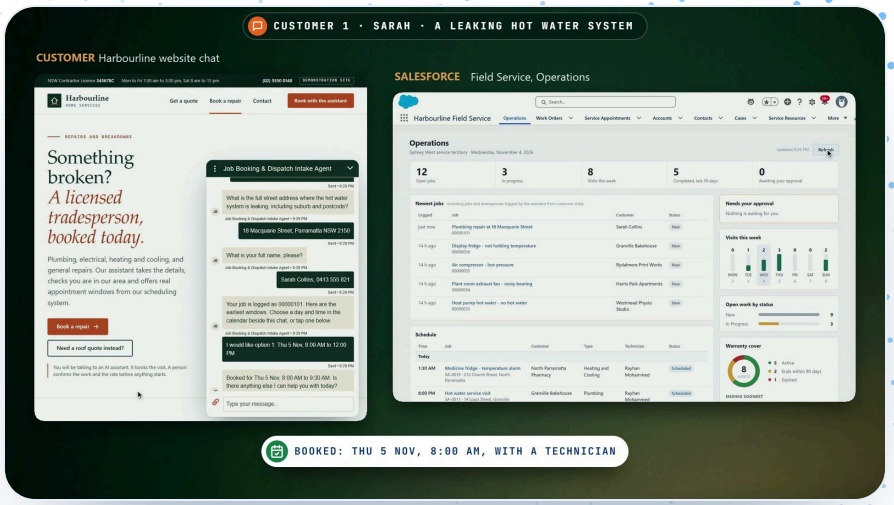
SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · FIELD SERVICE AND OPERATIONS · NOVEMBER 2026

It knows a dripping tap from a gas leak.

Repair Booking Agent. It 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.



STATUS
● LIVE DEMO

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat

CONTACT
contact@synconai.com

salesforce PARTNER

THE PROBLEM

Tonight, three messages land in the same inbox.

A leak that can wait until morning. A price question from someone you can't reach. And a gas smell. At most service businesses they sit together until someone opens the inbox, then get answered in the order they arrived.

S	**My hot water system is leaking** Parramatta · wants someone tomorrow	9:02 PM
D	**How much does a plumber cost?** Melbourne · outside your area	9:08 PM
!	**I can smell gas in the hallway** No name, no address yet	9:14 PM

THE COST Tomorrow at 8 AM, someone reads them in order. The gas smell is third.

WHAT IT DOES

Everything the Repair Booking Agent handles.

01

Safety before anything else

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

02

Real appointment windows

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

03

Booked means booked

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

04

Service area check

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

05

Emergencies to Dispatch

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

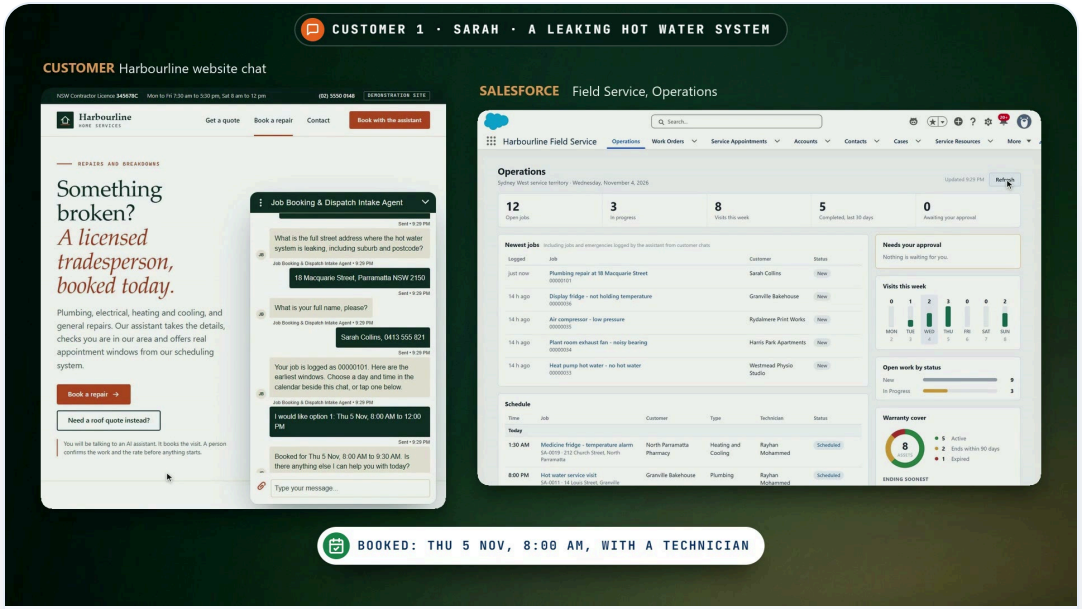
06

One record, not duplicates

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

PROOF

Recorded live on a real Salesforce org.



Watch the full run (3:53) at synconai.com/ai-agents/repair-booking-agent

- **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.
- **Nothing made up.** Numbers, times and safety wording come from Salesforce.

THE LEAK
A job, then a scheduled visit with a technician.

THE PRICE QUESTION
A callback for the team. No booking it can't keep.

THE GAS SMELL
A Critical work order, owned by Dispatch.

THEY COME BACK
The same record, reported twice. Not two alarms.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 Approved actions only

It changes Salesforce only through actions you've approved, running as its own user with just the access it needs.

02 Facts from your org

Times, job numbers, service areas and safety wording are read from Salesforce and repeated exactly.

03 People make the big calls

It never closes an emergency. A "false alarm" becomes a note for Dispatch to confirm.

04 Your rules, editable

Safety wording, service areas, work types and scheduling policy live in Salesforce settings, not in code.

TESTED BY REPLAY Real conversations, replayed before every release: a leak, an ambiguous message, an emergency and a retraction, an out-of-area address, a price and privacy probe, several problems at once, and a return visit.

THE DIFFERENCE

A chatbot answers. This agent does the job.

WHEN	A TYPICAL WEBSITE CHATBOT	THIS AGENT
A customer wants a time	Takes a preferred time; someone confirms tomorrow	**Offers only windows Field Service can schedule, and books one with a technician**
Someone smells gas	The message joins the queue	**Safety instructions first, then a Critical work order owned by Dispatch**
"How much will it cost?"	A scripted range, or a guess	**Never quotes; offers a visit where a person confirms the rate**
The address is out of area	Takes it anyway	**Says so plainly, books nothing and logs a callback**
The customer writes again	A second ticket	**The same record, with the new message added**
What lands in Salesforce	A transcript, at best	**Contact, work order, scheduled visit and assigned technician**
Who decides	The bot's script	**Salesforce, through actions you've approved**

DELIVERY

Your rules, your schedule, your Dispatch team.

1

Map your rules

Work types, service areas, safety questions and wording, hours and your scheduling policy.

2

Configure in your org

The agent, its actions, the website chat and calendar, and the Dispatch View on your work orders.

3

Test with your conversations

Your own scenarios, replayed against your records before go-live and before every change.

4

Go live and hand over

A runbook, the test set and a walkthrough for Dispatch, 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 Field Service · Agentforce · Safety wording · Service areas · A Dispatch queue

NEXT STEP

Get the Repair Booking 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/repair-booking-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER