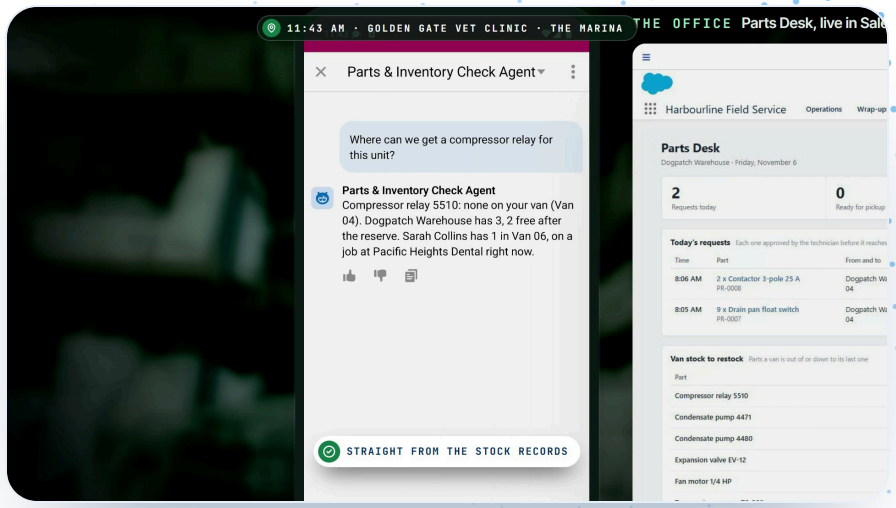
SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · FIELD SERVICE AND OPERATIONS · NOVEMBER 2026

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

Parts and Inventory Check Agent. It 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.



STATUS
LIVE DEMO

WORKS WITH
Works with your team

WHERE IT WORKS
Field Service app

CONTACT
contact@synconai.com

salesforce PARTNER

THE PROBLEM

The most expensive part is the one that isn't on the van.

A missing part turns a simple repair into two visits, an unhappy customer and a wasted afternoon. The technician rings the warehouse, waits on hold, maybe fits whatever he has, and starts tomorrow with a run to the warehouse.

- **A second visit**
- **Phone calls to the warehouse**
- **Emergency stock used on routine jobs**

THE COST Tomorrow starts with a parts run.

WHAT IT DOES

Everything the Parts and Inventory Check Agent handles.

01

Every van and shelf

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

02

The right part

Only approved substitutes; anything else gets the warranty reason.

03

The next job, protected

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

04

From a colleague, fairly

A colleague's van gives only what their own jobs don't need.

05

Approve once

Review Parts Request shows exactly what will be requested.

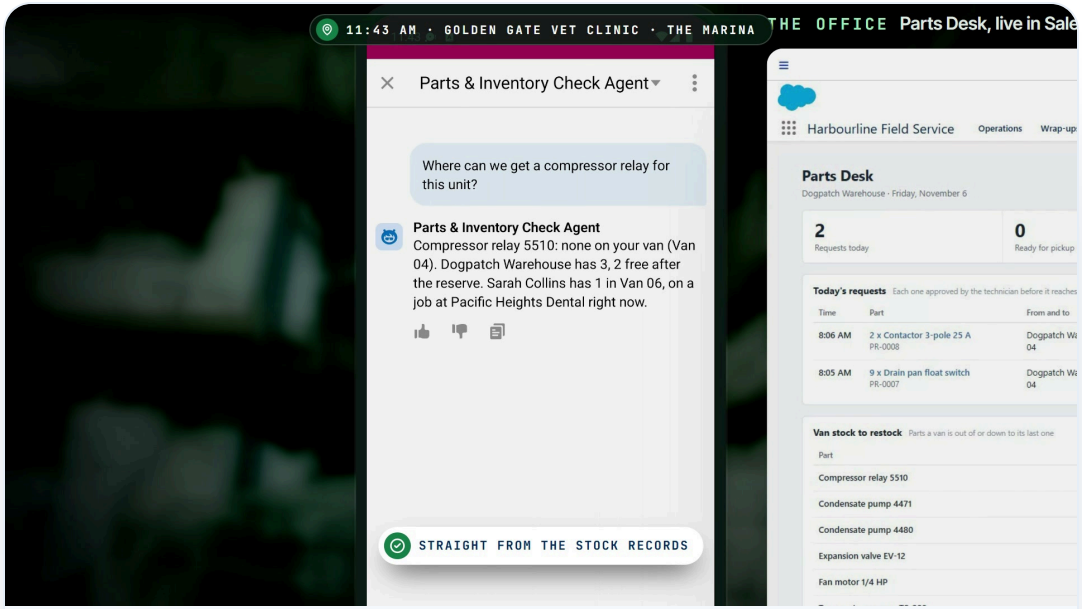
06

Tomorrow, sorted

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

PROOF

Recorded live on a real Salesforce org.



Watch the full run (4:26) at synconai.com/ai-agents/parts-and-inventory-check-agent

- **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.
- **Approved once.** Nothing is requested until he approves; the warehouse sees it live.

WHERE'S THE RELAY?
Every van and shelf, in one answer.

THE SWAP
The warranty and the next job, both protected.

SARAH'S VAN, APPROVED ONCE
One tap, on the Parts Desk.

TOMORROW'S FIVE JOBS
Three gaps, three different fixes.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 Nothing requested without approval
Every request is a draft until the technician approves it on Review Parts Request.

02 Emergency stock protected
No warehouse goes below the reserve set for each part.

03 Approved parts only
Substitutes come only from your approved list.

04 Numbers from Salesforce
Every count, location and time is read from your records and repeated as written.

05 No costs shown
Prices, costs and suppliers are never read or shown, and stock counts are never edited.

TESTED BY REPLAY Technician conversations, replayed before every release: stock by description, the reserve, an unapproved swap, a colleague's van, deliveries elsewhere, today's and tomorrow's jobs.

THE DIFFERENCE

A stock report shows numbers. This agent decides with them.

WHEN	A TYPICAL VAN STOCK APP	THIS AGENT
The part isn't on the van	Ring the warehouse and wait	**One answer: his van, the warehouse after its reserve, colleagues' vans nearby**
A similar part is handy	Fitted, and the warranty finds out later	**Only approved substitutes, with the reason when it isn't**
The last one on the van	Used now; the next job finds out	**Kept for the later job that needs it**
Emergency stock	Taken by whoever asks first	**Never below the reserve**
Another van has one	Nobody knows	**Named, with where they are, after their own jobs**
Tomorrow	A morning run to the warehouse	**Every job checked tonight; one pick list, a source per line**

DELIVERY

Your stock, your rules, your wording.

1

Map your stock

Warehouses, vans, reserves, the approved-substitute list and who runs the Parts Desk.

2

Configure in your org

The agent, Review Parts Request in the app, the Parts Desk and your wording.

3

Test with your technicians' words

Real questions from your jobs, replayed before go-live and before every change.

4

Go live and hand over

A pilot with a few technicians and one warehouse, then everyone, with a runbook and the test set.

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 Field Service · The Field Service app · Your approved list and reserves · A Parts Desk team

NEXT STEP

Get the Parts and Inventory Check 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/parts-and-inventory-check-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER