

salesforce



Summer '10 The conversation starts here



💡 = Salesforce.com Community most-requested features



Welcome to the Real-Time Collaboration Cloud

Salesforce Chatter is a new way to collaborate with people at work. Where the status of important projects and deals is automatically pushed to you—so you're always in the loop. With Chatter, it's easy to know everything that's happening in your company. Updates on people, groups, documents, and your application data come in real-time feeds.

Salesforce Chatter

Salesforce Chatter

Salesforce Chatter – Features

- Profiles
- Status Updates
- Feeds
- Document Sharing
- App Updates
- Security & Sharing
- Social Networks
- AppExchange 2 (ChatterExchange)
- Mobile



Welcome to the Future of Customer Service

Today, keeping customers satisfied means connecting with them everywhere they turn for service, whether that's the phone, email, or—increasingly—the Internet. The Service Cloud connects you to it all: your call center, your Web self-service community, even social networks such as Facebook and Twitter. All on a single, cloud-computing platform.

Service Cloud – Chatter

Service Cloud 2 – Now with Chatter

Service Cloud – Knowledge

Knowledge – Now with Chatter

Service Cloud – Community

- Answers to Cases
- Answers to Knowledge 💡

Service Cloud – Mobile

Field Service



The World's Most Complete Sales Application

Comprehensive and easy to customize, the Sales Cloud helps companies manage people and processes more effectively. Your reps will get the tools they need to build stronger relationships and close more deals. Managers get real-time visibility into the team's sales performance, plus the power to instantly make changes as the business changes.

Sales Cloud – Chatter

Sales Cloud 2 – Now with Chatter

Sales Cloud – Analytics

- Table Summaries 💡
- Report Builder
- Drag-and-Drop Dashboards 💡
- Dynamic Dashboards 💡

Sales Cloud – Email & Productivity

Cloud Scheduler

Sales Cloud – Marketing & Leads

- Campaign Alerts
- Enhanced Campaign History
- One-Click Campaign Lookups
- Campaign Member Details

Sales Cloud – Mobile

Global Search – for iPhone



Build and Run Your Custom Apps on Force.com

The Custom Cloud refers to the customized applications you can build using the Force.com platform. With the Custom Cloud, you can extend Salesforce CRM into other areas such as HR and financial services, tailor the application to match your business processes, or create a new application to address your specific needs.

Force.com – Chatter Platform

Force.com – Chatter Platform

Force.com – 800+ Integrated Applications

- Push Patch Updates
- Packaged Web Site Access 💡

Force.com – Programmable Cloud Logic

- Knowledge API
- Force.com IDE for Summer '10 💡

Force.com – Programmable User Interface

- My Domain
- Dependent Picklists for Pages 💡

Force.com – Proven Real-Time Integration

Bulk API Management

Force.com – Real-Time Web Sites

- Administrator Preview
- URL Mask 💡
- Sites Single Sign-On 💡
- Cookie Support 💡

Force.com – Unlimited Real-Time Database Customizations

- Dependent Lookups (beta) 💡
- Rich Text Fields 💡

Note: 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 our services should make the purchase decisions based upon features that are currently available.



Salesforce Chatter

SALESFORCE CHATTER *(Professional, Enterprise, and Unlimited Editions)* *Real-time enterprise collaboration for your entire company*

- :: Collaborate across your company as easily as Facebook
- :: Share status updates, documents and feeds with colleagues
- :: Private, secure, and trusted
- :: Gain insight and make smarter decisions

Salesforce Chatter is a new way to collaborate with people at work. The status of important projects and deals is automatically pushed to you so you're always in the loop. With Chatter, it's easy to work together and know everything that's happening in your company. Updates on people, documents, and your application data come straight to you in real-time feeds. Chatter provides updates from your standard and custom application data as well as integrated applications and social networks such as Facebook or Twitter. Chatter lets you share information securely and collaborate instantly to gain insight and make smarter decisions.

Note: Not automatically visible. Feature is available, but requires some setup.

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Salesforce Chatter – Features

PROFILES *(Professional, Enterprise, and Unlimited Editions)* *Get to know your colleagues and share expertise*

- :: See all your status updates and comments
- :: Share your background
- :: Track relevant colleagues

Company directories with a sea of faceless names are a thing of the past. Get to know your colleagues and share your expertise through business profiles. Find and follow peers and experts to expand your network, discover new and useful information, and increase productivity. Establish yourself as an expert in the areas where you have knowledge to share.

Note: Not automatically visible. Feature is available, but requires some setup.

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STATUS UPDATES *(Professional, Enterprise, and Unlimited Editions)*

Update your colleagues on what you're doing

- :: Share your status in real time
- :: Share important links and relevant files
- :: Get instant feedback

Update your colleagues on what you're doing from anywhere. Ask questions and share insights to keep everyone on the same page, prevent duplication of effort, and dramatically reduce unproductive email traffic. Even share relevant files and links to provide additional detail or get input on what you're working on.

Note: Not automatically visible. Feature is available, but requires some setup.

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FEEDS *(Professional, Enterprise, and Unlimited Editions)*

Monitor everything that matters most to you in one spot

- :: Stay on top of matters most
- :: Focus on what's most relevant
- :: Contribute to conversations in real time

Monitor the people, groups, and projects that matter most to you in one spot: You'll never be out of the loop again. With real-time feeds, your teams will work together on fast-moving issues such as sales pursuits, customer projects, and marketing campaigns. Filtering tools help you adjust your feeds so you can focus on what matters most and tune out everything else.

Note: Not automatically visible. Feature is available, but requires some setup.

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DOCUMENT SHARING *(Professional, Enterprise, and Unlimited Editions)*

Find and share documents with ease

- :: Share content in real time
- :: Preview files without downloading
- :: Give real-time feedback

Ever have trouble finding or sharing documents with colleagues? Not anymore. The documents you need to work on with colleagues and teams will be available instantly and securely right from your browser. You can even do a quick preview before downloading. Say good-bye to frustrating searches through email archives and folders.

Note: Not automatically visible. Feature is available, but requires some setup.

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APP UPDATES *(Professional, Enterprise, and Unlimited Editions)*

Know immediately when app data is updated

- :: Get real-time data updates
- :: Collaborate on your records in context
- :: Post files and links to record feeds

Chatter makes all your apps more collaborative. Your objects (opportunities accounts, contacts, etc.) have new life now that they can join your business conversations. When a record you're tracking is changed, the update is automatically posted to your feed. You'll more easily collaborate on sales opportunities, customer support cases, or any custom object you've built.

Note: Not automatically visible. Feature is available, but requires some setup.

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SECURITY & SHARING *(Professional, Enterprise, and Unlimited Editions)*

Control who sees what and keep sensitive information private

- :: Manage who sees what information
- :: Keep private data private

Chatter is built on the Force.com platform, and thanks to its sophisticated sharing model, people see everything they need to see and nothing they don't. Even better, salesforce.com's famous ease of use means it's easy for you to keep the right people in the know and to keep sensitive information private, even during personnel changes.

Note: Not automatically visible. Feature is available, but requires some setup.

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SOCIAL NETWORKS *(Professional, Enterprise, and Unlimited Editions)*

Bring insights from Facebook and Twitter into Chatter

- :: Connect with Facebook
- :: Filter relevant conversations from Twitter

With Chatter, you'll leverage relevant business information from popular social networking sites like Twitter and Facebook to form stronger connections with customers, prospects, and colleagues. Pull in information about your company and your customers to gain insights into customer satisfaction and identify opportunities to share expertise with your communities. And because Chatter is an internal tool, this feature goes only one-way: You don't have to worry about anything from Chatter going back out to social media sites.

Note: Not automatically visible. Feature is available, but requires some setup.

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APPEXCHANGE 2 *(Professional, Enterprise, and Unlimited Editions)*

Download Chatter apps built by partners from the AppExchange

- :: Add more social apps from ChatterExchange
- :: Bring every app to life with real-time data feeds

Add Chatter features to your Force.com cloud applications or build brand-new apps that include Chatter. Then add them to the AppExchange, salesforce.com's popular marketplace of cloud computing apps. Now there's no reason that every cloud app can't become collaborative.

Note: Not automatically visible. Feature is available, but requires some setup.

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MOBILE *(Private Beta for Professional, Enterprise, and Unlimited Editions)* *Stay productive and in the loop when you're on the road*

- :: Access your data on your iPhone or BlackBerry
- :: Never miss an update

Staying connected is more critical than ever. And Chatter is revolutionizing the way today's organizations communicate and collaborate. With mobile access to Chatter, you'll never lose contact with your co-workers, accounts, or your most important data. Follow the activities of your CEO, post questions, update your status, and track late-breaking changes as they happen—all from your iPhone or BlackBerry.

Note: Not automatically visible. Feature is available, but requires some setup.

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Sales Cloud – Chatter

SALES CLOUD 2 – NOW WITH CHATTER *(Professional, Enterprise, and Unlimited Editions)*

Increase collaboration and productivity within your sales organization

- :: Gain increased visibility into what other reps are working on
- :: Receive real-time updates from your most important records

Summer '10 brings Chatter to the Sales Cloud to help your sales teams collaborate more easily and win more business. With Chatter, sales reps can monitor the people and records that matter the most—all in a single feed. Status updates help reps gain visibility into what others are working on and identify key colleagues for sales collaboration.

[See all Chatter features]

Note: Not automatically visible. Feature is available, but requires some setup.

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Sales Cloud – Analytics

Table Summaries *(Developer, Group, Professional, Enterprise, and Unlimited Editions)*

View summary rows on dashboard tables

- :: View column totals on tables
- :: Summarize dashboard table content easily

Table Summaries provide additional insight within a single dashboard component. With Summer '10, you can show column totals on dashboard tables just like source reports do.

Note: Automatically visible to all users. No setup required.

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Report Builder *(Developer Preview)*

Create and edit reports with ease

- :: Edit tabular and summary reports faster
- :: Rearrange groupings and columns with a drag-and-drop interface

With Report Builder, you can build summary or tabular reports and manage filters easier than before. Want to rearrange groupings or change date granularities while seeing the report results? Report Builder features a drag-and-drop interface to help administrators build complex reports quickly.

Note: Report Builder is in developer preview in Summer '10. Automatically visible to all administrators. No setup required.

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Drag-and-Drop Dashboards *(Developer, Professional, Enterprise, and Unlimited Editions)*

Configure dashboards on the fly

- :: Create dashboard components quickly
- :: Edit dashboards through a simple drag-and-drop interface

Dashboards are a powerful way to manage your business, but can be time-consuming to build. With Drag-and-Drop Dashboards, you can build a custom dashboard in minutes with no technical. Use the intuitive interface to drag component types and reports from a palette to your dashboard canvas and see the results instantly.

Note: Automatically visible to all administrators. No setup required.

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Dynamic Dashboards *(Developer and Unlimited Editions)*

Define dashboard results by user

- :: View dashboard data tied to a specified user
- :: Display dashboard data dependent on the logged-in user

Previously, a dashboard could only have a single, static running user. With Dynamic Dashboards, the running user can be a specific user (for sharing data across a hierarchy) or the logged-in user (for viewing results dependent on each individual's data). Now, administrators don't need to clone dashboards for each level of data access. A single dynamic dashboard can display a standard set of metrics across all levels of your organization.

Note: Automatically visible to all administrators. No setup required.

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Sales Cloud – Email and Productivity

CLOUD SCHEDULER *(Developer, Group, Professional, Enterprise, and Unlimited Editions)*

Send branded email invites for business meetings

- :: Schedule meetings for multiple people without the hassle and time of back and forth phone calls
- :: Collaborate on meeting availability via intelligent proposals and centralized feedback

Cloud Scheduler removes the time and hassles of coordinating meetings with clients so you have more time to sell. Short on time? Let Cloud Scheduler propose a series of times for you in a couple of clicks. Of course, sending out proposals is only part of securing a meeting. Once your meeting attendees receive your branded email invitation, they can collaborate at your branded calendar response site. With Cloud Scheduler, you get back valuable time while creating a collaborative and constructive experience for everyone involved in your meetings.

Note: Not automatically visible. Feature is available, but requires some setup.

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Sales Cloud – Marketing and Leads

CAMPAIGN ALERTS *(Developer, Professional, Enterprise, and Unlimited Editions)*

Improve communication and hand off leads between marketing and sales

- :: Set up custom notifications to contact/lead owners to inform them when campaigns are ready for sales follow up
- :: Ensure sales is aware of new contacts/leads and actions needed to move prospects to closed business

With the addition of Campaign Alerts, marketers can now add contacts/leads to campaigns and automatically trigger email notification to sales to ensure timely follow-up on members. These new alerts can help improve communication between sales and marketing, resulting in shorter sales cycles, better lead conversion, and increased revenue.

Note: Automatically visible to all administrators. No setup required.

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Enhanced Campaign History (*Developer, Professional, Enterprise, and Unlimited Editions*)

Quickly see campaign activities and responses in one location

- :: Understand campaign activity and interactions when viewing a contact/lead record
- :: Help sales engage in timely, relevant conversation regarding recent interactions

Using Enhanced Campaign History, sales and marketing have a complete picture of campaign interactions with a campaign member in a single location. By displaying custom fields in the Campaign History, everyone can see the campaigns that have touched a contact/lead as well as the actions taken by this campaign member. Making this information available directly on the contact/lead record lets everyone respond more effectively to prospects to drive business results.

Note: Automatically visible to all users. No setup required.

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ONE-CLICK CAMPAIGN LOOKUPS (*Developer, Professional, Enterprise, and Unlimited Editions*)

Get faster access to contact/lead records

- :: Quickly access contact/lead detail information to follow up with campaign members from an assigned campaign

Now you can efficiently move from the campaign member related list to viewing contact/lead detail information directly on the contact/lead record in a single click.

Note: Automatically visible to all users. No setup required.

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CAMPAIGN MEMBER DETAILS (*Developer, Professional, Enterprise, and Unlimited Editions*)

Know more about customers sooner

- :: Add any fields from a lead, contact, or account to campaign member records as a formula field
- :: View complex customer data with fewer clicks

Getting the latest information quickly means sales can be more effective in following up with customers throughout the sales cycle. With Campaign Member Calculated Details, everyone can see more detail about a specific campaign member without ever leaving the member record.

Using the page layout editor, you can select fields from the lead, contact, and account records to be included on the campaign member record as a formula field. Now everyone can quickly understand the value of the various members within a campaign and take the appropriate actions.

Note: Automatically visible to all users. No setup required.

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Sales Cloud – Mobile

GLOBAL SEARCH – FOR iPhone (*Developer, Contact Manager, Group, Professional, Enterprise, and Unlimited Editions*)

Search any object from your iPhone

- :: Search for local and remote data from your mobile device

Finding the specific data you need is now easier than ever using the Sales Cloud's mobile capability. The enhanced search tab supports both local and remote search, making it a one-stop place to find any information you need. Search results include matches found in any mobile-enabled object, with results grouped by object type like Accounts and Opportunities.

Note: Not automatically visible. Feature is available, but requires some setup.

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Service Cloud – Chatter

SERVICE CLOUD 2 – NOW WITH CHATTER (*Professional, Enterprise, and Unlimited Editions*)

Real-time collaboration across your entire company

- :: Collaborate across your company as easily as Facebook
- :: Quickly and easily find experts in your company
- :: Resolve customer issues faster by collaborating across your company

Transform the way your agents collaborate across your entire company with Chatter, now part of the Service Cloud. Chatter can help your agents identify internal experts and stay on top of critical developments relating to your top accounts, service cases, and knowledge articles. Resolve complex issues faster and deliver answers anywhere customers want them: over the phone, on the Web, or even in Twitter.

[See all Chatter features]

Note: Not automatically visible. Feature is available, but requires some setup.

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Service Cloud – Knowledge

KNOWLEDGE – NOW WITH CHATTER *(Enterprise and Unlimited Editions—at an additional fee)*

Stay up to date on your most important knowledge articles

- :: Easily follow articles you care about
- :: Get notifications of important knowledge updates through your Chatter feed

The Service Cloud's knowledge base serves up the right answer the first time across any channel. Now your favorite multitenant knowledge base includes Chatter, a powerful new way to collaborate with people at work. Follow the knowledge articles you care about most and never miss an important update with Chatter.

[See all Chatter features]

Note: Not automatically visible. Feature is available, but requires some setup.

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Service Cloud – Community

ANSWERS TO CASES *(Developer, Enterprise, and Unlimited Editions)*

Escalate important customer questions from your Answers forum

- :: Easily create a case from a customer question
- :: Provide faster responses by getting experts involved

When customers choose to use your company-sponsored Answers forum to get their questions answered, they usually expect the community to respond. But what can you do when the community doesn't know the answer? Now, you can escalate a customer question to a case so your agents can give your customer the right answer—fast. And when you provide the right answer, everyone wins because your entire community sees the answer in real time.

Note: Automatically visible to all administrators. No setup required.

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ANSWERS TO KNOWLEDGE *(Developer, Enterprise, and Unlimited Editions)*

Enrich your knowledge base with the best answers from your community

- :: Easily create a case from a customer question
- :: Provide faster responses by getting experts involved

Answers is a “tribal knowledgebase” where your customers can ask questions and the community responds with the best answer. Let the community decide which responses they like best and add them to your knowledgebase, so everyone wins. Empower your community to create knowledge for your company and your agents.

Note: Automatically visible to all administrators. No setup required.

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Service Cloud – Mobile

FIELD SERVICE (*Developer, Group, Professional, Enterprise, and Unlimited Editions*)
Use Salesforce CRM’s mobile capability for Windows for field service management

- :: Integrate with barcode scanners and magnetic stripe card readers
- :: Capture and attach images to records in Salesforce CRM

Salesforce.com introduces powerful new mobile functionality for field service professionals by providing integration with barcode scanners and magnetic stripe card readers in select Motorola Windows Mobile devices. Also capture and attach images using any supported Windows Mobile device that comes equipped with a camera. Other new capabilities let users scan barcodes and search instantly for detailed information, populate barcode data into new or existing records, and swipe credit cards to capture payment information.

Note: Not automatically visible. Feature is available, but requires some setup. Feature will be available post-release.

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Force.com – Chatter Platform

FORCE.COM – CHATTER PLATFORM (*Professional, Enterprise, and Unlimited Editions*)
Breathe new life into your custom applications

- :: Follow custom records and get updates from custom apps
- :: Get real-time updates from integrated apps

Summer '10 brings all the collaboration features of Chatter to your custom applications. Now you can get real-time updates from custom records as well as external applications you've integrated with. Chatter extends your applications built on Force.com providing a stream of live updates from people and data in your organization. Now you can develop custom applications leveraging Chatter technologies including profiles, status updates, and feeds. Also, take advantage of Chatter Apps from partners via the ChatterExchange. Your application data goes right into your

real-time feed, keeping everyone in the loop so you can make smarter decisions and watch productivity go through the roof.

[See all Chatter features]

Note: Not automatically visible. Feature is available, but requires some setup.

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Force.com – 800+ Integrated Applications

PUSH PATCH UPDATES *(Developer Edition)*

Send push upgrades automatically

- :: Manage bug fixes for your apps
- :: Release patches to your subscribers

ISV partners can now automatically upgrade their applications for their subscribers. This feature lets ISVs fix crucial bugs and automatically deploy the patch.

Note: Only available to registered ISV partners. Contact salesforce.com to enable this feature.

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PACKAGED WEB SITE ACCESS *(Developer, Group, Professional, Enterprise, and Unlimited Editions)*

Package applications without manual setup

- :: Automatically package remote site settings
- :: Avoid the hassle of manual setup

Now applications that connect to third-party Web sites such as Twitter or Facebook can request this access during install. Automatically including remote site settings means a new customer can be up and running instantly. No manual setup is required.

Note: Not automatically visible. Feature is available, but requires some setup.

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Force.com – Programmable Cloud Logic

KNOWLEDGE API *(Developer, Enterprise, and Unlimited Editions)*

Access the Knowledge API to build custom functionality

- :: Create a custom search for your knowledge base
- :: Import and organize knowledge base articles

Create custom knowledge base searches as well as tools to help import and render your articles. Organizations can use Knowledge API access to retrieve information about data category groups

and security settings. Plus, you can change the categorization of your knowledge articles via the API.

Note: Not automatically visible. Feature is available, but requires some setup. Only available with purchase of knowledge base.

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FORCE.COM IDE FOR SUMMER '10 *(Developer, Enterprise, and Unlimited Editions)* *Develop and deploy on the Force.com platform*

- :: Retrieve and update metadata
- :: Take advantage of Force.com enhancements for Summer '10

This update allows the Force.com IDE to work with all metadata types available in the Summer '10 release. Developers can now edit metadata as XML files, migrate metadata between orgs, and use the new Force.com code (Apex) language features of Summer '10.

Note: Not automatically visible. Feature is available, but requires some setup.

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Force.com – Programmable User Interface

MY DOMAIN *(Developer, Enterprise, and Unlimited Editions)* *Personalize your salesforce.com URL*

- :: Create a unique and memorable URL for your organization
- :: Provide additional security for your data

Using My Domain, your organization can select a custom salesforce.com domain name that highlights your brand or represents your business. My Domain also improves your organization's security against cross-site scripting, a common type of security risk. Plus, it provides better support for single sign-on and lets us manage the service more seamlessly on your behalf.

Note: Contact salesforce.com to enable this feature.

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DEPENDENT PICKLISTS FOR PAGES *(Developer, Enterprise, and Unlimited Editions)* *Bring the benefits of dependent picklists to your Force.com pages*

- :: Improve the end-user experience of your Force.com pages with filtered picklists

Summer '10 brings dependent picklists to your custom Force.com pages. The dependent picklist works in conjunction with a controlling picklist or checkbox to filter available options. The value chosen in the controlling field determines the values available in the dependent field.

Note: Automatically visible to all administrators. No setup required.

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Force.com – Proven Real-Time Integration

BULK API MANAGEMENT *(Developer, Enterprise, and Unlimited Editions)*

Manage data loading from process to performance

- :: Run batch processes more efficiently
- :: Track success metrics of high-volume data loads

Now, you can manage growing data volumes easily using efficient batch processing and performance metrics. Load your most critical data into salesforce.com at high throughputs to make accurate information available in real time.

Note: Not automatically visible. Feature is available, but requires some setup

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Force.com – Real-Time Web Sites

ADMINISTRATOR PREVIEW *(Developer, Enterprise, and Unlimited Editions)*

Troubleshoot administrative errors in your Force.com sites pages

- :: View detailed error messages
- :: Investigate bugs on your Web sites

Troubleshooting your site is now easier with Administrator Preview. Use this feature to look at Force.com sites pages in context and in greater detail to figure out what's causing errors.

Note: Automatically visible to all administrators. No setup required

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URL MASK *(Developer, Enterprise, and Unlimited Editions)*

Create URLs that make sense

- :: Make your URLs easy to remember
- :: Optimize your URLs for search engines

Make it easy for people and search engines to find pages on your Web site with URLs that are easy to remember and understand. Now, you can create URLs that use a word of your choice to point to specific records that are displayed. For example, you can mask the URL `www.site.com/product?id=A00012345656XYZ` as `www.site.com/product1`.

Note: Not automatically visible. Feature is available, but requires some setup.

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SITES SINGLE SIGN-ON *(Developer, Enterprise, and Unlimited Editions)*

Use a single login for your customers

- :: Avoid confusion and multiple logins

- :: Streamline customer interaction

Sites Single Sign-On lets your customers log into your Force.com sites applications using the same credentials as other client applications you host. Each customer can use a single user name and password for multiple applications.

Note: Not automatically visible. Feature is available, but requires some setup.

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COOKIE SUPPORT *(Developer, Enterprise, and Unlimited Editions)*

Access cookies through Force.com code for your Force.com sites

- :: Track sessions per customer
- :: Improve the customer experience for Web forms

Summer '10 brings cookie support to your Force.com sites using Force.com code (Apex). Use new methods to get and set cookies as well as a new cookie class to manage cookie access.

Note: Not automatically visible. Feature is available, but requires some setup

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Force.com – Unlimited Real-Time Database Customizations

DEPENDENT LOOKUPS *(Beta)*

Ensure data quality in real time

- :: Filter lookups based on custom criteria

With Dependent Lookups, administrators can filter dialog results based on data from other fields, similar to the dynamic behavior of dependent picklists. Administrators can now use checkbox, number, date, picklist, and lookup fields on the current record in their Lookup Filters to increase end-user productivity. Administration and implementation is easier thanks to sets of a suggested filter tailored to the organization's schema.

Note: Dependent Lookups is in a limited beta program only. Automatically visible to all administrators. No setup required.

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RICH TEXT FIELDS *(Developer, Group, Professional, Enterprise, and Unlimited Editions)*

Make your data look good

- :: Richly format your data by bolding, italicizing, and underlining text or by adding bulleted or numbered lists
- :: Easily link to data on the Internet with hyperlinks

Do you want to make your data look really good and be functional by adding bold, underline, hyperlinks, and images? Now, you can easily create richly formatted fields by using Rich Text Fields.

Note: Automatically visible to all users. No setup required.

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