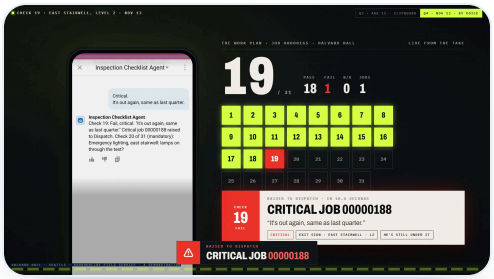
FIELD SERVICE AND OPERATIONS · AGENTFORCE EMPLOYEE AGENT

Inspection Checklist Agent

Same building. Same checks. This time, nothing got lost.

The Inspection Checklist Agent works in the Salesforce Field Service app. The inspector walks the site and answers each check out loud; the agent records every answer on the job's work plan in his own words, raises a job for every failure while he is still standing there, and reads the summary back from the records. The site's representative signs on his phone, one approval locks it, and the office sees the whole inspection, check by check, the moment it is done.



3	6	325	446	90%
SUBAGENTS	ACTIONS	COMPONENTS	APEX TESTS	CODE COVERAGE

WHAT IT DOES

The checklist, by area
The job's inspection checklist on the phone: every question in its area.

Check by check
Each answer on its own work step; the next check comes straight back.

Signed on site
The site signs on the phone; one approval submits and locks it.

By voice
The Field Service app's voice to text, in the inspector's own words.

A failure is a job
One follow-up job per failure, raised to Dispatch in about ten seconds.

The office, live
Every check over the building, replayed, compared with last time.

THE RULES IT FOLLOWS

- **Answers from his words**
  A question is never taken as an answer, and a hedge is never recorded as a pass; the agent asks again.
- **Every failure becomes a job**
  One follow-up job per failed check, linked to the inspection, with the inspector's words; Critical goes to Dispatch.
- **Counted, not written**
  The summary, the counts and every job number come from Salesforce and are said as written.
- **Signed, then locked**
  Nothing is submitted until the site signs and the inspector approves, once, on the job. After that nothing can change.

PROVEN IN A LIVE RUN

By voice, check by check. Answers in his own words, on the job's work plan.

A failure is a job. Raised to Dispatch before he moves, with his words.

Signed on site. The site signs on the phone; one approval locks it.

WORKS WITH
Works with your team

WHERE IT WORKS
Field Service app

RUNS ON
Agentforce, Salesforce Field Service, Field Service mobile app

BEST FOR
Inspectors and technicians, service offices and dispatch, facilities managers, compliance and safety officers, and property managers

INDUSTRIES
Fire and life-safety, Facilities maintenance, Building services, Property and venue management, HVAC and mechanical services, Elevator and escalator service

WHAT YOU NEED

- ✓ **Field Service**
  Work Orders, Service Appointments and Work Plans, and the Field Service mobile app.
- ✓ **Agentforce**
  Agentforce for employees, in the Field Service app.
- ✓ **Your checklists**
  Your inspection checks as work plan templates, and your sites as Locations.
- ✓ **Dispatch**
  The team that receives follow-up jobs.

Live. Recorded on a real Salesforce org and last validated Nov 14, 2026.

Free scoping: a 60-minute review with an architect.

We map it to your org, your rules and your data, and give you a fixed plan before work starts.

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