SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · NONPROFIT AND COMMUNITY · NOVEMBER 2026

Volunteer Registration & Matching Agent

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



STATUS
COMING SOON

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, Customer portal

CONTACT
contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

What the Volunteer Registration & Matching Agent takes off your team.

WHAT IT DOES

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.



WHO USES IT Prospective volunteers, volunteer coordinators, program managers, event leads and community outreach teams

WHAT IT DOES

Everything the Volunteer Registration & Matching Agent handles.

01

Volunteer registration

Collects details and consent.

02

Skills and availability

Captures skills, certificate flags and time blocks.

03

Role and shift matching

Recommends up to three shifts and books one.

BUILT TO BE TRUSTED

The rules it cannot talk its way around.

01 Never save a volunteer without a recorded yes to consent.

02 Never collect health details, government ID numbers or certificate numbers.

03 Escalate to the coordinator when the person is under 16, asks about legal or insurance cover, or matching fails twice.

04 Do not repeat a full mobile number in chat.

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 Role list, skill list and consent wording.

NEXT STEP

Get the Volunteer Registration & Matching 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/volunteer-registration-and-matching-agent

GLOBAL DELIVERY

United States · Australia · India

BUILT BY

SynconAI, Salesforce Select Partner · 5.0/5 CSAT

salesforce PARTNER