AGENTFORCE AGENT · ADMIN, DATA AND PLATFORM · NOVEMBER 2026

Multi-Agent Concierge

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



STATUS

COMING SOON

WORKS WITH

Talks to customers

WHERE IT WORKS

Website chat, Slack

CONTACT

contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

What the Multi-Agent Concierge takes off your team.

WHAT IT DOES

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.



WHO USES IT End customers, support leads who monitor handoffs, customer service teams, sales teams and operations managers

WHAT IT DOES

Everything the Multi-Agent Concierge handles.

01

Greet and verify

Welcome and verify identity once.

02

Wrap up and escalate

Summarize or move to a person.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 **Maximum 3 handoffs per conversation**
The fourth escalates to a human.

02 The orchestrator never answers order, booking or quote questions itself.

03 Three wrong codes lock verification for 30 minutes and offer a human.

04 If a specialist returns an error, say so plainly and create an escalation Case.

05 Only agents built with the new Agent Script builder can be connected. Rebuild any legacy specialist first.

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

NEXT STEP

Get the Multi-Agent Concierge 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/multi-agent-concierge

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER