SYNCONAI
WHERE DREAMS DRIVE DATA

AGENTFORCE AGENT · NONPROFIT AND COMMUNITY · NOVEMBER 2026

# Volunteer Shift Reminder & Backfill Agent

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



STATUS
COMING SOON

WORKS WITH
Talks to customers

WHERE IT WORKS
WhatsApp, SMS, Slack

CONTACT
contact@synconai.com

salesforce PARTNER

THE JOB IT TAKES ON

# What the Volunteer Shift Reminder & Backfill Agent takes off your team.

## WHAT IT DOES

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.




**WHO USES IT** Volunteers, volunteer coordinators, shift leads, program managers and operations staff

WHAT IT DOES

# Everything the Volunteer Shift Reminder & Backfill Agent handles.

## 01

### Step 1

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

## 02

### Step 2

First offer goes out within 5 minutes of a cancellation.

## 03

### Step 3

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

## 04

### Step 4

No volunteer is double booked.

## 05

### Step 5

The coordinator gets one outcome message per cancellation.

BUILT TO BE TRUSTED

# The rules it cannot talk its way around.

**01** No message outside 08:00 to 20:00 local time unless the shift starts within 3 hours.

**02** At most 3 offers per open spot, then alert the coordinator.

**03** Never offer a shift that overlaps another confirmed signup.

**04** Never share one volunteer's name or number with another.

**05** Escalate illness at site, safety issues and abusive messages to the coordinator.

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

NEXT STEP

# Get the Volunteer Shift Reminder & Backfill 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-shift-reminder-and-backfill-agent**

GLOBAL DELIVERY

**United States · Australia · India**

BUILT BY

**SynconAI, Salesforce Select Partner · 5.0/5 CSAT**

salesforce PARTNER