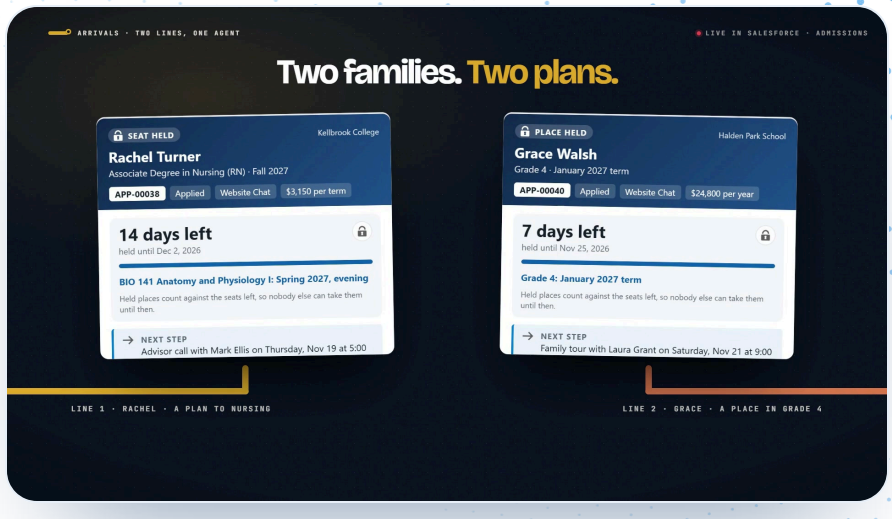
SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · INDUSTRY AGENTS · NOVEMBER 2026

Every enquiry leaves with a plan.

Student Enquiry and Enrolment Agent. It answers future students and parents in the chat on your school's own website, from your Salesforce records: programs, fees, intakes, entry rules and seats. It checks what the person has done against the entry rules and offers the next class that covers a gap. Consent comes first; then one yes holds the place, opens the application and books an advisor call or a tour. Colleges, K-12 schools and trade schools each keep their own words and rules.



STATUS
LIVE DEMO

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat

CONTACT
contact@synconai.com

salesforce PARTNER

THE PROBLEM

Asked at night. Answered next week.

Future students and parents ask when they have time: after a shift, after the kids are in bed, the week a move is decided. The answer is already in your records, but a brochure cannot tell someone what they are missing, and a form cannot hold a place. By the time an advisor calls back, they have asked another school.

- **A name and an email, and nothing on what they have studied**
- **No answer on the entry rules**
- **No time with an advisor, and no place held**
- **A child's details from whoever filled it in**

THE COST Every answer is already in Salesforce. Nobody is there to give it at 9 PM.

WHAT IT DOES

Everything the Student Enquiry and Enrolment Agent handles.

01

Answers from your records

Programs, fees, intakes, schedules and seats left, read from Salesforce for the school the person is on.

02

Checks the entry rules

What the person has completed, against the program's requirements: what is met and what is missing.

03

Turns a gap into a plan

The next class that covers what is missing, with its dates and seats, then the program after it.

04

Consent first

Recorded before anything is booked; at a K-12 school it asks a parent for only the child's first name and birthday.

05

A real time, picked on a calendar

Advisor calls or tours from the host's calendar in Salesforce, chosen on a calendar inside the chat.

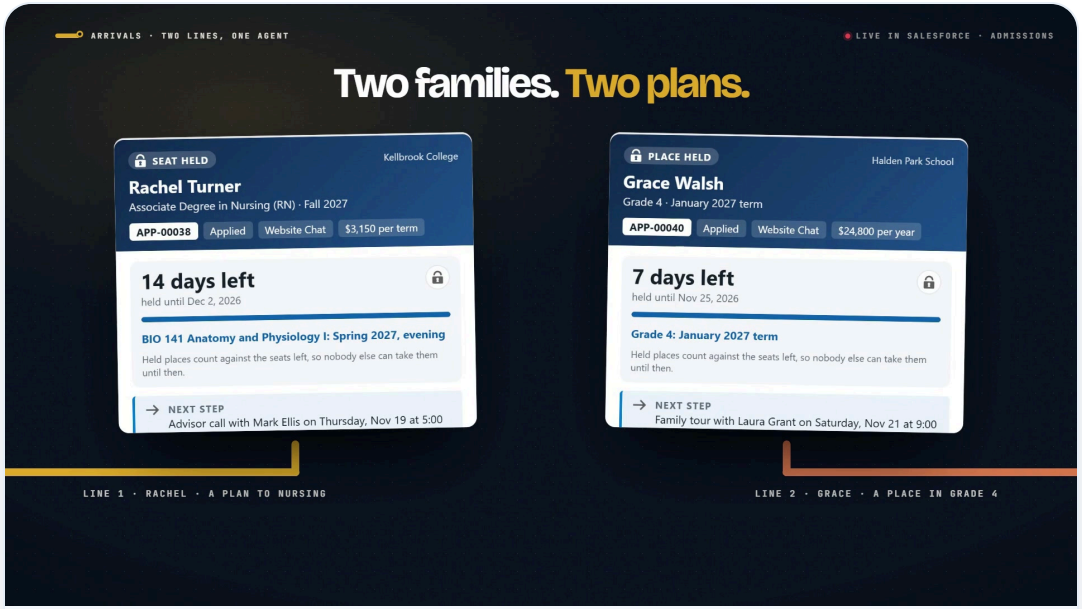
06

One yes does it all

The seat or place held for your set number of days, the application opened and the visit booked, then on the admissions desk with its plan.

PROOF

Recorded live on a real Salesforce org.



Watch the full run (3:03) at synconai.com/ai-agents/student-enquiry-and-enrolment-agent

- **Any school.** A college, a K-12 school or a trade school, each in its own words.
- **From your records.** Every fee, date and seat comes from Salesforce, never guessed.
- **Consent first.** Recorded before anything is booked; a child's details only from a parent.
- **One yes.** The place held, the application opened and the visit booked.

THE ENTRY CHECK
Checked against the college's entry rules.

CONSENT AND A CALL
Consent recorded before anything is booked.

ONE YES
On the admissions desk, with the whole plan.

A K-12 PARENT
A parent enrolls the child.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 From the records
Every program, fee, date and seat comes from Salesforce, never guessed.

02 Never promises admission
It can hold a place and open an application; the admissions team decides.

03 Consent first
Nothing is booked or opened until the person agrees to be contacted.

04 A child's details only from a parent
At a K-12 school, only the first name and birthday it needs.

05 Only approved actions
It changes Salesforce only through actions you approve, each with just the access it needs.

TESTED BY REPLAY Real conversations replayed in Agentforce testing before every release: the entry check, a correction that changes the plan, consent, a calendar pick, a K-12 parent, and requests it must refuse, such as a guaranteed place or a discount.

THE DIFFERENCE

A website form takes a name. This agent takes the next step.

WHEN	A TYPICAL WEBSITE CHATBOT OR FORM	THIS AGENT
Someone asks about a program at night	A form, and a reply the next business day	**Programs, fees, intakes and seats from your records, at once**
They have studied some of it already	Told to read the entry requirements	**Checked: what is met, what is missing**
A course is missing	Not mentioned until an advisor calls	**The next class that covers it, with dates and seats**
They want to talk to someone	Wait for a callback	**A real time from the advisor's calendar, picked in the chat**
A parent asks about a child	Whatever the form collects	**Only the child's first name and birthday, from the parent**
They are ready to go ahead	Asked to fill in an application	**One yes holds the place and opens the application**
The admissions team wants to know	Reads the inbox	**Sees it on the admissions desk, with the plan**

DELIVERY

Your programs, your rules, your words.

1

Map your admissions

Your programs or grades, intakes, entry rules, documents, hold length and who takes the calls and tours.

2

Configure in your org

The agent in your website chat, your rules and wording per school, the admissions desk and the plan.

3

Test with real enquiries

Last term's questions replayed before go-live and before every change.

4

Go live and hand over

One school or program first, then the rest, with a runbook and the test set.

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 Sales Cloud · Agentforce · Scheduling · Your rules

NEXT STEP

Get the Student Enquiry and Enrolment 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/student-enquiry-and-enrolment-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER