Summer ’19 Release Preview
A Digital Resource for Admins, Community Groups, Developers, and more!
Blaze New Trails to Customer Success

For sales professionals, Summer ’19 provides greater productivity benefits with enhancements to High Velocity Sales and Einstein Activity Metrics. And now with CPQ: Einstein Pricing Guidance, use historical deal data to set rules and price guidance thus enabling sales reps to price deals more accurately and close deals faster in Sales Cloud.

For service professionals, Summer ’19 brings you more productivity and customization features than ever before. Empower your agents to connect with your customers to resolve problems faster than ever with features like Digital Engagement: Agent Initiated Messaging. Enhancements to Einstein Bots and Macros help your reps streamline their workflow allowing them to deliver more seamless customer experiences. And with more Field Service Lightning capabilities, your field reps can dispatch jobs right on the map and can view long-cycle jobs by month directly on the Gantt increasing their productivity in the field.

For marketers, Summer ’19 helps customers get smarter about targeting the right customers. With Advertising Studio’s Integration with Pinterest and Integration with Google Customer Match, not only will you increase match rates by leveraging more data, but also the create the right journeys, by creating customized advertising experiences directly on social platforms.

For IT professionals, expanded Lightning features in Summer ’19 help Admins and Developers quickly and easily build and collaborate throughout the Salesforce Platform. With new Lightning productivity features combined with intelligence features from Einstein Analytics, rest assured you’re using the smartest and most productive platform in the market. Finally, trust remains our #1 value as we have prioritized new General Data Protection Regulation compliances across the entire Salesforce platform.

All this and more is going live in the Summer ‘19 Release Preview all at www.salesforce.com/summer19
Forward-Looking Statements

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Introduction: Release Enablement Kit

A Ready-to-Go Presentation & Demo Kit

What’s Included in this Kit?

1. A Summer ‘19 Release PDF Presentation
   Includes top 79 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 Summer ’19 release and help teach others how to use them.

We’ve designed this kit to help you learn more about Summer ‘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 Summer ‘19 Release

1. Pick the feature slides you want to review (slides 13-107). 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.
Start of Presentation
Introducing Summer ‘19!

Highlighting some top features.
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Platform Services
Shield: Case Insensitive Filter-Preserving Encryption

Receive more accurate search results from encrypted data with case-insensitive, exact-match filters.

Learn More  Watch Demo
Build historical data driven applications with Lightning. Configure Big Objects in setup with new fields and an upgraded index for complex query parameters.
Apex Triggers on Change Data Capture Events

Reduce transaction times and limit constraints. Move your heavy-weight processing and non-transactional logic to asynchronous processing.

Async Apex Triggers
Move complex computations and logic out of the transaction

True Post-transaction Execution
Change Data Capture triggers execute asynchronously after a transaction commits.

Faster Transactions, Fewer Limit Headaches
Delegating logic to an async trigger speeds up transactions and reduces Apex limit consumption.

Event-driven and Decoupled
Errors in processing won’t rollback or impact the transaction.

Learn More  Watch Demo
Einstein Prediction Builder Enhancements

Catch data issues early on. Use Data Checker to see if you have enough records in your dataset, or values for a particular field, to build a useful prediction in Einstein Prediction Builder.

Learn More
Platform Events: Post-Commit Publishing

Select the publishing behavior of platform events. Use the After Commit option to publish events after the parent transactions completes.
Lightning Platform
Implement Lightning Web Components and the latest web standards in more places than ever before, including Visualforce, Lightning Out, Email Integrations, and stand-alone apps.
Lightning Flow: Apex Building Blocks with Types

Turn Apex classes and external data into reusable, customizable components for app development with point-and-click tools like Flow and Strategy Builder.
Scratch Org Version Selection

Select from the current Salesforce version or the preview of an upcoming release.

```json
{
    "orgName": "Dreamhouse",
    "edition": "Developer",
    "release": "Preview",
    "settings": {
        "orgPreferenceSettings": {
            "s1DesktopEnabled": true
        }
    }
}
```
Unlocked Packaging Enhancements

Customize the way you install and upgrade unlocked packages. Easily debug namedpaced unlocked packages.
Bridge the gap between external web services and back-end processes. With Continuations, builders can now make long-running callouts to web services directly from Lightning Web Components and Aura.
Lightning Experience
Configuration Converter

Keep your Visualforce Pages pristine when you transition to Lightning Experience. Prioritize the work with usage information and get recommendations on what to do next.

Learn More
Get a single, data-dense view of your records, including details, related list hovers, full 10-column tables, and even custom lists and activity timelines for greater context.
Related Lists Enhancements

See, sort, and resize all 10 columns. Even wrap text or take mass action from a related list.

Learn More  Watch Demo
Related List Filters

Add filters to any field on a Related List to easily find additional, relevant data.

Learn More  Watch Demo
In-App Guidance

Help your entire organization get up and running in Lightning Experience. Create custom in-app prompts, learn new skills, and view stats on how users have interacted with your prompts.

Learn More  Watch Demo
Engagement
Heroku Postgres 11

Try all-new features for every part of Postgres, like expanded native table partitioning, stored procedures, improved parallelism, and so much more.

Learn More

Developer
Heroku Dataclips Enhancements

Run, save, and share the results of SQL queries safely from your dashboard with our lightweight sharing tool. With an upgraded UI and query editor, share read-only versions with anyone on your team. Recently viewed Dataclips are updated hourly or every minute when opened in your browser.
Create trusted database connections to enable new data use cases and data integrations. With AWS PrivateLink, Heroku Postgres customers can securely access their Private Spaces databases from Amazon VPCs, so data remains safe and private within the AWS network.
Einstein Analytics
Visual Data Prep

Join, aggregate, cluster, detect anomalies, and predict missing values with the power of Einstein

Watch Demo

Developer
Einstein Prediction Services

Build models in Einstein Discovery, then embed your predictions into non-Salesforce, non-CRM systems you use, like ERPs, HCMs and custom applications.
New Connectors

Combine data from NetSuite and SAP Hana with any Salesforce data for further exploration and AI analysis.

Learn More  Watch Demo
Get insights faster with a new template from Einstein. Discover insights and prioritize deals with Einstein Discovery for Sales by predicting metrics like Time to Close.
Einstein Analytics for Financial Services Enhancements

Provide best-in-class customer experiences with templates for repeatable success. Support common processes like lead management for mortgage and onboarding for accounts.
Einstein Predictions: Bias Protection

Create AI models with confidence with built-in bias protection. Detect and flag any data points that could potentially result in flawed predictions.

Learn More  Watch Demo
When exploring your data, you can now declare AND as well as OR when defining filters.
High Velocity Sales Enhancements

Make your sales process easier by linking sales cadences together. Put Person Accounts through a Cadence and see it in a customized work queue.

Learn More  Watch Demo
Pardot: Einstein Campaign Insights

Analyze behavior, make sense of data and callout similarities your prospects share with Einstein.
CPQ: Einstein Pricing Guidance

View historical deal data that helps your pricing team set rules and price guidance for sales. Then, sales teams can price deals more effectively and close deals sooner with greater confidence.

Learn More  Watch Demo
Einstein Activity Metrics

See all of your customer activity in just one place. Flag your sales team with a personalized view of each customer’s calls, emails, and meetings.

Learn More  Watch Demo
Customizable Product Schedules

Meet your unique business needs with customizable product schedules. Track revenue and delivery cycles, leverage custom fields, validation rules, and triggers for subscriptions and consumption-based selling.

Learn More  Watch Demo
Macro Enhancements

Boost employee productivity by automating recurring, time consuming tasks. Add expressions into the builder, specify steps and timing and streamline macros.

Learn More    Watch Demo
Service Cloud
Field Service Lightning: Dispatch Console Enhancements

Schedule and dispatch jobs right on the map and view long-cycle jobs by month directly on the Gantt.

Learn More  Watch Demo
Macro Enhancements

Boost employee productivity by automating routine tasks based on a set of conditions and criteria. Add expressions into the builder, specify steps and timing, and streamline macros.

Learn More  Watch Demo
Empower your agents to connect with your customers over SMS. Now you can resolve customer problems faster than ever. Replies are automatically routed back to the same agent every time.
Einstein Bots Enhancements

Determine the right escalation queue for each dialog, and easily view conversation flow with the dialog Map View. And, when customers need to change topics, seamlessly transfer from one Einstein Bot to another within your org.

Learn More  Watch Demo
Small Business Essentials
Facebook Messenger for Essentials

Respond to your customers' Facebook Messenger chats without ever leaving Essentials. Deliver support and information through their preferred channel.

Learn More  Watch Demo
Web Chat for Essentials

Engage customers more easily by embedding live chat on your website. Route chats to the right team member for real-time support.

Learn More  Watch Demo
Lightning Dialer for Essentials

Follow-up on a lead, close a deal or take a customer call right from Salesforce. Now you can streamline sales and service calls and not miss a thing.
Marketing Cloud
Marketing Cloud Integration with Google Analytics 360 Enhancements

Activate audiences with Marketing Cloud's Journey Builder. Engage across email, SMS and more.
Advertising Studio Integration with Google Customer Match

Increase match rates, and make your marketing work for you. Users can now match their data to Google with more than just email. Now you can match mobile ID, phone number, address (first name, last name, zip code, country code) and even user ID.

Learn More  Watch Demo
Advertising Studio Integration with Pinterest

Use Salesforce CRM data to create advertising experiences on the global platform Pinterest.

Learn More  Watch Demo
Use Interaction Studio data and rules in Automation Studio to identify messages, conversations and next best offers before sending an email.
Datorama Connector for Marketing Cloud Email and Mobile

Bring email studio and mobile data together in Datorama. Install a pre-built app to connect, visualize, and act on your Email Studio data.

Watch Demo
Marketing Cloud Email Connector for Audience Studio

Automatically apply email segmentation to increase lead targeting into Journey Builder and other marketing channels with Audience Studio.
Email Studio: Live Weather Block

Create and send emails with relevant content using the weather conditions at a user's known location.

Learn More  Watch Demo
Einstein Engagement Frequency

Get suggestions for how many emails to send using an interactive dashboard. Send more or less to accelerate subscriber engagement.

Learn More  Watch Demo
Community Cloud
Mobile Publisher for Community Cloud Enhancements

Now when you distribute Lightning Communities as native apps on app stores, the new Mobile Publisher (GA worldwide) lets users easily configure beautiful Mobile Page Layouts that are optimized for performance.
Mission Enhancements

After giving admins the ability to assign badges automatically based on defined actions, our Missions feature has now been enhanced with an API which lets users track the progress of a mission.

Watch Demo
Lightning Web Components for Community Cloud

Build custom components faster than ever with Lightning Web Component for Community Cloud, our second-generation language using modern javascript to supercharge performance.

Learn More  Watch Demo
Coding experiences just got easier with new creation and publishing APIs. Create, activate, and test in the developer tool of your choice.
Record List Enhancements

Easily configure out of the box record lists, pin favorite lists, and even take mass actions on record lists with new enhancements.
Productivity
Process Builder and Flow Builder for Quip

Build collaborative Quip documents and team chat into your automated CRM processes, with clicks not code. Deliver templated docs that auto-fill with relevant Salesforce meta data.

Watch Demo
Quip Notifications Lightning Component

Work in Quip without ever leaving the Salesforce platform or any custom Lighting page. Simply embed the Quip Notifications Lightning component on your home page, and never miss a thing.

Watch Demo
Quip for Service Cloud

Resolve cases faster with collaborative case swarming that centralizes your case data and team communications in an integrated, collaborative document experience.
Quip for Sales Cloud

Scale sales strategy with Quip Auto-fill templates. Create and pre-populate new Account Plans, Mutual Success Plans, QBR documents, and more directly in Sales Cloud.

Watch Demo
Setup and User Management Enhancement

Make sharing data fast and easy. Connect both platforms to reduce onboarding time and user management, with features like bulk import of Salesforce users into Quip.
Simplify the integration of marketing and service data with Commerce Connector enhancements. Send personalized emails and improve support agent productivity using new out-of-the-box capabilities, documentation, and Storefront Reference Architecture support.
B2C Commerce: Unified Authentication

Provide a single user-profile and password for users across all B2C Commerce applications and Business Manager instances, which now include 2-factor-authentication (2FA).
B2B Commerce Integration with Google Analytics

Track user actions across your storefront with embedded Google Analytics. Collect page views and more.
Create using Community Page Builder
Lightning components. Easily drag-and-drop
to assemble your homepage.
Insurance Innovation for Financial Services Cloud

Provide a unified experience to help policyholders and their families protect what they care about with the Insurance Innovation for Financial Services Cloud. Its new insurance data model, console app, and other out-of-the-box functionality unlocks a complete view of your KPIs and policyholders' policy information, coverages, claims, and life events.

Learn More  Watch Demo
Help customer service reps and agents manage everyday support requests across the banking and insurance industries, such as changing an address or reporting a claim. Easily connect these customizable templates to back-end systems to integrate important data.
Life Events

Create more personal, need-based customer engagements — across sales and service — by capturing and visualizing important life events like having a baby, changing jobs, or buying a home.

Learn More    Watch Demo
Lightning Scheduler: Inbound Scheduling

Save employees time by using CRM data to streamline and personalize the customer scheduling process in communities, custom websites, and apps. Help customers book appointments with pre-built flows and a convenient, self-service scheduling interface.

Learn More  Watch Demo
Einstein Analytics for Financial Services Enhancements

The complete intelligence platform for financial services now extends into retail banking. Get AI-powered insights and analytics embedded right where you work — analyze customer deposits and loans, your referrals and activities, and even predict customer churn and account growth using out-of-the-box AI datasets.
Action Plans Enhancements

Deliver consistent and compliant customer engagements in more processes — like onboarding financial accounts and resolving cases — with Action Plans, which now supports additional standard and custom objects.
Health Cloud
Life Sciences Program Management

Increase program adherence and improve patient outcomes with new enhanced program management. Easily enroll and manage patients to drive the maximum impact for your care programs. Patients can access their care program details and resources on any channel.

Learn More  Watch Demo
Create a more connected authorization process for payers and providers using ANSI 278 transaction data via APIs. Electronically send prior authorizations and referrals while staying up-to-date on the status of each request.
Let health consumers schedule their own non-medical appointments — like health education, wellness coaching, or to reserve medical equipment resources — with care coordinators and professionals by using prebuilt flows and an easy-to-use scheduling interface embedded in your portals, websites, and apps.
Combine the power of Trailhead with your brand and custom content to make learning personalized, empowering, and fun.
myTrailhead: Trail Maker

Publish custom, branded content using our new guided tool. Preview and post right to myTrailhead in just a few clicks.

Watch Demo
Give leaders a complete view of each employee's skills and expertise. Automate and track assignments for each employee and see who's earned which badges in pre-built reports and dashboards.
myTrailhead: Trail Mixer

Build and share custom learning paths. Utilize existing content, including videos or presentation, customize your own content, or use the free library of Trailhead content.
Success Cloud
Help Portal Enhancements

Get critical answers when you need them. Health Portal now features an upgraded live chat UI, improved case management and scheduling, and a smarter help bot, Ask Blaze.

Watch Demo
New & Refreshed Accelerators

Schedule personal coaching sessions with a Salesforce specialists, including Accelerators for Service Cloud, Pardot, and Marketing Cloud.
With our new Jump Start programs, our implementation experts will setup and customize your environment to make sure you see value as fast as possible – 10 days or less.
With our new Jump Start programs, our implementation experts will setup and customize your environment to make sure you see value as fast as possible – 2 weeks or less.
Proactive Monitoring: New Alerts

Get comprehensive protection for your most critical business processes in Sales, Service and Marketing Cloud.
Marketing Cloud Digital Services

Whether you're just getting started or looking to expand, our new expert services will help you better use key features and capabilities, so you see value more quickly.
Thank you!

Learn more at salesforce.com/summer19