

Field	Details
	Description Used with <code>ShippingLatitude</code> to specify the precise geolocation of an address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places.
ShippingPostalCode	Type string Properties Create, Filter, Nillable, Update Description Details of the shipping address. Postal code maximum size is 20 characters.
ShippingState	Type string Properties Create, Filter, Nillable, Update Description Details of the shipping address. State maximum size is 20 characters.
ShippingStateCode	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The ISO state code for the service contract's shipping address.
ShippingStreet	Type textarea Properties Create, Filter, Nillable, Update Description The street address of the shipping address. Maximum of 255 characters.
SpecialTerms	Type textarea Properties Create, Nillable, Update Description Any terms specifically agreed to and tracked in the service contract.
StartDate	Type date

Field	Details
	Properties Create, Filter, Nillable, Update Description The first day the service contract is in effect.
Status	Type picklist Properties Filter, Nillable Description The status of the service contract, such as Inactive.
Subtotal	Type currency Properties Filter, Nillable Description Total of the service contract line items (products) before discounts, taxes, and shipping are applied.
Tax	Type currency Properties Create, Filter, Nillable, Update Description Total taxes for the service contract.
Term	Type int Properties Create, Filter, Nillable, Update Description Number of months that the service contract is valid.
TotalPrice	Type currency Properties Filter, Nillable Description Total of the contract line items (products) after discounts and before taxes and shipping.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ServiceContractChangeEvent (API version 44.0)

Change events are available for the object.

ServiceContractFeed (API version 23.0)

Feed tracking is available for the object.

ServiceContractHistory

History is available for tracked fields of the object.

ServiceContractOwnerSharingRule

Sharing rules are available for the object.

ServiceContractShare


Sharing is available for the object.

SEE ALSO:

[ServiceContractOwnerSharingRule](#)

ServiceContractOwnerSharingRule

Represents the rules for sharing a ServiceContract (customer service agreement) with users other than the owner. This object is available in API version 18.0 and later.


 **Note:** To enable access to this object for your org, contact Salesforce customer support. However, we recommend that you instead use Metadata API to programmatically update owner sharing rules because it triggers automatic sharing rule recalculation. The [SharingRules](#) Metadata API type is enabled for all orgs.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field Name	Details
AccessLevel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>A value that represents the type of sharing allowed. The possible values are:</p> <ul style="list-style-type: none">• Read• Edit

Field Name	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description A description of the sharing rule. Maximum size is 1000 characters. This field is available in API version 29.0 and later.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization. Corresponds to Rule Name in the user interface.</p> <p>This field is available in API version 24.0 and later.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p>
GroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort,</p> <p>Description The ID representing the source group. Service contracts owned by users in the source group trigger the rule to give access.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Label of the sharing rule as it appears in the user interface. Limited to 80 characters. Corresponds to Label in the user interface.</p>

Field Name	Details
UserorGroupId	Type reference Properties Create, Filter Description The ID representing the target user or group. Target users or groups are given access.

Usage

Use this object to manage the sharing rules for a service contract. General sharing and territory management-related sharing use this object.

SEE ALSO:

[ServiceContract](#)

[Metadata API Developer Guide: SharingRules](#)

ServiceCrew

Represents a group of service resources who can be assigned to service appointments as a unit.

A service crew is a group of service resources whose combined skills and experience make them a good fit to work together on appointments. For example, a wellhead repair crew might include a hydrologist, a mechanical engineer, and an electrician.

Service appointments can only be assigned to service resources. To assign a service crew to service appointments, you must create a service resource with a resource type of Crew that represents the crew, then use the resource for assignment purposes.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
CrewSize	Type int

Field Name	Details
	Properties Create, Filter, Group, Sort, Update Description The number of members on the crew. This field is manual, so it doesn't auto-update when you add or remove members.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the service crew was last modified. Its label in the user interface is Last Modified Date.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the service crew was last viewed.
Name	Type string Properties Create, Filter, Group, Sort, Update Description The name of the service crew. For example, Repair Crew.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The crew owner. By default, the owner is the person who created the service crew.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ServiceCrewChangeEvent (API version 48.0)

Change events are available for the object.

ServiceCrewFeed

Feed tracking is available for the object.

ServiceCrewHistory

History is available for tracked fields of the object.

ServiceCrewOwnerSharingRule

Sharing rules are available for the object.

ServiceCrewShare

Sharing is available for the object.

ServiceCrewMember

Represents a technician service resource that belongs to a service crew.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
EndDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The last day that the service resource belongs to the crew. You can use this field to track employment dates for contractors.</p>
IsLeader	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates that the member is the crew leader.</p>

Field Name	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the service crew member was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the service crew member was last viewed.</p>
ServiceCrewId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The crew that the service resource belongs to.</p>
ServiceCrewMemberNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, Sort</p> <p>Description An auto-generated number identifying the service crew member.</p>
ServiceResourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The service resource that belongs to the crew. Only service resources whose resource type is Technician can be added to service crews.</p>
StartDate	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p>

Field Name	Details
	Description Required. The day the service resource joins the crew. Service resources can belong to multiple crews as long as their start and end dates don't overlap.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[ServiceCrewMemberChangeEvent](#) (API version 48.0)

Change events are available for the object.

[ServiceCrewMemberFeed](#)

Feed tracking is available for the object.

[ServiceCrewMemberHistory](#)

History is available for tracked fields of the object.

ServiceCrewOwnerSharingRule

Represents the rules for sharing a service crew with user records other than the owner or anyone above the owner in the role hierarchy.



Note: To enable access to this object for your org, contact Salesforce customer support. However, we recommend that you instead use Metadata API to programmatically update owner sharing rules because it triggers automatic sharing rule recalculation. The [SharingRules](#) Metadata API type is enabled for all orgs.

Supported Calls


`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
Description	Type textarea Properties Create, Filter, Nillable, Sort, Update Description A description of the sharing rule. Maximum size is 1000 characters.

Field	Details
DeveloperName	<p>Type string</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization. Corresponds to Rule Name in the user interface.</p> <p> Note: When creating large sets of data, always specify a unique DeveloperName for each record. If no DeveloperName is specified, performance slows down while Salesforce generates one for each record.</p>
GroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID representing the source group. A service crew owned by a User in the source Group triggers the rule to give access.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Label of the sharing rule as it appears in the user interface. Limited to 80 characters. Corresponds to Label on the user interface.</p>
ServiceResourceAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description A value that represents the type of access granted to the target Group, or UserRole. The possible values are:</p> <ul style="list-style-type: none"> • Read • Edit • All

Field	Details
UserOrGroupId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The ID representing the User or Group being granted access.</p>

ServicePresenceStatus

Represents a presence status that can be assigned to a service channel. This object is available in API version 32.0 and later.

Supported Calls


`create()`, `query()`, `update()`, `retrieve()`

Special Access Rules

To access this object, [Omni-Channel](#) must be enabled.

As of Spring '20 and later, only authenticated internal and external users can access this object.

Fields

Field	Details
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p> <p>Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>

Field	Details
Language	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort Description The language of the presence status.
MasterLabel	Type string Properties Create, Filter, Group, Sort Description The label of the presence status.

ServiceReport

Represents a report that summarizes a work order, work order line item, or service appointment.

The fields that appear on a service report are determined by its service report template. Service reports can be signed by the customer and shared as a PDF.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()` `update()`



Special Access Rules


Field Service must be enabled.

Fields

Field Name	Details
ContentVersionDocumentId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the service report version, used for storage.

Field Name	Details
DocumentBody	<p>Type base64</p> <p>Properties Create, Nillable</p> <p>Description The report output.</p>
DocumentContentType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of data used for the report output.. Possible values are:</p> <ul style="list-style-type: none">• audio/ogg• text/calendar• video/3gpp2• video/3gpp• image/avif• text/calendar• audio/x-caf• image/webp
DocumentLength	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The length of the report output.</p>
DocumentName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The name of the report output, always set to Service Report.</p>
DocumentTemplate	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>The template used to generate service documents for the Document Builder feature.</p> <p> Important: <code>DocumentTemplate</code> is different from <code>Template</code>. The document template needs to reference a flexipage that is of type <code>serviceDocument</code> and must target the object used to generate the service document. For example, you can't use an Account flexipage for a service report tied to a work order.</p>
IsSigned	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the service report contains one or more signatures.</p> <p> Tip: Add this field to the Service Reports related list on work orders, work order line items, and service appointments.</p>
ParentId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The ID of the service appointment, work order, or work order line item that the service report summarizes. For example, if you click Create Service Report on a service appointment, this field lists the service appointment's record ID.</p>
ServiceReportLanguage	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Restricted picklist</p> <p>Description</p> <p>The language used for the service report. The language is selected in the <code>ServiceReportLanguage</code> field on the associated work order. If the work order doesn't specify a service report language, the report is translated in the default language in Salesforce of the person generating the report.</p>
ServiceReportNumber	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, Sort</p>

Field Name	Details
	<p>Description</p> <p>An auto-generated number identifying the service report.</p>
Status	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The status of the service report. Available in API version 53.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none">CompletedFailedGeneratingIn ProgressNoneQueued <p>The default value is None.</p>
Template	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The service report template used to generate the service report.</p> <p> Note: If the person creating the service report doesn't have access to certain objects or fields that are included in the service report template, those fields aren't visible in the report they create.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

ServiceReportChangeEvent on page 52

Change events are available for the object. Available in API version 55.0 and later.

ServiceReportHistory

History is available for tracked fields of the object.

ServiceReportLayout

Represents a service report template in field service.


Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

Field Service must be enabled. All users with Field Service Standard user permission can view the ServiceReportLayout object via the API.

Fields

Field Name	Details
DeveloperName	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The developer name of the service report template.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
Language	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The language that the service report template uses.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date the service report template was last viewed.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The name of the service report template. For example, Maintenance Report Template.</p>

Field Name	Details
TemplateType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>The type of the service report template. Available in API version 46.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• DigitalForm• ServiceReport <p>The default value is <code>ServiceReport</code>.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[ServiceReportLayoutChangeEvent](#) on page 52

Change events are available for the object. Available in API version 55.0 and later.

ServiceResource

Represents a service technician or service crew in Field Service and Salesforce Scheduler, or an agent in Workforce Engagement. This object is available in API version 38.0 and later.

Supported Calls


`create()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

Field Service or Workforce Engagement must be enabled.


Fields

Field Name	Details
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p>

Field Name	Details
	Description The description of the resource.
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description When selected, this option means that the resource can be assigned to work orders. For service tracking purposes, resources can't be deleted, so deactivating a resource is the best way to send them into retirement. Deactivating a user doesn't deactivate the related service resource. You can't create a service resource that is linked to an inactive user.
IsCapacityBased	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Capacity-based resources are limited to a certain number of hours or appointments in a specified time period.  Tip: The Capacities related list shows a resource's capacity.
IsOptimizationCapable	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description This field is reserved for Field Service and the managed package. Create a custom field instead of using this field to include a service resource in optimization.
LastKnownLatitude	Type double Properties Create, Filter, Nillable, Sort, Update Description The latitude of the last known location.
LastKnownLongitude	Type double

Field Name	Details
	Properties Create, Filter, Nillable, Sort, Update Description The longitude of the last known location.
LastKnownLocation	Type location Properties Nillable Description The service resource's last known location. You can configure this field to display data collected from a custom mobile app. This field isn't visible in the user interface, but you can expose it on service resource page layouts or set up field tracking to be able to view a resource's location history.
LastKnownLocationDate	Type dateTime Properties Filter, Nillable, Sort, Update Description The date and time of the last known location.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the service resource was last modified. Its label in the user interface is <code>Last Modified Date</code> .
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the service resource was last viewed.
LocationId	Type reference Properties Create, Filter, Group, Sort, Nillable, Update

Field Name	Details
	<p>Description</p> <p>The location associated with the service resource. For example, a service vehicle driven by the service resource.</p> <p>LocationId is a relationship field.</p> <p>Relationship Name</p> <p>Location</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Location</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The resource's name, for example the name or title of the associated user or service crew.</p>
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The owner of the service resource.</p> <p>OwnerId is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>Owner</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Group, User</p>
RelatedRecordId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Nillable, Update</p> <p>Description</p> <p>The associated user. Its label in the UI is <code>User</code>. If the service resource represents a service crew rather than a user, leave the <code>User</code> field blank and select the related crew in the <code>ServiceCrewId</code> field.</p>

Field Name	Details
	<p>RelatedRecordId is a relationship field.</p> <p>Relationship Name RelatedRecord</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
ResourceType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates whether the resource is a Technician (T), Dispatcher (D), Crew (C), Asset (S), Agent (A), or Planner (P). The default value is Technician (T). Resources who are dispatchers can't be capacity-based or included in scheduling optimization. Only users with the Field Service Dispatcher permission-set license can be dispatchers. You can't add additional resource types.</p> <p>To create a dependent lookup filter with ServiceResource.ResourceType, use only the first letter of the picklist value, for example T for Technician.</p>
ServiceCrewId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Nillable, Update</p> <p>Description The associated service crew. If the service resource represents a crew, select the crew.</p> <p> Note: This field is hidden for all users by default. To use it, update its field-level security settings in Setup and add it to your service resource page layouts.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ServiceResourceChangeEvent (API version 48.0)

Change events are available for the object.

ServiceResourceFeed

Feed tracking is available for the object.

ServiceResourceHistory

History is available for tracked fields of the object.

ServiceResourceOwnerSharingRule

Sharing rules are available for the object.

ServiceResourceShare

Sharing is available for the object.

ServiceResourceCapacity

Represents the maximum number of scheduled hours or number of service appointments that a capacity-based service resource can complete within a specific time period. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
CapacityInHours	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The number of hours that the resource can work per time period. You must fill out this field, the <code>CapacityInWorkItems</code> field, or both.</p>
CapacityInWorkItems	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The total number of service appointments that the resource can complete per time period. You must fill out this field, the <code>CapacityInHours</code> field, or both.</p>
CapacityNumber	<p>Type</p> <p>string</p>


Field Name	Details
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description (Read only) An auto-generated number identifying the capacity record.
EndDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description The date the capacity ends; for example, the end date of a contract.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (<code>LastReferencedDate</code>) and not viewed.
ServiceResourceId	Type reference Properties Create, Filter, Group, Sort Description The associated service resource. You can set multiple capacities for a resource as long as their start and end dates do not overlap.
StartDate	Type date Properties Create, Filter, Group, Sort

Field Name	Details
	Description The date the capacity goes into effect.
TimePeriod	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Days, Hours, or Months. For example, if a resource can work 80 hours per month, the capacity's Time Period would be <i>Month</i> and Hours per Time Period would be <i>80</i> .

Usage

Service resources who are capacity-based can only work a certain number of hours or complete a certain number of service appointments within a specified time period. Contractors tend to be capacity-based. To indicate that a service resource is capacity-based, select **Capacity-Based** on the service resource record, then create a capacity record for the service resource.

You must fill out at least one of these fields: `CapacityInWorkItems` and `CapacityInHours`. If you're using the Field Service managed package and would like to measure capacity both in hours and in number of work items, enter a value for both. The resource is considered to reach their capacity based on whichever term is met first—hours or number of work items.

 **Important:** If you aren't using the Field Service managed package, capacity serves more as a suggestion than a rule. Resources can still be as scheduled beyond their capacity, and you aren't notified when a resource exceeds their capacity.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[ServiceResourceCapacityChangeEvent](#) (API version 54.0)

Change events are available for the object.

[ServiceResourceCapacityFeed](#)

Feed tracking is available for the object.

[ServiceResourceCapacityHistory](#)

History is available for tracked fields of the object.

ServiceResourceCapacityHistory

Represents the history of changes made to tracked fields on a service resource capacity record. This object is available in API version 38.0 and later.

Supported Calls

`getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

Field Service must be enabled in your organization, and field tracking for service resource capacity fields must be configured.

Fields

Field Name	Details
<code>DataType</code>	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Data type of the field that was changed.
<code>Field</code>	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The name of the field that was changed.
<code>NewValue</code>	Type anyType Properties Nillable, Sort Description The new value of the field that was changed.
<code>OldValue</code>	Type anyType Properties Nillable, Sort Description The value of the field before it was changed.
<code>ServiceResourceCapacityId</code>	Type reference Properties Filter, Group, Sort

Field Name	Details
	Description ID of the service resource capacity being tracked. The history is displayed on the detail page for this record.

ServiceResourceOwnerSharingRule

Represents the rules for sharing a service resource with user records other than the owner or anyone above the owner in the role hierarchy. This object is available in API version 38.0 and later.




Note: To enable access to this object for your org, contact Salesforce customer support. However, we recommend that you instead use Metadata API to programmatically update owner sharing rules because it triggers automatic sharing rule recalculation. The [SharingRules](#) Metadata API type is enabled for all orgs.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field	Details
Description	Type textarea Properties Create, Filter, Nillable, Sort, Update Description A description of the sharing rule. Maximum size is 1000 characters.
DeveloperName	Type string Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization. Corresponds to Rule Name in the user interface.

Field	Details
	 Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.
GroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID representing the source group. A service resource owned by a User in the source Group triggers the rule to give access.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Label of the sharing rule as it appears in the user interface. Limited to 80 characters. Corresponds to Label on the user interface.</p>
ServiceResourceAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description A value that represents the type of access granted to the target Group, or UserRole. The possible values are:</p> <ul style="list-style-type: none"> • Read • Edit • All
UserOrGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID representing the User or Group being granted access.</p>

ServiceResourcePreference

Represents the service resource scheduling preferences that are considered as a business objective in the scheduling logic engine. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

The org must have the Workforce Engagement license. To view, create, edit, and delete records, the user must have the Workforce Engagement Agent or Workforce Engagement Planner permission set.

Fields

Field	Details
EndDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description The end date period that this preference is effective.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the service resource preference was last modified. Its label in the user interface is Last Modified Date .
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the service resource preference was last viewed.
Name	Type string

Field	Details
	<p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The service resource preference record name.</p>
OperatingHoursId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The operating hours associated with the service resource preference. This is a relationship field.</p> <p>Relationship Name OperatingHours</p> <p>Relationship Type Lookup</p> <p>Refers To OperatingHours</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The owner of the service resource preference. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ServiceResourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The service resource associated with the service resource preference. This is a relationship field.</p>

Field	Details
	Relationship Name ServiceResource
	Relationship Type Lookup
	Refers To ServiceResource
StartDate	Type date
	Properties Create, Filter, Group, Sort, Update
	Description The start date period that this preference is effective.

ServiceResourceSkill

Represents a skill that a service resource possesses in Field Service and Lightning Scheduler. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
EffectiveEndDate	Type datetime
	Properties Create, Filter, Nillable, Sort, Update
	Description The date when the skill expires. For example, if a service resource needs to be re-certified after six months, the end date would be the date their certification expires.

Field Name	Details
EffectiveStartDate	<p>Type datetime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date when the service resource gains the skill. For example, if the skill represents a certification, the start date would be the date of certification.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the resource skill was last modified. Its label in the user interface is Last Modified Date.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the resource skill was last viewed.</p>
ServiceResourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The service resource who possesses the skill. This is a relationship field.</p> <p>Relationship Name ServiceResource</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceResource</p>
SkillId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p>

Field Name	Details
	Description The skill the service resource possesses. This is a relationship field. Relationship Name Skill Relationship Type Lookup Refers To Skill
SkillLevel	Type double Properties Create, Defaulted on create, Filter, Nillable, Sort, Update Description The service resource's skill level. Skill level can range from zero to 99.99.
SkillNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description An auto-generated number identifying the resource skill assignment.

Usage

You can assign skills to all service resources in your org to indicate their certifications and areas of expertise, and specify each resource's skill level from 0 to 99.99. For example, you can assign Maria the "Welding" skill, level 50.

If you intend to use the skills feature, determine which skills you want to track and how skill level should be determined. For example, you may want the skill level to reflect years of experience, certification levels, or license classes.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

ServiceResourceSkillChangeEvent (API version 54.0)

Change events are available for the object.

ServiceResourceSkillFeed

Feed tracking is available for the object.

ServiceResourceSkillHistory

History is available for tracked fields of the object.

ServiceSetupProvisioning

Represents a task completed by the Service Setup Assistant. This object is available in API version 52.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

ServiceSetupProvisioning is accessible only if the Service Setup Assistant is turned on. Users need the Customize Application permission to access it.

Fields

Field	Details
JobName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The name of a group of tasks completed by the Service Setup Assistant.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>An automatically generated ID.</p>
Status	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>The status of the task being completed by the Service Setup Assistant.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• <code>`</code>• <code>Completed</code>—The task completed successfully.• <code>ExistingSetup</code>—The task couldn't be completed due to conflicting configurations.• <code>FailedFatalError</code>—The task couldn't be completed.• <code>InProgress</code>—The task is in progress.

Field	Details
	<ul style="list-style-type: none"> PRE_CONDITION_NOT_MET—The task couldn't be completed because one or more prerequisites weren't met.
TaskContext	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The description of the changes included in the task.</p>
TaskName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the task.</p>

ServiceTerritory

Represents a geographic or functional region in which work can be performed in Field Service, Salesforce Scheduler, or Workforce Engagement. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
Address	<p>Type address</p> <p>Properties Filter</p>

Field Name	Details
	Description An address to associate with the territory. For example, you can list the address of the territory's headquarters.
AvgTravelTime	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The average travel time for this service territory. The value is added to the Work Capacity Usage for each scheduled service appointment in the service territory. Available in API version 59.0 and later.
City	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The city of the associated address. Maximum length is 40 characters.
Country	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The country to associate with the territory. Maximum length is 80 characters.
Description	Type textarea Properties Create, Nillable, Update Description The description of the territory.
GeocodeAccuracy	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The level of accuracy of a location's geographical coordinates compared with its physical address. Usually provided by a geocoding service based on the address's latitude and longitude coordinates.This field is available in the API only.

Field Name	Details
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the service territory is meant to be used. If a territory is inactive, you can't add members to it or link it to work orders, work order line items, or service appointments.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the territory was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the territory was last viewed.</p>
Latitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>Longitude</code> to specify the precise geolocation of the address associated with the territory. Acceptable values are numbers between -90 and 90 with up to 15 decimal places. This field is available in the API only.</p>
Longitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>Latitude</code> to specify the precise geolocation of the address associated with the territory. Acceptable values are numbers between -180 and 180 with up to 15 decimal places. This field is available in the API only.</p>

Field Name	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the territory.</p>
OperatingHoursId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The territory's operating hours, which indicate when service appointments within the territory can occur. Service resources who are members of a territory automatically inherit the territory's operating hours unless different hours are specified on the resource record. This field is a relationship field.</p> <p>Relationship Name OperatingHours</p> <p>Relationship Type Lookup</p> <p>Refers To OperatingHours</p>
ParentTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The territory's parent service territory, if it has one. For example, a <i>Northern California</i> territory can have a <i>State of California</i> territory as its parent. A service territory hierarchy can contain up to 10,000 territories. This field is a relationship field.</p> <p>Relationship Name ParentTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>

Field Name	Details
PostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code of the address associated with the territory. Maximum length is 20 characters.</p>
State	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The state of the address associated with the territory. Maximum length is 80 characters.</p>
Street	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street number and name of the address associated with the territory.</p>
TopLevelTerritoryId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description (Read only) The top-level territory in a hierarchy of service territories. Depending on where a territory lies in the hierarchy, its top-level territory can be the same as its parent. This field is a relationship field.</p> <p>Relationship Name TopLevelTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>
TravelModeId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the TravelMode used for travel time calculations. The travel mode includes information about the type of transportation, such as a car or walking, whether a vehicle can take toll roads, and whether a vehicle is transporting hazardous materials.</p> <p>This field is a relationship field.</p> <p>Relationship Name TravelMode</p> <p>Relationship Type Lookup</p> <p>Refers To TravelMode</p>
TypicalInTerritoryTravelTime	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Estimated number of minutes needed to travel from one location to another within the service territory. You can use this field in Apex customization.</p>

Usage

If you want to use service territories, determine which territories to create. Depending on how your business works, you can create territories based on cities or counties, or on functional categories such as sales versus service. If you plan to build out a hierarchy of service territories, create the highest-level territories first.

For example, you can create a hierarchy of territories to represent the areas where your team works in California. Include a top-level territory named *California*, three child territories named *Northern California*, *Central California*, and *Southern California*, and a series of third-level territories corresponding to California counties. Assign service resources to each county territory to indicate who is available to work in that county.

Associated Objects

This object has these associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ServiceTerritoryChangeEvent (API version 48.0)

Change events are available for the object.

ServiceTerritoryFeed

Feed tracking is available for the object.

ServiceTerritoryHistory

History is available for tracked fields of the object.

ServiceTerritoryOwnerSharingRule

Sharing rules are available for the object.

ServiceTerritoryShare

Sharing is available for the object.

ServiceTerritoryLocation

Represents a location associated with a particular service territory in field service.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
LocationId	Type reference Properties Create, Filter, Group, Sort, Update Description The location that is associated with the service territory.
ServiceTerritoryId	Type reference Properties Create, Filter, Group, Sort Description The associated service territory.
ServiceTerritoryLocationNumber	Type string Properties Autonumber, Defaulted on create, Filter, Sort

Field Name	Details
	Description (Read only) Auto-generated number identifying the service territory location.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[ServiceTerritoryLocationChangeEvent](#) (API version 55.0)

Change events are available for the object.

[ServiceTerritoryLocationFeed](#)

Feed tracking is available for the object.

[ServiceTerritoryLocationHistory](#)

History is available for tracked fields of the object.

ServiceTerritoryMember

Represents a service resource who can be assigned in a service territory in Field Service, Salesforce Scheduler, or Workforce Engagement. This object is available in API version 38.0 and later.

Supported Calls


`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`



Special Access Rules

Field Service or Workforce Engagement must be enabled.

Fields

Field Name	Details
Address	Type address Properties Filter Description The member's address. You may want to list the related service resource's address in this field.
City	Type string

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city of the member's address. Maximum length is 40 characters.</p>
Country	<p>Type string</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country of the member's address. Maximum length is 80 characters.</p>
EffectiveEndDate	<p>Type datetime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date when the service resource is no longer a member of the territory. If the resource will be working in the territory for the foreseeable future, leave this field blank. This field is mainly useful for indicating when a temporary relocation ends.</p>
EffectiveStartDate	<p>Type datetime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date when the service resource becomes a member of the service territory.</p>
GeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The level of accuracy of a location's geographical coordinates compared with its physical address. Usually provided by a geocoding service based on the address's latitude and longitude coordinates.</p> <p> Note: This field is available in the API only.</p>
LastReferencedDate	<p>Type dateTime</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The date when the territory member was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the territory member was last viewed.</p>
Latitude	<p>Type double</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>Longitude</code> to specify the precise geolocation of the member's address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.</p> <p> Note: This field is available in the API only.</p>
Longitude	<p>Type double</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>Latitude</code> to specify the precise geolocation of the member's address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.</p> <p> Note: This field is available in the API only.</p>
MemberNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description (Read only) An auto-generated number identifying the service territory member.</p>

Field Name	Details
OperatingHoursId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Nillable, Update</p> <p>Description The operating hours assigned to the service territory member. If no operating hours are specified, the member is assumed to use their parent service territory's operating hours. If a member needs special operating hours, create them in Setup and select them in the <code>Operating Hours</code> lookup field on the member's detail page.</p> <p>This is a relationship field.</p> <p>Relationship Name OperatingHours</p> <p>Relationship Type Lookup</p> <p>Refers To OperatingHours</p>
PostalCode	<p>Type string</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code of the member's address. Maximum length is 20 characters.</p>
ServiceResourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The service resource assigned to the service territory.</p> <p>This is a relationship field.</p> <p>Relationship Name ServiceResource</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceResource</p>
ServiceTerritoryId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description The service territory that the service resource is assigned to. This is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>
State	<p>Type string</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The state of the member's address. Maximum length is 80 characters.</p>
Street	<p>Type textarea</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street number and name of the member's address.</p>
TerritoryType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Primary, Secondary, or Relocation.</p> <ul style="list-style-type: none"> • The primary territory is typically the territory where the resource works most often—for example, near their home base. Service resources can only have one primary territory. • Secondary territories are territories where the resource can be assigned to appointments if needed. Service resources can have multiple secondary territories. • Relocation territories represent temporary moves for service resources. If you're using the Field Service managed packages with the scheduling optimizer, resources with relocation territories are always assigned to services within their relocation territories during the specified relocation dates; if they

Field Name	Details
	<p>don't have a relocation territory, the primary territories are favored over the secondary.</p> <p>For example, a service resource might have the following territories:</p> <ul style="list-style-type: none"> • Primary territory: <i>West Chicago</i> • Secondary territories: <ul style="list-style-type: none"> – <i>East Chicago</i> – <i>South Chicago</i> • Relocation territory: <i>Manhattan</i>, for a three-month period

Usage

If you delete a service territory with members, the service resources who were members no longer have any connection to the territory.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

ServiceTerritoryMemberChangeEvent (API version 48.0)

Change events are available for the object.

ServiceTerritoryMemberFeed

Feed tracking is available for the object.

ServiceTerritoryMemberHistory

History is available for tracked fields of the object.

ServiceTerritoryWorkType

Represents the relationship between a ServiceTerritory object and a WorkType object for Salesforce Scheduler appointments. This object is available in API version 45.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
<code>IsSlotPublished</code>	Type boolean

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicate whether records in the Shift object are created for the selected Service Territory and Work Type. The default value is <code>false</code>.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the current user last viewed a record related to this object.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this object.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of this service territory-work type relationship.</p>
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the service territory that's related to the work type indicated in the <code>WorkTypeId</code> field. This is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To ServiceTerritory
TeamId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Represents the team associated with the service territory for a specific work type. This field is a relationship field and is available in API version 58.0 and later. Relationship Name Team Relationship Type Lookup Refers To Team
WorkTypeId	Type reference Properties Create, Filter, Group, Sort Description The ID of the work type that's related to the service territory indicated in the ServiceTerritoryId field. This is a relationship field. Relationship Name WorkType Relationship Type Lookup Refers To WorkType

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[ServiceTerritoryWorkTypeFeed](#)

Feed tracking is available for the object.

[ServiceTerritoryWorkTypeHistory](#)

History is available for tracked fields of the object.

SessionPermSetActivation

The SessionPermSetActivation object represents a permission set assignment activated during an individual user session. When a SessionPermSetActivation object is inserted into a permission set, an activation event fires, allowing the permission settings to apply to the user's specific session. This object is available in API versions 37.0 and later.

Supported Calls

`describeLayout()`, `describeSObjects()`, `query()`, `retrieve()`



Note: If you include session-based permission sets in a permission set group, the permissions in them do not require session-based activation for users assigned to the group.

Special Access Rules

As of Summer '20 and later, only users who have one of these permissions can access this object:

- View Setup and Configuration
- Manage Session Permission Set Activations

Fields

Field Name	Details
AuthSessionId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The session ID related to this permission set assignment for its duration. This is a relationship field.</p> <p>Relationship Name AuthSession</p> <p>Relationship Type Lookup</p> <p>Refers To AuthSession</p>
Description	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The session details, such as device used and browser.</p>

Field Name	Details
PermissionSetGroupId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The permission set group ID related to this permission set group assignment and user for its duration. This field is available in API version 53.0 and later. This is a relationship field.</p> <p>Relationship Name PermissionSetGroup</p> <p>Relationship Type Lookup</p> <p>Refers To PermissionSetGroup</p>
PermissionSetId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The permission set ID related to this permission set assignment and user for its duration. This is a relationship field.</p> <p>Relationship Name PermissionSet</p> <p>Relationship Type Lookup</p> <p>Refers To PermissionSet</p>
UserId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The user ID of the user to whom this permission set assignment applies for its duration. This is a relationship field.</p> <p>Relationship Name User</p>

Field Name	Details
	Relationship Type Lookup
	Refers To User

Usage

Use SessionPermSetActivation to create a permission set available only for a specified session's duration. For example, create permission sets that provide access to specific applications only during authenticated sessions.

In the following Apex example, an identified session is activated after session information is submitted via a button. Successful activation results in a confirmation message displayed to the user.

```
public class SessionPermSetActivationController {
    // id of the session permission set to be activated
    private final String sessionPermSetId = 'OPSxx00000004rJ';
    private final String sessionId;

    public SessionPermSetActivationController() {
        Map<String, String> sessionManagement = Auth.SessionManagement.getCurrentSession();

        sessionId = sessionManagement.get('SessionId');
    }

    public PageReference activate() {
        // activate the permission set
        SessionPermSetActivation activation = new SessionPermSetActivation();
        activation.AuthSessionId = sessionId;
        activation.PermissionSetId = sessionPermSetId;
        activation.Description = 'created by SessionPermSetActivationController';

        insert activation;
        return null;
    }

    public boolean getActivated() {
        Integer alreadyActivated = [SELECT count()
                                   FROM SessionPermSetActivation
                                   WHERE AuthSessionId = :sessionId
                                   And PermissionSetId = :sessionPermSetId LIMIT
1];
        return alreadyActivated > 0;
    }
}

<apex:page controller="SessionPermSetActivationController">
    <apex:outputPanel rendered="{!!Activated}">
        <h3>Activate Session Permission Set</h3>
    </apex:outputPanel>
</apex:page>
```

```
<br />
<apex:form >
  <apex:commandButton action="{!activate}" value="Activate"
id="activateButton"/>
</apex:form>
</apex:outputPanel>
<apex:outputPanel rendered="{!Activated}">
  <h3>Session Permission Set is already active.</h3>
</apex:outputPanel>
</apex:page>
```


SetupAuditTrail

Represents changes you or other admins made in your org’s Setup area for at least the last 180 days. This object is available in API version 15.0 and later.

 **Note:** SetupAuditTrail is not a supported standard controller. Using SetupAuditTrail as a standard controller in a Visualforce page results in an error.

Supported Calls

query(), retrieve()

 **Note:** Aggregate queries aren’t supported on this object. For example, `SELECT count() FROM SetupAuditTrail` works but `SELECT count(Id) FROM SetupAuditTrail` fails.

Fields

Field	Details
Action	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>The category of the change made in Setup. For example, a value of <i>PermSetCreate</i> indicates that an administrator created a permission set. The <i>Display</i> field contains more specific information.</p>
CreatedByContext	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The context under which the Setup change was made. For example, if Einstein uses cloud-to-cloud services to make a change in Setup, the value of this field is <i>Einstein</i>. This field is available in API version 48.0 and later.</p>

Field	Details
CreatedByIssuer	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Reserved for future use.</p>
DelegateUser	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The Login-As user who executed the action in Setup. If a Login-As user didn't perform the action, this field is blank. This field is available in API version 35.0 and later.</p>
Display	<p>Type string</p> <p>Properties Nillable, Sort</p> <p>Description The full description of changes made in Setup. For example, if the <code>Action</code> field has a value of <code>PermSetCreate</code>, the <code>Display</code> field has a value like "Created permission set MAD: with user license Salesforce."</p>
Section	<p>Type string</p> <p>Properties Nillable, Sort</p> <p>Description The section in the Setup menu where the action occurred. For example, Manage Users or Company Profile.</p>



Note: You can use SOQL joins to get the information you need more quickly. For example, running `SELECT CreatedBy.Name FROM SetupAuditTrail LIMIT 10` returns the first and last names of the last 10 people to make changes in Setup.

SetupEntityAccess

Represents the enabled setup entity access settings (such as for Apex classes) for the parent PermissionSet. This object is available in API version 25.0 and later.

To grant users access to an entity, associate the appropriate SetupEntityAccess record with a PermissionSet that's assigned to a user.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

As of Spring '20 and later, only users with "View Setup and Configuration" permission can access this object.

Fields

Field Name	Details
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the entity's parent PermissionSet. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p> <p>Refers To PermissionSet</p>
SetupEntityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the entity for which access is enabled, such as an Apex class or Visualforce page.</p>
SetupEntityType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of setup entity for which access is enabled. Valid values are:</p> <ul style="list-style-type: none">• <code>ApexClass</code> for Apex classes• <code>ApexPage</code> for Visualforce pages

Field Name	Details
	<ul style="list-style-type: none"> • In API version 28.0 and later, <code>ConnectedApplication</code> for OAuth connected apps • In API version 48.0 and later, <code>CustomEntityDefinition</code> for Custom Settings and Custom Metadata Types • In API version 31.0 and later, <code>CustomPermission</code> for custom permissions • In API version 58.0 and later, <code>ExternalCredentialParameter</code> for external credential principals. • In API version 58.0 and later, <code>FlowDefinition</code> for flows • In API version 58.0 and later, <code>OrgWideEmailAddress</code> for organization-wide email addresses • In API version 28.0 and later, <code>ServiceProvider</code> for service providers • In API version 28.0 and later, <code>TabSet</code> for apps

Usage

Because `SetupEntityAccess` is a child of the `PermissionSet` object, the usage is similar to other `PermissionSet` child objects like `FieldPermissions` and `ObjectPermissions`.

For example, the following code returns all permission sets that grant access to any setup entities for which access is enabled:

```
SELECT Id, ParentId, Parent.Name, SetupEntityId
FROM SetupEntityAccess
```

The following code returns permission sets that grant access only to Apex classes:

```
SELECT Id, ParentId, Parent.Name, SetupEntityId
FROM SetupEntityAccess
WHERE SetupEntityType='ApexClass'
```

The following code returns permission sets that grant access to any setup entities, and are not owned by a profile:

```
SELECT Id, ParentId, Parent.Name, SetupEntityId
FROM SetupEntityAccess
WHERE ParentId
IN (SELECT Id
    FROM PermissionSet
    WHERE isOwnedByProfile = false)
```

You may want to return only those permission sets that have access to a specific setup entity. To do this, query the parent object. For example, this code returns all permission sets that grant access to the `helloWorld` Apex class:

```
SELECT Id, Name,
    (SELECT Id, Parent.Name, Parent.Profile.Name
     FROM SetupEntityAccessItems)
FROM ApexClass
WHERE Name = 'helloWorld'
```

While it's possible to return permission sets that have access to a `ConnectedApplication`, `ServiceProvider`, or `TabSet` by `SetupEntityId`, it's not possible to return permission sets that have access to these `SetupEntityType` fields by any other

AppMenuItem attribute, such as Name or Description. For example, to find out if a user has access to the Recruiting app, you'd run two queries. First, query to get the AppMenuItem ID:

```
SELECT Id, Name, Label
FROM AppMenuItem
WHERE Name = 'Recruiting'
```

Let's say the previous query returned the AppMenuItem ID 0DSD0000000GIiMIAW. Using this ID, you can now run a query to find out if a user has access to the Recruiting app:

```
SELECT Id, SetupEntityId, SetupEntityType
FROM SetupEntityAccess
WHERE ParentId
IN
    (SELECT PermissionSetId
    FROM PermissionSetAssignment
    WHERE AssigneeId = '005D0000001QOzF')
AND (SetupEntityId = '0DSD0000000GIiMIAW')
```

- SEE ALSO:
- [PermissionSet](#)
 - [FieldPermissions](#)
 - [ObjectPermissions](#)
 - [ApexClass](#)
 - [ApexPage](#)

ShapeRepresentation

Contains information about the shape of an org. The shape of an org includes licenses and limits information. You can easily create scratch orgs based on a source org's shape. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
Description	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>A free-form text field for you to enter a description of this org shape. This field has a maximum length of 255 characters.</p>

Field	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Date when the org shape was last referenced. This field is read-only.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Date when the org shape was last viewed. This field is read-only.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The alias for the org shape.</p>
Status	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Status of this org shape. You can use an org shape when it's Active. This field is read-only. Possible values are:</p> <ul style="list-style-type: none">• Active• Error• InProgress• Inactive• New

SharingRecordCollection

Represents a collection of records. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Record collections are limited to 100 items and 100 members for each record collection.

Fields

Field	Details
Description	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The description of the record collection.
GroupId	Type reference Properties Filter, Group, Nillable, Sort Description The group ID of the record collection.
LastAdded	Type dateTime Properties Filter, Nillable, Sort Description The timestamp when an item was last added to the record collection.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort

Field	Details
	Description The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (LastReferencedDate) but not viewed it.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the record collection.
NumberOfRecords	Type int Properties Defaulted on create, Filter, Group, Nillable, Sort Description The number of records in the record collection. The limit is 100.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the record collection owner.

SharingRecordCollectionItem

Represents a single record in a collection of records. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Record collections are limited to 100 items for each record collection.

Fields

Field	Details
CollectionId	Type reference Properties Create, Filter, Group, Sort Description The ID of the related record collection.
Description	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The description of the record collection item.
ItemId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the record collection item.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the record collection item.

SharingRecordCollectionMember

Represents a user with access to a collection of records. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Record collections are limited to 100 members for each record collection.

Fields

Field	Details
CollectionId	Type reference Properties Create, Filter, Group, Sort Description The ID of the related record collection.
UserOrGroupId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the user or group with access to the record collection.

Shift

Represents a shift for service resource scheduling. Available in API versions 46.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `upsert()`

Special Access Rules

Field Service or Workforce Engagement must be enabled. For Field Service, users must have Field Service permission. For Workforce Engagement, users must have the Workforce Engagement Admin or Planner permission set.

Fields

Field	Details
BackgroundColor	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Sets a background color when shifts are displayed in the UI. Use a 3- or 6-digit hexadecimal format, for example #FF00FF. Available in API version 54.0 and later.

Field	Details
EndTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date and time that the shift ends.</p>
IsHolidayShift	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates a shift that overlaps with holiday hours. The default value is false. Available in API version 55.0 and later.</p>
IsNonStandard	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the shift is nonstandard, such as overtime or on-call shifts. The default value is false. Available in API version 54.0 and later.</p>
JobProfileId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The job profile associated with the shift. Available in API versions 47.0 and later.</p>
Label	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The label that a shift is given.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The date and time when the current user last viewed a related record.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time when the current user last viewed this record.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of the shift. This is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
RecordsetFilterCriteriaId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the recordset filter criteria selected for the shift. Available in API version 49.0 and later. This is a relationship field. Relationship Name RecordsetFilterCriteria Relationship Type Lookup Refers To RecordsetFilterCriteria
ServiceResourceId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the service resource the shift belongs to. Available in API versions 47.0 and later. This is a relationship field.</p> <p>Relationship Name ServiceResource</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceResource</p>
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the service territory the shift belongs to. Available in API versions 47.0 and later. This is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>
ShiftNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The number automatically given to the shift upon creation.</p>
ShiftTemplateId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The shift template ID, if the shift was created from a shift template. Available in API version 53.0 and later. This is a relationship field.</p>

Field	Details
	Relationship Name ShiftTemplate Relationship Type Lookup Refers To ShiftTemplate
StartTime	Type dateTime Properties Create, Filter, Sort, Update Description The date and time that the shift starts.
Status	Type picklist Properties Create, Filter, Group, Sort, Update Description Describes the status of the shift. Users can create custom values. Default values are: <ul style="list-style-type: none"> Tentative Published Confirmed
StatusCategory	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Describes the status of the shift using static values. This field is derived from <code>Status</code> using the mapping defined in setup. Possible values are: <ul style="list-style-type: none"> Tentative Published Confirmed
TimeSlotType	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update

Field	Details
	Description Type of time slot for the shift. The same setup values as the <code>TimeSlot</code> field in the <code>OperatingHours</code> object. Possible values are: <ul style="list-style-type: none"> • <code>Normal</code> (default value) • <code>Extended</code>

Usage

Scheduling and dispatching service resources using shift data is not supported in API version 46.0, and is a pilot feature in API version 47.0.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

ShiftChangeEvent (API version 54.0)

Change events are available for the object.

ShiftFeed

Feed tracking is available for the object.

ShiftHistory

History is available for tracked fields of the object.

ShiftOwnerSharingRule

Sharing rules are available for the object.

ShiftShare

Sharing is available for the object.

ShiftHistory

Represents the history of changes made to tracked fields on a time sheet. Available in API versions 46.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

Field Service must be enabled in your organization, and field tracking for shift fields must be configured.

Fields

Field	Details
DataType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Data type of the field that was changed.</p>
Field	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The name of the field that was changed.</p>
NewValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The new value of the field that was changed.</p>
OldValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The value of the field before it was changed.</p>
ShiftId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the shift being tracked. The history is displayed on the detail page for this record. This is a relationship field.</p> <p>Relationship Name Shift</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Shift

Usage

Scheduling and dispatching service resources using shift data is not supported in API version 46.0.

ShiftOwnerSharingRule


Represents the rules for sharing a shift with user records other than the owner or anyone above the owner in the role hierarchy. Available in API versions 46.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`


Special Access Rules

Field Service must be enabled.

 **Note:** To enable access to this object for your org, contact Salesforce customer support. However, we recommend that you instead use Metadata API to programmatically update owner sharing rules because it triggers automatic sharing rule recalculation. The [SharingRules](#) Metadata API type is enabled for all orgs.

Fields

Field	Details
Description	Type textarea Properties Create, Filter, Nillable, Sort, Update Description A description of the sharing rule. Maximum size is 1000 characters.
DeveloperName	Type string Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not

Field	Details
	<p>include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization. Corresponds to Rule Name in the user interface.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p>
GroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID representing the source group. A time sheet owned by a User in the source Group triggers the rule to give access.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Label of the sharing rule as it appears in the user interface. Limited to 80 characters. Corresponds to Label on the user interface.</p>
ServiceResourceAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description A value that represents the type of access granted to the target Group, or UserRole. The possible values are:</p> <ul style="list-style-type: none"> • Read • Edit • All
UserOrGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID representing the User or Group being granted access.</p>

Usage

Scheduling and dispatching service resources using shift data is not supported in API version 46.0.

ShiftPattern

Represents a pattern of templates for creating shifts. This object is available in API version 51.0 and later.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), search(), undelete(), update(), upsert()
```

Special Access Rules

Field Service must be enabled. Users must have Field Service permission.

Fields

Field	Details
Description	<div>Type textarea</div> <div>Properties Create, Nillable, Update</div> <div>Description A short description of the shift pattern to help users identify the pattern.</div>
IsActive	<div>Type boolean</div> <div>Properties Create, Defaulted on create, Filter, Group, Sort, Update</div> <div>Description Indicates that the shift pattern can be used to create shifts. The default value is 'false'.</div>
LastReferencedDate	<div>Type dateTime</div> <div>Properties Filter, Nillable, Sort</div> <div>Description The date that the shift pattern was last used.</div>

Field	Details
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date that the shift pattern was last viewed.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description A short, descriptive name of the shift pattern.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the owner of the shift pattern. Default is the user who creates the shift pattern. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PatternLength	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The duration in days of the shift pattern.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[ShiftPatternChangeEvent](#) (API version 54.0)

Change events are available for the object.

ShiftPatternFeed on page 39

Feed tracking is available for the object.

ShiftPatternHistory on page 47

History is available for tracked fields of the object.

ShiftPatternShare on page 50

Sharing is available for the object.

SEE ALSO:

[ShiftPatternEntry](#)

[Shift Patterns](#)

ShiftPatternEntry

ShiftPatternEntry links a shift template to a shift pattern. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled. Users must have Field Service permission.

Fields

Field	Details
DayOrder	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>DayOrder links the shift template to the specific day within the shift pattern duration that the template. For example, if the DayOrder is 2 then a shift from the associated template is created on the second day of the pattern.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date that the shift pattern entry was last used.</p>

Field	Details
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date that the shift pattern entry was last viewed.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto-generated reference number for the shift pattern entry.</p>
ShiftPatternId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the shift pattern that the shift pattern entry is linked to. This is a relationship field.</p> <p>Relationship Name ShiftPattern</p> <p>Relationship Type Lookup</p> <p>Refers To ShiftPattern</p>
ShiftTemplateId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the shift template that's used to create shifts for this shift pattern entry. This is a relationship field.</p> <p>Relationship Name ShiftTemplate</p> <p>Relationship Type Lookup</p> <p>Refers To ShiftTemplate</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[ShiftPatternEntryChangeEvent](#) (API version 54.0)

Change events are available for the object.

SEE ALSO:

[ShiftPattern](#)

ShiftSegment

Represents a scheduled activity within a shift. This object is available in API version 55.0 and later.

Supported Calls

```
create(), delete(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), undelete(), update(), upsert()
```

Special Access Rules

The org must have the Workforce Engagement license and Workforce Engagement must be enabled. The user requires the Workforce Engagement Planner or Workforce Engagement Admin permission set.

Fields

Field	Details
EndTime	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Create, Filter, Sort, Update</p> <p>Description</p> <p>The date and time when the shift segment ends.</p>
IsInAdherence	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the agent is in adherence (<code>true</code>) or not (<code>false</code>) for the scheduled segment activity.</p> <p>The default value is <code>true</code>.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the shift segment.</p>
SegmentTypeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique ID of the associated shift segment type. This is a relationship field.</p> <p>Relationship Name SegmentType</p> <p>Relationship Type Lookup</p> <p>Refers To ShiftSegmentType</p>
ShiftId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique ID of the shift in which the segment is scheduled. This is a relationship field.</p> <p>Relationship Name Shift</p> <p>Relationship Type Lookup</p> <p>Refers To Shift</p>
StartTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date and time when the shift segment starts.</p>

ShiftSegmentType

Represents a type of activity scheduled within a shift. This object is available in API version 55.0 and later.

Supported Calls



`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

The org must have the Workforce Engagement license and Workforce Engagement must be enabled. The user requires the Workforce Engagement Planner or Workforce Engagement Admin permission set.

Fields

Field	Details
AdherenceThreshold	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description A threshold, in minutes. If the agent starts the scheduled activity within this threshold, the shift segment activity is in adherence.</p>
Category	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description A category for the type of shift segment. Possible values are:</p> <ul style="list-style-type: none">• Break—Break times, such as a coffee or lunch break.• NonWork—Non-working activities, such as training or meetings.• Work—Work activities, such as answering calls, responding to chats, or handling cases.
Color	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Sets a background color when shift activities of this type are displayed in the UI. Use a 3- or 6-digit hexadecimal format, for example #FF00FF.</p>

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A description of the shift segment type.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if the shift segment type is active (<code>true</code>) or not (<code>false</code>). The default value is <code>true</code>.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The language of the shift segment type. Possible values are the languages that Workforce Engagement supports.</p>

Field	Details
MasterLabel	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The label of the shift segment type.</p>
ServicePresenceStatusId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The unique ID of the associated service presence status for segments of this type.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>ServicePresenceStatus</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>ServicePresenceStatus</p>

ShiftShare

Represents a sharing entry on a field service shift. Available in API versions 46.0 and later.

You can only create, edit, and delete sharing entries for standard objects whose `RowCause` field is set to `Manual`. Sharing entries for standard objects with different `RowCause` values are created as a result of your Salesforce org's sharing configuration and are read-only. For some sharing mechanisms, such as sharing sets, sharing entries aren't stored at all.



Note: While Salesforce currently maintains read-only sharing entries for multiple sharing mechanisms, it's possible that we'll stop storing certain share records to improve performance. As a best practice, don't create customizations that rely on the availability of these sharing entries. Any changes to sharing behavior will be communicated before they occur.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
AccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Level of access that the user or group has to the shift. The possible values are:</p> <ul style="list-style-type: none"> • Read • Edit • All (This value isn't valid for create or update calls.) <p>Set to an access level that is at least equal to the organization's default shift access level.</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The shift associated with the sharing entry. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p> <p>Refers To Shift</p>
RowCause	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Reason that this sharing entry exists. If you're creating a sharing entry, the only permitted value is <code>Manual</code>. If no value is specified, the field defaults to <code>Manual</code>. All other <code>RowCause</code> values are read-only. After the sharing entry is created, this field can't be edited. Valid values include:</p> <ul style="list-style-type: none"> • <code>Manual</code>—The User or Group has access because a user with "All" access manually shared the shift record. • <code>Owner</code>—The User is the owner of the shift. • <code>Rule</code>—The User or Group has access via a shift sharing rule.

Field	Details
	<ul style="list-style-type: none">GuestRule—The User or Group has access via a shift guest user sharing rule.
UserOrGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description (Read only) ID of the user or group that has access to the shift record. This is a polymorphic relationship field.</p> <p>Relationship Name UserOrGroup</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>

Usage

Scheduling and dispatching service resources using shift data is not supported in API version 46.0.

ShiftStatus

Represents a shift, such as Tentative, Published, or Confirmed. Available in API versions 46.0 and later.

Supported Calls

describeSObjects(), query(), retrieve()

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
ApiName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p>

Field	Details
	Description Uniquely identifies a picklist value so it can be retrieved without using an ID or master label.
IsDefault	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether this is the default shift status value (<code>true</code>) or not (<code>false</code>) in the picklist. Only one value can be the default value.
MasterLabel	Type string Properties Filter, Group, Nillable, Sort Description Master label for this shift status value. This display value is the internal label that does not get translated. Limit: 255 characters.
SortOrder	Type int Properties Filter, Group, Nillable, Sort Description Number used to sort this value in the shift status picklist. These numbers are not guaranteed to be sequential, as some previous shift status values might have been deleted.
StatusCode	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Describes the status of the shift using static values. Possible values are: <ul style="list-style-type: none">• Tentative• Published• Confirmed

Usage

Scheduling and dispatching service resources using shift data is not supported in API version 46.0.

ShiftTemplate

Represents a template for creating shifts. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

Field Service or Workforce Engagement must be enabled. For Field Service, users must have Field Service permission. For Workforce Engagement, the user needs to have a Workforce Engagement Admin or Planner permission set.

Fields

Field	Details
BackgroundColor	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Sets a background color when shifts are displayed in the UI. Use a 3- or 6-digit hexadecimal format, for example #FF00FF. Available in API version 54.0 and later.</p>
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Additional information about the shift like number of breaks or activities.</p>
Duration	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Sort, Update</p> <p>Description</p> <p>How long the shift lasts. The unit of measurement for this field is determined by <code>ShiftTemplateDurationType</code>.</p>
IsActive	<p>Type</p> <p>boolean</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the shift is active or inactive.</p>
IsNonStandard	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the shift is nonstandard, such as overtime or on-call shifts. The default value is false. Available in API version 54.0 and later.</p>
JobProfileId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The Job Profile record. This field is optional. This is a relationship field.</p> <p>Relationship Name JobProfile</p> <p>Relationship Type Lookup</p> <p>Refers To JobProfile</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the shift template was last modified. Its label in the user interface is Last Modified Date.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the shift template was last viewed.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The shift template record name.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The owner of the shift template. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
RecordsetFilterCriteriaId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the recordset filter criteria selected for the shift template. Available in API version 53.0 and later. This is a relationship field.</p> <p>Relationship Name RecordsetFilterCriteria</p> <p>Relationship Type Lookup</p> <p>Refers To RecordsetFilterCriteria</p>
ShiftTemplateDurationType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>The unit of measurement for the shift template duration.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• <code>H</code>—Hours• <code>M</code>—Minutes <p>The default value is <code>H</code>.</p>
<code>StartTime</code>	<p>Type</p> <p>time</p> <p>Properties</p> <p>Create, Filter, Sort, Update</p> <p>Description</p> <p>The time of day when the shift starts.</p>
<code>TimeSlotType</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The type of time slot. Possible values are:</p> <ul style="list-style-type: none">• <code>Normal</code>• <code>Extended</code> <p>You can use <i>Extended</i> to represent overtime shifts. Available in API version 55.0 and later.</p>

Associated Objects

This object has the following associated objects. If the API version isn’t specified, they’re available in the same API versions as this object. Otherwise, they’re available in the specified API version and later.

[ShiftTemplateOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[ShiftTemplateShare](#) on page 50

Sharing is available for the object.

[ShiftTemplateChangeEvent](#) on page 52

Change Data Capture events are available for the object. Available in API version 54.0 and later.

Shipment

Represents the transport of inventory in field service or a shipment of order items in Order Management.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

At least one of these features must be enabled:

- Order Management
- Field Service
- B2B Commerce
- Health Cloud Visit Inventory
- Consumer Goods Cloud Retail Execution




Fields


Field Name	Details
ActualDeliveryDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date the product was delivered.</p>
DeliveredToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The person or entity the product was delivered to. This is a polymorphic relationship field.</p> <p>Relationship Name DeliveredTo</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
DeliveryMethodId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>



Field Name	Details
	Description The delivery method used for the shipment. This field is available in API version 51.0 and later.
Description	Type textarea Properties Create, Nillable, Update Description Details not recorded in the provided fields
DestinationLocationId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The place the product is to be delivered. This is a relationship field. Relationship Name DestinationLocation Relationship Type Lookup Refers To Location
ExpectedDeliveryDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Date the product is expected to be delivered.
FulfillmentOrderId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The fulfillment order that the shipment belongs to. This field is available in API version 51.0 and later.

Field Name	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (LastReferencedDate), but not viewed it.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order summary associated with the shipment. This field is available in API version 51.0 and later.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The owner of the shipment. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
Provider	<p>Type picklist</p>

Field Name	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description The company or person making the transfer.
ReturnOrderId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description For a return Shipment, the associated ReturnOrder. This field is available in API version 53.0 and later.
ShipFromAddress	Type address Properties Filter, Nillable Description The place the product is coming from.
ShipFromCity	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The city of the address where the shipment originates.
ShipFromCountry	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The country of the address where the shipment originates.
ShipFromGeocodeAccuracy	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Field Name	Details
	<p>Description</p> <p>Accuracy level of the geocode for the address where the shipment originates. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromLatitude	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Used with Longitude to specify the precise geolocation of the address where the shipment originates. Acceptable values are numbers between –90 and 90 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromLongitude	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Used with Latitude to specify the precise geolocation of the address where the shipment originates. Acceptable values are numbers between –180 and 180 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipFromPostalCode	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The postal code of the address where the shipment originates.</p>
ShipFromState	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description The state of the address where the shipment originates.
ShipFromStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description The street of the address where the shipment originates.
ShipToAddress	Type address Properties Filter, Nillable Description The physical address where the shipment is delivered.
ShipToCity	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The city of the address where the shipment is delivered.
ShipToCountry	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The country of the address where the shipment is delivered.
ShipToGeocodeAccuracy	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Accuracy level of the geocode for the address where the shipment is delivered. See Compound Field Considerations and Limitations for details on geolocation compound fields.  Note: This field is available in the API only.

Field Name	Details
ShipToLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Longitude to specify the precise geolocation of the address where the shipment is delivered. Acceptable values are numbers between –90 and 90 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipToLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Latitude to specify the precise geolocation of the address where the shipment is delivered. Acceptable values are numbers between –180 and 180 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
ShipToName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The shipment recipient.</p>
ShipToPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code of the address where the shipment is delivered.</p>
ShipToState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description The state of the address where the shipment is delivered.
ShipToStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description The street of the address where the shipment is delivered.
ShipmentNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description An auto-generated number identifying the shipment.
SourceLocationId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The field service location where the shipment originates. This is a relationship field. Relationship Name SourceLocation Relationship Type Lookup Refers To Location
Status	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The status of the shipment. The picklist includes the following values, which can be customized: <ul style="list-style-type: none"> • <i>Shipped</i>—The product is in transit. • <i>Delivered</i>—The product is at the source location.

Field Name	Details
TotalItemsQuantity	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total quantity of items included in the shipment. This value is calculated as the sum of the quantities of the shipment items in the shipment. This field is available in API version 51.0 and later.</p>
TrackingNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Tracking number for the shipment.</p>
TrackingUrl	<p>Type url</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description URL of website used for tracking the shipment.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[ShipmentChangeEvent](#) (API version 48.0)

Change events are available for the object.

[ShipmentFeed](#)

Feed tracking is available for the object.

[ShipmentHistory](#)

History is available for tracked fields of the object.

[ShipmentOwnerSharingRule](#)

Sharing rules are available for the object.

[ShipmentShare](#)

Sharing is available for the object.

SEE ALSO:

[ShipmentItem](#)

ShipmentItem

Represents an order item included in a shipment. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

At least one of these features must be enabled:

- Order Management
- Field Service
- B2B Commerce
- Health Cloud Visit Inventory
- Consumer Goods Cloud Retail Execution

Fields

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the shipment item.</p>
ExpectedDeliveryDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Expected delivery date of the shipment that contains the shipment item.</p>
FulfillmentOrderLineItemId	<p>Type reference</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The FulfillmentOrderLineItem (fulfillment order product) corresponding to the shipment item.</p>

Field	Details
OrderItemSummaryId	<p>Type reference</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The OrderItemSummary (order product summary) corresponding to the shipment item.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product represented by the shipment item. This is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
Quantity	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The quantity of products represented by the shipment item.</p>
ReturnOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description For a return ShipmentItem, the associated ReturnOrderLineItem. This field is available in API version 53.0 and later.</p>
ShipmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	<p>Description (Master-Detail) The shipment that contains the shipment item. This is a relationship field.</p> <p>Relationship Name Shipment</p> <p>Relationship Type Lookup</p> <p>Refers To Shipment</p>
ShipmentItemNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto-generated number identifying the shipment item.</p>
TrackingNumber	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The tracking number of the shipment that contains the shipment item.</p>
TrackingUrl	<p>Type url</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The tracking URL of the shipment that contains the shipment item.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[ShipmentItemFeed](#)

Feed tracking is available for the object.

ShipmentItemHistory

History is available for tracked fields of the object.

SEE ALSO:

- Shipment
- FulfillmentOrderLineItem

ShippingConfigurationSet

Shipping configuration for a set of products in a store. This object is available in API version 59.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The ShippingConfigurationSet object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
IsDefault	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates whether the shipping configuration is the default (<code>True</code>) or not (<code>False</code>). The default value is <code>False</code>.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>Name of the shipping configuration set.</p>
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description</p> <p>ID of the shipping configuration owner.</p> <p>This field is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>Owner</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Group, User</p>
TargetRecordId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>ID of the target record.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>TargetRecord</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>WebStore</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[ShippingConfigurationSetOwnerSharingRule](#) (API Version 60.0)

Sharing rules are available for the object.

[ShippingConfigurationSetShare](#) (API Version 60.0)

Sharing is available for the object.

ShippingRateArea

A designated geographical area that's available for shipping. This object is available in API version 59.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The ShippingRateArea object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
Countries	Type textarea Properties Create, Nillable, Update Description Countries in the shipping rate area.
CurrencyIsoCode	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Currency ISO code of the cart. Possible values are: <ul style="list-style-type: none">• EUR—Euro• USD—U.S. Dollar The default value is USD.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the shipping rate area.
Regions	Type textarea Properties Create, Nillable, Update Description Reserved for future use.
ShippingRateGroupId	Type reference

Field	Details
	Properties Create, Filter, Group, Sort
	Description ID of the shipping rate group This field is a relationship field.
	Relationship Name ShippingRateGroup
	Relationship Type Lookup
	Refers To ShippingRateGroup

ShippingRateGroup

Available shipping rates based on shipping destination. This object is available in API version 59.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The ShippingRateGroup object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
CurrencyIsoCode	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update
	Description Currency ISO code of the cart. Possible values are: <ul style="list-style-type: none">• <code>EUR</code>—Euro• <code>USD</code>—U.S. Dollar The default value is <code>USD</code> .

Field	Details
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the shipping rate group.
ShippingProfileId	Type reference Properties Create, Filter, Group, Sort Description ID of the shipping profile. This field is a relationship field. Relationship Name ShippingProfile Relationship Type Lookup Refers To ShippingConfigurationSet

SignupRequest

Represents a request for a new sign-up. This object is available in API version 27.0 and later.



Note: You're limited to 20 sign-ups per day. To make additional sign-ups, log a support case in the [Salesforce Partner Community](#). For product, specify **Platform**. For topic, specify **AppExchange & Managed Packages**.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`

Fields

Field Name	Details
AuthCode	Type string Properties Create, Filter, Group, Sort

Field Name	Details
	<p>Description</p> <p>A one-time authorization code that can be exchanged for an OAuth access token and refresh token using standard Salesforce APIs. It's used with <code>ConnectedAppCallbackUrl</code> and <code>ConnectedAppConsumerKey</code> when the specified connected app hasn't been configured with an X.509 certificate. The system provides this read-only field after the sign-up request has been processed. This field is available in API version 29.0 and later.</p>
Company	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The name of the company requesting the trial sign-up.</p>
ConnectedAppCallbackUrl	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>When used with <code>ConnectedAppConsumerKey</code>, specifies a connected app that's approved automatically during the sign-up creation. This field is available in API version 28.0 and later.</p>
ConnectedAppConsumerKey	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>When used with <code>ConnectedAppCallbackUrl</code>, specifies a connected app that's approved automatically during the sign-up creation. This field is available in API version 28.0 and later.</p>
Country	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The default value is the country of the requesting org. To override the default, enter the two-character, uppercase ISO-3166 country code (Alpha-2 code). A complete list of the codes is located at https://www.iso.org/obp/ui/#search. The language of the trial org is auto-determined based on the value of this field.</p>
CreatedOrgId	<p>Type</p> <p>string</p>

Field Name	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The 15-character org ID of the trial org created. The system provides this read-only field after the sign-up request has been processed.</p>
CreatedOrgInstance	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The server instance of the new trial org, for example, "na8." This field is available in API version 29.0 and later.</p>
Edition	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The Salesforce template that is used to create the trial org. Possible values are Partner Group, Professional, Partner Professional, Sales Enterprise, Professional TSO, Enterprise, Partner Enterprise, Service Professional, Enterprise TSO, Developer, and Partner Developer. This field is available in API version 35.0 and later.</p>
ErrorCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The error code if the sign-up request isn't successful. The system provides this read-only field for support purposes.</p>
FirstName	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The first name of the admin user for the trial sign-up.</p>
LastName	<p>Type string</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description The last name of the admin user for the trial sign-up.</p>
PreferredLanguage	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The language of the trial org being created. Specify the language using a language code listed under Fully Supported Languages in Supported Languages in Salesforce Help. For example, use <code>zh_CN</code> for simplified Chinese. The value you select overrides the language set by the locale. If you specify an invalid language, the org defaults to the default language of the country. Likewise, if you specify a language that isn't supported by the Salesforce edition associated with your trial template, the trial org defaults to the default language of the country. This field is available in API version 35.0 and later.</p>
ResolvedTemplateId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Populated during the sign-up request and for internal use by Salesforce. This field is available in API version 35.0 and later.</p>
ShouldConnectToEnvHub	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description When set to <code>true</code>, the trial org is connected to the Environment Hub. The sign-up must take place in the hub main org or a spoke org. This field is available in API version 35.0 and later.</p>
SignupEmail	<p>Type email</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The email address of the admin user for the trial sign-up.</p>

Field Name	Details
SignupSource	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description A user-specified description of the trial sign-up, up to 60 characters. This field is available in API version 36.0 and later.</p>
Status	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The status of the request. Possible values are <code>New</code>, <code>In Progress</code>, <code>Error</code>, or <code>Success</code>. The default is <code>New</code>.</p>
Subdomain	<p>Type string</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The My Domain name for the new trial org used in the org's login and application URLs. In Developer Edition orgs, your name must contain at least 3 characters and no more than 27 characters. In all other editions, it must be at least 3 characters and no more than 34 characters. It can include letters, numbers, and hyphens, but you can't start the name with a hyphen. If you don't choose a My Domain during sign-up, Salesforce assigns one for you based on your company name. If you don't like the one we set, you can change it. For details, see My Domain in Salesforce Help.</p>
SuppressSignupEmails	<p>Type boolean</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description When set to <code>true</code>, no sign-up emails are sent when the trial org is created. This field is used for the Proxy Signup feature and is available in API version 29.0 and later.</p>
TemplateId	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>The 15-character ID of the Trialforce template that is the basis for the trial sign-up. Salesforce must approve the template. If you don't specify an edition, a template ID is required.</p>
TrialDays	<p>Type</p> <p>anyType</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>The duration of the trial sign-up in days. Must be equal to or less than the trial days for the approved Trialforce template. If not provided, it defaults to the trial duration specified for the Trialforce template.</p>
TrialSourceOrgId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The 15-character org ID of the Trialforce Source Organization (TSO) from which the Trialforce template was created.</p>
Username	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The username of the admin user for the trial sign-up. It must follow the address convention specified in RFC822: www.w3.org/Protocols/rfc822/#z10.</p>

Usage

The Java class uses REST API to create a SignupRequest object. It authenticates to the Trialforce Management Organization (TMO) and then posts a request to the SignupRequest object.

Here are the variables to specify in this example.

- **SERVER**—The name of the host server for the TMO, for example, *yourInstance.salesforce.com*.
- **USERNAME**—The admin username for the TMO.
- **PASSWORD**—The concatenation of the admin password and the security token for the TMO. To get an email with the security token, from your personal settings in Salesforce, select **Reset My Security Token** and click **Reset Security Token**.
- **CLIENT_ID**—From Setup in Salesforce, in the Quick Find box, enter *Apps*, and then select **Apps**. Under Connected Apps, click **New**. Enter values for the required fields (Callback URL is required, but you can initially set it to any valid URL because it's not used). Grant full access for the OAuth scopes in the Selected OAuth Scopes selector, and click **Save**. Then copy the value of Consumer Key and use it for this variable.

- CLIENT_SECRET—On the same page, click **Click to reveal**. Then copy the value of Consumer Secret and use it for this variable.

```
public class IsvSignupDriver {
    private static final String SERVER = server_name:port;
    private static final String USERNAME = tmo_username;
    private static final String PASSWORD = tmo_passwordsecurity_token;
    private static final String CLIENT_ID = consumer_key;
    private static final String CLIENT_SECRET = consumer_secret;

    private static SignupRequestInfo signupRequest = null;

    public static String createSignupRequest (SignupRequestInfo sr)
        throws JSONException, IOException {
        JSONObject createResponse = null;
        signupRequest = sr;
        JSONObject loginResponse = login(SERVER, USERNAME, PASSWORD);
        String instanceUrl = loginResponse.getString("instance_url");
        String accessToken = loginResponse.getString("access_token");
        createResponse = create(instanceUrl, accessToken);
        System.out.println("Created SignupRequest object: " + createResponse + "\n");
        return createResponse.toString();
    }

    /* Authenticates to the TMO using the required credentials */

    private static JSONObject login(String server, String username, String password)
        throws ClientProtocolException, IOException, JSONException {
        String authEndPoint = server + "/services/oauth2/token";
        HttpClient httpClient = new DefaultHttpClient();
        try {
            HttpPost post = new HttpPost(authEndPoint);

            List<NameValuePair> params = new ArrayList<NameValuePair>();
            params.add(new BasicNameValuePair("grant_type", "password"));
            params.add(new BasicNameValuePair("client_id", CLIENT_ID));
            params.add(new BasicNameValuePair("client_secret", CLIENT_SECRET));
            params.add(new BasicNameValuePair("username", username));
            params.add(new BasicNameValuePair("password", password));
            post.setEntity(new UrlEncodedFormEntity(params, Consts.UTF_8));

            BasicResponseHandler handler = new BasicResponseHandler();
            String response = httpClient.execute(post, handler);
            return new JSONObject(response);
        } finally {
            httpClient.getConnectionManager().shutdown();
        }
    }

    /* Posts a request to the SignupRequest object */

    private static JSONObject create(String instanceUrl, String accessToken)
        throws ClientProtocolException, IOException, JSONException {
        HttpClient httpClient = new DefaultHttpClient();
        try {
            HttpPost post = new HttpPost(instanceUrl +
```

```

"/services/data/v27.0/objects/SignupRequest/");
post.setHeader("Authorization", "Bearer " + accessToken);
post.setHeader("Content-Type", "application/json");

JSONObject requestBody = new JSONObject();
requestBody.put("TemplateId", signupRequest.getTemplateID());
requestBody.put("SignupEmail", signupRequest.getEmail());
requestBody.put("username", signupRequest.getUsername());
requestBody.put("Country", "US");
requestBody.put("Company", signupRequest.getCompanyName());
requestBody.put("lastName", signupRequest.getLastName());

StringEntity entity = new StringEntity(requestBody.toString());
post.setEntity(entity);
BasicResponseHandler handler = new BasicResponseHandler();
String response = httpClient.execute(post, handler);
return new JSONObject(response);
} finally {
    httpClient.getConnectionManager().shutdown();
}
}
}

```

Error Codes

If the sign-up fails, the system generates an error code that can help you identify the cause. This table shows the most important error codes.

Error Code	Description
C-1007	Duplicate username.
C-1015	Error while establishing the new org's My Domain (subdomain) settings. Contact Salesforce support for assistance.
C-1016	Error while configuring the OAuth connected app for Proxy Signup. Verify that your connected app has a valid consumer key, callback URL, and unexpired certificate (if applicable).
C-1018	Invalid subdomain value provided during sign-up.
C-1019	Subdomain in use. Choose a new subdomain value.
C-1020	Template not found. Either the template doesn't exist or it was deleted.
C-1033	Template is the wrong version.
C-1034	Can't create the org. Contact Salesforce Customer Support for assistance.
C-9999	Generic fatal error. Contact Salesforce Customer Support for assistance.
S-1006	Invalid email address (not in a proper email address format).
S-1014	Invalid or missing parameters during the sign-up process. Possible solutions include: <ul style="list-style-type: none"> Indicate a valid callback URL.

Error Code	Description
	<ul style="list-style-type: none"> If indicated, be sure to provide both a Consumer Key and callback URL.
S-1018	Invalid My Domain (subdomain) name. Select a name that doesn't: <ul style="list-style-type: none"> Contain double hyphens End in a hyphen Include restricted words Exceed 40 characters (33 for Developer Edition)
S-1019	My Domain (subdomain) already in use.
S-1026	Invalid namespace. A namespace must begin with a letter, can't contain consecutive underscores, can't be a restricted or reserved namespace, and must be 15 characters or fewer.
T-0001	Template ID not valid (not in the format 0TTxxxxxxxxxxx).
T-0002	Template not found. Either the template doesn't exist or it was deleted.
T-0003	Template not approved for use by Salesforce. Contact Salesforce Customer Support for assistance.
T-0004	The Trialforce Source Organization (TSO) for the template doesn't exist or has expired.
VR-0001	Can't create the scratch org. Try again later.
VR-0002	Can't create the scratch org. Check that the release value is valid. If no release value was specified, contact Salesforce Customer Support.
VR-0003	Can't create the scratch org. Check that the release value is valid. If no release value was specified, contact Salesforce Customer Support.

Associated Objects

This object has the following associated objects. Unless noted, they're available in the same API version as this object.

- [SignupRequestFeed](#)—Feed tracking is available for the object.
- [SignupRequestHistory](#)—History is available for tracked fields of the object.
- [SignupRequestOwnerSharingRule](#)—Sharing rules are available for the object
- [SignupRequestShare](#)—Sharing is available for the object.

Site

Represents a public website that is integrated with an org. This object is available in API version 16.0 and later.

To access this object, Digital Experiences, Salesforce Sites, or Site.com must be enabled.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

- Customer Portal users can't access this object.
- To view this object, you must have the View Setup and Configuration permission.

Fields

Field	Description
AdminId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The site administrator designated as the contact for the site. This user receives site-related communications from site visitors and from Salesforce. This is a relationship field.</p> <p>Relationship Name Admin</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
AnalyticsTrackingCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The tracking code associated with your site. This code can be used by services like Google Analytics to track page request data for your site.</p>
ArchiveStatus	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The archived status of a site. Possible values are:</p> <ul style="list-style-type: none"> • NotArchived • TemporarilyArchived
ArchivedById	<p>Type reference</p>

Field	Description
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user that archived the site.</p> <p>Relationship Name: ArchivedBy</p> <p>Relationship Type: Lookup</p> <p>Refers To: User</p>
ArchivedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Date and time when the site was archived.</p>
ClickjackProtectionLevel	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Sets the clickjack protection level. The options are:</p> <ul style="list-style-type: none"> • <code>AllowAllFraming</code>—Allow framing by any page (no protection) • <code>SameOriginOnly</code>—Allow framing by the same origin only (recommended) • <code>NoFraming</code>—Don't allow framing by any page (most protection) <p>This field is available in API version 30.0 and later.</p>
DailyBandwidthLimit	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The rolling 24-hour daily bandwidth limit for the sites in your organization.</p>
DailyBandwidthUsed	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Description
	Description The current rolling 24-hour daily bandwidth usage for the sites in your organization.
DailyRequestTimeLimit	Type int Properties Filter, Group, Nillable, Sort Description The rolling 24-hour daily service request time limit for the sites in your organization. Service request time is calculated as the total server time in minutes required to generate pages for the site.
DailyRequestTimeUsed	Type int Properties Filter, Group, Nillable, Sort Description The current rolling 24-hour daily service request time for the sites in your organization.
Description	Type textarea Properties Filter, Nillable, Sort Description An optional description of the site.
GuestRecordDefaultOwnerId	Type reference Properties Filter, Group, Nillable, Sort Description A user in the Salesforce org that is the default owner of records created by unauthenticated (guest) users. This is a relationship field. Relationship Name GuestRecordDefaultOwner Relationship Type Lookup Refers To User

Field	Description
GuestUserId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The site or Experience Cloud sites specific user that anonymous, unauthenticated users run as when interacting with the site. This is a relationship field.</p> <p>Relationship Name GuestUser</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The name of the site as it appears in the user interface.</p>
MonthlyPageViewsEntitlement	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of page views allowed for the current calendar month for the sites in your organization.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The name used when referencing the site in the API.</p>
OptionsAllowGuestPaymentsApi	<p>Type boolean</p> <p>Properties Filter</p>

Field	Description
	Description Indicates whether unauthenticated guest users can access the Payments API (<code>true</code>) or not (<code>false</code>). The default is <code>false</code> . This field is available in API version 49.0 and later.
<code>OptionsAllowGuestSupportApi</code>	Type boolean Properties Filter Description The option to enable unauthenticated users to access the Support API.
<code>OptionsAllowHomePage</code>	Type boolean Properties Filter Description The option to enable the standard page associated with the Home tab (<code>/home/home.jsp</code>).
<code>OptionsAllowStandardAnswersPages</code>	Type boolean Properties Filter Description The option to enable standard pages associated with an answers Experience Cloud site. If you want to use default Answers pages (such as <code>AnswersHome</code>), enable these pages.
<code>OptionsAllowStandardIdeasPages</code>	Type boolean Properties Filter Description The option to enable standard pages associated with an Ideas Experience Cloud site. If you want to use default Ideas pages (such as <code>IdeasHome</code>), enable these pages.
<code>OptionsAllowStandardLookups</code>	Type boolean Properties Filter

Field	Description
	Description The option to enable the standard lookup pages. These are the windows associated with lookup fields on Visualforce pages.
OptionsAllowStandardPortalPages	Type boolean Properties Filter Description The option to enable authenticated users to access the standard Salesforce pages.
OptionsAllowStandardSearch	Type boolean Properties Filter Description The option to enable the standard search pages. To allow public users to perform standard searches, enable these pages.
OptionsBrowserXssProtection	Type boolean Properties Filter Description The option to enable the browser's cross-site scripting protection.
OptionsCachePublicVfPagesInProxies	Type boolean Properties Filter Description Indicates whether proxy servers cache this site's publicly available pages only for unauthenticated guest users (<code>true</code>) or not (<code>false</code>). When this field is <code>false</code> , this site's cache-enabled Visualforce pages are cached in the web browser for both authenticated and unauthenticated users. The default is <code>true</code> . See Configure Site Caching in Salesforce Help for more information. This field is available in API version 52.0 and later.
OptionsContentSniffingProtection	Type boolean Properties Filter

Field	Description
	Description The option to enable content-sniffing protection.
OptionsCookieConsent	Type boolean Properties Filter Description Indicates whether only required Salesforce-supplied cookies are allowed within the site (<code>true</code>) or all cookies types are allowed: required, functional, and advertising (<code>false</code>). The default is <code>false</code> . This field is available in API version 52.0 and later.
OptionsCspUpgradeInsecureRequests	Type boolean Properties Filter Description This field is removed in API version 52.0 and later. In API version 51.0 and earlier, the value in the field is ignored.
OptionsEnableFeeds	Type boolean Properties Filter Description The option that displays the Syndication Feeds related list, where you can create and manage syndication feeds for users on your public sites. This field is visible only if you have the feature enabled for your organization.
OptionsHasStoredPathPrefix	Type boolean Properties Filter Description Indicates whether this Experience Cloud site has a customized <code>urlPathPrefix</code> (<code>true</code>) or instead uses the Experience Cloud site's <code>UrlPathPrefix</code> plus <code>/s</code> (<code>false</code>). The default is <code>false</code> . In other sites, this field has no effect. This field is available in API version 50.0 and later.
OptionsRedirectToCustomDomain	Type boolean

Field	Description
	<p>Properties Filter</p> <p>Description Indicates whether requests to this site's system-managed URLs are redirected to the HTTPS custom domain serving this site (<code>true</code>) or not (<code>false</code>). System-managed site URLs end in <code>*.my.salesforce-sites.com</code> or <code>*.my.site.com</code>. In Experience Cloud sites, the default is <code>false</code>. In Salesforce Sites, the default is <code>true</code>.</p> <p>If multiple custom domains serve this site and this field is set to <code>true</code>, requests are routed to the site's primary custom URL only if it's an HTTPS custom domain. Otherwise, requests are redirected to the first HTTPS custom domain associated with this site, in alphanumeric order. If no HTTPS custom domain serves this site, this option has no effect.</p> <p>This field is available in API version 52.0 and later.</p>
<code>OptionsReferrerPolicyOriginWhenCrossOrigin</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description The option to enable referrer policy (origin-when-cross-origin).</p>
<code>OptionsRequireHttps</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description This field is removed in API version 52.0 and later. In API version 51.0 and earlier, the value in the field is ignored.</p>
<code>SiteType</code>	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Identifies whether the site is a Visualforce (Salesforce Sites) or a Site.com site. <code>SiteType</code> is available in API version 21.0 and later. In API version 26.0 and later, if Experience Cloud sites are enabled for your Salesforce org, the site could also be a Network Visualforce or Network Site.com site.</p>
<code>Status</code>	<p>Type picklist</p>

Field	Description
	Properties Filter, Group, Restricted picklist, Sort
	Description The status for the site. For example, <code>Active</code> or <code>In Maintenance</code> .
Subdomain	Type string
	Properties Filter, Group, Nillable, Sort
	Description If you enabled Salesforce Sites or Digital Experiences before you enabled enhanced domains on your My Domain, this field returns this site's previous subdomain. For example, if your domain was <code>mycompany.force.com</code> , then <code>mycompany</code> is the subdomain. If you enabled Salesforce Sites or Digital Experiences after you enabled enhanced domains, this field returns a null value.
TopLevelDomain	Type url
	Properties Filter, Nillable
	Description The optional branded custom Web address that you registered with a third-party domain name registrar. The custom Web address acts as an alias to your Salesforce address. Beginning with API version 21.0, <code>TopLevelDomain</code> is no longer available. Instead, use the Domain and DomainSite objects.
UrlPathPrefix	Type string
	Properties Filter, Group, Nillable, Sort
	Description The unique Salesforce URL that the public uses to access this site.

Usage

Use this read-only object to query or retrieve information on your site.

Associated Objects

This object has the following associated objects. Unless noted, these associated objects are available in the same API version as this object.

SiteFeed

Feed tracking is available for the object.

SiteHistory

History is available for tracked fields of the object.

SiteDetail

Represents the details of a Salesforce site or Experience Cloud site. Available in API Version 38.0 and later.

Supported SOAP Calls

`describeSObjects()`, `query()`


Supported REST HTTP Methods

GET

Fields

Field	Details
DurableId	Type string Properties Filter, Group, Nillable, Sort Description The ID of the Site object.
IsRegistrationEnabled	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the site allows users to sign up.
SecureUrl	Type url Properties Filter, Group, Nillable, Sort

Field	Details
	Description The URL of the website.

 **Note:** SiteDetail fields are exposed in SOAP API version 45.0 and later. You can use Tooling API to query for SiteDetail fields in guest user mode in API version 44.0 and earlier. In API version 45.0 and later, use SOAP API to get this data in guest user mode. SiteDetail is still exposed in Tooling API to User Profiles with the ViewSetup permission.

SiteDomain

SiteDomain is a read-only object, and a one-to-many replacement for the Site.TopLevelDomain field. This object is available in API version 21.0, and has been deprecated as of API version 26.0. In API version 26.0 and later, use the [Domain](#) and [DomainSite](#) objects instead.

To access this object, Digital Experiences, Salesforce Sites, or Site.com must be enabled.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

- Customer Portal users can't access this object.
- To view this object, you must have the View Setup and Configuration permission.

Fields

Field	Description
Domain	Type url Properties Filter, Sort Description The branded custom Web address within the global namespace identified by this domain's type. In the Domain Name System (DNS) global namespace, this field is the custom Web address that you registered with a third-party domain name registrar. The custom Web address can be used to access the site of this domain.
SiteId	Type reference Properties Filter, Group, Sort

Field	Description
	Description The ID of the associated Site.
DomainType	Type picklist Properties Filter, Group, Sort, Nillable Description The global namespace that this custom Web address belongs to. This value is set to DNS for custom Web addresses in the global DNS. This field is available in version 24.0 of the API.

Usage

Use this read-only object to query the domains that are associated with each site in your organization.

SiteHistory

Represents the history of changes to the values in the fields of a site. This object is generally available in API version 18.0 and later.

To access this object, Salesforce Sites must be enabled for your organization.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

- Customer Portal users can't access this object.
- To view this object, you must have the “View Setup and Configuration” permission.


Fields

Field	Details
DataType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Data type of the field that was changed.

Field	Details
Field	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The name of the field that was changed.</p>
NewValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The new value of the field that was changed.</p>
OldValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The last value of the field before it was changed.</p>
SiteId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the associated Site. This is a relationship field.</p> <p>Relationship Name Site</p> <p>Relationship Type Lookup</p> <p>Refers To Site</p>

SiteframeWhitelistUrl

Represents a list of external domains that you allow to frame your Salesforce site or Experience Cloud site pages. This object is available in API version 44.0 and later.

 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. Because changing terms in our code can break current implementations, we maintained this object's name.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

- Customer Portal users can't access this object.
- To view this object, you must have the "View Setup and Configuration" permission.

Fields

Field Name	Details
SiteId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the site to include in the inline frame. This is a relationship field.</p> <p>Relationship Name Site</p> <p>Relationship Type Lookup</p> <p>Refers To Site</p>
Url	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The domain allowed to frame your Salesforce site or Experience Cloud site page. Accepts these formats: example, example.com, *example.com, and https://example.com.</p>

SiteRedirectMapping

Represents a site redirect from an external site to an Experience Cloud site. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

This object is available only if Digital Experiences is enabled for your org and Create and Set Up Experiences is enabled.

Fields

Field	Details
Action	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The type of the redirect. Possible values are:</p> <ul style="list-style-type: none">• Permanent• Temporary
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the redirect is enabled. Default value is <code>false</code>.</p>
IsDynamic	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether a redirect rule is dynamic. Default value is <code>false</code>. This field is available in API version 57.0 and later.</p>
SiteId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	Description The ID of the site for the redirect. This field is a relationship field. Relationship Name Site Relationship Type Lookup Refers To Site
Source	Type url Properties Create, Filter, Sort Description The URL of the site you want to redirect.
Target	Type url Properties Create, Filter, Sort Description The URL of the Experience Cloud site you want to users to visit.

Usage

If you build a new site on Experience Cloud but you also have an old site on a different platform, ensure that users visit the new site. Use SiteRedirectMapping to redirect users from the external site to the Experience Cloud site.

Skill

Represents a category or group of Chat users or service resources in Field Service or Workforce Engagement. This object is available in API version 24.0 and later.




Note: For information about WDC skills on a user's profile, see the [ProfileSkill](#) topic.

Supported Calls

`create()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field Name	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description The description of the skill.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The language of the skill.</p>
LastViewedDate	<p>Type datetime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed the skill.</p>
MasterLabel	<p>Type string</p>

Field Name	Details
	Properties Create, Filter, Group, idLookup, Sort, Update
	Description The name of the skill.

Usage

Chat

Use this object to assign Chat users to groups based on their abilities. The skills associated with a LiveChatButton determine which agents receive chat requests that come in through that button.

Field Service

Use this object to track certifications and areas of expertise in your workforce. After you create a skill, you can:

- Assign it to a service resource via the Skills related list on the resource's detail page. When you assign a skill to a service resource, you can specify their skill level and the duration of the skill.
- Add it as a required skill via the Skill Requirements related list on any work type, work order, or work order line item. When you add a required skill to a work record, you can specify the skill level.

Workforce Engagement

Use this object to specify areas of expertise in your workforce. After you create a skill, you can:

- Assign it to a service resource via the Skills related list on the resource's detail page.
- Add it as a required skill via the Skill Requirements related list on a job profile.

SkillLevelDefinition

Represents a skill which can be acquired by completing enablement site (myTrailhead) modules. This object is available in API version 51.0 and later.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), undelete(), update(), upsert()
```

Special Access Rules

The org must have a Workforce Engagement license and an Enablement Sites (myTrailhead) license. User must have at least one Workforce Engagement permission set assigned to them: Workforce Engagement Analyst, Workforce Engagement Planner, Workforce Engagement Agent.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Describes the mapping.</p>
IsAutoApproved	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether this mapping auto-approves. The default value is 'false'.</p>
LearningContent	<p>Type string</p> <p>Properties Filter, Nillable</p> <p>Description The titles of the Trailhead modules associated to this mapping.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The user who owns the Skill Level Definition. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
SkillId	<p>Type reference</p>

Field	Details
	Properties Create, Filter, Group, Sort, Update Description The skill that this mapping is for. This is a relationship field. Relationship Name Skill Relationship Type Lookup Refers To Skill
SkillLevel	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The level to assign for the skill.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[SkillLevelDefinitionOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[SkillLevelDefinitionShare](#) on page 50

Sharing is available for the object.

SkillLevelProgress

Represents training progress for a given user. This object is available in API version 51.0 and later.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), undelete(), update(), upsert()
```

Special Access Rules

The org must have a Workforce Engagement license and an Enablement Sites (myTrailhead) license. User must have at least one Workforce Engagement permission set assigned to them: Workforce Engagement Analyst, Workforce Engagement Planner, Workforce Engagement Agent.

Fields

Field	Details
CompletedCount	Type int Properties Create, Filter, Group, Sort, Update Description Number of modules that have been completed towards this Skill Mapping.
CompletedDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date when this progress was completed.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of skill level progress. This is a relationship field. Relationship Name Owner Relationship Type Lookup Refers To User
ServiceResourceId	Type reference Properties Create, Filter, Group, Sort, Update

Field	Details
	<p>Description The Service Resource that will be granted a service resource skill when the progress is complete. This is a relationship field.</p> <p>Relationship Name ServiceResource</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceResource</p>
SkillLevelDefinitionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The corresponding skill mapping for this progress. This is a relationship field.</p> <p>Relationship Name SkillLevelDefinition</p> <p>Relationship Type Lookup</p> <p>Refers To SkillLevelDefinition</p>
SkillMasterLabel	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The master label of the Skill associated with the associated SkillLevelDefinition.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Represents the status of the progress. Possible values are:</p> <ul style="list-style-type: none"> • A—Approved

Field	Details
	<ul style="list-style-type: none">• R—Review• S—Started <p>The default value is 'S'.</p>
TotalCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The total number of modules that need to be completed.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[SkillLevelProgressOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[SkillLevelProgressShare](#) on page 50

Sharing is available for the object.

SkillProfile

Represents a join between Skill and Profile. This object is available in API version 24.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `update()`, `retrieve()`

Fields

Field Name	Details
ProfileId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The ID of the profile.</p>

Field Name	Details
SkillId	Type reference Properties Create, Filter, Group, Sort Description The ID of the skill.

Usage

Use this object to assign specific skills to specific profiles.

SkillRequirement

Represents a skill that is required to complete a particular task in Field Service, Omni-Channel, Salesforce Scheduler, or Workforce Engagement. Skill requirements can be added to pending service routing objects in Omni-Channel. They can be added to work types, work orders, and work order line items in Field Service and Lightning Scheduler. And they can be added to job profiles in Workforce Engagement. This object is available in API version 38.0 and later. You also can add skill requirements to work items in Omni-Channel skills-based routing using API version 42.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

If you want to use SkillRequirement for Field Service use cases, then Field Service must be enabled.

If you want to use SkillRequirement only for Omni-Channel skills-based routing use cases, then you don't need Field Service to be enabled.

If you want to use SkillRequirement for Workforce Engagement use cases, then Workforce Engagement must be enabled.

Fields

Field Name	Details
IsAdditionalSkill	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update

Field Name	Details
	<p>Description</p> <p>Indicates that a skill is additional. After a designated timeout period, a skill marked as additional is dropped from Omni-Channel routing. The case is then routed to the best-matched agent even if they don't have all the skills.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.</p>
RelatedRecordId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The record that the skill is required for. The related record can be a work order, work order line item, work type, or pending service routing record.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>RelatedRecord</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>WorkOrder, WorkOrderLineItem, WorkType</p>
SkillId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p>

Field Name	Details
	<p>Description The skill that is required. This is a relationship field.</p> <p>Relationship Name Skill</p> <p>Relationship Type Lookup</p> <p>Refers To Skill</p>
SkillLevel	<p>Type double</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description The level of the skill required. Skill levels can range from zero to 99.99. Depending on your business needs, you can have the skill level to reflect years of experience, certification levels, or license classes.</p>
SkillNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto-generated number identifying the skill requirement.</p>
SkillPriority	<p>Type int</p> <p>Properties Aggregatable, Create, Filter, Group, Nillable, Sort, Update</p> <p>Description For additional skills, specify the order in which skills are dropped if after the specified timeout no agent with that skill is available. Higher priority-value skills are dropped first. Lower priority-value skills, for example 0, are dropped last. Skills with the same priority value are dropped as a group. You can set skill priority using skills-based routing rules or Apex code.</p>

Usage

Field Service

Skill requirements help dispatchers assign work orders to service resources with the proper expertise. You can still assign a work order, work order line item, or related service appointment to a service resource that does *not* have the specified skills, so skill requirements serve more as a suggestion than a rule.



Note: If you're using the Field Service managed package, use matching rules to ensure that appointments are only assigned to service resources who possess the skills listed on the parent work order.

If many of your work orders require the same skills, add skill requirements to work types to save time and keep your processes consistent. When you add a skill requirement to a work type, work orders and work order line items that use that type automatically inherit the skill requirement. For example, if all annual maintenance visits for your Classic Refrigerator product require a Refrigerator Maintenance skill level of at least 50, add that skill requirement to the Annual Maintenance Visit work type. When you create a work order for a customer's annual fridge maintenance, applying that work type adds the skill requirement as well.

Omni-Channel

We recommend that you use Omni-Channel flow or skills-based routing rules to create skills-based routing requests. When you do so, work items are routed by creating a PendingServiceRouting object. The PendingServiceRouting object can have multiple SkillRequirements objects associated with it. When a work item requires multiple skills, it's routed to an agent who has all of the required skills. The PendingServiceRouting object adds attributes to the work item that represent the skill (skill id), priority, skill proficiency, and timestamp.

Workforce Engagement

Workforce Engagement uses skill requirements to assign shifts to agents who have the right skills. You can still assign shifts to service resources if they don't have those skills.

In a non-Omni workflow, create a scheduling rule that matches agents to shifts based on their skills and the job profile's skill requirements. Shift scheduling tools can then assign agents with the right skills.

Associated Objects

This object has the following associated objects. Unless noted, they're available in the same API version as this object.

SkillRequirementChangeEvent (API version 54.0)

Change events are available for the object.

SkillRequirementFeed

Feed tracking is available for the object.

SkillRequirementHistory

History is available for tracked fields of the object.

SkillUser

Represents a join between Skill and User. This object is available in API version 24.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `update()`, `query()`, `retrieve()`

Fields

Field Name	Details
SkillId	Type reference Properties Create, Filter, Group, Sort Description The ID of the skill.
UserId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the user.

Usage

Use this object to assign specific skills to specific users.

SlaProcess

Represents an entitlement process associated with an Entitlement. This object is available in API version 19.0 and later.

An entitlement process is a timeline that includes all the steps (MilestoneType records) that your support team must complete to resolve cases. Each process includes the logic necessary to determine how to enforce the correct service level for your customers.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`, `search()`, `describeLayout()`

Special Access Rules

As of Summer '20 and later, only Salesforce admin users, users with access to the Case, Entitlement, or Work Order objects, and users with the View Setup and Configuration permission can access this object.

Fields

Field	Details
BusinessHoursId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Required. ID of the BusinessHours associated with the entitlement. Must be a valid business hours ID.</p>
Description	<p>Type textarea</p> <p>Properties Filter, Nillable</p> <p>Description A description of the entitlement process.</p>
IsActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter</p> <p>Description Indicates whether the entitlement process is active (<code>true</code>) or not (<code>false</code>).</p>
IsVersionDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the entitlement process is the default version (<code>true</code>) or not (<code>false</code>). This field is available in API version 28.0 and later in organizations that have entitlement versioning enabled.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the SlaProcess was last viewed.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Filter, idLookup</p> <p>Description The name of the entitlement process.</p>
NameNorm	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The read-only value for the unique name of the entitlement process or the entitlement process version. If entitlement versioning is enabled, this value is automatically generated for each version of an entitlement process in this form: <i>process name+_v + x</i>, where <i>x</i> is the version number (for example, "gold_support_v2"). If entitlement versioning isn't enabled, this value is the same as <i>Name</i>. This field is available in API version 28.0 and later.</p>
SObjectType	<p>Type picklist</p> <p>Properties Restricted picklist, Filter, Group, Sort</p> <p>Description The type of records that the entitlement process can run on. Its values are:</p> <ul style="list-style-type: none"> • <i>Case</i> • <i>Work Order</i> <p>An entitlement process runs only on records that match its type. For example, a Case entitlement process that's applied to an entitlement runs only on cases associated with the entitlement, not on work orders. As a best practice, therefore, manage customers' work orders and cases on separate entitlements. The field label in the user interface is Entitlement Process Type.</p>
StartDateField	<p>Type picklist</p> <p>Properties Filter, Restricted picklist</p> <p>Description The criteria for cases to enter the entitlement process. Cases can enter the process based on:</p> <ul style="list-style-type: none"> • The creation date on a case

Field	Details
	<ul style="list-style-type: none">• A custom date/time field on a case
VersionMaster	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Identifies the sequence of versions to which this entitlement process belongs. This field's contents can be any value as long as it is identical among all versions of the entitlement process.</p> <p>This field is available in API version 28.0 and later in organizations that have entitlement versioning enabled.</p>
VersionNotes	<p>Type textarea</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The description of the entitlement process version.</p> <p>This field is available in API version 28.0 and later in organizations that have entitlement versioning enabled.</p>
VersionNumber	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The version number of the entitlement process. Must be 1 or greater.</p> <p>This field is available in API version 28.0 and later in organizations that have entitlement versioning enabled.</p>

Usage

Use this object to query entitlement processes on entitlements.

SEE ALSO:

[Entitlement](#)
[MilestoneType](#)
[CaseMilestone](#)

Snippet

Represents a snippet, which is a container for rich text that can be reused across Account Engagement emails and email templates. This object is available in API version 47.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Snippets are available in Account Engagement business units with the Sales, CRM, or Service permission set license.

Fields

Field	Details
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p> <p>Description</p> <p>The description of the snippet. Limited to 32 KB.</p>
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Required. This field value is unique to your org and is required for a Snippet to be resolved in marketing content. Label is API Name.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field	Details
	Description The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Required. The name of the snippet.
Type	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The type of content a snippet includes. Allowable values are: Date, Image, Link, Text. This field is for organizational purposes.
Value	Type textarea Properties Create, Nillable, Update Description The body content of a snippet. This field can contain plain or rich text. The value of a snippet is resolved when a marketing email is sent. The field does not support emojis, HTML, or image files.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[SnippetFeed](#)

Feed tracking is available for the object.

SnippetAssignment

Represents a relationship between a snippet and a campaign. Assignments are required to use snippet content in Account Engagement emails and email templates. A snippet can be assigned to more than one campaign. This object is available in API version 47.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

Snippets are available in Account Engagement business units with the Sales, CRM, or Service permission set license.

Fields

Field	Details
ParentId	Type reference Properties Create, Filter, Group, Sort Description ID of the parent object
SnippetId	Type reference Properties Create, Filter, Group, Sort Description ID of the related snippet record

SocialPersona

Represents a snapshot of a contact's profile on a social network such as Facebook or Twitter. This object is available in API version 22.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
AreWeFollowing	Type boolean

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Specifies whether a Salesforce social account is following the social persona or not.</p>
AuthorLabels	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Comma-separated list of author type tags.</p>
AvatarUrl	<p>Type string</p> <p>Properties Nillable</p> <p>Description Retrieves the user's social network avatar. It's a read-only field and you can't specify or update its value.</p>
Bio	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Biography of the social persona.</p>
ExternalId	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the social persona on the social network.</p>
ExternalPictureURL	<p>Type url</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description URL to the picture of the social persona on the social network.</p>

Field Name	Details
Followers	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of followers that the social persona has.</p>
Following	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of people that the social persona is following.</p>
InfluencerScore	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Radian6 score describing the influence of the social persona. No longer used.</p>
IsBlacklisted	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Specifies whether the social persona is blacklisted or not.</p>
IsDefault	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Specifies whether the social persona supplies the default avatar image that's displayed on the contact or account.</p>
IsFollowingUs	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field Name	Details
	Description Specifies whether the social persona is following a Salesforce social account or not.
IsVerified	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Specifies whether the social persona is verified or not.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description Date and time when the social persona was last referenced.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description Date and time when the social persona was last viewed.
ListedCount	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Radian6 field. No longer used.
MediaProvider	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Social network of the social persona.
MediaType	Type string

Field Name	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description Social network type of the social persona.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the social persona.
NumberOfFriends	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Number of friends that the social persona has.
NumberOfTweets	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Number of tweets made by the social persona.
ParentId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the contact parent record for the social persona. This is a polymorphic relationship field. Relationship Name Parent Relationship Type Lookup Refers To Account, Contact, Lead, SocialPost

Field Name	Details
ProfileType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type of profile. Values are:</p> <ul style="list-style-type: none">• Person• Page
ProfileUrl	<p>Type url</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description URL for the profile.</p>
Provider	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Social network, such as Facebook or Twitter, of the social persona.</p>
R6SourceId	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the social persona in Social Studio.</p>
RealName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Real name of the social persona.</p>
SourceApp	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field Name	Details
	Description Salesforce product that created the social persona.
TopicType	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Type of topic, such as keyword or managed.

Usage

The fields on a SocialPersona object don't provide real-time data. They provide a snapshot of information from the last time Salesforce collected a post from the social persona. Many of the Radian6-related fields are no longer accurate or used.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[SocialPersonaHistory](#) (API version 26.0)

History is available for tracked fields of the object.

SocialPost

Represents a snapshot of a post on a social network such as a Facebook or Twitter. This object is available in API version 23.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
AnalyzerScore	Type double Properties Create, Filter, Nillable, Sort, Update Description Score set on the social post in Social Studio.

Field Name	Details
AssignedTo	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description User in Social Studio that the social post is assigned to.</p>
AttachmentType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type of the first attachment on the social post. Values are:</p> <ul style="list-style-type: none">• APPLICATION• AUDIO• IMAGE• LINK• TEXT• UNKNOWN• VIDEO
AttachmentUrl	<p>Type url</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description URL for the first attachment on the social post.</p>
Classification	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Classification for the social post, such as inquiry or customer case.</p>
CommentCount	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of comments on the social post.</p>

Field Name	Details
Content	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Body of the social post.</p>
DeletedById	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If the social post is deleted, ID of the person who deleted the social post. This is a relationship field.</p> <p>Relationship Name DeletedBy</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
EngagementLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Engagement level of the social post, such as reviewed or resolved.</p>
ExternalPostId	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the social post in its social network.</p>
Handle	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Handle of the person who posted the social post.</p>

Field Name	Details
HarvestDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date and time when Social Studio collected the social post.</p>
Headline	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Headline of the social post.</p>
HiddenById	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If the social post is hidden, ID of the person who hid it. This is a relationship field.</p> <p>Relationship Name HiddenBy</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
InboundLinkCount	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of links on the inbound social post.</p>
IsOutbound	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Specifies whether the social post is outbound or not.</p>

Field Name	Details
KeywordGroupName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Radian6 field that is no longer used.
Language	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Language of the social post.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description Date when the social post was last referenced.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description Date when the social post was last viewed.
LikedBy	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the managed social account in the social network that liked the social post.
LikesAndVotes	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Radian6 number of likes and votes on the social post.

Field Name	Details
MediaProvider	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Social network of the social post.</p>
MediaType	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Type of social network of the social post.</p>
MessageType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type of message. Values are:</p> <ul style="list-style-type: none"> • <code>Comment</code>—Facebook comment • <code>Direct</code>—Twitter direct message • <code>Post</code>—Facebook post • <code>Private</code>—Facebook private message • <code>Reply</code>—Twitter or Facebook reply • <code>Retweet</code>—Twitter retweet • <code>Tweet</code>—Twitter tweet
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the social post.</p>
Notes	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Notes added by Social Hub actions for the social post.</p>

Field Name	Details
OutboundSocialAccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the social account used for outbound social posts. This is a relationship field.</p> <p>Relationship Name OutboundSocialAccount</p> <p>Relationship Type Lookup</p> <p>Refers To ExternalSocialAccount</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the owner of the social post. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the parent record of the social post, for example, the ID of a case. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To Case
PersonaId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the social persona who made the post. This is a relationship field. Relationship Name Persona Relationship Type Lookup Refers To SocialPersona
PostPriority	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Priority of the social post set in Social Studio.
PostTags	Type textarea Properties Create, Nillable, Update Description Comma-separated list of tags on the social post.
PostUrl	Type url Properties Create, Filter, Group, Nillable, Sort, Update Description URL for the social post.
Posted	Type dateTime

Field Name	Details
	Properties Create, Defaulted on create, Filter, Sort, Update Description Date and time when the social post was made.
Provider	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort Description Social network of the social post.
R6PostId	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description Unique ID of the post in Social Studio.
R6SourceId	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the author in Social Studio.
R6TopicId	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description ID for either the topic profile or the managed account in Social Studio.
Recipient	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the recipient of the social post in Social Studio.
RecipientType	Type string

Field Name	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description Type of the recipient of the social post, such as a person.
ReplyToId	Type reference Properties Create, Filter, Group, Nillable, Sort Description Dynamically generated from replyToExternalPostId in Social Studio. This is a relationship field. Relationship Name ReplyTo Relationship Type Lookup Refers To SocialPost
ResponseContextExternalId	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description External ID, such as a conversation ID, author ID, or post ID, for the item you're responding to.
ReviewScale	Type double Properties Create, Filter, Nillable, Sort, Update Description Review scale for the social post.
ReviewScore	Type double Properties Create, Filter, Nillable, Sort, Update Description Review score for the social post.

Field Name	Details
ReviewedStatus	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Status of the social post review.</p>
Sentiment	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Sentiment of the social post. Values are:</p> <ul style="list-style-type: none">• Negative• Neutral• Positive• SomewhatNegative• SomewhatPositive
Shares	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of times the social post has been shared.</p>
SourceTags	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Comma-separated list of author type tags.</p>
SpamRating	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Spam rating of the social post. Values are:</p> <ul style="list-style-type: none">• NotSpam

Field Name	Details
	<ul style="list-style-type: none"> Spam
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Status of the social post. Values are:</p> <ul style="list-style-type: none"> DELETED FAILED HIDDEN PENDING PENDING_APPROVAL RECALL_APPROVAL REJECTED_APPROVAL REPLIED SENT UNKNOWN
StatusMessage	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Status message for the social post.</p>
ThreadSize	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Radian6 field. No longer used.</p>
TopicProfileName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Name of the topic profile for the social post in Social Studio.</p>

Field Name	Details
TopicType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type of topic. Values are:</p> <ul style="list-style-type: none">• Keyword• Managed
TruncatedContent	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Truncated content of the social post.</p>
UniqueCommentors	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of unique people who commented on the social post.</p>
ViewCount	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of times the social post was viewed.</p>
WhoId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Polymorphic ID of a person such as a lead or a contact. This is a polymorphic relationship field.</p> <p>Relationship Name Who</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To Account, Contact, Lead

Usage

The fields on a SocialPost object don't provide real-time data. They provide a snapshot of information from the last time Salesforce collected the post from the social network. Many of the Radian6-related fields are no longer accurate or used.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

SocialPostChangeEvent (API version 48.0)

Change events are available for the object.

SocialPostFeed (API version 26.0)

Feed tracking is available for the object.

SocialPostHistory (API version 26.0)

History is available for tracked fields of the object.

SocialPostOwnerSharingRule

Sharing rules are available for the object.

SocialPostShare

Sharing is available for the object.

Solution


Represents a detailed description of a customer issue and the resolution of that issue.

Supported Calls


`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
IsDeleted	Type boolean Properties Defaulted on create, Filter

Field	Details
	<p>Description</p> <p>Indicates whether the object has been moved to the Recycle Bin (<code>true</code>) or not (<code>false</code>). Label is Deleted.</p>
IsHtml	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the Solution is an HTML solution (<code>true</code>) or not (<code>false</code>).</p>
IsOutOfDate	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter</p> <p>Description</p> <p>Read-only field that indicates whether a solution master has been updated since the translated version was created (<code>true</code>) or not (<code>false</code>). Note that this field does not appear in the page layout of master solutions.</p>
IsPublished	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates whether the Solution has been published (<code>true</code>) or not (<code>false</code>). A solution's published state does not affect how it can be used, or whether you can query, update, or delete it. Label is Public.</p> <p> Note: Prior to Spring '14, the label was Visible in Self-Service Portal.</p>
IsPublishedInPublicKb	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates whether the Solution has been published as a Public Solution (<code>true</code>) or not (<code>false</code>). Label is Visible in Public Knowledge Base.</p> <p>This field only applies to solutions, not articles in the public knowledge base.</p>
IsReviewed	<p>Type</p> <p>boolean</p>

Field	Details
	<p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the Solution has been reviewed (<code>true</code>) or not (<code>false</code>). This flag can only be set indirectly via the <code>Status</code> picklist. Each predefined <code>Status</code> value implies an <code>IsReviewed</code> value. Label is Reviewed.</p>
<code>LastReferencedDate</code>	<p>Type datetime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
<code>LastViewedDate</code>	<p>Type datetime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (<code>LastReferencedDate</code>), but not viewed it.</p>
<code>OwnerId</code>	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the User who owns the Solution. This is a relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
<code>ParentId</code>	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Update</p>

Field	Details
	Description ID of the master solution, if this is the translation of a master solution.
RecordTypeId	Type reference Properties Create, Filter, Nillable, Update Description ID of the RecordType to which the Solution is associated.
SolutionLanguage	Type picklist Properties Create, Filter, Restricted picklist, Update Description The language that the solution is written in, such as <code>French</code> or <code>Chinese (Traditional)</code> .
SolutionName	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Required. If a client application creates a new Solution and a value for this field is unspecified, a hyphen (-), the default value for this field, is used. Limit: 255 characters. Label is Title .
SolutionNote	Type textarea Properties Create, Nillable, Update Description The details of the Solution record. Limit: 32,000 characters. Label is Solution Details .  Note: If you have HTML Solutions enabled, any HTML tags used in this field are verified before the object is created or updated. If invalid HTML is entered, an error is thrown. Any JavaScript used in this field is removed before the object is created or updated.
SolutionNumber	Type string Properties Autonumber, Defaulted on create, Filter, Sort

Field	Details
	Description An identifying number that is assigned automatically when a solution is created. It can't be set directly, and it can't be modified.
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Required. The status of the solution. Directly controls the <code>IsReviewed</code> value. To obtain the status values in the picklist, a client application can query the <code>SolutionStatus</code> .
TimesUsed	Type int Properties Filter, Group, Sort Description Number of times this solution has been used. Label is Num Related Case .

Usage

Use this object to manage your organization's solutions. Client applications can create, update, delete, and query Attachment records associated with a solution.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[SolutionFeed](#) (API version 18.0)

Feed tracking is available for the object.

[SolutionHistory](#)

History is available for tracked fields of the object.


SEE ALSO:

[CategoryData](#)

[CategoryNode](#)

SolutionStatus

Represents the status of a Solution, such as Draft, Reviewed, and so on.

 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. Because changing terms in our code can break current implementations, we maintained this object's name.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field	Details
ApiName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description Uniquely identifies a picklist value so it can be retrieved without using an id or primary label.</p>
IsDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this is the default solution status value (<code>true</code>) or not (<code>false</code>) in the picklist. Only one value can be the default value.</p>
IsReviewed	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this solution status value represents a reviewed Solution (<code>true</code>) or not (<code>false</code>). Multiple solution status values can represent a reviewed Solution.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Label for this solution status value. This display value is the internal label that does not get translated.</p>
SortOrder	<p>Type int</p>

Field	Details
	Properties Filter, Group, Nillable, Sort
	Description Number used to sort this value in the solution status picklist. These numbers are not guaranteed to be sequential, as some previous solution status values might have been deleted.

Usage

This object represents a value in the solution status picklist. The solution status picklist provides additional information about the status of a Solution, such as whether a given status value represents a reviewed or unreviewed solution. Your client application can query this object to retrieve the set of values in the solution status picklist, and then use that information while processing Solution objects to determine more information about a given solution. For example, the application could test whether a given case has been reviewed or not based on its `Status` value and the value of the `IsReviewed` property in the associated `SolutionStatus` record.

SEE ALSO:

[Solution](#)

SolutionTag

Associates a word or short phrase with a Solution.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`

Fields

Field Name	Details
<code>ItemId</code>	Type reference Properties Create, Filter Description ID of the tagged item.
<code>Name</code>	Type string Properties Create, Filter

Field Name	Details
	Description Name of the tag. If this value does not already exist, a new TagDefinition is created and becomes the parent of this Tag object. Otherwise, a TagDefinition with the same name becomes the parent of this Tag object. Parent relationships are created automatically.
TagDefinitionId	Type reference Properties Filter Description ID of the parent TagDefinition object that owns the tag.
Type	Type picklist Properties Create, Filter, Restricted picklist Description Defines the visibility of a tag. Valid values: <ul style="list-style-type: none"> • Public—The tag can be viewed and manipulated by all users in an organization. • Personal—The tag can be viewed or manipulated only by a user with a matching OwnerId.

Usage

SolutionTag stores the relationship between its parent TagDefinition and the Solution being tagged. Tag objects act as metadata, allowing users to describe and organize their data.

When a tag is deleted, its parent TagDefinition will also be deleted if the name is not being used; otherwise, the parent remains. Deleting a TagDefinition sends it to the Recycle Bin, along with any associated tag entries.



SOSDeployment

Represents the general settings for deploying SOS video call capability in a native mobile application. This object is available in API version 34.0 and later.

Supported Calls

`create()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field Name	Details
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization.</p> <p> Note: When creating large sets of data, always specify a unique DeveloperName for each record. If no DeveloperName is specified, performance slows down while Salesforce generates one for each record.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The language of the deployment.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The name of the deployment.</p>
OptionsIsBackwardFacingCameraEnabled	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Determines whether customers can use the backwards-facing camera on their mobile devices to talk to SOS agents.</p>

Field Name	Details
OptionsIsEnabled	Type boolean Properties Create, Filter, Update Description Determines whether the deployment is enabled for customers to request new SOS video calls.
OptionsIsVoiceOnlyMode	Type boolean Properties Create, Filter, Update Description Determines whether video functionality is disabled for customers, making it so customers can only talk to SOS agents using only audio.
QueueId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the queue that's associated with the SOS deployment.

Usage

Use this object to query and manage SOS deployments.

SOSSession

This object is automatically created for each SOS session and stores information about the session. This object is available in API versions 34.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
AppVersion	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The version of the customer's mobile application in which SOS is implemented.</p>
CaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the case that's associated with the SOS session.</p>
ContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the contact that's associated with the SOS session.</p>
DeploymentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the SOS deployment that the SOS session originated from.</p>
EndTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The time that the SOS session ended.</p>
IpAddress	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description To protect the customer's privacy, this field is now blank.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time that the session record was last referenced by a user.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time that the session record was last viewed.
Name	Type string Properties Autonumber, Defaulted on create, Filter, Sort Description The name of the session.
OpentokSession	Type encryptedstring Properties Create, Nillable, Update Description The ID of the OpenTok session that's associated with the SOS video call.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the session record's owner.
SessionDuration	Type int Properties Filter, Group, Nillable, Sort

Field Name	Details
	Description The amount of time that the SOS session lasted.
SessionRecordingUrl	Type url Properties Create, Filter, Group, Nillable, Sort, Update Description The URL where the SOS session recording is stored.
SosVersion	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The version of SOS that was used in your organization's mobile application when this session occurred.
StartTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The time that the SOS session began.
SystemInfo	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Information about the customer's mobile device from which the SOS call originated, such as the device's operating system.
WaitDuration	Type int Properties Filter, Group, Nillable, Sort Description The amount of time the customer waited before an agent accepted the SOS session and the call began.

Usage

Use this object to query and manage SOS session records.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

SOSSessionFeed

Feed tracking is available for the object.

SOSSessionHistory

History is available for tracked fields of the object.

SOSSessionOwnerSharingRule

Sharing rules are available for the object.

SOSSessionShare

Sharing is available for the object.

SOSSessionActivity

Captures information about specific events that occur during an SOS video call, such as when an SOS call begins or ends. This object is available in API version 34.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
ActivityTime	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Create, Filter, Sort</p> <p>Description</p> <p>The time at which the activity occurred.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, idLookup, Filter, Sort</p> <p>Description</p> <p>The name of the activity.</p>

Field Name	Details
SessionId	Type reference Properties Create, Filter, Group, Sort Description The ID of the SOS session that's associated with the event.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The kind of activity that occurred.

Usage

Use this object to query and manage SOS session activities.

Stamp

Represents a User Specialty. This object is available in API version 39.0 and later.

Create User Specialty labels. Specialties can be any term you want, up to 50 characters, including spaces and underscores.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field	Description
Description	Type string Properties Filter, Group, Nillable, Sort Description Use this field to describe what the user specialty means and how it applies to a user. You have a 255 character maximum including spaces and underscores.

Field	Description
MasterLabel	Type string Properties Filter, Group, Sort Description The User Specialty label that appears under the user's profile picture. You can create any label you want as long as it's within the 50 character maximum, including spaces and underscores.
ParentId	Type reference Properties Filter, Group, Sort Description The id of the org or network. This is a relationship field. Relationship Name Parent Relationship Type Lookup Refers To Organization

StampAssignment

Represents assignment of a User Specialty to a user. This object is available in API version 39.0 and later.

Assign a User Specialty to users. This label appears beneath their profile photo.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field	Details
StampId	Type reference Properties Filter, Group, Sort

Field	Details
	Description The unique id generated when creating a user specialty. This is a relationship field. Relationship Name Stamp Relationship Type Lookup Refers To Stamp
SubjectId	Type reference Properties Filter, Group, Sort Description The id for the user getting the User Specialty label. This is a relationship field. Relationship Name Subject Relationship Type Lookup Refers To User

StandardInvocableActionType

Represents a collection of fields to set up granular user permissions for access to a standard invocable action in Flow Builder. This object is available in API version 60.0 and later.

Supported Calls

`query()`

Fields

Field	Details
DeveloperName	Type string

Field	Details
	Properties Filter, Group, Sort
	Description The developer name and namespace combination of the invocable action. This combination must be unique.
Namespace	Type string
	Properties Filter, Group, Sort
	Description The namespace of the invocable action. Enter a value only if you're using the invocable action in Flow Builder or with Apex.

StandardShippingRate

Standard shipping rate for a store. This object is available in API version 59.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The `StandardShippingRate` object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
ConditionFactor	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update
	Description Conditions that affect the shipping rate. Possible values are: <ul style="list-style-type: none"> • <code>OrderPriceFactor</code>—Total price of the order. • <code>OrderWeightFactor</code>—Reserved for future use.

Field	Details
ConditionRangeMax	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Maximum value of the shipping rate condition.</p>
ConditionRangeMin	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Minimum value of the shipping rate condition.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Currency ISO code of the cart. Possible values are:</p> <ul style="list-style-type: none">• EUR—Euro• USD—U.S. Dollar <p>The default value is USD.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the standard shipping rate.</p>
Price	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Price of standard shipping.</p>
ShippingZoneId	<p>Type reference</p>

Field	Details
	Properties Create, Filter, Group, Sort
	Description ID of the shipping zone. This field is a relationship field.
	Relationship Name ShippingZone
	Relationship Type Lookup
	Refers To ShippingRateArea

StaticResource

Represents a static resource that can be used in Visualforce markup.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Fields

Field	Details
Body	Type base64
	Properties Create, Nillable, Update
	Description Required. Encoded file data.
BodyLength	Type int
	Properties Filter, Group, Sort
	Description Size of the file (in bytes).

Field	Details
CacheControl	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The sharing policy for the static resource when cached. The cache control can have one of the following values:</p> <ul style="list-style-type: none"> • <i>Private</i> specifies that the static resource data cached on the Salesforce server shouldn't be shared with other users. The static resource is stored in cache only for the current user's session. • <i>Public</i> specifies that the static resource data cached on the Salesforce server be shared with other users in your organization for faster load times. For API users, the resource is accessible to all internet traffic.
ContentType	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Type of content. Label is Mime Type. Limit: 120 characters.</p>
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Text description of the static resource. Limit: 255 characters.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Name of the static resource.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>The namespace prefix that is associated with this object. Each Developer Edition org that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <i>namespacePrefix__componentName</i> notation.</p> <p>The namespace prefix can have one of the following values.</p> <ul style="list-style-type: none"> In Developer Edition orgs, <code>NamespacePrefix</code> is set to the namespace prefix of the org for all objects that support it, unless an object is in an installed managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition org of the package developer. In orgs that are not Developer Edition orgs, <code>NamespacePrefix</code> is set only for objects that are part of an installed managed package. All other objects have no namespace prefix. <p>This field can't be accessed unless the logged-in user has the Customize Application permission.</p>

Usage

Use static resources to upload content that you can reference in Visualforce markup, including archives (such as .zip and .jar files), images, stylesheets, JavaScript, and other files. Using a static resource is preferable to uploading a file to the Documents tab because:

- You can package a collection of related files into a directory hierarchy and upload that hierarchy as a .zip or .jar archive.
- You can reference a static resource in page markup by name using the `$Resource` global variable instead of hard-coding document IDs.

Encoded Data

The API sends and receives the binary file data encoded as a base64 data type. Prior to creating a record, clients must encode the binary file data as base64. Upon receiving an API response, clients must decode the base64 data to binary (this conversion is usually handled for you by the SOAP client).

Maximum Static Resource Size

You can create or update static resources to a maximum size of 5 MB. An organization can have up to 250 MB of static resources, total.

SEE ALSO:

[ApexComponent](#)

[ApexPage](#)

[Developer Guide: Visualforce Developer Guide](#)

StoreIntegratedService

Represents an association between an integration and a store. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The StoreIntegratedService object is available only if the B2B Commerce license is enabled.

Fields

Field	Details
Integration	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. The integration ID. Possible values are:</p> <ul style="list-style-type: none"> • If the integration is a RegisteredExternalService: <ul style="list-style-type: none"> – The ID of the RegisteredExternalService OR – [ServiceProviderType]__[DeveloperName] <ul style="list-style-type: none"> • ServiceProviderType: Price, Inventory, Tax, or Shipment • DeveloperName of RegisteredExternalService • If the integration is a PaymentGateway: <ul style="list-style-type: none"> – The ID of the PaymentGateway • If the integration is a Flow: <ul style="list-style-type: none"> – [ServiceProviderType]__[NamespacePrefix]__[ApiName] – If NamespacePrefix is null, it's [ServiceProviderType]__[ApiName] <ul style="list-style-type: none"> • ServiceProviderType: Flow • ApiName and NamespacePrefix of FlowDefinitionView • If the integration is the Salesforce Standard pricing: <ul style="list-style-type: none"> – [ServiceProviderType]__B2B_STOREFRONT__StandardPricing <ul style="list-style-type: none"> • ServiceProviderType: Price

Field	Details
ServiceProviderType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. The type of integration service provider. Possible values are:</p> <ul style="list-style-type: none"> • Flow • Inventory • Payment • Price • Promotions (this value is available in API version 53.0 and later) • Shipment • Tax
StoreId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The unique ID for the store.</p>

StreamingChannel

Represents a channel that is the basis for notifying listeners of generic Streaming API events. This object is available in API version 29.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

- This object is available only if Streaming API is enabled for your org.
- Users with the Create permission can create this record.
- You can create a permission set and grant users read and create access to all streaming channels in the org. This access isn't for a specific channel, like with user sharing.
- You can apply user sharing to StreamingChannel. You can restrict access to receiving or sending events on a channel by sharing channels with specific users or groups. Channels shared with public read-only or read-write access send events only to clients

subscribed to the channel that also are using a user session associated with the set of shared users or groups. Only users with read-write access to a shared channel can generate events on the channel, or modify the actual StreamingChannel record.

Fields

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the StreamingChannel. Limit: 255 characters.</p> <p>Label: Description</p>
IsDynamic	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description true if the channel gets dynamically created on subscribe if necessary, false otherwise.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (LastReferencedDate), but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p>

Field	Details
	<p>Description Required. Descriptive name of the streaming channel. Limit: 80 characters, alphanumeric and “_”, “/” characters only. Must start with “/u/”. This value identifies the channel and must be unique.</p> <p>Label: Streaming Channel Name</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the owner of the streaming channel.</p> <p>Label: Owner Name</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>

Dynamic Streaming Channel

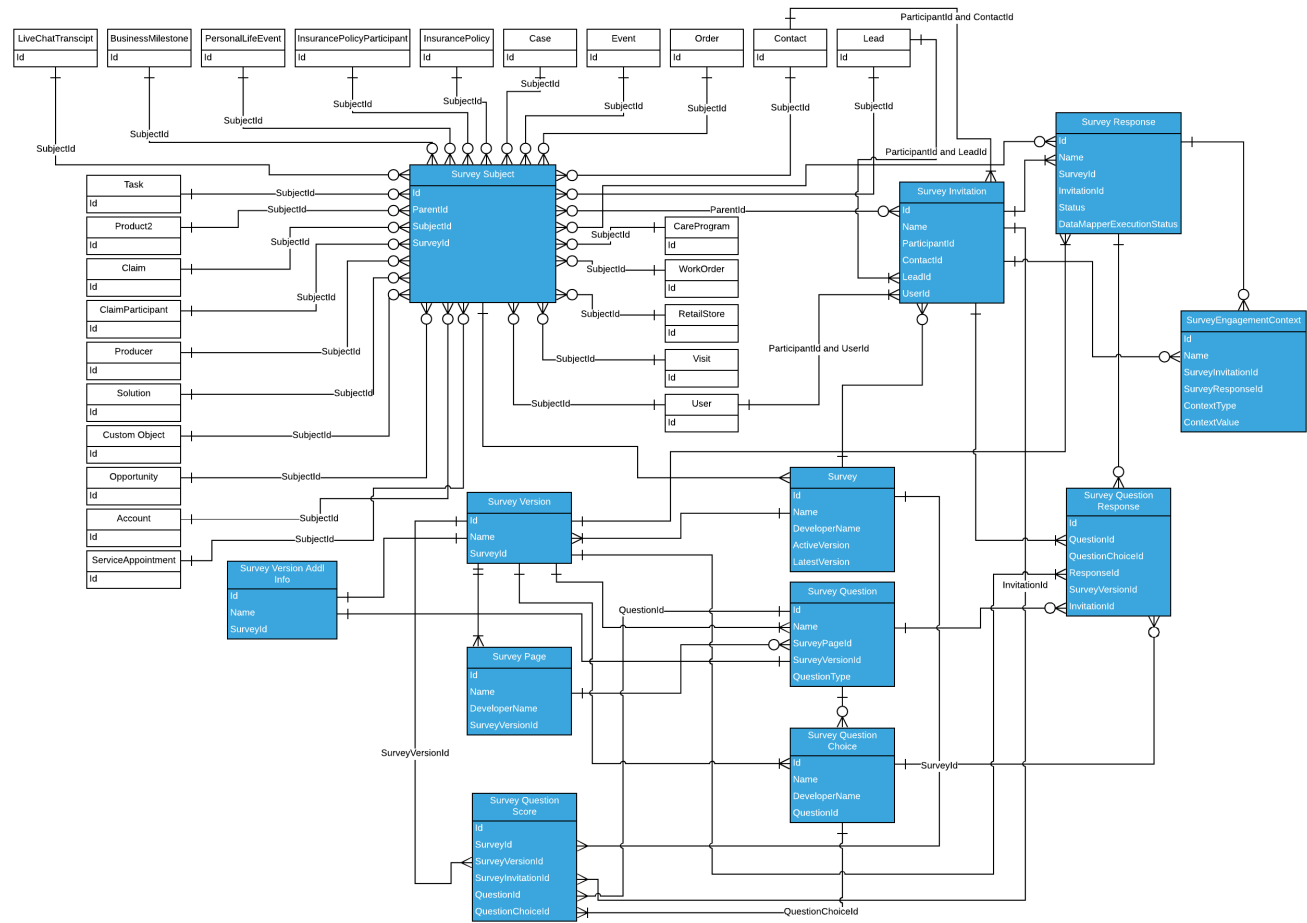
Streaming API generic streaming supports dynamic streaming channel creation, which creates a StreamingChannel when a client first subscribes to the channel. To enable dynamic streaming channels in your org, from Setup, enter *User Interface* in the Quick Find box, then select **User Interface**. Enable **Enable Dynamic Streaming Channel Creation**. You can also enable dynamic channel creation in Metadata API using EventSettings.

SEE ALSO:

[Streaming API Developer Guide](#)

Salesforce Surveys Object Model

Learn about how Salesforce Surveys objects relate to one another in Salesforce.




Survey

Represents a survey.

Supported Calls

`describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`

 **Note:** You can't define custom fields for the Survey object using the Object Manager.

Fields

Field Name	Details
ActiveVersionID	Type reference
	Properties Filter, Group, Nillable, Sort

Field Name	Details
	Description The ID of the survey version currently activated.
Description	Type string Properties Nillable Description The description of the survey. This field isn't visible in the UI.
DeveloperName	Type string Properties Filter, Group, Sort Description The survey's unique API name.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time that the current user last viewed a record related to the survey.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed the survey.
LatestVersionId	Type reference Properties Filter, Group, Sort Description The ID of the most recent version of this survey.
Name	Type string Properties Filter, Group, Sort

Field Name	Details
	<p>Description</p> <p>The name of the survey that appears in the UI. This field is read-only from API version 50.0.</p>
NamespacePrefix	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The namespace prefix that is associated with this object. Each Developer Edition org that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <i>namespacePrefix__componentName</i> notation.</p> <p>The namespace prefix can have one of the following values.</p> <ul style="list-style-type: none"> • In Developer Edition orgs, <code>NamespacePrefix</code> is set to the namespace prefix of the org for all objects that support it, unless an object is in an installed managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition org of the package developer. • In orgs that are not Developer Edition orgs, <code>NamespacePrefix</code> is set only for objects that are part of an installed managed package. All other objects have no namespace prefix.
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The ID of the user who created the survey.</p>
SurveyType	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Type of the survey. The default value is Survey.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • ASSESSMENT — Survey type for sales enablement teams. Available from API version 58.0 and later. • BASIC — Survey with a question page with like or dislike, long text, multiple selection, NPS, rating, short text, and single selection questions, and without inserted participant responses, display logic, and page branching logic.

Field Name	Details
	<ul style="list-style-type: none"> SURVEY — Survey with all the available features.
TotalVersionsCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of versions of the survey.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[SurveyFeed](#) (API version 42.0)

Feed tracking is available for the object.

[SurveyOwnerSharingRule](#)

Sharing rules are available for the object.

[SurveyShare](#)

Sharing is available for the object.

SurveyEmailBranding

Represents the configuration settings for invitation emails sent to survey participants for a particular survey.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules


As of Spring '20 and later, only users with the View Setup and Configuration permission can access this object.



Note: You can't define custom fields for the SurveyEmailBranding object using the Object Manager.

Fields

Field Name	Details
Body	<p>Type textarea</p> <p>Properties Create, Update</p>

Field Name	Details
	Description The body text of the invitation email.
DeveloperName	Type string Properties Create, Filter, Group, Sort, Update Description The unique API name of the email branding configuration. <div>  Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field. </div>
FooterImageId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the content asset that appears in the footer of the invitation email.
FromEmailAddress	Type email Properties Create, Filter, Group, Nillable, Sort, Update Description The email address that appears in the “From” field when the invitation is sent to participants.
HeaderImageId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the content asset that appears in the header of the invitation email.
Language	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The language of the emails. Available languages include: <ul style="list-style-type: none"> Chinese (Simplified)

Field Name	Details
	<ul style="list-style-type: none">Chinese (Traditional)DanishDutchEnglishFinnishFrenchGermanItalianJapaneseKoreanNorwegianPortuguese (Brazilian)RussianSpanishSpanish (Mexican)SwedishThai
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The label for these email configuration settings.</p>
Subject	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The subject of the invitation email.</p>

SurveyEngagementContext

Represents the context based on which a survey invitation was sent or a survey response was received. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`



Note: You can't define custom fields for the SurveyEngagementContext object using the Object Manager.

Fields

Field	Details
ContextType	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Context type based on which the survey invitation was sent or the response was received.</p>
ContextValue	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Context based on which the survey invitation was sent or the response was received.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the record.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the record's owner.</p>
SurveyInvitationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field	Details
	Description ID of the survey invitation.
SurveyResponseId	Type reference Properties Create, Filter, Group, Nillable, Sort Description ID of the survey response.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[SurveyEngagementContextShare](#)

Sharing is available for the object.

SurveyInvitation

Represents the invitation sent to a participant to complete the survey.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
CommunityId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the Experience Cloud site that you want to send the survey to.
ContactId	Type reference Properties Filter, Group, Nillable, Sort

Field Name	Details
	Description ID of the contact who received the invitation. This field is available in API v49.0 and later.
EmailBrandingId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the survey email branding object that's associated with this invitation.
InvitationLink	Type url Properties Group, Nillable Description The URL to the survey that is sent to participants. To query on this field, you need access to the associated Survey record.
InviteExpiryDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time that the survey invitation expires.
IsDefault	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Determines whether this is the default survey invitation to use when the survey is sent to participants.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed a record related to this survey invitation.

Field Name	Details
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this survey invitation.</p>
LeadId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the lead who received the invitation. This field is available in API v49.0 and later.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the survey invitation that appears in the UI.</p>
OptionsAllowGuestUserResponse	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Determines whether participants who don't have a Salesforce account can complete the survey.</p>
OptionsAllowParticipantAccessTheirResponse	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Determines whether participants can access a copy of their responses after they complete the survey.</p>
OptionsCollectAnonymousResponse	<p>Type boolean</p> <p>Properties Create, Filter, Update</p>

Field Name	Details
	Description Determines whether participants can complete the survey anonymously.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the user who created the survey invitation.
ParticipantId	Type reference Properties Create, Filter, Group, Nillable, Sort Description ID of the participant if the participant is a Salesforce contact, user, or lead.
ResponseStatus	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The status of a participant's response to the survey that's associated with the survey invitation. Possible values include: <ul style="list-style-type: none"> • NotStarted — For an invitation with a <code>ParticipantID</code>, it means that the recipient hasn't opened the survey. For an invitation without the <code>ParticipantID</code>, it means that none of the recipients have opened the survey. • Started — For an invitation with a <code>ParticipantID</code>, it means that the recipient opened the survey. For an invitation without the <code>ParticipantID</code>, it means that the survey has been opened by at least one recipient. • Paused — For an invitation with a <code>ParticipantID</code>, it means that the recipient has paused the survey. For an invitation without the <code>ParticipantID</code>, it means that the survey has been paused by any one of the recipients. Paused isn't available for invitations in which either <code>OptionsAllowParticipantAccessTheirResponse</code> or <code>OptionsCollectAnonymousResponse</code> is true. • Completed — For an invitation with a <code>ParticipantID</code>, it means that the recipient has submitted the survey. For an invitation without the <code>ParticipantID</code>, it means that the invitation has been submitted by at least one recipient.

Field Name	Details
SurveyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the survey that's sent in the invitation.</p>
UUID	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description A unique user ID that's added to a survey invitation generated for a contact, lead, or user.</p>
UserId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the user who received the invitation. This field is available in API v49.0 and later.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[SurveyInvitationOwnerSharingRule](#)

Sharing rules are available for the object.

[SurveyInvitationShare](#)

Sharing is available for the object.

SurveyPage

Represents a page, such as the title page or a question page, in a survey.

Supported Calls

`getDeleted()`, `getUpdated()`, `query()`, `retrieve()`



Note: You can't define custom fields for the SurveyPage object using the Object Manager.

Fields

Field	Details
DeveloperName	Type string Properties Filter, Group, Sort Description The unique API name of this SurveyPage object.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the survey page that appears in the UI.
SurveyVersionId	Type reference Properties Filter, Group, Sort Description The version of the survey that the page belongs to.

SurveyQuestion

Represents a question in a survey.

Supported Calls

`describeLayout()` `describeSObjects()` `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`



Note: You can't define custom fields for the SurveyQuestion object using the Object Manager.

Fields

Field	Details
DeveloperName	Type string

Field	Details
	<p>Properties Filter, Group, Sort</p> <p>Description The API name of the SurveyQuestion. The API name must be unique within a particular version of the survey.</p>
IsDeprecated	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the question was deleted from the survey.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description Up to the first 250 characters of the label for the question.</p>
QuestionName	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The label for the question.</p>
QuestionType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The type of question. Possible values include:</p> <ul style="list-style-type: none"> • Boolean—This value is available in API v49.0 and later. • CSAT • Currency • Date • DateTime • FreeText • Image • Matrix—This value is available in API v55.0 and later.

Field	Details
	<ul style="list-style-type: none"> • MultipleChoice • MultiSelectPicklist • NPS • Number • Picklist • RadioButton • StackRank • Rating • ShortText—This value is available in API v49.0 and later. • Slider • Toggle
RelatedQuestionId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the parent question. This field is blank when the question itself is the parent question. This field is available in API v55.0 and later, with Feedback Management - Starter and Feedback Management - Growth licenses.</p>
SubQuestionDisplayOrder	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The order in which the question is displayed within the parent question. This field is available in API v55.0 and later, with Feedback Management - Starter and Feedback Management - Growth licenses.</p>
SurveyPageId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Lookup to the SurveyPage that contains the question.</p>
SurveyVersionId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p>

Field	Details
	Description The ID of the SurveyVersion that the question belongs to.
ValidationType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The validations available for the short-text question. Possible values include: <ul style="list-style-type: none"> • Custom - Cu • Number - Nu

SurveyQuestionChoice

Represents an answer choice that a participant can select for a survey question.

Supported Calls

`describeLayout()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`



Note: You can't define custom fields for the SurveyQuestionChoice object using the Object Manager.

Fields

Field	Details
DeveloperName	Type string Properties Filter, Group, Sort Description The unique API name of the SurveyQuestionChoice object.
DisplayOrder	Type int Properties Filter, Group, Nillable, Sort

Field	Details
	Description The order in which the question choice is displayed within the parent question. This field is available in API v55.0 and later, with Feedback Management - Starter and Feedback Management - Growth licenses.
IsDeprecated	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether a question choice was deleted from the survey.
Name	Type string Properties Filter, Group, idLookup, Sort Description A label for the question choice that appears in the UI.
QuestionId	Type reference Properties Filter, Group, Sort Description The ID of the SurveyQuestion object that this choice belongs to.
SurveyVersionId	Type reference Properties Filter, Group, Nillable, Sort Description The version of the survey that this question choice belongs to.

SurveyQuestionResponse

Represents a participant's answer to a specific question.

Supported Calls

`describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

 **Note:** You can't define custom fields for the SurveyQuestionResponse object using the Object Manager.

Fields

Field	Details
ChoiceValue	<p>Type textarea</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Response provided by a participant for the following question types:</p> <ul style="list-style-type: none"> • Multiple choice • Picklist • Radio • Ranking
Datatype	<p>Type</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The data type of the question response. Possible values are:</p> <ul style="list-style-type: none"> • Boolean This value is available in API v49.0 and later. • Date • Double • Int • Number • String
DateTimeValue	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Response provided by a participant for a question of the type date time.</p>
DateValue	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	Description Response provided by a participant for a question of the type date.
InvitationId	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the SurveyInvitation that was sent to the survey participant.
IsTrueOrFalse	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Response provided by a participant for a question type which has only two possible values: True and False.
NumberValue	Type int Properties Filter, Group, Nillable, Sort Description Response provided by a participant for the following question types: <ul style="list-style-type: none"> • Net Promoter Score (NPS) • Rating • Score • Slider
QuestionChoiceId	Type reference Properties Filter, Group, Nillable, Sort Description The ID of SurveyQuestionChoice that a participant chose in response to a question.
QuestionId	Type reference Properties Filter, Group, Nillable, Sort

Field	Details
	Description The ID of the SurveyQuestion that a participant provided an answer for.
Rank	Type int Properties Filter, Group, Nillable, Sort Description Rank provided by a participant for an answer choice for the ranking question type.
ResponseId	Type reference Properties Filter, Group, Sort Description The ID of the SurveyResponse that is the parent of this SurveyQuestionResponse.
ResponseShortText	Type string Properties Filter, Group, idLookup, Sort Description Up to the first 250 characters of the response provided by a participant for a text type question.
ResponseValue	Type textarea Properties Nillable Description Response provided by a participant for a question.
SurveyVersionId	Type reference Properties Filter, Group, Sort Description The ID of the SurveyVersion that the response belongs to.

SurveyQuestionScore



Represents the aggregate of responses for the following question types: date, multiple choice, picklist, radio, ranking, rating, scoring, slider, and [Net Promoter Score® \(NPS®\)](#).

Supported Calls




`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

 **Note:** You can't define custom fields for the SurveyQuestionScore object using the Object Manager.

Fields

Field	Details
CumulativeScore	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Sum of the responses provided by all the participants for a question of the following types: rating, scoring, and slider. For a question of the type ranking, sum of the weights provided by all the participants for each item.</p> <p> Note: This field is only applicable for the overall score type.</p>
DateResponse	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The date selected by one or more participants for a question of the type date.</p> <p> Note: This field is only applicable for the individual score type.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description For an overall score type record:</p> <ul style="list-style-type: none">• Name of a question.• Name of an item in a question of the type ranking. <p>For an individual score type record:</p>

Field	Details
	<ul style="list-style-type: none"> Name of an item in a question of the type ranking. Name of a question of the type date. Response provided by one or more participants for questions of the following types: picklist, multiple choice, rating, ranking, score, slider, NPS.
QuestionChoiceId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Unique identifier of the answer choice selected by one or more participants. For an individual score type record, this field is applicable for questions of the following types: picklist, radio, multi choice, ranking and rating. For an overall score type record, this field is applicable for questions of the type ranking.</p>
QuestionDeveloperName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The API name of the question for which response is recorded. The API name must be unique within a particular version of the survey.</p>
QuestionId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Unique identifier of the question for which response is recorded.</p>
QuestionName	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description Name of the question for which response is recorded.</p>
QuestionSkippedCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Number of participants who didn't respond to the question.</p> <p> Note: This field is only applicable for the overall score type.</p>
ResponseCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>For an overall score type record, number of participants who responded to the question. For an individual score type record, number of participants who selected a particular answer choice.</p>
ResponseValue	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Answer choice selected by one or more participants for a question of the following types: rating, slider, score, NPS. Rank provided by the participant for an item in a question of the type ranking.</p> <p> Note: This field is only applicable for the individual score type.</p>
Score	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>For an individual score type record, percentage of participants who selected a particular answer choice.</p> <p> Note: For questions of the type ranking, the percentage of participants who have provided the same rank to an item.</p> <p>For overall score type record:</p> <ul style="list-style-type: none"> • Average score of questions of the following question types: rating, scoring, and slider. • Score of an NPS type question. • Average weight provided by all participants for each item in question of the type ranking. • Number of participants who responded to the question for the following question types: date, radio, multi choice, and picklist.

Field	Details
ScoreType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Type of the score calculated for a record. Possible values are:</p> <ul style="list-style-type: none"> • Individual • Overall
SurveyId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Unique identifier of the survey that contains the question for which scores are calculated.</p>
SurveyInvitationId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Unique identifier of the survey invitation for which scores are calculated.</p>
SurveyVersionId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Unique identifier of the survey version for which scores are calculated.</p>

SurveyResponse

Represents information about a participant's response to a survey, such as the status of the response, the participant's location, and when the survey was completed.

Supported Calls

`describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`



Note: You can't define custom fields for the SurveyResponse object using the Object Manager.

Fields

Field Name	Details
CompletionDateTime	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the participant completed the survey.</p>
DataManagerExecutionStatus	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Status of all the survey data maps after a response is received. This field is available in API v49.0 and later, with Feedback Management - Starter and Feedback Management - Growth licenses. Possible values are:</p> <ul style="list-style-type: none">• Pending• InProgress• Success• Error
InterviewGuid	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable</p> <p>Description An automatically-generated, unique ID for a saved survey response.</p>
InterviewId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the FlowInterview object that's associated with this response.</p>
InvitationId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p>

Field Name	Details
	Description The ID of the SurveyInvitation object that's associated with this response.
IpAddress	Type string Properties Filter, Group, Nillable, Sort Description The IP address of the device the participant used to take the survey.
Language	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The language that the participant used to complete the survey. Possible values are: <ul style="list-style-type: none"> af—Afrikaans ar—Arabic ar_AE—Arabic (United Arab Emirates) ar_BH—Arabic (Bahrain) ar_DZ—Arabic (Algeria) ar_EG—Arabic (Egypt) ar_IQ—Arabic (Iraq) ar_JO—Arabic (Jordan) ar_KW—Arabic (Kuwait) ar_LB—Arabic (Lebanon) ar_LY—Arabic (Libya) ar_MA—Arabic (Morocco) ar_OM—Arabic (Oman) ar_QA—Arabic (Qatar) ar_SA—Arabic (Saudi Arabia) ar_SD—Arabic (Sudan) ar_SY—Arabic (Syria) ar_TN—Arabic (Tunisia) ar_YE—Arabic (Yemen) bg—Bulgarian bn—Bengali bs—Bosnian

Field Name

Details

-
- ca—Catalan
 - cs—Czech
 - cy—Welsh
 - da—Danish
 - de—German
 - de_AT—German (Austria)
 - de_BE—German (Belgium)
 - de_CH—German (Switzerland)
 - de_LU—German (Luxembourg)
 - el—Greek
 - en_AU—English (Australian)
 - en_CA—English (Canadian)
 - en_GB—English (UK)
 - en_HK—English (Hong Kong)
 - en_IE—English (Ireland)
 - en_IN—English (Indian)
 - en_MY—English (Malaysian)
 - en_NZ—English (New Zealand)
 - en_PH—English (Philippines)
 - en_SG—English (Singapore)
 - en_US—English
 - en_ZA—English (South Africa)
 - es—Spanish
 - es_AR—Spanish (Argentina)
 - es_BO—Spanish (Bolivia)
 - es_CL—Spanish (Chile)
 - es_CO—Spanish (Colombia)
 - es_CR—Spanish (Costa Rica)
 - es_DO—Spanish (Dominican Republic)
 - es_EC—Spanish (Ecuador)
 - es_GT—Spanish (Guatemala)
 - es_HN—Spanish (Honduras)
 - es_MX—Spanish (Mexico)
 - es_NI—Spanish (Nicaragua)
 - es_PA—Spanish (Panama)
 - es_PE—Spanish (Peru)
 - es_PR—Spanish (Puerto Rico)
 - es_PY—Spanish (Paraguay)
-

Field Name

Details

- es_sv—Spanish (El Salvador)
- es_us—Spanish (United States)
- es_uy—Spanish (Uruguay)
- es_ve—Spanish (Venezuela)
- et—Estonian
- eu—Basque
- fa—Farsi
- fi—Finnish
- fr—French
- fr_be—French (Belgium)
- fr_ca—French (Canadian)
- fr_ch—French (Switzerland)
- fr_lu—French (Luxembourg)
- ga—Irish
- gu—Gujarati
- hi—Hindi
- hr—Croatian
- hu—Hungarian
- hy—Armenian
- in—Indonesian
- is—Icelandic
- it—Italian
- it_ch—Italian (Switzerland)
- iw—Hebrew
- ja—Japanese
- ka—Georgian
- kn—Kannada
- ko—Korean
- lb—Luxembourgish
- lt—Lithuanian
- lv—Latvian
- mi—Te reo
- mk—Macedonian
- ml—Malayalam
- mr—Marathi
- ms—Malay
- mt—Maltese
- my—Burmese

Field Name	Details
	<ul style="list-style-type: none"> nl_BE—Dutch (Belgium) nl_NL—Dutch no—Norwegian pl—Polish pt_BR—Portuguese (Brazil) pt_PT—Portuguese (European) rm—Romansh ro—Romanian ro_MD—Romanian (Moldova) ru—Russian sh—Serbian (Latin) sh_ME—Montenegrin sk—Slovak sl—Slovene sq—Albanian sr—Serbian (Cyrillic) sv—Swedish sw—Swahili ta—Tamil te—Telugu th—Thai tl—Tagalog tr—Turkish uk—Ukrainian ur—Urdu vi—Vietnamese xh—Xhosa zh_CN—Chinese (Simplified) zh_HK—Chinese (Hong Kong) zh_SG—Chinese (Singapore) zh_TW—Chinese (Traditional) zu—Zulu
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort

Field Name	Details
	Description The date and time that another Salesforce object last referenced this SurveyResponse object.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time that someone last viewed this SurveyResponse object.
Latitude	Type double Properties Filter, Nillable, Sort Description The latitude of the participant's location.
Location	Type location Properties Nillable Description The latitude and longitude coordinates of the participant's location.
Longitude	Type double Properties Filter, Nillable, Sort Description The longitude of the participant's location.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the participant.
Status	Type picklist

Field Name	Details
	<p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The status of the survey. Possible values include:</p> <ul style="list-style-type: none"> • NotStarted — The participant hasn't opened the survey. • Started — The participant has opened the survey. • Paused — The participant has paused the survey. Paused isn't available for invitations in which either <code>OptionsAllowParticipantAccessTheirResponse</code> or <code>OptionsCollectAnonymousResponse</code> is true. • Completed — The participant has completed the survey.
SubmitterId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the Salesforce user, contact, or lead who completed the survey.</p> <p>Relationship Name Submitter</p> <p>Relationship Type Lookup</p> <p>Refers To Contact, Lead, User</p>
SurveyId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the survey that the participant completed.</p>
SurveyVersionId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the version of the survey that the participant completed.</p>

SurveySubject

Represents a relationship between a survey and another object, such as an account or a case.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the SurveySubject record was last referenced by another object.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed the SurveySubject record.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the SurveySubject record.
ParentId	Type reference Properties Create, Filter, Group, Sort Description Unique identifier of the SurveyInvitation object or SurveyResponse object that is associated with this survey-object relationship.

Field Name	Details
SubjectEntityType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Object that the survey is associated with. Possible values include:</p> <ul style="list-style-type: none"> • <i>Account</i> • <i>Asset</i> • <i>Banker</i> • <i>BranchUnit</i> • <i>BranchUnitBusinessMember</i> • <i>BranchUnitCustomer</i> • <i>BusinessMilestone</i> • <i>Campaign</i> • <i>CareProgram</i> • <i>Case</i> • <i>Claim</i> • <i>ClaimParticipant</i> • <i>Contact</i> • <i>Event</i> • <i>IndividualApplication</i> • <i>InsurancePolicy</i> • <i>InsurancePolicyParticipant</i> • <i>Lead</i> • <i>LearningItemSubmission</i>—Available in API version 58.0 and later. • <i>LiveChatTranscript</i> • <i>LoyaltyProgram</i> • <i>LoyaltyProgramMember</i> • <i>LoyaltyProgramPartner</i> • <i>MessagingSession</i> • <i>Opportunity</i> • <i>Order</i> • <i>PersonalLifeEvent</i> • <i>Producer</i> • <i>Product2</i> • <i>Promotion</i> • <i>RebateProgram</i> • <i>RetailStore</i>

Field Name	Details
	<ul style="list-style-type: none"> • <i>ServiceAppointment</i> • <i>ServiceResource</i> • <i>Solution</i> • <i>Task</i> • <i>TransactionJournal</i> • <i>User</i> • <i>Visit</i> • <i>VoiceCall</i> • <i>VolunteerProject</i> • <i>WorkOrder</i> • Custom Objects
SubjectId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the object that's associated with the survey.</p>
SurveyId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Unique identifier of the survey that's associated with the record that's represented by SubjectId.</p>
SurveyInvitationId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Unique identifier of the survey invitation that's associated with another object.</p>
SurveyResponseId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Unique identifier of the survey response that's associated with another object.</p>

SurveyVersion

Represents a version of a survey.

Supported Calls

`describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`



Note: You can't define custom fields for the SurveyVersion object using the Object Manager.

Fields

Field Name	Details
BrandingSetId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the branding set associated with the survey version.</p>
Description	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The description of this survey version.</p>
IsTemplate	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the survey version is a template. Template surveys are automatically shared with all users in your Salesforce org.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the current user last viewed a record related to the survey version.</p>

Field Name	Details
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed the survey version.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, Sort Filter, Group, Sort Filter, Group, idLookup, Sort</p> <p>Description The name of the survey that appears in the UI.</p>
SurveyId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the survey associated with the survey version.</p>
SurveyStatus	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The status of the survey. Possible values include:</p> <ul style="list-style-type: none">• Active• Draft• Obsolete• InvalidDraft
VersionNumber	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description The version number of the survey.</p>

SurveyVersionAddlInfo

Represents additional information about a survey version. This information defines the default settings of a survey version. This object is available in API version 49.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Fields

Field	Details
EmailSender	Type textarea Properties Filter, Nillable, Sort Description The organization-wide email address used to send a survey invitation.
EmailTemplateId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the email template that's used to send an automated survey invitation.
EngagementContextMetadata	Type string Properties Filter, Group, Nillable, Sort Description The custom metadata created to get the engagement context from the participants.
InvitationSharingRole	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Indicates the users that share edit access to a survey invitation. Possible values are: <ul style="list-style-type: none">• <code>InvitationRecordCreator</code>— Owner of the record that's associated with a survey invitation.

Field	Details
	<ul style="list-style-type: none"> SurveyOwner
Language	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Language used to create the survey. Possible values are:</p> <ul style="list-style-type: none"> af—Afrikaans ar—Arabic ar_AE—Arabic (United Arab Emirates) ar_BH—Arabic (Bahrain) ar_DZ—Arabic (Algeria) ar_EG—Arabic (Egypt) ar_IQ—Arabic (Iraq) ar_JO—Arabic (Jordan) ar_KW—Arabic (Kuwait) ar_LB—Arabic (Lebanon) ar_LY—Arabic (Libya) ar_MA—Arabic (Morocco) ar_OM—Arabic (Oman) ar_QA—Arabic (Qatar) ar_SA—Arabic (Saudi Arabia) ar_SD—Arabic (Sudan) ar_SY—Arabic (Syria) ar_TN—Arabic (Tunisia) ar_YE—Arabic (Yemen) bg—Bulgarian bn—Bengali bs—Bosnian ca—Catalan cs—Czech cy—Welsh da—Danish de—German de_AT—German (Austria) de_BE—German (Belgium)

Field	Details
	<ul style="list-style-type: none"> • de_CH—German (Switzerland) • de_LU—German (Luxembourg) • el—Greek • en_AU—English (Australian) • en_CA—English (Canadian) • en_GB—English (UK) • en_HK—English (Hong Kong) • en_IE—English (Ireland) • en_IN—English (Indian) • en_MY—English (Malaysian) • en_NZ—English (New Zealand) • en_PH—English (Philippines) • en_SG—English (Singapore) • en_US—English • en_ZA—English (South Africa) • es—Spanish • es_AR—Spanish (Argentina) • es_BO—Spanish (Bolivia) • es_CL—Spanish (Chile) • es_CO—Spanish (Colombia) • es_CR—Spanish (Costa Rica) • es_DO—Spanish (Dominican Republic) • es_EC—Spanish (Ecuador) • es_GT—Spanish (Guatemala) • es_HN—Spanish (Honduras) • es_MX—Spanish (Mexico) • es_NI—Spanish (Nicaragua) • es_PA—Spanish (Panama) • es_PE—Spanish (Peru) • es_PR—Spanish (Puerto Rico) • es_PY—Spanish (Paraguay) • es_SV—Spanish (El Salvador) • es_US—Spanish (United States) • es_UY—Spanish (Uruguay) • es_VE—Spanish (Venezuela) • et—Estonian • eu—Basque • fa—Farsi

Field	Details
	<ul style="list-style-type: none"> • <code>fi</code>—Finnish • <code>fr</code>—French • <code>fr_BE</code>—French (Belgium) • <code>fr_CA</code>—French (Canadian) • <code>fr_CH</code>—French (Switzerland) • <code>fr_LU</code>—French (Luxembourg) • <code>ga</code>—Irish • <code>gu</code>—Gujarati • <code>hi</code>—Hindi • <code>hr</code>—Croatian • <code>hu</code>—Hungarian • <code>hy</code>—Armenian • <code>in</code>—Indonesian • <code>is</code>—Icelandic • <code>it</code>—Italian • <code>it_CH</code>—Italian (Switzerland) • <code>iw</code>—Hebrew • <code>ja</code>—Japanese • <code>ka</code>—Georgian • <code>kn</code>—Kannada • <code>ko</code>—Korean • <code>lb</code>—Luxembourgish • <code>lt</code>—Lithuanian • <code>lv</code>—Latvian • <code>mi</code>—Te reo • <code>mk</code>—Macedonian • <code>ml</code>—Malayalam • <code>mr</code>—Marathi • <code>ms</code>—Malay • <code>mt</code>—Maltese • <code>my</code>—Burmese • <code>nl_BE</code>—Dutch (Belgium) • <code>nl_NL</code>—Dutch • <code>no</code>—Norwegian • <code>pl</code>—Polish • <code>pt_BR</code>—Portuguese (Brazil) • <code>pt_PT</code>—Portuguese (European) • <code>rm</code>—Romansh

Field	Details
	<ul style="list-style-type: none"> • ro—Romanian • ro_MD—Romanian (Moldova) • ru—Russian • sh—Serbian (Latin) • sh_ME—Montenegrin • sk—Slovak • sl—Slovene • sq—Albanian • sr—Serbian (Cyrillic) • sv—Swedish • sw—Swahili • ta—Tamil • te—Telugu • th—Thai • tl—Tagalog • tr—Turkish • uk—Ukrainian • ur—Urdu • vi—Vietnamese • xh—Xhosa • zh_CN—Chinese (Simplified) • zh_HK—Chinese (Hong Kong) • zh_SG—Chinese (Singapore) • zh_TW—Chinese (Traditional) • zu—Zulu
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description Name of the record.</p>
SurveyQuestionId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	Description ID of the survey question embedded in the email template used to send automated survey invitations.
SurveyVersionId	Type reference Properties Filter, Group, Sort Description ID of the survey version. This field is unique within your organization

SvcCatalogCategory

Represents a group of Service Catalog items by functional area. This object is available in API version 58.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

To access this object, get the Service Catalog Access permission set license, Employee Productivity Starter license, or Employee Productivity Plus add-on license.

Fields

Field	Details
DeveloperName	Type string Properties Create, Filter, Group, Sort, Update Description Unique developer name for the catalog item category.
ImageId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Allows a builder to pick an image displayed in the catalog.

Field	Details
	<p>This field is a relationship field.</p> <p>Relationship Name Image</p> <p>Relationship Type Lookup</p> <p>Refers To ContentAsset</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Allows service catalog builders to deprecate categories or create in-draft categories. The default value is <code>false</code>.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Possible values are:</p> <ul style="list-style-type: none"> • <code>da</code>—Danish • <code>de</code>—German • <code>en_US</code>—English • <code>es</code>—Spanish • <code>es_MX</code>—Spanish (Mexico) • <code>fi</code>—Finnish • <code>fr</code>—French • <code>it</code>—Italian • <code>ja</code>—Japanese • <code>ko</code>—Korean • <code>nl_NL</code>—Dutch • <code>no</code>—Norwegian • <code>pt_BR</code>—Portuguese (Brazil) • <code>ru</code>—Russian • <code>sv</code>—Swedish • <code>th</code>—Thai • <code>zh_CN</code>—Chinese (Simplified)

Field	Details
	<ul style="list-style-type: none">zh_TW—Chinese (Traditional)
ParentCategoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Parent category of this category. Allows categories to be grouped up to a max depth of 3. This field is a relationship field.</p> <p>Relationship Name ParentCategory</p> <p>Relationship Type Lookup</p> <p>Refers To SvcCatalogCategory</p>
SortOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Determines the order that the category is displayed to the end user.</p>

SvcCatalogCategoryItem

Represents an association between a Service Catalog item and category. Service catalog items can be grouped into categories. This object is available in API version 58.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

To access this object, get the Service Catalog Access permission set license, Employee Productivity Starter license, or Employee Productivity Plus add-on license.

Fields

Field	Details
IsPrimaryCategory	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Specifies whether the category is the primary category for a catalog item. The default value is <code>false</code>.</p>
SortOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Controls the order in which catalog items appear by default when you're viewing all items in a single category.</p>
SvcCatalogCategoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the category for which the service category item belongs. This field is a relationship field.</p> <p>Relationship Name SvcCatalogCategory</p> <p>Relationship Type Lookup</p> <p>Refers To SvcCatalogCategory</p>
SvcCatalogItemDefId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the service category item definition. This field is a relationship field.</p> <p>Relationship Name SvcCatalogItemDef</p>

Field	Details
	Relationship Type Lookup
	Refers To SvcCatalogItemDef

SvcCatalogFilterCriteria

Represents an eligibility rule that determines if a Service Catalog user has access to a catalog item. This object is available in API version 60.0 and later.

Supported SOAP API Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Supported REST API Methods

DELETE, GET, HEAD, PATCH, POST, Query

Special Access Rules

To access this object, get the Service Catalog Access permission set license.

Fields

Field	Details
CriteriaRelation	Type picklist Properties Filter, Group, Restricted picklist, Sort Description Possible values are: <ul style="list-style-type: none">• AllConditionsAreMet• AnyConditionIsMet
Description	Type textarea Properties Nillable

Field	Details
	Description A description that states the restriction placed on a user's access to a catalog items eligibility.
DeveloperName	Type string Properties Filter, Group, Sort Description The unique name of the object in the API. The name: <ul style="list-style-type: none"> • must be 40 characters or fewer • must begin with a letter • can contain only underscores and alphanumeric characters • can't include spaces • can't end with an underscore • can't contain 2 consecutive underscores In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization.
FullName	Type string Properties Create, Group, Nillable
IsActive	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Specifies if the eligibility rule is active. The default value is <code>false</code> .
Language	Type picklist Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort Description Supported languages for eligibility rules Possible values are: <ul style="list-style-type: none"> • <code>da</code>—Danish

Field	Details
	<ul style="list-style-type: none"> • de—German • en_US—English • es—Spanish • es_MX—Spanish (Mexico) • fi—Finnish • fr—French • it—Italian • ja—Japanese • ko—Korean • nl_NL—Dutch • no—Norwegian • pt_BR—Portuguese (Brazil) • ru—Russian • sv—Swedish • th—Thai • zh_CN—Chinese (Simplified) • zh_TW—Chinese (Traditional)
ManageableState	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes the manageable state of a catalog item that is contained in a package. Possible values are:</p> <ul style="list-style-type: none"> • beta—Managed-Beta • deleted—Managed-Proposed-Deleted • deprecated—Managed-Proposed-Deprecated • deprecatedEditable—SecondGen-Installed-Deprecated • installed—Managed-Installed • installedEditable—SecondGen-Installed-Editable • released—Managed-Released • unmanaged—Unmanaged
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p>

Field	Details
	Description The label of the eligibility rule record.
Metadata	Type complexvalue Properties Create, Nillable, Update Description The metadata type associated with the SvcCatalogFilterCriteria object.
NamespacePrefix	Type string Properties Filter, Group, Nillable, Sort
NumOfRelatedItems	Type int Properties Filter, Group, Nillable, Sort Description The number of catalog items that has the eligibility rule.

SvcCatalogItemDef

Represents a Service Catalog item that can be requested by a service catalog user. This object is available in API version 58.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

To access this object, get the Service Catalog Access permission set license, Employee Productivity Starter license, or Employee Productivity Plus add-on license.

Fields

Field	Details
Description	Type textarea

Field	Details
	<p>Properties Create, Nillable, Update</p> <p>Description The definition of the catalog item. This field is visible on the Service Catalog page.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique developer name for the catalog item.</p>
FlowName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The flow called when the user navigates to the request page for the catalog item.</p>
FulfillmentFlowId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the fulfillment flow. This field is a relationship field.</p> <p>Relationship Name FulfillmentFlow</p> <p>Relationship Type Lookup</p> <p>Refers To SvcCatalogFulfillmentFlow</p>
ImageId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The image ID used for the catalog item. This field is a relationship field.</p>

Field	Details
	<p>Relationship Name Image</p> <p>Relationship Type Lookup</p> <p>Refers To ContentAsset</p>
InternalNotes	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A place for the Service Catalog Builder to leave internal notes about the catalog item.</p>
IsFeatured	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Specifies whether a catalog item is marked as a favorite for the org. Favorites display as a featured item on the Service Catalog home page. The default value is <code>false</code>.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Supported languages for catalog items. Possible values are:</p> <ul style="list-style-type: none"> • <code>da</code>—Danish • <code>de</code>—German • <code>en_US</code>—English • <code>es</code>—Spanish • <code>es_MX</code>—Spanish (Mexico) • <code>fi</code>—Finnish • <code>fr</code>—French • <code>it</code>—Italian • <code>ja</code>—Japanese • <code>ko</code>—Korean

Field	Details
	<ul style="list-style-type: none">nl_NL—Dutchno—Norwegianpt_BR—Portuguese (Brazil)ru—Russiansv—Swedishth—Thaizh_CN—Chinese (Simplified)zh_TW—Chinese (Traditional)
Status	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Allows the Service Catalog Builder to control whether the flow is displayed to users within the Service Catalog.</p> <p>Possible values are:</p> <ul style="list-style-type: none">DeprecatedDraftPendingChangesPublished <p>The default value is Draft.</p>
UsageType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The business type for which the Service Catalog is used.</p> <p>Possible values are:</p> <ul style="list-style-type: none">CustomerServiceEmployee <p>The default value is Customer Service.</p>

SvcCatalogRequest

Represents a request made by a user using the Service Catalog. Catalog builders use this object to report on Service Catalog activity. This object is available in API version 53.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

To access this object, get the Service Catalog Access permission set license, Employee Productivity Starter license, or Employee Productivity Plus add-on license.

Fields

Field	Details
CatalogItemDescription	Type textarea Properties Create, Nillable, Update Description Description for the catalog item.
CatalogItemName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Name of the catalog item.
ClosedDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time when the request was closed. This field is automatically populated when <code>IsClosed</code> is 'true'.
IsClosed	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the request has been resolved. This field is automatically checked when <code>ClosedDate</code> is populated. The default value is 'false'.

Field	Details
ItemFlowVersion	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Version for the item flow. This is a calculated field.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (<code>LastReferencedDate</code>) but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The Service Catalog request number.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID for the owner record. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p>

Field	Details
	<div>Relationship Type</div> <div>Lookup</div> <div>Refers To</div> <div>Group, User</div>
SubmitterId	<div>Type</div> <div>reference</div> <div>Properties</div> <div>Create, Filter, Group, Nillable, Sort, Update</div> <div>Description</div> <div>ID for the submitter record.</div> <div>This is a relationship field.</div> <div>Relationship Name</div> <div>Submitter</div> <div>Relationship Type</div> <div>Lookup</div> <div>Refers To</div> <div>User</div>
SvcCatalogItemDefinitionId	<div>Type</div> <div>reference</div> <div>Properties</div> <div>Create, Filter, Group, Nillable, Sort, Update</div> <div>Description</div> <div>The catalog item that was used to create this request.</div> <div>This is a relationship field.</div> <div>Relationship Name</div> <div>SvcCatalogItemDefinition</div> <div>Relationship Type</div> <div>Lookup</div> <div>Refers To</div> <div>SvcCatalogItemDef</div>

SvcCatalogReqRelatedItem

Represents an item related to a Service Catalog Request. This object is available in API version 53.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

To access this object, get the Service Catalog permission set license, Employee Productivity Starter license, or Employee Productivity Plus add-on license.

Fields

Field	Details
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the related item.
RelatedExternalId	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Text containing an ID from any external system.
RelatedInternalRecordId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The Salesforce record related to this request. This reference must be for an object that has the following characteristics. <ul style="list-style-type: none">• It's a standard object.• It must allow custom fields.• It's referencable (that is, it can be the target of a lookup).• It can be the target of a custom lookup field.• It contains a Name field.• It isn't dependent on a junction object.• It isn't a virtual object or a setup object. This is a polymorphic relationship field.

Field	Details
	Relationship Name RelatedInternalRecord Relationship Type Lookup Refers To Account, Address, Asset, AssociatedLocation, AuthorizationForm, AuthorizationFormConsent, AuthorizationFormDataUse, AuthorizationFormText, BusinessBrand, Case, CommSubscription, CommSubscriptionChannelType, CommSubscriptionConsent, CommSubscriptionTiming, Contact, ContactPointAddress, ContactPointConsent, ContactPointEmail, ContactPointPhone, ContactPointTypeConsent, Contract, ContractLineItem, Customer, DataUseLegalBasis, DataUsePurpose, Employee, EngagementChannelType, Entitlement, Idea, Individual, InternalOrganizationUnit, Lead, Location, MessagingEndUser, Opportunity, Order, OrderItem, PartyConsent, Pricebook2, ProcessException, Product2, ProfileSkill, ProfileSkillEndorsement, ProfileSkillUser, QuickText, Recommendation, Seller, ServiceContract, SocialPersona, SocialPost, Solution, SurveyInvitation, SurveySubject, UserProvisioningRequest, VoiceCall
SvcCatalogRequestId	Type reference Properties Create, Filter, Group, Sort Description The SvcCatalogRequest record. This is a relationship field. Relationship Name SvcCatalogRequest Relationship Type Lookup Refers To SvcCatalogRequest

Swarm

Represents a team of agents, Salesforce users, or Slack users in a Slack channel or thread dedicated to solving a problem. This problem can be related to a support case, incident, sales opportunity, or change request. This object is available in API version 55.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

To access this object for swarming in Salesforce, enable the Run Flows and Service Cloud User user permissions. For swarming in Slack, connect Salesforce to Slack and enable the Run Flows and Slack Service User user permissions.

Fields

Field	Details
CollaborationRoomId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the collaboration room. This field is a relationship field.</p> <p>Relationship Name CollaborationRoom</p> <p>Relationship Type Lookup</p> <p>Refers To CollaborationRoom</p>
CollaborationTool	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Tool used for swarming. Possible values are:</p> <ul style="list-style-type: none">• None• Slack <p>The default value is None.</p>
CollaborationUrl	<p>Type url</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description URL of the Slack channel or thread.</p>
EndedDateTime	<p>Type dateTime</p>

Field	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date and time the swarm ended.</p>
HelpNeeded	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Short description of the problem that the swarm is trying to solve.</p>
IsDedicatedChannel	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates if the swarm is happening in a dedicated channel (<code>true</code>) or in an existing channel (<code>false</code>). The default value is <code>false</code>.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (<code>LastReferencedDate</code>) but not viewed it.</p>
MessageKey	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description ID of the Slack thread or message.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the swarm.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the swarm owner. This field is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
RelatedRecordId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the record the swarm's problem is related to. The record can be of, for example, a case, incident, sales opportunity, or change request. This field is a polymorphic relationship field. Relationship Name RelatedRecord Relationship Type Lookup Refers To Account, Case, ChangeRequest, Incident, Opportunity, Problem, User
StartedDateTime	Type dateTime

Field	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date and time the swarm started.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Status of the swarm. Possible values are:</p> <ul style="list-style-type: none"> • Closed • In Progress • New • Waiting (Custom) <p>The default value is New.</p>
UsageType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Type of swarm. Possible values are:</p> <ul style="list-style-type: none"> • CareMgmt—Care Coordination • DealRoom—Sales Channel • PartnerChannel—Partner Account Channel • Swarming <p>The default value is Swarming.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[SwarmFeed](#) on page 39

Feed tracking is available for the object.

[SwarmHistory](#) on page 47

History is available for tracked fields of the object.

SwarmOwnerSharingRule on page 48

Sharing rules are available for the object.

SwarmShare on page 50

Sharing is available for the object.

SwarmMember

Represents a Salesforce member, such as an agent, of a swarm. This object is available in API version 55.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

To access this object for swarming in Salesforce, enable the Run Flows and Service Cloud User user permissions. For swarming in Slack, connect Salesforce to Slack and enable the Run Flows and Slack Service User user permissions.

Fields

Field	Details
AssignedDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Date and time the member is added to the swarm.
CompletedDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Date and time the member exits the swarm or the swarm closes.
HelpNeeded	Type textarea Properties Create, Nillable, Update Description Short description of the problem that the swarm is trying to solve.

Field	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (<code>LastReferencedDate</code>) but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the swarm or record number.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the Salesforce user assigned to a swarm. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
RelatedRecordId	<p>Type reference</p>

Field	Details
	<p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the record the swarm's problem is related to. The record can be of, for example, a case, incident, sales opportunity, or change request. This field is a polymorphic relationship field.</p> <p>Relationship Name RelatedRecord</p> <p>Relationship Type Lookup</p> <p>Refers To Account, Case, ChangeRequest, Incident, Opportunity, Problem, User</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Status of the swarm member or swarm. Possible values are:</p> <ul style="list-style-type: none"> • Closed • In Progress • New <p>The default value is New.</p>
SwarmId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the swarm the member belongs to. This field is a relationship field.</p> <p>Relationship Name Swarm</p> <p>Relationship Type Lookup</p> <p>Refers To Swarm</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[SwarmMemberFeed](#) on page 39

Feed tracking is available for the object.

[SwarmMemberHistory](#) on page 47

History is available for tracked fields of the object.

[SwarmMemberOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[SwarmMemberShare](#) on page 50

Sharing is available for the object.

TabDefinition

Represents a custom tab. Returns only the tabs that the current user has access to. This object is available in API version 43.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `search()`

Fields

Field Name	Details
<code>DurableId</code>	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Unique identifier for the tab. Always retrieve this value before using it, because the value isn't guaranteed to stay the same from one release to the next. Simplify queries by using this field instead of making multiple queries.</p>
<code>IsAvailableInAloha</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the tab is available in Salesforce Classic.</p>
<code>IsAvailableInDesktop</code>	<p>Type</p> <p>boolean</p>

Field Name	Details
	Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the tab is available on desktop.
IsAvailableInLightning	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the tab is available in Lightning Experience.
IsAvailableInMobile	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the tab is available in the Salesforce mobile app.
IsCustom	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the tab is a custom tab created by admins in the org.
Label	Type string Properties Filter, Group, Nillable, Sort Description The localized label corresponding to the <code>MasterLabel</code> field in the Tooling API object.
MobileUrl	Type string Properties Filter, Group, Nillable, Sort Description The URL that can be used to launch this tab in the Salesforce mobile app.

Field Name	Details
Name	Type string Properties Filter, Group, Nillable, Sort Description The developer name of the tab.
ObjectName	Type string Properties Filter, Group, Nillable, Sort Description The name of the sObject corresponding to the tab.
Url	Type string Properties Filter, Group, Nillable, Sort Description The URL that can be used to launch this tab on desktop.

TagDefinition

Defines the attributes of child Tag objects.

Supported Calls

`delete()`, `describeSObjects()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`

Special Access Rules

As of Summer '20 and later, only authenticated internal and external users can access this object.

Fields

Field	Detail
Name	Type string

Field	Detail
	Properties Filter, Nillable, Update Description Identifies the tag word or phrase.
Type	Type picklist Properties Filter, Nillable, Restricted picklist Description Defines the visibility of a tag. Possible value are: <ul style="list-style-type: none"> • Public: The tag can be viewed and manipulated between all users in an organization. • Personal: The tag can be viewed or manipulated only by a user with a matching <code>OwnerId</code>.

Usage

When you create a tag for a record, an association is created with to a corresponding TagDefinition:

- If the value in the tag's `Name` field is new, a new TagDefinition record is automatically created and becomes the parent of the tag.
- If the value in the tag's `Name` field already exists in a TagDefinition, that TagDefinition automatically becomes the parent of the tag.

Each TagDefinition record has a one-to-many relationship with its child tag records.

The following standard objects represent tags for records:

- AccountTag
- AssetTag
- CampaignTag
- CaseTag
- ContactTag
- ContractTag
- DocumentTag
- EventTag
- LeadTag
- NoteTag
- OpportunityTag
- SolutionTag
- TaskTag

Custom objects may also be tagged. Tags for custom objects are identified by a suffix of two underscores immediately followed by the word `tag`. For example, a custom object named `Meeting` has a corresponding tag named `Meeting__tag` in that organization's WSDL. `Meeting__tag` is only valid for `Meeting` objects.


TagDefinition is useful for mass operations on any tag record. For instance, if you want to rename existing tags, you can search for the appropriate TagDefinition object, update it, and the child tag's Name values are also changed. The following Java example replaces all WC tags with the phrase West Coast:

```
public void tagDefinitionSample() {
    String soqlQuery = "SELECT Id, Name FROM TagDefinition " +
        "WHERE Name = 'WC'";
    QueryResult qResult = null;
    try {
        qResult = connection.query(soqlQuery);
        TagDefinition tagDef = (TagDefinition) qResult.getRecords()[0];
        tagDef.setName("West Coast");
        connection.update(new SObject[]{tagDef});
    } catch (ConnectionException ce) {
        ce.printStackTrace();
    }
}
```

When a tag is deleted, its parent TagDefinition will also be deleted if the name is not being used; otherwise, the parent remains. Deleting a TagDefinition sends it to the Recycle Bin, along with any associated tag entries.

Task

Represents a business activity such as making a phone call or other to-do items. In the user interface, Task and Event records are collectively referred to as activities.

 **Note:** Task fields related to calls are exclusive to Salesforce CRM Call Center. Also, query(), delete(), and update() aren't allowed with tasks related to more than one contact in API versions 23.0 and earlier.

Supported Calls

create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()

Fields

Field	Field Type
AccountId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Represents the ID of the related Account. The AccountId is determined as follows.</p> <p>If the value of whatId is any of the following objects, then Salesforce uses that object's AccountId.</p> <ul style="list-style-type: none">AccountOpportunity

Field	Field Type
	<ul style="list-style-type: none"> Contract Custom object that is a child of Account <p>If the value of the <code>whatId</code> field is any other object, and the value of the <code>whoId</code> field is a Contact object, then Salesforce uses that contact's <code>AccountId</code>. (If your organization uses Shared Activities, then Salesforce uses the <code>AccountId</code> of the primary contact.)</p> <p>Otherwise, Salesforce sets the value of the <code>AccountId</code> field to <code>null</code>.</p> <p>For information on IDs, see ID Field Type.</p> <p>This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
ActivityDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Represents the due date of the task. This field has a timestamp that is always set to midnight in the Coordinated Universal Time (UTC) time zone. The timestamp is not relevant; do not attempt to alter it to accommodate time zone differences. Label is Due Date.</p> <p>This field can't be set or updated for a recurring task (<code>IsRecurrence</code> is <code>true</code>).</p>
CallDisposition	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Represents the result of a given call, for example, "we'll call back," or "call unsuccessful." Limit is 255 characters.</p> <p>Not subject to field-level security, available for any user in an organization with Salesforce CRM Call Center.</p>
CallDurationInSeconds	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Field Type
	Description Duration of the call in seconds. Not subject to field-level security, available for any user in an organization with Salesforce CRM Call Center.
CallObject	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Name of a call center. Limit is 255 characters. Not subject to field-level security, available for any user in an organization with Salesforce CRM Call Center.
CallType	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The type of call being answered: Inbound, Internal, or Outbound.
CompletedDateTime	Type dateTime Properties Filter, Nillable, Sort Description The date and time the task was saved with a Closed status. <ul style="list-style-type: none"> For insert, if the task is saved with a Closed status the field is set. If the task is saved with an Open status the field is set to NULL. For update, if the task is saved with a new Closed status, the field is reset. If the task is saved with a new non-closed status, the field is reset to NULL. If the task is saved with the same closed status (that is, unchanged) there is no change to the field. The status is a dynamic enum. If the Closed mapping is changed it won't cause an update of existing tasks. Only new insert/update operations are affected.
ConnectionReceivedId	Type reference Properties Filter, Group, Nillable, Sort

Field	Field Type
	Description ID of the PartnerNetworkConnection that shared this record with your organization. This field is available if you enabled Salesforce to Salesforce.
ConnectionSentId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the PartnerNetworkConnection that you shared this record with. This field is available if you enabled Salesforce to Salesforce. This field is supported using API versions earlier than 15.0. In all other API versions, this field's value is null. You can use the new PartnerNetworkRecordConnection object to forward records to connections.
Description	Type textarea Properties Create, Nillable, Update Description Contains a text description of the task. The text provided in the Description field shows in the Comments field on the task record detail page.
IsArchived	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the event has been archived. The default value of this field is <code>false</code> .
IsClosed	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the task has been completed (<code>true</code>) or not (<code>false</code>). The default value of this field is <code>false</code> . Is only set indirectly via the <code>Status</code> picklist. Label is Closed .
IsHighPriority	Type boolean Properties Defaulted on create, Filter, Group, Sort


Field	Field Type
	Description Indicates a high-priority task. This field is derived from the <code>Priority</code> field. The default value of this field is <code>false</code> .
<code>IsRecurrence</code>	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort Description Indicates whether the task is scheduled to repeat itself (<code>true</code>) or only occurs once (<code>false</code>). The default value of this field is <code>false</code> . This field is read-only on update, but not on create. If this field value is <code>true</code> , then <code>RecurrenceStartDateOnly</code> , <code>RecurrenceEndDateOnly</code> , <code>RecurrenceType</code> , and any recurrence fields associated with the given recurrence type must be populated. See Recurring Tasks .
<code>IsReminderSet</code>	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether a popup reminder has been set for the task (<code>true</code>) or not (<code>false</code>). The default value of this field is <code>false</code> .
<code>IsVisibleInSelfService</code>	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether a task associated with an object can be viewed in the Customer Portal (<code>true</code>) or not (<code>false</code>). If your organization has digital experiences enabled, tasks marked <code>IsVisibleInSelfService</code> are visible to any external user in the Experience Cloud site, as long as the user has access to the record the task was created on.
<code>OwnerId</code>	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the User or Group who owns the record. Label is Assigned To ID . This field accepts Groups of type Queue only.

Field	Field Type
	<p>In the user interface, Group IDs correspond with the queue's list view names. To create or update tasks assigned to Group, use v48.0 or later.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
Priority	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Required. Indicates the importance or urgency of a task, such as high or low. The default value of this field is Normal.</p>
RecurrenceActivityId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Read-only. Not required on create. ID of the main record of the recurring task. Subsequent occurrences have the same value in this field.</p>
RecurrenceDayOfMonth	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The day of the month in which the task repeats.</p>
RecurrenceDayOfWeekMask	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The day or days of the week on which the task repeats. This field contains a bitmask. The values are as follows:</p> <ul style="list-style-type: none"> • Sunday = 1

Field	Field Type
	<ul style="list-style-type: none"> Monday = 2 Tuesday = 4 Wednesday = 8 Thursday = 16 Friday = 32 Saturday = 64 <p>Multiple days are represented as the sum of their numerical values. For example, Tuesday and Thursday = 4 + 16 = 20.</p>
RecurrenceEndDateOnly	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The last date on which the task repeats. This field has a timestamp that is always set to midnight in the Coordinated Universal Time (UTC) time zone. The timestamp is not relevant; do not attempt to alter it to accommodate time zone differences.</p>
RecurrenceInstance	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The frequency of the recurring task. Possible values are:</p> <ul style="list-style-type: none"> First—1st Fourth—4th Last—last Second—2nd Third—3rd
RecurrenceInterval	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The interval between recurring tasks.</p>
RecurrenceMonthOfYear	<p>Type picklist</p>

Field	Field Type
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The month of the year in which the task repeats.</p>
RecurrenceRegeneratedType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Represents what triggers a repeating task to repeat. Add this field to a page layout together with the <code>RecurrenceInterval</code> field, which determines the number of days between the triggering date (due date or close date) and the due date of the next repeating task in the series.</p> <p>Label is Repeat This Task. This field has the following picklist values:</p> <ul style="list-style-type: none"> • None: The task doesn't repeat. • After due date: The next repeating task will be due the specified number of days after the current task's due date. • After the task is closed: The next repeating task will be due the specified number of days after the current task is closed. • (Task closed): This task, now closed, was opened as part of a repeating series. <p>When tasks in a series are set to repeat after their due date, Salesforce doesn't create recurrences that would have been due in the past. Instead, Salesforce keeps adding the interval until a repeated task has a due date in the future.</p> <p>For example, suppose that someone sets a task to repeat three days after it's due. But, that person doesn't complete the task (mark it Closed) until five days after it's due. Instead of creating a task that's already overdue, Salesforce gives the new task a due date of tomorrow. This due date is equivalent to 6 days after the due date; two intervals of three days each.</p> <p>If that person completes the repeating task (marks it Closed) before the due date, the next task is still due three days after the due date.</p>
RecurrenceStartDateOnly	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date when the recurring task begins. Must be a date and time before <code>RecurrenceEndDateOnly</code>.</p>
RecurrenceTimeZoneSidKey	<p>Type picklist</p>

Field	Field Type
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The time zone associated with the recurring task. For example, "UTC-8:00" for Pacific Standard Time.</p>
RecurrenceType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates how often the task repeats. For example, daily, weekly, or every nth month (where "nth" is defined in <code>RecurrenceInstance</code>).</p>
ReminderDateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Represents the time when the reminder is scheduled to fire, if <code>IsReminderSet</code> is set to <code>true</code>. If <code>IsReminderSet</code> is set to <code>false</code>, then the user may have deselected the reminder checkbox in the Salesforce user interface, or the reminder has already fired at the time indicated by the value.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Required. Indicates the status of the task. The default value of this field is <code>Not Started</code>. Each predefined <code>Status</code> field implies a value for the <code>IsClosed</code> flag. To obtain picklist values, query the <code>TaskStatus</code> object.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> Completed Deferred In Progress Not Started Waiting on someone else <p>This field can't be updated for recurring tasks (<code>IsRecurrence</code> is <code>true</code>).</p>

Field	Field Type
Subject	<p>Type combobox</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The subject line of the task, such as “Call” or “Send Quote.” Limit: 255 characters.</p>
TaskSubtype	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Provides standard subtypes to facilitate creating and searching for specific task subtypes. This field isn’t updateable.</p> <p>TaskSubtype values:</p> <ul style="list-style-type: none"> • Task • Email • LinkedIn —Available in API version 56.0 and later. • List Email • Cadence • Call <p>The Cadence subtype is an internal value used by Sales Engagement, and can’t be set manually.</p>
TaskWhoIds	<p>Type JunctionIdList</p> <p>Properties Create, Update</p> <p>Description A string array of contact or lead IDs related to this task. This <code>JunctionIdList</code> field is linked to the <code>TaskWhoRelations</code> child relationship. <code>TaskWhoIds</code> is only available when the shared activities setting is enabled. The first contact or lead ID in the list becomes the primary <code>whoId</code> if you don’t specify a primary <code>whoId</code>. If you set the <code>EventWhoIds</code> field to null, all entries in the list are deleted and the value of <code>whoId</code> is added as the first entry.</p> <p> Warning: Adding a <code>JunctionIdList</code> field name to the <code>fieldsToNull</code> property deletes all related junction records. This action can’t be undone.</p>
Type	<p>Type picklist</p>

Field	Field Type
	Properties Create, Filter, Group, Nillable, Sort, Update Description The type of task, such as Call or Meeting.
WhatCount	Type int Properties Filter, Group, Nillable, Sort Description Available to organizations that have Shared Activities enabled. Count of related TaskRelations pertaining to WhatId. Count of the WhatId must be 1 or less.
WhatId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The WhatId represents nonhuman objects such as accounts, opportunities, campaigns, cases, or custom objects. WhatIds are polymorphic. Polymorphic means a WhatId is equivalent to the ID of a related object. The label is Related To ID. This is a polymorphic relationship field. Relationship Name What Relationship Type Lookup Refers To Account, Accreditation, AssessmentIndicatorDefinition, AssessmentTask, AssessmentTaskContentDocument, AssessmentTaskDefinition, AssessmentTaskOrder, Asset, AssetRelationship, AssignedResource, Award, BoardCertification, BusinessLicense, BusinessMilestone, BusinessProfile, Campaign, CareBarrier, CareBarrierDeterminant, CareBarrierType, CareDeterminant, CareDeterminantType, CareDiagnosis, CareInterventionType, CareMetricTarget, CareObservation, CareObservationComponent, CarePgmProvHealthcareProvider, CarePreauth, CarePreauthItem, CareProgram, CareProgramCampaign, CareProgramEligibilityRule, CareProgramEnrollee, CareProgramEnrolleeProduct, CareProgramEnrollmentCard, CareProgramGoal, CareProgramProduct, CareProgramProvider, CareProgramTeamMember, CareProviderAdverseAction, CareProviderFacilitySpecialty, CareProviderSearchableField, CareRegisteredDevice, CareRequest, CareRequestDrug, CareRequestExtension, CareRequestItem, CareSpecialty, CareSpecialtyTaxonomy, CareTaxonomy, Case, CommSubscriptionConsent, ContactEncounter, ContactEncounterParticipant, ContactRequest, Contract, CoverageBenefit, CoverageBenefitItem, CreditMemo, DelegatedAccount, DocumentChecklistItem, EnrollmentEligibilityCriteria, HealthcareFacility,

Field	Field Type
	HealthcareFacilityNetwork, HealthcarePayerNetwork, HealthcarePractitionerFacility, HealthcareProvider, HealthcareProviderNpi, HealthcareProviderSpecialty, HealthcareProviderTaxonomy, IdentityDocument, Image, IndividualApplication, Invoice, ListEmail, Location, MemberPlan, Opportunity, Order, OtherComponentTask, PartyConsent, PersonLifeEvent, PlanBenefit, PlanBenefitItem, ProcessException, Product2, ProductItem, ProductRequest, ProductRequestLineItem, ProductTransfer, PurchaserPlan, ReceivedDocument, ResourceAbsence, ReturnOrder, ReturnOrderLineItem, ServiceAppointment, ServiceResource, Shift, Shipment, ShipmentItem, Solution, Visit, VisitedParty, VolunteerProject, WorkOrder, WorkOrderLineItem
WhoCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Available to organizations that have Shared Activities enabled. Count of related TaskRelations pertaining to WhoId.</p>
WhoId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description <p>The Whold represents a human such as a lead or a contact. Wholds are polymorphic. Polymorphic means a Whold is equivalent to a contact's ID or a lead's ID. The label is Name ID.</p> <p>If Shared Activities is enabled, the value of this field is the ID of the related lead or primary contact. If you add, update, or remove the Whold field, you might encounter problems with triggers, workflows, and data validation rules that are associated with the record. The label is Name ID.</p> <p>Beginning in API version 37.0, if the contact or lead ID in the whoId field is not in the TaskWhoIds list, no error occurs and the ID is added to the TaskWhoIds as the primary whoId. If whoId is set to null, an arbitrary ID from the existing TaskWhoIds list is promoted to the primary position.</p> <p>This is a polymorphic relationship field.</p> </p>
	<p>Relationship Name Who</p> <p>Relationship Type Lookup</p> <p>Refers To Contact, Lead</p>

Usage

Recurring Tasks

- Recurring tasks are available in API version 16.0 and later.
- After a task is created, it can't be changed from recurring to nonrecurring or vice versa.
- When a user creates a series of recurring tasks, Salesforce creates a main record and subsequent occurrences. For the main record, `IsRecurrence` is set to `true` and other fields that define the recurrence pattern are populated. The ID of the main record of the recurring task is saved in the subsequent occurrences, in the `RecurrenceActivityId` field.
- When you delete a recurring task series through the API, all open and closed task occurrences in the series are removed. However, when you delete a recurring task series through the user interface, only open tasks occurrences (`IsClosed` is `false`) in the series are removed.
- If `IsRecurrence` is `true`, then `RecurrenceStartDateOnly`, `RecurrenceEndDateOnly`, `RecurrenceType`, and any properties associated with the given recurrence type (see the following table) must be populated.
- When you change the `RecurrenceStartDateOnly` field or the recurrence pattern, all open tasks occurrences in the series are deleted and new open task occurrences are created based on the new recurrence pattern. The following fields determine the recurrence pattern: `RecurrenceType`, `RecurrenceTimeZoneSidKey`, `RecurrenceInterval`, `RecurrenceDayOfWeekMask`, `RecurrenceDayOfMonth`, `RecurrenceInstance`, and `RecurrenceMonthOfYear`.
- When you change the value of `RecurrenceEndDateOnly` to an earlier date (for example, from January 20 to January 10), all open task occurrences in the series with the `ActivityDate` value greater than the new end date value are deleted. Other open and closed task occurrences in the series are not affected.
- When you change the value of `RecurrenceEndDateOnly` to a later date (for example, from January 10 to January 20), new task occurrences are created up to the new end date. Existing open and closed tasks in the series are not affected.

This table describes the usage of recurrence fields for Salesforce Classic recurring events. Each recurrence type must have all of its properties set. All unused properties must be set to null.

RecurrenceType Value	Properties	Example Pattern
RecursDaily	RecurrenceInterval	Every second day
RecursEveryWeekday	RecurrenceDayOfWeekMask	Every weekday - can't be Saturday or Sunday
RecursMonthly	RecurrenceDayOfMonth RecurrenceInterval	Every second month, on the third day of the month
RecursMonthlyNth	RecurrenceInterval RecurrenceInstance RecurrenceDayOfWeekMask	Every second month, on the last Friday of the month
RecursWeekly	RecurrenceInterval RecurrenceDayOfWeekMask	Every three weeks on Wednesday and Friday
RecursYearly	RecurrenceDayOfMonth RecurrenceMonthOfYear	Every March on the 26th day of the month
RecursYearlyNth	RecurrenceDayOfWeekMask RecurrenceInstance RecurrenceMonthOfYear	The first Saturday in every October

JunctionIdList

The `JunctionIdList` field is now implemented in the Event and Task objects. With a single API call, it's easy to create many-to-many relationships between the Event or Task object with contacts, leads, or users.

To create a Task with related Contacts without `JunctionIdList`, you first have to create the task, then use the returned task ID to create the `TaskRelation` records. If the `TaskRelation` save call fails, error handling is your responsibility because the task has already been committed to the database.

```
public void createTasksOld(Contact[] contacts) {
    Task task = new Task();
    task.setSubject("New Task");
    SaveResult[] results = null;
    try {
        results = connection.create(new Task[] {
            task
        });
        if (results[0].isSuccess()) {
            TaskRelation[] relations = new TaskRelation[contacts.size()];
            for (int i = 0; i < contacts.length; i++) {
                relations[i] = new TaskRelation();
                relations[i].setTaskId(results[0].getID());
                relations[i].setRelationId(contacts[i].getID());
            }
            results = connection.create(relations);
        }
    } catch (ConnectionException ce) {
        ce.printStackTrace();
    }
}
```

To create a task using `JunctionIdList`, IDs are pulled from the related contacts and both the task and the `TaskRelation` records are created in one API call. If the `TaskRelation` fails, the task is rolled back because it's all done in a single API call.


```
public void createTaskNew(Contact[] contacts) {
    String[] contactIds = new String[contacts.size()];
    for (int i = 0; i < contacts.size(); i++) {
        contactIds[i] = contacts[i].getID();
    }
    Task task = new Task();
    task.setSubject("New Task");
    task.setTaskWhoIds(contactIds);
    SaveResult[] results = null;
    try {
        results = connection.create(new Task[] {
            task
        });
    } catch (ConnectionException ce) {
        ce.printStackTrace();
    }
}
```

Shared Field-Level Security for Event and Task Objects

Metadata deployments for the Task object should always include the field-level security for the Event object. Shared field-level security prevents each object from changing the field-level security of the associated object.

Metadata deployments that include field-level security for only one of either the Event or Task objects can cause field-level security changes to the other object that aren't reflected in the metadata.

- If field-level security is enabled for one object, then field-level security is enabled for both objects.
- If field-level security is disabled for one object, then it's disabled for both objects.

 **Note:** A missing entry in the metadata is treated as field-level security being disabled.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

TaskChangeEvent (API version 44.0)

Change events are available for the object.

TaskFeed (API version 20.0)


Feed tracking is available for the object.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

TaskPriority

Represents the importance or urgency of a task, such as High, Normal, or Low.

 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

Customer and Partner Portal users can't access this object.

Fields

Field	Details
ApiName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>Uniquely identifies a picklist value so it can be retrieved without using an ID or master label.</p>

Field	Details
IsDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the status is the default task priority value (<code>true</code>) or not (<code>false</code>) in the picklist. Only one value in the picklist can be the default value.</p>
IsHighPriority	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this task priority value represents a high priority Task (<code>true</code>) or not (<code>false</code>). Multiple task priority values can represent a high-priority Task.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Master label for this task priority value. This display value is the internal label that doesn't get translated. Limit: 255 characters.</p>
SortOrder	<p>Type int</p> <p>Properties Filter, Nillable, Group, Sort</p> <p>Description Number used to sort this value in the task priority picklist. These numbers aren't guaranteed to be sequential, as some previous task priority values might have been deleted.</p>

Usage

This object represents a value in the task priority picklist. The task priority picklist provides additional information about the importance of a Task, such as whether a given priority value represents a high priority. Your client application can query on this object to retrieve the set of values in the task priority picklist, and then use that information while processing Task objects to determine more information about a given task. For example, the application could test whether a given Task is high priority based on its `Priority` value and the value of the `IsHighPriority` in the associated TaskPriority object.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

TaskRelation

Represents the relationship between a task and a lead, contacts, and other objects related to the task. If Shared Activities is enabled, this object doesn't support triggers, workflow, or data validation rules. This object is available in API version 24.0 and later.

TaskRelation is only available if you've enabled Shared Activities in your organization.

TaskRelation allows the following relationships:

- A task can be related to one lead or up to 50 contacts.
- A task can also be related to one account, asset, campaign, case, contract, opportunity, product, solution, or custom object.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `queryAll()`, `retrieve()`

Fields

Field Name	Details
AccountId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Indicates the Account ID of the relation.</p> <p>For information on IDs, see ID Field Type.</p>
IsDeleted	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether a task has been deleted; label is Deleted. When a TaskRelation record is deleted, it isn't moved to the Recycle Bin and can't be undeleted, unless the record was cascade-deleted when the parent object was deleted. Don't use the <code>IsDeleted</code> field to detect deleted records in SOQL queries or <code>queryAll()</code> calls on directly deleted relation records. Instead, use the call <code>getDeleted()</code>.</p>
IsWhat	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort</p>

Field Name	Details
	<p>Description</p> <p>Indicates whether the relation is an Account, Opportunity, Campaign, Case, other standard object, or a custom object. Value is <code>false</code> if <code>RelationId</code> is a contact or lead and <code>true</code> otherwise.</p>
RelationId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates the <code>whatId</code> or <code>whoId</code> in the relationship. For more information, see Task.</p> <p>For information on IDs, see ID Field Type.</p>
TaskId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>Represents the ID of the associated Task.</p> <p>For information on IDs, see ID Field Type.</p>

Usage

See contacts associated with a task

```
public void queryWhosOfTaskSample() {
    String soqlQuery = "SELECT Id, Subject, (SELECT RelationId, Relation.Name, IsWhat
from TaskRelations WHERE isWhat = false) FROM Task WHERE Id = '00T x0000005OKEN'";
    QueryResult qResult = null;
    try {
        qResult = connection.query(soqlQuery);
        TaskRelation relation1 =
(TaskRelation)qResult.getRecords()[0].getTaskRelations().getRecords()[0];
    } catch (ConnectionException ce) {
        ce.printStackTrace();
    }
}
```

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

TaskRelationChangeEvent (API version 44.0)


Change events are available for the object.

SEE ALSO:

- [Task](#)
- [TaskWhoRelation](#)

TaskStatus

Represents the status of a task, such as Not Started, Completed, or Closed.

 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

Customer Portal users can't access this object.

Fields

Field	Details
ApiName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>Uniquely identifies a picklist value so it can be retrieved without using an ID or master label.</p>
IsClosed	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether this task status value represents a closed Task (<code>true</code>) or not (<code>false</code>). Multiple task status values can represent a closed Task.</p>
IsDefault	<p>Type</p> <p>boolean</p>

Field	Details
	Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the status is the default task status value (<code>true</code>) or not (<code>false</code>) in the picklist.
MasterLabel	Type string Properties Filter, Group, Nillable, Sort Description Master label for this task status value. This display value is the internal label that doesn't get translated. Limit: 255 characters.
SortOrder	Type int Properties Filter, Group, Nillable, Sort Description Number used to sort this value in the task status picklist. These numbers aren't guaranteed to be sequential, as some previous task status values might have been deleted.

Usage

This object represents a value in the task status picklist. The task status picklist provides additional information about the status of a Task, such as whether a given status value represents an open or closed task. Your client application can query this object to retrieve the set of values in the task status picklist, and then use that information while processing Task records to determine more information about a given task. For example, the application could test whether a given task is open or closed based on the Task `Status` value and the value of the `IsClosed` property in the associated TaskStatus record.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

TaskTag

Associates a word or short phrase with a Task.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`

Fields

Field Name	Details
ItemId	<p>Type reference</p> <p>Properties Create, Filter</p> <p>Description ID of the tagged item.</p>
Name	<p>Type string</p> <p>Properties Create, Filter</p> <p>Description Name of the tag. If this value does not already exist, a new TagDefinition is created and becomes the parent of this Tag object. Otherwise, a TagDefinition with the same name becomes the parent of this Tag object. Parent relationships are created automatically.</p>
TagDefinitionId	<p>Type reference</p> <p>Properties Filter</p> <p>Description ID of the parent TagDefinition object that owns the tag.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Restricted picklist</p> <p>Description Defines the visibility of a tag. Valid values:</p> <ul style="list-style-type: none">• <code>Public</code>—The tag can be viewed and manipulated by all users in an organization.• <code>Personal</code>—The tag can be viewed or manipulated only by a user with a matching <code>OwnerId</code>.

Usage

TaskTag stores the relationship between its parent TagDefinition and the Task being tagged. Tag objects act as metadata, allowing users to describe and organize their data.

When a tag is deleted, its parent TagDefinition will also be deleted if the name is not being used; otherwise, the parent remains. Deleting a TagDefinition sends it to the Recycle Bin, along with any associated tag entries.

TaskWhoRelation

Represents the relationship between a task and a lead or contacts. This object is available in API version 29.0 and later.

This derived object is a filtered version of the [TaskRelation](#) on page 4237 object; that is, IsParent is *true* and IsWhat is *false*. It doesn't represent relationships to accounts, opportunities, or other objects.

TaskWhoRelation allows a variable number of relationships: one lead or up to 50 contacts. Available only if you've enabled Shared Activities for your organization.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field Name	Details
RelationId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Indicates the ID of the contacts or lead related to the task.</p>
TaskId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Indicates the ID of the task.</p>
Type	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Indicates whether the person related to the task is a lead or contact.</p>

Usage

Apex example that queries contacts associated with a task

```
public void queryWhosOfTaskSample() {
    String soqlQuery = "SELECT Id, Subject, (SELECT RelationId, Relation.Name, IsWhat
from TaskWhoRelations) FROM Task WHERE Id = '00Tx0000005OKEN'";
    QueryResult qResult = null;
    try {
        qResult = connection.query(soqlQuery);
        TaskWhoRelation relation1 =
(TaskWhoRelation)qResult.getRecords()[0].getTaskWhoRelations().getRecords()[0];
    } catch (ConnectionException ce) {
        ce.printStackTrace();
    }
}
```

SEE ALSO:

[Task](#)

[TaskRelation](#)

TaxEngine

A tax engine represents both an instance of a tax engine provider as well as the merchant credentials for that specific instance. When Subscription Management calculates tax on an order item, it sends a request through Subscription Management Tax Calculation API to an external tax engine. The Salesforce tax engine record contains information passed to the external tax engine, such as This object is available in API version 55.0 and later.

The merchant credentials are stored in a named credential record in Salesforce. The named credential record is referenced in the tax engine object's Merchant Credentials field.

The tax adapter Apex class ID is stored in the tax engine provider. When a user calls Calculate Tax API, Subscription Management interacts with the external tax provider using the adapter class and the named credentials.

The tax engine address and seller code from the TaxEngine record are also used in the interaction.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available when Subscription Management is enabled.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The description of the tax engine provider and merchant credential.</p>
ExternalReference	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description Shows information about the external platform used for the tax engine.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
MerchantCredentialId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Looks up to the merchant credential setup entity in Salesforce. CommerceTax Tax Calculation API sends this information to the external tax engine for use in the tax calculation process. This field is a relationship field.</p>

Field	Details
	<p>Relationship Name MerchantCredential</p> <p>Relationship Type Lookup</p> <p>Refers To NamedCredential</p>
SellerCode	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Seller code of the transaction for which the tax engine integration log was captured.</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Shows the status of the tax engine. Possible values are:</p> <ul style="list-style-type: none"> • Active—This tax engine is available for use. • Inactive—This tax engine isn't available for use.
TaxEngineAddress	<p>Type address</p> <p>Properties Filter</p> <p>Description The compound form of the tax engine address. Read-only. See Address Compound Fields for details on compound address fields. Used in case the request doesn't contain a Ship To address.</p>
TaxEngineCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Details for the tax engine address. Maximum size is 40 characters.</p>

Field	Details
TaxEngineCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Details for the tax engine address. Maximum size is 80 characters.</p>
TaxEngineGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode for the tax engine address. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p>
TaxEngineLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with TaxEngineLongitude to specify the precise geolocation of a tax engine address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p>
TaxEngineLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with TaxEngineLatitude to specify the precise geolocation of a tax engine address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p>
TaxEngineName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the tax engine.</p>
TaxEnginePostalCode	<p>Type string</p>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Details for the tax engine address. Postal code maximum size is 20 characters.
TaxEngineProviderId	Type reference
	Properties Create, Filter, Group, Sort, Update
	Description The Id of the tax engine provider. This field is a relationship field.
	Relationship Name TaxEngineProvider
	Relationship Type Lookup
	Refers To TaxEngineProvider
TaxEngineState	Type string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Details for the tax engine address. State maximum size is 80 characters.
TaxEngineStreet	Type textarea
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Details for the tax engine address. Maximum of 255 characters.

TaxEngineInteractionLog

A record of a communication with an external tax engine following a tax calculation request. This object is available in API version 55.0 and later.

Supported Calls

`delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`

Special Access Rules

This object is available when Subscription Management is enabled in your org.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Optional user-defined description for providing more information about the tax engine interaction log.</p>
DocumentCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Document code of the transaction for which the tax engine integration log was captured.</p>
EffectiveDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date that the tax engine request takes effect. This date is available for reference and bookkeeping only and doesn't have any impact on tax calculation.</p>
InteractionHttpStatusCode	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The HTTP result code of the external callout made to a third-party tax engine provider. Refer to your third-party tax engine provider's documentation for details about the specific codes returned.</p>

Field	Details
InteractionType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Shows the type of request made to the tax engine. In Subscription Management Summer '22, only <code>CalculateTax</code> is supported.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• <code>CalculateTax</code>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
ReferenceEntity	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The record on which tax was calculated.</p>
RequestBody	<p>Type base64</p> <p>Properties Nillable</p> <p>Description Contains the content of the tax calculation API request.</p>

Field	Details
RequestContentType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Shows the type of data passed in the request. For example, <code>application/html</code> or <code>text/csv</code>.</p>
RequestLength	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The character length of text within the request body.</p>
RequestName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the request.</p>
ResponseBody	<p>Type base64</p> <p>Properties Nillable</p> <p>Description Contains the content of the tax calculation API response.</p>
ResponseContentType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Shows the method used to deliver the tax calculation API response, such as <code>application/html</code> or <code>text/vnd.salesforce.quip-template</code>.</p>
ResponseLength	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	Description The character length of text within the response body.
ResponseName	Type string Properties Filter, Group, Nillable, Sort Description Name of the response from the tax engine.
ResultCode	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The code describing the result of the request. Possible values are: <ul style="list-style-type: none"> • AdapterException—The Apex adapter interface for the tax provider threw an exception. • Success—The request was successful. • TaxEngineError—An error occurred while processing the request. See the log for details. • ValidationError—A validation error occurred. Check that the request is complete and valid.
TaxEngineId	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the tax engine used in the tax calculation process. This field is a relationship field. Relationship Name TaxEngine Relationship Type Lookup Refers To TaxEngine
TaxEngineInteractionLogNumber	Type string

Field	Details
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description A system-generated number for a log entry.

TaxEngineProvider

Represents general information about a service that manages a tax engine, such as the ID of the tax adapter Apex class in Salesforce, and the engine's namespace prefix. Tax engine providers have a one-to-many relationship with tax engines, where the tax engine record represents a specific configuration of a tax engine that can be assigned to multiple order items. This object is available in API version 55.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

This object is available when Subscription Management is enabled in your org.

Fields

Field	Details
ApexAdapterId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The Id of the Apex adapter used by this tax provider. This field is unique within your organization. This field is a relationship field.
	Relationship Name ApexAdapter
	Relationship Type Lookup
	Refers To ApexClass
Description	Type textarea

Field	Details
	Properties Create, Filter, Nillable, Sort, Update Description The description of the tax engine provider.
DeveloperName	Type string Properties Create, Filter, Group, Sort, Update Description The API name for the record.
Language	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The language used by this tax engine provider. Values appear based on their language codes in Salesforce, such as <code>da</code> for Danish or <code>th</code> for Thai.
MasterLabel	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Label used for the tax engine's API in Salesforce.
NamespacePrefix	Type string Properties Filter, Group, Nillable, Sort Description Apex namespace prefix of the API used for the tax engine. In a packaging context, a namespace prefix is a one to 15-character alphanumeric identifier that distinguishes your package and its contents from packages of other developers on AppExchange.

TaxGeoConfig

Represents a tax configuration associated with a GeoCountry. This object is available in API version 57.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The TaxGeoConfig object is available if B2B Commerce or D2C Commerce is enabled.

Fields

Field	Details
GeoCountryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The GeoCountry associated with the TaxGeoConfig. This field is a relationship field.</p> <p>Relationship Name GeoCountry</p> <p>Relationship Type Lookup</p> <p>Refers To GeoCountry</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed data in this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible the user accessed data in this record or list view but didn't view it directly.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the TaxGeoConfig.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The owner of the TaxGeoConfig record. By default, the asset owner is the user who created the record. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
RoundingStrategyType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Specifies the tax rounding strategy associated with the TaxGeoConfig. Possible values are:</p> <ul style="list-style-type: none">• Rounding Down• Rounding Off• Rounding Up <p>The default value is Rounding Off.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[TaxGeoConfigShare](#) on page 50
Sharing is available for the object.

SEE ALSO:
[GeoCountry](#)

TaxPolicy

A tax policy contains a group of tax treatments, where each treatment represents parameters to determine how a particular product is taxed for a transaction line item. Tax policies are related to products, which pass the policy on to the resulting order items. When you activate an order, Subscription Management assigns a tax treatment to each order item based on the tax policy's DefaultTaxTreatmentId, then uses the tax treatment to calculate tax. This object is available in API version 55.0 and later.

Each tax policy requires at least one tax treatment. We recommend determining the taxation needs for each of your products and creating policies and treatments for each product accordingly. You can then assign your tax policies to the relevant products on your own or through automation.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available when Subscription Management is enabled in your org.

Fields

Field	Details
DefaultTaxTreatmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description When you order a product, the order product receives this tax treatment. This field is a relationship field.</p> <p>Relationship Name DefaultTaxTreatment</p> <p>Relationship Type Lookup</p> <p>Refers To TaxTreatment</p>

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Optional user-defined description for providing more information about the tax policy.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (LastReferencedDate) but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Optional user-defined name for the tax policy.</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description To calculate tax for order products, products must have an active tax policy. Tax policies are created with a Draft status before being assigned to a product or order product. After activating a tax policy, you can't edit certain policy fields.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Active

Field	Details
	<ul style="list-style-type: none"> Draft Inactive
TreatmentSelection	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines how Subscription Management chooses a tax treatment to assign to order products related to this tax policy. In API version 55.0, only <code>Default</code> is supported.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <code>Default</code>—The order product receives the tax treatment defined in the tax policy's <code>DefaultTreatmentId</code> field. <code>LegalEntity</code>—Assigns a tax treatment based on matching legal entities between the order product and tax treatment. <code>Manual</code>—Order products don't receive tax treatments based on the tax policy; users must provide the treatment on their own instead.

TaxRate

Represents a tax rate for a tax code and country. This object is available in API version 56.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The `TaxRate` object is available if B2B Commerce or D2C Commerce is enabled.

Fields

Field	Details
GeoCountryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	<p>Description The ID of the GeoCountry for which the tax rate applies. You can define only one tax rate per GeoCountry and tax code combination.</p> <p>This field is a relationship field.</p> <p>Relationship Name GeoCountry</p> <p>Relationship Type Lookup</p> <p>Refers To GeoCountry</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible the user accessed data in this record or list view but didn't viewed it directly.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The unique ID of the tax rate.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The TaxRate record owner. By default, the record owner is the user who created the record.</p> <p>This field is a polymorphic relationship field.</p>

Field	Details
	Relationship Name Owner
	Relationship Type Lookup
	Refers To Group, User
Priority	Type int
	Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update
	Description Reserved for future use.
Rate	Type double
	Properties Create, Filter, Sort, Update
	Description The tax percentage rate that will be applied to orders.
TaxCode	Type string
	Properties Create, Filter, Group, Sort
	Description The code used to calculate the tax rate for the invoice line.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[TaxRateChangeEvent](#) on page 52

Change events are available for the object.

[TaxRateFeed](#) on page 39

Feed tracking is available for the object.

[TaxRateHistory](#) on page 47

History is available for tracked fields of the object.

[TaxRateOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

TaxRateShare on page 50
Sharing is available for the object.

TaxTreatment

A tax treatment contains details about how Salesforce and external engines calculate taxes, and the tax engine to use for tax calculation. The IsTaxable field determines whether tax is calculated for the product in the transaction. The tax code, tax engine, and product code are sent via API to the external tax calculation service. When you invoice an order item that has a tax treatment, the invoice line inherits the tax treatment from the order item’s related billing schedule. The invoice line’s TaxCode field is populated based on the code that the tax engine used for calculation. This object is available in API version 55.0 and later.

Each product requires a tax policy to determine whether to apply tax. The tax treatments determine how taxable products are taxed. Each tax policy requires at least one tax treatment. We recommend determining the taxation needs for each of your products and creating policies and treatments for each product accordingly. You can then assign your tax policies to the relevant products on your own or through automation.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available when Subscription Management, B2B Commerce, or D2C Commerce is enabled in your org.

Fields

Field	Details
Description	<div>Type</div> <div>textarea</div> <div>Properties</div> <div>Create, Filter, Nillable, Sort, Update</div> <div>Description</div> <div>Optional user-defined description for providing more information about the tax treatment.</div>
IsTaxable	<div>Type</div> <div>boolean</div> <div>Properties</div> <div>Create, Defaulted on create, Filter, Group, Sort, Update</div> <div>Description</div> <div>Determines whether Subscription Management calculates tax for order items covered by the tax treatment. When this value is True, Subscription Management calls the CalculateTax API for the order item during order item creation.</div> <div>The default value is 'False'.</div>


Field	Details
	This field is available when Subscription Management is enabled.
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (LastReferencedDate) but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Optional user-defined name for the tax treatment.</p>
ProductCode	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description Code of the product that the tax treatment applies to.</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Status of the tax treatment. Possible values are:</p> <ul style="list-style-type: none">• Active• Draft

Field	Details
	<ul style="list-style-type: none">Inactive
TaxCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reference code used when tax is calculated in an external tax engine.</p>
TaxEngineId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The tax engine for the tax treatment. A tax engine represents both an instance of a tax engine provider as well as the merchant credentials for that specific instance. When Subscription Management begins the tax calculation process for an order item, it uses the tax engine from the order item's tax treatment. If the tax treatment's <code>IsTaxable</code> value is True, the treatment requires a tax engine. This field is a relationship field. This field is available when Subscription Management is enabled.</p> <p>Relationship Name TaxEngine</p> <p>Relationship Type Lookup</p> <p>Refers To TaxEngine</p>
TaxPolicyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The tax treatment's parent tax policy. A tax policy is a group of tax treatments, where each treatment represents a rule for how to invoice a customer for an order item. Tax policies are related to products, which pass the policy on to the resulting order items. When you activate an order, Subscription Management assigns a tax treatment to each order item based on the tax policy's <code>DefaultTaxTreatmentId</code>, then uses the tax treatment to calculate tax. This field is a relationship field.</p> <p>Relationship Name TaxPolicy</p>

Field	Details
	Relationship Type Lookup
	Refers To TaxPolicy

TenantSecret

This object stores an encrypted organization-specific key fragment that's used with the master secret to produce organization-specific data encryption keys. This object is available in API version 34.0 and later.

 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

You can rotate tenant secrets of the `Data` type once every four hours in a sandbox org or every 24 hours in production orgs. You can rotate tenant secrets of the `SearchIndex` type one time every seven days.

 **Note:** This information is about Shield Platform Encryption and not Classic Encryption.


Supported Calls

`create()`, `query()`, `retrieve()`, `update()`

Fields

Field Name	Details
Description	Type textarea Properties Create, Nillable, Update Description The description of the tenant secret.
KeyDerivationMode	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The key derivation mode applied to customer-supplied key material. Modes are: PBKDF2 The customer-supplied key material is used by the Shield KMS to create a derived data encryption key.

Field Name	Details
	<p>NONE</p> <p>The customer-supplied key material is used by the Shield KMS as the final data encryption key to directly encrypt and decrypt data.</p> <p>Available in API version 43.0 and later.</p>
RemoteKeyCertificate	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The name of the certificate whose public key is used to encrypt the <code>SecretValue</code> during a remote key callout.</p> <p>Available in API version 45.0 and later.</p>
RemoteKeyIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>A unique key identifier for key material fetched from a remote key service.</p> <p>Available in API version 45.0 and later.</p>
RemoteKeyServiceID	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The named credential used to fetch remote key material from a remote key service.</p> <p>Available in API version 45.0 and later.</p>
SecretValue	<p>Type</p> <p>base64</p> <p>Properties</p> <p>Create, Nillable, Update</p> <p>Description</p> <p>The encrypted 256-bit secret value encoded in base64.</p>
SecretValueCertificate	<p>Type</p> <p>string</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The certificate needed to upload a customer-supplied tenant secret. Each certificate has a unique name.</p>
SecretValueHash	<p>Type base64</p> <p>Properties Create</p> <p>Description The matching tenant secret hash for an uploaded customer-supplied tenant secret.</p>
Source	<p>Type picklist</p> <p>Properties Create, Default on create, Filter, Group, Restricted picklist, Sort</p> <p>Description The source of the encryption key material. Values are:</p> <p>HSM A Salesforce-generated tenant secret.</p> <p>Uploaded A customer-supplied tenant secret or data encryption key.</p> <p>Remote A tenant secret or data encryption key fetched from a key service outside of Salesforce. Available in API version 44.0 and later.</p> <p> Note: Tenant secrets with a <code>Source</code> value of Remote are listed as Fetched on the Key Management page in Setup.</p> <p>Available in API version 43.0 and later.</p>
Status	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The status of the tenant secret. Values are:</p> <p>Active Can be used to encrypt and decrypt new or existing data.</p>

Field Name	Details
	<p>Archived Can't encrypt new data. Can be used to decrypt data previously encrypted with this key when it was active.</p> <p>Destroyed Can't encrypt or decrypt data. Data encrypted with this key when it was active can no longer be decrypted. Files and attachments encrypted with this key can no longer be downloaded.</p> <p>You can update the <code>Status</code> field through the API in versions 44.0 or later.</p>
Type	<p>Type picklist</p> <p>Properties Create, Default on create, Filter, Group, Restricted picklist, Sort</p> <p>Description The type of tenant secret. The <code>Type</code> field is available in API version 39.0 and later. The following values appear in the <code>Type</code> picklist:</p> <ul style="list-style-type: none"> • Data—data stored in the Salesforce database. Includes data in encrypted fields, files, and attachments but not search index files. Tenant secrets created in API version 34.0 and later default to the <code>Data</code> type. • SearchIndex—search index files (available in API version 39.0 and later). • Analytics—CRM Analytics data (available in API version 39.0 and later). • DeterministicData—data stored in the Salesforce database. Includes data in encrypted fields, files, and attachments, but not search index files (available in API version 39.0 and later). • EventBus—Change Data Capture event data (available in API version 43.0 and later).
Version	<p>Type int</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The version number of this secret. The version number is unique within your org.</p>

Usage

Use this object to create or update an org-specific tenant secret or customer-supplied key material.

Example 1: Build an automated tenant secret creation and activation solution similar to the following.

1. Start by creating an Apex class to create the tenant secret. Specify the value of the tenant secret to encrypt data of a particular type.

```
global class CreateNewSecret implements Schedulable {
    global void execute(SchedulableContext SC) {
        TenantSecret secret = new TenantSecret ();
        secret.description = 'Created new secret from scheduled job';
        secret.type= 'SearchIndex';
        insert secret;
    }
}
```



Note: Type is available in API version 39.0 and later. Type is optional; all tenant secrets default to the Data type.

2. Schedule the Apex class to run at the specified interval.

This Apex code only needs to be run a single time to schedule the job. This code runs the job every 90 days.

```
CreateNewSecret secret = new CreateNewSecret();
String schedule = '0 0 0 1 JAN,APR,JUL,OCT ?';
String jobID = system.schedule('Automated secret creation and activation', schedule,
secret);
```

3. Validate that the job is scheduled.
4. Validate that tenant secrets are created after the job is run.

Example 2: Upload a customer-supplied tenant secret or customer-supplied data encryption key.

1. Create a certificate that's compatible with customer-supplied key material. See [Generate a BYOK-Compatible Certificate](#) in Salesforce Help.
2. Then upload your matching key material and key material hash. Include the unique name of the compatible certificate. The key material is uploaded in encrypted form.

```
TenantSecret secret = new TenantSecret ();
secret.description = 'New uploaded secret';
secret.type= 'Data';
secret.SecretValue = ...
EncodingUtil.base64Decode('...');
secret.SecretValueCertificate = ...;
secret.SecretValueHash = ...
EncodingUtil.base64Decode('...');
insert secret;
```

You can use this [script to generate a customer-supplied tenant secret](#) and tenant secret hash.

3. Validate that the key material is uploaded.

Example 3: Opt out of key derivation on a key-by-key basis when you upload key material. When you upload your key material, specify 'Source':Uploaded and 'KeyDerivationMode': 'NONE', and set non-null values for the SecretValueCertificate, SecretValue, and SecretValueHash.

Example 4: Import a tenant secret of the Data type.

```
TenantSecret secret = [SELECT Id FROM TenantSecret WHERE Type = 'Data' AND Version = 2];
secret.SecretValue = "<previously_exported_secret_as_a_String>";
update secret;
```


Example 5: Export a tenant secret by writing the `secret.SecretValue` to a file. Here's an example that uses a tenant secret of the `SearchIndex` type.

```
TenantSecret secret = [SELECT SecretValue FROM TenantSecret WHERE Type = 'TenantSecret'
AND Version = 2];
secret.SecretValue = ...;
update secret;
```

Example 6: Destroy a tenant secret of the `Data` type.



Warning: Your tenant secret is unique to your organization and to the specific data to which it applies. When you destroy a tenant secret, related data isn't accessible unless you previously exported the key and then import the key back into Salesforce.

```
TenantSecret secret = [SELECT Id FROM TenantSecret WHERE Type = 'Data' AND Version = 2];
secret.SecretValue = NULL;
secret.Status = Destroyed;
update secret;
```

Example 7: Change the `Status` of a tenant secret from `Archived` to `Destroyed`. Include the `SecretValue` and new tenant secret `Status`.

```
TenantSecret secret = [SELECT Id FROM TenantSecret WHERE Type = 'Data' AND Version = 2];
secret.Status = Destroyed;
update secret;
```

Cache-Only Key Service customers can change the `Status` of cache-only key tenant secrets. For example, reactivate a cache-only key by changing its `Status` from `Destroyed` to `Active`.

Example 8: Create a callout connection that fetches a cache-only key tenant secret from a key service outside of Salesforce.

1. Make sure that your org has at least one active `Data` in Salesforce key, either Salesforce-generated or customer-supplied. Then turn on `Allow Cache-Only Keys with BYOK` from the `Advanced Settings` page in `Setup`.
2. Create a certificate that's compatible with customer-supplied key material. See [Generate a BYOK-Compatible Certificate](#) in Salesforce Help.
3. [Create and assemble your key material](#).
4. Create a named credential to serve as your authenticated callout mechanism. You can define your named credential through `Setup` or [directly with Apex](#). Specify a BYOK-compatible certificate and an HTTPS endpoint.
5. Configure the connection to your remote key service. This connection uses a named credential and its associated certificate to fetch a specified cache-only key tenant secret.

```
remote_params = { 'Source': 'Remote',
'RemoteKeyIdentifier': ...,
'RemoteKeyServiceId': ...,
'RemoteKeyCertificate': ...}

sf.TenantSecret.create(remote_params)
```

SEE ALSO:

[System Fields](#)

TenantSecurityAlertRuleSelectedTenant

Stores information about a Security Center alert rule for tenants. This object is available for Security Center subscribers in API version 55.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is read-only.

Fields

Field	Details
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The name of the metric for the data collected.</p>
NotificationRuleIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The ID of the corresponding TenantSecurityNotificationRule.</p>
Tenant	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The ID of the tenant (org) that this record is for.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

TenantSecurityAlertRuleSelectedTenantChangeEvent on page 52

Change events are available for the object.

TenantSecurityAlertRuleSelectedTenantFeed on page 39

Feed tracking is available for the object.

TenantSecurityAlertRuleSelectedTenantHistory on page 47

History is available for tracked fields of the object.

TenantSecurityAlertRuleSelectedTenantOwnerSharingRule on page 48


Sharing rules are available for the object.

TenantSecurityAlertRuleSelectedTenantShare on page 50

Sharing is available for the object.

TenantSecurityApiAnomaly

Stores detected anomalies in how users typically make API calls. Fore more information, see [Threat Detection](#). This object is available to Security Center subscribers in API version 53.0 and later.

 **Note:** Threat Detection is available only for Event Monitoring subscribers.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
DetailIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The ID of the individual detail record. This field is unique within your org.</p>
EventDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field	Details
	Description The time when the anomaly was reported. For example, 2020-01-20T19:12:26.965Z. The most granular setting is milliseconds.
EventIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The unique ID of the event, which is shared with the corresponding storage object.
EventName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the event, which is Api Anomaly.
MetricIdentifier	Type string Properties Filter, Group, Sort Description The ID of the type of metric that was counted.
MetricsType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of data collected.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for the data collected.
Operation	Type string

Field	Details
	Properties Filter, Group, Nillable, Sort Description The API call that generated the event. For example, Query.
QueriedEntities	Type textarea Properties Nillable Description The type of entities associated with the event.
RequestIdIdentifier	Type string Properties Filter, Group, Nillable, Sort Description The unique ID of a single transaction. A transaction can contain one or more events.
RowsProcessed	Type double Properties Filter, Nillable, Sort Description Total row count for the current operation.
Score	Type double Properties Filter, idLookup, Nillable, Sort Description A number from 0 through 100 that represents the anomaly score for the API execution or export tracked by this event. The anomaly score shows how the current API activity differs from the user's typical activity. A low score indicates that the user's current API activity is similar to the usual activity, and a high score indicates that it's different.
SecurityEventData	Type textarea Properties Nillable

Field	Details
	<p>Description</p> <p>The set of features about the API activity that triggered this anomaly event. See the Threat Detection documentation for the possible features. For example, a user typically downloads 10 accounts at a time but then deviates from that pattern and downloads 1,000 accounts. This event is triggered, and the contributing features are captured in this field. Potential features include row count, column count, average row size, day of week, and the browser's user agent used for the report activity. The data captured also shows how much as a percentage that the feature contributed to triggering this anomaly event. The data is in JSON format.</p>
Summary	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Nillable</p> <p>Description</p> <p>A text summary of the API anomaly that caused this event.</p>
Tenant	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The ID of the tenant that was targeted in the event.</p>
TenantName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p> <p>Description</p> <p>The name of the tenant that was targeted in the event.</p>
Uri	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The URI of the page that's receiving the request. For example: <code>/home/home.jsp</code>.</p>
UserAgent	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Nillable</p>

Field	Details
	Description UserAgent used in the HTTP request, post-processed by the server.
UserIdentifier	Type string Properties Filter, Group, Nillable, Sort Description The origin user's unique ID.
Username	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The origin username in the format of user@company.com at the time that the event was created.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityApiAnomalyChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityApiAnomalyFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityApiAnomalyHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityApiAnomalyOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityApiAnomalyShare](#) on page 50

Sharing is available for the object.

TenantSecurityConnectedApp

Stores the details for a connected app that was added to or removed from a Security Center tenant. This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object can only be read and queried.

Fields

Field	Details
Action	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The action taken on the connected app within a tenant. Possible values are:</p> <ul style="list-style-type: none">• ADDED• REMOVED• UPDATED
ActionBy	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user who performed the action on the connected app.</p>
ActionDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date that the action was taken.</p>
AppName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the connected app.</p>
AuthorizedBy	<p>Type string</p>

Field	Details
	Properties Filter, Group, idLookup, Nillable, Sort Description The user who authorized the connected app to be installed.
AuthorizedDate	Type dateTime Properties Filter, Nillable, Sort Description The date that the connected app was authorized for installation.
DetailIdentifier	Type string Properties Filter, Group, idLookup, Sort Description The ID of the individual detail record. This field is unique within your org.
LastUsedDate	Type dateTime Properties Filter, Nillable, Sort Description The last date that the connected app was used for authentication.
MetricIdentifier	Type string Properties Filter, Group, Sort Description The ID of the type of metric that was counted.
MetricsType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of data being collected.
Name	Type string

Field	Details
	<p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the metric for which data is being collected.</p>
Publisher	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Represents if the relevant tenant is the original publisher of the connected app for all connected tenants in the org.</p>
Scope	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The scope or scopes assigned to the connected app. A scope defines the type of protected resource that the connected app can access.</p>
Tenant	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The ID of the relevant tenant.</p>
TenantName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the tenant that the connected app is connected to.</p>
Version	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The current version of the connected app.</p>

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

TenantSecurityConnectedAppChangeEvent on page 52

Change events are available for the object.

TenantSecurityConnectedAppFeed on page 39

Feed tracking is available for the object.

TenantSecurityConnectedAppHistory on page 47

History is available for tracked fields of the object.

TenantSecurityConnectedAppOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityConnectedAppShare on page 50

Sharing is available for the object.

TenantSecurityCredentialStuffing

Stores when a user successfully logs in to Salesforce during an identified credential stuffing attack. For more information, see [Threat Detection](#). This object is available to Security Center subscribers in API version 53.0 and later.



Note: Threat Detection is available only for Event Monitoring subscribers.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
AcceptLanguage	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>List of HTTP headers that specify the natural language, such as English, that the client understands.</p>
DetailIdentifier	<p>Type</p> <p>string</p>

Field	Details
	<p>Properties Filter, Group, idLookup, Sort</p> <p>Description The ID of the individual detail record. This field is unique within your org.</p>
EventDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the hijacking event was reported. For example, 2020-01-20T19:12:26.965Z. Milliseconds are the most granular setting.</p>
EventIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The unique ID of the event.</p>
EventName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the event, which is Credential Stuffing.</p>
LoginType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The type of login used to access the session. For the list of possible values, see the LoginType field of LoginHistory in the Object Reference.</p>
LoginUrl	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The URL of the login page. For example, <code>login.salesforce.com</code>.</p>

Field	Details
MetricIdentifier	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the type of metric that was counted.</p>
MetricsType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The type of data collected.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the metric for the data collected.</p>
Score	<p>Type double</p> <p>Properties Filter, idLookup, Nillable, Sort</p> <p>Description Indicates that a user successfully logged in to Salesforce during an identified credential stuffing attack. The value of this field is always 1.</p>
Summary	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description A summary of the threat that caused this event to be created.</p>
Tenant	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p>

Field	Details
	Description The ID of the tenant that was targeted in the event.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant that was targeted in the event.
UserAgent	Type textarea Properties Nillable Description UserAgent used in the HTTP request, post-processed by the server.
UserIdentifier	Type string Properties Filter, Group, Nillable, Sort Description The origin user's unique ID.
Username	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The origin username in the format of user@company.com at the time the event was created.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityCredentialStuffingChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityCredentialStuffingFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityCredentialStuffingHistory](#) on page 47

History is available for tracked fields of the object.

TenantSecurityCredentialStuffingOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityCredentialStuffingShare on page 50

Sharing is available for the object.

TenantSecurityGuestUserAnomaly

Represents metric details for guest user anomaly events detected by Threat Detection. This object is available in API version 60.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is read-only.

Fields

Field	Details
<code>DetailIdentifier</code>	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The unique identifier for this detail record.
<code>EventDate</code>	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The time when the anomaly was reported. For example, 2020-01-20T19:12:26.965Z. The most granular setting is milliseconds.
<code>EventIdentifier</code>	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update

Field	Details
	Description The unique ID of the event, which is shared with the corresponding storage object.
EventName	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The name of the event.
MetricIdentifier	Type string Properties Create, Filter, Group, Sort, Update Description The ID of the type of metric counted. This field is unique within your organization.
MetricsType	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The type of data collected.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the metric for the data collected.
RequestedObjects	Type textarea Properties Create, Nillable, Update Description The objects requested by the customers.
Score	Type double Properties Create, Filter, idLookup, Nillable, Sort, Update

Field	Details
	<p>Description</p> <p>Specifies how significantly the guest user behavior deviates from the other guest users. It is formatted as a number between 0 and 1.</p>
SqlCommands	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p> <p>Description</p> <p>SOQL commands run by the guest user.</p>
Summary	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p> <p>Description</p> <p>A text summary of the anomaly that caused this event.</p>
Tenant	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The ID of the tenant that was targeted in the event.</p>
TenantName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description</p> <p>The name of the tenant that was targeted in the event.</p>
TotalControllerEvents	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The number of times controllers were triggered.</p>
UserAgent	<p>Type</p> <p>string</p>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description User Agent for this event.
UserIdentifier	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The origin user's unique ID.
UserType	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Type of user of this event. For example, a guest user.
Username	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The origin username in the format of <code>user@company.com</code> at the time the event was created.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[TenantSecurityGuestUserAnomalyChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityGuestUserAnomalyFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityGuestUserAnomalyHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityGuestUserAnomalyOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityGuestUserAnomalyShare](#) on page 50

Sharing is available for the object.

TenantSecurityEncryptionPolicy

Stores tenant encryption policy status. This object is available in API version 58.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
Action	<div><div>Type</div><div>string</div><div>Properties</div><div>Filter, Group, idLookup, Nillable, Sort</div><div>Description</div><div>The action taken on the encryption policy within a tenant. Possible values are:<ul style="list-style-type: none">AddedRemovedUpdated</div></div>
ActionBy	<div><div>Type</div><div>string</div><div>Properties</div><div>Filter, Group, idLookup, Nillable, Sort</div><div>Description</div><div>This field is reserved for future use.</div></div>
ActionDate	<div><div>Type</div><div>dateTime</div><div>Properties</div><div>Filter, Nillable, Sort</div><div>Description</div><div>When the change to the tenant encryption policy status was made.</div></div>
DetailIdentifier	<div><div>Type</div><div>string</div></div>

Field	Details
	Properties Filter, Group, idLookup, Sort Description Unique identifier for this detail record.
MetricIdentifier	Type string Properties Filter, Group, Sort Description The ID of the type of metric that was counted. This field is unique within your organization.
MetricsType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of encryption policy collected by this metric.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for the data collected.
PolicyName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the policy.
PolicyStatus	Type int Properties Filter, Group, idLookup, Nillable, Sort Description Status of the policy. Possible values are: <ul style="list-style-type: none">• -1—No license.• 0—Not Enabled.

Field	Details
	<ul style="list-style-type: none">• -1—Enabled
Tenant	Type string Properties Filter, Group, idLookup, Sort Description The ID of the tenant with Shield Encryption.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant that this record is for.

TenantSecurityFeature

Stores org features across all tenants in Security Center. This object is available in API version 57.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
DetailIdentifier	Type string Properties Filter, Group, idLookup, Sort Description The ID of the individual detail record. This field is unique across all tenants.
FeatureDescription	Type string

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The description of the feature.</p>
FeatureName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the feature.</p>
IsEnabled	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the feature is enabled or disabled. The default value is <code>false</code>.</p>
MetricIdentifier	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the type of metric counted. This field is unique within your organization.</p>
MetricsType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The type of feature collected by this metric.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the feature for which data is being collected.</p>

Field	Details
Tenant	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The ID of the tenant where the feature was applied.</p>
TenantName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the connected tenant where the feature was enabled or disabled.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

TenantSecurityFeatureChangeEvent on page 52

Change events are available for the object.

TenantSecurityFeatureFeed on page 39

Feed tracking is available for the object.

TenantSecurityFeatureHistory on page 47

History is available for tracked fields of the object.

TenantSecurityFeatureOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityFeatureShare on page 50

Sharing is available for the object.

TenantSecurityHealthCheckBaselineTrend

Stores metric details related to Health Check baseline settings. The Health Check detail page in Security Center displays scores and settings for all your tenants in one place. Use this object to get details about which metrics are collected and for which tenants, and changes made to the Health Check baseline. This object is available to Security Center subscribers in API version 54.0 and later.

Supported Calls

```
create(), delete(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(),
undelete(), update(), upsert()
```

Special Access Rules

This object is read-only.

Fields

Field	Details
Action	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The type of action. For example, added, updated, or removed.
ActionBy	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The user or admin that made the change.
ActionDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time of the change.
ApiName	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The name of the metric used by the API and managed packages.
BaselineDescription	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description For custom baselines, the name of the custom baseline file.

Field	Details
BaselineIdentifier	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the baseline.</p>
BaselineName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description The name of the baseline.</p>
DetailIdentifier	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The ID of the individual detail record. This field is unique across all tenants.</p>
IsDefault	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether the baseline is default or custom. The default is <code>false</code>.</p>
MetricIdentifier	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the type of metric collected.</p>
MetricsType	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The type of data collected. For example, SecurityHealthCheckBaselineMetric.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the metric for the data collected.</p>
Tenant	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The ID of the tenant that was scored by the Security Health Check.</p>
TenantName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description The name of the tenant that was scored by the Security Health Check.</p>

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityHealthCheckBaselineTrendChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityHealthCheckBaselineTrendFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityHealthCheckBaselineTrendHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityHealthCheckBaselineTrendOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityHealthCheckBaselineTrendShare](#) on page 50

Sharing is available for the object.

TenantSecurityHealthCheckDetail

Stores the details of Health Check scores for a connected tenant. The Health Check detail page in Security Center displays scores and settings for all your tenants in one place. Use this object to get settings and risks per tenant on a selected date. This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
HealthCheckSettingIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The ID of the Health Check setting. This field is unique within your org.
HealthCheckTrendKey	Type string Properties Filter, Group, Nillable, Sort Description The ID of the Health Check trend related to the Health Check detail records.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the tenant that was scored.
OrgValue	Type string Properties Filter, Group, Nillable, Sort Description The org's value for the security setting.
RiskType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort

Field	Details
	<p>Description</p> <p>The level of risk of the org's security setting value.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• HIGH_RISK• MEDIUM_RISK• MEETS_STANDARD
Setting	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The name of the security setting. For example, Minimum Password Length.</p>
SettingGroup	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The name of the security setting group in Setup that this setting is in. For example, Password Policies.</p>
SettingRiskCategory	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>The level of risk of the org's security settings.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• HIGH_RISK• INFORMATIONAL• LOW_RISK• MEDIUM_RISK
StandardValue	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The recommended standard value for the security setting.</p>

Field	Details
Tenant	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The ID of the tenant that was scored.</p>

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityHealthCheckDetailChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityHealthCheckDetailFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityHealthCheckDetailHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityHealthCheckDetailOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityHealthCheckDetailShare](#) on page 50

Sharing is available for the object.

TenantSecurityHealthCheckTrend

Stores the history of Security Health Check scores for a connected tenant within Security Center. Health Check in Security Center displays Health Check scores and the average risk settings for all your tenants in one place. This object belongs to the parent tenant and stores Health Check data pushed from child tenants. This object is available for Security Center subscribers in API version 53.0 and later.

Supported Calls

```
describeSObjects(), getDeleted(), getUpdated(), query(), retrieve()
```

Special Access Rules

This object is read-only.

Fields

Field	Details
Baseline	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The definition of an org's security settings standards.</p>
HighRisk	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description Indicates that fields with this picklist value contain data highly sensitive to your company.</p>
Informational	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description Indicates that fields with this picklist value contain data that isn't sensitive for your company.</p>
LowRisk	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description Indicates that fields with this picklist value contain data with low sensitivity for your company.</p>
MediumRisk	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description Indicates that fields with this picklist value contain data with moderate sensitivity for your company.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p>

Field	Details
	Description The name of the tenant that was scored.
ProcessedTime	Type dateTime Properties Filter, Nillable, Sort Description The time when the Health Check score was calculated.
Score	Type double Properties Filter, Sort Description The summary score that shows how your org measures against a security baseline.
ScoreDelta	Type double Properties Filter, Nillable, Sort Description The percentage amount that the Health Check score changed.
Tenant	Type string Properties Filter, Group, Sort Description The ID of the tenant that was scored.
TenantOriginalIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The ID of the Health Check Trend record for a tenant. This field is unique within your org.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityHealthCheckTrendChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityHealthCheckTrendFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityHealthCheckTrendHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityHealthCheckTrendOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityHealthCheckTrendShare](#) on page 50

Sharing is available for the object.

TenantSecurityLicense

Stores license usage information within Security Center. This object is available in API version 59.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is available only for Security Center subscribers. This object is read-only.

Fields

Field	Details
Action	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p> <p>Description</p> <p>The type of change made to the license. Possible values are:</p> <ul style="list-style-type: none">• ADDED• REMOVED• UPDATED
ActionDate	<p>Type</p> <p>dateTime</p>

Field	Details
	Properties Filter, Nillable, Sort Description The timestamp for when this change was made.
DetailIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The unique identifier for this detail record.
ExpirationDate	Type dateTime Properties Filter, Nillable, Sort Description The date on which this license expires.
MetricIdentifier	Type string Properties Filter, Group, Sort Description The ID of the corresponding TenantSecurityMonitorMetric.
MetricsType	Type string Properties Filter, Group, Nillable, Sort Description The type of license collected by this metric.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the license.
Status	Type string

Field	Details
	Properties Filter, Group, idLookup, Nillable, Sort Description The status of the license.
Tenant	Type string Properties Filter, Group, idLookup, Sort Description The ID of the tenant with this license.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant with this license.
TotalLicenses	Type int Properties Filter, Group, idLookup, Nillable, Sort Description The total number of licenses.
UsedLicenses	Type int Properties Filter, Group, idLookup, Nillable, Sort Description The number of used licenses.
UsedLicensesLastUpdated	Type dateTime Properties Filter, Nillable, Sort Description The date that the used licenses were last updated for this tenant.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

TenantSecurityLicenseChangeEvent on page 52

Change events are available for the object.

TenantSecurityLicenseFeed on page 39

Feed tracking is available for the object.

TenantSecurityLicenseHistory on page 47

History is available for tracked fields of the object.

TenantSecurityLicenseOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityLicenseShare on page 50

Sharing is available for the object.

TenantSecurityLogin

Stores the login details of a single user to a tenant, grouped by date and type. You can query this object to find out how many times the user logged in to a specific tenant using a specific login type (for example, username/password or SSO). This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
<code>DetailIdentifier</code>	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The ID of the individual detail record. This field is unique within your org.</p>
<code>LastLoginDate</code>	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field	Details
	Description The last time the user logged in.
LoginCount	Type int Properties Filter, Group, idLookup, Nillable, Sort Description The number of times the user has logged in to the tenant.
MetricIdentifier	Type string Properties Filter, Group, Sort Description The ID of the type of metric that was counted.
MetricsType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of data collected. The supported metric types are: <ul style="list-style-type: none">• LOGIN_PWLESS• LOGIN_PWLESS2FA• LOGIN_UNPW• LOGIN_UNPW2FA• LOGIN_SSO• LOGIN_SSO2FA• LOGIN_OAUTH• LOGIN_OAUTH2FA
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for which data is being collected.

Field	Details
Tenant	Type string Properties Filter, Group, idLookup, Sort Description The ID of the tenant that was scored.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant that was scored.
UserEmail	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The email address of the user.
Username	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The user's org username.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityLoginChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityLoginFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityLoginHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityLoginOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityLoginShare](#) on page 50
Sharing is available for the object.

TenantSecurityLoginIpRangeTrend

Stores details of changes related to login IP ranges in Security Center. This object is available in API version 59.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is available only for Security Center subscribers. This object is read-only.

Fields

Field	Details
Action	<div>Type string</div> <div>Properties Filter, Group, idLookup, Nillable, Sort</div> <div>Description The type of change made to the login IP range. Possible values are:<ul style="list-style-type: none">ADDEDREMOVEDUPDATED</div>
ActionBy	<div>Type string</div> <div>Properties Filter, Group, idLookup, Nillable, Sort</div> <div>Description The name of the person who made this change.</div>
ActionDate	<div>Type dateTime</div> <div>Properties Filter, Nillable, Sort</div> <div>Description The timestamp for when this change was made.</div>

Field	Details
Description	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The description of the login IP range record.</p>
DetailIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The unique identifier for this detail record.</p>
IpEndAddress	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The end IP address of the login IP range. For example, 10.0.0.0 – 10.255.255.255.</p>
IpRangeIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description Unique identifier of the IP range.</p>
IpStartAddress	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The start IP address of the login IP range. For example, 10.0.0.0 – 10.255.255.255.</p>
MetricIdentifier	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the corresponding TenantSecurityMonitorMetric.</p>

Field	Details
MetricsType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The type of metric for the data collected.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the metric for the data collected.</p>
ProfileIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The ID of the profile that is assigned to this login IP range.</p>
ProfileName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the profile that is assigned to this login IP range.</p>
Tenant	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The ID of the tenant (org) that this record is for.</p>
TenantName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the tenant (org) that this record is for.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

TenantSecurityLoginIpRangeTrendChangeEvent on page 52

Change events are available for the object.

TenantSecurityLoginIpRangeTrendFeed on page 39

Feed tracking is available for the object.

TenantSecurityLoginIpRangeTrendHistory on page 47

History is available for tracked fields of the object.

TenantSecurityLoginIpRangeTrendOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityLoginIpRangeTrendShare on page 50

Sharing is available for the object.

TenantSecurityMobilePolicyTrend

Stores metrics related to changes in mobile security policies across all tenants in Security Center. This object is available to Security Center subscribers in API version 54.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object can only be read and queried.

Fields

Field	Details
Action	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description</p> <p>The change made to the mobile security policy. For example, a new policy was added, updated, or removed.</p>
ActionBy	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Nillable, Sort, Update</p>

Field	Details
	Description The user who made the change.
ActionDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time of the mobile security policy change.
ConnectedApp	Type string Properties Filter, Group, Nillable, Sort Description The app that is associated with the mobile security policy.
DetailIdentifier	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The ID of the individual detail record. This field is unique across all tenants.
EffectiveDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date a mobile security policy is enforced.
IsEnabled	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description A value indicating whether the mobile security policy is enabled. The default is <code>false</code> , which means policies are disabled.
MetricIdentifier	Type string

Field	Details
	Properties Create, Filter, Group, Sort, Update Description The foreign key of the metric.
MetricsType	Type string Properties Create, Filter, Group, Sort, Update Description The type of mobile security policy data collected.
MobilePlatform	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The mobile operating system of the mobile security policy.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the metric for which data is collected.
PolicyType	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The type of mobile security policy. For example, Block Calendar.
RuleValue	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The value of the security notification rule.
RuleValueType	Type string

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description The type of rule value. For example, boolean or text.
SeverityLevel	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The severity level of the security threat. For example, CRITICAL.
Tenant	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The ID of the tenant.
TenantName	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The name of the tenant.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityPackageChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityPackageFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityPackageHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityPackageOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityPackageShare](#) on page 50

Sharing is available for the object.

TenantSecurityMonitorMetric

Stores the daily count and daily count change for a metric within Security Center. This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
ChangeCount	Type int Properties Filter, Group, Nillable, Sort Description How much the relevant metric changed.
Count	Type int Properties Filter, Group, Sort Description The current metric count.
EndProcessTime	Type dateTime Properties Filter, Sort Description The date and time that the metric count process ended.
MetricIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort

Field	Details
	Description The ID of the type of metric counted. This field is unique within your organization.
MetricsType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of data collected.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the tenant.
PreviousMetricIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The previous ID of the type of metric that was counted. This field is unique within your organization.
StartProcessTime	Type dateTime Properties Filter, Sort Description The date and time that the metric count process started.
Tenant	Type string Properties Filter, Group, idLookup, Sort Description The ID of the tenant that was scored.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

TenantSecurityMonitorMetricChangeEvent on page 52

Change events are available for the object.

TenantSecurityMonitorMetricFeed on page 39

Feed tracking is available for the object.

TenantSecurityMonitorMetricHistory on page 47

History is available for tracked fields of the object.

TenantSecurityMonitorMetricOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityMonitorMetricShare on page 50

Sharing is available for the object.

TenantSecurityNotification

Stores information about notifications that were triggered in Security Center as a function of the Alerts feature. For more information, see [Create Alerts for Security Changes](#). This object is available to Security Center subscribers in API version 54.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is read-only.

Fields

Field	Details
MetricCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The metric count that triggered the notification.</p>
MetricIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p>

Field	Details
	Description The ID of the type of metric that was counted.
MetricsType	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The metric for which the notification was sent.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the triggered notification rule.
NotificationDate	Type dateTime Properties Create, Filter, Sort, Update Description The date and time that the notification was sent.
NotificationType	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The type of notification sent. For example, a Chatter feed or push notification.
Operator	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The quantity of metrics used to measure.
RecipientEmails	Type textarea Properties Create, Nillable, Update

Field	Details
	Description The email addresses of the recipients who receive security notifications.
RuleName	Type string Properties Create, Filter, Group, Sort, Update Description The name of the notification rule.
Tenant	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The ID of the tenant for which the notification was triggered.
TenantName	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The org name of the tenant for which the notification was triggered.
Threshold	Type int Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The threshold value that triggered the notification.
TriggerType	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The type of trigger that set off the notification. For example, a security change was made.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

TenantSecurityNotificationChangeEvent on page 52

Change events are available for the object.

TenantSecurityNotificationFeed on page 39

Feed tracking is available for the object.

TenantSecurityNotificationHistory on page 47

History is available for tracked fields of the object.

TenantSecurityNotificationOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityNotificationShare on page 50

Sharing is available for the object.

TenantSecurityNotificationRule

Stores an alert configured in the Security Center Alerts feature to notify recipients of changes made to security settings. For more information, see [Create Alerts for Security Changes](#). This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is read/write.

Fields

Field	Details
MetricsType	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The type of data being collected.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update

Field	Details
	Description The name of the metric for which data is being collected.
NotificationRuleIdentifier	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The ID of the alert that was triggered. This field is unique within your organization.
NotificationType	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The type of notification used for the alert. The options are: <ul style="list-style-type: none">EmailIn-App
Operator	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The operator for the change that triggered the alert. For example, greater than.
RecipientEmails	Type textarea Properties Create, Nillable, Update Description The email addresses for the recipients of the alert details.
RuleName	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the custom alert that triggered the notification. This field is unique within your organization.

Field	Details
Status	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description The status of the alert setting. The options are:</p> <ul style="list-style-type: none">• Active• Draft• Inactive
Threshold	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The threshold value that triggered the alert.</p>
TriggerType	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of trigger used for the alert. The values are:</p> <ul style="list-style-type: none">• Always• On Change
Version	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The version number of the custom alert.</p>

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityNotificationRuleChangeEvent](#) on page 52

Change events are available for the object.

TenantSecurityNotificationRuleFeed on page 39

Feed tracking is available for the object.

TenantSecurityNotificationRuleHistory on page 47

History is available for tracked fields of the object.

TenantSecurityNotificationRuleOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityNotificationRuleShare on page 50

Sharing is available for the object.

TenantSecurityMetricDetailLink

Represents the link between the metric count and metric drill down. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is read-only.

Fields

Field	Details
DetailIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The unique identifier for this detail record.</p>
MetricIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The ID of the type of metric counted. This field is unique within your organization.</p>
Name	<p>Type</p> <p>string</p>

Field	Details
	Properties Create, Filter, Group, idLookup, Sort, Update
	Description The name of the metric for the data collected.
Tenant	Type string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The ID of the tenant that was targeted in the event.

TenantSecurityPackage

Stores details about managed and unmanaged packages that are added, updated, or removed from a tenant in Security Center. Use this object to identify whether new packages are installed, upgraded, or uninstalled from your connected tenants. This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object can only be read and queried.

Fields

Field	Details
Action	Type string
	Properties Filter, Group, idLookup, Nillable, Sort
	Description The action taken on a package within a tenant. The options are: <ul style="list-style-type: none">AddedRemoved

Field	Details
ActionDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date the action was taken.</p>
AppExchangeReady	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Indicates whether the package has passed AppExchange review.</p>
DetailIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The ID of the individual detail record. This field is unique within your org.</p>
InstalledBy	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The user that installed the package.</p>
MetricIdentifier	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the type of metric that was counted.</p>
MetricsType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The type of data being collected.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the metric for which data is being collected.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix associated with the package.</p>
PackageName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the package being added to or removed from the tenant.</p>
Publisher	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the publisher that created the package.</p>
ReleaseStatus	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The release status of the package. The options are:</p> <ul style="list-style-type: none">• Beta• Released
Tenant	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p>

Field	Details
	Description The ID of the tenant that the package was added to or removed from.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant that the package was added to or removed from.
Version	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The current version of the package.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityPackageChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityPackageFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityPackageHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityPackageOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityPackageShare](#) on page 50

Sharing is available for the object.

TenantSecurityPolicy

Stores security policies created and deployed in Security Center. For more information, see [Define and Deploy Security Policies](#). This object is available to Security Center subscribers in API version 54.0 and later.

Supported Calls

```
create(), delete(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(),
undelete(), update(), upsert()
```

Special Access Rules

This object is read/write.

Fields

Field	Details
ApiName	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The API name of the policy.
Description	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The description of the policy.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the policy.
PolicyData	Type textarea Properties Create, Update Description The policy details contained in JSON format.
PolicyIdentifier	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The ID of this policy. Contains a unique virtual key from child to parent.

Field	Details
PolicyType	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The type of policy. For example, Health Check Baseline.
SourceRowIdentifier	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the policy that is applied to the tenant. This value is specific to the org that owns this record.
Status	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The status of the policy. For example, the policy is active or inactive.
Version	Type int Properties Create, Filter, Group, idLookup, Sort, Update Description The version of the policy.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityPolicyChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityPolicyFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityPolicyHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityPolicyOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityPolicyShare](#) on page 50
Sharing is available for the object.

TenantSecurityPolicyDeployment

Stores the status of deployments of a Security Center policy on a tenant. For more information, see [Define and Deploy Security Policies](#). This object is available to Security Center subscribers in API version 54.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is read/write.

Fields

Field	Details
DeploymentDate	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date the deployment was triggered.</p>
DeploymentStatus	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The status of the deployment. For example, Not Deployed, Processing, Deployed, or Failed.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the deployment status.</p>

Field	Details
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the deployment.
PolicyIdentifier	Type string Properties Create, Filter, Group, Sort, Update Description The ID of the TenantSecurityPolicy entity.
StatusDate	Type dateTime Properties Create, Filter, Sort, Update Description The date that the status of the deployment was provided.
Tenant	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The ID of the tenant for which the policy was deployed.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityPolicyDeploymentChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityPolicyDeploymentFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityPolicyDeploymentHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityPolicyDeploymentOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityPolicyDeploymentShare](#) on page 50
Sharing is available for the object.

TenantSecurityPolicySelectedTenant

Stores the list of tenants selected for a Security Center policy. For more information, see [Define and Deploy Security Policies](#). This object is available to Security Center subscribers in API version 54.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is read/write.

Fields

Field	Details
Name	<div>Type</div> <div>string</div> <div>Properties</div> <div>Create, Filter, Group, idLookup, Sort, Update</div> <div>Description</div> <div>The name of the policy for the selected tenant.</div>
PolicyIdentifier	<div>Type</div> <div>string</div> <div>Properties</div> <div>Create, Filter, Group, Sort, Update</div> <div>Description</div> <div>The ID of the security policy.</div>
Tenant	<div>Type</div> <div>string</div> <div>Properties</div> <div>Create, Filter, Group, idLookup, Sort, Update</div> <div>Description</div> <div>The ID of the tenant.</div>

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityPolicySelectedTenantChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityPolicySelectedTenantFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityPolicySelectedTenantHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityPolicySelectedTenantOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityPolicySelectedTenantShare](#) on page 50

Sharing is available for the object.

TenantSecurityReportAnomaly

Stores anomalies in how users run or export reports, including unsaved reports, as detected by Threat Detection. For more information, see [Threat Detection](#). This object is available to Security Center subscribers in API version 53.0 and later.



Note: Threat Detection is available only for Event Monitoring subscribers.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
<code>DetailIdentifier</code>	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The ID of the detail record. This field is unique within your org.</p>
<code>EventDate</code>	<p>Type</p> <p>dateTime</p>

Field	Details
	Properties Filter, Nillable, Sort Description The date when the hijacking event was reported. For example, 2020-01-20T19:12:26.965Z. The most granular setting is milliseconds.
EventIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The unique ID of the event.
EventName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the event, which is Report Anomaly.
MetricIdentifier	Type string Properties Filter, Group, Sort Description The ID of the type of metric that was counted.
MetricsType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of data being collected.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for which data is being collected.

Field	Details
Report	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID for the report for which this anomaly event was detected. If the anomaly resulted from a user executing an unsaved report, the value of this field is null.</p>
Score	<p>Type double</p> <p>Properties Filter, idLookup, Nillable, Sort</p> <p>Description A number from 0 through 100 that represents the anomaly score for the report execution or export tracked by this event. The anomaly score indicates how the user's current report activity differs from their typical activity. A low score indicates that the current report activity is similar to the user's usual activity. A high score indicates that it's different.</p>
SecurityEventData	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The set of features about the report activity that triggered this anomaly event. See the Threat Detection documentation for the possible features. For example, a user typically downloads 10 accounts at a time, but then deviates from that pattern and downloads 1,000 accounts. This event is triggered, and the contributing features are captured in this field. Potential features include row count, column count, average row size, day of week, and the browser's user agent used for the report activity. The data captured also shows as a percentage how much a particular feature contributed to this anomaly event. The data is in JSON format.</p>
Summary	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description A text summary of the report anomaly that caused this event.</p>
Tenant	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p>

Field	Details
	Description The ID of the tenant that was targeted in the event.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant that was targeted in the event.
UserIdentifier	Type string Properties Filter, Group, Nillable, Sort Description The origin user's unique ID.
Username	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The origin username in the format of user@company.com at the time the event was created.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityReportAnomalyChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityReportAnomalyFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityReportAnomalyHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityReportAnomalyOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityReportAnomalyShare](#) on page 50

Sharing is available for the object.

TenantSecuritySessionHijacking

Stores information about session hijacking events as detected by Threat Detection within connected tenants in Security Center. For more information, see [Threat Detection](#). This object is available for Security Center subscribers in API version 53.0 and later.

 **Note:** Threat Detection is available only for Event Monitoring subscribers.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
<code>CurrentIp</code>	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The IP address of the observed fingerprint that deviates from the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. If the IP address didn't contribute to the observed fingerprint deviation, the value of this field is the same as the <code>PreviousIp</code> field.</p>
<code>CurrentPlatform</code>	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The platform of the observed fingerprint that deviates from the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. If the platform didn't contribute to the observed fingerprint deviation, the value of this field is the same as the <code>PreviousPlatform</code> field.</p>
<code>CurrentScreen</code>	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>The screen of the observed fingerprint that deviates from the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. If the screen didn't contribute to the observed fingerprint deviation, the value of this field is the same as the <code>PreviousScreen</code> field.</p>
CurrentUserAgent	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Nillable</p> <p>Description</p> <p>The user agent of the observed fingerprint that deviates from the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. If the user agent didn't contribute to the observed fingerprint deviation, the value of this field is the same as the <code>PreviousUserAgent</code> field.</p>
CurrentWindow	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The browser window of the observed fingerprint that deviates from the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. If the window didn't contribute to the observed fingerprint deviation, the value of this field is the same as the <code>PreviousWindow</code> field.</p>
DetailIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The ID of the individual detail record. This field is unique within your org.</p>
EventDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date when the hijacking event was reported. For example, 2020-01-20T19:12:26.965Z. The most granular setting is milliseconds.</p>
EventIdentifier	<p>Type</p> <p>string</p>

Field	Details
	<p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The unique ID of the event.</p>
EventName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the event, which is Session Hijacking.</p>
MetricIdentifier	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the type of metric that was counted.</p>
MetricsType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The type of data being collected.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the metric for which data is being collected.</p>
PreviousIp	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The IP address of the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. See the <code>CurrentIp</code> field for the newly observed IP address.</p>

Field	Details
PreviousPlatform	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The platform of the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. See the <code>CurrentPlatform</code> field for the newly observed platform.</p>
PreviousScreen	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The screen of the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. See the <code>CurrentScreen</code> field for the newly observed screen.</p>
PreviousUserAgent	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The user agent of the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. See the <code>CurrentUserAgent</code> field for the newly observed user agent.</p>
PreviousWindow	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The browser window of the previous fingerprint. The difference between the current and previous values is one indicator that a session hijacking attack has occurred. See the <code>CurrentWindow</code> field for the newly observed window.</p>
Score	<p>Type double</p> <p>Properties Filter, idLookup, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Specifies how much the new fingerprint deviates from the previous one. The score is from 6.0 through 21.0. The event exposes five field pairs (such as <code>CurrentIp</code> and <code>PreviousIp</code>) to view the before and after data for browser features that contributed to this anomaly. See the <code>SecurityEventData</code> field for all contributing features in JSON format. A large deviation score (6.0 or more) between two intra-session fingerprints indicates that two different browsers are active in the same session. The presence of two active browsers usually means that session hijacking has occurred.</p>
SecurityEventData	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Nillable</p> <p>Description</p> <p>The set of browser fingerprint features that triggered this event. See the Threat Detection documentation for the possible features. For example, a user's current browser fingerprint diverges from the previously known fingerprint. If Salesforce concludes the user's session was hijacked, it fires this event, and the contributing features are captured in this field in JSON format. Each feature describes a browser fingerprint property, such as the browser user agent, window, or platform. The data includes the current and previous values for each feature.</p>
Summary	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Nillable</p> <p>Description</p> <p>A text summary of the threat that caused this event. The summary lists the browser fingerprint features that most contributed to the threat detection, along with their contribution to the total score.</p>
Tenant	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The ID of the tenant that was targeted in the event.</p>
TenantName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p>

Field	Details
	Description The name of the tenant that was targeted in the event.
UserIdentifier	Type string Properties Filter, Group, Nillable, Sort Description The origin user's unique ID.
Username	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The origin username in the format of user@company.com at the time that the event was created.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecuritySessionHijackingChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecuritySessionHijackingFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecuritySessionHijackingHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecuritySessionHijackingOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecuritySessionHijackingShare](#) on page 50

Sharing is available for the object.

TenantSecurityTenantInfo

Stores information on changes related to the tenant history. This object is available in API version 56.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read only.

Fields

Field	Details
DetailIdentifier	Type string Properties Filter, Group, idLookup, Sort Description Unique Identifier for this detail record.
MyDomainName	Type string Properties Filter, Group, Nillable, Sort Description The name of the domain where this user permission was applied.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for which data is being collected.
SandboxAlias	Type string Properties Filter, Group, Nillable, Sort Description The alias specified by the user when the user creates a Sandbox.
SandboxType	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The type specified by the user when the user creates a Sandbox.

Field	Details
Status	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p> <p>Description</p> <p>The status of the policy. For example, active or inactive.</p>
Tenant	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The ID of the tenant where the user permission was applied.</p>
TenantName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The name of the connected tenant where the user permission was applied.</p>
TenantType	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>Type of tenant in this org.</p>

Usage

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[TenantSecurityTenantInfoChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityTenantInfoFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityTenantInfoHistory](#) on page 47

History is available for tracked fields of the object.

TenantSecurityTenantInfoOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityTenantInfoShare on page 50

Sharing is available for the object.

TenantSecurityTransactionPolicyTrend

Stores changes to the count of Transaction Security Policies for a connected tenant within Security Center. This object is available for Security Center subscribers in API version 55.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
Action	Type string Properties Filter, Group, idLookup, Nillable, Sort Description Stores information on a change to the policy. Available options include: <ul style="list-style-type: none">• ADDED• REMOVED• UPDATED
ActionBy	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the person who made this change.
ActionConfig	Type textarea Properties Nillable

Field	Details
	<p>Description</p> <p>Contains a JSON description for how a user is alerted to an action on the policy. For example:</p> <ul style="list-style-type: none">• In-app• Email
ActionDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>When this change was made.</p>
DetailIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>Unique identifier for this detail record.</p>
EventName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p> <p>Description</p> <p>The name of the event of the corresponding Transaction Security Policy.</p>
MetricIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The ID of the corresponding TenantSecurityMonitorMetric.</p>
MetricsType	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The type of metric for the data collected.</p>

Field	Details
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for the data collected.
Tenant	Type string Properties Filter, Group, idLookup, Sort Description The ID of the tenant (org) that this record is for.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant (org) that this record is for.
TransactionPolicyState	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The state of the transaction security policy. The possible states are <code>ENABLED</code> or <code>DISABLED</code> .
TransactionPolicyType	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The type of policy configured. The available types are standard policy or a custom Apex policy.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

TenantSecurityPolicyChangeEvent on page 52

Change events are available for the object.

TenantSecurityPolicyFeed on page 39

Feed tracking is available for the object.

TenantSecurityPolicyHistory on page 47

History is available for tracked fields of the object.

TenantSecurityPolicyOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityPolicyShare on page 50

Sharing is available for the object.

TenantSecurityTrustedIpRangeTrend

Stores details of changes related to trusted IP ranges in Security Center.This object is available for Security Center subscribers in API version 54.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object is read-only.

Fields

Field	Details
Action	<div>Type<div>string</div></div> <div>Properties<div>Filter, Group, idLookup, Nillable, Sort</div></div> <div>Description<div>Stores information on a change to the policy. Available options include:<ul style="list-style-type: none">ADDEDREMOVEDUPDATED</div></div>
ActionBy	<div>Type<div>string</div></div> <div>Properties<div>Filter, Group, idLookup, Nillable, Sort</div></div>

Field	Details
	Description The name of the person who made this change.
ActionDate	Type dateTime Properties Filter, Nillable, Sort Description When this change was made.
Description	Type string Properties Filter, Group, idLookup, Nillable, Sort Description A description of the trusted IP range. For example, "Trusting the IP addresses from NA-West region".
DetailIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description Unique identifier for this detail record.
IpEndAddress	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The end IP address of a trusted IP range. For example, 10.0.0.0 – 10.255.255.255.
IpRangeIdentifier	Type string Properties Filter, Group, idLookup, Nillable, Sort Description Unique identifier of the IP range.
IpStartAddress	Type string

Field	Details
	Properties Filter, Group, idLookup, Nillable, Sort Description The start IP address of a trusted IP range. For example, 10.0.0.0 – 10.255.255.255.
MetricIdentifier	Type string Properties Filter, Group, Nillable, Sort Description The ID of the corresponding TenantSecurityMonitorMetric.
MetricsType	Type string Properties Filter, Group, Nillable, Sort Description The type of metric for the data collected.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for the data collected.
Tenant	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The ID of the tenant (org) that this record is for.
TenantName	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant (org) that this record is for.
UsageOptions	Type string

Field	Details
	Properties Filter, Group, Nillable, Sort
	Description For internal use only.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[TenantSecurityTrustedIpRangeTrendChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityTrustedIpRangeTrendFeed](#) on page 39

Feed tracking is available for the object.

[TenantSecurityTrustedIpRangeTrendHistory](#) on page 47

History is available for tracked fields of the object.

[TenantSecurityTrustedIpRangeTrendOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[TenantSecurityTrustedIpRangeTrendShare](#) on page 50

Sharing is available for the object.

TenantSecurityUserActivity

Stores details related to how a user interacts with a tenant. Use this object to determine whether to reevaluate a user's access to your org for security purposes. You can check whether a user has never logged in, hasn't been active for 90 days, has a frozen account, or isn't using multi-factor authentication. This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object can only be read and queried.

Fields

Field	Details
<code>DetailIdentifier</code>	Type string

Field	Details
	Properties Filter, Group, idLookup, Sort Description The ID of the individual detail record. This field is unique within your org.
LastLoginDate	Type dateTime Properties Filter, Nillable, Sort Description The last time the user logged in.
MetricIdentifier	Type string Properties Filter, Group, Sort Description The ID of the type of metric that was counted.
MetricsType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of data being collected.
Name	Type string Properties Filter, Group, idLookup, Sort Description The name of the metric for which data is being collected.
Tenant	Type string Properties Filter, Group, idLookup, Sort Description The ID of the tenant.
TenantName	Type string

Field	Details
	Properties Filter, Group, idLookup, Nillable, Sort Description The name of the tenant where the user activity happened.
UserCreateDate	Type dateTime Properties Filter, Nillable, Sort Description The date that the user was created.
UserEmail	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The email address of the user.
UserLicense	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The license assigned to the user.
Username	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The user's org username.

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

[TenantSecurityUserActivityChangeEvent](#) on page 52

Change events are available for the object.

[TenantSecurityUserActivityFeed](#) on page 39

Feed tracking is available for the object.

TenantSecurityUserActivityHistory on page 47

History is available for tracked fields of the object.

TenantSecurityUserActivityOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityUserActivityShare on page 50

Sharing is available for the object.

TenantSecurityUserPerm

Stores information on permissions assigned to a user. Use this object to see which tenants a user is assigned to. This object is available to Security Center subscribers in API version 53.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

This object can only be read and queried.

Fields

Field	Details
Action	<div>Type<div>string</div></div> <div>Properties<div>Filter, Group, idLookup, Nillable, Sort</div></div> <div>Description<div>The action taken regarding the user's permission. The options are:<ul style="list-style-type: none">AddedRemoved</div></div>
ActionBy	<div>Type<div>string</div></div> <div>Properties<div>Filter, Group, Nillable, Sort</div></div> <div>Description<div>This field is reserved for future use.</div></div>
ActionDate	<div>Type<div>dateTime</div></div>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The date that the permission action was taken.</p>
Context	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the profile or permission set assigned to the user.</p>
ContextType	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description Indicates the method through which the permission was granted. The options are:</p> <ul style="list-style-type: none"> • Permission Set • Profile
DetailIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The ID of the individual detail record. This field is unique within your org.</p>
MetricIdentifier	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the type of metric that was counted.</p>
MetricsType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The type of metric that the assigned permission represents.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the metric for which data is being collected.</p>
Tenant	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The ID of the tenant where the user permission was applied.</p>
TenantName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The name of the connected tenant where the user permission was applied.</p>
UserEmail	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The user's email address.</p>
UserLicense	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The license assigned to the user.</p>
Username	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The user's org username.</p>

Associated Objects

This object has these associated objects. If the API version isn't specified, it's available in the same API versions as this object. Otherwise, it's available in the specified API version and later.

TenantSecurityUserPermChangeEvent on page 52

Change events are available for the object.

TenantSecurityUserPermFeed on page 39

Feed tracking is available for the object.

TenantSecurityUserPermHistory on page 47

History is available for tracked fields of the object.

TenantSecurityUserPermOwnerSharingRule on page 48

Sharing rules are available for the object.

TenantSecurityUserPermShare on page 50

Sharing is available for the object.

Territory

Represents a flexible collection of accounts and users where the users have at least read access to the accounts, regardless of who owns the accounts. Only available if territory management has been enabled for your organization.



Note: The original territory management feature is now unavailable. For more information, see [The Original Territory Management Module Will Be Retired in the Summer '21 Release](#). The information in this topic applies to the original territory management feature only, and not to Enterprise Territory Management.

Supported Calls


`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`


Special Access Rules

As of Spring '20 and later, only standard and partner users can access this object, and only users with the Manage Territories permission can edit this object.

Fields

Field	Details
AccountAccessLevel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Account access level granted to users assigned to this territory.</p>

Field	Details
CaseAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Nillable, Group, Sort, Update</p> <p>Description Case access level granted to users assigned to this territory.</p>
ContactAccessLevel	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description A value that represents the type of access granted to the target Group, UserRole, or User for any associated contacts. The possible values are:</p> <ul style="list-style-type: none"> • None • Read • Edit <p> Note: When DefaultContactAccess is set to "Controlled by Parent," you can't create or update this field.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description A description of the territory that is 1,000 characters or less.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization. Corresponds to Territory Name in the user interface.</p> <p>This field is available in API version 24.0 and later.</p>

Field	Details
	 Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.
<code>ForecastUserId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the Forecast Manager, who is the user to whom forecasts from this territory's child territories roll up.</p>
<code>MayForecastManagerShare</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the forecast manager can manually share their own forecast.</p>
<code>Name</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description A name for the territory. Limit is 80 characters. Corresponds to Label on the user interface.</p>
<code>OpportunityAccessLevel</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Opportunity access level granted to users assigned to this territory.</p>
<code>ParentTerritoryID</code>	<p>Type reference</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description Territory immediately above this territory in the territory hierarchy. Label is Parent Territory ID.</p>

Field	Details
RestrictOppTransfer	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Update</p> <p>Description</p> <p>Indicates whether the opportunities associated with this territory are kept within the bounds of this territory and this territory's children when account assignment rules are run (<code>true</code>), or if opportunities associated with this territory can be assigned to other nodes of the territory hierarchy when account assignment rules are run (<code>false</code>). Label is Confine Opportunity Assignment.</p>

Usage

Use the Territory object to query your organization's territory hierarchy. Use it to obtain valid territory IDs when querying or modifying records associated with territories.

SEE ALSO:

[AccountTerritoryAssignmentRule](#)

[AccountTerritoryAssignmentRuleItem](#)

[UserTerritory](#)

TerritoryMgmtObjectConfig

Represents territory management settings and defaults for a particular object. This object is available in API version 56.0 and later.

Supported Calls

`create()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Only standard and partner users can access this object.

Fields

Field	Details
DefaultAccessLevel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p>

Field	Details
	Description The default access level of the defined object for all territories.
DeveloperName	Type string Properties Create, Filter, Group, Sort, Update Description The API name.
Language	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The language used in the org where the territory model was created.
MasterLabel	Type string Properties Create, Filter, Group, Sort, Update Description The readable label for this entity.
Object	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The name of the Enterprise Territory Management object. Possible values are: <ul style="list-style-type: none"> • Lead
State	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The state of the supported object.

Territory2

Represents a sales territory. Available only if Enterprise Territory Management has been enabled for your organization.

Supported Calls


`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only standard and partner users can access this object. If a territory model is in `Active` state, any standard or partner user can view that model, including its territories and assignment rules. For territories in an active model, any standard or partner user can view assigned records and assigned users subject to your org's sharing settings. Users cannot view territory models in other states (such as `Planning` or `Archived`).

Fields

Field Name	Details
<code>AccountAccessLevel</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Represents the default account record access levels for users that are assigned to the territory. Values are:</p> <ul style="list-style-type: none">• <code>Read Only</code>• <code>Read/Write</code>• <code>Owner</code>
<code>CaseAccessLevel</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Represents the default case record access levels for users that are assigned to the territory. Values are:</p> <ul style="list-style-type: none">• <code>Private</code>• <code>Read Only</code>• <code>Read/Write</code>
<code>ContactAccessLevel</code>	<p>Type picklist</p>

Field Name	Details
	<p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Represents the default contact record access levels for users that are assigned to the territory. Values are:</p> <ul style="list-style-type: none">• Private• Read Only• Read/Write
Description	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The description of the territory. The field label in the user interface is <code>Territory Description</code>.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The unique name of the object in the API. This name can contain only underscores and alphanumeric characters and must be unique in your organization. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. The field label in the user interface is <code>Territory Name</code>.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p>
ForecastUserId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description Unique identifier of a territory's forecast manager. To select a <code>ForecastUserId</code>, select someone in the list of users assigned to the territory.</p>
Name	<p>Type string</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The name of the territory. The field label in the user interface is <code>Territory Label</code>.</p>
OpportunityAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Represents the default opportunity record access levels for users that are assigned to the territory. Values are:</p> <ul style="list-style-type: none"> • Private • Read Only • Read/Write
ParentTerritory2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the territory's parent territory (if any). If the territory has no parent territory, this value is <code>null</code>.</p>
Territory2ModelId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the territory model that the territory belongs to.</p>
Territory2TypeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the territory type that the territory belongs to.</p>

Territory2AlignmentLog

Represents the start and end status of a territory assignment rule run job. This object is available in API version 54.0 and later.

Supported Calls

```
describeSObjects(), getDeleted(), getUpdated(), query(), retrieve()
```

Special Access Rules

Available only if Enterprise Territory Management has been enabled for your Salesforce org.

Only standard and partner users can access this object. If a territory model is in `Active` state, any standard or partner user can view that model, including its territories and assignment rules. For territories in an active model, any standard or partner user can view assigned records and assigned users subject to your org’s sharing settings. Users can’t view territory models in other states (such as `Planning` or `Archived`).

Fields

Field	Details
EndTime	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date and time when the assignment rule run job finished.</p>
Filter	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Nillable</p> <p>Description</p> <p>Criteria to filter the rule jobs. For example, {RULE_LAST_MOD_DATE_FORM=2021-08-31, RULE_LAST_MOD_DATE_TO=2021-09-15}.</p>
RunAsId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the Salesforce user who started the assignment rule run job.</p> <p>This is a relationship field.</p>

Field	Details
	Relationship Name RunAs Relationship Type Lookup Refers To User
StartTime	Type dateTime Properties Filter, Nillable, Sort Description The date and time when the user started the assignment rule run job.
Status	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The status of the assignment rule run job.
Territory2Id	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the territory for which the assignment rule run was performed. If the assignment rule run was for the territory model, this value is null. This is a relationship field. Relationship Name Territory2 Relationship Type Lookup Refers To Territory2
Territory2ModelId	Type reference Properties Filter, Group, Sort

Field	Details
	Description The ID of the territory model for which the assignment rule run was performed. This is a relationship field.
	Relationship Name Territory2Model
	Relationship Type Lookup
	Refers To Territory2Model

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[Territory2AlignmentLogChangeEvent](#)

Change events are available for the object.

Territory2Model

Represents a territory model. Available only if Enterprise Territory Management has been enabled for your organization.

Supported Calls


`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only standard and partner users can access this object. If a territory model is in `Active` state, any standard or partner user can view that model, including its territories and assignment rules. For territories in an active model, any standard or partner user can view assigned records and assigned users subject to your org's sharing settings. Users cannot view territory models in other states (such as `Planning` or `Archived`).

Fields

Field Name	Details
<code>ActivatedDate</code>	Type dateTime Properties Filter, Nillable, Sort

Field Name	Details
	Description The date when the territory model was activated.
DeactivatedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the territory model was archived.
Description	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description The description of the territory model.
DeveloperName	Type string Properties Create, Filter, Group, Sort, Update Description Required. The unique name of the object in the API. This name can contain only underscores and alphanumeric characters and must be unique in your organization. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. The field label in the user interface is <code>Territory Model Name</code> .  Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.
LastOppTerrAssignEndDate	Type dateTime Properties Filter, Nillable, Sort Description Read-only. The date when the opportunity territory assignment filter was last run. Used for Filter-Based Opportunity Territory Assignment (Pilot in Spring '15 / API version 33).

Field Name	Details
LastRunRulesEndDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the last rules run was completed.
Name	Type string Properties Create, Filter, Group, Sort, Update Description The territory model name. The field label in the user interface is <code>Label</code> .
State	Type picklist Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The state of the territory model. Values are: <code>Planning</code> , <code>Activating</code> , <code>Activation Failed</code> , <code>Active</code> , <code>Archiving</code> , <code>Archiving Failed</code> , <code>Archived</code> , <code>Deleting</code> , and <code>Deletion Failed</code> .

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[Territory2ModelFeed](#)

Feed tracking is available for the object.

[Territory2ModelHistory](#)

History is available for tracked fields of the object.

Territory2ModelHistory

Represents the history of changes to the values in the fields on a territory model. Available only if Enterprise Territory Management has been enabled for your organization.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Fields

Field Name	Details
DataType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Data type of the field that was changed.
Field	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The name of the field whose value was changed.
NewValue	Type anyType Properties Nillable, Sort Description The new value of the changed field.
OldValue	Type anyType Properties Nillable, Sort Description The previous value of the changed field.
Territory2ModelId	Type reference Properties Filter, Group, Sort Description The ID of the territory model whose history is tracked.

Usage

This object is automatically generated whenever any field value changes on a territory model record. Use this object it to identify those changes.

Territory2ObjectExclusion

Represents the objects that aren't included in territory assignment rule runs, even when they meet assignment rule criteria. This object is available in API version 54.0 and later.

Supported Calls

```
create(), delete(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(),
update(), upsert()
```

Special Access Rules

Available only if Enterprise Territory Management has been enabled for your organization.

Only standard and partner users can access this object. If a territory model is in `Active` state, any standard or partner user can view that model, including its territories and assignment rules. For territories in an active model, any standard or partner user can view assigned records and assigned users subject to your org's sharing settings. Users can't view territory models in other states (such as `Planning` or `Archived`).

Fields

Field	Details
Note	<div>Type</div> <div>string</div> <div>Properties</div> <div>Create, Filter, Group, Nillable, Sort, Update</div>
ObjectId	<div>Type</div> <div>reference</div> <div>Properties</div> <div>Create, Filter, Group, Sort</div> <div>Description</div> <div>The ID of the Account object to exclude from the territory assignment rule.</div> <div>This is a polymorphic relationship field.</div> <div>Relationship Name</div> <div>Object</div> <div>Relationship Type</div> <div>Lookup</div> <div>Refers To</div> <div>Account</div>
Territory2Id	<div>Type</div> <div>reference</div>

Field	Details
	Properties Create, Filter, Group, Sort
	Description The ID of the territory to exclude from the territory model assignment rule. This is a relationship field.
	Relationship Name Territory2
	Relationship Type Lookup
	Refers To Territory2

Territory2ObjSharingConfig

Represents the sharing access level of objects assigned to a particular territory. This object is available in API version 56.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`, `update()`

Special Access Rules

Only standard and partner users can access this object. Any standard or partner user can view object sharing configuration records in an active model. Users without the Manage Territories permission can't view territory records in the `Planning` or `Archived` state.


Fields

Field	Details
<code>AccessLevel</code>	Type picklist Properties Filter, Group, Restricted picklist, Sort, Update Description The access level of the object for the particular territory.
<code>Territory2Id</code>	Type reference Properties Filter, Group, Sort

Field	Details
	<p>Description</p> <p>The territory on which the access level is defined.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>Territory2</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Territory2</p>
TerritoryMgmtObjectConfigId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The object configuration record the territory access level is related to.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>TerritoryMgmtObjectConfig</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>TerritoryMgmtObjectConfig</p>

Territory2Type

Represents a category for territories (Territory2). Every Territory2 must have a Territory2Type. Available only if Enterprise Territory Management has been enabled for your organization.

 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. Because changing terms in our code can break current implementations, we maintained this object's name.



Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only standard and partner users can access this object.

Fields

Field Name	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the territory type.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The unique name of the object in the API. This name can contain only underscores and alphanumeric characters and must be unique in your organization. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. The field label in the user interface is <code>Territory Type Name</code>.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
Language	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The language of the label in the user interface.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required The user interface label for the territory type.</p>
Priority	<p>Type int</p>

Field Name	Details
	Properties Create, Filter, Group, SortUpdate
	Description Required. Used for Filter-Based Opportunity Territory Assignment (Pilot in Spring '15 / API version 33). Lets you specify a priority for a territory type. For opportunity assignments, the filter examines all territories assigned to the account that the opportunity is assigned to. The account-assigned territory whose territory type priority is highest is then assigned to the opportunity. The <code>priority</code> field value on each territory type must be unique. Further, if there are multiple territories with the same territory type (and therefore the same priority) assigned to the account, no territory is assigned to the opportunity.

TestSuiteMembership

Associates an Apex class with an ApexTestSuite. This object is available in API version 36.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

In API version 49.0 and later, users must have the View Setup and Configuration permission to access this object.

Fields

Field Name	Description
ApexClassId	Type reference
	Properties Create, Filter, Group, Sort
	Description The Apex class whose tests are to be executed. This is a relationship field.
	Relationship Name ApexClass
	Relationship Type Lookup

Field Name	Description
	Refers To ApexClass
ApexTestSuiteId	Type reference Properties Create, Filter, Group, Sort Description The test suite to which the Apex class is assigned. This is a relationship field. Relationship Name ApexTestSuite Relationship Type Lookup Refers To ApexTestSuite

Usage

Insert a TestSuiteMembership object using an API call to associate an Apex class with an ApexTestSuite object. (ApexTestSuite and TestSuiteMembership aren't editable through Apex DML.) To remove the class from the test suite, delete the TestSuiteMembership object. If you delete an Apex test class or test suite, all TestSuiteMembership objects that contain that class or suite are deleted.

The following SOQL query returns the membership object that relates this Apex class to this test suite.

```
SELECT Id FROM TestSuiteMembership WHERE ApexClassId = '01pD0000000Fhy9IAC'
AND ApexTestSuiteId = '05FD00000004CDBMA2'
```

SEE ALSO:

[ApexTestSuite](#)

ThirdPartyAccountLink

Represents the list of external users who authenticated using an authentication provider. This object is available in API version 32.0 and later.

A list of third-party account links is generated when users of an organization authenticate using an external authentication provider. Use this object to list and revoke a given user's social sign-on connections (such as Facebook®).

Supported Calls

`describeObjects()`, `query()`

Fields

Field Name	Details
Handle	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The username in the third-party system.</p>
IsNotSsoUsable	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Sort</p> <p>Description Support for single sign-on. If <i>true</i>, the link can't be used for a single sign-on flow. It's only available OAuth access and refresh tokens.</p>
Provider	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The third-party account provider name.</p>
RemoteIdentifier	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The unique ID for the user in the third-party system.</p>
SsoProvider	<p>Type AuthProvider</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The foreign key to the AuthProvider on page 700 of the third-party system.</p>
SsoProviderId	<p>Type reference</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The ID associated with the <code>SsoProvider</code> value. This is a relationship field.</p> <p>Relationship Name <code>SsoProvider</code></p> <p>Relationship Type Lookup</p> <p>Refers To <code>AuthProvider</code></p>
<code>SsoProviderName</code>	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The name associated with the <code>AuthProvider</code> of the third-party system, in case the user has no access to the provider foreign key (the <code>SsoProvider</code> value).</p>
<code>ThirdPartyAccountLinkKey</code>	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description A concatenated string including the organization ID, the <code>SsoProviderId</code> value, the <code>SsoProvider</code> value, and the <code>RemoteIdentifier</code> value.</p>
<code>UserId</code>	<p>Type reference</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The Salesforce user associated with this third-party account link. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Usage

Admins (with the Manage Users permission) querying this object can see all the links for all users in the organization. Without the Manage Users permission, users can only retrieve their own links. Users sometimes don't have access to the `SsoProvider` value (the foreign key). In this case, use the `SsoProviderName` to render the name of the provider for the associated link.

Use the Apex method `Auth.AuthToken.revokeAccess()` to revoke a link. To use this method, the `IsNotSsoUsable` field must be `false`.

To make the `ThirdPartyAccountLink` standard object writable for Salesforce admins, contact Salesforce Customer Support. With this feature, you can easily add or delete third-party account links using the API, but you can't update existing account links.

In API version 34.0 and later, this object was enhanced to help manage high instance counts. A `query()` call returns up to 500 rows. A `queryMore()` call returns 500 more, up to 2500 total. No more records are returned after 2500. To make sure that you don't miss any records, issue a `COUNT()` query in a `SELECT` clause for `ThirdPartyAccountLink`. This query gives you the total number of records. If there are more than 2500 records, divide your query by filtering on fields, like `UserId`, to return subsets of less than 2500 records.

ThreatDetectionFeedback

Represents feedback provided by a user about a Threat Detection event that occurred in your org. The feedback specifies whether the event was malicious, suspicious, not a threat, or unknown. Each `ThreatDetectionFeedback` object is associated with one of these Threat Detection storage events: `ApiAnomalyEventStore`, `CredentialStuffingEventStore`, `ReportAnomalyEventStore`, or `SessionHijackingEventStore`. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `update()`, `upsert()`

Fields

Field	Details
<code>LastReferencedDate</code>	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed a record related to this record.
<code>LastViewedDate</code>	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed this record. If this value is null, it's possible that this record was referenced (<code>LastReferencedDate</code>) and not viewed.

Field	Details
Response	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Describes the severity of the threat. Possible values are:</p> <ul style="list-style-type: none"> • Malicious • Not a Threat • Suspicious • Unknown
ThreatDetectionEventId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reference to the unique ID of one of these associated Threat Detection storage events:</p> <ul style="list-style-type: none"> • ApiAnomalyEventStore • CredentialStuffingEventStore • ReportAnomalyEventStore • SessionHijackingEventStore <p>For example, 0fjRM000000005p.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name ThreatDetectionEvent</p> <p>Relationship Type Lookup</p> <p>Refers To ApiAnomalyEventStore, CredentialStuffingEventStore, ReportAnomalyEventStore, SessionHijackingEventStore</p>
ThreatDetectionFeedbackNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Auto-generated number used as the unique name for this object.</p>

Field	Details
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The origin user's unique ID. For example, 005000000000123. This is a polymorphic relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
Username	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The origin username in the format of <code>user@company.com</code> at the time the object was created.</p>

Associated Object

This object has the following associated object. It's available in the same API version as this object.

[ThreatDetectionFeedbackFeed](#)

Feed tracking is available for the object.

SEE ALSO:

[Salesforce Help: Threat Detection](#)

TimeSheet

Represents a schedule of a service resource's time in Field Service or Workforce Engagement. This object is available in API v47.0 and later.

Time sheets are composed of time sheet entries, which typically track individual tasks like travel or asset repair.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service or Workforce Engagement must be enabled.

Fields

Field Name	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only if the multicurrency feature is enabled. Contains the ISO code for any currency allowed by the organization. The label in the user interface is <code>Currency ISO Code</code>.</p>
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The last day the time sheet covers.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field Name	Details
	Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (LastReferencedDate), but not viewed it.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of the time sheet.
ServiceResourceId	Type reference Properties Create, Filter, Group, Sort, Update Description The service resource whose time is being tracked with the time sheet.
StartDate	Type date Properties Create, Filter, Group, Sort, Update Description The first day the time sheet covers.
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update Description The status of the time sheet. The picklist includes the following values, which can be customized: <ul style="list-style-type: none"> • New • Submitted • Approved
TimeSheetEntryCount	Type int Properties Filter, Group, Nillable, Sort

Field Name	Details
	Description (Read Only) The number of related time sheet entries.
TimeSheetNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description An auto-generated number identifying the time sheet.
TotalDurationInHours	Type double Properties Filter, Nillable, Sort Description Represents the sum total of the duration field of all the time sheet entries related to the time sheet object in hours.
TotalDurationInMinutes	Type int Properties Filter, Group, Nillable, Sort Description Represents the sum total of the duration field of all the time sheet entries related to the time sheet object in minutes.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[TimeSheetChangeEvent \(API version 48.0\)](#)

Change events are available for the object.

[TimeSheetFeed](#)

Feed tracking is available for the object.

[TimeSheetHistory](#)

History is available for tracked fields of the object.

[TimeSheetOwnerSharingRule](#)

Sharing rules are available for the object.

[TimeSheetShare](#)

Sharing is available for the object.

TimeSheetEntry

Represents a span of time that a service resource spends on a field service task. This object is available in API version 47.0 and later.

Time sheets are composed of time sheet entries. Time sheet entries typically track individual tasks like travel or asset repair.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only if the multicurrency feature is enabled. Contains the ISO code for any currency allowed by the organization. The label in the user interface is <code>Currency ISO Code</code>.</p> <p>Time sheet entries inherit their time sheet's currency code. Updates to a time sheet's currency code aren't reflected in existing time sheet entries' currency code.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Notes on how the time was spent. For example, "This service took longer than normal because the machine was jammed."</p>
DurationInMinutes	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Minutes recorded on the time sheet entry.</p>

Field Name	Details
EndTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time the activity finished.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (LastReferencedDate), but not viewed it.</p>
LocationTimeZone	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Time zone of the location where the activity occurred. This field is available in API version 50.0 and later.</p>
StartTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time the activity began.</p>
Status	<p>Type picklist</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The status of the time sheet entry. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none">• New• Submitted• Approved
Subject	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Activity performed; for example, repair, lunch, or travel.</p>
TimeSheetEntryNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, Sort</p> <p>Description An auto-generated number identifying the time sheet entry.</p>
TimeSheetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The time sheet associated with the time sheet entry.</p>
Type	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of work performed. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none">• Direct• Indirect

Field Name	Details
WorkOrderId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The work order related to the time sheet entry. Work orders are searchable by their content.</p>
WorkOrderLineItemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The work order line item related to the time sheet entry. Work order line items are searchable by their content.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[TimeSheetEntryChangeEvent](#) (API version 48.0)

Change events are available for the object.

[TimeSheetEntryFeed](#)

Feed tracking is available for the object.

[TimeSheetEntryHistory](#)

History is available for tracked fields of the object.

TimeSlot

Represents a period of time on a specified day of the week during which work can be performed in Field Service, Salesforce Scheduler, or Workforce Engagement. Operating hours consist of one or more time slots. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields


Field Name	Details
DayOfWeek	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The day of the week when the time slot takes place.</p>
EndTime	<p>Type time</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The time when the time slot ends.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (<code>LastReferencedDate</code>) and not viewed.</p>
MaxAppointments	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Maximum number of appointments for a single time slot. Available in API version 47.0 and later.</p>

Field Name	Details
OperatingHoursId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The operating hours that the time slot belongs to. An operating hours' time slots appear in the Operating Hours related list. This is a relationship field.</p> <p>Relationship Name OperatingHours</p> <p>Relationship Type Lookup</p> <p>Refers To OperatingHours</p>
StartTime	<p>Type time</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The time when the time slot starts.</p>
RecordSetFilterCriteriaId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the recordset filter criteria selected for the time slot. This is a relationship field.</p> <p>Relationship Name RecordsetFilterCriteria</p> <p>Relationship Type Lookup</p> <p>Refers To RecordsetFilterCriteria</p>
TimeSlotNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p>

Field Name	Details
	<p>Description</p> <p>The name of the time slot. The name is auto-populated to a day and time format—for example, <i>Monday 9:00 AM – 10:00 PM</i>—but you can manually update it if you wish.</p>
Type	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The type of time slot. Possible values are <i>Normal</i> and <i>Extended</i>. You may choose to use <i>Extended</i> to represent overtime shifts.</p>
WorkTypeGroupId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Work type group assigned to the time slot. Available in API version 47.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>WorkTypeGroup</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>WorkTypeGroup</p>

Usage

Operating hours are composed of time slots, which indicate the hours of operation for a particular day. After you create operating hours, create time slots for each day. For example, if the operating hours should be 8 AM to 5 PM Monday through Friday, create five time slots, one per day. To reflect breaks such as lunch hours, create multiple time slots in a day: for example, *Monday 8:00 AM – 12:00 PM* and *Monday 1:00 PM – 5:00 PM*.

 **Tip:** Time slots don’t come with any built-in rules, but you can create Apex triggers that limit time slot settings in your org. For example, you may want to restrict the start and end times on time slots to half-hour increments, or to prohibit end times later than 8 PM.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

TimeSlotChangeEvent (API version 54.0)

Change events are available for the object.

TimeSlotHistory

Represents the history of changes made to tracked fields on a time slot. This object is available in API version 38.0 and later.

Supported Calls

getDeleted(), getUpdated(), query(), retrieve()

You can also enable delete() in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

Field Service must be enabled in your organization, and field tracking for time slot fields must be configured.

Fields

Field Name	Details
Field	<div>Type<div>picklist</div></div> <div>Properties<div>Filter, Group, Restricted picklist, Sort</div></div> <div>Description<div>The name of the field that was changed.</div></div>
NewValue	<div>Type<div>anyType</div></div> <div>Properties<div>Nillable, Sort</div></div> <div>Description<div>The new value of the field that was changed.</div></div>
OldValue	<div>Type<div>anyType</div></div> <div>Properties<div>Nillable, Sort</div></div> <div>Description<div>The value of the field before it was changed.</div></div>
TimeSlotId	<div>Type<div>reference</div></div>

Field Name	Details
	Properties Filter, Group, Sort
	Description ID of the time slot being tracked. The history is displayed on the detail page for this record.

Topic


Represents a topic on a Chatter post or record. This object is available in API version 28.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Fields

Field Name	Details
Description	Type string
	Properties Create, Filter, Nillable, Sort, Update
	Description Description of the topic.
ManagedTopicType	Type string
	Properties Filter, Group, Nillable, Sort
	Description Type of managed topic. Values are: <ul style="list-style-type: none">• Content• Featured• Navigational This field is available in API version 44.0 and later.
Name	Type string
	Properties Create, Filter, Group, idLookup, Sort, Update

Field Name	Details
	<div> Note: You can change only the spacing and capitalization of a topic name with the update property.</div> <div>Description Name of the topic.</div>
NetworkId	<div>Type reference</div> <div>Properties Create, Filter, Nillable, Sort</div> <div>Description Identifier of the Experience Cloud site to which the topic belongs. This field is available only if digital experiences is enabled in your org.</div>
TalkingAbout	<div>Type int</div> <div>Properties Filter, Group, Sort</div> <div>Description Number of people talking about the topic over the last two months, based on factors such as topic additions and comments on posts with the topic.</div>

Usage

Use this object to query a specific topic or to get a list of all topics, even those used solely in private groups and on records, and the number of people talking about them.

Use this object to create, edit, or delete topics. To create a topic, you must have the Create Topics permission. To edit a topic, you must have the Edit Topics permission. To delete a topic, you must have the Delete Topics or Modify All Data permission.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

TopicFeed (API version 29.0)
Feed tracking is available for the object.

TopicAssignment

Represents the assignment of a topic to a specific feed item, record, or file. This object is available in API version 28.0 and later.



Administrators must enable topics for objects before users can add topics to records of that object type. Topics for most objects are available in API version 30.0 and later. Topics for ContentDocument are available in API version 37.0 and later.

Supported Calls

`create()`, `describeSObjects()`, `delete()`, `getDeleted()`, `getUpdate()`, `query()`, `retrieve()`

Fields

Field Name	Details
<code>EntityId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Identifier of the feed item, record, or file. This is a polymorphic relationship field.</p> <p>Relationship Name Entity</p> <p>Relationship Type Lookup</p> <p>Refers To Account, Asset, Campaign, Case, Contact, ContentDocument, Contract, Event, FeedItem, Lead, Opportunity, Order, ProductItem, ProductItemTransaction, ProductRequest, ProductRequestLineItem, ProductRequired, ProductTransfer, ResourceAbsence, ResourcePreference, ReturnOrder, ReturnOrderLineItem, ServiceAppointment, ServiceResource, ServiceResourceSkill, ServiceTerritory, ServiceTerritoryMember, Shift, Shipment, Solution, Task, WorkOrder, WorkOrderLineItem</p>
<code>EntityKeyPrefix</code>	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The first three digits of the <code>EntityId</code> field, which identify the object type (account, opportunity, etc). This read-only field is available in API version 32.0 and later. Interface label is "Record Key Prefix," which appears only in reports.</p>
<code>EntityType</code>	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>The standard name for the object type (account, opportunity, etc). This read-only field is available in API version 33.0 and later.</p> <p> Note: Querying topic assignments for the ManagedContentVersion entity type isn't supported.</p> <p>Interface label is "Object Type," which appears only in reports.</p> <p> Tip: In most cases, you should use this field rather than <code>EntityKeyPrefix</code>, which exists primarily to support older reports.</p>
NetworkId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Identifier of the community to which the TopicAssignment belongs. This field is available only if digital experiences is enabled in your org.</p>
TopicId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>Identifier of the topic.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>Topic</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Topic</p>

Usage

Use this object to query the assignments of topics to feed items, records, or files. To assign or remove topics, you must have the "Assign Topics" permission.

In SOQL `SELECT` syntax, this object supports nested semi-joins, allowing queries on Knowledge articles assigned to specific topics. For example:

```
SELECT parentId FROM KnowledgeArticleViewStat
  WHERE parentId in (SELECT KnowledgeArticleId FROM KnowledgeArticleVersion
```

```
WHERE publishStatus = 'Online' AND language = 'en_US'
AND Id in (select EntityId from TopicAssignment where TopicId ='0T0xx0000000xxx'))
```

No SOQL limit if logged-in user has “View All Data” permission. If not, do one of the following:

- Specify a LIMIT clause of 1,100 records or fewer.
- Filter on Id or Entity when using a WHERE clause with “=”.

SEE ALSO:

- [Topic](#)
- [FeedItem](#)

TopicLocalization

Represents the translated version of a topic name. Topic localization applies only to navigational and featured topics in Experience Cloud sites. This object is available in API version 33.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Users with the Translation Workbench enabled can view topic translations, but the Customize Application, Manage Translation, or Manage Categories permission is required to create or update them.

Fields

Field Name	Details
Language	<div>Type</div> <div>picklist</div> <div>Properties</div> <div>Create, Filter, Group, Restricted picklist, Sort</div> <div>Description</div> <div>The combined language and locale ISO code, which controls the language for labels displayed in an application. (The values in this field are not related to the default locale selection.)</div> <div>This picklist contains the following fully-supported languages:</div> <div><ul style="list-style-type: none">• Chinese (Simplified): zh_CN• Chinese (Traditional): zh_TW• Danish: da• Dutch: nl_NL</div>

Field Name	Details
	<ul style="list-style-type: none"> English: <code>en_US</code> Finnish: <code>fi</code> French: <code>fr</code> German: <code>de</code> Italian: <code>it</code> Japanese: <code>ja</code> Korean: <code>ko</code> Norwegian: <code>no</code> Portuguese (Brazil): <code>pt_BR</code> Russian: <code>ru</code> Spanish: <code>es</code> Spanish (Mexico): <code>es_MX</code> Spanish (Mexico) defaults to Spanish for customer-defined translations. Swedish: <code>sv</code> Thai: <code>th</code> The Salesforce user interface is fully translated to Thai, but Help is in English. <p>The following end-user only languages are available.</p> <ul style="list-style-type: none"> Arabic: <code>ar</code> Bulgarian: <code>bg</code> Croatian: <code>hr</code> Czech: <code>cs</code> English (UK): <code>en_GB</code> Greek: <code>el</code> Hebrew: <code>iw</code> Hungarian: <code>hu</code> Indonesian: <code>in</code> Polish: <code>pl</code> Portuguese (European): <code>pt_PT</code> Romanian: <code>ro</code> Slovak: <code>sk</code> Slovenian: <code>sl</code> Turkish: <code>tr</code> Ukrainian: <code>uk</code> Vietnamese: <code>vi</code> <p>The following platform languages are available for organizations that use Salesforce exclusively as a platform.</p> <ul style="list-style-type: none"> Albanian: <code>sq</code> Afrikaans: <code>af</code>

Field Name**Details**

- Amharic: `am`
- Arabic (Algeria): `ar_DZ`
- Arabic (Bahrain): `ar_BH`
- Arabic (Egypt): `ar_EG`
- Arabic (Iraq): `ar_IQ`
- Arabic (Jordan): `ar_JO`
- Arabic (Kuwait): `ar_KW`
- Arabic (Lebanon): `ar_LB`
- Arabic (Libya): `ar_LY`
- Arabic (Morocco): `ar_MA`
- Arabic (Oman): `ar_OM`
- Arabic (Qatar): `ar_QA`
- Arabic (Saudi Arabia): `ar_SA`
- Arabic (Sudan): `ar_SD`
- Arabic (Syria): `ar_SY`
- Arabic (Tunisia): `ar_TN`
- Arabic (United Arab Emirates): `ar_AE`
- Arabic (Yemen): `ar_YE`
- Armenian: `hy`
- Basque: `eu`
- Bosnian: `bs`
- Bengali: `bn`
- Burmese: `my`
- Catalan: `ca`
- Chinese (Hong Kong): `zh_HK`
- Chinese (Singapore): `zh_SG`
- Chinese (Malaysia): `zh_MY`
- Dutch (Belgium): `n1_BE`
- English (Australia): `en_AU`
- English (Belgium): `en_BE`
- English (Canada): `en_CA`
- English (Cyprus): `en_CY`
- English (Germany): `en_DE`
- English (Hong Kong): `en_HK`
- English (India): `en_IN`
- English (Ireland): `en_IE`
- English (Israel): `en_IL`
- English (Malaysia): `en_MY`

Field Name

Details

- English (Malta): en_MT
- English (Netherlands): en_NL
- English (New Zealand): en_NZ
- English (Philippines): en_PH
- English (Singapore): en_SG
- English (South Africa): en_ZA
- English (United Arab Emirates): en_AE
- Estonian: et
- Farsi: fa
- French (Belgium): fr_BE
- French (Canada): fr_CA
- French (Luxembourg): fr_LU
- French (Morocco): fr_MA
- French (Switzerland): fr_CH
- Georgian: ka
- German (Austria): de_AT
- German (Belgium): de_BE
- German (Luxembourg): de_LU
- German (Switzerland): de_CH
- Greek (Cyprus): el_CY
- Greenlandic: kl
- Gujarati: gu
- Hawaiian: haw
- Haitian Creole: ht
- Hindi: hi
- Icelandic: is
- Irish: ga
- Italian (Switzerland): it_CH
- Kannada: kn
- Kazakh: kk
- Khmer: km
- Latvian: lv
- Lithuanian: lt
- Luxembourgish: lb
- Macedonian: mk
- Malay: ms
- Malayalam: ml
- Maltese: mt

Field Name

Details

- Marathi: mr
- Montenegrin: sh_ME
- Romanian (Moldova): ro_MD
- Romansh: rm
- Russian (Armenia): ru_AM
- Russian (Belarus): ru_BY
- Russian (Kazakhstan): ru_KZ
- Russian (Kyrgyzstan): ru_KG
- Russian (Lithuania): ru_LT
- Russian (Moldova): ru_MD
- Russian (Poland): ru_PL
- Russian (Ukraine): ru_UA
- Samoan: sm
- Serbian (Cyrillic): sr
- Serbian (Latin): sh
- Spanish (Argentina): es_AR
- Spanish (Bolivia): es_BO
- Spanish (Chile): es_CL
- Spanish (Colombia): es_CO
- Spanish (Costa Rica): es_CR
- Spanish (Dominican Republic): es_DO
- Spanish (Ecuador): es_EC
- Spanish (El Salvador): es_SV
- Spanish (Guatemala): es_GT
- Spanish (Honduras): es_HN
- Spanish (Nicaragua): es_NI
- Spanish (Panama): es_PA
- Spanish (Paraguay): es_PY
- Spanish (Peru): es_PE
- Spanish (Puerto Rico): es_PR
- Spanish (United States): es_US
- Spanish (Uruguay): es_UY
- Spanish (Venezuela): es_VE
- Swahili: sw
- Tagalog: tl
- Tamil: ta
- Te reo: mi
- Telugu: te

Field Name	Details
	<ul style="list-style-type: none"> • Urdu: <code>ur</code> • Welsh: <code>cy</code> • Xhosa: <code>xh</code> • Zulu: <code>zu</code>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix that is associated with this object. Each Developer Edition org that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <code>namespacePrefix__componentName</code> notation.</p> <p>The namespace prefix can have one of the following values.</p> <ul style="list-style-type: none"> • In Developer Edition orgs, <code>NamespacePrefix</code> is set to the namespace prefix of the org for all objects that support it, unless an object is in an installed managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition org of the package developer. • In orgs that are not Developer Edition orgs, <code>NamespacePrefix</code> is set only for objects that are part of an installed managed package. All other objects have no namespace prefix.
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID that identifies the topic. After a <code>TopicLocalization</code> record is created, this ID can't be modified.</p>
Value	<p>Type string</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The translated text for the topic name. Label is Topic Name Translation.</p>

TopicUserEvent

Represents an action (such as comment, post, like, or share) made by a user on a topic. This object is available in API version 42.0 and later.

Supported Calls

`delete()`, `describeObjects()`, `query()`, `retrieve()`

Special Access Rules

Only users with the Modify All Data permission can view and delete these data.

Fields

Field	Details
ActionEnum	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The action taken by a user on a topic. The possible values are:</p> <ul style="list-style-type: none">• LIKE• COMMENT• POST• ASSIGN• SHARE• FAVORITE• UNFAVORITE• AT_MENTION• BANG_MENTION• COMMENT_LIKE• USER_ENDORSEMENT• SKILL_PEER_ENDORSEMENT• SKILL_SELF_ENDORSEMENT• BEST_ANSWER
NetworkId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	Description ID of the Experience Cloud site where the action was performed.
TopicId	Type reference Properties Filter, Group, Sort Description Identifier of the topic.
UserId	Type reference Properties Filter, Group, Sort Description Unique Salesforce user ID.

Usage

Use the TopicUserEvent object to delete topic-related activities by Experience Cloud site users who would like all their topic-related activities to be removed from a site.

TransactionSecurityPolicy

Represents a transaction security policy definition.

This object is available in API version 42.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`


Fields

Field	Details
ActionConfig	Type textarea Properties Create, Update

Field	Details
	<p>Description</p> <p>Describes the action to take when the matching Transaction Security policy is triggered. Also indicates the type of notifications selected and the ID of the intended recipient. The recipient must be active and assigned the Modify All Data and View Setup user permissions. Multiple actions can be taken. The actions available depend on the Event Type field.</p>
ApexPolicyId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Represents the Apex <code>TxnSecurity.PolicyCondition</code> or <code>TxnSecurity.EventCondition</code> interface for this policy.</p>
BlockMessage	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The custom message sent to a user when a policy blocks their action. Used in Real-Time Event Monitoring only. Maximum of 1000 characters. This field is null when the default message option is selected in the UI. Available only when <code>EventName</code> is set to <code>ApiEvent</code>, <code>ListViewEvent</code>, <code>BulkApiResultEventStore</code>, or <code>ReportEvent</code>. Available in API version 49.0 and later.</p> <p>Include org- or policy-specific information in your custom message, such as the name of the responsible administrator or the business unit. Be careful about what you include. Too much information on how the policy was designed. can aid a malicious user.</p> <p>Two-factor authentication (2FA) isn't supported in Lightning Experience, so events like <code>ListView</code> and <code>ReportEvent</code> are upgraded to Block in Lightning.</p> <p>Custom messages aren't translatable.</p>
CustomEmailContent	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The administrator-created custom email content sent when a policy is triggered. Used in Real-Time Event Monitoring only. Maximum of 1333 characters. This field is null when the Custom Email Content setting is selected in the UI but no message content is entered. This field is available in API version 54.0 and later.</p> <p>Custom messages aren't translatable.</p>

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The description entered for this policy.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The API, or program name, for this policy. Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
EventName	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Used in Real-Time Event Monitoring only. Indicates the name of the event the policy monitors. Valid values are:</p> <ul style="list-style-type: none"> • ApiEvent—Tracks these user-initiated read-only API calls: <code>query()</code>, <code>queryMore()</code>, and <code>count()</code>. Captures API requests through SOAP API and Bulk API for the Enterprise and Partner WSDLs. Tooling API calls and API calls originating from a Salesforce mobile app aren't captured. • ApiAnomalyEventStore—Tracks anomalies in how users make API calls. ApiAnomalyEventStore is an object that stores the event data of ApiAnomalyEvent. This object is available in API version 50.0 and later. • BulkApiResponseEventStore—Tracks when a user downloads the results of a Bulk API request. BulkApiResponseEventStore is a big object that stores the event data of BulkApiResponseEvent. This object is available in API version 50.0 and later. • CredentialStuffingEventStore—Tracks when a user successfully logs into Salesforce during an identified credential stuffing attack. Credential stuffing refers to large-scale automated login requests using stolen user credentials. This value is available in API 49.0 and later. • FileEventStore—Tracks when a user downloads, previews, or uploads a file. FileEventStore is a big object that stores the event data of FileEvent. This object is available in API version 57.0 and later.

Field	Details
	<ul style="list-style-type: none"> • GuestUserAnomalyEventStore—Tracks data access anomalies that are caused by guest user misconfiguration. GuestUserAnomalyEventStore is an object that stores the event data of GuestUserAnomalyEvent. This object is available in API version 60.0 and later. • ListViewEvent—Tracks when users access data with list views using Lightning Experience, Salesforce Classic, or the API. It doesn't track list views of Setup entities. • LoginEvent—LoginEvent tracks the login activity of users who log in to Salesforce. • PermissionSetEventStore—Tracks changes to permission sets and permission set groups. • ReportAnomalyEventStore—Tracks anomalies in how users run or export reports, including unsaved reports. This value is available in API 49.0 and later. • ReportEvent—Tracks when reports are run in your org. • SessionHijackingEventStore—Tracks when unauthorized users gain ownership of a Salesforce user's session with a stolen session identifier. To detect such an event, Salesforce evaluates how significantly a user's current browser fingerprint diverges from the previously known fingerprint using a probabilistically inferred significance of change. This value is available in API 49.0 and later.
EventType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Used in Legacy Transaction Security only. Indicates the type of event the policy monitors. Valid values are:</p> <ul style="list-style-type: none"> • AccessResource—Notifies you when the selected resource has been accessed. • AuditTrail—Reserved for future use. • DataExport—Notifies you when any API query is made, such as from the Data Loader API client, or when a Report export occurs. • Entity—Notifies you on use of an object type such as an authentication provider or chatter post. • Login—Notifies you when a user logs in. <p>As of Summer '20, Legacy Transaction Security is a retired feature in all Salesforce orgs.</p>
ExecutionUserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Used in Legacy Transaction Security only. The ID of an active user who is assigned the Modify All Data and View Setup user permissions. As of Summer '20, Legacy Transaction Security is a retired feature in all Salesforce orgs.</p>

Field	Details
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The policy's name.</p> <p> Important: Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix associated with this object. Each Developer Edition organization that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <i>namespacePrefix__componentName</i> notation.</p> <p>The namespace prefix can have one of the following values:</p> <ul style="list-style-type: none"> • In Developer Edition organizations, the namespace prefix is set to the namespace prefix of the organization for all objects that support it. There is an exception if an object is in an installed managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition organization of the package developer. • In organizations that are not Developer Edition organizations, NamespacePrefix is only set for objects that are part of an installed managed package. There is no namespace prefix for all other objects.
ResourceName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Used in Legacy Transaction Security only. A resource used to narrow down the conditions under which the policy triggers. For example, with a DataExport event, you can select a resource Lead to specifically monitor export activity occurring on your Lead entities. The resources available depend on the EventType field.</p> <p>As of Summer '20, Legacy Transaction Security is a retired feature in all Salesforce orgs.</p>
State	<p>Type picklist</p>

Field	Details
	Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Indicates whether the policy is active. Valid values are: <ul style="list-style-type: none"> • Disabled • Enabled
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The type of validation that the policy uses. The valid values are: <ul style="list-style-type: none"> • CustomApexPolicy— Created with Apex editor. • CustomConditionBuilderPolicy— Created with Condition Builder

Translation

The Translation object represents the languages enabled for translation in your Salesforce org. This object is available in API version 47.0 and later.

Supported Calls

`create()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

- Your organization must be using Enterprise, Performance, Unlimited, or Developer edition.
- To view this object, you must have the “View Setup and Configuration” permission.
- To use the `create()`, `update()`, and `upsert()` calls, Translation Workbench must be enabled in your org.
- To manage translations, Translation Workbench must be enabled in your org. Specify translators for each language through the Translation Language Settings Setup page.

Fields

Field	Details
CanManage	Type boolean

Field	Details
	Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the language is available for translation (<code>true</code>) or not (<code>false</code>). Specify translators for each language through the Translation Language Setup page.
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the translated values for this language display to users (<code>true</code>) or not (<code>false</code>).
Language	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The language code. See the Salesforce Help for a full list of languages and their codes.

TravelMode

Represents a travel mode used for travel time calculations. The records include information about the type of transportation (such as Car or Walking), whether a vehicle can take toll roads, and whether a vehicle is transporting hazardous materials. This object is available in API version 54.0 and later.

Fields

Field	Details
CanUseTollRoads	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates if the vehicle is allowed to drive on toll roads. The default value is <code>false</code> .

Field	Details
IsLocked	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the travel model record is locked or not. The default value is <code>false</code>.</p>
IsTransportingHazmat	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if the vehicle is transporting hazardous materials. The default value is <code>false</code>.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (<code>LastReferencedDate=</code>) but not viewed it.</p>
MayEdit	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the travel model record can be edited or not. The default value is <code>false</code>.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the travel mode.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the owner of this object. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
TransportType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type of transportation. Possible values are:</p> <ul style="list-style-type: none">• Bicycle• Car-Default.• Heavy Truck• Light Truck• Walking

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

TravelModeFeed

Feed tracking is available for the object.

TravelModeOwnerSharingRule

Sharing rules are available for the object.

TravelModeShare

Sharing is available for the object.

TwoFactorInfo

Stores a user’s secret for multi-factor operations. Use this object when customizing multi-factor authentication in your organization. (Note that multi-factor authentication was formerly called two-factor authentication.) This object is available in API version 32.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

You need the Manage Multi-Factor Authentication in API permission to create or update this object.

Fields

Field Name	Details
SharedKey	<div><div>Type</div><div>string</div><div>Properties</div><div>Create, Group, Sort, Update</div><div>Description</div><div><p>This field is never read-enabled, though it is write-enabled. A request for this value always returns <code>null</code>. The value must be a base32-encoded string of a 20-byte secret.</p><p>You can use the Apex method <code>Auth.SessionManagement.getQrCode()</code> to get a value to write to this field.</p><div><div></div><div>Note: If you write a secret to this field, in API version 37.0 and later the user gets an email notification that a new identity verification method was added to the user’s account.</div></div></div></div>
Type	<div><div>Type</div><div>picklist</div><div>Properties</div><div>Create, Filter, Group, Restricted picklist, Sort, Update</div></div>

Field Name	Details
	Description The multi-factor method. <ul style="list-style-type: none">• TOTP—The time-based one-time password.
UserId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID for the user who's associated with the authentication secret.

TwoFactorMethodsInfo

Stores information about which identity verification methods a user has registered. This object is available in API version 37.0 and later.

Supported Calls

`describeSObjects()`, `query()`


Special Access Rules

You need the Manage Multi-Factor Authentication in API permission to access this object. (Note that multi-factor authentication was formerly called two-factor authentication.)

Fields

Field Name	Details
ExternalId	Type string Properties Filter, Group, Nillable, Sort Description A unique system-generated numerical identifier for the user.
HasBuiltInAuthenticator	Type boolean Properties Defaulted on create, Filter, Group, Sort

Field Name	Details
	<p>Description</p> <p>If <code>true</code>, the user has registered a built-in authenticator on their device, such as Touch ID or Windows Hello. The user can verify their identity by using the built-in authenticator.</p> <p>This field is available in API version 53.0 and later.</p>
HasSalesforceAuthenticator	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>If <code>true</code>, the user has connected the Salesforce Authenticator mobile app. The user can verify identity by approving a notification sent to the app. If the user sets a trusted location in the app, Salesforce Authenticator verifies automatically when the user is in the trusted location.</p>
HasSecurityKey	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>If <code>true</code>, the user has registered a WebAuthn-compatible security key. This field includes all security keys registered or used after Summer '22. The user can verify their identity by inserting the security key into a USB port to generate credentials.</p>
HasTempCode	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>If <code>true</code>, the user has a temporary verification code generated by a Salesforce admin or user with Manage Multi-Factor Authentication in User Interface permission.</p>
HasTotp	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>If <code>true</code>, the user has connected an authenticator app that generates verification codes, also known as time-based one-time passwords (TOTP). The user can verify identity by entering a code generated by the app.</p>

Field Name	Details
HasU2F	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description If <code>true</code>, the user has registered a U2F security key. The user can verify identity by inserting the security key into a USB port to generate credentials.</p> <p> Note: For U2F security keys registered or used after Summer '22, use <code>HasSecurityKey</code> instead.</p>
HasUserVerifiedEmailAddress	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description If <code>true</code>, the user has self-registered and verified an email address. This parameter is available in API version 43 and later.</p>
HasUserVerifiedMobileNumber	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description If <code>true</code>, the user has self-registered and verified a mobile phone number. Salesforce can text a verification code to the user at that number. This parameter is available in API version 43 and later.</p>
HasVerifiedMobileNumber	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description If <code>true</code>, the user has a mobile phone number that was added by an administrator or self-registered by the user. Salesforce can text a verification code to the user at that number.</p>
UserId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field Name	Details
	Description ID of the user who's associated with the identity verification methods.

Usage

In API version 34.0 and later, this object was enhanced to help manage high instance counts. A `query()` call returns up to 500 rows. A `queryMore()` call returns 500 more, up to 2500 total. No more records are returned after 2500. To make sure that you don't miss any records, issue a `COUNT()` query in a `SELECT` clause for `TwoFactorMethodInfo`. This query gives you the total number of records. If there are more than 2500 records, divide your query by filtering on fields, like `UserId`, to return subsets of less than 2500 records.

TwoFactorTempCode

Stores information about a user's temporary verification code for confirming their identity when logging in. This object is available in API version 37.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

You need the Manage Multi-Factor Authentication in API permission to access this object. (Note that multi-factor authentication was formerly called two-factor authentication.)

Fields

Field Name	Details
Expiration	Type dateTime Properties Filter, Sort Description The date and time when the temporary verification code expires. The code expires in 1 to 24 hours after it's generated. Salesforce admins and non-admin users with the Manage Multi-Factor Authentication in User Interface permission set the expiration time when generating the code.
Identifier	Type string Properties Filter, Group, Sort

Field Name	Details
	Description The unique identifier for the temporary code. This is a required field that can take any value.
TempCode	Type encryptedstring Description A request for this value always returns <code>null</code> .
UserId	Type reference Properties Filter, Group, Sort Description The ID for the user who's associated with the temporary verification code.

UiFormulaCriterion

Represents a filter that helps define component visibility on a Lightning page. This object is available in API version 47.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field	Details
LeftHandSide	Type string Properties Filter, Group, Sort Description Represents the field that the filter is based on. For example, <code>AMOUNT</code> .
OperatorId	Type string Properties Filter, Group, Nillable, Sort

Field	Details
	<p>Description Represents the filter operator. Valid values are:</p> <ul style="list-style-type: none"> CONTAINS EQUAL GE—greater than or equal GT—greater than LE—less than or equal LT—less than NE—not equal <p>This is a relationship field.</p> <p>Relationship Name Operator</p> <p>Relationship Type Lookup</p> <p>Refers To null</p>
ParentKeyPrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Represents the three-digit prefix of the parent ID.</p>
RightHandSide	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Represents the value used to evaluate the component's visibility. For example, 1000000.</p>
RuleId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Represents the formula rule ID. This is a relationship field.</p> <p>Relationship Name Rule</p>

Field	Details
	Relationship Type Lookup
	Refers To UiFormulaRule

UiFormulaRule


Represents a set of one or more filters that define the conditions under which a component displays on a Lightning page. This object is available in API version 47.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field	Details
AssociatedElementId	Type reference Properties Filter, Group, Nillable, Sort Description Represents a parent component that UiFormulaRule is associated with, such as PromptVersion. This is a relationship field. Relationship Name AssociatedElement Relationship Type Lookup Refers To PromptVersion
BooleanFilter	Type string Properties Filter, Group, Nillable, Sort Description Represents the filter logic applied to UiFormulaRule. References the UI formula rule stored by UiFormulaCriterion based on the sortIndex, such as ((1 && 3) 2).

Field	Details
DeveloperName	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description Represents the API name of the UiFormulaRule.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
Formula	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description Represents the formula source string of UiFormulaRule.</p>
Language	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Represents the language of the UiFormulaRule.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description Required. Represents the label of the UiFormulaRule.</p>
ParentKeyPrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Represents the three-digit prefix for AssociatedElementId.</p>

UndecidedEventRelation

Represents event participants (invitees or attendees) with the status `Not Responded` for a given event. This object is available in API versions 29.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field Name	Details
<code>EventId</code>	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Indicates the ID of the event. This is a relationship field.</p> <p>Relationship Name Event</p> <p>Relationship Type Lookup</p> <p>Refers To Event</p>
<code>RelationId</code>	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Indicates the ID of the invitee. This is a polymorphic relationship field.</p> <p>Relationship Name Relation</p> <p>Relationship Type Lookup</p> <p>Refers To Calendar, Contact, Lead, User</p>
<code>RespondedDate</code>	<p>Type dateTime</p>

Field Name	Details
	Properties Filter, Nillable, Sort Description This field is always null.
Response	Type string Properties Filter, Group, Nillable, Sort Description Indicates the content of the response field. Label is Comment.
Type	Type string Properties Filter, Group, Nillable, Sort Description Indicates whether the invitee is a user, lead or contact, or resource.

Usage

Query invitees who have not responded to an invitation to an event

```
SELECT eventId, type, response FROM UndecidedEventRelation WHERE
eventId='00UTD0000000ZH5LA'
```

SEE ALSO:

[AcceptedEventRelation](#)

[DeclinedEventRelation](#)

UsageImpactFactor

Represents a collection of fields to set up the Usage Impact Factors used across jurisdictions and programs. This object is available in API version 58.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available only with the EAndU Cloud Usage Impact Access permission set.

Fields

Field	Details
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the Usage Impact Factor is active. The default value is <code>false</code>.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the Usage Impact Factor.</p>
ShortForm	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The acronym of the Usage Impact Factor.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Specifies the type of Usage Impact Factor Possible values are:</p> <ul style="list-style-type: none"> AdjustedGrossAnnual—Adjusted Gross Annual AdjustedGrossAnnualMMBTU—Adjusted Gross Annual MMBTU AdjustedGrossAnnualkW—Adjusted Gross Annual kW AdjustedGrossAnnualkWSummer—Adjusted Gross Annual kW Summer AdjustedGrossAnnualkWWinter—Adjusted Gross Annual kW Winter

Field	Details
	<ul style="list-style-type: none"> • <code>AdjustedGrossAnnualkWh</code>—Adjusted Gross Annual kWh • <code>GrossAnnualMMBTU</code>—Gross Annual MMBTU • <code>GrossAnnualkW</code>—Gross Annual kW • <code>GrossAnnualkWh</code>—Gross Annual kWh • <code>NetAnnual</code>—Net Annual • <code>NetLifetime</code>—Net Lifetime • <code>NetToGross</code>—Net To Gross • <code>NetToGrossFR</code>—Net To Gross FR • <code>UsefulLife</code>—Useful Life

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[UsagelImpactFactorChangeEvent](#)

Change events are available for the object.

[UsagelImpactFactorFeed](#)

Feed tracking is available for the object.

[UsagelImpactFactorHistory](#)

History is available for tracked fields of the object.

[UsagelImpactFactorOwnerSharingRule](#)

Sharing rules are available for the object.

[UsagelImpactFactorShare](#)

Sharing is available for the object.

UsagelImpactGroup

Represents a collection of fields to set up the Usage Impact Groups used across jurisdictions and programs. This object is available in API version 58.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available only with the EAndU Cloud Usage Impact Access permission set.

Fields

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the Usage Impact Group.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the Usage Impact Group is active. The default value is <code>false</code>.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the Usage Impact Group.</p>
ShortForm	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The acronym of the Usage Impact Group.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Specifies the type of Usage Impact Group. Possible values are:</p> <ul style="list-style-type: none">• <code>ForwardMarkets</code>—Forward Markets• <code>Planning</code>• <code>Production</code>

Associated Objects

This object has the following associated objects. If the API version isn’t specified, they’re available in the same API versions as this object. Otherwise, they’re available in the specified API version and later.

UsagelImpactGroupChangeEvent

Change events are available for the object.

UsagelImpactGroupFeed

Feed tracking is available for the object.

UsagelImpactGroupHistory

History is available for tracked fields of the object.

UsagelImpactGroupOwnerSharingRule

Sharing rules are available for the object.

UsagelImpactGroupShare

Sharing is available for the object.

UsagelImpactGroupFactor

Represents a junction between an Usage Impact Group version and Usage Impact Factor. This object is available in API version 58.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available only with EAndU Cloud Usage Impact Access permission set.

Fields

Field	Details
FactorValue	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Defines the value of the Usage Impact Group Factor.</p>
IsActive	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	Description Indicates whether the Usage Impact Group Factor is active. The default value is <code>false</code> .
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the Usage Impact Group Factor.
UnitOfMeasureId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The UnitOfMeasure object associated with the Usage Impact Group Factor. This field is a relationship field. Relationship Name UnitOfMeasure Relationship Type Lookup Refers To UnitOfMeasure
UsageImpactFactorId	Type reference Properties Create, Filter, Group, Sort, Update Description The Usage Impact Factor object associated with the Usage Impact Group Factor. This field is a relationship field. Relationship Name UsagelmpactFactor Relationship Type Lookup Refers To UsagelmpactFactor
UsageImpactGroupVersionId	Type reference

Field	Details
	Properties Create, Filter, Group, Sort, Update
	Description The Usage Impact Group Version object associated with the Usage Impact Group Factor. This field is a relationship field.
	Relationship Name UsageImpactGroupVersion
	Relationship Type Lookup
	Refers To UsageImpactGroupVersion

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

UsageImpactGroupFactorChangeEvent

Change events are available for the object.

UsageImpactGroupFactorFeed

Feed tracking is available for the object.

UsageImpactGroupFactorHistory

History is available for tracked fields of the object.

UsageImpactGroupFactorOwnerSharingRule

Sharing rules are available for the object.

UsageImpactGroupFactorShare

Sharing is available for the object.

UsageImpactGroupPgmMeasure

Represents a junction between the program, product, and Usage Impact Group version. This object is available in API version 58.0 and later.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), undelete(), update(), upsert()
```

Special Access Rules

This object is available only with EAndU Cloud Usage Impact Access permission set.

Fields

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the Usage Impact Group Program Measure.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the Usage Impact Group Program Measure.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The Product2 object associated with the Usage Impact Group Program Measure. This field is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProgramId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The Program object associated with the Usage Impact Group Program Measure. This field is a relationship field.</p> <p>Relationship Name Program</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Program
UsageImpactGroupVersionId	Type reference
	Properties Create, Filter, Group, Sort, Update
	Description The Usage Impact Group Version associated with the Energy Saving Group Association. This field is a relationship field.
	Relationship Name UsageImpactGroupVersion
	Relationship Type Lookup
	Refers To UsageImpactGroupVersion

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

UsageImpactGroupPgmMeasureChangeEvent

Change events are available for the object.

UsageImpactGroupPgmMeasureFeed

Feed tracking is available for the object.

UsageImpactGroupPgmMeasureHistory

History is available for tracked fields of the object.

UsageImpactGroupPgmMeasureOwnerSharingRule

Sharing rules are available for the object.

UsageImpactGroupPgmMeasureShare

Sharing is available for the object.

UsageImpactGroupVersion

Represents a collection of fields to set up the versions of Usage Impact Groups. This object is available in API version 58.0 and later.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), search(), undelete(), update(), upsert()
```

Special Access Rules

This object is available only with EAndU Cloud Usage Impact Access permission set.

Fields

Field	Details
ApprovedMeasureExtId	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The approved Measure Category ID assigned by a regulator.
Description	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The description of the Usage Impact Group Version.
EndDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description The date when the validity of Usage Impact Group Version ends.
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the Usage Impact Group Version is active. The default value is <code>false</code> .
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the Usage Impact Group Version.

Field	Details
StartDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date when the validity of Usage Impact Group Version begins.</p>
TechResourceManualCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The code and version of the Technical Reference Manual which is the source for the values associated with this Usage Impact Group Version. This is necessary for regulatory reporting.</p>
UsageImpactGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The Usage Impact Group object associated with the Usage Impact Group Version. This field is a relationship field.</p> <p>Relationship Name UsageImpactGroup</p> <p>Relationship Type Lookup</p> <p>Refers To UsageImpactGroup</p>
Version	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The version number of the Usage Impact Group Version.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

UsageImpactGroupVersionChangeEvent

Change events are available for the object.

UsageImpactGroupVersionFeed

Feed tracking is available for the object.

UsageImpactGroupVersionHistory

History is available for tracked fields of the object.

UsageImpactGroupVersionOwnerSharingRule

Sharing rules are available for the object.

UsageImpactGroupVersionShare

Sharing is available for the object.

User

Represents a user in your organization.

Supported Calls

`create()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

- To create or update a User record, you must have the Manage Internal Users permission. If the user is a Customer Portal user, you must have the Manage Customer Users permission. If the user is a partner portal user, you must have the Manage External Users permission. But the `describeSObjects` call always returns `createable` as `true`.
- If digital experiences is enabled, to create or update external users for Customer Portal, partner portal, or Experience Cloud sites, you must also have the Manage External Users permission.
- Information in hidden fields in a user's profile isn't searchable by external users (with a portal profile) in an Experience Cloud site. For example, if a user in a site has a hidden email address and an external user searches for it, the user record isn't returned in the search results. Hidden field values also aren't returned when external users perform searches on nonhidden fields. So if an external user searches for a user's name (can't be hidden), any hidden field values associated with the user record such as a hidden email address aren't returned in the search results.

But internal users belonging to the same Experience Cloud site can search for and view hidden field values in search results.

- When requested by portal users, queries that look up to the User object, such as `owner.name` or `owner.email` sometimes don't return values when the portal user making the request doesn't have Read access to the User record being queried.

The behavior depends on the number of domains associated with the lookup field. If the object can look up to more than one domain, `owner.name` returns a value, but other detail fields don't. For example, Case owner can look up to the User or Queue objects. In this case, portal users can see only the value of `owner.name`. Other User detail fields, such as `owner.email` or `owner.phone` don't return a value.

If the object can look up to only a single domain, such as Account owner, then no detail fields return values, including `owner.name`.


- To change ownership of a record by updating its `OwnerId` field, you must have both the Transfer Record permission and Read access to the User record of the new record owner.
- To view the `NumberOfFailedLogins` field, you must have the Manage User permission.

Fields

Field	Details
AboutMe	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Information about the user, such as areas of interest or skills. This field is available even if Chatter is disabled.</p>
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the Account associated with a Customer Portal user. This field is null for Salesforce users. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
Address (beta)	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The compound form of the address. Read-only. See Address Compound Fields for details on compound address fields.</p>
Alias	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The user's alias. For example, j smith.</p>

Field	Details
BadgeText	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The Experience Cloud site role, displayed on the user profile page just below the user name.</p>
BannerPhotoUrl	<p>Type url</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The URL for the user's banner photo. This field is available in API version 36.0 and later.</p>
CallCenterId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If Salesforce CRM Call Center is enabled, represents the call center that this user is assigned to.</p>
City	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city associated with the user. Up to 40 characters allowed.</p>
CommunityNickname	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Name used to identify this user in the Experience Cloud site.</p>
CompanyName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>


Field	Details
	Description The name of the user's company.
ContactId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the Contact associated with this account. The contact must have a value in the AccountId field or an error occurs. This is a relationship field. Relationship Name Contact Relationship Type Lookup Refers To Contact
Country	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The country associated with the user. Up to 80 characters allowed.
CountryCode	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The ISO country code associated with the user.
CurrentStatus	Type textarea Properties Create, Filter, Nillable, Sort, Update Description Text that describes what the user is working on.



Field	Details
	 Note: If you update this field, the API automatically adds a post of type <code>UserStatus</code> on the user's profile in Chatter. This field is deprecated in API version 25.0. To achieve similar behavior, post to the user directly by creating a <code>FeedItem</code> with the user's <code>ParentId</code> .
<code>DefaultCurrencyIsoCode</code>	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The user's default currency setting for new records. For example, if a user in France sets <code>DefaultCurrencyIsoCode</code> to euros, then that's their default currency. Only applicable for organizations that use multiple currencies.
<code>DefaultDivision</code>	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description This record's default division. Only applicable if divisions are enabled.
<code>DefaultGroupNotificationFrequency</code>	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description Required. The default frequency for sending the user's Chatter group email notifications when the user joins groups. The valid values are: <ul style="list-style-type: none"> • <code>P</code>—Email on every post • <code>D</code>—Daily digests • <code>W</code>—Weekly digests • <code>N</code>—Never The default value is <code>N</code> . For Professional, Enterprise, Unlimited, and Developer Edition organizations that existed before API version 22.0, the default value remains <code>D</code> . This field is available in API version 21.0 and later.
<code>DelegatedApproverId</code>	Type reference Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description Id of the user who is a delegated approver for this user.
Department	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The company department associated with the user.
DigestFrequency	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description Required. The send frequency of the user's Chatter personal email digest. The valid values are: <ul style="list-style-type: none"> • D = Daily • W = Weekly • N = Never The default value is D.
Division	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The division associated with this user, similar to Department, and unrelated to DefaultDivision.
Email	Type email Properties Create, Filter, Group, idLookup, Sort, Update Description Required. The user's email address.
EmailEncodingKey	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update

Field	Details
	Description Required. The email encoding for the user, such as ISO-8859-1 or UTF-8.
EmailPreferencesAutoBcc	Type boolean Properties Create, Filter, Update Description Determines whether the user receives copies of sent emails. This option applies only if compliance BCC emails aren't enabled.
EmployeeNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The user's employee number.
Extension	Type phone Properties Create, Filter, Group, Nillable, Sort, Update Description The user's phone extension number.
Fax	Type phone Properties Create, Filter, Group, Nillable, Sort, Update Description The user's fax number.
FederationIdentifier	Type string Properties Create, Filter, idLookup, Nillable, Sort, Update Description Indicates the value that must be listed in the <code>Subject</code> element of a Security Assertion Markup Language (SAML) <i>IDP certificate</i> to authenticate the user for a client application using single sign-on. This value must be specified if the <code>SAML User ID Type</code> is Assertion contains Federation ID from the User record. Otherwise, this field can't be edited.

Field	Details
FirstName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The user's first name.</p>
ForecastEnabled	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the user is enabled for forecasts (<code>true</code>) or not (<code>false</code>). Forecast user have access to the forecasts page.</p>
FullPhotoUrl	<p>Type url</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The URL for the user's profile photo. This field is available even if Chatter is disabled. The URL is updated every time a photo is uploaded and reflects the most recent photo. If a newer photo is uploaded, the URL returned for an older photo isn't guaranteed to return a photo. Query this field for the URL of the most recent photo. This field is available in API version 20.0 and later.</p>
GeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The level of accuracy of a location's geographical coordinates compared with its physical address. A geocoding service typically provides this value based on the address's latitude and longitude coordinates.</p>
IndividualId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the data privacy record associated with this user. This field is available if Data Protection and Privacy is enabled.</p>

Field	Details
	<p>This is a relationship field.</p> <p>Relationship Name Individual</p> <p>Relationship Type Lookup</p> <p>Refers To Individual</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the user has access to log in (<code>true</code>) or not (<code>false</code>). You can modify a User's active status from the user interface or via the API.</p>
IsPartner	<p>Type boolean</p> <p>Properties Defaulted on create, Filter</p> <p>Description Indicates whether the user is a partner who has access to the partner portal (<code>true</code>) or not (<code>false</code>). This field isn't available for release 9.0 and later. Instead, use <code>UserType</code> with the value <code>Partner</code> or <code>Power Partner</code>.</p>
IsPortalEnabled	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether an active, external, user has access to Experience Cloud sites or portals (<code>true</code>) or not (<code>false</code>). This field is only available if one of these conditions is true:</p> <ul style="list-style-type: none"> Digital experiences is enabled and you have community or portal user licenses Portals are enabled <p> Note: Users with External Identity licenses can access Experience Cloud sites even if the flag is false.</p>
IsPortalSelfRegistered	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the user is a Customer Portal user who self-registered for your organization's Customer Portal (<code>true</code>) or not (<code>false</code>). This field isn't available for release 9.0 and earlier.</p>
IsPrmSuperUser	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Available for partner portal users only. Indicates whether the user has super user access in the partner portal (<code>true</code>) or not (<code>false</code>). This field is available in API version 24.0 and later.</p> <p> Note: This field isn't automatically enabled. Contact Salesforce to enable this field.</p>
IsProfilePhotoActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a user has a profile photo (<code>true</code>) or not (<code>false</code>). This field is available in API version 36.0 and later.</p>
JigsawImportLimitOverride	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The Data.com user's monthly addition limit. The value must be between zero and the organization's monthly addition limit. Label is Data.com Monthly Addition Limit. This field is available in API version 27.0 and later.</p>
LanguageLocaleKey	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. The user's language, such as French or Chinese (Traditional). Label is Language.</p> <p> Note: In API version 47.0 and later, when using the DescribeSObjectResult API to return PicklistEntry values from this picklist, the <code>active</code> value indicates whether</p>

Field	Details
	<p>the language is in the user's Displayed Languages (<code>true</code>) or the user's Available Languages (<code>false</code>). All other languages aren't in the returned <code>active</code> value array.</p> <p>In API version 46.0 and earlier, the <code>PicklistEntry active</code> values indicate whether the language is in either the user's Displayed Languages or Available Languages lists (<code>true</code>) or not in either list (<code>false</code>).</p>
<code>LastLoginDate</code>	<p>Type dateTime</p> <p>Properties Filter, Sort, Nillable</p> <p>Description The date and time when the user last successfully logged in. This value is updated if 60 seconds elapses since the user's last login.</p>
<code>LastName</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The user's last name.</p>
<code>LastReferencedDate</code>	<p>Type datetime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
<code>LastViewedDate</code>	<p>Type datetime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. If this value is null, it's possible that this record was referenced (<code>LastReferencedDate</code>) but not viewed.</p>
<code>Latitude</code>	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Used with <code>Longitude</code> to specify the geolocation of an address. Acceptable values are numbers between –90 and 90 up to 15 decimal places. For details on geolocation compound fields, see Compound Field Considerations and Limitations.</p>
<code>LocaleSidKey</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Required. This field is a restricted picklist field. The value of the field affects formatting and parsing of values, especially numeric values, in the user interface. It doesn't affect the API.</p> <p>The field values are named according to the language, and the country if necessary, using two-letter ISO codes. The set of names is based on the ISO standard. You can also manually set a user's locale in the user interface, and then use that value for inserting or updating other users via the API.</p>
<code>Longitude</code>	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Used with <code>Latitude</code> to specify the geolocation of an address. Acceptable values are numbers between –180 and 180 up to 15 decimal places. For details on geolocation compound fields, see Compound Field Considerations and Limitations.</p>
<code>Manager</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Restricted picklist, Update</p> <p>Description</p> <p>User lookup field used to select the user's manager. This field establishes a hierarchical relationship, preventing you from selecting a user that directly or indirectly reports to themselves.</p>
<code>ManagerId</code>	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The Id of the user who manages this user.</p> <p>This is a relationship field.</p>

Field	Details
	Relationship Name Manager
	Relationship Type Lookup
	Refers To User
MediumBannerImageUrl	Type url
	Properties Filter, Nillable, Sort
	Description The URL for the medium-sized user profile banner photo.
MiddleName	Type string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The user's middle name. Maximum size is 40 characters. To enable this field, contact Salesforce Customer Support.
MobilePhone	Type phone
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The user's mobile device number.
Name	Type string
	Properties Filter, Group, Sort
	Description Concatenation of <code>FirstName</code> and <code>LastName</code> . Limited to 203 characters, including whitespaces.
NumberOfFailedLogins	Type int
	Properties Filter, Group, Nillable, Sort

Field	Details
	<p>Description</p> <p>The number of failed login attempts for the user's account. When the maximum number of failed login attempts is reached, the counter resets and the user's account is locked. If there's a successful login before the maximum number of failed login attempts is reached, the counter resets and the user's account remains unlocked.</p>
OfflineTrialExpirationDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date and time when the user's Connect Offline trial expires.</p>
Phone	<p>Type</p> <p>phone</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The user's phone number.</p>
PortalRole	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The role of the user in the Customer Portal (either Executive, Manager, User, or PersonAccount).</p> <p>Prior to API version 16.0, if you set this field to null, the system automatically included a portal role. In API version 16.0 and above, when you set this field to null, a portal role is not automatically created. When this field is null and a <code>ContactId</code> is provided, the user is assigned to the User role.</p> <p>The Update property is available in API version 43.0 and later.</p> <p>The field is available if Customer Portal is enabled OR digital experiences is enabled and Experience Cloud sites have available partner portal, Customer Portal, or High-Volume Portal User licenses.</p>
PostalCode	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The user's postal or ZIP code. Label is Zip/Postal Code.</p>

Field	Details
ProfileId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. ID of the user's Profile. Use this value to cache metadata based on profile. In earlier releases, this was <code>RoleId</code>. If you change the user's profile, the user's license also changes, because every profile belongs to exactly one user license type. This is a relationship field.</p> <p>Relationship Name Profile</p> <p>Relationship Type Lookup</p> <p>Refers To Profile</p>
ReceivesAdminInfoEmails	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the user receives email for administrators from Salesforce (<code>true</code>) or not (<code>false</code>).</p>
ReceivesInfoEmails	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the user receives informational email from Salesforce (<code>true</code>) or not (<code>false</code>).</p>
SenderEmail	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The email address used as the From address when the user sends emails. This address is the same value shown in Setup on the My Email Settings page.</p>


Field	Details
SenderName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The name used as the email sender when the user sends emails. This name is the same value shown in Setup on the My Email Settings page.</p>
Signature	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The signature text added to emails. This text is the same value shown in Setup on the My Email Settings page.</p>
SmallBannerPhotoUrl	<p>Type url</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The URL for the small user profile banner photo.</p>
SmallPhotoUrl	<p>Type url</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The URL for a thumbnail of the user's profile photo. This field is available even if Chatter is disabled. The URL is updated every time a photo is uploaded and reflects the most recent photo. If a newer photo is uploaded, the URL returned for an older photo isn't guaranteed to return a photo. Query this field for the URL of the most recent photo. This field is available in API version 20.0 and later.</p>
State	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The state associated with the User. Up to 80 characters allowed.</p>



Field	Details
StateCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ISO state code associated with the user.</p>
Street	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street address associated with the User.</p>
Suffix	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The user's name suffix. Maximum size is 40 characters. To enable this field, contact Salesforce Customer Support.</p>
TimeZoneSidKey	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. This field is a restricted picklist field. A User time zone affects the offset used when displaying or entering times in the user interface. But the API doesn't use a User time zone when querying or setting values. Values for this field are named using region and key city, according to ISO standards. You can also manually set one User time zone in the user interface, and then use that value for creating or updating other User records via the API.</p>
Title	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The user's business title, such as Vice President.</p>

Field	Details
Username	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Contains the name that a user enters to log in to the API or the user interface. The value for this field must be in the form of an email address, using all lowercase characters. It must also be unique across all organizations. If you try to create or update a User with a duplicate value for this field, the operation is rejected.</p> <p>Each inserted User also counts as a license. Every organization has a maximum number of licenses. If you attempt to exceed the maximum number of licenses by inserting User records, the create request is rejected.</p>
UserPermissionsCallCenterAutoLogin	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Required if Salesforce CRM Call Center is enabled. Indicates whether the user is enabled to use the auto login feature of the call center (<code>true</code>) or not (<code>false</code>).</p>
UserPermissionsChatterAnswersUser	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether the portal user is enabled to use the Chatter Answers feature (<code>true</code>) or not (<code>false</code>). This field defaults to <code>false</code> when a Customer Portal user is created from the API.</p>
UserPermissionsInteractionUser	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether the user can run flows or not. Label is Flow User.</p>
UserPermissionsJigsawProspectingUser	<p>Type boolean</p> <p>Properties Create, Filter, Update</p>

Field	Details
	<p>Description</p> <p>Indicates whether the user is allocated one Data.com user license (<code>true</code>) or not (<code>false</code>). The Data.com user lets the user add Data.com contact and lead records to Salesforce in supported editions. Label is Data.com User.</p>
UserPermissionsKnowledgeUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Indicates whether the user is enabled to use Salesforce Knowledge (<code>true</code>) or not (<code>false</code>). Label is Knowledge User.</p>
UserPermissionsLiveAgentUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Indicates whether the user is enabled to use Chat (<code>true</code>) or not (<code>false</code>). Label is Live Agent User.</p>
UserPermissionsMarketingUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Required. Indicates whether the user is enabled to manage campaigns in the user interface (<code>true</code>) or not (<code>false</code>). Label is Marketing User.</p>
UserPermissionsOfflineUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Required. Indicates whether the user is enabled to use Offline Edition (<code>true</code>) or not (<code>false</code>). Label is Offline User.</p>
UserPermissionsSFContentUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p>

Field	Details
	<p>Description</p> <p>Indicates whether the user is allocated one Salesforce CRM Content User License (<code>true</code>) or not (<code>false</code>). Label is Salesforce CRM Content User. The Salesforce CRM Content User license grants the user access to the Salesforce CRM Content application.</p>
UserPermissionsSiteforceContributorUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Indicates whether the user is allocated one Site.com Contributor feature license (<code>true</code>) or not (<code>false</code>). Label is Site.com Contributor User. The Site.com Contributor feature license grants the user access to the Site.com application. Users with a Contributor license can use Site.com Studio to edit site content only.</p>
UserPermissionsSiteforcePublisherUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Indicates whether the user is allocated one Site.com Publisher feature license (<code>true</code>) or not (<code>false</code>). Label is Site.com Publisher User. The Site.com Publisher feature license grants the user access to the Site.com application. Users with a Publisher license can build and style websites, control the layout and functionality of pages and page elements, and add and edit content.</p>
UserPermissionsSupportUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, the user can use the Salesforce console.</p>
UserPermissionsWirelessUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Required if the Wireless permission is enabled. Indicates whether the user is enabled to use Wireless Edition (<code>true</code>) or not (<code>false</code>). Label is Wireless User.</p>

Field	Details
	 Note: As of November 2005, Salesforce Wireless Edition is no longer available for purchase. You can continue to use Wireless Edition through the end of your existing contract term if you are: <ul style="list-style-type: none"> A Professional Edition customer and purchased Wireless Edition before November 7, 2005. An Enterprise Edition customer who signed or renewed their Salesforce contract before November 7, 2005.
UserPermissionsWorkDotComUserFeature	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether the WDC feature is enabled for the user (<code>true</code>) or not (<code>false</code>).</p>
UserPreferencesActivityRemindersPopUp	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, a reminder window automatically opens when an activity reminder is due. Corresponds to the <code>Trigger alert when reminder comes due</code> checkbox at the Reminders page in the personal settings in the user interface.</p>
UserPreferencesAllowConversationReminders	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, voice and call reminders are displayed as notification cards in Lightning Experience. Corresponds to the <code>Show conversation reminders in Lightning Experience</code> checkbox in the Activity Reminders page in the personal settings in the user interface. This field is available in API version 55.0 and later.</p>
UserPreferencesApexPagesDeveloperMode	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, indicates that the user has enabled developer mode for editing Visualforce pages and controllers.</p>

Field	Details
UserPreferencesAutoForwardCall	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, the user receives Dialer calls simultaneously in their browser and on their forwarding number.</p>
UserPreferencesContentEmailAsAndWhen	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>false</code>, a user with Salesforce CRM Content subscriptions receives a once-daily email summary if activity occurs on the subscribed content, libraries, tags, or authors. To receive email, the <code>UserPreferencesContentNoEmail</code> field must also be <code>false</code>. The default value is <code>false</code>.</p> <p> Note: This field is only visible when Salesforce CRM Content is enabled.</p>
UserPreferencesContentNoEmail	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>false</code>, a user with Salesforce CRM Content subscriptions receives email notifications if activity occurs on the subscribed content, libraries, tags, or authors. To receive real-time email alerts, set this field to <code>false</code> and set the <code>UserPreferencesContentEmailAsAndWhen</code> field to <code>true</code>. The default value is <code>false</code>.</p> <p> Note: This field is only visible when Salesforce CRM Content is enabled.</p>
UserPreferencesEnableAutoSubForFeeds	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, the user automatically subscribes to feeds for any objects that the user creates. This field is available in API version 25.0 and later.</p>

Field	Details
<code>UserPreferencesDisableAllFeedsEmail</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>false</code>, the user automatically receives email for all updates to Chatter feeds, based on the types of feed emails and digests the user has enabled. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableAutoSubForFeeds</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>false</code>, the user automatically subscribes to feeds for any objects that the user creates. This field is deprecated in API version 25.0 and later. Starting with API version 25.0, use <code>UserPreferencesEnableAutoSubForFeeds</code> to enable or disable auto-follow for objects a user creates.</p>
<code>UserPreferencesDisableBookmarkEmail</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>false</code>, the user automatically receives email every time someone comments on a Chatter feed item after the user has bookmarked it. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableChangeCommentEmail</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>false</code>, the user automatically receives email every time someone comments on a change the user has made, such as an update to their profile. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableEmbedEmail</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p>

Field	Details
	<p>Description</p> <p>When <code>false</code>, the member automatically receives email every time someone endorses them for a topic.</p>
<code>UserPreferencesDisableFileShareNotificationsEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, email notifications are sent from the person who shared the file to the users that the file is shared with. This field is available in API version 25.0 and later.</p>
<code>UserPreferencesDisableFollowersEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone starts following the user in Chatter. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableLaterCommentEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone comments on a feed item after the user has commented on the feed item. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableLikeEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone likes their post or comment. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableMentionsPostEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p>


Field	Details
	<p>Description</p> <p>When <code>false</code>, the user automatically receives email every time they're mentioned in posts. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableProfilePostEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone posts to the user's profile. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableSharePostEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time their post is shared. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableFeedbackEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives emails related to WDC feedback. The user receives these emails when someone requests or offers feedback, shares feedback with the user, or reminds the user to answer a feedback request.</p> <p>This field isn't visible as of API version 54.0.</p>
<code>UserPreferencesDisCommentAfterLikeEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone comments on a post that the user liked. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisMentionsCommentEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p>


Field	Details
	<p>Description</p> <p>When <code>false</code>, the user automatically receives email every time the user is mentioned in comments. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableMessageEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email for Chatter messages sent to the user. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesDisableRewardEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives emails related to WDC rewards. The user receives these emails when someone gives a reward to the user.</p>
<code>UserPreferencesDisableWorkEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user receives emails related to WDC feedback, goals, and coaching. The user must also sign up for individual emails listed on the WDC email settings page. When <code>true</code>, the user doesn't receive any emails related to WDC feedback, goals, or coaching even if they're signed up for individual emails.</p>
<code>UserPreferencesDisProfPostCommentEmail</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone comments on posts on the user's profile. This field is available in API version 24.0 and later.</p>
<code>UserPreferencesEmailVerified</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Update</p>


Field	Details
	<p>Description</p> <p>Indicates whether a user's email address is verified (<code>true</code>) or unverified (<code>false</code>).</p>
<code>UserPreferencesTableVoiceCallRecording</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, voice call recording is enabled for the user.</p>
<code>UserPreferencesTableVoiceLocalPresence</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, local numbers are shown when the user calls customers with Sales Dialer.</p>
<code>UserPreferencesTableRemindersCheckDefault</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, a reminder popup is automatically set on the user's events. Corresponds to the <code>By default, set reminder on Events to...</code> checkbox on the Reminders page in the user interface. This field is related to <code>UserPreference</code> and customizing activity reminders.</p>
<code>UserPreferencesHideBiggerPhotoCallout</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, users can choose to hide the callout text below the large profile photo.</p>
<code>UserPreferencesHideChatterOnboardingSplash</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, the initial Chatter onboarding prompts don't appear.</p>

Field	Details
UserPreferencesHideCSNDesktopTask	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, the Chatter recommendations panel never displays the recommendation to install Chatter Desktop. This field is available in API version 26.0 and later.</p>
UserPreferencesHideCSNChatterMobileTask	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, the Chatter recommendations panel never displays the recommendation to install Chatter Mobile. This field is available in API version 26.0 and later.</p>
UserPreferencesHideChatterOnboardingAssistantModal	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Reserved for future use.</p>
UserPreferencesHideLightningMigrationModal	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Reserved for future use.</p>
UserPreferencesHideSecondaryChatterOnboardingPanel	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, the secondary Chatter onboarding prompts don't appear.</p>
UserPreferencesHideS1BrowserUI	<p>Type boolean</p> <p>Properties Create, Filter, Update</p>

Field	Details
	<p>Description</p> <p>Controls the interface that the user sees when logging in to Salesforce from a supported mobile browser. If <code>false</code>, the user is automatically redirected to the Salesforce mobile web. If <code>true</code>, the user sees the full Salesforce site. The default value is <code>false</code>. Label is Salesforce User.</p> <p>This field is available in API version 29.0 or later.</p>
UserPreferencesHideSfWelcomeMat	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Controls whether a user sees the Lightning Experience new user message. That message welcomes users to the new interface and provides step-by-step instructions that describe how to return to Salesforce Classic.</p>
UserPreferencesJigsawListUser	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, the user is a Data.com List user so shares record additions from a pool. UserPermissionsJigsawProspectingUser must also be set to <code>true</code>. Label is Data.com List User. This field is available in API version 27.0 and later.</p>
UserPreferencesLightningExperiencePreferred	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, redirects the user to the Lightning Experience interface. Label is Switch to Lightning Experience. This field is available in API version 35.0 and later.</p>
UserPreferencesLiveAgentMailSetupDeflection	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, disables the pop-up to deflect users on Chat setup nodes to the Messaging setup. The default value is <code>false</code>. This field is available in API version 59.0 and later.</p>

Field	Details
UserPreferencesNativeEmailClient	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Use this field to set a default email preference for the user's native email client. This field is available in API version 47.0 and later. The default value is <code>false</code>, corresponding to the Salesforce docked email composer.</p>
UserPreferencesOptOutOfTouch	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description This field is deprecated in API version 29.0. When <code>false</code>, the user automatically accesses the Salesforce Touch app when logging in to Salesforce from an iPad. If <code>true</code>, automatic access to the Salesforce Touch app is turned off and the user's iPad is directed to the full Salesforce site instead. The default value is <code>false</code>.</p> <p> Note: Salesforce Touch must be enabled before this field is visible.</p>
UserPreferencesOutboundBridge	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, outbound calls are made through the user's phone.</p>
UserPreferencesPathAssistantCollapsed	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, Sales Path appears collapsed or hidden to the user. This field is available in API version 35.0 and later.</p>
UserPreferencesProcessAssistantCollapsed	<p>Type boolean</p> <p>Properties Create, Filter, Update</p>

Field	Details
	<div><div>Description</div><div>When <code>true</code>, Sales Path appears collapsed or hidden to the user. This field is available in API versions 33.0 and 34.0 only. In API versions 35.0 and later, use <code>UserPreferencesPathAssistantCollapsed</code>.</div></div>
UserPreferencesReceiveNotificationsAsApprover	<div><div>Type</div><div>boolean</div><div>Properties</div><div>Create, Filter, Update</div><div><div>Description</div><div>Controls email notifications from the approval process for <i>approvers</i>.<ul style="list-style-type: none">If <code>true</code>, emails are <i>disabled</i>.If <code>false</code>, emails are <i>enabled</i>.The default value is <code>false</code>.</div><div><div> Note: The <code>Receive Approval Request Emails</code> setting in the UI controls this field and the <code>UserPreferencesReceiveNotificationsAsDelegatedApprover</code> field.</div><div><ul style="list-style-type: none">Setting: If I'm an approver or delegated approver<div>Result:<ul style="list-style-type: none">UserPreferencesReceiveNoNotificationsAsApprover = <code>false</code>UserPreferencesReceiveNotificationsAsDelegatedApprover = <code>true</code></div>Setting: Only if I'm an approver<div>Result:<ul style="list-style-type: none">UserPreferencesReceiveNoNotificationsAsApprover = <code>false</code>UserPreferencesReceiveNotificationsAsDelegatedApprover = <code>false</code></div>Setting: Only if I'm a delegated approver<div>Result:<ul style="list-style-type: none">UserPreferencesReceiveNoNotificationsAsApprover = <code>true</code>UserPreferencesReceiveNotificationsAsDelegatedApprover = <code>true</code></div>Setting: Never<div>Result:<ul style="list-style-type: none">UserPreferencesReceiveNoNotificationsAsApprover = <code>true</code>UserPreferencesReceiveNotificationsAsDelegatedApprover = <code>false</code></div></div></div></div></div>
UserPreferencesReceiveNotificationsAsDelegatedApprover	<div><div>Type</div><div>boolean</div></div>

Field	Details
	<p>Properties Create, Filter, Update</p> <p>Description Controls email notifications from the approval process for <i>delegated approvers</i>.</p> <ul style="list-style-type: none"> If <code>true</code>, emails are <i>enabled</i>. If <code>false</code>, emails are <i>disabled</i>. <p>The default value is <code>false</code>.</p> <p> Note: The <code>Receive Approval Request Emails</code> setting in the UI controls this field and the <code>UserPreferencesReceiveNoNotificationsAsApprover</code> field.</p> <ul style="list-style-type: none"> Setting: If I'm an approver or delegated approver Result: <ul style="list-style-type: none"> <code>UserPreferencesReceiveNoNotificationsAsApprover = false</code> <code>UserPreferencesReceiveNotificationsAsDelegatedApprover = true</code> Setting: Only if I'm an approver Result: <ul style="list-style-type: none"> <code>UserPreferencesReceiveNoNotificationsAsApprover = false</code> <code>UserPreferencesReceiveNotificationsAsDelegatedApprover = false</code> Setting: Only if I'm a delegated approver Result: <ul style="list-style-type: none"> <code>UserPreferencesReceiveNoNotificationsAsApprover = true</code> <code>UserPreferencesReceiveNotificationsAsDelegatedApprover = true</code> Setting: Never Result: <ul style="list-style-type: none"> <code>UserPreferencesReceiveNoNotificationsAsApprover = true</code> <code>UserPreferencesReceiveNotificationsAsDelegatedApprover = false</code>
<code>UserPreferencesReminderSoundOff</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description When <code>true</code>, a sound automatically plays when an activity reminder is due. Corresponds to the <code>Play a reminder sound</code> checkbox on the Reminders page in the user interface.</p>
<code>UserPreferencesShowCityToExternalUsers</code>	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the city field in the user's contact information. City is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>City is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowCityToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowCityToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the city field in the user's contact information. When <code>true</code>, city is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowCityToExternalUsers</code>, making the user's city visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowCountryToExternalUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the country field in the user's contact information. Country is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>Country is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowCountryToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p>

Field	Details
	The default value is <code>false</code> . This field is available in API version 26.0 and later.
<code>UserPreferencesShowCountryToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the country field in the user's contact information. When <code>true</code>, country is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowCountryToExternalUsers</code>, making the user's country visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowEmailToExternalUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the email address field in the user's contact information. Email address is visible only to internal members of the user's organization when this field is <code>false</code>. Email address is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowEmailToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the email address field in the user's contact information. When <code>true</code>, the email address is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowEmailToExternalUsers</code>, making the user's email address visible to guests.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 34.0 and later.</p>

Field	Details
<code>UserPreferencesShowFaxToExternalUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the fax number field in the user's contact information. Fax number is visible only to internal members of the user's organization when this field is <code>false</code>. Fax number is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value #N/A. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowFaxToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the fax number field in the user's contact information. When <code>true</code>, the fax number field is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowFaxToExternalUsers</code>, making the user's fax number visible to guests.</p> <p>When <code>false</code>, this field returns the value #N/A. The default value is <code>false</code>. This field is available in API version 34.0 and later.</p>
<code>UserPreferencesShowManagerToExternalUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the manager field in the user's contact information. Manager is visible only to internal members of the user's organization when this field is <code>false</code>. Manager is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value #N/A. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowManagerToGuestUsers</code>	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the manager field in the user's contact information. When <code>true</code>, the manager field is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowManagerToExternalUsers</code>, making the user's manager visible to guests.</p> <p>When <code>false</code>, this field returns the value #N/A. The default value is <code>false</code>. This field is available in API version 34.0 and later.</p>
UserPreferencesShowMobilePhoneToExternalUsers	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the mobile device number field in the user's contact information. The number is visible only to internal members of the user's organization when this field is <code>false</code>. The number is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value #N/A. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowMobilePhoneToGuestUsers	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the mobile phone field in the user's contact information. When <code>true</code>, the mobile phone field is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowMobilePhoneToExternalUsers</code>, making the user's mobile phone visible to guests.</p> <p>When <code>false</code>, this field returns the value #N/A. The default value is <code>false</code>. This field is available in API version 34.0 and later.</p>
UserPreferencesShowPostalCodeToExternalUsers	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the postal or ZIP code field in the user's contact information. Postal code is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>Postal code is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowPostalCodeToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowPostalCodeToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the postal or ZIP code field in the user's contact information. When <code>true</code>, postal code is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowPostalCodeToExternalUsers</code>, making the user's postal code visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowProfilePicToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the user's profile photo. When <code>true</code>, the photo is visible to guest users in an Experience Cloud site. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>false</code>, this field returns the stock photo. The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowStateToExternalUsers</code>	<p>Type boolean</p>


Field	Details
	<p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the state field in the user's contact information. State is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>State is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowStateToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowStateToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the state field in the user's contact information. When <code>true</code>, state is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowStateToExternalUsers</code>, making the user's state visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowStreetAddressToExternalUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the street address field in the user's contact information. The address is visible only to internal members of the user's organization when this field is <code>false</code>. The address is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>

Field	Details
<code>UserPreferencesShowStreetAddressToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the street address field in the user's contact information. When <code>true</code>, the street address field is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowStreetAddressToExternalUsers</code>, making the user's street address visible to guests.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 34.0 and later.</p>
<code>UserPreferencesShowTitleToExternalUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the business title field in the user's contact information. Title is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>Title is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowTitleToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>The default value is <code>true</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowTitleToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the business title field in the user's contact information. When <code>true</code>, title is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowTitleToExternalUsers</code>, making the user's title visible to external members.</p>

Field	Details
	The default value is <code>false</code> . This field is available in API version 28.0 and later.
<code>UserPreferencesShowWorkPhoneToExternalUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the work phone number field in the user's contact information. The number is visible only to internal members of the user's organization when this field is <code>false</code>. The number is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowWorkPhoneToGuestUsers</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates the visibility of the work phone field in the user's contact information. When <code>true</code>, the work phone field is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowWorkPhoneToExternalUsers</code>, making the user's work phone visible to guests.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 34.0 and later.</p>
<code>UserPreferencesSortFeedByComment</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Specifies the data value used in sorting a user's feed. When <code>true</code>, the feed is sorted by most recent comment activity. When <code>false</code>, the feed is sorted by post date.</p>
<code>UserPreferencesSuppressEventSRReminders</code>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p>

Field	Details
	<p>Description</p> <p>When <code>true</code>, event reminders don't appear. Corresponds to the Show event reminders in Lightning Experience checkbox on the Activity Reminders page in the user interface. This field is related to UserPreference and customizing activity reminders.</p>
UserPreferencesSuppressTaskSEReminders	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, task reminders don't appear. Corresponds to the Show task reminders in Lightning Experience checkbox on the Activity Reminders page in the user interface. This field is related to UserPreference and customizing activity reminders.</p>
UserPreferencesTaskRemindersCheckboxDefault	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, a reminder popup is automatically set on the user's tasks. Corresponds to the <code>By default, set reminder on Tasks to...</code> checkbox on the Reminders page in the user interface. This field is related to UserPreference and customizing activity reminders.</p>
UserPreferencesUserDebugModePref	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>When <code>true</code>, the Lightning Component framework executes in debug mode for the user. Corresponds to the <code>Debug Mode</code> checkbox on the Advanced User Details page of personal settings in the user interface.</p>
UserRoleId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>ID of the user's UserRole. Label is Role ID.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>UserRole</p>

Field	Details
	<p>Relationship Type Lookup</p> <p>Refers To UserRole</p>
UserType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Sort, Restricted picklist</p> <p>Description <p>The category of user license. Each <code>UserRoleType</code> is associated with one or more <code>UserLicense</code> records. Each <code>UserLicense</code> is associated with one or more profiles. In API version 10.0 and later, valid values include:</p> <ul style="list-style-type: none"> Standard: user license. This user type also includes Salesforce Platform and Salesforce Platform One user licenses. Label is Standard. PowerPartner: User whose access is limited because they're a partner and typically access the application through a partner portal or Experience Cloud site. Label is Partner. CspLitePortal: user whose access is limited because they're an org's customer and access the application through a Customer Portal or Experience Cloud site. Label is High Volume Portal. CustomerSuccess: user whose access is limited because they're an org's customer and access the application through a Customer Portal. Label is Customer Portal User. PowerCustomerSuccess: user whose access is limited because they're an org's customer and access the application through a Customer Portal. Label is Customer Portal Manager. <p>Users with this license type can view and edit data they directly own or data owned by or shared with users below them in the Customer Portal role hierarchy.</p> <ul style="list-style-type: none"> CsnOnly: user whose access to the application is limited to Chatter. This user type includes Chatter Free and Chatter moderator users. Label is Chatter Free. Guest: user whose access is limited because they're an unauthenticated user without login credentials. Label is Guest. </p>
WirelessEmail	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description <p>Wireless email address associated with this user. For use with Salesforce Wireless Edition. This field is available only if the Wireless and Email permissions are enabled for your organization.</p> </p>

Field	Details
	 Note: As of November 2005, Salesforce Wireless Edition is no longer available for purchase. You can continue to use Wireless Edition through the end of your existing contract term if you are: <ul style="list-style-type: none"> • A Professional Edition customer and purchased Wireless Edition before November 7, 2005. • An Enterprise Edition customer who signed or renewed their Salesforce contract before November 7, 2005.

Usage

Use this object to query information about users and to provision and modify users in your organization. Unlike other objects, the records in the User table represent actual users—not data owned by users. Any user can query or describe User records.

For example, the following SOQL code finds users with a particular user role.

```
SELECT Id, Username
FROM User
WHERE UserRoleId='00ED0000000xict'
```

Each portal user is associated with a portal account. A portal account can have a maximum of three portal roles (Executive, Manager, and User). You can select the default number of roles to be created from the user interface. The role hierarchy is maintained when you insert and delete portal roles, and roles are created bottom-up. Deleting the User role causes the Manager role to be renamed to User role. Deleting both the Executive and User roles causes the Manager role to be renamed to User role. Before deleting a role, you must assign users under that role to another role.

Deactivate Users

You can't delete a user in the user interface or the API. You can deactivate a user in the user interface; and you can deactivate or disable a Customer Portal or partner portal user in the user interface or the API. Because users can never be deleted, we recommend that you exercise caution when creating them.

Be aware of the expected behaviors when deactivating users. See [Considerations for Deactivating Users](#). The user interface provides options to auto-remove a user from teams, but the removal isn't supported in API.

If you deactivate a user, any EntitySubscription where the user is associated with the ParentId or SubscriberId field, meaning all subscriptions both to and from the user, are soft deleted. If the user is reactivated, the subscriptions are restored. However, if you deactivate multiple users at once and these users follow each other, their subscriptions are hard deleted. In this case, the user-to-user EntitySubscription is deleted twice (double deleted). Such subscriptions can't be restored upon user reactivation.

Passwords

For security reasons, you can't query User passwords via the API or the user interface. But the API allows you to set and reset User passwords using the `setPassword()` and `resetPassword()` calls. The password lockout status and the ability to reset the User locked-out status isn't available via the API. Check and reset the User password lockout status using the user interface.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

UserChangeEvent (API version 44.0)

Change events are available for the object.

UserFeed (API version 18.0)

Feed tracking is available for the object.

UserShare

Sharing is available for the object.

SEE ALSO:

[SOAP API Developer Guide: Frequently-Occurring Fields](#)

[UserRole](#)

[UserLicense](#)

UserAccessChange (Beta)

Represents a change related to user access. This object is available in API version 57.0 and later.


UserAccessChange records are created through different access-related operations. For example, being assigned to or removed from a permission set.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

To access UserAccessChange records, users must have the View Setup and Configuration permission.

 **Note:** This feature is a Beta Service. Customer may opt to try such Beta Service in its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at [Agreements and Terms](#).

Fields

Field	Details
Source	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p> <p>Description</p> <p>The source of the user access change. For example, <code>UserAccessPolicyId</code>.</p>

UserAccessPolicy (Beta)

Represents a user access policy. This object is available in API version 57.0 and later.



Important: Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

To create or modify user access policies, users must have the Manage User Access Policies permission.



Note: This feature is a Beta Service. Customer may opt to try such Beta Service in its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at [Agreements and Terms](#).

Fields

Field	Details
BooleanFilter	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The logic that determines how your user criteria filters are applied in the user access policy.</p>
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Description of the user access policy.</p>
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The unique name for the user access policy.</p>
Language	<p>Type</p> <p>picklist</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The language of the user access policy.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description Label for the user access policy. In the UI, this field is Label.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix associated with this object. Each Developer Edition organization that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <i>namespacePrefix__componentName</i> notation.</p> <p>The namespace prefix can have one of the following values:</p> <ul style="list-style-type: none"> • In Developer Edition organizations, the namespace prefix is set to the namespace prefix of the organization for all objects that support it. There is an exception if an object is in an installed managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition organization of the package developer. • In organizations that are not Developer Edition organizations, NamespacePrefix is only set for objects that are part of an installed managed package. There is no namespace prefix for all other objects.
Status	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The status of the user access policy.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Active • Completed • Design

Field	Details
	<ul style="list-style-type: none"> Failed Migrate Testing Updating <p>The default value is Design.</p>
TriggerType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of user record trigger for which this user access policy runs. Possible values are:</p> <ul style="list-style-type: none"> Create—The user access policy runs when a user who matches the policy criteria is created. CreateAndUpdate—The user access policy runs when a user who matches the policy criteria is either created or updated. Update—The user access policy runs when a user who matches the policy criteria is updated.

Usage

For more information, see [User Access Policies \(Beta\)](#) in Salesforce Help.

UserAccountTeamMember

Represents a User on the default account team of another User.

See also OpportunityTeamMember, which represents a User on the opportunity team of an Opportunity

Supported Calls


`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Customer Portal and Chatter Free users can't access this object.

Fields

Field	Details
AccountAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Restricted picklist, Update</p> <p>Description Required. For Account records that the user has added to his or her default account team, the level of access the account team member has. . The possible values are:</p> <ul style="list-style-type: none">• Read• Edit <p>This field must be set to an access level that is higher than the organization's default access level for accounts.</p>
CaseAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Restricted picklist, Update</p> <p>Description Required. Level of access that the account team member has to Case records related to the account. The possible values are:</p> <ul style="list-style-type: none">• None• Read• Edit <p>This field must be set to an access level that is higher than the organization's default access level for cases.</p>
ContactAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Restricted picklist, Update</p> <p>Description Required. ForContact records related to the account, the level of access that the account team member has. The possible values are:</p> <ul style="list-style-type: none">• None• Read• Edit <p>This field must be set to an access level that is higher than the organization's default access level for contacts.</p>

Field	Details
	 Note: When DefaultContactAccess is set to Controlled by Parent, you can't create or update this field.
OpportunityAccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Restricted picklist, Update</p> <p>Description Required. Level of access that the team member has to Opportunity records related to the account. The possible values are:</p> <ul style="list-style-type: none">• None• Read• Edit <p>This field must be set to an access level that is higher than the organization's default access level for opportunities.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Filter</p> <p>Description Required. ID of the User who owns the default account team.</p>
TeamMemberRole	<p>Type picklist</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description Role that the team member has on opportunities for which the user has added his or her default account team. The valid values are set by the organization's administrator in the Account Team Roles picklist. Label is Team Role.</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter</p> <p>Description Required. ID of the User who is a member of the default account team. This field cannot be updated.</p>

Usage

This object is available only in organizations that have enabled the account teams functionality, which can be done using the user interface.

If you attempt to create a record that matches an existing record, the create call updates any modified fields and returns the existing record.

You can set up a User record so the default account team includes the others who typically work with them on accounts.

UserAppInfo

Stores the last Lightning app logged in to. If the user hasn't logged into Salesforce or if the user lost access to the last accessed app, the UserAppInfo object stores a Null value. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
AppDefinitionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the last Lightning app that the user logged in to. This field is available in API version 43.0 and later. This is a relationship field.</p> <p>Relationship Name AppDefinition</p> <p>Relationship Type Lookup</p> <p>Refers To AppDefinition</p>
FormFactor	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The relative size of the app as displayed. Values are:</p>

Field Name	Details
	<ul style="list-style-type: none"> • Small—suitable for a small device like a mobile phone • Medium—suitable for a tablet • Large—suitable for a large display device, like a monitor <p>It's possible to have three versions of the app as the one last logged in to, where each version has a different form factor.</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the user that used this app. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

UserAppMenuCustomization

Represents an individual user's settings for items in the app menu or App Launcher. This object is available in API version 35.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
ApplicationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The 15-character ID for the application associated with the menu item.</p>

Field Name	Details
	<p>This is a relationship field.</p> <p>Relationship Name Application</p> <p>Relationship Type Lookup</p> <p>Refers To ConnectedApplication</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the user for these specific settings. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
SortOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The index value that controls where this item appears in the menu. For example, a menu item with a sort order value of 5 will appear between items with sort order values of 3 and 9.</p>

Usage

See the AppMenuitem object for the organization-wide default settings This object contains the fields representing any changes the user made to the menu.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

UserAppMenuCustomizationOwnerSharingRule

Sharing rules are available for the object.

UserAppMenuCustomizationShare

Sharing is available for the object.

UserAppMenuItem

Represents the organization-wide settings for items in the app menu or App Launcher that the requesting user has access to in Setup. This object is available in API version 35.0 and later.

Supported Calls

describeLayout(), describeSObjects(), query(), search()

Fields

Field Name	Details
AppMenuItemId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The 15-character ID for the menu item.</p>
ApplicationId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The 15-character ID for the application associated with the menu item.</p>
Description	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>A description of this menu item.</p>
IconUrl	<p>Type</p> <p>url</p>

Field Name	Details
	Properties Filter, Group, Nillable, Sort Description The icon for the menu item's application.
InfoUrl	Type url Properties Filter, Group, Nillable, Sort Description The URL for more information about the application.
IsUsingAdminAuthorization	Type boolean Properties Defaulted on create, Filter, Group, Sort Description If <code>true</code> , the app is pre-authorized for certain users by the administrator.
IsVisible	Type boolean Properties Defaulted on create, Filter, Group, Sort Description If <code>true</code> , the app is visible to the user.
Label	Type string Properties Filter, Group, Nillable, Sort Description The app's name.
LogoUrl	Type url Properties Filter, Group, Nillable, Sort Description The logo for the menu item's application. The default is the initials of the <code>Label</code> value.

Field Name	Details
MobileStartUrl	<p>Type url</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The location mobile users are directed to after they've authenticated. This is only used with connected apps.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The API name of the item.</p>
SortOrder	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The index value that controls where this item appears in the menu. For example, a menu item with a sort order value of 5 will appear between items with sort order values of 3 and 9.</p>
StartUrl	<p>Type url</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The location users are directed to after they've authenticated. For a connected app, this is the location specified by the <code>startUrl</code>. Otherwise it's the application's default start page.</p>
Type	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of application represented by this item. The types are:</p> <ul style="list-style-type: none">• ConnectedApplication

Field Name	Details
	<ul style="list-style-type: none">• Network• ServiceProvider• TabSet
UserSortOrder	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The index value that represents where the user set this item in the menu (or App Launcher). For example, an item with a sort order value of 5 will appear between items with sort order values of 3 and 9.</p> <p>This value is separate from SortOrder so you can create logic incorporating both values. For example, if you want the user-sorted items to appear first, followed by the organization order for the rest, use:</p> <pre>SELECT ApplicationId,SortOrder,UserSortOrder FROM AppMenuItem order by userSortOrder NULLS LAST, sortOrder NULLS LAST</pre>

Usage

See the AppMenuItem object for the organization-wide default settings. This object contains the fields the requesting user has permission to see.

UserAuthCertificate

Represents a user authentication certificate in your org. A user certificate is a unique PEM-encoded X.509 digital certificate to authenticate individual users to your org. This object is available in API version 45.0 and later.


Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

This object is only available in orgs with `Let users authenticate with a certificate` enabled in Identity Verification. Only users with the Manage Internal Users permission can access this object.

Fields

Field	Details
CertificateChain	<p>Type base64</p> <p>Properties Create, Update</p> <p>Description The uploaded PEM files can contain a single certificate or up to 10 certificates in a certificate chain. Uploaded PEM files can't be larger than 1 MB.</p>
CertificateChainLength	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The auto-generated length of the certificate or certificate chain in the uploaded PEM file.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, Salesforce generates one for each record, which slows performance.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
ExpirationDate	<p>Type dateTime</p> <p>Properties Filter, Sort</p> <p>Description The expiration date of the uploaded certificate.</p>
Fingerprint	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p>

Field	Details
	Description The unique fingerprint of the uploaded certificate.
Language	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The language in which to display the certificate. Possible values are: <ul style="list-style-type: none"> • da (Danish) • de (German) • en_US (English) • es (Spanish) • es_MX (Spanish - Mexico) • fi (Finnish) • fr (French) • it (Italian) • ja (Japanese) • ko (Korean) • nl_NL (Dutch) • no (Norwegian) • pt_BR (Portuguese - Brazil) • ru (Russian) • sv (Swedish) • th (Thai) • zh_CN (Chinese - Simplified) • zh_TW (Chinese - Traditional)
MasterLabel	Type string Properties Create, Filter, Group, Sort, Update Description A descriptive name for the certificate.
SerialNumber	Type string Properties Filter, Group, Sort

Field	Details
	Description The serial number of the uploaded certificate.
UserID	Type reference Properties Create, Filter, Group, Sort, Update Description The user associated with the certificate.

UserConfigTransferButton

Represents the association between a Chat configuration and a live chat button. This association allows users associated with a specific configuration to transfer chats to a button queue.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only authenticated internal and external users can access this object.

Fields

Field Name	Details
LiveChatButtonId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the live chat button that agents can transfer chats to.
LiveChatUserConfigId	Type reference Properties Create, Filter, Group, Sort

Field Name	Details
	Description The ID of the Chat configuration; agents associated with this configuration can transfer chats to the chat button indicated by the <code>LiveChatButtonId</code> .

UserConfigTransferSkill

Represents the association between a Chat configuration and a skill. This association allows users associated with a specific configuration to transfer chats to agents who have that skill.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field Name	Details
<code>LiveChatUserConfigId</code>	Type reference Properties Create, Filter, Group, Sort Description The ID of the Chat configuration; agents associated with this configuration can transfer chats to the chat button indicated by the <code>LiveChatButtonId</code> .
<code>SkillId</code>	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the skill group that agents can transfer chats to.

UserCustomBadge

Represents a custom badge for a user. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field Name	Details
BadgeType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The type of badge. Valid values are:</p> <ul style="list-style-type: none">• Customer• Partner• Employee
CustomText	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Custom text for the badge.</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the Experience Cloud site or org that the badge is in.</p>

UserCustomBadgeLocalization

Represents the translated version of a custom badge for a user. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`

Special Access Rules

- Translation Workbench must be enabled for your org.
- Users with the “Customize Application” or “Manage Translation” permission can create or update UserCustomBadge translations.

Fields

Field Name	Details
Language	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>The language the UserCustomBadge is translated into.</p> <p>This picklist contains these fully supported languages.</p> <ul style="list-style-type: none">Chinese (Simplified): zh_CNChinese (Traditional): zh_TWDanish: daDutch: nl_NLEnglish: en_USFinnish: fiFrench: frGerman: deItalian: itJapanese: jaKorean: koNorwegian: noPortuguese (Brazil): pt_BRRussian: ruSpanish: esSpanish (Mexico): es_MX Spanish (Mexico) defaults to Spanish for customer-defined translations.Swedish: svThai: th The Salesforce user interface is fully translated to Thai, but Help is in English.
NamespacePrefix	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The namespace prefix that is associated with this object. Each Developer Edition org that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the namespacePrefix__componentName notation.</p> <p>The namespace prefix can have one of the following values.</p>

Field Name	Details
	<ul style="list-style-type: none"> In Developer Edition orgs, <code>NamespacePrefix</code> is set to the namespace prefix of the org for all objects that support it, unless an object is in an installed managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition org of the package developer. In orgs that are not Developer Edition orgs, <code>NamespacePrefix</code> is set only for objects that are part of an installed managed package. All other objects have no namespace prefix.
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the UserCustomBadge.</p>
Value	<p>Type string</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The translated text for the UserCustomBadge. Label is Translation Text.</p>

UserDailyMetric

Represents the daily engagement metrics for a user. This object is available in API version 52.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

Sales Engagement must be enabled.

Fields

Field	Details
AllCallsCallBackLater	<p>Type int</p>

Field	Details
	Properties Filter, Group, Nillable, Sort Description The number of calls in the day for this user with the call result Call Back Later.
AllCallsLeftVoicemail	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the day for this user with the call result Left Voicemail.
AllCallsMeaningfulConnect	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the day for this user with the call result Meaningful Connect.
AllCallsNotInterested	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the day for this user with the call result Not Interested.
AllCallsUncategorized	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the day for this user with no call result specified.
AllCallsUnqualified	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the day for this user with the call result Unqualified.
AllEmailsBouncedCount	Type int

Field	Details
	Properties Filter, Group, Nillable, Sort Description The total of hard and soft bounced emails for this user in the day. This is a calculated field.
AllEmailsDeliveredCount	Type int Properties Filter, Group, Nillable, Sort Description The number of successfully delivered emails for this user in the day. This is a calculated field.
AllEmailsHardBouncedCount	Type int Properties Filter, Group, Nillable, Sort Description The number of hard bounced emails for this user in the day.
AllEmailsOutOfOfficeCount	Type int Properties Filter, Group, Nillable, Sort Description The number of emails that triggered an out of office reply for this user in the day.
AllEmailsSentCount	Type int Properties Filter, Group, Nillable, Sort Description The number of emails sent by this user in the day. This is a calculated field.
AllEmailsSoftBouncedCount	Type int Properties Filter, Group, Nillable, Sort

Field	Details
	Description The number of emails soft bounced for this user in the day.
AllEmailsTrackedSentCount	Type int Properties Filter, Group, Nillable, Sort Description The number of emails sent by this user with engagement tracking enabled in the day.
AllEmailsUntrackedSentCount	Type int Properties Filter, Group, Nillable, Sort Description The number of emails sent by this user without engagement tracking enabled in the day.
AllTotalCallsCount	Type int Properties Filter, Group, Nillable, Sort Description The total number of calls by this user with all call results in the day. This is a calculated field.
DailyCutOffTimeStamp	Type dateTime Properties Filter, Sort Description The time of day when each 24 hour metrics period starts and ends.
Date	Type date Properties Filter, Group, Sort Description The date on which the engagement occurred.
DateInt	Type int

Field	Details
	<p>Properties Filter, Group, idLookup, Sort</p> <p>Description The date on which the engagement occurred, in yyyyymmdd format.</p>
IsLocked	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the daily metric record is locked or not. The default value is 'false'.</p>
MayEdit	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the daily metric record can be edited or not. The default value is 'false'.</p>
UniqueEmailsLinkClickedCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of unique recipients who clicked a link in an email sent by the user on the day.</p>
UniqueEmailsOpenedCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of unique recipients who opened an email sent by the user on the day.</p>
UniqueEmailsRepliedCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of unique recipients who replied to an email sent by the user on the day.</p>

Field	Details
UserId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the related user. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[UserDailyMetricOwnerSharingRule](#)

Sharing rules are available for the object.

[UserDailyMetricShare](#) on page 50

Sharing is available for the object.

UserDailyMetricOwnerSharingRule

Represents the rules for sharing the user daily metric with users other than the owner.



Note: To enable access to this object for your org, contact Salesforce customer support. However, we recommend that you instead use Metadata API to programmatically update owner sharing rules because it triggers automatic sharing rule recalculation. The [SharingRules](#) Metadata API type is enabled for all orgs.


Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Sales Engagement must be enabled.

Fields

Field	Details
AccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Determines the level of access users have to records. Values are:</p> <ul style="list-style-type: none">• Read (read only)• Edit (read/write)
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Description of the sharing rule. Maximum length is 1000 characters.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization.</p> <p> Note: When creating large sets of data, always specify a unique DeveloperName for each record. If no DeveloperName is specified, performance slows down while Salesforce generates one for each record.</p>
GroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the source group. Records that are owned by users in the source group trigger the rule to give access.</p>

Field	Details
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Label of the sharing rule as it appears in the UI. Maximum length is 80 characters.
UserOrGroupId	Type reference Properties Create, Filter, Group, Sort Description ID of the user or group that you are granting access to.

Usage

Use this object to manage the sharing rules for cases. General sharing and territory management-related sharing use this object.

SEE ALSO:

[UserDailyMetric](#)

[Metadata API Developer Guide: SharingRules](#)

UserDevice

Represents information unique to a device. Available in API version 43.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules


You must have View Devices enabled to see devices.

Fields

Field Name	Details
BrowserType	Type string

Field Name	Details
	Properties Filter, Group, Nillable, Sort Description The browser used for login.
DeviceNativeUId	Type string Properties Filter, Group, idLookup, Nillable, Sort Description A unique string used to identify a mobile device.
DeviceType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The device used to log in to Salesforce. The picklist options are: <ul style="list-style-type: none">• Desktop• Tablet• iPad• iPhone• Phone• Unknown
IsVerified	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Reserved for future use.
LastLoginHistoryId	Type reference Properties Filter, Group, Nillable, Sort Description The most recent LoginHistory associated with the device.
Name	Type string

Field Name	Details
	<p>Properties Filter, Group, idLookup, Sort</p> <p>Description This field is system-generated and can't be changed.</p>
PlatformType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The operating system of the device. The picklist options are:</p> <ul style="list-style-type: none">• iOS• Android• OSX• Linux• Phone• Windows• AppleApp• Blackberry• Other
PlatformVersion	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The version of the operating system running on the device.</p>
Status	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The activity status of the device. The picklist options are:</p> <ul style="list-style-type: none">• Approved• Pending Approval• Revoked
UserId	<p>Type reference</p>

Field Name	Details
	Properties Filter, Group, Sort Description The ID of the user.
UserLastSeen	Type dateTime Properties Filter, Nillable, Sort Description The date and time of the user's last access.
UserProvidedDeviceIdentifier	Type string Properties Filter, Group, Nillable, Sort, Update Description An identifier for the user's device such as the International Mobile Equipment Identity (IMEI) number or the device serial number.  Note: This field isn't automatically populated. The developer must provide values.

UserDeviceApplication

Represents information on applications installed on a device that is accessing Salesforce. Available in API version 43.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

You must have View Devices enabled to see devices.

Fields

Field Name	Details
ApplicationType	Type string

Field Name	Details
	Properties Filter, Group, Nillable, Sort Description The type of application used to log in to Salesforce.
Name	Type string Properties Filter, Group, idLookup, Sort Description This field is system-generated and cannot be changed.
Status	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The activity status of the device application. The picklist options are: <ul style="list-style-type: none">• Approved• Pending Approval• Revoked
UserDeviceId	Type reference Properties Filter, Group, Nillable, Sort Description The unique identifier used to identify a device when tracking events. <code>UserDeviceId</code> is a generated value that's created when the mobile app is initially run after installation.
UserId	Type reference Properties Filter, Group, Sort Description The ID of the user.

UserDeviceHistory

Represents tracking information on the UserDevice sObject. This object is available in API version 50.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Fields

Field	Details
<code>DataType</code>	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of data that has changed. Possible values are:</p> <ul style="list-style-type: none">• <code>Address</code>• <code>AnyType</code>• <code>AutoNumber</code>• <code>Base64</code>• <code>BitVector</code>• <code>Boolean</code>• <code>Content</code>• <code>Currency</code>• <code>DataCategoryGroupReference</code>• <code>DateOnly</code>• <code>DateTime</code>• <code>Division</code>• <code>Double</code>• <code>DynamicEnum</code>• <code>Email</code>• <code>EncryptedBase64</code>• <code>EncryptedText</code>• <code>EntityId</code>• <code>EnumOrId</code>• <code>ExternalId</code>• <code>Fax</code>

Field	Details
	<ul style="list-style-type: none"> • File • HtmlMultiLineText • HtmlStringPlusClob • InetAddress • Json • Location • MultiEnum • MultiLineText • Namespace • Percent • PersonName • Phone • Raw • RecordType • SfdcEncryptedText • SimpleNamespace • StringPlusClob • Switchable_PersonName • Text • TimeOnly • Url • YearQuarter
Field	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The field that has changed. Possible values are:</p> <ul style="list-style-type: none"> • BrowserType—Browser • DeviceNativeUid—Device Native ID • DeviceType—Device Type • HashedBrowserFingerPrint—Hashed Browser Fingerprint • IsVerified—Is Device Verified • LastLoginHistory—Login History • Name • PlatformType—Platform or OS Type

Field	Details
	<ul style="list-style-type: none">• <code>PlatformVersion</code>—Platform or OS Version• <code>RawBrowserFingerPrint</code>—Raw Browser Fingerprint Data• <code>Status</code>—Device Status• <code>User</code>• <code>UserLastSeen</code>—Last time user was seen• <code>UserProvidedDeviceIdentifier</code>—User provided device identifier• <code>created</code>—Created.• <code>feedEvent</code>—Feed event• <code>individualMerged</code>—Individual Merged• <code>locked</code>—Record locked.• <code>ownerAccepted</code>—Owner (Accepted)• <code>ownerAssignment</code>—Owner (Assignment)• <code>unlocked</code>—Record unlocked.
<code>NewValue</code>	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The value after a change has occurred.</p>
<code>OldValue</code>	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The value before a change has occurred.</p>
<code>UserDeviceId</code>	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the UserDevice object.</p>

UserEmailCalendarSync

Represents the user assignments of an Einstein Activity Capture configuration. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `describeSObjects()`, `query()`, `update()`, `upsert()`

Special Access Rules

To access this object, enable Einstein Activity Capture in your org.

Fields

Field	Details
AssignedId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>ID of the user or profile. Only Einstein Activity users can be added to a configuration.</p>
ConfigurationId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>ID of the Einstein Activity Capture configuration. The configuration is created in Salesforce Setup. After the configuration is created, the autogenerated ID is visible on the Configurations tab. From Setup, in the Quick Find box, enter <i>Einstein Activity Capture</i>, and then select Settings. Click the Configurations tab.</p>

Usage

Use `UserEmailCalendarSync` to add and remove users to an Einstein Activity Capture configuration. You can add users to a configuration via a user ID or a profile ID. You can add a profile to only one configuration and assign a profile to only one user.

This example adds two users to an Einstein Activity Capture configuration.

```
// Create a list of UserEmailCalendarSync records
List<UserEmailCalendarSync> usersToAdd = new ArrayList<>();

// Populate the UserEmailCalendarSync record with the ID of
// the user or profile, and with the ID of the Activity Capture configuration you are
// adding them to
UserEmailCalendarSync user1 = new UserEmailCalendarSync(ConfigurationId = '0063xxxxxxxxxx',
    AssignedId = '005xxxxxxxxxxxxx');
```

```
UserEmailCalendarSync user2= new UserEmailCalendarSync(ConfigurationId = '0063xxxxxxxxxx',
AssignedId = '005xxxxxxxxxxxxx');
```

```
// add the UserEmailCalendarSync users to your list
usersToAdd.add(user1);
usersToAdd.add(user2);
```

```
// Insert the list of UserEmailCalendarSync into the database
Database.SaveResult[] results = Database.insertImmediate(usersToAdd);
```

This example removes a user from an Einstein Activity Capture configuration.

To remove a user, call `UserEmailCalendarSync()`, passing in `null` for `ConfigurationId`.

```
UserEmailCalendarSync user2Remove= new
UserEmailCalendarSync(ConfigurationId = "", AssignedId='005xxxxxxxxxxxxx');
Database.SaveResult results =Database.insertImmediate(user2Remove);
```

UserEmailPreferredPerson

Represents a mapping for a user's preferred record for an email address when multiple records match an email field. This object is available in API version 44.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only authenticated internal and external users can access this object.

Fields

Field	Details
Email	Type email Properties Create, Filter, Group, idLookup, Sort, Update Description Required. The unique email the mapping applies to. This field is unique for each user.
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort

Field	Details
	Description Read-only. Auto-generated field.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Required. The userId that owns the record. Each record is only accessible to the owner. This is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
PersonRecordId	Type reference Properties Create, Filter, Group, Sort, Update Description Required. The recordId of a contact, lead, or user that represents the preferred record for the email address. Use cascade delete for contact and lead, and delete if the personId is a deactivated user record. This is a polymorphic relationship field. Relationship Name PersonRecord Relationship Type Lookup Refers To Contact, Lead, User

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

UserEmailPreferredPersonShare

Sharing is available for the object.

UserEmailPreferredPersonShare

Represents a sharing entry on a UserEmailPreferredPerson object. Sharing is not customizable for UserEmailPreferredPerson records. This object is available in API version 44.0 and later.

You can only create, edit, and delete sharing entries for standard objects whose `RowCause` field is set to `Manual`. Sharing entries for standard objects with different `RowCause` values are created as a result of your Salesforce org's sharing configuration and are read-only. For some sharing mechanisms, such as sharing sets, sharing entries aren't stored at all.



Note: While Salesforce currently maintains read-only sharing entries for multiple sharing mechanisms, it's possible that we'll stop storing certain share records to improve performance. As a best practice, don't create customizations that rely on the availability of these sharing entries. Any changes to sharing behavior will be communicated before they occur.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field	Details
<code>AccessLevel</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. The level of access allowed. Values can be:</p> <ul style="list-style-type: none">• All• Edit• Read <p>.</p>
<code>ParentId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort,</p> <p>Description Id of the parent record, if any. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To UserEmailPreferredPerson
RowCause	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Description Required. Reason that this sharing entry exists. If you're creating a sharing entry, the only permitted value is <code>Manual</code> . If no value is specified, the field defaults to <code>Manual</code> . All other <code>RowCause</code> values are read-only. After the sharing entry is created, this field can't be edited. Valid values can include: <ul style="list-style-type: none"> <code>Manual</code>—The User or Group has access because a user with All access manually shared the record with them. <code>Owner</code>—The User is the owner of the record or is in a role above the record owner in the role hierarchy.
UserOrGroupId	Type reference Properties Create, Filter, Group, Sort, Description Required. ID of the user or group that has been given access to the <code>UserEmailPreferredPerson</code> record. The <code>UserOrGroupId</code> is polymorphic. The label is <code>User/Group Id</code> . This is a polymorphic relationship field. Relationship Name UserOrGroup Relationship Type Lookup Refers To Group, User

UserLicense


Represents a user license in your organization. A user license entitles a user to specific functionality and determines the profiles and permission sets available to the user.



Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field	Details
LicenseDefinitionKey	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description A string that uniquely identifies a particular user license. Label is <code>License Def. ID</code>. Values are:</p> <p>AUL: corresponds to the Salesforce Platform user license</p> <p>AUL1: corresponds to the Salesforce Platform One user license</p> <p>AUL_LIGHT corresponds to the Salesforce Platform Light user license</p> <p>FDC_ONE corresponds to the Lightning Platform - One App user license</p> <p>FDC_SUB corresponds to the Lightning Platform App Subscription user license</p> <p>Overage_Platform_Portal_User corresponds to the Overage Authenticated Website user license</p> <p>PID_STRATEGIC_PRM: corresponds to the Gold Partner user license</p> <p>PID_CHATTER corresponds to the Chatter Only user license</p> <p>PID_CONTENT corresponds to the Content Only user license</p> <p>PID_Customer_Portal_Basic: corresponds to the Customer Portal Manager Standard user license and the Customer Portal User license</p> <p>PID_Customer_Portal_Standard: corresponds to the Customer Portal Manager Custom user license</p> <p>PID_FDC_FREE corresponds to the Lightning Platform Free user license</p> <p>PID_IDEAS corresponds to the Ideas Only user license</p> <p>PID_Ideas_Only_Portal corresponds to the Ideas Only Portal user license</p> <p>PID_Ideas_Only_Site corresponds to the Ideas Only Site user license</p> <p>PID_KNOWLEDGE corresponds to the Knowledge Only user license</p> <p>PID_Customer_Community corresponds to the Customer Community license.</p> <p>PID_Customer_Community_Login corresponds to the Customer Community Login license.</p> <p>PID_Partner_Community corresponds to the Partner Community license.</p> <p>PID_Partner_Community_Login corresponds to the Partner Community Login license.</p> <p>PID_Limited_Customer_Portal_Basic: corresponds to the Limited Customer Portal Manager Standard user license</p> <p>PID_Limited_Customer_Portal_Standard: corresponds to the Limited Customer Portal Manager Custom user license</p>

Field	Details
	<p>PID_Overage_Customer_Portal_Basic: corresponds to the Overage Customer Portal Manager Standard user license</p> <p>PID_Overage_High Volume Customer Portal corresponds to the Overage High Volume Customer Portal user license</p> <p>Platform_Portal_User: corresponds to the Authenticated Website user license</p> <p>POWER_PRM: corresponds to the Partner user license</p> <p>POWER_SSP: corresponds to the Customer Portal Manager user license</p> <p>SFDC: corresponds to the Full CRM user license</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The user license label. This field is available in API version 32.0 and later.</p>
MonthlyLoginsEntitlement	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The maximum number of customer or partner portal logins allowed per month. A <code>null</code> value in this field means the user license is charged according to the number of users rather than the number of logins. This field is available in API version 20.0 and later.</p> <p> Note: To be visible and queryable, this field requires:</p> <ul style="list-style-type: none"> Digital Experiences enabled the View Setup and Configuration user permission
MonthlyLoginsUsed	<p>Type int</p> <p>Properties Group, Nillable, Sort</p> <p>Description The number of successful logins for all users associated with a customer or partner portal user license. This field has a non-<code>null</code> value if <code>MonthlyLoginsEntitlement</code> has a non-<code>null</code> value. This field is available in API version 20.0 and later.</p>

Field	Details
	 Note: To be visible and queryable, this field requires: <ul style="list-style-type: none">Digital Experiences enabledthe View Setup and Configuration user permission
Name	Type string Properties Filter, Group, idLookup, Sort Description The internal name of the user license.  Note: Your organization may also include custom user licenses.
Status	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The current status of the user license. Valid values for this field are Active and Disabled . This field is available in API version 32.0 and later.
TotalLicenses	Type int Properties Filter, Group, Sort Description The number of user licenses in the organization. This field is available in API version 32.0 and later.
UsedLicenses	Type int Properties Filter, Group, Sort Description The number of user licenses that are assigned to active users in the organization. This field is available in API version 32.0 and later.
UsedLicensesLastUpdated	Type dateTime Properties aggregate, Filter, Sort

Field	Details
	Description The timestamp of the query. If your license count exceeds your org's allotted threshold, the count timestamp reflects the previous day, otherwise the timestamp reflects the current day and time. This field is available in API version 41.0 and later.

Usage

Users with the "View Setup and Configuration" permission can use the `UserLicense` object to view the set of currently defined user licenses in your organization.

The `UserLicense` object is currently used by bulk user creation to determine the user license to which each profile and permission set belongs. For example, if you use the API to create portal users and you want to know which profile belongs to each portal user license, you can query this object for each profile and check the `LicenseDefinitionKey` to identify the associated user license.

SEE ALSO:

[Profile](#)

UserListView

Represents the customizations a user made to a list view. This object is available in API version 32.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Name	Details
<code>LastViewedChart</code>	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The last chart a user viewed.
<code>ListViewId</code>	Type reference Properties Create, Filter, Group, Sort

Name	Details
	<p>Description The ID of the list view. This is a relationship field.</p> <p>Relationship Name ListView</p> <p>Relationship Type Lookup</p> <p>Refers To ListView</p>
SubjectType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The API name of the sObject for the user list view.</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the user. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

UserListViewCriterion

Represents the criterion for a user's customized list view. The criterion consists of the filters or sort order a user added to a list view for the Salesforce Mobile app. This object is available in API version 32.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Name	Details
ColumnName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The name of the column in the user list view.</p>
Operation	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The criteria to apply, such as “equals” or “starts with.”</p>
SortOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The order in which the list view is evaluated compared to other UserListViewCriterion objects for the given UserListView.</p>
UserListViewId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the user list view. This is a relationship field.</p> <p>Relationship Name UserListView</p> <p>Relationship Type Lookup</p> <p>Refers To UserListView</p>
Value	<p>Type string</p>

Name	Details
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The field values used to filter the list view. For example, a value of 94105 if the Field is Billing Zip/Postal Code shows only rows that have a billing ZIP code of 94105.

UserLocationAssignment

Represents the assignment between a location and a user. This object is available in API version 57.0 and later.

Supported Calls:

create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()

Special Access Rules:

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
UserLocationAssignmentNumber	Type text
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description Auto-generated number for the association
AssignedTo	Type foreignkey (user)
	Properties Create, Filter, Group, Sort, Update
	Description User being associated with the location
Location	Type foreignkey (location)
	Properties Create, Filter, Group, Sort, Update

Field	Details
	Description Location being associated to the User
Username	Type string (derived) Properties Filter, Sort Description Username of the User that is associated to the Location
IsActive	Type boolean Properties Create, Filter, Group, Sort, Update Description Whether the location is active or not

Usage:

The UserLocationAssignment object associates a user to specified work locations. To assign a user to multiple locations, create Multiple UserLocationAssignment objects. Use the isActive field to indicates the user's current active location.

UserLogin


Represents the settings that affect a user's ability to log into an organization. To access this object, you need the `UserPermissions.ManageUsers` permission. This object is available in API version 29.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`, `update()`

Fields

Field Name	Details
IsFrozen	Type boolean Properties Defaulted on create, Filter, Group, Sort, Update Description If <code>true</code> , the user account associated with this object is frozen.

Field Name	Details
IsPasswordLocked	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If <code>true</code>, the user account associated with this object is locked because of too many login failures. From the API, you can set this field to <code>false</code>, but not <code>true</code>.</p> <p> Note: If the Lockout effective period is set to Forever (must be reset by admin) in your org's Password Policies Setup page, this field isn't set to <code>false</code>.</p>
UserId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the associated user account. This field can't be updated.</p>

Usage

To query for all frozen users in your organization:

```
SELECT Id, UserId
FROM UserLogin
WHERE IsFrozen = true
```

UserMembershipSharingRule

Represents the rules for sharing user records from a source group to a target group. A user record contains details about a user. Users who are members of the source group can be shared with members of the target group. The source and target groups can be based on roles, portal roles, public groups, or territories. This object is available in API version 26.0 and later.


Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`

Special Access Rules

As of Spring '20 and later, only users with the View Setup and Configuration permission can access this object, and only users with the Manage Sharing permission can edit this object.

Fields

Field	Details
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>A description of the sharing rule. Maximum size is 1000 characters. This field is available in API version 29.0 and later.</p>
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization. Corresponds to Rule Name in the user interface.</p> <p> Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.</p>
GroupId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The ID representing the source group.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>Label of the sharing rule as it appears in the user interface. Limited to 80 characters. Corresponds to Label on the user interface.</p>

Field	Details
UserAccessLevel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>A value that represents the type of sharing being allowed. The possible values are:</p> <ul style="list-style-type: none">• Read• Edit
UserOrGroupId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The ID representing the target group being given access.</p>

Usage

Use this object to manage sharing rules for user records. Source and target groups can include internal users, portal users, Chatter or Chatter External users.

UserMonthlyMetric

Represents the monthly engagement metrics for a user. This object is available in API version 52.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

Sales Engagement must be enabled.

Fields

Field	Details
AllCallsCallBackLater	<p>Type</p> <p>int</p>

Field	Details
	Properties Filter, Group, Nillable, Sort Description The number of calls in the month for this user with the call result Call Back Later.
AllCallsLeftVoicemail	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the month for this user with the call result Left Voicemail.
AllCallsMeaningfulConnect	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the month for this user with the call result Meaningful Connect.
AllCallsNotInterested	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the month for this user with the call result Not Interested.
AllCallsUncategorized	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the month for this user with no call result specified.
AllCallsUnqualified	Type int Properties Filter, Group, Nillable, Sort Description The number of calls in the month for this user with the call result Unqualified.
AllEmailsBouncedCount	Type int

Field	Details
	Properties Filter, Group, Nillable, Sort Description The total of hard and soft bounced emails sent by this user in the month. This is a calculated field.
AllEmailsDeliveredCount	Type int Properties Filter, Group, Nillable, Sort Description The number of successfully delivered emails sent by this user in the month. This is a calculated field.
AllEmailsHardBouncedCount	Type int Properties Filter, Group, Nillable, Sort Description The number of hard bounced emails sent by this user in the month.
AllEmailsLinkClickedCount	Type int Properties Filter, Group, Nillable, Sort Description The number of emails containing a link clicked by the recipient sent by this user in the month.
AllEmailsOpenedCount	Type int Properties Filter, Group, Nillable, Sort Description The number of emails opened by the recipient sent by this user in the month.
AllEmailsOutOfOfficeCount	Type int Properties Filter, Group, Nillable, Sort Description The number of emails that triggered an out of office reply sent by this user in the month.

Field	Details
AllEmailsRepliedCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The number of emails replied to for this user in the month.</p>
AllEmailsSentCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The number of emails sent by this user in the month.</p> <p>This is a calculated field.</p>
AllEmailsSoftBouncedCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The number of emails sent by this user that soft bounced in the month.</p>
AllEmailsTrackedSentCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The number of emails sent by this user with engagement tracking enabled in the month.</p>
AllEmailsUntrackedSentCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The number of emails sent by this user without engagement tracking enabled in the month.</p>
AllTotalCallsCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>The total number of calls with all call results for this user in the month.</p> <p>This is a calculated field.</p>
IsLocked	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the monthly metric record is locked or not.</p> <p>The default value is <code>false</code>.</p>
MayEdit	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the monthly metric record can be edited or not.</p> <p>The default value is <code>false</code>.</p>
Month	<p>Type</p> <p>date</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The month in which the engagement occurred.</p>
MonthInt	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The month in which the engagement occurred, in yyyy-mm format.</p>
UniqueEmailsLinkClickedCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The number of unique recipients who clicked a link in an email sent by this user in the month.</p>

Field	Details
UniqueEmailsOpenedCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of unique recipients who opened an email sent by this user in the month.</p>
UniqueEmailsRepliedCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of unique recipients who replied to an email sent by this user in the month.</p>
UserId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the related user. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[UserMonthlyMetricOwnerSharingRule](#)

Sharing rules are available for the object.

[UserMonthlyMetricShare](#) on page 50

Sharing is available for the object.

UserMonthlyMetricOwnerSharingRule

Represents the rules for sharing the user monthly metric with users other than the owner.



Note: To enable access to this object for your org, contact Salesforce customer support. However, we recommend that you instead use Metadata API to programmatically update owner sharing rules because it triggers automatic sharing rule recalculation. The [SharingRules](#) Metadata API type is enabled for all orgs.

Supported Calls


`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Sales Engagement must be enabled.

Fields

Field	Details
AccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Determines the level of access users have to records. Values are:</p> <ul style="list-style-type: none"> Read (read only) Edit (read/write)
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Description of the sharing rule. Maximum length is 1000 characters.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization.</p>

Field	Details
	 Note: When creating large sets of data, always specify a unique <code>DeveloperName</code> for each record. If no <code>DeveloperName</code> is specified, performance slows down while Salesforce generates one for each record.
<code>GroupId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the source group. Records that are owned by users in the source group trigger the rule to give access.</p>
<code>Name</code>	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Label of the sharing rule as it appears in the UI. Maximum length is 80 characters.</p>
<code>UserOrGroupId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the user or group that you are granting access to.</p>

Usage

Use this object to manage the sharing rules for cases. General sharing and territory management-related sharing use this object.

SEE ALSO:

[UserMonthlyMetric](#)

[Metadata API Developer Guide: SharingRules](#)



UserPackageLicense


Represents a license for an installed managed package, assigned to a specific user. This object is available in API version 31.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()` `update()`

Fields

Field Name	Details
IsRevoked (Beta)	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the managed package license assignment was revoked (<code>true</code>) or not (<code>false</code>). Defaults to <code>false</code>. This field is available in API version 58.0 and later.</p> <p> Note: This feature is a Beta Service. Customer may opt to try such Beta Service in its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at Agreements and Terms.</p>
LastCreatedByChangeId (Beta)	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the user access change record related to this managed package license assignment. This field is available in API version 58.0 and later. This field is a relationship field.</p> <p>Relationship Name LastCreatedByChange</p> <p>Relationship Type Lookup</p> <p>Refers To UserAccessChange</p> <p> Note: This feature is a Beta Service. Customer may opt to try such Beta Service in its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at Agreements and Terms.</p>
LastDeletedByChangeId (Beta)	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the user access change record related to this managed package license assignment being revoked. This field is available in API version 58.0 and later. This field is a relationship field.</p> <p>Relationship Name LastCreatedByChange</p>

Field Name	Details
	<p>Relationship Type Lookup</p> <p>Refers To UserAccessChange</p> <p> Note: This feature is a Beta Service. Customer may opt to try such Beta Service in its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at Agreements and Terms.</p>
PackageLicenseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The 18-character Globally Unique ID (GUID) that identifies the package license This is a relationship field.</p> <p>Relationship Name PackageLicense</p> <p>Relationship Type Lookup</p> <p>Refers To PackageLicense</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The User ID of the user licensed to use this package</p>

Usage

Use this object, in conjunction with PackageLicense, to provide users access to a managed package installed in your organization.

UserPermissionAccess

Represents the permissions accessibility for a current user. Available in API version 41.0 and later.

Supported Calls

`describeSObjects()`, `query()`

Fields

Field	Details
LastCacheUpdate	Type dateTime Properties Filter, Nillable, Sort Description The last modified date and time of either the user info or org info, whichever is later.
Permissions<PermissionName>	Type boolean Properties Filter Description The name of the permission, such as <code>PermissionsActivateContract</code> or <code>PermissionsAuthorApex</code> and whether it's available to the user (<code>true</code>) or not (<code>false</code>).

Usage

API users without `PermissionsViewSet` can use this object to check if their own sessions have access to a feature.

SEE ALSO:

[Profile](#)

[PermissionSet](#)

UserPrioritizedRecord

Represents records that Pipeline Inspection, Account Intelligence, Contact Intelligence, and Lead Intelligence users flag as important for tracking in pipeline and intelligence views and filters. This object is available in API version 53.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

To use `UserPrioritizedRecord` in Pipeline Inspection and the Account Intelligence, Contact Intelligence, and Lead Intelligence views, enable the Pipeline Inspection user permission and the Pipeline Inspection setting.

Fields

Field	Details
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the user who marked this record as important. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
TargetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the target object that is marked as important. Supported objects include:</p> <ul style="list-style-type: none">• Account• Contact• Lead• Opportunity <p>This field is a polymorphic relationship field.</p> <p>Relationship Name Target</p> <p>Relationship Type Lookup</p> <p>Refers To</p> <ul style="list-style-type: none">• Account• Contact• Lead• Opportunity
TargetKeyPrefix	<p>Type string</p>

Field	Details
	Properties Filter, Group, idLookup, Sort
	Description The key prefix of the target object that is marked as important.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

UserPrioritizedRecordOwnerSharingRule on page 48

Sharing rules are available for the object.

UserPrioritizedRecordShare on page 50

Sharing is available for the object.

UserPreference

Represents a functional preference for a specific user in your organization.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Customer Portal users can't access this object.

Only users with the View All Data or Manage Users permission can access UserPreference records of other users but all users can access their own UserPreference record.



Note: This behavior does not affect other types of user access such as Create or Edit.

Fields

Field	Details
Preference	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update
	Description The name of the user preference. Supported values are: <ul style="list-style-type: none">57 (Event Reminder Default Lead Time)

Field	Details
	<ul style="list-style-type: none"> • 58 (Task Reminder Default Time) • 91 (Prevent Logs on Load) • 92 (Autocomplete Apex After Key Press) • 93 (Visualforce Viewstate Inspector) • 94 (Forecasting Displayed Type) • 96 (Editor Theme) • 97 (Editor Font Size) • 98 (Pinned Folders) • 99 (Enable Query Plan) • 100 (Enable New Open Dialog) • 101 (Email Transport Type) • 102 (Pinned Wave Folders) • 108 (Density) • 109 (Lightning Flow Builder) • 111 (Format with Tabs) • 112 (Format Tab Width) • 113 (Format Print Width) • 114 (Record Page Activities Display) • 118 (Lightning Flow Explorer) • 119 (For internal use only) • 120 (Simple Auth Option) • 122 (Sales Alert Notifications Snooze Time) <p>Event Reminder Default Lead Time and Task Reminder Default Time are related to these fields on the User object:</p> <ul style="list-style-type: none"> • <code>UserPreferencesEventRemindersCheckboxDefault</code> • <code>UserPreferencesTaskRemindersCheckboxDefault</code> • <code>UserPreferencesSuppressEventSFXReminders</code> • <code>UserPreferencesSuppressTaskSFXReminders</code> <p>Enable New Open Dialog is reserved for future use.</p> <p>When creating SOQL queries, <code>tolabel</code> is required to return accurate results. For example, <code>select Id, tolabel(Preference), Value, UserId from UserPreference.</code></p> <p>108 (Density) is available in API v44.0 and later.</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description</p> <p>The ID of the user associated with this role. The corresponding field label is User ID.</p> <p>Admin users can create and edit preferences for other users.</p> <p>Standard users can delete their own preferences only. For a standard user, the value of the <code>UserId</code> field must be their own <code>UserId</code>.</p>
Value	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The value of the user preference. For <code>Event Reminder Default Lead Time</code>, the values are increasing intervals of time from 0 minutes to 2 days. For <code>Task Reminder Default Time</code>, the values are half-hours from 12:00 AM to 11:30 PM. To view the respective sets of values, access the Reminders in your personal settings in the online application.</p>

Usage

Use this object to query the set of currently configured user preferences in your organization. In your client application, you can query the User object to obtain valid User IDs to access the UserPreference object.

All users can invoke the supported calls with this object. Standard users can invoke these calls, but only on their own preferences.

UserProfile

Represents a Chatter user profile.



Note: This object has been deprecated as of API version 32.0. Use the [User](#) object to query information about a user in API version 32.0 and later.

Supported Calls

`describeLayout()`, `query()`, `retrieve()`

Special Access Rules

- Information in hidden fields in a user's profile isn't searchable by external users (with a portal profile) in an Experience Cloud site. For example, if a user in a site has a hidden email address and an external user searches for it, the user record isn't returned in the search results. Hidden field values also aren't returned when external users perform searches on nonhidden fields. So if an external user searches for a user's name (can't be hidden), any hidden field values associated with the user record such as a hidden email address aren't returned in the search results.
- internal users belonging to the same Experience Cloud site can search for and view hidden field values in search results.

- Any fields that have been restricted in visibility will be returned empty, whether or not they are, and will not be removed from the field listing.

Fields

Field	Details
AboutMe	<p>Type textarea</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Information about the user, such as areas of interest or skills.</p>
Address (beta)	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The compound form of the address. Read-only. See Address Compound Fields for details on compound address fields.</p>
City	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The city associated with the user profile.</p>
CompanyName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The company associated with the user profile.</p>
Country	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The country associated with the user profile.</p>

Field	Details
Email	<p>Type email</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The email address associated with the user profile.</p>
Fax	<p>Type phone</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The fax number associated with the user profile.</p>
FirstName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user's first name.</p>
FullPhotoUrl	<p>Type url</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The URL for the user's profile photo if Chatter is enabled. The URL is updated every time a photo is uploaded and reflects the most recent photo. If a newer photo is uploaded, the URL returned for an older photo isn't guaranteed to return a photo. Query this field for the URL of the most recent photo.</p>
IsActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the user has access to log in (<code>true</code>) or not (<code>false</code>). You can modify a User's active status from the user interface or via the API.</p>

Field	Details
IsBadged	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the user is visually badged (<code>true</code>) or not (<code>false</code>). Users of the same Chatter user type (internal, external) are badged. Different user types are not badged.</p>
LastName	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The user's last name.</p>
Latitude (beta)	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Used with <code>Longitude</code> to specify the precise geolocation of an address. Acceptable values are numbers between -90 and 90 up to 15 decimal places. For details on geolocation compound fields, see Compound Field Considerations and Limitations.</p>
Longitude (beta)	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Used with <code>Latitude</code> to specify the precise geolocation of an address. Acceptable values are numbers between -180 and 180 up to 15 decimal places. For details on geolocation compound fields, see Compound Field Considerations and Limitations.</p>
ManagerId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the user who manages this user.</p>

Field	Details
MobilePhone	<p>Type phone</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user's mobile or cellular phone number.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description Concatenation of <code>FirstName</code> and <code>LastName</code>.</p>
Phone	<p>Type phone</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user's phone number.</p>
PostalCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user's postal or ZIP code. Label is Zip/Postal Code.</p>
SmallPhotoUrl	<p>Type url</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The URL for a thumbnail of the user's profile photo if Chatter is enabled. The URL is updated every time a photo is uploaded and reflects the most recent photo. If a newer photo is uploaded, the URL returned for an older photo isn't guaranteed to return a photo. Query this field for the URL of the most recent photo.</p>
State	<p>Type string</p>

Field	Details
	Properties Filter, Group, Nillable, Sort Description The state associated with the user profile.
Street	Type textarea Properties Filter, Group, Nillable, Sort Description The street address associated with the user profile.
Title	Type string Properties Filter, Group, Nillable, Sort Description The user's business title, such as "Vice President."
UserPreferencesActivityRemindersPopup	Type boolean Properties Filter Description When <code>true</code> , a reminder window automatically opens when an activity reminder is due. Corresponds to the <code>Trigger alert when reminder comes due</code> checkbox at the Reminders page in the personal settings in the user interface.
UserPreferencesApexPagesDeveloperMode	Type boolean Properties Filter Description When <code>true</code> , indicates that the user has enabled developer mode for editing Visualforce pages and controllers.
UserPreferencesDisableAllFeedsEmail	Type boolean Properties Filter

Field	Details
	<p>Description</p> <p>When <code>false</code>, the user automatically receives email for all updates to Chatter feeds, based on the types of feed emails and digests the user has enabled.</p>
UserPreferencesDisableBookmarkEmail	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Filter</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone comments on a Chatter feed item after the user has bookmarked it.</p>
UserPreferencesDisableChangeCommentEmail	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Filter</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives email every time someone comments on a change the user has made, such as an update to their profile.</p>
UserPreferencesDisableEndorsementEmail	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Filter</p> <p>Description</p> <p>When <code>false</code>, the member automatically receives email every time someone endorses them for a topic.</p>
UserPreferencesDisableFeedbackEmail	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Filter</p> <p>Description</p> <p>When <code>false</code>, the user automatically receives emails related to WDC feedback. This includes when someone requests or offers feedback, shares feedback with the user, or reminds the user to answer a feedback request.</p>
UserPreferencesDisableFileShareNotificationsForApi	<p>Type</p> <p>boolean</p>

Field	Details
	Properties Filter Description When <code>false</code> , email notifications are sent from the person who shared the file to the users that the file is shared with.
UserPreferencesDisableFollowersEmail	Type boolean Properties Filter Description When <code>false</code> , the user automatically receives email every time someone starts following the user in Chatter.
UserPreferencesDisableLaterCommentEmail	Type boolean Properties Filter Description When <code>false</code> , the user automatically receives email every time someone comments on a feed item after the user has commented on the feed item.
UserPreferencesDisableLikeEmail	Type boolean Properties Filter Description When <code>false</code> , the user automatically receives email every time someone likes their post or comment.
UserPreferencesDisableMentionsPostEmail	Type boolean Properties Filter Description When <code>false</code> , the user automatically receives email every time they're mentioned in posts.
UserPreferencesDisableMessageEmail	Type boolean

Field	Details
	Properties Filter Description When <code>false</code> , the user automatically receives email for Chatter messages sent to the user.
UserPreferencesDisableProfilePostEmail	Type boolean Properties Filter Description When <code>false</code> , the user automatically receives email every time someone posts to the user's profile.
UserPreferencesDisableRewardEmail	Type boolean Properties Filter Description When <code>false</code> , the user automatically receives emails related to WDC rewards. This includes when someone gives a reward to the user.
UserPreferencesDisableSharePostEmail	Type boolean Properties Filter Description When <code>false</code> , the user automatically receives email every time their post is shared.
UserPreferencesDisableWorkEmail	Type boolean Properties Filter Description When <code>false</code> , the user receives emails related to WDC feedback, goals, and coaching. The user must also sign up for individual emails listed on the WDC email settings page. When <code>true</code> , the user will not receive any emails related to WDC feedback, goals, or coaching even if they are signed up for individual emails.

Field	Details
UserPreferencesDisCommentAfterLikeEmail	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>false</code>, the user automatically receives email every time someone comments on a post that the user liked.</p>
UserPreferencesDisMentionsCommentEmail	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>false</code>, the user automatically receives email every time the user is mentioned in comments.</p>
UserPreferencesDisProfPostCommentEmail	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>false</code>, the user automatically receives email every time someone comments on posts on the user's profile.</p>
UserPreferencesEnableAutoSubForFeeds	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>true</code>, the user automatically subscribes to feeds for any objects that the user creates.</p>
UserPreferencesEventRemindersCheckboxDefault	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>true</code>, a reminder popup is automatically set on the user's events. Corresponds to the <code>By default, set reminder on Events to...</code> checkbox on the Reminders page in the user interface. This field is related to UserPreference and customizing activity reminders.</p>

Field	Details
UserPreferencesHideChatterOnboardingSplash	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>true</code>, the initial Chatter onboarding prompts do not appear.</p>
UserPreferencesHideCSNDesktopTask	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>true</code>, the Chatter recommendations panel never displays the recommendation to install Chatter Desktop.</p>
UserPreferencesHideCSNGetChatterMobileTask	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>true</code>, the Chatter recommendations panel never displays the recommendation to install Chatter Mobile.</p>
UserPreferencesHideS1BrowserUI	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Controls the interface that the user sees when logging in to Salesforce from a supported mobile browser. If <code>false</code>, the user is automatically redirected to the Salesforce mobile web. If <code>true</code>, the user sees the full Salesforce site. The default value is <code>false</code>. Label is Salesforce User. This field is available in API version 29.0 or later.</p>
UserPreferencesHideSecondChatterOnboardingSplash	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>true</code>, the secondary Chatter onboarding prompts do not appear.</p>

Field	Details
UserPreferencesReminderSoundOff	<p>Type boolean</p> <p>Properties Filter</p> <p>Description When <code>true</code>, a sound automatically plays when an activity reminder is due. Corresponds to the <code>Play a reminder sound</code> checkbox on the Reminders page in the user interface.</p>
UserPreferencesShowCityToExternalUsers	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the city field in the user's contact information. City is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>City is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowCityToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowCityToGuestUsers	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the city field in the user's contact information. When <code>true</code>, city is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowCityToExternalUsers</code>, making the user's city visible to external members.</p>

Field	Details
	<p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowCountryToExternalUsers</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the country field in the user's contact information. Country is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none">• This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>Country is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none">• This field is <code>true</code>, or• This field is <code>false</code> but <code>UserPreferencesShowCountryToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowCountryToGuestUsers</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the country field in the user's contact information. When <code>true</code>, country is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowCountryToExternalUsers</code>, making the user's country visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowEmailToExternalUsers</code>	<p>Type boolean</p>

Field	Details
	<p>Properties Filter</p> <p>Description Indicates the visibility of the email address field in the user's contact information. Email address is visible only to internal members of the user's organization when this field is <code>false</code>. Email address is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowFaxToExternalUsers	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the fax number field in the user's contact information. Fax number is visible only to internal members of the user's organization when this field is <code>false</code>. Fax number is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowManagerToExternalUsers	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the manager field in the user's contact information. Manager is visible only to internal members of the user's organization when this field is <code>false</code>. Manager is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowMobilePhoneToExternalUsers	<p>Type boolean</p>

Field	Details
	<p>Properties</p> <p>Filter</p> <p>Description</p> <p>Indicates the visibility of the mobile device number field in the user's contact information. The number is visible only to internal members of the user's organization when this field is <code>false</code>. The number is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value #N/A. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowPostalCodeToExternalUsers	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Filter</p> <p>Description</p> <p>Indicates the visibility of the postal or ZIP code field in the user's contact information. Postal code is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value #N/A. <p>Postal code is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowPostalCodeToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowPostalCodeToGuestUsers	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Filter</p> <p>Description</p> <p>Indicates the visibility of the postal or ZIP code field in the user's contact information. When <code>true</code>, postal code is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license</p>

Field	Details
	<p>associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowPostalCodeToExternalUsers</code>, making the user's postal code visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowProfilePicToGuestUsers</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the user's profile photo. When <code>true</code>, the photo is visible to guest users in an Experience Cloud site. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site.</p> <p>When <code>false</code>, this field returns the stock photo. The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowStateToExternalUsers</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the state field in the user's contact information. State is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none"> This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>State is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none"> This field is <code>true</code>, or This field is <code>false</code> but <code>UserPreferencesShowStateToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>

Field	Details
UserPreferencesShowStateToGuestUsers	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the state field in the user's contact information. When <code>true</code>, state is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowStateToExternalUsers</code>, making the user's state visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
UserPreferencesShowStreetAddressToExternalUsers	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the street address field in the user's contact information. The address is visible only to internal members of the user's organization when this field is <code>false</code>. The address is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
UserPreferencesShowTitleToExternalUsers	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the business title field in the user's contact information. Title is visible only to internal members of the user's organization when:</p> <ul style="list-style-type: none">• This field is <code>false</code>. When <code>false</code>, this field returns the value <code>#N/A</code>. <p>Title is visible to external members in an Experience Cloud site when:</p> <ul style="list-style-type: none">• This field is <code>true</code>, or

Field	Details
	<ul style="list-style-type: none">This field is <code>false</code> but <code>UserPreferencesShowTitleToGuestUsers</code> is <code>true</code>, which overrides this field's value. <p>External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>The default value is <code>true</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesShowTitleToGuestUsers</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the business title field in the user's contact information. When <code>true</code>, title is visible to guest users. Guest users can access public Site.com and Salesforce sites, and public pages in Experience Cloud sites, via the Guest User license associated with each site. When <code>false</code>, this field returns the value <code>#N/A</code>.</p> <p>When <code>true</code>, this field overrides the value <code>false</code> in <code>UserPreferencesShowTitleToExternalUsers</code>, making the user's title visible to external members.</p> <p>The default value is <code>false</code>. This field is available in API version 28.0 and later.</p>
<code>UserPreferencesShowWorkPhoneToExternalUsers</code>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Indicates the visibility of the work phone number field in the user's contact information. The number is visible only to internal members of the user's organization when this field is <code>false</code>. The number is visible to external members in an Experience Cloud site when this field is <code>true</code>. External users are users with Community, Customer Portal, or partner portal licenses.</p> <p>When <code>false</code>, this field returns the value <code>#N/A</code>. The default value is <code>false</code>. This field is available in API version 26.0 and later.</p>
<code>UserPreferencesTaskRemindersCheckboxDefault</code>	<p>Type boolean</p> <p>Properties Filter</p>

Field	Details
	Description When <code>true</code> , a reminder popup is automatically set on the user's tasks. Corresponds to the <code>By default, set reminder on Tasks to...</code> checkbox on the Reminders page in the user interface. This field is related to <code>UserPreference</code> and customizing activity reminders.

Usage

Use this object to query Chatter—related information about the user. While the `User` object contains all the information about a user and is historically tied to user management, `UserProfile` is a read-only entity that contains the information that is relevant in a Chatter context.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[UserProfileFeed](#) (API version 18.0–26.0)

Feed tracking is available for the object.

UserProvAccount

Represents information that links a Salesforce user account with an account in a third-party (target) system, such as Google, for users of connected apps with Salesforce user provisioning enabled. This object is available in API version 33.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
<code>ConnectedAppId</code>	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The 15 character application ID. This is a relationship field.

Field	Details
	Relationship Name ConnectedApp Relationship Type Lookup Refers To ConnectedApplication
DeletedDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time when the associated user account in the target system was deleted. This value is automatically updated during the provisioning and reconciling processes.
ExternalEmail	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The email address as stored in the target system for the associated user account.
ExternalFirstName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The first name as stored in the target system for the associated user account.
ExternalLastName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The last name as stored in the target system for the associated user account.
ExternalUserId	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update

Field	Details
	Description The unique identifier for the user as stored in the target system.
ExternalUsername	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The username as stored in the target system for the associated user account.
IsKnownLink	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Setting the <code>IsKnownLink</code> value to <code>true</code> implies the administrator or another user is managing the relationship between the Salesforce user account and the third-party user account, manually. This field helps Salesforce coordinate updates between the <code>UserProvAccountStaging</code> object and the <code>UserProvAccount</code> object while committing staged accounts. Typically, for a matching user account (the same <code>ExternalUserId</code> for both objects), Salesforce copies the values from the <code>UserProvAccountStaging</code> object to the <code>UserProvAccount</code> object. However, if Salesforce encounters a <code>UserProvAccountStaging</code> object with a matching <code>ExternalUserId</code> but different <code>LinkState</code> and <code>SalesforceUserId</code> values during this process, Salesforce checks the <code>UserProvAccount</code> <code>IsKnownLink</code> value. If the <code>IsKnownLink</code> value is <code>true</code> , Salesforce doesn't copy the <code>LinkState</code> and <code>SalesforceUserId</code> values from the <code>UserProvAccountStaging</code> object to the <code>UserProvAccount</code> object (all other values are copied). The default is <code>false</code> , meaning Salesforce manages the account relationship.
LinkState	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The state of the current connection between the user account in the Salesforce organization and the associated user account in the target system. The valid values are: <ul style="list-style-type: none"> • <code>linked</code>— changes to the account in the Salesforce organization are queued to be updated for the associated user account in the target system. • <code>duplicate</code>— an associated account in the target system exists. • <code>orphaned</code>—no associated account exists in the target system.

Field	Details
	<ul style="list-style-type: none"> ignored— changes to the account in the Salesforce organization have no effect on the associated user account in the target system.
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The unique name for this object.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Namepointing, Sort, Update</p> <p>Description The user ID of the owner of this object—typically a Salesforce administrator.</p>
SalesforceUserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The user ID for the user account in the Salesforce organization that is associated with the user account in the target system. This is a relationship field.</p> <p>Relationship Name SalesforceUser</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The status of the account in the target system. The valid values are:</p> <ul style="list-style-type: none"> Active Deactivated Deleted

UserProvAccountStaging

Temporarily stores user account information while a user completes the User Provisioning Wizard. This information that is stored in the UserProvAccount object when you click the button to collect and analyze accounts on the target system.

User provisioning links a Salesforce user account with an account in a third-party (target) system. To configure user provisioning, you use a User Provisioning Wizard that guides you through the setup process. As you enter values about account details in the wizard, these values are stored in this object until you click the button to collect and analyze accounts on the target system. The general user provisioning configuration details are stored in the UserProvisioningConfig object.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
ConnectedAppId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The 15 character connected app ID. This is a relationship field.</p> <p>Relationship Name ConnectedApp</p> <p>Relationship Type Lookup</p> <p>Refers To ConnectedApplication</p>
ExternalEmail	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The email address as stored in the target system for the associated user account.</p>
ExternalFirstName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description The first name as stored in the target system for the associated user account.
ExternalLastName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The last name as stored in the target system for the associated user account.
ExternalUserId	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The unique identifier for the user as stored in the target system.
ExternalUsername	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The username as stored in the target system for the associated user account.
LinkState	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The state of the current connection between the user account in the Salesforce organization and the associated user account in the target system. The valid values are: <ul style="list-style-type: none"> • <code>linked</code>— a user account matches one in the target system. • <code>duplicate</code>— an associated account in the target system exists. • <code>orphaned</code>—no associated account exists in the target system. • <code>ignored</code>— changes to the account in the Salesforce organization have no effect on the associated user account in the target system.
Name	Type string

Field Name	Details
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The unique name for this object.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The user ID of the owner of this object—typically a Salesforce administrator.
SalesforceUserId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The user ID for the user account in the Salesforce organization that is associated with the user account in the target system. This is a relationship field. Relationship Name SalesforceUser Relationship Type Lookup Refers To User
Status	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The status of the account in the target system. The valid values are: <ul style="list-style-type: none">• Active• Deactivated• Deleted

Usage

When committing fields from a UserProvAccountStaging to a UserProvAccount object, Salesforce looks up the UserProvAccount record where `UserProvAccountStaging.ExternalUserId = UserProvAccount.ExternalUserId`.

- If an `ExternalUserId` doesn't match an existing account, Salesforce creates a UserProvAccount record based on the UserProvAccountStaging record.
- If an `ExternalUserId` matches, then Salesforce checks the `UserProvAccount.IsKnownLink` value, and does the following.
 - If `UserProvAccount.IsKnownLink = true`, Salesforce copies the UserProvAccountStaging values to the UserProvAccount object, except for the `ExternalUserId` and `LinkState` values.
 - If `UserProvAccount.IsKnownLink = false`, Salesforce copies all of the UserProvAccountStaging values to the UserProvAccount object.

UserProvMockTarget

Represents an entity for testing user data before committing the data to a third-party system for user provisioning.

During the user provisioning process, user account information is sent to a third-party system to create, update or delete a user account on that system. While configuring user provisioning for your organization using a flow or Apex action, you can use this object to confirm the associated flow or Apex code is sending the desired data. After confirming the correct fields and values, you can update the flow or Apex action to send the data to the target system.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`


Fields

Field Name	Details
ExternalEmail	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The email address as stored in the target system for the associated user account.</p>
ExternalFirstName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The first name as stored in the target system for the associated user account.</p>

Field Name	Details
ExternalLastName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The last name as stored in the target system for the associated user account.
ExternalUserId	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The unique identifier for the user as stored in the target system.
ExternalUsername	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The username as stored in the target system for the associated user account.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The unique name for this object.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The user ID of the owner of this object—typically a Salesforce administrator.

UserProvisioningConfig

Represents information for a flow to use during a user provisioning request process, such as the attributes for an update. This object is available in API version 34.0 and later.


 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. Because changing terms in our code can break current implementations, we maintained this object's name.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

Field Name	Details
ApprovalRequired	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Denotes whether approvals are required for provisioning users for the associated connected app. If the value is null, no approval is required.</p>
ConnectedAppId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The 18-digit application ID for the connected app. This is a relationship field.</p> <p>Relationship Name ConnectedApp</p> <p>Relationship Type Lookup</p> <p>Refers To ConnectedApplication</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the</p>

Field Name	Details
	<p>object's name in a managed package, and the changes are reflected in a subscriber's organization.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
Enabled	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether user provisioning is enabled for the associated connected app (<code>true</code>) or not (<code>false</code>).</p>
EnabledOperations	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Lists the operations, as comma-separated values, that create a UserProvisioningRequest object for the associated connected app. Allowed values are:</p> <ul style="list-style-type: none">• Create• Update• EnableAndDisable (activation and deactivation)• SuspendAndRestore (freeze and unfreeze)
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The two- to five-character code that represents the language and locale ISO. This code controls the language for labels displayed in an application.</p>
LastReconDateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>The date and time when user accounts were last reconciled between Salesforce and the target system.</p>
MasterLabel	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The primary label for this object. This value is the internal label that doesn't get translated.</p>
NamedCredentialId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Salesforce ID of the named credential that's used for a request. The named credential identifies the third-party system and the third-party authentication settings.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>NamedCredential</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>NamedCredential</p>
NamespacePrefix	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The namespace prefix that is associated with this object. Each Developer Edition org that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <i>namespacePrefix__componentName</i> notation.</p> <p>The namespace prefix can have one of the following values.</p> <ul style="list-style-type: none">• In Developer Edition orgs, <code>NamespacePrefix</code> is set to the namespace prefix of the org for all objects that support it, unless an object is in an installed managed package. In that case, the object has the namespace prefix of the

Field Name	Details
	<p>installed managed package. This field's value is the namespace prefix of the Developer Edition org of the package developer.</p> <ul style="list-style-type: none"> In orgs that are not Developer Edition orgs, <code>NamespacePrefix</code> is set only for objects that are part of an installed managed package. All other objects have no namespace prefix.
Notes	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A utility field for administrators to add any additional information about the configuration. This field is for internal reference only, and is not used by any process.</p>
OnUpdateAttributes	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Lists the user attributes, as comma-separated values, that generate a <code>UserProvisioningRequest</code> object during an update.</p>
ReconFilter	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description When collecting and analyzing users on a third-party system, the plug-in uses this filter to limit the scope of the collection.</p>
UserAccountMapping	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Stores the attributes used to link the Salesforce user to the account on the third-party system, in JSON format. For example:</p> <pre>{ "linkingSalesforceUserAttribute": "Username", "linkingTargetUserAttribute": "Email" }</pre>

UserProvisioningLog

Represents messages generated during the process of provisioning users for third-party applications. This object is available in API version 33.0 and later.

Some messages for this object are generated automatically by Salesforce, and others are created by the developers of the user provisioning plugin. Developers can use this object to log messages from the flow associated with the user provisioning process or the Apex plugin that calls the target system. Administrators can use this object as a log of all user provisioning activity and as a troubleshooting tool if desired behavior is missing. This object is available as a custom report type.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
Details	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description The value of this field depends on the log entry. For example, if the target system returns an error, the error message may be recorded in this field.</p>
ExternalUserId	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description The unique identifier for the user in the target system.</p>
ExternalUsername	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The username set in the target system for the associated user account.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p>

Field	Details
	Description The unique name for this object.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Salesforce ID of the Group or User who owns this object.
Status	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The status of the user provisioning request. Based on the context of the log, it can contain different values, such as an HttpStatusCode.
UserId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Salesforce ID of the user making the request. This is a relationship field. Relationship Name User Relationship Type Lookup Refers To User
UserProvisioningRequestId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description A unique identifier for the user provisioning request. This is a relationship field. Relationship Name UserProvisioningRequest

Field	Details
	Relationship Type Lookup
	Refers To UserProvisioningRequest

UserProvisioningRequest

Represents an individual provisioning request to create, update, or delete a single user account in a third-party service system (or another Salesforce organization). This object is available in API version 33.0 and later.

A UserProvisioningRequest (UPR) record is created for each provisioning action for each user, and for each connected app available to the user. For example, if a user has two connected apps, and a provisioning request is sent to two different services to create an account for the user, Salesforce creates two UPR objects. Provisioning actions include creating, updating, or deleting a user account.

Supported Calls

`create()`, `delete()`,
`describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`


Fields

Field	Details
AppName	Type string
	Properties Create, Filter, Group, idLookup, Nillable, Sort, Update
	Description The unique name of the connected app associated with the service provider.
ApprovalStatus	Type picklist
	Properties Create, Filter, Group, Restricted picklist, Sort, Update
	Description The status of the approval for the current request. If the user provisioning setup for the connected app does not have an approval process enabled, the status is <code>Not Required</code> . If an approval process is enabled, supported values are: <ul style="list-style-type: none"> Required— An approval process is enabled in the user provisioning setup for the associated connected app, but there is no response to the request yet. Not Required— An approval process is not enabled in the user provisioning setup for the associated connected app.

Field	Details
	<ul style="list-style-type: none">• Approved• Denied
ConnectedAppId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The 18-digit application ID for the connected app. This is a relationship field.</p> <p>Relationship Name ConnectedApp</p> <p>Relationship Type Lookup</p> <p>Refers To ConnectedApplication</p>
ExternalUserId	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description The unique identifier for the user in the target system.</p>
ManagerId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Salesforce ID of the user who manages the user specified in the <code>SalesforceUserId</code> field. If an approval process is configured for the user provisioning request, this value allows the manager to approve the request. Available in API version 34.0 and later. This is a relationship field.</p> <p>Relationship Name Manager</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Field	Details
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The unique name for this object.</p>
Operation	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The Apex method called by the trigger associated with the provisioning request (typically a change to the User object). Supported values are:</p> <ul style="list-style-type: none">• Create• Read• Update• Deactivate• Activate• Freeze• Unfreeze• Reconcile• Linking <p>For example, when the User object field <code>isActive</code> is set to <code>false</code>, the UPR object <code>Operation</code> field value is set to <code>Deactivate</code>.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Salesforce ID of the Group or User who owns this object. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>

Field	Details
ParentID	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description When a retry event is created, the failed UPR is cloned and resubmitted. This field contains a lookup to the failed UPR that was cloned to create the current record. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p> <p>Refers To UserProvisioningRequest</p>
Retry Count	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Number of retry attempts performed on a UPR. Retry Count enables custom business logic such as "Retry 5 times then stop and notify your admin."</p>
SalesforceUserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Salesforce ID of the user making the request. This is a relationship field.</p> <p>Relationship Name SalesforceUser</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
ScheduleDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	<p>Description</p> <p>When to send this request to the service provider.</p> <p> Note: Scheduling is not implemented yet. Currently, provisioning changes are queued immediately to be sent to the service provider.</p>
State	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Status of this request. Supported values are:</p> <ul style="list-style-type: none">• New• Requested• Completed• Failed• Collecting• Collected• Analyzing• Analyzed• Committing• Retried• Manually Completed <p>The State goes from New to Requested to Completed or Failed, unless a reconciliation process is occurring. For details about the reconciliation process State value changes, see Usage.</p> <p>The State goes from Failed to Retried or Manually Completed when troubleshooting UPR failures. For details about handling failures, see State Values for Managing Provisioning Failures.</p>
UserProvAccountId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The ID value of the associated UserProvAccount object.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>UserProvAccount</p> <p>Relationship Type</p> <p>Lookup</p>

Field	Details
	Refers To UserProvAccount
UserProvConfigId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description <p>The ID value of the associated UserProvisioningConfig object. Available in API version 34.0 and later.</p> <p>This is a relationship field.</p> Relationship Name UserProvConfig Relationship Type Lookup Refers To UserProvisioningConfig




Usage























The `State` value changes during a reconciliation process (`Operation = Reconcile`) to gather and compare users on the third-party system to Salesforce users. Typically, when a UPR entry is first created, it has a `State` value of `New`. When a collection process is triggered, the `State` transitions to `Collecting` until that process is finished and the `State` is `Collected`. When an analyze process is triggered, the `State` transitions to `Analyzing` until that process is finished and the `State` is `Analyzed`. If a process commits the request, the `State` then transitions to `Committing`, and the properties move from the `UserProvAccountStaging` object to the `UserProvAccount` object. When those properties are saved in the `UserProvAccount` object, the `State` transitions to `Completed`.

However, the `State` does not necessarily start at `New`. For example, `UserProvAccountStaging` entries can be inserted programmatically. If a process is initiated that triggers linking these rows to accounts on the third-party service, a UPR entry could start with the `Analyzing` `State`.

Also, the `State` cannot go backwards from an active task. For example, a successful `Analyzing` `State` must progress to `Analyzed`; unless the active process fails, and then the `State` must change to `Failed`. Certain `State` transitions cannot be made programmatically and must be triggered by Salesforce.

The following table shows the `State` transitions that can occur for each `State` value. Each row corresponds to a current `State` value and each column corresponds to a new `State` after a potential transition.

-  — the transition to this value is not allowed.
-  — the transition to this value is allowed.
-  — only Salesforce can transition the `State` to this value.

	New	Requested	Collecting	Collected	Analyzing	Analyzed	Committing	Completed	Failed	Retried	Manually Completed
New	✓		✓	✓	✓	✓	✓	✓	✓	✗	✗
Requested	✗	✓								✗	✗
Collecting	✗	✗	✓							✗	✗
Collected	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗	✗
Analyzing	✗	✗	✗		✓					✗	✗
Analyzed	✗	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗
Committing	✗	✗	✗	✗	✗		✓			✗	✗
Completed	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Failed	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓
Retried	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manually Completed	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗

State Values for Managing Provisioning Failures

The `state` value changes to `Failed` for several reasons, such as network outages, session timeouts, permissions issues, and record locks. The `Failed` state can transition to either `Retried` or `Manually Completed` to indicate what action was taken to address the failure. Actions can include correcting the root cause of the failure and requesting that the provisioning engine retry the UPR. Or, it can be completing the action against the target manually. Each UPR is an independent transaction and it's possible the retry causes a failure with a different root cause. So it's hard to distinguish failed events that you addressed from the ones that require more action.

If you tried to correct the cause of the failure and requested the provisioning engine to retry the UPR, you can mark the failed UPR `Retried`. Or, if the action against the target was completed manually, you can mark it `Manually Completed`.

When a retry event is created, the failed UPR is cloned, and resubmitted. The `ParentID` field contains a lookup to the failed UPR to use to clone the new UPR. The `Retry Count` field contains the number of retry attempts that were performed on a UPR. With the `Retry Count` field, you can add custom business logic like "Retry 5 times then stop and notify your admin."

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[UserProvisioningRequestOwnerSharingRule](#) (API version 34.0)

Sharing rules are available for the object.

[UserProvisioningRequestShare](#) (API version 34.0)

Sharing is available for the object.

UserRecordAccess

Represents a user's access to a set of records. This object is read only and is available in API version 24.0 and later. This object doesn't consider whether a user's access is blocked by a restriction rule.

Supported Calls

`describeSObjects()`, `query()`

Fields

Field	Details
<code>HasAllAccess</code>	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether a user can share the record.
<code>HasDeleteAccess</code>	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether a user has delete access to the record (<code>true</code>) or not (<code>false</code>).
<code>HasEditAccess</code>	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether a user has edit access to the record (<code>true</code>) or not (<code>false</code>).
<code>HasTransferAccess</code>	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether a user has transfer access to the record (<code>true</code>) or not (<code>false</code>).
<code>HasReadAccess</code>	Type boolean

Field	Details
	<p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a user has read access to the record (<code>true</code>) or not (<code>false</code>).</p>
MaxAccessLevel	<p>Type picklist</p> <p>Properties Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates a user's maximum level of access to a record. Valid values are:</p> <ul style="list-style-type: none">• None• Read• Edit• Delete• Transfer• All
RecordId	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description ID of the record.</p>
UserId	<p>Type reference</p> <p>Properties Filter, Group</p> <p>Description ID of the user.</p>

Usage

Use this object to query a user's access to records. You can only query records of objects listed on the Sharing Settings Setup page. You can't create, delete, or update any records using this object.



Note: UserRecordAccess doesn't consider whether a user's access is blocked due to a [restriction rule](#). If a user's access is blocked even though query results state that they should have access, check to see if a restriction rule on the object prevents the user's access.

Up to 200 record IDs can be queried. You can include an `ORDER BY` clause for any field that is being selected in the query.

The following sample query returns the records, whether the queried user has read and transfer access to each record, and the user's maximum access level to each record.

```
SELECT RecordId, HasReadAccess, HasTransferAccess, MaxAccessLevel
  FROM UserRecordAccess
 WHERE UserId = [single ID]
    AND RecordId = [single ID]           //or Record IN [list of IDs]
```

The following query returns the records to which a queried user has read access.

```
SELECT RecordId
  FROM UserRecordAccess
 WHERE UserId = [single ID]
    AND RecordId = [single ID]           //or Record IN [list of IDs]
    AND HasReadAccess = true
```

Using API version 30.0 and later, `UserRecordAccess` is a foreign key on the records. You can't filter by or provide the `UserId` or `RecordId` fields when using this object as a lookup or foreign key. The previous sample queries can be run as:

```
SELECT Id, Name, UserRecordAccess.HasReadAccess, UserRecordAccess.HasTransferAccess,
       UserRecordAccess.MaxAccessLevel
  FROM Account
```

```
SELECT Id, Name, UserRecordAccess.HasReadAccess
  FROM Account
```

SOQL restrictions:

- When the running user is querying a user's access to a set of records, records that the running user doesn't have read access to are filtered out of the results.
- When filtering by `UserId` and `RecordId` only, you must use `SELECT RecordId` and optionally one or more of the access level fields: `HasReadAccess`, `HasEditAccess`, `HasDeleteAccess`, `HasTransferAccess`, and `HasAllAccess`. You can include `MaxAccessLevel`.
- When filtering by `UserId`, `RecordId`, and an access level field, you must use `SELECT RecordId` only.

SEE ALSO:

[Developer Guide: Restriction Rules](#)

UserRole

Represents a user role in your organization.



Note: This object was called "Role" in previous versions of the API documentation.



Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only users with the View Roles and Role Hierarchy permission can access this object, and only users with the Manage Roles permission can edit this object.

Fields

Field	Details
CaseAccessForAccountOwner	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The case access level for the account owner.</p>
ContactAccessForAccountOwner	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The contact access level for the account owner.</p> <p> Note: When DefaultContactAccess is set to Controlled by Parent, you can't create or update this field.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The unique name of the object in the API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. In managed packages, this field prevents naming conflicts on package installations. With this field, a developer can change the object's name in a managed package and the changes are reflected in a subscriber's organization. Corresponds to Role Name in the user interface.</p> <p>This field is available in API version 24.0 and later.</p> <p> Note: When creating large sets of data, always specify a unique DeveloperName for each record. If no DeveloperName is specified, performance slows down while Salesforce generates one for each record.</p>

Field	Details
ForecastUserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the forecast manager associated with this role. Label is User ID.</p>
IsPartner	<p>Type boolean</p> <p>Properties Defaulted on create, Filter</p> <p>Description Indicates whether the user role is a partner who has access to the partner portal (<code>true</code>) or not (<code>false</code>). This field is not available for release 9.0 and later. Instead, use <code>PortalType</code> with the value <code>Partner</code>.</p>
MayForecastManagerShare	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the forecast manager can manually share their own forecast.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Name of the role. Corresponds to Label on the user interface.</p>
OpportunityAccessForAccountOwner	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. The opportunity access level for the account owner. Note that you can't set a user role with an opportunity access less than that specified in organization-wide defaults.</p>
ParentRoleId	<p>Type reference</p>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The ID of the parent role.
PortalAccountId	Type reference
	Properties Create, Filter, Group, Nillable, Sort
	Description The ID of the role's associated portal account. This field is read-only.
PortalAccountOwnerId	Type reference
	Properties Filter, Group, Nillable, Sort
	Description The ID of the role's associated portal account's owner. This field is read-only.
PortalRole	Type picklist
	Properties Filter, Group, Nillable, Restricted picklist, Sort
	Description The portal role: Executive, Manager, User, or PersonAccount.
PortalType	Type picklist
	Properties Create, Filter, Group, Nillable, Restricted picklist, Sort
	Description This value indicates the type of portal for the role: <ul style="list-style-type: none"> • None: Salesforce application role. • CustomerPortal: Customer portal role. • Partner: partner portal role. The field <code>IsPartner</code> used in release 8.0 will map to this value. This field replaces <code>IsPartner</code> beginning with release 9.0.
RollupDescription	Type string

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Description of the forecast rollup. Label is Description .

Usage

Use this object to query the set of currently configured user roles in your organization. Use it in your client application to obtain valid UserRole IDs to use when querying or modifying a User record.

Users with the View Roles and Role Hierarchy permission can query or describe this object. If your client application logs in with the “Manage Users” permission, it can query, create, update, or delete UserRole records.

 **Note:** You can’t update any field for a portal role.

For example, the following code finds all roles that are not assigned to any users.

```
SELECT Id, Name, DeveloperName
FROM UserRole
WHERE Id NOT IN (SELECT UserRoleId
                  FROM User
                  WHERE UserRoleId != '0000000000000000')
```

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

UserServicePresence

Represents a presence user’s real-time presence status. This object is available in API version 32.0 and later.

Supported Calls

`delete()`, `query()`, `getDeleted()`, `getUpdated()`, `retrieve()`, `undelete()`

Special Access Rules

To access this object, [Omni-Channel](#) must be enabled.

Fields

Field	Details
AtCapacityDuration	Type int

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The duration that the user is at full capacity. This field is updated when the agent's capacity changes, such as when the agent is assigned, declines, or closes a work item. Available in API versions 34.0 and later.</p>
AverageCapacity	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The user's average capacity. This field is updated when the agent's capacity changes, such as when the agent is assigned, declines, or closes a work item. Available in API versions 34.0 and later.</p>
ConfiguredCapacity	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user's total configured primary capacity.</p>
ConfiguredInterruptCapacity	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user's total configured interruptible capacity. Available in version 57.0 and later when the Interruptible Capacity feature is enabled.</p>
IdleDuration	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The duration that the user is idle. This field is updated when the agent's capacity changes, such as when the agent is assigned, declines, or closes a work item. Available in API versions 34.0 and later.</p>
IsAway	<p>Type boolean</p>

Field	Details
	<p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the user's status is <code>Away</code>. The default value is <code>false</code>.</p>
<code>IsCurrentState</code>	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a presence status is the user's current state. If <code>true</code>, the agent is in that presence status. Available in API versions 34.0 and later. The default value is <code>false</code>.</p>
<code>Name</code>	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description An automatically generated ID number that identifies the record.</p>
<code>OwnerId</code>	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the owner of the <code>UserServicePresence</code> entity. For external routing, allows the entity to be used in the Streaming API to listen to events whenever a <code>UserServicePresence</code> record is created, modified, or deleted.</p>
<code>ServicePresenceStatusId</code>	<p>Type reference</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The ID of the presence status that's associated with the presence user that's specified by the <code>UserId</code>.</p>
<code>StatusDuration</code>	<p>Type int</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The duration of the user service presence status. This field is set only when the current user service presence status ends, such as when the agent changes to another presence status or logs out. Available in API versions 34.0 and later.</p> <p>This field is a calculated field: StatusEndDate - StatusStartDate.</p>
StatusEndDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The end date of the user service presence status. This field is set only when the current user service presence status ends, such as when the agent changes to another presence status or logs out. Available in API versions 34.0 and later.</p>
StatusStartDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The start date of the user service presence status. Available in API versions 34.0 and later.</p>
UserId	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the Omni-Channel user.</p>

Usage

Apex triggers aren't supported with `UserServicePresence`.

In API version 41.0 or later, `UserServicePresence` records can be deleted programmatically. The Customize Application permission is required.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

UserServicePresenceOwnerSharingRule

Sharing rules are available for the object.


UserServicePresenceShare

Sharing is available for the object.

UserShare

Represents a sharing entry on a user record. This object is available in API version 26.0 and later.

You can only create, edit, and delete sharing entries for standard objects whose `RowCause` field is set to `Manual`. Sharing entries for standard objects with different `RowCause` values are created as a result of your Salesforce org's sharing configuration and are read-only. For some sharing mechanisms, such as sharing sets, sharing entries aren't stored at all.

 **Note:** While Salesforce currently maintains read-only sharing entries for multiple sharing mechanisms, it's possible that we'll stop storing certain share records to improve performance. As a best practice, don't create customizations that rely on the availability of these sharing entries. Any changes to sharing behavior will be communicated before they occur.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only standard users or users with the Customize Application permission can access this object.

Fields

The properties available for some fields depend on the default organization-wide sharing settings. The properties listed are true for the default settings of such fields.

Field	Details
<code>IsActive</code>	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Read-only. Indicates whether the User has access to log in (<code>true</code>) or not (<code>false</code>). You can modify a User's active status from the user interface or via the API.</p>
<code>RowCause</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>Reason that this sharing entry exists. If you're creating a sharing entry, the only permitted value is <code>Manual</code>. If no value is specified, the field defaults to <code>Manual</code>. All other <code>RowCause</code> values are read-only. After the sharing entry is created, this field can't be edited.</p> <p>Possible values include:</p> <ul style="list-style-type: none"> • <code>Manual</code>—The User or Group has access to the user record because a User with "All" access manually shared the User with them. • <code>Rule</code>—The User or Group has access to the user record via a User sharing rule. • <code>GuestRule</code>—The User or Group has access via a User guest user sharing rule. • <code>LpuImplicit</code>—The User has access to records owned by high-volume Experience Cloud site users via a share group.
<code>UserAccessLevel</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Level of access that the User or Group has to the specified user. The specified user is denoted by the <code>UserId</code>. The possible values are:</p> <ul style="list-style-type: none"> • <code>Read</code> • <code>Edit</code> <p>This field must be set to an access level that is at least equal to the organization's default <code>UserAccessLevel</code>.</p> <p><code>UserAccessLevel</code> can be updated only if <code>RowCause</code> is set to <code>Manual Sharing</code>.</p>
<code>UserId</code>	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>ID of the User being shared.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>User</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>User</p>

Field	Details
UserOrGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the User or Group that has been given access to the User. This field can't be updated. This is a polymorphic relationship field.</p> <p>Relationship Name UserOrGroup</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>

Usage

This object allows you to determine which users and groups can view or edit User records owned by other users.

UserTeamMember

Represents a single User on the default opportunity team of another User.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

- This object is available only in organizations that have enabled the team selling functionality.
- Customer Portal users can't access this object.

Fields

Field	Details
OpportunityAccessLevel	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Filter, Restricted picklist, Update</p> <p>Description Required. Level of access that the team member has to opportunities for which the user has added his or her default opportunity team. The possible values are:</p> <ul style="list-style-type: none">• Read• Edit <p>This field must be set to an access level that is higher than the organization's default access level for opportunities.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Filter</p> <p>Description Required. ID of the User who owns the default opportunity team. This field can't be updated.</p>
TeamMemberRole	<p>Type picklist</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description Role that the team member has on opportunities for which the User has added his or her default opportunity team. The valid values are set by the organization's administrator in the Opportunity Team Roles picklist. Label is Team Role.</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter</p> <p>Description Required. ID of the User who is a member of the default opportunity team. This field can't be updated.</p>

Usage

If you attempt to create a record that matches an existing record, the create request updates any modified fields and returns the existing record.

Users can set up their default opportunity team to include other users that typically work with them on opportunities.

SEE ALSO:

[OpportunityTeamMember](#)

UserTerritory

Represents a User who has been assigned to a Territory.



Note: The original territory management feature is now unavailable. For more information, see [The Original Territory Management Module Will Be Retired in the Summer '21 Release](#). The information in this topic applies to the original territory management feature only, and not to Enterprise Territory Management.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

- Only available if territory management has been enabled for your organization.
- As of Spring '20 and later, only users with the View Setup and Configuration permission can access this object, and only users with the Manage Territories permission can edit this object.

Fields

Field	Details
IsActive	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter</p> <p>Description</p> <p>Indicates whether the user is active in the given territory (<code>true</code>), or inactive in the given territory (<code>false</code>):</p> <ul style="list-style-type: none">• Users who are active in a territory are explicitly assigned to the territory and can have open opportunities, closed opportunities, or no opportunities associated with that territory.• Users who are inactive in a territory are not explicitly assigned to the territory, but own an open or closed opportunity that is associated with the territory. For example, a user may have been transferred out of a territory, but still own opportunities in his or her old territory. <p>Until a user is deleted from a territory (not simply removed from the territory), the record is not returned in a <code>getDeleted()</code> call.</p>

Field	Details
IsDeleted	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter</p> <p>Description</p> <p>Indicates whether the object has been moved to the Recycle Bin (<code>true</code>) or not (<code>false</code>). Label is Deleted.</p>
TerritoryId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter</p> <p>Description</p> <p>ID of the Territory to which the user has been assigned. This field is required when creating a record in API version 20.0 and later.</p>
UserId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter</p> <p>Description</p> <p>ID of the user. This field is required when creating a record.</p>

Usage

If a user is inactive in a territory, and the opportunities they own that are associated with the territory are all closed, the user is not returned in the Territories related list on the User page in Setup. Regardless of whether the user is inactive or the opportunities are closed, the user is returned in the Quotas related list.

SEE ALSO:

- [Territory](#)
- [AccountTerritoryAssignmentRule](#)
- [AccountTerritoryAssignmentRuleItem](#)

UserTerritory2Association

Represents an association (by assignment) between a territory and a user record. Available only if Enterprise Territory Management has been enabled for your organization.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

As of Summer '20 and later, only standard and partner users can access this object. If a territory model is in `Active` state, any standard or partner user can view that model, including its territories and assignment rules. For territories in an active model, any standard or partner user can view assigned records and assigned users subject to your org's sharing settings. Users cannot view territory models in other states (such as `Planning` or `Archived`).

Fields

Field Name	Details
<code>IsActive</code>	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the user is active (<code>true</code>) or inactive (<code>false</code>) in the given territory.</p>
<code>RoleInTerritory2</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The role of the user in a territory. Possible values are: Owner, Administrator, Sales Rep. Label is <code>Role in Territory</code>.</p>
<code>Territory2Id</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the territory that the user is assigned to.</p>
<code>UserId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the user who is assigned to the territory.</p>

UserWorkList

Represents a list of work items in the My Feed tab for Sales Engagement users.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Whether the work list is active or not.
ListType	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The type of list, such as a call or email.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the work list.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of the list.

UserWorkListItem

Represents an individual work item in the My Feed tab for Sales Engagement users.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
PriorityOrder	Type int Properties Filter, Group, Nillable, Sort Description The order of the item in the list.
RelatedRecordId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the related record.
UserWorkListId	Type reference Properties Create, Filter, Group, Sort Description The ID of the related work list.

VendorCallCenterStatusMap

Stores a mapping between a call center vendor agent status and a Salesforce presence status for an associated call center. This object is available in API version 54.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

To access this object, Omni-Channel and Service Cloud Voice must be enabled.

Fields

Field	Details
CallCenterId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Reference to a call center. This is a relationship field.</p> <p>Relationship Name CallCenter</p> <p>Relationship Type Lookup</p> <p>Refers To CallCenter</p>
ExternalStatus	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Status value to set for the call center vendor agent.</p>
ServicePresenceStatusId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Reference to a presence status that can be assigned to a service channel. This is a relationship field.</p> <p>Relationship Name ServicePresenceStatus</p> <p>Relationship Type Lookup</p> <p>Refers To ServicePresenceStatus</p>

VerificationHistory

Represents the past six months of your org users' attempts to verify their identity. This object is available in API version 36.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

Only users with Manage Users permission can access this object.

Fields

Field Name	Details
Activity	<div>Type<div>picklist</div></div> <div>Properties<div>Filter, Group, Restricted picklist, Sort</div></div> <div>Description<div>The action the user attempted that requires identity verification. The label is User Activity. Available values are:<ul style="list-style-type: none">AccessReports—The user attempted to access reports or dashboards.Apex—The user attempted to access a Salesforce resource with a verification Apex method.ChangeEmail—The user attempted to change an email address.ConnectSms—The user attempted to connect a phone number.ConnectToopher—The user attempted to connect Salesforce Authenticator.ConnectTotp—The user attempted to connect a one-time password generator.ConnectU2F—The user attempted to register a U2F security key.ConnectWebAuth—The user attempted to register a built-in authenticator.ConnectedApp—The user attempted to access a connected app.EnableLL—The user attempted to enroll in Lightning Login.ExportPrintReports—The user attempted to export or print reports or dashboards.ExternalClientApp— The user attempted to access an external client app.ExtraVerification—Reserved for future use.</div></div>

Field Name	Details
	<ul style="list-style-type: none">• <code>ListView</code>—The user attempted to access a list view.• <code>Login</code>—The user attempted to log in.• <code>Registration</code>—Reserved for future use.• <code>TempCode</code>—The user attempted to generate a temporary verification code.
<code>EventGroup</code>	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the verification attempt. Verification can involve several attempts and use different verification methods. For example, in a user's session, a user enters an invalid verification code (first attempt). The user then enters the correct code and successfully verifies identity (second attempt). Both attempts are part of a single verification and, therefore, have the same ID. The label is Verification Attempt.</p>
<code>LoginGeoId</code>	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The 18-character ID for the record of the geographic location of the user for a successful or unsuccessful identity verification attempt. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) can vary. This is a relationship field.</p> <p>Relationship Name LoginGeo</p> <p>Relationship Type Lookup</p> <p>Refers To LoginGeo</p>
<code>LoginHistoryId</code>	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID for the record of the user's successful or unsuccessful login attempt. This is a relationship field.</p> <p>Relationship Name LoginHistory</p>

Field Name	Details
	<p>Relationship Type Lookup</p> <p>Refers To LoginHistory</p>
Policy	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The identity verification security policy or setting. The label is Triggered By. Available values are:</p> <ul style="list-style-type: none"> • CustomApex—Identity verification made by a verification Apex method. • DeviceActivation—Identity verification required for users logging in from an unrecognized device or new IP address. This verification is part of Salesforce’s risk-based authentication. • EnableLightningLogin—Identity verification required for users enrolling in Lightning Login. This verification is triggered when the user attempts to enroll. Users are eligible to enroll if they have the Lightning Login User user permission and the org has enabled Allow Lightning Login in Session Settings. • ExtraVerification—Reserved for future use. • HighAssurance—High assurance session required for resource access. This verification is triggered when the user tries to access a resource, such as a connected app, report, or dashboard, that requires a high-assurance session level. • LightningLogin—Identity verification required for internal users logging in via Lightning Login. This verification is triggered when the enrolled user attempts to log in. Users are eligible to log in if they have the Lightning Login User user permission and have successfully enrolled in Lightning Login. Also, from Session Settings in Setup, Allow Lightning Login must be enabled. • PageAccess—Identity verification required for users attempting to perform an action, such as changing an email address or adding a verification method for multi-factor authentication (MFA). • PasswordlessLogin—Identity verification required for customers attempting to log in to an Experience Cloud site that is set up for passwordless login. The admin controls which registered verification methods can be used, for example, email, SMS, Salesforce Authenticator, or TOTP. • ProfilePolicy—Session security level required at login. This verification is triggered by the Session security level required at login setting on the user’s profile. • TwoFactorAuthentication—Multi-factor authentication (formerly called two-factor authentication) required at login. This verification is triggered

Field Name	Details
	by the Multi-Factor Authentication for User Interface Logins user permission assigned to a custom profile. Or the user permission is included in a permission set that is assigned to a user.
Remarks	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The text the user sees on the page or in Salesforce Authenticator when prompted to verify identity. For example, if identity verification is required for a user's login, the user sees "You're trying to Log In to Salesforce." In this case, the Remarks value is "Log In to Salesforce." But if the Activity value is Apex, the Remarks value is a custom description passed by an Apex method. If the user is verifying identity using Salesforce Authenticator, the custom description also appears in the app. If the custom description isn't specified, the value is the name of the Apex method. The label is Activity Message.</p>
ResourceId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description If the Activity value is ConnectedApp, the ResourceId value is the ID of the connected app. The label is Connected App ID. This is a relationship field.</p> <p>Relationship Name Resource</p> <p>Relationship Type Lookup</p> <p>Refers To ConnectedApplication</p>
SourceIp	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The IP address of the machine from which the user attempted the action that requires identity verification. For example, the IP address of the machine from where the user tried to log in or access reports. If it's a non-login action that required verification, the IP address can be different from the address from where the user logged in. This address can be an IPv4 or IPv6 address.</p>

Field Name	Details
Status	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The status of the identity verification attempt. Available values are:</p> <ul style="list-style-type: none"> • AutomatedSuccess—Salesforce Authenticator approved the request for access because the request came from a trusted location. After users enable location services in Salesforce Authenticator, they can designate trusted locations. When a user trusts a location for a particular activity, such as logging in from a recognized device, that activity is approved from the trusted location for as long as the location is trusted. • Denied—The user denied the approval request in the authenticator app, such as Salesforce Authenticator. • FailedGeneralError—An error caused by something other than an invalid verification code, too many verification attempts, or authenticator app connectivity. • FailedInvalidCode—The user entered an invalid verification code. • FailedInvalidPassword—The user entered an invalid password. • FailedPasswordLockout—The user attempted to enter a password too many times. • FailedTooManyAttempts—The user attempted to verify identity too many times. For example, the user entered an invalid verification code repeatedly. • Initiated—Salesforce initiated identity verification but hasn't yet challenged the user. • InProgress—Salesforce challenged the user to verify identity and is waiting for the user to respond or for Salesforce Authenticator to send an automated response. • RecoverableError—Salesforce can't reach the authenticator app to verify identity, but it continues to retry. • ReportedDenied—The user denied the approval request in the authenticator app, such as Salesforce Authenticator, and also flagged the approval request to report to an administrator. • Succeeded—The user's identity was verified.
UserId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the user verifying identity.</p>

Field Name	Details
	<p>This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
VerificationMethod	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The method by which the user attempted to verify identity in the verification event. The label is Method. Available values are:</p> <ul style="list-style-type: none"> • BuiltInAuthenticator—A built-in authenticator set up on the user's device, such as Touch ID or Windows Hello, generated the required credentials. This value is available in API version 53.0 and later. • Email—Salesforce sent an email with a verification code to the address associated with the user's account. • EnableLL—Salesforce Authenticator sent a notification to the user's mobile device to enroll in Lightning Login. This value is available in API version 38.0 and later. • LL—Salesforce Authenticator sent a notification to the user's mobile device to approve login via Lightning Login. This value is available in API version 38.0 and later. • SalesforceAuthenticator—Salesforce Authenticator sent a notification to the user's mobile device to verify account activity. • Sms—Salesforce sent a text message with a verification code to the user's mobile device. SMS messaging requires a Salesforce add-on license for Identity Verification Credits. • TempCode—A Salesforce admin or a user with the Manage Multi-Factor Authentication in User Interface permission generated a temporary verification code for the user. This value is available in API version 37.0 and later. • Totp—An authenticator app generated a time-based, one-time password (TOTP) on the user's mobile device. • U2F—A U2F security key generated required credentials for the user. This value is available in API version 38.0 and later.
VerificationTime	<p>Type dateTime</p>

Field Name	Details
	Properties Filter, Sort
	Description The date and time of the identity verification attempt, for example, 7/19/2025, 3:19:13 PM PDT. The time zone is based on GMT. The label is Time.

Usage

Here are two examples queries that you can perform on VerificationHistory.

Query	String
Show verification history for a user's login record	<pre>SELECT Activity, EventGroup, Policy, Remarks, Status, UserId, VerificationMethod, VerificationTime FROM VerificationHistory WHERE LoginHistoryId = '0YaD000#####'</pre>
Get detailed geographic location information for a user's verification attempt	<pre>SELECT City, CountryIso, Latitude, Longitude, PostalCode FROM LoginGeo WHERE LoginGeoId = '0LE#####'</pre>

VisualforceAccessMetrics

Represents summary statistics for Visualforce pages.

Supported Calls

`count()`, `describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

As of Spring '20 and later, to access VisualforceAccessMetrics, users must have the Customize Application permission.

Fields

Field	Details
ApexPageId	Type reference
	Properties Aggregate, Filter, Group, Sort

Field	Details
	<p>Description The ID of the Visualforce page. This is a relationship field.</p> <p>Relationship Name ApexPage</p> <p>Relationship Type Lookup</p> <p>Refers To ApexPage</p>
ProfileId	<p>Type reference</p> <p>Properties Aggregate, Filter, Group, Nillable, Sort</p> <p>Description The ID of the user who viewed the Visualforce page. This is a relationship field.</p> <p>Relationship Name Profile</p> <p>Relationship Type Lookup</p> <p>Refers To Profile</p>
DailyPageViewCount	<p>Type int</p> <p>Properties Aggregate, Filter, Group, Nillable, Sort</p> <p>Description The number of views received by the specified Visualforce page.</p>
MetricsDate	<p>Type date</p> <p>Properties Aggregate, Filter, Group, Sort</p> <p>Description The date the metrics are queried.</p>
LogDate	<p>Type date</p>

Field	Details
	Properties Aggregate, Filter, Group, Nillable, Sort
	Description The most recent page access date.

Usage

Use this object to query information on the Visualforce pages in your org.

```
SELECT ApexPageId, DailyPageViewCount, Id, ProfileId, MetricsDate, LogDate FROM VisualforceAccessMetrics
```

VideoCall

Represents a video call.

One `VideoCall` record can be related to several `VideoCallRecording` records — for example, a video call can have several video recordings and a transcript. As well, one video call record can be associated with several video call participant records.

This object is available in API version 51.0 and later.

Supported Calls

`delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`

Fields

Field	Details
Description	Type textarea Properties Nillable Description Description of the video call. Typically, the sales rep enters the description.
DurationInSeconds	Type int Properties Filter, Group, Nillable, Sort Description The video call duration in seconds.

Field	Details
EndTime	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Time the video call ended, in universal time coordinated (UTC).</p>
EventId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the event record associated with this video call. Reserved for future use. This is a relationship field.</p> <p>Relationship Name Event</p> <p>Relationship Type Lookup</p> <p>Refers To Event</p>
ExternalId	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description The ID of the video call, sent by the video call provider.</p>
HostId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the user who hosted the meeting. This is a relationship field.</p> <p>Relationship Name Host</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Field	Details
IntelligenceScore	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The Einstein Intelligence score for the video call. Video calls with higher scores are likely to contain more relevant information. For example, video calls where product names and competitor names are mentioned tend to have a higher score.</p>
IsCallCoachingIncluded	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether Einstein Conversation Insights is available for this org and this user (<code>true</code>) or not (<code>false</code>).</p>
IsDiarizationOptIn	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether optimal speaker separation (diarization) is opted in (<code>true</code>) or not (<code>false</code>) for the call.</p>
IsRecorded	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the video call was recorded (<code>true</code>) or not (<code>false</code>).</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (<code>LastReferencedDate</code>) but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The name of the video call. Typically entered by the sales rep.</p>
OwnerId	<p>Type reference</p> <p>Properties Filter, Group, Sort, Update</p> <p>Description The ID of the user who created the video call. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
RelatedRecordId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the account or opportunity related to this video call. This is a polymorphic relationship field.</p> <p>Relationship Name RelatedRecord</p> <p>Relationship Type Lookup</p> <p>Refers To Account, Opportunity</p>

Field	Details
StartDateTime	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the video call started, in universal time coordinated (UTC).</p>
TranscribedLanguage	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The language that is transcribed for this video call.</p>
VendorMeetingKey	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The vendor's ID for this video call.</p>
VendorMeetingUuid	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The vendor's unique identifier for this video call.</p>
VendorName	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The name of the vendor providing the video call software. Possible values are:</p> <ul style="list-style-type: none">• ZOOM

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

VideoCallChangeEvent (API version 51.0)

Change events are available for the object.

SEE ALSO:

[VideoCallParticipant](#)

[VideoCallRecording](#)

VideoCallParticipant

Represents a participant in a video call.

Participant information can come from the video call provider (for example, Zoom), or Salesforce.

This object is available in API version 51.0 and later.

Supported Calls

`delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`

Fields

Field	Details
Email	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p> <p>Description</p> <p>The email address of the participant, from the video call provider.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp when the current user last accessed this record, a record related to this record, or a list view.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>The timestamp when the current user last viewed this record or list view. If this value is <code>null</code>, the user might have only accessed this record or list view (<code>LastReferencedDate</code>) but not viewed it.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Nillable, Sort</p> <p>Description</p> <p>The participant's name or phone number. This information is provided by the video call provider.</p>
RelatedPersonId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The Salesforce ID of the user, lead, or contact record for this participant.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>RelatedPerson</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Contact, Lead, User</p>
VideoCallId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The ID of the video call record.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>VideoCall</p> <p>Relationship Type</p> <p>Lookup</p>

Field	Details
	Refers To VideoCall

SEE ALSO:

[VideoCall](#)

[VideoCallRecording](#)

VideoCallRecording

Represents a recording from a video call, such as a video recording, a voice recording, or a transcript.

Video call recordings aren't saved in Salesforce.

This object is available in API version 51.0 and later.

Supported Calls

`delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`

Fields

Field	Details
<code>DurationInSeconds</code>	Type int Properties Filter, Group, Nillable, Sort Description The video call duration in seconds, not the recording duration.
<code>EndTime</code>	Type dateTime Properties Filter, Nillable, Sort Description Time the call ended, in universal time coordinated (UTC).
<code>ExternalRecordingKey</code>	Type string Properties Filter, Group, idLookup, Nillable, Sort

Field	Details
	Description The ID of the video call recording, from the recording provider. For example, the Zoom ID of the recording. This value is unique.
FileSizeInByte	Type long Properties Filter, Group, Nillable, Sort Description The size of the video call recording, in bytes.
FileType	Type string Properties Filter, Group, Sort Description The file type of the video call recording. Possible values are: <ul style="list-style-type: none"> • MP4—Video file • M4A—Audio-only file • TIMELINE—Time stamp file in JSON format. • TRANSCRIPT—Transcription files in VTT format. • CHAT—Text file containing chat messages from the video call. • CC—File containing closed captions of the video call recording. File is in VTT format.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp when the current user last accessed this record, a record related to this record, or a list view.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp when the current user last viewed this record or list view. If this value is null, the user might have only accessed this record or list view (LastReferencedDate) but not viewed it.

Field	Details
Name	Type string Properties Filter, Group, idLookup, Nillable, Sort Description The name of the video call recording, entered by the sales rep.
StartDateTime	Type dateTime Properties Filter, Nillable, Sort Description The start time of the video call recording.
VideoCallRecordId	Type reference Properties Filter, Group, Sort Description ID of the VideoCall record (the parent record). This is a relationship field. Relationship Name VideoCallRecord Relationship Type Lookup Refers To VideoCall

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

VideoCallRecordingChangeEvent (API version 51.0)

Change events are available for the object.

SEE ALSO:

[VideoCallParticipant](#)

[VideoCall](#)

VoiceCall

Represents a call in Service Cloud Voice or Sales Dialer.

To manage VoiceCall records when using Service Cloud Voice, see the [Telephony Integration REST API](#).

The fields in the VoiceCall object apply to the Sales Dialer and Service Cloud Voice features unless otherwise stated in the field description. For example, if a field applies to just one feature or is applied differently by feature, this is stated in the field description.

In addition to the standard fields listed in this page, you can define up to 50 custom fields for the VoiceCall object. As an alternative to using custom fields, consider creating a custom object with lookup fields that look up to the VoiceCall object.

Supported Calls

`describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`

Fields

Field Name	Details
ActivityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The unique ID of the activity record. Available in API version 48.0 and later. This is a relationship field.</p> <p>Relationship Name Activity</p> <p>Relationship Type Lookup</p> <p>Refers To Task</p>
CallAcceptDateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description If Service Cloud Voice is enabled, this field represents the date and time (in UTC) when an agent accepts the call. Available in API version 48.0 and later.</p>
CallCenterId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>If Service Cloud Voice is enabled, this field represents the unique ID of the call center (CallCenter Id) where the activity took place. Available in API version 48.0 and later.</p> <p>This is a relationship field.</p>
CallConnectDateTime	<p>Type</p> <p>datetime</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort</p> <p>Description</p> <p>For Sales Dialer, this field represents the date and time (in UTC) when the call was connected.</p>
CallDisposition	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The status of the phone call.</p> <p>For Sales Dialer, possible values are:</p> <ul style="list-style-type: none">in progressbusyfailed <p>For Service Cloud Voice, possible values are:</p> <ul style="list-style-type: none">new—The voice call record has been created.in-progress—The call has been accepted (or, for outbound messages, initiated) by an agent.completed—The call has ended. This includes calls that are transferred. (If a call is transferred, another voice call record is created to track the state of the transferred call.) If After Conversation Work (ACW) is enabled, that work begins after the call completes.
CallDurationInSeconds	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The total duration (in seconds) of the call.</p>

Field Name	Details
CallEndTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort</p> <p>Description The date and time (in UTC) when the call ended.</p>
CallerId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description For Service Cloud Voice, this field represents the unique ID of the participant who initiated the call. If “Match Callers to End User Records” is enabled in Lightning Experience, the value is null and the <code>EndUserId</code> field is used instead to determine the end user associated with this voice call. Available in API version 48.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name Caller</p> <p>Relationship Type Lookup</p> <p>Refer To ConversationParticipant</p>
CallerIdType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description For Sales Dialer, this field represents the number displayed for outbound calls. Possible values are:</p> <ul style="list-style-type: none"> • <code>VendorLine—User</code>. • <code>CompanyNumber—Company</code>. • <code>LocalPresence—Local Presence</code>. • <code>CustomCallerId—Custom Caller ID</code>. <p>Available in API version 41.0 and later.</p>
CallOrigin	<p>Type picklist</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Information about how this call originated. For Service Cloud Voice, possible values are:</p> <ul style="list-style-type: none"> • Preview—Preview dialer. • Progressive—Progressive dialer. • Voicemail—Voicemail call. <p>Available in API version 56.0 and later.</p>
CallQueuedDateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description If Service Cloud Voice is enabled, this field represents the date and time (in UTC) when the call was added to a queue to be routed to an agent. Available in API version 48.0 and later.</p>
CallRecordingId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description For Service Cloud Voice, this field represents the unique ID of the call recording for the voice call. Available in API version 41.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name CallRecording</p> <p>Relationship Type Lookup</p> <p>Refers To VoiceCallRecording</p>
CallResolution	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The resolution outcome of the call. The default value is 'Resolved', meaning the call has been resolved. Available in API version 48.0 and later.</p>

Field Name	Details
CallStartDateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort</p> <p>Description The date and time (UTC) when the call started.</p>
CallType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The types of call. For Sales Dialer, possible values are:</p> <ul style="list-style-type: none">• Bridge• Coach• Inbound• Internal• Outbound <p>For Service Cloud Voice, possible values are:</p> <ul style="list-style-type: none">• Callback• Inbound• InternalCall• Outbound• Transfer
CoachingDurationInSeconds	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description For Sales Dialer, this field represents the total duration (in seconds) of the coaching session. This field only appears if call coaching is enabled. Available in API version 41.0 and later.</p>
ConferenceKey	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>For Sales Dialer, this field represents the related conference key. This field is only available if call monitoring is enabled. Available in API version 41.0 and later.</p>
ConversationId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>If Service Cloud Voice is enabled, this field represents the unique ID of the conversation. This field is only available if call monitoring is enabled. Available in API version 48.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>Conversation</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Conversation</p>
CurrencyCode	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>For Sales Dialer, this field represents the ISO currency code used to bill the call.</p>
CustomerHoldDuration	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>If Service Cloud Voice is enabled, this field represents the total duration (in seconds) of all the holds that occurred during the voice call. Available in API version 49.0 and later.</p>
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p>

Field Name	Details
	<p>Description</p> <p>If Service Cloud Voice is enabled, this field represents a text field where the agent can enter a summary of the call. Available in API version 48.0 and later.</p>
DisconnectReason	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable</p> <p>Description</p> <p>If Service Cloud Voice is enabled, this field represents the reason why the voice call was disconnected. The reason is provided by the partner telephony. For Amazon Connect instances, this value is automatically populated through the Contact Trace Record (CTR) if you have Contact Center version 13.0 or later. See DisconnectReason in the Amazon Connect contact records data model page for a list of possible reasons why a voice call may be disconnected. For all other partner telephony models, configure this feature through the disconnectReason parameter in the Update a Voice Call Record Telephony Integration API. Available in API version 59.0 and later.</p>
EndUserId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>For Service Cloud Voice, if “Match Callers to End User Records” is enabled in Lightning Experience, this field represents the unique ID of the messaging end user (MessagingEndUserId) associated with this voice call. Available in API version 53.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>EndUser</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>MessagingEndUser</p>
FromPhoneNumber	<p>Type</p> <p>phone</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The phone number of the user who initiated the call.</p>

Field Name	Details
IsDiarizationOptIn	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether optimal speaker separation (diarization) is opted in (<code>true</code>) or not (<code>false</code>) for the call.</p>
IsRecorded	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a Voice Call Recording record was created ('true') or not ('false') for this voice call. The default value is 'false'. Available in API version 44.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time (in UTC) when the current user last viewed a record related to this voice call.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time (in UTC) when the current user last viewed this voice call. If this record was only referenced (<code>LastReferencedDate</code>), this value will be null.</p>
LongestHoldDuration	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If Service Cloud Voice is enabled, this field represents the longest hold duration (in seconds) that occurred during the call. Available in API version 49.0 and later.</p>

Field Name	Details
MediaProviderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The unique ID of the related media provider. Available in API version 49.0 and later. This is a relationship field.</p> <p>Relationship Name MediaProvider</p> <p>Relationship Type Lookup</p> <p>Refers To CallCoachingMediaProvider</p>
NextCallId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If Service Cloud Voice is enabled, this field represents the unique ID of the next call if the call was transferred to another agent. If a transfer or callback didn't occur, this value will be null. Available in API version 48.0 and later. This is a relationship field.</p> <p>Relationship Name NextCall</p> <p>Relationship Type Lookup</p> <p>Refers To VoiceCall</p>
NumberOfHolds	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If Service Cloud Voice is enabled, this field represents the number of times the customer was put on hold. Available in API version 49.0 and later.</p>
OwnerId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The unique ID of the user who owns the voice call record. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PreviousCallId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If Service Cloud Voice is enabled, this field represents the unique ID of the previous call if the call was transferred from another agent. If a transfer or callback didn't occur, this value will be null. Available in API version 48.0 and later. This is a relationship field.</p> <p>Relationship Name PreviousCall</p> <p>Relationship Type Lookup</p> <p>Refers To VoiceCall</p>
Price	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description For Sales Dialer, this field represents the cost of the phone call.</p>
QualityScore	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>If Service Cloud Voice is enabled, this field represents the value of the Mean Opinion Score (MOS) that measures voice call quality. This algorithm is based on packet loss percentage, average latency, and average jitter. Available in API version 53.0 and later.</p>
QueueName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>If Service Cloud Voice is enabled, this field represents the name of the agent queue. Available in API version 49.0 and later.</p>
RecipientId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>For Service Cloud Voice, this field represents the unique ID of the participant who received the call. If “Match Callers to End User Records” is enabled in Lightning Experience, this value will be null and the EndUserId field is used instead to determine the end user associated with this voice call.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>Recipient</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>ConversationParticipant</p>
RecordTypeId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Nillable, Updates</p> <p>Description</p> <p>The ID of the voice call record type assigned to this voice call. If a record type isn't assigned to this voice call, the value is null. Available in API version 59.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>RecordType</p>

Field Name	Details
	Relationship Type Lookup Refers To RecordType
RelatedRecordId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The unique ID of the related record. This is a polymorphic relationship field. Relationship Name RelatedRecord Relationship Type Lookup Refers To Account, Case, Contact, Lead, Opportunity
SourceType	Type picklist Properties Create, Group, Nillable, Restricted picklist, Sort, Update Description The general purpose of the call. The permission sets assigned to the voice call owner determine the value. A call's source type controls which insights Einstein Conversation Insights applies during analysis. Possible values are: <ul style="list-style-type: none">• Sales• Service Available in API version 52.0 and later.
ToPhoneNumber	Type phone Properties Create, Filter, Group, Sort Description The recipient of the phone call. For inbound, transfer, and callback calls, this value is the agent's number. For outbound calls, this value is the customer's number.

Field Name	Details
TranscribedLanguage	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The language that is transcribed for this voice call.</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The unique ID of the Salesforce user who initiates an outbound call or accepts an inbound call. If no one takes the call, this value defaults to null. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
VendorCallKey	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, idLookup, Sort</p> <p>Description The unique ID of the child leg of the call that's provided by the Sales Dialer vendor or Service Cloud Voice telephony provider.</p>
VendorParentCallKey	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description For Sales Dialer, this field represents the unique ID of the parent leg of the call that's provided by the Dialer vendor.</p>
VendorType	<p>Type picklist</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description For Sales Dialer, this field represents the type of Dialer vendor. For Service Cloud Voice, this field is always set to 'ContactCenter'. Available in API version 41.0 and later.</p>
VoiceVendorLineId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description For Sales Dialer, this field represents the unique ID of the associated Dialer vendor line. This is a relationship field.</p> <p>Relationship Name VoiceVendorLine</p> <p>Relationship Type Lookup</p> <p>Refers To VoiceVendorLine</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

VoiceCallChangeEvent (Available in API version 48.0 and later)

Change events are available for the object.

VoiceCallFeed (Available in API version 50.0 and later.)

Feed tracking is available for the object.

VoiceCallOwnerSharingRule

Sharing rules are available for the object.

VoiceCallShare

Sharing is available for the object.

VoiceCallMetrics

Represents metrics for a VoiceCall lifecycle event, aggregated daily. This object is available in API version 56.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Fields

Field	Details
AverageSCVCallDuration	Type double Properties Filter, Nillable, Sort Description The average call duration, measured in minutes, for a given day.
AvgMessagesPerCall	Type int Properties Filter, Group, Nillable, Sort Description The average number of transcription messages per call for a given day.
InboundCallsAgentsConnected	Type int Properties Filter, Group, Nillable, Sort Description The number of inbound calls where agents connect with callers for a given day.
MaxMessagesPerCall	Type int Properties Filter, Group, Nillable, Sort Description The number of transcription messages for the call with the highest number of said messages for a given day.
MaxSCVCallDuration	Type double Properties Filter, Nillable, Sort Description The longest call duration, measured in minutes, for a given day.

Field	Details
MetricsDate	<p>Type date</p> <p>Properties Filter, Group, Sort</p> <p>Description The date and time (in UTC) when the metric was gathered. For example, daily metrics jobs run at 12am local instance time (not UTC).</p>
NumACWInitiated	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of calls where After Conversation Work (ACW) is initiated for a given day.</p>
NumCallbackCallsCtrCompleted	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of callback calls where interactive voice response (IVR) data is fully and completely captured from a telephony provider for a given day.</p>
NumInboundCallsCtrCompleted	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of inbound calls where interactive voice response (IVR) data is fully and completely captured from a telephony provider for a given day.</p>
NumInboundIVRAbandonCalls	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of inbound calls where callers disconnected while waiting in the interactive voice response (IVR) system for a given day.</p>
NumInboundQueueAbandonCalls	<p>Type int</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of inbound calls where callers disconnected while waiting in the queue for a given day.</p>
NumOutboundCallsCtrCompleted	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of outbound calls where interactive voice response (IVR) data is fully and completely captured from a telephony provider for a given day.</p>
NumRecordedCalls	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of calls where the conversation between an agent and caller is recorded for a given day.</p>
NumSCVCallbackCalls	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of callback calls for a given day.</p>
NumSCVInboundCalls	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of inbound calls for a given day.</p>
NumSCVOutboundCalls	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of outbound calls for a given day.</p>

Field	Details
NumSCVTransferCalls	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of transfer calls for a given day.</p>
NumTransferCallsCtrCompleted	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of transfer calls where interactive voice response (IVR) data is fully and completely captured from a telephony provider for a given day.</p>
OutboundCallsAgentsConnected	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of outbound calls where an agent is connected with a caller for a given day.</p>
TotalACWInboundMinutes	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total number of minutes agents spent in After Conversation Work (ACW) for inbound calls for a given day.</p>
TotalACWOutboundMinutes	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total number of minutes agents spent in After Conversation Work (ACW) for outbound calls for a given day.</p>
TotalAgentInboundMinutes	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The total number of minutes agents spent talking to callers on inbound calls for a given day.
TotalHoldDurationMinutes	Type double Properties Filter, Nillable, Sort Description The number of minutes callers were put on hold for a given day.
TotalIVRInboundMinutes	Type double Properties Filter, Nillable, Sort Description The total number of minutes callers spent in the IVR system on inbound calls for a given day.
TotalMessages	Type int Properties Filter, Group, Nillable, Sort Description The total number of transcription messages for a given day.
TotalOutboundMinutes	Type double Properties Filter, Nillable, Sort Description The total number of minutes agents spent talking to callers on outbound calls for a given day.
TotalQueueInboundMinutes	Type double Properties Filter, Nillable, Sort Description For inbound calls, the total number of minutes callers spent in the queue waiting for a given day.

VoiceCallList

Represents a prioritized list of numbers to call.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether the call list is active or not.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the call list.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the call list owner.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceCallListOwnerSharingRule](#)

Sharing rules are available for the object.

VoiceCallListShare

Sharing is available for the object.

VoiceCallListItem

Represents a single phone number in a prioritized call list.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
CallListId	Type reference Properties Create, Filter, Group, Sort Description The ID of the related call list.
Ordinal	Type int Properties Create, Filter, Group, Sort, Update Description The order of the item in the overall call list.
RelatedRecordId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the related record.
State	Type picklist

Field Name	Details
	Properties Create, Filter, Group, Restricted picklist, Sort, Update
	Description Whether the call list item is not called, called, or skipped.

VoiceCallQualityFeedback

Represents feedback given by a Sales Dialer user about the quality of a [VoiceCall](#).

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Fields

Field Name	Details
FeedbackText	Type textarea Properties Nillable Description The detailed feedback about a call left by a user.
FeedbackType	Type string Properties Filter, Group, Nillable, Sort Description The feedback category (Call could not connect, Audio lagged, etc.) selected by a user.
OwnerId	Type reference Properties Filter, Group, Sort Description The ID of the user leaving the feedback.

Field Name	Details
VoiceCallId	Type reference Properties Filter, Group, Sort Description The ID of the related VoiceCall .

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceCallQualityFeedbackOwnerSharingRule](#)

Sharing rules are available for the object.

[VoiceCallQualityFeedbackShare](#)

Sharing is available for the object.

VoiceCallRecording

Represents a call recording in Service Cloud Voice and Sales Dialer. Call recordings for Service Cloud Voice with Amazon Connect and for Service Cloud Voice with Partner Telephony from Amazon Connect are stored in S3 buckets on your Amazon Web Services (AWS) account and can be accessed via AWS. Call recordings for Sales Dialer are saved as files in Salesforce.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
DurationInSeconds	Type int Properties Create, Filter, Group, Sort, Update Description The total length (in seconds) of the voice call recording.

Field Name	Details
	<p>This value depends on which parameters are passed to the <code>PATCH /telephony/v1/voiceCalls/{CALL_ID}</code> API.</p> <ul style="list-style-type: none"> If the <code>totalRecordingDuration</code> parameter is passed, then <code>DurationInSeconds = totalRecordingDuration</code>. If the <code>agentInteractionDuration</code> and <code>totalHoldDuration</code> parameters are passed, then <code>DurationInSeconds = agentInteractionDuration + totalHoldDuration</code>. If the <code>agentInteractionDuration</code>, <code>totalHoldDuration</code>, and <code>totalRecordingDuration</code> parameters are passed, then <code>DurationInSeconds = totalRecordingDuration</code>.
IntelligenceScore	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The intelligence score of the recording.</p>
IsConsented	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether the call recording was indicated as consented or not.</p>
MediaContentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the related media content, a <code>ContentDocument</code>. The record counts toward your org's file storage quota. This is a relationship field.</p> <p>Relationship Name MediaContent</p> <p>Relationship Type Lookup</p> <p>Refers To ContentDocument</p>
Name	<p>Type string</p>

Field Name	Details
	<p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the call recording file.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the owner of the call recording. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
UploadDateTime	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time and date that the recording was uploaded.</p>
VoiceCallId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Required. The ID of the related phone call. The property <code>nillable</code> has been removed in API version 50.0 and later. This is a relationship field.</p> <p>Relationship Name VoiceCall</p> <p>Relationship Type Lookup</p> <p>Refers To VoiceCall</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[VoiceCallRecordingChangeEvent](#) (API version 48.0)

Change events are available for the object.

[VoiceCallRecordingOwnerSharingRule](#)

Sharing rules are available for the object. Removed in API version 50.0 and later.

[VoiceCallRecordingShare](#)

Sharing is available for the object. Removed in API version 50.0 and later.

VoiceCoaching

Represents a call that is using call monitoring.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
<code>OwnerId</code>	Type reference Properties Filter, Group, Sort Description The ID of the manager monitoring the call.
<code>RelatedRecordId</code>	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the call list owner.
<code>TraineeId</code>	Type reference

Field Name	Details
	Properties Filter, Group, Sort, Unique
	Description The ID of the call list owner.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceCoachingOwnerSharingRule](#)

Sharing rules are available for the object.

[VoiceCoachingShare](#)

Sharing is available for the object.

VoiceLocalPresenceNumber

Represents a phone number with the same area code as the person who's being called.

Supported Calls

`query()`, `retrieve()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
CountryCode	Type string
	Properties Filter, Group, idLookup, Sort
	Description The country code of the phone number.
LastUsedDate	Type dateTime
	Properties Filter, Nillable, Sort

Field Name	Details
	Description The date the phone number was last used.
PhoneNumber	Type phone Properties Filter, Group, Sort Description The local presence phone number.
Prefix	Type reference Properties Filter, Group, Sort Description The area code of the phone number.

VoiceMailContent

Represents a voicemail message left by a caller to the context user.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
DurationInSeconds	Type int Properties Create, Filter, Group, Sort, Update Description The duration of the voicemail message in seconds.

Field Name	Details
FirstHeardDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The time and date when the user first listened to the voicemail message.
MediaContentId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the related media content, a ContentDocument. The record counts toward your org's file storage quota.
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The name of the voicemail message.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the owner of the voicemail message.
VoiceCallId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the related Dialer call.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceMailContentOwnerSharingRule](#)

Sharing rules are available for the object.

VoiceMailContentShare

Sharing is available for the object.

VoiceMailGreeting

Represents a custom greeting message that plays upon reaching a user's voicemail. This object is available in API version 41.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
DurationInSeconds	Type int Properties Create, Filter, Group, Sort, Update Description The duration of the voicemail greeting message in seconds.
IsDefault	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Whether the greeting is the user's default greeting (<code>true</code>) or not (<code>false</code>).
MediaContentId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the related content document.
Name	Type string

Field Name	Details
	Properties Create, Filter, Group, idLookup, Sort, Update
	Description The name of the voicemail greeting message.
OwnerId	Type reference
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description ID of the voicemail greeting message owner.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceMailGreetingOwnerSharingRule](#)

Sharing rules are available for the object.

[VoiceMailGreetingShare](#)

Sharing is available for the object.

VoiceMailMessage

Represents a prerecorded voicemail message.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
DurationInSeconds	Type int
	Properties Create, Filter, Group, Sort, Update

Field Name	Details
	Description The duration of a prerecorded voicemail message in seconds.
IsDefault	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Specifies whether the message is the context user's default voicemail drop message.
MediaContentId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the file.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the prerecorded voicemail message.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of the prerecorded voicemail message.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceMailMessageOwnerSharingRule](#)

Sharing rules are available for the object.

[VoiceMailMessageShare](#)

Sharing is available for the object.

VoiceUserLine

Represents a user's forwarding phone number.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
<code>IsCustomCallerId</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the number is a custom caller ID (<code>true</code>) or not (<code>false</code>).</p>
<code>IsVerified</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Reserved for future use.</p>
<code>Name</code>	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort</p> <p>Description The name of the phone number.</p>
<code>OwnerId</code>	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field Name	Details
	Description The ID of the user who owns the phone number.
PhoneNumber	Type phone Properties Create, Filter, Group, Sort, Update Description The user's phone number.
UserId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the user using the phone number.
VendorVerifiedCallerIdKey	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description The ID for a custom phone number provided by the Sales Dialer service provider.
VoiceVendorInfoId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the related Sales Dialer service provider.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceUserLineOwnerSharingRule](#)

Sharing rules are available for the object.

[VoiceUserLineShare](#)

Sharing is available for the object.

VoiceUserPreferences

Represents the number the user displays when making outbound calls. This object is available in API version 41.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
CallerIdType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The number displayed for outbound calls. The possible values are:</p> <ul style="list-style-type: none">• VendorLine• CompanyNumber• LocalPresence• CustomCallerId
DeskPhoneNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description A separate phone number users can utilize as part of a call bridge.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the phone number owner.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceUserPreferencesOwnerSharingRule](#)

Sharing rules are available for the object.

[VoiceUserPreferencesShare](#)

Sharing is available for the object.

VoiceVendorInfo

Represents information about the Service Cloud Voice or Sales Dialer provider's vendor.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
CorporateNumber	Type phone Properties Filter, Group, Nillable, Sort Description The standard number that users can choose to display when making outgoing calls.
IsActive	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Specifies whether the vendor is active or not.
LocalPresenceDefaultNumber	Type phone Properties Filter, Group, Nillable, Sort

Field Name	Details
	Description The default routing number that's available for incoming local presence calls.
TenantConfigVersion	Type string Properties Filter, Group, Nillable, Sort Description The version of the Service Cloud Voice tenant configuration. Available in API version 51.0 and later.
VendorAccountKey	Type string Properties Filter, Group, idLookup, Sort Description The account key of the vendor.
VendorProviderName	Type string Properties Filter, Group, Sort Description The name of the vendor.
VendorType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The name of the telephony vendor.

VoiceVendorLine

Represents a user's phone number reserved with the vendor.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

Special Access Rules

As of Spring '20 and later, only your Salesforce org's internal users can access this object.

Fields

Field Name	Details
CallUsageInSecondsLastMonth	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description An org's total call usage last month in seconds.</p>
OwnerId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the user who owns the phone number. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PhoneNumber	<p>Type phone</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The unique vendor phone number.</p>
ShouldRecord	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Reserved for future use.</p>

Field Name	Details
Status	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Specifies whether the number is currently active or released.</p>
UserId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the user using the phone number. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
VoiceVendorInfoId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the Dialer vendor. This is a relationship field.</p> <p>Relationship Name VoiceVendorInfo</p> <p>Relationship Type Lookup</p> <p>Refers To VoiceVendorInfo</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[VoiceVendorLineOwnerSharingRule](#)

Sharing rules are available for the object.

VoiceVendorLineShare

Sharing is available for the object.

Vote

Represents a vote that a user has made on a Knowledge Article, Idea, or Reply.



Note: In API version 16.0 and earlier, SOQL queries on the Vote object only return votes for the Idea object. Starting in API version 17.0, SOQL queries return votes for both Idea and Reply.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

As of Summer '20 and later, only authenticated internal and external users can access this object.

Voting on Knowledge articles is available only when Knowledge is enabled.

Fields

Field	Details
<code>IsDeleted</code>	<p>Type boolean</p> <p>Properties Defaulted on create, Filter</p> <p>Description Indicates whether the object has been moved to the Recycle Bin (<code>true</code>) or not (<code>false</code>). Label is Deleted.</p>
<code>LastModifiedById</code>	<p>Type reference</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description ID of the user most recently associated with this vote.</p>
<code>LastModifiedDate</code>	<p>Type dateTime</p> <p>Properties Defaulted on create, Filter, Sort</p>

Field	Details
	Description The datetime when this vote was last modified.
ParentId	Type reference Properties Group, Sort, Create, Filter Description ID of the Knowledge Article, Idea, or Reply associated with this vote. This is a polymorphic relationship field. Relationship Name Parent Relationship Type Lookup Refers To Idea, IdeaComment, KnowledgeArticle, Solution
Type	Type picklist Properties Group, Sort, Create, Filter, Restricted picklist, Update Description Picklist that indicates the type of vote. The value <code>Up</code> indicates that the vote is a user's positive endorsement of the associated idea or reply. The value <code>Down</code> indicates that the vote is a user's negative endorsement of the associated idea or reply.



Note: If you are importing Vote data into Salesforce and need to set the value for an audit field, such as `CreatedDate`, contact Salesforce. Audit fields are automatically updated during API operations unless you request to set these fields yourself..

Usage

For Knowledge Articles, one vote record is inserted per user per Knowledge Article. Voting for another article version overrides the vote for the previous version.

In version 12.0 and later, use this object to track the votes that users made on ideas. For more information on ideas, see “Understand and Work with Ideas” in the Salesforce Help .

In version 17.0 and later, you must filter using the following syntax when querying this object in a SOQL query: `ParentId = single ID`, `Parent.Type = single Type`, `Id = single ID`, or `Id IN (list of IDs)`. See Comparison Operators in the [Salesforce SOQL and SOSL Reference Guide](#) for a sample query.

A SOQL query must filter using one of the following Parent or Id clauses.

- `ParentId = [single ID]`

- Parent.Type = [*single type*]
- Id = [*single ID*]
- Id IN = [*list of IDs*]

SEE ALSO:

[Idea](#)
[IdeaComment](#)

WarrantyTerm

Represents warranty terms defining the labor, parts, and expenses covered, along with any exchange options, provided to rectify issues with products. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
Code	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description A code or other identifier associated with this warranty term.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the warranty term.</p>
EffectiveStartDate	<p>Type picklist</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Date on which the warranty term became available for use. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none"> • InstallDate • ManufactureDate • PurchaseDate
ExchangeType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of exchange offered. Possible values are:</p> <ul style="list-style-type: none"> • AdvanceExchange • Loaner • ReturnExchange
Exclusions	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of any exclusions.</p>
ExpensesCovered	<p>Type percent</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The percentage of expenses covered.</p>
ExpensesCoveredDuration	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The duration for which expenses are covered.</p>
ExpensesCoveredUnitOfTime	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	Description The unit in which expenses covered duration is measured. Possible values are: <ul style="list-style-type: none"> • Days • Months • Weeks • Years
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Defines whether the warranty term is active.
IsTransferable	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Defines whether the warranty can be transferred to a new owner.
LaborCovered	Type percent Properties Create, Filter, Nillable, Sort, Update Description The percentage of labor covered.
LaborCoveredDuration	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The duration for which labor is covered.
LaborCoveredUnitOfTime	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Field	Details
	<p>Description</p> <p>The unit in which labor covered duration is measured.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Days• Months• Weeks• Years
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date when the warranty term was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date when the warranty term was last viewed.</p>
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The warranty term's assigned owner.</p>
PartsCovered	<p>Type</p> <p>percent</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The percentage of parts covered.</p>
PartsCoveredDuration	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description The duration for which parts are covered.
PartsCoveredUnitOfTime	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The unit in which parts covered duration is measured. Possible values are: <ul style="list-style-type: none"> • Days • Months • Weeks • Years
Pricebook2Id	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the price book item associated with this warranty term.
WarrantyDuration	Type int Properties Create, Filter, Group, Sort, Update Description The duration of the warranty offered by this term.
WarrantyTermName	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the warranty term.
WarrantyType	Type picklist Properties Create, Filter, Group, Sort, Update

Field	Details
	Description The type of warranty. Possible values are: <ul style="list-style-type: none"> • Repair • Standard • Supplier
WarrantyUnitOfTime	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The unit in which the warranty duration is measured. Possible values are: <ul style="list-style-type: none"> • Days • Months • Weeks • Years

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

WarrantyTermChangeEvent

Change events are available for the object.

WaveAutoInstallRequest

Provides access to the concrete object that represents a CRM Analytics auto-install request. The auto-install request tracks the progress of CRM Analytics applications created from CRM Analytics templates by the automated process user. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

CRM Analytics must be enabled in your org. A user must have the Auto Install permission enabled.

Fields

Field	Details
Configuration	<p>Type textarea</p> <p>Properties Create, Nillable</p> <p>Description CRM Analytics application configuration for the auto-install request.</p>
FailedReason	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description If the CRM Analytics application fails to complete successfully, this value indicates why the failure occurred. Values can be:</p> <ul style="list-style-type: none"> • OrganizationIncompatible: the org didn't pass the template compatibility checks. • AppInstallationSkipped: the org didn't pass the template compatibility checks and was skipped. • RetriesExhausted: the request exhausted the maximum number of retries. • RequestCancelled: the user canceled the request. • AppCreateFailure: the app or folder creation failed. Check the request log and try again. • AppUpdateFailure: the app or folder update failed. Check the request log and try again. • AppConstructionFailure: the app or folder construction failed. Check the request log and try again. • WaveDisabled: the org doesn't have the Wave org permission or preference enabled. Check the licenses for CRM Analytics and try again. • CancelFailed: canceling an in-progress app failed. Check the request log and try again. • DeleteFailed: deleting an app failed. Check the request log and try again. • DependencyFailure: a dependent auto-install request failed. Check App Install History and try again. • DependencyCancelled: the user canceled a dependent auto-install request. Check App Install History and try again. • FailedToEnqueue: the request failed to enqueue. Check the request log and try again. • FailedOther: the request failed for another reason. Check the request log and try again.

Field	Details
FolderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the CRM Analytics application created by the auto-install request. This is a relationship field.</p> <p>Relationship Name Folder</p> <p>Relationship Type Lookup</p> <p>Refers To Folder</p>
IsLocked	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates if the auto-install request is locked or not.</p>
MayEdit	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates if the auto-install request can be edited or not.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the auto-install request, provided at creation by the user.</p>
RequestLog	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A log of the auto-install progress and completion results.</p>

Field	Details
RequestStatus	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The status of the auto-install request. Values can be New, Enqueued, Cancelled, In Progress, AppInProgress, Failed, and Success.</p>
RequestType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The type of auto-install request. Values can be WaveEnable, OrgCompatibilityCheck, WaveAppCreate, WaveAppUpdate, WaveAppDelete, and StartDataflow.</p>
TemplateApiName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The API name of the CRM Analytics template to create the CRM Analytics app from.</p>
TemplateVersion	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The version of the CRM Analytics template to create the CRM Analytics app from.</p>

Usage

Use this object to query and create auto-install requests for CRM Analytics applications in your org. This object is useful to troubleshoot issues with templated applications that the automated process user creates.

WebCart

Represents an online shopping cart for a store built with B2B Commerce or D2C Commerce, with total amounts for products, shipping and handling, and taxes. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`


Special Access Rules

The WebCart object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the account that owns this <code>WebCart</code>. In API version 51.0 and later, if the <code>WebCart</code> was created through Guest Browsing, this ID is the ID of the <code>GuestBuyerProfile</code>. This field is a polymorphic relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
BillingAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The mailing address to which this <code>WebCart</code> is billed.</p>
BillingCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city of the billing address.</p>
BillingCountry	<p>Type string</p>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description The country of the billing address.
BillingGeocodeAccuracy	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The accuracy rating of the geocode for the billing address. Possible values are: <ul style="list-style-type: none"> • Address • Block • City • County • ExtendedZip • NearAddress • Neighborhood • State • Street • Unknown • Zip
BillingLatitude	Type double Properties Create, Filter, Nillable, Sort, Update Description The latitude of the geocode for the billing address.
BillingLongitude	Type double Properties Create, Filter, Nillable, Sort, Update Description The longitude of the geocode for the billing address.
BillingPostalCode	Type string


Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description The postal code for the billing address.
BillingState	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The state of the billing address.
BillingStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description The street of the billing address. Enter up to 255 characters.
CurrencyIsoCode	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The ISO code for the currency that's specified on the buyer's account. Default value is USD. Possible values are: <ul style="list-style-type: none"> • EUR—Euro • USD—U.S. Dollar  Note: Although this field is Nillable, if you want to use Commerce Webstore Cart Promotions with multi-currency enabled, this field is required.
GrandTotalAmount	Type currency Properties Filter, Nillable, Sort Description Sum of all cart items' TotalAmount, or WebCart TotalAmount plus WebCart TotalTaxAmount.
GuestCompanyName	Type string

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Company name associated with a delivery for a guest customer. This field is available in API version 59.0 and later.</p>
GuestEmailAddress	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The email address of a guest buyer. This field is available in API version 52.0 and later.</p>
GuestFirstName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The first name of a guest buyer. This field is available in API version 52.0 and later.</p>
GuestLastName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The last name (or surname) of a guest buyer. This field is available in API version 52.0 and later.</p>
GuestPhoneNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The phone number of a guest buyer. This field is available in API version 52.0 and later.</p>
GuestSecondName	<p>Type string</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The second name of a guest buyer. This field is available in API version 52.0 and later.</p>
InventoryReservationIdentifier	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Reserved for future use. This field is available in API version 57.0 and later.</p>
IsRepricingNeeded	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether the cart has changed since the last repricing. The default value is false.</p>
IsSecondary	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether the cart is a secondary cart or a primary cart. This field is available in API version 52.0 and later.</p>
LastRepricingDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date when the last repricing was done.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p>

Field	Details
	Description The name of this <code>WebCart</code> record. Name can be up to 255 characters.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the owner of this <code>WebCart</code> . This field is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
PaymentGroupId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the <code>WebCart</code> payment group. This field is a relationship field. Relationship Name PaymentGroup Relationship Type Lookup Refers To PaymentGroup
PaymentMethodId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The method of payment for this <code>WebCart</code> . This field is a polymorphic relationship field. Relationship Name PaymentMethod

Field	Details
	Relationship Type Lookup Refers To AlternativePaymentMethod, CardPaymentMethod, DigitalWallet
PoNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The purchase order number. Enter up to 80 characters.
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The status of this webCart. Possible values are: <ul style="list-style-type: none"> • Active—Cart is created and available for modifications, like adding or removing products or promotions. • Checkout—Cart is in checkout. If the customer modifies the cart, the current checkout session is canceled. • Closed—Checkout is complete and an order was created. The cart cannot be modified. • PendingClosed—Cart is marked to be closed, but the request isn't completed yet. The cart can't be modified. This value is available in API version 57.0 and later. • PendingDelete—Cart is marked for delete, but the request isn't completed yet. The cart can't be modified. • Processing—Cart is processing. For example, taxes are being calculated. The cart can't be modified.
TaxLocaleType	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The type of tax locale. Possible values are: <ul style="list-style-type: none"> • Net • Gross This field is available in API versions 52.0 to 54.0.

Field	Details
TaxType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The type of tax policy. Possible values are:</p> <ul style="list-style-type: none"> • Net • Gross <p>This field is available in API version 55.0 and later.</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Defaulted on create, Filter, Nillable, Sort</p> <p>Description A calculated field that reflects the total of all adjustments to the cart subtotal. Adjustments include various types of discounts.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all cart items' <code>TotalPrice</code>, or <code>TotalProductAmount</code> plus <code>TotalChargeAmount</code>. If the store tax type is Gross, the sum includes taxes.</p> <p> Note: Although this field is Nillable, if you want to use Commerce Webstore Cart Promotions, this field is required and must have a value greater than or equal to zero (0).</p>
TotalAmountAfterAllAdjustments	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all cart items after all price adjustments are applied. Adjustments include various types of discounts.</p> <p>This field is available in API version 52.0 and later.</p>
TotalChargeAmount	<p>Type currency</p>

Field	Details
	Properties Defaulted on create, Filter, Nillable, Sort Description The sum of all cart items' <code>TotalPrice</code> for cart items of the type <code>Charge</code> .
<code>TotalChargeTaxAmount</code>	Type currency Properties Defaulted on create, Filter, Nillable, Sort Description The sum of all the cart items' <code>TotalTaxAmount</code> for cart items of the type <code>Charge</code> .
<code>TotalLineItemsWithErrors</code>	Type int Properties Defaulted on create, Filter, Group, Nillable, Sort Description A calculated field that shows the total number of cart line items of type <code>Product</code> with errors. This field is available in API version 50.0 and later.
<code>TotalListAmount</code>	Type currency Properties Defaulted on create, Filter, Nillable, Sort Description Sum of all the cart items' <code>TotalListPrice</code> .
<code>TotalProductAmount</code>	Type currency Properties Defaulted on create, Filter, Nillable, Sort Description The sum of all the cart items' <code>TotalPrice</code> for cart items of the type <code>Product</code> .
<code>TotalProductCount</code>	Type double Properties Defaulted on create, Filter, Nillable, Sort Description A count of all the products in the <code>WebCart</code> .

Field	Details
TotalProductListAmount	<p>Type currency</p> <p>Properties Defaulted on create, Filter, Nillable, Sort</p> <p>Description The sum of all the cart items' TotalListAmount for the CartItem type Product. This field is available in API version 59.0 and later.</p>
TotalProductTaxAmount	<p>Type currency</p> <p>Properties Defaulted on create, Filter, Nillable, Sort</p> <p>Description The sum of all the cart items' TotalTaxAmount for the CartItem type Product.</p>
TotalPromoAdjustmentAmount	<p>Type currency</p> <p>Properties Defaulted on create, Filter, Nillable, Sort</p> <p>Description The total of all item discounts related to product promotions. This field is available in API version 52.0 and later.</p>
TotalPromoAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Defaulted on create, Filter, Nillable, Sort</p> <p>Description The total tax adjustment for all item discounts related to product promotions. This field is available in API version 52.0 and later.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all cart items' TotalTaxAmount, or TotalProductTaxAmount plus TotalDeliveryTaxAmount.</p>
Type	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The <code>WebCart</code> type. Default value is <code>Cart</code>. Possible values are:</p> <ul style="list-style-type: none">• <code>Cart</code>
<code>UniqueProductCount</code>	<p>Type int</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Sort</p> <p>Description The count of unique product SKUs in the <code>WebCart</code>.</p>
<code>WebStoreId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The store ID related to this <code>WebCart</code>. This field is a relationship field.</p> <p>Relationship Name WebStore</p> <p>Relationship Type Lookup</p> <p>Refers To WebStore</p>

Usage Notes

- In a B2B Commerce for Lightning store, customers who created custom components for adding items to carts noticed that, after adding items, the cart badge didn't refresh. A hard refresh causes the value to properly update.

Associated Objects

This object has the following associated objects. Unless it's noted, associated objects are available in the same API version as this object.

[WebCartChangeEvent](#) (API version 58.0)

Change events are available for the object.

[WebCartHistory](#)

History is available for tracked fields of the object.

WebCartOwnerSharingRule

Sharing rules are available for the object.

WebCartShare

Sharing is available for the object.

SEE ALSO:

- [Commerce Webstore Cart Promotions](#)
- [Commerce Webstore Promotions, Associate Action](#)
- [Commerce Webstore Promotions, Execute Action](#)

WebCartAdjustmentBasis

Coupons that trigger promotions for the cart. When a customer tries to add a coupon to the cart, the store looks for promotions associated with the coupon. If a promotion results in a price adjustment, a WebCartAdjusmentBasis record is created. This object is available in API version 54.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
AdjustmentBasisDetail	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Coupon code for the coupon associated with the promotion.</p>
AdjustmentBasisReferenceId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Foreign key reference to the coupon.</p> <p>This field is a relationship field.</p>

Field	Details
	Relationship Name AdjustmentBasisReference Relationship Type Lookup Refers To Coupon
CurrencyIsoCode	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The currency ISO code of the cart. Possible values are: <ul style="list-style-type: none">• EUR• USD The default value is USD.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the WebCartAdjustmentBasis record.
WebCartId	Type reference Properties Create, Filter, Group, Sort Description ID of the cart. This field is a relationship field. Relationship Name WebCart Relationship Type Lookup Refers To WebCart

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[WebCartAdjustmentBasisChangeEvent](#) on page 52

Change events are available for the object.

WebCartAdjustmentGroup

Group of price adjustments for a cart. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The WebCartAdjustmentGroup object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
AdjustmentSource	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Price adjustment type.</p> <p>Possible values are:</p> <ul style="list-style-type: none">DiscretionaryPromotionSystem
AdjustmentTargetType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Target for the price adjustment (the cart itself or individual items).</p> <p>Possible values are:</p> <ul style="list-style-type: none">Cart

Field	Details
	<ul style="list-style-type: none"> Item
AdjustmentType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates if the price adjustment is applied as percentage or an absolute amount. Possible values are:</p> <ul style="list-style-type: none"> AdjustmentAmount AdjustmentPercentage
AdjustmentValue	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Numeric value of the adjustment (for example, 10 if the price adjustment is either 10% off or \$10 off).</p>
CartId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the cart to which the price adjustment belongs. This is a relationship field.</p> <p>Relationship Name Cart</p> <p>Relationship Type Lookup</p> <p>Refers To WebCart</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The ISO code for the currency that's specified on the buyer's account. Default value is USD. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none"> • EUR—Euro • USD—U.S. Dollar
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the adjustment group.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the adjustment group.</p>
PriceAdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of entity that caused this adjustment (for example, a promotion ID). This is a relationship field.</p> <p>Relationship Name PriceAdjustmentCause</p> <p>Relationship Type Lookup</p> <p>Refers To Promotion</p>
Priority	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If there are multiple price adjustments, sequence in which the price adjustments are applied.</p>
TaxAmount	<p>Type currency</p>

Field	Details
	Properties Create, Filter, Nillable, Sort, Update Description Tax on the total adjusted price.
TotalAmount	Type currency Properties Create, Filter, Nillable, Sort, Update Description Total price after adjustments.
TotalAmountWithTax	Type currency Properties Filter, Nillable, Sort Description Total adjusted price plus tax.

Associated Objects

This object has the following associated objects. Unless it's noted, associated objects are available in the same API version as this object.

[WebCartAdjustmentGroupChangeEvent](#) (API version 58.0)

Change events are available for the object.

WebCartHistory

WebCartHistory represents the history of changes to the values in the fields of the `WebCart` object.

For specific version information, see the documentation for `WebCart`.

Supported Calls

`describeSObjects()`, `query`, `replicate`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

For specific special access rules, if any, see the documentation for `WebCart`.

Fields

Field Name	Details
DataType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Data type of the field that was changed.
Field	Type picklist Properties Filter, Group, Restricted picklist, Sort Description Name of the field that was changed.
NewValue	Type anyType Properties Nillable, Sort Description New value of the field that was changed.
OldValue	Type anyType Properties Nillable, Sort Description Old value of the field that was changed.
WebCartId	Type reference Properties Filter, Group, Sort Description The unique ID of the WebCart.

WebLink

Represents a custom link to a URL or Scontrol.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Special Access Rules

- To create a custom link, the client application must be logged in with the “Customize Application” permission.
- Customer Portal users can’t access this object.

Fields

Field Name	Details
Availability	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description
Description	Type textarea Properties Create, Filter, Nillable, Sort, Update Description Description of the custom link. Limit is 1,000 characters.
DisplayType	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description Type of display: button, link, or mass-action button.
EncodingKey	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Required. Encoding of parameters on the URL link.
HasMenubar	Type boolean

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the popup window shows a menu bar (<code>true</code>) or not (<code>false</code>).</p>
HasScrollbars	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the popup window shows scroll bars (<code>true</code>) or not (<code>false</code>).</p>
HasToolbar	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the popup window shows browser toolbars (<code>true</code>) or not (<code>false</code>). Toolbars normally contain navigation buttons like Back, Forward, and Print.</p>
Height	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Height of the popup in pixels.</p>
IsProtected	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the object is protected (<code>true</code>) or not (<code>false</code>). Protected components that have been installed in other organizations can't be linked to or referenced by components created in the subscriber organization. A developer can easily delete a protected component contained in a managed package in a future release of the package without worrying about failing installations. However, once a component is marked as unprotected and is released globally, the developer can't delete it.</p>

Field Name	Details
IsResizable	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether users are allowed to resize the popup window (<code>true</code>) or not (<code>false</code>).</p>
LinkType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. Type of link (S-control or URL).</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Master label for the link. Limit is 240 characters. This display value is the internal label that is not translated.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Name to display on page.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix that is associated with this object. Each Developer Edition org that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <code>namespacePrefix__componentName</code> notation. The namespace prefix can have one of the following values.</p> <ul style="list-style-type: none">• In Developer Edition orgs, <code>NamespacePrefix</code> is set to the namespace prefix of the org for all objects that support it, unless an object is in an installed

Field Name	Details
	<p>managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition org of the package developer.</p> <ul style="list-style-type: none"> In orgs that are not Developer Edition orgs, <code>NamespacePrefix</code> is set only for objects that are part of an installed managed package. All other objects have no namespace prefix. <p>This field can't be accessed unless the logged-in user has the Customize Application permission.</p>
OpenType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. How the custom link opens when clicked in a browser—NewWindow, Sidebar, or NoSidebar.</p>
PageOrObjectType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Required. For standard objects, the name of the page on which to display the custom link. For custom objects, the name of the object.</p>
Position	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Location on the screen where the popup should open—TopLeft, FullScreen, or None.</p>
RequireRowSelection	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the custom link requires a row selection (<code>true</code>) or not (<code>false</code>).</p>
ScontrolId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the custom s-control object (Scontrol) to link to. Can include fields as tokens within the custom s-control object. Label is Custom S-Control ID.</p>
ShowsLocation	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the popup window shows the browser's address bar containing the URL (<code>true</code>) or not (<code>false</code>).</p>
ShowsStatus	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Show the status bar at the bottom of the browser.</p>
Url	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Required. URL of the page to link to. Can include fields as tokens within the URL. Limit: 1,024 KB.</p>
Width	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Width of the popup in pixels.</p>

Usage

Use this object to programmatically manage custom links, which allow client applications to integrate data with external URLs, an organization's intranet, or other back-end office systems. A custom link can point to:

- An external URL, such as `www.google.com` or your company's intranet.

- A custom s-control, such as a Java applet or Active-X control.

Custom links can include fields as tokens within the URL or custom s-control.

SEE ALSO:

[Scontrol](#)

WebLinkLocalization

Represents the translated value of the field label for a custom link to a URL or s-control when the Translation Workbench is enabled for your organization.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

- Your organization must be using Professional, Enterprise, Developer, Unlimited, or Performance Edition and be enabled for the Translation Workbench.
- To view this object, you must have the “View Setup and Configuration” permission.

Fields

Field	Details
LanguageLocaleKey	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Nillable, Restricted picklist</p> <p>Description</p> <p>This field is available in API version 16.0 and earlier. It is the same as the <code>Language</code> field.</p>
Language	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>This field is available in API version 17.0 and later. The combined language and locale ISO code, which controls the language for labels displayed in an application.</p> <p>This picklist contains the following fully-supported languages:</p>

Field	Details
	<ul style="list-style-type: none"> Chinese (Simplified): zh_CN Chinese (Traditional): zh_TW Danish: da Dutch: nl_NL English: en_US Finnish: fi French: fr German: de Italian: it Japanese: ja Korean: ko Norwegian: no Portuguese (Brazil): pt_BR Russian: ru Spanish: es Spanish (Mexico): es_MX Spanish (Mexico) defaults to Spanish for customer-defined translations. Swedish: sv Thai: th The Salesforce user interface is fully translated to Thai, but Help is in English. <p>The following end-user only languages are available.</p> <ul style="list-style-type: none"> Arabic: ar Bulgarian: bg Croatian: hr Czech: cs English (UK): en_GB Greek: el Hebrew: iw Hungarian: hu Indonesian: in Polish: pl Portuguese (European): pt_PT Romanian: ro Slovak: sk Slovenian: sl Turkish: tr Ukrainian: uk Vietnamese: vi

Field**Details**

The following platform languages are available for organizations that use Salesforce exclusively as a platform.

- Albanian: `sq`
- Afrikaans: `af`
- Amharic: `am`
- Arabic (Algeria): `ar_DZ`
- Arabic (Bahrain): `ar_BH`
- Arabic (Egypt): `ar_EG`
- Arabic (Iraq): `ar_IQ`
- Arabic (Jordan): `ar_JO`
- Arabic (Kuwait): `ar_KW`
- Arabic (Lebanon): `ar_LB`
- Arabic (Libya): `ar_LY`
- Arabic (Morocco): `ar_MA`
- Arabic (Oman): `ar_OM`
- Arabic (Qatar): `ar_QA`
- Arabic (Saudi Arabia): `ar_SA`
- Arabic (Sudan): `ar_SD`
- Arabic (Syria): `ar_SY`
- Arabic (Tunisia): `ar_TN`
- Arabic (United Arab Emirates): `ar_AE`
- Arabic (Yemen): `ar_YE`
- Armenian: `hy`
- Basque: `eu`
- Bosnian: `bs`
- Bengali: `bn`
- Burmese: `my`
- Catalan: `ca`
- Chinese (Hong Kong): `zh_HK`
- Chinese (Singapore): `zh_SG`
- Chinese (Malaysia): `zh_MY`
- Dutch (Belgium): `nl_BE`
- English (Australia): `en_AU`
- English (Belgium): `en_BE`
- English (Canada): `en_CA`
- English (Cyprus): `en_CY`
- English (Germany): `en_DE`
- English (Hong Kong): `en_HK`

Field**Details**

-
- English (India): en_IN
 - English (Ireland): en_IE
 - English (Israel): en_IL
 - English (Malaysia): en_MY
 - English (Malta): en_MT
 - English (Netherlands): en_NL
 - English (New Zealand): en_NZ
 - English (Philippines): en_PH
 - English (Singapore): en_SG
 - English (South Africa): en_ZA
 - English (United Arab Emirates): en_AE
 - Estonian: et
 - Farsi: fa
 - French (Belgium): fr_BE
 - French (Canada): fr_CA
 - French (Luxembourg): fr_LU
 - French (Morocco): fr_MA
 - French (Switzerland): fr_CH
 - Georgian: ka
 - German (Austria): de_AT
 - German (Belgium): de_BE
 - German (Luxembourg): de_LU
 - German (Switzerland): de_CH
 - Greek (Cyprus): el_CY
 - Greenlandic: kl
 - Gujarati: gu
 - Hawaiian: haw
 - Haitian Creole: ht
 - Hindi: hi
 - Icelandic: is
 - Irish: ga
 - Italian (Switzerland): it_CH
 - Kannada: kn
 - Kazakh: kk
 - Khmer: km
 - Latvian: lv
 - Lithuanian: lt
 - Luxembourgish: lb
-

Field**Details**

-
- Macedonian: mk
 - Malay: ms
 - Malayalam: ml
 - Maltese: mt
 - Marathi: mr
 - Montenegrin: sh_ME
 - Romanian (Moldova): ro_MD
 - Romansh: rm
 - Russian (Armenia): ru_AM
 - Russian (Belarus): ru_BY
 - Russian (Kazakhstan): ru_KZ
 - Russian (Kyrgyzstan): ru_KG
 - Russian (Lithuania): ru_LT
 - Russian (Moldova): ru_MD
 - Russian (Poland): ru_PL
 - Russian (Ukraine): ru_UA
 - Samoan: sm
 - Serbian (Cyrillic): sr
 - Serbian (Latin): sh
 - Spanish (Argentina): es_AR
 - Spanish (Bolivia): es_BO
 - Spanish (Chile): es_CL
 - Spanish (Colombia): es_CO
 - Spanish (Costa Rica): es_CR
 - Spanish (Dominican Republic): es_DO
 - Spanish (Ecuador): es_EC
 - Spanish (El Salvador): es_SV
 - Spanish (Guatemala): es_GT
 - Spanish (Honduras): es_HN
 - Spanish (Nicaragua): es_NI
 - Spanish (Panama): es_PA
 - Spanish (Paraguay): es_PY
 - Spanish (Peru): es_PE
 - Spanish (Puerto Rico): es_PR
 - Spanish (United States): es_US
 - Spanish (Uruguay): es_UY
 - Spanish (Venezuela): es_VE
 - Swahili: sw
-

Field	Details
	<ul style="list-style-type: none"> • Tagalog: <code>tl</code> • Tamil: <code>ta</code> • Te reo: <code>mi</code> • Telugu: <code>te</code> • Urdu: <code>ur</code> • Welsh: <code>cy</code> • Xhosa: <code>xh</code> • Zulu: <code>zu</code> <p>The values in this field are not related to the default locale selection.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix that is associated with this object. Each Developer Edition org that creates a managed package has a unique namespace prefix. Limit: 15 characters. You can refer to a component in a managed package by using the <code>namespacePrefix__componentName</code> notation.</p> <p>The namespace prefix can have one of the following values.</p> <ul style="list-style-type: none"> • In Developer Edition orgs, <code>NamespacePrefix</code> is set to the namespace prefix of the org for all objects that support it, unless an object is in an installed managed package. In that case, the object has the namespace prefix of the installed managed package. This field's value is the namespace prefix of the Developer Edition org of the package developer. • In orgs that are not Developer Edition orgs, <code>NamespacePrefix</code> is set only for objects that are part of an installed managed package. All other objects have no namespace prefix.
Value	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The actual translated label of the custom link. Label is Translation.</p>
WebLinkId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field	Details
	Description The ID of the WebLink that is being translated.

Usage

Use this object to translate your custom links to URLs or s-controls into the different languages supported by Salesforce. Users with the Translation Workbench enabled can view custom link translations, but either the “Customize Application” or “Manage Translation” permission is required to create or update custom link translations.

SEE ALSO:

[CategoryNodeLocalization](#)

[ScontrolLocalization](#)

WebStore

Represents a B2B or B2C store. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

You must have a B2B Commerce or D2C Commerce commerce license to create a web store.

Fields

Field	Details
<code>CheckoutTimeToLive</code>	Type int Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update Description Amount of time in minutes that a B2B checkout stays active and doesn't expire. If you use a <code>Null</code> value, your checkout never expires. If you use a <code>0</code> value, checkout is disabled. This field is available in API version 50.0 and later.
<code>CheckoutValidAfterDate</code>	Type dateTime

Field	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description A timestamp in the default server timezone (GMT). All B2B checkouts that start before this date are considered expired. A <code>Null</code> value means that all checkouts are valid. Example format: 2020-07-14T14:27:00.000Z. This field is available in API version 50.0 and later.</p>
Country	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Two-digit ISO code of the store's country. Purchases can be shipped only to the country assigned to the store. This field is available in API version 55.0 and later.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The default value is <code>USD</code>. Possible values are:</p> <ul style="list-style-type: none"> • <code>USD</code>—U.S. Dollar
DefaultLanguage	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The primary supported language for your store. Possible values include:</p> <ul style="list-style-type: none"> • <code>da</code>—Danish • <code>de</code>—German • <code>en_US</code>—English • <code>es</code>—Spanish • <code>en_MX</code>—Spanish (Mexico) • <code>fi</code>—Finnish • <code>fr</code>—French • <code>it</code>—Italian • <code>ja</code>—Japanese • <code>ko</code>—Korean

Field	Details
	<ul style="list-style-type: none"> nl_NL— Dutch no— Norwegian pt_BR— Portuguese (Brazil) ru— Russian sv— Swedish th— Thai zh_CN— Chinese (Simplified) zh_TW— Chinese (Traditional)
DefaultTaxLocaleType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Tax type of the store. This field is available in API version 55.0 and later. Possible values include:</p> <ul style="list-style-type: none"> Gross— Prices include tax Net— Prices don't include tax
DefaultTaxPolicyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The default tax policy for the store. This field is a relationship field. This field is available in API version 56.0 and later.</p> <p>Relationship Name DefaultTaxPolicy</p> <p>Relationship Type Lookup</p> <p>Refers To TaxPolicy</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the store.</p>

Field	Details
ExternalReference	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description Identifies the instance of B2C Commerce. Format is <<SiteId>>@<<InstanceId>>. This field is available in API version 54.0 and later.</p>
GuestBuyerProfileId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the GuestBuyerProfile associated with the store. GuestBuyerProfile determines what buyer groups are part of the profile. The guest buyer groups then determine the entitlements and pricing of products for the guest buyer.</p>
GuestCartTimeToLive	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The time that a guest cart is to remain valid before it expires. The default value is 168 hours (7 days), and the maximum value is 720 hours (30 days). This field is available in API version 52.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced and not viewed directly.</p>

Field	Details
LocationId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The location associated with the address. If you don't specify a <code>LocationId</code> when you create a WebStore record, the system creates a Location record for you. The <code>LocationType</code> field on the Location record is set to virtual.</p>
MaxValuesPerFacet	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum number of values that can be added to a facet.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the catalog.</p>
OptionsAutoFacetingEnabled	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description If enabled (True), the most relevant search facets are automatically returned, in addition to the configured search facets, in the product search results. If disabled (False), only the configured search facets are returned. The default is <code>False</code>. See Add Product Search Filters (Facets) for more information. This field is available in API version 50.0 or later.</p>
OptionsCartAsyncProcessingEnabled	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether add-to-cart requests are processed asynchronously (<code>True</code>) or not (<code>False</code>). The default value is <code>True</code>. This field is available in API version 59.0 or later.</p>

Field	Details
OptionsCartCalculateEnabled	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether the cart calculate extension is enabled (<code>True</code>) or not (<code>False</code>). The default value is <code>False</code>. This field is available in API version 59.0 or later.</p>
OptionsCartToOrderAutoCustomFieldMapping	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether custom field mapping for cart and order objects is enabled (<code>True</code>) or not (<code>False</code>). The default value is <code>True</code>. This field is available in API version 57.0 or later.</p>
OptionsDuplicateCartItemsEnabled	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether a cart can include multiple items with the same product ID (<code>True</code>) or not (<code>False</code>). The default value is <code>False</code>. This field is available in API version 59.0 or later.</p>
OptionsGuestBrowsingEnabled	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description Indicates whether guest browsing is enabled for this store. Set the option to <code>True</code> to allow guest buyers access to products in the store.</p>
OptionsGuestCartEnabled	<p>Type boolean</p> <p>Properties Create, Filter, Update</p>

Field	Details
	<p>Description</p> <p>Indicates whether guest cart access is enabled for a store created with an LWR template. Set the option to <code>True</code> to allow guest buyers access to products in the store.</p> <p>This field is available in API version 58.0 and later.</p>
OptionsGuestCheckoutEnabled	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Indicates whether guest checkout access is enabled for a store created with an LWR template. Set the option to <code>True</code> to allow guest buyers access to products in the store.</p> <p>This field is available in API version 58.0 and later.</p>
OptionsPreserveGuestCartEnabled	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>Indicates whether cart contents are preserved when a guest logs in to the store. Set the option to <code>True</code> to preserve guest carts.</p> <p>This field is available in API version 60.0 and later.</p>
OptionsSkipAdditionalEntitlementChecksOnSearch	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Filter, Update</p> <p>Description</p> <p>By default, user entitlement checks are run as part of a search index rebuild and again when product search results are returned. Skips the second check to promote faster search performance. Set the option to <code>True</code> to skip additional entitlement checks on a search.</p> <p>This field is available in API version 52.0 and later.</p>
OrderActivationStatus	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Status of the order. This field is available in API version 55.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> Activated

Field	Details
	<ul style="list-style-type: none"> Draft
OrderLifecycleType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates whether order summaries are processed with Order Management features:</p> <ul style="list-style-type: none"> Managed— Unmanaged— <p>This field is available in API version 55.0 and later.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates the owner of the store. This field is available in API 53.0 or later. This is a relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PaginationSize	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Dimensions of the page.</p>
PricingStrategy	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Possible values are:</p> <ul style="list-style-type: none"> LowestPrice— Best Price Priority— Priority Price.

Field	Details
	The default value is <code>LowestPrice</code> .
<code>ProductGrouping</code>	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Determines whether product variations are listed individually in search results or are represented by the parent product, which links to its children. Possible values are:</p> <ul style="list-style-type: none"> • <code>NoGrouping</code>—Variations are listed individually in search results. • <code>VariationParent</code>—The parent product is returned in search results with a link to its children. <p>The default value is <code>VariationParent</code>.</p> <p>This field is available in API version 52.0 and later.</p>
<code>SortByPriceBookId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the price book used for the sorting rule. This field is available in API version 55.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name <code>SortByPriceBook</code></p> <p>Relationship Type Lookup</p> <p>Refers To <code>Pricebook2</code></p>
<code>StrikethroughPricebookId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the strikethrough price book.</p>
<code>SupportedCurrencies</code>	<p>Type textarea</p> <p>Properties Create, Defaulted on create, Nillable, Update</p>

Field	Details
	Description Currencies supported in the store.
SupportedLanguages	Type textarea Properties Create, Defaulted on create, Nillable, Update Description Languages supported in the store.
Type	Type picklist Properties Defaulted on create, Filter, Group, Restricted picklist, Sort Description Type of store that can be created. Possible values are: <ul style="list-style-type: none">• B2B• B2C• B2CE• OMS The default value is B2B.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

WebStoreEvent (API version 55.0)

Change events are available for the object.

SEE ALSO:

[WebStoreNetwork](#)

WebstoreBuyerGroup

Associates a webstore with a buyer group. Supports dynamically changing locales when buyers shop in orgs that are enabled for multiple languages and currencies. This object is available in API version 58.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
BuyerGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The ID of the buyer group this record references. This field is a relationship field.</p> <p>Relationship Name BuyerGroup</p> <p>Relationship Type Lookup</p> <p>Refers To BuyerGroup</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, and <code>LastReferenceDate</code> isn't null, the user accessed this record or list view indirectly.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p>

Field	Details
	Description Name of this record.
WebStoreId	Type reference Properties Create, Filter, Group, Sort Description Required. ID of the webstore. This field is a relationship field. Relationship Name WebStore Relationship Type Lookup Refers To WebStore

Usage

This object can support a localized buyer experience by associating a Market-enabled webstore with a buyer group, allowing shoppers to view their group entitlements, price books, and promotions in localized languages and currencies.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[WebstoreBuyerGroupChangeEvent](#) on page 52

Change events are available for the object.

[WebstoreBuyerGroupFeed](#) on page 39

Feed tracking is available for the object.

[WebstoreBuyerGroupHistory](#) on page 47

History is available for tracked fields of the object.

[WebstoreBuyerGroupOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[WebstoreBuyerGroupShare](#) on page 50

Sharing is available for the object.

WebStoreCatalog

Represents the collection of products associated with a store. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

You must have the B2B Commerce license and a CMS workspace to access product media.

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Possible values are:</p> <ul style="list-style-type: none"> • GBP— British Pound • USD— U.S. Dollar <p>The default value is USD.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (<code>LastReferencedDate</code>) and not viewed.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p>

Field	Details
	Description Name of the catalog.
ProductCatalogId	Type reference Properties Create, Filter, Group, Sort Description The ID of the catalog, containing products.
SalesStoreId	Type reference Properties Create, Filter, Group, Sort Description The ID of the store that the catalog is associated with. This field is unique within your org.

Associated Objects

[WebStoreCatalogHistory](#)

History is available for tracked fields of the object.

WebStoreInventorySource

Used to configure the inventory source for a webstore. This object is available in API version 57.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
InventoryCacheTtl	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Amount of time in seconds before cache expires.

Field	Details
InventoryDimension	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Specifies which field within inventory levels to use to determine availability. Possible values are <code>AvailableToFulfill</code>, <code>AvailableToOrder</code>, <code>OnHand</code>.</p>
IsBopisEnabled	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the location supports buy online, pick up in store. The default value is <code>false</code>.</p>
IsDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this is the default inventory source value (<code>true</code>) or not (<code>false</code>). The default value is <code>false</code>.</p>
IsEnabled	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the default inventory source is active. The default value is <code>false</code>.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (<code>LastReferencedDate</code>) and not viewed.</p>
LocationSourceExtRef	<p>Type string</p> <p>Properties Group, Nillable</p> <p>Description The external reference identifier associated with the <code>LocationSourceId</code>.</p>
LocationSourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The location ID or location group ID for this webstore. This field is a polymorphic relationship field.</p> <p>Relationship Name LocationSource</p> <p>Relationship Type Lookup</p> <p>Refers To Location, LocationGroup</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The source name for this entity.</p>
ReservationDurationInSeconds	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The amount of time in seconds that a reservation stays active and doesn't expire. Required for implementations using Omnichannel Inventory.</p>

Field	Details
WebStoreId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique store ID related to this inventory source. This field is a relationship field.</p> <p>Relationship Name WebStore</p> <p>Relationship Type Lookup</p> <p>Refers To WebStore</p>

WebStoreNetwork

Represents the relationship between a web store and an experience site. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

You must have store admin permission to access this object.

Fields

Field	Details
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the web store network.</p>
NetworkId	<p>Type reference</p>

Field	Details
	Properties Create, Filter, Group, Sort, Update
	Description ID of the experience site associated with the web store. This field is a relationship field.
	Relationship Name Network
	Relationship Type Lookup
	Refers To Network
WebStoreId	Type reference
	Properties Create, Filter, Group, Sort
	Description ID of the web store associated with the experience site. This field is a relationship field.
	Relationship Name WebStore
	Relationship Type Lookup
	Refers To WebStore

Usage

When you copy web store data between a sandbox and production, or between sandboxes, you can programmatically associate the copy with a different site by updating the corresponding WebStoreNetwork record. You can even change the association while the store is active. The site must use a template that's compatible with the web store type, and the site can't be associated with a store. Otherwise, you can change the association only by editing the web store in the UI.

SEE ALSO:

[Network](#)

[WebStore](#)

WebStorePricebook

Represents a store price book used in Lightning B2B Commerce. This object is available in API version 48.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

This object is available only if the B2B Commerce license is enabled.

Fields

Field	Details
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Determines whether the WebStorePricebook is active (<code>true</code>) or not (<code>false</code>). Default value is <code>false</code>.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed a record related to this record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this record. If this value is null, it's possible that this record was referenced (<code>LastReferencedDate</code>) and not viewed.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the store price book record.</p>

Field	Details
Pricebook2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the price book assigned to the store.</p>
WebStoreId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the store assigned to the price book.</p>

Usage

Use the WebStorePricebook object to assign price books to a store. When you assign a price book to a web store, any buyer who has access to the store can price products from the assigned price books. When a store or buyer has multiple price book assignments, including prices to the same product, the price is determined by the pricing strategy of the store.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WebStorePricebookFeed

Feed tracking is available for this object.

Wishlist

Represents a buyer-created list of [WishlistItems](#) in a store that's built with B2B Commerce on Lightning. Available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The Wishlist object is available only if the B2B Commerce license is enabled.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the account that owns the <code>Wishlist</code>.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The ISO code for the currency that's specified on the buyer's account. Default value is <code>USD</code>. Possible values are:</p> <ul style="list-style-type: none">• <code>USD</code>—U.S. Dollar
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of this <code>Wishlist</code> record. <code>Name</code> can be up to 255 characters.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the user or group that owns the <code>Wishlist</code>.</p>
WebStoreId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the <code>WebStore</code> related to this <code>Wishlist</code>.</p>
WishlistProductCount	<p>Type int</p>

Field	Details
	Properties Filter, Group, Nillable, Sort
	Description The count of <code>WishlistItems</code> on this <code>Wishlist</code> . <code>WishlistProductCount</code> is a calculated field.

Associated Objects

This object has the following associated objects. Unless it's noted, associated objects are available in the same API version as this object.

[WishlistOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[WishlistShare](#) on page 50

Sharing is available for the object.

Usage Notes

- Wishlists aren't included in any searches.

SEE ALSO:

[WishlistItem](#)

WishlistItem

Represents an item on a `Wishlist` in a store built with B2B Commerce for Lightning. Available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The `WishlistItem` object is available only if the B2B Commerce for Lightning license is enabled.

Fields

Field	Details
<code>CurrencyIsoCode</code>	Type picklist

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The ISO code for the currency that's specified on the buyer's account. Default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • USD—U.S. Dollar
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of this <code>WishlistItem</code> record. Name can be up to 255 characters.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the product that is represented by the <code>WishlistItem</code>.</p>
WishlistId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the parent <code>Wishlist</code> of this <code>WishlistItem</code>.</p>

SEE ALSO:

[Wishlist](#)

WorkAccess

Used to grant or restrict user access to give badge definitions. Each badge definition record must have one `WorkAccess` record.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Additional Considerations and Related Objects

WorkAccess is not available through Schema Builder and is not customizable. A WorkAccess record is **required** for users to **Give** BadgeDefinitions. If a WorkAccess record is not created, BadgeDefinitions will not be available to users.

The sharing of WorkAccess records is through WorkAccessShare. For each WorkBadgeDefinition record, you must create both a WorkAccess record (per WorkBadgeDefinition) and WorkAccessShare records for sharing to users or groups.

Fields

Field Name	Details
AccessType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Define the type of Access given to user ("Give").</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Salesforce unique ID for owner of Access record. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Salesforce unique ID for BadgeDefinition record associated with this Access record. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To WorkBadgeDefinition

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkAccessOwnerSharingRule

Sharing rules are available for the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkAccessShare

Sharing is available for the object.

WorkAccessShare

Used to control Givers of WorkBadgeDefinition records.

You can only create, edit, and delete sharing entries for standard objects whose `RowCause` field is set to `Manual`. Sharing entries for standard objects with different `RowCause` values are created as a result of your Salesforce org's sharing configuration and are read-only. For some sharing mechanisms, such as sharing sets, sharing entries aren't stored at all.



Note: While Salesforce currently maintains read-only sharing entries for multiple sharing mechanisms, it's possible that we'll stop storing certain share records to improve performance. As a best practice, don't create customizations that rely on the availability of these sharing entries. Any changes to sharing behavior will be communicated before they occur.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Additional Considerations and Related Objects

Related to [WorkAccess Object](#). WorkAccess is the parent of WorkAccessShare.

Fields

The properties available for some fields depend on the default organization-wide sharing settings. The properties listed are true for the default settings of such fields.

Field Name	Details
AccessLevel	Type picklist

Field Name	Details
	<p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description CRUD Access Level (picklist values: Read Only, Read/Write, Owner).</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID for WorkAccess record. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p> <p>Refers To WorkAccess</p>
RowCause	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Reason that this sharing entry exists. If you're creating a sharing entry, the only permitted value is <code>Manual</code>. If no value is specified, the field defaults to <code>Manual</code>. All other <code>RowCause</code> values are read-only. After the sharing entry is created, this field can't be edited. Values can include:</p> <ul style="list-style-type: none"> • <code>Manual</code>—The User or Group has access because a user with "All" access manually shared the WorkAccess with them. • <code>Owner</code>—The User is the owner of the WorkAccess or is in a role above the WorkAccess owner in the role hierarchy.
UserOrGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description User or Group ID for WorkAccess. This is a polymorphic relationship field.</p>

Field Name	Details
	Relationship Name UserOrGroup
	Relationship Type Lookup
	Refers To Group, User

WorkBadge

Represents information about who the badge was given to and which badge was given. A WorkBadge record is created for each recipient of a WorkBadgeDefinition.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Additional Considerations and Related Objects

WorkBadge is a lookup to WorkThanks. Each WorkBadge record must derive a SourceId from WorkThanks. There can be multiple WorkBadge records tied to a single WorkThanks record.

Fields

Field Name	Details
DefinitionId	Type reference
	Properties Create, Filter, Group, Sort
	Description Required. Salesforce unique ID for the given WorkBadgeDefinition record given. This is a relationship field.
	Relationship Name Definition
	Relationship Type Lookup
	Refers To WorkBadgeDefinition

Field Name	Details
Description	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The description of the WorkBadgeDefinition.</p>
GiverId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the badge giver. Can't be the same as RecipientId. This is a relationship field.</p> <p>Relationship Name Giver</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
ImageUrl	<p>Type url</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The URL of the badge image.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed a record that is related to this WorkBadge.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field Name	Details
	Description The time stamp that indicates when the current user last viewed this WorkBadge. If this value is null, this record might have been only referenced (<code>LastReferencedDate</code>) and not viewed.
Message	Type textarea Properties Nillable Description The message accompanying the thanks badge.
NetworkId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the community that this WorkBadge is associated with. This field is available only if digital experiences is enabled in your org.
RecipientId	Type reference Properties Create, Filter, Group, Sort Description Required. Salesforce unique ID for User who is the Recipient of Badge. Can't be the same as <code>GiverId</code> This is a relationship field. Relationship Name Recipient Relationship Type Lookup Refers To User
RewardId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Salesforce unique ID for Reward given with badge (if Reward Badge)

Field Name	Details
SourceId	Type reference Properties Create, Filter, Group, Sort Description Salesforce unique ID for Thanks record referenced to this badge. This is a relationship field. Relationship Name Source Relationship Type Lookup Refers To WorkThanks

WorkBadgeDefinition

Represents the attributes of a badge including the badge name, description, and image. Each WorkBadge record must have a lookup to a WorkBadgeDefinition since badge attributes (like badge name) are derived from the WorkBadgeDefinition object.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Additional Considerations and Related Objects



WorkBadgeDefinition has a field called `ImageUrl` that references a DocumentID. This is a required field for creating a Badge.

To grant “giver” access to a WorkBadgeDefinition, you must also create the [WorkAccess](#) (and the related WorkAccessShare records).

Each WorkBadgeDefinition has an `ImageUrl` field that must be populated with a DocumentID of the Document record containing the badge image.

Fields

Field Name	Details
Description	Type textarea Properties Create, Update

Field Name	Details
	<p>Description</p> <p>Required. Limit: 4000 characters. The description of the badge and what it means to receive this badge.</p>
GivenBadgeCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The number of badges given per user or across all users.</p> <p> Note: This field can't be added in a list view or referenced in a formula field.</p>
ImageUrl	<p>Type</p> <p>url</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Required. This is the badge image that will be displayed in the UI. Use DocumentID or ImageURL.</p>
IsActive	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Represents whether a WorkBadgeDefinition is active and available in the UI and API.</p>
IsCompanyWide	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Represents a special class of badges known as Company Badges. Company badges are visible to the entire company and visible in specific list view filters.</p> <p> Note: If this field is selected, everyone within the user's network will be able to give the badge automatically. If this field is not selected, people with sharing must be added to the badge's access list in order to give the badge.</p>

Field Name	Details
IsLimitPerUser	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the badge limit is per user (<code>true</code>) or across all users (<code>false</code>). The default value is <code>false</code>.</p>
IsRewardBadge	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the badge is a reward badge (<code>true</code>) or not (<code>false</code>).</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed a record that is related to this WorkBadgeDefinition.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed this WorkBadgeDefinition. If this value is null, this record might have been only referenced (<code>LastReferencedDate</code>) and not viewed.</p>
LimitNumber	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The badge limit per user or across all users.</p>
LimitStartDate	<p>Type date</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The start date of the badge limit. The date can be reset to the current date.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Name of the Badge. Label: Badge Title.</p>
NetworkId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the community that this WorkBadgeDefinition is associated with. This field is available only if digital experiences is enabled in your org.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Salesforce User ID for User who is the Owner of the WorkBadgeDefinition record (usually the creator of the record) This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
RewardFundId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description Salesforce unique ID for the WorkRewardFund that is associated with this WorkBadgeDefinition. WorkBadgeDefinition records with a RewardFundID indicate a Reward Badge.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[WorkBadgeDefinitionFeed](#)

Feed tracking is available for the object.

[WorkBadgeDefinitionHistory](#)

History is available for tracked fields of the object.

[WorkBadgeDefinitionOwnerSharingRule](#)

Sharing rules are available for the object.

[WorkBadgeDefinitionShare](#)

Sharing is available for the object.

WorkCapacityAvailability

Represents the available work capacity for a specific time and service territory. This object is available in API version 59.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
AvailCapacityHours	Type double Properties Create, Filter, Nillable, Sort, Update Description The number of available capacity in hours in the time frame the user defined for a service territory.
AvailCapacityMinutes	Type double

Field	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The number of available capacity in minutes in the time frame the user defined for a service territory.</p>
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The end date of the total available capacity.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, and <code>LastReferenceDate</code> isn't null, the user accessed this record or list view indirectly.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the owner of this object. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Group, User
ServiceTerritoryId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the service territory of the work capacity availability calculation. This field is a relationship field. Relationship Name ServiceTerritory Relationship Type Lookup Refers To ServiceTerritory
StartDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description The start date of the total available capacity.
TimePeriod	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The time period the user selected when creating the work capacity limit. The value is copied from the <code>TimePeriod</code> field of the <code>WorkCapacityLimit</code> object. Possible values are: <ul style="list-style-type: none"> • Day The default value is <code>Day</code> .

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

WorkCapacityAvailabilityFeed on page 39

Feed tracking is available for the object.

WorkCapacityAvailabilityShare on page 50

Sharing is available for the object.

WorkCapacityLimit

Represents the capacity limit for a workstream in a specific service territory for a given period. This object is available in API version 60.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
CapacityLimitRelaxation	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Defines the relaxation behavior for this limit if the limit relaxation policy is set per limit in Field Service Settings. If the limit relaxation policy isn't set per limit, this value is ignored. Valid strings are:</p> <ul style="list-style-type: none">• Empty value - no relaxation• 0 - relaxation starts at midnight on the day of service• Positive integer - relaxation starts this number of hours after midnight. the maximum value is 23.• Negative integer - relaxation starts this number of hours before midnight. The maximum value is 168.
Description	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Description of the work capacity limit.</p>
Description	<p>Type</p> <p>string</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the work capacity limit.</p>
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description End date of the work capacity limit. If no <code>EndDate</code> is set this work capacity limit is without an expiration date.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the work capacity limit is active or inactive. When creating a record, save the record, and then activate it. You can't update fields in an active record. The default value is <code>false</code>.</p>
IsFriday	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the limitation is applied on Fridays. The default value is <code>false</code>.</p>
IsMonday	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the limitation is applied on Mondays. The default value is <code>false</code>.</p>
IsSaturday	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the limitation is applied on Saturdays. The default value is <code>false</code>.</p>
IsSunday	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the limitation is applied on Sundays. The default value is <code>false</code>.</p>
IsThursday	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the limitation is applied on Thursdays. The default value is <code>false</code>.</p>
IsTuesday	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the limitation is applied on Tuesdays. The default value is <code>false</code>.</p>
IsWednesday	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the limitation is applied on Wednesdays. The default value is <code>false</code>.</p>
LastReferencedDate	<p>Type dateTime</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, and LastReferenceDate isn't null, the user accessed this record or list view indirectly.</p>
LimitationUnits	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Unit of the LimitationValue. Possible values are:</p> <ul style="list-style-type: none"> Hours Percentage <p>The default value is Hours.</p>
LimitationValue	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description If the LimitationUnits is Hours, LimitationValue is the threshold that represents how many hours of total work capacity can be scheduled for a specific workstream in a service territory. Enter the number of hours for the daily limitation as a whole number. If the LimitationUnits is Percentage this threshold represents the percentage of the total work capacity that can be scheduled for a specific workstream in a service territory. Enter the percentage for the daily limitation as a whole number.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description ID of the creator of the work capacity limit. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the service territory of the work capacity workstream for which the limit is defined. This field is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>
StartDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The start date of the Work Capacity Limit.</p>
SvcApptField	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Work-specific criteria used to define the capacity limit for the workstream. The service appointment field is set for the organization when the first work capacity limit instance is created. Possible values are:</p> <ul style="list-style-type: none"> • <code>ServiceAppointment.AccountId</code>

Field	Details
	<ul style="list-style-type: none"> • <code>ServiceAppointment.ActualDuration</code>—Actual duration (in minutes) • <code>ServiceAppointment.Duration</code>—Duration • <code>ServiceAppointment.DurationInMinutes</code> • <code>ServiceAppointment.FSL__Appointment_Grade__c</code> • <code>ServiceAppointment.FSL__Auto_Schedule__c</code> • <code>ServiceAppointment.FSL__Duration_In_Minutes__c</code>—Scheduled duration • <code>ServiceAppointment.FSL__Emergency__c</code> • <code>ServiceAppointment.FSL__GanttColor__c</code> • <code>ServiceAppointment.FSL__GanttLabel__c</code> • <code>ServiceAppointment.FSL__InJeopardyReason__c</code> • <code>ServiceAppointment.FSL__InJeopardy__c</code> • <code>ServiceAppointment.FSL__IsFillInCandidate__c</code> • <code>ServiceAppointment.FSL__IsMultiDay__c</code> • <code>ServiceAppointment.FSL__Last_Updated_Epoch__c</code> • <code>ServiceAppointment.FSL__MDS_Calculated_length__c</code>—Multiday work calculated length • <code>ServiceAppointment.FSL__Pinned__c</code> • <code>ServiceAppointment.FSL__Prevent_Geocoding_For_Chatter_Actions__c</code> • <code>ServiceAppointment.FSL__Related_Service__c</code> • <code>ServiceAppointment.FSL__Same_Day__c</code> • <code>ServiceAppointment.FSL__Same_Resource__c</code> • <code>ServiceAppointment.FSL__Schedule_Mode__c</code> • <code>ServiceAppointment.FSL__Schedule_over_lower_priority_appointment__c</code> • <code>ServiceAppointment.FSL__Scheduling_Policy_Used__c</code> • <code>ServiceAppointment.FSL__Time_Dependency__c</code> • <code>ServiceAppointment.FSL__UpdatedByOptimization__c</code> • <code>ServiceAppointment.FSL__Use_Async_Logic__c</code> • <code>ServiceAppointment.FSL__Virtual_Service_For_Chatter_Action__c</code> • <code>ServiceAppointment.IsOffsiteAppointment</code> • <code>ServiceAppointment.Subject</code> • <code>ServiceAppointment.WorkTypeId</code>—Work Type ID
<code>SvcApptFieldValDplyNm</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description The workstream display name of <code>SvcApptFieldValue</code> . If <code>SvcApptField</code> is a lookup to a service appointment, <code>SvcApptFieldValue</code> is an ID and the display name describes the value for the user.
<code>SvcApptFieldValue</code>	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The value of <code>SvcApptField</code> , the work-specific criteria of the capacity limit.
<code>TimePeriod</code>	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description Duration for defining the capacity limitation on the workstream in the service territory. Possible values are: <ul style="list-style-type: none"> • Day The default value is Day.
<code>WorkCapacityLimitNumber</code>	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description Read-only. Auto populated, unique identifying number.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[WorkCapacityLimitFeed](#) on page 39

Feed tracking is available for the object.

[WorkCapacityLimitHistory](#) on page 47

History is available for tracked fields of the object.

[WorkCapacityLimitShare](#) on page 50

Sharing is available for the object.

WorkCapacityUsage

Represents the time consumed by a workstream for a specified time and service territory. This object is available in API version 60.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
AvailCapacityHours	<p>Type double</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description This value is copied from the <code>AvailCapacityHours</code> of the <code>WorkCapacityAvailability</code> object for the service territory on the same date.</p>
CapacityLimitRelaxation	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Defines the relaxation behavior for this limit if the limit relaxation policy is set per limit in Field Service Settings. If the limit relaxation policy isn't set per limit, this value is ignored. Valid strings are:</p> <ul style="list-style-type: none">• Empty value - no relaxation• 0 - relaxation starts at midnight on the day of service• Positive integer - relaxation starts this number of hours after midnight. the maximum value is 23.• Negative integer - relaxation starts this number of hours before midnight. The maximum value is 168.
ConsumptionToLimitRatio	<p>Type double</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort</p> <p>Description (Time consumed in hours / Limit in hours) * 100</p>

Field	Details
	<p>Note the following exceptions.</p> <ul style="list-style-type: none"> • If a limit isn't defined (-1) the ratio is -1 (even if consumption is 0 or higher). • If consumption is 0, and the limit is a number greater than 0, then the ration is 0. • If consumption is 0 and the limit is 0, the ration is 100% hard-coded. • If consumption is greater than 0 and the limit is 0, the ration is calculated as if the limit = 0.99 in order to get a result that's higher than 100%.
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description End date of the time period for which the capacity usage is accumulated.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, and LastReferenceDate isn't null, the user accessed this record or list view indirectly.</p>
LimitationPercentage	<p>Type double</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort</p> <p>Description If the LimitationUnits is Percentage this value is copied from the LimitationValue field of the WorkCapacityLimit object.</p>
LimitationUnits	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>Defines whether the limitation for the workstream in the service territory is in hours or as a percentage of all the available hours for all the workstreams for which limitations exist in the service territory on a specific day.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> Hours Percentage <p>The default value is Hours.</p>
LimitationValue	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Sort</p> <p>Description</p> <p>The LimitationValue depends on the LimitationUnit. If the LimitationUnit is Hours the value is copied from LimitationValue in the WorkCapacityLimit object. If the LimitationUnit is Percentage, the percentage is calculated relative to the availability in the WorkCapacityAvailability object.</p>
OriginalLimit	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>If the limit value is changed after the work capacity usage was created, this parameter is the original value.</p>
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>ID of the owner of this object.</p> <p>This field is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>Owner</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Group, User</p>

Field	Details
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the service territory of the work capacity workstream for which usage is accumulated. This field is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>
StartDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Start date of the time period for which the capacity usage is accumulated.</p>
SvcApptField	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Work-specific criteria used to define the capacity limit for the workstream. Possible values are:</p> <ul style="list-style-type: none"> • <code>ServiceAppointment.AccountId</code> • <code>ServiceAppointment.ActualDuration</code>—Actual duration (in minutes) • <code>ServiceAppointment.Duration</code>—Duration • <code>ServiceAppointment.DurationInMinutes</code> • <code>ServiceAppointment.FSL__Appointment_Grade__c</code> • <code>ServiceAppointment.FSL__Auto_Schedule__c</code> • <code>ServiceAppointment.FSL__Duration_In_Minutes__c</code>—Scheduled duration • <code>ServiceAppointment.FSL__Emergency__c</code> • <code>ServiceAppointment.FSL__GanttColor__c</code> • <code>ServiceAppointment.FSL__GanttLabel__c</code> • <code>ServiceAppointment.FSL__InJeopardyReason__c</code>

Field	Details
	<ul style="list-style-type: none"> • ServiceAppointment.FSL__InJeopardy__c • ServiceAppointment.FSL__IsFillInCandidate__c • ServiceAppointment.FSL__IsMultiDay__c • ServiceAppointment.FSL__Last_Updated_Epoch__c • ServiceAppointment.FSL__MDS_Calculated_length__c—Multiday work calculated length • ServiceAppointment.FSL__Pinned__c • ServiceAppointment.FSL__Prevent_Geocoding_For_Chatter_Actions__c • ServiceAppointment.FSL__Related_Service__c • ServiceAppointment.FSL__Same_Day__c • ServiceAppointment.FSL__Same_Resource__c • ServiceAppointment.FSL__Schedule_Mode__c • ServiceAppointment.FSL__Schedule_over_lower_priority_appointment__c • ServiceAppointment.FSL__Scheduling_Policy_Used__c • ServiceAppointment.FSL__Time_Dependency__c • ServiceAppointment.FSL__UpdatedByOptimization__c • ServiceAppointment.FSL__Use_Async_Logic__c • ServiceAppointment.FSL__Virtual_Service_For_Chatter_Action__c • ServiceAppointment.IsOffsiteAppointment • ServiceAppointment.Subject • ServiceAppointment.WorkTypeId—Work Type ID
SvcApptFieldValDplyNm	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Workstream display name of SvcApptFieldValue.</p>
SvcApptFieldValue	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Value of SvcApptField, the work-specific criteria of the capacity limit.</p>
TimeConsumedInHours	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p>

Field	Details
	Description Time consumed in hours by the workstream in the service territory for the defined period. This value is calculated by dividing <code>TimeConsumedInMinutes</code> by 60.
<code>TimeConsumedInMinutes</code>	Type double Properties Create, Filter, Sort Description Time consumed in minutes by the workstream in the service territory for the defined period.
<code>TimePeriod</code>	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort Description Duration for defining the capacity limitation on the workstream in the service territory. Possible values are: <ul style="list-style-type: none"> • Day The default value is Day.
<code>WcuUniqueField1</code>	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort, Update Description Read-only. Auto populated, unique identifying number.
<code>WcuUniqueField2</code>	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Read-only. Auto populated, unique identifying number.
<code>WorkCapacityUsageNumber</code>	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description Read-only. Auto populated, unique identifying number.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

WorkCapacityUsageFeed on page 39

Feed tracking is available for the object.

WorkCapacityUsageShare on page 50

Sharing is available for the object.

WorkCoaching

Represents a single coaching relationship between two users. One of the users is defined as the coach and the other is defined as a coachee. WorkCoaching is feed-enabled so there is a private feed available to the coach and coachee.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
CoachId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description [Required] The coach in this 1:1 coaching relationship.</p>
CoachedId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description [Required] The user being coached in this 1:1 coaching relationship.</p>
IsInactive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the coaching relationship is <i>Inactive</i> (<code>true</code>) or not (<code>false</code>).</p>

Field Name	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed a record that is related to this coaching relationship.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed this coaching relationship. If this value is null, this record might have been only referenced (LastReferencedDate) and not viewed.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description [Required] The record's name. Max length is 255 characters.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the contact who owns the WorkCoaching record.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkCoachingFeed

Feed tracking is available for the object.

WorkCoachingHistory

History is available for tracked fields of the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkCoachingOwnerSharingRule

Sharing rules are available for the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkCoachingShare

Sharing is available for the object.

WorkDemographic

Represents the field values used to specify slices in the workload forecasting and capacity planning. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

The org must have the Workforce Engagement license. To view, create, edit, or delete records, the user must have the Workforce Engagement Analyst permission set.

Fields

Field	Details
Channel	Type string Properties Filter, Group, Nillable, Sort Description The channel value.
CustomWorkType	Type string Properties Filter, Group, Nillable, Sort Description Custom dimension value that the user can define other than the channel, region, and skill dimensions.
GroupIdentifier	Type string

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The group or queue associated to a slice when creating an Omni-based workload.</p>
JobProfileId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The foreign key to the JobProfile object. This is a relationship field.</p> <p>Relationship Name JobProfile</p> <p>Relationship Type Lookup</p> <p>Refers To JobProfile</p>
Region	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The region value.</p>
ServiceChannelId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The foreign key to the ServiceChannel object. This is a relationship field.</p> <p>Relationship Name ServiceChannel</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceChannel</p>

Field	Details
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The foreign key to the ServiceTerritory object. This is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>
SkillSet	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The skill value.</p>

WorkFeedback

Represents the answer to a question that a person was asked via a feedback request. Also used to store offered feedback without linking it to a particular question.



Note: The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

Supported Calls

`create()`, `delete()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Additional Considerations and Related Objects

- Ownership is transferred to the requester on submit for certain types (ad-hoc feedback).
- The record is read-only after the request that it's linked to is set to Submitted.
- You can't link a feedback object to a request unless you are the recipient.
- The question that the feedback is linked to must be part of the same question set that the request is linked to.

Fields

Field Name	Details
Feedback	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Contains either the free-form text of the answer, or the choice selected by the user. Max length is 65536.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the WorkFeedback record.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the owner of the WorkFeedback record.</p>
QuestionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The question this answer applies to. When this feedback is linked to a request of an unsolicited type, the question ID is null.</p>
RequestId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the request this response belongs to, in case of offered feedback.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkFeedbackOwnerSharingRule

Sharing rules are available for the object.

WorkFeedbackShare

Sharing is available for the object.

WorkFeedbackQuestion

Represents a free-form text type or multiple choice question within a set of questions.



Note: The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
Choices	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description New-line separated list of valid choices for multiple choice questions. Maximum length is 1000 characters.</p>
Detail	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Detailed instructions on how to answer the question.</p>
IsConfidentialAnswer	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field Name	Details
	Description Answers to questions marked confidential will not be shared with the subject of the review. This field applies only to performance summaries.
IsOptional	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description If this option is selected, the question is optional and isn't required to be answered. This field applies only to performance summaries.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description A short description of the question, which can be used as a header for reports and Calibration.
Number	Type int Properties Create, Filter, Group, Sort, Update Description The order of the question that is displayed within the question set, such as question number three in a question set that has five questions.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the owner of the WorkFeedbackQuestion.
QuestionSetId	Type reference Properties Create, Filter, Group, Sort, Update Description The question set this question is a part of.

Field Name	Details
Text	<p>Type textarea</p> <p>Properties Create, Update</p> <p>Description The body of the question. Max length is 16384 characters.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Allows for either a free-form text answer or a multiple choice question defined by new-line separate choices in the 'Choices' field. Valid picklist values are:</p> <ul style="list-style-type: none"> • MultipleChoice • FreeText • Rating

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkFeedbackQuestionOwnerSharingRule

Sharing rules are available for the object.

WorkFeedbackQuestionShare

Sharing is available for the object.

WorkFeedbackQuestionSet

Represents a set of questions being asked. The question set is used to link all the individual requests where different recipients were asked the same set of questions on the same subject.



Note: The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

In the WDC performance application, a question set defines the type of summaries and their due dates that will accompany the deployment of a specific performance summary cycle.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
DueDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date that this specific question set is expected to be submitted by the recipient. This field applies only to performance summaries.</p>
FeedbackType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The description of the collection of questions that are written in context to the type of recipient answering them, relative to the subject of the summary. This field applies only to performance summaries.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the question set. Maximum length is 225 characters.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the owner of the WorkFeedbackQuestionSet.</p>
PerformanceCycleId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If a question set is associated to a performance summary cycle, then that cycle ID is referenced in this field. This field applies only to performance summaries.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[WorkFeedbackQuestionSetOwnerSharingRule](#)

Sharing rules are available for the object.

[WorkFeedbackQuestionSetShare](#)

Sharing is available for the object.

WorkFeedbackRequest

Represents a single feedback request on a subject or topic (question) to a single recipient in the feedback application. In the case of offered feedback, WorkFeedbackRequest represents feedback that is offered about a subject. In the performance application, WorkFeedbackRequest represents a request for feedback on a set of questions from a question set, on a subject—for the recipient to complete and submit.



Note: The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Additional Considerations and Related Objects

- After a request's state is changed to Submitted, fields can't be changed, except for LastSharedDate and IsUnreadByOwner.
- If LastRemindDate is updated, a reminder notification will be sent to the request's recipient (only possible when request is in Draft state).
- When a new request is created, a notification is sent to the recipient.
- When a recipient of a request submits their feedback (Draft->Submitted), a notification will be sent to requester (except for offered feedback).
- Requester cannot modify the subject of the question set after a request is created.
- For offered feedback (to user, to manager, or both), the person who is offering feedback is both the creator of WorkFeedbackRequest as well as the recipient.

Fields

Field Name	Details
AdHocFeedback	Type textarea
	Properties Create, Filter, Nillable, Sort
	Description The content of the feedback.

Field Name	Details
AdHocQuestion	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The content of the feedback question.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the WorkFeedbackRequest.</p>
FeedbackRequestState	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The current state of the feedback request. Allowed picklist values are:</p> <ul style="list-style-type: none">• Draft• Submitted• Declined
FeedbackType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Specifies the type of request. Picklist values that are used for performance summaries:</p> <ul style="list-style-type: none">• Unspecified• Peer Summary• Self Summary• Manager Summary• Skip Level Summary <p>Picklist values that are used for feedback:</p> <ul style="list-style-type: none">• Personal• Unsolicited to User• Unsolicited to Manager

Field Name	Details
	<ul style="list-style-type: none">• Unsolicited to User and Manager• On Topic <p>The type of the feedback determines the sharing and visibility rules that are applied to answers.</p>
IsDeployed	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If <code>true</code>, the feedback is part of a deployed performance summary cycle.</p>
IsShareWithSubject	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If <code>true</code>, the feedback is shared with the summary subject.</p>
IsUnreadByOwner	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If <code>true</code>, the submitted request has not been seen by the requester.</p>
IsUnsolicited	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If <code>true</code>, the feedback request is unsolicited feedback offered to another user.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed a record that is related to this WorkFeedbackRequest.</p>

Field Name	Details
LastRemindDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The last time a reminder was sent to the recipient of this draft request.</p>
LastSharedDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The last time this request was shared with another user or group.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed this WorkFeedbackRequest. If this value is null, this record might have been only referenced (LastReferencedDate) and not viewed.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the WorkFeedbackRequest.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the owner of the WorkFeedbackRequest.</p>
PerformanceCycleId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description Used by performance summaries to link to a summary cycle. This field applies only to performance summaries.
QuestionSetId	Type reference Properties Create, Filter, Group, Nillable, Sort Description Question set associated with the current request.
RecipientId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description User asked to provide feedback on the subject.
RelatedObjectId	Type reference Properties Create, Filter, Group, Nillable, Sort Description Specifies a record in the system that this feedback request is related to. Used by ad-hoc feedback to gather feedback in the context of an opportunity or WDC goal. Used by performance summaries to link to a summary cycle.
SharingScope	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The users that see the feedback. <code>SharingScope</code> can have the following values: <ul style="list-style-type: none">• Nobody• Subject• Manager• SubjectAndManager

Field Name	Details
SubjectId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the user that this request (or offer) is about.</p>
SubmitFeedbackToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the person this performance summary feedback request (and its respective answers) is shared with. It's also the ID of the person who owns the requested subject's manager summary request. This field applies only to performance summaries.</p>
SubmittedDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The last time (in case it was reopened by admin) this request was submitted by the recipient. This field applies only to performance summaries.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[WorkFeedbackRequestFeed](#)

Feed tracking is available for the object.

[WorkFeedbackRequestOwnerSharingRule](#)

Sharing rules are available for the object.

[WorkFeedbackRequestShare](#)

Sharing is available for the object.

WorkforceCapacity

Represents the time series for actual or forecasted workforce allocation. This object is available in API version 51.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The org must have the Workforce Engagement license. To view, create, edit, and delete records, the user must have the Workforce Engagement Analyst permission set.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Additional information about the planning.</p>
EndTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The end date and time of the planning.</p>
IsOmni	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Derived from isOmni field on Workload object. Indicates that the workload is Omni-based. If workload is null, the field value defaults to <code>false</code>. The default value is <code>false</code>.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the plan.</p>

Field	Details
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The owner of the record. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PlanType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of capacity plan. Possible values are:</p> <ul style="list-style-type: none"> • Intraday—The plan shows intraday management. • LongTerm—The plan predicts the required number of full-time employees (FTEs). • ShortTerm—The plan predicts the required number of shifts. <p>This field is available in API version 54.0 and later.</p>
StartDateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The start date and time of the planning.</p>
TimeZone	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The time zone associated with the capacity plan. Possible values are the time zones supported by Workforce Engagement. This field is available in API version 56.0 and later.</p>

Field	Details
WorkloadId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The foreign key to the Workload object. This is a relationship field.</p> <p>Relationship Name Workload</p> <p>Relationship Type Lookup</p> <p>Refers To Workload</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[WorkforceCapacityOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[WorkforceCapacityShare](#) on page 50

Sharing is available for the object.

WorkforceCapacityUnit

Represents the number of resources allocated or needed for a specific set of work items at a timestamp within a specific duration. This object is available in API version 51.0 and later.

Supported Calls

```
create(), delete(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(),
undelete(), update(), upsert()
```

Special Access Rules

The org must have the Workforce Engagement license. To view, create, edit, or delete records, the user must have the Workforce Engagement Analyst permission set.

Fields

Field	Details
AssignedTotalCount	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The number of shifts assigned at specific time period.</p>
AvailableTotalCount	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The total number of shifts scheduled at a specific time period.</p>
Capacity	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description Staffing prediction for a capacity plan. This field is available in API version 54.0 and later.</p>
DateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The timestamp of the data point.</p>
IsOmni	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Derived from the isOmni field on WorkforceCapacity. Indicates that the workload is Omni-based. The default value is 'false'.</p>
IsShiftTemplateNonStandard	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the shift template that's used at a specific time period is a non-standard shift. This field is available in API version 53.0 and later. The default value is <code>false</code>.</p>
JobProfileName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The derived field from the WorkDemographic SkillSet field.</p>
MaxCount	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The max number of resources allocated or needed at a specific time period.</p>
MeasureUnit	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The time interval (in minutes) used in capacity plans. Possible values are:</p> <ul style="list-style-type: none"> • 43200—Monthly for long-term capacity plans. This value is available in API version 54.0 and later. • 10080—Weekly • 1440—Daily • 60—Hourly • 30—30 minutes. Reserved for future use. • 15—15 minutes. Reserved for future use. <p>The default value is '1440'.</p>
OriginalTotalCount	<p>Type int</p>


Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The original total number of resources allocated or needed at specific time period calculated from the planning process.</p>
ResourceGap	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Represents the resource gap between the available and required resources.</p>
ServiceTerritoryName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The derived field from the WorkDemographic Region field.</p>
ShiftTemplateDuration	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The duration of the shift template that's used at a specific time period. This field is available in API version 53.0 and later.</p>
ShiftTemplateDurationType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates whether the duration of the shift template that's used at a specific time period is in minutes or hours. This field is available in API version 53.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • H—Hours • M—Minutes <p>The default value is H.</p>

Field	Details
ShiftTemplateId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the shift template that's used at a specific time period. This field is available in API version 53.0 and later. This is a relationship field.</p> <p>Relationship Name ShiftTemplate</p> <p>Relationship Type Lookup</p> <p>Refers To ShiftTemplate</p>
ShiftTemplateJobProfile	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The job profile that relates to the shift template that's used at a specific time period. This field is available in API version 53.0 and later.</p>
ShiftTemplateName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Name of the shift template that's used at a specific time period. This field is available in API version 53.0 and later.</p>
ShiftTemplateStartTime	<p>Type time</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The start time of the shift template that's used at a specific time period. This field is available in API version 53.0 and later.</p>
TotalCount	<p>Type int</p>

Field	Details
	<p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The total number of resources allocated or needed at specific time period. It represents the updated count after the adjustment. This value is the same as <code>OriginalTotalCount</code> if no adjustments were made.</p> <p>This is a calculated field.</p>
<code>WorkDemographicId</code>	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The foreign key to WorkDemographic object.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>WorkDemographic</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>WorkDemographic</p>
<code>WorkforceCapacityId</code>	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The foreign key to WorkCapacity object.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>WorkforceCapacity</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>WorkforceCapacity</p>

WorkGoal

Represents the components of a goal, such as its description and associated metrics. This object has been deprecated as of API version 35.0. Use the [Goal](#) object to query information about WDC goals.

 **Note:** The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).


Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Related

[WorkGoalCollaborator](#), [WorkGoalLink](#), [WorkGoalFeed](#)


Fields


Field Name	Details
ActualValue	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The actual value of the WorkGoal metric. Applicable only to WorkGoal objects of Type: Metric.</p>
ActualValueExternalUrl	<p>Type url</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Contains a URL that references WDC data synchronization for the actual value of a metric. Applicable only to WorkGoal objects of Type: Metric.</p>
CompletionDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The completion date of the goal.</p> <p> Note: Field-level security limits access to only administrators and owners by default, and only they can complete a goal.</p>
Description	<p>Type textarea (max length 4000)</p>

Field Name	Details
	<p>Properties Create, Nillable, Update</p> <p>Description The description of the goal.</p>
DueDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date the WorkGoal object is due (optional). Applicable only to WorkGoal objects of <code>Type: Metric</code>.</p>
FlaggedAs	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The progress of the WorkGoal object. Applicable only to WorkGoal objects of <code>Type: Metric</code>. Possible values:</p> <ul style="list-style-type: none"> On Track: Progress on the metric is on track. Behind: Progress on the metric is behind schedule. Postponed: The metric is postponed. Critical: Progress on the metric is critical.
ImageUrl	<p>Type url</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The URL for the goal image. The image must be stored in Documents and set as externally available. Applicable only to WorkGoal objects of <code>Type: Goal</code>.</p>
InitialValue	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The initial value of the WorkGoal metric. Applicable only to WorkGoal objects of <code>Type: Metric</code> and <code>MetricType: Progress or Percent</code>.</p>

Field Name	Details
IsKeyCompanyGoal	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Used to indicate if the goal is a key company goal. Used for the Company Goal Showcase. Applicable only to WorkGoal objects of <code>Type: Goal</code>.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed a record that is related to this goal.</p>
LastSyncDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The time stamp that indicates when the actual value was last synced with the associated metrics report.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed this goal.</p>
MetricType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The type of metric that is represented. (See values in the following list). Applies only to WorkGoal objects of <code>Type: Metric</code>. Possible values:</p> <ul style="list-style-type: none"> Progress: ActualValue / TargetValue as a percentage Percent: the metric as a percentage only

Field Name	Details
	<ul style="list-style-type: none"> • YesNo: the completed / not completed metric as a milestone • Absolute: Deprecated
MetricTypeDataSource	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Specifies how the metric (ActualValue and CurrentValue) is updated. Applies only to WorkGoal objects of Type: Goal and Metric.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • Manual: indicates that the actual and target value of the metric is updated manually by the user • Rollup: indicates that the actual and target value of a goal is rolled up automatically by WDC Goals • DataSyncActualOnly: indicates that the actual value of the metric is linked to a Salesforce report
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the WorkGoal object. (Maximum length is 255.)</p>
OverallStatus	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The overall calculated status of the WorkGoal based on FlaggedAs and CompletionDate.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the user who owns the WorkGoal.</p>
ParentId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Specifies the structural parent of the WorkGoal. For example, a goal that has a metric is represented by a WorkGoal of <code>Type Metric</code>, which has a parent of WorkGoal of <code>Type Goal</code>.</p> <p> Note: The root and the parent must be set to the parent goal for any child metrics.</p>
Progress	<p>Type percent</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Read Only. The overall progress of the WorkGoal.</p>
RootId	<p>Type reference to a WorkGoal object</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Specifies the structural root of the WorkGoal. For example, a goal that has a metric is represented by a WorkGoal of <code>Type Metric</code>, which has a root of WorkGoal of <code>Type Goal</code>.</p>
State	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The state of the WorkGoal object. Applies only to WorkGoal objects of <code>Type Metric</code>. Possible values:</p> <ul style="list-style-type: none"> • Draft: the draft state for the WorkGoal • Published: published state for the WorkGoal • Archived: archived state for the WorkGoal (for example, goals that no longer apply)
TargetValue	<p>Type double</p>

Field Name	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The target value of the WorkGoal. Applies only to WorkGoal objects of <code>Type</code>: Metric.</p>
Type	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The type of the WorkGoal object, used to differentiate between the components of a goal. (This field is used to represent components of a goal such as its description and associated metrics.)</p> <p>Possible values:</p> <ul style="list-style-type: none"> • Goal: a goal • Metric: a metric (typically associated with goals) • Objective: an objective • KeyResult: a key result (typically associated with objectives) • V2Mom: a V2MOM (pilot feature) • Vision: a vision (pilot feature — typically associated with V2MOM) • Value: a value (pilot feature - typically associated with V2MOM) • Method: a method (pilot feature - typically associated with V2MOM) • Obstacle: an obstacle (pilot feature - typically associated with V2MOM) • Measure: a measure (pilot feature - typically associated with a method) <p> Note: Administrators can rename goals and metrics to objectives and key results, respectively. If this preference is enabled, use the <code>Type</code> Objective or KeyResult. Otherwise, use the default <code>Type</code> Goal or KeyResult.</p>
Weight	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The weight of the goal or metric. The sum of the weights should equal 100%.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkGoalFeed (API version 35.0)

Feed tracking is available for the object.

WorkGoalHistory

History is available for tracked fields of the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkGoalOwnerSharingRule

Sharing rules are available for the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkGoalShare

Sharing is available for the object.

WorkGoalCollaborator

Represents collaborators on a WorkGoal object. This doesn't include WorkGoal followers, which is handled by Chatter Feed Follow functionality. This object has been deprecated as of API version 35.0. Use the [Goal](#) object to query information about WDC goals.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
InvitationDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date that a user was invited to become a collaborator (null if the user was not invited).</p>
State	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates the state of the collaborating user. Whether the user has not responded, joined, or declined collaboration. The possible values are:</p>

Field Name	Details
	<ul style="list-style-type: none"> • PendingResponse: a user who was invited to collaborate but hasn't joined or declined • Joined: a user who is collaborating on a goal (joined/commit) • Declined: a user who declined to collaborate on a goal
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The collaborating user.</p>
WorkGoalId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The WorkGoal object that this collaborator is a part of.</p>

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkGoalCollaboratorHistory

History is available for tracked fields of the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkGoalCollaboratorHistory

Represents the history of changes to the values in the fields in a WorkGoalCollaborator object. Access is read-only.



Note: This object has been deprecated as of API version 35.0. Use the [Goal](#) object to query information about WDC goals in API version 35.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Fields

Field Name	Details
DataType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Data type of the field that was changed.</p>
Field	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Name of the standard or custom field.</p>
NewValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description New value of the modified field.</p>
OldValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description Previous value of the modified field.</p>
WorkGoalCollaboratorId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the WorkGoalCollaborator object that is associated with this history entry.</p>

WorkGoalHistory

Represents the history of changes to the values in the fields of a WorkGoal. Access is read-only. This object has been deprecated as of API version 35.0. Use the GoalHistory object to query historical information for WDC goals.



Note: The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Fields

Field Name	Details
Field	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The name of the field that was changed.
NewValue	Type Any Type Properties Nillable, Sort Description The new value of the field that was changed.
OldValue	Type Any Type Properties Nillable, Sort Description The latest value of the field before it was changed.
WorkGoalId	Type reference Properties Filter, Group, Sort

Field Name	Details
	Description ID of the Goal. Label is Goal ID.

WorkGoalLink

Represents the relationship between two goals (many to many relationship). This object has been deprecated as of API version 35.0. Use the [GoalLink](#) object to query information about the relationship between two WDC goals.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Whether the WorkGoalLink is active (<code>true</code>) or not (<code>false</code>)
LinkType	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The type of link
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The auto-generated name of the goal link
SourceGoalId	Type reference

Field Name	Details
	Properties Create, Filter, Group, Sort, Update Description The ID of the source WorkGoal object
TargetGoalId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the target WorkGoal object

WorkGoalShare

Represents a sharing entry on a WorkGoal object. This object has been deprecated as of API version 35.0. Use the GoalShare object to query information about sharing for WDC goals.

You can only create, edit, and delete sharing entries for standard objects whose `RowCause` field is set to `Manual`. Sharing entries for standard objects with different `RowCause` values are created as a result of your Salesforce org's sharing configuration and are read-only. For some sharing mechanisms, such as sharing sets, sharing entries aren't stored at all.



Note: While Salesforce currently maintains read-only sharing entries for multiple sharing mechanisms, it's possible that we'll stop storing certain share records to improve performance. As a best practice, don't create customizations that rely on the availability of these sharing entries. Any changes to sharing behavior will be communicated before they occur.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

The properties available for some fields depend on the default organization-wide sharing settings. The properties listed are true for the default settings of such fields.

Field Name	Details
AccessLevel	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The user's or group's level of access to the goal. The possible values are: <ul style="list-style-type: none"> Read

Field Name	Details
	<ul style="list-style-type: none"> Edit All: This value is not valid when you create, update, or delete records <p>This field must be set to an access level that is higher than the organization's default access level for goals.</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the WorkGoal object that is associated with this sharing entry.</p>
RowCause	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Reason that this sharing entry exists. If you're creating a sharing entry, the only permitted value is <code>Manual</code>. If no value is specified, the field defaults to <code>Manual</code>. All other <code>RowCause</code> values are read-only. After the sharing entry is created, this field can't be edited.</p> <p>Valid values include:</p> <ul style="list-style-type: none"> <code>Owner</code>—The User is the owner of the WorkGoal or is in a user role above the WorkGoal owner in the role hierarchy. <code>Manual</code>—The User or Group has access, because a user with "All" access manually shared the WorkGoal with the user or group. <code>Rule</code>—The User or Group has access via a WorkGoal sharing rule. <code>GuestRule</code>—The User or Group has access via a WorkGoal guest user sharing rule.
UserOrGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the user or group that was given access to the goal. This field can't be updated.</p>

Workload

Represents the time series for work item volume and average handle time from aggregation and forecasting processes. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The org must have the Workforce Engagement license. To view, create, edit, or delete records, the user must have the Workforce Engagement Analyst permission set.

Fields

Field	Details
Description	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description Additional information about the workload
EndDateTime	Type dateTime Properties Create, Filter, Sort Description The end date and time of the time series represented by the Workload object.
IsOmni	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort Description Indicates that the workload is Omni-based. The default value is 'false'.
Name	Type string

Field	Details
	<p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The workload name.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The owner of the workload. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
StartDateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort</p> <p>Description The start date and time of the time series represented by the Workload object.</p>
TimeZone	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The time zone associated with the workload. Possible values are the time zones supported by Workforce Engagement. This field is available in API version 56.0 and later.</p>
WorkloadType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The type of the workload.</p>

Field	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> • F—Forecasted • H—Historical • IH—Intraday History. This value is available in API version 55.0 and later. <p>The default value is 'H'.</p>

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[WorkloadOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[WorkloadShare](#) on page 50

Sharing is available for the object.

WorkloadUnit

Represents the number of work items and average handle time in a specific time interval. This object is available in API version 49.0 and later.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

The org must have a Workforce Engagement license. To view, create, edit, and delete records, the user must have the Workforce Engagement Analyst permission set.

Fields

Field	Details
AverageHandleTime	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The average handle time at a specific period of time.</p>

Field	Details
Channel	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The channel value.</p>
CustomWorkType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The derived field of WorkDemographic.CustomWorkType for the custom dimension value.</p>
DateTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The timestamp of the single data point in the time series of the workload.</p>
IsOmni	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Derived from isOmni field in workload. Indicates that the workload is Omni-based The default value is 'false'.</p>
MeasureUnit	<p>Type string</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The time interval (in minutes) used in the workload. Possible values are:</p> <ul style="list-style-type: none"> • 43200—Monthly. Reserved for future use. • 10080—Weekly • 1440—Daily • 60—Hourly

Field	Details
	<ul style="list-style-type: none"> • 30—30 minutes. Reserved for future use. • 15—15 minutes. Reserved for future use. <p>The default value is '1440'.</p>
Region	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The derived field from WorkDemographic.Region for the region value.</p>
SkillSet	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The derived field from WorkDemographic.SkillSet for the skill value.</p>
TotalCount	<p>Type int</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The total number work items at a specific period of time.</p>
WorkDemographicId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The foreign key to the WorkDemographic object. This is a relationship field.</p> <p>Relationship Name WorkDemographic</p> <p>Relationship Type Lookup</p> <p>Refers To WorkDemographic</p>
WorkloadId	<p>Type reference</p>

Field	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description The foreign key to the Workload object. This is a relationship field.</p> <p>Relationship Name Workload</p> <p>Relationship Type Lookup</p> <p>Refers To Workload</p>
WorkloadType	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The derived field from Workload.WorkloadType to indicate the type of workload, for example, a history or forecast workload. Possible values are:</p> <ul style="list-style-type: none"> • F—Forecasted • H—Historical <p>The default value is 'H'.</p>

WorkOrder

Represents field service work to be performed for a customer. This object is available in API version 36.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

- Work orders or Field Service must be enabled.
- The following fields can't be edited, regardless of your field-level security settings:
 - Discount
 - GrandTotal


- IsGeneratedFromMaintenancePlan
- RootWorkOrderId



Fields



Field Name	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The account associated with the work order. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
Address	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The compound form of the address where the work order is completed.</p>
AssetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The asset associated with the work order. This is a relationship field.</p> <p>Relationship Name Asset</p> <p>Relationship Type Lookup</p> <p>Refers To Asset</p>


Field Name	Details
AssetWarrantyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The asset warranty term associated with the work order. This field is available in API version 50.0 and above.</p>
BusinessHoursId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The business hours associated with the work order. This is a relationship field.</p> <p>Relationship Name BusinessHours</p> <p>Relationship Type Lookup</p> <p>Refers To BusinessHours</p>
CaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The case associated with the work order. This is a relationship field.</p> <p>Relationship Name Case</p> <p>Relationship Type Lookup</p> <p>Refers To Case</p>
City	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description The city where the work order is completed. Maximum length is 40 characters.
ContactId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The contact associated with the work order. This is a relationship field. Relationship Name Contact Relationship Type Lookup Refers To Contact
Country	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The country where the work order is completed. Maximum length is 80 characters.
CurrencyIsoCode	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization. The label in the user interface is <code>Currency ISO Code</code> .
Description	Type textarea Properties Create, Nillable, Update Description The description of the work order. Try to include the steps needed to change the work order's status to Completed.


Field Name	Details
Discount	<p>Type percent</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Read only. The weighted average of the discounts on all line items in the work order. It can be any positive number up to 100.</p>
Duration	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The estimated time required to complete the work order. Specify the duration unit in the <code>Duration Type</code> field.</p> <p> Note: Work order duration and work order line item duration are independent of each other. If you want work order duration to automatically show the sum of the work order line items' duration, replace the Duration field on work orders with a custom roll-up summary field.</p>
DurationInMinutes	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The estimated duration in minutes. For internal use only.</p>
DurationType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The unit of the duration: Minutes or Hours.</p>
EndDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date when the work order is completed. This field is blank unless you set up an Apex trigger or quick action to populate it. For example, you can create a quick action that sets the <code>EndDate</code> to 365 days after the <code>StartDate</code>.</p>

Field Name	Details
EntitlementId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The entitlement associated with the work order.</p>
GeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode for the address. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: <code>conf="force_api_objects_workorder:itemxml#force_api_objects_workorder:item/api_only"</code></p>
GrandTotal	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Read only. The total price of the work order with tax added.</p>
IsClosed	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the work order is closed (<code>true</code>) or open (<code>false</code>).</p> <p> Tip: Use this field to report on closed versus open work orders.</p>
IsGeneratedFromMaintenancePlan	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description (Read Only) Indicates that the work order was generated from a maintenance plan (<code>true</code>), rather than manually created (<code>false</code>).</p>


Field Name	Details
	 Note: This option is deselected for work orders that were generated from maintenance plans before Summer '18.
IsStopped	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether a milestone is paused (<code>true</code>) or counting down (<code>false</code>). This field is available only if Enable stopped time and actual elapsed time is selected on the Entitlement Settings page.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the work order was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the work order was last viewed.</p>
Latitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Longitude to specify the precise geolocation of the address where the work order is completed. Acceptable values are numbers between -90 and 90 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.</p> <p> Note: This field is available in the API only.</p>
LineItemCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field Name	Details
	Description The number of work order line items in the work order. Its label in the user interface is <code>Line Items</code> .
LocationId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The location associated with the work order. For example, a work site. This is a relationship field. Relationship Name Location Relationship Type Lookup Refers To Location
Longitude	Type double Properties Create, Filter, Nillable, Sort, Update Description Used with Latitude to specify the precise geolocation of the address where the work order is completed. Acceptable values are numbers between -180 and 180 with up to 15 decimal places. See Compound Field Considerations and Limitations for details on geolocation compound fields.  Note: This field is available in the API only.
MaintenancePlanId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The maintenance plan associated with the work order. When the work order is auto-generated from a maintenance plan, this field automatically lists the related plan.
MaintenanceWorkRuleId	Type reference

Field Name	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the maintenance work rule that generated this work order. This field is available in API version 50.0 and above.</p>
MilestoneStatus	<p>Type string</p> <p>Properties Group, Nillable, Sort</p> <p>Description Indicates the status of a milestone. This field is visible if an entitlement process is applied to a work order.</p>
MinimumCrewSize	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The minimum crew size allowed for a crew assigned to the work order. If you're not using the Field Service managed package, this field serves as a suggestion rather than a rule. If you are using the managed package, the scheduling optimizer counts the number of service crew members on a service crew to determine whether it fits a work order's minimum crew size requirement.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The work order's assigned owner. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ParentWorkOrderId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The work order's parent work order, if it has one.</p> <p> Tip: Create a custom report to view a work order's child work orders.</p> <p>This is a relationship field.</p> <p>Relationship Name ParentWorkOrder</p> <p>Relationship Type Lookup</p> <p>Refers To WorkOrder</p>
PostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code where the work order is completed. Maximum length is 20 characters.</p>
Pricebook2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The price book associated with the work order. Adding a price book to the work order lets you assign different price book entries to the work order's line items. This is only available if Product2 is enabled.</p> <p>This is a relationship field.</p> <p>Relationship Name Pricebook2</p> <p>Relationship Type Lookup</p> <p>Refers To Pricebook2</p>
Priority	<p>Type picklist</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The priority of the work order. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none">• Low• Medium• High• Critical
ProductServiceCampaignId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product service campaign associated with the work order.</p>
ProductServiceCampaignItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product service campaign item associated with the work order.</p>
RecommendedCrewSize	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The recommended number of people on the service crew assigned to the work order. For example, you might have a Minimum Crew Size of 2 and a Recommended Crew Size of 3.</p>
ReturnOrderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The return order associated with the work order.</p>

Field Name	Details
ReturnOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The return order line item associated with the work order.</p>
RootWorkOrderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description (Read only) The top-level work order in a work order hierarchy. Depending on where a work order lies in the hierarchy, its root could be the same as its parent.</p> <p> Note: View a work order's child work order in the Child Work Orders related list.</p> <p>This is a relationship field.</p> <p>Relationship Name RootWorkOrder</p> <p>Relationship Type Lookup</p> <p>Refers To WorkOrder</p>
ServiceAppointmentCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of service appointments on the work order.</p>
ServiceContractId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The service contract associated with the work order.</p>
ServiceDocumentTemplate	<p>Type string</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The template ID which sets the template for each service document for the Document Builder feature.</p>
ServiceReportLanguage	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The language used for all service reports and service report previews created for the work order, its service appointments, and its work order line items and their service appointments. If the field is blank, service reports are generated in the default language in Salesforce of the person creating the report.</p> <p>To appear as an option in the ServiceReportLanguage field, a language must be set up in Translation Workbench or be one of Salesforce's 18 fully supported languages. Rich text fields and service report section names aren't translated.</p>
ServiceReportTemplateId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The service report template that the work order uses. If you don't specify a service report template on a work order, it uses the service report template listed on its work type. If the work type doesn't list a template or no work type is specified, the work order uses the default service report template.</p>
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The service territory where the work order is taking place.</p> <p>This is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>

Field Name	Details
SlaExitDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time that the work order exits the entitlement process.</p>
SlaStartDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The time that the work order enters the entitlement process. You can update or reset the time if you have “Edit” permission on work orders.</p>
StartDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date when the work order goes into effect. This field is blank unless you set up an Apex trigger or quick action to populate it. For example, you can create a quick action that sets the StartDate to the date when the Status changes to In Progress.</p>
State	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The state where the work order is completed. Maximum length is 80 characters.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The status of the work order. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none">• New—Work order was created, but there hasn’t yet been any activity.• In Progress—Work has begun.• On Hold—Work is paused.

Field Name	Details
	<ul style="list-style-type: none"> Completed—Work is complete. Cannot Complete—Work could not be completed. Closed—All work and associated activity is complete. Canceled—Work is canceled, typically before any work began. <p>Changing a work order's status does not affect the status of its work order line items or associated service appointments.</p>
StatusCategory	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The category that each <code>Status</code> value falls into. The <code>Status Category</code> field has eight default values: seven values which are identical to the default <code>Status</code> values, and a <code>None</code> value for statuses without a status category.</p> <p>If you create custom <code>Status</code> values, you must indicate which category it belongs to. For example, if you create a <i>Waiting for Response</i> value, you may decide that it belongs in the <i>On Hold</i> category. To learn which processes reference <code>StatusCategory</code>, see How are Status Categories Used?</p>
StopStartDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Indicates when the milestone was paused. The label in the user interface is <code>Stopped Since</code>.</p>
Street	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street number and name where the work order is completed.</p>
Subject	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description The subject of the work order. Try to describe the nature and purpose of the job to be completed. For example, "Annual On-Site Well Maintenance." Maximum length is 255 characters.
Subtotal	Type currency Properties Filter, Nillable, Sort Description Read only. The total of the work order line items' subtotals before discounts and taxes are applied.
SuggestedMaintenanceDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description The suggested date that the work order is completed. When the work order is auto-generated from a maintenance plan, this field is automatically populated based on the maintenance plan's settings.
Tax	Type currency Properties Create, Filter, Nillable, Sort, Update Description The total tax on the work order. You can enter a number with or without the currency symbol and use up to two decimal places. For example, in a work order whose total price is \$100, enter \$10 to apply a 10% tax.
TotalPrice	Type currency Properties Filter, Nillable, Sort Description Read only. The total of the work order line items' prices. This value has discounts applied but not tax.
WorkOrderNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort

Field Name	Details
	Description An eight-digit, auto-generated number that identifies the work order.
WorkTypeId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The work type associated with the work order. When a work type is selected, the work order automatically inherits the work type's <code>Duration</code> , <code>DurationType</code> , and required skills. This is a relationship field. Relationship Name WorkType Relationship Type Lookup Refers To WorkType

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[WorkOrderChangeEvent](#) (API version 48.0)

Change events are available for the object.

[WorkOrderFeed](#)

Feed tracking is available for the object.

[WorkOrderHistory](#)

History is available for tracked fields of the object.

[WorkOrderOwnerSharingRule](#)

Sharing rules are available for the object.

[WorkOrderShare](#)

Sharing is available for the object.

WorkOrderHistory

Represents the history of changes made to tracked fields on a work order. This object is available in API version 36.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

Work orders or Field Service must be enabled in your organization, and field tracking for work order fields must be configured.

Fields

Field Name	Details
<code>DataType</code>	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Data type of the field that was changed.</p>
<code>Field</code>	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The name of the field that was changed.</p>
<code>NewValue</code>	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The new value of the field that was changed.</p>
<code>OldValue</code>	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The value of the field before it was changed.</p>
<code>WorkOrderId</code>	<p>Type reference</p>

Field Name	Details
	Properties Filter, Group, Sort
	Description ID of the work order being tracked. The history is displayed on the detail page for this record. This is a relationship field.
	Relationship Name WorkOrder
	Relationship Type Lookup
	Refers To WorkOrder

WorkOrderLineItem

Represents a subtask on a work order in field service. This object is available in API version 36.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`


Special Access Rules


Work orders or Field Service must be enabled.



Fields


Field Name	Details
Address	Type address Properties Filter, Nillable Description The compound form of the address where the line item is completed.
AssetId	Type reference

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The asset associated with the work order line item. The asset is not automatically inherited from the parent work order. This is a relationship field.</p> <p>Relationship Name Asset</p> <p>Relationship Type Lookup</p> <p>Refers To Asset</p>
AssetWarrantyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The asset warranty term associated with the work order line item. This field is available in API version 50.0 and above.</p>
City	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city where the line item is completed. Maximum length is 40 characters.</p>
Country	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country where the line item is completed. Maximum length is 80 characters.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p>


Field Name	Details
	Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization. The label in the user interface is <code>Currency ISO Code</code> .
Description	Type textarea Properties Create, Nillable, Update Description The description of the work order line item. Try to describe the steps needed to mark the line item Completed.
Discount	Type percent Properties Create, Filter, Nillable, Sort, Update Description The percent discount to apply to the line item. You can enter a number with or without the percent symbol, and you can use up to two decimal places.
Duration	Type double Properties Create, Filter, Nillable, Sort, Update Description The estimated time required to complete the line item. Specify the duration unit in the <code>Duration Type</code> field.  Note: Work order duration and work order line item duration are independent of each other. If you want work order duration to automatically show the sum of the work order line items' duration, replace the Duration field on work orders with a custom roll-up summary field.
DurationInMinutes	Type double Properties Filter, Nillable, Sort Description The estimated duration in minutes. For internal use only.
DurationType	Type picklist

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The unit of the duration: Minutes or Hours.</p>
EndDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date on which the line item is completed. This field is blank unless you set up an Apex trigger or quick action to populate it. For example, you can create a quick action that sets the EndDate to 365 days after the StartDate.</p>
GeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The level of accuracy of a location's geographical coordinates compared with its physical address. Usually provided by a geocoding service based on the address's latitude and longitude coordinates.</p> <p> Note: This field is available in the API only.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Address• Block• City• County• ExtendedZip• NearAddress• Neighborhood• State• Street• Unknown• Zip
IsClosed	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p>


Field Name	Details
	<p>Description</p> <p>Indicates whether the line item has been closed. Changing the line item's status to <code>Closed</code> causes this checkbox to be selected in the user interface (sets <code>IsClosed</code> to <code>true</code>).</p> <p> Tip: Use this field to report on closed versus open work order line items.</p>
<code>IsGeneratedFromMaintenancePlan</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Identifies whether the work order line item is generated from a maintenance plan.</p>
<code>LastReferencedDate</code>	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date when the line item was last modified. Its label in the user interface is <code>Last Modified Date</code>.</p>
<code>LastViewedDate</code>	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date when the line item was last viewed.</p>
<code>Latitude</code>	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Used with <code>Longitude</code> to specify the precise geolocation of the address where the line item is completed. Acceptable values are numbers between <code>-90</code> and <code>90</code> with up to 15 decimal places.</p> <p> Note: This field is available in the API only.</p>
<code>LineItemNumber</code>	<p>Type</p> <p>string</p>

Field Name	Details
	<p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto-generated number that identifies the work order line item. Each work order's line items start at 1.</p>
ListPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The price of the line item (product) as listed in its corresponding price book entry. If a price book entry isn't specified, the list price defaults to zero.</p>
LocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description A location associated with the work order line item. For example, a work site. This is a relationship field.</p> <p>Relationship Name Location</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
Longitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>Latitude</code> to specify the precise geolocation of the address where the line item is completed. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.</p> <p> Note: This field is available in the API only.</p>
MaintenancePlanId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maintenance plan associated with the work order line item.</p>
MaintenanceWorkRuleId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the maintenance work rule that generated this line item. This field is available in API version 50.0 and above.</p>
MinimumCrewSize	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The minimum crew size allowed for a crew assigned to the line item. If you're not using the Field Service managed package, this field serves as a suggestion rather than a rule. If you are using the managed package, the scheduling optimizer counts the number of service crew members on a service crew to determine whether it fits a work order line item's minimum crew size requirement.</p>
OrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order associated with the line item. For example, you may need to order replacement parts before you can complete the line item. This is a relationship field.</p> <p>Relationship Name Order</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
ParentWorkOrderLineItemId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The line item's parent work order line item, if it has one.</p> <p> Tip: Create a custom report to view a line item's child line items.</p> <p>This is a relationship field.</p> <p>Relationship Name ParentWorkOrderLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To WorkOrderLineItem</p>
PostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code where the line item is completed. Maximum length is 20 characters.</p>
PricebookEntryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The price book entry (product) associated with the line item. The label in the user interface is <code>Product</code>. This field's lookup search only returns products that are included in the work order's price book.</p> <p>This is a relationship field.</p> <p>Relationship Name PricebookEntry</p> <p>Relationship Type Lookup</p> <p>Refers To PricebookEntry</p>
Priority	<p>Type picklist</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The priority of the line item. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none">• Low• Medium• High• Critical
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description (Read only) The product associated with the price book entry. This field is not available in the user interface. For best results, use the <code>PricebookEntryId</code> field in any custom code or layouts.</p> <p>This is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProductServiceCampaignId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The product service campaign associated with the work order line item.</p>
ProductServiceCampaignItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product service campaign item associated with the work order line item.</p>

Field Name	Details
Quantity	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Number of units of the line item included in the associated work order.</p>
RecommendedCrewSize	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The recommended number of people on the service crew assigned to the line item. For example, you might have a Minimum Crew Size of 2 and a Recommended Crew Size of 3.</p>
ReturnOrderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The return order associated with the work order line item.</p>
ReturnOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The return order line item associated with the work order line item.</p>
RootWorkOrderLineItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description (Read only) The top-level line item in a work order line item hierarchy. Depending on where a line item lies in the hierarchy, its root could be the same as its parent.</p> <p> Note: View a line item's child line items in the Child Work Order Line Items related list.</p> <p>This is a relationship field.</p>

Field Name	Details
	Relationship Name RootWorkOrderLineItem
	Relationship Type Lookup
	Refers To WorkOrderLineItem
ServiceAppointmentCount	Type int
	Properties Filter, Group, Nillable, Sort
	Description The number of service appointments on the work order line item.
ServiceDocumentTemplate	Type string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The template ID which sets the template for each service document for the Document Builder feature.
ServiceReportTemplateId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The service report template that the line item uses. If you don't specify a service report template on a work order line item, it uses the service report template listed on its work type. If the work type doesn't list a template or no work type is specified, the line item uses the default service report template.
ServiceTerritoryId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The service territory where the line item is completed. This is a relationship field.
	Relationship Name ServiceTerritory

Field Name	Details
	Relationship Type Lookup Refers To ServiceTerritory
StartDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date on which the line item goes into effect. This field is blank unless you set up an Apex trigger or quick action to populate it. For example, you can create a quick action that sets the StartDate to the date when the Status changes to In Progress.
State	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The state where the line item is completed. Maximum length is 80 characters.
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update Description The status of the line item. The picklist includes the following values, which can be customized: <ul style="list-style-type: none"> • New—Line item was created, but there hasn't yet been any activity. • In Progress—Work has begun. • On Hold—Work is paused. • Completed—Work is complete. • Cannot Complete—Work could not be completed. • Closed—All work and associated activity is complete. • Canceled—Work is canceled, typically before any work began.
StatusCategory	Type picklist Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort

Field Name	Details
	<p>Description</p> <p>The category that each <code>Status</code> value falls into. The <code>Status Category</code> field has eight default values: seven values which are identical to the default <code>Status</code> values, and a <code>None</code> value for statuses without a status category.</p> <p>If you create custom <code>Status</code> values, you must indicate which category it belongs to. For example, if you create a <i>Waiting for Response</i> value, you may decide that it belongs in the <i>On Hold</i> category. To learn which processes reference <code>StatusCategory</code>, see How are Status Categories Used?</p>
Street	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The street number and name where the line item is completed.</p>
Subject	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>A word or phrase describing the line item.</p>
Subtotal	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>(Read only) The line item's unit price multiplied by the quantity.</p>
SuggestedMaintenanceDate	<p>Type</p> <p>date</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Date when maintenance work is planned.</p>
TotalPrice	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field Name	Details
	Description Read only. The line item's subtotal with discounts applied.
UnitPrice	Type currency Properties Create, Filter, Nillable, Sort, Update Description Initially, the unit price for a work order line item is the line item's list price from the price book, but you can change it.
WorkOrderId	Type reference Properties Create, Filter, Group, Sort Description The line item's parent work order. Because work order line items must be associated with a work order, this is a required field. This is a relationship field. Relationship Name WorkOrder Relationship Type Lookup Refers To WorkOrder
WorkTypeId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The work type associated with the line item. When a work type is selected, the line item automatically inherits the work type's <code>Duration</code> , <code>Duration Type</code> , and required skills. This is a relationship field. Relationship Name WorkType Relationship Type Lookup Refers To WorkType

Usage

A work order line item is a child record of a work order. It represents a specific subtask on a work order.

For example, suppose a customer purchased a truck from you. The truck is represented as an asset in your Salesforce org. After some time, the truck needs both headlight bulbs replaced. Here's one way that you can use work orders and work order line items to track the repair.

1. Create a work order named "Replace Headlight Bulbs" from the asset record detail page.
2. Add three work order line items to the work order: "Replace Left Headlight Bulb," "Replace Right Headlight Bulb," and "Test Headlights."
3. Assign the work order to a technician via a queue.
4. As the technician completes each line item, he or she marks the item `Completed`.
5. When all the line items are complete, the technician marks the work order `Completed`.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

[WorkOrderLineItemChangeEvent](#) (API version 48.0)

Change events are available for the object.

[WorkOrderLineItemFeed](#)

Feed tracking is available for the object.

[WorkOrderLineItemHistory](#)

History is available for tracked fields of the object.

WorkOrderLineItemHistory

Represents the history of changes made to tracked fields on a work order line item. This object is available in API version 36.0 and later.

Supported Calls

`describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`

You can also enable `delete()` in API version 42.0 and later. See [Enable delete of Field History and Field History Archive](#).

Special Access Rules

Work orders or Field Service must be enabled in your organization, and field tracking for work order line item fields must be configured.

Fields

Field Name	Details
<code>DataType</code>	Type picklist

Field Name	Details
	<p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Data type of the field that was changed.</p>
Field	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The name of the field that was changed.</p>
NewValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The new value of the field that was changed.</p>
OldValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The value of the field before it was changed.</p>
WorkOrderLineItemId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the work order line item being tracked. The history is displayed on the detail page for this record. This is a relationship field.</p> <p>Relationship Name WorkOrderLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To WorkOrderLineItem</p>

WorkOrderLineItemStatus

Represents a possible status of a work order line item in field service.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
ApiName	Type string Properties Filter, Group, idLookup, Sort Description The API name of the status value.
IsDefault	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates that the status value is the default status on work orders. Only one status value can be the default.
MasterLabel	Type string Properties Filter, Group, Nillable, Sort Description The label for the picklist value that appears in the UI.
SortOrder	Type int Properties Filter, Group, Nillable, Sort


Field Name	Details
	Description The value's position in the drop-down list of values in the UI.
StatusCode	Type picklist Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort Description The status category that the value corresponds to. The Status Category field has seven values which are identical to the default Status values.

Usage

The Status field on work order line items comes with the following values:

- New—Line item was created, but there hasn't yet been any activity.
- In Progress—Work has begun.
- On Hold—Work is paused.
- Completed—Work is complete.
- Cannot Complete—Work could not be completed.
- Closed—All work and associated activity is complete.
- Canceled—Work is canceled, typically before any work began.


The WorkOrderLineItemStatus object corresponds to the Status field. Adding a value to the Status field—for example, Canceled By Customer—creates a work order line item status record, and vice versa.

 **Note:** Work order line items also come with a StatusCategory field whose values are identical to the default Status values. If you create custom Status values, you must indicate which category it belongs to. For example, if you create a *Customer Absent* value, you may decide that it belongs in the *Cannot Complete* category. To learn which processes reference StatusCategory, see [How are Status Categories Used?](#)

WorkOrderShare

Represents a sharing entry on a work order. This object is available in API version 36.0 and later.

You can only create, edit, and delete sharing entries for standard objects whose RowCause field is set to Manual. Sharing entries for standard objects with different RowCause values are created as a result of your Salesforce org's sharing configuration and are read-only. For some sharing mechanisms, such as sharing sets, sharing entries aren't stored at all.

 **Note:** While Salesforce currently maintains read-only sharing entries for multiple sharing mechanisms, it's possible that we'll stop storing certain share records to improve performance. As a best practice, don't create customizations that rely on the availability of these sharing entries. Any changes to sharing behavior will be communicated before they occur.

Supported Calls

`create()`, `delete()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Work orders or Field Service must be enabled in your organization. External users can't access this object.

Fields

Field Name	Details
AccessLevel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Level of access that the user or group has to the work order. The possible values are:</p> <ul style="list-style-type: none"> • <i>Read</i> • <i>Edit</i> • <i>All</i> (This value isn't valid for create or update calls.) <p>Set to an access level that is at least equal to the organization's default work order access level.</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The work order associated with the sharing entry. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p> <p>Refers To WorkOrder</p>
RowCause	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p>

Field Name	Details
	<p>Description</p> <p>Reason that this sharing entry exists. If you're creating a sharing entry, the only permitted value is <code>Manual</code>. If no value is specified, the field defaults to <code>Manual</code>. All other <code>RowCause</code> values are read-only. After the sharing entry is created, this field can't be edited. Valid values include:</p> <ul style="list-style-type: none"> <code>Manual</code>—The User or Group has access because a user with "All" access manually shared the work order. <code>Owner</code>—The User is the owner of the work order. <code>Rule</code>—The User or Group has access via a work order sharing rule. <code>GuestRule</code>—The User or Group has access via a work order guest user sharing rule. <code>Implicit</code>—The User has access to records owned by high-volume Experience Cloud site users via a share group.
UserOrGroupId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>(Read Only) ID of the user or group that has access to the work order.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>UserOrGroup</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Group, User</p>

WorkOrderStatus

Represents a possible status of a work order in field service.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

Field Service must be enabled.

Fields


Field Name	Details
ApiName	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The API name of the status value.</p>
IsDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates that the status value is the default status on work orders. Only one status value can be the default.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The label for the picklist value that appears in the UI.</p>
SortOrder	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The value's position in the drop-down list of values in the UI.</p>
StatusCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The status category that the value corresponds to. The Status Category field has seven values which are identical to the default Status values.</p>

Usage

The Status field on work orders comes with the following values:

- New—Work order was created, but there hasn't yet been any activity.
- In Progress—Work has begun.
- On Hold—Work is paused.
- Completed—Work is complete.
- Cannot Complete—Work could not be completed.
- Closed—All work and associated activity is complete.
- Canceled—Work is canceled, typically before any work began.

The WorkOrderStatus object corresponds to the Status field. Adding a value to the Status field—for example, Canceled By Customer—creates a work order status record, and vice versa.

 **Note:** Work orders also come with a StatusCategory field whose values are identical to the default Status values. If you create custom Status values, you must indicate which category it belongs to. For example, if you create a *Customer Absent* value, you may decide that it belongs in the *Cannot Complete* category. To learn which processes reference StatusCategory, see [How are Status Categories Used?](#)

WorkPerformanceCycle

Represents feedback that is gathered to assess the performance of a specific set of employees.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
ActivityFrom	<div>Type<div>date</div></div> <div>Properties<div>Create, Filter, Group, Sort, Update</div></div> <div>Description<div>The date that you want to start filtering the WDC objects to help requesters create accurate summaries. The start of the evaluation period.</div></div>
ActivityTo	<div>Type<div>date</div></div> <div>Properties<div>Create, Filter, Group, Sort, Update</div></div>

Field Name	Details
	Description The date that you want to stop filtering the WDC objects to help requesters create accurate summaries. The end of the evaluation period.
CurrentTask	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The current task that the performance summary cycle is engaged in, including deploying and sharing.
LastManagerRequestsSharedDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date when all manager requests are set to be shared.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The time stamp that indicates when the current user last viewed a record that is related to this WorkPerformanceCycle.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The time stamp that indicates when the current user last viewed this WorkPerformanceCycle. If this value is null, this record might have been only referenced (LastReferencedDate) and not viewed.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update

Field Name	Details
	Description The name of the performance summary cycle that employees will participate in. This name is created by the administrator and is visible on all respective notifications and in the UI.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the owner of the WorkPerformanceCycle.
State	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The state that the performance summary cycle is in. Available pick list values: <ul style="list-style-type: none"> • Setup: The summary is in draft. • In Progress: The summary is deployed and people are answering the questions that were created. • Finished: The summary is no longer in progress. • Error: The summary encountered an error.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[WorkPerformanceCycleFeed](#)

Feed tracking is available for the object.

[WorkPerformanceCycleHistory](#)

History is available for tracked fields of the object.

[WorkPerformanceCycleOwnerSharingRule](#)

Sharing rules are available for the object.

[WorkPerformanceCycleShare](#)

Sharing is available for the object.

WorkPlan

Represents a work plan for a work order or work order line item. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description The description of the work plan.</p>
ExecutionOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order in which the work plan is executed. Only positive values or null are supported.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (<code>LastReferencedDate</code>), but not viewed it.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the work plan.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the user who created the work plan.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ParentRecordId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the work order, work order line item, or change request that the work plan is associated with. Available in API version 54.0 and later. This field is a polymorphic relationship field.</p> <p>Relationship Name ParentRecord</p> <p>Relationship Type Lookup</p> <p>Refers To ChangeRequest, WorkOrder, WorkOrderLineItem</p>
ParentRecordType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Describes whether the parent record is a work order, work order line item, or change request. Available in API version 54.0 and later.</p>
WorkOrderId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Required. The ID of the work order.</p> <p>Relationship Name</p> <p>WorkOrder</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>WorkOrder</p>
WorkOrderLineItemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The ID of the work order line item.</p> <p>Relationship Name</p> <p>WorkOrderLineItem</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>WorkOrderLineItem</p>
WorkPlanTemplateId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The ID of the work plan template record. Available in API version 54.0 and later.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>WorkPlanTemplate</p> <p>Relationship Type</p> <p>Lookup</p>

Field	Details
	Refers To WorkPlanTemplate

Associated Objects

This object has these associated objects. Unless noted, they're available in the same API version as this object.

WorkPlanChangeEvent on page 52

Change events are available for the object. Available in API version 54.0 and later.

WorkPlanFeed on page 39

Feed tracking is available for the object.

WorkPlanHistory on page 47

History is available for tracked fields of the object.

WorkPlanOwnerSharingRule on page 48

Sharing rules are available for the object.

WorkPlanShare on page 50

Sharing is available for the object.

WorkPlanSelectionRule

Represents a rule that selects a work plan for a work order or work order line item. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
AssetId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the asset.

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the selection rule.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Controls whether this selection rule is active (<code>true</code>) or not (<code>false</code>). Default is <code>false</code>. Label is Active.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (<code>LastReferencedDate</code>), but not viewed it.</p>
LocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the location.</p>
OwnerId	<p>Type reference</p>

Field	Details
	Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the owner.
Product2Id	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the product. Label is Product.
ServiceTerritoryId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the service territory.
WorkPlanSelectionRuleNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The auto-generated number of the work plan selection rule, for example, WPSR-0001.
WorkPlanTemplateId	Type reference Properties Create, Filter, Group, Sort, Update Description Required. The ID of the work plan template.
WorkTypeId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the work type.

Associated Objects

This object has these associated objects. Unless noted, they’re available in the same API version as this object.

WorkPlanSelectionRuleChangeEvent

Change events are available for the object.

WorkPlanSelectionRuleFeed

Feed tracking is available for the object.

WorkPlanSelectionRuleHistory

History is available for tracked fields of the object.

WorkPlanSelectionRuleOwnerSharingRule

Sharing rules are available for the object.

WorkPlanSelectionRuleShare

Sharing is available for the object.

WorkPlanTemplate

Represents a template for a work plan. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
Description	<div>Type<div>textarea</div></div> <div>Properties<div>Create, Nillable, Update</div></div> <div>Description<div>The description of the work plan template.</div></div>
IsActive	<div>Type<div>boolean</div></div> <div>Properties<div>Create, Defaulted on create, Filter, Group, Sort, Update</div></div>

Field	Details
	<p>Description</p> <p>Controls whether the specific template is available for application (<code>true</code>) or not (<code>false</code>). Default is <code>false</code>. Label is Active.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (<code>LastReferencedDate</code>), but not viewed it.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The user-defined name of the work plan template.</p>
OwnerId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The ID of the owner who created the work plan template.</p>
RelativeExecutionOrder	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The relative execution order for sorting the work plan when it's applied to the work order or work order line item. Only positive integers are supported.</p>

Associated Objects

This object has these associated objects. Unless noted, they’re available in the same API version as this object.

WorkPlanTemplateChangeEvent

Change events are available for the object.

WorkPlanTemplateFeed

Feed tracking is available for the object.

WorkPlanTemplateHistory

History is available for tracked fields of the object.

WorkPlanTemplateOwnerSharingRule

Sharing rules are available for the object.

WorkPlanTemplateShare

Sharing is available for the object.

WorkPlanTemplateEntry

Represents an object that associates a work step template with a work plan template. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
ExecutionOrder	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The sequence number of when this entry is executed. Only positive values are supported.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field	Details
	Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (LastReferencedDate), but not viewed it.
WorkPlanTemplateEntryNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The auto-generated number of the work plan template entry, for example, WPTE-0001.
WorkPlanTemplateId	Type reference Properties Create, Filter, Group, Sort Description Required. The ID of the work plan template.
WorkStepTemplateId	Type reference Properties Create, Filter, Group, Sort, Update Description Required. The ID of the work step template.

Associated Objects

This object has these associated objects. Unless noted, they're available in the same API version as this object.

[WorkPlanTemplateEntryChangeEvent](#)

Change events are available for the object.

[WorkPlanTemplateEntryFeed](#)

Feed tracking is available for the object.

WorkPlanTemplateEntryHistory

History is available for tracked fields of the object.

WorkReward

Used to store reward codes tied to a Reward Fund. Reward Funds must have at least one WorkReward record.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

You must have the Reward permission enabled in order to use the Rewards feature, including WorkRewardFund and WorkReward.

Additional Considerations and Related Objects

WorkReward is a lookup to WorkRewardFund. WorkRewardFund must have at least one WorkReward record to be available for use. Each WorkBadge record with a `RewardId` indicates a reward badge given to a Recipient.

Fields

Field Name	Details
Code	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Represents a single reward code tied to a RewardFundId.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Represents the User ID of Owner of WorkReward record</p>
RecipientId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description Salesforce User ID for User associated with this WorkReward record.
RedemptionDisclaimer	Type textarea Properties Nillable Description The disclaimer information about the WorkReward.
RedemptionInfo	Type textarea Properties Nillable Description The instructions for redeeming the WorkReward.
RedemptionUrl	Type textarea Properties Nillable Description The URL for redeeming the WorkReward.
RewardFundId	Type reference Properties Create, Filter, Group, Sort, Update Description Salesforce unique ID for WorkRewardFund record that is associated with WorkReward record.
RewardFundTypeId	Type reference Properties Create, Filter, Group, Sort, Update Description Salesforce unique ID of the WorkRewardFundType associated with the WorkReward.
Value	Type double

Field Name	Details
	Properties Filter, Nillable, Sort
	Description The value of the WorkReward.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkRewardHistory

History is available for tracked fields of the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkRewardOwnerSharingRule

Sharing rules are available for the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkRewardShare

Sharing is available for the object.

WorkRewardFund

Represents a Reward Fund and describes the Reward Fund attributes.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

To use the Rewards feature, including WorkRewardFund and WorkReward, you must have the Reward permission enabled. To create Rewards, the user must have Create on WorkRewardFund, which is not a standard permission.

Additional Considerations and Related Objects

WorkReward is a lookup to WorkRewardFund. WorkRewardFund must have at least one WorkReward record available. Each WorkBadgeDefinition with a RewardFundId is a "Reward Badge."

Fields

Field Name	Details
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the WorkRewardFund is active (<code>true</code>) or not (<code>false</code>).</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed a record that is related to this WorkRewardFund.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed this WorkRewardFund. If this value is null, this record might have been only referenced (<code>LastReferencedDate</code>) and not viewed.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Name of the Reward Fund.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Salesforce unique ID of User who is the Owner of the WorkRewardFund record.</p>
RewardFundTypeId	<p>Type reference</p>

Field Name	Details
	Properties Create, Filter, Group, Sort, Update Description Salesforce unique ID of the WorkRewardFundType that is associated with the WorkRewardFund.
TotalCodeCount	Type int Properties Filter, Group, Nillable, Sort Description Total reward codes that are available in the WorkRewardFund. Derived from WorkReward records that are associated with the WorkRewardFund.
Type	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description RewardType of the WorkRewardFund. Default is Amazon.com.
UsedCodeCount	Type int Properties Filter, Group, Nillable, Sort Description Total reward codes that are used in the WorkRewardFund. Derived from the total assigned WorkReward records that are associated with the WorkRewardFund.
Value	Type currency Properties Create, Filter, Sort, Update Description Value of each of the reward codes in the WorkRewardFund.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[WorkRewardFundFeed](#)

Feed tracking is available for the object.

WorkRewardFundHistory

History is available for tracked fields of the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkRewardFundOwnerSharingRule

Sharing rules are available for the object.


The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkRewardFundShare

Sharing is available for the object.

WorkRewardFundType

Represents the type of WorkRewardFund object.

 **Note:** The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field Name	Details
CreditSystem	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The credit system that is used by the WorkRewardFundType object (gift codes or points). If points are selected, the reward message will not consider the CurrencyCode field.</p>
CurrencyCode	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The currency code of the WorkRewardFundType</p>

Field Name	Details
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether the WorkRewardFundType is active and available in the UI</p>
IsPredefined	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Whether the WorkRewardFundType is predefined (<code>true</code>) or not (<code>false</code>)</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed a record that is related to this WorkRewardFundType.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time stamp that indicates when the current user last viewed this WorkRewardFundType. If this value is null, this record might have been only referenced (<code>LastReferencedDate</code>) and not viewed.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the WorkRewardFundType</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field Name	Details
	Description The ID of the WorkRewardFundType owner
RedemptionDisclaimer	Type textarea Properties Create, Nillable, Update Description The redemption disclaimer text for the WorkRewardFundType
RedemptionInfo	Type textarea Properties Create, Nillable, Update Description Redemption text for the WorkRewardFundType
RedemptionUrl	Type textarea Properties Create, Nillable, Update Description The URL that's linked to the redemption
UploadCodeColumn	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The column where the reward code is contained in the CSV file. The upload uses the second value by default.
UploadValueColumn	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The column where the reward value is contained in the CSV file. The upload uses the third column by default.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkRewardFundTypeFeed

Feed tracking is available for the object.

WorkRewardFundTypeHistory

History is available for tracked fields of the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkRewardFundTypeOwnerSharingRule

Sharing rules are available for the object.

The original WDC feature is unavailable as of Spring '22. This object isn't available as of API version 54.0. For more information, see [Phased WDC \(legacy Work.com\) Feature Retirement](#).

WorkRewardFundTypeShare

Sharing is available for the object.

WorkStep

Represents a work step in a work plan. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
ActionDefinition	<div>Type<div>picklist</div></div> <div>Properties<div>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</div></div> <div>Description<div>The platform action that the work step executes. The possible values are the names of the flow and quick actions configured in your org. To launch Lightning Web Components from Work Steps, you must use <code>QuickAction</code> on the action definition.</div></div>
ActionType	<div>Type<div>picklist</div></div>

Field	Details
	<p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of platform action that the work step is associated with. Possible values are:</p> <ul style="list-style-type: none"> Flow QuickAction
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The description of the work step.</p>
EndTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time the work step ends. The value must be greater than or equal to <code>StartTime</code>.</p>
ExecutionOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order in which the work step is executed. Only positive integer values or null are supported.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (<code>LastReferencedDate</code>), but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. The user-defined name of the work step.</p>
PausedFlowInterviewId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The auto-populated ID of the flow interview paused by a user.</p>
StartTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time the work step starts.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The customizable status of the work order. Every status must be mapped to a status category, but there can be status categories not mapped to a status. Possible values are:</p> <ul style="list-style-type: none">• Completed• In Progress• New• Not Applicable• Paused

Field	Details
StatusCategory	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The category that each status value belongs to. Each default status category is mapped to the corresponding default status. If you create a custom status, you must indicate which status category it belongs to. To learn which processes reference StatusCategory, see How are Status Categories Used?.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> Completed InProgress New NotApplicable Paused
WorkOrderId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the work order.</p>
WorkOrderLineItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the work order line item.</p>
WorkPlanExecutionOrder	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the plan execution order.</p>
WorkPlanId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	Description The ID of the work plan.

Associated Objects

This object has these associated objects. Unless noted, they're available in the same API version as this object.

[WorkStepChangeEvent](#)

Change events are available for the object.

[WorkStepFeed](#)

Feed tracking is available for the object.

[WorkStepHistory](#)

History is available for tracked fields of the object.

WorkStepStatus

Represents a picklist for a status category on a work step. This object is available in API version 52.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `retrieve()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
<code>ApiName</code>	Type string Properties Filter, Group, idLookup, Sort Description Required. The name of the work step status.
<code>IsDefault</code>	Type boolean Properties Defaulted on create, Filter, Group, Sort

Field	Details
	Description Controls whether this status is the default value of the picklist of the corresponding status category (<code>true</code>) or not (<code>false</code>). Default is <code>false</code> .
MasterLabel	Type string Properties Filter, Group, Nillable, Sort Description Required. The label of the work step status.
SortOrder	Type int Properties Filter, Group, Nillable, Sort Description Required. The order in which the work step statuses are displayed in the status category's picklist.
StatusCode	Type picklist Properties Required. Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort Description The status category that this status belongs to. Possible values are: <ul style="list-style-type: none">CompletedInProgressNewNotApplicablePaused

WorkStepTemplate

Represents a template for a work step. This object is available in API version 52.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
ActionDefinition	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The platform action that the work step executes. The possible values are the names of the flow and quick actions configured in your org.</p>
ActionType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of platform action that the work step is associated with. Possible values are:</p> <ul style="list-style-type: none">• Flow• QuickAction
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The description of the work step template.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Controls whether this work step template is active <code>true</code> or not <code>false</code>. Default is <code>false</code>.</p>
LastReferencedDate	<p>Type dateTime</p>

Field	Details
	Properties Filter, Nillable, Sort Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp when the current user last viewed this record or list view. If this value is null, it's possible that the user only accessed this record or list view (<code>LastReferencedDate</code>), but not viewed it.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The user-defined name of the work step template.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the owner who created the work step template.

Associated Objects

This object has these associated objects. Unless noted, they're available in the same API version as this object.

[WorkStepTemplateChangeEvent](#)

Change events are available for the object.

[WorkStepTemplateFeed](#)

Feed tracking is available for the object.

[WorkStepTemplateHistory](#)

History is available for tracked fields of the object.

[WorkStepTemplateOwnerSharingRule](#)

Sharing rules are available for the object.

WorkStepTemplateShare

Sharing is available for the object.

WorkThanks

Represents the source and message of a thanks post.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Additional Considerations and Related Objects

WorkBadge is a lookup to WorkThanks. Each WorkBadge record must derive a SourceId from WorkThanks.

Fields

Field Name	Details
FeedItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the FeedItem related to the thanks badge. This is a relationship field.</p> <p>Relationship Name FeedItem</p> <p>Relationship Type Lookup</p> <p>Refers To FeedItem</p>
GiverId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Salesforce user ID for the giver of the Thanks record. This is a relationship field.</p>

Field Name	Details
	Relationship Name Giver
	Relationship Type Lookup
	Refers To User
Message	Type textarea
	Properties Create
	Description Required. Message associated with the Thanks record.
NetworkId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The ID of the community that this WorkThanks is associated with. This field is available only if digital experiences is enabled in your org.
OwnerId	Type reference
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description Salesforce user ID for the owner of the badge record (typically the same user as the giver of the record). This is a polymorphic relationship field.
	Relationship Name Owner
	Relationship Type Lookup
	Refers To Group, User

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkThanksOwnerSharingRule

Sharing rules are available for the object.

WorkThanksShare

Sharing is available for the object.

WorkType

Represents a type of work to be performed in Field Service and Lightning Scheduler. Work types are templates that can be applied to work order or work order line items. This object is available in API version 38.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Special Access Rules


Field Service must be enabled.

Fields

Field Name	Details
Description	Type textarea Properties Create, Nillable, Update Description The description of the work type. Try to add details about the task or tasks that this work type represents.
DurationType	Type picklist Properties Create, Filter, Group, Defaulted on create, Restricted picklist, Sort, Update Description The unit of the <code>EstimatedDuration</code> : Minutes or Hours.
EstimatedDuration	Type double Properties Create, Filter, Sort, Update

Field Name	Details
	Description The estimated length of the work. The estimated duration is in minutes or hours based on the value selected in the <code>Duration Type</code> field.
<code>LastReferencedDate</code>	Type dateTime Properties Filter, Nillable, Sort Description The date when the work type was last modified. Its label in the user interface is <code>Last Modified Date</code> .
<code>LastViewedDate</code>	Type dateTime Properties Filter, Nillable, Sort Description The date when the work type was last viewed by the current user.
<code>MinimumCrewSize</code>	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The minimum crew size allowed for a crew assigned to the work. Work orders and work order line items inherit their work type's minimum crew size. If you're not using the Field Service managed package, this field serves as a suggestion rather than a rule. If you are using the managed package, the scheduling optimizer counts the number of service crew members on a service crew to determine whether it fits the minimum crew size requirement.
<code>Name</code>	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the work type. Try to use a name that helps users quickly understand the type of work orders that can be created from the work type. For example, "Annual Refrigerator Maintenance" or "Valve Replacement."
<code>OwnerId</code>	Type reference

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The work type's owner. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
RecommendedCrewSize	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The recommended number of people on the service crew assigned to the work. For example, you might have a Minimum Crew Size of 2 and a Recommended Crew Size of 3. Work orders and work order line items inherit their work type's recommended crew size.</p>
SaDocumentTemplate	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The document template ID. If <code>ServiceDocumentTemplateId</code> isn't specified, this document template ID determines which service document template is used for service documents generated from a service appointment. The ID is 15 to 18 characters long.</p>
ServiceReportTemplateId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The service report template associated with the work type. When users create service reports from a work order or work order line item that uses this work type, the reports use this template.</p>

Field Name	Details
ShouldAutoCreateSvcAppt	<p>Type boolean</p> <p>Properties Create, Filter, Group, Defaulted on create, Sort, Update</p> <p>Description Select this option to have a service appointment automatically created on work orders and work order line items that use the work type.</p> <p> Note:</p> <ul style="list-style-type: none"> • By default, the Due Date on auto-created service appointments is seven days after the created date. Admins can adjust this offset from the Field Service Settings page in Setup. • If a work type with the Auto-Create Service Appointment option selected is added to an existing work order or work order line item, a service appointment is only created for the work order or work order line item if it doesn't yet have one. • If someone updates an existing work type by selecting the Auto-Create Service Appointment option, service appointments aren't created on work orders and work order line items that were already using the work type.
WoDocumentTemplate	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The document template ID. If <code>ServiceDocumentTemplateId</code> isn't specified, this document template ID determines which service document template is used for service documents generated from a work order. The ID is 15 to 18 characters long.</p>
WoliDocumentTemplate	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The document template ID. If <code>ServiceDocumentTemplateId</code> isn't specified, this document template ID determines which service document template is used for service documents generated from a work order line item. The ID is 15 to 18 characters long.</p>

Usage

Adding a work type to a work order or work order line item causes the record to inherit the work type's duration values and required skills and products.

Note:

- If needed, you can update the duration values and required skills and products on a work order or work order line item after they're inherited from the work type.
- If a work order or work order line item already has required skills or products, associating it with a work type doesn't cause it to inherit the work type's requirements.
- Customizations to required skills or products, such as validation rules or Apex triggers, are not carried over from work types to work orders and work order line items.

Associated Objects

This object has the following associated objects. If the API version isn't specified, they're available in the same API versions as this object. Otherwise, they're available in the specified API version and later.

WorkTypeChangeEvent (API version 48.0)

Change events are available for the object.

WorkTypeFeed

Feed tracking is available for the object.

WorkTypeHistory

History is available for tracked fields of the object.

WorkTypeOwnerSharingRule

Sharing rules are available for the object.

WorkTypeShare

Sharing is available for the object.

WorkTypeGroup

Represents a grouping of work types used to categorize types of appointments available in Lightning Scheduler, or to define scheduling limits in Field Service. This object is available in API version 45.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
<code>AdditionalInformation</code>	Type multipicklist

Field	Details
	Properties Create, Filter, Nillable, Update Description Additional information about the types of appointments this work type group represents.
Description	Type textarea Properties Create, Nillable, Update Description A description of this work type group.
GroupType	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description The category of this work type group. Possible values are: <ul style="list-style-type: none"> • Capacity—A group of work types used to define a work capacity limit in Field Service. • Default—A non-capacity group of work types used in Lightning Scheduler.
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether this work type group can be used for appointment scheduling or work capacity limits. A work type can belong to only one active work type group of type Capacity.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time that the current user last viewed a record related to this object.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort

Field	Details
	Description The timestamp for when the current user last viewed this object.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of this work type group.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the user who created this record. This is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

[WorkTypeGroupFeed](#)

Feed tracking is available for the object.

[WorkTypeGroupHistory](#)

History is available for tracked fields of the object.

[WorkTypeGroupOwnerSharingRule](#)

Sharing rules are available for the object.

[WorkTypeGroupShare](#)

Sharing is available for the object.

WorkTypeGroupMember

Represents the relationship between a work type and the work type group it belongs to. This object is available in API version 45.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the current user last viewed a record related to this object.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp for when the current user last viewed this object.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Autogenerated number identifying the work type group membership. It uses the format #####.</p>
WorkTypeGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the work type group that this record belongs to. This is a relationship field.</p> <p>Relationship Name WorkTypeGroup</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To WorkTypeGroup
WorkTypeId	Type reference Properties Create, Filter, Group, Sort Description The ID of the work type that this record corresponds to. This is a relationship field. Relationship Name WorkType Relationship Type Lookup Refers To WorkType

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

WorkTypeGroupMemberFeed
Feed tracking is available for the object.

WorkTypeGroupMemberHistory
History is available for tracked fields of the object.

CHAPTER 6 Data Model

The entity relationship diagrams (ERDs) for standard Salesforce objects in this section illustrate important relationships between objects. Salesforce ERDs use crow's foot notation. The following ERDs are available.



[other]: We're updating our data models, one at a time, and moving all diagrams to [Salesforce Architects](#). We'll share a direct link to the new version of each diagram as they become available, and retire this page when all data models have been updated and moved.

- [B2B Commerce and D2C Commerce Objects](#)—includes objects related to operating a B2B or B2C store
- [Sales Objects](#)—includes accounts, contacts, opportunities, leads, campaigns, and other related objects
- [Task and Event Objects](#)—includes tasks and events and their related objects
- [Support Objects](#)—includes cases and solutions and their related objects
- [Salesforce Knowledge Objects](#)—includes view and vote statistics, article versions, and other related objects
- [Document, Note, and Attachment Objects](#)—includes documents, notes, and attachments and their related objects
- [User, Sharing, and Permission Objects](#)—includes users, profiles, and roles
- [User Email Objects](#)
- [Profile and Permission Objects](#)—includes users, profiles, permission sets, and related permission objects
- [Record Type Objects](#)—includes record types and business processes and their related objects
- [Product and Schedule Objects](#)—includes opportunities, products, and schedules
- [Sharing and Team Selling Objects](#)—includes account teams, opportunity teams, and sharing objects
- [Forecasts Objects](#)—includes objects for Collaborative Forecasts.
- [Territory Management 2.0 Objects](#)—includes territories and related objects associated with Territory Management 2.0
- [Original Territory Management](#)—includes territories and related objects
- [Process Objects](#)—includes approval processes and related objects
- [Content Objects](#)—includes content and libraries and their related objects
- [Chatter Feed Objects](#)—includes objects related to feeds
- [Consent Management Objects](#)—includes consent, authorization form, and communication subscription objects
- [WDC Badge and Reward Objects](#)—includes badge and reward objects
- [WDC Feedback and Performance Cycle Objects](#)—includes feedback and performance cycle objects

Each ERD includes links to the topics that describe the fields in objects related to the diagram. The data model for your custom objects depends on what you create.

B2B Commerce and D2C Commerce Objects

Visit the [B2B Commerce and D2C Commerce Developer Guide](#) to see B2B Commerce and D2C Commerce data models.

SEE ALSO:

[Standard Objects](#)

[B2B and D2C Commerce Data Model](#)

Sales Objects

Visit Salesforce Architects to see the [Sales Cloud Data Model](#).

SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Task and Event Objects

Visit Salesforce Architects to see the [Tasks & Events Data Model](#).

SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Service Cloud Objects

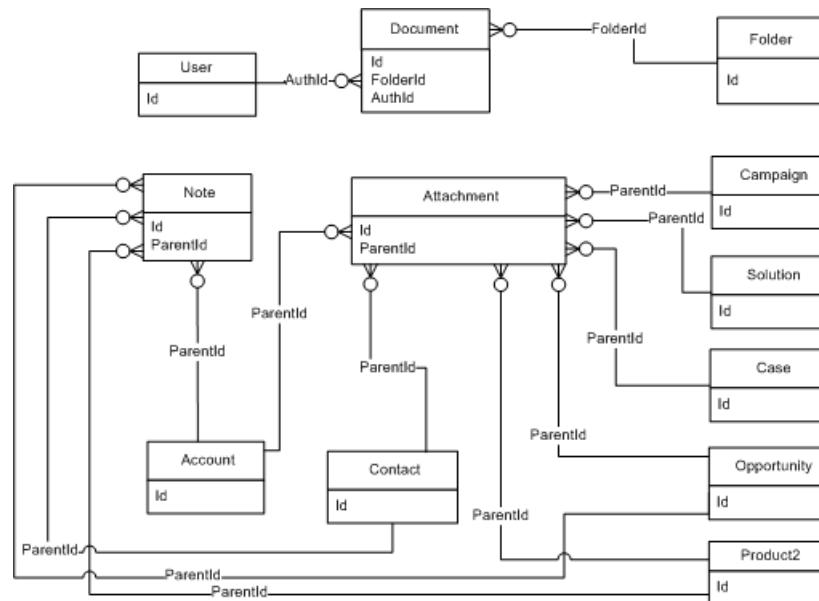
Visit Salesforce Architects to see the [Service Cloud Data Model](#).

SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Document, Note, and Attachment Objects

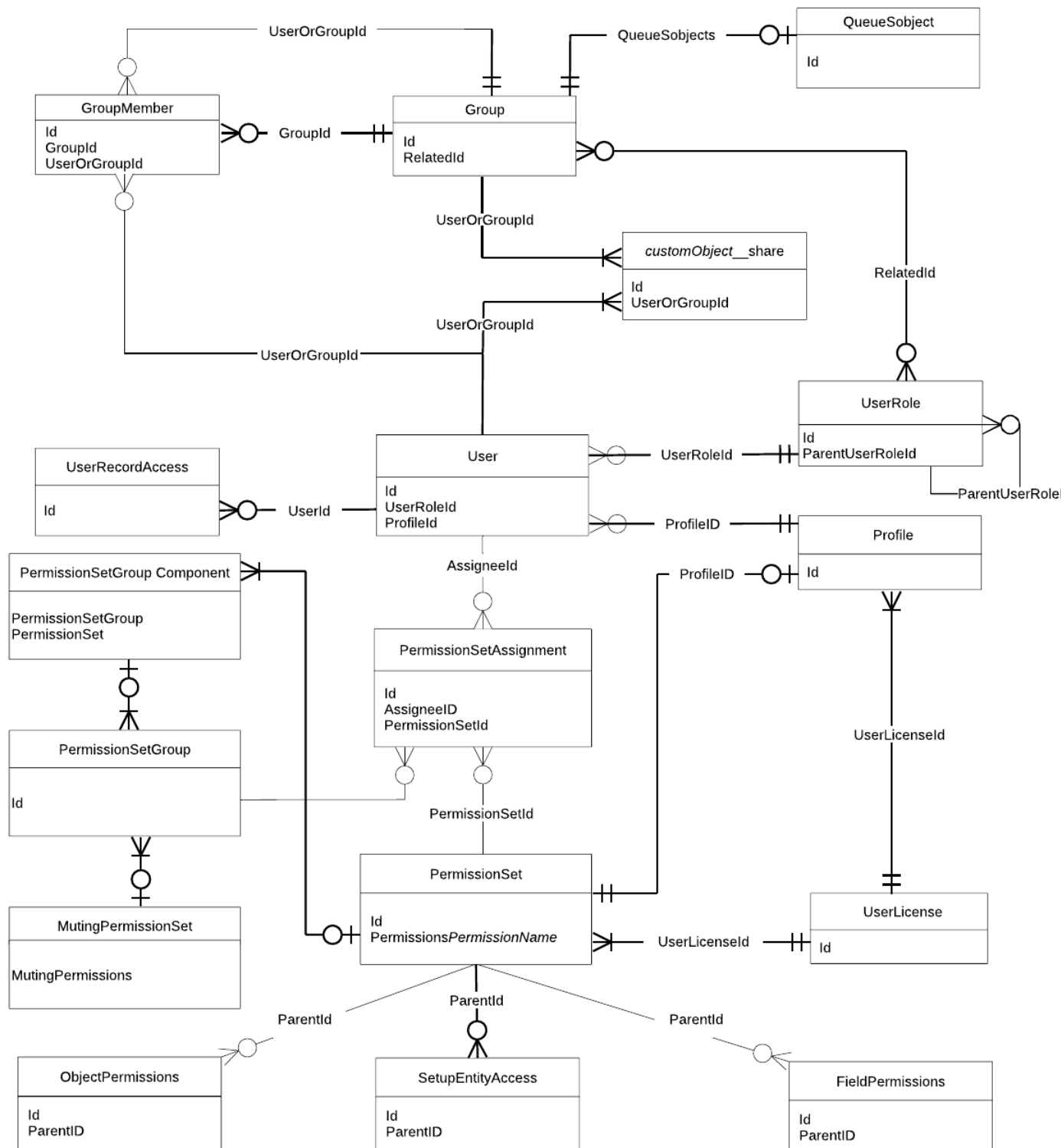


SEE ALSO:

[Standard Objects](#)

[Data Model](#)

User, Sharing, and Permission Objects



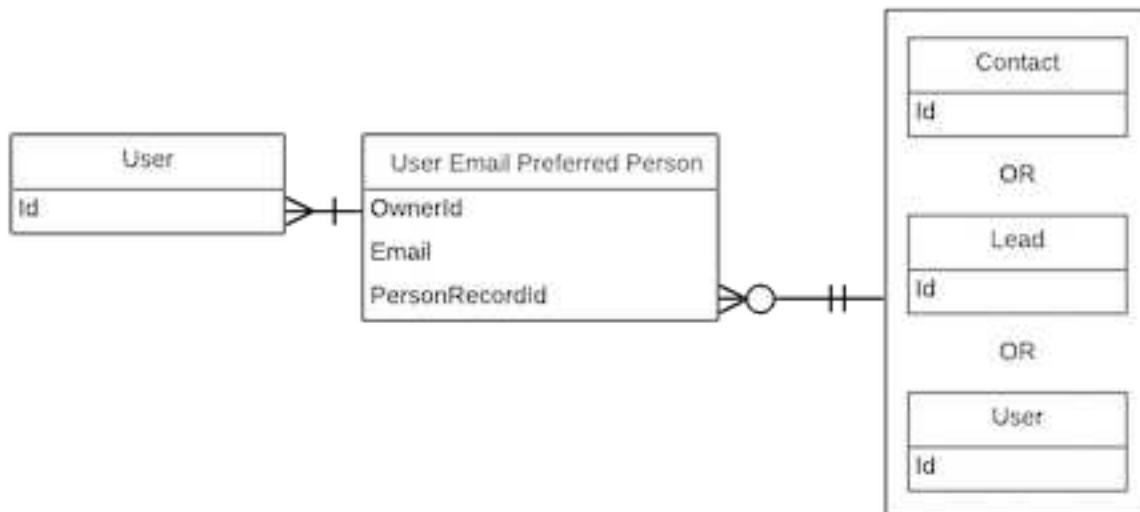
SEE ALSO:

[Standard Objects](#)

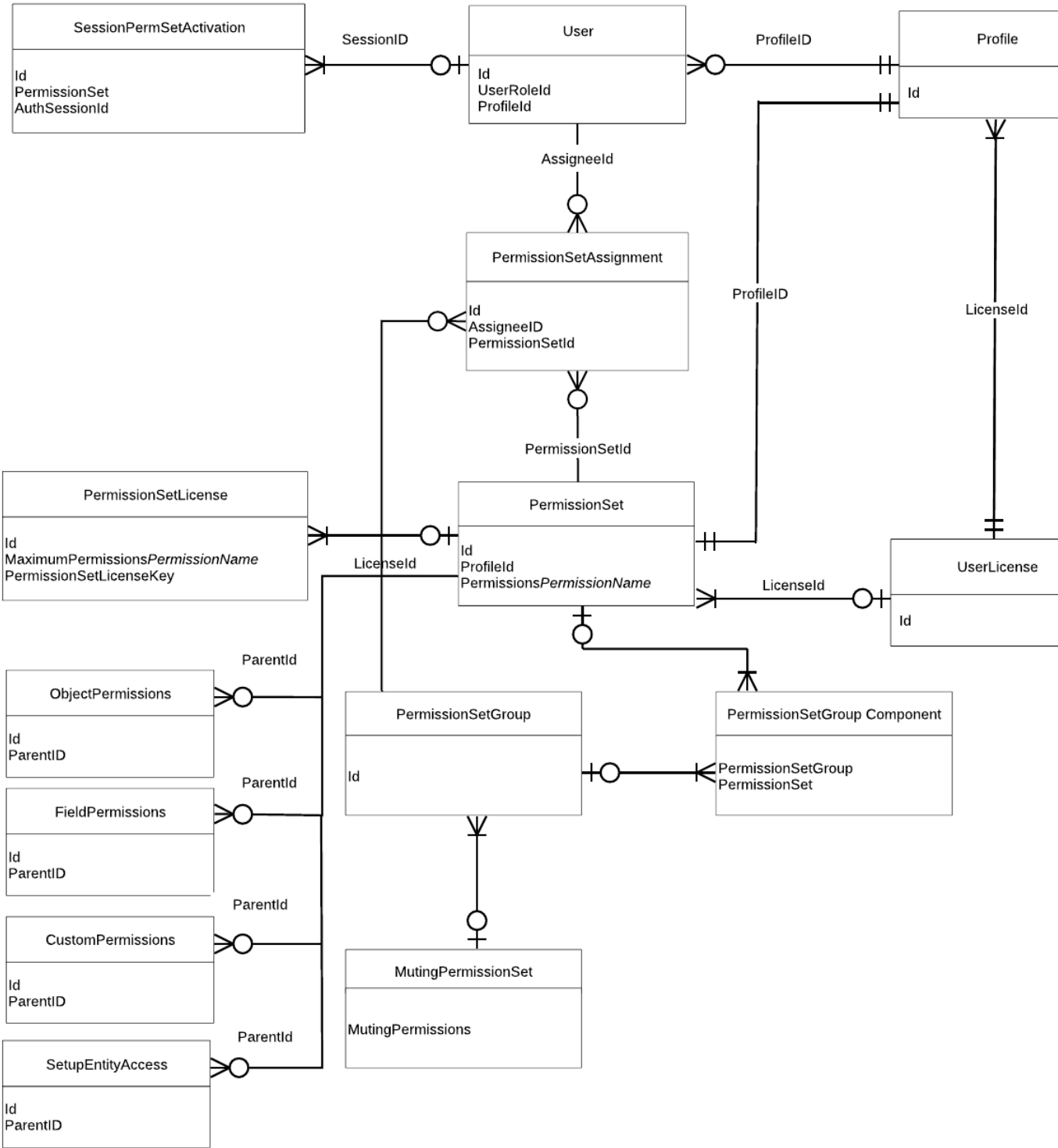
[Data Model](#)

[Profile and Permission Objects](#)

User Email Objects



Profile and Permission Objects

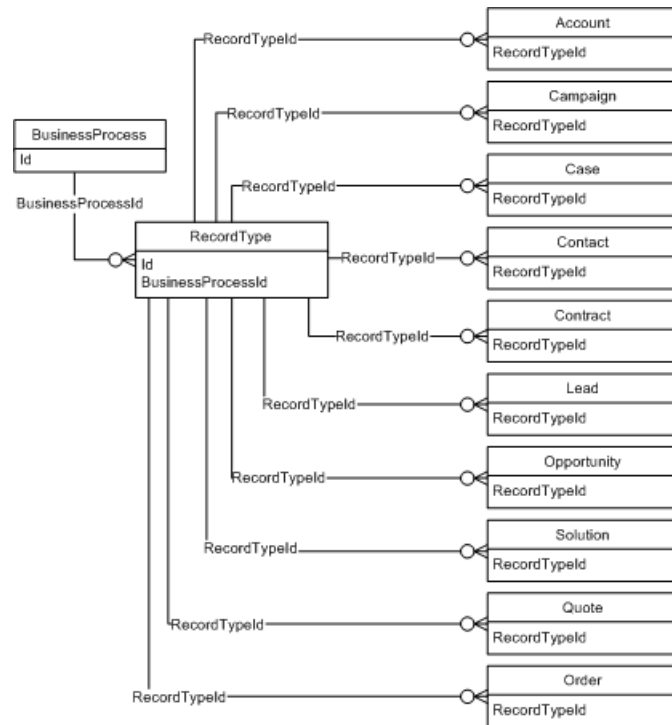


SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Record Type Objects



SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Product and Price Book Objects

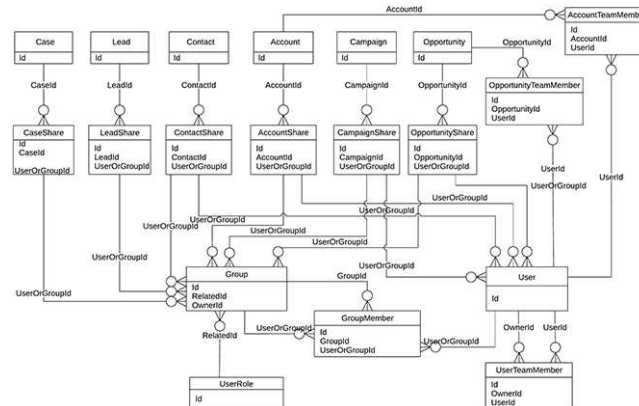
Visit Salesforce Architects to see the [Product & Price Book Data Model](#).

SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Sharing and Team Selling Objects




SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Forecasts Objects

Visit Salesforce Architects to see the [Opportunity Forecasting Data Model](#).

 **Note:** This information only applies to Collaborative Forecasts.

SEE ALSO:

[Standard Objects](#)

[Data Model](#)

Territory Management 2.0 Objects


Visit Salesforce Architects to see the [Territory Management 2.0 Data Model](#).

SEE ALSO:

[Standard Objects](#)

[Data Model](#)

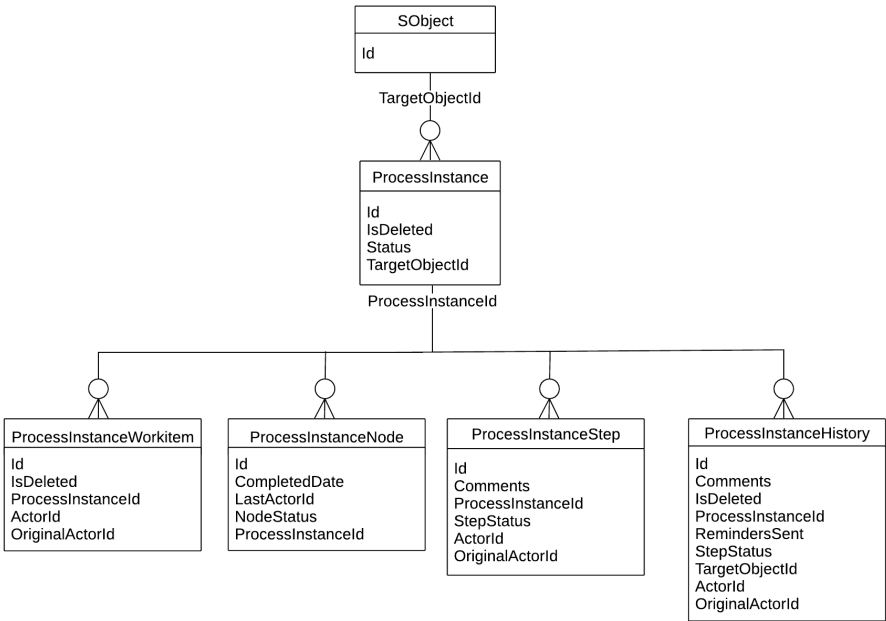
Original Territory Management

 **Note:** The original territory management feature is now unavailable. For more information, see [The Original Territory Management Module Will Be Retired in the Summer '21 Release](#).

Visit Salesforce Architects to see the [Territory Management 2.0 Data Model](#).

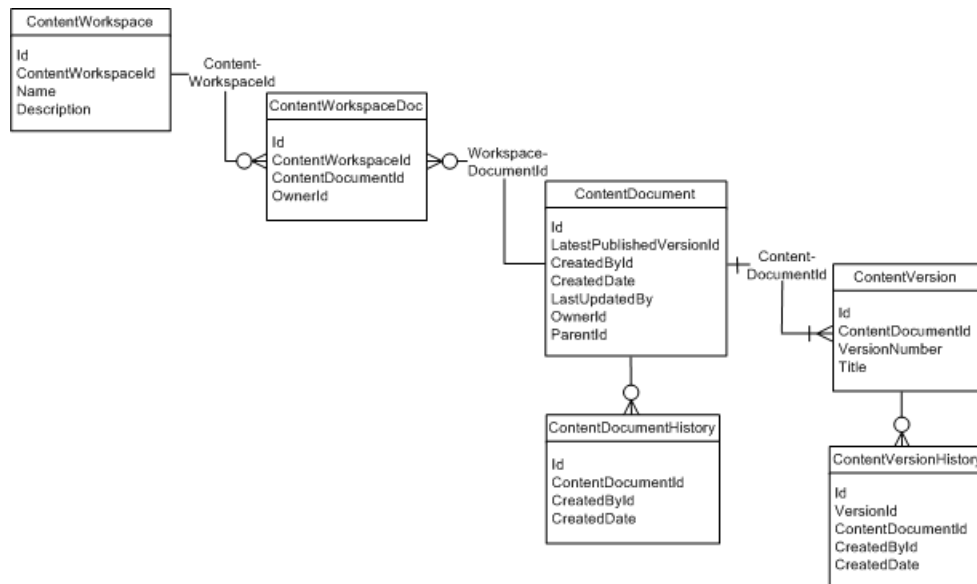
SEE ALSO:
[Standard Objects](#)
[Data Model](#)

Process Objects



SEE ALSO:
[Standard Objects](#)
[Data Model](#)

Content Objects



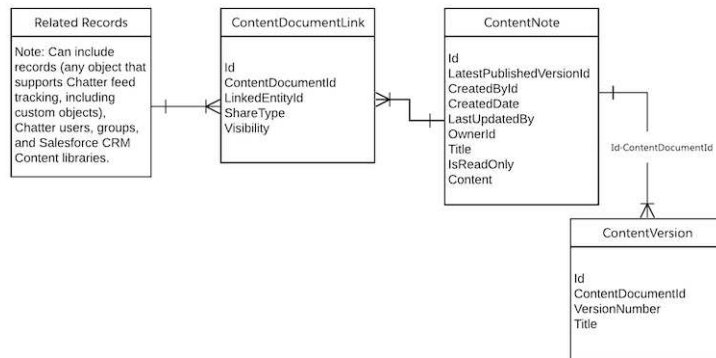
SEE ALSO:

[Standard Objects](#)

[Data Model](#)

ContentNote Objects

The ContentNote object represents notes created with the enhanced version of the Salesforce note-taking tool.



SEE ALSO:

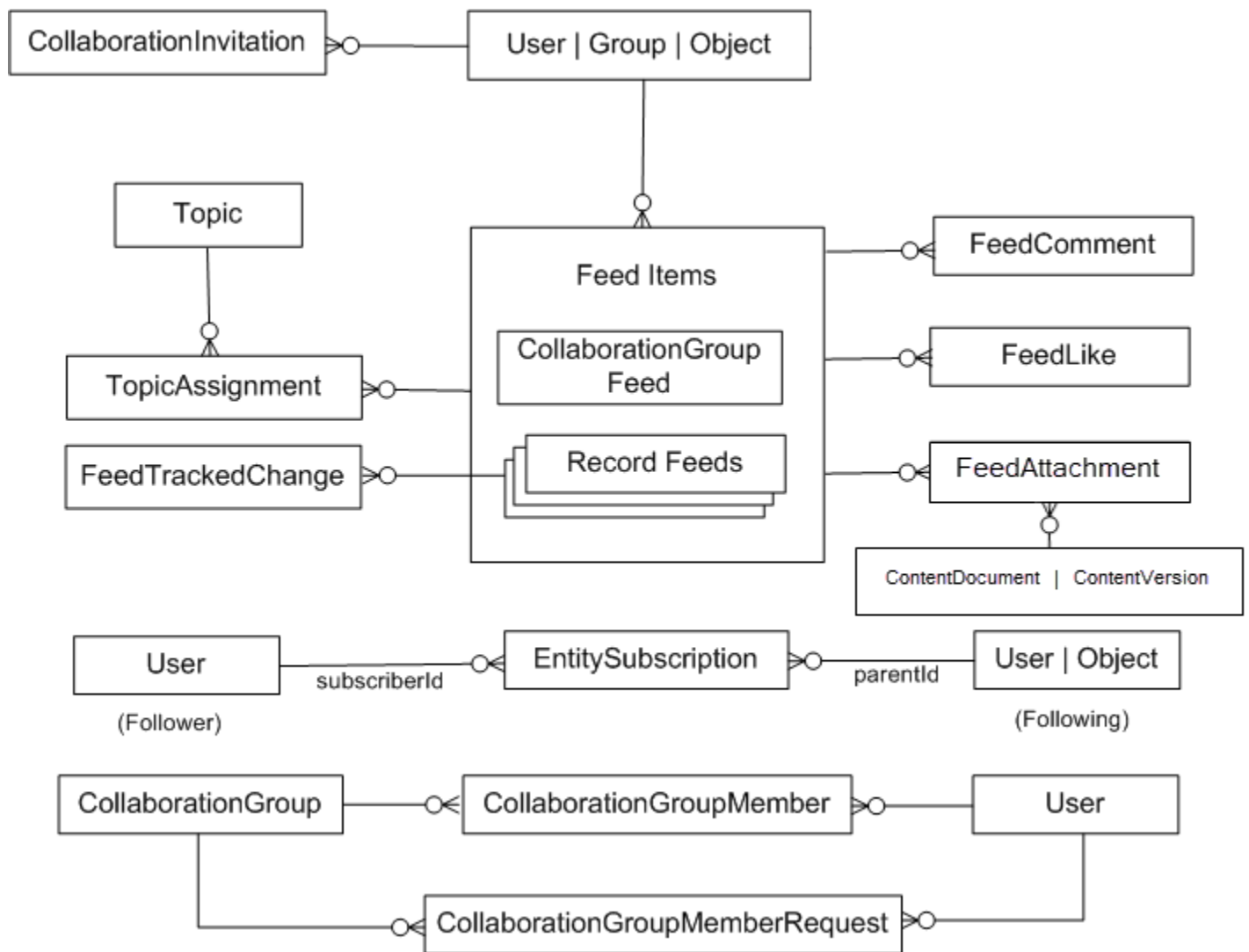
[ContentNote](#)

Chatter Objects

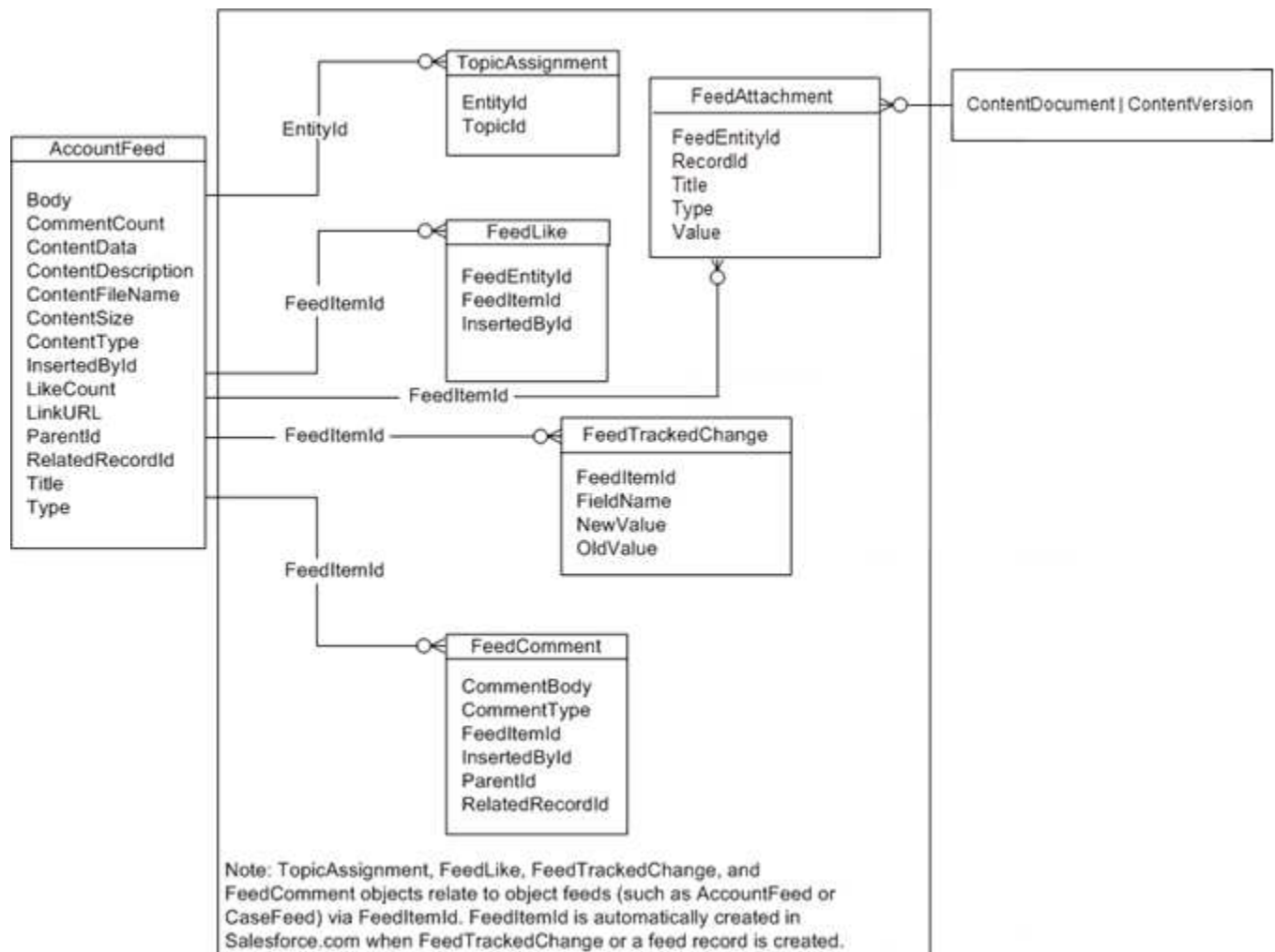
Diagram showing the relationships between the Chatter objects

The following diagram shows the relationships between the major Chatter objects.

- A feed item is an entry in the feed, such as a change to a record that's being followed, an updated post, or a user status change.
- All feed items have a `ParentId`, which is either:
 - a record
 - a user
 - a group



Chatter Feed Objects



Standard Objects with Feeds

For a list of standard objects with feeds, see [StandardObjectNameFeed](#).

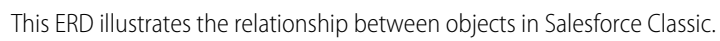
SEE ALSO:

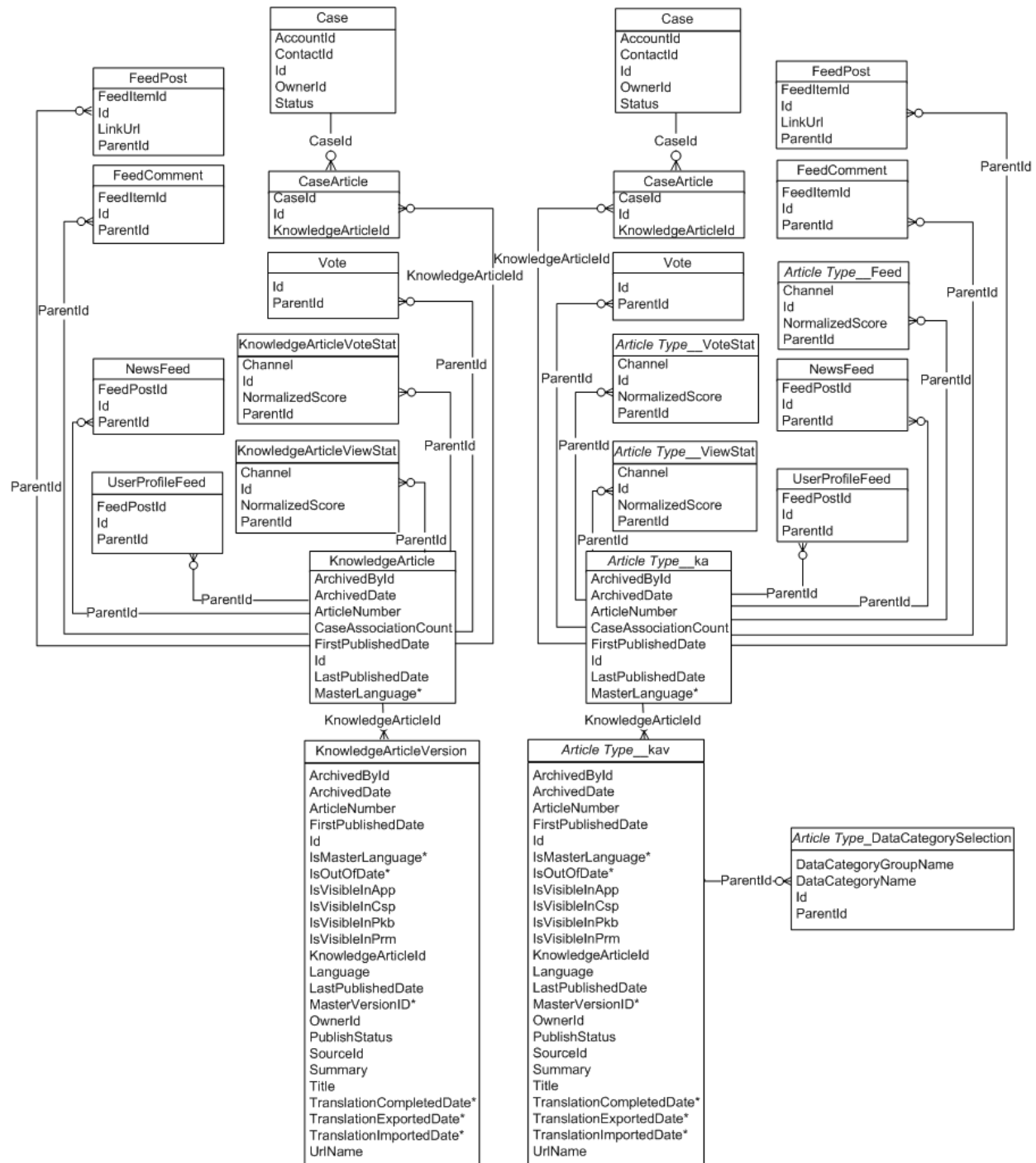
[Standard Objects](#)

[Data Model](#)

Salesforce Knowledge Objects

This entity relationship diagram (ERD) illustrates relationships between the Salesforce Knowledge objects in Lightning Knowledge.





SEE ALSO:

[Standard Objects](#)[Data Model](#)

Consent Management Objects

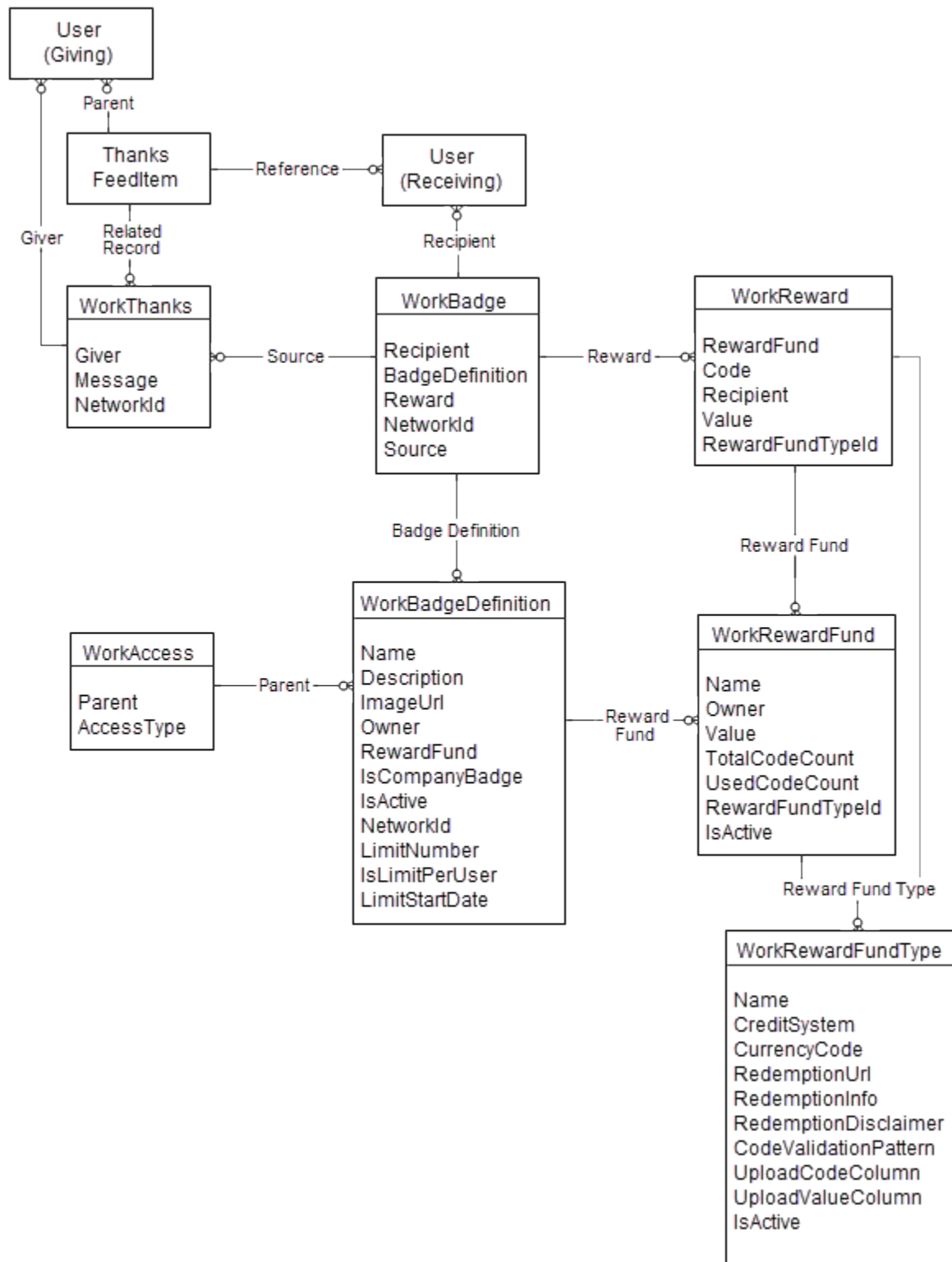
Visit Salesforce Architects to see the [Privacy Consent Management Data Model](#).

SEE ALSO:

[Standard Objects](#)

[Data Model](#)

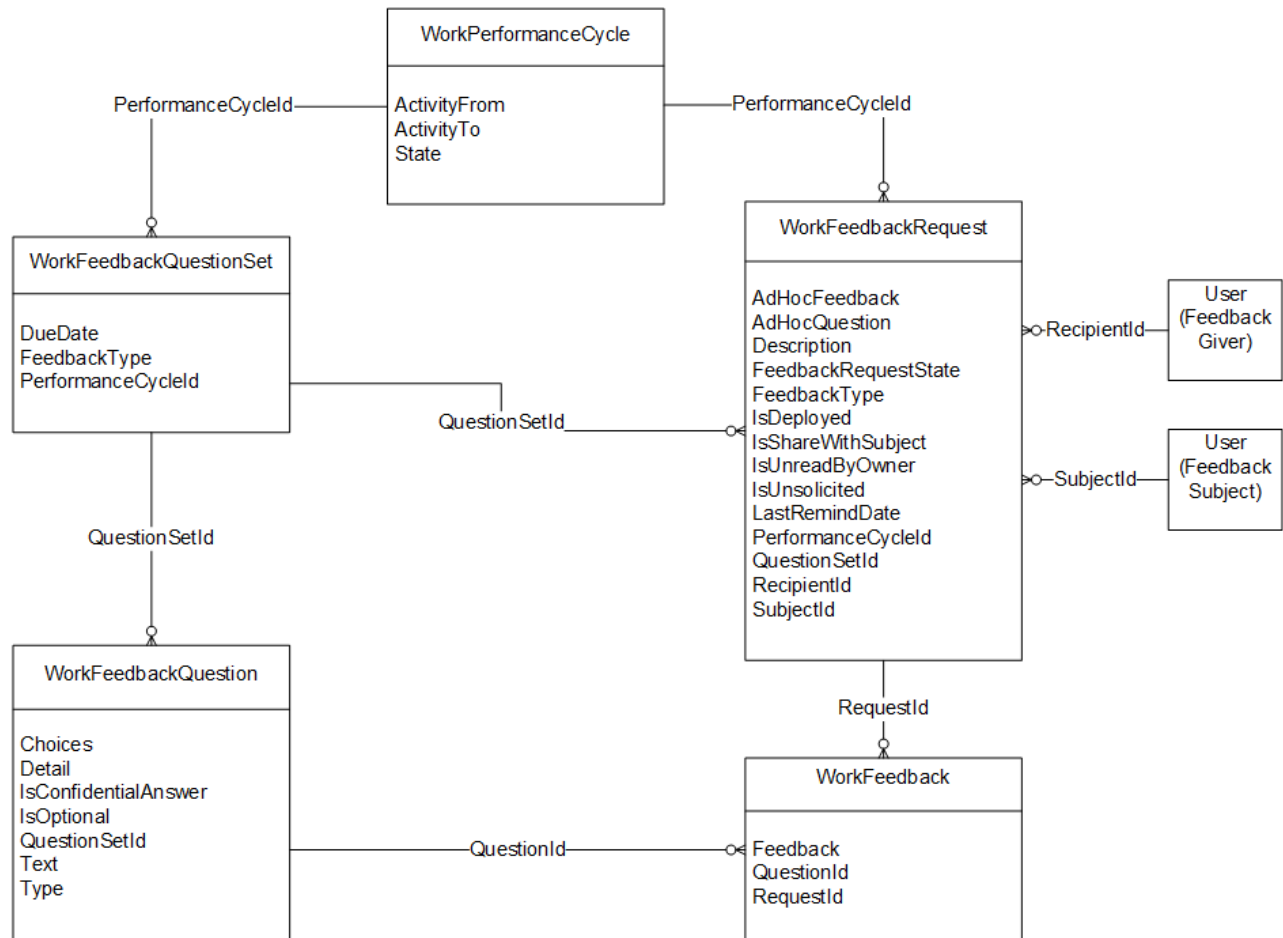
WDC Badge and Reward Objects



SEE ALSO:

[Standard Objects](#)[Data Model](#)

WDC Feedback and Performance Cycle Objects



SEE ALSO:

[Standard Objects](#)[Data Model](#)

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