NONPROFIT AND COMMUNITY · AGENTFORCE SERVICE AGENT

Volunteer Registration & Matching Agent

Registers new volunteers in a website chat and matches each one to open roles and shifts.

A customer-facing Agentforce agent that registers new volunteers in a website chat and matches each one to open roles and shifts. It collects consent, skills and availability, creates the volunteer record and books the first shift in one conversation.



3	6	2	8
SUBAGENTS	ACTIONS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Volunteer registration
Collects details and consent.

Skills and availability
Captures skills, certificate flags and time blocks.

Role and shift matching
Recommends up to three shifts and books one.

THE RULES IT FOLLOWS

- Never save a volunteer without a recorded yes to consent.
- Never collect health details, government ID numbers or certificate numbers.
- Escalate to the coordinator when the person is under 16, asks about legal or insurance cover, or matching fails twice.
- Do not repeat a full mobile number in chat.

NOT INCLUDED

- Background checks or government register verification.
- Payments, donations and ticketing.
- Rostering for paid staff.

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, Customer portal

RUNS ON
Salesforce Platform or Nonprofit Cloud, Agentforce, Experience Cloud

BEST FOR
Prospective volunteers, volunteer coordinators, program managers, event leads and community outreach teams

INDUSTRIES
Food banks · Shelters · Event charities · Animal rescues · Community centers · Faith-based groups · Youth programs · Disaster relief

WHAT YOU NEED

✓ Role list, skill list and consent wording.

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