NONPROFIT AND COMMUNITY · AGENTFORCE SERVICE AGENT

Volunteer Shift Reminder & Backfill Agent

Reminds volunteers before shifts, accepts cancellations by text or WhatsApp reply.

An autonomous Agentforce agent that reminds volunteers before shifts, accepts cancellations by text or WhatsApp reply, and offers the open shift to waitlisted volunteers one at a time until it is covered. Coordinators get one outcome message instead of making calls.



5	6	3	8
SUBAGENTS	ACTIONS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Step 1
Reminders send at 48 and 4 hours only to opted-in volunteers.

Step 2
First offer goes out within 5 minutes of a cancellation.

Step 3
Offers go to one volunteer at a time and expire as specified.

Step 4
No volunteer is double booked.

Step 5
The coordinator gets one outcome message per cancellation.

THE RULES IT FOLLOWS

- No message outside 08:00 to 20:00 local time unless the shift starts within 3 hours.
- At most 3 offers per open spot, then alert the coordinator.
- Never offer a shift that overlaps another confirmed signup.
- Never share one volunteer's name or number with another.

NOT INCLUDED

- Payroll and rostering for paid staff.
- Voice calls.
- Training and induction tracking.

WORKS WITH
Talks to customers

WHERE IT WORKS
WhatsApp, SMS, Slack

RUNS ON
Salesforce Platform or Nonprofit Cloud, Agentforce, Messaging, Slack

BEST FOR
Volunteers, volunteer coordinators, shift leads, program managers and operations staff

INDUSTRIES
Food banks · Shelters · Event charities · Animal rescues · Hospitals with volunteers · Community kitchens · Youth sports · Disaster relief

WHAT YOU NEED

- ✓ Messaging channel approval for SMS or WhatsApp, and a Slack connection.
- ✓ Reminder wording and quiet hour rules.

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