

### Overview

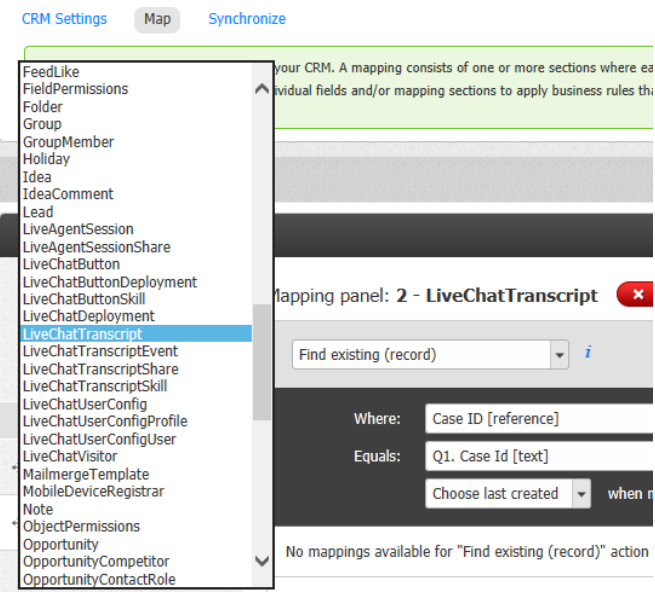
On the 22<sup>nd</sup> June 2014 06.30 - 07.00 UTC, Clicktools users may experience brief service interruptions as we make key updates to the Clicktools application and infrastructure.

## Maintenance update

This release addressed the following bugs:

Bug	Comment
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3313	<p>Enhanced Clicktools Salesforce integration to use metadata api version 30. Making available access to additional Salesforce objects for survey to CRM mapping.</p> <p>With this update it is now possible to map survey response content from Clicktools to the following Salesforce CRM objects:</p> <ul style="list-style-type: none"> <li>· Announcement</li> <li>· ApexTestQueueItem</li> <li>· AuthProvider</li> <li>· CollaborationGroupMemberRequest</li> <li>· CollaborationInvitation</li> <li>· ContentDocumentationLink</li> <li>· EventRelation</li> <li>· FeedItem</li> <li>· FeedLike</li> <li>· FieldPermissions</li> <li>· LiveAgentSession</li> <li>· LiveAgentSessionShare</li> <li>· LiveChatButton</li> <li>· LiveChatButtonDeployment</li> <li>· LiveChatButtonSkill</li> <li>· LiveChatUserConfig</li> <li>· LiveChatUserConfigProfile</li> <li>· LiveChatUserConfigUser</li> <li>· LiveChatVisitor</li> <li>· MobileDeviceRegistrar</li> <li>· ObjectPermissions</li> <li>· PermissionSet</li> <li>· PermissionSetAssignment</li> <li>· PermissionSetLicenseAssign</li> <li>· PushTopic</li> <li>· QuickText</li> <li>· QuickTextShare</li> <li>· SetupEntityAccess</li> <li>· Skill</li> <li>· SkillProfile</li> </ul>
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	<ul style="list-style-type: none"> <li>· LiveChatDeployment</li> <li>· LiveChatTranscript</li> <li>· LiveChatTranscriptEvent</li> <li>· LiveChatTranscriptShare</li> <li>· LiveChatTranscriptSkill</li> <li>· SkillUser</li> <li>· SupervisorAgentConfigSkill</li> <li>· Topic</li> <li>· TopicAssignment</li> <li>· UserShare</li> </ul>  <p>This update now makes available the LiveChat associated objects for Survey to CRM mapping. Making it possible to perform a reference lookup across the LiveChat associated objects and then link it back to your dedicated survey object in Salesforce for that complete view.</p>
3332	If a user edits a contact's email address, the 'date created' and 'created by' values are not updated.
3535	Creating a contact filter that requires a specific response to a survey question will now provide the correct results.
3607	Improved CRM integration for CRM On Demand/Sugar/Microsoft Dynamics users. The system now makes five attempts to sync to CRM before identifying a failure. The Sync retry is only for known temporary errors; examples being network problems or CRM being unavailable. This would be an error you would expect to work if you tried again. Other failures such as bad password



## RELEASE NOTES

June 2014 - Maintenance Update

	<p>and "object type does not exist" will not be retried because they require human intervention to fix.</p> <p><i>Note:</i> The CRM synchronize will not be re-attempted for any synchronization errors encountered prior to this update.</p>
3630	The Map page German translation for Text Insight has been corrected.
3634	Text Insight Mapping is now being copied over with a copied survey.
3640	The survey list in the contact filter is now showing all surveys instead of showing only one instance when a survey has multiple instances.