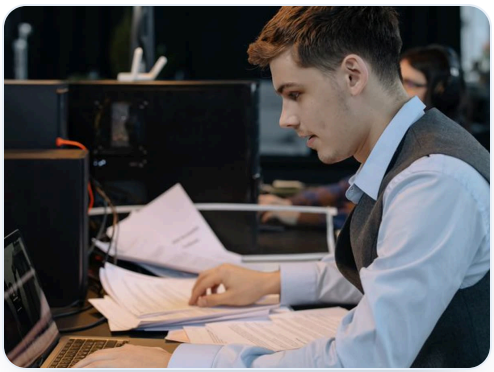
EMPLOYEE AND INTERNAL OPS · AGENTFORCE EMPLOYEE AGENT

Salesforce Admin Request Agent

Takes Salesforce change requests from staff in Slack, checks whether the field or report already exists.

An Agentforce Employee Agent that takes Salesforce change requests from staff in Slack, checks whether the field or report already exists, asks a few clarifying questions and logs a structured user story for the admin team. A clean, de-duplicated backlog instead of vague messages.



3	5	2	8
SUBAGENTS	ACTIONS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Capture request
Classify the request, search existing metadata, ask up to 4 questions and log the story.

Check existing
Tells a user whether a field or open request already exists.

Security requests
Access, permission and sharing requests, flagged and routed without detail gathering.

THE RULES IT FOLLOWS

- The agent never creates or changes fields, permissions, flows or users.
- Ask at most 4 clarifying questions, one at a time, then log what is known.
- Only list fields the signed-in user can access (field-level security respected).
- If a similar open request exists, show it and ask whether to add to it instead of creating a new one.

NOT INCLUDED

- Making the change in the org or deploying metadata.
- Jira or ticket tool synchronization.
- Prioritization scoring and sprint planning.

WORKS WITH
Works with your team

WHERE IT WORKS
Slack, Salesforce

RUNS ON
Agentforce, Salesforce Platform license, Slack for Salesforce, Prompt Builder

BEST FOR
Sales and service staff, Salesforce admins, operations leads, team managers and system owners

INDUSTRIES
Any organization on Salesforce · Professional services · Software companies · Financial services · Healthcare · Nonprofits · Field service · Retail

WHAT YOU NEED

- ✓ Agentforce, Slack for Salesforce and Platform licenses.
- ✓ The names of an admin channel and an admin owner.

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