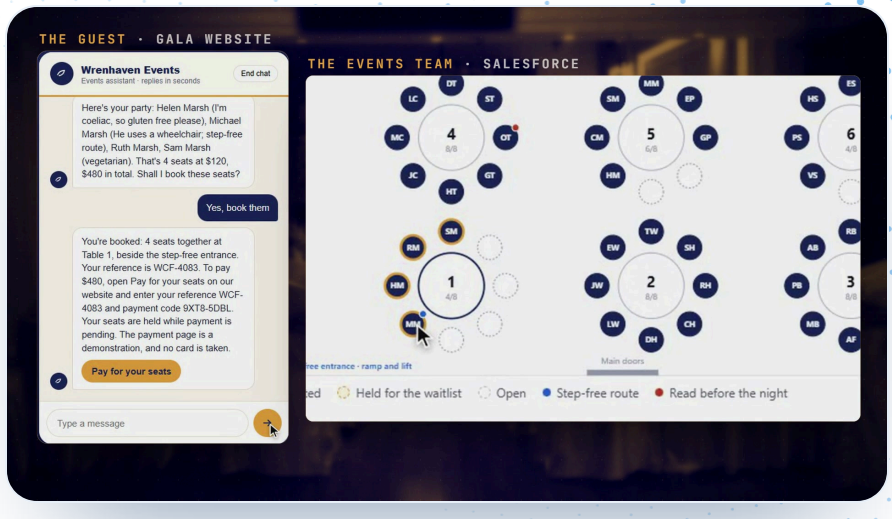
SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · NONPROFIT AND COMMUNITY · NOVEMBER 2026

Every chair knows who's sitting in it.

Event Registration Agent. It answers guests' questions about your event in the chat on your website, only from the event record and the FAQ. It books a party, keeps each guest's needs in their own words, asks plainly about a step-free route and books only on the guest's yes. It seats the whole party at one table that suits it, never sells one seat more than the room holds, and offers a cancelled table to the first waiting party that fits.



STATUS
LIVE DEMO

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, Phone

CONTACT
contact@synconai.com

salesforce PARTNER

THE PROBLEM

Selling the tickets is easy. Knowing the room is not.

Gala bookings usually arrive as a form, an email and a phone call. Someone copies names into a spreadsheet, chases the dietary notes, works out who needs the step-free entrance, and moves parties between tables by hand. The last few seats get sold twice, a cancellation leaves a gap nobody fills, and the kitchen gets a list the night before that nobody is sure of.

- **A booking for four, with “one of us has an allergy” and no name**
- **A guest in a wheelchair seated at the table furthest from the ramp**
- **The last two seats sold to two different families**
- **A cancelled table, and a waiting list kept on a sticky note**

THE COST Every guest told you what they need. It should be on their chair, not in an inbox.

WHAT IT DOES

Everything the Event Registration Agent handles.

01
Answers from the event
Venue, times, access and menu, only from the event record and the FAQ.

02
Keeps each guest's own words
Dietary and access needs stored exactly as typed, never interpreted, a severe allergy flagged.

03
Asks about step-free access
Plainly, and by name when a guest's own note mentions a wheelchair.

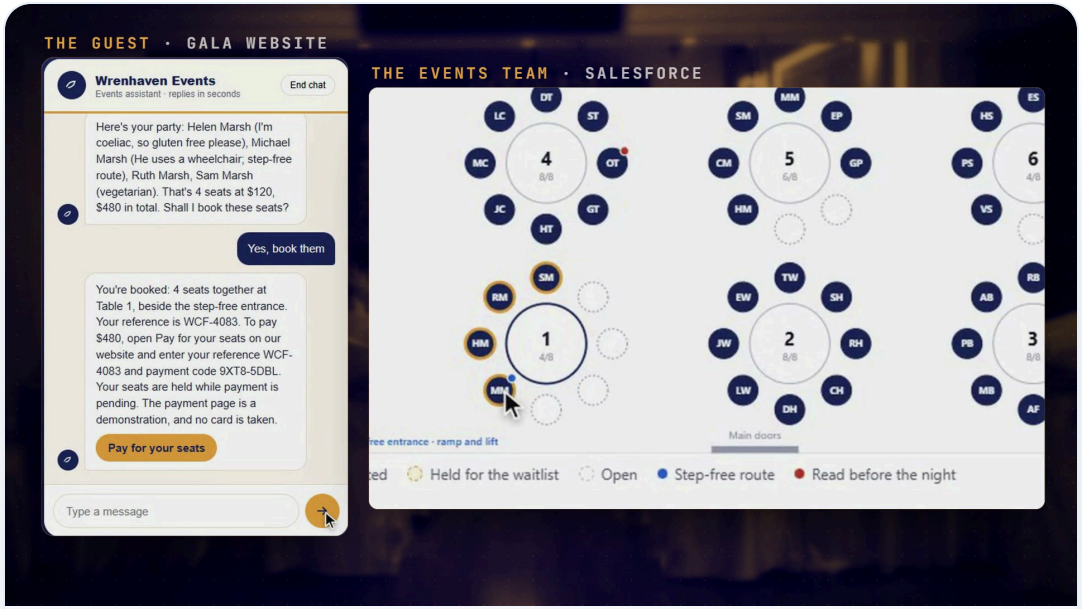
04
Seats the whole party together
Read back with the total, booked on a yes, at one table that suits it.

05
Never oversells
Even when two chats say yes to the last seat at the same moment.

06
Refills cancelled tables
A freed table goes to the first waiting party that fits, held 24 hours, taken with one yes.

PROOF

Recorded live on a real Salesforce org.



Watch the full run (3:05) at synconai.com/ai-agents/event-registration-concierge

- **One table per party.** The whole party together, at the step-free table when needed.
- **Their own words.** Dietary and access needs kept exactly as typed, never interpreted.
- **Never oversold.** Two chats, one last seat: one seated, one offered the waitlist.
- **No card details.** A reference and a single-use payment code, never a card number in the chat.

A QUESTION FIRST
Answered from the event, not guessed.

IN THEIR OWN WORDS
Each note on its guest, exactly as typed.

BOOKED ON HER YES
Four seats together, by the step-free entrance.

THE ROOM IS FULL
Number 1 on the waitlist.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 Only what you wrote down

Prices, times and access facts come only from the event record and the FAQ.

02 Their words, untouched

Dietary and access needs are kept exactly as typed, never interpreted.

03 Nothing booked without a yes

The party and the total are read back first; seats are booked only on the guest's yes.

04 No card details

A reference and a single-use code for your own payment page; never a card.

05 Only their own booking

A cancellation or a waitlist check needs the reference and the booker's email.

06 People decide the rest

Groups over 10, refunds, changes of numbers, unknown facts and requests for a person go to the events team.

TESTED BY REPLAY 29 automated tests on every rule: booking, seating a party at one table, the step-free table, the last seat, the waitlist, the cancellation check and the table offer.

THE DIFFERENCE

A booking form sells tickets. This agent fills the room.

WHEN	A TICKETING FORM OR AN EVENTS INBOX	THIS AGENT
A guest has a question first	An email, answered tomorrow	**Answered in the chat from the event record and FAQ**
A guest has an allergy or uses a wheelchair	A free-text box, retyped for the kitchen	**Kept in their own words on their seat, allergy flagged**
A party of four books	Seated by hand later	**Seated together at one table that suits them**
Two people want the last seat	Sold twice, one apology	**One seated, the other offered the waitlist at once**
Someone cancels	A gap in the room	**The table offered to the first waiting party that fits**
Payment	Card details in an email or a form	**A reference and single-use code; no card in the chat**
A group of 12 or a refund	Lost in the inbox	**Passed to the events team with a note**

DELIVERY

Your event, your room, your rules.

1

Map your event

The room and its tables, the step-free route, prices, the FAQ and when a person takes over.

2

Configure in your org

The chat on your website, your brand, your hold time, reminders and wording.

3

Test with your room

Your tables and real booking conversations, replayed before go-live and before every change.

4

Go live and hand over

One event first, then every event, with a runbook and the test set.

Deployable source
The agent, actions, objects and screens as Salesforce metadata.

Solution design
A Solution Design Document with UML for your architects.

Test suite
Apex tests plus replayed conversations, run before every release.

Least-privilege access
Permission sets for the agent user and for your staff.

Runbook and handover
How to run it, change its rules and roll back.

YOU PROVIDE Campaigns · Agentforce · Your FAQ · A payment provider

NEXT STEP

Get the Event Registration Agent scoped for your org.

A free 60-minute review with an architect: what it would do in your org, what it needs and how long it takes.

EMAIL

contact@synconai.com

THE AGENT

synconai.com/ai-agents/event-registration-concierge

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER