SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · CUSTOMER SERVICE · NOVEMBER 2026

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.



STATUS
COMING SOON

WORKS WITH
Runs in the background

WHERE IT WORKS
Slack, Salesforce, In the background

CONTACT
contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

What the Knowledge Gap Finder Agent takes off your team.

WHAT IT DOES

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.

WHAT CHANGES

A Knowledge base that grows from real case history instead of guesswork, and fewer repeat cases.

A TYPICAL FIT

A software support team closing 600 cases a month.



WHO USES IT Knowledge managers, team leads, support agents, service managers and training leads

WHAT IT DOES

Everything the Knowledge Gap Finder Agent handles.

01

Find gaps

Group closed cases without articles into topics with counts.

02

Draft articles

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

03

Request review

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

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 **The agent creates Draft articles only**
It never publishes.

02 Only create an article for a cluster with 5 or more cases.

03 Remove customer names, emails, phone numbers and account names from every draft.

04 **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.

05 Maximum of 10 drafts per weekly run.

06 Never delete or edit existing articles.

TESTED BY REPLAY Scripted conversations, including the awkward ones, are replayed against the records they should create before go-live and before every change.

DELIVERY

Scoped with you, built in your org.

1

Scope with you

The actions it needs, the rules it follows and who approves what, in a fixed plan.

2

Build in your org

The agent, its Apex actions, objects and screens, as deployable Salesforce metadata.

3

Test by replay

Your own conversations replayed against your records before go-live.

4

Go live and hand over

A runbook, the test set and a walkthrough, so your team owns it from day one.

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 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.

NEXT STEP

Get the Knowledge Gap Finder 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

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THE AGENT

synconai.com/ai-agents/knowledge-gap-finder-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER