



Salesforce.com Spring '16  
Release

February 2016

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# SFDC Release Schedule

- **Currently in sandboxes that meet preview criteria**
  - <https://www.salesforce.com/blog/2015/12/salesforce-spring-16-sandbox-preview-instructions.html>
- **How can I tell if my sandbox is on Spring '16?**
  - Log in as an admin
    - Look for this icon on the home screen:
    - OR Change the app from Veeva CRM to another app
      - Veeva CRM App typically has the Veeva/Customer logo
    - In the top left hand corner you will see one of the following logos:

**Winter '16 (not upgraded)**



**Spring '16**



# SFDC Release Schedule (continued)

- **Production Release**

- Between February 5<sup>th</sup> and February 12<sup>th</sup>, depending on the production server
- Schedule: <http://trust.salesforce.com/trust/instances>



# Deck Intentions

- **Highlights features of the SFDC Spring '16 Release relevant to Veeva customers**
  - Does NOT include all features of the release!
    - Features that are in PILOT or BETA (for the most part) in this release
    - Features exclusively for Service Cloud, Data.com, etc.
    - Features relevant to a customer based on business process or custom code
  - Veeva customers are encouraged to also review the SFDC Release Notes
    - [http://releasenotes.docs.salesforce.com/en-us/spring16/release-notes/salesforce\\_release\\_notes.htm](http://releasenotes.docs.salesforce.com/en-us/spring16/release-notes/salesforce_release_notes.htm)
- **“Interest for Veeva ” indicator on the slides is an estimate for all Veeva Customers and is based on a scale from 1-3, 3 being the highest level of interest**



# Security & Identity

Control Session Security Level for Device Activation

Track User Identity Verifications

New Profile Policy for Session Security Level at Login

Streamlined Setup of Two-Factor Authentication for Single Sign-On Users

Prevent Identity Fraud with Login Forensics (Generally Available)

Unsupported Code in Standard Messages & Alerts Home Page Components

Ban Now Enforced

Session Timeout Name Changed in Profile Settings

Improved Security for Device Activations

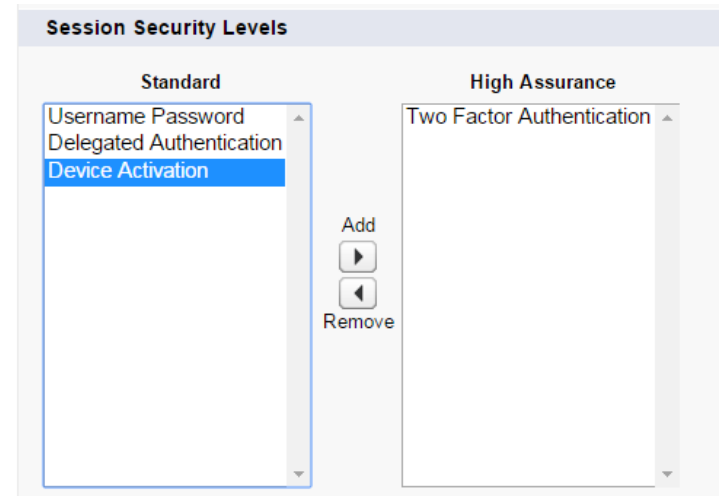
New Special Character Assistance When Changing Passwords

View and Address Security Risks Using Health Check

# Control Session Security Level for Device Activation

Interest for Veeva: ★★

- **What is it?**
  - A new value in Session Security Levels, Device Activation, gives you more control over how and when your users are prompted to verify their identity
- **What do I need to consider?**
  - By default, a user who completes device activation is assigned a standard session security level
  - If you set a policy that requires users to establish a high-assurance session during login or when accessing a restricted resource, consider changing the Device Activation session security level to High Assurance
  - That way, users who verify their identity when they activate a device satisfy the high-assurance session requirement
  - After that, they aren't asked to verify their identity again during that session
- **How do I enable it?**
  - From Setup, enter Session Settings in the Quick Find box, then select Session Settings
  - Scroll to Session Security Levels to view or edit the level required at login setting



# Track User Identity Verifications

Interest for Veeva: ★★

## ■ What is it?

- As an administrator, you can now monitor and audit the past six months of your users' identity verification activity

## ■ What do I need to consider?

- Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) may vary

## ■ How do I use it?

- From Setup, enter Verification History in the Quick Find box, then select Identity Verification History
- To view more information, such as the user's approximate geographic location at the time of verification, create a custom view and add the columns you want





# New Profile Policy for Session Security Level at Login

Interest for Veeva: ★★

## ■ What is it?

- SFDC added a Session security level required at login setting for profiles
- By default, the setting has a value of None for all profiles

## ■ What do I need to consider?

- Apply the policy for SAML single sign-on, social sign-on with an authentication provider, or login with another authentication method

## ■ How do I enable it?

- From Setup, enter Profiles in the Quick Find box, then select Profiles
- Select a profile and scroll to Session Settings to view or edit the Session security level required at login setting



# Streamlined Setup of Two-Factor Authentication for Single Sign-On Users

Interest for Veeva: 

## ■ What is it?

- If your org has SAML single sign-on through an authentication provider enabled, SFDC simplified the process of requiring two-factor authentication at login
- You can now use profile policies and session settings to require users in these orgs to complete two-factor authentication when they log in. Previously, you had to create a custom login flow
- All SFDC user interface authentication methods, including username and password, delegated authentication, SAML single sign-on, and social sign-on through a third-party authentication provider, are supported

## ■ What do I need to consider?

- Veeva's mobile platforms do not support two-factor authentication via the API
- You can also use login flows to change the user's session security level to initiate identity verification under specific conditions
- Login flows let you build a custom post-authentication process that meets your business requirements



# Streamlined Setup of Two-Factor Authentication for Single Sign-On Users

## ■ How do I enable it?

- To require two-factor authentication for users assigned to a particular profile, edit the Session security level required at login profile setting
- Then set session security levels in your org's session settings to apply the policy for particular login methods
- By default, the session security requirement at login for all profiles is None
- You can edit a profile's Session Settings to change the requirement to High Assurance
- When profile users with this requirement log in with a login method (such as username and password) that grants standard level security instead of high assurance, they're prompted to verify their identity with two-factor authentication
- After users authenticate successfully, they're logged into SFDC
- You can edit the security level assigned to a login method in your org's Session Settings



# Prevent Identity Fraud with Login Forensics (Generally Available)

Interest for Veeva: 

## ■ What is it?

- Login forensics helps admins better determine which user behavior is legitimate to prevent identity fraud in SFDC
- Login forensics helps you identify suspicious login activity - it provides you key user access data, including:
  - Average number of logins per user per a specified time period
  - Who logged in more than the average number of times
  - Who logged in during non-business hours
  - Who logged in using suspicious IP ranges

## ■ What do I need to consider?

- Given the number of logins to an org on a daily—even hourly—basis, security practitioners can find it tough to determine if a specific user account is compromised

## ■ How do I use it?

- Administrators can track events using two API objects: LoginEvent and PlatformEventMetrics
- There's no user interface for login forensics - use the Force.com IDE, Workbench, or other development tools to interact with this feature



# Unsupported Code in Standard Messages & Alerts Home Page Components Ban Now Enforced

Interest for Veeva: ★ ★

## ■ What do I need to know?

- SFDC is now enforcing the ban on unsupported code in standard Messages & Alerts home page components
- JavaScript, CSS, iframes, and other unsupported markup is now removed when you edit and save a Messages & Alerts home page component
- In Summer '14, SFDC replaced the rich text editor in HTML Area home page components and notified customers they would start removing unsupported code in Summer '15
- At runtime, standard Messages & Alerts home page components that contain unsupported markup are dynamically stripped upon rendering



# Session Timeout Name Changed in Profile Settings

## ■ What is it?

- SFDC has changed the name of the Session Timeout setting that controls how many minutes/hours of inactivity elapse before a session expires for users of a profile; it is now called “Session times out after”

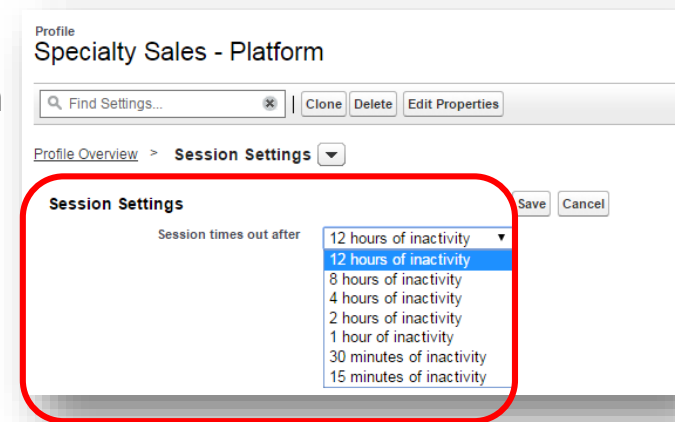
## ■ What should I consider before enabling?

- What is your organization’s security policy?
- Do you users typically have Veeva CRM online in the background during their business day?

## ■ How to enable?

- To find the setting, from Setup, enter Profiles in the Quick Find box, then select Profiles. Select a profile and scroll to Session Settings to view or edit the Session times out after setting

Interest for Veeva: ★



# Improved Security for Device Activations

Interest for Veeva: 

- **What is it?**

- When your users log in to Salesforce from an unrecognized device, they will be prompted to verify identity, even if they log in from an IP address SFDC has seen before

- **What should I consider?**

- Communication to end users that they will be prompted to verify identity; may be helpful to inform your training department

- **How do I enable it?**

- On by Default



# New Special Character Assistance When Changing Passwords

Interest for Veeva: 

- **What is it?**

- When users change a password that requires a special character, they will see a tooltip.
  - The tooltip lists the characters allowed (!#\$%\_-\_+=+<>)

- **What should I consider?**

- Inform your training department of the change

- **How do I enable it?**

- On by Default

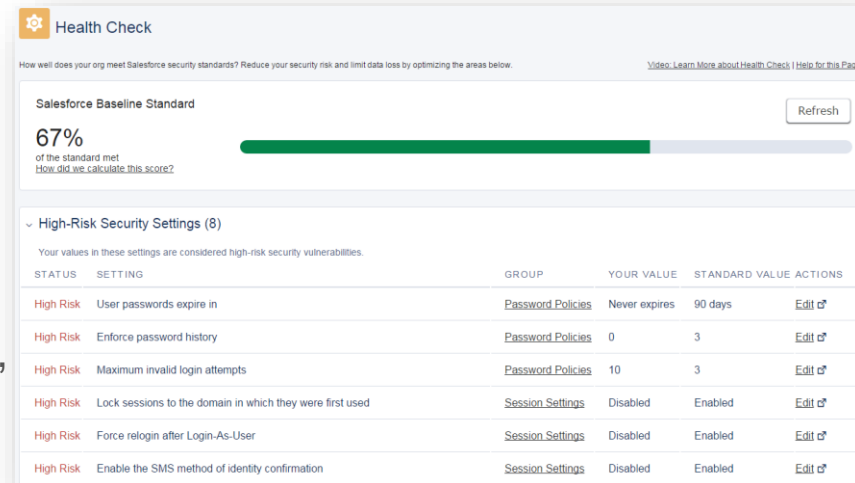
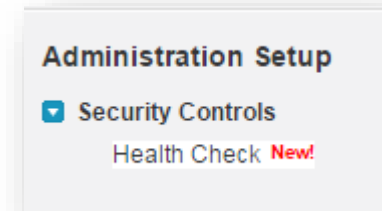




# View and Address Security Risks Using Health Check

Interest for Veeva: 

- **What is it?**
  - A new health check dashboard shows how well your org measures against the Salesforce-recommended baseline, allowing you to view and fix security risks in your Session Settings, Password Policies, and Network Access settings
- **What should I consider before enabling?**
  - What is your company's security policy?
- **How to enable?**
  - To access Health Check - from Setup, enter Health Check in the Quick Find box, then select Health Check



# General Enhancements

Supported Browsers for Salesforce Classic

Duplicate Management Turned On for New Orgs

Email Templates and Letterheads No Longer Support Scripts

New Version of Data Loader Available

Optimized Parallel Sharing Rule Recalculation

Data Import Wizard Changes

Salesforce Files Changes

Chatter Enhancements Summary

Notes No Longer Require Chatter

Spell Correction Expanded to More Objects

Manage Everyone's Reports and Dashboards

Synonym Groups Enabled for More Objects and Maximum Limit Increased

Critical Updates

# Supported Browsers for Salesforce Classic

Interest for Veeva: 

## ■ What is it?

- Salesforce Classic is supported with Microsoft® Internet Explorer® versions 9, 10, and 11, Apple® Safari® versions 5.x, 6.x and 7.x on Mac OS X, and Microsoft® Edge for Windows® 10
- The most recent stable versions of Mozilla® Firefox® and Google Chrome™ are also supported

## ■ What should I consider?

- SFDC recommends you apply all software/browser updates

**Review the SFDC Spring '16 Release Notes  
for limitations**



# Duplicate Management Turned on for New Orgs

Interest for Veeva: 

## ■ What is it?

- All new SFDC orgs now come with duplicate record management feature turned on for accounts and contacts
- New orgs come with standard account and contact duplicate rules, which define what happens when you try to save a duplicate record
- Each standard duplicate rule has a corresponding matching rule that determines how two records are identified as duplicates
- If you try to add a duplicate record, the standard duplicate rules are set to show an alert
- As part of Duplicate Management, you can create a custom report type to review duplicate records that were added

## ■ What do I need to consider?

- Duplicate Management uses Data.com technology however, a Data.com license is not required to use this feature

## ■ How do I enable it?

- No setup is required for new orgs but you can always turn off these rules at any time or create custom rules



# Email Templates and Letterheads No Longer Support Scripts

Interest for Veeva: 

- **What is it?**
  - To protect email recipients from potentially dangerous HTML content, SFDC now applies a filter to prevent any active scripts from being included in letterheads and email templates
- **What do I need to consider?**
  - Reviewing any existing letterhead and/or email templates to replace HTML content
- **How do I enable it?**
  - On by default



# New Version of Data Loader Available

Interest for Veeva: ★★

## ■ What is it?

- Data Loader now supports Web Server OAuth Authentication for both Windows and Mac, which provides an extra layer of security compliance
- Also, Data Loader has been enhanced to support TLS 1.2

## ■ What do I need to consider?

- SFDC no longer bundles Java with the Data Loader for Windows installer
- Starting in the first quarter 2016, SFDC will begin disabling the TLS 1.0 encryption protocol
  - After SFDC disables TLS 1.0, any inbound connections to, or outbound connections from SFDC will need to use the TLS 1.2 encryption protocol
  - This change impacts API-based software that SFDC makes available for download, such as Data Loader
- To maintain access to Data Loader, you must upgrade to the Spring '16 version of Data Loader and Java JRE 1.8
  - SFDC recommends that you begin planning to support TLS 1.2 as soon as possible

## ■ How do I install it?

- From Setup, enter Data Loader in the Quick Find box, then select Data Loader



# Optimized Parallel Sharing Rule Recalculation

Interest for Veeva: ★★

## ■ What is it?

- Parallel sharing rule recalculation helps larger organizations to speed up sharing recalculation of each object asynchronously

## ■ What do I need to consider?

- If the number of impacted records from an owner-based sharing rule insert or update is less than 25,000, recalculation runs synchronously and you won't receive an email notification when it's completed
- Owner-based sharing rule inserts and updates impacting less than 25,000 records are not available on the Background Jobs page

## ■ How do I use it?

- You can monitor the progress of your parallel recalculation on the Background Jobs page or view your recent sharing operations on the View Setup Audit Trail page
- To view your recalculation jobs, from Setup, enter *Background Jobs* in the Quick Find box, then select Background Jobs



# Data Import Wizard Changes

Interest for Veeva: 

## ■ What is it?

- SFDC is retiring the individual import wizard for person accounts
- Individual import wizard opens in small separate pop-up window, while the Data Import Wizard combines all the functionality of the individual import wizard into a single browser
- Data Import Wizard provides a unified interface that lets you import a variety of objects from one wizard, rather than using each individual import wizard to import a specific object
- SFDC improved the import process with helpful tips during data import workflow and added a Recent Import Jobs chart on the Data Import Wizard home page that lists metrics and statuses at glance

## ■ What do I need to consider?

- There's a new permission for your users to import custom objects

## ■ How do I access it?

- You can access the Data Import Wizard from the Tools list from the object-specific home page
- Individual person account import wizard remains accessible only from the Legacy Data Import Tools page until it's officially retired. From Setup, click Data Management > Data Import Wizard. On the Data Import Wizard home page, click Legacy Data Import Tools





# Salesforce Files Changes

Interest for Veeva: 

## ■ What is it?

- Attachments and Salesforce Files are two different types of objects
  - Attachments are files uploaded to the Notes & Attachments related list on records; they exist in SFDC only in the context of the record they're attached to. They're not available for sharing, adding to libraries, or in any other context
  - Salesforce Files are what you upload to Files home, in feeds, and anywhere else you add files in SFDC
- Salesforce Files can now be used whether Chatter is on or off!
- Files that you upload to the Notes & Attachments related list on records are now Salesforce Files objects, rather than the old attachment objects
- Use the File Search Activity custom report type to review average click rank, number of search results returned, and the search terms users are entering for the top 300 search terms queried by users. Based on the report information, determine if users are finding the files they need or if file editing or creation is required



# Salesforce Files Changes

- **What do I need to consider? (continued)**
  - What's new with Salesforce Files when Chatter is disabled:
    - Files tab/home is available: upload, share, view, and manage files
    - Files related list is available for adding to page layouts on records: attach Salesforce Files to records, manage them outside of the record, and view files associated with a record
    - Share files with people
    - Use the many features of Salesforce Files such as previewing files, viewing file details, uploading new versions, and manage access to files
    - Manage email notifications for files separately from Chatter Settings
  - Upload Files to Notes & Attachments List: This feature is helpful for orgs that want to migrate from attachments to files, but still need to keep their existing notes and attachments



# Salesforce Files Changes

## ■ How do I enable it?

- Salesforce Files: See online help!
- Upload Files to Notes & Attachments List:
  - A new org preference in Salesforce Files Settings controls this behavior, and is enabled by default for new orgs
  - Existing orgs can enable it with a new preference in Salesforce Files General Settings - from Setup, enter Salesforce Files in the Quick Find box, then select General Settings



# Chatter Enhancements Summary

Interest for Veeva: 

## ■ What do I need to know?

- Broadcast groups are a special type of public, private, or unlisted group where only group owners and managers can create posts. Group members can respond to posts. Creating broadcast groups is ideal when one person or a set of individuals regularly needs to share information with a large group of people
- View group member engagement in a convenient report linked from each group. See the number of members, posts, comments, likes, questions, and answered questions in a single view for each group
- Users can now join and create more groups, which means more collaboration across the company! An individual user can be a member of up to 300 groups. Each SFDC org can contain up to 30,000 groups. Archived groups don't count toward individual and org-level group limits



# Chatter Enhancements Summary

- **What do I need to know? (continued)**
  - Users with permissions can now use the group publisher to create custom object records in groups, even if the custom object settings don't allow records of that type in groups. This makes it convenient for users to create records from anywhere, including the group context
  - Group owners and managers can now send email notifications to all group members for group announcements, regardless of their email notification settings. Previously, group members would receive email notifications for announcements only if they opted to be notified for each post
  - So you wrote an awesome Chatter post and attached an even more awesome picture, but then you forgot to @mention your boss. Previously, you had to use comments to make any changes to Chatter posts that contained files or links. Now you can simply edit the original post



# Chatter Enhancements Summary

- **What do I need to know? (continued)**
  - Now, it's quicker than ever to keep everyone informed. User @mention suggestions are more relevant and list users who you interact with the most instead of an alphabetical list. Also, customers are only included when you're in a customer group, and not in other contexts
  - Redesigned emails put higher priority posts, such as posts on your profile and mentions, at the top and group posts under their parent group or object. SFDC also reduced overlap with group digests by excluding posts that are already included in group digests

**Review the SFDC Spring '16 Release Notes  
for additional details**



# Notes No Longer Require Chatter

Interest for Veeva: ★★ ★

## ■ What is it?

- SFDC Notes functionality that previously required Chatter to utilize can now be used without Chatter
- Allows for rich text notes to be captured on records throughout SFDC

### Notes

[New Note](#)

Action	Title	Last Modified	Created By	Text Preview
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Training of Fellows</a>	1/22/2016 10:10 AM	<a href="#">Demo Admin</a>	Hahnemann University trains all of their fellows on the electronic medical records system (Epic)
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Key Insight</a>	1/22/2016 9:39 AM	<a href="#">Demo Admin</a>	Today I found out that the next P&T meeting meeting is scheduled for 2/29/16 at 7 PM.

### Notes & Attachments

[Attach File](#)





No records to display

### Note Edit

Hahnemann University Hospital

[Cancel](#) [Save](#)

#### Training of Fellows

**B I U**    

Hahnemann University trains all of their fellows on the electronic medical records system (Epic) and no longer uses paper charts.



# Notes No Longer Require Chatter

- **What do I need to consider?**

- After Notes is enabled for your organization, new notes are created using Notes. Notes created with the old note-taking tool open in the old note-taking tool
- If you disable Notes, users won't be able to access notes that were created with Notes

- **How do I enable it?**

- Enable Notes in Setup
- Ensure Notes is a related list where you want to capture Notes





# Spell Correction Expanded to More Objects

Interest for Veeva: 

- **What is it?**
  - When users enter a search term not yielding results, they will see results matching a corrected spelling of the search term in Salesforce Knowledge articles, Chatter feeds, Chatter groups, files, and questions
- **What should I consider before enabling?**
  - Spell correction is available only in English
- **How to enable?**
  - This feature is on by default if you are using the aforementioned SFDC functionality



# Manage Everyone's Reports and Dashboards

Interest for Veeva: ★ ★

## ■ What is it?

- Previously, there was no convenient way to delete reports and dashboards saved in users' private folders
- Over time, reports and dashboards fall out of use, or users become inactive and leave behind obsolete reports and dashboards in their private folders
- Now, reports saved in users' private folders can be queried and deleted through the Workbench

## ■ How do I enable it?

- On by default, and available on a rolling basis
- **Example query:** `SELECT Id FROM Report USING SCOPE allPrivate WHERE LastRunDate < LAST_N_DAYS:365`



# Synonym Groups Enabled for More Objects and Maximum Limit Increased

Interest for Veeva: 

## ■ What is it?

- Synonyms can be managed in Salesforce and referred to in some modules: Salesforce Knowledge articles, cases, Chatter feeds, files, ideas, and questions
- For example, a search for USB returns results for all of the terms defined in a synonym group such as Flash Drive, Memory stick
- The synonym group maximum limit per org also increased from 3,000 to 10,000 and is now supported for all objects

## ■ When to use it?

- Only when Chatter or Cases are enabled in the customer org

## ■ How do I enable it?

- On by default, and available on a rolling basis
- Accessible from the Setup: Customize > Search > Synonyms
- Each term must be defined along with synonyms per language. This is a manual process



# Critical Updates

Interest for Veeva: 

## ■ What do I need to know?

- “Serve Static Resources from the Visualforce Domain” Critical Update Postponed
  - In Summer '15, SFDC changed the domain from which static resources are served
  - This critical update was scheduled for auto-activation in Spring '16 - auto-activation date has been postponed until Summer '16
  
- “PageReference getContent() and getContentAsPDF() Methods Behave as Callouts” Critical Update Postponed
  - In Summer '15, SFDC changed the behavior of the getContent() and getContentAsPDF() methods of the PageReference object
  - This critical update was scheduled for auto-activation in Spring '16 - auto-activation date has been postponed until Summer '16
  - SFDC also further increased the flexibility of calling getContent() - see details in the Apex section of the release notes



# Critical Updates

- **What do I need to know? (continued)**

- Encryption Key Management Permission Removed From Admin Profile
  - Admins must now actively assign the ability to perform key management roles. The "Manage Encryption Keys" permission will be revoked for the standard admin profile when you activate this Critical Update
  - Custom profiles that include the Manage Encryption Keys permission are not affected. Any user who has the permission via a custom profile or permission set will still have the permission



# Customization & Development

Enable Email Alert as Workflow Action for Tasks & Events

Process Builder Enhancements

Increased Developer Sandbox Licenses

Run Script After Sandbox Creation and Refresh

Test Performance Gains with Platform Cache Trials

Purchase Platform Cache

Find the Renamed Apex Developer Guide More Easily

Retirement of Endpoint Routing for API Logins

# Enable Email Alert as Workflow Action for Tasks & Events

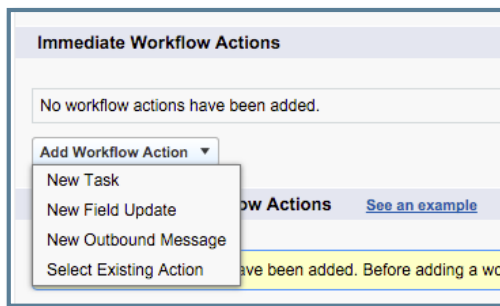
Interest for Veeva: ★★ ★

## ■ What is it?

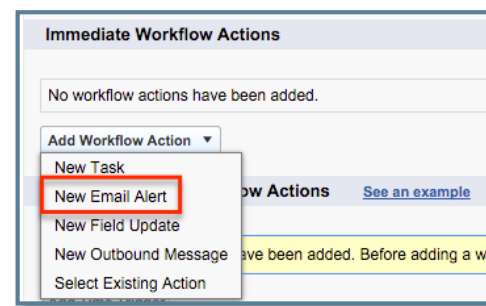
- Previously, email alerts could not be created for activities (events or tasks)
- Now email alerts for activities can be created from a workflow, approval process or process builder
- Example: Notify a peer that a task has been assigned to him/her from a call report by using the Call follow-up functionality

## ■ How do I use it?

- Functionality available by default



Previously



Now



# Process Builder: Reuse Names and Descriptions for New Versions

Interest for Veeva: 

## ■ What is it?

- Previously, Names and Descriptions had to be retyped for new versions of the process
- Now, new versions use the name and description from the original version.
- Cloned processes are assigned a version number (no need to worry about keeping track of different versions)

## ■ What do I need to consider?

- Interest for the Process Builder feature keeps growing. It is getting more and more user-friendly

## ■ How do I enable it?

- On by default, and available on a rolling basis





# Process Builder: View Field Names in Your Process at a Glance

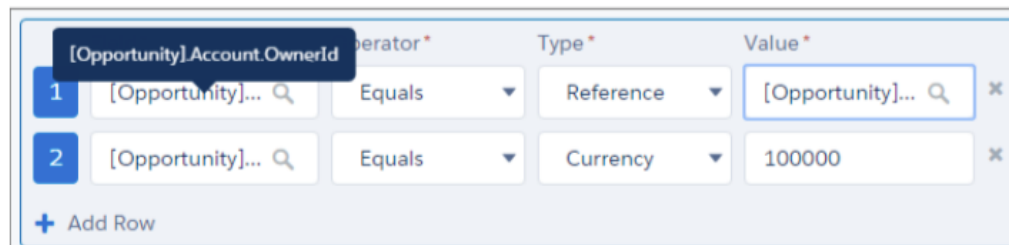
Interest for Veeva: ★

## ■ What is it?

- Due to limited space, entire field name can rarely be seen, making decisions and updates difficult
- Now field name can be seen by simply hovering over the field name in the criteria or action side panel to see the entire name.

## ■ How do I enable it?

- On by default, and available on a rolling basis



The screenshot shows a table with columns: Field Name, Operator, Type, and Value. The first row has a tooltip over the field name "[Opportunity].Account.OwnerId".

	Field Name	Operator	Type	Value
1	[Opportunity].Account.OwnerId	Equals	Reference	[Opportunity]...
2	[Opportunity]...	Equals	Currency	100000

+ Add Row



# Process Builder: Easily Reorder Criteria in Your Process with Drag and Drop

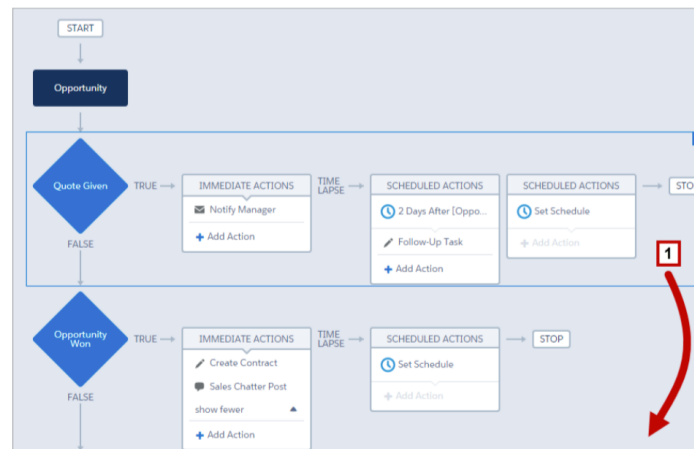
Interest for Veeva: 

## ■ What is it?

- Save time and clicks by quickly changing the order of criteria and action groups in your Lightning Process. Just drag and drop—it's that easy
- Previously, to change the order, you had to delete and redefine criteria and actions

## ■ How do I enable it?

- On by default, and available on a rolling basis



# Increased Developer Sandbox Licenses

Interest for Veeva: ★★

- **What is it?**
  - SFDC has increased the number of Developer Sandboxes for Unlimited Edition orgs to 50
- **What should I consider before enabling?**
  - What is your environment management and release strategy?
- **How to enable?**
  - On by Default



# Run Script After Sandbox Creation and Refresh

Interest for Veeva: ★ ★

- **What is it?**
  - To make your sandbox environment business ready, automate data manipulation or business logic tasks
  - At sandbox creation, specify a single Apex class to perform the tasks
  - This class executes every time the sandbox is copied
- **What do I need to consider?**
  - Useful for Veeva customers that complete development in non-FULL Sandboxes as you can write scripts to automate the tasks you usually do manually to get the Sandbox ready for use (“Veevatization” steps)
- **How do I use it?**
  - Create an Apex class that implements SandboxPostCopy



# Test Performance Gains with Platform Cache Trials

Interest for Veeva: 

## ■ What is it?

- You can now request trial cache space to test performance improvements by using Platform Cache in your applications
- Unlimited edition comes with some cache, but often, adding more cache gives even greater performance enhancements
- When your trial request is approved, you can allocate capacity to partitions and experiment with using the cache for different scenarios
- Testing trial cache allows you to make an informed decision about whether to purchase more cache
- SFDC usually approves trial cache requests in three days - when your request is approved, you receive 60 MB of trial cache space which is active for 10 business days

## ■ What do I need to consider?

- You can make up to 10 trial cache requests, and you must wait 90 days between trials

## ■ How do I try it?

- Contact your Veeva AE who can contact his/her SFDC AE counterpart



# Purchase Platform Cache

Interest for Veeva: 

## ■ What is it?

- You can now purchase Platform Cache space, which can significantly improve performance of your applications
- To determine how much cache would be beneficial to your applications, you can request trial cache and try it out in your org
- Platform Cache can improve performance in the following situations, among many others:
  - Orgs with a large amount of Apex customization
  - Orgs with large numbers of concurrent users
  - Orgs or applications with complex calculations or queries

## ■ What do I need to consider?

- Cache space is sold in 10-MB blocks, with an annual subscription

## ■ How do I purchase it?

- Contact your Veeva AE who can contact his/her SFDC AE counterpart



# Find the Renamed Apex Developer Guide More Easily

Interest for Veeva: 

- **What do I need to know?**
  - SFDC renamed the Force.com Apex Code Developer's Guide to the Apex Developer Guide
  - On <https://developer.salesforce.com/docs>, this guide now appears near the top of the alphabetical list in Documentation Version Spring '16 (API version 36.0) and later



# Retirement of Endpoint Routing for API Logins

Interest for Veeva: ★ ★

## ■ What do I need to know?

- SFDC changed endpoint routing to deliver better performance and higher availability for our dedicated API endpoints
- Previously, you could use [www.salesforce.com](http://www.salesforce.com) as an API login endpoint, which then routed you to the correct login instance
- As of January 1, 2016, SFDC removed internal routing, and you must change your API login endpoints from [www.salesforce.com](http://www.salesforce.com) to <https://login.salesforce.com>
- This change applies only to API login traffic - logging in from a browser by clicking login still works
- Veeva is not using this anywhere (per documented SFDC best practice) and was not impacted





# Wrap Up and Next Steps

# Wrap Up

- **Wave Analytics/Analytics Cloud Enhancements**
  - Veeva's position is unchanged
  - Veeva is continuing to work with SFDC to understand the tools capabilities of Analytics Cloud and it's potential usage within the core product
  - More information and messaging will be provided on this topic as it becomes available
  
- **Lightning Framework/Connect Enhancements**
  - Veeva's position is unchanged
  - Avoid complicating/extending already complex, mission critical Veeva CRM components with Salesforce1 Lightning Framework
  - Veeva Support will not troubleshoot issues related to integrating Lightning processes into Veeva functionality



# Wrap Up

- **Lightning Experience User Interface and BETA Person Account Support**
  - Veeva's position is unchanged
  - Veeva still does not support this UI but SFDC putting Person Account support in Beta enables Veeva to start doing real testing and investigating but timing of that investment is still to be determined
- **Platform Encryption Enhancements**
  - Veeva's position is unchanged
  - Given the SFDC limitations, if fields used by Veeva are encrypted (at rest) then pieces of Veeva functionality might fail (and other applications like connectors, bolt-on apps, etc.)



# Next Steps

- **Share this deck with your Veeva CRM admins to ensure they are aware of the SFDC capabilities for future requests**





Thank You