

# TrailheaDX 2020 – The Ohana Goes Virtual!

By Sejal Patil, Marketing Manager, Extentia Information Technology

By TimesTech - July 6, 2020



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 Extentions marked in their

calendar in eager anticipation of TrailheaDX 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 Extentions 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 Extentions being able to invest more time in each session and attend more sessions than they would have in person.

## 2. 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 serverless 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.
- [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 omnichannel 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 Trailhead](#) – Too many options on Trailhead, 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 [#TrailheaDX](#) 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!

For more information please visit: [www.extentia.com](http://www.extentia.com)

---

---

**TimesTech**