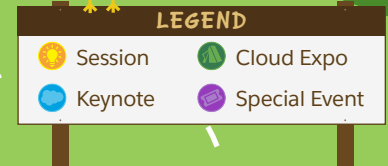




Dreamforce Trail Map for Service

Blaze your trail with these four perfect days.

Click the sessions below to add to your agenda.



Your adventure starts here.

10:00 AM		Artificial Intelligence Is Shaping the Future of Customer Service	Marriott Hotel
11:00 AM		Start your day off at the Service Lodge - your home base for the event.	Marriott Hotel
1:00 PM		Connected Field Service - Moderated by Peter Coffee	Marriott Hotel
3:30 PM		Everyone Owns the Customers: Knocking Down Walls between Sales & Service	Marriott Hotel



You're on the right path! Keep going.








8:30 AM		Gaining Enterprise-Wide Cooperation for Customer Service Excellence	Marriott Hotel
9:30 AM		Top Emerging Trends & Their Impact on Engagement	Marriott Hotel
10:00 AM		AI and the Future of Customer Experience	Yerba Buena
12:00 PM		Head over to the Service Cloud area in the Salesforce Campground for live demos.	Moscone South
1:00 PM		"Be a Customer Trailblazer" with Marc Benioff & Special Guests	Moscone North
3:00 PM		Check out the Lightning Lookout and the Einstein Discovery Center.	Moscone West
5:00 PM		Omni-Supervisor: Real-time Intelligence to Track Agent and Queue Activity	Marriott Hotel
7:00 PM		Rock out with U2 at the Dreamfest	Cloud Palace



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The most exciting part of your trail is today.

8:30 AM		Service Cloud Roadmap - Part 1: The Agent Experience	Marriott Hotel
10:00 AM		Lead with Self-Service! Help Customers Help Themselves	Marriott Hotel
1:30 PM		Salesforce for Service Keynote: Differentiate your Company with Smarter Service	Moscone North
3:30 PM		Service Cloud Roadmap - Part 2: The Customer Experience	Marriott Hotel
4:00 PM		Global Research: State of Service 2016	Marriott Hotel
5:00 PM		Equality Summit Keynote: Road to Equality through Business, Sports & Government	Moscone North
7:00 PM		The AppBash Party	City View Metreon



You did it! You completed the Dreamforce Trail for Service!

8:30 AM		Can we chat? Deliver more personalized service with Live Agent	Marriott Hotel
9:30 AM		Service Cloud Console Best Practices	Marriott Hotel
12:00 PM		Day of Compassion: Compassion and Creativity Session	Moscone North

finish

