ADMIN, DATA AND PLATFORM · MULTI-AGENT ORCHESTRATOR

Multi-Agent Concierge

One front door that verifies the customer once and hands them to the right specialist agent for orders, bookings or quotes.

One front door agent greets the customer, verifies identity once, and hands the conversation to a specialist for orders, bookings or quotes. The customer never has to pick the right bot.



2	7	5	2	8
SUBAGENTS	ACTIONS	OBJECTS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Greet and verify
Welcome and verify identity once.

Wrap up and escalate
Summarize or move to a person.

THE RULES IT FOLLOWS

- **Maximum 3 handoffs per conversation**
  The fourth escalates to a human.
- The orchestrator never answers order, booking or quote questions itself.
- Three wrong codes lock verification for 30 minutes and offer a human.
- If a specialist returns an error, say so plainly and create an escalation Case.

NOT INCLUDED

- Voice and WhatsApp deployment.
- Payments and refunds taken by the agent.
- Orchestrating agents outside Salesforce.

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, Slack

RUNS ON
Service Cloud, Agentforce with Multi-Agent Orchestration (generally available in Winter '27), the three specialist agents

BEST FOR
End customers, support leads who monitor handoffs, customer service teams, sales teams and operations managers

INDUSTRIES
Retail · Home services · E-commerce · Telecommunications · Utilities · Travel · Hospitality · Consumer subscriptions

WHAT YOU NEED

- ✓ Multi-Agent Orchestration available in the org.
- ✓ Service Cloud and Enhanced Chat.
- ✓ Order data and service areas.

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.

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