Comcast Residential:
Weekly Support Call
Mission Critical Support
October 12, 2017

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Weekly Mission Critical Support Meeting Agenda

1   Case Review
Open Sev 1 and 2 cases, other notable cases, and closed cases.

2   Proactive Dashboards
Dashboard review for the last 7 days.

3   Major Initiatives
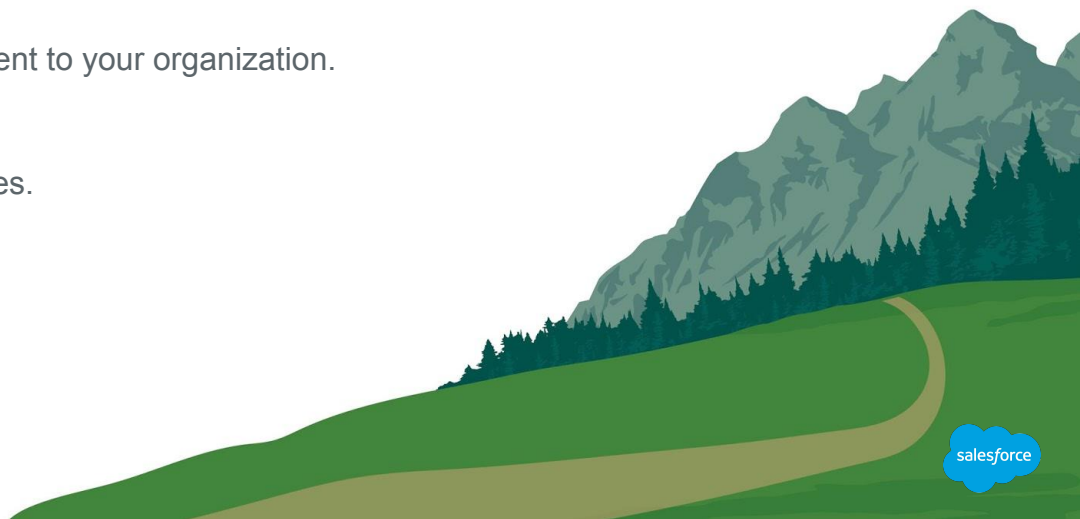Release information, other activities pertinent to your organization.

4   Customer Activities
Major Deployments, other planning activities.

5   Questions / Other Topics
What else is going on?

Insights and Actions

Last Week –

- Dreamforce registration is open: https://www.salesforce.com/dreamforce/. - Discount code: DDF1734EC31.

This Week –

- Attend the "Ask An Architect: Sandbox Preview Testing" breakout sessions at Dreamforce 17!
  - https://success.salesforce.com/Sessions#/session/a2q3A000001WTexQAG
  - Catch bugs before they bite with automated testing during the Sandbox Preview window! Are you taking the opportunity to catch business-impacting issues before they occur in production? Did you know there are best practices you can leverage to proactively test for bugs, report issues, and reduce total cost of ownership with each Major Release cycle? Join us to learn steps you can take to keep your business objectives on track, making the most of your Salesforce implementation.

Open Cases

| Case Number	Contact Name	Case Owner	Subject	Severity Level	Date/Time Opened	Status	Notes
17302339	Amit Kumar	Vikram Kumar Kondapaneni (MCS)	Winter 18: Release Impact on Force:CreateRecord	Level 2 - Urgent	9/20/2017 6:23 PM	Working	Works on SF1 v 14. Wait until end of october for v14 GA (safe harbor). --- Amey to send detailed write up to Girija.
17289589	Animesh Datta	Naga Srikanth Janjanam (MCS)	html code is getting inserted while entering code using modal dialog	Level 2 - Urgent	9/19/2017 12:20 PM	Working	Use richtext fields? Try attribute "richtext=true" to resolve the issue. Radhika to confirm.
17320925	Siddharth Sinha	Bojana Skarich	Lightning component Error **USE ACTUAL device IPAD **	Level 3 - High	9/22/2017 3:39 PM	Pending Customer Approval	Works on SF1 v 14. Wait until end of october for v14 GA (safe harbor).
17464449	Deepraj Bhushan	Ranga Reddy	Blank screen on clicking the check in button	Level 4 - Medium	10/11/2017 6:24 AM	Working	This might be a known issue that Salesforce is working on right now: https://success.salesforce.com/issues_view?title=custom-quick-action-is-not-visible-for-affected-profiles-in-the-page-layout-in-lightning-experience-in-winter-18&Id=a1p3A000000mCYi Update: KI doesnt speak about blank screen. Did you try with admin profile?
17433835	Umair Chaudhary	Justin Manchester	"A Component Error has occurred!" in Salesforce1	Level 4 - Medium	10/5/2017 10:51 PM	Working	As discussed in your meeting with Justin Manchester, the error is related to not validating that information is available or even correct for a save event. Javacript used is fuzzy. Needs exception handling and ensure proper value is returned by edit

Open Cases - con't

Case Number	Contact Name	Case Owner	Subject	Severity Level	Date/Time Opened	Status	Notes
17419786	Timothy Unrath	Sangam Ravindhar (MCS)	WINTER 18 - Widget Issue	Level 4 - Medium	10/4/2017 1:44 PM	Waiting on Customer	Sangam cannot reproduce the issue with either login. He thinks it might be a networking issue. Is Tim still having this issue?
17418271	Dan Clancy	Sai Venkata Sathyavarapu (MCS)	Wave Dev - adding saql code to increase row limit for exporting beyond 2000	Level 4 - Medium	10/4/2017 11:36 AM	Working	Product team confirms that there is no limit on the amount of data that can be extracted using the export functionality. Sai would like to meet with you.
17382508	Kishor Kathar	Nadeem Siddiquie (MCS)	Monitor Data load scheduled on 10/6 to 10/8	Level 4 - Medium	9/29/2017 3:32 PM	Working	Was the data load successful? -- ok to close.

Closed Cases 10/5/2017 – 10/11/2017

There are no closed cases for this week.

Dashboard for 10/5/2017 – 10/11/2017

Integration Status Code != 200
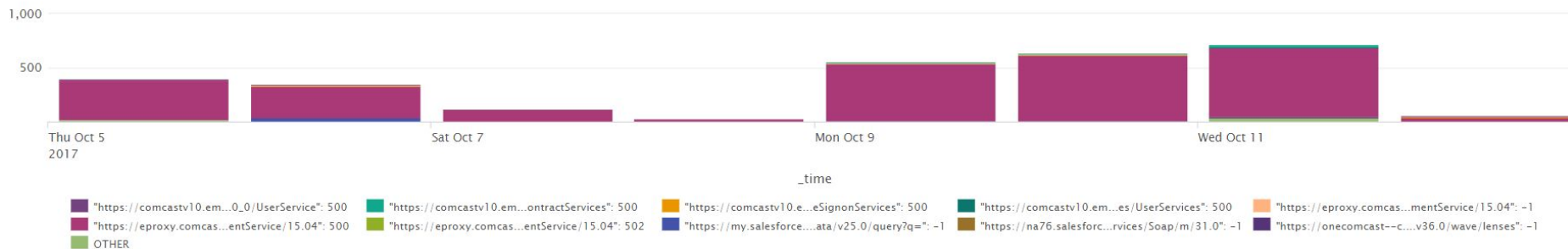
This document will explain the status codes:
https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/errorcodes.htm

Pilots

Current Major Initiatives

Sales Cloud Einstein Predictive Forecasting Pilots

- Einstein Forecasting will analyze millions of data points in your opportunity history.
- Einstein Opportunity Scoring will rate every deal's probability of closing so that your reps will know where to focus their efforts.
- Einstein Email Insights will use natural language processing to find the highest-priority emails and recommendations for next best actions.

Requirements to Join this Pilot

- Use Enterprise, Unlimited, or Performance editions
- Have at least 24 months of opportunity history
- Use the standard Opportunity object and the standard Close Date and Amount fields

Resources

- https://www.salesforce.com/products/sales-cloud/features/predictive-forecasting/

October Tech Updates

October 2017 Topics

At-a-glance

Product Innovation

- Get ready for Winter '18

Security Enhancements

- TLS 1.0 disablement started on July 22, 2017
- Default Certificate Retirement Impacts SAML SSO

Infrastructure Improvements

- Marketing Cloud infrastructure upgrade
- Instance Refreshes (on AP2 & NA28 & EU2, EU3, EU5)
- Trust Notifications

System Maintenances

- Continuous Site Switching

Feature Retirements

- End of Support for Good Access browser running S1 mobile browser app
- Pardot Chat Support will retire on October 20, 2017
- Salesforce Classic Mobile App to Retire on December 1, 2017
- Legacy Charts in Salesforce1 to Retire with Spring '18
- SOAP API Legacy Versions will retire in Summer '18
- Access and Support for Lightning Experience with Internet Explorer version 11 extended to December 2020

Major Initiatives - Scheduled

Summary of Selected Scheduled Major Initiatives*

Date	Initiative
Now	Salesforce1 v14.0 Beta for Winter '18 Now Available
October 13-14, 2017	Non-Preview Sandboxes will be upgraded to Winter '18
Saturday, October 14, 2017	Winter '18 Release
Saturday, October 14, 2017	Prevent JavaScript in a Formula Field HYPERLINK Function
Saturday, October 14, 2017	Default Certificate retirement impacts SAML SSO
Tuesday, October 17, 2017	Default Certificate to retire (last possible extension date)

Date	Initiative
Friday, November 17, 2017	www.salesforce.com API Endpoint Retirement
Friday, November 17, 2017	Web-to-Case and Web-to-Lead Endpoint URL update
Friday, December 1, 2017	Salesforce Classic Mobile App to Retire
December 16, 2017 (You must opt in by this date for IE11 usage to extend to December 2020.)	**Extended Support for Accessing Lightning Experience Using Microsoft Internet Explorer 11**
Saturday, February 10, 2018	Spring '18 Release
Saturday, June 9, 2018	Summer '18 Release
Saturday, October 13, 2018	Winter '19 Release

*This list is not exhaustive.

Current Major Initiatives - con't
Salesforce1 v14.0 Beta for Winter '18 Now Available

- Salesforce v14.0 for iOS
  - New features in iOS Salesforce1 release include:
    - A modern and intuitive experience when you create Chatter posts
    - A 'New Posts' button will appear in the Chatter feed so you know when new content is available
    - View multiple attachments and inline images in your Chatter posts
    - See most relevant posts in the new Company Highlights feed
    - Bug fixes and performance improvements
  - This build is available through Apple's free TestFlight app at the same time as the Winter '18 sandbox preview and is intended to be used with the Winter '18 sandbox preview only.
  - Only users that have signed up through the Salesforce1 Beta Signup form will have access to the TestFlight build.
    - How to sign up for the iOS Salesforce1 Beta:
      - Sign up here.
      - After signing up, you will receive an email when a beta build is available.
- Salesforce v14.0 for Android
  - The build is now available through Google's beta program. Click here to learn more about the Salesforce1 beta program.
  - Only users that have signed up for the Salesforce1 beta will have access to the build
  - Please join our Google+ community for Early Access users here for updates & information for all future releases.
- See this article for more information: Salesforce1 Hybrid Early Adopters and BETA Programs for iOS and Android devi
https://help.salesforce.com/articleView?id=Salesforce1-Hybrid-Early-Adopters-and-BETA-Programs-for-iOS-and-Android-devic
es&language=en_US&type=1

Current Major Initiatives - con't
Salesforce Winter '18 Sandbox Preview Instructions

- The Sandbox Preview window for Winter '18 is scheduled to begin September 8, 2017.
- Preview Instances are instances which get upgraded to the newer version of Salesforce before Production Instances.
- How do you change a sandbox from preview to non-preview or non-preview to preview? You need to refresh the sandbox by a certain date.
- How do I know if I need to refresh my sandbox?
  - Find out if the sandbox is preview or non-preview.
  - Do you want to change a preview sandbox to non-preview or a non-preview sandbox to preview? If not, stop here.
  - If you want to change a non-preview sandbox so that it gets a preview of Winter '18, refresh the sandbox before 11:59 p.m. Pacific Time on September 7, 2017.
  - If you want to change a preview sandbox to a non-preview sandbox and keep the sandbox on Summer '17, refresh the sandbox after 12:00 a.m. Pacific Time on September 8, 2017.

Resources
- Salesforce blog - Salesforce Winter '18 Sandbox Preview Instructions:
https://www.salesforce.com/blog/2017/08/salesforce-winter-18-sandbox-preview-instructions.html
- To Refresh or Not to Refresh: De-mystifying the Sandbox Preview:
http://salesforce.vidyard.com/watch/dzC5Xx9GF8dJEM8wUqGim5

Winter '18 Sandbox Release Calendar

Non-Preview Instances

CS1, CS6, CS8, CS10, CS16, CS18, CS22, CS24, CS33, CS40, CS43, CS50, CS52, CS58, CS60, CS62, CS64, CS65, CS66, CS68, CS70, CS82, CS86, CS89, CS90, CS92, CS94, CS98, CS115

Today

September 8/9, 2017

October 13/14, 2017

Preview Instances

CS2, CS3, CS4, CS5, CS7, CS9, CS11, CS12, CS13, CS14, CS15, CS17, CS19, CS20, CS21, CS23, CS25, CS26, CS27, CS28, CS30, CS31, CS32, CS41, CS42, CS44, CS45, CS47, CS51, CS53, CS54, CS57, CS59, CS61, CS63, CS67, CS69, CS71, CS72, CS77, CS78, CS79, CS80, CS81, CS83, CS84, CS85, CS87, CS88, CS91, CS93, CS95, CS96, CS97, CS99, CS116

Salesforce Winter '18 Sandbox Preview Instructions

Sandbox Instance	Stay on Summer '17 (no Preview)	Upgrade to Winter '18 (get the Preview)
CS2, CS3, CS4, CS5, CS7, CS9, CS11 CS12, CS13, CS14, CS15, CS17, CS19, CS20, CS21, CS23, CS25, CS26, CS27, CS28, CS30, CS31, CS32, CS41, CS42, CS44, CS45, CS47, CS51, CS53, CS54, CS57, CS59 CS61 CS63, CS67, CS69, CS71, CS72, CS77, CS78, CS79, CS80, CS81, CS83, CS84, CS85, CS87, CS88, CS91, CS93, CS95, CS96, CS97, CS99, CS116	To stay on Summer '17, we require you to refresh to a Non-Preview Sandbox Instance.\n\n**Please wait and refresh after 12:00 a.m. PDT on September 8, 2017 (07:00 UTC on September 8, 2017).** If you refresh before this date, your Sandbox may be built on a Preview Instance.	**No action is needed** as your Sandbox is already on a Preview Instance.\n\nIf you need to refresh for other reasons, do so well in advance of 11:59 p.m. PDT on September 7, 2017 (06:59 UTC on September 8, 2017) to make sure your Sandbox completes before the deadline. If you refresh after the deadline or your Sandbox doesn't complete in time, it will be built on a Non-Preview instance.
CS1, CS6, CS8, CS10, CS16, CS18, CS22, CS24, CS33, CS40, CS43, CS50, CS52, CS58, CS60 CS62, CS64, CS65 CS66, CS68, CS70, CS82, CS86, CS89, CS90, CS92, CS94, CS98, CS115	**No action is needed** as your Sandbox is already on a Non-Preview Instance.\n\nIf you need to refresh for other reasons, please wait and refresh after 12:00 a.m. PDT on September 8, 2017 (07:00 UTC on September 8, 2017) to remain on a Non-Preview Instance.	To get the preview, we require you to refresh to a Sandbox instance that will be upgraded early to Winter '18.\n\n**Please refresh well in advance of 11:59 p.m. PDT on September 7, 2017 (06:59 UTC on September 8, 2017).** If you refresh after the deadline or your Sandbox doesn't complete in time, it will be built on a Non-Preview Instance.

Current Major Initiatives - con't

Be Release Ready - Key Dates for the Winter '18 Release
https://success.salesforce.com/0693A0000067ao1

1. Aug. 17: Sign up for pre-release orgs.
2. Aug. 21: Read the preview release notes.
3. Aug. 31: MVP Webinar - Mastering Your Release Strategy.
4. Sep. 7: Check out the release preview site.
5. Sep. 8: Sandbox cut-off date.
6. Sep. 8 & 9: Sandbox preview starts.
7. Sep. 12: Review the release overview deck (ROD) (recording).
8. Sep. 12 & 19: Hot topic webinars.
9. Sep. 22, Oct. 6, Oct. 13: Winter '18 is Live.
10. Sept. 22, 25-28: Release Readiness Live (recordings).
11. Oct. 17: Do the Release Badge on Trailhead.

Release Preview Deck
https://www.salesforce.com/content/dam/web/en_us/www/documents/release-notes/winter18-release-preview.pdf

Winter '18 Demo Videos
https://www.youtube.com/playlist?list=PLjJeA2SstEtLKlM6ELS6VSO227Cqa55lR

Current Major Initiatives - con't

Default Certificate to Retire

- The default certificate will retire on ~~August 7, 2017~~. - Requested extension until Oct 17th 2017.
- It's best to test this in a sandbox org first.
- It's best to make changes to production in off-hours.

Resources

- Default Certificate to Retire:
https://help.salesforce.com/articleView?eid=ss-tc&id=Default-Certificate-to-Retire-on-August-7-2017&language=en_US&type=1
- Set up Custom Domains for Salesforce Sites and HTTPS support for Branded Custom Domains:
https://help.salesforce.com/articleView?id=000205653&type=1
- Add a Domain:
https://help.salesforce.com/articleView?id=domain_mgmt_add.htm&language=en_US&type=0
- Running Your Community Under a Custom Domain:
https://help.salesforce.com/articleView?id=000212707&type=1

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Current Major Initiatives - con't

Feature Retirements

Salesforce Feature Retirements Knowledge Article:
https://help.salesforce.com/articleView?id=000240291&type=1&language=en_US

Salesforce Mobile Classic is enabled in your org. Please follow these directions to create a report to see which of your users is using Salesforce Mobile Classic.
https://help.salesforce.com/articleView?id=mobile_custom_report_types.htm&language=en_US&type=0

Feature		Timing
SOAP API Legacy Versions		Summer '18 (June 1, 2018)
Salesforce Mobile Classic		December 1, 2017
Legacy Charts in Salesforce1	If the setting Enable Enhanced Charts in Salesforce1 is not checked, you are using Legacy Charts. "Enable Enhanced Charts in Salesforce1" is checked in your production org.	Winter '18 (October 2017)
Chatter Answers	Chatter Answers is not enabled in your org.	Winter '18 (October 2017)
Stay-in-Touch Request	Look for the "Request Update" button on Contacts and Person Accounts. Please check this in your org.	Summer '17 (June 2017)

Current Major Initiatives - con't
www.salesforce.com API Endpoint Retirement

- As of November 17, 2017, using www.salesforce.com as an API endpoint will be retired. In the past, these logins were routed to the correct instance automatically. Because of the retirement of this feature, you will need to update your integrations to use https://login.salesforce.com as the endpoint for the Salesforce API.

Findings

- Your production org had seven API logins from user ID 00516000006ca1B, the Central MDU Dashboard (username cendiv_mdu_infa@cable.comcast.com). Please correct these API logins so that they use https://login.salesforce.com. - As of Oct. 4, 2017, this has been fixed and no longer appears in Splunk.

Resources

- www.salesforce.com API Endpoint Retirement article: https://help.salesforce.com/articleView?id=000229717&type=1

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Current Major Initiatives - con't
Web-to-Case and Web-to-Lead Endpoint URL update

- On November 17, 2017, the endpoint that receives the Web-to-Case (W2C) and Web-to-Lead (W2L) form submission data to create leads or cases in Salesforce will be replaced with a new endpoint.
- Change "https://www.salesforce.com/servlet/servlet.WebToLead" to "https://webto.salesforce.com/servlet/servlet.WebToLead" and change "https://www.salesforce.com/servlet/servlet.WebToCase" to "https://webto.salesforce.com/servlet/servlet.WebToCase".

Resources

- Updating the Web-to-Case and Web-to-Lead Endpoint URL: https://help.salesforce.com/articleView?id=Updating-the-Web-to-Case-and-Web-to-Lead-Endpoint-URL&language=en_US&type=1

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Current Major Initiatives - con't
JavaScript in a HYPERLINK formula function

- After the CRUC is fully enabled in Winter '18, orgs will be prevented from running JavaScript in a HYPERLINK function.
- You can proactively update your formula fields and manually activate the CRUC in the Summer '17 Release.

Resources
- Using Apex Code in Workbench to Find JavaScript in a Formula Field HYPERLINK Function: https://help.salesforce.com/articleView?id=Using-Apex-Code-in-Workbench-to-Find-JavaScript&language=en_US&type=1
- Sept. 28 - Comcast already ran this and did not see any effects for this.

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Current Major Initiatives - con't
Extended Support for Accessing Lightning Experience Using Microsoft Internet Explorer 11

- Extended access and support for Lightning Experience for IE11 has been extended from December 16, 2017 to December 2020, but customers must opt in to receive this extended support.
- Please opt-in to the extended support for Lightning for Internet Explorer 11 (IE11) if you are going to continue to use it, but Salesforce is recommending to switch to a modern browser such as Google Chrome or Microsoft Edge if switching to Lightning.
- IE11 is functionally a supported browser for Lightning, but is not supported from a performance perspective. Pages load much slower, and it crashes twice as fast vs modern browsers. Salesforce recommends against using IE11 for Lightning Experience.
- Internet Explorer 11 is considered a legacy browser, with much slower Javascript and rendering performance than modern browsers like Google Chrome and Microsoft Edge. Compared to Chrome, IE11 renders the same Lightning pages at least 2.5 times slower, and can exceed 5 seconds in many cases.
- Users will experience a browser crash after opening approximately 170 pages on Internet Explorer 11 due to poor memory management. A restart of the browser will be necessary to resolve the issue.
- Salesforce will no longer diagnose or fix performance related issues experienced while using Lightning in IE11. This includes slow page load times ans well as browser tab crashes.

Resources
- Extended Support for Accessing Lightning Experience Using Microsoft Internet Explorer 11:
https://help.salesforce.com/articleView?id=000233325&type=1&language=en_US
- Internet Explorer Performance Characteristics for Lightning Experience:
https://help.salesforce.com/articleView?id=Internet-Explorer-Performance-Characteristics-for-Lightning-Experience&language=en_US&type=1

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Lightning Roadmap

Current Major Initiatives - con't

Lightning Roadmap

The Lightning Roadmap shows the release in which features will become available in Lightning. It comes in two formats:

- https://www.salesforce.com/content/dam/web/en_us/www/documents/e-books/salesforce-lightning-roadmap.pdf
- https://help.salesforce.com/articleView?id=lex_roadmap.htm&type=0&language=en_US

Other Lightning references:

- Lightning Experience Info Center:
  https://help.salesforce.com/articleView?id=lex_help_resources.htm&type=0&language=en_US
- Lightning Experience Considerations:
  https://help.salesforce.com/articleView?id=lex_considerations_intro.htm&type=0&language=en_US

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Major Initiatives - Ongoing

Summary of Selected Ongoing Major Initiatives*

Ongoing Initiative
New Version of Salesforce IPs Article
Lightning Roadmap
Salesforce Optimizer
Summer '17 Release
Site Switching
Salesforce Maintenance
Trust Notifications
Self-Service Designated Contacts

*This list is not exhaustive.

Current Major Initiatives - con't

New Version of Salesforce IPs Article

- Updates made will be recapped in the Revision History table at the bottom of the article.
  - Added Email Settings IP address as follows. NOTE: This should only immediately impact the following new instances - NA65, NA66, NA69, NA72, **NA76**, NA77, NA86, NA87. Customers on NA2, NA18, NA22, **NA23**, NA28, NA41 will be refreshed to these instances and should make these additions if they are restricting IPs for Email Settings before their instance refresh.
- The format of the article has also been updated.
- Salesforce recommends customers review the article quarterly and follow our best practices by updating their network & email settings to include all Salesforce IP addresses.

Resources

- What are the Salesforce IP Addresses & Domains to whitelist?
  - https://help.salesforce.com/articleView?id=000003652&language=en_US&release=180.9&type=1

Introducing Salesforce Optimizer

THE maintenance, productivity and adoption app for Salesforce admins
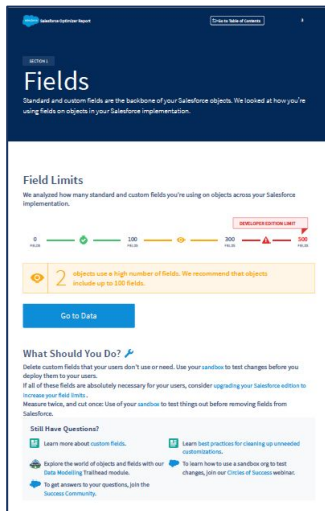
- **Efficiently maintain customizations**

- **Decrease business and technical debt**

- **Increase productivity of admins and end users**

- **Drive Salesforce usage**

It is the fastest and most effective way to get prioritized insights coupled with actionable recommendations and best practices.

Current Major Initiatives - con't

Summer '17 Release

- You can find release, instance refresh, and other dates here
  https://status.salesforce.com/status/NA23.

Resources

- Plan and Prepare for Org Maintenance and Releases
  - http://pages.mail.salesforce.com/achieve-more/org-maintenance-releases/
- Release Notes:
  - http://releasenotes.docs.salesforce.com/en-us/summer17/release-notes/salesforce_release_notes.htm
- Known Issues:
  - https://success.salesforce.com/issues_index?tag=Summer%2017
- Summer '17 Release Overview Deck:
  - https://success.salesforce.com/0693A000006J9ud
- Release Readiness Live Summer '17:
  - https://www.salesforce.com/video/?d=70130000000f3SY
- Summer '17 Release Overview
  - http://bit.ly/Sum17WebinarVideo

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Current Major Initiatives - con't

Site Switching

- Date and time: To be posted on https://status.salesforce.com/status/NA23.
- What is it? Site switching occurs when a production instance is moved between its primary and secondary locations. It allows Salesforce to update hardware, perform maintenance, etc. Site switching will occur twice a year.
- Best practices:
    - IP Whitelisting
    - Set DNS/TTL to 5 mins/300 secs
    - Use MyDomain
    - Respect the maintenance windows (1st and 3rd Saturdays of each month)

Resources

- Continuous Site Switching:
  https://help.salesforce.com/articleView?id=Continuous-Site-Switching&language=en_US&type=1
- Site Switching Overview: https://help.salesforce.com/articleView?id=000228631&language=en_US&type=1
- Network Settings FAQ: https://help.salesforce.com/articleView?id=000230809&type=1&language=en_US
- What are the Salesforce IP Addresses & Domains to whitelist?:
  https://help.salesforce.com/articleView?id=000003652&language=en_US&type=1
- Where is my Salesforce instance located?
  https://help.salesforce.com/articleView?id=Where-is-my-Salesforce-instance-located&language=en_US&type=1

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Current Major Initiatives - con't

Salesforce Maintenance Schedule
- Avoid deployments and other major events during maintenance (see the *Preferred Salesforce Maintenance Schedule*):
  - NA23: 1st & 3rd Sundays each month from 12:00am – 4:00am Pacific Time
- Maintenance notifications will also appear on Trust:
  - https://status.salesforce.com/status/NA23
- Sign up for Trust Notifications, which are real-time email notifications about incidents and maintenance sent from https://status.salesforce.com.

Resources
- Preferred Salesforce Maintenance Schedule:
  - https://help.salesforce.com/articleView?id=000176208&type=1

Current Major Initiatives - con't

Trust Notifications

- Real-time email notifications about incidents and maintenance sent from https://status.salesforce.com.
- Generally available June 14, so you can sign up now.

References

- Trust Notifications Knowledge Article
  - https://help.salesforce.com/articleView?id=Trust-Notifications&language=en_US&type=1
- Trust Notification User Guide
  - https://trust.salesforce.com/en/trust/trust-notification-user-guide/

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Current Major Initiatives - con't

Self-Service Designated Contacts

- Primary Designated Contacts have the ability to view, create, deactivate, reactivate and edit DC's in from the DC self-service feature of the Help & Training portal.
- Knowledge Article:
  - https://help.salesforce.com/articleView?id=000213698&type=1&language=en_US
- Video:
  - http://salesforce.vidyard.com/watch/ECycupsEbfnwnrrNbmYNfV

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Thank Y☁u

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Mission Critical Support Process Review

Deployment Monitoring

- In order for Signature Support to effectively plan for and monitor your deployments, we need you to log a new case for each and every deployment. This case should be logged 5 business days in advance and at minimum contain the following details:
  - Source and Destination Organization ID's
  - Expected start date and time in UTC
  - Expected end date and time in UTC
  - Deployment tool that will be used (e.g. ANT, IDE, Change Set)
  - Contact information of User(s) performing the deployment
  - A brief description of what is being deployed
- Once Mission Critical Support have this information confirmed, we work with Salesforce internal teams to ensure there will be no interruptions to your activities, such as App Server Restarts.
- Please ensure to update the case when deployment milestones are reached, such as deployment starting and deployment completing.

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Mission Critical Support Process Review

Business Impact

- What % of your users are affected?
- Does this affect data integrity
- Do you have a viable workaround
- Does this affect critical application functionality
- What business functionality are you unable to perform?

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Keeping in Touch

Success Community Chatter Group for Comcast Resi:

- https://success.salesforce.com/_ui/core/chatter/groups/GroupProfilePage?g=0F9300000009RDF

Release Chatter Group:

- https://org62.my.salesforce.com/_ui/core/chatter/groups/GroupProfilePage?g=0F90M000000LhzH

Release Readiness Success Community:

- https://success.salesforce.com/_ui/core/chatter/groups/GroupProfilePage?g=0F9300000001okuCAA

Org Information

Mission Critical Support Name	Instance	Org ID	Org Name
Comcast Residential (TP)	NA23	00D30000000CgSL	Comcast Cable Communications Management LLC* (TP)

Primary Contact Details

Contact	Email Address	Phone Number	Proactive?
SalesSpace	comcast.resi.ao@accenture.com		Yes
Shailesh Dhumal	shailesh_dhumal@comcast.com	(267) 632-3452	No

Severity Definitions

Severity 1 **CRITICAL** **(15 min)**	**Critical production issue** affecting all users, including system unavailability and data integrity issues with no workaround available.
Severity 2 **URGENT** **(1 hour)**	**Major functionality** is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available.
Severity 3 **HIGH** **(4 hours)**	**System performance issue or bug** affecting some but not all users. Short-term workaround is available, but not scalable.
Severity 4 **MEDIUM** **(8 hours)**	**Inquiry regarding a routine technical issue**; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

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How to Contact Us

1   Call Sev-1 Hotline for critical production issues: 855-SFDC-911
- Best way to reach us for immediate assistance

2   Create a case online for Sev-2 issues
- The entire Signature Success team gets notified

3   Email mcsalerts@salesforce.com
- Use only when the Help & Training portal is unavailable

Escalations? Issues?
We are always available to you!

Use the Signature Success Escalation Document (we will provide) with phone numbers of Global Signature Support Management Team and Duty Manager

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Dashboard Legend

Component Name	What does this component illustrate?
Top 30 Long-Running VF Pages	This chart shows the 30 VisualForce pages with the highest number of 5+ second load instances, sorted by a count of long loads. These are potential areas to optimize VF Pages that are generating long running requests which may result in limits being hit based on usage and usage patterns. These results can also result in Apex error requests.
Top 30 Accessed VF Pages	This chart shows the 30 VisualForce pages with the most total loads, sorted by the number of times they were loaded. This lets you see the most commonly accessed VF pages in an org, and get an idea of how often they were slow to load.
Top 30 Long Running Apex	This chart shows the 30 Apex triggers and classes with the highest number of 5+ second load instances, sorted by a count of long loads. These are potential areas to optimize triggers and classes that are generating long running requests which may result in limits being hit based on usage and usage patterns.
Top 30 Apex Classes	This chart shows the 30 Apex classes and triggers with the most total runs, sorted by the number of times they were run. This lets you see the most commonly accessed Apex in an org, and get an idea of how often it was slow to run.
Row Locks per Day	When we have multiple processes trying to access a single record, if the first process locks the record, the second process that is trying to access/lock this record will wait for 10 seconds. If the second process cannot get access to the record after the 10 seconds it results in a RowLock timeout error. The downside to this is that because the process has been running for greater than 5 seconds, it will result in a corresponding long running request.
Concurrent Apex Requests per Day	This graph displays the number of Concurrent Apex Limit errors every day over the last 7 days. Any apex job taking over 5 seconds to complete are counted towards the org limit. An error will result any time a long running job pushes the total concurrent count over the limit. Any request once the limit is tripped will result in an error. This would mean that a 1 second request that attempts to process while the current limit is exceeded will result in an error.
Callout Volume and Average Time	This graph displays both the count of callouts per day for the specified org (the line) and the average time across all callouts (the bars).
Top 30 Callouts by Average Time	This chart shows a list of the number of callouts and average callout times for a given endpoint.

Dashboard Legend cont'd

Component Name	What does this component illustrate?
Top 30 Long Running Reports	This chart shows the top 30 reports with the most 5+ second load times. The chart is sorted by the number of 5+ second loads.
Top 30 Most Frequently Viewed Reports	This chart shows the top 30 most loaded reports in an org. It also shows the number of users for these reports, and how often they were slow to load.
Daily Logins by TLS Type	The graph shows the number of logins by TLS type for the last 7 days.
TLS Logins by User	The graph shows the number of users who logged in over the last 7 days, grouped by which version of TLS they were using.
TLS v1 Logins by User	This chart shows all users who logged into the system in the last week using TLSv1, sorted by the number of logins.
Top 100 Inefficient List Views	These are potential list views to optimize, which are generating a high number of (Oracle) buffer gets, potentially affecting overall org performance, based on usage and usage patterns. Typical causes include, non- selective filter criteria, or non-indexed fields where indexing may be beneficial.
Integration Status Code != 200	This chart displays the number of callouts (LogRecordType = apout) which have failed (statuscode != 200) The results are grouped by the callout endponit and status code
Active Users by Time	This chart indicates how many users were active in the org during a given hour. It does this by counting the number of unique User IDs in the logs for that hour.
Limits Being Hit	Gives a view of what apex is hitting governor limits
Connection Pool Timeouts per Day	Each database has a set number of available connections. If all of these connections are in use and a request for a new connection arrives, this request will wait a set period of time. If it is unable to connect in that time, a ConnectionPool Timeout error is created.

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