

SERVICE 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

9:00 a.m. - 9:30 a.m.		Customer 360 Story with Monash University	Level 1, Breakout C
9:00 a.m. - 9:30 a.m.		Turning Your Field Service Operations into a Competitive Advantage with BSA	Level 1, Breakout G
10:00 a.m. - 11:10 a.m.		Opening Keynote: Trailblazers, Together	Level 4, Keynote Room
11:45 a.m. - 12:25 p.m.		"The New Age of Human-Centric Service with Monash University"	Level 1, Breakout E
12:00 p.m. - 1:30 p.m.		Lunch Served	Level 1
1:00 p.m. - 1:30 p.m.		Customer 360 Story with Fisher & Paykel	Level 1, Breakout C
1:45 p.m. - 2:15 p.m.		Customer 360 Story with The Warehouse Group	Level 1, Breakout C
2:30 p.m. - 3:00 p.m.		Customer 360 Story with Kayo	Level 1, Breakout C
3:15 p.m. - 3:45 p.m.		"Win, Keep and Grow Customers with Seamless Digital Customer Service with Kayo"	Level 1, Breakout B
4:00 p.m. - 4:30 p.m.		"Best Practices for Empowering Your Agents to Serve Your Customers with Telstra"	Level 1, Breakout B

CUSTOMER SUCCESS