

Field	Details
HasQuantitySchedule	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Read-only. Indicates whether a quantity schedule has been created for this object (<code>true</code>) or not (<code>false</code>).</p>
HasRevenueSchedule	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a revenue schedule has been created for this object (<code>true</code>) or not (<code>false</code>). If this object has a revenue schedule, the <code>Quantity</code> and <code>TotalPrice</code> fields can't be updated. In addition, the <code>Quantity</code> field can't be updated if this object has a quantity schedule. Update requests aren't rejected but the updated values are ignored.</p>
HasSchedule	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description If either <code>HasQuantitySchedule</code> or <code>HasRevenueSchedule</code> is <code>true</code>, this field is also <code>true</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. Available in API version 50.0 and later.</p>
LastViewedDate	<p>Type datetime</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>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. Available in API version 50.0 and later.</p>
ListPrice	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Corresponds to the <code>UnitPrice</code> on the PricebookEntry that is associated with this line item, which can be in the standard price book or a custom price book. A client application can use this information to show whether the unit price (or sales price) of the line item differs from the price book entry list price.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The opportunity line item name (known as “Opportunity Product” in the user interface). This read-only field is available in API version 30.0 and later.</p>
OpportunityId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>Required. ID of the associated Opportunity.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>Opportunity</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Opportunity</p>
PricebookEntryId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description Required. ID of the associated PricebookEntry. Exists only for those organizations that have Products enabled as a feature. In API versions 1.0 and 2.0, you can specify values for either this field or <code>ProductId</code>, but not both. For this reason, both fields are declared nillable. In API version 3.0 and later, you must specify values for this field instead of <code>ProductId</code>.</p> <p>This is a relationship field.</p> <p>Relationship Name PricebookEntry</p> <p>Relationship Type Lookup</p> <p>Refers To PricebookEntry</p>
ProductId	<p>Type reference</p> <p>Properties Create, Filter, Nillable</p> <p>Description ID of the related Product record. This field is unavailable as of version 3.0 and is only provided for backward compatibility. The Product object is unavailable beginning with version 8.0. Use the <code>PricebookEntryId</code> field instead, specifying the ID of the PricebookEntry record.</p> <p>This is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the related Product2 record. This is a read-only field available in API version 30.0 and later.</p> <p>Use the <code>PricebookEntryId</code> field instead, specifying the ID of the PricebookEntry record.</p>
ProductCode	<p>Type string</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description This read-only field is available in API version 30.0 and later. It references the value in the ProductCode field of the related Product2 record.</p>
Quantity	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Read-only if this record has a quantity schedule, a revenue schedule, or both a quantity and a revenue schedule.</p> <p>When updating these records:</p> <ul style="list-style-type: none"> • If you specify <code>Quantity</code> without specifying the <code>UnitPrice</code>, the <code>UnitPrice</code> value will be adjusted to accommodate the new <code>Quantity</code> value, and the <code>TotalPrice</code> will be held constant. • If you specify both <code>Discount</code> and <code>Quantity</code>, you must also specify either <code>TotalPrice</code> or <code>UnitPrice</code> so the system can determine which one to automatically adjust.
RecalculateTotalPrice	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Changes behavior of OpportunityLineItem calculations when a line item has child schedule rows for the <code>Quantity</code> value. When enabled, if the rollup quantity changes, then the quantity rollup value is multiplied against the sales price to change the total price. Product2 flag must be set to true.</p>
ServiceDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date when the product revenue will be recognized and the product quantity will be shipped.</p> <ul style="list-style-type: none"> • Opportunity Close Date—<code>ServiceDate</code> is ignored. • Product Date—<code>ServiceDate</code> is used if not null. • Schedule Date—<code>ServiceDate</code> is used if not null and there are no revenue schedules present for this line item, that is, there are no OpportunityLineItemSchedule records with a field <code>Type</code> value of Revenue that are children of this record.

Field	Details
SortOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number indicating the sort order selected by the user. Client applications can use this to match the sort order in Salesforce.</p>
Subtotal	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Difference between standard and discounted pricing. Converted currency amounts when the opportunity's currency is different from the user's currency.</p>
TotalPrice	<p>Type currency</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description This field is available only for backward compatibility. It represents the total price of the OpportunityLineItem. If you do not specify UnitPrice, this field is required. If you specify Discount and Quantity, this field or UnitPrice is required. When updating these records, you can change either this value or the UnitPrice, but not both at the same time. This field is nillable, but you can't set both TotalPrice and UnitPrice to null in the same update request. To insert the TotalPrice via the API (given only a unit price and the quantity), calculate this field as the unit price multiplied by the quantity. This field is read-only if the opportunity line item has a revenue schedule. If the opportunity line item does not have a schedule or only has quantity schedule, this field can be updated.</p>
UnitPrice	<p>Type currency</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description The unit price for the opportunity line item. In the Salesforce user interface, this field's value is calculated by dividing the total price of the opportunity line item by the quantity listed for that line item. Label is Sales Price. This field or TotalPrice is required. You can't specify both. If you specify Discount and Quantity, this field or TotalPrice is required.</p>

Usage

An Opportunity can have associated OpportunityLineItem records only if the Opportunity has a Pricebook2. An OpportunityLineItem must correspond to a Product2 that is listed in the opportunity's Pricebook2. For information about inserting OpportunityLineItem for an opportunity that does not have an associated Pricebook2 or any existing line items, see [Effects on Opportunities](#).

This object is defined only for orgs with products enabled as a feature. If the products feature isn't enabled, this object doesn't appear in the `describeGlobal()` call, and you can't use `describeObjects()` or query the OpportunityLineItem object.

For a visual diagram of the relationships between OpportunityLineItem and other objects, see [Product and Schedule Objects](#).



Note:

- If the multicurrency option is enabled, the `CurrencyIsoCode` field is present. It can't be modified, and is always set to the value of the `CurrencyIsoCode` of the parent Opportunity.
- If customizable product schedules are enabled, you can use custom fields in default schedules and customize their layout. But if you've applied validation rules or Apex triggers, they're bypassed when they're first inserted.

Effects on Opportunities

Opportunities with associated OpportunityLineItem records are affected in the following ways:

- Creating an OpportunityLineItem increments the Opportunity `Amount` value by the `TotalPrice` of the OpportunityLineItem. Additionally, inserting an OpportunityLineItem increments the `ExpectedRevenue` on the opportunity by the `TotalPrice` times the opportunity `Probability`.
- The Opportunity `Amount` becomes a read-only field when the opportunity has line items. The API ignores any attempt to update this field on an opportunity with line items. Update requests are not rejected, but the updated value is ignored.
- You can't update the `PricebookId` field or the `CurrencyIsoCode` field on the opportunity if line items exist. The API rejects any attempt to update these fields on an opportunity with line items.
- When you create or update an OpportunityLineItem, the API verifies that the line item corresponds to a PricebookEntry in the Pricebook2 that is associated with the opportunity. If the opportunity does not have an associated Pricebook2, the API automatically sets the price book on the opportunity if the line item corresponds to a PricebookEntry in an active Pricebook2, and if the PricebookEntry has a `CurrencyIsoCode` field that matches the `CurrencyIsoCode` field of the opportunity. If the Pricebook2 is not active or the `CurrencyIsoCode` fields do not match, an error is returned.
- The Opportunity `HasOpportunityLineItem` field is set to `true` when an OpportunityLineItem is inserted for that Opportunity.
- When OpportunityLineItem records are directly deleted, they aren't sent to the recycle bin and can't be undeleted. The `getDeleted()` call shows deleted OpportunityLineItem records until they are purged, which is usually within the same day or the next day.
- In Lightning, the `ListPrice`, `Name`, and `ProductCode` fields aren't populated before insert because their values are computed after the OpportunityLineItem.Product2Id value is saved. To access a value from these fields, use an After Insert trigger.

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.

OpportunityLineItemChangeEvent on page 52 (API version 60.0)

Change events are available for the object.

SEE ALSO:

[OpportunityLineItemSchedule](#)

OpportunityLineItemSchedule

Represents information about the quantity, revenue distribution, and delivery dates for a particular `OpportunityLineItem`.

In API version 38.0 and later, when an `OpportunityLineItem` record is created for a product with a previously established schedule, an `OpportunityLineItemSchedule` record is also created.

In API version 46.0 and later, this object supports custom fields, validation rules, and Apex triggers. Deleting a schedule now also invokes delete triggers. If customizable product schedules are enabled, you can use custom fields in default schedules and customize their layout. But if you've applied validation rules or Apex triggers, they're bypassed when they're first inserted.

Supported Calls

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

Fields

Field	Details
CurrencyIsoCode	Type picklist Properties Create, Defaulted on create, Filter, Nillable, Restricted picklist, Update Description Available only for organizations with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization. This field is available in version 10.0 and later.
Description	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Text description of the opportunity line item schedule. Limit: 80 characters. Label is Comments .
OpportunityLineItemId	Type reference

Field	Details
	Properties Create, Filter Description Required. ID of the associated OpportunityLineItem.
Quantity	Type double Properties Create, Filter, Nillable, Sort, Update Description Required. The total number of units to be scheduled in a quantity schedule.
Revenue	Type currency Properties Create, Filter, Nillable, Sort, Update Description The revenue that should be recognized, or the quantity that should be shipped, or both - depending upon the value of Type.
ScheduleDate	Type date Properties Create, Filter, Group, Sort, Update Description Required. The date the associated OpportunityLineItem is to be scheduled for an event: delivery, shipping, or any other date you wish to track.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The type of the schedule. Required when inserting an OpportunityLineItemSchedule. Valid values include Quantity, Revenue, or Both.

Allowed Type Field Values

The allowed Type values for an OpportunityLineItemSchedule depend on the product-level schedule preferences and whether the line item has any existing schedules. The following criteria must be met:

- The Product2 on which the OpportunityLineItem is based must have the appropriate CanUseRevenueSchedule or CanUseQuantitySchedule fields (or both) set to true.
- When you create a schedule for a line item that does not have any existing schedules, you can specify any valid value.
- If you create a schedule for a line item that already has existing schedules, the new schedule must be consistent with the existing schedules. The following matrix outlines the allowable values:

Value of HasRevenueSchedule on line item	Value of HasQuantitySchedule on line item	Allowable Type Values
false	false	Revenue, Quantity, both
false	true	Quantity
true	false	Revenue
true	true	both

Allowed Quantity and Revenue Field Values

The allowable Quantity and Revenue field values depend on the value of the Type field:

Type Value	Allowable Quantity Value	Allowable Revenue Value
Revenue	Null	Non-null
Quantity	Non-null	Null
both	Non-null	Non-null

The Quantity and Revenue fields have the following restrictions when this object is updated:

- For a schedule of Type Quantity, you can't update a null Revenue value to non-null. Likewise for a schedule of Type Revenue, you can't update a null Quantity value to non-null.
- You can't null out the Quantity field for a schedule of Type Quantity. Likewise you can't null out the Revenue field for a schedule of Type Revenue.
- You can't null out either the Revenue or Quantity fields for a schedule of type Both.

Usage

OpportunityLineItemSchedule supports two types of schedules:

- Quantity schedules
- Revenue schedules

The user must have edit access rights on the Opportunity in order to create or update line item schedules on that opportunity.

Products and Schedules Must Be Enabled

The `OpportunityLineItemSchedule` object is defined only for those organizations that have the products and schedules features enabled. If the organization does not have the products and schedules features, the `OpportunityLineItemSchedule` object is not returned in a describe, and you can't describe or query `OpportunityLineItemSchedule` records.

Effects on Opportunities and Opportunity Line Items

`OpportunityLineItemSchedule` records affect opportunities and opportunity line items in the following ways:

- Inserting an `OpportunityLineItemSchedule` of Type "Revenue" or "Quantity" increments the `TotalPrice` field on the `OpportunityLineItem` by the `OpportunityLineItemSchedule Revenue` amount. Inserting an `OpportunityLineItemSchedule` of Type `Quantity` or `Both` increments the `Quantity` field on the `OpportunityLineItem` by the `OpportunityLineItemSchedule Quantity` amount.
- Creating an `OpportunityLineItemSchedule` record affects the original opportunity:
 1. The `Opportunity Amount` is incremented the by `OpportunityLineItemSchedule revenue` amount
 2. The `Opportunity ExpectedRevenue` is incremented by the line item schedule amount multiplied by the `Opportunity Probability`
- Deleting an `OpportunityLineItemSchedule` has a similar effect on the related `OpportunityLineItem` and `Opportunity`. Deleting an `OpportunityLineItemSchedule` decrements the `OpportunityLineItemTotalPrice` by the deleted `OpportunityLineItemSchedule Quantity` or `Revenue` amount. The `Opportunity Amount` is also decremented by the `OpportunityLineItemSchedule Quantity` or `Revenue` amount, and the `Opportunity ExpectedRevenue` is reduced by `OpportunityLineItemSchedule Quantity` or `Revenue` amount multiplied by the `Opportunity Probability`.

Deleting an Opportunity Line Item Schedule

Deleting the last remaining schedule will set the corresponding `HasQuantitySchedule` or `HasRevenueSchedule` flags (or both) to `false` on the parent line item.

SEE ALSO:

[OpportunityLineItem](#)

[Product2](#)

OpportunityLineItemSplit

Represents information about an opportunity product split, including percentages, amounts, and owner. This object is available in API version 58.0 and later.

Supported Calls

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

Special Access Rules

Before creating OpportunityLineItemSplit records, enable Team Selling, set up opportunity splits, and enable product splits on at least one opportunity split type in Setup.

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for organizations with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</p> <p>If the organization has multicurrency enabled, and a Pricebook2 is specified on the opportunity (that is, the Pricebook2Id field isn't blank on the opportunity referenced by this object's OpportunityId), then the value of this field must match the currency of the CurrencyIsoCode field on the PricebookEntry records that are associated with this object.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • BRL—Brazilian Real • CAD—Canadian Dollar • EUR—Euro • USD—U.S. Dollar <p>The default value is USD.</p>
OpportunityLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. ID of the associated parent OpportunityLineItem. This field is a relationship field.</p> <p>Relationship Name OpportunityLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To OpportunityLineItem</p>
Split	<p>Type string</p>

Field	Details
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description Read-only. Automatically generated number identifying the split within the opportunity.
SplitAmount	Type currency Properties Filter, Nillable, Sort Description The amount or value of the split.
SplitNote	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Optional text about the split.
SplitOwnerId	Type reference Properties Create, Filter, Group, Sort Description ID of the user who is the owner of the split. This field is a relationship field. Relationship Name SplitOwner Relationship Type Lookup Refers To User
SplitPercentage	Type percent Properties Create, Filter, Sort, Update Description The percentage of the OpportunityLineItem's value that the split represents.
SplitTypeId	Type reference

Field	Details
	Properties Create, Filter, Group, Sort
	Description ID of the associated OpptyLineltemSplitType. This field is a relationship field.
	Relationship Name SplitType
	Relationship Type Lookup
	Refers To OpptyLineltemSplitType

Usage

Use the OpportunityLineltemSplit object to manage opportunity product splits for an opportunity.

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.

[OpportunityLineltemSplitHistory](#) on page 47 (API version 59.0)

History is available for tracked fields of the object.

OpportunityOwnerSharingRule

Represents a rule for sharing an opportunity 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()`

Fields

Field	Details
Description	Type textarea

Field	Details
	<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. 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>
GroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID representing the source group. Opportunities 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 on the user interface.</p>
OpportunityAccessLevel	<p>Type picklist</p>

Field	Details
	Properties Create, Filter, Group, Restricted picklist, Sort, Update
	Description A value that represents the type of sharing being allowed. The possible values are: <ul style="list-style-type: none"> • Read • Edit
UserOrGroupId	Type reference
	Properties Create, Filter, Group, Sort
	Description The ID representing the target user or group. The target user or group is being given access.

Usage

Use this object to manage the sharing rules for opportunities. General sharing and Territory-related sharing use this object.



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.

SEE ALSO:

[Case](#)

[Metadata API Developer Guide: SharingRules](#)

OpportunityPartner

This object represents a partner relationship between an Account and an Opportunity. An OpportunityPartner record is created automatically when a Partner record is created for a partner relationship between an account and an opportunity.

Supported Calls

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

Special Access Rules

Customer Portal users can't access this object.

Fields

Field	Details
AccountToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the partner Account in the partner relationship. This is a relationship field.</p> <p>Relationship Name AccountTo</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
IsPrimary	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the account is the opportunity's primary partner (<code>true</code>) or not (<code>false</code>). Label is Primary.</p>
OpportunityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the Opportunity that is in the partner relationship. This is a relationship field.</p> <p>Relationship Name Opportunity</p> <p>Relationship Type Lookup</p> <p>Refers To Opportunity</p>
ReversePartnerId	<p>Type reference</p>

Field	Details
	Properties Filter, Group, Nillable, Sort Description ID of the account in a partner relationship.
Role	Type picklist Properties Create, Filter, Group, Nillable, Sort Description The UserRole that the Account has on the Opportunity. For example, Reseller or Manufacturer.

Creating an Account-Opportunity Partner Relationship

When you create a partner relationship between an account and an opportunity (when you create a Partner record and specify the `OpportunityId` field), the API automatically creates an OpportunityPartner record with the corresponding values:

- The value of the Partner field `AccountToId` maps to the value of the OpportunityPartner field `AccountToId`.
- The values of the `OpportunityId`, `Role`, and `IsPrimary` fields in both records are the same.
- If you set the `IsPrimary` value to 1 (`true`) upon insert of a new OpportunityPartner, the `IsPrimary` value is automatically set to 0 (`false`) for any existing primary partners for that opportunity.

This mapping allows the API to manage the records and their relationships efficiently.

SEE ALSO:

[Partner](#)

[AccountPartner](#)

OpportunityRelatedDeleteLog

Represents an audit log of the deletion of opportunity-related child records, such as opportunity team members, product splits, or opportunity splits. This object is available in API version 59.0 and later.

Supported Calls

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

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only when the multicurrency feature is enabled. Contains the ISO code for any currency allowed by the organization.</p> <p>When multicurrency is enabled, and a Pricebook2 is specified on the parent opportunity (that is, the <code>Pricebook2Id</code> field isn't blank on the opportunity record referenced by this object's <code>OpportunityId</code>), then the value must match the currency of the <code>CurrencyIsoCode</code> field on the PricebookEntry records that are associated with this object.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • AED—UAE Dirham • CAD—Canadian Dollar • INR—Indian Rupee • USD—U.S. Dollar <p>The default value is <code>USD</code>.</p>
DataType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Data type of the field that was deleted.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Double • DynamicEnum • EntityId • StaticEnum • Text
DeleteLog	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p>

Field	Details
FieldName	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The name of the field that was deleted. Possible values are:</p> <ul style="list-style-type: none"> • <code>OpportunityLineItemSplit.SplitOwnerId</code> • <code>OpportunityLineItemSplit.SplitPercentage</code> • <code>OpportunityLineItemSplit.SplitTypeId</code> • <code>OpportunitySplit.SplitOwnerId</code> • <code>OpportunitySplit.SplitPercentage</code> • <code>OpportunitySplit.SplitTypeId</code> • <code>OpportunityTeamMember.TeamMemberRole</code> • <code>OpportunityTeamMember.UserId</code> • <code>Product2.Name</code>
OpportunityId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Required. ID of the associated opportunity. This field is a relationship field.</p> <p>Relationship Name Opportunity</p> <p>Relationship Type Lookup</p> <p>Refers To Opportunity</p>
Parent	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the record that was deleted. Records with the same Parent text indicate that the value shown in the Value field came from the same record that was previously deleted. Refer to the FieldName field to see which field is being tracked.</p>

Field	Details
SubjectType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The object that's being recorded for this row of data. Possible values are:</p> <ul style="list-style-type: none"> • OpportunityLineItemSplit • OpportunitySplit • OpportunityTeamMember
Value	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description The value of the field that was deleted.</p>

OpportunityShare

Represents a sharing entry on an Opportunity.

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

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

Special Access Rules

As of Summer '20 and later, only users with access to the Opportunity object 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
IsDeleted	<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>
OpportunityAccessLevel	<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 opportunity. The possible values are:</p> <ul style="list-style-type: none"> • Read • Edit • All—This value is not valid when creating, updating, or deleting records. <p>This field must be set to an access level that's higher than the org's default access level for opportunities.</p>
OpportunityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the opportunity associated with this sharing entry. This field can't be updated. This is a relationship field.</p> <p>Relationship Name Opportunity</p> <p>Relationship Type Lookup</p> <p>Refers To Opportunity</p>
RowCause	<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>Valid values include:</p> <ul style="list-style-type: none"> • <code>Owner</code>—The User is the owner of the opportunity. • <code>Manual</code>—The User or Group has access because a user with "All" access manually shared the opportunity with the user or group. • <code>Rule</code>—The User or Group has access via an opportunity sharing rule. • <code>GuestRule</code>—The User or Group has access via an opportunity guest user sharing rule. • <code>ImplicitChild</code>—The User or Group has access to the opportunity on the account associated with this opportunity. After faster account sharing recalculation is enabled, sharing entries with this value aren't returned in queries. Instead of storing implicit child shares, record access is determined dynamically. • <code>IpuImplicit</code>—The User has access to records owned by high-volume Experience Cloud site users via a share group. • <code>ARImplicit</code>—The User, who belongs to a partner or customer account, has access to the opportunity via an account relationship data sharing rule. • <code>Sales Team</code>—The User has access to the opportunity because the user is on the opportunity sales team for the opportunity. The <code>OpportunityTeamMember</code> object sets the access level. See <code>OpportunityTeamMember</code> for more information. • <code>Territory</code>—The forecast manager has access because they are assigned to a territory above the territory that is assigned the opportunity.
UserOrGroupId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>ID of the user or group that has been given access to the opportunity. This field can't be updated.</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>

Usage

This object allows you to determine which users and groups can view or edit opportunities owned by other users.



Note: After faster account sharing recalculation is enabled for your org, we no longer store implicit share records between accounts and their child opportunity records. Sharing entries that have a value of `ImplicitChild` in the `RowCause` field aren't returned when you query this object. Instead, the system dynamically determines whether users can access child opportunity records when they try to access them. This change speeds up ownership and sharing recalculation for accounts.

For more information, see the [Faster Account Sharing Recalculation](#) knowledge article.

If you attempt to create a record that matches an existing record, any modified fields are updated, the system returns the existing record.

If an opportunity is shared in multiple ways with a user, you don't always see multiple sharing records. If a user has access to an opportunity for one or more of the following `RowCause` values, the records in the `OpportunityShare` object are compressed into one record with the highest level of access.

- `Manual`
- `Owner`

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

OpportunitySplit

`OpportunitySplit` credits one or more opportunity team members with a portion of the opportunity amount. This object is available in API version 16.0 and later for pilot customers, and version 28.0 and later for others.

Supported Calls

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

Fields

Field	Details
<code>HasOpportunityLineItemSplit</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Read-only. Indicates whether the opportunity split has a split on the opportunity line item level (<code>true</code>) or not (<code>false</code>).</p> <p>The default value is <code>false</code>. This field is available in API version 58.0 and later.</p>

Field	Details
OpportunityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the opportunity for which the split is being created. This field is a relationship field.</p> <p>Relationship Name Opportunity</p> <p>Relationship Type Lookup</p> <p>Refers To Opportunity</p>
Split	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Read-only. Automatically generated number identifying the split within the opportunity.</p>
SplitAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Monetary amount of the split. Label is Split Amount.</p>
SplitNote	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Enter any notes or comments about the split. The character limit is 255. Label is Split Note.</p>
SplitOwnerId	<p>Type reference</p>

Field	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description The opportunity owner. This field is a relationship field.</p> <p>Relationship Name SplitOwner</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
SplitPercentage	<p>Type percent</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Split percentage that this team member receives. If the split type is validated to a 100% total, this number can range from 0 to 100. If the total isn't validated, this number can range from 0 to 1,000. Label is Split (%).</p>
SplitTypeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Auto-generated, numeric ID for the split type defined by the OpportunitySplitType object. This field is available in API version 28 and later. If this field is blank, the system automatically specifies the default split type for the opportunity amount, which is validated to 100%. This field is a relationship field.</p> <p>Relationship Name SplitType</p> <p>Relationship Type Lookup</p> <p>Refers To OpportunitySplitType</p>

Usage

Use the OpportunitySplit object to manage splits for an opportunity.

If you change the opportunity owner using the API, the old owner remains on the opportunity team with either Read-only access, or the level of access specified in your organization-wide defaults.

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.

OpportunitySplitChangeEvent (API version 48.0)

Change events are available for the object.

OpportunitySplitHistory on page 47 (API version 59.0)

History is available for tracked fields of the object.

OpportunitySplitType

OpportunitySplitType provides unique labels and behavior for each split type. This object is available in API version 28.0 and later.


There are two default split types: revenue splits, which must total 100%, and overlay splits, which can total any percentage.

Supported Calls

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

Fields

Field Name	Details
Description	<div>Type<div>textarea</div></div> <div>Properties<div>Create, Filter, Group, Sort, Update</div></div> <div>Description<div>Describes the purpose of the split type, providing context to future developers.</div></div>
DeveloperName	<div>Type<div>string</div></div> <div>Properties<div>Create, Filter, Group, Sort, Update</div></div> <div>Description<div>Required. The unique name of the object in the API. 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.</div></div>

Field Name	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>IsActive</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Enables or disables the split type.</p>
<code>IsTotalValidated</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description If <code>true</code>, the split must total 100%. If <code>false</code>, the split can total any percentage.</p>
<code>Language</code>	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates language of split labels in the user interface.</p>
<code>ManageableState</code>	<p>Type ManageableState enumerated list</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates the manageable state of the specified component that is contained in a package:</p> <ul style="list-style-type: none"> • <code>beta</code> • <code>deleted</code> • <code>deprecated</code> • <code>deprecatedEditable</code> • <code>installed</code> • <code>installedEditable</code> • <code>released</code> • <code>unmanaged</code>

Field Name	Details
	This field is available in API version 38.0 and later.
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The user-interface label for the split type.</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 <i>namespacePrefix__componentName</i> 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 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>
SplitEntity	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The containing record type, such as an opportunity. Available in API version 30 and later.</p>
SplitField	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p>

Field Name	Details
	Description Indicates which currency field of the opportunity object is split. Available in API version 30 and later.
SplitDataStatus	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort, Update Description Indicates the status of the split type. Available in API version 30 and later.

OpportunityStage

Represents the stage of an Opportunity in the sales pipeline, such as New Lead, Negotiating, Pending, Closed, and so on.

Supported Calls

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

Fields

Field	Details
ApiName	Type string Properties Filter, Group, idLookup, Sort Description Uniquely identifies a picklist value so it can be retrieved without using an id or master label.
DefaultProbability	Type percent Properties Filter, Nillable, Sort, Description The default percentage estimate of the confidence in closing a specific opportunity for this opportunity stage value. Label is Probability (%) .
Description	Type string

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description Description of this opportunity stage value. Limit: 255 characters.</p>
ForecastCategory	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The default forecast category for this opportunity stage value. The forecast category automatically determines how opportunities are tracked and totaled in a forecast. Possible values are:</p> <ul style="list-style-type: none"> • BestCase • Closed • Forecast • MostLikely • Omitted • Pipeline
ForecastCategoryName	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Available in API version 12.0 and later. The default forecast category value for this opportunity stage value. Possible values are:</p> <ul style="list-style-type: none"> • Best Case • Closed • Commit • Most Likely • Omitted • Pipeline
IsActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p>

Field	Details
	<p>Description</p> <p>Indicates whether this opportunity stage value is active (<code>true</code>) or not (<code>false</code>). Inactive opportunity stage values are not available in the picklist and are retained for historical purposes only.</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 opportunity stage value represents a closed opportunity (<code>true</code>) or not (<code>false</code>). Multiple opportunity stage values can represent a closed opportunity. Label is Closed.</p>
IsWon	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether this opportunity stage value represents a won opportunity (<code>true</code>) or not (<code>false</code>). Multiple opportunity stage values can represent a won opportunity. Label is Won.</p>
MasterLabel	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Master label for this opportunity stage value. This display value is the internal label that does not get translated. Limit: 255 characters.</p>
SortOrder	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Number used to sort this value in the opportunity stage picklist. These numbers are not guaranteed to be sequential, as some previous opportunity stage values might have been deleted.</p>

Usage

This object represents a value in the opportunity stage picklist, which provides additional information about the stage of an Opportunity, such as its probability or forecast category. Query this object to retrieve the set of values in the opportunity stage picklist, and then use that information while processing Opportunity records to determine more information about a given opportunity. For example, the application could test whether a given opportunity is won or not based on its `StageName` value and the value of the `IsWon` property in the associated OpportunityStage object.

This object is read-only via the API.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

OpportunityTag

Associates a word or short phrase with an Opportunity.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `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>

Field Name	Details
	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">• <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

OpportunityTag stores the relationship between its parent TagDefinition and the Opportunity 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.

OpportunityTeamMember

Represents a User on the opportunity team of an Opportunity.


See also UserTeamMember, which represents a User who is on the default Opportunity team of another user.

Supported Calls

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

Fields

Field	Details
CurrencyIsoCode	Type picklist Properties Filter, Restricted picklist


Field	Details
	<p>Description</p> <p>Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the org.</p>
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> <p> Note: An OpportunityTeamMember that is deleted isn't moved to the Recycle Bin and can't be undeleted, unless the record was cascade-deleted when deleting a related Opportunity. For directly deleted OpportunityTeamMember records, don't use the <code>isDeleted</code> field to detect deleted records in SOQL queries. Instead, use <code>getDeleted()</code>.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The team member name. This read-only field is available in API version 30.0 and later.</p>
OpportunityAccessLevel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Nillable, Restricted picklist</p> <p>Description</p> <p>Opportunity access level for this team member. Valid values:</p> <ul style="list-style-type: none"> • Read • Edit • All <p>This field is supported in triggers, but not in workflows or validation rules. It's editable in API version 36.0 and later.</p>
OpportunityId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter</p>

Field	Details
	Description Required. ID of the Opportunity associated with this opportunity team. This field can't be updated.
PhotoURL	Type URL Properties Filter, Nillable, Sort, Group Description Read only. Retrieves the users Chatter photo URL. This field is available in API version 32.0 and later.
TeamMemberRole	Type picklist Properties Create, Filter, Nillable, Update Description Role that the team member has on the opportunity. The org's admin sets the valid values in the Opportunity Team Roles picklist. Label is Team Role .
Title	Type string Properties Filter, Nillable, Sort, Group Description Read only. Retrieves the user's title. This field is available in API version 36.0 and later.
UserId	Type reference Properties Create, Filter Description Required. ID of the User who is a member of the opportunity team. This field can't be updated.

Usage

If you create a record for this object and it matches an existing record, the system updates any modified fields and returns the existing record.

In the user interface, users can set up an opportunity team for the opportunities they own. The opportunity team includes other users that are working on the opportunity with them. This object is available only in organizations that have enabled team selling.

 **Note:** The behavior for changing ownership of opportunities is different using the user interface when the previous owner is on an opportunity team. For example, when you change the owner of an opportunity using the API, the previous owner's access becomes Read Only or the access specified in your organization-wide default for opportunities, whichever is greater. However, performing this same action in the user interface allows you to select the access level for the previous owner when the previous owner is on an opportunity team.

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.

OpportunityTeamMemberHistory on page 47 (API version 59.0)


History is available for tracked fields of the object.

SEE ALSO:

[UserTeamMember](#)

OpptyLineItemSplitType

Represents an opportunity product split type. This object is available in API version 58.0 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()`

Fields

Field	Details
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>Text description of the opportunity line item split type. Limit: 80 characters.</p>
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The developer (API) name of the opportunity line item split type.</p>

Field	Details
IsActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the opportunity line item split type is active (<code>true</code>) or not (<code>false</code>). The value of this field is inherited from the <code>IsActive</code> field of the parent OpportunitySplitType record.</p>
IsTotalValidated	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the OpportunityLineItemSplit records associated with the OpportunityLineItem must have SplitPercent values that aggregate to 100% (<code>true</code>) or not (<code>false</code>). The value of this field is inherited from the <code>IsTotalValidated</code> field of the parent OpportunitySplitType record.</p>
Language	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The language of the opportunity line item split type.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The opportunity line item split type label.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix that is associated with this object.</p>
OpportunitySplitTypeId	<p>Type reference</p>

Field	Details
	<p>Properties Filter, Group, Sort</p> <p>Description The ID of the parent OpportunitySplitType. Every OpptyLineItemSplitType must have a parent OpportunitySplitType. This field is a relationship field.</p> <p>Relationship Name OpportunitySplitType</p> <p>Relationship Type Lookup</p> <p>Refers To OpportunitySplitType</p>
SplitDataStatus	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The state of the asynchronous job to delete OpportunityLineItemSplit records when the associated OpportunityLineItemSplitType record is deleted. Possible values are:</p> <ul style="list-style-type: none"> • <code>DeletionFailed</code>—The job failed the last time it ran. • <code>Ready</code>—The job hasn't run or isn't running. OpportunityLineItemSplit records associated with the OpportunityLineItemSplitType can be interacted with. • <code>ToBeDeleted</code>—The job is running.
SplitEntity	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Name or ID of the entity that contains the field being split. In API version 58.0, this value is always OpportunityLineItem.</p>
SplitField	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Name or ID of the field on OpportunityLineItem that is being split. If it's a standard field, then the value is the API name of the field. If it's a custom field, the value is the custom field definition ID.</p>

Usage

When an OpportunitySplitType has product splits enabled in Setup, then an OpptyLinelItemSplitType record is created. For example, if there is an OpportunitySplitType record with a SplitField of Amount and product splits is enabled in Setup, then there is an OpptyLinelItemSplitType record with a SplitField of TotalPrice (since the TotalPrice field rolls up to Amount).

Order

Represents an order associated with a contract or an account.

Supported Calls

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

Fields

Field Name	Details
AccountId	<div>Type<div>reference</div></div> <div>Properties<div>Create, Filter, Group, Nillable, Sort, Update</div></div> <div>Description<div>Required. ID of the Account associated with this order. Can only be updated when the order's <i>Status Code</i> value is <i>Draft</i>.</div><div>This is a relationship field.</div></div> <div>Relationship Name<div>Account</div></div> <div>Relationship Type<div>Lookup</div></div> <div>Refers To<div>Account</div></div>
ActivatedById	<div>Type<div>reference</div></div> <div>Properties<div>Filter, Group, Nillable, Sort, Update</div></div> <div>Description<div>ID of the User who activated this order.</div><div>This is a relationship field.</div></div> <div>Relationship Name<div>ActivatedBy</div></div>

Field Name	Details
	Relationship Type Lookup Refers To User
ActivatedDate	Type dateTime Properties Filter, Nillable, Sort, Update Description Date and time when the order was activated.
BillingAddress	Type address Properties Filter, Nillable Description
BillingCity	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description City for the billing address for this order. Maximum size is 40 characters.
BillingCountry	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Country for the billing address for this order. Maximum size is 80 characters.
BillingCountryCode	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description ISO country code for the billing address for this order.
BillingEmailAddress	Type email

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Email address for this order's billing address.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>
BillingGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode of the address.</p>
BillingLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>BillingLongitude</code> to specify the precise geolocation of a billing address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
BillingLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>BillingLatitude</code> to specify the precise geolocation of a billing address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places.</p>
BillingPhoneNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number for this order's billing address.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p>

Field Name	Details
	This field is available in API v48.0 and later.
BillingPostalCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Postal code for the billing address for this order. Maximum size is 20 characters.
BillingState	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description State for the billing address for this order. Maximum size is 80 characters.
BillingStateCode	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description ISO state code for the order's billing address.
BillingStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description Street address for the billing address.
BillToContactId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the contact that the order is billed to.
CompanyAuthorizedById	Type reference Properties Create, Filter, Group, Nillable, Sort, Update

Field Name	Details
	<p>Description ID of the user who authorized the account associated with the order. This is a relationship field.</p> <p>Relationship Name CompanyAuthorizedBy</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
CompanyAuthorizedDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date on which your organization authorized the order.</p>
ContractId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the contract associated with this order. Can only be updated when the order's <code>StatusCode</code> value is <i>Draft</i>. This is a relationship field.</p> <p>Relationship Name Contract</p> <p>Relationship Type Lookup</p> <p>Refers To Contract</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Three-letter ISO 4217 currency code.</p>
CustomerAuthorizedById	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the contact who authorized the order. This is a relationship field.</p> <p>Relationship Name CustomerAuthorizedBy</p> <p>Relationship Type Lookup</p> <p>Refers To Contact</p>
CustomerAuthorizedDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date on which the contact authorized the order.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the order.</p>
EffectiveDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Date at which the order becomes effective. Label is Order Start Date.</p>
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date at which the order ends. Label is Order End Date.</p>

Field Name	Details
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Sum of TotalAmount and TotalTaxAmount. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License. This field is available in API v48.0 and later.</p>
IsReductionOrder	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Read-only. Determines whether an order is a reduction order. Label is Reduction Order.</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, Nillable, Sort, Update</p> <p>Description Name for this order.</p>

Field Name	Details
OpportunityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID for the opportunity that's associated with this order.</p>
OrderedDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time that the order was placed. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License. This field is available in API v48.0 and later.</p>
OrderManagementReferenceIdentifier	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description This field is used by Order Management to store the external reference Identifier for B2C Commerce orders. On creation, the B2C Integration sets this value to <i>B2C realm ID + "_" + B2C instance ID + "@" + B2C Commerce catalog/domain ID + "@" + B2C Commerce order number</i>. Otherwise, it isn't set. When you create an OrderSummary, if you don't specify an ExternalReferenceIdentifier value, it's set to this value. If this value is null, then the system generates a value for ExternalReferenceIdentifier. This value isn't required to be unique in an organization, but the OrderSummary ExternalReferenceIdentifier is. This field is available in API version 56.0 and later.</p>
OrderNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Order number assigned to this order (not the unique, system-generated ID assigned during creation). Maximum size is 30 characters.</p>

Field Name	Details
OrderReferenceNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Order reference number assigned to this order. Maximum size is 80 characters.</p>
OriginalOrderId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort</p> <p>Description Optional. ID of the original order that a reduction order is reducing, if the reduction order is reducing a single order. Label is Original Order. Editable only if <code>isReductionOrder</code> is <code>true</code>. If the reduction order is reducing more than one order, leave blank. This is a relationship field.</p> <p>Relationship Name OriginalOrder</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Required. ID of the User or queue that owns this order. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PaymentTermId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the related payment term. This field is available in API version 55.0 and later. This field is available if Subscription Management is enabled in your org. This is a relationship field.</p> <p>Relationship Name PaymentTerm</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentTerm</p>
PoDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date of the purchase order.</p>
PoNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number identifying the purchase order. Maximum is 80.</p>
Pricebook2Id	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required. ID of the price book associated with this order. This is a relationship field.</p> <p>Relationship Name Pricebook2</p> <p>Relationship Type Lookup</p> <p>Refers To Pricebook2</p>

Field Name	Details
QuoteId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the quote that's associated with this order. If you set <code>QuoteId</code> to null, <code>QuoteLineItemId</code> on all of the order's child order products is set to null.</p>
RecordTypeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the record type assigned to this order.</p>
RelatedOrderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The original order that a change order was created from. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License. This field is available in API v48.0 and later. This field is a relationship field.</p> <p>Relationship Name RelatedOrder</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
SalesChannelId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reference to a sales channel entity. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p>

Field Name	Details
	This field is available in API v48.0 and later.
SalesStoreId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the RetailStore or WebStore associated with this Order. This field is a polymorphic relationship field. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License. This field is available in API v46.0 and later.</p> <p>Relationship Name SalesStore</p> <p>Relationship Type Lookup</p> <p>Refers To WebStore</p>
ShippingAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Shipping address for the order.</p>
ShippingCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description City of the shipping address. Maximum size is 40 characters.</p>
ShippingCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Country of the shipping address. Maximum size is 80 characters.</p>

Field Name	Details
ShippingCountryCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ISO country code for the order's shipping address.</p>
ShippingGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode of the shipping address.</p>
ShippingLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>ShippingLongitude</code> to specify the precise geolocation of a shipping address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
ShippingLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>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.</p>
ShippingPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Postal code of the shipping address. Maximum size is 20 characters.</p>
ShippingState	<p>Type string</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description State of the shipping address. Maximum size is 80 characters.</p>
ShippingStateCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ISO state code for the order's shipping address.</p>
ShippingStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Street address of the shipping address. Maximum of 255 characters.</p>
ShipToContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the contact that the order is shipped to.</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Picklist of values that indicate order status. Each value is within one of two status categories defined in <i>StatusCode</i>. For example, the status picklist might contain <i>Draft</i>, <i>Ready for Review</i>, and <i>Ready for Activation</i> values with a <i>StatusCode</i> of <i>Draft</i>.</p>
StatusCode	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>The status category for the order. An order can be either <i>Draft</i> or <i>Activated</i>. Label is Status Category.</p>
TaxLocaleType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The type of tax calculation that Salesforce uses for the order's order items. VAT regions use gross tax, which includes tax in all sale amounts. US regions use net tax, which calculates tax separately from the initial sale amount and then adds the sale and tax amounts together in a total.</p> <p>Use <code>TaxLocaleType</code> to determine which types of tax fields to show on your order. If <code>TaxLocaleType</code> is null, the order shows all tax fields.</p> <p>Gross Tax Fields</p> <p><code>TotalAdjDeliveryAmtWithTax</code></p> <p><code>TotalAdjProductAmtWithTax</code></p> <p><code>TotalProductAdjDistAmtWithTax</code></p> <p><code>TotalDeliveryAdjDistAmtWithTax</code></p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v49.0 and later.</p>
TotalAdjDeliveryAmtWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Sum of delivery line amounts, delivery line adjustments, and tax. Order products with null Type fields aren't included.</p> <p>This is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v49.0 and later.</p>
TotalAdjProductAmtWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>Sum of product line amounts, line adjustments, and tax. Order products with null Type fields aren't included.</p> <p>This is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v49.0 and later.</p>
TotalAdjustedDeliveryAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Sum of delivery line amounts and delivery line adjustments. Order products with null Type fields aren't included.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>
TotalAdjustedDeliveryTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Sum of delivery line tax amounts and delivery line tax adjustments.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>
TotalAdjustedProductAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Sum of product line amounts and line adjustments. Order products with null Type fields aren't included.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>

Field Name	Details
TotalAdjustedProductTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Sum of line tax amounts and line tax adjustments. Order products with null Type fields aren't included. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License. This field is available in API v48.0 and later.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description The net total amount for the order products associated with this order. This field is available in API v48.0 and later.</p>
TotalDeliveryAdjDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Roll-up of the order's delivery adjustment distributed amounts. Used only when the Order Adjustment Group has a Type value of Header. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License. This field is available in API v48.0 and later.</p>
TotalDeliveryAdjDistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Roll-up of the order's delivery adjustment distributed amounts and tax. Used only when the Order Adjustment Group has a Type value of Header. This is a gross tax field. To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License. This field is available in API v49.0 and later.</p>

Field Name	Details
TotalDeliveryAdjDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Roll-up of the order's delivery adjustment distributed tax amounts. Used only when the Order Adjustment Group has a Type value of Header.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>
TotalProductAdjDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Roll-up of the order's product adjustment distributed amounts. Order products with null Type fields aren't included. Used only when the Order Adjustment Group has a Type value of Header.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>
TotalProductAdjDistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Roll-up of the order's product adjustment distributed amounts. Order products with null Type fields aren't included. Used only when the Order Adjustment Group has a Type value of Header.</p> <p>This is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v49.0 and later.</p>
TotalProductAdjDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>Roll-up of the order's product adjustment distributed tax amounts. Order products with null Type fields aren't included. Used only when the Order Adjustment Group has a Type value of Header.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>
TotalTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Roll up of all tax on the order. Includes delivery taxes, price adjustment taxes, and product taxes.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license or a B2B Commerce License.</p> <p>This field is available in API v48.0 and later.</p>
Type	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>If you want to show more information about your order, you can add custom values to the Type picklist. By default, the Type field doesn't perform any actions or show any values.</p>

Usage

The `Status` field specifies the current state of an order. Status strings represent its current state (*Draft* or *Activated*).

When a client application creates an order, the `Status Code` must be *Draft* and the `Status` must be any value that corresponds to a `Status Code` of *Draft*. The application can then activate an order by updating it and setting the value in its `Status` field to an *Activated* state; however, the `Status` field is the only field you can update when activating the order.

After an order is activated, your client application can change the `Status` back to the *Draft* state—but only if the order doesn't have any child reduction order products. Your client application can delete orders when the `Status` is *Draft* but not when its `Status` is *Activated*.


Client applications can use the API to create, update, delete, and query any Attachment associated with an order.

Orders Without Price Books

If your organization manages products and Price books in an external platform, you can use Salesforce API to create orders and order items without values for their Price book and Price book entry fields. This feature is available only for Salesforce orgs with the B2B Commerce, B2B Commerce Starter, B2B Commerce Growth, or B2B Commerce Plus packages. Admins enable orders without Price books by going to Salesforce Order Settings and selecting the Optional Price Book setting.

In a standard order, Salesforce prompts the sales rep to select a Price book when they add the first order product to the order. The sales rep can then add order products that have price book entries in the selected price book. In an order without a Price book, Salesforce hides the order's Add Products button and Edit Products button so that sales reps must manage their products and price books using their external system.

You can create orders without Price books only by creating an order with Salesforce API and leaving the `Pricebook2Id` field null. Orders without Price books follow several different guidelines compared to standard orders.

- Orders without price books don't support reduction orders or change orders.
- Order products without price book entries require list prices.
- Orders without price books support only order items without price book entries. Orders with price books support only order items with price book entries.
-  **Important:** Orders without Price books are supported with B2B licenses only. Salesforce Order Management requires price books for orders and price book entries for order products.

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.

OrderChangeEvent (API version 44.0)

Change events are available for the object.

OrderFeed (API version 29.0)

Feed tracking is available for the object.

OrderHistory

History is available for tracked fields of the object.

OrderOwnerSharingRule

Sharing rules are available for the object.

SEE ALSO:

[OrderHistory](#)

[OrderItem](#)

[OrderSummary](#)

[SalesChannel](#)

OrderAction

Indicates the type of order, such as a new sale or a cancellation. This object is available in API version 55.0 and later.

Supported Calls

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

Special Access Rules

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

Fields

Field	Details
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name given to the order action.</p>
OffsetOrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the previous order item that is being modified by the business action. For example, the order that is being canceled. This is a relationship field.</p> <p>Relationship Name OffsetOrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>
OrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The order containing the order item that implements the business action. This is a relationship field.</p>

Field	Details
	<div><div>Relationship Name</div><div>Order</div><div>Relationship Type</div><div>Lookup</div><div>Refers To</div><div>Order</div></div>
SourceAssetId	<div><div>Type</div><div>reference</div><div>Properties</div><div>Create, Filter, Group, Nillable, Sort, Update</div><div>Description</div><div>The asset that is changed as a result of the business action. For example, the asset that is being canceled.</div><div>This is a relationship field.</div><div>Relationship Name</div><div>SourceAsset</div><div>Relationship Type</div><div>Lookup</div><div>Refers To</div><div>Asset</div></div>
Type	<div><div>Type</div><div>picklist</div><div>Properties</div><div>Create, Filter, Group, Restricted picklist, Sort, Update</div><div>Description</div><div>The business action that created the order product.</div><div>Possible values are:</div><div><div><div></div>Cancellation</div><div><div></div>New Sale</div><div><div></div>No Change—A child product was added to the bundle, but the top-level product in the bundle was otherwise unchanged.</div><div><div></div>Quantity Amendment</div><div><div></div>Renewal</div></div></div>

OrderAdjustmentGroup

Group containing a set of adjustments applied to an order. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

To access Commerce Orders entities, your org must have a Salesforce Order Management license. Commerce Orders entities are available only in Lightning Experience.

Fields

Field	Details
AdjustmentBasisReferenceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific coupon applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentBasisReference</p> <p>Relationship Type Lookup</p> <p>Refers To Coupon This field is available in API version 54.0 and later. This field can only refer to Coupon when B2B Commerce is enabled.</p>
AdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific promotions applied. This field is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentCause</p> <p>Relationship Type Lookup</p> <p>Refers To PriceAdjustmentTier, Promotion</p>

Field	Details
	<p>This field is available in API version 52.0 and later.</p> <p>This field can only refer to Promotion when B2B Commerce is enabled.</p>
AdjustmentSource	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates the origin of the adjustment. Possible values are:</p> <ul style="list-style-type: none"> • Discretionary—The adjustment originates from a decision made by an individual, for example, a manager’s discount granted to a client. • Promotion—The adjustment originates from a promotion, for example, a holiday sale discount. • Rule—Reserved for future use. • System—The adjustment originates from the system, for example, a volume discount after the amount of items reaches a specific number. <p>This field is available in API version 57.0 and later.</p>
AdjustmentType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates the type of mathematical adjustment to be applied to the order. Possible values are:</p> <ul style="list-style-type: none"> • AdjustmentAmount—The adjustment is a numerical amount, for example, a cash discount of 20. • AdjustmentPercentage—The adjustment is a percentage amount, for example, a 10% discount. • OverrideAmount—The adjustment is a manual price override. <p>This field is available in API version 57.0 and later.</p>
AdjustmentValue	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The specified <code>AdjustmentType</code>’s amount to be applied to the order.</p>

Field	Details
	<p>For example, when the <code>AdjustmentType</code> value is <code>AdjustmentAmount</code>, the <code>AdjustmentValue</code> is expected to equal the value of the <code>TotalAmount</code> field.</p> <p>When the <code>AdjustmentType</code> value is <code>AdjustmentPercentage</code>, the <code>AdjustmentValue</code> represents the percentage number, and the <code>TotalAmount</code> field's value will show the calculated adjustment amount.</p> <p>This field is available in API version 57.0 and later.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description The currency used for the checkout session. Default value is <code>USD</code>.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>USD</code>—U.S. Dollar
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description User-entered information about the order adjustment group.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all total amounts of all adjustments in this group, including tax.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The user-defined name of the order adjustment group.</p>
OrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	<p>Description The unique identifier of the order related to the adjustments in this order adjustment group. This field is a relationship field.</p> <p>Relationship Name Order</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
Priority	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description A numeric value that represents the order of precedence of the order adjustment group. It can also represent the order of precedence when applying the <code>AdjustmentType</code> values. For example, an order can have two adjustments: a \$100 discount and a 10% discount. This field will tell the pricing engine which adjustment needs to be applied first. This field is available in API version 57.0 and later.</p>
RelatedAdjustmentGroupId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the original order's adjustment group. This field is a useful reference in change order scenarios. This field is a relationship field.</p> <p>Relationship Name RelatedAdjustmentGroup</p> <p>Relationship Type Lookup</p> <p>Refers To OrderAdjustmentGroup</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The total of all order adjustments in this order adjustment group, excluding tax.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description The total tax for all order adjustments in this order adjustment group.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Indicates how the adjustment was applied to the order. Possible values are: <ul style="list-style-type: none"> • Header: — The adjustment was applied to the order's balance, and then distributed among the order products in the adjustment group. • SplitLine— The adjustment was applied to order product balances for the order products in the adjustment group.

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.

[OrderAdjustmentGroupChangeEvent](#) on page 52

Change events are available for the object.

[OrderAdjustmentGroupFeed](#) on page 39

Feed tracking is available for the object.

[OrderAdjustmentGroupHistory](#) on page 47

History is available for tracked fields of the object.

[OrderAdjustmentGroupOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[OrderAdjustmentGroupShare](#) on page 50

Sharing is available for the object.

OrderAdjustmentGroupSummary

Represents the current properties and state of a group of related price adjustments. Associated with a set of OrderItemAdjustmentLineSummaries that apply to OrderItemSummaries belonging to one OrderSummary. Corresponds to one or more order adjustment group objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

An OrderAdjustmentGroupSummary can represent an adjustment to an entire order as a group of adjustments to each of its products. For example, representing “10% off the order” as a set of 10% off adjustments to each product on the order. It can also represent an adjustment that applies to a subset of the products on an order. For example, representing “buy one, get one 50% off” as a 25% off adjustment to each of two products.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce license is enabled.

Fields

Field	Details
AdjustmentBasisReferenceId	<div>Type</div> <div>reference</div> <div>Properties</div> <div>Create, Filter, Group, Nillable, Sort, Update</div> <div>Description</div> <div>References the specific coupon applied.</div> <div>This is a polymorphic relationship field.</div> <div>Relationship Name</div> <div>AdjustmentBasisReference</div> <div>Relationship Type</div> <div>Lookup</div> <div>Refers To</div> <div>Coupon</div> <div>This field is available in API version 54.0 and later.</div>
AdjustmentCauseId	<div>Type</div> <div>reference</div> <div>Properties</div> <div>Create, Filter, Group, Nillable, Sort, Update</div>

Field	Details
	<p>Description References the specific promotions applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentCause</p> <p>Relationship Type Lookup</p> <p>Refers To Promotion This field is available in API version 52.0 and later.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderSummary associated with the adjustments in the group. The default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the OrderAdjustmentGroupSummary. This field can be edited.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including tax, of the associated OrderItemAdjustmentLineSummaries.</p>

Field	Details
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the OrderAdjustmentGroupSummary.
OrderSummaryId	Type reference Properties Filter, Group, Sort Description ID of the OrderSummary associated with the OrderAdjustmentGroupSummary.
OriginalOrderAdjGroupId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the original OrderAdjustmentGroup associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.
TotalAmount	Type currency Properties Filter, Nillable, Sort Description Total, not including tax, of the associated OrderItemAdjustmentlineSummaries.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalAmount.
Type	Type picklist Properties Filter, Group, Restricted picklist, Sort

Field	Details
	<p>Description</p> <p>Type of the OrderAdjustmentGroupSummary. Header represents an order-level adjustment with an OrderItemAdjustmentLineSummary for each OrderItemSummary on the OrderSummary. SplitLine represents any other related set of OrderItemAdjustmentLineSummaries.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Header</code> • <code>SplitLine</code> <p>If the <code>OrderLifecycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>

SEE ALSO:

[OrderAdjustmentGroup](#)

[OrderItemAdjustmentLineSummary](#)

OrderDeliveryGroup

A group of order items that share a delivery method and address. The delivery method and address are used during the fulfillment process, such as shipping as a gift, downloading, picking up in store, or shipping to a standard address. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

To access Commerce Orders entities, your org must have a Salesforce Order Management license. Commerce Orders entities are available only in Lightning Experience.

Fields

Field	Details
<code>DeliverToAddress</code>	<p>Type</p> <p>address</p> <p>Properties</p> <p>Filter, Nullable</p>

Field	Details
	Description The delivery group's order items are delivered to this address. Created based on the values of the other <code>DeliverTo</code> fields.
<code>DeliverToCity</code>	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description City address value. Sent to <code>DeliverToAddress</code> .
<code>DeliverToCompanyName</code>	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description
<code>DeliverToCountry</code>	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Country address value. Sent to <code>DeliverToAddress</code>
<code>DeliverToFullFirstName</code>	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description
<code>DeliverToFullLastName</code>	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description
<code>DeliverToFullName</code>	Type string Properties Filter, Group, Nillable, Sort Description

Field	Details
DeliverToFullSalutation	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Possible values are:</p> <ul style="list-style-type: none">• Dr .• Mr .• Mrs .• Ms .• Prof .
DeliverToGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Geocode accuracy address value. Sent to DeliverToAddress.</p>
DeliverToLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Latitude address value. Sent to DeliverToAddress.</p>
DeliverToLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Longitude address value. Sent to DeliverToAddress.</p>
DeliverToName	<p>Type string</p> <p>Properties Create, Filter, Nillable, Group, Sort, Update</p> <p>Description Name of the delivery recipient. Sent to DeliverToAddress.</p>

Field	Details
DeliverToPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Postal Code address value. Sent to DeliverToAddress.</p>
DeliverToState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description State address value. Sent to DeliverToAddress.</p>
DeliverToStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Street address value. Sent to DeliverToAddress.</p>
DeliveryInstructions	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Text field for users to add other delivery instructions.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description User-defined description for this delivery group.</p>
DesiredDeliveryDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The buyer's target delivery date for the order items included in the delivery group.</p>

Field	Details
EmailAddress	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The buyer's email address.</p>
GiftMessage	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description An optional gift message that the buyer can define if they're sending the order items as a gift to another recipient. Applies to all order items in the delivery group.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of the group's total delivery amount and total tax amount.</p>
IsGift	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description All items in the delivery group are gifts.</p>
OrderDeliveryGroupNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Unique number used for referencing this order delivery group.</p>
OrderDeliveryMethodId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description ID of the order delivery method related to this order delivery group.
OrderId	Type reference Properties Create, Filter, Group, Sort Description ID of the parent order for this order delivery group. An order can have multiple order delivery groups.
PhoneNumber	Type phone Properties Create, Filter, Group, Nillable, Sort, Update Description Phone number of the buyer.
PromisedDeliveryDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description Merchant-defined date that the items in this group will be delivered to the customer. Usually defined based on an estimated date from the shipping provider.
RelatedDeliveryGroupId	Type reference Properties Filter, Group, Nillable, Sort Description The original delivery group. Used for reference in change order scenarios.
TotalAdjustmentAmount	Type currency Properties Filter, Nillable, Sort Description The sum of all adjustments made to order items in the order delivery group.
TotalAdjustmentAmtWithTax	Type currency

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all adjustments made to order items in the order delivery group, including tax. This is a gross tax field. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v49.0 and later.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all adjustments made to tax lines for order items in the order delivery group.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all Total Amount fields on order items within this delivery group. On an order item, the total amount equals the quantity multiplied by the unit price, including adjustments and tax.</p>
TotalLineAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of order items of the delivery type. On an order item, the total line amount equals the quantity multiplied by the unit price, before adjustments or tax.</p>
TotalLineAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all TotalLineAmtWithTax fields on order items within this delivery group. On an order item, the total line amount with tax equals the quantity multiplied by the unit price, plus tax, before adjustments.</p>

Field	Details
	<p>This is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v49.0 and later.</p>
TotalLineTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all Total Line Tax Amount fields on order items within this delivery group. On an order item, the total line tax amount equals the total tax for that line.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all Total Tax Amount fields on order items within this order delivery group.</p>

OrderDeliveryGroupSummary

Represents the current properties and state of a group of OrderItemSummaries, belonging to one OrderSummary, to be fulfilled using the same delivery method and delivered to the same address. A single shipment can include them all, but that isn't guaranteed. Corresponds to one or more order delivery group objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce license is enabled.

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderSummary associated with the OrderDeliveryGroupSummary. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
DeliverToAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Address of the recipient. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
DeliverToCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address city.</p>
DeliverToCompanyName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p>

Field	Details
DeliverToCountry	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Recipient address country.
DeliverToFullFirstName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description
DeliverToFullLastName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description
DeliverToFullName	Type string Properties Filter, Group, Nillable, Sort Description
DeliverToFullSalutation	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description Possible values are: <ul style="list-style-type: none">• Dr .• Mr .• Mrs .• Ms .• Prof .
DeliverToGeocodeAccuracy	Type picklist

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy of the geocode for the recipient address. Possible values are:</p> <ul style="list-style-type: none"> • Address • Block • City • County • ExtendedZip • NearAddress • Neighborhood • State • Street • Unknown • Zip
DeliverToLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with FulfilledToLongitude to specify the precise geolocation of the recipient address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
DeliverToLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with FulfilledToLatitude to specify the precise geolocation of the recipient address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
DeliverToName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Name on the recipient address. Users with the Edit Delivery Information user permission can modify this field.</p>

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
<code>DeliverToPostalCode</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address postal code.</p>
<code>DeliverToState</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address state.</p>
<code>DeliverToStreet</code>	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Recipient address street.</p>
<code>DeliveryInstructions</code>	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Special instructions for the delivery. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
<code>Description</code>	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the <code>OrderDeliveryGroupSummary</code>.</p>

Field	Details
	This field can be edited.
DesiredDeliveryDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Desired date for delivery. This field is informational, available for customizations. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
EmailAddress	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Email address of the recipient. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
GiftMessage	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Gift message to include. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Total, including adjustments and tax, of the delivery charges associated with the OrderDeliveryGroupSummary. This value only includes OrderItemSummaries of type code Charge.</p>
IsGift	<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 OrderDeliveryGroupSummary represents a gift. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
OrderDeliveryGroupSummaryNumber	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>ID of the OrderDeliveryGroupSummary.</p>
OrderDeliveryMethodId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>ID of the order delivery method specified for the OrderDeliveryGroupSummary. Users with the Edit Delivery Information user permission can modify this field.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
OrderSummaryId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>ID of the OrderSummary associated with the OrderDeliveryGroupSummary.</p>

Field	Details
OriginalOrderDelivery GroupId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the original order delivery group associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.</p>
PhoneNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number of the recipient. Users with the Edit Delivery Information user permission can modify this field. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
PromisedDeliveryDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Promised date for delivery. This field is informational, available for customizations. Users with the Edit Delivery Information user permission can modify this field. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total price adjustments applied to delivery charges associated with the OrderDeliveryGroupSummary. This value only includes adjustments to OrderItemSummaries of type code Charge.</p>
TotalAdjustment AmtWithTax	<p>Type currency</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the delivery charges associated with the OrderDeliveryGroupSummary, inclusive of tax. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount. This field is available in API version 49.0 and later.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentAmount.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments but not tax, of the delivery charges associated with the OrderDeliveryGroupSummary. This value only includes adjustments to OrderItemSummaries of type code Charge.</p>
TotalLineAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, not including adjustments or tax, of the delivery charges associated with the OrderDeliveryGroupSummary.</p>
TotalLineAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of the delivery charges associated with the OrderDeliveryGroupSummary, inclusive of tax. This amount is equal to TotalLineAmount + TotalLineTaxAmount. This field is available in API version 49.0 and later.</p>

Field	Details
TotalLineTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalLineAmount.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalAmount.

SEE ALSO:

[OrderDeliveryGroup](#)

[OrderItemSummary](#)

OrderDeliveryMethod

Shows the customizations and options that a buyer selected for their delivery method. 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

To access Commerce Orders entities, your org must have a Salesforce Order Management license. Commerce Orders entities are available only in Lightning Experience.

Fields

Field	Details
Carrier	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The carrier that the buyer chose for their delivery method. Developers must add values to this field.
ClassOfService	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The carrier class of service that the buyer chose for their delivery method. Developers must add values to this field.
Description	Type textarea Properties Create, Nillable, Update Description Description of the delivery method.
IsActive	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Assign new delivery groups to active delivery methods.
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 (LastReferencedDate) and not viewed.

Field	Details
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Required. Default name of this record.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The user who owns an order delivery method record.
ProductId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Optional. This product represents a delivery charge order product for a delivery using this delivery method. For example, you could create a product that represents an overnight express charge and assign it to an overnight express delivery method.
ReferenceNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Reference number for an external delivery method.

OrderHistory

Represents historical information about changes that have been made to the standard fields of the associated order, or to any custom fields with history tracking enabled.

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 order field that was modified, or a special value to indicate some other modification to the order.</p>
NewValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description New value of the modified order field. Maximum of 255 characters.</p>
OldValue	<p>Type anyType</p> <p>Properties Nillable, Sort</p> <p>Description Previous value of the modified order field. Maximum of 255 characters.</p>
OrderId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the order associated with this record. This is a relationship field.</p> <p>Relationship Name Order</p>

Field Name	Details
	Relationship Type Lookup
	Refers To Order

Usage

Order history entries are automatically created each time an order is modified.

Two rows are added to this record when foreign key fields change. One row contains the foreign key object names that display in the online application. For example, Jane Doe is recorded as the name of a Contact. The other row contains the actual foreign key ID that is only returned to and visible from the API.

This object respects field-level security on the parent object.

SEE ALSO:

[Order](#)

OrderItem

Represents an order product that your organization sells.

Supported Calls

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

Special Access Rules

The user must have Edit permission on Order records to create or update order products on an order. The user must have Edit permission on Order records to delete an order product.

Fields

Field Name	Details
AdjustedLineAmount	Type currency
	Properties Filter, Nillable, Sort
	Description Line amount following line adjustments, excluding tax.

Field Name	Details
	<p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
AdjustedLineAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Line amount following line adjustments, including tax.</p> <p>This field is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v49.0 and later.</p>
AvailableQuantity	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of an order product that is available to be reduced. Value must be greater than or equal to 0. An order product is reducible only if <code>AvailableQuantity</code> is greater than 0.</p> <p>Value is always 0 if the order product's parent order is a reduction order.</p>
BillingFrequency2	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The time period that indicates how often the order item is billed.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Annual• Monthly
CurrencyIsoCode	<p>Type picklist</p>

Field Name	Details
	<p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the original Order associated with the OrderItem.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>The default value is USD.</p> <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Text description of this object. For Commerce stores, during checkout, this field is populated with the value of a product name. The product name is copied from the <code>CartItem.Name</code> field of a cart item that corresponds to the <code>OrderItem</code>.</p>
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Optional. Last day the order product is available.</p>
GrossUnitPrice	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Unit price including tax.</p> <p>This field is a VAT field that includes tax. Salesforce populates it on order creation only when <code>Order.TaxLocaleType</code> has a value of Gross.</p>
LineNumber	<p>Type int</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Used to organize lines on the order.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
ListPrice	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description List price for the order product. Value is inherited from the associated PriceBookEntry upon order product creation.</p>
ListPriceTotal	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The ListPrice times the Quantity. This field is a calculated field.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
NetUnitPrice	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The unit price after all price adjustments are applied.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
OrderActionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>The ID of the related order action. The order action indicates the type of order; for example, a new sale or a cancellation.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>OrderAction</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>OrderAction</p>
OrderDeliveryGroupId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The delivery group for the order product.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>OrderDeliveryGroup</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>OrderDeliveryGroup</p>
OrderId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>Required. ID of the order that this order product is a child of.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>Order</p>

Field Name	Details
	Relationship Type Lookup
	Refers To Order
OrderItemNumber	Type string
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description Automatically generated number that identifies the order product.
OriginalOrderItemId	Type reference
	Properties Create, Filter, Group, Nillable, Sort
	Description Required if <code>isReductionOrder</code> on the parent order is <code>true</code> . ID of the original order product being reduced. This field is a relationship field.
	Relationship Name OriginalOrderItem
	Relationship Type Lookup
	Refers To OrderItem
PeriodBoundary	Type picklist
	Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update
	Description The period boundary helps determine the start and end date of the billing periods. This field is available in API version 55.0 and later. This field is available with Subscription Management. Possible values are: <ul style="list-style-type: none"> • AlignToCalendar—the period starts on the first day of the term unit; for example, the first day of the month. • Anniversary—The start date determines the boundary. For example, if a monthly subscription starts on September 13, the subscription starts on the 13th day of each month.

Field Name	Details
	<ul style="list-style-type: none"> • <code>DayOfPeriod</code>—the period starts on the day indicated by <code>PeriodBoundaryDay</code>. • <code>EndOfPeriod</code>—the period starts on the last day of the pricing term unit.
<code>PeriodBoundaryDay</code>	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required when <code>PeriodBoundary</code> is <code>DayOfPeriod</code>. Indicates day of the week or month that marks the period boundary. Must be an integer from 1 through 31.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
<code>PeriodBoundaryStartMonth</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Nillable, Sort, Update</p> <p>Description Field is populated based on input in the <code>StartDate</code>, <code>PeriodBoundary</code>, and <code>PeriodBoundaryDay</code> when <code>BillingFrequency2</code> is Annual or by manual user entry. Possible values are:</p> <ul style="list-style-type: none"> • 1-January • 2-February • 3-March • 4-April • 5-May • 6-June • 7-July • 8-August • 9-September • 10-October • 11-November • 12-December
<code>PricebookEntryId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>Required. ID of the associated PricebookEntry. This field must be specified when creating OrderItem records. It can't be changed in an update.</p> <p>If they have a B2B Commerce, B2B Commerce Starter, B2B Commerce Growth, or B2B Commerce Plus license, Salesforce users can create orders without price books and order items without price book entries.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>PricebookEntry</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>PricebookEntry</p>
PricingTermCount	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>A calculated field indicating the number of pricing terms in the subscription.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
ProFormaBillingPeriodAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The initial amount for the billing period. The final amount for the billing period can include subsequent amendments, discounts, or charges.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
Product2Id	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the Product2 associated with this OrderItem.</p> <p>This field is a relationship field.</p>

Field Name	Details
	Relationship Name Product2
	Relationship Type Lookup
	Refers To Product2
ProductSellingModelId	Type reference
	Properties Filter, Group, Nillable, Sort
	Description The ID of the related product selling model. The product selling model defines one method by which a product can be sold; for example, as a one-time sale, an evergreen subscription, or a termed subscription. This field is available in API version 55.0 and later. This field is available with Subscription Management. This field is a relationship field.
	Relationship Name ProductSellingModel
	Relationship Type Lookup
	Refers To ProductSellingModel
ProrationPolicyId	Type reference
	Properties Filter, Group, Nillable, Sort
	Description The ID of the related proration policy. The proration policy defines how the price is calculated for each subscription period; for example, whether partial periods are allowed, and how remainder amounts are handled. This field is available in API version 55.0 and later. This field is available with Subscription Management. This field is a relationship field.
	Relationship Name ProrationPolicy
	Relationship Type Lookup

Field Name	Details
	Refers To ProrationPolicy
Quantity	Type double Properties Create, Filter, Sort, Update Description Required. Number of units of this order product.
QuoteLineItemId	Type reference Properties Create, Filter, Group, Sort, Update Description Required. ID of the associated quote line item. If this field is specified, the quote line item's Quoteld must match the Quoteld for the order product's parent order.
RelatedOrderItemID	Type reference Properties Filter, Sort, Group Description Required for change orders, shows the original order product. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v48.0 and later.
RoundedLineAmount	Type currency Properties Filter, Sort Description The rounded line amount, before tax and adjustments. Currency with decimal values of 0.5 and higher are rounded to the next-highest whole unit of currency. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v48.0 and later.

Field Name	Details
RoundedLineAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The rounded line amount, including tax. Currency with decimal values of 0.5 and higher are rounded to the next-highest whole unit of currency.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v49.0 and later.</p>
ServiceDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Start date for the order product.</p> <p>Label is Start Date.</p>
StartingPriceTotal	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The starting unit price times the quantity.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
StartingUnitPriceSource	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates whether the starting unit price was entered manually or calculated.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Manual• System

Field Name	Details
TaxTreatmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the related tax treatment. This field is available in API version 55.0 and later. This field is available with Subscription Management. This field is a relationship field.</p> <p>Relationship Name TaxTreatment</p> <p>Relationship Type Lookup</p> <p>Refers To TaxTreatment</p>
TotalAdjustedLineTaxAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Sum of line tax amount and line adjustment tax amounts. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v48.0 and later.</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Roll-up of all the order product's price adjustments. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v48.0 and later.</p>
TotalAdjustmentAmtWithTax	<p>Type currency</p>

Field Name	Details
	<p>Properties Filter, Sort</p> <p>Description Roll-up of all the order product's price adjustments, including tax.</p> <p>This field is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v49.0 and later.</p>
TotalAdjustmentDistAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Roll-up of all adjustments on the order. Used only if the OrderAdjustmentGroup has a Type value of Header.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
TotalAdjustmentDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Roll-up of all adjustment tax amounts on the order. Used only if the OrderAdjustmentGroup has a Type value of Header.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
TotalAdjustmentDistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Roll-up of all adjustment tax amounts on the order, including tax. Used only if the OrderAdjustmentGroup has a Type value of Header.</p>

Field Name	Details
	<p>This field is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v49.0 and later.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Sum of all the order product's tax adjustments.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
TotalAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Equals <code>TotalPrice + TotalTaxAmount</code> for the order item.</p> <p>This field is a gross tax field.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v49.0 and later.</p>
TotalLineAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description The sum of line-level adjustments for the order product.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>

Field Name	Details
TotalLineAdjustmentAmtWithTax	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description The sum of line-level adjustments for the order product, including tax. This field is a gross tax field. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v49.0 and later.</p>
TotalLineAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Total tax amount for adjustments made to the order product. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v48.0 and later.</p>
TotalLineAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The net total price of the order product, before price adjustments, inclusive of quantity. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v48.0 and later.</p>
TotalLineTaxAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Total tax amount for this order product, excluding tax on adjustments.</p>

Field Name	Details
	<p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
TotalPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total price for this order product. The calculations for this field's value are different if Commerce Orders are enabled.</p> <p>Default Value $\text{TotalPrice} = (\text{UnitPrice} * \text{Quantity})$</p> <p>Commerce Orders If <code>TotalLineAmount</code> is null, $(\text{UnitPrice} * \text{Quantity})$ is sent to <code>RoundedLineAmount</code> and rounded. It's then sent to <code>Total Price</code>. Otherwise, <code>TotalLineAmount</code> is sent to <code>RoundedLineAmount</code>, rounded, and then sent to <code>TotalPrice</code>.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Sum of the order product's tax and any adjustments.</p> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Describes what the order item represents. Each value is associated with one type code, shown here in parentheses.</p>

Field Name	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Delivery Charge</code> (<code>Charge</code>) — A charge, such as a delivery fee. • <code>Fee</code> (<code>Charge</code>) — A charge, such as a return fee. This value is available in API v56.0 and later. • <code>Order Product</code> (<code>Product</code>) — An item that can be ordered. <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
TypeCode	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The category associated with the type. A type code can be associated with one or more types.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Charge</code> • <code>Product</code> <p>To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience.</p> <p>This field is available in API v48.0 and later.</p>
UnitPrice	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Unit price for the order product.</p>

Usage

An order can have associated order product records only if the order has a price book associated with it. An order product must correspond to a product that is listed in the order's price book.

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.

OrderItemChangeEvent (API version 44.0)

Change events are available for the object.

OrderItemFeed (API version 29.0)

Feed tracking is available for the object.

OrderItemHistory

History is available for tracked fields of the object.

SEE ALSO:

[Order](#)

[OrderItemSummary](#)

OrderItemAdjustmentLineItem

An adjustment that has been made to an order item. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

To access Commerce Orders entities, your org must have a Salesforce Order Management license. Commerce Orders entities are available only in Lightning Experience.

Fields

Field	Details
AdjustmentAmountScope	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Used with <code>AdjustmentValue</code> to determine the amount of the adjustment. Possible values are: <ul style="list-style-type: none">• <code>Total</code>—The adjustment scope is the total price.• <code>Unit</code>—The adjustment scope is the unit price.• <code>UnproratedTotal</code>—The adjustment scope is the unprorated total price.
AdjustmentBasisReferenceId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific coupon applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentBasisReference</p> <p>Relationship Type Lookup</p> <p>Refers To Coupon This field is available in API version 54.0 and later.</p>
AdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific promotions applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentCause</p> <p>Relationship Type Lookup</p> <p>Refers To Promotion This field is available in API version 52.0 and later.</p>
AdjustmentSource	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates the origin of the adjustment. Possible values are:</p> <ul style="list-style-type: none"> • Discretionary—The adjustment originates from a decision made by an individual, for example, a manager's discount granted to a client. • Promotion—The adjustment originates from a promotion, for example, a holiday sale discount. • Rule—Reserved for future use.

Field	Details
	<ul style="list-style-type: none"> • System—The adjustment originates from the system, for example, a volume discount after the amount of items reaches a specific number. <p>This field is available in API version 57.0 and later.</p>
AdjustmentType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates the type of mathematical adjustment to be applied to the order.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • AdjustmentAmount—The adjustment is a numerical amount, for example, a cash discount of 20. • AdjustmentPercentage—The adjustment is a percentage amount, for example, a 10% discount. • OverrideAmount—The adjustment is a manual price override. <p>This field is available in API version 57.0 and later.</p>
AdjustmentValue	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The specified AdjustmentType's amount to be applied to the order item.</p> <p>For example, when the AdjustmentType value is AdjustmentAmount, the AdjustmentValue is expected to equal the value of the Amount field.</p> <p>When the AdjustmentType value is AdjustmentPercentage, the AdjustmentValue represents the percentage number, and the Amount field's value will show the calculated adjustment amount.</p> <p>This field is available in API version 57.0 and later.</p>
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The net total value of the adjustment line. The value is rounded to the nearest possible amount associated with the currency of the order item.</p>
CurrencyIsoCode	<p>Type picklist</p>

Field	Details
	<p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization. Default value is <code>USD</code>.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>USD</code>—U.S. Dollar
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Users can add a custom description to the record to provide additional detail.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the adjustment line.</p>
OrderAdjustmentGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order adjustment group that contains the order item adjustment line item.</p>
OrderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The parent order of the order item related to the adjustment line.</p>
OrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	Description The order item that the adjustment line applies to.
Priority	Type int Properties Create, Filter, Group, Nillable, Sort Description A numeric value that represents the order of precedence of the order adjustment group. It can also represent the order of precedence when applying the <code>AdjustmentType</code> values. For example, an order can have two adjustments: a \$100 discount and a 10% discount. This field will tell the pricing engine which adjustment needs to be applied first. This field is available in API version 57.0 and later.
RelatedAdjustmentLineItemId	Type reference Properties Filter, Group, Nillable, Sort Description The original order item adjustment line. Useful for reference in change order scenarios.
TotalAmtWithTax	Type currency Properties Filter, Nillable, Sort Description Equals the order item's price plus <code>TotalTaxAmount</code> for the order item adjustment line item. This is a gross tax field. To access Commerce Orders fields, your org must have a Salesforce Order Management license. Commerce Orders fields are available only in Lightning Experience. This field is available in API v49.0 and later.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description The total amount of tax applied to the adjustment line.

OrderItemAdjustmentLineSummary

Represents the current properties and state of price adjustments on an OrderItemSummary. Corresponds to one or more order item adjustment line item objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce license is enabled.

Fields

Field	Details
AdjustmentBasisReferenceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific coupon applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentBasisReference</p> <p>Relationship Type Lookup</p> <p>Refers To Coupon This field is available in API version 54.0 and later.</p>
AdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description References the specific promotions applied. This is a polymorphic relationship field.</p> <p>Relationship Name AdjustmentCause</p>

Field	Details
	<p>Relationship Type Lookup</p> <p>Refers To Promotion</p> <p>This field is available in API version 52.0 and later.</p>
Amount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Amount, not including tax, of the OrderItemAdjustmentLineSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderItemSummary to which the adjustment applies. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• DKK—Danish Krone• EUR—Euro• GBP—British Pound• USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the OrderItemAdjustmentLineSummary.</p> <p>This field can be edited.</p>
Name	<p>Type string</p>

Field	Details
	Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the OrderItemAdjustmentLineSummary.
OrderAdjustmentGroupSummaryId	Type reference Properties Filter, Group, Nillable, Sort Description If this object belongs to an OrderAdjustmentGroupSummary, this value is the ID of that OrderAdjustmentGroupSummary.
OrderItemSummaryId	Type reference Properties Filter, Group, Sort Description ID of the OrderItemSummary to which the OrderItemAdjustmentLineSummary applies.
OrderSummaryId	Type reference Properties Filter, Group, Sort Description ID of the OrderSummary associated with the OrderItemSummary to which this OrderItemAdjustmentLineSummary applies.
OriginalOrderItemAdjustmentLineItemId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the original OrderItemAdjustmentLine associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.
Priority	Type integer Properties Create, Nillable

Field	Details
	<p>Description</p> <p>Numerical rank used to apply promotions in the correct order.</p> <p>This field is available in API version 52.0 and later.</p>
TotalAmtWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total amount of the adjustment, inclusive of tax. This amount is equal to Amount + TotalTaxAmount.</p> <p>This field is available in API version 49.0 and later.</p>
TotalTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the Amount.</p>

SEE ALSO:

- [OrderItemAdjustmentLineItem](#)
- [OrderItemSummary](#)
- [OrderItemTaxLineItemSummary](#)

OrderItemRelationship

Describes a relationship between order products. This object is available in API version 58.0 and later.

Supported Calls

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


Special Access Rules

This object is available when Subscription Management is enabled.

Fields

Field	Details
AssociatedOrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the associated order product. This field is a relationship field. In a bundle relationship, this order product is the bundle component.</p> <p>Relationship Name AssociatedOrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>
AssociatedOrderItemPricing	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates how the associated order product is priced relative to the main order product. The value is informative; the system doesn't check whether the associated order product is included in the bundle price. Possible values are:</p> <ul style="list-style-type: none"> • IncludedInBundlePrice—The associated order product's cost is \$0 because it's included in the bundle's price. • NotIncludedInBundlePrice—The associated order product has a cost because it's not included in the bundle's price.
AssociatedOrderItemRole	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes the position of the associated order product in the relationship. Possible values are:</p> <ul style="list-style-type: none"> • BundleComponent—The associated order product is part of a bundle. • SetComponent—The associated order product is part of a set.

Field	Details
AssociatedQuantScaleMethod	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description How the quantity of the associated order product scales, relative to the main order product. The value is informative; the system doesn't check whether the scaled quantities are correct. Possible values are:</p> <ul style="list-style-type: none"> • Constant— The associated order's product quantity remains the same in relation to the main order product's quantity. For example, the main order product has a quantity of one and the associated order product has a quantity of one. • Proportional— The associated order's product quantity increases or decreases based on the main order product's quantity. For example, the main order product has a quantity of one and the associated order product has a quantity of two. In other words, there are two associated order products for every one main order product. <p>The default value is <code>Proportional</code>.</p>
MainOrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The main order product's unique identifier. This field is a relationship field. In a bundle relationship, this order product is the bundle parent.</p> <p>Relationship Name MainOrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>
MainOrderItemRole	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates the role of the main order product in the relationship. Possible values are:</p> <ul style="list-style-type: none"> • Bundle— The main order product is the bundle parent. • Set— The main order product is the set parent.

Field	Details
	 Note: Subscription Management doesn't support the <code>Set</code> value.
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the order product relationship.</p>
OrderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the related order. This field is a relationship field.</p> <p>Relationship Name Order</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
ProductRelationshipTypeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique identifier of the record that describes the relationship between the main and associated order products. This field is a relationship field.</p> <p>Relationship Name ProductRelationshipType</p> <p>Relationship Type Lookup</p> <p>Refers To ProductRelationshipType</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.

[OrderItemRelationshipChangeEvent](#)

Change events are available for the object.

[OrderItemRelationshipFeed](#)

Feed tracking is available for the object.

[OrderItemRelationshipHistory](#)

History is available for tracked fields of the object.

[OrderItemRelationshipOwnerSharingRule](#)

Sharing rules are available for the object.

[OrderItemRelationshipShare](#)

Sharing is available for the object.

OrderItemSummary

Represents the current properties and state of a product or charge on an OrderSummary. Corresponds to one or more order item objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce license is enabled.

Fields

Field	Details
AdjustedLineAmount	Type currency Properties Filter, Nillable, Sort Description Total, including adjustments but not tax, of the OrderItemSummary. This is a calculated field.
AdjustedLineAmtWithTax	Type currency Properties Filter, Nillable, Sort

Field	Details
	<p>Description</p> <p>Total price of the OrderItemSummary, inclusive of adjustments and tax. This amount is equal to AdjustedLineAmount + TotalAdjustedLineTaxAmount.</p> <p>This is a calculated field. This field is available in API version 49.0 and later.</p>
CurrencyIsoCode	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>Available only for orgs with the multicurrency feature enabled. ISO code for the currency of the OrderSummary associated with the OrderItemSummary.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>The default value is USD.</p> <p>This field is available in API version 49.0 and later.</p>
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 OrderItemSummary.</p> <p>This field can be edited.</p>
EndDate	<p>Type</p> <p>date</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>End date of the OrderItemSummary.</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
GrossUnitPrice	<p>Type</p> <p>currency</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Unit price, including tax, of the OrderItemSummary. This value is equal to UnitPrice + the amount of tax on the UnitPrice.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 49.0 and later.</p>
LineNumber	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The order line number assigned to this OrderItemSummary. For example, if this object is the third in the displayed list of OrderItemSummaries belonging to the OrderSummary, this value is 3.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
ListPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description List price of the product represented by this OrderItemSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the OrderItemSummary.</p>
OrderDeliveryGroupSummaryId	<p>Type reference</p>

Field	Details
	<p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderDeliveryGroupSummary to which this object belongs. This field is a relationship field.</p> <p>Relationship Name OrderDeliveryGroupSummary</p> <p>Relationship Type Lookup</p> <p>Refers To OrderDeliveryGroupSummary</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderSummary to which this object belongs. This field is a relationship field.</p> <p>Relationship Name OrderSummary</p> <p>Relationship Type Lookup</p> <p>Refers To OrderSummary</p>
OriginalOrderItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the original order item associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false. This field is a relationship field.</p> <p>Relationship Name OriginalOrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>

Field	Details
PricebookEntryId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the pricebook entry associated with this OrderItemSummary. This field is available in API version 54.0 and later. This field is a relationship field.</p> <p>Relationship Name PricebookEntry</p> <p>Relationship Type Lookup</p> <p>Refers To PricebookEntry</p>
Product2Id	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the product represented by this OrderItemSummary. This field is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProductCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Product code of the product represented by this OrderItemSummary.</p>
Quantity	<p>Type double</p> <p>Properties Filter, Sort</p>

Field	Details
	<p>Description</p> <p>Current total quantity of products represented by this order item summary. Equal to QuantityOrdered minus (QuantityCanceled and QuantityReturned).</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityAllocated	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>Allocated quantity on this order item summary. This quantity is associated with one or more FulfillmentOrderLineItems.</p> <p>If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityAvailableToCancel	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Quantity that can still be canceled on this OrderItemSummary. Equal to QuantityOrdered minus (QuantityCanceled and QuantityAllocated). This value duplicates QuantityAvailableToFulfill. This is a calculated field.</p>
QuantityAvailableToFulfill	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Quantity available to be fulfilled on this OrderItemSummary. Equal to QuantityOrdered minus (QuantityCanceled and QuantityAllocated). This value duplicates QuantityAvailableToCancel. This is a calculated field.</p>
QuantityAvailableToReship	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Quantity available to be reshipped on this OrderItemSummary. Equal to QuantityFulfilled minus (QuantityReshipped and QuantityReturnInitiated).</p> <p>This field is available in API version 53.0 and later. This is a calculated field.</p>
QuantityAvailableToReturn	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Quantity available to be returned on this OrderItemSummary. Equal to QuantityFulfilled minus QuantityReturnInitiated. This is a calculated field.</p>
QuantityCanceled	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>Canceled quantity on this OrderItemSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityFulfilled	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>Fulfilled quantity on this OrderItemSummary. This quantity can no longer be canceled.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityNetOrdered	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Quantity available to be allocated on this OrderItemSummary. Equal to QuantityOrdered minus QuantityCanceled.</p>

Field	Details
QuantityOrdered	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description Ordered quantity on this OrderItemSummary. It includes the originally ordered quantity plus any quantity added to the order later.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityReshipped	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Reshipped quantity on this OrderItemSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 53.0 and later.</p>
QuantityReturned	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description Returned quantity on this OrderItemSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
QuantityReturnInitiated	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description Quantity returned or pending return on this OrderItemSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>

Field	Details
QuantityShipped	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Quantity shipped on this OrderItemSummary. This field is available in API version 52.0 and later.</p>
ReservedAtLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reserved for future use.</p>
ServiceDate	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Service or start date of the OrderItemSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
Status	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Status of the OrderItemSummary. The default value is ORDERED. When a quantity value changes, each status formula is evaluated in order. If a formula is true, no more evaluations are performed for that change. Possible values and their formulas, in the order of evaluation, are:</p> <ul style="list-style-type: none"> • <code>RETURNINITIATED</code>—Return Initiated — (Quantity > 0) & (QuantityReturnInitiated = QuantityFulfilled) & (QuantityReturned < QuantityReturnInitiated) • <code>RESHIPED</code>—Reshipped — (QuantityReshipped = QuantityFullfilled) & (QuantityFullfilled > 0) & (QuantityReturnInitiated = 0) & (QuantityFullfilled = QuantityOrdered) • <code>RETURNED</code>—Returned — (Quantity = 0) & (QuantityReturned > 0)

Field	Details
	<ul style="list-style-type: none"> • CANCELED—Canceled — (Quantity = 0) & (QuantityCancelled > 0) & (QuantityReturned = 0) • FULFILLED—Fulfilled — (Quantity > 0) & ((QuantityOrdered - QuantityCancelled) <= QuantityFulfilled) • PARTIALLYFULFILLED—Partially Fulfilled — (QuantityFulfilled > 0) & (QuantityFulfilled < (QuantityOrdered - QuantityCancelled)) • ALLOCATED—Allocated — (Quantity > 0) & (Quantity <= QuantityAllocated) • PARTIALLYALLOCATED—Partially Allocated — (QuantityAllocated > 0) & (QuantityAllocated < Quantity) • ORDERED—Ordered — None of the other formulas apply • PAID—Paid — N/A
StockKeepingUnit	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The stock keeping unit (SKU) of the Product2 associated with the OrderItemSummary. This field is available in API version 49.0 and later.</p>
TotalAdjusted LineTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the AdjustedLineAmount. This is a calculated field.</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all price adjustments applied to this OrderItemSummary. This is a calculated field.</p>
TotalAdjustment AmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of all price adjustments applied to this OrderItemSummary, inclusive of tax. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount.</p>

Field	Details
	This field is available in API version 49.0 and later. This is a calculated field.
TotalAdjustmentDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all order-level price adjustments applied to this OrderItemSummary. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header. This is a calculated field.</p>
TotalAdjustmentDistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the order-level price adjustments applied to this OrderItemSummary, inclusive of tax. This amount is equal to TotalAdjustmentDistAmount + TotalAdjustmentDistTaxAmount. This field is available in API version 49.0 and later. This is a calculated field.</p>
TotalAdjustmentDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentDistAmount. This is a calculated field.</p>
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentAmount. This is a calculated field.</p>
TotalAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total price of the OrderItemSummary, inclusive of tax. This amount is equal to TotalPrice + TotalTaxAmount.</p>

Field	Details
	This field is available in API version 49.0 and later. This is a calculated field.
TotalLineAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all non-order-level price adjustments applied to this OrderItemSummary. This value includes OrderItemAdjustmentLineSummaries that don't belong to an OrderAdjustmentGroupSummary, or that belong to an OrderAdjustmentGroupSummary of type SplitLine. This is a calculated field.</p>
TotalLineAdjustmentAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all non-order-level price adjustments applied to this OrderItemSummary, inclusive of tax. This amount is equal to TotalLineAdjustmentAmount + TotalLineAdjustmentTaxAmount. This field is available in API version 49.0 and later. This is a calculated field.</p>
TotalLineAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalLineAdjustmentAmount. This is a calculated field.</p>
TotalLineAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, not including adjustments or tax, of the OrderItemSummary. If the OrderLifeCycleType field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
TotalLineAmountWithTax	<p>Type currency</p>

Field	Details
	Properties Filter, Nillable, Sort Description Total unadjusted amount of the OrderItemSummary, inclusive of tax. This amount is equal to TotalLineAmount + TotalLineTaxAmount. This field is available in API version 49.0 and later. This is a calculated field.
TotalLineTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalLineAmount. This is a calculated field.
TotalPrice	Type currency Properties Filter, Nillable, Sort Description Total, including adjustments but not tax, of the OrderItemSummary. This is a calculated field.
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the TotalPrice. This is a calculated field.
Type	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Type of the OrderItemSummary. Delivery Charge indicates that the OrderItemSummary represents a delivery charge. Fee indicates that it represents another type of fee, such as a return fee. Order Product indicates that it represents any other type of product, service, or charge. Each type corresponds to one type code, shown here in parentheses. Possible values are: <ul style="list-style-type: none"> • Delivery Charge (Charge) • Fee (Charge) This value is available in API v56.0 and later. • Order Product (Product)

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>
TypeCode	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Type code of the <code>OrderItemSummary</code>. Charge indicates that the <code>OrderItemSummary</code> represents a charge or fee. Product indicates that it represents any other type of product, service, or charge. A type code can be associated with one or more types.</p> <p>Possible values are:</p> <ul style="list-style-type: none">ChargeProduct <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>
UnitPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Unit price of the product represented by the <code>OrderItemSummary</code>.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>

- SEE ALSO:
- [FulfillmentOrderLineItem](#)
 - [OrderItem](#)
 - [OrderItemAdjustmentLineSummary](#)
 - [OrderItemTaxLineItemSummary](#)
 - [OrderSummary](#)

OrderItemSummaryChange

Represents a change to an `OrderItemSummary`, usually a reduction in quantity due to a cancel or return. Corresponds to a change order item. This object is available in API version 48.0 and later.

This object is used for calculations and doesn't have a default record page.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs.

Fields

Field	Details
ChangeOrderItemId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the associated change order item.</p>
ChangeType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Type of change represented by the OrderItemSummaryChange. Possible values are:</p> <ul style="list-style-type: none">• Add (available in API version 54.0 and later)• Cancel• DeliveryChargeAdjustment• ProductAdjustment• Return
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderSummary associated with the OrderItemSummaryChange. The default value is USD. Possible values are:</p> <ul style="list-style-type: none">• DKK—Danish Krone

Field	Details
	<ul style="list-style-type: none"> • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
IsPreFulfillment	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the change occurs before the OrderItemSummary has been fulfilled.</p>
OrderItemSummary ChangeNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the OrderItemSummaryChange.</p>
OrderItemSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderItemSummary to which the change applies.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderSummary to which the associated OrderItemSummary belongs.</p>
Reason	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Reason for the change. You can customize this list. The list has one default value:</p> <ul style="list-style-type: none"> • Unknown

Field	Details
ReasonText	Type string Properties Filter, Group, Sort Description Details about the reason for change.

SEE ALSO:

[OrderItem](#)

[OrderItemSummary](#)

OrderItemTaxLineItem

The tax amount that has been applied to an order item. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

To access Commerce Orders entities, your org must have a Salesforce Order Management license. Commerce Orders entities are available only in Lightning Experience.

Fields

Field	Details
Amount	Type currency Properties Create, Filter, Sort, Update Description The total amount of the tax line. The value is rounded to the nearest possible amount associated with the currency of the order item.
Description	Type textarea Properties Create, Nillable, Update

Field	Details
	Description Users can add a custom description to the record to provide additional detail.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the tax line.
OrderId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the parent order for the order item related to the tax line
OrderItemAdjustmentLineItemId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The order item adjustment line item that the tax line applies to.
OrderItemId	Type reference Properties Create, Filter, Group, Sort Description The order item that the tax line applies to.
Rate	Type percent Properties Create, Filter, Nillable, Sort, Update Description The percentage value of the tax. Null if the tax is a flat amount.
RelatedTaxLineItemId	Type reference Properties Filter, Group, Nillable, Sort

Field	Details
	Description The original order item tax line. Useful for reference in change order scenarios.
TaxEffectiveDate	Type date Properties Create, Filter, Group, Sort, Update Description The date used to calculate the effective tax rate. This field may require an update to accommodate different buyer time zones.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Shows whether the amount on the tax line is an estimate or the final calculated amount. Doesn't set a value by default. Users can define automation to set and change the value as needed. Possible values are: <ul style="list-style-type: none"> Actual Estimated

OrderItemTaxLineItemSummary

Represents the current tax on an OrderItemSummary or OrderItemAdjustmentLineSummary. Corresponds to one or more order item tax line items, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce license is enabled.

Fields

Field	Details
Amount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description Amount of tax represented by the OrderItemTaxLineItemSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description ISO code for the currency of the OrderSummary associated with the OrderItemTaxLineItemSummary. The default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Nillable, Update</p> <p>Description Description of the OrderItemTaxLineItemSummary. This field can be edited.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the OrderItemTaxLineItemSummary.</p>

Field	Details
OrderItemAdjustmentLineSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description If this object represents tax on an adjustment, this value is the ID of the OrderItemAdjustmentLineSummary to which the tax applies. If this value is null, the adjustment applies to an OrderItemSummary.</p>
OrderItemSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description If this object represents tax on an OrderItemSummary, this value is the ID of that OrderItemSummary. If this object represents tax on an adjustment, this value is the ID of the OrderItemSummary to which the adjustment applies.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the OrderSummary that the associated OrderItemSummary or OrderItemAdjustmentLineSummary belongs to.</p>
OriginalOrderItemTaxLineItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the original order item tax line item associated with this summary object. Nillable=true only if the associated order summary is unmanaged. For managed order summaries, nillable=false.</p>
Rate	<p>Type percent</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax rate used to calculate the Amount.</p>

Field	Details
	<p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>
<code>TaxEffectiveDate</code>	<p>Type date</p> <p>Properties Filter, Group, Sort</p> <p>Description Date on which the Amount was calculated. Important due to tax rate changes over time.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>
<code>Type</code>	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates whether the Amount is actual or estimated.</p> <p>Possible values are:</p> <ul style="list-style-type: none">ActualEstimated <p>If the <code>OrderLifeCycleType</code> field on the associated <code>OrderSummary</code> is set to <code>UNMANAGED</code>, then users with the <code>Edit Unmanaged Order Summaries</code> or <code>B2B Commerce Integrator</code> user permission can modify this field.</p>

SEE ALSO:

- [FulfillmentOrderItemTax](#)
- [OrderItemAdjustmentLineSummary](#)
- [OrderItemSummary](#)
- [OrderItemTaxLineItem](#)

OrderItemType

Shows whether the order product is a product line or charge line. This object is available in API version 48.0 and later.

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 order item type status value (<code>true</code>) or not (<code>false</code>) in the picklist.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Master label for this order item type status value. This display value is the internal label that doesn't get translated.</p>
SortOrder	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Number used to sort this value in the order item status picklist. These numbers aren't guaranteed to be sequential, as some previous contract status values might have been deleted.</p>
TypeCode	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Code indicating the type of order item. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none">• <code>Charge</code>—API Name <code>DeliveryCharge</code>.• <code>Product</code>—For API Name <code>Product</code>.

OrderOwnerSharingRule

Represents a rule which determines order sharing access for the order's owners.



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

Customer Portal users can't access this object.

Fields

Field	Details
<code>CreatedById</code>	<p>Type reference</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description ID of the creator of the order owner sharing rule.</p>
<code>CreatedDate</code>	<p>Type dateTime</p> <p>Properties Defaulted on create, Filter, Sort</p> <p>Description Date when the order owner sharing rule was created.</p>
<code>Description</code>	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	Description Description of the order owner sharing rule. Maximum length is 1,000 characters.
DeveloperName	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Name of the developer of the order owner sharing rule.
GroupId	Type reference Properties Create, Filter, Group, Sort Description ID of the group whose orders are shared.
Id	Type ID Properties Defaulted on create, Filter, Group, idLookup, Sort Description ID of the order owner sharing rule.
LastModifiedById	Type reference Properties Defaulted on create, Filter, Group, Sort Description ID of the user who last modified the order owner sharing rule.
LastModifiedDate	Type dateTime Properties Defaulted on create, Filter, Sort Description Date when the order owner sharing rule was last modified.
Name	Type string Properties Create, Filter, Group, idLookup, Namefield, Sort, Update

Field	Details
	Description Name of the order owner sharing rule. Maximum length is 80 characters.
OrderAccessLevel	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Access level for the order owner sharing rule.
SystemModstamp	Type dateTime Properties Defaulted on create, Filter, Sort Description System modification time for the order owner sharing rule.
UserOrGroupId	Type reference Properties Create, Filter, Group, Sort Description ID of the user or group with whom order access is shared.

Usage

Use this object to manage the sharing rules for orders. For example, the following code creates an order owner sharing rule between two public groups, which can also contain portal users.

```
OrderOwnerSharingRule rule = new OrderOwnerSharingRule();
rule.setName("RuleName"); // Set the sharing rule name
rule.setDeveloperName("RuleDeveloperName"); // Set the sharing rule developer name
rule.setGroupId("00Gx000000000000"); // Set the group of users to share records from
rule.setUserOrGroupId("00Gx000000000001"); // Set the group of users to share records to
rule.setOrderAccessLevel("Edit");
connection.create(rule);
```

SEE ALSO:

[Metadata API Developer Guide: SharingRules](#)

OrderPaymentSummary

Represents the current properties and state of payments using a single payment method that are applied to one OrderSummary. This object is available in API version 48.0 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.

Unlike most summary objects, an OrderPaymentSummary isn't related to a similarly named order payment object. Instead, it combines values from multiple payment objects that use the same payment method and apply to the same OrderSummary.

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 or if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
AuthorizationAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that has been authorized.
AuthorizationReversalAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the AuthorizationAmount that has been reversed.
AvailableToCaptureAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that's available to be captured. Equal to AuthorizationAmount minus (CapturedAmount and PendingCaptureAmount and

Field	Details
	AuthorizationReversalAmount and PendingReverseAuthAmount). However, if the calculated amount is a negative number, this value is 0.
AvailableToRefundAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that's available to be refunded. Equal to CapturedAmount plus PendingCaptureAmount minus (RefundedAmount and PendingRefundAmount). However, if the calculated amount is a negative number, this value is 0.</p>
BalanceAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total balance of all payments associated with this summary object.</p>
CapturedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that has been captured.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the OrderSummary associated with the OrderPaymentSummary. Order Management APIs and actions that create an OrderPaymentSummary for an OrderSummary set this value. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>This field is available in API version 49.0 and later.</p>

Field	Details
FullName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The full name of the payment method user.</p>
LastPaymentGatewayLogId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the most recent payment gateway log associated with the OrderPaymentSummary.</p>
LastPaymentGatewayMessage	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The most recent message received from the payment gateway associated with the OrderPaymentSummary.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last viewed a record related to this record. This field is available in API version 49.0 and later.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last viewed this record. A null value can mean that this record was only referenced (LastReferencedDate) and not viewed. This field is available in API version 49.0 and later.</p>
Method	<p>Type string</p>

Field	Details
	Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the OrderPaymentSummary.
OrderSummaryId	Type reference Properties Create, Filter, Group, Sort Description ID of the OrderSummary associated with the OrderPaymentSummary.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the user who currently owns this OrderPaymentSummary. Default value is the user logged in to the API to perform the create.
PaymentMethodId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the payment method associated with this OrderPaymentSummary.
PendingAuthorization Amount	Type currency Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that's pending authorization.
PendingCaptureAmount	Type currency Properties Filter, Nillable, Sort Description Amount of the OrderPaymentSummary that's pending capture.

Field	Details
PendingRefundAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that's pending refund.</p>
PendingReverseAuthAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the AuthorizationAmount that's pending reversal.</p>
RefundedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that was refunded.</p>
ReservedBalanceTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Calculated field that summarizes the ReservedBalanceAmount for all OrderPaymentSummaryReferences for the OrderPaymentSummary.</p>
Type	<p>Type string</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The payment method type associated with the OrderPaymentSummary. For example, <code>visa</code>, <code>mastercard</code>, <code>check</code>, or <code>giftcard</code>.</p>

Associated Objects

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

OrderPaymentSummaryFeed

Feed tracking is available for the object.

OrderPaymentSummaryOwnerSharingRule

Sharing rules are available for the object.

OrderPaymentSummaryShare

Sharing is available for the object.

SEE ALSO:

[OrderSummary](#)

[Payment](#)

[PaymentAuthorization](#)

[PaymentMethod](#)

OrderPaymentSummaryReference

OrderPaymentSummaryReference is a junction object that allows an order payment summary to be shared with another order summary. This object is available in API version 60.0 and later.

An order summary can share an order payment summary with any of its child order summaries (exchange order summaries). Each child can share the order payment summary with its children, and so on. Conceptually, the original order summary and its children form a tree structure, with the original order summary as the root node. If a new order payment summary is created for an exchange order summary anywhere in the tree, the new order payment summary can only be shared with that exchange order summary’s children (and their descendents), if any.

The purpose of the OrderPaymentSummaryReference object is to establish how order summaries share order payment summaries. This is only possible if the relationship between the two order summaries has already been established. A corresponding OrderSummaryRelationship record must already exist that relates a parent order summary (MainOrderSummary) with its child (AssociateOrderSummary). The record’s AssociatedRelationshipType field must be set to Exchange.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
AuthorizationAmount	Type currency

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that has been authorized.</p>
CapturedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Amount of the OrderPaymentSummary that has been captured.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the OrderSummary associated with the OrderPaymentSummary. Order Management APIs and actions that create an OrderPaymentSummary for an OrderSummary set this value. The default value is USD.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• EUR—Euro• USD—U.S. Dollar <p>The default value is USD.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last viewed a record related to this record.</p> <p>This field is available in API version 49.0 and later.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Timestamp when the current user last viewed this record. A null value can mean that this record was only referenced (LastReferencedDate) and not viewed.</p>

Field	Details
	This field is available in API version 49.0 and later.
Method	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the OrderPaymentSummary.</p>
OrderPaymentSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the OrderPaymentSummary shared with the OrderSummary (exchange order). This field is a relationship field.</p> <p>Relationship Name OrderPaymentSummary</p> <p>Relationship Type Lookup</p> <p>Refers To OrderPaymentSummary</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the OrderSummary (exchange order) that the OrderPaymentSummary is shared with. This field is a relationship field.</p> <p>Relationship Name OrderSummary</p> <p>Relationship Type Lookup</p> <p>Refers To OrderSummary</p>
RefundedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description Amount of the OrderPaymentSummary that was refunded.
ReservedBalanceAmount	Type currency
	Properties Create, Defaulted on create, Filter, Nillable, Sort, Update
	Description Balance amount limit to be reserved from the OrderPaymentSummary. If zero or not specified, the total OrderPaymentSummary balance is reserved.
Type	Type picklist
	Properties Create, Filter, Group, Restricted picklist, Sort, Update
	Description Type of reference between the OrderSummary and the OrderPaymentSummary. Possible values are: <ul style="list-style-type: none"> • Shared

OrderShare

Represents a sharing entry on an Order. This object is available in API version 48.0 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

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

Fields

Field	Details
OrderAccessLevel	Type picklist

Field	Details
	<p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Level of access that the user or group has to the order.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>All</code>—Owner. This value isn't valid when creating, updating, or deleting records. • <code>Edit</code>—Read/Write • <code>Read</code>—Read Only
OrderId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the order associated with this sharing entry. This field can't be updated.</p> <p>This is a relationship field.</p> <p>Relationship Name Order</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
RowCause	<p>Type picklist</p> <p>Properties 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.</p>
UserOrGroupId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the user or group that has been given access to the order. This field can't be updated.</p> <p>This is a polymorphic relationship field.</p>

Field	Details
	Relationship Name UserOrGroup
	Relationship Type Lookup
	Refers To Group, User

Usage

This object allows you to determine which users and groups can view or edit orders owned by other users.

If you attempt to create a record that matches an existing record, any modified fields are updated, the system returns the existing record.

OrderStatus

Represents the status of the order entity. This object is available in API version 48.0 and later.

Supported Calls

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

Fields

Field	Details
ApiName	Type string Properties Filter, Group, idLookup, Sort Description Uniquely identifies a picklist value so it can be retrieved without using an id or primary label.
IsDefault	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether this is the default order status value (<code>true</code>) or not (<code>false</code>) in the picklist.

Field	Details
MasterLabel	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Master label for this order status value. This display value is the internal label that doesn't get translated.</p>
SortOrder	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Number used to sort this value in the order status picklist. These numbers aren't guaranteed to be sequential, as some previous contract status values might have been deleted.</p>
StatusCode	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Status of the order.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Activated• Draft

Usage

This object represents a value in the order status picklist. The order status picklist provides additional information about the status of an Order, such as its current state (`Draft` or `Activated`). You can query these records to retrieve the set of values in the order status picklist, and then use that information while processing Order objects to determine more information about a given order. For example, the application could test whether a given order is activated based on its Status value and the value of the StatusCode property in the associated OrderStatus object.

OrderSummary

Represents the current properties and state of an order. Corresponds to one or more order objects, consisting of an original object and any change objects applicable to it. This object is available in API version 48.0 and later.

For performance and data integrity reasons, CRUD operations on OrderSummary records don't fire Apex triggers.

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 or if the B2B Commerce license is enabled.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the account or person account associated with the OrderSummary. It represents the shopper in the storefront.</p> <p>If the <code>OrderLifecycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
ActiveProcess ExceptionCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Total number of active process exceptions on the OrderSummary.</p> <p>This field is available in API version 50.0 and later.</p>
BillingAddress	<p>Type address</p> <p>Properties Filter, Nillable</p>

Field	Details
	<p>Description</p> <p>Billing address associated with the OrderSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
BillingCity	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Billing address city.</p>
BillingCountry	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Billing address country.</p>
BillingCountryCode	<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 ISO country code for the billing address. The default value is <code>US</code>.</p>
BillingEmailAddress	<p>Type</p> <p>email</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Email address on the billing address.</p>
BillingGeocodeAccuracy	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The accuracy of the geocode for the billing address.</p> <p>Possible values are:</p>

Field	Details
	<ul style="list-style-type: none"> • Address • Block • City • County • ExtendedZip • NearAddress • Neighborhood • State • Street • Unknown • Zip
BillingLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with BillingLongitude to specify the precise geolocation of the billing address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
BillingLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with BillingLatitude to specify the precise geolocation of the billing address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
BillingPhoneNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number of the billing address.</p>
BillingPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Billing address postal code.</p>

Field	Details
BillingState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Billing address state.</p>
BillingStateCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The ISO state or province code for the billing address.</p>
BillingStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Billing address street.</p>
BillToContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the Contact associated with the OrderSummary. It represents the shopper in the storefront when not using person accounts. If the <code>OrderLifecycleType</code> field is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field. This field is available in API version 49.0 and later.</p> <p>Relationship Name BillToContact</p> <p>Relationship Type Lookup</p> <p>Refers To Contact</p>
BusinessModel	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The business model of the OrderSummary.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • B2B • B2C <p>This field is available in API version 53.0 and later.</p>
ChangeOrderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Reserved for future use.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only with the multicurrency feature enabled. Contains the ISO code for the currency of the original Order associated with the OrderSummary.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>The default value is USD.</p> <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the OrderSummary.</p> <p>This field can be edited.</p>

Field	Details
ExternalReferenceIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description Used internally to prevent duplicate records. This value is case-sensitive. In API version 56.0 and later, for orders ingested from B2C Commerce, this value is set to <i>B2C realm ID + "_" + B2C instance ID + "@" + B2C Commerce catalog/domain ID + "@" + B2C Commerce order number</i>. In API version 55.0, the standard B2C Commerce integration set this value to "SFDC" + "@" + <i>nanotime</i> + "@" + <i>UUID</i> and High Scale Orders set it to the value used in later versions. This field is available in API version 54.0 and later.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount, including adjustments and tax, of the OrderSummary.</p>
IsSuspended	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the OrderSummary is suspended. The default value is false. This field is available in API version 50.0 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>

Field	Details
	Description The timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.
OrderedDate	Type dateTime Properties Filter, Nillable, Sort Description Date of the original order associated with this OrderSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.
OrderLifeCycleType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description Specifies whether the OrderSummary is managed by Salesforce Order Management (MANAGED) or by an external system (UNMANAGED). An unmanaged OrderSummary is stored in Salesforce for reference purposes. <ul style="list-style-type: none"> Some Order Management APIs reject input records that are associated with unmanaged OrderSummaries. Order Management does not update financial bucket fields on some records that are associated with unmanaged OrderSummaries. A user with the EditUnmanagedOrderSummaries or B2BCommerceIntegrator permission can edit certain fields on objects related to unmanaged OrderSummaries that are normally only accessible via APIs. Possible values are: <ul style="list-style-type: none"> MANAGED—Managed UNMANAGED—Unmanaged This field is available in API version 49.0 and later.
OrderNumber	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the OrderSummary.

Field	Details
OrderProductLineCount	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Total number of unique products ordered on this Order Summary. This field is available in API version 52.0 and later.</p>
OriginalOrderId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the original order associated with this OrderSummary. This field is a relationship field.</p> <p>Relationship Name OriginalOrder</p> <p>Relationship Type Lookup</p> <p>Refers To Order</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 currently owns this OrderSummary. Default value is the ID of 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>
PoDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Purchase order date associated with this OrderSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 52.0 and later.</p>
PoNumber	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Purchase order number associated with this OrderSummary.</p> <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p>
Pricebook2Id	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the pricebook associated with this OrderSummary.</p> <p>This field is available in API version 54.0 and later.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>Pricebook2</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Pricebook2</p>
RoutingAttempts	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The number of attempts that have been made to route the order summary to inventory locations.</p> <p>This field is available in API version 51.0 and later.</p>

Field	Details
SalesChannelId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the SalesChannel associated with this OrderSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field. This field is a relationship field.</p> <p>Relationship Name SalesChannel</p> <p>Relationship Type Lookup</p> <p>Refers To SalesChannel</p>
SalesStoreId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the RetailStore or WebStore associated with this OrderSummary. If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field. This field is a relationship field.</p> <p>Relationship Name SalesStore</p> <p>Relationship Type Lookup</p> <p>Refers To WebStore</p>
SourceProcess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes the order process that created the OrderSummary. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none"> • <code>Exchange</code> The OrderSummary was created by an Exchange process • <code>OrderOnBehalf</code> The OrderSummary was created by an Order on Behalf Of process • <code>Standard</code> The OrderSummary was not created by an Order on Behalf Of or Exchange process <p>This field is available in API version 57.0 and later.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Status of the order summary. Unlike the Status and Status Category fields on the order and FulfillmentOrder objects, this field is optional.</p> <p>We recommend that you use the same values in this picklist that you use in the Status picklist for the order object.</p>
TaxLocaleType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The system used to handle tax on the original Order associated with the OrderSummary. Gross usually applies to taxes like value-added tax (VAT), and Net usually applies to taxes like sales tax.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Gross</code> (displays most prices and taxes as combined values) • <code>Net</code> (displays most prices and taxes as separate values) <p>If the <code>OrderLifeCycleType</code> field on the associated OrderSummary is set to UNMANAGED, then users with the Edit Unmanaged Order Summaries or B2B Commerce Integrator user permission can modify this field.</p> <p>This field is available in API version 49.0 and later.</p>
TotalAdjDelivery AmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of all OrderItemSummaries of type Delivery Charge belonging to this OrderSummary, inclusive of item-level adjustments and tax. This amount is equal to TotalAdjustedDeliveryAmount + TotalAdjustedDeliveryTaxAmount.</p> <p>This field is available in API version 49.0 and later.</p>

Field	Details
TotalAdjDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of distributed adjustments applied to OrderItemSummaries belonging to this OrderSummary. This amount is equal to TotalProductAdjDistAmount plus TotalDeliveryAdjDistAmount.</p>
TotalAdjDistAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of distributed adjustments applied to OrderItemSummaries belonging to this OrderSummary, inclusive of tax. This amount is equal to TotalAdjDistAmount plus TotalAdjDistTaxAmount. This field is available in API version 49.0 and later.</p>
TotalAdjDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjDistAmount.</p>
TotalAdjFeeAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of all OrderItemSummaries of type Fee belonging to this OrderSummary, inclusive of item-level adjustments and tax. This amount is equal to TotalAdjustedFeeAmount plus TotalAdjustedFeeTaxAmount. This field is available in API version 56.0 and later.</p>
TotalAdjProductAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Total amount of all OrderItemSummaries of type code Product belonging to this OrderSummary, inclusive of item-level adjustments and tax. This amount is equal to TotalAdjustedProductAmount plus TotalAdjustedProductTaxAmount.</p> <p>This field is available in API version 49.0 and later.</p>
TotalAdjustedDeliveryAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total, including item-level adjustments but not order-level adjustments or tax, of all OrderItemSummaries of type Delivery Charge belonging to this OrderSummary.</p>
TotalAdjustedDeliveryTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the TotalAdjustedDeliveryAmount.</p>
TotalAdjustedFeeAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total, including item-level adjustments but not order-level adjustments or tax, of all OrderItemSummaries of type Fee belonging to this OrderSummary.</p> <p>This field is available in API version 56.0 and later.</p>
TotalAdjustedFeeTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the TotalAdjustedFeeAmount.</p> <p>This field is available in API version 56.0 and later.</p>
TotalAdjustedProductAmount	<p>Type</p> <p>currency</p>

Field	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total, including item-level adjustments but not order-level adjustments or tax, of all OrderItemSummaries of type code Product belonging to this OrderSummary.</p>
TotalAdjustedProductTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustedProductAmount.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments but not tax, of all OrderItemSummaries belonging to this OrderSummary. Equal to TotalAdjustedProductAmount plus TotalAdjustedFeeAmount plus TotalAdjustedDeliveryAmount.</p>
TotalDeliveryAdjDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all order-level price adjustments applied to OrderItemSummaries of type Delivery Charge belonging to this OrderSummary. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header.</p>
TotalDeliveryAdjDistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all order-level price adjustments applied to OrderItemSummaries of type Delivery Charge belonging to this OrderSummary, inclusive of tax. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header. It is equal to TotalDeliveryAdjDistAmount + TotalDeliveryAdjDistTaxAmount. This field is available in API version 49.0 and later.</p>

Field	Details
TotalDeliveryAdjDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalDeliveryAdjDistAmount.</p>
TotalDeliveryAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Sum of the Total Line Amounts of all OrderItemSummaries of type Delivery Charge belonging to this OrderSummary, not including adjustments or tax. This field is available in API version 54.0 and later.</p>
TotalDeliveryAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all OrderItemSummaries of type Delivery Charge belonging to this OrderSummary, including tax but not including adjustments. It is equal to TotalDeliveryAmount + TotalDeliveryTaxAmount. This field is available in API version 54.0 and later.</p>
TotalDeliveryTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalDeliveryAmount. This field is available in API version 54.0 and later.</p>
TotalFeeAdjDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Total of all order-level price adjustments applied to OrderItemSummaries of type Fee belonging to this OrderSummary. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header.</p> <p>This field is available in API version 56.0 and later.</p>
TotalFeeAdj DistAmtWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total of all order-level price adjustments applied to OrderItemSummaries of type Fee belonging to this OrderSummary, inclusive of tax. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header. It is equal to TotalFeeAdjDistAmount + TotalFeeAdjDistTaxAmount.</p> <p>This field is available in API version 56.0 and later.</p>
TotalFeeAdj DistTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the TotalFeeAdjDistAmount.</p> <p>This field is available in API version 56.0 and later.</p>
TotalFeeAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Sum of the Total Line Amounts of all OrderItemSummaries of type Fee belonging to this OrderSummary, not including adjustments or tax.</p> <p>This field is available in API version 56.0 and later.</p>
TotalFeeAmountWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total of all OrderItemSummaries of type Fee belonging to this OrderSummary, including tax but not including adjustments. It is equal to TotalFeeAmount + TotalFeeTaxAmount.</p>

Field	Details
	This field is available in API version 56.0 and later.
TotalFeeTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalFeeAmount. This field is available in API version 56.0 and later.</p>
TotalProductAdjDistAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all order-level price adjustments applied to OrderItemSummaries of type code Product belonging to this OrderSummary. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header.</p>
TotalProductAdjDistAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all order-level price adjustments applied to OrderItemSummaries of type code Product belonging to this OrderSummary, inclusive of tax. This value includes OrderItemAdjustmentLineSummaries that belong to OrderAdjustmentGroupSummaries of type Header. It is equal to TotalProductAdjDistAmount + TotalProductAdjDistTaxAmount. This field is available in API version 49.0 and later.</p>
TotalProductAdjDistTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalProductAdjDistAmount.</p>
TotalProductAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>Sum of the Total Line Amounts of all OrderItemSummaries of type code Product belonging to this OrderSummary, not including adjustments or tax.</p> <p>This field is available in API version 54.0 and later.</p>
TotalProductAmount WithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total of all OrderItemSummaries of type code Product belonging to this OrderSummary, including tax but not including adjustments. It is equal to TotalProductAmount + TotalProductTaxAmount.</p> <p>This field is available in API version 54.0 and later.</p>
TotalProductTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the TotalProductAmount.</p> <p>This field is available in API version 54.0 and later.</p>
TotalTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total tax on all OrderItemSummaries belonging to this OrderSummary. Equal to TotalAdjustedDeliveryTaxAmount plus TotalAdjustedFeeTaxAmount plus TotalAdjustedProductTaxAmount.</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.

OrderSummaryFeed

Feed tracking is available for the object.

OrderSummaryOwnerSharingRule

Sharing rules are available for the object.

OrderSummaryShare

Sharing is available for the object.

SEE ALSO:

- FulfillmentOrder
- Order
- OrderItemSummary
- OrderPaymentSummary
- OrderSummaryRoutingSchedule
- PendingOrderSummary
- SalesChannel

OrderSummaryAdditionalInfo

Stores information related to OrderSummary including context around the order, such as inventory reservation details, order origination, and other values that Einstein uses to perform order analysis. Only reservation details can be stored in this object. 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 only available in Salesforce Order Management orgs or if the B2B Commerce license is enabled.

Fields

Field	Details
CurrencyIsoCode	<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>ISO code for the currency of the OrderSummary associated with the OrderSummaryAdditionalInfo.</p> <p>Possible values are:</p> <ul style="list-style-type: none">GBP—British PoundUSD—U.S. Dollar <p>The default value is USD.</p>

Field	Details
InventoryReservationExtRef	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Holds an external reference identifier for tracking the inventory reservation.</p>
InventoryReservationIdentifier	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Inventory reservation identifier for the order, if available. Since this value can come from external systems, the value type has no lookup or enforcement.</p>
InventoryReservationMessage	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Holds any details or other relevant information that can further explain the status of the reservation.</p>
InventoryReservationState	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The status of the reservation, if available. Possible values are:</p> <ul style="list-style-type: none"> • DEFERRED • NOT_APPLICABLE • PERMANENT • TEMPORARY
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the OrderSummaryAdditionalInfo record.</p>

Field	Details
OrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Unique ID of the order associated with this record. This field is a relationship field.</p> <p>Relationship Name Order</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Unique ID of the associated OrderSummary to which the specific OrderSummaryAdditionalInfo applies. This field is a relationship field.</p> <p>Relationship Name OrderSummary</p> <p>Relationship Type Lookup</p> <p>Refers To OrderSummary</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 currently owns this record. Default value is the ID of the user who created the record. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Group, User

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.

[OrderSummaryAdditionalInfoFeed](#) on page 39

Feed tracking is available for the object.

[OrderSummaryAdditionalInfoOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[OrderSummaryAdditionalInfoShare](#) on page 50

Sharing is available for the object.

SEE ALSO:

[OrderSummary](#)

OrderSummaryRelationship

Junction object used to track how an original order summary (created before any exchanges have occurred) relates to other order summary objects in a chain of exchange orders. This object is available in API version 60.0 and later.

An exchange order is an OrderSummary object whose `SourceProcess` property is set to Exchange. An original order summary can have an exchange order, which in turn can have yet another exchange order, and so on. The OrderSummaryRelationship object maintains this relationship between OrderSummary objects.

Supported Calls

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

Special Access Rules

This object is only available in Salesforce Order Management orgs or if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
AssociatedOrderSummaryId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the associated OrderSummary. This field is a relationship field.</p> <p>Relationship Name AssociatedOrderSummary</p> <p>Relationship Type Lookup</p> <p>Refers To OrderSummary</p>
AssociatedOrderSummaryStatus	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Sort</p> <p>Description Status of the associated OrderSummary. Possible values are:</p> <ul style="list-style-type: none"> • Activated • Approved • Canceled • Created • Fulfilled • Returned • Waiting to Fulfill <p>The default value is Created.</p>
AssociatedRelationshipType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Relationship type of the associated OrderSummary. Possible values are:</p> <ul style="list-style-type: none"> • Exchange
CurrencyIsoCode	<p>Type picklist</p>

Field	Details
	<p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • EUR—Euro • USD—U.S. Dollar <p>The default value is USD.</p>
MainAttachedToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of an Order (Change Order) or a ReturnOrder that belongs to the parent OrderSummary (whose ID is stored in the <code>MainOrderSummaryId</code> field).</p> <p>This field is a polymorphic relationship field.</p> <p>Relationship Name MainAttachedTo</p> <p>Relationship Type Lookup</p> <p>Refers To Order, ReturnOrder</p>
MainOrderSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the associated OrderSummary's parent.</p> <p>This field is a relationship field.</p> <p>Relationship Name MainOrderSummary</p> <p>Relationship Type Lookup</p> <p>Refers To OrderSummary</p>

Field	Details
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description Name of the OrderSummaryRelationship.
RootOrderSummaryId	Type reference Properties Create, Filter, Group, Sort Description ID of the original OrderSummary that existed before any exchange orders were created. This field is a relationship field. Relationship Name RootOrderSummary Relationship Type Lookup Refers To OrderSummary

OrderSummaryRoutingSchedule

Represents an attempt to route an order summary to one or more inventory locations for fulfillment. You can use it to schedule future attempts and to record completed attempts. 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

This object is only available in Salesforce Order Management orgs or if the B2B Commerce license is enabled.

Fields

Field	Details
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 Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the order summary routing schedule.</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description (Master-Detail) The order summary associated with the routing schedule.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the User who currently owns this order summary routing schedule. Default value is the User logged in to the API to perform the create.</p>
Reason	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reason for the routing attempt. You can customize this list.</p> <p>The list has one default value:</p> <ul style="list-style-type: none">Unknown
ScheduleStatus	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Identifies whether this routing attempt has already run or is scheduled to run.</p> <p>Possible values are:</p> <ul style="list-style-type: none">ABANDONEDCOMPLETEDSCHEDULED
ScheduledDatetime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Identifies when this routing attempt was run or is scheduled to run. If the <code>ScheduleStatus</code> is ABANDONED or COMPLETED, then you can't modify this value.</p>

Associated Objects

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

[OrderSummaryRoutingScheduleOwnerSharingRule](#)

Sharing rules are available for the object.

[OrderSummaryRoutingScheduleShare](#)

Sharing is available for the object.

SEE ALSO:

[OrderSummary](#)

Organization

Represents key configuration information for an organization.

Executing a SOQL SELECT query returns the value of fields in this object, but no value is visible for some of the fields.

Supported Calls

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

Special Access Rules

Customer Portal users can't access this object.


Fields

Field	Details
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>
AllowsSelfServiceLogin	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Update</p> <p>Description Indicates whether the organization allows Self-Service login (<code>true</code>) or not (<code>false</code>).</p>
City	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description Name of the city for the organization's address.</p>
ComplianceBccEmail	<p>Type email</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description Email address for compliance blind carbon copies. Limit: 80 characters.</p>
Country	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Name of the country for the organization's address. Limit: 80 characters.</p>
CountryCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ISO country code for the organization's address. Enable state and country/territory picklists to use this field. For more information, see Enable and Disable State and Country/Territory Picklists in Salesforce Help.</p>
DailyWebToCaseCount	<p>Type int</p> <p>Properties Filter, Nillable</p> <p>Description The number of web form submissions that have been converted to cases for the day.</p>
DailyWebToCaseLimit	<p>Type int</p> <p>Properties Filter, Nillable</p> <p>Description The maximum number of web form submissions that can be converted to cases per day.</p>
DailyWebToLeadCount	<p>Type int</p>

Field	Details
	<p>Properties Filter, Nillable</p> <p>Description The number of web form submission that have been converted to leads for the day</p>
DailyWebToLeadLimit	<p>Type int</p> <p>Properties Filter, Nillable</p> <p>Description The maximum number of web form submissions that can be converted to leads per day.</p>
DefaultAccountAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description In API version 10.0 and later, represents the default access level for accounts, contracts, and assets. The possible values are:</p> <ul style="list-style-type: none"> • None • Read • Edit • ControlledByLeadOrContact • ControlledByCampaign <p>In versions before 10.0, DefaultAccountAndContactAccess represented this value.</p>
DefaultAccountAndContactAccess	<p>Type picklist</p> <p>Properties Filter, Nillable, Restricted picklist</p> <p>Description Default access level for accounts, contacts, contracts, and assets. This field is supported for backward compatibility only and is not available in API version 10.0 or later. In version 10.0 and later, use either DefaultAccountAccess or DefaultContactAccess.</p>

Field	Details
DefaultCalendarAccess	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Default access level for calendars. The possible values are listed, followed by the user interface labels in parentheses:</p> <ul style="list-style-type: none">• HideDetails (Hide Details)• HideDetailsInsert (Hide Details and Add Events)• ShowDetails (Show Details)• ShowDetailsInsert (Show Details and Add Events)• AllowEdits (Full Access)
DefaultCampaignAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Default access level for campaigns. The possible values are:</p> <ul style="list-style-type: none">• None• Read• Edit• All
DefaultCaseAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Default access level for cases. The possible values are:</p> <ul style="list-style-type: none">• None• Read• Edit• ReadEditTransfer
DefaultContactAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>Default access level for contacts. The possible values are:</p> <ul style="list-style-type: none">• None• Read• Edit• ControlledByParent <p>In versions before 10.0, DefaultAccountAndContactAccess represented this value.</p> <p> Note: When DefaultContactAccess is set to “Controlled by Parent,” you can’t update the ContactAccessLevel field.</p>
DefaultLeadAccess	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Default access level for leads. The possible values are:</p> <ul style="list-style-type: none">• NoneRead• Edit• ReadEditTransfer
DefaultLocaleSidKey	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Default locale SID key.</p>
DefaultOpportunityAccess	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Default access level for opportunities. The possible values are:</p> <ul style="list-style-type: none">• None• Read• Edit• ControlledByLeadOrContact

Field	Details
	<ul style="list-style-type: none"> ControlledByCampaign
DefaultPricebookAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Default access level for price books. The possible values are listed, followed by the user interface labels in parentheses:</p> <ul style="list-style-type: none"> None (No access) Read (Read only) ReadSelect (Use)
DefaultTerritoryCaseAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Default access level for cases associated with accounts in territories. The possible values are:</p> <ul style="list-style-type: none"> None Read Edit ControlledByLeadOrContact ControlledByCampaign
DefaultTerritoryContactAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Default access level for contacts associated with accounts in territories. The possible values are:</p> <ul style="list-style-type: none"> NoneRead Edit ControlledByLeadOrContact ControlledByCampaign <p> Note: When DefaultContactAccess is set to “Controlled by Parent” you can’t update this field.</p>



Field	Details
DefaultTerritoryOppAccess	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Default access level for opportunities in territories. Valid values:</p> <ul style="list-style-type: none">• NoneRead• Edit• ControlledByLeadOrContact• ControlledByCampaign
Division	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description The name of the division for this organization. This field is not related to the Division object.</p>
Fax	<p>Type phone</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description Fax number. Limit: 40 characters.</p>
FiscalYearStartMonth	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Number that corresponds to the month that this organization's fiscal year starts.</p>
HomepageHtml	<p>Type textarea</p> <p>Properties Nillable, Update</p>

Field	Details
	Description The Home tab custom links and company message for this organization.
InstanceName	Type string Properties Filter, Group, Nillable, Sort Description Read-only. The name of the instance. Available in API version 31.0 or later.
IsSandbox	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Read-only. Indicates whether the current organization is a sandbox (<code>true</code>) or production (<code>false</code>) instance. Available in API version 31.0 or later.
LanguageLocaleKey	Type picklist Properties Filter, Group, Restricted picklist, Sort, Update Description The same as <code>Language</code> , the two-to-five character code which represents the language and locale ISO code. This controls the language for labels displayed in an application.
LastWebToCaseDate	Type dateTime Properties Filter, Nillable Description The last date that a web form submission was converted to a case.
LastWebToLeadDate	Type dateTime Properties Filter, Nillable

Field	Details
	Description The last date that a web form submission was converted to a lead.
Latitude	Type double Properties Filter, Nillable, Sort, Update 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 .
Longitude	Type double Properties Filter, Nillable, Sort, Update 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 .
MaxActionsPerRule	Type int Properties Filter, Nillable Description Maximum number of actions per workflow, assignment, escalation, and auto-response rules. This field is unavailable in version 15.0 and later.
MaxRulesPerEntity	Type int Properties Filter, Nillable Description Maximum number of rules per object, inclusive of workflow, assignment, escalation, and auto-response rules. This field is unavailable in version 15.0 and later.
MonthlyPageViewsEntitlement	Type int

Field	Details
	<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. To access this field, Salesforce Sites must be enabled for your organization. This field is generally available in API versions 18.0 and later.</p>
MonthlyPageViewsUsed	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of page views used in the current calendar month for the sites in your organization. To access this field, Salesforce Sites must be enabled for your organization. This field is generally available in API versions 18.0 and later.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the organization.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, idLookup, 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 <i>namespacePrefix__componentName</i> 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 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.

Field	Details
	<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.
OrganizationType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Edition of the organization, for example Enterprise Edition or Unlimited Edition.</p>
Phone	<p>Type phone</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number for the organization.</p>
PostalCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description Postal code for the address of the organization. Limit: 20 characters.</p>
PreferencesAutoSelectIndividualOnMerge	<p>Type boolean</p> <p>Properties Filter, Update</p>
PreferencesEventScheduler	<p>Type boolean</p> <p>Properties Update</p> <p>Description Indicates whether opportunities require products (<code>true</code>) or not (<code>false</code>).</p>
PreferencesRequireOpportunityProducts	<p>Type boolean</p>

Field	Details
	Properties Filter, Update Description Indicates whether opportunities require products (<code>true</code>) or not (<code>false</code>).
PreferencesSlBrowserEnabled	Type boolean Properties Filter, Update Description Indicates whether the Salesforce mobile web is enabled for all users in your organization (<code>true</code>) or is disabled for all users (<code>false</code>). This field is available in API version 29.0 or later.
PreferencesTerminateOldestSession	Type boolean Properties Filter, Update Description Indicates whether the oldest login session is automatically closed when a policy specifying the maximum number of sessions is triggered. This field is available in API version 35.0 or later.  Note: As of API version 50.0, this field is removed.
PreferencesTransactionSecurityPolicy	Type boolean Properties Filter, Update Description Indicates whether the Transaction Security feature has been enabled. This field is available in API version 35.0 or later.  Note: As of API version 50.0, this field is removed.
PrimaryContact	Type string Properties Filter, Group, Nillable, Sort, Update

Field	Details
	Description Name of the primary contact for the organization. Limit: 80 characters.
ReceivesAdminInfoEmails	Type boolean Properties Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the organization receives administrator emails (<code>true</code>) or not (<code>false</code>).
ReceivesInfoEmails	Type boolean Properties Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the organization receives informational email from Salesforce (<code>true</code>) or not (<code>false</code>).
SelfServiceCasePlural	Type string Properties Filter, Nillable, Update Description The plural version of the term used to represent the Case object in the Self-Service portal.
SelfServiceCaseSingle	Type string Properties Filter, Nillable, Update Description The singular version of the term used to represent the Case object in the Self-Service portal.
SelfServiceCaseSubmitRecordTypeId	Type reference Properties Filter, Nillable, Update

Field	Details
	Description The ID of the record type associated with a case submitted via the Self-Service portal.
SelfServiceDefaultCaseOrigin	Type string Properties Filter, Nillable, Update Description The default origin of a case submitted via the Self-Service portal.
SelfServiceEmailSenderAddress	Type email Properties Filter, Nillable, Update Description The Self-Service email address from which new Self-Service user and password email messages are sent, such as support@acme.com.
SelfServiceEmailSenderName	Type string Properties Filter, Nillable, Update Description The name associated with the email address in the SelfServiceEmailSenderAddress field, such as Acme Customer Support.
SelfServiceEmailUserOnCaseCreationTemplateId	Type reference Properties Filter, Nillable, Update Description The ID of the email template used when email is sent to a Self-Service user when he or she creates a case.
SelfServiceEnabledForResponseRules	Type boolean Properties Filter, Nillable, Update

Field	Details
	Description Indicates whether the Self-Service portal is enabled for auto-response rules (<code>true</code>) or not (<code>false</code>).
<code>SelfServiceFeatureConfig</code>	Type int Properties Filter, Nillable, Update Description An integer representing the active Self-Service feature configuration for this organization.
<code>SelfServiceLogoutUrl</code>	Type url Properties Filter, Nillable, Update Description The Web page that displays when a Self-Service user logs out of the Self-Service portal.
<code>SelfServiceMaxNumSuggestions</code>	Type int Properties Filter, Nillable, Update Description The maximum number of suggested solutions allowed for a Self-Service case.
<code>SelfServiceNewCommentCheckedByDefault</code>	Type boolean Properties Defaulted on create, Filter, Update Description If <code>true</code> , When a customer notification is automatically sent when a new comment is added to a case.
<code>SelfServiceNewCommentTemplateId</code>	Type reference Properties Filter, Nillable, Update

Field	Details
	<p>Description</p> <p>The ID of the email template used to send a notification to Self-Service users when a public comment is added to one of their cases.</p>
SelfServiceNewPassTemplateId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Nillable, Update</p> <p>Description</p> <p>The ID of the email template used when new passwords are generated for Self-Service users.</p>
SelfServiceNewUserTemplateId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Nillable, Update</p> <p>Description</p> <p>The ID of the email template used when new Self-Service users are enabled.</p>
SelfServicePageHeight	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Nillable, Update</p> <p>Description</p> <p>The maximum height in pixels of Self-Service pages.</p>
SelfServicePageWidth	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Nillable, Update</p> <p>Description</p> <p>The maximum width in pixels of Self-Service pages.</p>
SelfServiceSelfClosedCaseStatus	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Nillable, Update</p> <p>Description</p> <p>The default status for cases closed by Self-Service users.</p>

Field	Details
SelfServiceSolutionCategoryAvailable	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Update</p> <p>Description Indicates whether solution categories are available in the Self-Service portal (<code>true</code>) or not (<code>false</code>).</p>
SelfServiceSolutionCategoryStartNodeId	<p>Type reference</p> <p>Properties Filter, Nillable, Update</p> <p>Description The ID of the top-level category in the Self-Service portal.</p>
SelfServiceSolutionPlural	<p>Type string</p> <p>Properties Filter, Nillable, Update</p> <p>Description The plural version of the term used to represent the Solution object in the Self-Service portal.</p>
SelfServiceSolutionSingle	<p>Type string</p> <p>Properties Filter, Nillable, Update</p> <p>Description The singular version of the term used to represent the Solution object in the Self-Service portal.</p>
SelfServiceStyleSheetUrl	<p>Type url</p> <p>Properties Filter, Nillable, Update</p> <p>Description The public URL of your organization's Self-Service portal stylesheet.</p>
SelfServiceWelcomePageConfig	<p>Type int</p> <p>Properties Filter, Nillable, Update</p>

Field	Details
	Description Integer that represents the welcome page configuration for the Self-Service portal.
SelfServiceWelcomeText	Type string Properties Filter, Nillable, Update Description The custom welcome message displayed at the top of the Self-Service home page when Self-Service users log in. Limit: 32,000 characters.
SignupCountryIsoCode	Type string Properties Filter, Group, Nillable, Sort Description The ISO country code specified by the user for a sign-up request.
State	Type string Properties Filter, Group, Nillable, Sort, Update Description State of the address of the organization. Limit: 80 characters.
StateCode	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The ISO state code for the organization's address.
Street	Type textarea Properties Filter, Group, Nillable, Sort, Update Description Street address for the organization. Limit: 255 characters.

Field	Details
TrialExpirationDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date that this organization's trial license expires.</p>
TimeZoneSidKey	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Identifies the default time zone of the organization.</p>
UiSkin	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The user interface theme selected for the organization.</p>
UsesStartDateAsFiscalYearName	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the calendar year when the fiscal year begins is referred to as the year of the company's fiscal year (<code>true</code>) or not (<code>false</code>). For example, if the fiscal year begins in February 2006, a <code>true</code> value means the fiscal year is FY2006, and a <code>false</code> value means the fiscal year is FY2007.</p>
UsesWebToCase	<p>Type boolean</p> <p>Properties Filter, Nillable, Update</p> <p>Description Indicates whether this organization can use Web-to-Case (<code>true</code>) or not (<code>false</code>).</p>

Field	Details
UsesWebToLead	<p>Type boolean</p> <p>Properties Filter, Nillable, Update</p> <p>Description Indicates whether this organization can use Web-to-Lead (<code>true</code>) or not (<code>false</code>).</p>
WebToCaseAssignedEmailTemplateId	<p>Type reference</p> <p>Properties Filter, Nillable, Update</p> <p>Description The ID of the email template used when a new case is assigned to a user via Web-to-Case.</p>
WebToCaseCreatedEmailTemplateId	<p>Type reference</p> <p>Properties Filter, Nillable, Update</p> <p>Description The ID of the email template used when a new case is created via Web-to-Case.</p>
WebToCaseDefaultCreatorId	<p>Type reference</p> <p>Properties Filter, Nillable, Update</p> <p>Description The ID of the user specified as the default creator of cases created via Web-to-Case.</p>
WebToCaseDefaultOrigin	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description The default value for the Case Origin field on cases submitted via Web-to-Case. Limit: 40 characters.</p>

Usage

Query this object to obtain information about an organization's settings. Only one organization object exists per organization.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

OrgDeleteRequest

Represents a request to delete a developer edition (DE) org. This object is available in API version 42.0 and later. It is available only in Developer and Database.com editions.

Supported Calls

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

Fields

Field Name	Details
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The auto-generated ID of this OrgDeleteRequest object.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort Description The ID of the user who initiated the org delete request.
RequestType	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description Specifies whether you want to deactivate or reactivate the org. When you deactivate an org, you have 30 days to change your mind and reactivate it. After 30 days, the org is locked, and you must contact Salesforce Customer Support to reactivate it. After 60 days, the org is permanently deleted from Salesforce servers.

Field Name	Details
	Valid values: <ul style="list-style-type: none">• Deactivate• Reactivate

Associated Objects

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

[OrgDeleteRequestOwnerSharingRule](#)

Sharing rules are available for the object.

[OrgDeleteRequestShare](#)

Sharing is available for the object.

OrgEmailAddressSecurity

Defines the assignment of a user profile to an org-wide email address. This object is available in API version 58.0 and later.

Supported Calls

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

Special Access Rules

Only authenticated users with the View Setup and Configuration permission can access this object.

Fields

Field	Details
OrgWideEmailAddressId	Type reference Properties Create, Filter, Group, Sort Description The ID of an organization-wide email address. This field is a relationship field. Relationship Name OrgWideEmailAddress Relationship Type Lookup

Field	Details
	Refers To OrgWideEmailAddress
ParentId	Type reference Properties Create, Filter, Group, Sort Description The profile ID that's allowed to use an organization-wide email address. This field is a relationship field. Relationship Name Parent Relationship Type Lookup Refers To Profile

Usage

You can use this object with OrgWideEmailAddress and Profile objects to retrieve user profiles that have access to a specific org-wide email address. To find specific users, use the `ProfileId` field on the User object.

You can also retrieve the org-wide email addresses that a specific user can access. Note that any users assigned to those org-wide email addresses via permission set aren't returned.

OrgWideEmailAddress

Represents an organization-wide email address for user profiles.

Supported Calls

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

Special Access Rules

Only authenticated users with the View Setup and Configuration permission can access this object.

Fields

Field	Details
Address	<p>Type email</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description An email alias that can be used by users of your org.</p>
DisplayName	<p>Type string</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The name used to identify the sender of the email.</p>
IsAllowAllProfiles	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If <code>true</code>, any user profile in your organization can use this object. If <code>false</code>, only specified user profiles can use this object when sending email. If you do not have the appropriate user profile, you can't use this object. The default value is <code>false</code>.</p>
IsVerified	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the email address has been verified by its owner. The default value is false. This field is available in API version 58.0 and later.</p> <p>Purpose Picklist Possible values are DefaultNoreply, UserSelection, UserSelectionAndDefaultNoReply</p>
Purpose	<p>Type picklist</p>

Field	Details
	Properties Create, Filter, Group, Restricted picklist, Sort, Update
	Description Indicates how an email address can be used. <code>UserSelection</code> allows users with the correct profile to select the address as the From address for an email. Possible values are <code>DefaultNoreply</code> , <code>UserSelection</code> , <code>UserSelectionAndDefaultNoReply</code> .

Usage

This object represents an email alias to use as the From address for an email, which can be selected by users with a user profile. You can pass in the `OrgWideEmailAddress` ID when calling `sendEmail()` for a `SingleEmailMessage`.

OutOfOffice

Represents a user-set value on a profile that shows when the user intends to be out of the office. This object is available in API version 41.0 and later.

Supported Calls

`create()`, `delete()`, `query()`, `undelete()`, `upsert()`, `update()`

Special Access Rules

In Lightning Experience, lets users set a message next to their name in Chatter to show when they plan to be out of the office. The message appears in Lightning Experience, Salesforce Classic, and mobile views. Messages expire automatically after their end date. You can control whether out-of-office functionality is available to your users. Set it up in the Out of Office section in **Setup > Chatter Settings**.

Only internal users can set an out-of-office message.

Fields

Field Name	Details
<code>EndDate</code>	Type dateTime Properties Create, Filter, Sort, Update Description The date of the last day a person is out of the office. After the message expires, it goes away automatically.

Field Name	Details
IsEnabled	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create</p> <p>Description</p> <p>Indicates whether an out-of-office message can be displayed for a user. The default value is <code>true</code>.</p>
Message	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The message portion of the out-of-office message. This text, along with start and end dates, is appended to the user's name in the Salesforce user interface. The maximum length of this string is 40 characters.</p>
StartDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Create, Filter, Sort, Update</p> <p>Description</p> <p>The date of the first day a person is out of the office.</p>
UserId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The ID of the user associated with the out-of-office message.</p>

Usage

- Maximum message length is 60 characters.
- Users can set only their own out-of-office message. An admin can set an out-of-office message for any user.
- The out-of-office message can be set only for internal users.

OutgoingEmail

For internal use only.

OutgoingEmailRelation

For internal use only.

OwnedContentDocument

Represents a file owned by a user. This object is available in version 30.0 and later.

Supported Calls

describeSObjects()

Fields

Field Name	Details
ContentDocumentId	<div><div>Type</div><div>reference</div><div>Properties</div><div>Filter, Group, Nillable, Sort</div><div>Description</div><div>ID of the document.</div><div>This is a relationship field.</div><div>Relationship Name</div><div>ContentDocument</div><div>Relationship Type</div><div>Lookup</div><div>Refers To</div><div>ContentDocument</div></div>
ContentSize	<div><div>Type</div><div>int</div><div>Properties</div><div>Filter, Group, Nillable, Sort</div><div>Description</div><div>Size of the document in bytes.</div></div>
ContentUrl	<div><div>Type</div><div>url</div><div>Properties</div><div>Filter, Group, Nillable, Sort</div></div>

Field Name	Details
	Description URL for links and Google Docs. This field is set only for links and Google Docs, and is one of the fields that determine the <code>FileType</code> . This field is available in API version 31.0 and later.
<code>ExternalDataSourceName</code>	Type string Properties Filter, Group, Nillable, Sort Description Name of the external data source in which the document is stored. This field is set only for external documents that are connected to Salesforce. This field is available in API version 32.0 and later.
<code>ExternalDataSourceType</code>	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Type of external data source in which the document is stored. This field is set only for external documents that are connected to Salesforce. This field is available in API version 35.0 and later.
<code>FileExtension</code>	Type string Properties Filter, Group, Nillable, Sort Description File extension of the document. This field is available in API version 31.0 and later.
<code>FileType</code>	Type string Properties Filter, Group, Nillable, Sort Description Type of document, determined by the file extension.
<code>OwnerId</code>	Type reference

Field Name	Details
	Properties Filter, Group, Sort Description ID of the owner of the document. This is a relationship field. Relationship Name Owner Relationship Type Lookup Refers To User
Title	Type string Properties Filter, Group, idLookup, Sort Description Title of the document.

OwnerChangeOptionInfo

Represents default and optional actions that can be performed when a record's owner is changed. Available in API version 35.0 and later, but to query for change owner metadata, use the OwnerChangeOptionInfo object in Tooling API instead. For more information, see [OwnerChangeOptionInfo](#) in the Tooling API.

Supported Calls

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

Use `EntityId` or `DurableId` when querying this object.

PackageLicense

Represents a license for an installed managed package. This object is available in API version 31.0 and later.

Supported Calls

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

Special Access Rules

Customer Portal users can't access this object.

Fields

Field Name	Details
AllowedLicenses	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description The number of users allowed to use the package.</p>
ExpirationDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time when the package license expires.</p>
IsAvailableForIntegrations	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Reserved for future use.</p>
IsProvisioned	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Reserved for internal use.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The namespace prefix associated with the package.</p>

Field Name	Details
Status	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The status of the license. Possible values are: Active, Expired, Free, and Trial.
UsedLicenses	Type int Properties Filter, Group, Sort Description The number of users who have a license to the package.

Usage

Use this object to determine the number of licenses allowed and in use for a managed package installed in your organization.

The following example demonstrates the use of the API to manage licenses for a package. The example defines an Apex class that does the following.

- Retrieves the PackageLicense record for the specified package (identified by its namespace prefix).
- Defines a function that returns a list of all users with the specified profile.
- Creates a UserPackageLicense record for each user with that profile, which has the effect of assigning a license for the package to all users with that profile.
- Returns an error message if the number of users exceeds the number of available licenses.

```
public class AssignPackageLicense {

    static String PACKAGE_NAMESPACE_PREFIX = 'acme_101';
    static String PROFILE_ID = '00exx000000jz1SAAQ';
    public static String exceptionText {get; set;}

    public AssignPackageLicense() {
        exceptionText = 'Initialized';
    }

    static List<User> getUsersWithProfile(){
        String userQuery = 'SELECT Id FROM User WHERE ProfileId = :PROFILE_ID';
        List<User> matchingUsers = new List<User>();
        matchingUsers = [SELECT Id FROM User WHERE ProfileId = :PROFILE_ID];
        return matchingUsers;
    }

    public static void assignLicenseByProfile() {
        //find the PackageLicense Id
        PackageLicense pl = [SELECT Id, NamespacePrefix, AllowedLicenses, UsedLicenses,
```

```

        ExpirationDate, Status FROM PackageLicense WHERE
        NamespacePrefix = :PACKAGE_NAMESPACE_PREFIX];
System.assert(pl != null, 'PackageLicense cannot be null.');
```

List<User> usersToAssignLicenses = getUsersWithProfile();

List<UserPackageLicense> firstUPLs = new List<UserPackageLicense>();

//create a new UserPackageLicense record for each user with the specified profile

```

for (Integer i = 0; i < usersToAssignLicenses.size(); i++){
    UserPackageLicense upl = new UserPackageLicense();
    upl.PackageLicenseId = pl.Id;
    upl.UserId = usersToAssignLicenses[i].Id;
    firstUPLs.add(upl);
}

try {
    //bulk insert
    insert(firstUPLs);
} catch(DmlException e) {
    for (Integer i = 0; i < e.getNumDml(); i++) {
        // process exception here
        System.debug(e.getDmlMessage(i));
        String status = e.getDmlStatusCode(i);
        System.debug(status + ' ' + e.getDmlMessage(i));
        if(status.equals('LICENSE_LIMIT_EXCEEDED')){
            exceptionText = 'You tried to assign more licenses than available. '
            + ' You tried to create ' + firstUPLs.size() + ' licenses but only have '
            + (pl.AllowedLicenses - pl.UsedLicenses) + ' licenses free.';
            System.debug(exceptionText);
        }
    }
}
}
}
}

```

PackagePushError

Represents an error encountered during a push request. The number of PackagePushError records created depends on the number of push jobs in the request that result in an error.

Supported Calls

describeSObjects(), query(), retrieve()

Special Access Rules

To initiate a push upgrade for a first-generation managed package, the Upload AppExchange Packages user permission is required.

To initiate a push upgrade for an unlocked or second-generation managed package, the Create and Update Second-Generation Packages user permission is required.

The push upgrade feature is only available to first- and second-generation managed packages that have passed AppExchange security review. To enable push upgrades for your managed package, log a support case in the [Salesforce Partner Community](#).

For unlocked packages, push upgrades are enabled by default.

Fields

Field Name	Details
ErrorDetails	Type string Properties Nillable, Sort Description Explanation of the error.
ErrorMessage	Type string Properties Nillable, Sort Description The error code that appears in the API.
ErrorSeverity	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Valid values are: <ul style="list-style-type: none">ErrorWarning
ErrorTitle	Type string Properties Nillable, Sort Description The error message title that appears in the API.
ErrorType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort

Field Name	Details
	Description Valid values are: <ul style="list-style-type: none"> ApexTestFailure DeployError FeatureMissing IneligibleUpgrade LimitExceeded LockingFailure PACError UnclassifiedError
PackagePushJobId	Type reference Properties Filter, Group, Nillable, Sort Description Required. The parent push job record ID.

Usage

Suppose that your push upgrade request wasn't successful due to some of its jobs failing. Let's write some code to find out what those errors were.

This code sample uses the Web Services Connector (WSC).

```
// Retrieves all PackagePushError objects associated with the PackagePushJob with the given
// ID
final String PACKAGE_PUSH_ERROR_QUERY = "Select ErrorMessage, ErrorDetails, ErrorTitle,"
+ " ErrorSeverity, ErrorType from PackagePushError where PackagePushJobId = '%s'";

// job is a PackagePushJob instance
QueryResult queryResult = conn.query(String.format(PACKAGE_PUSH_ERROR_QUERY, job.getId()));

StringBuilder errorMessages = new StringBuilder();
errorMessages.append("Errors for PackagePushJob [").append(job.getId()).append("]:")
.append("\n");

// There can be multiple PackagePushErrors for a given PackagePushJob
for(SObject r : queryResult.getRecords()) {
    PackagePushError e = (PackagePushError) r;
    errorMessages.append("Title: ").append(e.getErrorTitle()).append("\n");
    errorMessages.append("Severity: ").append(e.getErrorSeverity()).append("\n");
    errorMessages.append("Type: ").append(e.getErrorType()).append("\n");
    errorMessages.append("Message: ").append(e.getErrorMessage()).append("\n");
    errorMessages.append("Details: ").append(e.getErrorDetails()).append("\n");
}
```



```

    errorMessages.append("\n");
}

String errors errorMessages.toString();

```

PackagePushJob

Represents an individual push job for upgrading a package in an org from one version to another version. There can be multiple push jobs created for one push request. For example, if you want to upgrade five orgs as part of one push, you have one PackagePushRequest record and five PackagePushJob records.

Supported Calls

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

Special Access Rules

To initiate a push upgrade for a first-generation managed package, the Upload AppExchange Packages user permission is required.

To initiate a push upgrade for an unlocked or second-generation managed package, the Create and Update Second-Generation Packages user permission is required.

The push upgrade feature is only available to first- and second-generation managed packages that have passed AppExchange security review. To enable push upgrades for your managed package, log a support case in the [Salesforce Partner Community](#).

For unlocked packages, push upgrades are enabled by default.

Fields

Field Name	Details
DurationSeconds	Type int Properties Group, Nillable Description The length of time in seconds, that the push upgrade took to complete. This field is new in API version 51.0.
EndTime	Type dateTime Properties Create, Nillable, Update Description The date and time (UTC) at which the push upgrade ended, in ISO 8601 format. This field is new in API version 51.0.

Field Name	Details
PackagePushRequestId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required. The ID of the parent push request record that must have been created.</p>
StartTime	<p>Type dateTime</p> <p>Properties Create, Nillable, Update</p> <p>Description The date and time (UTC) at which the push upgrade started, in ISO 8601 format. This field is new in API version 51.0.</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The status of the job. Valid values are:</p> <ul style="list-style-type: none">• Canceled• Created (default)• Failed• In Progress• Pending• Succeeded <p>Don't specify this value when you create the push job. The default value of <code>Created</code> is used.</p>
SubscriberOrganizationKey	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required. The organization key of the org where the package is upgraded. This references <code>orgKey</code> in <code>PackageSubscriber</code>.</p>

Usage

Suppose that you want to push version 3.4.6 of your package to all orgs. You've already identified the orgs eligible for the upgrade by using `MetadataPackageVersion` and created the push request using `PackagePushRequest`. Now let's write some code to create a push job for each eligible org.

This code sample uses the Web Services Connector (WSC).

```
PackageSubscriber[] subscribers = new PackageSubscriber[];

// ... populate eligible and desired subscribers

// Create the PackagePushJob array
PackagePushJob[] jobs = new PackagePushJob[subscribers.length];

for (int i = 0; i < subscribers.length; i++) {
    // create a job for each subscriber...
    PackagePushJob job = new PackagePushJob();
    // ... associate it to the PackagePushRequest ppr...
    job.setPackagePushRequestId(ppr.getId());
    // ... and add the orgKey
    job.setSubscriberOrganizationKey(subscribers[i].getOrgKey());
    jobs[i] = job;
}

// Save the jobs
SaveResult[] saveResults = conn.create(jobs);

// Add the newly generated id's to the PackagePushJob objects
for (int i = 0; i < saveResults.length; i++) {
    if (saveResults[i].isSuccess()) {
        jobs[i].setId(saveResults[i].getId());
    }
}
```

Or, if you're using REST API, submit a POST request to the `PackagePushJob sObject` endpoint, as in the following example. SOAP API is also supported. This example returns the push job ID (starting with ODX) that is required to query the status of the job.

```
POST
/services/data/v38.0/objects/packagepushjob/
{
  "PackagePushRequestId" : "0DV...",
  "SubscriberOrganizationKey" : "00DR00..."
}
```

Checking the Status of a Push Job

To check the job status, simply query the `Status` field. For example:

```
SELECT Id, Status FROM PackagePushJob WHERE PackagePushRequestId = '0DV...'
```

Here's an example in Java.

```
// Finds the status of the PackagePushJob with the given id
String PACKAGE_PUSH_JOB_STATUS_QUERY = "Select status from PackagePushJob where Id = '%s'";

// job is a PackagePushJob instance
```

```
QueryResult queryResult = conn.query(String.format(PACKAGE_PUSH_JOB_STATUS_QUERY,
job.getId()));

// extract the status from the QueryResult
String status = ((PackagePushJob) queryResult.getRecords()[0]).getStatus();

// optionally, update the PackagePushJob instance with the latest status
job.setStatus(status);
```

You can also continuously poll the job status until the job is done. The following Java example polls the status every 10 seconds.

```
// The set of states that indicate a PackagePushJob has completed
final Set<String> TERMINAL_STATES = new HashSet<>();
TERMINAL_STATES.add("Succeeded");
TERMINAL_STATES.add("Failed");
TERMINAL_STATES.add("Canceled");

String status = queryJobStatus(job); // this method returns the status as retrieved in the
previous code sample

// If the status is not one of the completed statuses...
while(!TERMINAL_STATES.contains(status)) {
    Thread.sleep(10 * 1000); // ... wait 10 seconds and try again
    status = queryJobStatus(job);
}
```

PackagePushRequest

Represents the push request for upgrading a package in one or many orgs from one version to another version.

Supported Calls

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

Special Access Rules

To initiate a push upgrade for a first-generation managed package, the Upload AppExchange Packages user permission is required.

To initiate a push upgrade for an unlocked or second-generation managed package, the Create and Update Second-Generation Packages user permission is required.

The push upgrade feature is only available to first- and second-generation managed packages that have passed AppExchange security review. To enable push upgrades for your managed package, log a support case in the [Salesforce Partner Community](#).

For unlocked packages, push upgrades are enabled by default.

Fields

Field Name	Details
DurationSeconds	<p>Type int</p> <p>Properties Group, Nillable</p> <p>Description The length of time in seconds, that the push upgrade took to complete. This field is new in API version 51.0.</p>
EndTime	<p>Type dateTime</p> <p>Properties Create, Nillable, Update</p> <p>Description The date and time (UTC) at which the push upgrade ended, in ISO 8601 format. This field is new in API version 51.0.</p>
PackageVersionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required. The non-beta, non-deprecated package version that the package is being upgraded to.</p>
ScheduledStartTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time (UTC) at which the push request is processed, in ISO 8601 format. Set this value to the earliest time that you want Salesforce to attempt to start the push. As a best practice, schedule pushes at off-peak hours like 1:00 AM Saturday. If you don't specify a value, the push starts when the package push request's Status is set to Pending.</p>
StartTime	<p>Type dateTime</p> <p>Properties Create, Nillable, Update</p>

Field Name	Details
	Description The date and time (UTC) at which the push upgrade actually started, in ISO 8601 format. This field is new in API version 51.0.
Status	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The status of the push. Valid values are: <ul style="list-style-type: none"> • Canceled • Created (default) • Failed • In Progress • Pending • Succeeded Don't specify this value when you create the push request. The default value of Created is used. Later, change the status to Pending to schedule the push upgrade.

Usage

Suppose that you want to push version 3.4.6 of your package to all orgs. You've already identified the orgs eligible for the upgrade by using `MetadataPackageVersion`. Now let's write some code to create a push request, which holds a push job for each eligible org.

This code sample uses the Web Services Connector (WSC).

```
// Create a new PackagePushRequest for the versionId to upgrade to
// (for example, versionId is the "04t..." id of version
// 3.4.6 of the package
PackagePushRequest ppr = new PackagePushRequest();
ppr.setPackageVersionId(versionId);

// Optionally, set the start time of the PackagePushRequest to schedule it to begin
// automatically; scheduledStartTime is a java.util.Calendar instance
ppr.setScheduledStartTime(scheduledStartTime);

// Save the PackagePushRequest
SaveResult[] saveResults = conn.create(new SObject[] { ppr });
if (saveResults[0].isSuccess()) {
    // Add the newly generated Id to the object
    ppr.setId(saveResults[0].getId());
} else {
    for (Error error : saveResults[0].getErrors()) {
        System.out.println(error.getMessage());
    }
}
```

Or, if you're using REST API, submit a POST request to the PackagePushRequest sObject endpoint, as in the following example. SOAP API is also supported.

This example returns the push request ID (starting with ODV) that's required to create push jobs.

```
POST
/services/data/v38.0/objects/packagepushrequest/
{
  "PackageVersionId" : "04t...",
  "ScheduledStartTime" : "2016-08-24T21:00:00"
}
```

As your next step, create a push job for each eligible subscriber you want to upgrade using PackagePushJob.

Scheduling the Push Upgrade

To signal that the push upgrade is ready to be processed, change the status of the push request to Pending. If you didn't set a ScheduledStartTime, the push upgrade starts immediately after you change the status.

See the following Java example.

```
// ppr is the PackagePushRequest instance
ppr.setStatus("Pending");
conn.update(new SObject[] { ppr });
```

If you're using REST API, submit a PATCH request to the PackagePushRequest sObject endpoint, as in the following example. SOAP API is also supported.

```
PATCH
/services/data/v38.0/objects/packagepushrequest/ODV...
{
  "Status" : "Pending"
}
```

Checking the Status of a Push Request

The PackagePushRequest status is Succeeded if all its associated jobs are successful; it's Failed if at least one job failed.

```
// Finds the status of the PackagePushRequest for a given Id
final String PACKAGE_PUSH_REQUEST_STATUS_QUERY = "Select status from PackagePushRequest"
+
  " where Id = '%s'";

// ppr is a PackagePushRequest instance
QueryResult queryResult = conn.query(String.format(PACKAGE_PUSH_REQUEST_STATUS_QUERY,
  ppr.getId()));

// extract the status from the QueryResult
String status = ((PackagePushRequest) queryResult.getRecords()[0]).getStatus();

// optionally, update the PackagePushRequest instance with the latest status
ppr.setStatus(status);
```

You can also check the status of a job by querying the PackagePushJob's Status field.

Aborting a Push Request

You can abort a package push request by changing its status to Canceled.

For example, if you’re using the REST API, submit a PATCH request to the PackagePushRequest sObject endpoint.

```
PATCH
/services/data/v38.0/objects/packagepushrequest/0DV...
{
  "Status" : "Canceled"
}
```

The following example is for Java.

```
// ppr is the PackagePushRequest instance
ppr.setStatus("Canceled");
```

You can abort a package push request only if its status is Created or Pending. If the abort succeeds, all associated push jobs are also canceled. If you try to abort when the current PackagePushRequest status is Canceled, Succeeded, Failed, or In Progress, the abort doesn’t occur, and an error message is returned.

PackageSubscriber

Represents an installation of a package in an org. This object contains installation information for managed or unlocked packages developed in the org you’re logged in to.

One record is created per installation. For example, if 5 orgs installed 2 packages, 10 records are created.

Supported Calls

describeSObjects(), query(), retrieve()

Special Access Rules

To initiate a push upgrade for a first-generation managed package, the Upload AppExchange Packages user permission is required.

To initiate a push upgrade for an unlocked or second-generation managed package, the Create and Update Second-Generation Packages user permission is required.

The push upgrade feature is only available to first- and second-generation managed packages that have passed AppExchange security review. To enable push upgrades for your managed package, log a support case in the [Salesforce Partner Community](#).

For unlocked packages, push upgrades are enabled by default.

Fields

Field Name	Details
InstalledStatus	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>If the package is installed in the org, the value is i.</p>

Field Name	Details
InstanceName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The instance that hosts the subscriber org.</p>
MetadataPackageId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The package ID. Package IDs have a prefix of 033. This field is available in API version 49.0 and later.</p>
MetadataPackageVersionId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The 18-character package version ID starting with 04t.</p>
OrgKey	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The 15-character ID that represents the Salesforce org.</p>
OrgName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the org where the package is installed.</p>
OrgStatus	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p>

Field Name	Details
	Description Valid values are: <ul style="list-style-type: none"> Active Demo Free Inactive Trial Orgs with an <code>OrgStatus</code> of <code>Inactive</code> can't receive push upgrades.
OrgType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Valid values are: <ul style="list-style-type: none"> Production Sandbox
ParentOrg	Type string Properties Filter, Group, Nillable, Sort Description The production org from which a sandbox was created.

Usage

Here are examples of the types of API queries you can perform.

Query	String
Get all package subscriber orgs with a specific package ID	<code>SELECT Id, OrgKey, OrgStatus, OrgName, OrgType FROM PackageSubscriber WHERE MetadataPackageVersionId = '04t...'</code>
Get all package subscriber orgs that have an installed package created by the org you're logged in to	<code>SELECT Id, OrgKey, OrgStatus, OrgName, OrgType FROM PackageSubscriber WHERE InstalledStatus = 'i'</code>

Filter PackageSubscriber Objects by Instance

If you have packages with many subscribers, querying PackageSubscriber objects can take a while. To improve query performance, add filters to your PackageSubscriber queries, such as an InstanceName filter. InstanceName is a field that represents the instance that the subscriber org is hosted on.

1. Get the org's package and the latest released version of the package.

```
/**
 * Get the MetadataPackage object corresponding to this org's managed package
 */
public MetadataPackage getMetadataPackage() throws ConnectionException {
    // retrieve the managed package, which won't have an empty namespace
    QueryResult result = conn.query("select id from MetadataPackage where namespaceprefix
    <> ''");

    return (MetadataPackage) result.getRecords()[0];
}

/**
 * Get the latest MetadataPackageVersion object of the given MetadataPackage
 */
public MetadataPackageVersion getLatestMetadataPackageVersion(MetadataPackage
metadataPackage)
throws ConnectionException {
    // get the latest released version of the given package
    String query = "Select id, ReleaseState, MajorVersion, MinorVersion, PatchVersion,
MetadataPackageId"
        + " From MetadataPackageVersion"
        + " Where MetadataPackageId = '%s' and ReleaseState = 'Released'"
        + " Order by majorversion desc, minorversion desc, patchversion desc";

    QueryResult result = conn.query(String.format(query, metadataPackage.getId()));

    return (MetadataPackageVersion) result.getRecords()[0];
}
```

2. Get eligible subscribers. The following query strings and methods are modified to allow querying for PackageSubscribers filtered by an instance.

```
static final String PACKAGE_SUBSCRIBER_ORG_KEY_QUERY = "Select OrgKey from
PackageSubscribers where OrgStatus = 'Active'"
    + " and InstalledStatus = 'I'"
    + " and InstanceName = '%s'"; // placeholder for instance values

static final String METADATA_PACKAGE_VERSION_QUERY = "Select Id, Name, ReleaseState,
(%) from MetadataPackageVersion"
    + " where MetadataPackageId = '%s' AND ReleaseState = 'Released'"
    + " AND (MajorVersion < %s OR (MajorVersion = %s and MinorVersion < %s))"
    + " OR (MajorVersion = %s and MinorVersion = %s and PatchVersion < %s))";

/**
 * Get all PackageSubscribers on the given instance that are eligible to upgrade to the
 * given
 * MetadataPackageVersion
 */
public PackageSubscriber[] getEligibleSubscriberIds(MetadataPackageVersion version,
```

```
String instanceName) throws ConnectionException {
    String allPackageId = version.getMetadataPackageId();
    Integer major = version.getMajorVersion();
    Integer minor = version.getMinorVersion();
    Integer patch = version.getPatchVersion();

    return getEligibleSubscriberIds(major, minor, patch, allPackageId, instanceName);
}

public PackageSubscriber[] getEligibleSubscriberIds(Integer major, Integer minor, Integer
    patch, String packageId, String instanceName) throws ConnectionException {
    String subscriberQuery = String.format(PACKAGE_SUBSCRIBER_ORG_KEY_QUERY, instanceName);
    QueryResult results = conn.query(String.format(METADATA_PACKAGE_VERSION_QUERY,
    subscriberQuery, packageId, major, major, minor, major, minor, patch));

    return Arrays.stream(results.getRecords()).map(MetadataPackageVersion.class::cast)
        .filter(mpv -> mpv.getPackageSubscribers() != null)
        .flatMap(mpv -> Arrays.stream(mpv.getPackageSubscribers().getRecords()))
        .map(PackageSubscriber.class::cast)
        .toArray(PackageSubscriber[]::new);
}
```

3. Put it all together. The following code sample shows how to use the previous methods to modify the workflow to perform package pushes by instance.

```
String[] instances = { "NA4" }; // Here we list the instances we would like to push to
MetadataPackage metadataPackage = api.getMetadataPackage();
MetadataPackageVersion version = api.getLatestMetadataPackageVersion(metadataPackage);

// do pushes by instance to avoid API timeouts retrieving PackageSubscribers
for (String instanceName : instances) {
    PackageSubscriber[] eligibleSubscribers = api.getEligibleSubscriberIds(version,
    instanceName);

    // ... proceed with creating PushRequests and PushJobs as before
}
```

Participant

Represents a participant in a ConversationParticipant. An existing or new Participant is referenced each time a new ConversationParticipant is created. This object is available in API version 57.0 and later.

Supported Calls

describeSObjects(), query(), retrieve()

Fields

Field	Details
ParticipantAppType	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The type of app used by the participant, such as messaging, chatbot, live_message, agent.</p>
ParticipantRole	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The role of this participant in the conversation, such as System, Agent, Chatbot, EndUser, Supervisor, or Router.</p>
ParticipantSubject	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The subject of this participant in the conversation.</p>

Partner

Represents a partner relationship between two Account records or between an Opportunity record and an Account record.

Supported Calls

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

Special Access Rules

Customer Portal users can't access this object.

Fields

Field	Details
AccountFromId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Required if OpportunityId is null. ID of the main account in a partner relationship between two accounts. Specifying this field when creating a Partner record creates two AccountPartner records, one for each direction of the relationship. If you specify the OpportunityId field, you can't specify this field as well. This is a relationship field.</p> <p>Relationship Name AccountFrom</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
AccountToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. ID of the Partner Account related to either an opportunity or an account. You must specify this field when creating an Opportunity Partner or an Account Partner record. This is a relationship field.</p> <p>Relationship Name AccountTo</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
IsPrimary	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Valid for Opportunity Partners only.</p>

Field	Details
	<p>Indicates that the account is the primary partner for the opportunity. Only one account can be marked as primary for an opportunity. If you set this field to 1 (<code>true</code>) upon insert of a new opportunity partner, this field is automatically set to 0 (<code>false</code>) for any other primary partners for that opportunity.</p> <p>Label is Primary.</p>
OpportunityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Required if <code>AccountFromId</code> is null. ID of the opportunity in a partner relationship between an account and an opportunity. Specifying this field when creating a record creates an <code>OpportunityPartner</code> record. If you specify the <code>AccountFromId</code> field, you can't also specify this field.</p> <p>This is a relationship field.</p> <p>Relationship Name Opportunity</p> <p>Relationship Type Lookup</p> <p>Refers To Opportunity</p>
ReversePartnerId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the account in a partner relationship.</p>
Role	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description UserRole that the account has toward the related opportunity or account, such as consultant or distributor.</p>

Roles

In the Salesforce user interface, system administrators can set up the valid role values and their corresponding reverse role values in the `PartnerRole` object. Each account in the relationship is assigned a `Role` (such as `Consultant` or `Distributor`) designating that account's role toward the related account or opportunity.

Creating an Account-Opportunity Partner Relationship

When you create a partner relationship between an account and an opportunity (when you create a `Partner` record and specify the `OpportunityId` field), the API automatically creates an `OpportunityPartner` record with the corresponding values:

- The value of the `Partner` field `AccountToId` maps to the value of the `OpportunityPartner` field `AccountToId`.
- The values of the `OpportunityId`, `Role`, and `IsPrimary` fields in both records are the same.
- If you set the `IsPrimary` value to 1 (`true`) upon insert of a new `OpportunityPartner`, the `IsPrimary` value is automatically set to 0 (`false`) for any existing primary partners for that opportunity.

This mapping allows the API to manage the records and their relationships efficiently.

Creating an Account-Account Partner Relationship

When you create a partner relationship between two accounts (when you create a `Partner` record and specify the `AccountFromId`), the API automatically creates two `AccountPartner` records, one for the forward relationship and one for the reverse. For example, if you create a `Partner` relationship with "Acme, Inc." as the `AccountFromId` and "Acme Consulting" as the `AccountToId`, the API automatically creates two `AccountPartner` records:

- The forward relationship `AccountPartner` with "Acme, Inc." as the `AccountFromId` and "Acme Consulting" as the `AccountToId`.
- The reverse relationship `AccountPartner` with "Acme Consulting" as the `AccountFromId` and "Acme, Inc." as the `AccountToId`.
- The value of the `Role` field in the reverse relationship `AccountPartner` is set to the `PartnerRole` record `ReverseRole` value associated with the value of the `Role` field in the forward relationship `AccountPartner`.

This mapping allows the API to manage the records and their relationships efficiently.

SEE ALSO:

[AccountPartner](#)

[OpportunityPartner](#)

[UserRole](#)

[PartnerRole](#)

PartnerFundAllocation

Represents allocated funds from a partner marketing budget for channel partners. This object is available in API version 41.0 and later.

Supported Calls

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

Fields

Field Name	Details
Amount	Type currency Properties Create, Filter, Sort, Update Description Total amount of the allocation.
BudgetId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the partner marketing budget.
ChannelPartnerId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the channel partner.
Description	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description Description of the allocation.
LastReferencedDate	Type dateTime 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

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 (<code>LastReferencedDate</code>), but not viewed it.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the owner of the allocation.
Title	Type string Properties Create, Filter, Group, Sort, Update Description The title of the allocation.
TotalApprovedFcs	Type currency Properties Filter, Nillable, Sort Description Total amount of approved fund claims.
TotalApprovedFrs	Type currency Properties Filter, Nillable, Sort Description Total amount of approved fund requests.
TotalReimbursedFcs	Type currency Properties Filter, Nillable, Sort Description Total amount of reimbursed fund claims.

Associated Objects

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

[PartnerFundAllocationFeed](#)

Feed tracking is available for the object.

[PartnerFundAllocationHistory](#)

History is available for tracked fields of the object.

[PartnerFundAllocationOwnerSharingRule](#)

Sharing rules are available for the object.

[PartnerFundAllocationShare](#)

Sharing is available for the object.

PartnerFundClaim

Represents a claim of funds from the partner marketing budget by a channel partner. This object is available in API version 41.0 and later.

Supported Calls

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

Fields

Field Name	Details
<code>AllocationId</code>	Type reference Properties Filter, Group, Nillable, Sort Description ID of the partner fund allocation.
<code>Amount</code>	Type currency Properties Create, Filter, Sort, Update Description Amount of the claim.
<code>BudgetId</code>	Type reference Properties Filter, Group, Nillable, Sort

Field Name	Details
	Description ID of the partner marketing budget.
ChannelPartnerId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the channel partner.
Description	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description Description of the fund claim.
LastReferencedDate	Type dateTime 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 (LastReferencedDate), but not viewed it.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the owner of the fund claim.

Field Name	Details
RequestId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the partner fund request.
Status	Type picklist Properties Create, Filter, Group, Nillable Restricted picklist, Sort, Update Description Status of the fund claim. Values are: <ul style="list-style-type: none">• Draft• Approved• Rejected• Paid
Title	Type string Properties Create, Filter, Group, Sort, Update Description Title of the fund claim.

Associated Objects

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

[PartnerFundClaimFeed](#)

Feed tracking is available for the object.

[PartnerFundClaimHistory](#)

History is available for tracked fields of the object.

[PartnerFundClaimOwnerSharingRule](#)

Sharing rules are available for the object.

[PartnerFundClaimShare](#)

Sharing is available for the object.

PartnerFundRequest

Represents a request for funds from the partner marketing budget by a channel partner. This object is available in API version 41.0 and later.

Supported Calls

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

Fields

Field Name	Details
Activity	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description Activity that is covered by the funds, for example, a trade show or seminar.
AllocationId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the partner fund allocation.
Amount	Type currency Properties Create, Filter, Nillable, Sort, Update Description Approved amount of request.
BudgetId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the partner marketing budget.

Field Name	Details
ChannelPartnerId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the channel partner.</p>
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the fund request.</p>
DesiredOutcome	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Desired outcome if requested funds are used.</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>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field Name	Details
	Description ID of the owner of the fund request.
RequestedAmount	Type currency Properties Create, Filter, Nillable, Sort, Update Description Amount of the fund request.
Status	Type picklist Properties Create, Filter, Nillable, Group, Restricted picklist, Sort, Update Description Status of the fund request. Values are: <ul style="list-style-type: none">• Draft• Approved• Rejected
Title	Type string Properties Create, Filter, Group, Sort, Update Description Title of the fund request.
TotalApprovedFcs	Type currency Properties Filter, Nillable, Sort Description Total amount of approved fund claims.
TotalReimbursedFcs	Type currency Properties Filter, Nillable, Sort Description Total amount of reimbursed fund claims.

Associated Objects

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

[PartnerFundRequestFeed](#)

Feed tracking is available for the object.

[PartnerFundRequestHistory](#)

History is available for tracked fields of the object.

[PartnerFundRequestOwnerSharingRule](#)

Sharing rules are available for the object.

[PartnerFundRequestShare](#)

Sharing is available for the object.

PartnerMarketingBudget

Represents a budget that provides funds to channel partners for selling and marketing products and services. This object is available in API version 41.0 and later.

Supported Calls

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

Fields

Field Name	Details
Amount	Type currency Properties Create, Filter, Sort, Update Description Total amount of the budget.
ChannelPartnerId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the channel partner. This field is available in API version 45.0 and later.
Description	Type textarea

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the budget.</p>
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date when the budget is no longer available.</p>
IsIgnoreValidation	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description When enabled, ignores restrictions related to the child objects connected to the budget. Note that individual totals for allocation amounts, request amounts, and claims amounts cannot exceed the total of their parent budget. Field is default off (false) on create. Once enabled (true), this field cannot be disabled. This field is available in API version 44.0 and later.</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>
OwnerId	<p>Type reference</p>

Field Name	Details
	Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the owner of the budget.
StartDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description Date when the budget becomes available.
Title	Type string Properties Create, Filter, Group, Sort, Update Description Title of the budget.
TotalAllocatedAmount	Type currency Properties Filter, Nillable, Sort Description Total funds allocated to channel partners or as a fund pool.
TotalApprovedFcs	Type currency Properties Filter, Nillable, Sort Description Total amount of approved fund claims.
TotalApprovedFrs	Type currency Properties Filter, Nillable, Sort Description Total amount of approved fund requests.
TotalReimbursedFcs	Type currency

Field Name	Details
	Properties Filter, Nillable, Sort Description Total amount of reimbursed fund claims.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Type of budget. Values are: <ul style="list-style-type: none"> • Co-Operated Budget—Funds accrue based on a percentage of partner sales. The funds are available based on previous activity. • Marketing Funds—Funds are issued to partners in advance of sales. The funds are awarded based on predicted or expected behavior.

Associated Objects

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

[PartnerMarketingBudgetFeed](#)

Feed tracking is available for the object.

[PartnerMarketingBudgetHistory](#)

History is available for tracked fields of the object.

[PartnerMarketingBudgetOwnerSharingRule](#)

Sharing rules are available for the object.

[PartnerMarketingBudgetShare](#)

Sharing is available for the object.

PartnerNetworkConnection

Represents a Salesforce to Salesforce connection between Salesforce organizations.

Supported Calls

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

Special Access Rules

As of Winter '21 and later, only authenticated internal and external users can access this object.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the Account associated with this connection.</p>
ConnectionName	<p>Type string</p> <p>Properties Filter, idLookup, Sort</p> <p>Description A descriptive name for the connection. Limit: 295 characters.</p>
ConnectionStatus	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The status of the Salesforce to Salesforce connection. The picklist includes the following values:</p> <ul style="list-style-type: none">• Sent• Received• Pending• Accepted• Rejected• Inactive• Disconnecting• ConnectionSuspended• SubscribeInProgress• UsersInitialSync• BulkSyncMetadata
ConnectionType	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>The type of Salesforce to Salesforce connection. The picklist includes the following values:</p> <ul style="list-style-type: none">• Standard• Replication <p>This field is available in API version 30.0 and later.</p>
ContactId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the Contact associated with this connection.</p>
IsSyncAuditFields	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Specifies whether audit fields are synced between the primary and secondary organization in a replication connection. This field is available in API version 32.0 and later, and is only accessible in Salesforce organizations where Organization Sync is enabled.</p>
IsSyncMetadata	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Specifies whether supported types of metadata are synced from the primary to the secondary organization in a replication connection. This field is available in API version 33.0 and later, and is only accessible in Salesforce organizations where Organization Sync is enabled.</p>
IsSyncUsers	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Specifies whether users with standard Salesforce user licenses are synced between the primary and secondary organization in a replication connection. This field is</p>

Field	Details
	available in API version 35.0 and later, and is only accessible in Salesforce organizations where Organization Sync is enabled.
PrimaryContactId	Type reference Properties Filter, Group, Sort Description ID of the User associated with this connection.
ReplicationRole	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The role of this Salesforce organization in the replication connection. The picklist includes the following values: <ul style="list-style-type: none">• Primary• Secondary This field is available in API version 30.0 and later, and is only accessible in Salesforce organizations where Organization Sync is enabled.
ResponseDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time that the connection was accepted or rejected.

Usage

Represents Salesforce to Salesforce standard and replication connections. This object is referenced by all objects that have been shared with other organizations, enabling you to determine which connections shared a record with you. If the organization does not have Salesforce to Salesforce enabled, the PartnerNetworkConnection object is not available, and you can't access it via the API.

SEE ALSO:

[PartnerNetworkRecordConnection](#)

PartnerNetworkRecordConnection

Represents a record shared between Salesforce organizations using Salesforce to Salesforce.

Supported Calls

`create()`, `query()`

Special Access Rules

As of Winter '21 and later, only authenticated internal and external users can access this object.

Fields

Field	Details
ConnectionId	Type reference Properties Create, Filter, Group, Nillable, Sort Description Required. ID of the connection a record is shared with.
EndDate	Type dateTime Properties Filter, Nillable, Sort Description Date that sharing of the record was stopped.
LocalRecordId	Type reference Properties Create, Filter, Group, Sort Description Required. ID of the shared record.
ParentRecordId	Type reference Properties Create, Filter, Group, Nillable, Sort Description ID of the parent record of the shared record.
PartnerRecordId	Type reference Properties Filter, Group, Nillable, Sort

Field	Details
	Description ID of the shared record in the connection's organization.
RelatedRecords	Type string Properties Create, Filter, Nillable, Sort Description A comma-separated list of API names for child records to be shared with a parent record.
SendClosedTasks	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort Description Forwards closed tasks related to the shared record.
SendEmails	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort Description Sends an email notifying the connection's representative that you have forwarded the record to them. Only new recipients of a record will receive a notification email.
SendOpenTasks	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort Description Forwards open tasks related to the shared record.
StartDate	Type dateTime Properties Filter, Nillable, Sort Description Date that the shared record was accepted.
Status	Type picklist

Field	Details
	Properties Filter, Group, Nillable, Restricted picklist, Sort
	Description The status of the shared record. One of the following values: <ul style="list-style-type: none">• <code>Active (received)</code>• <code>Active (sent)</code>• <code>Connected</code>• <code>Inactive</code>• <code>Inactive (converted)</code>• <code>Inactive (deleted)</code>• <code>Pending (sent)</code>

Usage

When you create a `PartnerNetworkRecordConnection`, you forward a record to a connection.



Note: Attempting to forward a record from an object to which the connection is not subscribed results in an `Invalid Partner Network Status` error.

When you delete a `PartnerNetworkRecordConnection`, you stop sharing a record with a connection.

- To share a record, use the following fields: `LocalRecordID` and `ConnectionId`
- To share a child of a parent record, use the following fields: `LocalRecordID`, `ConnectionId`, and `ParentRecordID`
- To share a child of a parent record and its child records, use the following fields: `LocalRecordID`, `ConnectionId`, `ParentRecordID`, and `RelatedRecords`

If the organization does not have Salesforce to Salesforce enabled, the `PartnerNetworkRecordConnection` object is not available, and you can't access it using the API.

SEE ALSO:

[PartnerNetworkConnection](#)

PartnerNetworkSyncLog

Represents the Org Sync Log tab in Salesforce, where Salesforce administrators can track the replication of record inserts and updates being performed in Organization Sync. The Connection Detail page for the replication connection also displays the Org Sync Log's twenty most recent entries, and provides a link to the log.

Supported Calls

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

Special Access Rules

The Org Sync Log tab can only be added in organizations where Organization Sync has been enabled. To add the tab to the Salesforce user interface, users must also have the “Manage Connections” user permission.

Fields

Field Name	Details
ConnectionEvent	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The action being replicated to the partner organization, such as a record insertion.
ConnectionId	Type reference Properties Filter, Group, Sort Description The ID of the Salesforce to Salesforce replication connection in which the replication event succeeded or failed.
Description	Type textarea Properties Nillable Description A description of the replication event.
EntityType	Type string Properties Filter, Group, Nillable, Sort Description The type of record being inserted or updated.
Error	Type string Properties Filter, Group, Nillable, Sort Description The code used to describe the replication failure or success.

Field Name	Details
LocalRecord	Type string Properties Filter, Group, Sort Description The record being inserted or updated.
Status	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description An item is added to the Organization Sync Log if it failed to be replicated to the linked organization. This picklist includes the following values: <ul style="list-style-type: none">Failed: The replication continued to fail after multiple retries, and won't be retried further.Resolved: The replication succeeded after retrying.Retrying: Salesforce is retrying the replication. This field is available in API version 35.0 and later.

PartnerRole

Represents a role for an account Partner, such as consultant, supplier, and so on.

Supported Calls

`describeObjects()`, `query()`, `retrieve()`

Special Access Rules

Customer Portal users can't access this object.

Fields

Field	Details
ApiName	Type string Properties Filter, Group, idLookup, Sort

Field	Details
	Description Uniquely identifies a picklist value so it can be retrieved without using an id or master label.
MasterLabel	Type string Properties Filter, Group, Nillable, Sort Description Master label for this partner role value. This display value is the internal label that does not get translated. Limit: 255 characters.
ReverseRole	Type picklist Properties Filter, Group, Nillable, Sort Description Name of the reverse role that corresponds to this partner role. For example, if the role is "subcontractor," then the reverse role might be "general contractor." In the user interface, assigning a partner role to an account creates a reverse partner relationship so that both accounts list the other as a partner.
SortOrder	Type int Properties Filter, Group, Nillable, Sort Description Number used to sort this value in the partner role picklist. These numbers are not guaranteed to be sequential, as some previous partner role values might have been deleted.

Usage

This object represents a value in the partner role picklist. In the user interface, the partner role picklist provides additional information about the role of a Partner, such as their corresponding reverse role. Query this object to retrieve the set of values in the partner role picklist, and then use that information while processing PartnerRole records to determine more information about a given partner role. For example, the application could determine the reverse role of a given Partner Role value and the value of the ReverseRole property in the associated PartnerRole object.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

PartyConsent

Represents consent preferences for an individual. 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()`

Fields

Field	Details
Action	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The action that the Individual is consenting to.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• CrossDevice• DataCollection• Reidentification• Segment• ShareData• Target
CaptureContactPointType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Required. Indicates how you captured consent.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Email• MailingAddress• Phone• Social• Web
CaptureDate	<p>Type dateTime</p>

Field	Details
	Properties Create, Filter, Nillable, Sort, Update Description Required. Date when consent was captured.
CaptureSource	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Required. Indicates how you captured consent. For example, a website or online form.
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, it's possible that this record was referenced (LastReferencedDate) and not viewed.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the party consent record.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the account owner associated with this customer. This is a polymorphic relationship field.

Field	Details
	Relationship Name Owner
	Relationship Type Lookup
	Refers To Group, User
PartyId	Type reference
	Properties Create, Filter, Group, Sort, Update
	Description Required. Represents the record based on the Individual object you want to associate consent with. This is a relationship field.
	Relationship Name Party
	Relationship Type Lookup
	Refers To Individual
PrivacyConsentStatus	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update
	Description Required. Identifies whether the individual associated with this record agrees to this form of contact. Possible values are: <ul style="list-style-type: none">• NotSeen• OptIn• OptInPending—Available in API version 58.0 and later.• OptOut• OptOutPending—Available in API version 58.0 and later.• Seen

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.

PartyConsentChangeEvent

Change events are available for the object.

PartyConsentFeed

Feed tracking is available for the object.

PartyConsentHistory

History is available for tracked fields of the object.

PartyConsentOwnerSharingRule

Sharing rules are available for the object.

PartyConsentShare

Sharing is available for the object.

Payment

Represents a single event when a shopper makes a payment. For credit cards, this event is a payment capture or payment sale, but it doesn't appear on the shopper's credit card statement. This object is available in API version 48.0 and later.

Supported Calls

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



Note: You can edit or delete a payment only in draft state, which you specify with the **Status** field.

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
AccountId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The account of the customer who made the payment. This field is a relationship field.

Field	Details
	Relationship Name Account
	Relationship Type Lookup
	Refers To Account
Amount	Type currency
	Properties Create, Filter, Sort, Update
	Description The amount to be debited or captured.
Balance	Type currency
	Properties Filter, Nillable, Sort
	Description The total amount – the net applied amount.
CancellationDate	Type dateTime
	Properties Create, Filter, Nillable, Sort, Update
	Description The date that the payment was voided.
CancellationEffectiveDate	Type dateTime
	Properties Create, Filter, Nillable, Sort, Update
	Description The date when the cancellation of this payment takes effect.
CancellationGatewayDate	Type dateTime
	Properties Create, Filter, Nillable, Sort, Update
	Description The gateway provides this date following a successful cancellation request.

Field	Details
CancellationGatewayRefNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description System-provided unique transaction ID from the payment gateway.</p>
CancellationGatewayResultCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Gateway-specific result code. Must be mapped to a Salesforce-specific result code.</p>
CancellationSfResultCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description A Salesforce result code that can be mapped to one or more gateway result codes. We recommend that the payment gateway adapter layer maps gateway-specific codes to the Salesforce result code.</p>
ClientContext	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description Contains caller context for payment APIs. Useful for re-establishing context during an asynchronous payment transaction.</p>
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Users can provide additional details about the payment record. Supports a maximum of 1000 characters.</p>
CurrencyIsoCode	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Three-letter ISO 4217 currency code associated with the payment group record.</p>
Date	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date when this payment record was created.</p>
EffectiveDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date that this payment takes effect.</p>
Email	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Email address of the user who initiated the payment.</p>
GatewayDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The gateway provides this date for reference following a successful gateway communication.</p>
GatewayRefDetails	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Additional data that can't be stored in other fields on the payment record. You can use this field for transactions following the initial transaction that creates the payment record. You can use any data that isn't normalized in financial entities. This field has a maximum length of 1000 characters and can store data as JSON or XML.</p>

Field	Details
GatewayRefNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Unique transaction ID created by the payment gateway.</p>
GatewayResultCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Gateway-specific result code that must map to a Salesforce-specific result code. One Salesforce result code can map to multiple gateway result codes.</p>
GatewayResultCodeDescription	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the gateway's result code.</p>
ImpactAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Shows the payment's financial impact against the customer's accounts receivable. If the payment is valid, this value is the negative of the payment amount. If the payment is voided, this value is 0.</p>
IpAddress	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The IP address of the user who initiated the payment.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	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 is possibly referenced (LastReferencedDate) but not viewed.
MacAddress	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The MAC address of the person who initiated the payment.
NetApplied	Type currency Properties Filter, Nillable, Sort Description Total payment amount of that has been applied, including adjustments.
NetRefundApplied	Type currency Properties Filter, Nillable, Sort Description Total refund amount that has been applied to the payment, including adjustments.
OrderPaymentSummaryId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Order payment summaries show the balances of each authorization, capture, and refund made against an order.
PaymentAuthorizationId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The authorization record for this payment. If there's a delayed capture (when the capture occurs after the authorization), all captures must be made against a previously successful authorization transaction. This field is a relationship field.</p> <p>Relationship Name PaymentAuthorization</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentAuthorization</p>
PaymentGatewayId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the payment gateway that processed the payment. If there's a delayed payment, the field is populated from the authorization record. This field is a relationship field.</p> <p>Relationship Name PaymentGateway</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentGateway</p>
PaymentGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Payment groups organize all the payment transactions that have been made against a record such as an account or contract. If there's a delayed payment, the field is populated from the authorization record. This field is a relationship field.</p> <p>Relationship Name PaymentGroup</p>

Field	Details
	Relationship Type Lookup Refers To PaymentGroup
PaymentIntentGuid	Type string Properties Create, Filter, Group, idLookup, Nillable, Sort Description Unique ID of the payment sent to Stripe or PayPal. Links the Payments Merchant Account record with the payment at the payment provider.
PaymentIntentID	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the payment intent record. This field is a relationship field. Relationship Name PaymentIntent Relationship Type Lookup Refers To PaymentIntent
PaymentMethodId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The payment method that the customer used to provide this payment information. This field is a relationship field. Relationship Name PaymentMethod Relationship Type Lookup Refers To PaymentMethod

Field	Details
PaymentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description System-created unique ID for this payment record.</p>
Phone	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number of the customer who initiated the payment.</p>
ProcessingMode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Defines whether the payment has been made outside of the payment platform. Possible values are:</p> <ul style="list-style-type: none"> • External: Transactions happened outside of the Salesforce payments platform. • Salesforce: Salesforce made and recorded an external call to the payment gateway.
SfResultCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Salesforce-specific result code that can map to one or more gateway result codes. We recommend configuring the payment gateway adapter layer to map gateway result codes to the appropriate Salesforce result code. Possible values are:</p> <ul style="list-style-type: none"> • Decline: The gateway call failed, but if the problem is fixed and the transaction is retried, it can work. For example, the customer had insufficient funds or briefly lost their connection. • Indeterminate: The gateway didn't respond to the call. This response usually happens when Salesforce times out while waiting for a response from the gateway. • PermanentFail: The gateway call failed. If tried again, it still doesn't work. Gateway calls fail permanently for one of two reasons: <ul style="list-style-type: none"> – Hard Decline: The customer's payment account has been closed or terminated.

Field	Details
	<ul style="list-style-type: none"> – Fraud: The gateway recognized the payment or payment method as known fraud. • RequiresReview: The customer bank requires more information before completing the payment. • Success: The gateway call succeeded. • SystemError: Salesforce ended the payment request before receiving a response. For example, Salesforce lost credentials or access to its server. Salesforce ends payment calls if it doesn't receive a response from the gateway within two minutes. • ValidationError: Customer payment data was incorrect, such as a misspelling in the credit card address or an incorrect CVV.
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines the state of this payment. Possible values are:</p> <ul style="list-style-type: none"> • Canceled: This payment has been unapplied from its target and can no longer be allocated. • Draft: The payment can be edited before posting it and allocating it to a target. The payment can also be deleted. • Processed: This payment has been finalized and can be allocated against a target. <p>Users can manually change the Status field's values as follows:</p> <ul style="list-style-type: none"> • Draft to Processed • Processed to Canceled • Draft to Canceled
TotalApplied	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total amount of this payment's balance that has been applied against an invoice.</p>
TotalRefundApplied	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total amount of a refund that has been applied against this payment.</p>

Field	Details
TotalRefundUnapplied	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total amount of a previously applied refund that has since been unapplied from this payment.</p>
TotalUnapplied	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total amount of this payment that was previously applied and then unapplied.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines how the customer used this payment. Possible values are:</p> <ul style="list-style-type: none"> • Capture • Sale

SEE ALSO:

[OrderPaymentSummary](#)

PaymentAuthAdjustment

Shows information about an adjustment made to an authorized transaction. This object is available in API version 51.0 and later.

Supported Calls

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



Note: You can only delete a payment in draft state, which you specify in the **Status** field.

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The account for the payment authorization adjustment. Inherited from the payment authorization. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Amount of adjustment applied to the parent payment authorization.</p>
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Users can add comments to provide additional details about a record. Maximum of 1000 characters.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	Description Three-letter ISO 4217 currency code associated with the payment authorization adjustment record.
Date	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date that the adjustment occurred.
EffectiveDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date that the adjustment takes effect on the authorization.
Email	Type email Properties Create, Filter, Group, Nillable, Sort, Update Description Email address of the parent payment authorization owner.
GatewayDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time that the reversal transaction occurred in the payment gateway.
GatewayRefDetails	Type textarea Properties Create, Filter, Nillable, Sort, Update Description Additional data that can't be stored in other fields on the payment record. You can use this field for transactions following the initial transaction that creates the payment record. You can use any data that isn't normalized in financial entities. This field has a maximum length of 1000 characters and can store data as JSON or XML.

Field	Details
GatewayRefNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Unique transaction ID created by the payment gateway.</p>
GatewayResultCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Gateway-specific result code. Must be mapped to a Salesforce-specific result code</p>
GatewayResultCodeDescription	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the gateway's result code. This field is useful for providing more information around why the gateway returned a certain result code.</p>
IpAddress	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The IP address of the user who initiated the payment adjustment.</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>

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 (<code>LastReferencedDate</code>) and not viewed.
MacAddress	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The MAC address of the person who initiated the payment.
PaymentAuthAdjustmentNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description System-provided unique ID for a payment authorization adjustment record.
PaymentAuthorizationId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the payment authorization on which the adjustment occurred. This is a relationship field. Relationship Name PaymentAuthorization Relationship Type Lookup Refers To PaymentAuthorization
PaymentIntentId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the payment intent record. This field is a relationship field. Relationship Name PaymentIntent

Field	Details
	Relationship Type Lookup Refers To PaymentIntent
Phone	Type phone Properties Create, Filter, Group, Nillable, Sort, Update Description Phone number of the customer who initiated the authorization adjustment.
ProcessingMode	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Defines whether the payment has been made outside of the payment platform. Possible values are: <ul style="list-style-type: none"> • External—Transactions happened outside of the Salesforce payments platform. • Salesforce—Salesforce made and recorded an external call to the payment gateway.
SfResultCode	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Salesforce-specific result code that can map to one or more gateway result codes. We recommend configuring the payment gateway adapter layer to map gateway result codes to the appropriate Salesforce result code. Possible values are: <ul style="list-style-type: none"> • Decline—The gateway call failed, but it might work if the transaction is attempted again. For example, the customer had insufficient funds or briefly lost their connection. • Indeterminate—The gateway didn't respond to the call. This response usually happens when Salesforce times out while waiting for a response from the gateway. • PermanentFail—The gateway call failed and won't work even if tried again. Gateway calls fail permanently for one of two reasons: <ul style="list-style-type: none"> – Hard Decline: The customer's payment account has been closed or terminated. – Fraud: The gateway recognized the payment or payment method as known fraud.

Field	Details
	<ul style="list-style-type: none"> • RequiresReview—The customer bank requires more information before completing the payment. • Success—The gateway call succeeded. • SystemError—Salesforce ended the payment request before receiving a response. For example, Salesforce lost credentials or access to its server. Salesforce ends payment calls if it doesn't receive a response from the gateway within two minutes. • ValidationError—Customer payment data was incorrect, such as a misspelling in the credit card address or an incorrect CVV.
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines the state of the payment authorization reversal. Possible values are:</p> <ul style="list-style-type: none"> • Canceled—The payment authorization reversal has been canceled. The parent authorization has returned to its pre-reversal balance. • Draft: The payment authorization reversal can be edited before applying it against the parent authorization. • Processed—The payment authorization reversal has been finalized. <p>Users can manually change the Status field's values as follows:</p> <ul style="list-style-type: none"> • Draft to Processed • Processed to Canceled • Draft to Canceled
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines how the customer used the reversal. Possible values are:</p> <ul style="list-style-type: none"> • Capture • Reversal • Sale

PaymentAuthorization

Represents a single payment authorization event where users can capture or reverse a payment against a reserve of funds. This object is available in API version 48.0 and later.

A common type of payment authorization occurs when a user sees a pending transaction against their credit card account.

Supported Calls

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



Note: You can only delete a payment in draft state, which you specify in the **Status** field.

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Customer account. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The amount authorized for the payment event.</p>

Field	Details
Balance	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Authorized amount – total processed captured amount – total processed authorization reversal amount. Balance can be positive or negative.</p>
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Users can enter comments to provide additional details about the authorization.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Three-letter ISO 4217 currency code associated with the payment authorization record.</p>
Date	<p>Type dateTime</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description By default, the day the authorization record was created. Users can also enter a different date. Editable only when the payment authorization's status is Draft.</p>
EffectiveDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date on which the authorization takes effect. Editable only when the payment authorization's status is Draft.</p>
Email	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description Email address of the person who initiated the payment.
ExpirationDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Authorizations can't be captured after their expiration dates.
GatewayAuthCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Authorization approval code from the payment gateway.
GatewayDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time that of the gateway communication that leads to the successful payment authorization.
GatewayRefDetails	Type textarea Properties Create, Filter, Nillable, Sort, Update Description Additional data that can't be stored in other fields on the payment record. You can use this field for transactions following the initial transaction that creates the payment record. You can use any data that isn't normalized in financial entities. This field has a maximum length of 1000 characters and can store data as JSON or XML.
GatewayRefNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Unique transaction ID from the payment gateway.

Field	Details
GatewayResultCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Gateway-specific result code. Must be mapped to a Salesforce-specific result code.</p>
GatewayResultCodeDescription	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the gateway's result code. This field is useful for providing more information around why the gateway returned a certain result code.</p>
IpAddress	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The IP address of the user who initiated the payment authorization.</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>
MacAddress	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description The MAC address of the person who initiated the payment.
OrderPaymentSummaryId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Order payment summaries show the balances of each authorization, capture, and refund made against an order.
PaymentAuthorizationNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description System-provided unique ID for a payment authorization record.
PaymentGatewayId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The Salesforce payment gateway record that created this authorization. This gateway will be used for subsequent captures. This is a relationship field. Relationship Name PaymentGateway Relationship Type Lookup Refers To PaymentGateway
PaymentGroupId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Payment groups organize all the payment transactions that have been made against a record such as an account or contract. Populated from the authorization record if there is delayed payment.

Field	Details
	<p>This is a relationship field.</p> <p>Relationship Name PaymentGroup</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentGroup</p>
PaymentIntentGuid	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort</p> <p>Description Unique ID of the payment sent to Stripe or PayPal. Links the Payments Merchant Account record with the payment at the payment provider.</p>
PaymentMethodId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The customer payment method provided during this authorization. This is a relationship field.</p> <p>Relationship Name PaymentMethod</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentMethod</p>
Phone	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Phone number of the person who initiated the payment.</p>
ProcessingMode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>Defines whether the payment has been made outside of the payment platform.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • External—Transactions happened outside of the Salesforce payments platform. • Salesforce—Salesforce made and recorded an external call to the payment gateway.
SfResultCode	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Salesforce-specific result code that can map to one or more gateway result codes. We recommend configuring the payment gateway adapter layer to map gateway result codes to the appropriate Salesforce result code.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Decline—The gateway call failed, but it may still work if the transaction is attempted again. For example, the customer had insufficient funds or briefly lost their connection. • Indeterminate—The gateway didn't respond to the call. This response usually happens when Salesforce times out while waiting for a response from the gateway. • PermanentFail—The gateway call failed and won't work even if tried again. Gateway calls fail permanently for one of two reasons: <ul style="list-style-type: none"> – Hard Decline: The customer's payment account has been closed or terminated. – Fraud: The gateway recognized the payment or payment method as known fraud. • RequiresReview—The customer bank requires more information before completing the payment. • Success—The gateway call succeeded. • SystemError—Salesforce ended the payment request before receiving a response. For example, Salesforce lost credentials or access to its server. Salesforce ends payment calls if it doesn't receive a response from the gateway within two minutes. • ValidationError—Customer payment data was incorrect, such as a misspelling in the credit card address or an incorrect CVV.
Status	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Defines the state of this payment.</p> <p>Possible values are:</p>

Field	Details
	<ul style="list-style-type: none"> • Canceled—This payment has been unapplied from its target and can no longer be allocated. • Draft—The payment can be edited before posting it and allocating it to a target. • Failed—Authorization for the payment failed. • Pending— • Processed—This payment has been finalized and can be allocated against a target. <p>Users can manually change the Status field's values as follows:</p> <ul style="list-style-type: none"> • Draft to Processed • Processed to Canceled • Draft to Canceled
TotalAuthReversalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all processed authorization reversals against the payment authorization. This is a calculated field.</p>
TotalPaymentCaptureAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all authorization captures related to this payment authorization.</p>

SEE ALSO:

[OrderPaymentSummary](#)

PaymentGateway

Platform object that represents the connection to an external payment gateway. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Admin-provided details about a record. Maximum of 1000 characters.</p>
ExternalReference	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description Identifier of an external payment gateway. This field is unique within your organization.</p>
GatewayMode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The operational mode of the payment gateway. This field determines the payment gateway's ability to accept payments. For production orgs, the gateway must be in Live mode.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Connected— Payment gateway is active but it can't accept payments. This option is only valid in production orgs. • Live— Payment gateway is active and can accept payments. This option is only valid in production orgs. • Test —Payment gateway is active but not able to accept payments. This option is only valid in sandbox orgs, and the account can accept only test transactions.
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>

Field	Details
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 this record is only referenced (LastReferencedDate) but not viewed.</p>
MerchantAccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the merchant account used by the payment gateway. This merchant account links to a merchant account at a payment processor. This field is a relationship field.</p> <p>Relationship Name MerchantAccount</p> <p>Relationship Type Lookup</p> <p>Refers To MerchantAccount</p>
MerchantCredentialId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the merchant credential setup entity to reference merchant information. This field is a relationship field.</p> <p>Relationship Name MerchantCredential</p> <p>Relationship Type Lookup</p> <p>Refers To NamedCredential</p>
PaymentGatewayName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p>

Field	Details
	Description Admin-defined name for the payment gateway.
PaymentProcessor	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Name of payment gateway provider. Possible values are: <ul style="list-style-type: none">• Paypal• Stripe
PaymentStatus	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Payment gateway is active and can accept payments. Possible values are: <ul style="list-style-type: none">• Enabled• Disabled The default value is Disabled.
PayoutStatus	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Money can be moved from the payment provider account to the merchant bank account linked to it. Possible values are: <ul style="list-style-type: none">• Enabled• Disabled The default value is Disabled.
PaymentGatewayProviderId	Type reference Properties Create, Filter, Group, Sort, Update

Field	Details
	<p>Description ID of the payment gateway that handles transactions between the merchant account and the payment processor. This field is a relationship field.</p> <p>Relationship Name PaymentGatewayProvider</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentGatewayProvider</p>
ProviderAccount	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Account ID assigned by the payment provider that identifies the linked Salesforce Payments account.</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines whether Salesforce Payments can use this payment gateway for calls to the external payment gateway. Inactive payment gateways can't be used. Possible values are:</p> <ul style="list-style-type: none"> • Active - the merchant account can accept payments. • Complete - <code>PaymentStatus</code> and <code>DepositStatus</code> are enabled and the account provided all the required information. • Enabled - <code>PaymentStatus</code> and <code>PayoutStatus</code> are enabled, but the payment provider can require more information later. If the merchant doesn't provide the information then the account can become restricted. The time limit that the merchant has to provide the information is longer than the <code>RestrictedSoon</code> state. • Pending - The merchant account exists but it can't accept payments. This option maintains backward compatibility for accounts that were created with API version 55.0 and earlier. Pending is no longer in use for API version 57.0 and higher. • Rejected - The payment provider has rejected the merchant account with an explanation. • Restricted - merchant account functionality is limited. This state is only applicable if <code>PaymentStatus</code>, <code>PayoutStatus</code>, or both are disabled.

Field	Details
	<ul style="list-style-type: none">• RestrictedSoon – PaymentStatus and PayoutStatus are enabled, but the payment provider requires more information. If the merchant doesn't provide the information in a specific time period, then the merchant account becomes restricted.

PaymentGatewayLog

Stores information exchanged between the Salesforce payments platform and external payment gateways. Gateway logs can also record payloads from external payment entities. This object is available in API version 48.0 and later.

Deleting or archiving a payment gateway log doesn't impact financial data on other payment entities.

Supported Calls

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

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
CurrencyIsoCode	Type picklist Properties Defaulted on create, Filter, Group, Restricted picklist, Sort Description Available only for organizations with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.
GatewayAuthCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Authorization approval code from the gateway.
GatewayAVSCode	Type string

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description Code sent by gateways that use an address verification system.
GatewayDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time that of the gateway communication that leads to the creation of this gateway log.
GatewayMessage	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Information or error messages sent from the gateway.
GatewayRefNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Unique transaction ID created by the payment gateway.
GatewayResultCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Gateway-specific result code. Must be mapped to a Salesforce-specific result code.
GatewayResultCodeDescription	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Description of the gateway's result code. This field is useful for providing more information around why the gateway returned a certain result code.

Field	Details
InteractionStatus	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Describes the result of communication between the payments platform and a payment gateway. Possible values are:</p> <ul style="list-style-type: none"> Failed Initiated NoOp Success Timeout
InteractionType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes the type of interaction with the gateway. This field is required for logs created in Salesforce. Possible values are:</p> <ul style="list-style-type: none"> Authorization AuthorizationReversal Avs Capture CheckGiftCardBalance PostAuth ReferencedRefund Sale Tokenize Void
IsNotification	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description For asynchronous transactions, shows whether the gateway log belongs to the notification (yes) or the initial transaction (no).</p>

Field	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> • No • Yes
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 (LastReferencedDate) and not viewed.</p>
OrderPaymentSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Order payment summaries show the balances of each authorization, capture, and refund made against an order.</p>
PaymentGatewayId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The Payments Platform payment gateway record used for communication with the external payment gateway. This field is a relationship field.</p> <p>Relationship Name PaymentGateway</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentGateway</p>

Field	Details
PaymentGatewayLogNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description System-generated unique ID for this payment gateway log record.</p>
ReferencedEntityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Foreign key with DomainSet of PaymentAuth and Payment. This field is a polymorphic relationship field.</p> <p>Relationship Name ReferencedEntity</p> <p>Relationship Type Lookup</p> <p>Refers To CardPaymentMethod, Payment, PaymentAuthAdjustment, PaymentAuthorization, Refund</p>
Request	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Raw payload. No sensitive attributes are stored.</p>
Response	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Raw payload.</p>
SfRefNumber	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If an IdempotencyKey was passed in the API request, its value is stored here in text format.</p>

Field	Details
SfResultCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Salesforce-specific result code that can map to one or more gateway result codes. We recommend configuring the payment gateway adapter layer to map gateway result codes to the appropriate Salesforce result code.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Decline: The gateway call failed. If the transaction is attempted again, it can still work. For example, the customer has insufficient funds or briefly lost their connection. • Indeterminate: The gateway didn't respond to the call. This response usually happens when Salesforce times out while waiting for a response from the gateway. • PermanentFail: The gateway call failed and can't work. Gateway calls fail permanently for one of two reasons: <ul style="list-style-type: none"> – Hard Decline: The customer's payment account has been closed or terminated. – Fraud: The gateway recognized the payment or payment method as known fraud. • RequiresReview: The customer bank requires more information before completing the payment. • Success: The gateway call succeeded. • SystemError: Salesforce ended the payment request before receiving a response. For example, Salesforce lost credentials or access to its server. Salesforce ends payment calls if it doesn't receive a response from the gateway within two minutes. • ValidationError: Customer payment data was incorrect, such as a misspelling in the credit card address or an incorrect CVV.

PaymentGatewayProvider

Setup entity for payment gateways. Defines the connection to a payment gateway Apex adapter. This object is available in API version 48.0 and later.


Supported Calls

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

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
ApexAdapterId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of an APEX adapter class. The adapter interacts with your payment gateway to complete transactions. This field is unique within your organization. This field is a relationship field.</p> <p>Relationship Name ApexAdapter</p> <p>Relationship Type Lookup</p> <p>Refers To ApexClass</p>
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Additional details about a record. Maximum of 1000 characters.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description (Optional) An internal name you assign the adapter. For reference only.</p> <p> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
IdempotencySupported	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description If the same payment request is made in rapid succession, this field defines whether the Payments platform charges the customer or merchant's card multiple times for the same transaction. This situation can occur when a user clicks a Pay button twice, or the gateway's</p>

Field	Details
	<p>server goes down after fulfilling a payment request and the client immediately tries making another payment. If this field has a value of Yes, the Payments platform ignores identical payment requests made immediately after an original request.</p> <p>Different payment gateways have varying levels of idempotency support. When configuring a new payment gateway integration, plan accordingly.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• No• Yes
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Customer language used for the payment gateway.</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 (LastReferencedDate) and not viewed.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description User-friendly name of the payment gateway provider.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Namespace for the payment gateway platform.</p>

PaymentGroup

Top-level object that groups all payment transactions that are processed for an order or invoice. PaymentGroup is a standalone object, so it isn't required for users to execute payment transactions (authorizations, captures, refunds, and sales). This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

To access Commerce Payments entities, your org must have a Salesforce Order Management license with the Payment Platform org permission activated. Commerce Payments entities are available only in Lightning Experience.

Fields

Field	Details
PaymentGroupNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description System-defined unique ID for the payment group.</p>
SourceObjectId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order or invoice related to all the payment transactions in the payment group. This is a relationship field.</p> <p>Relationship Name SourceObject</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>

PaymentIntent

Represents data temporarily stored during a transaction's lifecycle that can identify the buyer, the merchant, and the amount the buyer is sending to the merchant. Data such as timestamp and amount returned can also be stored in PaymentIntent. This object is available in API version 58.0 and later.

Supported Calls

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

Special Access Rules

To access Salesforce Payments objects, you must have a Salesforce Payments license with the Payments permission enabled for your org. Salesforce Payments entities are available only in Lightning Experience.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Displays the account record of the buyer. This field is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
AmountCapturable	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Payment amount that a merchant can collect after the fulfillment of an order.</p>
AmountRefundable	<p>Type currency</p>

Field	Details
	Properties Filter, Nillable, Sort Description Payment amount that a merchant can refund.
AuthorizationReversalAmount	Type currency Properties Filter, Nillable, Sort Description Amount canceled before completing the transfer of funds from buyer to merchant.
AuthorizedAmount	Type currency Properties Filter, Nillable, Sort Description Amount authorized by the payer's bank.
CapturedAmount	Type currency Properties Filter, Nillable, Sort Description Total amount that a merchant secured from a buyer.
CurrencyIsoCode	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description ISO code for any currency allowed by the organization. Available only for orgs with the multicurrency feature enabled. Possible values are: <ul style="list-style-type: none"> • Euro • USD The default is USD.
Guid	Type string

Field	Details
	<p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description Unique ID of the payment sent to Stripe or PayPal. This ID links the Payments Merchant Account record with the payment at the payment provider.</p>
IntentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount that a merchant expects to receive from a buyer.</p>
IsCaptureComplete	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates that the funds for a given payment are paid. 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> <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 but not viewed.</p>
MerchantAccountId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p>

Field	Details
	<p>Description Required field that represents the association of the merchant account record with a payment intent record. This field is a relationship field.</p> <p>Relationship Name MerchantAccount</p> <p>Relationship Type Lookup</p> <p>Refers To MerchantAccount</p>
PaymentGatewayId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the payment gateway that processed the payment.</p> <p>Relationship Name PaymentGateway</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentGateway</p>
PaymentIntentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Autogenerated number assigned to the payment record, for example <code>PI-000000001</code>.</p>
PaymentLinkGmvDate	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Date the payment is captured from a payment link transaction. The total amount paid is expressed as the Gross Merchandise Value (GMV).</p>
PaymentLinkId	<p>Type reference</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description Auto-assigned number identifying the payment link. This field is a relationship field.</p> <p>Relationship Name PaymentLink</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentLink</p>
PaymentMethodDetails	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Additional information about the payment method type such as the four last digits of a card number.</p>
PaymentMethodId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Refers to the record for the payment method implementation: card payment method, digital wallet, or alternative payment method. This field is a polymorphic relationship field.</p> <p>Relationship Name PaymentMethod</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentMethod</p>
PaymentMethodSubType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>A payment method that exists as a subtype of a payment method type. For example, Visa, Mastercard, and American Express exist as subtypes of payment method types such as Apple Pay and Google Pay.</p>
PaymentMethodType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Payment method used for the transaction.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • ACH • AfterpayClearpay • AmericanExpress • ApplePay • BACS • BECS • BanContact • DinersClub • Discover • EPS • GooglePay • Jcb • Klarna • Maestro • MasterCard • Other • PayPal • SepaDebit • UnionPay • Venmo • Visa • iDeal
ProviderReference	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p>

Field	Details
	Description Identifies a payment record by the payment provider at the payment gateway.
RefundedAmount	Type currency Properties Filter, Nillable, Sort Description Total or partial amount refunded to the buyer due to product return, merchant's lack of inventory, or shipping and delivering problems.
Status	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Status of the payment record. Possible values are: <ul style="list-style-type: none"> • Authorized • Canceled • Created • Expired • Failed • PartiallyCaptured • PartiallyRefunded • Pending • Refunded • Succeeded

PaymentIntentEvent

Represents a payment intent platform event. Subscribe to these events so you can listen and respond to them when they're published. For example, create a Salesforce Flow that is triggered when one of these events is published. This object is available in API version 59.0 and later.

For more information about platform events, see the [Platform Events Developer Guide](#).

Supported Calls

`describeSObjects()`

Special Access Rules

To access Salesforce Payments objects, you must have a Salesforce Payments license and Payments must be enabled for your org. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
ChangeType	<p>Type picklist</p> <p>Properties Restricted picklist</p> <p>Description Type of payment intent event that triggers an event notification. You can write code to operate conditionally on the value of this field. For example, you can ignore an authorization but get notified of captures.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Authorize—Payment is authorized. • AuthorizeFailure—There's an error preventing the payment authorization • Capture—Payment is captured. • CaptureFailure—An error prevented the payment capture. • Refund—Payment is refunded. • RefundFailure—An error prevented the payment refund.
PaymentIntentId	<p>Type reference</p> <p>Properties Nillable</p> <p>Description Identifies the PaymentIntent record for which the event occurs. This field is a relationship field.</p> <p>Relationship Name PaymentIntent</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentIntent</p>

PaymentLineInvoice

Represents a payment allocated to or unallocated from an invoice. This object is available in API version 48.0 and later.

Supported Calls

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


Special Access Rules

To access Commerce Payments entities, your org must have a Salesforce Order Management license with the Payment Platform org permission activated. Commerce Payments entities are available only in Lightning Experience.

Fields

Field	Details
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort</p> <p>Description Total amount applied or unapplied by this payment line.</p>
AppliedDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The date that this line was applied to an invoice or payment. If this field is null, it inherits the value of the payment line invoice's Date field.</p>
AssociatedAccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The account for this payment line's target invoice. This is a relationship field.</p> <p>Relationship Name AssociatedAccount</p>

Field	Details
	Relationship Type Lookup
	Refers To Account
AssociatedPaymentLineId	Type reference
	Properties Create, Filter, Group, Nillable, Sort
	Description The paymentLine that was unapplied. Populated only when PaymentLineInvoice's Type field has a value of Unapplied. This is a relationship field.
	Relationship Name AssociatedPaymentLine
	Relationship Type Lookup
	Refers To PaymentLineInvoice
Comments	Type textarea
	Properties Create, Filter, Nillable, Sort, Update
	Description Users can add comments to provide additional details about a record. Maximum of 1000 characters.
Date	Type dateTime
	Properties Create, Filter, Nillable, Sort
	Description The date and time that this payment line was created.
EffectiveDate	Type dateTime
	Properties Create, Filter, Nillable, Sort

Field	Details
	Description Defines the date and time when the payment line application or unapplication becomes effective.
EffectiveImpactAmount	Type currency Properties Filter, Nillable, Sort Description Shows how this payment invoice line impacts a customer's accounts receivable. This value is positive when PaymentLineInvoice's Type field is Applied, and negative when PaymentLineInvoice's Type is Unapplied. If there's an unapplied line related to this record, EffectiveImpactAmount has a value of 0.  Note: EffectiveImpactAmount evaluates only the applied and unapplied line pair. Therefore, the effective impact amount could be different for different lines within the same payment.
HasBeenUnapplied	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description Defines whether this payment line has been unapplied from the target invoice. Has a value of NA when PaymentInvoiceLine's Type field has a value of Unapplied. Can be No or Yes if Type has a value of Applied. Possible values are: <ul style="list-style-type: none"> • NA • No • Yes
ImpactAmount	Type currency Properties Filter, Nillable, Sort Description Shows the payment's financial impact against the customer's accounts receivable. If PaymentLineInvoice has a Type of Applied, the ImpactAmount is the negative equivalent of the line's Amount field. Otherwise, ImpactAmount equals Amount.
InvoiceId	Type reference

Field	Details
	Properties Create, Filter, Group, Sort
	Description Target invoice for this payment line. This is a relationship field.
	Relationship Name Invoice
	Relationship Type Lookup
	Refers To Invoice
PaymentBalance	Type currency
	Properties Filter, Nillable, Sort
	Description Total balance of this line's parent payment record following the application or unapplication of this payment line.
PaymentId	Type reference
	Properties Create, Filter, Group, Sort
	Description Parent payment for this payment line. This is a relationship field.
	Relationship Name Payment
	Relationship Type Lookup
	Refers To Payment
PaymentLineInvoiceNumber	Type string
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description System-defined unique ID for this payment line.

Field	Details
Type	<div>Type picklist</div> <div>Properties Create, Filter, Group, Restricted picklist, Sort</div> <div>Description Defines whether this payment line has been applied or unapplied to the target invoice. Possible values are:<ul style="list-style-type: none">• Applied• Unapplied</div>
UnappliedDate	<div>Type dateTime</div> <div>Properties Create, Filter, Nillable, Sort</div> <div>Description The date that this payment line was unapplied from the target invoice. Populated only when the Type field equals Unapplied. Inherits the value of the Date field.</div>

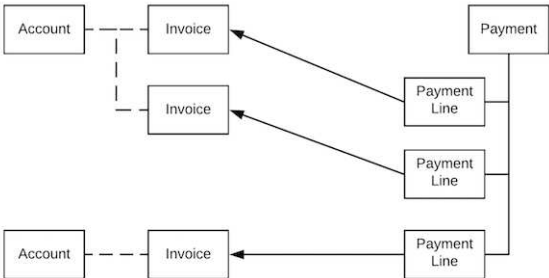
Usage

Use a payment line to apply all or part of a payment’s balance to an invoice. The PaymentLineInvoice object represents the balance taken from the payment and applied toward the invoice. You can apply a payment’s balance when you create the payment record or afterward. The payment line must have the same currency as the parent payment.

A payment line has an amount, which represents the total amount taken from the payment, and balance, which represents the remaining amount after the payment line has been applied to an invoice. A payment’s amount can’t be less than the sum of all of its payment line amounts.

One payment can have multiple payment lines. A payment line must be related to only payment.

You can create multiple payment lines on a payment apply each line to different invoices on the same account, or to invoices on different accounts.



Here’s one way you could use Salesforce API to apply a payment to an invoice using a payment line.

PaymentLink

A payment link that a merchant can embed into a Salesforce app. The link directs payers to a Pay Now page that shows what's being paid for, in the payers currency, and lets payers enter their payment data. 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

To access Commerce PaymentLink, your org must have a Salesforce Payments license.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Payer account. This field is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Amount the payer is paying for.</p>
CartId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description The ID of the cart record.</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 3-digit ISO code for the payment currency that is shown on the Pay Now page. Possible values are:</p> <ul style="list-style-type: none"> • EUR – Euro • GBP – British Pound • USD – US Dollar <p>The default value is USD.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description on the Pay Now page explaining what is being paid.</p>
Expiry Time	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time that the payment link expires. The time is based on the user's time zone, not the org's time zone.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	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 can be referenced and not viewed directly.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the user who owns this record. Relationship Name Owner Relationship Type Lookup Refers To Group, User
PaymentLinkNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description Auto-generated number that identifies the payment link.
PaymentMethodSetId	Type reference Properties Create, Filter, Group, Sort, Update Description Reference to the PaymentMethodSet object, which determines what payment methods are shown to the payer. This field is a relationship field. Relationship Name PaymentMethodSet

Field	Details
	Relationship Type Lookup Refers To MerchAccPaymentMethodSet
PaymentUrl	Type url Properties Filter, Group, Sort Description Unique URL of the Pay Now page. This URL IS auto-generated, and not editable.
QrCodeImageId	Type reference Properties Filter, Group, Nillable, Sort Description Reference to the QR code image included in the payment link record. This field is a relationship field. Relationship Name QrCodeImage Relationship Type Lookup Refers To ContentVersion
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description Indicates whether the payment link is active and can be used. Possible values are: <ul style="list-style-type: none">• Active• Disabled The default value is Active.
TaxAmount	Type currency

Field	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Amount of the tax included on the Pay Now page.</p>
Title	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Title of the Pay Now page, indicating what is being paid.</p>
Type	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates the type of payment link created, which the merchant can share with the customer to receive payment. The payment link also determines which Pay Now page is generated and what's included on that page.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • CheckoutWithOrder—includes the amount owed, based on the products you select, itemizes products purchased, including subscriptions, and calculates tax using the billing address and selected shipping options. After a customer makes a payment, this link type creates an order record. • PredefinedAmount—shows only an amount due for products purchased. The merchant enters the amount due when creating the payment link. • WithProducts—includes the amount owed, and itemizes products, excluding subscriptions. The merchant can't edit the cart with this link type. <p>The default value is <code>PredefinedAmount</code>.</p>
UsageType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Determines whether the payment link is used one time or multiple times before the configured expiration date and time.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • MultiUse—Multiple Uses • SingleUse

Field	Details
	The default value is <code>MultiUse</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.

[PaymentLinkOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[PaymentLinkShare](#) on page 50

Sharing is available for the object.

PaymentLinkEvent

Represents a payment link platform event. Subscribe to these events so you can listen and respond to them when they're published. For example, create a Salesforce Flow that is triggered when one of these events is published. This object is available in API version 59.0 and later.

For more information about platform events, see the [Platform Events Developer Guide](#).

Supported Calls

`describeSObjects()`

Special Access Rules

To access Salesforce Payments objects, you must have a Salesforce Payments license and Payments must be enabled for your org. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
<code>ChangeType</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Restricted picklist</p> <p>Description</p> <p>Type of payment link event, which triggers and event notification.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• <code>Create</code>—Payment link created.• <code>Delete</code>—Payment link deleted.

Field	Details
	<ul style="list-style-type: none"> Update—Payment link property changed.
PaymentLinkId	<p>Type reference</p> <p>Properties Nillable</p> <p>Description Type of payment link event. You can write code to operate conditionally on the value of this field. For example, you can ignore a create change but get notified of updates. This field is a relationship field.</p> <p>Relationship Name PaymentLink</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentLink</p>

PaymentMethod

Represents the method that a buyer uses to compensate the seller of a good or service. Common payment methods include cash, checks, credit or debit cards, money orders, bank transfers, and online payment services. This object is available in API version 48.0 and later.

Supported Calls

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

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The account entity linked to this payment method.</p>

Field	Details
	<p>This field is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
Comments	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description Users can add comments to provide additional details about a record. Maximum of 1000 characters.</p>
CompanyName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Company name for this payment method. Part of the payment method's address.</p>
ImplementorType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Shows the type of payment method.</p>
IsAutoPayEnabled	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the payment method can be used for recurring payments (True) or not (False). The default value is False.</p> <p>This field is available in API v55.0 and later. For orgs that upgraded from v54.0, you must add this field to the Payment Method page layout in the UI. It isn't automatically added.</p>
Name	<p>Type string</p>

Field	Details
	<p>Properties Filter, Group, idLookup, Sort</p> <p>Description A unique number assigned to the payment method. Numbers start at 1000 and are read only, but administrators can change the format.</p>
NickName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description User-defined nickname for this payment method.</p>
PaymentMethodAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Full address related to the alternative payment method. For more information about address fields, see Address Compound Fields.</p>
PaymentMethodCity	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Payment method address details.</p>
PaymentMethodCountry	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Payment method address details.</p>
PaymentMethodDetails	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Optional information about the payment method type. This field is available in API version 57.0 and later.</p>

Field	Details
PaymentMethodGeocodeAccuracy	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Accuracy level of the geocode for the payment method address. An accuracy level contains information about the location of a latitude and longitude. For more information about geolocation fields, see Geolocation Compound Field.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Address • Block • City • County • ExtendedZip • NearAddress • Neighborhood • State • Street • Unknown • Zip
PaymentMethodLatitude	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Latitude of the payment method address. Used with the PaymentMethodLongitude to specify the precise geolocation of the address. For details on geolocation compound fields, see Compound Field Considerations and Limitations.</p>
PaymentMethodLongitude	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Longitude of the payment method address. Used with the PaymentMethodLatitude to specify the precise geolocation of the address. For details on geolocation compound fields, see Compound Field Considerations and Limitations.</p>
PaymentMethodPostalCode	<p>Type string</p>

Field	Details
	Properties Filter, Group, Nillable, Sort Description Part of the address for this payment method.
PaymentMethodState	Type string Properties Filter, Group, Nillable, Sort Description Payment method address details.
PaymentMethodStreet	Type textarea Properties Filter, Group, Nillable, Sort Description Payment method address details.
PaymentMethodSubType	Type string Properties Filter, Group, Nillable, Sort Description More information about the payment method. For example, if the PaymentMethodType is Visa, this field can be a digital wallet. This field is available in API version 57.0 and later.
PaymentMethodType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The payment method used for the transaction, such as Visa, Mastercard, EPS, SepaDebit, UnionPay, and Klarna. Method types can also be direct debit payments like ACH, Beccs, and BACS. This field is available in API version 57.0 and later.
SavedPaymentMethodId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the saved payment method record.

Field	Details
	Relationship Name SavedPaymentMethod Relationship Type Lookup Refers To SavedPaymentMethod
Status	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The state of the payment method. Possible values are: <ul style="list-style-type: none"> • Active—The Payments platform can use the payment method to make payments. • Canceled—The Payments platform can no longer use the payment method to make payments. • InActive—The Payments platform currently can't use the payment method to make payments. Admins can change this value to Active when needed.

PymtSchdDistributionMethod

Indicates how the total payment is divided into partial payments. This object is available in API version 56.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
Description	Type textarea

Field	Details
	<p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description User-entered description of the payment schedule distribution method.</p>
DistributionCount	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The number of payment schedule items for the payment schedule. The payment schedule items are used to distribute the payment schedule's total payment into partial payments. Possible values are:</p> <ul style="list-style-type: none"> 1—Full distribution. Currently, each payment schedule must have exactly one payment schedule item.
DistributionMethodType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Distribution method time interval. Possible values are:</p> <ul style="list-style-type: none"> FullDistribution—The the full amount on the payment schedule is distributed to a single payment schedule item.
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>

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 (<code>LastReferencedDate</code>) but not viewed it.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description User-entered name for the payment schedule distribution method.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description ID of the owner of this object. This field is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User

PaymentScheduleTreatmentDtl

Contains configuration information for the payment schedule treatment detail. This object is available in API version 56.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
DateOffset	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description A number equal to or less than 0. The date offset is subtracted from the processing date reference to determine the processing date. For example, suppose that the invoice due date is 01/17/2022 and offset is -7. In this case, the payment schedule item is processed by the jobs that run on or before 01/10/2022.</p>
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The user-entered description of the payment schedule treatment detail.</p>
InstallmentPaymentType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates how the payment amount is divided into multiple payments. Possible values are:</p> <ul style="list-style-type: none"> • Percentage
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>

Field	Details
	<p>Description</p> <p>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>
PaymentMethodSelectionType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Indicates how the payment method is specified.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Manual</code>—the payment method is entered by a user • <code>MostRecentAutopay</code>—the payment method is the most recent automatic payment method used
PaymentRunMatchingValue	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>AMER</code> • <code>APAC</code> • <code>EMEA</code>
PaymentScheduleTreatmentDetailNumber	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>System-generated unique identifier for this payment schedule treatment detail.</p>
PaymentScheduleTreatmentId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The ID of the related payment schedule treatment.</p> <p>This field is a relationship field.</p>

Field	Details
	Relationship Name PaymentScheduleTreatment Relationship Type Lookup Refers To PaymentScheduleTreatment
Percentage	Type percent Properties Create, Filter, Nillable, Sort, Update Description Indicates the percentage of the source amount that is used to create the payment schedule.
ProcessingDateReference	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Indicates the source of the reference date. Possible values are: <ul style="list-style-type: none"> • InvoiceDueDate—use the invoice’s due date as the date reference
PymtSchdDistributionMethodId	Type reference Properties Create, Filter, Group, Sort, Update Description The distribution method that contains the information on how to create the payment schedule items. This field is a relationship field. Relationship Name PymtSchdDistributionMethod Relationship Type Lookup Refers To PymtSchdDistributionMethod

PaymentTerm

Defines your company's method and expectations for receiving payment. This object is available in API version 55.0 and later.

Timely payment helps your company maintain cash flow. Payment terms are used to determine the payment due date on invoices. Use with the PaymentTermItem object.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `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, Group, Nillable, Sort, Update</p> <p>Description User-defined field that describes the payment term. For example, use <code>Net 30</code> to describe a payment term where the payment is due within 30 days of the billing date.</p>
IsDefault	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether this payment term is the default term for your org. A default payment term must be defined in your org. 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>

Field	Details
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>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the payment term. For example, <i>Net 30</i> or <i>Cash on delivery (COD)</i>. This name appears on the invoice.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates whether the payment term is available for use on invoices. Possible values are:</p> <ul style="list-style-type: none"> • Active—The payment term is available for use and can be applied to an order. Only active payment terms can be applied to transactions or orders. • Draft—The payment term exists but isn't activated yet. • Inactive—The payment term exists but can't be applied to new transactions or orders. <p>The default value is Draft.</p>

Usage

A payment term is applied to an order or transaction, and is passed on to the billing schedule that's used to generate the invoice. The due date on the invoice is derived from the payment.

For example, a Net 30 payment term means that the customer has 30 days to pay from the invoice date. Suppose that an invoice with a Net 30 payment term is generated on January 1. The invoice date is January 1, and the due date is January 31 (1 + 30 days = 31).

PaymentTermItem

Defines the attributes of a payment term that your company uses. The PaymentTermItem is used to determine the due date on invoices. 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

This object is available when Subscription Management is enabled.

Fields

Field	Details
Description	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description User-defined field that describes the details of the payment term item.
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 accessed this record, a record related to this record, or a list view.
Name	Type string

Field	Details
	<p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto-generated sequential number, such as PTI-000001.</p>
PaymentTermId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the payment term that this payment term item is associated with. This field is a relationship field.</p> <p>Relationship Name PaymentTerm</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentTerm</p>
PaymentTimeframe	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates the time period when the payment is expected. Possible values are:</p> <ul style="list-style-type: none"> • Standard—Indicates that payment is expected by the date specified in the payment term. If payment isn't received by the due date, the payment becomes overdue. <p>The default value is Standard.</p>
Period	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Specifies the number of units in the payment period. Used with the <code>PeriodUnit</code> field. For example, to define a payment term of Net 30, enter <i>30</i> as the <code>Period</code> and select <i>Days</i> as the <code>PeriodUnit</code>.</p>
PeriodUnit	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Specifies the unit of time for the payment period. Used with the <code>Period</code> field. For example, to define a payment term of Net 30, enter <code>30</code> as the <code>Period</code> and select <code>Days</code> as the <code>PeriodUnit</code>. Possible values are:</p> <ul style="list-style-type: none"> • <code>Days</code>
Type	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Specifies how the payment term and invoice due date are derived. Possible values are:</p> <ul style="list-style-type: none"> • <code>Period-Based</code>—Tells the system to use the <code>Period</code> and <code>PeriodUnit</code> fields to calculate the invoice due date. <p>The default value is <code>Period-Based</code>.</p>

PaymentSchedule

The payment schedule represents a collection of payments that a customer wants to collect at different times for a certain record. A schedule contains one or more payment schedule items, where each item represents one payment to be processed. Each of a schedule's items can have different payment configuration fields, such as payment methods, payment dates, and payment accounts. When a payment scheduler launches a payment run, the run evaluates active payment schedule items, and picks them up for payment processing if they align with the scheduler's payment criteria. This object is available in API version 55.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
AvailableRequestedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The payment schedule's remaining amount available for the creation of payment schedule items. Equals <code>TotalRequestedAmount - TotalLineRequestedAmount</code>.</p>
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Optional user-defined comments.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Three-letter ISO 4217 currency code associated with the payment group record.</p>
DefaultPaymentAccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description When a payment run creates payments from a payment schedule item, it sets the payment's account to the item's <code>PaymentAccountId</code>. Upon payment schedule item creation, the item's <code>PaymentAccountId</code> inherits the schedule's <code>DefaultPaymentAccountId</code>. However, you can override the <code>PaymentAccountId</code> with a different account as needed. If you do, future payments made from the item use the new account. This is a relationship field.</p> <p>Relationship Name DefaultPaymentAccount</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>

Field	Details
DefaultPaymentMethodId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description When a payment run creates payments from a payment schedule ID, it sets the payment's account to the item's <code>PaymentMethodId</code>. Upon payment schedule item creation, the item's <code>PaymentMethodId</code> inherits the schedule's <code>DefaultPaymentMethodId</code>. However, you can override the <code>PaymentMethodId</code> with a different account as needed. If you do, future payments made from the item will use the new account.</p> <p>Relationship Name DefaultPaymentMethod</p> <p>Relationship Type Lookup</p> <p>Refers To CardPaymentMethod, DigitalWallet</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>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The user who created the payment schedule. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p>

Field	Details
	Relationship Type Lookup
	Refers To Group, User
PaymentScheduleNumber	Type string
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description System-generated reference number for the payment schedule.
ReferenceEntityId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The object that receives payments as a result of payment schedule items processed from the payment schedule. This is a polymorphic relationship field.
	Relationship Name ReferenceEntity
	Relationship Type Lookup
	Refers To Contract, Invoice, Order
RemainingAmountToBeProcessed	Type currency
	Properties Filter, Nillable, Sort
	Description The total pending amount of payment schedule items that haven't yet been processed for payment. Equals <code>TotalLineRequestedAmount - TotalProcessedAmount</code> .
Status	Type picklist
	Properties Create, Filter, Group, Restricted picklist, Sort, Update
	Description The status of the payment schedule.

Field	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> • Canceled: Payment runs can't evaluate payment schedules or use them to create payments. • Completed: All of the payment schedule's payment schedule items have been processed for payments. • Draft: The payment schedule can be edited and configured. Payment runs don't evaluate draft payment schedules. • Open: The payment schedule is available for payment run evaluation.
TotalAppliedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The amount of all payment schedule items that have been applied to payments. This is a calculated field.</p>
TotalCanceledAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of all <code>RequestedAmount</code> values on payment schedule items with a status of Canceled.</p>
TotalPaymentScheduleItemAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort\</p> <p>Description The total amount allocated from the payment schedule to its payment schedule items. Equals the sum of each payment schedule item's <code>RequestedAmount</code> – the sum of each payment schedule item's <code>Canceled Amount</code>.</p>
TotalProcessedAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of <code>ProcessedAmount</code> values on payment schedule items with a status of Processed.</p>

Field	Details
TotalRequestedAmount	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The total amount available for a payment schedule to distribute to its payment schedule items. The sum of payment schedule items can't be greater than the TotalLineRequestedAmount of the parent payment schedule.</p>

PaymentScheduleItem

A payment schedule contains one or more payment schedule items, where each item represents one payment to be processed. Each of a schedule's items can have different payment configuration fields, such as payment methods, payment dates, and payment accounts. When a payment scheduler launches a payment run, the run evaluates active payment schedule items, and picks them up for payment processing if they align with the scheduler's payment criteria. This object is available in API version 55.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Optional user-defined comments.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	Description Three-letter ISO 4217 currency code associated with the payment schedule item record.
LastPaymentGatewayLogId	Type reference Properties Filter, Group, Nillable, Sort Description The most recent payment gateway log created following a payment gateway request to make a payment based on the payment schedule item. This is a relationship field. Relationship Name LastPaymentGatewayLog Relationship Type Lookup Refers To PaymentGatewayLog
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 (LastReferencedDate) and not viewed.
PaymentAccountId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The account assigned to payments made from the payment schedule item. When a payment schedule item is created, its <code>PaymentAccountId</code> inherits the payment schedule's <code>DefaultPaymentAccountId</code> . However, you can provide a new

Field	Details
	<p>PaymentAccountId at any time. If you change the PaymentAccountId, only payments made after the change use the new account.</p> <p>This is a relationship field.</p> <p>Relationship Name PaymentAccount</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
PaymentBatchRunId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The payment batch run that evaluated the payment schedule item for payment processing. This is a relationship field.</p> <p>Relationship Name PaymentBatchRun</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentBatchRun</p>
PaymentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The payment that a payment run created for the payment schedule item after picking up the parent payment schedule. This field is unique within your organization This is a relationship field.</p> <p>Relationship Name Payment</p> <p>Relationship Type Lookup</p> <p>Refers To Payment</p>
PaymentMethodId	<p>Type reference</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The payment method assigned to payments created from the payment schedule item. When a payment schedule item is created, its <code>PaymentMethodId</code> inherits the payment schedule's <code>DefaultPaymentMethodId</code>. However, you can provide a new <code>PaymentMethodId</code> at anytime. If you change the <code>PaymentMethodId</code>, only payments made after the change use the new account.</p> <p>Relationship Name PaymentMethod</p> <p>Relationship Type Lookup</p> <p>Refers To CardPaymentMethod, DigitalWallet</p>
PaymentProcessingMessage	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Shows information about whether the payment creation process has completed.</p>
PaymentRunMatchingValue	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The value used to match a payment schedule item to a payment run based on the payment run's matching criteria.</p>
PaymentScheduleId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The parent payment schedule for the payment schedule item. This is a relationship field.</p> <p>Relationship Name PaymentSchedule</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To PaymentSchedule
PaymentScheduleItemNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description User-defined reference number for the payment schedule item.
PaymentSource	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The feature that caused a payment to be created from the payment schedule item. Possible values are: <ul style="list-style-type: none"> • PaymentRun
ProcessedAmount	Type currency Properties Filter, Nillable, Sort Description The amount of the payment schedule item that has been processed for payment and converted to a payment record.
RequestedAmount	Type currency Properties Create, Filter, Sort, Update Description The initial amount of the payment schedule item upon creation.
Status	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The status of the payment schedule item. Possible values are:

Field	Details
	<ul style="list-style-type: none"> • Canceled: The payment schedule item can't be picked up by payment runs for processing. When a user or process changes the item's status to Canceled, the item's <code>CanceledAmount</code> becomes <code>RequestedAmount - ProcessedAmount</code>. • Apply Failed: The payment run encountered an error when attempting to process the payment schedule item for payment. For more information, review the payment run's revenue transaction error log. • Applied: The payment schedule item has been successfully applied.
TargetPaymentProcessingDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The date after picking up a payment schedule item that the payment run makes a payment request to the payment gateway.</p>

PaymentSchedulePolicy

Contains configuration information for the payment schedule policy. This object is available in API version 56.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management and the `PaymentScheduleAutomation` permission.

Fields

Field	Details
DefaultTreatmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The default payment schedule treatment. This field is a relationship field.</p>

Field	Details
	Relationship Name DefaultTreatment Relationship Type Lookup Refers To PaymentScheduleTreatment
Description	Type textarea Properties Create, Filter, Nillable, Sort, Update Description User-entered description of the payment schedule policy.
IsOrgDefault	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description <code>true</code> if the payment schedule policy is the default policy for the org, otherwise <code>false</code> . An org can have a maximum of one default payment policy. The default value is <code>false</code> .
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 (<code>LastReferencedDate</code>) but not viewed it.
Name	Type string

Field	Details
	<p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The user-entered name of the payment policy.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the creator 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>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The payment schedule policy's status. Possible values are:</p> <ul style="list-style-type: none"> • Active • Canceled • Draft • Inactive
TreatmentSelection	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates the payment schedule treatment. Possible values are:</p> <ul style="list-style-type: none"> • Default—use the payment schedule treatment indicated by <code>DefaultTreatmentId</code>.

PaymentScheduleTreatment

Contains configuration information for the payment schedule. This object is available in API version 56.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The user-entered description of the payment schedule treatment.</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>

Field	Details
	<p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The user-entered name of the payment schedule treatment.</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>
PaymentSchedulePolicyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the related payment schedule policy. This field is a relationship field.</p> <p>Relationship Name PaymentSchedulePolicy</p> <p>Relationship Type Lookup</p> <p>Refers To PaymentSchedulePolicy</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The payment schedule treatment's status. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none">• Active• Canceled• Draft• Inactive
TriggerSource	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates the action that caused the payment schedule treatment to be created. Possible values are:</p> <ul style="list-style-type: none">• InvoicePosted—an invoice is posted

PendingOrderSummary

Object representing a B2C Commerce order ingested via High Scale Orders before an OrderSummary is created for it. Optimized for online transaction processing (OLTP). This object is available in API version 56.0 and later.

Supported Calls

`describeLayout()`, `query()`

Special Access Rules

This object is only available in Salesforce Order Management orgs where the High Scale Orders feature is enabled.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the account or person account associated with the PendingOrderSummary. It represents the shopper in the storefront. This field is a relationship field.</p>

Field	Details
	Relationship Name Account
	Relationship Type Lookup
	Refers To Account
BillToContactId	Type reference
	Properties Filter, Group, Nillable, Sort
	Description ID of the Contact associated with the PendingOrderSummary. It represents the shopper in the storefront when not using person accounts. This field is a relationship field.
	Relationship Name BillToContact
	Relationship Type Lookup
	Refers To Contact
BillingEmailAddress	Type email
	Properties Filter, Group, Sort
	Description Email address on the billing address.
BillingPhoneNumber	Type phone
	Properties Filter, Group, Nillable, Sort
	Description Phone number of the billing address.
CurrencyIsoCode	Type picklist
	Properties Defaulted on create, Filter, Group, Restricted picklist, Sort

Field	Details
	<p>Description</p> <p>Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the original Order associated with the PendingOrderSummary.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>The default value is USD.</p>
Description	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Description of the PendingOrderSummary.</p>
ExternalId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>This field is used internally.</p> <p>This field isn't synced with ZOS, so you can't use it in a query or insert operation.</p>
ExternalReferenceIdentifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>Used internally to prevent duplicate records. This value is case-sensitive. On creation, this value is set to <i>B2C realm ID + "_" + B2C instance ID + "@" + B2C Commerce catalog/domain ID + "@" + B2C Commerce order number</i>.</p> <p>When the OrderSummary is created, this value is copied to its ExternalReferenceIdentifier field. If you ingest orders from multiple sources, you can maintain uniqueness by including a prefix based on the source.</p>
GrandTotalAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Sort</p>

Field	Details
	Description Total amount, including adjustments and tax, of the PendingOrderSummary.
OrderNumber	Type string Properties Filter, Group, Sort Description Name of the PendingOrderSummary.
OrderedDate	Type dateTime Properties Filter, Sort Description Date of the original order associated with this PendingOrderSummary.
Payload	Type textarea Properties Description The order data payload.
PayloadType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The datatype of the Payload. Possible values are: <ul style="list-style-type: none"> JSON_GZIP JSON_RAW
SalesChannelId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the SalesChannel associated with this PendingOrderSummary. The SalesChannel Name matches the B2C Commerce catalog/domain ID. This field is a relationship field.

Field	Details
	Relationship Name SalesChannel
	Relationship Type Lookup
	Refers To SalesChannel
SalesStoreId	Type reference
	Properties Filter, Group, Nillable, Sort
	Description ID of the RetailStore or WebStore associated with this PendingOrderSummary. This field is a relationship field.
	Relationship Name SalesStore
	Relationship Type Lookup
	Refers To WebStore
ShopperName	Type string
	Properties Filter, Group, Sort
	Description The first name and last name of the shopper that placed the original order.

Usage

If you need to view or service an ingested B2C Commerce order before the automated High Scale Orders process has created an OrderSummary for it, you can manually trigger creation of the OrderSummary. In Salesforce, open the PendingOrderSummaries list, find the record, and click **Import**.

PendingOrderSummary only supports certain methods and queries. It doesn't support Apex triggers.

Supported Apex Methods:

- `Database.query(queryString)`
- `Database.query(queryString, accessLevel)`

Supported SOAP API Methods:

- `create()`
- `delete()`

- `describeLayout()`
- `query()`
- `queryMore()`

Supported REST API Methods:

- `/services/data/vXX.X/objects/sObject/` GET
- `/services/data/vXX.X/objects/sObject/id/` GET
- `/services/data/vXX.X/objects/sObject/id/` DELETE
- `/services/data/vXX.X/objects/sObject/id/` POST
- `/services/data/vXX.X/objects/sObject/describe/compactLayouts/` GET
- `/services/data/vXX.X/objects/sObject/quickActions/` GET

Supported Queries:

convertCurrency() function

Example: `SELECT Id, convertCurrency(AnnualRevenue) FROM Account`

Child-to-Parent subquery

Example: `SELECT ExternalReferenceIdentifier, Account.Name FROM PendingOrderSummary WHERE ExternalReferenceIdentifier = 'a'`

Limit clause

Example: `SELECT ExternalReferenceIdentifier FROM PendingOrderSummary WHERE ExternalReferenceIdentifier = 'a' LIMIT 1`

Filter by index

Example: `SELECT ExternalReferenceIdentifier FROM PendingOrderSummary WHERE ExternalReferenceIdentifier = 'a'`

Filter by secondary index

Example: `SELECT ExternalReferenceIdentifier FROM PendingOrderSummary WHERE AccountId = 'xxx'`

ORDER BY clause

When using ORDER BY, you don't need to specify a direction. However, if you sort ASC, you can't use NULLS LAST. If you sort DESC, you can only use NULLS LAST.

Example: `SELECT ExternalReferenceIdentifier FROM PendingOrderSummary ORDER BY ExternalReferenceIdentifier`

Example: `SELECT ExternalReferenceIdentifier FROM PendingOrderSummary ORDER BY ExternalReferenceIdentifier ASC NULLS FIRST`

Example: `SELECT ExternalReferenceIdentifier FROM PendingOrderSummary ORDER BY ExternalReferenceIdentifier DESC NULLS LAST`

Equality filter

Range filters aren't supported.

Example: `SELECT ExternalReferenceIdentifier FROM PendingOrderSummary WHERE ExternalReferenceIdentifier = 'realm_tenant@storesite@0000001'`

```
Invalid example: SELECT ExternalReferenceIdentifier FROM PendingOrderSummary WHERE  
ExternalReferenceIdentifier < 'a'
```

SEE ALSO:
[OrderSummary](#)
[Order](#)

PendingServiceRouting

Represents the routing details of a work item that’s waiting to be routed or assigned. This object is available in API version 40.0 and later.

Supported Calls

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

Special Access Rules

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

Fields

Field	Details
BotId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Bot ID the work item is assigned to. You can only use enhanced bots. This field is available in API version 55.0 and later.</p> <p>This field is a relationship field.</p> <p>Relationship Name Bot</p> <p>Relationship Type Lookup</p> <p>Refers To BotDefinition</p>
CapacityPercentage	<p>Type percent</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	Description Indicates the amount of work that this work item represents as a percentage. Valid values are from 0 to 100.
CapacityWeight	Type double Properties Create, Filter, Nillable, Sort, Update Description Indicates the amount of work that this work item represents as a whole number.
CustomRequestedDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Retains the datetime of this work item's initial request, so work items are rerouted using the datetime of the initial work request. When left blank, work items are rerouted using the datetime when they're rerouted.
DropAdditionalSkillsTimeout	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Time to wait before 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.
GroupId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the Omni-Channel queue.
IsInterruptible	Type boolean Properties Defaulted on create, Filter, Group, Sort

Field	Details
	<p>Description</p> <p>Indicates whether a work item consumes interruptible or primary capacity. The default value is <code>false</code>. Available in version 57.0 and later when the Interruptible Capacity feature is enabled.</p>
<code>IsOwnerChangeInitiated</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether a work item owner change triggered the direct assignment of this work item to the agent. The default value is <code>false</code>.</p>
<code>IsPreferredUserRequired</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether this work item stays with the preferred user even when the user isn't available. The default value is <code>false</code>. This field is available in API version 50.0 and later.</p>
<code>IsPushAttempted</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether a push has been attempted. <code>true</code> if this work item was pushed to an agent at least one time and <code>false</code> otherwise.</p>
<code>IsPushed</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether this work item is pushed to an agent.</p>
<code>IsReadyForRouting</code>	<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 this work item is ready to be routed to an agent. If <code>true</code>, you can't edit this PendingServiceRouting record.</p>

Field	Details
IsStatusChangeInitiated	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a work item status change triggered the direct assignment of this work item to the agent. The default value is <code>false</code>. This field is available in API version 50.0 and later.</p>
IsTransfer	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this work item routing is a transfer request.</p>
LastDeclinedAgentSession	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Chat session ID of the agent who last declined this work item.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the PendingServiceRouting 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 this PendingServiceRouting record.</p>
PreferredUserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description ID of the preferred user to handle the work item.
PushTimeout	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The time limit set for an agent to respond to an item before it's pushed to another agent. The time limit is measured in seconds. This field is available in API version 36.0 and later. Effective API version 57.0, for inbound Voice calls, this field represents the time limit set for an agent to respond to a call before it's declined. The value must be from 0 through 20. The value is capped at 20, so any number greater than that is treated as 20 seconds. This applies to the following telephony models: <ul style="list-style-type: none"> • Service Cloud Voice with Amazon Connect • Service Cloud Voice with Partner Telephony from Amazon Connect
QueueId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the Omni-Channel queue. Due to API changes, <code>QueueId</code> is no longer recommended. Use <code>GroupId</code> instead.
RoutingModel	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Type of routing model. Possible values are: <ul style="list-style-type: none"> • ExternalRouting • LeastActive • MostAvailable
RoutingPriority	Type int Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description Order in which work items are routed to agents. This field is considered with skills-based routing only. Queue-based routing sets a work item's priority from the routing configuration.
RoutingType	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort Description Indicates whether the work item is routed by queue or by skills-based routing. Possible values are: <ul style="list-style-type: none"> QueueBased SkillsBased
SecondaryRoutingPriority	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Indicates the secondary routing priority.
Serial	Type int Properties Filter, Group, Nillable, Sort Description Serial number of the PendingServiceRouting record. The serial number is automatically incremented each time the PendingServiceRouting record is modified.
ServiceChannelId	Type reference Properties Create, Filter, Group, Sort Description ID of the service channel.
WorkItemId	Type reference Properties Create, Filter, Group, Sort

Field	Details
	<p>Description</p> <p>ID of the work item.</p> <p>Refers To</p> <p>Custom objects and these standard objects: Case, Account, Lead, Contact, Activity, Opportunity, CustomEntityData, SocialPost, Order, ContactRequest, LiveChatTranscript, MessagingSession, VoiceCall, PersonTraining, SwarmMember, Incident, Claim, ClaimRecovery, ClaimCoverage, PaymentRequest, and Referral. WorkOrder is available in version 58.0 and later.</p>

Usage

When you use the PendingServiceRouting object for queue-based routing, the object doesn't invoke triggers before or after insert, or any action (trigger, workflow rule, validation) that could interfere with the creation of the record.

Associated Objects

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

PendingServiceRoutingOwnerSharingRule

Sharing rules are available for the object.

PendingServiceRoutingShare

Sharing is available for the object.

Limits

You can view the number of Pending Service Routing records that are currently in use in your org, as well as the current hourly use rate. From Setup, enter *Omni-Channel* in the Quick Find box and select **Limits**. The Limits page also displays the current Pending Service Routing record usage percentage and the Pending Service Routing record limits for your org.

PendingServiceRoutingInteractionInfo

Represents PendingServiceRouting interaction information that's used when work is routed to an agent. For a screen pop, it specifies which records to open when work is routed to an agent from a specific channel. PendingServiceRoutingInteractionInfo is read-only. This object is available in API version 53.0 and later.

Supported Calls

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

Special Access Rules

To access this object, *Omni-Channel* must be enabled. To view this object, you must have the "Manage Flow" user permission.

Fields

Field	Details
IsFocused	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this record shows on the agent's screen when multiple records open at the same time.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the PendingServiceRoutingInteractionInfo.</p>
PendingServiceRoutingId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the PendingServiceRouting on page 3314 from which the AgentWork on page 448 is created. This is a relationship field.</p> <p>Relationship Name PendingServiceRouting</p> <p>Relationship Type Lookup</p> <p>Refers To PendingServiceRouting</p>
PrimaryRecordId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the object that's routed to the agent through Omni-Channel.</p> <p>Relationship Name PrimaryRecord</p>

Field	Details
	Relationship Type Lookup
TargetFlowName	Type string Properties Filter, Group, Nillable, Sort Description The API name and namespace prefix, if any, of the screen flow to open when work is routed to the agent. This field and the <code>TargetFlowId</code> field can't be populated at the same time. Available in API version 57.0 and later.
TargetObjectId	Type reference Properties Filter, Group, Nillable, Sort Description The record to open when work is routed to the agent. This field is required in API version 56.0 and earlier. In API version 57.0 and later, this field is optional and can't be populated at the same time as the <code>TargetFlowName</code> field. Relationship Name TargetObject Relationship Type Lookup

Period

Represents a fiscal period defined in `FiscalYearSettings`.

Supported Calls

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

Special Access Rules

As of Spring '20 and later, only Chatter Free users and standard users can access this object.

Fields

Field	Details
EndDate	<p>Type date</p> <p>Properties Filter, Group, Sort</p> <p>Description The last date of the fiscal period.</p>
FiscalYearSettingsId	<p>Type reference</p> <p>Properties Filter, Nillable, Group, Sort</p> <p>Description The parent record for this period. This is a relationship field.</p> <p>Relationship Name FiscalYearSettings</p> <p>Relationship Type Lookup</p> <p>Refers To FiscalYearSettings</p>
FullyQualifiedLabel	<p>Type string</p> <p>Properties Group, Nillable</p> <p>Description Represents the period's complete name in the UI. For example, "September FY 2016".</p>
IsForecastPeriod	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the period is associated with Collaborative Forecasts (<code>true</code>) or not (<code>false</code>).</p>
Number	<p>Type int</p>

Field	Details
	<p>Properties Filter, Nillable, Group, Sort</p> <p>Description If the labeling scheme of your fiscal year's quarters or months is numbered, this field indicates the relative number of the row.</p>
PeriodLabel	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description If the months in your fiscal year use custom names, then this field contains the appropriate name for rows of type Month.</p>
QuarterLabel	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Sort</p> <p>Description If the quarters in your fiscal year use custom names, then this field contains the appropriate name for rows of type Quarter.</p>
StartDate	<p>Type date</p> <p>Properties Filter, Group, Sort</p> <p>Description The first date of the fiscal period.</p>
Type	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates whether the period is of type Month, Quarter, Week, or Year. Label is the field value.</p>

Usage

In API version 36.0 and earlier, querying the Period object yields no results. In API version 37.0 and later, a query returns period records.

SEE ALSO:

[FiscalYearSettings](#)

PermissionSet

Represents a set of permissions that's used to grant more access to one or more users without changing their profile or reassigning profiles. This object is available in API version 22.0 and later.

PermissionSet has a read-only child relationship with PermissionSetGroup. PermissionSet contains the aggregated permissions for the group.

You can use permission sets to grant access, but not to deny access.

Supported Calls

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

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
- Assign Permission Sets
- Manage Profiles and Permission Sets


To view the following settings, assignments, and permissions for standard and custom objects in a specified permission set, the View Setup and Configuration permission is required.

- Client settings
- Field permissions
- Layout assignments
- Object permissions
- Permission dependencies
- Permission set tab settings
- Permission set group components
- Record types

Fields

Field Name	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Nillable, Group, Sort, Update</p> <p>Description A description of the permission set. Limit: 255 characters.</p>
HasActivationRequired	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the permission set requires an associated active session (<code>true</code>) or not (<code>false</code>).</p>
IsCustom	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description If <code>true</code>, the permission set is custom (created by an admin); if <code>false</code>, the permission set is standard and related to a specific permission set license.</p>
IsOwnedByProfile	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description If <code>true</code>, the permission set is owned by a profile. Available in API version 25.0 and later.</p>
Label	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The permission set label, which corresponds to Label in the user interface. Limit: 80 characters.</p>
LicenseId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of either the related PermissionSetLicense or UserLicense associated with this permission set. Available in API version 38.0 and later. Use this field instead of <code>UserLicenseId</code>, which is deprecated and only available up to API Version 37.0.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name License</p> <p>Relationship Type Lookup</p> <p>Refers To PermissionSetLicense, UserLicense</p>
Name	<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 organization. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores. Corresponds to API Name in the user interface. Limit: 80 characters.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix for a permission set that's been installed as part of a managed package. If the permission set isn't packaged or is part of an unmanaged package, this value is empty. Available in API version 23.0 and later.</p>
Permissions <i>PermissionName</i>	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description One field for each permission. If <code>true</code>, users assigned to this permission set have the named permission. The number of fields varies depending on the permissions for the organization and license type.</p>

Field Name	Details
	 Tip: To get a list of available permissions in the SOAP API, use <code>describeObjects()</code> .
PermissionSetGroupId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description If the permission set is owned by a permission set group, this field returns the ID of the permission set group. If the permission set isn't owned by a permission set group, this field returns a null value. Available in API version 45.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name PermissionSetGroup</p> <p>Relationship Type Lookup</p> <p>Refers To PermissionSetGroup</p>
ProfileId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description If the permission set is owned by a profile, this field returns the ID of the Profile. If the permission set isn't owned by a profile, this field returns a null value. Available in API version 25.0 and later.</p> <p>This is a relationship field.</p> <p>Relationship Name Profile</p> <p>Relationship Type Lookup</p> <p>Refers To Profile</p>
Type	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Available in API version 46.0 and later.</p>

Field Name	Details
UserLicenseId	<p>Type</p> reference
	<p>Properties</p> Create, Filter, Group, Nillable, Sort
	<p>Description</p> ID of the UserLicense associated with this permission set. This field is nillable in API version 26.0 and later and available up to API version 37.0 In API version 38.0 and later, use <code>LicenseId</code> .

Usage

Use the PermissionSet object to query existing permission sets.

For example, to search for all permission sets that contain the “Modify All Data” permission:

```
SELECT Name, PermissionsModifyAllData
FROM PermissionSet
WHERE PermissionsModifyAllData=true
```

When combined with the PermissionSetAssignment object, you can create a nested query that returns all users assigned to a particular permission like “Modify All Data”:

```
SELECT Name, (SELECT AssigneeId FROM Assignments)
FROM PermissionSet
WHERE PermissionsModifyAllData=true
```

If the permission set isn’t assigned to a user, you can also create or delete a permission set.

User Licenses

The user license controls the permissions that are available in a permission set.

Every permission set can be associated with a user license or permission set license. If you plan to assign a permission set to multiple users with different user and permission set licenses, leave `LicenseId` empty. If only users with one type of license use this permission set, set the `LicenseId` to that single user or permission set license. If you want a permission set associated with a permission set license, then set `LicenseId` to the permission set license. To get the `LicenseId`, run this query:

```
SELECT Id, Name
FROM UserLicense
```

Alternatively, to query a user or profile for the `LicenseId`.

```
SELECT Id, Profile.UserLicenseId
FROM User
```

Child Objects

When using the API, think of each permission set or related set of access controls as an empty container that you fill with permission records.

In the API, a permission set can contain user, object, and field permissions, and setup entity access settings for other settings, such as Apex classes.

- ObjectPermissions and FieldPermissions objects are available in API version 24.0 and later.
- The SetupEntityAccess object is available in API version 25.0 and later.
- The PermissionSetGroupComponent object is available in API version 45 and later.

Only user permissions are managed in the PermissionSet API object; all other permission types are managed in child API objects.

In these child objects, access is stored in a record, while the absence of a record indicates no access. To return a record in a SOQL query, a minimum permission or setting is required for each child object.

Because permissions are stored in related objects, it's important to understand what questions to ask when using SOQL. For example, let's say you want to know which permission sets have "Delete" on an object. You also want to know which ones include permissions that allow approval of a return merchandise authorization (where the approval checkbox is controlled with field permissions). Asking the right questions when using SOQL with permission sets ensures that you get the information you need, such as whether to migrate permissions or assign a permission set to a user.

For example, the following returns all permission sets where the "Read" permission is enabled for the Merchandise__c object.

```
SELECT ObjectType, ParentId, PermissionsRead
FROM ObjectPermissions
WHERE PermissionsRead = True AND ObjectType = 'Merchandise__c'
```

You can query for all permission sets that have "Read" on an object. However, you can't query for permission sets that have no access on an object, because no records exist for that object. For example, the following returns no records because the object must have at least "Read" to return any records.

```
SELECT ObjectType, ParentId, PermissionsRead
FROM ObjectPermissions
WHERE PermissionsRead = False AND ObjectType = 'Merchandise__c'
```


If you have at least the "Read" permission on an object, you can create a conditional query on other permissions in the same object. For example, the following returns any records where the object has at least the "Read" permission but not the "Edit" permission.

```
SELECT ParentId, PermissionsRead, PermissionsEdit
FROM ObjectPermissions
WHERE PermissionsEdit = False AND ObjectType = 'Merchandise__c'
```

To set an object or field permission to no access, delete the record that contains the permission. For example, to disable all object permissions in the Merchandise__c object for a particular permission set, first query to retrieve the ID of the object permission record.

```
SELECT Id
FROM ObjectPermissions
WHERE ObjectType = 'Merchandise__c'
```

Then delete the IDs returned from the query.

 **Note:** If you try to update the object or field permissions by setting all permissions to false, the permission record is automatically deleted. Any subsequent queries for the record ID won't return results and you must add a new permission record to grant access.

View a Permission Set with Nested Queries

You can build on the PermissionSet object using child relationships that show all of the permissions in a single permission set. For example, the following returns all permission sets and displays the “Transfer Leads” permission, as well as any “Read” permissions on any objects and fields.

```
SELECT Label, PermissionsTransferAnyLead,
(SELECT ObjectType, PermissionsRead FROM ObjectPerms),
(SELECT ObjectType, Field, PermissionsRead FROM FieldPerms)
FROM PermissionSet
```

Associated Profiles

In API version 25.0 and later, every profile is associated with a permission set that stores the profile’s user, object, and field permissions, as well as setup entity access settings. You can query permission sets that are owned by profiles but not modify them.

The following example returns all permission sets, including those owned by a profile.

```
SELECT Id, Label, ProfileId, Profile.Name
FROM PermissionSet
```

The following returns all permission sets except those permissions owned by profiles.


```
SELECT Id, Label, ProfileId, Profile.Name, IsOwnedByProfile
FROM PermissionSet
WHERE IsOwnedByProfile = FALSE
```

Because permission sets have child objects in the API, you can query their values on permission sets owned by a profile. For example, the following returns all enabled object permission records for profiles only.

```
SELECT Id, ParentId, PermissionsRead, ObjectType, Parent.ProfileId
FROM ObjectPermissions
WHERE Parent.IsOwnedByProfile = TRUE
```

Once you have the IDs for permission sets that are owned and not owned by profiles, use the [PermissionSetAssignment](#) object to see if users can access objects or fields via their profile permissions or their permission sets. For example, the following SOQL query returns all users who have the “Read” permission on the Merchandise__c object. It also specifies whether the permission is granted through a profile or permission set.

```
SELECT Assignee.Name, PermissionSet.Id, PermissionSet.isOwnedByProfile
FROM PermissionSetAssignment
WHERE PermissionSetId
IN (SELECT ParentId
FROM ObjectPermissions
WHERE SObjectType = 'Merchandise__c' AND PermissionsRead = true)
```

 **Note:** For permission sets that are owned by profiles, don't use Name and Label values that are returned in a query. Name and Label values from queries can change.

SEE ALSO:

[ObjectPermissions](#)

[FieldPermissions](#)

[SetupEntityAccess](#)

[PermissionSetAssignment](#)

[Profile](#)

PermissionSetAssignment

Represents a user's assignment to a permission set or permission set group. This object is available in API version 22.0 and later.

Supported Calls

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


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
- Assign Permission Sets
- Manage User

Fields

Field Name	Details
AssigneeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the user that is assigned the permission set indicated in <code>PermissionSetId</code> or the permission set group indicated in <code>PermissionSetGroupId</code>. This is a relationship field.</p> <p>Relationship Name Assignee</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To User
ExpirationDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date that the assignment of the permission set or permission set group expires for the specified user. This field is available in API version 52.0 and later.
IsActive	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the assignment is active (<code>true</code>) or not (<code>false</code>). Defaults to <code>false</code> . This field is available in API version 52.0 and later.
IsRevoked (Beta)	Type boolean Properties Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the assignment was revoked (<code>true</code>) or not (<code>false</code>). Defaults to <code>false</code> . This field is available in API version 57.0 and later.  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 .
LastCreatedByChangeId (Beta)	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the user access change record related to this permission set or permission set group assignment. This field is available in API version 57.0 and later. This field is a relationship field. Relationship Name LastCreatedByChange

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>
LastDeletedByChangeId (Beta)	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the user access change record related to this permission set or permission set group assignment being revoked. This field is available in API version 57.0 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>
PermissionSetGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the permission set group assigned to the user specified in AssigneeId. This field is available in API version 45.0 and later. This is a relationship field.</p> <p>Relationship Name PermissionSetGroup</p> <p>Relationship Type Lookup</p> <p>Refers To PermissionSetGroup</p>

Field Name	Details
PermissionSetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the permission set assigned to the user specified in AssigneeId. This is a relationship field.</p> <p>Relationship Name PermissionSet</p> <p>Relationship Type Lookup</p> <p>Refers To PermissionSet</p>

Usage

Finding Permission Set Assignments

Use the PermissionSetAssignment object to query permission set assignments to find out which permission sets are assigned to which users. Because each user can be assigned to many permission sets and each permission set can be assigned to many users, each PermissionSetAssignment ID represents the association of a single user and single permission set.

For example, to search for all permission sets assigned to a particular user:

```
SELECT Id, PermissionSetId
FROM PermissionSetAssignment
WHERE AssigneeId = '005600000017cKt'
```

To search for all users assigned to a particular permission set:

```
SELECT Id, AssigneeId
FROM PermissionSetAssignment
WHERE PermissionSetId = '0PS30000000000e'
```

You can also create a new permission set assignment, or use delete to remove a permission set that's assigned to a user. To update an assignment, delete an existing assignment and insert a new one.

User Licenses

When assigning a permission set, if the PermissionSet has a UserLicenseId, its UserLicenseId and the Profile UserLicenseId must match. To determine a user's license assignment, query the user's profile and then query the profile's license.

For example, to find a user's profile ID:

```
SELECT Id, ProfileId
FROM User
WHERE Id = '005D00000001GMAT'
```

To find a permission set's `UserLicenseId`:

```
SELECT Id, LicenseId
FROM PermissionSet
WHERE Id = '0PS30000000000e'
```

If the IDs match, the assignment succeeds.

To find all the permission sets with no license that are assigned to any user:

```
SELECT Id, Assignee.Name, PermissionSet.Name
FROM PermissionSetAssignment
WHERE PermissionSet.LicenseId = null
```

SEE ALSO:
[PermissionSet](#)

PermissionSetGroup

Represents a group of permission sets and the permissions within them. Use permission set groups to organize permissions based on job functions or tasks. Then, you can package the groups as needed. This object is available in API version 45.0 and later.

Supported Calls

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

Special Access Rules

As of Summer '20 and later, to view this object, users must have one of these permissions:

- View Setup and Configuration
- Manage Session Permission Set Activations
- Assign Permission Sets

To edit this object, users must have the Manage Profiles and Permission Sets permission.

Fields

Field Name	Details
Description	<div>Type textarea</div> <div>Properties Create, Filter, Group, Nillable, Sort, Update</div> <div>Description The Permission Set Group description.</div>

Field Name	Details
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The permission set group name used in the API.</p>
HasActivationRequired	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the permission set group requires an associated active session (<code>true</code>) or not (<code>false</code>). The default value is <code>false</code>. This field is available in API version 53.0 and later.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The Permission Set Group language. 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 - Mexican) • <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 - Brazilian) • <code>ru</code> (Russian) • <code>sv</code> (Swedish) • <code>th</code> (Thai) • <code>zh_CN</code> (Chinese - Simplified)

Field Name	Details
	<ul style="list-style-type: none">zh_TW (Chinese - Traditional)
MasterLabel	Type string Properties Create, Filter, Group, Sort, Update Description The permission set group label for the aggregated permissions.
NamespacePrefix	Type string Properties Filter, Group, Nillable, Sort Description The permission set group namespace prefix.
Status	Type picklist Properties Defaulted on create, Filter, Group, Restricted picklist, Sort Description Indicates permission set group recalculation status. <ul style="list-style-type: none">Updated. The group is current.Outdated. The group requires recalculation.Updating. The group is in recalculation mode.Failed. The group recalculation failed.

Usage

Use the PermissionSetGroup object to query existing permission set groups and to find which aggregated permissions are included in the group.

For example, to search for all object permissions in a permission set group named StandardAccountingUsers:

```
SELECT SObjectType
FROM ObjectPermissions
WHERE Parent.PermissionSetGroup.DeveloperName = 'StandardAccountingUsers'
```

To create a permission set group using REST API, you can submit a POST request.

```
POST
/services/data/v45.0/tooling/objects/PermissionSetGroup/

{
```

```
"DeveloperName": "Sales", "MasterLabel": "sales_label"
}
```

PermissionSetGroupComponent

A junction object that relates the PermissionSetGroup and PermissionSet objects via their respective IDs; enables permission set group recalculation to determine the aggregated permissions for the group. This object is available in API version 45.0 and later.

PermissionSetGroupComponent is a child object of PermissionSet and PermissionSetGroup.

Supported Calls

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

Special Access Rules

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

Fields

Field Name	Details
PermissionSetGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique permission set group ID. 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 Create, Filter, Group, Sort</p> <p>Description The unique permission set ID of a permission set in a permission set group. This is a relationship field.</p>

Field Name	Details
	Relationship Name PermissionSet
	Relationship Type Lookup
	Refers To PermissionSet

Usage

Use the `PermissionSetGroupComponent` object to add members to or delete members from a permission set group, or to query for group members.

PermissionSetLicense

Represents a license that's used to enable one or more users to receive a specified permission without changing their profile or reassigning profiles. You can use permission set licenses to grant access, but not to deny access. This object is available in API version 29.0 and later.


Supported Calls



`describeLayout()`, `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
<code>DeveloperName</code>	Type string
	Properties Filter, Group, Sort
	Description <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.</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</p>

Field Name	Details
	<p>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>
ExpirationDate	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The date at which the permission set license expires.</p>
IsAvailableForIntegrations	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the permission set license is enabled for integrations (<code>true</code>) or not (<code>false</code>). When this field is set to <code>true</code>, Salesforce integration features can access data. The default value is <code>false</code>. This field is read-only in the API and can be edited only in Setup.</p> <p>If integrations are required for feature functionality and the license isn't enabled for integrations, you receive an error when setting up the session-based permission set or executing the feature. Only enable integrations if necessary for the feature.</p>
IsSupplementLicense (Developer Preview)	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a custom permission set license is a supplement license (<code>true</code>) or a foundation license (<code>false</code>). The default value is <code>false</code>.</p> <p>This field is only available if the Partner Licensing Platform developer preview is enabled. This field is available in API version 55.0 and later.</p> <p> Note: The Partner Licensing Platform is available as a developer preview. The Partner Licensing Platform isn't generally available unless or until Salesforce announces its general availability in documentation or in press releases or public statements. All commands, parameters, and other features are subject to change or deprecation at any time, with or without notice. Don't implement functionality developed with these commands or tools in your production package.</p>

Field Name	Details
Language	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The language of the permission set license.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The label of the permission set license. Label is Permission Set License Label.</p>
MaximumPermissions <i>PermissionName</i>	<p>Type boolean</p> <p>Properties Filter</p> <p>Description One field for each permission. For example, <code>MaximumPermissionsIdentityConnect</code> corresponds to the “Use Identity Connect” permission. If <code>true</code>, this PermissionSetLicense grants the specified permission. The number of fields varies depending on the permissions available for the organization.</p>
PermissionSetLicenseKey	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description A string that uniquely identifies a particular permission set license.</p>
Status	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The status of a permission set license. If <code>Active</code>, the permission set license is available. If <code>Disabled</code>, the permission set license has expired.</p>

Field Name	Details
TotalLicenses	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description The total number of this permission set license that are available to your organization.</p>
UsedLicenses	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description The number of this permission set license that are currently assigned to users.</p>

Usage

Users with the “View Setup and Configuration” permission can use the PermissionSetLicense object to view the set of currently defined permission set licenses in your organization.

Use the PermissionSetLicense object to query existing permission licenses.

For example, to return a list of all active permission set licenses:

```
SELECT MasterLabel
FROM PermissionSetLicense
WHERE Status = 'Active'
```

When combined with the PermissionSetLicenseAssign object, you can create a nested query that returns all users assigned to a particular permission set license like “Identity Connect”:

```
SELECT MasterLabel, (SELECT AssigneeId FROM PermissionSetLicenseAssign)
FROM PermissionSetLicense
WHERE MaximumPermissionsIdentityConnect=true
```

SEE ALSO:

[PermissionSetLicenseAssign](#)

PermissionSetLicenseAssign

Represents the association between a User and a PermissionSetLicense. This object is available in API version 29.0 and later.



Note: The relationship name for PermissionSetLicenseAssign is *PermissionSetLicenseAssignments*.

Supported Calls


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



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
- Assign Permission Sets

Fields

Field Name	Details
AssigneeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the User to assign the permission set license specified in <code>PermissionSetLicenseId</code>. This is a relationship field.</p> <p>Relationship Name Assignee</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
IsRevoked (Beta)	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the permission set 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>

Field Name	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the user access change record related to this permission set 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 permission set 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> <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>
PermissionSetLicenseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the permission set license the user is assigned to.</p>

Field Name	Details
	This is a relationship field.
	Relationship Name PermissionSetLicense
	Relationship Type Lookup
	Refers To PermissionSetLicense

Usage

Use the PermissionSetLicenseAssign object for querying permission set license assignments to find out which permission set licenses are assigned to which users. Because each user can be assigned to many permission set licenses, each PermissionSetLicenseAssign ID represents the association of a single user and single permission set license.

For example, to search for all of the permission sets assigned to a particular user:

```
SELECT Id, PermissionSetLicenseId
FROM PermissionSetLicenseAssign
WHERE AssigneeId = '005D0000001RFek'
```

To search for all users assigned to a particular permission set license:

```
SELECT AssigneeId
FROM PermissionSetLicenseAssign
WHERE PermissionSetLicenseId = '0PLD000000003mwOAA'
```

You can also create a new permission set license assignment, or use delete to remove a permission set license that's been assigned to a user. To update an assignment, delete an existing assignment and insert a new one.

SEE ALSO:

[PermissionSetLicense](#)

PermissionSetLicenseDefinition (Developer Preview)


Represents the definition of a custom permission set license, which entitles specified features in a package. This object is available in API version 54.0 and later.

Supported Calls


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

Special Access Rules

To access PermissionSetLicenseDefinition, you must have the Partner Licensing Platform developer preview enabled. To participate in this developer preview, submit a participation request via the [Partner Licensing Platform Developer Preview](#) Partner Community group.

 **Note:** The Partner Licensing Platform is available as a developer preview. The Partner Licensing Platform isn't generally available unless or until Salesforce announces its general availability in documentation or in press releases or public statements. All commands, parameters, and other features are subject to change or deprecation at any time, with or without notice. Don't implement functionality developed with these commands or tools in your production package.

Fields

Field	Details
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. 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: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</p>
IsSupplementLicense	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the custom permission set license is a supplement license (<code>true</code>) or a foundation license (<code>false</code>). The default value is <code>false</code>. This field is available in API version 55.0 and later.</p>
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>
LicenseExpirationPolicy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>The license expiration policy of the custom permission set license.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • BlockNamespaceAccess—Package access is blocked for existing users when all custom permission set licenses expire. This is the default value. • AllowNamespaceAccess—Package access isn't blocked for existing users when all custom permission set licenses expire. <p>This field is available in API version 55.0 and later.</p>
MasterLabel	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Label for this PermissionSetLicenseDefinition value. This display value is the internal label that does not get translated.</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, NamespacePrefix 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, NamespacePrefix is set only for objects that are part of an installed managed package. All other objects have no namespace prefix.
UserLicenseRestrictions	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p>

Field	Details
	<p>Description</p> <p>The user license categories that can be assigned the custom permission set license. If no user license categories are specified, all users can be assigned the license. Possible values include:</p> <ul style="list-style-type: none">• <code>\${communities}</code>• <code>\${communitiesLogin}</code>• <code>\${customerCommunities}</code>• <code>\${customerCommunitiesLogin}</code>• <code>\${internal}</code>• <code>\${partnerCommunity}</code>• <code>\${partnerCommunityLogin}</code>• <code>\${platform}</code> <p>For more information, see User License Restriction Categories (Developer Preview). This field is available in API version 55.0 and later.</p>

Usage

After the `PermissionSetLicenseDefinition` is created, it must be referenced in `LicenseDefinitonCustomPermission`.
For more information, see the [Partner Licensing Platform Developer Guide \(Developer Preview\)](#).

PermissionSetTabSetting

Represents a permission set tab setting. Requires the View Setup permission. Use this object to query all tab settings of the permission set. This object is available in API version 45.0 and later.

Supported Calls

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

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
Name	<p>Type</p> <p>string</p>

Field Name	Details
	Properties Create, Filter, Group, Sort Description The tab name.
ParentId	Type reference Properties Create, Filter, Group, Sort Description The permission set Id. This is a relationship field. Relationship Name Parent Relationship Type Lookup Refers To PermissionSet
Visibility	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Indicates whether the tab is visible by default. Possible values are: <ul style="list-style-type: none">• DefaultOff• DefaultOn

Usage

Use the PermissionSetTabSetting object to find tab setting visibility settings, parent permission sets, and so forth.

For example, to find the visibility setting of a tab named “standard-Lead,” do something like the following.

```
SELECT Visibility
FROM PermissionSetTabSetting
WHERE Name = 'standard-Lead'
```

PersonAccountOwnerPowerUser

Represents a user who can own more than 50,000 customer or partner portal accounts. Person account owner power users can own a large number of either customer or partner users. Their role can't be changed and they must be at the root of the role hierarchy. Person account owner power user objects can't be created if deferred sharing is turned on for your org. This object is available in API version 57.0 and later.

Supported Calls

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

Special Access Rules

Create a `PersonAccountOwnerPowerUser` object. Enter the user ID of the power user and the type of users that they can own, `Customer Portal` or `Partner`.



Note: Only users at the highest level of a hierarchy can be added to the `PersonAccountOwnerPowerUser` object.

Fields

Field	Details
<code>DeveloperName</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique name of the object in the API.</p>
<code>Language</code>	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The language that the user's account is set to. The user is specified using the <code>UserId</code> field. See Salesforce Help for a full list of languages.</p>
<code>MasterLabel</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The label entered when the person account owner power user is created.</p>

Field	Details
PortalType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The type of portal user account that the person account owner power user can own. Possible value is:</p> <ul style="list-style-type: none">• CustomerPortal—Customer Portal
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique ID associated with the person account owner power user. This field is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

PersonalizationTargetInfo

Represents a target for an audience. This object is available in API version 47.0 and later.

Supported Calls

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

Fields

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

Field	Details
	Description ID of the Experience Cloud site or org that contains the target.
DraftRowId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the draft PersonalizationTargetInfo.
GroupName	Type string Properties Filter, Group, Sort Description Group name of the target. Groups bundle related targets.You can have up to 2,000 groups and 500 targets per group.
PublishStatus	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Publish status of the target. Possible values are: <ul style="list-style-type: none"> Draft Live
TargetType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of the target. Possible values are: <ul style="list-style-type: none"> ExperienceVariation NavigationLinkSet Topic CollaborationGroup KnowledgeArticle

Field	Details
	<ul style="list-style-type: none"> • ContentDocument • ManagedContent • Report • Dashboard • Custom objects <p>You can have up to 2,500 ExperienceVariation targets and 25,000 record targets.</p>
TargetValue	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description Value of the target. For ExperienceVariation, this is the developer name of the Experience Variation or the record ID for the object.</p>

PersonTraining

Represents an assignment of a learning module in Workforce Engagement. 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

The org requires a Workforce Engagement license and an Enablement Sites (myTrailhead) license. The user requires at least one Workforce Engagement permission set assigned to them: Workforce Engagement Admin, Workforce Engagement Analyst, Workforce Engagement Planner, or Workforce Engagement Agent.

Workforce Engagement Management uses this object to route training to agents. To assign modules to agents, users with the Learning Manager profile require Read, Create, and View All access to this object. To receive routed modules, users with the Learner profile require Read access to this object.

Fields

Field	Details
AssigneeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	<p>Description A valid user ID for the user who's assigned the training. <code>AssigneeId</code> can't be empty if the <code>Status</code> field is Assigned. We recommend that you set <code>AssigneeId</code> to the value in <code>OwnerId</code>.</p> <p>This is a relationship field.</p> <p>Relationship Name Assignee</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the learning module.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The user who owns the person training. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The status of the training. Possible values are:</p> <ul style="list-style-type: none"> • A—Assigned; when the <code>Status</code> is assigned, the <code>AssigneeId</code> field can't be empty.

Field	Details
	<ul style="list-style-type: none">C—CompletedI—In ProgressN—NewP—Paused <p>The default value is 'N'.</p>
TrainingId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The ID of the learning module.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>Training</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>LearningContent</p>
TrainingType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The type of training.</p> <p>Possible values are:</p> <ul style="list-style-type: none">T—Trailhead

Usage

In version 54.0 and later releases, Workforce Engagement uses this object instead of the AgentTraining object to route learning modules to agents. If you set up agent engagement in your org in an earlier release, we rename AgentTraining records as PersonTraining records.

PicklistValueInfo

Represents the active picklist values for a given picklist field. This object is available in API version 40.0 and later.

Supported Calls

`describeSObjects()`, `query()`

Fields

Field	Details
DurableId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Unique identifier for the field.</p>
EntityParticleId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Represents the picklist field to which this value is related.</p> <p>Relationship Name EntityParticle</p> <p>Relationship Type Lookup</p> <p>Refers To EntityParticle</p>
IsActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the picklist value is active or not.</p>
IsDefaultValue	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this value is the default for the picklist field. Only one value can be the default value.</p>

Field	Details
Label	Type string Properties Filter, Group, Nillable, Sort Description The label for the picklist value.
ValidFor	Type string Properties Filter, Group, Nillable, Sort Description A set of bits where each bit indicates a controlling value for which this picklist value is valid.
Value	Type string Properties Filter, Group, Nillable, Sort Description The API name of the picklist value.

PickTicket

A PickTicket represents quantities of one or more products to be picked for fulfillment at a location. It can include products belonging to one or more fulfillment orders. This object is available in API version 57.0 and later.

A PickTicket is associated with one or more PickTicketAssignments and one or more PickTicketProducts. Each PickTicketAssignment represents the relationship between the PickTicket and a FulfillmentOrder. Each PickTicketProduct represents the quantity of a product to be picked as part of the PickTicket. If multiple FulfillmentOrders associated with the PickTicket include the same product, one PickTicketProduct can represent the total quantity of that product to be picked for all of those FulfillmentOrders.

Supported Calls

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

Special Access Rules

This object is available with an Order Management Growth license.

Fields

Field	Details
AssignedToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The user assigned to pick the items associated with the PickTicket. This field is a relationship field.</p> <p>Relationship Name AssignedTo</p> <p>Relationship Type Lookup</p> <p>Refers To User</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>
LocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The location fulfilling the items to be picked. This field is a relationship field.</p> <p>Relationship Name Location</p>

Field	Details
	Relationship Type Lookup Refers To Location
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of the PickTicket record. By default, the asset owner is the user who created the record. This field is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
PickTicketNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description Name of the PickTicket.
Status	Type picklist Properties Create, Filter, Group, Printed, Sort, Update Description Status of the PickTicket. Each status corresponds to one status category, shown here in parentheses. You can customize the status picklist to represent your business processes, but the status category picklist is fixed because processing is based on those values. If you customize the status picklist, include at least one status value for each status category. Default values are: <ul style="list-style-type: none">Assigned (Active)Canceled (Canceled)Completed (Completed)Created (Active)

Field	Details
	<ul style="list-style-type: none"> • Draft (Draft) • Picked (Active) • Picking (Active)
StatusCategory	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Status category of the PickTicket. Processing of the PickTicket depends on this value. Each status category corresponds to one or more status values. Possible values are:</p> <ul style="list-style-type: none"> • ACTIVE • CANCELED • COMPLETED • DRAFT <p>The default value is DRAFT.</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.

PickTicketFeed on page 39

Feed tracking is available for the object.

PickTicketShare on page 50

Sharing is available for the object.

SEE ALSO:

[PickTicketAssignment](#)

[PickTicketProduct](#)

PickTicketAssignment

Represents the association of a FulfillmentOrder with a PickTicket. A PickTicket has one PickTicketAssignment for each FulfillmentOrder containing products to be picked as part of that PickTicket. 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

This object is available with an Order Management Growth license.

Fields

Field	Details
AttachedToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the FulfillmentOrder to associate with a PickTicket. This field is a relationship field.</p> <p>Relationship Name AttachedTo</p> <p>Relationship Type Lookup</p> <p>Refers To FulfillmentOrder</p>
PickTicketAssignmentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the PickTicketAssignment.</p>
PickTicketId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the PickTicket to associate with a FulfillmentOrder. This field is a relationship field.</p> <p>Relationship Name PickTicket</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To PickTicket

SEE ALSO:

[PickTicket](#)[FulfillmentOrder](#)[PickTicketProduct](#)

PickTicketProduct

Represents a quantity of a product to be picked as part of a PickTicket. It can include quantities for multiple FulfillmentOrders. 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

This object is available with an Order Management Growth license.

Fields

Field	Details
PickTicketId	Type reference Properties Create, Filter, Group, Sort Description ID of the PickTicket associated with the PickTicketProduct. This field is a relationship field. Relationship Name PickTicket Relationship Type Lookup Refers To PickTicket

Field	Details
PickTicketProductNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the PickTicketProduct.</p>
PickedQuantity	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Quantity of the PickTicketProduct that has been picked.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the product associated with the PickTicketProduct. This field is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProductCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Product code of the product associated with the PickTicketProduct.</p>
Quantity	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Total quantity that's requested to be picked of the associated product.</p>

Field	Details
RejectReason	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The reason why some or all of the requested quantity isn't being picked. Possible values are:</p> <ul style="list-style-type: none">• Defected• Other• Out of stock
RejectedQuantity	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The requested quantity that hasn't been picked. When the status category of the associated PickTicket is set to <code>Completed</code>, this value is automatically calculated as <code>Quantity - PickedQuantity</code>.</p>
StockKeepingUnit	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The stock keeping unit (SKU) of the associated product.</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.

PickTicketProductFeed on page 39

Feed tracking is available for the object.

SEE ALSO:

[PickTicket](#)

[PickTicketAssignment](#)

[Product2](#)

PipelineInspectionListView

Represents a pipeline view or saved filter. A pipeline view specifies a set of opportunity records, based on specific criteria. This object is available in API version 53.0 and later.

Supported Calls

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

Special Access Rules

To access this object, enable the Pipeline Inspection user permission and the Pipeline Inspection setting. To create and modify list views, users must have the Create and Customize List Views permission. To create and modify public list views, users must have the Manage Public List Views permission.

Fields

Field	Details
ChangePeriodLiteralType	<div>Type</div> <div>picklist</div> <div>Properties</div> <div>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</div> <div>Description</div> <div>The date literal associated with the pipeline changes metrics group, used for filtering by a custom time period.</div> <div>Possible values are:</div> <div><ul style="list-style-type: none">CUSTOM_DATEFOUR_WEEKS_AGOONE_MONTH_AGOONE_WEEK_AGOSTART_OF_THE_PERIODTHIS_MONTHTHIS_WEEKTHREE_MONTHS_AGOTHREE_WEEKS_AGOTWO_MONTHS_AGOTWO_WEEKS_AGO</div>
ChangePeriodStartDate	<div>Type</div> <div>date</div>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The start date used when filtering by a custom time period for pipeline changes metrics and forecast category metrics groups.</p>
DateLiteralType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The date literal associated with the pipeline and intelligence views, used for filtering by the close date, created date, or activity date. Possible values are:</p> <ul style="list-style-type: none"> • ALL_TIME • CUSTOM_DATE • DATE_NONE—Available in API version 60.0 and later. • LAST_180_DAYS—Available in API version 60.0 and later. • LAST_365_DAYS—Available in API version 60.0 and later. • LAST_90_DAYS—Available in API version 60.0 and later. • LAST_MONTH • NEXT_FISCAL_QUARTER • NEXT_MONTH • NEXT_WEEK • THIS_FISCAL_QUARTER • THIS_MONTH • THIS_WEEK
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The end date used when filtering by a custom time period for close dates.</p>
IsSystemManaged	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p>

Field	Details
	<p>Description</p> <p>Indicates whether the system is managing changes to visibility and delete of a pipeline view (<code>true</code>) or not (<code>false</code>).</p> <p>The default value is <code>false</code>.</p>
ListViewId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The foreign key to the ListView record. This field is unique within your organization.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>ListView</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>ListView</p>
StartDate	<p>Type</p> <p>date</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The start date used when filtering by a custom time period for close dates.</p>
SummaryField	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The opportunity field specified in a pipeline view to summarize pipeline inspection metrics.</p> <p>Possible values are standard field names or custom field IDs for custom currency and number fields.</p> <ul style="list-style-type: none"> • Amount • ExpectedRevenue • TotalOpportunityQuantity • <i>custom_field_ID</i> <p>This field is available in API version 56.0 and later.</p>

Field	Details
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The user ID of the user whose opportunities you want to see by default in the Pipeline Inspection list view. This field is a relationship field. This field is available in API version 58.0 and later.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
ViewType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The corresponding API name for the pipeline or intelligence view type. Possible values are:</p> <ul style="list-style-type: none"> • MY_ACCOUNTS—Available in API version 60.0 and later. • MY_CONTACTS • MY_IMPORTANT_ACCOUNTS—Available in API version 60.0 and later. • MY_IMPORTANT_CONTACTS • MY_IMPORTANT_LEADS • MY_IMPORTANT OPPORTUNITIES • MY_LEADS • MY_PIPELINE

PipelineInspectionSumField

Use this object to learn which field from the opportunity object is used to aggregate Pipeline Inspection metrics on a pipeline view. This object is available in API version 56.0 and later.

Supported Calls

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

Special Access Rules

To use PipelineInspectionSumField, enable Pipeline Inspection. Users with a Pipeline Inspection user permission, the Customize Application permission or the Modify All Data permission can access this object. To create and modify records, users must have either the Customize Application permission or the Modify All Data permission.

Fields

Field	Details
SubjectType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The object that stores the summary fields. Possible values are:</p> <ul style="list-style-type: none"> • Opportunity
SummaryField	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The field used to summarize Pipeline Inspection metrics. Possible values are standard field names or custom field IDs for custom currency and number fields.</p> <ul style="list-style-type: none"> • Amount • ExpectedRevenue • TotalOpportunityQuantity • custom_field_ID

PipelineInspMetricConfig

Represents the configuration of a forecast category metric that appears in the Pipeline Inspection view. This object is available in API version 55.0 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

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

Fields

Field	Details
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Read only. The unique name of a Pipeline Inspection metric configuration in the API.</p>
IsCumulative	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Read only. Whether the metric is cumulative.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Read only. The language of the Pipeline Inspection metric.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Customized label of the Pipeline Inspection metric. Limit: 50 characters.</p>
Metric	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The Pipeline Inspection metric. Possible values are:</p> <ul style="list-style-type: none">• BestCase• ClosedLost• ClosedWon• Commit

Field	Details
	<ul style="list-style-type: none">• MostLikely• OpenPipeline• TotalPipeline

PipelineInspMetricConfigLocalization

Represents the translated label of a Pipeline Inspection metric. This object is available in API version 55.0 and later.

Supported Calls

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

Fields

Field	Details
Language	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The language of the Pipeline Inspection metric.</p>
NamespacePrefix	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The namespace prefix of the Pipeline Inspection metric language.</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the related Pipeline Inspection metric. This field is a relationship field.</p> <p>Relationship Name Parent</p>

Field	Details
	Relationship Type Lookup
	Refers To PipelineInspMetricConfig
Value	Type textarea
	Properties Create, Filter, Sort, Update
	Description The value of the Pipeline Inspection metric.

PlatformAction

PlatformAction is a virtual read-only object. It enables you to query for actions displayed in the UI, given a user, a context, device format, and a record ID. Examples include standard and custom buttons, quick actions, and productivity actions.

Supported Calls

`describeSObjects()`, `query()`

Fields

Field	Details
ActionListContext	Type picklist
	Properties Filter, Group, Nillable, Restricted picklist, Sort
	Description Required. The list context this action applies to. Valid values are: <ul style="list-style-type: none"> Assistant BannerPhoto Chatter Dockable FeedElement Flexipage Global ListView

Field	Details
	<ul style="list-style-type: none"> • <code>ListViewDefinition</code> • <code>ListViewRecord</code> • <code>Lookup</code> • <code>MruList</code> • <code>MruRow</code> • <code>ObjectHomeChart</code> • <code>Photo</code> • <code>Record</code> • <code>RecordEdit</code> • <code>RelatedList</code> • <code>RelatedListRecord</code>
<code>ActionTarget</code>	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The URL to invoke or describe the action when the action is invoked. If the action is a standard button overridden by a Visualforce page, the <code>ActionTarget</code> returns the URL of the Visualforce page, such as <code>/apex/pagename</code>.</p> <p>This field is available in API version 35.0 and later.</p>
<code>ActionTargetType</code>	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of the target when this action is triggered. Valid values are:</p> <ul style="list-style-type: none"> • <code>Describe</code>—applies to actions with a user interface, such as quick actions • <code>Invoke</code>—applies to actions with no user interface, such as action links or invocable actions • <code>Visualforce</code>—applies to standard buttons overridden by a Visualforce page
<code>ActionTargetUrl</code>	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description URL to invoke or describe the action when the action is invoked. This field is deprecated in API version 35.0 and later. Use <code>ActionTarget</code> instead.</p>

Field	Details
Category	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Applies only to action links. Denotes whether the action link shows up in the feed item list of actions or the overflow list of actions. Valid values are:</p> <ul style="list-style-type: none">• Primary• Overflow
ConfirmationMessage	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Applies only to action links. The message to display before the action is invoked. Field is null if no confirmation is required before invoking the action.</p>
DeviceFormat	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Specifies which action icon the PlatformAction query returns. If this field isn't specified, it defaults to Phone. Valid values are:</p> <ul style="list-style-type: none">• Aloha• Desktop• Phone• Tablet
ExternalId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique ID for the PlatformAction. If the action doesn't have an ID, its API name is used.</p>
GroupId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	Description The unique ID of a group of action links.
IconContentType	Type string Properties Filter, Group, Nillable, Sort Description The content type—such as .jpg, .gif, or .png—of the icon for this action. Applies to both custom and standard icons assigned to actions.
IconHeight	Type int Properties Filter, Group, Nillable, Sort Description The height of the icon for this action. Applies only to standard icons.
IconUrl	Type url Properties Filter, Group, Nillable, Sort Description The URL of the icon for this action.
IconWidth	Type int Properties Filter, Group, Nillable, Sort Description The width of the icon for this action. Applies only to standard icons.
InvocationStatus	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The status of the action within the feed item. Applies to action links only. Valid values are: <ul style="list-style-type: none">FailedNewPending

Field	Details
	<ul style="list-style-type: none"> Successful
InvokedByUserId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the user who most recently invoked this action within the current feed item. Applies to action links only. This is a relationship field.</p> <p>Relationship Name InvokedByUser</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
IsGroupDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Denotes whether this action is the default in an action link group. False for other action types. Applies to action links only.</p>
IsMassAction	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the action can be performed on multiple records. This field is available in API version 38.0 and later.</p>
Label	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The label to display for this action.</p>

Field	Details
PrimaryColor	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The primary color of the icon for this action.</p>
RelatedListRecordId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Represents the ID of a record in an object's related list.</p> <p>This field is available in API version 38.0 and later.</p>
RelatedSourceEntity	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>When the <code>ActionListContext</code> is <code>RelatedList</code> or <code>RelatedListRecord</code>, this field represents the API name of the related list to which the action belongs.</p>
Section	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>The section of the user interface the action resides in. Applicable only to Lightning Experience.</p> <p>Valid values are:</p> <ul style="list-style-type: none">• ActivityComposer• CollaborateComposer• NotesComposer• Page• SingleActionLinks <p>This field is available in API version 35.0 and later.</p>
SourceEntity	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p>

Field	Details
	Description Required. The object or record with which this action is associated.
Subtype	Type string Properties Filter, Group, Nillable, Sort Description The subtype of the action. For quick actions, the subtype is <code>QuickActionType</code> . For custom buttons, the subtype is <code>WebLinkTypeEnum</code> . For action links, subtypes are <code>Api</code> , <code>ApiAsync</code> , <code>Download</code> , and <code>Ui</code> . Standard buttons and productivity actions have no subtype.
TargetObject	Type string Properties Filter, Group, Nillable, Sort Description The type of object record the action creates, such as a contact or opportunity. This field is available in API version 41.0 and later.
TargetUrl	Type string Properties Filter, Nillable, Sort Description The URL that a custom button or link points to. This field is available in API version 41.0 and later.
Type	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of the action. Valid values are: <ul style="list-style-type: none"> • <code>ActionLink</code>—An indicator on a feed element that targets an API, a web page, or a file, represented by a button in the Salesforce Chatter feed UI. • <code>CustomButton</code>—When clicked, opens a URL or a Visualforce page in a window or executes JavaScript. • <code>InvocableAction</code>

Field	Details
	<ul style="list-style-type: none"> ProductivityAction—Productivity actions are predefined and attached to a limited set of objects. Productivity actions include Send Email, Call, Map, View Website, and Read News. Except for the Call action, you can't edit productivity actions. QuickAction—A global or object-specific action. StandardButton—A predefined Salesforce button such as New, Edit, and Delete.

Usage

PlatformAction can be described using describeSObject().

You can directly query for PlatformAction. For example, this query returns all fields for actions associated with each of the records of the listed objects:

```
SELECT ExternalId, ActionTargetType, ActionTargetUrl, ApiName, Category,
       ConfirmationMessage, ExternalId, GroupId, UiTheme, IconUrl, IconContentType,
       IconHeight, IconWidth, PrimaryColor, InvocationStatus, InvokedByUserId,
       IsGroupDefault, Label, LastModifiedDate, Subtype, SourceEntity, Type
FROM PlatformAction
WHERE SourceEntity IN ('001xx000003DGsH', '001xx000003DHBq', 'Task') AND
       ActionListContext = 'Record';
```



Note: To query PlatformAction, provide the ActionListContext and SourceEntity. If you query for ActionListContext with a value of RelatedList, and don't specify a RelatedSourceEntity, the query returns the API name of the related list. In API v43.0 and before, SourceEntity = '**Object API Name**' and ActionListContext = 'ListView' is an invalid combination to fetch quick actions in a SOQL query. Use SourceEntity = '**Object ID**' and ActionListContext = 'ListView' instead.

This query uses multiple ActionListContext values in its WHERE clause to return all actions in the Lightning Experience user interface (DeviceFormat = 'Desktop') for the specified object:

```
SELECT ActionListContext, Label, Type, Subtype, Section, SourceEntity,
       RelatedSourceEntity, ActionTarget, ActionTargetType, ApiName, Category,
       ConfirmationMessage, DeviceFormat, ExternalId, GroupId, IconContentType,
       IconHeight, IconUrl, IconWidth, Id, InvocationStatus, InvokedByUserId,
       IsGroupDefault, LastModifiedDate, PrimaryColor
FROM PlatformAction
WHERE ActionListContext IN ('Record', 'Chatter', 'RelatedList') AND
       SourceEntity = '001xx000003DlvX' AND
       DeviceFormat = 'Desktop';
```

PlatformEventUsageMetric

Contains usage data for event publishing and delivery to CometD and Pub/Sub API clients, empApi Lightning components, and event relays. If Enhanced Usage Metrics isn't enabled, usage data is available for the last 24 hours, ending at the last hour, and for historical daily usage. In API 58.0 and later, you can enable Enhanced Usage Metrics to get usage data by event name and client for granular time intervals. PlatformEventUsageMetric contains separate usage metrics for platform events and change data capture events. This object is available in API version 50.0 and later.

Supported Calls

`describeSObjects(), query()`

Fields

Field	Details
Client	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description This field is available only when Enhanced Usage Metrics is enabled. The ID of the client. The <code>Client</code> field is populated for subscriber clients for event delivery usage. For publisher clients, the <code>Client</code> field is populated if the client ID is available; it is empty otherwise.</p> <p>The <code>Client</code> field can be one of these values.</p> <ul style="list-style-type: none"> For a Streaming API (CometD) client and the empApi Lightning component, the client ID is the ID of the CometD session. For a Pub/Sub API client, the client ID is in this format: <code>pub-sub-api-timestamp</code>. The timestamp is the current UTC time in milliseconds when the client connection started. For an event relay, the client ID is in this format: <code>relay-client-timestamp</code>. The timestamp is the current UTC time in milliseconds when the client connection started.
EndDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The end date and time in UTC used for querying usage metrics. The date granularity is hourly.</p> <p>To get usage data for the last 24 hours, the end date is the current date in UTC. The time is the current time in UTC rounded down to the previous hour. For example, 11:23 is 11:00 and the date format is: 2020-08-04T11:00:00.000Z</p> <p>To get historical data, the end date in UTC is the end of the date range with hours specified as 0. For example: 2020-08-04T00:00:00.000Z. To query a date range, you can use the <code><</code> or <code><=</code> operators.</p> <p>For the date format to use, see Date Formats and Date Literals in the <i>SOQL and SOSL Reference</i>.</p>
EventName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>This field is available only when Enhanced Usage Metrics is enabled. The API name of a custom platform event or a change event.</p> <ul style="list-style-type: none"> Custom platform event with the label My Event: <code>My_Event__e</code> Change event example: <code>AccountChangeEvent</code> <p>When you query usage metrics for <code>EventName</code>, specify the <code>UsageType</code> field in the <code>SELECT</code> or <code>WHERE</code> clause.</p>
EventType	<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 when Enhanced Usage Metrics is enabled. The type of event you would like to query usage metrics for, such as a change event or a custom platform event.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <code>CHANGE_EVENT</code>—A Change Data Capture event. <code>CUSTOM_PLATFORM_EVENT</code>—A platform event that an admin defined in your Salesforce org. <p>When you query usage metrics for <code>EventType</code>, specify the <code>UsageType</code> field in the <code>SELECT</code> or <code>WHERE</code> clause.</p>
ExternalId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>This field is not in use.</p>
Name	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>The name of the metric to get usage for.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <code>CHANGE_EVENTS_DELIVERED</code>—Number of change data capture events delivered to CometD and Pub/Sub API clients, <code>empApi</code> Lightning components, and event relays <code>CHANGE_EVENTS_PUBLISHED</code>—Number of change data capture events published <code>PLATFORM_EVENTS_DELIVERED</code>—Number of platform events delivered to CometD and Pub/Sub API clients, <code>empApi</code> Lightning components, and event relays

Field	Details						
	<ul style="list-style-type: none">PLATFORM_EVENTS_PUBLISHED—Number of platform events published						
StartDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The start date and time in UTC used for querying usage metrics. The date granularity is hourly.</p> <p>To get usage data for the last 24 hours, the start date is the previous day in UTC. The time is the current time in UTC rounded down to the previous hour. For example, 11:23 is 11:00 and the date format is: 2020-08-03T11:00:00.000Z</p> <p>To get historical data, the start date is the start of the date range with hours specified as 0. For example: 2020-08-03T00:00:00.000Z. To specify a date range, you can use the > or >= operators.</p> <p>If Enhanced Usage Metrics is enabled, keep in mind these tips.</p> <ul style="list-style-type: none">Make sure the time span between StartDate and EndDate is valid for the TimeSegment value chosen.The maximum date range that you can specify between StartDate and EndDate is 60 days. <p>For the date format to use, see Date Formats and Date Literals in the <i>SOQL and SOSL Reference</i>.</p>						
TimeSegment	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description This field is available when Enhanced Usage Metrics is enabled. The time interval used for aggregating usage data returned in the query results. Valid TimeSegment values depend on the time range specified with StartDate and EndDate.</p> <p>Possible values are:</p> <table><tr><td>Daily</td><td>Usage data is aggregated for each day within the specified time range.</td><td>Valid only if the time range specified with StartDate and EndDate in the query is at least 24 hours.</td></tr><tr><td>Hourly</td><td>Usage data is aggregated for each hour within the specified time range.</td><td>Valid only if the time range specified with StartDate and EndDate in the query is between one hour and 24 hours.</td></tr></table>	Daily	Usage data is aggregated for each day within the specified time range.	Valid only if the time range specified with StartDate and EndDate in the query is at least 24 hours.	Hourly	Usage data is aggregated for each hour within the specified time range.	Valid only if the time range specified with StartDate and EndDate in the query is between one hour and 24 hours.
Daily	Usage data is aggregated for each day within the specified time range.	Valid only if the time range specified with StartDate and EndDate in the query is at least 24 hours.					
Hourly	Usage data is aggregated for each hour within the specified time range.	Valid only if the time range specified with StartDate and EndDate in the query is between one hour and 24 hours.					

Field**Details**

FifteenMinutes	Usage data is aggregated for each 15-minute period within the specified time range.	Valid only if the time range specified with <code>StartDate</code> and <code>EndDate</code> in the query is between 15 minutes and one hour.
-----------------------	---	--

UsageType**Type**

picklist

Properties

Filter, Group, Nillable, Restricted picklist, Sort

Description

This field is available when Enhanced Usage Metrics is enabled. The type of event usage metrics to query for, such as event publishing or event delivery. Use this field with the `EventName` or `EventType` fields.

Possible values are:

- `PUBLISH`—Usage metrics for published events.
- `DELIVERY`—Usage metrics for events that were delivered to subscribers.

Value**Type**

long

Properties

Filter, Group, Nillable, Sort

Description

The usage value for the specified metric and date range.

Usage

For more information, see [Monitor Platform Event Publishing and Delivery Usage](#) in the *Platform Events Developer Guide*.

PlatformStatusAlertEvent

The documentation has moved to [PlatformStatusAlertEvent](#) in the *Platform Events Developer Guide*.


PortalDelegablePermissionSet

`PortalDelegablePermissionSet` is a base platform object used to store permission sets that can be assigned by a delegated portal/external user admin (DPUA) to portal users. This object is available in API version 47.0 and later.

Supported Calls

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

Fields

Field	Details
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The unique string used to identify the 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 used in the org.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The unique string to identify the record.</p>
PermissionSetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The unique ID of the permission set the DPUA profile can assign to other portal users.</p>
ProfileId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p>

Field	Details
	Description The ID of the DPUA profile.

PresenceConfigDeclineReason

Represents the settings for a decline reason that a presence user provides when declining work. This object is available in API version 37.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `update()`, `query()`, `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
<code>PresenceDeclineReasonId</code>	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the PresenceDeclineReason record.
<code>PresenceUserConfigId</code>	Type reference Properties Create, Filter, Group, Sort Description The ID of the PresenceUserConfig record where the decline reasons are added.

PresenceDeclineReason

Represents an Omni-Channel decline reason that agents can select when declining work requests. This object is available in API version 37.0 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()`, `update()`, `query()`, `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 string</p> <p>Properties Create, Filter, Group, Sort</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>
Language	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The language of the PresenceDeclineReason.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort</p>

Field	Details
	Description The label for the PresenceDeclineReason .

PresenceUserConfig

Represents a configuration that determines a presence user's settings. This object is available in API version 32.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `update()`, `query()`, `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
<code>AcwExtensionDuration</code>	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The maximum length of time, measured in seconds, an agent can spend on After Conversation Work (ACW) each time they extend the timer. You must set this field if <code>HasAcwExtensionEnabled</code> is set to <code>true</code> . Specify a value from 10 through 3600. This field is available in API version 56.0 and later.
<code>AfterConvoWorkMaxTime</code>	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The maximum length of time, measured in seconds, an agent has to complete After Conversation Work (ACW). You must set this field if <code>HasAfterConvoWorkTimer</code> is set to <code>true</code> . Specify a value from 10 through 3600. This field is available in API version 56.0 and later.

Field	Details
Capacity	<p>Type int</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The maximum number of work units an agent can be assigned at one time.</p>
CustomSoundId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Relationship Name CustomSound</p> <p>Relationship Type Lookup</p> <p>Refers To StaticResource</p> <p>Description The ID of the static resource for the custom sound selected to play for the PresenceUserConfig object.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description <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>When creating large sets of data, always specify a unique DeveloperName for each record. If no DeveloperName is specified, performance may slow 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> </p>
HasAcwExtensionEnabled	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If set to <code>true</code>, agents can extend their After Conversation Work (ACW) time. Available only if <code>HasAfterConvoWorkTimer</code> is set to <code>true</code>. If set to <code>true</code>, you must also set the <code>AcwExtensionDuration</code> and <code>MaxExtensions</code> fields. The default value is <code>true</code>. This field is available in API version 56.0 and later.</p>
<code>HasAfterConvoWorkTimer</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If set to <code>true</code>, After Conversation Work (ACW) time can be configured for the channel. If set to <code>true</code>, you must also set the <code>AfterConvoWorkMaxTime</code> field. The default value is <code>false</code>. This field is available in API version 56.0 and later.</p>
<code>Language</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The language of the presence configuration.</p>
<code>MasterLabel</code>	<p>Type string</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The label of the presence configuration.</p>
<code>MaxExtensions</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The maximum number of times an agent can extend their After Work Conversation (ACW) time. Specify a value from 1 through 10. You must set this field if <code>HasAcwExtensionEnabled</code> is set to <code>true</code>. This field is available in API version 56.0 and later.</p>

Field	Details
OptionsIsAutoAcceptEnabled	<p>Type boolean</p> <p>Properties Create, Filter</p> <p>Description Indicates whether work items that are routed to agents are automatically accepted (<code>true</code>) or not (<code>false</code>). Available only if <code>OptionsIsDeclineEnabled</code> is set to <code>false</code>.</p>
OptionsIsDeclineEnabled	<p>Type boolean</p> <p>Properties Create, Filter</p> <p>Description Indicates whether agents can decline work items that are routed to them (<code>true</code>) or not (<code>false</code>). Available only if <code>OptionsIsAutoAcceptEnabled</code> is set to <code>false</code>.</p>
OptionsIsDeclineReasonEnabled	<p>Type boolean</p> <p>Properties Create, Filter</p> <p>Description Indicates whether agents can select a reason for declining work requests (<code>true</code>) or not (<code>false</code>). This can be selected only if decline reasons are enabled.</p>
OptionsIsDisconnectSoundEnabled	<p>Type boolean</p> <p>Properties Create, Filter</p> <p>Description Indicates whether a sound is played when agents are disconnected from Omni-Channel (<code>true</code>) or not (<code>false</code>).</p>
OptionsIsRequestSoundEnabled	<p>Type boolean</p> <p>Properties Create, Filter</p> <p>Description Indicates whether a sound plays with incoming work requests (<code>true</code>) or not (<code>false</code>). Set to <code>true</code> by default.</p>
PresenceStatusOnDeclineId	<p>Type reference</p>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort
	Description The ID of the presence status that's automatically assigned to the agent when the agent declines a work item. Available only if <code>OptionsIsDeclineEnabled</code> is set to <code>true</code> .
<code>PresenceStatusOnPushTimeoutId</code>	Type reference
	Properties Create, Filter, Group, Nillable, Sort
	Description The ID of the presence status that's automatically assigned to the agent when the agent doesn't respond to a work item before push timeout occurs. Available in API version 36.0 and later.
<code>SoundLength</code>	Type int
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The length of time that a sound plays when new work is assigned to an agent.

PresenceUserConfigProfile

Represents a configuration that determines the settings that are assigned to presence users who are assigned to a specific profile. User-level configurations override profile-level configurations. This object is available in API version 32.0 and later.

Supported Calls

`create()`, `delete()`, `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
PresenceUserConfigId	Type reference Properties Create, Filter, Group, Sort Description If an individual user is also assigned a presence configuration through the PresenceUserConfigProfile, this configuration will override that.
ProfileId	Type reference Properties Create, Filter, Group, Sort Description The ID of the profile that's associated with this presence configuration. A profile can be associated with only one presence configuration.

PresenceUserConfigUser

Represents a configuration that determines the settings that are assigned to a presence user. These user-level configurations override profile-level configurations. This object is available in API version 32.0 and later.

Supported Calls

`create()`, `delete()`, `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
PresenceUserConfigId	Type reference Properties Create, Filter, Group, Sort

Field	Details
	Description The ID of the presence configuration.
UserId	Type reference Properties Create, Filter, Group, Sort Description The ID of the user who's associated with this presence configuration. A user can be associated with only one presence configuration.

PriceAdjustmentGroupShape

Defines the business logic for a top-level price adjustment, for example, a discount applied to an entire order. This object is available in API version 57.0 and later.

Supported Calls

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


Special Access Rules

This object is available with Subscription Management, B2B Commerce, or B2C Commerce.

Fields

Field	Details
AdjustmentSource	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort Description Indicates the source of the adjustment. This field is available with B2B Commerce. Possible values are: <ul style="list-style-type: none">• Discretionary—The adjustment is entered manually, for example, by a sales rep.• Promotion—The adjustment is part of a promotion.• Rule—Reserved for future use.• System—The adjustment is configured by the system data, for example, as part of a pricing rule or discount schedule.

Field	Details
AdjustmentType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates whether the adjustment is a percentage, an amount, or an override. Possible values are:</p> <ul style="list-style-type: none"> AdjustmentAmount—Reserved for future use. The adjustment value is a numerical amount. AdjustmentPercentage— The adjustment value is a percentage. OverrideAmount— The override value is a numerical amount.
AdjustmentValue	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The value of the adjustment. To indicate a discount, use a negative number.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable</p> <p>Description User-entered description of the price adjustment group. Available in API versions 57.0.</p>
PriceAdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the record that is the source of the adjustment. For example, if the price adjustment is due to a promotion, this field contains the ID of the promotion record. If the price adjustment is due to a price adjustment tier, this field contains the ID of the price adjustment tier record. This field is a polymorphic relationship field.</p> <p>Relationship Name PriceAdjustmentCause</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To PriceAdjustmentTier
PriceAdjustmentGroupShapeName	Type string Properties Create, Filter, Group, idLookup, Sort Description Name of the price adjustment group shape.
Priority	Type int Properties Create, Filter, Group, Nillable, Sort Description A positive integer indicating the order in which this price adjustment group is applied, relative to other price adjustment groups. A <code>Priority</code> of 1 indicates this price adjustment group is applied first. Price adjustments with a null priority are applied after price adjustments with a specified priority. If two or more price adjustments have a null priority, percentage adjustments are applied before amount adjustments. Applying a percentage adjustment before an amount adjustment results in a larger total adjustment.  Note: The value of <code>Priority</code> must be unique among price adjustment groups in the same sales transaction.
SalesTransactionShapeId	Type reference Properties Create, Filter, Group, Sort Description The ID of the sales transaction that the price adjustment group belongs to. This field is a relationship field. Relationship Name SalesTransactionShape Relationship Type Lookup Refers To SalesTransactionShape
TotalAmount	Type currency

Field	Details
	Properties Create, Filter, Nillable, Sort
	Description The total amount of adjustments of all related price adjustment items, inclusive of quantity, prorated for the duration of the subscription. This field is a calculated field equal to the sum of the <code>TotalAmount</code> fields in the related price adjustment items.

PriceAdjustmentItemShape

Defines the business logic for an item-level price adjustment, for example, a discount on an order item. This object is available in API version 57.0 and later.

Supported Calls

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

Special Access Rules


This object is available with Subscription Management, B2B Commerce, or B2C Commerce.

Fields

Field	Details
<code>AdjustmentAmountScope</code>	Type picklist
	Properties Create, Filter, Group, Nillable, Restricted picklist, Sort
	Description Used with <code>AdjustmentValue</code> to determine the amount of the adjustment. Possible values are: <ul style="list-style-type: none"> • Total—The adjustment applies to the line item's total and isn't multiplied by the quantity. For example, let's say a sales transaction item quantity is 10 and the <code>TotalLineAmount</code> is 1000. If the price adjustment item has an <code>AdjustmentValue</code> of -10, an <code>AdjustmentType</code> of <code>AdjustmentAmount</code>, and an <code>AdjustmentAmountScope</code> of <code>Total</code>, the \$10 discount is applied to the total line amount. The <code>TotalAmount</code> of the price adjustment item is $\\$1000 + (-\\$10) = \\$990$. • Unit—The adjustment is multiplied by the line item's quantity.

Field	Details
	<p>For example, let's say a sales transaction item quantity is 5 and the <code>TotalLineAmount</code> is 1000. If the price adjustment item has an <code>AdjustmentValue</code> of -10, an <code>AdjustmentType</code> of <code>AdjustmentAmount</code>, and an <code>AdjustmentAmountScope</code> of <code>Unit</code>, the \$10 discount is applied to each line amount. The <code>TotalAmount</code> of the price adjustment item is $\\$1000 + (-\\$10 \times 5) = \\$950$.</p> <ul style="list-style-type: none"> • <code>UnproratedTotal</code>—No adjustment is applied to the line items.
<code>AdjustmentSource</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates the source of the adjustment. Possible values are:</p> <ul style="list-style-type: none"> • <code>Discretionary</code>— The adjustment is entered manually; for example, by a sales rep. • <code>Promotion</code>— The adjustment is a promotion. • <code>Rule</code>— Reserved for future use. • <code>System</code>— The adjustment is determined by the pricing configuration for the product; for example, as part of a discount schedule.
<code>AdjustmentType</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates whether the adjustment is a percentage, an amount, or an override. Possible values are:</p> <ul style="list-style-type: none"> • <code>AdjustmentAmount</code>—The adjustment value is a numerical amount. • <code>AdjustmentPercentage</code>— The adjustment value is a percentage. • <code>OverrideAmount</code>— The override value is a numerical amount.
<code>AdjustmentValue</code>	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The value of the adjustment. Used together with <code>AdjustmentAmountScope</code> to determine the amount of the adjustment.</p>
<code>Description</code>	<p>Type textarea</p>

Field	Details
	<p>Properties Create, Nillable</p> <p>Description The user-entered description of the price adjustment item. Available in API version 57.0.</p>
PriceAdjustmentCauseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the record that caused the adjustment. For example, if the price adjustment is due to a promotion, this field contains the ID of the Promotion record. If the price adjustment is due to a price adjustment tier, this field contains the ID of the PriceAdjustmentTier record. This field is a polymorphic relationship field.</p> <p>Relationship Name PriceAdjustmentCause</p> <p>Relationship Type Lookup</p> <p>Refers To PriceAdjustmentTier</p>
PriceAdjustmentGroupShapeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description A reference to the object interface or object that summarizes the values from multiple price adjustment items. If the related entity is an object, the object must implement the PriceAdjustmentGroupShape object. This field is a relationship field.</p> <p>Relationship Name PriceAdjustmentGroupShape</p> <p>Relationship Type Lookup</p> <p>Refers To PriceAdjustmentGroupShape</p>
PriceAdjustmentItemShapeName	<p>Type string</p>

Field	Details
	<p>Properties Create, Filter, Group, idLookup, Sort</p> <p>Description The name of the price adjustment item shape.</p>
Priority	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description A positive integer indicating the order in which this price adjustment item is applied, relative to other price adjustment items. A <code>Priority</code> of 1 indicates this price adjustment item is applied first.</p> <p>Price adjustments with a null priority are applied after price adjustments with a specified priority. If two or more price adjustments have a null priority, percentage adjustments are applied before amount adjustments. Applying a percentage adjustment before an amount adjustment results in a larger total adjustment.</p> <p> Note: The value of <code>Priority</code> must be unique among price adjustment items related to the same price adjustment group. For example, you can't have two price adjustment items with a priority of 1.</p> <p>For example, let's say that two price adjustment items apply to the same item to be priced. The first price adjustment, <code>Spring_Promotion</code>, defines a 10% discount and has <code>Priority</code> of 1. The second price adjustment, <code>Early_Renewal_Discount</code>, defines a \$2,000 discount and has a <code>Priority</code> of 2. In this case, the <code>Spring_Promotion</code> price adjustment is applied before the <code>Early_Renewal_Discount</code> price adjustment.</p>
SalesTransactionItemShapeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the sales transaction shape item that the price adjustment item applies to. This field is a relationship field.</p> <p>Relationship Name SalesTransactionItemShape</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransactionItemShape</p>
TotalAmount	<p>Type currency</p>

Field	Details
	Properties Create, Filter, Nillable, Sort
	Description The total amount of the adjustment that applies to the item to be priced, inclusive of quantity, prorated for the duration of the subscription. For example, let's say the price adjustment item has an <code>AdjustmentAmountScope</code> of <code>Unit</code> , an <code>AdjustmentType</code> of <code>AdjustmentAmount</code> , and an <code>AdjustmentValue</code> of <code>-10</code> . This configuration indicates a \$10 per-unit discount. If the subscription is priced for 12 months and the pricing term is 1, the <code>PricingTermCount</code> on the sales transaction item is 12. If the quantity is 5, the value of <code>TotalAmount</code> is $5 \times 12 \times -10 = -600$

PriceAdjustmentSchedule

Represents a series of discounts offered depending on your product's configuration, quantity, and when they're purchased in combination with other products. 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

This object is available when the B2B Commerce license is enabled or when Subscription Management is enabled.

Fields

Field	Details
<code>AdjustmentMethod</code>	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update
	Description The method for applying tiered pricing. Possible values are: <ul style="list-style-type: none"> <code>Range</code>—All items receive the discount of the highest tier the quantity falls in. <code>Slab</code>—Items receive the discount defined for the tier they fall in. The default value is <code>Range</code> . Term-based discounts can't be of type <code>Slab</code> . This field is available in API version 51.0 and later. The <code>Slab</code> method functions in the same way as the <code>Range</code> method.

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Text description of the price adjustment schedule.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the price adjustment schedule is active (<code>true</code>) or not (<code>false</code>). You can change this field's value as often as necessary. Label is Active. The default value is <code>False</code>.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Indicates whether the price adjustment schedule has been archived (<code>true</code>) or not (<code>false</code>). This field is read-only.</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 Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. The name of the price adjustment schedule. This field is read-only. Label is Price Adjustment Schedule Name.</p>
OwnerId	<p>Type reference</p>

Field	Details
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description The Salesforce ID of the sales representative who owns the price adjustment schedule.
ScheduleType	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update
	Description Indicates how the price adjustment is determined. This field is available when Subscription Management is enabled. This field is available in API version 55.0 and later. Possible values are: <ul style="list-style-type: none"> • Attribute—The characteristics or properties of a product determine the price adjustment. • Bundle—The price adjustment that is determined when you want to sell a group of products or services as a unit. • Custom—The price adjustment that can be customized for the user's needs. • Term—The length of the subscription determines the price adjustment. Available in API version 58.0 and later. • Volume—The quantity purchased determines the price adjustment. The default value is Volume .

Usage

When you create a PriceAdjustmentSchedule, you associate PriceAdjustmentTiers with it. A PriceAdjustmentSchedule is inactive until at least one PriceAdjustmentTier is added to it. A PriceAdjustmentSchedule comprises all related PriceAdjustmentTiers, with a maximum limit of 25 PriceAdjustmentTiers.

To use PriceAdjustmentSchedule, associate it with a PriceBookEntry.

- You can associate a PriceBookEntry with up to five PriceAdjustmentSchedules, but only one PriceAdjustmentSchedule can be associated with a PriceBookEntry.
- When you activate or deactivate a PriceAdjustmentSchedule, its PriceBookEntry association is also activated or deactivated.
- An adjustment to a PriceBookEntry is applied only if the associated PriceAdjustmentSchedule is active.
- After a PriceAdjustmentSchedule is associated with a PriceBookEntry, if multicurrency is enabled, the currencyIsoCode field can't be modified.
- When you associate a PriceAdjustmentSchedule with a PricebookEntry, a junction object PricebookEntryAdjustment is created.

You can modify the PriceAdjustmentTier object, and the `ScheduleType` and `AdjustmentMethod` fields, only when a PriceAdjustmentSchedule is inactive.

Code Sample

```
public void priceAdjustmentScheduleSample()
{
    try
    {
        /* This code snippet will do the following:
        *
        * 1. Create a new Price Adjustment Schedule
        * 2. Create and attach a Price Adjustment Tier to the Schedule
        * 3. Activate the Schedule
        * 4. Create a new PricebookEntry Adjustment. This will associate the Schedule to a
        Pricebook Entry. */

        //Create a Price Adjustment Schedule
        PriceAdjustmentSchedule pas = new PriceAdjustmentSchedule();
        pas.Name = 'Sample PAS';
        pas.Description = 'Sample Price Adjustment Schedule';
        pas.AdjustmentMethod = 'Range';
        insert pas;

        //Attach a valid Price Adjustment Tier
        PriceAdjustmentTier pat = new PriceAdjustmentTier();
        pat.PriceAdjustmentScheduleId = pas.Id;
        pat.LowerBound = 1.0;
        pat.UpperBound = 100.0;
        pat.TierType = 'AdjustmentPercentage';
        pat.TierValue = 5.0;
        insert pat;

        //Activate the Schedule
        pas.IsActive = true;
        upsert pas;

        //Create a new PricebookEntry Adjustment
        PricebookEntryAdjustment pbea = new PricebookEntryAdjustment();
        pbea.PricebookEntryId = '01uRM0000007Hb5YAE';
        pbea.PriceAdjustmentScheduleId = pas.Id;
        insert pbea;
    }
    catch (ConnectionException ce) {
        ce.printStackTrace();
    }
}
```

SEE ALSO:

[PriceAdjustmentTier](#)

[PricebookEntryAdjustment](#)

PriceAdjustmentTier

Represents a discount tier in a price adjustment schedule. This object is available in API version 47.0 and later.

Supported Calls

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

Special Access Rules

This object is available only if the B2B Commerce license is enabled.

Fields

Field	Details
LowerBound	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The minimum quantity the discount can be applied to. It must be a positive integer and less than or equal to the upper bound of the tier.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description For internal use only.</p>
PriceAdjustmentScheduleId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the price adjustment schedule that the discount is applied to.</p>
TierType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The unit of the discount. Possible values are:</p> <ul style="list-style-type: none">• <code>AdjustmentAmount</code>—An amount discounted from an item's list price. Label is Amount.

Field	Details
	<ul style="list-style-type: none"> <code>AdjustmentPercentage</code>—A percentage discounted from an item's list price. Label is Percentage. <code>AdjustmentOverride</code>—An override of an item's list price. Label is Override.
<code>TierValue</code>	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The value of the discount.</p>
<code>UpperBound</code>	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The maximum quantity the discount can be applied to. The quantity must be a positive integer. Not inclusive. Set this value one digit higher than the quantity you want the tier to include. For example, if a tier's upper bound is 99, set the value of <code>UpperBound</code> to 100. For the last tier, the value is optional.</p>

Usage

To use `PriceAdjustmentTiers`, associate them with a `PriceAdjustmentSchedule`.

Tiers can't overlap, and no gaps are allowed between tiers.

SEE ALSO:

[PriceAdjustmentSchedule](#)

Pricebook2

Represents a price book that contains the list of products that your org sells.



Note: Price books are represented by `Pricebook2` objects. As of API version 8.0, the `Pricebook` object is no longer available. Requests containing `Pricebook` are refused, and responses don't contain the `Pricebook` object.

Supported Calls

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

Fields

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Text description of the price book.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the price book is active (<code>true</code>) or not (<code>false</code>). Inactive price books are hidden in many areas in the user interface. You can change this field's value as often as necessary. Label is Active.</p>
IsArchived	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the price book has been archived (<code>true</code>) or not (<code>false</code>). This field is read only.</p>
IsDeleted	<p>Type boolean</p> <p>Properties Defaulted on create, Filter</p> <p>Description Indicates whether the price book has been moved to the Recycle Bin (<code>true</code>) or not (<code>false</code>). Label is Deleted.</p>
IsStandard	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the price book is the standard price book for the org (<code>true</code>) or not (<code>false</code>). Every org has one standard price book—all other price books are custom price books.</p>

Field	Details
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 Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Name of this object. This field is read-only for the standard price book. Label is Price Book Name.</p>
ValidFrom	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time when a Commerce price book is initially valid. If this field is <code>null</code>, the price book is valid immediately when active. Available in API version 48.0 and later.</p>
ValidTo	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The date and time when a Commerce price book is valid to. If this field is <code>null</code>, the price book is valid until it's deactivated. Available in API version 48.0 and later.</p>

Usage

A price book is a list of products that your org sells.

- Each org has one standard price book that defines the standard or generic list price for each product or service that it sells.
- An org can have multiple custom price books to use for specialized purposes, such as for discounts, different channels or markets, or select accounts or opportunities. While your client application can create, delete, and update custom price books, your client application can only update the standard price book.
- For some orgs, the standard price book is the only price needed. If you set up other price books, you can reference the standard price book when setting up list prices in custom price books.

Use this object to query standard and custom price books that have been configured for your org. A common use of this object is to allow your client application to obtain valid Pricebook2 object IDs for use when configuring PricebookEntry records via the API.

Your client application can perform the following tasks on PricebookEntry objects:

- Query
- Create for the standard price book or custom price books.
- Update
- Delete
- Change the `IsActive` field when creating or updating records

PriceBook2, Product2, and PricebookEntry Relationships

In the API:

- Price books are represented by Pricebook2 records (as of version 8.0, the Pricebook object is no longer available).
- Products are represented by Product2 records (as of version 8.0, the Product object is no longer available).
- Each price book contains zero or more entries (represented by PricebookEntry records) that specify the products that are associated with the price book. A price book entry defines the price for which you sell a product at a particular currency.

These objects are defined only for those orgs that have products enabled as a feature. If the org doesn't have the products feature enabled, the Pricebook2 object doesn't appear in the `describeGlobal()` call, and you can't access it via the API.

If you delete a Pricebook2 while a line item references PricebookEntry in the price book, the line item is unaffected, but the Pricebook2 is archived and unavailable from the API.

For a visual diagram of the relationships between Pricebook2 and other objects, see Product and Schedule Objects.

Price Book Setup

The process of setting up a price book via the API usually means:

1. Load product data into Product2 records (creating one Product2 record for each product that you want to add).
2. For each Product2 record, create a PricebookEntry that links the Product2 record to the standard Pricebook2. Define a standard price for a product at a given currency (if you have multicurrency enabled) before defining a price for that product in the same currency in a custom price book.
3. Create a Pricebook2 record to represent a custom price book.
4. For each Pricebook2 record, creating a PricebookEntry for every Product2 that you want to add, specifying unique properties for each PricebookEntry (such as the `UnitPrice` and `CurrencyIsoCode`) as needed.

Code Sample—Java

```
public void pricebookSample() {
    try {
        //Create a custom pricebook
        Pricebook2 pb = new Pricebook2();
        pb.setName("Custom Pricebok");
        pb.setIsActive(true);
        SaveResult[] saveResults = connection.create(new SObject[]{pb});
        pb.setId(saveResults[0].getId());

        // Create a new product
        Product2 product = new Product2();
        product.setIsActive(true);
        product.setName("Product");
        saveResults = connection.create(new SObject[]{product});
        product.setId(saveResults[0].getId());

        // Add product to standard pricebook
        QueryResult result = connection.query(
            "select Id from Pricebook2 where isStandard=true"
        );
        SObject[] records = result.getRecords();
        String stdPbId = records[0].getId();

        // Create a pricebook entry for standard pricebook
        PricebookEntry pbe = new PricebookEntry();
        pbe.setPricebook2Id(stdPbId);
        pbe.setProduct2Id(product.getId());
        pbe.setIsActive(true);
        pbe.setUnitPrice(100.0);
        saveResults = connection.create(new SObject[]{pbe});

        // Create a pricebook entry for custom pricebook
        pbe = new PricebookEntry();
        pbe.setPricebook2Id(pb.getId());
        pbe.setProduct2Id(product.getId());
        pbe.setIsActive(true);
        pbe.setUnitPrice(100.0);
        saveResults = connection.create(new SObject[]{pbe});
    } 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.

Pricebook2ChangeEvent (API version 48.0)

Change events are available for the object.

Pricebook2History

History is available for tracked fields of the object.

SEE ALSO:

[Product and Price Book Objects](#)

Pricebook2History

Represents historical information about changes that have been made to the standard fields of the associated Pricebook2, or to any custom fields with history tracking enabled. This object is available in API version 60.0 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

This object is always read-only.

Fields

Field	Details
Pricebook2Id	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the Pricebook2 associated with this record. This is a relationship field.</p> <p>Relationship Name Pricebook2</p> <p>Relationship Type Lookup</p> <p>Refers To Pricebook2</p>
DataType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p>

Field	Details
	Description Data type of the field that was changed.
Field	Type picklist Properties Filter, Group, Restricted picklist, Sort Description Name of the price book field that was modified, or a special value to indicate some other modification to the price book.
IsDeleted	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the object has been moved to the Recycle Bin (<code>true</code>) or not (<code>false</code>). This is a standard system field. Label is Deleted .
NewValue	Type anyType Properties Nillable, Sort Description New value of the modified price book field. Maximum of 255 characters.
OldValue	Type anyType Properties Nillable, Sort Description Previous value of the modified price book field. Maximum of 255 characters.

Usage

Price book history entries are indirectly created each time a price book is modified.

Two rows are added to this record when foreign key fields change. One row contains the foreign key object names that display in the online application. For example, `Jane Doe` is recorded as the name of a Contact. The other row contains the actual foreign key ID that is only returned to and visible from the API.

This object respects field level security on the parent object.

SEE ALSO:

[Pricebook2](#)

PricebookEntry

Represents a product entry (an association between a Pricebook2 and Product2) in a price book.

Supported Calls

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

Fields

Field	Details
ActivePriceAdjustmentQuantity	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The count of active price adjustment schedules associated with the price book entry. This field is available in API version 49.0 and later.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for organizations with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether this price book entry is active (<code>true</code>) or not (<code>false</code>). Although you can never delete PricebookEntry records, your client application can set this flag to <code>false</code>. Inactive PricebookEntry records are hidden in many areas in the user interface. You can change this flag on a PricebookEntry record as often as necessary.</p>

Field	Details
IsArchived	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the PricebookEntry has been archived (true) or not (false). This field is set to <code>true</code> when the Product2 record it's associated with is archived, or when the Pricebook2 record is archived. This field is read only. Available in API version 45.0 and later. Label is Archived.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Name of this PricebookEntry record. This read-only field references the value in the Name field of the Product2 record. Label is Product Name.</p>
Pricebook2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. ID of the Pricebook2 record with which this record is associated. This field must be specified when creating Pricebook2 records. It can't be changed in an update. This field is a relationship field.</p> <p>Relationship Name Pricebook2</p> <p>Relationship Type Lookup</p> <p>Refers To Pricebook2</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. ID of the Product2 record with which this record is associated. This field must be specified when creating Product2 records. It can't be changed in an update. This is a relationship field.</p>

Field	Details
	<p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProductCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Product code for this record. This read-only field references the value in the ProductCode field of the associated Product2 record.</p>
ProductSellingModelId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the related product selling model. This field is available in API version 55.0 and later. This field is available when Subscription Management is enabled.</p> <p>Relationship Name ProductSellingModel</p> <p>Relationship Type Lookup</p> <p>Refers To ProductSellingModel</p>
UnitPrice	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Required. Unit price for this price book entry. You can specify a value only if <code>UseStandardPrice</code> is set to <code>false</code>. Label is List Price.</p>
UseStandardPrice	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Indicates whether this price book entry uses the standard price defined in the standard Pricebook2 record (<code>true</code>) or not (<code>false</code>). If set to <code>true</code>, then the <code>UnitPrice</code> field is read-only, and the value is the same as the <code>UnitPrice</code> value in the corresponding PricebookEntry in the standard price book (that is, the PricebookEntry record whose <code>Pricebook2Id</code> refers to the standard price book and whose <code>Product2Id</code> and <code>CurrencyIsoCode</code> are the same as this record). For PricebookEntry records associated with the standard Pricebook2 record, this field must be set to <code>true</code>.</p>

Usage

Use this object to define the association between your organization’s products (Product2) and your organization’s standard price book or to custom price books (Pricebook2). Create one PricebookEntry record for each standard or custom price and currency combination for a product in a Pricebook2.

When creating these records, you must specify the IDs of the associated Pricebook2 record and Product2 record. Once these records are created, your client application can’t update these IDs.

This object is defined only for those organizations that have products enabled as a feature. If the organization doesn’t have the products feature enabled, then the PricebookEntry object doesn’t appear in the describeGlobal call, and you can’t access it.

If you delete a PriceBookEntry that is referenced by a line item, the line item is unaffected, but the PriceBookEntry is archived and unavailable from the API. Deleted PriceBookEntry records can’t be recovered.

You must load the standard price for a product before you’re permitted to load its custom prices.

Associated Objects

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

PricebookEntryChangeEvent(API version 57.0)

Change events are available for the object.

PricebookEntryHistory

History is available for tracked fields of the object.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

PricebookEntryAdjustment

Read-only junction object created when you associate a price adjustment schedule with a price book entry. This object is available in API version 47.0 and later.

Supported Calls

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

Special Access Rules

This object is available only if the B2B Commerce license is enabled.

Fields

Field	Details
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description For internal use only.
PriceAdjustmentScheduleId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the price book entry adjustment.
PricebookEntryId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the price book entry that this price book entry adjustment is associated with.

SEE ALSO:

[PriceAdjustmentSchedule](#)

PrivacyHold

Represents a Privacy Hold that indicates that a record should be preserved from masking or deletion by Data Management policies in Privacy Center. This object is available in API version 59.0 and later.

Use Privacy Hold with Data Management policies in Privacy Center. Add a condition to your policy to exclude records with an active Privacy Hold status from masking or deletion actions.

Supported Calls

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

Special Access Rules

This object is available for users with the Privacy Center license and the Manage Privacy Hold user permission.

Fields

Field	Details
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date the Privacy Hold ends.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if Privacy Hold is active on the record. 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> <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>

Field	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the Privacy Hold.</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 account associated with this customer. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PrivacyHoldReasonId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the associated Privacy Hold Reason. This field is a relationship field.</p> <p>Relationship Name PrivacyHoldReason</p> <p>Relationship Type Lookup</p> <p>Refers To PrivacyHoldReason</p>
ReferenceRecordId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the record marked for the Privacy Hold.</p>

Field	Details
	<p>This field is a polymorphic relationship field.</p> <p>Relationship Name ReferenceRecord</p> <p>Relationship Type Lookup</p> <p>Refers To Account, Contact, Individual, Lead, User</p>
ReferenceRecordType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The type of object the record with the Privacy Hold is associated with. Possible values are:</p> <ul style="list-style-type: none"> • Account • Contact • Individual • Lead • User
RegisteredDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date the Privacy Hold was added to the record.</p>

PrivacyHoldReason

Represents the business or legal purpose for why a record has a Privacy Hold. 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()`

Special Access Rules

This object is available for users with the Privacy Center license and the Manage Privacy Hold user permission.

Fields

Field	Details
Detail	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The details of the Privacy Hold Reason, such as the business or legal purpose for the hold.</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 Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the Privacy Hold Reason.</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 account associated with this customer. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p>

Field	Details
	Relationship Type Lookup
	Refers To Group, User

PrivacyJobSession

Represents the status of past, ongoing, and scheduled policy jobs in Privacy Center. This object is available in API version 59.0 and later. This object is Read-only.

Supported Calls

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

Special Access Rules

This object is available for users with the Privacy Center license and the Manage Privacy Center Policies user permission.

Fields

Field	Details
CreationDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time the policy job was created.
CurrentObject	Type string Properties Filter, Group, Nillable, Sort Description The name of the object that the policy job is currently processing.
EndTime	Type dateTime Properties Filter, Nillable, Sort

Field	Details
	Description The date and time the policy job finished executing.
FailureLog	Type textarea Properties Nillable Description The description of why the policy job failed to execute.
JobStartType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description How the policy job session was started. Possible values are: <ul style="list-style-type: none">• manual• scheduled
JobStatus	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Represents the status of the policy job session. Possible values are: <ul style="list-style-type: none">• cancelled• completed• failures• inactive• running• running_next• scheduled• suspended
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort

Field	Details
	Description Represents the job session record. This is a serialized, automatically generated number field.
OptionsProcessingFailed	Type boolean Properties Filter Description Indicates that the policy job session failed to process the records with the deletion or masking rules in the policy.
OptionsTraversalComplete	Type boolean Properties Filter Description Indicates that the policy job session successfully captured the records targeted by the filters in the policy.
OptionsTraversalFailed	Type boolean Properties Filter Description Indicates that the policy job session failed to capture the records targeted by the filters in the policy.
OwnerId	Type reference Properties Filter, Group, Sort Description The ID of the owner of the account associated with this customer. This field is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User

Field	Details
PolicyDescription	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The description of the policy the job session is associated with.</p>
PolicyName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the policy the job session is associated with.</p>
PolicyType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of policy the job session is associated with. Possible values are:</p> <ul style="list-style-type: none"> • <code>datamanagement</code>—Data Management. • <code>datamask</code>—This policy type is reserved for future use. • <code>rtbf</code>— Right to Be Forgotten.
PrivacyPolicyDefinitionId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the policy the job session is executing for. This field is a relationship field.</p> <p>Relationship Name PrivacyPolicyDefinition</p> <p>Relationship Type Lookup</p> <p>Refers To PrivacyPolicyDefinition</p>
PrivacyRtbfRequestId	<p>Type reference</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the Right to Be Forgotten request the policy job is executing for. This field is a relationship field.</p> <p>Relationship Name PrivacyRtbfRequest</p> <p>Relationship Type Lookup</p> <p>Refers To PrivacyRTBFRequest</p>
ScheduledTime	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time the policy job session is scheduled to run.</p>
SerializedPolicy	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description The serial ID of a snapshot of the policy the job session is for. A snapshot of the policy is taken to maintain consistent metadata for the policy the job is for, in case changes are made to the policy while the job is executing.</p>
StartTime	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time the policy job session started executing.</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.

[PrivacyJobSessionOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

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

PrivacyObjectSession

Represents the status of each object being processed in past, ongoing, and scheduled policy jobs in Privacy Center. This object is available in API version 59.0 and later.

See the status of each object as a policy executes. For example, if a Data Management policy includes an Account object and a Contact object, then a PrivacyObjectSession record is created for each object.

Each object in a policy has five potential queues to enter. The first queue captures and stores records targeted by the policy filters. If the first queue run fails to capture every record, then the object goes through three retry attempts to capture the remaining records. The fifth queue stores the record IDs of any records that weren't captured in any of the four attempts.

This object is Read-only.

Supported Calls

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

Special Access Rules

This object is available for users with the Privacy Center license and the Manage Privacy Center Policies user permission.

Fields

Field	Details
CurrentEntity	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the object in the policy.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Represents the job session record. This is a serialized, automatically generated number field.</p>
ObjectFailureLog	<p>Type textarea</p>

Field	Details
	<p>Properties Nillable</p> <p>Description This field is reserved for later use.</p>
ObjectStatus	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The policy execution status for the object. Possible values are:</p> <ul style="list-style-type: none"> • processing_completed • processing_failed • processing_ongoing • processing_pending • traversal_completed • traversal_failed • traversal_ongoing
OwnerId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the owner of the account associated with the customer that the policy was executed for. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PolicyNode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	Description The ID of the object in the serialized policy. This field associates the object session in the policy execution with the coordinating object in the Privacy Center policy.
Position	Type int Properties Filter, Group, Nillable, Sort Description Represents a record's position in the batch queue for the object being processed.
PrivacyJobSessionObjectId	Type reference Properties Filter, Group, Sort Description The ID of the policy job session. This field is a relationship field. Relationship Name PrivacyJobSessionObject Relationship Type Lookup Refers To PrivacyJobSession
ProcessType	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The type of action being executed on the object in the policy. Possible values are: <ul style="list-style-type: none"> • delete • mask • retry_delete • retry_mask
ProcessedFailures	Type int Properties Filter, Group, Nillable, Sort

Field	Details
	Description The number of records the policy execution failed to process.
ProcessedSuccesses	Type int Properties Filter, Group, Nillable, Sort Description The number of records the policy execution successfully processed.
ProcessedTotal	Type int Properties Filter, Group, Nillable, Sort Description The total number of records processed in the policy job.
Processor	Type string Properties Filter, Group, Nillable, Sort Description The name of the deletion, masking, or traversal processor executing the policy job.
Queue	Type string Properties Filter, Group, Nillable, Sort Description This field is reserved for later use.
QueueLength	Type int Properties Filter, Group, Nillable, Sort Description The total number of records in the queue to be processed by the policy job.
RecordsAffected	Type int Properties Filter, Group, Nillable, Sort

Field	Details
	Description The number of records processed by the policy job.
Retry	Type int Properties Filter, Group, Nillable, Sort Description The queue number of the retry session after a failed policy execution attempt. Each attempt to retry the policy execution is put into a retry queue.
TraversalEndTime	Type dateTime Properties Filter, Nillable, Sort Description The end time of the record-capturing phase for the object session.
TraversalStartTime	Type dateTime Properties Filter, Nillable, Sort Description The start time of the record-capturing phase for the object session.
UniqueConstraint	Type string Properties Filter, Group, idLookup, 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.

[PrivacyObjectSessionOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[PrivacyObjectSessionShare](#) on page 50

Sharing is available for the object.

PrivacyRequest

See details and monitor the status of Data Subject Access Requests made in Privacy Center. This object is available in API version 54.0 and later.

Supported Calls

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

Special Access Rules

This object is for Privacy Center customers with the `ReadAllData` or `PrivacyDataAccess` permissions.

Fields

Field	Details
CompletedDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time when the request was completed.
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, it's possible that this record was referenced (LastReferencedDate) and not viewed.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update

Field	Details
	Description The name of the Privacy Request.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the owner of the account associated with this customer. This is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
RelatedRecord	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The Data Subject Access Request (DSAR) or Right to Be Forgotten request (RTBF) record related to the request.
StartedDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time when the request was started.
Status	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description Represents the status of the request. Possible values are: <ul style="list-style-type: none"> Approved Cancelled

Field	Details
	<ul style="list-style-type: none">CompletedCreatedIn ProgressRejected
TargetRecord	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The record that is listed in the request.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Represents the type of request that was made. Possible values are:</p> <ul style="list-style-type: none">DSARGlobalOptOutRTBF

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.

PrivacyRequestFeed on page 39

Feed tracking is available for the object.

PrivacyRequestHistory on page 47

History is available for tracked fields of the object.

PrivacyRequestOwnerSharingRule on page 48

Sharing rules are available for the object.

PrivacyRequestShare on page 50

Sharing is available for the object.

PrivacyRTBFRequest

Represents a Right to Be Forgotten Request made in Privacy Center. 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()`

Special Access Rules

This object is available for users with the Privacy Center license and the Manage Privacy Center Policies user permission.

Fields

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the customer's Right to Be Forgotten request.</p>
JobRecord	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The record ID that is processed by the Right to Be Forgotten request.</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>

Field	Details
	<p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the Right to Be Forgotten request.</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 account associated with this customer. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PolicyNameId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The name of the Right to Be Forgotten policy applied to this request. This field is a relationship field.</p> <p>Relationship Name PolicyName</p> <p>Relationship Type Lookup</p> <p>Refers To PrivacyPolicyDefinition</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Represents the status of the request. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none">CancelledCompleteErrorPendingScheduled

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.

[PrivacyRTBRequestHistory](#) on page 47

History is available for tracked fields of the object.

[PrivacyRTBRequestOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[PrivacyRTBRequestShare](#) on page 50

Sharing is available for the object.

PrivacySessionRecordFailure

Represents error messages encountered during policy job executions in Privacy 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 for users with the Privacy Center license and the Manage Privacy Center Policies user permission.

Fields

Field	Details
ErrorMessage	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Nullable</p> <p>Description</p> <p>The description of the error encountered during the policy job execution.</p>

Field	Details
ErrorType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The type of error encountered during the policy job execution.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Represents the job session record. This is a serialized, automatically generated number field.</p>
OwnerId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the owner of the account associated with the customer that the policy was executed for. This field is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PrivacyObjectSessionId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the object in the policy job session. This field is a relationship field.</p> <p>Relationship Name PrivacyObjectSession</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To PrivacyObjectSession
RecordIdNumber	Type string Properties Filter, Group, Nillable, Sort Description The ID of the record that failed to be processed by the policy job.

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.

[PrivacySessionRecordFailureOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[PrivacySessionRecordFailureShare](#) on page 50

Sharing is available for the object.

Problem

Problems represent the root cause data of one or more incidents. This object contains all the details of a problem, documenting the history of the problem from detection to closure. This object is available in API version 53.0 and later.

Supported Calls

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

Fields

Field	Details
Category	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The type of problem. Administrators set field values.

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A description of the problem. This field can store up to 32 KB of data, but only the first 255 characters appear in reports.</p>
Impact	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The problem's impact. Possible values are:</p> <ul style="list-style-type: none">• High• Low• Medium <p>The default value is 'High'.</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 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 date and time (in UTC) 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>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description This is a polymorphic relationship field that represents the user or group assigned to resolve the problem.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ParentProblemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of a problem above one or more related problems in a problem hierarchy. This is a relationship field.</p> <p>Relationship Name ParentProblem</p> <p>Relationship Type Lookup</p> <p>Refers To Problem</p>
Priority	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The impact and urgency of the problem. Possible values are:</p> <ul style="list-style-type: none">• Critical• High• Low• Moderate <p>The default value is 'Critical'.</p>
PriorityOverrideReason	<p>Type string</p>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description The reason why the priority should be changed or edited.
ProblemNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The unique, system-generated problem number.
ResolutionDateTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date and time (in UTC) when the problem was resolved.
ResolutionSummary	Type textarea Properties Create, Nillable, Update Description A description of the steps needed to resolve the incident.
ResolvedById	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the user who resolved the problem. This is a relationship field. Relationship Name ResolvedBy Relationship Type Lookup Refers To User

Field	Details
RootCauseSummary	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p> <p>Description</p> <p>A description of the problem resolution or root cause. This field can store up to 32 KB of data, but only the first 255 characters display in reports.</p>
Status	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Any custom or granular stages customers wants to track. This will be a dependent picklist.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Closed• Fix in Progress• Known Error• New• Open• Pending Change• Resolved• Root Cause Analysis• Work In Progress <p>The default value is 'New'.</p>
StatusCode	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>The status of the problem.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Closed• FixInProgress• KnownError• New• Open• PendingChange

Field	Details
	<ul style="list-style-type: none">ResolvedRootCauseAnalysisWorkInProgress <p>The default value is 'New'.</p>
SubCategory	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of problem. One level deeper than Category. Administrators set field values.</p>
Subject	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description A brief description of the problem.</p>
Urgency	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description A measure of how long a resolution can be delayed until an incident, problem, or change has a significant business impact.</p> <p>Possible values are:</p> <ul style="list-style-type: none">HighLowMedium <p>The default value is 'High'.</p>

ProblemIncident

Represents a junction object that relates a Problem to an Incident. This object is available in API version 53.0 and later.

Supported Calls

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

Fields

Field	Details
IssueId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description A polymorphic relationship field that represents a related Problem or Incident. This field is a polymorphic relationship field.</p> <p>Relationship Name Issue</p> <p>Relationship Type Lookup</p> <p>Refers To Incident, Problem</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The auto-generated ID of the incident that's related to the problem.</p>
RelatedEntityType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The object type of the related entity. Possible values are:</p> <ul style="list-style-type: none">• Incident• Problem
RelatedIssueId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description A polymorphic relationship field that represents a related Problem or Incident. This field is a polymorphic relationship field.</p>

Field	Details
	Relationship Name RelatedIssue
	Relationship Type Lookup
	Refers To Incident, Problem
RelationshipType	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description Shows how the Problem and Incident records relate to each other. Possible values are: <ul style="list-style-type: none"> Caused By Similar The default value is Caused By.

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.

[ProblemIncidentChangeEvent](#) on page 52

Change events are available for the object.

[ProblemIncidentFeed](#) on page 39

Feed tracking is available for the object.

[ProblemIncidentHistory](#) on page 47

History is available for tracked fields of the object.

ProblemRelatedItem

Represents a junction object that relates a Problem to an Asset. This object is available in API version 53.0 and later.

Supported Calls

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

Fields

Field	Details
AssetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The Asset ID that's linked to the Problem. This field is a relationship field.</p> <p>Relationship Name Asset</p> <p>Relationship Type Lookup</p> <p>Refers To Asset</p>
Comment	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A description of the problem as it relates to the item.</p>
ImpactLevel	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The related item's impact on the problem. Possible values are:</p> <ul style="list-style-type: none">• High• Low• Medium <p>The default value is High.</p>
ImpactType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description</p> <p>The effect of the problem-related item on business operations.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Business-Blocking• Not Business-Blocking• Partially Business-Blocking <p>The default value is Business-Blocking.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>The auto-generated ID of the problem-related item.</p>
ProblemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The Problem ID that's related to the Asset.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>Problem</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Problem</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.

[ProblemRelatedItemChangeEvent](#) on page 52

Change events are available for the object.

[ProblemRelatedItemFeed](#) on page 39

Feed tracking is available for the object.

[ProblemRelatedItemHistory](#) on page 47

History is available for tracked fields of the object.

ProcessDefinition

Represents the definition of a single approval process.

Supported Calls

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

Portal and communities users with the Customer Community Plus and Partner Community licenses can access this object. All users in org with approvals enabled have read access to ProcessDefinition.

Fields

Field	Details
Description	Type textarea Properties Filter, Nillable, Sort Description A description of this process, with a maximum of 3,000 characters.
DeveloperName	Type string Properties Filter, Group, Sort Description The external name of the process; the name seen by users.
LockType	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The type of lock applied to the record being approved. When a record is in the approval process, it's always locked, and only an administrator can edit it. However, the currently assigned approver can also be allowed to edit the record. <ul style="list-style-type: none">• Total• Admin• Owner• Workitem• Node• none

Field	Details
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The unique process name, used internally.</p>
State	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The current state of this process.</p> <ul style="list-style-type: none">• Active• Inactive• Obsolete
TableEnumOrId	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Specifies the object associated with the approval process, such as Account or Contact.</p>
Type	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description The type of this process.</p> <ul style="list-style-type: none">• Approval Process—Used to control the action taken for a record.• State-based Process—Used internally to track various control processes, such as for developing Salesforce Knowledge articles.

Usage

Use this object to read the description of an approval process. The definition is read-only.

ProcessException

Represents a business exception, such as a processing failure on an order summary. A separate process is required to resolve the failure that caused the process exception before processing can continue. 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
AttachedToId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the object associated with the ProcessException. This field is a polymorphic relationship field.</p> <p>Relationship Name AttachedTo</p> <p>Relationship Type Lookup</p> <p>Refers To CreditMemo, FulfillmentOrder, Invoice, Order, OrderItem, OrderItemSummary, OrderPaymentSummary, OrderSummary, Payment, PaymentAuthorization, Refund, ReturnOrder</p>
CaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the case associated with the ProcessException. This field is a relationship field.</p> <p>Relationship Name Case</p> <p>Relationship Type Lookup</p> <p>Refers To Case</p>

Field	Details
Category	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description ProcessingException type. You can customize the category picklist to represent your business processes. Possible values are:</p> <ul style="list-style-type: none">• Fulfillment• Invoicing• Order Activation• Order Approval• Payment <p>The default value is Order Activation.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the OrderSummary associated with the ProcessException. Possible values are:</p> <ul style="list-style-type: none">• DKK—Danish Krone• EUR—Euro• GBP—British Pound• USD—U.S. Dollar <p>The default value is USD.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Detailed description of the ProcessException.</p>
ExternalReference	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description Description of external entities associated with the ProcessException.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description Timestamp for when the current user last viewed a record related to this record.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description Timestamp for when the current user last viewed this record. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.
Message	Type string Properties Create, Filter, Group, Sort, Update Description Short description of the ProcessException
OrderSummaryId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the OrderSummary associated with the ProcessException. The ProcessException component is displayed on this OrderSummary. This field is a relationship field. Relationship Name OrderSummary Relationship Type Lookup Refers To OrderSummary

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 currently owns this ProcessException. Default value 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>
Priority	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Resolution priority for the ProcessException. You can customize the priority picklist to represent your business processes. Possible values are:</p> <ul style="list-style-type: none">• High• Low <p>The default value is Low.</p>
ProcessExceptionNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The unique name of the ProcessException, formatted as PE-(00000000).</p>
Severity	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Severity of the ProcessException. Each severity value corresponds to one severity category. You can customize the severity picklist to represent your business processes. If you customize the severity picklist, include at least one severity value for each severity category.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• High• Low <p>The default value is High.</p>
SeverityCategory	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Severity category of the ProcessException. Each severity category corresponds to one or more severity values. The severity category is used to show the severity icon in the ProcessException list view.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• HIGH• LOW• MEDIUM
Status	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Status of the ProcessException. Each status corresponds to one status category, shown here in parentheses. You can customize the status picklist to represent your business processes. If you customize the status picklist, include at least one status value for each status category.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Ignored (Inactive)• New (Active)• Paused (Inactive)• Resolved (Resolved)• Triaged (Active)• Voided (Inactive) <p>The default value is New.</p>

Field	Details
StatusCategory	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>Status category of the ProcessException. Each status category corresponds to one or more statuses.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• ACTIVE• INACTIVE• RESOLVED

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.

ProcessExceptionOwnerSharingRule

Sharing rules are available for the object.

ProcessExceptionOwnerSharingRule

Sharing rules are available for the object.

ProcessFlow/Migration

Represents a process's migrated criteria and the resulting migrated flow. This object is available in API version 58.0 and later.

Supported Calls

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

Fields

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

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

Field	Details
	<ul style="list-style-type: none"> • de—German • de_AT—German (Austria) • de_BE—German (Belgium) • de_CH—German (Switzerland) • de_LU—German (Luxembourg) • el—Greek • el_CY—Greek (Cyprus) • en_AE—English (United Arab Emirates) • en_AU—English (Australian) • en_BE—English (Belgium) • en_CA—English (Canadian) • en_CY—English (Cyprus) • en_DE—English (Germany) • en_GB—English (UK) • en_HK—English (Hong Kong) • en_IE—English (Ireland) • en_IL—English (Israel) • en_IN—English (Indian) • en_MT—English (Malta) • en_MY—English (Malaysian) • en_NL—English (Netherlands) • 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)

Field	Details
	<ul style="list-style-type: none"> • 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 • fi—Finnish • fr—French • fr_BE—French (Belgium) • fr_CA—French (Canadian) • fr_CH—French (Switzerland) • fr_LU—French (Luxembourg) • fr_MA—French (Morocco) • ga—Irish • gu—Gujarati • haw—Hawaiian • hi—Hindi • hmn—Hmong • hr—Croatian • ht—Haitian Creole • hu—Hungarian • hy—Armenian • in—Indonesian • is—Icelandic • it—Italian • it_CH—Italian (Switzerland) • iw—Hebrew • ja—Japanese • ji—Yiddish • ka—Georgian • kk—Kazakh • kl—Greenlandic • km—Khmer

Field	Details
	<ul style="list-style-type: none"> • 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 • nl_BE—Dutch (Belgium) • nl_NL—Dutch • no—Norwegian • pa—Punjabi • pl—Polish • pt_BR—Portuguese (Brazil) • pt_PT—Portuguese (European) • rm—Romansh • ro—Romanian • ro_MD—Romanian (Moldova) • ru—Russian • ru_AM—Russian (Armenia) • ru_BY—Russian (Belarus) • ru_KG—Russian (Kyrgyzstan) • ru_KZ—Russian (Kazakhstan) • ru_LT—Russian (Lithuania) • ru_MD—Russian (Moldova) • ru_PL—Russian (Poland) • ru_UA—Russian (Ukraine) • sh—Serbian (Latin) • sh_ME—Montenegrin • sk—Slovak • sl—Slovene • sm—Samoan • sq—Albanian • sr—Serbian (Cyrillic)

Field	Details
	<ul style="list-style-type: none"> • 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_MY—Chinese (Malaysia) • zh_SG—Chinese (Singapore) • zh_TW—Chinese (Traditional) • zu—Zulu
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The label for the ProcessFlowMigration.</p>
MigratedCriteriaLabel	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The label of the criteria that was migrated.</p>
MigratedCriteriaName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the criteria that was migrated.</p>

Field	Details
NamespacePrefix	Type string Properties Filter, Group, Nillable, Sort Description The namespace of the package containing the process flow migration object.

ProcessInstance

Represents an instance of a single, end-to-end approval process. Use this and the node, step, and workitem process instance objects to create approval history reports.



Note: Exceptions apply to approval history data retrieved with this object and are available only via SOAP API. For each approval process instance that was pending when Summer '14 became available for your organization, some field values are never populated or are populated only after the rollout. Other fields are populated only after the approval process instance is next acted upon—such as when a user approves, rejects, or reassigns an approval request—after the Summer '14 rollout.

For approval process instances that were completed before the Summer '14 rollout, all Process Instance fields are automatically populated, with one exception: `CompletedDate` is never populated for approval process instances that were completed before January 1, 2013. For approval process instances that were pending during the Summer '14 rollout, all ProcessInstance fields are automatically populated, with two exceptions: `CompletedDate` and `LastActorId` are populated only after the approval process instance is complete.

Supported Calls

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

Fields

Field	Details
CompletedDate	Type dateTime Properties Filter, Nillable, Sort Description The completion date and time of the approval process. The <code>ElapsedTimeDay</code> , <code>ElapsedTimeHours</code> , and <code>ElapsedTimeMinutes</code> field values are calculated using <code>CompletedDate</code> .
ElapsedTimeInDays	Type double Properties Filter, Nillable, Sort

Field	Details
	Description The total elapsed time in days between when the approval process instance was started and now.
ElapsedTimeInHours	Type double Properties Filter, Nillable, Sort Description The total elapsed time in hours between when the approval process instance was started and now.
ElapsedTimeInMinutes	Type double Properties Filter, Nillable, Sort Description The total elapsed time in minutes between when the approval process instance was started and now.
LastActorId	Type reference Properties Group, Filter, Nillable, Sort Description The last actor that approved, rejected, or recalled the process. This is a relationship field. Relationship Name LastActor Relationship Type Lookup Refers To User
ProcessDefinitionId	Type reference Properties Group, Filter, Sort Description The ID of this approval process instance. This is a relationship field.

Field	Details
	Relationship Name ProcessDefinition Relationship Type Lookup Refers To ProcessDefinition
Status	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The status of this approval process instance, for example Started, Pending, or Approved.
SubmittedById	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the user who submitted the approval process. This is a relationship field. Relationship Name SubmittedBy Relationship Type Lookup Refers To User
TargetObjectId	Type reference Properties Filter, Group, Sort Description ID of the object affected by this approval process instance. This is a polymorphic relationship field. Relationship Name TargetObject Relationship Type Lookup

Field

Details

Refers To

Account, Accreditation, ActivationTarget, Address, AlternativePaymentMethod, AssessmentIndicatorDefinition, AssessmentTask, AssessmentTaskContentDocument, AssessmentTaskDefinition, AssessmentTaskIndDefinition, AssessmentTaskOrder, Asset, AssetRelationship, AssignedResource, AuthorizationForm, AuthorizationFormConsent, AuthorizationFormDataUse, AuthorizationFormText, 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, CareRegisteredDevice, CareRequest, CareRequestDrug, CareRequestExtension, CareRequestItem, CareSpecialty, CareSpecialtyTaxonomy, CareTaxonomy, Case, CodeSet, CodeSetBundle, CommSubscription, CommSubscriptionChannelType, CommSubscriptionConsent, CommSubscriptionTiming, ConsumptionRate, ConsumptionSchedule, Contact, ContactEncounter, ContactEncounterParticipant, ContactPointAddress, ContactPointConsent, ContactPointEmail, ContactPointPhone, ContactPointTypeConsent, Contract, CoverageBenefit, CoverageBenefitItem, CreditMemo, CreditMemoLine, DataStream, DataUseLegalBasis, DataUsePurpose, DelegatedAccount, DigitalSignature, DocumentChecklistItem, DuplicateRecordItem, DuplicateRecordSet, EmailMessage, EngagementChannelType, EnrollmentEligibilityCriteria, ExternalEventMapping, HealthCareDiagnosis, HealthCareProcedure, HealthcareFacility, HealthcareFacilityNetwork, HealthcarePayerNetwork, HealthcarePractitionerFacility, HealthcareProvider, HealthcareProviderNpi, HealthcareProviderSpecialty, HealthcareProviderTaxonomy, Identifier, IdentityDocument, Image, IndividualApplication, Invoice, InvoiceLine, Lead, Location, LocationTrustMeasure, MarketSegment, MarketSegmentActivation, MemberPlan, MessagingEndUser, MessagingSession, MktCalculatedInsight, Opportunity, Order, OrgMetricScanResult, OrgMetricScanSummary, OtherComponentTask, PartyConsent, PaymentAuthAdjustment, PersonEducation, PersonLanguage, PersonLifeEvent, PersonName, PlanBenefit, PlanBenefitItem, ProcessException, Product2, ProductFulfillmentLocation, ProductItem, ProductItemTransaction, ProductRequest, ProductRequestLineItem, ProductRequired, ProductTransfer, ProfileSkill, ProfileSkillEndorsement, ProfileSkillUser, PromptAction, PurchaserPlan, PurchaserPlanAssn, QuickTextUsage, Quote, ReceivedDocument, ResourceAbsence, ResourcePreference, ReturnOrder, ReturnOrderItemAdjustment, ReturnOrderItemTax, ReturnOrderLineItem, ServiceAppointment, ServiceResource, ServiceResourceSkill, ServiceTerritory, ServiceTerritoryMember, ServiceTerritoryWorkType, SharingRecordCollection, SharingRecordCollectionItem, SharingRecordCollectionMember, Shift, Shipment, ShipmentItem, SkillRequirement, SocialPost, Solution, StreamingChannel, UnitOfMeasure, UserProvisioningRequest, VideoCall, VideoCallParticipant, VideoCallRecording, Visit, VisitedParty, Visitor, VolunteerProject, WorkBadgeDefinition, WorkOrder, WorkOrderLineItem, WorkType, WorkTypeGroup, WorkTypeGroupMember

Usage

Use this object to query or retrieve an approval process.

The following SOQL query returns details for all the ProcessInstanceStep records related to individual ProcessInstance records. The nested query references `Steps`, which is the child `relationshipName` for ProcessInstanceStep in the ProcessInstance object.

```
SELECT Id, (SELECT Id, StepStatus, Comments FROM Steps)
FROM ProcessInstance
```

The following SOQL query returns details for all the ProcessInstanceWorkItem records related to individual ProcessInstance records. The nested query references `Workitems`, which is the child `relationshipName` for ProcessInstanceWorkItem in the ProcessInstance object.

```
SELECT Id, (SELECT Id, ActorId, ProcessInstanceId FROM Workitems)
FROM ProcessInstance
```

ProcessInstanceHistory can help provide a unified read-only view of the ProcessInstanceStep and ProcessInstanceWorkItem objects.

Associated Objects

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

ProcessInstanceHistory

History is available for tracked fields of the object.

ProcessInstanceChangeEvent (API Version 58.0)

Change events are available for the object.

SEE ALSO:

- [ProcessInstanceHistory](#)
- [ProcessInstanceStep](#)
- [ProcessInstanceWorkitem](#)

ProcessInstanceHistory

This read-only object shows all steps and pending approval requests associated with an approval process (ProcessInstance).

Supported Calls

`describeSObjects()`

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
ActorId	Type reference

Field	Details
	<p>Properties Filter, Group, Sort</p> <p>Description ID of the user who is assigned to this ProcessInstance. This is a polymorphic relationship field.</p> <p>Relationship Name Actor</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
Comments	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Comments for a ProcessInstanceStep . This field doesn't apply to ProcessInstanceWorkitem records.</p>
ElapsedTimeInDays	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total time in days between when the approval process instance was started and when it was completed.</p>
ElapsedTimeInHours	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total time in hours between when the approval process instance was started and when it was completed.</p>
ElapsedTimeInMinutes	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The total time in minutes between when the approval process instance was started and when it was completed.
IsPending	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the ProcessInstance is pending (<code>true</code>) or not (<code>false</code>).
OriginalActorId	Type reference Properties Filter, Group, Sort Description ID of the user who was originally assigned this ProcessInstance. This is a polymorphic relationship field. Relationship Name OriginalActor Relationship Type Lookup Refers To Group, User
ProcessInstanceId	Type reference Properties Filter, Group, Sort Description ID of the ProcessInstance. This is a relationship field. Relationship Name ProcessInstance Relationship Type Lookup Refers To ProcessInstance
ProcessNodeId	Type reference

Field	Details
	Properties Filter, Group, Nillable, Sort Description ID of this step. This is a relationship field. Relationship Name ProcessNode Relationship Type Lookup Refers To ProcessNode
RemindersSent	Type int Properties Filter, Group, Nillable, Sort Description Number of reminders that have been sent. Default is 0 (zero).
StepStatus	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description Indicates the status of the ProcessInstanceStep.
TargetObjectId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the object being approved. This is a polymorphic relationship field. Relationship Name TargetObject Relationship Type Lookup Refers To Account, Accreditation, ActivationTarget, Address, AlternativePaymentMethod, AssessmentIndicatorDefinition, AssessmentTask, AssessmentTaskContentDocument, AssessmentTaskDefinition, AssessmentTaskIndDefinition, AssessmentTaskOrder, Asset,

Field	Details
	<p>AssetRelationship, AssignedResource, AuthorizationForm, AuthorizationFormConsent, AuthorizationFormDataUse, AuthorizationFormText, 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, CareRegisteredDevice, CareRequest, CareRequestDrug, CareRequestExtension, CareRequestItem, CareSpecialty, CareSpecialtyTaxonomy, CareTaxonomy, Case, CodeSet, CodeSetBundle, CommSubscription, CommSubscriptionChannelType, CommSubscriptionConsent, CommSubscriptionTiming, ConsumptionRate, ConsumptionSchedule, Contact, ContactEncounter, ContactEncounterParticipant, ContactPointAddress, ContactPointConsent, ContactPointEmail, ContactPointPhone, ContactPointTypeConsent, Contract, CoverageBenefit, CoverageBenefitItem, CreditMemo, CreditMemoLine, DataStream, DataUseLegalBasis, DataUsePurpose, DelegatedAccount, DigitalSignature, DocumentChecklistItem, DuplicateRecordItem, DuplicateRecordSet, EmailMessage, EngagementChannelType, EnrollmentEligibilityCriteria, ExternalEventMapping, HealthCareDiagnosis, HealthCareProcedure, HealthcareFacility, HealthcareFacilityNetwork, HealthcarePayerNetwork, HealthcarePractitionerFacility, HealthcareProvider, HealthcareProviderNpi, HealthcareProviderSpecialty, HealthcareProviderTaxonomy, Identifier, IdentityDocument, Image, IndividualApplication, Invoice, InvoiceLine, Lead, Location, LocationTrustMeasure, MarketSegment, MarketSegmentActivation, MemberPlan, MessagingEndUser, MessagingSession, MktCalculatedInsight, Opportunity, Order, OrgMetricScanResult, OrgMetricScanSummary, OtherComponentTask, PartyConsent, PaymentAuthAdjustment, PersonEducation, PersonLanguage, PersonLifeEvent, PersonName, PlanBenefit, PlanBenefitItem, ProcessException, Product2, ProductFulfillmentLocation, ProductItem, ProductItemTransaction, ProductRequest, ProductRequestLineItem, ProductRequired, ProductTransfer, ProfileSkill, ProfileSkillEndorsement, ProfileSkillUser, PromptAction, PurchaserPlan, PurchaserPlanAssn, QuickTextUsage, ReceivedDocument, ResourceAbsence, ResourcePreference, ReturnOrder, ReturnOrderItemAdjustment, ReturnOrderItemTax, ReturnOrderLineItem, ServiceAppointment, ServiceResource, ServiceResourceSkill, ServiceTerritory, ServiceTerritoryMember, ServiceTerritoryWorkType, SharingRecordCollection, SharingRecordCollectionItem, SharingRecordCollectionMember, Shift, Shipment, ShipmentItem, SkillRequirement, SocialPost, Solution, StreamingChannel, UnitOfMeasure, UserProvisioningRequest, VideoCall, VideoCallParticipant, VideoCallRecording, Visit, VisitedParty, Visitor, VolunteerProject, WorkBadgeDefinition, WorkOrder, WorkOrderLineItem, WorkType, WorkTypeGroup, WorkTypeGroupMember</p>

Usage

This object helps you replicate the related list functionality of the Salesforce user interface for approval processes. Use ProcessInstanceHistory for a unified read-only view of the ProcessInstanceStep and ProcessInstanceWorkItem objects. You can't query ProcessInstanceHistory. Instead, you can query ProcessInstanceHistory by including it in a nested query on the parent ProcessInstance object. For example, this

SOQL query returns all the ProcessInstanceHistory records related to individual ProcessInstance records. The nested query references StepsAndWorkitems, which is the child `relationshipName` for ProcessInstanceHistory in the ProcessInstance object.

```
SELECT Id, (SELECT Id, StepStatus, Comments FROM StepsAndWorkitems)
FROM ProcessInstance
```

This object respects field-level security on the parent object.

SEE ALSO:


[ProcessInstance](#)

[ProcessInstanceStep](#)

[ProcessInstanceWorkitem](#)

ProcessInstanceNode

Represents a step in an instance of an approval process. Compare to ProcessNode, which describes the step in a process definition. Use this object to retrieve approval history.

 **Note:** Exceptions apply to approval history data retrieved with this object and are available only via SOAP API. For each approval process instance that was pending when Summer '14 became available for your organization, some field values are never populated or are populated only after the rollout. Other fields are populated only after the approval process instance is next acted upon—such as when a user approves, rejects, or reassigns an approval request—after the Summer '14 rollout.

ProcessInstanceNode fields are never populated for approval process instances that were completed before the Summer '14 rollout. For approval process instances that were pending during the Summer '14 rollout, all ProcessInstanceNode fields are populated only after the approval process instance is next acted upon after the Summer '14 rollout.

Supported Calls

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

Fields

Field	Details
CompletedDate	Type dateTime Properties Filter, Nillable, Sort Description The completion date and time of this step in the approval process. The <code>ElapsedTimeDay</code> , <code>ElapsedTimeHours</code> , and <code>ElapsedTimeMinutes</code> field values are calculated using <code>CompletedDate</code> .
ElapsedTimeInDays	Type double

Field	Details
	Properties Filter, Nillable, Sort Description The total time in days since this step was started.
ElapsedTimeInHours	Type double Properties Filter, Nillable, Sort Description The total time in hours since this step was started.
ElapsedTimeInMinutes	Type double Properties Filter, Nillable, Sort Description The total time in minutes since this step was started.
LastActorId	Type reference Properties Filter, Group, Nillable, Sort Description The last actor that approved or rejected this step. This is a relationship field. Relationship Name LastActor Relationship Type Lookup Refers To User
NodeStatus	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The status of this approval instance, for example Started, Pending, or Approved.

Field	Details
ProcessInstanceId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The approval process this step is part of. This is a relationship field.</p> <p>Relationship Name ProcessInstance</p> <p>Relationship Type Lookup</p> <p>Refers To ProcessInstance</p>
ProcessNodeId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The identifier for this step. This is a relationship field.</p> <p>Relationship Name ProcessNode</p> <p>Relationship Type Lookup</p> <p>Refers To ProcessNode</p>
ProcessNodeName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of this step. The contents of this field can be publicly viewed.</p>

ProcessInstanceStep

Represents one work item in an approval process (ProcessInstance).



Note: Exceptions apply to approval history data retrieved with this object and are available only via SOAP API. For each approval process instance that was pending when Summer '14 became available for your organization, some field values are never populated or are populated only after the rollout. Other fields are populated only after the approval process instance is next acted upon—such as when a user approves, rejects, or reassigns an approval request—after the Summer '14 rollout.

ProcessInstanceStep fields are never populated for approval process instances that were completed before the Summer '14 rollout. For approval process instances that were pending during the Summer '14 rollout, all ProcessInstanceStep fields are populated only after the approval process instance is next acted upon after the Summer '14 rollout.

Supported Calls

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

Fields

Field	Details
ActorId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the user who's assigned to this approval step. This is a polymorphic relationship field.</p> <p>Relationship Name Actor</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
Comments	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Limit: 4,000 bytes. The contents of this field can be publicly viewed.</p>
ElapsedTimeInDays	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The total time in days since this step was started.
ElapsedTimeInHours	Type double Properties Filter, Nillable, Sort Description The total time in hours since this step was started.
ElapsedTimeInMinutes	Type double Properties Filter, Nillable, Sort Description The total time in minutes since this step was started.
OriginalActorId	Type reference Properties Filter, Group, Sort Description ID of the user who was originally assigned to this approval step. This is a polymorphic relationship field. Relationship Name OriginalActor Relationship Type Lookup Refers To Group, User
ProcessInstanceId	Type reference Properties Filter, Group, Sort Description ID of the ProcessInstance that this approval step belongs to. This is a relationship field. Relationship Name ProcessInstance

Field	Details
	<div>Relationship Type</div> <div>Lookup</div> <div>Refers To</div> <div>ProcessInstance</div>
StepNodeId	<div>Type</div> <div>reference</div> <div>Properties</div> <div>Filter, Group, Nillable, Sort</div> <div>Description</div> <div>ID of the node currently assigned to this approval step.</div>
StepStatus	<div>Type</div> <div>picklist</div> <div>Properties</div> <div>Filter, Group, Nillable, Restricted picklist, Sort</div> <div>Description</div> <div>The status of this approval step.<ul style="list-style-type: none">ApprovedFaultHeldNoResponsePendingReassignedRejectedRemovedStarted<div>If the approval step requires unanimous approval and one approver rejects the request, the value of this field for the other approvers changes to NoResponse. Likewise, if approval is based on the first response and an approver responds, the value of this field for the other approvers changes to NoResponse.</div></div>

Usage

Query or retrieve a new step in an approval process (ProcessInstance).

Associated Objects

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

ProcessInstanceStepChangeEvent (API Version 58.0)


Change events are available for the object.

SEE ALSO:

- [ProcessInstance](#)
- [ProcessInstanceHistory](#)
- [ProcessInstanceWorkitem](#)

ProcessInstanceWorkitem

Represents a user’s pending approval request.

 **Note:** Exceptions apply to approval history data retrieved with this object and are available only via SOAP API. For each approval process instance that was pending when Summer '14 became available for your organization, some field values are never populated or are populated only after the rollout. Other fields are populated only after the approval process instance is next acted upon—such as when a user approves, rejects, or reassigns an approval request—after the Summer '14 rollout.

ProcessInstanceWorkitem fields are never populated for approval process instances that were completed before the Summer '14 rollout. For approval process instances that were pending during the Summer '14 rollout, all ProcessInstanceWorkitem fields are populated after the approval process instance is next acted upon after the Summer '14 rollout, with three exceptions. The `ElapsedTimeInDays`, `ElapsedTimeInHours`, and `ElapsedTimeInMinutes` fields are never populated in ProcessInstanceWorkitem records for which equivalent ProcessInstanceStep records were created before the Summer '14 rollout.

For all other ProcessInstanceWorkitem records, these three fields are populated after the approval process instance is next acted upon after the Summer '14 rollout.

ProcessInstanceHistory combines fields from ProcessInstanceStep and ProcessInstanceWorkitem. As a result, incorrect elapsed times of 0 can appear in ProcessInstanceHistory records because the elapsed time fields were never populated in the related ProcessInstanceWorkitem record.

 **Note:** Knowledge articles use ProcessInstanceWorkitem records to track the article history, so ProcessInstanceWorkitems records associated with Knowledge articles can't be deleted.

Supported Calls

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

Fields

Field	Details
ActorId	Type
	reference
	Properties
	Filter, Group, Sort, Update
	Description
	ID of the user responsible for approving an approval request.

Field	Details
	<p>This field is a polymorphic relationship field.</p> <p>Relationship Name Actor</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ElapsedTimeInDays	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total time in days since this approval request was started.</p>
ElapsedTimeInHours	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total time in hours since this approval request was started.</p>
ElapsedTimeInMinutes	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total time in minutes since this approval request was started.</p>
OriginalActorId	<p>Type reference</p> <p>Properties Filter, Group, Sort, Update</p> <p>Description ID of the user originally assigned this approval request. This field is a polymorphic relationship field.</p> <p>Relationship Name OriginalActor</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Group, User
ProcessInstanceId	Type reference Properties Filter, Group, Sort, Update Description ID of the ProcessInstance associated with this approval request. This field is a relationship field. Relationship Name ProcessInstance Relationship Type Lookup Refers To ProcessInstance

Usage

Use this object to manage a pending approval request for a user.

SEE ALSO:

- [ProcessInstance](#)
- [ProcessInstanceHistory](#)
- [ProcessInstanceStep](#)

ProcessNode

Describes a step in a process definition. Compare to ProcessInstanceNode, which describes a step in a running process. This object is available in API version 31.0 and later.

Supported Calls

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

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Filter, Nillable, Sort</p> <p>Description A description of this node, no longer than 3,000 bytes.</p>
DeveloperName	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The external name of the node that's seen by users.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description The unique node name.</p>
ProcessDefinitionId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the object affected by this approval instance. A relationship field.</p> <p>Relationship Name ProcessDefinition</p> <p>Relationship Type Lookup</p> <p>Refers To ProcessDefinition</p>

Usage

Use this object to get details about the process node or the process definition that it's associated with.

ProducerCommission

Represents a producer's commission for an insurance policy. The commission can be calculated from the commissionable transactions or can be populated from an external system. 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()`

Fields

Field	Details
CommissionableAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The amount on which the commission is applied. This can be a transaction amount or a portion of the premium.</p>
CommissionAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The calculated commission amount for the insurance policy transaction.</p>
CommissionScheduleId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the associated Commission Schedule, which is the commission calculation tied to the product or producer. This is a relationship field.</p> <p>Relationship Name CommissionSchedule</p> <p>Relationship Type Lookup</p> <p>Refers To CommissionSchedule</p>

Field	Details
InsurancePolicyAssetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The insured item for which the commission was calculated. This is a relationship field.</p> <p>Relationship Name InsurancePolicyAsset</p> <p>Relationship Type Lookup</p> <p>Refers To InsurancePolicyAsset</p>
InsurancePolicyCoverageId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the policy coverage for which the commission was calculated. This is a relationship field.</p> <p>Relationship Name InsurancePolicyCoverage</p> <p>Relationship Type Lookup</p> <p>Refers To InsurancePolicyCoverage</p>
InsurancePolicyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The insurance policy for which the commission was calculated. This is a relationship field.</p> <p>Relationship Name InsurancePolicy</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To InsurancePolicy
InsurancePolicyTransactionId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The transaction for which the commission record was created. This is a relationship field. Relationship Name InsurancePolicyTransaction Relationship Type Lookup Refers To InsurancePolicyTransaction
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, it's possible that this record was referenced (LastReferencedDate) and not viewed.
MaxCommissionAmount	Type currency Properties Create, Filter, Nillable, Sort, Update Description The maximum commission calculated for the product or producer for a commissionable event. Constrains the output from the commission schedule.

Field	Details
MinCommissionAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The minimum commission calculated for the product or producer for a commissionable event. Constrains the output from the commission schedule.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the producer commission.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the record owner. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ParentProducerCommissionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The original commission record that was adjusted or modified. This is a relationship field.</p> <p>Relationship Name ParentProducerCommission</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To ProducerCommission
PaymentDatetime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date on which the commission was paid.
ProcessingProducerId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The producer who performed the commissionable event. This is a relationship field. Relationship Name ProcessingProducer Relationship Type Lookup Refers To Producer
ProducerId	Type reference Properties Create, Filter, Group, Sort, Update Description The producer, broker, brokerage, or other user who receives the commission. This is a polymorphic relationship field. Relationship Name Producer Relationship Type Lookup Refers To Account, Contact, Producer
ProducerProductionCode	Type string

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The production code for the producer who performs the commissionable event.</p>
SourceSystem	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The system from which the producer commission record was sourced.</p>
SourceSystemIdentifier	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Nillable, Sort, Update</p> <p>Description The ID of the producer commission record in the source system. This field is unique within your organization.</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Specifies the status of the commission payment. Possible values are:</p> <ul style="list-style-type: none"> Disputed Paid Pending Reversed
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Specifies the type of commission paid to a producer, account, or contact for a commissionable transaction. Possible values are:</p> <ul style="list-style-type: none"> Advance

Field	Details
	<ul style="list-style-type: none">• Bonus• Chargeback• Commission• Contingent Commission

Product2

Represents a product that your company sells.

This object has several fields that are used only for quantity and revenue schedules (for example, annuities). Schedules are available only for orgs that have enabled the products and schedules features. If these features aren't enabled, the schedule fields don't appear, and you can't query, create, or update the fields.



Note: Product2 objects represent products. As of API version 8.0, the Product object is no longer available. Requests that contain Product are refused, and responses don't contain the Product object.

Supported Calls

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

Special Access Rules

The `ConfigureDuringSale` and `IsSoldOnlyWithOtherProds` fields are available in version 58.0 and later when Industry Automotive or Subscription Management is enabled.

Fields

Field	Details
BillingPolicyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the related billing policy. This field is available when Subscription Management is enabled. This field is available in API version 55.0 and later. This field is a relationship field.</p> <p>Relationship Name BillingPolicy</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To BillingPolicy
CanUseQuantitySchedule	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the product can have a quantity schedule (<code>true</code>) or not (<code>false</code>). Label is Quantity Scheduling Enabled .
CanUseRevenueSchedule	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates whether the product can have a revenue schedule (<code>true</code>) or not (<code>false</code>). Label is Revenue Scheduling Enabled .
ConnectionReceivedId	Type reference Properties Filter, Group, Nillable, Sort 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.
ConfigureDuringSale	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Field	Details
	<p>Description</p> <p>Determines whether a user can edit a configuration when creating a bundle order or quote.</p> <p>This field is available in API version 58.0 and later.</p> <p>This field is available when Industries Automotive or Subscription Management is enabled.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> Allowed— Changes are allowed while adding line items to a bundle; for example, when adding products or editing quantity. NotAllowed—Changes are not allowed.
CurrencyIsoCode	<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>Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the org.</p>
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>A text description of this record. Label is Product Description.</p>
DisplayUrl	<p>Type</p> <p>url</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>URL leading to a specific version of a record in the linked external data source.</p>
ExternalDataSourceId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>ID of the related external data source.</p>
ExternalId	<p>Type</p> <p>string</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The unique identifier of a record in the linked external data source. For example, <i>ID #123</i>.</p>
Family	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Name of the product family associated with this record. Product families are configured as picklists in the user interface. To obtain a list of valid values, call <code>describeObjects()</code> and process the result for the values associated with the <code>Family</code> field. Label is Product Family.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether this record is active (<code>true</code>) or not (<code>false</code>). Inactive Product2 records are hidden in many areas in the user interface. You can change the <code>IsActive</code> flag on a Product2 object as often as necessary. Label is Active.</p>
IsArchived	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Describes whether the product is archived. The default value is <code>false</code>.</p>
IsDeleted	<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>
IsSerialized	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Indicates if a product is a serialized product (<code>true</code>) or not (<code>false</code>). Label is Serialized.</p>
IsSoldOnlyWithOtherProds	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Determines whether the product can be sold independently or only as part of a bundle. This field is available in API version 58.0 and later. This field is available when Industries Automotive or Subscription Management is enabled. The default value is <code>false</code>, which means that the product can be sold independently.</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>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Default name of this record. Label is Product Name.</p>
NumberOfQuantityInstallments	<p>Type int</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If the product has a quantity schedule, the number of installments.</p>
NumberOfRevenueInstallments	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If the product has a revenue schedule, the number of installments.</p>
ProductClass	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description This field is read-only. Its value is determined by the value of the <code>Type</code> field and whether the product is associated with a ProductAttribute record. It describes whether a product is a simple product, a variation parent, or a product variation. Possible values are:</p> <ul style="list-style-type: none"> • <code>Simple</code>—This product has no variations • <code>VariationParent</code>—This product is a variation parent. It's the base product for one or more product variations and, though it has its own stock-keeping unit (SKU), isn't a sellable entity. Instead, it's the parent of sellable entities—its variations. • <code>Variation</code>—This product is a variation of a parent product. Each variation has its own SKU. <p>When the value of <code>ProductClass = VariationParent</code>, it never changes. The value of <code>ProductClass</code> changes between <code>Simple</code> and <code>Variation</code> when you attach or detach a ProductAttribute record to the product.</p> <p>If you attach a ProductAttribute record to a product, then the product's <code>ProductClass</code> value changes to <code>Variation</code>. Conversely, when you detach all <code>ProductAttribute</code> records from a product, the <code>ProductClass</code> value changes to <code>Simple</code>.</p> <p>The default value is <code>Simple</code>.</p> <p>This field is available in API version 50.0 and later. It was introduced to support of B2B and B2C Commerce implementations.</p>
ProductCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description Default product code for this record. Your org defines the product's code-naming pattern.
QuantityInstallmentPeriod	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description If the product has a quantity schedule, the amount of time covered by the schedule.
QuantityScheduleType	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The type of the quantity schedule, if the product has one.
QuantityUnitOfMeasure	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description Unit of the product; for example, kilograms, liters, or cases. This field comes with only one value, Each, so consider creating your own. The <code>QuantityUnitOfMeasure</code> field on <code>ProductItem</code> inherits this field's values.
RecalculateTotalPrice	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Changes behavior of <code>OpportunityLineItem</code> calculations when a line item has child schedule rows for the <code>Quantity</code> value. When enabled, if the rollup quantity changes, then the quantity rollup value is multiplied against the sales price to change the total price.
RevenueInstallmentPeriod	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description If the product has a revenue schedule, the time period covered by the schedule.

Field	Details
RevenueScheduleType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The type of the revenue schedule, if the product has one.</p>
StockKeepingUnit	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The SKU for the product. Use in tandem with or instead of the <code>ProductCode</code> field. For example, you can track the manufacturer's identifying code in the Product Code field and assign the product a SKU when you resell it.</p>
TaxPolicyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the related tax policy. This field is available when Subscription Management is enabled. This field is available in API version 55.0 and later. This field is a relationship field.</p> <p>Relationship Name TaxPolicy</p> <p>Relationship Type Lookup</p> <p>Refers To TaxPolicy</p>
TransferRecordMode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description If serialized, indicates when the serial number is recorded. This field is visible based on field-level security. The value affects the read-only value of the <code>Product2TransferMode</code> field on the <code>ProductTransfer</code> object.</p>

Field	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> • <code>SendAndReceive</code> —The serial number is recorded when sending or receiving. • <code>ReceiveOnly</code> —The serial number is recorded when receiving only.
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of product. This field's value affects the read-only value of the <code>ProductClass</code> field on the <code>Product2</code> object. field.</p> <ul style="list-style-type: none"> • <code>Base</code>—When <code>Type = Base</code>, then <code>ProductClass = VariationParent</code>. • <code>Null</code>—When <code>Type = Null</code>, then <code>ProductClass = Simple</code>. <p>This field is available when B2B or B2C Commerce is enabled.</p> <p>This field is available in API version 50.0 and later.</p>

Schedule Enabled Flags

When enabling the schedules feature, you can decide whether to enable quantity schedules, revenue schedules, or both. In addition, you can use the API to control quantity and revenue scheduling at the product level via the `CanUseQuantitySchedule` and `CanUseRevenueSchedule` flags. A value of `true` for either flag indicates that the product and any `OpportunityLineItems` can have a schedule of that type. These flags can be set when creating or updating `Product2` records.

Default Schedule Fields

The remaining schedule fields for this object define default schedules. Default schedule values are used to create an `OpportunityLineItemSchedule` when an `OpportunityLineItem` is created for the `Product`.

The default schedule fields support the following valid values (all fields are also nillable).

Field	Valid Values
<code>RevenueScheduleType</code>	Divide, Repeat
<code>RevenueInstallmentPeriod</code>	Daily, Weekly, Monthly, Quarterly, Yearly
<code>NumberOfRevenueInstallments</code>	Integer from 1 to 150, inclusive.
<code>QuantityScheduleType</code>	Divide, Repeat
<code>QuantityInstallmentPeriod</code>	Daily, Weekly, Monthly, Quarterly, Yearly
<code>NumberOfQuantityInstallments</code>	Integer from 1 to 150, inclusive

When you attempt to set the schedule fields when creating or updating, the API applies cross-field integrity checks. The integrity requirements are:

- If the schedule type is nil, the installment period and number of installments must be nil.
- If the schedule type is set to any value, then the installment period and number of installments must be non-nil.

Any create or update that fails these integrity checks is rejected with an error.

These default schedule fields, `CanUseQuantitySchedule`, and `CanUseRevenueSchedule`, are restricted picklist fields and are available only if the org has the schedules feature enabled.

Usage

Use this object to define the default product information for your org. This object is associated by reference with `Pricebook2` objects via `PricebookEntry` objects. The same product can be represented in different price books as price book entries. In fact, the same product can be represented multiple times (as separate `PricebookEntry` records) in the same price book with different prices or currencies. A product can only have one price for a given currency within the same price book. To be used in custom price books, all standard prices must be added as price book entries to the standard price book.

You can query the products that have been configured for your org. For example, you can allow your client application to obtain valid product IDs for use when configuring `PricebookEntry` records via the API. Your client application can perform the following tasks on `PricebookEntry` objects:

- Query
- Create for the standard price book or custom price books.
- Update
- Delete
- Change the `IsActive` field when creating or updating records

This object is defined only for those orgs that have products enabled as a feature. If the org doesn't have the products feature, this object doesn't appear in the `describeGlobal` call, and you can't describe or query this object.

If you try to delete a product via the API but there's an opportunity that uses that product, the delete fails. The workaround is to delete the product in the user interface, which gives you an option to archive the product.



Note: On opportunities and opportunity products, the workflow rules, validation rules, and Apex triggers fire when an update to a child opportunity product or schedule causes an update to the parent record. This means your custom application logic is enforced when there are updates to the parent record, ensuring higher data quality and compliance with your organization's business policies.

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.

Product2ChangeEvent (API version 44.0)

Change events are available for the object.

Product2Feed (API version 18.0)

Feed tracking is available for the object.

Product2History

History is available for tracked fields of the object.

Product2OwnerSharingRule (API version 50.0)
Sharing rules are available for the object.

SEE ALSO:
[Overview of Salesforce Objects and Fields](#)

Product2DataTranslation

Represents the translated values of the data stored within a [Product2](#) record’s fields. This object is available in API version 45.0 and later.

Supported Calls

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

Special Access Rules

- Your organization must be using Enterprise, Performance, Unlimited, or Developer edition.
- Translation Workbench and data translation must be enabled in your org.
- To view this object, you must have the “View Setup and Configuration” permission

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The translated value for the Product2 description.</p>
IsOutOfDate	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the translation is out-of-date (<code>true</code>) or current (<code>false</code>). A translation is out-of-date if the parent Product2 record is updated after the last translation was filed.</p>
Language	<p>Type picklist</p>

Field	Details
	Properties Create, Filter, Group, Restricted picklist, Sort Description The language for these translated values.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The translated value for the Product2 record name. This field is required to translate the text in other fields.
ParentId	Type reference Properties Create, Filter, Group, Sort, Update Description The record ID of the Product2 associated with the data that is being translated.

Usage

Use this object to translate the data stored in a Product2 record into the different languages supported by Salesforce. If data translation is enabled for custom fields on the Product2 object, additional Product2DataTranslation fields exist for translating the data contained within those fields.

You can't use a custom external id field in an upsert call for a Product2DataTranslation object.

ProductAttribute

Represents the attributes that can be associated with a product. This object is available in API version 50.0 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 products.

Fields

Field	Details
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
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the product attribute set.</p>
ProductId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the product that the attribute is associated with. This field is unique within your organization.</p>
Sequence	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order that product attributes appear in.</p>
VariantParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the variation parent record associated with the product attribute.</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.

ProductAttributeEvent (API version 55.0)

Change events are available for the object.

ProductAttributeSet

Represents a group of attributes that can be associated with a product. This object is available in API version 50.0 and later.


Supported Calls

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

Special Access Rules

You must have the B2B Commerce license and a CMS workspace to access products.

Fields

Field	Details
Description	<div>Type<div>textarea</div></div> <div>Properties<div>Create, Filter, Group, Nillable, Sort, Update</div></div> <div>Description<div>Text description of the product attribute set.</div></div>
DeveloperName	<div>Type<div>string</div></div> <div>Properties<div>Create, Filter, Group, Sort, Update</div></div> <div>Description<div>The unique name of the object in the API.</div><div> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</div></div>
Language	<div>Type<div>picklist</div></div> <div>Properties<div>Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</div></div>

Field	Details
	<p>Description</p> <p>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) • <code>zh_TW</code>—Chinese (Traditional)
MasterLabel	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Label of the product attribute set.</p>

ProductAttributeSetItem

Represents a set of attributes that can be associated with a product. This object is available in API version 50.0 and later.

Supported Calls

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

Special Access Rules

You must have the B2B Commerce license and a CMS workspace to access products.

Fields

Field	Details
Field	Type reference Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The field's API name.
ProductAttributeSetId	Type reference Properties Create, Filter, Group, Sort Description The ID of the product attribute set.
Sequence	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The order that product attributes appear in.

ProductAttributeSetProduct

Represents the product associated with a set of attributes. This object is available in API version 50.0 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 products.

Fields

Field	Details
CurrencyIsoCode	<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 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</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>The name of the product associated with the product attribute set.</p>
ProductAttributeSetId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The ID of the product attribute set.</p>
ProductId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The ID of the product associated with the product attribute set.</p>

ProductCatalog

The container that holds a Product Category hierarchy. 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

You must have the Industries, Retail, or B2B Commerce license.

Fields

Field	Details
CatalogCode	<p>Type text</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description A unique ID associated with the catalog. Maximum size is 80 alphanumeric characters.</p>
CatalogType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The category of an entry in the catalog. These categories can be customized. Examples include: sellable products, services, parts, technical services, or technical resources.</p>
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">• EUR—Euro• USD—U.S. Dollar <p>The default value is USD.</p>
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the category.</p>
EffectiveEndDate	<p>Type dateTime</p>

Field	Details
	Properties Filter, Nillable, Sort Description The date after which the catalog is unavailable to end users.
EffectiveStartDate	Type dateTime Properties Filter, Nillable, Sort Description The date on which the catalog is available to end users.
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 (LastReferencedDate) and not viewed.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the ProductCatlog record.
NumberOfCategories	Type int Properties Filter, Group, Nillable, Sort Description Number of ProductCategory records assigned to this ProductCatalog record.

Field	Details
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the owner. Relationship Name Owner Relationship Type Lookup Refers To Group, User
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description The lifecycle state of the catalog. Possible values include: Draft, Active, Inactive

ProductCategory

Represents the category that products are organized in. 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 the B2B Commerce license and a CMS workspace to access product media.

Fields

Field	Details
CatalogId	Type reference

Field	Details
	Properties Create, Filter, Group, Sort Description The ID of the catalog.
CurrencyIsoCode	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The default value is <code>USD</code> .
Description	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description The description of the category.
IsNavigational	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The default value is <code>false</code> .
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.

Field	Details
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description Name of the category.
NumberOfProducts	Type int Properties Filter, Group, Nillable, Sort Description The number of products in a category.
ParentCategoryId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the product's parent category. Relationship Name ParentCategory Relationship Type Lookup Refers To ProductCategory
SortOrder	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Order that the category is displayed in.

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.

ProductCategoryEvent (API version 55.0)

Change events are available for the object.

ProductCategoryProduct

Holds the relation between product and product category to assign products to a category. 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

You must have the Industries, Retail, or B2B Commerce license.

Fields

Field	Details
Catalog	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The foreign key to the ProductCatalog ID of the Category.</p>
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">• EUR—Euro• USD—U.S. Dollar <p>The default value is USD.</p>
EffectiveEndDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date after which the catalog is unavailable to end users.</p>

Field	Details
EffectiveStartDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date on which the catalog is available to end users.</p>
IsPrimaryCategory	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if the ProductCategory is the primaryProductCategory for a given product in a ProductCatalog. The default value is <code>false</code>.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the ProductCategoryProduct record.</p>
ProductCategory	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Foreign key to the ProductCategory ID.</p>
Product	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the product.</p>
ProductToCategory	<p>Type string</p> <p>Properties Filter, Group, Sort</p>

Field	Details
	Description Concatenated Product ID and Category ID.
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description The lifecycle state of the catalog. Possible values include: Draft, Active, Inactive

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.

[ProductCategoryProductEvent](#) (API version 55.0)

Change events are available for the object.

ProductCategoryDataTranslation

Represents the translated values for the data stored within a [ProductCategory](#) record's fields. This object is available in API version 46.0 and later.

Supported Calls

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

Special Access Rules

- Your organization must be using Enterprise, Performance, Unlimited, or Developer edition.
- Translation Workbench and data translation must be enabled in your org.
- To view this object, you must have the "View Setup and Configuration" permission

Fields

Field	Details
Description	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The translated value for the Product Category description.
IsOutOfDate	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the translation is out-of-date (<code>true</code>) or current (<code>false</code>). A translation is out-of-date if the parent ProductCategory record is updated after the last translation was filed.
Language	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The language for these translated values.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The translated value for the Product Category name.
ParentId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the category being translated.

Usage

Use this object to translate the data stored in a Product Category record into the different languages supported by Salesforce. If data translation is enabled for custom fields on the ProductCategory object, additional ProductCategoryDataTranslation fields exist for translating the data contained within those fields.

ProductComponentGroup

Represents the logical grouping of associated products in a bundle and the products' arrangement policy (group cardinality). 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 when Industries EPC or Subscription Management is enabled.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Describes the group items of a product bundle feature. For example, a group's contents can be the associated products that accompany a main product in a bundle.</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 related 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 that the user indirectly accessed this record (<code>LastReferencedDate</code>), but not viewed it.</p>

Field	Details
MaxBundleComponents	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum number of associated products allowed in a group.</p>
MinBundleComponents	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The minimum number of associated products allowed in a group.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the product component group. Maximum length is 255 characters (of any type).</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The unique identifier 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>
ParentProductId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique identifier associated with the main product record.</p>

Field	Details
	<p>This field is a relationship field.</p> <p>Relationship Name ParentProduct</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
Sequence	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Determines the arrangement of the order products when configuring a bundle or set.</p>

ProductConsumed

Represents an item from your inventory that was used to complete a work order or work order line item in field service.

Supported Calls

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

Special Access Rules

Field Service must be enabled.



Note: To create products consumed, you need Read permission on product items.



Note: To delete products consumed, you need Edit, Create, and Read permission on product items.

Fields

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

Field Name	Details
	Description Notes and context about the product consumed.
Discount	Type percent Properties Create, Filter, Nillable, Sort, Update Description The discount provided.
IsConsumed	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates that a product consumed has been processed if the Product2 it refers to has IsSerialized=true selected. The default is false.
IsProduct2Serialized	Type boolean Properties Create, Filter, Nillable, Sort, Update Description Indicates if a product is a serialized product. The default is false.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the product consumed 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 product consumed was last viewed.
ListPrice	Type currency

Field Name	Details
	Properties Filter, Nillable, Sort Description The list price of the product.
PricebookEntryId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Price book associated with the product consumed. If the work order and the product item's associated product are related to the same price book, the Price Book Entry auto-populates based on the product item.
Product2Id	Type reference Properties Filter, Group, Nillable, Sort Description Product associated with the product consumed.
ProductConsumedNumber	Type string Properties Autonumber, Defaulted on create, Filter, Sort Description (Read Only) Auto-generated number identifying the product consumed.
ProductItemId	Type reference Properties Create, Filter, Group, Nillable, Sort Description Product item associated with the product consumed. Creating a product consumed record subtracts the quantity consumed from the linked product item's quantity.
ProductName	Type string Properties Filter, Group, Nillable, Sort

Field Name	Details
	Description Name for the product consumed.
QuantityConsumed	Type double Properties Create, Filter, Sort, Update Description The quantity of products consumed.
QuantityUnitOfMeasure	Type picklist Properties Filter, Group, Nillable, Sort Description Units of the consumed item; for example, kilograms or liters. Quantity Unit of Measure picklist values are inherited from the Quantity Unit of Measure field on products.
Subtotal	Type currency Properties Filter, Nillable, Sort Description The total price of the product items before discount.
TotalPrice	Type currency Properties Filter, Nillable, Sort Description The total price paid for the product items.
UnitPrice	Type currency Properties Create, Filter, Nillable, Sort, Update Description The price per unit of the product consumed.
WorkOrderId	Type reference

Field Name	Details
	Properties Create, Filter, Group, Sort Description Work order that the product was consumed for.
WorkOrderLineItemId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Work order line item that the product was consumed for.

Usage

When a product is consumed during the completion of a work order, create a product consumed record to track its consumption. You can add products consumed to work orders or work order line items. Track product consumption at the line item level if you want to know which products were used for each line item's tasks.

The way you use products consumed depends on how closely you want to track the state of your inventory in Salesforce. If you want to track the entire lifecycle of items in your inventory, including their storage, transfer, and consumption, link your products consumed records to product items. This approach ensures that your inventory numbers auto-update to reflect the consumption of products from your inventory. If you want to track product consumption only, however, specify a Price Book Entry on each product consumed record and leave the Product Item field blank.

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.

ProductConsumedChangeEvent (API version 48.0)

Change events are available for the object.

ProductConsumedFeed

Feed tracking is available for the object.

ProductConsumedHistory

History is available for tracked fields of the object.

ProductEntitlementTemplate

Represents predefined terms of customer support (Entitlement) that users can add to products (Product2).

Supported Calls

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

Special Access Rules

As of Summer '20 and later, only Salesforce admins, 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
EntitlementTemplateId	Type reference Properties Create, Filter, Group, Sort Description Required. ID of the entitlement template. Must be a valid ID.
Product2Id	Type reference Properties Create, Filter, Group, Sort Description Required. ID of the Product2 associated with the entitlement template. Must be a valid ID.

Usage

Use to query and manage entitlement templates.

SEE ALSO:

[Entitlement](#)

ProductItem

Represents the stock of a particular product at a particular location in field service, such as all bolts stored in your main warehouse.

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
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the product item 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 product item was last viewed.</p>
LocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Location associated with the product item. This usually indicates where the product item is stored. This is a relationship field.</p> <p>Relationship Name Location</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The product item's owner. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p>

Field Name	Details
	Relationship Type Lookup Refers To Group, User
Product2Id	Type reference Properties Create, Filter, Group, Sort Description Product associated with the product item, which represents the type of product in your inventory. This is a relationship field. Relationship Name Product2 Relationship Type Lookup Refers To Product2
ProductItemNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description (Read Only) Auto-generated number identifying the product item.
ProductName	Type string Properties Filter, Group, Nillable, Sort Description A name for the product item. Try to select a name that indicates what is being stored where; for example, Batteries in Warehouse A.
QuantityOnHand	Type double Properties Create, Filter, Sort, Update

Field Name	Details
	Description The quantity at the location. If you want to add a serial number, this value must be 1.
QuantityUnitOfMeasure	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description Units of the product item; for example, kilograms or liters. Quantity Unit of Measure picklist values are inherited from the Quantity Unit of Measure field on products.
SerialNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description A unique number for identification purposes. If you want to enter a serial number, the Quantity on Hand must be 1.

Usage

Each product item is associated with a product and a location in Salesforce. If a product is stored at multiple locations, the product will be tracked in a different product item for each location.

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.

ProductItemChangeEvent (API version 48.0)

Change events are available for the object.

ProductItemFeed

Feed tracking is available for the object.

ProductItemHistory

History is available for tracked fields of the object.

ProductItemOwnerSharingRule

Sharing rules are available for the object.

ProductItemShare

Sharing is available for the object.

ProductItemTransaction

Represents an action taken on a product item in field service. Product item transactions are auto-generated records that help you track when a product item is replenished, consumed, or adjusted.

Supported Calls

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

Special Access Rules

- Field Service must be enabled.
- Only users with Modify All Data or Modify All Records permissions can delete this object.

Fields

Field Name	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A description of the transaction. The description is blank when the transaction record is created, but can be updated.</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 Name	Details
ProductItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The associated product item. This is a relationship field.</p> <p>Relationship Name ProductItem</p> <p>Relationship Type Lookup</p> <p>Refers To ProductItem</p>
ProductItemTransactionNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description (Read Only) Auto-generated number identifying the product item transaction.</p>
Quantity	<p>Type double</p> <p>Properties Create, Filter, Sort</p> <p>Description The quantity of the product item involved in the transaction. If inventory was consumed, the quantity is negative.</p>
RelatedRecordId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description (Read Only) The product consumed or product transfer related to the action. If the action wasn't related to consumption or transfer, the related record is blank. This is a polymorphic relationship field.</p> <p>Relationship Name RelatedRecord</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To ProductTransfer, Visit
TransactionType	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The action that the transaction tracks. <ul style="list-style-type: none"> • Replenished: When a part is stocked at a location. A Replenished transaction is created when a product item is created. • Consumed: When parts are consumed to complete a work order. A Consumed transaction is created when a record is added to the Products Consumed related list on a work order or work order line item. • Adjusted: When there's a discrepancy or a change in consumption. An Adjusted transaction is created when a product item's Quantity on Hand is edited, a product consumed is updated or delete, or a product transfer is deleted. • Transferred: When parts are transferred between locations.

Associated Objects

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

ProductItemTransactionChangeEvent

Change events are available for the object.

ProductItemTransactionFeed

Feed tracking is available for the object.

ProductItemTransactionHistory

History is available for tracked fields of the object.

ProductMedia

Represents the rich media, including images and attachments, that can be added to products. 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 The default value is USD. Possible values are:</p> <ul style="list-style-type: none"> • USD—U.S. Dollar
ElectronicMediaGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Unique ID of the media group. This field is a relationship field.</p> <p>Relationship Name ElectronicMediaGroup</p> <p>Relationship Type Lookup</p> <p>Refers To ElectronicMediaGroup</p>
ElectronicMediaId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Unique ID of the media record. This field is a polymorphic relationship field.</p> <p>Relationship Name ElectronicMedia</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To ManagedContent, ManagedContentInfo
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 (LastReferencedDate) and not viewed.
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description Name of the media.
ProductId	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the product that the media is associated with. This field is a relationship field. Relationship Name Product Relationship Type Lookup Refers To Product2
SortOrder	Type int

Field	Details
	Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update
	Description The order that product media is displayed in.

Associated Objects

[ProductMediaChangeEvent](#) (API version 57.0)

Change events are available for the object.

[ProductMediaHistory](#) on page 47

History is available for tracked fields of the object.

[ProductMediaOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[ProductMediaShare](#) on page 50

Sharing is available for the object.

ProgramProduct

Represents a junction between Program and Product2. This will hold Product2 values related to a Program. 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 Program Access permission set.

Fields

Field	Details
Name	Type string
	Properties Create, Filter, Group, idLookup, Sort, Update
	Description The name of the ProgramProduct object.

Field	Details
ProductId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The Product2 object associated with the Program. This field is a relationship field.</p> <p>Relationship Name Product</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 parent object associated with the record. This field is a relationship field.</p> <p>Relationship Name Program</p> <p>Relationship Type Lookup</p> <p>Refers To Program</p>
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Specifies the status of the ProgramProduct object. Possible values are:</p> <ul style="list-style-type: none">• Active• Inactive• Pending For Approval

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.

ProgramProductChangeEvent

Change events are available for the object.

ProgramProductFeed

Feed tracking is available for the object.

ProgramProductHistory

History is available for tracked fields of the object.

ProgramProductOwnerSharingRule

Sharing rules are available for the object.

ProgramProductShare

Sharing is available for the object.

ProductRelatedComponent

Represents a product that is included in a product bundle, a set, or a product and an add-on. 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

In version 58.0 and later, this object is available when B2B Commerce, B2C Commerce, Industries Automotive, Industries EPC, or Subscription Management is enabled.

In version 57.0, this object is available when B2B Commerce, B2C Commerce, or Industries Automotive is enabled.

Fields

	Details
ChildProductId	Type reference
	Properties Create, Filter, Group, Sort
	Description The unique identifier of the associated product.
	This field is a relationship field. In a bundle relationship, this item is the child product.

Details
Relationship Name

ChildProduct

Relationship Type

Lookup

Refers To

Product2

ChildProductRole

Type

picklist

Properties

Filter, Group, Restricted picklist, Sort

Description

The position of the associated product in the relationship.

Possible values are:

- **AddOnComponent**—The child product is an add-on to another product. Available in API version 58.0 and later.
- **BundleComponent**—The child product is a component in a bundle.
- **SetComponent**—The child product is a component in a set.

ChildSellingModelId

Type

reference

Properties

Create, Filter, Group, Nillable, Sort, Update

Description

The unique identifier of the associated product's sales model.

This field is a relationship field.

Relationship Name

ChildSellingModel

Relationship Type

Lookup

Refers To

ProductSellingModel

DoesBundlePriceIncludeChild

Type

boolean

Properties

Create, Defaulted on create, Filter, Group, Sort, Update

Description

Indicates whether the bundle price includes the associated product's price. UI label is Price includes component.

Details	
IsComponentRequired	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the associated product is required for configuring a bundle or set. The default value is <code>false</code>.</p>
IsDefaultComponent	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the associated product is part of the product bundle or set automatically, or can be added after the bundle's or set's creation. The default value is <code>false</code>.</p>
IsQuantityEditable	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether you can edit the component's quantity in the bundle or set after the bundle's or set's creation. 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 indirectly, for example, through a list view or related record.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Details	
	<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 the user accessed this record or list view (<code>LastReferencedDate</code>) without viewing it.</p>
MaxQuantity	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The associated product's allowed maximum quantity.</p>
MinQuantity	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The associated product's allowed minimum quantity.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>The name of the associated product.</p>
ParentProductId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The unique identifier of the main product around which the bundle or set is built.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>ParentProduct</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Product2</p>

Details

ParentProductRole

Type

picklist

Properties

Filter, Group, Restricted picklist, Sort

Description

Indicates the position of the main product in the relationship.

Possible values are:

- **AddOn**—The main product is the add-on parent. Available in API version 58.0 and later.
- **Bundle**—The main product is the bundle parent.
- **Set**—The main product is the set parent.

ParentSellingModelId**Type**

reference

Properties

Create, Filter, Group, Nillable, Sort

Description

The unique identifier of the main product's sales model.

This field is a relationship field.

Relationship Name

ParentSellingModel

Relationship Type

Lookup

Refers To

ProductSellingModel

ProductComponentGroupId**Type**

reference

Properties

Create, Filter, Group, Nillable, Sort, Update

Description

The unique identifier of the group of a product bundle or set. This group contains the associated products that can be included in the main product's bundle or set.

This field is a relationship field.

Relationship Name

ProductComponentGroup

Relationship Type

Lookup

Refers ToProductComponentGroup

Details

`ProductRelationshipTypeId`**Type**

reference

Properties

Create, Filter, Group, Sort, Update

Description

The unique identifier of the record that describes the relationship between the main and associated products.

This field is a relationship field.

Relationship Name

ProductRelationshipType

Relationship Type

Lookup

Refers ToProductRelationshipType

`Quantity`**Type**

double

Properties

Create, Defaulted on create, Filter, Nillable, Sort, Update

Description

The unit count of the associated product.

`QuantityScaleMethod`**Type**

picklist

Properties

Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Description

The scaling method used to calculate the associated product's quantity based on changes made to the main product's quantity in a transaction.

Possible values are:

- **Constant** — The associated product's quantity remains the same in relation to the main product's quantity. For example, the main product has a quantity of one and the associated component has a quantity of one. If you increase the quantity of the main product to two, the associated component's quantity remains at one.
- **Proportional** — The associated product's quantity increases or decreases based on the main product's quantity. For example, the main component has a quantity of one and the associated product has a quantity of two. If you increase the quantity of the main product to two, the associated product's quantity increases to four.

The default value is `Proportional`.

	Details
Sequence	Type int
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Determines the arrangement of the order products when configuring a bundle or set.

ProductRelationshipType

Defines the relationship between two sales transaction items. For example, defines a relationship between a bundle and a bundle component. This object is available in API version 57.0 and later.

Supported Calls

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

Special Access Rules

In version 58.0 and later, this object is available when B2B Commerce, B2C Commerce, or Subscription Management is enabled.

In version 57.0, this object is available when B2B Commerce or B2C Commerce is enabled.

Fields

Field	Details
AssociatedProductRoleCat	Type picklist
	Properties Create, Filter, Group, Nillable, Restricted picklist, Sort
	Description The position category that the associated product plays in the relationship. Possible values are: <ul style="list-style-type: none"> • <code>AddOnComponent</code>—The associated product is an add-on. • <code>BundleComponent</code> — The associated product is part of a bundle. • <code>SetComponent</code> — The associated product is part of a set.
LastReferencedDate	Type dateTime

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, the user might have only accessed this record or list view (<code>LastReferencedDate</code>), but not viewed it.
MainProductRoleCat	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The position category that the main product plays in the relationship. Possible values are: <ul style="list-style-type: none">• <code>AddOn</code>—The parent of the add-on.• <code>Bundle</code>—The bundle parent.• <code>Set</code>—The set parent.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the relationship between two product items.

ProductRequest

Represents an order for a part or parts in field service.

Supported Calls

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

Special Access Rules

Field Service must be enabled.

Authenticated external users can create and update ProductRequest objects.

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 product request. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
CaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The case associated with the product request. This is a relationship field.</p> <p>Relationship Name Case</p> <p>Relationship Type Lookup</p> <p>Refers To Case</p>

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 Currency ISO Code.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A text field for details not recorded in the provided fields.</p>
DestinationLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Where the product is delivered. This is a relationship field.</p> <p>Relationship Name DestinationLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the product request was last modified. Its label in the user interface is Last Modified Date.</p>
LastViewedDate	<p>Type dateTime</p>

Field Name	Details
	Properties Filter, Nillable, Sort Description The date when the product request was last viewed.
NeedByDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description Date the product must be delivered by.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of the shipment. This is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
ProductRequestNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description An auto-assigned number that identifies the shipment.
ShipToAddress	Type address Properties Filter, Nillable Description The address that the product is to be delivered to.

Field Name	Details
ShipToCity	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The city that the product is to be delivered to.
ShipToCountry	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The country that the product is to be delivered to.
ShipToGeocodeAccuracy	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The accuracy of the geocode for the shipping address.
ShipToLatitude	Type double Properties Create, Filter, Nillable, Sort, Update Description The latitude of the location where the product is to be delivered to.
ShipToLongitude	Type double Properties Create, Filter, Nillable, Sort, Update Description The longitude of the location where the product is to be delivered to.
ShipToPostalCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The postal code of the address where the product is to be delivered to.

Field Name	Details
ShipToState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The name of the state where the product is to be delivered to.</p>
ShipToStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street address where the product is to be delivered to.</p>
ShipmentType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of shipment. The picklist includes the following values by default:</p> <ul style="list-style-type: none">• None• Rush• Overnight• Next Business Day• Pick Up
SourceLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The location the product is shipped from. This is a relationship field.</p> <p>Relationship Name SourceLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>

Field Name	Details
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Status of the product transfer.</p>
WorkOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The work order that the product request is related to. This is a relationship field.</p> <p>Relationship Name WorkOrder</p> <p>Relationship Type Lookup</p> <p>Refers To WorkOrder</p>
WorkOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The work order line item that the product request is related to. This is a relationship field.</p> <p>Relationship Name WorkOrderLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To WorkOrderLineItem</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.

ProductRequestChangeEvent (API version 48.0)

Change events are available for the object.

ProductRequestFeed

Feed tracking is available for the object.

ProductRequestHistory

History is available for tracked fields of the object.

ProductRequestOwnerSharingRule

Sharing rules are available for the object.

ProductRequestShare

Sharing is available for the object.

ProductRequestLineItem

Represents a request for a part in field service. Product request line items are components of product requests.

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
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The account associated with the product request line item. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>

Field Name	Details
CareProgramEnrolleeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the care program enrollee associated with the product request line item. This field is available from API version 49.0 and later. This is a relationship field.</p> <p>Relationship Name CareProgramEnrollee</p> <p>Relationship Type Lookup</p> <p>Refers To CareProgramEnrollee</p>
CaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The case associated with the product request line item. This is a relationship field.</p> <p>Relationship Name Case</p> <p>Relationship Type Lookup</p> <p>Refers To Case</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Details not recorded in the provided fields.</p>
DestinationLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>Where the product is delivered.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>DestinationLocation</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Location</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 (LastReferencedDate), but not viewed it.</p>
NeedByDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Date the product must be delivered by.</p>
ParentId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The product request that the line item belongs to.</p> <p>This is a relationship field.</p>

Field Name	Details
	Relationship Name Parent
	Relationship Type Lookup
	Refers To ProductRequest
Product2Id	Type reference
	Properties Create, Filter, Group, Sort, Update
	Description The product associated with the product request line item. This is a relationship field.
	Relationship Name Product2
	Relationship Type Lookup
	Refers To Product2
ProductRequestLineNumber	Type string
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description (Read Only) An auto-assigned number that identifies the product request line item.
QuantityRequested	Type double
	Properties Create, Filter, Sort, Update
	Description The amount requested.
QuantityUnitOfMeasure	Type picklist
	Properties Create, Filter, Group, Nillable, Sort, Update

Field Name	Details
	Description Units of the requested product; for example, grams, liters, or units. The picklist values can be customized.
ShipToAddress	Type address Properties Filter, Nillable Description The physical address where the product is needed.
ShipToCity	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The city of the address where the product is needed.
ShipToCountry	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The country of the address where the product is needed.
ShipToGeocodeAccuracy	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Accuracy level of the geocode for the address where the product is needed. See Compound Field Considerations and Limitations for details on geolocation compound fields.  Note: This field is available in the API only.
ShipToLatitude	Type double Properties Create, Filter, Nillable, Sort, Update

Field Name	Details
	<p>Description</p> <p>Used with Longitude to specify the precise geolocation of the address where the product is needed. 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</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 product is needed. 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>
ShipToPostalCode	<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 product is needed.</p>
ShipToState	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The state of the address where the product is needed.</p>
ShipToStreet	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The street of the address where the product is needed.</p>
ShipmentType	<p>Type</p> <p>picklist</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of shipment. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none">• Rush• Overnight• Next Business Day• Pick Up
SourceLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Where the product is at the time of the request. This is a relationship field.</p> <p>Relationship Name SourceLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The status of the shipment. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none">• Draft• Submitted• Received
WorkOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description The work order for which the product is needed. This is a relationship field. Relationship Name WorkOrder Relationship Type Lookup Refers To WorkOrder
WorkOrderLineItemId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The work order line item for which the product is needed. This is a relationship field. Relationship Name WorkOrderLineItem Relationship Type Lookup Refers To WorkOrderLineItem

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.

[ProductRequestLineItemChangeEvent](#) (API version 48.0)

Change events are available for the object.

[ProductRequestLineItemFeed](#)

Feed tracking is available for the object.

[ProductRequestLineItemHistory](#)

History is available for tracked fields of the object.

ProductRequired

Represents a product that is needed to complete a work order or work order line item 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
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the product required 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 product required was last viewed.</p>
ParentRecordId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The work order or work order line item that the product is required for. This is a polymorphic relationship field.</p> <p>Relationship Name ParentRecord</p> <p>Relationship Type Lookup</p> <p>Refers To Visit, WorkOrder, WorkOrderLineItem, WorkType</p>
ParentRecordType	<p>Type string</p>

Field Name	Details
	Properties Filter, Group, Nillable, Sort Description Indicates whether the parent record is a work order or a work order line item.
Product2Id	Type reference Properties Create, Filter, Group, Sort, Update Description The required product. This is a relationship field. Relationship Name Product2 Relationship Type Lookup Refers To Product2
ProductName	Type string Properties Filter, Group, Nillable, Sort Description The name of the product required.
ProductRequiredNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description (Read only) Auto-generated number identifying the product required.
QuantityRequired	Type double Properties Create, Filter, Nillable, Sort, Update Description Quantity required of the product.

Field Name	Details
QuantityUnitOfMeasure	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Units of the required product; for example, kilograms or liters. Quantity Unit of Measure picklist values are inherited from the Quantity Unit of Measure field on products.</p>

Usage

Required products can be added to work types, work orders, and work order line items to ensure that the assigned service resource arrives with the right equipment.

Adding required products to work types saves you time and keeps your business processes consistent. Work orders and work order line items inherit their work type's required products. For example, if all light bulb replacement jobs require a ladder and a light bulb, add the ladder and light bulb as required products to your Light Bulb Replacement work type. When it's time to create a work order for a customer's light bulb replacement, applying that work type to the work order adds the required products.

Associated Objects

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

ProductRequiredChangeEvent

Change events are available for the object.

ProductRequiredFeed

Feed tracking is available for the object.

ProductRequiredHistory

History is available for tracked fields of the object.

ProductSellingModelOption

A junction object between Product Selling Model and Product2. 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

This object is available when Subscription Management is enabled.

Fields

Field	Details
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 but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the product selling model option.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the Product2 record associated with this ProductSellingModelOption record. This is a relationship field.</p> <p>Relationship Name Product2</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProductSellingModelId	<p>Type reference</p>

Field	Details
	Properties Create, Filter, Group, Sort
	Description The ID of the ProductSellingModel record associated with this ProductSellingModelOption record. This is a relationship field.
	Relationship Name ProductSellingModel
	Relationship Type Lookup
	Refers To ProductSellingModel
ProrationPolicyId	Type reference
	Properties Create, Filter, Group, Nillable, Sort
	Description The ID of the ProrationPolicy record associated with this ProductSellingModelOption record. This is a relationship field.
	Relationship Name ProrationPolicy
	Relationship Type Lookup
	Refers To ProrationPolicy

ProductServiceCampaign

Represents a set of activities to be performed on a product service campaign asset, such as a product recall for safety issues or product defects. 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.

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the product service campaign.</p>
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date on which the product service campaign ends.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the asset was last modified. The UI label is Last Modified Date.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the asset was last viewed.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The product service campaign's owner. By default, the product service campaign owner is the user who created the product service campaign record. The UI label is Product Service Campaign Owner.</p>
Priority	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The priority of the product service campaign. Possible values are:</p> <ul style="list-style-type: none"> • Critical • High • Low • Medium
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the Product2 associated with this campaign. The UI label is Product.</p>
ProductServiceCampaignName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the product service campaign.</p>
StartDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The date on which the product service campaign starts.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The status of the product service campaign. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none"> • New—Product service campaign created, but there hasn't yet been any activity. • In Progress—Product service campaign has begun.

Field	Details
	<ul style="list-style-type: none"> • <code>On Hold</code>—Work is paused. • <code>Completed</code>—Work is complete. • <code>Cannot Complete</code>—Work couldn't be completed. • <code>Closed</code>—All work and associated activity is complete. • <code>Canceled</code>—Work is canceled, typically before any work began.
<code>StatusCategory</code>	<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>StatusCategory</code> field has eight default values: seven values that are identical to the default <code>Status</code> values, and <code>None</code> 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, add it the <i>On Hold</i> category. To learn which processes reference <code>StatusCategory</code>, see How are Status Categories Used?</p>
<code>Type</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The type of the product service campaign. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none"> • <code>Modification</code>—The asset requires an on-site alteration. • <code>Recall</code>—The asset must be returned to the manufacturer for modification or upgrade. • <code>Service</code>—The asset needs to be serviced. • <code>Upgrade</code>—The asset needs updating.
<code>WorkTypeId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The work type associated with the product service campaign. A customer uses this field as a guide when setting work type for work orders for the product service campaign. <code>Duration</code>, <code>Duration Type</code>, and required skills.</p>

Associated Objects

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

ProductServiceCampaignFeed

Feed tracking is available for the object.

ProductServiceCampaignHistory

History is available for tracked fields of the object.

ProductServiceCampaignOwnerSharingRule

Sharing rules are available for the object.

ProductServiceCampaignShare

Sharing is available for the object.

ProductServiceCampaignItem

Represents a product service campaign's asset. 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.

Fields

Field	Details
AssetId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The asset associated with the product service campaign. Must be present if <code>Product2Id</code> is not present.</p>
LastReferencedDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The date and time that the asset was last modified. Its UI label is Last Modified Date.</p>

Field	Details
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time that the asset was last viewed.</p>
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the Product2 associated with this campaign. The UI label is Product. Must be present if AssetID is not present.</p>
ProductServiceCampaignId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. The item's parent product service campaign record.</p>
ProductServiceCampaignItemNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The ID of the product service campaign item.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The status of the product service campaign item. The picklist includes the following values, which can be customized:</p> <ul style="list-style-type: none"> • New—Product service campaign item created, but there hasn't yet been any activity. • In Progress—Product service campaign item has begun. • On Hold—Product service campaign item is paused. • Completed—Product service campaign item is complete. • Cannot Complete—Product service campaign item couldn't be completed.

Field	Details
	<ul style="list-style-type: none"> • Closed—All product service campaign item and associated activity is complete. • Canceled—Product service campaign item is canceled, typically before any work began.
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>StatusCategory</code> field has eight default values: seven values that are identical to the default <code>Status</code> values, and <code>None</code> 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, add it to the <i>On Hold</i> category. To learn which processes reference <code>StatusCategory</code>, see How are Status Categories Used?</p>

Associated Objects

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

ProductServiceCampaignItemFeed

Feed tracking is available for the object.

ProductServiceCampaignItemHistory

History is available for tracked fields of the object.

ProductServiceCampaignItemOwnerSharingRule

Sharing rules are available for the object.

ProductServiceCampaignItemShare

Sharing is available for the object.

ProductServiceCampaignItemStatus

Represents a status for a product service campaign item in field service. This object is available in API version 51.0 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> <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 product service campaign items when <code>true</code>. 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 in the UI.</p>
SortOrder	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The value's position in the dropdown list 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 that are identical to the default Status values.</p>

Usage

The Status field on product service campaign items comes with the following values:

- New—Product service campaign item created, but there hasn’t been any activity.
- In Progress—Work has begun.
- On Hold—Work is paused.
- Completed—Work is complete.
- Cannot Complete—Work couldn’t be completed.
- Closed—All work and associated activity is complete.
- Canceled—Work is canceled, typically before any work began.

The ProductServiceCampaignItemStatus object corresponds to the Status field. Adding a value to the Status field—for example, Canceled By Supplier—creates a product service campaign item status record, and vice versa.

 **Note:** Product service campaign items also come with a Status Category 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, add it to the *Cannot Complete* category. To learn which processes reference StatusCategory, see [How are Status Categories Used?](#)

ProductServiceCampaignStatus

Represents a status for a product service campaign in field service. This object is available in API version 51.0 and later.

Supported Calls

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

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
ApiName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>The API name of the status value.</p>
IsDefault	<p>Type</p> <p>boolean</p>

Field	Details
	Properties Defaulted on create, Filter, Group, Sort Description Indicates that the status value is the default status on product service campaigns when <code>true</code> . Only one status value can be the default.
MasterLabel	Type string Properties Filter, Group, Nillable, Sort Description The label for the picklist value in the UI.
SortOrder	Type int Properties Filter, Group, Nillable, Sort Description The value's position in the dropdown list 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 that are identical to the default Status values.

Usage

The Status field on product service campaigns comes with the following values:

- New—Product service campaign created, but there hasn't been any activity.
- In Progress—Work has begun.
- On Hold—Work is paused.
- Completed—Work is complete.
- Cannot Complete—Work couldn't be completed.
- Closed—All work and associated activity is complete.
- Canceled—Work is canceled, typically before any work began.

The ProductServiceCampaignStatus object corresponds to the Status field. Adding a value to the Status field—for example, Canceled By Supplier—creates a product service campaign status record, and vice versa.



Note: Product service campaigns also come with a Status Category 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, add it to the *Cannot Complete* category. To learn which processes reference StatusCategory, see [How are Status Categories Used?](#)

ProductTransfer

Represents the transfer of inventory between locations in field service.

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	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Details not recorded in the provided fields.</p>
DestinationLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The place the product is to be delivered. This is a relationship field.</p> <p>Relationship Name DestinationLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>

Field Name	Details
ExpectedPickupDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Date the product is expected to be picked up.</p>
IsReceived	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Checkbox identifying that the product was received.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the product request 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 product request was last viewed.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Owner of the product transfer. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To Group, User
Product2Id	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Lookup field for the product associated with the product transfer. This is a relationship field. Relationship Name Product2 Relationship Type Lookup Refers To Product2
Product2TransferRecordMode	Type reference Properties Filter, Group, Nillable, Sort Description If serialized, indicates when the serial number is recorded. It is visible on the product transfer as a read-only field depending on the field-level security. Possible values are: <ul style="list-style-type: none"> • <code>SendAndReceive</code> —The serial number is recorded when sending or receiving. • <code>ReceiveOnly</code> —The serial number is recorded when receiving only. Relationship Name Product2.TransferRecordMode Relationship Type Lookup Refers To Product2.TransferRecordMode
ProductRequestId	Type reference Properties Filter, Group, Nillable, Sort Description Lookup field for the product request associated with the product transfer.

Field Name	Details
	<p>This is a relationship field.</p> <p>Relationship Name ProductRequest</p> <p>Relationship Type Lookup</p> <p>Refers To ProductRequest</p>
ProductRequestLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Lookup field for the product request line item associated with the product transfer. This is a relationship field.</p> <p>Relationship Name ProductRequestLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To ProductRequestLineItem</p>
ProductTransferNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto-assigned number that identifies the product transfer.</p>
QuantityReceived	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Amount of product received at the destination location.</p>
QuantitySent	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p>

Field Name	Details
	Description Amount of product sent from the source location.
QuantityUnitOfMeasure	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description The units of the product, for example grams, liters, or units.
ReceivedById	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description Lookup field for the contact who received the product at the destination location. This is a polymorphic relationship field. Relationship Name ReceivedBy Relationship Type Lookup Refers To Group, User
ReturnOrderId	Type reference Properties Filter, Group, Nillable, Sort Description The return order associated with the product transfer. This is a relationship field. Relationship Name ReturnOrder Relationship Type Lookup Refers To ReturnOrder
ReturnOrderLineItemId	Type reference

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The return order line item associated with the product transfer. This is a relationship field.</p> <p>Relationship Name ReturnOrderLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrderLineItem</p>
ShipmentExpectedDeliveryDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Lookup field for the shipment related to the product transfer.</p>
ShipmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Lookup field for the shipment related to the product transfer. This is a relationship field.</p> <p>Relationship Name Shipment</p> <p>Relationship Type Lookup</p> <p>Refers To Shipment</p>
ShipmentStatus	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Sort</p> <p>Description Lookup field for the shipment related to the product transfer.</p>

Field Name	Details
ShipmentTrackingNumber	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Lookup field for the shipment related to the product transfer.</p>
ShipmentTrackingUrl	<p>Type url</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Lookup field for the shipment related to the product transfer.</p>
SourceLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Lookup field for the source location related to the product transfer. This is a relationship field.</p> <p>Relationship Name SourceLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
SourceProductItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Lookup field for the product item related to the product transfer.</p> <p>Relationship Name SourceProductItem</p> <p>Relationship Type Lookup</p> <p>Refers To ProductItem</p>

Field Name	Details
Status	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update Description Status of the product transfer.

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.

ProductTransferChangeEvent (API version 48.0)

Change events are available for the object.

ProductTransferFeed

Feed tracking is available for the object.

ProductTransferHistory

History is available for tracked fields of the object.

ProductTransferOwnerSharingRule

Sharing rules are available for the object.

ProductTransferShare

Sharing is available for the object.

ProductWarrantyTerm

Defines the relationship between a product or product family and warranty term. 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
CoveredProductFamily	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The product family that the warranty term applies to.
CoveredProductId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the product that the warranty term applies to.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the product warranty term 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 product warranty term was last viewed.
ProductWarrantyTermNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The identifier for this product warranty term.
WarrantyTermId	Type reference Properties Create, Filter, Group, Sort Description The ID of the warranty term.

Profile

Represents a profile, which defines a set of permissions to perform different operations. Operations can include creating a custom profile or querying, adding, updating, or deleting information.

Supported Calls

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


Special Access Rules

As of Summer '20 and later, Customer Portal and Partner Portal users *can't* access this object.

To view the following settings, assignments, and permissions for standard and custom objects in a specified profile, the View Setup and Configuration permission is required.

- Client settings
- Field permissions
- Layout assignments
- Object permissions
- Permission dependencies
- Permission set tab settings
- Permission set group components
- Record types

Starting in Winter '21, only users with correct permissions can view profile names other than their own if the Profile Filtering setting is enabled.


 **Important:** Profile names are also exposed when users with permissions to perform the following tasks take these actions:

- Create a tab or record type with a wizard step that includes the assignment of tabs and record types to profiles.
- Configure a login flow where viewing profile lists is required to make flow associations.
- Set up delegated admins where looking up profiles is needed to identify assignable profiles.
- Administer an org as a delegated customer admin.
- Administer an org as a delegated admin to view and assign profiles of the delegated group.

Fields

Field	Details
Description	Type string
	Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description Description of the profile.
IsSsoEnabled	Type boolean Properties Defaulted on create, Filter, Group, Sort, Update Description If <code>true</code> , users assigned to this profile can delegate username and password authentication to a corporate database instead of the user database.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed a record related to this profile. Available in API version 29.0 and later.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The timestamp for when the current user last viewed this profile. Available in API version 29.0 and later.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the profile.
Permissions <i>PermissionName</i>	Type boolean Properties Create, Filter, Update Description One field for each permission. If <code>true</code> , users assigned to this profile have the named permission. The number of fields varies depending on the permissions for the org and license type.

Field	Details
	 Tip: To get a list of available permissions in SOAP API, use <code>describeSObjects()</code> .
UserLicenseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the UserLicense associated with this profile. This is a relationship field.</p> <p>Relationship Name UserLicense</p> <p>Relationship Type Lookup</p> <p>Refers To UserLicense</p>
UserType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The category of user license. Each <code>UserType</code> is associated with one or more UserLicense records. Each UserLicense 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. 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. 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.

Field	Details
	<p><code>UserType</code> replaces <code>LicenseType</code>, which is unavailable as of API version 10.0. In API versions 8.0 and 9.0 <code>LicenseType</code> is still available with the following valid values:</p> <ul style="list-style-type: none"> • <code>AUL</code>: Lightning Platform user license. Label is Apex Platform. • <code>AUL1</code>: Lightning Platform user license with only one user. Label is Apex Platform One. • <code>Salesforce</code>: Salesforce user license. Label is Salesforce. • <code>PackageManager</code>: user who can create and work with managed packages for AppExchange. Label is Package Manager. • <code>PRM</code>: user whose access is limited because they're a partner and typically accesses the application through a partner portal. Label is Partner. • <code>CustomerUser</code>: user whose access is limited because they're an org's customer and accesses the application through a Customer Portal. Label is Customer Portal User. • <code>CustomerManager</code>: user whose access is limited because they're an org's customer and accesses 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> <p>In API version 53.0 and later, you can't set the value of <code>UserType</code> using Apex.</p>

Usage

Use the Profile object to create custom profiles that start without any permissions enabled except for required permissions for the profile's user license. While you can use the Profile Metadata type to deploy profiles, we recommend that you use the Profile SOAP API object because it allows you to create empty profiles.

You can also query the set of currently configured user profiles in your org. Your client application can use Profile objects to obtain valid profile IDs for use when querying or modifying users through the API.

In the user interface, profiles can be used to assign user licenses from specific pools (Lightning Platform user license or Salesforce user license, for example). When users are reassigned to profiles with different license types, the number of available licenses in the old license type pool increases, one per user assignment updated. Also, the number of available licenses decreases by the same amount in the new license type pool.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

[PermissionSet](#)

ProductSellingModel

Defines one method by which a product can be sold; for example, as a one-time sale, an evergreen subscription, or a term-defined subscription. If the product is sold on subscription, this object defines the subscription's term. A product can have multiple product selling models. 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

This object is available with Subscription Management.

Fields

Field	Details
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name given to the product selling model.</p>
PricingTerm	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the duration of the pricing term for a given selling model. Used with <code>PricingTermUnit</code>. For example, if this field's value is 1 and the <code>PricingTermUnit</code> is <code>Months</code>, the subscription is priced monthly. If the selling model is one-time, this field must be null. Possible value is:</p> <ul style="list-style-type: none"> 1
PricingTermUnit	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The unit of time used to define the pricing term. Used with <code>PricingTerm</code> to define the length of the pricing term. For example, if this field is <code>Months</code> and <code>PricingTerm</code> is 1, the subscription is priced monthly. If the selling model is one-time, this field must be null. Possible values are:</p> <ul style="list-style-type: none"> <code>Annual</code>—UI label is <code>Years</code> <code>Months</code>

Field	Details
SellingModelType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates whether the product is sold as a one-time sale, an evergreen subscription, or a subscription with a defined term.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Evergreen—A subscription without an end date. An evergreen subscription continues until the customer affirmatively cancels it. • OneTime—A product that isn't sold as a subscription. • TermDefined—A subscription with a defined end date. The subscription continues for a specified time period. When the term ends, the subscription ends. <p>The default value is OneTime.</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The status of the product selling model.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Active—An active product selling model can't be deleted, and only the Name and Status fields can be modified. An active product selling model can't be changed back to draft. • Draft—A draft product selling model can be modified and deleted. • Inactive—An inactive product selling model can't be deleted, and only the Name and Status fields can be modified. An inactive product selling model can't be changed back to draft. <p>The default value is Draft.</p>

ProfileSkill

Represents a profile skill, which describes a user's professional knowledge. This is a global record for the organization, and users are associated through the ProfileSkillUser object.



Note: For information about Live Agent skills, see the [Skill](#) topic.

Supported Calls

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

Fields

Field Name	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the profile skill.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp indicating when the current user last viewed a record related to this profile skill. Available in API version 29.0 and later.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp indicating when the current user last viewed this profile skill. Available in API version 29.0 and later.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the profile skill.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field Name	Details
	Description The owner of the profile skill. This is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
UserCount	Type int Properties Filter, Group, Nillable, Sort Description The number of users with the profile skill.

Usage

Use the ProfileSkill object to look up the attributes of a skill that can be assigned to a user. This is a global object and is not owned by any specific user.

Associated Objects

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

ProfileSkillFeed (API version 34.0)

Feed tracking is available for the object.

ProfileSkillHistory

History is available for tracked fields of the object.

ProfileSkillOwnerSharingRule

Sharing rules are available for the object.

ProfileSkillShare

Sharing is available for the object.

ProfileSkillEndorsement

Represents a detail relationship of ProfileSkillUser. An endorsement of a profile skill shows approval and support of another user's publicly declared skill.

Supported Calls

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

Fields

Field Name	Details
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the profile skill being endorsed.</p>
ProfileSkillUserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the ProfileSkillUser record that is being endorsed. This is a relationship field.</p> <p>Relationship Name ProfileSkillUser</p> <p>Relationship Type Lookup</p> <p>Refers To ProfileSkillUser</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The user ID of the person giving the endorsement. This is a relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Usage

Use the ProfileSkillEndorsement object to query about a single endorsement given to a user about a specific skill. Users can't endorse themselves, they can only be endorsed by others unless they are administrators with the "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.

ProfileSkillEndorsementFeed (API version 34.0)

Feed tracking is available for the object.


ProfileSkillEndorsementHistory

History is available for tracked fields of the object.

ProfileSkillShare

Represents a sharing entry on a ProfileSkill.

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	<div>Type<div>picklist</div></div> <div>Properties<div>Create, Filter, Group, Restricted picklist, Sort, Update</div></div> <div>Description<div>Level of access that the User or Group has to the ProfileSkill. The possible values are:</div><div><ul style="list-style-type: none">ReadEditAll (This value is not valid for <code>create()</code> or <code>update()</code> calls.)</div></div>

Field Name	Details
	<p>This value must be set to an access level that is higher than the organization's default access level for ProfileSkill objects.</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the parent object, if any. This is a relationship field.</p> <p>Relationship Name Parent</p> <p>Relationship Type Lookup</p> <p>Refers To ProfileSkill</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 may 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 ProfileSkill with them.• <code>Owner</code>—The User is the owner of the ProfileSkill or is in a role above the ProfileSkill owner in the role hierarchy.
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 ProfileSkill. This is a polymorphic relationship field.</p> <p>Relationship Name UserOrGroup</p>

Field Name	Details
	Relationship Type Lookup
	Refers To Group, User

Usage

This object is read only. It is visible because of constraints to the ProfileSkill object, but it is ignored and does not control which users and groups can view and edit ProfileSkill records owned by other users.

ProfileSkillUser

Represents a detail relationship of User. The object connects profile skills with users.

Supported Calls

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

Fields

Field Name	Details
EndorsementCount	Type int Properties Filter, Group, Nillable, Sort Description The number of endorsements.
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The name of the skill user.
ProfileSkillId	Type reference Properties Create, Filter, Group, Sort

Field Name	Details
	Description The ID of the ProfileSkill. This is a relationship field. Relationship Name ProfileSkill Relationship Type Lookup Refers To ProfileSkill
UserId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the user. This field can't be changed once it is created. This is a relationship field. Relationship Name User Relationship Type Lookup Refers To User

Usage

Use this object to assign specific skills to specific users. ProfileSkillUser appears on the Overview tab on the Chatter profile page. Users can only create a skill mapping for themselves, they can't create skill mappings for others unless they are administrators with the "Modify All Data" permission. Additionally, users can only edit this object if they are the context user and are not editing the `UserId` field.

Associated Objects

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

[ProfileSkillUserFeed](#) (API version 34.0)

Feed tracking is available for the object.

[ProfileSkillUserHistory](#)

History is available for tracked fields of the object.

Promotion

Represents a promotion for B2B or B2C stores. 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

Some of the fields on the Promotion object are available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
<code>AreQualItemsExclFromDiscounts</code>	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Exclude qualifying items from discount. You can use this field to create buy-one-get-one promotions. The default value is false. This field is available in API version 56.0 and later.</p>
<code>CurrencyIsoCode</code>	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</p>
<code>Description</code>	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Description of the promotion.</p>
<code>DiscountOrder</code>	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Indicates whether to apply discounts first to the least expensive products or to the most expensive products.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • LeastExpensive • MostExpensive <p>The default value is MostExpensive.</p> <p>This field is available in API version 56.0 and later.</p>
DiscountRestriction	<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>Indicates whether to restrict the products that can be discounted based on the least expensive qualifying product.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • LeastExpensive • None <p>The default value is None.</p> <p>This field is available in API version 56.0 and later.</p>
DisplayName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Display name of the promotion.</p>
EndTime	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Date and time when the promotion ends.</p>
ExclusivityType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Determines whether a promotion is non-exclusive (can be combined with other promotions) or exclusive (can only combine with promotions of the same class).</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>No</code> - No exclusions. Can be combined with other promotions. • <code>Class</code> - Can only combine with a promotion of the same class. • <code>Global</code> - Can be applied to an entire order. <p>The default value is <code>Class</code>.</p> <p>This field is available in API version 58.0 and later.</p>
<code>IsActive</code>	<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 promotion is active (true) or inactive (false).</p> <p>The default value is false.</p>
<code>IsAutomatic</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Determines whether the promotion is automatic or manual. If the promotion is automatic, it automatically applies to eligible carts with no buyer action required. If the promotion is manual, the buyer applies a coupon to redeem the promotion.</p> <p>The default value is false.</p>
<code>IsCommercePromotion</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates if the promotion is a B2B Commerce promotion (true) or not (false).</p> <p>The default value is false.</p>
<code>IsTiered</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort</p>

Field	Details
	<p>Description</p> <p>Indicates whether the promotion uses promotion tiers (true) or not (false). This value can't be changed.</p> <p>The default value is false.</p> <p>A tiered promotion can have up to 10 associated tiers.</p> <p>This field is available in API version 57.0 and later.</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 for when the current user last viewed this record. If this value is null, it's possible that this record was referenced and not directly accessed.</p>
MaximumUsageCount	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Maximum number of times the promotion can be applied to a cart. If left blank, the default value is 1. This field is available in API version 56.0 and later.</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 promotion.</p>
Objective	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p>

Field	Details
	Description More information, if any, about the purpose of the promotion.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the user who created the promotion. This is a polymorphic relationship field. Relationship Name Owner Relationship Type Lookup Refers To Group, User
PriorityNumber	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Priority for the promotion. The priority determines which promotions apply first. The lower the number, the higher the priority.
QualifierCriteria	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description If a promotion has multiple qualifiers, this field determines whether all qualifiers must be met or whether any must be met for the promotion to apply. Possible values are: <ul style="list-style-type: none"> • All • Any The default value is 'All'. This field is available in API version 53.0 and later.
StartDateTime	Type dateTime

Field	Details
	Properties Create, Filter, Nillable, Sort, Update Description Date and time when the promotion begins.
TargetCriteria	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description If a promotion has multiple targets, indicates whether a cart must meet the criteria for any target or the criteria for all targets. Possible values are: <ul style="list-style-type: none"> • All • Any This field is available in API version 56.0 and later.
TermsAndConditions	Type textarea Properties Create, Nillable, Update Description Terms and conditions the buyer accepts before applying the promotion. This field is available in API version 53.0 and later.

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.

PromotionFeed on page 39

Feed tracking is available for the object.

PromotionHistory on page 47

History is available for tracked fields of the object.

PromotionShare on page 50

Sharing is available for the object.

SEE ALSO:

- Promotion
- PromotionMarketSegment
- PromotionQualifier
- PromotionSegment
- PromotionSegmentBuyerGroup
- PromotionSegmentSalesStore
- PromotionTarget
- PromotionTier

PromotionLineItemRule

Lists compound conditions about a promotion. This object is available in API version 59.0 and later.

Supported Calls

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

Fields

Field	Details
AssociatedReferenceId	<p>Type Reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the associated reference.</p> <p>Relationship Name AssociatedReference</p> <p>Relationship Type Lookup</p> <p>Refers To PromotionQualifier, PromotionTarget</p>
AssociatedType	<p>Type Picklist</p>

Field	Details
	<p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Specifies the type of object the rule is associated with. Possible values are:</p> <ul style="list-style-type: none"> PromotionQualifier PromotionTarget
Name	<p>Type String</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the promotion rule.</p>
OperatorType	<p>Type Picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Operator type for promotion line item rule. Possible values are:</p> <ul style="list-style-type: none"> EQUAL_TO GREATER_THAN GREATER_THAN_OR_EQUAL_TO LESS_THAN LESS_THAN_OR_EQUAL_TO NOT_EQUAL_TO <p>The default value is EQUAL_TO.</p>
OwnerId	<p>Type Reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the owner.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Group, User
Type	Type Picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Specifies the type on which the rule is being applied. Possible values are: <ul style="list-style-type: none">• Price• Product• ProductCategory
TypeReferenceId	Type Reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the type. Relationship Name TypeReference Relationship Type Lookup Refers To Product2, ProductCategory
TypeValue	Type String Properties Create, Filter, Group, Nillable, Sort, Update Description Value of the type selected.

PromotionMarketSegment

Represents a market segment within B2B Commerce that promotions can be assigned to. 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

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

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</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 promotion segment.</p>

Field	Details
PromotionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the promotion that you want to associate with your promotion segment. This is a relationship field.</p> <p>Relationship Name Promotion</p> <p>Relationship Type Lookup</p> <p>Refers To Promotion</p>
PromotionSegmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the promotion segment that you want to associate with. This is a relationship field.</p> <p>Relationship Name PromotionSegment</p> <p>Relationship Type Lookup</p> <p>Refers To PromotionSegment</p>

SEE ALSO:

[Promotion](#)[PromotionMarketSegment](#)[PromotionQualifier](#)[PromotionSegment](#)[PromotionSegmentBuyerGroup](#)[PromotionSegmentSalesStore](#)[PromotionTarget](#)[PromotionTier](#)

PromotionQualifier

Represents the product, product category, or order that you want to target with your promotion qualifier in a B2B or B2C store. 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 PromotionQualifier object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
CurrencyIsoCode	<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>Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</p>
ExternalQualifier	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>A qualifying product or product category stored outside of Salesforce. This field is available in API version 56.0 and later.</p> <p> Note: This field is available through the API only.</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>

Field	Details
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 (LastReferencedDate) and not viewed.</p>
MinimumAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The minimum dollar amount that a buyer must purchase to qualify for the promotion.</p>
MinimumQuantity	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The minimum quantity that a buyer must purchase to qualify for the promotion.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Name of the promotion qualifier.</p>
PromotionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the promotion that you want to associate with your promotion qualifier. This is a relationship field.</p> <p>Relationship Name Promotion</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Promotion
PromotionTierId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the promotion tier associated with the qualifier. Only used with tiered promotions. This is a relationship field. This field is available in API version 57.0 and later. Relationship Name PromotionTier Relationship Type Lookup Refers To PromotionTier
QualifierId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the qualifier. This is a polymorphic relationship field. Relationship Name Qualifier Relationship Type Lookup Refers To Product2, ProductCategory
QualifierOperator	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Possible values are: <ul style="list-style-type: none"> EQUAL_TO NONE

Field	Details
	<ul style="list-style-type: none"> NOT_EQUAL_TO
QualifierProductCategoryName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the product category referenced in the qualifier. This field is available in API version 55.0 and later.</p>
QualifierProductName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the product referenced in the qualifier. This field is available in API version 55.0 and later.</p>
QualifierProductSku	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The stock keeping unit of the product referenced in the qualifier. This field is available in API version 55.0 and later.</p>
QualifierRuleCriteriaType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The type of qualifier rule criteria. Possible values are:</p> <ul style="list-style-type: none"> All Any
QualifierType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>The type of qualifier that you want to add to the promotion. <code>Product</code> applies the qualifier to a single product, <code>ProductCategory</code> to a predetermined group of products, and <code>TransactionTotal</code> to the entire order.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• <code>Product</code>• <code>ProductCategory</code>• <code>TransactionTotal</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.

PromotionQualifierFeed on page 39

Feed tracking is available for the object.

PromotionQualifierHistory on page 47

History is available for tracked fields of the object.

SEE ALSO:

- [Promotion](#)
- [PromotionMarketSegment](#)
- [PromotionQualifier](#)
- [PromotionSegment](#)
- [PromotionSegmentBuyerGroup](#)
- [PromotionSegmentSalesStore](#)
- [PromotionTarget](#)
- [PromotionTier](#)

PromotionSegment

Represents a promotion segment, which you can assign to different stores or buyer groups, allowing them to access the promotion. 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

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

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</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 Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the promotion segment.</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 this promotion segment.</p>

Field	Details
	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. 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.

PromotionSegmentFeed on page 39

Feed tracking is available for the object.

PromotionSegmentHistory on page 47

History is available for tracked fields of the object.

SEE ALSO:

[Promotion](#)

[PromotionMarketSegment](#)

[PromotionQualifier](#)

[PromotionSegment](#)

[PromotionSegmentBuyerGroup](#)

[PromotionSegmentSalesStore](#)

[PromotionTarget](#)

[PromotionTier](#)

PromotionSegmentBuyerGroup

Represents a promotion segment, associated with a buyer group, and used for B2B Commerce. 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 `PromotionSegmentBuyerGroup` object is available only if the B2B Commerce license is enabled.

Fields

Field	Details
BuyerGroupId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of the Buyer Group that you want to include in your market segment. This is a relationship field.</p> <p>Relationship Name BuyerGroup</p> <p>Relationship Type Lookup</p> <p>Refers To BuyerGroup</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</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. This field is available in API version 53.0 and later.</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. This field is available in API version 53.0 and later.</p>

Field	Details
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the promotion segment.</p>
PromotionSegmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the promotion segment you want to associate with your buyer group. This is a relationship field.</p> <p>Relationship Name PromotionSegment</p> <p>Relationship Type Lookup</p> <p>Refers To PromotionSegment</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.

PromotionSegmentBuyerGroupFeed on page 39

Feed tracking is available for the object.

PromotionSegmentBuyerGroupHistory on page 47

History is available for tracked fields of the object.

SEE ALSO:

[Promotion](#)

[PromotionMarketSegment](#)

[PromotionQualifier](#)

[PromotionSegment](#)

[PromotionSegmentBuyerGroup](#)

[PromotionSegmentSalesStore](#)

[PromotionTarget](#)

[PromotionTier](#)

PromotionSegmentSalesStore

Represents a promotion segment, associated with a store, and used for B2B Commerce. 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 PromotionSegmentSalesStore object is available only if the B2B Commerce license is enabled.

Fields

Field	Details
CurrencyIsoCode	Type picklist Properties Create, Defaulted on create, Filter, Group, 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.
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, it's possible that this record was referenced (<code>LastReferencedDate</code>) and not viewed.
Name	Type string

Field	Details
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description The name of the promotion segment.
PromotionSegmentId	Type reference
	Properties Create, Filter, Group, Sort
	Description The ID of the promotion segment you want to associate with your store. This is a relationship field.
	Relationship Name PromotionSegment
	Relationship Type Lookup
	Refers To PromotionSegment
SalesStoreId	Type reference
	Properties Create, Filter, Group, Sort
	Description The ID of the store you want to include in your promotion segment. This is a relationship field.
	Relationship Name SalesStore
	Relationship Type Lookup
	Refers To WebStore

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.

[PromotionSegmentSalesStoreFeed](#) on page 39

Feed tracking is available for the object.

PromotionSegmentSalesStoreHistory on page 47
History is available for tracked fields of the object.

SEE ALSO:

- [Promotion](#)
- [PromotionMarketSegment](#)
- [PromotionQualifier](#)
- [PromotionSegment](#)
- [PromotionSegmentBuyerGroup](#)
- [PromotionSegmentSalesStore](#)
- [PromotionTarget](#)
- [PromotionTier](#)

PromotionTarget

Represents the product, product category, or order that you want to target with your promotion in a B2B Store or D2C store. 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 PromotionTarget object is available only if the B2B Commerce or D2C Commerce license is enabled.

Fields

Field	Details
AdjustmentAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The promotion discount expressed as an amount, not as a percentage.</p>
AdjustmentPercent	<p>Type percent</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	Description The percentage discount of the promotion. Valid values include numbers from 1 through 100.
AdjustmentType	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description The type of adjustment discount applied to the product or group of products. Possible values are: <ul style="list-style-type: none"> • <code>FixedAmountOffLineItemTotal</code>—Fixed amount off the total of all line items. • <code>FixedAmountOffTransaction</code>—Fixed amount off the entire transaction. This value is available in API version 56.0 and later. • <code>FixedAmountOffUnitPrice</code>—Fixed amount off the unit price. • <code>FixedPrice</code>—Fixed price for a product. This value is available in API version 56.0 and later. • <code>TotalFixedPrice</code>—Fixed price for a set number of products. Requires a quantity limit. This value is available in API version 56.0 and later. • <code>FixedAmountOffUnitPrice</code>—Fixed amount off the unit price. • <code>PercentageDiscount</code>—Percentage discount.
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.
ExternalTarget	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description A target product or product category stored outside of Salesforce. This field is available in API version 56.0 and later. <p> Note: This field is available through the API only.</p>

Field	Details
IsMinItemCountRequired	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If <code>true</code>, the max value in the <code>RestrictionQuantity</code> field must be met before the promotion is applied. The default value is <code>false</code>. This field is available in API version 56.0 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, 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 promotion target.</p>
PromotionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the promotion that you want to reference. This is a relationship field.</p> <p>Relationship Name Promotion</p>

Field	Details
	Relationship Type Lookup
	Refers To Promotion
PromotionTierId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The ID of the promotion tier associated with the target. Only used with tiered promotions. This is a relationship field. This field is available in API version 57.0 and later.
	Relationship Name PromotionTier
	Relationship Type Lookup
	Refers To PromotionTier
RestrictionQuantity	Type double
	Properties Create, Filter, Nillable, Sort, Update
	Description Maximum number of times the discount can be applied to the target. This field is available in API version 56.0 and later.
TargetId	Type reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The ID of the product or product category that you want to target. This is a polymorphic relationship field.
	Relationship Name Target
	Relationship Type Lookup
	Refers To Product2, ProductCategory

Field	Details
TargetProductCategoryName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the product category referenced in the target. This field is available in API version 55.0 and later.</p>
TargetProductName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the product referenced in the target. This field is available in API version 55.0 and later.</p>
TargetProductSku	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The stock keeping unit of the product referenced in the target. This field is available in API version 55.0 and later.</p>
TargetType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The target of the promotion. <code>Product</code> applies the promotion to a single product, <code>ProductCategory</code> to a predetermined group of products, and <code>Transaction</code> to the entire order. Possible values are:</p> <ul style="list-style-type: none">• <code>Product</code>• <code>ProductCategory</code>

Field	Details
	<ul style="list-style-type: none">Transaction

SEE ALSO:

- Promotion
- PromotionMarketSegment
- PromotionQualifier
- PromotionSegment
- PromotionSegmentBuyerGroup
- PromotionSegmentSalesStore
- PromotionTarget
- PromotionTier

PromotionTier

Represents a tier of a promotion that includes multiple tiers. A promotion can have up to 10 tiers. This object is available in API version 57.0 and later.

Supported Calls

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

Fields

Field	Details
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 null, it can mean that the user accessed this record or list view (<code>LastReferencedDate</code>) but didn't view it.</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 promotion tier.</p>
PromotionId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>ID of the promotion associated with the promotion tier.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>Promotion</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Promotion</p>
Rank	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Priority of the tier among the associated promotion's tiers. Tiers are evaluated in order from lowest to highest rank. Each tier in a promotion must have a unique rank.</p>

Usage

Use promotion tiers with promotion qualifiers and promotion targets to create tiered promotions. Instead of associating one promotion qualifier and one promotion target with each promotion, associate one promotion qualifier and one promotion target with each promotion tier.

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.

PromotionTierFeed on page 39

Feed tracking is available for the object.

PromotionTierHistory on page 47

History is available for tracked fields of the object.

SEE ALSO:

[Promotion](#)

[PromotionMarketSegment](#)

[PromotionQualifier](#)

[PromotionSegment](#)

[PromotionSegmentBuyerGroup](#)

[PromotionSegmentSalesStore](#)

[PromotionTarget](#)

[PromotionTier](#)

Prompt

Represents record details about an in-app guidance prompt or walkthrough. Available in API version 46.0 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.

Prompts and walkthroughs help users discover your products and services, adopt your processes, or learn how to use a new feature. Add prompts and walkthroughs in Lightning Experience pages or apps or in supported Experience Cloud site pages. Add an optional action button or link that goes to a URL. Track views, action button clicks, and walkthrough completions.

Supported Calls

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

Special Access Rules

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.


Prompts and Walkthroughs in Managed Packages

For considerations about including in-app guidance in a managed package, see [Guidelines for In-App Guidance in Managed Packages](#) in Salesforce Help.

For more information about creating managed packages, see [Create a First-Generation Managed Package](#).

Unmanaged packages must contain a namespace prefix. For more information, see [Register a Namespace for a First-Generation Managed Packages](#) and [What happens to my namespace prefix when I install a package?](#).

Fields

Field	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 <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 Indicates the language used in the org where the in-app guidance was created.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The label. Maximum of 80 characters.</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</p>

Field	Details
	<p>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 aren't 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.

PromptAction

Represents how the user interacted with the in-app guidance prompt or walkthrough. Available in API version 46.0 and later.

Prompts and walkthroughs help users discover your products and services, adopt your processes, or learn how to use a new feature. Add prompts and walkthroughs in Lightning Experience pages or apps or in supported Experience Cloud site pages. Add an optional action button or link that goes to a URL. Track views, action button clicks, and walkthrough completions.

Supported Calls

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

Special Access Rules

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.

Fields

Field	Details
<code>LastDisplayDate</code>	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Indicates the date the in-app guidance was last displayed to the user.</p>

Field	Details
LastResult	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Indicates the last user interaction. Valid values are:</p> <ul style="list-style-type: none">• CustomAction• Dismiss• Error• Finish—(walkthroughs only)• NoAction• NotSeen• Snooze
LastResultDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Indicates the date the in-app guidance was last interacted with.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the in-app guidance.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the owner. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To Group, User
PromptVersionId	Type reference Properties Create, Filter, Group, Sort, Update Description ID of the PromptVersion object. This is a relationship field. Relationship Name PromptVersion Relationship Type Lookup Refers To PromptVersion
SnoozeUntil	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The timestamp for when the user's snooze request expires. The user won't see the prompt again until they navigate to the page after the snooze time expires.
StepCount	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Indicates the total number of steps in the walkthrough. Available in API version 49.0 and later.
StepNumber	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description Indicates the number of the last step the user viewed or interacted with in a walkthrough. Maximum value is 10. Available in API version 49.0 and later.

Field	Details
TimesActionTaken	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of times that the user took action on the in-app guidance.</p>
TimesDismissed	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of times that the user dismissed the in-app guidance.</p>
TimesDisplayed	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of times that the in-app guidance was displayed to the user.</p>
TimesSnoozed	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The total number of times the user snoozes the prompt.</p>
UserId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description 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>

Associated Objects

This object has the following associated objects. They are available in API version 46.0 and later.

PromptActionOwnerSharingRule

Sharing rules are available for the object.

PromptActionShare

Sharing is available for the object.

PromptError

Represents the error or warning associated with the PromptAction. Available in API version 52.0 and later.

Prompts and walkthroughs help users discover your products and services, adopt your processes, or learn how to use a new feature. Add prompts and walkthroughs in Lightning Experience pages or apps or in supported Experience Cloud site pages. Add an optional action button or link that goes to a URL. Track views, action button clicks, and walkthrough completions.

Supported Calls

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

Special Access Rules

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.

Fields

Field	Details
IsError	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Indicates if the in-app guidance had an error <code>true</code> or a warning <code>false</code>. The default 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 PromptError record.</p>

Field	Details
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the User or Group.</p>
PromptActionId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description ID of the PromptAction that the PromptError is related to.</p>
StepNumber	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the step number that the user encountered an error or warning in a walkthrough.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates the type of error or warning. Possible values are:</p> <ul style="list-style-type: none"> • NoAccessToApp—A step on this walkthrough is on an app that some of your users don't have access to. • NoAccessToPage—A step on the walkthrough is on a page that some of your users don't have access to. • ReferenceElementNotFound—The target element has moved or is no longer on your page. Targeted prompts attached to unavailable elements convert to floating prompts. Check your access to the element, or enter targeting mode and reassign the targeted prompt. • Unavailable—Users tried to open this walkthrough using its URL, but it's inactive or the users aren't licensed to see it. To make it accessible to users, check its settings or activate it.

Associated Objects

This object has the following associated objects. They are available in API version 52.0 and later.

PromptErrorOwnerSharingRule

Sharing rules are available for the object.

PromptErrorShare

Sharing is available for the object.

PromptActionOwnerSharingRule

Represents a rule which determines `PromptAction` sharing access for the owners. Available in API version 46.0 and later.

Prompts and walkthroughs help users discover your products and services, adopt your processes, or learn how to use a new feature. Add prompts and walkthroughs in Lightning Experience pages or apps or in supported Experience Cloud site pages. Add an optional action button or link that goes to a URL. Track views, action button clicks, and walkthrough completions.

Supported Calls


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

Special Access Rules

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.

Fields

Field	Details
AccessLevel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Indicates the access level of users for in-app guidance. Valid values are <code>Read</code> and <code>Edit</code>.</p>
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Description of the in-app guidance. Maximum of 255 characters.</p>


Field	Details
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 <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 ID of the group whose <code>PromptAction</code> are shared.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the in-app guidance.</p>
UserOrGroupID	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the user or group with whom <code>PromptAction</code> access is shared.</p>

PromptActionShare

Represents a sharing entry on a prompt action record. Available in API version 46.0 and later.

Prompts and walkthroughs help users discover your products and services, adopt your processes, or learn how to use a new feature. Add prompts and walkthroughs in Lightning Experience pages or apps or in supported Experience Cloud site pages. Add an optional action button or link that goes to a URL. Track views, action button clicks, and walkthrough completions.

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

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.

Fields

Field	Details
AccessLevel	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Indicates the access level of users for in-app guidance. Valid values are Read, Edit, and All.</p>
ParentId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>ID of the parent.</p>
RowCause	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort</p>

Field	Details
	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: <ul style="list-style-type: none"> <code>Rule</code>—The User or Group has access via a sharing rule. <code>GuestRule</code>—The User or Group has access via a guest user sharing rule. <code>Manual</code>—The User or Group has access because a User with "All" access manually shared the prompt action with them. <code>Owner</code>—The User is the owner of the prompt action.
<code>UserOrGroupId</code>	Type reference Properties Create, Filter, Group, Sort Description The ID of the User or Group.

PromptLocalization

Represents the translated value of a label for record details about in-app guidance when the Translation Workbench is enabled for your org. Available in API version 48.0 and later.

Prompts and walkthroughs help users discover your products and services, adopt your processes, or learn how to use a new feature. Add prompts and walkthroughs in Lightning Experience pages or apps or in supported Experience Cloud site pages. Add an optional action button or link that goes to a URL. Track views, action button clicks, and walkthrough completions.

Supported Calls

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

Special Access Rules

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.

Prompts and Walkthroughs in Managed Packages

For considerations about including in-app guidance in a managed package, see [Guidelines for In-App Guidance in Managed Packages](#) in Salesforce Help.

For more information about creating managed packages, see [Create a First-Generation Managed Package](#).

Unmanaged packages must contain a namespace prefix. For more information, see [Register a Namespace for a First-Generation Managed Packages](#) and [What happens to my namespace prefix when I install a package?](#).

Fields


Field	Details
Language	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates the language used in the org where the in-app guidance was created.</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 <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, NamespacePrefix 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 aren't Developer Edition orgs, NamespacePrefix 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 in-app guidance.</p>
Value	<p>Type textarea</p> <p>Properties Create, Filter, Sort, Update</p>

Field	Details
	Description The actual translated record details for the in-app guidance.

PromptVersion

Represents an in-app guidance prompt or walkthrough. Available in API version 46.0 and later.

Prompts and walkthroughs help users discover your products and services, adopt your processes, or learn how to use a new feature. Add prompts and walkthroughs in Lightning Experience pages or apps or in supported Experience Cloud site pages. Add an optional action button or link that goes to a URL. Track views, action button clicks, and walkthrough completions.

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

Special Access Rules

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.

Prompts and Walkthroughs in Managed Packages

For considerations about including in-app guidance in a managed package, see [Guidelines for In-App Guidance in Managed Packages](#) in Salesforce Help.

For more information about creating managed packages, see [Create a First-Generation Managed Package](#).

Unmanaged packages must contain a namespace prefix. For more information, see [Register a Namespace for a First-Generation Managed Packages](#) and [What happens to my namespace prefix when I install a package?](#).

Fields

Field	Details
ActionButtonLabel	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Label for the action button. Maximum of 25 characters. For walkthroughs, this field can only be specified on the last step.

Field	Details
ActionButtonLink	<p>Type url</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description URL for the action button. Maximum of 1,000 characters. You can't use the <code>GROUP BY</code> option in a SOQL query for this field. For walkthroughs, this field can only be specified on the last step.</p>
Body	<p>Type textarea</p> <p>Properties Create, Update</p> <p>Description Body content. For floating prompts, there's a maximum of 240 characters. For docked prompts, there's a maximum of 4000 characters. However, docked prompts use a rich text editor, so the maximum refers to the HTML markup, not the readable text.</p>
DelayDays	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Number of days between occurrences. For walkthroughs, this field can only be specified on the first step.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the in-app guidance. Maximum of 255 characters.</p>
DismissButtonLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Label for the dismiss button of a floating prompt. Maximum of 15 characters.</p>
DisplayPosition	<p>Type picklist</p>

Field	Details
	<div><div>Properties</div><div>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</div><div>Description</div><div>Indicates the position of the floating prompt on the page. Valid values are:</div><div><ul style="list-style-type: none">TopLeftTopCenterTopRightMiddleLeftMiddleCenterMiddleRightBottomLeftBottomCenterBottomRight</div></div>
DisplayType	<div><div>Type</div><div>picklist</div><div>Properties</div><div>Create, Filter, Group, Restricted picklist, Sort, Update</div><div>Description</div><div>Indicates the type of prompt. Valid values are:</div><div><ul style="list-style-type: none">DockedComposer—the docked promptFloatingPanel—the floating promptTargeted—the targeted prompt. Available in API version 52.0 and later.</div></div>
ElementRelativePosition	<div><div>Type</div><div>picklist</div><div>Properties</div><div>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</div><div>Description</div><div>Indicates the location of the prompt relative to the element. This field is available in API version 52.0 and later. Valid values are:</div><div><ul style="list-style-type: none">BottomCenterBottomLeftBottomRightLeftBottomLeftCenterLeftTopRightBottomRightCenter</div></div>

Field	Details
	<ul style="list-style-type: none">• RightTop• TopCenter• TopLeft• TopRight
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the date to stop showing the in-app guidance. For walkthroughs, this field can only be specified on the first step.</p>
Header	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Label for the header of the docked prompt, which appears in the window's browser bar. Maximum of 36 characters.</p>
ImageAltText	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the alt text of an image. Required if <code>ImageLocation</code> or <code>ImageID</code> is specified.</p>
ImageId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the ContentAsset that holds the image. Required if <code>ImageLocation</code> or <code>ImageAltText</code> is specified. This is a relationship field.</p> <p>Relationship Name Image</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To ContentAsset
ImageLocation	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Indicates the location of the image in relation to the body text. Required if <code>ImageID</code> or <code>ImageAltText</code> is specified. Valid values are: <ul style="list-style-type: none"> • Top • Bottom • Right—for floating prompts only • Left—for floating prompts only
IndexWithIsPublished	Type string Properties Filter, idLookup, Nillable, Sort Description Used by Salesforce for efficient querying.
IndexWithoutIsPublished	Type string Properties Filter, idLookup, Nillable, Sort Description Used by Salesforce for efficient querying.
IsPublished	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description Indicates if the in-app guidance is active <code>yes</code> or not <code>no</code> .
MasterLabel	Type string Properties Create, Filter, Group, Sort, Update

Field	Details
	Description The label. Maximum of 80 characters.
ParentId	Type reference Properties Create, Filter, Group, Sort Description ID of the in-app guidance. This is a relationship field. Relationship Name Parent Relationship Type Lookup Refers To Prompt
PublishedByUserId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the user who activated the in-app guidance. If the in-app guidance is part of a package, this is the user who installed the package. This is a relationship field. Relationship Name PublishedByUser Relationship Type Lookup Refers To User
PublishedDate	Type date Properties Create, Filter, Group, Nillable, Sort, Update Description Indicates the date the in-app guidance was activated. If the in-app guidance is part of a package, this is the date when the package was installed. For walkthroughs, this field can only be specified on the first step.

Field	Details
ReferenceElementContext	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Used by Salesforce to identify the element that the targeted prompt is associated with. This field is available in API version 52.0 and later.</p>
ShouldDisplayActionButton	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if an action button or link is included in the in-app guidance yes or not no.</p>
ShouldIgnoreGlobalDelay	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if the prompt ignores the global time delay between in-app guidance and instead shows on page load yes or not no. The default is no.</p>
StartDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the date to start showing. For walkthroughs, this field can only be specified on the first step.</p>
StepNumber	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the number of the last step the user viewed or interacted with in a walkthrough. Maximum value is 10.</p>
TargetAppDeveloperName	<p>Type string</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The app's developer name where the in-app guidance appears. Deprecated in API version 51.0.</p>
TargetAppNamespacePrefix	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The app's namespace prefix where the in-app guidance appears. Must match the target app's <code>NamespacePrefix</code> in the org that the package is being installed into. Maximum of 15 characters. Deprecated in API version of 51.0.</p>
TargetPageKey1	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required. Used by Salesforce to identify the page location along with <code>TargetPageKey2</code>, <code>TargetPageKey3</code>, <code>TargetPageKey4</code>, and <code>TargetPageType</code>.</p>
TargetPageKey1Ref	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Used by Salesforce to identify the prompt's page location along with <code>TargetPageKey2</code>, <code>TargetPageKey3</code>, <code>TargetPageKey4</code>, and <code>TargetPageType</code>.</p>
TargetPageKey2	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Used by Salesforce to identify the prompt's page location along with <code>TargetPageKey1</code>, <code>TargetPageKey3</code>, <code>TargetPageKey4</code>, and <code>TargetPageType</code>.</p>
TargetPageKey3	<p>Type string</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Used by Salesforce to identify the prompt's page location along with TargetPageKey1, TargetPageKey2, TargetPageKey4, and TargetPageType.</p>
TargetPageKey4	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Used by Salesforce to identify the page location along with TargetPageKey1, TargetPageKey2, TargetPageKey3, and TargetPageType. This field is available in API version 53.0 and later.</p>
TargetPageType	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of page where the in-app guidance appears.</p>
TargetRecordType	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Used by Salesforce to determine if in-app guidance is specific to a record type. This field is available in API version 52.0 and later.</p> <p>Relationship Name TargetRecordType</p> <p>Relationship Type Lookup</p> <p>Refers To RecordType</p>
ThemeColor	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Indicates which custom theme color is applied to in-app guidance. Required if <code>ThemeSaturation</code> is specified. Specify on the first step of the walkthrough to apply to the entire walkthrough. Valid values are:</p> <ul style="list-style-type: none">• <code>Theme1</code>—derived from the current brand color• <code>Theme2</code>—derived from the current page background color• <code>Theme3</code>—derived from the current global header color• <code>Theme4</code>—derived from the current app theme color
<code>ThemeSaturation</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Indicates which color value, or saturation, is applied to in-app guidance that has a custom theme color applied. Required if <code>ThemeColor</code> is specified. Specify on the first step of the walkthrough to apply to the entire walkthrough. Valid values are:</p> <ul style="list-style-type: none">• <code>Dark</code>• <code>Light</code>
<code>TimesToDisplay</code>	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Maximum number of times to display the in-app guidance (that is, the number of occurrences). Salesforce detects if the user interacts with (or ignores) the in-app guidance to determine if we should show the in-app guidance again or cancel scheduled recurrences. This can run counter to the number of occurrences scheduled. Maximum value of 30. For walkthroughs, this field can only be specified on the first step.</p>
<code>Title</code>	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The label for the title of the in-app guidance. Maximum of 36 characters.</p>
<code>UserAccess</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Indicates which permissions can see the in-app guidance. Valid values are:</p> <ul style="list-style-type: none"> • Everyone—there are no restrictions on who can see • SpecificPermissions—only users with all the specific user permissions specified can see the in-app guidance
UserProfileAccess	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Indicates which profiles can see the in-app guidance. Valid values are:</p> <ul style="list-style-type: none"> • Everyone—there are no permission restrictions on who can see • SpecificProfiles—users with any of the specific user profiles specified can see the in-app guidance
VersionNumber	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The number remains 1 since multiple versions aren't saved in the org.</p>
VideoLink	<p>Type</p> <p>url</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>URL for the video in a docked prompt. Maximum of 1,000 characters. You can only specify this field or the <code>ImageId</code> field, not both.</p> <p>To find the embed code for a video, follow the instructions from the video host website. Usually the steps can be found by searching for the name of the website and "embed video." For example, here's what the embed code looks like for YouTube:</p> <pre><iframe width="560" height="315" src="https://www.youtube.com/embed/di6iwHhrH6s" frameborder="0" allow="accelerometer; autoplay; encrypted-media; gyroscope; picture-in-picture" allowfullscreen></iframe></pre> <p>Then, you would enter the URL found in the <code>src</code> attribute. For the example used, enter <code>https://www.youtube.com/embed/di6iwHhrH6s</code>.</p>

PromptVersionLocalization

Represents the translated value of a label for-app guidance when the Translation Workbench is enabled for your org. Available in API version 48.0 and later.

Use prompts and walkthroughs to display announcements, training, or news to users within the app. Choose to add an action button or link that links to a URL of your choice. Track views, action button clicks, and walkthrough completions.

Supported Calls

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

Special Access Rules

To add, edit, manage, and view prompts and walkthroughs in Lightning Experience or in Experience Cloud sites, multiple permissions are required. See [Permissions for Creating and Accessing In-App Guidance](#) in Salesforce Help.

Prompts and Walkthroughs in Managed Packages

For considerations about including in-app guidance in a managed package, see [Guidelines for In-App Guidance in Managed Packages](#) in Salesforce Help.

For more information about creating managed packages, see [Create a First-Generation Managed Package](#).

Unmanaged packages must contain a namespace prefix. For more information, see [Register a Namespace for a First-Generation Managed Packages](#) and [What happens to my namespace prefix when I install a package?](#).

Fields

Field	Details
Language	<div>Type</div> <div>picklist</div> <div>Properties</div> <div>Create, Filter, Group, Restricted picklist, Sort</div> <div>Description</div> <div>Indicates the language used in the org where the in-app guidance was created.</div>
NamespacePrefix	<div>Type</div> <div>string</div> <div>Properties</div> <div>Filter, Group, Nillable, Sort</div> <div>Description</div> <div>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</div>

Field	Details
	<p>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 aren't 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 in-app guidance.</p>
Value	<p>Type textarea</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The actual translated label of the in-app guidance.</p>

ProrationPolicy

Defines how the price of a subscription is divided into time periods and how the price is calculated for each time period. This object is available in API version 55.0 and later.

The proration policy defines whether partial periods are allowed and how remainder amounts are handled.

Supported Calls

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

Special Access Rules

This object is available when Subscription Management is enabled.

Fields

Field	Details
ArePartialPeriodsAllowed	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether a subscription can be canceled partway through a period. Set the value to <code>True</code> if a subscription can be canceled partway through a period. Otherwise, set the value to <code>false</code>. For example, if the proration period is monthly and this field is <code>true</code>, then customers can cancel a subscription partway through the month. If the proration period is monthly and this field is <code>false</code>, then the subscription is canceled at the end of the current month. 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 <code>viewLastReferencedDate</code> but not viewed it.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort</p> <p>Description The name of the proration policy.</p>
ProrationPolicyType	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The type of proration policy. Possible values are:</p> <ul style="list-style-type: none"> • StandardTimePeriods—Indicates that the proration policy divides the subscription into similar time periods, and prorates the subscription using the time periods. For example, a monthly subscription that's subscribed to for 12 months for a total amount of \$120 is prorated as \$10 per month.
RemainderStrategy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates how the leftover amount from the price calculation is allocated. For example, if the total amount is \$100 and the subscription has 12 periods, the price per period is \$8.33, with \$0.04 remaining. To indicate that the \$0.04 is included in the first period, use the value AddToFirst. To indicate that the \$0.04 is included in the final period, use the value AddToLast. Possible values are:</p> <ul style="list-style-type: none"> • AddToFirst—Add the remaining amount to the first period. • AddToLast—Add the remaining amount to the last period.

PublicComplaint

Represents the complaints submitted by public users. 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

Fields added in API version 58.0 are available if the add-on license for Financial Services Cloud is enabled.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the Account associated with this complaint. This field is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
BusinessAddress	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The address of the business.</p>
BusinessName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The name of the business.</p>
CauseSubtype	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The subtype of complaint cause. This field is available in API version 58.0 and later. Possible values are:</p> <ul style="list-style-type: none">• Misleading advertisement or documentation
CauseType	<p>Type picklist</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of complaint cause. This field is available in API version 58.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> Product Communication
Comments	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Additional details about the complaint. This field is available in API version 51.0 and later.</p>
CompensationAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Any amount of money offered to resolve the complaint. This field is available in API version 58.0 and later.</p>
ComplaintCaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the related Case. This field is available in API version 58.0 and later.</p> <p>This field is a relationship field.</p> <p>Relationship Name ComplaintCase</p> <p>Relationship Type Lookup</p> <p>Refers To Case</p>
ComplaintCaseStatus	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>The status of the related Case. This field is available in API version 58.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Closed • Escalated • In Progress • Merged • New • On Hold • Response Received • Waiting for Customer • Working <p>The default value is New.</p>
ComplaintSubType	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The subtype of complaint. All values except Fire Safety are available in API version 58.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Account Opening/Closure • Amount Not Dispensed • Attempts to Collect Debt not Owed • Auto Debit Mandate • Communication Tactics • Credit Limit Changed • Credit Report / Credit Score • Delays / Timescales • Disputes over sums/charges • Errors / not following instructions • Fire Safety • Fraud Handling • Inaccessible ATMs • Inaccessible Branch Entrances • Inaccessible Mobile banking features • Inaccessible Website

Field	Details
	<ul style="list-style-type: none"> • Misleading Advertising • Mobile Banking - Features or Functionality • No Written Notification About Debt • Online Banking - Features or Functionality • Other General Admin/Customer Service • Others • Problem when Making Payments • Product Disclosure Information • Product Performance/Features • Unauthorised Transaction(s) • Unclear Arrangement • Unclear Guidance • Unsuitable Advice
ComplaintType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of complaint. All values except <code>Safety</code> are available in API version 58.0 and later. Possible values are:</p> <ul style="list-style-type: none"> • Accessibility Issues • Advising, Selling and Arranging • Digital or Technology • Financial Hardship or Collections • General Admin/ Customer Service • Information, sums/ charges or Product Performance • Lending / Credit • Marketing or Corporate Communications • Others • Safety • Transaction Related
Description	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description A description of the complaint.</p>

Field	Details
Email	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The email of the complainant.</p>
EscalationCause	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The reason the complaint was escalated. This field is available in API version 58.0 and later. Possible values are:</p> <ul style="list-style-type: none">• Alleged ADA Violation• Alleged Discrimination• Alleged MLA Violation• Alleged SCRA Violation• Alleged UDAAAP Violation• Consumer Protection Agency Involvement• Lawsuit Filed• Media Involvement• None• Received by Executive Leadership <p>The default is None.</p>
FirstName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The given name of the complainant.</p>
IncidentDate	<p>Type date</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The date of the incident. The default is the date this record was created, but this field is editable.</p>

Field	Details
IsComplainantAuthorized	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether the person who filed the complaint is an authorized representative of the Account. This field is available in API version 58.0 and later. The default value is <code>false</code>.</p>
IsReporterConfidential	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The reporter's request for confidentiality. The default value is <code>false</code>.</p>
LastName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The family name of the complainant.</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, possibly the user only accessed this record or list view (<code>LastReferencedDate</code>) but didn't view it.</p>

Field	Details
MobileNumber	<p>Type phone</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The mobile number of the complainant.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the complaint.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The ID of the complaint owner. This field 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, Nillable, Sort, Update</p> <p>Description The priority of the complaint. Possible values are:</p> <ul style="list-style-type: none">• Critical• High• Low• Medium <p>The default value is Medium.</p>

Field	Details
ProductType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The product that the complaint is about. This field is available in API version 58.0 and later. Possible values are:</p> <ul style="list-style-type: none">• ATM / debit card• Credit Card or Prepaid Card• Insurance• Investments• Merchant Services• Mobile / electronic banking• Money transfers, virtual currency, and money services• Mortgage / Home Finance• Other• Personal Loan / other loans• Vehicle loan or lease
ReceivedDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date the complaint was received. This field is available in API version 58.0 and later.</p>
ReporterAddress	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The address of the reporter for further communication.</p>
ReporterCategory	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Role of the reporter in the organization. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none"> • Childcare Providers • Healthcare worker • Law Enforcement • Medical Examiners • Mental Health Professionals • Other • School Personnel • Social Worker <p>The default value is School Personnel.</p>
ReporterOrganization	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The organization the reporter is part of.</p>
ShouldInclInRegulatoryRpt	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Whether this complaint must be included in a regulatory report. This field is available in API version 58.0 and later. The default value is <code>false</code>.</p>
SourceType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The source of the complaint. This field is available in API version 58.0 and later. Possible values are:</p> <ul style="list-style-type: none"> • Branch • Consumer Protection Agency • Contact Centre • Mobile App • Regulatory Agency • Social Media • Web Chat

Field	Details
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The status of the complaint. Possible values are:</p> <ul style="list-style-type: none"> • In Review • Resolved • Submitted <p>The default value is Submitted.</p>
Subject	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Subject of the complaint. This field is available in API version 51.0 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.

[PublicComplaintFeed](#) on page 39

Feed tracking is available for the object.

[PublicComplaintHistory](#) on page 47

History is available for tracked fields of the object.

[PublicComplaintOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[PublicComplaintShare](#) on page 50

Sharing is available for the object.

PushTopic

Represents a query that is the basis for notifying Streaming API clients of changes to records in an org. This object is available in API version 21.0 and later.

Supported Calls

`create()`, `delete()`, `describeObjects()`, `query()`, `retrieve()`, `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.
- To receive notifications, users must have read access on both the object in the PushTopic query and the PushTopic itself.

Fields

Field	Details
ApiVersion	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Required. API version to use for executing the query specified in <code>Query</code>. It must be an API version greater than 20.0. If your query applies to a custom object from a package, this value must match the package's <code>ApiVersion</code>. Example value:</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Description of the PushTopic. Limit: 400 characters</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the record currently counts towards the organization's allocation.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. Descriptive name of the PushTopic, such as <code>MyNewCases</code> or <code>TeamUpdatedContacts</code>. Limit: 25 characters. This value identifies the channel and must be unique.</p>

Field	Details
NotifyForFields	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Specifies which fields are evaluated to generate a notification. Possible values are:</p> <ul style="list-style-type: none"> • All • Referenced (default) • Select • Where
NotifyForOperationCreate	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description <code>true</code> if a create operation should generate a notification, otherwise, <code>false</code>. Defaults to <code>true</code>. This field is available in API version 29.0 and later.</p>
NotifyForOperationDelete	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description <code>true</code> if a delete operation should generate a notification, otherwise, <code>false</code>. Defaults to <code>true</code>. Clients must connect using the <code>cometd/29.0</code> (or later) Streaming API endpoint to receive delete and undelete event notifications. This field is available in API version 29.0 and later.</p>
NotifyForOperationUndelete	<p>Type boolean</p> <p>Properties Create, Filter, Update</p> <p>Description <code>true</code> if an undelete operation should generate a notification, otherwise, <code>false</code>. Defaults to <code>true</code>. Clients must connect using the <code>cometd/29.0</code> (or later) Streaming API endpoint to receive delete and undelete event notifications. This field is available in API version 29.0 and later.</p>
NotifyForOperationUpdate	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Filter, Update</p> <p>Description <code>true</code> if an update operation should generate a notification, otherwise, <code>false</code>. Defaults to <code>true</code>. This field is available in API version 29.0 and later.</p>
NotifyForOperations	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Specifies which record events may generate a notification. In API version 29.0 and later, this field is read-only, and doesn't contain information about delete and undelete events. Use <code>NotifyForOperationCreate</code>, <code>NotifyForOperationDelete</code>, <code>NotifyForOperationUndelete</code> and <code>NotifyForOperationUpdate</code> to specify which record events should generate a notification. Possible values are:</p> <ul style="list-style-type: none"> • All (default) • Create • Extended • Update <p>A value of <code>Extended</code> means that neither create or update operations are set to generate events.</p>
Query	<p>Type string</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Required. The SOQL query statement that determines which record changes trigger events to be sent to the channel. Limit: 1,300 characters</p>

Usage

The PushTopic defines when notifications are generated in the channel. Determine which fields to configure by checking out these links in the *Streaming API Developer Guide*.

- [PushTopic Queries](#)
- [Events](#)

- [Notifications](#)

SEE ALSO:

[Streaming API Developer Guide](#)

QueueRoutingConfig

Represents the settings that determine how work items are routed to agents. This object is available in API version 32.0 and later.

Supported Calls

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



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
CapacityPercentage	<p>Type percent</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The percentage of an agent's capacity for work items that's consumed by a specific type of work item from this service channel.</p> <p>For example, you might give phone calls a capacity percentage of <code>100</code>. If an agent receives a phone call, the agent won't receive new work items until the call ends, because at that point the agent's capacity will have reached 100%.</p> <p>This field is available in API version 33.0 and later.</p>
CapacityWeight	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The amount of an agent's capacity for work items that's consumed by a work item from this service channel.</p>

Field	Details
	<p>For example, if an agent has a capacity of 6, and cases are assigned a capacity weight of 2, an agent can be assigned up to 3 cases before the agent is at capacity and can't receive new work items.</p> <p>This field is available in API version 33.0 and later.</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 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>
DropAdditionalSkillsTimeout	<p>Type int</p> <p>Properties Create, Filter, Group Nillable, Sort, Update</p> <p>Description The number of seconds to wait before a skill marked as Additional Skill 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>
IsAttributeBased	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether this routing is attribute-based. Available in API version 45.0 and later.</p>
Language	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>

Field	Details
	Description The language of the presence status.
MasterLabel	Type string Properties Create, Filter, Group, Sort, Update Description The label of the presence status.
OverflowAssigneeId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the user or queue that's set as the Overflow Assignee.
PausedCapacityPercentage	Type percent Properties Create, Filter, Nillable, Sort, Update Description The percentage of an agent's capacity for work items that's consumed by a paused work item from this service channel.
PausedCapacityWeight	Type double Properties Create, Filter, Nillable, Sort, Update Description The amount of an agent's capacity for work items that's consumed by a paused work item from this service channel.
PushTimeout	Type int Properties Create, Filter, Group, Nillable, Sort, Update Description The number of seconds set for push timeout. 0 is returned when push timeout isn't enabled. Available in API version 36.0 and later.

Field	Details
RoutingModel	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The routing type that determines how work items are routed (pushed) to agents. Possible values are <code>Least Active</code> and <code>Most Available</code>.</p>
RoutingPriority	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The priority in which work items from the service channels that are related to this routing configuration are routed to agents. Work items from routing configurations that have lower priority values (for example, <code>0</code>) are routed to agents first.</p>
ServiceChannelId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the service channel that's associated with this configuration. This field is available in API version 32.0 and earlier.</p>

Question

Represents a question in a zone that users can view and reply to.

Supported Calls

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

Special Access Rules

This object is only available if the `Answers` permission and `AnswersEnabled` preference or `PortalFeed` permission and `PortalFeedEnabled` preference are enabled in your org.


Fields

Field	Details
BestReplyId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the reply that has been identified as the best answer to the question. Use the user interface to identify the best answer for a question.</p>
BestReplySelectedById	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the user who selected the best answer to the question. This field is available in API version 24.0 and later. In API version 24.0 through version 29.0, you must update this field using the UI. In API version 30.0 and later, you can update this field using the API.</p>
Body	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Description of the question.</p>
CommunityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The zone ID associated with the question. After you create a question, you can't change the zone ID associated with that question.</p>
CreatorFullPhotoUrl	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>URL of the user's profile photo from the feed. Chatter Answers must be enabled to view this field. This field is available in API version 26.0 and later.</p>
CreatorName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Name of the user who posted the question or reply. Only the first name of internal users (agents) appears to portal users in the feed. Chatter Answers must be enabled to view this field. This field is available in API version 26.0 and later.</p>
CreatorSmallPhotoUrl	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>URL of the user's thumbnail photo from the feed. Chatter Answers must be enabled to view this field. This field is available in API version 26.0 and later.</p>
HasSingleFieldForContent	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the content of a Chatter Answers question is:</p> <ul style="list-style-type: none"> • Included in only one field: <code>Title</code> if the content is unformatted and less than 255 characters; or <code>Body</code> if the content is formatted or more than 255 characters (<code>true</code>) • Included in two fields: <code>Title</code> and <code>Body</code> (<code>false</code>) <p>This field also determines if content displays in one or two fields in Chatter Answers question feeds.</p> <p>This field is available in API version 25.0 and later.</p>
LastReferencedDate	<p>Type</p> <p>date</p> <p>Properties</p> <p>Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The timestamp for when the current user last viewed a record related to this record.</p>

Field	Details
LastReplyDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time the last reply (child Reply object) was posted.</p>
LastReplyId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Read only. The ID of the last reply (child Reply object) posted to the question.</p>
LastViewedDate	<p>Type date</p> <p>Properties Filter, Nillable, Sort, Update</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 (LastReferencedDate) and not viewed.</p>
MostReportAbusesOnReply	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The most number of user-reported abuses on a Reply associated with the question. This field is available in API version 24.0 and later.</p>
NumReplies	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of replies (child Reply object) that users have submitted for the question.</p>
NumReportAbuses	<p>Type int</p>

Field	Details
	<p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Represents the number of user-reported abuses on the question.</p> <p>This field is available in API version 24.0 and later.</p>
NumSubscriptions	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Represents the number of users following the question.</p> <p>This field is available in API version 24.0 and later.</p>
Origin	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The source of the question, such as <code>Chatter Answers</code>.</p> <p>This field is available in API version 24.0 and later.</p>
Title	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The descriptive title of the question.</p>
UpVotes	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The total number of up votes for the question.</p>
VoteScore	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p>

Field	Details
	<p>Description</p> <p>The internal score of the question, used to sort questions and articles on the Popular tab in the application user interface. The internal algorithm that determines the score gives older votes less weight than newer votes, simulating exponential decay. The score itself doesn't display in the application user interface.</p> <p> Note: Unlike other fields of type double, you can't use a SOQL aggregate function with this field.</p>

Usage

Use this object to track questions in a zone.

QuestionDataCategorySelection

A data category selection represents a data category that classifies a question.

This object can be used to associate a question with a data category from a data category group or to query the categorization for a question.

Supported Calls

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

Special Access Rules

To create, read or update data category selection, you must have create, read or update permission on the categorized question. Users who can update question can also delete its category selection. Users who can create questions can only select categories visible to their role.

Fields

Field Name	Details
<code>DataCategoryGroupName</code>	<p>Type</p> <p>DataCategoryGroupReference</p> <p>Properties</p> <p>Create</p> <p>Description</p> <p>Unique name of the data category group which has a category associated with the question.</p>

Field Name	Details
DataCategoryName	<p>Type DataCategoryGroupReference</p> <p>Properties Create</p> <p>Description Unique name of the data category associated with the question.</p>
ParentId	<p>Type reference</p> <p>Properties Create, Filter</p> <p>Description ID of the question associated with the data category selection.</p>

Usage

Every question can be categorized in a data category. You can use the QuestionDataCategorySelection object to query and manage question categorization. Client applications can create categorization for a question. They can also delete, query, and retrieve question categorization.



Warning: Even though the API lets you select more than one category for QuestionDataCategorySelection, the Answers tab only supports one data category selection for questions. Selecting multiple categories through QuestionDataCategorySelection may result in unexpected behavior in the Answers tab, such as losing your multiple selections. You should only select one data category when using QuestionDataCategorySelection.

Sample Code—Java

In the following example, the `selectCategory` method adds a category to a question data category selection. The `retrieveCategorySelections` method returns all the categories from a question data category selection.

```
public void selectCategory(ID parentId, String categoryGroupName, String categoryName) {
    try {
        QuestionDataCategorySelection categorySelection = new
QuestionDataCategorySelection();

        categorySelection.setParentId(parentId);
        categorySelection.setDataCategoryGroupName(categoryGroupName);
        categorySelection.setDataCategoryName(categoryName);
        binding.create(new SObject[] {categorySelection});
    } catch (RemoteException e) {
        System.out.println("An unexpected error has occurred." + e.getMessage());
    }
}

public String[] retrieveCategorySelections(String parentId) {
    QueryResult qr = null;
```



```
try {
    qr = binding.query("SELECT DataCategoryName FROM QuestionDataCategorySelection
WHERE Id = '" + parentId + "'");
} catch (RemoteException e) {
    System.out.println("An unexpected error has occurred." + e.getMessage());
}

String[] categoryNames = new String[qr.getRecords().length];
for (int index = 0; index < qr.getRecords().length; index++) {
    categoryNames[index] =
((QuestionDataCategorySelection)qr.getRecords()[index]).getDataCategoryName();
}

return categoryNames;
}
```

Salesforce Knowledge uses a similar object for article data category selection. See [Article Type__DataCategorySelection](#) for SOQL examples using this object.

SEE ALSO:

[Article Type__DataCategorySelection](#)

QuestionReportAbuse

Represents a user-reported abuse on a Question in a Chatter Answers zone. This object is available in API version 24.0 and later.

Supported Calls

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

Fields

Field	Details
Name	<div>Typestring</div> <div>PropertiesAutonumber, Defaulted on create, Filter, idLookup, Sort</div> <div>DescriptionThe name of the Question from which the user reported abuse.</div>
QuestionId	<div>Typereference</div> <div>PropertiesCreate, Filter, Group, Sort</div>

Field	Details
	Description The ID of the Question from which the user reported abuse.
Reason	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The reason the user reported abuse on the Question, such as Spam, Hateful, or Inappropriate.

Usage

Use this object to track user-reported abuse on questions created in a Chatter Answers zone.

QuestionSubscription

Represents a subscription for a user following a Question. This object is available in API version 24.0 and later.

Supported Calls

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

Fields

Field	Details
CommunityId	Type reference Properties Filter, Group, Nillable, Sort Description Required. ID of the zone associated with the Question the user is following. This field can't be updated.
Name	Type string Properties Autonumber, Defaulted on create, Filter, Sort

Field	Details
	Description The name of the question subscription.
QuestionCreatedDate	Type dateTime Properties Filter, Nillable, Sort Description Required. Creation date of the Question which the user is following. This field can't be updated.
QuestionId	Type reference Properties Create, Filter, Group, Sort, Update Description Required. ID of the Question which the user is following. This field can't be updated.
SubscriberId	Type reference Properties Create, Filter, Group, Sort, Update Description Required. ID of the User who is following the Question. This field can't be updated.

Usage

Things to consider when following a Question:

- A user can only follow questions that they have permission to view.
- Administrators and users with the “Modify All Data” permission can configure other users to follow questions that the other user has read access to.
- Administrators and users with the “Modify All Data” permission can configure users to stop following questions.

Queries on QuestionSubscription:

- Users with the “Read” permission on Question can see which questions other users are following.
- A query must include a LIMIT clause and the limit can't exceed 1,000.
- A query using a WHERE clause can only filter by fields on Question.

QueueSubject

Represents the mapping between a queue Group and the types associated with the queue, including custom objects.

Supported Calls

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

Special Access Rules

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

A queue is a Group whose `Type` is `Queue`. To create a Group, you must have the Manage Users permission.

Fields

Field	Details
<code>QueueId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of a queue. This field is a relationship field.</p> <p>Relationship Name Queue</p> <p>Relationship Type Lookup</p> <p>Refers To Group</p>
<code>SubjectType</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description A list of object types that can be associated with the queue specified by the <code>QueueId</code>.</p>

Usage

Use this object to associate a queue with the sObject that can be associated with the queue, including custom objects.



Warning: You can't update or insert more than 18 queues at once when using the Bulk API.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

QuickText

This object stores a snippet of text that allows users to send a quick response to a customer. Use quick text to create greetings, answers to common questions, short notes, and more. This object is available in API version 24.0 and later.

Supported Calls

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

Fields

Field Name	Details
Category	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description A customizable picklist that can be used to group multiple related quick text records together</p>
Channel	<p>Type multipicklist</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Update</p> <p>Description A multi-select picklist that can be used to specify where specific quick text messages are available, such as in Chat or in the Email publisher in Case Feed.</p>
FolderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Returns the ID of the folder that contains the quick text. Available in API version 44.0 and later. This is a relationship field.</p> <p>Relationship Name Folder</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To Folder
FolderName	Type string Properties Filter, Nillable, Sort Description Name of the folder that contains the quick text. Available in API version 44.0 and later.
IsInsertable	Type boolean Properties Create, Defaulted on create, Filter, Group, Sort, Update Description If <code>true</code> , the quick text is available in the channels selected in the <code>Channel</code> field. If <code>false</code> , the quick text is not available. The label in the UI is Include in selected channels . By default: <ul style="list-style-type: none">• This field is set to <code>true</code> on quick text records created from the Quick Text page or via the API.• This field is set to <code>false</code> on quick text records created during the Einstein Reply Recommendations reply publishing process.
LastReferencedDate	Type datetime 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.

Field Name	Details
Message	<p>Type textarea</p> <p>Properties Create, Filter (unavailable in API version 25.0 and later), Sort (unavailable in API version 25.0 and later), Update</p> <p>Description The content of the quick text record</p>
Name	<p>Type string</p> <p>Properties Create, Filter (unavailable in API version 25.0 and later), Group, idLookup, Sort (unavailable in API version 25.0 and later), Update</p> <p>Description A descriptive label for the quick text record</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description ID of the User or Queue that owns the quick text record This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ShouldPredictInRr	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description (Used with Einstein Reply Recommendations.) Indicates whether the quick text can be recommended to agents in the Einstein Replies console component. The label in the UI is Include in reply recommendations. By default:</p> <ul style="list-style-type: none"> This field is set to <code>false</code> on quick text records created from the Quick Text page or via the API.

Field Name	Details
	<ul style="list-style-type: none"> This field is set to <code>true</code> on quick text records created during the Einstein Reply Recommendations reply publishing process.
SourceEntityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description (Used with Einstein Reply Recommendations.) The corresponding ReplyText record that the quick text record was created from. This field is not available in the UI. This is a relationship field.</p> <p>Relationship Name SourceEntity</p> <p>Relationship Type Lookup</p> <p>Refers To ReplyText</p>
SourceType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description (Used with Einstein Reply Recommendations.) Indicates how the text was composed. This field is not available in the UI. Possible values are:</p> <ul style="list-style-type: none"> EINSTEIN_GENERATED—Text was generated by Einstein Reply Recommendations USER_EDITED—Text was generated by Einstein Reply Recommendations, and then edited by a user USER_GENERATED—User wrote the text

Usage

Use this object to create and manage the quick text messages available to users. You can categorize multiple quick text records into groups using the Category field. The Category field can also be a parent to multiple custom-dependent Picklist fields to create a hierarchical structure of categories.

QuickText is also used in Einstein Reply Recommendations, a feature that recommends stock replies for support agents to use in chats in the Lightning Service Console. During setup, Einstein Reply Recommendations scans past chats to generate a list of commonly used replies. Each generated reply is a ReplyText record. The admin then publishes, or converts, the replies to quick text, creating a corresponding

QuickText record for each reply. Therefore, certain QuickText fields are used only on quick text records that originated as a ReplyText record.

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.

QuickTextChangeEvent (API version 48.0)

Change events are available for the object.

QuickTextHistory

History is available for tracked fields of the object.

QuickTextOwnerSharingRule

Sharing rules are available for the object.

QuickTextShare

Sharing is available for the object.

QuickTextUsage

Represents the usage of quick text on a record, including which quick text was used, who used it, and how they used it. Quick text is a snippet of text that allows users to send a quick response to a customer. This object is available in API version 47.0 and later.

Supported Calls

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

Special Access Rules

This object is always read-only.

Fields

Field	Details
AppContext	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Context in which the quick text was used. Possible values are:</p> <ul style="list-style-type: none">• Aloha—Salesforce Classic• Lightning—Lightning Experience• Unknown

Field	Details
Channel	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The channel in which the quick text was used. Possible values are:</p> <ul style="list-style-type: none">• Email• Event• Generic• Internal• Knowledge• Live Agent• Messaging• Phone• Portal• Social• Task
FolderId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the folder containing the quick text at the time it was used. This is a relationship field.</p> <p>Relationship Name Folder</p> <p>Relationship Type Lookup</p> <p>Refers To Folder</p>
LaunchSource	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description How the user started the quick text. Possible values are:</p> <ul style="list-style-type: none">• Floater• Keyboard shortcut

Field	Details
	<ul style="list-style-type: none"> • Macro • Toolbar
LoggedTime	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The time when the quick text was used.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, idLookup, Sort</p> <p>Description Name of the quick text.</p>
OwnerId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the group or user that owns the quick text. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
QuickTextID	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the quick text. This is a relationship field.</p> <p>Relationship Name QuickText</p>

Field	Details
	Relationship Type Lookup Refers To QuickText
UserId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the user that used the quick text. This is a relationship field. Relationship Name User Relationship Type Lookup Refers To User

Associated Objects

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

[QuickTextUsageOwnerSharingRule](#)

Sharing rules are available for the object.

[QuickTextUsageShare](#)

Sharing is available for the object.

Quote

Represents a quote, which is a record showing proposed prices for products and services. Available in API version 18.0 and later.

Quotes can be created from and synced with opportunities, and emailed as PDFs to customers

Supported Calls

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

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the account that's associated with the quote.</p>
AdditionalAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Compound form of the additional address. Read-only. See Address Compound Fields for details on compound address fields.</p>
AdditionalCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description City for the quote's additional address. Up to 40 characters allowed.</p>
AdditionalCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Country for the quote's additional address. Up to 80 characters allowed.</p>
AdditionalCountryCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ISO country code for the quote's additional address.</p>
AdditionalLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>

Field	Details
	<p>Description</p> <p>Used with <code>AdditionalLongitude</code> to specify the precise geolocation of an additional address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
<code>AdditionalLongitude</code>	<p>Type</p> <p>double</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>Used with <code>AdditionalLatitude</code> to specify the precise geolocation of an additional address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places.</p>
<code>AdditionalName</code>	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Name associated with the quote's additional address. Limited: 255 characters.</p>
<code>AdditionalPostalCode</code>	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>Postal Code for the quote's additional address.</p>
<code>AdditionalState</code>	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>State for the quote's additional address. Up to 80 characters allowed.</p>
<code>AdditionalStateCode</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>ISO state code for the quote's additional address.</p>

Field	Details
AdditionalStreet	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Group, Sort, Update</p> <p>Description Street name for the quote's additional address.</p>
BillToContactId	<p>Type reference</p> <p>Properties Create, Filter, Nillable, Group, Sort, Update</p> <p>Description ID of the contact that the order is billed to. This field is available in API version 56.0 and later. This field is available with Subscription Management.</p>
BillingAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Compound form of the billing address. Read-only. See Address Compound Fields for details on compound address fields.</p>
BillingCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description City for the quote's billing address. Up to 40 characters allowed.</p>
BillingCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Country for the quote's billing address. Up to 80 characters allowed.</p>
BillingCountryCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description ISO country code for the quote's billing address.
BillingLatitude	Type double Properties Create, Filter, Nillable, Sort, Update Description Used with <code>BillingLongitude</code> to specify the precise geolocation of a billing address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
BillingLongitude	Type double Properties Create, Filter, Nillable, Sort, Update Description Used with <code>BillingLatitude</code> to specify the precise geolocation of a billing address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
BillingName	Type string Properties Filter, Group, Nillable, Sort Description Entity that the quote is billed to.
BillingPostalCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Postal Code for the quote's billing address.
BillingState	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description State for the quote's billing address. Up to 80 characters allowed.

Field	Details
BillingStateCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ISO state code for the quote's billing address.</p>
BillingStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Street name for the quote's billing address.</p>
CalculationStatus	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Price calculations are performed by Salesforce. Tax calculations are performed by a third-party tax provider integration with Salesforce. Both of these calculations are asynchronous, and you can use this field to see the status of the asynchronous processes.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> CompletedWithPricing CompletedWithTax—Available in API version 58.0 and later. CompletedWithoutPricing NotStarted PriceCalculationFailed—Available in API version 58.0 and later. PriceCalculationInProgress—Available in API version 58.0 and later. PriceCalculationQueued—The request is sent to the asynchronous price calculation process, but the process hasn't started. Available in API version 58.0 and later. SaveFailedOrIncomplete—Some or all of the records couldn't be saved. For example, some of the quote line item records weren't saved. Available in API version 58.0 and later. Saving TaxCalculationFailed TaxCalculationInProgress TaxCalculationSuccess—Available in API versions 56.0 and 57.0

Field	Details
	<ul style="list-style-type: none"> • TaxCalculationWaiting <p>The default value is NotStarted.</p>
CanCreateQuoteLineItems	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Group</p> <p>Description This field isn't used.</p>
ContactId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description ID of the contact that's associated with the quote.</p>
ContractId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the contract that's associated with the quote.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Restricted picklist</p> <p>Description Available only for organizations with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization.</p> <p>If the organization has multicurrency and a <code>Pricebook2Id</code> specified on the quote, then the currency value of this field must match the currency of the <code>PricebookEntry</code> objects that are associated with any quote line items it has.</p> <p>This value is copied from the related Opportunity and can't be changed.</p>
Description	<p>Type textarea</p> <p>Properties Nillable</p>

Field	Details
	Description Text description of the quote. Limit: 32,000 characters.
Discount	Type percent Properties Filter, Nillable, Sort Description Difference between the sum of the QuoteLineItem record's <code>Subtotal</code> and the sum of the QuoteLineItem record's <code>Discount</code> totals. Expressed as a percentage.
Email	Type email Properties Filter, Group, Nillable, Sort Description The email address of the contact who's associated with the quote.
ExpirationDate	Type date Properties Create, Filter, Nillable, Update Description The date when this quote is no longer valid.
Fax	Type phone Properties Create, Filter, Nillable, Update Description The fax number for the contact who's associated with the quote.
GrandTotal	Type currency Properties Filter, Nillable Description The total price of the quote plus shipping and taxes.
IsSyncing	Type boolean

Field	Details
	<p>Properties Defaulted on create, Filter</p> <p>Description Indicates whether the quote is syncing with an opportunity.</p>
LastReferencedDate	<p>Type date</p> <p>Properties Filter, Nillable, Sort, Update</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 date</p> <p>Properties Filter, Nillable, Sort, Update</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 but not viewed it directly.</p>
LineItemCount	<p>Type int</p> <p>Properties Filter, Nillable</p> <p>Description The number of line items on the quote.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, idLookup, Update</p> <p>Description Required. Name for the quote. Limit: 225 characters.</p>
OpportunityId	<p>Type reference</p> <p>Properties Create, Filter</p> <p>Description ID for the opportunity associated with the quote.</p>

Field	Details
Phone	<p>Type phone</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description The phone number of the contact who's associated with the quote.</p>
Pricebook2Id	<p>Type reference</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description ID of the price book associated with the quote.</p>
QuoteNumber	<p>Type string</p> <p>Properties Defaulted on create, Filter</p> <p>Description A system-generated number that identifies the quote.</p>
QuoteToAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description Compound form of the quote to address. Read-only. See Address Compound Fields for details on compound address fields.</p>
QuoteToCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description City for the address to send the quote to for approval, such as a third party-agency representing a buyer. Up to 40 characters allowed.</p>
QuoteToCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description Country for the address to send the quote to for approval. Up to 80 characters allowed.
QuoteToLatitude	Type double Properties Create, Filter, Nillable, Sort, Update Description Used with <code>QuoteToLongitude</code> to specify the precise geolocation of a quote to address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.
QuoteToLongitude	Type double Properties Create, Filter, Nillable, Sort, Update Description Used with <code>QuoteToLatitude</code> to specify the precise geolocation of a quote to address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places.
QuoteToName	Type string Properties Create, Filter, Nillable, Update Description The name of the entity (such as a person or business) that the quote is sent to for approval. Limit: 255 characters.
QuoteToPostalCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Postal code for the address to send the quote to for approval.
QuoteToState	Type string Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description State for the address to send the quote to for approval. Up to 80 characters allowed.
QuoteToStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description Street name for the address to send the quote to for approval.
RecordTypeID	Type reference Properties Create, Filter, Nillable, Update Description ID of the record type assigned to the object.
ShippingAddress	Type address Properties Filter, Nillable Description Compound form of the shipping address. Read-only. See Address Compound Fields for details on compound address fields.
ShippingCity	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description City for the quote's shipping address. Up to 40 characters allowed.
ShippingCountry	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Country for the quote's shipping address. Up to 80 characters allowed.
ShippingCountryCode	Type picklist

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ISO country code for the quote's shipping address.</p>
ShippingHandling	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description The total shipping and handling costs for the quote.</p>
ShippingLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>ShippingLongitude</code> to specify the precise geolocation of a shipping address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
ShippingLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>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.</p>
ShippingName	<p>Type string</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description The name of the entity (such as a person or business) that the quote is sent to for approval.</p>
ShippingPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description Postal code for the quote's shipping address.
ShippingState	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description State for the quote's shipping address. Up to 80 characters allowed.
ShippingStateCode	Type picklist Properties Create, Filter, Group, Nillable, Sort, Update Description ISO state code for the quote's shipping address.
ShippingStreet	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description Street name for the quote's shipping address.
Status	Type picklist Properties Create, Defaulted on create, Filter, Nillable, Update Description The status of the quote. The standard options are: <ul style="list-style-type: none">• —None—• Draft• Needs Review• In Review• Approved• Rejected• Presented• Accepted• Denied

Field	Details
Subtotal	<p>Type currency</p> <p>Properties Filter, Nillable</p> <p>Description The sum of sales price multiplied by quantity for line items, not including the discount.</p>
Tax	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description The total taxes for the quote.</p>
TotalPrice	<p>Type currency</p> <p>Properties Filter, Nillable</p> <p>Description The total of the quote line items after discounts and before taxes and shipping.</p>
TotalPriceWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of <code>TotalPrice</code> and <code>TotalTaxAmount</code>. This field is available in API version 55.0 and later. This field is available if Subscription Management is enabled in your org.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total amount of all taxes. This field is available in API version 55.0 and later. This field is available if Subscription Management is enabled in your org. This field is a calculated field.</p>

Usage

Use Quote to manage proposed product prices for customers. To update a Quote, your client application needs “Edit” permission.

- Client applications can create, update, delete, and query Attachment records associated with a quote via the API.
- You can sync a quote and its parent Opportunity.

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.

QuoteChangeEvent (API version 44.0)

Change events are available for the object.

QuoteFeed (API version 39.0)

Feed tracking is available for the object.

QuoteHistory (API version 57.0)

History is available for tracked fields of the object.

QuoteOwnerSharingRule (API version 41.0)

Sharing rules are available for the object.

QuoteShare (API version 41.0)

Sharing is available for the object.

SEE ALSO:

[QuoteLineItem](#)

[QuoteDocument](#)

[Opportunity](#)

QuoteAdjustmentGroup

Group containing a set of adjustments applied to a quote. This object is available in API version 58.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
AdjustmentSource	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates the origin of the price adjustment. Possible values are:</p> <ul style="list-style-type: none"> • Discretionary—The adjustment is entered manually; for example, by a sales rep. • Promotion—The adjustment is part of a promotion; for example, a holiday sale discount. • Rule—The adjustment is due to a price rule. • System—The adjustment originates from the system, for example, a volume discount.
AdjustmentType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates the type of mathematical adjustment to be applied to the quote. Possible values are:</p> <ul style="list-style-type: none"> • AdjustmentAmount—The adjustment is a numerical amount, for example, a cash discount of 20. • AdjustmentPercentage—The adjustment is a percentage amount, for example, a 10% discount.
AdjustmentValue	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description The specified AdjustmentType amount that is applied to the quote. For example, when AdjustmentType is AdjustmentAmount, AdjustmentValue is the cash amount of the price adjustment. When AdjustmentType value is AdjustmentPercentage, AdjustmentValue is the percent value of the price adjustment.</p>
Description	<p>Type textarea</p>

Field	Details
	Properties Nillable Description User-entered information about the quote adjustment group.
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The user-defined name of the quote adjustment group.
Priority	Type int Properties Filter, Group, Nillable, Sort Description A numeric value that represents the order of precedence of the quote adjustment group. It can also represent the order of precedence when applying the <code>AdjustmentType</code> values. For example, a quote can have two adjustments: a \$100 discount and a 10% discount. This field indicates which adjustment to apply first.
QuoteId	Type reference Properties Filter, Group, Sort Description The ID of the quote related to the adjustments in this group. This field is a relationship field. Relationship Name Quote Relationship Type Lookup Refers To Quote
TotalAmount	Type currency Properties Filter, Sort

Field	Details
	Description The total of all quote adjustments in this quote adjustment group, excluding tax.

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.

[QuoteAdjustmentGroupChangeEvent](#) on page 52

Change events are available for the object.

[QuoteAdjustmentGroupFeed](#) on page 39

Feed tracking is available for the object.

[QuoteAdjustmentGroupHistory](#) on page 47

History is available for tracked fields of the object.

[QuoteAdjustmentGroupOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[QuoteAdjustmentGroupShare](#) on page 50

Sharing is available for the object.

QuoteDocument

Represents a quote in document format. Available in API version 18.0 and later.

Supported Calls

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

Fields

Field	Details
ContentVersionDocumentId	Type reference Properties Create, Filter, Group, Sort Description ID for the document's version.
CurrencyIsoCode	Type picklist

Field	Details
	<p>Properties Defaulted on create, Filter, Restricted picklist</p> <p>Description Available only for organizations with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the organization. If the organization has multicurrency and a <code>Pricebook2Id</code> specified on the quote, then the currency value of this field must match the currency of the PricebookEntry objects that are associated with any quote line items it has.</p>
Discount	<p>Type percent</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The discount for the quote used in the document.</p>
Document	<p>Type base64</p> <p>Properties Create, Nillable</p> <p>Description The binary data of the document stored in the QuoteDocument object.</p>
GrandTotal	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Grand total for the quote used in the document.</p>
Name	<p>Type string</p> <p>Properties Filter, idLookup, Sort</p> <p>Description Name of the quote document.</p>
QuoteId	<p>Type reference</p> <p>Properties Create, Filter, GroupSort</p>

Field	Details
	Description ID for the quote used for the document.

Usage

Use the QuoteDocument object to store a document that can be used to present the quote information to the customer.

SEE ALSO:

[Quote](#)

[QuoteLineItem](#)

QuoteLineItem

Represents a quote line item, which is a member of the list of Product2 products associated with a Quote, along with other information about those line items on that quote. Available in API version 18.0 and later.

Supported Calls

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

Special Access Rules

The user must have “Edit” permissions on Quote records in order to create or update quote line items on a quote. The user must have “Edit” permissions on Quote records to delete a quote line item.

Some of the fields are available when Subscription Management is enabled.

Fields

Field	Details
BillingFrequency	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The time period that indicates how often the quote line item is billed. This field is available in API version 55.0 and later. This field is available when Subscription Management is enabled. Possible values are: <ul style="list-style-type: none">• Annual

Field	Details
	<ul style="list-style-type: none"> Monthly
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for organizations enabled for multiple currencies. Contains the ISO code for any currency allowed by the organization. If the organization has multicurrency and a Pricebook2 is specified on the quote (the <code>Pricebook2Id</code> field isn't blank), then the currency value of this field must match the currency of the PricebookEntry objects for any associated quote line items. This value is copied from the related Quote and can't be changed.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Text description of the line item. Limit: 225 characters.</p>
Discount	<p>Type percent</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Editable number from 0 to 100.</p>
Division	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description A logical segment of your organization's data. For example, if your company is organized into different business units, you could create a division for each business unit, such as "North America," "Healthcare," or "Consulting." Available only if the organization has the Division permission enabled.</p>
EndDate	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>If the quote line item is sold on subscription, this field indicates the date on which the subscription ends. This field is available in API version 55.0 and later. This field is available if Subscription Management is enabled in your org.</p> <p>You can indicate a subscription's length using either <code>StartDate</code> and <code>EndDate</code>, or by using <code>StartDate</code> and <code>SubscriptionTerm</code>. If you provide a value for both <code>EndDate</code> and <code>SubscriptionTerm</code>, <code>EndDate</code> is used to determine the subscription's length.</p>
<code>HasQuantitySchedule</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Read-only. Indicates whether the opportunity line item that the quote line item is synced with has a quantity schedule.</p>
<code>HasRevenueSchedule</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Read-only. Indicates whether the opportunity line item that the quote line item is synced with has a revenue schedule. If this object has a revenue schedule, the <code>GrandTotal</code> and <code>TotalPrice</code> fields can't be updated. In addition, the <code>Quantity</code> field can't be updated if this object has a quantity schedule. The system ignores any attempt to update this field. The update isn't rejected but the updated value is ignored.</p>
<code>HasSchedule</code>	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Read-only. Indicates whether the line item uses schedules.</p>
<code>LastReferencedDate</code>	<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>

Field	Details
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>
LineNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Read-only. Automatically generated number identifying the quote line item. In the form of QL-XXXXX.</p>
ListPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Read-only. Corresponds to the <code>UnitPrice</code> on the PricebookEntry that is associated with this line item, which can be in the standard price book or a custom price book. A client application can use this information to show whether the unit price (or sales price) of the line item differs from the price book entry list price.</p>
ListPriceTotal	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The <code>ListPrice</code> times the <code>Quantity</code>. This field is a calculated field.</p>
NetTotalPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The price after all adjustments, inclusive of quantity, prorated for the duration of the subscription. This field is a calculated field equal to <code>TotalAdjustmentAmount</code> plus <code>TotalLineAmount</code>.</p>

Field	Details
	This field is available in API version 56.0 and later. This field is available with Subscription Management.
NetUnitPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The unit price after all price adjustments are applied.</p>
OpportunityLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the related opportunity line item. This field is populated by the API during creation of the quote line item. Not editable. Available in API version 40.0 and later.</p>
ParentQuoteLineItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the related line item in the parent quote. This field is populated by the API during creation of the quote line item. This field is available in version 58.0 and later. This field is available when Subscription Management is enabled. This field is a relationship field. </p> <p>Relationship Name ParentQuoteLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To QuoteLineItem</p>
PeriodBoundary	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The period boundary helps determine the start and end date of the billing periods.</p>

Field	Details
	<p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>AlignToCalendar</code>—the period starts on the first day of the term unit; for example, the first day of the month. • <code>Anniversary</code>—The start date determines the boundary. For example, if a monthly subscription starts on September 13, the subscription starts on the 13th day of each month. • <code>DayOfPeriod</code>—the period starts on the day indicated by <code>PeriodBoundaryDay</code>. • <code>LastDayOfPeriod</code>—the period starts on the last day of the pricing term unit.
<code>PeriodBoundaryDay</code>	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required when <code>PeriodBoundary</code> is <code>DayOfPeriod</code>. Indicates day of the week or month that marks the period boundary. Must be an integer from 1 through 31.</p> <p>This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
<code>PeriodBoundaryStartMonth</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Nillable, Sort, Update</p> <p>Description Field is populated based on input in the <code>StartDate</code>, <code>PeriodBoundary</code>, and <code>PeriodBoundaryDay</code> when <code>BillingFrequency</code> is <code>Annual</code> and <code>PricingTermUnit</code> is <code>Annual</code> or by manual user entry.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • 1-January • 2-February • 3-March • 4-April • 5-May • 6-June • 7-July • 8-August • 9-September • 10-October • 11-November

Field	Details
	<ul style="list-style-type: none"> 12-December
PricebookEntryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. ID of the associated PricebookEntry. Exists only for orgs with Products enabled. In API 38.0 and earlier, if <code>Product2Id</code> is populated with <code>PricebookEntryId</code> data, you receive an error message. In API 39.0 and later, <code>Product2Id</code> is made null, and <code>PricebookEntryId</code> is populated with the <code>PricebookEntryId</code> data.</p>
PricingTerm	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of terms in the subscription. For example, if a monthly subscription is priced yearly, this field is 12. This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
PricingTermCount	<p>Type double</p> <p>Properties Filter, Nillable, Sort</p> <p>Description A calculated field indicating the number of pricing terms in the subscription. This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
PricingTermUnit	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The unit of time for the pricing term. This field is available in API version 55.0 and later. This field is available with Subscription Management. Possible values are:</p> <ul style="list-style-type: none"> Annual—Available in API version 58.0 and later. UI label is <code>Years</code>. Months.

Field	Details
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. ID of the Product2 associated with this QuoteLineItem. In API 38.0 and earlier, if Product2Id is populated with PricebookEntryId data, you receive an error message. In API 39.0 and later, Product2Id is made null, and PricebookEntryId is populated with the PricebookEntryId data.</p>
ProductSellingModelId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the related product selling model. This field is available in API version 55.0 and later. This field is available with Subscription Management. This field is a relationship field.</p> <p>Relationship Name ProductSellingModel</p> <p>Relationship Type Lookup</p> <p>Refers To ProductSellingModel</p>
ProrationPolicyId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the related proration policy. This field is available in API version 55.0 and later. This field is available with Subscription Management. This field is a relationship field.</p> <p>Relationship Name ProrationPolicy</p> <p>Relationship Type Lookup</p> <p>Refers To ProrationPolicy</p>

Field	Details
Quantity	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Required. The number of units for the line item.</p>
QuoteId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. ID of the associated Quote.</p>
SellingModelType	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates whether the quote line item is sold as one-time purchase, an evergreen subscription, or as a termed subscription. This field is available in API version 55.0 and later. This field is available with Subscription Management.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Evergreen• OneTime• TermDefined <p>The default value is OneTime.</p>
ServiceDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Date when the product revenue is recognized and the product quantity will be shipped.</p>
SortOrder	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	<p>Description</p> <p>The value of where the line item is in the sorted order, such as 1, 2, 3. The SortOrder value determines the order in which a quote line item displays in the Quote Line Items related list and the Quote PDF. Client applications can use this value to match the sort order in Salesforce. This field is only available in API versions 21.0 and greater.</p>
StartDate	<p>Type</p> <p>date</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>If the quote line item is sold on subscription, this field indicates the date on which the subscription starts. This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
StartingPriceTotal	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The starting unit price times the quantity.</p>
StartingUnitPriceSource	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>Indicates whether the starting unit price was entered manually or calculated. This field is available in API version 55.0 and later. This field is available with Subscription Management.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Manual • System • Inherited
SubscriptionTerm	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description</p> <p>The number of terms in the subscription.</p>

Field	Details
	<p>You can indicate a subscription's length using either <code>StartDate</code> and <code>EndDate</code>, or by using <code>StartDate</code> and <code>SubscriptionTerm</code>. If you provide a value for both <code>EndDate</code> and <code>SubscriptionTerm</code>, <code>EndDate</code> is used and <code>SubscriptionTerm</code> is ignored.</p>
<code>SubscriptionTermUnit</code>	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The unit of time used to define the subscription. This field is available in API version 55.0 and later. This field is available with Subscription Management.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Annual—UI label is <code>Years</code> • Months
<code>Subtotal</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The line item's <code>Quantity</code> multiplied by the <code>UnitPrice</code>.</p>
<code>TotalAdjustmentAmount</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of the adjustments applied to the quote line item, inclusive of quantity, prorated for the duration of the subscription.</p> <p>This field is available in API version 56.0 and later. This field is available with Subscription Management.</p>
<code>TotalLineAmount</code>	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The total price of the quote line item, before price adjustments, inclusive of quantity, prorated for the duration of the subscription. This price is a calculated field equal to <code>TotalPrice</code> times <code>Quantity</code> times <code>PricingTermCount</code>.</p> <p>This field is available in API version 56.0 and later. This field is available with Subscription Management.</p>

Field	Details
TotalPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Read-only. Calculated by applying the <code>Discount</code> to the <code>Subtotal</code>. This field is nillable, but you can't set both <code>TotalPrice</code> and <code>UnitPrice</code> to null in the same update. To insert the <code>TotalPrice</code> for a quote line item via the API (given only a unit price and the quantity), calculate this field as the unit price multiplied by the quantity. This field is read-only if the quote line item has a revenue schedule.</p>
TotalPriceWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of <code>TotalPrice</code> and <code>TotalTaxAmount</code>. This field is available in API version 55.0 and later. This field is available with Subscription Management.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description the total amount of tax for the quote line item. his field is available in API version 55.0 and later. This field is available with Subscription Management. This field is a calculated field.</p>
UnitPrice	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Required. The price per unit for the quote line item.</p>

Usage

A Quote record can have QuoteLineItem records only if the Quote has a Pricebook2. A QuoteLineItem must correspond to a Product2 that is listed in the quote's Pricebook2.



Note: If the multicurrency option has been enabled, the `CurrencyIsoCode` field is present. It can't be modified, it's always set to the value of the `CurrencyIsoCode` of the parent Quote.

Effects on Quotes

Quotes with related QuoteLineItem objects are affected in the following ways:

- Creating a QuoteLineItem increments the Quote value by the `TotalPrice` of the QuoteLineItem.
- When you create or update a QuoteLineItem, the API verifies that the line item corresponds to a PricebookEntry in the Pricebook2 that is associated with the quote.

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.

QuoteLineItemChangeEvent (API version 44.0)

Change events are available for the object.

QuoteLineItemHistory (API version 57.0)

History is available for tracked fields of the object.

SEE ALSO:

- [Quote](#)
- [QuoteDocument](#)
- [Opportunity](#)

QuoteLinePriceAdjustment

Indicates the calculated price adjustment that is applied to the quote line, for example, a calculated volume discount or the prorated value of a manual discount. Use the quote line price adjustment to inform potential customers about the type, value, and total amount of their discounts. This object is available in API version 56.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
AdjustmentAmountScope	Type picklist
	Properties Filter, Group, Nillable, Restricted picklist, Sort

Field	Details
	<p>Description</p> <p>Used with <code>AdjustmentValue</code> to determine the amount of the adjustment.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Total</code>—The adjustment applies to the line item's total and isn't multiplied by the quantity. The adjustment amount is prorated for the duration of the subscription. • <code>Unit</code>—The adjustment is multiplied by the line item's quantity, prorated for the duration of the subscription. • <code>UnproratedTotal</code>—The adjustment applies to the line item's total and isn't multiplied by the quantity. The adjustment amount isn't prorated for the duration of the subscription.
<code>AdjustmentSource</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>Indicates the source of the adjustment.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Discretionary</code>—The adjustment is entered manually; for example, by a sales rep. • <code>Promotion</code>—Reserved for future use. • <code>Rule</code>—The adjustment results from a system rule, such as a price rule or product rule. • <code>System</code>—The adjustment is determined by the pricing configuration for the product; for example, as part of a discount schedule.
<code>AdjustmentType</code>	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>Indicates whether the adjustment is a percentage or an amount.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>AdjustmentAmount</code> • <code>AdjustmentPercentage</code>
<code>AdjustmentValue</code>	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Sort</p>

Field	Details
	Description The value of the adjustment. Used together with <code>AdjustmentAmountScope</code> to determine the amount of the adjustment.
Description	Type textarea Properties Nillable Description The system-entered description of the quote line price adjustment.
Name	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The system-entered name of the quote line price adjustment.
PriceAdjustmentCauseId	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the record that caused the adjustment. Null if <code>AdjustmentSource</code> is <code>Discretionary</code> , indicating a manual adjustment. For example, if the price adjustment is due to a price adjustment tier, this field contains the ID of the <code>PriceAdjustmentTier</code> record. This field is a polymorphic relationship field. Relationship Name PriceAdjustmentCause Relationship Type Lookup Refers To PriceAdjustmentTier
Priority	Type int Properties Filter, Group, Nillable, Sort Description Reserved for future use.

Field	Details
QuoteAdjustmentGroupId	<p>reference</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The ID of the quote adjustment group, which totals all price adjustments for the quote.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>QuoteAdjustmentGroup</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>QuoteAdjustmentGroup</p>
QuoteLineItemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The ID of the quote line item that this price adjustment applies to.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>QuoteLineItem</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>QuoteLineItem</p>
TotalAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Sort</p> <p>Description</p> <p>The total amount of the adjustment that applies to the quote line item, inclusive of quantity, prorated for the duration of the subscription.</p>

QuoteLineRelationship

Describes the relationship between quote line items, such as items in a bundle. When you create a QuoteLineRelationship object, it's immutable: it can't be edited or removed. 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 if Subscription Management is enabled.

Fields

Field	Details
<code>AssociatedQuantScaleMethod</code>	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description How to scale the quantity of the associated quote line, relative to the main quote line. If this field has a non-null value, you can't edit the associated quote line's quantity.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Constant— The associated quote's line quantity remains the same in relation to the main quote line's quantity. For example, the main quote line has a quantity of one and the associated quote line has a quantity of one. If you increase the quantity of the main quote line to two, the associated quote line's quantity remains at one. • Proportional— The associated order's item quantity increases or decreases based on the main quote line's quantity. For example, the main quote line has a quantity of one and the associated quote line has a quantity of two. If you increase the quantity of the main quote line to two, the associated quote line's quantity increases to four. <p>The default value is <code>Proportional</code>.</p>
<code>AssociatedQuoteLineId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique identifier of the associated quote line item.</p> <p>This field is a relationship field. In a bundle relationship, this quote line is the bundle component.</p> <p>Relationship Name <code>AssociatedQuoteLine</code></p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To QuoteLineItem
AssociatedQuoteLinePricing	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Indicates how the associated quote line item is priced relative to the main quote line item. Possible values are: <ul style="list-style-type: none"> • IncludedInBundlePrice— The associated quote line's cost is \$0 because it's included in the bundle's price. • NotIncludedInBundlePrice— The associated quote line has a cost because it's not included in the bundle's price.
AssociatedQuoteLineRole	Type picklist Properties Filter, Group, Restricted picklist, Sort Description Describes the position of the associated quote line item in the relationship. Possible values are: <ul style="list-style-type: none"> • BundleComponent—The associated quote line item is part of a bundle. • SetComponent—The associated quote line item is part of a set.
LastReferencedDate	Type dateTime 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, the user might have only accessed this record or list view (LastReferencedDate), but not viewed it.

Field	Details
MainQuoteLineId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique identifier of the main quote line item. This field is a relationship field. In a bundle relationship, this quote line is the bundle parent.</p> <p>Relationship Name MainQuoteLine</p> <p>Relationship Type Lookup</p> <p>Refers To QuoteLineItem</p>
MainQuoteLineRole	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates the position of the main quote line item in the relationship. Possible values are:</p> <ul style="list-style-type: none"> • Bundle—The main quote line item is the bundle parent. • Set—The main quote line item is the set parent.
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The name of the quote line relationship.</p>
ProductRelationshipTypeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The unique identifier of record that describes the relationship between the main and associated quote lines. This field is a relationship field.</p>

Field	Details
	<div><div>Relationship Name</div><div>ProductRelationshipType</div><div>Relationship Type</div><div>Lookup</div><div>Refers To</div><div>ProductRelationshipType</div></div>
QuoteId	<div><div>Type</div><div>reference</div><div>Properties</div><div>Filter, Group, Nillable, Sort</div><div>Description</div><div>The unique identifier of the quote to which the main and associated quote lines belong. This field is a relationship field.</div><div>Relationship Name</div><div>Quote</div><div>Relationship Type</div><div>Lookup</div><div>Refers To</div><div>Quote</div></div>

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.

QuoteLineRelationshipChangeEvent

Change events are available for the object.

QuoteLineRelationshipFeed

Feed tracking is available for the object.

QuoteLineRelationshipHistory

History is available for tracked fields of the object.

QuoteLineRelationshipOwnerSharingRule

Sharing rules are available for the object.

QuoteLineRelationshipShare

Sharing is available for the object.

QuoteItemTaxItem

The tax that is applied to a quote line item. This object is available in API version 55.0 and later.

Supported Calls

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

Special Access Rules

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

Fields

Field	Details
Amount	<p>Type currency</p> <p>Properties Filter, Sort</p> <p>Description The tax amount for the quote line item.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for any currency allowed by the org.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• BHD—Bahraini Dinar• EUR—Euro• JPY—Japanese Yen• USD—U.S. Dollar <p>The default value is 'USD'.</p>
Description	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description User-defined description of the tax. For example, state sales tax or value-added tax (VAT).</p>
Name	<p>Type string</p>

Field	Details
	Properties Filter, Group, idLookup, Sort Description Name of the tax.
QuoteLineItemId	Type reference Properties Filter, Group, Sort Description ID of the related quote line item. This is a relationship field. Relationship Name QuoteLineItem Relationship Type Lookup Refers To QuoteLineItem
Rate	Type percent Properties Filter, Nillable, Sort Description If the tax is a percentage tax, then this field contains the percent value. If the tax is a fixed amount, then this field is null.
TaxEffectiveDate	Type date Properties Filter, Group, Sort Description The date used to calculate the tax rate.
Type	Type picklist Properties Filter, Group, Restricted picklist, Sort Description Whether the tax is estimated or calculated by the tax provider. Possible values are:

Field	Details
	<ul style="list-style-type: none"> Actual Estimated

RecentFieldChange

Use this virtual object to see how an opportunity has changed in the past seven days. Learn the previous value of a field, who made the change, and when the change was made. This object is available in API version 52.0 and later.

Supported Calls

`describeSObjects()`, `query()`

Special Access Rules

To use `RecentFieldChange`, set up historical trend reporting for opportunities in your org. You must also have the Pipeline Inspection user permission and the Pipeline Inspection setting enabled.

Fields


Field	Details
<code>ChangeDate</code>	<p>Type dateTime</p> <p>Properties</p> <p>Description The date and time that the specified field was changed.</p>
<code>CurrencyIsoCode</code>	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description The ISO code for the currency value. Must be one of the valid alphabetic, three-letter currency ISO codes defined by the ISO 4217 standard, such as USD, GBP, or JPY. The default value is 'USD'.</p>
<code>FieldName</code>	<p>Type string</p> <p>Properties Filter, Group</p>

Field	Details
	Description The name of the opportunity field that you want the previous value of. Possible values are: <ul style="list-style-type: none"> Amount CloseDate StageName ForecastCategory NextStep
ParentId	Type reference Properties Filter, Group Description The ID of the opportunity that you want the change history for. This is a relationship field. Relationship Name Parent Relationship Type Lookup Refers To Opportunity
PreviousCurrencyValue	Type currency Properties Nillable Description The previous value of a currency field on an opportunity.
PreviousDateOnlyValue	Type date Properties Group, Nillable Description The previous value of a date field on an opportunity.
PreviousTextValue	Type string Properties Group, Nillable

Field	Details
	Description The previous value of a text field on an opportunity.
ValueChangedById	Type reference
	Properties Group
	Description The ID of the user who changed the specified field's value during the specified time period. This is a relationship field.
	Relationship Name ValueChangedBy
	Relationship Type Lookup
	Refers To User


Usage

One recentFieldChange record is returned for each field that was changed in the past seven days. The supported fields are Amount, Close Date, Forecast Category, Next Step, and Stage Name. Only the most recent previous value is returned.

 **Example:** To see the most recent previous amount for an opportunity, use the following query. Replace 006R0000XXXXXXXXXX with the ID of the opportunity.

```
select PreviousTextValue from RecentFieldChange where ParentId = '006R0000003JkHBIA0'
and FieldName = 'StageName'
```

If the sales rep didn't change the opportunity stage name in the past seven days, no values are returned. If the sales rep changed the opportunity amount several times in the past seven days, only the most recent previous value is returned.

 **Example:** To see the most recent previous amount, close date, forecast category, next step, and stage name for an opportunity, use the following query. Replace 006R0000XXXXXXXXXX with the ID of the opportunity.

```
select PreviousTextValue, PreviousCurrencyValue, PreviousDateOnlyValue from
RecentFieldChange where ParentId = '006R0000XXXXXXXXXX' and FieldName IN ('StageName',
'Amount', 'CloseDate')
```

If the opportunity amount, close date, forecast category, next step, and stage name didn't change in the past seven days, no values are returned.

RecentlyViewed

Represents records or list views that the current user has recently viewed or referenced (by viewing a related record). List views are available in API version 29.0 and later.

Supported Calls

`describeSObjects()`, `query()`, `update()`

Special Usage Rules

The RecentlyViewed object doesn't support the Event, Task, Report, KnowledgeArticle, and Article objects.

The RecentlyViewed object supports only certain objects, and supports list views only for those supported objects. Supported objects have the fields `LastReferencedDate` and `LastViewedDate`.



Note: RecentlyViewed records for users who are members of several communities can't be retrieved automatically into a map via Apex. This is because records of a user with different networks can result in duplicate IDs that maps don't support.

Fields

Field	Details
Alias	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The alias on the record.</p>
Email	<p>Type email</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The email address on the record.</p>
FirstName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The first name on the record. If the recently viewed record is a user, the value is the user's first name.</p>
Id	<p>Type ID</p> <p>Properties Defaulted on create, Filter, Group, Sort</p>

Field	Details
	Description The ID of the recently viewed record or list view.
IsActive	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the recently viewed record is an active user (<code>true</code>) or not (<code>false</code>). This field contains a value only if the recently viewed record is a user.
LastName	Type string Properties Filter, Group, Nillable, Sort Description The last name on the record.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort, Update 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, Update 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 Filter, Group, Nillable, Sort

Field	Details
	<p>Description</p> <p>The name on the recently viewed record or list view. If the recently viewed record is a user, contact, or lead, the value is a concatenation of the <code>firstname</code> and <code>lastname</code> field values.</p>
NetworkId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>ID of the Experience Cloud site that this group is part of. This field is available only if digital experiences is enabled in your org.</p> <p>You can add a <code>NetworkId</code> only when creating a group. You can't change or add a <code>NetworkId</code> for an existing group. This field is available in API version 27.0 and later.</p>
Phone	<p>Type</p> <p>phone</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The phone number on the record.</p>
ProfileId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>If the recently viewed record is a user, this value is the user's profile ID.</p> <p>This field is a relationship field.</p> <p>Relationship Name</p> <p>Profile</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Profile</p>
Title	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p>

Field	Details
	Description If the recently viewed record is a user, this value is the title of the user; for example CFO or CEO.
Type	Type picklist Properties Filter, Group, Nillable, Restricted picklist, Sort Description The object type for this recently viewed record or list view. Valid values include any standard or custom objects that RecentlyViewed supports.
UserRoleId	Type reference Properties Filter, Group, Nillable, Sort Description The ID of the user role associated with this object. This field is a relationship field. Relationship Name UserRole Relationship Type Lookup Refers To UserRole

Usage

This object provides a heterogeneous list of different object types. The list consists of recently viewed records, records that were recently referenced (a related record was viewed), or recently viewed list views. A record is considered viewed when the user sees the record details, but not when the user sees the record in a list with other records. Use this object to programmatically construct a list of recently viewed items specific to the current user. For example, use this object on a custom user interface or for search auto-complete options. You can also retrieve a filtered list of records by object type (`Type`). The RecentlyViewed data is periodically truncated down to 200 records and 200 list views. RecentlyViewed data is retained for 90 days, after which it's removed on a periodic basis.

Use this query in your code to retrieve a list of all the records and list views that were recently viewed. The results are ordered from most to least recent.

```
SELECT Id, Name
FROM RecentlyViewed
WHERE LastViewedDate !=null
ORDER BY LastViewedDate DESC
```

Use this query to retrieve data that was either viewed or referenced, but only for a limited set of objects.

```
SELECT Id, Name
FROM RecentlyViewed
WHERE Type IN ('Account', 'Contact', 'Plan__c')
ORDER BY LastViewedDate DESC
```

This query retrieves a list of all recently viewed contacts with contact-specific fields, such as the contact’s account name, and the custom website field. Records are ordered from most to least recent.

```
SELECT Account.Name, Title, Email, Phone, Website__c
FROM Contact
WHERE LastViewedDate != NULL
ORDER BY LastViewedDate DESC
```

Recommendation

Represents the recommendations surfaced as offers and actions for Einstein Next Best Action. This object is available in API version 45.0 and later.

Supported Calls

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

Special Access Rules

You must have the Modify All Data or Manage Next Best Action Recommendations user permission to create and edit recommendations.

Fields

Field	Details
AcceptanceLabel	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Label that appears as the accept option on the surfaced recommendation. Maximum size is 80 characters.</p>
ActionReference	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Flow referenced for this recommendation. Label is Action.</p>

Field	Details
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Text description of the recommendation. Maximum size is 255 characters.</p>
ExternalId	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Stores an identifier for the recommendation source, such as product, so Einstein can group all responses for a given recommendation.</p>
ImageId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Image referenced by this recommendation. Label is Image. This is a relationship field.</p> <p>Relationship Name Image</p> <p>Relationship Type Lookup</p> <p>Refers To ContentAsset</p>
IsActionActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the flow referenced in the Action field is active (true) or not (false). Read only.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The date and time when the recommendation was last referenced.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date and time when the recommendation was last viewed.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the recommendation. Maximum size is 80 characters.
NetworkId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the Experience Cloud site associated with the recommendation (if applicable).
RecommendationKey	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Track responses to a recommendation when it doesn't have an ID. Maximum size is 255 characters.
RejectionLabel	Type string Properties Create, Filter, Group, Sort, Update Description Label that appears as the reject option on the surfaced recommendation. Maximum size is 80 characters.

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.

RecommendationChangeEvent (API version 48.0)

Change events are available for the object.

RecommendationResponse

Represents the user responses to a presented offer or recommendation for Einstein Next Best Action. This object is available in API version 51.0 and later.

Supported Calls

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

Special Access Rules

You must have one of these user permissions to read, delete, or update recommendation responses:

- Modify All Data
- Manage Next Best Action Recommendations
- Manage Next Best Action Strategies

Fields

Field	Details
ActionReference	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The full name of an action flow at the time of the response. The full name includes the action’s namespace.</p>
ContextRecord	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The ID of context record that contains the Einstein Next Best Action component. For example, if the Einstein Next Best Action component is on a case record the ContextRecord is the ID of the case record.</p>

Field	Details
ContextRecordName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the context record.</p>
ContextRecordType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the object that's associated with the value stored in the ContextRecord field. For example, Account, Case, or Contact.</p>
NetworkId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the Experience Cloud site associated with the recommendation (if applicable). This is a relationship field.</p> <p>Relationship Name Network</p> <p>Relationship Type Lookup</p> <p>Refers To Network</p>
OnBehalfOf	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort</p> <p>Description The user ID or record that is indirectly reacting to the recommendation.</p>
OnBehalfOfName	<p>Type string</p> <p>Properties Filter, Group, Sort</p>

Field	Details
	Description Name of the value stored for OnBehalfOf at time of response.
OnBehalfOfType	Type string Properties Filter, Group, Nillable, Sort Description The name of the object that's associated with the value stored in the OnBehalfOf field. For example, Account, Case, or Contact.
RecommendationKey	Type string Properties Create, Filter, Group, Sort Description RecommendationId if available, otherwise a generated string that represents the recommendation name.
RecommendationName	Type string Properties Create, Filter, Group, Nillable, Sort Description Name of the recommendation returned from the recommendation strategy.
RecommendationType	Type string Properties Create, Filter, Group, Sort Description Object type of the recommendation. It can be Recommendation or any object type mapped to the Recommendation object. For example, if you map Product to Recommendation, the RecommendationType is Product.
Response	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The user's response to the recommendation. Possible values are:

Field	Details
	<ul style="list-style-type: none"> Accepted Rejected
StrategyReference	<p>Type string</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The full name of a recommendation strategy flow at the time of the response. The response is formatted as <code>namespace underscore prefix double underscore flowname</code>, such as <code>namespace_prefix__flowname</code>.</p>
StrategyVersion	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The recommendation strategy version that's active at the time of the response.</p>

Usage

The RecommendationResponse object can't be customized with additional fields.

RecordAction

Represents a relationship between a record and an action, such as a flow. Create a RecordAction for every action that you want to associate with a particular record. Available in API version 42.0 and later.

 **Note:** Access to the RecordAction object is determined by a user's access to the associated parent record.

Supported Calls


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

Special Access Rules

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

Fields

Field	Details
ActionDefinition	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Required in Lightning Flow for Service implementations that use version 44.0 or later of the API. The API name of the action to associate with the record; for example, the API name of a flow. Use this field rather than FlowDefinition. To distinguish a quick action from a flow with the same API name, we prepend "QuickAction" to the API name of every quick action.</p>
ActionType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Required in Lightning Flow for Service implementations that use version 46.0 or later of the API. The type of action. Possible values are:</p> <ul style="list-style-type: none"> • Flow (default) • QuickAction <p>For versions of the API prior to version 46.0, this field is set to Flow.</p>
FlowDefinition	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Optional in Lightning Flow for Service implementations using version 42.0 or 43.0 of the API. An upgrade to Winter '19 or later, which uses API version 44.0 or later, copies FlowDefinition to ActionDefinition. For versions 42.0 and 43.0, this field is the API name of the flow that's associated with the record.</p>
FlowInterviewId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Optional. The flow interview ID of the paused or completed flow. This field can't be set in Process Builder. This is a relationship field.</p>

Field	Details
	<p>Relationship Name FlowInterview</p> <p>Relationship Type Lookup</p> <p>Refers To FlowInterview</p>
IsMandatory	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Optional. Specifies whether the action is mandatory. The default value is false.</p> <p> Note: At runtime, we show a reminder when the user closes a mandatory flow without completing it. We don't show the reminder for quick actions.</p>
IsUiRemoveHidden	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Optional. Specifies whether the ability to remove the action is hidden in the UI. The default value is false. If true, the UI hides the ability to remove the action. However, actions can still be deleted using the API.</p>
Order	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. The order of the action among all actions associated with this record.</p>
ParticipantRoleId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The participant role that's associated with the record action. This field is a polymorphic relationship field and is available in API version 58.0 and later.</p> <p>Relationship Name ParticipantRole</p>

Field	Details
	Relationship Type Lookup Refers To ParticipantRole
Pinned	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Required. Specifies whether the action is pinned to the top or bottom of the component. If an action is pinned, users see the Remove option in the UI unless <code>IsUiRemoveHidden</code> is set to true. Possible values are: <ul style="list-style-type: none"> • None (default) • Top • Bottom
RecordId	Type reference Properties Create, Filter, Group, Sort, Update Description Required. Record associated with the action. In version 46.0 and above, we support most object types. To learn about supported objects, see the Lightning Flow for Service Developer's Guide . This is a relationship field. Relationship Name Record Relationship Type Lookup Refers To Account, Address, Asset, AssetRelationship, AssignedResource, AssociatedLocation, Campaign, CampaignMember, CarePreauth, CarePreauthItem, Case, ChangeRequest, CollaborationGroup, Contact, ContactRequest, Contract, CoverageBenefit, CoverageBenefitItem, EnhancedLetterhead, Incident, Lead, Location, MemberPlan, OperatingHours, Opportunity, Order, PlanBenefit, PlanBenefitItem, Problem, Pricebook2, PricebookEntry, Product2, ProductItem, ProductItemTransaction, ProductRequest, ProductRequestLineItem, ProductRequired, ProductTransfer, PurchaserPlan, PurchaserPlanAssn, RebateMemberAggregateItem, ResourceAbsence, ResourcePreference, ReturnOrder, ReturnOrderLineItem, ServiceAppointment, ServiceResource, ServiceResourceSkill, ServiceTerritory, ServiceTerritoryMember, Shipment, SkillRequirement, SocialPersona,

Field	Details
	<p>SocialPost, TimeSlot, User, Visit, VoiceCall, WorkOrder, WorkOrderLineItem, WorkType, WorkTypeGroup</p> <p>ChangeRequest, Incident, Problem are available in API version 53.0 and later.</p> <p>RebateMemberAggregateItem is available in API version 54.0 and later.</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>Required. The current state of the action. Possible values are:</p> <ul style="list-style-type: none"> • New (default) • Paused • Complete • Started • Unlinked—The action was unlinked because the flow was paused and the current record for the flow interview changed. <p>Paused and unlinked statuses do not apply to quick actions. This field can't be set in Process Builder.</p>

Usage

The RecordAction object works with the Actions & Recommendations component in Lightning Experience. Although this junction object can be used to create relationships between records and actions in Salesforce Classic, those relationships can't be displayed in Salesforce Classic.



Note: API version 44.0 added a field, ActionDefinition, so that a RecordAction in future releases can support other types of actions in addition to flows. API version 44.0 and later maintain the FlowDefinition field to support processes that reference this field in earlier API versions. Upgrading an org to Winter '19 or later, which uses API version 44.0 or later, copies the FlowDefinition field to the ActionDefinition field. FlowDefinition will be deprecated in a future release, so use ActionDefinition instead.

When an action is deleted that's referenced in an ActionDefinition or FlowDefinition, the RecordAction object is deleted. RecordAction objects are also deleted when the associated parent record is deleted, or when a flow is paused and the current record context has changed. When an action is completed, the associated RecordAction object is also deleted.

Deleted RecordActions are removed from the list when the page is refreshed.

For more information about the Actions & Recommendations component and how it works with RecordActions, see the [Lightning Flow for Service Developer Guide](#).

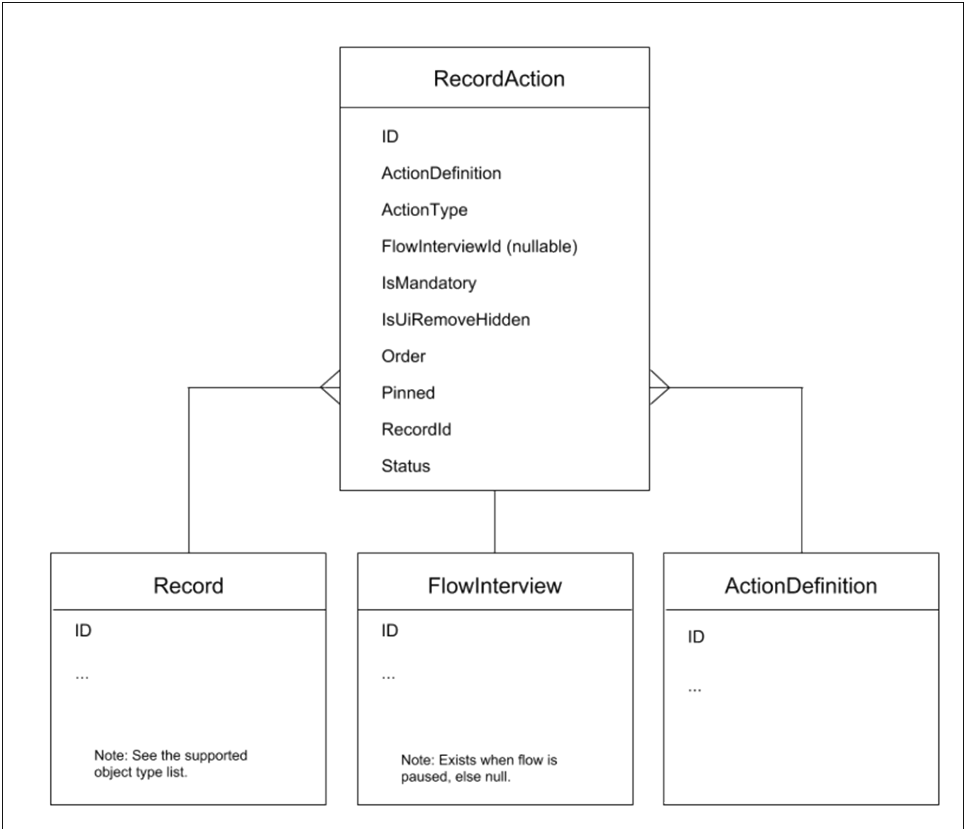
Java Example

Here’s an example of how to associate flows to a record using the RecordAction object.

```
public void associateNewCustomerFlowWithAccount(Account a) {
    try {
        RecordAction newRecordAction = new RecordAction();
        newRecordAction.setRecordId(a.getId());
        newRecordAction.setActionDefinition("New_Customer_Flow");
        newRecordAction.setOrder(1);

        SaveResult[] results = connection
            .create(new SObject[] { newRecordAction });
    } catch (ConnectionException ce) {
        ce.printStackTrace();
    }
}
```

Data Model



Associated Objects

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

RecordActionHistory

History is available for tracked fields of the object.

RecordActionHistory

Represents the lifecycle of a RecordAction as it goes through different states. Available in API version 44.0 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

This object is always read-only.

Fields

Field	Details
ActionDefinitionApiName	<div>Type</div> <div>string</div> <div>Description</div> <div>Required. The API name of the action associated with the record. To distinguish a quick action from a flow with the same API name, we prepend "QuickAction" to the API name of every quick action.</div>
ActionDefinitionLabel	<div>Type</div> <div>string</div> <div>Description</div> <div>Required. The label of the action that took place.</div>
ActionType	<div>Type</div> <div>picklist</div> <div>Properties</div> <div>Defaulted on create, Restricted picklist</div> <div>Description</div> <div>Required. The type of action associated with the record. Possible values are:</div> <div><ul style="list-style-type: none">Flow (default)QuickAction</div>
IsMandatory	<div>Type</div> <div>boolean</div>

Field	Details
	<p>Properties Defaulted on create</p> <p>Description Optional. Specifies whether the action is mandatory. The default value is false.</p>
LoggedTime	<p>Type dateTime</p> <p>Properties Filter, Sort</p> <p>Description Required. The timestamp when the state change occurred.</p>
ParentRecordId	<p>Type reference</p> <p>Properties Filter, Sort</p> <p>Description Required. The parent record for the associated action. This is a relationship field.</p> <p>Relationship Name ParentRecord</p> <p>Relationship Type Lookup</p> <p>Refers To Account, Address, Asset, AssetRelationship, AssociatedLocation, Case, ChangeRequest, CollaborationGroup, Contact, ContactRequest, Contract, EnhancedLetterhead, Incident, Lead, Location, OperatingHours, Opportunity, Order, Pricebook2, PricebookEntry, Problem, Product2, ProductItem, ProductItemTransaction, ProductRequest, ProductRequestLineItem, ProductRequired, ProductTransfer, RebateMemberAggregateItem, ResourceAbsence, Scorecard, ServiceAppointment, ServiceResource, ServiceResourceSkill, ServiceTerritory, ServiceTerritoryMember, Shipment, SkillRequirement, SocialPersona, SocialPost, TimeSlot, User, Visit, VoiceCall, WorkType ChangeRequest, Incident, Problem are available in API version 53.0 and later. RebateMemberAggregateItem is available in API version 54.0 and later.</p>
Pinned	<p>Type picklist</p> <p>Properties Defaulted on create, Nillable, Restricted picklist</p> <p>Description Optional. Specifies whether the action is pinned to the top or bottom, or unpinned. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none">• None• Top• Bottom
RecordActionId	<p>Type string</p> <p>Properties Filter, Sort</p> <p>Description Required. The ID of the RecordAction.</p>
State	<p>Type picklist</p> <p>Properties Defaulted on create, Restricted picklist</p> <p>Description Required. The state of the action. A state change triggers the logging of a history event. Possible values are:</p> <ul style="list-style-type: none">• Started (default)• Paused• Resumed• Completed• Unlinked—The action was unlinked because the flow was paused and the current record for the flow interview changed.
UserId	<p>Type reference</p> <p>Description Required. The user that conducted the action. This is a polymorphic relationship field.</p> <p>Relationship Name User</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>

Usage

The RecordActionHistory object represents the lifecycle of an action on a record as it goes through different states.

The RecordActionHistory object is a big object. For this reason, when you use synchronous SOQL, SOAP, REST, Bulk, or Apex APIs to read this object, queries must follow a specific pattern or they fail. Queries must match one of these patterns and use fields in this precise order when more than one field is used.

- ParentRecordId
- ParentRecordId, LoggedTime (DESC)
- ParentRecordId, LoggedTime (DESC), RecordActionId

For example, this SOQL query follows the ParentRecordId, LoggedTime (DESC) pattern.

```
SELECT ActionDefinitionApiName, User, State FROM RecordActionHistory WHERE
    ParentRecordId = {CaseId} ORDER BY ParentRecordId, LoggedTime DESC
```

Asynchronous SOQL queries do not need to follow a pattern, and can query any field.

Apex triggers cannot reference big object records. Use SOQL queries if you want to query RecordActionHistory records in Apex.

For more information about the Actions & Recommendations component and how it works with RecordActions, see the [Lightning Flow for Service Developer Guide](#). Learn more about big objects and how to query them in the [Query Big Objects](#) module on Trailhead.

Java Example

Here's a Java example of how to query a RecordActionHistory object.

```
public void queryHBPOs(String parentRecordId) {
    try {
        SimpleDateFormat format = new SimpleDateFormat("yyyy-MM-dd");

        // query for the RecordActionHistory associated with ParentRecord
        QueryResult queryResults = connection.query("SELECT ActionDefinitionApiName,
LoggedTime, State " +
            "FROM RecordActionHistory WHERE ParentRecordId = '" + parentRecordId + "' LIMIT
50");
        if (queryResults.getSize() > 0) {
            for (int i=0;i<queryResults.getRecords().length;i++) {
                // cast the SObject to a strongly-typed RecordActionHistory
                RecordActionHistory raa = (RecordActionHistory)queryResults.getRecords()[i];
                System.out.println("ActionDefinitionApiName: " + raa.getActionDefinitionApiName()
+ " - LoggedTime: " + format.format(raa.getLoggedTime().getTime()) + " - State: " +
                    raa.getState());
            }
        }
    } catch (Exception e) {
        e.printStackTrace();
    }
}
```

RecordsetFilterCriteria

Represents a set of filters that can be used to match service appointments or assets based on your criteria fields. For example, you can create recordset filter criteria so that only service appointments that satisfy the filter criteria are matched to the filtered shifts, and likewise only maintenance work rules that satisfy your criteria are matched to assets. This object is available in API version 50.0 and later. Assets and maintenance work rules are 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 recordset filter criteria.</p>
FilteredObject	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The object used to define the filter criteria. Available in API version 52.0 or later. Possible values are:</p> <ul style="list-style-type: none"> • Asset • ServiceAppointment
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the recordset filter criteria is associated with shifts or maintenance work rules (<code>true</code>) or not (<code>false</code>).</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The date when the recordset filter criteria was last referenced.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the recordset filter criteria was last viewed.
LogicalOperator	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description Defines the logic to evaluate multiple recordset filter criteria rules. Available in API version 53.0 and later. Possible values are: <ul style="list-style-type: none">• AND• OR
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the recordset filter criteria.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The owner of the recordset filter criteria.
SourceObject	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort

Field	Details
	<p>Description</p> <p>The source object that the filtered criteria are applied to. Shifts and maintenance work rules are available in API version 52.0 and later. Appointment bundle objects are available in API version 53.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>ApptBundleAggrPolicy</code>—Appointment Bundle Aggregation Policy • <code>ApptBundleConfig</code>—Appointment Bundle Config • <code>Shift</code> • <code>ContractLineOutcome</code> • <code>MaintenanceWorkRule</code>
Usage Rate Field	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>Stores the daily usage rate of the asset. The unit for the usage rate must be per day.</p>
Usage Rate Unit	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>Defines the rate for Usage Rate Field.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>DAYS</code>

Usage

Let's say an employee is open to working a 9 am to 5 pm shift on a Sunday but only for emergency appointments. In this case, the `SourceObject` is `Shift` and the `FilteredObject` is `ServiceAppointment`. The service appointments available for that shift are filtered for emergency appointments using the `RecordsetFilterCriteriaRule` object.

Associated Objects

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

[RecordsetFilterCriteriaFeed](#)

Feed tracking is available for the object.

[RecordsetFilterCriteriaHistory](#)

History is available for tracked fields of the object.

RecordsetFilterCriteriaOwnerSharingRule

Sharing rules are available for the object.

RecordsetFilterCriteriaShare

Sharing is available for the object.

RecordsetFilterCriteriaRule

Represents a rule using fields from the designated source object to create filters on the filtered, or target, object. RecordsetFilterCriteriaRule is associated with the RecordsetFilterCriteria object. 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()`

Special Access Rules

Field Service must be enabled.

Fields

Field	Details
CriteriaField	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The field the filter rule is applied to. Asset fields are available in API version 52.0 and later. Possible values are derived from the source object's standard and custom fields. Possible standard source objects are <code>Asset</code> and <code>ServiceAppointment</code>. The format is, for example, <code>Asset.AccountId</code> or <code>ServiceAppointment.AccountId</code>. All standard and custom fields are allowed except those with these field types:</p> <ul style="list-style-type: none"> • <code>encryptedstring</code> • <code>multipicklist</code> • <code>textarea</code> • <code>url</code>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p>

Field	Details
	Description The date when the recordset filter criteria rule was last referenced.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date when the recordset filter criteria rule was last viewed.
NextOccurence	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description This field's value is compared to the Usage Field to determine if the rule is true. Possible values are derived from the source object's standard and custom fields. Possible standard source objects are <code>Asset</code> and <code>ServiceAppointment</code> . The format is, for example, <code>Asset.AccountId</code> or <code>ServiceAppointment.AccountId</code> . All standard and custom fields are allowed except those with these field types: <ul style="list-style-type: none"> • encryptedstring • multipicklist • textarea • url
Operator	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description The relational operator between <code>CriteriaField</code> and <code>Value</code> . Available in API version 52.0 or later. Possible values are: <ul style="list-style-type: none"> • Equals—Default • GreaterOrEqual • GreaterThan • LessOrEqual • LessThan
RecordsetFilterCriteriaId	Type reference

Field	Details
	Properties Create, Filter, Group, Sort Description The ID of the RecordsetFilterCriteria record to associate this rule with.
RecordsetFilterCriteriaRuleNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description The automatically assigned number of the recordset filter criteria rule.
Type	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update Description The type of criteria rule. Possible values are: <ul style="list-style-type: none"> Criteria—Default Usage UsageCounter— Usage (Counter) UsageDuration— Usage (Duration)
Value	Type textarea Properties Create, Nillable, Update Description The expected value of CriteriaField applied to the filter rule.
Usage Rate Field	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description Stores the daily usage rate of the asset. The unit for the usage rate must be per day.
Usage Rate Unit	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort

Field	Details
	Description Defines the rate for Usage Rate Field. Possible values are: <ul style="list-style-type: none">• DAYS

Usage

If you want to create a filter rule for service appointments with a dispatched status, set `CriteriaField` to `ServiceAppointment.Status` and `Value` to `Dispatched`. Then add the ID from a `RecordsetFilterCriteria` record to `RecordsetFilterCriteriaId` to associate this rule with a filter criteria for shifts.

RecordsetFtrCritMonitor

Monitors whether the value of an asset attribute is within the threshold of a recordset filter criteria (RFC). You can monitor one or more RFCs for an Asset. 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

Field Service must be enabled.

Fields

Field	Details
<code>AssetId</code>	Type reference Properties Create, Filter, Group, Sort, Update Description The ID of the asset to link the RFC to. This field is a relationship field. Relationship Name Asset Relationship Type Lookup

Field	Details
	Refers To Asset
Description	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description The description of the RFC associated with the recordset filter criteria monitor.
IsWithinThreshold	Type boolean Properties Defaulted on create, Filter, Group, Sort Description Indicates whether the value of the asset attribute is within the threshold of the RFC. The default value is <code>false</code> .
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the recordset filter criteria monitor.
LastReferencedDate	Type dateTime Properties Filter, Nillable, Sort Description The date the value was last referenced.
LastViewedDate	Type dateTime Properties Filter, Nillable, Sort Description The date the value was last viewed.
RecordsetFilterCriteriaId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the recordset filter criteria. This field is a relationship field.</p> <p>Relationship Name RecordsetFilterCriteria</p> <p>Relationship Type Lookup</p> <p>Refers To RecordsetFilterCriteria</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.

RecordsetFltrCritMonitorChangeEvent on page 52
Change events are available for the object.

RecordsetFltrCritMonitorHistory on page 47
History is available for tracked fields of the object.

SEE ALSO:

- [AssetAttribute](#)
- [AttributeDefinition](#)
- [AttributePicklist](#)
- [AttributePicklistValue](#)


RecordType

Represents a record type.


Supported Calls

`create()`, `describeObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `update()`, `upsert()`

Fields

 **Important:** Don’t use record types as an access control mechanism. Profile assignment governs create and edit access for an object but doesn’t govern read access. For example, a user assigned to a profile that isn't enabled for a particular record type can't create records with that record type, but can access records associated with that record type. Users with access to an object can

read all record type information for that object. We strongly recommend against storing sensitive information in the record type description, name, or label. Instead, store sensitive information in a separate object or fields to which you've applied appropriate access controls.


Field	Details
BusinessProcessId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required for Opportunity and Lead record types in API version 17.0 and later. ID of an associated BusinessProcess.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description A description of this record. Limit: 255 characters.</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 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. Label is Record Type Name.</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>
IsActive	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether this record is active (<code>true</code>) or not (<code>false</code>). Only active record types can be applied to records. Label is Active.</p>

Field	Details
IsPersonType	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this record has been designated as a person account (<code>true</code>) or not (<code>false</code>). Visible only if the organization has the person account feature enabled.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Label of the record type in the user interface. Limit: 80 characters. Label is Record Type Label.</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.
ObjectType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Object to which this record type applies, including custom objects.</p>

Usage

Use this object to offer different BusinessProcess records and subsets of picklist values to different users based on their Profile. Your client application can describe or query RecordType records.

Client applications can create or update values in RecordTypeId on these objects, specifying a valid record type ID associated with these objects.

 **Note:** You can't create or update the RecordTypeId field on the CampaignMember records. Set the CampaignMember record type using the CampaignMemberRecordTypeId field on Campaign.

A client application can retrieve the list of valid record type IDs for a given object by querying the RecordType.

SEE ALSO:

[Record Type Objects](#)

RecordTypeLocalization

Represents the translated value of a label for a record type 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
Language	<div>Typestring</div> <div>PropertiesCreate, Filter, Nillable, Restricted picklist</div> <div>DescriptionThe language for this translated label.</div>
NamespacePrefix	<div>Typestring</div> <div>PropertiesFilter, Nillable</div>

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 <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</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Nillable</p> <p>Description</p> <p>The ID of the RecordType associated with the label that is being translated.</p>
Value	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Nillable, Update</p> <p>Description</p> <p>The actual translated label for the record type. Label is Translation.</p>

Usage

Use this object to translate the labels of your record types into other supported languages.

RecordVisibility (Pilot)

Represents the visibility attributes that determine a record's read access. This object is read only and is available in API version 46.0 and later.

Supported Calls

`describeSObjects()`, `query()`

Special Access Rules

To access this object, you need a CRM Analytics license or to contact Salesforce to participate in the pilot program. You must also have the “View All Data” or “Enable RecordVisibility API” user permission.



Note: We provide the RecordVisibility object to selected customers through a pilot program that requires agreement to specific terms and conditions. To be nominated to participate in the program, contact Salesforce. Pilot programs are subject to change, and we can't guarantee acceptance. The RecordVisibility object isn't generally available unless or until Salesforce announces its general availability in documentation or in press releases or public statements. We can't guarantee general availability within any particular time frame or at all. Make your purchase decisions only on the basis of generally available products and features. You can provide feedback and suggestions for the RecordVisibility object in the group in the [Trailblazer Community](#).

Fields

Field Name	Details
RecordId	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The ID of the record.</p>
VisibilityAttribute	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The visibility attributes that determine the read access of a given record. For example, a user ID, parent record ID, or group ID. The output of visibility attributes is in JSON format and must be deserialized.</p>

Usage

Use this object to query the attributes that determine the visibility of one or more records. You can't create, delete, or update any records using this object.

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.

This sample query returns the visibility attributes for the indicated record.

```
SELECT RecordId, VisibilityAttribute
FROM RecordVisibility
WHERE RecordId=[single ID]           // or Record IN [list of IDs]
```

The `RecordId` and `VisibilityAttribute` fields must be a part of the fields that are being selected despite `RecordId` being used in the filter criteria as well.

RecordVisibility is a foreign key on the records. This query returns the visibility attributes for Account records:


```
SELECT Id, Name, RecordVisibility.VisibilityAttribute
FROM Account
```

You can't filter RecordId fields when using RecordVisibility as a lookup or foreign key.

You can use RecordVisibilityContext to filter WITH clauses in queries. For more information, see [WITH filteringExpression](#) in the *SOQL and SOSL Reference*.

RedirectWhitelistUrl

Represents a trusted URL for external user redirections. Users can't access a different Salesforce org, including its publicly served pages and content, from your Salesforce org unless the URL is a RedirectWhitelistUrl. For non-Salesforce URLs, a session setting controls whether redirections from pages and components built in Salesforce Classic are restricted to RedirectWhitelistUrl objects. Except for cross-org redirections, you can't restrict redirections that originate from pages and components built with Lightning Experience. This object is available in API version 48.0 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()`, `describeSObjects()`, `query()`, `retrieve()`, `update()`, `upsert()`

Special Access Rules

Only authenticated internal and external users with the View Setup and Configuration permission can access this object, and only users with the Customize Application permission can edit it.

Fields

Field	Details
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The unique name of the custom help section 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 label corresponds to the section title in the user interface. Limit: 80 characters.</p> <p>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
	<p>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 Language of the label. Possible values are:</p> <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	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The label of the trusted URL.</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 <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.
Url	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>The trusted URL.</p>

Usage

For non-Salesforce URLs, you can choose whether to alert users about untrusted external redirections or to block those redirections entirely via the `redirectBlockModeEnabled` and `redirectionWarning` fields on the `SecuritySettings` metadata API type. These restrictions apply only to redirections from pages and components built in Salesforce Classic.

For Salesforce org URLs, Salesforce always allows redirections to URLs within the same org, including redirections from previous My Domain URLs. When the `enableCrossOrgRedirect` field on the `SecuritySettings` metadata API type is `false`, Salesforce checks user redirections to other Salesforce orgs via a direct link, a post-action URL, or a post-login URL. If the URL isn't a `RedirectWhitelistURL`, the user isn't redirected. An example of a direct link is `example.com`. Post-action URLs and post-login URLs use a protected URL redirect parameter, such as `retURL`, `startURL`, `saveURL`, `cancelURL`, and `targetURL`.

Refund

Represents a refund made against a payment. This object is available in API version 48.0 and later.

Supported Calls

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

 **Note:** You can only delete a payment in draft state, which you specify in the **Status** field.

Special Access Rules

To access Salesforce Payments objects with the API, your org must have one or more of these licenses: Salesforce Payments, Salesforce Order Management, B2B Commerce, or D2C Commerce. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The customer account containing the payment that this refund targets. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description Total amount of this refund.</p>
Balance	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Remaining balance following refund line applications. Equal to the Amount field – the Net Applied field.</p>
CancellationDate	<p>Type dateTime</p>

Field	Details
	Properties Create, Filter, Nillable, Sort, Update Description The date that the refund was canceled. This is a required parameter for void services.
CancellationEffectiveDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date that the cancellation of this refund takes effect.
CancellationGatewayDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date when the cancellation transaction was processed in the payment gateway.
CancellationGatewayRefNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Unique ID for the cancellation transaction. Generated by the payment gateway.
CancellationGatewayResultCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Gateway-specific result code for the cancellation transaction. Generated by the payment gateway. Must be mapped to a Salesforce-specific result code.
CancellationSfResultCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Salesforce-specific result code that can map to one or more gateway result codes. We recommend configuring the payment gateway adapter layer to map gateway result codes to the appropriate Salesforce result code.

Field	Details
ClientContext	<p>Type textarea</p> <p>Properties Nillable</p> <p>Description Contains caller context for payment APIs. Useful for re-establishing context during an asynchronous payment transaction.</p>
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Users can add comments to provide additional details about a record. Maximum of 1000 characters.</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Three-letter ISO 4217 currency code associated with the payment group record.</p>
Date	<p>Type dateTime</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description The date and time that this refund was created.</p>
EffectiveDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Defines the date and time when the refund application becomes effective.</p>
Email	<p>Type email</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description Email address of the person who initiated the refund.
GatewayDate	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The date that a successful gateway communication caused the creation of this refund.
GatewayRefNumber	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Unique transaction ID created by the payment gateway.
GatewayResultCode	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Gateway-specific result code. Must be mapped to a Salesforce-specific result code.
GatewayResultCodeDescription	Type string Properties Create, Filter, Group, Nillable, Sort, Update Description Description of the GatewayResultCode. Useful for providing additional context as to why the gateway returned a specific result code.
ImpactAmount	Type currency Properties Filter, Nillable, Sort Description Shows the refund's financial impact against the customer's accounts receivable. If the refund amount is valid, it equals the Amount field. Equals 0 when the refund amount is void. Has a null value when the refund is canceled.

Field	Details
IpAddress	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The IP address of the person who initiated the payment.</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 can have been referenced (LastReferencedDate) but not viewed.</p>
MacAddress	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The MAC address of the person who initiated the refund.</p>
NetApplied	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Equals the Total Applied field minus the Total Unapplied field.</p>
OrderPaymentSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description Order payment summary record that shows the balances of each authorization, capture, and refund made against an order.
PaymentGatewayId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The payment gateway used to process this refund. This is a relationship field. Relationship Name PaymentGateway Relationship Type Lookup Refers To PaymentGateway
PaymentGroupId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The payment group for the payment being refunded. This is a relationship field. Relationship Name PaymentGroup Relationship Type Lookup Refers To PaymentGroup
PaymentID	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the payment record. This field is a relationship field. Relationship Name Payment

Field	Details
	Relationship Type Lookup Refers To Payment
PaymentIntentID	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the payment intent record. This field is a relationship field. Relationship Name PaymentIntent Relationship Type Lookup Refers To PaymentIntent
PaymentMethodId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The payment method used to create the payment being refunded. This is a relationship field. Relationship Name PaymentMethod Relationship Type Lookup Refers To PaymentMethod
Phone	Type phone Properties Create, Filter, Group, Nillable, Sort, Update Description Phone number of the customer who initiated the refund.

Field	Details
ProcessingMode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Defines whether the payment has been made outside of the payment platform. Possible values are:</p> <ul style="list-style-type: none"> • External: Transactions happened outside of the Salesforce payments platform. • Salesforce: Salesforce made and recorded an external call to the payment gateway.
RefundNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description System-created unique ID for this refund.</p>
SfResultCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Salesforce-specific result code that can map to one or more gateway result codes. We recommend configuring the payment gateway adapter layer to map gateway result codes to the appropriate Salesforce result code. Possible values are:</p> <ul style="list-style-type: none"> • Decline: The gateway call failed but the transaction can be attempted again. For example, the customer had insufficient funds or briefly lost their connection. • Indeterminate: The gateway didn't respond to the call. This response usually happens when Salesforce times out while waiting for a response from the gateway. • PermanentFail: The gateway call failed and can't work even if tried again. Gateway calls fail permanently for one of two reasons: <ul style="list-style-type: none"> – Hard Decline: The customer's payment account has been closed or terminated. – Fraud: The gateway recognized the payment or payment method as known fraud. • RequiresReview: The customer bank requires more information before completing the payment. • Success: The gateway call succeeded. • SystemError: Salesforce ended the payment request before receiving a response. For example, Salesforce lost credentials or access to its server. Salesforce ends payment calls if it doesn't receive a response from the gateway within two minutes.

Field	Details
	<ul style="list-style-type: none"> • <code>ValidationError</code>: Customer payment data was incorrect, such as a misspelling in the credit card address or an incorrect CVV.
Status	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines the state of this refund. Possible values are:</p> <ul style="list-style-type: none"> • <code>Canceled</code>: This refund has been voided and can no longer be allocated. • <code>Draft</code>: The refund can be edited before posting it and allocating it to a target. • <code>Processed</code>: This refund has been finalized and can be allocated against a target. <p>Users can manually change the Status field's values as follows:</p> <ul style="list-style-type: none"> • Draft to Processed • Processed to Canceled • Draft to Canceled
TotalApplied	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of Amount fields across all of this refund's applied refund lines.</p>
TotalUnapplied	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The sum of Amount fields across all of this refund's unapplied refund lines.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Defines how this refund is used. Possible values are:</p> <ul style="list-style-type: none"> • <code>NonReferenced</code>: Standalone refund not linked to any payment.

Field	Details
	<ul style="list-style-type: none">Referenced: Refund made against a payment.

RefundLinePayment

A refund line that has been applied to a payment. This object is available in API version 48.0 and later.

Supported Calls

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


Special Access Rules

To access Commerce Payments entities, your org must have a Salesforce Order Management license with the Payment Platform org permission activated.

Fields

Field	Details
Amount	<p>Type currency</p> <p>Properties Create, Filter, Sort</p> <p>Description The total amount applied to or unapplied from a payment by the refund line.</p>
AppliedDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The date that the refund was applied to the linked payment.</p>
AssociatedAccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The account for the payment that received the refund. This is a relationship field.</p>

Field	Details
	<p>Relationship Name AssociatedAccount</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
AssociatedRefundLinePaymentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The refundLine that was unapplied. Populated only when RefundLinePayment's Type has a value of Unapplied. This is a relationship field.</p> <p>Relationship Name AssociatedRefundLinePayment</p> <p>Relationship Type Lookup</p> <p>Refers To RefundLinePayment</p>
Comments	<p>Type textarea</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Users can add comments to provide additional information on the refund line payment.</p>
Date	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description By default, the day the refund line payment record was created. Users can also enter a different date.</p>
EffectiveDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort</p>

Field	Details
	Description Defines the date and time when the refund line application or unapplication becomes effective.
EffectiveImpactAmount	Type currency Properties Filter, Nillable, Sort Description Shows how this payment refund line impacts a customer's accounts receivable. This value is positive when RefundLinePayment's Type field is Applied, and negative when RefundLinePayment's Type is Unapplied. If there's an unapplied line related to this record, EffectiveImpactAmount has a value of 0.  Note: EffectiveImpactAmount evaluates only the applied and unapplied line pair. Therefore, the effective impact amount could be different for different lines within the same refund.
HasBeenUnapplied	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description Shows whether this refund line has been unapplied. Possible values are: <ul style="list-style-type: none"> No
ImpactAmount	Type currency Properties Filter, Nillable, Sort Description Shows how this payment refund line impacts a customer's accounts receivable. This value is positive when RefundLinePayment's Type field is Applied, and negative when RefundLinePayment's Type is Unapplied.
PaymentBalance	Type currency Properties Filter, Nillable, Sort Description The payment record's balance following the application or unapplication of this refund line.

Field	Details
PaymentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The payment record that this refund line targets. Refund applications and unapplications are made against this payment. This is a relationship field.</p> <p>Relationship Name Payment</p> <p>Relationship Type Lookup</p> <p>Refers To Payment</p>
RefundBalance	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The refund record's balance following the application or unapplication of this payment refund line.</p>
RefundId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The parent refund of this refund line. This is a relationship field.</p> <p>Relationship Name Refund</p> <p>Relationship Type Lookup</p> <p>Refers To Refund</p>
RefundLinePaymentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p>

Field	Details
	Description System-created unique ID for this refund line.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description Defines whether this line represents a refund that's been applied or unapplied from a payment. Possible values are: <ul style="list-style-type: none">Applied
UnappliedDate	Type dateTime Properties Create, Filter, Nillable, Sort Description The date that this refund line was unapplied from a payment.

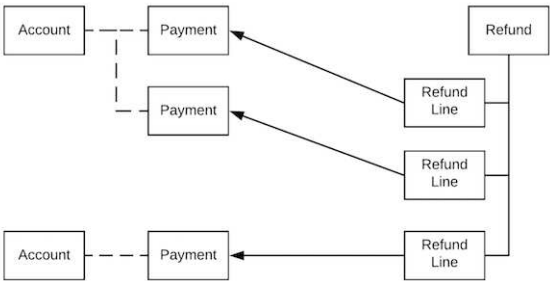
Usage

When you're ready to apply a refund's balance to a payment, create a refund line (`RefundLinePayment`). The refund line represents the balance taken from the payment and applied toward the invoice. You can apply a refund's balance when you create the refund record or afterward. The refund line must have the same currency as the parent refund.

A refund has an amount, which represents the total amount taken from the refund, and a balance, which represents the remaining amount after the refund line has been applied to a payment. A refund's amount can't be less than the sum of all of its refund line amounts. You can apply any portion of a refund's balance to a payment.

You can apply a refund to transactions on the same account or to different transacations across different

accounts.



RegisteredExternalService

Represents a registered external service used for checkout integrations by data integrators. This object is available in API version 49.0 and later.

Supported Calls


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

Special Access Rules

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

Fields

Field	Details
ConfigUrl	<p>Type url</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Link to the configuration page for the integration.</p>
Description	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Description of the external service provider. This field is available in API version 59.0 and later.</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>

Field	Details
	 Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.
DocumentationUrl	<p>Type url</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Link to documentation for the registered external service.</p>
ExtensionPointName	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description This field is available in API version 55.0 and later. Name of an extension point. Possible values are:</p> <ul style="list-style-type: none"> • Commerce_Domain_Cart_Calculate • Commerce_Domain_Checkout_CreateOrder • Commerce_Domain_Inventory_CartCalculator • Commerce_Domain_Inventory_Service • Commerce_Domain_OrderManagement_Product • Commerce_Domain_Pricing_CartCalculator • Commerce_Domain_Pricing_Service • Commerce_Domain_Promotions_CartCalculator • Commerce_Domain_Shipping_CartCalculator • Commerce_Domain_Shipping_SplitShipment • Commerce_Domain_Tax_CartCalculator • Commerce_Domain_Tax_Service • Commerce_Endpoint_Account_Address • Commerce_Endpoint_Account_Addresses • Commerce_Endpoint_Catalog_Product • Commerce_Endpoint_Catalog_Products • Commerce_Endpoint_Search_ProductSearch • Commerce_Endpoint_Search_Products • Commerce_Endpoint_Search_ProductsByCategory
ExternalServiceProviderId	<p>Type reference</p>

Field	Details
	<p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The ID of an Apex class functioning as a provider. The Apex class can either implement one of the following interfaces:</p> <ul style="list-style-type: none"> • <code>sfdc_checkout.CartInventoryValidation</code> • <code>sfdc_checkout.CartPriceCalculations</code> • <code>sfdc_checkout.CartShippingCharges</code> • <code>sfdc_checkout.CartTaxCalculations</code> <p>or the Apex class can extend one of the base classes for an extension. See Available Extensions.</p>
ExternalServiceProviderType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description The type of external service provider. For an extension, you set the type to <code>Extension</code>, and you specify an <code>extensionPointName</code>. For example, for a Pricing Cart Calculator extension, you specify <code>Commerce_Domain_Pricing_CartCalculator</code> as the <code>extensionPointName</code>. For an integration, you set the type to one of the other possible values, such as <code>Price</code>, and you omit <code>extensionPointName</code>.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>Extension</code> (this value is available in API version 55.0 and later) • <code>Inventory</code> • <code>Price</code> • <code>Promotions</code> (this value is available in API version 53.0 and later) • <code>Shipment</code> • <code>Tax</code>
IconUri	<p>Type url</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description URI of icon for the extension provider. This field is available in API version 59.0 and later.</p>
IsApplication	<p>Type boolean</p>

Field	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if the extension provider is contained within a managed package. The default value is <code>false</code>. This field is available in API version 59.0 and later.</p>
Language	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The combined language and locale ISO code, which controls the language for labels displayed in an application. 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) • <code>zh_TW</code>—Chinese (Traditional)
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p>

Field	Details
	Description The primary label for the registered external service.
NamespacePrefix	Type string Properties Filter, Group, Nillable, Sort 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 <i>namespacePrefix__componentName</i> notation. The namespace prefix can have one of the following values. <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 aren't 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.

RelatedListColumnDefinition

Represents information about a column in a related list. A related list specifies a set of records for a related object, based on specific criteria. This object is available in API version 55.0 and later.

Supported Calls

`describeSObjects()`, `query()`

Special Access Rules

This object is read-only.

Fields

Field	Details
Alias	Type string

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique alias of the column in the related list.</p>
ColumnSql	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The SOQL query string used in a SELECT clause for the column.</p>
DataType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The field type of the column.</p>
DurableId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier for the related list. Always retrieve this value before using it, as the value can change from one release to the next. Simplify queries by using this field instead of making multiple queries.</p>
FieldDefinitionId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the FieldDefinition associated with the column, if applicable. This is a relationship field.</p> <p>Relationship Name FieldDefinition</p> <p>Relationship Type Lookup</p> <p>Refers To FieldDefinition</p>

Field	Details
IsDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the column appears on the related list by default (<code>true</code>) or not (<code>false</code>). The default value is <code>false</code>.</p>
IsDescribable	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether the related list can appear in <code>describeLayout</code> call results (<code>true</code>) or not (<code>false</code>). The default value is <code>false</code>.</p>
Label	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The label for the column.</p>
LookupId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The lookup ID for the column.</p>
RelatedListDefinitionId	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The ID of the RelatedListDefinition that contains the column. This is a relationship field.</p> <p>Relationship Name RelatedListDefinition</p>

Field	Details
	Relationship Type Lookup
	Refers To RelatedListDefinition

Usage

Find all available columns on a related list definition.

```
SELECT Alias, ColumnSql, DurableId FROM RelatedListColumnDefinition WHERE
RelatedListDefinitionId = 'Account.Opportunities'
```

RelatedListDefinition

Represents information about a related list. A related list specifies a set of records for a related object, based on specific criteria. This object is available in API version 55.0 and later.

Supported Calls

describeSObjects(), query()

Special Access Rules

This object is read-only.

Fields

Field	Details
DefaultSort	Type string Properties Filter, Group, Nillable, Sort Description The default sort string for the related list.
DurableId	Type string Properties Filter, Group, Nillable, Sort

Field	Details
	<p>Description</p> <p>The unique identifier for the related list. Always retrieve this value before using it, as the value can change from one release to the next. Simplify queries by using this field instead of making multiple queries.</p>
EntityDefinitionId	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The ID of the entity containing the related list.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>EntityDefinition</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>EntityDefinition</p>
IsCustomizable	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether columns on the related list can be customized (<code>true</code>) or not (<code>false</code>).</p> <p>The default value is <code>false</code>.</p>
IsDescribable	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p> <p>Description</p> <p>Indicates whether the related list can appear in <code>describeLayout</code> call results (<code>true</code>) or not (<code>false</code>).</p> <p>The default value is <code>false</code>.</p>
IsLayoutable	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Sort</p>

Field	Details
	Description Indicates whether the related list can be assigned to a layout (<code>true</code>) or not (<code>false</code>). The default value is <code>false</code> .
Label	Type string Properties Filter, Group, Nillable, Sort Description The label for the related list.
ParentEntityDefinitionId	Type string Properties Filter, Group, Nillable, Sort Description The ID of the ParentEntityDefinition that's associated with the rows in the related list. This is a relationship field. Relationship Name ParentEntityDefinition Relationship Type Lookup Refers To EntityDefinition
RelatedListId	Type string Properties Filter, Group, Nillable, Sort Description The ID of the related list.
RelatedListName	Type string Properties Filter, Group, Nillable, Sort Description The unique name of the related list in the API.

Usage

Find all available related lists for a given entity, for example, an Account record.

```
SELECT DurableId, Label, RelatedListName FROM RelatedListDefinition WHERE  
ParentEntityDefinitionId = 'Account'
```

RemoteKeyCalloutEvent

The documentation has moved to [RemoteKeyCalloutEvent](#) in the *Platform Events Developer Guide*.

Reply

Represents a reply that a user has submitted to a question in an answers zone.

Supported Calls

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

Fields

Field	Details
Body	Type textarea Properties Create, Update Description Body of this reply.
CommunityId	Type reference Properties Filter, Group, Nillable, Sort Description The zone ID associated with the question and its reply. This field is available in API version 27.0 and later.
CreatorFullPhotoUrl	Type string Properties Filter, Group, Nillable, Sort

Field	Details
	<p>Description</p> <p>URL of the user's profile photo from the feed. Chatter Answers must be enabled to view this field. This field is available in API version 26.0 and later.</p>
CreatorName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Name of the user who posted the question or reply. Only the first name of internal users (agents) appears to portal users in the feed. Chatter Answers must be enabled to view this field. This field is available in API version 26.0 and later</p>
CreatorSmallPhotoUrl	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>URL of the user's thumbnail photo from the feed. Chatter Answers must be enabled to view this field. This field is available in API version 26.0 and later.</p>
DownVotes	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The total number of down votes for a reply.</p>
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, idLookup, Sort</p> <p>Description</p> <p>When creating a Reply, the Name field is automatically populated with a truncated, plain text version of the Reply Body field.</p>
NumReportAbuses	<p>Type</p> <p>int</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p>

Field	Details
	Description Represents the number of reported abuses on the reply by users. This field is available in API version 24.0 and later.
QuestionId	Type reference Properties Create, Filter, Group, Sort Description ID of the Question to which this reply was made.
UpVotes	Type int Properties Filter, Group, Nillable, Sort Description The total number of up votes for a reply.
VoteTotal	Type double Properties Filter, Nillable, Sort Description The total number of all votes for a reply, including up and down votes.

Usage

Use this object to track replies to a Question.

ReplyReportAbuse

Represents a user-reported abuse on a Reply in a Chatter Answers zone. This object is available in API version 24.0 and later.

Supported Calls

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

Fields

Field	Details
Name	<p>Type</p> <p>string</p> <p>Properties</p> <p>Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description</p> <p>The name of the Reply from which the user reported abuse.</p>
Reason	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort</p> <p>Description</p> <p>The reason the user reported abuse on the Reply, such as Spam, Hateful, or Inappropriate.</p>
ReplyId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Sort</p> <p>Description</p> <p>The ID of the Reply from which the user reported abuse.</p>

Usage

Use this object to track user-reported abuse on replies created in a Chatter Answers zone.

ReplyText

A text reply generated by Einstein Reply Recommendations that is based on closed chat transcripts. Admins review replies and publish them to quick text, editing them as needed. Einstein recommends relevant published replies to support agents in the Lightning Service Console, and agents can insert replies into chats or messaging sessions. This object is available in API version 49.0 and later.



Important: Because the replies generated by Einstein are taken from closed chats with your customers, they may contain customer data. You can edit replies before they are recommended to agents.

Supported Calls

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

Fields

Field	Details
Language	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The language used in the reply. This field is available in API version 51.0 and later. Possible values are languages supported in Einstein Reply Recommendations.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description Eight-digit auto-generated number identifying the reply.</p>
RawTextMessage	<p>Type textarea</p> <p>Properties</p> <p>Description The text of the reply.</p>
Source	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates who last modified the reply. Possible values are:</p> <ul style="list-style-type: none"> • <code>EINSTEIN_GENERATED</code>—Reply was generated by Einstein and has not been edited. • <code>USER_EDITED</code>—Reply was generated by Einstein and then edited by a user. • <code>USER_GENERATED</code>—This value is not currently in use.
Status	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The status of the reply. Possible values are:</p>

Field	Details
	<ul style="list-style-type: none">• NEW—Einstein has generated the reply and it hasn't yet been published.• PUBLISHED—The reply has been published to quick text. When the reply recommendation model is activated, the reply can be recommended to support agents.• PUBLISH_FAILED— An attempt to publish the reply to quick text failed. Publishing failure can be due to validation errors, access errors, or corrupted files. To hide the reply from the list of generated replies, delete it.

Usage

To get started with Einstein Reply Recommendations, create a predictive model that analyzes closed chats for frequently used text snippets. When the model is ready, Einstein generates a list of these snippets as ReplyText records for you to review and publish, or convert, to quick text. ReplyText records appear on the Einstein Reply Recommendations Setup page.

You can select one or more replies to publish at a time. If you publish a single reply, you can edit the reply text during publishing. If you publish multiple replies at once, you can edit each reply's text on the quick text page after publishing is complete. Replies aren't recommended to support agents until you activate your reply recommendation model.

When a reply is published, a corresponding [QuickText](#) record is created. During publishing, select a quick text folder to add the replies to and make sure that agents have access to the folder. To edit a reply after it is published, edit the related quick text record.

Einstein generates the list of replies only once, when your model finishes building. It's not possible to generate a new list.

Copyright

Rights of ALBERT EINSTEIN are used with permission of The Hebrew University of Jerusalem. Represented exclusively by Greenlight.

Report


Represents a report, a set of data that meets certain criteria, displayed in an organized way. Access is read-only. This object is available in API version 20.0 and later.

Supported Calls

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

Fields

Field	Details
Description	Type string Properties Filter, Group, Nillable, Sort Description The description of the report. Limit: 255 characters.

Field	Details
DeveloperName	<p>Type string</p> <p>Properties Filter, Group, Sort</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 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. Label is Report Unique Name.</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>
FolderName	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Name of the folder that contains the report. Available in API version 35.0 and later.</p>
Format	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Required. Indicates the format of the report. This field is available in API version 29.0 and later. Can have one of these values:</p> <ul style="list-style-type: none"> • Tabular for reports in that format. In the application, the label is <code>Tabular</code>. • Summary for reports in that format. In the application, the label is <code>Summary</code>. • Matrix for reports in that format. In the application, the label is <code>Matrix</code>. • Multiblock for reports in joined format. In the application, the label is <code>Joined</code>.
IsDeleted	<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>

Field	Details
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>
LastRunDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Returns the date the report was last run. Label is Last Run.</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 Filter, Group, idLookup, Sort</p> <p>Description Required. The report label used in the user interface.</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>

Field	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. <p>This field can't be accessed unless the logged-in user has the Customize Application permission.</p>
<code>OwnerId</code>	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the folder that contains the report. There are 2 special folders:</p> <ul style="list-style-type: none"> Private, where the ID is the user ID Public, where the ID is the org ID <p>This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Folder, Organization, User</p>

Supported Query Scopes

Use these scopes to help specify the data your SOQL query returns.

allPrivate

Records saved in all users' private folders.

Requires the user permission "Manage All Private Reports and Dashboards" and [Enhanced Analytics Folder Sharing](#). If your organization was created after the Summer '13 release, you already have Enhanced Analytics Folder Sharing. Available in API version 36.0 and later.

created

Records created by the user running the query.

everything

All records except records saved in other users' private folders.

mine

Records saved in the private folder of the user running the query.

organizationOwned

Records saved in Unfiled Public Reports. In Lightning Experience, the Unfiled Public Reports folder is called Public Reports.

Usage

Use the report object to get report metadata. Query, search, or retrieve specific metadata on reports. Report object fields are read-only.

Example: Reports with “Sales” in Their Name

This SOQL query returns reports that contain the name “Sales” and lists their developer names, format, ID, and report name.

```
SELECT DeveloperName,Format,Id,Name FROM Report WHERE Name LIKE '%Sales%'
```

Example: Reports in an Inactive User’s Private Folder

This SOQL query returns reports saved in a specific user’s private folder.

```
SELECT Id FROM Report USING SCOPE allPrivate WHERE OwnerId = '005A0000000Bc2deFG'
```

Associated Objects

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

ReportFeed

Feed tracking is available for the object.

SEE ALSO:

- [ReportTag](#)
- [Dashboard](#)

ReportTag

Associates a word or short phrase with a Report. This object is available in API version 20.0 and later.

Supported Calls

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

Fields

Field Name	Details
ItemId	Type reference

Field Name	Details
	Properties Create, Filter Description ID of the tagged item.
Name	Type string Properties Create, Filter 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

ReportTag stores the relationship between its parent TagDefinition and the Report 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.

SEE ALSO:

[Report](#)

ReputationLevel

Represents a reputation level defined for an Experience Cloud site. This object is available in API version 32.0 and later.

Supported Calls

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

Special Access Rules

This object is available only if digital experiences is enabled in your org. Only users with permissions to create or manage an Experience Cloud site can view the ReputationPointsRule records.

Fields

Field Name	Details
Label	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The label for the reputation level.</p>
LevelNumber	<p>Type int</p> <p>Properties Filter, Group, Sort</p> <p>Description The rank of the reputation level.</p>
ParentId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the parent Experience Cloud site the reputation level applies to.</p>
Threshold	<p>Type double</p> <p>Properties Filter, Sort</p>

Field Name	Details
	Description The lower limit of reputation points associated with this reputation level. The maximum number of reputation points a user can accrue is 999,999,999,999,999.

ReputationLevelLocalization

Represents the translated value of a reputation level. Reputation level localization only applies for reputation levels in Experience Cloud sites. This object is available in API version 35.0 and later.

Supported Calls

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

Special Access Rules

This object is available only if digital experiences is enabled in your org and reputation is enabled in your Experience Cloud site.

Fields

Field Name	Details
Language	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The language the reputation level is translated into. The picklist contains the following fully-supported languages: <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

Field Name	Details
	<ul style="list-style-type: none"> • 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.
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 The ID of the reputation level this translated value applies to.</p>
Value	<p>Type string</p> <p>Properties Create, Filter, Sort, Update</p>

Field Name	Details
	Description The translated text for the reputation level. Label is Translation Text .

ReputationPointsRule

Represents the reputation point rules for an Experience Cloud site. Each rule specifies an action that members can earn points from and the points associated with those actions in a particular site. This object is available in API version 32.0 and later.

Supported Calls

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

Special Access Rules

This object is available only if digital experiences is enabled in your org. Only users with permissions to create or manage an Experience Cloud site can view the ReputationPointsRule records.

Fields

Field Name	Details
ParentId	Type reference Properties Filter, Group, Sort Description The ID of the parent Experience Cloud site that the point rule applies to.
Points	Type int Properties Filter, Group, Sort Description The reputation points associated with the member action this rule is for. The maximum value this field can contain is 999,999.
Type	Type picklist Properties Filter, Group, Restricted picklist, Sort

Field Name	Details
	<p>Description</p> <p>The member action associated with this rule, limited to one of these actions:</p> <ul style="list-style-type: none"> • Write a post (<code>FeedItemWriteAPost</code>) • Write a comment (<code>FeedItemWriteAComment</code>) • Receive a comment (<code>FeedItemReceiveAComment</code>) • Like something (<code>FeedItemLikeSomething</code>) • Receive a like (<code>FeedItemReceiveALike</code>) • Share a post (<code>FeedItemShareAPost</code>) • Someone shares your post (<code>FeedItemSomeoneSharesYourPost</code>) • Mention someone (<code>FeedItemMentionSomeone</code>) • Receive a mention (<code>FeedItemReceiveAMention</code>) • Ask a question (<code>FeedItemPostQuestion</code>) • Answer a question (<code>FeedItemAnswerAQuestion</code>) • Receive an answer (<code>FeedItemReceiveAnAnswer</code>) • Mark an answer as best (<code>FeedItemMarkAnswerAsBest</code>) • Someone marks your answer as best (<code>FeedItemYourAnswerMarkedBest</code>) • Endorse someone for knowledge on a topic (<code>EndorseSomeoneForKnowledgeOnATopic</code>) • Someone endorses you for knowledge on a topic (<code>EndorsedForKnowledgeOnATopic</code>) • Upload a profile picture (<code>ProfilePhotoUpload</code>) This action is available in API version 45.0 and later.

ResourceAbsence

Represents a time period in which a service resource is unavailable to work 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
AbsenceNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description (Read only) An auto-generated number identifying the absence.</p>
Address	<p>Type address</p> <p>Properties Filter</p> <p>Description The compound form of the address associated with the absence.</p>
City	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city of the address associated with the absence. Maximum length is 40 characters.</p>
Country	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country of the address associated with the absence. Maximum length is 80 characters.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description The description of the absence.</p>
End	<p>Type dateTime</p>

Field Name	Details
	<p>Properties Create, Filter, Sort, Update</p> <p>Description The date and time when the absence ends.</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>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the resource absence 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 resource absence 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 absence. 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>

Field Name	Details
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 absence. 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>
Postal Code	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code of the address associated with the absence. Maximum length is 20 characters.</p>
ResourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The absent service resource. This is a relationship field.</p> <p>Relationship Name Resource</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceResource</p>
Start	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date and time when the absence begins.</p>
State	<p>Type string</p>

Field Name	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description The state of the address associated with the absence. Maximum length is 80 characters.
Street	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description The street number and name of the address associated with the absence.
Type	Type picklist Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The type of absence: <i>Meeting, Training, Medical, or Vacation</i> . The default value is <i>Vacation</i> . You can add custom values if needed, but the name <i>Break</i> is reserved for the Field Service managed package.

Usage

Resource absences you define periods of time when a service resource is unavailable to work. Unless you're using the Field Service managed package, service resources can still be assigned to appointments that conflict with their absences.



Tip: Create a trigger that sends an approval request to a supervisor when a service resource creates an absence.

If you're not using the Field Service managed package, a calendar view isn't available for individual service resources.

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.

ResourceAbsenceChangeEvent (API version 48.0)

Change events are available for the object.

ResourceAbsenceFeed

Feed tracking is available for the object.

ResourceAbsenceHistory

History is available for tracked fields of the object.

ResourcePreference

Represents an account's preference for a specified service resource on field service work.

Resource preferences indicate which service resources can be assigned to field service work. You can designate service resources as preferred, required, or excluded on specific accounts, assets, locations, work orders, or work order line items. Work orders inherit their associated account's resource preferences.

Supported Calls

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

Special Access Rules

Field Service must be enabled.

Fields

Field Name	Details
<code>LastReferencedDate</code>	Type dateTime Properties Filter, Nillable, Sort Description The date when the resource preference was last modified.
<code>LastViewedDate</code>	Type dateTime Properties Filter, Nillable, Sort Description The date when the resource preference was last viewed.
<code>PreferenceType</code>	Type picklist Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update Description Resource preference type. Values include: <ul style="list-style-type: none">Preferred: Indicates that the customer would like their field service work assigned to the resource.

Field Name	Details
	<ul style="list-style-type: none"> Required: Indicates that the resource must be assigned to the customer's field service work. Excluded: Indicates that the customer doesn't want their field service work assigned to the resource. <p>Resource preferences serve more as a suggestion than a requirement. You can still assign a service appointment to any resource regardless of the related work order's resource preferences.</p>
RelatedRecordId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The work order or account with the resource preference. This field is a polymorphic relationship.</p> <p>Relationship Name RelatedRecord</p> <p>Relationship Type Lookup</p> <p>Refers To Accounts, Assets, Locations, Work Orders, or Work Order Line Items</p>
ResourcePreferenceNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, Sort</p> <p>Description An auto-generated number identifying the resource preference.</p>
ServiceResourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The service resource that is preferred, required, or excluded. This is a relationship field.</p> <p>Relationship Name ServiceResource</p> <p>Relationship Type Lookup</p>

Field Name	Details
	Refers To ServiceResource

Associated Objects

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

ResourcePreferenceChangeEvent (API version 54.0)

Change events are available for the object.

ResourcePreferenceFeed

Feed tracking is available for the object.

ResourcePreferenceHistory

History is available for tracked fields of the object.

ReturnOrder

Represents the return or repair of inventory or products in Field Service, or the return of order products in Order Management. This object is available in API version 42.0 and later.

Return orders are available in Lightning Experience, Salesforce Classic, the Salesforce mobile app, the Field Service mobile app for Android and iOS, and communities built using Salesforce Tabs + Visualforce.

Supported Calls

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

Special Access Rules

Field Service or Order Management must be enabled. If return orders are enabled by a Salesforce Order Management license, they must be created with a Status corresponding to the Status Category Activated. The default Statuses corresponding to Activated are Submitted and Approved.

Fields

Field Name	Details
AccountId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The account associated with the return order.

Field Name	Details
	<p>This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
CaseId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The case associated with the return order. This is a relationship field.</p> <p>Relationship Name Case</p> <p>Relationship Type Lookup</p> <p>Refers To Case</p>
ContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The contact associated with the return order. This is a relationship field.</p> <p>Relationship Name Contact</p> <p>Relationship Type Lookup</p> <p>Refers To Contact</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p>




Field Name	Details
	<p>Description</p> <p>Available only for orgs with the multicurrency feature enabled. ISO code for the currency of the OrderSummary associated with the ReturnOrder.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>The default value is USD.</p> <p>This field is available in API version 49.0 and later.</p>
Description	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create, Nillable, Update</p> <p>Description</p> <p>Notes or context about the return order.</p>
DestinationLocationId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The location where the items are being returned to. For example, if the return order tracks the return of products from a technician's van to a warehouse, the warehouse is the destination location.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>DestinationLocation</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Location</p>
ExpectedArrivalDate	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The date when the items are expected to arrive at the destination location.</p>

Field Name	Details
ExpirationDate	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Authorizations can't be captured after their expiration dates. This field is available in API version 50.0 and later.</p>
GrandTotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments and tax, of the products, fees, and delivery charges on the return order. This includes all return order line items associated with the return order. This amount is equal to TotalAmount + TotalTaxAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the return 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 return order was last viewed.</p>
LifeCycleType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p>

Field Name	Details
	<p>Description</p> <p>Specifies whether the order summary is managed by Salesforce Order Management (MANAGED) or by an external system (UNMANAGED). An unmanaged order summary is stored in Salesforce for reference purposes.</p> <ul style="list-style-type: none"> Some Order Management APIs reject input records that are associated with unmanaged order summaries. Order Management does not update financial bucket fields on some records that are associated with unmanaged order summaries. A user with the EditUnmanagedOrderSummaries or B2BCommerceIntegrator permission can edit certain fields on objects related to unmanaged order summaries that are normally only accessible via APIs. <p>Possible values are:</p> <ul style="list-style-type: none"> MANAGED—Managed UNMANAGED—Unmanaged <p>This field is available in API version 50.0 and later.</p>
OrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order associated with the return order. When you associated a return order with an order, you can associate the return order's line items with order products. This is a relationship field.</p> <p>Relationship Name Order</p> <p>Relationship Type Lookup</p> <p>Refers To Order</p>
OrderSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the order summary associated with the return order. This field is available in API version 50.0 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 owner of the return order. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
ProductRequestId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product request associated with the return order. When you associated a return order with a product request, you can associate the return order's line items with the product request's line items. A return order might be related to a product request if the return order tracks the return of unused products or products to be repaired or replaced. For example, a technician creates a product request for three motors to prepare for a field visit. If the technician finds that only two motors are needed, they can create a return order to return the third to the original location, and list the product request in this field. This is a relationship field.</p> <p>Relationship Name ProductRequest</p> <p>Relationship Type Lookup</p> <p>Refers To ProductRequest This field is available only if Field Service or Health Cloud is enabled.</p>
ProductServiceCampaignId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The product service campaign associated with the return order</p>

Field Name	Details
	This field is available only if Field Service is enabled.
ReturnOrderNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description (Read only) Auto-generated number identifying the return order.</p>
ReturnedById	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description ID of the user returning the items. This is a relationship field.</p> <p>Relationship Name ReturnedBy</p> <p>Relationship Type Lookup</p> <p>Refers To User</p>
ShipFromAddress	<p>Type address</p> <p>Properties Filter, Nillable</p> <p>Description The return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromCity	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>

Field Name	Details
ShipFromCountry	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromGeocodeAccuracy	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Accuracy level of the geocode for the return shipping address. 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 double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Longitude to specify the precise geolocation of the return shipping 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> <p> Note: This field is available in the API only.</p>
ShipFromLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with Latitude to specify the precise geolocation of the return shipping 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> <p> Note: This field is available in the API only.</p>

Field Name	Details
ShipFromPostalCode	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The postal code of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromState	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The state of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipFromStreet	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The street of the return shipping address. This address tracks the location of the items at the start of the return or repair. For example, if a customer is returning an item, the Ship From address is the customer's address.</p>
ShipmentType	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The type of shipment associated with the return order. Available values are:</p> <ul style="list-style-type: none">• Standard (default value)• Rush• Overnight• Next Business Day• Pick Up
SourceLocationId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The items' location at the start of the return or repair. For example, if the return order tracks the return of products from a technician's service vehicle to a warehouse, the service vehicle is the source location.</p> <p>This is a relationship field.</p> <p>Relationship Name SourceLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
Status	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The status of the return order. Available values are:</p> <ul style="list-style-type: none"> • Draft • Submitted • Approved • Canceled • Closed <p>If return orders are enabled by a Salesforce Order Management license, they must be created with a Status corresponding to the Status Category Activated. The default Statuses corresponding to Activated are Submitted and Approved.</p>
StatusCategory	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Status category of the return order. Processing of the return order depends on this value. Each status category corresponds to one or more statuses.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Activated • Canceled • Closed

Field Name	Details
	<ul style="list-style-type: none">• Draft <p>This field is available in API version 50.0 and later.</p>
TaxLocaleType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The system used to handle tax on the original order associated with the return order. Gross usually applies to taxes like value-added tax (VAT), and Net usually applies to taxes like sales tax.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Gross (displays most prices and taxes as combined values)• Net (displays most prices and taxes as separate values) <p>This field is available in API version 50.0 and later.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Adjusted total, not including tax, of the return order line items, including products, fees, and delivery charges, on the ReturnOrder.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAdjustAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the delivery charges on the return order. This value only includes adjustments to return order line items of type code Charge.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAdjustAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p>

Field Name	Details
	<p>Description</p> <p>Total amount of the price adjustments applied to the delivery charges on the return order, inclusive of tax. This value only includes adjustments to return order line items of type code Charge. This amount is equal to $\text{TotalDeliveryAdjustAmount} + \text{TotalDeliveryAdjustTaxAmount}$.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAdjustTaxAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Tax on the TotalDeliveryAdjustAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAmount	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total of the delivery charges on the return order. This value only includes return order line items of type code Charge.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryAmtWithTax	<p>Type</p> <p>currency</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>Total amount of the delivery charges on the return order, inclusive of tax. This value only includes return order line items of type code Charge. This amount is equal to $\text{TotalDeliveryAmount} + \text{TotalDeliveryTaxAmount}$.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalDeliveryTaxAmount	<p>Type</p> <p>currency</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalDeliveryAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalFeeAdjustAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the fees on the return order. This value only includes adjustments to return order line items of type Fee. This is a calculated field. This field is available in API version 56.0 and later.</p>
TotalFeeAdjustAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the fees on the return order, inclusive of tax. This value only includes adjustments to return order line items of type Fee. This amount is equal to TotalFeeAdjustAmount + TotalFeeAdjustTaxAmount. This is a calculated field. This field is available in API version 56.0 and later.</p>
TotalFeeAdjustTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalFeeAdjustAmount. This is a calculated field. This field is available in API version 56.0 and later.</p>
TotalFeeAmount	<p>Type currency</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total of the fees on the return order. This value only includes return order line items of type Fee. This is a calculated field. This field is available in API version 56.0 and later.</p>
TotalFeeAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the fees on the return order, inclusive of tax. This value only includes return order line items of type Fee. This amount is equal to TotalFeeAmount + TotalFeeTaxAmount. This is a calculated field. This field is available in API version 56.0 and later.</p>
TotalFeeTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalFeeAmount. This is a calculated field. This field is available in API version 56.0 and later.</p>
TotalProductAdjustAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the products on the return order. This value only includes adjustments to return order line items of type code Product. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalProductAdjustAmtWithTax	<p>Type currency</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the products on the return order, inclusive of tax. This value only includes adjustments to return order line items of type code Product. This amount is equal to TotalProductAdjustAmount + TotalProductAdjustTaxAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalProductAdjustTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalProductAdjustmentAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalProductAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of the product charges on the return order. This value only includes return order line items of type code Product.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>
TotalProductAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the product charges on the return order, inclusive of tax. This value only includes return order line items of type code Product. This amount is equal to TotalProductAmount + TotalProductTaxAmount.</p> <p>This is a calculated field.</p> <p>This field is available in API version 50.0 and later.</p>

Field Name	Details
TotalProductTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalProductAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>

Usage

You can use return orders to track customer returns, customer repairs, or the return of inventory from a technician's van stock to a warehouse or supplier. Customers can initiate a return from a community, or agents can create return orders in response to a customer call or technician request.

Return orders are composed of return order line items, which allow you to add details about the items being returned. To represent the returned items, each line item must list one or more of the following: product, product item, asset, product request line item, and order product. Return orders can be associated with a product request, case, account, contact, and order if needed. This versatility lets you use return orders to track a wide range of return scenarios.

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.

ReturnOrderChangeEvent (API version 48.0)

Change events are available for the object.

ReturnOrderFeed

Feed tracking is available for the object.

ReturnOrderHistory

History is available for tracked fields of the object.

ReturnOrderOwnerSharingRule

Sharing rules are available for the object.

ReturnOrderShare

Sharing is available for the object.

ReturnOrderItemAdjustment

Represents a price adjustment on a return order line item. This object is available in API version 50.0 and later.

Supported Calls

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

Special Access Rules

Order Management must be enabled.

Fields

Field	Details
Amount	<div>Type<div>currency</div></div> <div>Properties<div>Create, Filter, Sort</div></div> <div>Description<div>Amount, not including tax, of the adjustment.</div></div>
Description	<div>Type<div>textarea</div></div> <div>Properties<div>Create, Nillable, Update</div></div> <div>Description<div>Description of the adjustment.</div></div>
OrderItemAdjustLineSummaryId	<div>Type<div>reference</div></div> <div>Properties<div>Create, Filter, Group, Nillable, Sort</div></div> <div>Description<div>ID of the order item adjustment line summary associated with the adjustment.</div></div>
ReturnOrderId	<div>Type<div>reference</div></div>

Field	Details
	<p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the return order associated with the return order line item to which the adjustment applies. This is a relationship field.</p> <p>Relationship Name ReturnOrder</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrder</p>
ReturnOrderItemAdjustmentNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description ID of the return order item adjustment.</p>
ReturnOrderLineItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the return order line item to which this adjustment applies. This is a relationship field.</p> <p>Relationship Name ReturnOrderLineItem</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrderLineItem</p>
TotalAmtWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the adjustment, inclusive of tax. This amount is equal to Amount + TotalTaxAmount.</p>

Field	Details
TotalTaxAmount	Type currency Properties Filter, Nillable, Sort Description Tax on the Amount.

ReturnOrderItemTax

Represents the tax on a return order line item or return order item adjustment. This object is available in API version 50.0 and later.

Supported Calls

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

Special Access Rules

Order Management must be enabled.

Fields

Field	Details
Amount	Type currency Properties Create, Filter, Sort Description Amount of tax represented by the return order item tax.
Description	Type textarea Properties Create, Nillable, Update Description Description of the return order item tax.
OrderItemTaxLineItemSummaryId	Type reference

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the order item tax line item summary associated with the order item summary that corresponds to the return order line item to which the tax applies.</p>
Rate	<p>Type percent</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax rate used to calculate the Amount.</p>
ReturnOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description ID of the associated return order. This is a relationship field.</p> <p>Relationship Name ReturnOrder</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrder</p>
ReturnOrderItemAdjustmentId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description If this object represents a tax on an adjustment, this value is the ID of the return order item adjustment to which the tax applies. If this value is null, the adjustment applies to a return order line item. This is a relationship field.</p> <p>Relationship Name ReturnOrderItemAdjustment</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To ReturnOrderItemAdjustment
ReturnOrderItemTaxNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description ID of the return order item tax.
ReturnOrderLineItemId	Type reference Properties Create, Filter, Group, Sort Description If this object represents a tax on a return order line item, this value is the ID of that return order line item. If this object represents a tax on an adjustment, this value is the ID of the return order line item to which the adjustment applies. This is a relationship field. Relationship Name ReturnOrderLineItem Relationship Type Lookup Refers To ReturnOrderLineItem
TaxEffectiveDate	Type date Properties Filter, Group, Nillable, Sort Description Date on which the Amount was calculated. Important due to tax rate changes over time.
Type	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description Shows whether the amount on the tax line is an estimate or the final calculated amount. Doesn't set a value by default. Users can define automation to set and change the value as needed.

Field	Details
	Possible values are: <ul style="list-style-type: none"> Actual Estimated

ReturnOrderLineItem

Represents a specific product that is returned or repaired as part of a return order in Field service, or a specific order item that is returned as part of a return order in Order Management. This object is available in API version 42.0 and later.

Return orders are available in Lightning Experience, Salesforce Classic, the Salesforce mobile app, the Field Service mobile app for Android and iOS, and communities built using Salesforce Tabs + Visualforce.

Supported Calls

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

Special Access Rules

Field Service or Order Management must be enabled.

Fields

Field Name	Details
AssetId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The asset associated with the return order line item. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId. This is a relationship field.</p> <p>Relationship Name Asset</p> <p>Relationship Type Lookup</p> <p>Refers To Asset</p>

Field Name	Details
ChangeOrderItemId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the change order item associated with the return order line item. This field is available in API version 50.0 and later. This is a relationship field.</p> <p>Relationship Name ChangeOrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description Available only for orgs with the multicurrency feature enabled. Contains the ISO code for the currency of the original Order associated with the ReturnOrderLineItem. Possible values are:</p> <ul style="list-style-type: none"> • DKK—Danish Krone • EUR—Euro • GBP—British Pound • USD—U.S. Dollar <p>The default value is USD. This field is available in API version 49.0 and later.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description Notes or context about the return order line item.</p>
DestinationLocationId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The location where the items are being returned to. For example, if the return order tracks the return of products from a technician's van to a warehouse, the warehouse is the destination location. This is a relationship field.</p> <p>Relationship Name DestinationLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
GrossUnitPrice	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Unit price, including tax, of the product represented by the associated order item summary. This field is available in API version 50.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the return order line item 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 return order line item was last viewed.</p>
OrderItemId	<p>Type reference</p>

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The order product associated with the return order line item. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId. This is a relationship field.</p> <p>Relationship Name OrderItem</p> <p>Relationship Type Lookup</p> <p>Refers To OrderItem</p>
OrderItemSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description ID of the order item summary associated with the return order line item. This field is available in API version 50.0 and later.</p>
ProcessingPlan	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Indicates the preferred fate of the items following their return. Available values are:</p> <ul style="list-style-type: none"> • Repair—Repair the items and return them to the owner • Discard—Discard the items • Salvage—Salvage the items' working parts • Restock—Return the items to your inventory
Product2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>The product associated with the return order line item. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>Product2</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Product2</p>
ProductItemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The product item representing the location of the product at the start of the return. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>ProductItem</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>ProductItem</p>
ProductRequestLineItemId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The product request line item associated with the return order line item. One or more of the following fields must be filled out: AssetId, OrderItemId, Product2Id, ProductItemId, and ProductRequestLineItemId.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>ProductRequestLineItem</p> <p>Relationship Type</p> <p>Lookup</p>

Field Name	Details
	Refers To ProductRequestLineItem
ProductServiceCampaignId	Type reference Properties Filter, Group, Nillable, Sort Description The product service campaign associated with the return order line item.
ProductServiceCampaignItemId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The product service campaign item associated with the return order line item.
QuantityExpected	Type double Properties Create, Filter, Nillable, Sort, Update Description The quantity of items expected to be returned. This field is available in API version 50.0 and later.
QuantityReceived	Type double Properties Create, Filter, Nillable, Sort, Update Description The actual quantity of items received for return. This field is available in API version 50.0 and later.
QuantityRejected	Type double Properties Create, Filter, Nillable, Sort, Update Description The quantity of items rejected for return. This field is available in API version 50.0 and later.

Field Name	Details
QuantityReturned	<p>Type double</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The quantity of items being returned. If multiple types of products are being returned, track each product in a different return order line item.</p>
QuantityUnitOfMeasure	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Units of the returned items; for example, kilograms or liters. Quantity Unit of Measure picklist values are inherited from the Quantity Unit of Measure field on products.</p>
ReasonForRejection	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reason for rejecting returned items on this return order line item. Possible values are:</p> <ul style="list-style-type: none">• Damaged Item• Expired Warranty• Missing Item or Part• Wrong Item <p>The default value is Missing Item or Part. This field is available in API version 50.0 and later.</p>
ReasonForReturn	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The reason the items are being returned. Available values are:</p> <ul style="list-style-type: none">• Damaged• Defective• Duplicate Order

Field Name	Details
	<ul style="list-style-type: none"> • Wrong Item • Wrong Quantity • Not Satisfied • Outdated • Other <p>The default value is Damaged.</p>
ReasonForChangeText	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description Details about the reason for return change</p>
RepaymentMethod	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update</p> <p>Description The method by which the customer or owner will be reimbursed for the items being returned. Available values are:</p> <ul style="list-style-type: none"> • Replace—The items will be replaced • Refund—The items will be returned and the owner will be refunded • Credit—The items will be returned and the owner will receive credit for them • Return—The items will be returned to the owner (for example, following their repair)
ReturnOrderId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The return order that the return order line item belongs to. This is a relationship field.</p> <p>Relationship Name ReturnOrder</p> <p>Relationship Type Lookup</p> <p>Refers To ReturnOrder</p>

Field Name	Details
ReturnOrderLineItemNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description (Read only) Auto-generated number that identifies the return order line item.</p>
SourceLocationId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The items' location at the start of the return or repair. For example, if the return order tracks the return of products from a technician's service vehicle to a warehouse, the service vehicle is the source location. This is a relationship field.</p> <p>Relationship Name SourceLocation</p> <p>Relationship Type Lookup</p> <p>Refers To Location</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total of all price adjustments applied to the return order line item. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalAdjustmentAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total amount of the price adjustments applied to the return order line item, inclusive of tax. This amount is equal to TotalAdjustmentAmount + TotalAdjustmentTaxAmount. This is a calculated field.</p>

Field Name	Details
	This field is available in API version 50.0 and later.
TotalAdjustmentTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAdjustmentAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments and tax, of the return order line item. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalLineAmount	<p>Type currency</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description Total, not including adjustments or tax, of the return order line item. This field is available in API version 50.0 and later.</p>
TotalLineAmountWithTax	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total price of the return order line item, inclusive of tax. This amount is equal to TotalLineAmount + TotalLineTaxAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalLineTaxAmount	<p>Type currency</p>

Field Name	Details
	<p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalLineAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
TotalPrice	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Total, including adjustments but not tax, of the return order line item. Equal to UnitPrice times Quantity. This is a calculated field.</p>
TotalTaxAmount	<p>Type currency</p> <p>Properties Filter, Nillable, Sort</p> <p>Description Tax on the TotalAmount. This is a calculated field. This field is available in API version 50.0 and later.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type of the return order line item. Matches the type of the associated order item summary. Delivery Charge indicates that the return order line item represents a delivery charge. Fee indicates that it represents another type of fee, such as a return fee. Order Product indicates that it represents any other type of product, service, or charge. Each type corresponds to one type code, shown here in parentheses. Possible values are:</p> <ul style="list-style-type: none">• Delivery Charge (Charge)• Fee (Charge) This value is available in API v56.0 and later.• Order Product (Product)

Field Name	Details
	This field is available in API version 50.0 and later.
TypeCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description Type code of the return order line item. Matches the type code of the associated order item summary. Processing depends on this value. Charge indicates that the return order line item represents a delivery charge. Product indicates that it represents an other type of product, service, or charge. Each type category corresponds to one or more types.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Charge • Product <p>This field is available in API version 50.0 and later.</p>
UnitPrice	<p>Type currency</p> <p>Properties Create, Defaulted on create, Filter, Nillable, Sort, Update</p> <p>Description Unit price of the return order line item.</p> <p>This field is available in API version 50.0 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.

[ReturnOrderLineItemChangeEvent](#) (API version 48.0)

Change events are available for the object.

[ReturnOrderLineItemFeed](#)


Feed tracking is available for the object.

[ReturnOrderLineItemHistory](#)

History is available for tracked fields of the object.

ReturnOrderOwnerSharingRule

Represents the rules for sharing a return order with user records other than the owner or anyone above the owner in the role hierarchy. This object is available in API version 42.0 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

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

Special Access Rules

Field Service must be enabled.

Fields

Field	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.</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> 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>

Field	Details
	Description The ID representing the source group. A return order owned by a User in the source Group triggers the rule to give access.
Name	Type string Properties Create, Filter, Group, Sort, Update Description Label of the sharing rule as it appears in the user interface. Limited to 80 characters. Corresponds to Label on the user interface.
ServiceResourceAccessLevel	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort, Update Description A value that represents the type of access granted to the target Group, or UserRole. The possible values are: <ul style="list-style-type: none"> • Read • Edit • All
UserOrGroupId	Type reference Properties Create, Filter, Group, Sort Description The ID representing the User or Group being granted access.

RevenueAsyncOperation

Represents the status of an asynchronous process initiated by a REST request. This object is available in API version 57.0 and later.

For example, `asset-management/assets/collection/actions/initiate-amend-quantity` creates a RevenueAsyncOperation record when it initiates an asynchronous process. The ID of the record is returned in the REST response.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
AsyncOperationNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description A unique identifier for this revenue async operation record.</p>
ExpiresAt	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp indicating when this record will be deleted.</p>
FinishedAt	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The timestamp indicating when the asynchronous process completed.</p>
JobType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The REST request that initiated the asynchronous process. Possible values are:</p> <ul style="list-style-type: none">• AutomatedNegativeInvoiceLineConversion• AutomaticRefunds• PearAmendQtyAssets• PearCancelAssets• PearRenewAssets

Field	Details
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>
ParentOperationId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Reserved for future use. This field is a relationship field.</p> <p>Relationship Name ParentOperation</p> <p>Relationship Type Lookup</p> <p>Refers To RevenueAsyncOperation</p>
ReferenceEntityId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Contains the ID of a record associated with the asynchronous request. For example, if the asynchronous request is associated with a credit memo, this field contains the ID of the credit memo. This field is a relationship field.</p>

Field	Details
	Relationship Name ReferenceEntity Relationship Type Lookup Refers To CreditMemo
StartedAt	Type dateTime Properties Filter, Nillable, Sort Description The timestamp indicating when Salesforce started the asynchronous process.
Status	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The status of the asynchronous process. Possible values are: <ul style="list-style-type: none">CompletedCompletedWithFailuresFailureInProgressSubmitted
SubmittedAt	Type dateTime Properties Filter, Nillable, Sort Description The timestamp indicating when the asynchronous process was submitted by the REST request.

RevenueTransactionErrorLog

Contains information about errors that occurred while processing a request. The error record persists until another error with the same category, primary record, and (optionally) related record occurs. This object is available in API version 55.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management.

Fields

Field	Details
Category	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Provides context about the source of error. For example, if an error occurs while processing an <code>/assets/collection/actions/initiate-cancellation</code> request, the category is <code>InitiateCancel</code>.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • <code>ApplyAPI</code> • <code>AutomatedNegativeInvoiceLineConversion</code> • <code>AutomaticRefunds</code> • <code>ConvertNegativeInvoiceLineToCredit</code>—available in API version 56.0 and later. • <code>Core Invoice Generation Failure</code> • <code>CreditInvoiceAPI</code> • <code>CreditTaxIntegrationAPI</code> • <code>InitiateAmendment</code>—available in API version 56.0 and later. • <code>InitiateCancel</code> • <code>InitiateRenewal</code> • <code>InsufficientAccess</code>—Insufficient Access to start Invoice run • <code>InvoiceBatchRun</code> • <code>InvoiceBatchRunInvoiceGeneration</code> • <code>InvoiceBatchRunPostProcessor</code> • <code>InvoiceBatchRunPreProcessor</code> • <code>InvoiceBatchRunRecovery</code> • <code>InvoiceBatchRunSelectionStep</code> • <code>InvoiceBatchRunSummarizer</code> • <code>InvoiceBatchRunTaxProcessor</code> • <code>MaterialLineGeneration</code>—available in API version 58.0 and later.

Field	Details
	<ul style="list-style-type: none"> Invalid Tax API Input Invalid Tax Integration Input OrderToAsset OrderToBillingSchedule PaymentSale PaymentScheduleGeneration—available in API version 56.0 and later. QuoteToOrder—available in API version 56.0 and later. Post Tax API Failure Post-Credit Tax Failure Pre-Credit Tax Failure StandaloneCreditAPI Tax API Failure Unknown Failure—available in API version 56.0 and later. VoidPostedInvoiceAPI
ErrorCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The error code; for example, INVALID_INPUT.</p>
ErrorLogNumber	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description An auto generated unique ID that identifies the error.</p>
ErrorMessage	<p>Type textarea</p> <p>Description Contains information about the error and how to resolve it.</p>
OwnerId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the user who made the request that resulted in the creation of the error log.</p>

Field	Details
	<p>This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PrimaryRecordId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description The ID of the record that's associated with this error. For example, if the error occurred while creating an invoice from an order, the primary ID is the ID of the order. This is a polymorphic relationship field.</p> <p>Relationship Name PrimaryRecord</p> <p>Relationship Type Lookup</p> <p>Refers To Asset, BillingBatchScheduler, BillingSchedule, CardPaymentMethod, CreditMemo, Invoice, InvoiceBatchRun, InvoiceBatchRunRecovery, Order, Payment, PaymentBatchRun, PaymentGateway, Quote, Refund</p>
RelatedRecordId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Optional. The ID of a record that can provide additional context about the error. For example, if <code>PrimaryRecordId</code> is the ID of an order, this field could be the ID of an order item. This is a polymorphic relationship field.</p> <p>Relationship Name RelatedRecord</p> <p>Relationship Type Lookup</p> <p>Refers To BillingBatchScheduler, BillingSchedule, BillingScheduleGroup, CreditMemo, CreditMemoLine, Invoice, InvoiceLine, OrderItem, Payment, PaymentSchedule, PaymentScheduleItem, QuoteLineItem, Refund</p>

Field	Details
RequestIdentifier	<p>Type string</p> <p>Properties Filter, Group, idLookup, Nillable, Sort</p> <p>Description This field is available in API version 57.0 and later. The unique ID returned by the request. Use this ID to identify the revenue transaction error log records for a specific request.</p>
RevenueAsyncOperationId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description This field is available in API version 57.0 and later. The ID of the revenue async operation record created by the request. Revenue async operation records contain information about the status of the asynchronous process initiated by the request. This field is a relationship field. This field is a relationship field.</p> <p>Relationship Name RevenueAsyncOperation</p> <p>Relationship Type Lookup</p> <p>Refers To RevenueAsyncOperation</p>

RuleTerritory2Association

Represents a record-assignment rule and its association to an object, such as Account. Available only if Enterprise Territory Management has been enabled for your organization.

Supported Calls

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

Special Access Rules

As of Summer '20 and later, only standard users can access this object. If a territory model is in `Active` state, any standard user can view that model, including its territories and assignment rules. For territories in an active model, any standard user can view assigned records and assigned users subject to your organization's sharing settings. Users cannot view territory models in other states (such as `Planning` or `Archived`).

Fields

Field Name	Details
IsInherited	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Indicates whether the rule is an <i>inherited</i> rule (<code>true</code>) or a <i>local</i> rule (<code>false</code>). Rule inheritance flows from the parent territory where the rule is created to the rule's descendent territories (if any) in the territory model hierarchy. A local rule is created within a single territory and affects that territory only.</p>
RuleId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the rule.</p>
Territory2Id	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the territory where the rule was created.</p>

SalesAIScoreCycle

Represents the cycle type and ID used to score records. This object is available in API version 47.0 and later.


Supported Calls

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

Special Access Rules

To see score cycle information, users need a Sales Cloud Einstein license with the View Scoring Model Factors permission enabled. The permission isn't enabled by default. As of the Spring '20 release, Pardot and Sales Engagement users no longer have access to this object.

Fields

Field	Details
CycleType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The cycle used to create scores on opportunity records can be one of two types.</p> <ul style="list-style-type: none"> • <code>OpportunityScoreModeling</code>—Provides model factors, which Sales Cloud Einstein uses to build a scoring model. • <code>OpportunityScoreScoring</code>—Provides scores and key factors to individual records, which are based on Sales Cloud Einstein’s scoring model. <p> Note: When the value <code>OpportunityScoreModeling</code> is returned, use the Sales AI Score Model Factor object to get information about the model factors.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The ID of the cycle. Currently, the name is a system-generated unique value.</p>

SalesAIScoreModelFactor

Represents the factors that Sales Cloud Einstein uses to build a scoring model. Scoring models are used by features, such as Opportunity Scoring, to score individual records. This object is available in API version 47.0 and later.

Supported Calls


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


Special Access Rules

To see model factor information, users need a Sales Cloud Einstein license with the “View Scoring Model Factors” permission enabled. The permission isn’t enabled by default. As of the Spring ‘20 release, Pardot and Sales Engagement users no longer have access to this object.

Fields

Field	Details
Factor	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description A factor that contributes to a scoring model. For example, a factor could indicate that an amount increase has a positive effect on an opportunity score (AmountIncreasePositive). Or, it could indicate that a change to the close date has a negative effect on an opportunity score (CloseDateChangeNegative).</p>
FactorSummaryOrgLanguage	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Describes the factor in English. For example, the factor field value AmountChangePositive is summarized as "Amount change has positive effect".</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description The ID of the model factor. Currently, the name is a system-generated value.</p>
OperatorType	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The operator used to analyze field values. For example, the factor HighSuccessLeadSource uses the Lead Source field as the primary source field. When building the scoring model, Einstein uses the Equals operator to determine <code>PrimarySourceFieldValue = Internet</code>. The other supported operator is <code>IsNull</code>.</p>
PrimarySourceFieldName	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p>

Field	Details
	<p>Description</p> <p>The name of the primary field used in the model factor. For example, the factor HighSuccessIndustry uses the account's Industry as the primary field.</p>
PrimarySourceFieldValue	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>Information used to retrieve the PrimarySourceFieldValueText, such as a record ID or value.</p>
PrimarySourceFieldValueText	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The value of the primary source field used in the model factor. For example, the factor HighSuccessIndustry uses the account's Industry as the primary field, and the value of the Industry field is manufacturing.</p> <p> Note: This field's value is retrieved from the PrimarySourceFieldValue field. If the PrimarySourceFieldValue field is a record ID, then PrimarySourceFieldValueText returns the name of the record. If OperatorType returns isNull, then PrimarySourceFieldValue returns true and PrimarySourceFieldValueText returns null.</p>
SalesAiScoreCycleId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The ID of the score cycle used to generate model factors. Each score cycle can have multiple model factors associated to it.</p>
ScoreCorrelation	<p>Type</p> <p>double</p> <p>Properties</p> <p>Filter, Nillable, Sort</p> <p>Description</p> <p>The strength between a model factor and a score. If score correlation value is closer to +1, it's more likely that the model factor contributing toward a high score. If score correlation value is closer to -1, it's more likely that the model factor is contributing toward a low score.</p>

Field	Details
SecondarySourceFieldName	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The name of the secondary field used in the model factor. For example, the factor HighAmountActivity uses Task as the primary field and Event as the secondary field. Not all model factors use a secondary source field.</p>
SecondarySourceFieldValue	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Information used to retrieve the SecondarySourceFieldValueText, such as a record ID or value. Not all model factors use a secondary source field. This field is available in API version 50.0 and later.</p>
SecondarySourceFieldValueText	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description When the model factor is based on two source fields, this field represents the value of the secondary source field. For example, the factor HighSuccessMultipleSameFieldValue might use the opportunity's related product as the primary field and pricebook as the secondary field. The product and pricebook names are indicated by the PrimarySourceFieldValueText and SecondarySourceFieldValueText, respectively. Not all model factors use a secondary source field. This field is available in API version 50.0 and later.</p> <p> Note: This field's value is retrieved from the SecondarySourceFieldValue field. If the SecondarySourceFieldValue field is a record ID, then SecondarySourceFieldValueText returns the name of the record. If OperatorType returns isNull, then SecondarySourceFieldValue returns true and SecondarySourceFieldValueText returns null.</p>
Status	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Determines whether the model factor is active or inactive.</p>

Usage

Use the SalesAIScoreModelFactor object to run a query that retrieves the latest highest influencing model factors.

```
SELECT Id,Factor,ScoreCorrelation,FactorSummaryOrgLanguage
FROM SalesAIScoreModelFactor
WHERE Status='Active' and SalesAIScoreCycle.CycleType='OpportunityScoreModeling'
ORDER BY ScoreCorrelation desc
```

SalesChannel

Represents the origin of an order. For example, a web storefront, physical store, marketplace, or mobile app. If you integrate Salesforce Order Management with Salesforce B2C Commerce, set up a SalesChannel corresponding to each Site in your B2C Commerce implementation. 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 only available in Salesforce Order Management orgs.

Fields

Field	Details
Description	<div>Type</div> <div>textarea</div> <div>Properties</div> <div>Create, Nillable, Update</div> <div>Description</div> <div>Description of the SalesChannel.</div>
ExternalChannelNumber	<div>Type</div> <div>string</div> <div>Properties</div> <div>Create, Filter, Group, Nillable, Sort, Update</div> <div>Description</div> <div>External system identifier for the SalesChannel.</div>
LastReferencedDate	<div>Type</div> <div>dateTime</div>

Field	Details
	<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. A null value can mean that this record has only been referenced (LastReferencedDate) and not viewed.</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 currently owns this SalesChannel. Default value is the user logged in to the API to perform the create.</p>
SalesChannelName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Name of the SalesChannel.</p>
Type	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Type of the SalesChannel. Each Type corresponds to one Type Category. You can customize the Type picklist to represent your business processes, but the Type Category picklist is fixed because some order processing is based on those values. If you customize the Type picklist, include at least one value for each Type Category. This field is available in API version 53.0 and later. Default values are:</p> <ul style="list-style-type: none">• B2B• B2C• Other

Field	Details
TypeCategory	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Type Category of the SalesChannel. Each Type Category corresponds to one or more Types. This field isn't visible in the UI. This field is available in API version 53.0 and later.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• B2B• B2C• Other

SEE ALSO:

[Order](#)

[OrderSummary](#)

SalesStoreCatalog

Represents the catalog associated with a store. This object is available in API version 49.0 and later.

Supported Calls

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

Special Access Rules

You must have the B2B Commerce license and a CMS workspace to access a store.

Fields

Field	Details
CurrencyIsoCode	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</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

Field	Details
ImplementorType	Type string Properties Filter, Group, Nillable, Sort Description The type of implementor. WebStoreCatalog is the only available implementor type for SalesStoreCatalog.
ProductCatalogId	Type reference Properties Filter, Group, Sort Description The ID that references the product catalog.
SalesStoreId	Type reference Properties Filter, Group, Sort Description The ID that references the store.

SalesTransactionItemShape

Defines the business logic for a sales transaction shape item, for example, an item in an order. This object is available in API version 57.0 and later.

This object is visible in Object Manager for customization; for example, you can create custom fields for this object.

Supported Calls


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

Special Access Rules

This object is available with Subscription Management, B2B Commerce, or B2C Commerce.

Fields

Field	Details
BasisTransactionItemShapeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the sales transaction shape item to use as a reference when pricing this transaction. For example, when pricing an order, this field refers to the order being canceled. This field is available if Subscription Management is enabled.</p> <p>This field is a relationship field.</p> <p>Relationship Name BasisTransactionItemShape</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransactionItemShape</p>
BillingFrequency	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The time period that indicates how often the sales transaction shape item is billed. This field is available if Subscription Management is enabled.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Annual• Monthly
EndDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The last day the sales transaction shape item is available. For example, the last day of the subscription. This field is available if Subscription Management is enabled.</p>
ListPrice	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p>

Field	Details
	Description The list price for the sales transaction shape item. This value is inherited from the related price book entry.
ListPriceTotal	Type currency Properties Create, Filter, Nillable, Sort Description The list price, inclusive of quantity. This calculated field is equal to ListPrice times Quantity.
NetUnitPrice	Type currency Properties Create, Filter, Nillable, Sort Description The final unit price of the product, after all adjustments are applied.
ObligatedAmount	Type currency Properties Create, Filter, Nillable, Sort Description Description In a subscription, the amount a subscriber is billed for products used during the subscription period that the subscriber returns before the subscription end date. This field's value is the price for use of the product. This field is available in version 57.0 and later. This field is available when Subscription Management is enabled.  Note: <ul style="list-style-type: none"> A subscriber must submit a quantity amendment in order to change the subscription's product quantity. A quantity amendment request is only valid until the subscription end date. A subscriber is eligible for a refund only for the periods when the products weren't used. The subscription's proration policy indicates whether the obligated amount and the refund are prorated for partial periods.
PeriodBoundary	Type picklist

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The period boundary helps determine the start and end date of the billing periods. This field is available if Subscription Management is enabled.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • AlignToCalendar—The period starts on the first day of the term unit, for example, the first day of the month. • Anniversary— The start date determines the boundary. For example, if a monthly subscription starts on September 13, the subscription starts on the 13th day of each month. • DayOfPeriod— The period starts on the day indicated by <code>PeriodBoundaryDay</code>. • LastDayOfPeriod— The period starts on the last day of the pricing term unit; for example, the last day of the month.
PeriodBoundaryDay	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description Required when <code>PeriodBoundary</code> is <code>DayOfPeriod</code>. Indicates day of the week or month that marks the period boundary. Must be an integer from 1 through 31. This field is available if Subscription Management is enabled.</p>
PeriodBoundaryStartMonth	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Nillable, Sort, Update</p> <p>Description Field is populated based on input in the <code>StartDate</code>, <code>PeriodBoundary</code>, and <code>PeriodBoundaryDay</code> when <code>BillingFrequency</code> is <code>Annual</code> or by manual user entry. Possible values are:</p> <ul style="list-style-type: none"> • 1-January • 2-February • 3-March • 4-April • 5-May • 6-June • 7-July • 8-August • 9-September • 10-October

Field	Details
	<ul style="list-style-type: none"> 11–November 12–December
PricebookEntryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the related price book entry. The related price book entry contains all the pricing information about the product being sold. This field is a polymorphic relationship field.</p> <p>Relationship Name PricebookEntry</p> <p>Relationship Type Lookup</p> <p>Refers To PricebookEntryInterface</p>
PricingTermCount	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description A calculated field indicating the number of pricing terms in the subscription. This field is available if Subscription Management is enabled.</p>
PricingTransactionType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates the type of pricing transaction, for example, a new sale, an amendment, or a renewal. This field is available if Subscription Management is enabled. Possible values are:</p> <ul style="list-style-type: none"> AmendmentAtLastNegotiatedPrice— Calculate the price of the amended sales transaction shape item using the same price book and price adjustments as the new sale item. For example, an order item that is amended using a pricing transaction type of AmendmentAtLastNegotiatedPrice is priced using the same price book information and price adjustments as the new sale item. The amended order item has the same price as the new sale order item. AmendmentStartingFromListPrice— Calculate the price of the amended sales transaction shape item using current price book information, disregarding any

Field	Details
	<p>pricing information or adjustments that were applied to the new sale item. Typically, an amended transaction item has a different price than the new sale transaction item.</p> <ul style="list-style-type: none"> • Cancellation— Calculate the price of the canceled transaction. For example, let's say that a 1-year subscription was purchased on January 1, then canceled on July 31. The price of the canceled products and services from August 1 through Dec 31 is calculated. • NewSale— The price of a new transaction is calculated. • RenewalAtLastNegotiatedPrice— Calculate the price of the renewal sales transaction shape item using the same price book and price adjustments as the new sale item. For example, an order item that is renewed using a pricing transaction type of RenewalAtLastNegotiatedPrice is priced using the same price book information and price adjustments as the new sale item. The renewal order item has the same price as the new sale order item. • RenewalAtListPrice— Calculate the price of the renewal sales transaction shape item using current price book information, disregarding any pricing information or adjustments that were applied to the new sale item. Typically, a renewal transaction item has a different price than the new sale transaction item.
ProductId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the related product. This field is a relationship field.</p> <p>Relationship Name Product</p> <p>Relationship Type Lookup</p> <p>Refers To Product2</p>
ProductSellingModelId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the related product selling model. The product selling model defines one method by which a product can be sold; for example, as a one-time sale, an evergreen subscription, or a termed subscription. This field is available if Subscription Management is enabled. This field is a relationship field.</p>

Field	Details
	<p>Relationship Name ProductSellingModel</p> <p>Relationship Type Lookup</p> <p>Refers To ProductSellingModel</p>
ProrationPolicyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the related proration policy. The proration policy defines how the price is calculated for each subscription period; for example, whether partial periods are allowed, and how remainder amounts are handled. This field is available if Subscription Management is enabled. This field is a relationship field.</p> <p>Relationship Name ProrationPolicy</p> <p>Relationship Type Lookup</p> <p>Refers To ProrationPolicy</p>
Quantity	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description Number of units in the sales transaction shape item.</p>
SalesItemType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The type of sale. Possible values are:</p> <ul style="list-style-type: none"> • Charge— An item that acts as a fee and can't be fulfilled. For example, a delivery charge, a shipping fee, or a membership fee. • Product— An item that is a good or service that can be fulfilled. For example, a widget or a widget warranty.

Field	Details
SalesTransactionItemShapeName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort</p> <p>Description Required. The name of the sales transaction shape item.</p>
SalesTransactionShapeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description Required. The ID of the sales transaction shape. A sales transaction shape is the way in which the sales transactions occur. For example, a cart, an order, or a quote. This field is a relationship field.</p> <p>Relationship Name SalesTransactionShape</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransactionShape</p>
StartDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The start date of the subscription. This field is available if Subscription Management is enabled.</p>
StartingPriceTotal	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The starting unit price, inclusive of quantity, prorated for the duration of the subscription. This field has two ways to obtain its value. The value can be manually entered or automatically calculated. The calculation is equal to <code>StartingUnitPrice</code> times <code>Quantity</code>.</p>
StartingUnitPrice	<p>Type currency</p>

Field	Details
	<p>Properties Create, Filter, Nillable, Sort</p> <p>Description The unit price before any adjustments.</p>
StartingUnitPriceSource	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates whether the starting unit price was inherited, entered manually, or calculated. Possible values are:</p> <ul style="list-style-type: none"> • Inherited— The starting unit price is copied from a previous transaction; for example, from the order item being renewed. • Manual— The starting unit price is entered manually, for example, by a sales rep. • System— The starting unit price is calculated using pricing information that was configured by an administrator; for example, a pricing tier.
StockKeepingUnit	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The SKU assigned to the related product.</p>
SubscriptionTerm	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The number of terms in the subscription. You can indicate a subscription's length using either the start and end dates, or by using the start date and the subscription term. This field is available if Subscription Management is enabled.</p>
TotalAdjustmentAmount	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The sum of all adjustments applied to the related sales transaction shape items, inclusive of quantity, prorated for the duration of the subscription. Includes distributed price adjustment</p>

Field	Details
	items and price adjustment items applied directly. This calculated field is equal to the sum of <code>TotalAdjustmentAmount</code> on the related sales transaction shape items.
<code>TotalAdjustmentDistAmount</code>	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The sum of the distributed price adjustment items applied to the sales transaction shape item, prorated for the duration of the subscription. Doesn't include price adjustment items that are applied directly. A distributed price adjustment is automatically created to apply a transaction-level adjustment to the transaction items. For example, let's say that you have an order with two order items: one for a file storage service and another for a video streaming service. A 10% volume discount and a 15% manual discount are applied to the entire order. An additional 20% discount is applied to the file storage service. To distribute the order-level discounts, the system creates a 10% price adjustment item and a 15% price adjustment item for each order item. In this example, the file storage service's sales transaction shape item has the following field values:</p> <ul style="list-style-type: none"> • <code>TotalAdjustmentAmount</code> — The sum of all item-level adjustments, including the 10% price adjustment item, the 15% price adjustment item, and the 20% price adjustment item. • <code>TotalAdjustmentDistAmount</code>— The sum of the distributed item-level adjustments, including the 10% price adjustment item and the 15% price adjustment item.
<code>TotalLineAmount</code>	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The total price before price adjustments, inclusive of quantity, prorated for the duration of the subscription. This calculated field is equal to <code>StartingPriceTotal</code> times <code>PricingTermCount</code>.</p>
<code>TotalPrice</code>	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The price after all adjustments, inclusive of quantity, prorated for the duration of the subscription. This calculated field is equal to <code>TotalAdjustmentAmount</code> plus <code>StartingPriceTotal</code>.</p>

SalesTransactionShape

Defines the business logic for a sales transaction; for example, an order, a quote, or a cart. This object is available in API version 57.0 and later.

This object is visible in Object Manager for customization; for example, you can create custom fields for this object.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management, B2B Commerce, or B2C Commerce.

Fields

Field	Details
AccountId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The unique identifier for the account associated with this sales transaction shape. This field is available when OrgPermissions or Platform is enabled.</p> <p>This field is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
SalesTransactionShapeName	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort</p> <p>Description The name of the sales transaction shape. For example, Quote.</p>
TotalAdjustmentAmount	<p>Type currency</p>

Field	Details
	<p>Properties Create, Filter, Nillable, Sort</p> <p>Description The sum of all adjustments applied to the sales transaction shape, inclusive of quantity, prorated for the duration of the subscription. Includes distributed price adjustment items and price adjustment items applied directly. This calculated field is equal to the sum of <code>TotalAdjustmentAmount</code> on the related sales transaction shape items.</p>
<code>TotalAdjustmentDistAmount</code>	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The sum of the distributed price adjustment items applied to the related sales transaction shape items, inclusive of quantity, prorated for the duration of the subscription. Does not include price adjustment items that are applied directly. This calculated field is equal to the sum of <code>TotalAdjustmentDistAmount</code> on the related sales transaction shape items.</p>
<code>TotalAmount</code>	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The final price of the sales transaction shape, after all adjustments, inclusive of quantity, prorated for the duration of the subscription. This calculated field equal to the sum of <code>TotalPrice</code> on the related sales transaction shape items.</p>
<code>TotalListAmount</code>	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The sum of the list price of the related sales transaction shape items, inclusive of quantity, prorated for the duration of the subscription. This calculated field is equal to the sum of <code>ListPriceTotal</code> on the related sales transaction shape items.</p>
<code>TotalProductAmount</code>	<p>Type currency</p> <p>Properties Create, Filter, Nillable, Sort</p> <p>Description The total price of all related sales transaction shape items of type Product, before price adjustments, inclusive of quantity, prorated for the duration of the subscription. This calculated</p>

Field	Details
	field is equal to the sum of <code>TotalLineAmount</code> on the related sales transaction shape items of type <code>Product</code> .

SalesTrxnItemRelationShape

Describes the relationship between sales transaction shape items; for example, a bundle or set. This object is available in API version 57.0 and later.

Supported Calls

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

Special Access Rules

This object is available with Subscription Management, B2B Commerce, or B2C Commerce.

Fields

Field	Details
<code>AssocSalesTrxnItemShapeId</code>	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the associated sales transaction shape item.</p> <p>This field is a relationship field. In a bundle relationship, this sales transaction shape item is the bundle component.</p> <p>Relationship Name AssocSalesTrxnItemShape</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransactionItemShape</p>
<code>AssocSalesTrxnItemShapeRole</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes the position of the associated sales transaction shape item in the relationship.</p>

Field	Details
	<p>Possible values are:</p> <ul style="list-style-type: none"> • BundleComponent—The associated sales transaction shape item is part of a bundle. • SetComponent—The associated sales transaction shape item is part of a set.
AssociatedItemShapePricing	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes how the associated sales transaction shape item is priced, relative to the main sales transaction shape item.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • IncludedInBundlePrice— The associated sales transaction shape item's cost is \$0 because it's included in the bundle's price. • NotIncludedInBundlePrice— The associated sales transaction shape item has a cost because it's not included in the bundle's price.
MainSalesTrxnItemShapeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the main sales transaction shape item.</p> <p>This field is a relationship field. In a bundle relationship, this sales transaction shape item is the bundle parent.</p> <p>Relationship Name MainSalesTrxnItemShape</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransactionItemShape</p>
MainSalesTrxnItemShapeRole	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates the position of the main sales transaction shape item in the relationship.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • AddOnComponent— The main sales transaction shape item is an add on component. Available in API version 58.0 and later.

Field	Details
	<ul style="list-style-type: none"> • Bundle— The main sales transaction shape item is the bundle parent. • Set— The main sales transaction shape item is the set parent.
ProductRelationshipTypeId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the record that describes the relationship between the main and associated sales transaction shape items. This field is a relationship field.</p> <p>Relationship Name ProductRelationshipType</p> <p>Relationship Type Lookup</p> <p>Refers To ProductRelationshipType</p>
QuantityScaleMethod	<p>Type picklist</p> <p>Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description How to scale the quantity of the associated sales transaction shape item, relative to the main sales transaction shape item. The value is informative; the system doesn't check whether the scaled quantities are correct. If this field has a non-null value, you can't edit the associated sales transaction shape item's quantity. Possible values are:</p> <ul style="list-style-type: none"> • Constant—The associated sales transaction's item quantity remains the same in relation to the main sales transaction shape item's quantity. For example, let's say that the main sales transaction shape item has a quantity of one and the associated sales transaction shape item has a quantity of one. If you increase the quantity of the main sales transaction shape item to two, the associated sales transaction shape item's quantity remains at one. • Proportional—The associated sales transaction's item quantity increases or decreases based on the main sales transaction shape item's quantity. For example, let's say that the main sales transaction shape item has a quantity of one and the associated sales transaction shape item has a quantity of two. If you increase the quantity of the main order item to two, the associated order item's quantity increases to four. <p>The default value is Proportional.</p>

Field	Details
SalesTransactionShapeId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the related sales transaction shape. This field is a relationship field. Relationship Name SalesTransactionShape Relationship Type Lookup Refers To SalesTransactionShape
SalesTrxnItemRelationShapeName	Type string Properties Create, Filter, Group, idLookup, Sort Description Name of the relationship of the sales transaction shape item.

SalesTrxnItemRelationship

Describes the relationship between sales transaction items; for example, a bundle or set. This object interface is available in API version 58.0 and later.

Supported Calls

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

Special Access Rules

This object interface is available if Subscription Management is enabled.

Fields

Field	Details
AssociatedItemPricing	Type picklist

Field	Details
	<p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes how the associated sales transaction item is priced, relative to the main sales transaction item. Possible values are:</p> <ul style="list-style-type: none"> • <code>IncludedInBundlePrice</code> — The associated sales transaction item's cost is \$0 because it's included in the bundle's price. • <code>NotIncludedInBundlePrice</code> —The associated sales transaction item has a cost because it's not included in the bundle's price.
AssociatedSalesTrxnItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the associated sales transaction item. This field is a polymorphic relationship field. In a bundle relationship, this sales transaction item is the bundle component.</p> <p>Relationship Name AssociatedSalesTrxnItem</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransactionItem</p>
AssociatedSalesTrxnItemRole	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Describes the position of the associated sales transaction item in the relationship. Possible values are:</p> <ul style="list-style-type: none"> • <code>AddOnComponent</code> —The associated sales transaction item is an add-on component. • <code>BundleComponent</code> —The associated sales transaction item is part of a bundle. • <code>ClassificationComponent</code> —The associated sales transaction item is a classification component. • <code>SetComponent</code> —The associated sales transaction item is part of a set.
ImplementorType	<p>Type string</p>

Field	Details
	<p>Properties Filter, Group, Nillable, Sort</p> <p>Description The object that is implementing this object interface; for example, an OrderProduct object.</p>
MainSalesTrxnItemId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the main sales transaction item. This field is a polymorphic relationship field. In a bundle relationship, this sales transaction item is the bundle parent.</p> <p>Relationship Name MainSalesTrxnItem</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransactionItem</p>
MainSalesTrxnItemRole	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Indicates the position of the main sales transaction item in the relationship. Possible values are:</p> <ul style="list-style-type: none"> • Bundle—The main sales transaction item is the bundle parent. • Set—The main sales transaction item is the set parent.
ProductRelationshipTypeId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the record that describes the relationship between the main and associated sales transaction items. This field is a relationship field.</p> <p>Relationship Name ProductRelationshipType</p>

Field	Details
	<p>Relationship Type Lookup</p> <p>Refers To ProductRelationshipType</p>
QuantityScaleMethod	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description How to scale the quantity of the associated sales transaction item, relative to the main sales transaction item. The value is informative; the system doesn't check whether the scaled quantities are correct. If this field has a non-null value, you can't edit the associated sales transaction item's quantity.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> • Constant — The associated sales transaction's item quantity remains the same in relation to the main sales transaction item's quantity. For example, let's say that the main sales transaction item has a quantity of one and the associated sales transaction item has a quantity of one. If you increase the quantity of the main sales transaction item to two, the associated sales transaction item's quantity remains at one. • Proportional — The associated sales transaction's item quantity increases or decreases based on the main sales transaction item's quantity. For example, let's say that the main sales transaction item has a quantity of one and the associated sales transaction item has a quantity of two. If you increase the quantity of the main order item to two, the associated order item's quantity increases to four. <p>The default value is Proportional.</p>
SalesTransactionId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The unique identifier of the sales transaction to which the main and associated sales transaction items belong to.</p> <p>This field is a polymorphic relationship field.</p> <p>Relationship Name SalesTransaction</p> <p>Relationship Type Lookup</p> <p>Refers To SalesTransaction</p>

SalesWorkQueueSettings

Represents settings used to customize work queue options for third-party scoring. Third-party scoring enables custom number fields on person accounts, contacts, and leads. You must be a Sales Engagement customer to update this object. Previously, you could only use the Einstein Intelligence Score for third-party scoring. Available starting in Version 47.0.

 **Note:** This object can't be packaged.

Supported Calls

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

Fields

Field	Details
FeatureName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, idLookup, Sort, Update</p> <p>Description</p> <p>A value that represents the name of the work queue settings.</p> <p>To use custom number fields in the work queue, the value must be entered as <code>ThirdPartyScore</code>.</p>
TargetEntity	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The related record object of the custom number field. Acceptable SObjects include <code>PersonAccount</code>, <code>Contact</code>, and <code>Lead</code>.</p>
TargetField	<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 <code>DeveloperName</code> of the custom number field related to the <code>TargetEntity</code>. Custom fields must have a custom number data type.</p> <ul style="list-style-type: none">To use Einstein Intelligence Score for lead scoring, enter <code>ScoreIntelligence.Score</code> for the <code>DeveloperName</code>.To remove custom number fields from the work queue, enter <code>None</code>.

SamlSsoConfig

Represents a SAML Single Sign-On configuration. This object is available in API version 32.0 and later.

Single sign-on is a process that allows network users to access all authorized network resources without having to log in separately to each resource. Single sign-on allows you to validate usernames and passwords against your corporate user database or other client application rather than having separate user passwords managed by Salesforce.

Supported Calls


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

Special Access Rules

As of Summer '20 and later, only users with the View Setup and Configuration permission or both the Customize Application and Modify All Data permissions can access this object.

Fields

Field Name	Details
AttributeFormat	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description For SAML 2.0 only and when <code>identityLocation</code> is set to <code>Attribute</code>. Possible values include <code>unspecified</code>, <code>emailAddress</code>, or <code>persistent</code>. All legal values can be found in the “Name Identifier Format Identifiers” section of the Assertions and Protocols SAML 2.0 specification.</p>
AttributeName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the identity provider’s application. Get this name value from your identity provider.</p>
Audience	<p>Type string</p> <p>Properties Filter, Group, Sort</p>

Field Name	Details
	Description The Issuer, also called the “Entity ID.” The value is a URL that uniquely identifies the SAML identity provider.
DeveloperName	Type string Properties Filter, Group, Sort 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.  Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.
ErrorUrl	Type string Properties Filter, Nillable, Sort Description When there's an error during login, specify the URL of the page where users are directed. It must be publicly accessible, such as a public site Visualforce page. The URL can be absolute or relative.
ExecutionUserID	Type reference Properties Filter, Group, Nillable, Sort Description The user that runs the Apex handler class. The user must have the “Manage Users” permission. A user is required if you specify a SAML JIT handler class. This is a relationship field. Relationship Name ExecutionUser Relationship Type Lookup

Field Name	Details
	Refers To User
IdentityLocation	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The location in the assertion where a user is identified. Valid values are: <ul style="list-style-type: none"> • <code>SubjectNameId</code>—The identity is in the <code><Subject></code> statement of the assertion. • <code>Attribute</code>—The identity is specified in an <code><AttributeValue></code>, located in the <code><Attribute></code> of the assertion.
IdentityMapping	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The identifier that the service provider uses for the user during Just-in-Time user provisioning. Valid values are: <ul style="list-style-type: none"> • <code>Username</code>—The user's Salesforce username. • <code>FederationId</code>—The federation ID from the user object; the identifier that's used by the service provider for the user. • <code>UserId</code>—The user ID from the user's Salesforce organization.
Issuer	Type string Properties Filter, idLookup, Group, Sort Description Also called the "Entity ID." The value is a URL that uniquely identifies the SAML identity provider.
Language	Type picklist Properties Filter, Group, Restricted picklist, Sort Description The language for the organization.

Field Name	Details
LoginUrl	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description For SAML 2.0 only: The URL where Salesforce sends a SAML request to start the login sequence.</p>
LogoutUrl	<p>Type string</p> <p>Properties Filter, Nillable, Sort</p> <p>Description For SAML 2.0 only: The URL to direct users to where they click the Logout link. The default is <code>https://salesforce.com</code>.</p>
MasterLabel	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The text that's used to identify the Visualforce page in the Setup area of Salesforce.</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.

Field Name	Details
OptionsSpInitBinding	<p>Type boolean</p> <p>Properties Filter</p> <p>Description The service provider initiated request binding, either HTTP Redirect (<code>true</code>) or HTTP POST (<code>false</code>).</p>
OptionsUseConfigRequestMethod	<p>Type boolean</p> <p>Properties Filter</p> <p>Description If <code>true</code>, applies the selected Request Signature Method (RSM) during single logout. If <code>false</code>, the default RSM (RSA-SHA1) is applied.</p>
OptionsUseSameDigestAlgoForSigning	<p>Type boolean</p> <p>Properties Filter</p> <p>Description If <code>true</code>, uses a SAML digest algorithm based on the selected Request Signature Method (RSM). For example, if the selected RSM is RSA-SHA256, the digest algorithm is set to SHA-256. If <code>false</code>, uses the default digest algorithm (SHA-1), regardless of the selected RSM. This field is available in API version 55.0 and later. You can edit this field only for legacy SAML configurations created before the Spring '22 release. For configurations created after Spring '22, this field is <code>true</code> by default.</p>
OptionsRequireMfaSaml	<p>Type boolean</p> <p>Properties Filter</p> <p>Description Requires multi-factor authentication (MFA) for single sign-on with this SAML configuration based on the MFA status of each user. For this setting to trigger MFA, you must apply MFA directly to users via one of two methods. 1) Assign the user permission Multi-Factor Authentication for User Interface Logins. 2) Enable the org setting Require multi-factor authentication (MFA) for all direct UI logins to your Salesforce org. For more information, see Use Salesforce MFA for SSO in Salesforce Help.</p>

Field Name	Details
OptionsUserProvisioning	<p>Type boolean</p> <p>Properties Filter</p> <p>Description If <code>true</code>, Just-in-Time user provisioning is enabled, which creates users on the fly the first time that they try to log in. Specify <code>Federation ID</code> for the <code>identityMapping</code> value to use this feature.</p>
RequestSignatureMethod	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The method that's used to sign the SAML request. Valid values are:</p> <ul style="list-style-type: none"> • RSA-SHA1 • RSA-SHA256
SamlJitHandlerId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of an existing Apex class that implements the <code>Auth.SamlJitHandler</code> interface. This is a relationship field.</p> <p>Relationship Name SamlJitHandler</p> <p>Relationship Type Lookup</p> <p>Refers To ApexClass</p>
SingleLogoutBinding	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Determines where to put the LogoutRequest or LogoutResponse in the SAML request during single logout (SLO). The value is base64 encoded. Valid values are:</p>

Field Name	Details
	<ul style="list-style-type: none"> • <code>RedirectBinding</code> — Sent in the query string, deflated. • <code>PostBinding</code> — Sent in the POST body, not deflated.
<code>SingleLogoutUrl</code>	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The SAML single logout endpoint. This URL is the endpoint where Salesforce sends LogoutRequests (when Salesforce initiates a logout), or LogoutResponses (when the identity provider initiates a logout).</p>
<code>ValidationCert</code>	<p>Type string</p> <p>Properties Filter, Sort</p> <p>Description The certificate that's used to validate the request. Get this certificate value from your identity provider.</p>
<code>Version</code>	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The SAML version. Valid values are:</p> <ul style="list-style-type: none"> • <code>SAML1_1</code> • <code>SAML2_2</code>

SavedPaymentMethod

Represents a payment method saved by an authenticated customer. This object is available in API version 58.0 and later

Supported Calls

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

Special Access Rules

To access Salesforce Payments objects with the API, your org must have:

- Salesforce Payments License
- Payments Administrator permission set

Fields

Field	Details
AccountHolderEmail	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Email address of the payment method holder.</p>
AccountHolderName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Full name of the payment method holder.</p>
BankAccountType	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Type of bank account such as a checking or savings account.</p>
BankCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Code representing the bank that issued the payment method.</p>
BankName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Name of the bank that issued the payment method.</p>

Field	Details
ExpiryMonth	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Month the payment method expires.</p>
ExpiryYear	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Year the payment method expires.</p>
GatewayReference	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description A reference to the saved payment owner at the payment gateway, for example a Stripe customer ID.</p>
GatewayToken	<p>Type encryptedstring</p> <p>Properties Nillable</p> <p>Description Unencrypted unique token ID generated by the payment gateway to represent the card payment method during transactions. <code>GatewayToken</code> is for use with APIs earlier than version 52.0. For version 53.0 and latter, use the <code>GatewayTokenEncrypted</code> field. To secure the token, use the <code>GatewayTokenEncrypted</code> field.</p> <p>An error message appears if you try to record a <code>GatewayToken</code> for a card payment method that already has a <code>GatewayToken</code> or <code>GatewayTokenEncrypted</code> value.</p>
IsDefault	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Customer's default payment method. The default value is <code>false</code>.</p>

Field	Details
Issuer	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Financial institution issuing the payment method.</p>
Last4	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Last four digits of the payment method account number.</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 or list view related to this record, but didn't access it directly.</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 the user referenced this record but didn't view it directly.</p>
MerchantAccountId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description Identifies the Salesforce Payments Merchant Account. This field is a relationship field.</p> <p>Relationship Name MerchantAccount</p> <p>Relationship Type Lookup</p>

Field	Details
	Refers To MerchantAccount
Name	Type string Properties Filter, Group, idLookup, Sort Description Name of the saved payment method.
Network	Type string Properties Filter, Group, Nillable, Sort Description Saved payment method card network, for example Visa or Union Pay.
Nickname	Type string Properties Filter, Group, Nillable, Sort Description Additional name or label to easily identify the payment method.
PaymentGatewayId	Type reference Properties Filter, Group, Sort Description The payment gateway that is used to create a gateway token. For transactions with a saved payment method in Salesforce, this field stores the payment gateway ID used in the transaction. This field is a relationship field. This field is a relationship field. Relationship Name PaymentGateway Relationship Type Lookup Refers To PaymentGateway

Field	Details
ReferenceOwnerId	<p>Type reference</p> <p>Properties Filter, Group, Sort</p> <p>Description ID of the Account or Contact record that owns the payment method. This field is a polymorphic relationship field.</p> <p>Relationship Name ReferenceOwner</p> <p>Relationship Type Lookup</p> <p>Refers To Account or Contact</p>
Status	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Status of the saved payment method. Possible values are:</p> <ul style="list-style-type: none"> • Active • AwaitingPayment • Errored—Failed • Expired
Type	<p>Type picklist</p> <p>Properties Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description Type of saved payment method. Possible values are:</p> <ul style="list-style-type: none"> • au_becs_debit • bacs_debit • bancontact • card • ideal • sepa_debit

Field	Details
	<ul style="list-style-type: none"> us_bank_account – ACH Direct Debit
UsageType	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description Indicates if the payment method is used on or off session. Possible values are:</p> <ul style="list-style-type: none"> OffSession OnSession RestrictedOffSession

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.

[SavedPaymentMethodChangeEvent](#) on page 52

Change events are available for the object.

[SavedPaymentMethodFeed](#) on page 39

Feed tracking is available for the object.

[SavedPaymentMethodHistory](#) on page 47

History is available for tracked fields of the object.

[SavedPaymentMethodOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[SavedPaymentMethodShare](#) on page 50

Sharing is available for the object.

SavedPaymentMethodEvent

Represents a saved payment method platform event. Subscribe to these events so you can listen and respond to them when they're published. For example, create a Salesforce Flow that is triggered when one of these events is published. This object is available in API version 59.0 and later.

For more information about platform events, see the [Platform Events Developer Guide](#).

Supported Calls

`describeSObjects()`

Special Access Rules

To access Salesforce Payments objects, you must have a Salesforce Payments license and Payments must be enabled for your org. Salesforce Payments objects are available only in Lightning Experience.

Fields

Field	Details
ChangeType	<p>Type picklist</p> <p>Properties Restricted picklist</p> <p>Description Type of saved payment method event, which triggers an event notification. You can write code to operate conditionally on the value of this field. For example, you can ignore a create change but get notified of updates.</p> <p>Possible values are:</p> <ul style="list-style-type: none">• Create—Saved payment method created.• Delete—Saved payment method deleted.• Update—Saved payment method property changed.
SavedPaymentMethodId	<p>Type reference</p> <p>Properties Nillable</p> <p>Description Identifies the SavedPaymentMethod record for which the event occurs.</p> <p>This field is a relationship field.</p> <p>Relationship Name SavedPaymentMethod</p> <p>Relationship Type Lookup</p> <p>Refers To SavedPaymentMethod</p>

SchedulingAdherenceDetail

Represents the breakdown of daily shift adherence data by agent status. This object is available in API version 54.0 and later.

Supported Calls

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

Special Access Rules

The org requires a Workforce Engagement license, and both Workforce Engagement and Omni-Channel must be enabled. The user requires the Workforce Engagement Planner or Workforce Engagement Admin permission set.

Fields

Field	Details
IsShrinkage	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if the linked status is considered as shrinkage time (<code>true</code>) or not (<code>false</code>). Shrinkage time is time, such as breaks, when an agent doesn't receive work. The default value is <code>false</code>.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description A number that identifies this detail record.</p>
SchedulingAdherenceSummaryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the Scheduling Adherence Summary. This is a relationship field.</p> <p>Relationship Name SchedulingAdherenceSummary</p> <p>Relationship Type Lookup</p> <p>Refers To SchedulingAdherenceSummary</p>

Field	Details
StatusId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the agent status represented by this detail record. This is a relationship field.</p> <p>Relationship Name Status</p> <p>Relationship Type Lookup</p> <p>Refers To ServicePresenceStatus</p>
StatusName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the agent status represented by this detail record.</p>
TotalStatusMinutes	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Total minutes that the agent was present with this status.</p>

SchedulingAdherenceSummary

Represents daily shift adherence data for a service resource in a service territory and job profile on a specific date. This object is available in API version 54.0 and later.

Supported Calls

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

Special Access Rules

The org requires a Workforce Engagement license, and both Workforce Engagement and Omni-Channel must be enabled. The user requires the Workforce Engagement Planner or Workforce Engagement Admin permission set.

Fields

Field	Details
AdherencePercentage	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description Percentage of time that the agent was present during the scheduled shift time. This is a calculated field.</p> <p>Formula</p> <pre>AdherencePercentage = TotalAdherenceMinutes / TotalScheduledMinutes</pre>
ConformancePercentage	<p>Type double</p> <p>Properties Filter, Sort</p> <p>Description Percentage of time when the agent was present versus the duration of scheduled shifts. The time that the agent is present can extend beyond the scheduled shift. This is a calculated field.</p> <p>Formula</p> <pre>ConformancePercentage = TotalPresenceMinutes / TotalScheduledMinutes</pre>
Date	<p>Type date</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Date for which the adherence data is calculated.</p>
JobProfileId	<p>Type reference</p>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the job profile. This is a relationship field.</p> <p>Relationship Name JobProfile</p> <p>Relationship Type Lookup</p> <p>Refers To JobProfile</p>
JobProfileName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the job profile.</p>
Name	<p>Type string</p> <p>Properties Autonumber, Defaulted on create, Filter, idLookup, Sort</p> <p>Description A number that identifies this summary record.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description The user who owns the schedule adherence summary. 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
ServiceResourceId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the service resource. This is a relationship field.</p> <p>Relationship Name ServiceResource</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceResource</p>
ServiceResourceName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the service resource.</p>
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ID of the service territory. This is a relationship field.</p> <p>Relationship Name ServiceTerritory</p> <p>Relationship Type Lookup</p> <p>Refers To ServiceTerritory</p>
ServiceTerritoryName	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The name of the service territory.</p>

Field	Details
TotalAdherenceMinutes	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Total minutes that the agent was present during a shift.</p>
TotalInteractionMinutes	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Total minutes that the agent was actively receiving work.</p>
TotalPresenceMinutes	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Total minutes of agent presence time. This is a calculated field.</p> <p>Formula</p> <div> $\text{TotalPresenceMinutes} = \text{TotalInteractionMinutes} + \text{TotalShrinkageMinutes}$ </div>
TotalScheduledMinutes	<p>Type int</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Total minutes of scheduled shift time for the agent.</p>
TotalShrinkageMinutes	<p>Type int</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Total minutes that the agent was present but not receiving work, such as break times.</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.

[SchedulingAdherenceSummaryOwnerSharingRule](#) on page 48

Sharing rules are available for the object.

[SchedulingAdherenceSummaryShare](#) on page 50

Sharing is available for the object.

SchedulingConstraint

Represents scheduling constraints on each service resource. This object is available in API version 50.0 and later.

Supported Calls

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

Special Access Rules

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

Fields

Field	Details
LastReferencedDate	<div>Type dateTime</div> <div>Properties Filter, Nillable, Sort</div> <div>Description The date when the scheduling constraint was last modified. Its label in the user interface is Last Modified Date.</div>
LastViewedDate	<div>Type dateTime</div> <div>Properties Filter, Nillable, Sort</div> <div>Description The date when the scheduling constraint was last viewed.</div>
MaxNonstandardShiftsPerMonth	<div>Type int</div>

Field	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum number of non-standard shifts assigned to an agent in a month. This field is available in API version 54.0 and later.</p>
MaxShiftsPerDay	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum number of shifts an agent can have in a day.</p>
MaxShiftsPerMonth	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum number of shifts an agent can have in a month.</p>
MaxShiftsPerWeek	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum number of shifts an agent can have in a week.</p>
MaxWorkingHoursPerDay	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The maximum number of hours an agent can have in a day.</p>
MaxWorkingHoursPerMonth	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The maximum number of hours an agent can have in a month.</p>

Field	Details
MaxWorkingHoursPerWeek	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The maximum number of hours an agent can have in a week.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The scheduling constraint 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 scheduling constraint. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
RestTimeMinutes	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The minimum rest time, in minutes, between an agent's consecutive shifts. This field is available in API versions 56.0 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.

SchedulingConstraintOwnerSharingRule on page 48

Sharing rules are available for the object.

SchedulingConstraintShare on page 50

Sharing is available for the object.

SchedulingObjective

Represents business goals that the scheduling tools consider. This object is available in API version 53.0 and later.


Supported Calls

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

Special Access Rules

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

Fields

Field	Details
Description	<div>Type<div>textarea</div></div> <div>Properties<div>Create, Nillable, Update</div></div> <div>Description<div>The scheduling objective description.</div></div>
DeveloperName	<div>Type<div>string</div></div> <div>Properties<div>Create, Filter, Group, Sort, Update</div></div> <div>Description<div>The developer name of the record.</div></div> <div> Note: Only users with View DeveloperName OR View Setup and Configuration permission can view, group, sort, and filter this field.</div>
Language	<div>Type<div>picklist</div></div> <div>Properties<div>Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update</div></div>

Field	Details
	Description Possible values are the supported languages for Workforce Engagement.
MasterLabel	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The scheduling objective name.
SchedulingCategory	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The record that the scheduling objective applies to. Possible values are: <ul style="list-style-type: none"> • A—Appointment • B—Shift
SchedulingObjectiveType	Type picklist Properties Create, Filter, Group, Restricted picklist, Sort Description The type of scheduling objective. Possible values are: <ul style="list-style-type: none"> • AgentPreference—Scheduling tools consider agents' service resource preferences. In the UI, this value appears as Maximized Preferences. • BalanceNonStandardShifts—Scheduling tools balance the number of shifts across available agents within a time period. • BalanceShifts—Scheduling tools balance the number of non-standard shifts across available agents within a time period.

SchedulingRule

Represents scheduling rules that are hard constraints in the scheduling logic engine. This object is available in API version 52.0 and later.


Supported Calls

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

Special Access Rules

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

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description The scheduling rule description.</p>
DeveloperName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The developer name value of the 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 scheduling rule.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The scheduling rule name.</p>

Field	Details
SchedulingCategory	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description Shifts. Possible values are:</p> <ul style="list-style-type: none"> • A—Appointment • B—Shift
SchedulingRuleType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort</p> <p>Description The scheduling rule type. Possible values are:</p> <ul style="list-style-type: none"> • A—Active Resources • B—Match Skills • C—Availability • LimitNonstandardShifts—Specifies a rule type that limits how many non-standard shifts can be assigned to each agent. This type is available in API version 54.0 and later. • M—Match Territory • Q—Match Queues • RestTimeMinutes—Specifies a rule type that requires the agent to have a minimum rest time between consecutive shifts. This type is available in API version 56.0 and later. • W—Work Limit

SchedulingRuleParameter

Represents scheduling rule parameters associated with a scheduling rule. This object is available in API version 52.0 and later.

Supported Calls

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

Special Access Rules

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

Fields

Field	Details
SchedulingParameterKey	<div><div>Type</div><div>picklist</div><div>Properties</div><div>Create, Filter, Group, Restricted picklist, Sort, Update</div><div>Description</div><div>The scheduling rule parameter name.</div><div>Possible values are:</div><div><div><div></div><div>ConsiderAbsence</div><div>—Consider absences when determining a service resource’s availability. This type is available in API version 56.0 and later.</div></div><div><div></div><div>ConsiderSTM</div><div>—Consider service territory membership when determining a service resource’s availability. Service territory membership defines the resource’s working hours in a location. This type is available in API version 56.0 and later.</div></div><div><div></div><div>C</div><div>—Constraint Field Name</div></div><div><div></div><div>L</div><div>—Limit Type</div></div><div><div></div><div>R</div><div>—Resolution</div></div><div><div></div><div>T</div><div>—Time Resolution</div></div><div><div></div><div>W</div><div>—Work Unit</div></div></div></div>
SchedulingRuleId	<div><div>Type</div><div>reference</div><div>Properties</div><div>Create, Filter, Group, Sort</div><div>Description</div><div>The scheduling rule ID.</div><div>This is a relationship field.</div><div>Relationship Name</div><div>SchedulingRule</div><div>Relationship Type</div><div>Lookup</div><div>Refers To</div><div>SchedulingRule</div></div>
Value	<div><div>Type</div><div>string</div></div>

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The scheduling rule parameter value.

Scontrol

A custom s-control, which is custom content that is hosted by the system but executed by the client application.



Important: Visualforce pages supersede s-controls. Organizations that haven't previously used s-controls can't create them. Existing s-controls are unaffected, and can still be edited. We recommend that you move your s-controls to Visualforce. We continue to support the Scontrol object.

Represents a custom s-control, which is custom content that the system hosts, but client applications execute. An s-control can contain any type of content that you can display or run in a Web browser.

Supported Calls


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

Special Access Rules

- Your organization must be using Enterprise, Developer, or Unlimited Edition and be enabled for custom s-controls.
- Customer Portal users can't access this object.

Fields

Field	Details
Binary	Type base64
	Properties Create, Nillable, Update
	Description Binary content of this custom s-control, such as an ActiveX control or a Java archive. Can be specified when created, but not when updated. Limit: 5 MB.
BodyLength	Type int
	Properties Filter, Group, Sort

Field	Details
	<p>Description</p> <p>The length of the custom s-control. Label is Binary Length.</p>
ContentSource	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Specifies the source of the s-control content, either custom HTML, a snippet (s-controls that are included in other s-controls), or a URL.</p>
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 custom s-control.</p>
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, 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. Label is S-Control Name.</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>
EncodingKey	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>Picklist of character set encodings, including ISO-08859-1, UTF-8, EUC, JIS, Shift-JIS, Korean (ks_c_5601-1987), Simplified Chinese (GB2312), and Traditional Chinese (Big5).</p>

Field	Details
Filename	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description An uploaded object to display when the custom s-control is added to a custom link. Can be a Java applet, an ActiveX control, or any other type of desired content.</p>
HtmlWrapper	<p>Type textarea</p> <p>Properties Create, Update</p> <p>Description Required. HTML page that will be delivered when the user views this custom s-control. This HTML page can be the entire content of the custom s-control, or it can reference the binary. Limit: 1,048,576 characters. Label is HTML Body.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. Name of this custom s-control. Label is Label.</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 <i>namespacePrefix__componentName</i> notation. The namespace prefix can have one of the following values.</p> <ul style="list-style-type: none"> • In Developer Edition orgs, NamespacePrefix 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, NamespacePrefix is set only for objects that are part of an installed managed package. All other objects have no namespace prefix.

Field	Details
SupportsCaching	Type boolean
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description Indicates whether the s-control supports caching (<code>true</code>) or not (<code>false</code>).

Usage

Use custom s-controls to manage custom content that extends application functionality. All users can view custom s-controls, but the “Customize Application” permission is required to create or update custom s-controls.

SEE ALSO:

[Overview of Salesforce Objects and Fields](#)

ScontrolLocalization

The translated value of the field label for an s-control.



Important: Visualforce pages supersede s-controls. Organizations that haven't previously used s-controls can't create them. Existing s-controls are unaffected, and can still be edited.

When the Translation Workbench is enabled for your organization, provides the translation of the field label of an s-control.

Supported Calls

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

Special Access Rules

- Your organization must be using Professional, Enterprise, Developer, or Unlimited 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	Type picklist

Field	Details
	<p>Properties</p> <p>Create,</p> <p>Filter,</p> <p>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>Create, Filter, Nillable, Restricted picklist</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> <ul style="list-style-type: none"> Chinese (Simplified): <code>zh_CN</code> Chinese (Traditional): <code>zh_TW</code> Danish: <code>da</code> Dutch: <code>nl_NL</code> 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>

Field	Details
	<ul style="list-style-type: none"> 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> Amharic: <code>am</code> Arabic (Algeria): <code>ar_DZ</code> Arabic (Bahrain): <code>ar_BH</code> Arabic (Egypt): <code>ar_EG</code> Arabic (Iraq): <code>ar_IQ</code> Arabic (Jordan): <code>ar_JO</code> Arabic (Kuwait): <code>ar_KW</code> Arabic (Lebanon): <code>ar_LB</code> Arabic (Libya): <code>ar_LY</code> Arabic (Morocco): <code>ar_MA</code> Arabic (Oman): <code>ar_OM</code> Arabic (Qatar): <code>ar_QA</code> Arabic (Saudi Arabia): <code>ar_SA</code> Arabic (Sudan): <code>ar_SD</code> Arabic (Syria): <code>ar_SY</code> Arabic (Tunisia): <code>ar_TN</code> Arabic (United Arab Emirates): <code>ar_AE</code> Arabic (Yemen): <code>ar_YE</code>

Field

Details

- 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`
- 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`

Field

Details

- 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`
- 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`

Field	Details
	<ul style="list-style-type: none"> Spanish (Colombia): <code>es_CO</code> Spanish (Costa Rica): <code>es_CR</code> Spanish (Dominican Republic): <code>es_DO</code> Spanish (Ecuador): <code>es_EC</code> Spanish (El Salvador): <code>es_SV</code> Spanish (Guatemala): <code>es_GT</code> Spanish (Honduras): <code>es_HN</code> Spanish (Nicaragua): <code>es_NI</code> Spanish (Panama): <code>es_PA</code> Spanish (Paraguay): <code>es_PY</code> Spanish (Peru): <code>es_PE</code> Spanish (Puerto Rico): <code>es_PR</code> Spanish (United States): <code>es_US</code> Spanish (Uruguay): <code>es_UY</code> Spanish (Venezuela): <code>es_VE</code> Swahili: <code>sw</code> Tagalog: <code>tl</code> Tamil: <code>ta</code> Tetun: <code>ti</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</p> <p>string</p> <p>Properties</p> <p>Filter, Nillable</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

Field	Details
	<p>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.
<code>ScontrolId</code>	<p>Type reference</p> <p>Properties Create, Filter, Nillable</p> <p>Description The ID of the Scontrol that is being translated.</p>
<code>Value</code>	<p>Type string</p> <p>Properties Create, Filter, Nillable, Update</p> <p>Description The actual translated field label of the s-control. Label is Translation.</p>

Usage

Use this object to translate your s-controls into a supported language. Users with the Translation Workbench enabled can view s-control translations, but either the "Customize Application" or "Manage Translation" permission is required to create or update s-control translations.

SEE ALSO:

[CategoryNodeLocalization](#)

[WeblinkLocalization](#)

Scorecard

Use scorecards to measure partner performance and establish benchmarks for channel programs within Experience Cloud. Display any report summary results that your channel account manager or executive team wants to see. This object is available in API version 40.0 and later.

Supported Calls

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

Fields

Field	Details
Description	<p>Type textarea</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The description of the scorecard.</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 Create, Filter, Group, idLookup, Sort, Update</p> <p>Description The name of the scorecard visible to end users.</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 owns the scorecard. This is a polymorphic relationship field.</p>

Field	Details
	Relationship Name Owner
	Relationship Type Lookup
	Refers To Group, User

Usage

The Scorecard object is used in tandem with the ScorecardMetric and ScorecardAssociation objects.

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.

ScorecardOwnerSharingRule on page 48

Sharing rules are available for the object.

ScorecardShare on page 50

Sharing is available for the object.

ScorecardAssociation

Represents a connection between a specific scorecard and the associated account, channel program, or channel program level. This object is available in API version 41.0 and later.

Supported Calls

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

Fields

Field	Details
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.

Field	Details
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 name of the Scorecard Association.</p>
ScorecardId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description The ID of the scorecard that the association is related to. Several metrics can be tied to a single scorecard. This is a relationship field.</p> <p>Relationship Name Scorecard</p> <p>Relationship Type Lookup</p> <p>Refers To Scorecard</p>
TargetEntityId	<p>Type reference</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The associated object that a specific scorecard is associated with. This is a polymorphic relationship field.</p> <p>Relationship Name TargetEntity</p>

Field	Details
	Relationship Type Lookup
	Refers To Account, ChannelProgram, ChannelProgramLevel

ScorecardMetric

Stores information about a Salesforce report that is run and summarized to get a single value. The stored value is added as a metric to the related Scorecard object. This object is available in API version 40.0 and later.

Supported Calls

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

Fields

Field	Details
Category	Type picklist
	Properties Create, Defaulted on create, Filter, Group, Nillable, Sort, Update
	Description Groups metrics together. It comes with a predefined set of dropdown list entries and can be extended to address vendor's needs each category is user-generated and can be localized through translation workbench. Possible values are: <ul style="list-style-type: none"> • Adoption • Field Enablement • Marketing • Sales • Support The default value is 'Sales'.
Description	Type textarea
	Properties Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The description of the metric that appears on a scorecard.
Name	Type string Properties Create, Filter, Group, idLookup, Sort, Update Description The name of the metric that appears on a scorecard.
ReportId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The ID of the report that is run and summarized to return a single value. This is a relationship field. Relationship Name Report Relationship Type Lookup Refers To Report
ScorecardId	Type reference Properties Create, Filter, Group, Sort Description The ID of the scorecard that the metric is related to. Several metrics can be tied to a single scorecard. This is a relationship field. Relationship Name Scorecard Relationship Type Lookup Refers To Scorecard

ScratchOrgInfo

Represents a scratch org and its audit log. Use this object to create a scratch org and keep a log of its creation and deletion. This object is available in API version 41.0 and later.

Supported Calls

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

Fields

Field Name	Details
AdminEmail	<p>Type</p> <p>email</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The email address of the scratch org's Administration user. The read-only <code>SignupEmail</code> field is populated with this value. If you don't provide a value for <code>AdminEmail</code>, the field is left blank and the <code>SignupEmail</code> is populated with the email address of the org user who is creating this object.</p>
AuthCode	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <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. This field is read-only.</p>
ConnectedAppCallbackUrl	<p>Type</p> <p>textarea</p> <p>Properties</p> <p>Create</p> <p>Description</p> <p>When used with <code>ConnectedAppConsumerKey</code>, specifies a connected app that is approved automatically during the scratch org creation.</p>

Field Name	Details
ConnectedAppConsumerKey	<p>Type string</p> <p>Properties Create, Filter, Group, Sort</p> <p>Description When used with <code>ConnectedAppCallbackUrl</code>, specifies a connected app that is approved automatically during the scratch org creation.</p>
Country	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The two-character, upper-case ISO-3166 country code. You can find a full list of these codes at several sites, such as: www.iso.ch/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html. The language of the scratch org is auto-determined based on the value of this field. If you do not specify a value, this field defaults to the Dev Hub's country code.</p>
DeletedBy	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The user who requested that the scratch org be deleted. This field is read-only.</p>
DeletedDate	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The date when the <code>DeletedBy</code> user requested that the scratch org be deleted. This field is read-only.</p>
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description A free-form text field for you to enter a description of this scratch org.</p>

Field Name	Details
DurationDays	<p>Type int</p> <p>Properties Create, Filter, Nillable, Group, Sort</p> <p>Description Number of days after which the scratch org expires. Valid values are 1–30. The default is 7.</p>
Edition	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The org edition of this scratch org. Valid values are Group, Developer, Enterprise, and Professional.</p>
ErrorCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The error code if the scratch org creation isn't successful. This field is read-only.</p>
ExpirationDate	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Date when the scratch org expires. This field is read-only.</p>
Features	<p>Type textarea</p> <p>Properties Create, Nillable</p> <p>Description A semi-colon delimited list of the features enabled in this scratch org, such as MultiCurrency. See the <i>Salesforce DX Developer Guide</i> for the full list of valid features.</p>
HasSampleData	<p>Type boolean</p>

Field Name	Details
	<p>Properties Create, Defaulted on create, Filter, Group, Sort</p> <p>Description Specifies whether the scratch org contains sample data. If set to <code>true</code>, the sample data is similar to the data in a Salesforce free trial org.</p>
Language	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort</p> <p>Description The language of the scratch org being created. Specify the language using a language code listed under "Supported Languages" in Salesforce Help. For example, use <code>zh_CN</code> for simplified Chinese. The value you select overrides the language set by locale.</p> <p>If you don't specify a value, the language is based on the <code>Country</code> used during scratch org creation. If you don't specify a value for <code>Country</code>, the value defaults to the Dev Hub's country.</p>
LastLoginDate	<p>Type date</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The date of the last user login to the scratch org. This field is read-only.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date this scratch org was last referenced. This field is read-only.</p>
LastViewedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date this scratch org was last viewed. This field is read-only.</p>
LoginUrl	<p>Type textarea</p>

Field Name	Details
	Properties Nillable Description A URL that logs you in to the scratch org. This field is read-only.
Name	Type string Properties Autonumber, Defaulted on create, Filter, Sort Description The auto-generated ID of this scratch org. This field is read-only.
Namespace	Type string Properties Create, Filter, Group, Nillable, Sort Description The namespace you want to associate with this scratch org. The value of this field corresponds to the <code>NamespacePrefix</code> field of the <code>NamespaceRegistry</code> object that describes your namespace.
OrgName	Type string Properties Create, Filter, Group, Sort Description The name of the scratch org.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the user who created this scratch org.
Release	Type picklist Properties Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort

Field Name	Details
	<p>Description</p> <p>The release of the scratch org. During Salesforce's major release transitions, this field allows you to select the Salesforce release version, based on the version of your Dev Hub. This field is available in API version 46.0 and later. Valid values are:</p> <ul style="list-style-type: none">• Current• Preview• Previous <p>See Select the Salesforce Release for a Scratch Org for more information.</p>
ScratchOrg	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The org ID of the scratch org. This field is read-only.</p>
SignupCountry	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The country code of the scratch org. This field is populated with the value of the <code>Country</code> field. If you didn't provide a value for <code>Country</code>, it's the country code of the Dev Hub. This field is read-only.</p>
SignupEmail	<p>Type</p> <p>email</p> <p>Properties</p> <p>Filter, Group, Sort</p> <p>Description</p> <p>The email address of the scratch org's Administration user. This field is populated with the value of the <code>AdminEmail</code> field. If you didn't provide a value for <code>AdminEmail</code>, it's the email address of your user in the Dev Hub. This field is read-only.</p>
SignupInstance	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The Salesforce instance on which this scratch org resides. This field is read-only.</p>

Field Name	Details
SignupLanguage	<p>Type picklist</p> <p>Properties Filter, Group, Restricted picklist, Sort</p> <p>Description The language of the scratch org. This field is populated with the value of the <code>Language</code> field. If you didn't provide a value for <code>Language</code>, it's the language of the Dev Hub. This field is read-only.</p>
SignupTrialDays	<p>Type int</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description The number of days between the scratch org's creation and expiration. This field is read-only.</p>
SignupUsername	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description The username of the Administration user of this scratch org. This field is populated with the value of the <code>Username</code> field. If you didn't provide a value for <code>Username</code>, the value of this field is auto-generated. This field is read-only.</p>
SourceOrg	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort</p> <p>Description The ID of the org whose shape (features, settings, limits, and licenses) information is used for creating scratch orgs.</p>
Status	<p>Type picklist</p> <p>Properties Defaulted on create, Filter, Group, Restricted picklist, Sort</p> <p>Description The status of the scratch org, such as active, expired, or deleted. This field is read-only.</p>

Field Name	Details
Username	Type string Properties Create, Filter, Group, Nillable, Sort Description The username of the Administration user of this scratch org.

Associated Objects

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

[ScratchOrgInfoFeed](#)

Feed tracking is available for the object.

[ScratchOrgInfoHistory](#)

History is available for tracked fields of the object.

[ScratchOrgInfoOwnerSharingRule](#)

Sharing rules are available for the object.

[ScratchOrgInfoShare](#)

Sharing is available for the object.

SEE ALSO:

[ActiveScratchOrg](#)

[NamespaceRegistry](#)

[Salesforce DX Developer Guide](#)

SearchPromotionRule

Represents a promoted search term, which is one or more keywords that you associate with a Salesforce Knowledge article. When a user's search query includes these keywords, the associated article is returned first in search results. This object is available in API version 31.0 and later.

Supported Calls

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

Special Access Rules

A user must have the "Manage Promoted Search Terms" permission.

Fields

Field Name	Details
PromotedEntityId	<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 KnowledgeArticleVersion that the promoted search term is associated with. The article must be in published status.</p>
Query	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Sort, Update</p> <p>Description</p> <p>The text of the promoted search term. Maximum length: 100 characters.</p> <p>You can associate the same promoted search term with multiple articles. If the user's search matches the promoted term, all associated articles are promoted in search results, ordered by relevancy. For best results, create promoted search terms selectively and limit the number of articles that are promoted per term.</p>

Usage

Use this object to optimize article search results in Salesforce Knowledge.

SecurityCustomBaseline

Provides the ability to read, create, and delete user-defined custom security baselines, which define an org's security standards. This object is available in API version 39.0 and later.



Supported Calls

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

Special Access Rules

You must have the "View Health Check" permission to read a custom baseline, and the "Manage Health Check" permission to create, edit, or delete one.

Fields

Field Name	Details
Baseline	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description The definition of an org's security settings standards.</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.</p> <p> Note: When creating large sets of data, always specify a unique DeveloperName for each record. If no DeveloperName is specified, performance may slow 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>
IsDefault	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Sets the baseline as the default in Security Health Check.</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 presence status.</p>
MasterLabel	<p>Type string</p>

Field Name	Details
	Properties Create, Filter, Group, Sort, Update
	Description Label for the category node.
NamespacePrefix	Type string
	Properties Filter, Group, Nillable, Sort
	Description The namespace prefix associated with the package.

SelfServiceUser

Represents a Contact who has been enabled to use your organization's Self-Service portal, where he or she can obtain online support.



Note: Starting with Spring '12, the Self-Service portal isn't available for new Salesforce orgs. Existing orgs continue to have access to the Self-Service portal.

Supported Calls

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

Special Access Rules

Customer Portal users can't access this object.

Fields

Field	Details
ContactId	Type reference
	Properties Create, Filter, Group, Sort
	Description Required. All Self-Service users must be associated with a Contact. The contact's email should match the Self-Service user email. The contact must have a value in the <code>AccountId</code> field or an error occurs.

Field	Details
Email	<p>Type email</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. Make this the same as the email address for the Contact associated with this SelfServiceUser. Password resets and other system communication will be sent to this email address.</p>
FirstName	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description First name of the Self-Service user.</p>
IsActive	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether the Self-Service user is allowed to log in to the Self-Service portal (<code>true</code>) or not (<code>false</code>). Note that there is no way to delete a Self-Service user. They can only be marked as inactive.</p>
IsDeleted	<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>
LanguageLocaleKey	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. This is a restricted picklist field. It is the primary language for the user. All on-screen text in the Self-Service portal is displayed in this language.</p>

Field	Details
LastLoginDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date and time when the Self-Service user last logged in.</p>
LastName	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description Required. Last name of the Self-Service user.</p>
LocaleSidKey	<p>Type picklist</p> <p>Properties Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description Required. This is a restricted picklist field. The value of this field affects the formatting and parsing of values, especially numeric values, in the Self-Service portal. Values are two-letter codes that indicate language and sometimes language and country. The codes are based on ISO standards.</p>
Name	<p>Type string</p> <p>Properties Filter, Group, Sort</p> <p>Description Concatenation of <code>FirstName</code> and <code>LastName</code>. Limited to 203 characters, including whitespaces.</p>
SuperUser	<p>Type boolean</p> <p>Properties Defaulted on create, Filter, Group, Sort</p> <p>Description Indicates whether this Self-Service user is a super user with additional access on his or her company's Self-Service portal (<code>true</code>) or not (<code>false</code>).</p>
TimeZoneSidKey	<p>Type picklist</p>

Field	Details
	Properties Create, Filter, Group, Restricted picklist, Sort, Update
	Description Required. This is a restricted picklist field. The time zone of a affects the offset used when displaying or entering times in the Self-Service portal.
Username	Type string
	Properties Create, Filter, Group, Sort, Update
	Description Required. This contains the name that a Self-Service user enters to log into the Self-Service portal. Value must be unique in your organization. If you try to create or update a user with a duplicate value, the operation is rejected and an error is returned.

Usage

For security reasons, you can't query Self-Service user passwords via the API or the user interface. However, the API allows you to set and reset Self-Service user passwords using the `setPassword()` and `resetPassword()` calls.

SelfServiceUser records created from the API don't cause a notification email to be sent. If you want to notify the user, you must send them an email after creating the user.

SEE ALSO:

[Contact](#)

[User](#)

Seller

Represents the seller role of an individual with respect to a particular company or organization. This object is available in API version 53.0 and later.

Supported Calls

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

Fields

Field	Details
ActiveFromDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date when the seller's role became active.</p>
ActiveToDate	<p>Type date</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The date when the seller's role is no longer active.</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 (LastReferencedDate) and not viewed.</p>
Name	<p>Type string</p> <p>Properties Create, Filter, Group, idLookup, Sort, Update</p> <p>Description Required. Name of this seller.</p>
OwnerId	<p>Type reference</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description The ID of the account owner associated with this seller. This is a polymorphic relationship field.</p> <p>Relationship Name Owner</p> <p>Relationship Type Lookup</p> <p>Refers To Group, User</p>
PartyId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Required. Represents the record based on the Individual object you want to associate the seller with. This is a relationship field.</p> <p>Relationship Name Party</p> <p>Relationship Type Lookup</p> <p>Refers To Individual</p>
SalesAmount	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The total revenue amount gained from this seller.</p>
SellerTier	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The tier at which this seller is ranked. Possible values are:</p> <ul style="list-style-type: none"> • Bronze

Field	Details
	<ul style="list-style-type: none">• Gold• Silver
SellerType	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The type of sales this seller specializes in. Possible values are:</p> <ul style="list-style-type: none">• Distributor• Reseller• SalesPartner• Wholesaler

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.

SellerHistory on page 47

History is available for tracked fields of the object.

SellerShare on page 50

Sharing is available for the object.

ServiceAppointment

Represents an appointment to complete work for a customer in Field Service, Lightning Scheduler, Intelligent Appointment Management, and Virtual Care. 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
AccountId	<p>Type reference</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description (Read only) The account associated with the appointment. If the parent record is a work order or work order line item, this field's value is inherited from the parent. Otherwise, it remains blank. This is a relationship field.</p> <p>Relationship Name Account</p> <p>Relationship Type Lookup</p> <p>Refers To Account</p>
ActualDuration	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The number of minutes that it took the resource to complete the appointment after arriving at the address. When values are first added to the <code>Actual Start</code> and <code>Actual End</code> fields, the <code>Actual Duration</code> is automatically populated to list the difference between the <code>Actual Start</code> and <code>Actual End</code>. If the <code>Actual Start</code> and <code>Actual End</code> fields are subsequently updated, the <code>Actual Duration</code> field doesn't re-update, but you can manually update it.</p>
ActualEndTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The actual date and time the appointment ended.</p>
ActualStartTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>


Field Name	Details
	Description The actual date and time the appointment started.
Address	Type address Properties Filter Description The address where the appointment is taking place. The address is inherited from the parent record if the parent record is a work order or work order line item.
AppointmentNumber	Type string Properties Autonumber, Defaulted on create, Filter, idLookup, Sort Description An auto-assigned number that identifies the appointment.
ArrivalWindowEndTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The end of the window of time in which the technician is scheduled to arrive at the site. This window is typically larger than the Scheduled Start and End window to allow time for delays and scheduling changes. You may choose to share the Arrival Window Start and End with the customer, but keep the Scheduled Start and End internal-only.
ArrivalWindowStartTime	Type dateTime Properties Create, Filter, Nillable, Sort, Update Description The beginning of the window of time in which the technician is scheduled to arrive at the site. This window is typically larger than the Scheduled Start and End window to allow time for delays and scheduling changes. You may choose to share the Arrival Window Start and End with the customer, but keep the Scheduled Start and End internal-only.
BundlePolicyId	Type reference

Field Name	Details
	<p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description Reference to the bundle policy associated with this service appointment. This is a relationship field.</p> <p>Relationship Name BundlePolicy</p> <p>Relationship Type Lookup</p> <p>Refers To ApptBundlePolicy</p>
City	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The city where the appointment is completed. Maximum length is 40 characters.</p>
ContactId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The contact associated with the parent record. If needed, you can manually update the service appointment contact. This is a relationship field.</p> <p>Relationship Name Contact</p> <p>Relationship Type Lookup</p> <p>Refers To Contact</p>
Country	<p>Type string</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The country where the work order is completed. Maximum length is 80 characters.</p>

Field Name	Details
Description	<p>Type textarea</p> <p>Properties Create, Nillable, Update</p> <p>Description The description of the appointment.</p>
DueDate	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date by which the appointment must be completed. Earliest Start Permitted and Due Date typically reflect terms in the customer's service-level agreement.</p>
Duration	<p>Type double</p> <p>Properties Create, Nillable, Filter, Sort, Update</p> <p>Description The estimated length of the appointment. If the parent record is work order or work order line item, the appointment inherits its parent's duration, but it can be manually updated. The duration is in minutes or hours based on the value selected in the <code>Duration Type</code> field.</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>
EarliestStartTime	<p>Type dateTime</p> <p>Properties Create, Filter, Sort, Update</p> <p>Description The date after which the appointment must be completed. Earliest Start Permitted and Due Date typically reflect terms in the customer's service-level agreement.</p>
GeocodeAccuracy	<p>Type picklist</p>

Field Name	Details
	<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>
IsAnonymousBooking	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates whether a service resource was automatically assigned to the appointment. The default value is false. This field is available in API version 49.0 and later.</p>
IsBundle	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if this service appointment is a bundle service appointment. The default value is false. This field is available in API version 54.0 and later.</p>
IsBundleMember	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if this service appointment is a bundle member service appointment. The default value is false. This field is available in API version 54.0 and later.</p>
IsManuallyBundled	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Indicates if this bundle was created manually. The default value is false.</p>


Field Name	Details
	This field is available in API version 54.0 and later.
IsOffsiteAppointment	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Any type of work that can be done remotely. This field is available in API version 58.0 and later.</p>
LastReferencedDate	<p>Type dateTime</p> <p>Properties Filter, Nillable, Sort</p> <p>Description The date when the service appointment 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 appointment 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 where the service appointments is completed. 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, Filter, Nillable, Sort, Update</p>

Field Name	Details
	<p>Description</p> <p>Used with <code>Latitude</code> to specify the precise geolocation of the address where the service appointment 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>
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 appointment.</p> <p>This 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>
ParentRecordId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort</p> <p>Description</p> <p>The parent record associated with the appointment. The parent record can't be updated after the service appointment is created.</p> <p>This is a polymorphic relationship field.</p> <p>Relationship Name</p> <p>ParentRecord</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>Account, Asset, Lead, Opportunity, ServiceAppointmentGroup, WorkOrder, WorkOrderLineItem</p>
ParentRecordStatusCategory	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort</p>

Field Name	Details
	<p>Description</p> <p>(Read only) The <code>Status Category</code> of the parent record. If the parent record is a work order or work order line item, this field is populated; otherwise, it remains blank.</p>
ParentRecordType	<p>Type</p> <p>string</p> <p>Properties</p> <p>Filter, Group, Nillable, Sort</p> <p>Description</p> <p>(Read only) The type of parent record: Account, Asset, Lead, Opportunity, Work Order, or Work Order Line Item.</p>
PostalCode	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The postal code where the work order is completed. Maximum length is 20 characters.</p>
RelatedBundleId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The bundle that this service appointment is a member of.</p> <p>This is a relationship field.</p> <p>Relationship Name</p> <p>RelatedBundle</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>ServiceAppointment</p>
SchedEndTime	<p>Type</p> <p>dateTime</p> <p>Properties</p> <p>Create, Filter, Nillable, Sort, Update</p> <p>Description</p> <p>The time at which the appointment is scheduled to end. If you are using the Field Service managed package with the scheduling optimizer, this field is populated</p>

Field Name	Details
	once the appointment is assigned to a resource. <code>Scheduled End - Scheduled Start = Estimated Duration</code> .
SchedStartTime	<p>Type dateTime</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description The time at which the appointment is scheduled to start. If you are using the Field Service managed package with the scheduling optimizer, this field is populated once the appointment is assigned to a resource.</p>
ServiceDocumentTemplate	<p>Type string</p> <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>
ServiceTerritoryId	<p>Type reference</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The service territory associated with the appointment. If the parent record is a work order or work order line item, the appointment inherits its parent's service territory. 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, Filter, Group, Nillable, Sort, Update</p>

Field Name	Details
	Description The state where the service appointment 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 appointment. The picklist includes the following values, which can be customized: <ul style="list-style-type: none"> • <code>None</code>—Default value. • <code>Scheduled</code>—Appointment has been assigned to a service resource. • <code>Dispatched</code>—Assigned service resource has been notified about their assignment. • <code>In Progress</code>—Work has begun. • <code>Completed</code>—Work is complete. • <code>Cannot Complete</code>—Work could not be completed. • <code>Canceled</code>—Work is canceled, typically before any work began
StatusCategory	Type picklist Properties Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort Description The category that each <code>Status</code> value falls into. The <code>Status Category</code> field's values are identical to the default <code>Status</code> values. If you create custom <code>Status</code> values, you must indicate which category it belongs to. For example, if you create a <code>Customer Absent</code> value, you may decide that it belongs in the <code>Cannot Complete</code> category. To learn which processes reference <code>StatusCategory</code> , see How are Status Categories Used?
Street	Type textarea Properties Create, Filter, Group, Nillable, Sort, Update Description The street number and name where the service appointment is completed.
Subject	Type string

Field Name	Details
	Properties Create, Filter, Group, Nillable, Sort, Update Description A short phrase describing the appointment.
WorkTypeId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The work type associated with the service appointment. The work type is inherited from the appointment's parent record if the parent is a work order or work order line item.  Note: If Lightning Scheduler is also in use, this field is editable. However, users see an error if they update it to list a different work type than the parent record's work type. This is a relationship field. Relationship Name WorkType Relationship Type Lookup Refers To WorkType

Usage

Service appointments always have a parent record, which can be a work order, work order line item, opportunity, account, or asset. The type of parent record tells you about the nature of the service appointment:

- Service appointments on *work orders* and *work order line items* offer a more detailed view of the work being performed. While work orders and work order line items let you enter general information about a task, service appointments are where you add the details about scheduling and ownership.
- Service appointments on *assets* represent work being performed on the asset.
- Service appointments on *accounts* represent work being performed for the account.
- Service appointments on *opportunities* represent work that is related to the opportunity.
- Service appointments on *leads* represent work that is related to lead—for example, a site visit to pursue a promising lead.

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.

ServiceAppointmentChangeEvent (API version 48.0)

Change events are available for the object.

ServiceAppointmentFeed

Feed tracking is available for the object.

ServiceAppointmentHistory

History is available for tracked fields of the object.

ServiceAppointmentOwnerSharingRule

Sharing rules are available for the object.

ServiceAppointmentShare

Sharing is available for the object.

ServiceAppointmentStatus

Represents a possible status of a service appointment 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 service appointments. Only one status value can be the default.

Field Name	Details
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 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 service appointments comes with the following values:

- None—Default value.
- Scheduled—Appointment has been assigned to a service resource.
- Dispatched—Assigned service resource has been notified about their assignment.
- In Progress—Work has begun.
- Completed—Work is complete.
- Cannot Complete—Work could not be completed.
- Canceled—Work is canceled, typically before any work began
- CheckedIn—The customer has arrived for their scheduled appointment.

The ServiceAppointmentStatus object corresponds to the Status field. Adding a value to the Status field—for example, Waiting—creates a service appointment status record, and vice versa.



Note: Service appointments 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?](#)

ServiceChannel

Represents a channel of work items that are received from your organization—for example, cases, chats, or leads. This object is available in API version 32.0 and later.

Supported Calls

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


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
<code>AcwExtensionDuration</code>	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum length of time, measured in seconds, an agent can spend on After Conversation Work (ACW) each time they extend the timer. You must set this field if <code>HasAcwExtensionEnabled</code> is set to <code>true</code>. Specify a value from 10 through 3600. Available only for service channels of type Messaging or Voice.</p>
<code>AfterConvoWorkMaxTime</code>	<p>Type int</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The maximum length of time, measured in seconds, an agent has to complete After Conversation Work (ACW). You must set this field if <code>HasAfterConvoWorkTimer</code> is set to <code>true</code>. Specify a value from 10 through 3600. Available only for service channels of type Messaging or Voice. For service channels of type Voice, this field is available in API version 52.0 and later. For service channels of type Messaging, this field is available in API version 56.0 and later.</p>
<code>CapacityModel</code>	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, RestrictedPicklist, Sort, Update</p>

Field	Details
	<p>Description</p> <p>The method that determines when an agent's capacity for a work item is released. With the Status-Based capacity routing model, work remains assigned and applied to an agent's capacity until the work is completed or reassigned to a different agent. In contrast, the tab-based capacity model releases an agent's capacity when a work tab is closed in the service console. Possible values are StatusBased and TabBased.</p>
CustomSoundId	<p>Type</p> <p>reference</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Relationship Name</p> <p>CustomSound</p> <p>Relationship Type</p> <p>Lookup</p> <p>Refers To</p> <p>StaticResource</p> <p>Description</p> <p>The ID of the static resource for the custom sound selected to play for the PresenceUserConfig object.</p>
DeveloperName	<p>Type</p> <p>string</p> <p>Properties</p> <p>Create, Filter, Group, 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.</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>
DoesCheckCapOnOwnerChange	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p>

Field	Details
	<p>Description</p> <p>In the Status-Based capacity routing model, when work is reassigned to a specific agent, you can choose to override the capacity check and keep the work assigned to the agent. The default value is <code>false</code>.</p>
DoesCheckCapOnStatusChange	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>In the Status-Based capacity routing model, when work is reopened, you can choose to override the capacity check keep the work assigned to a specific agent. The default value is <code>false</code>.</p>
DoesMinimizeWidgetOnAccept	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Automatically minimizes the Omni-Channel widget when an agent accepts work. The default value is <code>false</code>.</p>
DoesOverridePresenceAudio	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>Service channel settings override the audio settings for each agent's presence configuration. The default value is <code>false</code>.</p>
HasAcwExtensionEnabled	<p>Type</p> <p>boolean</p> <p>Properties</p> <p>Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description</p> <p>If set to <code>true</code>, agents can extend their After Conversation Work (ACW) time. Available only if <code>HasAfterConvoWorkTimer</code> is set to <code>true</code>. If set to <code>true</code>, you must also set the <code>AcwExtensionDuration</code> and <code>MaxExtensions</code> fields. The default value is <code>false</code>. Available only for service channels of type Messaging or Voice.</p> <p>This field is available in API version 56.0 and later.</p>

Field	Details
HasAfterConvoWorkTimer	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description If set to <code>true</code>, After Conversation Work (ACW) time can be configured for the channel. If set to <code>true</code>, you must also set the <code>AfterConvoWorkMaxTime</code> field. The default value is <code>false</code>. Available only for service channels of type Messaging or Voice.</p> <p>For service channels of type Voice, this field is available in API version 52.0 and later. For service channels of type messaging, this field is available in API version 56.0 and later.</p>
HasAutoAcceptEnabled	<p>Type boolean</p> <p>Properties Create, Defaulted on create, Filter, Group, Sort, Update</p> <p>Description Work items in a service channel open automatically in the agent's workspace so that the agent doesn't have to manually accept them. 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 The language of the service channel.</p>
MasterLabel	<p>Type string</p> <p>Properties Create, Filter, Group, Sort, Update</p> <p>Description The label of the service channel.</p>
MaxExtensions	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description The maximum number of times an agent can extend their After Work Conversation (ACW) time. Specify a value from 1 through 10. You must set this field if <code>HasAcwExtensionEnabled</code> is set to <code>true</code>. Available only for service channels of type Messaging or Voice.</p>

Field	Details
	This field is available in API version 56.0 and later.
RelatedEntity	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The type of object that's associated with this service channel. This field is unique within your organization.</p>
SecRoutingPriorityField	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The name of the standard field or the id of the custom field that is used for secondary routing priority. This field is unique within your organization.</p>
SoundLength	<p>Type</p> <p>int</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Sort, Update</p> <p>Description</p> <p>The length of time that a sound plays when new work is assigned to an agent.</p>
StatusField	<p>Type</p> <p>picklist</p> <p>Properties</p> <p>Create, Filter, Group, Nillable, Restricted picklist, Sort, Update</p> <p>Description</p> <p>The picklist field that you use to track work status in the Status-Based capacity routing model. Use ServiceChannelStatusField to specify the values that indicate completed and in-progress work-item status.</p>

ServiceChannelFieldPriority

Represents a secondary routing priority field-value mapping. This object is available in API version 47.0 and later.

Supported Calls

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

Special Access Rules

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

Fields

Field	Details
Priority	Type int Properties Create, Filter, Group, Sort, Update Description The priority number assigned to the mapped field value.
ServiceChannelId	Type reference Properties Create, Filter, Group, Sort Description The ID of the service channel.
Value	Type string Properties Create, Filter, Group, Sort, Update Description The value of the SecRoutingPriorityField field defined in parent ServiceChannel.

ServiceChannelStatus

Represents the status that's associated with a specific service channel. This object is available in API version 32.0 and later.

Supported Calls

`create()`, `delete()`, `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
ServiceChannelId	Type reference Properties Create, Filter, Group, Sort Description The ID of the service channel.
ServicePresenceStatusId	Type reference Properties Create, Filter, Group, Nillable, Sort Description The ID of the presence status that's associated with the service channel that's specified by the <code>ServicePresenceChannelId</code> .

ServiceChannelStatusField

Represents the values that you use to indicate completed and in-progress work item status for the status field in the Status-Based Capacity routing model. This object is available in API version 49.0 and later.

Supported Calls

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

Special Access Rules

To access this object, [Omni-Channel](#) and Status-Based Capacity Model must be enabled.

Fields

Field	Details
ServiceChannelId	Type reference Properties Create, Filter, Group, Sort Description The ID of the service channel.

Field	Details
Type	Type picklist Properties Create, Filter, Group, Nillable, Restricted picklist, Sort Description For the field that you use to track work status, specifies whether the values are for completed or in-progress work.
Value	Type string Properties Create, Filter, Group, Sort Description Specifies the values that you use to indicate completed and in-progress work status. Valid values are Completed, InProgress, and Paused.

ServiceContract

Represents a customer support contract (business agreement). This object is available in API version 18.0 and later.

Supported Calls

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

Fields

Field	Details
AccountId	Type reference Properties Filter, Group, Nillable, Sort Description ID of the account associated with the service contract.
ActivationDate	Type dateTime Properties Filter, Nillable, Sort

Field	Details
	Description The initial day the service contract went into effect (whereas <code>StartDate</code> may include a renewal date).
AdditionalDiscount	Type percent Properties Create, Filter, Nillable, Sort, Update Description Extra discount percentage for the service contract. Available in API version 55.0 and later.
ApprovalStatus	Type picklist Properties Defaulted on create, Filter, Group, Nillable, Sort Description Approval status of the service contract.
BillingAddress (beta)	Type address Properties Filter, Nillable Description The compound form of the billing address. Read-only. See Address Compound Fields for details on compound address fields.
BillingCity	Type string Properties Filter, Group, Nillable, Sort Description Details for the billing address. Maximum size is 40 characters.
BillingCountry	Type string Properties Filter, Group, Nillable, Sort Description Details for the billing address. Maximum size is 40 characters.

Field	Details
BillingCountryCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ISO country code for the service contract's billing address.</p>
BillingLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>BillingLongitude</code> to specify the precise geolocation of a billing address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
BillingLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>BillingLatitude</code> to specify the precise geolocation of a billing address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places.</p>
BillingPostalCode	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Details for the billing address. Maximum size is 20 characters.</p>
BillingState	<p>Type string</p> <p>Properties Group, Sort, Filter, Nillable</p> <p>Description Details for the billing address. Maximum size is 20 characters.</p>
BillingStateCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p>

Field	Details
	Description The ISO state code for the service contract's billing address.
BillingStreet	Type textarea Properties Filter, Group, Nillable, Sort Description Street address for the billing address.
ContactId	Type reference Properties Filter, Group, Nillable, Sort Description Required. ID of the Contact associated with the service contract. Must be a valid ID.
ContractNumber	Type string Properties Autonumber, Defaulted on create, Filter, Sort Description Unique number automatically assigned to the service contract.
Description	Type textarea Properties Nillable Description Description of the service contract.
Discount	Type percent Properties Filter, Nillable, Sort Description Discount percentage for the service contract.
EndDate	Type date

Field	Details
	Properties Filter, Group, Nillable, Sort Description The last day the service contract is in effect.
GrandTotal	Type currency Properties Filter, Nillable, Sort Description Total price of the service contract plus shipping and taxes.
IsDeleted	Type boolean Properties Defaulted on create, Filter Description Indicates whether the object has been moved to the Recycle Bin (<code>true</code>) or not (<code>false</code>). Label is Deleted .
LastReferencedDate	Type date Properties Filter, Nillable, Sort, Update Description The timestamp when the current user last accessed this record indirectly, for example, through a list view or related record.
LastViewedDate	Type date Properties Filter, Nillable, Sort, Update 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.
LineItemCount	Type int Properties Filter, Nillable, Group, Sort

Field	Details
	Description Number of ContractLineItem records associated with the service contract.
Name	Type string Properties Create, Filter, Group, Sort, Update Description Name of the service contract.
OwnerId	Type reference Properties Create, Defaulted on create, Filter, Group, Sort, Update Description The ID of the user who currently owns the service contract.
ParentServiceContractId	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description The service contract's parent service contract, if it has one.
Pricebook2Id	Type reference Properties Create, Filter, Group, Nillable, Sort, Update Description ID of the Pricebook2 associated with the service contract. Must be a valid ID.
RootServiceContractId	Type reference Properties Filter, Group, Nillable, Sort Description (Read only) The top-level service contract in a service contract hierarchy. Depending on where a service contract lies in the hierarchy, its root could be the same as its parent.
ShippingAddress (beta)	Type address

Field	Details
	<p>Properties Filter, Nillable</p> <p>Description The compound form of the shipping address. Read-only. See Address Compound Fields for details on compound address fields.</p>
ShippingCity	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Details of the shipping address. Maximum size is 40 characters.</p>
ShippingCountry	<p>Type string</p> <p>Properties Filter, Group, Nillable, Sort</p> <p>Description Details of the shipping address. Country maximum size is 40 characters.</p>
ShippingCountryCode	<p>Type picklist</p> <p>Properties Create, Filter, Group, Nillable, Sort, Update</p> <p>Description The ISO country code for the service contract's shipping address.</p>
ShippingLatitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p> <p>Description Used with <code>ShippingLongitude</code> to specify the precise geolocation of a shipping address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.</p>
ShippingLongitude	<p>Type double</p> <p>Properties Create, Filter, Nillable, Sort, Update</p>