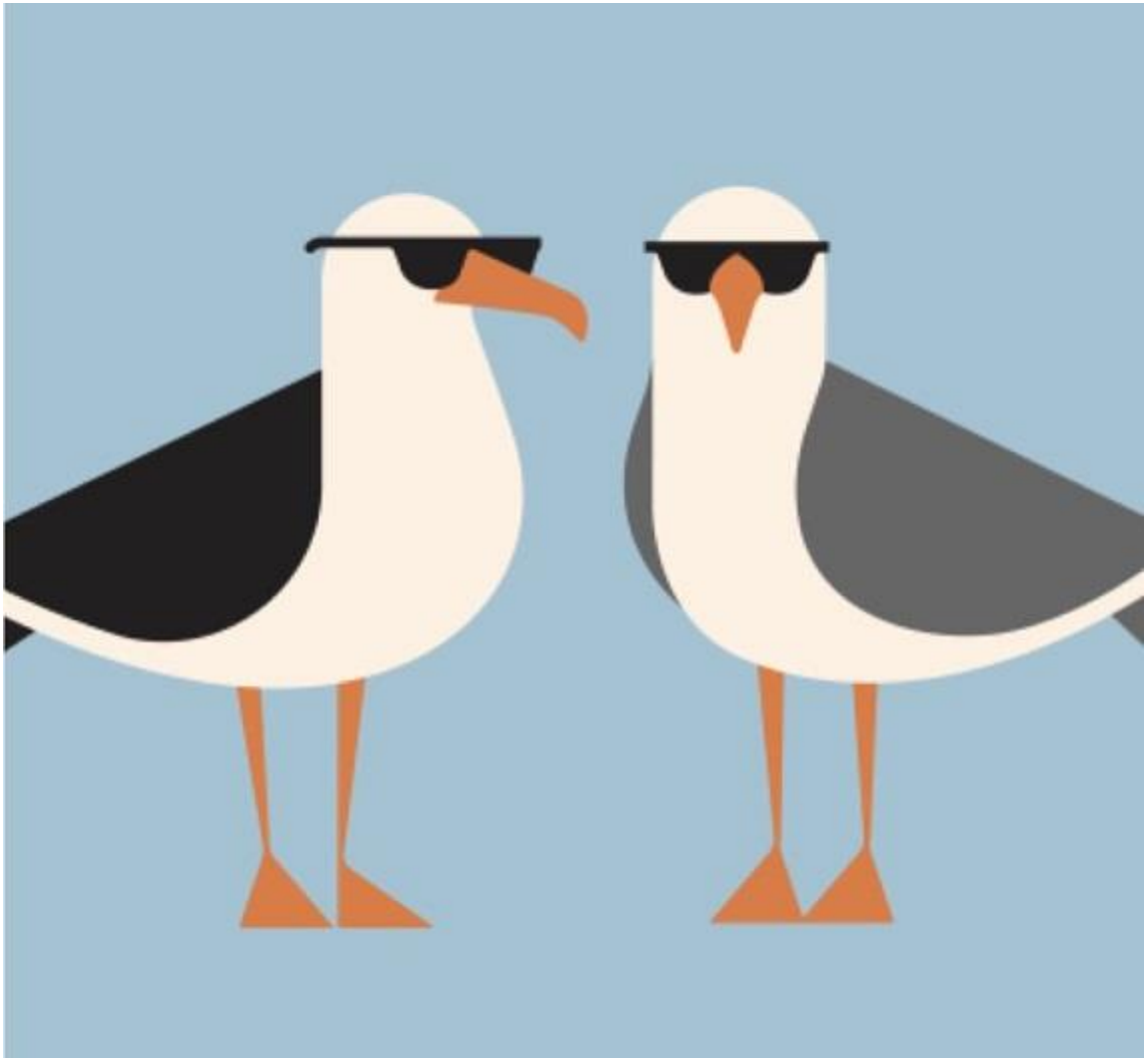


***Salesforce Summer '17 Release Notes
Community Cloud Edition***

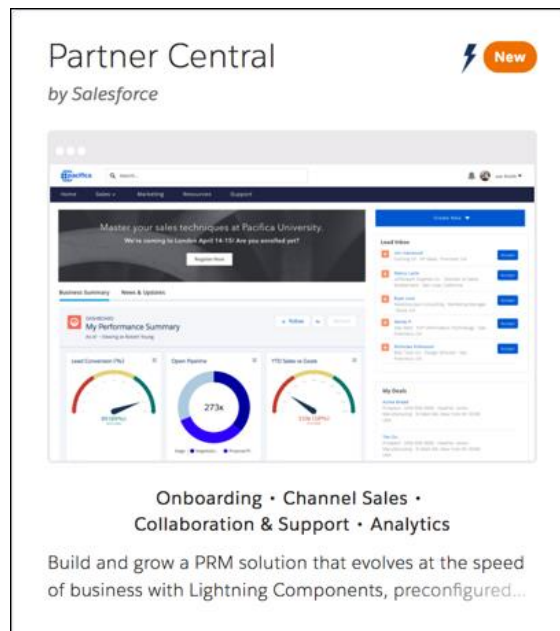


Critical Update Activation: LockerService in Communities

LockerService is enforced for all Summer' 17 orgs. However, these important changes can impact badly your community, if you use Lightning components or head markup.

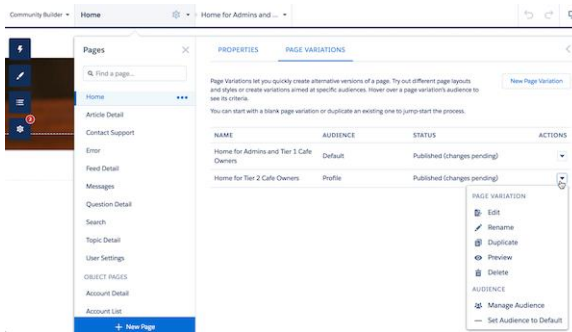
Announcing Partner Central—The New Partner Community Solution

It's a new Lightning Solution by Salesforce that allows to extend CRM tools and data to channel partners and drive sales. Although Partner Central does not support some standard Napili template features (like direct messages and self-support), you still have cases.



Get More Criteria-Based Audiences

Target specific audiences with specific pages and page variations. Instead of creating a bunch of pages and setting criteria for each one, now you can create a set of criteria for an audience and then apply the same audience to many page variations. (Works in Napili template, Partner Central and other Lightning Bolt Solutions).



Move Communities Between Orgs with Change Sets

Now you can move a community between orgs that have a deployment connection with Change Sets. (available for Lightning communities and Salesforce Tabs + Visualforce). Create, customize and test your community in your sandbox environment and then migrate the community to production when testing is complete.

This is a great feature, but it has its own limitations. **The following are not supported:** page variations and audience targeting, navigational and featured topics, languages.

Community User Licenses Upgrade is Possible Now

Previously, you had to create another user identity, migrate the user's existing data over, and associate it with the new user identity. Now, you can upgrade the user with a few button clicks – to either Customer Community Plus or the Partner Community license. BTW, users can keep their existing usernames and passwords.

The migration is supported for most customer licenses to the Customer Community Plus or Partner Community License.

Lightning Bolt: Package More Easily and Distribute on AppExchange

If you're a creative consulting partner or ISV, you can distribute **Lightning Bolt solutions** – your own Community Templates – on the Salesforce AppExchange to connect customers to your custom offering.

Exported and packaged Lightning Bolt solutions now include branding properties and Navigation Menu items. Use this feature to create really nice and branded communities!

Usability, Design, and Performance Improvements

- **Community Workspaces** is a way to save clicks when you are looking for community settings.
- Use **App Launcher** to make it easier to switch between Salesforce org and Lightning Communities.
- **Global Notifications** (YAY!). Now you just can't hide from your customers or partners! Community members will receive notifications on any screen – mobile, tablet, or desktop.
- **Centralized Branding Properties** – you now have one single Branding Panel for all pages.
- **Communities Page Optimizer** analyzes your community and identifies issues that impact performance. The Page Optimizer is a free plug-in available from the Chrome Web Store.
- More **SEO** options for communities! Set the preferred domain for indexing your community pages and forget about duplicate Search Engine Results.

Lightning Communities

- Forget about **Koa and Kokua** – these are community templates of the past! Plus, they are no longer available. But Salesforce still support communities created earlier with these templates. (not for ever).
- Include **Topics and Feeds in Global Search Results!** Make it easier to find the relevant info!
- Search and Sort **Specific Feeds in Communities** – it means you can create various feeds (like one for work and one for important work) and then sort them.

Files in Lightning Communities: Promoting Productivity

- Save your clicks and time - take action on **Files** right from the Feed! Favorite file actions available from the feed – open file, preview, copy link or share; download, upload or delete.
- **Share public links** to your files – create a public link to a file and then distribute the URL to anyone you want.

- **Add multiple files to Libraries.** You can add up to 10 files at a time to a library, record, or Files home.

Chatter in Lightning Communities – IS GREAT AS ALWAYS

- **New Editor** in Chatter Publisher. You have styles, images, and formatting in comments and answers. Plus, more efficient Mentions and Topics selection list.
- **Sort** Discussion Global Search Results by relevance
- **Filter** Community Groups to show unread Posts
- **Share** Posts with a Community Group
- **Create a report** on the top 100 Feed Items View. A new primary object, Interaction Count Reports, is available for creating custom reports on the top 100 feed item views in your community.
- **Direct Messages.** Featured with new controls for adding and removing people. Also, when you navigate from a direct message notification, you're taken right to the related message.
- **Polls.** Use the Poll tab in the Chatter publisher to add a poll to a record, group, or profile feed.
- Community members can **manage email notifications** right from the group page by clicking a button next to the group name.
- **Group Tiles.** Viewing list views of groups allows to see how big the group is, what type it is, when it was last active, and who owns it. (Available in Lightning Experience and Napili template communities).

Community Analytics – for Analytics Lovers!

- **Service Community Scorecard.** A dashboard that allows to track member activity, daily use, service metrics, search activity, and results. (Install or upgrade Summer' 17 version of the Community Management).
- Create a **Custom Report Type** to See Click-Through Rates for Related Articles
- Track Community activity with **New Participation Reports** (search in the Activity Folder)

- **Detect spam with Einstein** (Pilot). Einstein Spam Detection intelligently protects your customer community from spam using community moderator activity as a guide.



- **Wave Analytics.** No more coding to add Wave dashboards to your community! Embed them using the new Wave Dashboard component in the Customer Service (Napili) template.

Take Action from the Flagged Discussions Moderation Queue

You can now work through flagged posts and comments quickly while getting all the information you need in context. Sort, research, act on member activity, and select multiple items directly from Flagged Discussions in the Moderation workspace.

