



Informatica® Cloud MDM - Customer 360 for  
Salesforce

Spring 2021 Version 7.2

# What's New and Changed

Informatica Cloud MDM - Customer 360 for Salesforce What's New and Changed  
Spring 2021 Version 7.2  
May 2021

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# Preface

Read the *Informatica® Cloud MDM - Customer 360 for Salesforce What's New and Changed* to learn about the new features and enhancements, behavior changes between versions, and tasks you might need to perform after you upgrade from a previous version.

This guide is written for users of Cloud MDM - Customer 360 for Salesforce. This guide assumes that you have knowledge of the features for which you are responsible.

## Informatica Resources

Informatica provides you with a range of product resources through the Informatica Network and other online portals. Use the resources to get the most from your Informatica products and solutions and to learn from other Informatica users and subject matter experts.

### Informatica Network

The Informatica Network is the gateway to many resources, including the Informatica Knowledge Base and Informatica Global Customer Support. To enter the Informatica Network, visit <https://network.informatica.com>.

As an Informatica Network member, you have the following options:

- Search the Knowledge Base for product resources.
- View product availability information.
- Create and review your support cases.
- Find your local Informatica User Group Network and collaborate with your peers.

### Informatica Knowledge Base

Use the Informatica Knowledge Base to find product resources such as how-to articles, best practices, video tutorials, and answers to frequently asked questions.

To search the Knowledge Base, visit <https://search.informatica.com>. If you have questions, comments, or ideas about the Knowledge Base, contact the Informatica Knowledge Base team at [KB\\_Feedback@informatica.com](mailto:KB_Feedback@informatica.com).

### Informatica Documentation

Use the Informatica Documentation Portal to explore an extensive library of documentation for current and recent product releases. To explore the Documentation Portal, visit <https://docs.informatica.com>.

If you have questions, comments, or ideas about the product documentation, contact the Informatica Documentation team at [infa\\_documentation@informatica.com](mailto:infa_documentation@informatica.com).

## Informatica Product Availability Matrices

Product Availability Matrices (PAMs) indicate the versions of the operating systems, databases, and types of data sources and targets that a product release supports. You can browse the Informatica PAMs at <https://network.informatica.com/community/informatica-network/product-availability-matrices>.

## Informatica Velocity

Informatica Velocity is a collection of tips and best practices developed by Informatica Professional Services and based on real-world experiences from hundreds of data management projects. Informatica Velocity represents the collective knowledge of Informatica consultants who work with organizations around the world to plan, develop, deploy, and maintain successful data management solutions.

You can find Informatica Velocity resources at <http://velocity.informatica.com>. If you have questions, comments, or ideas about Informatica Velocity, contact Informatica Professional Services at [ips@informatica.com](mailto:ips@informatica.com).

## Informatica Marketplace

The Informatica Marketplace is a forum where you can find solutions that extend and enhance your Informatica implementations. Leverage any of the hundreds of solutions from Informatica developers and partners on the Marketplace to improve your productivity and speed up time to implementation on your projects. You can find the Informatica Marketplace at <https://marketplace.informatica.com>.

## Informatica Global Customer Support

You can contact a Global Support Center by telephone or through the Informatica Network.

To find your local Informatica Global Customer Support telephone number, visit the Informatica website at the following link:

<https://www.informatica.com/services-and-training/customer-success-services/contact-us.html>.

To find online support resources on the Informatica Network, visit <https://network.informatica.com> and select the eSupport option.

# CHAPTER 1

## What's New

This section describes the new features in Spring 2021 version 7.2.

### Filter Accounts Based on Conditions in Customer 360 View

In Lightning Experience, when you open the Customer 360 view, you can filter accounts for which you want to view the details based on conditions. You can use multiple conditions with the AND and OR operator.

For more information about Customer 360 view, see the *Informatica Cloud MDM - Customer 360 for Salesforce User Guide*.

### Hierarchy Filter Based on Node Type

In Lightning Experience, when you open the Customer 360 view, you can filter the records based on a selected node with all its child nodes.

For more information about Customer 360 view, see the *Informatica Cloud MDM - Customer 360 for Salesforce User Guide*.

### Template for the Data as a Service Job

In Lightning Experience, when you open a template for the Data as a Service job, you can calculate the number of records to be verified based on the configuration filters applied.

For more information about the DaaS batch job, see the *Informatica Cloud MDM - Customer 360 for Salesforce Administrator Guide*.

# Find Duplicate Records in Lightning Experience

In Lightning Experience, after you open an account or contact, you can find the duplicate records for the account or contact.

For more information about finding duplicate records, see the *Informatica Cloud MDM - Customer 360 for Salesforce User Guide*.

## Support for Guest Users

Based on the security setting of Salesforce, CC360 does not support guest users to create records when you configure synchronization settings for the Account object. For guest users to create records, deactivate the current trigger of the Account object and create a custom trigger.

For more information about allowing guest users to create accounts, see the *Informatica Cloud MDM - Customer 360 for Salesforce Administrator Guide*.

## Merge Rules

In Lightning Experience, when you create merge rules, you can now retain the existing master record to survive as the master record. By default, a merge rule retains the existing master record.

For more information about configuring the merge rules, see the *Informatica Cloud MDM - Customer 360 for Salesforce Administrator Guide*.

## CHAPTER 2

# What's Changed

This section describes the changes in Spring 2021 version 7.2.

## Test Connection of the Email Address Verification and Phone Number Validation Services

When you test the connection with the Email Address Verification or Phone Number Validation service, you can now see the number of remaining hits available for the configured license key.

Previously, when you test the connection, you could see only the status of the connection.

For more information about configuring the Email Address Verification and Phone Number Validation settings, see the *Informatica Cloud MDM - Customer 360 for Salesforce Administrator Guide*.