CUSTOMER SERVICE · AGENTFORCE VOICE AGENT

Voice Front Desk Agent

Answers the business phone when nobody can.

The Voice Front Desk Agent answers the business phone when nobody can. It greets the caller, works out who they are, takes a message or books a visit, sends emergencies straight to an on-call person, and texts the caller a summary. After hours and busy period calls are captured as Cases, Leads or bookings instead of lost.



3	6	1	2	8
SUBAGENTS	ACTIONS	OBJECTS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Greet and identify
Open the call with the recording notice, find the caller and capture the reason.

Take message or book visit
Record a message or book a visit, then send an SMS summary.

Emergency routing
Detect emergencies and transfer to the on-call person immediately.

THE RULES IT FOLLOWS

- The first sentence of every call is the recording and AI notice.
- If the transfer fails, tell the caller to call emergency services if anyone is in danger, create an Emergency Case and send an SMS to the on-call number.
- Never quote prices or promise arrival times.
- **Keep each spoken reply to two short sentences**
  Ask one question at a time.

NOT INCLUDED

- Outbound calls and call campaigns.
- Payments over the phone.
- Multi-language voice.

WORKS WITH
Talks to customers

WHERE IT WORKS
SMS, Phone

RUNS ON
Service Cloud, Agentforce Voice with a supported telephony setup, Messaging for SMS, Agentforce

BEST FOR
Callers who need a tradesperson, office staff who review messages, dispatchers, business owners and on-call technicians

INDUSTRIES
Trades · Home services · Plumbing · Electrical · Heating & cooling · Locksmiths · Pest control · Roofing

WHAT YOU NEED

- ✓ On-call number, business hours, emergency terms, and legal wording for call recording notices in your region.

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.

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