SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · CUSTOMER SERVICE · NOVEMBER 2026

Voice Front Desk Agent

Answers the business phone when nobody can.



STATUS
COMING SOON

WORKS WITH
Talks to customers

WHERE IT WORKS
SMS, Phone

CONTACT
contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

What the Voice Front Desk Agent takes off your team.

WHAT IT DOES

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.

WHAT CHANGES

After hours and busy period calls are captured as Cases, Leads or bookings instead of lost.

A TYPICAL FIT

A plumbing company with one on-call technician after 17:00.



WHO USES IT Callers who need a tradesperson, office staff who review messages, dispatchers, business owners and on-call technicians

WHAT IT DOES

Everything the Voice Front Desk Agent handles.

01

Greet and identify

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

02

Emergency routing

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

03

Take message or book visit

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

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 The first sentence of every call is the recording and AI notice.

02 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.

03 Never quote prices or promise arrival times.

04 **Keep each spoken reply to two short sentences**
Ask one question at a time.

05 Read back the address and callback number before ending the call.

06 Transfer to a person if the caller asks for one, or if the agent fails to understand twice in a row.

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

NEXT STEP

Get the Voice Front Desk 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/voice-front-desk-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER