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Salesforce Live: India Customer 360 Online Expo



	11:15 A.M. - 11:45 A.M. IST	11:45 A.M. - 12:15 P.M. IST	12:15 P.M. - 12:45 P.M. IST	12:45 P.M. - 1:15 P.M. IST	1:15 P.M. - 1:45 P.M. IST	1:45 P.M. - 2:15 P.M. IST	2:15 P.M. - 3:00 P.M. IST	
 Sales	CORE SALES: “Grow faster and deepen relationships with the worlds #1 CRM”	CPQ: “Sell Faster With Quote-to-Cash Automation”	HIGH VELOCITY SALES: “Give inside sales reps an outsized advantage”	CORE SALES: “Grow faster and deepen relationships with the worlds #1 CRM”	CPQ: “Sell Faster With Quote-to-Cash Automation”	HIGH VELOCITY SALES: “Give inside sales reps an outsized advantage”	OPEN Q&A	
 Service	CORE SERVICE: “Empower everyone to deliver personalised service across any channel”	FIELD SERVICE: “Elevate every Field Service Experience”	DIGITAL ENGAGEMENT: “Seamless Service Experience with Digital Engagement”	CORE SERVICE: “Empower everyone to deliver personalised service across any channel”	FIELD SERVICE: “Elevate every Field Service Experience”	DIGITAL ENGAGEMENT: “Seamless Service Experience with Digital Engagement”	OPEN Q&A	
 Marketing	CORE MARKETING: “Make every customer interaction a reason to love your brand”	DATORAMA: “Analyse Experiences With Intelligence”	CORE MARKETING: “Make every customer interaction a reason to love your brand”	DATORAMA: “Analyse Experiences With Intelligence”	CORE MARKETING: “Make every customer interaction a reason to love your brand”	DATORAMA: “Analyse Experiences With Intelligence”	OPEN Q&A	
 Commerce	B2B COMMERCE: “Connect Commerce, Orders, and Service”	B2C COMMERCE AND ORDER MANAGEMENT: “Connect Commerce, Orders, and Service. Deliver seamless ordering with ease”	B2B COMMERCE: “Connect Commerce, Orders, and Service”	B2C COMMERCE AND ORDER MANAGEMENT: “Connect Commerce, Orders, and Service. Deliver seamless ordering with ease”	B2B COMMERCE: “Connect Commerce, Orders, and Service”	B2C COMMERCE AND ORDER MANAGEMENT: “Connect Commerce, Orders, and Service. Deliver seamless ordering with ease”	OPEN Q&A	
 Communities	COMMUNITIES: Build Connected Digital Experiences	SALESFORCE CMS: Simple, Fast, & Connected Content Management for Salesforce	PARTNER RELATIONSHIP MANAGEMENT: Engage and Sell more through Channels	COMMUNITIES: Build Connected Digital Experiences	SALESFORCE CMS: Simple, Fast, & Connected Content Management for Salesforce	PARTNER RELATIONSHIP MANAGEMENT: Engage and Sell more through Channels	OPEN Q&A	
 Platform & Security	CUSTOMER 360 PLATFORM: “Deliver Unified Customer and Employee Experiences”	HEROKU: “Transform Data into Customer Experiences with Heroku”	SECURITY & COMPLIANCE: “Deliver Enhanced Security and Protect Your Data”	CUSTOMER 360 PLATFORM: “Deliver Unified Customer and Employee Experiences”	HEROKU: “Transform Data into Customer Experiences with Heroku”	SECURITY & COMPLIANCE: “Deliver Enhanced Security and Protect Your Data”	OPEN Q&A	
 Work.com	WORK.COM: “Reopen Your Workplace Safely with Contact Tracing”	WORK.COM: “Reopen Your Workplace Safely with the Workplace Command Center”	WORK.COM: “Reopen Your Workplace Safely through streamlined Shift Management”	WORK.COM: “Reopen Your Workplace Safely with Contact Tracing”	WORK.COM: “Reopen Your Workplace Safely with the Workplace Command Center”	WORK.COM: “Reopen Your Workplace Safely through streamlined Shift Management”	OPEN Q&A	
 Analytics	TABLEAU: “Story Telling with Data and Visual Analytics”	EINSTEIN ANALYTICS: “Actionable insights in the CRM workflow to boost productivity.”	TABLEAU: “A Modern Approach to Enterprise Analytics”	TABLEAU: “Better Together - Tableau + Einstein Discovery”	TABLEAU: “A Modern Approach to Enterprise Analytics”	EINSTEIN ANALYTICS: “Actionable insights in the CRM workflow to boost productivity.”	OPEN Q&A	
 Small Business	PARDOT FOR SMALL BUSINESS: “Marketing Automation to engage your buyer across every touchpoint”	SERVICE CLOUD FOR SMALL BUSINESS: “Empower your customers and support teams with Digital Engagement”	SALES CLOUD FOR SMALL BUSINESS: “Increase productivity & win more business”	PLATFORM FOR SMALL BUSINESS				
 Financial Services	RETAIL BANKING: “Building Personalized and Connected customer banking relationships”	INSURANCE: “Creating an Exceptional Policyholder & Agent Experience”	LENDING: “Simplified and Effortless Lending”	RETAIL BANKING: “Building Personalized and Connected customer banking relationships”	INSURANCE VLOCITY	LENDING: “Simplified and Effortless Lending”	OPEN Q&A	
 Healthcare & Life Sciences	HEALTH CLOUD: “Tele-Health Consultations for Patients - Patient Care”	MARKETING: “Digital Engagement for Pharma”	VLOCITY + HEALTH CLOUD: Bridging the digital engagement gap in Health and Wellness for Hospital, Insurers and Care Givers	HEALTH CLOUD: “Tele-Health Consultations for Patients - Patient Care”	MARKETING: “Digital Engagement for Pharma”	HEALTH CLOUD: “Tele-Health Consultations for Patients - Patient Care”	HEALTH CLOUD	OPEN Q&A
 Retail	DIGITAL SHOPPING ASSISTANT	PERSONALISED SHOPPER MARKETING	DIGITAL SHOPPING ASSISTANT	PERSONALISED SHOPPER MARKETING	DIGITAL SHOPPING ASSISTANT	PERSONALISED SHOPPER MARKETING	OPEN Q&A	
 Consumer Goods	CONSUMER GOODS CLOUD: “Optimise Retail Execution”	DISTRIBUTED MARKETING FOR CONSUMER GOODS	INFLUENCER MANAGEMENT FOR CONSUMER GOODS	CONSUMER GOODS CLOUD: “Optimise Retail Execution”	DISTRIBUTED MARKETING FOR CONSUMER GOODS	INFLUENCER MANAGEMENT FOR CONSUMER GOODS	OPEN Q&A	
 Manufacturing	MANUFACTURING CLOUD: “Delivering Commercial Excellence in B2B & B2C (Manufacturing Cloud and Einstein)”	REIMAGINING COMMERCE FOR MANUFACTURERS	SUPPLIER RELATIONSHIP MANAGEMENT FOR MANUFACTURERS	MANUFACTURING CLOUD: “Delivering Commercial Excellence in B2B & B2C (Manufacturing Cloud and Einstein)”	REIMAGINING COMMERCE FOR MANUFACTURERS	SUPPLIER RELATIONSHIP MANAGEMENT FOR MANUFACTURERS	OPEN Q&A	
 Professional Services	PROFESSIONAL SERVICES: “Accelerate pipeline through insights, automation and collaboration”	PROFESSIONAL SERVICES: “Intelligent Resource Management in a Remote Environment”	PROFESSIONAL SERVICES: “Accelerate pipeline through insights, automation and collaboration”	PROFESSIONAL SERVICES: “Intelligent Resource Management in a Remote Environment”	PROFESSIONAL SERVICES: “Accelerate pipeline through insights, automation and collaboration”	PROFESSIONAL SERVICES: “Intelligent Resource Management in a Remote Environment”	OPEN Q&A	
 Communications, Media & Utilities	VLOCITY FOR COMMUNICATIONS & MEDIA: “Simplifying Order Management - going beyond Comms B2B and into Media Ad Sales”	VLOCITY FOR UTILITIES - 360 CONSOLE	VLOCITY FOR COMMUNICATIONS & MEDIA: “Simplifying Order Management - going beyond Comms B2B and into Media Ad Sales”	VLOCITY FOR UTILITIES - 360 CONSOLE	VLOCITY FOR COMMUNICATIONS & MEDIA: “Simplifying Order Management - going beyond Comms B2B and into Media Ad Sales”		OPEN Q&A	
 Future of Education Tech	THE CONNECTED SALES	POST SALES STUDENT ENGAGEMENT & THE CONNECTED STUDENT SERVICE	THE CONNECTED SALES	POST SALES STUDENT ENGAGEMENT & THE CONNECTED STUDENT SERVICE	THE CONNECTED SALES	POST SALES STUDENT ENGAGEMENT & THE CONNECTED STUDENT SERVICE	OPEN Q&A	
 Innovation		SALESFORCE IGNITE: “Mahindra Auto puts the new age customer at the center of their digital transformation”	SALESFORCE IGNITE: “Customer engagement beyond the pandemic”	SALESFORCE IGNITE: “Bajaj Auto Finance leads with empathy to reimagine experiences at the front-line”				
 Small Business					SMALL BUSINESS: “Fireside Chat with Singhania & Partners LLP” Discover how Digitization of Internal process helped improvising the operations, productivity and customer relationship for Singhania & Partners LLP	SMALL BUSINESS: “Fireside Chat with CS Infocomm” Agility with Salesforce: How to maximise Efficiency and ROI		