

Supported and non-supported field types in the Salesforce integration

Last Modified on Oct 18, 2022

In this article, you'll learn about all of the supported and non-supported field types in our [Salesforce integration](#).

In this article:

- [Field validation and Field mapping](#)
- [OnceHub fields](#)
 - [Supported OnceHub field types](#)
 - [Non-supported OnceHub field types](#)
- [Salesforce fields](#)
 - [Supported Salesforce field types](#)
 - [Non-supported Salesforce field types](#)
 - [Non-supported Salesforce Event standard fields](#)

Field validation and Field mapping

In the [Field validation step of the Salesforce setup process](#), you must map OnceHub fields to [Salesforce universally required fields](#). All supported and non-supported Salesforce fields that do not have a default value in your Salesforce organization will be shown. When you choose to assign a OnceHub field to a Salesforce field, only OnceHub fields that are supported by the integration will be shown in the Available fields list.

In the [Field mapping step of the Salesforce setup process](#), you can map OnceHub fields to additional Salesforce fields. Only fields that are supported by the integration will be shown. Non-supported fields will not be included in the Salesforce or OnceHub field lists.

OnceHub fields

Supported OnceHub field types

Our Salesforce integration supports all OnceHub field types except for checkboxes. This means that most OnceHub [System fields](#) and [Custom fields](#) can be mapped to Salesforce fields in both the [Field validation step](#) and the [Field mapping step](#) of the Salesforce setup process.

Non-supported OnceHub field types

The only non-supported OnceHub field type is the checkbox. Any checkbox Custom fields that you are using in your Booking forms cannot be mapped to Salesforce fields.

The checkbox field type will not appear in either the Field validation step or Field mapping step of the Salesforce setup process.

Salesforce fields

Supported Salesforce field types

The Salesforce integration supports most Salesforce field types. Below are the supported Salesforce field types that can accept data from OnceHub:

Salesforce field types	Salesforce description
Currency	Allows Users to enter a dollar or other currency amount and automatically formats the field as a currency amount. This can be useful if you export data to Excel or another spreadsheet.
Date	Allows Users to enter a date, or pick a date from a pop-up calendar.
Date/Time	Allows Users to enter a date and time, or pick a date from a pop-up calendar. When Users click a date in the pop-up, that date and the current time are entered into the Date/Time field.
Email	Allows Users to enter an email address, which is validated to ensure that it's in the proper format. If this field is specified for a contact or lead, Users can choose the address when sending an email. Note that custom email addresses cannot be used for mass emails.
Geolocation	Allows Users to define locations. Includes latitude and longitude components, and can be used to calculate distance.
Number	Allows Users to enter any number. Leading zeros are removed.
Percent	Allows Users to enter a percentage number, such as "10", and automatically adds the percent sign to the number.
Phone	Allows Users to enter any phone number. Automatically formats it as a phone number.
Picklist	Allows Users to select a value from a list you define.
Text	Allows Users to enter any combination of letters and numbers.

Text Area	Allows Users to enter up to 255 characters on separate lines.
Text Area (Long)	Allows Users to enter up to 131,072 characters on separate lines.
Text Area (Rich)	Allows Users to enter formatted text, add images, and add links. Up to 131,072 characters on separate lines.
URL	Allows Users to enter any valid website address. When Users click on the field, the URL will open in a separate browser window.

Salesforce picklist fields types can be mapped to OnceHub fields in the [Field mapping step](#). In Salesforce, the Salesforce picklist should include the mapped OnceHub field value. In addition, we recommend that you uncheck the **Strictly enforce picklist values** checkbox in the Salesforce picklist. This will enable Customers to make a booking even when the OnceHub value does not match the Salesforce picklist value. In this case, OnceHub will add the value to the Salesforce picklist.

Salesforce checkbox field types always have a default value set in Salesforce and will never appear in the Required mapping of the Salesforce connector. You can configure [Salesforce workflow rules](#) if you want to add an additional layer of Salesforce fields update logic. [Learn more about Using Salesforce workflow rules to update fields based on OnceHub data](#)

Non-supported Salesforce field types

Non-supported Salesforce field types will not be able to accept data from OnceHub and will not appear in the [Field mapping step](#) of the Salesforce setup process.

In the [Field validation step](#), non-supported Salesforce field types that are universally required fields and do not have a default value set in Salesforce will be indicated. When a booking is made and a universally required field in Salesforce has not been mapped to a field in OnceHub, a Field validation error will be detected. OnceHub will pass a default value to the field in Salesforce until you resolve the Field validation error. [Learn more about default values for universally required fields](#)

Alternatively, you can set these fields as **Required** on the Page Layout only, which means they would only be Required fields for manual entry and not for the API. [Learn more about Salesforce Page Layouts](#)

Salesforce field type	Salesforce description
Lookup Relationship	Creates a relationship that links this object to another object. The relationship field allows Users to click on a Lookup icon to select a value from a list. The other object is the source of the values in the list.
External Lookup Relationship	Creates a relationship that links this object to an external object whose data is stored in an external data source.

Checkbox	Allows Users to select a True (checked) or False (unchecked) value.
Picklist (Multi-Select)	Allows Users to select multiple values from a list you define.
Text (Encrypted)	Allows Users to enter any combination of letters and numbers and store them in an encrypted form.

Non-supported Salesforce Event standard fields

The following Activity Event Standard fields are not supported and will not appear in the [Field mapping step](#) of the Salesforce setup process.

Salesforce field label	Salesforce field name	Salesforce field type
Start	StartDateTime	Date/Time
End	EndDateTime	Date/Time

If you're still having problems, please [contact us](#) and we will be happy to assist you.
