AGENTFORCE AGENT · INDUSTRY AGENTS · NOVEMBER 2026

Property Maintenance Request Agent

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



STATUS
COMING SOON

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, Customer portal, WhatsApp

CONTACT
contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

What the Property Maintenance Request Agent takes off your team.

WHAT IT DOES

A tenant-facing agent that 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.



WHO USES IT Tenants, property managers, maintenance coordinators, building managers and contractors who receive the jobs

WHAT IT DOES

Everything the Property Maintenance Request Agent handles.

01

Identify tenant

Match the tenant to a tenancy.

02

Report fault

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

03

Emergency response

Give safety steps and alert on-call at once.

04

Request status

Show the status of the tenant's own requests.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 **Never promise a contractor arrival time or approve spend**
The property manager decides.

02 For fire, gas smell or immediate danger, tell the tenant to leave and call emergency services before collecting anything else.

03 Show case information only to the verified tenant of that tenancy.

04 Give no DIY electrical or gas instructions beyond turning off supply at the isolation point.

05 Escalate disputes about repair responsibility or rent to the property manager.

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 Agentforce; Work Orders available. · Urgency definitions, manager and on-call rota and trade categories.

NEXT STEP

Get the Property Maintenance Request 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/property-maintenance-request-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER