

# TrailheaDX 2020 – The Ohana Goes Virtual!

Posted by Shantanu on July 6, 2020

Follow @ITVoiceNews

Tweet #ITVoiceNews

Tweet to @ITVoiceNews

**WHAT'S NEW TODAY**

**SALESFORCE ANYWHERE**  
Salesforce Anywhere App  
ITSM offering  
Zoom, Amazon Chime Partnerships  
Tanium Partnership  
Siemens Partnership  
Vlocity Apps  
Service Cloud Voice  
Einstein Call Coaching

**SCALE WITH CONFIDENCE**  
DevOps Center  
Security Center  
Data Privacy Manager

**EMPOWER EVERYONE**  
Einstein Recommendations  
Customer 360 Guides  
In-app Guidance and Walkthroughs

**INNOVATE FAST**  
Code Builder  
Functions

Hundreds more in the Summer '20 Release

salesforce LIVE

For months (since the pandemic broke out) Extentia's Salesforce Practice has been missing one key element – the memories we make with the Salesforce Ohana at every possible Salesforce event. Recently many Extentians marked in their calendar in eager anticipation of Trailhea DX 2020. Salesforce's first one of a kind virtual event, we were an equal mix of apprehension and excitement as we waited for the sessions to begin! The performances by Jennifer Hudson and Trevor Noah kicked off what promised to be a great event. Quite a few nights owl Extentians attended all the live sessions (if you missed it, don't worry you can catch the recording!). Here are the key takeaways

## 1. So Many Sessions and So Much Time

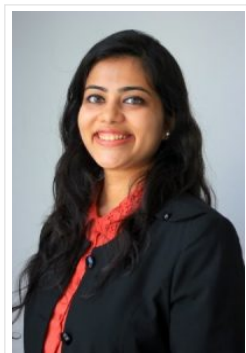
While we sorely miss catching up with everyone in person, virtual sessions have their advantages. The lack of commute and movement between sessions resulted in Extentians being able to invest more time in each session and attend more sessions than they would have in person.

## The Conversation Never Stops

Every session was equipped with a live chat feature, whereby participants could ask multiple questions and react to announcements in real-time. A lot of interesting conversations and ideas were born here, as attendees raised pertinent queries and discussed the project implementation possibilities of different technology.

## 3. Salesforce – The Gift That Keeps Giving of course, our team cannot wait to dive into the new technology announcements Salesforce made:

- **Code Builder** – Immortalising Salesforce's no software commitment, Code Builder is a web-based development tool, fully optimized for Salesforce development. It isn't just a lightweight editor that runs in the browser – Code Builder will allow you to do everything from simple code edits to Lightning Web Component development and advanced Apex debugging right from the browser.
- **Salesforce Functions** – Enables developers to create server less applications on top of Salesforce. This tool aims to help development teams focus on delivery and business logic fast, instead of managing infrastructure.
- **DevOps Center** – An easy-to-use release management console that helps manage how apps progress through development from concept to launch on Salesforce.



Sejal Patil Marketing Manager

- **Salesforce Anywhere App** – This app provides you with powerful collaboration capabilities directly within Salesforce. It integrates with Customer 360, providing seamless collaboration across chats, alerts, comments, and workflow within desktop or mobile.
- **Service Cloud Voice** – Combines phone, digital channels, and CRM data in real-time in one console through Service Cloud Voice. Users can route calls onto a single platform, reduce data entry time and boost productivity, access AI-powered agent recommendations, and provide supervisors with omni channel visibility.
- **Einstein Call Coaching** – An exciting announcement for sales teams, this coach will help sales managers analyze call recordings and provide them with the insights needed to optimize every call.
- **Einstein Recommendations in Trail head** – Too many options on Trail head, not sure what path to follow? Based on your role, Einstein will now provide AI recommendations to you so you can develop the right skills.

Here's a throwback to the TrailheadDX in Bengaluru last year, when live events were a thing. Our biggest regret? We didn't meet our favorite mascots and bring back goodies to add to our desks. I'm sure we'll all catch up in person soon enough, till then, we hope to 'virtually' see you at the next Salesforce event!

### **About Extentia Information Technology**

A global technology and services firm that helps clients transform and realize their digital strategies. With a unique Experience Centric Transformation approach, Extentia's ground-breaking solutions are in the space of mobile, cloud, and design. The team is differentiated by an emphasis on excellent design skills that they bring to every project. As an SAP ISV-OEM Partner, Extentia's SAP Practice creates innovative solutions leveraging various features of the SAP Cloud Platform.

Focused on enterprise mobility, cloud computing, and user experiences, Extentia strives to accomplish and surpass their customers' business goals. The company's inclusive work environment and culture inspire team members to be innovative and creative, and to provide clients with an exceptional partnership experience.