Spring ’21 Release in a Box

A digital resource for Admins, Business Users, Community Groups, Developers, and more.
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Further information on these and other factors that could affect the company's financial results is included in the reports on Forms 10-K, 10-Q and 8-K and in other filings it makes with the Securities and Exchange Commission from time to time. These documents are available on the SEC Filings section of the Investor Information section of the company’s website at www.salesforce.com/investor.

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What’s Included?

Presentation Deck*
This deck includes high-level summaries of the top innovations for each product.
Select desired slides for a personalized presentation.

Helpful Links
Most innovations contain links to 2-3 minute digestible demos and/or links to learn more.

Additional Information
Use the color-coded legend to choose the appropriate slides for your audience (Admin, Business User, Developer).

*Not to be confused with the Release Overview Deck, which takes a deeper dive into fewer features, and is tailored to admins and developers.
How Do I Learn More?

1. Visit salesforce.com/releases: [click here]
2. Watch demo videos on the YouTube playlist: [click here]
3. Take the Release Highlights Trail: [click here]
4. Dive into the details with Release notes: [click here]
5. Stay up to date by joining the customer Release Readiness Trailblazers Community Group: [click here]
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*Industries - Energy & Utilities Cloud*
Sales

- Forecast Adjustments on the Salesforce Mobile App
- High Velocity Sales for Opportunities
- Salesforce Maps Field Safety Kit
- Einstein Conversation Insights
- Salesforce CPQ Enhancements
- Revenue Cloud
- Loyalty Management

’21
Forecast Adjustments on the Salesforce Mobile App

Access your forecasting from anywhere. Users now have the ability to view and make adjustments to forecasting using the Salesforce Mobile app.

Learn More
High Velocity Sales for Opportunities

You can now leverage sales cadences on any top sales objects, at any stage of the sales cycle or deal. Track and engage directly and automatically on the Lead, Contact, Opportunity, Account, or Person Account records using the best practice steps from Sales Cadences.

Available with the purchase of Sales Cloud & High Velocity Sales EE+

Learn More  Watch Demo
Salesforce Maps Field Safety Kit

In addition to the Covid trend data layer which is already available to customers, further features of the Field Safety Kit are now GA. Now you can prepare for site visits with "in-field safety questionnaire" templates triggered for review by Account Executive check-in/check-out.

Learn More

Available with the purchase of Sales Cloud, Maps
Einstein Conversation Insights

Give sales managers insights about their teams’ sales calls and surface coachable moments. Managers can play recordings of conversations to gain visibility into mentions of competitors, products, custom keywords, pricing discussions, and next steps.

Available with the purchase of Sales Cloud & High Velocity Sales EE+

Learn More  Watch Demo
Salesforce CPQ now offers improved support for enterprise scale. We've doubled the number of lines we support in contracting from orders which means that if you can quote it, you can order it, you can contract, amend and renew it. We can now transact larger, more complicated transactions end-to-end.

Available with the purchase of Salesforce CPQ
Revenue Cloud

Make business buying as easy as shopping on Amazon with a unified transaction engine that is capable of handling any revenue model from widgets to wireless plans, designed API-first for seamless omnichannel experiences when buying, amending, or renewing, and built on the #1 trust CRM platform, empowering sellers, partners, and online storefronts to deliver personalization at every step in the buying journey.

Learn More
Loyalty Management

Loyalty Management is an end-to-end loyalty platform that empowers you to create intelligent, personalized engagements that increase Customer Lifetime Value. Configure programs to fit B2B and B2C business needs in any industry.

Learn More

Available with the purchase of Loyalty Management
Service

- Einstein Recommendation Builder
- Field Service: Appointment Assistant
Einstein Recommendation Builder

Create custom recommendation models, combining any two objects to drive recommendations that improve CSAT, revenue, and more. Surface these recommendations to agents in the console and to customers in a self-service portal with Einstein Next Best Action.

Available with the purchase of (Service Cloud EE Plus + Service Cloud Einstein add-on Platform + Lightning Platform Plus)

Learn More  Watch Demo
Field Service: Appointment Assistant

Appointment Assistant enhances customer engagement and transparency by letting customers know when help is on the way, removing the 4 hour wait window and giving real time updates on the channel of their choice such as SMS or self service portal.

Learn More  Watch Demo

Salesforce Field Service (EE or UE)
Digital Engagement is optional
Marketing

- Loyalty Management
- Interaction Studio: Real Time Segment Triggers for Journey Builder
- Sandbox for Datorama
- Datorama Media Planning Center
- Advertising Studio Integration with LinkedIn Matched Audiences Enhancements
- Pardot: Cross Business Unit Leads and Contacts
- Pardot: Campaign Cloning
Loyalty Management

Loyalty Management is an end-to-end loyalty platform that empowers you to create intelligent, personalized engagements that increase Customer Lifetime Value. Configure programs to fit B2B and B2C business needs in any industry.

Learn More

Available with the purchase of Loyalty Management
Triggers for Journey Builder allows our customers to create segments in real time based on the actions visitors take on a website, with an email, on the mobile app, and more. These segments are activated in Journey Builder to present real time, 1-to-1 content based on affinities.

Available with the purchase of Interaction Studio Growth edition or Premium edition.
Sandbox for Datorama

Ensure data governance best practice with a dedicated testing environment. Sandbox for Datorama gives admins the ability to test setup configuration and data changes in an isolated development environment that is always in sync with production.

Learn More  Watch Demo

Available with purchase of Datorama.
Optimize your media budget allocations with advanced planning tools. With the Media Planning Center, you can create, manage, and analyze media plans; identify media plan optimization opportunities; and use Einstein AI to model your media mix and test scenarios.
With LinkedIn Matched Audiences, customers now have access to unique targeting capabilities that give you the ability to combine LinkedIn’s powerful professional data with your own first-party data.
Pardot: Cross Business Unit Leads and Contacts

Additional platform flexibility which will allow customers to prevent sync conflicts on the Pardot proprietary fields (score, grade, etc), ultimately allowing a single lead or contact to sync to more than 1 business unit.

Available for all Advanced/Premium customers with >1 provisioned Business Unit.
Pardot: Campaign Cloning

Save time and boost efficiency with reusable marketing assets. With this latest enhancement, you can now effortlessly clone landing pages, forms, form handlers and links related to a campaign.

Learn More  Watch Demo
Experience Cloud

- Lightning Web Runtime
- Salesforce CMS Enhancements
- Salesforce Mobile Publisher Enhancements
- Developer Tool Enhancements
Lightning Web Runtime

Build blazing fast CRM-friendly experiences for your customers including high speed marketing websites, microsites, and portals with <1s page load time, using the Lightning Web Runtime (LWR) platform for Experience Cloud. And, introducing the brand new Build Your Own (LWR) template created with incredible page speed performance and enhanced developer productivity.

Learn More  Watch Demo

Available with the purchase of Digital Experience (Previously Lightning Communities) Salesforce CMS
Salesforce CMS Enhancements

With the latest CMS Enhancements, users can now easily deploy CMS content between orgs using a consistent content ID. Customers can export content from one org (i.e., Sandbox org) and import it into another org (i.e., production) and keep CMS Lightning Components working.

Available with the purchase of Salesforce CMS
Previously on mobile devices, users were unable to upload files from the Files related list on a record. With the Salesforce Mobile Publisher Enhancements, users can now easily upload files from a computer, or existing files in Salesforce, and associate them to the record from the Files related list. And, with the Publisher Playground app, users can now quickly preview and evaluate the in-app experience without having to purchase a mobile publisher license.

Available with the purchase of Digital Experience (Previously Lightning Communities)
Custom Domains in Sandbox allows users the ability to confidently test a custom domain experience before deploying to production. Prior to this, only sites/communities on a production org were able to be connected and served by a custom domain. Users are also able to build custom Lightning Web Components that can easily integrate with Salesforce CMS for seamless content selection.
Salesforce Anywhere

- Live Data Enhancements
- Document Creation in Salesforce
Live Data Enhancements

Since the Winter ’21 release, you could add live Salesforce field data anywhere in a document on the fly. Now Admins can include these Live Data Mentions in document templates so the field data auto-populates when created, making strategic plans more connected to Salesforce data.

Learn More

Available with the purchase of Salesforce Anywhere Advanced
Need to quickly take some notes when calling a customer from Salesforce? Now you can create a new document inside Salesforce to do it, and then share it with the relevant customer record immediately for the rest of the team to access.

Available with the purchase of Salesforce Anywhere Advanced
Commerce

- B2B Commerce on Lightning Experience Enhancements
- Omnichannel Inventory
- Distributed Order Management
- Payments
- Revenue Cloud
B2B Commerce on Lightning Experience Enhancements

Leverage Lightning fast storefront setup. Speed to market with reference storefront enhancements, Lightning components, and guided setup for product variations, which are GA along with guest browsing.

Available with the purchase of B2B Commerce on Lightning Experience.

Learn More  Watch Demo
Omnichannel Inventory

Create a single source of truth with a complete solution for location-level inventory availability. With Omnichannel Inventory, merchants can configure fulfillment locations and segment inventory by channel using location groups, and visually manage inventory across locations and products. This feature is compatible with with B2C Commerce and Salesforce Order Management.

Learn More  |  Watch Demo

Available with the purchase of Salesforce Order Management
Fulfill faster and reduce costs leveraging dynamic order routing flows to fulfill from the best location and boost customer satisfaction. Distributed Order Management will help merchants fulfill faster, keep costs down, and improve speed to deliver by providing configurable fulfillment workflows that can dynamically minimize order splits and route to the location closest to the shopper.

Available with the purchase of Salesforce Order Management

Learn More  Watch Demo
Get to market faster and boost conversion rates with an out-of-the-box payment solution. Commerce Cloud Payments delivers fast, flexible, and elegant checkout experiences that support credit cards, mobile wallets such as Apple Pay and Google Pay, and non-card methods such as SEPA, iDEAL and Bancontact, all with integrated fraud protection.

Revenue Cloud

Make business buying as easy as shopping on Amazon with a unified transaction engine that is capable of handling any revenue model from widgets to wireless plans, designed API-first for seamless omnichannel experiences when buying, amending, or renewing, and built on the #1 trust CRM platform, empowering sellers, partners, and online storefronts to deliver personalization at every step in the buying journey.

Learn More
Platform | Services

- Einstein Recommendation Builder
- Customer 360 Privacy Center Enhancements
- Customer 360 Data Manager: Data Validation Dashboards
- Guidance Center
Deliver AI-driven, personalized recommendations to customers by matching records from one Salesforce object to another. Tell Einstein which Salesforce objects to learn from, customize your settings, and put your AI recommendation to work in an Einstein Next Best Action strategy.

Available with the purchase of Service Cloud EE Plus + Service Cloud Einstein add-on and Platform + Lightning Platform Plus
Customer 360 Privacy Center Enhancements

Make it easier to keep consent data in sync across multiple records by using a single API to simultaneously update or write consent for multiple matching records. Automatically create an Individual record and connect multiple related records to it.

Available with Developer Editions or the purchase of Platform SKUs (Professional, Enterprise, Performance, Unlimited)
Customer 360 Data Manager: Data Validation Dashboards

Visualize your source and Global Profile data within Customer 360 Data Manager via embedded pre-built Tableau CRM dashboards. Understand how different match rule scenarios or additional data sources/objects affect Global Profile consolidation rates, confirm data quality and global profile composition, and identify data source and object overlap within Global Profiles.

Available with the purchase of Customer 360 Data Manager.
Guidance Center

With Guidance Center, Admins can access personalized guided setup and onboarding resources that align to their experience level and business goals and help set their Salesforce implementation up for success.

Learn More

Available with Developer Editions or the purchase of Platform SKUs (Professional, Enterprise, Performance, Unlimited)
Platform | Applications

- Salesforce Shield for Surveys
- Salesforce Scheduler: Next Available Resource
- Einstein Relationship Intelligence
- Salesforce Feedback Management: Customer Lifecycle Map Enhancements
- Flow Builder for Salesforce Surveys
- Salesforce Scheduler: Resource Prioritization
- Decision Tables
Salesforce Shield for Surveys

Protect sensitive customer data collected in Surveys with native encryption, helping you to meet regulatory compliance mandates. Ensure that data is encrypted from Salesforce users, including admins.

Learn More

Included in Financial Services Cloud, Health Cloud, Manufacturing Cloud, Consumer Goods Cloud, Sales Cloud, Service Cloud, Community Cloud and Platform SKUs
List resources with the earliest availability at the top in the appointment booking flow. This new scheduling default helps you service customers more quickly, while maximizing resource availability.

Available with the purchase of Lightning Scheduler plus licenses in Sales Cloud, Service Cloud, Communities, Financial Services Cloud, Health Cloud, Manufacturing Cloud, Consumer Goods Cloud

Learn More
Einstein Relationship Intelligence

Uncover rich, contextual insights about your clients and their relationships with a new intelligence engine that surfaces information from the web and internal documents.

Requires PE, EE or UE org.
Salesforce Feedback Management: Customer Lifecycle Map Enhancements

Ensure you’re collecting feedback at the interactions most important to your business by easily defining trigger rules when setting up Customer Lifecycle Maps.

Learn More

Available with the purchase of Salesforce Feedback Management plus licenses in Sales Cloud, Service Cloud, Platform, Financial Services Cloud, Health Cloud, Manufacturing Cloud or Consumer Goods Cloud
A new out of the box action to send Surveys in Flow Builder will allow you to address more complex survey distribution rules ensure you’re gathering feedback from the right customers at the right time.

Available with the purchase of Financial Services Cloud, Health Cloud, Manufacturing Cloud, Consumer Goods Cloud, Sales Cloud, Service Cloud, Community Cloud and Platform SKUs.
Salesforce Scheduler: Resource Prioritization

Prioritize resources in an appointment booking flow by only returning resources that meet the selected filter criteria, or through manual prioritization, giving field-level managers more control over resource utilization.

Available with the purchase of Lightning Scheduler plus licenses in Sales Cloud, Service Cloud, Communities, Financial Services Cloud, Health Cloud, Manufacturing Cloud, Consumer Goods Cloud.
Decision Tables

Streamline business processes with a framework for complex rules. Create if/then scenarios using multiple inputs in Decision Tables and activate it in Flow Builder to activate multiple outcomes.

Learn More

Apps | Lightning Experience

- Dynamic Actions Enhancements
- In-App Guidance Enhancements
In Spring '21, Dynamic Actions is now GA for additional objects and mobile! Harness the power of Dynamic Actions on Accounts, Contacts, Leads, Opportunities and Cases for Lightning Experience Desktop, and on Custom Objects in Mobile.

Available with Developer Editions or the purchase of Platform SKUs (Professional, Enterprise, Performance, Unlimited)
In-App Guidance Enhancements

Add images, including animated gifs, to your prompts and walkthroughs. Choose from different layout options and turbo charge user engagement with your in-app guidance.

Learn More  Watch Demo

Single Prompt authoring is available with the purchase of Lightning Platform. Walkthroughs are available with the purchase of myTrailhead license.
Apps | Application Development

- Lightning Web Components: Local Development Enhancements
- Salesforce Flow: Debug Tool Enhancements
- Salesforce Flow: Record-Triggered Enhancements
- Localization Support in App Builder
- Multi-Factor Authentication Assistant Enhancements
Customers can now build, test and debug Lightning Web Components (LWC) right from a project. Without pushing to a Salesforce org, developers can now make changes to LWCs and immediately see those changes rendered in a browser or a mobile emulator.

Available with the purchase of Lightning.
Salesforce Flow: Debug Tool Enhancements

Admins can now start debugging unexpected issues with their Flows in a single click with a brand new, bleeding edge, app-native Flow production debugger. Goodbye to the days of spending hours trying to reproduce bugs, and welcome to the era of unbridled automation productivity!

Available with Developer Editions or the purchase of Platform SKUs (Professional, Enterprise, Performance, Unlimited)
Salesforce Flow: Record-Triggered Enhancements

Triggered Flows just got better with new ways to dynamically use record data - you can access the record’s value prior to the trigger to create more complex logic, and you can trigger new paths based on the record’s date and time fields, like close date or renewal date.

Available with Developer Editions or the purchase of Platform SKUs (Professional, Enterprise, Performance, Unlimited)
Localization Support in App Builder

Enable Admins to create fully translatable component labels including tab labels on Lightning pages and empower users across languages and geographies. Save costs of creating and maintaining Lightning pages in different languages for different profiles by invoking reusable labels with translations in multiple languages.

Available with Developer Editions or the purchase of Platform SKUs (Professional, Enterprise, Performance, Unlimited)
Multi-Factor Authentication Assistant Enhancements

Monitor the health and security of your org and assist your team in transitioning to using MFA/SSO to login with MFA assistant and the MFA metric on Optimizer.

Available with Developer Editions or the purchase of Platform SKUs (Professional, Enterprise, Performance, Unlimited)
Learning | Trailhead/myTrailhead

- Custom Product Filters
- Trailhead GO Enhancements
- Customer 360 Guide for Discrete Manufacturing
Custom Product Filters

Customize product filters with your company's unique products to help learners quickly discover learning content that's most relevant to them.

Available with the purchase of myTrailhead for Employees or myTrailhead for Customers and Partners.
Trailhead GO Enhancements

With Community in Trailhead GO, the Trailblazer Community Collaboration functionality is available directly in the Trailhead GO mobile app. Ask and answer questions, follow along with important updates in your groups, and discover new featured groups as you connect from anywhere.

Learn More  Watch Demo
Customer 360 Guide for Discrete Manufacturing

Build a vision for the future of your discrete manufacturing business and implement the changes needed to fully realize your digital transformation. Architectural diagrams, blueprints, and business scenarios show you how Salesforce products combine with industry best practices to expand your business capabilities.
Analytics

- Tableau: Prep Builder in the browser
- Tableau CRM: Dashboard Components
- Tableau CRM: Data Prep Enhancements
- Tableau CRM: Einstein Discovery Enhancements
- Tableau CRM: Custom Fiscal Calendar
Tableau: Prep Builder in the browser

Prep your data from wherever you have access to a browser—bringing the data prep process into one integrated platform on the web. Upgrade the server to get everyone running on the latest version.

Learn More

Available with the purchase of Tableau Prep
Tableau CRM: Dashboard Components

Dashboard components give you a new way to build dynamic dashboards with reusable widgets, saving you time and effort.

Learn More  Watch Demo

Available with the purchase of Tableau CRM Growth Tableau CRM Plus | Tableau CRM Industry SKUs
Tableau CRM: Data Prep Enhancements

Store descriptions of top predictors and improvements in your datasets with the new predict node in data prep. Windowing functions are now available in formulas in Data Prep Recipes for Tableau CRM.

Available with the purchase of Tableau CRM Growth Tableau CRM Plus | Tableau CRM Industry SKUs
The Einstein Discovery and Einstein Data Insights user experiences have been reimagined. Navigating through insights and model metrics has never been easier. The prediction tab in model metrics is more understandable as you can see predictions alongside the actual data to truly gauge your model's accuracy. Random forest is an additional algorithm in Einstein Discovery's Machine Learning toolkit.
Leverage Salesforce custom fiscal calendar for all dates in a Tableau CRM Dataset.
Industries | Financial Services Cloud

- Interaction Summaries
- Branch and Practice Management
- Rollup by Lookup Enhancements
- Intelligent Form Reader with Amazon Textract
- Compliant Data Sharing Enhancements
- Actionable Relationship Center Enhancements

'21
Interaction Summaries

Easily capture meeting notes and attendees all in one place. Share notes with confidential information only with relevant stakeholders to maintain compliance, and associate notes with accounts and opportunities to surface customer insights.

Available with the purchase of FSC PE+
Define new ways to manage branches and practices, their staff, and customers. Associate individual staff members to a specific branch or practice so that you can identify and track customer interactions and performance by location or staff member.

Learn More  Watch Demo

Available with the purchase of FSC PE+
Rollup by Lookup Enhancements

Use high performance rollups to significantly reduce the processing time to aggregate financial information. Aggregate a customer, household, or business’s financial accounts, assets, liabilities, and other financial information to get a holistic view of customers and their financials. Gather insights around relationships and understand a customer's financial picture at every level of the hierarchy.

Available with the purchase of FSC PE+

Learn More  Watch Demo
Intelligent Form Reader with Amazon Textract

Increase efficiency and automate manual data entry by using Optical Character Recognition to extract data from forms like tax returns or W-2s into Financial Services Cloud. Create templates that map data fields to Salesforce objects so your employees can easily review and approve documents.

Learn More  Watch Demo

Available with the purchase of FSC PE+ and Intelligent Form Reader Add-On
Compliant Data Sharing Enhancements

Define sharing access levels for a group so you can easily share confidential information with an entire account or coverage team.

Available with the purchase of FSC PE+
Actionable Relationship Center Enhancements

Visualize colleagues covering different accounts to quickly discover who the right colleagues are to help you influence deals at large, global enterprise clients who may have many subsidiaries and internal account teams.

Available with the purchase of FSC PE+
Industries | Health Cloud

- FHIR R4 Support
- Intelligent Document Automation Enhancements
Extend the value of your EHR and seamlessly integrate data from external systems with the new FHIR R4 aligned data model. Equip care teams with real-time clinical, diagnostic, medication, and administrative data - all from within Health Cloud.

Available with the purchase of Health Cloud
Intelligent Document Automation Enhancements


Learn More

Available with the purchase of Health Cloud

Business User
Industries | Manufacturing Cloud

- Sales Agreement Enhancements
Sales Agreement Enhancements

Improve Sales Agreement accuracy with usability improvements. Edit Sales Agreements based on agreement status, and leverage our API for enhanced agreement management.

Available with the purchase of Manufacturing Cloud

Learn More
Industries | Consumer Goods Cloud

● Einstein for Consumer Goods Enhancements
● Direct Store Delivery Enhancements
● Visit Execution Enhancements
Einstein for Consumer Goods Enhancements

Receive smart recommendations that prioritize activities and tasks performed in store informed by business needs and goals with Einstein Visit Task Recommendation.

Learn More
Watch Demo

Available with the purchase of CG Cloud: Retail Execution Strategic Sales
Direct Store Delivery Enhancements

Equip field reps with the right information to ensure seamless delivery to drive productivity

Learn More

Available with the purchase of CGC Retail Execution - Field Sales
CGC Retail Execution - Strategic Sales
Visit Execution Enhancements

Drive further productivity for field reps and drivers by allowing sales managers to provide pre and post visit tasks such as load inventory or submit a report; empower field reps to be more agile by giving them the flexibility to add ad hoc tasks while in-field.

Learn More

Available with the purchase of Any CGC SKU
Industries | Public Sector Solutions

- Regulatory Fee Management
- Inspection Management: Visit Scheduling
- Grants Program Management
Regulatory Fee Management

Provide a streamlined approach for the calculation of regulatory fees associated with licenses and permits, inspections, and enforcement actions with constituent self-service. Help constituents determine the right fee amount with support for flat fee, rules-based, and calculation-based fee processes.

Learn More  Watch Demo

Available with the purchase of Public Sector Foundation UE/EE, Public Sector Applications Forms
Optimize team productivity with intuitive visit scheduling. Reduce scheduling conflicts with visibility to team calendars and upcoming inspections.

Available with the purchase of Public Sector Foundation EE/UE and Public Sector Mobile Inspections EE/UE
Grants Program Management

Track, manage, and deliver grants programs with ease with increased visibility across the entire funding lifecycle. Manage stakeholders and funding programs in a single system, powered by the world's #1 CRM.

Available with the purchase of Public Sector Foundation EE/UE, Grants Program Management (add on)
Industries | Communications Cloud

- Enterprise Sales Management
- Mobile Subscription Management
- B2C Commerce Toolkit for Communications and Media Clouds
Redefine the selling experience by giving communications service providers (CSPs) the ability to handle complex, large transaction quoting. Configure and estimate different solutions, and benefit from bulk upload, group management, and bulk configuration.
Mobile Subscription Management

Manage the acquisition and in-life processes for consumer mobile and digital subscribers, including account management, subscription support, and interaction history. Quickly launch new products and services, simplify digital onboarding and account creation with an agent console, and move faster and reduce errors with one-click customer care.

Available with the purchase of Salesforce Communications Cloud
B2C Commerce Toolkit for Communications and Media Clouds

Enable consumer self-service and increase cart conversion by deploying communications industry digital commerce. Streamline online shopping with performance and scalability enhancements, and accelerate time to market with pre-built templates and processes.

Learn More

Available with the purchase of Salesforce Communications Cloud or Media Cloud
Industries | Media Cloud

- Subscriber Lifecycle Management
- Self-Service for Subscription Management
Subscriber Lifecycle Management

Grow video and over-the-top subscription and transaction revenue with a comprehensive AI-powered subscriber management solution. Quickly launch differentiated products, packages and promotions with agility.

Watch Demo

Available with the purchase of Salesforce Media Cloud
Self-Service for Subscription Management

Deploy subscriber management to digital commerce, OTT and other self-service experiences that ensures delivery of a consistent, omni-channel experience

Available with the purchase of Salesforce Media Cloud

Watch Demo
Industries | Energy & Utilities Cloud

- Contact Center Console Enhancements
- Commercial & Industrial Key Account Management Enhancements
Utilities Contact Center Console Enhancement

Extend the Energy & Utilities Contact Center Console for agents to support hierarchical structure for multi-premise customers to be able to serve both B2C and B2B from a single unified console.

Available with the purchase of Salesforce Energy & Utilities Cloud
Commercial & Industrial Key Account Management Enhancements

Enhance personalization for your largest and most valuable utility business accounts. Factor in the unique structure of Commercial & Industrial (C&I) customers, including Multi-Account, Site, Service Point, Contract, and Stakeholder management. View and manage relationships, contracts, and quotes across highly complex physical world and relationship structures at energy and utility companies.

Available with the purchase of Salesforce Energy & Utilities Cloud

Watch Demo
Salesforce.org | Nonprofit Cloud

- Grants Management Enhancements
- Salesforce.org Elevate Enhancements
- Accounting Subledger Enhancements
- Case Management Enhancements
- Tableau Dashboards for Nonprofits: Program Management

'21
Grants Management Enhancements

Provide tools to simplify the process of inviting grantseekers and handle the related security/record ownership settings. Improve usability of Grantee Portal, making interactions more intuitive.

Available with the purchase of Grants Management EE or UE SKU
Salesforce.org Elevate Enhancements

Allow donors to select a designation for their gift and provide them with an option to cover fees on Giving Pages. Support for additional payment gateways and migrate recurring donors' gift and payment data to Elevate.

Available with the purchase of Nonprofit Success Pack and Elevate

Learn More
Accounting Sets allow for the use of either the default NPSP data model or the "No Payment" data model which creates flexibility with the creation of Ledger Entries.

Available with the purchase of Nonprofit Success Pack
Case Management Enhancements

Choose an intake template specific to each unique program that outlines all the information you need to gather from a client for that intake. Move from section to section based on the natural flow of the conversation with your client and come back to the checklist if you’re unable to get all the information in one sitting.

Learn More

Available with the purchase of Nonprofit Cloud Case Management and Program Management Module
Help program management teams visualize success with out of the box Tableau dashboards built to help organizations of all sizes visualize program impact.

Available with the purchase of Nonprofit Success Pack and Program Management Module

Learn More
Salesforce.org | Education Cloud

- Admissions Connect
- Student Success Hub
- Virtual One-Stop
- Advisor Flex Scheduling
- Salesforce.org Elevate Enhancements
Admissions Connect

Provide a unified experience for applicants and admissions teams with this new application and decisioning product for recruitment and admissions. It includes a data model, application reader, and document management.

Learn More  Watch Demo

Available as an add-on to the Service Cloud EE or UE SKU
Student Success Hub helps K-12 schools deliver equitable and holistic support from anywhere by connecting students with the services they need to thrive—from food and mental health to devices, tutoring, and much more.

Available with the purchase of Student Success Hub EE or UE SKU
Due to COVID-19, campus situations are fluid. Our customers need to be prepared to offer remote or hybrid experiences quickly and with ease. Our additional documentation will help customers turn their in-person One-Stop or advisor walk-in hours into a seamless virtual queue.

Available with the purchase of Advisor Link, Service Cloud EE/UE, Community Cloud Plus
Advisor Flex Scheduling

Advisors need more flexibility around their availability, whether that means only accepting appointments of a given topic at specific times, or seamlessly transitioning from in-person to remote meetings. Now Advisors can create their appointment availability based on topic and location.

Available with the purchase of Advisor Link, Service Cloud EE/UE, Community Cloud Plus.
Salesforce.org Elevate Enhancements

Allow donors to select a designation for their gift and provide them with an option to cover fees on Giving Pages. Support for additional payment gateways and migrate recurring donors' gift and payment data to Elevate.

Learn More

Available with the purchase of Education Cloud with Gift Entry Manager
Customer Success

- Enhanced Premier Success Plan
- Signature Success Plan
- Help Portal Enhancements
- Assurance Services
Enhanced Premier Success Plan

The Premier Success Plan now offers more features designed to help customers speed their time to value. This includes enhanced Chat Support, onboarding and implementation coaching, training updates, and much more.
Signature Success Plan

Signature is our new top-tier success plan that gives customers with complex operations even greater confidence in their Salesforce performance. Signature includes our fastest Support response times, release readiness planning, proactive monitoring, and much more.
Help Portal Enhancements

Getting answers to your Salesforce questions has never been easier! With our simplified case logging, new in-app resources, and easy access to videos and other self-service tools, you can fix issues faster and even avoid them in the first place.

Watch Demo

Available with the purchase of Premier/Premier+
Assurance Services are new offerings that help ensure customer success by providing guidance at every step of their implementation journey. With these offerings, a team of Salesforce experts guide critical moments of your implementation journey to make sure your organization is set up for future innovation.

Available with the purchase of Premier/Premier+
Integration (MuleSoft)

- MuleSoft Composer for Salesforce
- 2 New Mulesoft Accelerators
- Anypoint Platform: Multi-factor Authentication
MuleSoft Composer for Salesforce empowers everyone to create connected experiences faster by giving non-developers, who own key parts of the customer journey, a simple clicks, not code solution that can be used without waiting on development resources to unlock data, integrate apps, and automate business processes to create real customer value.

Available with the purchase of Sales Cloud, Service Cloud
2 New MuleSoft Accelerators

Latest release of MuleSoft Accelerator for Healthcare enables payers to meet the CMS Interoperability and Patient Access final rule by providing API specifications and implementation templates for Patient Access API, Provider Directory API, and Formulary API.

Launch of MuleSoft Accelerator for SAP enables customers to unlock data from SAP and connect it to critical applications such as Salesforce.

Available with the purchase of Anypoint Platform
Anypoint Platform: Multi-factor Authentication

Multi-factor authentication for Anypoint Platform provides simple and effective ways to protect your data with something the user knows (login credentials) and something the user has (verification methods).

Learn More