

# GOVERNMENT TRAIL MAP

*We* **BRING COMPANIES** *and* **CUSTOMERS TOGETHER**

There's a lot going on at Salesforce World Tour Sydney, so check out the handy Salesforce Events app that lets you filter through sessions and create your personalised agenda. Download it from the Apple Store or Google Play!

## LEGEND

-  Beginner
-  Intermediate
-  Advanced

## Your adventure begins

8:45 a.m. - 9:30 a.m.	 Government: How Harnessing Innovation Fuels Thriving Communities	Level 2, Parkside Ballroom 2
10:00 a.m. - 11:10 a.m.	Opening Keynote: Trailblazers, Together	Level 4, Keynote Room
11:45 a.m. - 12:15 p.m.	 How Tech Leaders Drive Digital Transformation with the Customer 360 Platform	Level 1, Breakout G
11:45 a.m. - 12:45 p.m.	 Dept of Jobs, Precincts & Regions Sharing "Transforming the Grants Experience"	Level 2, Parkside Ballroom 2
12:00 p.m. - 1:30 p.m.	<b>Lunch Served</b>	<b>Level 1</b>
12:00 p.m. - 1:00 p.m.	Customer Sharing Round Table: "Transforming the Grants Experience" - Dept of Job, Precincts & Regions	Level 2, Parkside Ballroom 2
12:30 p.m. - 12:50 p.m.	Traditional Business Intelligence to Actionable Insights using Einstein at Australia Post	Level 1, Success Theatre
1:00 p.m. - 1:30 p.m.	 Healthcare: Transform Health & Wellness Experiences	Industries Breakout F
1:00 p.m. - 1:30 p.m.	 How Salesforce Protects Your Data	Level 1, Breakout G
2:00 p.m. - 3:00 p.m.	Customer Sharing Round Table: "Improving Global Diplomacy" - Dept of Foreign Affairs and Trading	Level 2, Parkside Ballroom 2
2:15 p.m. - 3:15 p.m.	 Dept of Foreign Affairs & Trade Sharing "Improving Global Diplomacy"	Level 2, Parkside Ballroom 2
2:30 p.m. - 3:00 p.m.	 How to Elevate the Employee Experience with Salesforce	Level 1, Breakout G
4:00 p.m. - 4:30 p.m.	 Turn Complaints and Customer Service Moments into Lifetime Loyalty	Industries Breakout F
4:00 p.m. - 5:00 p.m.	 The Trust Imperative - Why Customer Experience in Government Matters	Level 2, Parkside Ballroom 2

CUSTOMER SUCCESS