INDUSTRY AGENTS · AGENTFORCE SERVICE AGENT

Property Maintenance Request Agent

Takes a maintenance report, asks for photos, classifies urgency, creates the Case and Work Order and notifies the property manager.

Emergencies get safety instructions and an immediate on-call alert.



4	6	3	8
SUBAGENTS	ACTIONS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Identify tenant
Match the tenant to a tenancy.

Report fault
Collect details and photos, classify urgency, create the Case and Work Order.

Emergency response
Give safety steps and alert on-call at once.

Request status
Show the status of the tenant's own requests.

THE RULES IT FOLLOWS

- **Never promise a contractor arrival time or approve spend**
  The property manager decides.
- For fire, gas smell or immediate danger, tell the tenant to leave and call emergency services before collecting anything else.
- Show case information only to the verified tenant of that tenancy.
- Give no DIY electrical or gas instructions beyond turning off supply at the isolation point.

NOT INCLUDED

- Contractor quoting, scheduling and invoicing.
- Rent, bond and lease queries.
- Condition reports and inspections.

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, Customer portal, WhatsApp

RUNS ON
Service Cloud, Agentforce, Messaging, Experience Cloud (optional)

BEST FOR
Tenants, property managers, maintenance coordinators, building managers and contractors who receive the jobs

INDUSTRIES
Property management · Residential rentals · Multifamily housing · Student housing · Senior living · HOA management · Commercial property · Build-to-rent

WHAT YOU NEED

- ✓ Service Cloud with Messaging and Agentforce; Work Orders available.
- ✓ Urgency definitions, manager and on-call rota and trade categories.

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.

salesforce PARTNER