Legend:
- 🟢 Breakout
- 🟣 Theater
- 📍 Field Service Keynote
- Main Keynote
- Video On Demand

Tuesday, October 14

🟢 **metrigy**

2030 Contact Centers: Analyst Insight on Service's Future

8:30 a.m.

Metreon AMC, L3, Theater 13

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salesforce

Dreamforce Main Keynote

10:00 a.m. ▶

Moscone South, LL, Hall B

🟢 **Simplyhealth** | **smarsh**
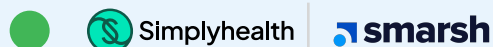
Inside the State of Service: Customer Panel on What's Next

12:30 p.m. ▶

Moscone West, L3, Room 3018

🟢 **smartsheet** | **Zillow**

From Silos to Success: The Unified AI CX Playbook

12:30 p.m.

Metreon AMC, L3, Theater 13

🟢 **Telepass**

Customer 360 in Action: Agentforce Sales + Service

1:45 p.m.

Metreon AMC, L3, Theater 13

📍 **GE VERNOVA** | **Google Fiber**

Field Service Keynote: Confident Teams from Uptime to Upsell

2:00 p.m. ▶

InterContinental, L3, Grand Ballroom

🟢

Customer Panel: Agentforce Service vs. ServiceNow

3:30 p.m.

Moscone West, L3, Room 3020

🟢 **DELTA** | **Heathrow**

Next-Gen Service Portals: Agentic, Proactive, Personalized

4:15 p.m.

Metreon AMC, L3, Theater 13

Build Your Agenda

Easily add these sessions right to your agenda.

Pro Tip

Bring your own headphones to connect to live session audio.

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Wednesday, October 15

● Breakout   ◉ Video On Demand
● Theater
♥ Keynote

● **ZOTA** PAYMENT SERVICES | **Engine** | **⌂.vivint**

Say Goodbye to Repetition: End-to-End Service Powered by AI

8:15 a.m.

Metreon AMC, L3, Theater 13

● **AUTODESK.** | **PENFED** CREDIT UNION

Let's Talk: How to Elevate Your Voice in the Contact Center

9:30 a.m.

Metreon AMC, L3, Theater 13

● **gm** | **🍋** (lululemon)

AI That Works: Inside GM & Lululemon's Digital CX Playbook

10:45 a.m.

Metreon AMC, L3, Theater 13

●

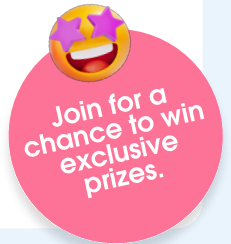## Good to Great: The 4 Pillars to Service AI Strategy

12:30 p.m.

Moscone West L3, Room 3024

♥ **PEPSICO** | **Southwest's**

Agentforce Service Keynote: Drive Proactive Support

1:00 p.m. ◉

Moscone South, LL, Hall B

Join for a chance to win exclusive prizes.

●

Scale Smarter: Knowledge That Evolves to Power Trusted AI

2:30 p.m.

Metreon AMC, L3, Theater 13

♥ **UNESCO**

Agentforce IT Service Keynote: Reinvent the Employee Experience

3:30 p.m. ◉

InterContinental, L3, Grand Ballroom

● **◇ agibank**

How Agibank Deflects 77% of Cases with Agentforce & WhatsApp

4:30 p.m. ◉

Moscone North, LL, Campground, Theater 2

df

Legend:
- 🟢 Breakout
- 🟣 Theater
- ▶️ Video On Demand

Thursday, October 16

🟣

3 Features Every Contact Center Leader Needs Right Now

9:30 a.m. ▶️

Moscone North, LL, Campground, Theater 2

🟢 **affirm**

4 Ways AI Agents Help Service Reps Deliver Better CX

9:45 a.m.

Metreon AMC, L3, Theater 13

🟣 **N | InheritNOW**

Drive Growth Across Sales and Service - Now on Every Channel

11:00 a.m. ▶️

Moscone North, LL, Campground, Theater 2

🟢

How Salesforce Improves Case Resolution with Agentforce

11:30 a.m.

Mosc North, LL, Campground, SF on SF

🟣 **LENNAR®**

How AI-Powered Voice Agents Help Reps Deliver Better Service

12:00 p.m. ▶️

Moscone West, L3, Slack and Apps Theater

🟢

Your Service Cloud Roadmap: What's Next for Humans and AI

12:15 p.m. ▶️

Moscone South, LL, Content Pavilion

🟣 **ANDERSEN TAX**

3 Ways to Increase Resolutions and Savings with Self-Service

1:00 p.m. ▶️

Moscone North, LL, Campground, Theater 2

Register Today

Sign up to attend in person.

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