Salesforce Spring'24 Release

New features for Salesforce again:

Salesforce Spring '24 has been released!

We are now introducing what we consider to be some of the most interesting new features for sales, customer service, and marketing! Please familiarize yourself with these and other innovations, and let us help you make the most of Salesforce's capabilities!

Explore the full picture of the Winter '24 release by delving into these materials
Spring'24 Release Notes

DigiPartnerIT Oy is a consulting company specialising in the IT digitalization of small and medium-sized enterprises. We significantly enhance our clients' business by introducing best practices and modern, efficient digital IT tools to their operations. We develop automation for sales, marketing, service, quality, and ERP processes to improve the company's efficiency, flexibility, quality, and intelligence, ultimately increasing owner value!

We are a registered Salesforce partner:

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Contact us:
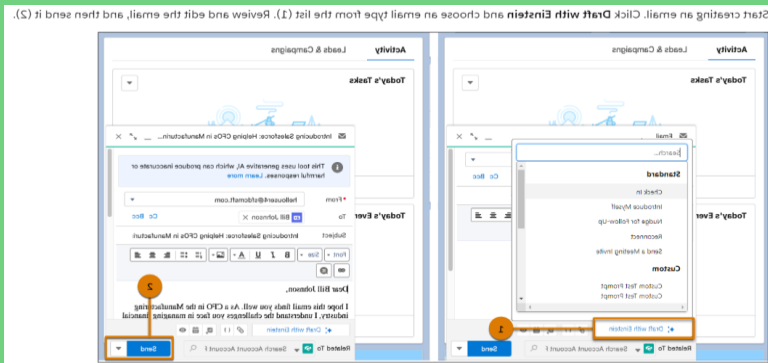
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DigiPartnerIT

Accelerating Your Business

New for sales, customer service, increased efficiency for everyone!

Sales

Sales Cloud Enstein

Let Einstein generative AI draft sales emails from a sales rep's inbox or anywhere in Salesforce, and optionally include product information. Assess forecasting trends and sales predictions at a glance. The Forecast Changes chart with the Einstein Forecasting prediction graph, previously available only on the forecasts page, is now also available on the home page.
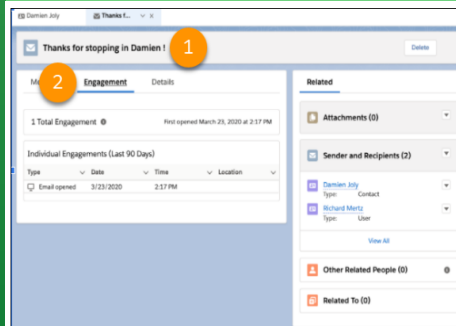

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Sales

Email Experience

To add more value to Sales Cloud in Professional and Enterprise editions, you get features and functionality that previously required purchasing an add-on license. These features include email productivity tools such as send later, email tracking, text shortcuts, and email engagement.
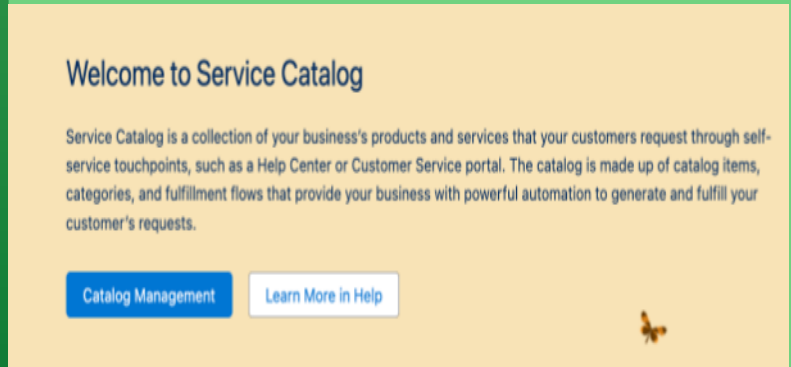

Navigate to an email detail page (1). Then on the Engagement tab (2), view all the individual engagements available in this email.

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Service

Service Catalog

Service Catalog helps you turn requests for your company's products and services into approved and documented orders through self-service automation.
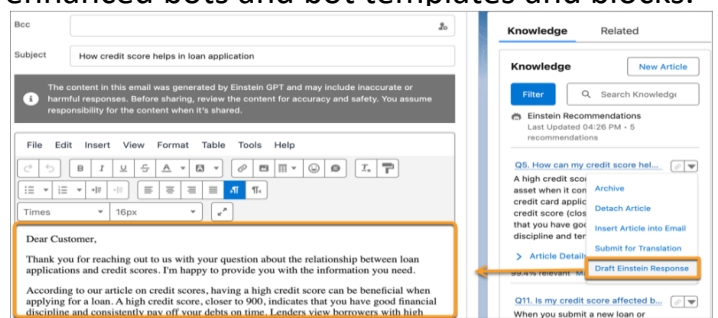

Welcome to Service Catalog

Service Catalog is a collection of your business's products and services that your customers request through self-service touchpoints, such as a Help Center or Customer Service portal. The catalog is made up of catalog items, categories, and fulfillment flows that provide your business with powerful automation to generate and fulfill your customer's requests.

Catalog Management | Learn More in Help

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Accelerating Your Business

New for customer service, and administrators, increased efficiency for everyone!

Service

Einstein for Service

Draw on the power of generative AI with new Einstein for Service features. Save agents time and improve service quality with Work Summaries, contextual and Knowledge grounded Service Replies for chat and email. Work Summaries and Service Replies are now available in more languages. In Einstein Bots, Article Answers is now generally available. Build a more accurate intent model with fewer utterances with the cross-lingual intent model (beta), and enjoy setup improvements to enhanced bots and bot templates and blocks.

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Admins

Lightning App Builder

Use Dynamic Forms on hundreds of LWC-enabled standard objects. Give your mobile users the same customized experience that your desktop users have with Dynamic Forms on Mobile, now generally available.

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Admins

Einstein Generative AI Features

Learn more about how Einstein Generative AI can supercharge productivity across all of our clouds. Our generative AI features are released as often as monthly, so check back again soon for our latest and greatest solutions. Features included in the September '23 monthly release become available when Winter '24 rolls out to your org.

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