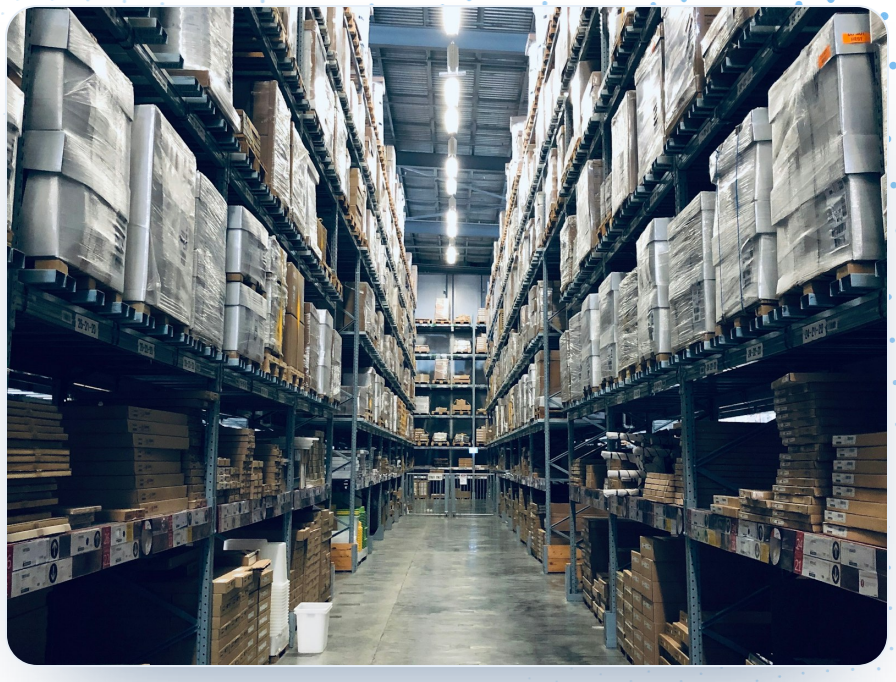
AGENTFORCE AGENT · CUSTOMER SERVICE · NOVEMBER 2026

Order Status & Returns Agent

Answers where is my order questions and starts returns inside the chat.



STATUS
COMING SOON

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, WhatsApp

CONTACT
contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

What the Order Status & Returns Agent takes off your team.

WHAT IT DOES

The Order Status and Returns Agent answers where is my order questions and starts returns inside the chat. It looks up the order, explains tracking in plain words, checks the return policy with fixed rules, creates the return request and issues a prepaid label.

WHAT CHANGES

The two highest volume retail support contacts are resolved without a person.

A TYPICAL FIT

An online apparel store with a 30 day return window.



WHO USES IT Online shoppers, customer care staff, returns teams, warehouse coordinators and e-commerce managers

WHAT IT DOES

Everything the Order Status & Returns Agent handles.

01

Order status

Verify the shopper and explain the order and tracking status.

02

Start a return

Check eligibility, create the return request and issue a label.

03

Policy questions

Answer shipping and returns policy questions from Knowledge.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 Verify the shopper with order number AND email before showing any order detail.

02 **Never promise a refund amount or date**
State that the refund follows once the item is received.

03 **Do not show full addresses or payment details**
Show only the city and the last 4 characters of the postal code.

04 **Orders not yet delivered cannot be returned**
Offer cancellation to a person instead.

05 Transfer to a person if the shopper is upset, claims fraud, or the carrier lookup fails twice.

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 Messaging and standard Orders enabled. · A carrier API or mock service for tracking and labels. · The return window, final sale rules and carrier account.

NEXT STEP

Get the Order Status & Returns 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

contact@synconai.com

THE AGENT

synconai.com/ai-agents/order-status-and-returns-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER