CUSTOMER SERVICE · AUTONOMOUS AGENT

Knowledge Gap Finder Agent

Reviews the last 30 days of closed cases every Monday, finds topics that were solved without a Knowledge article, groups them.

The Knowledge Gap Finder Agent reviews the last 30 days of closed cases every Monday, finds topics that were solved without a Knowledge article, groups them, and drafts new articles for a Knowledge manager to approve. A Knowledge base that grows from real case history instead of guesswork, and fewer repeat cases.



3	7	3	3	8
SUBAGENTS	ACTIONS	OBJECTS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Find gaps
Group closed cases without articles into topics with counts.

Request review
Send each draft for approval and report the week's results.

Draft articles
Draft a Knowledge article for each gap that meets the threshold.

THE RULES IT FOLLOWS

- **The agent creates Draft articles only**
  It never publishes.
- Only create an article for a cluster with 5 or more cases.
- Remove customer names, emails, phone numbers and account names from every draft.
- **Use only facts present in the case resolutions**
  If the resolution steps are unclear, write the article as Needs expert input and list the open question.

NOT INCLUDED

- Publishing or retiring articles.
- Editing or merging existing articles.
- Translating articles.

WORKS WITH
Runs in the background

WHERE IT WORKS
Slack, Salesforce, In the background

RUNS ON
Service Cloud, Salesforce Knowledge, Agentforce

BEST FOR
Knowledge managers, team leads, support agents, service managers and training leads

INDUSTRIES
Cross-industry service teams · Software companies · Telecommunications · Financial services · Insurance · Retail · Utilities · Healthcare

WHAT YOU NEED

- ✓ Service Cloud with Salesforce Knowledge enabled and a Knowledge manager user.
- ✓ At least 3 months of closed cases with resolution comments.
- ✓ Your approver and the article template fields.

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