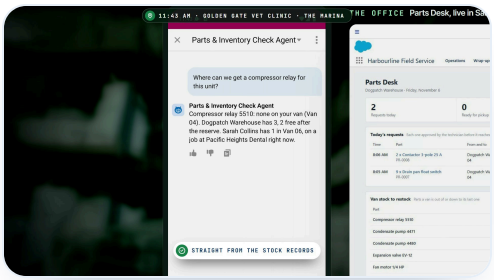
FIELD SERVICE AND OPERATIONS · AGENTFORCE EMPLOYEE AGENT

Parts and Inventory Check Agent

The right part, in the right van, before the job begins.

The Parts and Inventory Check Agent answers "where can I get one?" in the Salesforce Field Service app: the technician's own van, every warehouse after its emergency reserve, and colleagues' vans nearby. It keeps the wrong part off the job and the last part for the job that needs it, and sends one approved request to a live Parts Desk.



4	12	307	385	93%
SUBAGENTS	ACTIONS	COMPONENTS	APEX TESTS	CODE COVERAGE

WHAT IT DOES

Every van and shelf
His van, warehouses after their reserve, and colleagues' vans with who has them and where.

The right part
Only approved substitutes; anything else gets the warranty reason.

The next job, protected
The last part on the van is kept for a later job that needs it.

From a colleague, fairly
A colleague's van gives only what their own jobs don't need.

Approve once
Review Parts Request shows exactly what will be requested.

Tomorrow, sorted
Every job checked; a fix for every gap; one pick list.

THE RULES IT FOLLOWS

- **Nothing requested without approval**
  Every request is a draft until the technician approves it on Review Parts Request.
- **Emergency stock protected**
  No warehouse goes below the reserve set for each part.
- **Approved parts only**
  Substitutes come only from your approved list.
- **Numbers from Salesforce**
  Every count, location and time is read from your records and repeated as written.

PROVEN IN A LIVE RUN

One answer. His van, the warehouse after its reserve, and who has one nearby.

The right part. Only approved substitutes, with the warranty reason when it isn't.

The next job, protected. The last part on the van is kept for the job that needs it.

WORKS WITH
Works with your team

WHERE IT WORKS
Field Service app

RUNS ON
Agentforce, Salesforce Field Service, the Field Service mobile app

BEST FOR
Field technicians, warehouse and parts teams, service managers, dispatchers, purchasing teams and van stock controllers

INDUSTRIES
Heating, ventilation and refrigeration, Plumbing and electrical, Appliance and equipment repair, Property and facilities maintenance, Commercial kitchen equipment service, Medical equipment service

WHAT YOU NEED

- ✓ **Field Service**
  Warehouses, vans and stock, with required parts on your jobs.
- ✓ **The Field Service app**
  For your technicians, and Agentforce.
- ✓ **Your approved list and reserves**
  Which parts can replace which, and what to hold back.
- ✓ **A Parts Desk team**
  Who picks, hands over and orders.

Live. Recorded on a real Salesforce org and last validated Nov 6, 2026.

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