



# Agentforce World Tour *Mumbai*

## Slack Guide ✨

Alright, buckle up, Service trailblazer! Get ready for an electrifying day at Agentforce World Tour Mumbai 2025! This isn't just another conference; it's your launchpad into the future of customer service powered by AI and Agentforce! Here's your amped-up, must-do agenda

Dive into the future of work, and see how Agentforce in Slack will help make everyone's working life simpler, more pleasant, and more productive. With trailblazing brands joining us on stage, you will get an insider look at how they're navigating the future of work with digital labour, redefining how they operate today.

### Morning: Fuel Up and Dive In! ✨

#### **8:30 AM - 9:50 AM Check-in, Breakfast & The Buzzing Campground!**

Touchdown at the Jio World Convention Center, grab your badge, and energize with breakfast! But hold on, the real action starts NOW in the Campground!

Hit These Must-See Salesforce Demo Booths: Get ready to be amazed!

- **Service:** Boost your customer service with AI
- **FINS - Servicing:** Activating superior customer experiences and driving productivity
- **Marketing:** Build end-to-end campaigns faster with Agentforce
- **Data:** Unlock unstructured data to power Agentforce



**09:50 AM - 10:30 AM Leadership Conversation with the Iconic Sania Mirza!**

Get ready to be inspired by a true champion! Sania will share her wisdom on leadership, reinvention, and high-performance – essential fuel for navigating the ever-evolving marketing arena!

**10:30 AM - 12:00 PM Keynote: Become an Agentforce Company Humans with Agents Drive Customer Success Together**

This is where it all comes together! Understand Salesforce's electrifying vision for Agentforce and how it's uniting human brilliance with AI agents to redefine customer success. This session will lay the groundwork for all your marketing discoveries today!

**Afternoon: Service Innovators Unleashed!**

**12:00 PM - 1:50 PM Lunch & Campground - Network and Recharge!**

- Refuel with lunch while continuing your exploration of the Campground! This is your prime opportunity for deeper dives at those Salesforce and Partner booths that sparked your interest in the morning. Head to Agentforce Consultation for a direct look at its power, or even try your hand at the Build Your Own Agent station to truly grasp the future of work automation!

**02:00 PM - 3:00 PM Slack Breakout Hall 401 A&B - Learn how Humans with Agents Deliver Big Results**

- Welcome Note: Rahul Sharma, AVP - Cloud Specialist Team
- Slack Keynote: How Humans with Agents Drive Work Success: Himanshu Rajpal, Regional Sales Director, Cloud Specialist Team



- Slack Demo: Sideshwar Rane, Lead, Specialist SE
- Customer fireside chat: How Slack helps accelerate your business.  
Neha Joshi, Director - Operations, Sub Ko Coffee  
Rahul Sharma, AVP - Cloud Specialist Team

### **03:30 PM - 04:10 PM High Tea & Campground - Connect and Concoct!**

Take a well-deserved break for refreshments and keep the networking vibes going! Discuss the mind-blowing insights from the afternoon sessions with fellow Slack and Salesforce experts. Brainstorm how you can implement these cutting-edge strategies in your own organization!

### **04:10 PM - 5:45 PM Service Breakout Hall (Lotus 1)**

- Keynote: Shift to an AI Agent-First Service Organisation: Learn how to shift to an AI agent-first org with Agentforce and Service Cloud to boost productivity, automate tasks, and deliver faster, smarter customer experiences.
- Panel Discussion- Revolutionizing Customer Experience: Insights from India's Innovators on Leveraging Service Cloud - An insightful panel discussion featuring leaders from Piramal Finance and L&T Electrical & Automation to discover how they have leveraged Salesforce Service Cloud to revolutionize their customer experience. From streamlining support processes to enhancing customer satisfaction, this session will delve into real-world success stories, best practices, and the future of customer service in the digital age.

## **Evening: Celebrate and Connect!**

### **05:45 PM - 7:00 PM The Grand Finale: Live Performance by the one and only Shaan!**

Get ready to unwind and celebrate an incredible day with a live performance by one of India's greatest singers! Network with fellow attendees and make those lasting connections!



## Your Essential Event Checklist ✨

- ☐ (09:50 AM | Jasmine 1) Leadership Conversation with Sania Mirza
- ☐ (10:30 AM | Jasmine 1) Main Keynote
- ☐ (02:00 PM | 401 A&B Slack Breakout
- ☐ (04:10 PM | Lotus 2) Service Breakout
- ☐ (8:30 AM - 09:45AM, 12:00PM - 5:45 PM | Jasmine 2) Campground
- ☐ Agentforce Zone: Witness the AI magic!
- ☐ Slack Booth
- ☐ Slack Theatre
- ☐ Commerce Booth
- ☐ Data Booth
- ☐ Tableau Booth
- ☐ Salesforce Industry Booths (Retail, CG, FINS, Mfg, Auto, HLS)
- ☐ Partner Booths
- ☐ Agentforce Consultation
- ☐ Build Your Own Agent

**Remember:** This is your personalized adventure! Check the official event schedule for the very latest updates on session times, detailed descriptions, and speaker lineups. Prioritize the sessions and booths that resonate most with your specific Slack engagement objectives. And most importantly, be ready to connect, learn, and be inspired to revolutionize your Slack strategies! Let's make it an unforgettable day!

