

1. Manage Time-Specific Data

With the Summer '25 Release, Salesforce introduces support for the Time data type in Flows ideal for scenarios where only the time of day matters, not the date. Use this feature to handle actions like scheduling communication (e.g., when to send an email) or verifying whether events occur during business hours.

How it works?

The Time data type is now available across key Flow elements, including: action, assignment, collection filter, collection sort, create records, delete records, decision, get records, subflow, transform, update records, wait for conditions.

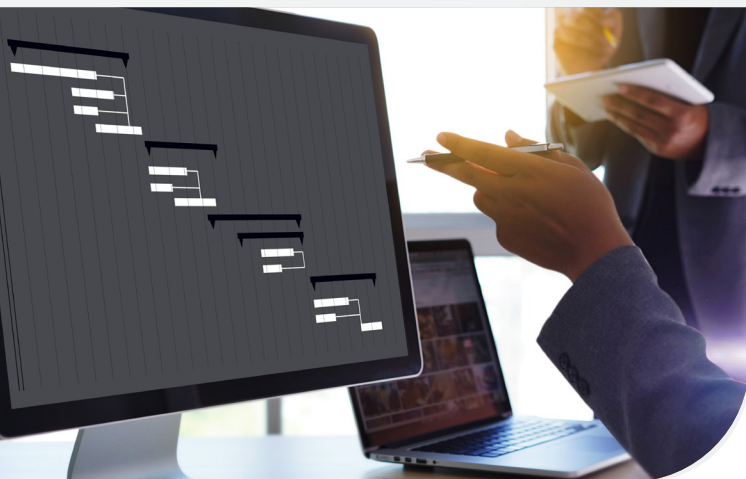
You can also use the following time functions in the formula editor:

HOUR(), MINUTE(), SECOND(), MILLISECOND(), TIMENOW(), and TIMEVALUE().

Format for entering time values: Use the format hh:mm:ss.SSS AM/PM. Seconds and milliseconds are optional.

2. Test Flows for Error Handling

With the new Has Error operator, you can configure negative assertions in a flow test. The Has Error operator is available in flow tests for record-triggered and data cloud-triggered flows. Select the Has Error operator to configure negative assertions for Create Records, Update Records, Delete Records, and Action elements. This also works for Action elements.



Where?

This change applies to Lightning Experience and Salesforce Classic in Essentials, Pro Suite, Professional, Enterprise, Performance, Unlimited, Developer, and all Einstein 1 editions.

When?

With negative assertions, your flows can now check for errors and edge cases effectively. For example, consider a flow that processes customer data. You can create a test to make sure the flow handles invalid input, such as a missing required field. This test verifies the flow's error handling, making your processes more robust.

How?

In Flow Builder, create a data cloud-triggered flow or record-triggered flow. Add the Create Records, Update Records, Delete Records, or Action element. Save the flow. Create a flow test and click Set Assertions. For Operator, click Has Error.

3. Create a Flow Approval Process with an Action

Salesforce introduces a powerful enhancement to Flow Builder: the ability to create approval processes directly within flows. This feature streamlines the approval workflow by allowing users to define and manage approval steps as part of their automated processes, eliminating the need for separate approval configurations.

Key Enhancements

Integrated Approval Actions: Users can now incorporate approval steps directly into their flows, enabling a seamless automation experience. There is now a dedicated “Submit for Approval” action you can use within a Record-Triggered Flow or Screen Flow. The approval is linked to a Flow Action (no separate approval process required).

Multi-Level Approvals: The new functionality supports complex approval hierarchies, allowing for multiple levels of approval within a single flow. Flows can now branch logic based on whether a record is approved or rejected. You can easily send notifications, update statuses, or trigger additional automation after approval decisions.

Enhanced Flexibility: By embedding approval logic into flows, organizations can tailor approval processes to specific business requirements more effectively.

Benefits

Streamlined Workflow Management: Combining approval processes with flow automation reduces the complexity of managing separate systems, leading to more efficient operations.

Improved User Experience: Users benefit from a unified interface where they can initiate and track approvals within the context of their existing workflows.

Reduced Administrative Overhead: By consolidating approval configurations within flows, administrative tasks are minimized, freeing up resources for other priorities.

Availability

Release: Summer '25 | Access: Available in all Salesforce editions that support Flow Builder.

Important

- The new approval action is available inside Flow Builder. No separate “Approval Process” setup needed.
- Works well with Record-Triggered Flows and Screen Flows.
- Ideal for dynamic approval paths where approvers aren’t static or where approval conditions change based on business logic.

4. Enable Business Hours Age to Track Accurate Case Age Without Raising a Support Case

Salesforce introduces a new standard field that brings greater precision to how you measure case resolution times, without the need for support intervention. The Business Hours Age field calculates how long a case has been open, based solely on your defined business hours. This means your performance metrics now reflect actual working time, not the total clock time, a critical improvement for realistic SLA tracking and support team performance.

Key Enhancements

New Standard Field, Business Hours Age: Now available on the Case object, this field automatically tracks open time based only on your business hours settings (e.g., Monday–Friday, 9 AM–5 PM).

No Setup Request Needed: Previously, enabling this functionality required a case with Salesforce Support. With Summer '25, it’s enabled out of the box, just toggle the setting in Setup, and you’re ready to go.

Improved SLA Reporting: In reports and dashboards, you can now use Business Hours Age instead of Total Age. This means more accurate insights. For example, a case opened Friday evening and closed Monday morning won’t appear to have been open for three days.

Availability

Release: Summer '25 | Access: Available in all Salesforce editions that support Case Management.

Important

- Business Hours must be configured in your Salesforce org (Service Setup » Business Hours)
- The field Business Hours Age must be added to page layouts or reports if you want agents to view it.
- This field only tracks business hours according to active business hours settings; holidays and weekends are automatically excluded if configured.

5. Test Flows Faster with Integrated Tests Support Case

Salesforce introduces Integrated Flow Tests, enhancing the Flow Builder experience by allowing users to create, manage, and execute tests directly within the Flow Builder interface. This feature streamlines the testing process, enabling faster validation of flow logic and ensuring more robust automation.

Key Enhancements

In-Builder Test Creation: Users can now define test cases within Flow Builder, specifying input values and expected outcomes without leaving the interface.

Automated Error Handling Checks: The system automatically checks for errors in Create, Update, Delete, and Action elements, ensuring that flows handle exceptions correctly.

Integration with CI/CD Pipelines: Integrated tests can be incorporated into continuous integration and delivery workflows, facilitating automated regression testing and promoting DevOps best practices.



Benefits

Accelerated Testing Process: By embedding test creation and execution within Flow Builder, users can rapidly validate flow logic, reducing development time.

Improved Flow Reliability: Automated error checks help identify potential issues early, leading to more stable and reliable flows in production environments.

Enhanced Developer Experience: The seamless integration of testing capabilities within the Flow Builder interface simplifies the development workflow, making it more intuitive and efficient.

Availability

Release: Summer '25 | Access: Available in all Salesforce editions that support Flow Builder.

6. Help Your Site Visitors View Records More Easily with the New Record List Component

Salesforce also introduces the Record List component for Lightning Web Runtime (LWR) sites, enhancing the way site visitors interact with data. This component allows users to view, search, and sort records such as accounts, cases, and other objects directly within your Experience Cloud site.

Key Enhancements

Dynamic Record Display: Configure the component to display records from any standard or custom object, providing flexibility in showcasing relevant data.

Search and Sort Capabilities: Enable users to quickly find specific records using search functionality and sort data based on various fields, improving data accessibility.

Customizable Properties: Adjust component properties to tailor the display according to your site's needs, including selecting list views and defining visible fields.

Responsive Design: The component is designed to be responsive, ensuring optimal viewing experiences across different devices and screen sizes.

To implement the Record List component:

- Navigate to Experience Builder for your LWR site.
- Drag the Record List component onto the desired page.
- Configure the component by selecting the object, list view, and fields you wish to display.

Benefits

Enhanced User Experience: By integrating the Record List component, site visitors can interact with data more intuitively, leading to increased engagement.

Streamlined Data Management: Admins can efficiently manage which records are displayed, ensuring that users have access to the most pertinent information.

Improved Site Functionality: The addition of this component adds robust data interaction capabilities to LWR sites, aligning with modern web standards and user expectations.

7. Increase Seller Productivity and Sales Process Adherence with Agentforce Deal Agent

Agentforce Deal Agent is an AI-powered assistant that streamlines deal management and enhances seller productivity by automating routine, time-consuming tasks. Integrated with Salesforce, it intelligently analyzes recent seller activity, including emails, call notes, and opportunity updates, to recommend proactive next steps such as updating the Stage or Next Step fields.

By default, all suggested updates require seller approval, ensuring control and oversight. However, the agent can be configured to apply changes automatically, reducing manual data entry and helping sellers maintain accurate and up-to-date opportunity records.

8. Discover Your Apex Trigger Batch Size and User

We can now view the Batch Size and User configuration details of your Apex platform event triggers directly in Setup. This enhancement provides greater visibility and simplifies monitoring and fine-tuning of trigger behavior through the UI.

Previously, this information was accessible only via the Tooling API or Metadata API using the Platform Event Subscriber Config object.

How?

To view the trigger batch size and user for an Apex trigger in Setup, enter Platform Events in the Quick Find box, click Platform Events, and then click your platform event. On the Platform Event detail page, check out the Subscriptions related list.



9. Own from Salesforce (Product Suite Overview)

Own from Salesforce is a suite of secure, end-to-end data protection and management tools designed to minimize risk, support compliance, and ensure data remains reliable, relevant, and scalable across your organization.

Components & Capabilities

Backup & Recover: Automatically backs up data and provides proactive alerts on data loss or corruption. Enables quick recovery from any point in backup history with granular change visibility.

Discover: Activates historical data to improve trend analysis and reporting. Helps uncover sales patterns, forecast buying behavior, and enhance customer insights.

Archive: Offloads data from production environments to reduce overage costs and enhance system performance. Tracks storage usage and helps identify data that can be archived.

Data Mask & Seed: Automates compliance with right-to-be-forgotten requests by anonymizing personal data. Simplifies sandbox seeding with realistic, secure test data using templates.

Shield Extension: Enhances Agentforce deployment readiness with advanced data monitoring and threat detection. Ensures data compliance and protection of sensitive customer information.

Security Center Extension: Centralizes access permissions and security controls into a single dashboard. Helps identify and resolve over-permissioning and potential data exposures.

Secure: The original product in the suite identifies and classifies sensitive data. Provides actionable tools to protect that data across Salesforce implementations.

Why?

Own from Salesforce products empower organizations to proactively manage and secure their data, reduce risk, support regulatory compliance, and optimize performance.

