

Winter '20 Release in a Box

A digital resource for Admins, Business Users, Community Groups, Developers, and more.





Winter '20 Release in a Box

Connect to your Customers in Whole New Ways

For sales professionals, Winter '20 provides greater productivity benefits with Sales Cadence Branching and Account Teams & Opportunity Contact Role Enhancements. And, with enhancements to Einstein Forecasting, predict sales outcomes in the way that makes sense for your business on a quarterly basis enabling your teams to work smarter and faster in Sales Cloud.

For service professionals, Winter '20 brings you more productivity and customization features than ever before. Connect with your customer where they are and resolve cases faster with features like Einstein Case Routing and Lightning Knowledge Enhancements. And, with more Field Service Lightning capabilities, ensure your field reps have all the information they need from anywhere at anytime.

For marketers, Winter '20 helps customers get smarter about targeting the right customers at the optimal times. With new Journey Builder features like Einstein Send Time Optimization and In-App Messaging for Mobile increase engagement across your email subscribers and mobile audience.

For IT professionals, expanded Lightning features in Winter '20 help Admins and Developers quickly and easily build and collaborate throughout the Salesforce Platform. With new Lightning productivity features combined with intelligence features from Einstein Analytics, rest assured you're using the smartest and most productive platform in the market. Finally, trust remains our #1 value as we have prioritized new General Data Protection Regulation compliances across the entire Salesforce platform.

All this and more is going live **September 6, 2019.** Preview all at
www.salesforce.com/winter20



Forward-Looking Statements

Statement under the Private Securities Litigation Reform Act of 1995:

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

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

Any unreleased services or features referenced in this or other presentations, press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make the purchase decisions based upon features that are currently available. Salesforce.com, inc. assumes no obligation and does not intend to update these forward-looking statements.



Introduction: Release Enablement Kit

A Ready-to-Use Presentation & Demo Kit



What's Included in this Kit?

1

A Winter '20 Release PDF Presentation

An overview of the top 89 features that includes descriptions, screenshot views, demo videos, and Release Notes. Select the ones you want to discover for a personalized experience.

2

Product Demos

Includes a playlist featuring 2-3 minute digestible demos for most features.

We want to help you get familiarized with the most exciting new features available in the Winter '20 release and empower you to teach others how to use them.

We've designed this kit to help you learn more about the newest innovations coming in Winter '20 through a combination of slides that you can mix and match to create a personalized learning journey.



Getting Started

Follow these 3 steps to prepare yourself to talk about the Winter '20 Release



1

Pick the feature slides you want to review (slides 11-120). **We recommend highlighting 5 features per session.**



2

Watch the associated demo videos. For the full playlist:
[Click here](#)



3

Visit the Winter '20 Release Website for additional resources:
[Click here](#)

So many features! Which ones to pick?

Use the legend below to help you choose the right features for your audience.

Admin

Business User

Developer

ASTRO'S QUICK TIP:

We recommend picking 5 features
per 30 minute learning session.



Start of Presentation



Winter '20 Release Highlights



Sales

- 1.Account Teams & Opportunity Contact Roles
- 2.High Velocity Sales: Sales Cadence Branching
- 3.Sales Cloud Einstein: Einstein Forecasting Enhancements
- 4.Partner Relationship Management: Built Reports & Dashboard
- 5.Salesforce Billing: Hosted Credit Card Payments
- 6.Pardot: B2B Marketing Analytics Enhancements



Service

- 1.Einstein Case Routing
- 2.Field Service Lightning: Work Rule Enhancements
- 3.Lightning Knowledge Enhancements
- 4.Omni-Channel Routing Enhancements
- 5.Lightning Knowledge for Einstein Bots



Marketing

- 1.Transactional SMS Messaging
- 2.Journey Builder: In-App Messaging for Mobile Apps
- 3.Journey Builder: Einstein Send Time Optimization
- 4.Social Studio: Persona Dashboards
- 5.Audience Studio Connector for Interaction Studio
- 6.Datorama Marketplace
- 7.Einstein Next Best Action for Interaction Studio
- 8.Distributed Marketing



Community

- 1.Salesforce Content Management System (CMS)
- 2.Community Cloud for Financial Services
- 3.Access Control
- 4.Mobile Publisher Enhancements
- 5.Einstein Analytics for Communities Enhancements



Industries

Financial Service Cloud

- 1.Mortgage Innovations for Financial Services Cloud
- 2.Document Tracking and Approvals
- 3.Community Cloud for Financial Services
- 4.Lightning Scheduler: Multi Resource Scheduling
- 5.Einstein Analytics for Financial Services Enhancements: Insurance

Manufacturing Cloud

- 1.Sales Agreements
- 2.Account Based Forecasting
- 3.Community Cloud for Manufacturing
- 4.Einstein Analytics for Manufacturing



Productivity

- 1.Salesforce Data Integration Enhancements
- 2.Granular Permissions
- 3.Einstein Analytics for Quip
- 4.Template Library Expansion
- 5.Salesforce Record Linking



Einstein Analytics

- 1.Einstein Discovery: Automated Story Creation
- 2.Einstein Discovery: Live Model Monitoring
- 3.Einstein Analytics in the new Salesforce mobile app
- 4.Data Platform Enhancements
- 5.Formula Enhancements
- 6.Einstein Analytics for Financial Services Cloud Enhancements: Insurance
- 7.Einstein Analytics for Healthcare
- 8.Einstein Analytics for Manufacturing



Health Cloud

- 1.Provider Relationship Management
- 2.Life Sciences Program Management Enhancements
- 3.Einstein Analytics for Healthcare
- 4.Lightning Scheduler: Asset Scheduling
- 5.Account Based Forecasting

Consumer Goods Cloud

- 1.Retail Execution
- 2.Retail Execution: Einstein Vision for Consumer Goods
- 3.Retail Execution: Visit Planning
- 4.Retail Execution: Visit Execution
- 5.Retail Execution: Mobile Order Capture



Commerce

- 1.B2C: Page Designer
- 2.B2C: On-Demand Sandboxes
- 3.B2C: Einstein Product Recommendations Enhancements
- 4.B2C: Mulesoft Accelerator for Salesforce Commerce Cloud



Integration

- 1.Anypoint API Community Manager
- 2.Anypoint Partner Manager
- 3.Mulesoft Accelerator for Salesforce Commerce Cloud



salesforce essentials

- 1.Essentials Collection for AppExchange
- 2.Essentials In-App Help



Platform

Platform Services

- 1.Real Time Event Monitoring
- 2.Customer 360 Data Manager
- 4.Managed Packages Enhancements
- 5.Heroku Enterprise Accounts
- 6.Identity Connect Enhancements

Lightning Platform

- 1.new Salesforce mobile app
- 2.Lightning Web Components: Open Source
- 3.Lightning Object Creator
- 4.Lightning Flow Scheduler
- 5.Lightning Flow: Screen Component Enhancements

Lightning Experience

- 1.In-App Guidance
- 2.Recycle Bin
- 3.Salesforce Optimizer Enhancements
- 4.new Salesforce mobile app
- 5.Notification Builder Enhancements



Enablement

- 1.Trailhead Simulator
- 2.Trailhead Live
- 3.Cybersecurity Learning Hub



Success

- 1.Help Portal Enhancements
- 2.New & Refreshed Accelerators
- 3.Service Cloud Jump Start
- 4.Priority Bundle Enhancements
- 5.Marketing Cloud Campaign Services

Table of Contents

[Sales Cloud](#)

[Lightning Platform](#)

[Financial Services Cloud](#)

[Service Cloud](#)

[Lightning Experience](#)

[Health Cloud](#)

[SMB Essentials](#)

[Integration](#)

[Manufacturing Cloud](#)

[Marketing Cloud](#)

[Community Cloud](#)

[Consumer Goods Cloud](#)

[Einstein Analytics](#)

[Commerce Cloud](#)

[Enablement](#)

[Platform Services](#)

[Productivity](#)

[Success Cloud](#)





Introducing Winter '20

A highlight of some top features



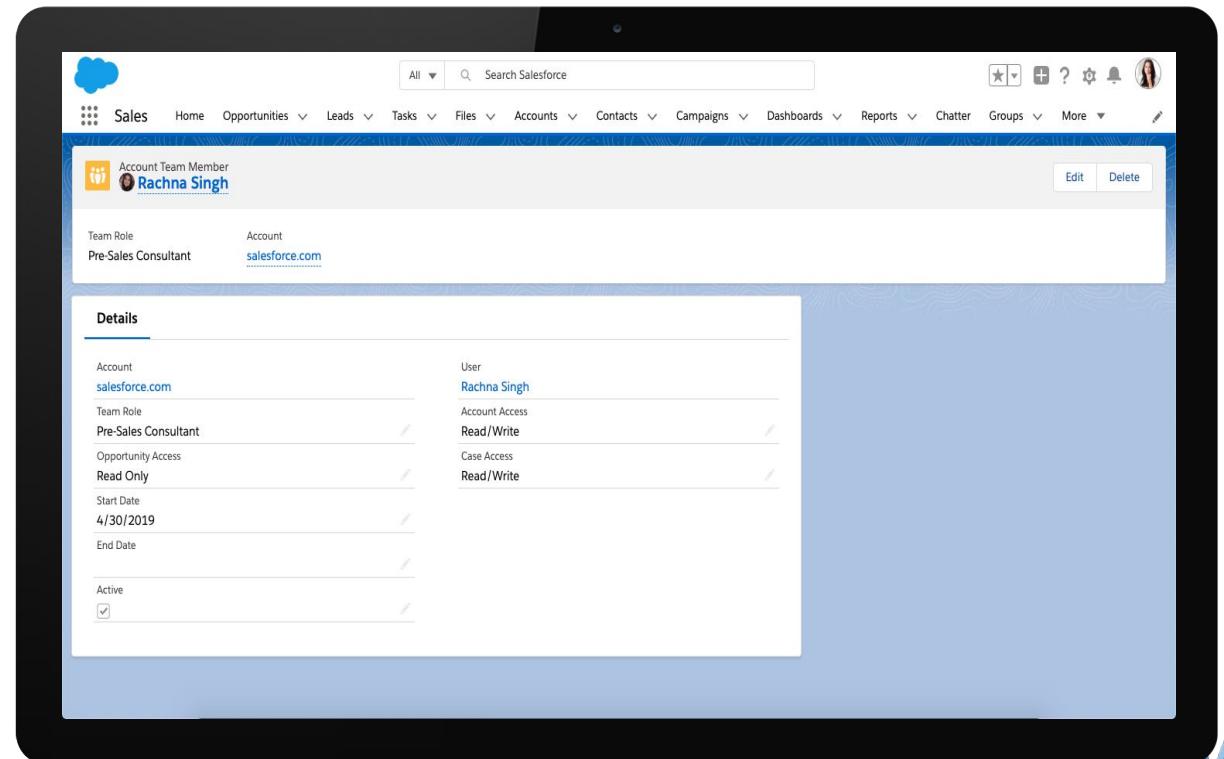


Sales Cloud

'20

Account Teams & Opportunity Contact Roles Enhancements

Account Teams and Opportunity Contact Roles are now more flexible. Define your business processes by adding custom fields, triggers, or workflow rules.

[Learn More](#)[Watch Demo](#)

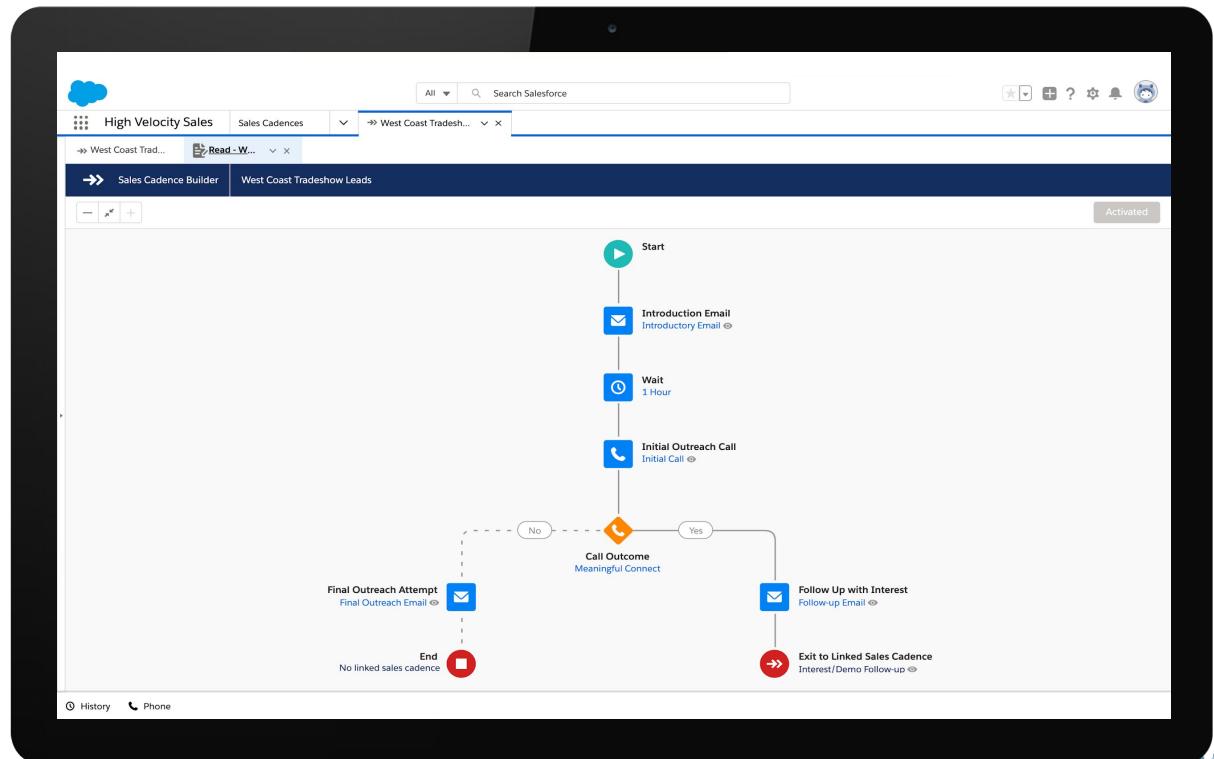
*Account Teams available with purchase of Enterprise Edition or higher

*Opportunity Contact Roles available with purchase of any edition

Business User

High Velocity Sales: Sales Cadence Branching

Streamline your inside sales process with branching for call disposition categories. Whether reps speak with a prospect or leave a voicemail, the Sales Cadence moves to the next best step.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Enterprise Edition or higher and High Velocity Sales Add-on

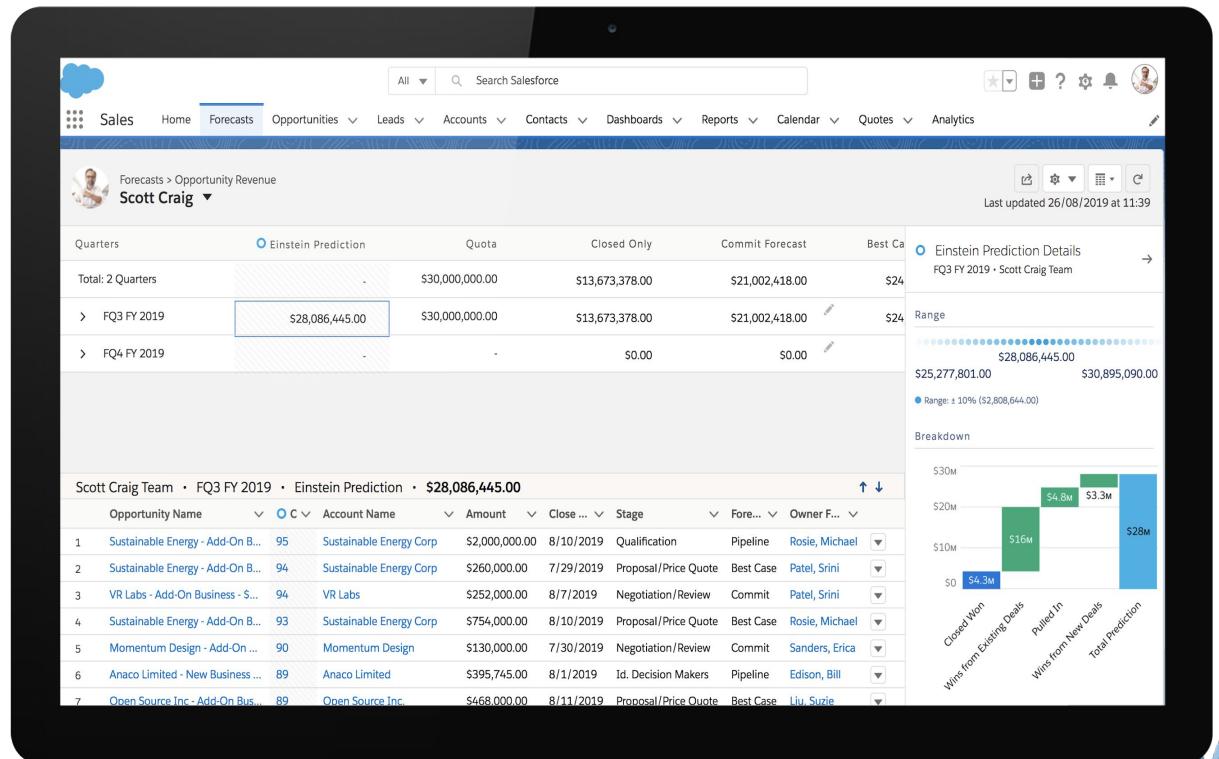
Business User

Sales Cloud Einstein: Einstein Forecasting Enhancements

Predict sales outcomes in the way that makes sense for your business with Einstein Forecasting, now available with quarterly forecasting capabilities.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Sales Cloud Einstein



Business User

Partner Relationship Management: Partner-Built Reports & Dashboards

Allow partners to create their own reports and dashboards. External teams can work directly in their partner portals, reducing your operations workload and increasing transparency.

[Learn More](#)[Watch Demo](#)

The screenshot shows a software application window titled "pacific". The top navigation bar includes links for University, Resources, Sales, Marketing, Analytics, Support, and Partners. A user profile for "James Preston" is visible on the right. The main content area is a report titled "Accounts with Opportunities and Contacts". On the left, there's a sidebar with sections for "Fields", "Groups", and "Columns", each with dropdown menus and search icons. The main table lists 33 rows of data with columns for Account Name, Opportunity Name, Account Owner: Full Name, Probability (%), Amount (converted), and Billing Address. The table has several header rows and some rows are highlighted in orange. At the bottom right of the table is a button labeled "Contact Us".

Account Name	Opportunity Name	Account Owner: Full Name	Probability (%)	Amount (converted)	Billing Address
14 CTW Resellers	Optos Inc. - 20K	Erica Ware	50%	USD 41,000.00	223 Polk St., San Francisco
15 CTW Resellers	Optos Inc. - 80K	Erica Ware	50%	USD 81,000.00	223 Polk St., San Francisco
16 CTW Resellers	Optos Inc. - 23K	Erica Ware	90%	USD 23,000.00	223 Polk St., San Francisco
17 CTW Resellers	Optos Inc. - 61K	Erica Ware	50%	USD 61,000.00	223 Polk St., San Francisco
18 CTW Resellers	Advanced Interconnections Corp - 20K	Erica Ware	90%	USD 20,000.00	223 Polk St., San Francisco
19 CTW Resellers	CloudFace	Erica Ware	100%	USD 1,250,000.00	223 Polk St., San Francisco
20 CTW Resellers	Advanced Interconnections Corp - 49K*	Erica Ware	90%	USD 31,300.00	223 Polk St., San Francisco
21 CTW Resellers	Advanced Interconnections Corp - 5K	Erica Ware	0%	USD 5,000.00	223 Polk St., San Francisco
22 CTW Resellers	Advanced Interconnections Corp - 30K	Erica Ware	90%	USD 30,000.00	223 Polk St., San Francisco
23 CTW Resellers	Optos Inc. - 25K	Erica Ware	90%	USD 25,000.00	223 Polk St., San Francisco
24 DFC Inc.	DFC Inc. - 1K	Ely East	80%	USD 1,425.00	1525 Park Pl, Kings, New York
25 DFC Inc.	DFC Inc. - 20K	Ely East	80%	USD 20,400.00	1525 Park Pl, Kings, New York
26 United Partners	United Partners - 61K*	Robert Young	75%	USD 61,229.00	1 Market St., San Francisco
27 United Partners	United Partners - 52K	Robert Young	100%	USD 52,000.00	1 Market St., San Francisco
28 Vand Enterprises, Inc.	Vand Enterprises, Inc. - 100K	Ely East	100%	USD 26,514.00	3418 Poplar Ave, Shelby, 1
29 Advanced Interconnections Corp	Advanced Interconnections Corp - 2K	Robert Young	20%	USD 2,000.00	Parkstraße 1, Wolfsburg, 3
30 Advanced Interconnections Corp	Advanced Corp - Apollo Bundle - 130K	Robert Young	75%	USD 13,740.00	Parkstraße 1, Wolfsburg, 3
31 Advanced Interconnections Corp	Advanced Interconnections Corp - 8K	Robert Young	100%	USD 8,000.00	Parkstraße 1, Wolfsburg, 3
32 Advanced Interconnections Corp	Tess 1	Robert Young	10%	USD 32,000.00	Parkstraße 1, Wolfsburg, 3
33 Red Studio Designs	Red Studio - 80 Apollo panels - 32K	Robert Young	10%	USD 32,000.00	103

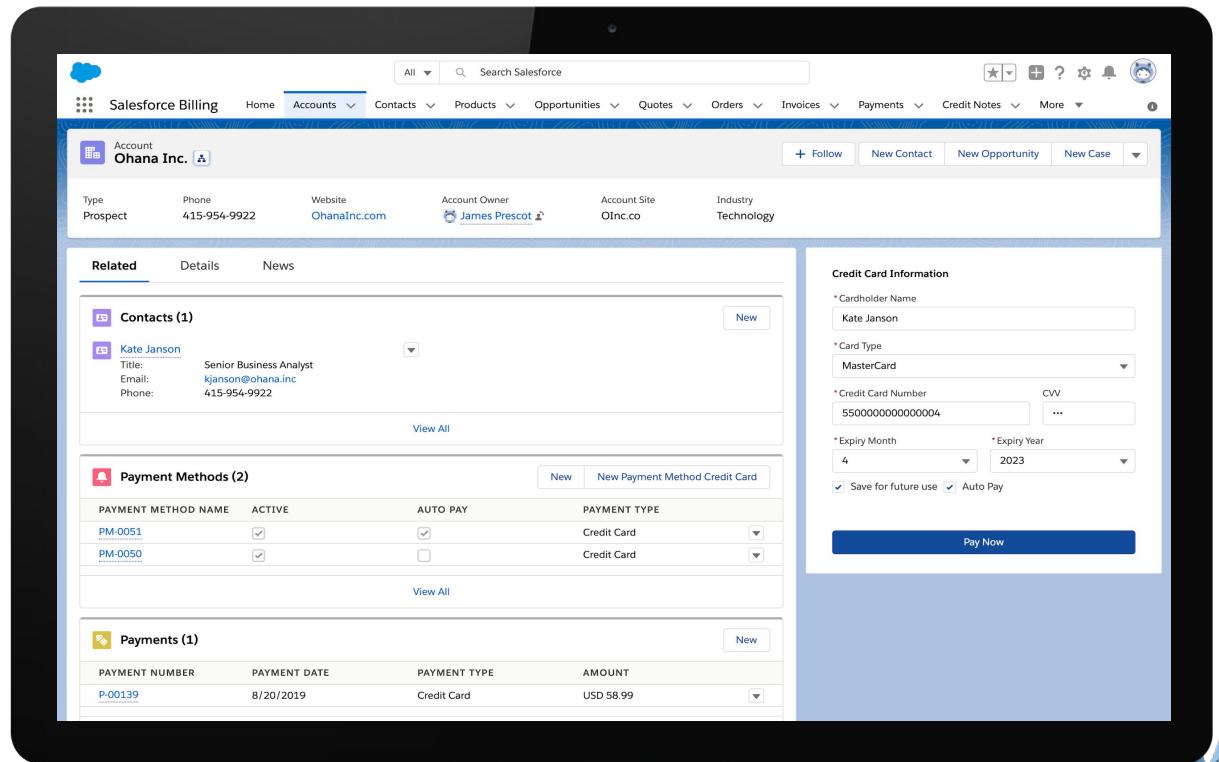
Business User

Salesforce Billing: Hosted Credit Card Payments

Accept credit card payments without agents handling sensitive information. Embed the billing component into Lightning app pages as well as customer and partner-facing pages.

[Learn More](#)[Watch Demo](#)

*Available with purchase of CPQ and Billing Plus



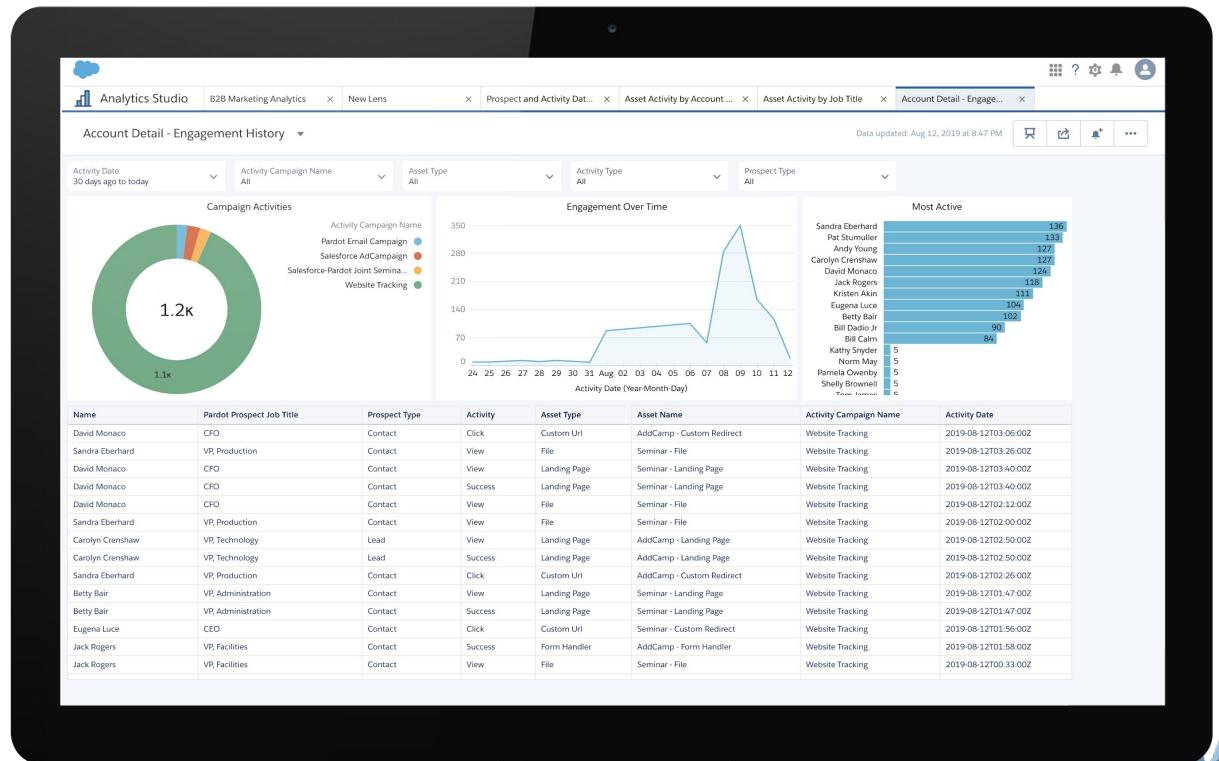
Business User

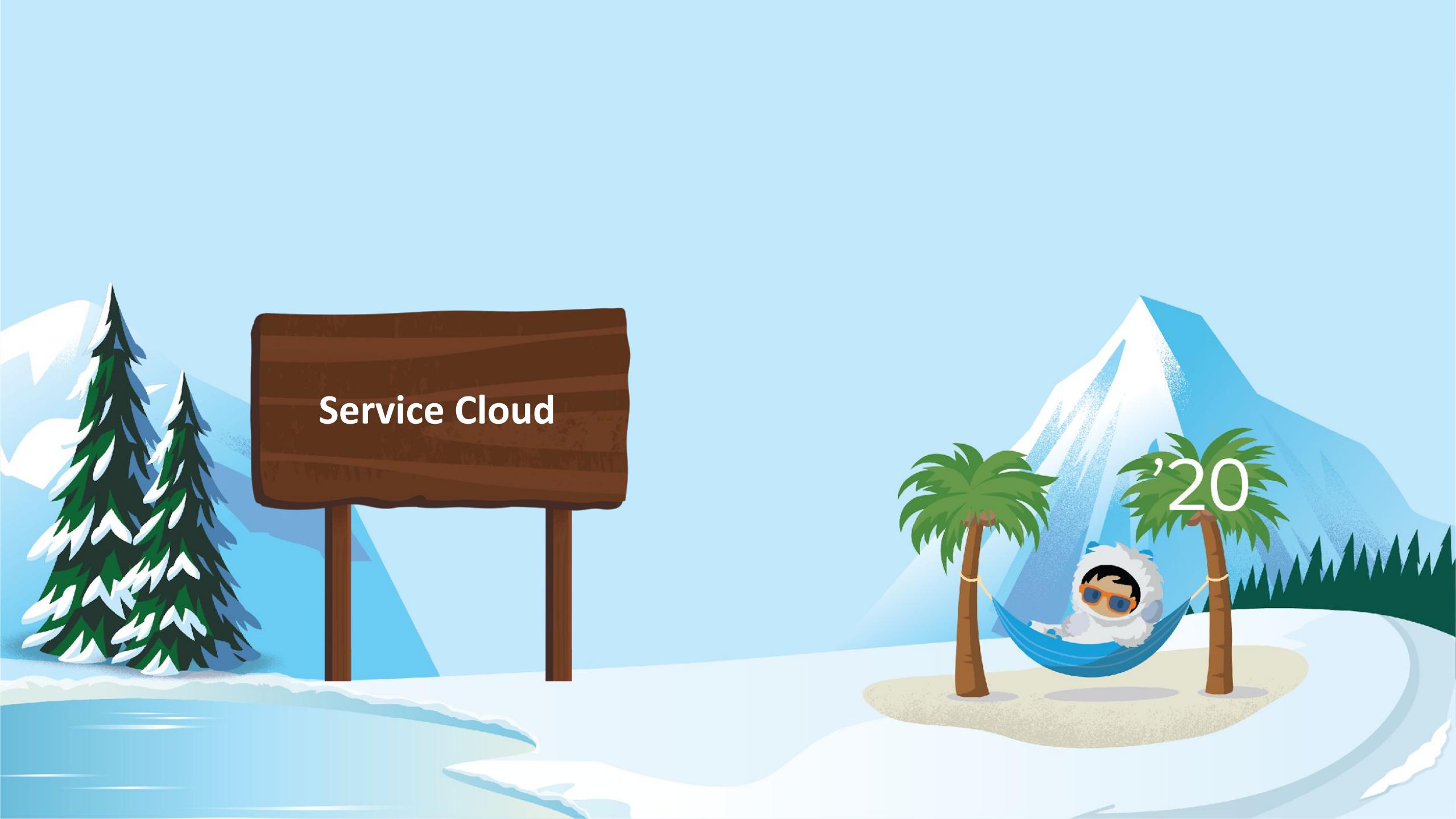
Pardot: B2B Marketing Analytics Enhancements

Explore prospect level engagement across your marketing efforts. Gain deep insights into engagement patterns across both marketing and sales workflows.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Pardot Plus or higher

[Admin](#)

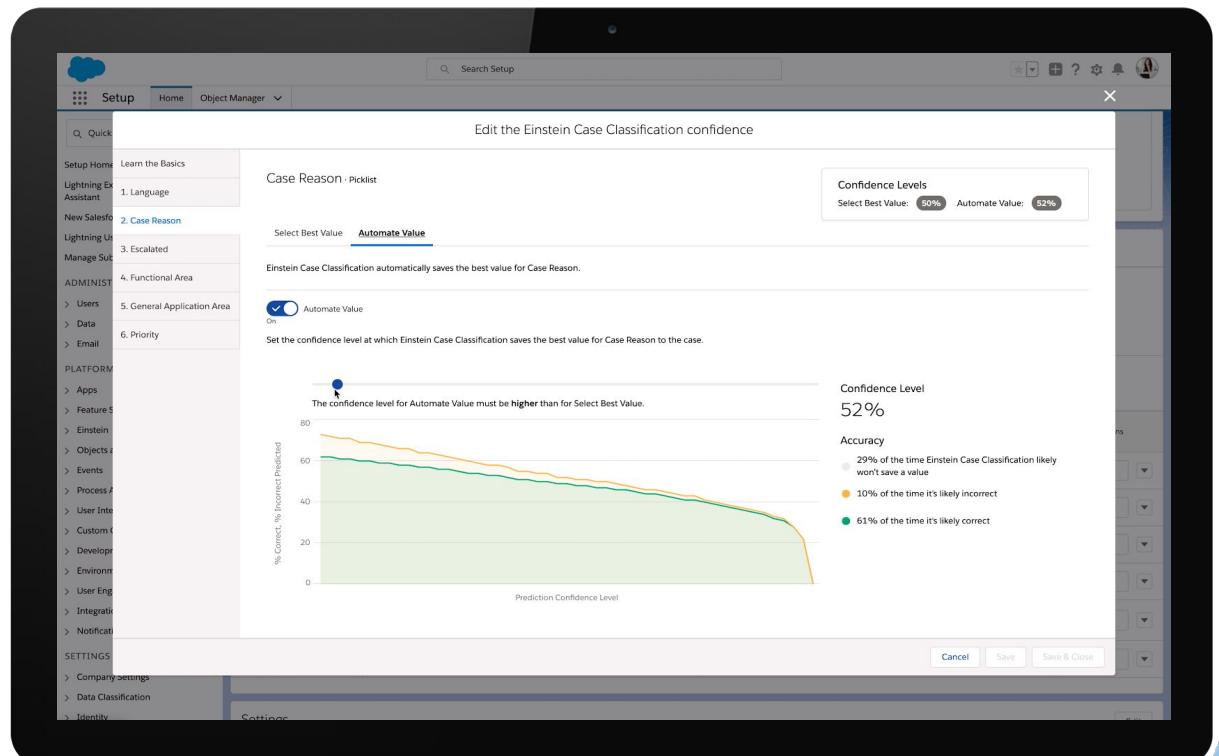


Service Cloud

'20

Einstein Case Routing

Resolve cases faster by automatically routing them. Based on machine learning from past cases, Einstein instantly routes the right case to the right agent.

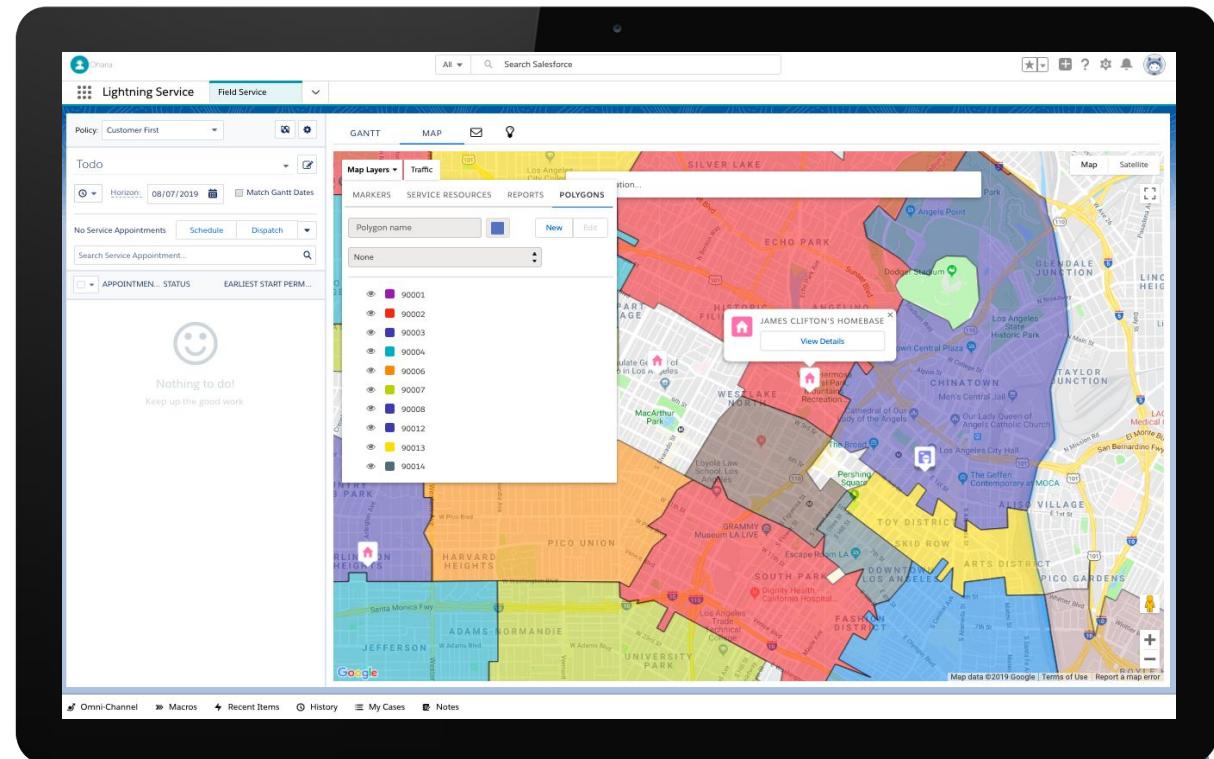
[Learn More](#)[Watch Demo](#)

Admin

Field Service Lightning: Work Rule Enhancements

Speed up field service assignments with Work Rule Enhancements: Extended Match. Expand your matches to include territory, skill level, and more--all to one resource.

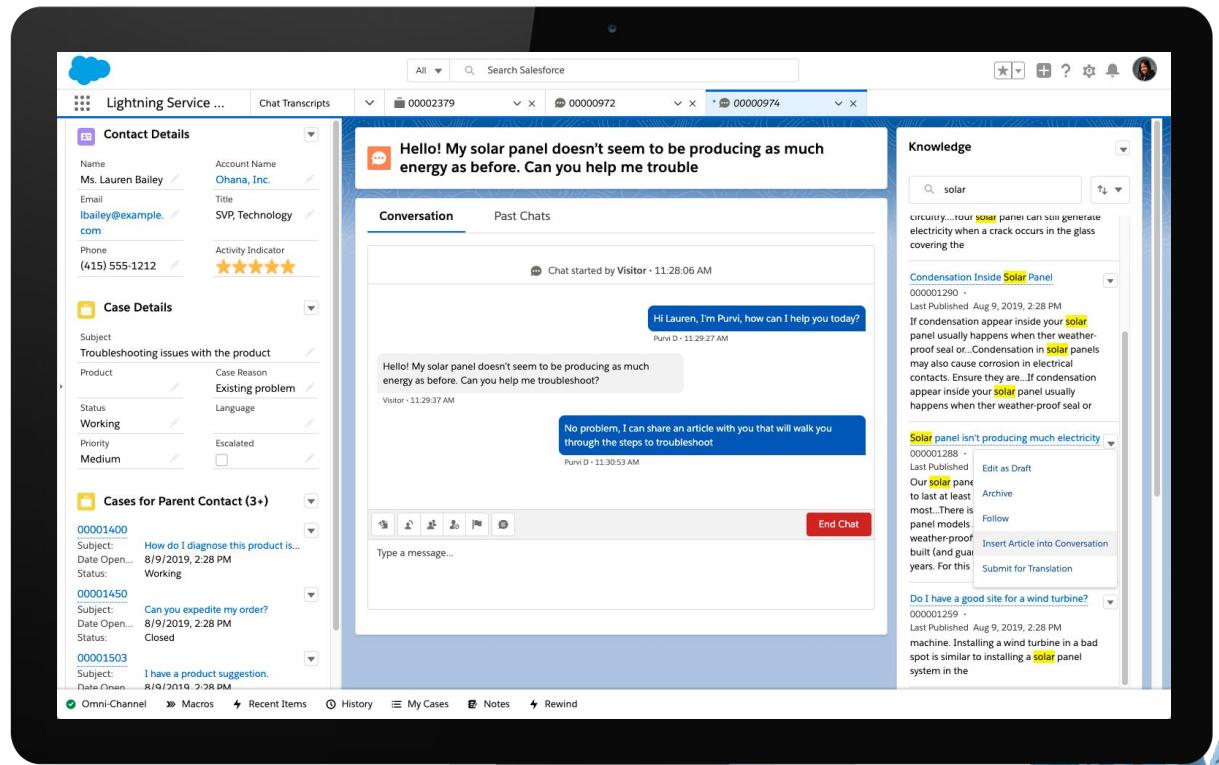
[Learn More](#)



Admin

Lightning Knowledge Enhancements

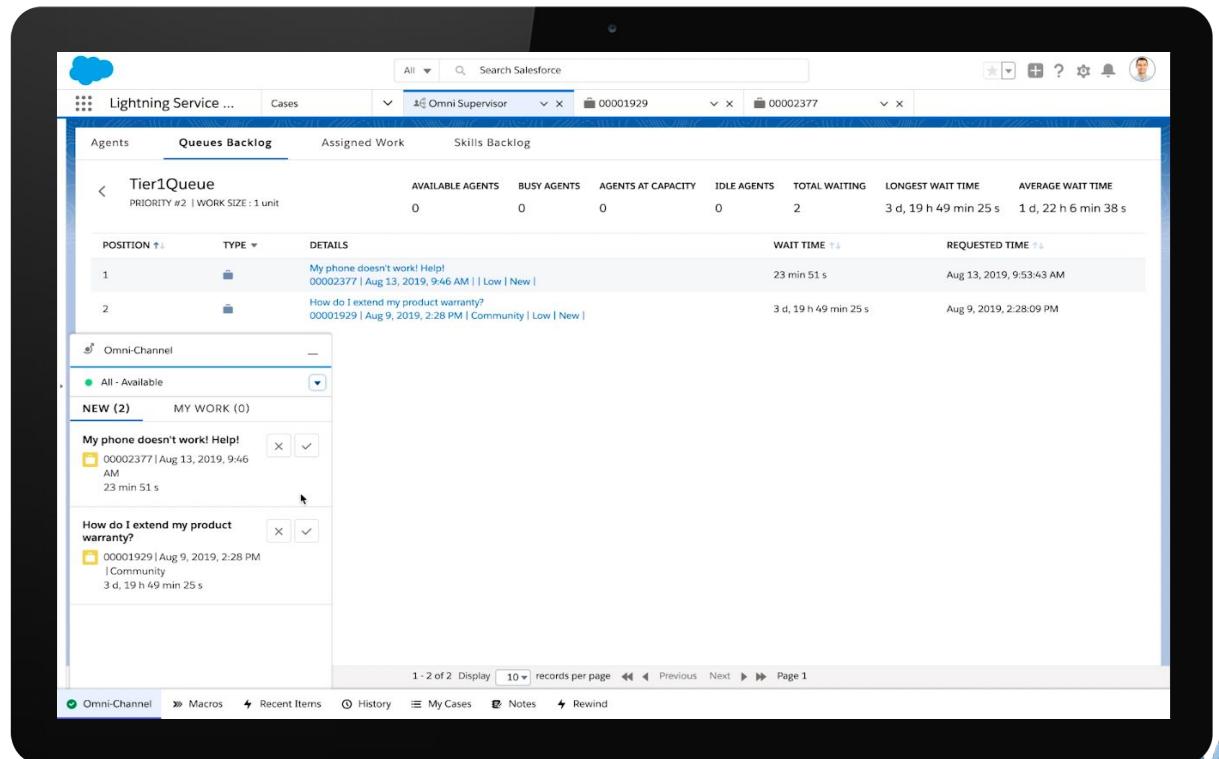
Deliver the right answers to customers over any channel. Empower support agents to quickly preview and share knowledge articles with one click.

[Learn More](#)[Watch Demo](#)

Business User

Omni-Channel Routing Enhancements

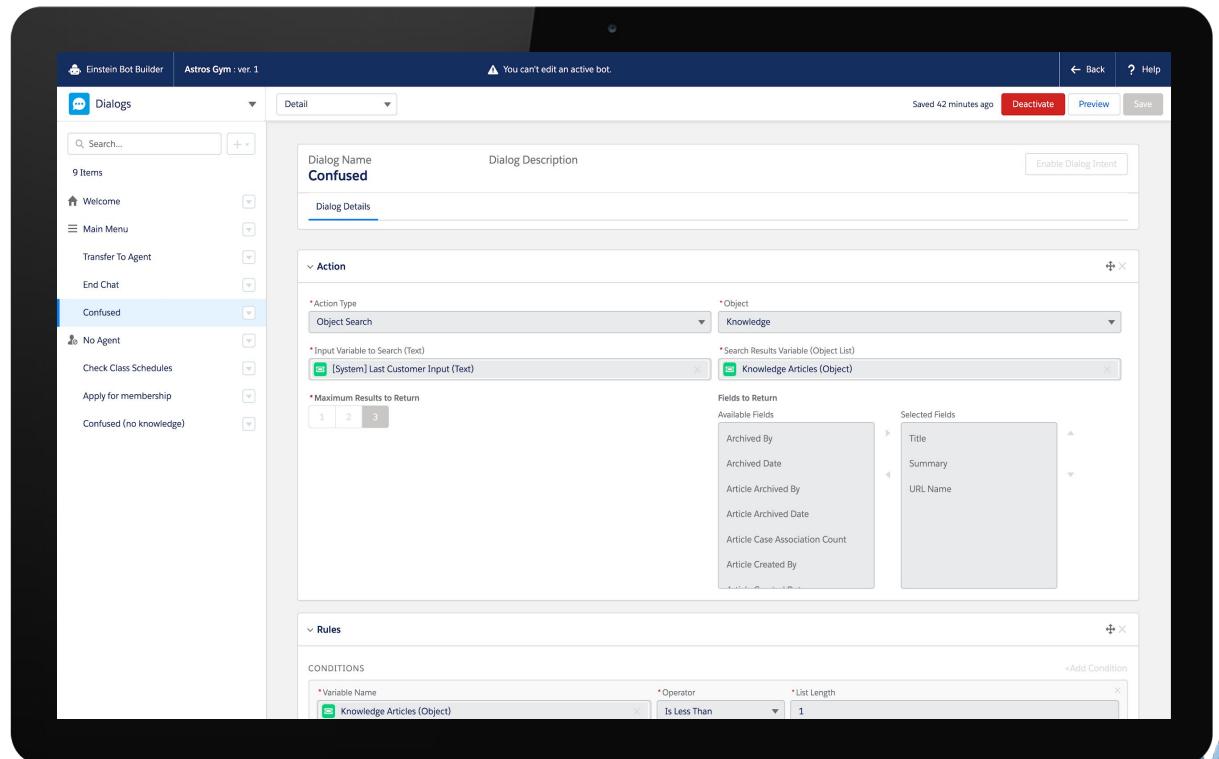
Customize the order that work gets routed at the field level, giving you the flexibility to create routing rules personalized to your business.

[Learn More](#)[Watch Demo](#)

Business User

Lightning Knowledge for Einstein Bots

Leverage the power of Einstein Bots to surface articles based on common customer questions. Display a set of fields from the best article or a menu of the top three articles.

[Learn More](#)[Watch Demo](#)

Admin

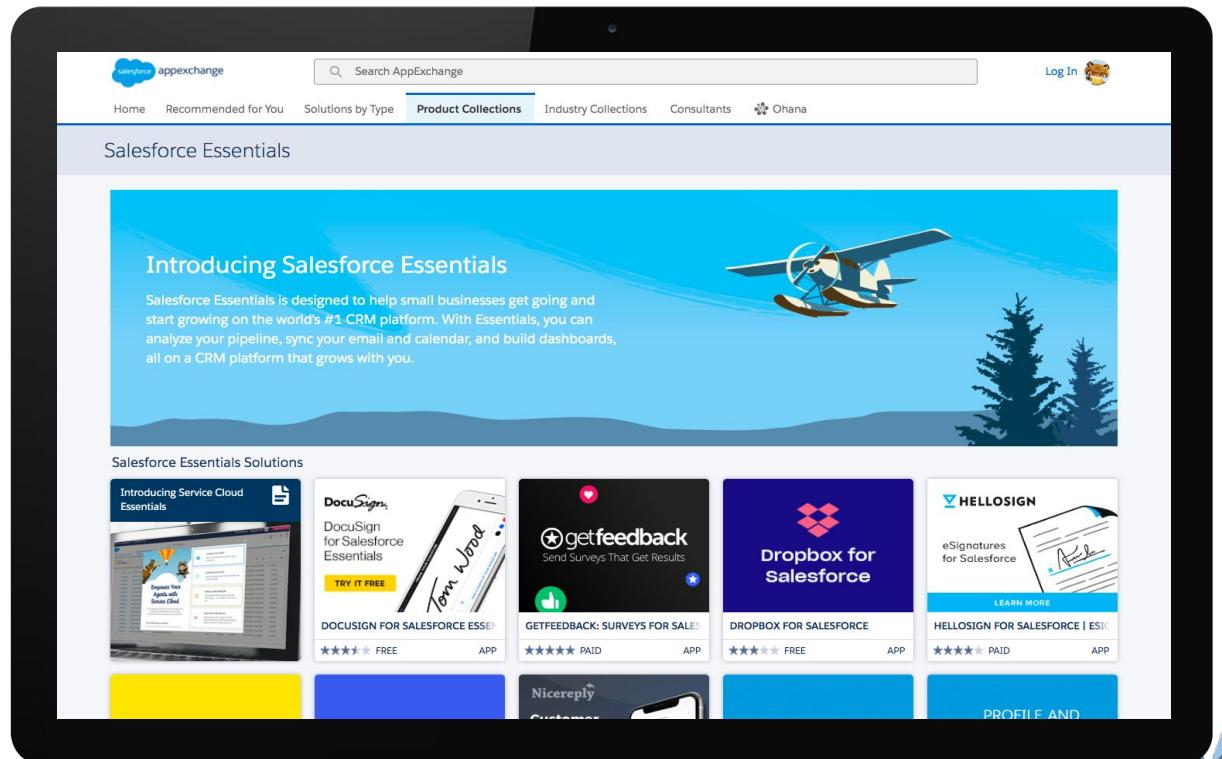


Essentials Collection on AppExchange

Check out our small business tools on AppExchange. Integrate products like DocuSign with Essentials and keep using your favorite business apps – all on one platform.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Essentials



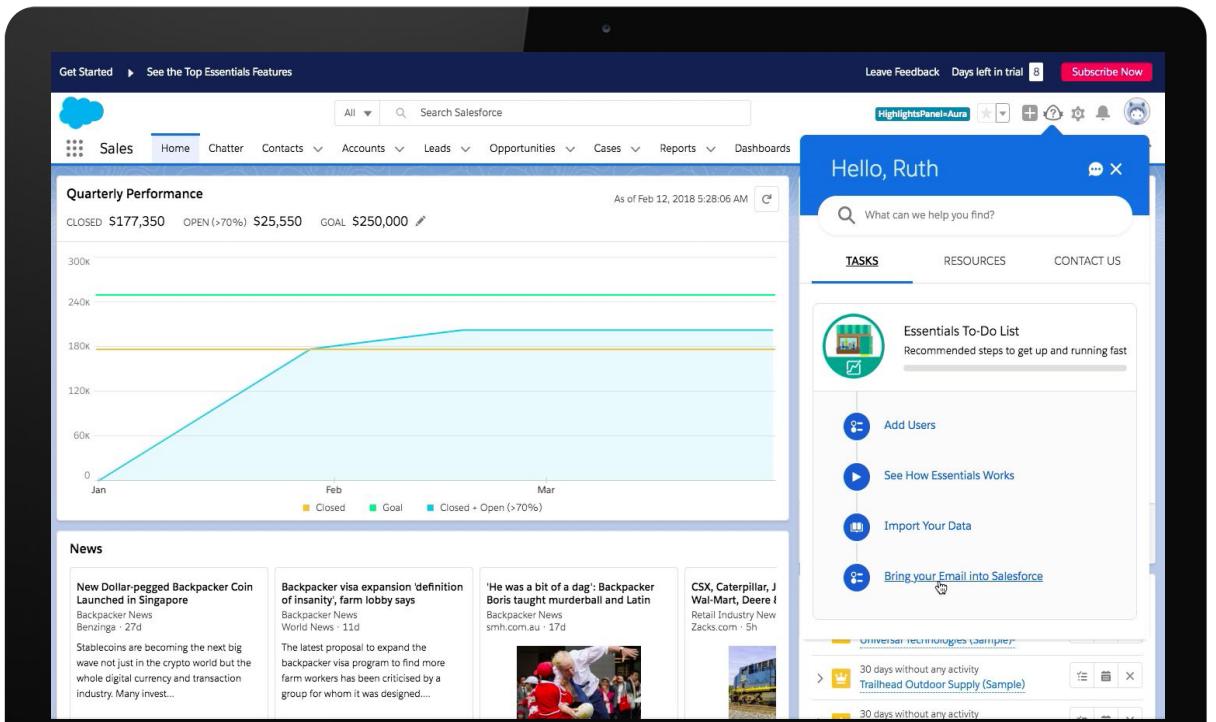
Business User

Essentials In-App Help

Search in-app for help articles to get the support you need – without ever leaving Essentials. Chat directly with an Essentials team member in your first 90 days of use.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Essentials



Business User



Marketing Cloud



'20

Transactional SMS Messaging

Allow customers to send and track transactional text messages, such as purchase confirmations, receipts, or financial alerts.

[Learn More](#)[Watch Demo](#)

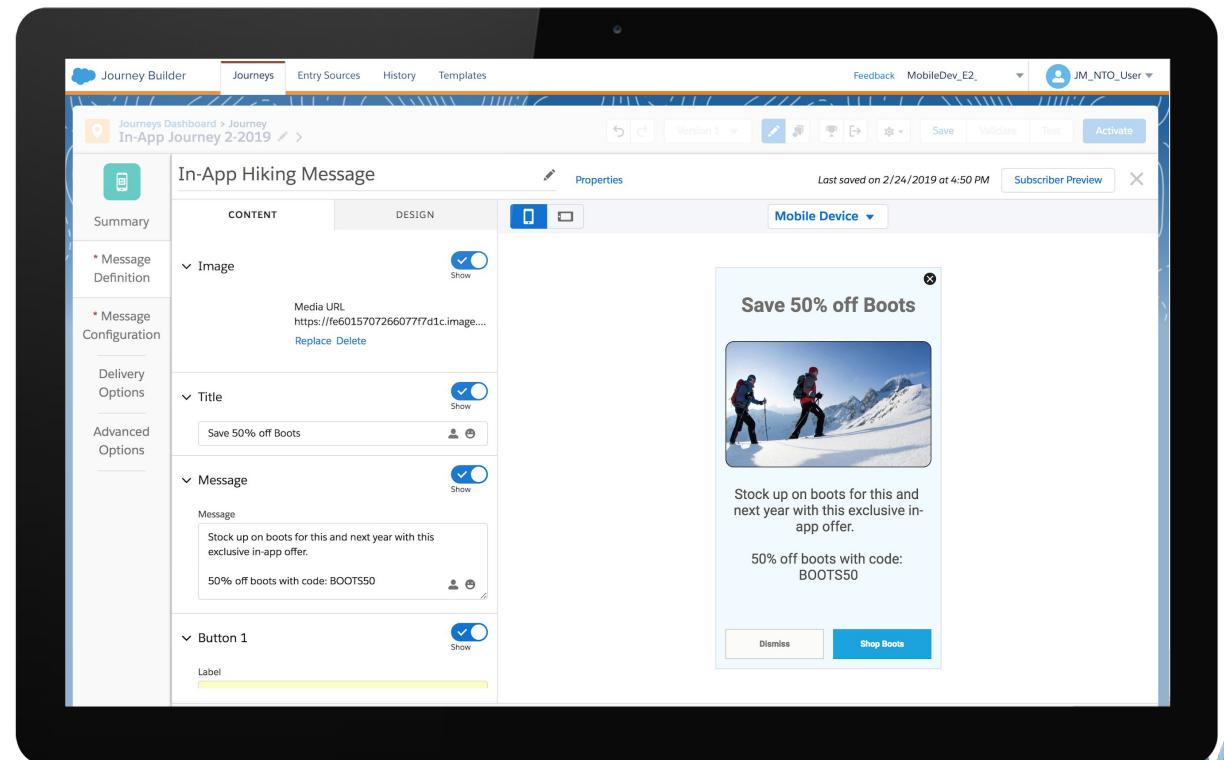
*Available with purchase of Corporate or Enterprise Edition
*One message rendering per contact = one super message

```
1 # Send an SMS message
2 curl -X "POST" "https://rest.marketingcloudapis.com/messaging/v1/sm
3   -H 'Content-Type: application/json' \
4   -H 'Authorization: Bearer TOKEN' \
5   -d ${'
6     "definitionKey": "makana_apptReminder",
7     "recipient": {
8       "contactKey": "astro1",
9       "to": "13175550123",
10      "attributes": {
11        "Location": "Makana Central Clinic",
12        "First": "Astro",
13        "Doctor": "C. Bear",
14        "Date": "9:00am, Nov 13"
15      }
16    }
17 }
```

[Developer](#)

Journey Builder: In-App Messaging for Mobile Apps

Create and send messages to mobile app users through Journey Builder. Allow marketers to interact directly with their mobile audience to increase engagement and drive conversion.

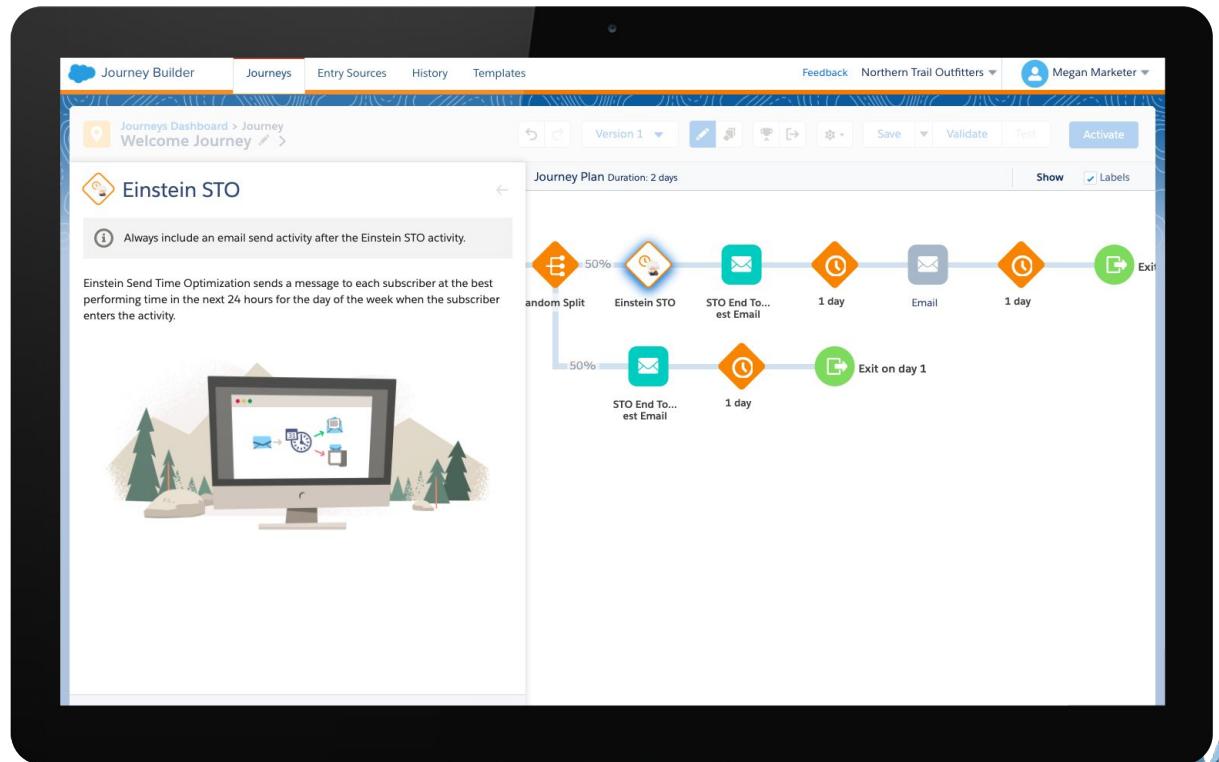
[Learn More](#)[Watch Demo](#)

*Available with purchase of Enterprise, Corporate, and Professional Editions with Journey Builder Add-on

Business User

Journey Builder: Einstein Send Time Optimization

Use a Journey Builder activity to send emails to subscribers when they're most likely to open them.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Enterprise, Corporate, and Professional Editions with Journey Builder Add-on

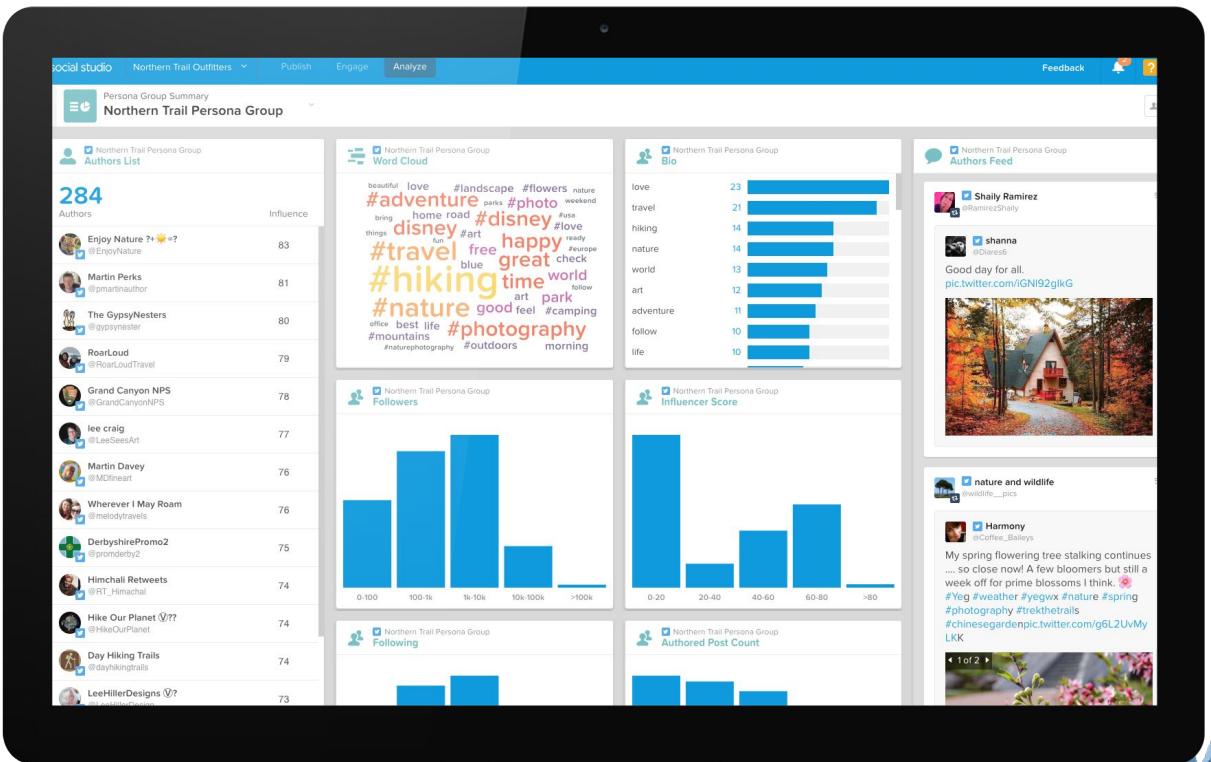
Business User

Social Studio: Persona Dashboards

Create a persona insights dashboard to analyze social audiences and uncover data patterns. Base your audience analysis on social listening segments or Service Cloud contacts.

[Learn More](#)[Watch Demo](#)

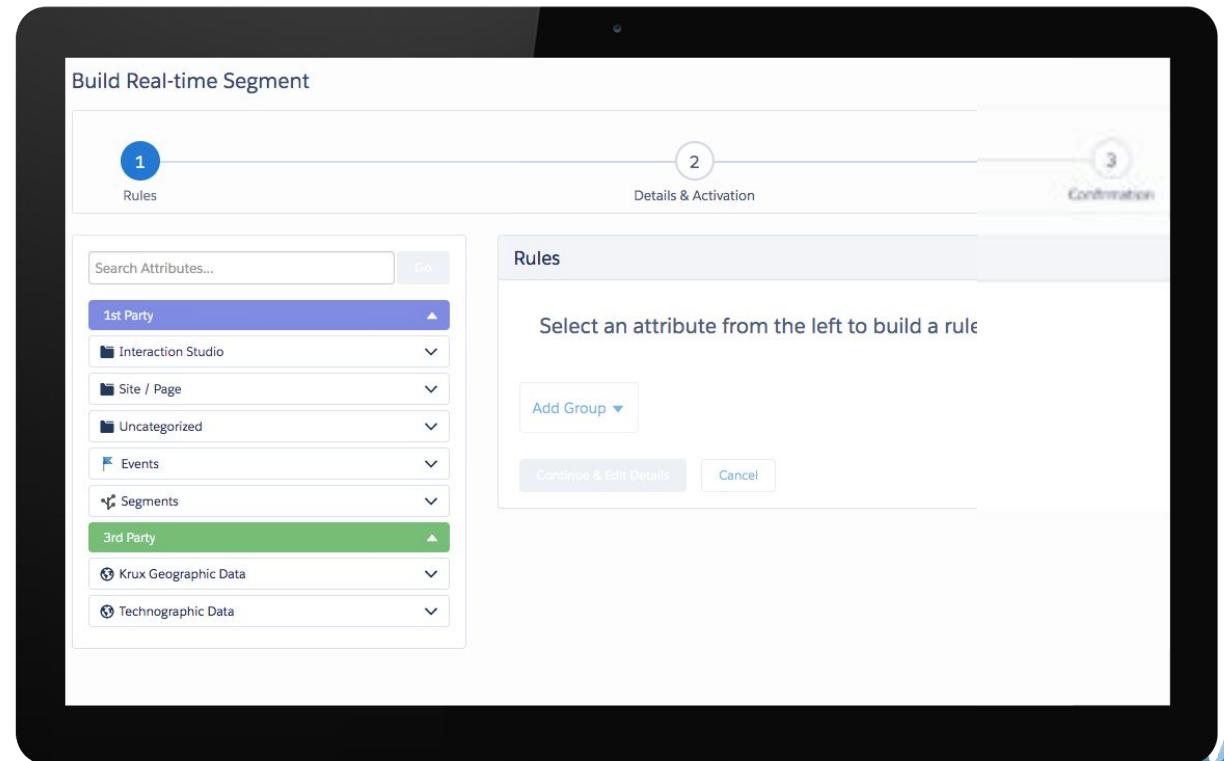
*Included with purchase of any Social Studio edition



Business User

Audience Studio Connector for Interaction Studio

Personalize content based on media exposure and activate audience segments for advertising. Take advantage of real-time data and make impactful marketing decisions on the fly.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Audience Studio and Interaction Studio

Business User

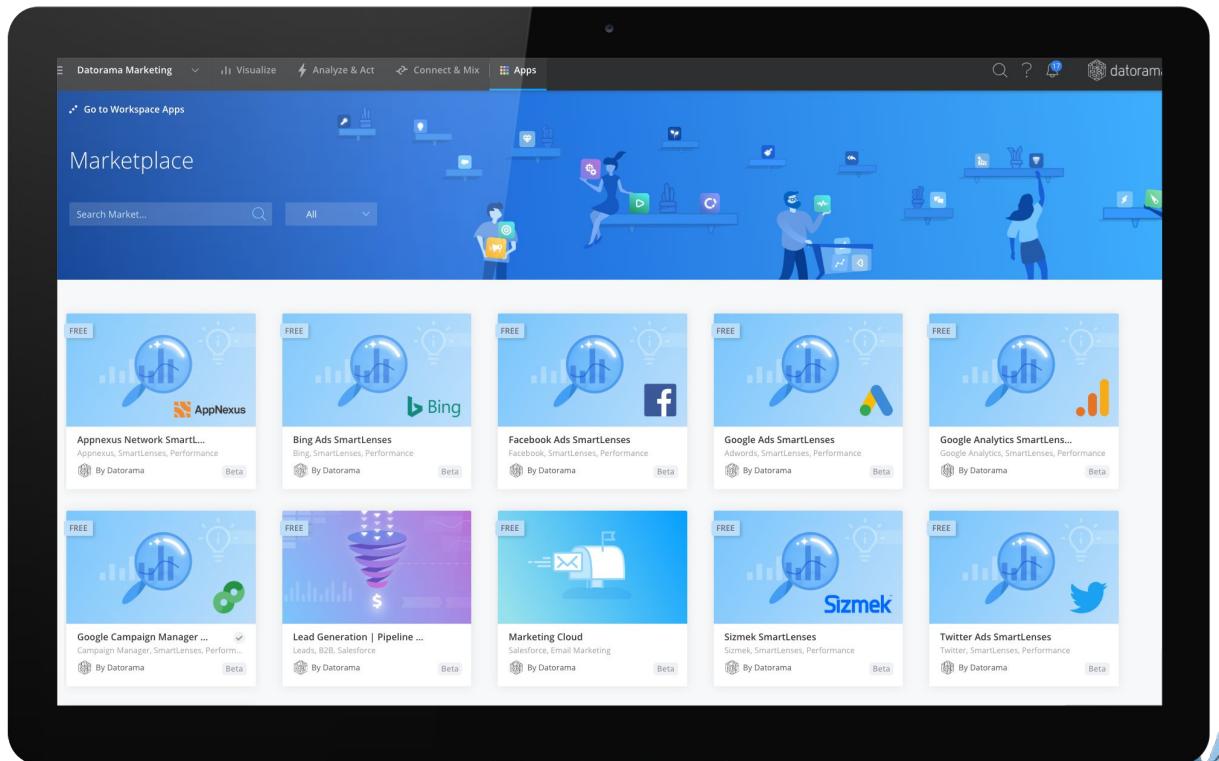
Datorama Marketplace

Unify and analyze all your marketing data via pre-packaged app solutions. In addition, developers can create custom apps for marketers to discover and use on the Datorama platform.

[Learn More](#)[Watch Demo](#)

Developer

*Available with purchase of Datorama



Business User

Developer

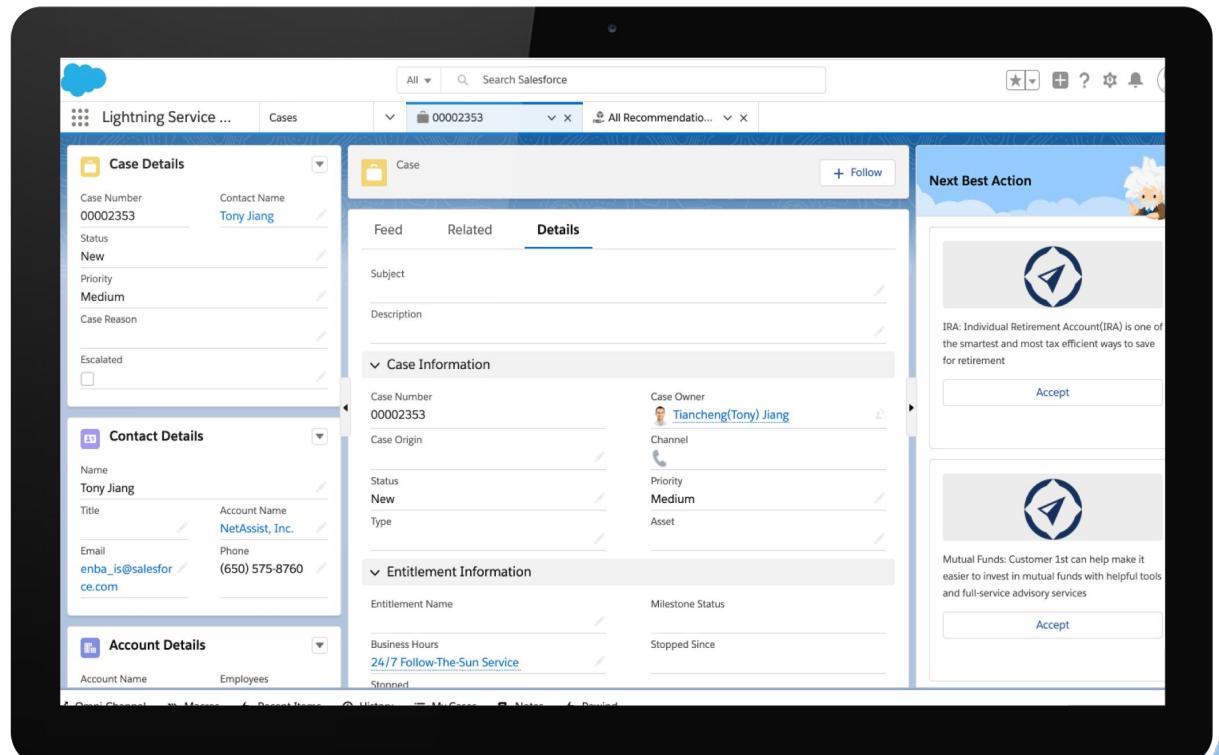
Admin

Einstein Next Best Action Connector for Interaction Studio

Surface consumer recommendations for Sales, Service, or Financial Services Cloud. Determine the best experience across channels and devices with Interaction Studio.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Interaction Studio and Einstein Next Best Action



Business User

Distributed Marketing Enhancements

Use custom approvals to automatically vet outgoing messages for brand compliance. Send one-off emails, at scale, to specific groups of people.

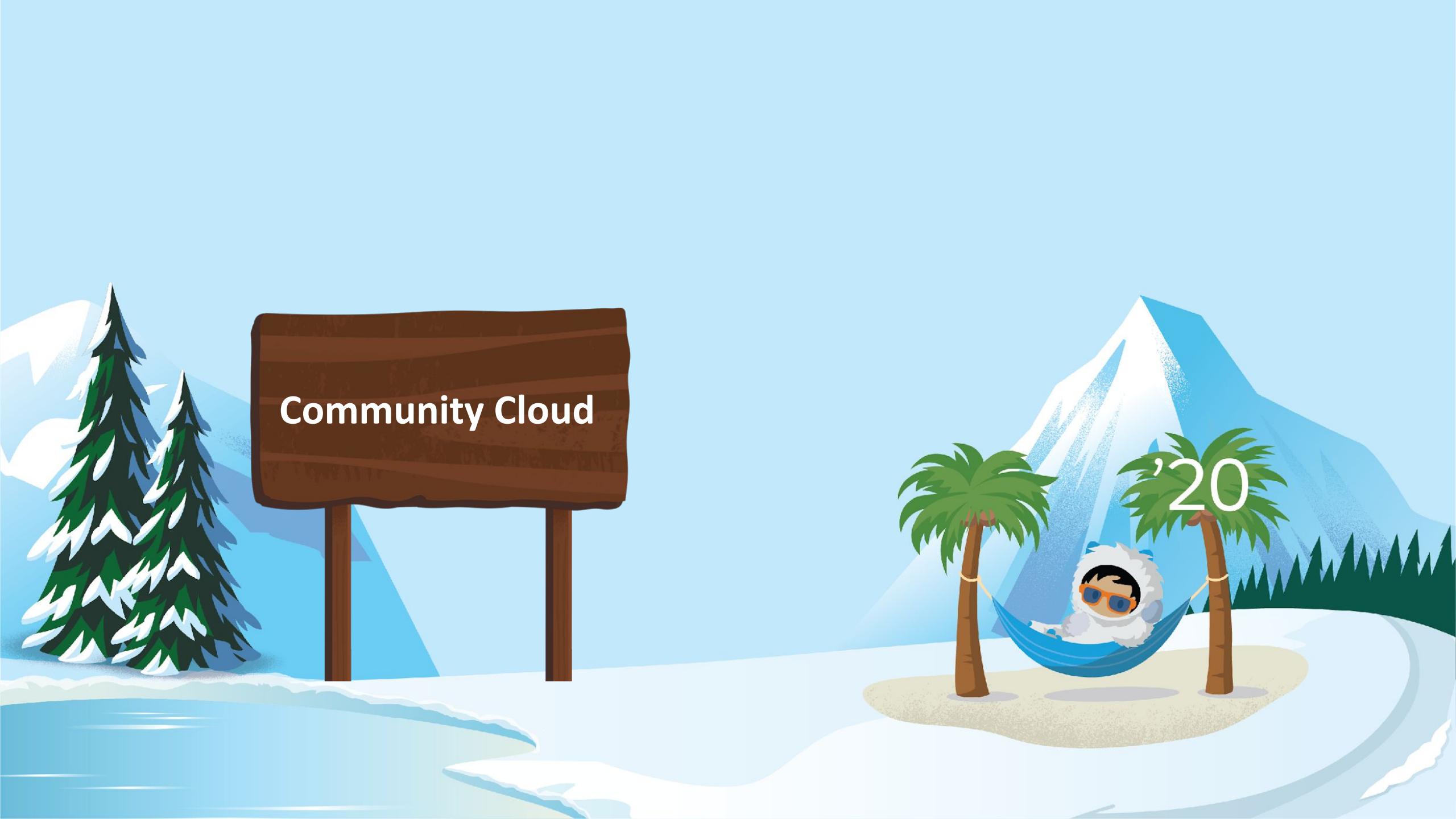
[Learn More](#)[Watch Demo](#)

*Included with purchase of Distributed Marketing

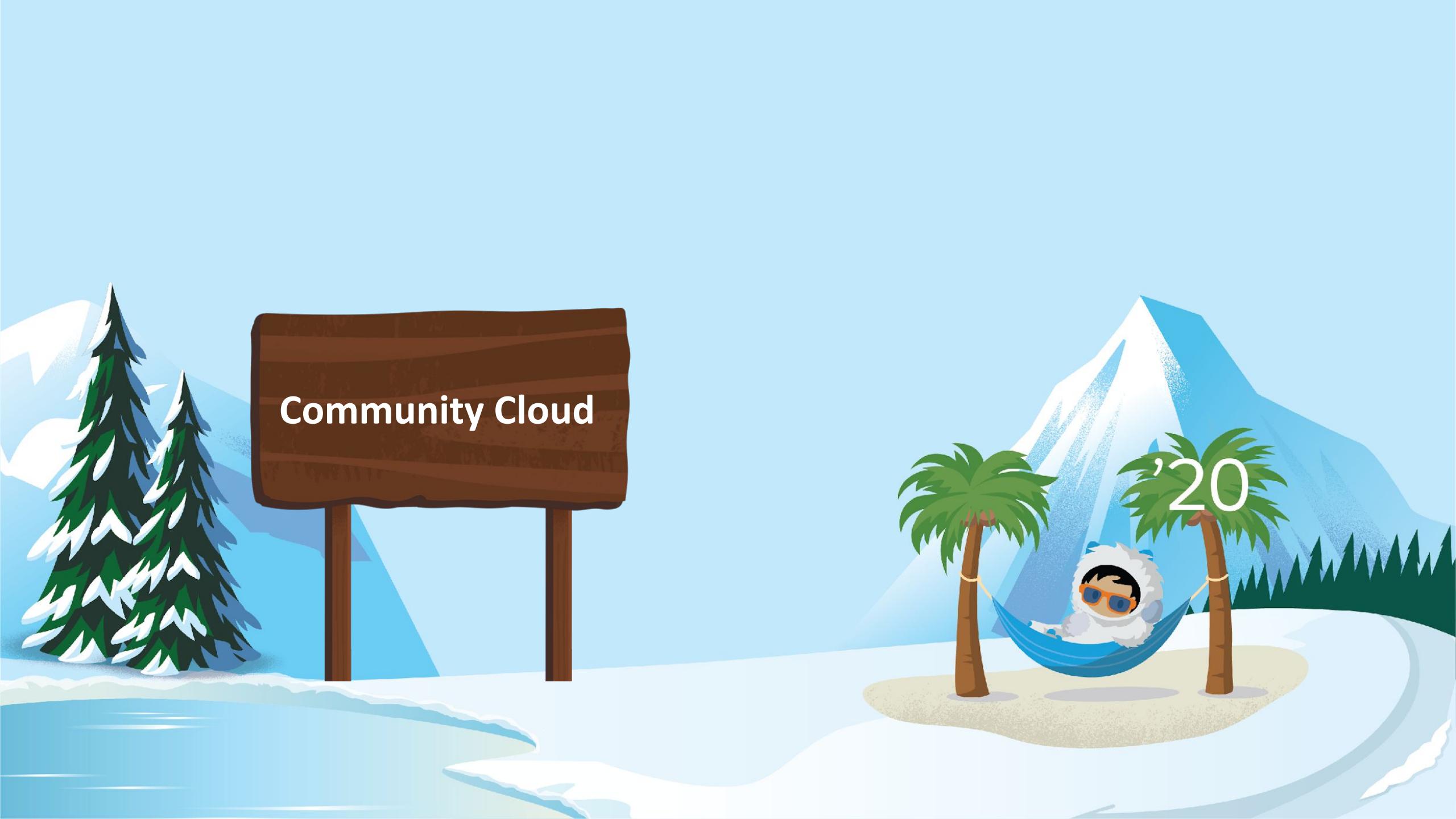
A screenshot of a computer monitor displaying the Salesforce Lightning interface. The page shows a contact list titled "White Glove Contacts". The list includes columns for Name, Account Name, Phone, Email, Title, and Contact Owner Alias. The contacts listed are: 1. Appy The Bobcat (astro@trailhead.com), 2. Astro Nomical (astro@trailhead.com), 3. Einstein SalesForce (einstein@trailhead.com), 4. Cloudy The Goat (cloudy@trailhead.com), and 5. Codye The Bear (codye@trailhead.com). The interface has a dark theme with a top navigation bar and various buttons like "New", "Import", and "Send Quick Send Email".



Business User



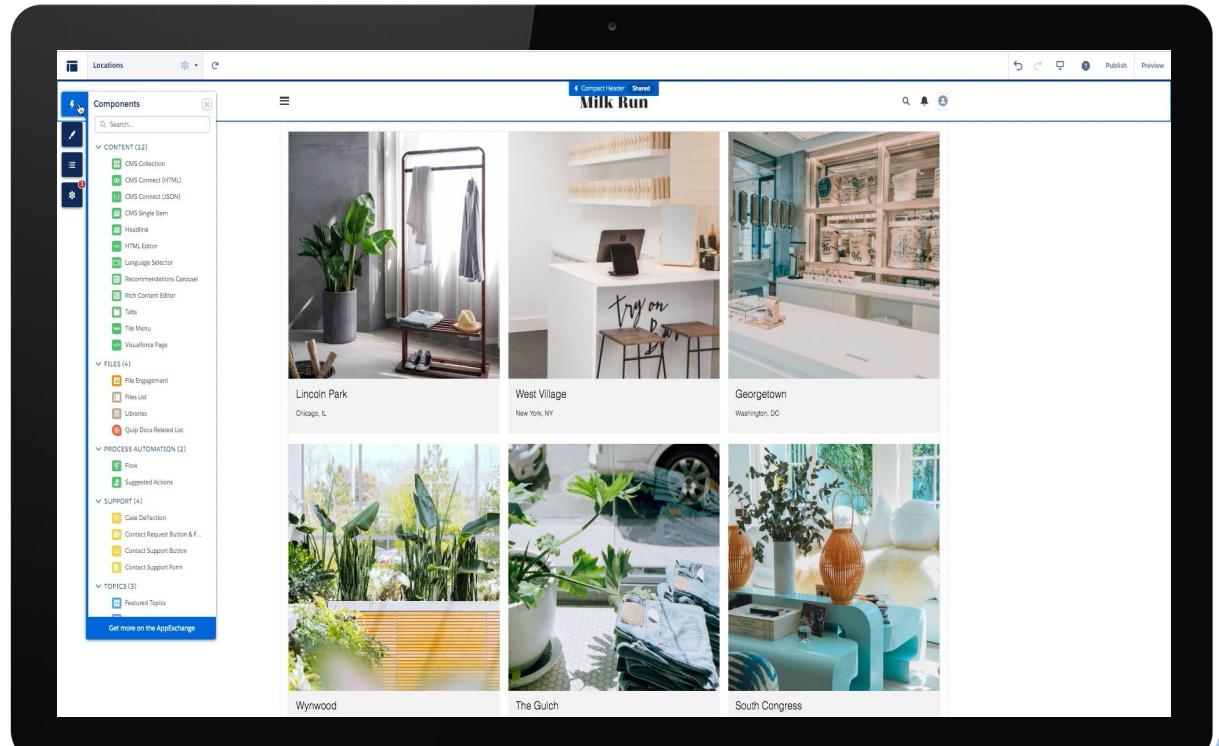
Community Cloud



'20

Salesforce Content Management System (CMS)

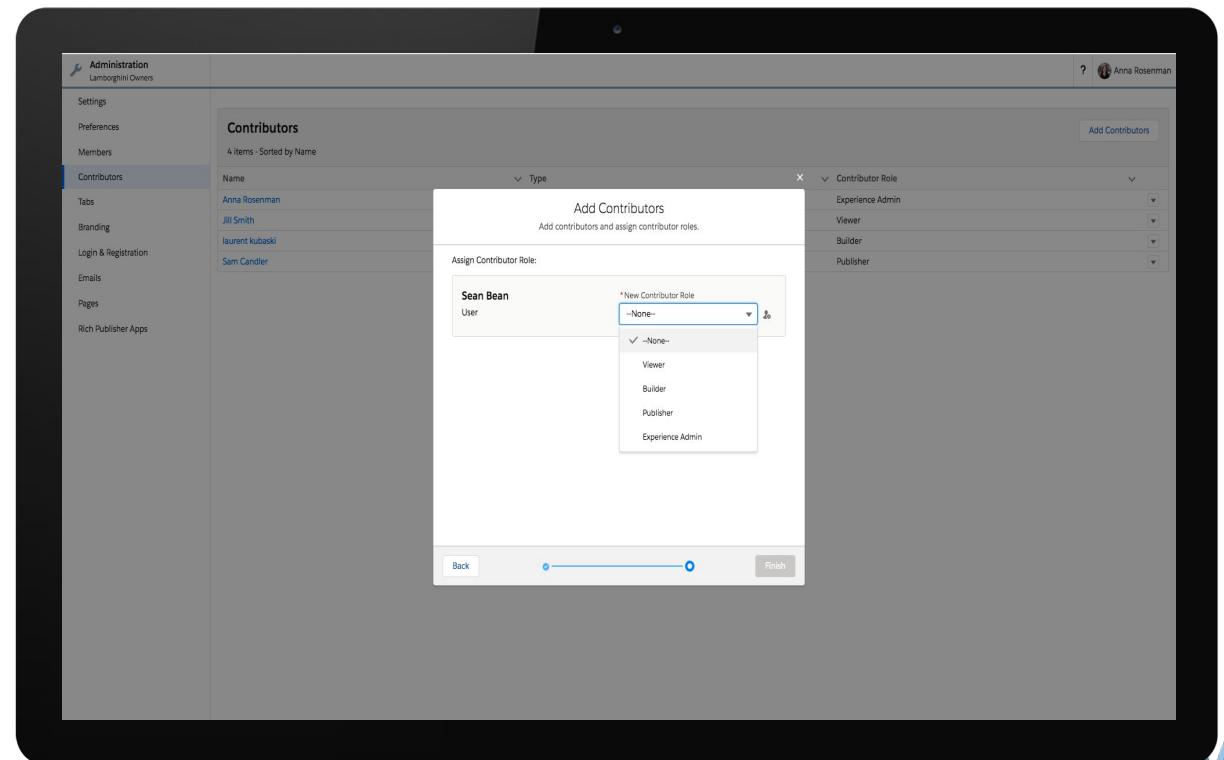
Create, manage, and store your content in a single place. Turn customer data into personalized content and deliver it to any channel.

[Learn More](#)[Watch Demo](#)

Business User

Access Control

Grant the right level of access to the right role, improving content and design workflows across all your teams.

[Learn More](#)[Watch Demo](#)

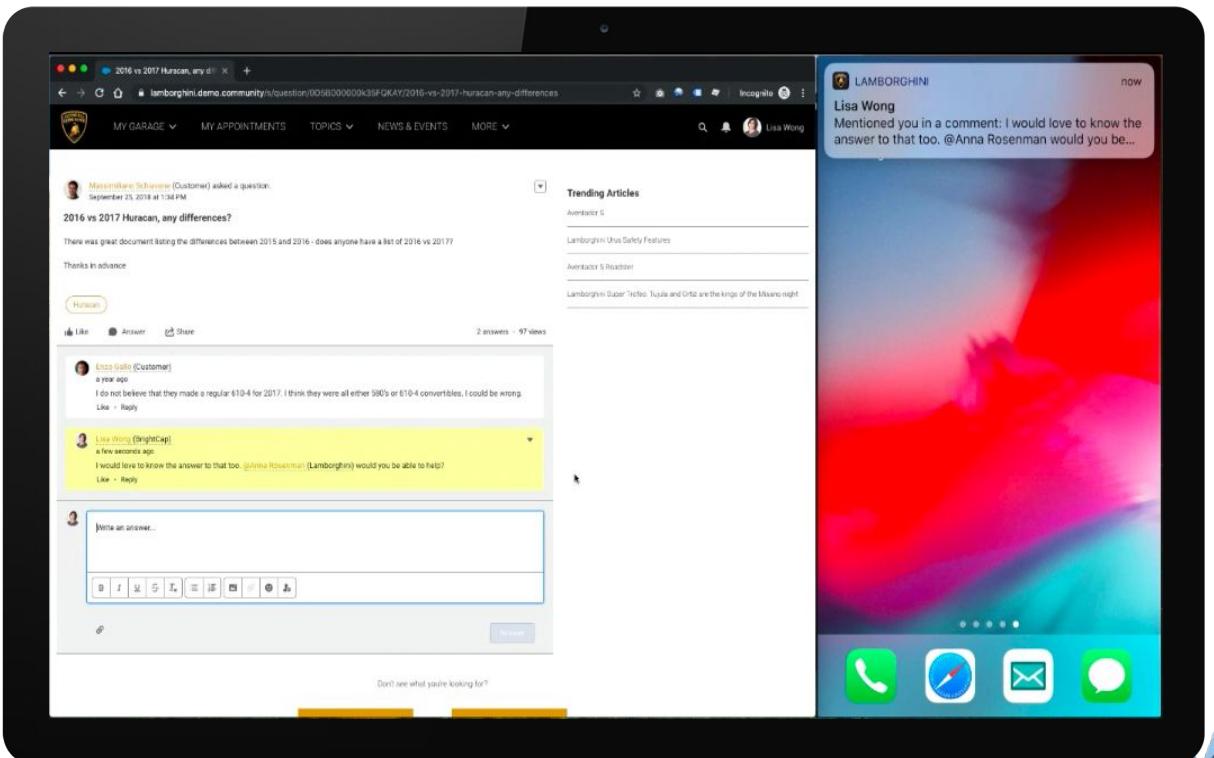
Business User

Mobile Publisher Enhancements

Use push notifications to lead customers to the correct page in your app. Import Contacts into your app directly from your phone--no more manual reentry.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Mobile Publisher for Community Cloud
*Community Cloud license required



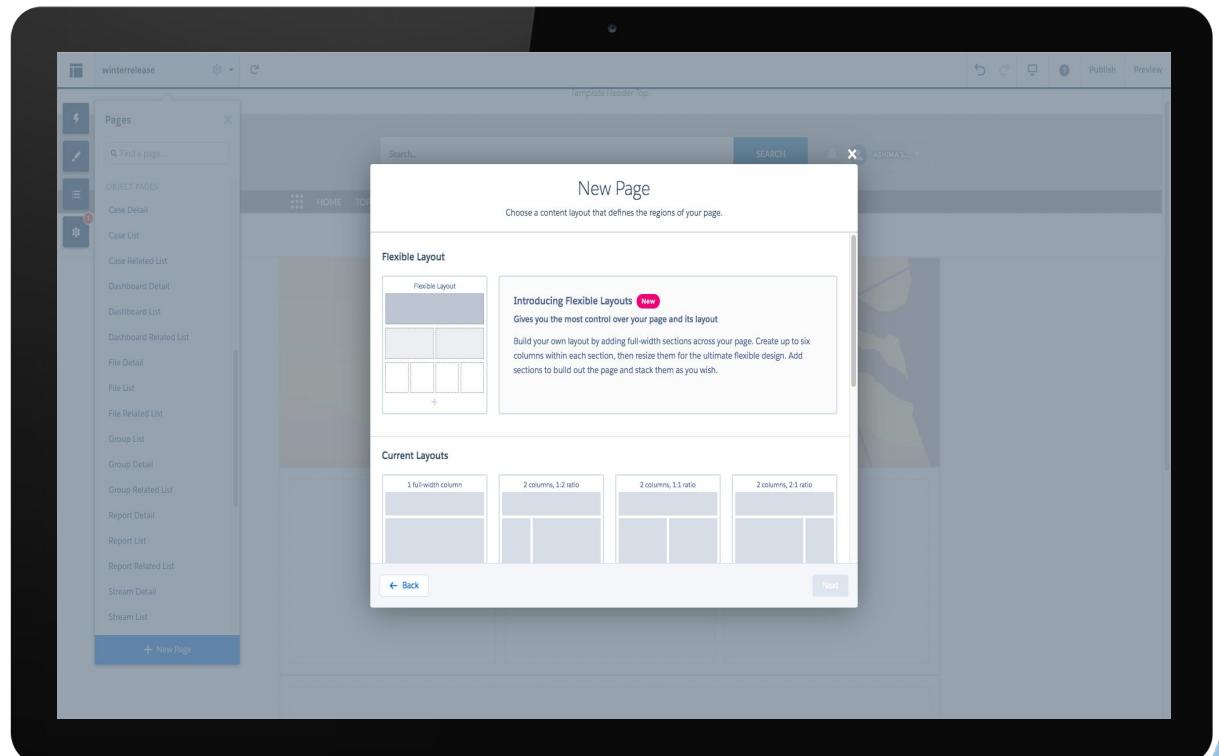
Admin

Community Builder Enhancements

Use Flexible Layouts to design pages and style them the way you want, with drag-and-drop components for any section. Build pages without writing a single line of code.

[Learn More](#)[Watch Demo](#)

*Community Cloud license required

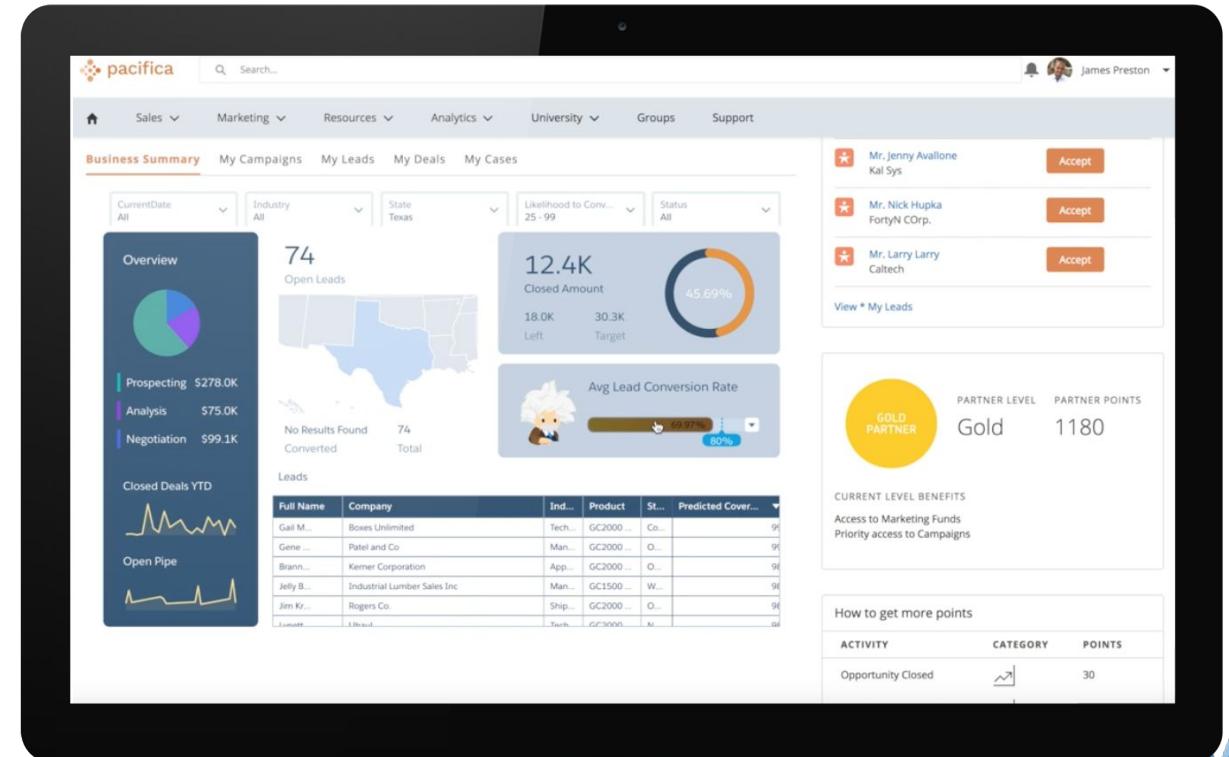


Admin

Einstein Analytics for Communities Enhancements

Discover relevant Community data patterns with the power of Einstein Analytics. Make smarter customer engagement decisions and focus Partner and Reseller energy.

[Watch Demo](#)

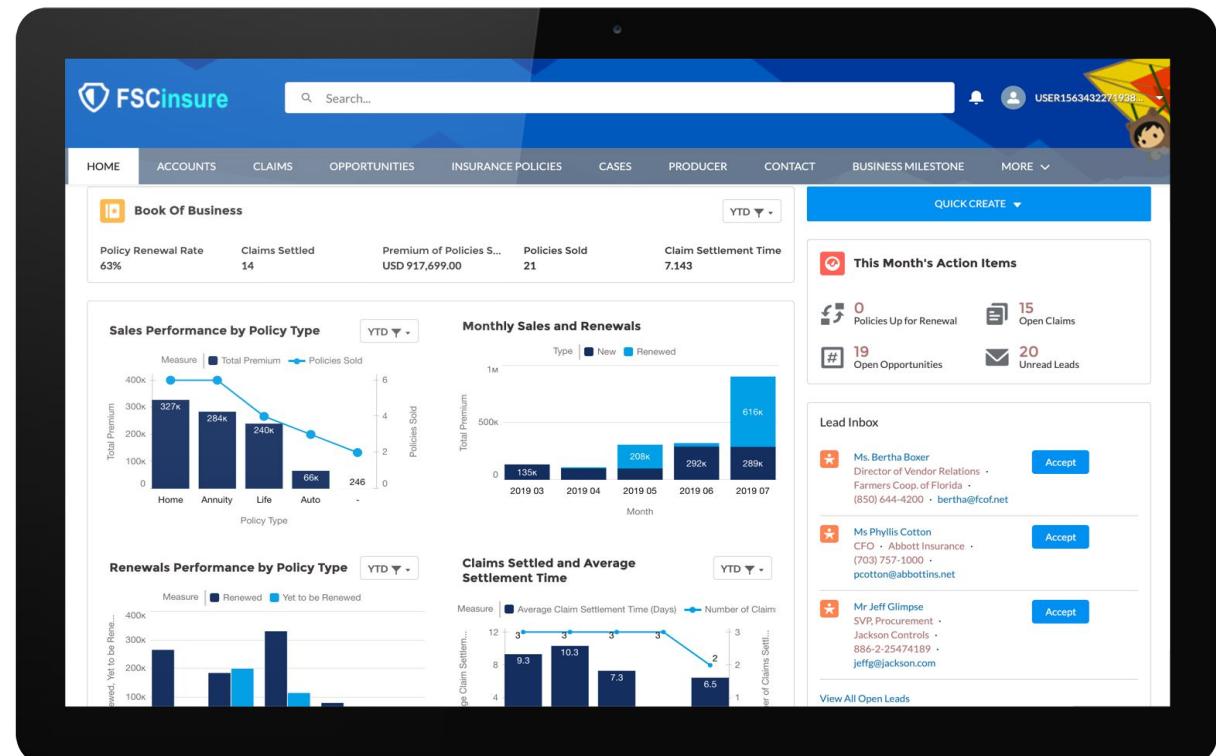


*Available with purchase of Einstein Analytics for Communities Plus

Business User

Community Cloud for Financial Services

Use a prebuilt Community Cloud template with components and flows that helps independent insurance agents access their most important KPIs and metrics.

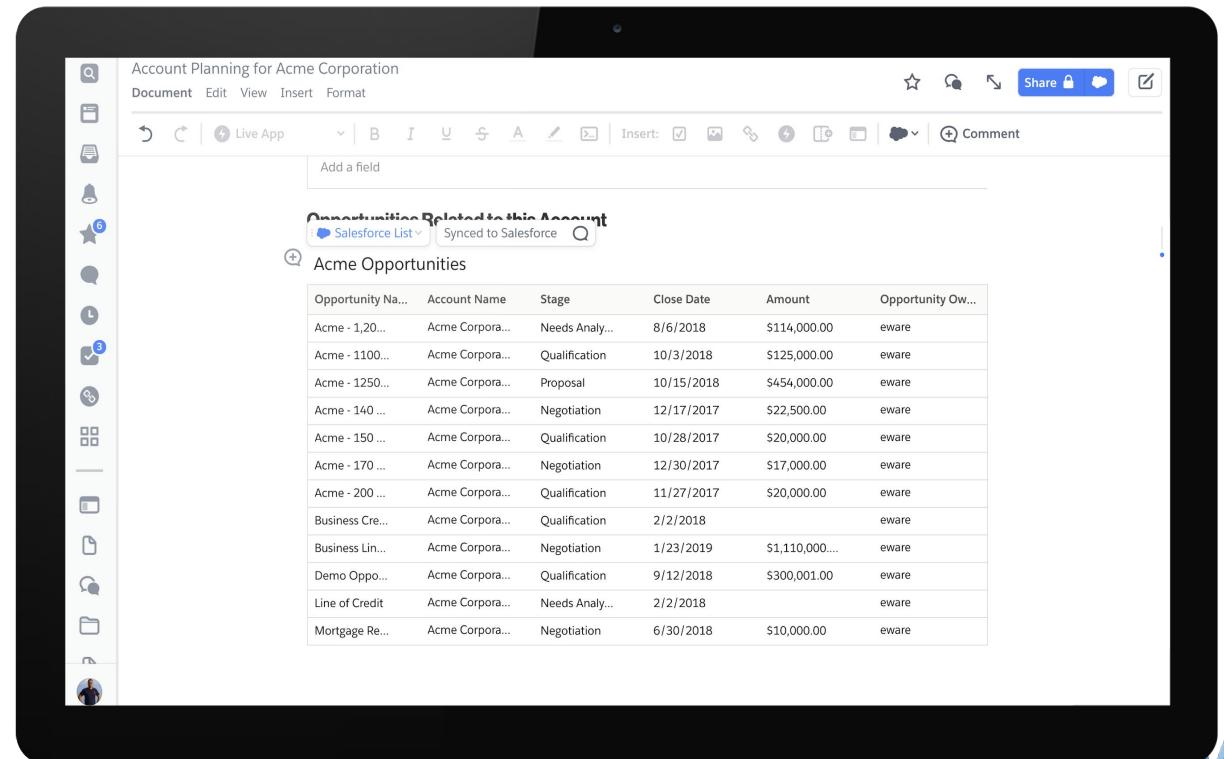
[Learn More](#)[Watch Demo](#)

Business User



Salesforce Data Integration Enhancements

Make it easy for teams to discuss live data with embedded Salesforce Reports and List Views. Log calls in Quip and sync them back to Salesforce without leaving the Quip app.

[Learn More](#)[Watch Demo](#)

Opportunity Name	Account Name	Stage	Close Date	Amount	Opportunity Owner
Acme - 1,20...	Acme Corpora...	Needs Analy...	8/6/2018	\$114,000.00	eware
Acme - 1100...	Acme Corpora...	Qualification	10/3/2018	\$125,000.00	eware
Acme - 1250...	Acme Corpora...	Proposal	10/15/2018	\$454,000.00	eware
Acme - 140 ...	Acme Corpora...	Negotiation	12/17/2017	\$22,500.00	eware
Acme - 150 ...	Acme Corpora...	Qualification	10/28/2017	\$20,000.00	eware
Acme - 170 ...	Acme Corpora...	Negotiation	12/30/2017	\$17,000.00	eware
Acme - 200 ...	Acme Corpora...	Qualification	11/27/2017	\$20,000.00	eware
Business Cre...	Acme Corpora...	Qualification	2/2/2018		eware
Business Lin...	Acme Corpora...	Negotiation	1/23/2019	\$1,110,000...	eware
Demo Oppo...	Acme Corpora...	Qualification	9/12/2018	\$300,001.00	eware
Line of Credit	Acme Corpora...	Needs Analy...	2/2/2018		eware
Mortgage Re...	Acme Corpora...	Negotiation	6/30/2018	\$10,000.00	eware

*Available with purchase of 1+ Quip for Salesforce license

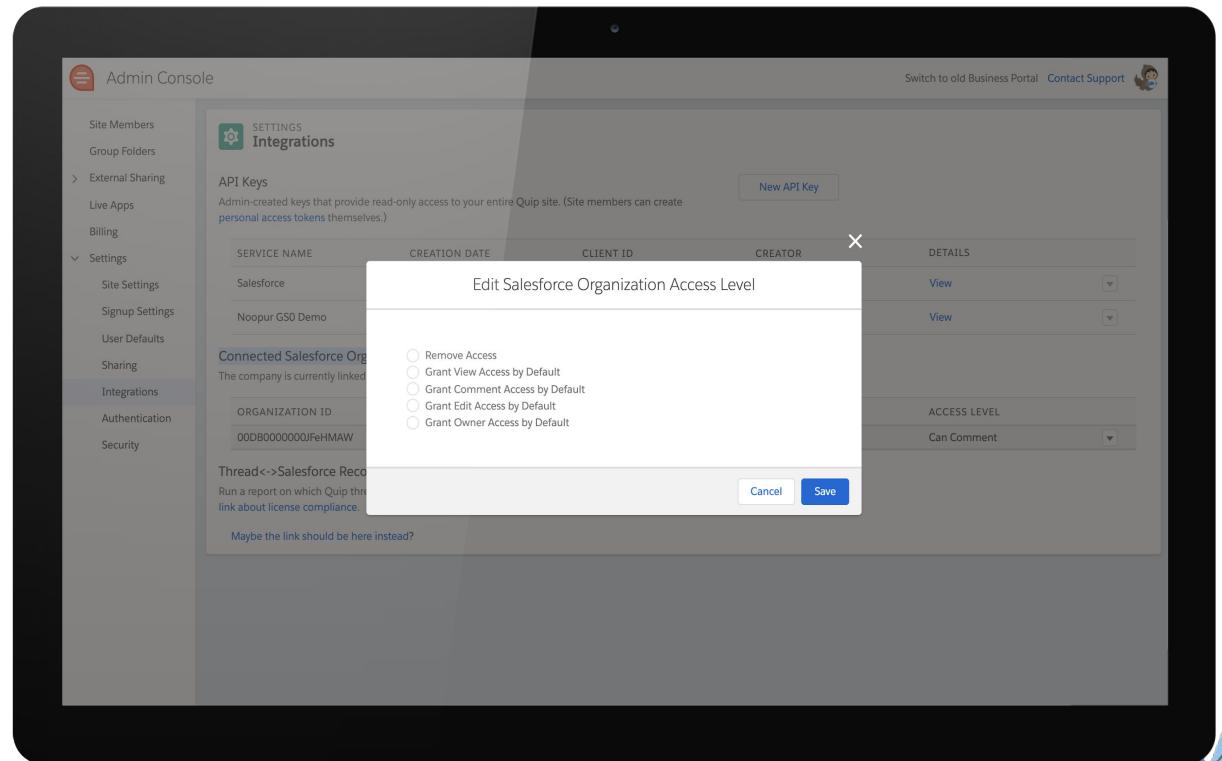
Business User

Granular Permissions

Protect your data by providing the right level of access to the right people. Enjoy seamless access to standalone Quip docs or docs associated with specific Salesforce records.

[Learn More](#)[Watch Demo](#)

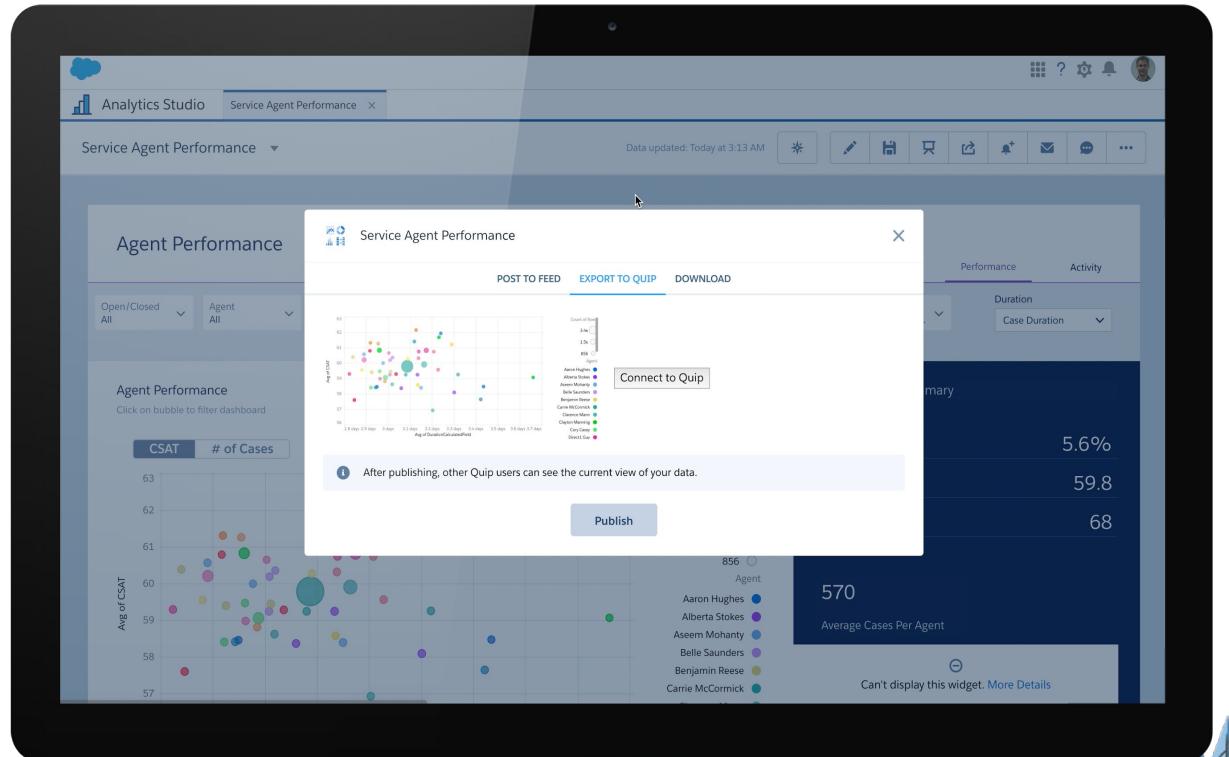
*Available with purchase of 1+ Quip for Salesforce license



Admin

Einstein Analytics for Quip

Discuss insights, collaborate, and drive action faster than ever with the Einstein Analytics dashboards embedded in Quip.

[Learn More](#)[Watch Demo](#)

Business User

*Available with purchase of 1+ Quip for Salesforce license

*Available with purchase of Einstein Analytics Growth or Plus

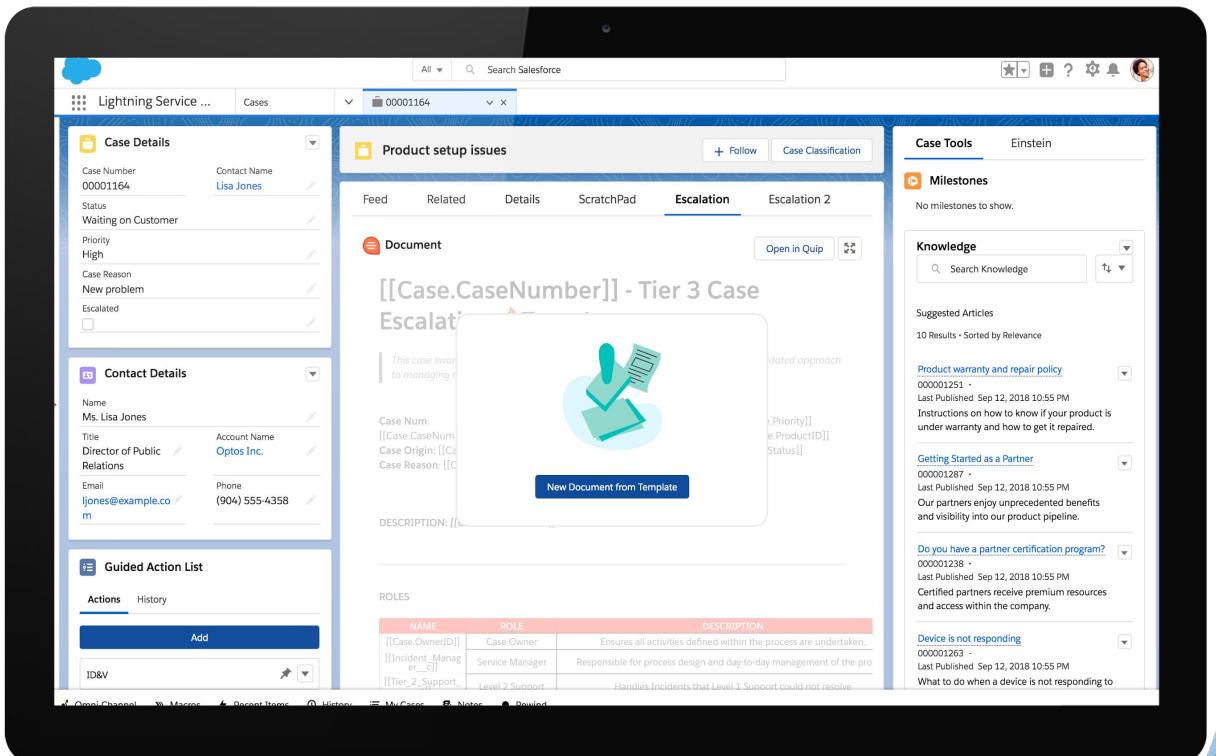
Template Library Expansion

Use the expanded template library for use cases like Account Plans, Opportunity Notes, or Pricing Proposals. Auto-fill templates with Salesforce data to bypass copying and pasting.

[Watch Demo](#)



*Available with purchase of Quip license



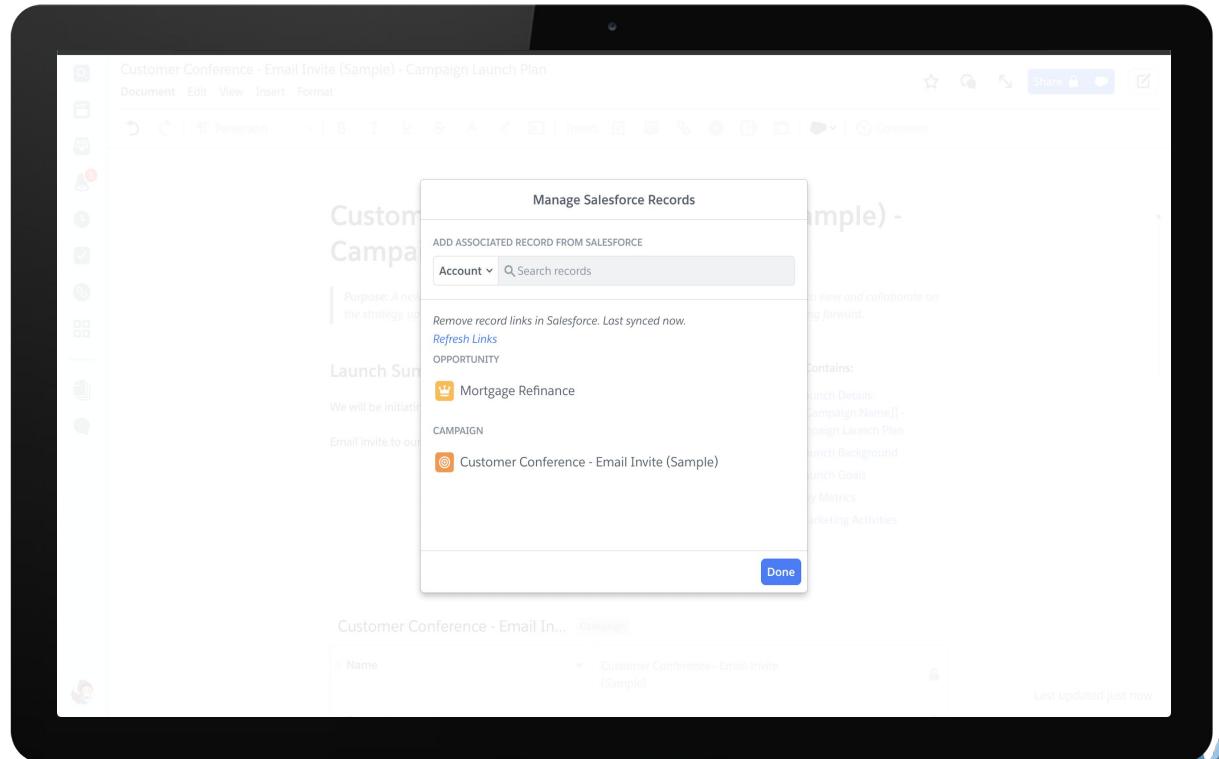
Business User

Salesforce Record Linking

Connect your Quip docs and Salesforce records. Tie important content back to your CRM.

[Learn More](#)[Watch Demo](#)

*Available with purchase of 1+ Quip for Salesforce license



Business User



Commerce Cloud

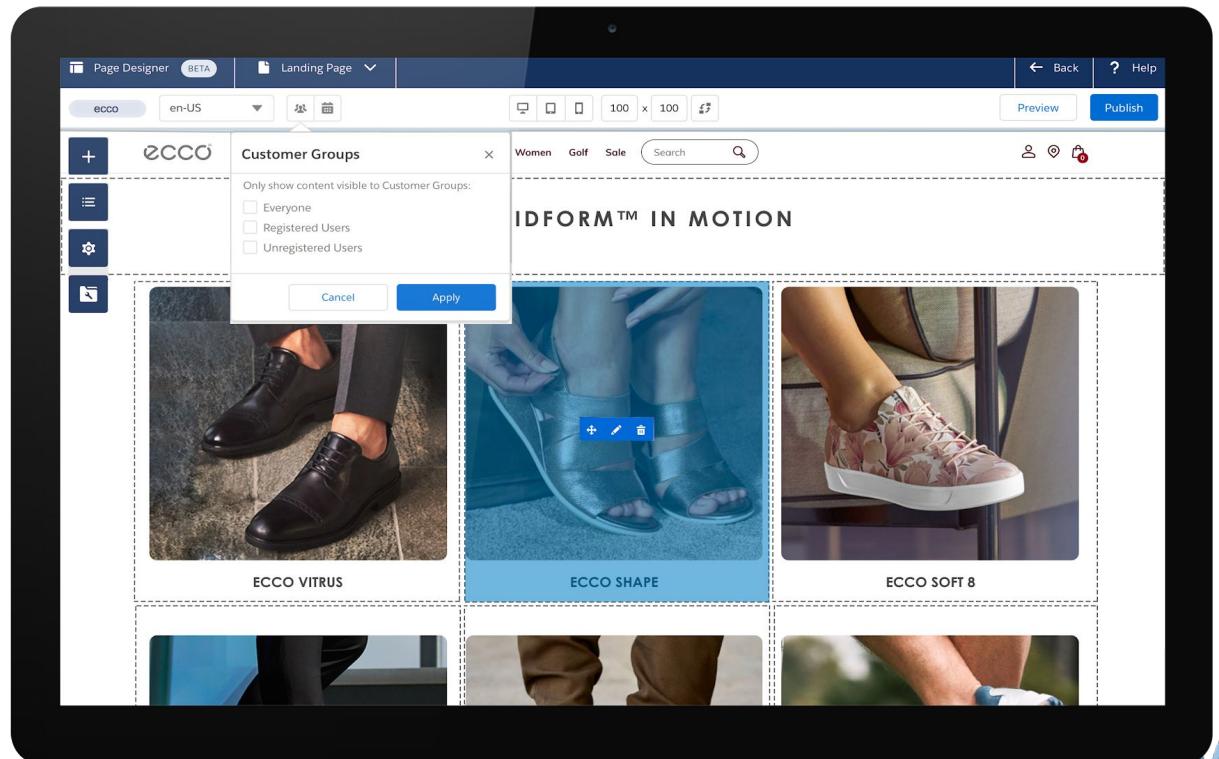


'20

B2C Commerce: Page Designer

Build premium commerce experiences with clicks, instead of code. With drag-and-drop components, you can bring your ideas to market faster than ever.

[Learn More](#)



Business User

B2C Commerce: On-Demand Sandboxes

Bring up a copy of your site to deploy code,
try new integrations, or rapidly apply new
styles without impacting your production site.

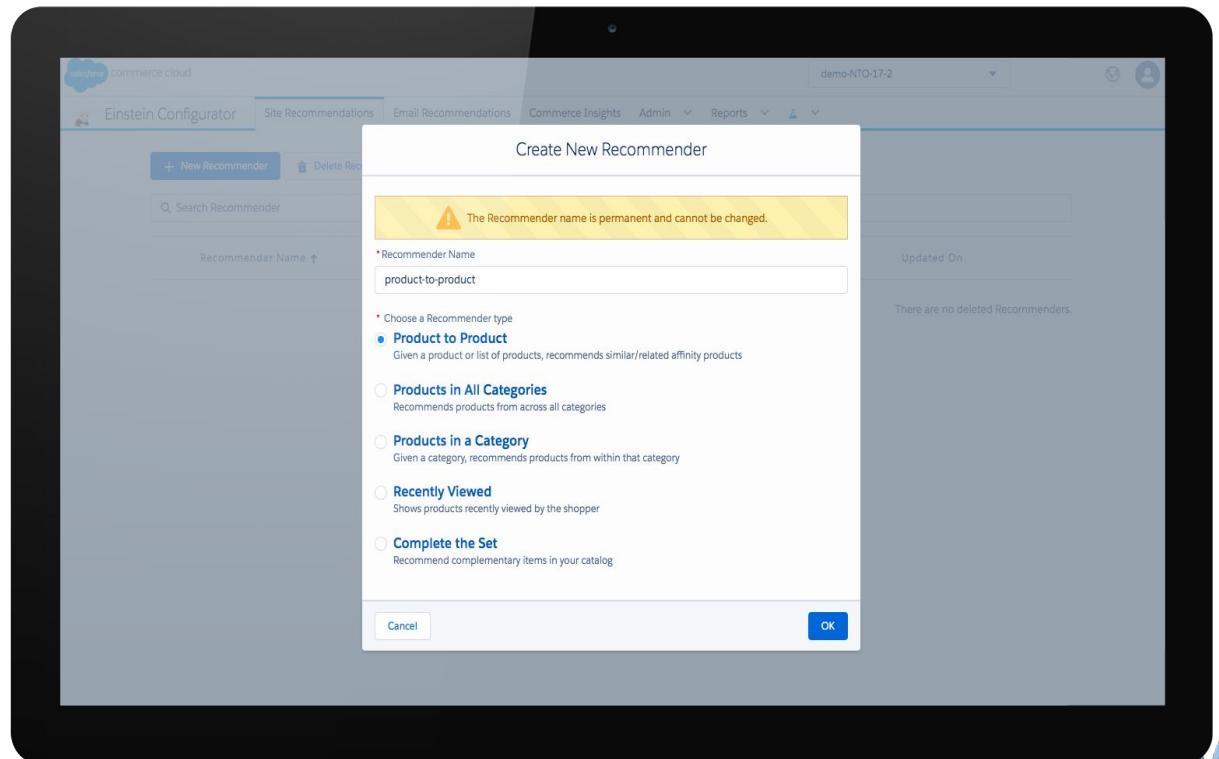
[Learn More](#)



Developer

B2C Commerce: Einstein Product Recommendations Enhancements

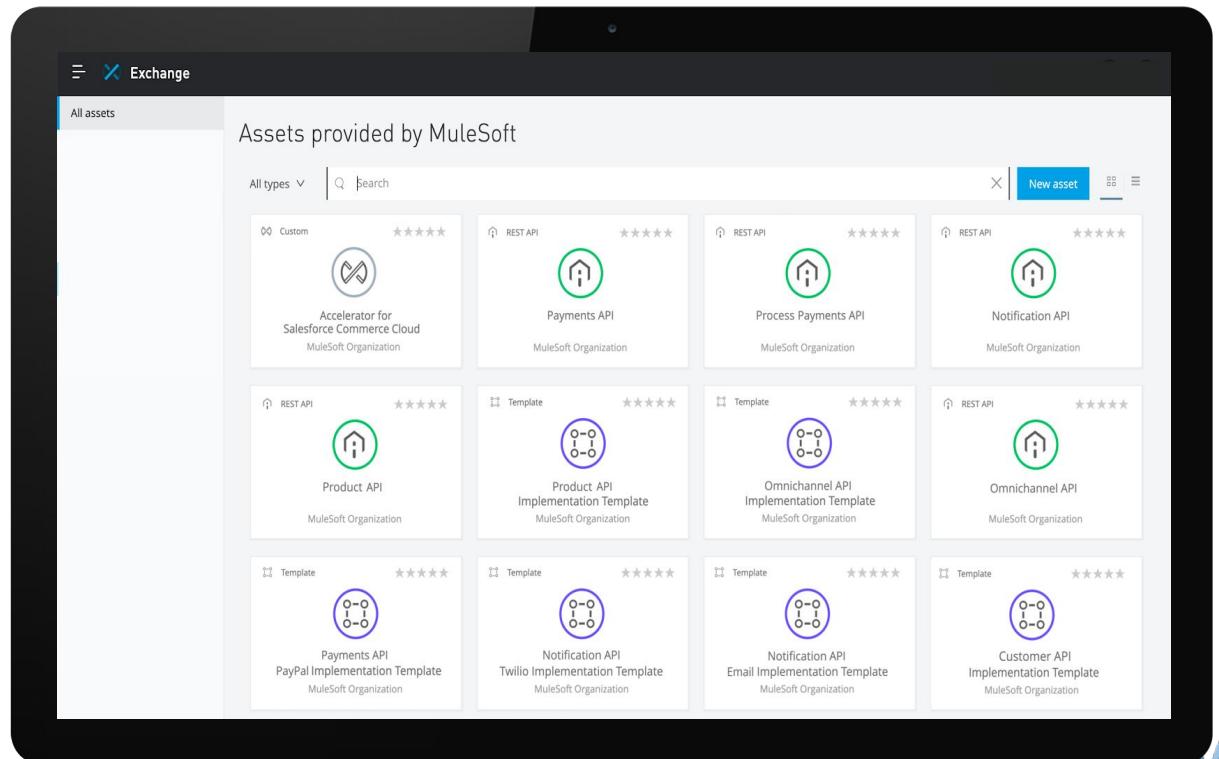
Offer curated product sets based on previous customer behavior. Allow shoppers to complete an entire "look" when you display outfits on product pages and offer them recommendations.



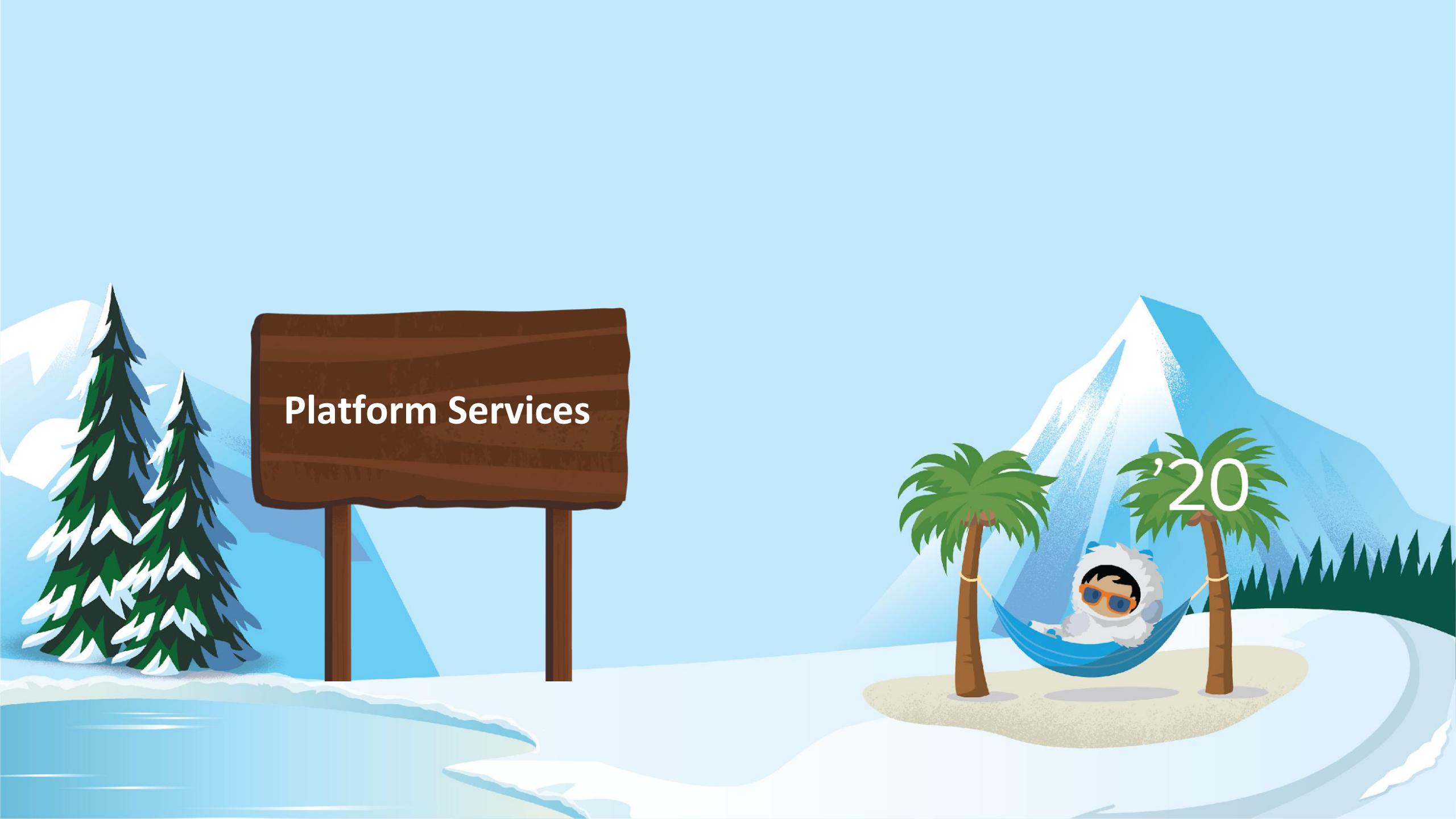
Business User

B2C Commerce: MuleSoft Accelerator for Salesforce Commerce Cloud

Jumpstart your commerce project with templates for common use cases like social marketplace or chatbots. Harness over 100 third-party apps and easily integrate the tools you need.



Business User



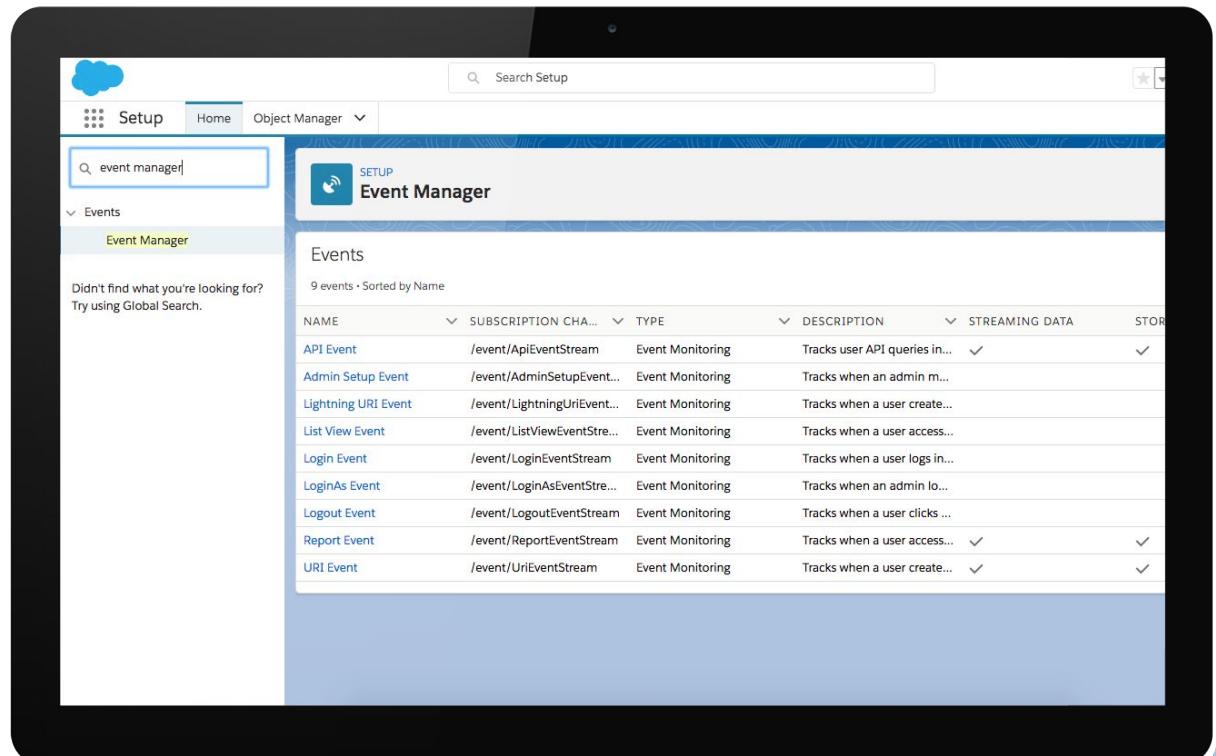
Platform Services



'20

Real-Time Event Monitoring

Stream Salesforce events in real time that alert you to suspicious behavior. Build transaction security policies with the no-code condition builder and enhance them with APEX.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Shield or Event Monitoring Add-on

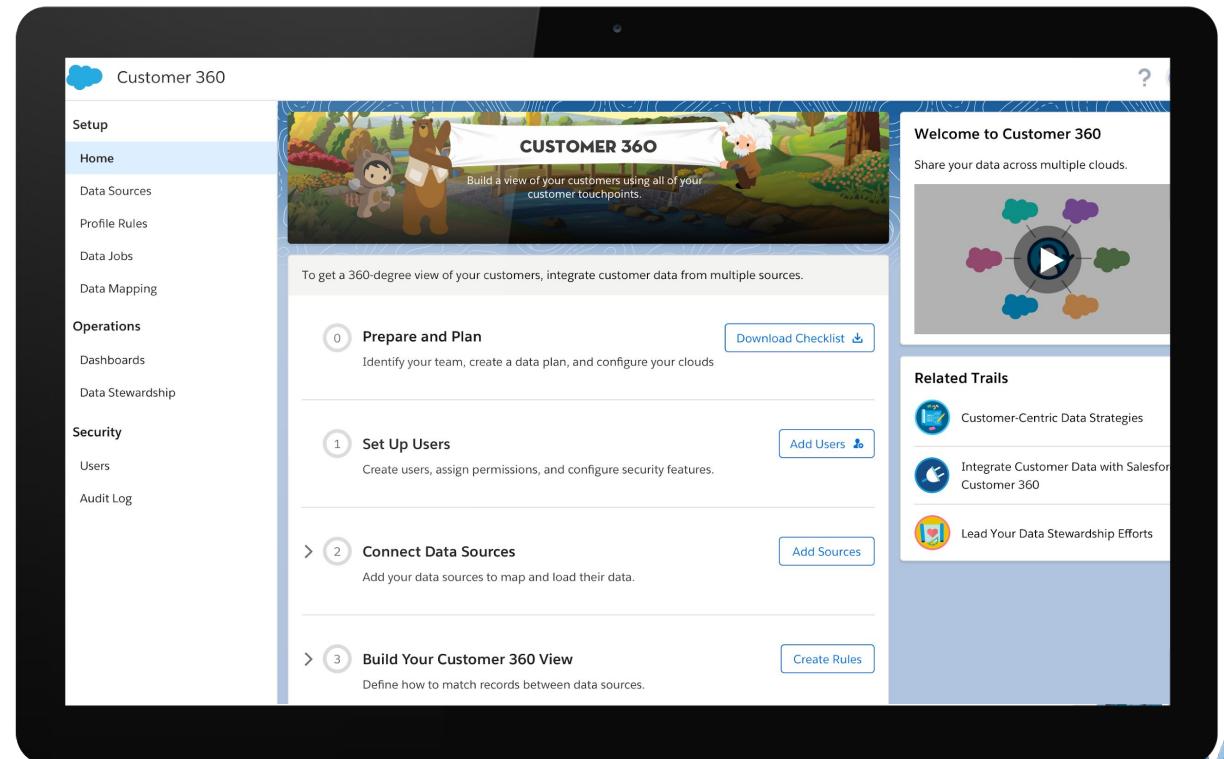
Admin

Customer 360 Data Manager

Register multiple accounts to map data to the Salesforce Information Model. Create a 360 ID and reconciled customer profile, all on one secure, trusted hub.

[Watch Demo](#)

*Add on for Platform Services



Admin

Managed Packages Enhancements

Let ISV Partners build, iterate, and distribute new business apps even faster with a source-driven packaging model that is API-ready and makes code sharing easier.

[Learn More](#)



A screenshot of a tablet displaying the Salesforce Partner Community interface. The top navigation bar includes links for Home, Collaboration, Education, News & Events, Support, Business, Publishing (which is highlighted in blue), Manage Users, and Featured Groups. A search bar is also present. The main content area shows three separate package listings: 1) External Utils (db_utils) with two versions (0.2 and 0.1) and their respective details like Version ID, Licenses, Security Review, and Install count (both 0). 2) Apex Classes (db_exp_manager) with one version (0.1) and its details. 3) Expenser Schema (db_exp_manager) with one version (0.1) and its details. Each listing includes a "Create Listing" button.

Developer

Heroku Enterprise Accounts

Manage security, usage, and entitlements across enterprise teams with new controls and tooling.

[Learn More](#)[Watch Demo](#)

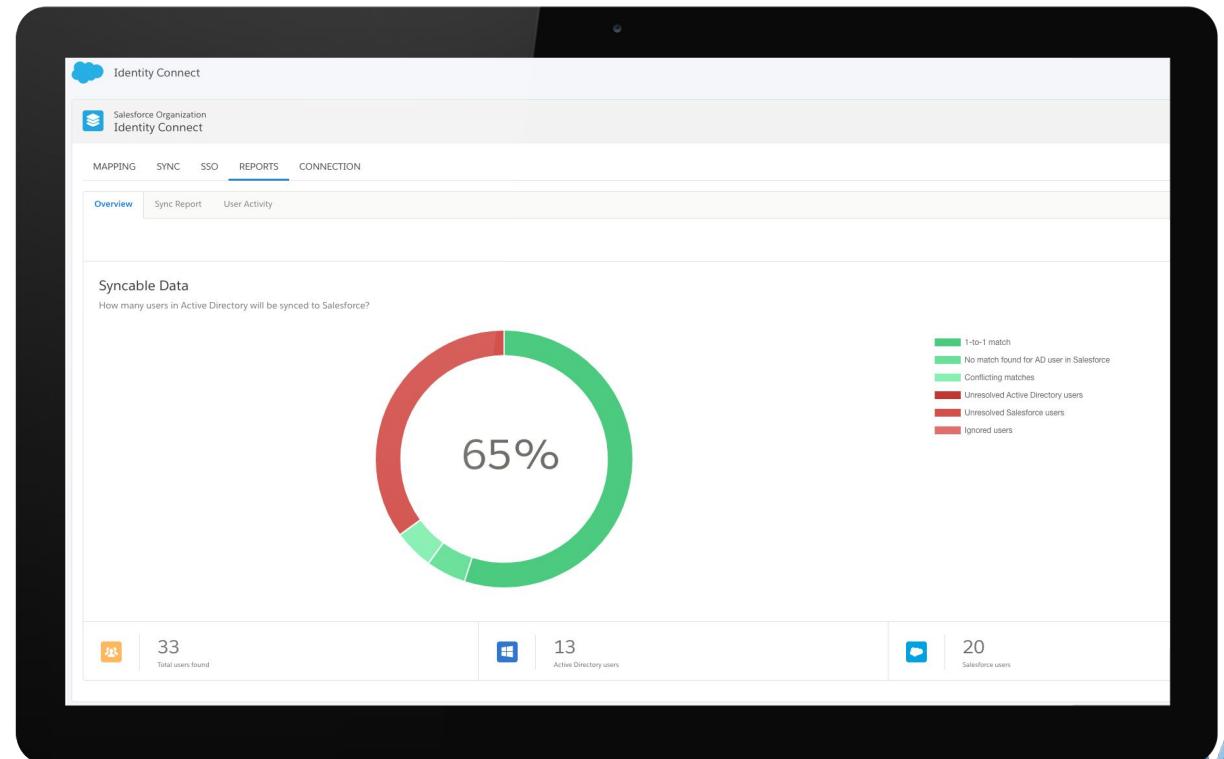
A screenshot of the Heroku Enterprise Accounts interface. The top navigation bar includes 'HEROKU', a search bar, and links for 'Jump to Favorites, Apps, Pipelines, Spaces...'. Below the navigation is a secondary header with 'inverse-towel' and tabs for 'Teams', 'Access', 'Usage', and 'Settings'. A message on the right says 'You are using Heroku Enterprise Acc...'. The main content area is a table titled 'User' with columns for 'View', 'Billing', 'Manage', and 'Create'. The table lists eight users with their email addresses: zaccoban@heroku.com, alexzai@heroku.com, amanda.dolan@heroku.com, enovalu@heroku.com, awinfenya@heroku.com, bethrousetayeshfar@gmail.com, bgreensd@heroku.com, binuvelu@heroku.com, and kipurthi@heroku.com. Each user has a unique profile picture next to their name.

[Developer](#)

Identity Connect Enhancements

Get fast and easy user synchronization, at scale, between Microsoft Active Directory and Salesforce through an improved architecture and a new diagnostic-centric experience.

[Learn More](#)



Admin

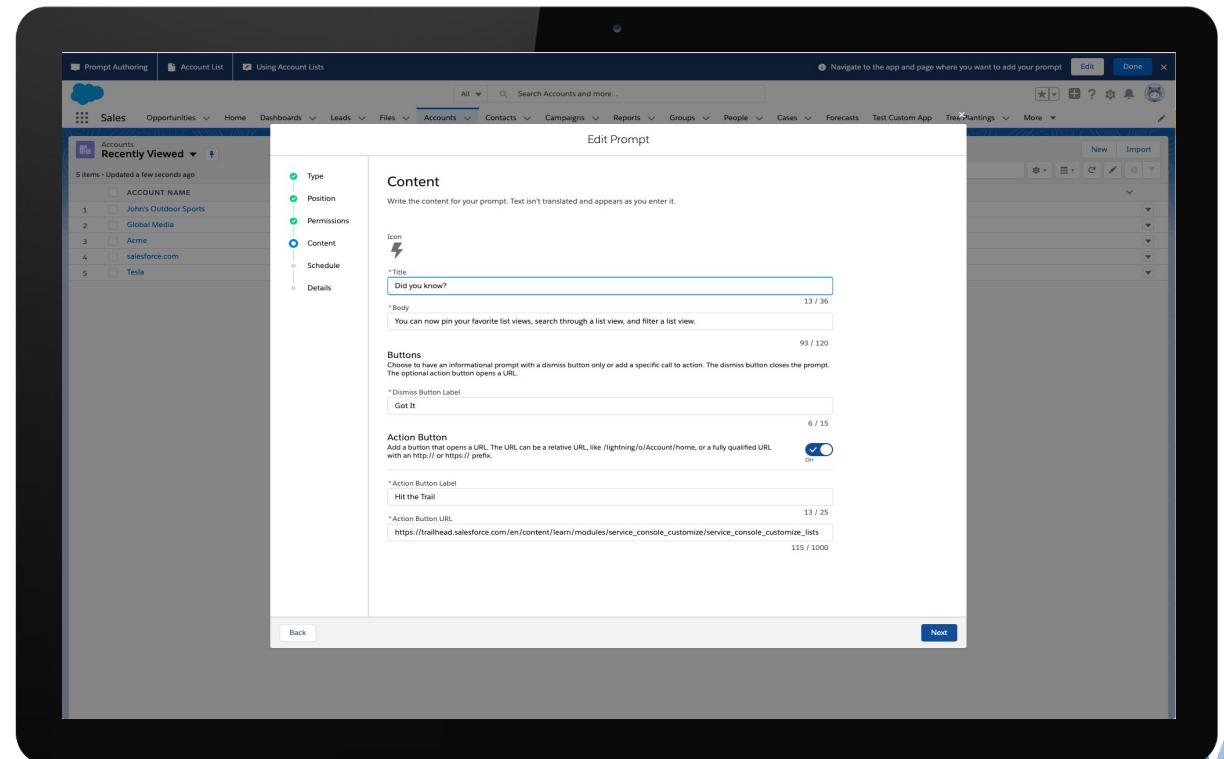


Lightning
Experience



In-App Guidance

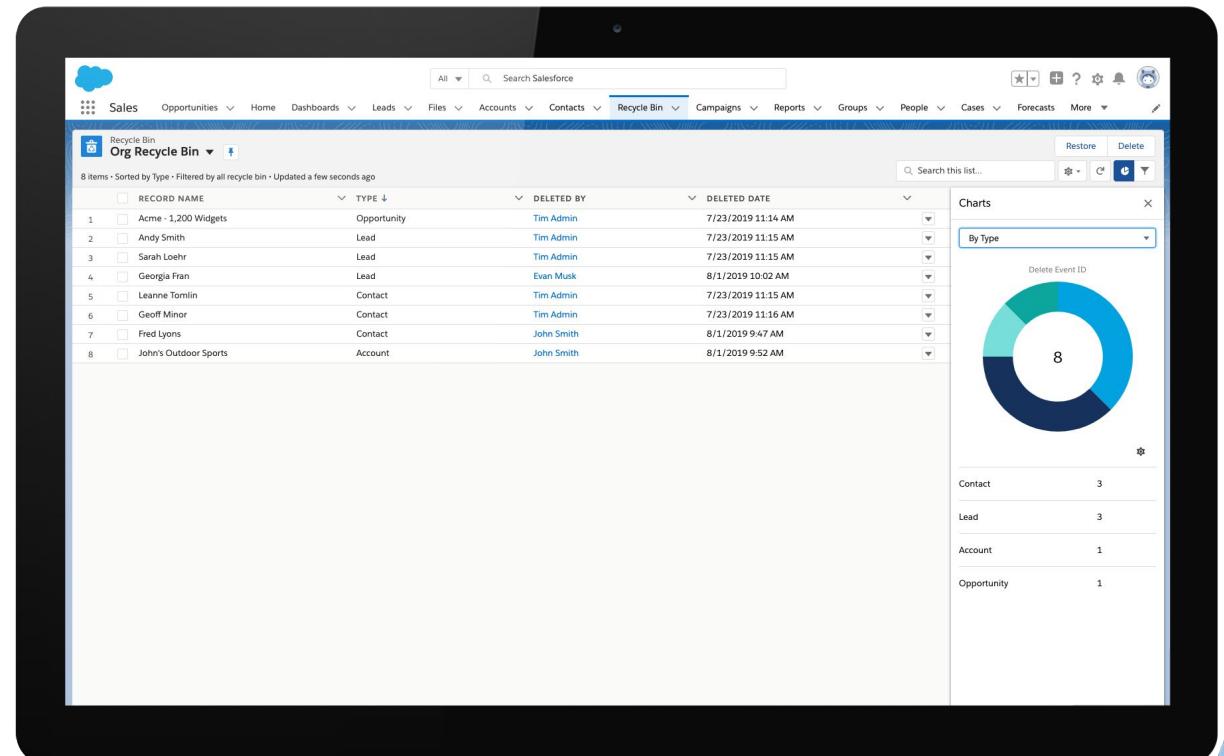
Help onboard and directly engage with your users in Lightning Experience. Create prompts to URLs of your choice with your own content and action buttons.

[Learn More](#)[Watch Demo](#)

Admin

Recycle Bin

Manage your deleted records in Lightning Experience. Admins and users can restore deleted records. Admins can empty or permanently delete records.

[Learn More](#)[Watch Demo](#)

Admin

Salesforce Optimizer Enhancements

Receive personalized recommendations to improve features, clean up customizations, and drive feature adoption. Save time with scheduled runs, trending, and quick links to setup pages.

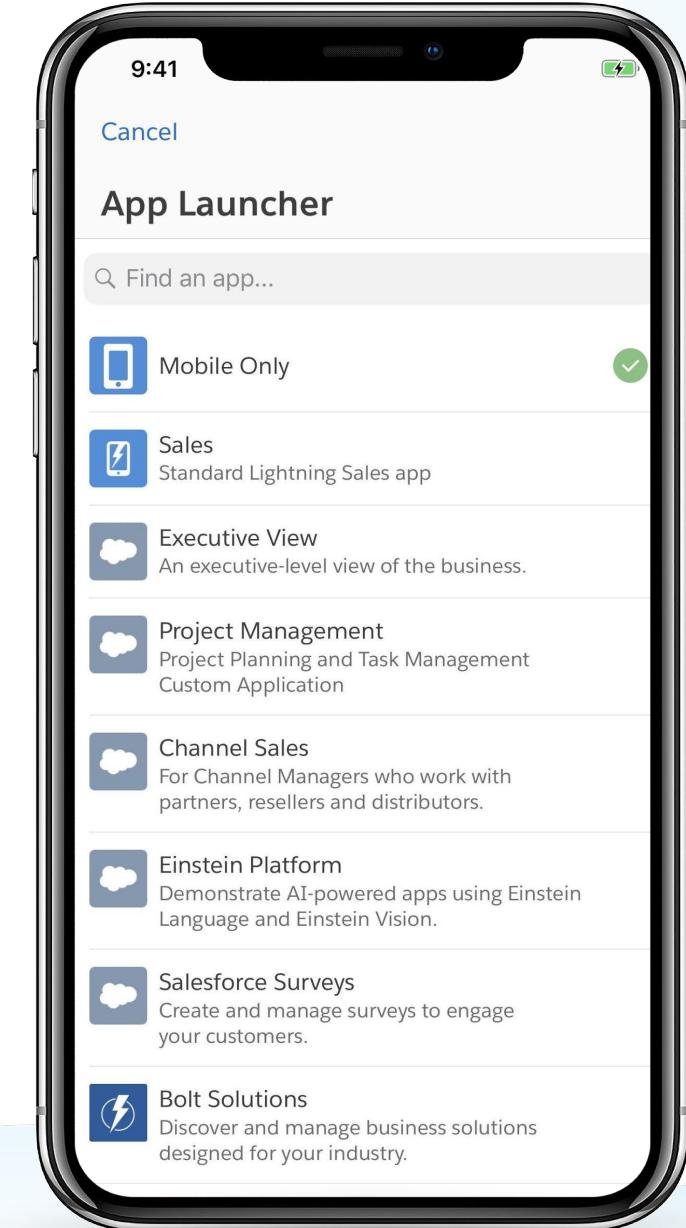
[Learn More](#)[Watch Demo](#)

FEATURE	STATUS	EFFORT	CATEGORY	FEATURE TYPE
Active Workflow Rule Limits	High Impact	30 - 60 minutes	Monitor Limits	Object Limits
File Storage Limits	High Impact	30 - 60 minutes	Monitor Limits	Org Limits
Hard-Coded URLs	Low Impact	1 - 2 hours	Optimize and Maintain	Custom Code
Inactive Chatter Users	Low Impact	30 - 60 minutes	Increase Adoption	Usage
Inactive Workflow Rules	Low Impact	< 30 minutes	Optimize and Maintain	Workflow
Incomplete Chatter Profiles	Low Impact	< 30 minutes	Increase Adoption	Usage
Notes and Attachments Related List	Low Impact	30 - 60 minutes	Optimize and Maintain	Custom Code
Unassigned Custom Profiles	Low Impact	< 30 minutes	Optimize and Maintain	User Management
Unassigned Roles	Low Impact	< 30 minutes	Optimize and Maintain	User Management
Disable Debug Mode	Not Currently Enabled	< 30 minutes	Optimize and Maintain	Custom Code
Lightning Sales Console	Not Currently Enabled	30 - 60 minutes	Increase Adoption	Increase User Experience
Macros	Not Currently Enabled	< 30 minutes	Increase Adoption	Improve User Experience
Migrating Workflow Rules to the Light...	Not Currently Enabled	> 2 hours	Optimize and Maintain	Workflow
Omni-Channel	Not Currently Enabled	1 - 2 hours	Increase Adoption	Improve User Experience
Path	Not Currently Enabled	< 30 minutes	Increase Adoption	Improve User Experience
Active Sharing Rule Limits	Ready	30 - 60 minutes	Monitor Limits	Object Limits
Active Validation Rule Limits	Ready	30 - 60 minutes	Monitor Limits	Object Limits
Admin Permissions	Ready	< 30 minutes	Optimize and Maintain	User Management
API Versions	Ready	1 - 2 hours	Optimize and Maintain	Custom Code
Case Feed	Ready	< 30 minutes	Increase Adoption	Improve User Experience
Convert Attachment to Files	Ready	30 - 60 minutes	Optimize and Maintain	Custom Code
Custom Field Limits	Ready	30 - 60 minutes	Monitor Limits	Object Limits
Custom Profiles with a Low Number of...	Ready	30 - 60 minutes	Optimize and Maintain	User Management
Data Storage Limits	Ready	30 - 60 minutes	Monitor Limits	Org Limits
Details Tabs on Record Pages	Ready	< 30 minutes	Optimize and Maintain	Fields

Admin

New Salesforce Mobile App

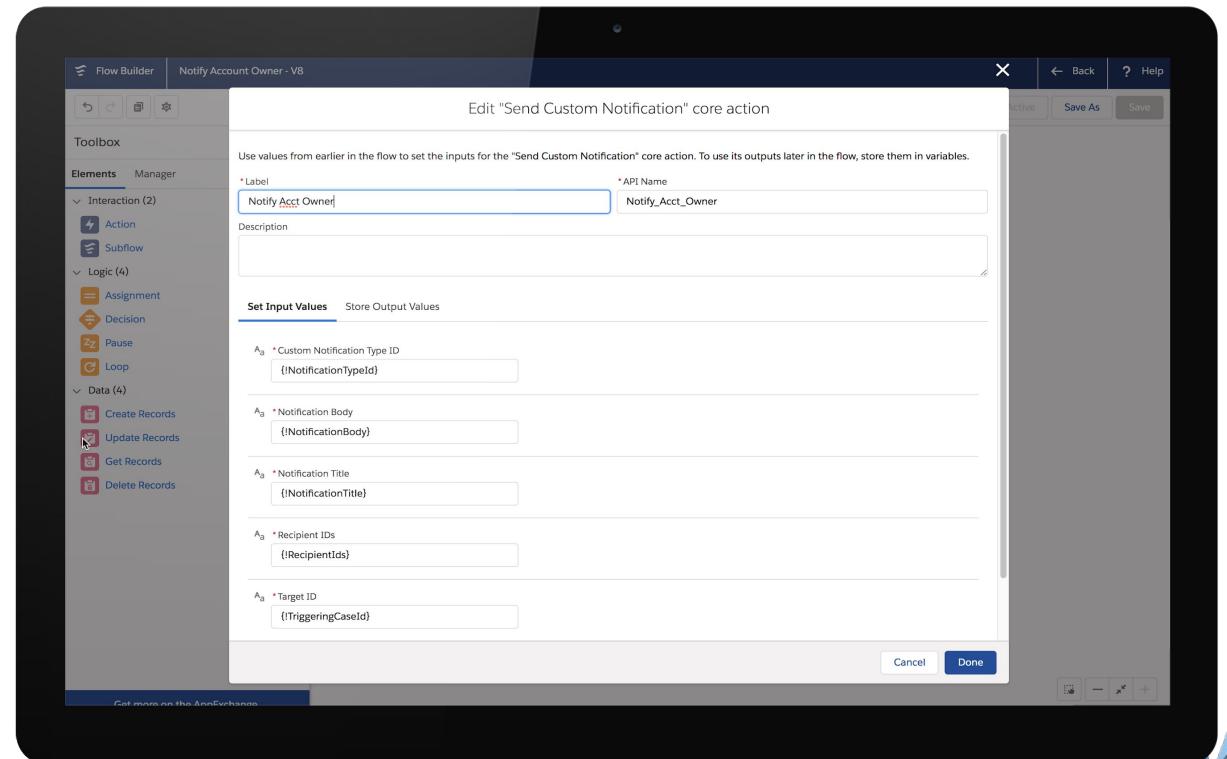
Build custom apps with ready-made or custom components. Customize the look, feel, and functionality of your app, on desktop or mobile, to make your data work for you.

[Learn More](#)[Watch Demo](#)

Business User

Notification Builder Enhancements

Empower admins to create custom notifications with clicks not code. Route notifications to Communities, or Field Service Lightning, in addition to Salesforce for iOS and Android.

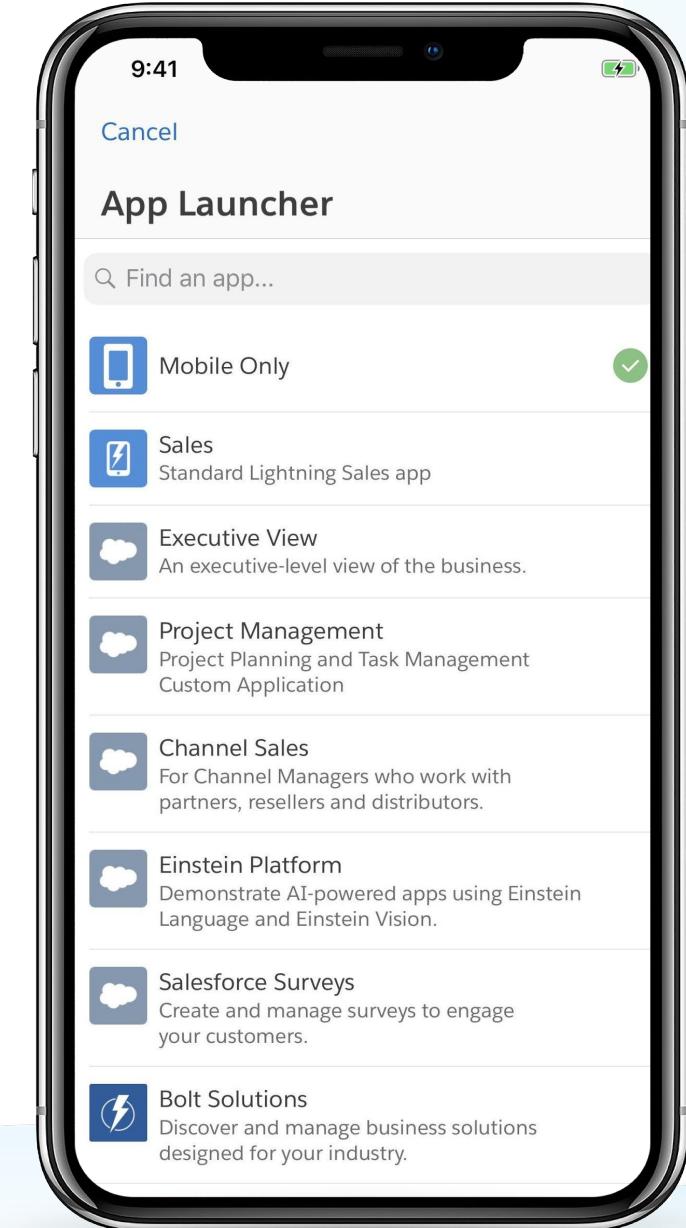
[Learn More](#)[Watch Demo](#)

Admin



New Salesforce Mobile App

Build custom apps with ready-made or custom components. Customize the look, feel, and functionality of your app, on desktop or mobile, to make your data work for you.

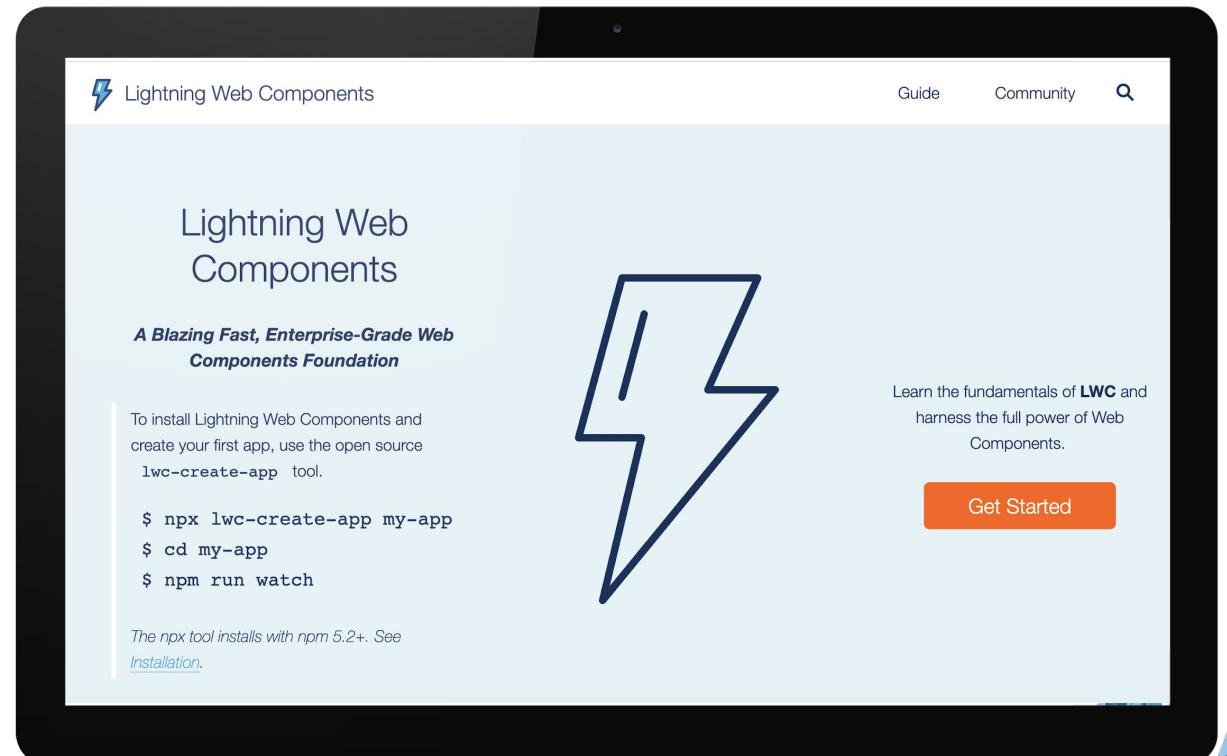
[Learn More](#)[Watch Demo](#)

Business User

Lightning Web Components: Open Source

Empower developers to explore open source code for Lightning Web Components, customize frameworks to meet their needs, and build Enterprise-ready web components on any platform.

[Learn More](#)



[Developer](#)

Lightning Object Creator

Turn spreadsheets, like Microsoft Excel, Google Sheets, or comma-separated value (.csv) files, into cloud-based apps with just a few clicks.

[Learn More](#)[Watch Demo](#)

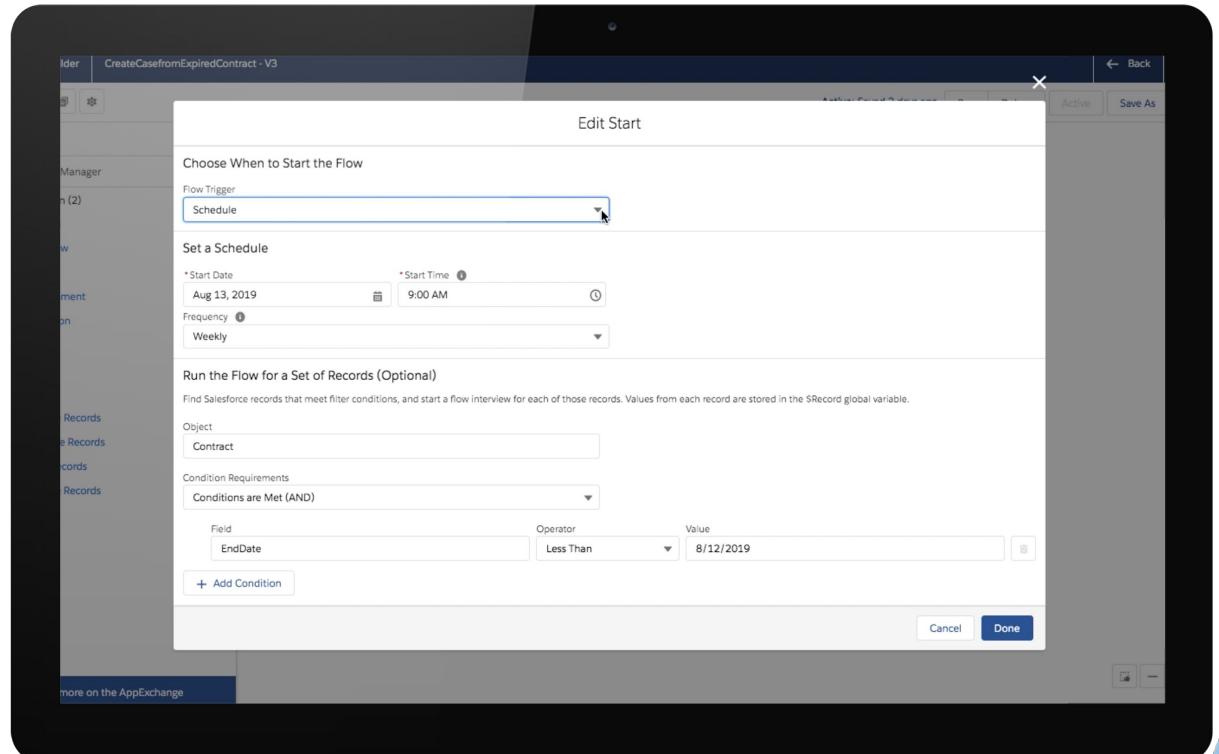
The screenshot shows a tablet displaying the Lightning Object Creator interface. The title bar says "Create a custom object from a spreadsheet". Below it, a section titled "Define object and fields" with the sub-instruction "Choose the data source, map fields and their types, and import field data." The "Worksheet Details" section includes "Worksheet Tab" (Self Driving Data), "Field Label Source" (Detect from row), "Field Labels Row" (1), "Import 51 rows of Data?" (Yes, import data), and "Record Name Field" (Let Salesforce Create a Default). The main area shows a table mapping "IMPORT FILE FIELD NAME" to "SALESFORCE FIELD NAME" and "SALESFORCE FIELD TYPE". The table contains the following data:

IMPORT FILE FIELD NAME	SALESFORCE FIELD NAME	SALESFORCE FIELD TYPE	ADD TO LAYOUTS	FIELD PREVIEW
Test Run	Test Run	Text	<input checked="" type="checkbox"/>	Run 001
Car	Car	Text	<input checked="" type="checkbox"/>	Krypton
Person	Person	Text	<input checked="" type="checkbox"/>	John B.
Environment	Environment	Text	<input checked="" type="checkbox"/>	Residential
City	City	Text	<input checked="" type="checkbox"/>	Los Angeles
Amount of Traffic	Amount of Traffic	Text	<input checked="" type="checkbox"/>	Heavy
Time of Day	Time of Day	Text	<input checked="" type="checkbox"/>	Morning
Weather Condition	Weather Condition	Text	<input checked="" type="checkbox"/>	Sunny

[Admin](#)

Lightning Flow Scheduler

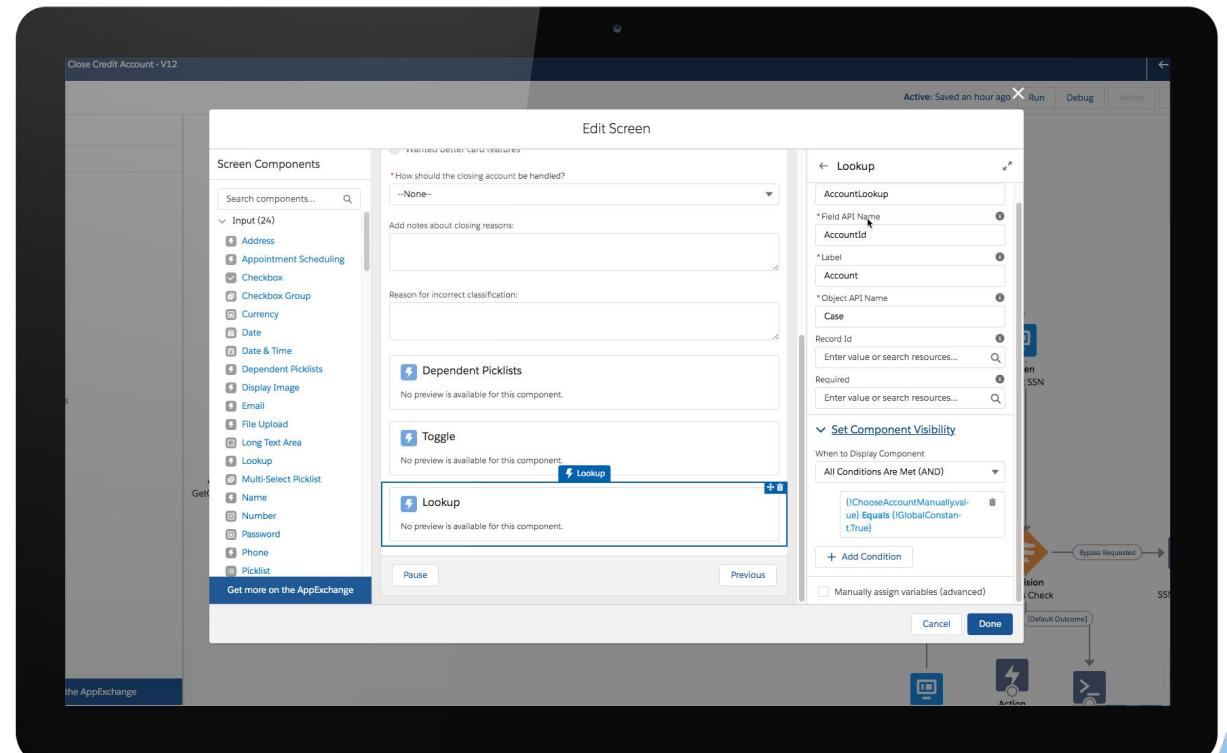
Run a Flow daily, weekly, or on a specific date against a set of records you select, which reduces the risk of running into limits.

[Learn More](#)[Watch Demo](#)

Admin

Lightning Flow: Screen Component Enhancements

Create fast and powerful guided interactions with support for web-standard Lightning Web Components and conditional field visibility for building dynamic screens.

[Learn More](#)[Watch Demo](#)

Admin



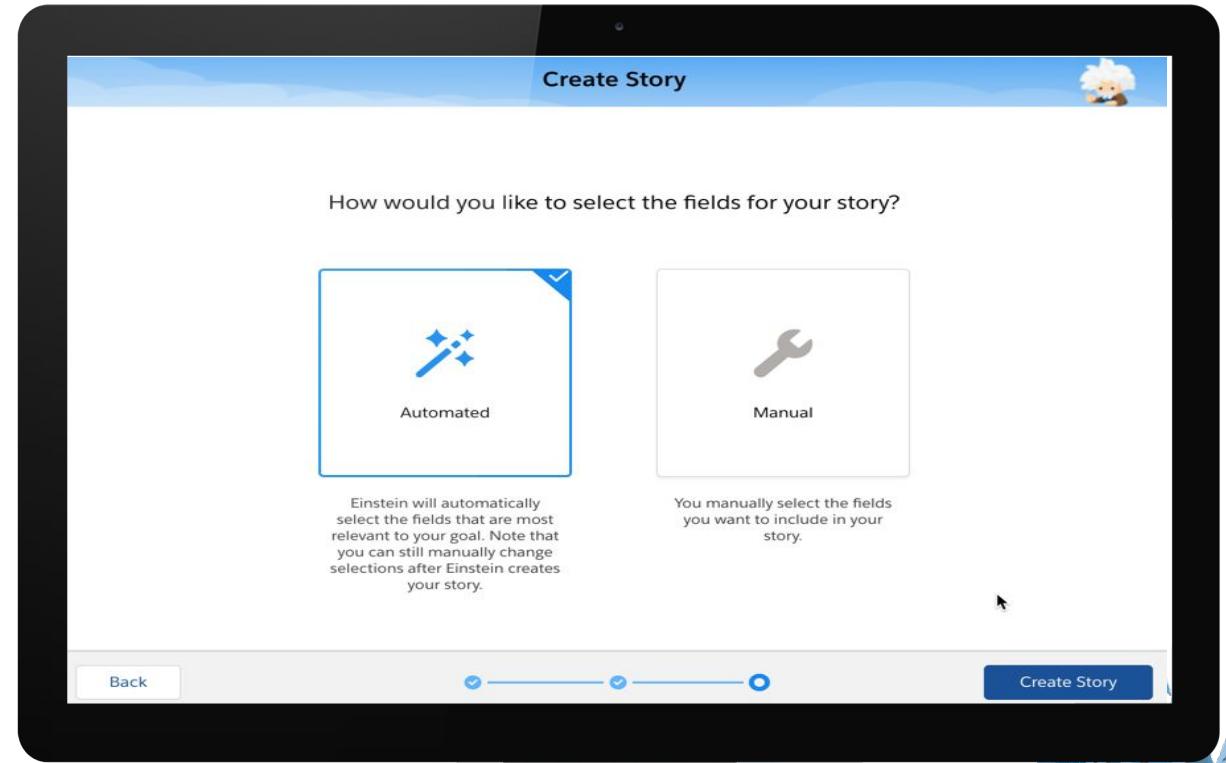
Einstein Analytics



'20

Einstein Discovery: Automated Story Creation

Create a story by selecting a dataset and Einstein will do the rest. AI quickly delivers the data insights you're looking for.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Einstein Analytics Plus and Einstein Predictions

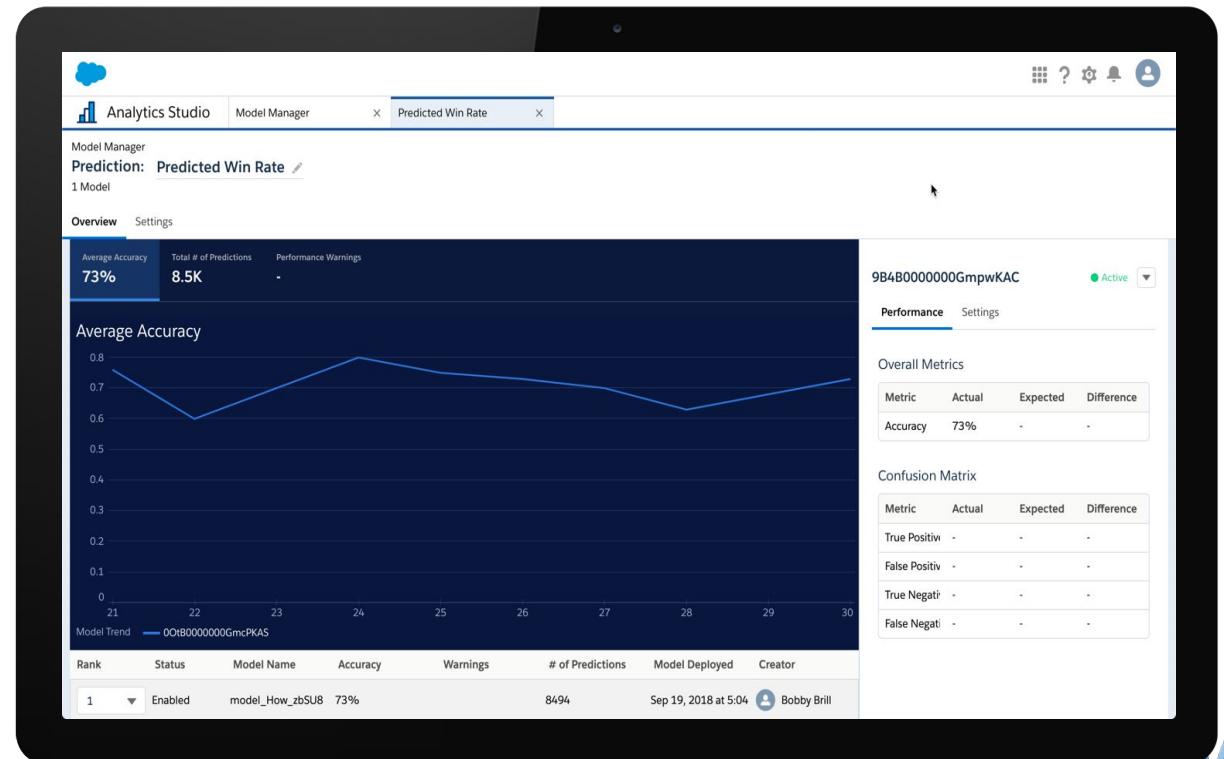
Business User

Einstein Discovery: Live Model Monitoring

Keep tabs on multiple models deployed in your organization to ensure accuracy and receive alerts if any underperforming models are detected.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Einstein Analytics Plus and Einstein Predictions



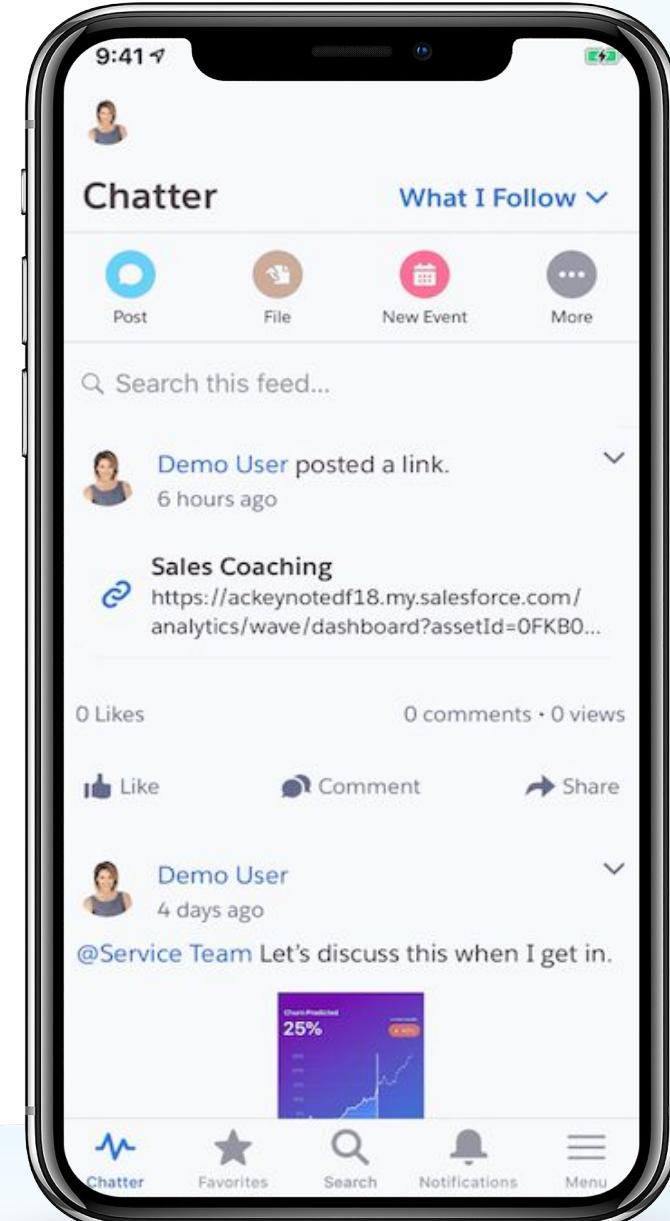
Business User

Einstein Analytics in the new Salesforce mobile app

Get in-context insights right where you work, from embedded dashboards to accessing your data through Search, Favorites, and Chatter--now available in Salesforce for iOS and Android.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Einstein Analytics Growth or Plus



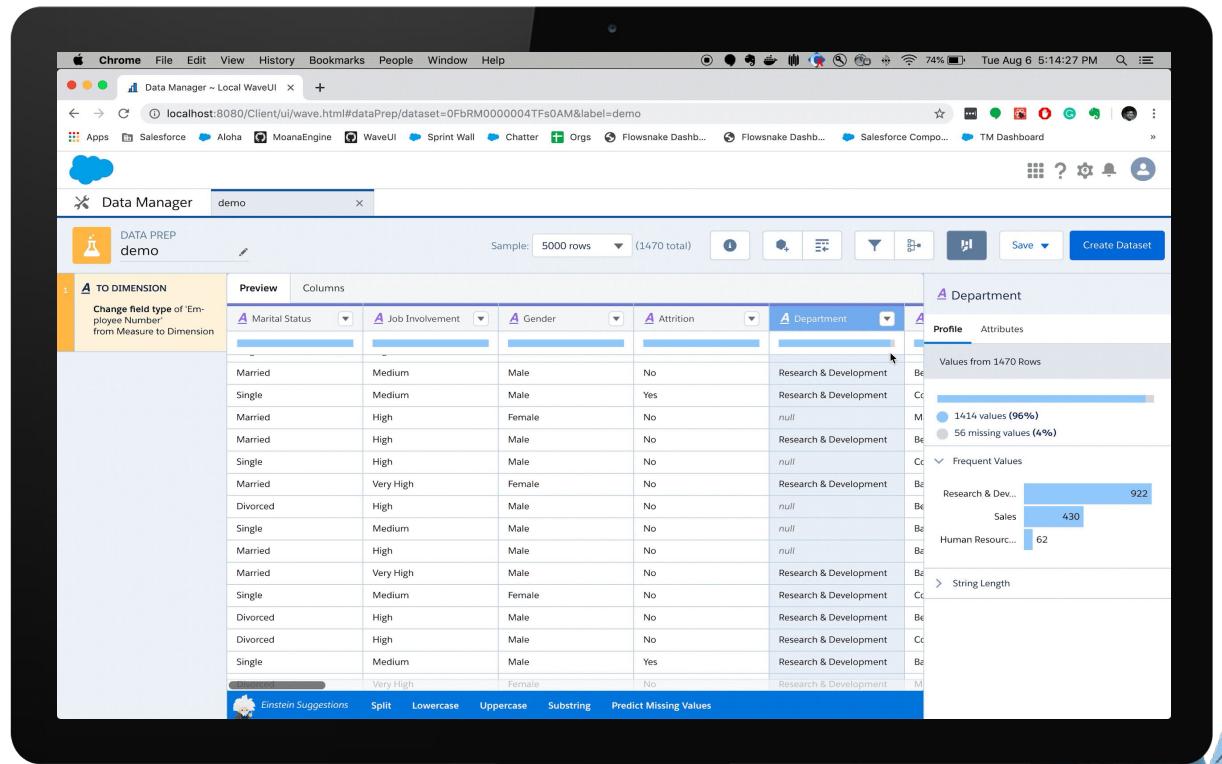
Business User

Data Platform Enhancements

Get improved query times and up to 5x faster processing speeds with our new distributed back end. Refresh datasets faster by running Dataflows in parallel.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Einstein Analytics Growth or Plus

[Developer](#)

Formula Enhancements

Formulas will now support using string values to create labels, buckets, and image URLs without having to write any SAQL.

[Learn More](#)[Watch Demo](#)

The screenshot shows the Salesforce Analytics Studio interface. On the left, a modal window titled "EDITING COLUMN" is open, showing a formula being defined:

```
case
when A < 0 then "Loss!"
when A in [0..100] then "Medium"
when A > 100 then "High"
end
```

On the right, a data grid titled "Profitability Analysis" displays sales data for various product categories. The grid has columns for Product Sub Category, Avg of Profit, and Count of Sales. The data includes:

Product_Sub_Category	Avg of Profit	Count of Sales
Appliances	247.26	492
Binders and Binder Accessories	220.4	1,028
Bookcases	-37.42	206
Computer Peripherals	103.92	846
Envelopes	169.61	272
Labels	54.03	329
Office Furnishings	104.43	883
Paper	25.64	1,379
Pens & Art Supplies	1.66	721
Rubber Bands	-14.57	195
Scissors, Rulers and Trimmers	-12.5	155
Storage & Organization	13.24	610

*Available with purchase of Einstein Analytics Growth or Plus

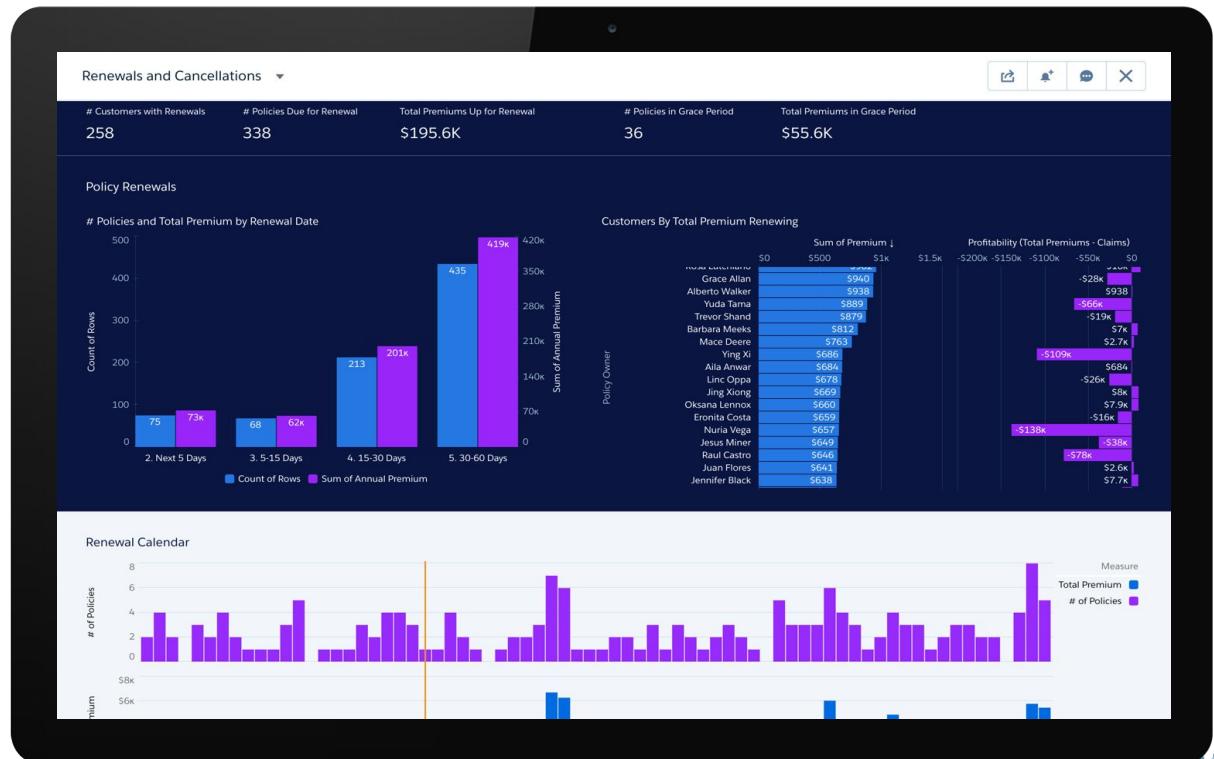
Business User

Einstein Analytics for Financial Services Enhancements: Insurance

Extend a complete intelligence platform for financial services into insurance. Help agents and sales managers grow their business and understand their customers and policies.

[Learn More](#)[Watch Demo](#)

*Add on for Financial Services Cloud



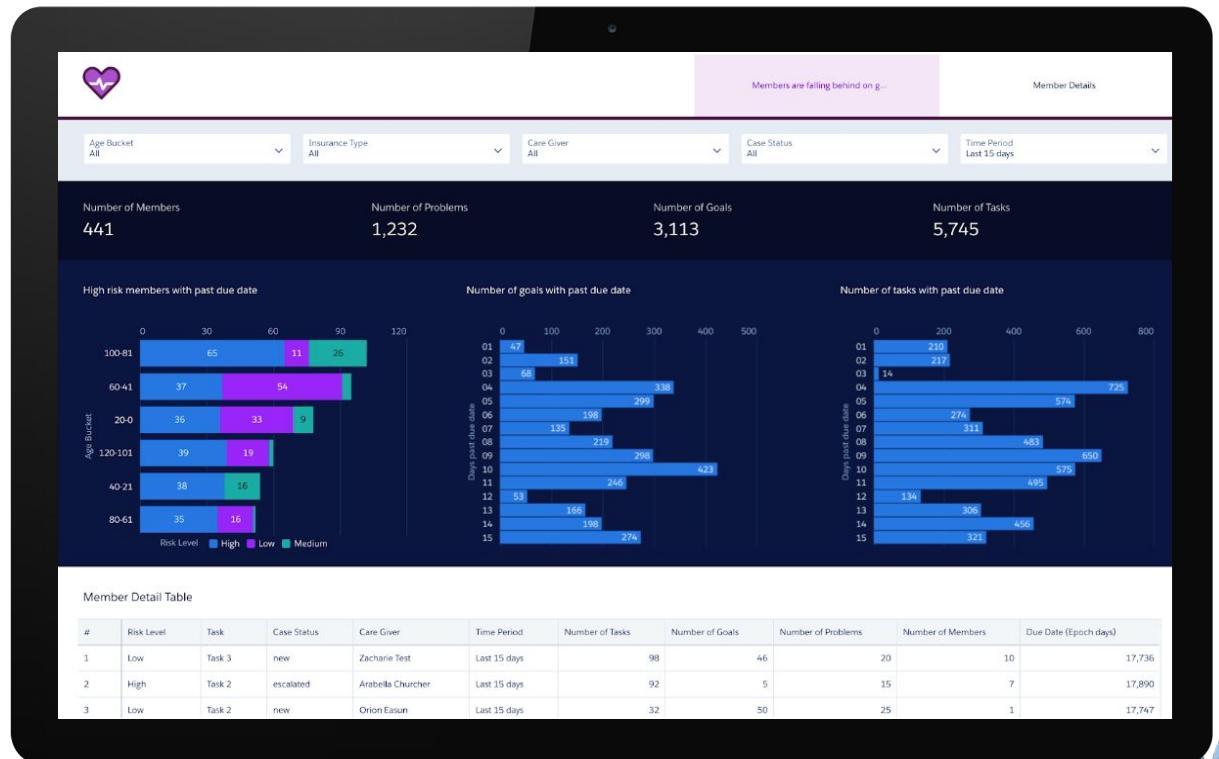
Business User

Einstein Analytics for Healthcare

Get predictions and recommendations with pre-built templates for providers and payers that will help make every patient and member interaction smarter and more personalized.

[Learn More](#)

*Add on for Health Cloud



Business User

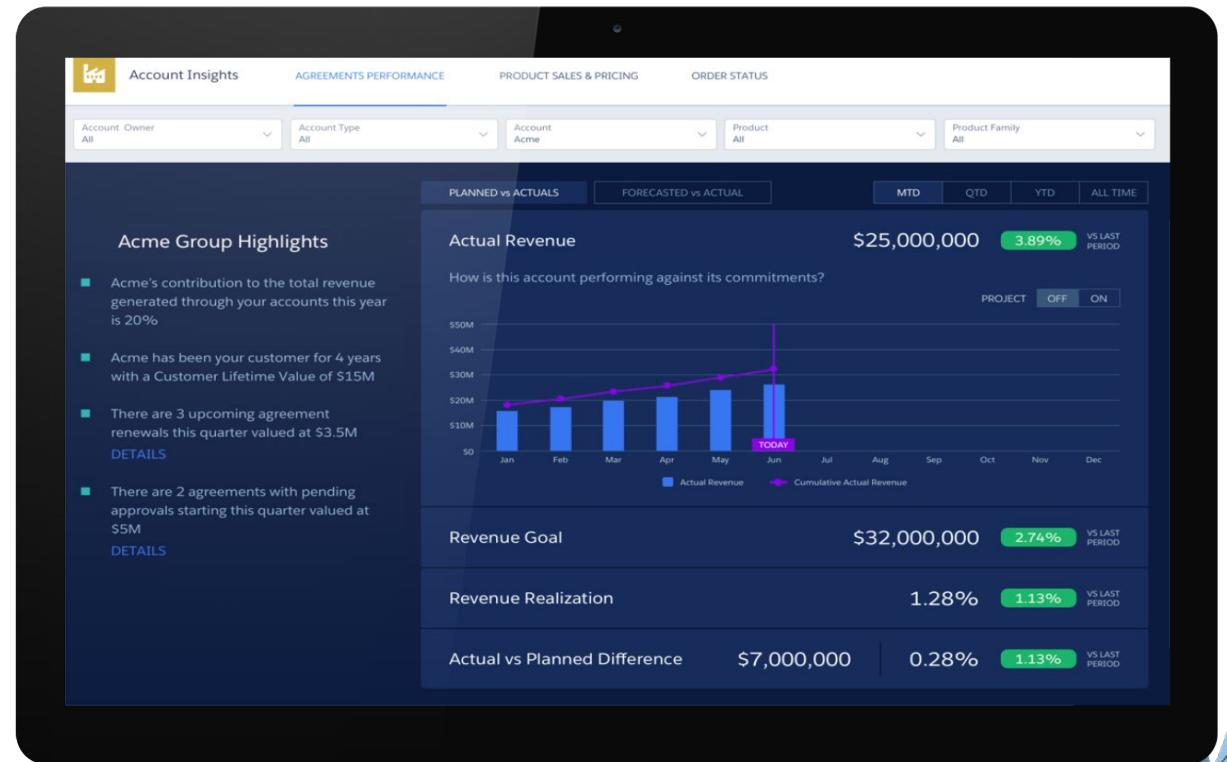
Einstein Analytics for Manufacturing

Bring AI-Powered intelligence and insights to day to day operations. Take actions based on manufacturing analytics measured across your entire business.

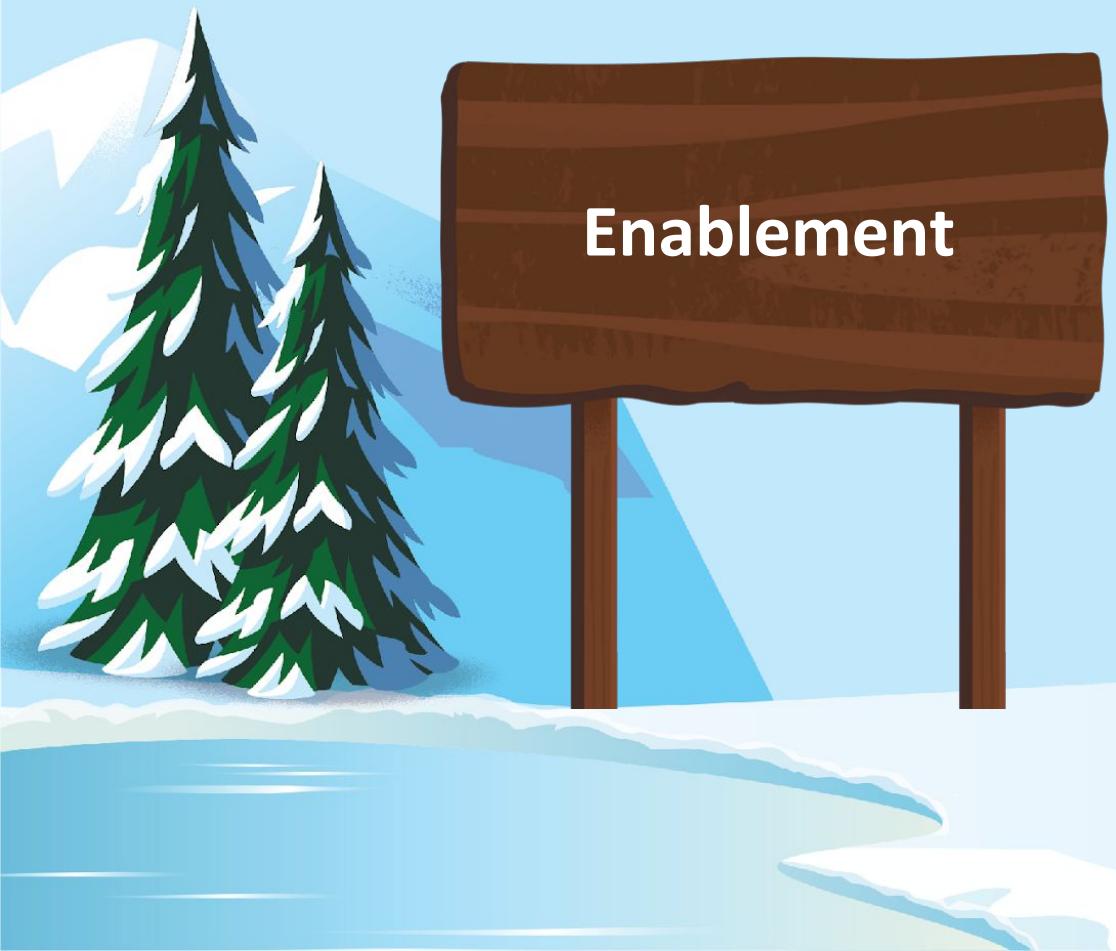
[Learn More](#)



*Available with purchase of Einstein Analytics

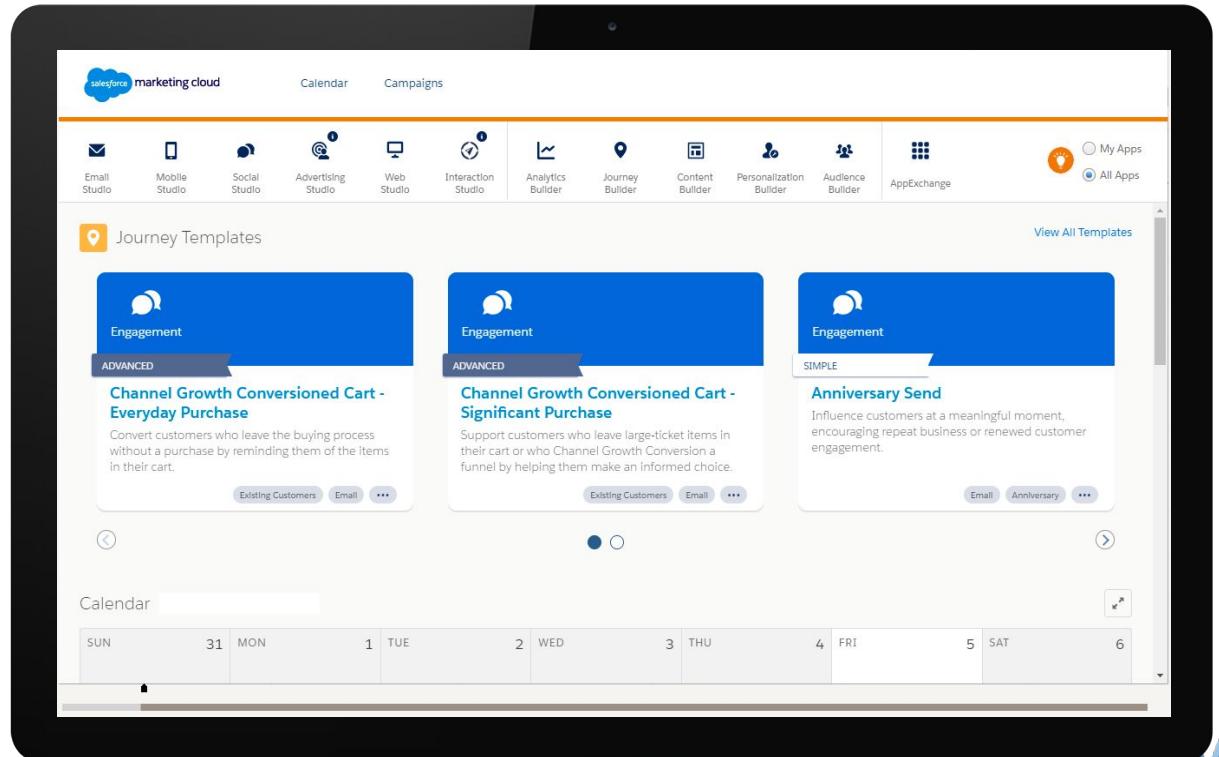


Business User



Trailhead Simulator

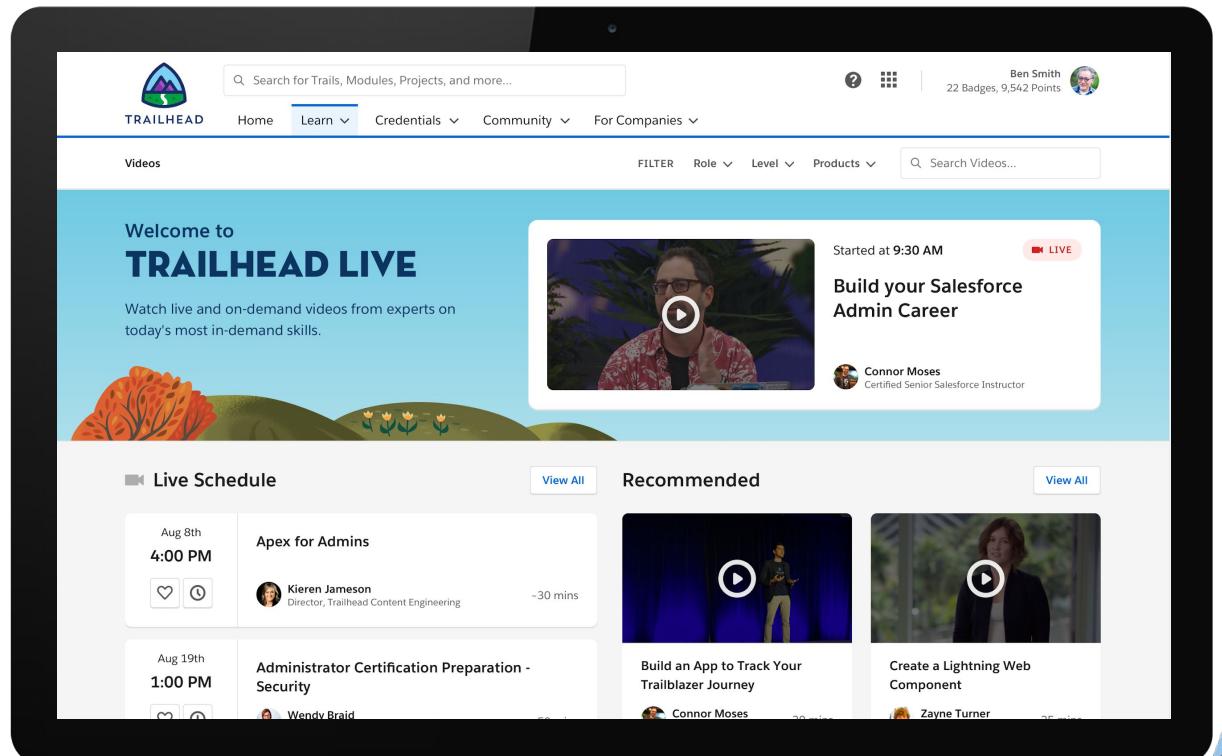
Get a hands-on experience with Marketing Cloud in Trailhead. Learn how to create email templates, send emails, and more.



Business User

Trailhead Live

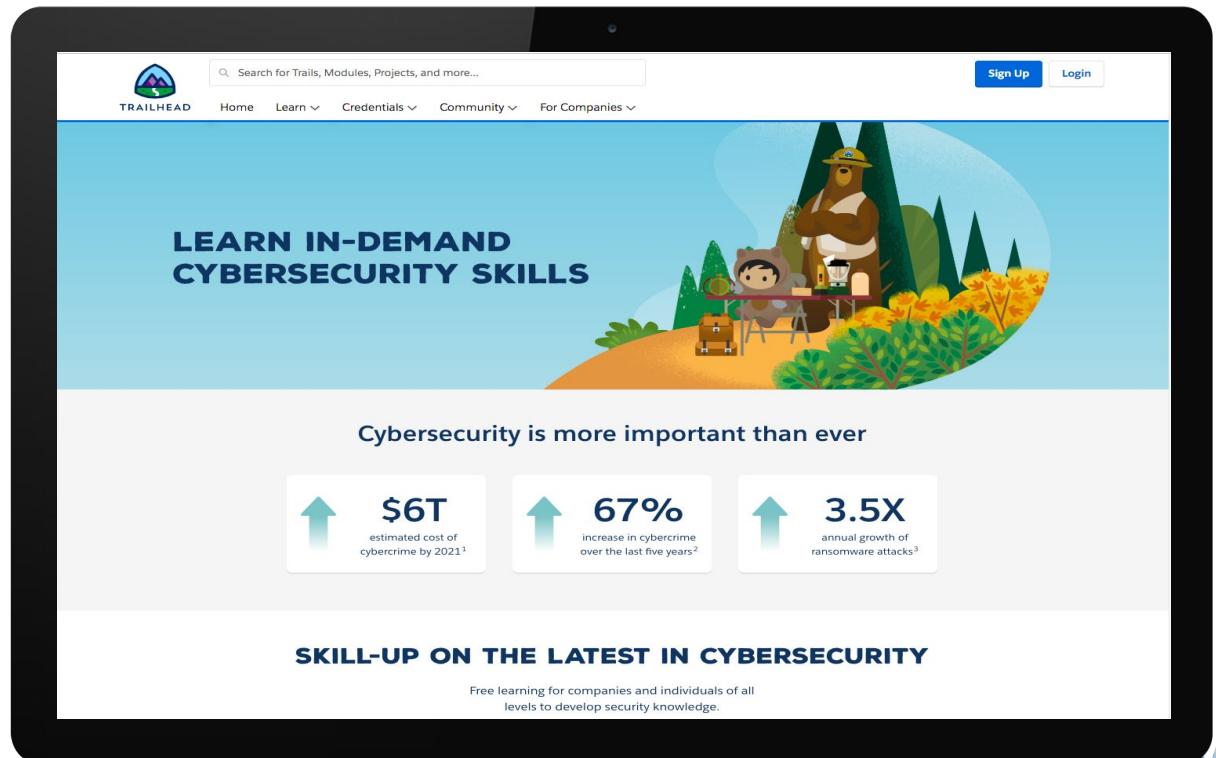
Access free livestream learning and on-demand content. From Salesforce certification to Q&A with experts, learners can benefit from instructor-led tutorials, anytime.



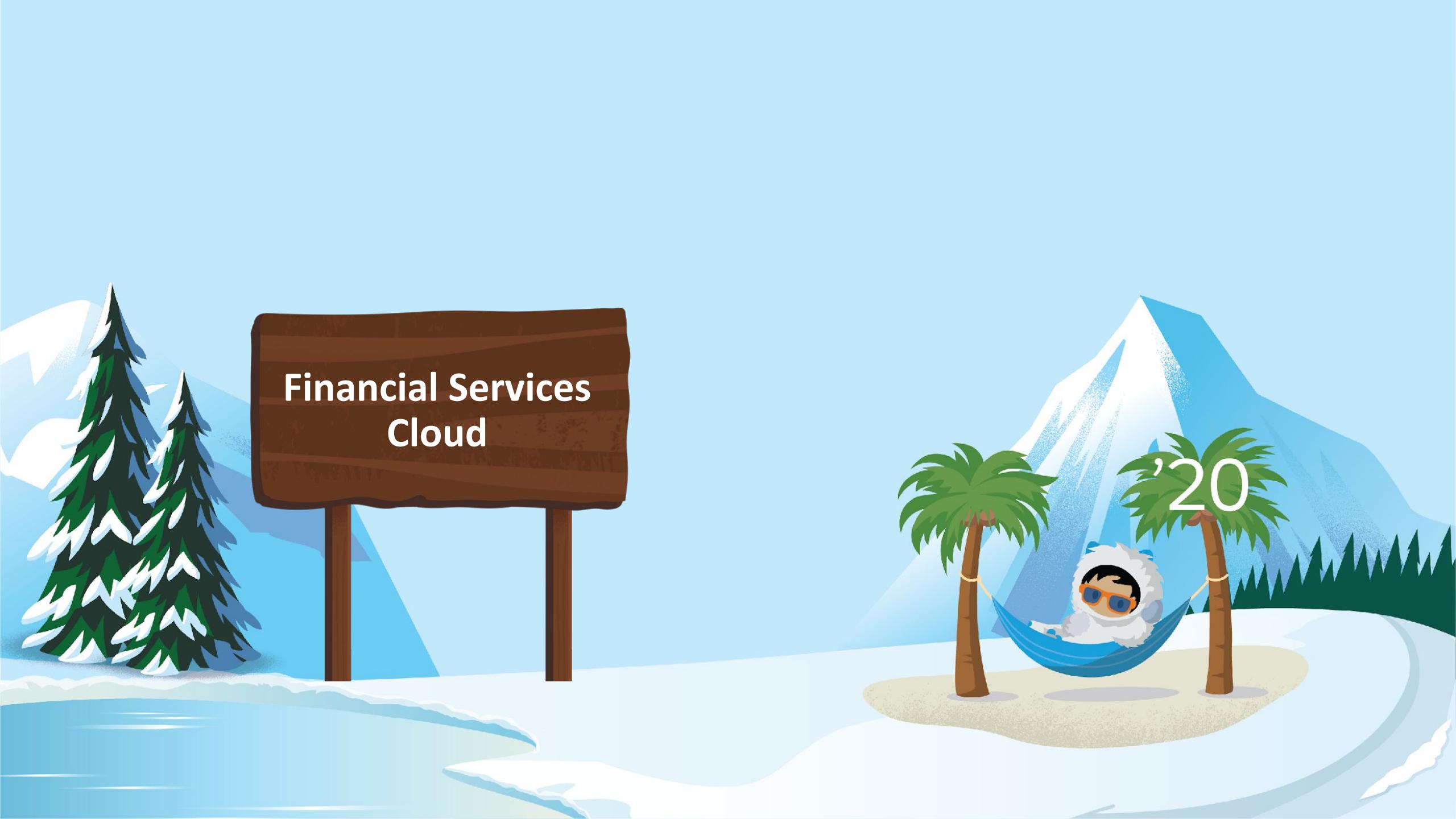
Business User

Cybersecurity Learning Hub

Access free cybersecurity learning. Take advantage of Trailhead's new focus on cybersecurity learning for companies and individuals.



Business User



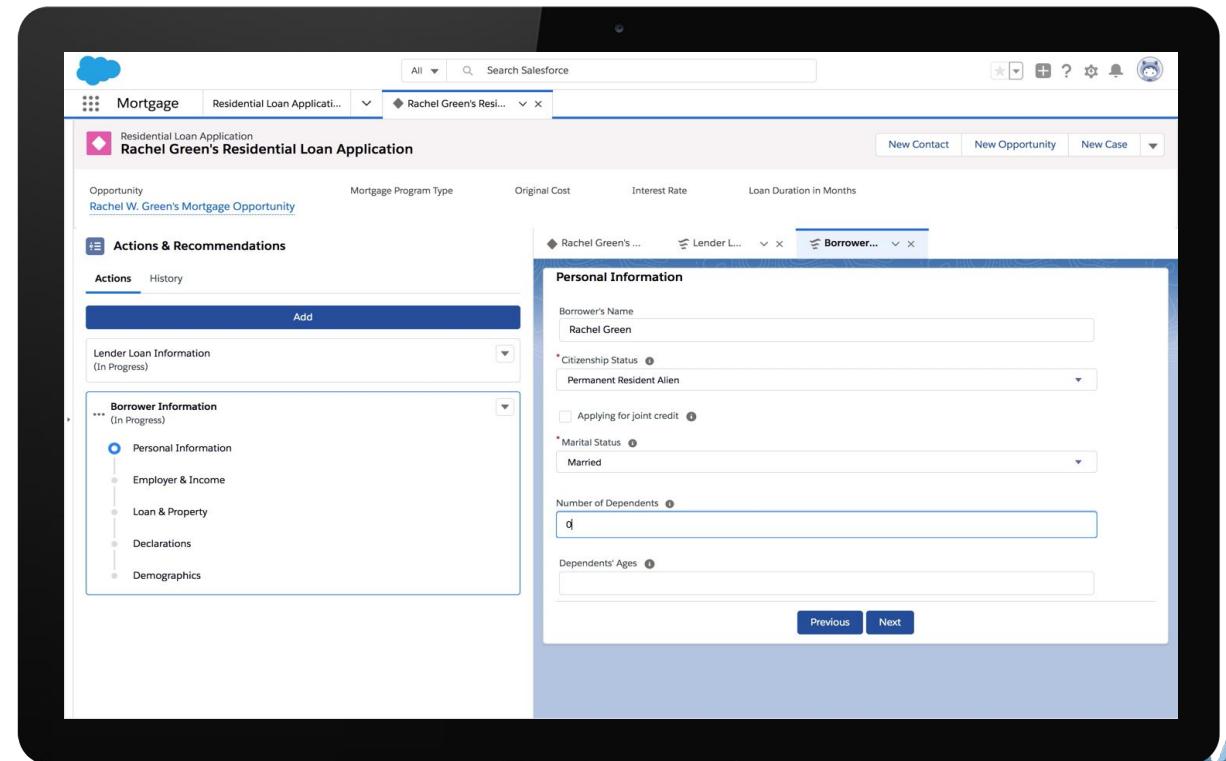
Financial Services
Cloud



'20

Mortgage Innovation for Financial Services Cloud

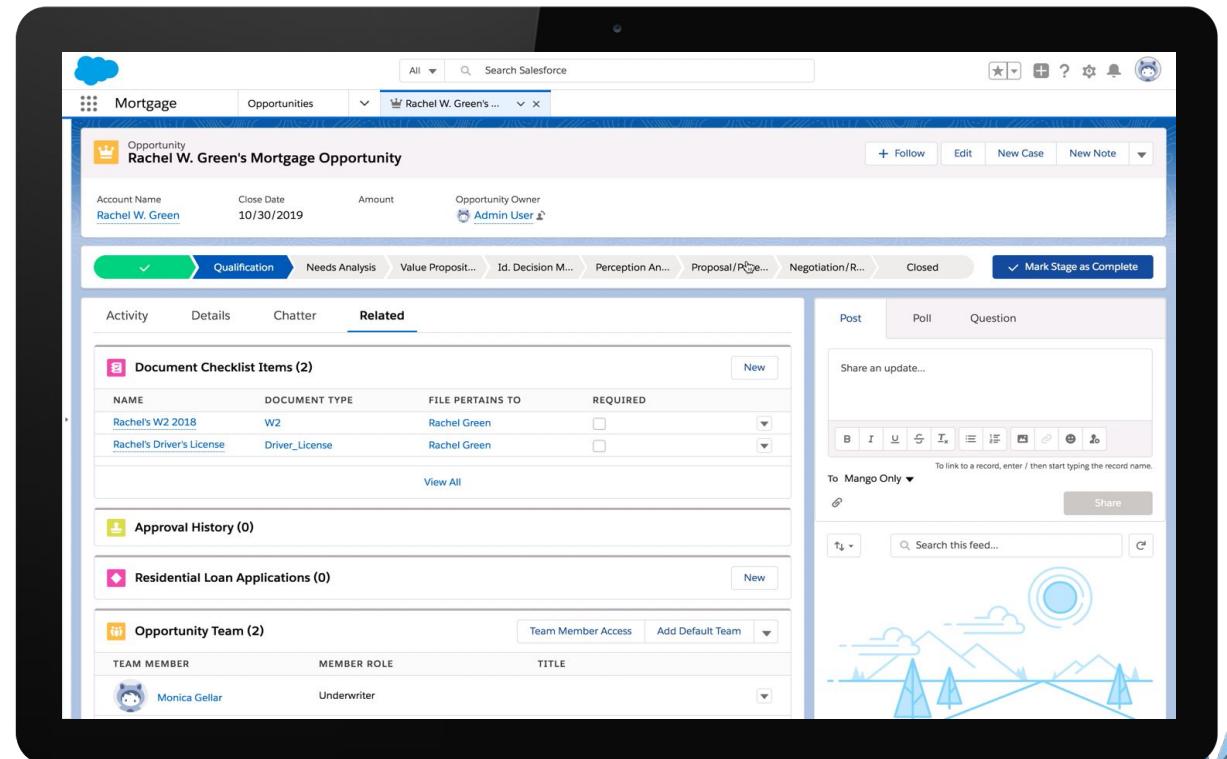
Capture and share borrower information across lines of business. Sample templates provide a guided UI flow for borrowers and loan officers to complete mortgage applications.

[Learn More](#)[Watch Demo](#)

Business User

Document Tracking and Approvals

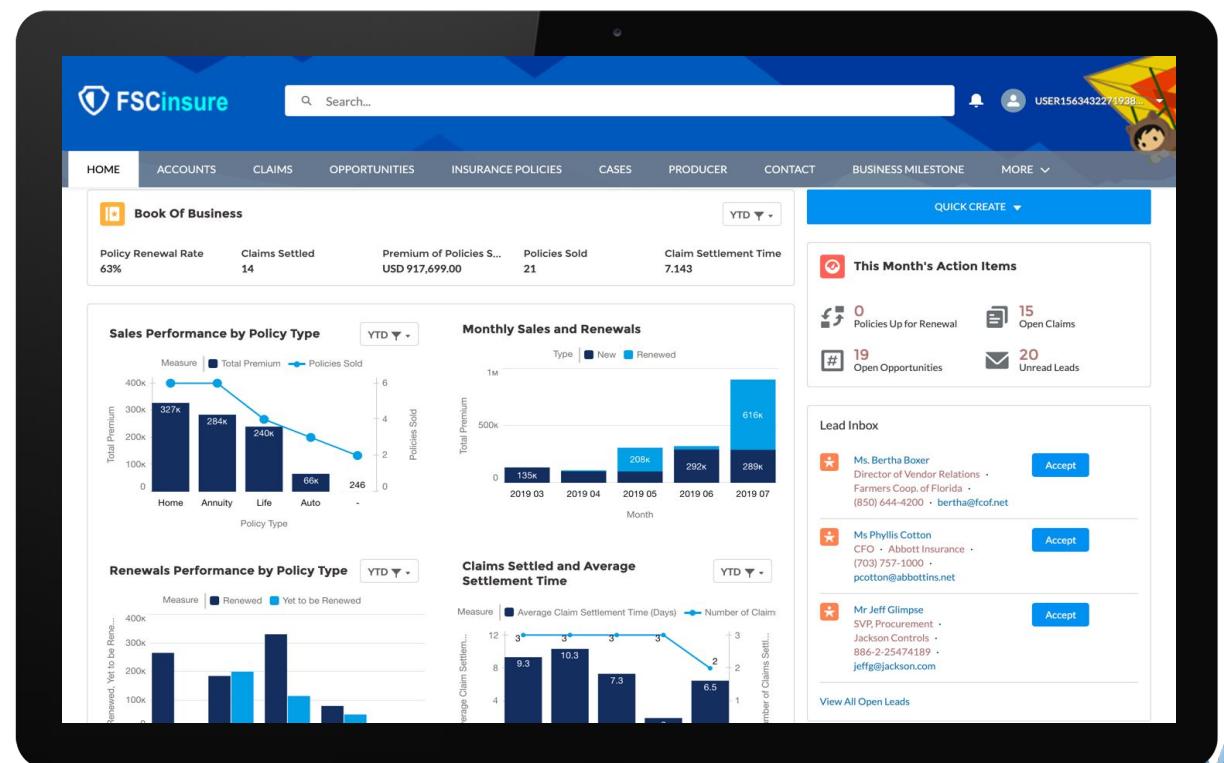
Streamline customer engagements by tracking documents and approvals for use cases like mortgage applications. Enable your customers to upload files and see the status of each document.

[Learn More](#)[Watch Demo](#)

Business User

Community Cloud for Financial Services

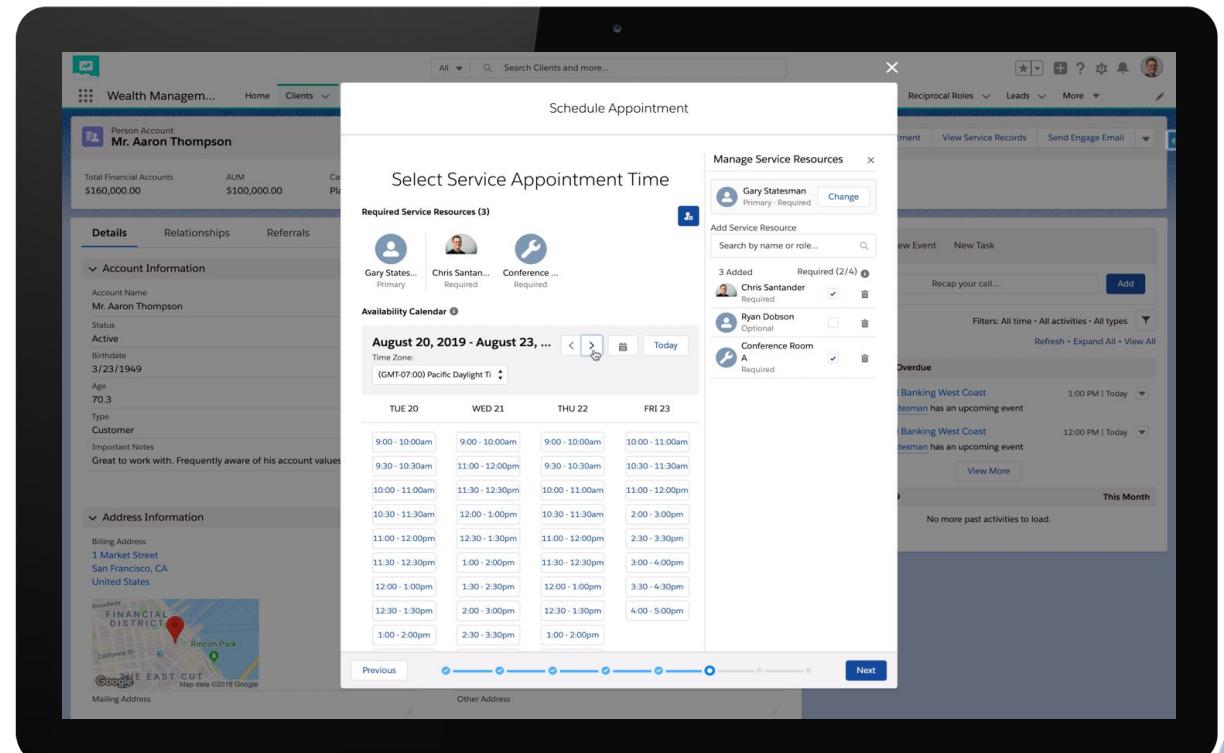
Use the Portal for Independent Insurance Agents, which includes a prebuilt template, components, and flows, to help users access their most important KPIs and metrics.

[Learn More](#)[Watch Demo](#)

Business User

Lightning Scheduler: Multi-Resource Scheduling

Improve customer engagement with precision scheduling that allows you to assemble multiple resources for a customer appointment, based on each resource's skills and availability.

[Learn More](#)[Watch Demo](#)

*Add on for Sales Cloud, Service Cloud, Lightning CRM, Community Cloud, Health Cloud, or Financial Services Cloud

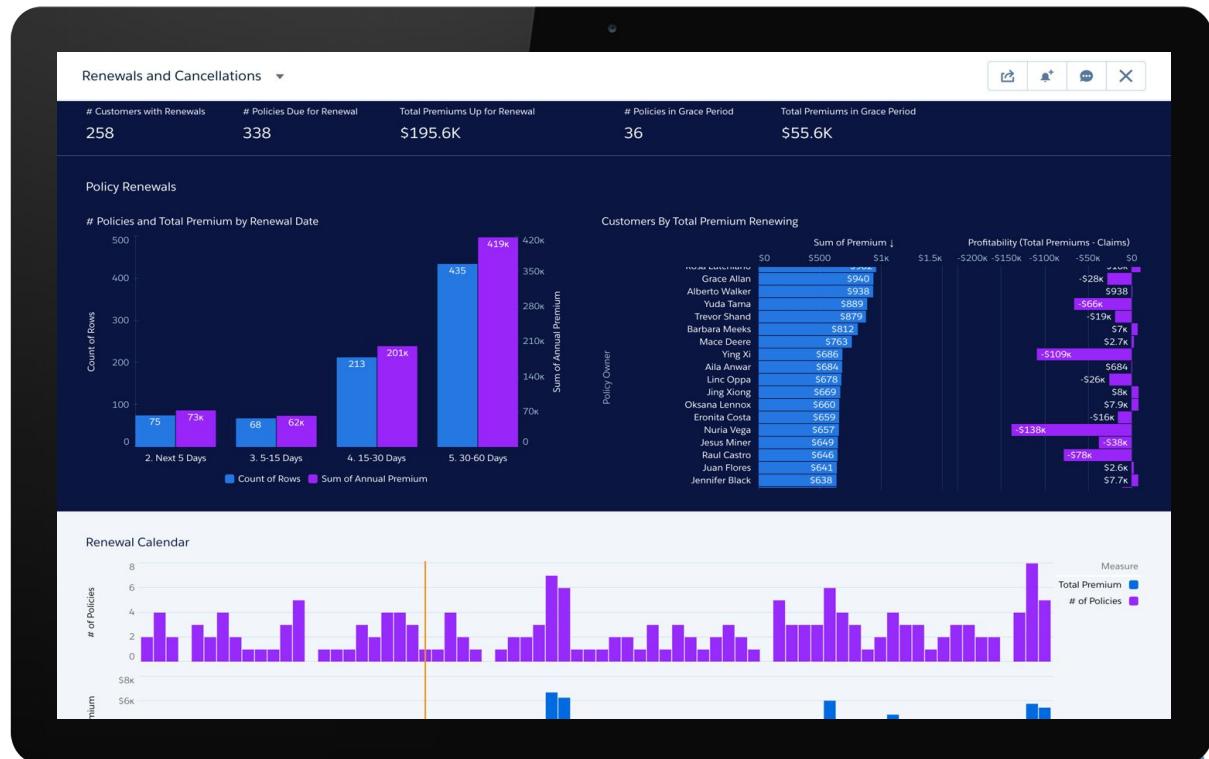
Business User

Einstein Analytics for Financial Services Enhancements: Insurance

The complete intelligence platform for financial services extends into insurance. Provide agents and sales managers with best-practice analytics to grow their book of business.

[Learn More](#)[Watch Demo](#)

*Add on for Financial Services Cloud



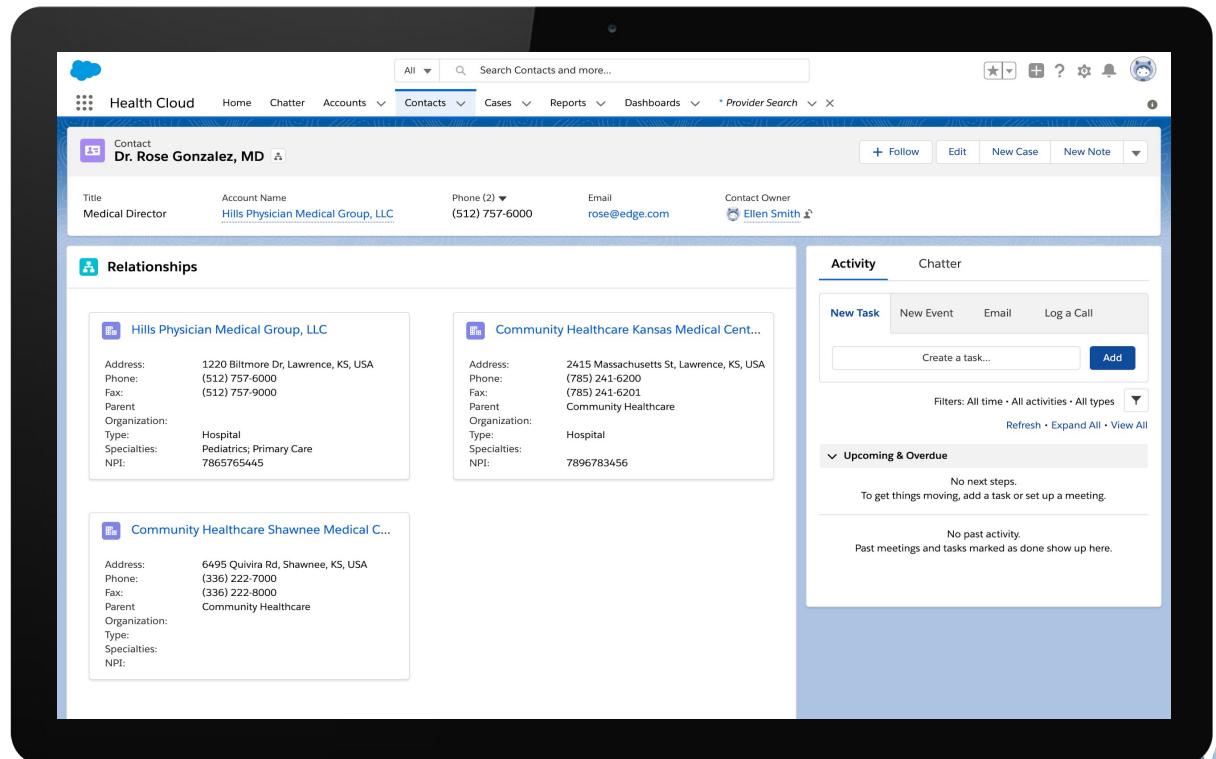
Business User



Health Cloud

Provider Relationship Management

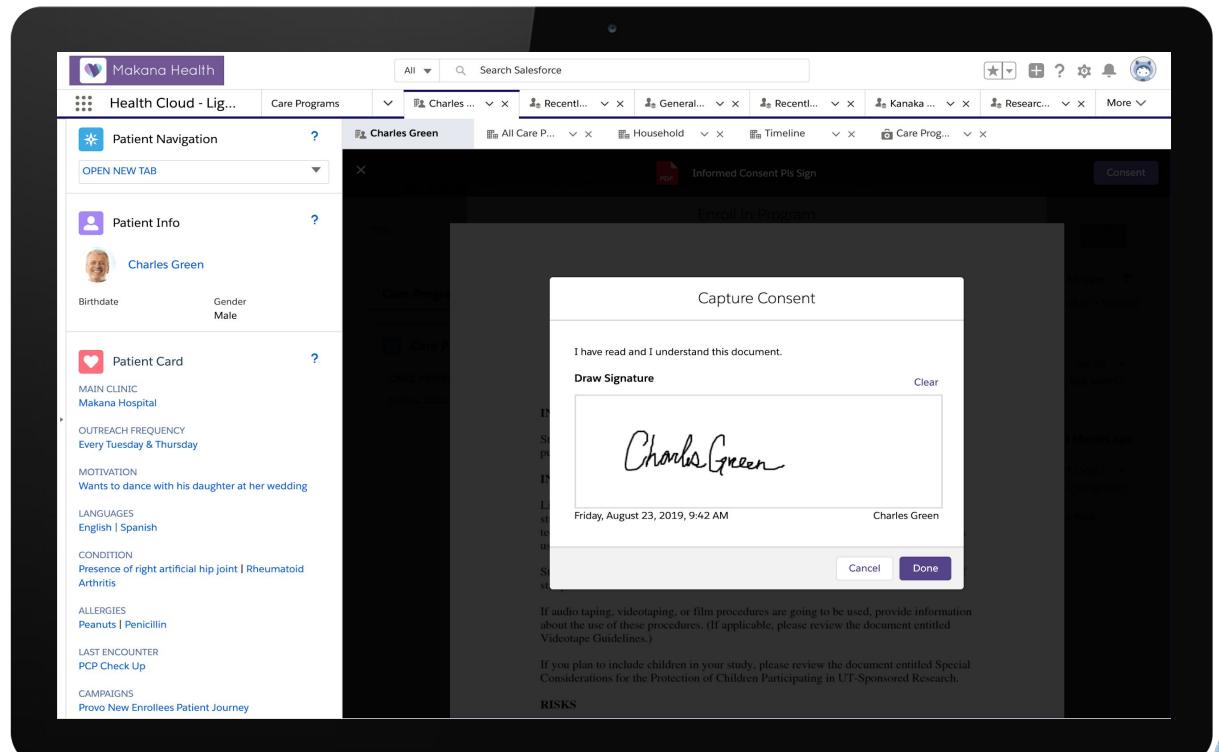
Strengthen provider relationships and gain a full view of your provider network from one place. Improve provider-centered processes like physician search, onboarding, and management.

[Learn More](#)[Watch Demo](#)

Business User

Life Sciences Program Management Enhancements

Maximize the impact of your life sciences care programs and patient services. Capture eSignatures to stay compliant, and easily manage authorization and consent forms.

[Learn More](#)[Watch Demo](#)

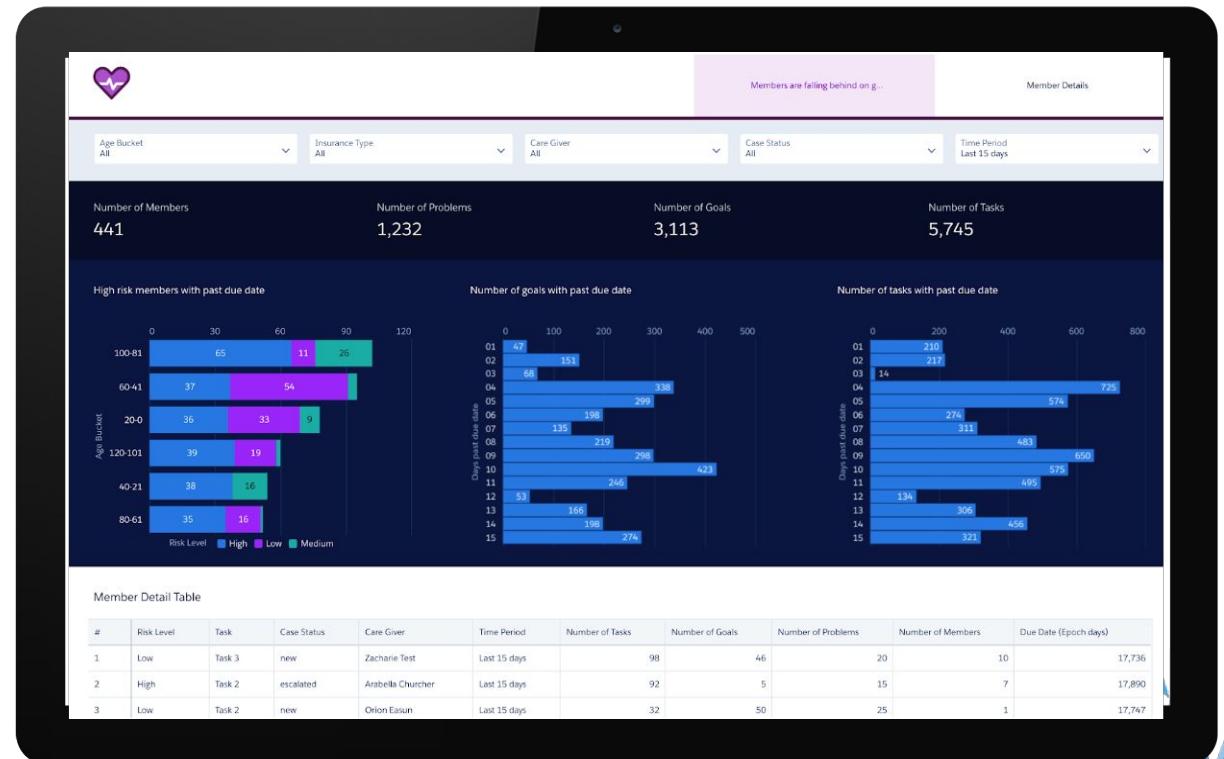
Business User

Einstein Analytics for Healthcare

Get AI-powered insights with a complete intelligence platform for providers and payers. Use pre-built templates to get predictions and recommendations faster.

[Learn More](#)

*Add on for Health Cloud



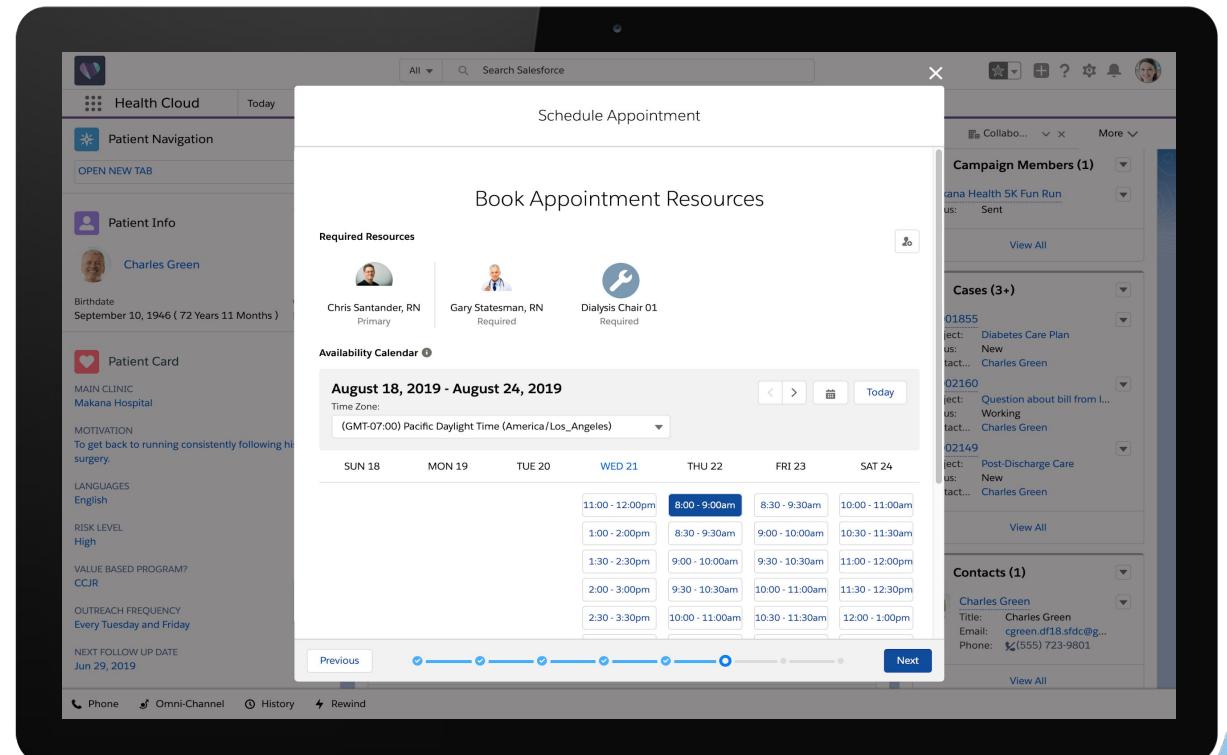
Business User

Lightning Scheduler: Asset Scheduling

Easily book and manage internal healthcare assets like rooms and equipment with Asset Scheduling. Reserve assets like MRI machines or dialysis chairs within existing workflows.

[Learn More](#)

*Add on for Health Cloud



Business User

Account Based Forecasting

Improve medical device sales forecasting and gain a clearer picture of your business. Create account and product specific forecasts and efficiently manage approvals.

[Learn More](#)



A screenshot of the Salesforce Health Cloud interface. The main view shows the 'Forecast' tab for the account 'Great Health Clinic'. It displays a grid of data for three products: HP101 Hip, HP102 Hip, and HP103 Hip. The columns represent metrics like Opportunity Quantity, Total, Oct '19, Sep '19, and Aug '19. A tooltip is visible over the HP102 Hip row, detailing changes in value, auto-calculated values, and manual edits. To the right, the 'Activity' and 'Chatter' panels are visible, showing upcoming meetings and tasks.

Business User



Manufacturing
Cloud



'20

Manufacturing Cloud

Deliver predictability and transparency across your ecosystem. Now, manufacturers have a tailor-made CRM solution to align sales and operations, unify account planning and forecasts, and deliver greater transparency and collaboration — all on a single platform.

[Learn More](#)



A screenshot of the Salesforce Manufacturing Cloud interface. The top navigation bar includes 'All', a search bar, and links for Home, Accounts, Contacts, Sales Agreements, Orders, Opportunities, Products, Chatter, Groups, Tasks, Reports, Price Books, Leads, and Dashboards. The main content shows an account record for 'Catalina Group' (Type: Customer, Phone: (312) 857-6309, Account Owner: Eric Marotta, Industry: Billing Address: 225 N. Michigan Avenue, Chicago, IL 60601). Below this, a 'Forecast' tab is selected, displaying a grid of product metrics over time (JUL'19 to NOV'19). The grid includes columns for Product Name, Metric, Total, and months from July 2019 to November 2019. The right side of the screen shows the Chatter feed with posts and comments from users like Alberta Uplansky and Eric Marotta.

Business User

Sales Agreements

Surface data housed in ERP or Order Management Systems and combine it with the terms negotiated with your customer to create a unified view. Align sales and operations for greater visibility into your run-rate business, making transactions, profits, and revenue margins more predictable.

[Learn More](#)[Watch Demo](#)

The screenshot shows a Salesforce Manufacturing Sales Agreement page for Sales Agreement SA_CG_001. The page displays various details such as Account (Catalina Group), Status (Activated), Start Date (6/1/2019), End Date (5/31/2020), Schedule Frequency (Monthly), and Total Agreement Amount (\$63,164,000.00). The main section shows a grid of product details for METRIC products, including Planned Quantity, Actual Quantity, Planned Amount (USD), Sales Price (USD), Forecasted Amount (USD), and Forecasted Quantity. To the right, there is a sidebar titled "Sales Agreement Products (3+)" listing EC Engine 1, IC Engine 1200, IC Engine 1600, and IC Engine 250 with their respective details. The bottom right corner of the screenshot features a yellow button labeled "Business User".

[Business User](#)

Account-Based Forecasting

Get a unified view of your new and run-rate business with account based forecasting. Now sales, finance, operations, and product teams can collaborate to create more accurate forecasts and improve predictability.

[Learn More](#)[Watch Demo](#)

The screenshot displays the Salesforce Manufacturing Cloud interface. At the top, the navigation bar includes links for Home, Accounts, Contacts, Sales Agreements, Orders, Opportunities, Products, Chatter, Groups, Tasks, Reports, Price Books, and More. Below the navigation is a search bar and a user menu. The main content area shows an account record for 'Catalina Group'. The 'Forecast' tab is selected, displaying a table titled 'All Quantity Metrics' with columns for Product Name, Metric, Total, and months from July 19 to October. The table lists data for various products like EC Engine 1, EC Engine 2, IC Engine 1200, IC Engine 1600, and IC Engine 250. To the right of the forecast table is the 'Activity' sidebar, which includes sections for New Task, Chatter, and Upcoming & Overdue tasks. A message in the sidebar indicates no past activity and lists an upcoming task related to a refresh agreement.

Business User

Community Cloud for Manufacturing

Accelerate planning with transparent partner collaboration. Create more accurate production and revenue forecasts between partners and your company.

[Learn More](#)



The screenshot shows a Sales Agreement record for a 'New Sales Agreement' starting on 7/1/2018 and ending on 7/1/2019. The account manager is Jane Johnson, and the status is 'Draft - Waiting for Review'. The interface includes tabs for DETAILS, AGREEMENT TERMS, RELATED, and ACTIVITY. The AGREEMENT TERMS tab displays a table for three products: ISG11 - Commercial Diesel Engine, IXR11 - Rear Axle, and TRI11 - Strut Transmission. The table shows metrics like Planned Quantity, Forecasted Quantity, Actual Quantity, Sales Price, Discount, and Planned Amount across Q1, Q2, and Q3. To the right of the main content area is a Chatter sidebar with options for Post, Poll, and Question, and a search bar. A callout at the bottom right of the sidebar says 'Collaborate here! Here's where you start talking with your colleagues about this record.'

Business User

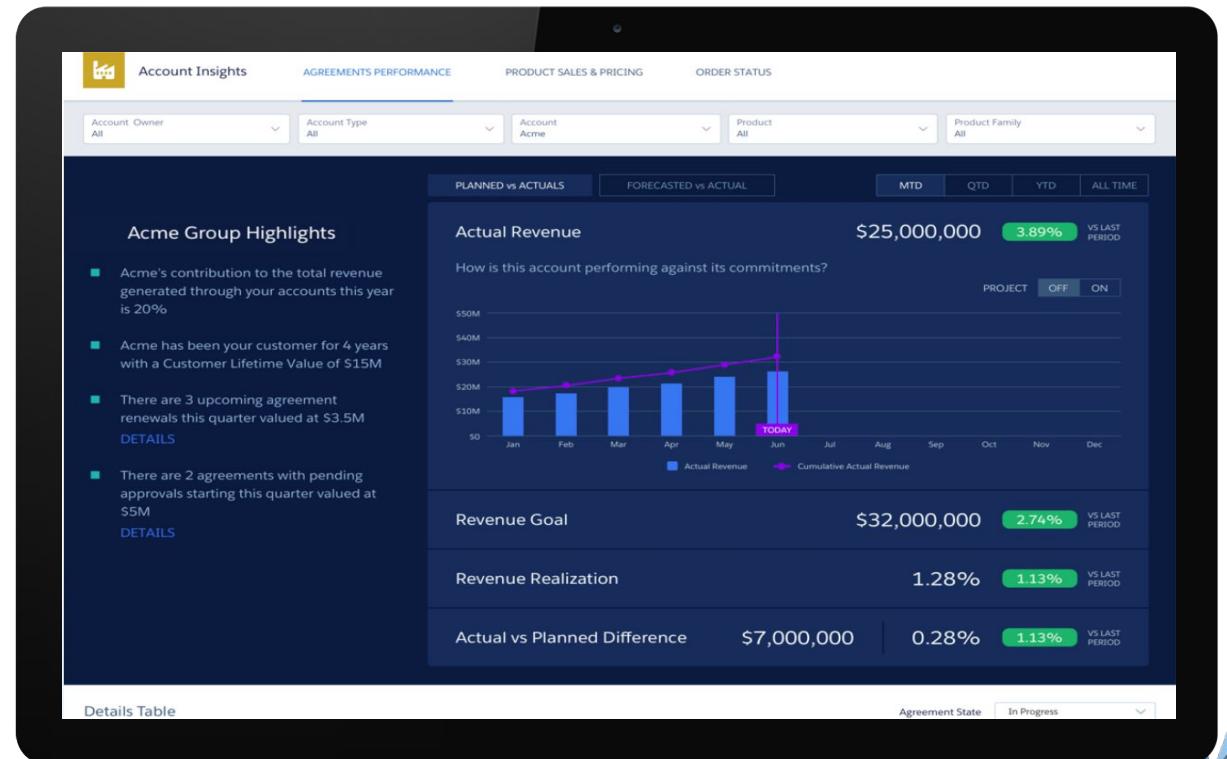
Einstein Analytics for Manufacturing

Bring AI-Powered intelligence and insights to day to day operations. Take actions based on manufacturing analytics measured across your entire business.

[Learn More](#)



*Available with purchase of Einstein Analytics



Business User



Consumer Goods
Cloud

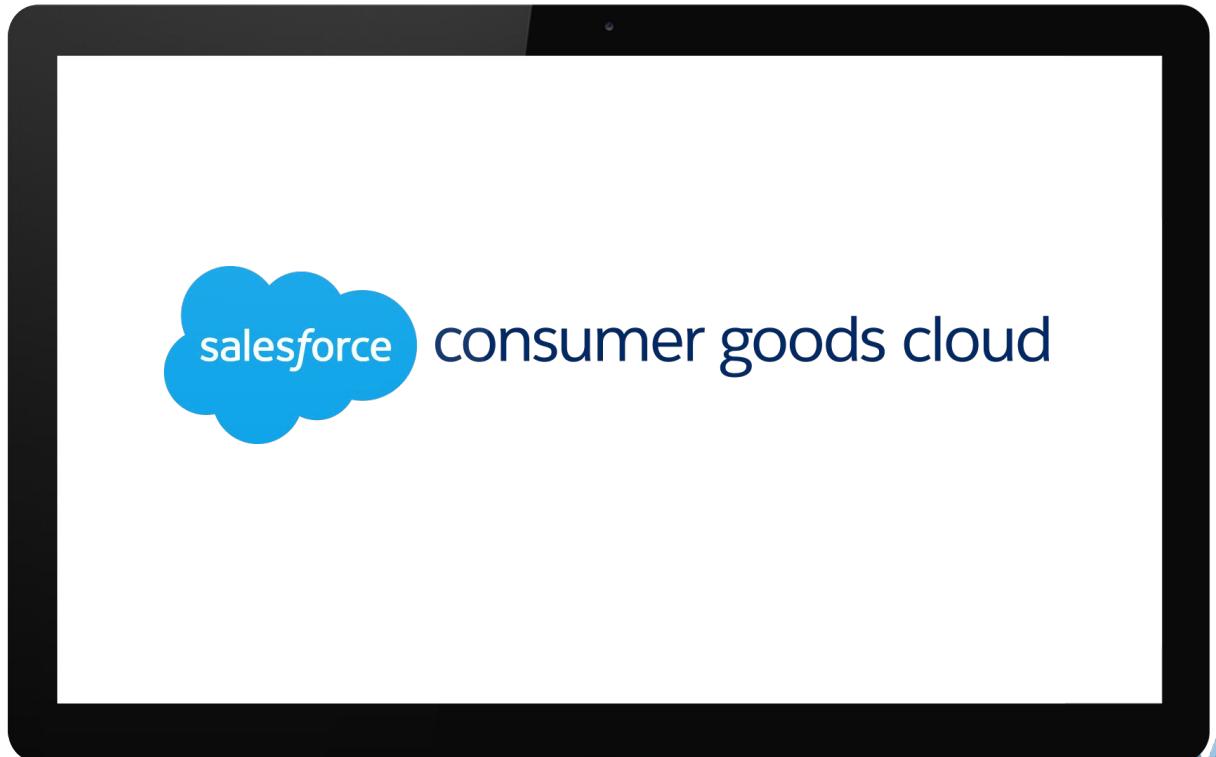


'20

Consumer Goods Cloud

Create closer connections across the entire value chain. Transform how you collaborate with retail partners to drive growth and deliver on your brand promise.

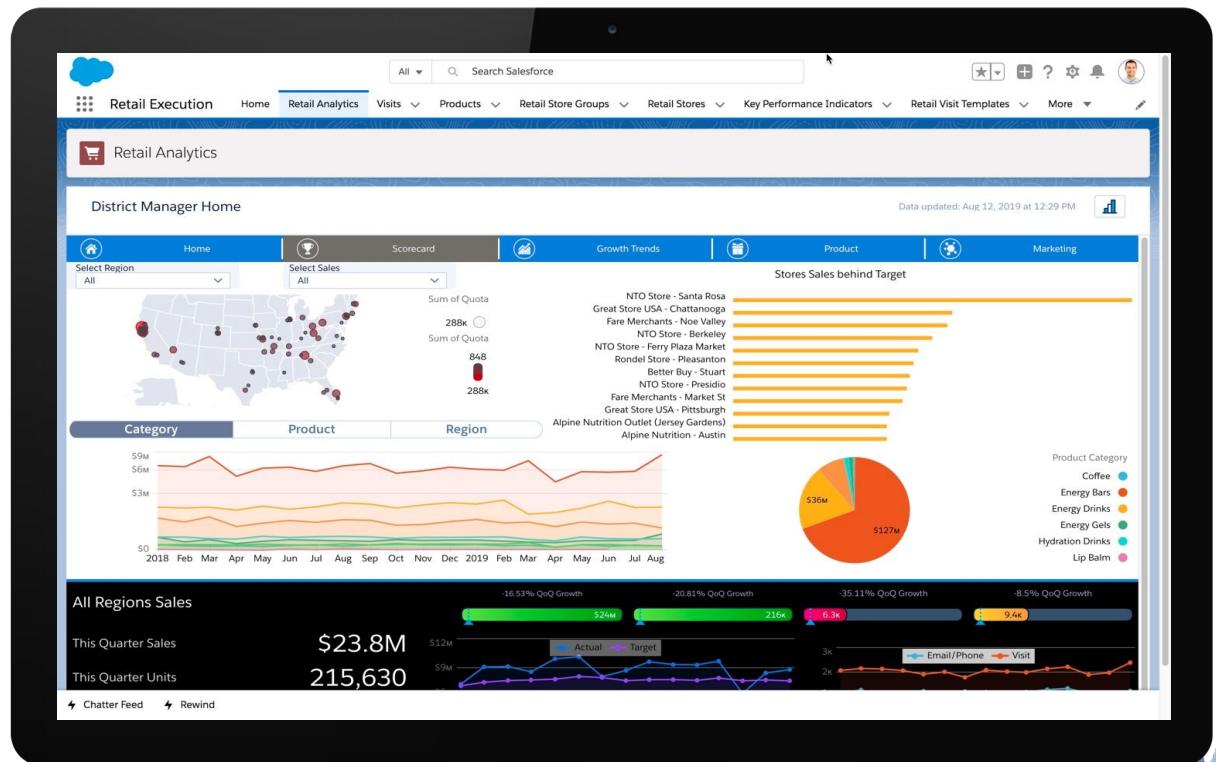
[Learn More](#)



Business User

Retail Execution

Help field reps turn every store into the perfect store, delivering stocked shelves with the right prices and promos. Spend less time on operations and more time building relationships.

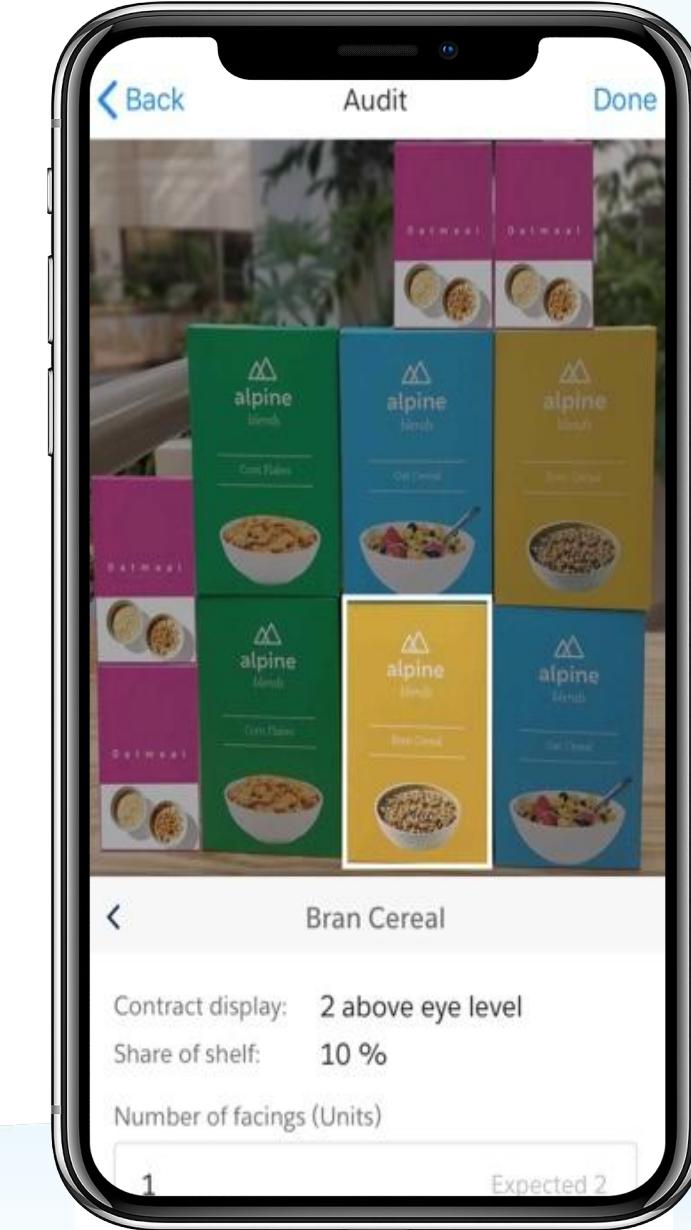
[Learn More](#)[Watch Demo](#)

Business User

Retail Execution: Einstein Vision for Consumer Goods Cloud

Accelerate inventory, planogram, and merchandising compliance checks with AI to increase productivity and audit accuracy.

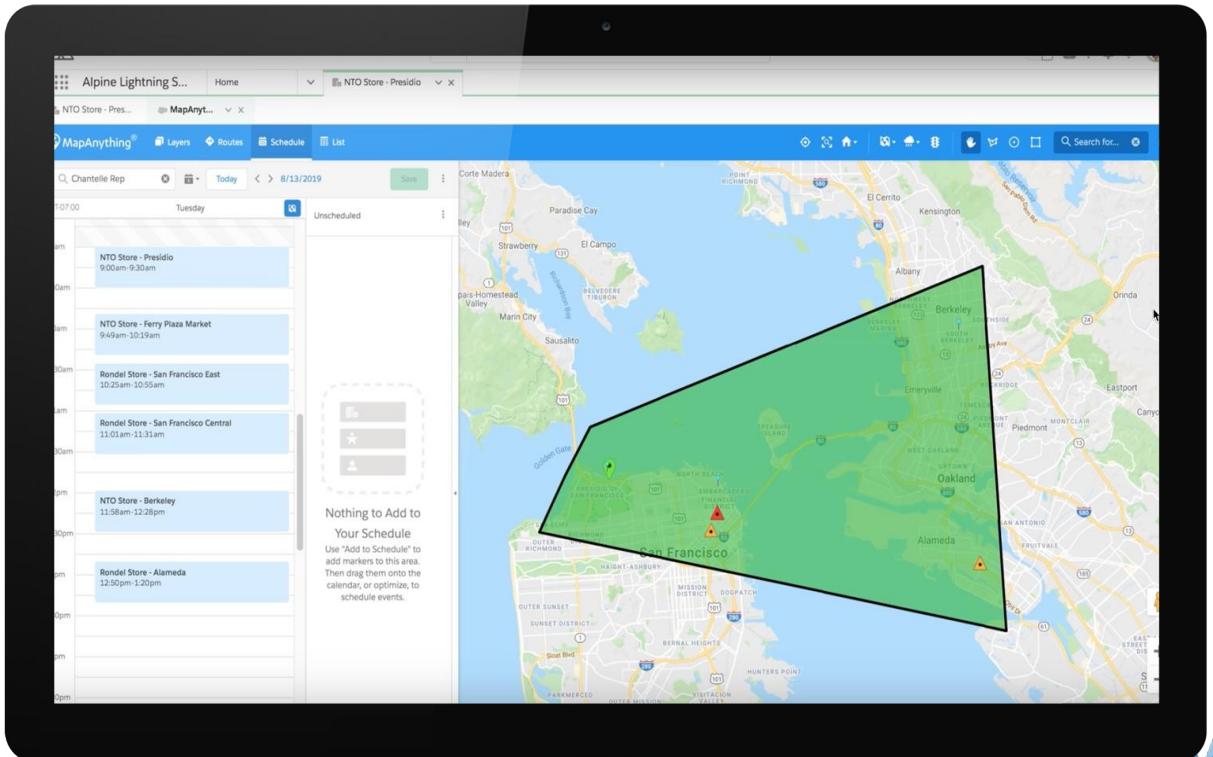
[Learn More](#)



Business User

Retail Execution: Visit Planning

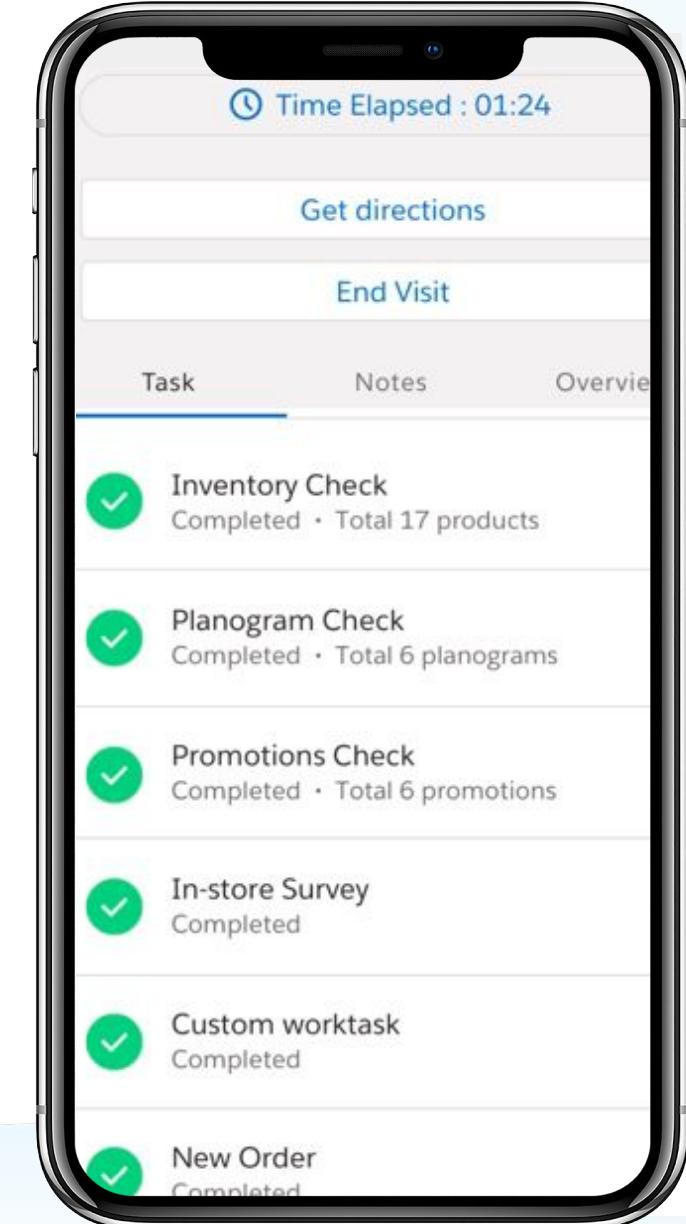
Optimize store visits and drive efficiency by providing field reps with essential data, including store name, location, visit time , and previous visit details.

[Learn More](#)[Watch Demo](#)

Business User

Retail Execution: Visit Execution

Customize templates based on individual store or store segment types. Ensure onsite task completion, from inventory and planogram checks to return order processing and surveys.

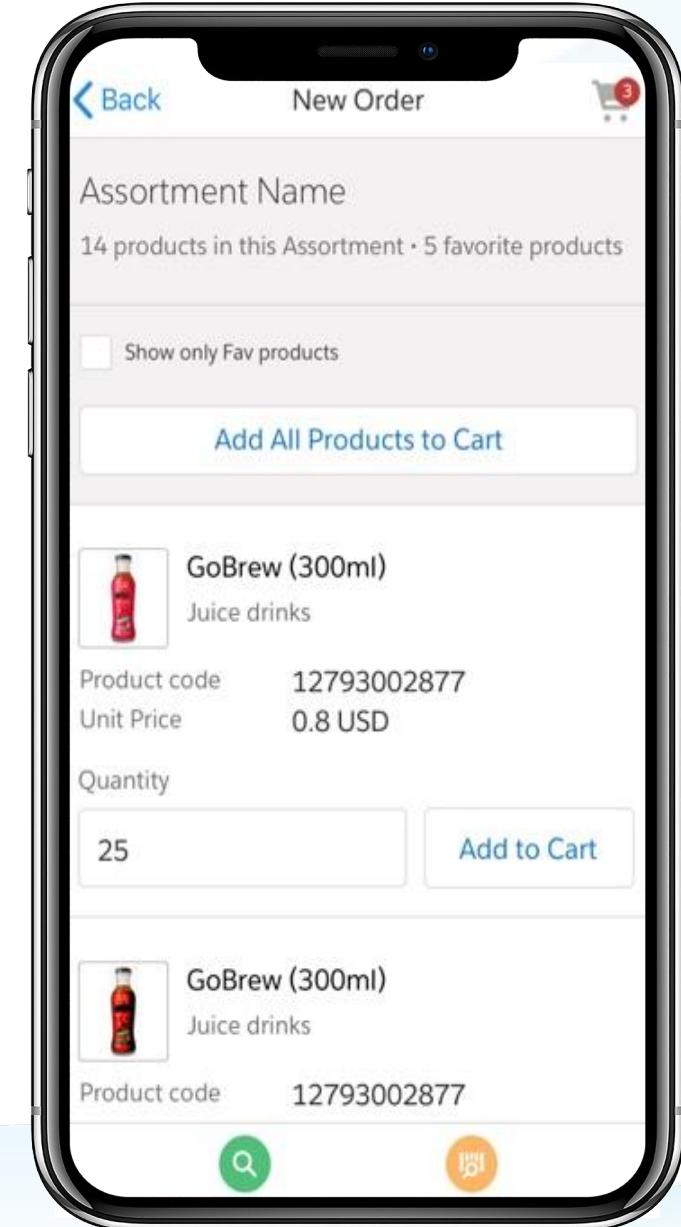
[Learn More](#)[Watch Demo](#)

Business User

Retail Execution: Mobile Order Capture

Make in-store order capture easier than ever. Access and input important data such as category, product, quantity, pricing, discounts, and promotions--all from a mobile device.

[Learn More](#)



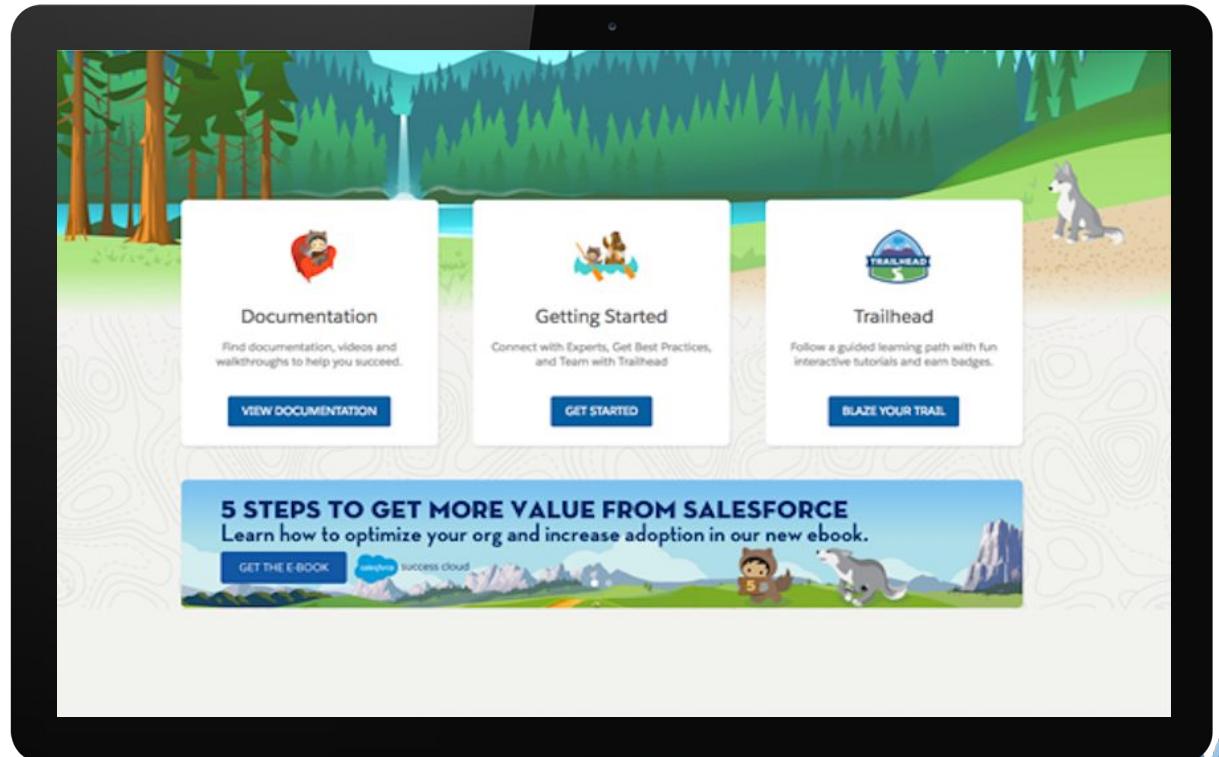
Business User



Help Portal Enhancements

Get the answers you need faster than ever with better live chat UI, improvements to case management, and case scheduler capabilities. Plus, Ask Blaze is smarter than ever.

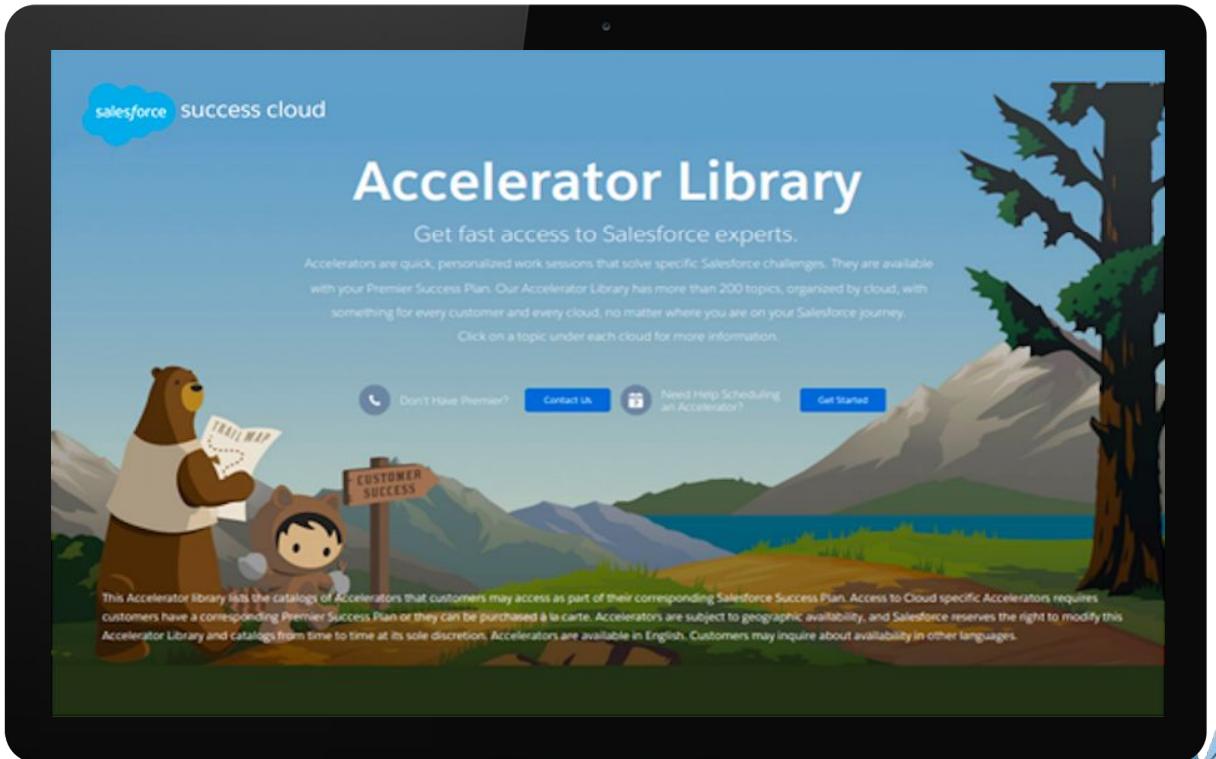
[Learn More](#)



Admin

New & Refreshed Accelerators

Take advantage of 1-on-1 coaching sessions with Salesforce Specialists including new Accelerators for Service Cloud, Heroku, and Marketing Cloud.

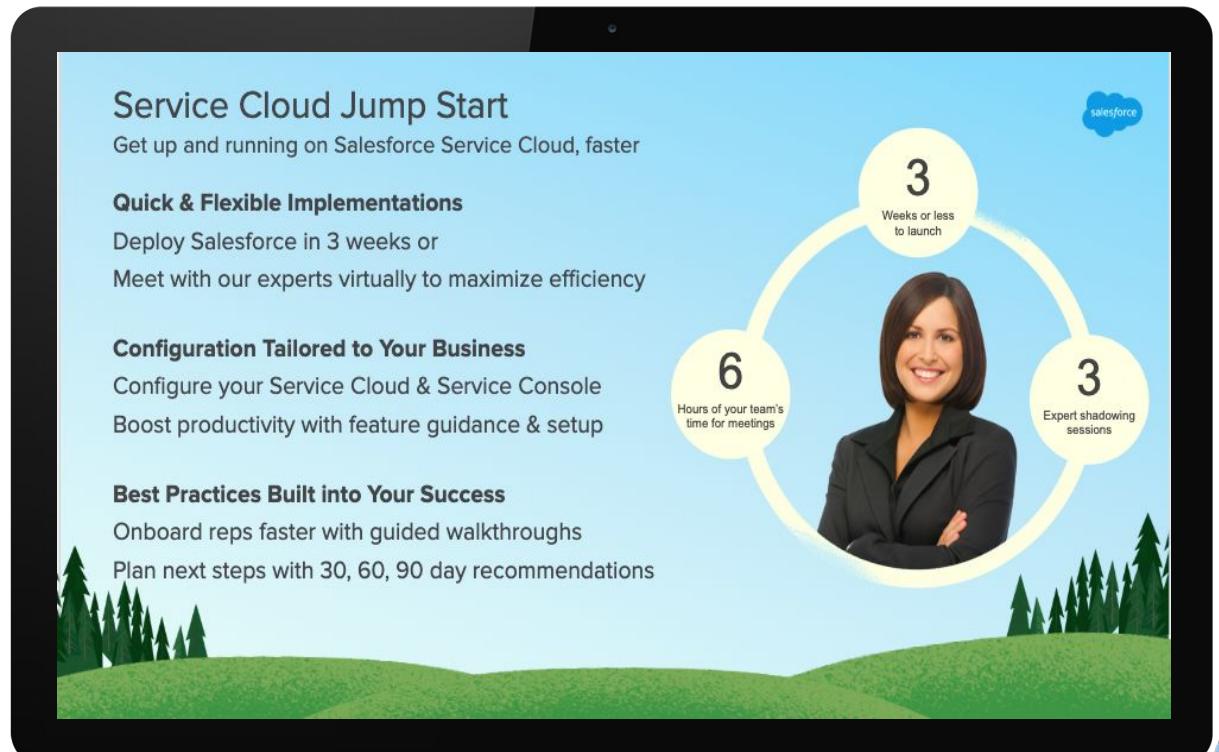
[Learn More](#)[Watch Demo](#)[Admin](#)

Service Cloud Jump Start

Get up and running with Service Cloud within weeks. Implementation experts can set up your environment with key business processes, features, and fields.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Service Cloud



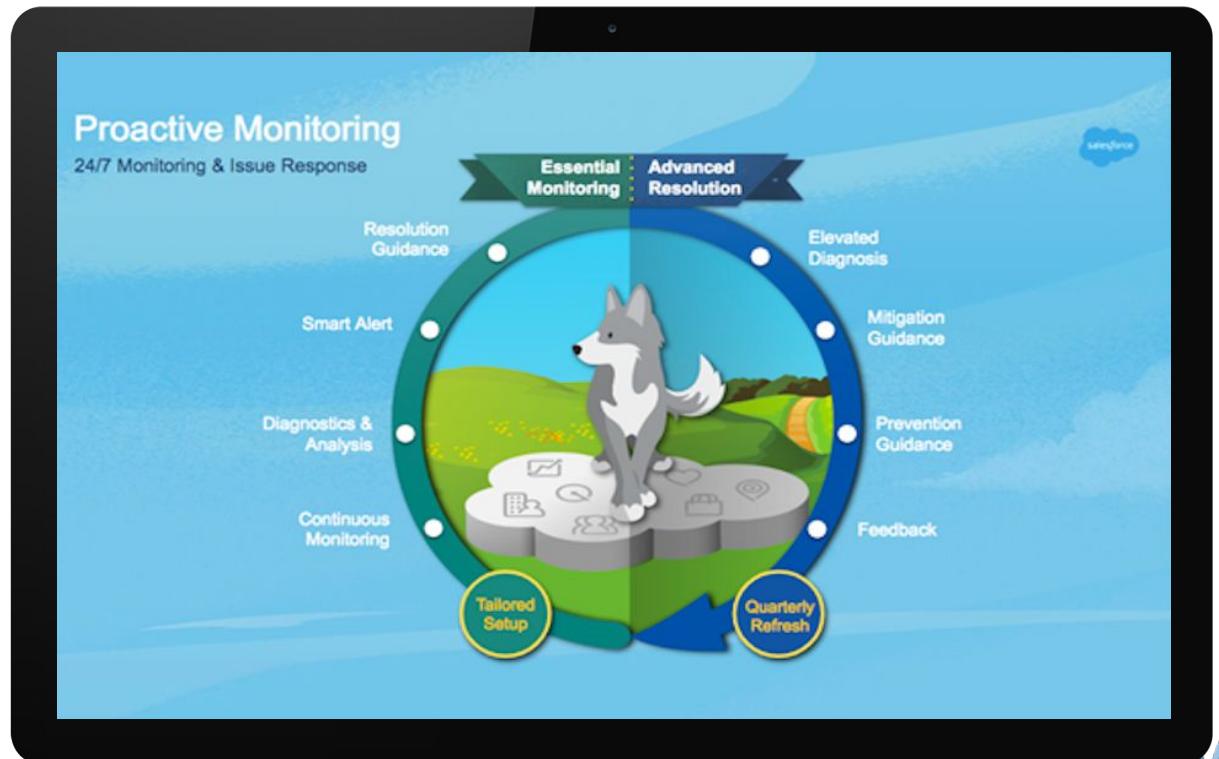
Business User

Priority Bundle Enhancements

Take advantage of extended Premier Priority coverage for protection of your most critical business processes in Sales Cloud, Service Cloud, Marketing Cloud, and now, Heroku.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Premier Priority edition



Business User

Marketing Cloud Campaign Services

Maximize key Marketing Cloud features with the help of expert services. Whether you're new to Marketing Cloud or diving into advanced usage, this is sure to supercharge your campaigns.

[Learn More](#)[Watch Demo](#)

*Available with purchase of Marketing Cloud

Marketing Cloud Digital Services
Expert services to ensure your cross-channel program is successful

Create better cross-channel engagement with your customers
Strategic roadmap that informs configuration, integration & implementation
Fully leverage 1st, 2nd & 3rd party data across email, SMS & paid media channels
Use case & cross-channel journey roadmap to optimize usage throughout Year 1

Launch personalized cross-channel campaigns and journeys, faster
Guidance on how to prioritize next best ROI campaigns & journeys
Training on platform analytics to track success & impact of touchpoints

Maximize your ROI while minimizing time to value
Get it right the first time with configuration that is "future proofed"
Operating processes & training that set you up for success Year 1 & beyond

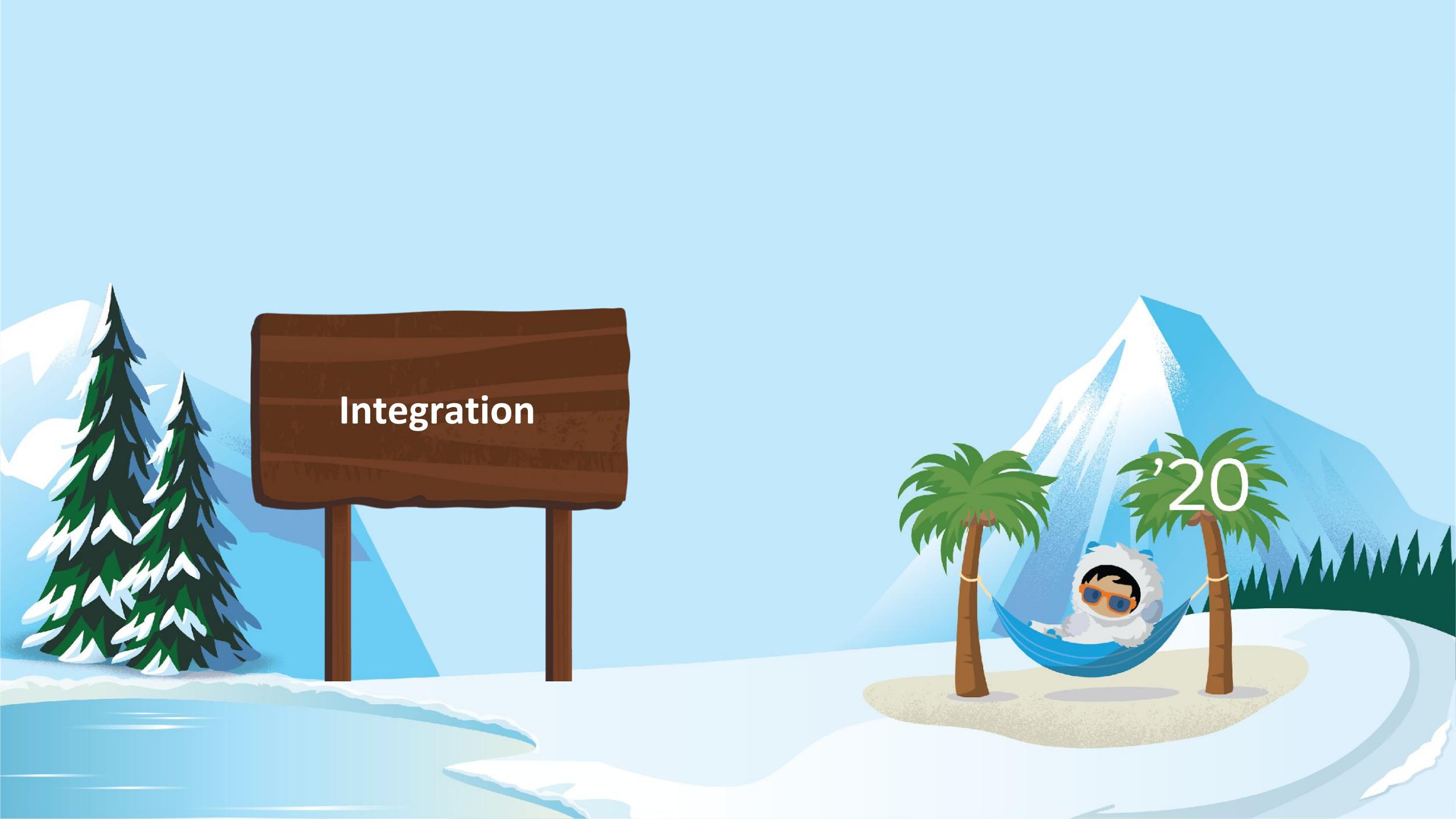
42% Increase in Cross-Channel Revenue

7X Email Engagement

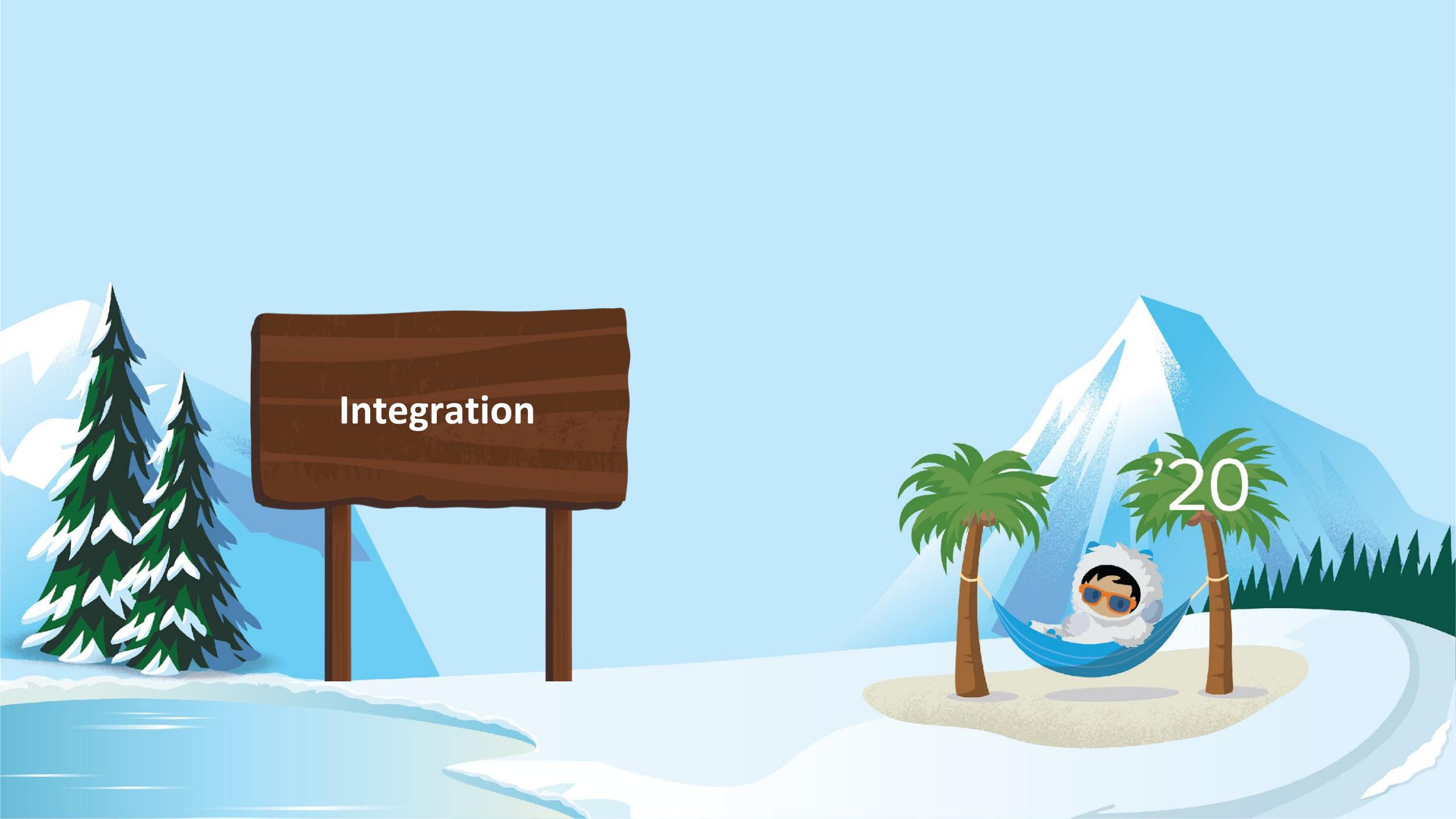
70% Lift in Conversions

Marketing Cloud Digital Services: Growth, Plus & Advanced Packages

Business User



Integration



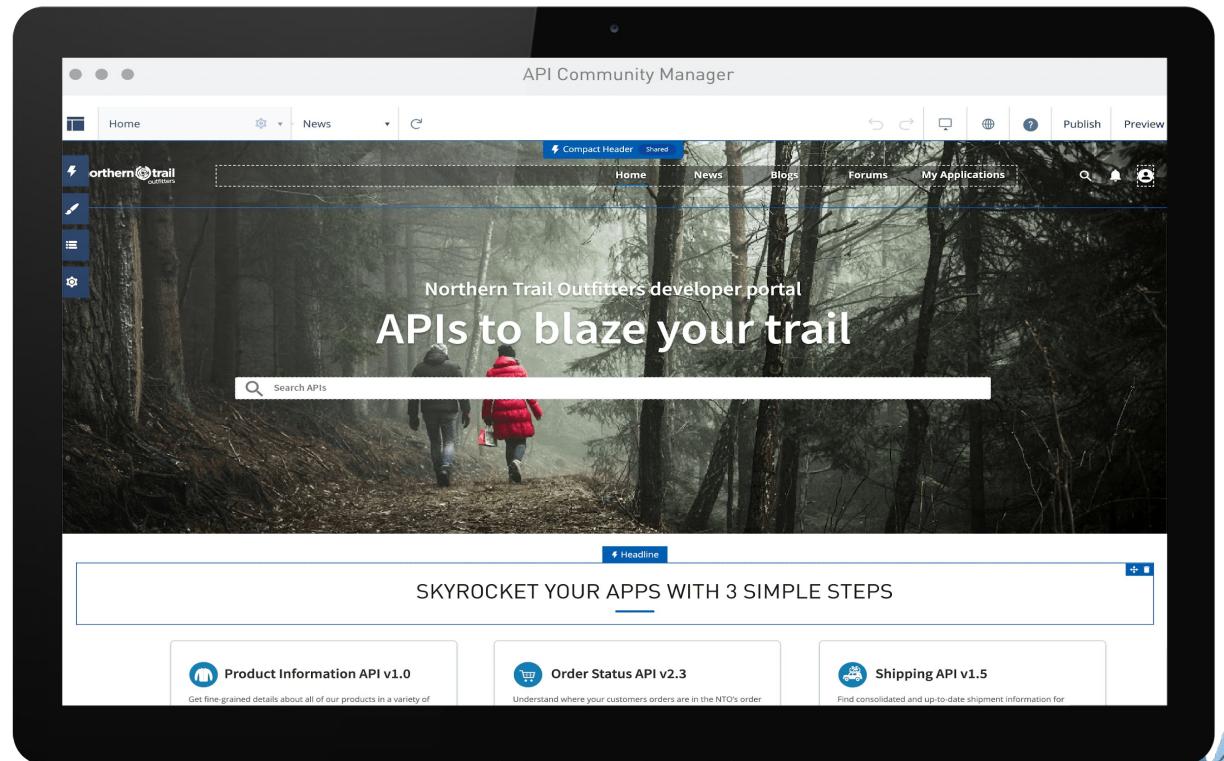
'20

Anypoint API Community Manager

Build a developer community around your APIs. Engage developers through member forums, chat, or case management. Create a personalized branded experience with clicks, not code.

[Learn More](#)[Watch Demo](#)

*Add-on for Mulesoft Anypoint Platform

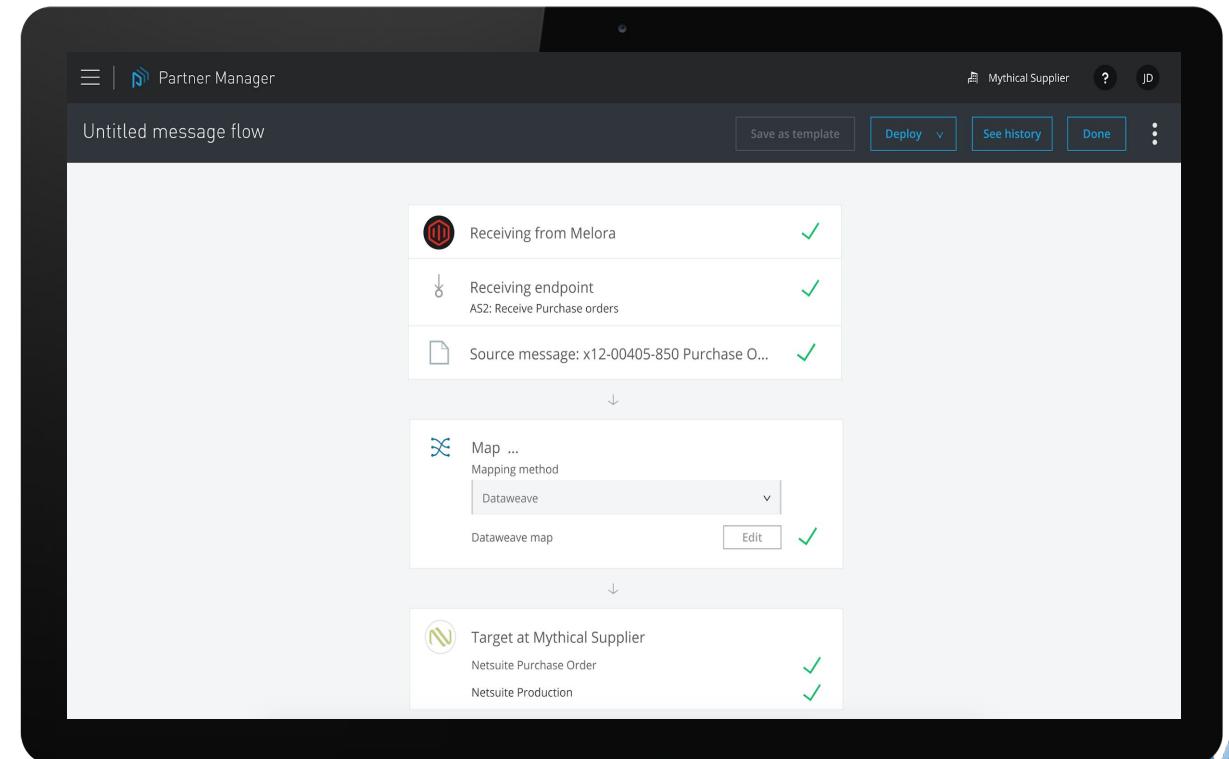
[Developer](#)

Anypoint Partner Manager

Connect to 3rd party suppliers and distributors across your value chain with an integrated B2B solution. Increase operational resilience through end-to-end transaction visibility.

[Learn More](#)

*Add-on for Mulesoft Anypoint Platform

[Developer](#)

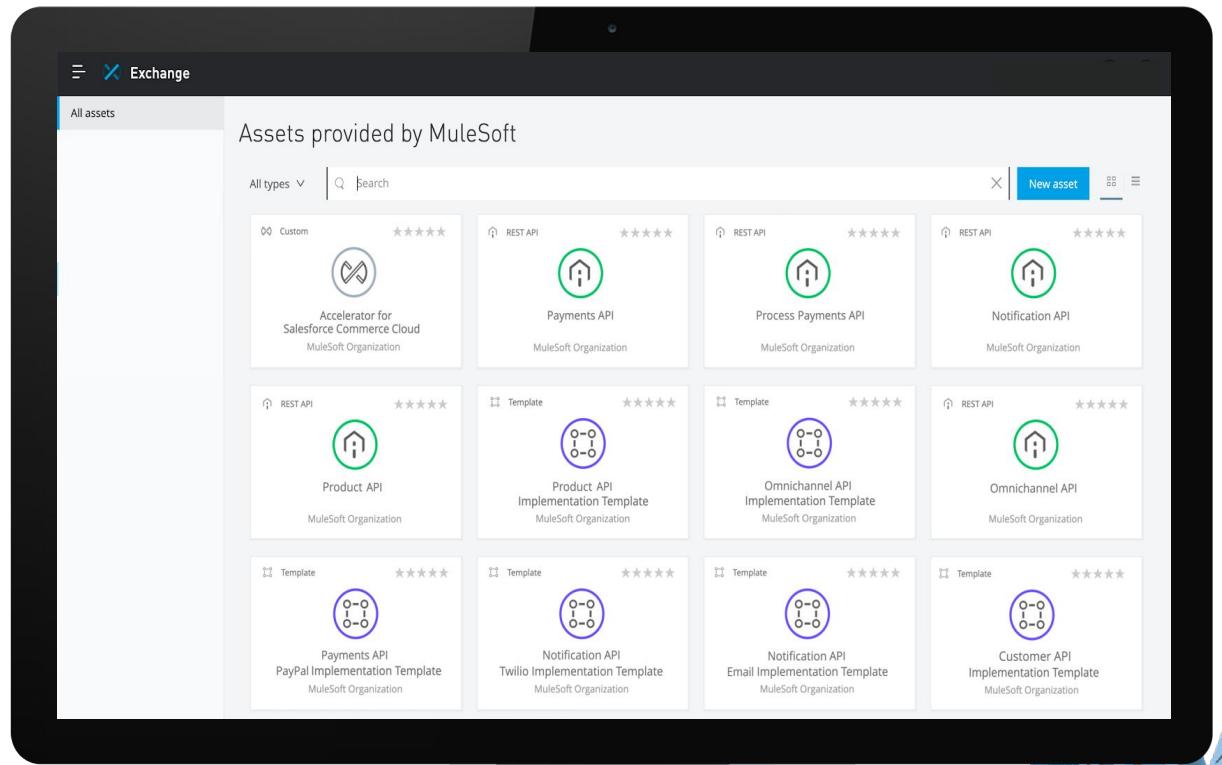
MuleSoft Accelerator for Salesforce Commerce Cloud

Harness out-of-the-box templates for common use cases like social marketplaces or chatbots. Jump-start your commerce implementation with connectors to 100+ third-party systems.

[Learn More](#)



*Available with purchase of Mulesoft Anypoint Platform



[Developer](#)

Thank You!

Learn more at salesforce.com/winter20

