EMPLOYEE AND INTERNAL OPS · AGENTFORCE EMPLOYEE AGENT

Internal Knowledge Concierge

Answers internal questions by searching documents in a Data Library, wiki and drive content through MCP server tools, and Slack history.



An Agentforce Employee Agent that answers internal questions by searching documents in a Data Library, wiki and drive content through MCP server tools, and Slack history, then returns one short answer with up to three linked sources. Staff finding past quotes, approaches and decisions in seconds, with a clear note when sources conflict or nothing is found.

2	3	2	8
SUBAGENTS	ACTIONS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Find answers
Search every active source, compose a cited answer and log it.

Rate and log
Record whether the answer helped and escalate unanswered questions.

THE RULES IT FOLLOWS

- **Respect source permissions**
  Prefer per-user authentication for the MCP server so each person only sees what they can already open.
- **An answer needs at least 1 source**
  With none, reply "I could not find this in the connected sources" and log Status No answer.
- If sources conflict, show both with dates and say they conflict. Do not pick one.
- Never use knowledge outside the returned extracts.

NOT INCLUDED

- Indexing every system you own.
- Editing or creating wiki pages.
- Real-time sync guarantees for source content.

WORKS WITH
Works with your team

WHERE IT WORKS
Slack, Salesforce

RUNS ON
Agentforce, Data 360 and Data Library, Slack for Salesforce, an MCP server for your wiki or drive (from AgentExchange or your own), Prompt Builder

BEST FOR
All staff, sales teams, delivery teams, new hires, support teams and team leads

INDUSTRIES
Professional services · Agencies · Software companies · Consulting · Financial services · Healthcare · Manufacturing · Nonprofits

WHAT YOU NEED

- ✓ Agentforce, Data 360, Slack for Salesforce and an MCP server for your wiki or drive.
- ✓ The source list, the Restricted labels and a knowledge owner.

Coming soon. Designed in full and built to the same standard as the live agents.

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.

salesforce PARTNER