Spring ’19 Release In a Box
A Digital Resource for Admins, Community Group Leaders/Members, Developers and more!
Forward-Looking Statements

Statement under the Private Securities Litigation Reform Act of 1995:

This presentation may contain forward-looking statements that involve risks, uncertainties, and assumptions. If any such uncertainties materialize or if any of the assumptions proves incorrect, the results of salesforce.com, inc. could differ materially from the results expressed or implied by the forward-looking statements we make. All statements other than statements of historical fact could be deemed forward-looking, including any projections of product or service availability, subscriber growth, earnings, revenues, or other financial items and any statements regarding strategies or plans of management for future operations, statements of belief, any statements concerning new, planned, or upgraded services or technology developments and customer contracts or use of our services.

The risks and uncertainties referred to above include – but are not limited to – risks associated with developing and delivering new functionality for our service, new products and services, our new business model, our past operating losses, possible fluctuations in our operating results and rate of growth, interruptions or delays in our Web hosting, breach of our security measures, the outcome of any litigation, risks associated with completed and any possible mergers and acquisitions, the immature market in which we operate, our relatively limited operating history, our ability to expand, retain, and motivate our employees and manage our growth, new releases of our service and successful customer deployment, our limited history reselling non-salesforce.com products, and utilization and selling to larger enterprise customers. Further information on potential factors that could affect the financial results of salesforce.com, inc. is included in our annual report on Form 10-K for the most recent fiscal year and in our quarterly report on Form 10-Q for the most recent fiscal quarter. These documents and others containing important disclosures are available on the SEC Filings section of the Investor Information section of our Web site.

Any unreleased services or features referenced in this or other presentations, 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 the purchase decisions based upon features that are currently available. Salesforce.com, inc. assumes no obligation and does not intend to update these forward-looking statements.
Introduction: Release Enablement Kit

A Ready-to-Go Presentation & Demo Kit

What’s Included in this Kit?

1. **A Spring ‘19 Release PDF Presentation**
   Includes top 59 features of the Release with descriptions, Release Notes and screenshot of the feature, and demo video per page. Pick and choose the ones you want to highlight.

2. **Product Demos**
   Includes a playlist featuring 2-3 minute digestible demos for each feature.

We want to help you get familiarized with the top new features available with the Spring ’19 release and help teach others how to use them.

We’ve designed this kit to help you learn more about Spring ‘19 through a combination of slides, Release Notes, and short demo videos.
Getting Started

Follow these 3 steps to prepare yourself to talk about the Spring '19 Release

1. Pick the feature slides you want to review (slides 11-80). We recommend highlighting 5 features per session.

2. Watch the associated demo videos. For the full playlist: Click here

3. Share your Feedback! Click here
So many features! Which ones to pick?
Use the legend below to help you choose the right features for your audience.

ASTRO’S QUICK TIP:
We recommend picking 5 features per 30 minute learning session.
Introducing, Spring ‘19!

Highlighting some top features.
Forward-Looking Statements

Statement under the Private Securities Litigation Reform Act of 1995:

This presentation may contain forward-looking statements that involve risks, uncertainties, and assumptions. If any such uncertainties materialize or if any of the assumptions proves incorrect, the results of salesforce.com, inc. could differ materially from the results expressed or implied by the forward-looking statements we make. All statements other than statements of historical fact could be deemed forward-looking, including any projections of product or service availability, subscriber growth, earnings, revenues, or other financial items and any statements regarding strategies or plans of management for future operations, statements of belief, any statements concerning new, planned, or upgraded services or technology developments and customer contracts or use of our services.

The risks and uncertainties referred to above include – but are not limited to – risks associated with developing and delivering new functionality for our service, new products and services, our new business model, our past operating losses, possible fluctuations in our operating results and rate of growth, interruptions or delays in our Web hosting, breach of our security measures, the outcome of any litigation, risks associated with completed and any possible mergers and acquisitions, the immature market in which we operate, our relatively limited operating history, our ability to expand, retain, and motivate our employees and manage our growth, new releases of our service and successful customer deployment, our limited history reselling non-salesforce.com products, and utilization and selling to larger enterprise customers. Further information on potential factors that could affect the financial results of salesforce.com, inc. is included in our annual report on Form 10-K for the most recent fiscal year and in our quarterly report on Form 10-Q for the most recent fiscal quarter. These documents and others containing important disclosures are available on the SEC Filings section of the Investor Information section of our Web site.

Any unreleased services or features referenced in this or other presentations, 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 the purchase decisions based upon features that are currently available. Salesforce.com, inc. assumes no obligation and does not intend to update these forward-looking statements.
## Sales
1. High Velocity Sales
2. CPQ & Billing: Usage-Based Pricing
3. Pardot: Einstein Behavior Scoring
4. Salesforce Essentials: Sales Stage Customisation
5. Gmail Integration with Inbox
6. Lightning Scheduler

## Service
1. Einstein Next Best Action for Service Cloud
2. Einstein Case Classification
3. Lightning Knowledge Transition Tool
4. Digital Engagement: Einstein Bots Enhancements
5. Field Service Lightning: Preventative Maintenance Enhancements
6. Lightning Scheduler

## Commerce
1. Multisite Sharing for Sorting Rules
2. Web Application Firewall
3. Dynamic Imaging Service Enhancements
4. SEO Enhancements

## Industries
1. Social Determinants
2. Referral Management
3. Health Cloud Campaigns and Journeys
4. Health Cloud App Template for Patients and Members
5. Lightning Scheduler

## Financial Services Cloud
1. Lightning Scheduler
2. Financial Services Analytics

## Community
1. Salesforce Mobile Publisher for Community Cloud
2. Einstein Next Best Action for Community Cloud
3. Partner Account Relationships
4. Feed Translations
5. Lightning Container Component for Community Cloud

## Success
1. Proactive Monitoring for CPQ
2. Implementation Services for Sales, Marketing, Community, Service, and Field Service Lightning
3. Premier Support: 25 New and Refreshed Accelerators
4. Sales Help Enhancements

## Platform
### Lightning
1. Lightning Web Components
2. Salesforce Mobile Publisher
3. Lightning Flow Builder
4. Lightning Experience Transition Assistant
5. Pop Up Utilities Windows

### Platform Services
1. Platform Encryption: Cache-Only Keys
2. Change Data Capture
3. High Volume Platform Events
4. Salesforce Connect: External Change Data Capture
5. Login Discovery for My Domain

## Developer Experience
1. Salesforce DX: Sandbox Cloning
2. Salesforce DX: Lightning Web Component Support for VS Code and Salesforce CLI
3. Salesforce DX: Replay Debugger
4. Heroku: Enterprise Accounts & Teams Enhancements
5. Heroku: Version Control Systems Integration Enhancements

## Einstein Analytics
1. Einstein Data Insights
2. Einstein Prediction Builder
3. Financial Services Analytics
4. Combo Chart Enhancements
5. Lightning Historical Tracking Reports

## Quip
1. Quip Slides
2. Native Quip in Salesforce
3. Advanced Search
4. 3 New Live Apps
5. Task Drawer
Table of Contents

- Platform Services
- Sales Cloud
- Commerce Cloud
- Platform Developer Services
- Service Cloud
- Financial Services Cloud
- Einstein Analytics
- Community Cloud
- Health Cloud
- Lightning
- Quip
- Success Cloud
Platform Services
Platform Encryption: Cache-Only Keys
Privately manage and store your own Salesforce key material for added security.

Safely store key materials outside of Salesforce.

Fetch materials on demand with Cache-Only Key service.
Change Data Capture
Deliver real-time updates for responsive apps.

Deliver a high-fidelity, low-latency event stream of all record changes from your org.

Leverages High Volume Platform Events infrastructure.

This results in extreme scalability, common subscription APIs, and a 72 hour retention window.

Learn More  Watch Demo
High-Volume Platform Events
Scale your event management to handle any number of users.

Now power real-time integration and connectivity between systems and features with High-Volume Platform Events.

Learn More  Watch Demo
Salesforce Connect: External Change Data Capture
Get real-time, push-based polling with change detection.

Refresh model for remote data changes are now an event-driven publish model based on actual changes to external data.
Login Discovery for My Domain
Provide a seamless user login for My Domain customers.

Now customers can log in to Salesforce using a registered phone number or email address.
Salesforce DX: Sandbox Cloning
Create new sandboxes with your customizations built in.

Easily and quickly make copies of existing sandboxes with all their metadata customizations and data.

Learn More  Watch Demo
Salesforce DX: Lightning Web Component Support for VS Code and the Salesforce CLI

Get support for Lightning Web Components, right out of the box.

Get updated primary Lightning Platform dev tools (like CLI and VS Code plugins), that fully support the new Lightning Web Component Framework.
Salesforce DX: Replay Debugger
Simplify the development lifecycle for Salesforce Apex.

Detect and fix bugs easier than ever before.
Inspect your Apex execution through familiar debug logs and an intuitive user interface inside VS code.

Watch Demo
Heroku: Enterprise Accounts & Teams Enhancements
Get enhanced support for single-sign-on (SSO) and policy management.

Make work more efficient with SSO support.

Learn More
Heroku: Version Control Systems Integration Enhancements
Build apps the way you want with expanded support from Data Validation and Certification Servers.

More version control systems now available with Heroku.

Heroku Flow allows automated review apps, pipelines, and continuous integration.

Or choose expanded support by adding GitHub Enterprise and GitLab.

Learn More
Einstein Analytics
Einstein Data Insights
Get AI-driven insights from your data with Einstein.

Get AI-driven insights directly within Operational Reports.
Understand what happened and why it happened quickly.

*Included with purchase of Einstein Analytics Plus.
Einstein Prediction Builder
Work smarter by predicting business outcomes, and acting on your data.

Make predictions about almost any field in Salesforce.

Power a workflow, focus your efforts, and work smarter.

*Included with purchase of Einstein Analytics Plus or Einstein Prediction.
Financial Services Analytics
Uncover actionable insights faster with a new suite of pre-built analytics apps specifically for financial services.

Enable financial advisors to intelligently understand their accounts and grow their business

Empower leaders with intelligent data to evaluate team performance and rank business drivers.

*Included with purchase of Einstein Analytics Plus or Einstein Analytics Growth.
Combo Chart Enhancements
Get new enhancements to Combo Chart.

2 new combo charts now available:
1) Combo Bar and Line Chart
2) Stacked Bar and Line into one single chart

*Included with purchase of Einstein Analytics Plus or Einstein Analytics Growth.
Lightning Historical Tracking Reports

Keep track of your data wherever it is, and whenever it’s from.

See how your data has changed over time.

Create, edit and view historical tracking reports in Lightning.

Learn More  Watch Demo
Lightning
Lightning Web Components
Build components faster than ever using the latest web standards.

Get better app performance and improve developer productivity using common web standards like modern JavaScript, HTML and CSS.
Salesforce Mobile Publisher
Easily build, design, and publish mobile apps with clicks, not code.

Design custom mobile apps with pre-built components.
Then seamlessly publish them to the iOS App store or Google Play.

Watch Demo
Lightning Flow Builder
Build more intuitive process flows faster and easier.

Automate business process flows more easily than ever before with drag and drop functionality and a simplified toolbox.
Lightning Experience Transition Assistant
Streamline your move to the Lightning Experience.

Transition to Lightning easier than ever before with step-by-step guidance, tools, and helpful resources.

Learn More  Watch Demo
Pop Out Utilities Windows
Easily access all your favorite utilities on a single screen.

Pop Out utility windows lets you access all your utilities easily so everyone can see their apps and tools at the same time.

Learn More  Watch Demo
Sales Cloud
High Velocity Sales
Sell more with your inside sales team

Give your insides sales reps the tools they need to succeed.

*Add-on for Sales Cloud
CPQ & Billing: Usage-Based Pricing
Get more flexibility on your CPQ and billing.

Monetize your products and services based on consumption, then tier pricing based on usage limits.

*Add-on for Sales Cloud
Pardot: Einstein Behavior Scoring
Make selling and marketing smarter

Use Einstein AI to predict a prospect’s readiness to buy based on how they interact with marketing efforts.

*Requires Pardot Advanced licensing.
Salesforce Essentials: Sales Stage Customization
Customize your sales process to work the way they do.

Tailor lead and opportunity stages based on your unique business needs.
Integration with Gmail

Sell faster and smarter, all from within your email.

Work with your Salesforce data, productivity tools, and Einstein AI, in one easy-to-use location.
Lightning Scheduler
Deepen customer relationships with precision scheduling

Improve productivity and customer engagement with streamlined appointment booking

*Add on for Sales Cloud, Service Cloud, Financial Services Cloud or Health Cloud.
Service Cloud
Einstein Next Best Action for Service Cloud
Deliver the right offer at the right time with AI built for Service Cloud

Deliver personalized recommendations at the point of maximum impact by combining your company’s business rules, powerful predictive models, and data—both inside and outside of Salesforce.
Einstein Case Classification
Intelligently prioritize cases and accelerate their resolution.

Assist your agents by triaging their cases automatically.

Using machine learning from past cases, Einstein pre-populates fields values with recommendations for your agents reducing time to resolution.

Learn More  Watch Demo
Lightning Knowledge Transition Tool

Help agents solve cases faster by transitioning to Lightning Knowledge.

Unify your data into one Knowledge object, empowering your service agents by suggesting the right articles, and giving them easy access to tools like hover view increasing time to resolution.

Learn More  Watch Demo
Digital Engagement: Einstein Bots Enhancements

Scale support by automating routine questions and qualifying customer information with AI-powered chatbots on your customer’s preferred channels.

Increase case deflection and reduce handle time with AI-powered chatbots now on messaging channels like SMS and Facebook Messenger.

*Requires Digital Enhancement Messaging add-on to Service Cloud.
Field Service Lightning: Preventative Maintenance Enhancements

Help mobile workers provide faster, more efficient service in the field.

Create a single parent work order and group every line item alongside the asset that requires the work, saving your field service organization time and ensuring that the job is done right the first time.

*Requires purchase of Field Service Lightning.
**Lightning Scheduler**
Deepen customer relationships with precision scheduling

Improve productivity and customer engagement with streamlined appointment booking.

*Add on for Sales Cloud, Service Cloud, Financial Services Cloud or Health Cloud.*
Community Cloud
Salesforce Mobile Publisher
Turn existing communities into mobile apps.

Build custom-branded apps and easily publish them on the iOS App Store and Google Play Store with Mobile Publisher (Only GA in the US).

*Add-on for Community Cloud.
Einstein Next Best Action for Community Cloud

Deliver the right offer at the right time with AI built for Community Cloud

Einstein analyzes all business activity taking place within an organization, then applies business rules and AI to surface personalized recommendations at the point of maximum impact.
Partner Account Relationships
Manage multi-tier distribution channels with clicks, not code.

Easily share select information from a lead or an opportunity to help your channel build the partnerships, while still protecting sensitive data, like deal size or confidential information between the distributor and the customer.
Feed Translations
Translate community feed posts with Google Translate API

Translate questions, posts, comments, and replies in 50+ languages, making your feeds more accessible to more community members.

*Free with Google API Key.
Lightning Container Component for Community Cloud
Create and reuse components and design libraries built with 3rd party UI frameworks.

Create your community easily by reusing components and design libraries built with 3rd party UI frameworks.
Quip Slides
Get to the right decision faster with team-based slide presentations.

Connect live data and charts to build alignment, capture feedback, and make decisions without email or multiple file versions to slow you down.
Native Quip in Salesforce
Bring the power of Quip’s document collaboration inside of Salesforce

Edit and comment on rich, live documents, spreadsheets, and slides without switching apps.

Set up integrated templates for standardizing and embedding new documents on Salesforce record pages.

*Requires Quip Enterprise license. Add-on for Sales Cloud and Service Cloud.
Advanced Search
Find the information you need when you need it with Advanced Search

Use new search filters and intelligent suggestions to ensure that your search results are always relevant to you.
3 New Live Apps
Add always-up-to-date data to Quip with three new live apps.

Embed files and folders from Box and Dropbox directly within Quip documents to reference your archives and content libraries.

Make data-informed decisions by placing live Salesforce data directly inside of Quip documents for all standard and custom objects.

*Requires Quip and Box/Dropbox/Salesforce licenses.
*Salesforce Record Live App requires Quip Enterprise license and is an add-on for Sales Cloud and Service Cloud
Task Drawer
View every task assigned to you in any document, all in one place.

Get a comprehensive list view of all the work you’re assigned, then pin your highest-priority tasks, sort or hide items, and check off completed tasks.
Commerce Cloud
Multisite Sharing for Sorting Rules
Manage multiple brands and geographies quickly and easily.

Save time by creating sorting rules once and sharing them across multiple sites.
Web Application Firewall
Monitor, detect, and prevent web-based attacks.

Protect customers against common code vulnerabilities, with visibility into security threats.

Merchants can easily select security settings and see logs.
Dynamic Imaging Service Enhancements
Efficiently change storefront images without a complex transformation service.

Improve page load time, site reliability, and developer efficiency.

Watch Demo
SEO Enhancements
Influence site traffic and campaign effectiveness.

Get more audience engagement on your website with improved crawler support.

Ensure search engines can access dynamic pages like category and product pages.
Shield Platform Encryption for B2B Commerce
Deliver trusted, secure, and auditable commerce engagement.

Provide internal security experts and customers with the confidence that sensitive data is secure and auditable.
Financial Services Cloud
Lightning Scheduler
Deepen customer relationships with precision scheduling

Personalize customer experiences and capitalize on every expressed interest by booking appointments with the right person at the right time and place.

Drive efficiency and uncover insights by embedding scheduling within CRM processes.

*Add on for Sales Cloud, Service Cloud, Financial Services Cloud or Health Cloud.
Financial Services Analytics
Uncover actionable insights faster with a new suite of pre-built analytics apps specifically for financial services.

Enable financial advisors to intelligently understand their accounts and grow their business.

Empower leaders with intelligent data to evaluate team performance and rank business drivers.

*Add on for Financial Services Cloud.*
Health Cloud
Social Determinants
Provide personal, proactive care to your patients.

Capture key information about your patient’s and member’s social determinants of health to deliver more personalized care on one connected platform.
Referral Management
Streamline patient referrals with Referral Management.

Prioritize and process referrals faster by accessing all relevant data on one connected platform.
Health Cloud Campaigns and Journeys
Create connected patient experiences.

Build campaigns and create health journeys across populations directly within Health Cloud.

Create personalized journeys for your patients, from health education to appointment reminders.
Health Cloud App Template for Patients and Members

Easily create healthcare apps.

Easily build custom mobile apps for patients and members that drive digital engagement and empower health consumers to stay on top of their health goals.
Lightning Scheduler
Deepen customer relationships with precision scheduling

Drive better patient and member engagement with streamlined appointment scheduling.

Book non-medical appointments with the right staff or resource at the right time and location.

*Add on for Sales Cloud, Service Cloud, Financial Services Cloud or Health Cloud.
Success Cloud
Proactive Monitoring for CPQ
Optimize your CPQ operations

Protect your customer relationships from business disruptions with four new processes.

*Proactive Monitoring for Core required.
Implementation Services for Sales, Marketing, Community, Service, and Field Service Lightning

Easily implement Salesforce products with expert guidance.
Premier Support: 25 New and Refreshed Accelerators

Get 1-1 expert coaching to meet your key objectives with Accelerators

Get personalized guidance for your specific business needs with Accelerators, and get more immediate access to expert guidance with more Accelerator Lives.
Salesforce Help Enhancements

Find answers more easily with our improved help website.

Get the help and guidance you need fast with our latest enhancements to our Help website.
Thank you!

Learn more at salesforce.com/spring19