

Spring '15 Flyover

Salesforce User Group - Los Angeles



Overview

1. Service Cloud
2. Community Cloud
3. Sales Cloud
4. Salesforce1 Platform
5. Collaboration Cloud

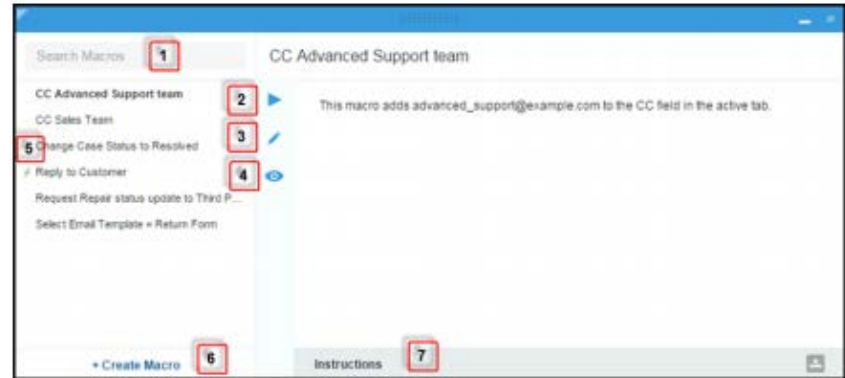


Service Cloud: Case Feed Macros

Support agents who use Case Feed now can run macros to automatically complete repetitive tasks.

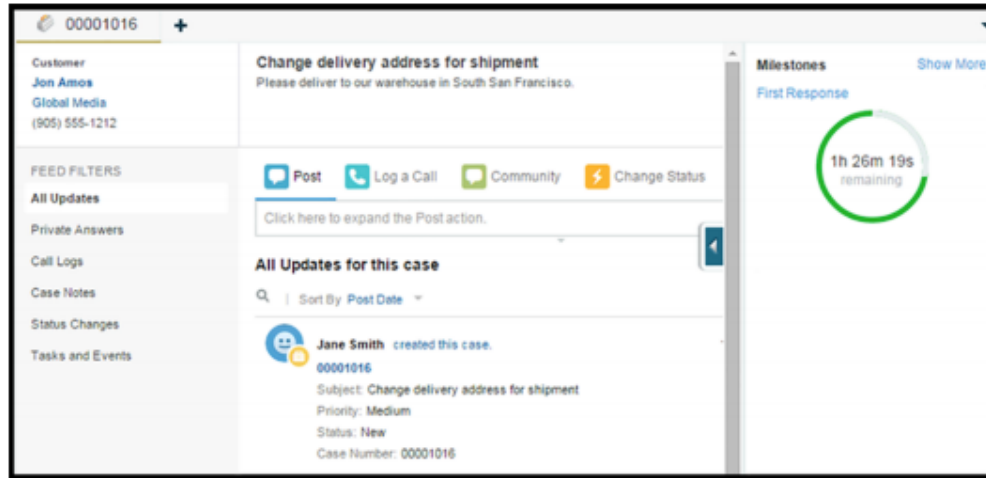
Table 1: Macro Shortcuts

Press:	To:
M	Open the Macros widget.
S	Put your cursor in the search bar.
E	Edit the selected macro.
V	View the Macro Details page.
Enter	Run the selected macro.
Space bar	Expand or collapse the selected macro's instructions.
Up Arrow	Scroll up the macros list.
Down Arrow	Scroll down the macros list.



Service Cloud: Milestone Timer

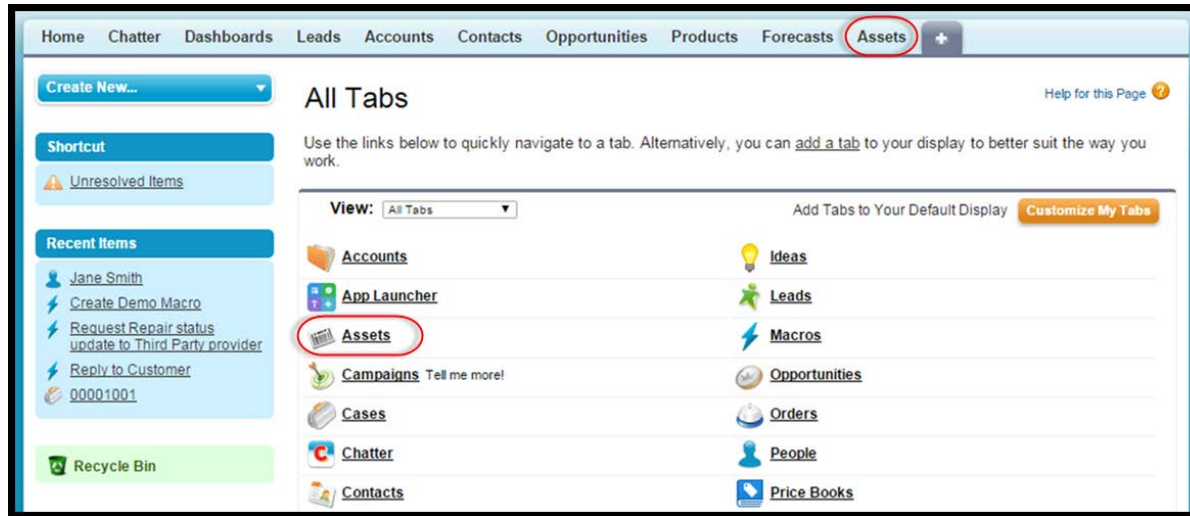
Milestone Countdown Timer: Now more intuitive. Easier for support agents to see how much time remains before the milestone must be met.



The screenshot displays a Service Cloud case page for case number 00001016. The case title is "Change delivery address for shipment" with a sub-note "Please deliver to our warehouse in South San Francisco." The customer is identified as Jon Amos from Global Media. The interface includes a left-hand navigation menu with options like "FEED FILTERS", "All Updates", "Private Answers", "Call Logs", "Case Notes", "Status Changes", and "Tasks and Events". In the center, there are action buttons for "Post", "Log a Call", "Community", and "Change Status". Below these, a section titled "All Updates for this case" shows a recent update by Jane Smith: "Jane Smith created this case." The update details include the subject "Change delivery address for shipment", priority "Medium", status "New", and case number "00001016". On the right side, a "Milestones" panel shows a "First Response" milestone with a circular progress indicator and a timer indicating "1h 26m 19s remaining".

Service Cloud: Assets Standard Object

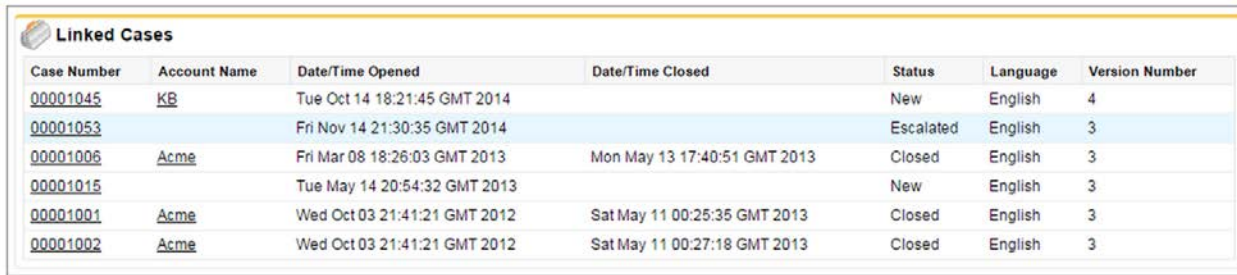
Assets Object Redesigned as a Standard Object. Now has it's own tab.



The screenshot displays the Salesforce Service Cloud user interface. At the top, a navigation bar contains tabs for Home, Chatter, Dashboards, Leads, Accounts, Contacts, Opportunities, Products, Forecasts, and **Assets** (which is circled in red). Below the navigation bar, the main content area is titled "All Tabs" and includes a "Create New..." button, a "Shortcut" section with "Unresolved Items", and a "Recent Items" list. The "All Tabs" section features a "View:" dropdown set to "All Tabs" and a "Customize My Tabs" button. A grid of icons represents various standard objects: Accounts, App Launcher, **Assets** (circled in red), Campaigns, Cases, Chatter, Contacts, Ideas, Leads, Macros, Opportunities, Orders, People, and Price Books.

Service Cloud: Knowledge Linked Cases

Agents and Salesforce Knowledge managers can now see a list of cases an article is attached to.



The screenshot shows a table titled "Linked Cases" with the following columns: Case Number, Account Name, Date/Time Opened, Date/Time Closed, Status, Language, and Version Number. The table contains six rows of data, with the second row highlighted in blue.

Case Number	Account Name	Date/Time Opened	Date/Time Closed	Status	Language	Version Number
00001045	KB	Tue Oct 14 18:21:45 GMT 2014		New	English	4
00001053		Fri Nov 14 21:30:35 GMT 2014		Escalated	English	3
00001006	Acme	Fri Mar 08 18:26:03 GMT 2013	Mon May 13 17:40:51 GMT 2013	Closed	English	3
00001015		Tue May 14 20:54:32 GMT 2013		New	English	3
00001001	Acme	Wed Oct 03 21:41:21 GMT 2012	Sat May 11 00:25:35 GMT 2013	Closed	English	3
00001002	Acme	Wed Oct 03 21:41:21 GMT 2012	Sat May 11 00:27:18 GMT 2013	Closed	English	3

The Linked Cases related list is visible on the detail or preview page of any article that has been published.

Service Cloud: Question to Case

If a question in Chatter isn't resolved, moderators can escalate the question to a case directly in the feed.

Customer Flag



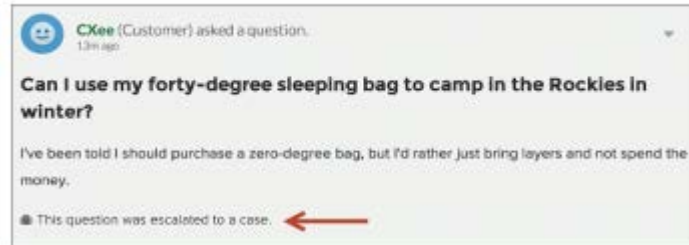
Customer question in Chatter:

Can I use my forty-degree sleeping bag to camp in the Rockies in winter?

I've been told I should purchase a zero-degree bag, but I'd rather just bring layers and money.

[View the Related Case](#) ←

Moderator Flag



Moderator action in Chatter:

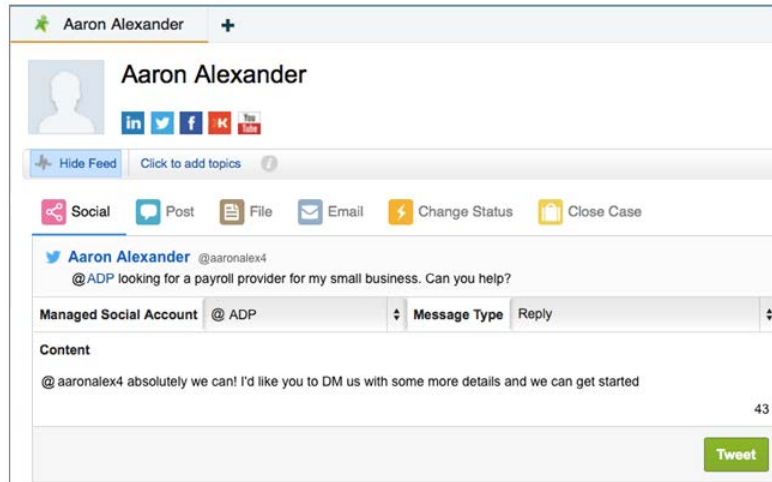
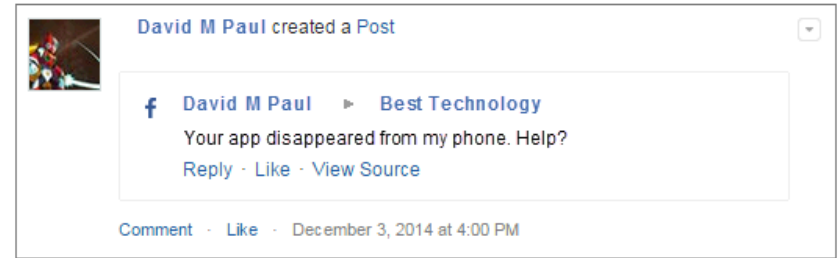
Can I use my forty-degree sleeping bag to camp in the Rockies in winter?

I've been told I should purchase a zero-degree bag, but I'd rather just bring layers and not spend the money.

← This question was escalated to a case.

Service Cloud: Social Customer Service

Engage customers by creating and responding to cases created from leading social networks like Twitter and Facebook.



Service Cloud: Business Continuity

Organization Sync lets you set up a secondary, synced Salesforce organization where users can work when your primary organization is unavailable.

The image shows two side-by-side screenshots of the Salesforce Organization Sync interface. The left screenshot is titled "Primary Org" and shows the "Add or Remove Published Objects" screen. A red callout box with the number "1" points to the top of the screen, containing the text "Setup metadata and users in second org". A second red callout box with the number "2" points to a list of objects, containing the text "PUBLISH objects and fields to be synchronized". The right screenshot is titled "Secondary Org" and shows the "Add or Remove Subscribed Objects" screen. A red callout box with the number "3" points to the "SUBSCRIBE" button, containing the text "SUBSCRIBE to Objects and Fields from second org". A dashed-line callout box contains the text "Repeat steps 2 and 3 from secondary to primary for a 2-way synchronization". A fourth red callout box with the number "4" points to the bottom of the screen, containing the text "Perform an Initial Sync of historical data, as required". The Salesforce logo is visible in the bottom right corner of the screenshots.

- 1 Setup metadata and users in second org
- 2 PUBLISH objects and fields to be synchronized
- 3 SUBSCRIBE to Objects and Fields from second org
- 4 Perform an Initial Sync of historical data, as required

Repeat steps 2 and 3 from secondary to primary for a 2-way synchronization

Service Cloud: Additional New Features

Open CTI:

- Computer-Telephony Integration without installing adapters.
- Several new and updated methods are available to help developers customize SoftPhones for users.

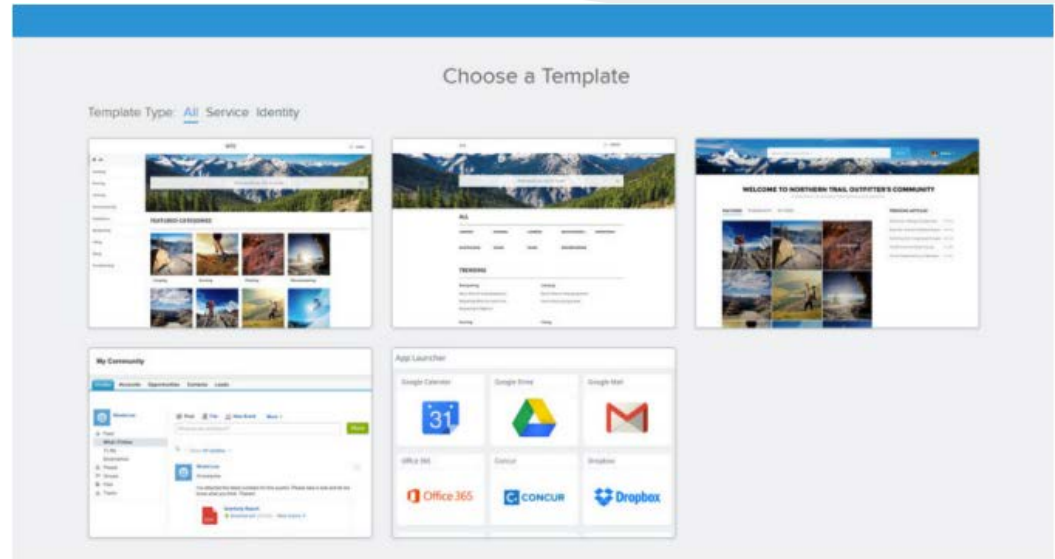
Service Console Efficiency:

- New methods for the Integration Toolkit: Access API methods to customize a console programmatically.
- Easier for console users to find and update information.



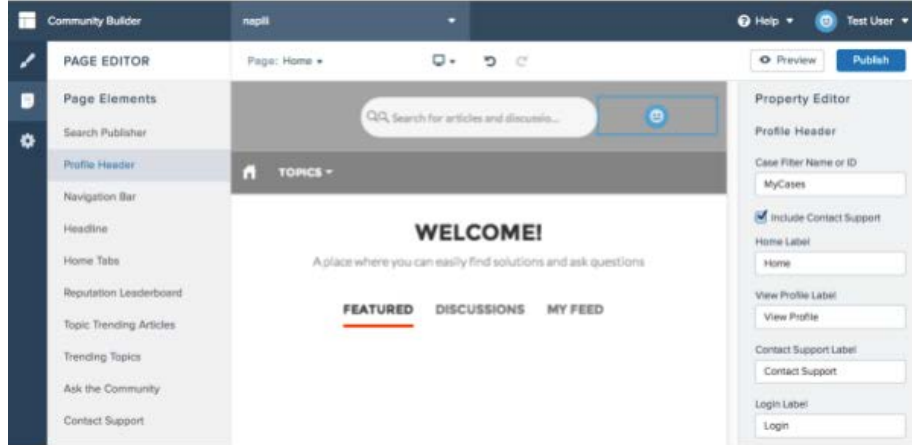
Community Cloud: Community Builder

Community Builder has been expanded to simplify your community design experience, and let you customize your pages even further from a single interface.



Community Cloud: Page/Property Editor

Brand and design your community all in one place.

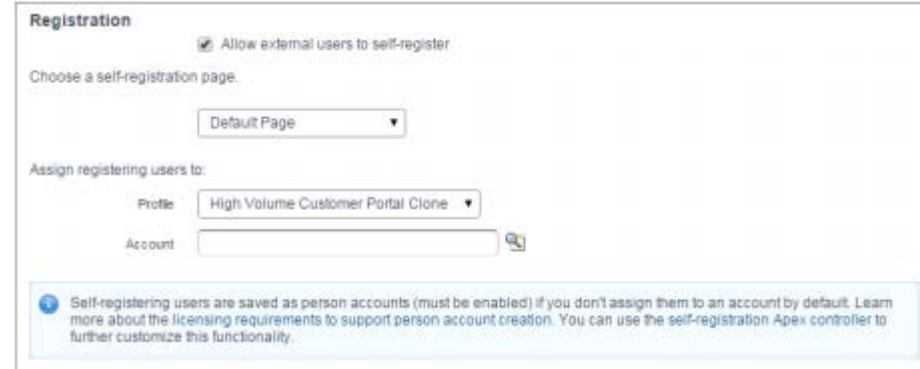


- Modify your community design, one element at a time.
- Navigate to items from a single location
- Preview before you publish



Community Cloud: Simplified login & Self-registration

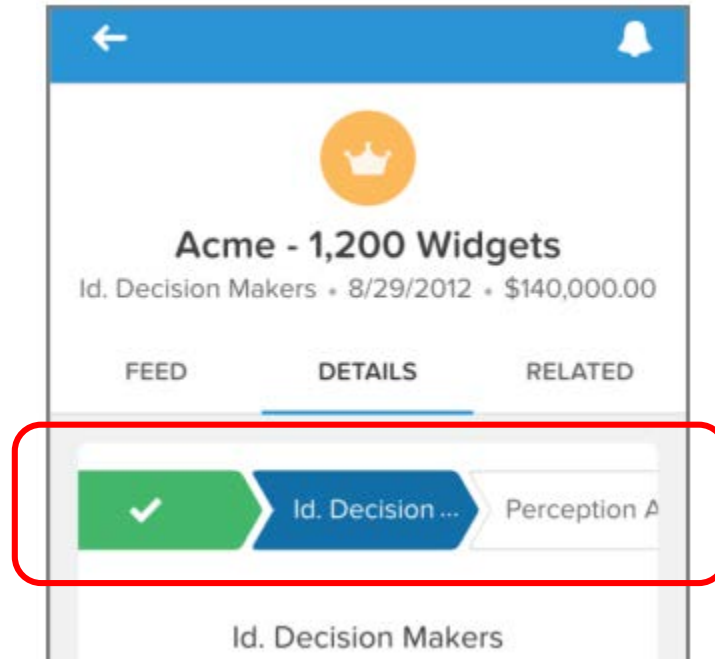
- Simpler to configure the login, logout, and self-registration options for your community.
- No longer required to update the self-registration Apex controller.
- All done directly from Community Management.



The screenshot shows the 'Registration' configuration page. It includes a checkbox for 'Allow external users to self-register' which is checked. Below this is a dropdown menu for 'Choose a self-registration page' set to 'Default Page'. Under 'Assign registering users to:', there is a 'Profile' dropdown set to 'High Volume Customer Portal Clone' and an empty 'Account' field with a magnifying glass icon. A blue information box at the bottom states: 'Self-registering users are saved as person accounts (must be enabled) if you don't assign them to an account by default. Learn more about the licensing requirements to support person account creation. You can use the self-registration Apex controller to further customize this functionality.'

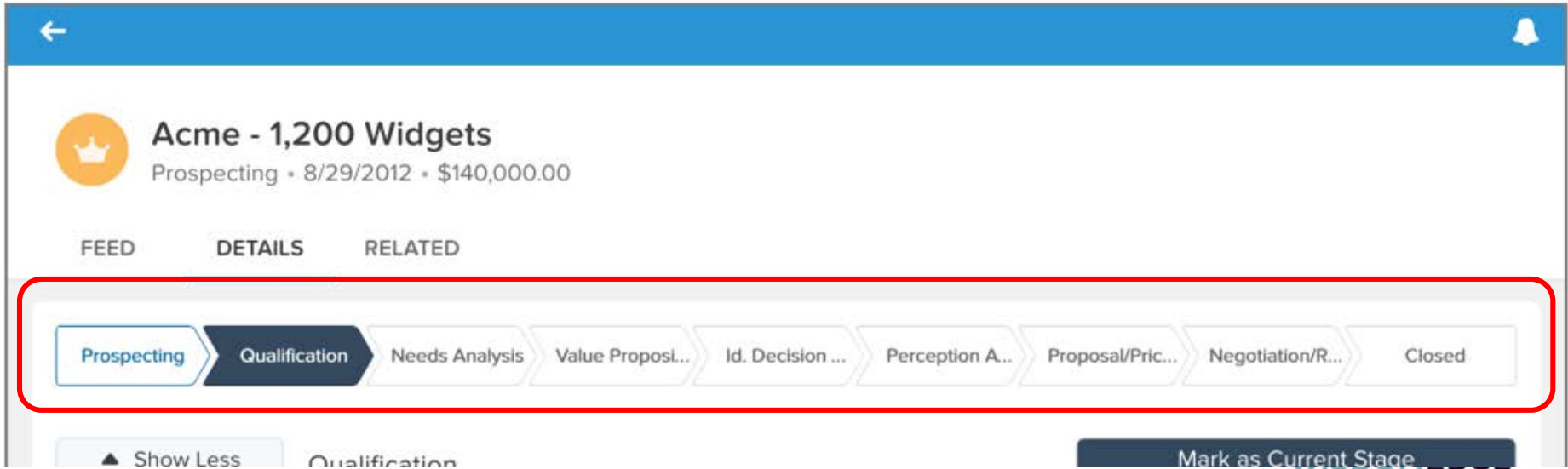
Sales Cloud: Sales Path

1. Sales Path using Opportunity Stages now available in Salesforce1



Sales Cloud: Sales Path

1. Sales Path using Opportunity Stages now available in Salesforce1



The screenshot displays the Salesforce1 mobile interface for an opportunity. At the top, there is a blue header with a back arrow on the left and a notification bell on the right. Below the header, the opportunity name "Acme - 1,200 Widgets" is shown with a crown icon, followed by the stage "Prospecting", the date "8/29/2012", and the amount "\$140,000.00". Below this, there are three tabs: "FEED", "DETAILS", and "RELATED". The "DETAILS" tab is selected. A red box highlights the Sales Path, which is a horizontal sequence of stages: "Prospecting" (highlighted in blue), "Qualification" (highlighted in dark blue), "Needs Analysis", "Value Proposi...", "Id. Decision ...", "Perception A...", "Proposal/Pric...", "Negotiation/R...", and "Closed". Below the path, there is a "Show Less" button and a "Mark as Current Stage" button.

←

Acme - 1,200 Widgets
Prospecting • 8/29/2012 • \$140,000.00

FEED DETAILS RELATED

Prospecting Qualification Needs Analysis Value Proposi... Id. Decision ... Perception A... Proposal/Pric... Negotiation/R... Closed

Show Less Qualification Mark as Current Stage


Sales Cloud: Product History

2. Field History on Product now enabled


Product History		
Date	User	Action
2/23/2015 5:42 PM	Jon Cline	Changed Unit Cost to 172.000000 .
2/23/2015 5:11 PM	Jon Cline	Changed Product Code from WIDGET01 to NIFTY_WIDGET01 . Changed Product Name from Widget to Nifty Widget .
2/23/2015 5:10 PM	Jon Cline	Created.

Sales Cloud: Thanks & Skills

3. Work.com Thanks & Skills now free

 **Dan Perkins** to **Cindy Central**:

Great job hitting the numbers this quarter! [@Elliot Executive](#)


 **Above & Beyond**
For going above and beyond to deliver truly exceptional results.

[Comment](#) · [Like](#) · Today at 7:32 PM


Sales Cloud: Thanks & Skills

2. Work.com Thanks & Skills now free

Chatter > People > Cindy Central



Feed Overview Team Recognition Goals More ▾

Skills 

Competitor Knowledge	3	Sales Process	2	Solution Selling	1
Retail Industry	1	Deal Structure	0	Industry Specialization	0
Product Knowledge	0				

Sales Cloud: Misc

2. Better Order Management Security
 - a. Has own Org-Wide Default sharing setting
 - i. No longer inherits from Account
3. Re-assign single Recurring Task



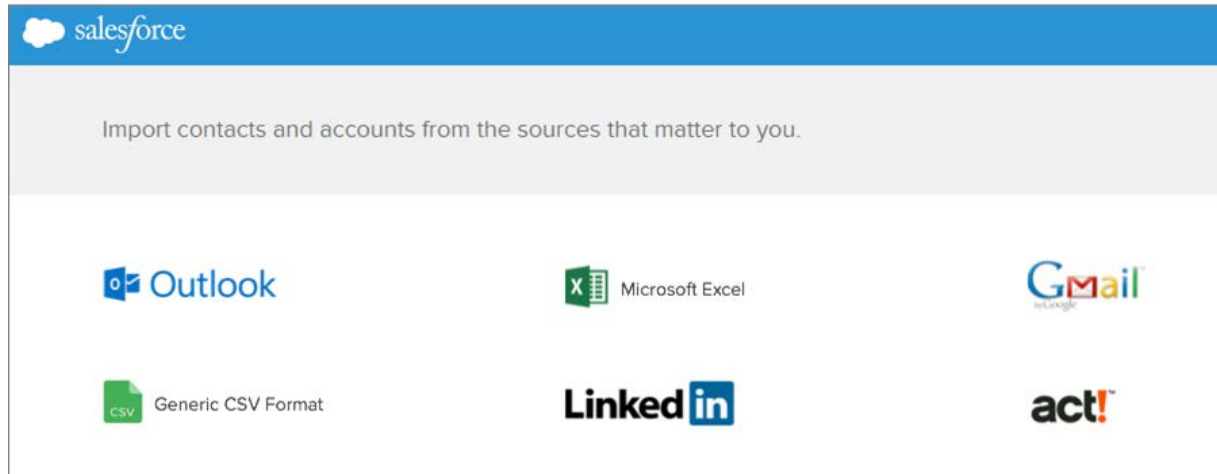
Platform Highlights

1. **Faster Indexing**
2. **Improved Search (letters + numbers)**
3. **Middle Name and Suffix field now available for C, L, PA**
4. **New Rich Text Editor**
5. **Salesforce1 Alerts from Subscribed Reports**



Platform Highlights

1. Rebuilt Account & Contact Import Wizard



Platform Highlights

1. Rebuilt Data Import Wizard




Import your Data into Salesforce

You can import up to 50,000 records at a time.

What kind of data are you importing? 

Standard objects

Custom objects

What do you want to do? 

Add new records

Platform Highlights

1. Google Map shown w/ standard addresses

▼ Address Information

Billing Address 1278 Glenneyre St Suite 69
Laguna Beach, CA 92651-3103



Force.com: ISV/Pkg Updates

1. Now delete Visualforce Pages, Visualforce components, Static Resources from Managed Packages
2. New deployable/packageable Custom Metadata Types in Pilot
 - a. Default preferences for example
 - b. May replace common uses of Custom Settings
3. Package Named Credentials handles auth for Apex



Force.com: Additions

1. Geolocation is GA w/ Distance calc/validation
2. Indexed column visible for object field list in setup
3. Change Sets now can have double the components (10,000).
4. QuickDeploy without running test methods if done \leq 4 days ago
5. Authoring Lightning Components now avail on all editions w/ VF
6. New Apex/VF Mapping components
7. Batch job improvements (100 concurrent, sequencing, status)

Chatter: Action Links

1. Integrate Third-Party and Salesforce Services w/ Action Links



The screenshot shows a Chatter post from Pam Jones to Jin Chang, posted 2 minutes ago. The post contains a text message: "Here are the installation Instructions for you to download. Click 'Order' when you're ready to have your part printed." Below the text is a large image of a four-step installation guide for a printer. At the bottom of the post, there are two buttons: "Download" and "Order". These buttons are enclosed in a red rectangular box, indicating they are the action links being discussed. Below the buttons is a "Like" button with a thumbs-up icon.