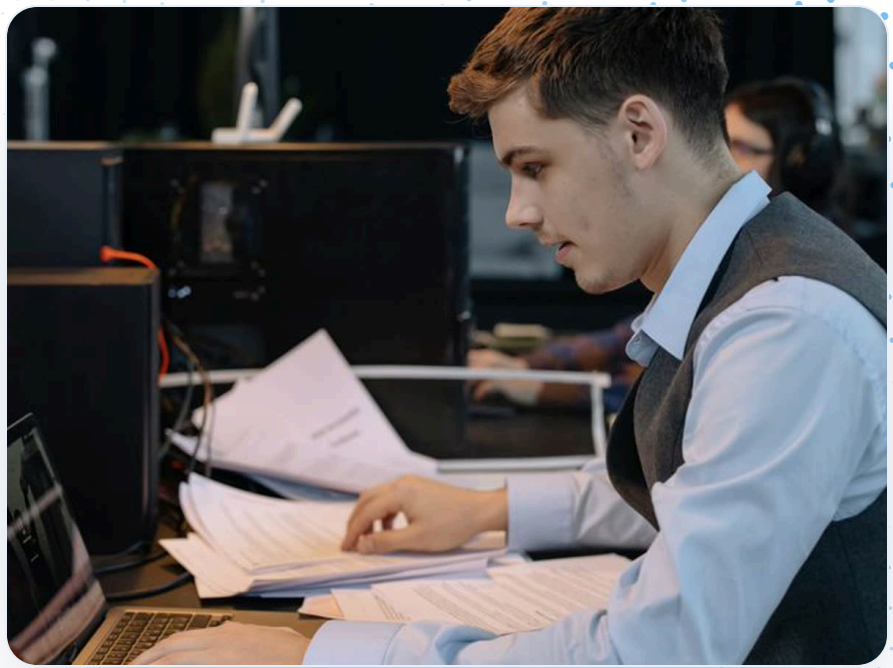
SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · EMPLOYEE AND INTERNAL OPS · NOVEMBER 2026

Salesforce Admin Request Agent

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



STATUS
COMING SOON

WORKS WITH
Works with your team

WHERE IT WORKS
Slack, Salesforce

CONTACT
contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

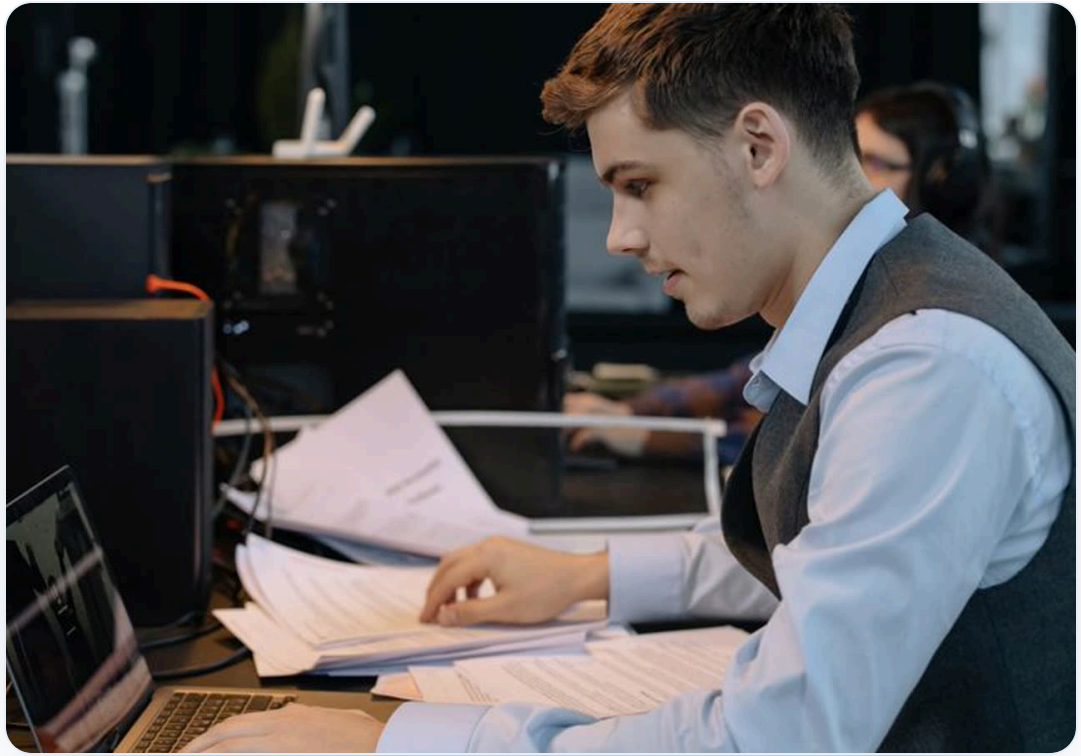
What the Salesforce Admin Request Agent takes off your team.

WHAT IT DOES

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.

WHAT CHANGES

A clean, de-duplicated backlog instead of vague messages.



WHO USES IT Sales and service staff, Salesforce admins, operations leads, team managers and system owners

WHAT IT DOES

Everything the Salesforce Admin Request Agent handles.

01

Capture request

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

02

Check existing

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

03

Security requests

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

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 The agent never creates or changes fields, permissions, flows or users.

02 Ask at most 4 clarifying questions, one at a time, then log what is known.

03 Only list fields the signed-in user can access (field-level security respected).

04 If a similar open request exists, show it and ask whether to add to it instead of creating a new one.

05 Do not store customer data, passwords or screenshots with personal data in the request.

06 Business value is taken from what the requester said and never guessed.

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

NEXT STEP

Get the Salesforce Admin 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/salesforce-admin-request-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER