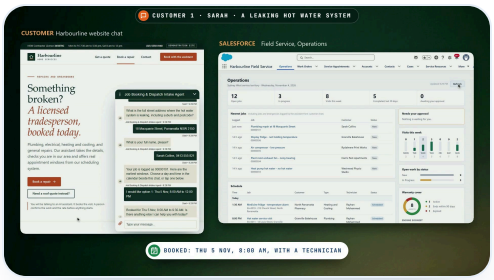
FIELD SERVICE AND OPERATIONS · AGENTFORCE SERVICE AGENT

Repair Booking Agent

It knows a dripping tap from a gas leak.

The Repair Booking Agent answers every repair request on your website, at any hour. It books real Field Service visits for the jobs that can wait, and puts the ones that can't in front of Dispatch straight away.



3	8	81	320	90%
SUBAGENTS	ACTIONS	COMPONENTS	APEX TESTS	CODE COVERAGE

WHAT IT DOES

Safety before anything else

Every conversation checks for gas, sparking, burning smells and active flooding first. A hazard never becomes a normal booking.

Booked means booked

A visit is confirmed only once Field Service has scheduled it with a technician, and the customer gets the exact window.

Emergencies to Dispatch

A Critical work order owned by your Dispatch queue, with the same number the customer is given.

Real appointment windows

Times come from your territories, operating hours and scheduling policy. The customer picks on a calendar beside the chat.

Service area check

Addresses are checked against the areas your technicians cover. Outside them, it says so and logs a callback.

One record, not duplicates

It finds or creates the contact, and adds a returning customer's message to their open record.

THE RULES IT FOLLOWS

- **Approved actions only**
  It changes Salesforce only through actions you've approved, running as its own user with just the access it needs.
- **Facts from your org**
  Times, job numbers, service areas and safety wording are read from Salesforce and repeated exactly.
- **People make the big calls**
  It never closes an emergency. A "false alarm" becomes a note for Dispatch to confirm.
- **Your rules, editable**
  Safety wording, service areas, work types and scheduling policy live in Salesforce settings, not in code.

PROVEN IN A LIVE RUN

Safety question before anything else. Gas, sparking, burning or flooding, every time.

Only times your schedule really has. Booked in Field Service, with a technician.

Emergencies owned by Dispatch. A Critical work order, never a calendar slot.

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat

RUNS ON
Agentforce, Salesforce Field Service, Service Cloud, Messaging for web

BEST FOR
Dispatch and operations teams, customer service teams, after-hours answering, field service managers and service business owners

INDUSTRIES
Plumbing, electrical, heating and cooling, Property and facilities management, Appliance and equipment repair, Utilities and field operations, Water and fire restoration, Home warranty repairs

WHAT YOU NEED

- ✓ **Field Service**
  Territories, operating hours and a scheduling policy.
- ✓ **Agentforce**
  And Messaging for web on your site.
- ✓ **Safety wording**
  Read to customers exactly as you write it.
- ✓ **Service areas**
  The zip codes or postal codes you cover.

Live. Recorded on a real Salesforce org and last validated Nov 5, 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