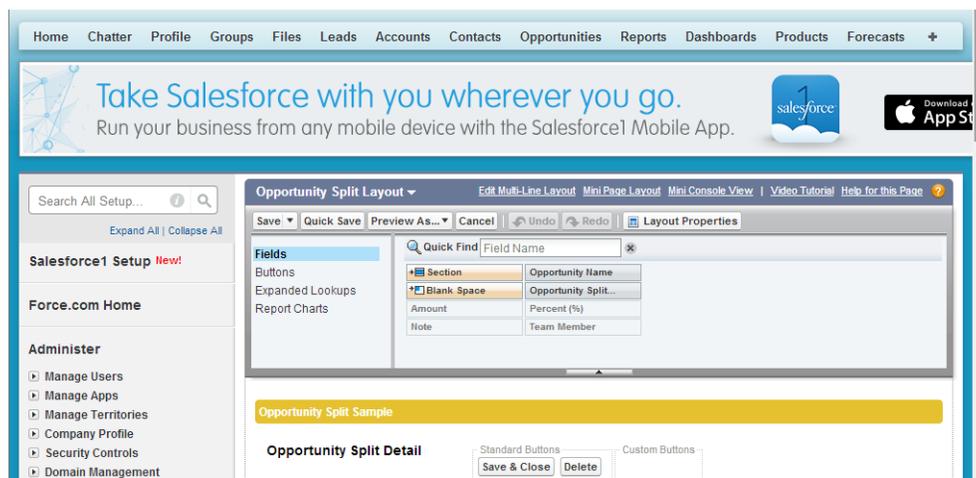
You can choose up to 10 fields to display, but you can't use the **Multiselect Picklist**, **Dependent Picklist**, or **Rich Text Area** fields. To make the fields that you've selected visible on the Opportunity details page, configure the related list layout.

Duplicate Management (Closed Beta)

Maintaining clean and accurate data is one of the most important things you can do to help your organization get the most out of Salesforce, so we're excited to introduce Data.com Duplicate Management. Now you can control whether and when you allow users to create duplicate records inside Salesforce; customize the logic that's used to identify duplicates; and create reports on the duplicates you do allow users to save.

📝 **Note:**

- Due to extremely high demand for participation in the Data.com Duplicate Management Closed Beta program, we have reached our capacity and are not taking new nominations. Please understand that Data.com Duplicate Management is scheduled to be generally available to all our CRM customers with Professional Edition and higher in the Spring '15 release (Safe Harbor applies). Based on the current release schedule, this means the feature will be available in production organizations by mid-February, 2015, and mid-January, 2015, for sandbox organizations.

- This release contains a beta version of Data.com Duplicate Management that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community. For information on enabling this feature for your organization, contact Salesforce.

After Duplicate Management is set up, any time a user attempts to save either a new record or an existing record, the duplicate management tools go to work. First, the record is compared with existing Salesforce records to identify possible duplicates (1). The criteria used to compare records and identify the possible duplicates are defined by a *matching rule*. Next, a list of possible duplicates is returned (2).

What happens when the record being saved is identified as a possible duplicate depends on what's defined in the *duplicate rule* (3). For example, the duplicate rule could block users from saving the possible duplicate record or allow them to save it anyway. Both the Block and Allow options include an alert, which tells users why they can't save the record and what they need to do. The Allow option includes the ability to report on the duplicate records.
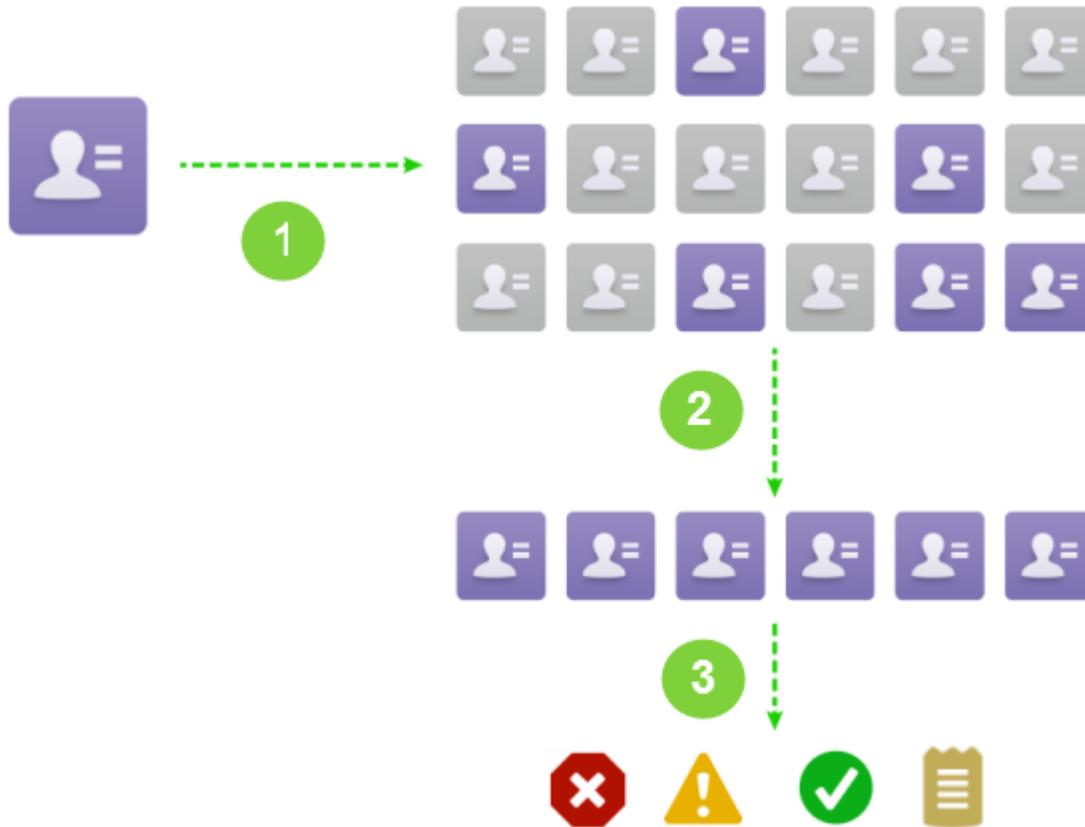
Duplicate Management Beta Limitations

- Duplicate management is only available for accounts, contacts, and leads. All other objects, including custom objects and Person Accounts, are not currently supported.

- Matching rules do not work across objects. For example, a matching rule won't compare Contact records to Lead records.

- Duplicate rules run as described here for records created from their respective tabs and edited directly from the respective record detail page (either by clicking **Edit** or editing the record inline). Any other method of creating or editing records (including but not limited to Lead Convert, creating record from the Chatter publisher, and adding records to Salesforce using data import tools) will *always* result in the save being blocked, regardless of the action specified in the duplicate rule, and the user *will not* see a list of possible duplicates.

- Duplicate rules don't run when records are created using Quick Create.

- If your organization doesn't have the "Use Apex Lead Convert" permission, duplicate rules don't run when leads are converted to accounts or contacts.

- Duplicate rules created for leads do not compare converted leads; therefore, converted leads will never be returned as possible duplicates for leads.

- When a person account is converted to a business account (and the newly created business account matches existing business accounts), duplicate rules will always block the save, regardless of the action specified in the duplicate rule.

- You cannot manually merge records if there's an active duplicate rule that specifies the action on edit as either Allow or Block.

- The customizable alert text in duplicate rules isn't supported by the Translation Workbench.

- If your organization uses Data.com and the Data.com duplicate preference option is set to allow duplicate records to be added from Data.com Prospector, duplicate rules will run but always block users from adding the new records, regardless of the action specified in the duplicate rule.

- When a record is restored with the **Undelete** button, duplicate rules do not run.

- For matching rules to work in a sandbox organization, you must deactivate all matching rules (and any associated duplicate rules) and then activate them again. Doing so allows the match index to be created.

- Standard and custom matching rules that use fuzzy matching methods only support Latin characters.

- If you're using international data, we recommend you use the Exact matching method with your matching rules.

For more information about Data.com Duplicate Management, including detailed information about matching rules, see the implementation guide.

IN THIS SECTION:

Create or Edit Duplicate Rules

Use duplicate rules to define what happens when a user tries to save a duplicate record. Currently, duplicate rules are only available with accounts, contacts, and leads.

Create or Edit Custom Matching Rules

Use matching rules to determine how two records are compared and identified as duplicates. Currently, matching rules are only available with accounts, contacts, and leads.

Create Custom Report Types for Duplicate Record Reports

If your organization uses the Report action with its duplicate rules, you can run reports to analyze the quality of your data and to see how well your duplicate rules are working. First, you'll need to set up the appropriate custom report types.

Create or Edit Duplicate Rules

Use duplicate rules to define what happens when a user tries to save a duplicate record. Currently, duplicate rules are only available with accounts, contacts, and leads.

> 📝 **Note:** This release contains a beta version of Data.com Duplicate Management that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community. For information on enabling this feature for your organization, contact Salesforce.

▶ Watch a Demo (3:12)

1. From Setup, click **Data.com Administration** > **Duplicate Management** > **Duplicate Rules** > *Object*.

2. Click either **New Rule** or **Edit** next to the existing rule you want to modify.

3. Enter the rule details, including the rule's name, description, and record-level security settings.

4. Select which action will occur when a user tries to save a duplicate record.

   If the action includes an alert to users, we'll provide default alert text that you can customize. Only the Allow action includes the report option.

5. From the Matching Rule drop-down list, select which matching rule will determine how records are identified as duplicates.

EDITIONS

Available in:
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, edit, or delete duplicate rules:
- "Customize Application"

To activate and deactivate duplicate rules:
- "Customize Application"

To view duplicate rules:
- "View Setup and Configuration"

The list includes one standard matching rule and all of your organization's custom matching rules for the particular object. If none of the matching rules in the list are what you want, select `Create New Matching Rule`.

> 💡 **Tip:** We recommend you use the standard matching rule because it's been carefully designed to return the best possible set of match candidates. Just be sure you've activated it. If, however, you decide to create a new matching rule, we recommend you first finish creating your duplicate rule. Then create and activate the new matching rule. When you come back to the duplicate rule, it will automatically have the newly created matching rule associated it, as long as it didn't already have an associated matching rule.

6. If you want your duplicate rule to run only if specific conditions are met, specify the conditions.

For example, you could add a condition that tells the rule to run only if the record was entered by a user with a certain profile or role, or if the record includes a specific country or state.

7. Click **Save**.
Your saved rule will be visible in the duplicate rule list view.

8. From the duplicate rule list view, click **Activate** next to the appropriate duplicate rule.

For the activation to succeed, the duplicate rule must have an active matching rule associated to it. You can have up to five duplicate rules active at one time.

9. If you have more than one active duplicate rule for a particular object, you may want to adjust the order in which the rules are processed. You can reorder rules from the duplicate rule list view.

> 💡 **Tip:** If the first duplicate rule finds a match for a particular record, that record will not be evaluated by subsequent duplicate rules. Therefore, you should order your duplicate rule so that rules with the Block action are run before rules with the Allow action.

Create or Edit Custom Matching Rules

Use matching rules to determine how two records are compared and identified as duplicates. Currently, matching rules are only available with accounts, contacts, and leads.

> ✏️ **Note:** This release contains a beta version of Data.com Duplicate Management that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community. For information on enabling this feature for your organization, contact Salesforce.

▶ Watch a Demo (3:39)

1. From setup, click **Data.com Administration** > **Duplicate Management** > **Matching Rules**.

2. If editing an existing matching rule, make sure the rule is inactive.

3. Click **New Rule** or **Edit** next to the existing rule you want to edit.

4. Select which object this matching rule will apply to.

5. Enter a name and description for the rule.

6. Enter the matching criteria.

The matching criteria is where you define which fields to compare and how. To add additional fields (up to 10 total) click **Add Filter Logic...** and then **Add Row**.

7. If you need to adjust the matching equation, click **Add Filter Logic...**. Here you can, for example, manually change an AND expression to an OR expression.

EDITIONS

Available in:
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, edit, or delete matching rules:
- "Customize Application"

To activate and deactivate matching rules:
- "Customize Application"

To view matching rules:
- "View Setup and Configuration"

8. Click **Save**.

    You'll see a summary of your saved matching rule.

9. Click **Activate**.

    The activation process may take some time, so we'll send you an email when the process is complete and your matching rule is ready to use.

After the matching rule is active, it's available to use with other Data.com Duplicate Management tools. For example, using a matching rule with a duplicate rule tells Salesforce to take certain actions when users try to save a record the matching rule has identified as a duplicate.

Create Custom Report Types for Duplicate Record Reports

If your organization uses the Report action with its duplicate rules, you can run reports to analyze the quality of your data and to see how well your duplicate rules are working. First, you'll need to set up the appropriate custom report types.

> ✏ Note: This release contains a beta version of Data.com Duplicate Management that is production quality but has known limitations. You can provide feedback and suggestions on the Salesforce Success Community. For information on enabling this feature for your organization, contact Salesforce.

The only records that will appear in these reports are:

- Records identified as duplicates by duplicates rules that include the report action
- Records that were manually added to the Duplicate Record Set object

1. Make sure you're familiar with custom report types and the general steps for creating and maintaining them.

2. Create custom report types with the appropriate object relationships and configure them as necessary.

    Here are some examples of custom report types to get you started.

Report Type	Possible Use	A (Primary Object)	B	Additional Steps
Account Duplicates	Create reports on the duplicate accounts that were found by your duplicate rules.	Accounts	Duplicate Record Items	
Contact Duplicates	Create reports on the duplicate contacts that were found by your duplicate rules.	Contacts	Duplicate Record Items	

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Report Type	Possible Use	A (Primary Object)	B	Additional Steps
Lead Duplicates	Create reports on the duplicate leads that were found by your duplicate rules.	Leads	Duplicate Record Items	
All Duplicates	Create reports to see how well your duplicate rules are performing.	Duplicate Record Set	Duplicate Record Items	Add the `Duplicate Rule Name` lookup field to the Duplicate Record Set page layout.

3. Deploy the report types you want to make available to users.

4. Let users know that they can create reports using these custom report types.

Salesforce for Outlook

You'll discover new Salesforce Side Panel features to help your users get more Salesforce work done directly from Microsoft® Outlook®. We've also improved setup so you can help new users hit the ground running quickly, and added helpful customizations in Outlook configurations to keep you in control.

Before we dive into our latest features, it's a good time to consider migrating any remaining folks using Connect for Outlook to Salesforce for Outlook, because in addition to including Connect for Outlook features your users know, Salesforce for Outlook includes:

- Support for Microsoft® Exchange Online, the Microsoft -hosted service that integrates with Office 365™
- The Salesforce Side Panel
- Options to sync only some or all Microsoft® Outlook® contacts, events, and tasks
- Automatically scheduled sync cycles

Now let's take a look at our latest enhancements to Salesforce for Outlook and the side panel.

IN THIS SECTION:

It's Easier to Set up Side Panel Users to Add Outlook Items to Salesforce Records

We've enabled `Add Email` by default in Outlook configurations, and removed the need for side panel users to set up My Email to Salesforce to add Outlook emails and attachments to Salesforce records.

Let Users Select Specific Email Attachments to Add to Salesforce

Reduce your company's data usage in the cloud by letting users add only the attachments that matter to them to Salesforce records.

Specify Your Users' Outlook Sync Folders

Now you can control where your users sync their records by specifying common Outlook sync folders in Outlook configurations. When you specify sync folders, it simplifies users' Salesforce for Outlook setup and keeps sync folders consistent across your company.

EDITIONS

Salesforce for Outlook Side Panel available in: **All** Editions

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

USER PERMISSIONS

To edit users' Outlook configurations in Professional, Enterprise, Performance, Unlimited, and Developer Editions:
- "Customize Application"

To create, edit, or delete Outlook configurations in Professional, Enterprise, Performance, Unlimited, and Developer Editions:
- "Manage Email Client Configurations"

Now users can see the side panel from Outlook Tasks, and add their Outlook tasks to Salesforce records, helping users get more Salesforce work done directly from Microsoft® Outlook®.

It's Easier to Set up Side Panel Users to Add Outlook Items to Salesforce Records

We've enabled `Add Email` by default in Outlook configurations, and removed the need for side panel users to set up My Email to Salesforce to add Outlook emails and attachments to Salesforce records.

These changes mean your side panel users can start adding emails, attachments, events, and tasks to their Salesforce records as soon as you add them to an Outlook configuration, and users aren't required to take additional setup steps.

Users you haven't set up to use the side panel are still required to set up My Email to Salesforce to add Outlook emails and attachments to Salesforce records from the **Add Emails** button in the Salesforce section of the Outlook ribbon.

You can disable these features for users by clicking **Setup** > **Desktop Administration** > **Outlook Configurations** > **New Outlook Configuration** and deselecting **Add Email**.

Let Users Select Specific Email Attachments to Add to Salesforce

Reduce your company's data usage in the cloud by letting users add only the attachments that matter to them to Salesforce records.

In Outlook configurations, `Add Email` lets side panel users add emails to Salesforce records, and automatically includes email attachments. Now you can let users add only specific attachments when you enable `Side Panel`, `Add Email`, and `Allow users to select attachments`.
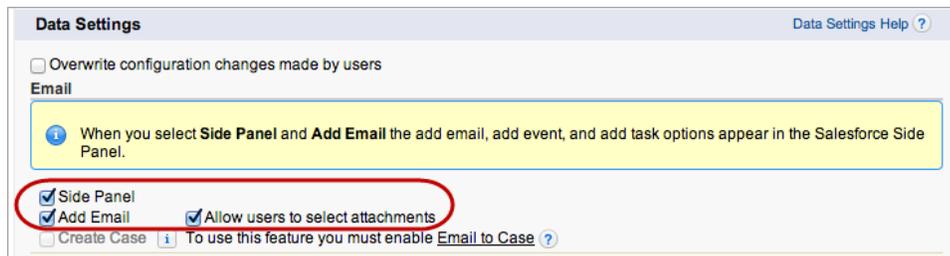
When you enable `Allow users to select attachments` for your users, attachments aren't included automatically when users add an email to a Salesforce record. Instead, users can select specific attachments they want to include when they click [icon] in the side panel next to each attachment.
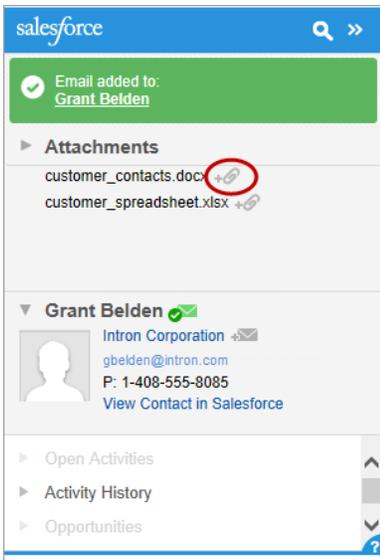
Specify Your Users' Outlook Sync Folders

Now you can control where your users sync their records by specifying common Outlook sync folders in Outlook configurations. When you specify sync folders, it simplifies users' Salesforce for Outlook setup and keeps sync folders consistent across your company.

The new setting, `Outlook folder for syncing contacts`, is enabled in new and existing Outlook configurations. This means that by default, users can change their Outlook sync folders. To prevent users from changing their sync folders, open your Outlook configurations and, in the Allow users to modify area, disable the `Outlook folder for syncing contacts` setting for contacts, events, and tasks. Then, in the text boxes that appear, type the name of the Outlook folders where you want your users' contacts, events, and tasks to sync.
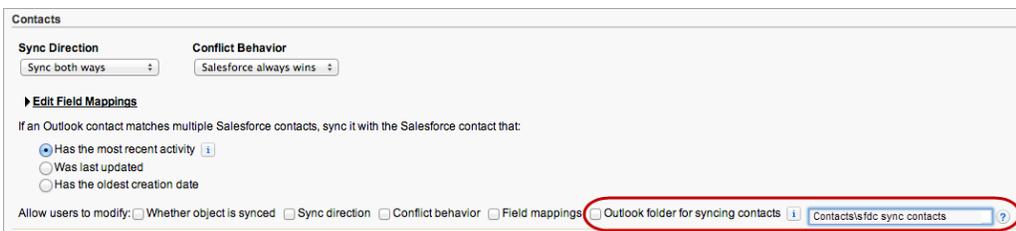
If the folders you specify don't exist in your users' Outlook directories, Salesforce for Outlook creates the folders for them.

Your users can then move the contacts, events, and tasks they want to sync to the folders you specified.

Side Panel Users Can Do More with Outlook Tasks

Now users can see the side panel from Outlook Tasks, and add their Outlook tasks to Salesforce records, helping users get more Salesforce work done directly from Microsoft® Outlook®.

Users can add Outlook tasks to multiple Salesforce contacts and to one other record that accepts tasks, like an account, a lead, or an opportunity. To do this from the side panel in Outlook Tasks, users select the task they want to add to a Salesforce record (1), search in the side panel for the record they'd like to add the task (2), and click ⊞ next to the records in the search results (3).
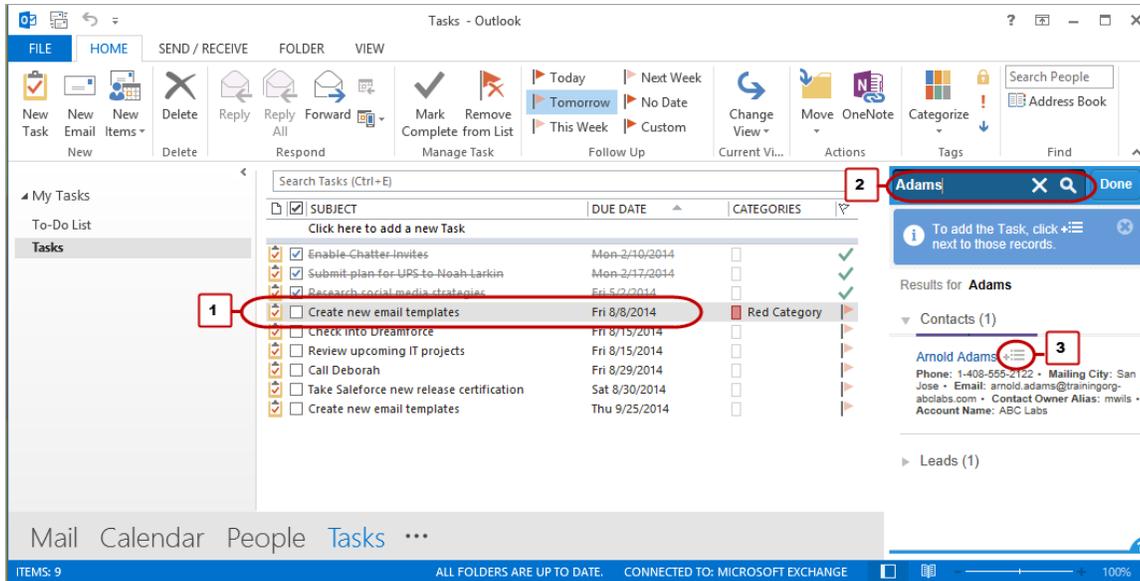
The task is then added to the Salesforce record as an activity, which users can see on the record's Activity History or Open Activities related lists.

If you're using Professional, Enterprise, Performance, Unlimited, or Developer Edition, make sure your Outlook configurations include `Add Email` and `Side Panel` to set up users for this feature. If you're using Contact Manager or Group Editions, you don't need to do anything.

Activities

Events and tasks are the building blocks of sales productivity. We've made enhancements that boost your sales teams' edge over the competition, along with updates to improve performance and usability.

IN THIS SECTION:

Add Custom Lookup Fields on Activities (Beta)

Tired of having to choose which type of record is most important to activities? Now your users can track events, meetings, and tasks related to partners, suppliers, trainers—whatever additional record types make sense in your organization. A field type for lookup relationships, now available for use with activities, lets you add custom lookup fields from activities to other records. To enable this feature in your organization, contact salesforce.com Customer Support.

Let Your Users Control Task Notifications Globally

Users can now control notification emails for all of their task assignments. This new setting replaces the checkbox on the Create Task page that triggers an email to the assignee of the task. The user setting is exposed by default. You can hide the setting from users. Either option has specific effects on users of Salesforce1 and the full Salesforce site, on Communities users, on partner portal users, on users who are assigned tasks via workflow task rules, and on users who are assigned tasks that are generated by the `triggerUserEmail` field.

Add Custom Lookup Fields on Activities (Beta)

Tired of having to choose which type of record is most important to activities? Now your users can track events, meetings, and tasks related to partners, suppliers, trainers—whatever additional record types make sense in your organization. A field type for lookup relationships, now available for use with activities, lets you add custom lookup fields from activities to other records. To enable this feature in your organization, contact salesforce.com Customer Support.

Example

Suppose that as a general contractor you regularly partner with landscape designers, and that you want to track the milestones in their work for each customer. You've already created a custom object named "Landscape Designer." Use the field type `Lookup Relationship` to create an activity custom field on Landscape Designer records.

Field Type `Lookup Relationship`

Now when you create activities on the account, you can specify the landscape designer who's working with the customer.

Event Record with Custom Lookup Field

The record for each landscape designer displays a list of past and upcoming activities, including the corresponding customer contacts and accounts.

Related List of Activities on Accounts via Custom Lookup

For details on creating activity custom fields, see "Creating Custom Fields" in the Salesforce Help.

Limitations

This release contains a beta version of Activity custom lookup fields that is production quality but has known limitations. You can provide feedback and suggestions for activity custom lookup fields on the IdeaExchange. To enable this feature in your organization, contact Salesforce Customer Support.

Custom Lookups Don't Control Activity Sharing

Referencing another record using an Activity custom lookup doesn't affect users' access to the activity, because a record referenced by an activity custom lookup isn't a parent of the activity. The lookup is simply a reference to another record.

Each Custom Lookup Can Reference One Type of Record, One Record Type at a Time

Each custom lookup field can reference one type of record, and no two fields can look up to the same type of record. To reference records of different types, create multiple custom lookup fields.

Each Custom Lookup Field Supports One Activity Lookup Related List

Unlike the Open Activities and Activity History related lists, which display activities related to other records through the `Name` and `Related To` fields, custom lookup fields combine open and closed activities in the same related list.

Custom Sorting Isn't Supported

The related list of activities from a custom lookup is sorted by ActivityDate DESCENDING and LastModifiedDate DESCENDING (that is, starting with the activity farthest in the future and continuing into the past). You can't customize this sorting.

Activity Lookup Fields Are Unavailable in Custom Report Types for Join

You can't use a custom lookup relationship to join an activity to other objects in a custom report.

Let Your Users Control Task Notifications Globally

Users can now control notification emails for all of their task assignments. This new setting replaces the checkbox on the Create Task page that triggers an email to the assignee of the task. The user setting is exposed by default. You can hide the setting from users. Either option has specific effects on users of Salesforce1 and the full Salesforce site, on Communities users, on partner portal users, on users who are assigned tasks via workflow task rules, and on users who are assigned tasks that are generated by the `triggerUserEmail` field.

Settings

Organization Setting (Enabled by Default)

To hide the user setting, in Setup, click **Customize** > **Activities** > **Activity Settings** and deselect **Enable user control over task assignment notifications**.

> 🛑 Important: If you migrate an organization, consider disabling **Enable user control over task assignment notifications** to avoid excessive email notifications.

User Setting (Exposed by Default)

Users can disable email notifications for task assignments by going to **My Settings** > **Reminders & Alerts** > **Events and Tasks** and deselecting **Email me when someone assigns me a task**.

Effects of Exposing and Hiding the User Setting

Users Affected	Effects of Exposing the User Setting	Effects of Hiding the User Setting
Salesforce1 users, including Communities users	In **My Settings** > **Notifications**, the **Assigns you a task** checkbox remains as is.	In **My Settings** > **Notifications**, the **Assigns you a task** checkbox is removed.
Users of the full Salesforce site, including Communities users	• On the Create Task page, the **Send email notification** and **Make this the default setting** checkboxes are removed.	• On the Create Task page, the **Send email notification** and **Make this the default setting** checkboxes remain as they are, and users receive email

Users Affected	Effects of Exposing the User Setting	Effects of Hiding the User Setting
	• In **My Settings** > **Reminders & Alerts** > **Events and Tasks**, the **Email me when someone assigns me a task** checkbox is added, and it's selected by default.	notifications according to whether the checkboxes are selected. • No user setting is added.
Partner portal users	• On the Create Task page, the **Send email notification** and **Make this the default setting** checkboxes are removed. • Users receive email whenever someone assigns them a task (partner portals have no settings page for administrators or users).	On the Create Task page, the **Send email notification** and **Make this the default setting** checkboxes remain as they are, and users receive email notifications according to whether the checkboxes are selected.
Users who are assigned tasks that are generated by workflow task rules	• On the New Task page for workflow tasks, the **Notify Assignee** checkbox is removed. • Even if an administrator selected the **Notify Assignee** checkbox before Winter '15, task assignees who use the new setting to suppress task assignment email notifications no longer receive any notifications.	Task assignees continue to receive email notifications according to workflow task rules.
Users who are assigned tasks through the API ⊘ Important: An API must be used to set the `triggerUserEmail` value. The default value for `triggerUserEmail` is false.	• If `triggerUserEmail` = true, then email notifications are sent according to individual users' settings. • If `triggerUserEmail` = false, then email notifications are not sent when a task is assigned.	• IF `triggerUserEmail` = true, then email notifications continue to be sent to all users when tasks are assigned. • If `triggerUserEmail` = false, then email notifications are not sent when a task is assigned.

Default Behavior Changes

Self-Assigned Tasks

If you create a task and assign it to yourself, no notification is sent to you.

Closed Tasks

Notifications are not sent for closed tasks.

Salesforce Console for Sales

The Salesforce Console for Sales gives you easy access to sales intelligence in a dashboard that means more access to contextual data with fewer clicks and less scrolling.

Salesforce Console Enhancements

The Salesforce Console for Sales and the Salesforce Console for Service share new features that help administrators and developers customize the console for users. For more information, see Salesforce Console for Service

Other Changes in the Sales Cloud

We've made additional changes to Sales cloud features to improve usability.

Person Accounts Can Be Included in Packages

Now, you can include Person Account components and attributes in managed and unmanaged packages.

New Associated Items Transferred with Changes in Record Ownership

When records are transferred between members of your sales team, additional items associated with those records are also transferred.

Record Type	Associated Items That Are Also Transferred
Accounts	Orders with `Draft` status that are associated with either a transferring contract or no contract
Contracts	Orders with `Draft` status
Orders	Open tasks and future events (only applies if neither the old nor new owner is a queue)

Field Added to Order Object

The Order object has a new field: `Owner`.

`Account` **and** `Contract` **Fields on Orders Can Be Updated**

Orders are more flexible now that your sales team can update the `Account` and `Contract` fields on orders with `Draft` status. The `Account` field can be updated as long as any contract associated with the order is also associated with the new account. The `Contract` field can be updated as long as the following conditions are true.

- The account associated with the order is the same as the account associated with the new contract.
- The currency associated with the order is the same as the currency associated with the new contract.
- If the order has an associated price book, that price book is also associated with the new contract.

Labels Changed in User Settings

In My Settings, under **Calendar and Reminders**, the Reminders page has been renamed Reminders & Alerts, and the heading "Tasks and Events" has been changed to "Events and Tasks". In My Settings in Communities, the page Reminders has been renamed Reminders and Alerts, and the label "Reminders for tasks and events" has been changed to "Reminders and alerts for events and tasks". In addition, the paragraph explaining the reminder window has been edited for clarification on both My Settings pages.

Interaction Flow Changed for Private Events

Before Winter '15, when a user viewed an event related to another record, the Private checkbox on the event edit page was enabled even though an event related to another record can't be private. If a user selected the checkbox and tried to save the record, Salesforce displayed an error message. Now when an event is related to another record, the Private checkbox is hidden.

Resources Released When Events Are Deleted

Before Winter '15, when you deleted an event, related resources remained related to the event, but they simultaneously became available for booking on another event. If you booked one of those resources on a different event and then undeleted the original event, an erro message would say that the resource had been double-booked. Now resources are removed when an event is deleted; if you undelete the event, you must book resources again.

In Enterprise Edition, Create New Custom Split Types to Better Reflect Your Business Process

Have a custom currency that you haven't been able to use with Opportunity Splits? Want to make splits available in all your opportunities? Now you can. In Summer '14, Custom Field Splits was released for Unlimited, Performance, and Developer Editions. In Winter '15, we're making this feature available in Enterprise Edition, too.

WORK.COM

Help managers and teams learn faster and perform better with Work.com, a suite of sales-management and service-management tools that boost performance with simple, customizable features including goals, real-time coaching, rewards, and performance reviews.

IN THIS SECTION:

Manage Thanks Badges with the Badges Tab

Sales teams can better manage their Thanks badges using the new Badges tab. Badges work like standard Salesforce objects, so you have more options for customizing them, like adding custom fields.

Deploy Performance Summary Cycles More Effectively

Performance cycle managers can deploy performance cycles more effectively with new functionality, including the automatic removal of inactive users from a deployment cycle.

Suggest Skills Automatically to Users

Increase your organization's engagement with Skills by activating the Suggested Skills feature. This feature automatically suggests skills based on a user's related Chatter topics. For example, if an account executive has a lot of posts with the topics "Contract Negotiation" and "Forecasting," these topics will emerge as Suggested Skills on the account executive's Chatter profile. The Suggested Skills feature is a great way of increasing the use of Skills in your organization or rolling it out for the first time.

Measure Your Work Better with Enhanced Goals (Pilot)

Easily create goals to define, track, and measure your work on both Salesforce1 and on the desktop. The Enhanced Goals feature gives you more control over goals and metrics, and allows them to be customized like other Salesforce objects.

Other Changes in Work.com

There are other important changes in Work.com.

Manage Thanks Badges with the Badges Tab

Sales teams can better manage their Thanks badges using the new Badges tab. Badges work like standard Salesforce objects, so you have more options for customizing them, like adding custom fields.

Sales teams can access their library of badges from the Badges tab, where they can also create new badges. From the Chatter publisher, your users can pick from the badges displayed or search for badges by name. Users are currently limited to giving badges to one user at a time from the Chatter publisher and can no longer give badges from the Recognition tab.

The top-level Recognition tab now shows information already displayed on the Recognition subtab of user profiles, so we recommend removing the tab from the Work.com app. See "Editing App Properties" in the Salesforce Help.

With the new Badges tab, users automatically leverage additional Salesforce features. For example, users can now search for badges in global search. Administrators can also create custom fields for badges.

Additional action must be taken to allow community users to continue to access company badges. To allow community users to give company badges, deselect the Company Badge field and edit the badge access to include all internal and external users. Then, reselect the Company Badge field for the badge.

Users also have more control over badges in Salesforce1. For more information about Thanks in Salesforce1, see Salesforce1 Enhancements.

Deploy Performance Summary Cycles More Effectively

Performance cycle managers can deploy performance cycles more effectively with new functionality, including the automatic removal of inactive users from a deployment cycle.

Having inactive users in a performance summary cycle no longer prevents deployment. Instead, when a performance cycle manager deploys a performance summary cycle, inactive users are automatically removed and the cycle is deployed. When deployment is complete, we'll send you a detailed email that describes the cycle deployment and any users that were removed. Performance cycle managers can add them back again later, if necessary.

Performance summary cycles can now support more users and cycle actions run more quickly. Further, users with the proper permissions can now also search for performance summary cycles with global search.

EDITIONS

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

Performance summaries require a license to **Work.com Perform**, which is available as an add-on license for **Professional Edition**, **Enterprise Edition**, **Unlimited Edition**, or **Developer Edition**, and is included in **Performance Edition**.

Suggest Skills Automatically to Users

Increase your organization's engagement with Skills by activating the Suggested Skills feature. This feature automatically suggests skills based on a user's related Chatter topics. For example, if an account executive has a lot of posts with the topics "Contract Negotiation" and "Forecasting," these topics will emerge as Suggested Skills on the account executive's Chatter profile. The Suggested Skills feature is a great way of increasing the use of Skills in your organization or rolling it out for the first time.

1. From Setup, click **Customize** > **Work.com** > **Settings**.

2. Click **Enable** under `Enable Suggested Skills.`

3. Click **Save**.

Measure Your Work Better with Enhanced Goals (Pilot)

Easily create goals to define, track, and measure your work on both Salesforce1 and on the desktop. The Enhanced Goals feature gives you more control over goals and metrics, and allows them to be customized like other Salesforce objects.

> **Note:** The Enhanced Goals feature is currently available through a pilot program. For more information on enabling Enhanced Goals, contact Salesforce.

Enhanced Goals look, feel, and act more like other Salesforce objects, and users can leverage additional Salesforce features. For example, administrators can create customizable fields, layouts, actions, and list views related to goals.

Metrics are tied to individual goals, and users can now share metrics or create activities for individual metrics.

Goals and metrics are also available on Salesforce1, where users can review, edit, and create new goals and metrics.

Note the following limitations:

- Enhanced Goals does not currently support data from existing goals and metrics.
- Overall goal progress, metric weighting, and linking metrics to reports are not supported.
- Metrics are not yet supported in Coaching or Performance Summaries.

Other Changes in Work.com

There are other important changes in Work.com.

Get More Out of Salesforce1

Edit profile pictures, access reward funds, create new skills, and search and filter Thanks badges from Salesforce1. For more information, see Salesforce1 Enhancements on page 54.

Display Multi-Language Text and Local Dates and Numbers

The text for Work.com features can now appear in different languages according to a user's Language setting. Additionally, dates and numbers have been localized to support international users according to their Locale setting. For example, Germany uses commas for decimal delimiters instead of periods, and many countries use the dd/mm/yy date format instead of mm/dd/yy. For more information about available languages, see "What languages does Salesforce support?" in the Salesforce Help.

Manage Performance Summaries with the API

Use the SOAP API to do any of the performance summary actions available within Salesforce. Work.com Perform objects work more like standard Salesforce objects, so you also have more options for customizing them.

Unendorse Skills from Chatter Profiles

Unendorse a user's skill directly from their Chatter profile. Click 👍 on the skill you'd like to unendorse.

DATA.COM

Data.com is the solution for delivering leading business data inside Salesforce. The Data.com product suite includes Data.com Prospector and Data.com Clean, as well as relatedData.comfeatures: Social Key, Data.com Reports, and Data.com Data Assessments.

IN THIS SECTION:

Companies with a Wrongly Created D-U-N-S Number No Longer Shown in Data.com

We've made sure that companies with a wrongly created D-U-N-S number are removed from Data.com. As a result, you'll be getting the most up-to-date information from Data.com.

Data.com API Enhanced

We've made enhancements and added new functionality to the Data.com API.

Companies with a Wrongly Created D-U-N-S Number No Longer Shown in Data.com

We've made sure that companies with a wrongly created D-U-N-S number are removed from Data.com. As a result, you'll be getting the most up-to-date information from Data.com.

After Data.com deletes a company from its database, the company will:

- No longer be shown in your Data.com search results.
- No longer be matched to your Salesforce account or lead records by Data.com Clean.

<div style="float:right; border:1px solid #ccc; padding:8px;">

USER PERMISSIONS

To implement Data.com:
- "Customize Application"

</div>

If a Salesforce account or lead record was matched to a deleted company, the record's clean status will change to `Not Found` when the record is cleaned, either manually or by automated jobs. If you want to find a new match for the record, delete the value in the `D-U-N-S Number` field before cleaning it.

(For Premium customers) Because a deleted company no longer appears in Data.com, its corresponding D&B Company record in Salesforce cannot be refreshed manually or by automated jobs. If you no longer want to retain a D&B Company record in Salesforce, go to the D&B Company record detail page and click **Delete**.

Data.com API Enhanced

We've made enhancements and added new functionality to the Data.com API.

Improved search experience with Data.com Search API

`FirstName` **and** `LastName` **are now visible**

In previous releases the `FirstName` and `LastName` fields were hidden. Starting in version 32.0 the `FirstName` and `LastName` fields are visible in all records.

```
SELECT CompanyId,CompanyName,ContactId,Email,FirstName,LastName
FROM DatacloudContact
WHERE CompanyName =  'Whirlpool Corporation'
```

	CompanyId	CompanyName	ContactId	Email	FirstName	LastName
1	235198	Whirlpool Corporation	39232540	******@whirlpool.com	Michael	Farrington
2	235198	Whirlpool Corporation	15749241	satish_kona@whirlpool.com	Satish	Kona
3	235198	Whirlpool Corporation	38505491	******@whirlpool.com	Jenney	Collings
4	235198	Whirlpool Corporation	38505502	******@whirlpool.com	Mark	Hallmark
5	235198	Whirlpool Corporation	38505512	******@whirlpool.com	Marie	Lerud

Data.com Search API

Search on the `ParentOrHqDunsNumber` field to identify corporate hierarchies. Retrieve the `IsParent` field to determine whether a company is a parent company.

```
SELECT CompanyId,Name,IsParent,ParentOrHqBusinessName,DunsNumber
FROM DatacloudDandBCompany
WHERE ParentOrHqDunsNumber = '001024314'
```

	CompanyId	Name	IsParent	ParentOrHqBusinessName	DunsNumber
1	2224476	Burlington Northern Santa Fe, LLC	true	Berkshire Hathaway Inc.	927824730
2	4239956	National Liability & Fire Insurance Company	false	Berkshire Hathaway Inc.	057830879
3	137692	Berkshire Hathaway Inc.	true	Berkshire Hathaway Inc.	001024314
4	4827310	International Dairy Queen, Inc.	true	Berkshire Hathaway Inc.	022905608
5	129002	The Lubrizol Corporation	true	Berkshire Hathaway Inc.	004172565

New purchase and match APIs

Data.com Purchase API

Purchase Data.com contact or company records in a single API call. The Data.com Purchase API is a Connect-based API that's used to purchase Data.com contact or company records, retrieve record details, and get purchase details about specific orders.

Data.com DUNSRight Match API

Match companies by DUNS numbers and other key fields. The Data.com DUNSRight Match API uses a unified match API call pattern. Match options can now be specified in the POST body instead of the URL.

Data.com Social Profile Match

The Data.com Social Profile Match API uses a unified match API call pattern. Match options can now be specified in the POST body instead of the URL. Match Data.com contact records that use LinkedIn and Twitter social handles.

> **Important:** The Data.com Social Profile Match API doesn't work with Developer Edition.

You need a Data.com Full Clean license to use the Data.com Social Profile Match API.

For more information, see Data.com API Developer's Guide.

SERVICE

Salesforce's Service Cloud gives you the tools to provide a comprehensive customer service experience to your customers.

IN THIS SECTION:

Case Feed
Case Feed gives support agents a more streamlined way of creating, managing, and viewing cases. It includes publishers, which let agents create case notes, log calls, change the status of cases, and communicate with customers in a Chatter-like feed.

Case Management
Use cases to receive, track, and resolve customers' issues.

Email-to-Case
Email-to-Case helps your company efficiently receive and resolve cases via email.

Salesforce CTI Toolkit
The Salesforce CTI Toolkit helps partners build adapter programs that call center users install on their machines to integrate Salesforce with computer-telephony integration systems.

Knowledge
Salesforce Knowledge is your Knowledge Centered Support certified knowledge base.

Salesforce Console for Service
The Salesforce Console for Service is an app that's designed for users in fast-paced environments who need to find, update, and create records quickly to support their customers.

Service Communities
Community Templates for Self-Service, Chatter Answers, and Ideas provide customers with self-service communities where they can post questions and receive answers from other customers or support agents, as well as post, vote for, and comment on discussions.

Social Customer Service
Social Customer Service is the next-generation integration between Radian6 and the Salesforce Service Cloud. Customer service agents can engage with their customers by responding to cases created from Twitter and Facebook. Salesforce Adminstrators can customize how the inbound social content is processed using an Apex class and they can configure who in their organization has permission to respond using social accounts.

Other Changes in Service Cloud
There are other important changes in the Service Cloud.

Case Feed

Case Feed gives support agents a more streamlined way of creating, managing, and viewing cases. It includes publishers, which let agents create case notes, log calls, change the status of cases, and communicate with customers in a Chatter-like feed.

EDITIONS

Available in:
- Enterprise
- Performance
- Unlimited
- Developer

IN THIS SECTION:

[Show Agents More Case Information in Less Space with Compact Feed](#)

With compact feed enabled, support agents working in the Salesforce console can see much more information about cases with less scrolling, making it easier to get the full history of a case and resolve customers' issues more quickly.

[Add and Work with Addresses More Easily in Case Feed Email Messages](#)

Support agents who use the Email action in Case Feed can now search for addresses by name, see whether an address is associated with a contact or a user, and hover over an address to see more details for it.

[Rename the Email and Community Case Feed Actions](#)

Change the names of the Email and Community (formerly Portal) actions in Case Feed based on the terms your company uses, making these actions more familiar to agents.

[Case Feed Files Component Supports Drag-and-Drop](#)

Support agents can drag files onto the Case Feed files component to quickly and easily add them as case attachments.

[Other Changes in Case Feed](#)

The additional changes to Case Feed in Winter '15 give you more customization options and make setup easier.

Show Agents More Case Information in Less Space with Compact Feed

With compact feed enabled, support agents working in the Salesforce console can see much more information about cases with less scrolling, making it easier to get the full history of a case and resolve customers' issues more quickly.

In addition to a sleeker feed, compact feed also includes an updated look and feel for the overall feed view. For a detailed look at the differences between compact feed and the standard feed view, see [Show More Information in Less Space with Compact Feeds on Feed-Based Layouts](#) on page 202.

Compact feed is available only on feed-based page layouts, and only when agents view records in the Salesforce console. It is not available on legacy page layouts for Case Feed users and isn't supported on Internet Explorer 7 or 8.

To enable compact feeds, from the Feed View settings page for a feed-based case page layout, select `Enable Compact Feed View in the Console`.

> 📝 **Note:** This option is available only if you've enabled Publisher Actions and have selected `Use Page Layout Editor to Configure Actions` on the Feed View settings page.

For more information on creating and working with feed-based case page layouts, see "Create and Edit Feed Layouts in Case Feed" in the Salesforce Help.

Add and Work with Addresses More Easily in Case Feed Email Messages

Support agents who use the Email action in Case Feed can now search for addresses by name, see whether an address is associated with a contact or a user, and hover over an address to see more details for it.

When agents write email messages, they can start typing a name (1) to see email addresses associated with that name. In the list of suggested email addresses—those that match either a name or an address an agent types—agents can see which are associated with contacts and which are associated with users (2).
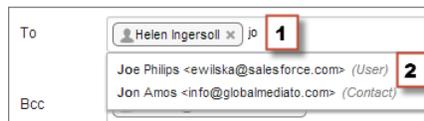
Once agents select an email address to add to the To, Cc, or Bcc line, they can hover over it to see detailed information for it.
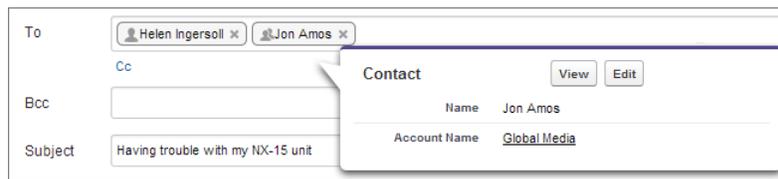
Rename the Email and Community Case Feed Actions

Change the names of the Email and Community (formerly Portal) actions in Case Feed based on the terms your company uses, making these actions more familiar to agents.

For example, if your company refers to emails as "messages" and the community as "Customer Central," you could rename the Email action Send Message and the Community action Customer Central.

For more information on changing the names of actions, see "Rename Actions and Feed Filters in Case Feed" in the Salesforce Help.

Case Feed Files Component Supports Drag-and-Drop

Support agents can drag files onto the Case Feed files component to quickly and easily add them as case attachments.

Files added by drag-and-drop become case attachments.

Drag-and-drop functionality in the files component is available only on browsers that support HTML5.

Other Changes in Case Feed

The additional changes to Case Feed in Winter '15 give you more customization options and make setup easier.

Email Feed Filter Has Been Renamed

We've changed the name of the Email feed filter to All Emails.
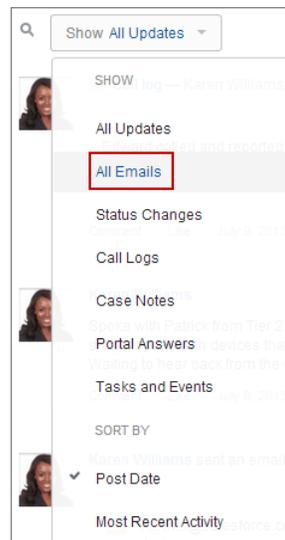
You can rename this and all other feed filters on the Rename Tabs and Labels page for cases. For more information, see "Rename Actions and Feed Filters in Case Feed" in the Salesforce Help.

Portal Action Has Been Renamed

We've changed the name of the Portal action to Community.
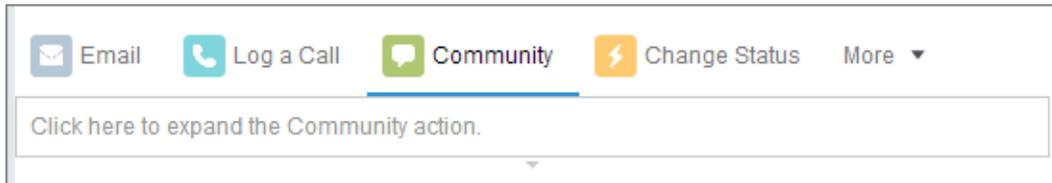
In addition, you can now rename the Community action. For more information, see Rename the Email and Community Case Feed Actions on page 152.

Feed View Settings Page for Feed-Based Case Page Layouts Has Been Reorganized

We've made some changes to the Feed View settings page to make it easier to quickly find and enable feed- and publisher-related options like full-width feed and the new compact feed.

- We've moved feed-related options to their own section at the top of the page.

- Previously, we hid the feed view and publisher options that require `Use Page Layout Editor to Configure Actions` to be enabled when that setting wasn't enabled. Now we show all of these options and simply grey out those that aren't available until you enable `Use Page Layout Editor to Configure Actions`.

- We've renamed `Use Full-Width Feed in the Console` to `Enable Full-Width Feed in the Console`.

Case Management

Use cases to receive, track, and resolve customers' issues.

IN THIS SECTION:

Customize Web-to-Case Email Notifications

Decrease the risk of data leaks through Web-to-Case email notifications with the **Hide Record Information** and **Email Signature** auto-response email settings.

The Web-to-Case HTML Generator Has a New Location in Setup

The Web-to-Case HTML Generator is now located in its own node in Setup, under **Customize** > **Self-Service** > **Web-to-Case HTML Generator**.

EDITIONS

Available in:
- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

Customize Web-to-Case Email Notifications

Decrease the risk of data leaks through Web-to-Case email notifications with the **Hide Record Information** and **Email Signature** auto-response email settings.

Automated email notifications often contain information that your customers don't want to be publicly available. When case creation fails in the Web-to-Case process, customers receive an email notification. You can now hide the customer-entered data in the email notification when case creation fails with the **Hide Record Information** option. You can also customize the signature information with the **Email Signature** option.

You can customize Web-to-Case auto-response email settings from **Setup** > **Customize** > **Self-Service** > **Web-to-Case**.

For more information on Web-to-Case settings, see "Set Up Web-to-Case" in the Salesforce Help.

The Web-to-Case HTML Generator Has a New Location in Setup

The Web-to-Case HTML Generator is now located in its own node in Setup, under **Customize** > **Self-Service** > **Web-to-Case HTML Generator**.

Prior to Winter '15, the Web-to-Case Generator was located in Setup, under **Customize** > **Self-Service** > **Web-to-Case**.

Use the Web-to-Case HTML Generator tool to generate HTML code that your webmaster can insert into your company's website to capture cases in a Web form. Whenever someone submits information on any of those Web pages, a case will be created.

For instructions on generating Web-to-Case HTML code, see Generate Web-to-Case HTML Code in the Salesforce Help.

Email-to-Case

Email-to-Case helps your company efficiently receive and resolve cases via email.

IN THIS SECTION:

Include Additional Email Addresses on Email-to-Case Auto-Response Messages
You can now send Email-to-Case auto-response messages not only to the customer who submitted the case by email, but also to any email addresses included on the To or Cc line of the original message. Use this option to make sure that the auto-response reaches everyone the customer wants to include on the email thread for their issue.

Include Additional Email Addresses on Email-to-Case Auto-Response Messages

You can now send Email-to-Case auto-response messages not only to the customer who submitted the case by email, but also to any email addresses included on the To or Cc line of the original message. Use this option to make sure that the auto-response reaches everyone the customer wants to include on the email thread for their issue.

For example, a customer might submit a case about a problem with the copier in his office before leaving the office for the weekend. That customer might Cc colleagues who will be on site over the weekend and are available to work with your support department to resolve the issue. If you've enabled the option to include Cc'ed addresses on the auto-response message sent when the case is created, the customer's colleagues will receive the case number and can be included on other emails about the issue, making it more likely the case can be resolved and closed quickly.

To enable this option, select `Send response to all recipients` on the rule entry edit page for an Email-to-Case auto-response rule. For more information, see "Set Up Auto-Response Rules" in the Salesforce Help.

Salesforce CTI Toolkit

The Salesforce CTI Toolkit helps partners build adapter programs that call center users install on their machines to integrate Salesforce with computer-telephony integration systems.

IN THIS SECTION:

Retirement of Support for the Salesforce CTI Toolkit

After the Summer '15 release, Salesforce will no longer provide support for all versions of the Salesforce CTI Toolkit.

Retirement of Support for the Salesforce CTI Toolkit

After the Summer '15 release, Salesforce will no longer provide support for all versions of the Salesforce CTI Toolkit.

The toolkit helps partners build adapter programs that call center users install on their machines to integrate Salesforce with computer-telephony integration systems. We understand that retiring support for this feature might cause a disruption for partners. But we strongly encourage partners to move to Open CTI at their earliest convenience so that they can provide greater value to their customers and the Salesforce community.

Knowledge

Salesforce Knowledge is your Knowledge Centered Support certified knowledge base.

IN THIS SECTION:

Monitor Salesforce Knowledge Search Activity

We've added a new article-related primary object that you can use to build custom report types for your knowledge managers. Reports that are created by using custom report types that support the `Knowledge Search Activity` object give knowledge managers better insight into the performance of Salesforce Knowledge articles in searches. This data helps knowledge managers identify ways to deliver the most relevant content to end users.

Next-Gen Knowledge Search Gives Users More Relevant Article Search Results (Generally Available)

We've unveiled a major search engine upgrade, bringing you faster, smarter search with results that are more relevant. If you have enabled Salesforce Knowledge, you can take advantage of capabilities such as promoted search terms, searches that automatically use the most effective operator, and additional synonym features to enhance the search experience for your agents and customers.

Search Highlights and Snippets

Quickly identify the best article and see how articles match your search terms with relevant text and highlighted search terms in the search results.

Promoted Knowledge Results Give Knowledge Managers More Control over Articles in Search Results (Generally Available)

Knowledge managers can promote an article in search results by associating keywords with the article. End users who search for these keywords see the article first in their search results. Promoted search terms are useful for promoting an article that you know is commonly used to resolve a support issue when an end user's search contains certain keywords.

Send Article Content via Email (Pilot)

When using Knowledge One, agents can send an email with an externally facing article's contents embedded in the body of the email.

Rich Text Editor Upgrade

As part of a cross-product initiative, Salesforce Knowledge has upgraded the rich text editor.

Improved Look and Feel for Knowledge One

Knowledge One has a new look and feel for a better user experience and to match the new Salesforce Console user interface.

Monitor Salesforce Knowledge Search Activity

We've added a new article-related primary object that you can use to build custom report types for your knowledge managers. Reports that are created by using custom report types that support the `Knowledge Search Activity` object give knowledge managers better insight into the performance of Salesforce Knowledge articles in searches. This data helps knowledge managers identify ways to deliver the most relevant content to end users.

> 📝 **Note:** Creating a custom report type to report on Salesforce Knowledge article data doesn't require a Salesforce Knowledge license. However, the visibility of custom report types in the report wizard is controlled by users' access to the data in the report type.

🎞 Walk Through It: Create a Knowledge Search Activity Report Type

For more information about creating a custom report type to report on Salesforce Knowledge article data, see Article Reports in the Salesforce Help.

USER PERMISSIONS

To create or update custom report types:
- "Manage Custom Report Types"

To create a public reports folder:
- "Manage Public Reports"

Available Fields

To see the fields custom report types based on the `Knowledge Search Activity` object can include, see "Fields Available on Salesforce Knowledge Reports" in the Salesforce Help.

For more information about adding or removing fields, see "Design the Field Layout for Reports Created From Your Custom Report Type" in the Salesforce Help.

Actionable Data for Knowledge Managers

Ultimately, the goal of analysis is action. By analyzing trends, comparing numbers, and gauging performance, you identify problem areas, set expectations, and recognize value. For knowledge managers, metrics that quantify their department's contributions are key to increasing the department's performance, improving planning and control cycles, and ensuring accountability.

Reports that are built by using custom report types with the `Knowledge Search Activity` object can reveal these insights:

- Analyze the number of searches per day, month, or year for each channel and language..
- For each search, see the:
    - Date
    - ID and title of the article that was clicked

- See which keywords users are looking for in your knowledge base.
- For each keyword, see the average number of:
    - Results
    - Articles that appear in the search results

- For each article, see the average number of:
  - Clicks
  - Unique users who clicked it

👁 **Example:** A knowledge manager in your organization might see that searches for a popular keyword don't return expected results, or any at all. Armed with that information, she could create more articles on that topic, add promoted results to boost the content that should appear, update articles with that keyword, or add a synonym group to link that keyword to the term that content creators have been using to refer to the topic.

Next-Gen Knowledge Search Gives Users More Relevant Article Search Results (Generally Available)

We've unveiled a major search engine upgrade, bringing you faster, smarter search with results that are more relevant. If you have enabled Salesforce Knowledge, you can take advantage of capabilities such as promoted search terms, searches that automatically use the most effective operator, and additional synonym features to enhance the search experience for your agents and customers.

These enhancements were previously available only through a pilot program.

Take advantage of these improvements and new search capabilities.

Faster indexing

It takes less time for records to be searchable after they're created or updated.

Improved alphanumeric search

Thanks to more efficient handling of punctuation, we've improved search results when you search for specialized strings such as URLs, email addresses, and phone numbers. Certain leading or trailing punctuation symbols are now removed if they surround a tokenized string: `<>[]{}()!,.;:"'`. For example, `(415)` is tokenized as *415*. We remove these symbols from indexed content and from users' search queries, making it easier for the search engine to recognize when a user is searching for a phone number, for example.

Improved tokenization

We've significantly improved *tokenization*. The search engine breaks down all searchable text into smaller pieces, or *tokens*, at meaningful boundaries (spaces, punctuation, and alphanumeric characters) and stores them in the search index. Proper tokenization is essential for accurate search results in any language, and especially so for East Asian languages that are written without spaces between words, such as Chinese, Japanese, Korean, and Thai (CJKT). For details, see Users Searching in Chinese, Japanese, Korean, and Thai Find Optimized Results on page 159.

IN THIS SECTION:

Users Searching in Chinese, Japanese, Korean, and Thai Find Optimized Results

Organizations that search in Chinese, Japanese, Korean, and Thai (CJKT) languages are uniquely affected by the Salesforce Knowledge search enhancements. Besides tokenization, we've enhanced punctuation handling and added support for stemming.

Users Searching Articles Get a Smart Default AND/OR Operator

When users don't specify an operator in an article search, the search engine will determine the best operator to use. Users are no longer required to enter a search operator to see the most relevant results for their search terms.

Search Operators Can't Be Defined as Synonyms

When you define synonyms, you can't use AND, OR, and AND NOT because they're reserved for use as search operators.

Improve Search Effectiveness by Enabling Synonym Matching for Trailing Wildcards in Search Terms

With synonym matching for searches that include a trailing wildcard, your users get what they need faster when they search in Salesforce Knowledge articles, questions and answers, ideas and idea comments, and cases and case comments.

Users Searching in Chinese, Japanese, Korean, and Thai Find Optimized Results

Organizations that search in Chinese, Japanese, Korean, and Thai (CJKT) languages are uniquely affected by the Salesforce Knowledge search enhancements. Besides tokenization, we've enhanced punctuation handling and added support for stemming.

Morphological Tokenization

A key change is the change from *bigram tokenization* to *morphological tokenization*. Previously, when indexing a string of characters, the search engine applied bigram tokenization to segment the string into pairs of characters, known as *bigrams*. For example, this string in Japanese, **東京都知事**, would be tokenized as four bigrams: **東京**, **京都**, **都知**, and **知事**. In the context of this usage, if a user searched for **京都**, the intent is to find **京都**, not **東京都**. However, **東京都** would be returned in search results.

Morphological tokenization properly segments this string, **東京都知事**, into three tokens: **東京**, **都**, and **知事**. In this context, all three tokens are meaningful and correct, and **京都** isn't tokenized. A search for **京都** returns only **京都** and not **東京都**, as expected.

Punctuation Handling

Previously, punctuation in a string such as **きっと、来る** would cause this string to be excluded from search results if a user searched for **きっと来る**. Now, this search results in a match.

Stemming Support

Stemming, or lemmatization, is improved. For example, a search for **行く** wouldn't have previously matched on **行きたい**. Similarly, a search for **ある** wouldn't have previously matched on **あります**. Now, these stemmed matches are correctly returned in search results.

Katakana-Hiragana Prolonged Sound Marks Not Tokenized

When the Katakana-Hiragana Prolonged Sound Mark, also known as the fullwidth hyphen (**ー**), appears in content (for example, **コンピューター**), it's excluded from indexed content. It's also removed from users' search queries.

Limitation with Japanese Language Users who are Querying Records that are Tokenized as Chinese

If a record contains at least 300 characters in total and contains Kanji only (no Katakana or Hiragana), the content is tokenized as Chinese. Therefore, if a Japanese language user searches for this record, it might be excluded from search results. Kanji-only records with fewer than 300 characters are tokenized in Chinese and Japanese.

Users Searching Articles Get a Smart Default AND/OR Operator

When users don't specify an operator in an article search, the search engine will determine the best operator to use. Users are no longer required to enter a search operator to see the most relevant results for their search terms.

Many searches use "AND" as the default operator. This means that when you search for multiple terms, all of the terms need to match to generate a result. Matching on all terms tends to produce search results that are more relevant than searches using the "OR" operator, where matches on any of the search query terms appear in the results.

If the search engine doesn't return any results that match all of the terms, it looks for matches using the "OR" operator. With the "OR" operator, the search engine boosts documents that contain more terms from the search query, so that they appear higher in the results list.

Search Operators Can't Be Defined as Synonyms

When you define synonyms, you can't use AND, OR, and AND NOT because they're reserved for use as search operators.

👁 **Example:** For example, if you're defining synonyms for the term Automated Network Dialing, you can't define the acronym AND as a synonym.

Improve Search Effectiveness by Enabling Synonym Matching for Trailing Wildcards in Search Terms

With synonym matching for searches that include a trailing wildcard, your users get what they need faster when they search in Salesforce Knowledge articles, questions and answers, ideas and idea comments, and cases and case comments.

Contact salesforce.com Customer Support to enable synonym matching for trailing wildcards. It's disabled by default.

Synonym matching returns synonymous terms that match terms resulting from wildcard expansion, on any term in the search query that has a trailing wildcard.

👁 **Example:** For example, if you've defined a synonym group that contains the terms *bill* and *invoice*, a search for `bill*` returns matches for:

- *bill*
- *billing* (wildcard expansion)
- *invoice* (synonym matching)

The search term in the query must match the entire synonym and not just a part of the text. For example, a search for `bi*` returns results only for:

- *bill* (wildcard expansion)
- *billing* (wildcard expansion)

It doesn't return *invoice* even though *invoice* is in the same synonym group as *bill*, which is returned because of wildcard expansion. Synonym matches are returned only for the exact search term (not for matches with defined synonyms).

Search Highlights and Snippets

Quickly identify the best article and see how articles match your search terms with relevant text and highlighted search terms in the search results.

Search highlights and snippets gives your agents and users context as to why the particular result matched their search query.

To enable search highlights and snippets:

1. In Setup go to **Customize** > **Knowledge** > **Settings**.
2. Click **Edit**.
3. Under Knowledge One, select `Highlight relevant article text within search results`.
4. Click **Save**.

The relevant text appears below the title with the search terms in bold.

Note: Search highlights and snippets are not generated for searches with wildcards.

Search highlights and snippets are generated from the following fields:

- Email
- Long text area
- Rich text area
- Text area

Search highlights and snippets aren't generated from the following fields:

- Checkbox
- Currency
- Date
- Date Time
- File
- Formula
- Lookup
- Multi-picklist
- Number
- Percent
- Phone
- Picklist
- URL

📝 **Note:** If a snippet is not generated, the article's summary field is shown instead.

Promoted Knowledge Results Give Knowledge Managers More Control over Articles in Search Results (Generally Available)

Knowledge managers can promote an article in search results by associating keywords with the article. End users who search for these keywords see the article first in their search results. Promoted search terms are useful for promoting an article that you know is commonly used to resolve a support issue when an end user's search contains certain keywords.

This feature was previously available only through a pilot program.

View, edit, and delete—from a single page—all the promoted search terms that are associated with Salesforce Knowledge articles.

To learn more about administering and managing promoted search terms, see "Managing Promoted Search Terms" and "Promoting an Article in Users' Search Results" in the Salesforce Help.

Send Article Content via Email (Pilot)

When using Knowledge One, agents can send an email with an externally facing article's contents embedded in the body of the email.

Agents can send article content within an email rather than just sending a URL, letting your customers access the information without going to a website. Smart links and attached files are not included in email content. The article can only be shared if it is associated with one or more non-internal Channel types.

📝 **Note:** Sending article content via email is available through a pilot program for articles published on external channels (public knowledge bases, portals, or communities) and is not supported on Internet Explorer 7. For information on enabling sending article content by email for your customer service agents, contact Salesforce

To enable and setup which article fields go into emails for each article type.

1. From Setup go to **Customize** > **Cases** > **Page Layout**.
2. Under `Page Layouts for Case Feed Users`, click the drop-down menu in the Action column next to the layout where you want to enable sending article content in email.
3. Select **Edit feed view**.
4. Under `Articles Tool Settings`, check **Enable attaching articles inline**.
5. Click **Save**.
6. From Setup go to **Customize** > **Knowledge** > **Article Types**.
7. Click on the label or name of the article type you'd like to share via email.
8. Under Communication Channel Mappings, click **New** or **Edit**.

9. Enter a Label and Name.

10. Select and add `Email` to the Selected Channels list.

11. Select and add the fields you'd like included in the body of an email.

> **Note:** Smart links and attached files can't be included in the email and the following fields are not supported:
>
> - ArticleType
> - isDeleted
> - Language
> - MultiPicklist
> - Picklist
> - Publish Status
> - Source
> - Validation Status

12. Click **Save**.

Now, while solving customer cases, agents can insert article content into the body of an email. Anywhere agents can attach articles to cases, such as the Knowledge One sidebar in the Salesforce Console, the Articles list in the case feed, the Article widget, or the suggested articles in a Knowledge One search, they can email any article of that type with the body of an email by selecting **Email article with HTML** in the action drop down. The article content is inserted at top of email thread or wherever the agent left their cursor. Once an article has been emailed on the case an envelope icon appears to the left of the title.

> **Note:** If rich text is not enabled on your case feed layout for the article type, only article text is embedded into the email and the action changes to **Email article text only**.

Rich Text Editor Upgrade

As part of a cross-product initiative, Salesforce Knowledge has upgraded the rich text editor.

All Salesforce products that use the rich text editor are upgrading to provide the best user experience.

📝 **Note:** The upgraded editor doesn't support Internet Explorer versions 7 and 8 in compatibility mode

Upgraded Rich Text Editor for Chrome, FireFox, Internet Explorer versions 8, 9, 10, and 11, and Safari

Old rich text editor for Internet Explorer versions 7 and 8 in compatibility mode
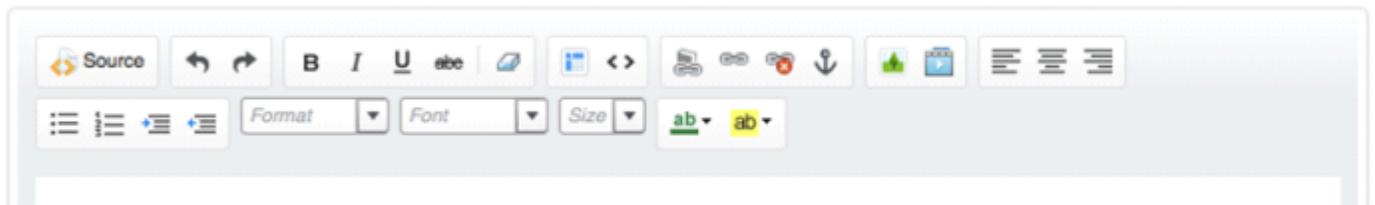
Improved Look and Feel for Knowledge One

Knowledge One has a new look and feel for a better user experience and to match the new Salesforce Console user interface.

The new interface is more intuitive for agents, partners and customers.

The search box and filters are more streamlined and the **Create Article** button is no longer green, to discourage confusion for a initiate search button.
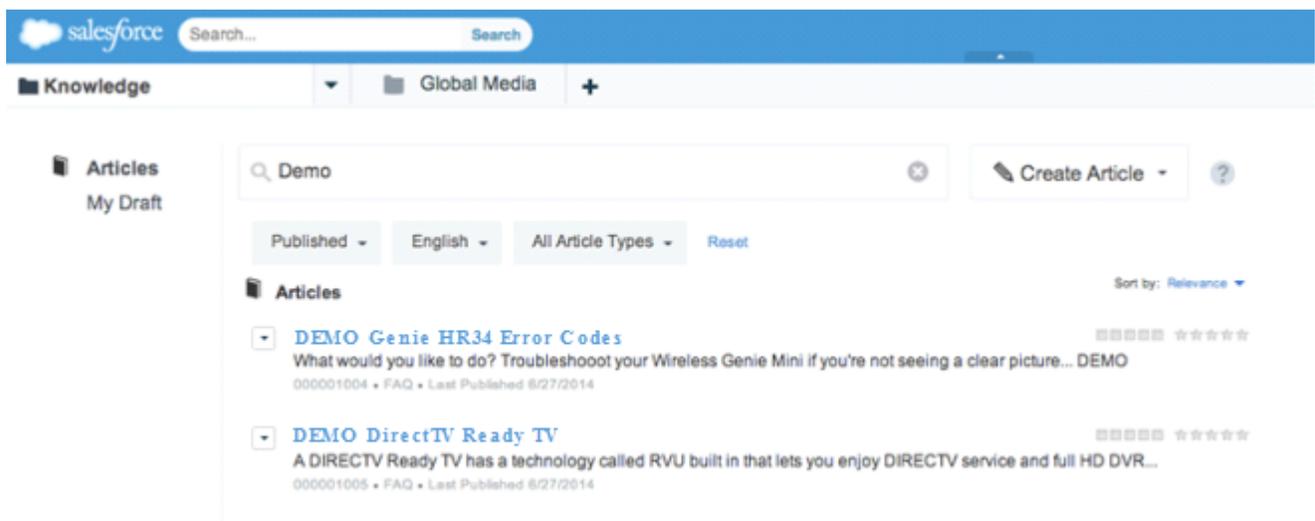
In the Salesforce Console filters can be collapsed for better readability.
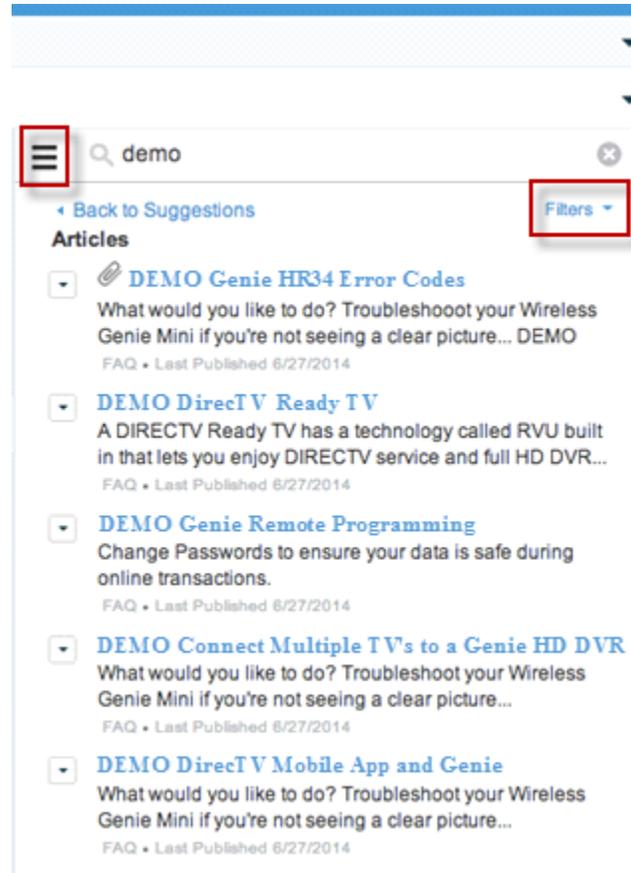
Salesforce Console for Service

The Salesforce Console for Service is an app that's designed for users in fast-paced environments who need to find, update, and create records quickly to support their customers.

IN THIS SECTION:

Salesforce Console Integration Toolkit: New Methods

Access API methods to customize a console programmatically.

Articles Suggested for Cases are More Relevant (Beta)

Agents and customers can reduce time-to-resolution with one-click access to articles that most closely match the keywords that are used in the case subject and description. Suggested articles are available in the Salesforce Console for Service and your portals when users view and create cases.

Users Get the Latest Search Capabilities

Users can find what they need and manage their search results more efficiently with Smart Search, the most up-to-date version of Salesforce search, now included in the Salesforce console.

Add the Files and Case Experts Tools as Salesforce Console Components

Make it easy for support agents to attach files to cases and find fellow agents who are knowledgable about specific issues while working with cases in the Salesforce console.

We've updated the look of the Case Feed highlights panel when the compact feed option is selected and have changed the steps for removing it from page layouts.

Now you can brand your Salesforce console by specifying the colors of the header and footer.

We've added a new look and feel to the console, and made it easier for console users to find and edit information.

Salesforce Console Integration Toolkit: New Methods

Access API methods to customize a console programmatically.

Several new methods are available to help developers and advanced administrators customize a console's interaction log and navigation tab. For more information, see Salesforce Console API (Integration Toolkit) on page 338.

Articles Suggested for Cases are More Relevant (Beta)

Agents and customers can reduce time-to-resolution with one-click access to articles that most closely match the keywords that are used in the case subject and description. Suggested articles are available in the Salesforce Console for Service and your portals when users view and create cases.

The search engine looks for articles with similar content to the case subject and description based on the frequency and distribution of matching search terms. The search engine also looks for articles that were attached to other cases with the same keywords in the subject and description. Prior to Winter '15, articles were suggested based on the number of times that they were attached to similar cases only.
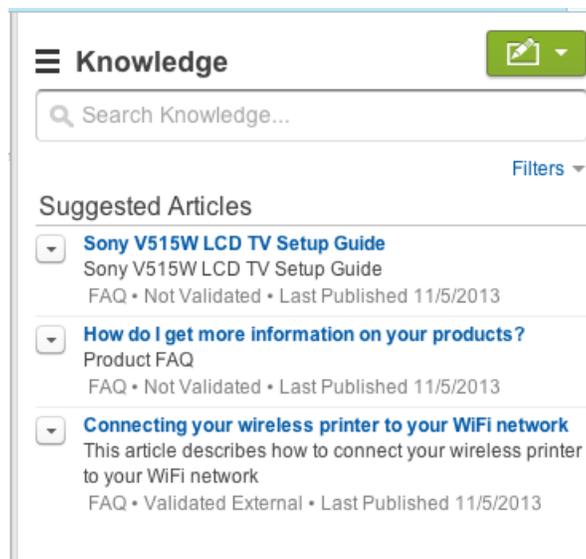
This improved suggested articles for a case experience is currently available through a beta program. To enable, from Setup go to **Customize** > **Knowledge** > **Settings**, under Knowledge One check `Suggest articles for cases considering case content (Beta)`.

Users Get the Latest Search Capabilities

Users can find what they need and manage their search results more efficiently with Smart Search, the most up-to-date version of Salesforce search, now included in the Salesforce console.

With Smart Search, agents no longer have to use the search options dialog box to select types of objects to search. They can also customize how their search results appear by pinning types of records to the top of the list. For more information about Smart Search, see "Search for Records in a Salesforce Console" in the Salesforce Help.

Add the Files and Case Experts Tools as Salesforce Console Components

Make it easy for support agents to attach files to cases and find fellow agents who are knowledgable about specific issues while working with cases in the Salesforce console.

These tools were introduced in Summer '14 and were previously available only as sidebar components on feed-based case page layouts. Now you can add them as console components instead so they're available to users but don't take up space on page layouts.

The files tool lets agents see the files associated with a case, add new files, and download files or attach them to case email messages.
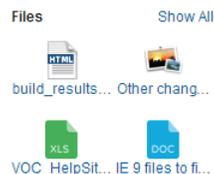
With the case experts tool, agents can quickly find and collaborate with colleagues who are knowledgeable about certain topics so they can resolve customers' issues more quickly.

For more information on adding Salesforce console components, see "Add Console Components to Page Layouts" in the Salesforce Help.

Adding and Removing Case Feed Highlights Panel from the Salesforce Console Has Changed

We've updated the look of the Case Feed highlights panel when the compact feed option is selected and have changed the steps for removing it from page layouts.

Previously, deselecting the Show in the Console option for the highlights panel in Layout Properties on a page layout removed both the console highlights panel and the Case Feed highlights panel when users viewed case records in Salesforce console tabs or subtabs.

Now, when compact feed is enabled, deselecting the Show in the Console option for the highlights panel in Layout Properties replaces the console highlights panel with the updated Case Feed highlights panel on primary tabs. The Case Feed highlights panel is still shown on console subtabs.

To remove highlights panels altogether from both tabs and subtabs, use the page layout to remove all of the fields from the Case Feed highlights panel.

Note: We recommend using the highlights panel to show the case subject, which is otherwise not visible in the compact feed layout.
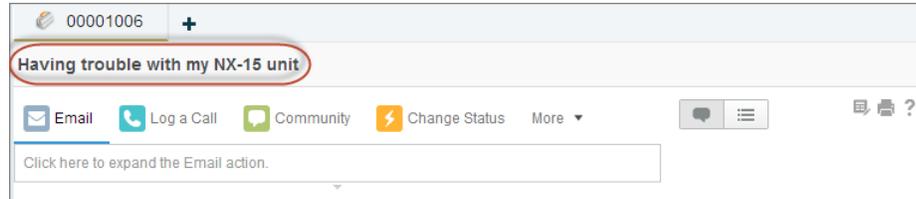
For more information on compact feed, see Show Agents More Case Information in Less Space with Compact Feed on page 151.

Brand Your Salesforce Console with Custom Colors (Pilot)

Now you can brand your Salesforce console by specifying the colors of the header and footer.

You can define the colors of the header and footer in the Salesforce console in just a few easy steps. For details and instructions, see "Define Colors in the Salesforce Console (Pilot)" in the Salesforce Help.

New Look and Feel for the Salesforce Console

We've added a new look and feel to the console, and made it easier for console users to find and edit information.

Updated User Interface for the Console

Users can now see a console with a more modern look:
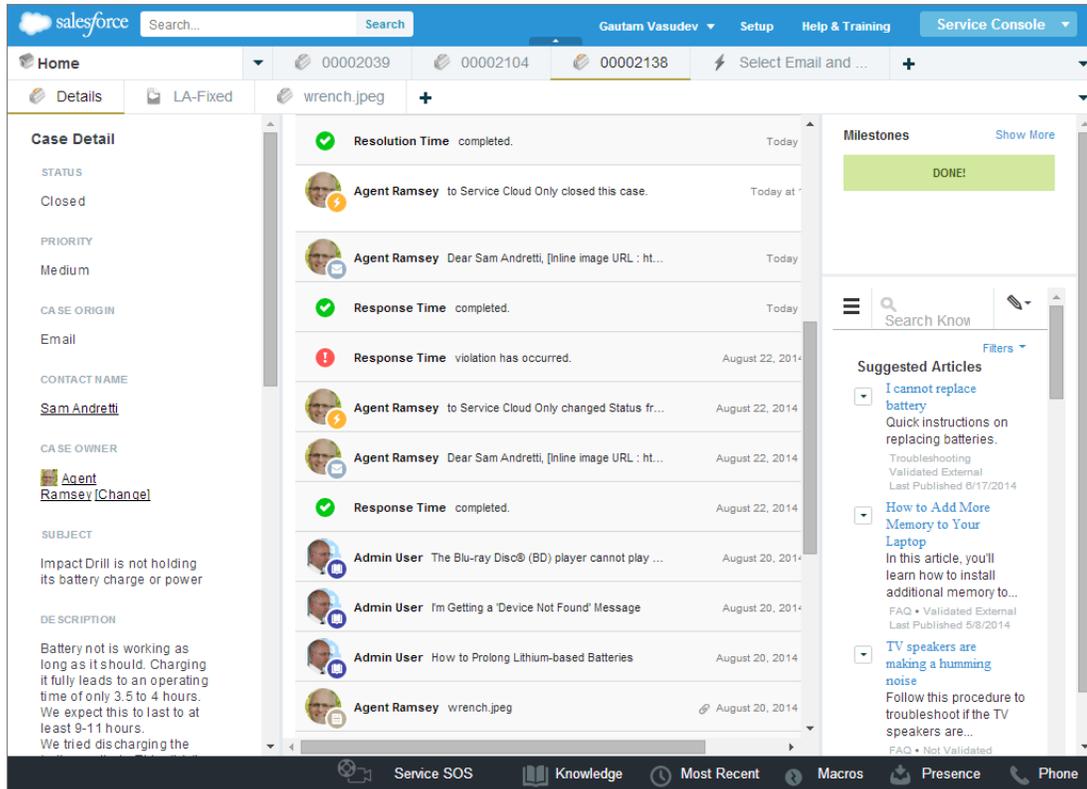
Lookup Component Enhanced to Display Multiple Columns

Users now have greater flexibility for seeing information in lookup components. They can see some types of information—such as phone and fax numbers—in multiple columns, based on available space, by dragging lookup components' borders to widen them. (Users might need to resize their browser windows first.) That way, users get the information that they need without having to scroll to find it. Other types of information, such as descriptions, are still displayed in a single column.

Users Can Hover Over Related List Items to Get Details

Users now have greater flexibility for viewing details about items in the related list component—a component added to a record that lists items that are related to that record. By hovering, users get the information that they need without having to look for it elsewhere. For example, users can hover over a case number to display the case's details, such as contact name, priority, and status. They can also click hover links to quickly view and edit the additional information.

Users Can Easily Edit Fields in the Lookup Component

Users can now use inline editing to change field values—such as a contact's phone number—in the Lookup component. With inline editing, users can manage information more efficiently.

> **Note:** No asterisk (*) appears next to the label of a tab that a user is editing via inline editing.

Stacked Components Autosize Vertically

Users can now find information faster and scroll less in stacked components because they autosize vertically to fit browsers. This autosize design isn't available in Internet Explorer® 7.

Warning Message on Navigation Tab Setup

Administrators setting up a console can now see which items haven't been fully adapted for a console from messaging and asterisks (*).

Users Can Refresh All Primary Tabs with Visualforce Pages

Users can now click ⏷ and select **Refresh all primary tabs** to refresh tabs showing Visualforce pages without entity IDs.

Service Communities

Community Templates for Self-Service, Chatter Answers, and Ideas provide customers with self-service communities where they can post questions and receive answers from other customers or support agents, as well as post, vote for, and comment on discussions.

IN THIS SECTION:

Enhance Service with Chatter Questions (Generally Available)

With Chatter Questions, you can promote collaboration among users and service agents by giving users the ability to ask and contribute to questions in Chatter.

Enhance Service with Chatter Questions (Generally Available)

With Chatter Questions, you can promote collaboration among users and service agents by giving users the ability to ask and contribute to questions in Chatter.
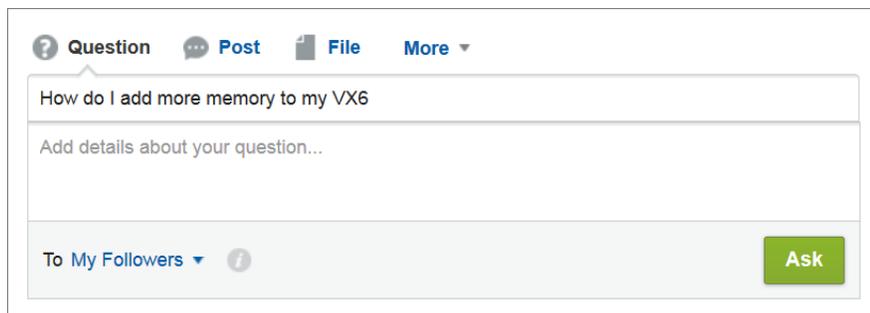
For more information about Chatter Questions, see Ask Questions in the Chatter Feed with Chatter Questions (Generally Available) on page 195.

Community Templates for Self-Service (Generally Available)

Community Templates for Self-Service lets you build, brand, and deploy self-service customer support communities that look great on any device.

Your customers want an easy way to interact with your company whenever and wherever they are. A self-service community gives your customers an easy way access the information they need when they have questions. With communities built on the Koa and Kokua templates, customers can search for information using knowledge articles and contact support, if necessary. When they're in a community based on the new Napili template, they can search for articles as well as ask questions and get crowd-sourced answers from the community. If they still can't find what they're looking for, they can contact support without having to log in. The self-service templates let you extend your community to a variety of devices with a consistent user experience every time.
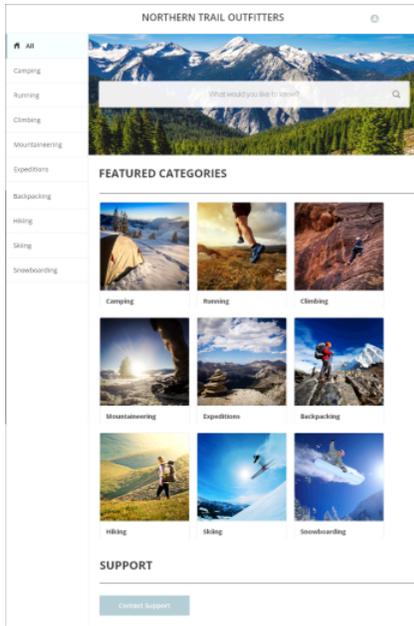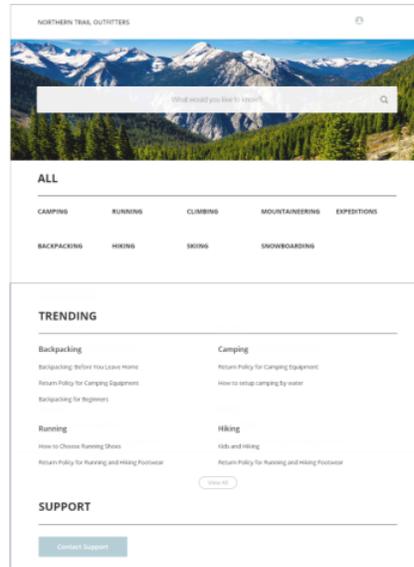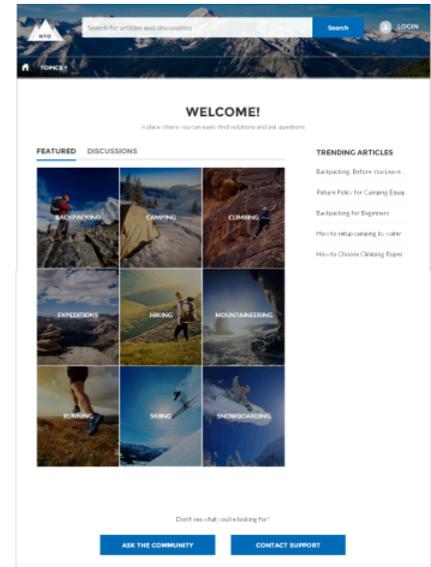
Kokua   **Koa**   **Napili**

- Kokua is a visually rich self-service template that presents users with knowledge articles organized by data categories. Users can also submit cases to get help from agents.

- Koa is a text-based self-service template that's optimized for mobile devices. It lets users search for and view articles by text categories, and contact support if they can't find what they're looking for.

- Napili is a powerful support community template that lets your customers post questions to the community and search for and view articles. If they don't find what they're looking for, they can contact a support agent.

To create a self-service community, you need to create a Salesforce Community, create articles in Salesforce Knowledge, set up data categories or topics, and then use Community Templates for Self-Service in Site.com. With Winter '15, you can use the beta release of Community Designer to brand and deploy a custom community that looks great on any mobile device! Optionally, to let guest users create cases without logging in, you'll need to enable Web-to-Case in your organization.

A wizard in Site.com Studio lets you select a template and then walks you through the initial setup for your data categories or topics—depending on which template you're using. Each template produces a community that is based on a single-page application—a Web app that loads as a single HTML page. Unlike a traditional website, which comprises multiple pages, a single-page application contains views that represent the community pages. Views are customizable and can contain dynamic components that allow user interaction, just like standard Web pages.

The Community Designer works in conjunction with Site.com Studio and provides all the functionality to update your community's branding. The templates supply all of the page elements you'll need to create a single-page application to display your community. Simply edit a few of the page elements to include information about your community, add images to extend your branding, and you're ready to go—without any coding!

Site.com Studio even lets you to create different language versions of your site. And because all languages are maintained within the site, you don't need to create and manage a separate site for each language.

To learn more about setting up your own mobile-ready, self-service site, see the Community Templates for Self-Service Implementation Guide.

Let Customers Ask Questions and Find Articles in Your Support Community

Napili is a powerful support community template that lets your customers post questions to the community and search for and view articles. If they don't find what they're looking for, they can contact a support agent.

This template takes it to the next level by adding discussions and suggested articles to your support community. When customers type a question in the search text box, the results include articles and similar questions that are based on matches with the typed text. If the answer isn't in the results, they can get help from the community by asking a question—letting community experts discuss the issue and provide a solution. And if they decide to contact customer support, they're presented with a list of suggested articles based on keywords they type in the case subject and description. So there's an excellent chance they can find an answer without needing to create a support case.
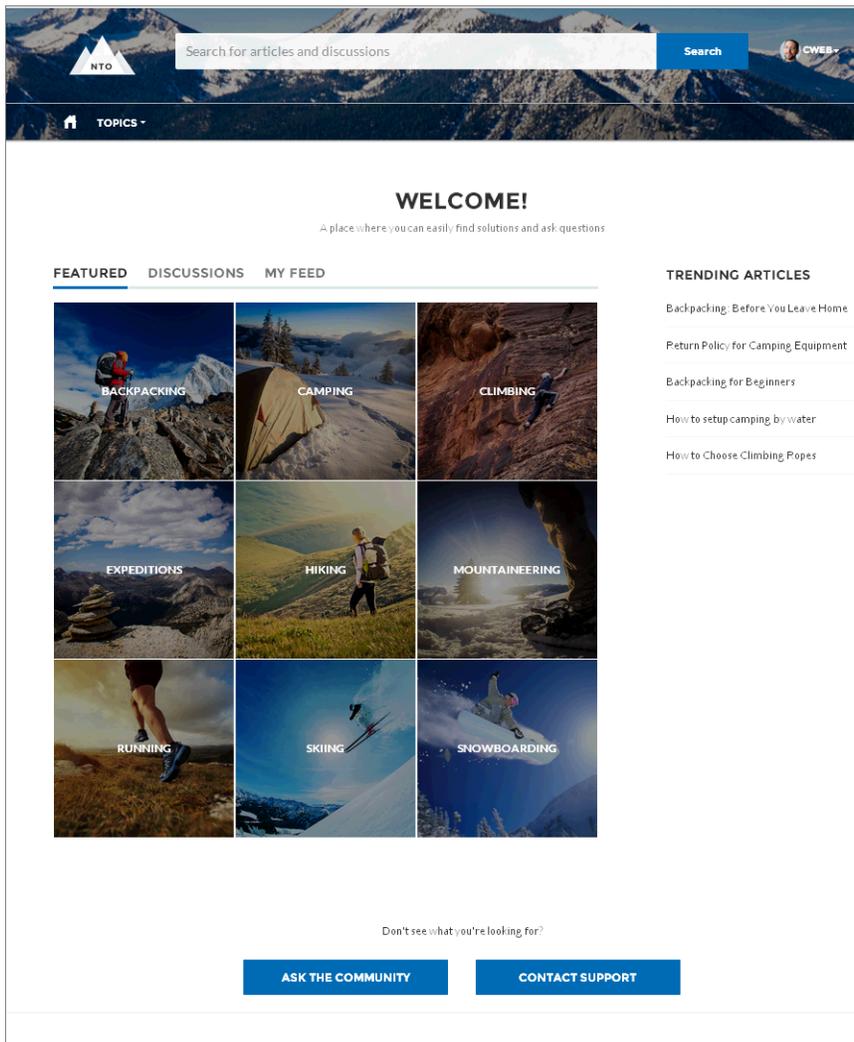
Both guest users and logged-in users can access articles, search and view discussions, and contact agents through official support channels. When they log in to the community, they're also able to ask questions and participate in discussions in the feed. Members in the community can answer questions in Chatter just like commenting on a post in Chatter. The person who asked the question or the question's moderator can select a best answer—which is prominently displayed in the feed—allowing other users to quickly and easily find the best response to their question.

We've added an enhanced profile and navigation experience for logged-in users, as well. From the profile menu, users can quickly access their profile details and list of cases and contact customer support. Users with permissions to create or manage the community can also access community management and setup pages directly from the profile menu. Users can edit their contact information, profile photo, and enable or disable email notifications from the community directly from their profile details. User profiles also show user nicknames and reputation levels if they're enabled in the community.

The Napili template adds the flexibility of topics to organize your community. Topics help you structure a community to quickly guide members to the information that matters most. You can choose navigational topics to provide an easy way for customers to explore the community, and featured topics to highlight current conversations and issues. Member-created topics, meanwhile, let users organize information for each other, creating a personalized experience that boosts community engagement. When setting up the community, you or the community manager associate topics with existing data categories, so your articles appear in the appropriate topics in the community.

To learn more about the Napili template, see the Community Templates for Self-Service Implementation Guide.

Social Customer Service

Social Customer Service is the next-generation integration between Radian6 and the Salesforce Service Cloud. Customer service agents can engage with their customers by responding to cases created from Twitter and Facebook. Salesforce Adminstrators can customize how the inbound social content is processed using an Apex class and they can configure who in their organization has permission to respond using social accounts.

EDITIONS

Social Customer Service is available in **Enterprise**, **Performance**, and **Unlimited** editions.

IN THIS SECTION:

Social Customer Service Starter Pack (Pilot)

Get started with Social Customer Service quickly and easily.

Google+ Social Customer Service (Pilot)

Let your customer service agents listen and respond to Google+ posts about your company's products and services.

Sina Weibo Social Customer Service (Pilot)

Let your customer service agents listen and respond to Sina Weibo posts about your company's products and services.

Common Setup Defaults

We have improved the Social Customer Service setup experience with common defaults already set.

Social Account Authentication within Salesforce

Authenticate your social accounts without the Radian6 social account manager.

Social Customer Service Starter Pack (Pilot)

Get started with Social Customer Service quickly and easily.

Connect your Facebook and Twitter accounts directly from Salesforce and deliver social customer care without a separate Radian6 contract.

Note: The Social Customer Service Starter Pack is available through a pilot program. For information on enabling the Social Customer Service Starter Pack in your organization, contact Salesforce.

With the starter pack pilot program, you can enable Social Customer Service and up to two social accounts directly on the Social Customer Service settings page (from Setup **Customize** > **Social Apps Integration** > **Social Customer Management** > **Settings**). Your two social accounts are from any social network. For example, if you add one Twitter account, you can only add one Facebook account.

Social Customer Service

Help for this Page

Social Customer Service integrates with Radian6 to push social content from Twitter and Facebook to Salesforce and allows your agents to respond to customers throug the new social publisher. Your organization must have Radian6 set up with a data source to gather social media. Use this page to enable Social Customer Service, log i to Radian6, manage your social accounts, and customize how social content is processed.

For more information, see Getting Started with Social Customer Service.

Social Customer Service Settings

☑ Enable Social Customer Service ⓘ

Edit

Radian6 Credentials

Terms of Service

Create an account or login to activate your starter Social Customer Service account.

Create Account

Already have an account? Login

> **Note:** This pilot doesn't support the moderation feature; all posts become cases. Also, downgrading from a Radian6 account to the starter pack is not supported.

When you outgrow the starter pack, for example when you need more than two social accounts or want to moderate which incoming social posts become cases, upgrading to a Radian6 account is also quick and easy.

Google+ Social Customer Service (Pilot)

Let your customer service agents listen and respond to Google+ posts about your company's products and services.

> **Note:** Google+ Social Customer Service is available through a pilot program. For information on enabling Google+ for your customer service agents, contact Salesforce.

With the Google+ Social Customer Service pilot, your agents can respond to Google+ mentions, posts, and comments in the case feed. Administrators can authorize Google+ pages so agents can receive Google+ content that +mentions your company and respond to comments on your posts. You can also publish back comments in reply to other comments or posts.

Google+ Social Customer Service Pilot Limitations

- Agents can't delete their outbound posts.
- Agents can't +1 inbound posts.
- Links in outbound post aren't clickable within Google+.
- Agents can't see whether conversations are public or private.
- Agents can't change conversations between public and private.
- Agents can't see if a private conversation is changed to private on Google+.

  > **Note:** Private conversations can become public, if the conversation is changed within Google+.

- Google+ inbound data may take up to 30 minutes to arrive in Salesforce.
- In outbound replies, +1 mentions may not work properly.

Sina Weibo Social Customer Service (Pilot)

Let your customer service agents listen and respond to Sina Weibo posts about your company's products and services.

> **Note:** Sina Weibo Social Customer Service is available through a pilot program. For information on enabling Sina Weibo for your customer service agents, contact Salesforce.

Administrators can enable agents to respond to Sina Weibo social help inquiries.

Streamlined Steps, Sina Weibo content in the case feed.

A brand presence on Sina Weibo is vital when doing business in China. With the Sina Weibo Social Customer Service pilot, your agents can respond to Sina Weibo mentions, posts, and comments in the case feed. Administrators can authorize agents to receive Sina Weibo social help inquiries.

Aents receive Sina Weibo posts and other content that directly @mentions your company or responds to your posts, and previous replies. Agents can receive reposts, or forwards, but these come through as regular posts and not a distinct message type. Agents can also publish back comments and replies in reponse to other comments or posts.

📝 Note: To submit a sina weibo reply, you must have the reply you are replying to and also the original post in Salesforce.

Sina Weibo Social Customer Service Pilot Limitations

- Agents can't delete their outbound posts.
- Agents can't repost/forward of inbound posts.
- Links in outbound post aren't clickable within Sina Weibo.
- Direct or private messages aren't supported.
- Sina Weibo inbound data may take up to 30 minutes to arrive in Salesforce.

Common Setup Defaults

We have improved the Social Customer Service setup experience with common defaults already set.

With defaults already provided, setup time and hassel are reduced significantly. The changes are:

- The case origin is automatically set to the provider, or social network, when a case is created from a social post.

- The social publisher quick action is automatically created when Social Customer Service is enabled (in Setup go to **Customize** > **Cases** > **Button, Links, and Actions** and click **Edit** next to the Social or Social Publisher action).
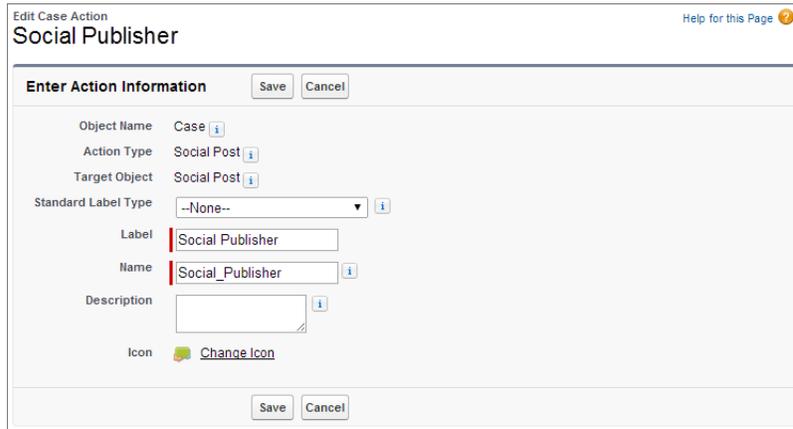
- The predefined field value for the SocialPost.Name is provided automatically to ensure it does not need to be on the Quick Action layout (in Setup go to **Customize** > **Cases** > **Page Layouts**and click **Edit** next to the case feed layout, and then click **Action** in the Case Layout header).

- We have improved the default layouts for Social Post and Social Persona. In setup go to **Customize** > **Social Apps Integration** > **Social Accounts and Contacts** > **Social Persona/Social Post** > **Page Layouts**.

Social Account Authentication within Salesforce

Authenticate your social accounts without the Radian6 social account manager.

With Winter'15 you can authenicate new social accounts from the Social Customer Service settings page.

1. From Setup go to **Customize** > **Social Apps Integration** > **Social Customer Management** > **Settings**.

2. Under Manage Social Accounts, click **Add Account** and select the social provider.
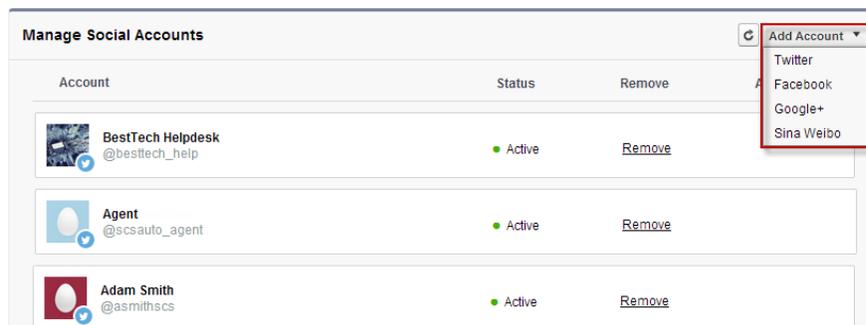
3. You are directed to the social provider to authenticate the account.

4. Once the account is authenticated, you are returned to the Social Customer Service settings page.

Other Changes in Service Cloud

There are other important changes in the Service Cloud.

Change to Prevent Self-Service Portal Pages from Redirecting to Non-Salesforce Domains

To align with our security best practices, the Winter '15 release includes a change that prevents Self-Service Portal pages from redirecting to non-Salesforce domains. This action will eliminate the risk of users unknowingly being diverted to sites by an unauthorized third party.

This update is designed to protect users from potential phishing threats and ensure redirect behavior in the Self-Service Portal is consistent with redirect behavior in the rest of the Salesforce Platform. With the Winter '15 release, external redirects in the Self-Service Portal will result in the following error message:

```
"Invalid Page Redirection: The page you attempted to access has been blocked due to a
redirection to an outside website or an improperly coded link or button. Please contact
 your salesforce.com Administrator for assistance."
```

To prevent any disruption to your service, you must review any implemented pages and remove all instances of redirections to non-Salesforce pages. The following URL redirection parameters are subject to this new behavior in the Self-Service Portal for external URLs:

- retURL
- startURL
- cancelURL
- saveURL

To direct users to an external website from the Self-Service Portal, we recommend the following options:

- Update your links to point directly to the intended website. For example, change <a href = "https://na1.salesforce.com/sserv/portal.jsp?retURL=http://company.com"> to <a href = "http://company.com">.

- Use Visualforce and Apex to recreate the intended process. For more information on developing redirects, refer to the Apex PageReference documentation.

SALESFORCE1 REPORTING

We've renamed our tried-and-true reporting features and expanded their availability for mobile use. Understand historical trends, embed report charts in object records, and use the Salesforce1 Reporting API to develop your own Salesforce1 Reporting applications.

IN THIS SECTION:

New Names for Reporting Products and Features
The names of some products and features have changed.

Salesforce1 Mobile Reporting Enhancements
The Salesforce1 app now delivers even more of the reporting functionality you're used to from the web version. You can view reports when you're offline, share dashboards with coworkers on Chatter, change report filters right from the dashboard, and more.

New Names for Reporting Products and Features

The names of some products and features have changed.

- Salesforce Analytics is now called Salesforce1 Reporting.
- Analytic Snapshots is now called Reporting Snapshots.
- The "Manage Analytic Snapshots" user permission is now called "Manage Reporting Snapshots."
- Embedded Analytics is now called Embedded Report Charts.
- Analytics API via Apex is now called Salesforce1 Reporting API via Apex.
- Analytics REST API is now called Salesforce1 Reporting REST API.

References to these products and features in the user interface have been updated to use the new names.

Salesforce1 Mobile Reporting Enhancements

The Salesforce1 app now delivers even more of the reporting functionality you're used to from the web version. You can view reports when you're offline, share dashboards with coworkers on Chatter, change report filters right from the dashboard, and more.

IN THIS SECTION:

Share a Dashboard in Chatter
Salesforce1 users can post a snapshot of a dashboard component to Chatter by mentioning a group or a user. The feed shows a thumbnail preview of the component, along with the comment. Other users reading the feed can tap the thumbnail to open the full dashboard. This option is available in the Salesforce1 mobile browser app and the Salesforce1 downloadable apps, versions 7.0 and later.

Drill Down from a Dashboard to a Matrix Report
When viewing a dashboard in any version of the Salesforce1 app, users can tap a dashboard component to see the report that's delivering the data to the dashboard. This is now available for matrix reports as well as tabular and summary reports.

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Filter a Report From a Dashboard Component

Users can apply field filters and scope filters to a report by tapping the related chart. Users can tap the **Filters** button to see which report filters have been applied to the report. This enhancement is available in all versions of Salesforce1, except for the Salesforce1 mobile browser app when used on a Windows 8.1 phone.

Tap and Hold to See Truncated Text in Report Columns

To fit multiple columns on a small mobile screen, parts of the content of a field (the middle words of a text field or the trailing digits for a numeric field) may be dropped out. Salesforce1 users can now tap the field to see the full text in a pop-up, then tap the pop-up to go to the record.

Stay in Context When Viewing Reports with Floating Headers

When users scroll down to read a report, the header rows at the top stay visible.

Reports Are Sorted First in Descending or A-Z Order

The default sort order in all versions of the Salesforce1 app helps most users get to the report records they want with one less tap. When a user taps to sort a numeric field, it sorts in descending order first. The next time the user taps the field, the order is reversed. When a user taps to sort a text field, it sorts from A to Z first, then from Z to A.

Share a Dashboard in Chatter

Salesforce1 users can post a snapshot of a dashboard component to Chatter by mentioning a group or a user. The feed shows a thumbnail preview of the component, along with the comment. Other users reading the feed can tap the thumbnail to open the full dashboard. This option is available in the Salesforce1 mobile browser app and the Salesforce1 downloadable apps, versions 7.0 and later.

EDITIONS

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

1. Tap the Sharing button to get a snapshot of the chart.
2. Tap **Share** to post the snapshot. The recipient can tap the snapshot to go to the dashboard.

Drill Down from a Dashboard to a Matrix Report

When viewing a dashboard in any version of the Salesforce1 app, users can tap a dashboard component to see the report that's delivering the data to the dashboard. This is now available for matrix reports as well as tabular and summary reports.

Groupings in matrix reports are shown as columns. Swipe right or left to see all the columns.

Users can see a maximum of 2,000 records. To see all records, log into the full Salesforce site.

🛑 **Important:** When users drill from a dashboard to a report, they may see slightly different data in the report view from what they saw in the dashboard view. That's because the data displayed in a dashboard is from the last dashboard refresh (the date and time of which are shown in the dashboard header), but drilling down to a report actually runs the report, so in that case the user is seeing the most current report data.

Filter a Report From a Dashboard Component

Users can apply field filters and scope filters to a report by tapping the related chart. Users can tap the **Filters** button to see which report filters have been applied to the report. This enhancement is available in all versions of Salesforce1, except for the Salesforce1 mobile browser app when used on a Windows 8.1 phone.

Tap a section of the chart (1) to filter by that value. The filter button shows how many filters are applied.

Tap the filter button (2) to see which filters are applied.

In this release, users can filter by date, but not by a date range.

Tap and Hold to See Truncated Text in Report Columns

To fit multiple columns on a small mobile screen, parts of the content of a field (the middle words of a text field or the trailing digits for a numeric field) may be dropped out. Salesforce1 users can now tap the field to see the full text in a pop-up, then tap the pop-up to go to the record.

EDITIONS

Reports available in: **All** editions except **Database.com**
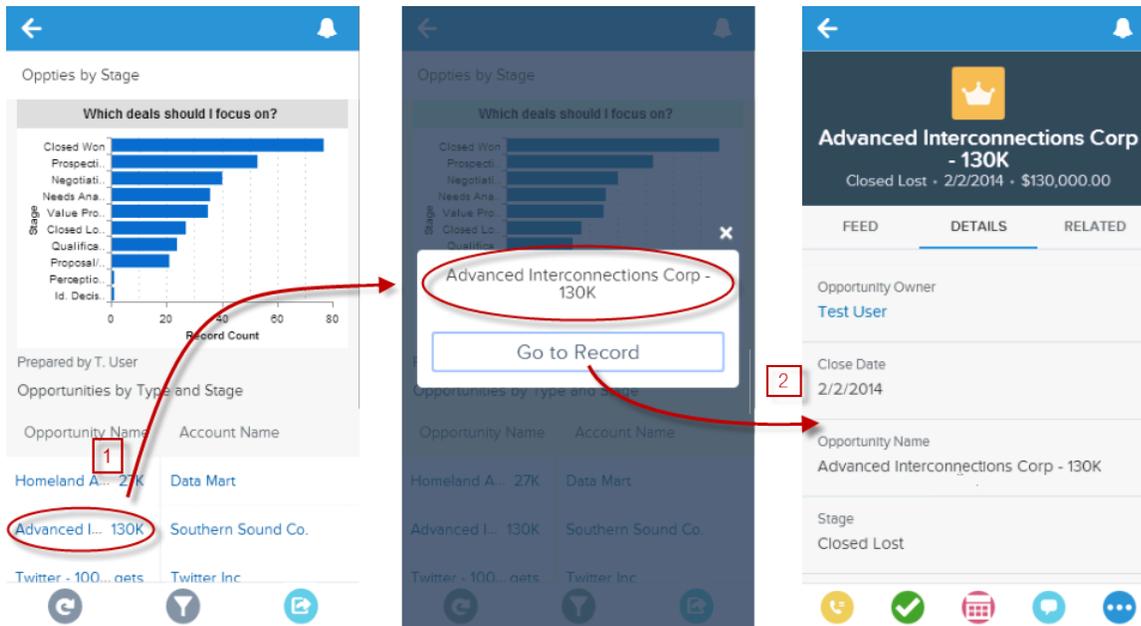
1. Tap an abbreviated table cell to see it spelled out in full.

2. Tap **Go to Record** to see the underlying data.

Stay in Context When Viewing Reports with Floating Headers

When users scroll down to read a report, the header rows at the top stay visible.

EDITIONS

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

Reports Are Sorted First in Descending or A-Z Order

The default sort order in all versions of the Salesforce1 app helps most users get to the report records they want with one less tap. When a user taps to sort a numeric field, it sorts in descending order first. The next time the user taps the field, the order is reversed. When a user taps to sort a text field, it sorts from A to Z first, then from Z to A.

CHATTER

Chatter helps everyone in your organization stay connected.

IN THIS SECTION:

Files
Simplify file management for your users with file syncing, sharing, and collaboration.

Chatter for SharePoint 2010—Generally Available
Configure access to Chatter from SharePoint 2010.

Chatter Groups
Chatter groups make it easy for users to communicate with each other.

Chatter Feeds
Chatter Feeds make collaboration easy.

Other Changes in Chatter
Smaller changes, such as redesigned email notifications, can improve your experience with Chatter.

Files

Simplify file management for your users with file syncing, sharing, and collaboration.

IN THIS SECTION:

Set Up Salesforce Files Connect
With Files Connect, Salesforce users can access, share, and search external data from SharePoint Online, 2010, or 2013. The setup process differs for cloud-based and on-premises external data sources.

Access and Share External Files with Files Connect
After you set up Files Connect, your users can access files from external data sources like SharePoint, or share them via the Files tab and feed.

Search for External Files with Files Connect
If you create an external object from an external data source like SharePoint, users can conveniently search its contents along with Salesforce data.

Run a Report about Publicly Shared Links to Files
Run a new standard report from the Reports tab in Salesforce to learn which files users are sharing. Use the report to show where and how users are sharing files in your organization.

Users Have More Options in the File Sharing Settings Menu
Improvements to the Sharing Settings menu make it easier for users to manage file sharing.

Sync Shared Files with Salesforce Files Sync
Now you can sync files shared by others, directly from feed posts, file lists, and file detail pages.

Other Changes in Files
Other changes enhance file usage and management.

Set Up Salesforce Files Connect

With Files Connect, Salesforce users can access, share, and search external data from SharePoint Online, 2010, or 2013. The setup process differs for cloud-based and on-premises external data sources.

First, enable Files Connect, and let users access related external data sources

1. Enable Files Connect for your organization.
2. Let users access Files Connect data sources.

For cloud-based data sources, create an authentication provider, and then define the source

1. Create a SharePoint Online authentication provider.
2. Define a SharePoint Online external data source for Files Connect.

For on-premises data sources, set up a Secure Agent, and then define the source

1. Set up a Secure Agent on a Linux or Windows server to securely connect Salesforce to data stored behind your firewall.
2. Define a SharePoint 2010 or 2013 external data source for Files Connect.

Include the external data in federated search

To let users access external data in global Salesforce searches, you'll need to create an external object and give users access to its fields. This is an optional step, but highly recommended to best integrate external data with Salesforce.

Now, ask your users to authenticate with the data source in Salesforce

After users provide their data source credentials, they can download and share external files via the Files tab and feed, and search for them right alongside their Salesforce content.

Access and Share External Files with Files Connect

After you set up Files Connect, your users can access files from external data sources like SharePoint, or share them via the Files tab and feed.

Download or Share Files on the Files tab

If you want to download external files to your local system, or share them with a general set of people in your organization, use the Files tab.

1. At the top of the Salesforce window, click the Files tab.
2. In the left column, the External Files list shows available external data sources. Click one to access files it contains.

3. To the left of a file name, click the pop-up menu [▼], and choose one of the following:

- **Download** downloads the file to your local system.

- **Open in target** opens the file in the external data source, such as SharePoint.

- **Share a copy** stores a copy of the external file in Salesforce. If files are shared with a Chatter group, all group members can access the files, even if they lack access to the external system.

- **Share a reference** points to the external file stored outside Salesforce. No previews will appear in Chatter, and file downloads are available only for users with access to the external system. (Users must enter credentials for the system in the External Authentication Settings section of personal setup).

> 📝 Note: Administrators determine whether shared files are copied or referenced—users will see only one option. Regardless of sharing mode, Chatter won't reflect file revisions in external systems. However, Reference mode will point to the latest versions in those systems.
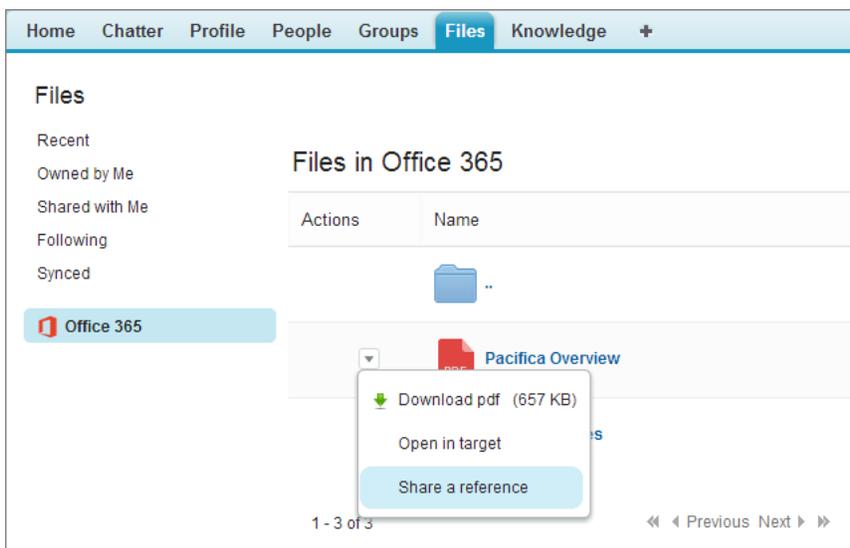
Share Files in the Feed

If you want to include external files in a specific Chatter conversation, use the feed. All files shared in the feed are either copies or references, as determined by an administrator.

1. While authoring a post, click **File** above the feed, and then click **Select a file from Salesforce**.

2. In the left column, click the external source, such as SharePoint.

3. Next to the file you want to share, click **Attach**.
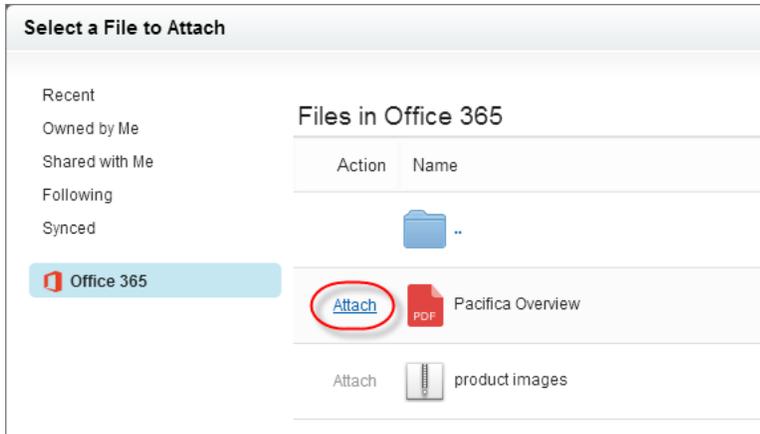
Search for External Files with Files Connect

If you create an external object from an external data source like SharePoint, users can conveniently search its contents along with Salesforce data.

1. In the global search box at the top of the Salesforce window, enter search terms such as document title or author. (The specific information you can search for depends on the configuration of the external data source.)

2. After the search results appear, click the name of the external data source in the left column (for example, "SharePoint 2010"). The results now show items only from that source.
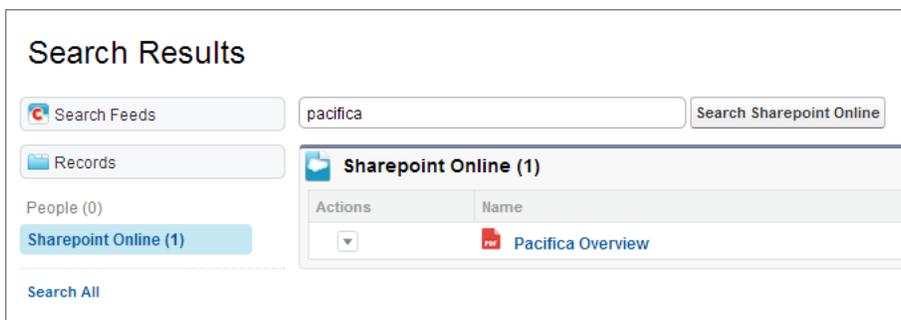
Run a Report about Publicly Shared Links to Files

Run a new standard report from the Reports tab in Salesforce to learn which files users are sharing. Use the report to show where and how users are sharing files in your organization.

See when each link was created, when it expires, when it was last visited, whether it is password protected, and the total number of times the link has been visited. The report includes links users created using Salesforce CRM Content deliveries and **Share via link** in Chatter. Each of the links in this report can be accessed by users outside of your organization.
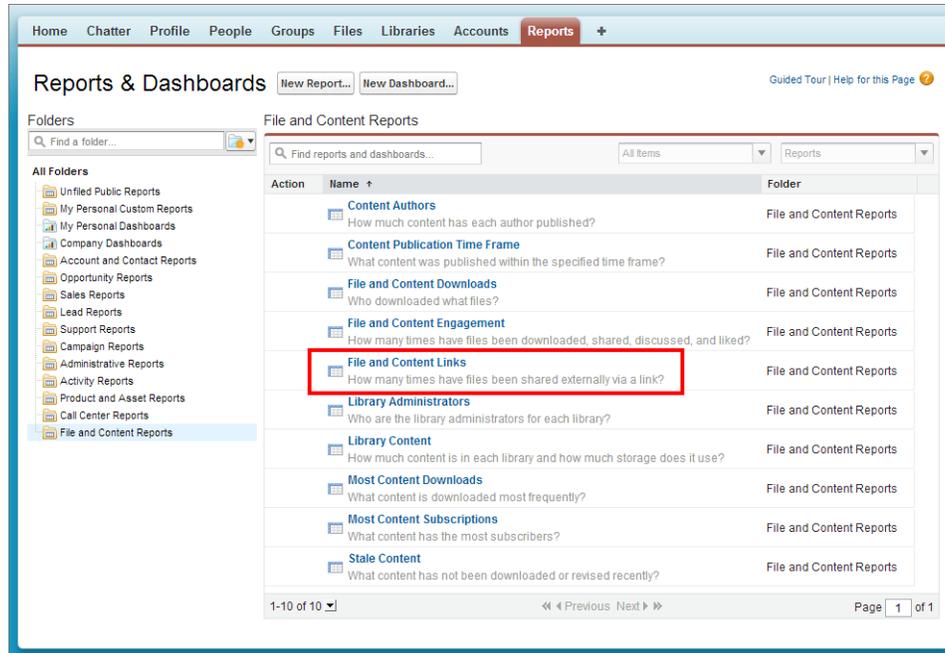
To run the **File and Content Links** report from the Reports tab, click **File and Content Reports** > **File and Content Links**.

Users Have More Options in the File Sharing Settings Menu

Improvements to the Sharing Settings menu make it easier for users to manage file sharing.
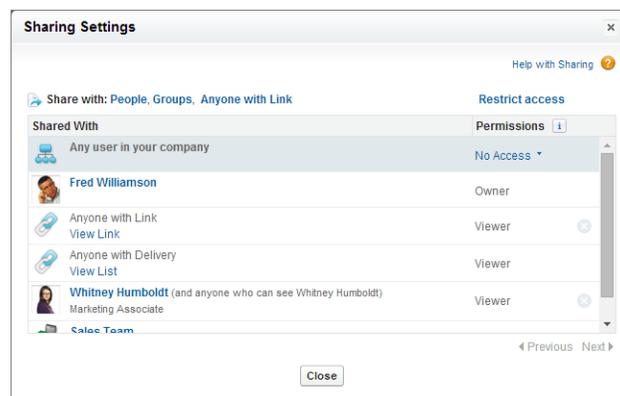
See Content Deliveries in the Sharing Settings Menu

The Sharing Settings menu now shows content deliveries, in addition to shares with people, groups, publicly available links, records in Salesforce, and content libraries. Users can easily manage access to the file directly from the Sharing Settings menu for each type of share.

If users have access to the record or content details page associated with the content delivery, they can click **View List** under `Anyone with Delivery` to view associated content deliveries. If users own associated records or content, or have the "Modify All Data" user permission, they can manage associated content deliveries.

Know Who Can Access Files with Improved Sharing Descriptions

If User Sharing is set to private in your organization, the sharing settings menu better describes who the file is shared with, so users don't accidentally share files more widely than they intended. For example, when Fred Williamson posts a file to Whitney Humboldt's

feed, the Sharing Settings menu informs him that Whitney Humboldt and anyone who can see Whitney Humboldt can access the file.

Users can open the Sharing Settings menu from the Files tab by clicking ▼ > **Sharing Settings** next to the file they want to share.

Sync Shared Files with Salesforce Files Sync

Now you can sync files shared by others, directly from feed posts, file lists, and file detail pages.

To view a complete list of features for Salesforce Files Sync 1.3.0, refer to What's New with Salesforce Files Sync.

To sync a shared file
- "Sync Files"

Other Changes in Files

Other changes enhance file usage and management.

Users Can Delete Files That Are Part of Content Deliveries
A file that is part of a content delivery can now be deleted. Deleting a delivered file deactivates the content delivery. If the deleted file is restored, the content delivery reactivates.

Most Recent Version of Files Shown in Content Deliveries
New content deliveries now show the most recent published version of the content file being delivered. Previously made content deliveries continue to show the version of the file that was delivered.

Google Doc URL Field No Longer Requires Registered Google Apps Domain Name in the URL
When attaching a Google doc to a record, it is no longer required that the URL include your registered Google Apps domain name. New and existing URLs may still contain the Google Apps domain name, but it is no longer a requirement to include it.

Chatter for SharePoint 2010—Generally Available

Configure access to Chatter from SharePoint 2010.

Chatter users can now access Chatter feeds (company and group feeds) from within SharePoint 2010. They can also post files directly from SharePoint to Chatter feeds as file references.

To enable Chatter for SharePoint, in Setup, go to **Customize** > **Chatter** > **Chatter for SharePoint**. More information and instructions to configure the feature is available in the documentation provided in the download link.

Chatter Groups

Chatter groups make it easy for users to communicate with each other.

IN THIS SECTION:

Enable Users to Collaborate More Privately in Unlisted Groups
Give your users a more private option for collaboration in Chatter. Unlisted groups offer more privacy compared to private groups, because only members and users with the "Manage Unlisted Groups" permission can access unlisted groups in list views, feeds, and search results.

Unlisted Group Limitations
Consider the limitations of unlisted groups before you decide to enable them in your organization.

If you've enabled profile-based rollout of Chatter and have more than 500 users in your organization, the Everyone list on the Add/Remove Members dialog isn't populated. Start typing a user's name in the search field to find members to add.

Enable Users to Collaborate More Privately in Unlisted Groups

Give your users a more private option for collaboration in Chatter. Unlisted groups offer more privacy compared to private groups, because only members and users with the "Manage Unlisted Groups" permission can access unlisted groups in list views, feeds, and search results.

Unlisted groups are similar to private groups in that only members can view an unlisted group's feed or files. However, unlisted groups provide more privacy compared to private groups.

- Membership for unlisted groups is by invitation only. Nonmembers can't ask to join them.
- Unlisted groups don't display in list views, feeds, and search results for nonmembers. Only members and users with the "Manage Unlisted Groups" permission can find and access an unlisted group.
- You can't see unlisted groups on a user's profile in Chatter unless you have access to the group.
- Even users with the "Modify All Data" or "View All Data" permissions can't access an unlisted group unless they're members or they have the "Manage Unlisted Groups" permission.
- Nonmembers can't visit the group detail page. (With private groups, nonmembers can see a truncated version of the detail page, which shows the name, description, and member list, but not the feed or files.)
- Chatter enforces group name uniqueness across public, private, and unlisted groups. If a user tries to create a group with the same name as an unlisted group, they'll see an error message that informs them that a group by the same name exists. For this reason, we recommend that you don't include sensitive information in unlisted group names. Choose names that are difficult to guess or not obvious. For example, don't use an obvious name like Acme Merger.

> 📝 **Note:** Before you enable unlisted groups in your organization, review the limitations on page 190 that apply to unlisted groups.

To enable unlisted groups in your organization, in Setup, go to **Chatter** > **Settings** and click **Edit**. Select **Enable Unlisted Groups** and the checkbox next to **I want to enable unlisted groups and understand that I may need to update Apex/Visualforce code in my organization**, and then save your changes.

USER PERMISSIONS

To enable unlisted groups:
- "Customize Application"

Unlisted Group Limitations

Consider the limitations of unlisted groups before you decide to enable them in your organization.

For Administrators

- Users with the "Modify All Data" permission can delete feed items from unlisted groups even if those users are just group members.
- Users with the "Manage Unlisted Groups" permission but not the "Modify All Data" permission can't delete feed items from unlisted groups.
- Users with the "Data Export" permission can export all Chatter data and view the exported posts and comments from any group, regardless of whether the they have the "Manage Unlisted Groups" permission.
- You can't grant the "Manage Unlisted Groups" permission to users with these profiles Chatter External, High Volume Portal, or High Volume Customer Portal.

EDITIONS

Available in:
- Contact Manager
- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

- Unlisted groups count toward a user's group limit, but they don't appear in the Groups list on a user's profile page unless the person who's viewing the list is a member of those groups or has permission to manage unlisted groups. When unlisted groups are hidden, the count that's shown next to the Groups list might not be accurate, depending on the permissions of the person viewing the list.

For Developers

Apex code runs in system mode, which means that the permissions of the current user aren't taken into account. This limitation has implications for pages that are written in Apex.

- Visualforce pages that display groups might expose unlisted groups to users who aren't members.
- Because system mode disregards the user's permissions, all users who are accessing a Visualforce page that's showing an unlisted group can act as an owner of that group.
- AppExchange apps that are written in Apex and that access all groups will expose unlisted groups to users who aren't members.

To limit and manage access to the unlisted groups in your organization:

- Explicitly filter out unlisted groups from SOQL queries in all Apex code.
- Use permission sets, profile-level permissions, and sharing checks in your code to further limit unlisted group access.
- Use Apex triggers on the CollaborationGroup object to monitor and manage the creation of unlisted groups. In Setup, go to **Chatter** > **Groups** > **Group Triggers** to add triggers.

Updated User Search in the Add/Remove Group Member Dialog

If you've enabled profile-based rollout of Chatter and have more than 500 users in your organization, the Everyone list on the Add/Remove Members dialog isn't populated. Start typing a user's name in the search field to find members to add.

Chatter Feeds

Chatter Feeds make collaboration easy.

IN THIS SECTION:

Add Action Links to Posts (Pilot)

Use action links to integrate Salesforce and third-party systems into the feed. An action link is a URL on a post that links to an API, a Web page, or a file. Enabling users to work in the feed is the most powerful way to ensure that they adopt and engage in Chatter.

Ask Questions in the Chatter Feed with Chatter Questions (Generally Available)

Promote community engagement internally and externally by giving users the ability to ask and answer questions in Chatter.

Add Action Links to Posts (Pilot)

Use action links to integrate Salesforce and third-party systems into the feed. An action link is a URL on a post that links to an API, a Web page, or a file. Enabling users to work in the feed is the most powerful way to ensure that they adopt and engage in Chatter.

> **Note:** Action Links are currently available to select customers through a pilot program. To be nominated to join this pilot program, contact salesforce.com. Additional terms and conditions may apply to participate in the pilot program. Please note that pilot programs are subject to change, and as such, we cannot guarantee acceptance into this pilot program or a particular time frame in which this feature can be enabled. Any unreleased services or features referenced in this document, press releases, or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

In API version 32.0, action links are no longer restricted to the Salesforce1 mobile browser app.

These action links let a user approve or reject a travel request in the feed:
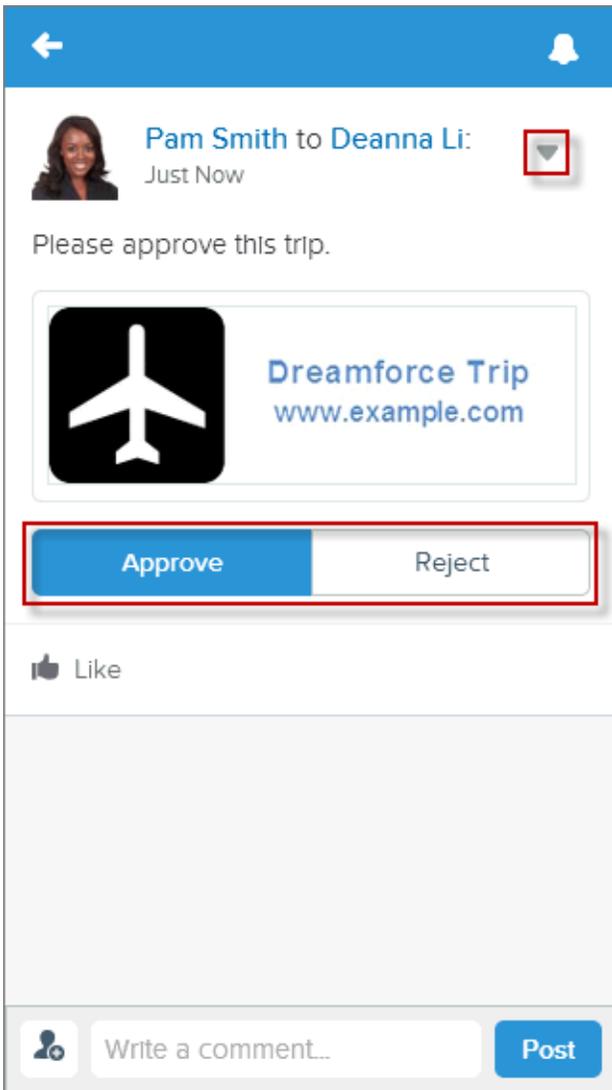
Define action links in groups. Action links within a group are mutually exclusive. You can associate multiple groups with a post. You can specify whether an action link group displays in the post or in the post's drop-down menu. In this example, "Approve" and "Reject" are in one group and "Clone" and "View" are in another. "Approve" and "Reject" display in the post. "Clone" and "View" display in the drop-down menu.
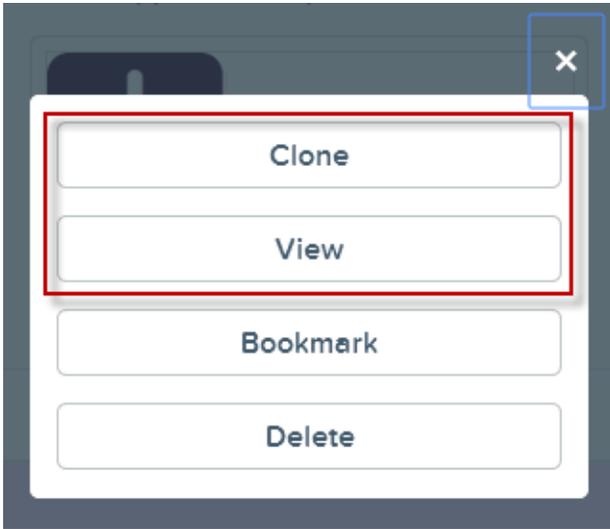
Action links are user-specific and can be private or public. In this example, Pam makes a post to Deanna's feed asking her to download some instructions and then place an order. Deanna can see the "Order" and "Download" action links in the post in her feed:
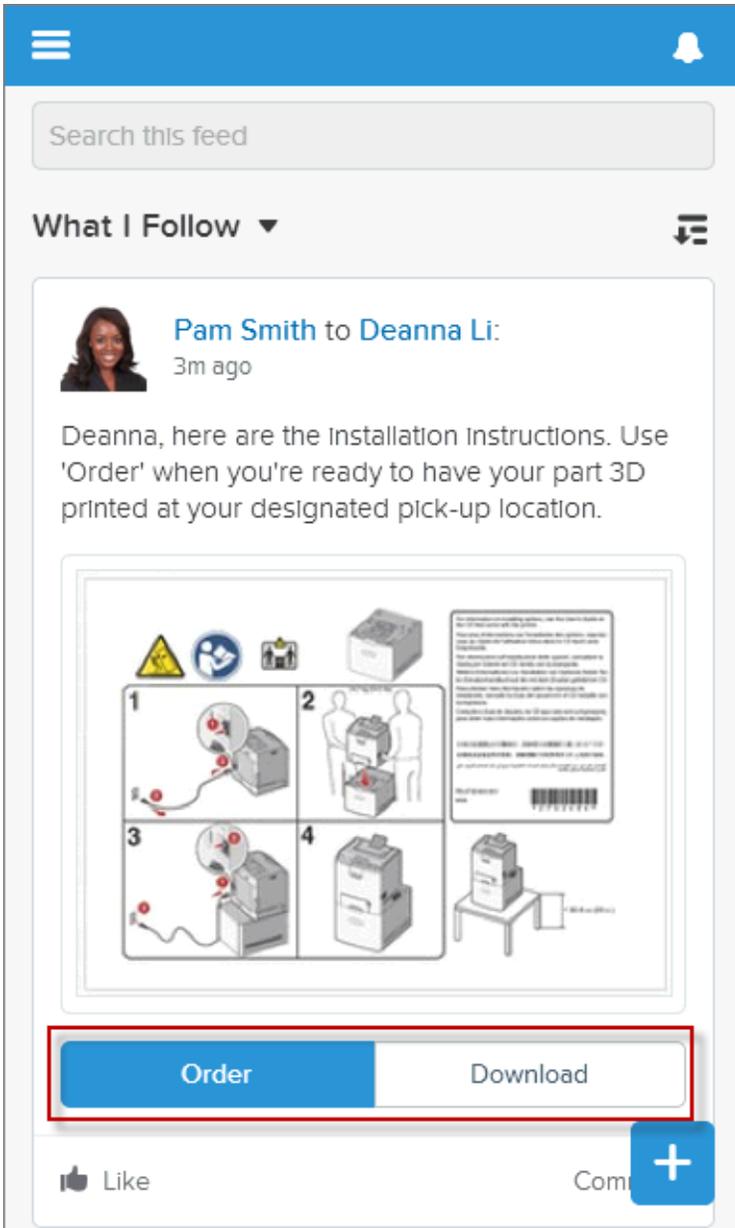
Pam can see the post, but she can see only the "Download" action link because she doesn't have permission to place the order:

During pilot, use Chatter REST API to define action links and publish a Chatter post that contains action links. For more information, see Action Links (Pilot).

Ask Questions in the Chatter Feed with Chatter Questions (Generally Available)

Promote community engagement internally and externally by giving users the ability to ask and answer questions in Chatter.

Chatter Questions allows users to ask questions in their Chatter feed, in groups, and in records. Members in your users' groups and communities can answer questions in Chatter just as they would comment on a Chatter post. The person who asked the question or

the question moderator can select a best answer, which is then prominently displayed in the feed so other users can quickly find the best response to their question.

Your users can organize their information with the question title and details about their question. They can ask the question to their followers, to a group, or to a specific person, as they can with other Chatter feed items.

To enable Chatter Questions in your organization, add the Question action to the global publisher layout. If you're using a customized publisher layout in groups or on records, make sure that the Question action is added to those layouts as well.

Similar Questions, which displays similar questions when users type a question in the feed, remains in Beta for Winter '15. For information on enabling Similar Questions for your organization, contact salesforce.com.

Chatter Desktop doesn't support Chatter Questions.

Other Changes in Chatter

Smaller changes, such as redesigned email notifications, can improve your experience with Chatter.

Mobile User Context Switching from Emails
   Clicking links in Chatter email notifications and digests on mobile devices launch the context-appropriate application, organization, and community.

Attachments in Email to Groups
   Users can now include attachments when emailing posts to groups in Chatter. A single email can include up to 25 attachments. The first file attached is included with the post; additional attachments are added as comments. Attachments are uploaded as files in Chatter, then shared with the group. The sender is the file owner.

   You must enable this feature for your organization in Setup by clicking **Chatter** > **Email Settings** > **Allow Attachments via Email**.

Reports on Topic Assignments
   Users with the "Manage Custom Report Types" permission can create a report type that reveals how topics are assigned. Choose the `Topic Assignments` primary object, and select from these fields: Created By, Created Date, Network, Record Key Prefix, and Topic. The Network field is available only if Salesforce Communities are enabled for your organization. The Record Key Prefix field indicates the object type (account, opportunity, etc.).

FORCE.COM CUSTOMIZATION

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

IN THIS SECTION:

General Administration
Administration helps you manage your organization to suit your business needs.

Data
The Force.com platform makes it easy for you to manage and track your data. Your users, apps, and processes can seamlessly interact with all relevant data, including data that's stored in external systems.

Business Logic and Process Automation
Workflow, approvals, and Visual Workflow provide point-and-click tools for automating and simplifying complex business processes.

Security and Identity
Use security to protect both your data and applications. These features also provide user identity and access management.

Sharing
Sharing improves your control over who sees what.

Globalization
Globalization tools help administrators manage resources that vary from country to country, such as multilanguage, multicurrency, and translated content.

Site.com
Site.com is a Web content management system (CMS) that makes it easy to build dynamic, data-driven Web pages quickly, edit content in real time, and manage your websites.

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

Other Changes in Force.com
Even small customization enhancements can make Salesforce easier to use.

General Administration

Administration helps you manage your organization to suit your business needs.

IN THIS SECTION:

Access Additional Recent Items on the Force.com Home Page (Beta)
The Recent Items list on the Force.com Home page now includes additional types of items. Use the Recent Items list to quickly and easily access even more Setup items that you've recently viewed.

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Search for Additional Items in Setup (Beta)

Advanced Setup Search continues to expand its scope. Now you can search for even more individual items, including workflow rules and email templates, by name.

View the Parent Object of a Field in Setup Search Results (Beta)

The Advanced Setup Search results page now includes an Object column, which shows the parent object of any relevant item, such as custom fields, workflow rules and tasks, approval processes. This makes it easy for you to see the context of any item that has a parent object.

Advanced Setup Search (Beta) Automatically Enabled in All Organizations

To give your organizations instant access to Advanced Setup Search, Advanced Setup Search is automatically enabled in new and existing organizations.

Delegated Administrators Can Assign Permission Sets

Now you can specify permission sets that delegated administrators can assign to users in specified roles and all subordinate roles. This way, you can delegate permission set assignment tasks while maintaining strict control over which permission sets delegated administrators can assign.

Manage Access to Custom Processes and Apps (Generally Available)

When creating custom processes and apps, developers can now use custom permissions to control which features users can access at a granular level. Then, administrators can assign custom permissions in permission sets and profiles, making it easy to specify which users can access specific features.

Reference Custom Permission Access with the $Permission Global Variable

Use the `$Permission` global variable in formulas and validations to reference information about the current user's access to any of your organization's custom permissions. For example, you can use the `$Permission` global variable in a validation rule that ensures that only users with the "Change Austin Accounts" custom permission can make changes to accounts that have a billing city of Austin.

Show More Information in Less Space with Compact Feeds on Feed-Based Layouts

Use the compact feed option to let users see more information with less scrolling when working with records in the Salesforce console, and to give feed views a cleaner, more streamlined look.

Use Hover Links to Quickly Access Related Lists on Feed-Based Layout Detail Views

We've added hover links to the top of the details view for feed-based layouts, making it easier to work with related lists with less scrolling. Now you don't have to choose between using feed-based layouts and giving your users the functionality hover links provide.

Interact with More Publisher Actions Programmatically

The `publisher.selectAction`, `publisher.setActionInputValues`, and `publisher.invokeAction` events in the publisher.js API now support the Post and Social Post actions, so you can create custom console components that interact with these actions.

Enable External HTTPS for Domains

Enabling External HTTPS on a domain allows Salesforce to use the domain in secure references to the sites that are associated with that domain, such as in URLs that appear within an email message from a Salesforce Community. This feature is useful for sites that require authentication, such as community sites, portal sites, or any type of site where confidentiality, protection from eavesdropping, or protection against spoofing are important.

Require Secure Connections (HTTPS) for Salesforce Communities, Site.com Sites, and Force.com Sites

This new setting enables you to require that requests on a site that use HTTP are redirected to HTTPS instead. Requiring secure connections ensures the confidentiality and integrity of the data that's sent to and returned from a website. When a connection isn't secure, others can view or tamper with that data.

Update Auto-Response Message Sender Addresses to Meet New Security Requirements

We've updated the requirements for the sender address on auto-response messages for Email-to-Case and Web-to-Lead. These new requirements increase security for your customers.

Access Additional Recent Items on the Force.com Home Page (Beta)

The Recent Items list on the Force.com Home page now includes additional types of items. Use the Recent Items list to quickly and easily access even more Setup items that you've recently viewed.

> **Note:** The Recent Items list is in beta. It is production quality but has known limitations.

The Recent Items list on the Force.com Home page shows items that you've recently viewed, edited, or created, and their related objects. You can click any item to go directly to its page.

We've added the following to the Recent Items list.

- Approval processes
- Custom report types
- Email templates
- Workflow email alerts
- Workflow field updates
- Workflow outbound messages
- Workflow rules
- Workflow tasks

To access the Force.com Home page, from Setup, click **Force.com Home**.

EDITIONS

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

USER PERMISSIONS

To access the Force.com Home page:
- "Customize Application"

Search for Additional Items in Setup (Beta)

Advanced Setup Search continues to expand its scope. Now you can search for even more individual items, including workflow rules and email templates, by name.

> **Note:**
> - Advanced Setup Search is in beta. It is production quality but has known limitations.
> - After Winter '15 is available for your organization, it might take a few weeks before your organization's setup data is indexed and searchable. During those initial weeks, searches might not return all possible results.

Using Advanced Setup Search, you can now search for these additional items.

- Approval post templates
- Approval processes
- Compact layouts
- Custom home pages
- Duplicate rules
- Email templates
- Home page components
- Queues (with results in the Groups and Queues category)

EDITIONS

Available in:
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

- Static resources
- Workflow email alerts
- Workflow field updates
- Workflow outbound messages
- Workflow rules
- Workflow tasks

To find setup items, enter at least two consecutive characters of the item that you want in the Setup Search box, and then click 🔍 or press Enter. In the Setup Search Results page that appears, select an item from the list.

View the Parent Object of a Field in Setup Search Results (Beta)

The Advanced Setup Search results page now includes an Object column, which shows the parent object of any relevant item, such as custom fields, workflow rules and tasks, approval processes. This makes it easy for you to see the context of any item that has a parent object.

✎ **Note:** Advanced Setup Search is in beta. It is production quality but has known limitations.

After you have search results that include parent objects, click the object name to navigate to the object home page (for standard objects) or detail page (for custom objects).

EDITIONS

Available in:
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

Advanced Setup Search (Beta) Automatically Enabled in All Organizations

To give your organizations instant access to Advanced Setup Search, Advanced Setup Search is automatically enabled in new and existing organizations.

✎ **Note:** Advanced Setup Search is in beta. It is production quality but has known limitations.

To disable or enable Advanced Setup Search, in Setup, click **Customize** > **User Interface**, and then scroll to `Enable Advanced Setup Search (Beta)` at the bottom of the list.

✎ **Note:** If Advanced Setup Search is disabled, the Setup search box returns only the titles of pages in the Setup menu, not individual items that you might have created or edited in Setup.

EDITIONS

Available in:
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To disable or enable Advanced Setup Search:
- "Customize Application"

Delegated Administrators Can Assign Permission Sets

Now you can specify permission sets that delegated administrators can assign to users in specified roles and all subordinate roles. This way, you can delegate permission set assignment tasks while maintaining strict control over which permission sets delegated administrators can assign.

For more information, see "Delegate Permission Set Assignment" in the Salesforce Help.

Manage Access to Custom Processes and Apps (Generally Available)

When creating custom processes and apps, developers can now use custom permissions to control which features users can access at a granular level. Then, administrators can assign custom permissions in permission sets and profiles, making it easy to specify which users can access specific features.

In Salesforce, many features require access checks that specify which users can access certain functions. Permission set and profiles settings include built-in access settings for many entities, such as objects, fields, tabs, and Salesforce pages. However, permission sets and profiles don't include access for some custom processes and apps. For example, for a time-off manager app, all users might need to submit time-off requests, but only a smaller set of users need to approve time-off requests. You can use custom permissions for these types of controls.

Custom permissions let you define access checks that can be assigned to users via permission sets or profiles, similar to how you assign user permissions and other access settings. For example, you can define access checks in Apex that make a button on a Visualforce page available only if a user has the appropriate custom permission.

With the Winter '15 release, custom permissions include the following enhancements.

- You can specify required custom permissions for other custom permissions. A required custom permission is a custom permission that must be enabled when the parent custom permission is enabled.

  Note: In existing Developer Edition organizations, the Required Custom Permissions related list in the Custom Permissions detail page will appear after October 17, 2014.

- Custom permissions are available in unmanaged as well as managed packages.
- Profile settings in packages now include custom permissions.

For more information, see "Custom Permissions" in the Salesforce Help.

Reference Custom Permission Access with the **$Permission** Global Variable

Use the $Permission global variable in formulas and validations to reference information about the current user's access to any of your organization's custom permissions. For example, you can use the $Permission global variable in a validation rule that ensures that only users with the "Change Austin Accounts" custom permission can make changes to accounts that have a billing city of Austin.

For more information, see "Understanding Global Variables" in the Salesforce Help.

Show More Information in Less Space with Compact Feeds on Feed-Based Layouts

Use the compact feed option to let users see more information with less scrolling when working with records in the Salesforce console, and to give feed views a cleaner, more streamlined look.

In the standard feed view, each feed item can take up significant space on the page, requiring users to scroll repeatedly to get an overview of the activity on a record.
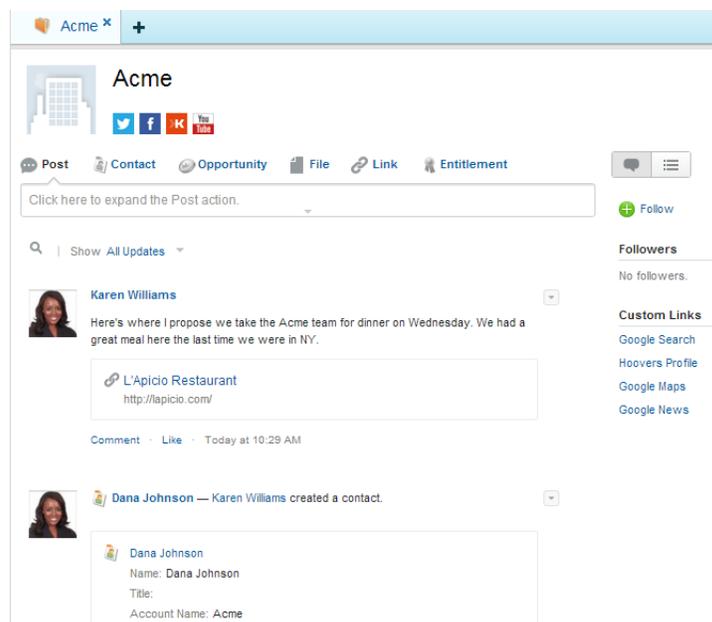
With compact feed, feed items take up much less space, and the overall look of the feed is cleaner and brighter.
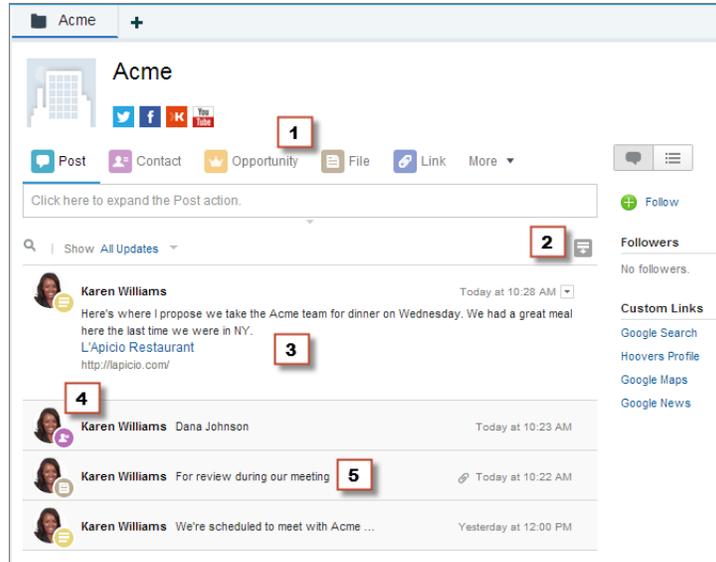
- Each publisher action has an updated icon (1), with a corresponding icon for feed items created by that action, making it easier to see at a glance the types of activity on a record.

- The expand all/collapse all button (2) lets users see more or less information for each feed item with one click.

- When a record loads, only the first feed item is automatically expanded (3). Users can click individual feed items to expand or collapse them as needed.

- The profile picture showing which user created a feed item is smaller and less obtrusive than in the standard view, and is accompanied by an icon showing the type of feed item (4).

- Compact feed items show a summary of the activity (5) so users can quickly browse through the record's history.

In addition, any publisher actions you've created, such as create or update actions, have a more compact layout, with less space between fields.

Compact feed is available only on feed-based page layouts and only when users view records in the Salesforce console. Compact feed isn't supported on Internet Explorer 7 or 8.

To enable compact feed, from the Feed View settings page for a feed-based page layout, select `Enable Compact Feed View in the Console`.

Note: We've made some small changes to the Feed View settings page to make it easier to use. `Use Full-Width Feed in the Console` is now called `Enable Full-Width Feed in the Console` and has been moved to the new Feed View Options section at the top of the page.

For information on creating and customizing feed-based page layouts, see "Create Feed-Based Page Layouts" in the Salesforce Help.

Use Hover Links to Quickly Access Related Lists on Feed-Based Layout Detail Views

We've added hover links to the top of the details view for feed-based layouts, making it easier to work with related lists with less scrolling. Now you don't have to choose between using feed-based layouts and giving your users the functionality hover links provide.

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

When users hover their mouse over the name of a related list, entries in the list and action buttons related to it appear.

Related list hovers appear on the details view for feed-based layouts only if there are no tools or components (such as custom buttons or links) in the left sidebar of the layout's feed view.

For information on customizing feed-based layouts, see "Create Feed-Based Page Layouts" in the Salesforce Help.

Interact with More Publisher Actions Programmatically

The `publisher.selectAction`, `publisher.setActionInputValues`, and `publisher.invokeAction` events in the publisher.js API now support the Post and Social Post actions, so you can create custom console components that interact with these actions.

For example, you could create a component that lets support agents search for and view Salesforce Knowledge articles and then add a link to an article to a tweet or Facebook post in the Social Post action with the click of a button.

For more information on working with these events, see "Creating Custom Console Components That Interact with Case Feed" in Customizing Case Feed with Code.

EDITIONS

Available in:
- Enterprise
- Performance
- Unlimited
- Developer

Enable External HTTPS for Domains

Enabling External HTTPS on a domain allows Salesforce to use the domain in secure references to the sites that are associated with that domain, such as in URLs that appear within an email message from a Salesforce Community. This feature is useful for sites that require authentication, such as community sites, portal sites, or any type of site where confidentiality, protection from eavesdropping, or protection against spoofing are important.

You can enable External HTTPS on any domain that doesn't point to the
yourdomain.*your18characterOrgId*.live.siteforce.com CNAME target.

When enabled, and when the domain's DNS record is not a CNAME that points to the live.siteforce.com subdomain for that domain, Salesforce assumes that the domain supports secure connections.

This option is intended for domains that use a non-Salesforce content delivery network (CDN) or endpoint to serve HTTPS.

Require Secure Connections (HTTPS) for Salesforce Communities, Site.com Sites, and Force.com Sites

This new setting enables you to require that requests on a site that use HTTP are redirected to HTTPS instead. Requiring secure connections ensures the confidentiality and integrity of the data that's sent to and returned from a website. When a connection isn't secure, others can view or tamper with that data.

New Salesforce Communities now require secure connections by default. Existing Salesforce Communities don't require HTTPS for all connections by default. Authenticated requests in a Salesforce Community continue to require secure connections when the organization requires secure connections in the session settings.

New and existing non-Community Force.com Sites don't require secure connections by default so that Force.com Sites can benefit from our global, accelerated content delivery network (CDN). Enabling secure connections in a non-Community Force.com Site causes that CDN to get bypassed, because all HTTP requests get redirected to HTTPS.

Enabling secure connections on a site that uses a portal for authentication disables the Require Non-Secure Connections (HTTP) site login setting if that login setting is enabled.

New and existing non-Community Site.com sites require secure connections when at least one secure custom domain exists on the site. When no secure custom domain exists on the site, HTTP requests don't get redirected to HTTPS.

Update Auto-Response Message Sender Addresses to Meet New Security Requirements

We've updated the requirements for the sender address on auto-response messages for Email-to-Case and Web-to-Lead. These new requirements increase security for your customers.

The email address shown in the From line on auto-response messages now must be one of your verified organization-wide addresses, or the address in your Salesforce user profile. Previously, there were no requirements for this address, which meant that inaccurate and potentially deceiving email addresses, such as those impersonating another company or a public figure, could be used.

For information on viewing or changing your auto-response rule settings, see "Set Up Auto-Response Rules" in the Salesforce Help.

Data

The Force.com platform makes it easy for you to manage and track your data. Your users, apps, and processes can seamlessly interact with all relevant data, including data that's stored in external systems.

IN THIS SECTION:

Access External Data with Lightning Connect

Lightning Connect enables your users to view and search records that are stored outside Salesforce, such as data in an enterprise resource planning (ERP) system. Instead of copying the data into Salesforce, which would be redundant and inefficient, use *external objects* to reference the data and access the data in real time via Web service callouts.

We're introducing Data Pipelines, a new capability to leverage all your customer data for intelligence and actionable information to help you engage with customers and build data-driven applications. With Data Pipelines, you can use the power of custom Apache Pig scripts on Hadoop to process large-scale data stored in Salesforce.

Storing data and how long to store it for have emerged as key concerns for our customers. We hear you and are responding with an improved Field Audit Trail (formerly Field History Retention) pilot that lets you retain your data longer.

Access External Data with Lightning Connect

Lightning Connect enables your users to view and search records that are stored outside Salesforce, such as data in an enterprise resource planning (ERP) system. Instead of copying the data into Salesforce, which would be redundant and inefficient, use *external objects* to reference the data and access the data in real time via Web service callouts.

> **EDITIONS**
>
> Available in: **Developer** Edition
>
> Available for an additional cost in: **Enterprise**, **Performance**, and **Unlimited** Editions

📝 **Note:** We anticipate this product will be generally available in the November 2014 to January 2015 time frame. Any unreleased services or features referenced in this or other public statements are not currently available and may not be delivered on time or at all. Customers who purchase Salesforce applications should make their purchase decisions based upon features that are currently available.

Lightning Connect external objects map to data tables in external data sources and are available to Salesforce tools such as lookup relationships, record feeds, the Salesforce1 app, SOSL and SOQL queries, Salesforce APIs, and deployment via the Metadata API, change sets, and packages. To connect to an external data source, Lightning Connect uses the Open Data Protocol (OData) version 2.0.

For example, suppose that you have product order information stored in an external database and you want to view those orders as a related list on each customer record in Salesforce. Lightning Connect enables you to set up a relationship between the (parent) customer object and the (child) external object for orders. Then you can set up the page layouts for the parent object to include a related list that displays child records.

For Lightning Connect setup details and considerations, see the Salesforce Help.

👁 **Example:** This screenshot shows how Lightning Connect can provide a seamless view of data across system boundaries. A record detail page for the Business_Partner external object includes two related lists of child objects. In this example, external lookup relationships and page layouts enable users to view related data from within and from outside Salesforce on a single page.

- Account standard object (1)
- Sales_Order external object (2)

Manage Customer Data with Data Pipelines (Pilot)

We're introducing Data Pipelines, a new capability to leverage all your customer data for intelligence and actionable information to help you engage with customers and build data-driven applications. With Data Pipelines, you can use the power of custom Apache Pig scripts on Hadoop to process large-scale data stored in Salesforce.

> **Note:** This feature is currently available to select customers through a pilot program. To be nominated to join this pilot program, contact Salesforce. Additional terms and conditions may apply to participate in the pilot program. Please note that pilot programs are subject to change, and as such, we cannot guarantee acceptance into this pilot program or a particular time frame that this feature can be enabled. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

Each connection to your customer drives an ever-increasing scale of data. This growth demands a new set of tools, and the Data Pipelines pilot ushers in Apache Hadoop on the Salesforce platform, enabling highly scalable batch processing, transformation, and understanding of customer data.

As Apex provides a strongly typed, object-orientated programming language that enables developers to control and execute flow and transaction control, Data Pipelines offers a complementary tool set for data flow control. This tool set comes in the form of Apache Pig, a broadly used and high-level language for expressing data flow control, along with a set of functions to help evaluate data. Pig offers an abstraction on top of the Salesforce Hadoop infrastructure to permit MapReduce processing within the context of the established Salesforce multi-tenant architecture.

Data Pipelines are expressed as Pig Latin scripts that are deployed to your organization by using mechanisms that are familiar to the Salesforce developer community (the Metadata API and the Tooling API). Data Pipelines supports Apache Pig 0.13 distribution and Apache Datafu 1.2.0, and delivers a whitelisted set of Apache DataFu and Piggybank UDF libraries to broaden the computational expressiveness for a comprehensive set of use cases.

To learn more about the pilot, see the Data Pipelines Implementation Guide.

For more information about joining the pilot, contact your account team or salesforce.com Customer Support.

Retain Field History Data (Pilot)

Storing data and how long to store it for have emerged as key concerns for our customers. We hear you and are responding with an improved Field Audit Trail (formerly Field History Retention) pilot that lets you retain your data longer.

As the first part of a larger initiative for data lifecycle management, Salesforce is continuing the pilot that began in Winter '14. Use the Salesforce Metadata API to define a retention policy for your field history. Then use the REST API, SOAP API, and Tooling API to work with your archived data.

> **Note:** This feature is currently available to select customers through a pilot program. To be nominated to join this pilot program, contact Salesforce. Additional terms and conditions may apply to participate in the pilot program. Please note that pilot programs are subject to change, and as such, we cannot guarantee acceptance into this pilot program or a particular time frame that this feature can be enabled. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

The pilot lets you define a retention policy for field history in these Salesforce objects.

- Accounts
- Cases
- Contacts
- Leads
- Opportunities

The pilot also supports setting policies for custom objects.

Salesforce will eventually move toward a policy of deleting field history data that is older than 18 months, which is why actively specifying your own history retention policies will become important for your organization.

To learn more about the pilot, see the Field History Retention Implementation Guide.

For more information about joining the pilot, contact your account team or Customer Support.

EDITIONS

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

Business Logic and Process Automation

Workflow, approvals, and Visual Workflow provide point-and-click tools for automating and simplifying complex business processes.

IN THIS SECTION:

Visually Automate Your Business Processes (Beta)

The Process Builder is a new workflow tool that helps you easily automate your business processes by providing a powerful and user-friendly visual representation of your process as you build it. In just a few clicks you can automate business processes and help your organization operate more efficiently.

Automate Time-Based Processes

Use the brand-new Wait element to automate processes that require a time-based waiting period. For example, you can create a flow that activates a contract, waits until one day after the contract is activated, and then emails the customer with a feedback form.

Store Multiple Values Together in a Flow

Store multiple values together—so that you can operate on them—by using the new *collection variable* flow resource. Collection variables can store both manually entered values and values from flow resources, such as email addresses entered in a flow's screen. Using collection variables can help you conserve limits by not querying the Salesforce database for that information.

Submit Records for Approval from a Flow (Generally Available)

With the new Submit for Approval element, you can configure a flow to submit a record for approval—without any code. Previously, to do this in a flow you had to write an Apex class and expose it in the Cloud Flow Designer as an Apex Plug-in.

Post to Chatter from a Flow

With the new Post to Chatter element, you can easily configure a flow to post to the feed of a user, Chatter group, or record. These posts can include mentions and topics. Previously to create a post from a flow, you had to use an Apex Plug-in or create a FeedItem record.

Behavior Changed for Default Values in Flow Screen Fields

Previously, flows used the last-entered value for a field on a screen if the screen had been visited before, regardless of whether it was the same instance of that screen. The "Behavior Change for Default Values in Flow Screen Fields" critical update ensures that when a flow is designed to visit a screen multiple times, such as in a loop, the default value is used.

Receive Email for Each Unhandled Fault

Previously, when multiple interviews resulted in unhandled faults whose messages were similar, the flow creator received an email for only the first unhandled fault. When the "Flow Creators Receive Email for Each Unhandled Fault" critical update is activated, flow creators receive one email for each unhandled fault that occurs. That way, you and other flow creators are aware of every fault that occurs in one of your flows.

Approval Response Enhanced

Delegated approvers can approve or reject email approval requests by replying to those requests. This feature helps to minimize bottlenecks in the approval process and is especially useful for organizations with users who receive approval requests on mobile devices.

Specify a Submitter for an Approval Process

You can specify a submitter of a record programmatically using new Apex methods that have been added to the ProcessSubmitRequest class. With this improved flexibility, you can submit records in bulk on behalf of other submitters.

EDITIONS

Visual Workflow is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Approvals are available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions, and for an additional cost in: **Professional** Edition

Workflow is available in: **Enterprise**, **Performance**, **Unlimited**, **Developer**, and **Database.com** Editions, and for an additional cost in: **Professional** Edition

Workflow tasks, email alerts, and flow triggers are not available in **Database.com**

Other Changes in Business Logic and Process Automation

Learn about other enhancements to Visual Workflow and workflow.

Visually Automate Your Business Processes (Beta)

The Process Builder is a new workflow tool that helps you easily automate your business processes by providing a powerful and user-friendly visual representation of your process as you build it. In just a few clicks you can automate business processes and help your organization operate more efficiently.

The Process Builder's simple and powerful design allows you to:

- Create your processes by using a convenient visual layout with point-and-click efficiency.
- Create your whole process in one place rather than using multiple workflow rules.
- Have multiple colleagues contribute to creating your business processes.
- Stop using Apex code to automate simple tasks.

Automated processes in the Process Builder consist of criteria that determine when to execute action groups and immediate and time-dependent actions to execute when those criteria are met. Any change that causes a record to match the criteria can automatically trigger the action group.

If you're familiar with workflow, you can use the Process Builder to perform all of the same actions (with the exception of outbound messages), but with more power and flexibility. Without writing a single line of Apex code, you can:

- Create a record.
- Update any related record—not just the record or its parent.
- Use a quick action (object-specific or global) to create a record, update a record, or log a call.
- Launch a trigger-ready flow—from immediate and also scheduled actions.
- Send an email.
- Post to Chatter.
- Submit a record for approval.

With the Process Builder, it's easy to get started creating automated business processes. For example, you can create automated processes that:

- Update all the mailing addresses on all child contacts when a billing address is changed on an account.
- Submit a record for approval without requiring users to click submit.
- Create records and notifications based on stages of an opportunity and schedule follow-up tasks that execute based on changes to records.
- Create an order record with the data in the opportunity and associated account when the opportunity stage changes to closed and won.
- Send an email reminder to the account team if a high-value opportunity is still open ten days before the specified close date.

Automate Time-Based Processes

Use the brand-new Wait element to automate processes that require a time-based waiting period. For example, you can create a flow that activates a contract, waits until one day after the contract is activated, and then emails the customer with a feedback form.

Wait elements are only available in trigger-ready flows, which means you can't have a Wait element in the same flow as any screens, choices, or dynamic choices.

After you add a Wait element to a flow, configure it by defining the events that you need to wait for. The available event types are both alarms, which consist of a date/time value and an optional offset from that time. Each event can also have *waiting conditions*, which determine whether the flow interview should wait for the associated event during runtime. For more details, see Configure a Flow to Wait for Events in the Salesforce Help.

When a flow interview executes a Wait element, it waits for all of the defined events whose waiting conditions are met. When the first of those events occurs, the interview resumes, still in the context of the user who started the interview originally, and executes the event path for that event. If you need to execute multiple event paths, configure the flow to return to the Wait element.

Example: For example, in a flow that activates a contract, you can wait until one day after the contract is activated and then email the customer with a feedback form.

For details about this and other sample flows that use the Wait element, including a flow that executes multiple event paths, see "Sample Flows that Wait for Events" in the Salesforce Help.

IN THIS SECTION:

Debug Waiting Interviews

We've added new log messages to help you troubleshoot waiting flow interviews.

Delete Unfinished Interviews

When a flow interview is waiting for an event to occur, you can't update or delete the associated flow or flow version. Rather than having to wait for every interview to finish, you can now delete interviews that are waiting for events to occur.

Debug Waiting Interviews

We've added new log messages to help you troubleshoot waiting flow interviews.

New debugging messages are available when you're running flows that contain Wait elements and wait events. To help you trace what occurs when running trigger-ready flows that contain Wait elements, the following events are available in the `Workflow` category of debug logs when the level logged is set to FINER and above.

- `FLOW_WAIT_WAITING_DETAIL`
- `FLOW_WAIT_RESUMING_DETAIL`
- `FLOW_WAIT_EVENT_WAITING_DETAIL`
- `FLOW_WAIT_EVENT_RESUMING_DETAIL`

Delete Unfinished Interviews

When a flow interview is waiting for an event to occur, you can't update or delete the associated flow or flow version. Rather than having to wait for every interview to finish, you can now delete interviews that are waiting for events to occur.

On the flow list page, the Waiting Interviews list identifies all flow interviews that are waiting for an event to occur before they proceed.

Store Multiple Values Together in a Flow

Store multiple values together—so that you can operate on them—by using the new *collection variable* flow resource. Collection variables can store both manually entered values and values from flow resources, such as email addresses entered in a flow's screen. Using collection variables can help you conserve limits by not querying the Salesforce database for that information.

Previously, you couldn't store manually entered values or values from another flow resource. Both sObject variables and sObject collection variables can store multiple values, but they must be field values.

Create a collection variable from the Resources tab in the Cloud Flow Designer by double-clicking **Collection Variable**.

Unlike with variables, sObject variables, and sObject collection variables, you can't use Record Lookup or Fast Lookup elements to populate a collection variable. To populate a collection variable, add values whose data type matches the collection variable by using an Assignment. In other words, don't try to add a variable of type Text to a collection variable of type Number.

Submit Records for Approval from a Flow (Generally Available)

With the new Submit for Approval element, you can configure a flow to submit a record for approval—without any code. Previously, to do this in a flow you had to write an Apex class and expose it in the Cloud Flow Designer as an Apex Plug-in.

In the Summer '14 release, the Submit for Approval element was available only through a pilot program and you could only specify the record to submit.

After you add a Submit for Approval element to a flow, use the input parameters to identify which record you want to submit. You can further customize the element by entering values for optional parameters, such as identifying a specific approval process or who the approval request should be sent to.

For more details about configuring this element, see "Submit a Record for Approval from a Flow" in the Salesforce Help.

Post to Chatter from a Flow

With the new Post to Chatter element, you can easily configure a flow to post to the feed of a user, Chatter group, or record. These posts can include mentions and topics. Previously to create a post from a flow, you had to use an Apex Plug-in or create a FeedItem record.

After you add a Post to Chatter element to a flow, use the input parameters to identify the message that should be posted and the user, Chatter group, or record whose feed it should be posted to. The message can include mentions and topics.

For details about this element, see "Post to Chatter from a Flow" in the Salesforce Help.

> **USER PERMISSIONS**
>
> To open, edit, or create a flow in the Cloud Flow Designer:
> - "Manage Force.com Flow"

Behavior Changed for Default Values in Flow Screen Fields

Previously, flows used the last-entered value for a field on a screen if the screen had been visited before, regardless of whether it was the same instance of that screen. The "Behavior Change for Default Values in Flow Screen Fields" critical update ensures that when a flow is designed to visit a screen multiple times, such as in a loop, the default value is used.

There are two ways that an interview—a running instance of a flow— can visit a flow screen field multiple times.

- The same instance: The user who's running the flow enters information into a screen field, clicks **Previous**, and then clicks **Next**.
- Different instance: A screen is used within a loop, and the flow requires the fields to be completed independently each time.

> **USER PERMISSIONS**
>
> To view critical updates:
> - "View Setup and Configuration"
>
> To activate critical updates:
> - "Modify All Data"
>
>   AND
>
>   "Customize Application"

If you activate this update now, flows use the default value (if you set one) for the field when visited for the first time for that instance. If the user reaches the screen because the flow is navigating through a loop, the default value for that field is used. If the user reaches the screen by navigating back—or by navigating back and then forward—the last-entered value for that field is used.

You can activate this critical update from Setup by clicking **Critical Updates** and then clicking **Activate** for "Behavior Change for Default Values in Flow Screen Fields."

Receive Email for Each Unhandled Fault

Previously, when multiple interviews resulted in unhandled faults whose messages were similar, the flow creator received an email for only the first unhandled fault. When the "Flow Creators Receive Email for Each Unhandled Fault" critical update is activated, flow creators receive one email for each unhandled fault that occurs. That way, you and other flow creators are aware of every fault that occurs in one of your flows.

Whenever a flow interview fails, the system generates a fault message. If there's no fault path defined to handle the error gracefully, the error is considered an unhandled fault and the system sends an email that contains the fault message to the flow creator.

> **USER PERMISSIONS**
>
> To view critical updates:
> - "View Setup and Configuration"
>
> To activate critical updates:
> - "Modify All Data"
>
>   AND
>
>   "Customize Application"

We recommend that you activate this update now. Note that you and other flow creators might receive more emails that contain flow fault messages than you are used to receiving. You can activate this critical update from Setup by clicking **Critical Updates** and then clicking **Activate** for "Flow Creators Receive Email for Each Unhandled Fault."

For details about adding fault paths to more gracefully handle these errors, see "Fault Connector Overview" in the Salesforce Help.

Approval Response Enhanced

Delegated approvers can approve or reject email approval requests by replying to those requests. This feature helps to minimize bottlenecks in the approval process and is especially useful for organizations with users who receive approval requests on mobile devices.

A delegated approver is a user appointed by an assigned approver as an alternate for approval requests. When a delegated approver responds to an approval request, the first line of the email body may contain one of the following words:

- approve
- approved
- yes
- reject
- rejected
- no

Periods and exclamation marks are allowed at the end of each word. Delegated approvers can optionally add comments in the second line of the email body. They can also click a link in the email to access the approval page.

Specify a Submitter for an Approval Process

You can specify a submitter of a record programmatically using new Apex methods that have been added to the ProcessSubmitRequest class. With this improved flexibility, you can submit records in bulk on behalf of other submitters.

For more information about the Apex methods, see New and Changed Apex Classes.

> **Note:** If you use custom email templates with merge fields, you need to account for the possibility that the current user and the submitter aren't the same user. For example, you may need to change current user references of {!User.$field\_name$} to a specified submitter reference {!ApprovalRequestingUser.$field\_name$}.

Other Changes in Business Logic and Process Automation

Learn about other enhancements to Visual Workflow and workflow.

Identify Recipients More Flexibly in the Send Email Element

The Send Email element in Visual Workflow now has two ways to identify the recipients of the email. Previously, there was one required parameter called `Email Addresses`. That parameter is now `Email Addresses (comma-separated)` to differentiate it from a second parameter for recipients called `Email Addresses (collection)`. Both parameters are optional, but you must use at least one of them for the flow to successfully send the email. Between the two parameters, the total number of email addresses must be five or fewer.

The `Email Addresses (collection)` parameter accepts only collection variables of type Text. See Store Multiple Values Together in a Flow for details about collection variables.

The `Email Addresses (comma-separated)` parameter accepts only non-collection string values. For example, you can reference the value for an input field, a variable of type Text, or a comma-separated list of manually entered email addresses.

Send Email from an Organization-Wide Email Address

The Send Email element in Visual Workflow now allows you to send emails from an organization-wide email address. In enabling this functionality, we also added a new `Sender Address` parameter to the Send Email element.

To send an email from an organization-wide email address:

1. For `Sender Type`, enter *OrgWideEmailAddress*.
2. For `Sender Address`, enter the value of the verified organization-wide email address.

Deploy Flows That Contain Email Alerts

If a flow contains an email alert, you can now deploy that flow via change sets or packages.

Debug Flows That Contain Loop Elements and Action Calls

Two new Apex debug log events help you to more easily troubleshoot your flows:

- `FLOW_LOOP_DETAIL`—Provides details about Loop elements.

- `FLOW_ACTIONCALL_DETAIL`—Provides details about Email Alert, Post to Chatter, Quick Action, Send Email, and Submit for Approval elements.

Notify Assignee Checkbox Removed from Workflow Tasks When You Expose New Notification Setting

If you show a new user setting that lets users control their task assignment email notifications globally, then the **Notify Assignee** checkbox is removed from workflow tasks. For details on the new setting, see Let Your Users Control Task Notifications Globally on page 138.

The default list view for workflow tasks still displays the Notify Assignee column; as a workaround, avoid filtering by the `Notify Assignee` field and remove the Notify Assignee column from the list view.

User Interface Changes to the Cloud Flow Designer

- The OTHER ACTIONS section is now QUICK ACTIONS.

- **SObject Collection** is now **SObject Collection Variable**.

Security and Identity

Use security to protect both your data and applications. These features also provide user identity and access management.

IN THIS SECTION:

Set Session Timeout and Password Policies for Individual Profiles

Now you can customize the session timeout and password requirements per profile, for finer control over the user experience than previous settings applied to the entire organization. The settings for session duration and password policies at the profile level override the settings at the organization level.

Use Event Monitoring to Understand Organization Trends (Generally Available)

Use the SOAP API and REST API resources to retrieve event log files that contain information useful for assessing organizational usage trends and user behavior.

Security Tokens Required for API Logins from Callouts

Enhance your organization's authentication process with required security tokens for API logins from callouts.

Some Settings Changed for Managing File Upload and Download Behavior

Review changes to settings that control how some file types are handled during upload and download.

Customize and Manage User Authentication with Login Flows

Login flows allow administrators to build post-authentication processes to match their business practices, associate the flow with a user profile, and send the user through that flow as they log in. Use login flows to collect registration information from users, provide a terms of service acceptance form, prompt the user for a second factor of authentication and other customization.

Export and Import Authentication Certificates between Organizations for Flexible Certificate and Key Management

Export all of your organization's authentication certificates into a keystore for storage, or import certificates from a local keystore.

Configure a LinkedIn Authentication Provider

Let users log in to a Salesforce organization using their LinkedIn accounts.

Configure a Twitter Authentication Provider

Let users log in to a Salesforce organization with their Twitter accounts.

Give Community Users Button Icons to Log in with their Third-party Accounts

Provide users a graphic button on your community's login page for an established authentication provider, such as Twitter, Facebook and others.

A Custom Logout URL is Available for Community Users

After using SAML for single sign-on, external users of a Community can be redirected to the logout URL specified in the community SAML settings. This is now supported for organizations with multiple SAML configurations.

View and Download SAML Login Metadata for Communities and Custom Domains

Get the The SAML Login Information for each community or custom domain from the user interface. The Connected App detail page and SAML Single Sign-On Setting detail page include a **Download Metadata** button for easy retrieval of domain-specific login information and endpoints.

Internet Explorer 6 Logins Removed from the Organization Login History Page

A simplified organizaton-wide Login History page no longer displays information for users logging in with IE6.

View an Optimized OAuth Connected Apps List on the User Detail Page

The Oauth Connected Apps list on a user's detail page now includes refresh requests for the same application authorization in the `Use Count` value.

Include the Organization ID to Identify Users from Different Salesforce Auth. Providers

Identify users who have the same user ID in different organizations, such as in two sandboxes.

Identity URL and UserInfo Endpoint Redirect Response Removed

The response to a successful request for an Identity URL, or to the UserInfo endpoint, no longer includes a redirect to the information.

OAuth 2.0 JWT Bearer Token Support Expands to Meet the Current Standards

To stay compatible with OAuth JWT 2.0 bearer token standards, Salesforce allows either `prn` or `sub` for the username in the token.

New External Identity License Expands Your Community User License Choices

External Identity is a new type of Salesforce license that provides a low cost Identity and Access Management service for customers and partners. This license can be upgraded to Customer Community or Partner Community licenses.

Add Bookmark Apps to the App Launcher and App Menu for Easy Access to Frequently Used Apps

Create a connected app without specifying any SAML or OAuth settings to link users to a site or service with one click.

Use the System for Cross-domain Identity Management (SCIM), a Standards-based User Management API

Salesforce introduces support for cross-domain identity management SCIM specification 1.1, and provides a few extensions to the spec so you can edit and manage user properties using the REST API.

Identity Features Added to More License Types

The "Use Identity Features" option is now available for Customer Portal and Partner Portal license users.

Security Fix Protects Organization Data from Guest Users

A potential security vulnerability related to guest user sessions has been fixed. Previously, some custom Force.com Community site
pages generated guest user session IDs. These guest sessions could lead to anonymous API access via the guest user's object, field,
and record permissions.

Set Session Timeout and Password Policies for Individual Profiles

Now you can customize the session timeout and password requirements per profile, for finer control
over the user experience than previous settings applied to the entire organization. The settings for
session duration and password policies at the profile level override the settings at the organization
level.

Until you set the Session Timeout on a profile, the organization-wide `Timeout value` in the
Session Settings applies to users of the profile. Once set, the Session Timeout on a profile overrides
the organization-wide `Timeout value` for users of that profile. Changes to the organization-wide
`Timeout value` will not apply to users of a profile with its own Session Timeout value.

To set the session time limit on a profile:

1. From Setup, click **Manage Users** > **Profiles**.

2. Select a profile.

3. Depending on which user interface you're using, do one of the following:

   - Enhanced profile user interface—Click **Session Timeout**, then click **Edit**.

   - Original profile user interface—Click **Edit**, then scroll to the Session Timeout section.

4. Click the drop-down list to select another value.

5. Click **Save**.

Until you set the Password Policies on a profile, the organization-wide Password Policies apply to
users of the profile. Once set, the Password Settings on a profile override the organization-wide Password Policies for users of that profile.
Changes to the organization-wide Password Policies will not apply to users of a profile with its own Password Policies.

To set the Password Policies on a profile:

1. From Setup, click **Manage Users** > **Profiles**.

2. Select a profile.

3. Depending on which user interface you're using, do one of the following:

   - Enhanced profile user interface—Click **Password Policies**, then click **Edit**.

   - Original profile user interface—Click **Edit**, then scroll to the Password Policies section.

4. Change the values for the current profile.

   For a description of all the settings, see Setting Password Policies in the Salesforce help.

5. Click **Save**.

Use Event Monitoring to Understand Organization Trends (Generally Available)

Use the SOAP API and REST API resources to retrieve event log files that contain information useful for assessing organizational usage trends and user behavior.

> ✏️ **Note:** We anticipate this product will be generally available in the November 2014 to January 2015 time frame. Any unreleased services or features referenced in this or other public statements are not currently available and may not be delivered on time or at all. Customers who purchase Salesforce applications should make their purchase decisions based upon features that are currently available.

Because event log files are accessed through the Force.com SOAP API and REST API, you can integrate log data with your own back-end storage and data marts so that you can correlate data from multiple organizations and across disparate systems easily. When using event monitoring, keep the following in mind:

- In the unlikely case where no log files are generated for 24 hours, contact Salesforce.
- Log data is read-only. You can't insert, update, or delete log data.
- Use the `EventType` field to determine which files were generated for your organization
- `LogDate` tracks usage activity for a 24-hour period, from 12:00 a.m. to 11:59 p.m. UTC time.
- An event generates log data in real time. *However, log files are generated the day after an event takes place, during nonpeak hours.* Therefore, log file data is unavailable for at least one day after an event.
- `CreatedDate` tracks when the log file was generated.
- Log files, represented by the `EventType` field, are only generated if there is at least one event of that type for the day. If no events took place, the file won't be generated for that day
- Log files are available based on `CreatedDate` for the last 30 days when organizations purchase User Event Monitoring or one day for Developer Edition organizations.
- All event monitoring logs are exposed to the API through the EventLogFile object, however there is no access through the user interface.

Event monitoring can be used with 28 different file types:

- Apex Callout
- Apex Execution
- Apex SOAP
- Apex Trigger
- API
- Async Report
- Bulk API
- Change Set Operation
- Content Distribution
- Content Document Link
- Content Transfer
- Dashboard
- Document Attachment Downloads
- Login
- Login As

- Logout
- MDAPI Operation
- Multiblock Report
- Package Install
- Report
- Report Export
- REST API
- Salesforce1 Adoption (UI Tracking)
- Sandbox
- Sites
- Time-Based Workflow
- URI
- Visualforce

See New Objects to learn about the EventLogFile object to use with event monitoring

👁 Example:

Example

You can use Workbench to describe event log files. In the Execute text box, type
`/services/data/v32.0/sobjects/EventLogFile/describe`.

Example raw response

```
{
   "actionOverrides" : [ ],
   "activateable" : false,
   "childRelationships" : [ ],
   "compactLayoutable" : false,
   "createable" : false,
   "custom" : false,
   "customSetting" : false,
   "deletable" : false,
   "deprecatedAndHidden" : false,
   "feedEnabled" : false,
   "fields" : [ {
     "autoNumber" : false,
     "byteLength" : 18,
     "calculated" : false,
     "calculatedFormula" : null,
     "cascadeDelete" : false,
     "caseSensitive" : false,
     "controllerName" : null,
     "createable" : false,
     ...
}
```

📝 Note: Log data schema for each `EventType` can change. At the start of each release, use the `LogFileFieldNames` and `LogFileFieldTypes` fields to validate schema changes for each `EventType`. In the unlikely case where no log files are generated for 24 hours, contact Salesforce.

Security Tokens Required for API Logins from Callouts

Enhance your organization's authentication process with required security tokens for API logins from callouts.

Security tokens are now required for API logins from callouts in API version 32.0 and later. In API version 31.0 and earlier, security tokens are not required by default, but you can require them by setting a new preference, **Require security tokens for API logins from callouts (API version 31.0 and earlier)**, accessible from the Identity Confirmation section of the Session Settings page. To access the page, from Setup, click **Security Controls** > **Session Settings**.

Some Settings Changed for Managing File Upload and Download Behavior

Review changes to settings that control how some file types are handled during upload and download.

Disallowing HTML uploads also prevents users from uploading `.swf` **and** `.xhtml` **files**
When **Don't allow HTML uploads as attachments or document records** is enabled in your organization, users can't upload `.swf` and `.xhtml` file types, in addition to `.html`, `.htt`, `.mht`, and `.svg` file types.

HTML and THTML files share download behavior settings
Previously, the download behavior settings for `.html` and `.thtml` files were configured separately. Now, both file types are managed by the settings for `.html files`.

If you previously configured `.html` or `.thtml` files to have hybrid download behavior, the hybrid download behavior now applies to `.html`, `.acgi`, `.htm`, `.htx`, `.shtm`, `.shtml`, and `.thtml` files. Hybrid download behavior means that Chatter and Salesforce CRM Content files always download when accessed by users in your organization, but attachments to records and documents run in the browser if they're able.

Configure file upload and download security settings from Setup by clicking **Security Controls** > **File Upload and Download Security**. For more information about managing file security in your organization, see `Configure File Upload and Download Security Settings` in the Salesforce Help.

EDITIONS

Available in all editions

USER PERMISSIONS

To configure file upload and downlad settings:
- "Customize Application"

Customize and Manage User Authentication with Login Flows

Login flows allow administrators to build post-authentication processes to match their business practices, associate the flow with a user profile, and send the user through that flow as they log in. Use login flows to collect registration information from users, provide a terms of service acceptance form, prompt the user for a second factor of authentication and other customization.

Use the Flow Designer to create login flows, then associate those flows with specific profiles in your organization. You can connect the same flow to multiple profiles. Users with the profile are directed to the login flow after they authenticate, but before the user is directed to the organization's content. The login flow screens are embedded within the standard Salesforce login page for an integrated user login experience.

Login flows support all of the Salesforce user interface authentication methods, including username and password, delegated authentication, SAML single sign-on and social sign-on through a third-party Auth. Provider. Login flows can be applied to logins to Salesforce organizations, communities and portals.

📝 Note: Currently, login flows cannot be applied to API logins, or when sessions are passed to the UI through `frontdoor.jsp` from a non-UI login process.

EDITIONS

Available in:
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To open, edit, or create a flow in the Cloud Flow Designer:
- "Manage Force.com Flow"

Build Your Own Login Flow

Use the following process to build your own login flow.

1. Create a new flow using the Flow Designer and Apex.

    For example, you can design a custom IP-based two-factor authentication flow that requires a second factor of authentication only if the user is logging in from outside of the corporate Trusted IP Range. (To find or set the Trusted IP Range, from Setup, choose **Security Controls** > **Network Access**.)

    > 📝 Note: Do not set the Login IP Ranges directly in the user profile. The Login IP Ranges set directly in a profile restrict access to the organization for users of that profile who are outside that range, entirely, and those users cannot enter the login flow process.

    The flow should contain the following.

    a. A new Apex class defining an Apex plugin that implements from the (`Process.Plugin`) and uses the `Auth.SessionManagement` class to access the time-based one-time password (TOTP) methods and services. The new Apex class for the plugin generates a time-based key with a quick response (QR) code to validate the TOTP provided by the user against the TOTP generated by Salesforce.

    b. A screen element to scan a QR code.

    c. A decision element to handle when the token is valid and when the token is invalid.
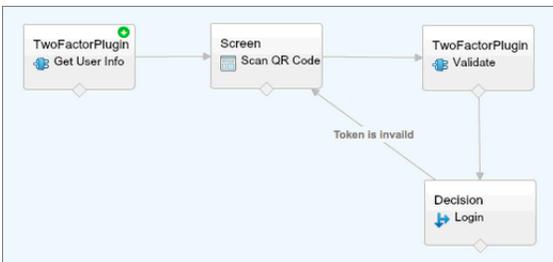
    Within the flow, you can set input variables. If you use the following specified names, these values will be populated for the flow when it starts.

Name	Value Description
LoginFlow_LoginType	The user type, such as Chatter Community external user
LoginFlow_IpAddress	The user's current IP address
LoginFlow_LoginIpAddress	The user's IP address used during login, which can change after authentication
LoginFlow_UserAgent	The user agent string provided by the user's browser
LoginFlow_Platform	The operating system for the user
LoginFlow_Application	Application used to request authentication
LoginFlow_Community	Current Community, if this login flow applies to a Community
LoginFlow_SessionLevel	The current session security level, Standard or High Assurance
LoginFlow_UserId	The user's 18-character ID.

During the flow, you can assign the following, pre-defined variables values for specific behavior.

📝 Note: The flow loads these values only *after* a UI screen is refreshed (a user clicking a button does not load the values, a new screen must be added to the flow for the values to be loaded).

Name	Value Description
LoginFlow_FinishLocation	A Text value. Provide a string that defines where the user goes after completing the login flow. The string should be a valid Salesforce URL (the user cannot leave the organization and stay in the flow) or relative path.
LoginFlow_ForceLogout	A Boolean value. Set this variable to `true` to log the user out, immediately, and force the user to exit the flow.

2. Save the flow.

3. Activate the flow.

4. Connect the login flow to a profile.

Connect Your Login Flow

After you create a login flow in Flow Designer and activate the flow, you need to associate the login flow with a profile in your organization.

1. From Setup, click **Security Controls** > **Login Flows**.

2. Click **New**.

3. Enter a `Name` to reference this login flow association if you need to edit or delete it.

   The `Name` does not need to be unique.

4. Enter the `Profile` to connect to the login flow. You can use the picklist to see available profiles.

5. Select the `Login Flow` for the profile from the drop-down list. The list includes all the available flows saved in the Flow Designer.

6. Click **Save**.

   Users of the profile will now be directed to the login flow.

A single login flow can be associated with one or more profiles. However, a profile can't be connected to more than one login flow.

For more information, see the Flow Designer Overview in the Salesforce help, and the new Auth.SessionManagement Apex class.

Export and Import Authentication Certificates between Organizations for Flexible Certificate and Key Management

Export all of your organization's authentication certificates into a keystore for storage, or import certificates from a local keystore.

You can export your certificates and private keys into a keystore in JKS (Oracle's Java Keystore) format, or import certificates and keys from a local keystore. This allows you to move private keys from one organization to another.

1. From Setup, click **Security Controls** > **Certificate and Key Management**.

2. Select **Export to Keystore** or **Import from Keystore**.

For more information about the JKS format, see Oracle's Java KeyStore documentation.

Configure a LinkedIn Authentication Provider

Let users log in to a Salesforce organization using their LinkedIn accounts.

Complete these steps to configure LinkedIn as an authentication provider.

1. Decide which scopes (user details) to get from LinkedIn.

2. Set up a LinkedIn application.

3. Define a LinkedIn Provider in your Salesforce organization and establish a registration handler.

4. Edit the registration handler.

5. Update your LinkedIn application to use the Callback URL generated by Salesforce as an entry in the LinkedIn `OAuth 2.0 Redirect URLs`.

6. Test the single sign-on connection.

Decide which scopes (user details) to get from LinkedIn

Scopes determine the information you get from LinkedIn about a user during the authorization process. You can request some basic information, such as username and a photo URL, or you can get more specific information, such as an address, phone number, contact list, and more. The user approves the exchange of information before it is given.

When you set up LinkedIn as an Auth. Provider, you can set the scopes in three different places: in the LinkedIn application settings, in the Salesforce Auth. Provider settings, or in a query to LinkedIn's user info endpoint using field selectors. Consider the following as you decide where to specify the scopes, and the values to use.

• You can leave this value blank in the LinkedIn and Salesforce settings. The default value is $r\_basicprofile$, which provides only the most basic user information as defined by LinkedIn.

• Salesforce requires the email address for users.

• Refer to the LinkedIn Authentication documentation for a list of supported values and their meaning, or the LinkedIn Field Selectors page for information about requesting scopes using a URL.

• If you set the Default Scopes in the Salesforce Auth. Provider settings, that value overrides the value in the LinkedIn Application settings.

• Separate multiple scope values in the LinkedIn Application settings or the Salesforce Auth. Provider settings with a space, only, such as $r\_basicprofile\ r\_emailaddress$.

- If you use LinkedIn Field Selectors with a URL, separate multiple values with a comma, only, such as `https://api.linkedin.com/v1/people/~:(id,formatted-name,first-name,last-name,public-profile-url,email-address)`.

Set up a LinkedIn Application

Before you can configure LinkedIn for your Salesforce organization, you must set up an application in LinkedIn.

1. Sign in to your developer account for the LinkedIn website.
2. Click on the username at the top and select **API Keys**.
3. Click **Add New Application**.
4. Enter the application settings.
5. Note the `API Key` and `Secret Key` of the new application, you'll need these later in Salesforce.
6. Optionally, enter a LinkedIn supported scope value, or several space-separated values.

   For more information about using scopes with LinkedIn, see Decide which scopes (user details) to get from LinkedIn.

Define a LinkedIn Provider in your Salesforce organization

You need the LinkedIn `API Key` and `Secret Key` to set up a LinkedIn provider in your Salesforce organization.

1. From Setup, click **Security Controls** > **Auth. Providers**.
2. Click **New**.
3. Select LinkedIn for the `Provider Type`.
4. Enter a `Name` for the provider.
5. Enter the `URL Suffix`. This is used in the client configuration URLs. For example, if the URL suffix of your provider is "MyLinkedInProvider," your single sign-on URL is similar to:

   `https://login.salesforce.com/services/sso/00Dx00000000001/MyLinkedInProvider`

6. Use the `API Key` from LinkedIn for the `Consumer Key` field.
7. Use the `Secret Key` from LinkedIn for the `Consumer Secret` field.
8. Optionally, enter a supported value from LinkedIn in the Default Scopes field, or several space-separated values.

   For more information about using scopes with LinkedIn, see Decide which scopes (user details) to get from LinkedIn.

9. Optionally, set the following fields
   a. `User Info Endpoint URL` to change the values requested from LinkedIn's profile API. See https://developer.linkedin.com/documents/profile-fields for more information on fields. The endpoint must start with `https://api.linkedin.com/v1/people/~` and requested fields must correspond to requested scopes.
   b. `Custom Error URL` for the provider to use to report any errors.
   c. Click **Automatically create a registration handler template** to create an Apex class template for the registration handler, unless you already have one. You must edit this class, later, and modify the default content before using it.

      📝 Note: You must specify a registration handler class for Salesforce to generate the Single Sign-On Initialization URL.

   d. Select the user that runs the Apex handler class for `Execute Registration As`. The user must have the "Manage Users" permission. A user is required if you selected a registration handler class or are automatically creating one.
   e. To use a portal for LinkedIn users, select the portal from the Portal drop-down list.

10. Use the `Icon URL` field to add a path to an icon to display as a button on the login page for a community. This icon applies to a community, only, and does not appear on the login page for your Salesforce organization or custom domain created with My Domain. Users click the button to log in with the associated authentication provider for the community.

You can specify a path to your own image, or copy the URL for one of our sample icons into the field.

11. Click **Save**.

Several client configuration URLs are generated after defining the authentication provider:

- `Test-Only Initialization URL`: Administrators use this URL to ensure the third-party provider is set up correctly. The administrator opens this URL in a browser, signs in to the third party, and is redirected back to Salesforce with a map of attributes.

- `Single Sign-On Initialization URL`: Use this URL to perform single sign-on into Salesforce from a third party (using third-party credentials). The end user opens this URL in a browser, and signs in to the third party. This then either creates a new user for them, or updates an existing user, and then signs them into Salesforce as that user.

- `Existing User Linking URL`: Use this URL to link existing Salesforce users to a third-party account. The end user opens this URL in a browser, signs in to the third party, signs in to Salesforce, and approves the link.

- `Oauth-Only Initialization URL`: Use this URL to obtain OAuth access tokens for a third party. Users must authenticate with Salesforce for the third-party service to get a token; this flow does not provide for future single sign-on functionality.

- `Callback URL`: Use the callback URL for the endpoint that the authentication provider calls back to for configuration. The authentication provider has to redirect to the `Callback URL` with information for each of the above client configuration URLs.

The client configuration URLs support additional request parameters that enable you to direct users to log into specific sites, obtain customized permissions from the third party, or go to a specific location after authenticating.

Edit the Registration Handler

1. From Setup, click **Develop** > **Apex Classes**.

2. Edit the auto-created Apex registration handler (or the existing registration handler if you had one) to map fields between LinkedIn and Salesforce

   > 📝 Note: The default profile query for LinkedIn only retrieves the following fields: first-name, last-name, headline, profile URL. The default registration handler requires email. Either remove the email requirement from the registration handler or change the desired scopes in Decide which scopes (user details) to get from LinkedIn on page 223 to include the email address, and any other fields you want in the registration handler.

The following is an example Apex registration handler specifically for a LinkedIn application as the Auth. Provider. This registration handler assumes the requested scopes include *r_basicprofile* and *r_emailaddress*. It also assumes the users are logging in to a customer portal.

```
//TODO:This auto-generated class includes the basics for a Registration
//Handler class. You will need to customize it to ensure it meets your needs and
//the data provided by the third party.
global class LinkedInRegHandler implements Auth.RegistrationHandler {
    //Creates a Standard salesforce or a community user
    global User createUser(Id portalId, Auth.UserData data) {
        if (data.attributeMap.containsKey('sfdc_networkid')) {
            //We have a community id, so create a user with community access
            //TODO: Get an actual account
            Account a =[SELECT Id FROM account WHERE name = 'LinkedIn Account'];
            Contact c = new Contact();
            c.accountId = a.Id;
            c.email = data.email;
```

```
                    c.firstName = data.firstName;
                    c.lastName = data.lastName;
                    insert(c);
                    //TODO: Customize the username and profile. Also check that the username
                    //doesn't already exist and possibly ensure there are enough org licenses
                    //to create a user. Must be 80 characters or less.
                    User u = new User();
                    Profile p =[SELECT Id FROM profile WHERE name = 'Customer Portal Manager'];

                    u.username = data.firstName + '@sfdc.linkedin.com';
                    u.email = data.email;
                    u.lastName = data.lastName;
                    u.firstName = data.firstName;
                    String alias = data.firstName;
                    //Alias must be 8 characters or less
                    if (alias.length() > 8) {
                        alias = alias.substring(0, 8);
                    }
                    u.alias = alias;
                    u.languagelocalekey = UserInfo.getLocale();
                    u.localesidkey = UserInfo.getLocale();
                    u.emailEncodingKey = 'UTF-8';
                    u.timeZoneSidKey = 'America/Los_Angeles';
                    u.profileId = p.Id;
                    u.contactId = c.Id;
                    return u;
                } else {
                    //This is not a community, so create a regular standard user
                    User u = new User();
                    Profile p =[SELECT Id FROM profile WHERE name = 'Standard User'];
                    //TODO: Customize the username. Also check that the username doesn't
                    //already exist and possibly ensure there are enough org licenses
                    //to create a user. Must be 80 characters or less
                    u.username = data.firstName + '@salesforce.com';
                    u.email = data.email;
                    u.lastName = data.lastName;
                    u.firstName = data.firstName;
                    String alias = data.firstName;
                    //Alias must be 8 characters or less
                    if (alias.length() > 8) {
                        alias = alias.substring(0, 8);
                    }
                    u.alias = alias;
                    u.languagelocalekey = UserInfo.getLocale();
                    u.localesidkey = UserInfo.getLocale();
                    u.emailEncodingKey = 'UTF-8';
                    u.timeZoneSidKey = 'America/Los_Angeles';
                    u.profileId = p.Id;
                    return u;
                }
            }
            //Updates the user's first and last name
            global void updateUser(Id userId, Id portalId, Auth.UserData data) {
                User u = new User(id = userId);
```

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```
        u.lastName = data.lastName;
        u.firstName = data.firstName;
        update(u);
    }
}
```

See the RegistrationHandler Inteface documentation for more information and examples.

Update Your LinkedIn Application

After you define the LinkedIn authentication provider in your Salesforce organization, go back to LinkedIn and update your application to use the Salesforce-generated `Callback URL` as the LinkedIn `OAuth 2.0 Redirect URLs` value.

Test the Single Sign-on Connection

In a browser, open the `Test-Only Initialization URL` on the Auth. Provider detail page. It should redirect you to LinkedIn and ask you to sign in. Upon doing so, you are asked to authorize your application. After you authorize, you are redirected back to Salesforce.

Configure a Twitter Authentication Provider

Let users log in to a Salesforce organization with their Twitter accounts.

Complete these steps to configure Twitter as an authentication provider.

1. Set up a Twitter application.

2. Define a Twitter Provider in your Salesforce organization and establish a registration handler.

3. Edit the registration handler.

4. Update your Twitter application to use the Callback URL generated by Salesforce as an entry in the Twitter application settings.

5. Test the single sign-on connection.

EDITIONS

Available in:
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To view the settings:
- "View Setup and Configuration"

To edit the settings:
- "Customize Application"

   AND

   "Manage Auth. Providers"

Set up a Twitter Application

Before you can configure Twitter for your Salesforce organization, you must set up an application in Twitter.

1. Sign in to your developer account for the Twitter website.

2. Click on the user icon at the top and select **My Applications** (or go to apps.twitter.com).

3. Click **Create New App**.

4. Enter the application settings.

5. In the API Keys, note the `API key` and `API secret` of the new application, you'll need these later in Salesforce.

Define a Twitter Provider in your Salesforce organization

You need the Twitter `API key` and `API Secret` from your Twitter application to set up a Twitter provider in your Salesforce organization.

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1. From Setup, click **Security Controls** > **Auth. Providers**.

2. Click **New**.

3. Select Twitter for the `Provider Type`.

4. Enter a `Name` for the provider.

5. Enter the `URL Suffix`. This is used in the client configuration URLs. For example, if the URL suffix of your provider is "MyTwitterProvider," your single sign-on URL is similar to:

   `https://login.salesforce.com/services/sso/00Dx00000000001/MyTwitterProvider`

6. Use the `API key` from Twitter for the `Consumer Key` field.

7. Use the `API secret` from Twitter for the `Consumer Secret` field.

8. Optionally, set the following fields

   a. `Custom Error URL` for the provider to use to report any errors.

   b. Click **Automatically create a registration handler template** to create an Apex class template for the registration handler, unless you already have one. You must edit this class, later, and modify the default content before using it.

      🖋 Note: You must specify a registration handler class for Salesforce to generate the Single Sign-On Initialization URL.

   c. Select the user that runs the Apex handler class for `Execute Registration As`. The user must have the "Manage Users" permission. A user is required if you selected a registration handler class or are automatically creating one.

   d. To use a portal for Twitter users, select the portal from the Portal drop-down list.

   e. Use the `Icon URL` field to add a path to an icon to display as a button on the login page for a community. This icon applies to a community, only, and does not appear on the login page for your Salesforce organization or custom domain created with My Domain. Users click the button to log in with the associated authentication provider for thecommunity.

      You can specify a path to your own image, or copy the URL for one of our sample icons into the field.

9. Click **Save**.

Several client configuration URLs are generated after defining the authentication provider:

- `Test-Only Initialization URL`: Administrators use this URL to ensure the third-party provider is set up correctly. The administrator opens this URL in a browser, signs in to the third party, and is redirected back to Salesforce with a map of attributes.

- `Single Sign-On Initialization URL`: Use this URL to perform single sign-on into Salesforce from a third party (using third-party credentials). The end user opens this URL in a browser, and signs in to the third party. This then either creates a new user for them, or updates an existing user, and then signs them into Salesforce as that user.

- `Existing User Linking URL`: Use this URL to link existing Salesforce users to a third-party account. The end user opens this URL in a browser, signs in to the third party, signs in to Salesforce, and approves the link.

- `Callback URL`: Use the callback URL for the endpoint that the authentication provider calls back to for configuration. The authentication provider has to redirect to the `Callback URL` with information for each of the above client configuration URLs.

The client configuration URLs support additional request parameters that enable you to direct users to log into specific sites, obtain customized permissions from the third party, or go to a specific location after authenticating.

Edit the Registration Handler

1. From Setup, click **Develop** > **Apex Classes**.

2. Edit the auto-created Apex registration handler (or the existing registration handler if you had one) to map fields between Twitter and Salesforce.

The following is an example Apex registration handler specifically for a Twitter application as the Auth. Provider.

```
global class MyTwitterRegHandler implements Auth.RegistrationHandler{

global User createUser(Id portalId, Auth.UserData data)
{
    if(data.attributeMap.containsKey('sfdc_networkid'))
    {
        // Create communities user
        Account a = [SELECT Id FROM account WHERE name='Twitter Account']; // Make sure
 this account exists

        Contact c = new Contact();
        c.accountId = a.Id;
        c.email = 'temp@CHANGE-ME.com';
        c.firstName = data.fullname.split(' ')[0];
        c.lastName  = data.fullname.split(' ')[1];
        insert(c);

        User u = new User();
        Profile p = [SELECT Id FROM profile WHERE name='Customer Portal Manager'];
        u.username = data.username + '@sfdc-portal-twitter.com';
        u.email = 'temp@CHANGE-ME.com';
        u.firstName = data.fullname.split(' ')[0];
        u.lastName = data.fullname.split(' ')[1];
        String alias = data.fullname;

        //Alias must be 8 characters or less
        if(alias.length() > 8) {
            alias = alias.substring(0, 8);
    }

    u.alias = alias;
    u.languagelocalekey = 'en_US';
    u.localesidkey = 'en_US';
    u.emailEncodingKey = 'UTF-8';
    u.timeZoneSidKey = 'America/Los_Angeles';
    u.profileId = p.Id;
    u.contactId = c.Id;
    return u;
} else {
    // Create Standard SFDC user
    User u = new User();
    Profile p = [SELECT Id FROM profile WHERE name='Standard User'];
    u.username = data.username + '@sfdc-twitter.com';
    u.email = 'temp@CHANGE-ME.com';
    u.firstName = data.fullname.split(' ')[0];
    u.lastName = data.fullname.split(' ')[1];
    String alias = data.fullname;
    if(alias.length() > 8)
        alias = alias.substring(0, 8);
```

```
        u.alias = alias;
        u.languagelocalekey = 'en_US';
        u.localesidkey = 'en_US';
        u.emailEncodingKey = 'UTF-8';
        u.timeZoneSidKey = 'America/Los_Angeles';
        u.profileId = p.Id;
        return u;
    }
}

global void updateUser(Id userId, Id portalId, Auth.UserData data)
{
    User u = new User(id=userId);
    u.firstName = data.fullname.split(' ')[0];
    u.lastName = data.fullname.split(' ')[1];
    String alias = data.fullname;
    if(alias.length() > 8)
        alias = alias.substring(0, 8);

    u.alias = alias;
    update(u);
}
}
```

See the RegistrationHandler Interface documentation for more information and examples.

Update Your Twitter Application

After you define the Twitter authentication provider in your Salesforce organization, go back to Twitter and update your application to use the Salesforce-generated `Callback URL` as the `Callback URL` value in your Twitter application settings.

Test the Single Sign-on Connection

In a browser, open the `Test-Only Initialization URL` on the Auth. Provider detail page. It should redirect you to Twitter and ask you to sign in. Upon doing so, you are asked to authorize your application. After you authorize, you are redirected back to Salesforce.

Give Community Users Button Icons to Log in with their Third-party Accounts

Provide users a graphic button on your community's login page for an established authentication provider, such as Twitter, Facebook and others.

1. For your community, from Setup, click **Security Controls** > **Auth. Providers**.

2. For an existing Auth. Provider, click **Edit**. Otherwise, click **New** to set up a new Auth. Provider.

3. Use the `Icon URL` field to add a path to an icon to display as a button on the login page for a community. This icon applies to a community, only, and does not appear on the login page for your Salesforce organization or custom domain created with My Domain. Users click the button to log in with the associated authentication provider for the community.

    You can specify a path to your own image, or copy the URL for one of our sample icons into the field.

When you save the Auth. Provider settings, the icon appears as a button to the user on the login page.

EDITIONS

Available in:
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To view the settings:
- "View Setup and Configuration"

To edit the settings:
- "Customize Application"

    AND

    "Manage Auth. Providers"
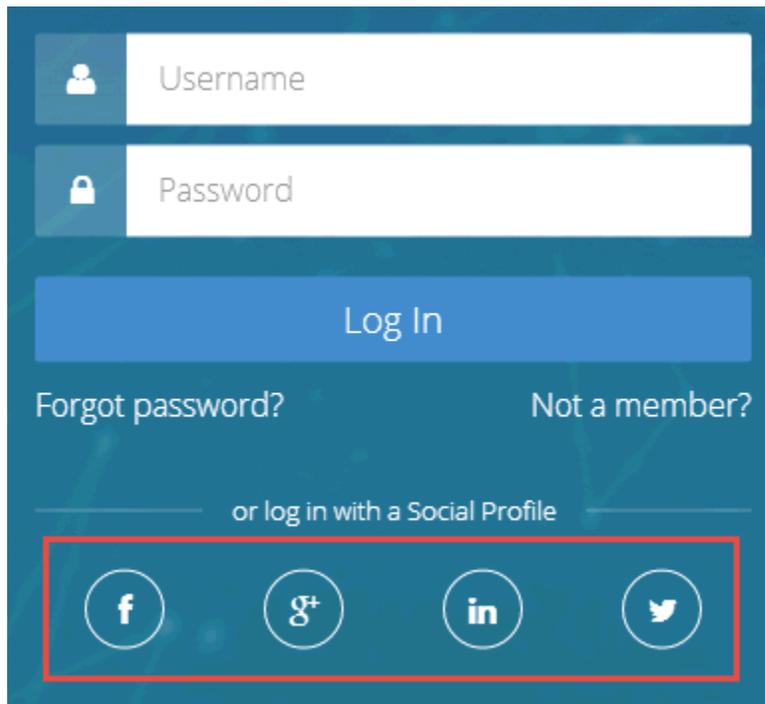
For more information, see Add Custom Login, Logout, and Self-Registration Pages and "Customizing Communities Login" in *Getting Started with Communities*.

A Custom Logout URL is Available for Community Users

After using SAML for single sign-on, external users of a Community can be redirected to the logout URL specified in the community SAML settings. This is now supported for organizations with multiple SAML configurations.

The SAML settings are in Setup, **Security Controls** > **Single Sign-On Settings**. Set the `Identity Provider Logout URL` in the community's SAML settings to provide a custom logout URL.

Previously, a custom logout URL for external users of a community only worked when an organization had one SAML configuration, and users were directed to a page containing the "You have been logged out" message. This change also removes the "You have been logged out" message page.

View and Download SAML Login Metadata for Communities and Custom Domains

To read:	"Customize Application"
To create, update, or delete:	"Customize Application" AND either
	"Modify All Data" OR "Manage Connected Apps"
To update all fields except Profiles, Permission Sets, and Service Provider SAML Attributes:	"Customize Application"
To update Profiles, Permission Sets, and Service Provider SAML Attributes:	"Customize Application" AND "Modify All Data"
To uninstall:	"Download AppExchange Packages"

Get the The SAML Login Information for each community or custom domain from the user interface. The Connected App detail page and SAML Single Sign-On Setting detail page include a **Download Metadata** button for easy retrieval of domain-specific login information and endpoints.

For example, if you have a SAML-enabled connected app that uses SAML for single sign-on with a community or custom domain created using My Domain, you can view and download login information specific to that service provider's domain.

1. From Setup, click **Manage Apps** > **Connected Apps**.

2. Click the name of a connected app to view its detail page.

3. In the SAML Login Information section, view login URLs for each domain or click the **Download Metadata** button to get domain-specific metadata.
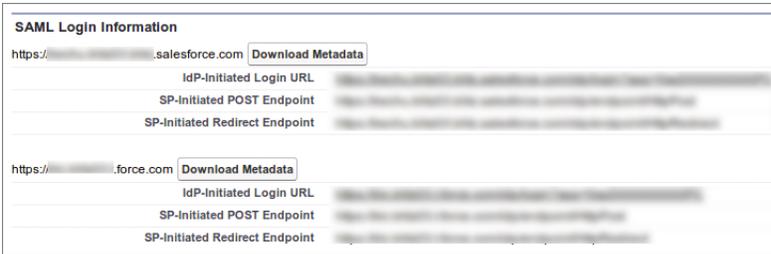
And, the Single Sign-On Setting page now also includes SAML Login Information for each community or custom domain. from Setup, click **Security Controls** > **Single Sign-On Settings**

1. From Setup, click **Security Controls** > **Single Sign-On Settings**.

2. Click the name of a SAML Single Sign-On configuration to view its detail page.

3. Click the **Download Metadata** button to get domain-specific metadata.

Internet Explorer 6 Logins Removed from the Organization Login History Page

A simplified organizaton-wide Login History page no longer displays information for users logging in with IE6.

Administrators can monitor the successful and failed login attempts for their organization and enabled portals or communities using an organizaton's Login History page.

To view this page from Setup, click **Manage Users** > **Login History**.

IE6 reporting has been removed from this page and any report that is downloaded from this page.

EDITIONS

Available in all editions

USER PERMISSIONS

To monitor logins:
- "Manage Users"

View an Optimized OAuth Connected Apps List on the User Detail Page

The Oauth Connected Apps list on a user's detail page now includes refresh requests for the same application authorization in the `Use Count` value.

A user's detail page includes a list of Oauth Connected Apps the user approved for authorization. An application may be listed more than once. Each time you grant access to an application, it obtains a new access token. However, requests for refresh tokens now increase the `Use Count` displayed for the application authorization.

EDITIONS

Available in all editions

Force.com Customization

Include the Organization ID to Identify Users from Different
Salesforce Auth. Providers

Include the Organization ID to Identify Users from Different Salesforce Auth. Providers

Identify users who have the same user ID in different organizations, such as in two sandboxes.

For Salesforce authentication providers set up in the in the Summer '14 release and earlier, the user identity provided by an organization does not include the organization ID, and the destination organization can't differentiate between users with the same user ID from two sources (such as two sandboxes).

To differentiate users from different sources, edit the settings for the existing Salesforce Auth. Provider, and select the checkbox to include the organization ID for third-party account links. After enabling this feature, users need to re-approve the linkage to all of their third party links. Salesforce authentication providers created in the Winter '15 release and later have this setting enabled by default .

1. From Setup, click **Security Controls** > **Auth. Providers**.
2. Click **Edit** next to the name of your existing Salesforce Auth. Provider.
3. Select the checkbox to include the organization ID.

   > **Note:** Select the checkbox only if your users encounter this problem gaining access to a sandbox copy using a Salesforce Auth. Provider. After enabling this feature, users need to re-approve the linkage to their third party links. These links are listed in the Third-Party Account Links section of a user's detail page.

Identity URL and UserInfo Endpoint Redirect Response Removed

The response to a successful request for an Identity URL, or to the UserInfo endpoint, no longer includes a redirect to the information.

In the Summer '14 release and earlier, requests for an Identity URL, or to the UserInfo endpoint, resulted in a 302 redirect to the information. This redirect has been removed, and successful requests simply return the requested information without a redirect.

For more information, see Identity URLs and The UserInfo Endpoint in the online help.

OAuth 2.0 JWT Bearer Token Support Expands to Meet the Current Standards

To stay compatible with OAuth JWT 2.0 bearer token standards, Salesforce allows either `prn` or `sub` for the username in the token.

When creating a JWT bearer token to request an OAuth access token, you can use subject (`sub`) instead of principal (`prn`) to specify the username. If both are specified, `prn` is used. For more information, see the spec at http://tools.ietf.org/html/draft-ietf-oauth-jwt-bearer and OAuth 2.0 JWT Bearer Token Flow in the Salesforce online help.

👁 Example:

```
{"iss": "3MVG99OxTyEMCQ3gNp2PjkqeZKxnmAiG1xV4oHh9AKL_rSK.BoSVPGZHQ
  ukXnVjzRgSuQqGn75NL7yfkQcyy7",
  "sub": "Pierre_Delacroix@SeattleApps.com",
  "aud": "https://login.salesforce.com",
  "exp": "1333685628"}
```

New External Identity License Expands Your Community User License Choices

External Identity is a new type of Salesforce license that provides a low cost Identity and Access Management service for customers and partners. This license can be upgraded to Customer Community or Partner Community licenses.

📝 **Note:** We anticipate this product will be generally available in the November 2014 to January 2015 time frame. Any unreleased services or features referenced in this or other public statements are not currently available and may not be delivered on time or at all. Customers who purchase Salesforce applications should make their purchase decisions based upon features that are currently available.

The External Identity license gives you the flexibility to add users to your community site without using Customer Community licenses. The External Identity license user adds users at a lower cost than the Customer Community license, but without access to community critical features like Cases or Knowledge. Store and manage these users, authenticate them through username and password, single sign-on, social sign-on (using Facebook, Google+, and LinkedIn identities), and allow user self-registration for efficient provisioning of new users. These users are typically consumers for your business, partners, dealers, patients, and other customers.

This table shows which features are available to users with an External Identity license and a Customer Community license.

EDITIONS

External Identity licenses are available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

USER PERMISSIONS

To assign and manage External Identity users:
- "Manage Users"

To enable Communities:
- "Customize Application"

Feature	External Identity	Customer Community
Chatter	✔	✔
Identity	✔	✔
Cases		✔ Can create and manage their own cases.
Products		✔ Read Only
Orders		✔
Chatter (People, Groups, Feeds, Private Messages)		✔
Files		✔
Chatter Answers		✔

Feature	External Identity	Customer Community
Ideas		✅
Knowledge		✅ Read Only
Tasks		✅ Read Only
Custom Objects	✅ 2 custom objects per license (custom objects in managed packages don't count towards this limit).	✅ 10 custom objects per license (custom objects in managed packages don't count towards this limit)
Notes and Attachments		✅
		📝 Note: The Notes and Attachments related list is not available on Accounts and Contacts.

For more information about Identity features, see the *Salesforce Identity Implementation Guide*. And, for information about creating a community for Identity users, see Template to Configure Identity Features for Community Users.

Add Bookmark Apps to the App Launcher and App Menu for Easy Access to Frequently Used Apps

USER PERMISSIONS		EDITIONS
To read:	"Customize Application"	Connected Apps can be created in: **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions
To create, update, or delete:	"Customize Application" AND either "Modify All Data" OR "Manage Connected Apps"	
To update all fields except Profiles, Permission Sets, and Service Provider SAML Attributes:	"Customize Application"	Connected Apps can be installed in: **All** Editions
To update Profiles, Permission Sets, and Service Provider SAML Attributes:	"Customize Application" AND "Modify All Data"	
To uninstall:	"Download AppExchange Packages"	

Create a connected app without specifying any SAML or OAuth settings to link users to a site or service with one click.

A connected app without authorization settings appears in the user's App Launcher and the user's drop-down app menu, and behaves like a "bookmark" to the associated URL.

1. From Setup, click **Create** > **Apps**.

2. In the Connected Apps section, click **New**.

3. In the Basic section, enter the information about your connected app.

4. In the Web App Settings section, provide a `Start URL`.

5. Click **Save**.

If the destination requires authentication, the service hosting the destination URL should prompt users to provide login credentials when they navigate to it.

Use these bookmarks to direct users to sites where they manage their own authentication, or as helpful links to commonly used URLs. For example, you can add a connected app that links to the Salesforce "How to..." video site to help new users.
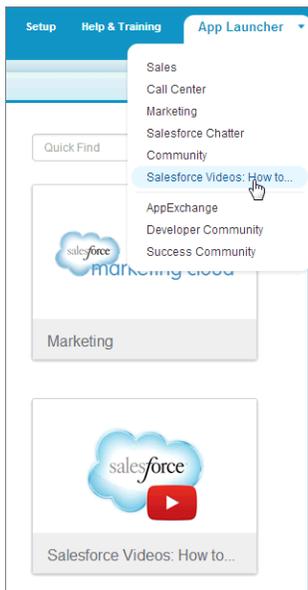
For more information, see Configure and Use the App Launcher.

Use the System for Cross-domain Identity Management (SCIM), a Standards-based User Management API

Salesforce introduces support for cross-domain identity management SCIM specification 1.1, and provides a few extensions to the spec so you can edit and manage user properties using the REST API.

The following are the Salesforce SCIM endpoints, where `salesforce_org_url` is the organization URL (such as a custom domain) for the user.

- `https://salesforce_org_url/services/scim/v1/Users`
- `https://salesforce_org_url/services/scim/v1/Groups`
- `https://salesforce_org_url/services/scim/v1/Entitlements`
- `https://salesforce_org_url/services/scim/v1/Schemas`

You can request the capabilities of the Salesforce SCIM implementation using
`https://salesforce_org_url/services/scim/v1/ServiceProviderConfigs`.

You can request the properties of a specific user using
`https://salesforce_org_url/services/scim/v1/Users/userID` where `userID` is the user's 18-character organization ID.

Salesforce also extends its SCIM 1.1 implementation with the following new properties.

- manager ID
- external users
- custom attributes
- permission sets

For more information, see the SCIM 1.1 core schema specification, the SCIM 1.1 REST API specification, and the Salesforce REST API Developer's Guide.

Identity Features Added to More License Types

The "Use Identity Features" option is now available for Customer Portal and Partner Portal license users.

For more information about Identity Features, see the Salesforce Identity Implementation Guide.

Security Fix Protects Organization Data from Guest Users

EDITIONS

Available in:
- Enterprise
- Performance
- Unlimited
- Developer

A potential security vulnerability related to guest user sessions has been fixed. Previously, some custom Force.com Community site pages generated guest user session IDs. These guest sessions could lead to anonymous API access via the guest user's object, field, and record permissions.

With this fix, custom Force.com Community site pages don't generate or display guest user session IDs, and aren't vulnerable to anonymous access. Custom Force.com Community site pages that use API version 32.0 are secure. Salesforce's built-in pages are also secure.

> **Note:** In API versions 32.0 and later, the Apex `UserInfo.getSessionId()` static method returns the string `NULL_SESSION_ID`. The Visualforce `$Api.Session_ID` field returns a `null` value as the session ID for a site's guest user. This is because guest user sessions are disabled, and the guest user context is no longer the default context. This change affects only API versions 32.0 and later.

Sharing

Sharing improves your control over who sees what.

IN THIS SECTION:

Disable Customizable Forecasting and Territory Management

Disabling Customizable Forecasting automatically disables Territory Management in your organization. Disabling Territory Management enables you to migrate to Territory Management 2.0 and Collaborative Forecasts, which makes it easier for you to model your sales territories into a logical but flexible structure and plan the sales cycle from pipeline to closed sales.

Automatic Recalculation Added for Large Operations

Sharing rule recalculation is run after a group membership operation to add or remove access where needed. It now runs automatically for larger operations to simplify your sharing updates.

Disable Customizable Forecasting and Territory Management

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EDITIONS
Available in:
• Enterprise
• Performance
• Unlimited
• Developer

> **Note:** To disable Customizable Forecasting and Territory Management for your organization, contact Salesforce. After contacting Salesforce, disable Customizable Forecasting via the user interface. From Setup, click **Customize** > **Forecasts (Customizable)** > **Settings**. Then, deselect the `Forecast Enabled` checkbox. Deselecting this checkbox automatically disables Territory Management.

Previously, organizations with Territory Management couldn't migrate to Collaborative Forecasts. With Winter '15, these organizations can disable Customizable Forecasting and Territory Management before migrating to Collaborative Forecasts. For more information on migrating to Collaborative Forecasts, see "Planning Your Migration from Customizable Forecasting to Collaborative Forecasts" in the Salesforce Help.

Disabling Customizable Forecasting deletes all forecasts, overrides, and quotas. Since disabling Customizable Forecasting automatically disables Territory Management, it also invalidates all territory-based sharing rules and manual shares. The `Territories` and `Territory` fields no longer appear on the account and opportunity layouts respectively. Additionally, API access to Territory objects will no longer be available. If you want to reenable Customizable Forecasting and Territory Management, contact Salesforce. You can't reenable these features if you have already enabled Territory Management 2.0 or Collaborative Forecasts.

Automatic Recalculation Added for Large Operations

Sharing rule recalculation is run after a group membership operation to add or remove access where needed. It now runs automatically for larger operations to simplify your sharing updates.

Previously, you must run recalculation manually if the group membership operation affected more than 30,000 records. These operations include changes to groups, roles, record ownership, and territories. Sharing rule recalculation now runs automatically regardless of the number of affected records and the administrator receives an email notification when the operation is completed.

You can suspend and resume the recalculation later. From Setup, click **Security Controls** > **Defer Sharing Calculations**, then click **Suspend** in the Sharing Rule Calculations related list.

> **Note:** If you don't see **Defer Sharing Calculations** in Setup, you don't have this feature enabled. To enable it for your organization, contact Salesforce. You can't run other sharing rule operations when sharing rule recalculation is in progress.

Globalization

Globalization tools help administrators manage resources that vary from country to country, such as multilanguage, multicurrency, and translated content.

IN THIS SECTION:

Supported Languages Changed and Added
Norwegian is now a fully supported language, and Portuguese (Portugal) and Slovak are now end user languages. You and your customers can access Salesforce and your custom applications in more languages than before.

Process Changed for Enabling Multiple Currencies
The process for enabling multiple currencies has a new confirmation step. Additionally, improvements have been made to the activation process, with the goal of reducing the amount of time that multi-currency activation requires. Organizations that are growing and need to track monetary values in multiple countries should find it easier to activate multiple currencies.

Other Changes in Globalization
Corrections and optimizations were made to a few language and locale features.

Supported Languages Changed and Added

Norwegian is now a fully supported language, and Portuguese (Portugal) and Slovak are now end user languages. You and your customers can access Salesforce and your custom applications in more languages than before.

Norwegian (`no`) has been promoted from an end user language to a fully supported language. More user interface labels, text, and Help are translated, and Norwegian is available as a choice during service sign-up.

Two languages have been promoted from platform-only languages to end user languages.

- Portuguese (Portugal) (`pt_PT`)
- Slovak (`sk`)

For end user languages, Salesforce provides translated labels for all standard objects and pages except Setup and Help. When you specify an end user language, labels and Help that aren't translated display in English instead.

Two languages that were fully supported in earlier releases are now available as a choice during service sign-up.

- Danish (`da`)
- Spanish (Mexico) (`es_MX`)

All fully supported languages should be available during service sign-up. The omission of these languages from the options available was an error.

For comprehensive details of what languages are supported and at what level, see "What languages does Salesforce support?" in the Salesforce Help.

Process Changed for Enabling Multiple Currencies

The process for enabling multiple currencies has a new confirmation step. Additionally, improvements have been made to the activation process, with the goal of reducing the amount of time that multi-currency activation requires. Organizations that are growing and need to track monetary values in multiple countries should find it easier to activate multiple currencies.

To approve the activation of multiple currencies in the organization where you want multiple currencies enabled, in Setup, go to **Company Profile** > **Company Information**, and then click **Edit**. Enable **Allow Support to Activate Multiple Currencies**, and then save your changes.

This setting is used to verify the specific organization that's approved for multi-currency activation.

After this setting is enabled, contact Salesforce and ask us to activate the organization for multiple currencies.

For a complete explanation of the process, and details of the implications of activating multiple currencies in your organization, see "Enabling Multiple Currencies" in the Salesforce Help.

Other Changes in Globalization

Corrections and optimizations were made to a few language and locale features.

Inactive Multiple-Language Features Removed from Single-Language Organizations
Some single-language organizations had access to two multiple-language features in Setup, but these features were inactive in their organization. These features have been removed from Setup in these organizations to reduce confusion.

The affected features are, from Setup:

- **Company Profile** > **Language Settings**

  When accessed, administrators received an insufficient privileges error. This item is no longer displayed.

- **Customer Portal** > **Assigned Languages**

  This related list used to allow customers to add languages besides the default language that was chosen when the organization was set up. Added languages would nevertheless be inactive in their customer portal. The **Add New Language** button now only allows administrators to add a single language, and the only allowed language is the organization's default language. Adding the default language as an assigned language has no effect on your customer portal.

Non-Currency Locales Removed from Currency Locale Lists

In single-currency organizations, when you were choosing a currency locale in Setup, it was possible to choose a locale that didn't have a currency associated with it. This setting could cause minor unexpected behavior, such as an incorrect currency symbol in front of currency amounts. Locales without currencies are no longer options in these menus.

If your organization was affected by this issue, simply update your organization's currency. In Setup, go to **Company Profile** > **Company Information**, and then click **Edit**. Choose the appropriate currency locale under **Currency Settings**, and then save your changes. There's no need for you to do anything else, unless you've written custom code that depends on the specific contents of these menus or list of locales.

New Value Allowed for Gender Metadata Field Type

The gender field type allows a new value, `AnimateMasculine`, for use in Slavic languages—currently Czech, Polish, Russian, Slovak, Slovenian, and Ukrainian.

Site.com

Site.com is a Web content management system (CMS) that makes it easy to build dynamic, data-driven Web pages quickly, edit content in real time, and manage your websites.

IN THIS SECTION:

[Add Flexibility to Your Page Templates with Custom Properties](#)

Site.com page templates let designers and site administrators save time by defining the layout and functionality of site pages in a reusable template. And with the introduction of custom properties, you can now achieve even greater flexibility over how your templates are reused.

[Site.com Workbook Discontinued](#)

We're discontinuing the Site.com Workbook in Winter '15.

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

Add Flexibility to Your Page Templates with Custom Properties

Site.com page templates let designers and site administrators save time by defining the layout and functionality of site pages in a reusable template. And with the introduction of custom properties, you can now achieve even greater flexibility over how your templates are reused.

When you create a page template, you can add custom properties to it and specify their values in the Properties pane. Then, by adding custom code or content blocks to the page template, you can access the property values by using expressions. Expressions serve as placeholders for data that will be replaced with information when the page loads.

In turn, when you or your team create a page from the template, the page is a copy or *instance* of the template. Because expressions are just placeholders, their values are updated automatically when you update the values in the page's Properties pane.

When the page template is open, you add custom properties to it by clicking **Edit Custom Properties** in the Properties pane.
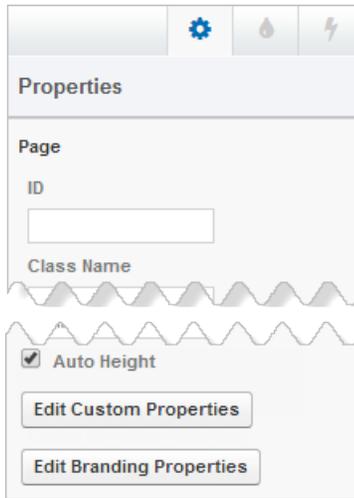
This action opens a new Custom Properties dialog box, where you can create properties and group them into sections.
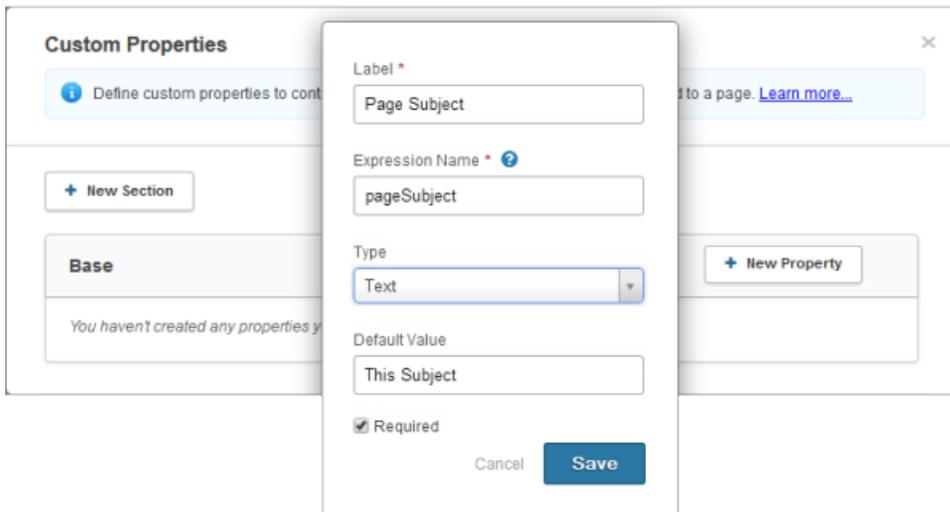
But that's not all! To let your team update the template's appearance, you can add branding properties to the template by clicking **Edit Branding Properties** in the Properties pane. When you use expressions in the site's style sheet as placeholder styles, your team can use the Branding Editor to update the branding properties in any template-derived page.

📝 Note: For Communities users, custom and branding properties for templates aren't available when using Communities Designer (Beta) with the four available templates.

👁 Example: For example, let's say you add a content block to the template to contain the page's heading. In this case, when users create a page from the template, you want to let them replace part of the text to suit their needs, but without letting them edit the entire content block.

By adding a custom property that's called `pageSubject` and specifying an initial value, you can instead use the following expression in the content block:

```
Learn About {!pageSubject}
```

This action lets team members rename any page that's derived from the template by updating the `Page Subject` property in the page's Properties pane, which automatically updates the value that's represented by the `{!pageSubject}` expression.
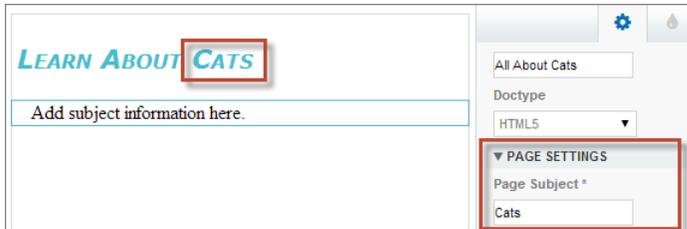
Site.com Workbook Discontinued

We're discontinuing the Site.com Workbook in Winter '15.

Other than the workbook, however, all other Salesforce Help and user assistance remains in place to support Site.com customers fully.

Critical Updates

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

To ensure a smooth transition, each critical update has an opt-in period, which ends on the auto-activation date that's displayed on the Critical Updates page in Setup. During this period, you can manually activate and deactivate the update as often as you need to evaluate the impact on your organization and modify affected customizations. After the opt-in period has passed, the update is automatically activated. For more details, see "Critical Updates Overview" in the Salesforce Help.

Behavior Changed for Default Values in Flow Screen Fields

Previously, flows used the last-entered value for a field on a screen if the screen had been visited before, regardless of whether it was the same instance of that screen. The "Behavior Change for Default Values in Flow Screen Fields" critical update ensures that when a flow is designed to visit a screen multiple times, such as in a loop, the default value is used.

Receive Email for Each Unhandled Fault

Previously, when multiple interviews resulted in unhandled faults whose messages were similar, the flow creator received an email for only the first unhandled fault. When the "Flow Creators Receive Email for Each Unhandled Fault" critical update is activated, flow creators receive one email for each unhandled fault that occurs. That way, you and other flow creators are aware of every fault that occurs in one of your flows.

Serve Static Resources from the Visualforce Domain

When activated, this update changes the way that your static resources, such as images, JavaScript, and CSS files, are served from Salesforce. To avoid broken references to static resources, make sure that you review our recommended best practices.

Other Changes in Force.com

Even small customization enhancements can make Salesforce easier to use.

User Interface Change to Enabling State and Country Picklists

The user interface for enabling state and country picklists has been revised slightly. Clicking **Enable** immediately shows a message confirming that state and country picklists are in the process of being enabled, rather than waiting for the enabling process to complete. This fixes a rare situation where the request could time out before the enabling process finished.

FORCE.COM DEVELOPMENT

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

IN THIS SECTION:

Change Sets and Deployment
Administrators and developers now have new ways to use change sets and external tools for deployments.

Force.com Canvas
Easily integrate a third-party application in Salesforce with a set of tools and JavaScript APIs that let you expose an application as a canvas app. Take your new or existing applications and make them available to your users as part of their Salesforce experience.

Developer Console
Use new features of Developer Console to more easily manage code in your organization.

Visualforce
Develop apps that combine Visualforce with HTML and JavaScript, including Salesforce1 and other mobile apps.

Apex Code
Using syntax that looks like Java and acts like database stored procedures, Apex enables developers to add business logic to most system events, including button clicks, related record updates, and Visualforce pages. Apex code execution can be initiated by Web service requests and from triggers on objects.

Lightning Components (Beta)
The Lightning Component framework powers Salesforce1. You can use it to create your own Lightning components and make them available to Salesforce1 users.

API
Use the API to create applications that integrate with Salesforce.

ISVforce
Winter '15 includes enhancements to the Partner Community, Environment Hub, and the License Management Application (LMA).

Other Changes in Force.com Development
We've improved your experience with Force.com Development tools.

Change Sets and Deployment

Administrators and developers now have new ways to use change sets and external tools for deployments.

If you're using the Force.com Migration Tool or Force.com IDE, also see the changes in the Metadata Types and Fields on page 333.

The components available for a change set vary by edition. The following components are now available for change sets.

CORS Whitelist Origin

Represents an origin in the CORS whitelist. CORS (cross-origin resource sharing) is a W3C recommendation that enables Web browsers to request resources from origins other than their own. For example, using CORS, a JavaScript script at `https://www.example.com` could request a resource from `https://www.salesforce.com`.

IN THIS SECTION:

Deploy with Active Jobs

An option has been added to the Deployment Settings page that lets you deploy components referenced by active Apex jobs. With this option, you don't have to cancel Apex jobs to be able to have a successful deployment.

Deploy Your Components in Less Time (Pilot)

You can now deploy components to production by skipping the execution of all Apex tests for components that have been validated within the last four days. With Quick Deploy, you no longer have to wait for all tests to run for your deployment to complete in production, and your deployment will likely finish in less than 30 minutes.

Deploy with Active Jobs

An option has been added to the Deployment Settings page that lets you deploy components referenced by active Apex jobs. With this option, you don't have to cancel Apex jobs to be able to have a successful deployment.

Previously, deployments failed if they contained components that were referenced by Apex jobs that were pending or in progress. For example, if you deploy an Apex class that implements Schedulable, and there is a scheduled job that corresponds to this class, this class can't be deployed, and the entire deployment fails.

You can now enable the deployment of components with corresponding jobs—including scheduled jobs, batch jobs, and future methods—and avoid deployment failure. To do so, from Setup click **Deployment Settings** > **Allow deployments of components when corresponding Apex jobs are pending or in progress**, and then click **Save**.

As part of this change, the **Deployment Connections** page has been renamed to **Deployment Settings**.

This option applies to change sets and deployments started through the Metadata API.

Note:

- Enabling this option might cause Apex jobs to fail due to unsupported changes.
- This option doesn't affect editing and saving Apex code in the Salesforce user interface (in Setup or the Developer Console), which will fail if there are active jobs associated with the Apex class. Updating Apex code by using the Force.com IDE can succeed if this option is enabled because Metadata API is used for the code update.

Deploy Your Components in Less Time (Pilot)

You can now deploy components to production by skipping the execution of all Apex tests for components that have been validated within the last four days. With Quick Deploy, you no longer have to wait for all tests to run for your deployment to complete in production, and your deployment will likely finish in less than 30 minutes.

Note: This feature is currently available to select customers through a pilot program. To be nominated to join this pilot program, contact Salesforce. Additional terms and conditions may apply to participate in the pilot program. Please note that pilot programs are subject to change, and as such, we cannot guarantee acceptance into this pilot program or a particular time frame that this feature can be enabled. Any unreleased services or features referenced in this or other press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

As part of a deployment to production, all Apex tests are run in the production organization. If the organization contains a large number of Apex tests, the execution of all tests can be time-consuming and can delay your deployment. To reduce deployment time to production, you can perform a quick deployment by skipping the execution of all tests. Quick deployments are available only for validations with test runs that have passed in the last four days (96 hours) and that meet the code coverage requirements: the overall code coverage in the organization must be at least 75%, and Apex triggers must have some coverage.

To perform a quick deployment, first run a validation-only deployment with Apex test execution on the set of components that you need to deploy to production. If your validation succeeds and qualifies for a quick deployment, you can start a quick deployment by clicking **Quick Deploy** next to your validation in the Deployment Status page or in the validation's detail page. This button appears only for qualifying validations.

You can start a quick deployment only through the Salesforce user interface. Quick Deploy is available for change sets and Metadata API-based deployments that appear in the user interface.

📝 Note: Quick Deploy is enabled for recent validations in which all Apex tests have executed successfully and code coverage requirements have been met. Note the following:

- Because Apex tests are required to run in production, quick deployments are supported for validations that meet the criteria. This applies to change sets and Metadata API-based deployments (including the Force.com Migration Tool).

- When deploying to non-production environments (sandbox), Apex tests aren't required and aren't run automatically. When using Metadata API (including the Force.com Migration Tool), Quick Deploy is supported in sandbox only for validations that explicitly enable the execution of tests (for example, via the `runAllTests` parameter for the Migration Tool). For change sets, Quick Deploy is not supported in sandbox because there is no option to enable test runs for change sets.

- If you perform a deployment after a validation, whether through Quick Deploy or a regular deployment, all validations no longer qualify for quick deployment. You must revalidate the set of components that you need to quick-deploy.

Force.com Canvas

Easily integrate a third-party application in Salesforce with a set of tools and JavaScript APIs that let you expose an application as a canvas app. Take your new or existing applications and make them available to your users as part of their Salesforce experience.

The version of the Force.com Canvas SDK is 32.0.

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

IN THIS SECTION:

Provide Canvas Personal Apps Directly to End Users

Canvas personal apps let you create connected apps designed specifically for end users across organizations, without relying on organization administrators for app distribution. With canvas personal apps, end users can discover, install, and seamlessly interact with the apps that you create.

Use Salesforce1 Methods to Integrate Navigation with Canvas Apps

Leverage new methods in the Force.com Canvas framework to smoothly integrate navigation or record actions between a canvas app and Salesforce1, without needing to use Visualforce. Now your development tools are within a single framework.

SDK Object and Field Changes

The following changes have been made to the objects and fields in the Force.com Canvas SDK.

Provide Canvas Personal Apps Directly to End Users

Canvas personal apps let you create connected apps designed specifically for end users across organizations, without relying on organization administrators for app distribution. With canvas personal apps, end users can discover, install, and seamlessly interact with the apps that you create.

As an administrator, you can still install canvas apps in an organization. Canvas personal apps give developers new freedom to create apps and allow users to install and use the apps immediately.

Canvas personal apps also offer a lightweight way to integrate outside functionality with Salesforce for any number of users. End users install and use a canvas personal app right from the Chatter tab, which allows the app to connect to their Salesforce data. Because only the app's metadata is installed, installation is quick and easy, and end users get only the functionality that they need.

Application Approval Required

It appears that you have not yet approved this application for use within Salesforce.com.

If you are seeing this message, it is because you have either not yet approved this application, or an administrator has temporarily revoked the ability for this application to act on your behalf. Click on the "Approve" link below to begin the approval process.

Approve
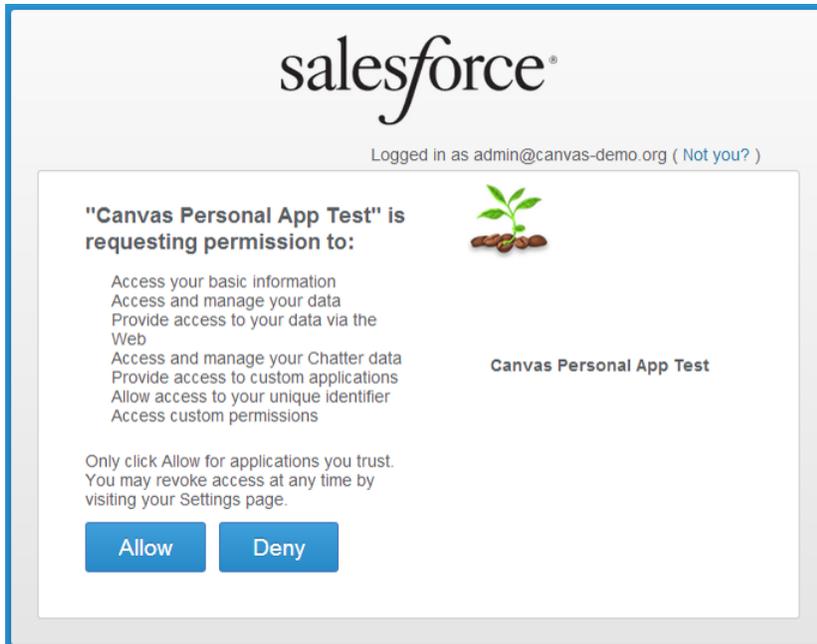
A new organization preference in the Setup node lets administrators enable or disable use of canvas personal apps in the organization. On the developer side, making a canvas app into a personal app is as easy as selecting a new app setting. For details, see the Force.com Canvas Developer's Guide.

Use Salesforce1 Methods to Integrate Navigation with Canvas Apps

Leverage new methods in the Force.com Canvas framework to smoothly integrate navigation or record actions between a canvas app and Salesforce1, without needing to use Visualforce. Now your development tools are within a single framework.

Previously, the only way to circumvent the navigational limitations of the iframe that contains a canvas app was to use Visualforce pages. These Force.com Canvas methods offer a simpler alternative for controlling navigation to or from canvas apps in Salesforce1.

For example, your canvas app code can call Salesforce1 "create record" logic to navigate to the page where the **Create Account** button resides. Clicking the button triggers a Salesforce1 navigation method to go to the record creation page, which is outside of the canvas app.

Reference the navigation method as an event variable, with name and payload. For example:

```
var event = {name:"s1.createRecord", payload: {entityName: "Account", recordTypeId:
"00h300000001234"}};
```

For more information, see "Salesforce1 Navigation Methods for Use with Canvas Apps" in the Force.com Canvas Developer's Guide.

SDK Object and Field Changes

The following changes have been made to the objects and fields in the Force.com Canvas SDK.

- The Application object contains a new field, `canvasContext.application.isInstalledPersonalApp`. In the example shown, the field's value is false, so the application is not designated as a canvas personal app. This is a JSON-formatted field, and is part of the payload for a signed request. For example:

```
"application": {
    "namespace": null,
    "name": "CanvasContextPrettyPrint",
```

```
"canvasUrl": "https://canvas-context-pretty-print.herokuapp.com/canvas.jsp",
"applicationId": "06PD00000004CO0",
"version": "1.0",
"authType": "SIGNED_REQUEST",
"referenceId": "09HD00000004CFQ",
"options": [],
"samlInitiationMethod": "None",
"developerName": "CanvasContextPrettyPrint",
"isInstalledPersonalApp": false
```

Developer Console

Use new features of Developer Console to more easily manage code in your organization.

IN THIS SECTION:

Work with Lightning Resources in the Developer Console

Create Lightning components and applications in the Developer Console. The **File** menu in the Developer Console enables you to quickly access Lightning resources.

Work with Lightning Resources in the Developer Console

Create Lightning components and applications in the Developer Console. The **File** menu in the Developer Console enables you to quickly access Lightning resources.

📝 Note: Lightning components are available in a beta release. For more information, see Lightning Components (Beta). To create Lightning resources, you must use a Developer Edition organization that has a namespace prefix.

A Lightning definition can be an application, component, event, or interface. To create a new Lightning definition in the Developer Console, click **File** > **New** and select the definition (1) you want to create. To open an existing definition, click **File** > **Open Lightning Resources**. Once you open the definition, other supporting resources in the definition bundle are available in the sidebar (3), which you can open by clicking their names on the sidebar. Your resources open in separate tabs in the Source Code Editor (2).
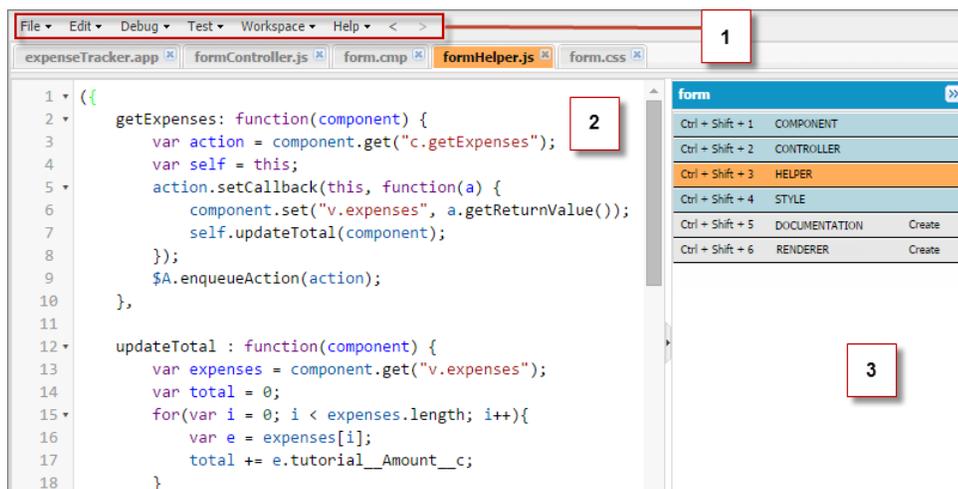
Lightning components and applications have optional supporting resources. Events and interfaces don't have supporting resources. These are the optional supporting resources for components and applications.

- Controller: The client-side controller actions in JavaScript
- Helper: The helper functions in JavaScript
- Style: The CSS declarations
- Documentation: The description and sample code
- Renderer: The custom renderer that overrides the default rendering implementation

When working with Apex classes with Lightning components in the Developer Console, it's useful to refer to the Logs tab to evaluate your Apex code. For example, if your Apex code fails to save a record because of an invalid input field entry on a `ui:inputDateTime` Lightning component, you'll see an exception logged in the Logs tab.

Visualforce

Develop apps that combine Visualforce with HTML and JavaScript, including Salesforce1 and other mobile apps.

For further information on features that are affected by these enhancements, refer to the *Visualforce Developer's Guide*.

IN THIS SECTION:

Add Data Access to Your Visualforce Pages with Remote Objects (Generally Available)

Remote Objects is generally available! Woo-hoo! Remote Objects are proxy objects that enable basic DML operations on sObjects directly from JavaScript. Remote Objects makes it easier to create dynamic pages that use JavaScript libraries such as jQuery or AngularJS. This exciting feature for adding data access to your JavaScript-based Visualforce pages is now supported for production use. Additionally, there are two new query operators that you can use in your Remote Objects queries.

Other Changes in Visualforce

We've made some additional changes in Visualforce.

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

Add Data Access to Your Visualforce Pages with Remote Objects (Generally Available)

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The new query operators are as follows.

- `in`: in, used for finding a value that matches any of a set of fixed values. Provide values as an array, for example, ['Benioff', 'Jobs', 'Gates'].
- `nin`: not in, used for finding a value that matches none of a set of fixed values. Provide values as an array, for example, ['Benioff', 'Jobs', 'Gates'].

Here's a query definition that searches for records that match any of several last names.

```
{
where:
```

```
    {
    LastName: { in: ['Benioff', 'Jobs', 'Gates'] }
    }
}
```

Other Changes in Visualforce

We've made some additional changes in Visualforce.

IN THIS SECTION:

Standard Style Sheets Combined by Visualforce

Visualforce now combines various style sheets into a single file before referencing or serving them in page requests. Combining style sheets reduces the number of network connections that are required to load a page and its resources. Reducing the number of connections improves performance modestly and should particularly affect higher-latency connections, such as those on some mobile networks.

Preserve sObject Field Encryption in Visualforce Expressions

For Visualforce pages set to API version 32.0 or later, expressions that reference encrypted sObject fields return the encrypted values instead of the decrypted (plain) values. This behavior more closely matches your expectations and reduces the risk of inadvertent exposure of sensitive data due to programmer error.

Serve Static Resources from the Visualforce Domain

When activated, this update changes the way that your static resources, such as images, JavaScript, and CSS files, are served from Salesforce. To avoid broken references to static resources, make sure that you review our recommended best practices.

Standard Style Sheets Combined by Visualforce

Visualforce now combines various style sheets into a single file before referencing or serving them in page requests. Combining style sheets reduces the number of network connections that are required to load a page and its resources. Reducing the number of connections improves performance modestly and should particularly affect higher-latency connections, such as those on some mobile networks.

Previously Visualforce referenced and served these style sheets separately. The style sheet content is unchanged. You don't need to do anything to take advantage of this improvement.

Preserve sObject Field Encryption in Visualforce Expressions

For Visualforce pages set to API version 32.0 or later, expressions that reference encrypted sObject fields return the encrypted values instead of the decrypted (plain) values. This behavior more closely matches your expectations and reduces the risk of inadvertent exposure of sensitive data due to programmer error.

An expression might be used with a Visualforce component that displays it, such as `<apex:outputText>` or `<apex:column>`, or as a "raw" expression on the page, for example, `{! myObject__c.encryptedField__c }`. In these scenarios, the encrypted value, rather than the decrypted value, of the field is displayed.

This behavior parallels the documented behavior of `<apex:inputField>` and `<apex:outputField>`, which display encrypted values for encrypted fields.

Pages set to API version 31.0 or earlier continue to display decrypted values for encrypted sObject fields, except when displayed by using `<apex:inputField>` and `<apex:outputField>`.

This change is versioned, and you must update your pages to API version 32.0 or later to see the changed functionality.

> **Note:** Because Apex doesn't have an encrypted data type, expressions that reference controller properties or methods that return Apex variables—that is, Apex values rather than sObject values—always display plain (decrypted) values.

Serve Static Resources from the Visualforce Domain

When activated, this update changes the way that your static resources, such as images, JavaScript, and CSS files, are served from Salesforce. To avoid broken references to static resources, make sure that you review our recommended best practices.

Prior to the Winter '15 release, some static resources, such as images and CSS files, were loaded from the Salesforce Domain. This update changes that behavior so that all static resources are loaded from the Visualforce Domain. This change to the origin domain can cause absolute references to static resources to break.

It's a best practice to reference static resources by using the `$Resource` global variable and the `URLFOR()` function instead of static strings. For example:

- `<apex:includeScript value="{!$Resource.MyJavascriptFile}"/>`
- `<apex:image url="{!URLFOR($Resource.TestZip, 'images/Bluehills.jpg')}" width="50" height="50"/>`

These references are safe to use regardless of your organization's settings for this Critical Update.

We recommend that you test this update in a sandbox or Developer Edition organization to verify correct behavior of your pages before enabling it in your production organization.

To activate this critical update:

1. From Setup, click **Critical Updates**.

2. Click **Activate** for "Serve static resources from Visualforce Domain."

Apex Code

Using syntax that looks like Java and acts like database stored procedures, Apex enables developers to add business logic to most system events, including button clicks, related record updates, and Visualforce pages. Apex code execution can be initiated by Web service requests and from triggers on objects.

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

<table>
<tr><td>EDITIONS</td></tr>
</table>

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

IN THIS SECTION:

Submit and Monitor Jobs for Asynchronous Execution with the Queueable Interface

Take control of your asynchronous Apex processes by using the `Queueable` interface. This interface enables you to add jobs to the queue and monitor them, which is an enhanced way of running your asynchronous Apex code compared to using future methods.

Run More Future Methods and Callouts

The execution limits of future methods and callouts in an Apex transaction have increased to 50 methods and 100 callouts respectively. These limit increases enable you to do more with Apex without having to be restricted by the previous limits.

Run More Tests in Sandbox and Developer Organizations

The test execution limit for asynchronous tests has increased and you can now run twice as many tests in large sandbox or Developer Edition organizations.

Submit and Monitor Jobs for Asynchronous Execution with the `Queueable` Interface

Take control of your asynchronous Apex processes by using the `Queueable` interface. This interface enables you to add jobs to the queue and monitor them, which is an enhanced way of running your asynchronous Apex code compared to using future methods.

For Apex processes that run for a long time, such as extensive database operations or external Web service callouts, you can run them asynchronously by implementing the `Queueable` interface and adding a job to the Apex job queue. In this way, your asynchronous Apex job runs in the background in its own thread and doesn't delay the execution of your main Apex logic. Each queued job runs when system resources become available. A benefit of using the `Queueable` interface methods is that some governor limits are higher than for synchronous Apex, such as heap size limits.

Queueable jobs are similar to future methods in that they're both queued for execution, but they provide you with these additional benefits.

- Getting an ID for your job: When you submit your job by invoking the `System.enqueueJob` method, the method returns the ID of the new job. This ID corresponds to the ID of the AsyncApexJob record. You can use this ID to identify your job and monitor its progress, either through the Salesforce user interface in the Apex Jobs page, or programmatically by querying your record from AsyncApexJob.

- Chaining jobs: You can chain one job to another by starting a second job from a running job. Chaining jobs is useful if you need to do some processing that depends on another process to have run first.

Example

This example is an implementation of the `Queueable` interface. The `execute` method in this example inserts a new account.

```
public class AsyncExecutionExample implements Queueable {
    public void execute(QueueableContext context) {
        Account a = new Account(Name='Acme',Phone='(415) 555-1212');
        insert a;
    }
}
```

To add this class as a job on the queue, call this method:

```
ID jobID = System.enqueueJob(new AsyncExecutionExample());
```

After you submit your queueable class for execution, the job is added to the queue and will be processed when system resources become available. You can monitor the status of your job programmatically by querying AsyncApexJob or through the user interface in Setup by clicking **Jobs** > **Apex Jobs**.

To query information about your submitted job, perform a SOQL query on AsyncApexJob by filtering on the job ID that the
`System.enqueueJob` method returns. This example uses the jobID variable that was obtained in the previous example.

```
AsyncApexJob jobInfo = [SELECT Status,NumberOfErrors FROM AsyncApexJob WHERE Id=:jobID];
```

Similar to future jobs, queueable jobs don't process batches, and so the number of processed batches and the number of total batches
are always zero.

Testing Queueable Jobs

This example shows how to test the execution of a queueable job in a test method. A queueable job is an asynchronous process. To
ensure that this process runs within the test method, the job is submitted to the queue between the `Test.startTest` and
`Test.stopTest` block. The system executes all asynchronous processes started in a test method synchronously after the
`Test.stopTest` statement. Next, the test method verifies the results of the queueable job by querying the account that the job
created.

```
@isTest
public class AsyncExecutionExampleTest {
    static testmethod void test1() {
        // startTest/stopTest block to force async processes
        //   to run in the test.
        Test.startTest();
        System.enqueueJob(new AsyncExecutionExample());
        Test.stopTest();

        // Validate that the job has run
        // by verifying that the record was created.
        // This query returns only the account created in test context by the
        // Queueable class method.
        Account acct = [SELECT Name,Phone FROM Account WHERE Name='Acme' LIMIT 1];
        System.assertNotEquals(null, acct);
        System.assertEquals('(415) 555-1212', acct.Phone);
    }
}
```

Note: The ID of a queueable Apex job isn't returned in test context—`System.enqueueJob` returns `null` in a running test.

Chaining Jobs

If you need to run a job after some other processing is done first by another job, you can chain queueable jobs. The maximum number
of jobs in the chain (maximum stack depth) is two, which means that you can link a job only once. To chain a job to another, submit the
second job from the `execute()` method of your queueable class. You can add only one job from an executing job. For example, if
you have a second class called `SecondJob` that implements the `Queueable` interface, you can add this class to the queue in the
`execute()` method as follows:

```
public class AsyncExecutionExample implements Queueable {
    public void execute(QueueableContext context) {
        // Your processing logic here

        // Chain this job to next job by submitting the next job
        System.enqueueJob(new SecondJob());
    }
}
```

You can't chain queueable jobs in an Apex test. Doing so results in an error. To avoid getting an error, you can check if Apex is running in test context by calling `Test.isRunningTest()` before chaining jobs.

Queueable Apex Limits

- The execution of a queued job counts once against the shared limit for asynchronous Apex method executions.
- You can add up to 50 jobs to the queue with `System.enqueueJob` in a single transaction.
- The maximum stack depth for chained jobs is two, which means that you can link a job only once and have a maximum of two jobs in the chain.
- When chaining jobs, you can add only one job from an executing job with `System.enqueueJob`.

Run More Future Methods and Callouts

The execution limits of future methods and callouts in an Apex transaction have increased to 50 methods and 100 callouts respectively. These limit increases enable you to do more with Apex without having to be restricted by the previous limits.

For example, you might have transferred much of your long-running code to future methods that you call and run asynchronously from your main class. If you did many of these future calls in your class, you might have hit the limit of 10 future calls in one transaction. With the increased limit of 50 calls, you can make many more future calls without likely hitting this limit.

The following limits have increased.

Limit Description	Old Value	New Value
Maximum number of methods with the `future` annotation allowed per Apex invocation	10	50
Maximum number of callouts (HTTP requests or Web services calls) in a transaction	10	100

Run More Tests in Sandbox and Developer Organizations

The test execution limit for asynchronous tests has increased and you can now run twice as many tests in large sandbox or Developer Edition organizations.

For sandbox and Developer Edition organizations, the following test execution limit for asynchronous tests has increased.

Limit	Value
Maximum number of test classes that can be queued per 24-hour period	The *greater* of 500 or 20 multiplied by the number of test classes in the organization

The increase is in the portion of the limit that varies with the number of test classes in your organization—20 (instead of 10) multiplied by the number of test classes in the organization. If your organization has a large number of test classes (26 or more test classes), you will benefit from this increase and you can run twice the number of tests than what was previously possible.

The increase in the test execution limit increase applies to sandbox organizations in all supported editions and Developer Edition organizations. This limit is unchanged for production organizations in all other editions.

Apex Triggers Supported for the Territory2 Object

Use triggers on the Territory2 object to automate actions or processes related to customizations or record updates.

👁 **Example:** For example, you might create a trigger that reads a custom field and tracks the number of territories in each territory model, incrementing or decrementing the count each time a territory is created or deleted.

Apex Triggers Supported for the UserTerritory2Association Object

Use triggers on the UserTerritory2Association object to automate actions or processes related to customizations or record updates.

👁 **Example:** For example, you might create a trigger that sends an email notification to your company's Sales Operations group to let them know when users are added to territories.

Apex Supported for the SearchPromotionRule sObject

Promoted search terms are useful for promoting a Salesforce Knowledge article that you know is commonly used to resolve a support issue when an end user's search contains certain keywords. Users can promote an article in search results by associating keywords with the article in Apex (by using the SearchPromotionRule sObject) in addition to the Salesforce user interface.

👁 **Example:** This code sample shows how to add a search promotion rule. This sample performs a query to get published articles of type MyArticle__kav. Next, the sample creates a SearchPromotionRule sObject to promote articles that contain the word "Salesforce" and assigns the first returned article to it. Finally, the sample inserts this new sObject.

```
// Identify the article to promote in search results
List<MyArticle__kav> articles = [SELECT Id FROM MyArticle__kav WHERE
PublishStatus='Online' AND Language='en_US' AND Id='Article Id'];

// Define the promotion rule
SearchPromotionRule s = new SearchPromotionRule(
    Query='Salesforce',
    PromotedEntity=articles[0]);

// Save the new rule
insert s;
```

To perform DML operations on the SearchPromotionRule sObject, you must enable Salesforce Knowledge.

New and Changed Apex Classes

These classes, methods, and interfaces are new or have changed in this release.

New Methods

The following existing classes have new methods.

`Approval.ProcessSubmitRequest` **class:**

getProcessDefinitionNameOrId()
  Returns the developer name or ID of the process definition.

getSkipEntryCriteria()

If `getProcessDefinitionNameOrId()` returns a value other than `null`, `getSkipEntryCriteria()` determines whether to evaluate the entry criteria for the process (`true`) or not (`false`).

getSubmitterId()

Returns the user ID of the submitter requesting the approval record. The user must be one of the allowed submitters in the process definition setup.

setProcessDefinitionNameOrId(String)

Sets the developer name or ID of the process definition to be evaluated.

setSkipEntryCriteria(Boolean)

If the process definition name or ID is not null, `setSkipEntryCriteria()` determines whether to evaluate the entry criteria for the process (`true`) or not (`false`).

setSubmitterId(String)

Sets the user ID of the submitter requesting the approval record. The user must be one of the allowed submitters in the process definition setup. If you don't set a submitter ID, the process uses the current user as the submitter.

`Schema.DescribeFieldResult` **class:**

getReferenceTargetField()

Returns the name of the custom field on the parent standard or custom object whose values are matched against the values of the child external object's indirect lookup relationship field. The match is done to determine which records are related to each other.

`System.Limits` **class:**

getQueueableJobs()

Returns the number of queueable jobs that have been added to the queue per transaction. A queueable job corresponds to a class that implements the `Queueable` interface.

getLimitQueueableJobs()

Returns the maximum number of queueable jobs that can be added to the queue per transaction. A queueable job corresponds to a class that implements the `Queueable` interface.

`System.Network` **class:**

getLoginUrl(String)

Returns the absolute URL of the login page used by the community.

getLogoutUrl(String)

Returns the absolute URL of the logout page used by the community.

getSelfRegUrl(String)

Returns the absolute URL of the self-registration page used by the community.

loadAllPackageDefaultNetworkDashboardSettings()

Maps the dashboards from the Communities Analytics package onto each community's unconfigured dashboard settings. Returns the number of settings it configures.

`System.System` **class:**

enqueueJob(Object)

Adds a job to the Apex job queue that corresponds to the specified queueable class and returns the job ID.

Changed Methods

The following methods have changed.

`instanceof` **keyword:**

> **Versioned behavior change when** `instanceof` **is used with a null object**
>
> In Apex saved with API version 32.0 and later, `instanceof` returns `false` if the left operand is a null object. For example, the following sample returns `false`.
>
> ```
> Object o = null;
> Boolean result = o instanceof Account;
> System.assertEquals(false, result);
> ```
>
> In API version 31.0 and earlier, `instanceof` returns `true` in this case.

New Properties and Fields

The following existing classes have new properties.

`InboundEmail.BinaryAttachment` **class:**

> **headers**
>
> Any header values associated with the attachment. Examples of header names include `Content-Type`, `Content-Transfer-Encoding`, and `Content-ID`.

`InboundEmail.TextAttachment` **class:**

> **headers**
>
> Any header values associated with the attachment. Examples of header names include `Content-Type`, `Content-Transfer-Encoding`, and `Content-ID`.

The following existing classes have new constants.

`System.Math` **class:**

> **E**
>
> Returns the mathematical constant *e*, which is the base of natural logarithms.
>
> **PI**
>
> Returns the mathematical constant *pi*, which is the ratio of the circumference of a circle to its diameter.

New Classes

The following classes have been added.

`Auth.AuthConfiguration Class`

> Contains methods for configuring the settings for users to log in to a community, or a custom domain created using My Domain, with an authentication provider, such as Facebook[©].
>
> **getAuthConfig()**
>
> Returns the AuthConfig sObject, which represents the authentication options, for a community or custom domain that was created by using My Domain.
>
> **getAuthConfigProviders()**
>
> Returns the list of authentication providers configured for a community or custom domain.
>
> **getAuthProviders()**
>
> Returns the list of authentication providers available for a community or custom domain.
>
> **getAuthProviderSsoUrl(String, String, String)**
>
> Returns the single sign-on URL for a community or custom domain.

getBackgroundColor()

Returns the color for the background of the login page for a community.

getDefaultProfileForRegistration()

Returns the profile ID assigned to new community users.

getFooterText()

Returns the text at the bottom of the login page for a community.

getLogoUrl()

Returns the location of the icon image at the bottom of the login page for a community.

getSamlProviders()

Returns the list of SAML-based authentication providers available for a community or custom domain.

getSamlSsoUrl(String, String, String)

Returns the single sign-on URL for a community or custom domain.

getSelfRegistrationEnabled()

Indicates whether the current community allows new users to create their own account by filling out a registration form.

getSelfRegistrationUrl()

Returns the location of the self-registration page for new users to sign up for an account with a community.

getStartUrl()

Returns the page of a community or custom domain displayed after a user logs in.

getUsernamePasswordEnabled()

Indicates whether the current community is set to display a login form asking for a username and password. You can configure the community not to request a username and password if it is for unauthenticated users or users logging in with a third-party authentication provider.

`Auth.CommunitiesUtil Class`

Contains methods for getting information about a community user.

getLogoutUrl()

Returns the page to display after the current community user logs out.

getUserDisplayName()

Returns the current user's community display name.

isGuestUser()

Indicates whether the current user isn't logged in to the community and may need to be redirected to log in, if required.

isInternalUser()

Indicates whether the current user is logged in as a member of the parent Salesforce organization, such as an employee.

`Auth.SessionManagement Class`

Contains methods for customizing security levels, two-factor authentication, and trusted IP ranges for a current session.

getCurrentSession()

Returns a map of attributes for the current session.

getQrCode()

Returns a map containing a URL to a quick response (QR) code and a time-based one-time password (TOTP) shared secret to configure two-factor authentication apps or devices.

inOrgNetworkRange(String)

Indicates whether the given IP address is within the organization's trusted IP range according to the organization's Network Access settings.

isIpAllowedForProfile(String, String)

Indicates whether the given IP address is within the trusted IP range for the given profile.

setSessionLevel(Auth.SessionLevel)

Sets the user's current session security level.

validateTotpTokenForKey(String, String)

Indicates whether a given time-based one-time password (TOTP) code (token) is valid for the given shared key.

validateTotpTokenForUser(String)

Indicates whether a given time-based one-time password (TOTP) code (token) is valid for the current user.

New Interfaces

The following interfaces have been added.

`System.Queueable` **interface:**

execute(QueueableContext)

Executes the queueable job.

`System.QueueableContext` **interface:**

getJobId()

Returns the ID of the submitted job that uses the `Queueable` interface.

IN THIS SECTION:

[ConnectApi (Chatter in Apex)](#)

To create custom Chatter experiences in Salesforce, use Chatter in Apex.

ConnectApi (Chatter in Apex)

To create custom Chatter experiences in Salesforce, use Chatter in Apex.

Many Chatter REST API resource actions are exposed as static methods on Apex classes in the `ConnectApi` namespace. These methods use other `ConnectApi` classes to input and return information. The `ConnectApi` namespace is referred to as *Chatter in Apex.*

In Apex, it's possible to access some Chatter data using SOQL queries and objects. However, `ConnectApi` classes expose Chatter data in a much simpler way. Data is localized and structured for display. For example, instead of making many calls to access and assemble a feed, you can do it with a single call.

> **Note:** To integrate mobile apps, intranet sites, and third-party Web applications with Chatter, use Chatter REST API.

IN THIS SECTION:

[General Updates to Chatter in Apex](#)

[New and Changed Chatter in Apex Classes](#)

[New and Changed Chatter in Apex Input Classes](#)

[New and Changed Chatter in Apex Output Classes](#)

[New and Changed Chatter in Apex Enums](#)

General Updates to Chatter in Apex

Feed Elements

🛑 **Important:** API version 32.0 introduces new methods that get, search, update, and post feed elements. These methods operate on and return new input and output classes that represent feed elements. Older methods and classes that operate on and represent feed items aren't supported in API version 32.0. The documentation for older methods and classes contains links to the documentation for the newer methods and classes.

In API versions 30.0 and earlier, a Chatter feed was a container of feed items. In API version 31.0, the definition of a feed expanded to include new objects that didn't entirely fit the feed item model. The Chatter feed became a container of "feed elements." The abstract class `ConnectApi.FeedElement` was introduced as a parent class to the existing `ConnectApi.FeedItem` class and the subset of properties that feed elements share was moved into the `ConnectApi.FeedElement` class.

This change allows the Chatter feed to contain both feed items and other objects that inherit from the `ConnectApi.FeedElement` class, such as Recommendations (which are `ConnectApi.GenericFeedElement` objects with a recommendations capability).

Feed Elements Inheritance Diagram

```
ConnectApi.FeedElement
    * body
    * capabilities
    * createdDate
    * feedElementType
    * header
    * id
    * modifiedDate
    * parent
    * relativeCreatedDate
    * url
                    |
                    |
         _____
        |                                   |
ConnectApi.FeedItem                 ConnectApi.GenericFeedElement
    * actor
    * canShare
    * clientInfo
    * event
    * isDeleteRestricted
    * originalFeedItem
    * originalFeedItemActor
    * photoUrl
    * type
    * visibility
```
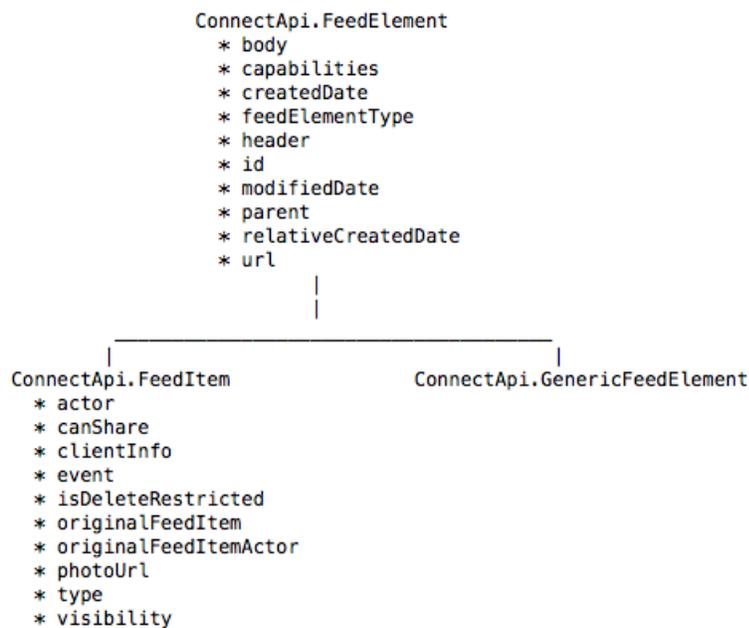
API version 31.0 introduced methods that operate on feed elements instead of on feed items. Detailed information about these changes are in the Feed Elements section of New and Changed Chatter in Apex classes. Detailed information about the new feed element input and output classes are in those sections of the release notes.

Capabilities

🛑 **Important:** Attachments are not supported in API version 32.0. All attachment functionality has been moved into capabilities. Whereas a feed item could have only one attachment, feed items can now have multiple capabilities. The documentation for attachments contains links to the new capabilities.

As part of the effort to diversify the feed, pieces of functionality found in feed elements have been broken out into *capabilities*. Capabilities provide a consistent way to interact with objects in the feed. Instead of inspecting feed item type and using other indirect means to

determine which functionality is available for a specific feed element, the capabilities object tells you explicitly what is available. A client should check for the presence of a capability to determine what it can do to a feed element.

In version 32.0 and later, every feed element can have a unique set of capabilities. A capability object includes both an indication that a feature is possible and data associated with that feature. If a capability property exists on a feed element, that capability is available, even if there isn't any data associated with the capability yet. For example, if the `chatterLikes` capability property exists on a feed element (with or without any likes included in the list of likes found in the `chatterLikes.page.items` property), the context user can like that feed element. If the capability property doesn't exist on a feed element, it isn't possible to like that feed element.

Capabilities Inheritance Diagram

```
ConnectApi.FeedElement (abstract)
 * body
 * capabilities ------------------- ConnectApi.FeedElementCapabilities
 * createdDate                       * approval
 * feedElementType                   * banner
 * header                            * bookmarks
 * id                                * bundle
 * modifiedDate                      * canvas
 * parent                            * caseComment
 * relativeCreatedDate               * chatterLikes
 * url                               * comments
                                     * content
                                     * dashboardComponentSnapshot
                                     * emailMessage
                                     * enhancedLink
                                     * link
                                     * moderation
                                     * poll
                                     * questionAndAnswers
                                     * recommendations
                                     * recordSnapshot
                                     * topics
                                     * trackedChanges
```

Detailed information about these changes are in the "Capabilities" sections of the release notes.

Recommendations

Recommendations are new to the Chatter feed in API version 32.0. Recommendations are `ConnectApi.GenericFeedElement` objects with a `ConnectApi.RecommentationsCapability`. They're an example of what's possible with the new feed element and capabilities architecture.

The news feed in Salesforce1 mobile browser app can include recommendations about useful groups to join. The feed can also recommend the Today app but this option can be turned off from **Setup** > **Customize** > **Chatter** > **Settings**.

Methods that get feed elements from a feed, such as `ChatterFeeds.getFeedElementsFromFeed`, return `ConnectApi.FeedElementPage`, which contains a list of `ConnectApi.FeedElement` objects.

This diagram shows the properties that `ConnectApi.GenericFeedElement` inherits from `ConnectApi.FeedElement`, and shows the recommendations capability associated with the generic feed element.

Recommendations Inheritance Diagram

```
ConnectApi.FeedElement
          |
          |
ConnectApi.GenericFeedElement
* body
* capabilities -- ConnectApi.FeedElementCapabilities
* createdDate       * recommendations -- ConnectApi.RecommendationsCapability
* feedElementType                        * items -- List<ConnectApi.AbstractRecommendation>
* header                                            * explanation
* id                                                * recommendationType
* modifiedDate                                                |
* parent                                                      |
* relativeCreatedDate          _____
* url                          |                                       |
                ConnectApi.EntityRecommendation      ConnectApi.NonEntityRecommendation
                * actOnUrl                                  * displayLabel
                * action -- RecommendationActionType        * motif
                * entity          * follow
                                  * join
                                  * view
```

See Recommendations on page 285 for detailed information about these changes.

New and Changed Chatter in Apex Classes

Batch Posting Feed Elements

Post a batch of up to 500 feed elements for the cost of one DML statement. For example, you could create a trigger that bulk posts to the feeds of newly inserted accounts.

Post a batch of feed elements
Use the `ChatterFeeds.postFeedElementBatch(String, List<ConnectApi.BatchInput>)` method. In the `ConnectApi.BatchInput` constructor, the input object must be a concrete instance of the abstract `ConnectApi.FeedElementInput` class.

Capabilities

See Capabilities on page 262 for general information about capabilities and how they have changed in API version 32.0.

Bookmark or unbookmark a feed element
If the bookmarks capability is available, you can use these two `ChatterFeeds` methods to bookmark or unbookmark a feed element:

- `updateFeedElementBookmarks(String, String, ConnectApi.BookmarksCapabilityInput)`
- `updateFeedElementBookmarks(String, String, Boolean)`

Get comments for a feed element
If the comments capability is available, you can use these `ChatterFeeds` methods to get comments for a feed element:

- `getCommentsForFeedElement(String, String)`
- `getCommentsForFeedElement(String, String, String, Integer)`

Post a comment to a feed element
If the comments capability is available, you can use these `ChatterFeeds` methods to post a comment to a feed element:

- `ChatterFeeds.postCommentToFeedElement(String, String, String)`

- `ChatterFeeds.postCommentToFeedElement(String, String, ConnectApi.CommentInput, ConnectApi.BinaryInput)`

Like or unlike a feed element

If the Chatter likes capability is available, you can use the `ChatterFeeds.likeFeedElement(String, String)` method to like or unlike a feed element.

Get likes for a feed element

If the Chatter likes capability is available, you can use these `ChatterFeeds` methods to get likes for a feed element:

- `getLikesForFeedElement(String, String)`
- `getLikesForFeedElement(String, String, Integer, Integer)`

Vote on a poll

If the poll capability is available, you can use the `ChatterFeeds.voteOnFeedElementPoll(String, String, String)` method to vote on a poll.

Get information about a poll

If the poll capability is available, you can use the `ChatterFeedsgetFeedElementPoll(String, String)` method to get information about a poll.

Get, remove, and add flags to feed elements

If the moderation capability is available, you can use these `CommunityModeration` methods:

- `addFlagToFeedElement(String, String)`
- `addFlagToFeedElement(String, String, ConnectApi.CommunityFlagVisibility)`
- `getFlagsOnFeedElement(String, String)`
- `getFlagsOnFeedElement(String, String, ConnectApi.CommunityFlagVisibility)`
- `removeFlagFromFeedElement(String, String, String)`

This table describes how to migrate from earlier API versions to API version 32.0.

In API versions 31.0 and earlier use...	In API version 32.0, use...
`ChatterFeeds.getCommentsForFeedItem(String, String, String, Integer)`	`ChatterFeeds.getCommentsForFeedElement(String, String, String, Integer)`
`ChatterFeeds.getCommentsForFeedItem(String, String)`	`ChatterFeeds.getCommentsForFeedElement(String, String)`
`ChatterFeeds.getFeedPoll(String, String)`	`ChatterFeeds.getFeedElementPoll(String, String)`
`ChatterFeeds.getLikesForFeedItem(String, String, Integer, Integer)`	`ChatterFeeds.getLikesForFeedElement(String, String, Integer, Integer)`
`ChatterFeeds.getLikesForFeedItem(String, String)`	`ChatterFeeds.getLikesForFeedElement(String, String)`
`ChatterFeeds.likeFeedItem(String, String)`	`ChatterFeeds.likeFeedElement(String, String)`
`ChatterFeeds.postComment(String, String, ConnectApi.CommentInput, ConnectApi.BinaryInput)`	`ChatterFeeds.postCommentToFeedElement(String, String, ConnectApi.CommentInput, ConnectApi.BinaryInput)`

In API versions 31.0 and earlier use...	In API version 32.0, use...
`ChatterFeeds.postComment(String, String, String)`	`ChatterFeeds.postCommentToFeedElement(String, String, String)`
`ChatterFeeds.updateBookmark(String, String, Boolean)`	`ChatterFeeds.updateFeedElementBookmarks(String, String, Boolean)`
`ChatterFeeds.voteOnFeedPoll(String, String, String)`	`ChatterFeeds.voteOnFeedElementPoll(String, String, String)`
`CommunityModeration.addFlagToFeedItem(String, String, ConnectApi.CommunityFlagVisibility)`	`CommunityModeration.addFlagToFeedElement(String, String, ConnectApi.CommunityFlagVisibility)`
`CommunityModeration.addFlagToFeedItem(String, String)`	`CommunityModeration.addFlagToFeedElement(String, String)`
`CommunityModerationgetFlagsOnFeedItem(String, String, ConnectApi.CommunityFlagVisibility)`	`CommunityModeration.getFlagsOnFeedElement(String, String, ConnectApi.CommunityFlagVisibility)`
`CommunityModeration.getFlagsOnFeedItem(String, String)`	`CommunityModeration.getFlagsOnFeedElement(String, String)`
`CommunityModeration.removeFlagFromFeedItem(String, String, String)`	`CommunityModeration.removeFlagFromFeedElement(String, String, String)`

Communities

Communities helps companies share information with their customers and partners.

Get and search feed elements from the Communities home feed

The Communities home feed contains all the feed elements associated with any managed topics in a community. To get and search this feed, call the existing `getFeedElementsFromFeed`, `getFeedElementsUpdatedSince`, and `searchFeedElementsInFeed` methods and pass `ConnectApi.FeedType.Home` for the `feedType` parameter.

Get a community member's reputation

Use the new `ChatterUsers.getReputation(String, String)` method to get a community member's reputation.

Get information about, create, reorder, and delete managed topics

Only community managers (users with the "Create and Set Up Communities" or "Manage Communities" permission) can create, reorder, and delete managed topics.

Get information about managed topics in a community with these new `ManagedTopics` methods:

- `getManagedTopic(String, String)`
- `getManagedTopics(String)`
- `getManagedTopics(String, ConnectApi.ManagedTopicType)`

Create a managed topic in a community with these new methods:

- `createManagedTopic(String, String, ConnectApi.ManagedTopicType)`
- `createManagedTopicByName(String, String, ConnectApi.ManagedTopicType)`

Reorder managed topics in a community with this new method:

- `reorderManagedTopics(String, ConnectApi.ManagedTopicPositionCollectionInput)`

Delete a managed topic in a community with this new method:

- `deleteManagedTopic(String, String)`

Get question and answers suggestions

Get question and answers suggestions with this new `QuestionAndAnswers` method: `getSuggestions(String, String, String, Boolean, Integer)`.

This method has an associated `setTest` method to register data for use in a test context.

Choose or change a best answer

Use this `QuestionAndAnswer.updateQuestionAndAnswers(String, String, ConnectApi.QuestionAndAnswersCapabilityInput)` method to choose or change the best answer for a question.

Get and search feed elements filtered by question type from the Communities home, news, record, and topic feeds

Get and search feed elements filtered by question type from the home, news, record, and topic feeds. The question types are defined in the new `ConnectApi.FeedFilter` enum:

- `AllQuestions`—Only feed elements that are questions.
- `SolvedQuestions`—Only feed elements that are questions and that have a best answer.
- `UnansweredQuestions`—Only feed elements that are questions and that don't have any answers.
- `UnsolvedQuestions`—Only feed elements that are questions and that don't have a best answer.

Pass one of these values in the `filter` parameter in a call to these new `ChatterFeeds` methods:

- `getFeedElementsFromFeed(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, ConnectApi.FeedFilter)`
- `getFeedElementsFromFeed(String, ConnectApi.FeedType, String, Integer, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, Boolean, ConnectApi.FeedFilter)`
- `getFeedElementsUpdatedSince(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, String, ConnectApi.FeedFilter)`
- `getFeedElementsUpdatedSince(String, ConnectApi.FeedType, String, Integer, Integer, ConnectApi.FeedDensity, String, Integer, String, Boolean, ConnectApi.FeedFilter)`
- `searchFeedElementsInFeed(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String, ConnectApi.FeedFilter)`
- `searchFeedElementsInFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String, Boolean, ConnectApi.FeedFilter)`

These methods have associated `setTest` methods to register data for use in a test context.

Access public content from a guest user account

If your community allows access without logging in, all overloads of these methods are now available to guest users. These methods return information the guest user has access to.

`ChatterFeeds` methods:

- `getCommentsForFeedElement`
- `getFeed`
- `getFeedElementBatch`
- `getFeedElementPoll`
- `getLike`

- `getLikesForFeedElement`

`ChatterUsers` methods:

- `getFollowers`
- `getFollowings`
- `getGroups`
- `getPhoto`
- `getReputation`
- `getUser`
- `getUserBatch`
- `getUsers`
- `searchUserGroups`
- `searchUsers`

`ManagedTopics` methods:

- `getManagedTopic`
- `getManagedTopics`

`Topics` methods:

- `getGroupsRecentlyTalkingAboutTopic`
- `getRecentlyTalkingAboutTopicsForGroup`
- `getRecentlyTalkingAboutTopicsForUser`
- `getRelatedTopics`
- `getTopic`
- `getTopics`
- `getTrendingTopics`

Data.com

Data.com is the solution for delivering leading business data inside Salesforce.

Purchase Data.com contacts or companies, and track your purchase usage information

Match and purchase Data.com contacts and companies with these new `ConnectApi.Datacloud` methods:

- `getCompaniesFromOrder(String, String, String)`
- `getCompany(String)`
- `getContact(String)`
- `getContactsFromOrder(String, String, String)`
- `getOrder(String)`
- `getUsage(String)`
- `postOrder(ConnectApi.DatacloudOrderInput)`

Feed Elements

See for general information about how feed elements and feed items have changed in API version 32.0.

This table describes how to migrate from earlier API versions to API version 32.0. The methods in the first column are supported in API versions 31.0 and earlier. The methods in the second column were new in API version 31.0. The feed element methods return a `ConnectApi.FeedElement` or `ConnectApi.FeedElementPage` object.

⊘ Important: API version 31.0 was a transitional release that supported both methods that operate on feed elements and methods that operate on feed items. When you call a feed items method in API version 31.0, it returns only feed items, not other feed element subclasses. As of API version 32.0, only feed element methods are supported.

In API versions 31.0 and earlier use...	In API versions 31.0 and later, use...
`ChatterFavorites.getFeedItems(String, String, String)`	`ChatterFavorites.getFeedElements(String, String, String)`
`ChatterFavorites.getFeedItems(String, String, String, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFavorites.getFeedElements(String, String, String, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFavorites.getFeedItems(String, String, String, Integer, String, Integer, FeedSortOrder)`	`ChatterFavorites.getFeedElements(String, String, String, Integer, String, Integer, FeedSortOrder)`
`ChatterFeeds.deleteFeedItem(String, String)`	`ChatterFeeds.deleteFeedElement(String, String)`
`ChatterFeeds.getFeedItem(String, String)`	`ChatterFeeds.getFeedElement(String, String)`
`ChatterFeeds.getFeedItemBatch(String, List<String>)`	`ChatterFeeds.getFeedElementBatch(String, List<String>)`
`ChatterFeeds.getFeedItemsFromFeed(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.getFeedElementsFromFeed(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFeeds.getFeedItemsFromFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, Boolean)`	`ChatterFeeds.getFeedElementsFromFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, Boolean)`
`ChatterFeeds.getFeedItemsFromFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.getFeedElementsFromFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFeeds.getFeedItemsFromFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.getFeedElementsFromFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFeeds.getFeedItemsFromFeed(String, ConnectApi.FeedType, String, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.getFeedElementsFromFeed(String, ConnectApi.FeedType, String, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFeeds.getFeedItemsFromFeed(String, ConnectApi.FeedType, String)`	`ChatterFeeds.getFeedElementsFromFeed(String, ConnectApi.FeedType, String)`

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In API versions 31.0 and earlier use...	In API versions 31.0 and later, use...
`ChatterFeeds.getFeedItemsFromFeed(String, ConnectApi.FeedType)`	`ChatterFeeds.getFeedElementsFromFeed(String, ConnectApi.FeedType)`
`ChatterFeeds.getFeedItemsFromFilterFeed(String, String, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.getFeedElementsFromFilterFeed(String, String, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFeeds.getFeedItemsFromFilterFeed(String, String, String, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.getFeedElementsFromFilterFeed(String, String, String, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFeeds.getFeedItemsFromFilterFeed(String, String, String)`	`ChatterFeeds.getFeedElementsFromFilterFeed(String, String, String)`
`ChatterFeeds. getFeedItemsFromFilterFeedUpdatedSince(String, String, String, Integer, ConnectApi.FeedDensity, String, Integer, String)`	`ChatterFeeds. getFeedElementsFromFilterFeedUpdatedSince(String, String, String, Integer, ConnectApi.FeedDensity, String, Integer, String)`
`ChatterFeeds.getFeedItemsUpdatedSince(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, String)`	`ChatterFeeds.getFeedElementsUpdatedSince(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, String)`
`ChatterFeeds.getFeedItemsUpdatedSince(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, String, Boolean)`	`ChatterFeeds.getFeedElementsUpdatedSince(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, String, Boolean)`
`ChatterFeeds.getFeedItemsUpdatedSince(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, String)`	`ChatterFeeds.getFeedElementsUpdatedSince(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, String)`
`ChatterFeeds.postFeedItem(String, ConnectApi.FeedType, String, ConnectApi.FeedItemInput, ConnectApi.BinaryInput)`	`ChatterFeeds.postFeedElement(String, ConnectApi.FeedElementInput, ConnectApi.BinaryInput)`
`ChatterFeeds.postFeedItem(String, ConnectApi.FeedType, String, String)`	`ChatterFeeds.postFeedElement(String, String, ConnectApi.FeedElementType, String)`
`ChatterFeeds.searchFeedItems(String, String, ConnectApi.FeedSortOrder)`	`ChatterFeeds.searchFeedElements(String, String, ConnectApi.FeedSortOrder)`
`ChatterFeeds.searchFeedItems(String, String, Integer, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.searchFeedElements(String, String, Integer, String, Integer, ConnectApi.FeedSortOrder)`

In API versions 31.0 and earlier use...	In API versions 31.0 and later, use...
`ChatterFeeds.searchFeedItems(String, String, String, Integer, ConnectApi.FeedSortOrder)`	`ChatterFeeds.searchFeedElements(String, String, String, Integer, ConnectApi.FeedSortOrder)`
`ChatterFeeds.searchFeedItems(String, String, String, Integer)`	`ChatterFeeds.searchFeedElements(String, String, String, Integer)`
`ChatterFeeds.searchFeedItems(String, String)`	`ChatterFeeds.searchFeedElements(String, String)`
`ChatterFeeds.searchFeedItemsInFeed(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String)`	`ChatterFeeds.searchFeedElementsInFeed(String, ConnectApi.FeedType, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String)`
`ChatterFeeds.searchFeedItemsInFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String, Boolean)`	`ChatterFeeds.searchFeedElementsInFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String, Boolean)`
`ChatterFeeds.searchFeedItemsInFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String)`	`ChatterFeeds.searchFeedElementsInFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String)`
`ChatterFeeds.searchFeedItemsInFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedSortOrder, String)`	`ChatterFeeds.searchFeedElementsInFeed(String, ConnectApi.FeedType, String, Integer, ConnectApi.FeedSortOrder, String)`
`ChatterFeeds.searchFeedItemsInFeed(String, ConnectApi.FeedType, String, String, Integer, ConnectApi.FeedSortOrder, String)`	`ChatterFeeds.searchFeedElementsInFeed(String, ConnectApi.FeedType, String, String, Integer, ConnectApi.FeedSortOrder, String)`
`ChatterFeeds.searchFeedItemsInFeed(String, ConnectApi.FeedType, String, String)`	`ChatterFeeds.searchFeedElementsInFeed(String, ConnectApi.FeedType, String, String)`
`ChatterFeeds.searchFeedItemsInFeed(String, ConnectApi.FeedType, String)`	`ChatterFeeds.searchFeedElementsInFeed(String, ConnectApi.FeedType, String)`
`ChatterFeeds.searchFeedItemsInFilterFeed(String, String, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String)`	`ChatterFeeds.searchFeedElementsInFilterFeed(String, String, String, Integer, ConnectApi.FeedDensity, String, Integer, ConnectApi.FeedSortOrder, String)`
`ChatterFeeds.searchFeedItemsInFilterFeed(String, String, String, String, Integer, ConnectApi.FeedSortOrder, String)`	`ChatterFeeds.searchFeedElementsInFilterFeed(String, String, String, String, Integer, ConnectApi.FeedSortOrder, String)`
`ChatterFeeds.searchFeedItemsInFilterFeed(String, String, String, String)`	`ChatterFeeds.searchFeedElementsInFilterFeed(String, String, String, String)`

In API versions 31.0 and earlier use...	In API versions 31.0 and later, use...
`ChatterFeeds.shareFeedItem(String, ConnectApi.FeedType, String, String)`	`ChatterFeeds.shareFeedElement(String, String, ConnectApi.FeedElementType, String)`

New and Changed Chatter in Apex Input Classes

Batch Posting Feed Elements

`ConnectApi.BatchInput Class`
　　Construct a set of inputs to be passed into a method at the same time.

　　The class has these constructors:

```
ConnectApi.BatchInput(Object input)
ConnectApi.BatchInput(Object input, ConnectApi.BinaryInput binary)
ConnectApi.BatchInput(Object input, List<ConnectApi.BinaryInput> binaries)
```

　　The constructors takes these parameters:

- `input`—An individual input object to be used in the batch operation. For example, for `postFeedElementBatch()`, this should be `ConnectApi.FeedElementInput`.
- `binary`—A binary file to associate with the input object.
- `binaries`—A list of binary files to associate with the input object.

Capabilities

See Capabilities on page 262 for general information about capabilities and how they have changed in API version 32.0.

`ConnectApi.BookmarksCapabilityInput`
　　Create or update a bookmark on a feed element.

　　This new input class is a subclass of `ConnectApi.FeedElementCapabilityInput` and has one property, `isBookmarkedByCurrentUser`, which is a boolean value specifying whether to bookmark the feed element (`true`) or not (`false`).

`ConnectApi.CanvasAttachmentInput`
　　This class isn't available in version 32.0 and later. In version 32.0 and later, use the `ConnectApi.CanvasCapabilityInput` class.

`ConnectApi.CanvasCapabilityInput`
　　Create or update a canvas app associated with a feed element.

　　This new input class is a subclass of `ConnectApi.FeedElementCapabilityInput` and has these properties:

- `description`—A description of the canvas app. The maximum size is 255 characters.
- `developerName`—The API name (developer name) of the connected app.
- `height`—The height of the canvas app in pixels.
- `namespacePrefix`—A unique namespace prefix for the canvas app.
- `parameters`—JSON parameters passed to the canvas app.
- `thumbnailUrl`—A thumbnail URL to a preview image. The maximum thumbnail size is 120 pixels by 120 pixels.
- `title`—A title for the canvas link.

ConnectApi.CommentInput Class

This input class has one new property, `capabilities`, which contains any capabilities to associate with the comment, such as file attachments. Use this property instead of `attachment`, which is no longer supported.

ConnectApi.ContentAttachmentInput

This class isn't available in version 32.0 and later. In version 32.0 and later, use the `ConnectApi.ContentCapabilityInput` class.

ConnectApi.ContentCapabilityInput

Attach or update a file with a feed element. Use this class to attach a new file or update a file that has already been uploaded to Salesforce.

This new input class is a subclass of `ConnectApi.FeedElementCapabilityInput` and has these properties:

- `contentDocumentId`—ID of the existing content.
- `description`—Description of the file to be uploaded.
- `title`—Title of the file. This value is used as the file name for new content. For example, if the title is My Title, and the file is a .txt file, the file name is My Title.txt.

ConnectApi.FeedElementCapabilitiesInput

A container for all capabilities that can be included when creating a new feed element.

This input class has these new properties:

- `bookmarks`—Describes bookmarks added to this feed element.
- `canvas`—Describes a canvas app added to this feed element.
- `content`—Describes content added to this feed element.
- `link`—Describes a link added to this feed element.
- `poll`—Describes a poll added to this feed element.
- `questionAndAnswers`—Describes a question and answer capability added to this feed element.

ConnectApi.FeedElementInput Class

This class has a new `capabilities` property, which is a `ConnectApi.FeedElementCapabilitiesInput` object that contains all the capabilities associated with a feed element.

ConnectApi.FeedItemAttachmentInput

This class isn't available in version 32.0 and later. In version 32.0 and later, use the `ConnectApi.FeedElementCapabilityInput` class.

ConnectApi.FeedItemInput Class

These properties aren't available in version 32.0 and later:

- `attachment`—Use the `capabilities` property inherited from `ConnectApi.FeedElementInput`.
- `isBookmarkedByCurrentUser`—Use the `ConnectApi.BookmarksCapabilityInput` object.
- `originalFeedItemId`—Use the `originalFeedElementId` property.

ConnectApi.LinkAttachmentInput

This class isn't available in version 32.0 and later. In version 32.0 and later, use the `ConnectApi.LinkCapabilityInput` class.

ConnectApi.LinkCapabilityInput

Create or update a link on a feed element.

This new input class is a subclass of `ConnectApi.FeedElementCapabilityInput` and has these properties:

- `url`—Link URL. The URL can be to an external site.

- `urlName`—Description of the link.

`ConnectApi.NewFileAttachmentInput`
> This class isn't available in version 32.0 and later. In version 32.0 and later, use the `ConnectApi.ContentCapabilityInput` class.

`ConnectApi.PollAttachmentInput`
> This class isn't available in version 32.0 and later. In version 32.0 and later, use the `ConnectApi.PollCapabilityInput` class.

`ConnectApi.PollCapabilityInput`
> Create, update, or vote on a poll on a feed element.
>
> This new input class is a subclass of `ConnectApi.FeedElementCapabilityInput` and has these properties:
>
> - `choices`—The choices used to create a new poll. You must specify 2–10 poll choices for each poll.
> - `myChoiceId`—ID of an existing choice on the feed poll. Used to vote on an existing poll.

`ConnectApi.QuestionAndAnswersCapabilityInput`
> Create a question feed element or set the best answer of the existing question feed element.
>
> This new input class is a subclass of `ConnectApi.FeedElementCapabilityInput` and has these properties:
>
> - `bestAnswerId`—A comment ID to use as a best answer for a question feed element. The best answer comment must already exist on the question feed element.
> - `questionTitle`—Title for a question feed element.

This table describes how to migrate from earlier API versions to API version 32.0.

In API versions 31.0 and earlier, use...	In API version 32.0, use...
`ConnectApi.FeedItemInput.isBookmarkedByCurrentUser`	`ConnectApi.BookmarksCapabilityInput` The `ConnectApi.FeedItemInput.capabilities` property holds the `ConnectApi.BookmarksCapabilityInput` object.
`ConnectApi.CanvasAttachmentInput`	`ConnectApi.CanvasCapabilityInput`
`ConnectApi.CommentInput.attachment`	`ConnectApi.CommentInput.capabilities`
`ConnectApi.ContentAttachmentInput` `ConnectApi.NewFileAttachmentInput`	`ConnectApi.ContentCapabilityInput`
`ConnectApi.FeedItemAttachmentInput` This class is abstract and is the superclass of the other attachment input classes.	`ConnectApi.FeedElementCapabilityInput` This class is abstract and is the superclass of the other capability input classes.
NA	`ConnectApi.FeedElementCapabilitiesInput` Use this class to specify capabilities for the feed element.
`ConnectApi.FeedItemInput.attachment` This property takes a `ConnectApi.FeedItemAttachmentInput` object.	`ConnectApi.FeedItemInput.capabilities` This property takes a `ConnectApi.FeedElementCapabilitiesInput` object.

In API versions 31.0 and earlier, use...	In API version 32.0, use...
`ConnectApi.FeedItemInput.isBookmarkedByCurrentUser`	`ConnectApi.FeedItemInput.capabilities.` `bookmarks.isBookmarkedByCurrentUser`
`ConnectApi.FeedItemInput.originalFeedItemId`	`ConnectApi.FeedItemInput.originalFeedElementId`
`ConnectApi.LinkAttachmentInput`	`ConnectApi.LinkCapabilityInput`
`ConnectApi.PollAttachmentInput`	`ConnectApi.PollCapabilityInput`
NA	`ConnectApi.QuestionAndAnswersCapabilityInput`

Communities

Communities helps companies share information with their customers and partners.

`ConnectApi.ManagedTopicPositionCollectionInput Class`
>   A collection of relative positions of managed topics.

>   This class has one property:

>   - `managedTopicPositions`—List of relative positions of managed topics.

`ConnectApi.ManagedTopicPositionInput Class`
>   Relative position of a managed topic.

>   This class has these properties:

>   - `managedTopicId`—ID of existing managed topic.

>   - `position`—Relative position of the managed topic, indicated by zero-indexed, ascending whole numbers.

Data.com

Data.com is the solution for delivering leading business data inside Salesforce.

`ConnectApi.DatacloudOrderInput`
>   Input representation for DatacloudOrder to purchase contacts or companies and retrieve purchase information.

New and Changed Chatter in Apex Output Classes

Capabilities

See Capabilities on page 262 for general information about capabilities and how they have changed in API version 32.0.

`ConnectApi.AbstractBundleCapability`
>   In version 32.0, this class has been renamed `ConnectApi.BundleCapability`. The `feedElements` property name has changed to `page` and is a `ConnectApi.FeedElementPage` object.

`ConnectApi.ApprovalAttachment`
>   This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.ApprovalCapability` is used.

`ConnectApi.ApprovalCapability`
>   If a feed element has this capability, it includes information about an approval.

>   This new output class is a subclass of `ConnectApi.FeedElementCapability` and contains these properties:

>   - `id`—The work item ID. The work item ID is `null` if there isn't a pending work item associated with the approval record.

- `postTemplateFields`—The details of the approval post template field.
- `processIntanceStepId`—The process instance step ID. The associated record represents one step in an approval process.
- `status`—The status of the approval.

`ConnectApi.BasicTemplateAttachment`
This class isn't available in version 32.0 and later. In versions 32.0 and later, use `ConnectApi.EnhancedLinkCapability`.

`ConnectApi.BookmarksCapability Class`
This output class has one new property: `isBookmarkedByCurrentUser`, which is a boolean value indicating whether the feed element has been bookmaked (`true`) or not (`false`).

`ConnectApi.BundleCapability Class`
In version 31.0, this class was called `ConnectApi.AbstractBundleCapability`. In version 32.0, the `feedElements` property name has changed to `page` and is a `ConnectApi.FeedElementPage` object.

This class is still abstract and is the superclass for

- `ConnectApi.GenericBundleCapability Class`
- `ConnectApi.TrackedChangeBundleCapability`

`ConnectApi.CanvasCapability`
If a feed element has this capability, it renders a canvas app.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has these properties:

- `description`—A description of the canvas app. The maximum size is 255 characters.
- `developerName`—The API name (developer name) of the connected app.
- `height`—The height of the canvas app in pixels.
- `icon`—The icon for the canvas app.
- `namespacePrefix`—A unique namespace prefix for the canvas app.
- `parameters`—JSON parameters passed to the canvas app.
- `thumbnailUrl`—A thumbnail URL to a preview image. The maximum thumbnail size is 120 pixels by 120 pixels.
- `title`—A title for the canvas link.

`ConnectApi.CanvasTemplateAttachment`
This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.CanvasCapability` is used.

`ConnectApi.CaseComment`
This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.CaseCommentCapability` is used.

`ConnectApi.CaseCommentCapability`
If a feed element has this capability, it has a case comment on the case feed.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has these properties:

- `actorType`—Specifies the type of user who made the comment.
- `createdBy`—Information about the user who created the comment.
- `createdDate`—ISO8601 date string, for example, 2011-02-25T18:24:31.000Z.
- `eventType`—Specifies an event type for a comment in the case feed.
- `id`—18-character ID of case comment.
- `published`—Specifies whether the comment has been published.
- `text`—Text of the case comment.

`ConnectApi.ChatterLikePage`

This output class has one new property, `items`, which is a list of `ConnectApi.ChatterLike` objects. Use this property instead of the `likes` property, which is no longer supported as of version 32.0.

`ConnectApi.ChatterLikesCapability Class`

If a feed element has this capability, the context user can like it. Exposes information about existing likes.

This output class has these new properties:

- `isLikedByCurrentUser`—Indicates whether the feed element is liked by the current user (`true`) or not (`false`).
- `page`—Likes information for this feed element.
- `likesMessage`—A message body that describes who likes the feed element.
- `myLike`—If the context user has liked the feed element, this property is a reference to the specific like, `null` otherwise.

`ConnectApi.Comment Class`

This class has these new properties:

- `capabilities`—A `ConnectApi.CommentCapabilities` object representing the capabilities associated with the comment. Use this property instead of the `attachment` property, which is no longer supported.
- `feedElement`—A `ConnectApi.Reference` object representing the feed element on which the comment is posted. Use this property instead of the `feedItem` property, which is no longer supported.

`ConnectApi.CommentCapabilities Class`

A set of capabilities on a comment.

This new output class has one property, `content`, which is a `ConnectApi.ContentCapability` object containing information about a file attached to a comment.

`ConnectApi.CommentPage Class`

This output class has one new property, `items`, which is a list of `ConnectApi.Comment` objects. Use this property instead of the `comments` property, which is no longer supported as of version 32.0.

`ConnectApi.CommentsCapability Class`

If a feed element has this capability, the context user can add a comment to it.

This output class has one new property, `comments`, which is a `ConnectApi.CommentPage` object containing information about the comments on this feed element.

`ConnectApi.ContentAttachment`

This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.ContentCapability` is used.

`ConnectApi.ContentCapability`

If a feed element has this capability, it has a file attachment.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has these properties:

- `checksum`—MD5 checksum for the file.
- `contentUrl`—URL of the content for links and Google docs.
- `description`—Description of the attachment.
- `downloadUrl`—URL to the content.
- `fileExtension`—Extension of the file.
- `fileSize`—Size of the file in bytes. If size cannot be determined, returns `Unknown`.
- `fileType`—Type of file.
- `hasPdfPreview`—`true` if the file has a PDF preview available, `false` otherwise.
- `id`—18-character ID of the content.

- `isInMyFilesSync`—`true` if the file is included in the user's Salesforce Files Sync folder, and is synced between that folder and Chatter; `false` otherwise.

- `mimeType`—MIME type of the file.

- `renditionUrl`—URL to the rendition resource for the file. Renditions are processed asynchronously and may not be available immediately after the file has been uploaded.

- `renditionUrl240By180`—URL to the 240x180 size rendition resource for the file. Renditions are processed asynchronously and may not be available immediately after the file has been uploaded.

- `renditionUrl720By480`—URL to the 720x480 size rendition resource for the file. Renditions are processed asynchronously and may not be available immediately after the file has been uploaded.

- `textPreview`—Text preview of the file if available, `null` otherwise. The maximum number of characters is 200.

- `thumb120By90RenditionStatus`—The status of the rendering of the 120x90 pixel sized preview image of the file. Should be either Processing, Failed, Success, or Na if unavailable.

- `thumb240By180RenditionStatus`—The status of the rendering of the 240x180 pixel sized preview image of the file. Should be either Processing, Failed, Success, or Na if unavailable.

- `thumb720By480RenditionStatus`—The status of the rendering of the 720x480 pixel sized preview image of the file. Should be either Processing, Failed, Success, or Na if unavailable.

- `title`—Title of the file.

- `versionId`—Version ID of the file.

ConnectApi.DashboardComponentAttachment

This class isn't available in version 32.0 and later. In version 32.0 and later,
`ConnectApi.DashboardComponentSnapshotCapability` is used.

ConnectApi.DashboardComponentSnapshot

Represents both dashboard component snapshots and alerts you receive when a dashboard component value crosses a threshold.

This new output class has these properties:

- `componentId`—18-character ID of the dashboard component.

- `componentName`—The dashboard component name.

- `dashboardBodyText`—Display this text next to the actor in the feed element.Use this text in place of the default body text.

- `dashboardId`—18-character ID of the dashboard.

- `dashboardName`—The name of the dashboard.

- `fullSizeImageUrl`—The source URL to retrieve the full-size image of a snapshot. Access this URL with OAuth credentials.

- `lastRefreshDate`—ISO-8601 formatted date specifying when this dashboard component was last refreshed.

- `lastRefreshDateDisplayText`—Display text for the last refresh date, for example, "Last Refreshed on October 31, 2013."

- `runningUser`—The running user of the dashboard at the time the snapshot was posted. This value may be `null`. Each dashboard has a running user, whose security settings determine which data to display in a dashboard.

- `thumbnailUrl`—The source URL to retrieve the thumbnail image of a snapshot. Access this URL with OAuth credentials.

ConnectApi.DashboardComponentSnapshotCapability

If a feed element has this capability, it has a dashboard component snapshot. A snapshot is a static image of a dashboard component at a specific point in time.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has one new property:
`dashboardComponentSnapshot`, which is a `ConnectApi.DashboardComponentSnapshot`.

`ConnectApi.EmailMessage`

This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.EmailMessageCapability` is used.

`ConnectApi.EmailMessageCapability`

If a feed element has this capability, it has an email message from a case.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has these properties:

- `direction`—The direction of the email message. Values are:
- `emailMessageId`—The ID of the email message.
- `subject`—The subject of the email message.
- `textBody`—The body of the email message.
- `toAddresses`—The To address of the email message.

`ConnectApi.EnhancedLinkCapability`

If a feed element has this capability, it has a link that may contain supplemental information like an icon, a title, and a description.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has these properties:

- `description`—A description with a 500 character limit.
- `icon`—A icon.
- `linkRecordId`—A ID associated with the link if the link URL refers to a Salesforce record.
- `linkUrl`—A link URL to a detail page if available content can't display inline.
- `title`—A title to a detail page.

`ConnectApi.FeedElementCapabilities Class`

A container for all capabilities that can be included with a feed element.

This output class has these new properties:

- `approval`—If a feed element has this capability, it includes information about an approval.
- `canvas`—If a feed element has this capability, it renders a canvas app.
- `caseComment`—If a feed element has this capability, it has a case comment on the case feed.
- `content`—If a feed element has this capability, it has a file attachment.
- `dashboardComponentSnapshot`—Represents both dashboard component snapshots and alerts you receive when a dashboard component value crosses a threshold.
- `emailMessage`—If a feed element has this capability, it has an email message from a case.
- `enhancedLink`—If a feed element has this capability, it has a link that may contain supplemental information like an icon, a title, and a description.
- `link`If a feed element has this capability, it has a link.
- `recommendations`—If a feed element has this capability, it has a recommendation.
- `recordSnapshot`—If a feed element has this capability, it contains all the snapshotted fields of a record for a single create record event.
- `trackedChanges`—If a feed element has this capability, it contains all changes to a record for a single tracked change event.

`ConnectApi.FeedItemAttachment`

This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.FeedElementCapability` is used.

`ConnectApi.FeedItem Class`

These properties aren't available in version 32.0 and later. Their functionality has moved to capabilities.

- attachment
- comments
- isBookmarkedByCurrentUser
- isLikedByCurrentUser
- likes
- likesMessage
- myLike
- topics

`ConnectApi.FeedItemTopicPage`
This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.TopicsCapability` is used.

`ConnectApi.FeedPoll`
This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.PollCapability` is used.

`ConnectApi.GenericBundleCapability Class`
If a feed element has this capability, the feed element has a group of other feed elements condensed into one feed element. This group is called a *bundle*.

This class is a subclass of `ConnectApi.BundleCapability`.

`ConnectApi.LinkAttachment`
This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.LinkCapability` is used.

`ConnectApi.LinkCapability`
If a feed element has this capability, it has a link.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has these properties:

- `url`—Link URL. The URL can be to an external site.
- `urlName`—Description of the link.

`ConnectApi.PollCapability Class`
If a feed element has this capability, it includes a poll.

This output class has these new properties:

- `choices`—Collection of poll choices that make up the poll.
- `myChoiceId`—18-character ID of the poll choice that the current user has voted for in this poll. Returns `null` if the current user has not voted.
- `totalVoteCount`—Total number of votes cast on the feed poll element.

`ConnectApi.QuestionAndAnswersCapability Class`
If a feed element has this capability, it has a question and comments on the feed element are answers to the question.

This output class is a subclass of `ConnectApi.FeedElementCapability` and has these properties:

- `bestAnswer`—The comment selected as the best answer for the question.
- `bestAnswerSelectedBy`—The user who selected the best answer for the question.
- `canCurrentUserSelectOrRemoveBestAnswer`—Indicates whether current user can select or remove a best answer (`true`) or not (`false`).
- `questionTitle`—Title for the question.

`ConnectApi.RecommendationsCapability`
If a feed element has this capability, it has a recommendation.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has one property, `items`, which is a list of `ConnectApi.AbstractRecommentation` objects.

ConnectApi.RecordSnapShotAttachment
This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.RecordSnapshotCapability` is used.

ConnectApi.RecordSnapshotCapability
If a feed element has this capability, it contains all the snapshotted fields of a record for a single create record event.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and has one property: `recordView`, which is a representation of the reord that contains metadata and data for easy display.

ConnectApi.TopicsCapability Class
If a feed element has this capability, the context user can add topics to it. Topics help users organize and discover conversations.

This output class has these new properties:

- `canAssignTopics`— `true` if a topic can be assigned to the feed element, `false` otherwise.
- `items`—A collection of topics associated with this feed element.

ConnectApi.TrackedChangeAttachment
This class isn't available in version 32.0 and later. In version 32.0 and later, `ConnectApi.TrackedChangesCapability` is used.

ConnectApi.TrackedChangesCapability
If a feed element has this capability, it contains all changes to a record for a single tracked change event.

This new output class is a subclass of `ConnectApi.FeedElementCapability` and contains one property, `changes`, which is a collection of feed tracked changes for the feed element.

This table describes how to migrate from earlier API versions to API version 32.0.

API versions 31.0 and earlier use...	API version 32.0 uses...
`ConnectApi.ApprovalAttachment`	`ConnectApi.ApprovalCapability`
`ConnectApi.BasicTemplateAttachment`	`ConnectApi.EnhancedLinkCapability`
`ConnectApi.CanvasTemplateAttachment`	`ConnectApi.CanvasCapability`
`ConnectApi.CaseComment`	`ConnectApi.CaseCommentCapability`
`ConnectApi.Comment.attachment`	`ConnectApi.Comment.capabilities` This property holds a `ConnectApi.CommentCapabilities` object, which holds the capabilities associated with the comment.
`ConnectApi.Comment.feedItem`	`ConnectApi.Comment.feedElement`
`ConnectApi.CommentPage.comments`	`ConnectApi.CommentPage.items`
`ConnectApi.ContentAttachment`	`ConnectApi.ContentCapability`
`ConnectApi.DashboardComponentAttachment`	`ConnectApi.DashboardComponentSnapshotCapability`
`ConnectApi.EmailMessage`	`ConnectApi.EmailMessageCapability`

API versions 31.0 and earlier use...	API version 32.0 uses...
`ConnectApi.FeedItem.attachment`	`ConnectApi.FeedElement.capabilities` This property holds a `ConnectApi.FeedElementCapabilities` object, which holds the capabilities associated with the feed element.
`ConnectApi.FeedItem.comments`	`capabilities.comments.page`
`ConnectApi.FeedItem.isBookmarkedByCurrentUser`	`capabilities.bookmarks.isBookmarkedByCurrentUser`
`ConnectApi.FeedItem.isLikedByCurrentUser`	`capabilities.chatterLikes.isLikedByCurrentUser`
`ConnectApi.FeedItem.likes`	`capabilities.chatterLikes.page`
`ConnectApi.FeedItem.likesMessage`	`capabilities.chatterLikes.likesMessage`
`ConnectApi.FeedItem.myLike`	`capabilities.chatterLikes.myLike`
`ConnectApi.FeedItem.moderationFlags`	`capabilities.moderation.moderationFlags`
`ConnectApi.FeedItem.topics`	`capabilities.topics.items`
`ConnectApi.FeedItemAttachment` This class is abstract and is the superclass of the other attachment input classes.	`ConnectApi.FeedElementCapability` This class is abstract and is the superclass of the other capability input classes.
`ConnectApi.FeedItemTopicPage`	`ConnectApi.TopicsCapability`
`ConnectApi.FeedPoll`	`ConnectApi.PollCapability`
`ConnectApi.LinkAttachment`	`ConnectApi.LinkCapability`
`ConnectApi.RecordSnapShotAttachment`	`ConnectApi.RecordSnapshotCapability`
`ConnectApi.TrackedChangeAttachment`	`ConnectApi.TrackedChangesCapability`

Communities

Communities helps companies share information with their customers and partners.

`ConnectApi.ArticleItem Class`
Article item in question and answers suggestions.

This class has these properties:

- `id`—Id of the article.
- `rating`—The rating of the article.
- `title`—Title of the article.
- `urlLink`—Link URL of the article.
- `viewCount`—Number of votes given to the article.

`ConnectApi.ChatterMessage Class`
This class has one new property, `sendingCommunity`, that provides information about the community from which the message was sent.

ConnectApi.Community Class

This class has one new property, `nicknameDisplayEnabled`, that specifies whether nicknames are displayed in the community.

ConnectApi.Features Class

This class has these new properties:

- `communityReputation`—Specifies whether reputation is enabled for communities in the organization.
- `managedTopicsEnabled`—Indicates access to the community home feed and the managed topic feed.

ConnectApi.ManagedTopic Class

Represents a managed topic in a community.

This class has these properties:

- `id`—ID of managed topic.
- `managedTopicType`—Type of managed topic.
- `topic`—Information about the topic.
- `url`—Chatter REST API URL to the managed topic.

ConnectApi.ManagedTopicCollection Class

A collection of managed topics.

This class has these properties:

- `currentPageUrl`—Chatter REST API URL identifying the current page.
- `managedTopics`—List of managed topics.

ConnectApi.QuestionAndAnswersSuggestions Class

Question and answers suggestions.

This class has these properties:

- `articles`—List of articles.
- `questions`—List of questions.

ConnectApi.Reputation

Reputation for a user.

This new output class has these properties:

- `reputationLevel`—User's reputation level.
- `reputationPoints`—User's reputation points, which can be earned by performing different activities in the community.
- `url`—A Chatter REST API URL to the reputation.

ConnectApi.ReputationLevel Class

Reputation level for a user.

This new output class has these properties:

- `levelImageUrl`—URL to the reputation level image.
- `levelName`—Name of the reputation level.
- `levelNumber`—Reputation level number, which is the numerical rank of the level, with the lowest level at 1. Administrators define the reputation level point ranges.

ConnectApi.Topic Class

This class has one new property, `images`, which represents images associated with the topic.

ConnectApi.TopicImages Class

This new class has these properties:

- `coverImageUrl`—URL to a topic's cover image, which appears on the topic page. Both topics and managed topics can have cover images.
- `featuredImageUrl`—URL to a managed topic's featured image, which appears wherever you feature it, for example, on the communities home page.

`ConnectApi.User Class`
This class has these new properties:

- `communityNickname`—User's nickname in the community.
- `displayName`—User's name that is displayed in the community. If nicknames are enabled, the nickname is displayed. If nicknames aren't enabled, the full name is displayed.
- `reputation`—Reputation of the user.

Data.com

Data.com is the solution for delivering leading business data inside Salesforce.

`ConnectApi.DatacloudCompany Class`
Information about a Data.com company.

`ConnectApi.DatacloudCompanies Class`
Lists all companies that were purchased in a specific order, page URLs, and the number of companies in the order.

`ConnectApi.DatacloudContact Class`
Information about a Data.com contact.

`ConnectApi.DatacloudContacts Class`
Lists all contacts that were purchased in the specific order, page URLs, and the number of contacts in the order.

`ConnectApi.DatacloudOrder Class`
Returns the `orderId`, purchase date, purchase count, and URLs to details about your order.

`ConnectApi.DatacloudPurchaseUsage Class`
Information about Data.com point usage for Monthly Users and List Pool Users.

Feed Elements and Bundles

See Feed Elements on page 262 for general information about how feed elements and feed items have changed in API version 32.0.

`ConnectApi.Bundle`
This output class has been replaced by instances of the `ConnectApi.GenericFeedElement` class holding the `ConnectApi.BundleCapability` class.

> **Note:** Bundled posts are available through a pilot program. For information, contact Salesforce. During the pilot, bundles contain only feed-tracked changes.

`ConnectApi.Feed`
The `feedItemsUrl` property isn't available in API version 32.0. Use the `feedElementsUrl` property.

`ConnectApi.FeedDirectoryItem`
The `feedItemsUrl` property isn't available in API version 32.0. Use the `feedElementsUrl` property.

`ConnectApi.FeedItemPage`
This class isn't available in version 32.0 and later. Use the `ConnectApi.FeedElementPage` property.

`ConnectApi.GenericFeedElement Class`
A concrete implementation of the abstract `ConnectApi.FeedElement` class. This class has no properties other than the properties it inherits from `ConnectApi.FeedElement`.

This table describes how to migrate from earlier API versions to API version 32.0.

API versions 31.0 and earlier use...	API version 32.0 uses...
ConnectApi.FeedItemPage	ConnectApi.FeedElementPage
ConnectApi.Feed.feedItemsUrl	ConnectApi.Feed.feedElementsUrl
ConnectApi.FeedDirectoryItem.feedItemsUrl	ConnectApi.FeedDirectoryItem.feedElementsUrl

Files

Simplify file management for your users with file syncing, sharing, and collaboration.

ConnectApi.File Class
> This output class has a new property, `contentModifiedDate`, which is a file-specific modified date, updated only for direct file operations, such as rename. Modifications to the file from outside of Salesforce can update this date.

ConnectApi.UserSettings Class
> This class has these new properties:

- `fileSyncLimit`—Maximum number of files user can sync.
- `folderSyncLimit`—Maximum number of folders user can sync.

Recommendations

See for general information about recommendations.

ConnectApi.AbstractRecommendation Class

> This new class is a superclass of:

- `ConnectApi.EntityRecommendation Class`
- `ConnectApi.NonEntityRecommendation Class`

> This class has these properties:

- `explanation`—The recommendation explanation.
- `recommendationType`—Specifies the type of record being recommended.

ConnectApi.AbstractRecommendationExplanation Class

> This new class is a superclass of `ConnectApi.RecommendationExplanation Class` and contains these properties:

- `summary`—Summary explanation for recommendation.
- `type`—Indicates the reason for the recommendation.

ConnectApi.EntityRecommendation Class
> This new class represents a recommendation for a Salesforce entity, such as a file, group, record, or user, and is a subclass of `ConnectApi.AbstractRecommendation Class`.

> This class has these properties:

- `actOnUrl`—Chatter REST URL that can be used with a POST request to take action on a recommendation.
- `action`—Specifies the action to take on a recommendation.
- `entity`—The entity with which the receiver is recommended to take action.

`ConnectApi.NonEntityRecommendation Class`

This new class represents a recommendation for a non-Salesforce entity, such as an application, and is a subclass of `ConnectApi.AbstractRecommendation Class`.

This class has these properties:

- `displayLabel`—Localized label of the non-entity object.
- `motif`—Motif for the non-entity object.

`ConnectApi.RecommendationExplanation Class`

This new class is a subclass of `ConnectApi.AbstractRecommendationExplanation Class` and has this property:

- `detailsUrl`—URL to explanation details or `null` if the recommendation doesn't have a detailed explanation.

New and Changed Chatter in Apex Enums

`ConnectApi.DatacloudUserType`

Specifies the type of user.

- `Monthy`—A user type that's assigned monthly point limits for purchasing Data.com records. Monthly points can be used by only the assigned user. Points expire at the end of the month. Monthly is the default setting for `DatacloudUserType`.
- `Listpool`— A user type that allows users to draw from a pool of points to purchase Data.com records.

`ConnectApi.FeedElementCapabilityType`

This enum has these new values:

- `Approval`—The feed element includes information about an approval.
- `Canvas`—The feed element renders a canvas app.
- `CaseComment`—The feed element has a case comment in the case feed.
- `Content`—The feed element has a file.
- `DashboardComponentSnapshot`—The feed element has a dashboard component snapshot.
- `EmailMessage`—The feed element has an email message from a case.
- `EnhancedLink`—The feed element has a link that may contain supplemental information like an icon, a title, and a description.
- `Link`—The feed element has a URL.
- `QuestionAndAnswers`—The feed element has a question, and users can add answers to the feed element instead of comments. Users can also select the best answer.
- `Recommendations`—The feed element has a recommendation.
- `RecordSnapshot`—The feed element has all the snapshotted fields of a record for a single create record event.
- `TrackedChanges`—The feed element has all changes to a record for a single tracked change event.

`ConnectApi.FeedElementType`

This enum has one new type, `Home`, which is a feed containing all feed elements associated with any managed topic in a community.

`ConnectApi.FeedFilter`

This new enum specifies the feed filter and has these values:

- `AllQuestions`—Only feed elements that are questions.
- `SolvedQuestions`—Only feed elements that are questions and that have a best answer.
- `UnansweredQuestions`—Only feed elements that are questions and that don't have any answers.
- `UnsolvedQuestions`—Only feed elements that are questions and that don't have a best answer.

`ConnectApi.ManagedTopicType`
This new enum specifies the type of managed topic.

- `Featured`—Topics that are featured, for example, on the community home page, but don't provide overall navigation.
- `Navigational`—Topics that display in a navigational menu in the community.

`ConnectApi.RecommendationActionType`
This new enum specifies the action to take on a recommendation.

- `follow`—Follow a record or user.
- `join`—Join a group.
- `view`—View a record or file.

`ConnectApi.RecommendationExplanationType`
This new enum indicates the reason for a recommendation.

- `FilePopular`—Files with many followers or views
- `FileViewedTogether`—Files often viewed at the same time as other files the context user views
- `FollowedTogetherWithFollowees`—Users often followed with the same people the context user follows
- `GroupMembersFollowed`—Groups with members the context user follows
- `GroupNew`—Recently created groups
- `GroupPopular`—Groups with many active members
- `ItemViewedTogether`—Records often viewed at the same time as other records the context user views
- `PopularApp`—Applications that are popular
- `RecordOwned`—Records owned by the context user
- `RecordParentOfFollowed`—Parent records of records the context user follows
- `RecordViewed`—Records the context user recently viewed
- `UserDirectReport`—Users who report to the context user
- `UserFollowedTogether`—Users often followed at the same time as other users the context user follows
- `UserFollowsSameUsers`—Users who follow the same users as the context user
- `UserManager`—The context user's manager
- `UserNew`—Recently created users
- `UserPeer`—Users who report to the same manager as the context user
- `UserPopular`—Users with many followers
- `UserViewingSameRecords`—Users who view the same records as the context user

`ConnectApi.RecommendationType`
This new enum specifies the type of record being recommended.

- `apps`
- `files`
- `groups`
- `records`
- `users`

`ConnectApi.UserProfileTabType`
This enum has one new value, `Element`, which is a profile tab that displays generic content inline.

Lightning Components (Beta)

The Lightning Component framework powers Salesforce1. You can use it to create your own Lightning components and make them available to Salesforce1 users.

> 📝 **Note:** This release contains a beta version of Lightning components that is production quality but has known limitations.

Components are reusable sections of the UI and can range in granularity from a single line of text to an entire app. Components interact with each other by listening to or firing events.

Use the Lightning Component framework to develop dynamic Web apps for mobile and desktop devices. It's a modern framework for building single-page applications engineered for growth.

The client-server UI architecture enables you to use JavaScript on the client side and Apex on the server side.

For more information, see the Lightning Components Developer's Guide.

Benefits

There are many benefits of using the framework.

Out-of-the-Box Component Set

Comes with an out-of-the-box set of components to kick start building apps. You don't have to spend your time optimizing your apps for different devices as the components take care of that for you.

Performance

Uses a stateful client and stateless server architecture that relies on JavaScript on the client side to manage UI component metadata and application data. The framework uses JSON to exchange data between the server and the client. To maximize efficiency, the server only sends data that is needed by the user.

Intelligently utilizes your server, browser, devices, and network so you can focus on the logic and interactions of your apps.

Event-driven architecture

Uses an event-driven architecture for better decoupling between components. Any component can subscribe to an application event, or to a component event they can see.

Faster development

Empowers teams to work faster with out-of-the-box components that function seamlessly with desktop and mobile devices. Building an app with components facilitates parallel design, improving overall development efficiency.

Components are encapsulated and their internals stay private, while their public shape is visible to consumers of the component. This strong separation gives component authors freedom to change the internal implementation details and insulates component consumers from those changes.

Device-aware and cross browser compatibility

Apps are responsive and provide an enjoyable user experience. The Lightning Component framework supports the latest in browser technology such as HTML5, CSS3, and touch events.

Known Limitations

The beta version of Lightning components has some known limitations.

Force.com Canvas Apps Don't Work in Salesforce1 if Lightning Components are Enabled

> ⚠ **Warning:** You can't use Force.com Canvas apps in Salesforce1 if you enable Lightning components. Any Force.com Canvas apps in your organization will no longer work in Salesforce1 if you enable Lightning components.

Limited Set of Out-of-the-Box Components

The beta includes a very limited set of components.

Namespace Prefix Required

Your organization must have a namespace prefix required to develop Lightning components.

Open Source Aura Framework

The Lightning Component framework is built on the open source Aura framework. Aura is open sourced at https://github.com/forcedotcom/aura. You can build general-purpose Web apps hosted on your own server. Your apps can be completely independent of Salesforce and your data in Salesforce.

Note that the open source Aura framework has features and components that are not currently available in the Lightning Component framework. We are working to surface more of these features and components for Salesforce developers.

IN THIS SECTION:

UI Changes

There are a few UI changes in Salesforce related to developing Lightning components.

API and Packaging Support

UI Changes

There are a few UI changes in Salesforce related to developing Lightning components.

Enable Lightning Components and Debug Mode

From Setup, click **Develop** > **Lightning Components** to see the `Enable Lightning Components` checkbox.

> ⚠️ Warning: You can't use Force.com Canvas apps in Salesforce1 if you enable Lightning components. Any Force.com Canvas apps in your organization will no longer work in Salesforce1 if you enable Lightning components.

For more information, see "Enabling Lightning Components" in the Salesforce Help.

You can also enable debug mode. For more information, see "Debugging JavaScript Code" in the Salesforce Help.

Create Lightning Components

Use the Developer Console to create and manage your component markup and code. For more information, see Work with Lightning Resources in the Developer Console on page 250.

Add Lightning Components to the Navigation Menu in Salesforce1

From Setup, click **Create** > **Tabs** to create a Lightning Component tab. Creating a custom tab is a prerequisite to enabling your component in the Salesforce1 navigation menu, but accessing your Lightning component from the full Salesforce site is not supported. An administrator has to add the custom tab to the navigation menu in Salesforce1 by clicking **Mobile Administration** > **Mobile Navigation** from **Setup**. For more information, see "Adding Lightning Components to Salesforce1" in the Salesforce Help.

API and Packaging Support

SOAP API

Use the AuraDefinition and AuraDefinitionBundle objects to work with Lightning resources. See New Objects on page 291.

Metadata API

Use the AuraDefinitionBundle type to work with Lightning bundles. See Metadata API on page 332.

Packaging

For on overview of packaging Lightning resources, see Package Lightning Components on page 342.

API

Use the API to create applications that integrate with Salesforce.

IN THIS SECTION:

New and Changed Objects

These objects are new or have changed in API version 32.0.

SOQL

Use the Salesforce Object Query Language (SOQL) to construct query strings used in Salesforce APIs.

SOSL

Use the Salesforce Object Search Language (SOSL) to perform text searches with Salesforce APIs.

REST API

The REST API includes new and changed resources, new types, and changes to older API versions.

SOAP API

The SOAP API includes new and changed calls, new and changed types, and changes to older API versions.

Chatter REST API

To integrate mobile apps, intranet sites, and third-party Web applications with Chatter, use Chatter REST API.

Tooling API

Use the Tooling API to build custom development tools for Salesforce applications. Support for many new features has been added, including compact layouts, quick actions, workflows, and email templates.

Metadata API

Use the Metadata API to manage customization information, such as custom object definitions and page layouts, for your organization. Metadata support has been added or enhanced for many features, including Territory Management 2.0, managed topics, flows, and tasks.

Data.com API

Search and purchase Data.com records using the Data.com API. Access the most up-to-date Data.com records to make sure your data is clean and accurate.

Publisher.js API

Three events in the publisher.js API now support the Post and Social Post actions, so you can create custom console components that interact with these actions.

Salesforce Console API (Integration Toolkit)

The toolkit includes new methods that let you customize a console's navigation tab and interaction log programmatically.

New and Changed Objects

These objects are new or have changed in API version 32.0.

IN THIS SECTION:

New Objects

These objects are new in API version 32.0.

Changed Objects

These objects have changed in API version 32.0.

New Objects

These objects are new in API version 32.0.

AuraDefinition

Represents a Lightning definition, such as component markup, a client-side controller, or an event. Lightning components is a beta feature. This object is part of the Lightning components beta release.

AuraDefinitionBundle

Represents a Lightning definition bundle, such as a component or application bundle. A bundle contains a Lightning definition and all its related resources. Lightning components is a beta feature. This object is part of the Lightning components beta release.

AuthConfig

Represents authentication options for a communityor custom domain that was created by using My Domain.

AuthConfigProviders

Represents an authentication provider that's configured in an organization. This object is a child of the AuthConfig object.

ContentDistribution

Represents information about sharing a document, either by sharing via link in Chatter or by sending as a Salesforce CRM Content delivery.

ContentDistributionView

Represents information about views of a shared document.

CustomPermissionDependency

Represents the dependency between two custom permissions when one custom permission requires that you enable another custom permission.

DcSocialProfile

Represents social-handle profiles for Data.com contacts. The `DcSocialProfile` object is a read-only object that's accessible only through the Data.com Social Key API.

DcSocialProfileHandle

Represents social-handle profile details for Data.com contacts. The `DcSocialProfileHandle` object, a child object to `DcSocialProfile`, is a read-only object that's accessible only through the Data.com Social Key API.

DuplicateRecordItem

Represents an individual record that's part of a duplicate record set. Use this object to create custom report types.

DuplicateRecordSet

Represents a group of records that have been identified as duplicates. Each duplicate record set contains one or more duplicate record items. Use this object to create custom report types.

EventLogFile

Event monitoring information about your Salesforce organization's operational events, which you can use to analyze usage trends and user behavior. You can interact with event monitoring data through the EventLogFile object. This object has been available as a pilot since API version 29.0 and is generally available in API versions 32.0 and later.

> **Note:** Log data schema can change. At the start of each release, use the `LogFileFieldNames` and `LogFileFieldTypes` fields to validate schema changes.

> **Note:** We anticipate this product will be generally available in the November 2014 to January 2015 time frame. Any unreleased services or features referenced in this or other public statements are not currently available and may not be delivered on time or at all. Customers who purchase Salesforce applications should make their purchase decisions based upon features that are currently available.

ListView

Contains metadata that describes a list view.

LookedUpFromActivity

This read-only object is displayed as a related list on an activity record (an event or a task); the list contains records that have custom lookup relationships from the activity to another object. This object is not queryable. See Add Custom Lookup Fields on Activities (Beta) on page 137 for more details.

OauthToken

Represents an OAuth access token for connected app authentication and can be used to create a user interface for token management. Each time a user grants access to an application, the application obtains a new access token.

ReputationLevel

Represents a reputation level defined for a community.

ReputationLevel

Represents the reputation point rules for a community. Each rule specifies an action that community members can earn points from and the points associated with those actions in a particular community.

SearchPromotionRule

Represents a promoted search term, which is one or more keywords that you associate with a Salesforce Knowledge article. When a user's search query includes these keywords, the associated article is returned first in search results.

ThirdPartyAccountLink

A list of third-party account links is generated when users of an organization authenticate using an external Auth. Provider. Use this object to list and revoke a given user's social sign-on connections (such as Facebook©).

TwoFactorInfo

Use this object when customizing two-factor authentication in your organization.

WorkFeedbackHistory

This read-only object contains historical information about changes that have been made to the WorkFeedback object.

WorkFeedbackQuestionSetHistory

This read-only object contains historical information about changes that have been made to the WorkFeedbackQuestionSet object.

WorkFeedbackRequestFeed

Represents a single feed item in the feed displayed on the feedback request detail page. The feedback request feed shows changes to a request for fields that are tracked in feeds, posts and comments about the request.

Changed Objects

These objects have changed in API version 32.0.

ActivityHistory

Sort order contraints and examples updated in Usage section.

AttachedContentDocument

The AttachedContentDocument object has the following new field: `ExternalDataSourceName`.

AuthProvider

The AuthProvider object has the following new fields: `OptionsIncludeOrgIdInId` and `IconURL`.

AsyncApexJob

The `JobType` field has the following new value: `Queueable`. (This field is part of the Queueable Apex feature.)

The `Status` field has the following new value: `Holding`. (This field was added in API version 31.0 as part of the Apex Flex Queue pilot.)

ChatterMessage

The ChatterMessage object has the following new field: `SenderNetworkId`.

CombinedAttachment

The CombinedAttachment object has the following new field: `ExternalDataSourceName`.

ContentDocument

The ContentDocument object has the following new field: `ContentModifiedDate`.

ContentDocumentLink

The `Visibility` field on the ContentDocumentLink object has the following new picklist value: `SharedUsers`.

ContentVersion

The `ContentModifiedDate` field on the ContentVersion object now supports the Create call.

The `Language` field on the ContentVersion object has the following new picklist value: `no` (Norwegian).

The ContentVersion object has the following new fields.

- `ContentLocation`
- `ExternalDataSourceID`
- `ExternalDocumentInfo1`
- `ExternalDocumentInfo2`
- `IsMajorVersion`

ContentVersionHistory

The `Field` field on the ContentVersionHistory object has the following new picklist value: `IsMajorVersion`.

ContentWorkspace

The `TagModel` field on the ContentWorkspace object has the following new picklist values.

- `R` (Restricted)
- `G` (Guided)
- `U` (Unrestricted)

CustomBrand

The CustomBrand object can be now be parented by Topic and ReputationLevel in addition to the previously supported Network and Organization objects.

DatacloudContact

The `firstName` and `lastName` fields were hidden in the previous version. Both fields are now visible for all contact records.

DatacloudDandBCompany

The `ParentOrHqDunsNumber` is now searchable. You can see corporate hierarchies in the response.

The `IsParent` field was added.

DandBCompany

This object was previously read-only. It is now CRUD-enabled.

> **Note:** If Data.com automated Clean is activated in your organization, D&B company records might be overwritten during update and manual changes.

Domain

The Domain object now contains this new field: `OptionsExternalHttps`. This field is read-only and indicates whether the domain supports secure connections (true) or not (false). This field is available only if the domain is not pointing to the *`yourdomain.your18characterOrgId`*`.live.siteforce.com` CNAME target.

EmailHeader

The `triggerUserEmail` field no longer supports sending an email when a task is created or modified.

EmailTemplate

The EmailTemplate object now supports the `search()` call.

CollaborationGroup

The `CollaborationType` field has the following new value: `Unlisted`.

CollaborationGroupFeed, FeedItem, FeedComment, FeedPollChoice, UserProfileFeed

These objects have been updated to support unlisted groups. Only users with the "Modify Unlisted Groups" can delete records of these types in unlisted groups, aside from the users who created them.

LookedUpFromActivity

Sort order contraints and examples updated in Usage section.

Network

The Network object has the following new field: `OptionsNicknameDisplayEnabled`.

OpenActivity

Sort order contraints and examples updated in Usage section.

NetworkMember

- The NetworkMember object now supports Apex triggers and has the following new field: `LastChatterActivityDate`.
- The `ReputationPoints` field is now updateable.

Order

- The Order object has the following new field: `Owner`.
- The `AccountId` and `ContractId` fields are now updateable on orders with *`Draft`* status.

OpportunityTeamMember

The OpportunityTeamMember object now contains this new field: `PhotoURL`.

OwnedContentDocument

The OwnedContentDocument object has the following new field: `ExternalDataSourceName`.

PermissionSet and Profile

The PermissionsViewEncryptedData user permission, which was previously available only in the Salesforce user interface, is now available in the API.

> **Note:** Availability of specific permissions depends on the organization edition and user licenses.

ProcessDefinition

The ProcessDefinition object now supports the `search()` call.

Site

The following field has been added:

`OptionsRequireHttps`

When true, the site requires secure connections. When false, the site operates normally via insecure connections instead of redirecting to a secure connection.

StaticResource

The StaticResource object now supports the `search()` call.

StatusCode

The `INVALID_EVENT_SUBSCRIPTION` status code has been added to the available API status codes.

UserTerritory2Association

The UserTerritory2Association object has a new picklist field: `Role in Territory`.

User

The User object has the following new field: `BadgeText`.

UserProfile

The UserProfile object is deprecated in API version 32.0. Please remove any references you have to the UserProfile object before the Winter '15 release.

WorkBadge

The WorkBadge object now supports the `search()` call. Additionally, the object has the following new fields.

- `Description`
- `GiverId`
- `ImageUrl`
- `LastReferencedDate`
- `LastViewedDate`
- `Message`

WorkBadgeDefinition

The WorkBadgeDefinition object now supports the `search()` call. The `LimitStartDate` field's `groupable` property has changed to `true`. Additionally, the object has the following new fields.

- `GivenBadgeCount`
- `LastViewedDate`
- `LastReferencedDate`

WorkFeedback

The WorkFeedback object now supports the `search()` call.

WorkFeedbackQuestion

The WorkFeedbackQuestion object now supports the `search()` call.

WorkFeedbackQuestionSet

The WorkFeedbackQuestionSet object now supports the `search()` call.

WorkFeedbackRequest

The WorkFeedbackRequest object has the following new field: `IsShareWithSubject`

WorkPerformanceCycle

The WorkPerformanceCycle object now supports the `search()` call. The `State` field's `Process` picklist value has been removed. Additionally, the object has the following new field: `CurrentTask`.

WorkReward

The WorkReward object has the following new fields.

- `RedemptionDisclaimer`

- `RedemptionInfo`
- `RedemptionUrl`

WorkRewardFund

The WorkRewardFund object now supports the `search()` call. Additionally, the object has the following new fields.

- `LastReferencedDate`
- `LastViewedDate`

WorkRewardFundType

The WorkRewardFundType object now supports the `search()` call. Additionally, the object has the following new fields.

- `LastReferencedDate`
- `LastViewedDate`

Changed Objects That Affect Earlier API Versions

These objects have changed in API version 32.0 and affect earlier API versions.

ForecastingAdjustment

The ForecastingAdjustment object has the following new field: `AdjustmentNote`. This field is available in API version 31.0 and later.

SOQL

Use the Salesforce Object Query Language (SOQL) to construct query strings used in Salesforce APIs.

SOQL query filtering with the new `USING SCOPE` **clause**

The new `USING SCOPE` clause lets you limit results by `filterScope`. For example:

```
SELECT Id FROM Account USING SCOPE Mine
```

SOSL

Use the Salesforce Object Search Language (SOSL) to perform text searches with Salesforce APIs.

Highlight Matching Search Terms in Search Results by Using the WITH SNIPPET Clause

Add the `WITH SNIPPET` clause to article searches to provide users with additional context for each matching article in the search results. Search highlights and snippets make it easier for users to identify the content that they're looking for in the search results when the search term isn't included in the article summary field.

REST API

The REST API includes new and changed resources, new types, and changes to older API versions.

New Resources

List View Resource

```
/vXX.X/sobjects/{sobjectType}/listviews/{listViewID}
```

Returns basic information about the specified list view.

List View Describe Resource

```
/vXX.X/sobjects/{sobjectType}/listviews/{listViewID}/describe
```

Returns detailed information about a list view, including the ID, the columns, and the SOQL query.

List View Results Resource

`/vXX.X/sobjects/{sobjectType}/listviews/{listViewID}/results`

Executes the SOQL query for the list view and returns the resulting data and presentation information.

List Views Resource

`/vXX.X/sobjects/{sobjectType}/listviews`

Returns the list of list views for the specified sObject, including basic information about each list view. You can also call this resource for a specific listview entity ID to return information for only a specific list view.

Recent List Views Resource

`/vXX.X/sobjects/{sobjectType}/listviews/recent`

Returns the list of recently used list views for the given sObject type.

Suggestions Resource

Returns a list of suggested records whose names match the user's search string. The suggestions resource provides a shortcut for users to navigate directly to likely relevant records, before performing a search.

List Invocable Actions

Returns `Standard` or `Custom`; the two primary action categories. Standard actions may be used statically while custom actions must be defined in advance. Use the GET method for each specific action for additional information about the input parameters for and the output parameters from invoking the action.

List Invocable Actions Standard

Returns the list of actions that can be statically invoked. The available actions are:

- ChatterPost—Post text to the feed for a specific record, user, or Chatter group. The text can include @mentions and topics.
- EmailSimple—Send an email where you specify the subject, body, and recipients.
- SubmitApproval—Submit a Salesforce record for approval.

List Invocable Actions Custom

Returns the list of all custom actions. The available actions are:

- EmailAlert—Your organization's workflow email alerts.
- Flow—The active trigger-ready flows in your organization.
- QuickAction—Available quick actions in your organization.

Changed Resources

Approval Process Requests

New process requests are available for the following resource: `/vXX.X/process/approvals/.` These requests enable you to do the following:

- Specify a submitter requesting an approval record.
- Specify a developer name or ID of a process definition.
- Determine whether or not to evaluate entry criteria for the process.

See "Process Approvals" in the *Force.com REST API Developer's Guide*.

SObject Rows

The GET method of the resource now supports external objects. For external object–specific usage details, see "SObject Rows" in the *Force.com REST API Developer's Guide*.

New Headers

Call Options Header

The Call Options header is a request header applied when working with a specific client. Use this header to specify a default namespace, enabling you to resolve field names in managed packages without having to specify the namespace everywhere. The following example sets the default namespace to `battle`:

```
Sforce-Call-Options: client=SampleCaseSensitiveToken/100, defaultNamespace=battle
```

Then queries such as the following will succeed:

```
/vXX.X/query/?q=SELECT+Id+botID__c+FROM+Account
```

In this case the actual field queried is the `battle__botId__c` field.

Package Version Header

The Package Version header is a request header applied when working with managed packages. Use this header to specify the version of each package referenced by your API client. A package version is a number that identifies the set of components and behavior contained in a package. Publishers can use package versions to evolve the components in their managed packages gracefully by releasing subsequent package versions without breaking existing customer integrations using the package. This header can also be used to specify a package version when making calls to an Apex REST web service. The following example specifies a package version of 1.0 for the `clientPackage` package: `x-sfdc-packageversion-clientPackage: 1.0`

Query Options Header

The Query Options header is a request header applied when using the Query REST API resource. Use this header to specify the query results batch size. The following example sets the query results batch size to 1000: `Sforce-Query-Options: batchSize=1000`

Other Changes

Compound Geolocation Field Support Added to Older API Versions

You can SELECT compound geolocation fields in REST requests in API versions 26.0 and later. Previously, support for compound geolocation fields was available in API versions 30.0 and later.

SOAP API

The SOAP API includes new and changed calls, new and changed types, and changes to older API versions.

New Calls

These calls are new in API version 32.0.

describeSoqlListViews()

Returns detailed information about a list view, including the ID, columns, and SOQL query.

executeListView()

Executes the SOQL query for the list view and returns the resulting data and presentation information.

Changed Calls

These calls have changed in API version 32.0.

`describeSObjects()`

The following field has been added to `DescribeSObjectResult`:

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- `actionOverriddes` — An array of action overrides that replace actions specified in the `urlDetail`, `urlEdit` and `urlNew` fields.

The following new type has been added:

- `ActionOverride` — Provides details about an action that replaces the default action pages for an object.

DescribeFlexiPageResult (returned by `describeFlexiPages()`)

The following field has been added:

- `type`—Required. The type of the Flexible Page.

`describeLayout()`, DescribeLayoutResult, and associated types

The following field has been added to the RelatedList subtype:

- `buttons`—The buttons associated with the related list.

The following field has been added to the DescribeLayoutButton subtype:

- `colors`—Array of color information for icons associated with this button or link. Each color is associated with a theme.

SearchResult (returned by `SOSL` search)

The following field has been added:

- `queryId`—Unique identifier for the `SOSL` search.

New Types

These types are new in API version 32.0.

DescribeSoqlListView

Contains information about the specified list view, including the columns, sObject type, and SOQL query.

DescribeSoqlListViewParams

Use `DescribeSoqlListViewParams` with `describeSoqlListViews` to retrieve the SOQL from a list view.

DescribeSoqlListViewResult

Contains one or more `DescribeSoqlListView` objects, each of which contains information about one or more list views, including the ID, entity, columns, and SOQL query of each.

DescribeSoqlListViewsRequest

Use with `describeSoqlListViews` to retrieve information about a list view.

describeSoqlListViewsResponse

Contains the `DescribeSoqlListViewResult` that describes a list view, including the SOQL needed to execute the list view.

ExecuteListViewRequest

Use with `executeListView` to retrieve data, labels, and actions from a list view.

ExecuteListViewResponse

Contains the `ExecuteListViewResult` object that holds list view data that you retrieved programmatically.

ExecuteListViewResult

Contains list view data that you retrieve programmatically.

ListViewColumn

Contains metadata about a single list view column.

ListViewOrderBy

Use with `executeListView` to determine the order that records are returned from a list view.

ListViewRecord

Represents a single row in a list view.

ListViewRecordColumn

Represents a single cell in a row from a list view.

Changed Types

This type has changed in API version 32.0.

`Field` **on** `DescribeSObjectResult`

The following field has been added to the Field type:

- `referenceTargetField` —Applies only to indirect lookup relationships on external objects. Name of the custom field on the parent standard or custom object whose values are matched against the values of the child external object's indirect lookup relationship field. This matching is done to determine which records are related to each other.

The following field was changed on the Field type:

- `extraTypeInfo` — Expanded to support `reference` type fields on external objects. Indicates the type of external object relationship.

Other Changes

Compound Geolocation Field Support Added to Older API Versions

You can SELECT compound geolocation fields in SOAP requests in API versions 26.0 and later. Previously, support for compound geolocation fields was available in API versions 30.0 and later.

> 📝 Note: SOAP calls that use API versions earlier than 30.0 return geolocation compound values as strings. See "Returned Geolocation Data Types" in the *Object Reference for Salesforce and Force.com*.

Chatter REST API

To integrate mobile apps, intranet sites, and third-party Web applications with Chatter, use Chatter REST API.

> 📝 Note: To create custom Chatter experiences in Salesforce, use ConnectApi (Chatter in Apex).

IN THIS SECTION:

General Updates

New and Changed Resources

New and Changed Request Bodies

New and Changed Response Bodies

General Updates

Feed Elements

In API versions 30.0 and earlier, a Chatter feed was a container of feed items. In API version 31.0, the definition of a feed expanded to include new objects that didn't entirely fit the feed item model. The Chatter feed became a container of *feed elements*. In API version 32.0, feed elements can be either feed items or generic feed elements. Generic feed elements don't have an `actor` property, which means they can be used for system-generated content like the new recommendations in the feed.

This table shows the properties that are shared by Generic Feed Element and Feed Item, and the properties that are unique to Feed Item.

Property	Generic Feed Element	Feed Item
`actor`		X
`body`	X	X
`capabilities`	X	X
`canShare`		X
`createdDate`	X	X
`feedElementType`	X	X
`header`	X	X
`id`	X	X
`isDeleteRestricted`		X
`modifiedDate`	X	X
`originalFeedItem`		X
`originalFeedItemActor`		X
`parent`	X	X
`photoUrl`		X
`relativeCreatedDate`	X	X
`type`		X
`url`	X	X
`visibility`		X

🛇 **Important:** API version 32.0 introduces new resources that get, search, update, and post feed elements. These resources operate on and return new request and response bodies that represent feed elements. Older resources, request bodies, and response bodies that operate on and represent only feed items aren't supported in API version 32.0. The documentation for older resources, request bodies, and response bodies contains links to the documentation for the newer resources, request bodies, and response bodies.

Detailed information about these changes are in the following "Feed Elements" sections.

Capabilities

As part of the effort to diversify the feed, pieces of functionality found in feed elements have been broken out into *capabilities*. Capabilities provide a consistent way to interact with objects in the feed. Instead of inspecting feed item type and using other indirect means to determine which functionality is available for a specific feed element, the capabilities object tells you explicitly what is available. A client should check for the presence of a capability to determine what it can do to a feed element.

All feed elements have a `capabilities` property, which holds a Feed Element Capabilities response body. The Feed Element Capabilities response body can have one or more properties, each holding a capability of the feed element.

Feed Element Capabilities Property	Type
approval	Approval Capability
associatedActions	Associated Actions Capability
banner	Banner Capability
bundle	• Generic Bundle Capability • Tracked Change Bundle Capability
canvas	Canvas Capability
caseComment	Case Comment Capability
chatterLikes	Chatter Likes Capability
comments	Comments Capability
content	Content Capability
dashboardComponentSnapshot	Dashboard Component Snapshot Capability
emailMessage	Email Message Capability
enhancedLink	Enhanced Link Capability
link	Link Capability
moderation	Moderation Capability
poll	Poll Capability
questionAndAnswers	Question and Answers Capability
recommendations	Recommendations Capability
recordSnapshot	Record Snapshot Capability
topics	Topics Capability
trackedChanges	Tracked Changes Capability

In version 32.0 and later, every feed element can have a unique set of capabilities. A capability includes both an indication that a feature is possible and data associated with that feature. If a capability exists on a feed element, that capability is available, even if there isn't any data associated with the capability yet. For example, if the `chatterLikes` capability property exists on a feed element (with or without any likes included in the list of likes found in the `chatterLikes.page.items` property), the context user can like that feed element. If the capability property doesn't exist on a feed element, it isn't possible to like that feed element.

🛑 **Important:** In API version 32.0, new resources have been introduced that operate on the capabilities of feed elements. These resources operate on and return new request and response bodies that represent capabilities. Older resources, request bodies, and response bodies are not supported in API version 32.0. In addition, all attachment functionality has been moved into capabilities and attachments are not supported in API version 32.0. Whereas a feed item could have only one attachment, feed items can now have multiple capabilities. The documentation for attachments contains links to the new capabilities.

Detailed information about these changes are in the following "Capabilities" sections.

Recommendations

Recommendations are new to the Chatter feed in API version 32.0.

The news feed in Salesforce1 mobile browser app can include recommendations about useful groups to join. The feed can also recommend the Today app but this option can be turned off from **Setup** > **Customize** > **Chatter** > **Settings**.

Recommendations are generic feed elements with a recommendations capability. They're an example of what's possible with the new feed element and capabilities architecture.

Recommendations

```
        Feed Element
              |
              |
    Generic Feed Element
    * body
    * capabilities ------ Feed Element Capabilities
    * createdDate         * recommendations ------ Recommendations Capability
    * feedElementType                                  * items -- Collection of these
    * header                                                      Recommendation types
    * id                                                          |
    * modifiedDate                                                |
    * parent                                                      |
    * relativeCreatedDate                                         |
    * url                            _____|___
                                     |                            |
                                     |                            |
                    Entity Recommendation              Non-Entity Recommendation
                    * actOnUrl                              * displayLabel
                    * action ---- RecommendationActionType  * explanation
                    * entity              * follow          * motif
                    * explanation         * join            * recommendationType
                    * recommendationType  * view
```

Detailed information about these changes are in the following "Recommendations" sections.

Use CORS (Cross-Origin Resource Sharing) to Access Chatter REST API

📝 **Note:** To enable this feature, contact your Salesforce representative. In API version 32.0, only Chatter REST API supports CORS. REST API does not support CORS.

CORS is a W3C recommendation that enables Web browsers to request resources from origins other than their own (cross-origin requests). For example, using CORS, a JavaScript script at `https://www.example.com` could request a resource from `https://www.salesforce.com`.

Chatter REST API supports CORS (cross-origin resource sharing). To access this API from JavaScript in a Web browser, add the origin serving the script to the CORS whitelist.

To add an origin to the CORS whitelist, from Setup, choose **Security Controls** > **CORS**. Click **New** and enter an origin URL pattern.

The origin URL pattern must include HTTPS and a domain name, and may include a port. The wildcard character (*) is supported and must be in front of a second-level domain name. For example, `https://*.example.com` adds all the subdomains of `example.com` to the whitelist.

If a browser that supports CORS makes a request to an origin in the Salesforce CORS whitelist, Salesforce returns the origin in the `Access-Control-Allow-Origin` HTTP header, along with any additional CORS HTTP headers. If the origin is not in the whitelist, Salesforce returns HTTP status code 404.

You must still pass an OAuth token with requests that require it.

New and Changed Resources

Action Links (Pilot)

📝 Note: Action Links are currently available to select customers through a pilot program. To be nominated to join this pilot program, contact salesforce.com. Additional terms and conditions may apply to participate in the pilot program. Please note that pilot programs are subject to change, and as such, we cannot guarantee acceptance into this pilot program or a particular time frame in which this feature can be enabled. Any unreleased services or features referenced in this document, press releases, or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available.

An action link is an indicator on a feed element that targets an API, a Web page, or a file and is represented by a button in the Salesforce Chatter feed UI. An action link includes an HTTP method and can include header information, such as a bearer token for authentication. Use action links to integrate Salesforce and third-party systems into the feed.

The highlighted buttons are action links:
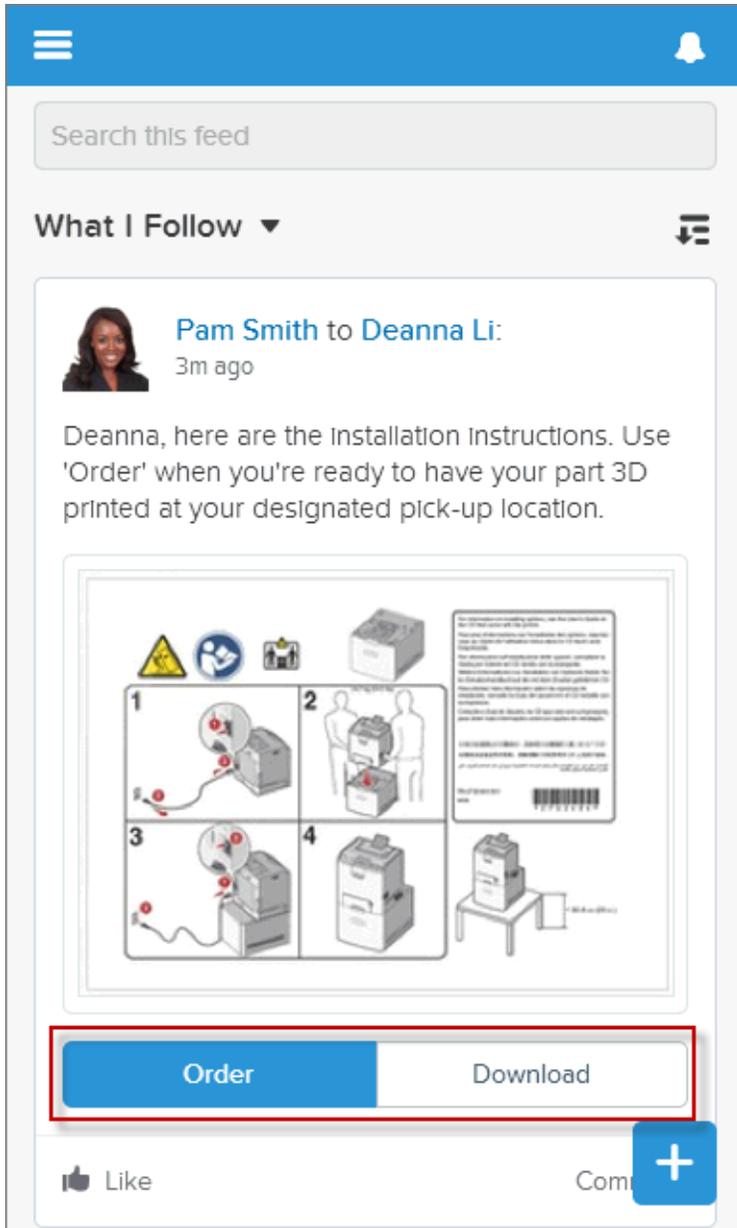
In version 32.0 of the pilot, action links are no longer restricted to the Salesforce1 mobile browser app. In addition, we made these changes.

Action links name changes

The Action Link resource (`/chatter/action-links/`***`actionLinkId`***) now returns a Platform Action response body that describes an action link.

The Action Link Group resource (`/chatter/action-link-groups/`***`actionLinkGroupId`***) now returns a Platform Action Group response body that describes an action link group.

Get diagnostic information for action links

To get diagnostic information for action links, use the new
`/chatter/action-links/`***`actionLinkId`***`/diagnostic-info` resource. Diagnostic info is given only for users who can access the action link.

Batch Posting Feed Elements

Post a batch of feed elements

To post a batch of up to 500 feed elements, make a POST request to the `/chatter/feed-elements/batch` resource.

Capabilities

See Capabilities on page 301 for general information about capabilities and how they have changed in API version 32.0.

Access a capability on a feed element

To access a capability on a feed element, make GET requests to these resources:

- `/chatter/feed-elements/`***feedElementId***`/capabilities/approval`—Access the approval capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/associated-actions`—Access the associated actions capability of a feed element. (Available in API version 31.0)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/banner`—Access the banner capability of a feed element. (Available in API version 31.0)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/bookmarks`—Get information about whether a feed element is bookmarked, or add a bookmark to a feed element. (Available in API version 31.0)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/bundle`—Access the bundle capability of a feed element. (Available in pilot API version 31.0 and 32.0.)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/bundle/feed-elements`—Access all feed elements that are grouped together in a bundle. (Available in pilot in API version 31.0 and 32.0.)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/canvas`—Access the canvas capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/case-comment`—Access the case comment capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/chatter-likes`—Access information about the chatter likes capability for a feed element. (Available in API version 31.0.)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/comments`—Access the comments capability for a feed element (Available in API version 31.0.)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/content`—Access the content capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/dashboard-component-snapshot`—Access the dashboard component capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/email-message`—Access the email message capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/enhanced-link`—Access the enhanced link capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/link`—Access the link capability of a feed element.

- `/connect/communities/`***communityId***`/`
`/chatter/feed-elements/`***feedElementId***`/capabilities/moderation`—Get information about a feed element's moderation capability, add a moderation flag to a feed element, or delete all moderation flags from a feed element. (Available in API version 31.0.)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/poll`—Access a poll for a feed element, create a poll, or vote on a poll. (Available in API version 31.0)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/question-and-answers`—Access question and answers for a feed element, or update question and answers on a feed element. (Available in beta in API version 31.0)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/recommendations`—Access the recommendations capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/record-snapshot`—Access the record snapshot capability of a feed element.

- `/chatter/feed-elements/`***feedElementId***`/capabilities/topics`—Get, delete, and post topics associated with a feed element. (Available in API version 31.0)

- `/chatter/feed-elements/`***feedElementId***`/capabilities/tracked-changes`—Access the tracked changes capability of a feed element.

Bookmark a feed element

If the bookmark capability is available, you can make a PATCH request to

`/chatter/feed-elements/`***feedElementId***`/capabilities/bookmarks`.

Like a feed element

If the Chatter likes capability is available, you can make a POST request to

`/chatter/feed-elements/`***feedElementId***`/capabilities/chatterLikes/items`.

Post a comment

If the comments capability is available, you can make a POST request to

`/chatter/feed-elements/`***feedElementId***`/capabilities/comments/items`.

Add a moderation flag to a feed element, or delete all moderation flags from a feed element

If the moderation capability is available, you can make a POST or DELETE request to `/connect/communities/`***communityId***`/`

`/chatter/feed-elements/`***feedElementId***`/capabilities/moderation`.

Create a poll or vote on a poll

If the poll capability is available, you can make a PATCH request to

`/chatter/feed-elements/`***feedElementId***`/capabilities/poll`.

Update question and answers on a feed element

If the question and answers capability is available, you can make a PATCH request to

`/chatter/feed-elements/`***feedElementId***`/capabilities/question-and-answers`.

Delete and post topics

If the topics capability is available, you can make a DELETE or POST request to

`/chatter/feed-elements/`***feedElementId***`/capabilities/topics`.

This table describes how to migrate from earlier API versions to API version 32.0.

In API versions 31.0 and earlier, use...	In API version 32.0 and later, use...
`/chatter/feed-items/`***feedItemId*** PATCH to bookmark a feed item.	`/chatter/feed-elements/`***feedElementId***`/` `capabilities/bookmarks`
`/chatter/feed-items/`***feedItemId***`/comments`	`/chatter/feed-elements/`***feedElementId***`/` `capabilities/comments/items`
`/chatter/feed-items/`***feedItemId***`/likes`	`/chatter/feed-elements/`***feedElementId*** `/capabilities/chatter-likes/items`

In API versions 31.0 and earlier, use...	In API version 32.0 and later, use...

`/connect/communities/`***`communityId`***`/`
`chatter/feed-items/`***`feedItemId`***`/`
`moderation-flags`
	`/connect/communities/`***`communityId`***`/`
	`chatter/feed-elements/`***`feedElementId`***`/`
	`capabilities/moderation`

`/chatter/feed-items/`***`feedItemId`***`/poll`	`/chatter/feed-elements/`***`feedElementId`***`/capabilities/poll`
`/chatter/feed-items/`***`feedItemId`***`/topics`	`/chatter/feed-elements/`***`feedElementId`***`/capabilities/topics`

Communities

Communities Home feed

Make a GET request to the new resource
`/connect/communities/`***`communityId`***`/chatter/feeds/home/feed-elements` to get all feed elements associated with any managed topic in a community.

Get the reputation of a user in a community

Make a GET request to the new resource
`/connect/communities/`***`communityId`***`/chatter/users/`***`userId`***`/reputation` to get the reputation of a user in a community.

Search for question and answers suggestions

To search for question and answer suggestions, make a GET request to the
`/connect/question-and-answers/suggestions` resource.

Filter feeds to specify which questions are returned

To filter the communities home, news, record, or topic feed, make GET requests with the new `filter` parameter to these resources:

- `/connect/communities/`***`communityId`***`/chatter/feeds/home/feed-elements`
- `/chatter/feeds/news/`***`userId`***`/feed-elements`
- `/chatter/feeds/record/`***`recordId`***`/feed-elements`
- `/chatter/feeds/topics/`***`topicId`***`/feed-elements`

The `filter` parameter can have these values:

- `AllQuestions`—Only feed elements that are questions.
- `SolvedQuestions`—Only feed elements that are questions and that have a best answer.
- `UnansweredQuestions`—Only feed elements that are questions and that don't have any answers.
- `UnsolvedQuestions`—Only feed elements that are questions and that don't have a best answer.

Get all the managed topics, reorder managed topics, or create a managed topic for a community

To get all the managed topics for a community, make a GET request to the
`/connect/communities/`***`communityId`***`/managed-topics` resource. To create a managed topic, make a POST request to the same resource. To reorder managed topics, make a PATCH request to the same resource.

Only community managers (users with the "Create and Set Up Communities" or "Manage Communities" permission) can create and reorder managed topics.

Get information about or delete a managed topic in a community

To get information about a managed topic in a community, make a GET request to the
`/connect/communities/`***communityId***`/managed-topics/`***managedTopicId*** resource. To delete a managed topic, make a DELETE request to the same resource.

Only community managers (users with the "Create and Set Up Communities" or "Manage Communities" permission) can delete managed topics.

Dashboard Component Snapshot

Dashboard Component Snapshot Resource returns new response body

In API versions 31.0 and earlier, the `/connect/dashboards/components/`***componentId***`/snapshots` resource returns a Feed Item Attachment: Dashboard response body.

In API version 32.0, it returns a Dashboard Component Snapshot response body.

Data.com

Purchase Data.com contacts or companies, and track your purchase usage information

Purchase Data.com contacts and companies, and track purchase information with these new resources.

- `/connect/datacloud/companies/`***companyId***
- `/connect/datacloud/contacts/`***contactId***
- `/connect/datacloud/orders/`***orderId***
- `/connect/datacloud/orders/`***orderId***`/companies`
- `/connect/datacloud/orders/`***orderId***`/contacts`
- `/connect/datacloud/orders`
- `/connect/datacloud/usage/`***userId***

Feed Elements

See Feed Elements on page 300 for general information about feed elements and how they have changed in API version 32.0.

This table describes how to migrate from earlier API versions to API version 32.0. The resources in the first column are supported in API versions 31.0 and earlier. The resources in the second column were new in API version 31.0.

🛑 **Important:** API version 31.0 was a transitional release that supported both resources that operate on feed elements and resources that operate on feed items. As of API version 32.0, only feed element resources are supported.

In API versions 31.0 and earlier, use...	In API version 32.0 and later, use...
`/chatter/feed-items?q=`***searchTerm***	`/chatter/feed-elements?q=`***searchTerm***
`/chatter/feed-items/batch/`***feedItemIds***	`/chatter/feed-elements/batch/`***feedElementIds***
`/chatter/feed-items/`***feedItemId***	`/chatter/feed-elements/`***feedElementId***
`/chatter/feeds/bookmarks/me/feed-items`	`/chatter/feeds/bookmarks/me/feed-elements`
`/chatter/feeds/company/feed-items`	`/chatter/feeds/company/feed-elements`
`/chatter/feeds/favorites/me/`***favoriteId***`/feed-items`	`/chatter/feeds/favorites/me/`***favoriteId***`/feed-elements`

In API versions 31.0 and earlier, use...	In API version 32.0 and later, use...
`/chatter/feeds/files/me/feed-items`	`/chatter/feeds/files/me/feed-elements`
`/chatter/feeds/filter/`***`userId`***`/`***`idPrefix`***`/feed-items`	`/chatter/feeds/filter/`***`userId`***`/`***`idPrefix`***`/feed-elements`
`/chatter/feeds/groups/me/feed-items`	`/chatter/feeds/groups/me/feed-elements`
NA	`/connect/communities/`***`communityId`***`/` `chatter/feeds/home/feed-elements`
`/connect/communities/`***`communityId`*** `/chatter/feeds/moderation/feed-items`	`/connect/communities/`***`communityId`*** `/chatter/feeds/moderation/feed-elements`
`/chatter/feeds/news/me/feed-items`	`/chatter/feeds/news/me/feed-elements`
`/chatter/feeds/people/me/feed-items`	`/chatter/feeds/people/me/feed-elements`
`/chatter/feeds/record/`***`recordId`***`/feed-items`	`/chatter/feeds/record/`***`recordId`***`/feed-elements`
`/chatter/feeds/to/me/feed-items`	`/chatter/feeds/to/me/feed-elements`
`/chatter/feeds/topics/`***`topicId`***`/feed-items`	`/chatter/feeds/topics/`***`topicId`***`/feed-elements`
`/chatter/feeds/user-profile/me/feed-items`	`/chatter/feeds/user-profile/me/feed-elements`

Files

Update the description of an existing file

Pass the new `desc` parameter in a PATCH request to `/chatter/files/`***`fileId`*** to update the description of a file that has already been uploaded to Salesforce.

Files Connect Repository

A files connect repository is an external content repository that's connected to Salesforce.

Get a list of files connect repositories

To get a list of files connect repositories, make a GET request to the `/connect/content-hub/repositories` resource.

Get information about a files connect repository

To get information about a files connect repository, make a GET request to the `/connect/content-hub/repositories/`***`repositoryId`*** resource.

Get information about a files connect repository file

To get information about a files connect repository file, make a GET request to the `/connect/content-hub/repositories/`***`repositoryId`***`/files/`***`repositoryFileId`*** resource.

Get the content of a files connect repository file

To get the content of a files connect repository file, make a GET request to the `/connect/content-hub/repositories/`***`repositoryId`***`/files/`***`repositoryFileId`***`/content` resource. The content is streamed as the body of the response.

Get information about the files and folders in a files connect repository folder

To get information about the files and folders in a files connect repository folder, make a GET request to the `/connect/content-hub/repositories/`***`repositoryId`***`/folders/`***`repositoryFolderId`***`/items` resource.

New and Changed Request Bodies

Action Links (Pilot)

Action Link Group Definition Input

The `Unclassified` value of the `category` property is now called `Overflow`.

Batch Posting Feed Elements

Batch Collection Input

Describes a collection of inputs for a batch request. This request body has one property:

- `inputs`—A collection of Batch Input request bodies.

Batch Input

A single batch input to nest in a batch collection input. This request body has these properties:

- `binaryPartNames`—List of the `name` parameters in the `Content-Disposition` header of the binary body parts to include with this input. If this value exists, the corresponding binary part must be included in the request. When used with the `/chatter/feed-elements/batch` resource, this property can contain only one element.

- `richInput`—An input body (*request body*) for the request. The `richInput` property must contain the request body that the resource expects. When used with the `/chatter/feed-elements/batch` resource, this value must be a Feed Item Input request body.

Capabilities

See [Capabilities](#) on page 301 for general information about capabilities and how they've changed in API version 32.0.

Associated Actions Capability Input

In API version 31.0, within a feed item, action link groups are returned in the order of their creation date, and then their ID. In API version 32.0, within a feed item, action link groups are returned in the order specified in the `actionLinkGroupIds` property of the Associated Actions Capability Input request body. The order of action links associated with feed items in API version 31.0 is preserved in API version 32.0.

Attachment Input: Canvas App

This request body isn't available in version 32.0 and later. In version 32.0 and later, use the Canvas Capability Input request body.

Attachment Input: Existing Content

This request body isn't available in version 32.0 and later. In version 32.0 and later, use the Content Capability Input request body.

Attachment Input: Feed Poll

This request body isn't available in version 32.0 and later. In version 32.0 and later, use the Poll Capability Input request body.

Attachment Input: Link

This request body isn't available in version 32.0 and later. In version 32.0 and later, use the Link Capability Input request body.

Attachment Input: New File Upload

This request body isn't available in version 32.0 and later. In version 32.0 and later, use the Content Capability Input request body.

Bookmarks Capability Input

Create or update a bookmark on a feed element.

This new request body has one property, `isBookmarkedByCurrentUser`, which specifies if the feed element should be bookmarked for the user (`true`) or not (`false`).

Canvas Capability Input

Create or update a canvas app associated with a feed element.

This new request body has these properties:

- `description`—A description of the canvas app. The maximum size is 255 characters.
- `developerName`—The API name (developer name) of the connected app.
- `height`—The height of the canvas app in pixels.
- `namespacePrefix`—A unique namespace prefix for the canvas app.
- `parameters`—JSON parameters passed to the canvas app.
- `thumbnailUrl`—A thumbnail URL to a preview image. The maximum thumbnail size is 120 pixels by 120 pixels.
- `title`—A title for the canvas link.

Comment Capability Input

This request body has one new property, `capabilities`, which is a Comment Capabilities Input request body containing a Content Capability Input request body, which can contain a file attachment. Use this property instead of `attachment`, which is no longer supported.

Comment Capabilities Input

This new request body has one property, `content`, which is a Content Capability Input request body.

Comment Input

This request body has one new property, `capabilities`, which contains any capabilities, such as file attachments, associated with the comment. Use this property instead of `attachment`, which is no longer supported.

Content Capability Input

Create or update a file associated with a feed element.

This new request body has these properties:

- `contentDocumentId`—ID of the existing content.
- `description`—Description of the file to be uploaded.
- `title`—Title of the file. This value is used as the file name for new content. For example, if the title is My Title, and the file is a .txt file, the file name is My Title.txt.

Feed Element Capabilities Input

A container for all capabilities that can be included when creating a new feed element.

This request body has these new properties:

- `bookmarks`—Describes bookmarks added to this feed element.
- `canvas`—Describes a canvas app added to this feed element.
- `content`—Describes content added to this feed element.
- `link`—Describes a link added to this feed element.
- `poll`—Describes a poll added to this feed element.
- `questionAndAnswers`—Describes a question and answer capability added to this feed element.

Feed Item Input

These properties aren't available in version 32.0 and later:

- `attachment`—Use the `capabilities` property.
- `isBookmarkedByCurrentUser`—Use the Bookmarks Capability Input.
- `originalFeedItemId`—Use the `originalFeedElementId` property.

Feed Poll Input

This request body isn't available in version 32.0 and later. In version 32.0 and later, use the Poll Capability Input request body.

Link Capability Input

Create or update a link attached to a feed element.

This new request body has these properties:

- `url`—Link URL. The URL can be to an external site.
- `urlName`—Description of the link.

Poll Capability Input

Create, update, or vote on a poll attached to a feed element.

This new request body has these properties:

- `choices`—The choices used to create a new poll.
- `myChoiceId`—ID of an existing choice on the feed poll. Used to vote on an existing poll.

Question and Answers Capability Input

Create a question feed element or set the best answer of the existing question feed element.

This new request body has these properties:

- `bestAnswerId`—A comment ID to use as a best answer for a question feed element. The best answer comment must already exist on the question feed element.
- `questionTitle`—Title for a question feed element.

This table describes how to migrate to API version 32.0.

In API versions 31.0 and earlier use...	In API version 32.0, use...
Attachment Input: Canvas App	Canvas Capability Input
Attachment Input: Existing Content	Content Capability Input
Attachment Input: Link	Link Capability Input
Attachment Input: New File Upload	Content Capability Input
Attachment Input: Feed Poll	Poll Capability Input
Feed Item Input `attachment` property	Feed Item Input `capabilities` property
Feed Item Input `isBookmarkedByCurrentUser` property	Feed Item Input `capabilities.bookmarks.isBookmarkedByCurrentUser` property
Feed Item Input `originalFeedItemId` property	Feed Item Input `originalFeedElementId` property
Feed Poll Input	Poll Capability Input

Communities

Managed Topic Input

A managed topic.

The request body has these properties:

- `managedTopicType`—Type of managed topic.

  - `Featured`—Topics that are featured, for example, on the community home page, but don't provide overall navigation.

  - `Navigational`—Topics that display in a navigational menu in the community.

- `name`—Name of the managed topic.

- `recordId`—ID of the record to become a managed topic.

Managed Topic Position Collection Input

A collection of relative positions of managed topics.

The request body has this property:

- `managedTopicPositions`—Collection of managed topic position request bodies.

Managed Topic Position Input

The relative position of a managed topic.

The request body has these properties:

- `managedTopicId`—ID of existing managed topic.

- `position`—Relative position of the managed topic, indicated by zero-indexed, ascending whole numbers.

Data.com

Datacloud Order Input

A list of Data.com identification numbers that are used to purchase contacts or companies by a specific `userType`.

These are the properties for this request body:

- `companyIds`—The list of companies to purchase. If `contactIds` are included with `companyIds`, your purchase fails.

- `contactIds`—The list of contacts to purchase. We recommend that you include only contacts in your list. If `companyIds` are included with `contactIds`, your purchase fails.

- `userType`—The Data.com user type.

Files Connect

File Input

This request body has these new properties:

- `contentModifiedDate`—File-specific last modified date that can be used to set a client-side modified date.

- `repositoryFileId`—ID of the external file.

- `repositoryId`—ID of the external data source.

New and Changed Response Bodies

Action Links (Pilot)

Action Link

The Action Link response body is now called Platform Action. See Platform Action for new and changed properties.

Action Link Diagnostic

This new response body has these properties:

- `diagnosticInfo`—Any diagnostic information that is returned from the REST endpoint when an action link has been executed. Diagnostic information is given only for users who can access the action link.
- `url`—The Chatter REST API URL for this action link diagnostic.

Action Link Group

The Action Link Group response body is now called Platform Action Group. See Platform Action Group for new and changed properties.

Action Link Group Definition

The `Unclassified` value of the `category` property is now called `Overflow`.

Platform Action

The Action Link response body is now called Platform Action. It has these new or changed properties:

- `actionLinkGroup` is now called `platformActionGroup`—A reference to the platform action group containing this platform action.
- `apiName`—The API name. This value may be `null`.
- `createdDate` is removed.
- `diagnosticInfo` is removed.
- `iconUrl`—The URL of the icon for the platform action. This value may be `null`.
- `quickActionInfo` is removed.
- `requiresConfirmation` is removed.
- `type` is now called `subtype`—The subtype of a platform action. One of these values:

  - `Api`—The action link calls a synchronous API.
  - `ApiAsync`—The action link calls an asynchronous API.
  - `Download`—The action link downloads a file.
  - `Ui`—The action link takes the user to a user interface.

- `type`—The type of the platform action. One of these values:

  - `ActionLink`—An indicator on a feed element that targets an API, a Web page, or a file and is represented by a button in the Salesforce Chatter feed UI.
  - `AnchorAction`—A preconfigured record action (such as Map, Read News, or View Website) in the Salesforce1 action bar.
  - `CustomButton`—When clicked, opens a URL or a Visualforce page in a window or executes JavaScript.
  - `QuickAction`—An action on the Chatter publisher on the home page, on the Chatter tab, in Chatter groups, and on record detail pages. Quick actions also appear in the action bar in Salesforce1. Quick actions are called *publisher actions* in Salesforce Help.
  - `StandardButton`—A prebuilt Salesforce button such as New, Edit, and Delete.

Platform Action Group

The Action Link Group response body is now called Platform Action Group. It has these new or changed properties:

- `actionLinks` is now called `platformActions`—A list of platform action response bodies for this group.
- `createdDate` is removed.
- `executionsAllowed` is removed.
- `expirationDate` is removed.

Capabilities

See Capabilities on page 301 for general information about how feed elements and feed items have changed in API version 32.0.

Approval Capability

If a feed element has this capability, it includes information about an approval.

This new response body has these properties:

- `id`—The work item ID. The work item ID is `null` if there isn't a pending work item associated with the approval record.
- `postTemplateFields`—The details of the approval post template field.
- `processIntanceStepId`—The process instance step ID. The associated record represents one step in an approval process.
- `status`—The status of the approval.

Associated Actions Capability

The `actionLinkGroups` property is now called `platformActionGroups`.

Action link groups are returned in the order specified in the Associated Actions Capability Input request body.

Bookmarks Capability

If a feed element has this capability, the current user can bookmark it.

This response body has one property, `isBookmarkedByCurrentUser`, which specifies whether the feed element is bookmarked (`true`) or not (`false`).

Canvas Capability

If a feed element has this capability, it renders a canvas app.

This new response body has these properties:

- `description`—A description of the canvas app. The maximum size is 255 characters.
- `developerName`—The API name (developer name) of the connected app.
- `height`—The height of the canvas app in pixels.
- `icon`—The icon for the canvas app.
- `namespacePrefix`—A unique namespace prefix for the canvas app.
- `parameters`—JSON parameters passed to the canvas app.
- `thumbnailUrl`—A thumbnail URL to a preview image. The maximum thumbnail size is 120 pixels by 120 pixels.
- `title`—A title for the canvas link.

Case Comment Capability

If a feed element has this capability, it has a case comment on the case feed.

This new response body has these properties:

- `actorType`—Specifies the type of user who made the comment.
- `createdBy`—Information about the user who created the comment.
- `createdDate`—ISO8601 date string, for example, 2011-02-25T18:24:31.000Z.
- `eventType`—Specifies an event type for a comment in the case feed.
- `id`—18-character ID of case comment.
- `published`—Specifies whether the comment has been published.
- `text`—Text of the case comment.

ChatterLikes Capability

If a feed element has this capability, the context user can like it. Exposes information about existing likes.

This response body has these new properties:

- `isLikedByCurrentUser`—Indicates whether the feed element is liked by the current user (`true`) or not (`false`).
- `page`—Likes information for this feed element.
- `likesMessage`—A message body that describes who likes the feed element.
- `myLike`—If the context user has liked the feed element, this property is a reference to the specific like, `null` otherwise.

Comment

This response body has these new properties:

- `capabilities`—A Comment Capabilities response body representing the capabilities associated with the comment. Use this property instead of the `attachment` property, which is no longer supported.
- `feedElement`—A Reference response body representing the feed element on which the comment is posted. Use this property instead of the `feedItem` property, which is no longer supported.

Comment Page

This response body has one new property, `items`, which is a collection of Comment response bodies. Use this property instead of `comments`, which is no longer supported as of version 32.0.

Comment Capabilities

A container for all capabilities that can be included with a comment.

This new response body has one property, `content`, which is a Content Capability response body containing a file attached to a comment.

Comments Capability

If a feed element has this capability, the context user can add a comment to it.

This new respose body has one new property: `page`, which is a Comment Page response body containing information about the comments on this feed element.

Content Capability

If a feed element has this capability, it has a file attachment.

This new response body has these properties:

- `checksum`—MD5 checksum for the file.
- `contentHubRepository`—The external data source associated with this file, or `null` if it doesn't point to an external file.
- `contentUrl`—URL of the content for links and Google docs.
- `description`—Description of the attachment.
- `downloadUrl`—URL to the content. This property can include a bearer token URL.
- `externalDocumentUrl`—The external URL this file points to, or `null` if it does not point to an external file. This property can include a bearer token URL.
- `fileExtension`—Extension of the file.
- `fileSize`—Size of the file in bytes. If size cannot be determined, returns `Unknown`.
- `fileType`—Type of file.
- `hasPdfPreview`—`true` if the file has a PDF preview available, `false` otherwise.
- `id`—18-character ID of the content.
- `isInMyFileSync`—`true` if the file is included in the user's Salesforce Files Sync folder, and is synced between that folder and Chatter; `false` otherwise.
- `mimeType`—MIME type of the file.
- `renditionUrl`—URL to the rendition resource for the file. Renditions are processed asynchronously and may not be available immediately after the file has been uploaded. This property can include a bearer token URL.

- `renditionUrl240By180`—URL to the 240x180 size rendition resource for the file. Renditions are processed asynchronously and may not be available immediately after the file has been uploaded.

- `renditionUrl720By480`—URL to the 720x480 size rendition resource for the file. Renditions are processed asynchronously and may not be available immediately after the file has been uploaded.

- `repositoryFileUrl`—The URL of the Chatter REST API resource giving access to the external repository file properties, or `null` if this file doesn't point to an external file. This property can include a bearer token URL.

- `textPreview`—Text preview of the file if available, `null` otherwise. The maximum number of characters is 200.

- `thumb120By90RenditionStatus`—The status of the rendering of the 120x90 pixel sized preview image of the file. Should be either Processing, Failed, Success, or Na if unavailable.

- `thumb240By180RenditionStatus`—The status of the rendering of the 240x180 pixel sized preview image of the file. Should be either Processing, Failed, Success, or Na if unavailable.

- `thumb720By480RenditionStatus`—The status of the rendering of the 720x480 pixel sized preview image of the file. Should be either Processing, Failed, Success, or Na if unavailable.

- `title`—Title of the file.

- `versionId`—Version ID of the file.

Dashboard Component Snapshot Capability

If a feed element has this capability, it has a dashboard component snapshot. A snapshot is a static image of a dashboard component at a specific point in time.

This new response body has one new property: `dashboardComponentSnapshot`, which is a Dashboard Component Snapshot response body.

Email Message Capability

If a feed element has this capability, it has an email message from a case.

This new response body has these properties:

- `direction`—The direction of the email message. Values are:

- `emailMessageId`—The ID of the email message.

- `subject`—The subject of the email message.

- `textBody`—The body of the email message.

- `toAddresses`—The To address of the email message.

Enhanced Link Capability

If a feed element has this capability, it has a link that may contain supplemental information like an icon, a title, and a description.

This new response body has these properties:

- `description`—A description with a 500 character limit.

- `icon`—A icon.

- `linkRecordId`—A ID associated with the link if the link URL refers to a Salesforce record.

- `linkUrl`—A link URL to a detail page if available content can't display inline.

- `title`—A title to a detail page.

Feed Element Capabilities

This response body has these new properties:

- `approval`—If a feed element has this capability, it includes information about an approval.

- `canvas`—If a feed element has this capability, it renders a canvas app.

- `caseComment`—If a feed element has this capability, it has a case comment on the case feed.

- `content`—If a feed element has this capability, it has a file attachment.
- `dashboardComponentSnapshot`—Represents both dashboard component snapshots and alerts you receive when a dashboard component value crosses a threshold.
- `emailMessage`—If a feed element has this capability, it has an email message from a case.
- `enhancedLink`—If a feed element has this capability, it has a link that may contain supplemental information like an icon, a title, and a description.
- `link`If a feed element has this capability, it has a link.
- `recommendations`—If a feed element has this capability, it has a recommendation.
- `recordSnapshot`—If a feed element has this capability, it contains all the snapshotted fields of a record for a single create record event.
- `trackedChanges`—If a feed element has this capability, it contains all changes to a record for a single tracked change event.

Feed Item

These properties aren't available in version 32.0 and later. Their functionality has been moved to capabilities.

- `attachment`
- `comments`
- `isBookmarkedByCurrentUser`
- `isLikedByCurrentUser`
- `likes`
- `likesMessage`
- `myLike`
- `topics`

Feed Item Attachment: Approval

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Approval Capability response body is used.

Feed Item Attachment: Basic Template

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Enhanced Link Capability response body is used.

Feed Item Attachment: Canvas

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Canvas Capability response body is used.

Feed Item Attachment: Case Comment

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Case Comment Capability response body is used.

Feed Item Attachment: Content

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Content Capability response body is used.

Feed Item Attachment: Dashboard

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Dashboard Component Snapshot Capability response body is used.

Feed Item Attachment: Email Message

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Email Message Capability response body is used.

Feed Item Attachment Link

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Link Capability response body is used.

Feed Item Attachment: Poll

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Poll Capability response body is used.

Feed Item Attachment: Record Snapshot

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Record Snapshot Capability response body is used.

Feed Item Attachment: Tracked Change

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Tracked Changes Capability response body is used.

Feed Item Topics

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Topics Capability response body is used.

Generic Bundle Capability

If a feed element has this capability, the feed element has a group of other feed elements condensed into one feed element. This group is called a *bundle*.

The `feedElements` property name has changed to `page`.

Like Page

This response body has one new property, `items`, which is a collection of Like response bodies. Use this property instead of `likes`, which is no longer supported as of version 32.0.

Link Capability

If a feed element has this capability, it has a link.

This new response body has these properties:

- `url`—Link URL. The URL can be to an external site.
- `urlName`—Description of the link.

Poll Capability

If a feed element has this capability, it includes a poll.

This response body has these new properties:

- `choices`—Collection of poll choices that make up the poll.
- `myChoiceId`—18-character ID of the poll choice that the current user has voted for in this poll. Returns `null` if the current user has not voted.
- `totalVoteCount`—Total number of votes cast on the feed poll element.

Question and Answers Capability

If a feed element has this capability, it has a question and comments on the feed element are answers to the question.

This response body has these new properties:

- `bestAnswer`—The comment selected as the best answer for the question.
- `bestAnswerSelectedBy`—The user who selected the best answer for the question.
- `canCurrentUserSelectOrRemoveBestAnswer`—Indicates whether current user can select or remove a best answer (`true`) or not (`false`).
- `questionTitle`—Title for the question.

Recommendation Capability

If a feed element has this capability, it has a recommendation.

This new response body has one property, `items`, which is a list of Non-Entiy Recommendation and Recommendation response bodies.

Record Snapshot Capability

If a feed element has this capability, it contains all the snapshotted fields of a record for a single create record event.

This new response body has one property, `recordView`, which is a Record View response body.

Topics Capability

If a feed element has this capability, the context user can add topics to it. Topics help users organize and discover conversations.

This response body has these new properties:

- `canAssignTopics`— `true` if a topic can be assigned to the feed element, `false` otherwise.
- `items`—A collection of topics associated with this feed element.

Tracked Change Bundle Capability

If a feed element has this capability, it has a group of other feed elements aggregated into one feed element called a *bundle*. This type of bundle aggregates feed tracked changes.

The `feedElements` property name has changed to `page`.

Tracked Changes Capability

If a feed element has this capability, it contains all changes to a record for a single tracked change event.

The`feedElements` property name has changed to `page`.

This table describes how to migrate to API version 32.0.

API versions 31.0 and earlier use...	API version 32.0 uses...
Comment `attachment` property	Comment `capabilities` property, which holds a Comment Capabilities response body that holds all the capabilities associated with a comment.
Comment `feedItem` property	Comment `feedElement` property
Comment Page `comments` property	Comment Page `items` property
Feed Item `attachment` property	Feed Item property, `capabilities`, which is a Feed Element Capabilities response body containing all the capabilities associated with the feed element.
Feed Item `comments` property	Feed Item property, `capabilities.comments.page`
Feed Item `isBookmarkedByCurrentUser` property	Feed Item property, `capabilities.bookmarks.isBookmarkedByCurrentUser`
Feed Item `isLikedByCurrentUser` property	Feed Item property, `capabilities.chatterLikes.isLikedByCurrentUser`
Feed Item `likes` property	Feed Item property, `capabilities.chatterLikes.page`
Feed Item `likesMessage` property	Feed Item property, `capabilities.chatterLikes.likesMessage`
Feed Item `moderationFlags` property	Feed Item property, `capabilities.moderation.moderationFlags`
Feed Item `myLike` property	Feed Item property, `capabilities.chatterLikes.myLike`

API versions 31.0 and earlier use...	API version 32.0 uses...
Feed Item `topics` property	Feed Item property, `capabilities.topics.items`
Feed Item Attachment: Approval	Approval Capability
NA	Associated Actions Capability
NA	Banner Capability
NA	Bundle Capability
Feed Item Attachment: Basic Template	Enhanced Link Capability
Feed Item Attachment: Canvas	Canvas Capability
Feed Item Attachment: Case Comment	Case Comment Capability
Feed Item Attachment: Content	Content Capability
Feed Item Attachment: Dashboard	Dashboard Component Snapshot Capability
Feed Item Attachment: Email Message	Email Message Capability
Feed Item Attachment Link	Link Capability
Feed Item Attachment: Poll	Poll Capability
NA	Recommendation Capability
Feed Item Attachment: Record Snapshot	Record Snapshot Capability
Feed Item Attachment: Tracked Change	Tracked Changes Capability
Feed Item Topics	Topics Capability

Communities

Article Item

This response body is an article in question and answer search results. It has these properties:

- `id`—ID of the article.
- `rating`—Rating of the article.
- `title`—Title of the article.
- `urlLink`—Link URL of the article.
- `viewCount`—Number of votes given to the article.

Community

The Community response body has one new property, `nicknameDisplayEnabled`, that specifies whether nicknames are displayed in the community.

Features

The Features response body has these new properties:

- `communityReputation`—Specifies whether reputation is enabled for communities in the organization.
- `managedTopicsEnabled`—Indicates access to the community home feed and the managed topic feed.

Managed Topic

Represents a managed topic in a community.

This new response body has these properties:

- `id`—ID of managed topic.
- `managedTopicType`—Type of managed topic.
  - `Featured`—Topics that are featured, for example, on the community home page, but don't provide overall navigation.
  - `Navigational`—Topics that display in a navigational menu in the community.
- `topic`—Information about the topic.
- `url`—Chatter REST API URL to the managed topic.

Managed Topic Collection

A collection of managed topics in a community.

This new response body has these properties:

- `currentPageUrl`—Chatter REST API URL identifying the current page.
- `managedTopics`—Collection of managed topics.

Message

The Message response body has one new property, `sendingCommunity`, that provides information about the community from which the message was sent.

Question and Answers Suggestion Collection

This new response body is a question and answers search result and has these properties:

- `articles`—Collection of articles.
- `questions`—Collection of questions.

Reputation

Reputation for a user.

This new response body has these properties:

- `reputationLevel`—User's reputation level.
- `reputationPoints`—User's reputation points, which can be earned by performing different activities in the community.
- `url`—A Chatter REST API URL to the reputation.

Reputation Level

Reputation level for a user.

This new response body has these properties:

- `levelImageUrl`—URL to the reputation level image.
- `levelName`—Name of the reputation level.
- `levelNumber`—Reputation level number, which is the numerical rank of the level, with the lowest level at 1. Administrators define the reputation level point ranges.

Topic

This response body has one new property, `images`, which represents images associated with the topic.

Topic Images

This new response body has these properties:

- `coverImageUrl`—URL to a topic's cover image, which appears on the topic page. Both topics and managed topics can have cover images.

- `featuredImageUrl`—URL to a managed topic's featured image, which appears wherever you feature it, for example, on the communities home page.

User Summary

The User Summary response body has these new properties:

- `communityNickname`—User's nickname in the community.
- `displayName`—User's name that is displayed in the community. If nicknames are enabled, the nickname is displayed. If nicknames aren't enabled, the full name is displayed.
- `reputation`—Reputation of the user.

User Detail

The User Detail response body has these new properties:

- `communityNickname`—User's nickname in the community.
- `displayName`—User's name that is displayed in the community. If nicknames are enabled, the nickname is displayed. If nicknames aren't enabled, the full name is displayed.
- `reputation`—Reputation of the user.

Dashboard Component Snapshot

Dashboard Component Snapshot

Represents both dashboard component snapshots and alerts you receive when a dashboard component value crosses a threshold.

This new response body has these properties:

- `componentId`—18-character ID of the dashboard component.
- `componentName`—The dashboard component name.
- `dashboardBodyText`—Display this text next to the actor in the feed element.Use this text in place of the default body text.
- `dashboardId`—18-character ID of the dashboard.
- `dashboardName`—The name of the dashboard.
- `fullSizeImageUrl`—The source URL to retrieve the full-size image of a snapshot. Access this URL with OAuth credentials.
- `lastRefreshDate`—ISO-8601 formatted date specifying when this dashboard component was last refreshed.
- `lastRefreshDateDisplayText`—Display text for the last refresh date, for example, "Last Refreshed on October 31, 2013."
- `runningUser`—The running user of the dashboard at the time the snapshot was posted. This value may be `null`. Each dashboard has a running user, whose security settings determine which data to display in a dashboard.
- `thumbnailUrl`—The source URL to retrieve the thumbnail image of a snapshot. Access this URL with OAuth credentials.

Data.com

Datacloud Company

Represents company information for a single `companyId`.

- `activeContacts`—The number of active contacts that the company has.
- `address`—The address of the company.
- `annualRevenue`—The amount of money that the company makes in one year.
- `companyId`—The unique numerical identifier for the company.
- `description`—The description of the company.

- `dunsNumber`—A randomly generated nine-digit number that's assigned by Dun & Bradstreet (D&B) to identify unique business establishments.

- `industry`—A description for the area of focus in which the company does business.

- `isInactive`—A true or false response. True means that the record is no longer active. False indicates that the contact is still valid and active.

- `isOwned`—Whether the company has been purchased by you or your organization (`true`) or not (`false`).

- `naicsCode`—North American Industry Classification System (NAICS) codes were created to provide details about a business's service orientation. The code descriptions are focused on what a business does.

- `naicsDescription`—A description of the NAICS classification.

- `name`—The company's name.

- `numberOfEmployees`—The number of employees who are working for the company.

- `ownership`—The type of ownership of the company can be private, public, government, or other.

- `phoneNumbers`—A numerical string that contains a corporate telephone number for the company.

- `sic`—Standard Industrial Codes (SIC) is a numbering convention that indicates what type of service a business provides.

- `sicDescription`—A description of the SIC classification.

- `site`—The type of location of the company, such as "Headquarters."

- `tickerSymbol`—The symbol that uniquely identifies companies that are traded on public stock exchanges.

- `tradeStyle`—A legal name under which a company conducts business.

- `updatedDate`—The date when the information was last updated for this company.

- `website`—The URL to the company's website.

- `yearStarted`—The standard URL for the company's home page.

Datacloud Company Collection

Purchase information for all companies purchased for a specific order.

- `companies`—A list of all companies for a specific order.

- `currentPageUrl`—The URL to the current page of companies.

- `nextPageUrl`—The URL to the next page of companies. If there isn't a next page, value is `null`.

- `previousPageUrl`—The URL to the previous page of companies. The value is `null` if there isn't a previous page.

- `total`—Number of companies in the order. Users can set how many companies are displayed on a page. The default page size is 25.

Datacloud Contact

Represents contact information for a single `contactId`.

- `address`—A postal address for the company where this contacts works.

- `companyId`—The unique numerical identifier for the company at which the contact works.

- `companyName`—The name of the company at which the contact works.

- `contactId`—The unique numerical identifier for a contact.

- `department`—The name of the department to which the contact is assigned.

- `email`—An email address for this contact.

- `firstName`—The first name of a contact.

- `isInactive`—A `true` or `false` response. True means that the record is no longer active. False means that the contact is still valid and active.

- `isOwned`—Specifies whether your organization owns this contact.

- `lastName`—The last name of a contact.
- `level`—A human resource label designating a person's level in the company.
- `phoneNumbers`—A numerical string that contains the direct-dial phone number for the contact.
- `title`—The job title for a contact.
- `updatedDate`—The date when the information for this contacts was updated.

Datacloud Contact Collection

- `contacts`—A list of all the contacts for a specific *orderId*.
- `currentPageUrl`—The current page of contacts.
- `nextPageUrl`—The URL to the next page of contacts. If there's only one page of contacts, the value is null.
- `previousPageUrl`—The URL to the previous page of contacts. The value is null when there's only one page of contacts.
- `total`—Number of contacts that are associated with this order. The total number of contacts can be greater than the number of contacts that are displayed on a single page.

Datacloud Order

Information about the Data.com records that you purchased and details of the purchase.

- `entityUrl`—A URL to a list of purchased records for a specific order.
- `id`—The `orderId` that identifies a specific order.
- `purchaseCount`—The number of records that were purchased for this order.
- `purchaseDate`—The date when records were purchased.
- `url`—A URL for the order information for a specific order.

Datacloud Purchase Usage

- `listpoolCreditsAvailable`—Listpool credits that are available for all users in the Listpool group.
- `listpoolCreditsUsed`—Listpool credits that were used by all the users in the Listpool group.
- `monthlyCreditsAvailable`—Monthly credits that are assigned to a specific user.
- `monthlyCreditsUsed`—Monthly credits that were used by a specific user.

Feed Elements and Bundles

See for general information about how feed elements and feed items have changed in API version 32.0.

Bundle

This response body has been replaced by the Generic Feed Element response body holding the Bundle Capability response class.

> 📝 Note: Bundled posts are available through a pilot program. For information, contact Salesforce. During the pilot, bundles contain only feed-tracked changes.

Feed

The `feedItemsUrl` property is no longer available. Use the `feedElementsUrl` property.

Feed Directory Item

The `feedItemsUrl` property is no longer available. Use the `feedElementsUrl` property.

Feed Item Page

This response body isn't available in version 32.0 and later. In version 32.0 and later, the Feed Element Page response body is used.

Generic Feed Element

A generic feed element.

This new response body has these properties:

- `body`—Information about the feed element.
- `capabilities`—A container for all capabilities that can be included with a feed element.
- `createdDate`—An ISO 8601 format date string, for example, 2011-02-25T18:24:31.000Z.
- `feedElementType`—Feed elements are the top-level objects that a feed contains. The feed element type describes the characteristics of that feed element.
  - `Bundle`—A container of feed elements. A bundle also has a body made up of message segments that can always be gracefully degraded to text-only values.
  - `FeedItem`—A feed item has a single parent and is scoped to one community or across all communities. A feed item can have capabilities such as boomarks, canvas, content, comment, link, poll, and so on. Feed items have a body made up of message segments that can always be gracefully degraded to text-only values.
  - `Recommendation`—A recommendation is a feed element with a recommendations capability. A recommendation suggests records to follow, groups to join, or applications that may be helpful to the context user.
- `header`—The header is the title of the post. This property contains renderable plain text for all the segments of the message. If a client doesn't know how to render a feed element type, it should render this text.
- `id`—The ID for a feed element.
- `modifiedDate`—An ISO 8601 format date string, for example, 2011-02-25T18:24:31.000Z.
- `parent`—The parent of the feed element.
- `relativeCreatedDate`—The created date formatted as a relative, localized string, for example, "17m ago" or "Yesterday."
- `url`—Chatter REST API URL to this feed element.

This table describes how to migrate to API version 32.0.

API versions 31.0 and earlier use...	API version 32.0 uses...
Feed Item Page	Feed Element Page
Feed `feedItemsUrl` property	Feed `feedElementsUrl` property
Feed Directory `feedItemsUrl` property	Feed Directory `feedElementsUrl` property

Files

User Settings

The User Settings response body has these new properties:

- `fileSyncLimit`—Maximum number of files user can sync.
- `folderSyncLimit`—Maximum number of folders user can sync.

Files Connect

File Detail

This response body has these new properties:

- `contentHubRepository`—The external data source associated with this file, or `null` if it doesn't point to an external file.
- `contentModifiedDate`—An ISO 8601 format date string, for example, 2011-02-25T18:24:31.000Z. File-specific modified date, which is updated only for direct file operations, such as rename. Modifications to the file from outside of Salesforce can update this date.

- `externalDocumentUrl`—The external URL this file points to, or `null` if it doesn't point to an external file.

- `repositoryFileUrl`—The URL of the Chatter REST API resource giving access to the external repository file properties, or `null` if this file doesn't point to an external file. This property can include a bearer token URL.

File Summary

This response body has these new properties:

- `contentHubRepository`—The external data source associated with this file, or null if it doesn't point to an external file.

- `contentModifiedDate`—An ISO 8601 format date string, for example, 2011-02-25T18:24:31.000Z. File-specific modified date, which is updated only for direct file operations, such as rename. Modifications to the file from outside of Salesforce can update this date.

- `externalDocumentUrl`—The external URL this file points to, or `null` if it doesn't point to an external file. This property can include a bearer token URL.

- `repositoryFileUrl`—The URL of the Chatter REST API resource giving access to the external repository file properties, or `null` if this file doesn't point to an external file. This property can include a bearer token URL.

Files Connect Provider Type

Information about the files connect provider.

This new response body has these properties:

- `label`—The localized label of the provider type.

- `type`—The provider type.

Files Connect Repository

Information about a files connect repository.

This new response body has these properties:

- `features`—The repository features.

- `id`—18-character ID of the external data source

- `label`—The repository label.

- `motif`—The motif properties contain URLs for small, medium, and large icons that indicate the Salesforce record type. Common record types are files, users, and groups, but all record types have a set of motif icons. Custom object records use their tab style icon. All icons are available to unauthenticated users so that, for example, you can display the motif icons in an email. The motif can also contain the record type's base color.

- `mySubscription`—If the context user is following this record, this contains information about the subscription; otherwise returns `null`.

- `name`—The repository name.

- `providerType`—The repository provider type.

- `recordViewUrl`—The URL of the Chatter REST API record view resource for this record, or `null` if this record does not have a record view layout, or if "Connect Records API" is not enabled for this organization, or if the record type isn't supported.

- `rootFolderItemsUrl`—URL to the repository root folder items, or `null` if the repository does not support browsing.

- `type`—Type of record, `ContentHubRepository`.

- `url`—Chatter REST API resource URL for the files connect repository

Files Connect Repository Collection

A collection of files connect repositories.

This new response body has these properties:

- `currentPageUrl`—Chatter REST API URL identifying the current page.

- `nextPageUrl`—Chatter REST API URL identifying the next page or `null` if there isn't a next page.
- `previousPageUrl`—Chatter REST API URL identifying the previous page or `null` if there isn't a previous page.
- `repositories`—Collection of repositories.

Files Connect Repository Features

Information about the features of a files connect repository.

This new response body has these properties:

- `canBrowse`—Specifies whether the repository's folder hierarchy can be browsed (`true`) or not (`false`).
- `canSearch`—Specifies whether the repository can be searched (`true`) or not (`false`).

Repository File Detail

Detailed description of a repository file.

This new response body has these properties:

- `checkinComment`—The checkin comment of the file.
- `contentSize`—Length in bytes of the content of the file.
- `createdBy`—Name of user who created the file.
- `createdDate`—Created date of the file.
- `description`—File description.
- `downloadUrl`—URL to the repository file content. This property can include a bearer token URL.
- `externalContentUrl`—URL of this file's content in the external system.
- `externalDocumentUrl`—URL of this file in the external system.
- `id`—ID of the file.
- `mimeType`—Mime type of the file.
- `modifiedBy`—Name of user who last modified the file.
- `modifiedDate`—Modified date of the file.
- `motif`—Motif of the file.
- `name`—Name of the file.
- `repository`—The file external repository.
- `title`—Title of the file.
- `type`—Record type, `file`.
- `url`—Chatter REST API URL for this file.
- `versionId`—ID of the file version in the external system.

Repository File Summary

Description of a repository file.

This new response body has these properties:

- `checkinComment`—The checkin comment of the file.
- `contentSize`—Length in bytes of the content of the file.
- `createdBy`—Name of user who created the file.
- `createdDate`—Created date of the file.
- `description`—File description.
- `downloadUrl`—URL to the repository file content. This property can include a bearer token URL.
- `externalContentUrl`—URL of this file's content in the external system.

- `externalDocumentUrl`—URL of this file in the external system.

- `id`—ID of the file.

- `mimeType`—Mime type of the file.

- `modifiedBy`—Name of user who last modified the file.

- `modifiedDate`—Modified date of the file.

- `motif`—Motif of the file.

- `name`—Name of the file.

- `repository`—The file external repository.

- `title`—Title of the file.

- `type`—Record type, `file`.

- `url`—Chatter REST API URL for this file.

- `versionId`—ID of the file version in the external system.

Repository Folder Item

Description of a folder item.

This new response body has these properties:

- `file`—If this folder item represents a file, the file summary. If this folder item represents a folder, `null`.

- `folder`—If this folder item represents a folder, the folder summary. If this folder item represents a file, `null`.

- `type`—The type of folder item: `folder` or `file`.

Repository Folder Items Collection

A collection of repository folder items.

This new response body has these properties:

- `currentPageUrl`—Chatter REST API URL identifying the current page.

- `items`—Collection of items in a repository folder.

- `nextPageUrl`—Chatter REST API URL identifying the next page or `null` if there isn't a next page.

- `previousPageUrl`—Chatter REST API URL identifying the previous page or `null` if there isn't a previous page.

Repository Folder Summary

Description of a repository folder.

This new response body has these properties:

- `createdBy`—Name of user who created the folder.

- `createdDate`—Created date of the folder.

- `description`—Folder description.

- `externalFolderUrl`—Chatter REST API URL for this folder in the external system.

- `folderItemsUrl`—Chatter REST API URL that lists the files and folders in this folder.

- `id`—ID of the folder.

- `modifiedBy`—Name of user who last modified the folder.

- `modifiedDate`—Modified date of the folder.

- `motif`—Motif of the folder.

- `name`—Name of the folder.

- `path`—The absolute path of the folder in the external system.

- `repository`—The folder external repository.

- `type`—Record type, `folder`.
- `url`—Chatter REST API URL for this folder.

Recommendations

Non-Entity Recommendation

Represents a recommendation for a non-Salesforce entity, such as an application.

This new response body has these properties:

- `displayLabel`—Localized label of the non-entity object.
- `explanation`—An explanation for the recommendation.
- `motif`—Motif for the non-entity object.
- `recommendationType`—Specifies the type of record being recommended.

Recommendation

This response body has these new properties:

- `entity`—The entity with which the receiver is recommended to take action.

  The `object` property is no longer supported in version 32.0. The `entity` property provides this information in versions 32.0 and later.

- `recommendationType`—Specifies the type of record being recommended.

User Profile Tab

User Profile Tab

The `tabType` property can have a new `Element` value which indicates a tab that displays generic content inline.

Tooling API

Use the Tooling API to build custom development tools for Salesforce applications. Support for many new features has been added, including compact layouts, quick actions, workflows, and email templates.

New objects in Tooling API version 32.0 includes the following new objects:

Object	Description
CompactLayout	Represents a compact layout.
EmailTemplate	Represents an email template.
EntityDefinition	Represents an entity definition.
FieldDefinition	Represents a field definition.
Layout	Represents a layout.
MenuItem	Represents a menu item.
Name	Represents a name.
Profile	Represents a user profile.
ProfileLayout	Represents a profile layout.

Object	Description
QuickActionDefinition	Represents the definition of a quick action.
QuickActionList	Represents a list of quick actions.
QuickActionListItem	Represents an item in a quick action list.
RecordType	Represents a record.
User	Represents a user.
WorkflowAlert	Represents the metadata associated with a workflow alert.
WorkflowFieldUpdate	Represents the metadata associated with an update to a workflow field.
WorkflowOutboundMessageMember	Represents the metadata associated with an outbound workflow message, for deploying with a metadata container.
WorkflowTask	Represents the metadata associated with a workflow task.

Changes in Tooling API version 32.0 include the following new fields:

Object	Fields
CustomField	`CreatedDate`—The date the field was created. `EntityDefinition`—The metadata defining the custom field. `EntityDefinitionId`—The ID for the field's definition object.
CustomObject	`CreatedDate`—The date the custom object was created.
FlexiPage	`CreatedDate`—The date the page was created. `Type`—The Flexible Page type. In API version 32.0, this field can only have a value of AppPage.
ValidationRule	`CreatedDate`—The date the rule was created.
WorkflowRule	`CreatedDate`—The date the rule was created.

For details, see the Force.com Tooling API Developer's Guide.

Metadata API

Use the Metadata API to manage customization information, such as custom object definitions and page layouts, for your organization. Metadata support has been added or enhanced for many features, including Territory Management 2.0, managed topics, flows, and tasks.

Metadata Types and Fields

Metadata types and fields have been added or modified in version 32.0.

New Metadata Types

AuraDefinitionBundle

Represents a Lightning definition bundle. A bundle contains a Lightning definition and all its related resources. The definition can be a component, application, event, or interface. Lightning components is a beta feature.

CorsWhitelistOrigin

Represents an origin in the CORS (cross-origin resource sharing) whitelist. CORS is a W3C recommendation that enables Web browsers to request resources from origins other than their own. For example, using CORS, a JavaScript script at `https://www.example.com` could request a resource from `https://www.salesforce.com`.

ManagedTopics

Represents navigational and featured topics managed in a community.

SynonymDictionary

Manage synonym groups. Optimize search results for acronyms, variations of product names, and other terminology unique to your organization.

Territory2

Represents the metadata associated with a sales territory in Territory Management 2.0.

Territory2Model

Represents the metadata associated with a territory model in Territory Management 2.0.

Territory2Rule

Represents the metadata associated with a territory assignment rule associated with an object, such as Account, in Territory Management 2.0.

Territory2Settings

Represents the metadata for the default settings for Territory Management 2.0 users to access and modify records associated with sales territories. The standard record access settings apply to accounts and opportunities. If your organization uses `Private` default internal access for contacts or cases, you can also set access for those records.

Territory2Type

Represents the metadata for a category of territories in Territory Management 2.0. Every Territory2 must have a Territory2Type.

XOrgHub

Represents the metadata that's associated with a hub organization in a cross-organization data connection.

XOrgHubSharedObject

Represents the metadata that's associated with a shared object in a cross-organization data connection.

Updated Metadata Types and Fields

These metadata fields have been added or changed in API version 32.0.

ActivitiesSettings

The following fields have been added:

`enableSimpleTaskCreateUI`

Allows administrators to specify whether tapping New Task in Salesforce1 opens a regular task record edit page or a page that displays key task fields first. For details, see It's Easier to Create a Task on page 77.

`enableUNSTaskDelegatedToNotifications`

On the Activity settings page, exposes a setting for administrators to hide or show a user setting that lets individual users enable or disable email notifications when tasks are assigned to them. For details, see Let Your Users Control Task Notifications Globally on page 138.

AssignmentRules

The following field has been added to the RuleEntry type:

`notifyCcRecipients`

Specifies whether email addresses included on the Cc line of an incoming Email-to-Case or Web-to-Lead message should be included on the Cc line of the auto-response to that message (`true`) or not (`false`).

AuthProvider

The following field has been added:

`iconURL`

The path to an icon to use as a button on the login page for a community. Users click the button to log in to a community with the associated authentication provider, such as Twitter© or LinkedIn©.

The following supported values for the `providerType` field have been added:

`LinkedIn`

For information, see Configure a LinkedIn Authentication Provider.

`Twitter`

For more information, see Configure a Twitter Authentication Provider.

CaseSettings

The following field has been added:

`caseFeedItemSettings`

Specifies the settings for feed items in feed-based case page layouts.

ConnectedApp

The following field has been added to the ConnectedAppOauthConfig subtype.

consumerSecret

A value that is combined with the `consumerKey` and used by the consumer for identification to Salesforce. Referred to as `client_secret` in OAuth 2.0. Typically, this value is generated by Salesforce when you create the connected app. However, the field is write-enabled so you can customize the shared secret value. Once set, the value is not returned in metadata API requests.

The value must be alphanumeric (no special characters and no spaces) and a minimum of eight characters (maximum of 256 characters). If you specify a secret already in use for another connected app in the organization, you'll get an error.

The following field has been updated in the ConnectedAppOauthConfig subtype.

`consumerKey`

This field is now write-enabled so you can customize the value when you create the OAuth configuration. Once set, the value cannot be edited. The value must be alphanumeric (no special characters and no spaces) and a minimum of eight characters (maximum of 256 characters). If you specify a key already in use for another connected app in the organization, you'll get an error.

The following field has been updated in the ConnectedAppCanvasConfig subtype.

options

This field now accepts an additional value: `PersonalEnabled`, which indicates whether the canvas app can be designated by the developer as a canvas personal app (installable by end users). This is a new value for the CanvasOptions enumeration.

CustomField

The following fields have been added:

externalDeveloperName

Available only for external objects. Name of the table column on the external data source that maps to this custom field in Salesforce.

isFilteringDisabled

Available only for external objects. Indicates whether the custom field is available in filters.

isNameField

Available only for external object fields of type text. For each external object, you can specify one field as the name field.

isSortingDisabled

Available only for external objects. Indicates whether the custom field is sortable.

referenceTargetField

Available only for indirect lookup relationship fields on external objects. Specifies the custom unique, external ID field on the parent object to match against the child's indirect lookup relationship field, whose values come from an external data source.

CustomObject

The following fields have been added:

externalDataSource

Required and available for external objects only. The name of the external data source that stores the data for the external object.

externalName

Required and available for external objects only. The name of the table in the external data source that contains the data for the external object.

CustomPermission

The following field has been added:

requiredPermission

Indicates which custom permissions are required by the parent custom permission.

CustomSite

The following field has been added:

requireHttps

Determines whether the site requires secure connections (true) or not (false). When false, the site operates normally via insecure connections instead of redirecting to a secure connection.

CustomTab

The following field has been added:

auraComponent

Indicates whether this tab is for a Lightning component (`true`) or not (`false`). If set to `true`, the name of the tab matches the name of the Lightning component. This field is part of the Lightning Components (Beta) feature.

ExternalDataSource

The following field has been added:

authProvider

The authentication provider that is represented by the AuthProvider component.

The following fields have been changed:

apiKey
>   This field is now reserved for future use. It was previously used by a beta feature that is no longer available.

type
>   The field type changed from string to enumeration of type string.

FlexiPage
>   The following field has been added:

type
>   Required. The type of a page. In API version 32.0, this field can only have a value of AppPage.

Flow
>   The following field has been added to the Flow type.

waits
>   An array of wait nodes. Wait nodes allow you to configure the flow to wait for one or more events to occur.

>   The following base type has been added.

FlowBaseElement
>   Base class for all flow elements that require contextual information in metadata values. This is an abstract class. Some flow metadata types now inherit from FlowBaseElement, including all input and output parameter types.

>   The following field has been changed on the FlowVariable subtype.

isCollection
>   This field can now be set to *true* for variables of any data type.

Layout
>   The following values are now supported for the `componentType` field on the SidebarComponent subtype:

`Files` **and** `CaseExperts.`

>   📝 Note: Case Experts is currently available through a pilot program.

>   The following field has been added to the FeedLayout subtype.

compactFeed
>   Specifies whether the feed-based page layout uses a compact feed (`true`) or not (`false`). If set to `true`, feed items on the page are collapsed by default, and the feed view has an updated design.

>   The following field has been added to the Container subtype:

isContainerAutoSizeEnabled
>   Determines if stacked console components in the sidebars autosize vertically. Set to `true` by default for newly created console components.

Network
>   The following field has been added to the `Network` type:

enableNicknameDisplay
>   Determines if user nicknames display instead of their first and last names in most places in the community. Set to `false` by default.

>   The following field has been added to the `ReputationLevel` subtype:

branding
>   Represents branding associated with the reputation level, specifically, the custom image for the reputation level. If not specified, the default reputation level image is used.

These metadata field types have been changed in API version 32.0.

Gender Field Type

The gender field type allows a new value, *AnimateMasculine*, for use in Slavic languages—currently Czech, Polish, Russian, Slovak, Slovenian, and Ukrainian. Additionally, the documentation was corrected to note that the values *Euter* and *Common* are displayed in the user interface but aren't valid in the Metadata API.

Data.com API

Search and purchase Data.com records using the Data.com API. Access the most up-to-date Data.com records to make sure your data is clean and accurate.

New Data.com APIs

The following are new Data.com APIs that are documented in the Data.com Developer's Guide.

Data.com Social Match API

Match contacts with social handles such as LinkedIn and Twitter. The Data.com Social Profile Match API uses a unified match API call pattern. Match options can now be specified in the POST body instead of the URL. Key Data.com fields that are more up-to-date are flagged.

Matchable fields:

- `CompanyName`
- `ContactId`
- `Email`
- `FirstName`
- `LastName`
- `SocialHandles`

Data.com DUNSRight Match API

Match account records with Data Universal Numbering System (DUNS) numbers and other matchable fields. Match your account records with Data.com company records by DUNS number and other key fields. Key Data.com fields that are more up-to-date are flagged.

Matchable fields:

- `City`
- `Country`
- `DunsNumber`
- `Name`
- `Phone`
- `State`
- `Street`
- `TickerSymbol`
- `Zip`

Data.com Purchase API

A Connect-based purchase API. Purchase Data.com contacts and companies, and retrieve purchase information. This API is a lightweight solution for purchasing Data.com contacts and companies.

New Objects

DcSocialProfile

Represents social-handle profiles for Data.com contacts. The `DcSocialProfile` object is a read-only object that's accessible only through the Data.com Social Match API.

DcSocialProfileHandle

Represents social-handle profile details for Data.com contacts. The `DcSocialProfileHandle` object, a child object to `DcSocialProfile`, is a read-only object that's accessible only through the Data.com Social Match API.

Changed Objects

DandBCompany

This object was previously read-only. It is now CRUD-enabled.

> 📝 Note: If Data.com automated Clean is activated in your organization, D&B company records might be overwritten during update and manual changes.

DatacloudContact

The `firstName` and `lastName` fields were hidden in the previous version. Both fields are now visible for all contact records.

DatacloudDandBCompany

The `ParentOrHqDunsNumber` is now search-enabled. Search on the `ParentOrHqDunsNumber` field to see corporate hierarchies in the response.

The `IsParent` field was added.

Publisher.js API

Three events in the publisher.js API now support the Post and Social Post actions, so you can create custom console components that interact with these actions.

For more information on working with publisher.js, see "Creating Custom Console Components That Interact with Case Feed" in Customizing Case Feed with Code.

The following events have changed in API version 32.0.

`publisher.selectAction`

Supported values now include `FeedItem.TextPost`, the standard Chatter Post action, and ***SocialPostAPIName***`.SocialPost`, the Social Post action.

`publisher.setActionInputValues`

`targetFields` are now available on `FeedItem.TextPost` and ***SocialPostAPIName***`.SocialPost`.

`invokeAction`

Supported values now include `FeedItem.TextPost`, the standard Chatter Post action, and ***SocialPostAPIName***`.SocialPost`, the Social Post action

Salesforce Console API (Integration Toolkit)

The toolkit includes new methods that let you customize a console's navigation tab and interaction log programmatically.

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

The following methods are new or have changed in API version 32.0.

`isCustomConsoleComponentHidden()`

Determines if the application-level custom console component window is hidden. This method is available in API version 32.0 and later. In API version 31.0 and earlier, this method was called `isCustomConsoleComponentWindowHidden()`.

`setCustomConsoleComponentHeight()`

Sets the window height of an application-level custom console component that's on a page. This method is available in API version 32.0 or later.

`setCustomConsoleComponentVisible()`

Sets the window visibility of an application-level custom console component that's on a page. This method is available in API version 32.0 and later. In API version 31.0 and earlier, this method was called `setCustomConsoleComponentWindowVisible()`.

`setCustomConsoleComponentWidth()`

Sets the window width of an application-level custom console component that's on a page. This method is available in API version 32.0 or later.

ISVforce

Winter '15 includes enhancements to the Partner Community, Environment Hub, and the License Management Application (LMA).

IN THIS SECTION:

Partner Community

The Partner Community, at https://partners.salesforce.com, now includes support for filing cases, integrated search, and online training sign-up, making it even more useful as the primary resource for ISVs.

Environment Hub Setup Simplified

My Domain deployment is no longer required for enabling Environment Hub. This simplifies the default setup and makes the feature more widely accessible.

Create Trialforce Source Organizations in the Environment Hub

You can create Trialforce Source Organizations (TSOs) directly from the Environment Hub. This is a simpler alternative to using a Trialforce Management Organization (TMO).

Environment Hub Included with Platform License

Environment Hub is included with all platform licenses, making it available in additional development contexts. Previously, the feature was available only in organizations with a Salesforce license.

Refresh Licenses Using the LMA

Partners can refresh all customer licenses directly from the License Management App (LMA). This makes it easier to ensure that licenses are up-to-date without having to contact salesforce.com.

View More Subscriber Information in the LMA

The License Management App (LMA) displays additional information such as the status, instance, and expiration date of customer organizations. Partners can view all relevant license details in one place, making it easier to support customers.

Package External Data Integrations

The External Data Source component is now available in managed and unmanaged packages. Add external data sources and their dependent external objects and custom fields to packages to easily distribute external data integrations to any Salesforce organization.

Package Lightning Components

Package and distribute Lightning components and applications to make them available to other Salesforce users and organizations.

Force.com Development   Partner Community

Partner Community

The Partner Community, at https://partners.salesforce.com, now includes support for filing cases, integrated search, and online training sign-up, making it even more useful as the primary resource for ISVs.

The new enhancements are as follows.

- Cases: Log support cases directly from the Partner Community, instead of going to the Partner Portal. You can also track the status of cases and get useful information on particular support issues.

- Integrated search: Search results now span the Partner Community and Success Community, making it faster and easier to find relevant resources.

- Online training signup: Browse the complete schedule of training courses and sign up for the ones of interest to you.

> 📝 Note: The Partner Portal, at https://salesforce.com/partnerportal, can still be used for creating test organizations. If you've set up the Environment Hub, you can also use it to create test organizations. Using the Environment Hub can speed up development by making it easier to manage multiple organizations.

Environment Hub Setup Simplified

My Domain deployment is no longer required for enabling Environment Hub. This simplifies the default setup and makes the feature more widely accessible.

You can enable Environment Hub and use it to create new organizations, without using My Domain. However, My Domain deployment is still required to enable Single Sign-On or to connect existing organizations to the hub.

EDITIONS

Available in:
- Enterprise
- Performance
- Unlimited
- Developer

Create Trialforce Source Organizations in the Environment Hub

You can create Trialforce Source Organizations (TSOs) directly from the Environment Hub. This is a simpler alternative to using a Trialforce Management Organization (TMO).

To create a TSO in the Environment Hub, click **Create Organization**, choose `Trialforce Source Organization` from the drop-down list, and enter the required information. After the organization is created, it appears in the Environment Hub, and you get an email confirmation.

> 📝 Note: Custom branding is not supported in TSOs that are created by using the Environment Hub. If you plan to brand your emails or login page, create the TSO from a TMO instead.

EDITIONS

Available in:
- Enterprise
- Performance
- Unlimited

USER PERMISSIONS

To set up and configure the Environment Hub:
- "Manage Environment Hub"

To connect an organization to the Environment Hub:
- "Connect Organization to Environment Hub"

Environment Hub Included with Platform License

Environment Hub is included with all platform licenses, making it available in additional development contexts. Previously, the feature was available only in organizations with a Salesforce license.

All platform licences now include Environment Hub by default. However, you still need to log a support case to get the feature enabled for your organization.

Refresh Licenses Using the LMA

Partners can refresh all customer licenses directly from the License Management App (LMA). This makes it easier to ensure that licenses are up-to-date without having to contact salesforce.com.

A license refresh updates the current license information for every installation of a managed package across all Salesforce instances. To refresh licences:

1. In the LMA, click the Packages tab.
2. On the Package Detail page, click **Refresh Licenses**.

The time required for the refresh varies depending on the number of installations.

> **Note:** A package license refresh can be run only once every seven days. The date of the last refresh and the next available refresh are shown on the Package Detail page.

View More Subscriber Information in the LMA

The License Management App (LMA) displays additional information such as the status, instance, and expiration date of customer organizations. Partners can view all relevant license details in one place, making it easier to support customers.

The following new fields have been added to the License Detail page.

- `Instance`: the server instance of the organization, for example, "`na8`."
- `Package Version Name`: the version name of the installed package.
- `Package Version`: the version number of the installed package.
- `Org Expiration Date`: the expiration date of the organization.
- `Org Status`: the licensing status of the organization. Possible values include `Trial`, `Free`, and `Active`.
- `Sandbox`: indicates if the organization is a sandbox.

Package External Data Integrations

The External Data Source component is now available in managed and unmanaged packages. Add external data sources and their dependent external objects and custom fields to packages to easily distribute external data integrations to any Salesforce organization.

> **Note:** We anticipate this product will be generally available in the November 2014 to January 2015 time frame. Any unreleased services or features referenced in this or other public statements are not currently available and may not be delivered on time or at all. Customers who purchase Salesforce applications should make their purchase decisions based upon features that are currently available.

Suppose, for example, that a publicly accessible database contains details about films, such as cast, crew, ratings, and trivia. An ISV can create and sell a Film Database package that:

- Lets users view and search that data as external objects within Salesforce.
- Lets administrators set up relationships between that data and data within their Salesforce organizations.
- Enables query access to the data via SOQL.
- Enables programmatic access to the data from outside Salesforce via the Salesforce API.

Here are some special considerations for when you're packaging external data integrations.

- After installation from a managed or unmanaged package, the subscriber must reauthenticate to the external server.
  - For password authentication, the subscriber must re-enter the password in the external data source definition.
  - For OAuth, the subscriber must update the callback URL in the client configuration for the authentication provider and then reauthenticate by selecting `Start Authentication Flow on Save` on the external data source.
- In managed and unmanaged packages, external objects are included in the custom object component.

Attributes of External Data Sources in a Managed Package

This table shows which attributes of an external data source are editable after installation from a managed package.

- Developer Editable: The developer can edit the component attributes in this column. These attributes are locked in the subscriber's organization.
- Subscriber and Developer Editable: The subscriber and developer can edit the component attributes in this column. However, they're not upgradeable; only new subscribers receive the latest changes.
- Locked: Once a package is Managed - Released, the developer and subscriber cannot edit the component attributes in this column.

Developer Editable	Subscriber and Developer Editable	Locked
• Type	• Password	Name
• Certificate	• Username	
• Custom Configuration		
• Endpoint		
• Protocol		

Package Lightning Components

Package and distribute Lightning components and applications to make them available to other Salesforce users and organizations.

Note: Lightning components are available in a beta release. For more information, see Lightning Components (Beta).

Publish applications and components to and install them from AppExchange. When adding an application or component to a package, all definition bundles referenced by the application or component are automatically included, such as other components, events, and interfaces. Custom fields, custom objects, list views, page layouts, and Apex classes referenced by the application or component are also included. However, when you add a custom object to a package, the application and other definition bundles that reference that custom object must be explicitly added to the package.

Note: Package versions are not supported for Lightning resources.

To create and work with managed or unmanaged packages, you must use a Developer Edition organization and register a namespace prefix. A namespace prefix is required for creating applications and components in the Developer Console. To ensure that your application and other resources are fully upgradeable, use a managed package. A managed package includes your namespace prefix in the component

names and prevents naming conflicts in an installer's organization. An organization can create a single managed package that can be downloaded and installed by other organizations. After installation from a managed package, the application or component names are locked, but the following attributes are editable.

- API Version
- Description
- Label
- Language
- Markup

Any Apex that is included as part of your definition bundle must have at least 75% cumulative test coverage. When you upload your package to AppExchange, all tests are run to ensure that they run without errors. The tests are also run when the package is installed.

For more information on packaging and distributing, see the *ISVforce Guide*.

Other Changes in Force.com Development

We've improved your experience with Force.com Development tools.

Make Your Own Improvements to the Force.com IDE

Clone the repository for the Force.com IDE plug-in for Eclipse on GitHub, customize the plug-in to meet your needs, and collaborate with the growing community of Salesforce developers to build new Force.com IDE features. Check out the Force.com IDE Release Notes to see improvements that we've made to the plug-in.

Person Accounts Are Now Packagable

Want your app to better serve organizations using a business-to-consumer model? Now, you can include Person Account components and attributes in managed and unmanaged packages.

OTHER SALESFORCE PRODUCTS

desk.com

Desk.com is an all-in-one customer support app for small businesses and growing teams.

For information on new features, go to the Desk.com Product Updates Blog.

Heroku

Heroku is a cloud-based application platform for building and deploying web apps.

For information on new features, go to the Heroku Changelog.

Salesforce Marketing Cloud

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

For information on new features, go to the Salesforce Marketing Cloud Facebook page.

Videos

- How to Manage Leads and Opportunities

  Learn how Salesforce can help you track your leads and opportunities through the sales funnel, and automatically incorporates updates into management forecasts.

- Managing Duplicate Records in Salesforce with Duplicate Rules (Beta)

  Learn how to create a duplicate rule so you can control whether and when users are allowed to save records that are identified as duplicates.

- Identifying Duplicate Records with Matching Rules (Beta)

  Learn how to create a matching rule so you can control how duplicate records are identified.

Developer Guides

- In the SOAP API Developer's Guide, the following changes have been made to the documentation for DescribeLayoutResult to bring it in line with what's already in the API.

  - DescribeButtonSection has been updated to DescribeLayoutButtonSection, and information about its field `detailButtons` has been added.

  - A description for DescribeLayoutButton was added, as well as information for its three fields: `custom`, `label`, and `name`.

Trust and Compliance Documentation

The Salesforce.com Trust and Compliance Documents have undergone seasonal updates. Click the link to view the documents. You don't need to log in to `help.salesforce.com`.

The following changes have been made in the **Notices and Licenses Documentation**:

- Updated distributed software disclosures and related terms for the following products:

  - Salesforce Services

  - ExactTarget

  - Predictive Intelligence

  - Marketing Cloud Services

  - Heroku

  - Desk.com

- Updated third-party notices to reflect current product offerings for the following products:

- ExactTarget

- Predictive Intelligence

- Marketing Cloud Services

- Desk.com documentation also contains an updated list of third-party applications provided via Desk.com Services.

The following changes have been made in the **Security, Privacy, and Architecture Documentation**:

Salesforce Services
You can opt in your end users, based on usage data, to receive information about Salesforce Service updates.

Pardot

- Added information about third party vendors that Pardot Services uses for email deliverability and email usage analytics

- Added information about security controls including CAPTCHA and SSO

- Updated information on data encryption standards

- Changed the Customer Data retention period from 180 days to 90 days

- Changed the disaster recovery objective for the restoration of Pardot Services from 48 to 72 hours

ExactTarget
Added information on:

- TRUSTe Privacy Seal

- Use of cookies for two factor identification

Predictive Intelligence
In the Audit and Certifications section, added information about security assessments by internal personnel and third parties.

Radian6
Added "Social Studio" as a service covered by this document.

BuddyMedia

- Added "Social Studio" as a service covered by this document

- Added information on TRUSTe Privacy Seal

Data.com
In the Audit and Certifications section, added information about security assessments by internal personnel and third parties.

Heroku

- Added information on Heroku's certification to the EU/U.S. and Swiss/U.S. Safe Harbor framework

- Clarified that restrictions on the submission of certain customer data to the Heroku Services don't apply to financial information provided to Salesforce.com

- Disclosed the tracking and analytics of usage data that is personally identifiable and clarified that such data may be provided to third parties